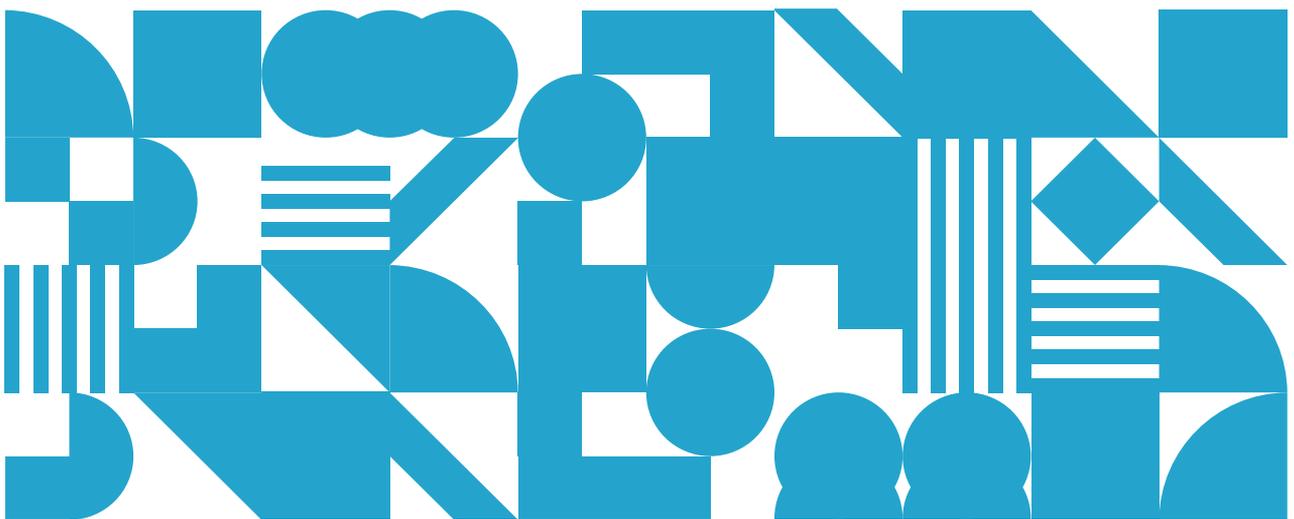
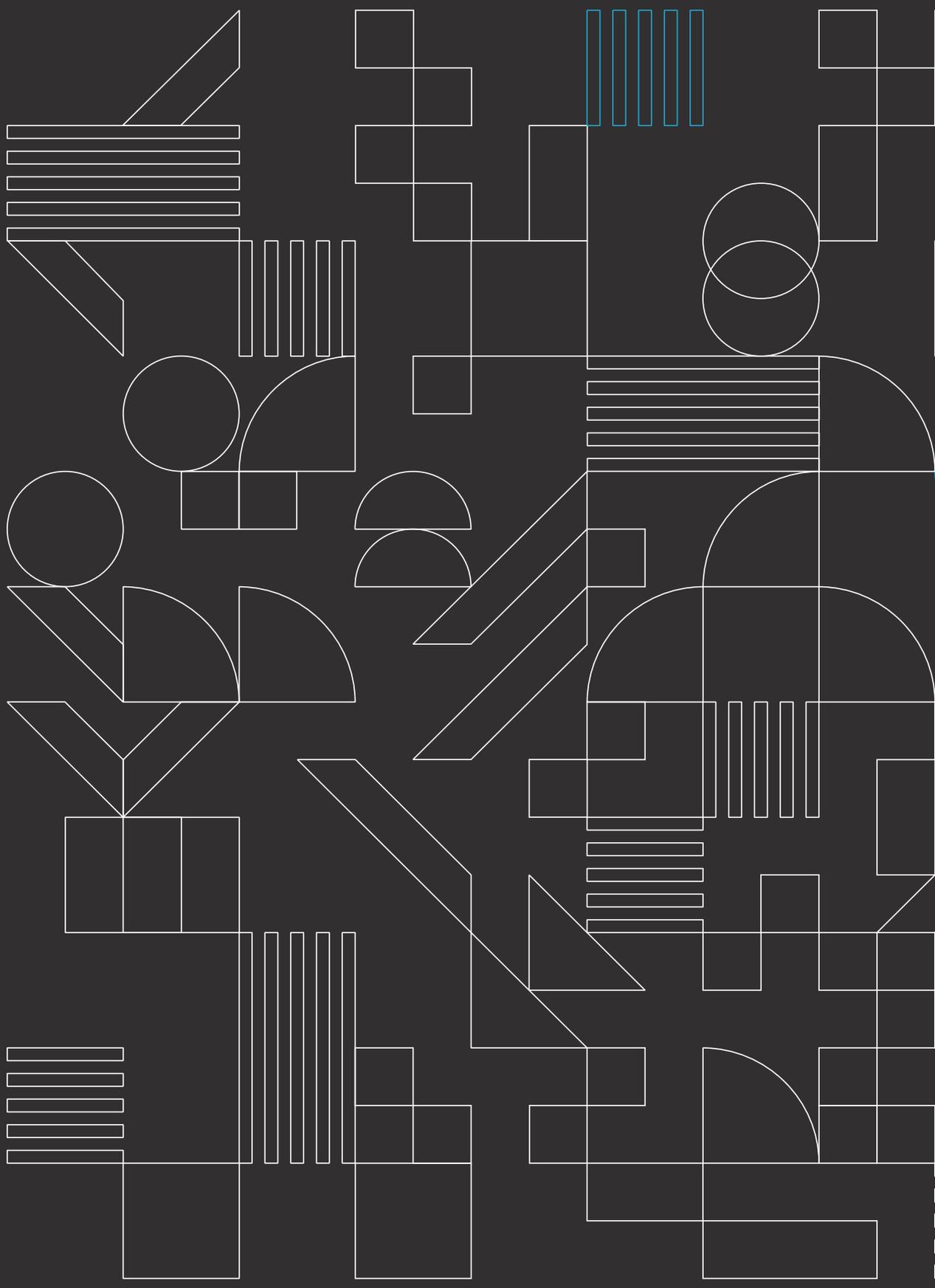


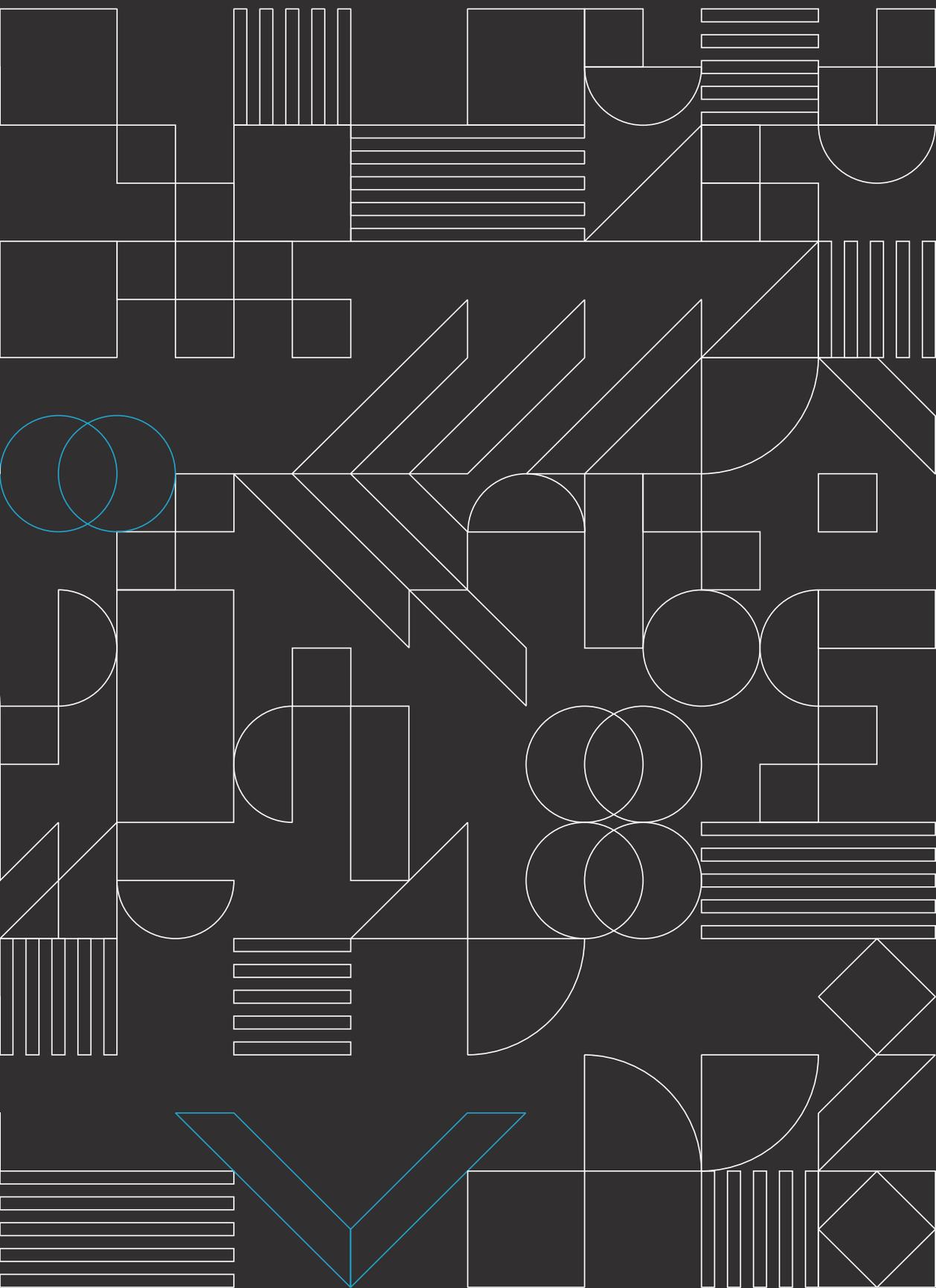
Izmir Metropolitan Municipality

# COVID-19 Resilience Action Plan

June 2020







# Foreword

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The COVID-19 pandemic poses a serious risk for humanity due to the number of cases in the millions and deaths into the hundreds of thousands.

The virus which first broke out in the city of Wuhan in China and spread rapidly to the countries around the world such as South Korea, Italy, Spain, France, Iran, Great Britain and the US; was diagnosed for the first time in Turkey on March 11, 2020.

Turkey has been involved in efforts to take the necessary measures since the occurrence of the first case with the Scientific Board consisting of scientists under the auspices of the Ministry of Health, healthcare personnel and other central agencies.

In addition to the measures and decisions taken at the central level, local governments also have important responsibilities, especially in densely populated major cities, where the pandemic may spread rapidly. Izmir is the third biggest city of Turkey, with the largest population after Istanbul and Ankara.

Since Izmir is one of the leading cities in the tourism, agriculture and industry sectors, it has a higher human density than its current population, posing a serious risk of the pandemic spreading. As a matter of fact, the first data that announced on the basis of cities related to the pandemic, it has been shown that Izmir is the second city in terms of the highest number of cases and deaths after Istanbul.

Having all these in mind, as the local government of Izmir, the responsibility of the Izmir Metropolitan Municipality has further increased. In this context, the Izmir Metropolitan Municipality started to take many measures against the new type coronavirus pandemic, such as disinfection of public spaces, prior to the detection of any cases in Turkey. A scientific board was also formed immediately to carry out comprehensive studies.

The Izmir Metropolitan Municipality has introduced a new working model, "Crisis Municipalism", for the first time in Turkey, and began to carry out all measures and activities within the scope of the directive issued in this context.

The "COVID-19 Resilience Action Plan" report gives an account of these activities. The report consists of three main sections, including the preventive services that the Izmir Metropolitan Municipality has carried out in crisis situations such as pandemic from the past to the present; the works carried out currently with "Crisis Municipalism" approach within the scope of combating the pandemic; and the monitoring and adaptation activities to be performed within the scope of recovery efforts in the aftermath of the pandemic. With all these aspects, the report aims to contribute to the global combat against the COVID-19 pandemic by presenting Izmir's pandemic resilience action plan to the attention of the national and international public.

These days in which we take steps towards the new normal I wish that we can hold our loved ones once again



**Tunç Soyer**  
Mayor of Izmir

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## Aim and Context

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The Covid-19 Resilience Action Plan report includes all short and long term activities of Izmir Metropolitan Municipality within the scope of combating the new coronavirus pandemic.

Epidemic, pandemic and natural disasters continue to affect the world today, just as they negatively affected the world in the past. Despite the progress made in the fields of technology, communication and health over the years, the threats we face can reach levels that will challenge humanity with changing conditions. This is because threats, too, evolve by adapting themselves to new conditions. In this regard, as well as the changes in our living standards and conditions, the size and nature of the problem is also very important. The new coronavirus threat we are experiencing today is among the most important examples in this regard. Although current health services and scientific developments against viral epidemics are at a much better level than in the past, new vaccines and drugs must be produced due to the biology of the virus. Again, compared to the past, the dense population of people gathered in the city centers, the increase in mobilization between countries and cities causes the virus to spread faster.

In addition to this, although our increasing communication capacity and capabilities seem to seem to have a positive impact in our everyday life, it causes false information to spread rapidly in conditions such as a pandemic and presents a major threat to panic. In this regard, the concepts of information pollution, incomplete or incorrect information, intentional guidance and confusing excessive amounts of information (infodemics) are important problems to be tackled.

In this context, ever-growing cities and local governments with their increasing representational power, are appearing as prominent actors especially striving against global threats such as pandemics and the ways in which this fight is being handled. "Resilience and Action Plans", which include the national and international communication plan prepared by local administrations for such negative situations in the light of the guidance provided by the authorities and renowned institutions on the subject, such as the World Health Organization, are of great importance in this regard.

The COVID-19 Resilience Action Plan report includes all short and long term activities of Izmir Metropolitan Municipality within the scope of combating the new coronavirus pandemic. In addition, the activities specified under paragraphs contain information on how Izmir Metropolitan Municipality handles this crisis process.

In this respect, the report should be evaluated as a content pool for Izmir Metropolitan Municipality to carry out its fight against the pandemic at both national and international levels in a comprehensive and planned manner. In line with this action plan, it is aimed to instill trust in people of Izmir with correct information, thereby protecting the public from panic and subsequent negative consequences.

## Historical Perspective on Pandemic and Some Good Examples

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Looking at the present day, urban resilience plans and practices are among the most important tools to increase the cities' infrastructure and their immediate response and struggle capacities within the scope of problems such as natural disasters and pandemics.

Looking at the historical development of local governments taking initiative and feeling responsible for public health, the need to control the disease was first manifested by the efforts of nineteenth century sanitary reformers. The main tasks of the measures taken at that time were to provide fresh air, water, green space to the city and to meet the needs of the employees especially in terms of access to sunlight. In this context, the Chadwick Report in the UK had a great impact on the sanitary situation of the working population of Great Britain. This report was also among the most important factors that paved the way for the Public Health Act of 1848. This way, the British Government has been the first in history to make a commitment to protect the health of its population. This report and related laws formed the basis of disease control through urban planning initiatives such as sewage, garbage collection, rodent control and mosquito reduction. This first step was followed by many cities, governments and laws passed in many parts of the world.

