



10: Public Toilets

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10 Public Toilets

10.1 Service Description

This service encompasses the provision of Public Toilet facilities throughout the district to meet local community, traveller, tourist and rural recreation needs. The service covers those toilets that are primarily for the wider public use and do not include toilets that are provided specifically for users of recreation reserves. Toilets provided on recreation reserves are included in the "Recreation Reserves" section of this plan.

The service includes planning, provision, maintenance, development, and operation of a network of public toilets across the District. A total of 29 toilet facilities are managed and owned by Council, and are distributed to service townships, and main tourist routes and destinations.

The Council has adopted a grading system that describes the service standards to be provided and is used to help prioritise work programmes. These are as follows:

Grade 1: Toilets located on a main tourist route with frequent usage. These toilets have a higher level of service in terms of capacity, cleanliness, hygiene, lighting signage and access;

Grade 2: Toilets that are sited mainly in townships and have a high community profile. Standards and levels of services is comparable to a Grade 1 toilet although will have a lower capacity requirement;

Grade 3: Toilets that are sited in more isolated spots, or rural recreation areas. These toilets have a lower level of service in terms of standard of facility.

10.1.1 Rationale for Council's Involvement

The Council considers the provision of public toilets to be a core service required to meet public health responsibilities for the District's population and to service the needs of visitors to Selwyn District. Delivery of this service helps to promote a healthy living environment and has indirect economic benefits in supporting visitor destinations. The Council has adopted the role of primary service provider for public toilets. Although there are other providers of publicly available toilets in the private sector (e.g. service stations) these are associated with business use and do not provide the range of service and distribution required to meet wider public needs. With limited commercial opportunity for the private sector provision by local Government, as a public good, is required.

Planning for public toilets is required to meet both short term and long term requirements and to realise Council's strategic direction.

Public toilets serve a number of functions that contribute to the social, economic and environmental wellbeing of the community. These include the following:

- Compliance with the Health Act 1956, to provide sanitary conveniences for use by the public;
- Reduce the likelihood of contamination of soil and water;
- Convenience to users of rural recreation areas;
- Convenience to visitors to shopping/business areas;
- Convenience to travelling public;
- Support local businesses, especially within townships;
- Support of tourist destinations and operations.

10.1.2 Strategic Direction

The Council provides a network of public toilet facilities to meet local community, traveller, tourist and rural recreation needs. Council's strategic direction in relation to this activity is to ensure the network of public

toilets provided meets the obligations under the Health Act and meets the requirements and standards expected by users. This is in terms of protecting the health of users and the environment and ensuring adequate provision, capacity, service levels, and maintenance and servicing regimes. See Section 10.2.3 for a description of service drivers that guide the strategic direction for public toilet provision and development.

In responding to these service drivers Council faces a number of challenges, particularly with regard to population growth and changing demand from tourism and visitor activities. Key challenges that influence the strategic direction for this activity are identified as follows:

- **Meeting the needs created by the large increase in visitors:** This issue has largely been addressed in recent years with significant improvements to Council's public toilet network, and with support from the Tourism Infrastructure Fund. However, the investment in new infrastructure will have an ongoing impact on operational and maintenance costs. The impacts of the global pandemic and restrictions on international travel has meant that overall demand on this activity has decreased, at least in the short term. It is however, expected that the levels of visitation pre-pandemic will at some stage return along with demand for public amenities and although there are no outstanding significant capacity issues identified over the next ten years, there will be a need to continue to maintain services and the standard of facilities.
- **Issues with ongoing operational and compliance costs:** There will be ongoing and significant operational costs associated to maintain standalone wastewater systems (water services contract) and servicing toilets (parks and reserves contract), including ongoing compliance costs associated with onsite wastewater systems (non-reticulated). The influx of visitors to the district places extra demand on toilet facilities and this creates additional costs to Council in terms of servicing. Council has applied for and received funding via the Tourism Infrastructure Fund to assist with operational costs and, so long as this fund is available, Council will continue to seek this funding assistance.
- **Issues with inappropriate dumping of camper waste:** Council has increased its provision of effluent dump stations at key locations across the district and further funding has been allocated within the 10 year plan to continue this programme. The key driver for this is to keep pace with increasing tourism numbers and current trends in self-contained camping/transport. A key challenge for Council is finding a means of recuperating the cost of waste disposal at sites where these are not on a reticulated system.
- **Understanding levels of use:** There is an ongoing need to monitor levels of utilisation to determine periods of peak usage and optimise servicing regimes etc. Data is currently being captured at two of the four Grade 1 sites. Depending on the success of these, further counters could be installed to gain a better understanding of utilisation at other sites and grades.
- **Township expectations:** Some townships have an expectation of public toilet provision to service a perceived need. Generally these are requests for a facility in lower populous areas where there are currently no other suitable public or privately owned facilities available. Council needs to carefully consider actual demand against affordability in these cases.

Council has been investing in the improvement and expansion of the public toilet network and plans to continue to support this programme through further investment over the next 10 years.

10.2 Levels of Service

This section defines the levels of service (LOS) for Public Toilets that are required to meet customer expectations. It also sets out the performance targets identified for each LOS to enable achievement to be measured.

10.2.1 Customers and Stakeholders

Customers and stakeholders with an interest in the public toilets service include the following:

- Selwyn District residents
- Visitors and tourists
- Travelling public
- Rural recreation area users and campers
- Local Iwi/Ngai Tahu
- Tourism business operators
- Bus operators
- Business Associations
- Environment Canterbury
- Department of Conservation
- Medical Officer of Health
- Township Advisory Committees

10.2.2 Contribution to Community Outcomes

The following table sets out the community outcomes that are relevant to the public toilet service and describes how the service contributes to outcomes.

Community Outcome	How Public Toilets Contribute
A Clean Environment Air, land, water and general environment to be kept in a healthy condition	Protecting land and water from potential contamination
A Healthy Community Selwyn people have access to appropriate health, social and community services	Provision of public facilities to meet the needs of local communities
A Prosperous Community Selwyn has a strong economy which fits within and complements the environmental, social and cultural environment of the district	Provide facilities that support tourism initiatives and local businesses

Table 10-1: Public Toilets Contribution to Community Outcomes

10.2.3 Service Drivers

The key service drivers for public toilets primarily relate to meeting customer expectations and compliance with statutory requirements. Service objectives specific to public toilets include the following:

- Provide sufficient toilet facilities to meet the needs of townships, rural recreation users and visitors to the district;
- Provision of toilets on main highway routes at reasonable travelling distances to adequately provide for comfort stops;

- Provision of toilets with adequate capacity to meet peak demand times;
- Provision of toilets in areas where there is a high level of tourist activity;
- To compliment facilities provided by other agencies;
- The standards and comfort levels provided matches the site and level of use;
- Protecting the health of the community;
- Ensure the facilities provide a safe environment for users;
- Sustainable provision and management of public toilet facilities to meet current and future needs;
- Ensure the environment is protected and that any adverse impacts on the environment resulting from the management and maintenance of public toilets is minimised;
- The frequency of inspections and cleaning ensures public toilets are maintained to an acceptable level of hygiene;
- Respond to issues and complaints in an efficient and timely manner;
- Ensure the communities' investment in public toilets assets is protected;
- Ensure public toilets remain serviceable and available for use;
- Ensure the operation and maintenance of public toilets complies with all legal requirements, New Zealand Standards, Selwyn District Council Policies and Bylaws.

Legislation, Standards and Policies

Specific legislation, standards and planning documents that apply to the public toilets service are described in the tables below. This also explains the implications for levels of service.

Legislation/Standard	LOS Implications
Building Act 2004	<ul style="list-style-type: none"> • Standard for provision of personal hygiene facilities in buildings. • To provide sanitary conveniences for persons with disabilities.
Building Regulations	<ul style="list-style-type: none"> • Requires a building to achieve the performance criteria set out in the New Zealand Building Code (NZBC). • Objectives relating to personal hygiene. • Provision of toilets in sufficient numbers appropriate for the people who are intended to use them.
Health Act 1956	<ul style="list-style-type: none"> • Local authority to provide public toilets and other sanitary services for the benefit of its district. • Ensuring identified health risks are managed to within acceptable levels. • Control of nuisance including a sanitary convenience that may be in a state that is offensive or likely to be injurious to health.
Local Government Act 2002	<ul style="list-style-type: none"> • Requirement to prepare a Sanitary Services Assessment for Public Toilets covering protection of public health and identification of future capacity needs.
New Zealand Standard NZS 1547:2012: 'On-site Domestic Wastewater Management'	<ul style="list-style-type: none"> • Compliance requirements when not serviced by a reticulated sewerage scheme.
New Zealand Standard NZS 4241:1999 'Public Toilets'	<ul style="list-style-type: none"> • Guidance on appropriate standards for design, quality, care and maintenance of public toilet facilities.

Table 10-2: Public Toilets Legislation & Standards

Plan/Policies	LOS Implications
Sanitary Services Assessment for Public Toilets 2005	<ul style="list-style-type: none"> • Describes and comments on adequacy of current levels of service. • Assessment of capacity of current public toilet provision and identification of future needs.
Selwyn District Council District Plan (RMA)	<ul style="list-style-type: none"> • Zone rules related to buildings.

Plan/Policies	LOS Implications
Natural Resources Regional Plan (RMA)	<ul style="list-style-type: none"> Rules on protecting ground and surface water from contamination. Requirements to obtain discharge permits for septic tanks.
Selwyn District Council Policy Manual 2020	<ul style="list-style-type: none"> Identification and description of toilet grades (P202). Adequacy of signage for toilets (P202).

Table 10-3: Public Toilets Plans & Policies

10.2.4 Customer Expectations and Consultation

In general terms Council's knowledge of customer expectations is based on:

- Public enquiries and complaints received via the Service Request System;
- Feedback from the general public, elected members, community board and township committees;
- Consultation via the LTP/Annual Plan process;
- Consultation on structure plans and other strategic plans;
- Consultation on the Sanitary Services Assessment for Public Toilets;
- Feedback from the maintenance contractor;
- Evaluation reports prepared on public toilet facilities in the district;
- Satisfaction levels indicated in customer surveys (Annual Residents Survey);
- Focus groups to determine customer expectations, as an input to this plan specifically targeting public toilets.

Focus Group Workshop 2017

Focus group exercises comprising community committee members are regularly undertaken to more accurately determine expectations. Note: Focus groups were not able to be held in 2020 due to Covid 19 restrictions. Feedback from these exercises informed on current levels of service; areas of deficiency; whether current expenditure was considered high, about right or too low; and suggestions for improvement. Feedback was collated on "H Forms" (refer annex 10A) and the service was scored out of 10 (10 being the highest level of satisfaction). This activity scored 4.2, indicating a slightly negative level of satisfaction with current service, and a drop in performance from previous results.

A summary of opinion from the focus group was:

- Generally sufficient with latest designs being very good but review number and distribution where catering for travellers, in relation to ageing population and growth in tourist numbers;
- Cleaning/consumables service needs constant monitoring, minimum clean once per day;
- More than half of participants would support spending more to get higher level of service while the rest felt expenditure was about right now;
- Signage communicating toilet locations would be welcomed.

Sanitary Services Assessment for Public Toilets 2005

The initial Water and Sanitary Services Assessment that covered public toilets was completed in 2005. Over the 15 years since this assessment was carried out there have been many improvements implemented to the public toilet network that have improved capacity and the quality of facilities. A brief review of the Water and Sanitary Services Assessment was undertaken in 2018 to ascertain if there were any changes needed. This included a workshop with representatives from the Canterbury District Health Board. The review noted some issues related to capacity, levels of service and protection of public health which are summarised below:

- The influx of visitors (tourists) travelling through the district is placing pressure on the Council's public toilet network especially on the main highways and tourist routes;

- The increase in tourism traffic and use of public toilets has resulted in some stand-alone effluent systems failing or not meeting consent conditions;
- The large number of freedom campers who are using the rural recreation reserves are placing extra demand on public toilets and the effluent systems that service these facilities;
- The report on freedom camping noted that there was evidence of defecation to ground occurring;
- There is evidence of draining chemical toilets into public toilets or emptying on the side of the road;
- Assessments indicate that some further increase in capacity will be required in the future;
- Some townships have grown in terms of population and visitor numbers but there are no dedicated public toilet facilities available.

In response to these issues Council has implemented or is planning the following actions:

- The overall provision of public toilets has increased with identified problem sites now being serviced (e.g. key recreation sites within the Coleridge basin);
- Toilet capacity has been increased at a number of sites over recent years to meet demand (Castle Hill and Dunsandel);
- The quality and capacity of toilets has been improved through the replacement programme, with further renewals planned at Darfield, Hororata, Leeston, and Lincoln;
- Servicing frequencies have been increased at high use sites to ensure toilets are maintained to a hygienic standard;
- Recent effluent system upgrades at Springfield (TIF support) and Arthurs Pass and a contingent budget is provided to address further capacity issues in areas of high demand;
- A contingent budget is provided to address further capacity issues at effluent discharge stations;
- Effluent capture systems (vault systems) have been installed at a number of sites to ensure there is no discharge to land (Lakeside Domain, Coes Ford) and the tank volume at Waimakariri Gorge toilets has been increased.

Public Toilets of the Selwyn District – A Tourism Perspective 2001

Although this is an older report it has some useful information on public toilet provision in the district. It also included input from Tour Bus Operators. Relevant key points disclosed in the report include:

- Location and usage are the key factors in determining the standard of facility to be provided;
- Partnerships with the local community or businesses should be investigated;
- The Council should aim to provide high quality toilets at key points on the highways;
- Tourist operators rate Council provision of these facilities more highly than tourism promotion;
- Good toilets encourage people to stop and, if sited in commercial areas, use local businesses. This provides opportunities for partnership with businesses;
- Provision of high quality facilities is essential as in the tourist industry it is important to give more than value for money.

Annual Plan Consultation

The Council undertakes an annual township visit to ascertain issues that the local committees would like to see addressed in the Annual Plan. A list of projects is prepared and prioritised by the committees. New toilet installations have in the past been requested and granted approval through this process, where there is an identified need.

10.2.5 Customer Satisfaction Ratings

A mechanism for determining customer satisfaction for the public toilets service is through the Council's annual satisfaction survey. This provides a relatively reliable community view of the level of satisfaction with the public toilets service. The results since 2017 are shown in Figure 10-1 below.

It should be noted that from 2016 a revised interpretation of resident survey results has been presented whereby an apportionment of neutral responses is no longer calculated into the overall satisfaction rating. This is evident in the lower scores presented in 2016-17. This means that performance targets may need to be reviewed and adjusted to reflect the future levels of performance anticipated to be disclosed from analysis of survey results.

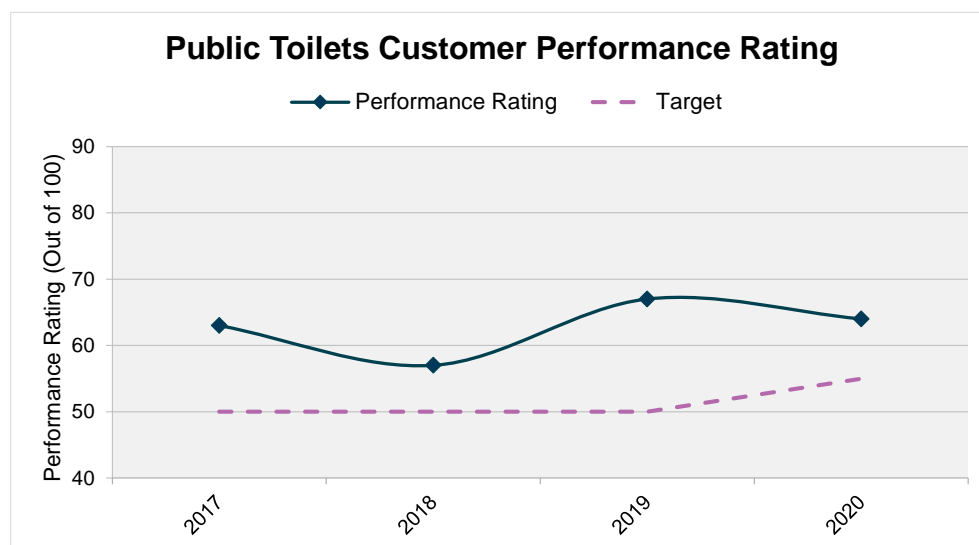


Figure 10-1: Public Toilets Historical Customer Satisfaction Ratings

The level of satisfaction of those who actually visited a public toilet in the past 12 months ('users') is now measured separately (as opposed to 'all residents' previously), which gives a more accurate measure of actual performance. The performance rating of those that visited a public toilet in the last 12 months was 63% (higher than the 59% recorded by 'all residents'). Customer satisfaction remains above the target performance level, despite some minor fluctuation, and it is expected that this will be reflective of the significant asset improvements made over the past 10 year period. In terms of public toilets, a relatively low level of satisfaction is fairly typical across New Zealand and is often related to the vandalism and misuse of toilets. There is also potential for misreporting, with some facilities being provided by other organisations or by a neighbouring authority. There is room for further improvement and, to achieve this, Council needs to continue with its facility upgrade and renewals programme. There are now only a few older facilities remaining, and these are programmed for replacement during the next 10 year period.

