A) Application Scope and Scale (Neighborhood / Population / Growth):

1-In the first phase of the MedCities program, in how many neighborhoods was the pilot project implemented?
The project was initially implemented in 8 neighbourhoods across 6 pilot districts.

2-How many neighborhoods has the application reached so far?
The application has currently expanded to 27 neighbourhoods across 8 districts.

3-When did this increase occur?
Starting on March 5, 2025, new neighborhoods were added to the pilot neighborhoods every two months.

4-How many neighborhoods are there in total in Izmir?
There are 1,301 neighborhoods in Izmir.

5-What percentage of Izmir's total number of neighborhoods does the application cover?
It covers 2%.

6-Is the increase in coverage measured only in terms of the number of neighborhoods, or also in terms of households/population?

The number of households and population is also taken into account in relation to the number of personnel to be deployed in the field.

7-What criteria were used to select the neighborhoods?

The project was launched based on districts where income and education disparities are most pronounced *among the selected neighborhoods.*

8-What performance indicators were used to decide on expanding to 25 neighborhoods?
The decision was made based on the goal of expanding to all neighborhoods in the districts selected as pilots.

B) Bag/Equipment Supply and Financing:

9-Are the bags/equipment (separate collection bags, buckets, boxes, etc.) distributed to citizens provided free of charge?
The bags are distributed to citizens free of charge.

10-If they are provided free of charge, who provides the funding? (Municipal budget, project budget, sponsor, private sector contribution, producer responsibility, etc.)
Funding is provided by our municipality's subsidiary company, İZDOĞA A.Ş.

11-How is the supply of bags/equipment carried out? (Tender/direct procurement, framework agreement, donation, protocol, etc.)
It is provided by our municipality's subsidiary company, İZDOĞA A.Ş.

12-What is the distribution model? (Periodic distribution per household, through the village head/committee, door-to-door, delivery from specific points, etc.)
The application is carried out door-to-door.

13-Are there technical standards for the bags? (Biodegradable/compostable, thickness, logo/barcode, tracking system, etc.)
Biodegradable bags distributed to households with a QR code for traceability.

14-How is the risk of misuse/unintended use of bags managed? (Restrictions, monitoring, information, sanctions, etc.)
As bags are distributed to households at a rate of one per week, there is no risk of misuse. Distribution is not repeated to households that do not participate.

C) Operational Model (Collection – Transportation – Sorting – Final Disposal):

15-On which days/how often is separate collection carried out? Is it collected separately from regular waste?
Collection is carried out 6 days a week, with one day designated for each neighborhood. It is collected separately from regular waste bags.

16-Is collection carried out by the municipality's own teams or by a contractor/private company?
*It is carried out by teams from the municipality's subsidiary company.*

17-Where/at which facility are separately collected wastes sorted or processed? (Transfer station, sorting facility, composting/recycling facility, etc.)
Separately collected waste is brought to the sorting facility and sorted according to category.

18-Is the "contamination rate" (incorrect waste mixing) monitored during the process? What is the measurement method?
If incorrect waste is found inside the bags opened at the sorting facility, the household is notified by checking the address information on the QR code on the bags.

