

# 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 26 toilet facilities are managed and owned by Council and are distributed to cater for the township and traveller needs and to service tourist 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: Requires provision of additional capacity at key locations (e.g. Dunsandel, Castle Hill).
- Existing facilities cannot cope with the level of usage: Requires an upgrade of effluent systems (where no reticulated service is available), to manage increase in demand and avoid overloading / system failures (e.g. Springfield).
- Issues with inappropriate dumping of camper waste: Need for increased provision of effluent dump stations to keep pace with increasing tourism numbers and current trends in self-contained camping / transport.
- Understanding levels of use: The need to carefully monitor levels of utilisation to determine periods of peak usage and optimise servicing regimes etc.
- Freedom Camping Impacts: The influx of visitors to the district places extra demand on toilet facilities especially where these are located in rural camping areas (e.g. Coes and Chamberlains Fords). This creates additional costs to Council in terms of servicing and waste removal and may require additional infrastructure.
- Township expectations: Some townships have an expectation of public toilet provision to service a perceived need (e.g. Hororata, Springston)

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
- Tourism business operators
- Travelling public
- Bus operators
- Business Associations
- Rural recreation area users and campers
- Environment Canterbury
- Department of Conservation
- Medical Officer of Health
- Local Iwi/Ngai Tahu
- 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
<b>A Clean Environment</b> Air, land, water and general environment to be kept in a healthy condition	Protecting land and water from potential contamination
<b>A Healthy Community</b> Selwyn people have access to appropriate health, social and community services	Provision of public facilities to meet the needs of local communities
<b>A Prosperous Community</b> 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
- Council provision will complement facilities provided by other agencies
- The standards and comfort levels provided matches the site and level of use
- Protect 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
- 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	Standard for provision of personal hygiene facilities in buildings. To provide sanitary conveniences for persons with disabilities.
Building Regulations	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	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	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 1547:2000: 'On-site Domestic Wastewater Management'	Compliance requirements when not serviced by a reticulated sewerage scheme.
New Zealand Standard NZS 4241:1999 'Public Toilets'	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	Describes and comments on adequacy of current levels of service. Assessment of capacity of current public toilet provision and identification of future needs.



Plan/Policies	LOS Implications
Selwyn District Council District Plan (RMA)	Zone rules related to buildings.
Natural Resources Regional Plan (RMA)	Rules on protecting ground and surface water from contamination. Requirements to obtain discharge permits for septic tanks.
Selwyn District Council Policy Manual 2014	Identification and description of toilet grades (P202). Adequacy of signage for toilets (P202). Public Toilets User Charge Policy (P203).

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 Service Request System
- Feedback from elected members, general public, community boards 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 in 2014 and again in April 2017 to determine customer expectations, as an input to this plan specifically targeting public toilets.

#### Focus Group Workshop 2017

In order to more accurately determine expectations, a focus group exercise for community committee members was undertaken in April 2017. Feedback from the group informed on current levels of service; areas of deficiency; whether current expenditure was considered high, about right or too low; and improvement suggestions. 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 12 years since this assessment was carried out there have been many improvements implemented to the public toilet network that have improved capacity and 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 problem sites now being serviced (e.g. Lakes Lyndon, Lake Coleridge Intake, Ryton Bay, and McHughs Forest Park). It is also programmed to provide new facilities at Lakes Georgina and Selfe in 2018/19 (TIF support);
- Toilet capacity has been augmented at a number of sites over the last three years (Darfield, Glentunnel, Springfield, Coes Ford) to meet demand;
- The quality of toilets has been improved through the replacement programme;
- Servicing frequencies have been increase at high use sites to ensure toilets are maintained to a hygienic standard;
- Further capacity is planned at Castle Hill and Dunsandel (TIF support)
- Effluent system upgrades are planned at Springfield (TIF support) and Arthurs Pass and a contingent budget has been provided to address issues as they arise;
- New toilets are planned at Springston and Prebbleton townships;
- Renewal of facilities is planned at Lincoln, Leeston and Lake Coleridge which will improve quality and capacity;
- An effluent discharge station has been provided at Darfield and more are planned over the next 10 years;
- 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.

As part of this process the provision of disabled access toilets at Lake Coleridge has been raised and the provision of new public toilet facilities in Springston.

## Prebbleton Structure Plan

Consultation on the Prebbleton Structure plan development in 2009/10 indicated the need for public toilets in the village centre with the possibility of incorporating these into new retail premises in the extended commercial zone.

### 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 2012 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.

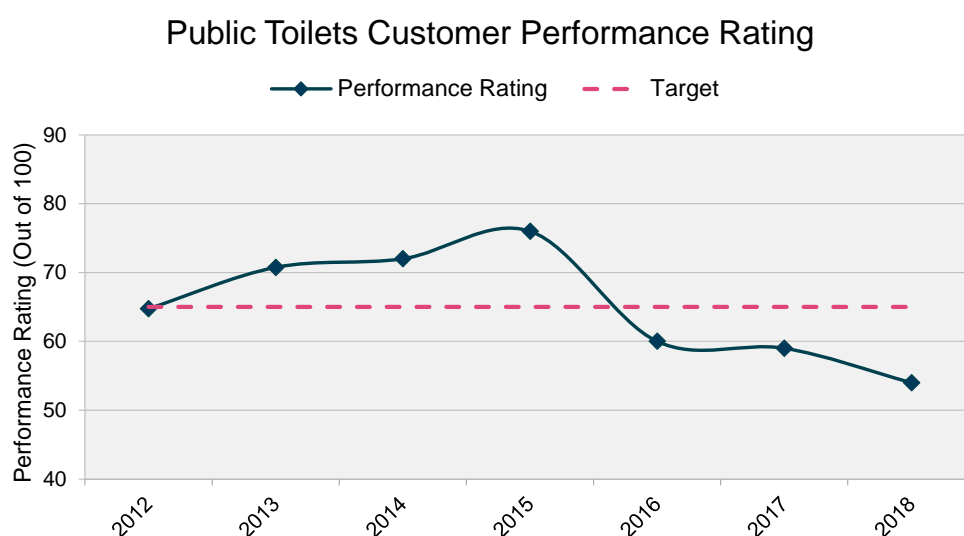


Figure 10-1: Public Toilets Historical Customer Satisfaction Ratings

There has been a sudden drop in satisfaction level, following what had historically been an increasing trend. It is expected that performance would have improved following a significant upgrading and renewal programme, particularly during the last four years, with 14 new facility installations or replacements during this period (since 2014). 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 (e.g. DoC), 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.

### 10.2.6 Present and Future Levels of Service

The Council currently provides a network of public toilet facilities to meet the needs of the district townships, visitors to the district and to service rural recreation areas. Levels of service for the three grades of public toilet facilities have improved in recent times, as indicated by the increased level of satisfaction indicated in the surveys and focus groups. 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.

Community Outcomes	Objectives/ Rationale	Core Value	Current LOS	Planned LOS Yrs 1-3	Indicative LOS Yrs 4-10	Performance Measures	Current Performance	Target Performance			Indicative Performance Yrs 4-10
								Yr 1	Yr 2	Yr 3	
<b>A Healthy Community - Selwyn people have access to appropriate health, social and community services</b>	<b>The Council has a statutory responsibility to provide public toilets for the health benefit of the district</b>	<b>Primary</b>									
		Quality	The quality of public toilet facilities reflects minimum grade standards	The quality of public toilet facilities is consistent with grade standards & customer expectations	The quality of public toilet facilities is consistent with grade standards & customer expectations	The proportion of residents rating the performance of public toilets in the Resident Survey as good or very good	59	≥50	≥50	≥55	≥60
		<b>Customer</b>									
<b>A Clean Environment - Air, land, water and general environment to be kept in a healthy condition</b>	<b>This service helps to promote a healthy living environment for district residents</b>	Provision/ Distribution	The number and location of public toilets is sufficient to meet the needs of local communities and visitors	The number and location of public toilets is sufficient to meet the needs of local communities and visitors	The number and location of public toilets is sufficient to meet the needs of local communities and visitors	Reducing number of locations where issues of lack of toilet availability or capacity is evident.	4	5	<5	<5	<5
		Health & Hygiene	Public toilets are cleaned to a minimum standard to ensure the health of users	Public toilets are cleaned to a standard that meets user expectations	Public toilets are cleaned to a standard that meets user expectations	Number of complaints received per annum related to cleanliness	9	<5	<5	<5	<5
		<b>Technical</b>									
<b>Business friendly environment</b>	<b>Provision of public toilets has economic benefits in supporting local businesses &amp; visitor destinations</b>	Sustainability	Facilities are cleaned, inspected and maintained to a serviceable standard	Facilities are cleaned, inspected and maintained to a serviceable standard	Facilities are cleaned, inspected and maintained to a serviceable standard	Number of "failures" per annum identified by independent audit	Nil	Nil	Nil	Nil	Nil
		Availability	Facilities remain available for a daily duration that meets user requirements	Facilities remain available for a daily duration that meets user requirements	Facilities remain available for a daily duration that meets user requirements	Number of closures per annum	2	≤2	≤2	≤2	≤1
		Quality	The standard of facilities and equipment meets the expectations of users consistent with the identified grade	The standard of facilities and equipment meets the expectations of users consistent with the identified grade	The standard of facilities and equipment meets the expectations of users consistent with the identified grade	% of facilities that meet or are close to minimum standards for grades	New measure	60%	60%	60%	>65%

Table 10-4: Public Toilets Present & Future LOS

## 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 S H 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 targets initially set in the 2015 Activity Management Plan is disclosed in the following table.

