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

LOCAL SERVICE STANDARDS REPORT ON DEVELOPMENT OF PUBLIC HEALTH STANDARDS IN PUBLIC TRANSPORT SYSTEMS

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Activity	A.2.2.1. Develop and implement local service delivery standards in order to simplify the processes for service provision
Output	Local Service Standards Report on Development of Public Health Standards in Public Transport Systems



Table of Contents

Table of Contents	i
Tables	i
1. Introduction	1
2. Implementation Guideline for Public Health Standards in Public Transport Systems.....	4
2.1 . Planning and Coordination	4
2.2. Implementation	8
2.3. Training and Awareness-Raising	16
2.4. Inspection, Monitoring and Review	19
4. Creating Regulations and Practices for Compliance with Standards.....	27
5. General Evaluation and Conclusion.....	33
Annex-2. Example of an In-Service Training Form.....	46
Annex-3. Example of a Monitoring and Evaluation Form on Standards and Activities.....	47

List of Tables

Table 1: Dates of Pilot Study Visits.....	2
Table 2: Inventory of Existing Regulations and Practices on Compliance with Standards. Error! Bookmark not defined.	
Table 3: Creating Regulations for Compliance with Standards	28

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
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
Ankara Electricity, Gas and Bus Operations Organization (EGO General Directorate)	EGO	EGO	Ankara Elektrik, Havagazı ve Otobüs İşletme Müessesesi
Plan for Provincial Disaster Risk Mitigation	IRAP	IRAP	İl Afet Risk Azaltma Planı
Radio and Television Supreme Council	RTUK	RTÜK	Radyo ve Televizyon Üst Kurulu
Official Gazette	OG	RG	Resmî Gazete
Union of Municipalities of Türkiye	UMT	TBB	Türkiye Belediyeler Birliği
Turkish Republic General Directorate of State Railways	TCDD	TCDD	Türkiye Cumhuriyeti Devlet Demiryolları
Turkish Standards Institute	TSE	TSE	Türk Standartları Enstitüsü
Ministry of Transport and Infrastructure	MoTI	UAB	Ulaştırma ve Altyapı Bakanlığı
United Nations Development Programme	UNDP	UNDP	Birleşmiş Milletler Kalkınma Programı
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

This Local Service Standards Report is prepared for “Public Health in Public Transport Systems” in the context of the activity “Development and Implementation of Local Service Delivery Standards to Simplify the Processes Related to Service Delivery” under Local Administration Reform Project Phase III (LAR-III). This report is a result of pilot studies conducted in two selected Metropolitan Municipalities (MMs) for developing standard and preparation of an Implementation Guideline. The purpose of preparing the report is to exhibit the current situation relating to the implementation of standards in MMs and specify measures and implementation steps that will be taken in the upcoming period.

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 Türkiye.

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 Activity 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. It is observed that the protection of public health in public transportation systems is an area taken into consideration with a reactive perspective predominantly in operational processes by municipalities. Although many implementation-oriented decisions are made by municipalities, it has been confirmed that there is no policy, strategy and/or legislation prepared from a field-specific holistic perspective yet. It is seen that practices are shaped in the framework of individual efforts and institutional capacity, resources and competencies of municipalities.

In this framework, it was aimed to identify existing standards and practices, issues and areas that should be developed firstly by conducting a comprehensive current situation analysis under the project. In this framework, 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. Also, a comprehensive legislative 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, the “Current Situation Analysis Report” was prepared.

Following the current situation analysis, the standards were set under the following components to enable that municipalities act with a planned and predictable approach in the context of a strategy, enable unity, coordination and facilitation in practice through a common understanding between institutions and accordingly achieve productivity and efficiency enhancement 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 Safety and Health and they were limited to standards which directly affected public health in these fields.

Standards in question were firstly presented to opinions and suggestions of stakeholders in the workshop conducted with the representatives of MMs and central government institutions in Ankara on 18-19 August 2021. Following the workshop, seminars were conducted in selected MMs (Ankara, Balıkesir, Eskişehir, Gaziantep, Konya, Tekirdağ) to exchange information extensively and make evaluations for implementation of the agreed standards at the local level.

Following the development of standards, an Implementation Guideline was prepared to implement the standards in question and easily integrate such standards into strategic planning, implementation, monitoring and evaluation processes by MMs. This Implementation Guideline details the implementation steps to be carried out and organizations to be cooperated with. Also, the secondary legislation that may guide municipalities in implementing standards, as long as it is not restrictive, is included as a reference in this Implementation Guideline for municipalities' regulations that may set an example in the field of transport and the guides published by public agencies.

Pilot studies were conducted in Ankara and Eskişehir to evaluate the implementation and effectiveness of standards and the steps in the Implementation Guideline, develop compliance with the standards in question by providing technical support to MMs and determine the implementation steps that guide all MMs. Two study visits that lasting two days each were made to the pilot municipalities. Along with the United Nations Development Programme (UNDP) project team, representatives of the Ministry of Environment, Urbanization and Climate Change (MoEUCC), Turkish Standards Institute (TSE) participated also in these study visits. The dates of the study visits are shown in Table 1.

Table 1: Dates of Pilot Study Visits

Pilot MM	Dates of Study Visits
Eskişehir	1st Meeting: 17-18 February 2022 2nd Meeting: 21-22 April 2022
Ankara	1st Meeting: 7-8 March 2022 2nd Meeting: 4-5 April 2022

In the pilot study process, the focus is on taking an inventory of current regulations and practices in the field of public health in public transport and reporting of the regulations and activities to be performed in the upcoming period. It is thereby aimed both to create a roadmap for pilot

municipalities for the purpose of full compliance with the standards and provide guidance to other municipalities.

After the pilot studies, the standards and Implementation Guideline were finalized in the workshop held in Ankara on June 9-10, 2022. Pilot municipalities as well as other MMs (Balıkesir, Gaziantep, Konya, Muğla) and representatives of the central government participated in this workshop.

Public health in public transport has been a service area directly related to the COVID-19 pandemic. Within that period, municipalities have taken many implementation-oriented decisions in accordance with the decisions of Ministry of Interior (MoI), Ministry of Health (MoH) and Provincial Public Health Boards and on their own initiatives. Also, while regulating standards from the first stages of the activity, efforts have been made to prepare them with a perspective that covers both the pandemic period and aftermath.

In the framework of findings from the pilot studies and the agreement reached at the workshop, the standard which was included in previous reports “2.2 Ensuring access to hand sanitizers in vehicles and at stations and waiting spots” unanimously were removed from the list of standards due to the fact that it was not needed after the recent developments in pandemic period and it could not be applied effectively. Also, it was decided to consider the following two standards together and combine them: “2.6 Arranging the number of passengers in vehicles in a manner that will take into account public health” and “2.11 Guiding passengers to travel at off-peak hours”. In this context, an agreement was reached on the implementation of a total of 20 standards and the Implementation Guideline was revised accordingly¹. The standards in this report are the agreed final standards.

In the second chapter of the report, there are experience and findings obtained from pilot studies, workshop evaluations and the finalized revised Implementation Guideline. In the third chapter, regulations and practices that present current situation regarding compliance with standards in pilot municipalities are explained. In the fourth chapter, there are legal and institutional regulations which are needed both to ensure full compliance with the standards in the pilot municipalities and extend the implementation to other MMs. In addition, Annex-1 provides the technical standards prepared with the contributions of pilot municipalities and implementation steps which are currently applied or should be applied for compliance with the selected standards.

¹ As a result of the changes, the standards were re-numbered. For this reason, the standard numbers for implementation differ from the “Standards Report”, “Implementation Guideline” and “Evaluation Report of Pilot Studies” which are the previous outputs of the activity.

