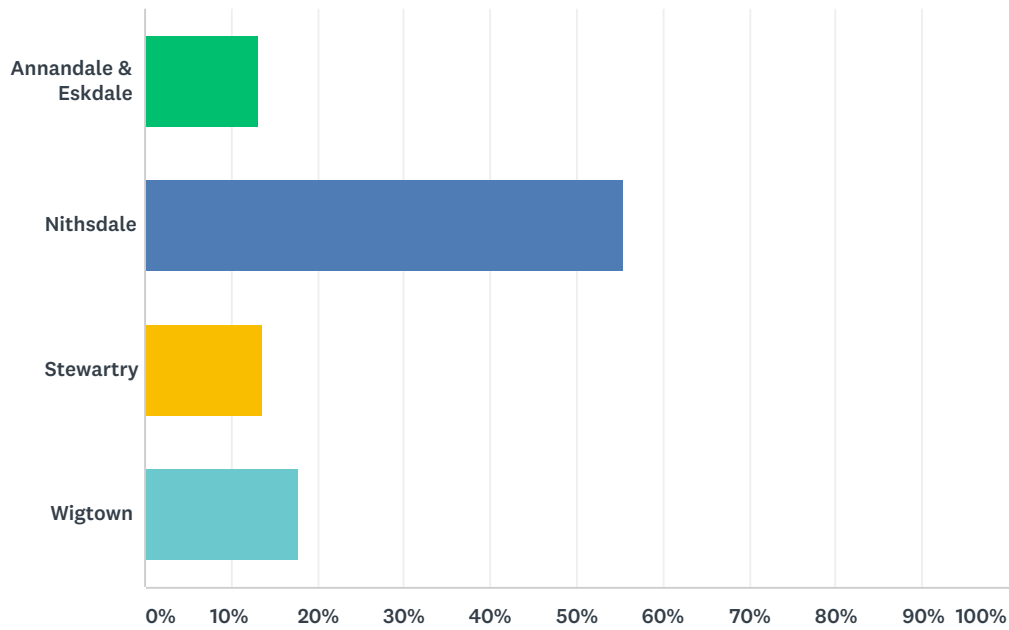


### Q1 What area is your main work location?

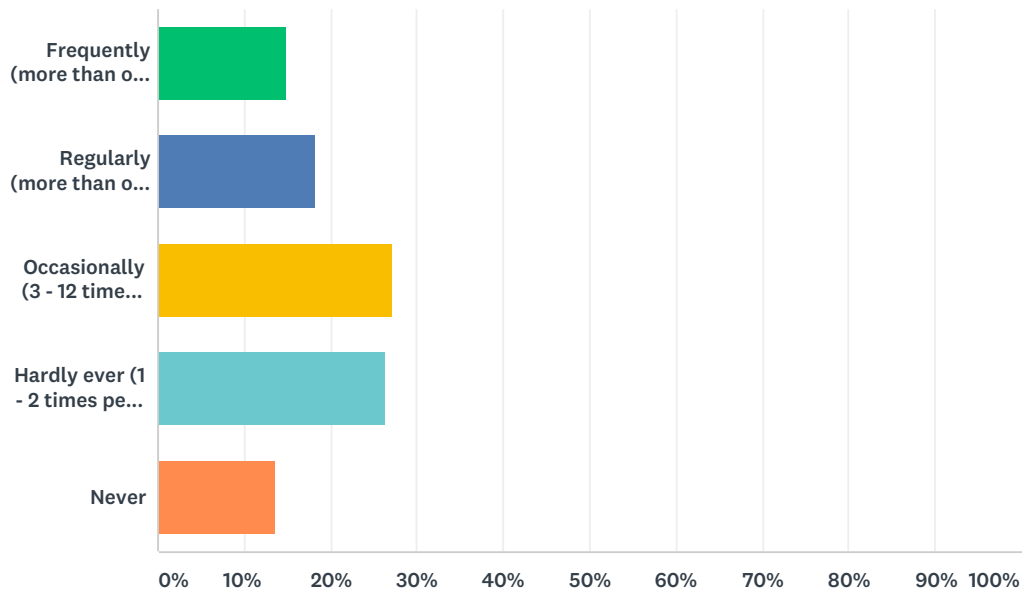
Answered: 908 Skipped: 0



ANSWER CHOICES	RESPONSES	
Annandale & Eskdale	13.11%	119
Nithsdale	55.40%	503
Stewartry	13.66%	124
Wigtown	17.84%	162
TOTAL		908

## Q2 How frequently do you use public toilets operated by Dumfries and Galloway Council?

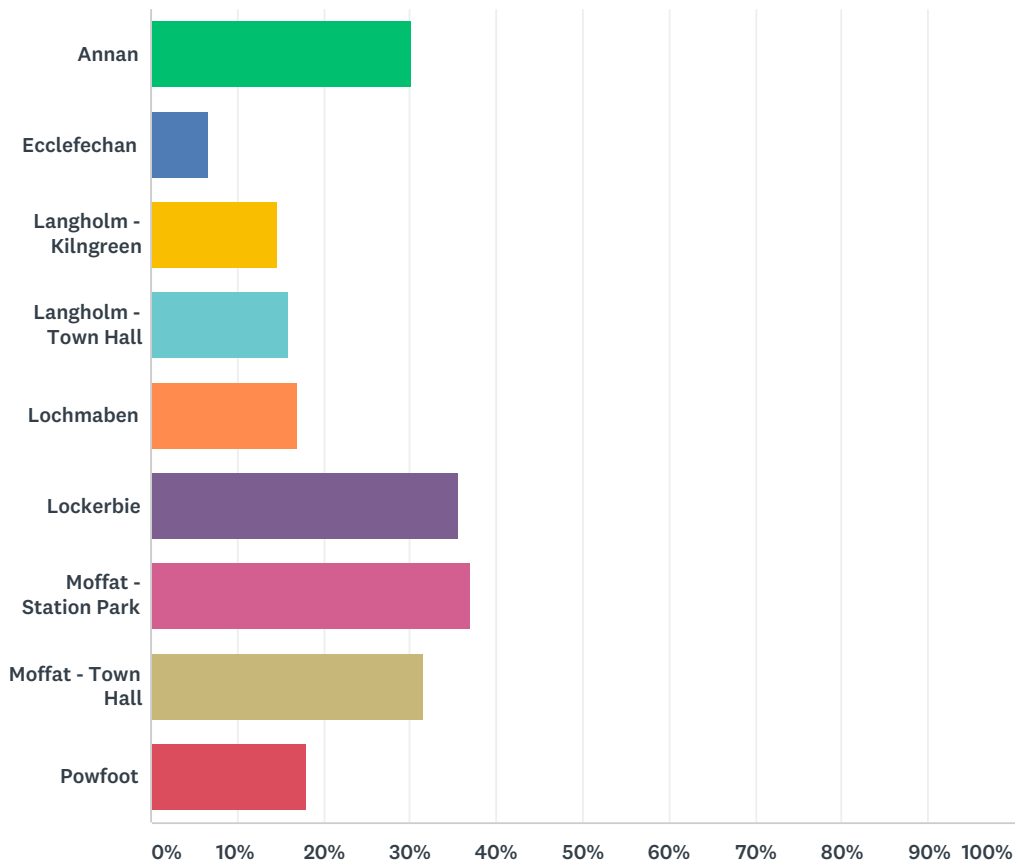
Answered: 893 Skipped: 15



ANSWER CHOICES	RESPONSES	
Frequently (more than once a week)	14.78%	132
Regularly (more than once a month)	18.25%	163
Occasionally (3 - 12 times Per year)	27.10%	242
Hardly ever (1 - 2 times per year)	26.32%	235
Never	13.55%	121
<b>TOTAL</b>		<b>893</b>

