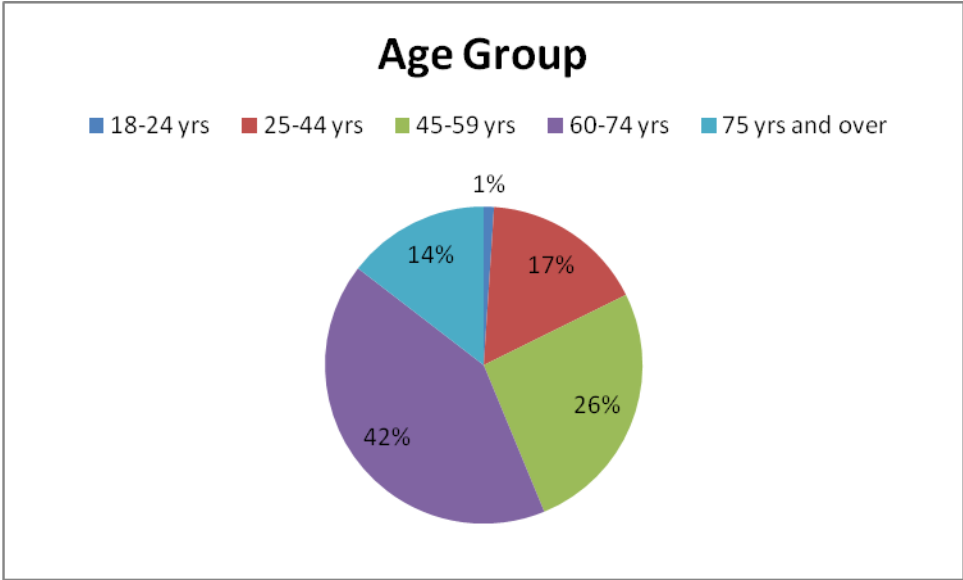
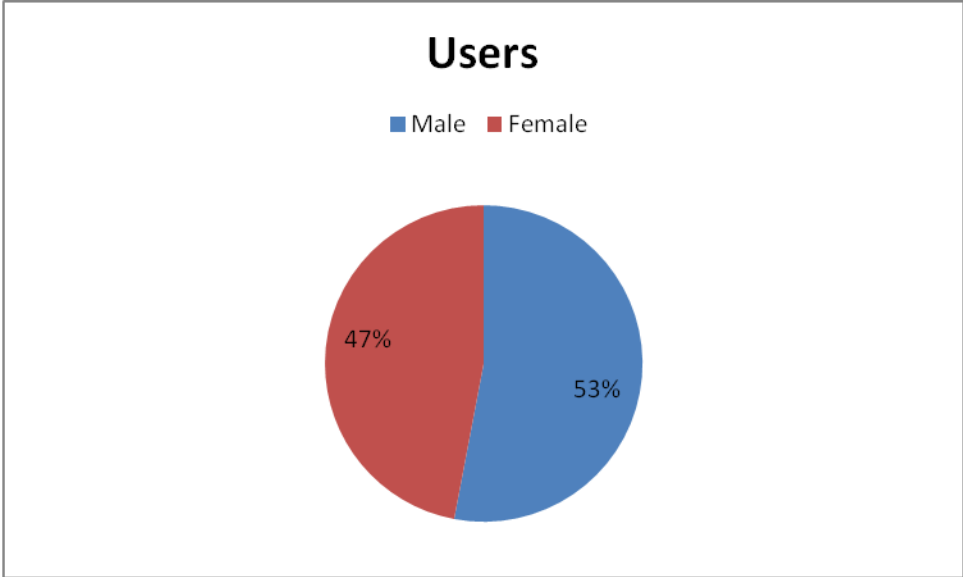
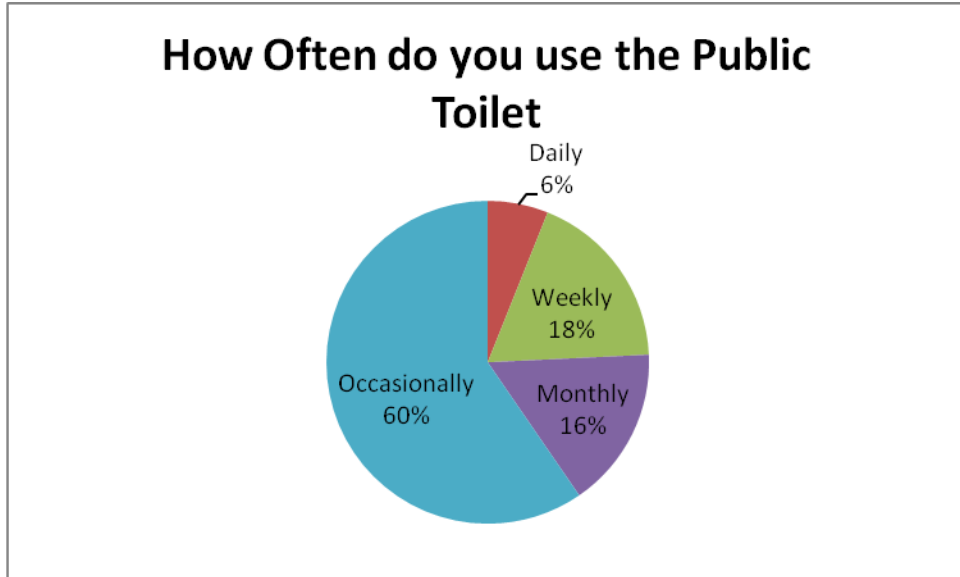


