

Waikato District Council Public Toilet Strategy



Xyst Limited has prepared this public toilet strategy for the Waikato District Council.

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1.0 Introduction

The provision of good quality and accessible public toilets is considered an expectation of many residents and visitors to the Waikato District. It is estimated that some 3,500 people use the Council's public toilets every day.

While the Council has no statutory requirement to provide public toilets (other than in certain public buildings), adequate provision will assist the Council in meeting its strategic outcomes in particular:

SUSTAINABLE WAIKATO

A district where growth is managed effectively and natural resources are protected and developed for future generations

HEALTHY WAIKATO

A district with services and activities that promote a healthy community

SAFE WAIKATO

A district where people feel safe and supported within their communities.

The Council already provides a good network of well-used public toilets across town centers, roadside rest areas, sporting venues, beaches and other parks.

The cost to provide, maintain and service public toilets is considerable. It is appropriate to take a strategic look at the way the Council provides this service to ensure that it meets both the current and future needs of communities for good-quality public toilets in a way that is most cost-effective for households and businesses.

2.0 Aims and objectives

Given the importance of public toilets and the strategic outcomes the Council seeks to achieve, the aim of this strategy is:

- (1) To maintain a network of safe, accessible, clean and environmentally sustainable public toilets.
- (2) To improve the quality of public toilets.
- (3) To ensure to provision of public toilets is cost effective and meets the needs of residents and visitors to the Waikato District.

Council's objectives for the provision of public toilets are:

- Efficient and effective supply to meet the needs of households and businesses
- Low maintenance
- Safe for users
- Easy to clean – hard to vandalise
- Best value
- Right locations at the right time
- Meet accessibility codes

3.0 What we manage today

The Council currently provides:

- 53 Buildings with 194 individual toilet units¹
- 31 Buildings with all-gender toilets
- 2 Changing rooms only (no toilets)
- 22 Buildings with separate toilets for male and female
- 60% of buildings include accessible units and 25% of all toilet units are accessible.

The direct operating cost to provide these toilets in 2013/2014 was:

- Cleaning \$437,536
- Repairs and Maintenance \$42,704
- Rent \$59,595²
- \$27.91 per day per facility
- \$7.62 per unit per day

In addition to the direct costs, there are the capital costs of providing and renewing public toilets.

3.1 Other toilet provision

Public toilets are also provided at Council offices, community halls and libraries during opening hours. These are managed separately from the park toilets.

Sports clubs located on Council reserve also provide toilets, although these are only available when the clubrooms are open.

As well as the public toilets managed by the Council, there are many toilets available through eateries and service stations. These are privately owned spaces that are publicly available. They supplement the Council public toilets although they are often only available to patrons of the establishment and may have no advertisement of their public availability.

¹ A toilet unit is either an individual toilet pan or a urinal i.e. Two pans (2) and one urinal with capacity for two men (1 x 2) would be four toilet units (2+2=4).

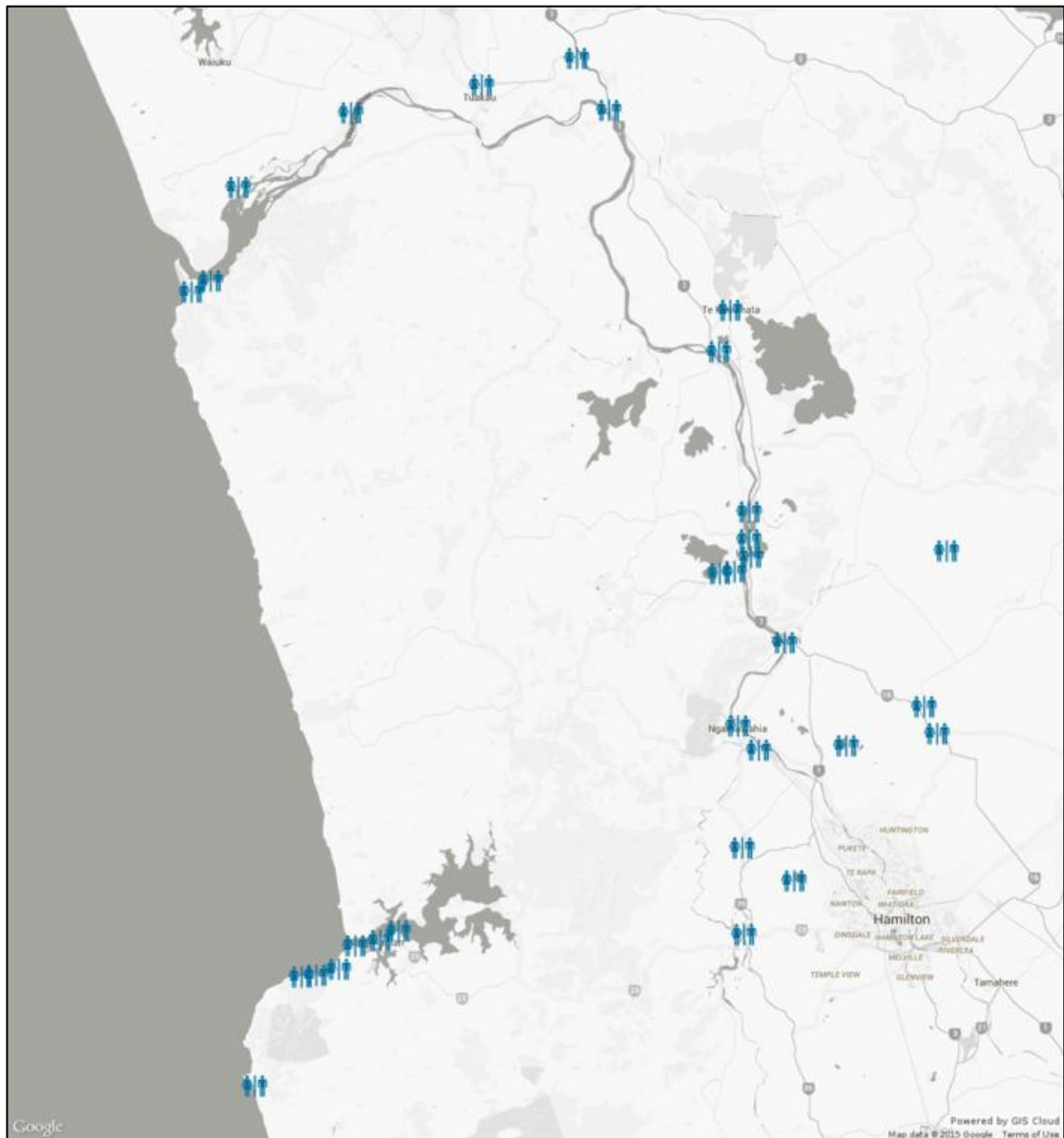
² Rent is for Mercer, Whatawhata, Raglan (no longer rented) and Te Kowhai Toilets