### Q3 Annandale & Eskdale - What public toilet facilities have you used in the past year? (tick all that apply)

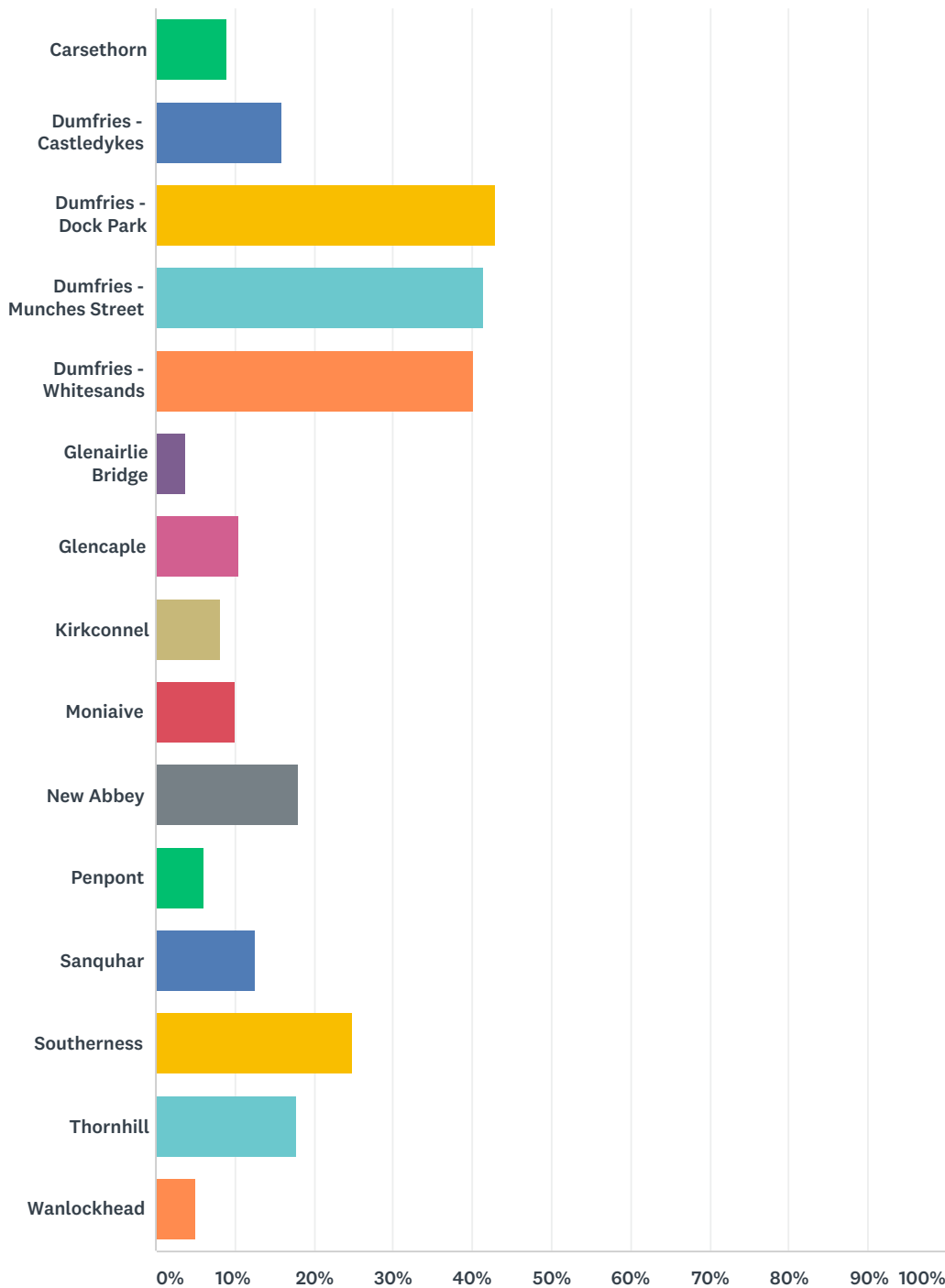
Answered: 272 Skipped: 636



ANSWER CHOICES	RESPONSES	
Annan	30.15%	82
Ecclefechan	6.62%	18
Langholm - Kilngreen	14.71%	40
Langholm - Town Hall	15.81%	43
Lochmaben	16.91%	46
Lockerbie	35.66%	97
Moffat - Station Park	37.13%	101
Moffat - Town Hall	31.62%	86
Powfoot	18.01%	49
Total Respondents: 272		

### Q4 Nithsdale - What public toilet facilities have you used in the past year? (tick all that apply)

Answered: 459 Skipped: 449

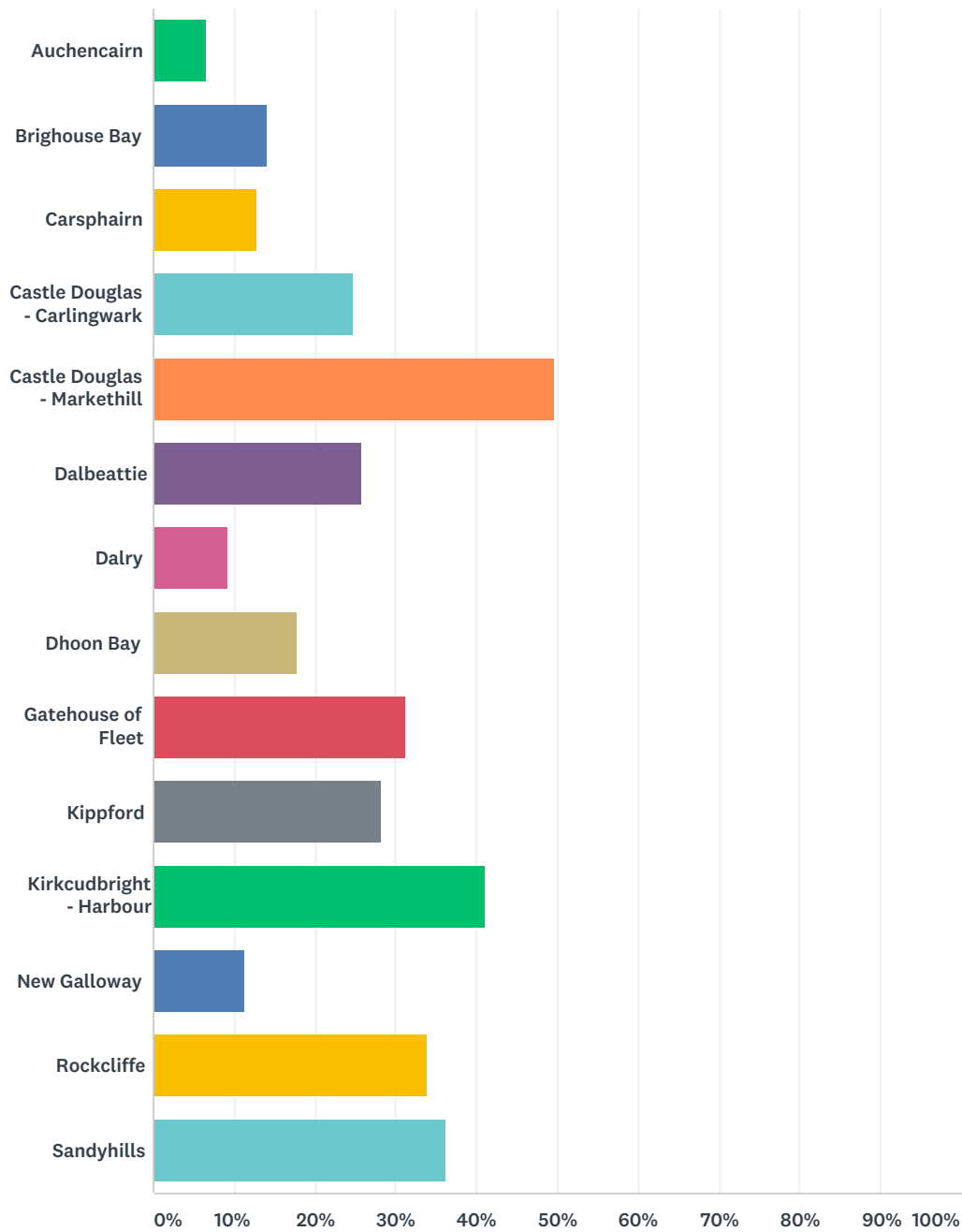


ANSWER CHOICES	RESPONSES
Carsethorn	8.93% 41
Dumfries - Castledykes	15.90% 73
Dumfries - Dock Park	42.92% 197
Dumfries - Munches Street	41.39% 190

Dumfries - Whitesands	40.09%	184
Glenairlie Bridge	3.70%	17
Glencaple	10.46%	48
Kirkconnel	8.06%	37
Moniaive	10.02%	46
New Abbey	18.08%	83
Penpont	6.10%	28
Sanquhar	12.64%	58
Southernness	24.84%	114
Thornhill	17.86%	82
Wanlockhead	5.01%	23
Total Respondents: 459		

