

01.04.2020

Informative Note on Measures and Actions Taken by Istanbul Metropolitan Municipality (IMM) in the Fight Against Coronavirus (Covid-19)

- As part of the fight against coronavirus, we increased efforts for clean and hygienic transportation in Istanbul. We started disinfecting public transport vehicles, which carry 5 million passengers every day. The stations and their vehicles, which provide transportation services to more than 2 million Istanbulites daily, are being disinfected by our special teams using nanotechnology. Meticulously disinfecting subways and trams, we constantly disinfect all public transportation vehicles, stations, stops, cultural centers and places of worship in order to prevent the spread of the virus. We also carry out disinfection operations even during trips on subways and trams.
- As a part of our efforts to warn the people about the dangers of the virus, we started informing Istanbulites on Coronavirus via Modyo TV, external screens and social media accounts with our visuals and videos that are prepared in order to protect them against it.
- We set up a Mobile Hygiene Team (MHT) with 18 vehicles and 36 personnel that are disinfecting public transportation vehicles, stops and public areas against the epidemic 24/7. 65 hand sanitization units were installed at 44 BRT stations. In order to prevent the spread of the epidemic, ISMEK (Istanbul Art and Vocational Courses) courses, City Theatres' plays and cultural centers' events were cancelled. The IMM-owned museums also closed down temporarily.
- MHT is also disinfecting buses. IETT (public bus transportation) and private public buses are being disinfected between their round-trips. The buses that completed their trips to Sultanbeyli, Kadıköy, Eminönü, Besiktas and Mecidiyeköy are disinfected and then they carry Istanbulites safely again after their disinfection procedure. With MHT's increased capacity and scope, IMM disinfected courthouses, wholesale market, mosques, djemevis, churches and synagogues with diligence.
- Working 7/24 for preventive measures against Coronavirus, we also disinfected the Istanbul Bus Terminal. The Terminal, one of Istanbul's most mobile points, was disinfected in detail against coronavirus and hand sanitizers were placed at certain points. Issuing important warning against Coronavirus, our physicians provided disinfectants by informing Istanbulites against Coronavirus at mobile hygiene points established at different points in Istanbul and answered all questions regarding the virus.
- Boğaziçi Management Co., an affiliated company of IMM, disinfected the sites it manages. Performing disinfection operations for preventive measures in common areas such as gyms and children's parks, the company also informs the residents. At the Almshouse, we also increased the countermeasures against the epidemic, imposed restrictions and provided hygiene training for its residents.

- We increased the number of the number of MHTs to 40 and disinfection work is being done in many parts of Istanbul. We decided to temporarily close down our Municipal Restaurants and all our Beltur cafes except the ones in the hospitals. We established the infrastructure in which utility bills can be paid online and announced that there will be no cutting off of the water or gas by ISKI (water distribution) and İGDAŞ (natural gas distribution) respectively. Water services will be provided to 50,000 subscribers who failed to pay their bills.
- Our Municipal Police monitors businesses and pharmacies that sell medical supplies. In order to report a business at fault, you can contact #ALO153 for the inspection and monitoring of businesses that extremely and abnormally increase the prices in your area. In order to maintain maximum communication, our call center will operate with an increased capacity. We also created the technological infrastructure for teleconferencing some meetings, including the municipal assembly meetings. We discussed the measures to be taken on the street markets with the representatives of all 39 district municipalities of Istanbul. As a result, 462 district markets will be set up only for food and these markets will be constantly inspected and disinfected.
- We met with representatives of the tourism sector and decided to be in cooperation and solidarity with them on this issue. Temporarily cancelling the annual leaves of our colleagues who work in the fields of fire service, municipal police and support services, except for the personnel with disadvantaged health conditions, home office system is being used for our suitable work forces to mitigate the risk of the spread.
- All employees of the subsidiaries such as Halk Ekmek (Bread Co.) and Hamidiye Su (Water Co.) went through a strict health inspection. We decided to provide free public transport and Ispark (parking services) to all healthcare professionals during the course of this fight against the epidemic.
- We extended the period of use of subscription cards (for public transports) from March 31 to April 30, 2020. On 31 March 2020, each one of 30 thousand university students will be paid a scholarship grant of 3200 TL.
- We offer online culture, art and sports events to encourage Istanbulites to stay at home. We started measuring IETT drivers' body temperature before they start their journey. Providing protective equipments for them, we are placing transparent cabin guards on our 3,000 vehicles.
- We are setting up 100 disinfection stations to disinfect more than 25,000 vehicles, including taxis, dolmuses (shared taxis) and minibuses. We temporarily stopped night travel to reduce mobility within the city. We reduced the use of 60% of our public transport services in a way that does not affect human health negatively. In addition, 35 ambulances and paramedics are made available for IMM to combat Coronavirus.
- To see the big picture here, IMM continues cleaning 1,512 main arteries and 44 city squares, a total of 200,000² each day. İSTAÇ (Istanbul Waste Management Co.) teams disinfected Taksim Square. KIPTAS (Municipal Housing Construction Co.) postponed April and May payments of 1,902 eligible citizens in Zeytinburnu, Silivri and Çatalca social housing projects.

- We started to provide support services to our citizens over the age of 65 in Istanbul. If you can't order your basic needs from the internet or if you don't have anyone to help you, ALO 153 call service will be there to help our senior citizens.
- The shopkeepers were asked to wear masks and gloves. Yellow lines were drawn for social distance in market places and supermarkets. The pick-and-buy era is over. Mr. Mehmet Murat Çalık, Mayor of Beylikdüzü, also examined the measures on site at the Beylik Market in Beylikdüzü.
- When you need psychological support in these difficult times, our experts are on the phone for anyone who wants to talk. You can reach our psychologists from 8.00 am to 24.00 pm by calling +90 0212 449 49 00.
- As a result of the measures taken and warnings issued, public transport use in Istanbul fell by 83%. In order to maintain social distance and ensure the healthy transportation of citizens, IMM decided to compensate fuel and driver expenses for private public buses and launched “Keep Your Social Distance” campaign on our Metros, BRTs and IETT buses for citizens who use public transport with #BirlikteBasaracagiz #StrongerTogether.
- We took the following measures to prevent coronavirus from spreading through medical waste;
 - Our sterilization facility started working 24 hours a day
 - The empty storing field was prepared.
 - We made four new backup vehicles ready for use.
- We set up an online distribution network for essential food and hygiene supplies need of our 16 Million citizens. By cooperating with hotels, we provide accommodation for 2,000 medical professionals. Our 19 municipal indoors sports halls are ready to be transformed into a temporary hospital area with a capacity of 1983 beds. Establishing the Istanbul Help and Coordination Center, we created Istanbul Science Board and designated Yenikapı Meeting Area, where meals will be provided for three times a day for 5 thousand people, Beylikdüzü Gürpınar Water Products Market and Maltepe Meeting Area, where temporary hospitals with a capacity of 440 and 1300 beds, respectively, will be installed, as a temporary quarantine and temporary field areas in case of an emergency.
- Finally, an online Coronavirus crisis management meeting was held with 40 mayors of the world's largest cities. We prepared an alternative facility for our homeless citizens. In this facility, which is thoroughly disinfected, food and housing for our homeless citizens will be provided in a controlled manner and regular health checks will be performed to monitor their health.