

# Waimakariri District Council Public Toilet Strategy



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WAIMAKARIRI  
DISTRICT COUNCIL

# TOILETS

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# Summary of recommendations

A review of the district's public toilet network has identified key issues to address, including the need for:

- standardised signage on public toilets
- better information about where public toilets are located, their accessibility and hours of operation
- a comprehensive set of levels of service for public toilets
- criteria to assess the need for new toilet provision and whether to renew, replace or decommission existing toilets
- guidelines to ensure best practice in the location and design of public toilets
- annual and 10 year programmed maintenance schedules to be developed
- a toilet renewals schedule to be developed
- the renewals budgets to be reorganised and increased in order to maintain LOS in the future
- existing public toilets to be made more accessible and safe where possible
- consideration to be given to the provision of new public toilets in key locations, particularly the Rangiora Town Centre.

Policy and Strategy Unit recommendations for the future management of Waimakariri District Council public toilets are as follows. Those recommendations that are priorities for Green Space staff have been incorporated into an action plan to be achieved over the next ten years.

## Objective 1: Readily Available

- 1.1 Adopt the Assessment Guidelines for Public Toilet Infrastructure as a tool to use to assess and prioritise the need for new toilets and either refurbish, replace or decommission existing toilets.
- 1.2 Adopt the proposed levels of service for public toilet provision.
- 1.3 Consider the provision of additional public toilet cubicles during any redevelopment of the Rangiora Public Library and Rangiora Council Service Centre.
- 1.4 Bring forward \$114,000 allocated in the LTP district toilet capital works budget in 2020/21 to 2018/19 to partially fund new toilets at Mandeville Domain.
- 1.5 Provide an additional \$386,000 in the district toilets capital works budget over the next ten years to allow four new toilet blocks to be built to meet shortfalls in LOS and customer expectations.
- 1.6 Install new public toilets in the following locations:
  - Mandeville Domain
  - Millton Memorial Park, Rangiora
  - West Oxford Reserve, Oxford
  - Silverstream Reserve (East)
  - Sportsground- regeneration land
  - Coldstream Road sports area, Rangiora
  - Murphy Park, Kaiapoi.
- 1.7 Install new public toilets in new subdivision areas in accordance with the proposed levels of service.
- 1.8 Encourage developers to provide toilets for their customers within big box retail outlets or a hub of these outlets.
- 1.9 Seek out opportunities to provide new town centre toilets in partnership with business.
- 1.10 Hold discussions with Te Ngāi Tūāhuriri Rūnanga, DOC and Ecan regarding the provision of toilets at Saltwater Creek, Coopers Creek and the Ashley-Rakahuri Estuary.
- 1.11 Assess the need for an effluent dumping station to be provided in Woodend/Pegasus once the effect of the Woodend bypass is known.
- 1.12 Decommission the Kaiapoi Memorial Reserve toilet.
- 1.13 Carry out a toilet users' survey prior to the refresh of this Strategy, to inform the Strategy about usage, and customer expectations and satisfaction.
- 1.14 Provide a port-a-loo at Pines Beach over the 2017/18 summer.

## Objective 2: Inclusive Access

- 2.1 Provide for inclusive access in all new public toilets by working closely with the Building Unit and Waimakariri Access Group to ensure design specifications are appropriate.
- 2.2 Increase the overall accessibility of the public toilet stock by carrying out a joint Building Unit and Waimakariri Access Group audit of toilets with identified accessibility issues to determine minor changes that can be made and instigate a works programme for this.
- 2.3 Remove the accessibility signage on toilet blocks that do not meet the accessibility criteria, are not able to be easily modified and are not considered by the Waimakariri Access Group to be fully accessible.
- 2.4 Modify existing public toilets to facilitate inclusive access when renewing these facilities.
- 2.5 Discuss with the Waimakariri Access Group ways to promote the Dudley Park Aquatic Centre changing places room to potential users.
- 2.6 Investigate with the Waimakariri Access Group the adequacy of the slings provided for the pool hoist.
- 2.7 Liaise with the Waimakariri Access Group about improving the instructional signage for the equipment in the Dudley Park Aquatic Centre accessible changing facility.
- 2.8 Set up a system for pool staff to record the number of people (non-pool users) using the changing places room facility at the Dudley Park Aquatic Centre.
- 2.9 Consult with the Waimakariri Access Group prior to the renewal of the Victoria Park toilets.
- 2.10 Consider including improving the accessibility of the Council's public toilet stock as a KPI in the 2018-28 Long Term Plan.
- 2.11 Take ease of use for people with mobility issues and young children, hygiene and appearance into account when choosing toilet seat design.

## Objective 3: Easy to Find

- 3.1 Promote the location of public toilets through street and park signage and signage on toilet exteriors.
- 3.2 Provide an interactive map of the district's public toilets on the Council's website and ensure this is kept up to date as new toilets are developed.
- 3.3 Promote public toilets on digital signage located in Council service centres, libraries, pools and the Woodend Community Centre.
- 3.4 Design and implement, through natural attrition, a programme of sign replacements and

standardisation of signs after consultation with the Waimakariri Access Group.

- 3.5 Adopt a minimum standard for the range of information to be provided on each toilet block as being:
  - Standard gender symbols (including braille)
  - International access symbol (where applicable)
  - Council contact information
  - Hours of operation
  - Date toilet was last serviced
  - QR code.
- 3.6 Provide effective, standardised, directional signage on the street for each facility, prioritising directional signage for town centre toilets.
- 3.7 Establish a QR code for Council public toilets.
- 3.8 Implement a system for providing up to date information about district toilets to key alternative websites such as [toiletmap.co.nz](http://toiletmap.co.nz) and [camping.co.nz](http://camping.co.nz) and other information providers such as ENC.
- 3.9 Provide ENC with a grant of \$1,500 for the development of a district wide map to be displayed in town information kiosks, depicting the locations of public toilets and other Council facilities.

## Objective 4: Fit For Purpose

- 4.1 Adopt the 100 Year Toilet Renewal Programme and associated budget for inclusion in the Green Space Activity Management Plan and 2018 Infrastructure Strategy.
- 4.2 Reorganise and increase the toilets renewals budget allocation of approx. \$106,000 pa to \$150,000 for 2018/19 and then \$250,000 every following two years until 2027-28 to allow one existing toilet block to be renewed bi-annually.
- 4.3 Add optimising the 100 year toilet renewal programme to the Green Space AMP 2017 Improvement Plan.
- 4.4 Carry out a comprehensive condition audit of all public toilets every 9 years in conjunction with the Long Term Plan and Infrastructure Strategy planning cycle.

## Objective 5: Sustainable

- 5.1 Ensure public toilets are well-designed and built using robust, high quality, vandal-resistant materials and fixtures that reflect the character of their setting.
- 5.2 Utilise a consistent suite of fittings and fixtures in public toilets that are easy to clean, maintain and replace and difficult to damage.

- 5.3 Implement Environmentally Sustainable Design principles in planning, design, procurement and maintenance of public toilet facilities.
- 5.4 Consider changing toilet roll holders to a standardised, robust design.
- 8.6 Consider upgrading CCTV and installing lighting to illuminate the rear of the Victoria Park toilets in conjunction with renewing this block.

### Objective 6: Clean

- 6.1 Carry out a contract variation to increase the cleaning frequency of the Woodend Recreation Ground toilet.
- 6.2 Consider using toilet counters to check cleaning schedules are appropriate for high-use toilets that receive a higher than average number of maintenance-related service requests.

### Objectives 7: Well Maintained

- 7.1 Instigate an annual minor works building maintenance programme, consisting of regular inspections and scheduled maintenance, for items such as electrical inspections, roof moss removal and septic tank cleaning.
- 7.2 Consider contracting out a programmed maintenance schedule for public toilet painting that provides for a complete repaint of each painted toilet block every 10 years.
- 7.3 Develop a ten year programme of planned public toilet maintenance to ensure all building elements retain, as a minimum, a 'good' condition rating (as per Xyst audit criteria), prioritising the repair work identified for Warren Community Reserve, Sefton Domain and Woodend Beach Domain.

### Objectives 8: Safe to Use

- 8.1 Adopt CPTED principles, including the use of a checklist, for the development and management of public toilet facilities.
- 8.2 Where practicable, make existing public toilets that have been identified with shortcomings in relation to safety and security, compliant with CPTED principles.
- 8.3 Consider engaging a colour consultant to prepare a colour scheme/s for standard concrete block toilets.
- 8.4 Consider carrying out a contract variation to amend the wording of the reporting specifications in Contract No.16/51 District Parks and Reserves Maintenance to specify reporting of damaged privacy latches.
- 8.5 Limit over time, the availability of public toilets to daylight hours, except for town centre toilets, by installing electronic locking systems on all new and renewed toilet blocks.

# Executive summary

This Strategy is intended to provide direction to Council for achieving its vision of *'providing residents and visitors to the district with convenient access to a well maintained, fit for purpose, safe and attractive public toilet network'*.

The Strategy covers all of the public toilets provided by the Council, or in partnership with the Council, apart from those that are generally restricted to the users of a community building, for example, most sports pavilions and community halls. The exception to this is the public toilet provided at the Oxford Service Centre which became available after the completion of this Strategy.

The Council acknowledges the significant role some of the businesses located within the district play in providing toilet facilities for their customers and would like to encourage private provision of customer toilets in all of the smaller shopping centres emerging in new subdivision areas and big box retail/business hubs. The Council also seeks opportunities for further private/public partnerships because of the greater safety, security and hygiene these arrangements can offer.

The role of other agencies, such as DOC and Ecan, in providing public toilets in recreation areas within the district is also acknowledged.

Of the 62 public toilets included in the Strategy, 60 are provided directly by Council and two are located within privately-owned buildings. The Council's toilet stock is relatively young with 68% being less than 20 years old. This is due to Council efforts to significantly upgrade its public toilets after the adoption of the first strategy in 1996 and the addition of 25 toilets to cater for rapid population growth. Most of these toilets are provided in neighbourhood reserves or sport and recreation parks.

Toilet usage as reported in the Council's customer satisfaction surveys has remained relatively constant between 2001 and 2013 with 63 % of those surveyed in 2013 saying they used them. Over this period more survey respondents used public toilets than any other type of Green Space provision.

While satisfaction with public toilet provision has risen by 14% between 2001 and 2016, dissatisfaction has been much more variable. Currently dissatisfaction rates (22%) are at a similar high to that identified in 2001, mainly due to dissatisfaction with the lack of public toilets in the Rangiora town centre and the condition of the Victoria Park toilets. The need for more toilets to be provided in parks to keep up with population growth was also highlighted as an issue.

Comprehensive levels of service have been developed as part of this Strategy for public toilet levels and standards of provision to assist Council to plan for an estimated population increase of 34,812 people within the next thirty years. Assessment criteria for determining and prioritising need have also been developed.

The need for an additional 23 toilet blocks to be built within the next 10 years has been identified to cover shortfalls in existing provision and cater for growth.

A 100 year toilet renewal programme has been developed which has identified the need for the toilet renewals budget to be doubled within 20 years' time to allow standards to be maintained. A budget increase equivalent to \$9,000 pa is being sought for the next 20 years to cover increased building costs.

An independent audit of toilet facilities carried out in 2015 concluded Council toilets were well maintained and in good condition overall, although a number of minor faults were found. An analysis of toilet-related service requests received over the past three years identified 40% were requests for repairs. Implementing a system of programmed maintenance would allow public toilets to be more pro-actively managed.

Other key issues identified in the Strategy are the need to make people more aware of the availability of public toilets and the overall lack of accessibility of the toilet stock. Comprehensive recommendations have been made to address these issues, including asking the Waimakariri Access Group for specialist advice on both the provision of signage and toilet/fixtures design and layout.

Sustainability will become more of an issue going into the future and this is addressed as is the need to make public toilets safer and more user friendly by adopting the use of Crime Prevention through Environmental Design (CPTED) principles.

# Introduction

## Key Demographic Trends

- The district's population has grown rapidly over the past 15 years and is expected to continue to increase until 2048.
- The population is older than New Zealand as a whole and will continue to age.
- People aged 65+ and children younger than 15 years make up a significant proportion of the population. These groups require good access to public toilets.

## Waimakariri District Area

The Waimakariri District covers approximately 225,000 hectares, extending from Pegasus Bay in the east to the Puketeraki Range in the west and bordered to the north by the Hurunui District. The major urban areas of Rangiora and Kaiapoi are located within commuting distance of Christchurch City. Smaller towns exist at Woodend, Oxford and Pegasus and there are beach settlements at Waikuku, Woodend, The Pines and Kairaki beaches. Waimakariri has retained its rural/small town character with just over one-third of ratepayers living in rural areas and rural villages located at Cust, Sefton, Ohoka and Tuahiwi.

Waimakariri has had an increasing population trend over the last twenty years and this has equated to a population increase of 75% from 33,000 in 1996 to 57,800 in 2016, or an additional 24,800 people. During this period the average growth rate for the district has been 2.7% compared with an overall growth rate for New Zealand of 1.2%.

Over the past fifteen years the district has been one of the fastest growing districts in New Zealand and the Council has adopted a medium population growth scenario for its 2018-2048 infrastructure planning. This assumes a projected population of 96,996 people by 2048.

The people in Waimakariri are older with a median age of 42.7 years compared with 37.1 years in New Zealand as a whole. There are also significant numbers of young people aged less than 15 years (19.5%) at similar levels to New Zealand as a whole (19.6%). Both young children and senior adults can require good access to public toilet facilities.

The district's population is expected to continue to age with the medium age of residents predicted to increase to 48.5 years by 2048. In another ten years' time, just under a third of the population is expected to be aged 65 and over (29.9%).

Both the increase in population and population demographics are likely to place further demands on the district for public toilet facilities. Visitor numbers are also expected to increase.

Area	Est pop 2018	Est pop 2048	Pop increase
Rangiora	18,347	30,063	11,716
Kaiapoi	10,607	15,132	4,525
Woodend/ Pegasus	5,593	12,116	6,523
Oxford	2,300	3,693	1,393
Small towns & beach settlements	1,232	1,921	689
Rural	24,105	34,071	9,966
<b>Total</b>	<b>62,184</b>	<b>96,996</b>	<b>34,812</b>

Table 1: Population projections 2018 to 2048

## Public toilets defined

This Strategy confines itself to the consideration of toilet facilities that are provided either directly by Council or in partnership with Council, and which are available for the general public to use when the facilities are open. This includes those located in parks, on streets, in some Council-managed public buildings and in town centres.



New toilet facilities at Acacia Avenue Reserve, Rangiora

## Why Provide Public Toilets?

Public toilets within the district provide convenience for residents, workers and visitors of all ages and abilities.



People usually need a public toilet when they are away from their home for an hour or more, and where no public toilet facilities are provided as part of another building.

A lack of public toilets is most acutely felt by groups with specific needs such as older people, people living with impairments or health problems, and families with young children. For these groups, a lack of convenient and accessible toilets may impact negatively on their quality of life, mobility, or dignity by restricting freedom of travel to and within the district. Some may avoid or be reluctant to travel or take part in social activities where public facilities are lacking.

The provision of public toilet facilities at parks and open spaces optimises the benefits of open space for a range of recreational pursuits including active sports and children's play. Public toilets attract more families to use parks and encourage longer visits.

The quality and usability of the district's central business areas is also enhanced by the provision of public toilets.

The Council promotes healthy lifestyles such as walking, cycling and enjoying natural environments. The vision of the Walking and Cycling Strategy 2017-2022 adopted by Council in 2017 is that:

*'Waimakariri residents choose to walk and cycle.*

*The environment is friendly, safe and accessible for walkers and cyclists.'*

Infrastructure, such as public toilets, is needed to support this vision and a key goal of the Walking and Cycling Strategy is *'providing and advocating for new and extended on-off road walking and cycling infrastructure'*.

Active transport goals can also be supported by the provision of public toilets at key connection points such as park and ride facilities.

### Legislation

The main statutes relating to the provision of toilet facilities for the public are as follows:

- *Local Government Act 2002*
- *Health Act 1956*
- *NZ Building Act 2004 (NZ Building Code 1992)*
- *Resource Management Act 1991*
- *Health and Safety in Employment Act 2015*

Other Acts such as the *Reserves Act 1977* and *Human Rights Act 1993* are also relevant.

#### Local Government Act 2002 (LGA)

The LGA 2002 provides a framework and powers that enable local authorities to play a broad role in promoting the well-being of their communities. It requires the Council:

*'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.'*

Sections 124 to 126 require the Council to carry out an assessment of sanitary services within the district from time to time. The Act defines sanitary services as having the same meaning as in the *Health Act 1956*. Section 25 (1) (d) of the *Health Act 1956* includes *'Public conveniences for the use of the public'* as a sanitary work.

Section 126 states the purpose of the assessment is:

*'to consider from a public health perspective, the adequacy of water and other sanitary services available to communities within a territorial authority's district, in light of -*

- (a) the health risks to communities arising from any absence of, or deficiency in, water or other sanitary services; and*
- (b) the quality of services currently available to communities within the district; and*
- (c) the current and estimated future demands for such services*

Section 17A requires local authorities to review the cost-effectiveness of current arrangements for meeting the needs of local communities for good-quality infrastructure.

Section 101B requires local authorities to prepare an Infrastructure Strategy for a period of at least 30 consecutive financial years. This Council has decided to include Green Space assets in its Infrastructure Strategy.

#### Health Act 1956

Section 23 of the *Health Act 1956* places a duty on every local authority to improve, promote and protect public health within its district. This involves identifying potential health risks and ensuring these are managed within acceptable levels.

Section 25 also requires a local authority to provide public toilets (and other sanitary services) for the benefit of its district.

#### NZ Building Act 2004

The *NZ Building Act 2004* provides the framework for regulatory controls specified in detail in the *NZ Building Code 1992* and outlines the process and responsibilities of various parties regarding the design, construction, maintenance and control of buildings.

Reference is made to sanitary services and Council's ability to require works to be completed or buildings to be closed down if they are considered to be insanitary. A building is considered to be insanitary for the purposes of the Act (Section 123) if it:

- (a) is offensive or likely to be injurious to health because-*
  - (i) of how it is situated or constructed; or*

- (ii) *it is in a state of disrepair; or*
- (b) *has insufficient or defective provisions against moisture penetration so as to cause dampness in the building or in any adjoining building; or*
- (c) *does not have a supply of potable water that is adequate for intended use; or*
- (d) *does not have sanitary facilities that are adequate for its intended use.*

### **NZ Building Code 1992**

The *NZ Building Code 1992* sets out performance standards that buildings must meet. The key areas applicable to public toilets are G1 Personal Hygiene and G 13 Foul Water. Provisions within G1 control the number of units and the layout required to comply with the code and G13 dictates the size of the plumbing systems.

Other relevant sections are B1 Structure, B2 Durability, D1 Access Routes, E2 External Moisture, E3 Internal Moisture, G4 Ventilation, G8 Artificial Light, G9 Electricity, G10 Piped Services and G12 Water Supplies.

### **New Zealand Standards**

Standards are commonly used to determine acceptable solutions along with those detailed in the NZ Building Code Handbook.

**NZS 4241: 1999, Public Toilets.** This document was created in 1999 to provide a nationwide guide to best practice standards for the provision of all public toilets.

**AS/NZS 1158, Category C - lighting of outdoor public areas**, other than roads, where the visual requirements of pedestrians are dominant. This document specifies the interior of public toilets will be adequately lit as will the curtilages of after-hours public toilets.

**NZS 4121: 2001 - Design for Access & Mobility - Buildings & Associated Facilities**  
Joint Australian and New Zealand Standards.

**AS/NZS 1730: 1996 - Washbasins**

**AS/NZS 3982: 1996 – Urinals**

### **Resource Management Act 1991**

This Act sets the parameters for sustainable management of the use, development and protection of natural resources in a way, or at a rate which enables people and communities to provide for their social, economic, and cultural well-being and for their health and safety. It requires the adverse effects of activities to be avoided, mitigated or remedied and compliance with planning documents such as regional and district plans.

Public toilets are considered a utility structure under the Waimakariri District Council District Plan and generally designed to meet the exemption criteria. Special provisions may apply in some areas triggering the need for a resource consent to be obtained, for example, a

silent file area. A resource consent is required from the Council for the installation of a septic tank in residential areas. Consent to locate a septic tank in rural areas may be required from Ecan.

### **Reserves Act 1977**

Public toilets are not mandatory in reserves but the Act provides for their development. Like other activities and structures on reserves, the provision of public toilets should be in line with the reserve management plan for the reserve.

### **Human Rights Act 1993**

This Act prohibits discrimination on the grounds of sex, race, disability, sexual orientation and family status, including care of children or other dependants.

### **Community Outcomes**

The Waimakariri District's Council's vision is:

*'to make Waimakariri a great place to be, in partnership with our communities guided by our outcomes, through the following roles:*

1. *As a service provider*
2. *As a funder of activities by others*
3. *As an advocate on behalf of our community*
4. *As a regulator under legislation.*

The community outcomes directly and indirectly relevant to the provision of public toilets are as follows:

### **GOVERNANCE**

#### **a. Effect is given to the principles of the Treaty of Waitangi**

The Council in partnership with Te Ngāi Tūāhuriri Rūnanga, continue to build our relationship through mutual understanding and shared responsibilities. 1,2,3,4

#### **b. There are wide ranging opportunities for people to contribute to the decision making that effects our District**

The Council makes information about its plans and activities readily available. 1,3

The Council takes account of the views across the community including mana whenua. 1,3

Opportunities for collaboration and partnerships are actively pursued. 1,2,3,4

### **ENVIRONMENT**

#### **c. There is a safe environment for all**

Harm to people from natural and man-made hazards is minimised. 1,2,3,4

**d. There is a healthy and sustainable environment for all**

Harm to people from natural and man-made hazards is minimised. 1,2,3,4

**PLACES AND SPACES**

**g. Public spaces and facilities are plentiful, accessible and high quality**

There is a wide variety of public places and spaces to meet people's needs. 1,2,3,4

The accessibility of community and recreation facilities meets the changing needs of our community. 1,2,3,4

**h. The distinctive character of our takiwā - towns, villages and rural areas is maintained**

The centres of our towns are safe, convenient and attractive places to visit and do business. 1,2,3,4

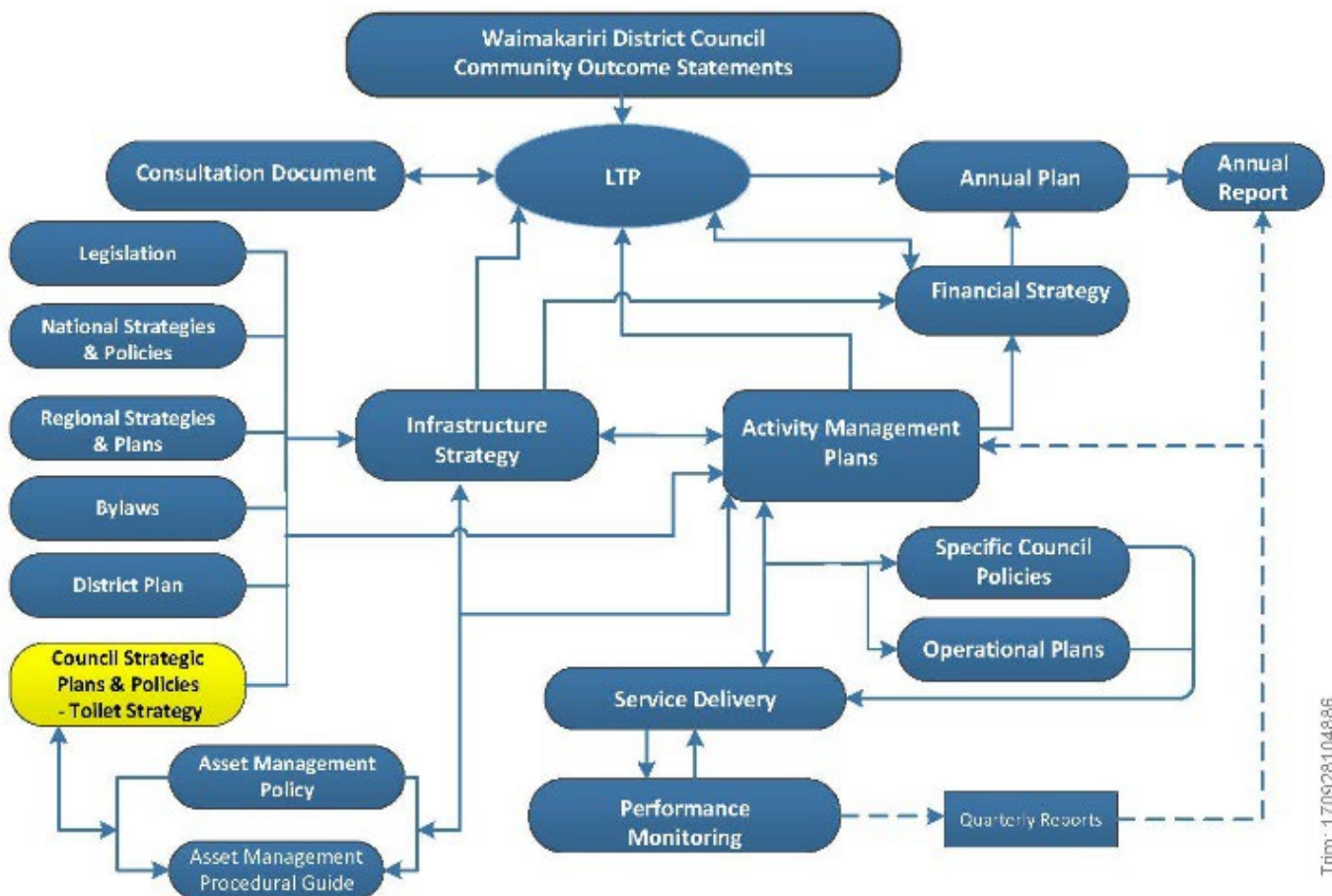
**i. People are friendly and caring, creating a strong sense of community in our District**

There are wide-ranging opportunities for people of different ages, abilities and cultures to participate in community life and recreational activities. 1,2,3

**Context**

The Toilet Strategy is intended to provide strategic direction for the development and management of the Council's public toilets over the next ten years. The Strategy feeds into the Green Space Activity Management Plan which in turn contributes to the Infrastructure Strategy and 2018-2028 Long Term Plan. It also contributes to the achievement of objectives in other Council strategies such as the Walking and Cycling Strategy 2017-2022 and the Waimakariri Accessibility Strategy 2017.

