





Pillar for public toilet management

Cities are advised to assess the Pillars of the PTM process to identify what there is and what is needed in order to optimise the PT management and service provision.

Pillars of the PTM process

 Pillar 1 Physical Access	 Pillar 2 Services Quality	 Pillar 3 Engagement & Contracts	 Pillar 4 Market & Institutional
<ul style="list-style-type: none"> ■ Quantity ■ Distance ■ Time taken ■ Gender ■ Disabled ■ Institutional ■ Timings 	<ul style="list-style-type: none"> ■ Cleaning frequency ■ Age ■ Design, construction and maintenance ■ Water supply ■ Electricity ■ Waste management ■ Monitoring 	<ul style="list-style-type: none"> ■ Structuring ■ Bid process ■ Cross-subsidization ■ Concession period ■ Tariff ■ Barriers to entry/scale ■ Performance mandate ■ Penalties 	<ul style="list-style-type: none"> ■ Public sector commitment (<i>Policy, Planning, Standards of provision, Funding, Functionaries</i>) ■ Asset database ■ M&E ■ Awareness