

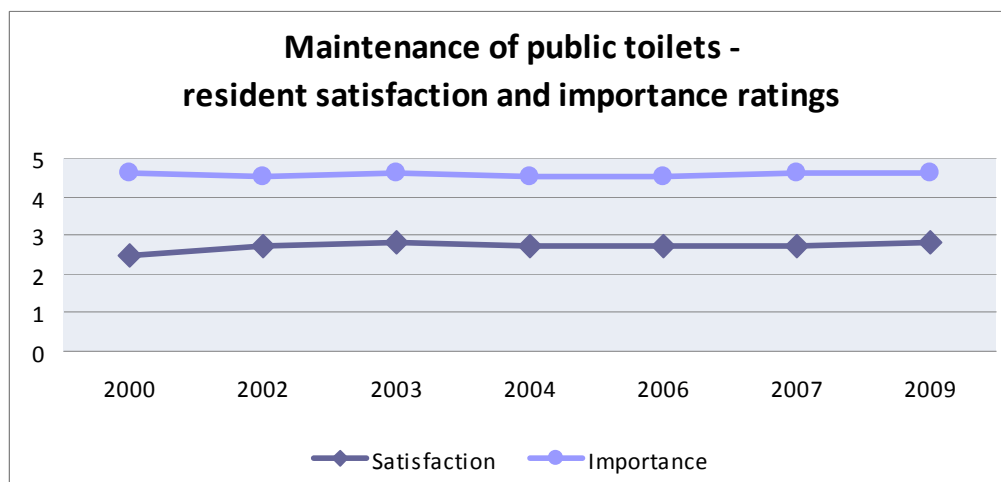
Public buildings and facilities - toilets

What are we monitoring?

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

What is the trend?

Residents' rating of importance for the maintenance of public toilets has remained relatively stable between 2000 and 2009. Satisfaction with the maintenance of public toilets increased slightly from 2.5 to 2.8 in the same period. A significant gap between importance and satisfaction continues to exist.



MAINTENANCE OF PUBLIC TOILETS							
Satisfaction ratings							
Year	2000	2002	2003	2004	2006	2007	2009
Rating	2.5	2.7	2.8	2.7	2.7	2.7	2.8
Importance ratings							
Year	2000	2002	2003	2004	2006	2007	2009
Rating	4.6	4.5	4.6	4.5	4.5	4.6	4.6

Why is monitoring this trend important?

Public toilets are an essential amenity for residents and visitors to the Blue Mountains. Well maintained and clean public toilets are a minimum expectation for visitors and local residents – as broken and/or dirty toilets are unpleasant and create a perception of health risks. This issue ranks very highly with residents, in 2009 90% of community survey respondents rated high satisfaction with the maintenance of public toilets. Only 23% of respondents ranked high satisfaction with this issue. The substantial gap between the importance of this issue and community satisfaction indicates that further work is required in ensuring toilets are well maintained.

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