2. Implementation Guideline for Public Health Standards in Public Transport Systems

This Implementation Guideline elaborates 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. The laws regulating the 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. are not included in this guideline. In addition to basic laws mentioned below, secondary legislation that may guide municipalities in implementing standards, as long as it is not restrictive, is included as a reference for municipalities’ regulations that may set an example in the field of transport and the guides published by public agencies.

2.1. Planning and Coordination

Theme	Planning and Coordination
Standard	1.1. Preparing implementation plans on standards for the protection of public health in public transport; establishing coordination mechanisms and ensuring their operability
Responsible Institutions	MoEUCC GDLG, MMs
Related Institutions	MoLSS, MoI, MoH, MoTI, TCC, Provincial Public 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 the running process, needs, regulations and this Implementation Guideline.

In this framework;

- It is necessary to determine the method to follow in the implementation of each standard, responsible unit under the municipality and affiliated administrations, 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 the 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, minibus, 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 and Coordination
Standard	1.2. Including the protection of public health in public transport in Emergency Plans, establishing necessary coordination mechanisms and ensuring their operability	
Responsible Institutions	MMs	

Related Institutions	MoLSS, MoEUCC GDLG, MoI, MoH, MoTI, AFAD, Governorships, TCC, Provincial Public Health Boards, TSE, MDMs, UMT, Chambers (Chambers of Privately-owned Public Buses, Chambers of Minibus Drivers, Chambers of Shuttle Bus Operators, Chambers of Drivers)
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Public transport systems are one of the areas that will be the most affected by emergencies such as earthquake, flood, fire, pandemic, terrorism 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 framework;

- 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.
- The meetings are organized under MMs coordination at certain intervals. The relevant organizations mentioned above participate in these meetings.
- Emergency meetings are held in cases where there is a threat to public health.
- Emergency buttons are mainstreamed to all vehicles in bus and rail systems and after the emergency notification is received, systems are installed that can be shared in-vehicle images and audio to the relevant departments for intervention from the centre.

References:

- 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
- Contingency Plans of Municipalities
- Eskişehir Plan for Provincial Disaster Risk Mitigation (IRAP)
- Occupational Safety and Health Directive of EGO General Directorate
- Ankara MM Department of Transport -The Book of Rules and Emergency Procedures

Theme		Planning	
Standard	1.3.Regulating those services which are not directly provided by the municipality and regulating imperatives on public health in contracts		
Responsible Institutions	MMs		
Related Institutions	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 licenses are taken into account.

In this framework;

- 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 Safety and Health 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
- Ankara MM Regulation on Privately-owned Public Transport Vehicles
- Eskişehir MM Regulation on Principles of Public Transport by Bus
- Eskişehir MM Service Regulation on Service Vehicles
- Regulation on Minibuses and Collective Taxis to be Operated under the control of Eskişehir MM
- Balıkesir MM Regulation on Public Transport
- Balıkesir MM Regulation on Commercial Taxi
- Istanbul MM Directive on Student and Personnel Service Transport
- Muğla MM Principles and Rules on Privately-owned Public Transport
- Regulations of the Vocational Qualifications Authority (VQA)

2.2. Implementation

Theme	Hygiene
Standard	2.1. Periodical sanitation and disinfection in all the components of public transport systems <ul style="list-style-type: none"> ▪ Public transport vehicles ▪ Stops, stations and waiting spots ▪ Personnel toilets
Responsible Institutions	MoEUCC GDLG, MMs
Related Institutions	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 implementation, 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. In this framework, 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
- 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

Technical standards and detailed implementation steps are included in Annex-1.

References:

- Regulation on Health and Safety Measures in Working 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
Standard	2.2 Ensuring clean air circulation in closed areas in public transport systems: <ul style="list-style-type: none"> ▪ Public transport vehicles ▪ Closed stations and waiting spots
Responsible Institutions	MoEUCC GDLG, MoTI, MMs
Related Institutions	MoH, Ministry of Industry and Technology (MoIT), TSE

To facilitate the implementation, 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 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

Technical standards and detailed implementation steps are included in Annex-1.

References:

- Regulation on Health and Safety Requirements in Using Work Equipment (OG of 25.04.2013 issue 28628)
- Regulation on the Fabrication, Modification and Assembly of Vehicles (OG of 26.10.2016, issue 29869)
- Eskişehir MM Regulation on Principles of Public Transport by Bus
- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS Guidelines for Ventilation and Air-Conditioning Systems during COVID-19 Period

Theme	
	Hygiene
Standard	2.3. Specifying constraints on eating and drinking and the level of speaking voice in vehicles
Responsible Institutions	MoEUCC, MoTI, RTUK, MMs
Related Institutions	

- While eating and drinking are 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 MoEUCC, 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.

Detailed implementation steps are included in Annex-1.

References:

- Law on Misdemeanours (OG of 31.03.2005, issue 25772)
- Regulation on Principles and Procedures of Broadcasting Service (OG of 02.11.2011 issue 28103)
- EGO General Directorate Directive on Rail System Passenger Transport
- 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	2.4. Waste collection and disposal	
Responsible Institutions	MMs, MDMs	
Related Institutions	MoEUCC GDLG, MoEUCC GDEM	

In the framework of “Regulation on Waste Management” and “Regulation on Zero Waste”, protocols on non-medical waste collection and disposal are laid down. Detailed implementation steps are included in Annex-1.

References:

- Regulation on Waste Management (OG of 02.04.2015 issue 29314)
- Regulation on Zero Waste (OG of 12.07.2019 issue 30829)

Theme		Contact and Crowd Management
Standard	2.5. Arranging the number of passengers in vehicles in a manner that will take into account public health	
Responsible Institutions	MMs	
Related Institutions	Mol, MoH, MoTI, Governorships	

The number of trips and routes should be arranged by taking into account peak and off-peak hours to converge passenger densities aiming at protecting public health in vehicles. In addition, demand management measures that will assist in spreading the demand across the day should be taken and passengers should be directed to travel during off-peak hours.

- Work hours in public and private sectors 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 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.

Detailed implementation steps are included in Annex-1.

References:

- Law on Goods and Services Tariffs Produced by Public Institutions and Organizations and Amendment of Certain Laws (OG of 19.01.2002, issue 24645)
- 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)
- Konya MM Regulation on Commercial-line Minibus-Bus Operations
- Ankara TCC Decision No. 2022/40 of 14.04.2022

Theme	
Standard	2.6. Reducing contact of personnel with passengers and each other
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 required 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.

Detailed implementation steps are included in Annex-1.

References:

- Ankara MM Regulation on Privately-owned Public Buses
- Ankara MM Department of Transport -The Book of Rules and Emergency Procedures
- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS COVID-19 Pandemic Management and Action Plan Guide

Theme		Contact and Crowd Management
Standard	2.7. 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.

Technical standards and detailed implementation steps are included in Annex-1.

References:

- MoH COVID-19 Pandemic Management and Response Guide

Theme		Contact and Crowd Management
Standard	2.8. 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 issued 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:

- Denizli MM Regulation on Commercial-line Minibus-Bus Operations
- Kayseri MM Regulation on Public Transport
- Regulation on Balıkesir Public Transportation Vehicles Travel Cards

Theme		Contact and Crowd Management
Standard	2.9. Ensuring that passengers use information and communication technologies in travel planning in maximum	
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.

Detailed implementation steps are included in Annex-1.