## Questionnaire Analysis



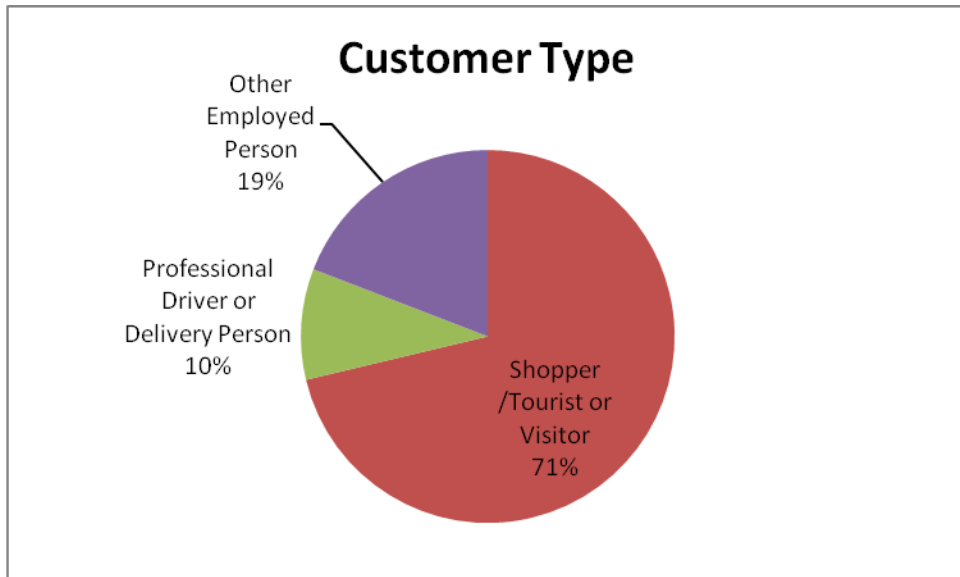


**Question 1 & 2 (Above)**  
Represents the User & Age Group



**Question 3 (Above)**

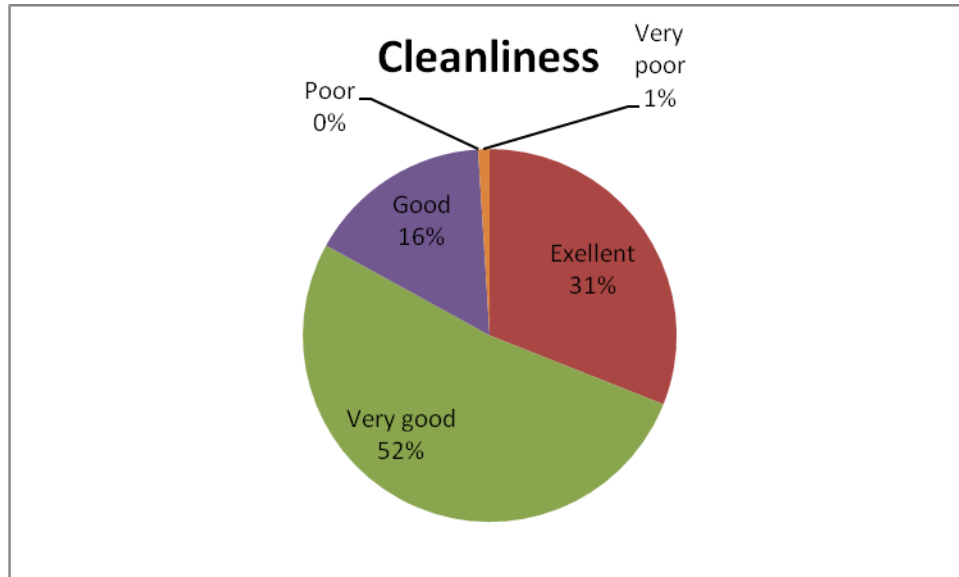
How often do you use Fylde Borough Council's public toilets?



