

*Final -- For ASEAN NTOs and ASEAN  
Tourism Ministers Meetings at ATF 2015*



# **ASEAN CLEAN TOURIST CITY STANDARD (Guideline)**

**PREPARED BY  
MINISTRY OF TOURISM OF CAMBODIA**

## ASEAN Clean Tourist City Standard—CRITERIA

### 1) Table of assessment on 5 indicators of Environmental Management

ENVIRONMENTAL MANAGEMENT		Requirement of major criteria	Criteria	Evidence for criteria	Appraisal	Score
1	Urban planning	Does the city uses its skills in city planning and implements the projects accordingly?	Is there an urban land use master plan for the city?	Prove the presence of municipal authority in charge of urbanism (contract, notice...) and the existence of an urban land use master plan for the city (provide a copy as reference)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is it being complied with?	A municipal decree should be adopted to constitute a valid proof that the plan is reinforced	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Has the city been clearly zoned following a zoning plan?	Provide a zoning plan with phases and time lines, and showcase the result of zoning process	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there a transport plan for the city?	Provide a transport plan for private and public transportation	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are environmental aspects included in the plan?	Show the presence of environmental aspects in the plan	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these environmental aspects	Show the reinforcement and	Yes	<input type="checkbox"/>

			respected?	application of these environmental aspects	No	<input type="checkbox"/>
2	Environmental regulations	Are environmental regulations being implemented in the city?	Do environmental regulations controlling the operation of tourism businesses exist?	Prove the existence of environmental regulations controlling the operation of tourism businesses	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these enforced in the city?	Prove the presence of measures aimed at enforcing environmental regulations in the city and evidences of implementation (reports shall be provided)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
3	Pollution	Does the city fight against pollution?	Have water quality norms been set by the authorities?	Prove the existence of authorities' decision on water quality (freshwater, seawater, drinking water) control and norms	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these enforced in the city?	Provide list of measures taken by relevant authorities to control water quality norms	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is water quality in the city within set norms?	Provide the schedule and results of the water quality check approved by relevant authorities	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have air quality norms been set by the authorities in the city?	Prove the existence of authorities' decision on air quality control and norms (local standard) as well as provide results and schedule of test approved by relevant authorities	Yes No	<input type="checkbox"/> <input type="checkbox"/>

			Are these enforced in the city?	Provide list of measures taken by relevant authorities to control air quality norms	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have air quality and water quality been publicly announced?	Provide periodically regular report of air quality and water quality in the city and justify the types of media for announcement (TV, press...)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have measures been introduced by the authorities to mitigate air pollution?	Provide list of measures taken by relevant authorities to control and mitigate air pollution (for ex. traffic jam reduction initiatives, catalytic converters, use of fuel, awareness raising campaigns...)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these enforced in the city?	Provide evidences of implementation of the measures to mitigate air pollution	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have measures been introduced by the authorities to control noise pollution?	Prove the existence of authorities' decision and measures to control noise pollution	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these enforced in the city?	Provide evidences of implementation of the measures to mitigate noise pollution (proofs expected: list of complaints registered for noise pollution, noise-reducing wall, ban some vehicles in the city at some specific hours...)	Yes No	<input type="checkbox"/> <input type="checkbox"/>

4	Environmentally friendly transport	Does the authority implement measures related to environmentally friendly transport?	Is there any public transport system in the city?	Provide a map indicating the public transport system in the city (i.e. bus, subway, tramway, taxi, public bicycle, train...)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have the authorities introduced environmentally-friendly public transport?	Prove that the public transport use environmentally-friendly system (i.e. with pollution controlling mechanisms, and/or use of electric energy and/or catalytic converter)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have the authorities imposed regulations to control pollution from traffic?	Prove the existence of specific regulations and measures to control pollution from traffic	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these enforced in the city?	Provide evidences of implementation of the measures to mitigate and control pollution from traffic (with the presence of responsible authority) such as banning vehicles that produce too many emissions; imposing a congestion charge zone in the city, etc...	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			What proportion of environmentally friendly vehicles and non-motorised vehicles does the public use compared to total number of vehicles?	Provide a classification of vehicles used by the public indicating the number and proportion of environmentally friendly vehicles and non-motorised vehicles	_____ % (At least 30% of total number to get a score)	
			Have the authorities encouraged (local)	Prove the existence of measures	Yes	<input type="checkbox"/>