Theme		Occupational Safety and Health
Standard	2.10. Taking into consideration factors that will affect public health in recruitments and other health controls	
Responsible Institutions	MMs	
Related Institutions	Provincial Directorates of Health	

- The preparation of an implementation guideline for ensuring Occupational Safety and Health in public transport systems by the Ministry of Labour and Social Security will be useful.

- 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.

Detailed implementation steps are included in Annex-1.

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)
- Regulation on Principles and Procedures of Medical Examinations for the Health Surveillance of Employees (OG of 20.01.2022, issue 31725)
- Regulation on Duties, Powers, Responsibilities and Training of the Occupational Physicians and Other Medical Personnel (OG of 20.07.2013, issue 28713)
- Regulation on Railway Safety Critical Tasks (OG of 31.12.2016, issue 29935)
- Regulation on Road Traffic
- Regulation on Road Transport
- Directive on Sanitary Requirements of Drivers of Commercial Vehicles and Public/Freight Transport Vehicles and Their Screening and Examination in Istanbul Urban Transport
- Ankara MM Regulation on the Practices and Principles of Computer-Aided Psycho-Technical Evaluation and Testing Procedures to be Applied to Drivers
- Eskişehir MM Regulation on Principles of Public Transport by Bus
- Occupational Safety and Health Directive of EGO General Directorate

Theme		Occupational Safety and Health
Standard	2.11. Relevance of vehicles and assignment processes in terms of Occupational Safety and Health	
Responsible Institutions	MoLSS, MMs	
Related Institutions	MoEUCC GDLG, MoIT, MoTI, TSE	

The preparation of an implementation guideline for ensuring Occupational Safety and Health 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 Safety and Health 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

Detailed implementation steps are included in Annex-1.

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
- Occupational Safety and Health Directive of EGO General Directorate
- Ankara MM Department of Transport -The Book of Rules and Emergency Procedures

2.3. Training and Awareness-Raising

Theme	Training
Standard	3.1. Providing training on public health standards and practices to personnel
Responsible Institutions	MoTI, MMs

Related Institutions	Provincial Directorates of Health
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- MMs should provide in-service training on standards for public health, implementation plans, protocols, basic legislation on public health, basic Occupational Safety and Health 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 framework, it is required in the planning of training to fill the forms included in Annex-2.

References:

- Regulation on Principles and Procedures of Occupational Safety and Health Training of Employees (OG of 15.05.2013, issue 28648)
- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM
- Occupational Safety and Health Directive of EGO General Directorate

Theme	Training
Standard	3.2. Providing in-service training to drivers
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 Safety and Health 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-2.
 - 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 Principles and Procedures of Occupational Safety and Health Training of Employees (OG of 15.05.2013, issue 28648)
- 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
- Ankara MM Department of Transport -The Book of Rules and Emergency Procedures

Theme	Awareness-raising
Standard	3.3. Raising passengers' awareness on public health standards and practices
Responsible Institutions	MoH, MoTI, MMs
Related Institutions	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 is recommended to publish mandatory public messages in relation to the protection of public health in public transport systems to be prepared by the MoH.

References:

- Regulation on Principles and Procedures of Broadcasting Service (OG of 02.11.2011 issue 28103)

2.4. Inspection, Monitoring and Review

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

- 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.
- 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.

Detailed implementation steps are included in Annex-1.

References:

- Right to Information Act (OG of 09.10.2003, issue 25269)
- 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
- EGO General Directorate Directive on Rail System Passenger Transport

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, Mol, 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 framework;

- 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 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 practices 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	
Inspection, Monitoring	
Standard	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

Responsible Institutions	MoEUCC GDLG, MMs
Related Institutions	

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 framework;

- 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 Implementation 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-3 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

3. Existing Regulations and Practices on Compliance with Standards

In this section, existing practices carried out by the municipalities under each standard in the pilot provinces are explained with Table 2. In addition, reference regulations are included for each standard. Basic laws such as Law No. 5216 on Metropolitan Municipalities, Law No. 5393 on Municipality, Law No. 6331 on Occupational Safety and Health and general regulations in the Implementation Guideline given in the section 2 (Law, Regulation, Guides etc.) constitute the basic foundation of existing regulations. In addition to the legislation in question, reference regulations in Table 2 consist of the TSE standards that will guide the municipalities and special regulations of two pilot metropolitan municipalities. Example regulations of the municipalities apart from the pilot metropolitan municipalities which are included in the previous section are not included again in this table. Additional technical standards and implementation steps for some standards are included in detail in Annex-1.

Table 2: Inventory of Existing Regulations and Practices on Compliance with Standards

Standard	Existing Regulations and Practices
1. PLANNING AND COORDINATION	
<p>1.1. Preparing implementation plans on standards for the protection of public health in public transport; establishing coordination mechanisms and ensuring their operability</p>	<p>This is the standard that will start to be implemented with the publication of the “Guide for Preparing Implementation Plan for Public Health Standards in Public Transport” to be prepared by MoEUCC.</p>
<p>1.2 Including the protection of public health in public transport in Emergency Plans, establishing necessary coordination mechanisms and ensuring their operability</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Emergency Plans of Municipalities ▪ Eskişehir Plan for Provincial Disaster Risk Mitigation (IRAP) ▪ Occupational Safety and Health Directive of EGO General Directorate ▪ Ankara MM Department of Transport -The Book of Rules and Emergency Procedures <p>Practices</p> <p>Regarding Emergency Plans and public transportation services of IRAP, the situations at provincial level where AFAD will be the coordinator, and coordinators and respective departments within and municipalities are identified.</p> <p>Emergency buttons intended to be used by the driver and passengers in emergency situations established for vehicles. Along with activating the system by pressing the button in emergency situations, emergency notification is sent to the centre and with the received notification, the</p>

	centre reaches in-vehicle cameras and so necessary intervention strategies are developed.
<p>1.2. Regulating those services which are not directly provided by the municipality and regulating imperatives on public health in contracts</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Ankara MM Regulation on Privately-owned Public Buses ▪ Ankara MM Regulation on Privately-owned Public Transport Vehicles ▪ Eskişehir MM Regulation on Principles of Public Transport by Bus ▪ Eskişehir MM Service Regulation on Service Vehicles ▪ Regulation on Minibuses and Collective Taxis to be Operated under the control of Eskişehir MM ▪ Regulations of the Vocational Qualifications Authority (VQA) ▪ TSE Standards (TS 11593, TS 11594) <p>Practices</p> <p>While giving annual vehicle licence after taking vehicle suitability; check of driver's license cancellation and police record are made and positive psycho-technical testing certificate, compulsory motor policy of vehicles, arbitrary liability insurance (passenger insurance) and determining at least two drivers (with a limit of 9 hours) are made obligatory.</p>
2. IMPLEMENTATION	
<p>Periodical sanitation and disinfection in all components of public transport systems:</p> <ul style="list-style-type: none"> • Public transport vehicles • Stops, stations and waiting spots • Personnel toilets 	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ TSE Standards (TS 13811, TS 12039, TS 11526, TS 13227, TS EN ISO 374-1, TS/EN 140, TS 8357/T1, TS 12850) <p>Practices</p> <p>It is explained in Annex-1.</p>
<p>2.2. Ensuring clean air circulation in closed areas in public transport systems:</p> <ul style="list-style-type: none"> ▪ Public transport vehicles ▪ Closed stations and waiting spots 	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ TSE Standards (TS 12850, TS 3420) <p>Practices</p> <p>It is explained in Annex-1.</p>

