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

IMPLEMENTATION GUIDELINE FOR FIRE PREVENTION AND PROTECTION SERVICE STANDARDS OF FIRE DEPARTMENTS

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Reference to the Description of Action	
Component	C.1. Effective Local Service Delivery
Activity	A.2.2.1. Develop Service Delivery Standards
Output	Implementation Guideline for Preventive and Protective Service Standards of Fire Department

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Abbreviations

Türkçe Açık Hali	**TR-Ks.**	**EN-Abbr.**	**Full Form in English**
Afet ve Acil Durum Yönetimi Başkanlığı	AFAD	AFAD	Disaster and Emergency Management Agency
Türk Standartları Enstitüsü	TSE	TSE	Turkish Standards Institute
Çevre, Şehircilik ve İklim Değişikliği Bakanlığı	ÇŞİDB	MoEUCC	Ministry of Environment, Urbanization and Climate Change
İçişleri Bakanlığı	IB	MoI	Ministry of Interior
Sağlık Bakanlığı	SB	MoH	Ministry of Health
Tarım ve Orman Bakanlığı	TOB	MoAF	Ministry of Agriculture and Forestation
Milli Eğitim Bakanlığı	MEB	MoNE	Ministry of National Education

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.

The Project covers developing municipal service standards in five areas with a view to enhancing service quality, and piloting such standards in selected metropolitan municipalities (MMs) and provincial municipalities. It should be noted that the outputs of this project aiming to develop an effective service quality that conforms to international standards will also contribute to the work on local service standards stipulated by MoEUCC in the 11th Development Plan period.

The work on standards for fire prevention and protection activities, which is one of the five areas of services provided by municipalities, has a special role in the project due to the importance of the needs in the field. What makes this work unique is to evaluate the opinions and recommendations of municipalities and fire departments together as service providers, convert field data into usable knowledge, and test and revise project outputs in a pilot application. It is important that the implementers of these standards participate in the process of setting service quality standards. Therefore, opening the efforts to discussion at every stage, considering the local conditions to the extent possible will contribute to setting applicable nationwide standards that are inclusive, clear and applicable.

Initially, the Current Situation Report was prepared under the study, which evaluated the opinions from different municipalities and information obtained from the field relating to the delivery of fire services.

In coordination with the current situation analysis, EU Country Practices are examined in Comparative Country Analysis Report, in which France, Germany, Belgium, Italy and Bulgaria are determined as model countries. While country practices on fire prevention and protection services of fire department are addressed in the framework of primary issues in the current situation analysis, each country model is evaluated under its administrative structure and legislation.

At the second stage of the work, service standards for the priority issues needed in Turkey were determined within the frame of a preliminary study report on standards. When creating the recommendations for standards, TSE's current standards for issues in the scope of the study were reviewed and cited as reference for the standards recommended in the report, and the TSE standard contents that could be improved were also identified. The recommendations for service standards were presented in a workshop held on 17-18 August 2021 with the participation of representatives of central government agencies and local administrations, and discussed in sessions where municipal fire department representatives participated.

It has become an agenda one more time to conduct improvement studies on legislation relating to service delivery of fire department in Turkey in the workshop output and during the discussions held with municipalities and representatives of public institutions at certain provincial visits performed after workshop. This is because the legislation on fire department

services that is examined in detail in the study and presented as a separate heading in an annex to the study causes some difficulties in practice as is not completely understood in its existing version, could not be brought into compliance with changing conditions and includes deficiencies in written language. It is understood that eliminating these difficulties will provide important contribution to delivered service quality and the applicability of relevant standards. For this reason, subjects which require legislative amendments are provided in the annexes to the report under a separate heading from recommendations for standards.

Considering that the creation of steps and procedures to implement standards was just as important as the formulation of standards, it was decided that a practical guide on fire prevention and protection standard would be drafted and tested for applicability in two selected pilot municipalities under the project. The Implementation Guideline prepared in this respect aims to be guiding for municipalities and relevant public institutions while implementing recommendations for standards prepared to increase service efficiency of fire department presented in the Fire Department Service Standards Report.

2. Purpose and Scope

In Turkey, fire services are among priority municipal services that most need quality standardization. Despite efforts in recent years, current regulations fall short of responding to the needs in the field or cannot be implemented.

The present work is not limited only to the recommendations presented on the topics identified as needs in light of the data obtained in the Current Situation Analysis Report and Comparative Assessment Report; it has also aimed to show how and under which circumstances the current legal regulations, guidelines and standards can be applied or used as reference in service quality improvement in order to make progress as well as how practices developed by certain municipalities can be used as examples and improved.

In this respect, this study presents the following five main components and 14 recommendations for standards based on 7 themes included in these 5 main components;

- Planning
- Coordination
- Implementation
- Fire prevention and protection
- Monitoring and Evaluation

3. Implementation Guideline

3.1. Planning

3.1.1. Voluntary Firefighting Definition, Code of Conduct and Training

Theme	Personnel Management
Standard	**3.1.1. Voluntary Firefighting Definition, Code of Conduct and Training**
Responsible Institutions	MoEUCC, municipalities
Related Institutions	MoI, MoEUCC and municipalities

PURPOSE: It is aimed to define volunteer firefighter at national level and provide collaboration in implementation on voluntary firefighting in Turkey.

The implementation of voluntary firefighting is evaluated under the framework of citizen participation, decentralization, additional support on the basis of increased workload of professional firefighter due to increasing risk elements and effective use of resources.

Voluntary firefighting should be addressed separately from other volunteering practices in the public.

For this reason, firstly volunteer firefighter should be defined. [here]

Volunteer firefighter: "Volunteer Firefighter" refers to community members who are engaged in the devotion and responsibility that firefighting profession requires on a voluntary basis and perform their duty on time in full by giving their knowledge, skills and capabilities as well as opportunities and time in all kinds of joint works in the framework of chain of command in fire department without making discrimination in terms of religion, language and race and expecting any financial gain.

Volunteer firefighters are those who are assigned in settlements where it is not possible to employ professional firefighters with low population rate and low frequency of firefighting incidents, have opportunities and capabilities of a standard firefighter in terms of training, skills and equipment. They should be able to leave their occupation when fire and rescue related incidents occur, respond to incidents under the chain of command and return their own occupation after the incident. They should be also trained on the course of action during disasters by taking training courses relating to disasters, emergencies and urgent cases.

Taking into consideration the parameters can facilitate the setting the ratio of volunteer personnel in the total not to disrupt the service provided for 24 hours and for effectiveness in the activation of voluntary firefighting.

The employment of a volunteer firefighter in a fire department depends on a contract between parties. If volunteer firefighter is also working in another full-time or part-time job, the company where he/she works can be a party to this contract.

In this respect, how many of the firefighters can consist of volunteers can be determined by taking into consideration the following parameters.

- Geographical characteristics, population density and seasonal distribution of this density in the area in which service is provided
- Risk distribution and condition of being exposed to risks in the area in which service is provided
- Distance of volunteers to fire departments and their availability (employed/unemployed, day/night, seasonal characteristics of summer/winter).

The number of volunteers who will get involved in certain average durations can be provided as a scale both in daily interventions and disasters through the data created according to above-mentioned parameters. These numbers will be able to provide contribution to the efficiency and sustainability of services by being involved in intervention plans and work shift organization.

The volunteer accepted in fire departments as a volunteer firefighter should comply with the code of conduct for volunteer firefighters.

Code of conduct for volunteer firefighters:

- Be investigative,
- Be hardworking,
- Be careful,
- Make quick and right decisions,
- Be honest,
- Have work discipline,
- Take care of human relations,
- Be careful about occupational safety,
- Comply with working principles and chain of command,
- Pay attention to the use of tools, materials and equipment at the workplace,
- Have professional ethics,
- Be planned and organized,
- Be patient and calm,
- Be responsible,
- Be open-minded,
- Be sensitive to the protection of environment.

Subject Headings of Volunteer Firefighter Training:

- Combustion, Fire Information and Extinguishing Technology
- Hazards that may occur during Fire
- Personal Protective Equipment and Clean Air Respiratory Device
- Tools, Equipment and Extinguishing Instruments
- Firefighting and Teamwork
- Urban Search and Rescue
- Response in Road Accidents
- Ropes and Knot Types
- Techniques on tying stretcher and carrying injured person
- First aid and Response
- Occupational safety and health Training

References:

- While there is a "Regulation on Voluntary Participation in Services of Special Provincial Administrations and Municipalities" (OG of 09.10.2005 issue 25961), it needs to be improved. However, it is necessary to examine volunteer firefighters under a different heading separately from volunteering activities of Non-Governmental Organizations and considering the practices in Europe and nature of service delivered. It is also required to conduct a study constituting a basis for a practice that will become widespread across the country as well as update voluntary firefighting chapter in the regulation separately by considering vocational training courses of volunteer firefighters, rules on occupational safety and health, their terms of reference during disasters and emergencies and rights of volunteers in the study.
- Regulation on Municipal Fire Department
- Comparative Assessment Report About EU Practices in Fire Services, 2021, UNDP

3.1.2. Minimum Qualifications of Fire Prevention and Training Personnel of Fire Department

Theme	Personnel Management
Standard	**3.1.2. Minimum Qualifications of Fire Prevention and Training Personnel of Fire Department**
Responsible Institutions	Municipalities
Related Institutions	MoEUCC, municipalities and TSE

PURPOSE: It is aimed to prevent problems experienced in inspection and reporting in fire departments, deliver inspection and training services in a smooth, effective and standard way and ensure that recipients are satisfied with the service.