The following diagram shows the relationship between these documents.



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Graph 1: Toilet Strategy linkages with other documents

# Vision and objectives

## Vision

The Waimakariri District Council’s vision for public toilets is:

*‘to provide residents and visitors to the district with convenient access to a well maintained, fit for purpose, safe and attractive public toilet network.’*



## Key Objectives

### 1. Readily Available

Public toilet facilities will be conveniently distributed and open at times to meet likely demand and support community life and visitor activity.

### 2. Inclusive Access

New and upgraded public toilets will promote access to all people, regardless of age, gender and ability.

### 3. Easy to find

The district’s public toilet network will be well promoted to the community and visitors through the provision of current, easily understood and readily available information.

### 4. Fit for purpose

New and upgraded public toilets will be attractive, well designed and built using robust, vandal-resistant materials and fixtures that reflect the character of their setting and ensure they are fit for purpose.

### 5. Sustainable

Toilet design, maintenance and management will take into account principles of ecologically sustainable development, including whole of life costs.

### 6. Clean

Cleaning schedules will be appropriate to the site and usage and will ensure toilets are desirable to use while achieving a balance between affordability and community expectations (as measured by a decrease in dissatisfaction rates in the Council’s tri-annual Customer Satisfaction Survey).

### 7. Well maintained

Toilets will be maintained to a standard that achieves a good balance between affordability and meeting public expectations (as measured by a decrease in dissatisfaction rates in the Council’s tri-annual Customer Satisfaction Survey).

The planned maintenance programme will ensure all building elements retain, as a minimum, a ‘good’ condition rating (as per Xyst audit criteria)

### 8. Safe to use

New public toilet facilities will meet best practice principles of Crime Prevention Through Environmental Design (CPTED).

Existing public toilets will be managed in a way that ensures they feel as safe and welcoming to users as possible.



High quality bespoke toilet at Pines Oval, Pines Beach

# Waimakariri district public toilet network

## Key Trends

- Toilets are provided in the district by both the private and public sector and future partnerships between the two are encouraged
- The Council currently provides 60 public toilets, and another two indirectly, throughout the district and 3 effluent dumping stations
- The Council's toilet stock is relatively young with 68% being less than 20 years old
- Most of the toilets are provided either on neighbourhood reserves or sport and recreation parks.
- Nearly two-thirds of the public toilets are open for use 24/7.
- The toilets located on sportsgrounds have the least restricted access.
- Toilets servicing the town centres have the most restricted access with only the toilets in Oxford and Woodend being open after 10pm.

The Community Green Space Activity Management Plan 2012 defines public toilets as *'toilets that are open for use to the general public'*.

Toilets provided by the Council in sports pavilions and community buildings have therefore not been included in this Strategy unless there is external access to the facilities, as their use tends to be restricted to the building users.

Likewise, toilets in commercial buildings have not been taken into account as they are only available for the public to use during business hours and are generally only provided for the business's customers. The exception to this is the public toilet provided within the Rangiora New World supermarket which was provided under a public/private partnership arrangement.

The Council also contributed financially to the upgrade of the public toilets in the privately owned North Canterbury Cricket Association Pavilion at Mainpower Oval.

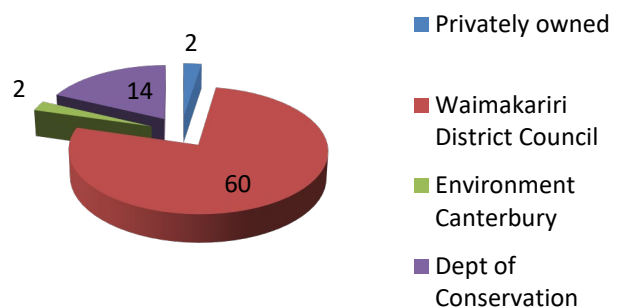


Public toilet at New World supermarket, Rangiora

While not included in the Strategy, it is acknowledged that the public toilets provided by the Council in the town centres are supplemented by those provided by retail outlets such as McAlpines Mitre 10, Pak'n'Save, the Warehouse, restaurants and some cafes for their customers. Service stations have also traditionally provided public toilets for travellers.

Public toilets are also provided in natural areas by other agencies. A key public toilet provider within the district is the Department of Conservation (DOC) which provides 14 toilets in or associated with the huts on DOC reserves. Road end toilets are provided at View Hill, Glentui, Wooded Gully and the Grey River. Environment Canterbury also provides public toilet blocks in the Waimakariri River Regional Park at Kaiapoi Island and at McIntoshes, a popular fishing spot.

Number of public toilets by provider



Graph 2: Public toilet providers

While this Strategy primarily focuses on the public toilet facilities it controls, the Council remains committed to

working in partnership and collaboration with other providers to enhance the planning, provision, servicing and promotion of the network for the benefit of all community members.

Although the majority (94%) of the 62 public toilets are managed by the Council's Green Space Unit, public toilets provided at the Rangiora Public Library and Ruataniwha Kaiapoi Civic Centre are managed by the Council's District Library Service. The public toilets in the Council's Rangiora Service Centre are managed by the Property Unit and the New World toilets are managed by the supermarket.

The Council has been progressively upgrading its public toilet network since the first toilet strategy was prepared in 1996. The original strategy was prepared for reserves and town centre toilets;

*"in response to the belief that the public toilets provided in the Waimakariri District are generally of poor quality and that many important locations have no toilet facility at all."*

An additional 25 toilets have been added to the Green Space Unit's portfolio over the last 20 years to cater for the rapid increase in population. Improvements listed in 2000 and 2005 public toilet strategy revisions have also been carried out resulting in the replacement or refurbishment of many of the old toilet blocks. As a result 42 (68%) of the toilets are less than twenty years old.

### Locations of Public Toilets

#### Distribution

The following table shows the distribution of Waimakariri District Council public toilets across the district. The two main towns have the most toilets as could be expected but provision along the coastal strip is also significant at 11%.

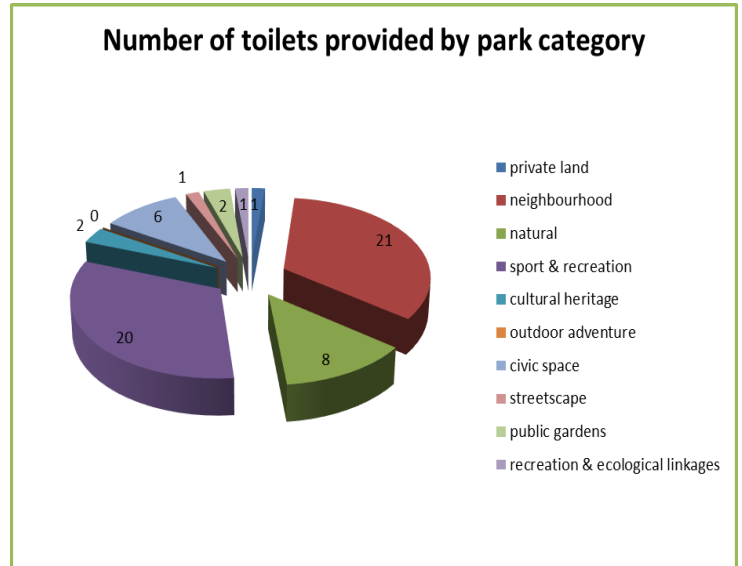
Location	Number of toilets
Rangiora	20
Kaiapoi	14
Rest of District	10
Beaches	7
Woodend/Pegasus	6
Oxford	5
<b>Total</b>	<b>62</b>

Table 2: Number of toilets by location

Effluent dumping stations are provided in Rangiora, Kaiapoi and Oxford.

### Parks & Reserves

All but one of the public toilets are provided on land managed by the Green Space Unit with 21 (34 %) facilities located on neighbourhood reserves and 20 (33%) on sport and recreation parks. Eight (13 %) are located on natural parks and 6 (10%) on civic spaces. Provision on other types of parks is negligible.



Graph 3: Toilet provision by park category

### Council Service Centres and Libraries

Toilets within the Rangiora District Library and Ruataniwha Civic Centre provide convenient access to well-maintained, safe and secure facilities during library opening hours. There is also a public toilet at the Council's Rangiora Service Centre. The toilets in these three buildings are very well used by members of the public either visiting the facilities or using the town centres.

### Town Centre Toilets

In addition to those listed above and the Rangiora New World toilets, the Rangiora Town Centre is serviced by toilets at Victoria Park, the Rangiora War Memorial Hall and the Rangiora Town Hall. The Kaiapoi Town Centre is serviced by four toilet blocks, one on each side of the Kaiapoi River where it is bisected by the Williams Street Bridge. Locations are the Ruataniwha Kaiapoi Civic Centre, Tom Ayers Reserve, Kaiapoi Memorial Reserve and Trousselot Park. The Woodend Town Centre toilets are the only public toilets located on the street and the Oxford Town Centre toilets occupy the same site as the Oxford Service Centre.



Town centre toilets in the Ruataniwha Kaiapoi Civic Centre

### Operational Hours

Just under two-thirds (60%) of the public toilets are open 24/7. The Woodend and Oxford Town Centre toilets are open 24/7 but the Kaiapoi and Rangiora Town Centre toilets opening hours vary between 5am and 9am and closing hours between 5pm and 10pm.

The opening hours of the other public toilets with restricted access vary between 5am to 6am and the closing hours between 9 and 10 pm. The most common hours of public access are 6am to 9pm.

The following table shows the level of restricted access for toilets located on different types of reserves. Sportsgrounds toilets generally have the less restricted access while toilets serving the town centres, and those located on public gardens and civic spaces, have the most restricted access.

Reserve category	Number with restricted hours
Neighbourhood Reserves	8 out of 21 (38%)
Natural	3 out of 8 (37%)
Sport & Recreation	4 out of 20 (20%)
Public gardens	2 out of 2 (100%)
Cultural heritage	1 out of 2 (50 %)
Recreation & ecological linkages	1 out of 1 (100%)
Civic space	5 out of 6 (83%)
Streetscape	0 out of 1 (0%)
Private	1 out of 2 (50%)

**Table 3: Restricted toilet open hours by reserve category**

### Xyst Public Toilet Assessment 2015

Xyst, an asset management consultancy, was engaged by the Council in 2015 to carry out a complete performance audit of 52 of its public toilets. This audit excluded the town centre toilets provided in the service

centres, Rangiora Town Hall and Rangiora Public Library. New toilets built since this date have not been audited.

Key findings from the audit are as follows:

#### Service Levels

- Maintenance and cleaning standards are very good
- Graffiti management is excellent
- New facilities are well designed
- Standard designs are well utilised
- There is some duplication of toilet locations

#### Condition

- Overall toilets are well maintained and generally in good condition
- 38% are in excellent condition overall, 51% in very good condition and only 11% (6) are in average condition
- No toilets were in poor condition overall but three had elements (roof, walls or floor) which were in poor condition

#### Accessibility

- Only seven toilets (13%) were considered to be fully compliant

#### Services

- Very few baby tables (5)
- Inconsistent provision of services such as soap dispensers (8), sanitary disposal bins (6) and hand drying
- Hand drying not generally provided (38). Electric dryer provided at 10 toilets and paper towels at 4 – no apparent rationale
- Toilet roll holders inconsistent design and light weight construction

#### Signs

- Generally very poor or non-existent
- No standard design reflecting poorly on Council image
- Generally no contact information for faults
- Poor directional signage (only 25% sign posted from street)
- No standard toilet symbols at 23 % of toilets

#### Recommendations

- Close Kaiapoi Memorial Reserve toilet now a new facility has been built at Trousselot Park
- Implement a programme of sign replacements and standardisation of signs
- Develop service levels for category of toilets detailing services to be provided at each level

## Public Toilet Strategy

- Implement a programme of accessibility and safety improvements
- Remove redundant toilet tissue dispensers and standardise roll holder with a more durable metal unit
- Investigate corrosion issues on 'Landmark' toilet steel frames and implement building maintenance/painting programme for Landmark toilets.

These recommendations are supported by this Strategy.



# Public toilet usage

## Key Trends

- In the 2013 Customer Satisfaction Survey more people used public toilets than any other type of community facility
- Reported usage of public toilets has declined slightly since 2001 but at a lesser rate than for any other type of park or community facility
- Most respondents used public toilets less than 12 times a year
- More people with children used public toilets than any other group
- However, people in all the other age groupings also used public toilets and there was little variation in the numbers doing so
- All of the parks listed by people as their favourite parks have public toilets apart from the Millton Memorial Park
- 24 toilets have been identified as high use toilets. These include all of the town centre toilets
- Most of the district's visitors are day trippers from Christchurch

## Visitors to the District

The impact of visitors to the district on toilet usage and demand is unknown. Data is available from Stats NZ (commercial accommodation monitor) and MBIE (the regional tourism spend) but this is collated on a regional basis. Regional visitor numbers are increasing and it is reasonable to expect a proportion of the increase will be visiting Waimakariri. In addition to the larger commercial accommodation suppliers, over 100 B&B and AirBnB operate in the district.

Most of the district's visitors are day trippers from Christchurch. It is assumed these people will be using the toilets supplied at their destination points, although some popular visitor destinations, such as Saltwater Creek and West Oxford Reserve, do not have toilets.

There is no obvious comfort stop location for visitors passing through, such as the toilets provided at Cheviot although the development occurring at Ravenswood/Woodend may influence this in the future.

## Social Conditions

Social conditions which contribute to increased demand at some locations include homelessness, public drinking and persons refused entry or ejected from bars. These don't appear to be issues in this district at the moment.

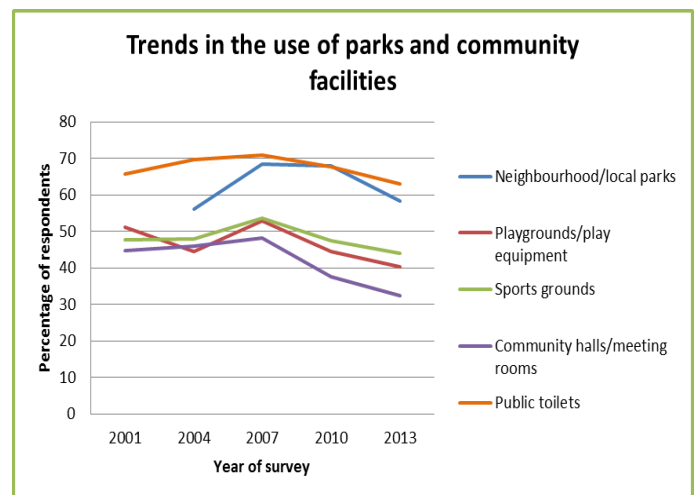
## Tri-Annual Customer Satisfaction Surveys

Since 2001 the Council has conducted a tri-annual district-wide customer satisfaction survey of 600 randomly selected households. These surveys provide some information about residents' use of public toilets but this question was deleted from the 2016 Customer Satisfaction Survey.

In 2013 public toilets were used by more respondents to the survey (62.9%) than community halls/meeting rooms or any type of park. However, they were used less frequently than parks and community facilities, with 43.1 percent of respondents using them less than 12 times a year. These findings indicate that while people do use public toilets, they only tend to use them if they are 'caught short'.

More households with children responding to the 2013 survey used parks and community facilities, including toilets, than those without children but there was the least variation in levels of toilet use between the three different household composition groupings; 59.5% (all adult households- 60 years plus), 59.2% (all adults under 60 years), 68.9% (households with children). This shows that while families with young children may have more of a specific need for toilets, demand is not particularly age-related, 'when you need to go, you need to go'.

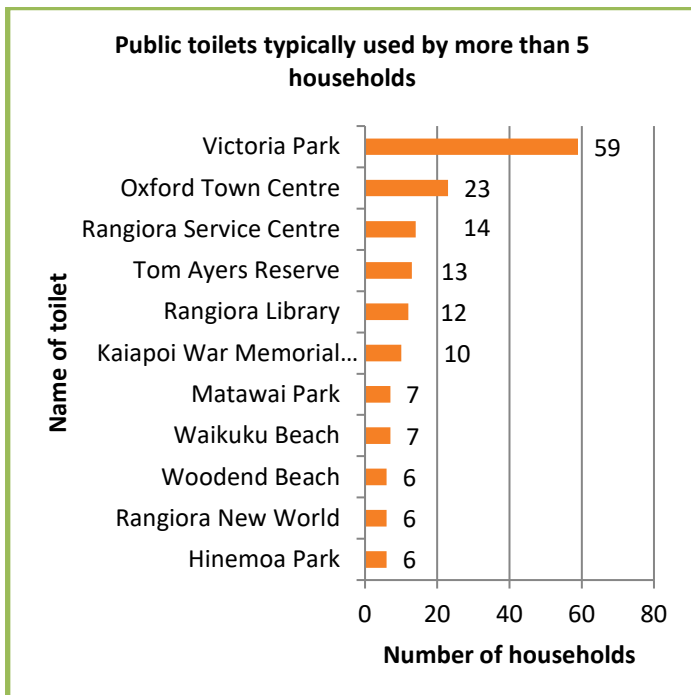
The reported use of public toilets increased slightly from 65.8 percent in 2001 to 71 percent in 2007 and then declined to a low of 62.9 percent in 2013. While there was an overall decrease in the reported use of public toilets of 2.9 percent between 2010 and 2013, this was the smallest decline in usage across all of the types of parks and community facilities surveyed, and within the statistical margin of error.



**Graph 4: Toilet use trends compared with other recreation facility use**

Respondents to the 2013 survey were asked to list the public toilets they typically used. Some respondents didn't specify particular toilets but said they used public toilets located in Rangiora (29) and Kaiapoi (21). Others said they used whatever toilet happened to be in the vicinity when they needed one (19) and a few said they used toilets in parks (5).

A total of 29 different toilet blocks were listed by respondents and these included town centre toilets, toilets in parks and toilets at the beaches. Only eleven of these toilets were listed by more than five respondents.



Graph 5: Most typically used toilet blocks - Customer Satisfaction Survey 2013

Victoria Park toilets were listed as being used by significantly more respondents than any other public toilets in the district. The high use made of the park and the location of the toilets along a main entrance to the Rangiora CBD are thought to be contributing factors.



Public toilet at Victoria Park, Rangiora

Seven of the top rating toilets were toilets that served a town centre function reinforcing the popularity of town centre toilets. One toilet block was located on a popular natural park in Rangiora, another on a neighbourhood reserve servicing a community catchment area in Kaiapoi and two were located at the beaches.

A number of respondents who used the toilets at the Rangiora Service Centre and the Rangiora District Library said they did so because they 'were nicer and cleaner to use' than the other public toilets available and this could explain the popularity of these toilets to some extent.

People were also asked which parks they typically used. Those listed by more than 30 respondents are shown in the table below. All of these parks have toilet blocks located on them. Responses for other parks were 23 or less.

Name of park typically used	Number of respondents
Southbrook Park (including dog park)	57
Victoria Park	45
Elephant Park	39
Matawai Park	37
Ashley Gorge Reserve	32

Table 4: Top five parks typically used

Respondents to the 2016 Customer Satisfaction Survey were asked which their household's favourite park was. Victoria Park (51) was the only one of the parks listed above that was specifically mentioned. Other favourite parks were Pegasus Lake and parks (18), Pearson Park in Oxford (16) and the Rangiora dog parks (15). Of these, the Millton Memorial Reserve dog park does not have a public toilet and three reserves in Pegasus have public toilets located on them.

### Service Requests

The Council received 178 service requests over two years from 1 July 2015 and 30 June 2017 for 68 % (42) of the public toilet blocks. While other factors, such as high levels of vandalism at particular sites, influence the number of service requests received, there is a correlation between levels of use and maintenance requirements.

The following table shows that 11 toilet blocks received more than 5 service requests each during this period. All of the stand-alone blocks servicing the town centres received a higher than average number of service requests as did all but the newest toilet block servicing Pegasus Town.

Dudley Park toilets received the most service requests because of vandalism. Two very popular parks in

Rangiora also received more service requests. The toilet blocks without service requests were predominantly those located on sportsgrounds or on community parks located in rural areas.

Toilet blocks with more than 5 service requests	Number of service requests 1/7/15 to 30/6/17	Cleaning schedule
Dudley Park, Rangiora	14	3 x week
Victoria Park, Rangiora	12	daily
Oxford Town Centre	12	daily
Woodend Town Centre	10	daily
Pegasus Lake	10	daily
Pegasus Bay Beach Carpark	9	daily(summer) 3 x week (off season)
Trousselot Park, Kaiapoi	8	daily
Tom Ayers Reserve, Kaiapoi	8	daily
Elephant Park, Rangiora	8	3 x week
Matawai Park, Rangiora	7	3 x week
Wanaka Reserve, Pegasus	6	3 x week

**Table 5: Toilet blocks with the most service requests**

### Cleaning Schedules

The cleaning schedules are intended to reflect expected levels of use. All of the toilet blocks that are cleaned daily are town centre toilets apart from the Pegasus Lake toilet. The latter is located next to a very popular destination playground and lake and therefore attracts a high level of use. The coastal reserve toilets are cleaned daily in summer and 3 x week off season apart from the Ashley River Mouth toilet which is cleaned 3 x week all year round. The Ashley Gorge Reserve toilet's cleaning schedule is also organised on a seasonal basis.

The eight other toilets identified as high-use are cleaned 3 x week. While four of these blocks (Dudley Park, Elephant Park, Matawai Park and Wanaka Reserve) received more than an average number of service requests, the majority of these were for vandalism or other repairs.

### Green Space Team Observations

The data from the customer satisfaction surveys, service requests and cleaning schedules is consistent with the observations of those managing these assets. In addition to those already identified, toilet blocks Green Space staff regard as high use are as follows:

- Kairaki Beach
- Ashley Picnic Grounds, Rangiora

### Fluctuations in Use

Levels of use of the toilets located at the beaches and in natural parks such as Ashley Gorge Reserve can be variable with seasonal fluctuations and periods of high demand. Use of sportsground toilets is also variable with peaks in demand when games or events are on. Use of toilets located on other types of reserves can vary between high (popular playgrounds, town centre toilets) and low levels of use but is likely to be more consistent.

### Toilet Counters

No data on actual levels of use for each toilet block has been collected. Levels of use can impact significantly on maintenance and servicing requirements and installing counters in the toilets thought to be receiving a high level of use, such as the town centre toilets, could be useful. This would help the Council to assess the need for additional toilets to be provided and ensure cleaning schedules are appropriate.

While counters could be installed in toilets thought to be underutilised it is unlikely confirmation of this would result in closures as many of these are located in rural areas where reserve users are unlikely to have other alternatives. The results would also be unlikely to impact on cleaning regimes as most of these toilets blocks currently receive minimal servicing.

Counters on toilets located on a particular reserve type could be useful to predict likely demand during any future revision of Council toilet provision levels of service, for example, whether public toilets should be provided in neighbourhood reserves with a local catchment. This information would be indicative only as demand can be very site specific.

### High Use Toilets

While public toilets located in sports parks are likely to attract high levels of use when sports are being played and there are fluctuations in use for popular picnic spots, the 24 public toilets that were consistently identified as being high use are shown in the following table.

Name of high use toilets
<b>Town Centre</b>
Victoria Park, Rangiora
Rangiora Service Centre
Rangiora Public Library
Rangiora New World
Oxford Town Centre
Woodend Town Centre
Ruataniwha Kaiapoi Civic Centre
Tom Ayers Reserve, Kaiapoi

<b>Name of high use toilets</b>
Kaiapoi War Memorial Reserve
Trousselot Park, Kaiapoi
<b>Coastal Reserves</b>
Kairaki Beach (seasonal)
Waikuku Beach (seasonal)
Woodend Beach (seasonal)
Pegasus Beach Car Park
Pegasus Lake
<b>Other Reserves</b>
Ashley Picnic Grounds, Rangiora
Dudley Park, Rangiora
Elephant Park, Rangiora
Matawai Park, Rangiora
Southbrook Park (incl. dog park), Rangiora
Hinemoa Park, Kaiapoi
Pearson Park, Oxford
Ashley Gorge Reserve (seasonal)
Wanaka Reserve, Pegasus

**Table 6: High use toilet blocks**

# Customer satisfaction & expectations

## Key Trends and Issues

- Since 2001 satisfaction with public toilets has steadily increased to 60%
- In 2016 residents were more dissatisfied with public toilets than any other type of community facility provided by the Council
- Dissatisfaction has increased significantly since a low in 2013 and is now at its highest recorded level since 2001
- The standard and cleanliness of public toilets across the district was an issue for people. A key change requested was cleaner, better maintained, more user friendly toilets
- The change people most wanted to see for parks and community facilities was more public toilets to be provided, particularly in Rangiora, including a new toilet block in the town centre
- The standard and cleanliness of the Victoria Park toilets attracted the most criticism
- Upgrades were also requested for the Oxford town centre and Dudley Park toilets and a new toilet was requested at Pines Beach
- The majority of the toilet-related service requests received by the Council over the last three years have been for repairs and maintenance

The main ways the Council finds out about customer expectations around public toilets is through:

- Tri-annual customer satisfaction surveys
- Service requests/complaints
- Contractor feedback
- Requests to Council and/or community boards

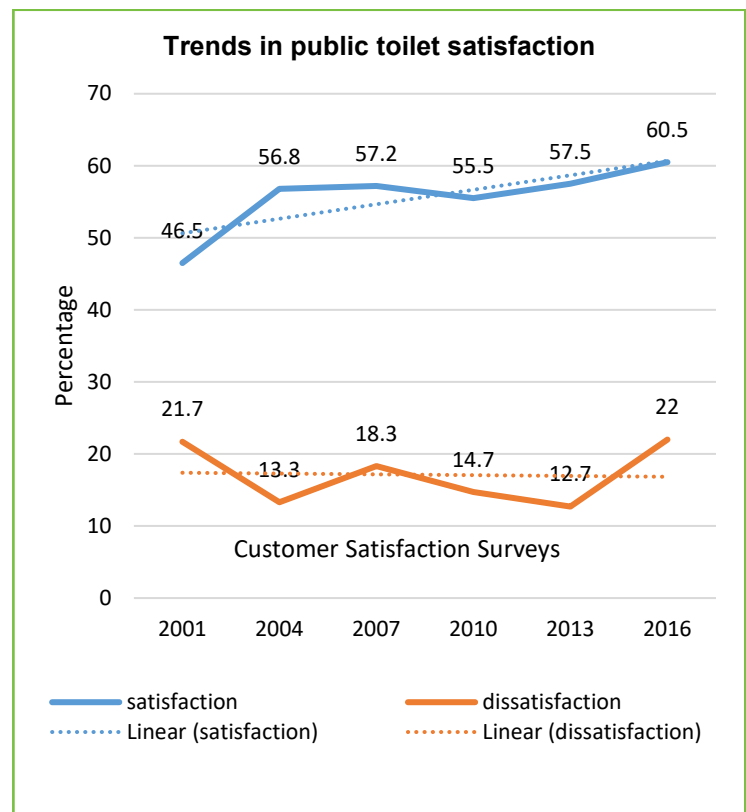
## Tri-annual Customer Satisfaction Surveys

The Council's latest Customer Satisfaction Survey was carried out in November 2016. The 486 households participating in the survey represent 1,295 people and are mostly comparable with the 2013 Census data for the

District as a whole. Exceptions are one person households which are under represented by 6.3% and the age distribution of some households. Those in the 40-49 age group are under-represented and the 60+ age group are over represented in the survey although these variations were still within the margin of error and therefore not statistically relevant.