19-Is there a logistics flow chart? (Neighborhood → Vehicle → Transfer → Facility → Output):
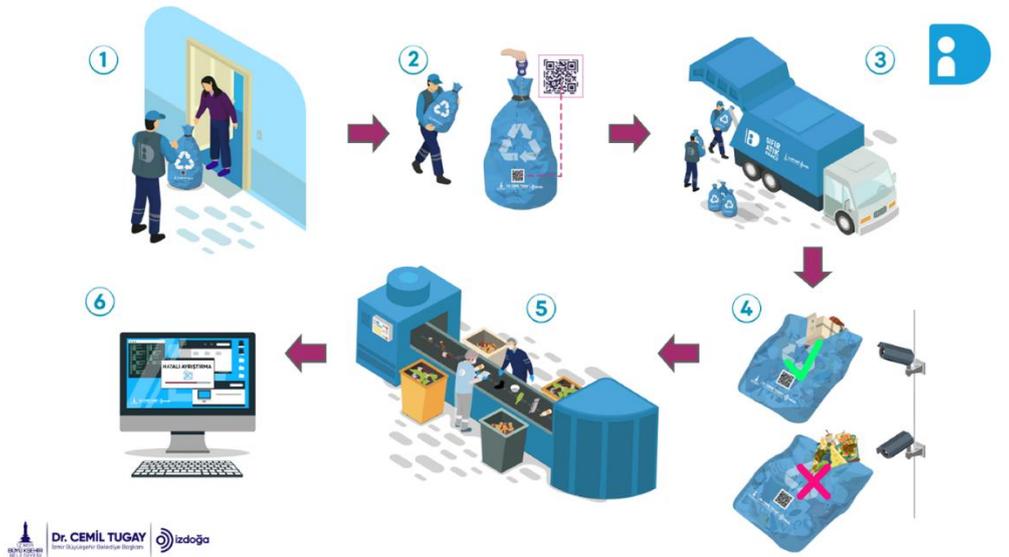
D) Relationship with Private Recycling Companies (Role, Contract, Transfer Point):

20-At what stage are private recycling companies involved in the process? (Collection / transportation / sorting / recovery / sale):
They are involved in the sale stage.

21-How are the roles of the municipality and the private company clearly distinguished? (Responsibility matrix)
The municipal subsidiary company carries out the collection process and then sells the sorted waste to the relevant recovery companies.

22-What legal model governs the relationship with private companies? (Service procurement, protocol, revenue sharing, licensed facility referral, cooperation under EPR, etc.)
It is carried out by our municipality's subsidiary company. (Discussions with İzdönüşüm are required.)

23-What exactly does "transfer" mean? At what point does the ownership/operational responsibility of the waste transfer to the private sector?
The process is managed by the municipal subsidiary company. Further clarification regarding operational arrangements will be provided in coordination with İzdönüşüm.

24-Is there a revenue model for this project? (Revenue from saleable materials, return to the municipality, company revenue, share ratios):

It is carried out by our municipality's subsidiary company. (Discussions with Izdönüşüm are required.)

25-How is monitoring/supervision carried out? (Tonnage report, facility slip, acceptance record, digital tracking, independent verification)

A weekly tonnage report is kept for the collected waste.

E) Communication, Participation, and Behavior Change:

26-How is communication carried out at the neighborhood level? (Neighborhood council, apartment manager, field team, brochure, SMS, application, etc.)

When the project was first launched, citizens were informed through the village headmen, and later the field team provided information through brochures and a mobile application.

27-Is there a feedback mechanism? (Call center, WhatsApp line, survey, field monitoring):

Our citizens provide feedback to our municipality's Citizen Communication Center (HIM) both by phone and online.

28-Are there any incentives to increase participation? (Rewards, points, discounts, social benefit mechanism)

There is no incentive system to increase participation.

29-How often are training/communication activities repeated?

Information is provided by field staff and to citizens who contact our unit.

F) Performance Indicators and Reporting:

30-Which KPIs are used to track success? (Amount of separate waste collected, per capita, household participation rate, pollution rate, cost/ton, greenhouse gas reduction, etc.)

The amount of separate waste collected, household participation rate, and greenhouse gas reduction are tracked.

31-What changes were observed in KPIs when transitioning from 8 neighborhoods to 25 neighborhoods? (Increase/decrease data):

A direct increase in the amount of waste collected has been observed since the start of the project. (60% increase)

32-What is the data collection method? (Weighing slip, vehicle scale, facility entry records, field count):

It is done using the facility scale and facility entry records.

33-What is the reporting period? (Monthly/Quarterly/Semi-annual):

Weekly.

34-Is there a public report/infographic/summary?

Project data is not currently being shared.

G) Risks and Areas for Improvement:

35-What are the biggest operational challenges? (pollution, logistics, cost, personnel, complaints)
Number of personnel.

36-What measures are being taken to maintain quality as the scale increases?
While ensuring that personnel working in the field are qualified, we are also working to improve and develop software systems/collection programs based on citizen feedback.