It is necessary that inspection personnel to be assigned in Fire Prevention Services are informed about the Regulation on Protection of Buildings against Fire and can interpret it correctly as well as follow the international legislations issued on this matter. Training personnel should be expert in their field and trained about pedagogical formation.

In this respect,

- Training Personnel: The personnel to be assigned in training courses to raise the awareness of public are selected among those who are graduated from technical departments of universities such as Chemistry, Chemical Engineering etc. and those who have received pedagogical formation.
- Fire Prevention and Inspection Personnel: The personnel to be assigned in fire prevention and inspection unit are selected among those who are graduated from civil engineering, mechanical engineering, electrical engineering and chemical engineering departments of faculty of engineering as well as faculty of architecture of universities.
- The personnel serving in the training and inspection unit are preferably selected from those who have received training at master's degree or existing personnel are ensured and encouraged to receive specialised training courses at master's degree on this subject.

- It is recommended to carry out psychological resilience tests for fire prevention and inspection personnel.

References:

- Regulation on Municipal Fire Department (OG of 21.10.2006 issue 26326)
- Regulation on Protection of Buildings against Fire (OG of 19.12.2007 issue 26735)
- Standard no. TS 12206 of April 1997

3.1.3. Principles of Creating Work Flow Diagram for Fire Prevention and Training Services in Fire Department

Theme	Fire Prevention Activities
Standard	**3.1.3. Principles of Creating Work Flow Diagram for Fire Prevention and Training Services in Fire Department**
Responsible Institutions	Municipalities
Related Institutions	Municipalities

PURPOSE: It is aimed to provide a standard and effective service delivery for individuals, institutions and organizations receiving service from preventive and protective services unit of fire department, evaluate the performances of fire department providing service in this regard and facilitate the work of personnel serving in fire protection services as well as efficient use of time and prevention of possible mistakes and deficiencies.

It is observed in some municipalities that work flow diagrams applied in fire departments on the basis of quality management systems are put into practice in the findings obtained from the field. It is considered necessary to standardize this work flow diagrams at national level in the same subject.

Work flow diagrams are the way to visually indicate necessary steps and decisions to be made to execute a process in order with suitable figures.

In this respect, work flow diagrams in fire prevention and training services of fire departments involve which phases individuals, institutions and organizations go through to reach the conclusion during a certain period of time beginning from written application

References:

- "Work Flow Diagram for Prevention and Inspection" of Metropolitan Municipality of Tekirdağ Fire Department (Annex-1)

3.1.4. Inclusion of Training and Prevention Activities in Performance Indicators

Theme	Fire Prevention Activities
Standard	**3.1.4. Inclusion of Training and Prevention Activities in Performance Indicators**

Responsible Institutions	Municipalities
Related Institutions	Municipalities

PURPOSE: It is aimed to evaluate the performances of fire departments in training and prevention activities and the efficiency of training and prevention activities.

It is recommended to determine the main purpose of fire services and relevant goals as well as performance indicators to achieve this purpose in strategic plans prepared by municipalities and that these indicators are measurable.

In this regard,

- Quantitative targets are determined regarding the increase in the number of fire hydrants in urban and rural areas (e.g. it is possible to determine as a performance indicator to place at least one or more fire hydrants in neighbourhoods and villages in rural areas in terms of the population and risk position of that neighbourhood and village).
- Quantitative targets can be determined for studies to raise the awareness of public for disasters and emergencies (e.g. the number of individuals to receive training during a year).
- Quantitative targets are determined for the inspected workplace.
- Average duration of reaching fire is determined at urban and rural level.
- A satisfaction survey will be conducted for public receiving service at least once a year to be able to evaluate the quality of service delivered.

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)
- Sample Performance Indicator Table (Annex-2)

3.1.5. Principles of Positioning Fire Hydrants

Theme	Fire Prevention Activities
Standard	**3.1.5. Principles of Positioning Fire Hydrants**
Responsible Institutions	Municipalities, Water and Sewer Administration
Related Institutions	MoEUCC, Water and Sewer Administrations, Bank of Provinces and TSE

PURPOSE: It is considerably important to place fire hydrants on water network line in cities considering risk zones especially in terms of fire safety in settlements in rural areas. Today, the problems experienced to meet the needs of water for fire extinguishment drawn at rural and forest fires arise in the findings obtained from the field. By positioning fire hydrants in an organized way that can meet the demand, it is aimed to rapidly respond such fires by eliminating these problems and protect ecological system by reducing damages to occur.

It is regarded as necessary to ensure the implementation of Article 95 of the Regulation on Protection of Buildings against Fire in all settlements, especially rural areas. It is considered highly important in terms of safety of life and property that this issue is included in the Regulation on Municipal Fire Department in terms of enforcement and implemented primarily in rural areas. This situation will also provide great facilities regarding respond to land and forest fires.

In this respect, municipalities are required to create at least one fire hydrant and/or alternative water sources that will meet fire-protection water demand in villages and settlements which transformed into neighbourhood from village considering this issue in infrastructure tenders performed by Water and Sewer Administrations as well as the Bank of Provinces.

Accordingly, it is necessary to carry out following points to meet fire-protection water demand;

- Firstly, fire hydrants in the area of responsibility are identified.
- The hydrants identified are included in digital maps.
- Then, the locations in which fire hydrant is primarily needed are identified considering risk position in the area of responsibility.
- If there is water network in these identified locations, fire hydrant is placed. If there is no water network, it is ensured to meet fire-protection water demand by providing alternative water sources.
- Newly placed fire hydrants as well as alternative water sources should be included in digital maps.

References:

- Regulation on Protection of Buildings against Fire (OG of 19.12.2007 issue 26735)
- Standard no. TS 9684 of December 1991

3.2. Coordination

3.2.1. Implementation Principles of Vehicle Tracking, Camera and Communication Systems as well as Software used in 112 Emergency Call Centre Services of Fire Department

Theme	Operation of 112 Emergency Call Centre
Standard	**3.2.1. Implementation Principles of Vehicle Tracking, Camera and Communication Systems as well as Software used in 112 Emergency Call Centre Services of Fire Department**
Responsible Institutions	MoI, MoH and municipalities
Related Institutions	MoI, MoH, MoAF and municipalities

PURPOSE: It is aimed in the planning of operational services to provide cooperation and coordination regarding vehicle tracking systems, camera systems, communication systems, location notification systems of person who makes the call, system which shows water sources on digital map and software.

When different applications and systems are used in fire department and 112 Emergency Call Centres, service efficiency may not be provided. It will improve service quality to use same kind of and integrated systems in 112 Emergency Call Centres.

For this reason, it is necessary to ensure that same type of and integrated systems are used in 112 Emergency Call Centres at national level in terms of improving service quality.

References:

- Regulation on 112 Emergency Call Centres' Organization, Functions and Operations (OG of 16.05.2014 issue 29002)

3.3. Implementation

3.3.1. Criteria for Compiling and Collating Fire Statistics

Theme	Operational Effectiveness
Standard	**3.3.1. Criteria for Compiling and Collating Fire Statistics**
Responsible Institutions	Municipalities
Related Institutions	MoI (AFAD), MoEUCC, municipalities and TSE

PURPOSE: It is aimed to provide contribution to make strategies on fire prevention and planning in compliance with these strategies, determine priorities and target audience in fire protection and prevention activities, identify fire risk trends and prepare response plans. It is particularly important in the development of fire prevention strategies in residential fires as well as the planning and implementation of studies on raising the awareness of public in accordance with need and target audience.

It is necessary to execute the following points in order to prepare fire statistics in a way to produce applicable data that is appropriate for this purpose:

- "Fire Report" (Annex-3) in the Regulation on Municipal Fire Department and "Post-Fire Procedures" can be re-evaluated by being addressed together and "Fire Statistics Form" (Annex-4) that is an annex to the Regulation on Municipal Fire Department can be updated.
- Existing "Fire Notice Form" (Annex-5) and data containing fire reports are detailed and included concepts are separately presented along with the report with written explanations.
- Relevant personnel in fire department are trained for the content of terminology used in fire notice forms and fire reports.
- Control systems are prepared to create systematic and organized statistical data in fire notice forms and fire reports.