**Question 4 (Above)**  
Customer Type

**Question 5 (Below)**

**How would you describe the cleanliness of this public toilet?**

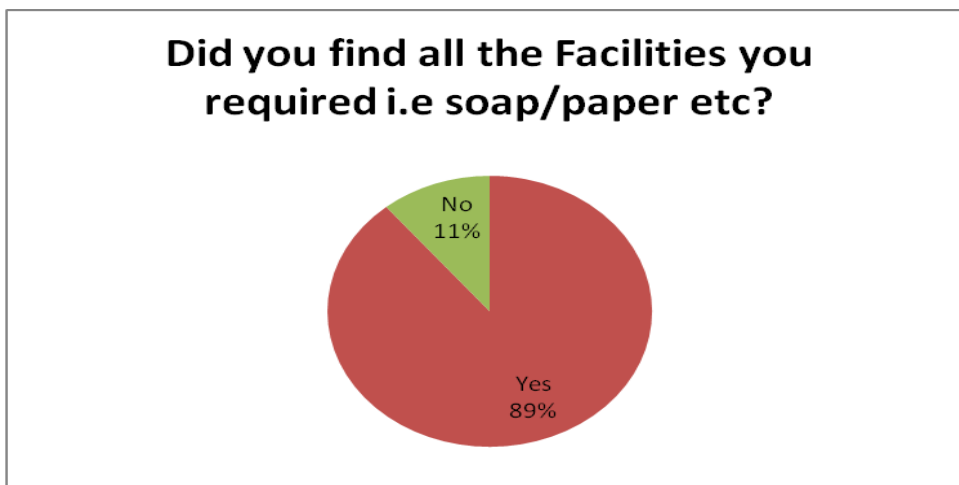


**Question 6 (Below)**

**Comments – did you find the facilities you required whilst using the Toilet?**

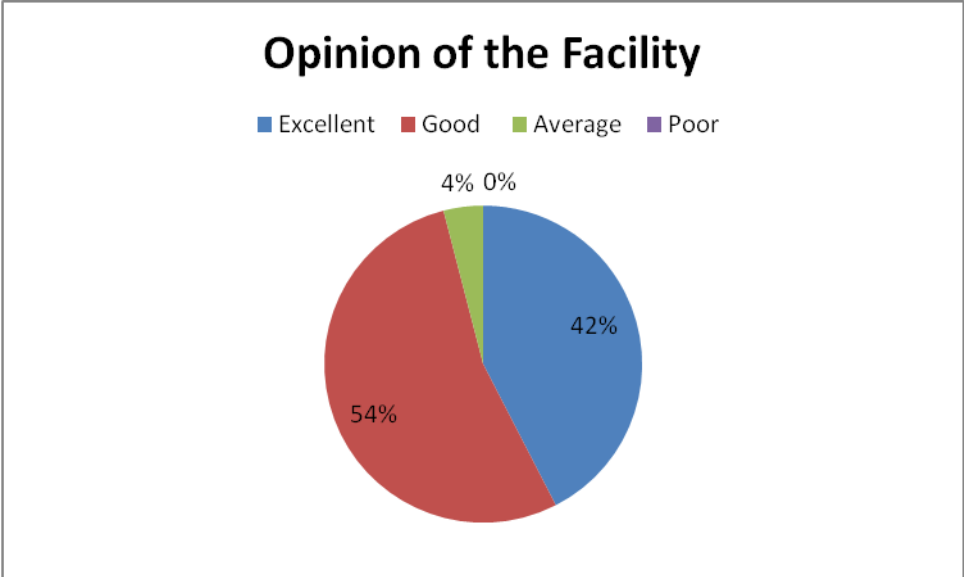
**Our findings showed:**

- 8 people could not find the hand soap.
- 3 people had difficulty finding the hot water supply.



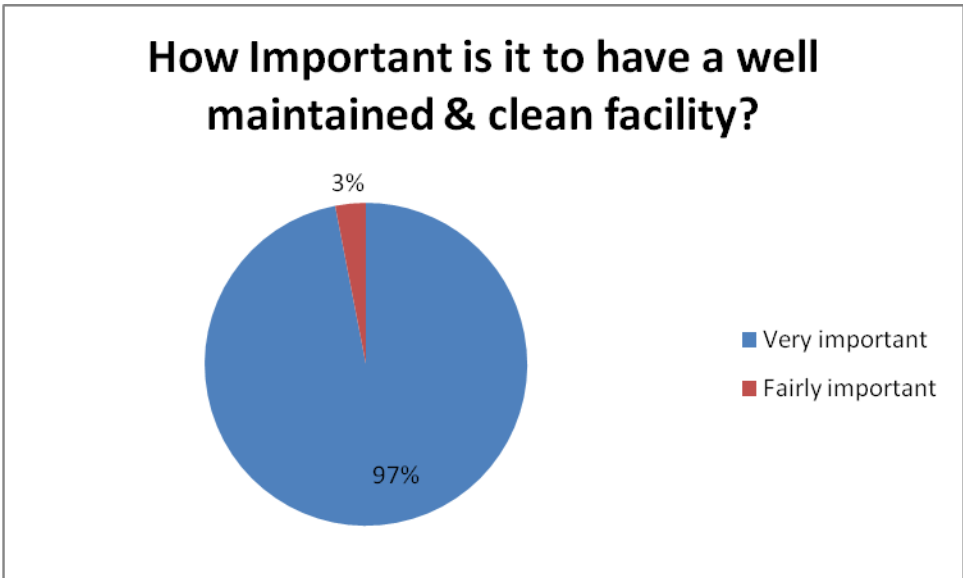
**Question 7 (Below)**

What in your overall opinion?