### Q5 Stewartry - What public toilet facilities have you used in the past year? (tick all that apply)

Answered: 426 Skipped: 482



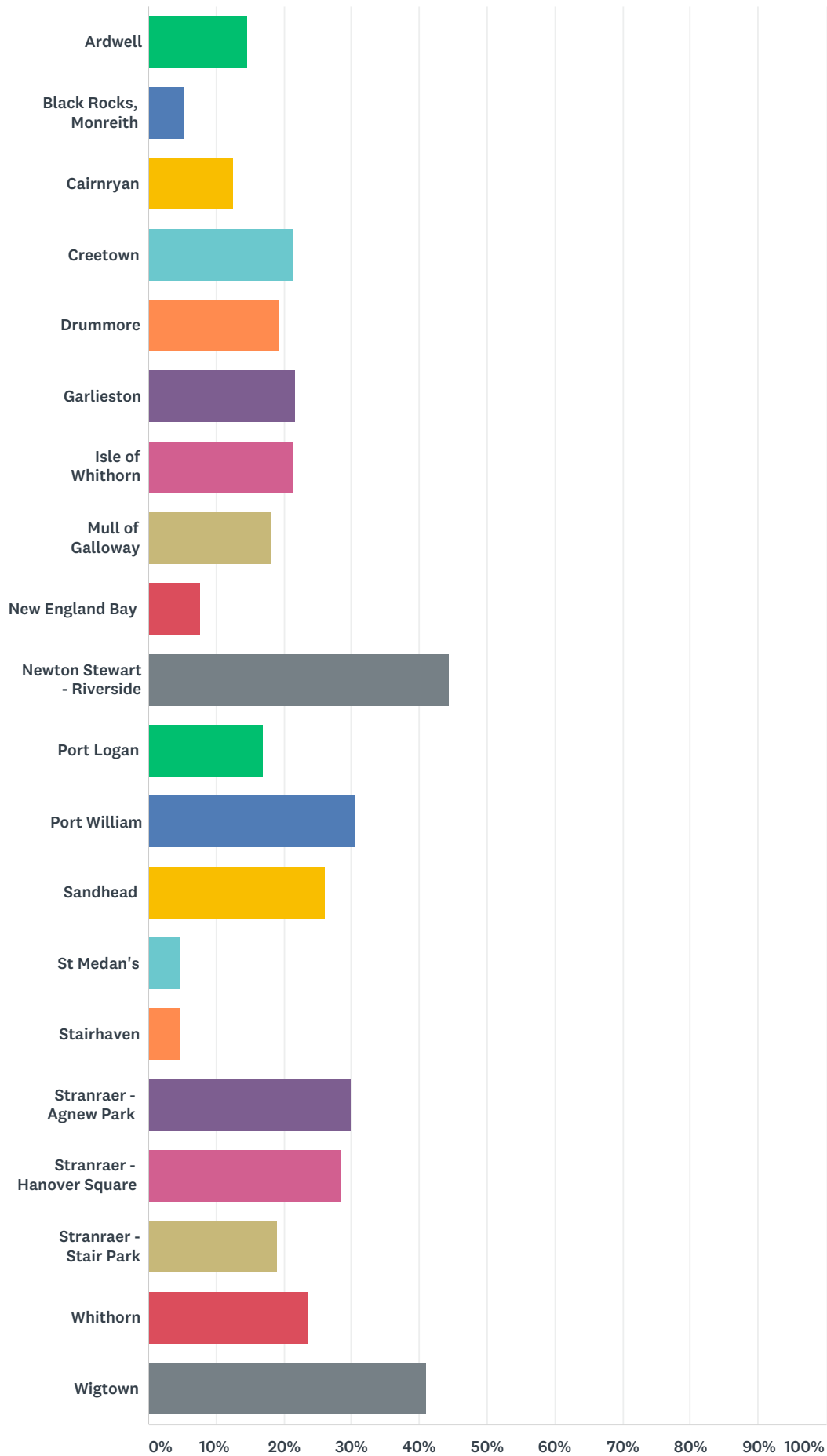
ANSWER CHOICES	RESPONSES
Auchencairn	6.57% 28
Brighthouse Bay	14.08% 60
Carsphairn	12.68% 54
Castle Douglas - Carlingwark	24.65% 105
Castle Douglas - Markethill	49.53% 211
Dalbeattie	25.82% 110

Dalry	9.15%	39
Dhoon Bay	17.84%	76
Gatehouse of Fleet	31.22%	133
Kippford	28.17%	120
Kirkcudbright - Harbour	41.08%	175
New Galloway	11.27%	48
Rockcliffe	33.80%	144
Sandyhills	36.15%	154
Total Respondents: 426		

**Q6 Wigtown - What public toilet facilities have you used in the past year? (tick all that apply)**

Answered: 295 Skipped: 613



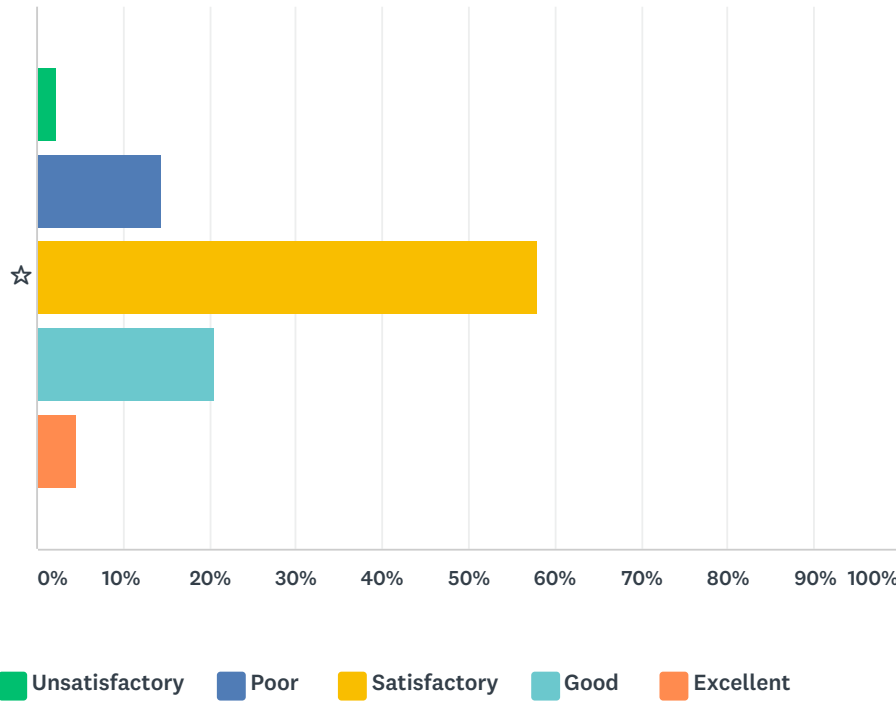


ANSWER CHOICES	RESPONSES	
Ardwell	14.58%	43

Black Rocks, Monreith	5.42%	16
Cairnryan	12.54%	37
Creetown	21.36%	63
Drummore	19.32%	57
Garlieston	21.69%	64
Isle of Whithorn	21.36%	63
Mull of Galloway	18.31%	54
New England Bay	7.80%	23
Newton Stewart - Riverside	44.41%	131
Port Logan	16.95%	50
Port William	30.51%	90
Sandhead	26.10%	77
St Medan's	4.75%	14
Stairhaven	4.75%	14
Stranraer - Agnew Park	29.83%	88
Stranraer - Hanover Square	28.47%	84
Stranraer - Stair Park	18.98%	56
Whithorn	23.73%	70
Wigtown	41.02%	121
Total Respondents: 295		

### Q7 Overall how would you rate our public toilets?

Answered: 708 Skipped: 200



	UNSATISFACTORY	POOR	SATISFACTORY	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	2.40% 17	14.41% 102	58.05% 411	20.48% 145	4.66% 33	708	3.11

## Q8 If you have rated the public toilets less than satisfactory please explain below

Answered: 105 Skipped: 803

#	RESPONSES	DATE
1	Stinking of urine	8/12/2019 1:39 PM
2	Because they are not open all year round	8/12/2019 12:25 PM
3	unclean and not well maintained	8/9/2019 12:17 PM
4	Toilet paper was not available or handwash.	8/8/2019 3:01 AM
5	Cold, dirty, no toilet paper or soap.	8/7/2019 1:22 AM
6	New England Bay - very old facilities.	7/31/2019 3:41 PM
7	Poor facilities, no handwash or drying facilities	7/31/2019 1:24 PM
8	Very basic and grim	7/30/2019 8:02 AM
9	It the people that use the toilets not the fault of the council	7/29/2019 1:51 PM
10	some are smelly and unclean poor drying unsuitable for small children	7/29/2019 11:49 AM
11	No toiletroll, hand-dryers not working, broken toilet seats, flush not working properly.	7/28/2019 10:00 PM
12	Old, need refurbished, smelly	7/26/2019 12:53 PM
13	smell of damp, often paper lying about floor - not always adequate drying facility	7/24/2019 12:53 PM
14	They always seem very damp and unattractive inside	7/24/2019 12:47 PM
15	Powfoot toilets are disgusting, dated, dark and filthy	7/24/2019 11:57 AM
16	Some cleaner than others.	7/24/2019 10:55 AM
17	Door locks not always working, hand driers out of order, no paper towels	7/23/2019 6:20 PM
18	Very poor condition and not clean	7/23/2019 10:34 AM
19	They stink and are filthy.	7/23/2019 9:59 AM
20	The toilet seats are not nice, uncomfortable. Muches street toilet is dirty and toilet was partially blocked. The lock on the door did not work either.	7/22/2019 9:05 PM
21	Poorly maintained	7/22/2019 2:13 PM
22	Dock park is excellent, Southernness and Castldykes are poor	7/22/2019 12:06 PM
23	We only have 1 24 hour toilet in the town. They are poorly advertised and there is insufficient particularly in the summer	7/22/2019 11:53 AM
24	Unclean. No toilet roll	7/22/2019 11:19 AM
25	Castle Douglas male toilets are not as clean as they used to be and have a bad smell.The female Kirkcudbright Toilets at the harbour flooded over the toilet pan and all over the floor .	7/22/2019 11:19 AM
26	No hot water and poor lighting. No way to dry hands	7/21/2019 9:57 PM
27	lack of personal conveniences i.e. toilet roll, smell of urine, floors flooded	7/21/2019 11:05 AM
28	Dalbeattie toilets shut in the middle of the school summer holidays during the day. Children left to go to the toilet in a carpark corner.	7/20/2019 3:28 PM
29	Unfortunately in Stranraer I feel there are not enough public toilets especially for visitors using the town centre.	7/20/2019 1:50 PM
30	cleanliness not good. And spiders.	7/19/2019 4:38 PM
31	Outdated buildings. Locks don't work. No soap in dispensers if there are dispensers at all.	7/19/2019 3:22 PM
32	Not always clean and washing ng hands facilities don't always work	7/19/2019 2:10 PM
33	Often dark and without paper	7/19/2019 1:53 PM
34	Whitesands toilets particularly dingy with strange lighting and often feel unsafe	7/19/2019 10:37 AM