3.2 Current projects

Current funded projects under planning and/or construction include:

- Te Kauwhata Toilets (Replacement of old toilet with new)
- Hakarimata Toilets (New toilets)

Figure 1. Location of Public Toilets provided by Waikato District Council



3.3 Types of toilets provided

3.1.1 Automated toilets

Automated toilets manufactured by Exeloo have been installed for a number of years. These toilets provide an automated wash cycle after each use.

Figure 2: Jesmond Street, Ngaruawahia



These automated units were installed between 1997 and 1999 and are now nearing the end of their economic life, and while they are functional as public toilets, the servicing and maintenance requirements is such that they are becoming increasingly uneconomic to operate.

These toilets are located at:

- The Point, Ngaruawahia
- Jesmond Street, Ngaruawahia
- Tuakau Main Street

3.1.2 Semi-Automated toilets

Semi-Automated toilets manufactured by Exeloo have been installed for a number of years. These toilets include automated door opening/closing mechanisms and dispensing of consumables but are manually cleaned.

Figure 3: Elbow Reserve, Aka Aka



While these toilets also tend to have higher maintenance costs (principally with door mechanisms) they provide a high level of service and are robust and vandal resistant.

Semi-automated toilets are located at:

- Elbow Reserve, Waikato River
- Joyce Petchel Park, Raglan
- Rangiriri
- Huntly Main Street

3.1.3 In-built toilets

In some situations, public toilets have been provided within either public or privately owned buildings.

In-built toilets are located at:

- Dr John Lightbody - Sports Trust
- Raglan Wharf
- Whatawhata Tavern (Commercial arrangement)
- Te Kowhai (Commercial arrangement)
- Woodlands
- Mercer Service Centre (Commercial arrangement)
- Raglan Community Rooms

These toilets are provided by arrangement with tenants or private businesses.

Figure 4: Te Kowhai Shops



3.1.4 Standalone toilets

Standalone toilets are the most common type of toilet provided and are generally older style toilets. These tend to have a large building footprint and separate facilities. Often facilities are over scaled for actual use. In most cases a modern all-gender, two-unit toilet facility would cope with the majority of demand with acceptable levels of queuing.

Figure 5: Les Batkin Reserve, Tuakau



Standalone toilets are located at:

- Les Batkin Reserve
- Dr John Lightbody - Playground
- Hoods Landing
- Cobourne Reserve
- Maraetai Bay Reserve
- Sunset Beach
- Philips Reserve 1
- Philips Reserve 2
- Cliff Street
- Puriri Street
- Kopua Domain
- Kopua Domain Boat Ramp
- Riria Kereopa Memorial Drive
- Whale Bay Reserve
- Manu Bay
- Pokeno CBD Toilets
- Te Kauwhata Main Road
- Te Kauwhata Domain
- Bob Byrne Memorial Park
- Great South Road
- Ngaruawahia Cemetery
- Paterson Park
- Boatie Reserve
- Huntly Cemetery
- Huntly Domain
- Orini Reserve
- Hukanui Park

3.1.5 Closed Vault toilets

Closed vault toilets are used where public reticulated sewage systems are unavailable. These toilets are a closed system and do not rely on a septic tank. They therefore offer reduced operating, monitoring and compliance costs and are suitable for remote locations.

With the exception of the Wainui Reserve Lower Car Park toilet, all utilise a basic plywood design as pictured below. Recently the pedestals in these toilets have been upgraded to a fiberglass fixture, replacing the previous galvanised iron fixture which was both unhygienic and unsightly.

Closed vault toilets are located at:

- Wainui Reserve (Friends of Wainui)
- Wainui Sunny Dunny 1 Cnr Te Paeakaraoa & Ngarunui Beach Rd
- Wainui Sunny Dunny 2 Cnr Te Paeakaraoa Rd
- Wainui Reserve Lower Car Park
- Wainui Sunny Dunny 3 - Ngarunui Beach 1

- Wainui Sunny Dunny 4 - Ngarunui Beach 2
- Ruapuke Beach
- Lake Rotokauri
- Lake Kainui
- Lake Waahi West Carpark
- Lake Waahi East Carpark
- Lake Puketirini

Figure 6: Wainui Reserve, Raglan



3.1.6 Changing rooms

Standalone changing rooms are provided at Kopua Domain and Ngarunui Beach. These facilities do not contain public toilets.