## Trends in Satisfaction with Public Toilets

Overall satisfaction with public toilets has risen by 14% from when the surveys first started in 2001. This could reflect the significant upgrade of the toilet stock during this period. Dissatisfaction rates have increased significantly since the last survey was carried out in 2013 and are now slightly higher than the highest level recorded more than 15 years ago when the survey first started.

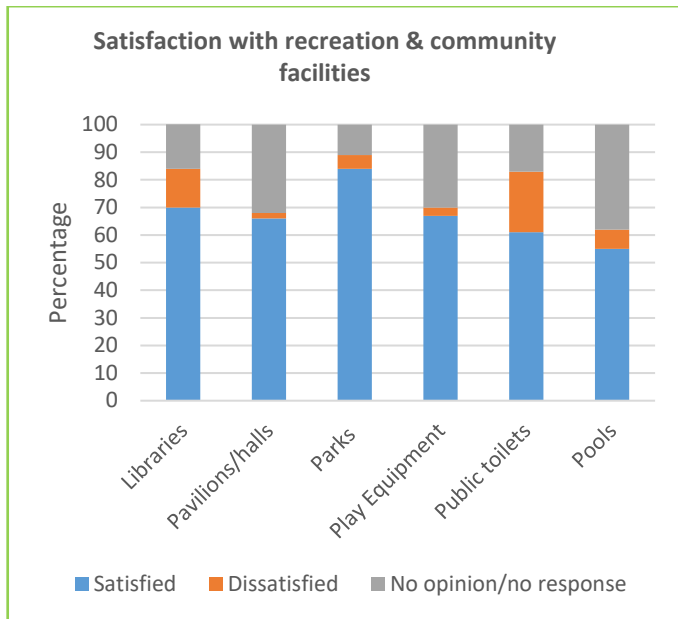


Graph 6: Public toilet satisfaction – Customer Satisfaction Surveys 2001-2016

## Overall Satisfaction with Public Toilets 2016

More respondents to the survey commented on satisfaction with public toilets than any other type of facility apart from parks. This indicates people use and are interested in the public toilets provided within the district.

The following graph shows public toilets had the second lowest satisfaction rate (61%) and the highest dissatisfaction rate (22%) of the facilities surveyed.



**Graph 7: Public toilet satisfaction – Customer Satisfaction Survey 2016**

The condition of public toilets across the district and the need for more, particularly in Rangiora, were the main issues for those who commented on the standard, provision and maintenance of Council-owned parks and community facilities. A number of respondents thought that public toilets were generally unhygienic places.

*“Public toilets are grotty full stop. I only use them in an emergency. With vandalism, the Council can do little about this.”*

Comments were made about the need for toilet provision to keep up with population growth and how facilities were minimal or non-existent in many parks.

Specific locations people wanted new toilets to be installed were the Rangiora town centre, Regent Park, the Oaks, Highgate subdivision, east and north-west Rangiora and Eyreton Domain. More modern toilets were requested on the main highways to cater for tourists.

### Dissatisfaction with Rangiora Town Centre Toilets

The lack of toilets within the Rangiora town centre was the most common reason given for dissatisfaction with public toilets.

*“There should be another toilet facility closer to the shops as the present ones are too far away for the elderly when shopping.”*

*“The Council toilets on High Street are good but there needs to be another block built on/near High Street.”*

*“There could be more public toilets available as businesses often don’t like people using their facilities.”*

*“Rangiora needs public toilets in the centre and east of the town.”*

### Issues with Other Toilet Blocks

The Victoria Park toilets stood out as being the block which concerned people the most. The following comments are typical of those received.

*“Victoria Park toilets are an embarrassment to the community. They are in desperate need of an upgrade and have been for years.”*

*“Victoria Park toilets are not always that clean and tidy. They are more like a dungeon compared to other public toilets I have visited.”*

*“Victoria Park toilets are pretty scummy.”*

*“Victoria Park toilets are usually dirty and smelly so we try not to use them now.”*

The need to upgrade the toilet facilities at Dudley Park and in the Oxford Town Centre was also commented on by several respondents.

*“The Oxford Main Road toilet need to be smartened up.”*

*“Oxford toilets could do with a bit of a refit as quite old.”*

*“The Oxford toilets are usually filthy.”*

The toilets at Elephant Park were an issue for people but have been replaced since the survey was carried out.

All of these four toilets are considered to be high use toilets (refer to Public Toilet Usage section) and both the Victoria Park and Oxford Town Centre toilets are on a seven day a week cleaning regime.

Issues relating to other facilities mentioned by fewer respondents were:

- The lack of toilet facilities at Pegasus Lake (the new toilets were built at the time of the survey)
- The poor condition of the Kaiapoi Lakes- Old Main Road toilets

### Satisfaction with Cleaning/Maintenance

Customers dissatisfied with the standard of public toilets described them as being:

*“shockingly disgraceful, yuk, poor, quite grubby, usually filthy, often unclean, not very nice etc”.*

However, a number of people also commented positively on the upkeep of the facilities describing them as being:

*“generally very clean and well maintained.”*

Facilities mentioned favourably were the toilets at Woodend, Waikuku, Ohoka Domain and Cust Community Centre.

### Changes People Most Wanted to See

People were asked about the changes they would most like to see made to any of the parks and/or community facilities provided by the Council. The change the most people wanted to see was the provision of more public toilets (25).

Specific changes requested by individuals were:

- New toilets in/near High Street, Rangiora
- Better toilets at Victoria Park
- Cleaner, better maintained and more user friendly toilets

The findings of the 2016 Customer satisfaction Survey were consistent with most of those of the 2013 survey which identified the main changes requested for public toilets as being:

- More regular cleaning, particularly the Victoria Park toilets
- Upgrading and/or better maintenance of Rangiora toilets
- Providing additional toilets in Rangiora, Kaiapoi, Pines Beach and Pegasus.

### Requests to Council

Three toilet-related requests were received in March 2017 to the Council’s draft Annual Plan 2017/18. These were as follows:

- The Kaiapoi-Tuahiwi Community Board said residents and developers had requested a toilet in Silverstream Reserve. The Council agreed that \$73,000 could be carried over from the 2016/17 financial year for this purpose.
- The Rangiora Community Board asked for a large modern public toilet facility to be built in the Rangiora town centre. The Council agreed consideration should be given to this in the Toilet Strategy and any financial implications considered as part of the 2018-2028 Long Term Plan process.
- The Pines Kairaki Beaches Association requested new toilets to be provided by the Pines Beach Surf Club. The Council decided this would also be considered as part of the 2018-2028 Long Term Plan process and advised the Association it would be consulted.

Other requests have been made to staff for toilets to be supplied at Saltwater Creek, Coopers Creek, Ashley-Rakahuri Estuary and Mandeville Domain.

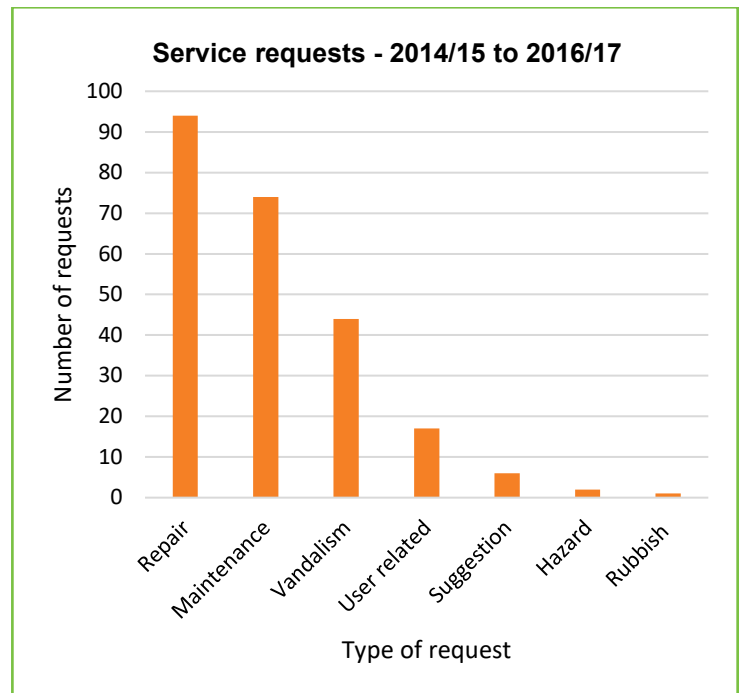
For more information about these proposals refer to the Renewals and Capital Works Programme section.

### Service Requests/Complaints

In the 2014/15 financial year the Council received 60 toilet-related service requests. This increased to 108 in

2015/16 due to a spike in vandalism-related service requests but dropped back to 70 in 2016/17.

The following graph shows just under three-quarters (71%) of the service requests were for repairs or maintenance. Repairs are defined as a fault with the structure or equipment such as a light not working, broken cistern etc. Maintenance is work required to restore the service such as blocked toilets, cleaning, supply of toilet paper etc.



Graph 8: Number of service requests by type 2014 - 2017

The majority of the user-related issues were complaints from people being locked in toilets with automatic closing systems or the toilets not being unlocked during the day.

Few people made suggestions but those that did asked for:

- Soap to be provided
- Toilet signs
- A new toilet at the Pines Beach car park
- The cistern to be lowered in the Pearson Park toilet

### Toilet Survey

A toilet survey was designed as part of developing this strategy to enable the Council to find out more about public toilets users and their views. Refer to appendix five, Public Toilet Survey Proposal.

It is recommended a user survey is carried out prior to the refresh of this Strategy to obtain information direct from public toilet users about usage levels, and their expectations and satisfaction.

# Levels of service guidelines

## Suggested Improvements

- Adopt the Assessment Guidelines for Public Toilet Infrastructure as a tool to use to assess and prioritise the need for new toilets and either refurbish, replace or decommission existing toilets
- Adopt the proposed LOS for public toilets including the following key changes:
  - Provide unisex cubicles in new stand-alone public toilet blocks
  - Increase the accessibility of the public toilet stock
  - Limit the availability of toilets to daylight hours, except for town centre toilets, over time
  - Provide toilets in local neighbourhood reserves servicing a larger than normal catchment
  - Determine toilet location on site by applying CPTED criteria
  - A new LOS for town centre toilets
  - A new LOS for effluent dumping stations
  - Criteria for considering applications for toilets to be located on, or to service sites owned by others
- Carry out a contract variation to increase the cleaning frequency of the Woodend Recreation Ground toilet
- Seek out opportunities to provide new town centre toilets in partnership with business

## Existing Levels of Service

A number of factors are taken into account when determining levels of service. These are generally based on:

- Level of provision
- Location
- Standard of structure
- Number of cubicles

- Services provided
- Cleaning frequency
- Availability (hours of access)
- Accessibility
- Community expectations/demand
- Affordability

The Council currently applies a mix of two different sets of levels of service to toilet provision as described below. These are captured in the Community Green Space Activity Management Plan - 2015 revision.



## Public Toilets Activity Management Plan and Sanitary Assessment 2005

The Council adopted levels of service (LOS) for public toilets in the above document prepared in 2005. Toilets were determined to be either high use (town centre toilets), medium use (sportsgrounds, community parks, district parks), low use (rural parks, special locations), and seasonal use. No provision was made for toilets to be located in neighbourhood reserves. Comprehensive levels of service were developed for each of these based on level of provision, finishes, additional services, hours of opening, number of cubicles, lighting, cleaning and disabled access.

### Typical LOS

*'High use toilets are located in central business districts, will be individually designed for a specific location, finished with tiles, have porcelain pans etc, 24 hour access, up to 4 cubicles, internal/external lighting, daily cleans and disabled access for at least one cubicle.'*

## Parks Categories and Levels of Service Guidelines 2011

In 2011 the Council adopted a framework for categorising parks and associated levels of service adapted from guidelines produced by the New Zealand Recreation Association (NZRA). Levels of service were based on park category and type of use. These were limited to the types of parks toilets should be provided on



and the standard of structure. A few guidelines were provided around the location of toilets on site.

**Typical LOS**

*'Toilets to be provided at natural parks entrance/car park areas or major gathering points, where the park is high use or where stays of more than 1 hour are envisaged.'*

**Proposed Levels of Service**

The existing LOS have been assessed and integrated into one table to make them easier to apply (refer to appendix seven – WDC Proposed Public Toilets Levels of Service). The LOS include expected level of provision, standard of provision, design features/services, location on site, cleaning and availability.

Most of the existing LOS are carried over and improvements have been made as follows:

- A new LOS category developed for 'town centre' toilets to recognise the special nature of this provision
- A new LOS category for toilets on sites, or to service sites, owned by others to provide some guidance when requests for funding are received
- LOS categories for reserves broken down into catchment size where applicable (local, community, district and regional) to allow expected levels of use to be taken into account
- The inclusion of LOS for effluent dumping sites within the streetscape category to capture current practice
- The development of assessment tools for determining the need for additional toilets (see appendix three – Assessment Guidelines for Public Toilet Infrastructure). A number of factors usually contribute to demand for new toilets, particularly town centre toilets, and this provides a framework for considering these as a whole. There is also a tool to use to determine whether to upgrade, replace or decommission existing toilets
- The requirement for the New Park Toilet Assessment Form to be used to determine the need for toilets to be provided on local neighbourhood reserves where these reserves trigger the LOS exception guidelines
- The deletion of detailed design specifications such as materials and finishes to be used. This provides more flexibility as new products and standard designs come onto the market
- The existing LOS had significant gaps across all categories and these have been completed

**Application**

While the LOS allow Green Space staff to plan with some consistency there will be instances where it is more appropriate to provide a different LOS than that recommended. An example of this is the Pegasus Lake toilet which is cleaned daily throughout the year instead of the recommended LOS of daily (summer) 3 x week

(off season). The rationale for the additional LOS is the toilet's location beside a very popular lake and playground, the limited number of other toilets in the town and meeting community expectations, evidenced by a higher level of maintenance-related service requests received before the LOS was changed. To ensure flexibility is retained the LOS are referred to as guidelines.

**Expected Level of Provision**

Public toilets will be provided in the following circumstances:

- All town centres – New Town Centre Toilet Assessment Form to be used to determine need for additional provision
- All public gardens
- All sports & recreation parks
- All neighbourhood parks (community) except where the reserve primarily serves as a site for a community building or where it is not suitable for a toilet development
- All high use parks.



Public toilet at Cust Community Centre – neighbourhood park (community)

Public toilets will not generally be provided in the following parks unless one or more of the criteria in the exceptions column is met:

Type of park	Exceptions to non-provision
Streetscape	<ul style="list-style-type: none"> <li>• Serves a town centre function</li> <li>• Significant walkway/cycleway system</li> <li>• Exceptional circumstances apply (urban &amp; suburban residential, rural residential &amp; rural areas)</li> </ul>

Type of park	Exceptions to non-provision
Cultural Heritage	<ul style="list-style-type: none"> <li>High use attracting long stays</li> </ul>
Outdoor Adventure Parks	<ul style="list-style-type: none"> <li>High use attracting long stays with no other toilets close by</li> </ul>
Neighbourhood Parks (local)	<ul style="list-style-type: none"> <li>Long stays</li> <li>Exceeds normal walking distance (500m or 10 minutes' walk)</li> <li>Park caters for larger than normal geographic area and/or number of residents</li> </ul>
Neighbourhood Parks (district)	<ul style="list-style-type: none"> <li>No other toilets close by</li> </ul>
Natural Parks (community)	<ul style="list-style-type: none"> <li>Moderate use with no other toilets close by and attracting long stays</li> </ul>
Natural Parks (district, regional))	<ul style="list-style-type: none"> <li>Attracting long stays</li> </ul>
Recreation & Ecological Linkages (local)	<ul style="list-style-type: none"> <li>Exceptional circumstances only i.e. forms part of a well-used long walkway outside of an urban area</li> </ul>
Recreation & Ecological Linkages (community)	<ul style="list-style-type: none"> <li>Significant walkway/cycleway systems</li> <li>Significant R &amp; E sites i.e. popular fishing/picnicking spots</li> </ul>
Recreation & Ecological Linkages (district)	<ul style="list-style-type: none"> <li>Significant walkway/ cycleway systems and R &amp; E sites providing no other toilets are located close by</li> </ul>
Seasonal toilets	<ul style="list-style-type: none"> <li>Special locations with each proposal to be considered on its own merits</li> </ul>
Toilets on/ or servicing sites owned by others	<ul style="list-style-type: none"> <li>Each proposal considered on its own merits</li> <li>Priority given to:                             <ul style="list-style-type: none"> <li>- partnerships</li> <li>- popular visitor destinations</li> <li>- benefits to District residents</li> <li>- where location is better than alternative Council-owned site</li> </ul> </li> </ul>

**Table 7: Exception circumstances for toilet provision**

A minor amendment has been made to the LOS for natural parks. Currently exceptions are made for stays of more than 1 hour. This has been changed to 'long stays' to be consistent with the LOS for other park categories and is more flexible and practical to apply.

Toilets are not normally provided in neighbourhood parks with a local catchment as they are considered to be 'walk to' parks however there are some exceptions. A new exception has been included in this category '*park caters for larger than normal geographic area and/or number of residents*'. This LOS would apply where there is no neighbourhood park (community) in the area and a local neighbourhood park effectively serves this function. An

alternative is to categorise the reserve with a community catchment but it will be unlikely to meet the agreed LOS size criteria. This amended LOS reflects current practice.

Allowance has been made in the LOS for the consideration of a changing places toilet space within a town centre toilet. This is discussed in the Inclusive Access section.

A new LOS allows effluent dumping sites to be provided in each of the five main towns providing there is sufficient demand and is intended to cater for waste from freedom campers and self-contained motor homes. Currently these facilities are provided in Rangiora, Kaiapoi and Oxford in response to subsidies provided by the Motor Caravan Association in the early 2000's. More recently facilities have been provided by the Council at the Waikuku and Woodend Beach Camping Grounds and the Ashley Gorge Holiday Park but these are only available to campground users.

During the preparation of this Strategy, three requests have been received to provide or support the provision of toilet facilities on/or servicing land owned by other agencies. These were from:

- Te Ngāi Tūāhuriri Rūnanga executive for a public toilet to be provided on NZTA land at Saltwater Creek to prevent the popular fishing spot from being contaminated with human waste
- the Department of Conservation for assistance with the provision of a toilet at the end of Mountain Road, Coopers Creek to cater for the high numbers of visitors passing through to DOC land
- a submitter to the Northern Pegasus Bay Bylaw 2016 Implementation Plan for a port-a loo to be provided in the Ashley-Rakahuri Estuary for whitebaiters, to limit the number of vehicle trips in/out of the Estuary.

A new category provides some guidance for decision-making when requests of this nature are received with priority given to proposals that involve partnership, have clear benefits for District residents and/or visitors or where the site in question is a better location than the Council-owned site the Council would have provided toilets on.

### Standard of Provision

The standard of provision is described as high quality (bespoke), standard (off the shelf design) or basic (prefabricated mould/composting option) and is applied according to type of park and estimated levels of use.

Most of the toilets to be supplied by the Council will be standard. The exceptions are those toilets serving a town centre function or located in public gardens which are expected to be high quality. Basic toilets are an option for recreation and ecological linkages in non-residential locations and which have low or variable levels of use.



Bespoke toilet at Trousselot Park, Kaiapoi

There are no proposed changes to the current standard of provision apart from for town centre toilets where a preference for private/public partnerships where possible is now indicated. Public toilet users are well used to the standard of personal safety and hygiene provided by mall toilets and have similar expectations for town centre toilets. This is hard to replicate in an unsupervised environment and private/public partnerships can allow for greater security and more frequent cleaning regimes. The public toilet provided in the Rangiora New World supermarket is a good example of this type of provision and is one of the most used toilets in the Rangiora town centre.



Standard toilet at Bayliss Drive Park, Kaiapoi

**Design Features**

These are linked to the standard of provision and expected levels of use.

Some key design features shown in the following standard of provision table are not currently achieved but will be expected to be incorporated into new toilet blocks and existing blocks when significant structural upgrades are carried out.

Identified areas of improvement are:

- *Unisex toilets.* This is the preferred option for provision as it provides increased flexibility of use during periods of high demand, caters for parents supervising children and supports diversity.
- *Fitting toilets with an electronic locking system.* All new toilets being built are able to be electronically locked and this provides Council with the ability to control hours of access (refer to Availability section).
- *Accessible toilet cubicles.* While approximately 73% of the toilet stock is deemed to be accessible, only 7 toilet blocks are fully compliant. This does not meet best practice guidelines for inclusive access. Some of the older toilets have inaccessible cubicles and the LOS promote the provision of accessible cubicles as the norm in one to two cubicle blocks. Provision in the larger blocks will be as per the requirements of the *NZ Building Code 1992*.
- *Providing internal and external lighting (high & standard quality only).* CPTED standards require toilets to be well-lit both internally and externally to enhance security and safety around and within the facility. In the toilet audit carried out in 2015 by Xyst, 64 % of the 56 toilets surveyed had good to average exterior lighting and 75% interior lighting. The remaining toilets needed improvements to either the interior or exterior lighting or both.

Standard of provision	Features/services to be provided
<b>High quality</b>	<ul style="list-style-type: none"> <li>• Generally a minimum of 4 unisex cubicles</li> <li>• At least one accessible cubicle per block or more as required by building code</li> <li>• Electronic locking system</li> <li>• Internal and external lighting</li> <li>• Hand driers</li> <li>• Baby changing facilities</li> <li>• Sanitary disposal bins</li> <li>• Mirrors</li> <li>• Cold water supplied to basin</li> <li>• Soap dispensers</li> <li>• Toilet paper</li> </ul>
<b>Standard</b>	<ul style="list-style-type: none"> <li>• Generally between 1 &amp; 4 unisex cubicles depending on levels of use and catchment. Natural parks with a regional catchment often have more</li> <li>• All cubicles to be accessible in new toilet blocks with 1 to 2 cubicles and as per the building code for larger blocks</li> <li>• Electronic locking system</li> <li>• Internal and external lighting</li> <li>• Cold water supplied to basin</li> <li>• Toilet paper</li> </ul>

Standard of provision	Features/services to be provided
<b>Basic</b>	<ul style="list-style-type: none"> <li>• Moulded plastic single cubicle</li> <li>• Accessible cubicle when toilet is located on accessible site</li> <li>• Internal and external lighting where power is available</li> <li>• Cold water supplied to basin</li> <li>• Toilet paper</li> </ul>

**Table 8: Standard of provision by services provided**

**Location on Site**

The next table identifies the LOS guidelines that currently exist for the location of toilet blocks on some types of reserves and includes proposed additions for streetscapes.

Type of reserve	Proposed LOS
Streetscapes – effluent dumping site	<ul style="list-style-type: none"> <li>• Roadside berm</li> <li>• Close to or on main access route</li> </ul>
Streetscapes – Town Centre toilets	<ul style="list-style-type: none"> <li>• Preferably main streets</li> <li>• Alternatively high activity centre areas</li> </ul>
Streetscapes – Walkway/cycleway system	<ul style="list-style-type: none"> <li>• Gathering points</li> </ul>
Public Gardens Cultural Heritage Parks	<ul style="list-style-type: none"> <li>• Park entrances</li> <li>• Car park areas</li> </ul>
Natural Parks	<ul style="list-style-type: none"> <li>• Park entrances</li> <li>• Car park areas</li> <li>• Park gathering points</li> </ul>
Recreation & Ecological Linkages	<ul style="list-style-type: none"> <li>• Park gathering points</li> </ul>

**Table 9: Location LOS by reserve category**

In addition to this all new toilets are now required to meet best practice Crime Prevention through Environmental Design (CPTED) principles to promote safety and security. This means blocks should be close to active spaces rather than isolated and entrances located in full view.

Current LOS require town centre toilets to be located on main streets. While it is still preferable to locate toilets in locations easily seen by visitors, there may be other high foot traffic areas worthy of consideration if no affordable main street options are available. The LOS have been amended to accommodate this.

Locations for effluent dumping sites have also now been specified and reflect current practice.

**Cleaning**

All toilets are required under the *Health Act 1956* to not be 'offensive or injurious to health'. The *Building Act 2004* also provides for toilets to be closed if they are 'insanitary'. This can be difficult to achieve at times as

toilets are only as clean as the last user and some blocks are regularly subjected to vandalism.

Affordability and expected levels of use are taken into account when determining cleaning schedules and issues around inappropriate LOS are usually identified by contractor feedback and public complaints to the Council's service request system. Toilet counters can be helpful in identifying toilets requiring increased cleaning frequencies due to higher than expected levels of use.