10.2.6 Present and Future Levels of Service

The Council currently provides a network of public toilet facilities to meet public health responsibilities and to service the district's township business precincts, tourist routes and rural recreation areas. Levels of service for the three grades of public toilet facilities have improved in recent times, following a significant asset renewal and upgrade programme over the last 10 year period. The Council intends to deliver levels of service in the future that reflect the expectations of customers. This may include:

- Provision of improved quality facilities via renewal and upgrade programmes
- Reviewing servicing frequency to reflect levels of use
- Provision of further places where people can discharge effluent from camper vans

Timeframe for Provision of Public Toilet Services

It is intended that public toilet services will be provided for the district into the foreseeable future and it will be necessary to maintain and improve the asset network to continue to support this service.

Objective	Planned LOS	Performance Measure	Core Value						Current Performance	Target Performance			Indicative Performance Yrs 4-10
			Quality	Customer Satisfaction	Availability	Quantity	Responsive-ness	Affordability		Yr 1	Yr 2	Yr 3	
Public Toilets	The Council has a statutory responsibility to provide public toilets for the health benefit of the district	The number and location of public toilets is sufficient to meet the needs of local communities and visitors				X			0.88	>0.8	>0.8	>0.8	>0.8
	This service helps to promote a healthy living environment for district residents	Public toilets are cleaned to a standard that meets user expectations		X					<10	<10	<10	<10	<10
		Facilities are cleaned, inspected and maintained to a serviceable standard	X						9	≤6	≤6	≤6	≤6
	Provision of public toilets has economic benefits in supporting local businesses & visitor destinations	The standard of facilities and equipment meets the expectations of users consistent with the identified grade	X						89%	≥90%	≥90%	≥90%	≥90%

Table 10-4: Public Toilets Present & Future LOS



Denotes Primary LoS measures that are recorded in the LTP.

Grade Standards

The following table sets out more detailed information on the intended target levels of service defined for each of the three public toilet grades.

LOS Value	Grade 1 – Tourist Route	Grade 2 - Township	Grade 3 - Rural Recreation
Quality and Comfort	Minimum appointments: Toilet pan/seat, urinal, toilet paper dispenser, wash hand basin, soap dispenser, hand drying facility, mirror, sanitary disposal unit, baby change facility	Minimum appointments: Toilet pan/seat, urinal, toilet paper dispenser, wash hand basin, soap dispenser, hand drying facility, mirror, sanitary disposal unit	Minimum appointments: Toilet pan/seat, toilet paper dispenser, hand wash facility
Appearance	High quality appearance with landscape treatment	Moderate quality appearance	Basic appearance
Capacity	Capacity provided conforms with NZS 4241:1999		
Accessibility	Disabled access & cubicle provided		Disabled access & cubicle provided except in remote areas where disabled access is not practical
Location	Central and close to information area	Central	Conspicuous for users, inconspicuous for vandals
Information	Clear signage from main road, symbols on toilets		Signs on building only
Safety & Security	External and internal lights for night use and good natural lighting, meets CPTED principles		Natural lighting only
Distribution	Facility is available within the District on SH routes at a minimum of one hour driving distance from main population centres	All townships with a population of greater than 1,000 have a public toilet provided or in partnership with a private provider	All larger rural recreation reserves have public toilet facilities provided
Standards & Legal Compliance	Full compliance with Building Act & Regulations and Resource Consent conditions; Meets criteria for a Grade C facility in NZS 4241:1999	Full compliance with Building Act & Regulations and Resource Consent conditions; Meets criteria for a Grade D facility in NZS 4241:1999	Full compliance with Building Act and Regulations and Resource Consent conditions; Meets criteria for a Grade E or F facility in NZS 4241:1999
Asset Protection	Minimum specifications: security lighting, stainless steel bowl & hand basins, cistern & pipe work hidden, graffiti resistant paint, visible location		Minimum specifications: stainless steel bowl & hand basins, cistern & pipe work hidden, graffiti resistant paint
Health & Hygiene	Mains pressure supply and meets Drinking Water Standards (NZ DWS)		Non-potable water supply available if practicable
	Connected to reticulated sewer where available or fully compliant effluent disposal system		Fully compliant septic tank, holding tank or composting system
	Cleaning inspection every 24 hours		Inspection every 24 hours (summer) and every seven days (winter)
Availability	Open 24 hours per day, 365 days per year		

Table 10-5: Public Toilets Grade Standards

10.2.7 Asset Performance

The service standard provided to users is determined, to a significant extent, by the quality and location of the assets employed. This section explains these aspects of asset performance. Reliability (frequency of faults) is also a performance factor, but since it is determined by the maintenance and renewal plans, reliability is covered in the lifecycle management section 10.4.4.

Historical Level of Service Performance

Specific performance related to level of service results and targets set in earlier Activity Management Plans is described in the following. Previous customer satisfaction ratings for public toilets are presented in 10.2.5 above.

The number of facilities that met minimum grade standards, as identified by an independent performance assessment, has steadily improved over each of the last three planning periods since the 2014/15 survey, as shown in Figure 10-2 below.

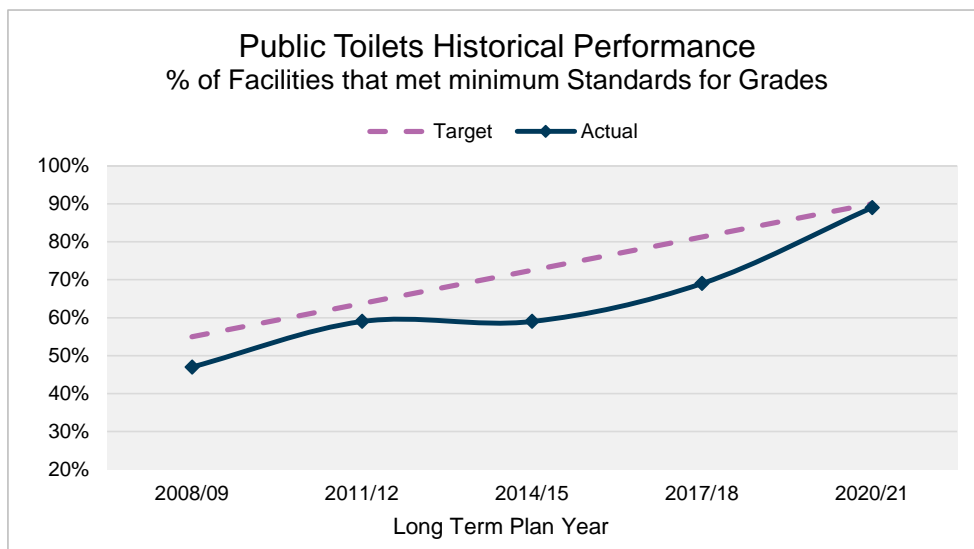


Figure 10-2: Historical Percentage of Facilities that met Minimum Grade Standards.

In particular, targets relating to quality and capacity performance have improved, following a significant number of planned renewals and facility upgrades over the last eight years. This has, in part, allowed Council to improve its minimum grade standards or service target over that time. Capacity will be further increased, and the quality of facilities improved, through the planned renewal of several remaining older type facilities at; Darfield (Grain Shed), Leeston (RSA) and Lincoln (Liffey Reserve).

Contract 1202/1419 performance audits are undertaken to measure compliance with maintenance contract specifications. Audits have only been completed over the last three years, following a number of years where no audits were undertaken. Figure 10-3 below shows the number of 'facility compliance failures' per annum as identified by independent audit.

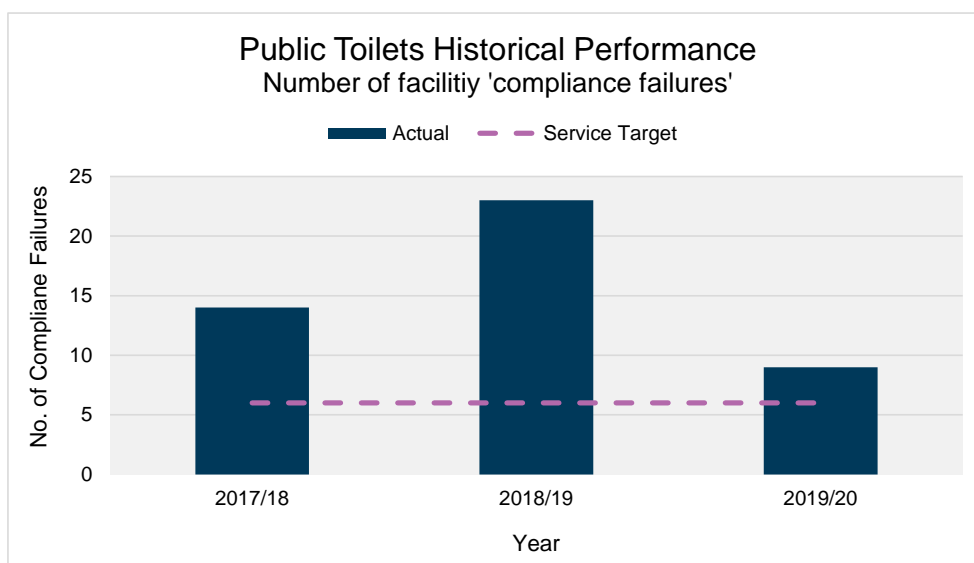


Figure 10-3: Number of Facility Compliance Failures per Annum Identified by Independent Audit

Public toilet facilities are audited against a number of criteria including cleanliness, consumable supplies, litter, and exterior maintenance and being fully operational. 'Failures' are defined as less than 90% compliance with the audit criteria. The independent audits identified a total of 9 'facility compliance failures' over the 2019/20 year. This is a significant reduction on the 23 'failures' recorded in the previous year (2018/19).

The number of complaints received via Councils 'Service Request System' relating to the cleanliness of public toilet facilities is a performance measure that requires further analysis as to the steady annual increase in this number. Figure 10-4 below shows the number of complaints received per annum over the previous five years.

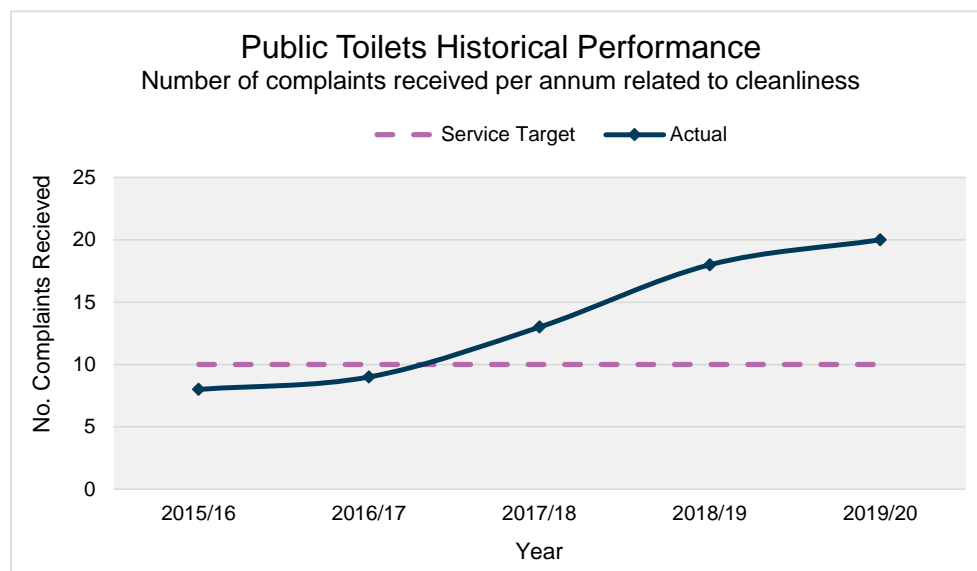


Figure 10-4: Historical Summary of Service Complaints Received Related to Cleanliness

The number of service complaints has risen steadily over the last three years, this despite Council investing in additional toilets and renewing facilities over this period. The significant increase in both population and visitation to the district may be a significant contributing factor, with complaints reflective of the high level of use that some facilities receive. Council will continue to work with the contractor to review the servicing schedules together with utilisation data to help address this issue.

The provision level for the number of public toilets per 1,000 residents has remained above the national median measured through the Yardstick benchmark survey, generally being within a range of 0.88 – 0.94 facilities provided per 1,000 residents over the past three years.

Asset Performance Assessment

An independent performance assessment was undertaken on all SDC public toilets in 2020 (updating previous assessments done in 2017). The following attributes were used to assess performance, with each factor being given a score from 1 (excellent) to 5 (very poor). The assessment scoring took account of the required standard for each attribute for the three toilet grades assigned by SDC. The grades are "target" standards that reflect customer expectations.

- | | | |
|-----------------------|--------------------|-----------------------------|
| • Quality and Comfort | • Appearance | • Cleanliness and Servicing |
| • Accessibility | • Location | • Information |
| • Distribution | • Legal Compliance | • Asset Protection |
| • Effluent Disposal | • Availability | • Building Performance |
| • Water supply | • Capacity | • Safety and Security |

The overall assessment for each facility is presented in Table 10-6 below:

Site	Grade	Assessment Against Grade	Key Issues/Performance Gap
Arthur's Pass	1	Complies	Generally complies apart from minor maintenance / servicing issues
Darfield (Westview)	1	Complies	Generally complies apart from signage issue, and provision of baby change facility
Dunsandel	1	Complies	Generally complies apart from signage issue, and provision of baby change facility
Springfield	1	Complies	Generally complies
Castle Hill	2	Complies	Generally complies
Darfield (Grain Shed)	2	Moderate failure	Issues included; appearance, lack of external lighting, capacity and provision of basic amenities (baby change, mirrors, soap dispensers and occupancy indicators). Paper towel dispenser missing from mens toilet
Glentunnel (External)	2	Complies	Generally complies
Lake Coleridge Village	2		Being rebuilt at the time of assessment
Leeston (RSA)	2	Moderate failure	Issues included; appearance and provision of basic amenities (soap dispensers, drying facilities and occupancy indicators)
Leeston (Anderson Square)	2	Complies	Generally complies
Lincoln (Liffey Reserve)	2	Moderate failure	Issues included; lack of external lighting, signage, provision of basic amenities (soap dispensers and hand drying facilities)
Lincoln (Library)	2	Complies	Generally complies
Prebbleton (Community Park)	2	Complies	Generally complies
Rakaia Gorge	2	Moderate failure	Issues included; lack of lighting (Natural light, internal and external) and provision of basic amenities (soap dispensers, hand drying facilities)
Rolleston (Parekura Reserve)	2	Minor non-compliance	Generally complies apart from lack of identified external lighting and poor signage
Southbridge	2	Complies	Generally complies. Capacity may not be sufficient with just the one cubicle
Springston	2		Being constructed at the time of assessment
Chamberlains Ford (East)	3	Complies	Generally complies
Chamberlains Ford (West)	3	Complies	Generally complies. Non-potable water, but there is clear signage
Coes Ford (NE)	3	Minor non-compliance	Issues included; provision of soap dispensers. Non-potable water, but there is clear signage
Coes Ford (NW)	3	Complies	Generally complies
Coes Ford (SE)	3	Complies	Generally complies
Lake Coleridge (Intake)	3	Complies	Complies
Lake Coleridge (Ryton)	3	Complies	Generally complies apart from poor signage
Lake Georgina	3	Complies	Generally complies apart from poor signage
Lake Lyndon	3	Complies	Generally complies apart from poor signage
Lake Selfe	3	Complies	Generally complies apart from poor signage
Prebbleton (Nature Park)	3	Complies	Generally complies apart from poor signage

Site	Grade	Assessment Against Grade	Key Issues/Performance Gap
Waimakariri Bridge	3	Minor non-compliance	Issues included; no external/internal lighting, but there is no available power supply and there is good natural lighting internally. No soap dispensers provided

Table 10-6: Public Toilets Performance Results

To provide an overall result for the performance of each public toilet, attribute criteria has been compared with the required level of service for that facility based on its defined level of service category. The following graph provides a summary of the level of compliance for each attribute and the gap between the required performance standard derived from the 2017 and 2020 assessment reports. The average level of compliance across all attributes in 2020 is 90%, compared with an average compliance level of 80% in 2017 and 76% in 2014.

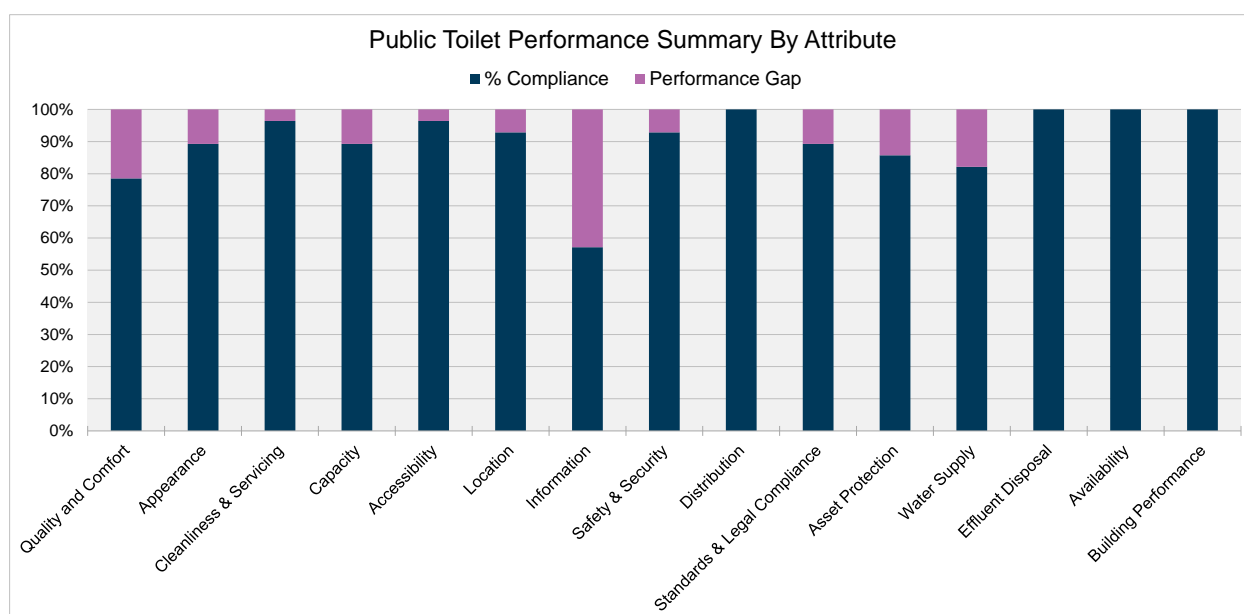


Figure 10-5: Public Toilets Performance Summary by Attribute

Figure 10-6 below provides a summary of the overall level of compliance for each facility. There have been notable improvements at Castle Hill and Dunsandel where renewal programmes have recently been undertaken. There have also been a number of new facilities added, including facilities at Lake Coleridge and Springston that were both under construction at the time of assessment.