In this regard, in order to create statistical data set while preparing fire notice forms and fire reports;

- The reason for fire outbreak is classified to form a basis for how the information obtained from fire reports will be used as statistical data. For example, this classification in European

cases is considered as unintentional structure fires (by accident) and intentional structure fires, and accidental fires are included in statistical data. This classification can be used.

- Fire data control lists are created.

It is possible to categorize the considerations while creating data control lists for fire reports into 4 groups.

These include:

1. **Identification and data on human beings (victims):** Age, gender, autonomy (disabled, being able to move without assistance, being dependent on others). Victims at fire should be defined as a person who is directly or indirectly affected by the fire. In terms of identifying those affected by the fire, it is necessary to differentiate between the number of people at the residence at the time of fire or the number of people who should be rescued from the fire.
   The definition of death should not only include deaths at the fire site but also deaths resulting directly from the fire or caused by fire-related injuries after the fire (e.g., in the hospital). The issue of how long after the fire deaths caused by injuries will be registered as fire-related deaths is important. Deaths of unknown causes occurring at the fire site are considered fire-related deaths and listed separately as deaths of unknown causes.
2. **Data on Buildings:**

   Type of residence: Adjacent, apartment, transit (caravan, student), usage characteristics (lodging house, Airbnb, home care, home office), construction type (wooden, high-rise, skyscraper, prefabricated, masonry), status (squatter house, building without occupancy permit, illegal additions to the building). The characteristics of building stock of the country should be taken into consideration. Year built, floor where fire started, floor where victims were, part (room) where the victims died or got injured, condition if there was smoke detector or not.
   Fire reports prepared after fires started in business organizations and industrial facilities should include whether the company has work permit and fire insurance, and whether emergency teams were organized and received trainings.
3. **Data on Fire:** It should include details of if the fire is resulted from electrical installation, wrong electrical equipment, direct fire (fireplace, barbeque, candle, cigarette), cooking.
4. **Data on Response:** It should include information of whether there was any response before the fire department arrived, date and time when the fire call is received regarding the fire notice form, duration of reaching fire scene, condition of roads to be used on the way to fire scene, water source used for firefighting, condition and organization of fire scene.

References:

- Regulation on Municipal Fire Department (OG of 21.10.2006 issue 26326)
- Standard no. TS 9870 of February 1992
- Standard no. TS 10108 of April 1992

3.3.2. Administration Principles of Fire Department Response Units

Theme	Operational Effectiveness

Standard	3.3.2. Administration Principles of Fire Department Response Units
Responsible Institutions	Municipalities
Related Institutions	MoI, MoEUCC, municipalities and TSE

PURPOSE: It is aimed to determine necessary administration rules for fire department response units to respond to incidents within the shortest time and escape with minimum damage.

This includes the management of activities beginning from giving alert in fire station following to receive call for any incident in the jurisdiction of fire departments to sending relevant team to scene, informing officer of assigned unit and going back to fire station after completing response action.

Rules to be paid attention to:

- 112 Emergency Call Centres;
  - It is necessary to receive the call and register (Fire Notice Form).
  - It is necessary to location and type of incident.
  - It should be ensured that relevant team is forwarded in compliance with the condition of incident.
  - It should be ensured that team will arrive in scene within the shortest time.
  - It is necessary to identify closest water sources.
- Organization of scene and response;
  - It is necessary to place the fire departments vehicles in the most convenient and safe position that is the closest to the scene.
  - It is necessary for security guards to ensure safety of scene and not allow individuals who are not on duty to enter into scene.
  - It is necessary to place the emergency medical intervention team in the most convenient and safe position that is the closest to the scene.
  - It is necessary to respond to the incident by prioritizing rescue.
  - It should be ensured that injured individuals, if any, are delivered to emergency medical intervention team.
  - It is necessary to examine the scene in detail, take necessary notes, take photos and record video if necessary for incident report after the intervention is completed.
  - It is necessary to collect required data on scene, its user and owner.
  - If there is any death in the incident, it should be ensured that officer in the scene gives necessary information to the Public Prosecutor who arrives in the fire scene.
  - After the provision of necessary information and documents for fire report, the scene is left to the security forces and fire department goes back to the fire station.

The fire report should include the following points:

Name, surname and telephone number of the person who make the fire call, the address of scene, type of incident, number of floors in the building where the fire started, number of people living in the building where the fire started and their gender, the time when the response team arrived in scene, number of tools, equipment and personnel of fire department in the scene, owner of scene, availability of fire insurance of fire scene, duration of response works, the

reason why the fire started, damage control of burned materials, species and conditions of the living creatures who had an accident during fire, the time when the fire department went back to the station.

References:

- Standard no. TS 9871 of February 1992
- Standard no. TS 12206 of April 1997
- Regulation on Municipal Fire Department
- Recommendation for standard no. 3.3.1 on Criteria for Compiling and Collating Fire Statistics included in the guideline

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3.3.3. Considerations to Provide Operational Effectiveness

Theme	Operational Effectiveness
Standard	**3.3.3. Considerations to Provide Operational Effectiveness**
Responsible Institutions	MoI and municipalities
Related Institutions	MoI, municipalities and TSE

PURPOSE: It is aimed to provide contribution to create an assessment tool in the measurement of intervention service efficiency and make service planning based on real data.

Operational effectiveness may be considered as a function of the following four factors (f(RFDS)) in the area within the boundaries in which service is provided in an effective response planning:

- Possible risks (R)
- Means to be used in controlling those risk (M) (means should be defined as staff, vehicles, and equipment here)
- Time to employ the means (T)
- Rate of success (A) (activating the operational means to be used and respect to the maximum response time to be respected)

(Activation of operational facilities to be used and compliance with maximum response time to be complied with)

These factors are obtained from experiences (statistics and reports), scientific research (technical information of fire), economic profitability evaluation.

It should be paid attention to:

- Fire progress rate,
- The involvement of the environmental factors accompanying it,
- And the fact that thermic events may take place.

A classification should be created while categorizing the region to be delivered service into risk groups considering local characteristics. This region can be separated into small parts both

directly through quadrature method or according to risk characteristics. These characteristics include parameters such as population, population density, urban and rural nature, structure type (spaced, adjacent, detached, apartment, high-rise), residential purpose, commercial-industry oriented etc.

References:

- Comparative Assessment Report About EU Practices in Fire Services, UNDP, 2021

3.3.4. Considerations for Determination of Response Time

Theme	Operational Effectiveness
Standard	**3.3.4. Considerations for Determination of Response Time**
Responsible Institutions	Municipalities
Related Institutions	MoI, municipalities and TSE

PURPOSE: Response time is both a significant performance indicator for the efficiency of response service of fire department and a basic parameter in the planning of response services. It is aimed with this standard to contribute to practical calculation of response time as much as possible and in this regard to the service planning of fire department.

In this respect, it should be paid attention to the following points in the determination of response time:

- Identification of response field and its surface area
- Location of fire department
- Access to facilities to be used in response
- Rural and urban areas

It is necessary to classify the response field also by risk categories to be able to use response time in response planning.

Risk-based operation planning involves;

- Rating risks exposed in the service area
- Analysis of information gained through experiences
- Identification of operational facilities for each risk group
- Determination of response times.

Example:

Response time (min)	1st Grade Risk Zone	2nd Grade Risk Zone	3rd Grade Risk Zone
	Vehicle, equipment, personnel	Vehicle, equipment, personnel	Vehicle, equipment, personnel
<10 mins.			
<20 mins.			

While separating service areas into regions in terms of risk grades;

- Population parameters: These include population, population density (population/km^2), urban or rural structure of the region. Seasonal population changes (summer/winter) are taken into consideration and calculated separately for summer and winter.
- Building type inside the service area: It is possible to address the parameters of spaced/adjacent, business/home, architectural features (historical structure, wooden structure), number of floors, squatter house/ordered structure.
- Areas where there are critical structures: Areas where there is hospital, penitentiary, industrial risk, ports, airports, nursing homes, public buildings and high-rise buildings are evaluated separately and it is prescribed to activate more facilities.
- If the fire departments involve also the volunteers, the status of the personnel is taken into consideration in the organization of response facilities in terms of risk classes.

References:

- Comparative Assessment Report About EU Practices in Fire Services, 2021, UNDP

3.3.5. Coding of Fire Department Vehicles according to the Type of Service and Determination of Equipment and Material Required in these Vehicles

Theme	Equipment and vehicles
Standard	**3.3.5. Coding of Fire Department Vehicles according to the Type of Service and Determination of Equipment and Material Required in these Vehicles**
Responsible Institutions	MoEUCC, municipalities
Related Institutions	MoEUCC, municipalities and TSE

PURPOSE: Through the determination of what kind of equipment should be available in which type of vehicles as a standard at national level, it is aimed to contribute both to inspect whether it is complied with the service standard or not and to make evaluation and comparison on available vehicle stocks.