			people to use non-motorised transport?	encouraging citizens to use non-motorised transport such as cycling and walking...etc.	No	<input type="checkbox"/>
5	Sustainable use of energy	Does the tourism private sector implement specific measures and/or strategies to encourage sustainable use of energy?	What proportion of hotels in the city use energy saving and efficiency devices and renewable energy?	Provide tourism industry data with a classification of hotels which use energy saving and efficiency devices/technologies (such as eco light bulbs, on-off switches, the use of key cards, etc.) and/or renewable energy (solar power, etc.). Measures taken by the hotels to encourage their guests to save energy are also needed.	Less than 50%  Up to or more than 50% (At least 50% to get a score)	<input type="checkbox"/>  <input type="checkbox"/>
			What proportion of restaurants in the city use energy saving and efficiency devices and renewable energy?	Provide tourism industry data with a classification of restaurants which use energy saving and efficiency devices/technologies (such as lighting, water heating, kitchen ventilation, heating and cooling, maintenance) and/or renewable energy (solar power, etc.)	Less than 50%  Up to or more than 50% (At least 50% to get a score)	<input type="checkbox"/>  <input type="checkbox"/>
			Are tourist businesses made aware of energy-saving techniques that they can use through awareness campaigns?	Prove the presence of measures included awareness-building campaigns about energy-saving techniques and energy efficiency initiative aimed at tourist businesses in the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>

			Are there any incentive measures for sustainable use of energy?	Provide the list of incentive measures taken to encourage sustainable use of energy (frequency, type of action ...) and the result (follow-up the use of energy efficiency methods, the decrease of amount of energy consumption, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> <li>- <b>Number of Detailed Indicators: 5</b></li> <li>- <b>Number of Criteria: 28</b></li> </ul>					<b>Total</b>	<b>28</b>

## 2) Table of assessment on 4 indicators of Cleanliness

CLEANLINESS		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Cleanliness of public area	Does the city assess and maintain regularly the cleanliness of public areas?	How often do the city authorities clean public areas?	Prove that the city is cleaning its public areas regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, staffs, and equipment)	Once a day or more often (At least once a day to get a score) Less than once a day	<input type="checkbox"/> <input type="checkbox"/>
			Is public furniture (public benches, lighting, bus shelters, etc.) maintained and regularly cleaned?	Prove that the city is cleaning its public furniture regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, staffs, and equipment)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are there sufficient public dustbins in public areas?	Provide a map of public areas indicating the presence of public dustbins and specify the total number: at least one dustbin on each entry of public building; two dustbins per square; one dustbin every 200m along the walkway and in parks.	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these regularly emptied?	Provide detailed schedule of how often dustbins are emptied per day	Yes No	<input type="checkbox"/> <input type="checkbox"/>



			Are public buildings properly signposted?	Provide a map indicating public buildings and the signposts showcasing its locations	Yes No	<input type="checkbox"/> <input type="checkbox"/>
2	Cleanliness of public toilets	Does the city assess and maintain regularly the cleanliness of public toilets?	Are public toilets regularly cleaned and maintained? (Link this to <b>ASEAN Public Toilets Standard</b> )	Provide evidence of cleanliness and maintenance of public toilets (notice board, organization in charge, ...) ( <i>Link to ASEAN Public Toilets Standard</i> )	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			How often are they cleaned?	Prove the presence of notice board of schedule of cleaning (time of the next cleaning) and justify the frequency and quality of maintenance	Two times a day or more often (At least 2 times per day to get a score)  Less than two times a day	<input type="checkbox"/> <input type="checkbox"/>
			Is there a proper separation between toilets for men, women and vulnerable persons?	Provide the map indicating public toilets and evidences of proper separation between toilets for men, women and vulnerable persons	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are public toilets properly signposted?	Provide a map indicating public toilets and the signposts showcasing its locations (photos as evidences)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
3	Cleanliness of tourist sites (museums, temples, parks, beaches, etc.)	Does the city assess and maintain regularly the cleanliness of tourist sites?	Are tourist areas given particular attention in terms of regular cleaning?	Prove that the city is cleaning its tourist areas regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions,	Yes No	<input type="checkbox"/> <input type="checkbox"/>