Target LOS	Performance Measures	Target 2014/15	Actual 2014/15	Target 2015/16	Actual 2015/16	Target 2016/17	Actual 2016/17
The quality of public toilet facilities is consistent with grade standards & customer expectations	The performance rating (out of 100) for public toilets in the Annual Resident Survey	$\geq 65$	76	$\geq 65$	60	$\geq 65$	59
The number and location of public toilets is sufficient to meet the needs of local communities and visitors	Reducing number of locations where issues of lack of toilet availability is evident	5	5	5	5	5	3
Public toilets are cleaned to a standard that meets user expectations	Number of complaints received per annum related to cleanliness	<5	8	<5	8	<5	9
Facilities are cleaned, inspected and maintained to a serviceable standard	Number of "failures" per annum identified by independent audit	Nil	Not Measured	Nil	Not Measured	Nil	Not Measured
Facilities remain available for a daily duration that meets user requirements	Number of closures per annum	$\leq 2$	0	$\leq 2$	1	$\leq 2$	1
Stall numbers provided at each facility reflect estimated demand	% of facilities where capacity provided conforms with NZS 4241:1999 calculations	80%	71%	80%	71%	85%	77%
The standard of facilities and equipment meets the expectations of users consistent with the identified grade	% of facilities that meet or are close to minimum standards for grades	70%	76%	75%	76%	80%	89%

Table 10-6: Public Toilets LOS Historical Performance

Information shown in the above table indicates that performance targets over the last three years have generally been met. Capacity performance has improved since the 2014/15 survey, with the completion of new toilet blocks in Darfield, Glentunnel, Lake Coleridge (intake), Leeston, Lincoln and Rolleston to complement existing public toilets, a new larger facility at Springfield, and additional facilities within Reserves such as Coes Ford, Lake Lyndon, Ryton bay and the Prebbleton Nature Park. Capacity will be further increased through the planned install of additional facilities at; Dunsandel (TIF support), Prebbleton and Springston, and further new facilities to service recreation areas within the Coleridge basin at Lakes Georgina and Selfe (TIF support).

A significant number of planned renewals and facility upgrades during the previous planning period have, in part, resulted in improved minimum grade standards.

The number of closures per annum is largely related to a requirement to close facilities while renewals or upgrades are being undertaken.

Contract 1202 Contract Performance Audits had not been completed for a number of years therefore the Number of “failures” per annum identified by independent audit results could not be measured. In March 2018 a baseline independent Contract Performance Audit was carried out across the district on 35 sites including 7 public toilets. The average % compliance with maintenance contract specifications was 83%.

### Asset Performance Assessment

An independent performance assessment was undertaken on all SDC public toilets in 2017 (updating previous assessments done in 2011 and 2014) by Greenspace Solutions Ltd. 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 10-7 below:

Site	Grade	Assessment Against Grade	Key Issues/Performance Gap
Arthur's Pass	1	Minor non-compliance	Generally complies apart from minor maintenance / servicing issues
Darfield (Westview)	1	Complies	Generally complies apart from signage issue
Dunsandel	1	Moderate failure	10/15 attributes did not meet minimum standard – Capacity, quality, safety and security, and provision of basic amenities are the main issues. Location and the absence of lighting are safety concerns also
Rakaia Gorge	1	Moderate failure	7/15 attributes did not meet minimum standard – Lack of lighting (Natural light, internal and external) and provision of basic amenities were identified as issues
Springfield	1	Complies	Generally complies apart from minor maintenance / servicing issues. Water pressure noted as poor in some units
Castle Hill	2	Complies	Generally complies apart from signage issue
Darfield (Grain Shed)	2	Moderate failure	7/15 attributes did not meet minimum standard – issues include compliance (no disabled access), appearance, accessibility, capacity and provision of basic amenities

Site	Grade	Assessment Against Grade	Key Issues/Performance Gap
			(baby change, mirrors, soap dispensers, , occupancy indicators)
Glentunnel	2	Minor non-compliance	Information signage required. Would benefit from additional amenities including soap dispensers and hand dryers
Glentunnel (External)	2	Complies	Generally complies apart from signage issue
Lake Coleridge Village	2	Moderate failure	8/15 attributes did not meet minimum standard. Issues include compliance (no disabled access), safety, appearance, capacity and provision of basic amenities (soap dispensers, mirrors, occupancy indicators). Absence of functional lighting is a safety concern and the facility is hidden behind a paling fence. Lack of signage is also an issue
Leeston (RSA )	2	Moderate failure	7/15 attributes did not meet minimum standard – Issues relate to location, appearance, compliance, signage and provision of basic amenities (disabled access, soap dispensers, drying facilities, rubbish bins, mirrors, occupancy indicators). No external lighting is also a safety concern.
Leeston (Anderson Square)	2	Complies	Generally complies apart from signage issue
Lincoln (Liffey Reserve)	2	Moderate failure	7/15 attributes did not meet minimum standard – issues included; safety/security, signage, disabled access, provision of basic amenities (soap dispensers, hand drying facilities and mirrors). Cleanliness was also not up to standard
Lincoln (Library)	2	Complies	No issues observed
Rolleston (Parekura Reserve)	2	Minor non-compliance	Generally complies apart from minor maintenance issues and poor signage
Southbridge	2	Complies	No issues observed apart from cleaning / servicing issues. Capacity may not be sufficient with just the one cubicle
Tai Tapu (Rhodes Park)	2	Moderate failure	Facility has been refurbished since assessment was done. Remaining issues include location (distance from town centre), poor directional signage and built dimensions do not meet modern accessibility standards. The facility is poorly lit.
Chamberlains Ford (East)	3	Complies	Generally complies apart from issue of non-potable water. Provision should include hand sanitiser unit
Chamberlains Ford (West)	3	Complies	Generally complies apart from issue of non-potable water
Coes Ford (NE)	3	Complies	Generally complies apart from issue of non-potable water. Signage indicating that water is non-potable should be improved
Coes Ford (NW)	3	Complies	Complies, but provision should include hand sanitiser unit in absence of water for hand washing
Coes Ford (SE)	3	Complies	Complies, but provision should include hand sanitiser unit in absence of water for hand washing
Lake Coleridge (Intake)	3	Complies	Complies, but provision should include hand sanitiser unit in absence of water for hand washing
Lake Lyndon	3	Complies	Complies, but provision should include hand sanitiser unit in absence of water for hand washing
Prebbleton Nature Park	3	Complies	Complies, minor maintenance issues only
Waimakariri Bridge	3	Complies	Generally complies apart from issue of lack of non-potable water signage. Water pressure was noted as being poor. Vandalism can be an issue on this site.

Table 10-7: Public Toilets Performance Results

To provide an overall result for the performance of the public toilets, each 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 assessment report. The average level of compliance across all attributes in 2017 is 80%, compared with 76% in 2014 and 78% in 2011. There have been notable improvements at Springfield, Southbridge, Coes Ford and Chamberlains Ford where renewal programmes have recently been undertaken. There have also been a number of new facilities added, including additional facilities to support existing facilities at Darfield, Glentunnel, Lake Coleridge, Leeston, Lincoln and Coes Ford. The refurbishment of the facility in Tai Tapu (Rhodes Park) was in progress at the time of assessment.

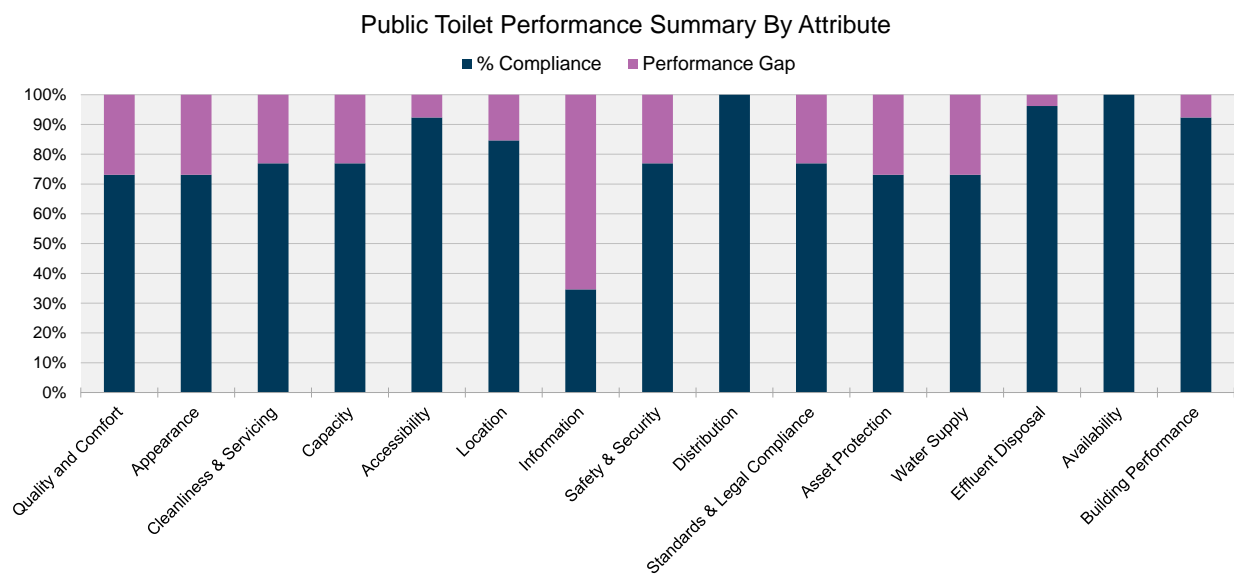


Figure 10-2: Public Toilets Performance Summary by Attribute

The following chart provides a summary of performance against attributes by individual toilet facility.