Looking at the present day, urban resilience plans and practices are among the most important tools to increase the cities' infrastructure and their immediate response and struggle capacities within the scope of problems such as natural disasters and pandemics. In this regard, the UK is among the countries that make such plans, while the city of Copenhagen stands out among the resilient cities. Initiatives of the United Nations related to resilient cities also provide international support for preparations to make countries and cities ready and resilient against negative situations.



# **Pandemic Resilience Action Plan**

1.

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Introduction:

**Preventive Services  
of Izmir Metropolitan  
Municipality**

## 1.1. Health Infrastructure

Izmir Metropolitan Municipality is a local administration with sufficient infrastructure and service experience with measures and initiatives it has taken in public health. Municipality provides protective, preventive and qualified health services with its Eşrefpaşa Hospital which is a unique case, as a hospital owned by a municipality in Turkey and its recently established Community Health Department.

Preventive health services include services that aim to ensure public immunity particularly when an emergency such as a pandemic occurs, and that the public is immune and resistant to diseases in general, including appropriate infrastructure, education and awareness activities. Health services in Turkey are under the central government's jurisdiction and responsibility; nevertheless Izmir Metropolitan Municipality is a local administration with sufficient infrastructure and service experience with measures and initiatives it has taken in public health.

Izmir Metropolitan Municipality has been carrying out many activities related to health infrastructure in Izmir from past to present and the municipality has a large health infrastructure that provides services outside, as well as during times of crisis.

Eşrefpaşa Hospital, which was established in 1908 and has operated as a hospital affiliated with the municipality since 1950, is the first and only of its kind in Turkey. It provides a fast, efficient and high quality health service to the people of Izmir. Izmir Metropolitan Municipality Eşrefpaşa Hospital constantly upgrades itself in the field of medicine and provides services of diagnosis and treatment along with preventive health services to every segment of society as a second-level health-care institution.

In addition, the Community Health Department was established in 2019 within the scope of Izmir Metropolitan Municipality as a requirement of social municipality in order to reach people at every point of the city of Izmir, to provide preventive and protective health education, to increase health literacy, to carry out dental health screenings and to eliminate their deficiencies in this regard.

The Community Health Department is responsible for planning the necessary trainings, carrying out practices and following the feedbacks in cooperation with all the healthcare units, especially the health institutions affiliated to the central government. The main priority in this context is the groups with special needs, who have a lack of access to health services and those never receive health services.

Izmir Metropolitan Municipality's Eşrefpaşa Hospital





Opening ceremony of the Medical Waste Sterilization Facility

Apart from the medical services provided at Eşrefpaşa Hospital, home health care services are provided by the Department of Community Health. Izmir Metropolitan Municipality also has a post-treatment nursing home, a hospital pension, and runs combating obesity and child nutrition programs.

In addition, the Medical Waste Sterilization Facility, which was established jointly by Izmir Metropolitan Municipality and private enterprise, especially for the purpose of ensuring sterilization of masks, gloves and other medical wastes, the use of which has increased during the pandemic, continues its activities. Medical wastes collected in sterile buckets placed around hospitals and pharmacies are separated from other wastes to prevent further spread of the epidemic and prevent harmful microorganisms from meeting with nature and other living beings. The facility located in Menemen district of Izmir bears the distinction of being Turkey's largest Medical Waste Sterilization Plant.

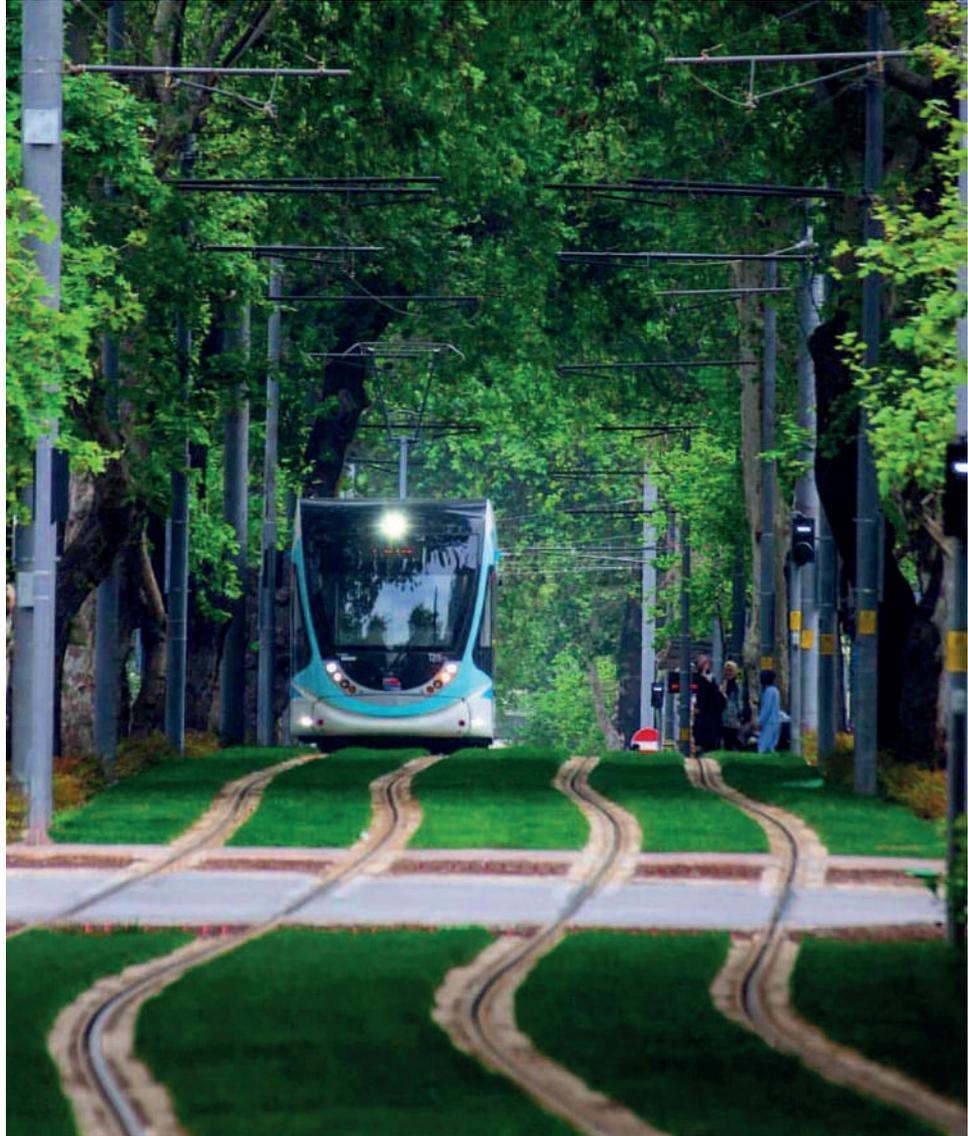
## 1.2. Transportation Infrastructure

Transportation infrastructure is another pillar of preventive services. Izmir Metropolitan Municipality has made preparations against natural disasters, pandemics and similar crisis possibilities for the establishment of alternative transportation options in cases of the collapse of road infrastructures bridges, viaducts, etc.

Izmir Metropolitan Municipality carries out the planning, coordination and implementation tasks of public transportation services, that include its affiliate companies ESHOT, İZULAŞ METRO, İZDENİZ and İZBAN A.Ş. in partnership with TCDD, and minibuses and vehicles with route monitoring document. Work plans to develop and strengthen the sensitivity of the entire transportation system, including land, air and sea, sea and to implement and to implement alternative transportation methods in the event of a disaster are regularly updated according to the development of the city. In order to carry out an uninterrupted work in the event of a crisis, preparations were made by the relevant departments of the Municipality for the proper planning of vehicle, equipment, material and personnel needs.

Izmir Metropolitan Municipality has prepared the Transportation Master Plan and Action Plans, which include the determination and implementation of the strategies and targets for the coordination and cooperation in transportation as well as the creation of an efficient transportation system.

Izmir Tram





Disinfection activities in public transportation areas

Within the scope of this plan, Main Transfer Centers, due to their spatial and multifunctional structure and their strong connection with transportation networks, are determined to be utilized as crisis management centers, as temporary accommodation spaces for medical professionals, as gathering areas and as intervention areas.

Izmir Metropolitan Municipality has made arrangements to adjust the timetable for public transportation and to rearrange the waiting places at the stops, stations and box office points of public transportation vehicles, in case of pandemic, natural disaster and similar crisis situations. The municipality has also completed its preparations to initiate all hygiene procedures, to maintain the operation of barriers in pedestrianized areas, as well as the operations of the License Unit, Traffic Marking Unit, Signal Intervention Team and tunnel operation.

Izmir Transportation Center (IZUM) of the Metropolitan Municipality monitors 24/7 the traffic intensity to make necessary interventions, and is capable of monitoring the city with traffic and security cameras. It has been planned that IZUM will be available to be utilized as a back-up for Disaster Coordination Center when necessary.

In addition, efforts are underway to establish a common communication platform where producers and logistics can work together so that producers' organizations are not interrupted in the event of a crisis.

Logistic planning studies that will facilitate planning to ensure the requested and purchased materials are transferred safely to the right place at the right time, with minimum cost, have been completed at urban scale. In this context, alternative transportation types and routes are established, transportation to quarantine areas with the shortest and most convenient route and mapping is supplied, and the logistic centers that have been allocated as the aid stations in these regions and the demand points to be served from these centers are determined.

### 1.3. Disaster Management and Security

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Within the scope of Izmir Metropolitan Municipality Disaster Action Plan, prepared by Izmir Metropolitan Municipality Fire Department Search Rescue and Disaster Affairs Branch as part of the Turkey Emergency Response Plan TAM-PA-Izmir, units affiliated to the Izmir Metropolitan Municipality are developing measures against dangers that require urgent intervention and crisis situations such as earthquakes, fire, CBRN, floods, dam explosions and traffic accidents.

A coordination was planned under the chairmanship of Izmir Metropolitan Municipality Mayor Tunç Soyer in order to overcome the disaster and emergency situation with the least damage, for the period that starts before the disaster and emergency and continues until the effects end. In this framework, the purpose of the Disaster and Emergency Management Center is to implement the Disaster Action Plan, to ensure the division of labor among municipal units, and to coordinate and collaborate with non-governmental organizations and volunteers.

The works to be carried out in disasters and emergencies that may occur in the province of Izmir consist of establishing the basic issues such as ensuring cooperation and coordination among the institutions to be assigned, establishing reporting standards, preparing statistical data and how to carry out coordination with other provinces.

The main objectives of Izmir Metropolitan Municipality and its affiliated units include saving lives, restoring interrupted life and activities as soon as possible, carrying out intervention activities quickly and in a planned manner, protecting and maintaining public health, producing solutions to property problems, protecting environmental and cultural heritage, reducing economic and social losses, being prepared for secondary disasters and taking measures to reduce their impact, ensuring the efficient use of resources.

The Fire Brigade Department is divided into four parts, covering Izmir districts as the center, west, south and north regions. The fire and search and rescue personnel structures consisting of two detachments with service buildings, including headquarters and 52 fire stations, 360 personnel during a shift and 1080 personnel in total, are planned to cover the 30 districts of Izmir 24/7. Fire brigades provide services with 290 vehicles and modern equipment, including search and rescue vehicles, fire sprinklers, various meter-length stair vehicles, industrial fire response vehicles, fully equipped traffic accident rescue vehicles (AKS) that can reach the stage within six minutes.

A total of 180 personnel equipped with a command control vehicle, eight fully equipped search and rescue (separator, cutter, breaker, generator, etc.) scaina container vehicles, one logistic support scaina container vehicle, repair and maintenance vehicles are on stand-by within the framework of the earthquake planning carried out by the Fire, Search, Rescue and Disaster Affairs Directorate. In addition, there is a team of 60 search and rescue specialists ready to support operations outside the city in the first thirty minutes.

An exercise on earthquake, which is the biggest disaster risk, has been scheduled for April 15, 2020 to be carried out at the Toros Training Center. The ex-

The main objectives of Izmir Metropolitan Municipality and its affiliated units include saving lives, restoring interrupted life and activities as soon as possible, carrying out intervention activities quickly and in a planned manner, protecting and maintaining public health in case of pandemics and other natural disasters.

exercise date was established by taking into account the general work flow and disaster issues, and the drill scenario was communicated to the appropriate units. However, due to the COVID-19 pandemic, the exercise was postponed to September. A Disaster Workshop was also planned for the same week with the following topics: "Disaster Risk Management and Communication", "Emergency Management and Improvement", "Understanding Risk", "Disaster Risk Finance and Transfer", "Resilient Spatial Planning and Development" and "Ecosystem, Natural Resources and Climate Change Adaptation". The report consisting of the outcomes of the workshop is expected to provide a base for the preparation of Izmir Disaster Master Plan.

Emergency Medical technicians and Paramedics in the fire brigade are ready with equipment for urban search and rescue, traffic accident rescue, well rescue and for combat against chemical, radioactive and nuclear incidents and pandemics. With the spread of the COVID-19 virus, measures are taken to protect the daily workflow in accordance with occupational safety, including body temperature measurement, hygiene and social distance education, the use of masks and gloves, and disinfection of buildings, vehicles, tools and equipment. Within the scope of the Presidency circular and Izmir Metropolitan Municipality circulars, a remote working system has been adopted primarily for office personnel in order to prevent disruption of services.

Within the scope of combating the COVID-19 outbreak, arrangements have been made for the establishment of mobile hospitals especially in mountain villages when necessary. It has the capacity to quarantine a total of 50 people with the health equipment available in AKS vehicles. It is planned to use the schools and official buildings in the mountain villages for emergency use. Otherwise, it is aimed to serve with five 40 m<sup>2</sup> inflatable tents within the relevant unit. At this point, it is aimed to benefit from healthcare personnel, AKS vehicles and medical equipment. Doctors from Eşrefpaşa Hospital will join the emergency units reaching the mountain villages.

There is a capacity to provide support during long-term power cuts that may occur throughout the city with 4.5 kw and 6 kw mobile generators within the Metropolitan Municipality.

In order to expand the use of radios for problems that may arise in communication networks in the event of a crisis and to ensure corporate communication, updating the radio frequencies of all municipality units was planned together with the Information Networks Department. Multi-purpose fire house, industrial fires, earthquake simulation house, earthquake training debris areas, classrooms and all closed areas have been taken under maintenance in terms of hygiene due to COVID-19 pandemics and spraying has been done.

Measures against sabotage that may occur in the event of a crisis are taken in cooperation with AFAD under the coordination of Izmir Governorate and the civil defense unit affiliated to Izmir Metropolitan Municipality. The security measures to be taken against all kinds of threats and dangers such as theft, robbery,

looting, demolition and forced labor are under the authority of the Municipal Security Directorate on behalf of the local government, along with the police and gendarmerie, and regulations on the measures to be taken are made.

Body temperature measurement of citizens and personnel



## 1.4. Investing in Human Resources

Izmir Metropolitan Municipality personnel have a significant level of experience, infrastructure and knowledge in disaster preparedness and response. In addition to fire fighting, disaster response (search and rescue), disaster management and coordination services provided by the Metropolitan Municipality, theoretical and practical training is provided to university students studying in related branches and staff of public and private institutions working in related fields.

