

## **Appendix D - Report on the Tourist Information Centre Survey on Public Toilets -(Draft 16/09/09)**

Consultation with tourists on the subject of Oxford's public toilets was carried out by asking people to fill out a survey on paper in the Tourist Information Centre in the City Centre. The survey (see Appendix A) was available from 31<sup>st</sup> July until 10<sup>th</sup> September.

Only 13 responses were received in this time.

A summary of the results is as follows:

- Of the City Centre toilets listed, the most visited ones were Market Street and the Town Hall, where almost 50% of respondents had visited.
- The least visited toilets were Castle Street and Westgate Centre, with just less than 25% having visited these facilities.
- Cleanliness of the facilities was rated overall as Average/Poor
- Ease of finding the toilets was rated overall as Poor
- Toilets were rated as Poor for how modern the facilities are
- Most people who rated the safety of the toilets rated them as Poor.
- For those who replied saying they had not used any Council facilities, one said it was because they prefer to use shops/bars/cafes etc, one person said it was because they couldn't find any council toilets and the other said it was because they closed too early.
- The great majority of respondents felt that in comparison with other cities, Oxford's public toilets are 'below average', with only one respondent saying they are 'above average'
- Just less than 40% of respondents said they would refuse to pay for public toilets
- Just over 30% said they were happy to pay 20p
- One person said they would be happy to pay 50p.

Generally the comments from the small group of respondents were very negative about their overall opinion of Oxford's public toilets:

- "The only one I could find was behind the bus station (Gloucester Green) and it was disgusting"
- "Some recent improvement but they remain a disgrace for a world-famous city"
- "Not attractive in appearance but very clean and useful"
- "Oxford is one of the worst places for public toilets"

**Appendix A – Survey Questionnaire**

## 2009 Tourist Information Centre Survey on Public Toilets

Oxford City Council is currently carrying out a review of its Public Toilet facilities. The City Council runs 26 public toilet sites across the city, 6 of which are in the city centre.

We would appreciate it if you could take the time to answer a few short questions on this matter from your experiences as a visitor to Oxford

1. While visiting Oxford, have you used any of the following public toilets in the city centre?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>
Westgate Centre			
Market Street			
Gloucester Green			
Magdalen Street			
Castle Street			
Town Hall			

- 1 a) If yes what did you think of the public toilet that you used?

	<u>EXCELLENT</u>	<u>GOOD</u>	<u>AVERAGE</u>	<u>POOR</u>	<u>DON'T KNOW</u>
Clean?					
Easy to find?					
Modern?					
Safe?					

- 1 b) If no, is there a reason why you did not use a Council-run public toilet?

- I prefer to use toilets in shops, cafés, bars etc.
- I couldn't find any Council-run public toilets
- I was not happy with the quality of the Council's public toilets
- Other (please specify).....

(Please turn over to continue)

1. How would you rate Oxford's public toilets in comparison with other cities you have visited? Oxford's public toilets were:

Above Average

Average

Below Average

2. How do you feel about paying a small amount (20p –50p) to use public toilets? (tick all that apply)

I am happy to pay 50p

I am happy to pay 20p

I expect to pay for public toilets

I refuse to pay to use public toilets

Please let us know any other comments you have about public toilets in Oxford:

Many thanks for taking part. We hope you enjoy your stay in Oxford and hope that you will be visiting again in the future.

Please put this completed survey into the box on the counter at the Tourist Information Centre. Alternatively, return by post to:

Jennifer Carr  
City Works  
Marsh Road  
Oxford  
OX4 2HH