
**PUBLIC TOILET REVIEW IMPLEMENTATION REPORT AND
PROPOSED ADDITIONAL WORK**

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TEAM: Parks
APPROVED BY: Trevor Hornby (Acting Manager Parks)
WARD/COMMUNITY: District wide
DATE: 17 July 2008
FILE REFERENCE: PR-12-01, DM339295

SUMMARY/OBJECTIVE

This report outlines progress made in completing actions from the Public Toilet Review, May 2004. It recommends the capital work programme for the 2008/09 year and 2009/19 Long Term Council Community Plan.

RECOMMENDATION

That having considered all matters raised in the report, the council:

- a) **Notes the progress with public toilets since 2004, detailed in Appendix One.**
- b) **Approves the work proposed for 2008/09 as attached in Appendix Three.**
- c) **Recommends that the schedule attached in Appendix Four be considered in the preparation of the 2009/19 LTCCP.**

COMMUNITY BOARD AND SUBCOMMITTEE RECOMMENDATIONS*Inglewood Community Board*

Endorsed the officer's recommendation.

Kaitake Community Board

Endorsed the officer's recommendation subject to the construction of a new toilet in Oakura CBD being moved up the priority list.

Clifton Community Board

Endorsed the officer's recommendation.

Waitara Community Board

Endorsed the officer's recommendation.

Youth Subcommittee

Endorsed the officer's recommendation.

Iwi Liaison Subcommittee

Endorsed the officer's recommendation.

BACKGROUND

The New Plymouth District Council (NPDC) Toilet Strategy prepared in 2000 notes that most of the district's existing toilets were installed between the 1950s and 1970s, reflecting that era in style and construction. It cited key issues of provision (how many and where), accessibility (safety and lesser abled access) and construction (design and aesthetics). Issues raised in the Toilet Review 2004 have been addressed and are outlined in Appendix One. Recreation changes and increased customer expectation over recent years have raised requests for more toilets in remote localities through submissions to the draft Annual Plan e.g. Pukearuhe and Pitone Rd.

The council currently provides 51 public toilets; all are open 24 hours, seven days a week except the sportsfield toilet at Pukekura Raceway and the southern toilet at the TSB Bowl of Brooklands. Where demand warrants, some toilets have changing rooms and showers incorporated within the toilet building or nearby (i.e. Ngamotu, East End and Fitzroy Beaches and Waiwhakaiho River mouth).

TOILET PROVISION

Benefits of public toilet provision

Recent and proposed work for public toilets has both social and environmental benefits, through enhancing the enjoyment of the outdoors and business district experience by providing an essential facility.

Summary of progress

In accordance with the Public Toilet Review 2004, five new toilets have been constructed, two toilets replaced, one toilet upgraded and two toilets closed (demolished). Appendix Two outlines the detailed schedule of these works.

Assumptions with toilet provision

- **Design assumption** – the design for new and replacement toilets is based on the standard modular toilet. The modular style toilet introduced in 2002 at Kawarua and the Windwand area was approved by the council as a standard in the Public Toilet Review 2004 and to date six more of these toilets have been installed in the district. Novaloos are a cost competitive alternative, made from pre-cast concrete panels and colour steel roof. A Novaloo was installed at Wai-iti Beach in 2007.
- **Quality assumption** – the Public Toilet Strategy and Review do not give a clear guideline whether to replace or upgrade existing toilet buildings. The recent standard modular buildings are self contained unisex, made of durable materials, enable lesser abled access, and are well ventilated, easy to keep clean, and have adequate natural light. The older concrete block buildings are mostly separated into male/female, receiving public comment that they are dark, damp and cold. These buildings are difficult to modify for lesser abled access, but installing clear light roofing is a low cost option which addresses some of these issues. Consideration is given to each toilet as to the merits of replacement versus upgrade, based on location, cost and the advantages of the finished result.
- **Priority assumption** – consideration has been given to residual items carried over from the Toilet Review 2004; existing or anticipated amount of use; location and

current condition. The District Public Toilet Strategy criteria have also been applied (see Policy Considerations below).

SIGNIFICANCE ASSESSMENT

The significance in terms of the public's perception of the council's services is medium. There is a high level of interest in public toilets as exhibited in the National Research Bureau (NRB) surveys. The activity relates to the following Community Outcomes: Connected, Secure and Healthy, Sustainable and Together.