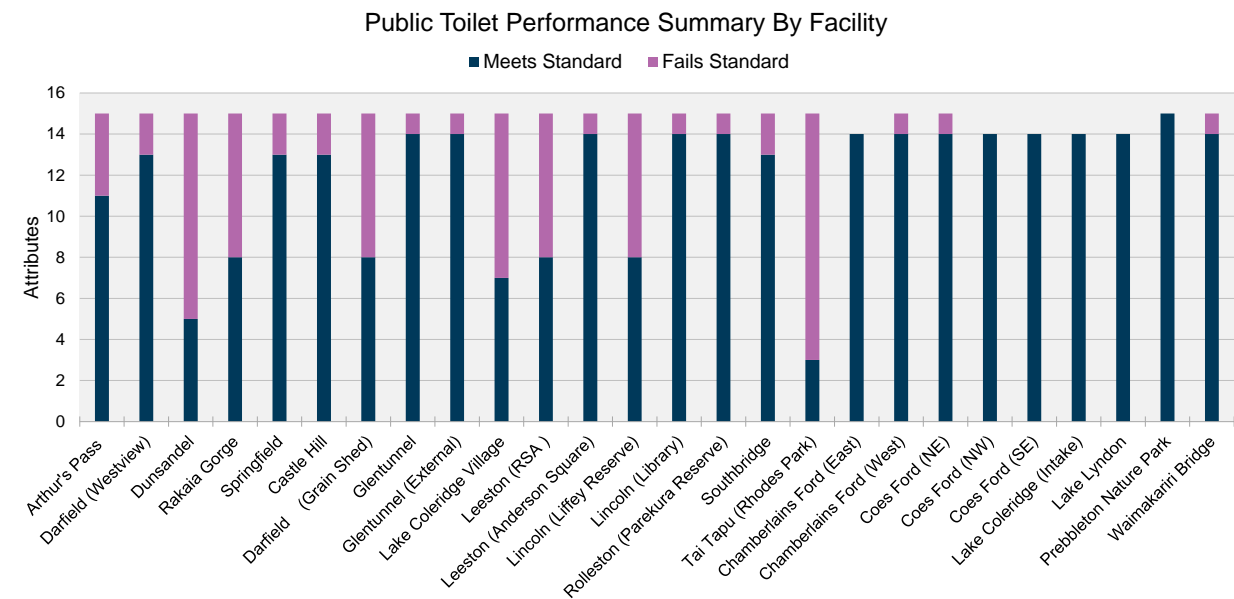


Figure 10-3: Public Toilets Performance Summary by Facility

## Summary Analysis of Performance Issues

**Grade 1:** In summary, the key performance issues identified by the assessment of Grade 1 Toilets included:

- Quality and Comfort – Two of the five Grade 1 toilets (Dunsandel and Rakaia Gorge) did not meet NZS4241:1999 in terms of provision of basic amenities (e.g. mirrors, hand drying facility, soap dispensers, baby change).
- Capacity – Of the five Grade 1 toilets, only Dunsandel was assessed as not having sufficient capacity to meet demand.
- Cleanliness and servicing – There were four Grade 1 toilets where the cleaning service did not appear to be adequate. This is partly related to servicing issues with two locations noted as having stalls without toilet paper and is likely to be a result of insufficient capacity at these locations that will affect the ability to keep up with consumable replacement and cleaning services. Two facilities were identified as being in need of a 'deep clean'.
- Other issues commonly identified were safety and security – namely inadequate internal / external lighting and information – absence of directional signage.

Grade 1 toilets at Dunsandel and Rakaia Gorge failed to meet the minimum standard within this grade.

While Dunsandel has good quality toilets, there are only two cubicles available which do not currently cater for peak demand requirements, based on capacity assessment and with traffic volumes (State Highway) predicted to gradually increase in accordance with recent trends. To meet NZS4241:1999 as a Grade 1 toilet, basic amenities such as soap dispensers, hand drying facilities, mirrors and baby change facilities should be provided. Other issues identified include; the location of the toilet (distance from car parking), the need for signage to direct users to the toilet from the car park; and the provision of exterior lighting to increase safety and security. It has been programmed to provide an additional new facility within Dunsandel to increase capacity in 2021/22.

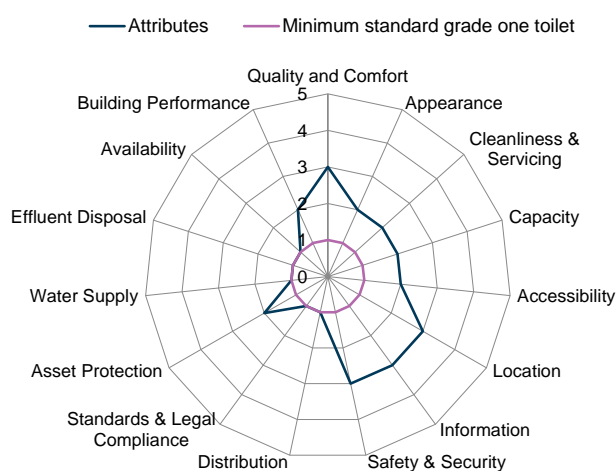


Figure 10-4: Dunsandel Toilets Performance Assessment

Although the Rakaia Gorge toilets recorded a number of performance issues, there have been a number of improvements completed since the assessment was done, including interior / exterior repaint and installing clear-light sheeting to improve interior lighting. There are also plans to improve signage as part of a district wide upgrade. The lack of an available electricity supply makes it difficult to provide lighting and hand drying facilities. The poor grade given to the water supply relates to the source being unconfirmed at the time of assessment.

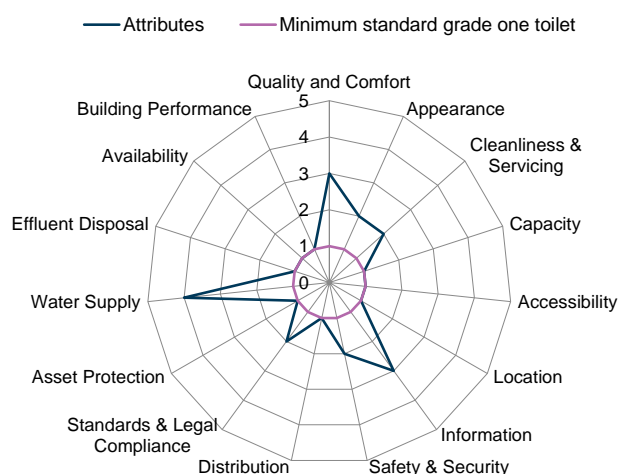


Figure 10-5: Rakaia Gorge Toilets Performance Assessment

**Grade 2:** As per Grade 1 facilities, the performance assessment highlighted the lack of basic amenities as an issue, with five of the twelve Grade 2 toilets not meeting NZS4241:1999 guidelines (i.e. provision of occupancy indicators, mirrors, hand drying facility and soap dispensers). Absence of internal / external lighting and poor signage were again common issues identified in the assessment.

Current cleaning specifications seem to be set at the right levels on these sites with minimal issues recorded during the Performance Assessment.

The toilets located at Rhodes Park did not meet the minimum standard within this grade (at the time of assessment). Recently these toilets have been reassigned as the main toilet facility servicing the Tai Tapu Township, and have subsequently had a significant refurbishment to improve this service. This work was completed following the last 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, cleanliness and servicing, information, safety and security, legal compliance (no disabled access facility) and asset protection (See Figure 10-6). The interior and fittings are considered tired and due for replacement. It is planned to upgrade these toilets in 2020/21. In addition, a second public toilet facility has recently been provided as part of the new Lincoln Library which should relieve pressure on this facility.

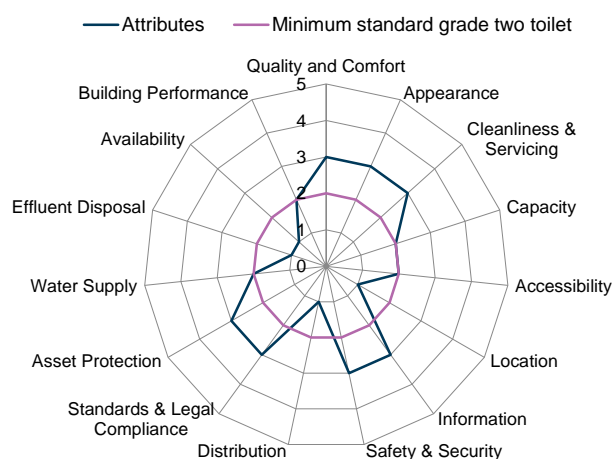


Figure 10-6: Lincoln Toilets Performance Assessment – Liffey Reserve



The Lake Coleridge Village public toilets currently fail the standard for a Grade 2 facility in relation to quality/comfort, appearance, capacity, information, safety and security and legal compliance (no disabled access facility) (See Figure 10-7). This facility is programmed for replacement in 2022/23.



Figure 10-7: Lake Coleridge Toilets Performance Assessment

Areas of performance failure were also noted at Leeston (RSA) and Darfield (Grain Shed). Both facilities are older in age and are of a concrete block style and do not feature the general amenities expected in a grade 2 toilet, other common failures include their appearance, signage, lighting, safety and security. The Leeston RSA facility is programmed for replacement in 2025/26. The Darfield Grain Shed facility has funding allocated for an internal upgrade in 2023/24.

**Grade 3:** All of the District's Grade 3 toilets meet the minimum standard within this grade. Minor non-compliance was identified in relation to insufficient identification of non-potable water source across most facilities that are located in more remote locations.

The Council has progressively upgraded toilets for the recreation areas at Coe's Ford and Chamberlain's Ford. These were previously assessed (2011) as being well below the expected minimum standard for a Grade 3 site. Two new toilet facilities have been constructed at Chamberlain's Ford to service this recreation reserve, including installation of a modern waste water disposal system.

Three new toilets have been constructed at Coes Ford to improve capacity and replace the existing toilets that were demolished following earthquake related damage. Previously at Coes Ford the single permanent facility was supplemented during peak use times by the provision of "Portaloos". A new biolytic effluent disposal system was installed as part of the replacement of the main facility located in the NE part of the reserve. The other two new facilities installed are a dry vault system.

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 10-8.