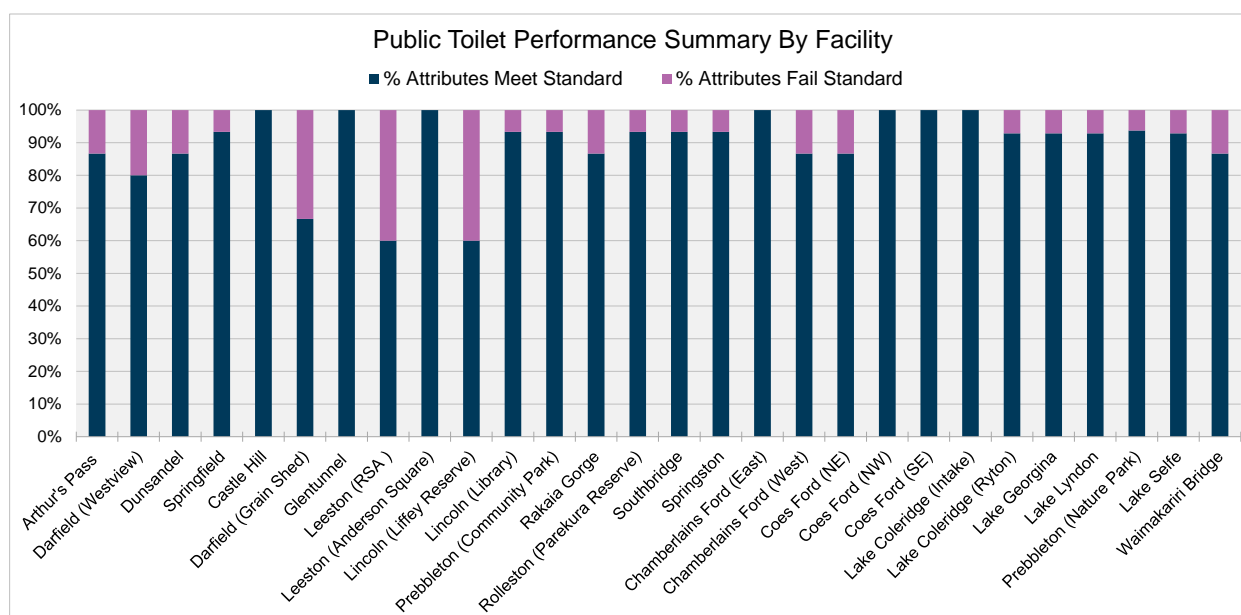


Figure 10-6: Public Toilets Performance Summary by Facility

Summary Analysis of Performance Issues

Grade 1: In summary, the key performance issue identified by the assessment of Grade 1 Toilets was information – An absence of directional signage was identified as an issue at two locations, (Darfield - Westview and Dunsandel). Improved signage would help with wayfinding, particularly as these facilities were also assessed as not being located in a prominent position.

Generally, all Grade 1 toilets meet the minimum standard within this grade. All facilities are relatively modern/new, Arthurs Pass being the oldest (constructed in 2007). Current cleaning frequencies and specifications seem to be set at the right levels for Grade 1 sites, with minimal issues recorded during the Performance Assessment.

Grade 2: The performance assessment of Grade 2 facilities identified a lack of basic amenities (occupancy indicators, mirrors, soap dispensers and hand drying facilities) as an issue at some facilities, with four of the twelve Grade 2 toilets (Darfield (Grain Shed), Leeston (RSA), Lincoln (Liffey) and Rakaia Gorge) not meeting NZS4241:1999 guidelines. These are all older facilities and all but Rakaia Gorge are programmed for either replacement or an upgrade during the 10 year planning period. Capacity is an issue for these older type facilities also. Absence of external lighting and poor wayfinding signage were again common issues identified in the assessment.

Current cleaning frequencies and specifications seem to be set at the right levels for Grade 2 sites, with no issues recorded during the Performance Assessment.

The performance assessment indicated several areas where the Lincoln public toilets (Liffey Reserve) currently fail the standard for a Grade 2 facility, particularly in relation to quality/comfort, appearance, information, safety and security, legal compliance (no disabled access) and asset protection (See Figure 10-7 below). The interior and fittings are considered tired and due for replacement. It is planned to upgrade these toilets in 2024/25. A second public toilet facility is provided nearby as part of the Lincoln Library which should relieve pressure on this facility in the interim.

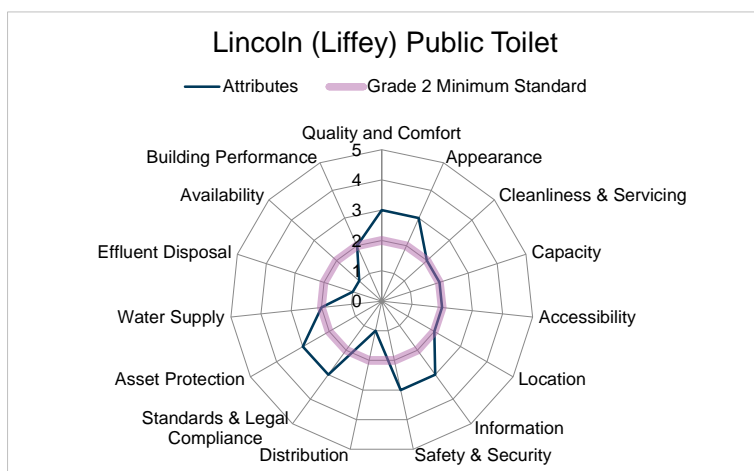


Figure 10-7: Lincoln Public Toilets Performance Assessment – Liffey Reserve

Areas of performance failure were also noted at Leeston (RSA) and Darfield (Grain Shed). Both facilities are older in age, are of a concrete block style and do not feature the general amenities expected in a grade 2 toilet. Other common failures include; appearance, capacity, safety and security, standards and legal compliance and asset protection. The Leeston RSA facility is programmed for replacement in 2022/23. The Darfield Grain Shed facility has funding allocated for an internal upgrade in 2023/24.



Figure 10-8: Leeston (RSA) Public Toilets Performance Assessment

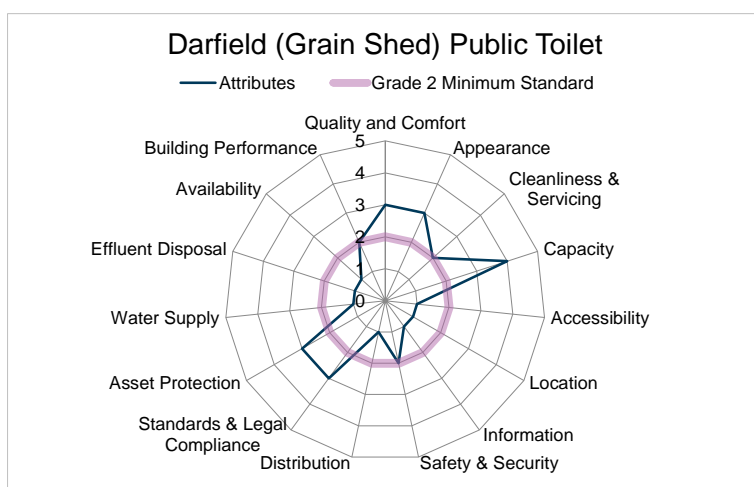


Figure 10-9: Darfield (Grain Shed) Public Toilets Performance Assessment

Grade 3: All of the District's Grade 3 toilets meet the minimum standard within this grade. The Council has progressively upgraded toilets and waste water disposal systems for main recreation areas and provided additional facilities to meet demand, including a number of new facilities within more remote recreational areas.

The only issues identified were in relation to information (wayfinding signage) on a number of facilities, particularly for those in more remote areas where signage from the main access road is suggested. Some sites still have a non-potable water source, but clear signage is provided to advise this. Previous issues associated with providing hand sanitising units in the absence of running water have been addressed.

The cleaning standards with the Grade 3 toilets appears to be generally satisfactory with no issues recorded during the Performance Assessment.

10.2.8 Level of Service Issues and Gaps

A number of levels of service issues are evident from the survey, focus group and other customer feedback initiatives that have been undertaken. These indicate that there are some gaps in terms of current performance compared with customer expectations. The issues identified and Council's response to resolving issues or addressing gaps is described in the following Table 10-7.

LOS Issues/Gaps	SDC Response/Action	Programme/Timing
There are a few remaining facilities that are of poor quality, do not meet the expected standard for the grade and have no disabled access facility	<ul style="list-style-type: none"> A comprehensive performance assessment has been carried out and updated in 2020 to identify gaps and this has been used as an input to renewal and upgrading priorities presented in this plan Toilets with access for people with disabilities will be installed as part of planned renewal & upgrade programmes 	<ul style="list-style-type: none"> It is planned to renew/upgrade a further 3 facilities over the 10 year planning period (Darfield, Leeston, Lincoln) Additional funding programmed for the upgrade of waste water treatment systems and provide new dump stations to meet demand / required capacity
Safety issues with some facilities e.g. poor lighting, location	<ul style="list-style-type: none"> Additional lighting requirements have been identified and an improvement programme developed New toilets will be designed for user safety and to conform with CPTED principles A safety audit of existing toilets is planned to identify remedial action 	<ul style="list-style-type: none"> Undertake improvements as identified in recent performance audit and in accordance with programmed renewals / upgrades
Placement, design and construction does not deter intentional damage to facilities	<ul style="list-style-type: none"> Design of new or replacement buildings will consider vandal resistant design and materials Graffiti resistant paint systems to be applied to "problem" facilities as part of re-painting programmes Damaged porcelain toilet bowls are replaced with stainless steel bowls Additional lighting will help to reduce the incidence of vandalism 	<ul style="list-style-type: none"> Co-ordinated with capex programme Toilet bowls replaced as part of maintenance programme Refer to above comments on lighting
Signage to identify location of toilets is inadequate at some sites	<ul style="list-style-type: none"> Signage improvement programme to be implemented 	<ul style="list-style-type: none"> Undertake improvements as identified in recent performance audit and in accordance with programmed renewals / upgrades
Cleaning standards are sub-standard with a number of facilities	<ul style="list-style-type: none"> A review of frequencies and/or discretionary cleaning in the contract will be carried out for each facility to ensure it matches the level of use and grade standards 	<ul style="list-style-type: none"> Cleaning frequencies will be periodically reviewed and adjusted within the terms of the maintenance contract

LOS Issues/Gaps	SDC Response/Action	Programme/Timing
	<ul style="list-style-type: none"> Some additional cleaning has already been implemented for high use Grade 1 sites (Arthurs Pass) 	
There are some locations that are not serviced by a public toilet that meet criteria for provision or where there is significant user demand	<ul style="list-style-type: none"> Investigate options for addressing gaps in provision Assess options and indicate priorities and new capital requirements as part of this plan 	<ul style="list-style-type: none"> Provision for new toilets in Lincoln - Te Whariki Subdivision (2022/23)
There are capacity issues at some locations where peak use is not being adequately met	<ul style="list-style-type: none"> Continue to address capacity deficiencies as these arise via renewal or upgrading programmes or supplement capacity with alternative providers 	<ul style="list-style-type: none"> Periodically review predictions for future capacity and programme renewals/upgrades where there is a requirement

Table 10-7: Public Toilets LOS Issues/Gaps

10.2.9 Changes in Levels of Service

There are no significant changes to levels of service planned except for improvements outlined in Table 10-7 above. This includes:

- Improvements to quality of facilities to meet target grade standards as part of renewal or upgrading programmes.
- Review and, if necessary, adjust cleaning regimes to ensure consistency with the level of use and grade standards via contract review.
- Continue to address provision and capacity issues on a priority basis with reference to the standards defined for each grade of toilet facility.

10.3 Growth and Demand

This section covers the growth and demand implications for the provision of public toilet services in the district. This includes an assessment of the demand influences and how these will impact on the future provision of public toilets as well as requirements to expand the network to meet the desired level of service.

10.3.1 Demand Influences and Impacts

The key factors influencing demand for provision of public toilets are:

- On-going population growth in the district
- Changing demand from tourism and visitor activities
- Increasing traveller numbers on main highway routes
- Staging of annual major events in the district
- Increasing business activity and the need to have toilets located in commercial hubs
- Increasing public expectations for higher quality facilities
- Changes in demand for recreation activities

Population Growth

The Selwyn Growth Model predicts that the District's population will continue to increase over the planning period, with growth similar to that experienced over the past ten years. This will see the overall District population increase from around 71,500 in 2021 to 89,400 in 2031. The population increase will generally be focused in the eastern growth towns, especially Rolleston, but with some higher growth also occurring in Darfield over this period. Some of the more remote communities will experience limited growth only.

Tourism & Visitors

The impacts of the global pandemic situation and restrictions on international travel has placed some uncertainty around when, or if, tourism will return to pre pandemic levels, at least in the short term. Prior to the global pandemic there had been an annual increase in visitors both passing through and staying in the district, commensurate with a significant increase in international visits at a national level. This situation placed demand pressure on existing services, particularly in regard to public conveniences.

Council has invested in improvements to public toilets over the last few years with support from the Tourism Infrastructure Fund. Council was successful in its bid to receive funding assistance via this fund for several priority projects identified, where an increased demand from tourism and visitor activities are placing a strain on key facilities within the network.

It is expected that the levels of visitation pre-pandemic will at some stage return along with demand for public amenities, and in the interim, there has been a marked growth in the level of domestic visitation that has filled this void, as a result of our national population being unable to holiday offshore.

The Council's Economic Development Strategy (2005) has an aim to "encourage overseas visitors and Christchurch residents to enjoy Selwyn's attractions rather than just passing through". The strategy sets out a number of objectives to achieve this aim.

The Council's Visitor Strategy (2011-2013) details the importance of tourism as a major economic development opportunity for the District "Visitors are inspired by the wide range of high quality tourism products (attractions and activities) and some are achieving 'destination' status with significant increases in overnight stays for the District. Businesses servicing the tourism industry continue to grow and prosper ensuring the sustainability of communities". The strategy sets out a number of objectives based on the vision for tourism in the District.

Selwyn 2031 - The Council's District Development Strategy, identifies the need for the District to create destinations and iconic events which will encourage people to visit, stay and contribute to the local economy. Its vision is "to grow and consolidate Selwyn District as one of the most loveable, attractive, and prosperous places in New Zealand for residents, businesses and visitors".

Council will need to monitor demand created by tourism activity and visitors to the district, regardless of the global pandemic situation and restrictions on international travel. Despite there being no outstanding significant capacity issues identified over the next ten years, there will be a need to continue to maintain services and the standard of facilities. This is to ensure other benefits accrue to businesses and tour operators as well as protecting public health. The quality of the public toilet services provided can have a significant impact on the impression of visitors and, where these are of a good standard, it is more likely that visitors will stop and spend time at other nearby businesses or attractions.

Traffic Volume on Main Routes

NZ Transport Agency data on traffic volumes for State Highways provides indications that, generally, there will continue to be an increase in traffic numbers on routes through Selwyn District over the planning period. An increase in traffic volumes were recorded at all state highway telemetry sites over the last five year period, varying between 13% (SH75 at Motukarara), up to 29% (SH73 at Castle Hill). It is still unclear as to the impact of the global pandemic on traffic volumes.

Travellers on main routes require conveniently located toilet facilities for comfort stops generally around one hour apart. As traffic volumes increase there will be a need to ensure public toilet capacity can match demand. Traveller use of public toilets, particularly with buses, can have a significant impact on peak demand requirements.

Major Events

There are a number of public events either within the district or outside the district and accessed via main routes that contribute to demand for public toilet services. This includes the annual Coast to Coast event, the Wild Foods Festival in Hokitika and the Kumara Races. These types of events create high peak demand for relatively short durations.

Business/Commercial Areas

Where business activities occur it is important that these are serviced by good quality public toilets. In some instances businesses will provide toilets for customers (e.g. cafes, service stations) but where there is a high number of people drawn to a commercial precinct in townships it will be necessary to provide a public toilet facility. There is opportunity in this instance to provide this service in partnership with a business.

Commercial areas are expected to expand in townships to provide retail and other businesses necessary to service population growth. This will impact on the provision and capacity requirements for public toilets.