VIEWS OF THOSE AFFECTED

NRB surveys from 2003 to 2008 indicate an average of 61% satisfaction with the quality of toilets. In 2008 it was 55%, lower than the six year average. Survey respondents requested more public toilets in general, with several requests for the Waiwhakaiho Valley shopping area, the New Plymouth CBD and on walkways. There are numerous responses that toilets are not being cleaned regularly enough.

The results of the 2008 NRB survey indicates that the public want more spent on public toilets to improve quality. The percentage not very satisfied with public toilets (23%) is on par with councils of a similar size.

The Clifton community within the North Ward expressed a higher degree of dissatisfaction with the quality of public toilets in 2008 and with not having enough toilets in 2007. Their responses to the survey suggest more effective development is required or that expectations exceed what we are able to deliver. The list of recommended work (Appendix Four) includes toilets for the Clifton area at Onaero Beach, Pukearuhe Rd, Yandle Park, Tongaporutu and Rapanui.

From January 2005 to June 2008 the call centre received on average 260 calls a year regarding public toilets. These calls mainly relate to faulty operation of a facility, vandalism and cleanliness. This volume of calls illustrates the public interest in this area. Note that graffiti is not included in these figures but public toilets are a regular target for this activity.

TANGATA WHENUA CONSIDERATIONS

There are no known tangata whenua considerations in relation to this issue.

POLICY CONSIDERATIONS

A Public Toilet Strategy was adopted in April 2000 as follows:

"11. C50/13/08/1 District Public Toilet Strategy

That having considered the report of the Parks and Leisure Development Manager on a strategy for the provisions required and upgrading of the district public toilets, it was resolved:

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- a) *That the following criteria will be used when considering the provision of public toilets:*
- *Main urban central business districts;*
 - *High priority parks and reserves (district and regional visitor destinations);*
 - *High priority coastal areas (main populated beaches);*
 - *Sportsgrounds that act as charge grounds (i.e. can be secured so an admission may be charged);*
 - *Halls and amenity buildings (pavilions, pools, motorcamps).”*

BUDGET CONSIDERATIONS

The replacement, upgrading and provision of new public toilets for 2008/09 is through renewal and augmentation capital expenditure funding as allowed for in the LTCCP – see Appendix Three.

Funding	2008/09
Renewals	\$263,000
Augmentation	\$85,800
Total	\$348,800

The full cost of further improvements of public toilets will need to be considered in the preparation of the 2009/19 LTCCP – see Appendix Four.

LEGAL CONSIDERATIONS

All new building work and upgrades will comply with the Building Act 2004.

OTHER CONSIDERATIONS

Current service frequencies for toilets vary depending on location and range from twice daily to twice weekly depending on location.

APPENDICES

- Appendix One Progress made on the actions required by the council’s resolutions from the Public Toilet Review, 11 May 2004.
- Appendix Two Summary of completed work since 2004.
- Appendix Three Programmed work for 2008/09.
- Appendix Four Recommended work with priority order for LTCCP 2009-19.

APPENDIX ONE

Progress made on the actions required by the council's resolutions from the Public Toilet Review, May 2004:

Action	Progress
The Vogeltown Park and Clifton Park toilets be permanently closed.	Completed. Both demolished.
The upgrade programme to ensure accessibility continue as funding permits.	In progress.
Improvements to cleaning of the men's toilets, particularly James Lane and Moturoa be investigated and costed.	Completed; Now part of the Chemwash cleaning contract.
Lighting levels and vegetation clearance be given attention at all areas noted as being of concern.	Programme completed.
The following toilets be considered for relocation to more strategic and visual parts of the parks as part of the ongoing renewals programme as funding permits.	
a) Burgess Park	Alternate site at Meeting of the Waters. Possible joint venture with the Department of Conservation.
b) Pukekura Park Pavilion Women's	Replace at end of men's toilet, action on hold, include in park development plan.
c) Pukekura Park Playground	Completed in 2007 with a replacement toilet and landscaping.
d) Lake Rotomanu	Completed: Vegetation cleared to increase visibility, no need to relocate.
Signage to all toilets be improved and consistent.	Sign manual standards being applied as funding permits.
Ways of providing soap in all toilets be explored that are vandal resistant and cost effective.	Completed but unsuccessful; bar and liquid soap tried, but stolen or smashed.
Hand basins be installed in the Corbett Park toilets.	Completed.
The cleaning regime be examined. Improved levels of service costed.	Completed. Levels of service to be addressed through the LTCCP.
Opening hours of toilets, particularly in some reserves, be reviewed.	All toilets are open 24 hours, seven days a week with the exception of: Inglewood Women's Rest Rooms - open 8am - 4.30pm, Monday to Friday; Racecourse – exclusive use by Boys' High School; Bowl of Brooklands