In the event of a disaster, community preparedness and awareness are as critical as the presence of response teams. Therefore, in addition to the training programs, informing and raising awareness of the public about all kinds of disasters is of great importance in the preventive activities of the municipality.

First aid is among the most basic life-saving activities to be carried out by people with relevant qualifications in an emergency. A list of personnel with a first aid certificate is kept. These personnel have information about their duties and responsibilities in the crisis. Some of the preventive first aid activities of Izmir Metropolitan Municipality are presented in the box below.

### Examples of Izmir Metropolitan Municipality First Aid Training



IZELMAN education centers, consisting of nurseries, Kindergartens and etudes centers, provide "basic first aid" training for parents in cooperation with Eşrefpaşa Hospital so that children can grow up healthy.



146 ESHOT employees who completed the first aid training course received their certificates.



Izmir Metropolitan Municipality started first aid courses for women in Çiğli / Güzeltepe. First aid courses for women are planned to spread to different regions of Izmir.



Emergency response and first aid training was given to Izmir Volunteer Team members who take part in many important projects and sports organizations. Izmir Volunteer Team members attended the Fire Brigade's first aid courses.

Emergency drill done by Izmir Metropolitan Municipality



A lot of public awareness and education activities are carried out by Izmir Metropolitan Municipality. Metropolitan Municipality provides occupational health and safety trainings to approximately 28 thousand people within its body. In addition, periodic health checks are carried out on all employees, advanced treatment is started for the employees deemed necessary and health conditions are followed. The risks to which employees are exposed are analyzed and reported, and personal protective equipment recommendations are given when necessary. Based on these reports, employers' representatives are advised to make the necessary improvements and these processes are monitored. According to the legislation provisions, the Occupational Health and Safety Board meets at regular intervals and takes measures against instant risks and hazards and monitors their implementation. These recommendations, controls and follow-ups aim to prevent adverse events such as disease and epidemic.

Within the scope of combating violence against women in terms of public health and right to life, Izmir Metropolitan Municipality conducts efforts to protect women's health and increase their awareness. In the Women's Counseling Centers, services such as social service counseling and psychological counseling are provided to women who are exposed to violence. In addition, in Women's Shelters, women and children are primarily provided with life safety, and supportive services are provided by experts such as psychologists, sociologists, social workers and child development specialists. In Fairy Tail Houses, which are established for children and their parents and serve for the social development of children and the professional education of mothers, hygiene and health practices are carried out with children, thus increasing hygiene and health awareness.

## 1.5. Green Infrastructure for a Resilient City

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Effective management of green areas has a special importance in all cities of the world in the management of natural disasters and all other crises. Research and planning studies have been carried out by Izmir Metropolitan Municipality, in order to increase the green area capacity in the city, to represent the natural life around the city within the urban spaces and to establish connections between the city and the rural areas.

Energy production from the local area is among the most important issues in times of crisis. Providing our ever increasing energy needs with more sustainable techniques and implementing behavioral changes such as energy saving are important issues. In this context, Izmir Metropolitan Municipality has prepared the Sustainable Energy Action Plan and started to implement urban practices. Harmandalı Power Station, an important green infrastructure facility that generates energy from solid wastes, started its operations in 2019.

Effective management of green areas has a special importance in all cities of the world in the management of natural disasters and all other crises. Research and planning studies have been carried out by Izmir Metropolitan Municipality, in order to increase the green area capacity in the city, to represent the natural life around the city within the urban spaces and to establish connections between the city and the rural areas. In the zoning applications, living parks are started to be established for the realization of these plans.

Izmir Metropolitan Municipality has made international commitments to reduce greenhouse gas emissions, which is one of the most basic preventive measures. It has established a monitoring station system for regular measurement of air quality. Work has begun on transition to the monitoring system at the PM 2.5 level within the particle monitoring applications.

Forest fire resistance one of the fundamental issues of the city. Reforestation and forestry practices, which are fire-resistant and offer ecosystem services, have begun to be implemented in the city and parks around the city. The 'Forest Izmir Campaign' initiated by the Izmir Metropolitan Municipality includes a series of activities on the establishment of a fire-resistant forest ecosystem and the readiness of the Municipality organization against the fire. Sustainable Cities Action Plan and Green City Action Plan continue to be integrated with each other within the scope of data collection and planning activities that are vital for green infrastructure.

IZSU has completed the modeling and planning processes that can meet the water needs of the city of Izmir until 2050. In this context, many drinking water projects have been implemented and planned to be implemented in the coming years. All wastewater of the city of Izmir is processed by wastewater collection and treatment plants and approximately 10% of the treated water is reused by agriculture and industry within the framework of reuse principles. In addition to the cleaning works of the gulf, IZSU started infrastructure works that collect rainwater separately in the city for the excess capacity problem of wastewater facilities.

## 1.6. Governance and Coordination

Izmir Metropolitan Municipality leads a serious coordination process in public health, risk management and crises both within its own units and in the province of Izmir. This process, which is also valid for tackling pandemic, is handled with the “Crisis Municipalism” approach detailed below.

Turkey is a country which is prone to have natural disasters, mainly earthquakes. Izmir Metropolitan Municipality has established the Department of Earthquake Risk Management and Urban Improvement in order to carry out an integrated planning and coordination work for earthquakes and other disasters and to coordinate the works carried out by different units in this context.

Izmir Metropolitan Municipality is determined to establish good governance and coordination with experts, doctors, professional chambers, public institutions and all relevant non-governmental organizations in crisis processes that will affect public health such as disasters and epidemics.

Izmir Metropolitan Municipality coordination activities



# 2.

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Control of the  
Pandemic:

**Crisis Municipalism  
Approach**

Izmir Metropolitan Municipality has introduced a new working mode –called “Crisis Municipalism”– in order to generate instant solutions to medical, economic and social problems caused by the new coronavirus outbreak.

Izmir Metropolitan Municipality has been one of the first institutions that developed pandemic response plans in Turkey; it has begun to take measures against the pandemic before March 11, 2020, when the first COVID-19 cases seen in Turkey.

Izmir Metropolitan Municipality has introduced a new working mode, unprecedented in Turkey, as part of the struggle against the new coronavirus pandemic. The working principles of the new management model – called “Crisis Municipalism” – were developed to generate instant solutions to medical, economic and social problems caused by the new coronavirus outbreak.

The directive that sets working principles of the “Crisis Municipalism” management model went into effect as of March 27, 2020. With this directive, financing, budgeting and purchasing procedures are fully adapted to the crisis period. Decisions have been taken on the cessation of non-urgent investments, introduction of austerity measures, execution of fast and full purchases related to pandemic services, strict coordination and similar issues. Within the scope of the “Crisis Municipalism Directive” (Annex 1) put forward by the Izmir Metropolitan Municipality due to COVID-19, many support mechanisms that the municipality has or will implement have been defined. This directive has been a source of inspiration to many metropolitan municipalities in Turkey.

With the Crisis Municipalism Directive of Izmir Metropolitan Municipality, the existing services of the municipality were adapted to the pandemic situation and some additional services were put into practice. The measures, adaptations and applications taken in this context are detailed under the following sub-titles.

## 2.1. Coordination

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In order to minimize the effects of the new coronavirus pandemic and to produce solutions to the emerging health, economic and social problems, the following “Crisis Management Boards” have been established within the scope of Izmir Metropolitan Municipality:

**Crisis Management Supreme Board:** Chaired by the mayor, this board consists of the secretary general, deputy general secretaries, general directors of ESHOT and IZSU, mayoral advisors when required, representatives of the professional organizations, civil society organizations and trade unions, and other experts.

**Crisis Management Executive Board:** This board consists of three persons: the mayor, the secretary general and one senior manager according to the nature of the crisis (pandemics, disaster, etc.).

**Scientific Board:** This board, consisting of relevant experts, is formed by the Crisis Management Executive Board at the request of the Mayor.

Boards work in coordination and make decisions about crisis management. Moreover, in order to manage the crisis situation effectively according to the directive, working jointly with the district municipalities is seen as vital as the metropolitan municipal units working in coordination and cooperation with each other in the direction and management of the process.

According to the article 17 entitled “Organization” of the directive, the Deputy Mayor of Izmir, senior executives of the affiliated municipal companies and the Mayor’s advisors have begun to conduct joint activities with district municipalities and to report the obtained data to the Crisis Management Supreme Board.

In this working model, each of the managers was appointed to a different region outside Izmir city center by the order of Mayor Tunç Soyer in order to organize, coordinate and facilitate the work under “Crisis Municipalism” of 19 districts outside the Metropolitan area. The appointed managers started to meet the demands and needs of citizens in coordination with district mayors and Metropolitan Municipality Local Management Services units.

In this way, the Metropolitan Municipality’s support to the provision of the basic services, besides the needs of local population such as food aid, masks and gloves, provided by district municipalities as well as coordination of all districts in the fight against the pandemic are ensured within the framework of “Crisis Municipalism”.

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### COORDINATION AT PROVINCIAL LEVEL

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Izmir Metropolitan Municipality has been working in harmony with the Governorate, district governorates, Provincial Health Directorate, district municipalities, civil society and all other city stakeholders from the first day in order to reduce the effects of the new coronavirus pandemic and prevent its spread in the city of Izmir.

In this context, the Mayor of Izmir, Tunç Soyer, invited the mayors of all 30 district municipalities to an urgent meeting to discuss the fight against the new coronavirus. In the meeting, the efforts of the Izmir Metropolitan Municipality and



"Crisis Municipalism" meeting in Izmir Metropolitan Municipality with district mayors.

the proposals of the Scientific Board were communicated to the district mayors, and it was declared that the works regarding the measures to be taken will be carried out in joint coordination.

In the meeting, it was also emphasized that the institutional capacity and resources of all local governments in Izmir should be used within the framework of combating pandemic through a transition to crisis municipalism. District mayors are advised by the Mayor of Izmir, Tunç Soyer, to completely change the focus of their work, postpone non-mandatory investments and implement very serious austerity measures. As a result of the collaboration with district municipalities, necessary activities regarding pandemic measures such as disinfection works of public buildings and areas and food aid have been started in all districts.

Izmir Metropolitan Municipality Fire Department and its paramedic personnel are kept ready for duty at any time. The Department of Fire Brigade, Eşrefpaşa Hospital and Community Health Department of the Municipality continue their activities in coordination with the Governorate, AFAD and Provincial Health Directorate.

Within the scope of the fight against the new coronavirus pandemic and within the framework suggested by the Scientific Board, a series of measures were taken to be implemented quickly by the public services of the Izmir Metropoli-

Izmir Metropolitan Municipality has been working in harmony with the Governorate, district governorates, Provincial Health Directorate, district municipalities, civil society and all other city stakeholders from the first day in order to reduce the effects of the new coronavirus pandemic and prevent its spread in the city of Izmir

tan Municipality. In addition, it is planned to establish institutional cooperation with professional chambers, unions and non-governmental organizations such as TMMOB, IZTO, EBSO, TTB, DISK, Chamber of Tradesmen in Izmir. The precautions to be taken in the market places have been determined jointly by the Scientific Board and TMMOB Izmir Chamber of Food Engineers. Instructions were sent to all district municipalities and the Chamber of Marketplace Traders for urgent implementation.

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## NATIONAL AND INTERNATIONAL COORDINATION

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Participation is ensured in the works of the Provincial Pandemic Commission in the national scale, and the municipality fulfills its responsibilities in line with the decisions taken by the commission. Regular inspections are carried out to stop the activities of public areas according to the circulars issued by the Presidency and the relevant ministries. In order to minimize the effects of the new coronavirus pandemic in health, economy and social areas and to increase the effectiveness of the work of the Izmir Metropolitan Municipality, the Department of Foreign Relations and Tourism has started work to follow international developments.

In this context, measures taken and strategies implemented against COVID-19 virus in about 74 cities and in US states, South Korea and Taiwan have been examined and reported. The list of cities which are monitored and reported on a daily basis is as follows: Turin, Milan, Berlin, Lisbon, Barcelona, Buenos Aires, Seoul, Utrecht, Guangzhou, Brazil, London, Montreal, Rio de Janeiro, Sao Paulo, Warsaw, Ghent, Rennes, Terrassa, Bamberg, Debrecen, Gijon, Riga, The Hague, Linz, Turku, Nantes, Zaragoza, Braga, Hamburg, Bratislava, Bologna, Bruno, Munster, Espoo, Roma, Odemira, Ravenna, Guimaraes, Munich, Düsseldorf, Brussels, Leipzig, Poznan, Antwerp, Bristol, Vienna, Chengdu, Lille, Zagreb, Cardiff, Valladolid, Nuremberg, Sofia, Esaro, Ljubljana, Amsterdam, Bilbao, Tallinn, Athens, Budapest, Stuttgart, Nice, Toulouse, Madrid, Gothenburg, Dusseldorf, Thessaloniki, Dresden, Leipzig, Edinburgh.

COVID-19 publications of the websites of international networks are monitored and translated daily. In addition, the work carried out by the Izmir Metropolitan Municipality is shared on international networks to contribute to the cities' COVID-19 struggles. Within the framework of these studies, national and international financial resources have been researched and analyzed along with examples of good practices in combating the COVID-19 outbreak.

All topics related to COVID-19 that can receive national and international grants were compiled and these were sent to all units of the municipality and their needs were asked within the framework of the topics. Applications for all suitable grant schemes, large or small, were started as soon as possible. In order for the applications to be effective, all grant programs and related information notes are shared with all the units of the municipality and ideas, needs and information that will turn into a project are collected.

## 2.2. Providing Operational Support

The service adaptations developed by the Izmir Metropolitan Municipality in accordance with the crisis municipalism approach in response to the COVID-19 outbreak and the applications to provide the necessary additional services are explicated in the following sub-titles.

### IMPROVING HEALTH INFRASTRUCTURE

Strengthening medical intervention and treatment services and strengthening the health infrastructure and the position of healthcare professionals are of great importance in pandemic control. Health services in Turkey are under the central government's authority and responsibility; nevertheless, the Izmir Metropolitan Municipality carried out activities that support the health infrastructure related to the pandemic with its experience and infrastructure in public health.

The only municipal hospital of Turkey is Eşrefpaşa Hospital of Izmir Metropolitan Municipality. Therefore, Izmir Metropolitan Municipality provides direct health care. All personnel, equipment and ventilation devices of Eşrefpaşa Hospital are ready for the service of the citizens, in instant contact with the Ministry of Health. Triage was installed at the hospital entrance, and ventilation devices are kept ready for the service of the Ministry of Health. Staff leaves have been canceled in the hospital, and personal care, hygiene and disinfection measures of the personnel are taken with precision.