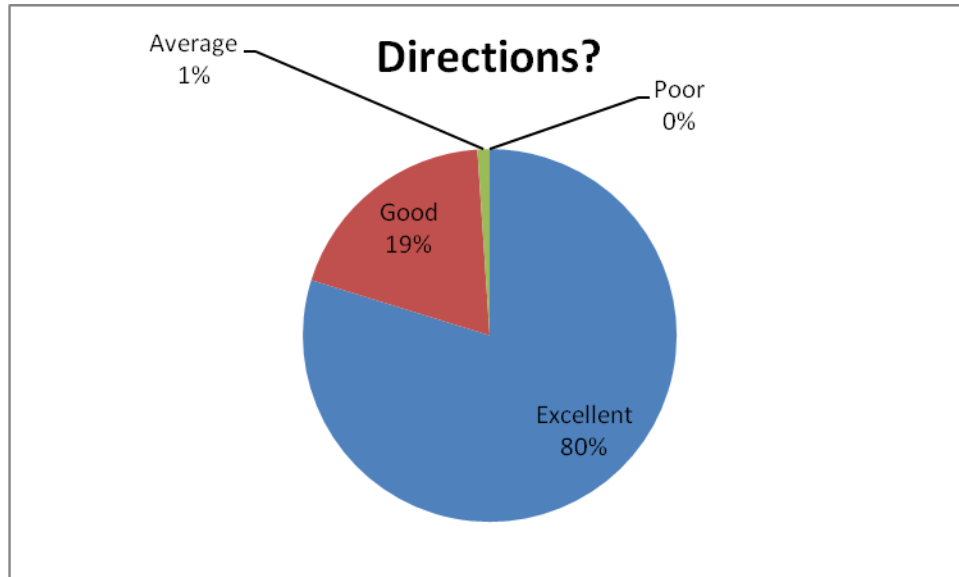
**Question 8 (Below)**

How important is it to have a well maintained & clean facility?