4.0 Design and performance

All public toilets in the district were assessed using Xyst Limited's public toilet performance assessment tool. Toilets were assessed against New Zealand Standard 4241:1999 Public Toilets, the New Zealand Building Code Clause G1 (Public Hygiene) and Crime Prevention through Environmental Design (CPTED) principles. Individual assessment reports have been supplied to the Council. The final aggregated score for each toilet is shown in the table below with the best performing toilet at the top of the table.

Table 1: Performance ratings for toilets

Toilet	Performance Score
Rangiriri Exeloo	90
Raglan Wharf	86
Joyce Petchel Park	86
Jesmond Street	86
Elbow Reserve	86
Boatie Reserve	86
Whatawhata Tavern	81
Tuakau Town Centre	81
The Point	81
Te Kowhai	81
Pokeno CBD Toilets	81
Dr John Lightbody - Playground	81
Mercer Service Centre	80
Woodlands	77
Huntly Main Street	77
Hukanui Park	77
Wainui Reserve Lower Car Park	72
Orini Reserve	72
Great South Road	72
Ngaruawahia Cemetery	68
Wainui Sunny Dunny 4 Ngarunui Beach 2	63
Puriri Street	63
Philips Reserve 2	63
Philips Reserve 1	63
Maraetai Bay Reserve	63
Lake Rotokauri	63
Kopua Domain	63
Hoods Landing	63
Kopua Domain Boat Ramp	60
Bob Byrne Memorial Park	60
Whale Bay Reserve	59
Te Kauwhata Main Road	59
Sunset Beach	59
Ruapuke Beach	59

Toilet	Performance Score
Manu Bay	59
Huntly Cemetery	59
Dr John Lightbody - Sports Trust	59
Paterson Park	56
Wainui Sunny Dunny 3 Ngarunui Beach I	54
Wainui Reserve (Friends of Wainui)	54
Les Batkin Reserve	54
Wainui Sunny Dunny 2 Cnr Te Paeakaraoa Rd	50
Wainui Sunny Dunny I Cnr Te Paeakaraoa & Ngarunui Beach Rd	50
Te Kauwhata Domain	50
Riria Kereopa Memorial Drive	50
Lake Waahi East Carpark	50
Huntly Domain	50
Cobourne Reserve	50
Lake Puketirini	45
Cliff Street	45
Lake Kainui	40
Lake Waahi West Carpark	27

4.1 Safety and security

All toilets were assessed for safety and security in respect to crime prevention design principles via CPTED.

4.1.1 Improvements to lighting

Toilets would generally benefit from improved levels of natural light. Where this cannot be achieved this should be supplemented with artificial light.

Lighting should be controlled by proximity sensors, to minimise energy use and attractiveness to moths.

Exterior lighting should also be provided and can also be controlled by proximity sensors where appropriate.

4.1.2 Improvements to safety

NZS 4241:1999 Public Toilets advocates the construction of self-contained cubicles as a minimum, a toilet pan and hand basin. These are typically all-gender units that are fully enclosed to maximise privacy and security of individual users. The standard does not preclude the provision of single-gender, self-contained units.

While the overwhelming preference of users is for single gender facilities, consideration should be given to all new toilets being self-contained all-gender facilities. There are a number of other reasons why all-gender self-contained units are preferable including:

- Space (and construction cost) is minimised
- Turnover of available toilets is maximised

- Users, especially children, are protected from inappropriate contact with strangers
- Caregivers of disabled persons maybe of opposite gender to disabled person
- Maintenance can be undertaken on individual units without closing the whole facility

Where separate male/female facilities are used, particular attention must be paid to the design, condition and maintenance of partition systems to ensure privacy and security is maintained for users. Many toilets were found to have inoperable privacy latches or inadequate partitions where privacy could be compromised. While these have since been repaired, regular inspection of partitions and locking mechanisms is required.

Where vegetation is present around public toilets this should be carefully managed to improve visibility. This will have the added benefit of improving light and airflow to the building and will prolong the life of the asset.

4.2 Equality

The toilets were rated for accessibility and provision of baby change facilities.

4.2.1 Disabled access

The provision of access to public toilets for persons with disabilities is a requirement of the building code. All new toilets are required to be accessible other than in backcountry situations where it would be impractical to provide disabled access to the toilet site.

At present, 60% of buildings include accessible units and 25% of all toilet units are accessible. Examination of the fit out for the existing toilets however shows that not all would meet current standards for accessibility.

In particular it was observed that some toilets have:

- missing grab rails on internal doors
- missing or incorrect dimension grab rails internally
- inadequate cubicle dimensions
- hand basins that are not within the cubicle or too far from toilet
- incorrect toilet pan heights and placements
- poor access from car park to toilet or steep entrances/barriers to toilets
- inward opening doors

A programme of assessment and improvement of accessibility requirements is being implemented.

4.2.2 Baby Change Facilities

Baby change tables are desirable where there is adequate space within the toilet building and where young children are likely to be present. Baby change tables were only present at the Mercer Service Centre. A number of baby change tables have recently been installed.

4.3 Hygiene

The toilets were rated for a variety of attributes contributing to hygiene.

4.3.1 Improvements to serviceability

Potential improvements to serviceability mainly relate to ensuring floor surfaces drain freely and are non-porous. A programme of improving floor surfaces by coating floors with epoxy floor products should be implemented and adequate funding set aside for renewal of floor surfaces. All new toilets should have epoxy coated or tiled self-draining floors.