Increasing Public Expectations

The information obtained through consultation with customers indicates a strong desire to improve the quality of the existing public toilets service. This demand for improved standards has implications for future provision and upgrading existing facilities.

Changes in Recreation Demand

Participation in recreation and leisure pursuits can impact on the requirements for public toilet facilities. Examples of this effect include:

- The trend towards activities that are more recreational in nature (e.g. walking, running/jogging, swimming, cycling, playing), as opposed to organised sport, as the most popular leisure activities (Active NZ survey 2018), may result in the need to have toilets available in appropriate locations other than main sporting domains or recreation reserves.
- Popular routes for road cycling (e.g. around Tai Tapu) and the provision of off road cycling trails (e.g. Little River Rail Trail) increase demand for toilet facilities in these locations.
- Trends for greater participation in activities based within natural settings (e.g. camping, fishing, mountain biking) means that public toilet facilities need to be provided in remote locations or rural recreation areas. In some cases this service will be provided by the Department of Conservation.

- There are a number of ski fields in the district and these provide their own toilet facilities for customers. However, during the ski season demand for public toilets for people travelling to and from ski fields will be required.
- The recent provision of larger 'destination' type playgrounds and youth facilities (e.g. Darfield, Rolleston and Prebbleton) where people congregate, has led to a requirement to also provide public conveniences at these sites.

10.3.2 Asset Capacity

District Utilisation

The Council's Annual Resident Survey provides information on the overall use of public toilets across the district. This shows that an increasing portion of residents use this service and this has increase remained relatively steady, plateauing out over the last four years at a level of around 60%. This is illustrated in Figure 10-10 below.

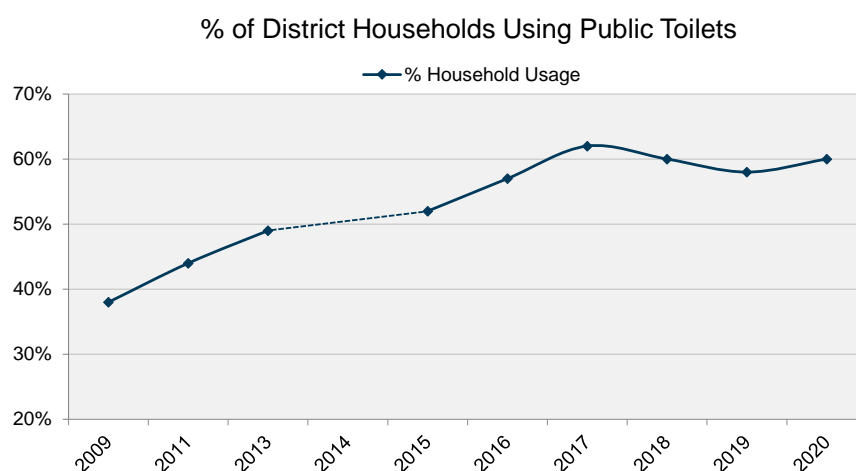


Figure 10-10: Public Toilets District Utilisation

Public Toilet Facilities Capacity

Capacity has been generally covered as part of the performance assessment. An evaluation of current capacity against the criteria for meeting peak demand, as set out in NZS 4241:1999, was undertaken for all toilets. This calculates the number of stalls required to meet peak demand requirements. The following formula is used:

$$\text{No. of toilet units} = \frac{\text{Population} \times \text{Peak arrival rate} \times \text{Toilet occupancy time}}{\text{Time of stay in area}}$$

Population = No. of total users at a given peak time

Peak arrival rate = No. of users at one time who would like to use the toilet

Toilet occupancy time = assumes a conservative occupancy time of three minutes

Time of Stay in Area = 30 minutes on average (depends on location – are there cafes etc.)

For the purposes of this assessment and, to calculate the number of daily users for each toilet facility, information was derived from the following sources:

- New Zealand Transport Agency State Highway Traffic Volumes 2014 – 2018
- Utilisation counters (installed in some Grade 1 sites)
- Discussions with caretakers/contractors
- Use of consumables

Data on facility utilisation at two of the four Grade 1 sites were captured through door counters installed at these sites. This data confirmed that some facilities, namely Springfield, have a very high level of use, with an average of 233 visitors per day. This is compared to an average of just 75 visits per day at Darfield (Westview). A summary of average daily use at these sites over the course of the year (2020) is shown in the following graph (Figure 10-11) below. Previous (2012) observational counts at other Grade 1 sites recorded a similar variance in the level of utilisation between sites, with Arthurs Pass recording an average daily count of 509 (2012) and Dunsandel just 65.

It is anticipated that further electronic counters will be installed within other Grade 1 sites, and some Grade 2 sites that adjoin a state highway, to obtain more accurate utilisation data in future.

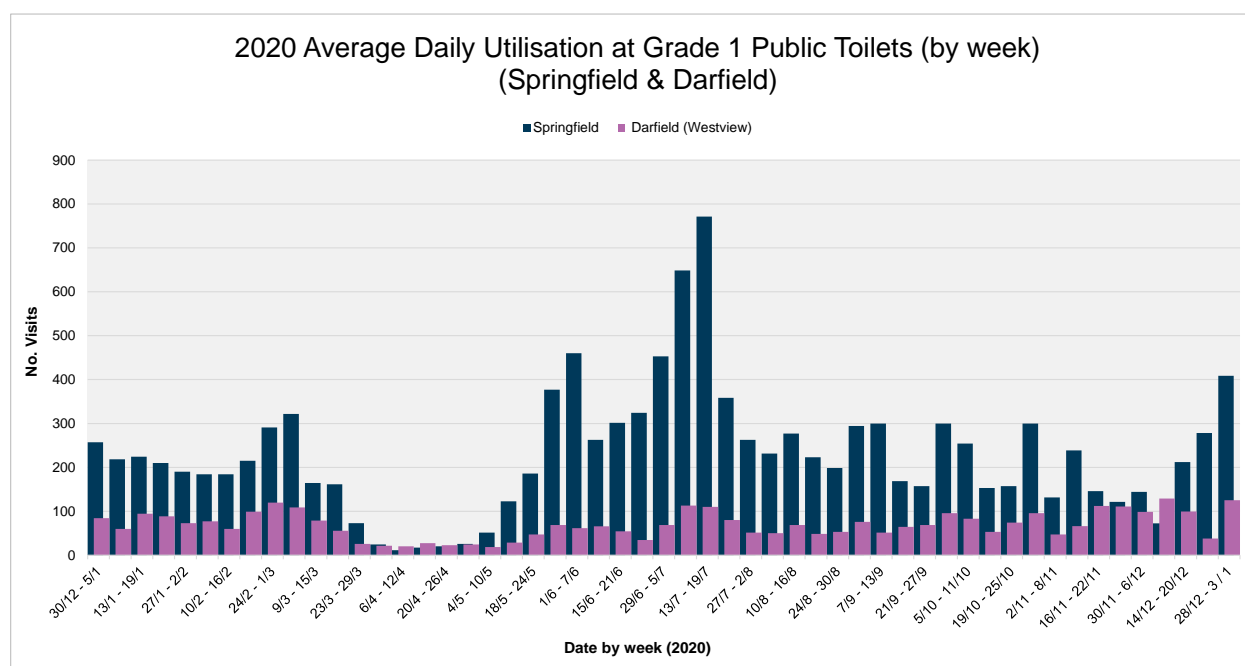


Figure 10-11: Grade 1 Public Toilets Utilisation (average daily by week)

It should be noted that the above graph clearly shows the impact of the national lockdown in response to Covid-19 over March/April, with very few visits recorded. It is difficult to tell whether or not current restrictions on international travel have had any effect on utilisation, with Springfield having showed a marked increase in use following lockdown, particularly over Queens Birthday weekend (1st June) and over the July school holidays. Some of the higher use during this period may also be attributed to the winter ski season, being located on the main travel route to a number of ski fields.

10.3.3 Forecast Public Toilet Requirements

Community and wider public demand for public toilets is expected to continue into the future and will be influenced by the factors mentioned above. In order to determine future capacity and provision requirements the following process has been used:

- Calculate current capacity requirements for each toilet using the NZS 4241:1999 formula;
- Calculate future requirements for the 10 year planning period using suitable demand factors (population growth for townships, predicted traffic volumes for State Highway locations);
- Consider other factors that might directly influence future provision and issues identified in the Sanitary Services Assessment for Public Toilets 2006;
- Identify gaps in provision by applying standard criteria based on current service standards.

Current vs Future Public Toilet Capacity

The current capacity of Council public toilets has been determined, based on the formula outlined in 10.3.2 above.

Future utilisation and capacity assessments have been updated in 2020 using the peak demand formula from NZS 4241:1999 with input data derived from Selwyn's population growth model and NZTA traffic counts. In addition, other factors have also been considered to ascertain likely future capacity requirements, including forecast changes in tourism and recreation demand as applicable to each site.

It is also pertinent to consider public toilet provision by other agencies that will influence decision-making by Council on future capacity requirements. The Department of Conservation have recently installed public toilets to service recreational sites at Cave Stream, Castle Hill Climbing Area and Lake Pearson. These are located on State Highway 73 and will help alleviate capacity at Council facilities located in this vicinity (Springfield, Lake Lyndon, Castle Hill and Arthurs Pass).

Information on the current versus future public toilet capacity is presented in Table 10-8 below.

Where previously there were a number of capacity issues present, these have progressively been largely addressed through an extensive upgrading and renewal programme over the last four years, with 14 new facility installations or replacements during this period (since 2014). It has been noted that the following locations require ongoing monitoring:

- Key camping locations (Chamberlains / Coes Fords) over busy periods – where utilisation can fluctuate within a relatively short period. Capacity may need to be managed by increasing cleaning / servicing regimes, recommending alternative camping locations (e.g. Lakeside Reserve) or supplementing provision with port-a-loos (as a final resort);
- Network provision within back country recreation areas – where use may be highly seasonal or fluctuate depending on recreation trends or visitor patterns, and it is difficult to measure required capacity;
- Southbridge – where use is reported as being low despite being identified as under capacity;
- Prebbleton – to meet required capacity by considering future joint provision with retail developments;
- Arthurs Pass and Springfield – High use sites that are both serviced by large, modern facilities, but where a shortfall in capacity has been identified in future.

As part of the planned renewal of the Leeston (RSA) and Lincoln (Liffey) public toilets there will be an opportunity to further increase capacity, although at this point in time there is no identified need.

Location	Grade	Actual Current Capacity	Capacity Needed 2021	Capacity Needed at 2031	Timing for Capacity Upgrade	Comment
Arthur's Pass	1	20 stalls	20 stalls	24 stalls	Review later	Review capacity as part of future plan review (2024)
Darfield	1/2	9 stalls	6 stalls	7 stalls	Not required	Sufficient capacity with additional block (2014)
Dunsandel	1	4 stalls	3 stalls	3 stalls	Not required	Sufficient capacity with new facility (2020)
Springfield	1	8 stalls	8 stalls	9 stalls	Review later	Review capacity as part of future plan review (2024)
Castle Hill	2	3 stalls	2 stalls	3 stalls	Not required	Sufficient capacity with new facility (2019)
Glentunnel	2	3 stalls	2 stalls	2 stalls	Not required	Sufficient capacity with new facility (2016)
Lake Coleridge (Village)	2	4 stalls	2 stalls	3 stalls	Not required	Sufficient capacity with new facility (2020)
Leeston	2	5 stalls	4 stalls	4 stalls	Not required	Sufficient capacity. Facility renewal planned for 2022/23
Lincoln	2	6 stalls	4 stalls	5 stalls	Not required	Sufficient capacity. Facility renewal planned for 2024/25
Prebbleton	2/3	2 stalls	4 stalls	6 stalls	Review later	Review utilisation & consider future joint provision with retail development
Rakaia Gorge	2	4 stalls	3 stalls	4 stalls	Not required	Sufficient capacity
Rolleston	2	1 stall	5 stalls	6 stalls	2021/22	Future facility to be provided as part of Town Centre development
Southbridge	2	1 stall	2 stalls	2 stalls	Review later	Review capacity as part of future plan review (2024)
Springston	2	1 stall	1 stall	1 stall	Not required	Sufficient capacity
Chamberlain's Ford	3	6 stalls	5 stalls	5 stalls	Not required	Sufficient capacity. Review capacity as part of future plan review
Coe's Ford	3	10 stalls	10 stalls	10 stalls	Not required	Sufficient capacity. Review capacity as part of future plan review
Lake Coleridge (area)	3	4 stalls	Not assessed	Not assessed	Monitor	Backcountry facilities - continue to monitor
Lake Lyndon	3	1 stall	Not assessed	Not assessed	Monitor	Capacity supplemented by other providers (DoC) - continue to monitor
Waimakariri Bridge	3	2 stalls	2 stalls	2 stalls	Not required	Sufficient capacity

Table 10-8: Forecast Public Toilet Capacity Requirements

Assessment of Future Public Toilet Provision

Capacity requirements for existing facilities have been examined however it is also necessary to consider those areas that are not currently served by a public toilet. In order to define gaps in provision a set of criteria have been established as indicators for decision-making purposes. These are as follows:

- Township population is currently greater than 500 or estimated to be greater than 500 by 2031;
- Township has or is likely to have a sizable business precinct;
- Location on a main highway/tourist route at one hour travelling intervals;
- Location is a tourist destination;
- Location has a high level of use for recreation or is a place where people congregate (e.g. boat launching facility);
- High level of community demand is evident e.g. through Open Space Survey;
- Site identified in the Sanitary Services Assessment for Public Toilets;
- Potential for provision by other service providers (e.g. Service stations, cafes, DoC) or for co-location on a reserve/domain.

The above criteria were considered against the current level of public toilet provision including facilities located in reserves and those provided by other businesses (cafes, service stations etc.). This analysis enabled gaps in service provision to be identified and the results are shown below.

Rolleston – Public toilets are currently available at the BP service station (by arrangement) and commercially provided at one of the shopping centres. There are also toilets available at Parekura Reserve, Foster Park, Rolleston Reserve and Brookside Park. While these arrangements may meet current needs, they are unlikely to provide a sustainable service that meets the needs and expectations of this growing community. Consideration is being given to the provision of adequate public toilet facilities in the future as part of the redevelopment of Rolleston Reserve and further commercial/retail development in the township.

Prebbleton – An additional toilet has been installed (in 2018/19) within the Prebbleton Community Park to primarily service this reserve, but is likely to also service the township until another main facility is built to service the commercial centre and travelling public of Prebbleton. It is anticipated that this facility can be incorporated into planned commercial developments for the township, and as such the timing is dependent on this being completed.

Backcountry Recreational Areas – These settings can be difficult to measure required capacity, being localities that may have an infrequent high level of use (or seasonal use) by people undertaking recreational activities (fishing, boating, walking, and camping), but that are also spread across a wide geographical area. Council was recently granted TIF assistance to help alleviate identified issues and new facilities have been installed at key locations (including the intake and Ryton Bay at Lake Coleridge, Lake Lyndon, Lake Selfe and Lake Georgina). Council will continue to monitor for further gaps in service provision and maintain a dialogue with other agencies (e.g. Department of Conservation, Environment Canterbury, Fish & Game, Trustpower Ltd) around maintaining a shared network of facilities and the potential for future provision of facilities, or a joint funding approach whereby Council may contribute to annual operational costs.

10.3.4 Demand Management

The Council needs to consider how it intends to manage the demand for public toilet services through other mechanisms rather than asset related solutions. In particular the Council must consider how it can deliver this activity in a manner that promotes sustainable long term management of assets.

The Council has a number of options available to manage demand of public toilet facilities. This includes:

- Ensuring provision of adequate toilet facilities for businesses and private sector to meet the needs of their customers through District Plan and Building Regulations.
- Identifying opportunities for partnerships with the private sector or other agencies on public toilet provision (tourist operators, service stations, DoC) to consolidate facility provision.

- Looking for opportunities to make existing toilet facilities in Council owned buildings (e.g. halls, service centres, and libraries) available for wider public use where practicable.
- Promote toilets where these are under-utilised and make sure they are accessible and well sign-posted.
- Applying user charge mechanisms to generate income.

In order to ensure that demand for additional public toilet facilities is managed to optimise sustainability and Council's capital investment the following practice is generally followed:

- Replacement of an existing toilet block with a new facility is only considered where this is more economically viable than refurbishment and/or extension.
- Where practicable provide new toilets in combination with another activity (e.g. sports grounds) to reduce duplication of public facilities.
- In the first instance, explore opportunities for partnership with commercial or other agencies where this is viable and a genuine need has been established.
- Before confirming Council provision of a new facility, genuine need must be demonstrated and all other opportunities to meet the need exhausted.

As an example of joint provision and managing facilities on a network approach, the Department of Conservation, through providing a number of additional toilet facilities at Lake Pearson, Cave Stream and Castle Hill (Kura Tawhiti) Scenic Reserves, will help alleviate demand to some degree on Council owned facilities such as at Lake Lyndon, Castle Hill Village and Arthurs Pass.

The Council adopted a "User Charge Policy for Public Toilets" in 2007. The primary objective of establishing a user charge is to generate revenue from visitors to the District to recover facility operating costs. The Council opted for an "honesty box" system at suitable locations (sites with mainly visitor users or that are associated with freedom camping, and where the facility quality is to the required standard).