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	toilet east of stage, used for events only.
The following be adopted as the priority for new toilets, as finance permits within existing budgets:	
a) Okato Central Business District (CBD)	Installed.
b) Westown CBD	Site purchased at 32A Sanders Ave. Recommended in Appendix Three for installation in 2009-10.
c) Bell Block CBD	Pending completion of the bypass construction and redesign of the CBD.
d) Rogan St	Installed.
e) Oakura CBD	Planned to be installed next to the Oakura Hall 2015/16 (Appendix Four)
f) Waiwhakaiho River mouth	Installed.
g) East End Reserve (Buller St)	Programmed work for 2008/09 (Appendix Three).
h) Waitara Cemetery	No action: planned to be installed in 2012/13 (Appendix Four).
The following be the priority for replacement, to proceed as finance permits:	
a) Ngamotu Beach	Existing toilet owned by Port Taranaki, possible joint venture to replace.
b) Pukekura Park Playground	Completed.
c) Fitzroy CBD	Completed.
d) Lake Mangamahoe	No action, replace with single unisex in 2015/16 (Appendix Four).
e) Pukekura Park Pavilion Women's Toilet	New toilet to be included in the Pukekura Park Development Plan.
The priority for new toilets be reviewed at three yearly intervals.	See Appendix Four for recommended priority list.
That a review of the New Plymouth CBD public toilets be undertaken with a view to establishing a superloo facility in the CBD.	There are four toilets in the CBD; Gover St, Exaloo; James Lane; Windwand, this is considered an adequate supply.

APPENDIX TWO

The following table outlines the completed capital work on public toilets since 2004.

Summary of completed work since 2004

Type of toilet and location	Completed	New Toilet	Replacement Toilet	Upgrade
Single modular type				
Battiscombe Tce (2006)	✓	✓		
Centennial Park (2005)	✓	✓		
Okato Central Business District (CBD) (2006)	✓	✓		
Rogan St (2005)	✓	✓		
Waiwhakaiho River-mouth (2007)	✓	✓		
Double modular type				
Pukekura Park playground (2005)	✓		✓	
Novaloo toilet				
Wai-iti Beach (2007)	✓		✓	
Upgrade of existing toilet				
Fitzroy CBD (2007)	✓			✓
Lake Rotomanu (site improvement)	✓			✓
Permanently closed				
Clifton Park - demolished	✓			
Vogeltown Park - demolished	✓			

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Location	New Toilet	Replacement Toilet	Upgrade	Cost estimate	Augmentation (A) Renewals (R)
East End Reserve (Buller St)	✓			\$128,000	A
East End Reserve (next to surf club) ^a		✓		\$115,000	R
Brooklands Zoo ^b			✓	\$20,000	R
Oakura Beach (opposite surf club)			✓	\$25,000	R
Audrey Gale			✓	\$25,000	R
Tongaporutu Domain			✓	\$10,000	R
<i>Contingency at 7.5 %</i>				\$25,800	R
Total				\$348,800	

Notes:

^a East End Reserve (next to surf club) requires additional funding to complete the renewal project and is requested as a priority in the 2009/19 recommended work (Appendix Four).

^b Brooklands Zoo toilet will need to be within the zoo perimeter fence to comply with Ministry of Agriculture and Fisheries audit conditions. Once implemented, the toilet will be accessible only from inside the zoo and will be limited to zoo opening hours. The need for a toilet in this sector of Brooklands Park will be considered in the development plan for the park. Currently visitors to both the zoo and Brooklands Park have direct access to the toilet.

APPENDIX FOUR

Recommended work with priority order for LTCCP 2009-2019.

