

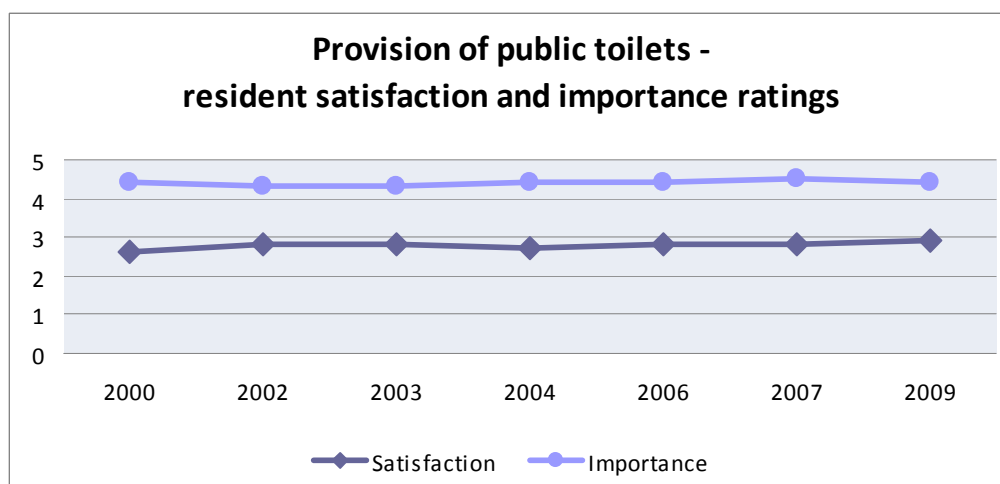
Public buildings and facilities - toilets

What are we monitoring?

Difference between resident satisfaction with and their importance rating for the provision of public toilets

What is the trend?

Residents' rating of importance for the provision of public toilets increased from remained relatively stable between 2000 and 2009. Satisfaction with the provision of public toilets increased marginally from 2.6 to 2.9 in the same period. A significant gap remains between importance and satisfaction however this reduced slightly between 2000 and 2009.



PROVISION OF PUBLIC TOILETS							
Satisfaction ratings							
Year	2000	2002	2003	2004	2006	2007	2009
Rating	2.6	2.8	2.8	2.7	2.8	2.8	2.9
Importance ratings							
Year	2000	2002	2003	2004	2006	2007	2009
Rating	4.4	4.3	4.3	4.4	4.4	4.5	4.4

Why is monitoring this trend important?

Public toilets are an essential amenity for residents and visitors to the Blue Mountains, and the provision of adequate numbers of public toilets in townships and at tourist destinations is a minimum expectation for visitors and local residents. In 2009 this issue was ranked of high importance by 86% of residents. However, only 23% of respondents ranked high satisfaction with the provision of public toilets.

Source: Blue Mountains City Council, Blue Mountains Community Surveys: 2000, 2002, 2003, 2004, 2006, 2007, 2009. The Survey is conducted every one to two years. Ratings are given on a 1-5 scale, with 1 the lowest level of importance and satisfaction and 5 the highest.

www.bmcc.nsw.gov.au/yourcommunity/communitysurvey