Sample taking procedure in Eşrefpaşa Hospital



COVID-19 tests at Eşrefpaşa Hospital are carried out by a different method to reduce the possibility of transmission. The hospital management turned a safety cabinet into a health cabin to take samples from patients. In this way, contact between healthcare professionals and patients has been minimized and healthcare professionals have been enabled to take samples without direct contact with patients tested for COVID-19. Samples taken from the patients are sent to Tepecik Training and Research Hospital, the official pandemic hospital. Izmir Metropolitan Municipality prioritizes public health activities: the Public Health Directorate carries out public health information and support activities. In addition, 3 hotels with 248 bed capacity, a 40-room dormitory and a municipal facility with 100 bed capacity were allocated to health professionals by the Izmir Metropolitan Municipality.

In the fight against pandemic, it is of great importance to improve health infrastructure and services, strengthen the treatment infrastructure and increase case response. Izmir Metropolitan Municipality acted to allocate 110 thousand square meters in Gaziemir Fair facilities and 23 thousand square meters in Kulturpark to the use of the Ministry of Health as field hospitals.

Izmir Metropolitan Municipality has decided to provide free public transport and parking to all healthcare personnel, pharmacists and pharmacy employees working in the city of Izmir and fighting the new coronavirus.

Our municipality currently distributes masks (2000 per day), visors and snacks (600 per day) to health institutions.

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## **PREVENTION OF VIRUS SPREAD**

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Within the scope of preventing the spread of the virus, some arrangements have been made within the institution and working system in order to ensure the health and workability of our municipality and our personnel. A flexible working system such as remote work for personnel has been put into practice, and applications such as disinfection, fever measurement and the obligation to hold meetings over two people in a virtual environment have been introduced.

Within the scope of preventing the spread of the virus throughout the city, public transportation vehicles such as metro, tram, bus and sea transportation, service buildings of public institutions, schools, parks and gardens and all other public spaces have started to be disinfected regularly. Disinfectants were placed at each bus stop, station and pier for commuters. Disinfection works continue 24/7.

In all units of Izmir Metropolitan Municipality, the body temperature of citizens and all personnel entering the municipal service buildings is monitored by the commissioned unit personnel. When the body temperature measurement is above 37.7 degrees, the citizen is directed to health units.

With the advice and guidance received from Eşrefpaşa Hospital Infection and Microbiology Department, quaternary ammonium compounds that can be used in medical equipment and incubator disinfection, which can be in contact with the skin, are recognized as disinfectants.



Disinfection services in fishery market

In these works that commenced prior to the occurrence of the pandemics in Turkey, 57,011 liters of disinfectant were used to purify public spaces between 5 March to 57,011, resulting in the disinfection of 16,290 public buildings (taxies and taxi ranks, minibuses and minibus stops, Izulaş and Eshot buses, hospitals, pharmacies, post offices, banks, and service buildings of public institutions) and 3,273 kilometers of streets and sidewalks.

Detailed measures and arrangements were quickly put into action by the Izmir Metropolitan Municipality to adapt public services to the new coronavirus pandemic. These services include public transportation, water, infrastructure, municipal security, slaughterhouses and wholesale markets, funeral services, hospitals, nursing homes, fire brigades, search and rescue, soup kitchens, sports, promotion and information, citizen communication, digital services, cultural events, cleaning and disinfection services and districts' local services.

Within the scope of the measures taken against the spreading speed of the new coronavirus pandemic, work is carried out by all field workers of Izmir Metropolitan Municipality to evacuate streets, squares, parks and waterfronts. As experienced in other countries in the world, the size of the pandemic is prevented by the rules, persistent measures and practices. In addition, maintaining social distance is promoted through advertising material, information and inspection. In public transportation, 220 rail system cars, 1,460 buses, 375 taxies, 246 service buses, 317 minibuses and 118 cooperative vehicles have been made suitable for physical distance.

An average of 70 thousand masks are produced per day by the Vocation Factory Department of Izmir Metropolitan Municipality which are distributed to markets, bus stops, subway and tram stations and piers to prevent the spread of the virus throughout the city.

Izmir Metropolitan Municipality has started to control the disinfection conditions by following all the rules to control the new coronavirus pandemic such as cleaning, hygiene measures in the public kitchens, storage of materials, cold chain, and cooking.

After many national decisions such as vacationing schools throughout the country, playing sports events without spectators, then postponing them completely, canceling cultural arts events and similar organizations, Izmir Metropolitan Municipality decided to cancel or postpone all organizations where many people come together. All national and international sports organizations to be held in Izmir have been canceled. Sports courses have been stopped. The activities of all sports branches in Izmir Metropolitan Municipality Youth and Sports Club are ceased.

In addition to disinfection works and additional measures in vehicles and spaces related to public transportation, restrictions of public transportation were made within the scope of pandemic-specific adaptation. Although the number of people using public transportation in Izmir decreased by 30 percent and then 77 percent with increasing measures, the number of services was not reduced initially. Within the scope of the measures taken by the central government, the services were rearranged against the possibility of the virus spreading. As a result of all the measures taken, the rate of using public transportation decreased by an average of 80% within three weeks between March 5 and March 26, 2020. The decline in the rate of using public transportation reached 90 percent as of 7 April 2020.

Mayor Tunç Soyer called on the private sector institutions operating in Izmir city to initiate transition to “flexible working hours” in order to prevent the rapid spread of the new coronavirus pandemic. Due to the fact that we are responsible for protecting each other’s health, the emphasis is placed on introducing working from home instead of going to work and rearranging the working hours for those who are obliged to go to work, hence reducing the risk of transmission.

Free masks are distributed to markets, bus stops, subway and tram stations and piers to prevent the spread of the virus throughout the city. The number of masks distributed until today in public transportation is 25,000. An average of 70 thousand masks are produced per day by the Vocation Factory Department. These masks are delivered to family health centers, municipal units, NGOs and those in need by the Community Health Department. The Vocation Factory Laboratory (FabLab) started producing hand sanitizers. Thermal cameras were purchased for early detection in common areas (Vegetable Market, Fish Market, municipal buildings, subway stations).

As a precaution against a further increase in the need of quarantine spaces and temporary patient care units in parallel to a possible further spread of the pandemic in the future, buildings that can be used for these purposes have been identified. In this context, it is planned to use Izmir Sanat building and fair exhibition halls in Kulturpark and multi-purpose halls in Izmir districts. Field tents in the Metropolitan Municipality inventory are also kept ready. Inspection and information activities are carried out by the Izmir Metropolitan Municipality Cli-

mate Change and Environmental Protection units, Municipal Security Directorate units, municipal security departments of district municipalities and representatives of the Chamber of Food Engineers.

## SOCIAL AND ECONOMIC SUPPORT

The work of the Izmir Metropolitan Municipality, which is the closest administrative unit to the public, is affected by the COVID-19 outbreak. The municipality started direct support activities to meet the urgent needs arising from the pandemic. In order to compensate for the immediate, short and medium-term negative effects of the pandemic, activities that directly support all segments of the society are carried out. The services offered are expanded in line with increasing demands. Disadvantaged groups are given priority in service delivery.

Izmir Metropolitan Municipality has created a comprehensive solidarity campaign for people in need in Izmir due to the new coronavirus outbreak. The distribution of food and hygiene materials, which was initiated primarily for people over 65 years and without income, was organized as a solidarity network throughout Izmir. Thanks to this network of professional chambers, businessmen and thousands of volunteers in Izmir, social solidarity was ensured and the needs of those in need and those who could not leave their home were met.

Free and hygienic mask distribution of Izmir Metropolitan Municipality - "Maskmatic" application





Mayor Tunç Soyer is feeding the birds everyday in empty Konak Square

In order to mitigate the psychological effects of the new coronavirus pandemic, a psychological support call center was established by the Izmir Metropolitan Municipality for local citizens. 12 psychologists work to provide this service. The call center, which was launched on 30 March, was called by 358 citizens in four days. (As of May 27 2020, a total of 1,110 citizens were served.)

As a result of the economic contraction caused by the pandemic, serious unemployment is foreseen. In this sense, the support that can be provided within the possibilities and powers of the municipality has been included in the agenda of the municipality since the first day of the epidemic.

A new regulation has been made regarding the cash aid of Izmir Metropolitan Municipality to 25 thousand families with low income in Izmir.

As of 6 April 2020, it has been decided to deposit 400 TL to the accounts of 40 thousand families in need, registered in the database of the Municipality, in order to help families who are unemployed and have no income due to a pandemic.

Within the scope of the cash support decision for families affected by the economic crisis, 400 TL were deposited into the bank accounts of 15 thousand 576 people in the first place. As of April 13, 400 TL of cash contribution was made to 40,000 families. In this context, the total support to be provided is forecasted to be 16 million TL.

Izmir Metropolitan Municipality stepped in when businesses that meet the food needs of the street animals stopped working due to the epidemic. 70 tons of pet

food was distributed in 19 districts of Izmir outside the metropolitan area. Metropolitan Municipality continues to distribute food for street animals in 11 central districts in cooperation with NGOs.

Social assistance projects carried out by Izmir Metropolitan Municipality are maintained. The “Dairy Lamb” project, where free milk is provided to the children of disadvantaged families, continues. In this context, 252,739 children between the ages of 1 and 5 were delivered milk between 23 March and 27 May 2020.

Izmir Metropolitan Municipality provides food aid to the elderly in need by reaching citizens over 65 years of age by phone, and makes grocery shopping for those senior citizens with sufficient financial status.

Izmir Metropolitan Municipality also provides food and hygiene supplies to citizens who are in distress. The number of packages sent to families in need between March 23 and May 27 2020 is 149,855. Food packages are purchased from production cooperatives. Thus, it is planned to support cooperatives against the economic difficulties they experience in the COVID-19 pandemic.

Among the personnel carrying out social support activities such as milk and food distribution, assignments were made by taking into account the health conditions of those with the situations of disability, illness, etc.

Izmir Metropolitan Municipality closed places at risk such as the Nursing Home and Temporary Guesthouse to visitors and banned the receipt of anything from the outside due to the possibility of spreading the virus. In order to avoid any setbacks in the services and maintenance of the elderly and needy people of Izmir, all kinds of personal hygiene-care measures of the personnel in this field have been taken.

Izmir Metropolitan Municipality also provides soup and bread to people in need of care. Soups and bread are distributed to 3,000 families a day. Efforts are made to increase the number of people receiving this assistance to 10 thousand.

Citizens’ contribution and solidarity requests for basic food support, financial support, hygiene materials and other supports are collected by the Citizens Communication Center affiliated to the Izmir Metropolitan Municipality and through the website “bizizmir.com”.

It is essential that water is accessed to all households and sewage services are maintained with utmost precision in terms of protecting public health. Necessary arrangements have been made for this. Between the dates of March 5 and May 27 2020, water connection was made to 7,237 households,

which were cut due to water debt and the water discharge process of 234,201 subscribers was postponed with the decisions of IZSU General Directorate . In addition, it is planned to accrue water bills for residential use based on the last 3 months water consumption average of each subscriber.



Social solidarity campaign “Biz Varız”

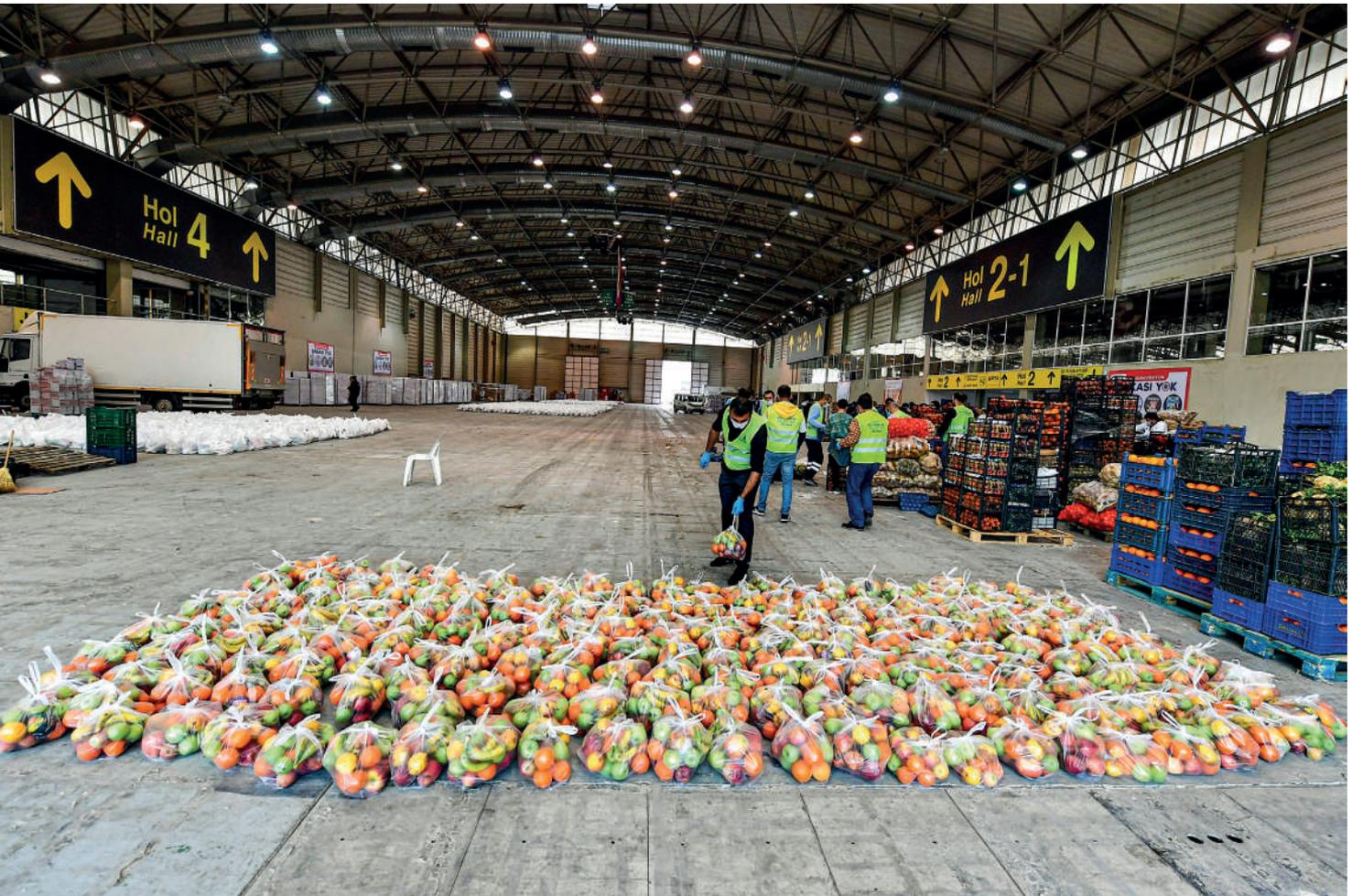
Due to human dignity and conscientious responsibility, Izmir Metropolitan Municipality works to provide personal care to the homeless and people living in adverse conditions in Izmir, who are vulnerable to disease, in an isolated area. Izmir Metropolitan Municipality planned to work in coordination with the relevant ministry units to protect children who are forced to work on the street from the new coronavirus outbreak.

The municipal service fleet is planned to be mobilized together with its staff for the elderly, chronic patients, those in the risk group, those without social security and people with disabilities. Within the framework of this planning, Izmir Metropolitan Municipality provides transportation assistance to hospitals and pharmacies and to markets for shopping needs of the mentioned people.