Donation boxes are operational at nine (9) sites across the District and generates a modest return. Feedback from Reserves Operational staff suggest that the system is now working well, despite difficulties in the past preventing theft.

One of the premises underpinning the policy was the need to balance a willingness to pay for the services against increased risk to public health and/or increasing demand to other providers. A user pay system, particularly for camping facilities, is now standard across other districts and Council staff are often approached by willing visitors enquiring about options for making payment or a donation for the use of facilities. Therefore, in this instance, the Council is not intending for the charging mechanism to be a deterrent to use, but as a means of providing consistency across the service while capturing some revenue to sustain the ongoing operation of facilities.

10.3.5 Meeting Demand through Asset Growth

Demand for additional or improved public toilet facilities will continue as townships grow and visitor numbers to the district increase. Although it is likely that some of this demand can be managed through partnerships with other businesses or agencies there will still be a need for Council to develop new, extended or refurbished facilities.

Council has invested significantly in public toilet provision over the last seven years, which has resulted in increased capacity in response to demand issues (particularly from tourism, visitor and township growth). As such, capacity issues have progressively been largely addressed and there are no new or facility extensions planned during the 2021-31 period. Council will continue to monitor to identify future gaps in provision and where necessary, look to develop new, extended or refurbished facilities to meet this demand.

Associated infrastructure and amenities such as car park provision for public toilets is also required to meet increased use of facilities particularly for Grade 1 sites, including provision for bus parking. This has been

addressed at Arthurs Pass with a large car/bus park area created. Other sites will be evaluated for parking as part of development plans.

Further details on actual new asset requirements resulting from growth and demand are set out in Section 10.4.6.

10.4 Managing Assets

This section explains how public toilet assets are managed and operational service delivered. It also covers the strategies employed for managing the assets and identifies maintenance, renewal, new asset and disposal programmes.

10.4.1 Management Strategy

The Council has adopted a variety of arrangements for ownership and management of public toilet assets. Generally, public toilet facilities are Council owned and located on Council or reserve land. The following facilities have alternative arrangements in place for ownership, being located on land not owned by Council:

Public Toilet	Ownership
Arthurs Pass	Council owned toilet assets on Ontrack land with occupation secured by Deed of Lease
Lake Coleridge (Ryton Bay)	Council owned toilet assets on private land (Glenthorne Station) with occupation secured by Deed of Lease
Leeston (RSA)	Council owned toilet assets on RSA land with occupation secured by Deed of Lease
Waimakariri	Council owned toilet assets on private land. Secured by Deed of Licence

Table 10-9: Public Toilet Ownership & Management


Where possible, Council will look to alternative arrangements for the management of facilities to optimise sustainability and Council's capital investment. The various management approaches that Council applies can be broadly described as follows:




- Partnership for overall management between Council and another party. Council provides funds to the other party for day to day operation and maintenance work while the other party is responsible for the building and the day to day operation and maintenance of the toilet, or vice versa;
- Overall Council management and contracting day to day operation and maintenance work directly to a local person;
- Overall Council management and contracting a company to undertake day to day operation and maintenance work;
- Encourage local responsibility for public toilet facilities to promote community stewardship.

These approaches have been more commonly employed for toilet facilities provided within recreation reserve areas, particularly where reserves are managed by another organisation or under Council Management Committee. Arthurs Pass is the only public toilet facility that is under an Operational and Maintenance contract with SICON Ltd but subcontracted to a local agent. All other public toilet facilities are maintained directly by SICON Ltd.

10.4.2 Asset Description

This section covers a description of the facilities and assets that comprise the Council's Public Toilet service. A physical description of each of the public toilet facilities managed by SDC is set out in the following table.

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
Arthurs Pass	Arthurs Pass township, SH73	Modern design. Men - 5 urinals, 2 stalls, & 1 disabled toilet Women - 12 stalls, 1 disabled toilet & a baby change facility	1	1	2008	Yes	Modern septic tank system	Review capacity in the future	

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
Darfield (Westview)	Darfield township - Westview Reserve, SH73	Permaloo, concrete with pitched coloursteel roof Unisex – 4 stalls (1 disabled access)	1	1	2014	Yes	Eloy land application disposal system	None	
Dunsandel	East roadside reserve, SH 1	Permaloo, concrete with mono pitched roof Unisex – 4 stalls (1 disabled access) + Cleaners room	1	1	2019	Yes	Eloy land application disposal system	None	
Springfield	Springfield township SH 73. Adjacent to fire station	Permaloo, concrete with pitched coloursteel roof Unisex – 8 stalls (1 disabled access) + Cleaners room	1	1	2015	No	Oasis Clearwater land application disposal system	Review capacity in the future	
Castle Hill	Castle Hill township SH 73, located in central reserve.	Permaloo, concrete with pitched coloursteel roof Unisex – 3 stalls (1 disabled access) + Cleaners room	2	2	2019	Yes	Reticulated	None	
Darfield (Grain Shed)	Darfield township on reserve opposite Tussock Sq. SH 73	Traditional concrete block / iron pitched roof. Men – 1 urinal, 1 stall Women – 2 stalls	2	1	1980	No	Septic tank	Internal Upgrade 2023/24	
Glentunnel	Glentunnel township SH 77, external to Community Hall	Permaloo Unisex – 3 stall (1 x disabled access)	2	2	2016	Yes	Modern septic tank system	None	
Lake Coleridge	Lake Coleridge Village Hummocks Rd near the power station	Permaloo, concrete with mono pitched roof Unisex – 4 stalls (1 disabled access) + Cleaners room	2	2	2020	Yes	Reticulated	None	
Leeston (RSA)	Leeston Township, High Street behind the RSA	Traditional design concrete block with iron gable roof. Men – 1 urinal & 1 stall Women – 2 stalls	2	2	1977	No	Reticulated	Facility renewal & possible relocation (2022/23)	
Leeston (Anderson Square)	Leeston, High Street Anderson Square	Permaloo Unisex / disabled access – 1 stall	2	2	2016	Yes	Reticulated	None	

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
Lincoln (Liffey Reserve)	Lincoln Township, Liffey Domain North, Kildare Tce	Traditional design concrete block with iron gable roof. Men – 1 urinal & 1 stall Women – 2 stalls	2	2	1969	No	Reticulated	Facility upgrade (2024/25)	
Lincoln (Library)	Lincoln Township, Gerald St, next to Library	Custom design, colour steel 2 x Unisex stalls (1 x disabled access)	2	1	2014	Yes	Reticulated	None	
Parekura Reserve (Rolleston)	Parekura Reserve, Rolleston Dr	Permaloo Unisex / disabled access – 1 stall	2	2	2014	Yes	Reticulated	None	
Prebbleton (Community Park)	Community Park Reserve Station Masters Way	Permaloo Unisex / disabled access – 1 stall	2	2	2014	Yes	Reticulated	None	
Rakaia Gorge	Evans Reserve, SH77 by Rakaia Gorge Bridge	Traditional design concrete block with iron gable roof Men – 1 stall, 1 urinal Women – 2 stalls; Caravan effluent disposal	1	1	1991	Yes	Septic tank	Some performance issues – rectified via renewal & planned works	
Southbridge	Southbridge township, High Street	Forms part of Community Pool complex Unisex / disabled access – 1 stall	2	2	2016	No	Reticulated	Review capacity in the future	
Springston	Leeston Rd	Permaloo Unisex / disabled access – 1 stall	2	2	2020	Yes	Reticulated	None	
Chamberlains Ford - West	Chamberlains Ford Reserve, Leeston Rd	Landmark Colour Steel Men – 2 stalls Women – 2 stalls Unisex / disabled access – 1 stall	3	2	2011	Yes	Oasis Clearwater land application disposal system	None	
Chamberlains Ford - East	Chamberlains Ford Reserve, Leeston Rd	Permaloo Unisex / disabled access – 1 stall	3	2	2014	Yes	Dry Vault	None	

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
Coes Ford (NE)	Coes Ford Reserve, Pannetts Rd	6 stalls	3	1	2015	Yes	Biolytic effluent disposal system	Review capacity in the future (across entire reserve)	
Coes Ford (NW)	Coes Ford Reserve, Pannetts Rd	Permaloo Unisex / disabled access – 2 stall	3	1	2016	Yes	Dry Vault	None	
Coes Ford (SE)	Coes Ford Reserve, Pannetts Rd	Permaloo Unisex / disabled access – 2 stall	3	1	2016	Yes	Dry Vault	None	
Lake Coleridge (Intake)	Lake Coleridge, Aligidus Road, carpark above power station intake	Permaloo Unisex / disabled access – 1 stall	3	2	2016	Yes	Dry Vault	None	
Lake Coleridge (Ryton)	Glenthorne Station Lake Access track (off Harper Rd)	Permaloo Unisex / disabled access – 1 stall	3	2	2018	Yes	Dry Vault	None	
Lake Georgina	Coleridge Basin Harper Rd	Permaloo Unisex / disabled access – 1 stall	3	2	2019	Yes	Dry Vault	None	
Lake Lyndon	SH73, near rest area north end of Lake Lyndon	Permaloo Unisex / disabled access – 1 stall	3	2	2016	Yes	Dry Vault	None	
Lake Selfe	Coleridge Basin Harper Rd	Permaloo Unisex / disabled access – 1 stall	3	2	2019	Yes	Dry Vault	None	
Prebbleton (Nature Park)	Springs Rd, South end of Prebbleton	Permaloo Unisex / disabled access – 1 stall	3	1	2016	Yes	Reticulated	None	
Waimakariri Gorge	Waimakariri Gorge Reserve, Waimakariri Gorge Rd, (by bridge)	Insulated prefabricated metal panels Unisex / disabled – 2 stalls	3	2	2004	Yes	Holding Tanks (additional tank added 2016)	None	

Table 10-10: Description of Public Toilet Network

Public Toilets Asset Components

Public toilets have been broken down to standard building componentisation to enable the application of standard economic lives at an appropriate level. This has been used to identify condition and define remaining useful life as an input to renewal and rehabilitation programmes. Data (quantity, RUL, condition, renewal cost) has been captured in this form for all public toilets.

See Section 5 – Asset Management Overview for a full description of assets relating to the Public Toilets service area.

Public Toilets Asset Valuation

A valuation conforming to IAS16 is carried out every three years for all public toilets facilities. The valuation information provided is extracted from the Asset Register as at 30 June 2019, plus adjustments for 2019/20 & 2020/21. The valuation does not include land values.

	Asset Depreciated Replacement Value (\$)
All Public Toilets	4,250,425

Table 10-11: Public Toilets Asset Valuation

10.4.3 Asset Condition

A condition assessment to component level for all public toilets facilities was carried out in 2020. Asset condition is an assessment of the structural integrity of the toilet facility and when combined with its age provides an indicator of its position within its lifecycle. When combined with performance results, risk and economic factors, it provides the necessary information to produce a renewal and improvement programme for public toilets.

Condition information for the public toilets has been updated in 2020, with the following results, (Grade 1 – very good to Grade 5 – very poor). Individual condition scores and the age of the facility are provided in the following table.

Site	SDC LOS Grade	Condition	Condition Grade	Year Built	Age	Age Range
Arthurs Pass	1	Very Good	1	2007	13	11 to 20
Darfield (Westview)	1	Very Good	1	2014	6	10 or less
Dunsandel	1	Very Good	1	2019	1	10 or less
Springfield	1	Very Good	1	2013	7	10 or less
Castle Hill	2	Very Good	1	2019	1	10 or less
Darfield (Grain Shed)	2	Good	2	1980	40	31 to 40
Glentunnel (External)	2	Very Good	1	2016	4	10 or less
Lake Coleridge	2	Very Good	1	2020	0	10 or less
Leeston (Anderson Sq)	2	Very Good	1	2016	4	10 or less
Leeston (RSA)	2	Good	2	1977	43	40+
Lincoln (Library)	2	Very Good	1	2014	6	10 or less
Lincoln (Liffey Reserve)	2	Good	2	1969	51	40+
Parekura Reserve (Rolleston)	2	Very Good	1	2014	6	10 or less
Prebbleton (Community Park)	2	Very Good	1	2019	1	10 or less
Rakaia Gorge	2	Good	2	1991	29	21 to 30
Southbridge	2	Very Good	1	2016	4	10 or less
Springston	2	Very Good	1	2020	0	10 or less
Chamberlains Ford - East	3	Very Good	1	2014	6	10 or less
Chamberlains Ford - West	3	Good	2	2011	9	10 or less
Coes Ford (NE)	3	Very Good	1	2014	6	10 or less
Coes Ford (NW)	3	Very Good	1	2016	4	10 or less
Coes Ford (SE)	3	Very Good	1	2016	4	10 or less
Lake Coleridge (Intake)	3	Very Good	1	2016	4	10 or less

Site	SDC LOS Grade	Condition	Condition Grade	Year Built	Age	Age Range
Lake Coleridge (Ryton)	3	Very Good	1	2018	2	10 or less
Lake Georgina	3	Very Good	1	2019	1	10 or less
Lake Lyndon	3	Very Good	1	2016	4	10 or less
Lake Selfe	3	Very Good	1	2019	1	10 or less
Prebbleton Nature Park	3	Very Good	1	2016	4	10 or less
Waimakariri Gorge	3	Good	1	2004	16	11 to 20

Table 10-12: Public Toilets Condition & Age

Council has undertaken a number of public toilet renewals over the last eight years, with eight facilities having since been replaced with new (and a further 16 additional new facilities added to the network). This has significantly reduced the total number of facilities that are of significant age (over 30 years old), as shown in Figure 10-12 below. The average age of facilities combined as at 2020 is now 12 years. This is a significant decrease on the average age of facilities recorded in 2012 (23 years).

The areas of concern relate to those buildings that are both ageing and have average or poor condition grades. The Darfield (Grain Shed), Leeston (RSA) and Lincoln (Liffey) facilities are the only remaining facilities that fall into an age category whereby they are coming due for replacement. Despite being assessed as being in 'good' condition (as per recent condition assessments), due to their age, these facilities are nearing a state where it is no longer economic to continue rehabilitation work to keep them in a serviceable condition and are therefore programmed for renewal/upgrading within years two to four of the planning period.

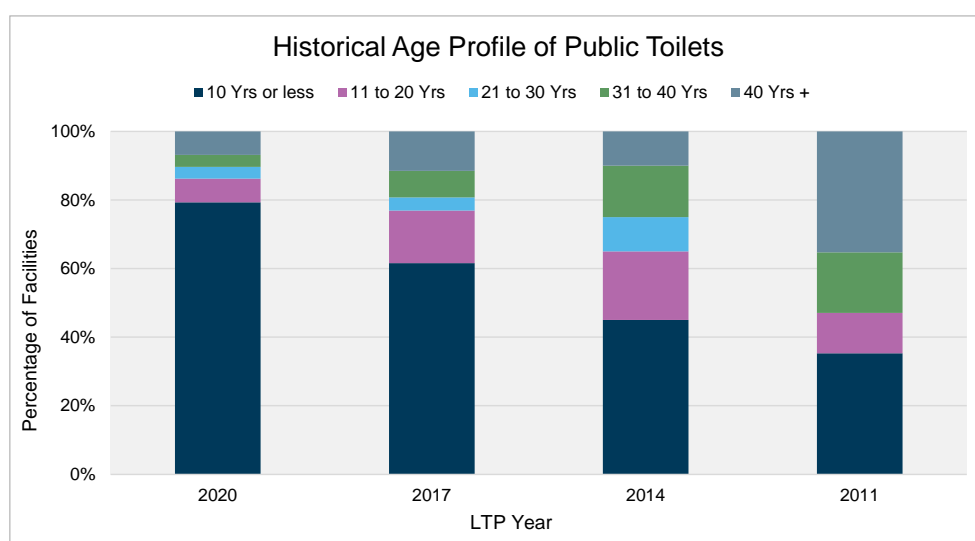


Figure 10-12: Age Profile of the Public Toilet Network

Structural condition remains reasonably good with all assets recording good or very good scores. The change in condition grades between 2007 and 2020 is attributed to a number of new facilities / renewals and ongoing scheduled improvements made to the district's public toilet assets over this period (see Figure 10-13 below).

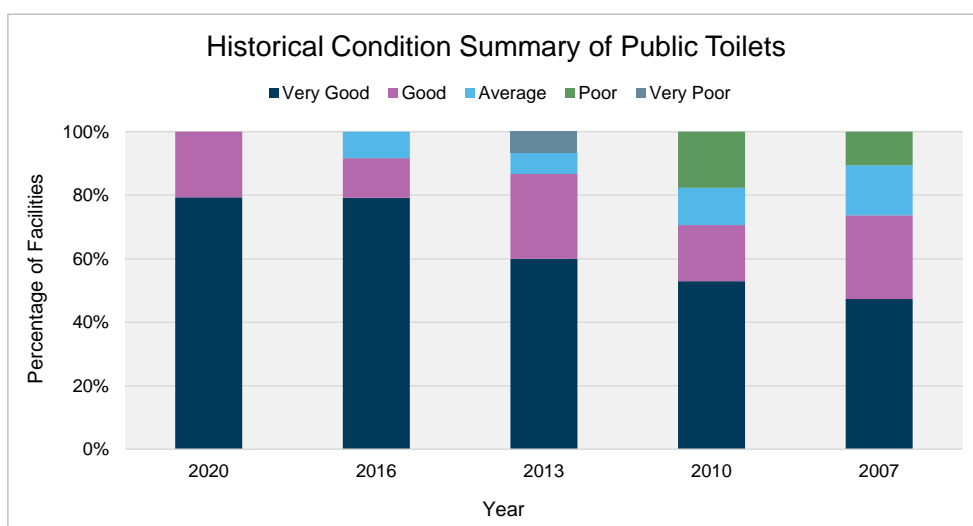


Figure 10-13: Public Toilets Condition Summary

10.4.4 Operations and Maintenance

The District's public toilet network is managed by SDC staff under the control of the Reserves Operations Manager. The delivery of operations and maintenance for these assets is generally via the Reserves Maintenance Contract or, in more remote locations (Arthurs Pass), through local contract arrangements.

