

Public Sanitation: General information

Name:

City/Town:

Area:

WSB:

WSP:

Map

(please draw an area sketch)



Owner:

Commission date:

Operator:

Public Sanitation: Operation and Maintenance

General

Q 1 Who is responsible for the **operation** of the public facility?

Local Authority

NCBDA

WSP

Private company

Community resident groups

Market committee(s)

Private person / group of people (Community group)

Other

Please specify!

Q 2 Who is responsible for **maintenance** of the public facility?

Local authority

NCBDA¹

WSP (Water Service Provider)

Private company

Community resident groups

Market committee(s)

Private person / group of people

Other

Please specify!

¹ NCBDA = Nairobi Central Business District Association

Q 3 Is there a budget for operation and maintenance?

- Yes
- No
- Don't know
- If yes, do you know how much?

KSh/month

Q 4 If there is a budget, is it sufficient?

- Yes
- No

Q 5 Has a business plan been established for the facility?

- Yes
- No
- Don't know

If yes, by whom? *(Please specify)*

Q 6 If maintenance works need to be carried out, where do you get the money from to pay for these works?

- Savings
- Credit
- Donations
- There is no money for maintenance
- Don't know
- Other

Please specify!

Q 7 Are there any operational guidelines?

- Yes
- No
- Don't know

Q 8 Do you pay for:

Electricity?

Water?

Sewerage?

Rent?

Other

Please specify!

Q 9 Do you have an accounting system, or do you keep records of usage and funds collected?

No

Yes

If yes, please specify!

The Caretaker / Operator

Q 10 How many Caretakers /Operators are working here?

Total number

Number of women

Number of men

There is no Operator / Caretaker

Don't know

	No.
	No.
	No.

Q 11 Does the Caretaker / Operator have a contract and if yes, with whom?

No

Yes

Don't know

If yes, *please specify!*

Q 12 How is the Caretaker / Operator paid?

No payment

Works on voluntary basis

Employed with fixed salary

Freelance with fixed salary

Freelance on commission basis

Don't know

Please explain in detail!

Q 13 Has the Caretaker / Operator been trained?

Yes

No

Don't know

If yes, *please specify!*

Business Hours

Q 14 What are the opening hours of the toilet / shower

24 hours

Day time only

From _____ / to _____

Q 15 Are there different opening hours during the week and at the weekend?

Yes

No

If yes, *please specify!*

Customer Payments

Q 16 Do users have to pay for using the public facility?

Yes

No

Don't know

Q 17 How much does the customer pay for:

'Short call'?

'Long call'?

Showering / bathing?

	KSh
	KSh
	KSh

Q 18 Is there a provision of toiletries?

No

Yes

Don't know

Q 19 If toiletries are provided, what kind?

- Toilet paper
- Soap
- Towels
- Others

Please specify!

Q 20 Does the user have to pay for toiletries?

- Yes
- No, no toiletries offered
- No, toiletries are for free
- Don't know

Q 21 If yes user have to pay for toiletries, how much do they pay?

- Toilet paper
- Soap
- (Disposable) Towels
- Other sanitary products

	KSh
	KSh
	KSh

Please specify!

Q 22 Do people have to pay in advance or after using the facility?

- Before use
- After use
- No payment
- Don't know

Q 23 How do the customers pay?

- Cash before use
- Cash after use
- Once a week / month (flat rate)
- On credit
- Do not pay
- Don't know
- Other

Please describe!

Q 24 Are there any people or groups that are allowed to use the toilet without paying?

- No
- Yes
- Don't know

If yes, please specify!

Additional Services Offered

Q 25 Do you run any other business besides the public toilet on the same premises / building

- No
- Water kiosk
- Grocery
- Other

Please specify!

Cleaning

Q 26 How often is the facility cleaned?

- After every use
- _____ per day
- _____ per week
- Less than once per week
- Irregular cleaning
- Other

Please specify!

Q 27 Who supplies cleaning materials and tools?

- The owner of the toilet
- Delivered by a private company
- Water Service Provider
- Purchased by the Caretaker / Operator
- Don't know
- Other

Please specify!

Monitoring and supervision

Q 28 Is the operator supervised?

- Yes
- No
- Don't know

If yes, by whom? Please specify!

Q 29 Are there regular inspections of the toilet facility carried out?

Yes

No

If yes, by whom?

Q 30 How often is the facility inspected / controlled?

_____ times per week

_____ times per month

_____ times per year

Less than once per year

Irregular inspections

Don't know

Other

Please specify!

Problems and Complaints

Q 31 What are the main problems you have when it comes to the operation of the public toilet?

Vandalism

Unsocial behaviour of users

Insufficient water supply

Lack of privacy

No electricity

Dirty and unhygienic environment

Insufficient number of toilets / bathrooms

Tariffs are too low

Low standard of building maintenance

Low number of customers

Poor accessibility

Other

Please specify!

Q 32 If there are any customer complaints, about what do customers complain?

- Tariffs are too high
- Unfriendly caretaker
- Cleanliness of toilets and environment
- Smell
- Lack of personal safety
- Lack of toilet paper, soap, water
- Insufficient opening hours
- Don't know
- Others
- Please specify!

Customers

Q 33 How many customers do you have per day?

- 0 to 100
- 100 to 300
- 300 to 500
- > 500
- Don't know

Q 34 Are there more male or female customers?

- More male
- More female
- Equal number of men and women
- Don't know

Q 35 Do a lot of children visit the toilet?

- Yes
- No
- Don't know

Q 36 What kind of customers do you receive?

Residents living near the toilet

Marketers

People, just passing by

Don't know

Other

Please specify!

Q 37 Do you know your customers?

Yes

No

Few

Don't know

Please specify!

Service Improvement

Q 38 What would you propose to improve the service?

Please specify!

Please thank your respondents for their participation!

Additional Notes: