





ANMC21 Implementation Report

1 Training Program	Study Course for Public Cleanliness: Sanitary Maintenance and Building Awareness among the Residents
2 Purpose	Participants will share their experiences, exchange opinions and visit facilities relevant to public sanitation, especially with regard to the sanitary control of public facilities and strengthening of user's morality by mainly focusing on the case examples of public restrooms. Through this curriculum, this study course develops the public sanitation experts who can be engaged in the sanitary control of public facilities and education to the public.
3 Organizer	Office of the Governor for Policy Planning, Tokyo Metropolitan Government (TMG)
4 Date	January 21 (Wed) - January 23 (Fri), 2015
5 Participants (cities, names)	<p>Total 15 participants</p> <p>The representatives of each city are listed as below:</p> <p>Bangkok (total 2 participants): Ms. Kanuangnit NONPANAPOL Scientist , Solid waste Hazardous waste and Nightsoil Management Division, Environment Department, Bangkok Metropolitan Administration</p> <p>Delhi (total 3 participants): Mr. Nikhil Kumar Secretary, New Delhi Municipal Council</p> <p>Kuala Lumpur (total 10 participants): Dr. Ahmad Zaidi Zainal Abidin Deputy Director for Health and Environment Department, Kuala Lumpur City Hall</p>

<p>6 Seminar outline/scenes (Photos, etc.)</p>	<ul style="list-style-type: none"> • Lecture about policies of Tokyo Metropolitan Government (Basic policy of public sanitation, Tokyo Community Based Road Maintenance Program) • Presentations and discussion session regarding the measures adapted by each participating city • Site visit (Tokyo Station, Ueno Park, Setagaya Elementary School) • Wrap up session <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Presentation</p> </div> <div style="text-align: center;">  <p>Tokyo Station</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p>Wrap up session</p> </div> <div style="text-align: center;">  <p>Group photo</p> </div> </div>
<p>7 Results</p>	<p>On the first day, TMG Bureau of Social Welfare and Public Health carried out the lecture on the theme of “Basic Policy in Public Sanitation in Tokyo.” The lecture dealt with the history of public sanitation policy, and the role sharing between public and private sector in environmental sanitation field. Subsequently, each of the participating cities gave presentations on policies relating to public toilets in their own cities, as well as the issues they face. This enabled participants to understand the each city’s challenges, as well as they deepened the understanding of each other.</p> <p>In the afternoon of the first day, the participants visited Tokyo Station. Tokyo Station is a major terminal through which more than 400,000 people pass per day, and participants heard an explanation from the cleaning company manager of the management of the public toilets. They watched a DVD that explains the cleaning manual, visited the toilets themselves, and viewed toilet cleaning as it was being carried out. They were able to understand the measures taken by private-sector companies in</p>

order to maintain sanitation in these heavily-used public toilets, and many of them expressed their surprise at the high standard of cleanliness maintained. Some asked questions regarding the remuneration of the cleaning staff.

On the second day, the group visited the Ueno Park, and observed the state of public toilet management in this tourist destination, visited by an unspecified number of people each day. Participants asked questions on a range of subjects, from dealing with graffiti and vandalism to inspection of the pipes. The visits to Tokyo Station and Ueno Park helped deepen their understanding of the efforts of the facility managers who maintain cleanliness of public toilets.

After that, in order to gain hints in regard to policies aiming to encourage people to keep public toilets clean, the group visited Setagaya Elementary School in Setagaya Ward, where they watched the children clean their own school and saw a moral education class. The moral education class took the theme of “sense of public responsibility”, and participants were able to see the children thinking and responding for themselves in regard to the subject under the guidance of the teacher.

On the final day, participants were given an explanation of the “Tokyo Community-Based Road Maintenance Program”, as an example of a public facilities maintenance measure which managed with the involvement of residents. In this project, local residents cooperate in cleaning the roads and managing flower beds, aiming for both improved moral behavior among users and maintenance of the landscape. The program is one in which many volunteer organizations participate. Participants asked questions about volunteers’ incentives, and the details of support offered by TMG.

Finally, participants welcomed Dr. Shiohiko Takahashi, the president of the Japan Toilet Association, and held the wrap up discussion. The discussion reviewed the whole of the study course and shared participant’s opinion as to how they would use what they had learned in their own situations as well as covering the cultural differences among each city regarding toilets.

Some of the opinions given by participants

- I realized that the attitude of following rules is developed in people from an early age using education at elementary schools in Tokyo. As a result, there is a high rate of participation in projects

such as the Community-Based Road Maintenance Program, and everyone uses the open spaces in an appropriate manner.

- Where I come from, the standard of education is not very high and people do not tend to obey the rules, but I understood the importance of teaching morality from an early age, and would like to implement this.

- When we visited the station I saw that the people in charge of cleaning were respected by others, and that they were proud of the work that they do. I think that for that reason, it is possible to keep a high standard of cleanliness. I would like to work towards improving the status of people in charge of cleaning work in my own city.

People in Asia tend to think that the reason why Japanese public toilets are clean is only the temperament of the Japanese people. In fact, however, habits are formed in education from childhood, and facilities managers spent the time and money on facilities management. The efforts of those involved play a significant role.

This study course was devised with a focus on introducing such efforts being made in Tokyo, and encouraging participants to make the information as a reference in considering measures in each city. The reflections of participants indicate that our intention was attained, and that the study course itself was extremely beneficial for them.