Between the dates of March 5 and May 27 2020, Izmir Metropolitan Municipality distributed 19,942 books and 2,000 sudoku to children. In addition, 3,730 daily newspapers, 2,800 books and 3000 sudoku are distributed daily. Since the COVID-19 pandemic affects all segments of the society, these social supports are planned to continue in the upcoming period. In this context, it is aimed to expand and diversify the activities carried out by Izmir Metropolitan Municipality in line with the ever-increasing and diversifying needs and demands, taking into account the suggestions of the citizens and the participatory structures formed with the stakeholder organizations.

All events and open space organizations were cancelled in the cultural centers of Izmir Metropolitan Municipality and libraries were closed to service. A total of

Food support operations done by Izmir Metropolitan Municipality in Vegetable Market





Book distribution of Izmir Metropolitan Municipality

4,048 books were distributed by Izelman, a subsidiary company of the Metropolitan Municipality. In addition, 1560 primary school books and 1276 secondary school books were distributed by the Directorate of Culture and Arts. Delivery of 3000 sudoku game books to citizens over 65 years of age and 2000 sudoku game books to children have been realized. Culture and arts activities have started to be offered to the citizens of the city online. There were four “online” events at the Ahmed Adnan Saygun Art Center in March. In April, 12 more events were scheduled.

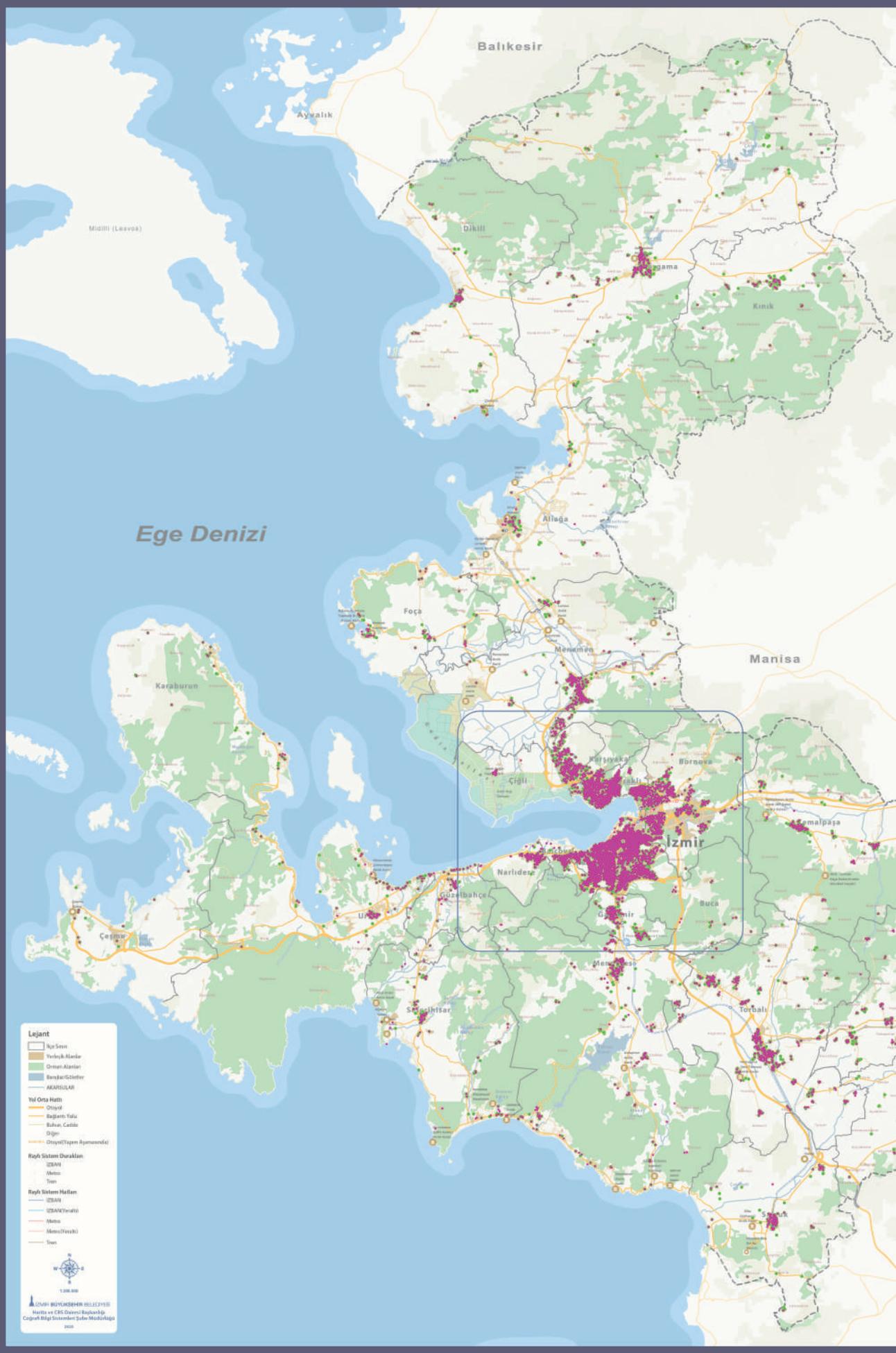
The Château Library, which was established to provide all kinds of electronic resources to the people of Izmir, opened for the access of citizens who are staying at their homes to prevent the spread of the new coronavirus pandemic. The digital library, which aims to increase the utilization of intellectual technology can be accessed 24/7, is available on the website of BizIzmir and Izmir Metropolitan Municipality.

Within the scope of the decision to wear a mask, as part of the national and local measures taken in the fight against the new coronavirus pandemic, Izmir Metropolitan Municipality launched a service for the first time in Turkey, to facilitate the free access of citizens to medical masks. Izmir citizens started to receive the “hygienic packages” containing four masks and 100 milliliter disinfectant free of charge by using their transportation cards with the “Maskmatic” application put in the subway stations. This application presents a practical solution to the problem of mask distribution, given the shortfalls in the quantity of masks, experienced in many countries of the world, and considering the disruptions that occur in the distribution of masks across Turkey. It is a very important and exemplary service provided by the Izmir Metropolitan Municipality which prioritizes the health of city dwellers.

**Until 27th of May 2020, Izmir Metropolitan Municipality provided the following services to alleviate the social restrictions caused by the New Corona virus outbreak:**

Food package delivered to citizens over 65 years old and children between the ages 1 to 5 and other needy families:	<b>149,855</b>
Number of people with children between 1 and 5 years of age, who received milk aid:	<b>252,739</b>
The amount of disinfectant used to clean public places from the virus:	<b>57,011</b> liters
Disinfected streets and sidewalks:	<b>3,273</b> kilometers
The number of people reaching the Metropolitan Psychological Support Line: (Started service as of 30th of March)	<b>1,110</b>
Number of subscribers whose temporary water connection was made despite the disconnection due to the water debt:	<b>7,237</b>
Number of subscribers whose water connection outages have been postponed since the outbreak started:	<b>234,201</b>
Number of businesses closed after inspection:	<b>4,217</b>
Number of workplaces forbidden to work because they do not comply with circulars and rules:	<b>115</b>
Public transportation usage numbers	5 March – <b>1,749,622</b> commuters 9 April – <b>269,136</b> commuters 10 April – <b>275,035</b> commuters 11 April – <b>7,744</b> commuters 12 April – <b>5,563</b> commuters
Supervised street markets:	<b>64</b>

Number of peddlers inspected and warned because they sell food in the open air:	<b>214</b>
Number of health professionals who were given cake and pastry:	<b>25,850</b>
Number of virtual concerts and events for morale and motivation	<b>4</b> conversations <b>6</b> documentaries <b>29</b> concerts <b>8</b> shows <b>29</b> open-top bus activities <b>3</b> prize competitions
Number of books distributed to motivate children to stay at home:	<b>19,942</b>
Number of books - newspapers - sudoku distributed for families to spend quality time at home:	<b>3,000</b> newspapers <b>2,800</b> books <b>3,000</b> sudoku
Vehicles adapted to physical distance in public transport	<b>220</b> rail system cars – <b>1,460</b> buses <b>375</b> taxies – <b>246</b> service buses – <b>317</b> minibuses <b>118</b> cooperative vehicles
Public transportation with 60 and over and free transport cards	5 Mart - <b>234,437</b> • 9 Nisan - <b>18,489</b> 11 Nisan - <b>19,099</b> • 12 Nisan - <b>657</b> commuters
Information activities for prevention and protection:	<b>93,000</b> brochures - <b>12,000</b> banners - <b>2,500</b> station rackets - <b>755</b> billboards - <b>4,000</b> m <sup>2</sup> canvas <b>34</b> megalight - <b>90,000</b> stickers / foil coating
Number of masks and visors distributed to health institutions:	<b>20.000</b> masks - <b>125</b> visors
Soup and bread were distributed to <b>12,000</b> families in 10 days.	
Accommodation support for healthcare professionals	<b>3</b> hotels with <b>248</b> bed capacity <b>40</b> room dormitory for <b>125</b> people a municipal facility with <b>100</b> bed capacity
Financial Aid: Financial aid is given to <b>40 thousand</b> families, <b>400 TL</b> per family.	



**Lejant**

- İkiz Sinek
- Yerleşik Alanlar
- Orman Alanları
- Banyar/Göletler
- AKARSULULAR

**Yol Orta Hattı**

- Otoyol
- Bölgesel Yolu
- Buham, Cadde
- Diğer
- Çöpçü (Tapeş Ajansı/Orman)

**Raylı Sistem Durakları**

- İZMİR
- Alman
- Tren

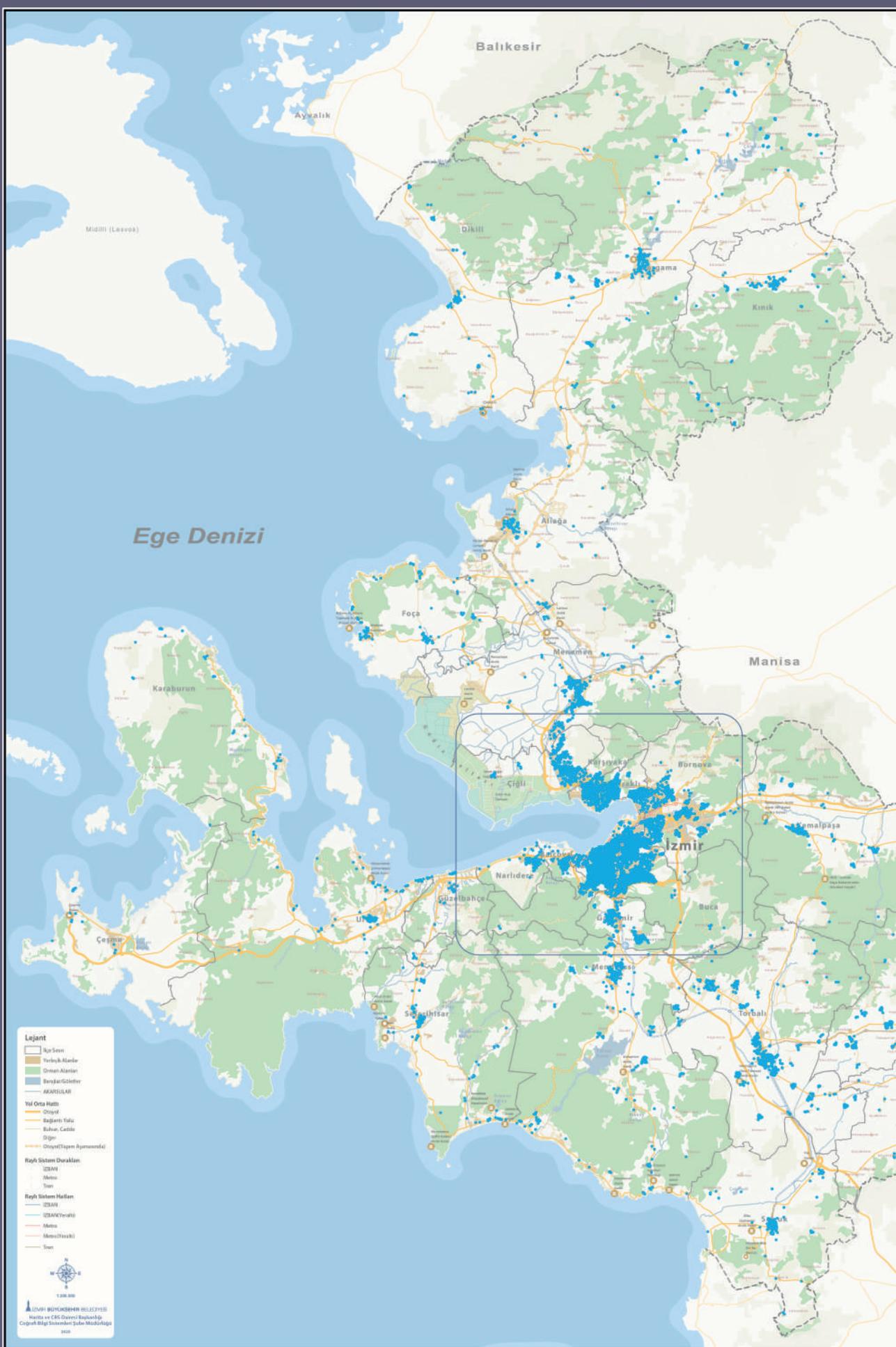
**Raylı Sistem Hatları**

- İZMİR
- İZMİR-Yenişehir
- Alman
- Alman (Yenişehir)
- Tren

1:200.000

İZMİR BÜYÜKŞEHİR BELEDİYESİ  
Harita ve CBS Dairesi Başkanlığı  
Çevre Bilgi Sistemleri Şube Müdürlüğü  
2020





**Lejant**

- İkiz Sınır
- Yerleşik Alanlar
- Orman Alanları
- Banyar/Göletler
- AKARSULULAR

**Yol Orta Hattı**

- Otoyol
- Bölgesel Yolu
- Bukey, Cadde
- Diğer
- Çiyenik (Tayın Ajansından)