				staffs, and equipment)		
			How often are they cleaned?	Prove the presence of notice board of schedule of cleaning (time of the next cleaning) and justify the frequency and quality of maintenance	Two times a day or more often (At least 2 times per day to get a score)  Less than two times a day	<input type="checkbox"/>  <input type="checkbox"/>
			Are there sufficient dustbins at tourist sites?	Provide a map of tourist sites indicating the presence of public dustbins and specify the total number: at least one dustbin on each entry; two dustbins per square; one dustbin every 200m along the walkway and in parks.	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are there sufficient toilets at tourist sites?	Justify at least: - 1 toilet/ tourist site Depending on the frequency, capacity and type of tourist site (for ex. 1 toilet every 500 m/1 toilet for every 40 people)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are tourist sites properly signposted?	Provide a map indicating tourist sites and the signposts showcasing its location (photos as evidences)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
4	Cleanliness along the main roads	Does the city assess and maintain regularly the cleanliness along the main roads?	How often are areas around public roads in the city cleaned by the authorities?	Prove that the city is cleaning the areas around the main public roads regularly (existence of the authority in charge of maintenance, schedule of	Two times a day or more often (At least 2 times per	<input type="checkbox"/>

				cleaning activity, missions, and staffs)	day to get a score)  Less than two times a day	<input type="checkbox"/>
			Is the equipment used appropriate?	Provide list of equipment and its status used for cleaning purpose	Yes No	<input type="checkbox"/> <input type="checkbox"/>
- Number of Detailed Indicators: 4 - Number of Criteria: 16					<b>Total</b>	<b>16</b>

### 3) Table of assessment on 5 indicators of Waste Management

WASTE MANAGEMENT		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Liquid waste collection	Quality of liquid waste collection	Is there a liquid waste collection system in the city?	Provide a map of existing liquid waste collection system	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there any norm related to liquid waste collection?	Provide the existing norm related to liquid waste collection	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there any measures enforced to punish the violation of this norm?	Provide list of measures taken by relevant authorities to control this norm (by punishing any violation of this norm)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			What percentage of the city population is connected to the main drainage?	Provide : -the map of areas connected to the main drainage by indicating its covering surface - percentage of city population connected to the system	_____% (At least 70% of total to get a score)	
			What percentage of tourism facilities is connected to the main drainage?	Provide the map indicating tourism facilities which are connected to the main drainage and % of connected facilities	_____% (At least 70% to get a score)	
			Is there any complementary method used to dispose of liquid waste?	-Prove the existence of complementary method used to dispose of liquid waste -Provide the name of the	Collective septic tanks Individual	<input type="checkbox"/> <input type="checkbox"/>

				authority/institution in charge -Provide the frequency of collection and its covering surface/areas	septic tanks Dry well (soakaway)  No disposal system (No score)	<input type="checkbox"/>  <input type="checkbox"/>
2	Solid waste collection	Quality of solid waste collection	Does the municipality collect solid waste?	If the municipality collect solid waste, justify: -authority/organization in charge of collection -frequency of collection -covering surface/areas in the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			If no, how is solid waste collected?	Provide the contract signed with private company or other partner(s) to collect solid waste and its validity	Private company Other (i.e. NGO) (specify)	<input type="checkbox"/> <input type="checkbox"/>
			How often is solid waste collected?	Provide: -Authority in charge of solid waste collection -Schedule of solid waste collection, staffs and equipment	Once a day or more often (At least once a day to get a score)	<input type="checkbox"/>