The standard study to be conducted for coding and determination of equipment to be loaded to vehicles through each code will provide significant facilities for producers and users of vehicles and equipment in Turkey.

In this respect;

- It is possible to give code names to vehicles by separating into service classes.
- It is ensured that the vehicles are separately standardized through the determination of amount of water and foam that should be available in each code-designated vehicle, water pump flow rate, materials and equipment that should be loaded to the vehicle.

For example, in accordance with European practices, TLF code refers to fire truck loaded with water and foam, DLK code refers to fire truck with ladder, RW2 code refers to heavy-duty rescue vehicles with crane at its front and back. It is recommended to determine a coding system and loading lists specific to Turkey by benefiting from these examples.

References:

- Standard no. TS 12206 of April 1997
- Article 42 of the Regulation on Municipal Fire Department

3.3.6. Considerations for Daily Maintenance of Vehicles and Equipment of Fire Department and Preparation of Test Forms

Theme	Equipment and vehicles
Standard	**3.3.6. Considerations for Daily Maintenance of Vehicles and Equipment of Fire Department and Preparation of Test Forms**
Responsible Institutions	Municipalities
Related Institutions	Municipalities

PURPOSE: It is aimed to keep response vehicles and equipment available for duty all the time which is also one of the most fundamental functions of fire departments.

It is known that tests are daily conducted on the operation and readiness of vehicles and equipment, however as these tests are not conducted through a specified check list or a standard format, personnel of different shifts may experience various problems while handing over the vehicles and equipment. It is necessary to create standard check lists and handing-over forms on this issue to be used in all fire departments at national level to be able to partially or completely eliminate these problems.

In this respect,

- Operational test forms are prepared for each vehicle with regard to the operating status of vehicles and equipment that is available on each vehicle.
- This test form includes information of vehicle gauge, engine oil, drive belts, shaft and front mechanism connections, windshield washer fluid, windshield wipers, engine coolant, battery and starter, all illumination lights, siren, brake and tires, chassis and bodywork, water pump pressure, ladder and its basket if it is a vehicle with ladder, outriggers and security systems.
- It is necessary to make inspections and apply short use test on oil, fuel and operating status etc. of all the equipment that is available in the vehicle and used by being operated.
- A material inspection form is created for each vehicle. This form includes information of water, foam and all the other materials on the vehicle.

Daily maintenance and test forms should include all of the above-mentioned subjects.

References:

- It is possible to take as example the Vehicle and Material Check and Test Forms as well as Onboard Material and Equipment Check Forms used in fire departments of some municipalities (Annex-6 and Annex-7 Forms).

3.4. Fire Prevention and Protection

3.4.1. Raising Awareness of the Public on Fire Prevention Activities and Creating Training Modules to be used in Training Courses to Raise Awareness

Theme	Training, Raising Awareness
Standard	**3.4.1. Raising Awareness of the Public on Fire Prevention Activities and Creating Training Modules to be used in Training Courses to Raise Awareness**
Responsible Institutions	Municipalities
Related Institutions	MoEUCC, MoNE and municipalities

PURPOSE: It is aimed to create training modules to provide information and skills relating to fire prevention and fire protection and to be used at national level in training courses for raising awareness of the public in fire prevention activities.

It will affect the service quality to differentiate awareness-raising activities relating to fire prevention and protection according to certain levels and create the content in compliance with specified objectives in a standard format.

The following points are implemented in the preparation of training programme to be followed in training courses and awareness-raising studies to be conducted for citizens:

- The target audience is identified (old, disabled, child, student, those living alone, housewife etc.). It is determined according to the fire statistics which population group is prioritized in terms of the training for fire prevention and fire protection in the identification of target audience.
- Training is separated into different modules and levels.
- The purpose of each module is determined.
- Targeted output is determined for each module.
- Appropriate content is created according to different modules and duration of training courses is determined accordingly.
- The methodology is determined in a way that training courses for adults will include scenarios based on real incidents as much as possible and provide not only information but also skills to the audience benefiting from the training.
- It is indicated the different pedagogical methods and materials to be used as well as the points and synthesis to be emphasized in the module.

Recommended training modules can be created as;

- Training module to be provided for primary and secondary level students,
- Training module to be provided for adults,
- Training module to be provided for the elders,
- Training module to be provided for people with disabilities. Training materials that are appropriate for the nature of disability should be used in training programmes of which target audience is people with disabilities (Visual materials, sign language etc.)

It is determined different outputs for different levels in training to be provided in schools and materials and pedagogics to be able to provide this training.

Example:

I. Fire Risk Prevention Training in Primary School Classes

Main objective: This involves gaining required characteristics that should be known, made and possessed with regard to fire protection and fire risk prevention.

Output: The objective in the level is to identify the source of fire and learn fire alarm systems (smoke detector, general alarm).

Module 1: Fire Prevention

Objective: Know and eliminate conditions that may cause fire.

Duration: 30 mins.

Sample Chart 1:

Pedagogics	Material	Important Points	Synthesis
• **Collaborative thinking:** questions & answers			
• **Exemplification:** display areas with possible fire risk at home, school, sport centre etc. Measures to be taken	-Video - Tablet or laptop computer -Table-smart board -Information brochures -Video relating to fire outbreak	- Have knowledge that all fire sources belong to adults - Not put any cloths on electric heaters and glass slides - Be aware that same rules are valid at home and school	Training personnel synthesizing what is learned on the table together with students
• **Implementation** Make animations with small groups: identification and elimination of risks		Hesitate over informing an adult	

Module 2: Appropriate Behaviour during Fire

Target and Output: Gain information for appropriate behaviour during fire.

Sample chart 2:

Pedagogics	Material	Important Points	Synthesis
• Collaborative thinking: questions & answers Different question from the first model, e.g. operating fire alarm			
• **Exemplification:** differentiating alarms Measures to be taken to follow the instructions of adults for evacuation and be aware of assembly area	-Video - Tablet or laptop computer -Table-smart board - Different alarm sounds	-Identify fire alarm - Be aware that the priority is evacuation and safe arrival at assembly area	Training personnel synthesizing what is learned on the table together with students

• **Implementation** Animation of smoky environment (e.g. burning a fabric swatch) Operate smoke alarm Evacuation and arrival at assembly area		Follow the instructions of an adult (who has received training on fire and is responsible)	

II. Fire Risk Prevention Training in Secondary School Classes:

Main Objective: This includes having knowledge about fire-related risks, potential fire sources and fire alarm, preventing fire outbreaks, using fire alarm and gaining appropriate responsible behaviour with regard to safe evacuation.

Duration: 40 mins. (for each submodule)

Module 1: Knowledge of Risks

Objective and Output: Raise awareness on fire risks for secondary school students and gain responsibility against fire risks

Pedagogics	Material	Important Points	Synthesis
• **Collaborative thinking:** questions & answers			
• **Exemplification:** Separate classes into groups and have them read information brochures and analyse outcomes	-Video - Tablet or laptop computer -Table-smart board - Photographs and news in the press	Be aware that smoke and fire spread very quickly. Share some information of fires in Turkey. Fires started by children or reasons for fire outbreaks.	Training personnel synthesizing what is learned on the table together with students
• **Implementation** Create groups			

Module 2: Fire Prevention

Objective and Output: Know and eliminate conditions that may cause fire.

Pedagogics	Material	Important Points	Synthesis
Collaborative thinking: questions & answers			
• **Exemplification:** Display areas that may be potential fire source at home and school and relevant measures	-Video - Tablet or laptop computer -Table-smart board	- Not keep tools and objects that may catch fire in the room (lighter, candle, gas cooker etc.) - Not put any cloths on electric heaters and glass slides - Be aware that same rules are valid at home and school	Training personnel synthesizing what is learned on the table together with students
• **Implementation:** Separate into groups and identify risky behaviours and determine correct measures through pictures of incidents or animations	Photographs and press clippings relating to risk conditions		

Module 3: Gain Appropriate Behaviour during Fire

Objective and Output: Ensure that secondary school students gain competence to exhibit correct behaviours during fire.

Pedagogics	Material	Important Points	Synthesis
Collaborative thinking: questions & answers			
• **Exemplification:** Show and compare different alarms. Identify measures to be taken and have knowledge of evacuation road and assembly area. Evacuate or help evacuation, close the doors and reach the predetermined area. Comply with the instructions of an adult when necessary. Have knowledge of emergency call numbers.	-Video - Tablet or laptop computer -Table-smart board -Different alarm systems - Smoke detector -Telephone	- Anyone can use fire alarm when necessary. - The priority is evacuation from fire scene and reach determined assembly area. - Inform an adult and make emergency call. - Be aware that same rules are valid at home, school and other buildings that we are inside.	Training personnel synthesizing what is learned on the table together with students
• **Implementation:** Create a real scenario. Operate fire alarm. Evacuate and help evacuation. Close the doors. Make emergency calls.			