35	Not very welcoming and poorly kept	7/18/2019 4:53 PM
36	They are generally a bit grubby and I seem to recall seats being missing. Although the ones at Munchies Street in Dumfries are better	7/18/2019 4:34 PM
37	They are very often unclean and have no toilet paper or towels	7/18/2019 9:51 AM
38	They weren't clean, lack of toilet roll, lack of soap.	7/18/2019 7:34 AM
39	They are not the most pleasant of environments and are quite "brutal", stainless steel and rubber seating pads	7/18/2019 12:43 AM
40	Very basic, dated, far from clean, lacking in basic resources.	7/17/2019 11:26 PM
41	Dirty, smelly	7/17/2019 8:53 PM
42	Toilets in Kirkcudbrights - washing facilities did not work properly (one broken, one no soap and just a trickle of water). All toilets not very efficient - use loads of water. Water Hippo in each would reduce water use.	7/17/2019 6:42 PM
43	need modernised	7/17/2019 4:03 PM
44	Cleanliness poor and not well maintained.	7/17/2019 2:23 PM
45	Annan are very smelly	7/17/2019 12:13 PM
46	Old and tired, need modernising. I was recently near Whitby, Yorkshire and used public toilets upon entering I thought I had gone back in time, the building was awful, but the facilities were spotless, modern soap dispenser and state of the art hand dryer.	7/17/2019 11:51 AM
47	Some a good, such as Munches Street in Dumfries. Some are very bad such as New Galloway or Creetown. Others are satisfactory such as Gatehouse of Fleet. Overall I would say that they are unsatisfactory but I have given a rating of poor as some are of an acceptable standard.	7/17/2019 11:33 AM
48	Only open during day hours , not much good for a tourist ,, no supervision to keep clean and check	7/17/2019 11:18 AM
49	generally old and run down	7/17/2019 10:48 AM
50	Langholms are the worst, no soap in kilngreen ever and the townhall really smells!	7/17/2019 8:04 AM
51	Moffat station park was nothing short of disgraceful. Men's toilets stank of stale and strong urine. The smell from the Urinal was unbearable. My young son and I walked out. The dock park ones are much better. Regularly cleaned and no issues.	7/16/2019 11:07 PM
52	I am deterred from using public toilets as they are often unclean and smelly. There have also been times when I have gone to use a public toilet and it has been locked.	7/16/2019 9:37 PM
53	Smelly	7/16/2019 7:37 PM
54	It as service which is needed and they need maintenance	7/16/2019 6:27 PM
55	Location is poor and out of sight and therefore unsafe. Poor quality, badly lit and i would not feel safe using those toilets.	7/16/2019 5:56 PM
56	Dark dingy	7/16/2019 5:55 PM
57	The two I have used in dumfries have been disgusting. This is during the day but they looked like they had not been cleaned for a long time. I try not to use them wherever possible.	7/16/2019 5:42 PM
58	No toilet paper ans graffiti	7/16/2019 5:39 PM
59	Usually smelly	7/16/2019 5:26 PM
60	I visit customers throughout the region on a regular basis. the toilets do not always feel safe. I.e. locks don't work or they are poorly lit	7/16/2019 4:56 PM
61	They smell and aren't properly maintained.	7/16/2019 4:54 PM
62	Lockerbie toilets stank and looked like they had not been cleaned for weeks. Toilet seat had been ripped off and was lying on the floor. They were appalling.	7/16/2019 4:35 PM
63	They are always messy and full of dirt and rubbish.	7/16/2019 4:19 PM
64	Click not working - my answer was "Good"	7/16/2019 4:18 PM
65	I try to avoid council public toilets in general as I always seem to find them in a poor state, either unclean, or missing paper or broken toilet seat.	7/16/2019 4:12 PM
66	Cleanliness was average and smell was quite significant	7/16/2019 4:10 PM
67	They smell bad are often without paper and are just generally unpleasant.	7/16/2019 4:08 PM

68	I visited mull of Galloway yesterday and baby changing/ disabled toilet was in a poor state of repair. The ceiling light did not work and the switch on the outside was broken.	7/16/2019 4:01 PM
69	Cleanliness and feeling of not being safe when using these facilities	7/16/2019 3:59 PM
70	Quite dated, hand dryers can be slow or there may not always be soap, etc. available	7/16/2019 3:57 PM
71	The toilets at Kippford are disgusting and are never cleaned properly, they are a disgrace	7/16/2019 3:56 PM
72	They smelled very bad	7/16/2019 3:45 PM
73	Need updated and maintained they are used by visitors to the area and need to look better.	7/16/2019 3:39 PM
74	in severe need of updating/redecoration	7/16/2019 3:33 PM
75	Always smell, always dirty, graffiti everywhere, no toilet roll.	7/16/2019 3:25 PM
76	old and not clean	7/16/2019 3:22 PM
77	The toilets are always kept clean it is just the UV lights and chains on the toilet that unnerve me.	7/16/2019 3:20 PM
78	Toilets tend to smell and be of poor decor/missing toilet seats etc, while I don't think they are really dirty they are a final option.	7/16/2019 3:16 PM
79	Most days when out visiting i use public tiolets and most of the time they are not clean or have any tiolet roll	7/16/2019 3:14 PM
80	flooded, and generally poorly maintained	7/16/2019 3:13 PM
81	The toilets in Lockerbie are often filthy and unusable. Problems include overflowing sanitary bins, no toilet seats on the toilets, door doesn't lock, and upper part of toilets severely soiled and unusable. All the other toilets are nice and clean.	7/16/2019 3:12 PM
82	poorly maintained and a lack of cleaning	7/16/2019 3:11 PM
83	General standard is not good - toilet doors broken, taps not functioning properly, old fashioned facilities, lack of soap/sanitiser etc	7/16/2019 3:11 PM
84	Dirty and broken fittings	7/16/2019 3:09 PM
85	Lots of graffiti and dodgy messages written on walls. Dark and damp	7/16/2019 3:07 PM
86	Dated, poor facilities, dirty,	7/16/2019 3:06 PM
87	Lots of graffiti and damp - unpleasant place to be	7/16/2019 3:06 PM
88	Some need a good going over	7/16/2019 3:06 PM
89	Dirty / smelly	7/16/2019 3:03 PM
90	Cant really answer, dont use them	7/16/2019 3:01 PM
91	With the exception of Dock Park and Newton Stewart toilets - the rest are too old, dirty and smelly with lack of suitable hand washing and drying facilities, they appear incredibly unhygienic and are generally unpleasant to use. Only use them when myself and my family absolutely have to and usually with a grimace and moans from the kids!	7/16/2019 3:01 PM
92	cracked bowls and no seats	7/16/2019 2:59 PM
93	dirty, lack of toilet roll and hand wipes	7/16/2019 2:59 PM
94	Male toilet is often smelly with doors not closing properly	7/16/2019 2:55 PM
95	No toilet paper, smelly and generally unclean.	7/16/2019 2:53 PM
96	Needs re-decorated & maintained with toilet roll.	7/16/2019 2:52 PM
97	Quite often they can feel outdated, unwelcome and unclean.	7/16/2019 2:52 PM
98	Toilets were in a poor state (no toilet roll or soap) with unsavoury language/graffiti all over the walls and door.	7/16/2019 2:49 PM
99	Don't like to use them as any have had need to go to are normally dirty and unhygienic	7/16/2019 2:49 PM
100	Disabled toilets are a shambles	7/16/2019 2:48 PM
101	Most toilets require extensive renovation to make them useable. The public toilet at Moffat Park is disgusting and has put me off using any other facilities.	7/16/2019 2:47 PM
102	Powfoot southernness roccliffe pretty gross hover and pee	7/16/2019 2:46 PM
103	This varies from toilet to toilet, some are in reasonable condition, others are very poor.	7/16/2019 2:45 PM
104	The toilets in Dalbeattie did not have water in the sinks when I last used them	7/16/2019 2:44 PM