					Less than once a day	<input type="checkbox"/>
			What percentage of the city population is connected to the network that disposes of solid waste?	Provide : -the map of areas connected to the network by indicating its covering surface - percentage of city population connected to the network	_____% (At least 70% of total to get a score)	
			What percentage of tourism facilities is connected to the network that disposes of solid waste?	Provide the map indicating tourism facilities which are connected to the network and % of connected facilities	_____% (At least 70% to get a score)	
3	Liquid waste storage and treatment	Quality of liquid waste storage and treatment	Is there a storage area for liquid waste that citizens of the city can use?	Provide a map indicating storage area for liquid waste in the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are there storage facilities near tourist areas (i.e. septic tanks)?	Detail the location and the number of storage facilities (i.e. septic tanks) near tourist areas and the schedule of collection	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there a treatment plant near the city?	Provide the map of the liquid waste treatment plant, if any, near the city and its technical specifications (capacity, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
4	Solid waste storage and	Quality of solid waste storage and treatment	Is there a waste disposal area near the city (i.e. landfill, incineration plant)?	Provide the map of solid waste disposal area near the city and its technical specifications	Yes No	<input type="checkbox"/> <input type="checkbox"/>

	treatment			(capacity, etc.)		
			Is there a treatment and recycling plant near the city?	Provide the map of solid waste treatment and recycling plant near the city and its technical specifications (type, capacity, volume of waste collected and treated, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
5	Recycling	Are there strategies or measures to promote recycling?	Do the city authorities encourage recycling and collect from the population?	Prove the existence of incentive measures encouraging recycling and the collection of recyclable wastes	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there any system to collect toxic and polluted waste?	Prove the existence of toxic and polluted waste collection system (warehouse, schedule of collection, capacity, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there any appropriate equipment for recycling purpose (i.e., tri rubbish bins, etc.)?	Detail the number, location and type of dustbins dedicated to recycling purpose	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are awareness campaigns regularly carried out about recycling aimed at the local population and in particular tourist enterprises?	Prove the existence of awareness campaigns (types of campaigns, materials/means, targets and frequency)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			- Number of Detailed Indicators: 5 - Number of Criteria: 20			Total

4) Table of assessment on 3 indicators of Awareness-building about Environmental Protection and Cleanliness Indicators

Awareness-building about Environmental Protection and Cleanliness Indicators		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Raising awareness of local people about environmental protection and cleanliness	Are there any actions or strategy to raise awareness of local people about environmental protection and cleanliness?	Are there any awareness campaigns (publicity, events, competitions, etc.) carried out about environmental protection and cleanliness aimed at the local population?	Prove the existence of awareness campaigns by justifying types of campaigns and targeted groups of local population	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			How often?	Justify the frequency	____times (at least once a year to get a score)	
			Have the authorities produced and disseminated publicity material about environmental protection and cleanliness (booklets, leaflets, banners and posters, etc.)?	Justify the materials used for the awareness campaign by providing a sample of each publicity material (booklets, leaflets, banners and posters...)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
2	Raising awareness of tourist firms about environmental protection and	Are there any actions or strategy to raise awareness of tourist firms about environmental protection and cleanliness?	Are there any awareness campaigns (publicity, events, competitions, etc.) carried out about environmental protection and cleanliness aimed at employees of tourist enterprises?	Prove the existence of awareness campaigns by justifying types of campaigns and targeted tourist firms	Yes No	<input type="checkbox"/> <input type="checkbox"/>



	cleanliness		How often?	Justify the frequency	____times (at least once a year to get a score)	
			Are there appropriate materials and activities for the purpose?	Provide list and sample of materials and list of activities used for the campaign purpose	Yes No	<input type="checkbox"/> <input type="checkbox"/>
3	Raising awareness of tourists about environmental protection and cleanliness	Are there any actions or strategy to raise awareness of tourists about environmental protection and cleanliness?	Are tourists made aware of the city’s environmental protection and cleanliness efforts and regulations?	Prove the existence of awareness campaigns by justifying types of campaigns and targeted groups of tourists	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			How often?	Justify the frequency	____times ( at least once a year to get a score )	
			Are there appropriate materials and activities for the purpose?	Justify that the materials and activities are adapted to and understandable for tourists (the existence of booklets, banners and posters in English language, location (at sensitive areas: parks, riverside, forest, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
- Number of Detailed Indicators: 3 - Number of Criteria: 9					Total	9