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"> <li>A comprehensive performance assessment has been carried out and updated in 2017 to identify gaps and this has been used as an input to renewal and upgrading priorities presented in this plan</li> <li>Toilets with access for people with disabilities will be installed as part of planned renewal &amp; upgrade programmes</li> </ul>	It is planned to renew/upgrade a further 4 facilities over the ten year planning period (Darfield, Lake Coleridge, 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"> <li>Additional lighting requirements have been identified and an improvement programme developed</li> <li>New toilets will be designed for user safety and to conform with CPTED principles</li> <li>A safety audit of existing toilets is planned to identify remedial action</li> </ul>	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"> <li>Design of new or replacement buildings will consider vandal resistant design and materials</li> <li>Graffiti resistant paint systems to be applied to "problem" facilities as part of re-painting programmes</li> <li>Damaged porcelain toilet bowls are replaced with stainless steel bowls</li> <li>Additional lighting will help to reduce the incidence of vandalism</li> </ul>	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"> <li>Signage improvement programme to be implemented</li> </ul>	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"> <li>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</li> <li>Some additional cleaning has already been implemented for high use Grade 1 sites (Arthurs Pass)</li> </ul>	Cleaning frequencies will be periodically reviewed and adjusted within the terms of the maintenance contract
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"> <li>Investigate options for addressing gaps in provision</li> <li>Assess options and indicate priorities and new capital requirements as part of this plan</li> </ul>	Provision for new toilets in; Prebbleton (2020/21) and Springston (2024/25), as well as Lakes Georgina and Selfe (2018/19), (TIF support)
There are capacity issues at some locations where peak use is not being adequately met	<ul style="list-style-type: none"> <li>Address other capacity deficiencies via renewal or upgrading programmes or supplement capacity with alternative providers</li> </ul>	Additional facilities planned for Castle Hill (2017/18) and Dunsandel (2021/22), Council has sought external funding to bring these projects forward due to increasing demand

Table 10-8: 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 10-8 above. This includes:

- Improvements to quality of facilities to meet target grade standards as part of renewal or upgrading programmes.
- Review and adjust cleaning regimes to ensure consistency with the level of use and grade standards via contract review.
- Addressing 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

Selwyn District's population is predicted to continually increase over the planning period, similar to that experienced over the past ten years, with concentration in growth occurring in the areas allocated growth through the Land Use Recovery Plan (LURP) and identified in the Selwyn Growth Model (as based on 2013 census data). Growth will be focused in Rolleston and the Eastern Selwyn area, with moderate rates elsewhere. Some more remote communities will only experience limited growth.

### Tourism & Visitors

The New Zealand Regional Tourism Forecast 2010-16 prepared by the Ministry for Tourism forecasts total visits to Canterbury by 2016 will increase by 669,000 (5.6%) to 12.579 million (including domestic visits), with international day visits up 173,000 (24.6%) to 876,000. It should be noted that these forecasts were developed prior to the earthquake events of 2010 and 2011. The following graph (Figure 10-8) gives some further explanation as to the impact that this has had on visitor numbers to Canterbury since this report was prepared and the resulting recovery.



Figure 10-8: Comparison of total visits from international origins between the Canterbury region and New Zealand

(Source: MBIE Time Series – Regional Economic Activity Web Tool, December 2017)

The above graph indicates that the number of international visits to Canterbury is steadily increasing, following a decline that is likely a result of the Canterbury earthquakes and the period of recovery that followed. The number of international visits to Canterbury reached 1 million by 2016, slightly more than the 876,000 visits predicted in the earlier 2010 report, despite any impacts that the earthquakes may have had over that period.

This increase also corresponds to the significant increase in international visits at a national level. As a result, it is likely that visitor numbers to the Selwyn District will continue to gradually increase over the planning period in line with these wider trends. This is likely to impact on existing areas where tourist activities occur particularly around the lakes, rivers and high country. The forecasts also include visitors for other purposes such as business and education. Institutions such as Lincoln University are likely to generate additional visitors to the district.

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.

The Council will need to continue to develop public toilet services to meet the demand created by increased levels of tourism activity and visitors to the district. 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.

Council was successful in its bid to receive funding assistance via the Tourism Infrastructure Funding (TIF) for several priority projects identified (for an additional facility at Castle Hill, new facilities at Lakes Georgina and Selfe, and to increase waste water capacity at Springfield), where an increased demand from tourism and visitor activities are placing a strain on key facilities within the network.

### 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. 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.

NZ Transport Agency Traffic Volume Data from 2012 to 2016 shows the following trends related to public toilet locations:

Location	Traffic Volume Per Day - 2012	Traffic Volume Per Day - 2016	Total Increase – last 5 Yrs	Average Annual Increase over 5 Yrs
Dunsandel SH 1	10,285	12,317	20%	3.67%
Springfield SH 73	1,563	1,901	22%	3.99%
Darfield SH 73	5,071	5,810	15%	2.76%
Castle Hill SH 73	1,586	1,725	9%	1.69%
Arthurs Pass SH 73	1,346	1,654	23%	4.20%
Rakaia Gorge SH 77	1,033	1,267	23%	4.17%
Motukarara SH 75	2,597	3,100	19%	3.60%
Glentunnel SH 77	2,504	2,815	12%	2.37%

Table 10-9: State Highway Traffic Volumes

This information shows that traffic volumes are likely to increase at most public toilet locations if the historical trends continue at a similar rate.

### **Major Events**

The Kaikoura earthquake and subsequent closure of SH 1 in November 2016 appears to have resulted in increased traffic use of other State Highway routes particularly SH 73 as a tourist route to the west coast.

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 / jogging, swimming, cycling, as opposed to organised sport) as the most popular leisure activity (SPARC participation data 2013/14) may result in the need to have toilets available in appropriate locations.
- Popular routes for road cycling (e.g. around Tai Tapu) and the provision of off road cycling trails (e.g. Railtrail) increase demand for toilet facilities in these locations.
- Trends for greater participation in wilderness experience activities (e.g. camping, fishing) 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 ski fields will be required.
- The recent provision of larger 'destination' playgrounds and youth facilities (e.g. Darfield, Rolleston and Prebbleton) has led to a requirement to also provide associated toilet facilities.

## **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 remained relatively steady over the last ten years. This is illustrated in Figure 10-9 below.



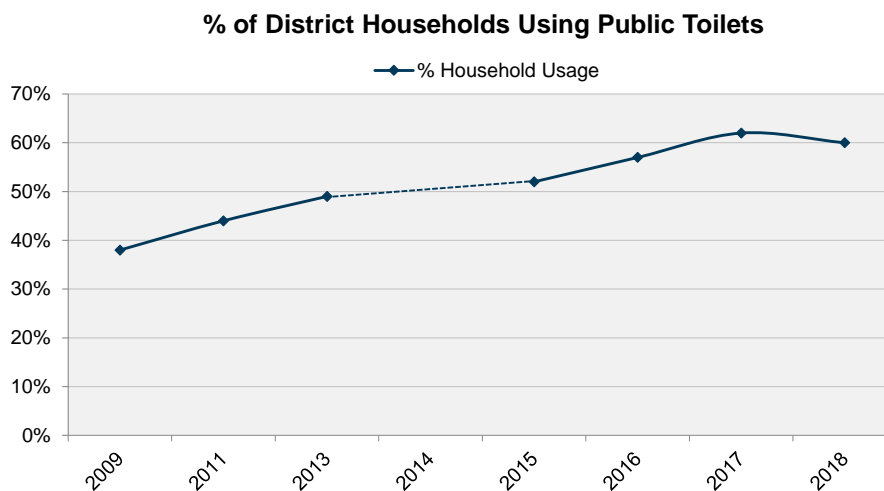


Figure 10-9: Public Toilets District Utilisation

### 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 2012 – 2016
- Observational counts (undertaken on Grade 1 Toilets in 2017)
- Discussions with caretakers/contractors
- Use of consumables

Observational data on facility utilisation at most Grade 1 sites were captured as part of the Public Toilet Performance Assessment in 2017. This data confirmed that some facilities, especially Springfield have a very high level of use. A summary of daily use at these sites is shown in the following graph (Figure 10-10) below.

Although usage data for the Arthurs Pass and Rakaia Gorge toilets were not captured during this assessment, previous data collected in 2011 showed that these are also high use facilities, particularly Arthurs Pass with an average of 72 visits per (daytime) hour. The above data is based on observational counts. Council is in the process of installing electronic counters within all grade one sites and some grade two sites that adjoin a state highway to obtain more accurate utilisation data.

Average Daily Public Toilet Visits Per Hour (State Highway Sites)

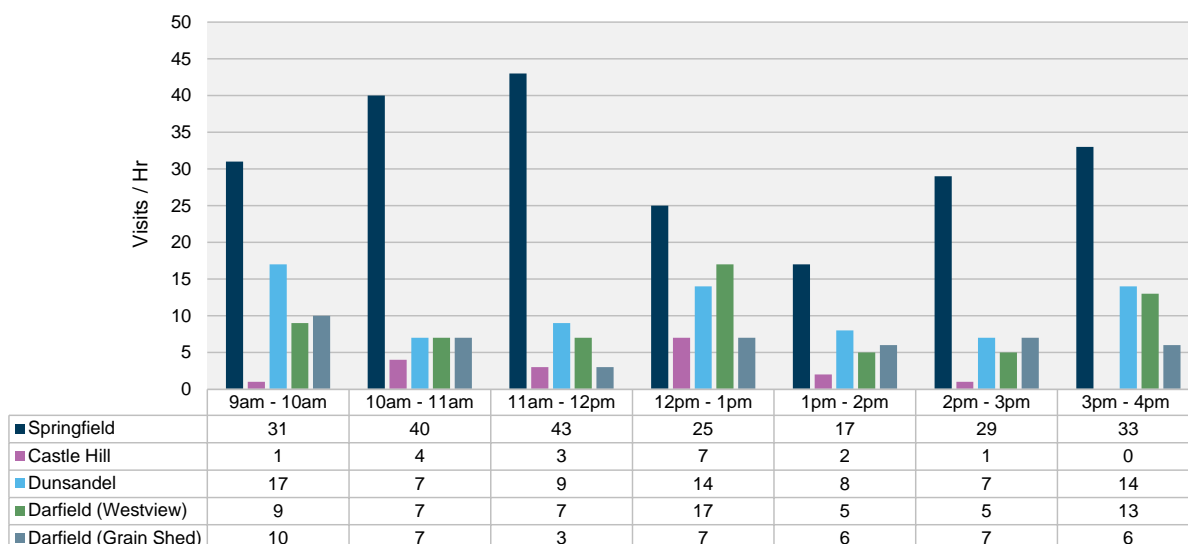


Figure 10-10: Grade 1 Public Toilets Utilisation

The results of the capacity/utilisation assessment are shown in Table 10-10 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).