REFERENCE:

- Comparative Assessment Report About EU Practices in Fire Services, UNDP, 2021

3.5. Monitoring and Evaluation

3.5.1. Evaluation of Requests, Suggestions and Claims of Citizens

Theme	Monitoring and Evaluation
Standard	**3.5.1. Evaluation of Requests, Suggestions and Claims of Citizens**
Responsible Institutions	Municipalities
Related Institutions	Municipalities

PURPOSE: It is aimed to monitor service quality.

All requests, suggestions and complaints made relating to fire services should be monitored and evaluated by managers and citizens should be provided with feedbacks about the results.

If the request of the citizen is answered over the internet, it is possible to automatically perform a short-term satisfaction survey.

It is possible to prepare a printed satisfaction form for answers provided in writing.

In this respect, it is important to limit the number of questions in the survey and use clear expressions in question patterns.

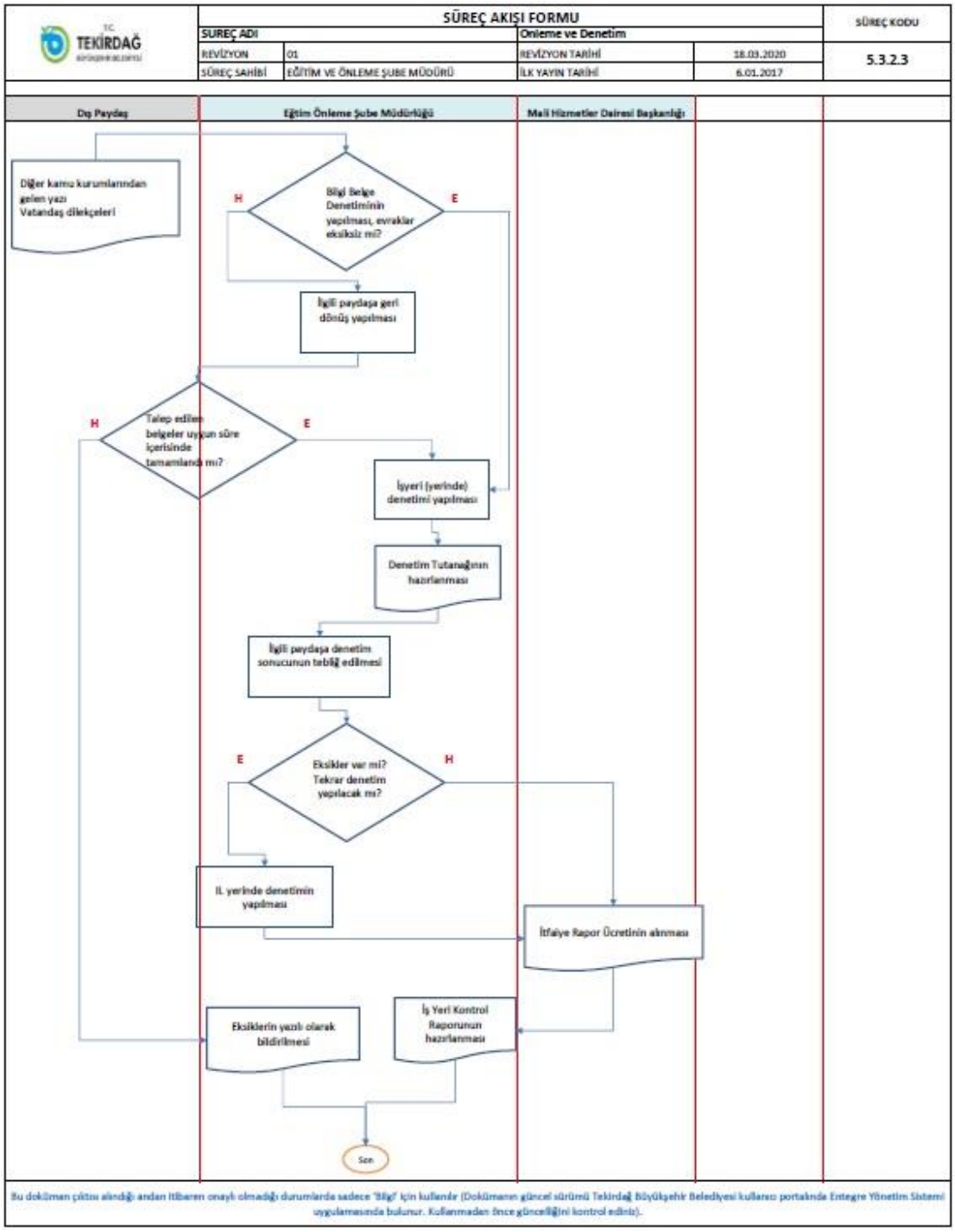
The questions may be related to if it is satisfied with the answering time, content of the answer and the service provided by the fire department regarding the subject of claim.

References:

- Regulation on 112 Emergency Call Centres' Organization, Functions and Operations (OG of 16.05.2014 issue 29002)
- Requests, suggestions and complaints received by 112 Emergency Call Centres.

Annexes

Annex-1. Work Flow Diagram (sample)



TR-orijinal	EN-translation
ANNEX-1	
SÜREÇ AKIŞ FORMU	PROCESS FLOW FORM
SÜREÇ ADI	PROCESS NAME
Önleme ve Denetim	Prevention and Inspection
REVİZYON	REVISION

SÜREÇ SAHİBİ	PROCESS OWNER
EĞİTİM VE ÖNLEME ŞUBE MÜDÜRLÜĞÜ	DIVISION OF TRAINING AND PREVENTION
REVİZYON TARİHİ	REVISION DATE
İLK YAYIN TARİHİ	FIRST RELEASE DATE
SÜREÇ KODU	PROCESS CODE
Dış Paydaş	External Stakeholder
Eğitim Önleme Şube Müdürlüğü	Division of Training and Prevention
Mali Hizmetler Dairesi Başkanlığı	Financial Services Department
Diğer Kamu kurumlarından gelen yazı Vatandaş dilekçeleri	Letters received from other public institutions, petitions of citizens
Bilgi belge denetiminin yapılması, evraklar eksiksiz mi?	Check information and document, are documents complete?
İlgili paydaşa geri dönüş yapılması	Provide feedback to relevant stakeholder
Talep edilen belgeler uygun süre içerisinde tamamlandı mı?	Are the requested documents completed within appropriate duration?
İşyeri (yerinde) denetimi yapılması	Perform inspections at workplace (on-site inspection)
Denetim tutanağının hazırlanması	Prepare inspection report
İlgili paydaşa denetim sonucunun tebliğ edilmesi	Notify the inspection result to relevant stakeholder
Eksikler var mı? Tekrar denetim yapılacak mı?	Are there any deficiencies? Will the inspection be performed again?
İşyerinde denetimin yapılması	Conduct on-site inspection
İtfaiye rapor ücretinin alınması	Receive payment for fire report
Eksiklerin yazılı olarak bildirilmesi	Notify deficiencies in writing
İş yeri kontrol raporunun hazırlanması	Prepare workplace inspection report
Son	End
Bu doküman çıktısı alındığı andan itibaren onaylı olmadığı durumlarda sadece “Bilgi” için kullanılır. (Dokümanın güncel surumu Tekirdağ Büyükşehir Belediyesi kullanıcı portalında Entegre Yönetim Sistemi uygulamasında bulunur. Kullanmadan önce güncelliğini kontrol ediniz.	This document can be used only as “For information” if it is not approved when it is printed. (Up-to-date version of the document is in the user portal of Metropolitan Municipality of Tekirdağ. Please check its up-to-dateness before using.)

