

# CITY SANITATION PLAYBOOK

## OBJECTIVE

Sustainable urban sanitation service provision powered by data backed decision making.

## PROCESS

### UNDERSTAND THE BASELINE

of the city's sanitation systems and priorities

#### i.e. Toilets

- What is the existing condition of public and community toilets – both physical and operational?
- Are the users happy with the existing level of service?
- Are there enough number of community and public toilets?

#### i.e. Treatment

- Does the city collect all the sewage generated?
- Is the collected sewage treated?
- Are any resources recovered post treatment?

### BUILD AN INITIAL TASK FORCE

with senior city leaders

These could include:

- Municipal Commissioner/Chief Officer
- Department heads of waste management, drainage, health, environment and IT



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## INTRODUCE SANITATION ECONOMY APPROACH

Assemble ecosystem of city leaders, local entrepreneurs and larger companies selling sanitation cleaning products, sanitary ware, menstrual hygiene products, toilet cleaning services, sewage collection, transportation and treatment service providers, data capturing (sensors) devices, app developers.

- How can a sanitation economy approach improve service provision?
- What is different from the current state of service?
- What are the opportunities?



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## AGREE PRIORITIES & ROLES

Both some quick wins and some bigger goals – with all the stakeholders.



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**\*\*IMPORTANT\*\***

The success of the project depends on strong defined relationships between the stakeholders and a commitment to fulfil their respective roles.



### EXAMPLE QUICK WINS

- Engage local entrepreneurs to agree and decide suitable business models for the operation & maintenance of public and community toilets. Build a directory of solutions and businesses that are already available in the city.
- Geotag all the public, community toilets and any other sanitation related infrastructure. Identify easy to collect information (for example footfall and customer satisfaction data) and install appropriate technologies in public and community toilets.
- Assess information streams the city may already be collecting that could be relevant for sanitation stakeholders, begin to build a sanitation dashboard that collects this information and lays a foundation for new data.



### EXAMPLE BIGGER GOALS

- Treatment & Resource Recovery / Assess highest value resource recovery option for the city and ensure waste collection and treatment options and policies align with that priority.
- New Data Streams & Sensors / Assess what further data streams are of highest value to the city (for example handwashing, malodor level, heat, humidity, water quality (BOD, COD), infectious disease monitoring, customer temperature, heart rate or oxygen level).
- Connect with Citizens / Develop a Citizen User Interface to reflect back cleanliness, pollution and public health information on sanitation facilities to citizens.
- Preventative Public Health Campaign / Utilise data from sanitation systems to inform other city-wide public initiatives linked with citizen movement or health.
- Grow Strategically / Launch tenders for city-wide improved services, if possible with QCBS criteria and aligned with your identified priorities.