---

105

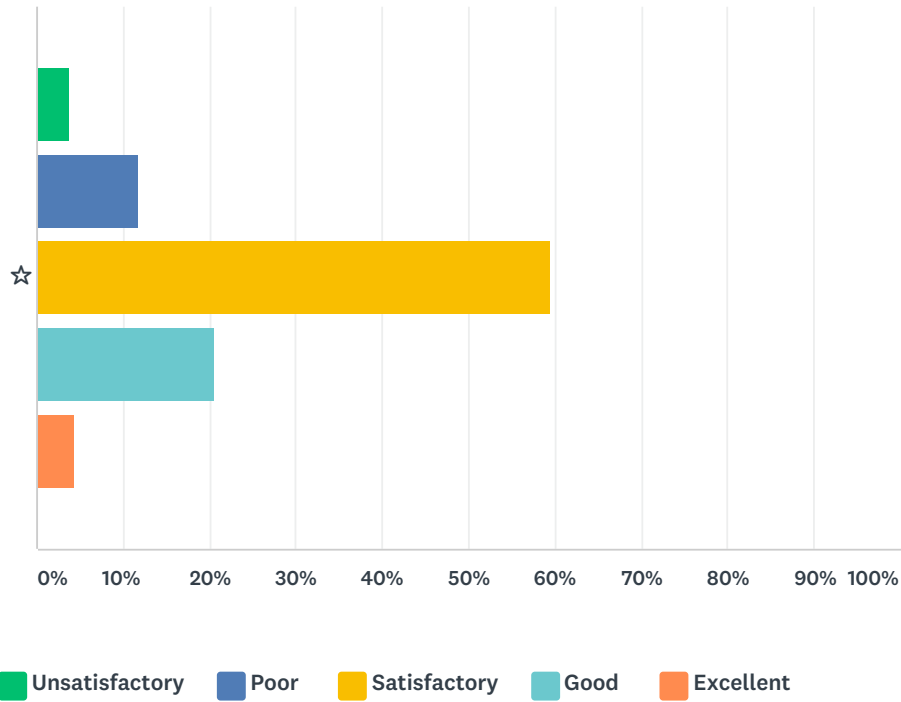
Toilet floor was very wet

7/16/2019 2:43 PM

---

### Q9 How would you rate the cleanliness of our Public Toilets?

Answered: 705 Skipped: 203



	UNSATISFACTORY	POOR	SATISFACTORY	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	3.83% 27	11.77% 83	59.43% 419	20.57% 145	4.40% 31	705	3.10



## Q10 If you have rated the cleanliness of public toilets less than satisfactory please explain below

Answered: 90 Skipped: 818

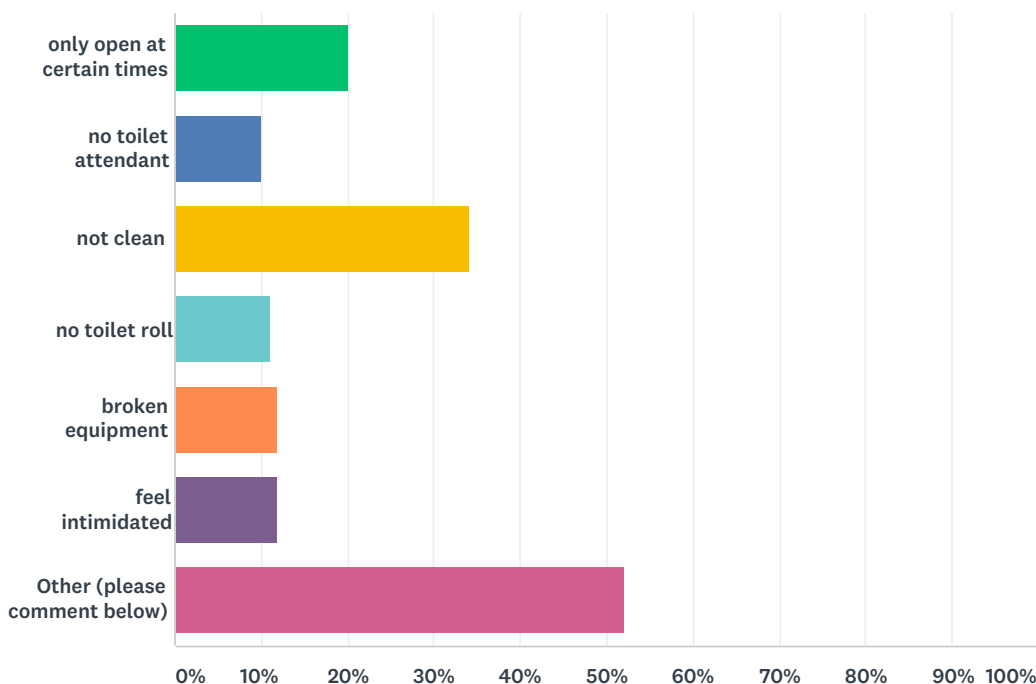
#	RESPONSES	DATE
1	Stinking of urine	8/12/2019 1:39 PM
2	Some better than others	8/12/2019 10:19 AM
3	Annan toilets strongly smell of urine.	8/8/2019 3:01 AM
4	Wet floors, filthy toilet bowls.	8/7/2019 1:22 AM
5	its hit & miss if cleaner just been in then they are great but if she hasnt then they are disgusting	7/30/2019 9:13 AM
6	Powfoot is probably one of the worst public toilets I've ever seen. There weren't even working lights.	7/30/2019 8:02 AM
7	as above	7/29/2019 11:49 AM
8	Usually seem clean - I marked satisfactory, but all the lights below appeared.	7/24/2019 12:53 PM
9	often wet paper lying around the floors, and bins overflowing	7/24/2019 12:47 PM
10	as above	7/24/2019 11:57 AM
11	No paper towels, bins overflowing	7/23/2019 6:20 PM
12	Very poor general cleanliness	7/23/2019 10:34 AM
13	They are disgusting.	7/23/2019 9:59 AM
14	Dumfries Whitesands is excellent	7/22/2019 9:48 PM
15	As above	7/22/2019 9:05 PM
16	visited southernness at the weekend and there was toilet roll all over the floor - this was not hte cleaners fault more the users of the facility. Hand washinf facilities were poor there also	7/22/2019 12:06 PM
17	Castle Douglas both sets of Public toilets at the Market and Carlingwalk are not clean. Lorry drivers who park up at night and use these toilets have fedback the poor cleanliness of the building.	7/22/2019 11:19 AM
18	if I have experienced a bad toilet its usually due to members of the public or kids that have no toilet hygiene	7/22/2019 10:13 AM
19	Rubbish on floor, general smell of urine	7/21/2019 9:57 PM
20	as above	7/21/2019 11:05 AM
21	Dirty. No soap, toilet roll, flush not working and not always open.	7/20/2019 3:28 PM
22	varies depending on location	7/20/2019 12:16 PM
23	Smell of urine	7/19/2019 4:38 PM
24	Not clean. Sinks are dirty. Not inspected often enough.	7/19/2019 3:22 PM
25	Dirty and lack of toilet roll and hand washing soap. Poor for use with young kids	7/19/2019 2:38 PM
26	Not always clean	7/19/2019 2:10 PM
27	low level anti social behaviour ie toilet rolls flung on walls etc, low lighting, tired walls etc	7/18/2019 4:53 PM
28	They normally smell bad	7/18/2019 4:34 PM
29	Toilet paper lying around and water on floor	7/18/2019 11:10 AM
30	Unflushed toilets, dirty sinks and floor.	7/18/2019 9:51 AM
31	As above	7/18/2019 7:34 AM
32	They can be dirty at times	7/18/2019 12:43 AM
33	Grubby, smelly and dated. Will only use if desperate/have no other option.	7/17/2019 11:26 PM
34	Toilet paper on floor, no hot water, smelly	7/17/2019 8:53 PM