Type of park	Cleaning LOS
Town Centre toilets	<ul style="list-style-type: none"> <li>• Daily</li> <li>• 7 x week including public holidays</li> <li>• 2 x day if required to maintain standards</li> </ul>
Public Gardens Civic Space	<ul style="list-style-type: none"> <li>• Daily</li> <li>• 7 x week including public holidays</li> </ul>
<ul style="list-style-type: none"> <li>• Neighbourhood Parks (district)</li> <li>• Recreation &amp; Ecological Linkages (district)</li> </ul>	<ul style="list-style-type: none"> <li>• Daily (summer)</li> <li>• Min 3 x week (off season)</li> </ul>
Sport & Recreation Parks (district)	<ul style="list-style-type: none"> <li>• Between 2 and 5 x week depending on levels of use</li> </ul>
Sport & Recreation Parks (community)	<ul style="list-style-type: none"> <li>• Min 3 x week (urban areas, close to schools)</li> <li>• Min 2 x week (rural areas)</li> </ul>
Neighbourhood Parks (community)	<ul style="list-style-type: none"> <li>• Generally 3 x week (urban areas, beach settlements)</li> <li>• Min 2 x week (rural townships/areas)</li> </ul>
<ul style="list-style-type: none"> <li>• Neighbourhood Parks (local)</li> <li>• Natural Parks (district &amp; community)</li> <li>• Outdoor Adventure Parks</li> <li>• Sports &amp; Recreation Parks (region)</li> </ul>	<ul style="list-style-type: none"> <li>• Min 3 x week</li> </ul>
Streetscapes – Walkway/cycleway system	<ul style="list-style-type: none"> <li>• Min 2 x week</li> <li>• Extra cleans for events</li> </ul>
<ul style="list-style-type: none"> <li>• Cultural Heritage Parks</li> <li>• Sports &amp; Recreation Parks (region – Rangiora Airfield)</li> </ul>	<ul style="list-style-type: none"> <li>• Min 2 x week</li> </ul>
Recreation & Ecological Linkages (local & com)	<ul style="list-style-type: none"> <li>• Min 1 x week</li> </ul>

**Table 10: Cleaning LOS by reserve category**

## Availability

Until recent years most of the Council's toilet blocks were open 24/7. The main exceptions to this were toilets located within buildings and some town centre toilets frequently targeted by vandals which had electronic locking systems fitted to them in an attempt to maintain standards.

All park toilets built since 2010 (approx) have had electronic locking systems installed to reduce opportunities for anti-social behaviour in parks and increase public safety. These locks enable the toilets to be closed outside of daylight hours apart from town centre toilets which may be open until 10pm depending on town centre activities.

At the moment 60% (37) toilets are still available 24/7 but over time there will be a significant reduction in availability. This is not currently considered to be an issue as park toilets are not generally thought to be safe environments after dark and encouraging their use is not desirable. The lack of public toilets open after 10pm in the town centres has not currently been raised as an issue and it is assumed businesses cater for the needs of customers still in town after this time.

## Community Expectations/demand

While LOS are provided, their application is intended to be sufficiently flexible to cater for differences in community expectations and demand. An example of this working in practice is Arlington Park which should have a toilet due to its categorisation as a neighbourhood reserve (community). However, locals expressed a strong preference for there not to be a toilet and this was taken into account in the park's development. At the opposite end of the scale, strong community demand resulted in a toilet being provided in Bayliss Drive Park, a local neighbourhood reserve.

## Financial Implications of the Proposed Levels of Service

### Expected Level of Provision

Including a new LOS exception that allows toilets to be built in local neighbourhood reserves serving a wider catchment area is not expected to increase costs as a toilet would have been provided if a neighbourhood reserve (community) had been located there instead.

An analysis of the new 250m LOS requirement for toilet provision in the town centres identified a shortfall in the northern half of the Woodend business 1 zone. It is not recommended Woodend town centre toilet provision be addressed until there is certainty around the outcomes of projects such as the Woodend town centre redevelopment, Woodend bypass and Ravenswood development.

The inclusion of LOS for the provision of toilets on, or servicing land owned by others could be seen as raising expectations however organisations are currently able to

apply for funding via the LTP process. The LOS is intended to provide a framework for decision-making.

In 2003/4 the Council adopted a strategy to provide one effluent dump station in each of the four towns in appropriate locations associated with public toilets or sewer connections. All of these were installed apart from one at Woodend. While the new LOS allows for a new effluent dumping site to be provided in Pegasus/Woodend, demand would have to be demonstrated in order for it to be considered. These facilities do not have a high capital cost.

The provision of a changing places toilet space within a town centre toilet would have significant additional costs associated with it, including higher on-going maintenance costs, and a cost/benefit analysis would need to be applied to any such proposal.

An analysis of current provision against the LOS has highlighted the following anomalies. This is an existing situation as the proposed LOS for these types of reserves have not changed.

Type of park	Gaps in provision
Neighbourhood parks (community)	<ul style="list-style-type: none"> <li>• Arlington Park (37%)*</li> <li>• Good Street Reserve (26%)</li> <li>• Moorcroft Reserve (48%)</li> <li>• West Eyreton Domain (37%)</li> <li>• Lees Valley School Reserve (41%)</li> </ul>
Sports & recreation parks (community)	<ul style="list-style-type: none"> <li>• Millton Memorial Park (63%)</li> </ul>
Natural Parks (district)	<ul style="list-style-type: none"> <li>• Whites Road Reserve (33%)</li> </ul>
Recreation & ecological linkages (community)	<ul style="list-style-type: none"> <li>• West Oxford Reserve (52%)</li> </ul>
* Assessment score	

**Table 11: LOS gaps in toilet provision**

A New Park Toilet Assessment Form has been completed for each of the above reserves and those with scores over 50% are Millton Memorial Park and West Oxford Reserve. This means the cost/benefit of providing a toilet on these two reserves should be further investigated.

## Standard of Provision

The financial implications are limited to those implicit in any partnership agreement the Council may reach with regard to the provision of town centre toilets.

### Design Features

All of the suggested improvements in design are standard features of the new toilets installed by the Council. The costs are therefore incorporated into the capital cost of a new build. These are calculated at:

- \$80,000 to \$100,000 – basic toilet
- \$120,000 – 1 cubicle standard toilet
- \$150,000 – 2 cubicle standard toilet
- \$250,000 – 4 cubicle toilet
- 350,000 + – high quality toilet

### Location on Site

No financial implications are identified for toilets built on new reserves. There may be some additional costs associated with rebuilding toilets in a new location on existing reserves to meet CPTED criteria, for example connecting utilities services and rerouting pathways.

### Cleaning

Under the proposal the cleaning schedules for the toilets at the Woodend Recreation Ground and Kaiapoi Lakes would need to be increased from 2 x week to 3 x week to achieve the required standard. The Woodend Recreation Ground receives enough use to justify the LOS being applied and the additional costs are negligible. Green Space recommend the service level remains the same for both Kaiapoi Lakes toilets until the area gets busier.

### Availability

There could be a reduction in vandalism-related maintenance costs if closing most of the toilets overnight leads to reduced incidences.

### Community Expectations/demand

Providing a higher LOS in response to community expectations/demand has the most financial implications for the Council.

Managing expectations/demand from developers and residents for toilets to be provided on local neighbourhood reserves is likely to be the most significant LOS issue facing the Council in the future.

While many residents do not like public toilets to be located close to where they live, others see toilets provided on some neighbourhood reserves and expect the same level of provision. Changing the LOS to accommodate the standard provision of toilets on local neighbourhood reserves would have significant financial implications for the Council.

# Promoting community awareness

## Suggested Improvements

- Promote the location of public toilets through street and park signage and signage on toilet exteriors
- Design and implement a programme of sign replacements and standardisation of signs, through natural attrition, after consultation with the Waimakariri Access Group
- Adopt a minimum standard for the range of information to be provided on each toilet block as being:
  - Standard gender symbols (including braille)
  - International access symbol (where applicable)
  - Council contact information
  - Hours of operation
  - Date toilet was last serviced
  - QR code
- Provide effective, standardised, directional signage on the street for each facility, prioritising directional signage for town centre toilets
- Liaise with the Waimakariri Access Group about improving the instructional signage for the equipment in the Dudley Park Aquatic Centre accessible changing facility
- Provide an interactive map of the district's public toilets on the Council's website and ensure this is kept up to date as new toilets are developed
- Promote public toilets on digital signage located in Council service centres, libraries, pools and the Woodend Community Centre
- Establish a QR code for Council public toilets
- Implement a system for providing up to date information about district toilets to key alternative websites such as [toiletmap.co.nz](http://toiletmap.co.nz) and [camping.co.nz](http://camping.co.nz) and other information providers such as ENC
- Provide ENC with a grant of \$1,500 for the development of a district wide map to be displayed in town information kiosks, depicting the locations of public toilets and other Council facilities

Promotion and signage of public toilets is essential to ensure residents and visitors know where they are located and makes the best use of existing assets. The more people know about a toilet, the more it will get used and the safer it will feel.

Many people look for public toilets when they need them however other users, such as those with an impairment or health issue, older people and families with young children, may plan their activities before they leave home. Up to date information that can be sourced online is useful for people who need to plan ahead.

Public toilet information should be made widely available in a variety of places and formats including signs, maps, online tools and smart phone applications. Over time the need to continue to provide public information in a paper format is likely to reduce as internet access improves within the district and the uptake of technology becomes the norm across all age groups.

Consistent, easy to read and well located signage on each toilet is also important. The more standardised this is the more customer recognition is improved. This is particularly important for people with impairments who find the use of international symbols and indicators reduces barriers.

The picture below shows signage that clearly indicates the building is a toilet and uses international symbols. This could be improved with the addition of contact information and braille.



New style signage at Acacia Ave Reserve

## Customer Feedback

During consultation carried out for the Waimakariri Accessibility Strategy 2017, the Waimakariri Access Group identified a range of local barriers for people with impairments and suggested the following improvements to improve communication:

- Improve public toilet signage and use the international symbols of access (Department of Building and Housing, dbh.govt.nz)
- Improve signage at the Dudley Park Aquatic Centre regarding the use of the hoist and variable height change table in the accessible changing facility

The need to advertise toilets better by improving signage was also mentioned by respondents to the Customer Satisfaction Survey 2016.

## Toilet Websites

### Waimakariri.govt.nz

Currently people searching for public toilets in Waimakariri can find a list of public toilets on the Council's website with a street address. This information needs upgrading with an interactive map that can be printed. Filters would enable people to search on attributes such as location, accessibility and open hours.

People searching 'freedom camping' on the Council's website can download a camping brochure which shows the approximate location of public toilets in the district. This brochure does not come up under a search for public toilets and a two way link should be provided.



Map indicating location of public toilets in camping brochure

### Toiletmap.co.nz

The New Zealand Toilet Map is a user friendly website run by Crohn's and Colitis New Zealand which aims to make life more liveable for people with Inflammatory Bowel Disease (IBS). For patients with Crohn's disease and colitis, finding the nearest toilet can often be a critical situation. While the website is set up to support people with specific medical conditions it is also a great resource for other people, such as those with young children.

People are able to search the website for a toilet by location in New Zealand and the website is also mobile compatible. The website provides a link to [crohnsandcolitis.org.nz](http://crohnsandcolitis.org.nz) for people to update information on current toilets or add new toilets.

Many (32) of the public toilets provided by the Council are listed on this site but there are gaps, particularly in rural areas such as Ohoka, Mandeville and Cust. It is recommended a system is put in place for ensuring this voluntary organisation continues to have up to date GIS information about public toilets located within the district. This will help to promote 'community awareness' as identified in this Strategy but also contributes to the Waimakariri Accessibility Strategy 2017 communication goal action of 'Targeted information for people with impairments and service providers is provided'.



Website of Toiletmap.co.nz

### Camping.co.nz

This website promotes responsible camping and the CamperMate app, showing toilet locations across New Zealand, may be downloaded free of charge. The App also allows people to contribute details of new toilets they come across.

It is recommended this organisation is also regularly provided with updated information. Again this serves a dual purpose by promoting 'community awareness' and supporting Council's desire to encourage responsible camping.

### QR Code

It is also recommended that Council place a QR code in appropriate places that would direct people to the public toilet map on the Council's website. While not everyone currently has a phone that is able to read a QR code, this is likely to change over time and the cost of putting this system in place is minor.



## Information Kiosk Public Toilet Maps

Public toilets are often publicised on large format information maps in or on the outskirts of town centres.

Information display cabinets are located on Percival Street close to the Rangiora Library. Information kiosks are provided on Millton Ave, and Rangiora-Oxford Road, Rangiora, in the Woodend town centre, at Pineacres and in Oxford. Enterprise North Canterbury (ENC) ensures blown-up town street maps showing the locations of public toilets are placed in all of these kiosks apart from the Oxford one.

ENC has identified the need for a large format map showing attractions and facilities across the district to go into these kiosks to assist residents and visitors not using technology to access information. This map would include a range of Council facilities such as public toilets, effluent dump stations, Council Reserves, parking and so on. ENC has found it difficult to source a sponsor for a district-wide map and it is recommended the Council contribute \$1,500 towards its production as, apart from directional street signs, this is the main non-technological method of publicising public toilets located outside of the towns.

## Street Maps

ENC produces booklets of street maps for Rangiora and Kaiapoi which show locations for parks, public toilets and parking. The production of these maps is sponsored by local businesses and the Rangiora and Kaiapoi maps are being reprinted at the moment. The maps are widely distributed to residents and visitors via Council Service Centres, the Kaiapoi Information Centre, petrol stations and other businesses.

The need for ENC to be provided with up to date toilet information prior to reprints has been highlighted during the consultation carried out for this Strategy. It is recommended a system is put in place to ensure this.

The Oxford Promotions Action Committee Inc has produced a street map for Oxford but only the Pearson Park toilets are shown on this. The town centre toilets are, however, well sign posted from the street.



Street directional signage for the Oxford town centre toilet

## Public toilet Signage

The signage for all of the toilets included in the Xyst audit was assessed against the following criteria:

- Directional signs to toilets
- Standard symbols
- Council contact information
- Cleaning frequency information

This is the minimum standard generally applied in New Zealand to toilet signage. Some local authorities in Australia also provide other information such as distance to next toilet.

## Directional Signage

Prominent, standardised and well located street and park directional signage is essential for people to be able to locate toilets.

The Xyst audit identified poor directional signage with only 25% of the Council's public toilets sign posted from the street. The directional signage is also not standardised.



New style directional signage to the Rangiora New World public toilet

Most of the sign posted toilets were town centre toilets although some of the most popular toilets located in public buildings were not sign posted from the street. This may be satisfactory for residents who find out about these toilets through word of mouth or when in the building for other purposes but not very helpful for visitors. Town Centre toilets requiring directional signs are those at the Rangiora Service Centre, Rangiora Town Hall, Kaiapoi Service Centre, Trusselot Park and the Ruataniwha Kaiapoi Civic Centre.

## Toilet Signage

Xyst assessed aspects of the signage provided on the toilet blocks as generally being very poor or non-existent. Key issues were:

- Non-standardised design reflecting poorly on the Council's image
- Non-standardised toilet symbols for 23% of the toilets making it more difficult to interpret for people with some types of impairments

- Contact information for faults only provided at six toilet blocks

Contact details to enable people to report urgent maintenance and cleaning requirements, as well as any health and security issues, are essential and should be clearly visible on all toilet blocks. There appears to be no rationale as to why this information is provided on six of the blocks and not the others.

It is recommended that signage on the exterior of toilets include standardised gender symbols, the international access symbol (where toilets are accessible), Council contact information and hours of operation.

Some of the toilet symbol signs in the newer toilets such as Bayliss Drive Park include braille and this is recommended as standard practice. Small changes such as these help to improve the overall accessibility of the toilet stock.



Accessible signage at Bayliss Drive Park, Kaiapoi utilising the international access symbol and braille

No cleaning frequency information was provided at any of the toilets. It is suggested that small whiteboards be provided inside each toilet to allow the cleaner to write the date the toilet was last serviced. This helps customer expectations to be managed, for example, when a toilet is dirty and has only been cleaned that morning, and can promote customer feedback on the levels of service for cleaning frequency.

There is no budget currently available to upgrade all toilet signage as recommended. Green Space staff propose to design and then replace signage over time through natural attrition.

# Design and sustainability

## Suggested Improvements

- Where practicable, make existing public toilets that have been identified with shortcomings in relation to safety and security, compliant with CPTED principles
- Adopt CPTED principles, including the use of a checklist, for the development and management of public toilet facilities
- Limit, over time, the availability of public toilets to daylight hours, except for town centre toilets, by installing electronic locking systems on all new and renewed toilet blocks
- Ensure public toilets are well-designed and built using robust, high quality, vandal-resistant materials and fixtures that reflect the character of their setting
- Implement Environmentally Sustainable Design principles in planning, design, procurement and maintenance of public toilet facilities
- Utilise a consistent suite of fittings and fixtures in public toilets that are easy to clean, maintain and replace and difficult to damage
- Take ease of use for people with mobility issues and young children, hygiene and appearance into account when choosing toilet seat design
- Consider engaging a colour consultant to prepare a colour scheme/s for standard concrete block toilets
- Consider upgrading CCTV and installing lighting to illuminate the rear of the Victoria Park toilets in conjunction with renewing this block

## Current Public Toilet Design Trends

Trends in public toilet design take into account current views about social inclusion, the need for safe, cost effective, gender neutral designs and environmental sustainability.

Typically newer toilets have smaller footprints with fewer but more accessible cubicles that are more likely to be gender neutral and have doorways opening directly onto the street or park space. An important change in toilet design is the removal of internal partitions, external screens, corridors and vestibules to minimise concealment.

In prominent high use areas, public toilets are now often provided in combination with other facilities such as shops, community buildings and information centres.

Some of the high quality town centre or public garden toilets are contemporary architectural designs or 'art pieces' that stand out while others in more environmentally sensitive areas are often designed to blend in.

There is a trend towards using prefabricated buildings and semi or fully automated toilets.



Modern public toilets in Ballast Point Park, Australia

## Trends for Waimakariri District Toilets

All public toilets are either buildings or part of a building and must comply with the NZ Building Act 2004, the Building Code 1992, the NZ Standard for Public Toilets (NZS 4241:1999) and other relevant standards.

There are a number of different types of public toilet facilities within the district. Traditionally the Council has installed purpose built toilets but there is a high degree of standardisation within this group. Over the last ten years there has been a move away from this to installing prefabricated toilets. Brands that have been used are Landmark, Exeloo, Novaloo and Permaloo. Two portacom toilet blocks have also been installed as temporary toilets.

The Xyst audit concluded that new facilities were well designed and there was good utilisation of standard designs. The following table shows the current mix of stock.

Type of toilet block	Number	Percentage of toilet stock
Purpose built	45	73%
Landmark	10	16%
Exeloo	3	6%
Novaloo	1	1%
Permaloo	1	1%
Portacom	2	3%
<b>Total</b>	<b>62</b>	<b>100%</b>

**Table 12: Number of toilets by type of design**

While the majority of toilets are still purpose built this is likely to change over time as the older blocks are renewed and the stock expands.

While often cheaper to install, some prefabricated toilets do not have the same life span as purpose built ones. Concrete block, for example, has a standard life of 65+ years while the standard life of zincalume is 45 years. The move to using the above types of prefabricated toilets will have implications for the Council's 100 year renewal programme as some of the toilets will need to be renewed more frequently.

### Design Principles

The Council is committed to the provision of accessible public toilets that meet best practice Crime Prevention through Environmental Design (CPTED). Consideration should also be given to Ecologically Sustainable Design (ESD) principles when developing or upgrading toilets.



The Kendall Park toilets are CPTED friendly

Public toilets should be safe, secure and hygienic environments. They should provide for the needs of people of all genders and age including the needs of people with disabilities and their carers.

Ideally toilets should be robust single or multiple cubicles for unisex inclusive use, with each cubicle opening onto clearly visible active space.

Toilet building materials, fittings, fixtures and finishes should be structurally robust, vandal resistant and designed to facilitate safety.

When considering different options, priority should be given to designs that promote economic and environmental sustainability. An example of this, is taking whole of life cost into account rather than basing decisions on the cheapest option to purchase.

### External Appearance

The external appearance of a building impacts on how safe and inviting it feels to use. The grey and white colour scheme used on some of the older concrete block toilets makes these buildings appear prison-like and unappealing. It is recommended a colour consultant is engaged to devise a fresh colour scheme for these toilets.



Colour scheme used on concrete block toilets – Matawai Park

### User Friendliness

Some of the seats used in public toilets are more aesthetically appealing and easy to clean prior to use than others. Some seats are more user friendly for people with mobility issues and small children. It is recommended this is considered when choosing seats.



Acacia Ave Reserve



Victoria Park

### Crime Prevention Through Environmental Design (CPTED)

CPTED is an approach to crime prevention that takes into account the relationship between the physical environment and the users of that environment. It is accepted in the design and criminology fields as being a useful tool to reduce the likelihood of crime in specific locations. While it is impossible to 'design out' crime, better designed areas have been shown to reduce crime and fear of crime.

**CPTED toilets are safe, secure, well-lit, vandal resistant, robust, easy to maintain and enable inclusive access**

The perception of being safe is a key factor when a person decides to use a public toilet. Common problems with public toilet design and management are;

- Poor casual surveillance of facility due to isolation from roads, paths and other activity generators
- Views to the building obscured by vegetation and other buildings/structures
- Dark, maze-like entrances creating uncertainty for users and the potential for entrapment
- Poor public image and perception of lack of personal safety due to failure to remove physical evidence of anti-social behaviour, graffiti and vandalism
- Dark and unpleasant interiors due to lack of natural lighting and ventilation.

The community should be able to feel confident in using public toilet facilities. To maximise the safety of users and lessen or prevent the incidence of crime, the Council should implement, wherever possible, the following best practice CPTED principles when considering the location, orientation, design, and operation of public toilets. This applies to both new toilets and toilet upgrades.

#### Location and Proximity to Other Buildings

- Public toilets should be sited in locations that are highly visible from the surrounding area, from all or most directions
- They should be located as close as practicable to streets, footpaths and car parking areas
- Located as far as possible in areas with high foot traffic and public surveillance
- Public toilets in or near playgrounds should be clearly visible from the playground
- Where possible, public toilets should be provided within well-used buildings, such as libraries or shopping centres, or co-located with other buildings, as this enhances opportunities for active and passive surveillance

- Other buildings should not obscure the view of a public toilet

#### Access

- Entrances to public toilets should be clearly visible from the street and other public areas, easily identifiable and easy to locate
- Entrances should face towards areas of maximum pedestrian activity
- Entrances should not be obstructed by vegetation, structures or screens
- Doors should open directly off the street or park into a cubicle
- There should be no vestibules, long shared corridors or entry ways, or shared wash spaces before the entry to cubicles



Multi cubicle toilet block at Tom Ayers Reserve with 'friendly appearance' and doors opening straight onto the reserve

#### Landscaping

- Vegetation should not obscure or provide areas of concealment
- Plants should be maintained to a low height
- The perimeter should be free of seats to deter loitering and enhance perceptions of safety and opportunities for passive surveillance

#### Lighting

- Public toilets should maximise the use of natural light so users feel confident approaching and using the facility
- Sensor lighting should be used to supplement external and internal facility lighting and enhance security and safety around and within the facility
- If the facility is open to the public after dark, good lighting must be provided in and around the facility

- Ultra violet light should not be used (as a means to reduce illicit behaviour) because this lighting reduces visibility and safety levels for users

### Building Appearance, Materials and Fittings

- Good maintenance generally promotes a good image and discourages vandalism and other unsocial activities
- Upgrading building façades can improve the general quality and appearance of existing facilities. Facades should be suitably robust and graffiti resistant
- Internal wall surfaces should be light coloured to reflect light
- Materials should be used that are easy to keep clean and maintain
- Surfaces should be of a type that discourages graffiti
- Dry, non-slip floors
- Provide hangers for valuables and clothing to be kept off the floor
- Doors should lock and extend to the floor
- Provide no touch/automated fixtures and fittings in high use toilets

### Signage

- Directional and instructional signage to be provided for public toilets
- Signage to provide operating hours, servicing schedule and contact details to report a fault or issue
- Large and clear signage that is obvious upon approach to the toilet, indicating gender

### Management

- The management of a facility is important to the perception of safety. This includes people knowing a facility is inspected regularly and being encouraged to report any issues
- Graffiti should be removed quickly
- Toilets should be clean and well maintained
- In problem areas, 24/7 cameras should be installed to monitor entrances

### Current CPTED Performance

The 2015 Xyst toilet assessment rated each toilet against a set of safety and security criteria. These included visibility and siting, building design, maintenance management, security and artificial lighting.

Key findings of the assessment were as follows:

- Siting and design of new facilities is generally good
- Older facilities are generally poor in terms of safety and siting

- Key issues included:
  - Lack of privacy latches on doors (30% were missing or not working)
  - Many separate gender facilities with entrapment risks and enclosed cubicles (49%)
  - Partitions with incorrect gap (either too big or too little) under partition or door (85%)
  - Entrances not visible to the most active space (38%).



The design of Ashley Gorge Reserve toilets allows good use of natural light

The District Parks and Reserves Maintenance Contract now requires contractors to report any faults they observe while cleaning toilets. This should ensure privacy latches are repaired promptly.

The following toilets were identified as an entrapment risk due to the design of the building. All of these are older toilet blocks and it is difficult to see how the situation can be improved until the toilets are renewed or decommissioned.

- Ashley Picnic Grounds
- Maria Andrews Park
- Ashgrove Park
- Sefton Domain Pavilion
- Kaiapoi Memorial Reserve
- Kairaki Reserve
- Waikuku Beach –central area

- Ashley Rakahuri River Mouth
- Warren Community Reserve
- Mandeville Sports Ground (high risk)
- Mandeville Sports Ground Rugby Pavilion (high risk)
- Woodend Beach Domain
- Woodend Town Centre
- Oxford Town Centre
- View Hill Domain
- Ashley Gorge Reserve (some risk)
- Carleton Domain (high risk)
- Cust Domain (high risk)
- Cust Community Centre (high risk)

Two relatively new (2013) toilets at Ryder Park and Bayliss Drive Park have no interior or exterior lighting and it is recommended a CPTED checklist is developed for use when planning new toilets or upgrading existing ones.

Toilet blocks that are known hot spots for antisocial behaviour are those located at Hinemoa Park, Victoria Park and the Ashley Picnic Ground. Trousselot Park is also often targeted by vandals and is currently subject to CCTV surveillance.