Annex-2. Performance Indicators (sample)

PERFORMANS GÖSTERGESİ İZLEME FORMU

SIRA	PERFORMANS GÖSTERGESİ	ÖLÇÜ BİRİMİ	ÖLÇÜM PERİYODU	DEĞERLENDİRME ARALIĞI	BİRİKİM YÖNTEMİ	2021	
						HEDEFLENEN	HEDEF SIKLIĞI
1	Kentsel alanlarda yangına ulaşım süresi	dk	Yıl	Azalan	Ortalama		Yılda 1
2	Kırsal alanlarda yangına ulaşım süresi	dk	Yıl	Azalan	Ortalama		Yılda 1
3	Yangından Korunma ve Önleme Eğitimi Verilen Kişi Sayısı	adet	Yıl	Artan	Son Değer		Yılda 1
4	Yangın Güvenliği konusunda yapılan denetim sayısı	adet	Yıl	Artan	Son Değer		Yılda 1
5	Kazanılan gönüllü itfaiyeci sayısı	adet	Yıl	Artan	Son Değer		Yılda 1
6	Sorumluluk sahası içerisinde ihtiyaç duyulan yerlere konulan yangın hidrantı sayısı	adet	Yıl	Artan	Son Değer		Yılda 1
7	Tekirdağ Halkının İtfaiye Hizmetlerinden Memnuniyet Oranı						

TR-orijinal	**EN-translation**
ANNEX-2	
PERFORMANS GÖSTERGESİ İZLEME FORMU	PERFORMANCE INDICATOR MONITORING FORM
SIRA	ROW
PERFORMANS GÖSTERGESİ	PERFORMANCE INDICATOR
ÖLÇÜ BİRİMİ	UNIT OF MEASURE
ÖLÇÜM PERİYODU	MEASUREMENT PERIOD
DEĞERLENDİRME ARALIĞI	EVALUATION INTERVAL
BİRİKİM YÖNTEMİ	ACCUMULATION METHOD
HEDEFLENEN	TARGETED
HEDEF SIKLIĞI	TARGET FREQUENCY
Kentsel alanlarda yangına ulaşım süresi	Duration of reaching fire scene in urban areas
Kırsal alanlarda yangına ulaşım süresi	Duration of reaching fire scene in rural areas
Yangından korunma ve önleme eğitimi verilen kişi sayısı	Number of people receiving fire protection and prevention training
Yangın güvenliği konusunda yapılan denetim sayısı	Number of inspections performed on fire safety
Kazanılan gönüllü itfaiyeci sayısı	Number of volunteer firefighters enrolled
Sorumluluk sahası içerisinde ihtiyaç duyulan yerlere konulan yangın hidrantı sayısı	Number of fire hydrants placed at necessary locations in the area of responsibility
Tekirdağ halkının itfaiye hizmetlerinden memnuniyet oranı	Public satisfaction rate on Tekirdağ fire services
dk	Min(s)
adet	piece(s)
yıl	year
azalan	decreasing

artan	increasing
ortalama	average
Son değer	Final value
Yılda 1	Once a year

Annex-3. Fire Report Form

Form-3

<table>
<tr><td colspan="10">FIRE REPORT</td></tr>
<tr><td colspan="3">Date of Incident:</td><td colspan="2">Notice No:</td><td colspan="2">Time of Reporting:</td><td colspan="2">Tel:</td></tr>
<tr><td colspan="3">Date of Registration:</td><td colspan="2">Registration No:</td><td colspan="4">Who Received the Report:</td></tr>
<tr><td colspan="10">Reported Address:</td></tr>
<tr><td colspan="10">Correct Address:</td></tr>
<tr><td colspan="10">Type of Fire:</td></tr>
<tr><td colspan="4">If Fire is in Building:</td><td colspan="3">Type of Construction:</td><td colspan="3">Type of Use:</td></tr>
<tr><td colspan="2">Of the Burned Thing:</td><td colspan="3">Owner:</td><td colspan="5">Renter or User:</td></tr>
<tr><td colspan="2" rowspan="4">Of the Dispatched Team</td><td colspan="8">Chief:</td></tr>
<tr><td colspan="2">Number of Vehicles:</td><td colspan="3">Time of Dispatch:</td><td colspan="3">Time of Arrival</td></tr>
<tr><td colspan="2" rowspan="2">Number of Staff:</td><td colspan="6">Power Failure Time of Arrival:</td></tr>
<tr><td colspan="6">112 Emergency Time of Arrival:</td></tr>
<tr><td colspan="2">If a Supporting Team was Dispatched</td><td colspan="8">Gas Team Time of Arrival:</td></tr>
<tr><td colspan="2">Dispatch Time:</td><td colspan="3">Number of Vehicles:</td><td colspan="3">Number of Staff</td></tr>
<tr><td colspan="2">Situation in Which the Incident Was Seen</td><td colspan="8">Name & Surname of the Team Chief:</td></tr>
<tr><td colspan="2">Type of Extinction</td><td colspan="8"></td></tr>
<tr><td colspan="2" rowspan="2"></td><td colspan="3">Extinguisher Used in Extinction</td><td colspan="3"></td></tr>
<tr><td>Water m3</td><td colspan="2">Foam Kg.</td><td colspan="3">K.K.T. Kg.</td></tr>
<tr><td colspan="2">Damage at the End of Extinction</td><td></td><td colspan="2"></td><td colspan="3"></td></tr>
<tr><td colspan="2">Cause of Fire</td><td colspan="8"></td></tr>
<tr><td colspan="2">If insured</td><td colspan="5">Name of the Company:</td><td colspan="3">Cost:</td></tr>
<tr><td colspan="2">Loss of Tools and Equipment</td><td colspan="8"></td></tr>
<tr><td colspan="2">Who the Fire Scene Was Left to</td><td colspan="8"></td></tr>
<tr><td colspan="2">Team’s Response</td><td colspan="4">Date:</td><td colspan="4">Time:</td></tr>
<tr><td>If</td><td>Dead</td><td>Injured</td><td colspan="5">DISPATCHED TEAM: ……. Group ……. Post</td><td colspan="3">APPROVED BY</td></tr>
<tr><td>Firefighter</td><td></td><td></td><td colspan="5" rowspan="2">Higher supervisor, if on the scene:

Team Chief</td><td colspan="3" rowspan="2">…../…../….

Fire Service Unit Chief</td></tr>
<tr><td>Public</td><td></td><td></td></tr>
</table>

Annex-4. Statistical Chart for Partially or Completely Burned Buildings and Other Fires

Örnek - 1

. . . . Yılı

KISMEN VEYA TAMAMEN YANAN YAPILAR İLE DİĞER YANGINLARA AİT İSTATİSTİK ÇİZELGESİ

(Doldurmadan önce çizelgenin arkasındaki **AÇIKLAMAYI** okuyunuz)

(1)YANGIN TÜRÜ		(2)YANAN YERİN İNŞA MALZEMESİNE GÖRE CİNSİ					(3) TOPLAM	(4)YANMA DERECESİ			(5) TOPLAM	(6)YANGIN KAYBI					(7)YANGININ NEDENİ											(8) AÇIKLAMALAR
												İNSAN		HAYVAN		MADDİ ZARAR											
		AHŞAP	KARKAS	BETONARME	ÇELİK	DİĞER	**TOPLAM**	BAŞLANGIÇTA SÖNDÜRÜLEN	KISMEN YANARAK KURTARILAN	TAMAMEN YANAN	**TOPLAM**	HALK	GÖREVLİ	BÜYÜKBAŞ	KÜÇÜKBAŞ	KESİN VEYA TAHMİNİ (YTL)	ELEKTRİK KONTAĞI	LPG, DOĞALGAZ vb.	OCAK,SOBA,KALORİFER KAZANI	BACA TUTUŞMASI	SİGARA VE KİBRİT	AKARYAKIT	PATLAYICI MADDE	YILDIRIM DÜŞMESİ	SABOTAJ	DİĞER	
BİNA YANGINLARI	KAMU																										
	ÖZEL																										
ATÖLYE - İMALATHANE - FABRİKA VB.YANGINLAR																											
MOTORLU ARAÇ YANGINLARI																											
ODUN -KÖMÜR DEPOSU VB.YANGINLAR																											
ORMAN - FİDANLIK YANGINLARI																											
OT - SAMAN - ÇÖP - EKİN VB. YANGINLAR																											
DİĞER YANGINLAR																											
GENEL TOPLAM																											

TR-orijinal	**EN-translation**
ANNEX-4	
Doldurmadan önce çizelgenin arkasındaki AÇIKLAMAYI okuyunuz	Please read the “EXPLANATION” behind the chart before filling it
YANGIN TÜRÜ	TYPE OF FIRE
YANAN YERİN İNŞA MALZEMESİNE GÖRE CİNSİ	TYPE OF BURNING PLACE IN TERMS OF CONSTRUCTION MATERIAL
YANMA DERECESİ	EXTENT OF FIRE
YANGIN KAYBI	FIRE-RELATED LOSS
İNSAN	HUMAN
HAYVAN	ANIMAL
MADDİ ZARAR	ECONOMIC DAMAGE
YANGININ NEDENİ	REASON OF FIRE
AHŞAP	WOOD
KARKAS	CARCASS
BETONARME	REINFORCED CONCRETE
ÇELİK	STEEL
DİĞER	OTHERS
TOPLAM	TOTAL
BAŞLANGIÇTA SÖNDÜRÜLEN	EXTINGUISHED AT THE BEGINNING
KISMEN YANARAK KURTARILAN	RESCUED AS PARTIALLY BURNED
TAMAMEN YANAN	COMPLETELY BURNED
HALK	PUBLIC
GÖREVLİ	STAFF
BÜYÜKBAŞ	LARGE LIVESTOCK
KÜÇÜKBAŞ	SMALL LIVESTOCK