Operations

The primary operations activity related to public toilets is keeping the facilities in a clean, hygienic and operational state for users. This is a key factor in the quality of service provided for public toilets. The frequency of toilet cleaning needs to be matched to the level of use of the toilet and level of service category. The effectiveness and quality of the toilet cleaning service being delivered can also be a factor in providing an acceptable standard. The majority of the cleaning of the Public Toilets is carried out under contract as part of the main reserves maintenance contract (Reserves Maintenance & Operations Contract No. 1419). The general level of service specification is "be inspected and maintained in a hygienic and fully operable condition at all times". Some toilets in remote locations are sub-contracted to local operators.

The specified cleaning frequency grades for those in Contract No. 1419 are as follows:

Toilet	Cleaning Grade	Cleaning Frequency
Arthurs Pass	1	Daily
Darfield (Westview)	1	Daily
Darfield (Grainshed)	1	Daily
Dunsandel	1	Daily
Rakaia Gorge	1	Daily
Springfield	1	Daily
Castle Hill	2	Summer daily/Winter twice weekly
Chamberlains Ford – West	2	Summer daily/Winter twice weekly
Chamberlains Ford – East	2	Summer daily/Winter twice weekly
Coes Ford (NE)	1	Daily
Coes Ford (NW)	2	Summer daily/Winter twice weekly
Coes Ford (SE)	2	Summer daily/Winter twice weekly
Glentunnel (External)	2	Summer daily/Winter twice weekly
Lake Coleridge (Village)	2	Summer daily/Winter twice weekly
Lake Coleridge (Intake)	2	Summer daily/Winter twice weekly

Lake Coleridge (Ryton)	2	Summer daily/Winter twice weekly
Lake Georgina	2	Summer daily/Winter twice weekly
Lake Lyndon	2	Summer daily/Winter twice weekly
Lake Selfe	2	Summer daily/Winter twice weekly
Leeston (Anderson Sq)	2	Summer daily/Winter twice weekly
Leeston (RSA)	2	Summer daily/Winter twice weekly
Lincoln (Liffey)	2	Summer daily/Winter twice weekly
Lincoln (Library)	1	Daily
Parekura Reserve (Rolleston)	2	Summer daily/Winter twice weekly
Prebbleton (Community Park)	2	Summer daily/Winter twice weekly
Prebbleton Nature Park	2	Summer daily/Winter twice weekly
Southbridge (Pool)	2	Summer daily/Winter twice weekly
Springston	2	Summer daily/Winter twice weekly
Waimakariri Gorge	2	Summer daily/Winter twice weekly

Table 10-13: Public Toilet Contract Cleaning Frequencies

A summary of the specific cleaning requirements are as follows:

- Schedule additional cleaning during periods of high use/events as required
- Cleaning and (minor) maintenance in accordance with NZS 4241:1999 chapter 7 & 8
- Remove all litter and empty bins
- Removal of graffiti
- Remove all loose litter and debris from paths, hard surfaces and seating areas
- Re-supply consumables such as toilet paper, hand soap and sanitiser and hand towel dispensers
- Wash interior walls and floors weekly – for daily clean toilets, and monthly – for weekly clean toilets
- Wash exterior walls six monthly (as part of "spring cleaning")
- Six monthly "spring cleaning" of interior and exterior surfaces
- Arrange as required the emptying of holding tanks and septic tanks
- Report other problems/damage

The cleaning frequency of "daily" for high use (Grade 1) toilets such as Arthurs Pass would appear to be below normal industry practise for high use toilets. The higher level of service for the design of Grade 1 toilets to meet expected quality standards and level of use should be reflected in the maintenance and cleaning standards.

The contract allows for "discretionary" or additional cleans where it is observed that usage is higher than anticipated and this is currently used as a mechanism to provide for additional cleaning where this is required, e.g., for facilities where a weekly clean is insufficient but a daily clean is excessive.

Maintenance Strategies

Three categories of maintenance are performed on Public Toilets and these are outlined below.

1. **Reactive Maintenance** – Repair of assets required to correct faults identified by routine inspections and cleaning and notification from users of the toilets. Reactive maintenance works are scheduled in accordance with the following priorities:

- Safety/health of toilet users
- Toilet service category – Grade 1 toilets, receiving highest response priority

- Service to the users of the toilet is comprised or affected
- The repairs are needed to protect assets from further deterioration and cost

The responsibility for undertaking Reactive Maintenance varies depending on the work required. Cleanliness, vandalism, graffiti and minor plumbing and building maintenance issues are responded to in the first instance by the cleaning contractor.

If the issue cannot be resolved by the cleaning contractor, then it is referred to the Council's Reserves Operational staff to arrange specialist trade contractors.

Vandalism and graffiti is a particular problem for public toilets. Combating vandalism occurring or reducing its impact requires a combination of good design, suitable location and rapid response to incidents. The Council has a Graffiti Policy that requires this to be removed from Council owned assets within 48 hours. This response is generally carried out through the maintenance contract.

2. Routine Maintenance – Routine maintenance predominantly relates to cleaning services and is covered under the "Operations" section above. It may also involve other work scheduled in the maintenance contract such as clearing gutters and attending to landscape or car park areas specifically associated with the toilet facility. Under Contract No. 1419, the contractor is required to undertake a twice yearly 'deep clean' of all building surfaces, walls and ceilings.

3. Planned Maintenance – Also defined as preventative or programmed maintenance. Typical work includes repainting of external surfaces, repainting and redecoration of interiors, minor repairs and replacement of building components that are failing or will fail but do not require immediate repair.

The programme and priority for work is based on condition inspections and reporting to monitor asset condition, identify emerging risks, and identify the need for maintenance and repair work, both current and predicted future failure. The priority of work is based on the consequences of asset failure on levels of service, costs, safety or corporate image.

The planned maintenance programme will be regularly reviewed and updated at least every three years based on condition inspections, maintenance trends and risks. This activity may be implemented as an addition to the maintenance contract or with specialist tradesmen depending on the scope of the work.

Undertaking the condition survey and developing the building maintenance plan is the responsibility of the Asset Manager, Open Space & Strategy.

Inspection and Reporting

An inspection and reporting programme is a critical aspect of ensuring that managers are aware of the condition of assets and services that are provided to the required standard on a reliable basis.

Four general categories of inspection and reporting currently apply to Public Toilets:

1. Routine maintenance and service inspections by cleaning contractor;
2. Routine inspection of the toilets by independent contract auditor;
3. Formal periodic asset performance and condition inspections and report;
4. Monitoring inspections for discharge consent conditions.

Contract No. 1419 requires the contractor to operate a Quality System and have a Contract Specific Management Plan in place to assure work standards are met. Components to be covered in the Quality Assurance System are outlined in the Contract Specifications and include allowance for audit of work to be undertaken both internally and externally. The Contractor (SICON Ltd) has ISO 9001 accreditation.

Internally, routine maintenance inspections are undertaken by the cleaning contractor as part of the cleaning service to identify any immediate issues that require rectification.

Under contract 1419 the Council as Engineer can carry out external audits on any aspect of the contract works including contract performance and compliance with requirements and specifications. Council

engages an independent auditor to undertake a regular (monthly) reserves contract audit, which includes a sample selection of 3-4 Public Toilet facilities per monthly audit. The purpose of these inspections is to audit the quality of the cleaning contractors work and to identify any maintenance issues.

Auditing of public toilet facilities has been in place since 2017, although regular monthly audits did not begin until mid-2018. Audit results for Public Toilets is presented in Figure 10-14 below. Note: no audits were undertaken in July/August 2020 during which time the contract was being renegotiated.

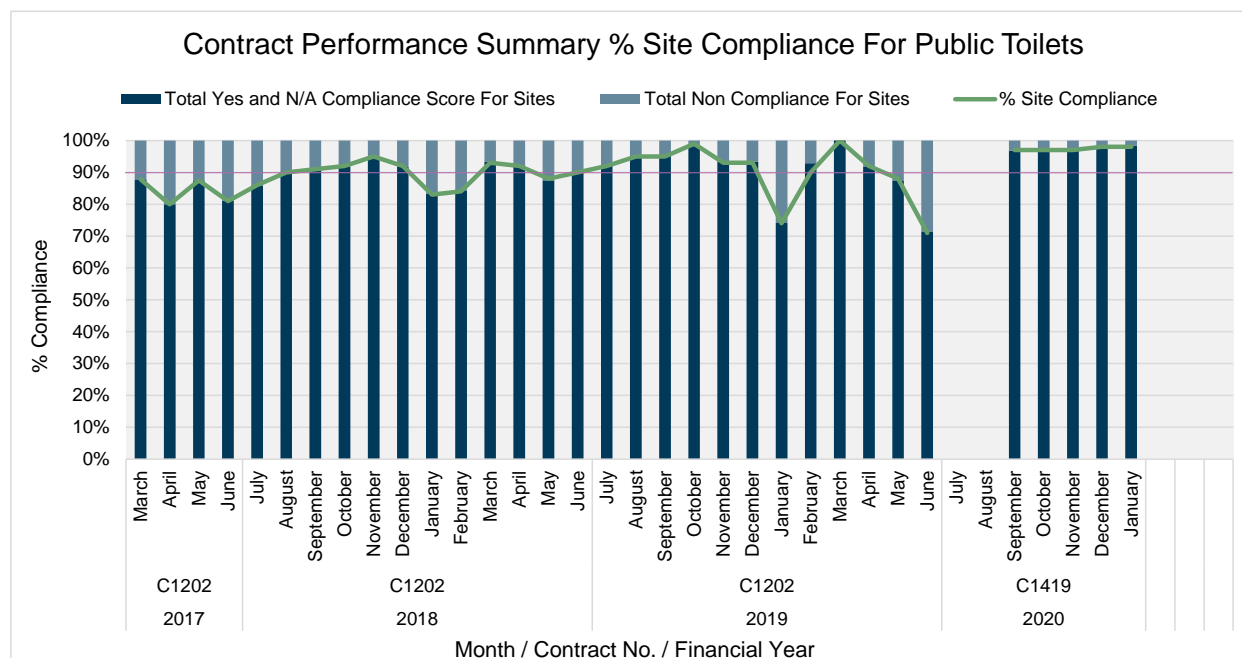


Figure 10-14: Independent Contract Performance Audit results of Public Toilets

Audit results show that there has been mixed success in maintaining a level of site compliance with maintenance specifications above the 90% target. Historically this has been particularly evident during the summer months of Dec – Feb, although recent results under the new contract (1419) have consistently (since Sept 2020) met a % site compliance of between 97-98%, including over the most recent summer period. Previous failures are generally a reflection of some cleaning issues, and consumables not being restocked.

The formal periodic condition inspections are undertaken every three years by qualified personal with expertise in building structures and maintenance. The purpose of these inspections is for the development of long term maintenance programmes and an understanding of public toilet service and quality requirements.

Monitoring inspections for discharge consents are carried out on a regular basis (as defined in the consent conditions) to ensure compliance. These are undertaken via Assets Water Utilities contracts.

Council is currently looking to establish an improved process of auditing all wastewater treatment systems that are associated with the public toilet network to ensure it is meeting its obligations in terms of the operation and maintenance of these systems and consent compliance.

Public Toilet Inspection Programme			
Inspection Type	Frequency	Inspector	Checks
Routine maintenance	As per cleaning frequency	Cleaning contractor	<ul style="list-style-type: none"> • Damage/breakage • Vandalism/Graffiti • Other failures/problems • Blockages (discharge systems)

Public Toilet Inspection Programme			
Inspection Type	Frequency	Inspector	Checks
Routine independent audit	Monthly of selected sites	Independent contract auditor	<ul style="list-style-type: none"> Contractor performance/cleanliness Damage/breakage Vandalism/Graffiti Other failures/problems
Formal periodic condition and long term maintenance plan	Three yearly	Structural and maintenance engineer/ asset management planner	<ul style="list-style-type: none"> Structural issues Discharge performance Quality standard Cladding condition Paint surfaces Defects/problems – current Predictive failure/defects
Monitoring of discharge consents & wastewater treatment systems	As required by consent conditions / asset functioning requirements	Water utilities contractor / engineer	<ul style="list-style-type: none"> Discharge volumes Sampling System performance System maintenance requirements

Table 10-14: Public Toilet Inspection Programme

Customer Feedback on Public Toilets Maintenance and Operations

Customer feedback on maintenance and operations performance for public toilets can be gauged to some degree from the Annual Survey Results shown previously in Customer Satisfaction Ratings (Figure 10-1). This shows that there is generally a moderate level of satisfaction with the current service. However the nature of this service means that it is difficult to attain a high satisfaction rating.

Customer issues and complaints are received and logged in the Council's Service Request System and these are passed onto the contractor for action. Service requests received from 2015/16 to 2019/20 related to public toilets operations and maintenance are recorded in Table 10-15 below. The majority of issues recorded during this period concerned minor maintenance matters with only a small number related to facility cleanliness. The steady rise in the total number of requests received since 2015/16 is likely to be reflective of the estimated increased demand placed on the facility network (population increase etc.) and the difficulty in keeping facilities in a clean / serviced state all the time, as well as an increase in the number of facilities being provided during this time.

Public Toilet Service Requests 2015/16 – 2019/20			
Year	Number – Maintenance	Number – Cleanliness	Total
2015/2016	24	8	32
2016/2017	31	9	40
2017/2018	33	13	46
2018/2019	63	18	81
2019/2020	81	20	101

Table 10-15: Public Toilet Service Request 2011/12 – 2016/17

Operations and Maintenance Issues Identified

Specific maintenance and operating issues that have been defined and the Council's management response is set out in the following table.

Issue	SDC Response	Timing
Keeping public toilets consistently in a clean and hygienic condition to avoid complaints from customers.	<ul style="list-style-type: none"> The Service Request System is used to ensure customer issues are captured and passed on to the contractor for action. The formal auditing and reporting process is used to promote compliance with cleaning specifications 	<ul style="list-style-type: none"> On going On going

Issue	SDC Response	Timing
	<ul style="list-style-type: none"> • Review of toilet cleaning specifications as part of the contract review • More “discretionary” cleans undertaken as an interim measure 	<ul style="list-style-type: none"> • 2019/20 • On going
The age and condition of some facilities means the quality standards are below user expectation and there are recurring maintenance issues	<ul style="list-style-type: none"> • Continue the programme to progressively upgrade and renew facilities on a priority basis 	<ul style="list-style-type: none"> • Toilets to be renewed / upgraded in Leeston (RSA), Lincoln (Liffey) and Darfield (Grainshed) over the 10 year planning period
Vandalism and graffiti is an ongoing problem	<ul style="list-style-type: none"> • Porcelain fittings are replaced with stainless steel when damaged • Security lighting installed at problem sites • Graffiti resistant paint used on problem buildings • Rapid response to graffiti removal (48hours) • Upgrades/renewals/new buildings constructed with robust designs and to comply with CPTED guidelines 	<ul style="list-style-type: none"> • As required • Lighting as part of renewal / upgrade • As part of repaint • On going • As part of upgrades & renewals
Providing an efficient and reliable service in remote locations	<ul style="list-style-type: none"> • Use local service providers where this is practical 	<ul style="list-style-type: none"> • On going
High operations and maintenance costs especially where main users are non-district residents	<ul style="list-style-type: none"> • Implement a user charge policy with honesty boxes installed at suitable toilet facilities to provide revenue to offset operational costs 	<ul style="list-style-type: none"> • On going

Table 10-16: SDC Public Toilets Operations & Maintenance Issues

Deferred Maintenance

It is likely that maintenance works will be deferred on some public toilets where these are to be programmed for renewal in the near future. Where work is to be deferred the impact on the assets and their ability to provide the required levels of service will be considered in the decision making process. Particular regard will be given to work that is required to maintain safety, hygiene and basic service provision. The main type of work that is likely to be deferred is repainting.

Historical Operations and Maintenance Costs

A summary of historical operations and maintenance costs for public toilets over the previous five years is presented in Figure 10-15 below. Note that the information represents actual expenditure. Steady increases in operational and maintenance costs since 2016/17 will be a result of the following:

- New facilities progressively added to the network and the additional cost to maintain these;
- An increase in use at rural freedom camping sites that are serviced by toilets with dry vault or septic holding tanks that require regular emptying;
- The renewal of the Maintenance Contract (C1419) and a negotiated rate increase;
- Removal of the public toilet (Exceloo) on High St, Leeston (in 2015/16)

The increase in Support Costs from 2018/19 reflects the necessary staff resources required in respect to this activity.