4.3.2 Improvements to hand cleaning

The ability to wash hands with soap and dry hands with limited contact with toilet surfaces is an important element of hygiene. The recommended level of service for public toilets where electricity is available is:

- liquid soap dispenser
- cold water sensor tap (touch free)
- electric hand-drier

Where electricity is not available, a suitable service level is:

- liquid soap/sanitiser dispenser
- cold water push tap

Where both electricity and water are not available, a suitable service level is:

- liquid hand sanitiser dispenser

Paper towels are not generally suitable in public toilets because of the high cost of servicing and potential for litter and vandalism (particularly fire).

It is recommended to:

- install electric hand driers in all toilets where there is an electricity supply

Free-standing sanitary disposal bins are supplied at all toilets. Free-standing bins are more practical than in-built bins.

4.4 Maintenance

The toilets were rated for a variety of attributes contributing to maintenance.

4.4.1 Maintenance improvements

While maintenance was found to be generally sufficient, attention to resolving vandalism issues such as physical damage and graffiti quickly can assist in the reduction of further vandalism.

Cyclic maintenance actions such as deep cleaning and building maintenance (in particular spoutings and weather tightness issues) require attention. A new contract with an improved specification has recently been awarded and this allows for both regular deep cleans and improved building servicing.

5.0 Use of public toilets

In order to measure the relative use of public toilets in the district, a variety of automatic pedestrian sensors were installed at the entrances to key public toilets in August 2014.

Understanding use will enable the better matching of service levels and help assess the need for new toilets. Budget has not permitted the installation of sensors at every toilet location but sensors can be relocated to enable full coverage over time.

While there is a margin of error in any counting system, the results provide an overall guide to use and enable the comparison of individual facilities.

The median level of use for all toilets monitored is an average of 57 users per day with an estimated average of 3,500 people using public toilets per day.

As demonstrated, the recorded use of toilets varies considerably by site. Seasonal use patterns are also evident such as higher use of roadside or seaside toilets during the holiday season or special events such as whitebait season.

The top three highest use facilities monitored in the District are:

1. Mercer Service Centre (average of 703 users per day)
2. Boatie Reserve, Huntly (average of 369 users per day)
3. Great South Road, Ngaruawahia (average of 305 users per day)

It is interesting to note that these are all roadside rest areas.

The three lowest use facilities monitored include:

1. Elbow Reserve (average of 7 users per day)
2. Paterson Park (average of 8 users per day)
3. Wainui (Top) Reserve Vault Toilets (5 – 8 average users per day)