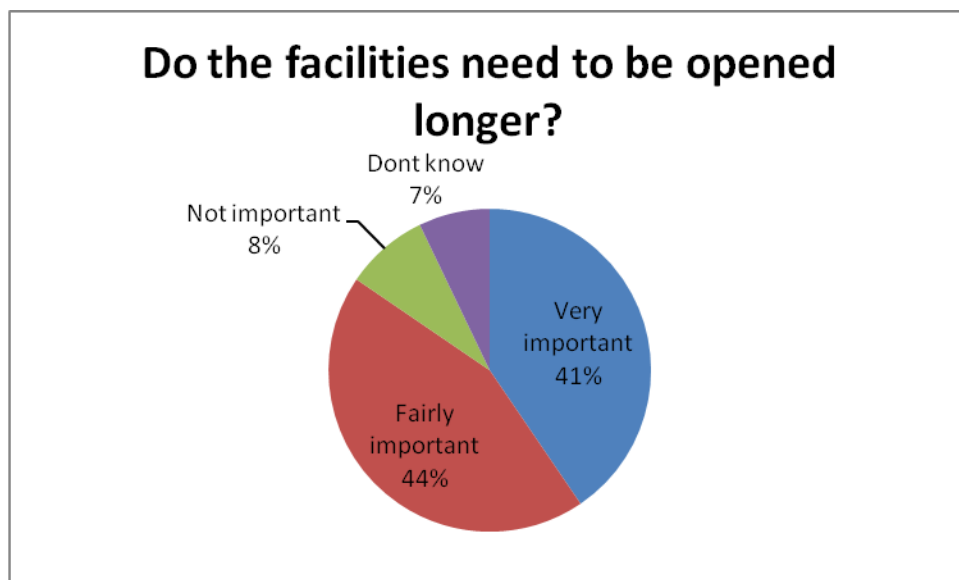
**Question 9 (Below)**

**What in your overall opinion of the directions provided?**



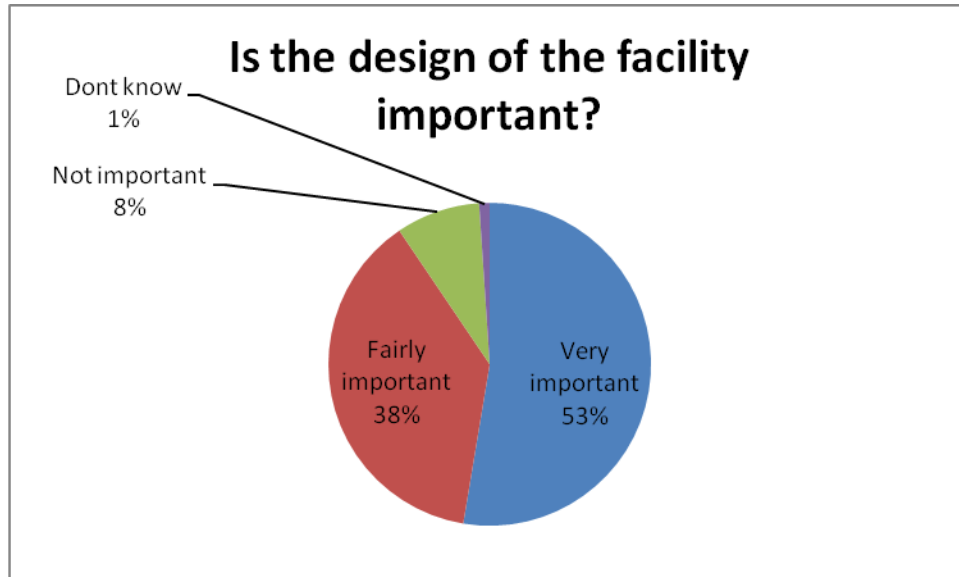
**Question 10 (Below)**

**Do the facilities need to be opened longer?**



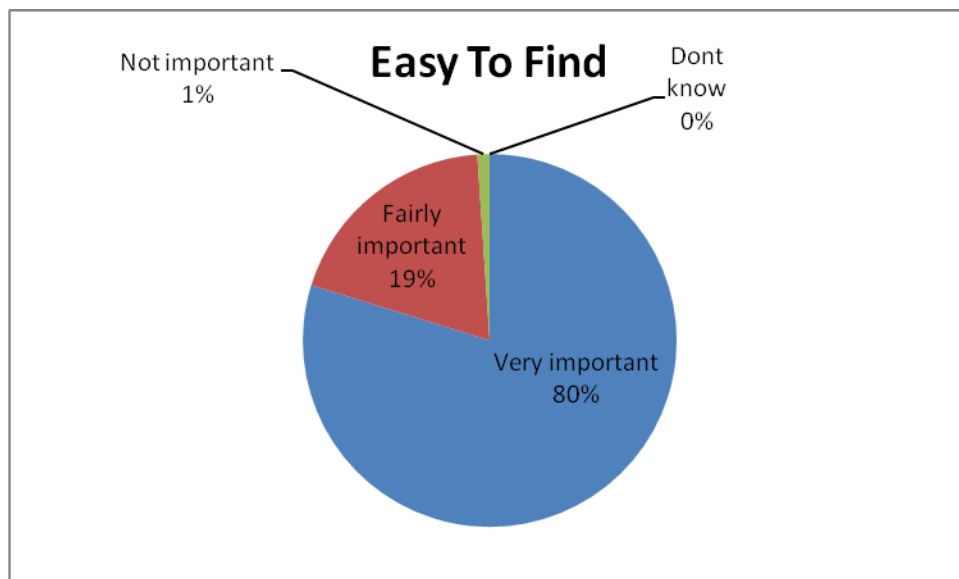
**Question 11 (Below)**

**How important is a modern cubical design opening onto the street?**



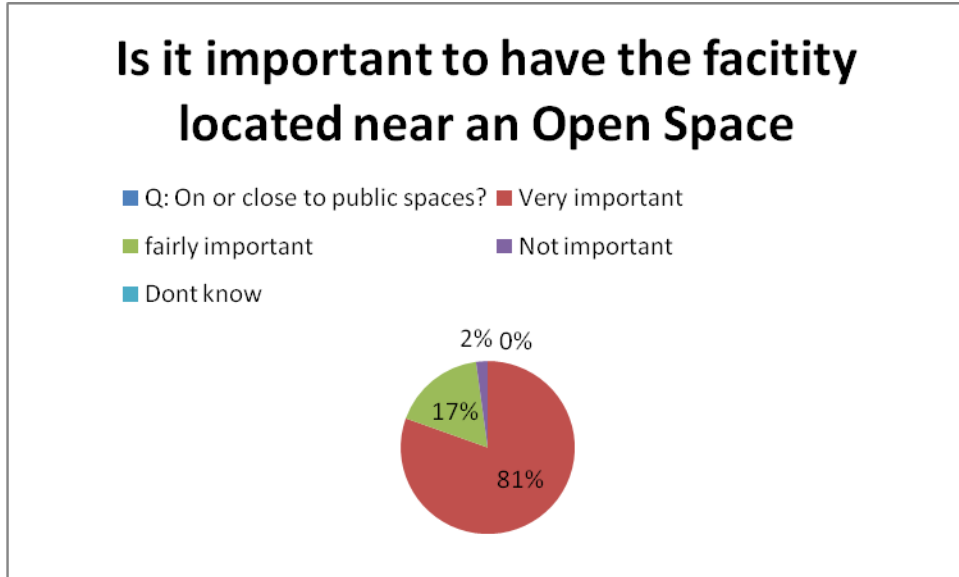