35	All very old, some cleaner than others. Spiders webs, dirty windows etc.	7/17/2019 6:42 PM
36	rockcliffe and sanquhar in particular dirty	7/17/2019 4:03 PM
37	Dirty and not well maintained.	7/17/2019 2:23 PM
38	annan	7/17/2019 12:13 PM
39	Apart from Whitesands toilets the rest need cleaned more often as these are often extremely dirty and smelly	7/17/2019 12:11 PM
40	Many of our facilities are just plain dirty with broken catches and dodgy taps, no hand towels etc	7/17/2019 11:51 AM
41	Usually messy, particularly the stalls - this is the fault of the users not the Council but it makes it an unpleasant experience none the less.	7/17/2019 11:33 AM
42	Smell is disgusting of urine .. put of an animal going in	7/17/2019 11:18 AM
43	some are cleaner than others	7/17/2019 10:11 AM
44	Whithorns was the cleanest	7/17/2019 8:04 AM
45	Portwilliam are horrible wet and dark	7/17/2019 1:41 AM
46	Unsatisfactory based on Moffat toilets	7/16/2019 11:07 PM
47	Smelly, lack of toilet paper and soap, floors often dirty,	7/16/2019 9:37 PM
48	Smelly	7/16/2019 7:37 PM
49	As noted above poorly maintained and not clean.	7/16/2019 5:56 PM
50	the last time i used them there was Pee, toilet roll, etc everywhere and there wasn't a seat. I try not to use them if at all possible.	7/16/2019 5:42 PM
51	As previous answer	7/16/2019 5:26 PM
52	Some are notably better than others	7/16/2019 5:07 PM
53	some are much worse than others. the toilets in Sanquhar and Kirkconnel are particularly dirty with broken fittings, etc	7/16/2019 4:56 PM
54	As above.	7/16/2019 4:54 PM
55	Some such as eccelfechan are very poor.	7/16/2019 4:48 PM
56	Fundamentally the fabric of the buildings is unhygienic, often the cleanliness is below par as well.	7/16/2019 4:35 PM
57	Click not working - my answer was "good"	7/16/2019 4:18 PM
58	Again I seem to always find them in an unclean condition with wet floors which is unpleasant. I'm not blaming the cleaners, they can't be expected to be there constantly - you would just hope people would leave them clean as they find them.	7/16/2019 4:12 PM
59	Poor cleanliness with no paper and poor quality hand washing arrangements	7/16/2019 4:10 PM
60	They are dirty	7/16/2019 4:08 PM
61	they often do not having working wash facilities or smell of pee	7/16/2019 4:05 PM
62	Smell, lack of towels, soap. Cleaning only superficial. No pride in facility. Take a look at what is presented in foreign countries where the public toilets are often cleaner than those in people's homes.	7/16/2019 3:59 PM
63	The Toilets at Kippford are disgusting and are never cleaned properly even a minute or two after someone has thrown soapy water on the floor but not cleaned the toilet bowls	7/16/2019 3:56 PM
64	There was a lot of rubbish lying around	7/16/2019 3:45 PM
65	Most times there is either no toilet paper or a blocked toilet left by the previous user and a nasty smell of stale urine. Almost always graffiti and poor lighting.	7/16/2019 3:44 PM
66	They need maintained more in the summer months for visitors to the area. Disabled customers need to use the facilities and these are used by able bodied individuals that do not recognise that many disabled customers have to sit down on the seat and sometimes these are left in a disgusting manner. No-one should have to change their child on the floor of a toilet.	7/16/2019 3:39 PM
67	The smell in some of the toilets is disgusting	7/16/2019 3:33 PM
68	See above - always seem to be dirty and smell.	7/16/2019 3:25 PM
69	Varies from toilet to toilet, some are in need of an update	7/16/2019 3:23 PM
70	as above	7/16/2019 3:22 PM

71	often appear to never have had a deep clean in a number of years.	7/16/2019 3:13 PM
72	The toilets in Lockerbie are often filthy and unusable. Problems include overflowing sanitary bins, no toilet seats on the toilets, door doesn't lock, and upper part of toilets severely soiled and unusable. All the other toilets are nice and clean.	7/16/2019 3:12 PM
73	poorly maintained and a lack of cleaning	7/16/2019 3:11 PM
74	Not clean (due to condition left by other users), smelly etc	7/16/2019 3:11 PM
75	clean and tidy the majority of visits.	7/16/2019 3:08 PM
76	as above	7/16/2019 3:06 PM
77	As above	7/16/2019 3:03 PM
78	Cant really answer, dont use them	7/16/2019 3:01 PM
79	Cleanliness varies a lot depending on location. Some are ok but some are really unclean (New Abbey in particular has been disgusting both times I have used it).	7/16/2019 3:01 PM
80	Again apart from Dock Park and Newton Stewart, most look like they haven't had a decent clean in years and smell that way too. Sometimes I'd rather not bother washing my hands as their probably cleaner before touching the sinks and many times there is no soap or a cracked black stained bar of soap that I wouldn't touch if you paid me!	7/16/2019 3:01 PM
81	very dirty and messy	7/16/2019 2:59 PM
82	As above	7/16/2019 2:55 PM
83	I know the cleaning staff do thier best but with cuts in thier hours, what else can be done.	7/16/2019 2:52 PM
84	Toilets were dirty	7/16/2019 2:49 PM
85	as above	7/16/2019 2:49 PM
86	as above	7/16/2019 2:48 PM
87	See above	7/16/2019 2:47 PM
88	Kirkcudbright in particular isn't clean!	7/16/2019 2:45 PM
89	Toilet was smelly	7/16/2019 2:43 PM
90	Southernness public toilets were an utter disgrace. Extremely dirty - so much so I wouldn't let my Son use them. We ended up using the pub across the road. All other toilets I have used have been satisfactory	7/16/2019 2:40 PM

### Q11 Why have you never used public toilet facilities in the past year (please tick all that apply)

Answered: 100 Skipped: 808



ANSWER CHOICES	RESPONSES
only open at certain times	20.00% 20
no toilet attendant	10.00% 10
not clean	34.00% 34
no toilet roll	11.00% 11
broken equipment	12.00% 12
feel intimidated	12.00% 12
Other (please comment below)	52.00% 52
Total Respondents: 100	

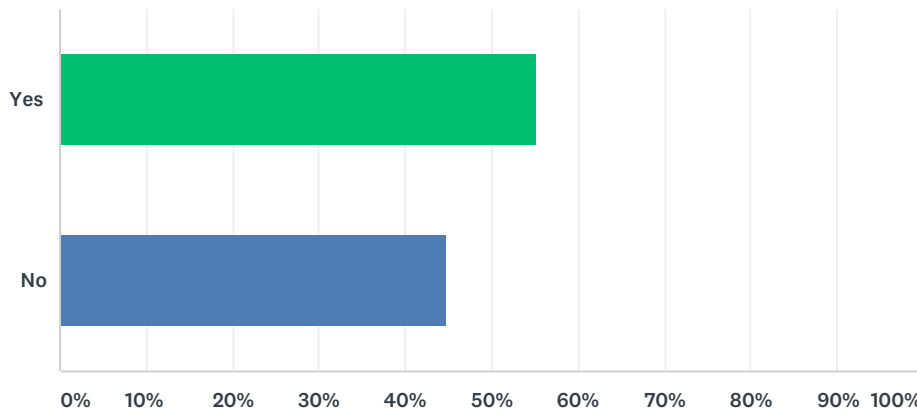
#	OTHER (PLEASE SPECIFY)	DATE
1	Use depot toilet if need arises.	8/1/2019 4:50 PM
2	would rather use store toilets as council charge for use of facilities. Sometimes occupied by undesirable people. would use a store toilet instead as no charge for this	7/31/2019 2:29 PM
3	Don't feel the facilities will be well maintained or clean and do not like going into public toilets for safety reasons.	7/31/2019 11:10 AM
4	I've just never needed to	7/26/2019 5:26 PM
5	Smell is off putting	7/25/2019 10:43 AM
6	Have not required to use them.	7/24/2019 2:36 PM
7	Would use other council depots or shops	7/24/2019 12:34 PM
8	Normally use toilets at Loreburn Centre or Tesco if in Dumfries. Use café facilities.	7/18/2019 12:49 PM
9	not needed to	7/18/2019 9:14 AM