Figure 6: Average daily use of public toilets

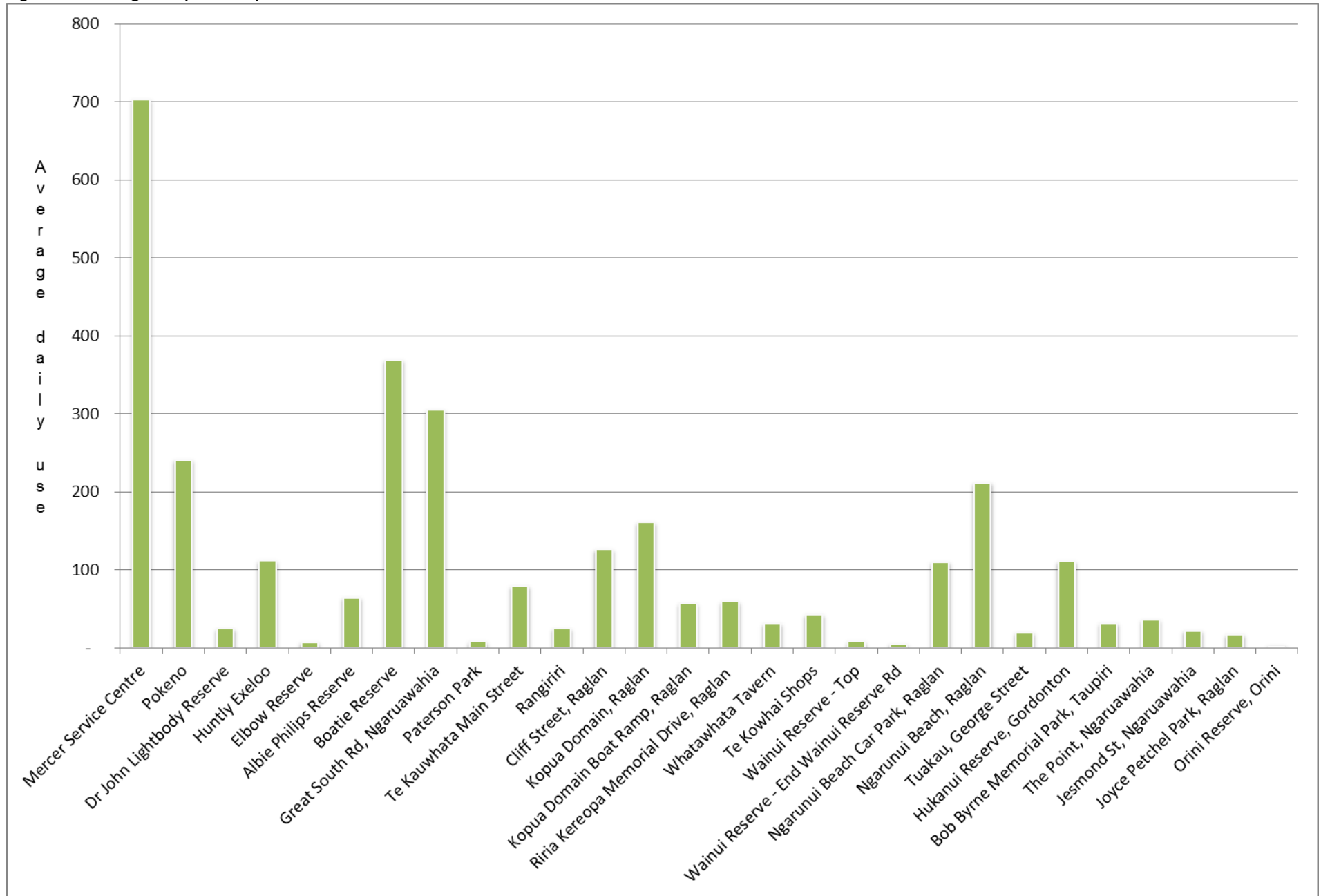


Table 2: Toilet usage by daily average rank

Site	Daily Average Rank	Running Total Count	Since	Running Daily Average
Mercer Service Centre	1	133,507	Sep-14	703
Boatie Reserve	2	65,083	Sep-10	369
Great South Rd, Ngaruawahia	3	37,189	Sep-14	305
Pokeno	4	36,705	Sep-14	217
Ngarunui Beach, Raglan	5	34,461	Oct-14	212
Kopua Domain, Raglan	6	22,611	Oct-14	161
Cliff Street, Raglan	7	16,865	Oct-14	126
Huntly Exeloo	8	13,790	Jul-14	111
Hukanui Reserve, Gordonton	9	17,380	Oct-14	111
Ngarunui Beach Car Park, Raglan	10	13,354	Oct-14	110
Te Kauwhata Main Street	11	8,518	Oct-14	79
Philips Reserve*	12	10,055*	Oct-14	64
Riria Kereopa Memorial Drive, Raglan	13	7,987	Oct-14	59
Kopua Domain Boat Ramp, Raglan	14	7,199	Oct-14	57
Te Kowhai Shops	15	3,878	Oct-14	42
The Point, Ngaruawahia	16	5,903	Jul-14	36
Bob Byrne Memorial Park, Taupiri	17	3,463	Sep-14	31
Whatawhata Tavern	18	2,923	Oct-14	31
Rangiriri	19	2,995	Nov-14	25
Dr John Lightbody Reserve	20	4,418	Oct-14	24
Jesmond St, Ngaruawahia	21	4,193	Jul-14	22
Tuakau, George Street	22	2,437	Nov-14	19
Joyce Petchel Park, Raglan	23	748	Jun-14	17
Wainui Reserve - Top	24	868	Oct-14	8
Paterson Park	25	781	Jan-14	8
Elbow Reserve	26	2,033	Jul-14	7
Wainui Reserve - End Wainui Reserve Rd	27	575	Oct-14	5
Orini Reserve, Orini	28	759	Sep-14	3

* Door counter mechanism unreliable.

6.0 Satisfaction

6.1 Waikato District Council Residents Satisfaction Survey

The Waikato District Council Residents Satisfaction Survey 2014 showed that satisfaction with public toilets is modest with only 40% of residents being satisfied or very satisfied with the public toilets provided and maintained by the Council. This is down from 2011 when 43% of Waikato District Council residents were either very satisfied/satisfied with the District's public toilets overall³

Use by residents is somewhat limited however with only 53% of residents surveyed saying that they, or a member of their household, have used a public toilet in the last 12 months (down from 56% in 2012). Of these, 58% were very satisfied/satisfied and 16% were dissatisfied/very dissatisfied with the maintenance of public toilets.

The level of use of public toilets by residents appears to have declined from 56% in 2012 and satisfaction with the maintenance of public toilets has also declined among resident users from 66% in 2012 to 58% in 2014.

6.2 Benchmarking

According to the 2012 NRB survey for the Waikato District Council, the percentage of residents dissatisfied/very dissatisfied is 7% which is less dissatisfaction than other similar Councils record for public toilets. The average not very satisfied reading for residents nationwide is 18%.

6.3 International visitors

While there is no specific information available for the Waikato, International visitors rated overall satisfaction with public toilet facilities in New Zealand at 7.9/10 while domestic visitors rated overall satisfaction at 7.1/10⁴.

6.4 Improving satisfaction

Key elements to improving satisfaction include:

- Quantity and quality – having sufficient toilets
- Safety and security
- Hygiene
- Accessibility
- Gender specific toilets

³ Waikato District Council Satisfaction Survey 2011 (NRB)

⁴ Regional Visitor Monitor September 2011 Ministry of Economic Development

6.5 Performance measures

The performance measure included in the 2013/14 Annual Plan was difficult to measure and has been replaced by a new measure in the 2015/16 Annual Plan. This measure is:

Table 3 Annual Plan performance measures

Outcome	Performance Measure	Target
Public toilets are accessible, clean and fit for purpose.	Percentage of customers who are satisfied in the annual satisfaction survey	75%

7.0 Service levels

The following service levels were adopted in the Waikato District Council Parks Strategy (2014).