KESİN VEYA TAHMİNİ (TL)	DEFINITIVE OR ESTIMATED (TRY)
ELEKTRİK KONTAĞI	ELECTRICAL CONTACT
LPG, DOĞALGAZ VB.	LPG, NATURAL GAS ETC.
OCAK, SOBA, KALORİFER KAZANI	FURNACE, STOVE, HEATING BOILER
BACA TUTUŞMASI	CHIMNEY FLAREUP
SİGARA VE KİBRİT	CIGARETTE AND MATCH
AKARYAKIT	FUEL OIL
PATLAYICI MADDE	EXPLOSIVES
YILDIRIM DÜŞMESİ	LIGHTNING STRIKE
SABOTAJ	SABOTAGE/ARSON
DİĞER	OTHERS
BİNA YANGINLARI	BUILDING FIRES
KAMU-ÖZEL	PUBLIC-PRIVATE
ATÖLYE-İMALATHANE-FABRİKA VB. YANGINLAR	FIRES AT WORKSHOP-MANUFACTURING PLANT-FACTORY ETC.
MOTORLU ARAÇ YANGINLARI	FIRES OF ENGINE VEHICLES
ODUN-KÖMÜR DEPOSU VB. YANGINLAR	FIRES AT STORAGE OF WOOD-COAL ETC.
ORMAN-FİDANLIK YANGINLARI	FIRES AT FOREST-PLANTATION
OT-SAMAN-ÇÖP-EKİN VB. YANGINLAR	FIRES OF GRASS-STRAW-THRASH-CROP ETC.
DİĞER YANGINLAR	OTHER FIRES
GENEL TOPLAM	GRAND TOTAL
AÇIKLAMALAR	EXPLANATION

Annex-5. Fire Notice Form

Form-2

Page No :

Row No :

FIRE NOTICE FORM

1	Name-Surname of Person Reporting the Fire		
2	Phone Number		
3	Type of Fire		
4	Address of the Location of the Incident		
5	Time-Hour/Min.		
6	Team Dispatch	Date:	Time:
UNITS NOTIFIED			
1	Fire Unit		
2	Dep. Dir./Ass. Dir. etc.		
3	Police (155)		
4	Gendarmerie (156)		
5	Electrical Problem (186)		
6	Emergency Medical Aid (112)		
7	Forest Administration (177)		
8	Gas (187)		

Team's response	Date:	Time:
Of the one receiving the report	Name:	Surname:
Of the organizer	Name & Surname: Duty Title: Signature:	

Annex-6. Weekly Vehicle Inspection Form

BALIKESİR BÜYÜKŞEHİR BELEDİYESİ

T.C.
BALIKESİR BÜYÜKŞEHİR BELEDİYESİ
İTFAİYE DAİRE BAŞKANLIĞI
..... GRUP AMİRLİĞİ
HAFTALIK ARAÇ KONTROL FORMU

İTFAİYE DAİRESİ BAŞKANLIĞI

PLAKA:	GÖREV:	BAKIM BAŞLANGIÇ TARİHİ	..../...../2018

KABİN İÇİ

		PZT.	SL	ÇRŞ	PRŞ	CUM.	CMT	PZR			PZT	SL.	ÇRŞ	PRŞ	CUM	CMT.	PZR
1	ARAÇ KOLTUKLARI								5	KABİN AYDLATMA							
2	ARAÇ TÜM GÖSTERGELERİ								6	SİREN (KOMPLE)							
3	KAPILAR VE KOLLARI								7	AYNALAR							
4	CAMLAR VE KOLLARI																

DİĞER

		PZT.	SL	ÇRŞ	PRŞ	CUM.	CMT	PZR			PZT	SL.	ÇRŞ	PRŞ	CUM	CMT.	PZR
1	SİREN ÇAKARLARI								15	SİNYALLER							
2	NORMAL KORNA								16	ARAÇ.LASTİKLERİ							
3	MOTOR YAĞI								17	SU POMPASI							
4	MOTOR SUYU								18	AVADANLIKLAR							
5	ANTİFİRİZ								19	FRENLER							
6	CAM SUYU								20	KAPORTA							
7	SİLGİLER								21	BOYA							
8	DİĞER AYDINLATMA LAMBASI								22	ARAÇ POMPA DEP.BAĞL.KİT							
9	AKÜ BAĞLANTILARI KUTUP BAŞLARI VE SUYU								23	ARACIN KOMPLE TEMİZLİĞİ							
10	DOLAP AYDINLATMALARI								24	FREN DEB.HİD.YAĞI							
11	ÖN FARLAR								25	MOTOR KAYIŞI							
12	ARAÇ ÜST EKİPMANI (Merdiven,su pompa yağlanması)								26	ARAÇ ŞAVT VE ÖN TAKIMLARININ YAĞLANMASI							
13	ÖN TAKIM CİVATALARA, BİJONLAR, ŞAFT, ŞANZUMAN MAKAS BAĞLANTILARI								27	ARAÇLARIN GÜNLÜK ÇARK YAPTIRILMASI (ÇALIŞTIRILARAK BİR KAÇ KM YÜRÜTÜLMESİ							
14	DOLAP KAPAKLARI VE KIZAKLARININ YAĞLANMASI VE TEMİZLİĞİ								28								

DÜŞÜNCELER:

NOTLAR

1- Formda yazılı olan her türlü bilgiler tarafımızdan doğru kabul edilecektir. Gerekli görüldüğünde formla birlikte yerinde inceleme yapılacaktır.
2- Bakım yapıldı ise, ilgili soruya göre "+ " (Artı) veya " - " (Eksi) işareti konacaktır. Araç dış serviste ise " S " (Serviste) harfi yazılacaktır.
3- Bakım formları; Her pazartesi sabah 08:30'a kadar serdar.karakilic@balikesir.bel.tr adresine e-mail ile gönderilmesi gerekmektedir.