There is no obvious solution for the toilet block at Hinemoa Park which is subject to high levels of vandalism and has evidence of drug use. Empty alcohol containers are regularly found at the park and there is a known correlation between alcohol consumption and vandalism. The toilet is situated in a highly visible location, all its entrances are visible, the interior and exterior of the building is well lit and the cubicles and park vehicle entrances are locked at night. The surrounding area is not well lit as per CPTED criteria, however, some residents already have an issue with light spill from the park.

The Victoria Park toilets, particularly the two park facing cubicles, are a known meeting area for people using drugs and some drug-related equipment has been found there. CCTV cameras located on the eaves of the building have been broken in the past and the lighting was too poor to view the footage from another camera located in the old fire station. It is recommended lighting the park surrounds at the rear of the building and upgrading the CCTV be considered in conjunction with renewing this block.

The toilet at the Ashley Picnic Ground is of a design identified as an entrapment risk. The toilet also has plenty of vegetation surrounding it and is located well back from the road. This makes it an ideal location for undesirable activity and there have been signs of this occurring. The only real solution is for the toilet to be replaced as soon as possible. In the meantime there may be a need for vegetation to be cut back and police patrols to be increased. For this reason the toilet block has been prioritised to be replaced after the Victoria Park and Kairaki Beach toilet upgrades.



Toilets at the Ashley Picnic Ground are partially obscured by vegetation

### Hours of Operation

To improve user safety and building security, there is a move away from 24/7 access to public toilets generally being closed in parks between sunset and sunrise. The electronic locking systems allow toilets to be programmed to remain open for longer to cater for events. This is discussed further in the Levels of Service Guidelines section.

### Environmental Sustainability

With increasing public awareness of the need to protect the environment for future generations, Council must start to give more consideration to the principles of ecologically sustainable development in its infrastructure planning.

Work on developing a Waimakariri District Council Sustainability Strategy is due to be started in early 2018 and once completed could have implications for the public toilet activity.

Key design elements that promote environmental sustainability include:

- Use of solar panels or a combination of solar and power sources to power lighting systems where feasible
- High degrees of natural light and ventilation
- Energy efficient LED lighting on timers or sensors
- 4 star ratings on fittings
- Water collection and reuse from roof structures
- Practical reuse of grey water for flushing
- Automated flow control and sensor taps to reduce water consumption
- Dual flush cisterns
- Internal surfaces and fittings that are easy to maintain, clean and replace, and difficult to damage or stain

## Public Toilet Strategy

- Internalised durable fittings with few moving parts
- Use of building materials with low environmental impact
- Efficient use of resources in construction and operation
- Use of low environmental impact cleaning products.

It is recommended that consideration be given to incorporating these elements as appropriate into the design of new toilets and when choosing off the shelf products. The use of cleaning products with a low environmental impact can be specified in toilet cleaning contracts.

While incorporating some of these features into new toilets may be more expensive, it is highly likely their use will become standard practice over time and the cost of doing nothing to mitigate environmental effects is likely to be more expensive to the community in the longer term.



Kitset public toilet in Australia with roof water rain collection tank



# Inclusive access

## Suggested Improvements

- Provide for inclusive access in all new public toilets by working closely with the Building Unit and Waimakariri Access Group to ensure design specifications are appropriate
- Increase the overall accessibility of the public toilet stock by carrying out a joint Building Unit and Waimakariri Access Group audit of toilets with identified accessibility issues to determine minor changes that can be made and instigate a works programme for this
- Remove the accessibility signage on toilet blocks that do not meet the accessibility criteria, are not able to be easily modified and are not considered by the Waimakariri Access Group to be fully accessible
- Modify existing public toilets to facilitate inclusive access when renewing these facilities.
- Discuss with the Waimakariri Access Group ways to promote the Dudley Park Aquatic Centre changing places room to potential users
- Investigate with the Waimakariri Access Group the adequacy of the slings provided for the pool hoist
- Set up a system for pool staff to record the number of people (non-pool users) using the changing places room facility at the Dudley Park Aquatic Centre
- Consult with the Waimakariri Access Group prior to the renewal of the Victoria Park toilets
- Consider including improving the accessibility of the Council's public toilet stock as a KPI in the Long Term Plan 2018-28

Under the *Human Rights Act 1993*, the Council has a responsibility to ensure people are not discriminated against on the grounds of disability. This includes providing inclusive access to public toilets.

The Council has an Accessibility Strategy showing how the Council will contribute towards ensuring the local environment and facilities are inclusive for all people.

*'The Waimakariri District is growing steadily and, like the rest of New Zealand, the population is aging. Consequently the proportion of people in our district experiencing impairments is also increasing, particularly because impairments are more common amongst people of older age groups.'*

*As a Council it is important that we minimise the barriers to members of our community as they go about their everyday life. We have a vision of an enabled community where people with impairments can live independently and participate fully in all aspects of life.'*

**David Ayers, Waimakariri District Council Mayor  
Draft Waimakariri Accessibility Strategy 2017**



Fully compliant public toilet at Pines Oval, Pines Beach

## Submissions to the Draft Waimakariri District Council Accessibility Strategy 2017

Two submitters to the above strategy made comments relating to public toilet provision.

One individual asked for family toileting facilities to be provided in playground areas to enable playgrounds to be as inclusive as possible. Other changes requested were changing facilities in community areas with full sized (adult) change beds and hoists with slings available in a range of sizes. This type of infrastructure is very expensive and the likely number of users is unknown.

The Rangiora Community Board supported strategy goal 4 and two associated actions.

### Goal 4

*'Everyone, including people with impairments have access to public services, facilities and spaces.'*

### Actions

*Existing council services, facilities and public spaces maximise the opportunities for people to access and participate*

*Statutory requirements for building and amenities to secure their compliance with the Building Act section 118 relating to design for access and mobility are enforced.*

Section 118 requires sanitary facilities to be made available for people with disabilities when a building is being constructed or altered.

The Rangiora Community Board suggested that the Council actively involve people with impairments in auditing facilities to obtain a 'reality check' in addition to statutory requirements.

The Board also noted the limited provision of public toilets within the Rangiora town centre and encouraged the active involvement of those with impairments to audit these to ensure any remedial action is appropriate and achieves good outcomes.

This approach is supported by the following action

*'The Waimakariri Access Group is utilised as a disability reference group to ensure appropriate expertise is available for planning, reviewing and implementing services.'*

The Waimakariri Access Group requests that they are consulted early on in the planning of projects as it is difficult to make changes in later stages.

It is recommended the Waimakariri Access Group is consulted about the following in particular:

- inclusive toilet signage prior to the implementation of the public toilet signs replacement programme
- ways to promote the Dudley Park Aquatic Centre changing places room to potential users
- the adequacy of the slings provided for the pool hoist
- the renewal of the Victoria Park toilets
- minor modifications required to make existing public toilets more accessible
- inaccessible toilets that should have their accessibility signage removed

### Changing Places Toilet

An information kit called 'Changing Places Transforming Lives – October 2015' was forwarded to the Council, for its consideration, by the Waimakariri Access Group during the 2017 Accessibility Strategy review. The kit was developed by the Australian Association for Children

with a Disability (ACD) which works to improve the lives of children with a disability and their families by influencing public policy and advancing worthy initiatives. ACD stated they had seen families confronted by social isolation for too long due to inadequate toilet facilities that did not meet the needs of their children.

*"Some families in desperation to live a life outside of four walls, find themselves with no choice but to change their child on the cold floor of a public toilet. This option is unhygienic, undignified and presents health risks for both recipient and carer. Sitting in soiled clothing is the alternative but is undignified, unhealthy and often leads to urinary infection."*

The concept was successfully introduced in the UK in 2006 with 700 changing places toilets spread across the country allowing people to be far more engaged with their own communities. Introduced in Australia in 2012, 'changing places' has evolved into a nationwide initiative aimed at breaking down one of the fundamental barriers to inclusion for people with severe and profound disabilities.

The Waimakariri Access Group is advocating to the Ministry of Health that the national accessibility standard include the requirement for at least one high-low toilet and change facility to be provided in town centres.

Changing places toilets are an improvement on standard accessible toilets with each toilet providing a height adjustable changing bench, a tracking hoist system, enough space and a safe and clean environment.

Some changing places toilets are unlocked but a key system is used for most to ensure the toilets are only used by those who need them and a safe and clean environment is maintained. The cost of one of these toilet cubicles is estimated to be in excess of \$150,000 and there are high maintenance costs associated with regular inspection and certification of the hoist.



Toilets illustrating good practice inclusive access, large internal circulation space, and inclusive fittings and fixtures

A changing places room located at the Dudley Park Aquatic Centre is available for people to use free of charge. While it is located within the pool changing room area and users have to ask the receptionist to let them through the barrier, it is a safe environment and the equipment is well maintained.

The Kaiapoi Aquatic Centre has an accessible changing room with a shower and toilet but there is no room for a changing table or hoist.

At this stage it is recommended the Council discuss with the Waimakariri Access Group how the availability of the Dudley Park Aquatic Centre changing places room could be better promoted to potential users.

A record of user numbers could be kept by pool staff to establish the need for an alternative changing places facility to be provided in the future. The LOS established for town centre toilets allows for this possibility.

### Xyst Audit

The district's public toilets vary greatly in age and design; both of which impact on accessibility. Currently 45 (73%) of the 62 public toilets are advertised as being accessible.

The following table shows that of the 52 public toilets audited by Xyst in 2015, only 7 met all of the audit criteria.

Accessibility status	Number of toilets
Not audited – reserve toilets installed since Nov 2015, service centres, library, town hall	10
Not advertised as accessible & therefore not audited	17
Advertised as accessible	35
Meet all accessibility criteria	7

**Table13: Number of toilets by accessibility status**

The toilets considered to be fully compliant were those located at:

- Dudley Park
- Kaiapoi Domain
- Maria Andrews Prefab
- Matawai Park
- Northbrook Wetlands
- Pines Oval
- Wanaka Reserve

Common failures included:

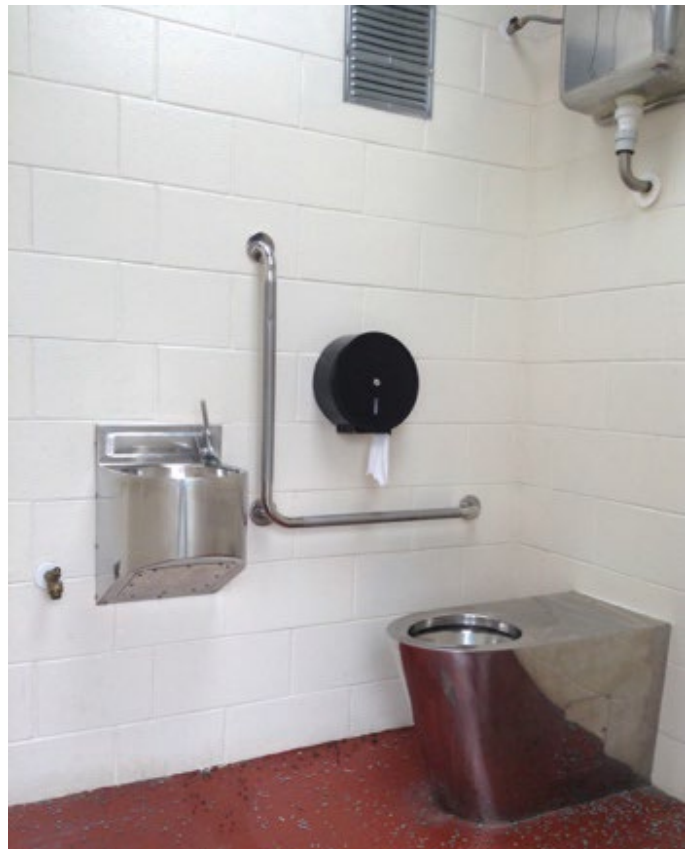
- Hand basin too far from toilet (15)
- Inward opening doors (10)
- No internal grab rail to door (9)
- Door grab rail at the wrong height (7)
- Wall grab rail incorrect placement/no rail (6)

- No accessible path to toilet (6)
- Incorrect toilet pan height (5)
- Cubicle too small (5)
- Toilet roll out of reach (3)
- Entrance to cubicle less than 800mm wide (2).



Toilet roll holder too far from toilet – Woodend town centre

The audit identified an issue with the height of the Pearson Park toilet cistern and this was mentioned by a respondent to the 2016 Customer Satisfaction Survey.



Cistern too high for wheel chair users or short people to flush at Pearson Park toilet

The Building Standards provide some flexibility in the solutions applied to accessible toilet design. This means some of the issues identified in the audit may be due to variations in toilet layouts and different audit criteria should have been applied. The impact of this on audit results will be unknown until the blocks are audited by a building inspector.

Many of the issues, such as hand rails and toilet roll holders being in the wrong position, are easily rectified and could make a significant difference to the overall accessibility of the toilet stock. It is recommended the Council's Building Unit and the Waimakariri Access Group are asked to carry out a 'reality check' of the toilets that failed the accessibility audit (listed in appendix six), as suggested by the Rangiora Community Board, to reach agreement on the improvements that need to be made. From this a minor works programme could be developed.

Given the low level of full compliance, the requirements of the *Human Rights Act 1993* and the Council's desire for an 'enabled community', it is recommended that improving the accessibility of the toilet stock be included as a KPI in the Long Term Plan 2018-28.

### Waimakariri Access Group Audit 2010

In approximately 2010 the Waimakariri Access Group carried out their own audit of Council provided public toilets. While much of the information is now out of date the audit highlighted the lack of accessible toilets at the district's beaches. This situation should be improved in the near future with an accessible toilet currently being built at Pegasus Beach and a new one proposed for Kairaki Beach. A fully accessible toilet was built at Pines Beach after the earthquakes and the Waikuku Beach surf club toilet is accessible although it is not advertised as such. The Waikuku Beach-Ashley Rakahuri River toilet block is accessible but not fully compliant. There is no accessible public toilet at Woodend Beach and this would prevent some wheel chair users from being able to stay at this beach too long.

The audit also identified issues with some toilets being promoted as accessible that were unsuitable for wheelchairs such as those at Ohoka Domain and Mandeville Domain.



Accessible toilet with no signage to indicate this - Waikuku Beach Surf Club toilet

### Signage

The Waimakariri Access Group has identified issues with public toilet signage and the Dudley Park Aquatic Centre hoist and change table signage. This is discussed in the Promoting Community Awareness section. Relevant recommendations in the above section include using standard gender symbols and braille on facility signage, and liaising with the Waimakariri Access Group about improvements to signage in the Dudley Park Aquatic Centre accessible changing facility.

# Maintenance management

## Suggested Improvements

- Consider carrying out a contract variation to amend wording of the reporting specifications in Contract No.16/51 District Parks and Reserves Maintenance to specify reporting of damaged privacy latches
- Instigate an annual minor works building maintenance programme, consisting of regular inspections and scheduled maintenance, for items such as electrical inspections, roof moss removal and septic tank cleaning
- Carry out a comprehensive condition audit of all public toilets every 9 years in conjunction with the Long Term Plan and Infrastructure Strategy planning cycle
- Consider contracting out a programmed maintenance schedule for public toilet painting that provides for a complete repaint of each painted toilet block every 10 years
- Develop a ten year programme of planned public toilet maintenance to ensure all building elements retain, as a minimum, a 'good' condition rating (as per Xyst audit criteria)
- Programme the repair work identified for Warren Community Reserve, Sefton Domain and Woodend Beach Domain
- Consider changing toilet roll holders to a standardised, robust design
- Consider using toilet counters to check cleaning schedules are appropriate for high-use toilets that receive a higher than average number of maintenance-related service requests

Lack of maintenance and management leads to poor image, loss of public confidence and satisfaction, increased vandalism, and may also attract inappropriate use.

High levels of vandalism are an on-going issue for the management of public toilets. Common issues for the Council include graffiti, damage to internal toilet equipment, particularly hand dispensers and urinals, toilet paper being set on fire and excrement being smeared on walls etc. Using standardised and robust

fittings helps to minimise damage (see Design and Sustainability section) and keep costs down.

The Xyst audit found that the toilet roll holders were an inconsistent design with many of lightweight construction and recommended that these be changed to a standardised, more robust unit. These are currently provided free of charge by the toilet paper supplier.

## Cleaning Contracts

The Council's toilet cleaning is contracted out and toilets are serviced between one and seven times a week, depending on location and frequency of use.

The main park toilet contractor is currently Delta Utility Services LTD. OSC is contracted to clean the toilets located within buildings such as the service centres and libraries. The Mandeville Sports Club is responsible for the toilet cleaning at Mandeville Domain, the Kairaki Holiday Park cleans the toilets at Kairaki Beach and the Ashley Gorge Reserve toilet is cleaned by the Ashley Gorge Holiday Park.

The bulk of the toilet cleaning is included in Contract No.16/51 District Parks and Reserves Maintenance which commenced in 2017. The contract specifications include:

- Inspection and report problems
- Clean guttering
- Cleaning
- Graffiti removal



Clean, appealing public toilet at Acacia Ave Reserve

### Inspection and Report Problems

This requires the contractor upon cleaning the toilet to report faults/damage requiring a tradesperson to the Council as soon as possible after inspection. Minor repairs are to be carried out at the time of inspection.

Repairs to be reported include plumbing, lighting, carpentry, internal and external structural maintenance and manual and electronic locking systems.

The 2015 audit identified that 30% of toilet cubicle privacy latches were missing or not working. It is assumed this is no longer an issue with the above reporting requirements in the new District Parks and Reserves Maintenance contract. The contract wording could be amended to include the reporting of 'damage to privacy latches' to make this obligation clearer.

### Clean Guttering

Toilet gutters are to be inspected and cleared if necessary two times a year.

### Cleaning

Specifications are provided for regular cleans and more in-depth once a month cleans. Regular cleans include general cleaning, restocking toilet paper, removing rubbish from the interior and surrounding area, sweeping exterior pathways within a 3 metre radius, removing odours not remedied by cleaning, removing weeds from within a 3 metre radius of the block and reporting any other required garden maintenance.

Monthly cleans include scrubbing all interior surfaces, cleaning inside and outside light covers, checking and replacing light bulbs as necessary, checking and unblocking drains, removing internal and external cob webs, dust and debris from surfaces and weed removal.

### Contract Auditing

Council Green Space staff audit the District Parks and Reserves Maintenance Contract on a monthly basis. This means each toilet is inspected approximately once every six months.

Delta provides a monthly report to Council detailing all vandalism.

### Graffiti Management

Accumulation of graffiti on and inside public toilets reflects poor maintenance and may give users impressions of poor safety and security. Removing graffiti as quickly as possible can deter reoccurrence.

The District Parks and Reserves Maintenance contract specifications require graffiti on the exterior of toilet blocks to be removed by the contractor. Where the toilets are not covered by the Council's graffiti removal contract or where the graffiti cannot be immediately removed the contractor is required to advise the Council how and when it will be removed.

Offensive graffiti is expected to be removed within 24 hours of being identified by maintenance staff or reported to Council. Any other graffiti is required to be removed within 3 working days.

Members of the community often assist the Council to combat graffiti by promptly reporting instances to service centres.

### Other Toilet Maintenance Arrangements

The Council also runs a preferred contractor system for minor repair works. A firm is engaged to repair electronic locks and alter the programming of these twice a year to accommodate daylight saving. Another firm is engaged to repair electrical faults.

### Condition Auditing

A detailed condition audit of 52 of the public toilet facilities was carried out in 2015 by Xyst. It was concluded that overall the toilets were well maintained and generally in good condition. Cleaning standards were considered to be very good and graffiti management was excellent.

Seventy-three outstanding minor maintenance items were identified during the audit involving 44 of the toilet blocks. Common themes were the removal of birds' nests, missing/broken privacy latches, electrical issues, graffiti removal and tap repairs.

The previous comprehensive audit was carried out in 2005 and the buildings were assessed after the Canterbury earthquakes for structural damage. A comprehensive audit carried out by an independent consultant could cost up to \$15,000 and it is recommended one is carried out every 9 years in conjunction with the Long Term Plan and Infrastructure Strategy planning cycle.

The audits allow asset managers to determine how well Council is meeting Toilet Strategy objectives and stated LOS and enable system changes to be made if necessary.

### Programmed Maintenance

#### Painting

Currently Green Space staff identify toilets that need painting while contract auditing, and cleaning contractors also report issues. Toilets are then painted if sufficient funding is available. It is recommended a more systematic approach is taken to toilet painting to ensure all buildings have a complete repaint every ten years to maintain LOS and extend the life of the materials.

#### Repairs

No toilets were identified by the Xyst audit as being in poor condition overall but three had elements which were in poor condition. These were as follows:

- Warren Community Reserve (corrugated iron roof and interior hardboard walls)

- Sefton Domain (unfinished concrete floors)
- Woodend Beach Domain (painted concrete floor)

It is recommended these works are programmed for repair in order to prevent further deterioration, particularly as they are not scheduled for renewal until between ten and thirty years' time.



Poor condition of toilet interior walls at Warren Community Reserve

The Xyst audit identified some corrosion issues with two of the Landmark toilets. One of these toilets was installed at Pegasus Beach in 2011 and at the time of the audit had badly corroding steel framing, hinges and fixings. This toilet has now corroded so badly it has been replaced. Another toilet at Kendall Park installed in 2010 had corrosion on the exterior steel work. The remaining 8 landmark toilets installed between 2003 and 2016 were in very good condition. The Xyst auditor recommended that the corrosion issue be investigated and a building maintenance/painting programme be implemented for Landmark toilets

While the majority of the toilets were generally in good condition a number had elements that were good rather than very good or excellent. It is recommended the Xyst audit is used as a basis for developing a ten year planned maintenance schedule to ensure all the elements retain, as a minimum, a 'good' condition rating.

### Toilet Roof Moss Removal

Removing moss off tile roofs should also be programmed to be done annually to prevent damage to tiles.



Moss on Matawai Park toilet roof

### Septic Tank Cleaning

Cleaning of septic tanks is done on an as required basis. This means sometimes the only way staff know a service is required is when the system has failed and complaints have been received. It is recommended a more systematic approach is taken to reduce potential public health risks.

### Public Reporting

The Council operates a 24 hour call centre through which service faults and feedback can be reported.

The following table shows that of the 238 public toilet service requests received between 2014/15 to 2016/17 nearly 40% of them were for repairs (also see Customer Satisfaction and Expectations section).

Type of request	Number	Percentage
Repair	94	39.5%
Maintenance	74	31.1%
Vandalism	44	18.5%
Hazard	2	0.9%
Rubbish	1	0.4%
Suggestion	6	2.5%
User-related	17	7.1%
<b>Total</b>	<b>238</b>	<b>100%</b>

Table 14: Number of service requests by type 2014-2017

While there was a significant drop in the number of service requests received in the last financial year, a similar pattern emerged for type of request. Maintenance-related requests were 37%, repairs were 36%, vandalism was 14%, user-related was 9% and the rest were negligible.

Better contract reporting as per the new contract specifications and implementing a system of

programmed maintenance may lead to further reductions.

Some toilet blocks stood out as receiving higher numbers of service requests than others. Despite daily cleaning the Oxford Town Centre toilets received the most service requests for maintenance followed by the Pegasus Lake toilets. Two other town centre toilets, Victoria Park and Woodend Town Centre, also received more maintenance-related service requests than other toilets. While this could be due to vandalism, for example, blocked toilets not identified as such on the service request, it may indicate a need to look at the service levels of these popular toilets.

Using counters at these toilets and the Pegasus Beach toilets, which also received a higher level of maintenance-related service requests, could be useful to check cleaning schedules are appropriate for the levels of use.



# Renewals & capital works programme

## Suggested Improvements

- Bring forward \$114,000 allocated in the LTP district toilet capital works budget in 2020/21 to 2018/19 to partially fund new toilets at Mandeville Domain
- Provide an additional \$386,000 in the district toilets capital works budget over the next ten years to allow four new toilet blocks to be built to meet shortfalls in LOS and customer expectations
- Install new public toilets in new subdivision areas in accordance with the proposed levels of service
- Reorganise and increase the toilets renewals budget allocation of approx. \$106,000 pa to \$150,000 for 2018/19 and then \$250,000 every following two years until 2027/28 to allow one existing toilet block to be renewed bi-annually
- Adopt the 100 Year Toilet Renewal Programme and associated budget for inclusion in the Green Space Activity Management Plan and 2018 Infrastructure Strategy
- Add optimising the toilet renewal programme to the Green Space AMP 2017 Improvement Plan
- Hold discussions with Te Ngāi Tūāhuriri Rūnanga, DOC and Ecan regarding the provision of toilets at Saltwater Creek, Coopers Creek and the Ashley-Rakahuri Estuary
- Decommission the Kaiapoi Memorial Reserve toilet
- Consider the provision of additional public toilet cubicles during any redevelopment of the Rangiora Public Library and Rangiora Council Service Centre
- Assess the need for an effluent dumping station to be provided in Woodend/Pegasus once the effect of the Woodend bypass is known
- Provide a port-a-loo at Pines Beach over the 2017/18 summer
- Encourage developers to provide toilets for their customers within big box retail or a hub of these outlets

## Programme Purpose

The Council aims to progressively upgrade older toilet stock and install new facilities in order to:

- Provide and maintain a safe, accessible, good quality and sustainable network of public toilets
- Increase the number of public toilets that are accessible for people with disabilities or other mobility issues
- Meet community and visitor expectations of safety and security through application of CPTED principles
- Ensure provision is adequate to support community activities

## Funding Sources

New toilets are either funded as capital works or renewals depending on whether the block is a new one on the site or replacing an existing toilet. Capital works are funded either directly by the Council by rates or through reserve development contributions in accordance with sections 197, 199 and 205 of the *Local Government Act 2002*. Upgrading existing toilets is also funded by rates out of a renewals budget.

Factors to be taken into account when determining the capital works programme are LOS, growth and community expectations/demand. The age, condition and overall performance of an existing facility is considered in the development of the renewals programme.

## Previous Renewal and Development Programme

The Public Toilets and Activity Management Plan and Sanitary Assessment 2005 provided a renewal and development programme up until the year 2055.

All of the new works identified in the plan were completed apart from the instalment of an effluent dump site in Woodend. Of the nine toilet blocks programmed for replacement before 2017, seven have been replaced, one has been replaced by a temporary port-a-com (Murphy Park) and one has been upgraded (Ashley/Rakahuri River Mouth). Upgrades planned for three other toilet blocks have also been completed.