<p>2.2. Specifying constraints on eating and drinking and the level of speaking voice in vehicles</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> • EGO General Directorate Directive on Rail System Passenger Transport <p>Practices</p> <p>Warnings are given by the public address system in Ankara. Instruction is hung in the areas where there is a ticket barrier or security. In any case of eating and drinking, the train driver is notified by the citizen with push-to-talk button (intercom) in the wagon. The train driver contacts the control centre and the warning is given by the control centre with the required announcement. Security guards patrol the train periodically.</p>
<p>2.3. Waste collection and disposal</p>	<p>Reference Regulations</p> <p>There is no reference regulation.</p> <p>Practices</p> <p>It is explained in Annex-1.</p>
<p>2.5. Arranging the number of passengers in vehicles in a manner that will take into account public health</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Ankara TCC Decision No. 2022/40 of 14.04.2022 <p>Practices</p> <p>In Ankara, public transportation on Rail Systems and buses belonging to EGO General Directorate is priced at reduced rates between the hours of 06.00-06.45.</p>
<p>2.6. Reducing contact of personnel with passengers and each other</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Ankara MM Regulation on Privately-owned Public Buses ▪ Ankara MM Department of Transport -The Book of Rules and Emergency Procedures <p>Practices</p> <p>It is explained in Annex-1.</p>
<p>2.7. Mitigating crowd at stations and platforms</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ TSE Standards (TS 11783) <p>Practices</p> <p>It is explained in Annex-1.</p>
<p>2.8. Scaling up fare collection systems</p>	<p>Reference Regulations</p> <p>There is no reference regulation.</p> <p>Practices</p>

	Rail systems in Ankara, vehicles of EGO General Directorate, private public buses, some private public transportation vehicles working in nearby cities, Turkish State Railways suburban line are integrated to electronic fare collection systems.
2.9. Ensuring that passengers use information and communication technologies in travel planning in maximum	<p>Reference Regulations</p> <p>There is no reference regulation.</p> <p>Practices</p> <p>It is explained in Annex-1.</p>
2.10. Taking into consideration factors that will affect public health in recruitments and other health controls	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ TSE Standards (TS ISO 45001) ▪ Occupational Safety and Health Directive of EGO General Directorate ▪ Ankara MM Regulation on the Practices and Principles of Computer-Aided Psycho-Technical Evaluation and Testing Procedures to be Applied to Drivers ▪ Eskişehir MM Regulation on Principles of Public Transport by Bus <p>Practices</p> <p>Before starting work, employees submit the reports which they receive from a full-fledged state hospital to the Administration. Detailed information is included in Annex-1.</p>
2.12. Relevance of vehicles and assignment processes in terms of Occupational Safety and Health	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Eskişehir MM Regulation on Principles of Public Transport by Bus ▪ Occupational Safety and Health Directive of EGO General Directorate ▪ Ankara MM Department of Transport -The Book of Rules and Emergency Procedures <p>Practices</p> <p>With the annual physical examinations of the vehicles, the Department of Bus Operations also conducts exhaust gas emission tests. Detailed information is included in Annex-1.</p>
3. Training and Awareness-Raising	
3.1. Providing training on public health standards	Reference Regulations

<p>and practices to personnel</p>	<ul style="list-style-type: none"> ▪ Occupational Safety and Health Directive of EGO General Directorate <p>Practices</p> <p>Trainings especially centre on the field of Occupational Safety and Health are provided for personnel. During the pandemic period, informing about the rules and protocols were provided in the direction of MoLSS COVID-19 Pandemic Management and Action Plan Guide.</p>
<p>3.2. Providing in-service training to drivers</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> ▪ Ankara MM Department of Transport -The Book of Rules and Emergency Procedures <p>Practices</p> <p>In-service trainings based on theoretical, practical and simulation are provided.</p>
<p>3.3. Raising passengers' awareness on public health standards and practices</p>	<p>Reference Regulations</p> <p>There is no reference regulation.</p> <p>Practices</p> <p>Videos were made about using of masks and disinfectants especially related to the pandemic period and these videos were posted on public transport vehicles. Announcements were made in vehicles and information was imparted by posters in arbitrary sizes to the citizens.</p>
<p>4. Inspection, Monitoring and Review</p>	
<p>4.1. Evaluating passengers' opinions and complaints</p>	<p>Reference Regulations</p> <ul style="list-style-type: none"> • EGO General Directorate Directive on Rail System Passenger Transport <p>Practices</p> <p>Citizen applications are received through Call Center, mobile applications, website, social media accounts etc. Received applications are examined and directed to respective department. Answers of the department are relayed to the citizen by the same communication channel. It was planned that applications were answered within 15 workdays but by taking into consideration of citizen satisfaction, they are answered within 3 workdays and it is given feedback to the citizen.</p> <p>Detailed information is included in Annex-1.</p>
<p>4.2. Follow-up and inspection of adaptation to public health standards</p>	<p>Reference Regulations</p> <p>There is no reference regulation.</p> <p>Practices</p>

	<p>Municipalities monitor public transportation systems remotely by in-vehicle cameras and vehicle tracking systems about compliance in traffic, Occupational Safety and Health and the rules of public health. In addition, on-site inspections are carried out by responsible departments of municipalities for public transportation, municipal polices and law-enforcement officers. During the pandemic conditions, teams from Provincial and District Directorates of Health were also involved in these inspections which were carried out under the coordinatorship of Governorship.</p> <p>Except routine inspections, unscheduled field inspections in which municipal officials do not introduce themselves are also carried out. Besides, there are denunciation and complaints mechanism related to public transportation.</p>
<p>4.3. Evaluating and reporting adaptation to standards, periodically reviewing event by changing conditions and revision of standards and implementation plans when necessary</p>	<p>This is the standard that will started to be applied after project period.</p>

4. Creating Regulations and Practices for Compliance with Standards

In this section, regulations to be implemented by the central institutions or pilot MMs for compliance with standards are included with the implementation calendars. In Table 3, reference is provided in Annex-1 for the steps to be implemented. Regulations and implementation steps in this section were prepared for pilot municipalities but they will also guide for central government institutions and all MMs.

Table 2: Creating Regulations for Compliance with Standards

Standard	Creating Regulations	Implementation Calendar	Responsible Institution
PLANNING AND COORDINATION			
1.1. Preparing implementation plans on standards for the protection of public health in public transport; establishing coordination mechanisms and ensuring their operability	<ul style="list-style-type: none"> • “Guide for Preparing Implementation Plan for Public Health Standards in Public Transport” will be prepared by MoEUCC. • MMs will prepare Implementation plan by using the guide in question and determine clearly the roles and coordination mechanisms of the stakeholders in these plan. • Municipalities will include the objectives determined in this field and activities to be undertaken in their strategic plans and performance programmes (during preparation and revision processes). 	<p>For 1 year</p> <p>For 1 year</p> <p>Continuous</p>	<p>MoEUCC GDLG</p> <p>MMs</p>
1.2. Including the protection of public health in public transport in Emergency Plans, establishing necessary coordination mechanisms and ensuring their operability	<ul style="list-style-type: none"> • Emergency Plans will be periodically reviewed and updated. Practices will be organized. 	<p>Continuous</p>	<p>MMs</p>
1.3. Regulating those services which are not directly provided by the municipality and regulating imperatives on public health in contracts	<ul style="list-style-type: none"> • In regulations on public transport, changes to be intended for detailing obligations about public health that should be included in the contracts will be made. 	<p>For 1 year</p>	<p>MMs</p>