Site	Grade	Calculated Stalls	Current Stalls	Comments
Arthur's Pass	1	18 stalls	20 stalls	This is a busy interchange and major tourist stop for people
Darfield	1 / 2	7 stalls	13 stalls	Comprises 2 facilities - Westview block (4 x stalls) and Grainshed (9 x stalls). Can have high peak volumes.
Dunsandel	1	3 stalls	2 stalls	Mainly car stoppages but high traffic volume
Rakaia Gorge	1	4 stalls	4 stalls	People tend to take a longer break beside the river and also there are jet boating patrons
Springfield	1	8 stalls	8 stalls	Has high peak volumes from buses, events
Castle Hill	2	2 stalls	1 stall	Off the main road. Use has increased with more travellers passing through and seasonal visitors, e.g. ski season
Glentunnel	2	1 stall	4 stalls	Comprises 2 facilities – new facility external to hall (3 x stalls) and 1 x internal stall. Can have buses stopping. Arrangement in place to use Camp Ground toilets as an alternative
Lake Coleridge Village	2	2 stalls	6 stalls	Lodge currently provides disabled toilets. Programmed for upgrade to provide disabled access. People stop to take a quick toilet break, few buses, campers and Great Walk users
Leeston	2	5 stalls	6 stalls	Comprises 2 facilities - Single stall at Anderson Square and RSA facility adjoining Leeston Park (5 x stalls). Currently sufficient capacity & supplemented by other business provision
Lincoln	2	5 stalls	6 stalls	Comprises 2 facilities – Liffey Reserve facility (4 x stalls) and facility adjoining the Lincoln Library (2 x stalls). Has a high level of local use
Rolleston (Parekura Reserve)	2		1 stall	Single facility that generally services users of the reserve and playground
Southbridge	2	2 stalls	1 stalls	Adjoin pool and hall. Comment from cleaner that these are low in usage. More local use than travellers.

Site	Grade	Calculated Stalls	Current Stalls	Comments
Tai Tapu	2	4 stalls	4 stalls	Located at Rhodes Park a distance from main Township. Provision currently supplemented by other providers (e.g. cafe, service station)
Chamberlains Ford	3	5 stalls	6 stalls	Comprises 2 facilities. High usage during summer holiday season with camping. Staff monitor capacity during busy periods
Coes Ford	3	10 stalls	9 stalls	Comprises 3 facilities. High usage during summer holiday season with camping. Staff monitor capacity during busy periods
Lake Coleridge (Intake)	3		1 stall	Single facility that generally services recreational users and sightseers to the area
Lake Lyndon	3		1 stall	Single facility that services recreational users of the area and travellers passing on SH73
Prebbleton Nature Park	3		1 stall	Single facility that generally services users of the reserve
Waimakariri Bridge	3	2 stalls	2 stalls	Relatively high use considering location

Table 10-10: Public Toilets Capacity Assessment

In relation to the remaining capacity issues identified above, Council has anticipated the need to provide additional capacity and adjust service and cleaning programmes. Specifically the following actions are identified:

- Increase capacity at Dunsandel (new facility or extend existing facility) in 2021/22 (Council has sought external funding to bring this project forward because of the increasing demand from tourists and visitors to the district).
- Staff to monitor key camping locations (Chamberlains / Coes Fords) over busy periods and manage capacity by increasing cleaning / servicing regimes, recommending alternative camping locations (e.g. Lakeside Reserve) or supplementing provision with portaloos (as a final resort).
- Monitor situation at Southbridge as use is reported as being low despite being identified as under capacity.

### 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 and set out in Table 10-10 in Section 10.3.2 above. A study was undertaken on the Performance and Utilisation of Public Toilets in Selwyn District (Spire Consultants, 2011) and this included analysis of current capacity and the required capacity for the next 10 years. This evaluation was prepared using the peak demand formula from NZS 4241:1999 with input data derived from projected traffic volumes and 2013 census information.

This information has since been updated in 2017 to reflect Selwyn's population growth model and NZTA traffic counts. In addition, other factors have also been considered to ascertain likely future capacity

requirements. This includes forecast increases in tourism and changes in recreation demand as applicable to each site.

In addition, it is 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).

Location	Actual Current Capacity	Capacity Needed 2018	Capacity Needed at 2028	Timing for Capacity Upgrade	Comment
Arthur's Pass	20 stalls	18 stalls	22 stalls	Review later	Review utilisation & consider after 2024
Springfield	8 stalls	8 stalls	9 stalls	Review later	Review utilisation & consider after 2024
Dunsandel	2 stalls	3 stalls	3 stalls	2021/22	Supplemented by other providers -more capacity required around 2021
Darfield	9 stalls	6 stalls	7 stalls	Not required	Sufficient capacity with additional block 2014
Rakaia Gorge	4 stalls	3 stalls	4 stalls	Review later	Review utilisation & consider after 2024
Tai Tapu	3 stalls	4 stalls	4 stalls	Not required	Capacity unlikely to be exceeded
Glentunnel	4 stalls	2 stalls	2 stalls	Not required	Sufficient capacity with additional block 2016
Leeston	5 stalls	4 stalls	5 stalls	Not required	Sufficient capacity
Lincoln	6 stalls	4 stalls	5 stalls	Not required	Sufficient capacity with additional block 2014
Castle Hill	1 stall	2 stalls	2 stalls	2017/18	Sufficient capacity (once upgrade complete in 2017/18)
Southbridge	1 stall	2 stalls	2 stalls	Review later	Review capacity as part of future plan review
Lake Coleridge	6 stalls	2 stalls	3 stalls	Not required	Sufficient capacity
Coe's Ford	10 stalls	10 stalls	10 stalls	Not required	Sufficient capacity. Review capacity as part of future plan review
Chamberlain's Ford	6 stalls	5 stalls	5 stalls	Not required	Sufficient capacity. Review capacity as part of future plan review
Waimakariri Bridge	2 stalls	2 stalls	2 stalls	Not required	Sufficient capacity

Table 10-11: 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 2028
- 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
- 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 will be 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.

**Hororata** – Now has a population greater than 500 and is located on a main travel route between Christchurch and the Inland Scenic Route (SH77). The existing toilets within the Hororata Domain are not considered suitable for general public use and there are no other toilets nearby from other service providers. A decision has been made to upgrade this facility (Trotting Club Toilets) in 2023/24 (Recreation Reserves cost centre).

**Prebbleton** – A new toilet facility to service the commercial centre and travelling public of Prebbleton has been programmed in 2020/21. It is anticipated that this facility can be incorporated into the planned commercial development, and as such the timing is dependent on this being completed. 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 the main facility is built in 2020/21.

**Springston** – Now has a population greater than 500 and is located on a main travel route between Christchurch and Coes and Chamberlains Fords, which have become very popular for freedom camping. The existing toilet within the Springston Reserve is not considered suitable for general public use and there are no other toilets nearby from other service providers. A new facility is programmed for 2024/25 to service this need.

**Lake Coleridge** – This locality has a high level of use by people undertaking recreation activities (fishing, boating, walking, and camping), spread across a wide geographical area. New facilities have recently been installed at locations identified as having a recognised need, including the intake and Ryton Bay at Lake Coleridge, and at Lake Lyndon. There is also an identified need to provide additional facilities to cater for demand at other locations, in particular fishing, boat landing and camping areas. Council has recently been granted TIF assistance to install new facilities at both Lake Selfe and Lake Georgina (2018/19), to help alleviate identified issues in these areas. Council will continue to monitor this situation and maintain a dialogue with other agencies (e.g. Fish & Game New Zealand, Trustpower Ltd and Glenthorne Station) around the potential for future shared 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.

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 facilities such as at Castle Hill Village and Arthurs Pass that are identified as being at or near capacity.

Public toilet provision within the wider Lake Coleridge area to service recreational and camping users will be monitored moving forward, particularly at key locations where use is known to be high (e.g. Ryton Bay). This will include ongoing dialogue with other agencies (e.g. Fish & Game New Zealand, Trustpower Ltd and Glenthorne Station) around the potential for shared provision of facilities or a joint funding approach whereby Council may contribute to annual operational costs.

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 and where the facility quality is to the required standard).

Due to modest returns at some sites and difficulties in preventing theft, the Council has revised the policy to encompass the Arthurs Pass facility only. Ongoing difficulties with the operation of this system and continued theft mean that it is likely to be reviewed in future.

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. Therefore, in this instance, the Council is not intending for the charging mechanism to be a deterrent to use but a means of capturing revenue to sustain the ongoing operation of the facility.

### *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 3 years which has resulted in increased capacity in response to demand issues (particularly from tourism, visitor and township growth). There is also projects planned for 2017/18 to increase capacity and Tourism Infrastructure Funds have been secured for two of these projects (Castle Hill additional toilets and upgrading the effluent disposal system at Springfield). Plus additional funding has been secured in 2018/19 for the provision of two new facilities at Lakes Georgina and Selfe within the Coleridge basin. Projects completed over the last three years are shown in the table below:



Location	Facility	Requirement	Opened	Cost
Springfield	New/extra capacity	On SH 73	2015	\$470,200
Darfield	New/extra capacity	On SH 73	2015	\$445,200
Glentunnel	New/extra capacity	On SH 77	2016	\$154,500
McHughs Forest Park	New	Near SH 73	2017	\$80,200
Coes Ford	Renew/extra capacity	Freedom camping site	2015	\$364,800
Coes Ford	New/extra capacity	Freedom camping site	2017	\$144,900
Leeston	New/extra capacity	Alternative connection south to SH1	2016	\$116,300
Lake Lyndon	New	On SH 73	2016	\$56,100
Lake Coleridge	New (at Intake)	Destination – Great New Zealand Walk	2016	\$54,500
Lake Coleridge	Ryton bay	Recreation area	2018	

Table 10-12: Public Toilet New Builds 2015-17

A couple of existing toilet facilities will reach the limit of their capacity potential during the planning period and will need to be extended or additional capacity built in at the time of replacement. There are also a number of locations identified that are not currently served by a public toilet facility when evaluated against asset provision criteria.

