

# Operation and Maintenance Services

Our operation services encompass all processes that contribute to an excellent travel experience. With our system operating 24/7, 365 days a year, we provide our passengers punctual, comfortable, and safe travel services.

For all urban rail transportation systems and cable car systems we serve, we provide preventive and corrective maintenance services to ensure the uninterrupted and comfortable operation of all infrastructure and superstructure facilities, including railway, construction, electrical, electromechanical, and electronic components.

Through planned preventive maintenance, we aim to prevent malfunctions and detect and resolve potential issues in advance. We also strive to minimize unforeseen failures and, if they occur, promptly address them with the most fundamental maintenance services. We offer consultancy services in the field of basic maintenance to address and resolve any issues that may arise.

## Field of Activity

- Railway Maintenance and Overhaul
- Electrical, Electronic, and Electromechanical Systems
- Facility and Vehicle Maintenance and Overhaul

## Preventive and Corrective Maintenance Services:

- Defining each vehicle in the company's asset management system and creating maintenance programs.
- Performing regular maintenance tasks as part of preventive maintenance.
- Resolving any malfunctions or issues as part of corrective maintenance.
- Conducting comprehensive refurbishment and modification work specific to each vehicle as part of major maintenance and overhaul.
- Maintaining records related to the vehicles.

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# We provide consultancy solutions that add value to cities



## We provide consultancy solutions that add value to cities

# Metroİstanbul consultancy

operation and maintenance services



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As Metro Istanbul, the largest urban rail system operator in Turkey, with over 34 years of operation and maintenance experience and our expert technical team, we provide mass transportation services to the people of Istanbul on 10 metro lines, 4 tram lines, 2 funicular lines, and 2 cable car lines. We offer operation and maintenance consultancy to the public and private sectors according to the needs of the railway industry. Within this scope, we provide consultancy services in all stages, including planning, design, construction, testing-commissioning, and acceptance processes of mass transportation investments, as well as the operation of the lines.

# Project Consultancy Services

We provide engineering solutions and training support for domestic and international rail system customers.

## Consultancy Services

### Shadow Operation Management Services

We, along with our experienced team manage all processes from planning, design, construction, testing, commissioning, trial operations, and acceptance processes to operational processes in order to provide a more comfortable and sustainable transportation service on ongoing rail system lines.

- Project Management
- Design Review
- Testing and Commissioning
- Trial Operations
- Operation and Maintenance Manuals
- Acceptance and Warranty Process Management
- FRACAS and Interface Management
- Training Programs

### Rail System Construction, Renovation, and Rehabilitation Services

We undertake the construction, renovation, and rehabilitation processes of infrastructure, superstructures, and electromechanical systems in rail system lines and facilities. We are able to provide these services as turnkey solutions for our corporate customers in mass transportation investments, while adhering to existing operating conditions and limited timeframes, without compromising the operation and comfort of the system.

### Engineering Services

Feasibility studies, detailed engineering design, consultancy services, and construction supervision and management are among the many engineering services we offer in rail system investments. We provide solutions for every stage of the investment process, from the idea phase to the commissioning phase. By utilizing our design and engineering work and leveraging our operational and maintenance experience, we continuously strengthen our capabilities and propose solutions that take into account the total life cycle costs, including investment and operational expenses, for our clients.

- Operation and Maintenance Consultancy Services
- Construction Consultancy
- Electromechanical System Consultancy
- Vehicle Consultancy
- Systems Engineering



## Rail System Trainings

We provide training at Metro Academy, which we established as Metro Istanbul to provide education to the rail systems sector. In line with the demands of the sector, we offer training to industry representatives from domestic and foreign countries on topics such as electricity, electronics, signaling, electromechanical systems, occupational safety, system safety, railway technologies, and infrastructure.

### Trainings in the field of operation:

- Metro, Tramway and LRT Operations
- Operations/Scheduling Planning
- Service Quality Standard in Public Transport (EN 13816)
- Basic Train Driving Training
- Station Management Training

### Trainings in the field of maintenance:

- Maintenance Planning
- Electrical Systems and Power Supply
- Electronic Systems and Signaling
- Track Maintenance
- Vehicle Maintenance and Workshop Management

In order to meet the needs of the sector and certify the knowledge, skills, and competencies of personnel, we also conduct "Personnel Certification" programs. We provide participants with professional certification through UGETAM, which has international recognition with EUROPASS validity. This certification enables participants to possess the qualifications required to work in rail system operations abroad.