Standard	Creating Regulations	Implementation Calendar	Responsible Institution
2. IMPLEMENTATION			
2.1 Periodical sanitation and disinfection in all components of public transport systems: <ul style="list-style-type: none"> • Public transport vehicles • Stops, stations and waiting spots • Personnel toilets 	<ul style="list-style-type: none"> • There is no need for legal or institutional regulation. • The measures and activities that included in Annex-1 will be implemented. 	- Continuous	MMs
2.2. Ensuring clean air circulation in closed areas in public transport systems: <ul style="list-style-type: none"> ▪ Public transport vehicles ▪ Closed stations and waiting spots 	<ul style="list-style-type: none"> ▪ There is no need for legal or institutional regulation. ▪ The measures and activities that included in Annex-1 will be implemented. 	- Continuous	MMs
2.3. Specifying constraints on eating and drinking and the level of speaking voice in vehicles	<ul style="list-style-type: none"> ▪ Directive on the concept of "Quiet Travel" including the Rail System, Buses and Private Public Buses and Private Public Transport Vehicles and on other issues will be prepared. ▪ Public service announcements will be aired. 	For 1 year	MMs MoEUCC GDLG MoTI
2.4. Waste collection and disposal	<ul style="list-style-type: none"> ▪ There is no need for legal or institutional regulation. 	- Continuous	MMs MDMs

Standard	Creating Regulations	Implementation Calendar	Responsible Institution
	<ul style="list-style-type: none"> ▪ The measures and activities that included in Annex-1 will be implemented. 		
2.5. Arranging the number of passengers in vehicles in a manner that will take into account public health	<ul style="list-style-type: none"> • There is no need for legal or institutional regulation. • The measures and activities that included in Annex-1 will be implemented. 	<p>-</p> <p>Continuous</p>	MMs
2.6. Reducing contact of personnel with passengers and each other	<ul style="list-style-type: none"> ▪ TCC decision on application of discounted tickets except from off-peak hours will be issued. ▪ The measures and activities that included in Annex-1 will be implemented. 	<p>For 6 months</p> <p>Continuous</p>	TCC MMs
2.7. Mitigating crowd at stations and platforms	<ul style="list-style-type: none"> • There is no need for legal or institutional regulation. • The measures and activities that included in Annex-1 will be implemented. 	<p>-</p> <p>Continuous</p>	MMs
2.8. Scaling up fare collection systems	<ul style="list-style-type: none"> ▪ A legislation on enforcement for integration of all types of public transport into fare collection systems will be prepared. 	For 1 year	MoTI TCC
2.9 Ensuring that passengers use information and communication technologies in travel planning in maximum	<ul style="list-style-type: none"> • There is no need for legal or institutional regulation. • The measures and activities that included in Annex-1 will be implemented. 	<p>-</p> <p>Continuous</p>	MMs

Standard	Creating Regulations	Implementation Calendar	Responsible Institution
2.10. Taking into consideration factors that will affect public health in recruitments and other health controls	<ul style="list-style-type: none"> ▪ A special Occupational Safety and Health Guideline for public transportation services will be prepared. ▪ The measures and activities that included in Annex-1 will be implemented. 	For 6 months Continuous	MoLSS MMs
2.11. Relevance of vehicles and assignment processes in terms of occupational health and safety	<ul style="list-style-type: none"> ▪ A special Occupational Safety and Health Guideline for public transportation services will be prepared. ▪ The measures and activities that included in Annex-1 will be implemented. 	For 6 months Continuous	MoLSS MMs
3. TRAINING AND AWARENESS-RAISING			
3.1. Providing training on public health standards and practices to personnel	<ul style="list-style-type: none"> ▪ A special Occupational Safety and Health Guideline for public transportation services will be prepared. ▪ In the framework described in the Implementation Guideline, training programs will be organized. 	For 6 months Continuous	MoLSS MMs
3.2. Providing in-service training to drivers	<ul style="list-style-type: none"> ▪ Training programs directive on regulating the topics of training subject, period of training, participants etc. will be prepared. 	For 6 months	MMs
3.3. Raising passengers' awareness on public health standards and practices	<ul style="list-style-type: none"> ▪ There is no need for legal or institutional regulation. ▪ In the framework described in the Implementation Guideline, training and awareness-raising practices will be continued. 	- Continuous	MMs

Standard	Creating Regulations	Implementation Calendar	Responsible Institution
4. INSPECTION, MONITORING AND REVIEW			
4.1. Evaluating passengers' opinions and complaints	<ul style="list-style-type: none"> ▪ A directive on regulating the evaluation process of opinions and complaints comprehensively and in detail will be prepared. ▪ The measures and activities that included in Annex-1 will be implemented. 	For 1 year Continuous	MMs
4.2. Follow-up and inspection of adaptation to public health standards	<ul style="list-style-type: none"> ▪ A legislation on determining the procedures and principles to be abided in tracking and inspection of adaptation to standards will be prepared. ▪ In regulations on public transport and other related secondary regulations (regulations on health, municipal police units etc.), the procedures and principles on inspection of adaptation to standards and sanctions to be implemented will be regulated. ▪ In the framework of the regulations and as described in the Implementation Guideline, tracking and inspections will be carried out. 	For 1 year For 1 year Continuous	MoEUCC GDLG MMs
4.3. Evaluating and reporting adaptation to standards, periodically reviewing event by changing conditions and revision of standards and implementation plans when necessary	<ul style="list-style-type: none"> ▪ In the framework described in the Implementation Guideline, annual "Monitoring and Evaluation Report on Implementation of Public Health Standards in Public Transport" will be prepared and adaptation to standards will be evaluated. 	For 1 year after the project period	MMs

5. General Evaluation and Conclusion

Studies that have been carried out so far within the scope of the activity such as the current situation analysis, workshop, seminar, pilot scheme etc. showed that while fulfilling their duties and responsibilities for public transportation, MMs also look out for the protection of public health in operational decisions and during COVID-19 pandemic period, the impact of public health concern grew on decision-making processes. On the other hand, it was understood that there is no holistic and standardized approach to the protection and development of public health and this field is not discussed in strategic plans and performance programs. With developed standards within the scope of the activity and Implementation Guideline, the duties and responsibilities of MMs and other related institutions in this field were determined.

With pilot studies carried out in Ankara and Eskişehir, the activities and practices in this field were examined and the current level of compliance with standards was determined. It was seen that both municipalities accorded with many standards by their practices but still there are fields that open for improvement. In this direction, needs of institutional and legal regulation were determined for complete implementation of the standards. In addition, the Implementation Guideline was updated with the findings from the pilot studies and the technical standards and implementation steps were detailed.

In this framework, it is evaluated that both the reference regulation and implementation steps in the Implementation Guideline and the regulation proposals in the fourth section will guide to other MMs. At this stage, it is critical that central government organizations and local governments act in cooperation and coordination.

By taking into consideration that development of public health in public transport systems is a dynamic process, as included in standard 4.3, the level of compliance with standards and the need for revision should be evaluated periodically and in necessary cases, the standards and implementation steps should be revised. It is important that these processes are integrated into the strategic planning and performance program preparation processes both in terms of managing this field with a holistic perspective and acting in accordance with the budget and investment programming processes.

Annex-1. Existing and Planned Practices Relating to Selected Standards

2.1. Carrying Out Periodical Sanitation and Disinfection Processes in All Components of Public Transport Systems

Components that constitute the public transport system are stated below:

1. Public transport vehicles
2. Stops, stations, operations centre, washing stations and waiting areas
3. Administrative buildings, staff resting areas, staff toilets and tea shops
4. Nursing Homes
5. Fuel stations

Scope

This standard involves periodical sanitation and disinfection processes that should be carried out for the components that constitute the public transport system. The practices explained below are the minimum standards that must be met regarding public health in public transport.