5) Table of assessment on 2 indicators of Green Spaces

GREEN SPACES		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Quantity of green space in the city	Surface area in the city allocated for green spaces	How many parks are there in the city?	Provide: -a map indicating parks in the city and its total number -park development projects in progress (schedule...)	_____ (number) (at least one to get a score)	
			What is the proportion of green space compared to total surface area of the city?	Justify the percentage of the green space surface compared to total surface of the city	_____% (At least 5% to get a score)	
2	Green space maintenance and management	Are there measures to properly manage and maintain green space in the city?	Which institution maintains and manages green spaces?	Provide -name of authority in charge (with a municipal decision) and/or a contract of maintenance with a company -list of tasks -notice board	Public authorities Private company Other (i.e. NGO) (specify) None (No score)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
			Is there a regular scheduled maintenance and management programme?	Provide the monthly schedule to justify frequency of maintenance and management	Yes No	<input type="checkbox"/> <input type="checkbox"/>

			Are there environmental management systems in place (energy saving system for lighting, irrigation, the use of organic fertiliser, etc.)?	Provide: -Detail of lighting system -Choice of species -Rational use of natural resources (watering schedule) -Quantity of organic fertiliser used for the parks	Yes  No	<input type="checkbox"/>  <input type="checkbox"/>
- Number of Detailed Indicators: 2 - Number of Criteria: 5					<b>Total</b>	<b>5</b>

6) Table of assessment on 4 indicators of Health Safety and Urban Safety and Security

HEALTH SAFETY AND URBAN SAFETY AND SECURITY		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Health safety	Does health safety be ensured in the city?	Are there enough health centres in the city?	Provide a detailed list and map of all health centres (staffs, equipment and size etc.) in the city and compare it to the total number of population in the city (refer to the latest census data)	Yes (At least 1 for 500 inhabitants to get a score) No	<input type="checkbox"/>  <input type="checkbox"/>
			Are there enough pharmacies in the city?	Provide a list and a map of all pharmacies in the city and compare it to the total number of population in the city (refer to the latest census data)	Yes (At least 1 for 500 inhabitants to get a score) No	<input type="checkbox"/>  <input type="checkbox"/>
			Is there a sanitation norm for the places where tourists congregate?	Provide the specific sanitation norm, if any, for each place where tourists congregate (restaurants, markets, fast food outlets, street vendors, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			How often are sanitation inspections carried out at areas	Provide name of the authority in charge of inspection, the	Monthly or more	<input type="checkbox"/>

			where tourists congregate (restaurants, markets, fast food outlets, street vendors, etc....)?	schedule of sanitation inspection and the annual report with the date of each inspection	often (At least once a month to get a score)  Less than once a month	<input type="checkbox"/>
2	Safety and security in the city	Quality of safety and security in the city	Are there sufficient police officers in the city? ( <i>based on individual country's norm</i> )	Provide the number of police officers in the city and the country's norm related to this issue	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there a dedicated tourist police unit in the city?	Provide : -government's decision on tourist police unit with its roles and responsibilities -the locations of tourist police unit in the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Have they been properly trained to deal with issues that tourists may have?	Provide details about trainings conducted for tourist police officers (type of courses, materials, number of intake, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
3	Crime prevention and enforcement of rules	Strategies and/or specific measures for crime prevention and enforcement of rules	Are regulations (protective and preventive measures and activities) against illegal activities resulting from tourism enforced to protect the local population (i.e. child	Prove: - the existence of related laws and regulations - protective and preventive	Yes No	<input type="checkbox"/> <input type="checkbox"/>

			prostitution, drugs, trafficking, smuggling, damage of environmental and cultural assets etc.)?	measures and activities taken by authorities - latest data of the number of tourism-related crimes occurring in the city		
			Are awareness campaigns to persuade tourists not to indulge in illegal activities carried out regularly?	Justify the existence of awareness campaigns (type of campaigns, targeted groups of tourists, materials/means and frequency)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
4	Risk management strategy	Strategies and/or specific measures for risk management strategy ( <i>Refer to Safety and Security Best Practices of ASEAN</i> )	Is there a risk management system in place?	Provide decision and/or documents related to the risk management system of the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is it regularly updated and are the main people involved trained and their skills updated?	Provide: - date and details of each update - details about training and skills update for main people involved	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there a crisis management system in place?	Provide decision and/or documents related to crisis management system of the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			<b>- Number of Detailed Indicators: 4</b> <b>- Number of Criteria: 12</b>			<b>Total</b> <b>12</b>