**Question 12 (Below)**

**Are these facilities easy to locate?**



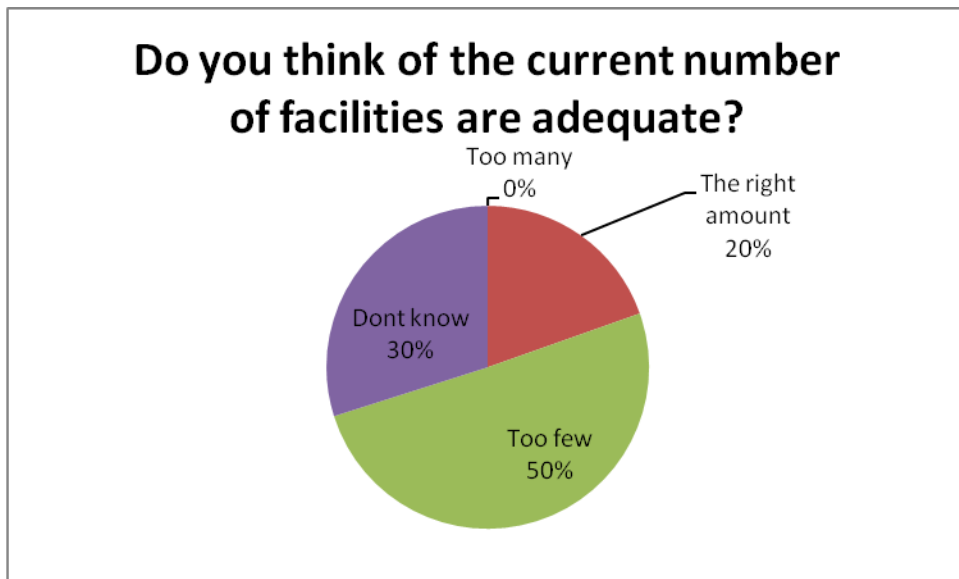
**Question 13 (Below)**

How important is it to have the facility located near an Open Space?



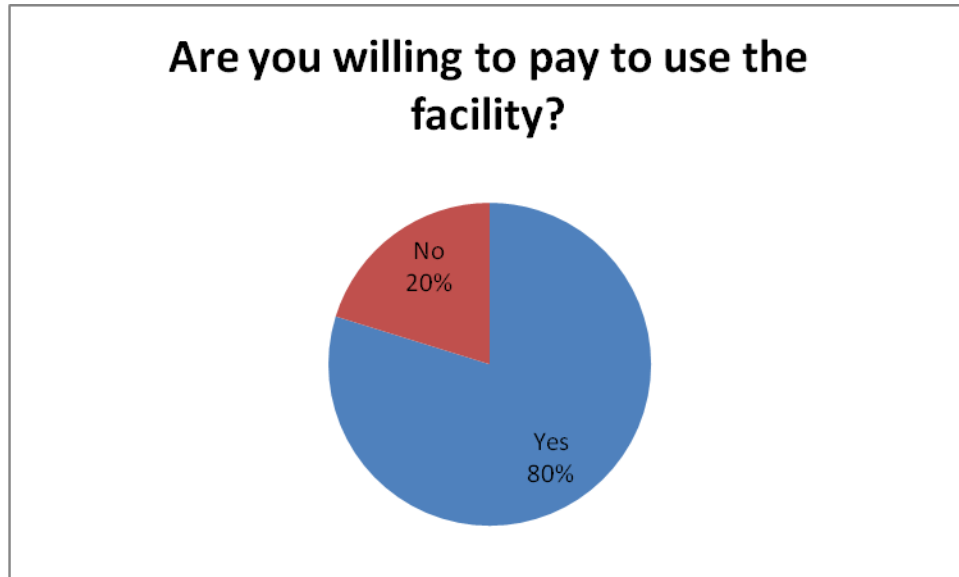
**Question 14 (Below)**

What do you think of the current number of public toilet sites?