Priority	Year	Location	New Toilet	Replacement Toilet	Upgrade	Cost Estimate	Augmentation (A) Renewal (R)
1	2009/10	East End Reserve completion (next to surf club) ^a		✓		\$185,000	R
1	2009/10	Westtown Central Business District (CBD) ^c	✓			\$130,000	A
2	2010/11	Fitzroy Beach (near surf club)		✓		\$300,000	R
2	2010/11	Ngamotu Lee Breakwater (Port Taranaki asset) ^d	✓			\$175,000	A
3	2011/12	Gover St		✓		\$300,000	R
3	2011/12	Bell Block CBD ^e	✓			\$130,000	A
4	2012/13	Ngamotu Beach (Port Taranaki asset) ^f		✓		\$100,000	R
4	2012/13	Waitara Cemetery	✓			\$130,000	A
5	2013/14	Bell Block Beach			✓	\$50,000	R
5	2013/14	Pukearuhe Rd ^{g&h} (earthworks and retaining wall required)	✓			\$175,000	A
6	2014/15	Brooklands Zoo – replace		✓		\$250,000	R
6	2014/15	Waiwhakaiho Walkway toilet (Meeting of the Waters) ⁱ	✓			\$155,000	A
7	2015/16	Yandle Park ^h			✓	\$15,000	R
7	2015/16	Oakura CBD	✓			\$130,000	A
8	2015/16	Lake Mangamahoe		✓		\$140,000	R
8	2016/17	Merrilands CBD	✓			\$130,000	A
9	2016/17	Waitara CBD Women's			✓	\$70,000	R
9	2017/18	Onaero Beach ^h	✓			\$155,000	A
10	2017/18	Ahu Ahu Rd		✓		\$130,000	R
10	2018/19	Rapanui ^{g&h}	✓			\$150,000	A
11	2018/19	Weld Rd		✓		\$130,000	R
		Total				\$3,130,000	R+A

Renewal funded summary

11 toilets replaced or upgraded for \$1,670,000, averaging \$152,000 per annum.

Augmentation funded summary

10 new toilets installed for \$1,460,000, averaging \$133,000 per annum.

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With additional funds the following toilets with a low order of priority could be included in the recommended work for 2009-2019:

Renewals:

- Hickford Park (Bell Block)
- Marine Park (Waitara)
- Corbett Park
- Awanui Cemetery
- Tongaporutu Domain^h

Augmentation:

- Pitone Rd Beach^h

Notes:

Four toilets at Pukekura and Brooklands Park are to be considered in the Pukekura Park Development Plan: replacement of the portacom toilet and upgrade of the concrete block events toilet at the Bowl of Brooklands; a new toilet at Brooklands Park and replacement of the Pukekura Pavilion women's toilet.

^c Westtown CBD toilet: a 203m² site has been purchased for a public toilet at 32A Sanders Ave. Alternate sites have been investigated in the CBD due to some local objections, but the purchased site is considered the best option.



Site for the new toilet at Westtown CBD at 32A Sanders Avenue

- ^d The Lee Breakwater toilet located at the car park near the boat ramp needs replacing; however this asset belongs to and is serviced by Port Taranaki. Complaints are received by the council's Customer Support Centre regarding the condition of the Lee Breakwater toilet; public perception being that the toilet belongs to the council. A joint venture proposal with Port Taranaki is being investigated.
- ^e Bell Block CBD toilet will be determined when a site development is approved for the area adjacent to the shops, part of the Bell Block Bypass upgrade. If timing for installation in this report does not meet with development progress at the CBD, then toilet installation will be deferred.
- ^f Ngamotu Beach toilet located amongst Norfolk pines near the sandy beach needs replacing; however these assets belong to Port Taranaki. New Plymouth District Council service the beach toilet. A joint venture proposal with Port Taranaki is being investigated.
- ^g Pukearuhe and Pitone roads, Rapanui and Onaero Beach: these toilets have been requested through the annual plan submissions process. All these toilets are in remote locations and will require a septic tank system.
- ^h Pukearuhe Rd, Onaero Beach, Rapanui, Yandle Park and Tongaporutu are located within the Clifton Community Board area. Residents of this area have expressed the most dissatisfaction with levels of service in the NRB surveys. More details are in the 'View of Those Affected' section.
- ⁱ The installation of a new toilet near the Meeting of the Waters car park is considered a high use area and will require a partnership with the Department of Conservation.