7) Table of assessment on 5 indicators of Tourism Infrastructure and Facilities

TOURISM INFRASTRUCTURE AND FACILITIES INDICATORS		Requirement of major criteria	Criteria	Evidences for criteria	Appraisal	Score
1	Planning for tourism	Existence of a tourism master plan being implemented and regularly updated	Has a tourism master plan for the city been formulated?	Provide decision and/or documents related to tourism master plan for the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is it being implemented?	Provide the name of responsible authorities/ institutions, detailed activities and measures taken place to implement the master plan	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is it monitored and adapted on a regular basis (at least every 2 years)?	Provide monitoring tools/ mechanism, the schedule and reviewing procedure (at least every 2 years)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
2	Information centres, signage and tourist maps	Quality of information centres, signage and tourist maps	Are there sufficient tourist information centres or points in the city?	Provide - a map of tourism office and tourist information centres/ points - responsible authorities - staffs who can communicate with tourists - working hours - available materials	Yes (At least one at each main tourist site to get a score) No	<input type="checkbox"/> <input type="checkbox"/>
			Are the tourist attractions of the city	Provide a map indicating	Yes	<input type="checkbox"/>

			properly signposted?	tourist attractions and signposts showcasing its locations (photos as evidence)	No	<input type="checkbox"/>
			Are signposts also in English?	Prove that international languages, especially English, are used on signposts (photos as evidence)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Is there a tourist map for the city?	Provide a sample of tourist map for the city	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are the map and other tourist information well disseminated at places where tourists congregate in the city?	Justify materials/means for dissemination and prove the actions taken at places where tourists congregate in the city (with schedule/frequency)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
<b>3</b>	<b>Location of shopping centres and retail outlets</b>	Existence of shopping centres and retail outlets	Are shopping centres and shopping outlets within a reasonable distance of areas where tourists congregate (i.e. attractions, hotels, etc.)?	Provide a map indicating the locations of shopping centres and shopping outlets and the distance to tourist areas (attractions, hotels, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are there handicraft centres near tourist area?	Provide a map indicating locations of handicrafts centres ( specifying size, products, etc.) and the distance to tourist areas	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are the handicrafts on sale of good quality and representative of the city?	Prove the quality and the origin/identity of handicrafts on sale	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are local products available on sale?	Prove the presence of local products on sale for tourists (specifying types of products,	Yes No	<input type="checkbox"/> <input type="checkbox"/>



				location of shops, etc.)		
4	Leisure areas (tourist areas, public parks, sports and recreation, etc.)	Existence and indication of leisure areas	Are leisure areas in the city clearly indicated and available to tourists?	Prove the existence of leisure areas in the city with a map indicating its locations (justifying its signposts)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Are these affordable to local residents?	Provide the range of prices whether it is affordable for local residents (any special price for local residents?)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
5	Level of tourist satisfaction	Existence of surveys done to prove the level of tourist satisfaction	Are surveys regularly carried out to gauge tourist satisfaction with the cleanliness, welcome and hospitality, security, and the appreciation of decor and the environment of the city?	Justify: -types of surveys carried out -targets (local and international tourists) -objectives of the surveys -schedule/frequency	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			What percentage of tourists is satisfied?	Provide the results (statistics) of the surveys most recently conducted to gauge tourist satisfaction	_____% (At least 70% to get a score)	
			How often are they carried out?	Provide the schedule of the surveys to justify the frequency	Once a year or more often (At least annually to get a score)  Less than once a year	<input type="checkbox"/>  <input type="checkbox"/>

			Have the results of the surveys led to actions to improve the situation?	Prove the implementation of actions/measures based on the outcomes of the surveys to improve the situation (authority in charge, types of actions/measures, etc.)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> <li>- Number of Detailed Indicators: 5</li> <li>- Number of Criteria: 18</li> </ul>					<b>Total</b>	<b>18</b>