10	Not in suitable locations	7/17/2019 5:06 PM
11	I don't like using public facilities	7/17/2019 4:37 PM
12	Do not like shared toilet facilities except in own home.	7/17/2019 2:09 PM
13	I havent needed to	7/17/2019 11:56 AM
14	usually use other facilities or go home or use local shop toilets, when you have children you quickly learn where these are.	7/17/2019 10:40 AM
15	No requirement for the service	7/17/2019 10:17 AM
16	I work in Dumfries, where I have access to toilet facilities in my work. I live in the Stewartry and have used the public toilet facilities there. I would also recommend that at least some public toilet facilities are maintained to support the visitors to D&G, which is a significant contributor to the local economy and an area of potential growth for the future.	7/16/2019 8:01 PM
17	Never had the need	7/16/2019 7:37 PM
18	There are adequate alternatives in more concenient locations - e.g. in supermarkets, restaurants and licensed premises as well as within Council facilities themselves	7/16/2019 6:53 PM
19	always close to other toilets - home/coffee shops etc	7/16/2019 6:24 PM
20	No requirement as live in Dumfries and if travelling would normally use the facilities at another venue.	7/16/2019 5:57 PM
21	Prefer to use toilet in eating establishments etc.	7/16/2019 5:51 PM
22	Just don't use them	7/16/2019 5:48 PM
23	never needed to	7/16/2019 5:37 PM
24	Would rather go into a local shop to use their facilities.	7/16/2019 5:16 PM
25	Not needed	7/16/2019 5:09 PM
26	Use non-Council facilities	7/16/2019 4:47 PM
27	I can't find any public toilets	7/16/2019 4:44 PM
28	Not required.	7/16/2019 4:41 PM
29	Many shops have toilets and all cafes have them and they're the ones I'd use. I'm not sure where the public ones are in Dumfries - I know there are some at the bus station on the sands but I've never been in there. They might be perfectly nice, well-maintained toilets for all I know, but I have a stereotyped expectation that bus station toilets will be a bit scummy and frequented by junkies.	7/16/2019 4:40 PM
30	tend to use the Loreburne Centre toilets if i need to go to the bathroom whilst i am out shopping. Generally speaking though i would never think to the use the public toilets in Dumfries Town as there are plenty other establishments that you could go to.	7/16/2019 4:20 PM
31	not needed to use	7/16/2019 4:05 PM
32	Not in convenient places	7/16/2019 4:02 PM
33	Used toilet in cafes/pubs/shops	7/16/2019 3:57 PM
34	would rather use toilets in shops or cafes while out and about.	7/16/2019 3:52 PM
35	I'd rater not use them and wait till I got home or to work	7/16/2019 3:21 PM
36	I'm not someone who would normally use public toilets as a rule.	7/16/2019 3:21 PM
37	have looked in munches street dumfries and decided to use a cafe instead (M&S or Loreburn)	7/16/2019 3:19 PM
38	Haven't needed to, there are other facilities i.e. Loreburn Shopping Centre or when I'm eating out the cafe/restaurant will have loos. I have used the 24hr toilets in the past on a night out, but have not done so in a few years.	7/16/2019 3:13 PM
39	I try and avoid public toilets whenever I can.	7/16/2019 3:09 PM
40	Would rather buy a coffee and use their facilities	7/16/2019 3:06 PM
41	I just don't	7/16/2019 3:03 PM
42	Do not like Public Toilets as usally unmanned and dirty	7/16/2019 3:03 PM
43	I have never been comfortable using public toilets and work hard not to use.	7/16/2019 3:03 PM

44	Generally when you visit a town you stop for a drink or something to eat, and they have their own toilets. Costa .... Starbucks .... etc.	7/16/2019 3:02 PM
45	Not found the need	7/16/2019 3:01 PM
46	Didn't need the toilet...	7/16/2019 2:58 PM
47	I live in Annan.	7/16/2019 2:56 PM
48	no requirement	7/16/2019 2:51 PM
49	I do not use public toilets as I perceive them as unsafe. Some unsavoury things happen in them. They also look disgusting. I will go to the shops, cafe or I prefer the pay and self cleaning ones that you find elsewhere.	7/16/2019 2:50 PM
50	Powfoot toilets are a disgrace - outdated and very uninviting - very poor for an area which attracts many local and visitors to the area. Investment clearly needed but not a priority	7/16/2019 2:48 PM
51	Usually use a coffee shop when in one.	7/16/2019 2:48 PM
52	I have not had the need to use the public toilets	7/16/2019 2:45 PM
53	Only use public toilets if absolutely necessary.	7/16/2019 2:45 PM
54	Don't know where they are/never needed to use	7/16/2019 2:45 PM
55	Not sure where any are.	7/16/2019 2:44 PM
56	never needed too	7/16/2019 2:42 PM
57	simply have never needed to	7/16/2019 2:41 PM
58	simply have never needed to use them	7/16/2019 2:40 PM
59	Not wishing to pay	7/16/2019 2:38 PM

### Q12 When at work do you use other Council Buildings to use their toilet? eg leisure centres, libraries

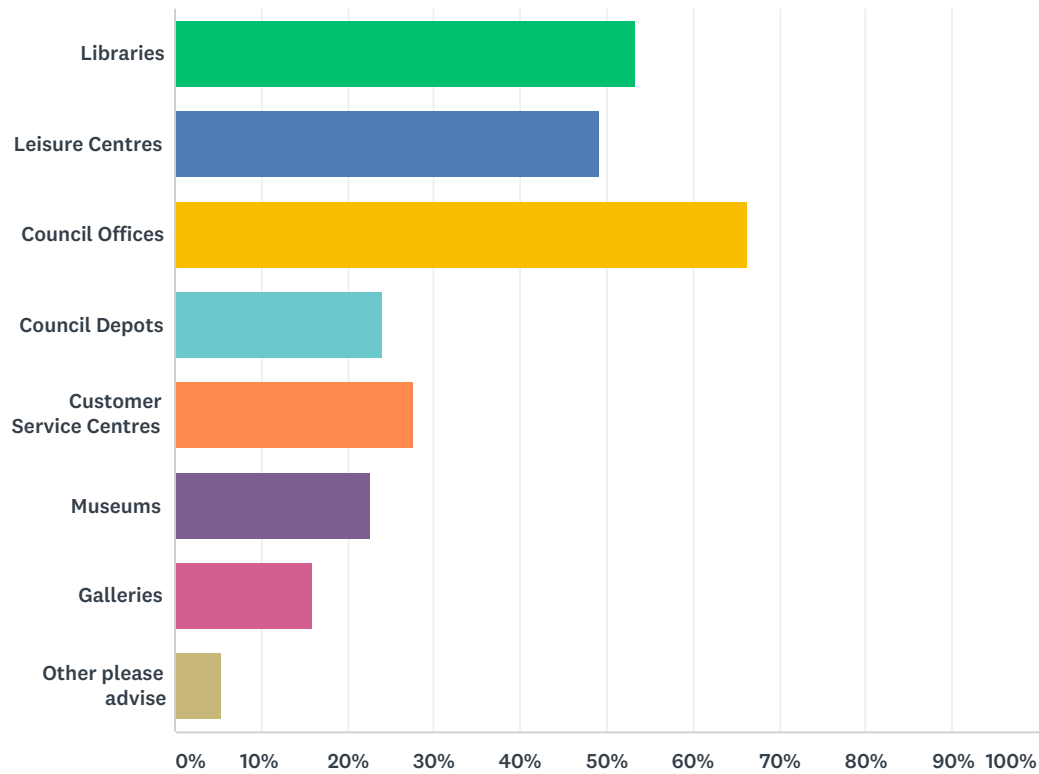
Answered: 813 Skipped: 95



ANSWER CHOICES	RESPONSES	
Yes	55.23%	449
No	44.77%	364
TOTAL		813

### Q13 If you use other Council Buildings (please tick all that apply)

Answered: 446 Skipped: 462



ANSWER CHOICES	RESPONSES	
Libraries	53.36%	238
Leisure Centres	49.10%	219
Council Offices	66.37%	296
Council Depots	23.99%	107
Customer Service Centres	27.58%	123
Museums	22.65%	101
Galleries	15.92%	71
Other please advise	5.38%	24
Total Respondents: 446		

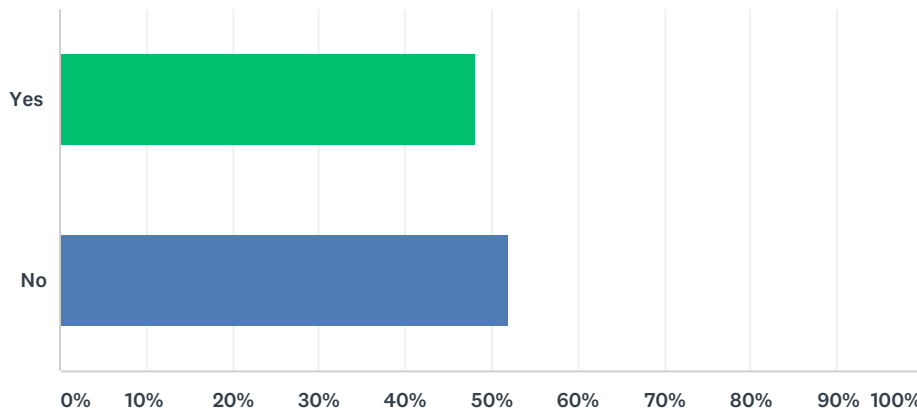
#	OTHER (PLEASE SPECIFY)	DATE
1	school	8/9/2019 12:15 PM
2	RBCFT	8/2/2019 10:41 AM
3	The Bridge	7/31/2019 3:42 PM
4	I regularly visit schools all over D & G so usually can use theirs when I arrive but I have a health condition which means I take a lot of medication and drink a lot of water, so need to know where the next toilet is when planning my day	7/30/2019 10:41 AM
5	school	7/29/2019 5:12 PM
6	Schools	7/25/2019 12:02 PM
7	school	7/24/2019 12:53 PM



