

# REPORT TO ASSETS AND OPERATIONS COMMITTEE

## PUBLIC TOILET USAGE DATA



**Report Reference** A-23-03  
**Meeting Date** 18<sup>th</sup> September 2023  
**Agenda Item** 5  
**Prepared by** Town Clerk

### 1.0 BACKGROUND

The Town Council has two public toilet buildings (Malt Street and Bexton Road), each comprising a unisex, female and unisex accessible toilet (with baby change). The council is in contract with Danfo for the operation of the public toilets until 2038<sup>1</sup>, the contract includes the ongoing maintenance of the toilets including cleaning and coin collection.

Use of the toilets is subject to payment of a 30p fee or use of a RADAR key for the accessible toilet. Income is collected by Danfo and credited against the quarterly invoices. The fee was increased from 20p in May 2023 at the same time as introducing a card payment option to the two unisex accessible toilets.

On introducing the changes to pricing and payment options, it was agreed that the committee would review public toilet usage more frequently. Usage data since 2014 is provided in the appendix.

### 2.0 IMPACT OF PRICING AND PAYMENT OPTION CHANGES

The committee has previously noted that usage data is derived from coin income, i.e. if six customers use a 50p coin to pay for access to the toilets, this would be counted as 10 users (£3 = 10 x 30p) when user data is calculated. It is for this reason that the council would not expect to see a 50% increase in income from the introduction of a higher fee.

The council has three months of usage data since the card payment was introduced. The data (see table one) shows that the card option is rarely used at Bexton Road (£3.30 to £10.20 per month of income) but is well used at King Street (£101.70 - £125.40); at Bexton Road the monthly fees of the machine (£10 plus transaction fees) are greater than income raised.

	Bexton Road - Coin	Bexton Road - Card	Malt Street - Coin	Malt Street - Card	Total
May	179	11	1308	339	1837
June	140	20	1046	396	1602
July	131	34	1043	418	1626

*Table One: May to July 2023 usage data*

Comparing the usage to 2022 (see table two) the increase in usage fees does not appear to have reduced the total number of users (noting the caveat as to how this is calculated). Actual income in

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<sup>1</sup> The contract was for a period of 25 years from 2013. An early termination fee of £123k applies.

2023 has increased across this three-month period. Usage does appear to be slightly lower at Bexton Road compared to 2022.

	Bexton Road - Coin	Bexton Road - Card	Malt Street - Coin	Malt Street - Card	Total
May	258	N/A	1442	N/A	1700
June	137	N/A	1435	N/A	1572
July	149	N/A	1355	N/A	1504

*Table One: May to July 2022 usage data*

Usage data is recorded monthly and a further report will be presented to the committee in six months.

### 3.0 DECISION REQUIRED

No decision is required, report for information.

## APPENDIX ONE: USAGE DATA

**TABLE A: TOTAL USAGE**

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>JAN</b>	1,034	1,207	1,276	1,127	1,458	1,487	1,233	720	1,075	1,135
<b>FEB</b>	1,370	1,446	1,475	1,703	1,385	1,532	1,218	290	1,077	1,405
<b>MAR</b>	1,924	1,683	1,663	1,892	1,424	1,585	951	252	1,534	1,111
<b>APR</b>	2,026	2,535	3,127	2,398	2,122	1,017	343	468	1,277	1,549
<b>MAY</b>	3,243	2,305	2,662	2,862	2,465	2,913	654	324	1,700	1,837
<b>JUN</b>	3,481	1,891	1,545	2,241	2,188	1,793	1,765	1,345	1,572	1,602
<b>JUL</b>	2,680	2,450	2,686	2,606	1,894	1,852	2,202	1,691	1,504	
<b>AUG</b>	2,737	2,341	2,597	2,790	2,279	2,327	2,772	2,447	1,970	
<b>SEP</b>	2,110	2,097	2,729	1,513	2,111	1,778	1,783	1,715	1,458	
<b>OCT</b>	1,632	1,969	3,043	1,559	1,903	1,404	1,857	1,580	1,176	
<b>NOV</b>	947	1,609	2,001	1,665	1,482	1,418	1,505	1,401	1,229	
<b>DEC</b>	1,232	1,652	2,252	1,360	1,649	1,365	1,563	1,121	1,140	
<b>TOTAL</b>	24,416	23,185	27,056	23,716	22,360	20,471	17,846	13,354	16,712	

**TABLE B: BEXTON ROAD**

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>JAN</b>	212	320	305	318	267	240	244	132	153	135
<b>FEB</b>	222	209	267	418	278	198	225	290	155	182
<b>MAR</b>	326	356	255	372	408	220	186	252	206	220
<b>APR</b>	301	470	1,040	408	329	116	147	468	144	211
<b>MAY</b>	666	471	487	593	414	388	147	324	258	190
<b>JUN</b>	756	351	401	380	372	261	227	302	137	160
<b>JUL</b>	412	488	530	395	240	206	351	189	149	165
<b>AUG</b>	417	351	449	439	325	277	418	307	195	
<b>SEP</b>	354	405	994	374	353	281	300	238	148	
<b>OCT</b>	443	352	606	301	402	213	289	269	150	
<b>NOV</b>	210	364	466	330	295	358	221	208	178	
<b>DEC</b>	234	363	645	268	307	295	263	247	198	
<b>TOTAL</b>	4,553	4,500	6,445	4,596	3,990	3,053	3,018	3,226	2,071	

**TABLE C: MALT STREET**

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>JAN</b>	822	887	971	809	1,191	1,247	989	588	922	1,000
<b>FEB</b>	1,148	1,237	1,208	1,285	1,107	1,334	993	-	922	1,223
<b>MAR</b>	1,598	1,327	1,408	1,520	1,016	1,365	765	-	1,328	891
<b>APR</b>	1,725	2,065	2,087	1,990	1,793	901	196	-	1,133	1,338
<b>MAY</b>	2,577	1,834	2,175	2,269	2,051	2,525	507	-	1,442	1,647
<b>JUN</b>	2,725	1,468	1,144	1,861	1,816	1,532	1,538	1,043	1,435	1,442
<b>JUL</b>	2,268	1,962	2,156	2,211	1,654	1,646	1,851	1,502	1,355	1,461
<b>AUG</b>	2,320	1,990	2,148	2,351	1,954	2,050	2,354	2,140	1,775	
<b>SEP</b>	1,756	1,692	1,735	1,513	1,758	1,497	1,483	1,477	1,310	
<b>OCT</b>	1,189	1,617	2,437	1,258	1,501	1,191	1,568	1,311	1,026	
<b>NOV</b>	737	1,245	1,535	1,335	1,187	1,060	1,284	1,193	1,051	
<b>DEC</b>	998	1,289	1,607	1,360	1,342	1,070	1,300	874	942	
<b>TOTAL</b>	19,863	18,613	20,611	19,762	18,370	17,418	14,828	10,128	14,641	

NB: The Malt Street toilets were closed during building work Jan-May 2021.