Table 4 Parks Service Levels

Park Category	Requirement for Toilets
Recreation and Ecological Linkage Parks	Not required.
Public Gardens	High quality toilets to be provided on site. Cleaning shall be undertaken daily or more frequently if required. More frequent servicing shall be scheduled during events or peak usage.
Neighbourhood parks	Not usually provided. Cleaning shall be undertaken three times per week.
Nature parks	Toilets to be provided at entranceway/car park area, or other gathering points throughout the park, where user stays of over one hour are envisaged or for high use sites. Cleaning shall be undertaken at least weekly.
Cultural Heritage Parks	Medium quality toilets provided at main sites. Cleaning shall be undertaken three times weekly or more frequently as required.
Sports Parks	Standard quality toilets to be provided on site – either stand alone or as part of clubrooms. May only be accessible during times of sports play. Changing rooms may be provided in association with clubs. Locate near to playgrounds if these are provided. Cleaning shall be undertaken three times weekly or more frequently during major events or as required.
Outdoor adventure parks	Toilets to be provided at entranceway/car park area and at gathering points throughout the park as required. Cleaning shall be undertaken at least weekly.

7.1 Service Levels according to use

Given the benefit of more accurate occupancy information it is recommended that service levels be adjusted to reflect actual usage on a site by basis. The table below shows the recommended cleaning frequencies based on estimated usage, agreed service levels, past use and nature of the facility.

7.1.1 High Use – Roadside toilets

Cleaning - three times per day, seven days per week including public holidays

- Boatie Reserve, Huntly
- Great South Road, Ngaruawahia
- Pokeno Main Street, Pokeno

7.1.2 High Use – Township toilets

Cleaning - twice per day, seven days per week including public holidays

- Huntly Main Street, Huntly
- Hukanui, Gordonton
- Cliff Street, Raglan

7.1.3 High Seasonal Use – Destination toilets

Cleaning - twice per day, seven days per week including public holidays during seasonal peak and once per day in off-peak.

- Kopua Domain, Raglan
- Wainui Beach Lower Car Park
- Ngarunui Beach Vault Toilets
- Manu Bay

7.1.4 Moderate Use – General toilets

Cleaning - one per day, seven days per week including public holidays

- Te Kauwhata Main Street
- Riria Kereopa Memorial Drive
- Kopua Domain Boat Ramp
- Sunset Beach, Port Waikato
- Maraetai Bay Reserve
- The Point, Ngaruawahia
- Bob Byrne Memorial Park
- Rangiriri Exeloo
- Huntly Domain
- Dr John Lightbody playground

- Jesmond Street, Ngaruawahia
- Puriri Street
- Raglan Wharf
- Tuakau Town Centre
- Huntly Cemetery
- Ngaruawahia Cemetery
- Les Batkin Reserve
- Joyce Petchel Park
- Cobourne Reserve

7.1.5 Low Use – General toilets

Cleaning - three times per week including public holidays and additional cleaning during seasonal peaks such as duck shooting or white baiting season

- Dr J Lightbody Sports
- Te Kauwhata Domain
- Philips Reserve
- Whale Bay Reserve
- Paterson Park
- Wainui Vault toilets
- Elbow Reserve
- Hoods Landing
- Lake Rotokauri
- Lake Waahi Vault toilets
- Lake Puketirini
- Lake Kainui
- Ruapuke Beach
- Orini Reserve

8.0 Improvement Programme

A number of toilets are now reaching the end of their economic and functional life. This together with increasing public expectations and improved awareness of health and safety issues necessitates a programme of capital works including new toilets, renewals of existing toilets and service level enhancements.

8.1 Criteria for providing toilets

Where requests for additional toilets are made, the following criteria can be used to support decision-making around the location of Council owned toilets:

1. **Supporting business:** public toilets are appropriately located in town centers to support business activity.
2. **Supporting residents:** public toilets are appropriately located at cemeteries and major playgrounds to support gatherings and extended play.
3. **Supporting recreation activity:** public toilets are appropriately located at public places such as sports fields and destination parks where residents and visitors may gather for extended periods of time for recreation.

When considering toilet provision, decisions should assess;

1. The cost-effectiveness of the solution given the high capital and maintenance costs of maintaining public toilets
2. The potential for private toilets to be made available for public use.
3. The identified community need including particular groups such as the elderly or children
4. The proximity and usage rates of existing facilities
5. The population and demographic of the area
6. Other services in the area such as shops, schools and community facilities such as Council offices and libraries
7. The health and environmental consequence of not providing toilets.

8.2 Proposed New Toilets

Hakarimata Scenic Reserve

Toilets are proposed at the Brownlee Avenue entrance to the Hakarimata Scenic Reserve. These toilets will be convenient for users of the reserve and compliment toilets provided by the Department of Conservation at Parker Road.

Centennial Park, Ngaruawahia

There is a lack of public toilets at Centennial Park. Toilets located in proximity to the playground would be utilised by children and caregivers as well as by sports field users.

Tuakau Domain

Lack of public toilets at the Tuakau Domain has been identified as an issue within the Sports Park Management Plan. Consideration should be given to installation of toilets within the Council owned building previously utilised by the Rugby League Club. These would be utilised by model aircraft users and sports field users.

Onewhero Domain

Lack of public toilets at the Onewhero Domain has been identified as an issue within the Sports Park Management Plan. Consideration should be given to installation of toilets for use by casual and sports field users.

Tamahere Recreation Reserve

When fully developed there is likely to be a need for toilets at the reserve given the wide range of sporting facilities proposed. A single toilet unit would be suitable.

Matangi – Prior to adopting this Strategy Councillors agreed to include the provision of a toilet facility in Matangi – the location of which is to be determined in consultation with the Matangi community.