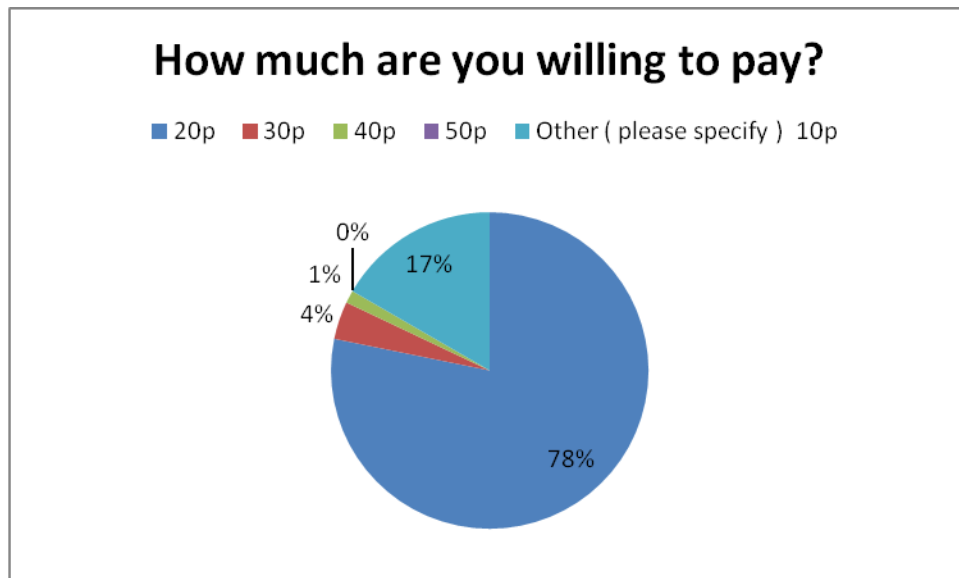
**Question 15 (Below)**

Are you willing to pay to use this facility?



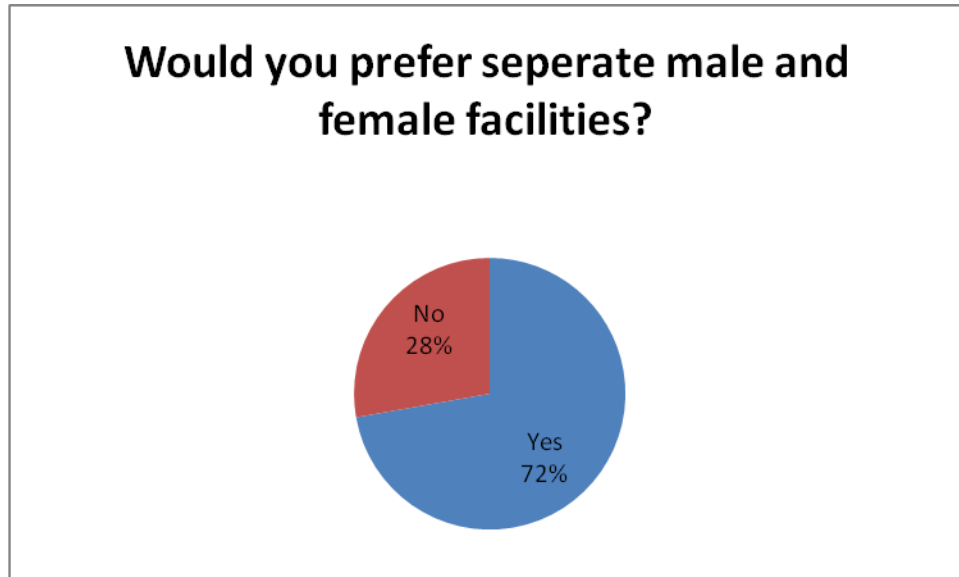
**Question 16 (Below)**

If yes how much are you willing to pay?



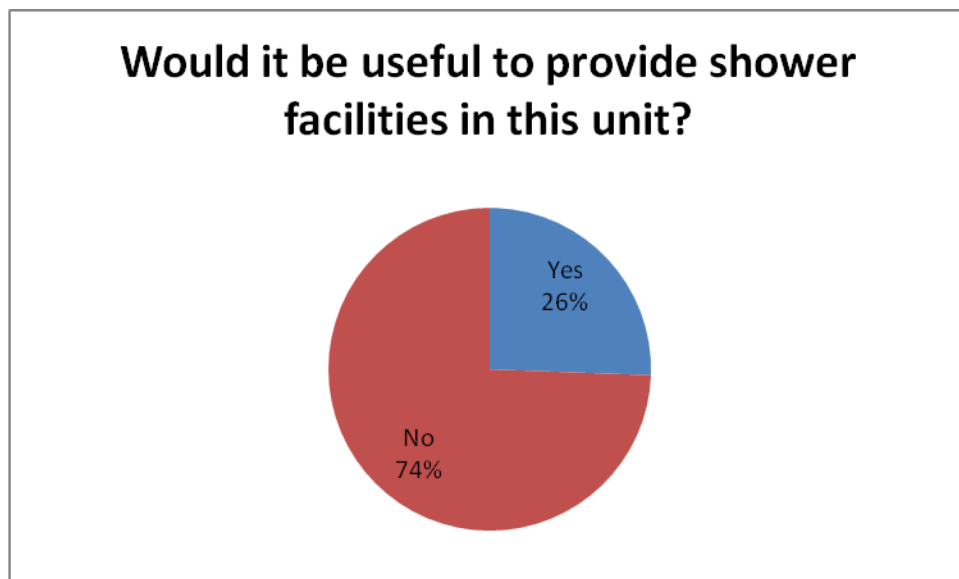
**Question 17 (Below)**

Would you prefer to have separate male and female facilities?