Referred Standards and Documents

In this standard, it is referred to other standards and documents with or without specifying the date. These references are clearly stated in the appropriate places in the text and in the table below. Later modifications and revisions in the references specified by the date are applied on condition that amendments and revisions are also made in this referred standard. If the date of the referred standard and /or document is not specified, the last edition is based on.

All referred standards are given separately together with this standard.

STANDARD	CONTENT	SCOPE
TS13811	Hygiene and sanitation management system	This standard ensures that practices of hygiene and sanitation in institutions are discussed within the logic of a high-level management system.
TS 12039	Liquid cleaning agents for the surface	This standard includes liquid surface cleaning agents which are used for surface cleaning. This standard does not involve liquid surface cleaning agents which are used for glass, polished surfaces, carpet and floor surfaces cleaning.

TS 11526	Rules for places doing washing and cleaning of motor land vehicles	This standard includes the rules of internal cleaning of motor land vehicles, structural characteristics of the places that do motor and exterior washing works, characteristics of their employees and shopkeeping.
TSE 13227	Workplaces - General rules for disinfection services	This standard includes the general rules of structural characteristics of workplaces that provide disinfection services, characteristics of their employees and shopkeeping.
TS EN ISO 374-1	Protective gloves against dangerous chemicals and microorganisms - Part 1: Terms and performance rules for chemical risks	This standard includes the required rules to protect people who will use gloves against chemicals and/ or microorganisms.
TS/EN 140	Respiratory protective equipments -Half-masks and quarter-masks -Characteristics, experiments, marking	This standard includes the minimum characteristics of half and quarter masks which are used as part of respiratory protective devices, except from escape and diving apparatus.
TS 8357/T1	Workplaces –Public or customer lavatories-Classification -General and special rules	This standard includes the general and special rules for classification of public or customer lavatories; structural characteristics of their employees and shopkeeping.
TS EN 14476 +A2	Chemical Disinfectants and Antiseptics - Quantitative Suspension Experiment of Virucide for Medical Chemical Disinfectants and Antiseptics - Experimental Method and Requirements	-
TSE 12850	Ventilating and Air Conditioning Systems -Air Conditioning Plants, Air Conditioners, Cooling Groups, Fan Coil Units, Fans (Aspirators, Ventilators), For Air Cleaner Devices and Air Curtains etc.	This standard includes the rules for structural characteristics of ventilating and air conditioning systems, air conditioning plants, air conditioners, cooling groups, fan coil units, fans (aspirators, ventilators), air

		cleaner devices and air curtains authorized services, characteristics of their shopkeeping, technical equipment, employees and certification.
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- **CLEANING OF VEHICLES**

Terms and Definitions

Cleaning: It is the procedure for removing visible dirt from surfaces. This procedure does not kill microorganisms alone but it reduces the risk of infection by decreasing the amount of viruses.

Disinfection: It is the procedure for killing most of the disease-causing microorganisms on inanimate surfaces. The efficiency of disinfection can only be ensured only if prior cleaning is done.

Cleaning and disinfection of surfaces and floor: Public transport vehicles, stops, stations, waiting areas, staff toilets and frequently touched surfaces (siphons, taps, doorhandles, stop buttons, hand-holders of public transport vehicles, validator, air conditioning) are the surfaces that should be cleaned and disinfected.

1. PUBLIC TRANSPORT VEHICLES

TSE 11526 and TS 13227 requirement is sought in institutions or companies that will provide off-institution cleaning services to public transport vehicles.

1.1. External Cleaning

- All vehicles used in public transport are taken to the vehicle cleaning area after the task is completed.
- It is done daily by trained staff.
- Cleaning is provided by car wash brushes or foam spray system conforming to standards with pressure water.
- Water, detergent/soap are used in cleaning (ISO 9001, ISO 14001, ISO 22716 standard featured).
- According to the taint (traces of pitch-carbon monoxide etc.), It is made by using TSE certified appropriate chemicals and required (PPE) personal protective equipment (with CE Certified).
- In cases of requiring chemical cleaning, PPE; TS/EN 374 for Hand protection, replaceable filter for respiratory system protection, respirators with half or quarter face mask must conform with TS/EN 140 standard.

1.2. Internal Cleaning

- All vehicles used in public transport are taken to the vehicle cleaning area after the task is completed.
- It is done daily by trained staff.
- Moist wiping-mopping should be preferred for floor and surfaces cleaning. Sweeping procedure should not be done with a brush that causing dust emission.
- It is sufficient to use water and detergent/soap for floor cleaning.

- For cleaning and disinfection of surfaces that are frequently touched with hands, after cleaning with water and detergent, diluted bleach in a ratio of 1/100 (Sodium hypochlorite Cas No: 7681-52-9) or chlorine tablet (according to the product description) are used. (ISO 9001, ISO 14001, ISO 22716 standard featured) This is done with products conforming with TS 12039 standards.
- Swabs should be separated according to the area of usage and cleaned properly after each usage. Mops should not be kept in water.
- Cleaning should be done from the clean area to the dirty area.

1.2 Disinfection

- After the daily internal-external cleaning of the vehicle used in public transport is completed, it is taken to the disinfection area.
- It is done daily/weekly by trained staff.
- Disinfectants should be used when there are no passengers and then the vehicle should be ventilated for at least half an hour (until it dries and the smell removes).
- There should be no one in the vehicle except the employee in charge.
- It should be done with a spraying system.
- Personal protective equipment (PPE) must be used.
- PPE; TS/EN ISO 374-1 for hand protection, replaceable filter for respiratory system protection, respirators with half or quarter face masks must conform with TS/EN 140 standard.
- After cleaning, used materials will be thrown into contaminated bins which were given a colour code by MoEUCC.
- The disinfectants to be bought will be approved by the MoH.

2. STOPS -STATIONS- MOVEMENT CENTRE- WASHING STATIONS- WAITING AREAS

- Cleaning should be done by trained staff.
- The workflow is executed by making a cleaning plan.
- Personal protective equipment must be used.
- The stops should be cleaned with water and detergent.
- After the cleaning procedure is completed, disinfectant procedure should be provided.
- The areas with touch pad surfaces should be wiped with a wet cloth and then dried.
- Air conditioners with TSE 12850 Standard should be used in all indoor air-conditioned stops, indoor stations and waiting areas.
- Weekly and detailed monthly maintenance should be carried out for ventilating system.
- The filter of air conditioners should be removed and wiped with a wet cloth and after drying it should be disinfected by spraying method.

3. ADMINISTRATIVE BUILDINGS, STAFF RESTING AREAS, STAFF TOILETS AND TEA SHOPS

- Cleaning should be done by trained staff.
- Ambient air should be renewed by natural ventilation.
- The environment should be ventilated with window.
- Trainings of cleaning staffs should include information about the dangers of cleaning chemicals used in cleaning and points to consider before, during and after cleaning.
- Cleaning of toilets and sinks used by the staff should be done frequently.
- Staff resting areas, all surfaces including the doors of toilets, sinks and door handles which are used by the staff should be cleaned with appropriate detergent / disinfectant at frequent intervals in accordance with TS 8357 /T1 Standard.

- The cleaning done should be recorded.
- For reminding the staff to wash their hands with soap and water for at least 20 seconds each time, a banner/poster/warning sign should be placed.
- After cleaning, diluted bleach in a ratio of 1/100 (Sodium hypochlorite Cas No: 7681-52-9) should be used for disinfection purposes.
- If alternative cleaning agents / disinfectants are to be used, those that conform with TS EN 14476 + A2 standard should be used.

4. NURSING HOMES

- Cleaning should be done by trained staff.
- The cleaning done should be recorded.