The following table sets out information on demand issues that may be met through provision of additional assets.

Location	Demand Issue	Asset Requirement	Timing
Castle Hill	Extra capacity	Provide 3 additional stalls to cater for recreation and traveller demand	2017/18
Dunsandel	Extra capacity	Extend facility with 2 additional stalls or place on the Domain	2021/22
Leeston (RSA)	Improve quality	Renew facility & review capacity	2022/23
Rolleston	No public toilet in business precinct	No action at this point but investigate future options – explore as commercial development & identify business partnership opportunities	
Springston	No public toilet	New facility	2024/25
Prebbleton	No public toilet in business precinct	New facility – explore partnership opportunities with business	2020/21
Hororata	No suitable public toilet	Upgrade existing reserve facility	2023/24
Lake Coleridge – Recreation Areas	High recreation numbers	Provide new facilities at Lakes Georgina and Selfe (TIF support) & Ryton Bay Continue to monitor other key locations within the greater Coleridge area and investigate future options for shared provision	2018/19  Ongoing

Table 10-13: Public Toilet Assets Required to Meet Demand

Car park provision for public toilets is also required to meet increased use of facilities particularly for Grade 1 sites where there are buses arriving. 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. The current ownership and management situation is outlined in the table below:

Public Toilet	Ownership	Management
Arthurs Pass	Council owned toilet assets on Ontrack land with lease arrangement	Council managed. O&M contract with SICON Ltd subcontracted to local agent
Castle Hill	Council owned toilet assets on Reserve land	Council responsible for facilities inside toilet only Direct O&M contract with local agent
Chamberlains Ford (2x)	Council owned toilet assets on Reserve land	Council managed. O&M contract with SICON Ltd
Coes Ford (3x)	Council owned toilet assets on Reserve land	Council managed. O&M contract with SICON Ltd
Darfield (2x)	Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd
Dunsandel	Council owned toilet assets on Railway land. No land leases arrangement	Council managed. O&M contract with SICON Ltd
Glentunnel (2x)	Council owned toilet assets (adjoining hall) on Council land	Council managed. O&M contract with local agent
Lake Coleridge Township (2x)	Council owned toilet assets on Council land / road reserve	Council managed. O&M contract with SICON Ltd subcontracted to local agent
Lake Lyndon	Council owned toilet assets on Reserve land	Council managed. O&M contract with SICON Ltd
Leeston (2x)	Anderson Square - Council owned toilet assets on reserve RSA - Council owned toilet assets on RSA land with occupation secured by a lease	Council managed. O&M contract with SICON Ltd
Lincoln (2x)	Liffey - Council owned toilet assets on Reserve Library - Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd
Parekura Reserve	Council owned toilet assets on Reserve land	Council managed. O&M contract with SICON Ltd
Prebbleton Nature Park	Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd
Rakaia Gorge	Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd subcontracted to local agent
Southbridge	Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd
Springfield	Council owned toilet assets on Council land	Council managed. O&M contract with SICON Ltd subcontracted to local fire brigade
Tai Tapu (Rhodes Park)	Council owned toilet assets on Council land	Managed via Reserve Management Committee (employed caretaker)
Waimakariri	Council owned toilet assets on private land. Secured by Deed of Licence	Council managed. O&M contract with SICON Ltd

Table 10-14: Public Toilet Ownership & Management

The various management approaches that Council applies can be broadly described as follows:

1. 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;

- 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.

#### 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
<b>Arthurs Pass</b>	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	
<b>Darfield (Westview)</b>	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	
<b>Dunsandel</b>	East roadside reserve, SH 1	Safer park separate cubicle design, concrete block / gable iron roof. 2 unisex stalls	1	1	2002	Yes	Septic tank	Increase capacity / additional facility (2021/22)	
<b>Rakaia Gorge</b>	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	
<b>Springfield</b>	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	
<b>Castle Hill</b>	Castle Hill township SH 73, located in central reserve.	Contained within Community Centre complex Unisex / disabled access – 1 stall	2	2	2001	Yes	Reticulated	Increase capacity / additional facility (2017/18)	

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
<b>Darfield (Grain Shed)</b>	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	
<b>Glentunnel</b>	Glentunnel township SH 77, adjoins Community Hall	Contained within the community hall Unisex – 1 stall	2	2	2006	Yes	Modern septic tank system	None	
<b>Glentunnel (External)</b>	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	
<b>Lake Coleridge</b>	Lake Coleridge Village Hummocks Rd near the power station	Older concrete block design with flat iron roof. Men – 2 stalls, 1 urinal Women – 3 stalls	2	2	1972	Yes	Reticulated	Facility renewal and upgrade to disabled access (2022/23)	
<b>Leeston</b>	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 (2025/26)	
<b>Leeston</b>	Leeston, High Street Anderson Square	Permaloo Unisex / disabled access – 1 stall	2	2	2016	Yes	Reticulated	None	
<b>Lincoln</b>	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 (2020/21)	
<b>Lincoln (Library)</b>	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	
<b>Parekura Reserve (Rolleston)</b>	Parekura Reserve, Rolleston Dr	Permaloo Unisex / disabled access – 1 stall	2	2	2014	Yes	Reticulated	None	

Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
<b>Southbridge</b>	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	
<b>Tai Tapu</b>	Rhodes Park, Old Tai Tapu Rd	Men – 1 urinal & 1 stall Women – 2 stalls	2	2	1960	Yes	Septic Tank	Review capacity in the future	
<b>Chamberlains Ford - West</b>	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	
<b>Chamberlains Ford - East</b>	Chamberlains Ford Reserve, Leeston Rd	Permaloo Unisex / disabled access – 1 stall	3	2	2014	Yes	Dry Vault	None	
<b>Coes Ford (NE)</b>	Coes Ford Reserve, Pannetts Rd	6 stalls	3	1	2015	Yes	Biolytic effluent disposal system	Review capacity in the future (across entire reserve)	
<b>Coes Ford (NW)</b>	Coes Ford Reserve, Pannetts Rd	Permaloo Unisex / disabled access – 2 stall	3	1	2016	Yes	Dry Vault	None	
<b>Coes Ford (SE)</b>	Coes Ford Reserve, Pannetts Rd	Permaloo Unisex / disabled access – 2 stall	3	1	2016	Yes	Dry Vault	None	
<b>Lake Coleridge (Intake)</b>	Lake Coleridge, Aligidus Road, carpark above power station intake	Permaloo Unisex / disabled access – 1 stall	3	2	2016	Yes	Dry Vault	None	
<b>Lake Lyndon</b>	SH73, near rest area north end of Lake Lyndon	Permaloo Unisex / disabled access – 1 stall	3	2	2016	Yes	Dry Vault	None	
<b>Prebbleton (Nature Park)</b>	Springs Rd, South end of Prebbleton	Permaloo Unisex / disabled access – 1 stall	3	1	2016	Yes	Reticulated	None	


Name	Location	Description	Grade	Clean Grade	Year Built	Meets LOS	Sewer System	Strategic Issues	Photo
<b>Waimakariri Gorge</b>	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 10-15: Description of Public Toilets

### 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.

Component	Element	Base Life Range (Years)
External Finishes	Exterior Trimmings	50
External Finishes	External Walls Cladding	50-75
External Finishes	Roof	30
Fixtures & Fittings	Interior Trimmings	4
Fixtures & Fittings	Sanitary Plumbing	25-40
Fixtures & Fittings	Taps	20
Fixtures & Fittings	Toilets	35
Internal	Ceilings	50-75
Internal	Floor Finishes	20-50
Internal	Internal Walls	35-50
Internal	Internal Windows & Doors	30-50
Internal	Partitions	20
Mechanical/Electrical	Electrical Services	15-40
Mechanical/Electrical	Heating & Ventilation	25-35
Mechanical/Electrical	Special Services	25
Site Features	Drainage	35-50
Site Features	Driveway/Access	5-50
Site Features	External Works	25-75
Site Features	Fences	25-75
Site Features	Gates	25-55
Site Features	Property	15
Site Features	Signs	10
Structural	Floor Structure	50-75
Structural	Foundation	50-100
Structural	Frame/Structural Wall	75-100

Table 10-16: Public Toilets Asset Components

### Public Toilets Asset Valuation

A valuation conforming to IAS16 has been carried out for all public toilets facilities. The table below sets out a summary of the asset valuation extracted from the Fixed Asset Register as at 30 June 2016 plus adjustments for 2017/18.

	Asset Replacement Value (\$)	Asset Depreciated Replacement Value (\$)
All Public Toilets	2,226,920	2,116,742

Table 10-17: Public Toilets Asset Valuation

### 10.4.3 Asset Condition

A condition assessment to component level for all public toilets facilities was carried out in 2011 and has been updated in 2017. 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 2017, 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	10	10 or less
Darfield (Westview)	1	Very Good	1	2014	3	10 or less
Dunsandel	1	Very Good	1	2002	15	11 to 20
Rakaia Gorge	1	Very Good	1	1991	26	21 to 30
Springfield	1	Very Good	1	2013	4	10 or less
Castle Hill	2	Good	2	2001	16	11 to 20
Darfield (Grain Shed)	2	Good	2	1980	37	31 to 40
Glentunnel (Hall)	2	Very Good	1	2006	11	11 to 20
Glentunnel (External)	2	Very Good	1	2016	1	10 or less
Lake Coleridge	2	Average	3	1972	45	40+
Leeston (Anderson Sq)	2	Very Good	1	1994	23	11 to 20
Leeston (RSA)	2	Good	2	1977	40	31 to 40
Lincoln (Library)	2	Very Good	1	2014	3	10 or less
Lincoln (Liffey Reserve)	2	Average	3	1969	48	40+
Parekura Reserve (Rolleston)	2	Very Good	1	2014	3	10 or less
Southbridge	2	Very Good	1	1970	47	40+
Tai Tapu (Rhodes Park)	2	Very Good	1	1965	52	40+
Coes Ford (NE)	3	Very Good	1	2014	3	10 or less
Coes Ford (NW)	3	Very Good	1	2016	1	10 or less
Coes Ford (SE)	3	Very Good	1	2016	1	10 or less
Chamberlains Ford - East	3	Very Good	1	2014	3	10 or less
Chamberlains Ford - West	3	Very Good	1	2011	6	10 or less
Lake Coleridge (Intake)	3	Very Good	1	2016	1	10 or less
Lake Lyndon	3	Very Good	1	2016	1	10 or less
Prebbleton Nature Park	3	Very Good	1	2016	1	10 or less
Waimakariri Gorge	3	Very Good	1	2004	10	10 or less

Table 10-18: Public Toilets Condition & Age

Council has undertaken a number of public toilet renewals since the 2011 assessment, with four facilities having since been replaced with new (and a further eight 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 10-11 below.