8.3 Proposed Replacement Toilets

Ngarunui Beach Vault Toilets

The existing vault toilets located on the beach are heavily used in summer and are located in an extreme environment which will limit the useful life of the building. It is recommended that a new toilet building be located in the vicinity of the existing toilets and change sheds. This building should have a minimum of three units and include an external shower. The use of the changing rooms has not been evaluated but it is possible that these could be replaced with a combined unit. A three unit toilet has been included within the budget.

Te Kowhai

The existing toilets adjacent to the Te Kowhai Store are adequate however if new toilets were located across the road at Willowbrook Reserve in proximity to the skate park these would service travellers and reserve users. A new double unit would be suitable in this location. If this toilet was constructed it is recommended that the arrangement for toilet provision at the Whatawhata Tavern be discontinued.

Tuakau Main Street

Replace existing Exeloo with two-unit, all-gender semi-automated toilets within Main Street. It is recommended that the existing toilet, which is located on leased land, be removed and that a new toilet be installed within the road reserve adjacent to the telephone box and town clock.

Elbow Reserve

The existing Exeloo toilet is over specified for the level of use being received. This high quality toilet would be better utilised and a higher use location. It is recommended that consideration be given to relocating this toilet to a new higher use location (such as Tuakau Main Street or Te Kowhai) and that the toilet be replaced with a single toilet unit.

The Point, Ngaruawahia

The Exeloo unit here is nearing the end of its economic life and will need to be replaced within the next five years. A double unit would be suitable in this location.

Jesmond Street Ngaruawahia

The Exeloo unit here is nearing the end of its economic life and will need to be replaced within the next five years. A single unit would be suitable in this location.

Dr John Lightbody Reserve

The existing toilet is well utilised but is in a poor position, obscuring views of the playground and potentially creating a safety issue. While the use is relatively high, a single unit would be sufficient in this location. Locating this adjacent to the street would improve utilisation of the toilet and potentially reduce vandalism.

Riria Kereopa Memorial Drive

These toilets are nearing the end of their economic life. Replacement with a single toilet unit would be suitable.

Huntly Domain

The existing toilets at Huntly Domain are of an older design and are in relatively poor condition. The location of the toilets behind the clubrooms is less than ideal and they would be better located in a more prominent position adjacent to the lake where they would receive greater use. A double unit would be suitable in this location. This is not a priority, but a longer term intention.

Raglan Main Street – Prior to Councillors adopting this Strategy it was decided the provision of a public toilet facility in the main Street of Raglan be included. The refurbishment of the existing Raglan Town Hall toilet facilities is the preferred option.

8.4 Proposed Toilet Closures

Philips Reserve

Two identical toilets are provided at Philips Reserve as separate male and female toilets. It is recommended that one of the units be closed and that the remaining unit be made all-gender. The second toilet should remain on site and be utilised during events or when maintenance of the first toilet is required.

Whatawhata Tavern

Two toilets are provided within the Whatawhata Tavern entrance foyer. Only the male toilet is accessible so there are no accessible facilities for females. The contract for the provision and cleaning of the two toilets costs the Council \$14,480 per annum and it is considered that this would be better to provide a more functional

and well-utilised toilet at Willowbrook Reserve. This will result in considerable savings in contract payments to the Whatawhata Tavern and Te Kowhai Shops.

Rangiriri

The existing Exeloo toilet at Rangiriri is well used given current construction activity associated with the Waikato Expressway. Once the expressway opens, use should be closely monitored and if the toilet is no longer well utilised it could be relocated to another location.

8.5 Maramarua Toilets

The Council occasionally receives requests for the construction of public toilets at Maramarua on State Highway 27. At present, the Council makes a contribution to the garage towards the public use of these toilets. As a busy State Highway and a primary route between Auckland and the Coromandel, Tauranga and Rotorua there is no doubt that public toilets here would be well patronised.

The closest public toilets on State Highway 27 to the South are the Waharoa Toilets maintained by Matamata-Piako District Council. These toilets receive an estimated 550 users per day with all users being either domestic or international visitors. 56% of users arrive by coach bus.⁵ This level of use is comparable with the highest use toilets in the Waikato District.

To the North public toilets are not readily accessible off the State Highway other than at the commercial service area at Bombay. There are however several cafes along State Highway 27 and undoubtedly they benefit from customers who are seeking to use toilets as well as refreshments.

Should the Council provide toilets at Maramarua they would need to be a large facility capable of dealing with the high arrival rates from coach traffic and require cleaning at least three times per day.

Together with parking requirements the provision of adequate public toilets would cost in excess of \$1 million to install. Given the high capital and maintenance cost the Council would likely need to find a public sector or private sector partner to assist with the funding and maintenance of toilets.

It is likely that some benefit may accrue to the township by providing toilets however these benefits would likely accrue to a small number of businesses and it is considered that the cost would outweigh the public benefits at this time.

Provision of Council provided public toilets at this location is therefore not recommended.

8.6 Matangi Toilets

The Matangi community have expressed a desire for public toilets in the vicinity of Jack Foster Park. Considering the criteria for establishment of new toilets set out in

⁵ Xyst Survey for Matamata-Piako District Council September 2014

8.1 it would be difficult to justify establishing toilets at this site given the present understanding of the level of use of the site. If recreation use of the site increased significantly then toilets may be justified in the future.

8.7 Capital Works Summary

The proposed programme would result in expenditure of \$965,000 for new toilet construction. An additional \$1,663,000 is proposed for replacement and upgrading of existing toilets to improve growth related capacity and level of service. A programme of capital renewal of partition systems is also proposed and a total of \$80,000 has been provided for this over the next ten years.