5. FUEL STATIONS

- Cleaning should be done by trained staff.
- The cleaning done should be recorded.

2.2. Ensuring Clean Air Circulation in Closed Areas in Public Transport Systems

Scope

This standard includes the minimum activities that must be carried out to ensure clean air circulation in the components that make up the public transport system naturally or through devices.

Terms and Definitions

Closed areas are the areas that have a fixed or portable ceiling or roof and except from their doors, windows or entranceways, all lateral surfaces are closed temporarily or perennially and likewise the places that have ceiling or roof and more than half of lateral surfaces are closed.

STANDARD	CONTENT	SCOPE
TSE 12850	Ventilating and Air Conditioning Systems -Air Conditioning Plants, Air Conditioners, Cooling Groups, Fan Coil Units, Fans (Aspirators, Ventilators), For Air Cleaner Devices and Air Curtains etc.	This standard includes the rules for structural characteristics of ventilating and air conditioning systems, air conditioning plants, air conditioners, cooling groups, fan coil units, fans (aspirators, ventilators), air cleaner devices and air curtains authorized services, characteristics of their shopkeeping, technical equipment, employees and certification.
TS 3420	Rules for placing ventilation and air-conditioning plants	This standard includes the rules to be obeyed for placing

		ventilation and air-conditioning plants.
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Measures and Implementation Steps

- Vehicle air-conditioning should be activated with extraneous air as far as possible. If possible, when the air-conditioning is activated, the distance of the passengers in the vehicle should be increased.
- The use of air conditioning in the manner that recirculate the inner air can be activated by providing an antimicrobial filter, if there is no antimicrobial filter, the air conditioner should not be activated.
- Windshields and rear glass should be kept open in the manner that the incoming air does not cause turbulence, in other words, by ensuring its entry and exit. Windshields should not be kept open alone.
- It should be preferred to have electrical roof hatch that can provide input manual clean air on the vehicle.
- The fresh air filters in the vehicle and on the roof must be washable and/or changeable and they must be changed regularly.
- Air conditioning system in vehicles should be maintained as a whole at least once a year (air conditioning refrigerant and cooler core control, compressor maintenance, belt and pulley, fan maintenance, evacuation control, replacement and/or cleaning of filters, replacement and/or cleaning of car polyurethane filters).
- In emergency cases (fire, accident, earthquake etc.) according to necessity in the stations and tunnels, clean air circulation should be provided in there by means of fans.
- If there is a ventilation system for closed stations and waiting areas, measures will be taken to ensure clean air circulation. If there is no ventilation system, the glass or doors will be left open to ensure clean air circulation.
- In case of deterioration of the ventilation system, the windows to be opened will be determined.

2.3. Specifying Constraints on Eating and Drinking and the Level of Speaking Voice in Vehicles

Scope

This standard includes the rules for constraining eating and drinking in public transport vehicles and adopting the concept of “Quiet Travel”.

Measures and Implementation Steps

- People using public transport should not talk/talk loudly in a way that causes droplets of saliva.
- Foods should be classified.
- Restrictions and sanctions should be determined by the directive.
- Visual and audible warnings are given in public transport vehicles and at the stations.
- Public service announcements to be prepared by MoTI should be published.
- In emergency cases that will occur due to epidemic that threatens public health, eating and drinking activities in public transport will be restricted or constrained related to circulars published by the Provincial Public Health Boards.

2.4. Waste Collection and Disposal

Scope

This standard includes the minimum activities of the works for waste collection and disposal consisted in the public transport system components.

Measures and Implementation Steps

- Announcement and informing posters are hung about that it is forbidden to throw garbage in mass transit rail and wheeled vehicles.
- In vessels such as steamer etc., there should be a suitable number of domestic, plastic, paper etc. bins for the size and structure of the vessel.
- In waiting areas of mass transit rail and wheeled vehicles and in the vehicle, it is ensured that environmental waste is disposed by cleaning staff at certain intervals during the day.
- At the stations of underground, required number and size of garbage cans are placed at the turnstile entrances.
- It is prevented to bring all kinds of products that may break, spill and be completely uncleanable with passengers in public transport vehicles.
- By placing suitable bins in public transport vehicles where simple household waste can be collected, it is ensured that the vehicle remains more clean-living during the journey.

2.5. Arranging the Number of Passengers in Vehicles in a Manner That Will Take Into Account Public Health

Scope

This standard includes the activities that should be carried out by arranging the density of passengers in public transport vehicles in a manner that will take into account public health.

Measures and Implementation Steps

- The planning is done in the manner that the routes will be the shortest and most reliable. The hours and routes of trips should be accessible to the person who will get service.
- Daily number of passengers is tracked through automated devices.
- The frequency of trips is increased during the hours when passenger density is high and it is reduced during off-peak hours.
- In case of disaster, there should be an emergency line planned for each line. Level of passenger density for these lines should be planned prior.
- Passenger transportation cannot be done over the license capacities of public transport vehicles. License capacities are determined in line with the Provincial Public Health Boards' decisions. The passenger capacities of the vehicles are written on a sheet of A5-sized paper in black and capital letters. After this paper is covered with hard plastic, it is hung on bottom-right corner of the windshield of the vehicle in such a way that the driver's visual angle is not blocked.
- It is ensured that travel demand expands throughout the day with making to travel during off-peak hours attractive by means of discount on public transport fares at certain intervals by MMs.
- If possible, another vehicle is kept in reserve during peak hours of the busy lines. In cases of extreme passenger densities, additional trip is arranged.

- Transportation is provided with the implementation of personalized, student, fully filled transportation card.
- In cases that require social distance, warning visuals are placed to remind the distance range.
- Audio announcements and visual moments are broadcast in the vehicle.

2.6. Reducing Contact of Personnel with Passengers and Each Other

Scope

This standard includes the activities of creating driver cabins in vehicles, placing folding screens and communication with passengers in order to minimize contact of drivers with the passengers during the trip.

Measures and Implementation Steps

- It is ensured that personnel's watchkeeping and working hours are organized to minimize contacts of personnel with each other at stations and waiting spots and improve their physical environment.
- The driver is separated from the passengers with a transparent cabin in public transport vehicles.
- The transparent cabin must comply with TSE Standards in the manner that not to block the driver's sight and not to risk traffic safety.
- The driver should isolate from the passenger with cabins which comply with ergonomics of driving. The panels to be used in the cabin should be in the design and ergonomics which will not restrict the visibility of the front door, right front mirror and windshield.
- The transparent part of the driver's cabin (tempered glass, solid carbon or composite) should be demountable when necessary. The folding screen's glass should be in such a way that it is not affected by light reflections.
- The system should have the capacity of concussion prevention and should not cause concussion.
- There should be a validator system that works integrated with each other in all public transport vehicles. Passengers must be able to swipe their cards contactlessly.
- Frequent personnel shifts should be prevented by keeping a daily shift schedule.
- Passenger contact with the personnel should be minimized by reflecting the vehicle route and other information on the in-vehicle screen.
- Roadworks, information of new route and other required information should be relayed to drivers electronically as far as possible.
- Warnings are given and announcements are made for passengers in the vehicle. The criteria, frequencies and contents of these warnings and announcements should be determined. The rules which were set for passengers should be made visible.
- Folding screens and microphone systems should be placed in the areas where the service is provided such as ticket offices, information points etc. to reduce contact between personnel and passengers.

2.7. Mitigating Crowd at Stations and Platforms

Scope

This standard includes required planning studies so that there is no crowd in closed areas in public transport components.