The areas of concern relate to those buildings that are both ageing and have average or poor condition grades. Lake Coleridge and the Lincoln Liffey facilities are the only facilities that fall into this category and an upgrade of both these facilities is identified within the planning period.

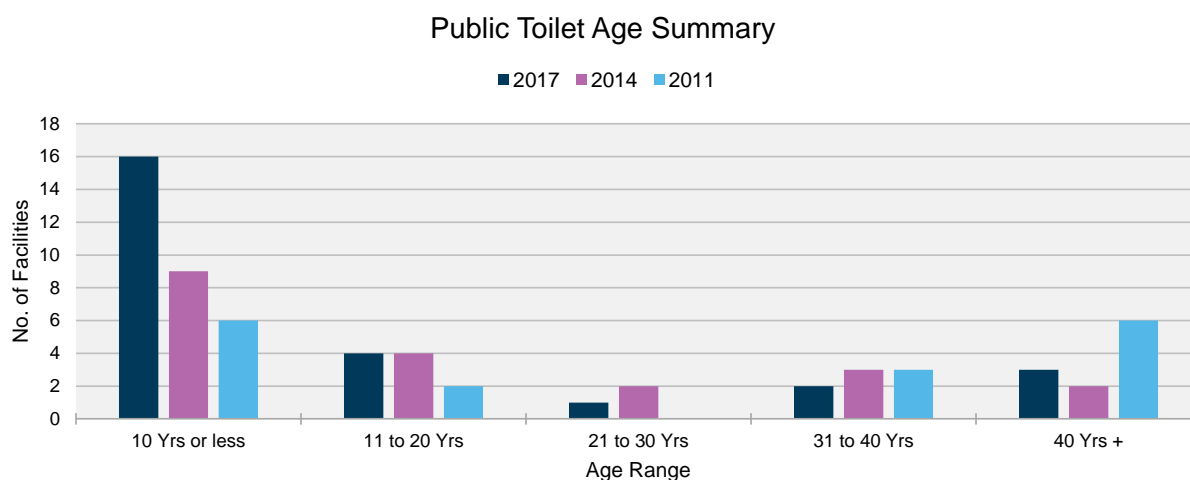


Figure 10-11: Public Toilets Age Summary

Structural condition remains reasonably good with the majority of assets recording good or very good scores. The change in condition grades between 2007 and 2016 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 10-12 below).

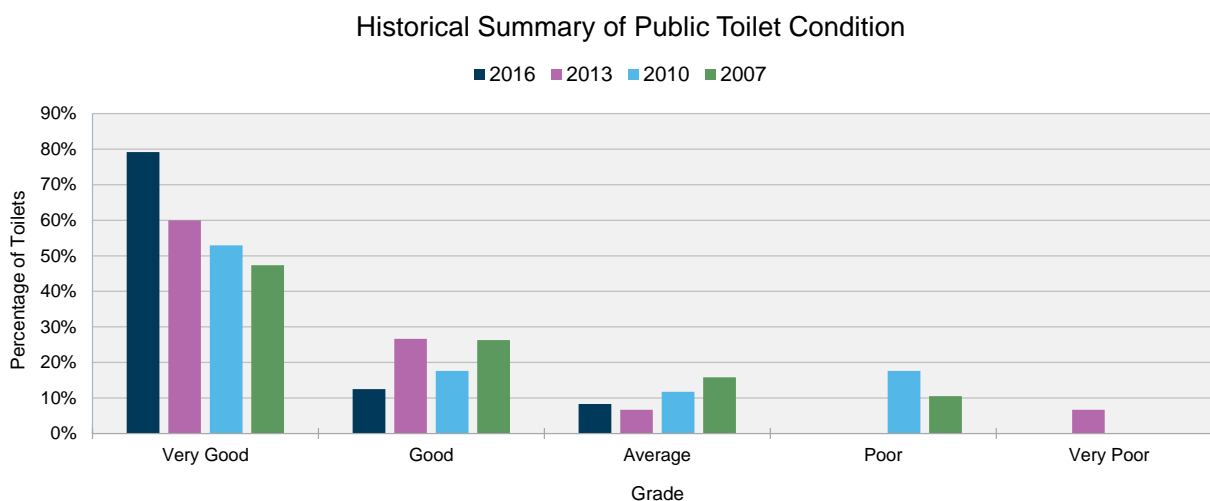


Figure 10-12: Public Toilets Condition Summary

#### 10.4.4 Operations and Maintenance

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



## Operations

The primary operations activity related to public toilets is keeping the facilities in a clean and hygienic 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. 1202). 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. 1202 are as follows:

Toilet	Cleaning Grade	Cleaning Frequency
Arthurs Pass	1	Daily
Springfield	1	Daily
Rakaia Gorge	1	Daily
Darfield (Westview)	1	Daily
Dunsandel	1	Daily
Castle Hill	2	Winter weekly/Summer daily
Darfield (Grainshed)	1	Daily
Glentunnel (Hall)	2	Winter weekly/Summer daily
Glentunnel (External)	2	Winter weekly/Summer daily
Lake Coleridge	2	Winter weekly/Summer daily
Leeston (Anderson Sq)	2	Daily
Leeston (RSA)	2	Winter weekly/Summer daily
Lincoln	2	Winter weekly/Summer daily
Lincoln (Library)	2	Winter weekly/Summer daily
Parekura Reserve (Rolleston)	2	Winter weekly/Summer daily
Southbridge	2	Winter weekly/Summer daily
Coes Ford (NE)	1	Daily
Coes Ford (NW)	1	Daily
Coes Ford (SE)	1	Daily
Chamberlains Ford – West	2	Winter weekly/Summer daily
Chamberlains Ford – East	2	Winter weekly/Summer daily
Lake Coleridge (Intake)	2	Winter weekly/Summer daily
Lake Lyndon	2	Winter weekly/Summer daily
Prebbleton Nature Park	2	Winter weekly/Summer daily
Waimakariri Gorge	2	Winter weekly/Summer daily

Table 10-19: 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 maintenance in accordance with NZS 4241:1999 chapter 7 & 8
- Six monthly “spring cleaning” of interior and exterior surfaces
- Remove all litter and empty bins
- Removal of graffiti
- Re-supply toilet paper dispensers (except at Coes Ford & Chamberlains Ford)

- Wash floors weekly – for daily clean toilets, and monthly for weekly clean toilets
- Wash interior and exterior walls monthly
- Arrange as required the emptying of holding tanks and septic tanks
- Report other problems/damage

The cleaning frequency of “daily” for high use 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” cleans 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.

A number of the toilets, particularly those situated in remote areas, have separate arrangements to suit their particular circumstances or location. The cleaning frequency for these facilities is generally in accordance with those assigned to the toilet grades.

### **Maintenance Strategies**

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

**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 Property and Reserves Supervisor 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.

**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.

**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 & Property.

### **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.

Three general categories of inspection and reporting apply to Public Conveniences:

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

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

Routine inspections by asset managers are undertaken on a selective basis as required, dependant on usage and other issues such as customer feedback and as part of other inspections in the area. The purpose of these inspections is to audit the quality of the cleaning contractors work and to identify any maintenance issues.

The performance of the toilet cleaning contractors is monitored as part of the regular reserve contract audit and a sample selection of 2-3 toilets are intended to be inspected every month. Under contract 1202 no formal audit process had been occurring to measure contract performance. In March 2018 a baseline Independent Contract Performance Audit was carried out on 35 contract sites across the district including 7 public toilets. An independent auditor has been engaged to carry out monthly contract performance audits. In addition to this, the Council Contracts Manager has developed an onsite audit tool utilising ArcGIS Survey 123. From April 2018 joint monthly site audits between Sicon and Council will be carried out.

From the March 2018 Public Toilet contract performance audit the total compliance by site averaged 83%. This was a reflection of some cleaning issues, and consumables not being restocked. The average contract maintenance audit score of 83% is slight below the 90% target as shown in Figure 10-13.

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

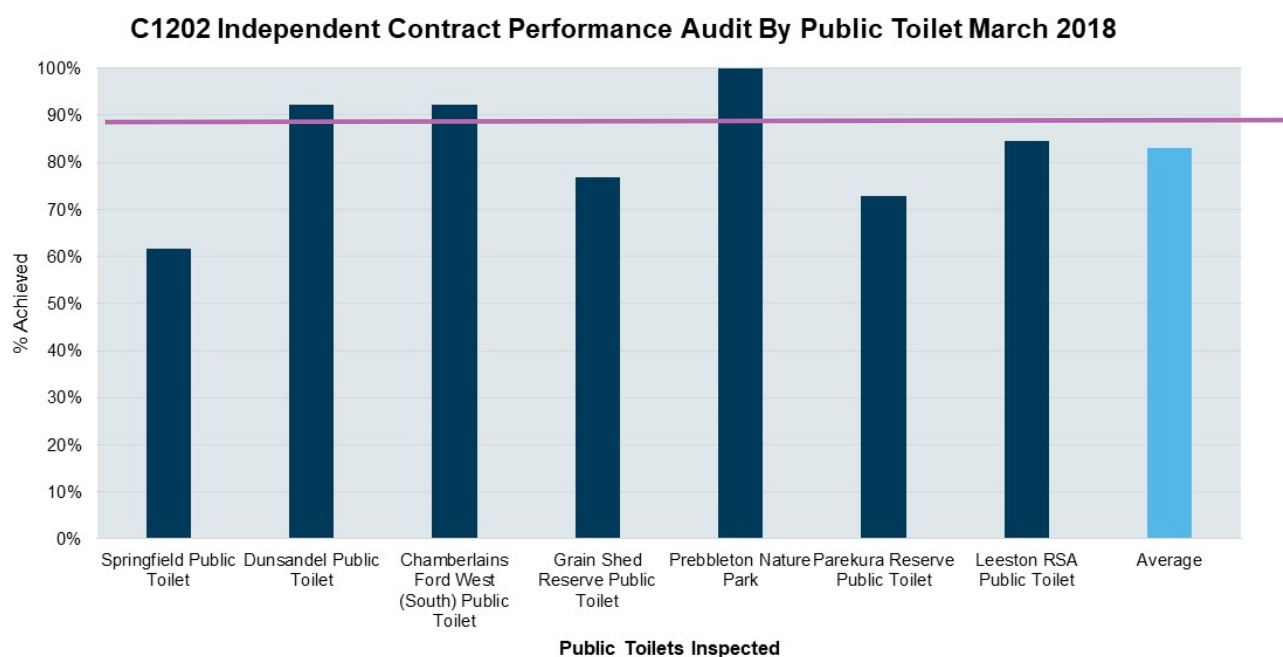


Figure 10-13: C1202 Independent Contract Performance Audit results of Public Toilets

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.