Funding recommendations outlined in this strategy are subject to consideration of priorities within the Long Term Plan and Annual Plan.

	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/ 2022	2020/ 2023	2020/ 2024	2020/ 2025
New Toilets											
Hakarimata Scenic Reserve	\$90										
Centennial Park						\$250					
Tuakau Domain								\$250			
Onewhero Domain		\$34	\$350								
Tamahere Recreation Reserve									\$350		
Matangi Reserve											
Floating Line*			\$65			\$99		\$144	\$74		\$259
Replacement Toilets											
Te Kauwhata	\$208										
Tuakau Main Street				\$90							
Elbow Reserve				\$80							
Riria Kereopa Memorial Drive		\$140									
Te Kowhai							\$205				
The Point, Ngaruawahia						\$199					
Ngarunui Beach Toilets											\$233
Jesmond Street Ngaruawahia									\$98		
Dr John Lightbody Reserve									\$120		
Huntly Domain											
Raglan Main Street											
Renewals											
Wainui Reserve	\$11	\$40									
Paterson Park Upgrade	\$10										
Partition Systems		\$20									
General Capital Renewal/Replacement works as required	\$185	\$10		\$14							
Total (\$,000)	\$494	\$244	\$415	\$184	\$0	\$548	\$205	\$394	\$642	\$0	\$492

*The floating line represents an allowance for ad hoc investigations into new toilet requirements, and potential areas of growth where additional toilets are not currently foreseen.

8.8 Funding

New community facilities, such as public toilets, that are related to growth are able to be paid for by development contributions in addition to funding from rates.

Improvements to existing toilets (other than the growth related component) and the operation, maintenance and cleaning of toilets is rate funded.

User pays is often raised as an option for funding of public toilets, however payment for use of public toilets is not well accepted by the public. While there are a few facilities in New Zealand (including Taupo and Napier) where a payment is requested, this is limited to major toilets with attendants. The cost-benefit of providing attendants would need to be carefully considered.

An alternative to such arrangements is providing commercial space in association with new toilet construction. This provides a return to Council and passive supervision of the toilet facilities at no additional operating cost.

9.0 Communication

9.1 Online information

Crohn's and Colitis New Zealand (CCNZ) publishes and maintains the New Zealand Toilet Map (www.toiletmap.co.nz) which is an online and mobile based search platform for locating public toilets. The Toilet Map website can be accessed via all web browsers and through smartphones that have internet access.

The Council's webpage provides a map of the toilet locations however this can only be located by using the search function on the website. It is recommended that a link be provided to the CCNZ toilet map website as this is more comprehensive and informative.

9.2 Signs

A project is currently underway to improve signage to public toilets, which at present, is generally poor. In particular there is a need to:

- Use directional signs from main roads to the public toilets
- Standardise the international symbols used on public toilet buildings
- Include maintenance and cleaning information on public toilets.

10.0 Conclusion

The Council provides a good network of public toilets across the district, however some of these toilets are nearing the end of their economic life. This, together with increasing expectation and requirements for safe, accessible and clean public toilets, means the Council will need to be proactive in maintaining existing toilets and continuing a programme of renewals and capital works for public toilets.

Priorities for works are:

- Replacing fully automated toilets with self-contained, all-gender toilet units generally in a single or double unit configuration.
- Replacing separate male and female facility toilets with self-contained, all-gender toilet units generally in a single or double unit configuration.
- Repositioning high specification but low use toilets to sites where they will be more cost effective.
- Adding additional toilets at high use sport and recreation facilities.
- Providing public toilets where commercial partnerships are not meeting public needs.
- Review cleaning schedules for public toilets annually giving consideration to recorded levels of use and stated service levels in order to ensure the cost effective provision of public toilets.

Appendix I: Legislation and standards

1.0 Local Government Act 2003

Establishes the purpose of local government as:

- (1) The purpose of local government is:
 - (a) to enable democratic local decision-making and action by, and on behalf of, communities; and
 - (b) to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.
- (2) In this Act, **good-quality**, in relation to local infrastructure, local public services, and performance of regulatory functions, means infrastructure, services, and performance that are:
 - (a) efficient; and
 - (b) effective; and
 - (c) appropriate to present and anticipated future circumstances.

2.0 Health Act 1956

Health Act 1956 – Section 23 provides that it is the duty of every local authority to improve, promote and protect public health within its district. Section 25 provides that the Minister of Health may require any local authority to provide sanitary works including “sanitary conveniences” for the public.

3.0 Building Act 2004

Buildings to which access and facilities for persons with disabilities must be provided are listed in Schedule 2 of the NZ Building Act 2004, this list can be summarised into the following statement for most cases:

‘The requirement for the provision of access and facilities for persons with disabilities apply to all Buildings, premises, or facilities to which the public are to be admitted, whether for free or on payment of a charge’

In the NZ Building Act 2004 under section 4 (l)(k), there is particular regard to the need “to provide both to and within buildings, facilities that ensure that reasonable and adequate provision is made for people with disabilities, to enter and carry out the normal activities and processes in a building.” Therefore, if a person with a disability cannot access or carry out their intended task in a building listed in

Schedule 2 of the NZ Building Act 2004, then the building does not comply with the Building Act 2004.

4.0 New Zealand Standard for Public Toilets (NZS 4241:1999)

This Standard provides design information and advice on the numbers, location, type and quality, including features and fittings for public toilets, in any location. Guidance on cleaning and sanitation is also provided.