Toilet block at Ashley/ Rakahuri River Mouth, Waikuku Beach

## Current Shortfalls in Levels of Service

Eight reserves do not currently meet the existing LOS guidelines for the provision of toilets (refer to the Levels of Service Guidelines section). An assessment has been carried for each of these reserves using the New Park Toilet Assessment Tool (refer to appendix three – Assessment Guidelines for Public Toilet Infrastructure) and two have a high enough score to warrant further investigation. These are Millton Memorial Park (63%) and West Oxford Reserve (52%). There is an opportunity for Council to apply to the Tourism Infrastructure Fund for funding for the West Oxford Reserve toilet because of its popularity as a visitor destination.

There is a proposal for a dog park to be provided in the Oaks Reserve in Oxford. If this goes ahead the reserve, which is currently leased, will need to be categorised as a sport and recreation park, triggering a LOS requirement for a public toilet. Other contributing factors are the proposed park's function as a drive to park, the lack of other nearby toilets and the length of time people are likely to stay. The provision of a toilet at this location would be subject to the timing of the proposed development and availability of funds.

There is no effluent dumping station provided in Wooden/Pegasus (refer to Level of Service Guidelines section).

## Community Expectations and Demand

### Toilets Servicing/on Land Owned by Others

Requests have recently been received for new toilets to be provided in the following locations either by the Council or in partnership with the Council (refer to the Level of Service Guidelines section):

- Saltwater Creek, NZRA land
- Mountain Road, Coopers Creek
- Ashley-Rakahuri Estuary (seasonal toilet)

While it is recommended that further discussions are held with Te Ngāi Tūāhuriri Rūnanga, DOC and Ecan regarding the merits of these requests, no funding source has been identified in this strategy for the above toilets. The Saltwater Creek toilet may also be eligible for partial funding from the Tourism Infrastructure Fund.

### Walking and Cycling Strategy 2017

A key priority of the Walking and & Cycling Strategy adopted by Council in 2017 was *'providing and advocating for new and extended on-off road walking and cycling infrastructure'*, including public toilets. The Green Space Unit undertook to review the adequacy of service levels in its Greenspace Activity Management Plan 2017 for the provision of infrastructure along walking and cycling routes. The provision of toilets in recreation and ecological linkages (reserves most commonly used for walking and cycling purposes), the

Passendale Walkway and the Rangiora-Woodend Walkway, and the park & rides at White Street and Silverstream has been considered as part of developing this Strategy and no shortfalls have been identified.

### Rangiora Town Centre Toilet

In late 2016 there was public debate in local newspapers about the lack of toilets provided in the new Farmers building, the poor state of the Victoria Park toilets and the need for new public toilets in High Street. Two of the town centre toilets are closed early in the evening and during the weekend and one is only open some of Saturday and Sunday. Queues are often seen at the Rangiora New World supermarket and Rangiora Public Library and many consider the Victoria Park toilets to be substandard. The Rangiora Community Board made a request to the Council's 2017/18 Annual Plan for a large modern toilet facility to be provided in the Rangiora Town Centre to support the development of the town centre and its' overall modern and vibrant image.

The New Town Centre Toilet Assessment Form completed for the provision of a new toilet in Rangiora provides a score of 72%, justifying the potential need for a new facility.

The possibility of providing new town centre toilets within a proposed car park building in Blake Street, as a private/public partnership, has been identified. However, a 250 m assessment of town centre toilet provision has identified a gap in the east of the town and there may be a better location, both from a distribution and CPTED perspective.

Green Space have advised the Victoria Park toilets will be upgraded to a town centre standard next year and no budget provision will be made for a new town centre toilet in the 2018-2028 Ten Year Plan. In addition to this upgrade it is recommended the provision of more public cubicles be considered during any redevelopment of the Rangiora Public Library and Council Service Centre as these sites are secure and high standards are able to be maintained.

The *NZ Building Code 1992* does not require retailers, other than 'dining places' to provide toilets for their customers. Some of the larger retail outlets such as supermarkets and large format warehouse styled retailers can attract large numbers of customers, many of whom can be present for extended periods of more than one hour. Some of these shops do prioritise customer needs and provide toilet facilities but there is an inconsistent approach to this. A good example of public toilets being provided at a shopping hub through the goodwill of retailers can be seen at the Northwood Supa Centre.

When a hub of retailers is established and no public toilet provision is made, members of the public can expect Council to fill the gap. It is recommended developers are encouraged to provide toilets for their customers within big box retail outlets or a hub of these outlets.



**Big box retail hub in Rangiora**

**Changing Places Toilet**

The Waimakariri Access Group requested the Council consider developing a changing places toilet during pre-consultation for the 2017 Accessibility Strategy review (refer to the Inclusive Access section).

**Silverstream Reserve (East) Toilet**

The Kaiapoi Community Board also made a request to the Council’s 2017/18 Annual Plan for a toilet block to be provided in Silverstream Reserve as non-residential visitors utilising the walking tracks and playground were regularly asking if they could use non-public facilities. The reserve is categorised as a natural park with a district catchment and the LOS allow for toilets to be provided where this type of reserve receives high use or attracts long stays. This request was approved by Council and a toilet will be installed this financial year.

**Mandeville Sports Centre**

The Christchurch Western Riding Association (CWRA) has requested for a number of years that a toilet block be provided on Mandeville Domain to cater for the equestrian area. At the moment those participating in equestrian events have to walk some distance to the toilets at the Mandeville Squash Club, through the CWRA grounds and those used by the dog club. When a number of activities are on at the same time these toilets do not cope with the level of use and the club advises port-a-loo toilets hired in for events are not pleasant to use after several days of high-use. The CWRA advises some people go to the toilet in the trees and by an old hay shed which is not desirable in terms of public health and safety.

The New Park Toilet Assessment Form completed for this proposal has provided a score of 52% justifying the consideration of a new toilet in this location.

**Pines Beach Surf Club Picnic/Car Park Area**

The Pines Kairaki Beaches Association requested funding to be allocated in the 2018-2028 Long Term Plan for new toilets, including dressing rooms, to be located in a car park/picnic area by the Pines Beach Surf Club.

The Association said the need for toilets at the beach was supported by Te Kōhaka o Tūhaitara Trust. In the interim the installation of port-a-loos in the surf club car park was requested to support the increased use of the area and the increased number of horse riders they predict will use the horse access track promoted in the Northern Pegasus Bay Bylaw 2016.

The New Park Toilet Assessment Form completed for this proposal has provided a score (37%) below the 50% trigger. It is recommended that a port-a-loo be provided at the beach over the 2017/18 summer at a cost of approximately \$1,200 to help assess demand.

**Capital Works - Existing Demand**

New toilets not provided in conjunction with a subdivision are rates funded either through individual project budgets or the Green Space Unit’s district toilet capital works budget. New toilet blocks proposed by Green Space staff to be provided within the next ten years from the latter budget are identified in the following table.

Possible new toilet blocks 2018-28	Year & budget
<b>Funding source-district toilet capital works budget</b>	
Mandeville Sports Ground (equestrian centre toilet)	2018/19 \$200,000 (includes \$114,000 bought forward from 20/21 and \$86,000 provided in 18/19)
Millton Memorial Park	2023/24 \$150,000
West Oxford Reserve	2027/28 \$150,000
<b>Total</b>	<b>\$500,000</b>

**Table 15: Proposed new toilet blocks 2018-2028**

\$114,170 was allocated to the district toilet capital works budget in the 2017/18 financial year and could fund the provision of a toilet at Mandeville Domain in the 2018/19 financial year, provided another \$86,000 is added to this in 2018/19.

It is recommended that \$150,000 be provided in the district toilets capital works budget in the 2023/24 financial year for toilets at Millton Memorial Park. Another \$150,000 is identified in 2027/28 for new toilets at West Oxford Reserve providing the feasibility and desirability of locating a block there is clearly established.

The above programme would require an additional \$386,000 to be provided in the district toilet capital works budget between 2018/19 and 2027/28.

Other possible new toilets to be developed within the next ten years and funded by individual project budgets are identified in the next table. The scope and budgets for these toilets are yet to be identified.

Possible new toilet blocks 2018-28	Funding source	Year & budget
Silverstream Reserve (East)	Silverstream Reserve budget	2017/18 \$73,000
New sportsground on regeneration land, Kaiapoi	Regeneration budget	Scope yet to be determined
Coldstream Road Sports area, Rangiora	Indoor court facility budget	Scope yet to be determined
Murphy Park, Kaiapoi	Murphy Park redevelopment budget	Scope yet to be determined
Oaks Reserve, Oxford	Dog Park development budget	Proposal only at this stage

Table 16: Proposed new toilet blocks – reserve budgets

### Capital works - Providing for Growth

The Green Space Unit has identified the probable need for toilet provision in new subdivision areas over the next ten years. Toilets in new reserves provided to cater for growth are funded from reserve development contributions and this Strategy assumes the existing neighbourhood reserve development budget provision of approximately \$350,000 pa is sufficient to build the number of toilets shown in the next table.



Subdivision area	Type of reserve	No of toilets & cost
<b>Confirmed development</b>		
Beach Grove (Kaiapoi)	Neighbourhood Reserve (com)	1 unit 2 cubicles \$150,000
Silverstream Estates-West (Kaiapoi)	Neighbourhood Reserve (com)	1 unit 1 pan \$120,000
Silverstream Estates-East (Kaiapoi)	Neighbourhood Reserve (local) Exception to be made because of size of catchment, high density housing	1 unit 1 pan \$120,000
Townsend Fields-Pentecost Road (Rangiora)	Neighbourhood Reserve (local) Exception to be made because of size of catchment	1 unit 1 pan \$120,000
Windsor Park-Brick Kiln Road (Rangiora)	Neighbourhood Reserve (local) Exception to be made because of size of catchment	1 unit 1 pan \$120,000
Ravenswood (Woodend)	Neighbourhood Reserve (local) Exception to be made because located in business centre	3 units 1 pan x 2 2 pan x 1 \$390,000
<b>Unconfirmed development</b>		
East Rangiora (Highgate, Elm Green, Kippenberger)	Neighbourhood Reserve (com)	1 unit 1 pan \$120,000
East Woodend	Neighbourhood Reserve (local) Exception to be made because of size of catchment	1 unit 1 pan \$120,000
<b>Total</b>		<b>10 Units \$1,260,000</b>

Table 17: Proposed new toilet blocks – new subdivision areas

## Renewals

### Determining Priorities

A toilet renewal is where an existing toilet block is either replaced or upgraded. A refurbish or replace assessment tool (refer to appendix three, Assessment Guidelines for Public Toilet Infrastructure) has been developed to help determine the best option for investigating further. This gives priority to refurbishing rather than replacing blocks as long as there is a cost-benefit in doing so and once upgraded they are able to meet CPTED, accessibility and performance requirements.

Building age and expected life span of the external building materials are used to determine the initial renewals list. This list is then refined to take into account overall performance in terms of accessibility, safety and security, hygiene and presentation. While still in good condition many of the older toilets have a lower overall performance rating as they were not designed to be accessible or to meet CPTED standards.

The shortlisted toilets are then prioritised by Green Space staff in accordance with levels of use and community expectations/demand. This means other higher use toilets, such as those at the Ashley Picnic Ground may be recommended for replacement before older lower use toilets.

### 2018-2028 Renewals Programme

With the rise in building costs, a renewals budget of just over \$106,000 per annum is no longer enough to develop one standard toilet block per year. It is recommended that \$150,000 be allocated in the district toilet renewals budget in the 2018/19 financial year and then \$250,000 bi-annually until 2027/28 to allow one toilet block to be upgraded or replaced every two years. This represents a budget increase of approximately \$18,000 over a two year period.



Toilet block on Kairaki Reserve at Kairaki Beach

The district renewals programme proposed by Green Space staff for 2018-2028 is as follows.

Toilet block to be replaced/ upgraded	Year due for replacement & condition	Year & budget
Victoria Park	RY- 2068 92% condition 76% overall performance	2018/19 \$150,000
Kairaki Reserve	RY-2031 60% condition 63% overall performance	2021/22 \$250,000 4 cubicle
Ashley Picnic Grounds	RY-2029 80% condition 58% overall performance	2023/24 \$250,000 4 cubicle
Woodend Beach Domain	RY-2053 66% condition 54% overall performance	2025/26 \$250,000 4 cubicle
Maria Andrews Park	RY-2045 80% condition 51% overall performance	2027/28 \$250,000 4 cubicle
<b>Total</b>		<b>\$1,150,000</b>

Table 18: Proposed toilet renewals 2018-2028

Upgrading the Victoria Park toilets to a town centre LOS is the top renewal priority for a number of reasons. At the moment these are the primary Rangiora town centre toilets and will continue to be so unless a new town centre block is built. Dissatisfaction with the lack of toilets in the Rangiora town centre, and the standard of the Victoria Park toilets were the two top community facilities issues identified in the Customer Satisfaction Survey 2016. The Victoria Park toilets also serve park users and this park is consistently ranked the most favourite park in the district in Council surveys. The combined park/town centre use makes the Victoria Park toilets one of the most heavily used blocks in the district. A recent inspection shows wall and floor surfaces have deteriorated since the Xyst condition survey was carried out in 2015 making the building difficult to clean. Ventilation and pans also need an upgrade.

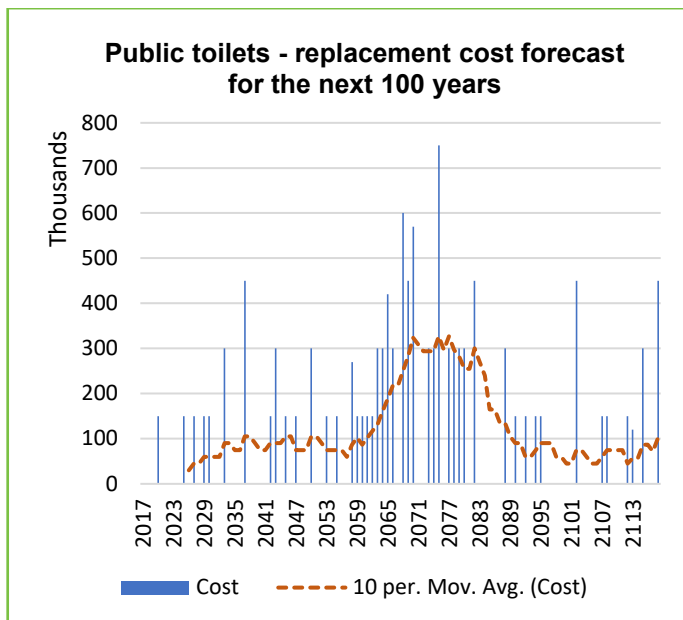
The Xyst auditor recommended that the Kaiapoi Memorial Reserve toilets be decommissioned (removed and not replaced) now that new toilets have been built at Trousselot Park. Although the condition rating for the

toilet was good at 78%, it had an overall performance ranking of 58% and is considered to be an entrapment risk.

### 100 Year Renewals Programme

It was recommended in the Public Toilets Activity Management Plan and Sanitary Assessment 2005 that the renewals requirement be smoothed to reduce peaks in expenditure, like those that occurred between 2000 and 2006. This approach was adopted by Council and enabled most of the work identified up until 2017 to be completed.

The following 100 year toilet renewals graph, based on age of building, shows a replacement peak in 46 years' time for a period of 19 years, requiring between \$300,000 and \$700,000+ per annum to service. It is recommended the renewals are smoothed over time by bringing some forward and delaying others to avoid these large peaks in expenditure.



Graph 9: 100 year replacement cost for public toilets

The 100 year programme was first based on continuing to replace/upgrade toilet blocks every two years in order to stay in the vicinity of existing budget levels. This was found to be unworkable for the following reasons:

- Not all the existing toilets needing to be replaced were able to be scheduled within the 100 year period
- There was no capacity for toilets built after 2018 to be renewed within 100 years
- There was no capacity for toilets with a lifespan of less than 70 years to be replaced more than once within the 100 year period
- Some of the newer toilets were not able to be programed to be replaced until they were at least 40 years past their due replacement date.

Delaying replacement dates for some of the older toilets made out of concrete block has not been such a problem in the past but will be more problematic for newer toilets built out of materials with a shorter life span, such as zincalume.

The 100 Year Toilet Renewals Programme (refer to appendix four) provides for one toilet block to be renewed or upgraded every two years for the first 20 years and one every year after that. This has been identified as a minimum requirement for keeping the toilet stock in good condition and does not take into account changes in building costs and statutory regulations, or a significant increase in the number of toilet blocks managed by the Council.

While a timeframe for each block to be renewed has been identified in the schedule, this is primarily indicative of the financial commitment required. Some toilets may not need replacing at the time scheduled or others may be a higher priority. It is recommended that the need to rationalise toilet lifecycle profiles and optimise the renewals works programme be included in the Green Space Activity Management Plan 2017 Improvement Plan. There is also the potential to look at future alternative service delivery mechanisms.

The 100 Year Toilet Renewals Programme relies on a \$1,250,000 renewal budget to be provided every 10 years (\$250,000 every 2 years) for the first 20 years and \$2.5 mill every 10 years from 2040 until 2117 (\$250,000 every year). This is an increase from approximately \$1,060,000 currently provided for toilet renewals over a ten year period. The exception to this is the \$150,000 provided in 2018/19 for an upgrade of the Victoria Park toilets. Renewal costs are lower for this project as an internal fit-out is required, rather than structural alterations, to meet public expectations.



Customer Satisfaction Survey 2016 respondents requested an upgrade to the Dudley Park toilets

# Strategy action plan

The Strategy Action Plan outlined in the table below is a work plan for the Council to achieve the Strategy's recommendations. Some of these are operational and can be implemented without additional resources. Others will be subject to the 2018-2028 Long Term Plan process.

Action	Who	Short Term (1-4 yrs)	Medium Term (5 - 9 yrs)	Long Term (10 + yrs)
<b>Objective 1: Readily Available</b> Public toilet facilities will be conveniently distributed and open at times to meet likely demand and support community life and visitor activity				
Consider the provision of additional public toilet cubicles during any redevelopment of the Rangiora Public Library and Rangiora Council Service Centre	Property Manager			
Install new public toilets in the following locations: <ul style="list-style-type: none"> <li>Mandeville Domain</li> <li>Millton Memorial Park, Rangiora</li> <li>West Oxford Reserve, Oxford</li> </ul>	Green Space	Mandeville Domain 2018/19	Millton Memorial Park 2023/24	West Oxford Reserve 2027/28
Install new public toilets in the following locations: <ul style="list-style-type: none"> <li>Silverstream Reserve (East)</li> <li>Sportsground- regeneration land</li> <li>Coldstream Road sports area, Rangiora</li> <li>Murphy Park, Kaiapoi</li> </ul>	Green Space	Silverstream Reserve (East) 2017/18		
Encourage developers to provide public toilets for their customers within big box retail outlets or a hub of these outlets	Property Manager, Business & Centres Manager			
Seek out opportunities to provide new town centre toilets in partnership with business	Property Manager, Business & Centres Manager			
Hold discussions with Te Ngāi Tūāhuriri Rūnanga, DOC and Ecan regarding the provision of toilets at Saltwater Creek, Coopers Creek and the Ashley-Rakahuri Estuary	Green Space			
Assess the need for an effluent dumping station to be provided in Woodend/Pegasus once the effect of the Woodend bypass is known	Green Space			
Demolish the Kaiapoi Memorial Reserve toilet block	Green Space			

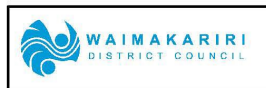
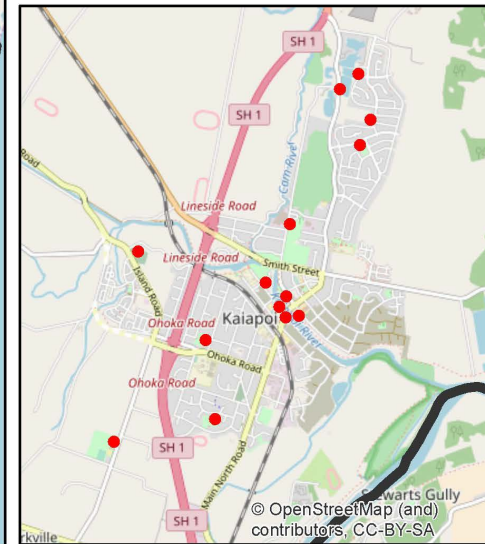
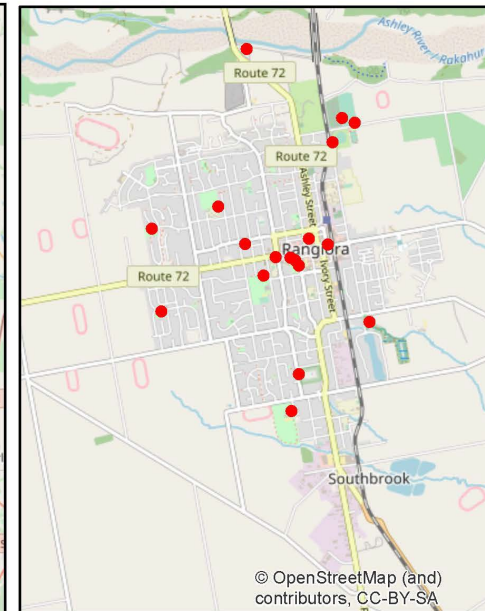
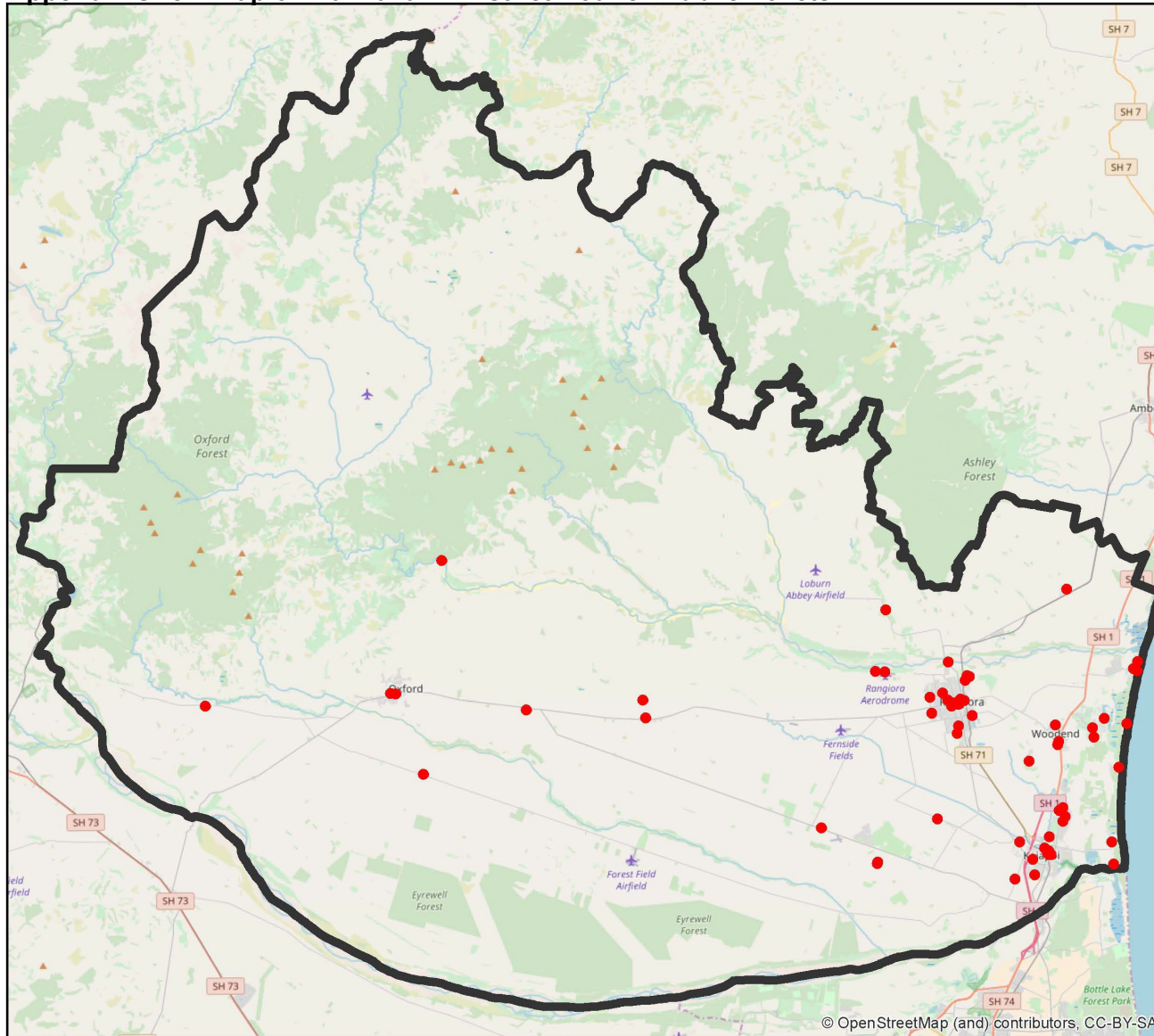
Action	Who	Short Term (1-4 yrs)	Medium Term (5 - 9 yrs)	Long Term (10 + yrs)
Carry out a toilet users survey prior to the refresh of this Strategy, to inform the Strategy about usage, and customer expectations and satisfaction	Green Space			
Provide a port-a-loo at Pines Beach over the 2017/18 summer	Green Space			
<b>Objective 2: Inclusive Access</b>				
New public toilets will promote access to all people, regardless of age, gender and ability				
Work closely with the Building Unit and Waimakariri Access Group prior to installing new toilets to ensure design specifications are appropriate	Green Space, Building Unit, WAG			
Carry out a joint audit of toilets with identified accessibility issues to identify minor changes that can be made and instigate a works programme for this	Building Unit, WAG (audit), Green Space (works prog)	2017		
Discuss with the Waimakariri Access Group ways to promote the Dudley Park Aquatic Centre changing places room to potential users	Aquatic Centre Manager, Com & Engage Team, WAG	2017		
Investigate the adequacy of the slings provided for the pool hoist	Aquatic Centre Manager, WAG	2017		
Consider ways of improving the instructional signage for the equipment in the Dudley Park Aquatic Centre accessible changing facility	Aquatic Centre Manager, WAG	2017		
Set up a system for pool staff to record the number of people (non-pool users) using the changing places room facility at the Dudley Park Aquatic Centre	Aquatic Centre Manager, WAG	2017		
Consult with the Waimakariri Access Group prior to the renewal of the Victoria Park toilets	Green Space, WAG	2018/19		
<b>Objective 3: Easy to Find</b>				
The district's public toilet network will be well promoted to the community and visitors through the provision of current, easily understood and readily available information				
Provide an interactive map of the district's public toilets on the Council's website and ensure this is kept up to date as new toilets are developed	Com & Engage Team	2018		