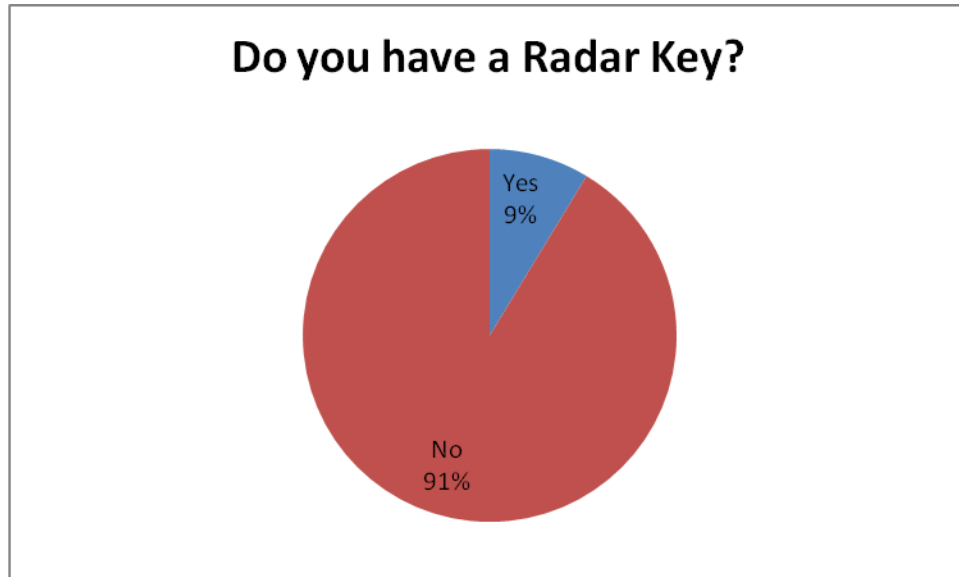
**Question 18 (Below)**

Would it be useful to have showering facilities to meet cultural or religious needs?



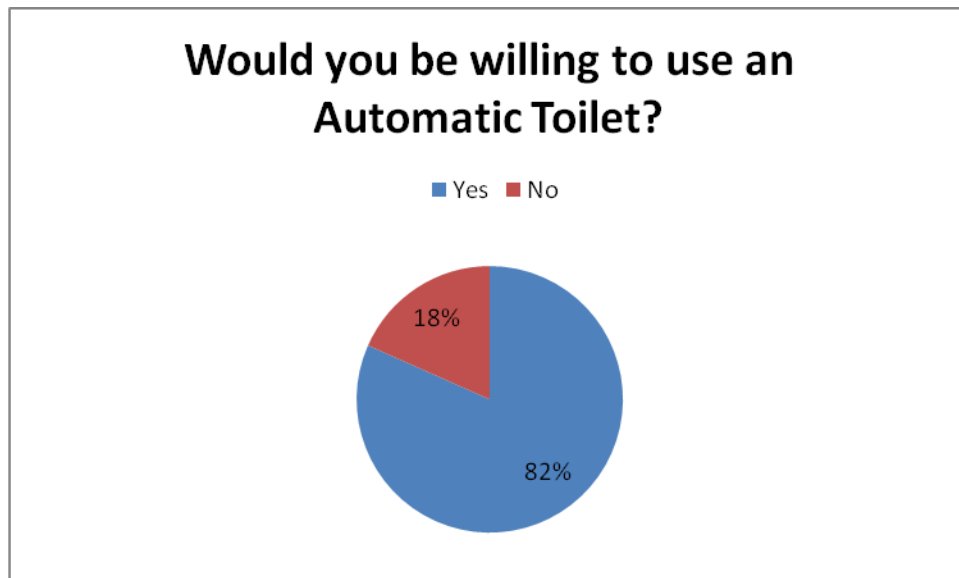
**Question 19 (Below)**

**Do you have a Radar Key to access this facility?**



**Question 20 (Below)**

**How willing would you be to use an Automatic Toilet?**



## Findings:

### Good Points highlighted in the survey:

- 52% were happy with the cleanliness
- 89% found the new concept easy i.e. soap, water, toilet paper
- What is your overall opinion of the facilities 54% said good and 42% said excellent?
- Directions to the public toilets 80% found the toilets easy to find
- 53% of people found it very important of the new cubical design

### Areas requiring improvement highlighted from this survey:

- We could improve on the 11% of people that could not find the water soap and hand drier

### Unusual findings obtained from this survey:

- 6% of the public use these facilities on a daily basis
- 50% of the public think there aren't enough toilets

## Suggestions

- In the future I would recommend that these surveys are carried out during the summer months. To highlight seasonal peaks and troughs.
- I also recommend that certain facilities should be opened later at busier locations as the General public suggested in this survey.