

Questionnaire

Public Toilet Facilities in Shimla

Survey among Tourists and General Public

Questions to be filled by the Interviewer:

- A. Interview Location and Toilet (Follow the code in Inventory Survey for toilet)
 - B. Average footfall of the toilet (from the Inventory survey)
 - C. Average footfall during the time of interviews over a 2 hour period
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1. Date of Interview:
2. Time of interview
3. Name of the respondent:
4. Gender: Male/Female/Transgender
5. Age of the respondent:
 - a. Less than 20
 - b. 20 to 30
 - c. 30 to 50
 - d. 50 to 60
 - e. Above 60 (senior citizen)
6. Resident of Shimla? Yes/No
7. If Yes:
 - a. Employment status:
 - A. Employed (Govt)
 - B. Employed (Pvt)
 - C. Employed (Services)
 - D. Student/Not Employed
 - b. Is there are toilet
 - c. Slum dweller/General area
 - d. Is there toilet at place of work/Institution? Yes/No
 - e. What is the distance from the location to the toilet _____ minutes by walk
 - f. If not office goer, is he/she Local resident commuting for purchases/market/sigh-seeing (please specify)
 - E. How often do you use this toilet?
 - a. Daily
 - b. Twice or more in a week
 - c. Once a week
 - d. Rarely
 - e. Cannot say

- F. If a or b in section E is yes,
- Distance from your place to the toilet: _____ minutes walk
 - Distance in terms of kms: _____
 - Is it uphill towards the toilet from your place? Yes/No
- G. Do you use the toilets other than the public toilet facilities?
- in hotels/restaurants
 - in public institutions (municipal office, hospital, govt. offices etc)
 - shops/commercial complexes
- H. How long you have been using this toilet facility? _____Years
- I. Has the payment made to: Urinal/Toilet

Urinal	Toilet
a. Increased	a. Increased
b. Same	b. Same
c. Do not know	c. Do not know
d. Do not pay at all	d. Do not pay at all

- J. For male users: Should this be a toilet complex or a urinal?
- Toilet complex
 - Urinal
 - Combined
- K. Number of units in this toilet complex
- Should be increased
 - Can remain the same
 - Can be reduced
 - Can be made for differently abled/friendly
- L. Have you seen the advertisements while you use the toilet?
- At the entry
 - At the exit
 - On the toilet walls – inside
 - On the outside walls

8. If No for question 5

- Tourist (local)
- Tourist (other state)
- Tourist (International)
- Business/Trade visitor
- Others

9. How long is your visit to Shimla

10. How often did you use public toilet facility in Shimla? Specify number of times _____

11. Reason for using this public latrine?

- Visiting the area
- Waiting for bus/train/taxi
- Visiting shops / commercial areas

- d. Other (please specify)

For all type of users (Tourists, Local People etc) following questions:

12. Which other public toilet facility in Shimla did you use
 - a. Name of the toilet location
 - b. For local residents: Regular usage: Yes/No
13. How much did you pay for using the toilet?
 - a. For using urinals:Rs.
 - b. For using toilets:Rs.
 - c. For using bath:Rs.
14. How long did you have to wait to use the toilet?
 - a. No wait
 - b. Less than 5 minutes
 - c. 5- 10 minutes
 - d. More than 10 minutes
 - e. Did you find garbage bins inside the women area for disposal of napkins
15. Do you feel there are adequate public toilet facilities for women in Shimla?
 - a. Yes No
 - b. If No, can you specify which areas more facilities are needed?
16. Status of the woman
 - a. Married
 - b. Married with child
 - c. Un married
17. If there is any waiting period, reason for the waiting?
 - a. Toilets have been occupied
 - b. some of the toilets are not functional
 - c. toilets were not clean
 - d. care taker was not available in the facility
18. Name the parameters that are important for the better atmosphere in the toilet:
(Respondents to give the list; these could be classified into the following:)
 - a. Cleanliness
 - b. Water availability
 - c. Access of toilet from outside
 - d. Water logging
 - e. Smell
 - f. Lighting
 - g. Amenities (bucket, cups etc)
 - h. Wash basins
 - i. Condition of floor and walls

- j. Condition of doors
- k. Behaviour of caretakers and cleaners
- l. Condition of urinals
- m. Condition of toilet seats
- Gender
- n. Safety
- o. Privacy
- p. Usability for children
- q. Garbage bin for napkins

19. Do you have any complaints specific to this toilet?

20. Are you willing to pay additional payment for better quality of services?

21. If yes, how much?

- a. For urinals Rs.....
- b. For toiletsRs.....
- c. For baths Rs.....

22. For Senior citizens

- a. Were you able to access the toilet easily
- b. If no, reason for lack of ease
 - i. Distance from mainroad
 - ii. Path being slippery
 - iii. No proper pathway
 - iv. Had to search as no signboards available

23. For differently abled?

- a. Were you able to access the toilet easily
- b. If no, reason for lack of ease
 - i. Distance from main road
 - ii. Path being slippery
 - iii. No proper pathway
 - iv. Had to search as no signboards available
- c. Could not access through wheel-chair
- d. Others