Action	Who	Short Term (1-4 yrs)	Medium Term (5 - 9 yrs)	Long Term (10 + yrs)
Promote public toilets on digital signage located in Council service centres, libraries, pools and the Woodend Community Centre	Com & Engage Team	2018		
Design and develop and implement, through natural attrition, a public toilet signs replacement programme	Green Space			
Establish a QR code for Council public toilets	Com & Engage Team			
Provide up to date public toilet information to toiletmap.co.nz, camping.co.nz and ENC	GIS Team			
Provide ENC with a grant of \$1,500 to develop a district wide map showing public toilets and other Council facilities	Green Space	2017		
<p><b>Objective 4: Fit for purpose</b></p> <p>New and upgraded public toilets will be attractive, well designed and built using robust, vandal-resistant materials and fixtures that reflect the character of their setting and ensure they are fit for purpose</p>				
Add optimising the 100 year toilet renewal programme to the Green Space AMP 2017 Improvement Plan	Green Space	2017		
Carry out a comprehensive condition audit of all public toilets every 9 years in conjunction with the Long Term Plan and Infrastructure Strategy planning cycle	Green Space		2026	
<p><b>Objective 5: Sustainable</b></p> <p>Toilet design, maintenance and management will take into account principles of ecologically sustainable development including whole of life costs</p>				
<p><b>Objective 6: Clean</b></p> <p>Cleaning schedules will be appropriate to the site and usage and will ensure toilets are desirable to use while achieving a balance between affordability and community expectations (as measured by a decrease in dissatisfaction rates in the Council's tri-annual Customer Satisfaction Survey).</p>				
Carry out a contract variation to increase the cleaning frequency of the Woodend Recreation Ground toilet	Green Space	2017		
Consider installing toilet counters to check cleaning schedules are appropriate for high-use toilets that receive a higher than average number of maintenance-related service requests	Green Space			

Action	Who	Short Term (1-4 yrs)	Medium Term (5 - 9 yrs)	Long Term (10 + yrs)
<p><b>Objectives 7: Well maintained</b></p> <p>Toilets will be maintained to a standard that achieves a good balance between affordability and meeting public expectations (as measured by a decrease in dissatisfaction rates in the Council's tri-annual Customer Satisfaction Survey)</p> <p>The planned maintenance programme will ensure all building elements retain, as a minimum, a 'good' condition rating (as per Xyst audit criteria)</p>				
Instigate regular building maintenance inspections to identify and programme work such as electrical repairs, roof moss removal and septic tank cleaning	Green Space			
Consider preparing a contract variation to include toilet block painting in the programmed maintenance schedule for painting community facilities	Green Space			
Develop a ten year programme of planned public toilet building maintenance, prioritising the repair work identified for Warren Community Reserve, Sefton Domain and Woodend Beach Domain	Green Space			
<p><b>Objectives 8: Safe to use</b></p> <p>New public toilet facilities will meet best practice principles of Crime Prevention Through Environmental Design (CPTED).</p> <p>Existing public toilets will be managed in a way that ensures they feel as safe and welcoming to users as possible</p>				
Where practicable, make existing public toilets that have been identified with shortcomings in relation to safety and security, compliant with CPTED principles	Green Space			
Consider upgrading CCTV and installing lighting to illuminate the rear of the Victoria Park toilets in conjunction with renewing this block.	Green Space			


Appendix One – Map of Waimakariri District Council Public Toilets



Waimakariri District Council Public Toilets

Job	SCALE (A4)	▲
15-071	1:320,000	
Version	DATE	
B	26/09/2017	








Appendix Two – Table of Waimakariri District Council Public Toilets

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	1. Acacia Ave Reserve	BD000405	N COM	3 x week Delta	2014	24/7	Exceloo Timber & preformed concrete 1U	No
	2. Ashgrove Park	BD000188	SR COM	3 x week Delta	1972	24/7	Purpose built Concrete block 1M, 2F & 2UC	No
	3. Ashley Gorge Reserve	BD000190	NAT REG	Up to 2 x day summer 2 x week off season Camp caretaker	2005	24/7	Purpose built Concrete block 5M & 7F	No
	4. Ashley Picnic Grounds	BD000201	NAT DIS	3 x week Delta	1964	6 am to 9pm	Purpose built Concrete block 1M, 1F & 3UC	No
	5. Baker Park	BC170281	N COM	TBC- not open yet	Being built 2017	5am-9pm when opened	Permaloo 1U Concrete walls	Yes
	6. Bayliss Drive Park	BD000378	N LOC	3 x week Delta	2013	6am to 9pm	Landmark Colour steel 2U	Yes

## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	7. Carleton Domain	BD000204	N COM	Oxford Pony Club Volunteers as part of lease	1960	(leased)  Key Access Only	Purpose built  Concrete block 1M, 2F & 1UC	No
	8. Cust Community Centre	BD000408	N COM	OCS	1970's	24/7	Purpose built  Plaster over timber 1M & 1F	No
	9. Cust Domain	BD000211	SR COM	2 x week Delta	1978	24/7	Purpose built  Concrete block 1M, 1F & 2UC	No
	10. Dudley Park	BD000216	SR DIS	3 x week Delta	2001	6am to 9 pm	Purpose built  Concrete block 2U	Yes
	11. Elephant Park	BD0000223 BC161598	N LOC	3 x week Delta	2017	6am to 9 pm	Permaloo 2U Concrete walls	Yes
	12. Gladstone Park	BD000225	SR DIS	2 x week Delta	2004	24/7	Purpose built  Concrete block 2U	No
	13. Grange View Reserve	BD000415	N COM	3 x week Delta	2014	6am to 9pm	Exeloo Preformed concrete 1U	Yes




## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	14. Hinemoa Park	BD000230	N COM	3 x week Delta	1999	6am to 9pm	Purpose built  Concrete block 1M & 1F	No
	15. Kaiapoi Cemetery	BD000279	CH	2 x week Delta	2006	24/7	Landmark Corrugated iron 1U	No
	16. Kaiapoi Domain	BD000231	N COM	3 x week Delta	1999	24/7	Purpose built  Concrete block 2U	No
	17. Kaiapoi Lakes Reserve (East)	BD000232	N LOC	2 x week Delta	2017	24/7	Exeloo 1U	Yes
	18. Kaiapoi Lakes Old Main Road	BD000232	NAT DIS	2 x week Delta	2003	24/7	Landmark Colour steel 1U	No
	19. Kaiapoi Memorial Reserve	BD000249	CH	Daily Delta	1985	5am to 9:30 pm	Purpose built  Preformed concrete 1M, 2F & 2UC	No
	20. Kairaki Reserve	BD000419	NAT REG	Daily by Holiday Park	1966	24/7	Purpose built  Concrete block 4M, 6F & 4UC	No

## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	21. Kendall Park	BC000234	SR DIS	3 x week Delta	2010	24/7	Landmark Corrugated iron, timber 2U	No
	22. Loburn Domain	BD000285	SR DIS	2 x week Delta	1945	24/7	Purpose built  Preformed concrete 1M, 2F & 3UC	No
	23. Mainpower Oval	BD000409	SR REG	3 x week Delta	2008	24/7	Purpose built  Concrete block 1M & 1F	No
	24. Mandeville Sports Ground – Rugby Pavilion	BD000410	SR DIS	Daily during week days Mandeville Sports Club Cleaner	1981	24/7	Purpose built  Concrete/ plaster 1M, 2F & 4UC	No
	25. Mandeville Sports Grounds – Squash Courts	BD000411	SR DIS	Mandeville Sports Club arranges cleaning	Built 1994. Toilet/ shower block extension 2008	24/7	Purpose built  Concrete block 1M, 2F & 2UC	Yes
	26. Maria Andrews Park Prefab	BD00046	SR DIS	3 x week Delta	2015	24/7	Portacom Rudnef Panel 3U	Yes
	27 .Maria Andrews Park	BD000244	SR DIS	3 x week Delta	1982	24/7	Purpose built  Preformed concrete 1M, 1F & 2UC	No

## Public Toilet Strategy


	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	28. Matawai Park	BD000248	NAT DIS	3 x week Delta	1996	6am to 9pm	Purpose built  Concrete block 2U	Yes
	29. Murphy Park port-a com	BD000418	SR DIS	3 x week Delta	2013	Managed by Rugby Club	Portacom	Yes
	30. Northbrook Wetlands	BD000312	NAT DIS	3 x week Delta	2010	6am to 9pm	Landmark Corrugated iron 2U	Yes
	31. Oakwood Park	BD000313	N COM	3 x week Delta	2013	24/7	Landmark Corrugated iron 2U	No
	32. Ohoka Domain	BN000412	N COM	2 x week Delta	2000	24/7	Purpose built  Concrete block 2U	No
	33. Oxford Town Centre	BD000311	CS	Daily Delta	1978	24/7	Purpose built  Concrete block 1M, 2F & 2UC	No
	34. Pearson Park	BD000373	SR DIS	3 x week Delta	2010	6am to 9pm	Purpose built  Concrete block 2U	No



## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	35. Pegasus Beach Carpark		NAT REG	Daily summer 3 x week off season	Being built 2017	24/7	Landmark Corrugated iron 2U 2 changing rooms	No
	36. Pegasus Lake	BD000416	N DIS	Daily Delta	2015	6am to 10pm	Purpose built 2U – concrete walls	Yes
	37. Pines Oval	BD000407	N COM	3 x week Delta	2012	Dawn till dusk year round	Purpose built Concrete block 2U	Yes
	38. Rangiora Airfield	BD000365	SR REG	2 x week Delta	1997	Limited hours	Purpose built Concrete block 2U	No
	39. Rangiora Airfield West	BD000426	SR REG	2 x week Delta	2013	24/7	Purpose built 1U concrete walls	Yes
	40. Rangiora New World	BD000413	PB	NW cleaner	Extension to building 2007	8:00 am to 9:00 pm	Purpose built Internal toilet 1U	No

## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	41. Rangiora Public Library		CS	Daily OCS	1996 rebuild	Mon-Thur 9am to 5pm Fri 9am to 7pm Sat 10am to 2pm Sun 1pm to 4pm	Purpose built  Internal toilet	Yes
	42. Rangiora Service Centre		CS	Daily OCS	1998 rebuild	8.30am to 5pm Mon to Fri	Purpose built  Internal toilet	Yes
	43. Rangiora Town Hall		n/a	7 x week OCS	2013 (strengthened)	10am-10pm	Purpose built  Internal	Yes
	44. Rangiora War Memorial Hall	BD00421	CS	Daily Mon to Fri OCS	2000 Extension to building & toilets upgraded	9am to 5pm	Purpose built  Internal toilet 3U	No
	45. Ruataniwha Kaiapoi Civic Centre		CS	Daily OCS	2015	9am to 5pm	Purpose built  Internal toilet	Yes
	46. Ryder Park		N LOC	3x week Delta	2013	24/7	Landmark Colour steel 2U	No
	47. Sefton Domain Pavilion	BD000414	SR DIS	2 x week Delta	1977	24/7	Purpose built  Concrete block 1M, 4F & 2UC	No

## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	48. Southbrook Park	BD0000259	SR DIS	3 x week Delta	2004	24/7	Purpose built Concrete block 2U	No
	49. Swannanoa Domain	BD0000264	SR COM	2 x week Delta	2005	24/7	Landmark Corrugated Iron 1U	No
	50. Tom Ayers Reserve	BD0000202	R&E DIS	Daily Delta	2009	5:00 am to 9:30 pm	Purpose built Concrete block 2U	No
	51. Trousselot Park	0000999	PG DIS	Daily Delta	2015	6:00 am to 9:30 pm	Purpose built Colour steel 4U	No
	52. Tuahiwi Sport & Rec Centre	BD0000314	SR COM	3 x week Delta	2010	24/7	Landmark Corrugated iron 2U	Yes
	53. Victoria Park	BD0000266	PG DIS	Daily Delta	2003	5:00 am to 9:30 pm	Purpose built Preformed concrete 2U	No
	54. View Hill Domain	BD0000267	N COM	2 x week Delta	1962	24/7	Purpose built Concrete block 1M & 2F	No
	55. Waikuku Beach Ashley – Rakahuri River Mouth	BD0000269	NAT REG	3 x week Delta	1965	24/7	Purpose built Concrete block 1M, 5F & 8UC	No

## Public Toilet Strategy

	Name & Location	Asset Number	Park Category	Cleaning Schedule	Year Built	Opening Hours	Structure & No. of Cubicles	Accessible
	56. Waikuku Beach Central Oval	BD000292	N DIS	Daily summer  3x week off season Delta	1990	24/7	Purpose built  Concrete block 1M, 2F & 2UC	No
	57. Waikuku Beach Surf Club	BD000293	N DIS	Daily summer  3 x week off season	1995	24/7	Purpose built  Concrete block 2U	No
	58. Wanaka Reserve	BD000317	N LOC	3 x week Delta	2008	24/7	Novaloo Stainless steel 1U	Yes
	59. Warren Community Reserve	BD000295	N COM	1 x week Delta	1958	24/7	Purpose built  Timber 1U	No
	60. Woodend Beach Domain	BD000270	N REG	Daily summer  3 x week off season Delta	1988	24/7	Purpose built  Concrete block 3M, 7F & 4UC	No
	61. Woodend Recreation Ground	BD000273	SR COM	2 x week Delta	2004	24/7	Purpose built  Concrete block 2U	No
	62. Woodend Town Centre School Road	BD000315	SS	Daily Delta	1972	24/7	Purpose built  Concrete block 1M, 1F & 2UC	No

## Appendix Three – Assessment Guidelines for Public Toilet Infrastructure

<b>Renewal (refurbish) or Upgrade (replace)</b>		
<b>1 SITING</b>		
Does toilet siting meet CPTED requirements?	<b>Yes</b>	Refurbish if cost-benefit is less than replacement
	<b>No</b>	Replace and relocate to new site meeting CPTED guidelines
<b>2 DISABLED ACCESS</b>		
Does toilet meet current disabled access regulations?	<b>Yes</b>	Refurbish if cost-benefit is less than replacement
	<b>No</b>	If the toilet can be made compliant, refurbish if cost-benefit is less than replacement
	<b>No</b>	If the toilet cannot be made compliant, replace if there is no other compliant toilet within the distance required to meet the LOS
<b>3 BUILDING STRUCTURE</b>		
Does current public toilet achieve a reasonable performance score in terms of function and amenity?	<b>Yes</b>	If can be made compliant with siting and disabled access, refurbish if cost-benefit is less than replacement
	<b>No</b>	Replace is the preferred option
<b>4 BUILDING OF HISTORIC VALUE</b>		
Is the building of historic value?	<b>Yes</b>	Refurbish if can be made compliant with siting (CPTED) and disabled access
	<b>No</b>	Cost- benefit analysis should be undertaken to determine best option if current building is capable of being made compliant with siting (CPTED) and disabled access
<b>Remove (decommission &amp; not replace)</b>		
<b>5 OPTIONAL TOILET</b>		
Is there another toilet within 250 metres (town centre) or 500 metre (neighbourhood reserves) that is easily accessed, compliant with siting (CPTED) and disabled access and achieves a reasonable performance score?	<b>Yes</b>	Decommission
	<b>No</b>	Do not consider decommissioning unless usage is very low and infrequent
<b>6 RISK TO USERS</b>		
Users are at risk due to poor siting (CPTED) and/or anti-social behaviour	<b>Yes</b>	Decommission if use is low
	<b>No</b>	No need to decommission

New Park Toilet Assessment Form		
<b>Name:</b>	<b>Location:</b>	
<b>1 IS NEW TOILET WARRANTED</b>		
Does the proposed toilet meet one or more of the following criteria?	<b>Yes to one or more</b> Consider new toilet (Score '1' for each criteria satisfied. Priority given to those with the higher score)	
	<b>No to all –</b> Do not consider new toilet	
<b>Criteria - Maximum score of 7</b>	<b>Score</b>	<b>Comments</b>
• Supported by Toilet Strategy or contributes to another Council strategy or plan.		
• There is community demand/ expectations for a new toilet to be provided.		
• Demand is likely to be generated by development occurring now or planned for the future.		
• Distance to nearest toilet is unreasonable (more than 500m neighbourhood reserves) and/or access is difficult.		
• Nearest toilet is not compliant with CPTED requirements.		
• Nearest toilet is not compliant with disability standards.		
• Lack of public toilet poses risk to health and safety of people through unsociable behaviour e.g. urinating in public.		
<b>Sub Total</b>		<b>%</b>
<b>2 ESTABLISHING PRIORITY FOR NEW TOILET – Use &amp; Demand</b>		
What is the expected use of the toilet and what is driving demand?	Use the use and demand assessment chart to provide a score for the toilet. (The highest total score should be considered as highest priority)	
<b>Criteria - Maximum score of 20</b>	<b>Score</b>	<b>Comments</b>
What is the anticipated use pattern?		
What is the anticipated number of users?		
What type of users are expected?		
What are the expected future demand generators?		
<b>Sub Total</b>		<b>%</b>
<b>Total Score - Maximum score of 27. More than 50% consider providing a new toilet.</b>		<b>%</b>

New Town Centre Toilet Assessment Form		
<b>Name:</b>	<b>Location:</b>	
<b>1 IS NEW TOILET WARRANTED</b>		
Does the proposed toilet meet one or more of the following criteria?	<b>Yes to one or more</b> Consider new toilet (Score '1' for each criteria satisfied. Priority given to those with the higher score)	
	<b>No to all –</b> Do not consider new toilet	
<b>Criteria - Maximum score of 12</b>	<b>Score</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Supported by Toilet Strategy or contributes to another Council strategy or plan.</li> </ul>		
<ul style="list-style-type: none"> <li>There is community demand/ expectations for a new toilet to be provided.</li> </ul>		
<ul style="list-style-type: none"> <li>Demand is likely to be generated by development occurring now or planned for the future.</li> </ul>		
<ul style="list-style-type: none"> <li>Distance to nearest toilet is unreasonable (more than 250 metres) and/or access is difficult.</li> </ul>		
<ul style="list-style-type: none"> <li>Nearest toilet is not compliant with CPTED requirements.</li> </ul>		
<ul style="list-style-type: none"> <li>Nearest toilet is not compliant with disability standards.</li> </ul>		
<ul style="list-style-type: none"> <li>Nearest toilet does not comply with LOS amenity standards</li> </ul>		
<ul style="list-style-type: none"> <li>Lack of public toilet poses risk to health and safety of people through unsociable behaviour e.g. urinating in public.</li> </ul>		
<ul style="list-style-type: none"> <li>It is a high pedestrian movement and/or high activity area</li> </ul>		
<ul style="list-style-type: none"> <li>It is close to a late night entertainment precinct or small venues without toilet facilities</li> </ul>		
<ul style="list-style-type: none"> <li>Food and beverage is sold in that location</li> </ul>		
<b>Sub Total</b>		<b>%</b>

2 ESTABLISHING PRIORITY FOR NEW TOILET – Use & Demand		
What is the expected use of the toilet and what is driving demand?	Use the use and demand assessment chart to provide a score for the toilet. (The highest total score should be considered as highest priority).	
<b>Criteria - Maximum score of 20</b>	<b>Score</b>	<b>Comments</b> (Max. Score 20)
What is the anticipated use pattern?		
What is the anticipated number of users?		
What type of users are expected?		
What are the expected future demand generators?		
<b>Sub Total</b>		<b>%</b>
<b>Total Score - Maximum score of 32. More than 50% consider providing a new toilet.</b>		<b>%</b>

### Toilet Demand Assessment Chart

Score	1	2	3	4	5
<b>Use Pattern</b>	Light use only during week and over month	Low intermittent use. Some days without use	Heavy peak use occasionally some days	Light regular use throughout day	Heavy regular use throughout day
<b>Number of Users</b>	Overall use averaging 2 or less per hour /8 hrs/ days open  (1 every 30 min)	Overall use averaging 4 per hour /8 hrs/ days open  (1 every 15 min)	Overall use averaging 6 per hour /8 hrs/ days open  (1 every 10 min)	Overall use averaging 12 per hour /8 hrs/ days open  (1 every 5 min)	Overall use averaging >30 per hour /8 hrs/ days open  (1 every 2 min)
<b>Type of Users</b>	Short visit only to use toilet	Generally local use with shorter stays	Mixed local/ community/ use with longer stays	Specific user requiring access to facilities – aged, young family, special needs etc	Residents from throughout the district. There may also be tourists and other visitors of all abilities
<b>Future Demand</b>	There are no known proposals that will increase demand; or demand is expected to decrease	There are long term plans that may increase demand beyond 10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 6 to 10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 2 to 5 years	There are imminent proposals that will increase demand within the next two years



## Appendix Four – 100 Year Renewals Programme

Toilet Name	Year Materials Due For Replacement	Xyst Condition Rating	Xyst Overall Rating
<b>Programed for replacement/upgrading 2018-28</b>			
Victoria Park	2068	92	76
Kairaki Reserve	2031	60	63
Ashley Picnic Grounds	2029	80	58
Woodend Beach Domain	2053	66	54
Maria Andrews Park	2047	80	51
<b>Programed for replacement/upgrading 2029-39</b>			
Woodend Town Centre	2037	73	65
View Hill Domain	2027	76	44
Warren Community Reserve	2008	56	53
Waikuku Beach- Ashley Rakahuri Rivermouth	2030	68	59
Oxford Town Centre	2033	76	58
<b>Programed for replacement/upgrading 2040-50</b>			
Sefton Domain Pavilion	2042	73	51
Ashgrove Park	2037	72	59
Loburn Domain	2010	76	64
Cust Community Centre	2020	80	68
Cust Domain	2043	73	63
Carleton Domain*	2025	70	57
Rangiora Airfield	2062	72	57
Mandeville Sportsground Rugby Pavilion	2063	63	50
Mandeville Sportsground Squash Courts	2059	80	56
Ohoka Domain	2065	76	58
<b>Programed for replacement/upgrading 2051-61</b>			
Matawai Park	2061	76	64
Waikuku Beach Central Oval	2055	76	67
Hinemoa Park	2064	72	63
Kaiapoi Lakes - old main road	2058	100	64
Kaiapoi Domain	2064	72	65
Waikuku Beach Surf Club	2060	80	68
Northbrook Wetlands	2065	100	60
Dudley Park	2066	84	63
Mainpower Oval	2073	75	59
Tuahiwi Sport & Recreation Centre	2070	100	57
<b>Programed for replacement/upgrading 2062-72</b>			
Swannanoa Domain	2065	100	64
Kaiapoi Cemetery	2066	95	74
Woodend Recreation Ground	2069	84	73
Victoria Park	2068	92	76
Gladstone Park	2069	88	74
Southbrook Park	2069	92	74

Toilet Name	Year Materials Due For Replacement	Xyst Condition Rating	Xyst Overall Rating
Oakwood Park	2068	100	73
Kendall Park	2070	95	73
Ashley Gorge Reserve	2070	76	64
Ryder Reserve	2068	100	77
<b>Programed for replacement/upgrading 2073-2083</b>			
Wanaka Reserve	2063	95	87
Tom Ayers Reserve	2074	80	71
Pegasus Lake	2075	90	70
Pegasus Beach car park	2075	88	70
Pearson Park	2075	100	76
Pines Oval	2077	96	77
Bayliss Drive Park	2078	100	78
Rangiora Airfield West	2078		
Acacia Ave Reserve	2079	100	86
Grange View Reserve	2079	100	87
<b>Programed for replacement/upgrading 2084 -2117</b>			
Trousselot Park	2080	100	80
Kaiapoi Lakes East	2082	100	64
Elephant Park	2082	100	100 (est)
Baker Park	2082	100	100 (est)
Other toilets built after 2018 due to be replaced/upgraded			
Other toilets replaced/upgraded in the first 40 years of this schedule which have reached the end of their lifespan			

This schedule does not include toilets in town centre buildings such as the Rangiora war Memorial Hall, Rangiora Public Library, Rangiora Service Centre and Ruataniwha Kaiapoi Civic Centre as any replacements/upgrades would be included in the planning for these buildings.

\*Carleton Domain Toilets have been included in the schedule but the reserve is leased to a group and future responsibility for any toilet replacement is unknown.

## Appendix Five – Waimakariri District Council Public Toilet Survey Proposal

### Purpose

To inform the WDC Toilet Strategy.

### Methodology

To be available on Survey Monkey and as a hard copy upon request.

To be advertised via the news media, Council website, Facebook, community boards, letter of notification to owners of privately owned public toilet facilities and Waimakariri Access Group.

To be advertised to toilet users via a poster on toilet walls, with QR code to on-line survey.

Timeframe – to be available online from beginning December to end of January

### Survey Questions

- 1 Where do you live? (please indicate subdivision area and town or rural area, for example, The Oaks, Rangiora or West Eyreton)
- 2 Age range
- 3 Gender
- 4 Have you used any public toilets in the District within the last twelve months? (If no go to question 11)
- 5 How often have you used the public toilets in the District within the last twelve months? (daily, weekly, fortnightly, monthly, less than monthly)
- 6 If these public toilets were located in Rangiora please choose the location of the toilet from the drop down box. (If not, go to question 7)
- 7 If these public toilets were located in Kaiapoi/Pines/Kairaki please choose the location of the toilet from the drop down box. (if not, go to question 8)
- 8 If these public toilets were located in Oxford please choose the location of the toilet from the drop down box. (if not, go to question 9)
- 9 If these public toilets were located in Woodend/Pegasus please choose the location of the toilet from the drop down box. (if not, go to question 10)
- 10 If these public toilets were located elsewhere in the District please choose the location of the toilet from the drop down box.
- 11 If you haven't used any public toilets in the District within the last twelve months, does anything stop you from doing so?
- 12 What do you like the most about the public toilets in the District?
- 13 What do you dislike the most about public toilets in the District?
- 14 Do you take into account the availability and condition of public toilets when choosing which reserve or town centre to visit?