Terms and Definitions

STANDARD	CONTENT	SCOPE
TSE 11783	Urban roads – The rules for site selection of bus stops	This standard includes the site selection of local bus stops on traffic way in terms of general traffic, the type of stop to be selected, its design and operating rules. However, it does not include over-the-road bus stops on transit routes passing through the city.

Measures and Implementation Steps

- Vehicle departure time panels or smart stops and loud announcement system should be used.
- Accessibility should be provided with 2d-code application which is integrated intelligent communication system.
- The situation which informs how many minutes left for coming the vehicle to the stop on screens and instant notification in case of cancellation of the trip should be provided.
- Instant information should be provided for the issues of time change/ delay/ cancellation etc. with mobile applications.
- The distances between the stops must conform to TSE 11783 standard.
- The length of the stop is determined in accordance with the TSE 11783 standard at the main transfer point or platforms with a high passenger density.
- The distance between the two stops must be at least 400 meter. This distance must be 600 meter on grade 1 roads. These distances can be reduced by 100 meters on the lines and road sections with a high passenger density. (TSE 11783)
- It must be forbidden that other vehicles stop and park within the distance of the stop and stop areas should be marked with ground lines. If possible, pocket stops should be built for buses (TSE 11783).
- Stops in the middle of the block should be preferred to avoid density in the waiting area.
- The stops should be numbered and the required markings and informing should be included.
- Information and time of public transport vehicle line should be written at closed stops and stations.
- Cameras should be placed in crowded stops.

2.9. Ensuring that Passengers Use Information and Communication Technologies in Travel Planning in Maximum

Scope

This standard includes the travel planning studies to be carried out with benefiting from information and communication technology in order to be made use of public transportation services more efficiently and facilitate crowd management.

Measures and Implementation Steps

- Required informing studies should be carried out to strengthen the access of passengers to public transportation services by way of websites and mobile applications.
- There should be smart stops at intracity public transportation stops and stations as far as possible.
- There should be informing visuals on the panels behind the driver and in-vehicle panels and loud announcement applications in public transport vehicles.
- Measures should be taken to enable disabled people to use information systems.
- It should be ensured that the required tracking systems are established related to the inclusion of public transportation systems in information and communication technologies. These systems are not directly provided by the Municipality but they carry out the activity of public transportation.

2.10. Taking into Consideration Factors That Will Affect Public Health in Recruitments and Other Health Controls

Scope

This standard includes the measures that prevent employees of public transport from putting themselves and public health at risk.

Measures and Implementation Steps

- The following conditions are required for the personnel to be hired as a driver / tram driver / captain of public transportation related to protect public health:
 1. To have a driving licence showing that the driver can drive the vehicle that he is assigned
 2. To have obtained the documents specified in the applicable law beside the driving licence (For example: To have SRC2 certificate for bus drivers)
 3. To have a psycho-technical testing certificate
 4. To receive a Committee Report (including the Psychiatry Department) which shows that there is nothing barring them performing such duties; entitled to receive a report of "Suitable to Use Public Transportation Vehicle" from public hospitals
 5. To have the relevant Credential given by MoEUCC Professional Competency Board (The credential must be defined by the Ministry as a mandatory document for people who will use public transport vehicles.)
- Employees' health examinations are carried out by the workplace doctor in state of employees' recruitment, job changes, returning to work after repeated or prolonged absences from work due to occupational accidents, occupational illnesses and health reasons for six months or more.
- Within the scope of the program to be determined, a health examination is carried out by the workplace doctor at regular intervals determined by the applicable law according to the nature of the employee and the work and the danger class of the workplace.

- Daily breath test should be carried out for the detection of drug addiction. In addition, the tests should be carried out with biological samples of hair, blood, urine etc. in case of reasonable suspicion in personnel.

2.11. Relevance of Vehicles and Assignment Processes in terms of Occupational Safety and Health

Scope

This standard includes the measures to ensure Occupational Safety and Health in public transport systems.

Measures and Implementation Steps

- All wheeled public transport vehicles must have an annual exhaust inspection.
- Vehicles that do not have an exhaust gas emission measurement stamp and an exhaust gas emission license cannot provide public transportation services.
- The planning is made annually for the noise level of vehicles by MoEUCC.
- All public transport vehicles must have complete and full maintenance. Whichever comes first in the maintenance conditions (km or year), this maintenance is followed.
- Vehicles must not be under Euro5, Euro 6 engine.
- The in-car lighting will be in white and in working order. Lighting that will distract the driver's attention or tire him and hinder camera vision or quality cannot be used.
- Vehicle lighting is carried out in accordance with the Highway Traffic Law. In case of detection of the violation of articles, the vehicle licence under municipality supervision is not renewed. (Inspection is provided by the Vehicle Conformity Commission.)
- There will be an interior and exterior camera system in the vehicles that will widen the driver's sight.
- Camera angles should have a system to be reflected on the screen in the driver's sight.
- The working hours of the drivers are regulated according to the standards determined by the MoLSS.
- A daily work schedule is kept.
- Personnel is employed with rotation method.
- The line number, line time and route where the personnel will work are notified a day in advance.
- If the personnel with health problems inform the workplace, the substitute personnel is assigned.
- The personnel works dependently on morning and evening shifts.
- Washing is organized in shifts.
- The shift of the personnel is fixed and the shift time is converted.
- If the personnel receives an inoperable report (from a full-fledged hospital) about the field of work in which s/he is working, s/he is assigned to work in the field in which s/he can work.
- If the personnel receives a permanent inoperable report related to the business lines to which s/he is assigned, the labour contract is cancelled.

4.1. Evaluating Passengers' Opinions and Complaints

Scope

This standard includes the studies that enable passengers to report their requests, evaluations and complaints about public transportation services directly and quickly and to provide feedback.

Measures and Implementation Steps

- Complaints, requests and opinions are received through the website and mobile applications, over the phone, in the form of a written petition or e-mail or via social media.
- By placing QR codes on transportation vehicles, stations and stops, an area can be defined for passengers to evaluate provided service and write their opinions.
- An assignment is made in order to make a preliminary examination regarding that opinions and requests will be directed to which department from the municipality and its affiliated administrations.
- The application is directed to the relevant department.
- If the subject of the application concerns more than one department, the answers of all departments are provided through a single text with ensuring coordination.
- The route, time change, stop location and the request of increasing vehicle are determined by evaluating the received documents.
- In accordance with the Law on Petitions and Knowledge Acquisition, it is necessary to respond latest in 15 workdays, but it is ensured that the applications are concluded as soon as possible.
- Required measures are taken to ensure that disabled people can easily access the system.
- Surveys are conducted regarding to the changes that were made and applications. According to the results, applications are evaluated.

Annex-2. Example of an In-Service Training Form

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

* 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-3. Example of a Monitoring and Evaluation Form on Standards and Activities

Standard			
Strategic Goal *			
Strategic Objective*			
Responsible Unit(s)			
Evaluation Period			
Relevant Activities Included in the Performance Programme			
...1. ...2.			
Performance Indicators relating to the Activities under Standard included in the Performance Programme			
Indicator	Baseline	Target	Actualization
Activities Carried out under the Standard			
<ul style="list-style-type: none"> • • • 			
Activities which have not been carried out during evaluation period under the standard			
<ul style="list-style-type: none"> • • • 			
Basic Problems Encountered			
<ul style="list-style-type: none"> • .. • .. 			
Need for Revision of Standard	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes No		
Recommended Revised Standard			
Need for Revision of Implementation Plan	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes No		
Recommended Change in Implementation Plan			
Other Opinions and Evaluations			
<ul style="list-style-type: none"> • ... 			

• ...

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