**Raylı Sistem Durakları**

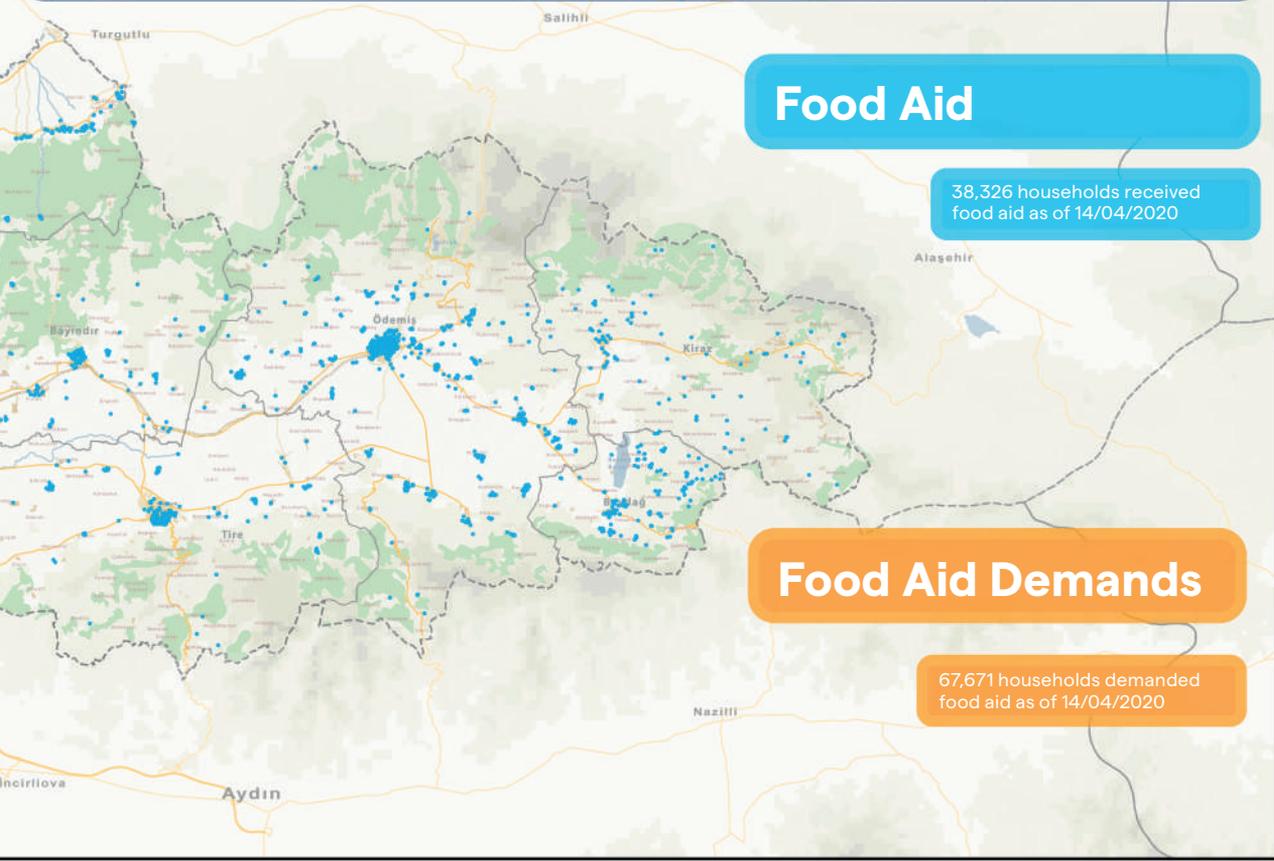
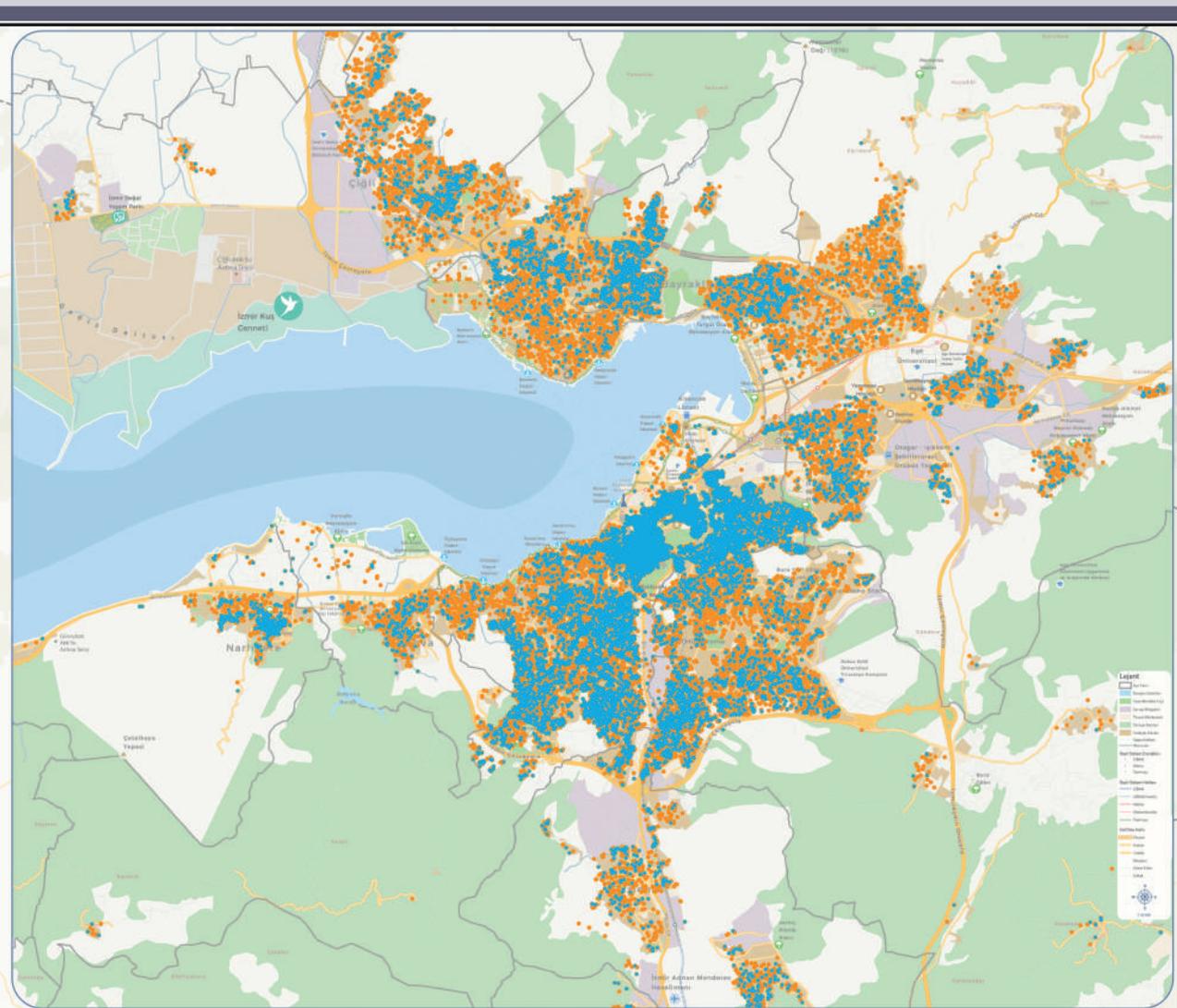
- İZMİR
- Alteon
- Tren

**Raylı Sistem Hatları**

- İZMİR
- İZMİR-Yenişehir
- Alteon
- Alteon (Tren)
- Tren

1:200.000

İZMİR BÜYÜKŞEHİR BELEDİYESİ  
Harita ve CBS Dairesi Başkanlığı  
Çevre ve Şehircilik Şube Müdürlüğü  
2020

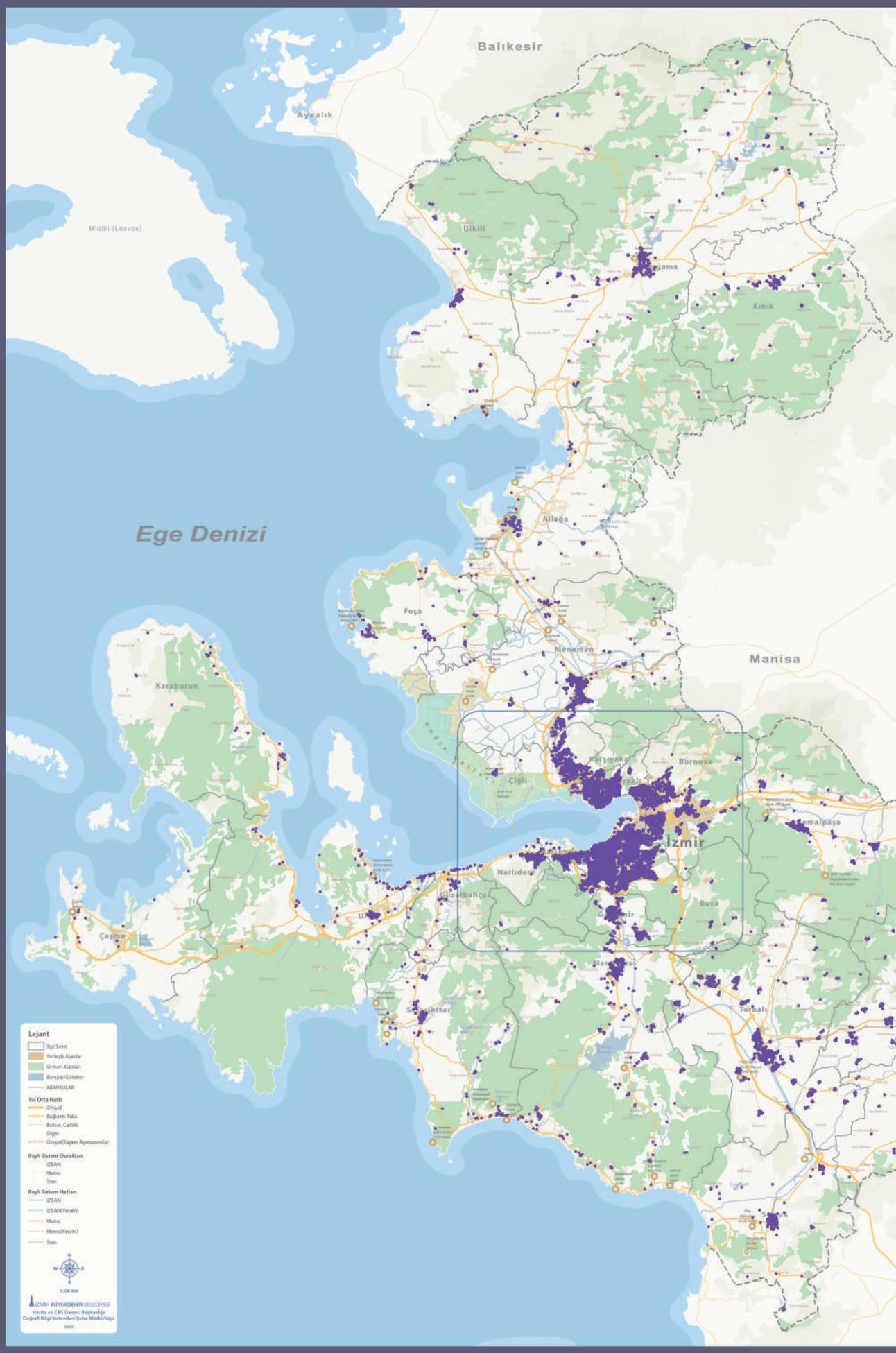


## Food Aid

38,326 households received food aid as of 14/04/2020

## Food Aid Demands

67,671 households demanded food aid as of 14/04/2020



**Lejant**

- İçerik Alanları
- Yerleşik Alanlar
- Orman Alanları
- Banyolar/Göletler
- AKARSULULAR

**Yol Orta Hattı**

- Otoyol
- Bölgesel Yolu
- Bukey, Cadde
- Diğer
- Çöpçü (Tayın Ajansından)