- 15 How far are you prepared to walk to get to a public toilet? (less than 1 minute, between 1 and 5 minutes, between 5 and 10 minutes, more than 10 minutes) Please comment if you wish.
- 16 How important are the following toilet features to you? (very important, quite important, not very important, not at all important)
- The location of the public toilet is well sign-posted
  - The toilets are conveniently located in places people visit often
  - The toilets can be used in the evenings
  - The toilets can be used in the weekends
  - The toilet can be easily used by people with a disability
  - The toilets feel safe to use
  - The toilets are well maintained
  - The toilets are free of graffiti or damage
  - The toilets are clean
  - Single sex cubicles are available
  - The toilets are unisex
  - The toilets have baby change facilities
  - The toilets have a hot water tap
  - The toilets have soap dispensers
  - The toilets have hand drying facilities
  - The toilets have sanitary disposal boxes
  - The Council's contact details are displayed on the toilets
  - Contact details for urgent cleaning and maintenance are displayed on the toilets
- 17 Please list any locations within the District where you think public toilets or additional public toilets should be provided.
- 18 Have you any suggestions for improving the public toilets in the District to best meet residents' and visitor's needs.
- 19 Do you want to tell us anything else about public toilets in the District?

## Appendix Six – Public Toilet Accessibility Audit

Name of toilet	Year built	Is the facility advertised as accessible?	Is the route from the parking area to toilet free of obstructions and at least 800mm wide?	Is the entrance path to the cubicle wider than 760mm and free of obstructions?	Does the door have an internal grab rail of 30-40mm OD 900mm above floor level?	Does the door open outwards?	Does the cubicle exceed 1900mm long by 1600mm wide	Is the handbasin in within 1050mm of rear of toilet wall?	Is the handbasin a maximum of 400mm deep?	Is the grab rail 30-40mm OD and 700mm off floor and of 750 x 750 size	Is toilet roll holder accessible from toilet	Is toilet pan max of 700-750mm from front of pan to back of pan and 460mm above floor level and centre of pan 450mm from wall?
Acacia Ave Reserve	2014	Yes	no drop down kerb at car park					1100mm				
Ashgrove Park	1972	No										
Ashley Gorge Reserve	2005	Yes			800mm		mens 1530mm/ female 1540mm			800mm		470mm above floor
Ashley Picnic Grounds	1964	Yes			no rail	no	1950 x 1540mm					
Baker Park	2017	Yes										
Bayliss Drive Park	2013	Yes						1080mm				
Carleton Domain	1960	No										
Cust Community Centre	1970's	No										
Cust Domain	1978	No										
Dudley Park	2001	Yes										
Elephant Park - updated	2017	Yes										
Gladstone Park	2004	Yes				no		1140mm				480mm above floor
Grange View Reserve	2014	Yes	not ideal as bar in pathway					1100mm				
Hinemoa Park	1999	Yes	no drop down kerb in car park									590mm from floor
Kaiapoi Cemetery	2006	Yes			960mm	no						
Kaiapoi Domain	1999	Yes										
Kaiapoi Lakes Reserve (east)	2017	Yes										
Kaiapoi Lakes old main road	2003	Yes			740mm	no		1100mm				
Kaiapoi Memorial Reserve	1985	No										
Kairaki Reserve	1966	No										
Kendall Park	2010	Yes	ramp exceeds gradient requirement & is rough					1300mm				
Loburn Domain	1945	No										
Mainpower Oval	2008	Yes		ramp is marginal	no rail			1100mm				
Mandeville Sports Ground - Rugby Pavilion	1981	No										
Mandeville Sports Grounds squash	2008	Yes						1260mm				
Maria Andrews Park prefab	2015	Yes										
Maria Andrews Park (2)	1982	Yes	must cross grass field, cemetery gate 900mm wide		no rail		1800 x 1400mm	external		no		no
Matawai Park	1996	Yes										
Murphy Park port-a-com	2013	Yes										
Northbrook Wetlands	2010	Yes										
Oakwood Park	2013	Yes			no						too high	
Ohoka Domain	2000	Yes				no						

Public Toilet Strategy

Name of toilet	Year built	Is the facility advertised as accessible?	Is the route from the parking area to toilet free of obstructions and at least 800mm wide?	Is the entrance path to the cubicle wider than 760mm and free of obstructions?	Does the door have an internal grab rail of 30-40mm OD 900mm above floor level?	Does the door open outwards?	Does the cubicle exceed 1900mm long by 1600mm wide	Is the handbas in within 1050mm of rear of toilet wall?	Is the handbasin a maximum of 400mm deep?	Is the grab rail 30-40mm OD and 700mm off floor and of 750 x 750 size	Is toilet roll holder accessible from toilet	Is toilet pan max of 700-750mm from front of pan to back of pan and 460mm above floor level and centre of pan 450mm from wall?
Oxford Town Centre	1978	No										
Pearson Park	2010	Yes										cistern unable to be flushed by wheelchair user
Pegasus Bay Beach Car Park	2015	Yes			940mm						very high 1200mm	
Pegasus Lake	2015	Yes										
Pines Oval	2012	Yes										
Rangiora Airfield	1997	No										
Rangiora Airfield West	2013	Yes										
Rangiora New World	2007	Yes			no	sliding doors		1100mm				
Rangiora Public library	1996	Yes										
Rangiora Service Centre	1998	Yes										
Rangiora Town Hall	2013	Yes										
Rangiora War Memorial Hall	2000	Yes	internal door 793mm, external door 728mm unless unlocked from interior				2.1 x 1.560mm	1162mm		520mm from floor		
Ruataniwha Kaiapoi Civic centre	2015	Yes										
Ryder Park	2013	Yes			930mm							
Sefton Domain Pavilion	1977	No										
Southbrook Park	2004	Yes				no						
Swannanoa Domain	2005	Yes	no direct access	no	no	no				350mm		
Tom Ayres Reserve	2009	Yes			no rail			1300mm		no rail		
Trousselot Park	2015	Yes			no rail			1134mm		723mm		
Tuahiwi Sport & Rec Centre	2010	Yes						1150mm				
Victoria Park	2003	Yes			between 900 and 940	no						500mm
View Hill Domain	1962	No										
Waikuku Beach Ashley-Rakahuri River Mouth	1965	Yes	access is soft sand		no	no						
Waikuku Beach - Central Area Reserve	1990	No										
Waikuku Beach Central Area - Surf Club	1995	No										
Wanaka Reserve	2008	Yes										
Warren Community Reserve	1958	No										
Woodend Beach Domain	1988	No										
Woodend Recreation Ground	2004	No				no						
Woodend Town Centre School Road	1972	Yes			960 above floor	sliding doors	1800 x 1800mm	1400mm			No 1050mm from back wall	

Appendix Seven WDC Proposed Public Toilets Levels of Service

Park Category	Expected Level of Use	Expected Toilet Provision	Standard	Design Features	Location on Site	Cleaning	Availability	Name of Toilet
<b>Town Centre</b>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>New provision to assessed using New Town Centre Toilet Assessment Form</li> <li>Exceeds walking distance (250m or 5 minutes' walk) in business 1 zones</li> <li>Possible 'changing places' toilet space (would have to be located within a public building)</li> </ul>	<ul style="list-style-type: none"> <li>High Quality</li> <li>Generally bespoke to fit the character of the setting</li> <li>Preference for private/public partnerships to provide greater supervision</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 4 unisex cubicles in stand-alone toilet blocks</li> <li>At least one accessible cubicle per block or more as required by building code</li> <li>Can be located within privately owned/public buildings</li> <li>Electronic locking system on stand-alone toilet blocks as toilets are built or upgraded</li> <li>Internal and external lighting</li> <li>Hand driers</li> <li>Baby changing facilities</li> <li>Sanitary disposal bins</li> <li>Mirrors</li> <li>Cold water supplied to basin</li> <li>Soap dispensers</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> <li>Preferably on main streets</li> <li>High activity/foot traffic areas within town centres may be considered</li> </ul>	<ul style="list-style-type: none"> <li>High standard of cleanliness to be achieved</li> <li>Minimum of daily, 7 days per week, including public holidays</li> <li>Possibly 2 x daily if required to maintain standards</li> <li>Minimum of 5 x week for toilets located within buildings only open during the week</li> <li>Cleaning schedule to be linked to user numbers</li> </ul>	<ul style="list-style-type: none"> <li>Open during daylight hours or during working hours if located in a building</li> <li>May be open until 10pm depending on town centre activities</li> <li>Township toilets open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Kaiapoi Memorial Reserve</li> <li>Tom Ayers Reserve</li> <li>Trousselot Park</li> <li>Ruataniwha Kaiapoi Civic Centre</li> <li>Rangiora Service Centre</li> <li>Rangiora Public Library</li> <li>Rangiora Town Hall</li> <li>Rangiora New World</li> <li>Rangiora War Memorial Hall</li> <li>Victoria Park</li> <li>Woodend Town Centre</li> <li>Oxford Town Centre</li> </ul>
<b>Civic Space</b> (all toilets currently provided on civic spaces serve as town centre toilets)	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Yes, if town centre provision not adequate to provide coverage for other civic spaces</li> </ul>	<ul style="list-style-type: none"> <li>High Quality</li> <li>Generally bespoke to fit the character of the setting</li> </ul>	<ul style="list-style-type: none"> <li>See above if serving a town centre function</li> <li>Can be located within privately owned/public buildings</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>See above if serving a town centre function</li> <li>High standard of cleanliness to be achieved</li> <li>Minimum of daily, 7 days per week, including public holidays</li> <li>Minimum of 5 x week for toilets located within buildings only open during the week</li> </ul>	<ul style="list-style-type: none"> <li>See above if serving a town centre function</li> <li>Open during daylight hours</li> </ul>	<ul style="list-style-type: none"> <li>Oxford Town Centre</li> <li>Rangiora Service Centre</li> <li>Ruataniwha Kaiapoi Civic Centre</li> <li>Rangiora Public Library</li> <li>Rangiora War Memorial Hall</li> </ul>
<b>Streetscapes</b> (the only toilet currently provided on a streetscape serves as a town centre toilet)	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Only if providing a town centre function</li> </ul>	<ul style="list-style-type: none"> <li>High Quality</li> <li>Generally bespoke to fit the character of the setting</li> </ul>	<ul style="list-style-type: none"> <li>See town centre design features</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> <li>Preferably on main streets</li> <li>High activity/foot traffic areas within town centres may be considered</li> </ul>	<ul style="list-style-type: none"> <li>See town centre above</li> </ul>	<ul style="list-style-type: none"> <li>See town centre above if serving a town centre function</li> </ul>	<ul style="list-style-type: none"> <li>Woodend Town Centre</li> </ul>
	<ul style="list-style-type: none"> <li>Variable</li> <li>Generally low but could be high if events are on</li> </ul>	<ul style="list-style-type: none"> <li>May be provided at significant walkway/cycleway systems</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with one to two unisex cubicles</li> <li>All cubicles to be accessible in new toilets</li> <li>Electronic locking system as toilets are built</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>Gathering points</li> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 2 x week</li> <li>Extra cleans organised for events</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	

Park Category	Expected Level of Use	Expected Toilet Provision	Standard	Design Features	Location on Site	Cleaning	Availability	Name of Toilet
		<ul style="list-style-type: none"> <li>1 Effluent dumping site in each main town. A shared one may be considered for Woodend/Pegasus (to collect waste from holding tanks in caravans and motorhomes. Not suitable for chemically treated port-a-loos)</li> </ul>	<ul style="list-style-type: none"> <li>Standard design to meet engineering specifications</li> </ul>	<ul style="list-style-type: none"> <li>Drain with concrete surround and upstand and lid</li> <li>Caravan hose fitting</li> <li>Water tap</li> </ul>	<ul style="list-style-type: none"> <li>Roadside berm</li> <li>Close to or on main access route?</li> </ul>	<ul style="list-style-type: none"> <li>Effluent goes directly into sewer system</li> </ul>	<ul style="list-style-type: none"> <li>24/7</li> </ul>	<ul style="list-style-type: none"> <li>Rangiora, Railway Road</li> <li>Oxford, High Street</li> <li>Kaipoi, Charles Street</li> </ul>
<b>Public Gardens (district)</b>  (all toilets currently provided in public gardens serve as town centre toilets)	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>All reserves</li> </ul>	<ul style="list-style-type: none"> <li>High Quality</li> <li>Generally bespoke to fit the character of the setting</li> </ul>	<ul style="list-style-type: none"> <li>Up to 4 unisex cubicles in stand-alone toilet blocks</li> <li>At least one accessible cubicle per block or more as required by building code</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>Internal and external lighting</li> <li>Hand driers</li> <li>Baby changing facilities</li> <li>Sanitary disposal bins</li> <li>Mirrors</li> <li>Cold water supplied to basin</li> <li>Soap dispensers</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>Park entrances</li> <li>Car park areas</li> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>See town centre if serving a town centre function</li> <li>High standard of cleanliness to be achieved</li> <li>Minimum of daily, 7 days per week, including public holidays</li> </ul>	<ul style="list-style-type: none"> <li>See town centre above if serving a town centre function</li> <li>Open during daylight hours</li> </ul>	<ul style="list-style-type: none"> <li>Trousselot Park</li> <li>Victoria Park</li> </ul>
<b>Cultural Heritage Parks</b>  (one of these currently serves as a town centre toilet)	<ul style="list-style-type: none"> <li>Variable</li> <li>Generally low but could be moderate during burials</li> </ul>	<ul style="list-style-type: none"> <li>Not generally required but may be exceptions - only considered for high use sites where long stays warrant provision</li> </ul>	<ul style="list-style-type: none"> <li>See town centre if serving a town centre function</li> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>See town centre if serving a town centre function</li> <li>Stand-alone toilet with one to two unisex cubicles</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>See town centre if serving a town centre function</li> <li>Minimum of 2 x week</li> </ul>	<ul style="list-style-type: none"> <li>See town centre above if serving a town centre function</li> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Kaipoi Cemetery</li> <li>Kaipoi Memorial Reserve</li> </ul>
<b>Neighbourhood Parks (local)</b>	<ul style="list-style-type: none"> <li>Moderate</li> </ul>	<ul style="list-style-type: none"> <li>Not generally required but may be exceptions                             <ul style="list-style-type: none"> <li>High use parks</li> <li>Where long stays warrant provision</li> <li>Exceeds normal walking distance (500m or 10 minutes' walk)</li> <li>Park caters for larger than normal geographic area and/or number of residents</li> </ul> </li> <li>New provision to assessed using New Park Toilet Assessment Form</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet generally with a single unisex cubicle</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 x week</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Bayliss Drive Park</li> <li>Elephant Park</li> <li>Wanaka Reserve</li> </ul>



Public Toilet Strategy

Park Category	Expected Level of Use	Expected Toilet Provision	Standard	Design Features	Location on Site	Cleaning	Availability	Name of Toilet
<b>Neighbourhood Parks (community)</b>	<ul style="list-style-type: none"> <li>Variable</li> <li>Moderate</li> <li>Lower use for some rural domains although these can have peaks in use</li> </ul>	<ul style="list-style-type: none"> <li>All reserves but there may be exceptions where toilets are not required</li> <li>where the purpose of the reserve is for people to use a community building</li> <li>where the reserve is not suitable for this type of development</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul> <p>1</p>	<ul style="list-style-type: none"> <li>Generally a stand-alone toilet with one to two unisex cubicles</li> <li>Some existing toilets are incorporated in a building. All but one have external access</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>See town centre if serving a town centre function</li> <li>Generally 3 x week urban areas and beach settlements and 2 x week rural townships and rural areas unless the level of use requires more or less frequent cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> <li>Open when building is open if located in a locked building</li> </ul>	<ul style="list-style-type: none"> <li>Acacia Ave Reserve</li> <li>Carleton Domain (leased)</li> <li>Cust Community Centre grounds</li> <li>Grange View Reserve</li> <li>Hinemoa Park</li> <li>Kaiapoi Domain</li> <li>Kaiapoi Lakes (East) Reserve</li> <li>Oakwood Park</li> <li>Ohoka Domain</li> <li>Pines Oval</li> <li>Ryder Park</li> <li>View Hill Domain</li> <li>Warren Community Reserve</li> <li>Baker Park</li> </ul>
<b>Neighbourhood Parks (district)</b>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>All reserves where other toilets aren't located close by</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with two unisex cubicles</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 1 x day (summer)</li> <li>Minimum of 3 x week (off season)</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Waikuku Beach - central area</li> <li>Waikuku Beach – surf club</li> <li>Pegasus Lake</li> </ul>
<b>Sport &amp; Recreation Parks (community)</b>	<ul style="list-style-type: none"> <li>Variable</li> <li>Low for rural parks but higher during sports events</li> <li>Moderate use for toilets located near schools</li> </ul>	<ul style="list-style-type: none"> <li>All reserves</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with a minimum of two unisex cubicles</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in one and two cubicle blocks and at least one in larger blocks</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 x week urban areas and toilets close to schools</li> <li>Minimum of 2 x week rural areas</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Ashgrove Park</li> <li>Cust Domain</li> <li>Swannanoa Domain</li> <li>Tuahiwi Sport &amp; Recreation Centre</li> <li>Woodend Recreation Ground</li> </ul>
<b>Sport &amp; Recreation Parks (district)</b>	<ul style="list-style-type: none"> <li>Variable</li> <li>Higher during sports events</li> <li>Moderate use for toilets located on multi-purpose urban parks</li> </ul>	<ul style="list-style-type: none"> <li>All reserves</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with a minimum of two unisex cubicles</li> <li>May be located in a building with external access</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in one and two cubicle blocks and at least one in larger blocks</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Between 2 and 5 x week depending on levels of use</li> </ul>	<ul style="list-style-type: none"> <li>Generally open 24/7</li> <li>Open during daylight hours in areas of high vandalism</li> </ul>	<ul style="list-style-type: none"> <li>Dudley Park</li> <li>Gladstone Park</li> <li>Kendall Park</li> <li>Loburn Domain</li> <li>Mandeville Sports Ground – rugby pavilion</li> <li>Mandeville Sports Ground</li> <li>Maria Andrew Park prefab</li> <li>Maria Andrews Park</li> <li>Murphy Park</li> <li>Pearson Park</li> <li>Sefton Domain Pavilion</li> <li>Southbrook Park</li> </ul>

Public Toilet Strategy

Park Category	Expected Level of Use	Expected Toilet Provision	Standard	Design Features	Location on Site	Cleaning	Availability	Name of Toilet
<b>Sport &amp; Recreation Parks (region)</b>	<ul style="list-style-type: none"> <li>Variable</li> <li>Higher during events</li> </ul>	<ul style="list-style-type: none"> <li>All reserves</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with a minimum of two unisex cubicles</li> <li>May be located in a building with external access</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in one and two cubicle blocks and at least one in larger blocks</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 x week</li> <li>Airfield 2 x week</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Mainpower Oval</li> <li>Rangiora Airfield</li> <li>Rangiora Airfield</li> </ul>
<b>Natural Parks (community)</b>	<ul style="list-style-type: none"> <li>Moderate</li> </ul>	<ul style="list-style-type: none"> <li>Not generally required but may be exceptions - Moderate use reserves where other toilets aren't located close by and long stays are envisaged</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with single unisex cubicle</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 x week</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	
<b>Natural Parks (district)</b>	<ul style="list-style-type: none"> <li>Moderate to high</li> </ul>	<ul style="list-style-type: none"> <li>All high use parks</li> <li>Parks where long stays are envisaged</li> </ul>	<ul style="list-style-type: none"> <li>Standard or basic quality depending on level of use and location</li> <li>Off the shelf design</li> <li>Could be composting option</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet generally with two unisex cubicles</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in new toilets</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> <li>Molded plastic (basic)</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 x week</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Ashley Picnic Grounds</li> <li>Kaiapoi Lakes – old main road</li> <li>Matawai Park</li> <li>Northbrook Wetlands</li> <li>Glentui Waterfall Reserve (toilet supplied by DOC)</li> </ul>
<b>Natural Parks (regional)</b>	<ul style="list-style-type: none"> <li>Variable</li> <li>High (summer)</li> <li>Moderate (off season)</li> <li>Low (Forestdale Wetlands)</li> </ul>	<ul style="list-style-type: none"> <li>All high use parks</li> <li>Parks where long stays are envisaged</li> </ul>	<ul style="list-style-type: none"> <li>Standard quality</li> <li>Off the shelf design</li> </ul>	<ul style="list-style-type: none"> <li>Stand-alone toilet with a minimum of 2 unisex cubicles, often up to 4 or more</li> <li>Electronic locking system as toilets are built or upgraded</li> <li>All cubicles to be accessible in two cubicle blocks and at least one in larger blocks</li> <li>Internal and external lighting</li> <li>Cold water supplied to basin</li> <li>Toilet paper</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 1 x day , 7 days per week, including public holidays during summer</li> <li>Minimum of 2 x week off season (Ashley Gorge Reserve)</li> <li>Minimum of 3 x week off season (beach reserves)</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>Ashley Gorge Reserve</li> <li>Waikuku Beach - Ashley/Rakahuri River Mouth</li> <li>Kairaki Beach</li> <li>Pegasus Beach car park</li> <li>Woodend Beach Domain</li> </ul>
<b>Recreation &amp; ecological linkages (local)</b>	<ul style="list-style-type: none"> <li>Low</li> </ul>	<ul style="list-style-type: none"> <li>Not provided apart from in exceptional circumstances, for example, it forms part of a well-used long walkway outside of an urban area</li> </ul>	<ul style="list-style-type: none"> <li>Basic</li> <li>Composting option</li> </ul>	<ul style="list-style-type: none"> <li>Could be molded plastic</li> </ul>	<ul style="list-style-type: none"> <li>In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 1 x week</li> </ul>	<ul style="list-style-type: none"> <li>Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	

Public Toilet Strategy

Park Category	Expected Level of Use	Expected Toilet Provision	Standard	Design Features	Location on Site	Cleaning	Availability	Name of Toilet
<b>Recreation &amp; ecological linkages (community)</b>	<ul style="list-style-type: none"> <li>• Low to moderate</li> </ul>	<ul style="list-style-type: none"> <li>• Not generally required but may be exceptions</li> <li>• Significant walkway/ cycleway systems</li> <li>• Significant R &amp; E sites, for example, popular picnic or fishing spots</li> </ul>	<ul style="list-style-type: none"> <li>• Basic</li> <li>• Composting option</li> </ul>	<ul style="list-style-type: none"> <li>• Could be molded plastic</li> </ul>	<ul style="list-style-type: none"> <li>• In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 1 x week</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	
<b>Recreation &amp; ecological linkages (district)</b>  (this toilet currently serves as a town centre toilet)	<ul style="list-style-type: none"> <li>• Variable</li> <li>• High (summer)</li> <li>• Moderate (off season)</li> </ul>	<ul style="list-style-type: none"> <li>• In the following circumstances where no other toilets are located close by                             <ul style="list-style-type: none"> <li>- Significant walkway/ cycleway systems</li> <li>- Significant R &amp; E sites</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Standard or basic quality depending on level of use and location</li> <li>• Off the shelf design</li> <li>• Could be composting option</li> </ul>	<ul style="list-style-type: none"> <li>• Stand-alone toilet with two unisex cubicles</li> <li>• Electronic locking system as toilets are built or upgraded</li> <li>• All cubicles to be accessible in new toilets</li> <li>• Internal and external lighting</li> <li>• Cold water supplied to basin</li> <li>• Toilet paper</li> <li>• Molded plastic (basic)</li> </ul>	<ul style="list-style-type: none"> <li>• In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 1 x day (summer)</li> <li>• Minimum of 3 x week (off season)</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	<ul style="list-style-type: none"> <li>• Tom Ayers Reserve</li> </ul>
<b>Outdoor Adventure Parks</b>	<ul style="list-style-type: none"> <li>• Variable</li> </ul>	<ul style="list-style-type: none"> <li>• High use sites where other toilets aren't located close by and when long stays warrant provision</li> </ul>	<ul style="list-style-type: none"> <li>• Standard or basic quality depending on level of use and location</li> <li>• Off the shelf design</li> <li>• Could be composting option</li> </ul>	<ul style="list-style-type: none"> <li>• Stand-alone toilet with one to two unisex cubicles</li> <li>• Electronic locking system as toilets are built or upgraded</li> <li>• All cubicles to be accessible in new toilets</li> <li>• Internal and external lighting</li> <li>• Cold water supplied to basin</li> <li>• Toilet paper</li> <li>• Molded plastic (basic)</li> </ul>	<ul style="list-style-type: none"> <li>• In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 3 x week</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	
<b>Seasonal toilets</b>	<ul style="list-style-type: none"> <li>• High</li> </ul>	<ul style="list-style-type: none"> <li>• May be provided in special locations</li> <li>• Each proposal considered on its own merits</li> <li>• Public toilets for events are expected to be hired in by event organiser</li> </ul>	<ul style="list-style-type: none"> <li>• Port-a -loo</li> </ul>	<ul style="list-style-type: none"> <li>• Standard port-a -loo</li> </ul>	<ul style="list-style-type: none"> <li>• Site specific</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7</li> </ul>	
<b>Toilets on/or servicing sites owned by others</b>	<ul style="list-style-type: none"> <li>• Variable</li> <li>• High seasonal demand</li> </ul>	<ul style="list-style-type: none"> <li>• Each proposal considered on its own merits</li> <li>• Priority given to:                             <ul style="list-style-type: none"> <li>- Possible partnerships</li> <li>- Where the site is a better location than a Council-owned site</li> <li>- Popular visitor destinations</li> <li>- Proposals of benefit to District residents</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Standard or basic quality depending on level of use and location</li> <li>• Off the shelf design</li> <li>• Could be composting option</li> </ul>	<ul style="list-style-type: none"> <li>• As per negotiated agreement</li> </ul>	<ul style="list-style-type: none"> <li>• In accordance with CPTED criteria</li> </ul>	<ul style="list-style-type: none"> <li>• As per negotiated agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7 or daylight hours if fitting with an electronic locking device</li> </ul>	