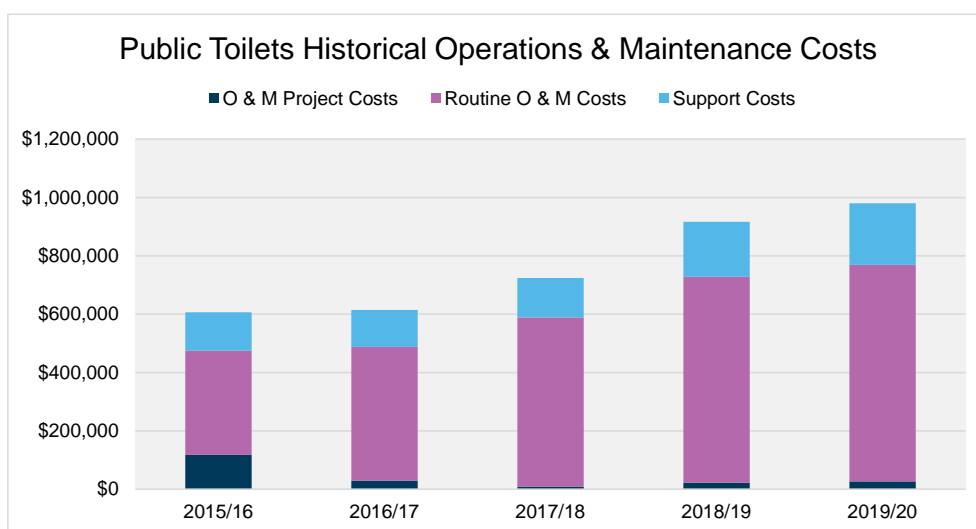


Figure 10-15: Public Toilets Historical O & M Costs

Forecast Operations and Maintenance Programme

Future operations and maintenance cost projections for the 10 year planning period are summarised in Table 10-18 below. The costs shown assume no change in the method of service delivery and take no account of inflation. They are based on an analysis of historical costs, current contract rates and estimated costs for maintaining new assets resulting from growth and future capital improvement programmes.

The forecast also incorporates costs associated with addressing operations and maintenance issues identified in this plan.

Detailed cost estimates are prepared for each public toilet facility taking into consideration specific asset and operational requirements. Scheduled maintenance work is also included that provides for works necessary to extend the life and serviceability of assets and manage them in a sustainable manner. Operational and Maintenance costs for all public toilets are generally combined under a district wide budget, unless there are specific costs associated with that facility (e.g. rates).

Operations & Maintenance Expenditure	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Routine Operations & Maintenance										
Darfield	1,272	1,272	1,272	1,272	1,272	1,272	1,272	1,272	1,272	1,272
Leeston	1,245	1,245	1,245	1,245	1,245	1,245	1,245	1,245	1,245	1,245
Rakaia Gorge	1,709	1,709	1,709	1,709	1,709	1,709	1,709	1,709	1,709	1,709
Springfield	504	504	504	504	504	504	504	504	504	504
Total Routine O & M	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730
District Wide Operations & Maintenance										
Support Costs	236,553	236,902	233,606	219,297	217,289	215,733	215,577	215,178	216,180	215,835
District Wide Costs	654,466	654,551	661,339	661,429	661,522	667,317	667,415	667,415	667,415	667,415
Asset Management Costs	10,000	32,550	25,050	17,650	31,400	32,950	11,400	35,400	22,800	27,400
Total District Wide O & M	901,019	924,003	919,995	898,376	910,211	916,000	894,392	917,993	906,395	910,650
Scheduled Operations & Maintenance										
All Facilities	-	-	-	-	-	-	-	-	-	-
Total Scheduled O & M	-	-	-	-	-	-	-	-	-	-
Total O & M	905,749	928,733	924,725	903,106	914,941	920,730	899,122	922,723	911,125	915,380

Table 10-17: Public Toilets Operations & Maintenance Cost Projections

10.4.5 Asset Renewal

Identification of Renewals

The identification of renewal works for public toilets has been largely based on a detailed condition assessment undertaken in 2020. These exercises also identified remaining useful life (RUL) to component level for all assets. Information has been aggregated to provide an overall condition assessment for each toilet facility. In addition to this, a number of factors were used to develop a forecast renewal programme. A multi-criteria scoring approach was applied to define priority and timing. Factors used were:

- Age profile
- Ongoing maintenance requirements and costs (economics)
- Overall condition
- Performance issues identified
- Capacity issues
- Continued district benefit (obsolescence)
- Risks
- Criticality of facility (based on Grade) or criticality of asset components
- Customer issues and complaints

The renewal programme also takes consideration of external factors that may affect timing such as potential to rebuild the facility as part of another building or in partnership with a business or other agency.

The general tactics applied in managing renewal of toilet facilities is to continue to replace asset components and undertake maintenance and refurbishment work to keep the building serviceable and extend its life. Renewal of components will also be carried out where there is a technical requirement to replace the asset and/or where performance is adversely affected (e.g. with effluent discharge systems). The trigger for total facility renewal is where imminent failure of the structure is evident through condition reports or where the facility has reached a state where it is no longer economic to continue rehabilitation work.

Asset Coverage

All building components are included in capital renewal programmes. Replacement of minor fittings will generally be undertaken as part of reactive works or routine maintenance programmes. This would include replacement of items such as rubbish receptacles, mirrors, toilet paper dispensers, door hardware and the like.

Renewal Forecast

Renewal forecasting based on the approach outlined above for the various asset components comprising public toilets has been carried out for a 30 year horizon and is presented in Figure 10-16 below. This incorporates both total facility renewal and replacement of asset components.

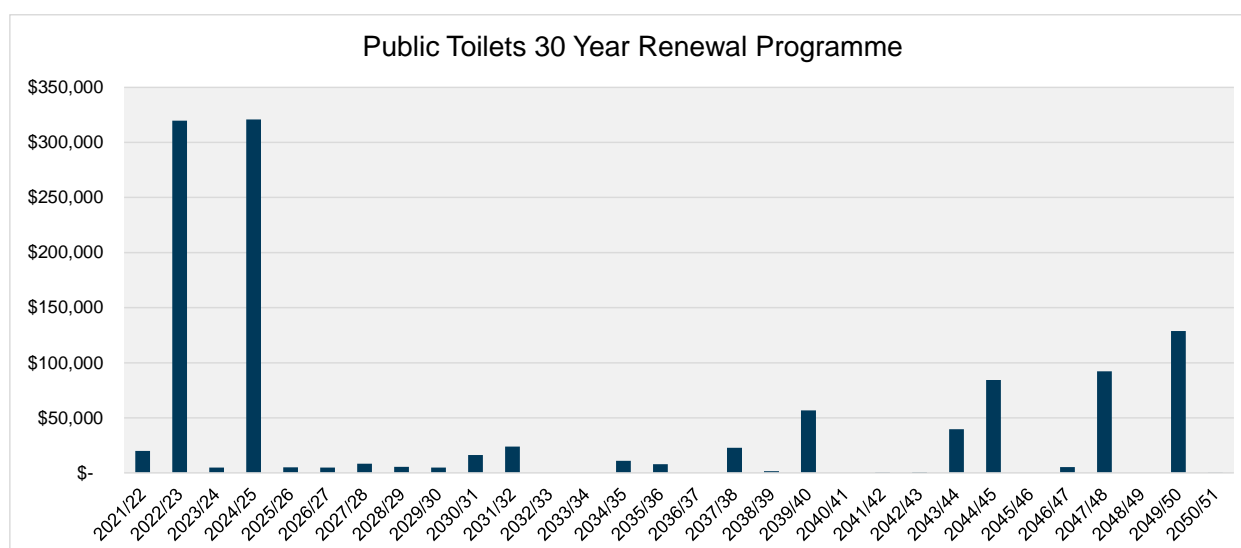


Figure 10-16: Public Toilets 30 Year Renewal Forecast

Renewal Cost Projections

Council has over the last eight years undertaken a significant renewal programme, as a result of many of the existing facilities reaching the end of their economic life or not meeting the required building standards. A continuation of this programme is planned, albeit on a lesser scale than previous, with complete facility renewals scheduled in Leeston (2022/23) and Lincoln (2024/25), and other identified renewals (asset components) across the network. See Table 10-18 below for a summary of the projected renewal programme.

Renewal Projects Summary	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Renewal Projects										
District Wide - Toilet Asset Renewals	20,000	5,000	5,000	6,200	5,150	5,000	8,500	5,565	5,000	16,215
Leeston - RSA Toilet Renewal	-	314,700	-	-	-	-	-	-	-	-
Lincoln - Liffey Toilet Renewal	-	-	-	314,700	-	-	-	-	-	-
Total Renewal Projects	20,000	319,700	5,000	320,900	5,150	5,000	8,500	5,565	5,000	16,215

Table 10-18: Public Toilets Renewal Programme and Cost Projections

Depreciation

Public toilets are depreciated on a straight line basis. The current depreciation rate applied to public toilet assets is 4% which suggests an economic life of 25 years. In reality many of the toilets are considerably older than this and the rate may need to be altered to more closely reflect the real decline in service potential. The Council's current policy is to not fund depreciation for public toilets.

Forecast depreciation requirements for public toilets over the next 10 years are identified in Figure 10-17 below, based on the current valuation and projected new capital programmes. The anticipated fluctuation in depreciation requirements is mainly attributable to new facilities being constructed during the planning period along with a reflection of decline in service potential.

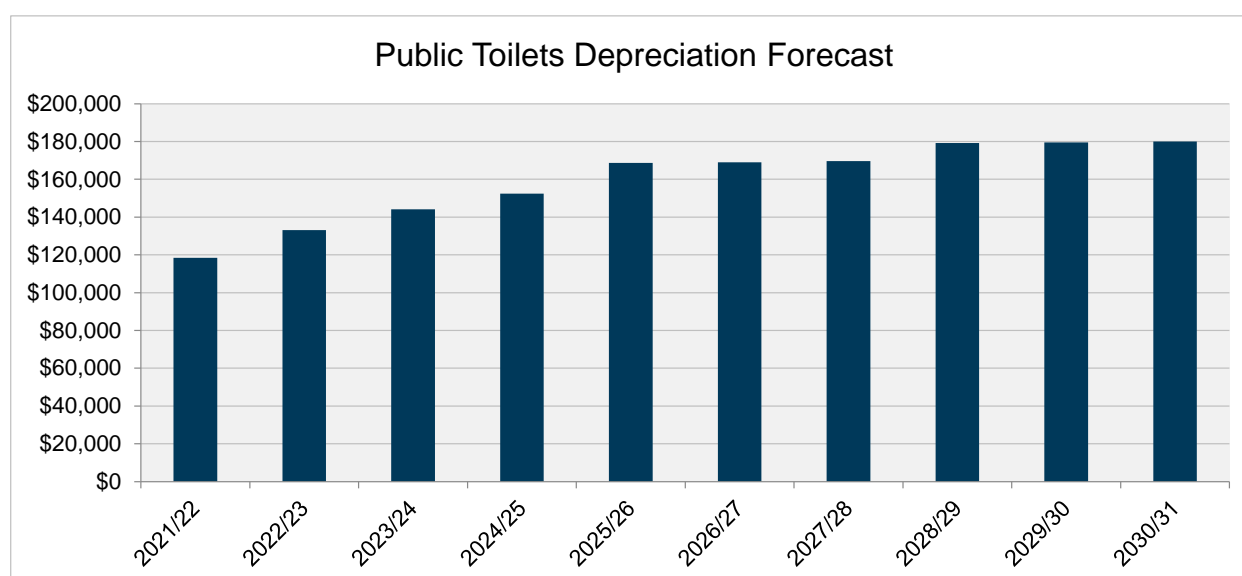


Figure 10-17: Public Toilets 10 Year Depreciation Forecast

10.4.6 New Asset Requirements

As indicated in the Growth and Demand section there will be a requirement for Council to respond to growth in both district population and visitors and the demand this will impose on existing facilities. In some instances it will be appropriate for Council to develop new facilities or extend and/or refurbish existing buildings.

New capital assets for public toilets may be required in response to the following:

- Addressing performance gaps in the current levels of service

- Providing for the development of additional facilities to meet demand
- Providing for increased capacity in existing facilities to meet demand
- Meeting increases in levels of service
- Providing new technologies or innovations to improve efficiency/sustainability

Key new capital requirements relating to public toilet assets are set out in Table 10-19 below:

New Assets Driver	SDC New Assets Requirements	Estimated Quantity
Addressing LOS performance Gaps	Upgrade standards to meet quality expectations	3 facilities (Darfield, Leeston, Lincoln - as part of renewal or upgrading work)
	Provide more capacity where currently deficient	No facilities identified (as part of renewals)
	New facility to meet LOS provision gap	1 new facility, (Lincoln - Te Whariki)
Growth and Demand	Extend existing facility to meet demand	No facilities identified

Table 10-19: Public Toilets New Assets Requirements

Prioritisation and Timing

The timing of new capital works has been calculated on the basis of expected incremental increase in growth and the consequent demand. The various demand factors applying to each toilet have been used to calculate the annual capacity requirements and to identify timing for additional capacity to be provided. Demand factors have also been built into a prioritisation model that ranks projects using a range of criteria.

The prioritisation process used the following criteria:

- Customer feedback
- Grade of toilet
- Demand information – future capacity requirements, level of use, business requirements
- Performance assessments
- Issues identified in the Sanitary Services Assessment for Public Toilets
- Timing of renewal upgrading work
- Risk factors

Selection and Design

While Council has not formally adopted a standard design for public toilets, new modular toilet units installed at various sites recently have proven to be relatively robust and inexpensive to install. Service, functionality, price, availability, reliability, aesthetics, safety, sustainability, robustness and maintenance requirements are assessed when consideration is given to constructing new facilities.

Because public toilets are subject to misuse and vandalism it is essential that design considers protection of the asset. This means structures must be robust, incorporate long lasting materials and components prone to damage are hidden (e.g. pipe work).

A list of specific design requirements to be considered is set out below:

- Ensure all pipe work is hidden
- All doors need to be robust and vandal resistant including hinge system
- Pans and hand basins to be stainless steel
- Toilets seats to be attached directly to pan (no lids or folding seats)
- No plastic fittings on driers – need to be robust
- Insulate/lag pipe work

- Internal taps for wash down not to be useable by public
- Mirror to be corrosion and vandal resistant
- Surfaces to be durable, slip resistant and easy to clean
- Service duct provided

The safety of users is also extremely important and it is Council's policy to follow CPTED guidelines with the design and placement of public toilets. SDC design standards are required to be followed with all new capital development work.

Forecast New Capital Assets Costs

New capital works are planned over the 10 year planning period. These capital projects will allow Council to continue to provide public toilet services to the desired service level standards and to meet the needs of additional capacity requirements that are forecast to occur. These projects are listed in Table 10-20 below.

In some cases (e.g. Prebbleton) there may be opportunities to provide facilities in conjunction with commercial area development and this option will be pursued to reduce capital investment requirements.

New Capital Projects Summary	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
New Capital - Improved LOS										
District Wide - Toilet Directional Signage	5,000	-	-	5,000	-	-	5,000	-	-	5,000
District Wide - Waste Water System Upgrade	-	-	60,000	-	-	-	-	-	-	-
Darfield - Grain Shed Toilet Upgrade	-	-	46,650	-	-	-	-	-	-	-
Total New Capital - Improved LOS	5,000	0	106,650	5,000	0	0	5,000	0	0	5,000
New Capital - Growth										
District Wide - Waste Water Dump Stations	-	-	25,000	-	-	-	25,000	-	-	-
District Wide - Lincoln New Toilet - Te Whariki	-	137,900	-	-	-	-	-	-	-	-
Total New Capital - Growth	0	137,900	25,000	0	0	0	25,000	0	0	0

Table 10-20: Public Toilets New Assets – Forecast Costs

10.4.7 Disposal Plan

Disposal of public toilet assets mainly relates to items that may be removed as part of the renewal programme.

The construction and condition of these buildings generally means that there are few salvageable assets and they will be, in most instances, demolished. Where there are fittings (e.g. stainless steel bowls/basins) these will be re-used if in satisfactory condition or the cost recovered as part of the demolition work.

There are no existing public toilet facilities identified for demolition in the near future or during the planning period apart from those identified for renewal (Lincoln and Leeston).

Forecast Income/Expenditure Arising from Asset Disposal

Any costs associated with public toilet asset disposals will be covered as part of the renewal budgets for individual facilities. This work generally involves the demolition and disposal of structures that are to be decommissioned and/or replaced.

In all cases there will be no residual book value that will need to be written off as part of the disposal process.

Planned income from disposals (if any) is likely to be minimal as, the type of assets being disposed, have limited marketable value.

10.4.8 Sustainable Management

As described in Chapter 17, Council has made a decision to integrate more sustainable management approaches into the way it works, manages assets and delivers services. It is intended to incrementally

introduce sustainable practice where this can be readily achieved as well as incorporating sustainability into decision-making processes.

Approaches to be considered in relation to public toilets include the following:

Wellbeing	Sustainable Approach
Environmental	Installation and management of effluent discharge systems that provide good environmental outcomes
Environmental	Use and selection of materials and products where sustainability is given significant weight in decision-making
Environmental	Use of solar power for lighting in remote locations
Environmental	Use of water capture and recycling systems where this is practical Use of systems (taps, valves) to conserve water use and reduce burden on the discharge system
Environmental	Use of bio-degradable cleaning products
Environmental	Ensure the provision of public toilets keeps pace with demand to protect the public health of district communities
Social	Design and place toilets to optimise safety for users
Economic	Design for building robustness (vandal resistant) and utilisation of long lasting materials (stainless steel)
Economic	Use of local agents for cleaning to reduce costs and engender community ownership
Economic	Look for opportunities with other agencies/businesses for provision of facilities to consolidate supply
Economic	Look for opportunities to meet multiple demands to reduce the likelihood of duplication
Economic	Convert or refurbish existing buildings where this is economically viable
Economic	Use the provision of public toilets as a vehicle to encourage visitors to stay longer and use local businesses
Cultural	Ensure toilets are not located in sites that would be culturally insensitive to Maori

Table 10-21: Public Toilets Sustainable Management

The maintenance contractor, SICON Ltd, has attained ISO 14001 (Environmental Management Systems) accreditation. This means that they have in place operating procedures and policies that take consideration of environmental impacts. This demonstrates a clear commitment to improving environmental performance and contributing to a “clean, green image”.

