

## Focus Group / Key-Informant Topic Template

### Focus Group / Key Informant: Public Toilet Facility Operators

Topic	Sub-topic	Questions
Operation of the toilet facility	Responsibilities	Who is responsible for the <b>operation</b> of the public facility?
		Who is responsible for <b>maintenance</b> of the public facility?
	Budget	Is there a budget for operation and maintenance? If there is a budget, is it sufficient?
	Business plan	Has a business plan been established for the facility?
	Maintenance	If maintenance works need to be carried out, where do you get the money from to pay for that?
	Guidelines	Are there any operational guidelines?
	Payments	Do you pay for Electricity? Water? Sewerage? Rent? Other? >> Please specify!
Accounting	Do you have an accounting system or do you keep records of usage and/or funds collected? Please specify!	
The Facility Operator / Caretaker	Number	How many Caretakers / Operators are working here?
	Contract	Does the Caretaker / Operator have a contract? If yes with whom?
	Payment modalities	How is the Caretaker / Operator paid?
	Training	Has the Caretaker / Operator been trained?
Business hours	Business hours	What are the opening hours of the toilet / shower?
	Weekends	Are there different opening hours during the week and at the weekend?
Customer payments	Paying	Do users have to pay for using the public facility?
		How much does the customer pay for 'short call'?
		For a "long call"?
		For a shower / bathing?
	Services provided	Do people have to pay in advance or after using the facility?
		How do the customers pay?
		Is there a provision of toiletries? If toiletries are provided, what kind?
Services provided	Does the user have to pay for toiletries? If yes, do users have to pay for toiletries, how much do they pay?	
	Are there any people or groups that are allowed to use the toilet without paying?	

Topic	Sub-topic	Questions
Additional services offered		Do you run any other business besides the public toilet on the same premises / building?
Cleaning		How often is the facility cleaned?
		Who supplies cleaning materials / tools?
Monitoring and supervision		Is the operator supervised?
		Are there regular inspections of the toilet facility carried out?
		How often is the facility inspected / controlled?
Customer complaints	Problems and complaints	What are the main problems you have when it comes to the operation of the public toilet?
		If there are any customer complaints, about what do customers complain?
	Improving service	What would you propose to improve the service?
Number of customers	Number	How many customers do you have per day?
	Type of customers	Are there more <u>male</u> or <u>female</u> customers?
		Do a lot of <u>children</u> visit the toilet?
		What kind of customers do you receive? (e.g. travellers, locals)
		Do you know your customers?