	PZRTESİ	SALI	ÇARŞAMBA	PERŞEMBE	CUMA	CUMARTESİ	PAZAR
AD SOYAD							
ŞOFÖR							
ÇAVUŞ/AMİR							

Sayfa 1/1

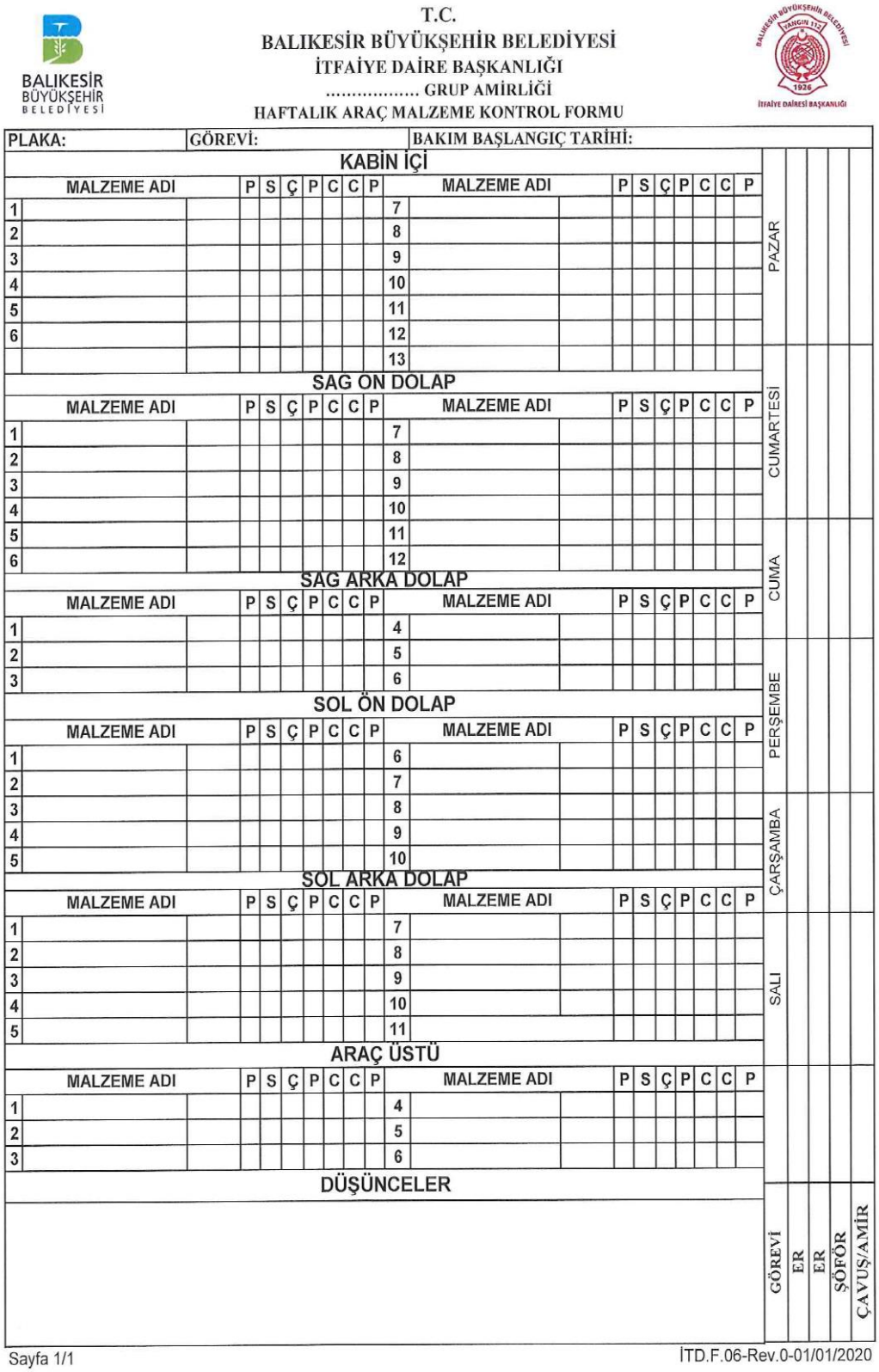
İTD.F.07-Rev.0-01/01/2020

TR-orijinal	EN-translation

ANNEX-6	
T.C. BALIKESİR BÜYÜKŞEHİR BELEDİYESİ İTFAİYE DAİRE BAŞKANLIĞI.....GRUP AMİRLİĞİ HAFTALIK ARAÇ KONTROL FORMU	T.R. METROPOLITAN MUNICIPALITY OF BALIKESİR FIRE DEPARTMENT ADMINISTRATION OF …. WEEKLY VEHICLE INSPECTION FORM
PLAKA	LICENSE PLATE
GÖREV	FUNCTION
BAKIM BAŞLANGIÇ TARİHİ	MAINTENANCE START DATE
KABİN İÇİ	IN-CABIN
ARAÇ KOLTUKLARI	VEHICLE SEATS
ARAÇ TÜM GÖSTERGELERİ	ALL VEHICLE GAUGES
KAPILAR VE KOLLARI	DOORS AND HANDLES
CAMLAR VE KOLLARI	WINDOWS AND HANDLES
KABİN AYDINLATMA	CABIN LIGHTING
SİREN(KOMPLE)	SIREN (COMPLETE)
AYNALAR	MIRRORS
DİĞER	OTHERS
SİREN ÇAKARLARI	SIREN BLINKERS
NORMAL KORNA	NORMAL HORN
MOTOR YAĞI	ENGINE OIL
MOTOR SUYU	ENGINE WATER
ANTİFİRİZ	ANTI-FREEZE
CAM SUYU	WINDSHIELD WASHER FLUID
SİLGİLER	WINDSHIELD WIPERS
DİĞER AYDINLATMA LAMBASI	OTHER ILLUMINATION LAMP
AKÜ BAĞLANTILARI KUTUP BAŞLARI VE SUYU	BATTERY CONNECTIONS, TERMINALS AND SOLUTION
DOLAP AYDINLATMALARI	EQUIPMENT RACK ILLUMINATION
ÖN FARLAR	FRONT HEADLIGHTS
ARAÇ ÜST EKİPMANI (Merdiven, su pompa yağlanması)	ONBOARD EQUIPMENT (Ladder, water pump, lubricator]
ÖN TAKIM CİVATALARA, BİJONLAR, ŞAFT, ŞANZUMAN MAKAS BAĞLANTILARI	FRONT GEAR BOLTS, STUDS, SHAFT, GEARBOX SPRING CONNECTIONS
DOLAP KAPAKLARI VE KIZAKLARININ YAĞLANMASI VE TEMİZLİĞİ	LUBRICATING AND CLEANING DOORS AND SLIDES OF EQUIPMENT RACKS
SİNYALLER	SIGNALS
ARAÇ LASTİKLERİ	VEHICLE TIRES
SU POMPASI	WATER PUMP
AVADANLIKLAR	TOOL-KIT
FRENLER	BRAKES
KAPORTA	BODYWORK
BOYA	DYE
ARAÇ POMPA DEP. BAĞL. KİT	VEHICLE PUMP RUBBER BELT KIT
ARACIN KOMPLE TEMİZLİĞİ	COMPLETE CLEAN-UP OF THE VEHICLE
FREN DEB. HİD. YAĞI	BREAK AND CLUTCH HYDRAULIC LEVEL
MOTOR KAYIŞI	ENGINE BELT
ARAÇ ŞAFT VE ÖN TAKIMLARIN YAĞLANMASI	LUBRICATING THE SHAFT AND FRONT GEAR OF VEHICLE

ARAÇLARIN GÜNLÜK ÇARK YAPTIRILMASI (ÇALIŞTIRILARAK BİR KAÇ KM. YÜRÜTÜLMESİ)	DAILY VEHICLE EXERCISE (OPERATING AND DRIVING FOR A FEW KM.)
DÜŞÜNCELER	CONSIDERATIONS
NOTLAR	NOTES
1.Formda yazılı olan her türlü bilgiler tarafımızdan doğru kabul edilmektedir. Gerekli görüldüğünde formla birlikte yerinde inceleme yapılacaktır. 2. bakım yapıldı ise ilgili soruya göre "+" (artı) veya "-" (eksi) işareti konacaktır. Araç dış serviste ise "S" (Serviste) harfi yazılacaktır. 3. Bakım formları her pazartesi sabah 08:30'a kadar serdar.karakilic@balikesir.bel.tr adresine e-mail ile gönderilmesi gerekmektedir.	1. All the information provided in the form are accepted as correct by our side. When necessary, re-inspection will be conducted along with the form. 2. If the maintenance is completed put "+" (plus) or "-" (minus) in the relevant question. If the vehicle is in the external servicing, write "S" (in Service) letter. 3. Maintenance forms should be sent by e-mail to the e-mail address of serdar.karakilic@balikesir.bel.tr until 08:30 every Monday.
AD-SOYAD	NAME-SURNAME
ŞOFÖR	DRIVER
ÇAVUŞ/AMİR	SERGEANT/SUPERVISOR

Annex-7. Weekly Vehicle Material Inspection Form



T.C.
BALIKESİR BÜYÜKŞEHİR BELEDİYESİ
İTFAİYE DAİRE BAŞKANLIĞI
..... GRUP AMİRLİĞİ
HAFTALIK ARAÇ MALZEME KONTROL FORMU

PLAKA: | GÖREVİ: | BAKIM BAŞLANGIÇ TARİHİ:

KABİN İÇİ

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									7								
2									8								
3									9								
4									10								
5									11								
6									12								
									13								

SAG ON DOLAP

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									7								
2									8								
3									9								
4									10								
5									11								
6									12								

SAG ARKA DOLAP

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									4								
2									5								
3									6								

SOL ÖN DOLAP

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									6								
2									7								
3									8								
4									9								
5									10								

SOL ARKA DOLAP

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									7								
2									8								
3									9								
4									10								
5									11								

ARAÇ ÜSTÜ

	MALZEME ADI	P	S	Ç	P	C	C	P		MALZEME ADI	P	S	Ç	P	C	C	P
1									4								
2									5								
3									6								

DÜŞÜNCELER

PAZAR | CUMARTESİ | CUMA | PERŞEMBE | ÇARŞAMBA | SALI

GÖREVİ | ER | ER | ŞÖFÖR | ÇAVUŞ/AMİR

Sayfa 1/1

İTD.F.06-Rev.0-01/01/2020

TR-orijinal	EN-translation
ANNEX-7	

T.C. BALIKESİR BÜYÜKŞEHİR BELEDİYESİ İTFAİYE DAİRE BAŞKANLIĞI.....GRUP AMİRLİĞİ HAFTALIK ARAÇ MALZEME KONTROL FORMU	T.R. METROPOLITAN MUNICIPALITY OF BALIKESİR FIRE DEPARTMENT ADMINISTRATION OF …. WEEKLY VEHICLE MATERIAL INSPECTION FORM
PLAKA	LICENSE PLATE
GÖREVİ	FUNCTION
BAKIM BAŞLANGIÇ TARİHİ	MAINTENANCE START DATE
KABİN İÇİ	IN-CABIN
MALZEME ADI	MATERIAL NAME
SAĞ ÖN DOLAP	RIGHT FRONT EQUIPMENT RACK
SAĞ ARKA DOLAP	RIGHT BACK EQUIPMENT RACK
SOL ÖN DOLAP	LEFT FRONT EQUIPMENT RACK
SOL ARKA DOLAP	LEFT BACK EQUIPMENT RACK
ARAÇ ÜSTÜ	ONBOARD
DÜŞÜNCELER	CONSIDERATIONS
GÖREVİ	FUNCTION
ER	FIREMAN
ŞOFÖR	DRIVER
ÇAVUŞ/AMİR	SERGEANT/SUPERVISOR

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