**Raylı Sistem Durakları**

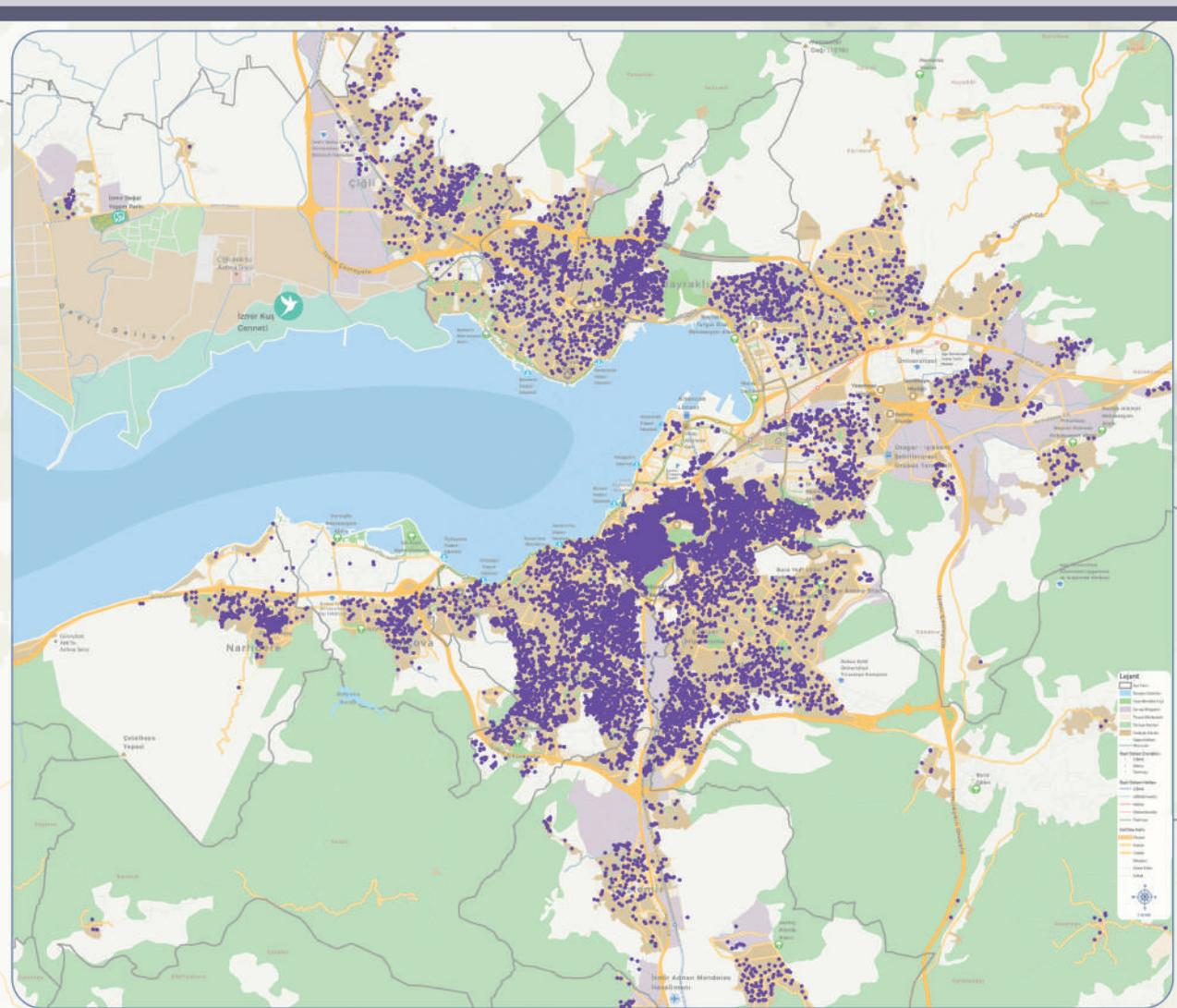
- İZMİR
- Almanya
- Tren

**Raylı Sistem Hatları**

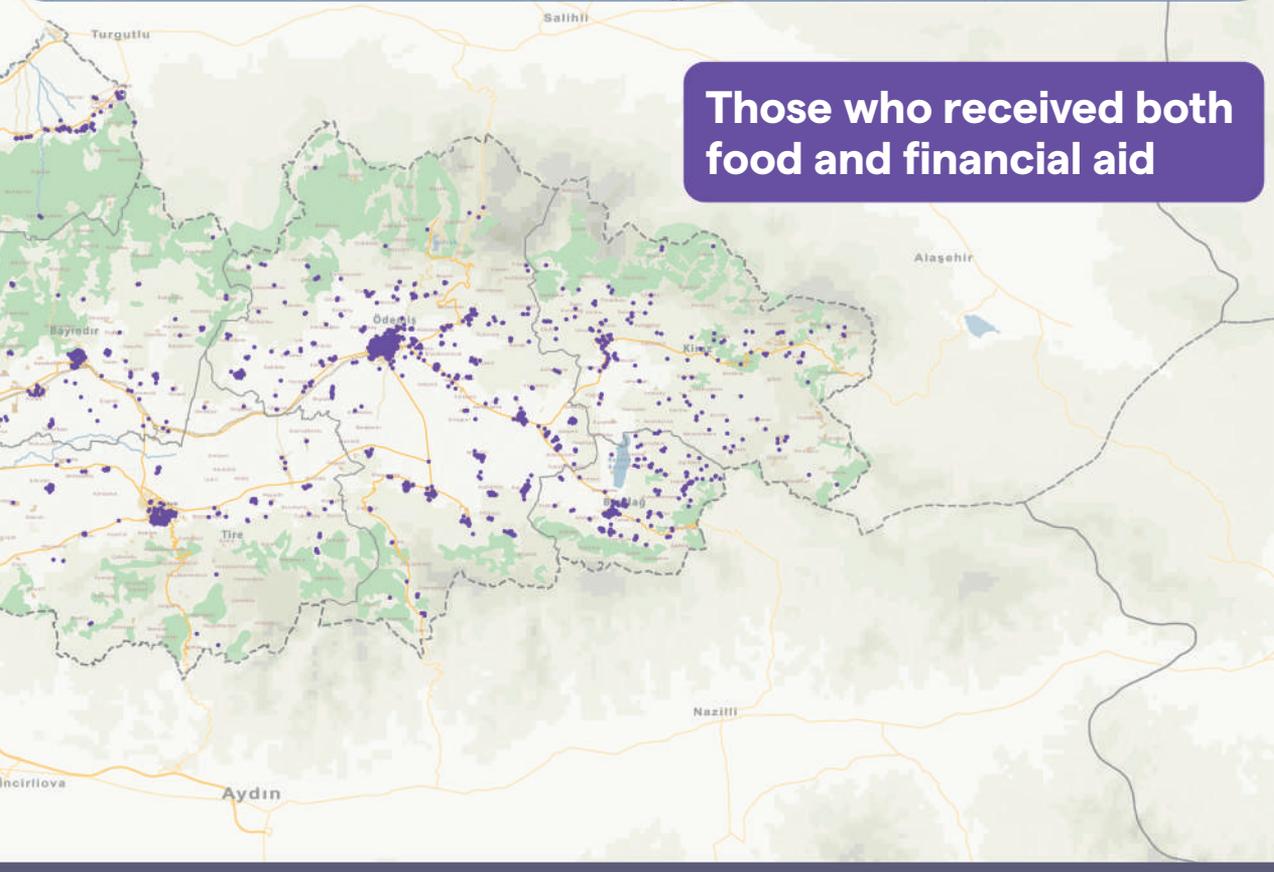
- İZMİR
- İZMİR-Ankara
- Almanya
- Almanya (Tren)
- Tren

1:200.000

İZMİR BÜYÜKŞEHİR BELEDİYESİ  
Harita ve CBS Dairesi Başkanlığı  
Çevre Bilgi Sistemleri Şube Müdürlüğü  
2020



**Those who received both food and financial aid**





Izmir Metropolitan Municipality shares the measures taken and its combat against the pandemic with local, national and international media. Suggestions and requests of citizens regarding pandemic are received through the forum channel opened on the digital platform of "BizIzmir".

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## RISK COMMUNICATION AND INFODEMIC MANAGEMENT

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In the COVID-19 pandemic, information about how and where disadvantaged citizens can get help is of great importance. In this context, information activities on which citizens can get help and "transparency" of this information are of great importance for Izmir Metropolitan Municipality.

All the work done by the municipality about the new coronavirus outbreak is shared in the printed and visual media by the relevant units in the Izmir Metropolitan Municipality Press and Public Relations Department.

All communication units within the municipality closely follow the developments in Izmir and our country regarding the new coronavirus pandemic, and the information obtained is instantly presented to the relevant managers and the Metropolitan Mayor.

Awareness-raising activities are carried out at a high level by communicating information and warnings about new coronavirus pandemic in all media such as billboards, outdoor promotion boards and traffic information screens throughout Izmir.

"Do not use public transport unless it is very necessary" is announced to the citizens of risk groups determined by the Ministry of Health, especially citizens aged 65 and over. Attention to personal hygiene in order to protect against the new coronavirus pandemic is communicated through almost all city channels in Izmir.

Izmir Mayor Tunç Soyer makes statements every day to inform the public in the light of developments related to the pandemic in the country and Izmir. The Mayor gives continuous messages about the importance of staying at home and avoiding contact in the struggle to slow down the pace of the pandemic and completely control the disease. Soyer emphasizes in his statements that all the people of Izmir, especially those who are over 65 years old, who are defined as one of the most risky groups along with people with weak immune systems and chronic diseases, should not go out on the streets unless they have to.

Izmir Metropolitan Municipality draws attention to increased water consumption and states that energy saving should be given importance as much as hygiene. The municipality underlined that in order to prevent water shortage in the summer months, unnecessary water consumption should be avoided.

Appropriate information is also communicated through the social media accounts of Izmir Metropolitan Municipality. Suggestions and requests of citizens regarding pandemic are received through the forum channel opened on the digital platform of "BizIzmir" and solutions are tried to be produced. In this way, the demands of the citizens are managed by a participatory method.

Media communication is coordinated by the relevant units of Izmir Metropolitan Municipality. The Municipality communicates its activities to combat pandemics to the public every day, from the first day of its appearance in our country. In this framework, the measures taken by the municipality against the spread of the virus and its efforts to combat the pandemic are shared with local, national and

Izmir Metropolitan Municipality has decided to postpone its rent collections for March, April and May in order to prevent financial hardship of the municipality tenants who had to close their workplaces due to the pandemic

international media. The measures taken against the pandemic are also shared with the citizens of Izmir and the public from the social media accounts of Mayor Tunç Soyer since the first day of the outbreak.

It is planned to produce useful content to be published on the internet platforms of Izmir Metropolitan Municipality that invite Izmir citizens to maintain social isolation and stay home during the new coronavirus pandemic. In this framework, the broadcast of the past art and culture events, game hours for children and interactive competitions with symbolic awards have been planned. Technical infrastructure works are carried out in this regard and IzmirTube channel is planned to be used for this broadcast.

The books published within the scope of the “Mediterranean for Children” workshop organized by the Mediterranean Academy and interrupted due to the pandemic, were reproduced and a total of 10 thousand copies have been distributed to the families with children. In addition, the Mediterranean Academy publications have been published on the website digitally for the access of citizens who cannot leave their homes due to the pandemic.

People who are over 65 years of age and who have chronic disease detected by Izmir Metropolitan Municipality are personally reached by phone by Mayor Tunç Soyer and the relevant units of the municipality to follow their health conditions and supply their needs. If necessary, these citizens are visited by considering all measures to prevent infection in line with the social distance rules and protocols.

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## TRAVEL AND TRADE

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Security units of Izmir Metropolitan Municipality have started strict controls in coordination with the district municipalities’ security units in order to prevent the sale of cleaning, hygiene, health and basic food items at exorbitant prices and to prevent the sale of invalid masks and other medical products. In order to ensure that citizens can access healthy food and cleaning products at affordable prices, the penalties required for illegal sales are applied strictly.

The businesses which operate in breach of the government circulars are meticulously inspected by the Metropolitan Security. In this context, 4,217 businesses have been inspected, 174 businesses have been fined for exorbitant prices, and 115 businesses have been warned and closed. Hygiene inspections of 1,056 commercial vehicles were made and they were allowed to continue working after being warned. Goods belonging to 214 peddlers who were found to sell counterfeit disinfectants were seized and counterfeit disinfectants were destroyed.

In line with the measures taken for the new coronavirus pandemic, Izmir Metropolitan Municipality supervision teams carried out inspection of 64 street markets. It has been ensured that the vendors use masks and gloves and at least two persons attend to each stall, one serving the customers and the other taking payments; and 950 information stickers are affixed in front of the stalls advising to protect the social distance. In line with the requests of the Izmir Directorate of Trade, 88 businesses subject to the complaint were inspected, by the



Empty Pasaport seaside after increased measures are taken

relevant units of Izmir Metropolitan Municipality. Two businesses were closed by the Directorate of Trade.

Izmir Metropolitan Municipality has decided to postpone its rent collections for March, April and May in order to prevent financial hardship of the municipality tenants who had to close their workplaces due to the pandemic. In order to minimize the spread of the pandemic, the Municipality recommended to all shopping mall administrations in Izmir to temporarily close shopping malls where the circulation and the risk of infection are high.

In order to ensure food safety, Izmir Metropolitan Municipality placed hand disinfectants in wholesale market areas and started measuring body temperature. In order to reduce the crowd in vegetable, fruit and seafood markets, only buyers are allowed inside and personal protection equipment is provided for tradesmen.

Izmir Metropolitan Municipality has called on Izmir residents to avoid inter-city travel unless it is necessary. In addition, the personnel of the Metropolitan Municipality who are on leave are asked not to leave Izmir in order to avoid infection and to be available for work in case of an emergency.

## 2.3. Preparation and Scaling

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### COMMUNITY PARTICIPATION

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Acting in coordination with the people of the city and the private sector, the Municipality has taken important steps to reduce the spread of the pandemic and its socio-economic impacts. Citizen participation in the social support activities of the municipality on the basis of “volunteering” is encouraged, thereby contributing to the strengthening of social solidarity among the people of Izmir. It is seen that volunteers contribute greatly to social projects especially for disadvantaged society.

Mayor Tunç Soyer invited all Izmir residents to social solidarity as part of the fight against the pandemic and contributed to the emergence of a solidarity network spread throughout the city. Thanks to this structure, which enables families and individuals in need and high-income citizens to meet, the opportunity to breast-lift together as a society is brought to life. Food and hygiene support is continuing with the participation of volunteers, especially for the citizens of 65 years and older, who have chronic diseases and children between 1 and 5 years of age. Volunteer intervention teams, which contribute to the preparation and distribution of the support packages, work in coordination with the municipal units. Joint works are carried out with district municipalities in order to ensure voluntary participation in all regions of İzmir. The website of Bizizmir.com, based on the citizen participation of the Metropolitan Municipality, is positioned as the main channel of community participation in the fight against the pandemic.

### CITY LIMITS

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In accordance with the circular issued by the Ministry of Interior, inter-city bus services and individual travels without a relevant permit were stopped. At the city borders necessary controls are carried out by the Ministry of Interior and traffic police within the knowledge and coordination of the municipality.

### INFECTION PREVENTION AND CONTROL

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Izmir Metropolitan Municipality has prepared floor decals reminding of established social distance rules against the new coronavirus pandemic. Floor decals reminding people that they should stay at least one and a half meters apart from each other in order to reduce the risk of infection are affixed to the places that are deemed necessary in the city.

Metropolitan security units provide the necessary warnings to those who defy the “stay at home” calls and have outdoor picnics. People seen in the picnic areas are warned, barbecues are extinguished, and street vendors are not allowed to work in recreation areas.

In order to prevent and control the new coronavirus transmission, Izmir Metropolitan Municipality has started to provide accommodation services in single rooms in dormitories and hotels for healthcare workers who have more than one residents in their homes and who do not have the means to seek alternative accommodation.



Social distance floor decals

Buses, trams and subway and Izban train wagons, integrated transportation points, warehouses, workshops and all work areas are disinfected. Alcohol-based hand disinfectants have been provided with hand dispensers to any point with high risk of virus transmission, such as integrated transportation points, garages, warehouses, workshops, headquarters buildings, dining hall areas, infirmary and cards branch office. 4 tons of disinfectants were distributed to these areas.

In addition, the Metropolitan Municipality, as one of its high level measures against the pandemic, placed thermal cameras at 20 points in the city where the density of people is high. With the operation of the thermal cameras placed at points such as the Freight Agencies Site in Bornova, Fruit and Vegetable Market in Buca, Izmir Intercity Coach Station, and the Fire Department headquarters of the Metropolitan Municipality, body temperatures of both employees and visitors are measured. When the body temperature measurement is above 37.7 degrees, the citizen is directed to health units.

Measures are taken to ensure that the services of the private security organization affiliated to the Izmir Metropolitan Municipality are carried out effectively and responsibly. Efforts are underway to minimize the impact of the outbreak on private security personnel, to reduce transmission channels and to minimize external and potentially contaminated work environments.

Izmir Metropolitan Municipality is preparing Izelman nurseries and Fairy Tale Houses for the need of developing a child care service for parents who are healthcare workers, where they can entrust their children during long and indefinite work shifts. This service, which is provided to parents who are healthcare workers and have to work excessively and who are in contact with the virus-bearing patients during the epidemic, is important for the prevention and control of the coronavirus outbreak.

Metropolitan Municipality, as one of its high level measures against the pandemic, placed thermal cameras at 20 points in the city where the density of people is high. With the operation of the thermal cameras, body temperatures of both employees and visitors are measured. When the body temperature measurement is above 37.7 degrees, the citizen is directed to health units.



Thermal camera application of Izmir Metropolitan Municipality

## CONTINUITY OF BASIC SERVICES

Izmir Metropolitan Municipality has decided to stop all infrastructural works in the city of Izmir during the new coronavirus pandemic in order to avoid harm to the vital supplies of water, natural gas, electricity and fiber cable lines, while maintaining all public services that are included in the mandate of local governments. The Municipality has decided to provide free public transport and parking to all healthcare personnel, pharmacists and pharmacy employees working in the city of Izmir and fighting the New Coronavirus.

The funeral services of the Izmir Metropolitan Municipality are carried out without interruption. General sanitary rules are strictly followed for burial procedures.

In accordance with the guidelines set by the experts, separate and duly burial procedures are carried out for the deceased coming with the warning of pandemic. All the conditions are also provided for the personnel working in burial services to take personal protection, security and hygiene measures.

21 funeral preparation vehicles were allocated to prepare for burial the bodies of deceased citizens who died due to infectious disease. Funeral procedures are carried out in specific areas allocated as burial grounds, taking public health into account.

In line with the administrative permit circular issued by the central government, it is ensured that Izmir Metropolitan Municipality personnel take their annual leave in a manner that will not disrupt their services. 5,541 employees of the Municipality, which has approximately 28,000 employees, are currently on administrative or compassionate leave. Employees in administrative leave, whose services are needed due to the pandemic, have been asked to work from home. The management and supervision of the works are conducted over the internet or by phone.