8	schools	7/24/2019 12:47 PM
9	school	7/21/2019 6:10 PM
10	local public toilets	7/19/2019 3:01 PM
11	marina building stranraer	7/19/2019 1:31 PM
12	Schools	7/19/2019 10:24 AM
13	Schools, as I am a teacher.	7/18/2019 1:18 PM
14	Town Halls	7/17/2019 6:43 PM
15	halls	7/17/2019 4:14 PM
16	Schools	7/17/2019 11:19 AM
17	Garroch Training Centre	7/17/2019 9:22 AM
18	I work in a school.	7/16/2019 11:08 PM
19	Schools	7/16/2019 5:55 PM
20	It is sometimes difficult to find somewhere open with reduced hours for some council facilities	7/16/2019 5:08 PM
21	Town Hall	7/16/2019 4:53 PM
22	Social Work Offices	7/16/2019 4:52 PM
23	School	7/16/2019 4:08 PM
24	Family Centre Stranraer	7/16/2019 3:47 PM
25	If visiting these Council buildings I will use their facilities if need be. No where to give notes re paying to use toilets - I think people would be prepared to pay in certain areas if they receive a good service for the money - a modern, clean facility! No one would be willing to pay for the majority of the public toilets around the region at the moment.	7/16/2019 3:03 PM
26	Municipal Chambers, Garroch, Monreith House ...	7/16/2019 3:02 PM
27	I work in schools so I use them there too. 😊	7/16/2019 2:57 PM
28	RBC Film Theatre	7/16/2019 2:57 PM
29	schools aswell	7/16/2019 2:52 PM
30	Shopping centre - Loreburn and M&S	7/16/2019 2:49 PM
31	When I am out on site visits I typically need the tilet once or twice in the day and I wil use what ever is available...	7/16/2019 2:47 PM
32	Because I am often out and about in the Community I need access to a toilet, some are good and clean others poor and in need of upgrading. shops etc. aren't keen for people to use their toilets unless buying something from them. We already have a sparse covering of toilets and removing any would be awful.	7/16/2019 2:44 PM

### Q14 When at work do you use other public places to use their toilets? eg hospitals, cafes

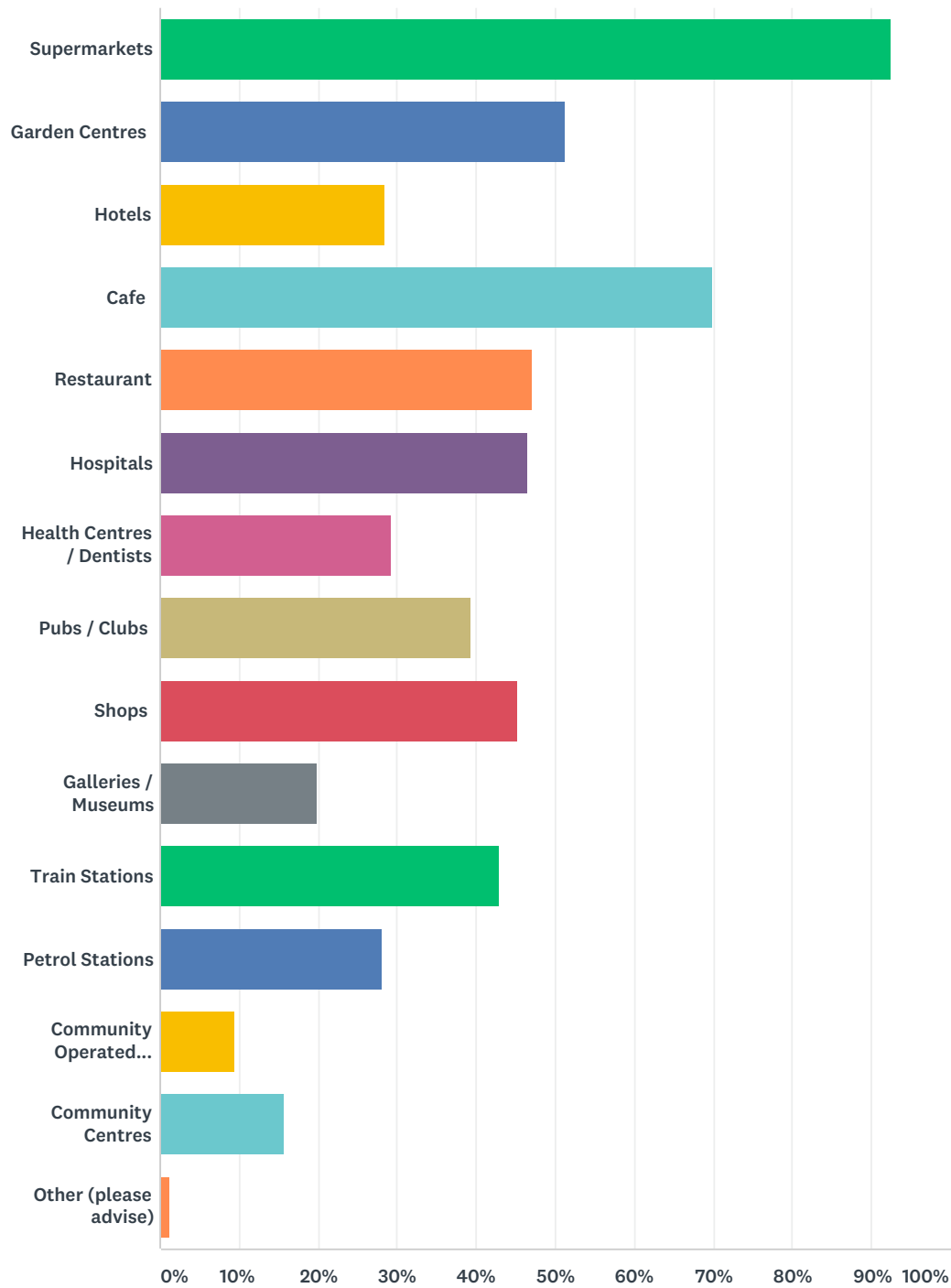
Answered: 809 Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	48.08%	389
No	51.92%	420
TOTAL		809

### Q15 If you use other non-public toilets (please tick all that apply)

Answered: 389 Skipped: 519



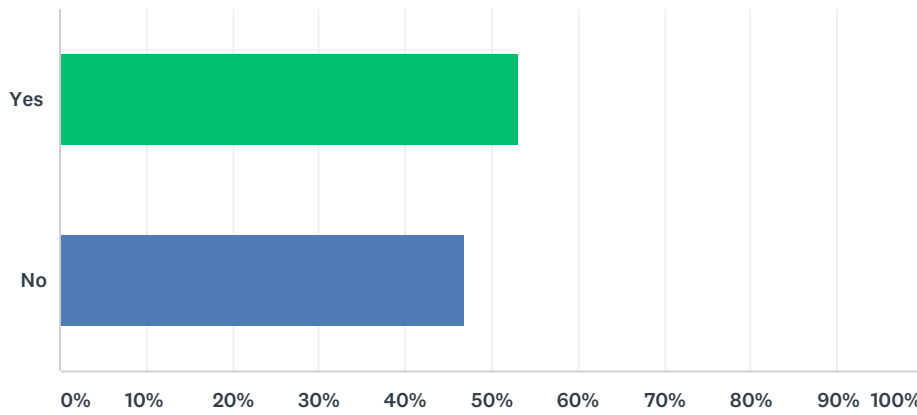
ANSWER CHOICES	RESPONSES	
Supermarkets	92.54%	360
Garden Centres	51.16%	199
Hotels	28.53%	111
Cafe	69.92%	272
Restaurant	47.04%	183

Hospitals	46.53%	181
Health Centres / Dentists	29.31%	114
Pubs / Clubs	39.33%	153
Shops	45.24%	176
Galleries / Museums	19.79%	77
Train Stations	42.93%	167
Petrol Stations	28.02%	109
Community Operated Toilets	9.51%	37
Community Centres	15.68%	61
Other (please advise)	1.29%	5
Total Respondents: 389		

#	OTHER (PLEASE SPECIFY)	DATE
1	These are always much cleaner/ more attractive/ more inviting than those operated by council. As there is not space at the end to comment on the last question - people might be prepared to pay for council toilets if they are much better, but would not be happy paying for them as they are now. When tourists come to the area, they give a very poor impression of Dumfries and Galloway, compared to public toilets up north, in the Highland council area for example, where they are excellent.	7/24/2019 12:57 PM
2	school	7/17/2019 11:55 AM
3	As i live locally I know where all the toilets are and will use all of the above as my purpose of visit usually involves visiting places that have toilets. However, if I am outwith our region I would occasionally use public toilets.	7/17/2019 10:47 AM
4	Schools	7/16/2019 4:09 PM
5	home	7/16/2019 3:13 PM
6	Just a thought - other rural areas (I've seen it in Gwynedd) have agreements with local businesses to allow toilets to be used by the public in place of public toilets.	7/16/2019 3:09 PM
7	Some bushes at the back of a layby	7/16/2019 3:02 PM
8	Airports	7/16/2019 3:00 PM
9	motorway services	7/16/2019 2:46 PM

### Q16 Do you think that public toilet customers would be prepared to pay for using Dumfries and Galloway Councils public toilet?

Answered: 802 Skipped: 106



ANSWER CHOICES	RESPONSES	
Yes	53.12%	426
No	46.88%	376
TOTAL		802