10.4.9 Risk Management

A risk assessment has been undertaken for public toilets and this process has identified a number of key risks. Mitigation and action measures to address risks have also been determined. Risk has been considered in the development and prioritisation of forward capital programmes. Risk mitigation measures have been built into maintenance practices and inspections as required.

Public toilet assets have been assessed in terms of criticality (assets which have a high consequence of failure). In general terms the assigned grade identifies the level of criticality for these facilities as the potential effects of a high use/profile asset failing are more significant than with a low use/remote facility. The general inspection criteria: daily for Grade 1 sites and twice weekly (winter) / daily (summer) for grade 2 sites; reflect the risk management approach.

Assets including effluent disposal systems (septic tanks, pumps) are considered to be critical in ensuring the serviceability of the facility and inspection regimes are tailored to meet criticality requirements.

A comprehensive risk assessment is attached to this plan in Annex 10E. Further information on risk management is contained in Section 6 of this plan.

10.5 Financial Programmes Summary

This section provides a summary of financial forecasts for the public toilet service over the 10 year planning horizon. Additional detail on financial forecasts and projects is contained in Annexes 10B and 10C.

10.5.1 Historical Financial Performance

The following graph (Figure 10-18) shows the financial performance for this activity over the last three years. Exceptions noted are:

- Capex underspend in 2017/18 is mainly attributed to a delay in the construction of a new public toilet in Prebbleton;
- Revenue and capex expenditure in 2018/19 and again in 2019/20 has been influenced by Tourism Infrastructure Grants received for various projects over this period, with revenue not able to budgeted for and capex expenditure being offset.

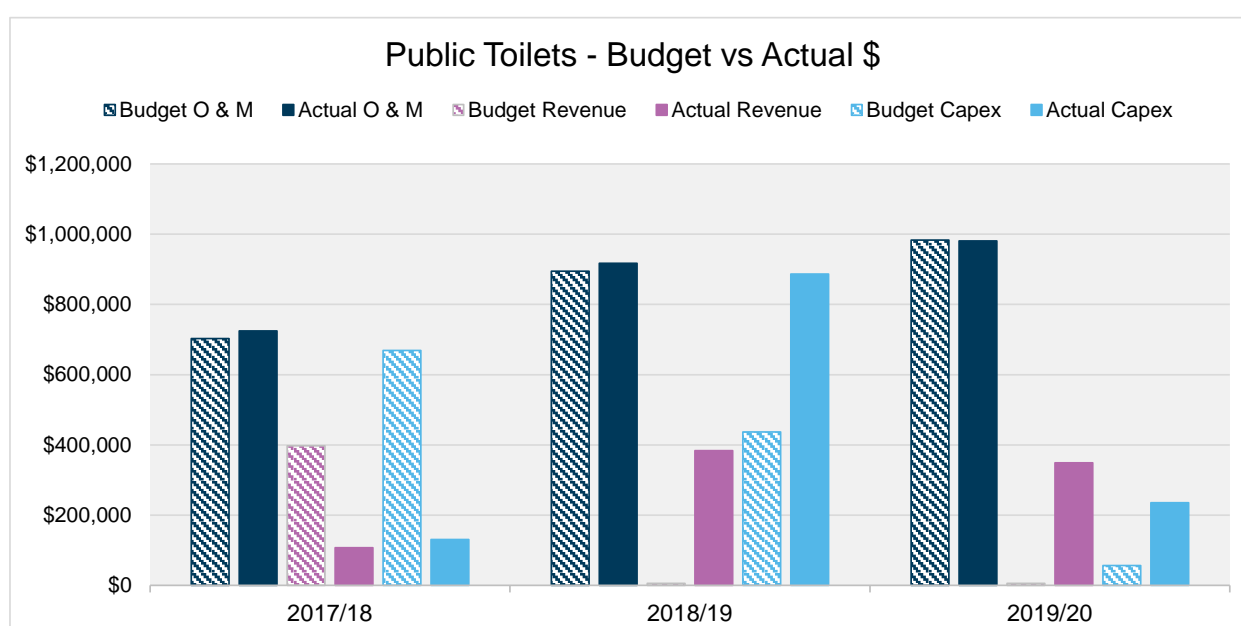


Figure 10-18: Public Toilets – Budget vs Actual Expenditure

10.5.2 Operations and Capital

Financial Summary	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Operating											
Total Operating Revenue	101,151	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050
Total Opex	860,432	905,749	928,733	924,725	903,106	914,941	920,730	899,122	922,723	911,125	915,380
Depreciation	176,701	118,459	133,165	144,109	152,485	168,754	168,957	169,617	179,262	179,473	180,065
Operating Surplus/Deficit	935,982	1,019,158	1,056,848	1,063,784	1,050,541	1,078,645	1,084,637	1,063,689	1,096,935	1,085,548	1,090,395
Capital											
Capital Renewals	-	20,000	319,700	5,000	320,900	5,150	5,000	8,500	5,565	5,000	16,215
New Capital - Improved LOS	66,400	5,000	-	106,650	5,000	-	-	5,000	-	-	5,000
New Capital - Growth	-	-	137,900	25,000	-	-	-	25,000	-	-	-
Total Capex	66,400	25,000	457,600	136,650	325,900	5,150	5,000	38,500	5,565	5,000	21,215

Table 10-22: Public Toilets Financial Summary

Figure 10-19 below sets out the summary forecast for total expenditure (operations and capital) for the 10 year planning period. The summary indicates an increased level of capital expenditure in the three years from 2022/23 through to 2024/25 with a new facility planned for Lincoln (2022/23) and several facility

renewals/upgrades planned throughout this period, including; Leeston 2022/23, Darfield (2023/24) and Lincoln (2024/25).

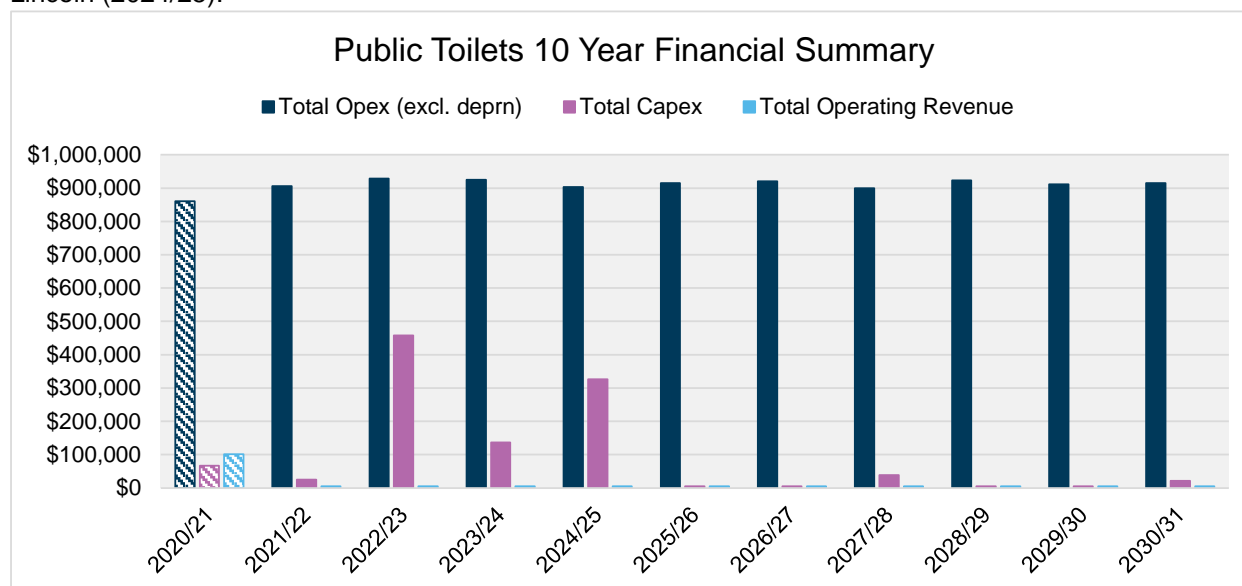


Figure 10-19: Public Toilets 10 Year Expenditure Summary

Public Toilets Key Financial Projects/Programmes

Location / Facility	Project Description	Timing	\$	Comment
District Wide	Waste Water Capacity	2023	60k	Address capacity in areas of high demand
District Wide	Effluent Dump Stations	2023 & 2027	50k	Provision to keep pace with increase in tourism
District Wide	Asset Renewals	2021-2031	82k	Component renewal programme
Lincoln (Te Whariki)	Additional Facility / Capacity	2022	138k	Capacity in new area
Darfield (Grainshed)	Facility Upgrade	2023	47k	Internal upgrade
Leeston (RSA)	Facility Renewal	2022	315k	Nearing end of economic life
Lincoln (Liffey)	Facility Renewal	2024	315k	Poor quality and nearing end of economic life

Table 10-23: Public Toilets – Key Financial Projects/Programmes

10.5.3 Funding

The Finance and Revenue Policy relating to Public Toilets states that, 100% of capital and operating expenses are to be funded from general rates. The rationale being that:

“The benefits of this function apply to all District residents but also to the travelling public. Because of the general public good, the costs are funded by the general rate. It is not practical to charge users for this function.”

It is clear that there are public health and indirect economic benefits to the wider population of the district through the provision of public toilets. However, in recognising that users of public toilet facilities are gaining a direct benefit, the Council adopted a Public Toilets User Charges Policy in 2007 which was reviewed in 2009. The main elements of the policy are:

- The costs of public toilet provision will be primarily met through the general rate

- The main objective of the user charge is to generate revenue from visitors to the District to recover facility operating costs
- Generally use an “honesty box” system
- Only to be installed where the users are primarily visitors to the district and the facility meets the quality standard for the grade (Arthurs Pass toilet facility only)

At this point in time less than 1% of operating costs (excluding depreciation) is funded from user revenue.

Donation boxes are operational at nine (9) sites across the District. As facilities are renewed and upgraded over the next 10 years it is anticipated that additional facilities may be included in the policy.

Capital works will continue to be primarily funded from the General Rate. Grants may be applied if available (e.g. TIF). Reserve development contributions may be used as a funding source where the toilet is associated with the use of a reserve and the requirement for the additional capacity is generated from growth demand.

Annex 10A

Focus Group “H Form” – Public Toilets

POSITIVES

(why you score service high)

YOUR SATISFACTION SCORE

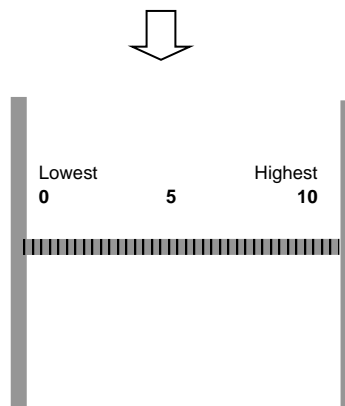
(how do you rate this service
on a scale of 1 to 10?)

NEGATIVES

(why you score service low)

Lowest: 0 Average: 4.2 Highest: 8

- Great Arthur's Pass facility (x3)
- Sicon contract at Sheffield and Darfield working well
- Main centres have good facilities (Darfield/Springfield)
- New toilets are well-maintained



- Poor quality toilets in Lincoln
- Unclear signage (x2)
- Poor location in Lincoln
- Need more regular cleaning
- More needed (x4)
- More signage (example: Osborne Park)
- Some locked at night
- No toilet at Tai Tapu
- Toilets not in the right area
- No public toilets in Springston – people going in church grounds
- Freedom campers use church

Please indicate:

- ☐ I would support increased spending on this service to achieve a higher service level **6**
- ☐ I think the expenditure is about right **3**
- ☐ I think the service levels could be reduced to save on costs **0**

Step 4: Your Suggestions for Improvement (Group Discussion)

- Having an app that tells people where toilets are (x4)
- Improve signage (x5)
- Ensure toilets are on Google Maps
- Increase number of toilets at Sheffield
- Develop a public facility at:
 - Glentunnel (x2) – other possibilities in this area are Oxford or Methven/ Mayfield
 - Tai Tapu
 - Rolleston
- Develop more public toilets (x4)
- Sheffield Bakery to be approached for toilet usage
- Create a 'pay pass' system to recoup costs if necessary
- Toilets needed in the township
- Suggest open 24/7
- Higher maintenance
- Why is Central Government not contributing, especially to facilities along the State Highways

Annex 10B

Public Toilets 10 Year Financial Forecast

Public Toilets 10 Year Financial Forecast												
	Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	10 Yr Total
	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	
Operating Revenue												
Operating Revenue	8,551	-	-	-	-	-	-	-	-	-	-	-
District wide income	92,600	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	50,500
Total Operating Revenue	101,151	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	5,050	50,500
Opex												
Staff Costs												
Other Operating Expenditure												
Routine Maintenance & Operations	569,739	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730	4,730	47,300
District Wide Operating Costs	42,748	654,466	654,551	661,339	661,429	661,522	667,317	667,415	667,415	667,415	667,415	6,630,284
Total Other Operating Expenditure	612,487	659,196	659,281	666,069	666,159	666,252	672,047	672,145	672,145	672,145	672,145	6,677,584
Support Costs	232,324	236,553	236,902	233,606	219,297	217,289	215,733	215,577	215,178	216,180	215,835	2,222,150
Operating Projects												
Scheduled Maintenance Projects	9,280	-	-	-	-	-	-	-	-	-	-	-
Asset Management Projects	6,341	10,000	32,550	25,050	17,650	31,400	32,950	11,400	35,400	22,800	27,400	246,600
Total Operating Projects	15,621	10,000	32,550	25,050	17,650	31,400	32,950	11,400	35,400	22,800	27,400	246,600
Total Opex	860,432	905,749	928,733	924,725	903,106	914,941	920,730	899,122	922,723	911,125	915,380	9,146,334
Operating Surplus/Deficit (excl. deprn)	759,281	900,699	923,683	919,675	898,056	909,891	915,680	894,072	917,673	906,075	910,330	9,095,834
Depreciation												
Depreciation	176,701	118,459	133,165	144,109	152,485	168,754	168,957	169,617	179,262	179,473	180,065	1,594,346
Operating Surplus/Deficit (incl. deprn)	935,982	1,019,158	1,056,848	1,063,784	1,050,541	1,078,645	1,084,637	1,063,689	1,096,935	1,085,548	1,090,395	10,690,180
Capex												
Capital Renewals	-	20,000	319,700	5,000	320,900	5,150	5,000	8,500	5,565	5,000	16,215	711,030
New Capital - Improved LOS	66,400	5,000	-	106,650	5,000	-	-	5,000	-	-	5,000	126,650
New Capital - Growth	-	-	137,900	25,000	-	-	-	25,000	-	-	-	187,900
Total Capex	66,400	25,000	457,600	136,650	325,900	5,150	5,000	38,500	5,565	5,000	21,215	1,025,580
Capital Revenue												
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Vested Assets	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Revenue	0	0	0	0	0	0	0	0	0	0	0	0
Growth Opex												
Total Opex Growth	0	0	0	6700	0	0	5700	0	0	0	0	0

Annex 10C

Public Toilets Projects

Public Toilets Projects – Planned Maintenance, Renewal & Capital Programmes

Public Toilets Project Summary										
Site	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Planned Maintenance Programmes										
Total Operational Projects	10,000	32,550	25,050	17,650	31,400	32,950	11,400	35,400	22,800	27,400
Renewal Projects										
District Wide - Toilet Asset Renewals	20,000	5,000	5,000	6,200	5,150	5,000	8,500	5,565	5,000	16,215
Leeston - RSA Toilet Renewal	-	314,700	-	-	-	-	-	-	-	-
Lincoln - Liffey Toilet Renewal	-	-	-	314,700	-	-	-	-	-	-
Total Renewal Projects	20,000	319,700	5,000	320,900	5,150	5,000	8,500	5,565	5,000	16,215
New Capital - Improved LOS										
District Wide - Toilet Directional Signage	5,000	-	-	5,000	-	-	5,000	-	-	5,000
District Wide - Waste Water System Upgrade	-	-	60,000	-	-	-	-	-	-	-
Darfield - Grain Shed Toilet Upgrade	-	-	46,650	-	-	-	-	-	-	-
Total New Capital - Improved LOS	5,000	0	106,650	5,000	0	0	5,000	0	0	5,000
New Capital - Growth										
District Wide - Waste Water Dump Stations	-	-	25,000	-	-	-	25,000	-	-	-
District Wide - Lincoln New Toilet - Te Whariki	-	137,900	-	-	-	-	-	-	-	-
Total New Capital - Growth	0	137,900	25,000	0	0	0	25,000	0	0	0
Total Capex										
	25,000	457,600	136,650	325,900	5,150	5,000	38,500	5,565	5,000	21,215

Annex 10D

Public Toilets Location Map