The requests of the unit officials for remote connection to the systems are instantly responded in order to maintain the functioning of the municipal units. In this context, a total of 1,286 remote connections have been defined and allowed access to the municipal software. Under pandemic conditions, meetings are held via Whatsapp or by phone conference calls. Most information exchange takes place via email and text message.

Izmir Metropolitan Municipality has planned the measures to be taken to ensure that the communication systems survive in the event of quarantine, curfew or extended pandemic conditions.

Necessary preparations were made for the radio system to become operational as a substitute in the event of Internet and mobile phone networks becoming dysfunctional.

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## **LOGISTICS AND SUPPLY MANAGEMENT**

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### **Water Safety and Emergency Supply**

Providing drinking water and sewerage services on a continuous 24/7 basis, including operation of the treatment plant, and providing for the public's drinking water needs are determined as the main priority, and all measures have been taken to ensure the safety of water resources.

Disconnections due to water debts of subscribers were stopped. Since March 17, 2020, the water discharge process of 37,751 subscribers has been postponed. Water connection was made to 2,337 households, which had been cut due to water debt. Planned water outages were cancelled. Outages have been experienced only during repairs and maintenance for emergency breakdowns. It is essential that water access to all households is secured and sewage services are maintained with the utmost precision to protect public health. The personnel working in this field are allowed to take leave in a way that will not disrupt the services.

IZSU General Directorate has expanded the scope of its service so that the water service, which is of great importance for the citizens to live in a healthy and hygienic environment, is not interrupted during the new coronavirus pandemic process. In this context, door to door mobile services have been launched for citizens over 65 year of age, citizens with chronic illnesses and people with disabilities. Mobile IZSU teams started to offer new subscription operations, as well as services such as name change, connection and disconnection for citizens who are restricted to go out.

IZSU General Directorate temporarily stopped meter readings due to the outbreak. In this process, IZSU will bring a different solution to the invoicing process and accrue bills for residential use based on the last 3 months water consumption average of each subscriber. Within the scope of the application, the lowest consumption period of the year; December, January and February will be taken into consideration. Payment will not be requested until the meter readings recommence for non-residential subscribers, including workplaces, businesses, hotels, motels, industrial facilities, facilities producing goods and services and similar businesses.

IZSU started to make tender of goods / services / productions electronically on the Public Procurement Authority system via e-tender method.

In the facilities where water and sewerage services are carried out, contactless temperature measurement devices have been put in use for preventive purposes at 120 locations, where employees enter and exit.

### **Food Safety and Emergency Supply**

Izmir Metropolitan Municipality has made plans such as civil initiatives or barter by the municipality or affordable sales and limited quantity distribution for the solution of food access problems that may arise due to possible problems in food stocks.

During the days of curfews announced by the central government, bread distribution is made to those in need, who cannot leave their homes. During the curfew periods, 120 thousand loafs of bread are produced daily at the Çiğli Kent Bread factory of the Municipality. Necessary preparations have been made to supply bread from other bread factories in order to deliver it to citizens if needed.

The Municipality has planned a relief bag project to provide the basic needs shopping for the healthcare professionals who do not have time for shopping due to the intensity of the service that they provide. Relief bags containing basic food and other needs are delivered to the healthcare workers' homes by the Municipality units.

In Izmir Metropolitan Municipality Vocation Factory, food products such as dry pastry, pies and wraps are prepared and delivered to all field employees, especially to healthcare professionals in Eşrefpaşa Hospital and other hospitals.

### **Supply of Health Equipment**

Izmir Metropolitan Municipality mobilized all its units against the new coronavirus pandemic. In this framework, production of medical masks started in the Vocation Factory. An average of 70,000 masks are produced per day, which are delivered by the Community Health Department to family health centers, municipal units, NGOs and those in need. The first delivery was made to Eşrefpaşa Hospital.

The Vocation Factory Laboratory (FabLab) started producing hand sanitizers.

Hand sanitizers obtained through trial production were distributed to the em-

ployees of the Vocation Factory in the first place, and subsequent productions were aimed to be placed at the entrances of the training centers within the Vocation Factory.

Izmir Metropolitan Municipality has launched a campaign for the creation of emergency resources to play an active role in the process of providing medicine and medical supplies to the hospitals with intensive care units. In addition to the metropolitan and district municipalities, businessmen and volunteers are invited to participate in the campaign.

Mask production in Izmir Metropolitan Municipality Vocation Factory



# 3.

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## Monitoring and Adaptation

Monitoring and adaptation are among the most important activities when it comes to pandemics. Even if the pandemic is prevented by certain measures taken and the city is largely free of viruses, there is a risk that pandemics will reappear. In the light of this information, it is necessary to continue monitoring and adaptation activities until the vaccine for COVID-19 is found and the World Health Organization declares that the threat is completely over.

In this context, damage assessment is planned as the first step to be taken in the post-crisis transition period. It is essential to establish the net economic, demographic and social data on the city before and after the pandemic throughout Izmir, including the metropolitan area and the provincial districts. Recovery activities will be carried out based on these data. Within the scope of damage assessment, it is essential to create unbiased information about the effects of the crisis on the society. The formation of a multi-disciplinary structure consisting of personnel of related municipality departments and experts from different disciplines to take part in the post-crisis assessment has been initiated.

After determining the economic and social losses caused by the pandemic, the necessary interventions will be determined in order to prevent the increase of these losses. Thus, it is aimed to keep the damage to a minimum and to heal social wounds as soon as possible. It is imperative to urgently repair the damages and disruptions in the infrastructure of social functioning, in order for life to return to normal.

### 3.1. Creating the Monitoring Protocol

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As mentioned before, Izmir Metropolitan Municipality has introduced a directive titled “Crisis Municipalism”, unprecedented in Turkey, related to crisis situations, such as dangerous diseases and epidemics like the coronavirus pandemics, natural disasters such as earthquakes, floods, large population movements such as asylum, chemical and radioactive leaks and big fires.

In order to minimize the effects of the new coronavirus pandemic and to produce solutions to the emerging problems, three crisis management boards have been established: the Crisis Management Supreme Board, the Crisis Management Executive Board and the Science Board. As much as in the control process of the pandemics, these boards are expected to play an active role in monitoring the results of the pandemic during the process when the pandemic begin to wither away.

These boards have been formed to continuously monitor all developments regarding the new coronavirus pandemic, decide on the measures to be taken and to consider the possible effects of the pandemic. They monitor all the steps taken throughout the city of Izmir, collaborations with relevant stakeholders, and all efforts to minimize the adverse effects of the pandemic.

Within the scope of monitoring and adaptation works, preparation of the monitoring protocol according to international standards under the guidance of the World Health Organization is among the priorities. In the same process, it is important to carry out economic, legal, medical and social support and adaptation activities for people and institutions that are adversely affected by the pandemic. These activities will serve to improve the current situation while being a preventive service for the repeat of pandemic that may occur in probability. Izmir Metropolitan Municipality realizes its planning in this direction.

## 3.2. Defining Support Mechanisms, Adaptation and Recovery Activities

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Within the scope of the “Crisis Municipalism Directive” put forward by the Izmir Metropolitan Municipality due to the new coronavirus pandemic, many support mechanisms that the municipality has or will implement are defined.

In this context, the following tasks have been determined:

To coordinate all kinds of social support and assistance for adults, the elderly, the disabled, women, youth and children in crisis circumstances.

To carry out all activities related to social support within the service area of Izmir Metropolitan Municipality, to take measures to encourage the development and dissemination of social benefits.

To prepare a detailed crisis expenditure financing program by going beyond the principles determined in the strategic plan and annual program.

To ensure the coordination of fast and complete purchasing operations according to the nature of the crisis.

To ensure that cleaning, disinfection and all kinds of hygienic activities are carried out in municipal units and in all areas served by the municipality.

To maintain the control of shopping malls, marketplaces, open and closed sales places etc., and to take measures for the sale of healthy and safe food products in these places.

To ensure the provision of waste management and alternative places available for waste disposal and planning for the observance of public hygiene for the duration of the crisis.

To coordinate the meeting of the physical needs of the municipality service buildings during the crisis, such as cleaning, electricity, water and air conditioning.

To carry out all kinds of works and procedures during the crisis regarding vehicles used by the municipality. To ensure that the vehicles are always in a position to go in traffic and to meet the demands of the units. To draw alternate vehicle use planning for the crisis period.

To make the necessary planning for the execution of fire services on a 24/7 basis.

To ensure that drinking water and sewerage services, including the treatment plant, are carried out on a continuous 24/7 basis.

To take all precautions in all municipal units (including quarantine when necessary) by coordinating with the relevant units in situations that may develop due to the crisis.

To take the necessary measures for the survival of street animals.

To develop, operate and amend the municipal information technology and services in accordance with the nature of the crisis, and to provide integration among these systems.

Izmir Metropolitan Municipality planned to develop appropriate local policies and short, medium and long-term solution proposals within the framework of the city's stakeholders and central policies to meet everyday needs during the crisis.

To carry out information sharing, information gathering, publishing and communication processes over the internet, and to prepare the infrastructure for remote work.

To maintain the uninterrupted communication of the municipal units and to keep the wired/wireless connection and communication systems running during the crisis.

To ensure uninterrupted transportation in the event of a crisis, to plan for alternative command place and communication of İZUM.

To ensure the planning, coordination and operation of public transportation services in the Municipality with the participation of companies, including ESHOT, İZULAŞ METRO, İZDENİZ and İZBAN during the crisis.

In order to prevent the disruption of the essential and additional duties for the crisis situation in all units, a task algorithm with substitutes will be created.

It has been planned to develop appropriate local policies and short, medium and long-term solution proposals within the framework of the city's stakeholders and central policies to meet everyday needs during the crisis.

It was ensured that all necessary measures have been taken for the provision / distribution and security of social assistance. Opinions of cooperatives, non-governmental organizations, unions, professional chambers and experts were received and cooperation with these organizations was ensured. Volunteer services are coordinated together with other managers in charge. It is envisaged to organize activities aimed at increasing the morale and motivation of the people of Izmir.

In order to ensure financial sustainability of Izmir Metropolitan Municipality, it is planned to take the necessary financial measures, postpone the investments that are not necessary, implement the savings measures and allocate the resources to the process related to the new coronavirus pandemic.. During and after the pandemic, necessary steps have been taken to rearrange the working conditions of the municipality personnel in the context of this crisis and to take necessary measures regarding occupational health and safety.

It is estimated that the diverse economic and social effects of the COVID-19 pandemic process will be severe in the medium and long term. In order to minimize the diverse economic and social impact of the pandemic, recovery process activities are planned by Izmir Metropolitan Municipality in parallel with the crisis management.

In the activities within the scope of the recovery, The partnership and cooperation of persons, institutions and organizations of Izmir along with the support of central policies are extremely important for the recovery process. The boards and cooperation platforms established among stakeholder institutions within the scope of crisis municipalism have already started to take the necessary measures to reduce the pandemic's negative effects in the medium and long term as much as possible. In this context, plans and strategic objectives are

set for clearly defining key service priorities and understanding current targets, costs, assets and resource allocations for each service.

The management of recovery activities started from the agricultural sector. Mayor Tunç Soyer met with the representatives of the agricultural sector on April 10, 2020 within the scope of "Crisis Municipalism". During the meeting, important decisions were taken regarding the support of the agricultural sector during the COVID-19 pandemic, and concrete steps for planting, harvesting and marketing processes were identified for the duration of pandemic and its aftermath. Within the scope of the Crisis Municipalism Directive, it was decided to review the protocols and establish an Agriculture and Food Advisory Board with all the interlocutors of the sector in order to do business with the Chamber of Veterinarians, the Chamber of Food Engineers and the Chamber of Agricultural Engineers.

As a part of the concrete steps taken to support the agricultural sector, a purchase contract was signed with the Cooperatives. During this period, within the food aid campaign which is organized by Izmir Metropolitan Municipality about 30 million liras worth product was purchased from the cooperatives.

During this process, the Metropolitan Municipality has transformed 50 tons of meat supplied by the producers' associations to one-kilogram roasted meat packs, to be added to the food packages and families in need. Fresh vegetables and fruits consisting of onions, potatoes, apples, oranges and lemons were purchased from the Izmir Vegetable and Fruit Market mongers and delivered initially to 5,000 families under the name "Resistance Package". Within the scope of the Milk Lamb project during the pandemic, approximately 1 million 300 thousand liters of milk, which were left at the doors of 125 thousand children were also purchased from the milk producers of Izmir through the cooperatives.

Due to the limitation of intercity transportation within the scope of the outbreak measures in Turkey, it is expected that a portion of the seasonal workers will be unable to attend the fruit harvest and that there will be an emergence of labor force. Again, due to pandemic measures, an increase in the transportation costs of the workers is expected which will increase cost of the harvest, thus the prices of the products.

Izmir Metropolitan Municipality has created a voluntary program specific to agriculture in order to complete the deficient labor force and reduce the harvest cost of the producer. Within the scope of the program, young people between the ages of 20 to 35 can volunteer to support the harvest through BizIzmir digital platforms.

Tourism has been the worst affected sector by the worldwide outbreak of COVID-19. According to the World Tourism Organization, the outbreak is expected to reduce global tourist mobility by 20 to 30 percent in 2020 compared to last year. The uncertainty caused by the virus outbreak and a reduction of travel demand have made it necessary to prepare and implement new strategies for the tourism sector. In this setting, important steps have been taken by Izmir

Metropolitan Municipality in order to minimize the effects of the outbreak on tourism, and to increase the urban resilience by managing the process of the outbreak and afterwards.

With the aim of positioning Izmir as a world city through supporting the promotion and tourism of the city, Tourism Coordination Board that had established under the coordination of the Department of Foreign Relations and Tourism and Izmir Foundation started its work with the epidemic agenda. The Board consists of all the tourism stakeholders which regularly meets and takes decisions within a common mind, The Coordination Board, which started online meetings within the framework of cooperation, solidarity and increasing urban resilience policies, continued its activities in line with the expectations and demands in the tourism sector and made strategic decisions.

“Izmir Tourism Promotion Strategy and Action Plan” that was prepared with the support of Izmir Metropolitan Municipality and in partnership of Izmir Foundation and Izmir Development Agency, was updated with the emergence of the outbreak in line with the requirements of the new process and activities to be carried out in the plan have been prioritized in order to reduce the effects of the outbreak. Another important decision taken by the Tourism Coordination Board is the establishment of a Tourism Hygiene Board at the local level in parallel with the work planned by the Ministry of Culture and Tourism at the national level and which will determine the hygiene standard of the tourist attractions. The Board, which was established on the basis of cooperation, will standardize the measures to be taken by businesses operating in the fields of accommodation, transportation, food and beverage, etc. after the outbreak.

The outbreak and quarantine process led to the emergence of new tourism trends around the world. In this context, the concept of digitalization in tourism has become even more important. An electronic database for touristic destinations has already been completed in order to increase the visibility of Izmir in the digital world. Through this work, Visit Izmir mobile application will be developed over the upcoming months, that will make Izmir reachable all round the world by digital platform users.

In order to overcome the problems experienced by the tourism sector and to determine the steps to be taken after the outbreak, Izmir Metropolitan Municipality realizes the necessary plans in cooperation with the sector stakeholders and carries out the necessary works in the areas that the sector will need.