Public Toilet Inspection Programme			
Inspection Type	Frequency	Inspector	Checks
Routine maintenance	As per cleaning frequency	Cleaning contractor	Damage/breakage Vandalism/Graffiti Other failures/problems Blockages (discharge systems)
Asset manager/contract audit	Monthly of selected sites	Asset manager or contract auditor	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	Structural issues Discharge performance Quality standard Cladding condition Paint surfaces Defects/problems – current Predictive failure/defects
Discharge Consent Monitoring	As required by consent conditions	Water utilities contractor	Discharge volumes Sampling System performance System maintenance requirements

Table 10-20: Public Toilet Inspection Programme

Contract No. 1202 requires the contractor to operate a Quality System and have a Contract Quality Plan in place to assure work standards are met. The Contractor (SICON Ltd) has ISO 9001 accreditation.

### 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 2011/12 to 2016/17 related to public toilets operations and maintenance are recorded in Table 10-21 below. The majority of issues recorded during this period concerned minor maintenance matters with only a small number related to facility cleanliness. The gradual rise in the total number of requests received since 2014/15 is likely to be reflective of the estimated increased demand placed on the facility network and the difficulty in keeping facilities in a clean / serviced state all the time.

Public Toilet Service Requests 2011- 2017			
Year	Number – Maintenance	Number – Cleanliness	Total
2011/2012	26	5	31
2012/2013	19	7	26
2013/2014	13	8	21
2014/2015	10	8	18
2015/2016	24	8	32
2016/2017	31	9	40

Table 10-21: 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"> <li>The Service Request System is used to ensure customer issues are captured and passed on to the contractor for action.</li> <li>The formal auditing and reporting process is used to promote compliance with cleaning specifications</li> <li>A review of toilet cleaning specifications is required as part of the contract review</li> <li>More "discretionary" cleans undertaken as an interim measure</li> </ul>	<p>On going</p> <p>On going</p> <p>2019/20</p> <p>On going</p>
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"> <li>Continue the programme to progressively upgrade and renew facilities on a priority basis</li> </ul>	Toilets to be renewed / upgraded in Lake Coleridge, Leeston (RSA) and Lincoln (Liffey) over the 10 year planning period
Vandalism and graffiti is an ongoing problem	<ul style="list-style-type: none"> <li>Porcelain fittings are replaced with stainless steel when damaged</li> <li>Security lighting installed at problem sites</li> <li>Graffiti resistant paint used on problem buildings</li> <li>Rapid response to graffiti removal (48hours)</li> <li>Upgrades/renewals/new buildings constructed with robust designs and to comply with CPTED guidelines</li> </ul>	<p>As required</p> <p>Lighting as part of renewal/upgrade</p> <p>As part of repaint</p> <p>On going</p> <p>As part of upgrades &amp; renewals</p>
Providing an efficient and reliable service in remote locations	<ul style="list-style-type: none"> <li>Use local service providers where this is practical</li> </ul>	On going

Issue	SDC Response	Timing
High operations and maintenance costs especially where main users are non-district residents	<ul style="list-style-type: none"> <li>Implement a user charge policy with honesty boxes installed to provide revenue to offset operational costs at Arthurs Pass toilet facility</li> </ul>	On going

Table 10-22: 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 the graph below. Note that the information represents actual expenditure. Prominent increases in operational and maintenance costs in 2013/14 and again in 2015/16 will be a result of the following:

- New facilities added to the network and the additional cost to maintain these
- The renewal of the Maintenance Contract (C1202) and a negotiated rate increase
- The ongoing hireage and operational costs for temporary facilities, namely to replace those damaged during the 2010 earthquake events.
- Removal of the public toilet (Exceloo) on High St, Leeston (in 2015/16)

The increase in Support Costs from 2013/14 reflects the necessary staff resources required in respect to this activity.

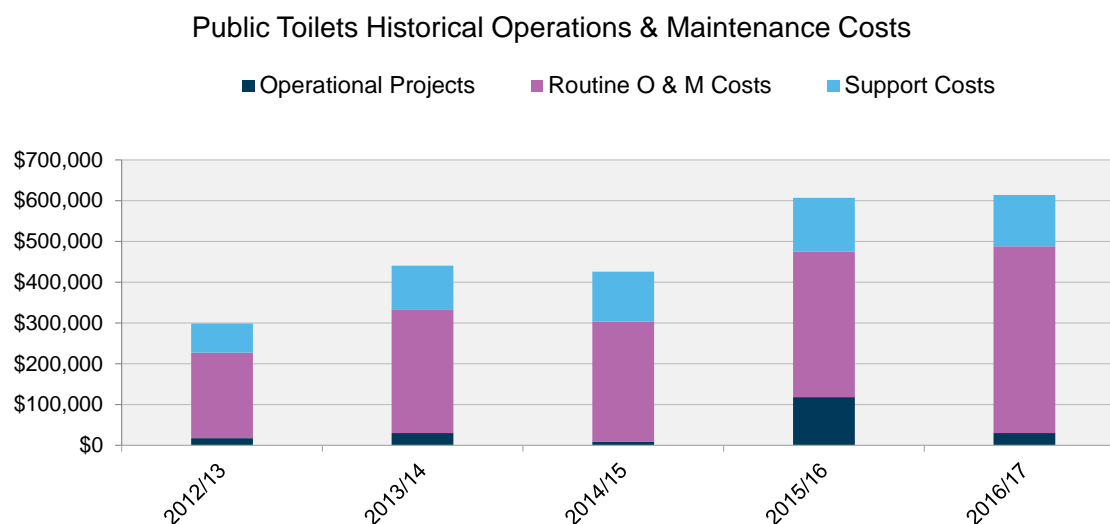


Figure 10-14: Public Toilets Historical O & M Costs

### Forecast Operations and Maintenance Programme

Future operations and maintenance cost projections for the 10 year planning period are summarised in Table 10-23 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.

Operations & Maintenance Expenditure	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Overhead Support	135,965	188,623	193,140	202,759	208,334	211,537	216,842	223,305	229,018	234,782	241,690
District Wide	42,491	28,982	50,070	31,067	32,026	53,040	34,115	35,252	56,456	37,731	39,082
Arthur's Pass	101,602	133,400	124,100	124,100	124,100	124,100	125,200	124,100	124,100	132,300	124,100
Castle Hill	7,606	23,500	26,700	25,200	25,200	25,200	25,200	25,200	25,200	25,200	29,200
Chamberlain's Ford	17,501	24,800	27,700	24,800	26,400	24,800	24,800	27,500	24,800	24,800	24,800
Coe's Ford	59,415	63,000	63,000	63,000	63,000	63,000	63,000	63,000	70,250	63,000	63,000
Darfield	29,684	37,630	37,630	42,130	37,630	37,630	37,630	37,630	42,830	37,630	37,630
Dunsandel	24,105	27,550	27,550	27,550	37,450	47,400	47,400	47,400	47,400	47,400	47,400
Glentunnel	12,698	15,600	15,600	15,600	15,600	15,600	15,600	16,900	15,600	19,400	15,600
Lake Coleridge	13,368	16,750	15,450	15,450	15,450	15,450	15,450	15,450	15,450	15,450	15,450
Lake Lyndon	6,120	6,100	6,100	6,100	6,100	6,100	6,100	6,100	6,100	6,100	6,100
Leeston	20,152	32,575	24,575	24,575	24,575	24,575	24,575	24,575	24,575	24,575	24,575
Lincoln	16,106	16,000	16,000	16,000	16,000	16,800	16,000	16,000	16,000	16,000	16,000
Prebbleton	0	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	10,230
Rakaia Gorge	31,271	32,844	32,844	32,844	32,844	32,844	32,844	32,844	32,844	32,844	37,844
Rolleston - Parekura	5,798	6,800	6,800	6,800	6,800	6,800	6,800	8,300	6,800	6,800	6,800
Southbridge	7,892	7,300	7,300	7,300	7,300	7,300	7,300	9,800	7,300	7,300	7,300
Springfield	28,169	33,235	33,235	33,235	33,235	33,235	33,235	33,235	41,735	33,235	33,235
Springston	0	0	0	0	0	0	0	7,300	7,300	7,300	7,300
Waimakariri Bridge	23,201	22,300	22,300	22,300	22,300	22,300	22,300	22,300	22,300	22,300	24,300
<b>Total</b>	<b>583,144</b>	<b>725,919</b>	<b>739,024</b>	<b>729,740</b>	<b>743,274</b>	<b>776,641</b>	<b>763,321</b>	<b>785,121</b>	<b>824,988</b>	<b>803,077</b>	<b>811,636</b>

Table 10-23: 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 2016. 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 10-15 below. This incorporates both total facility renewal and replacement of asset components.

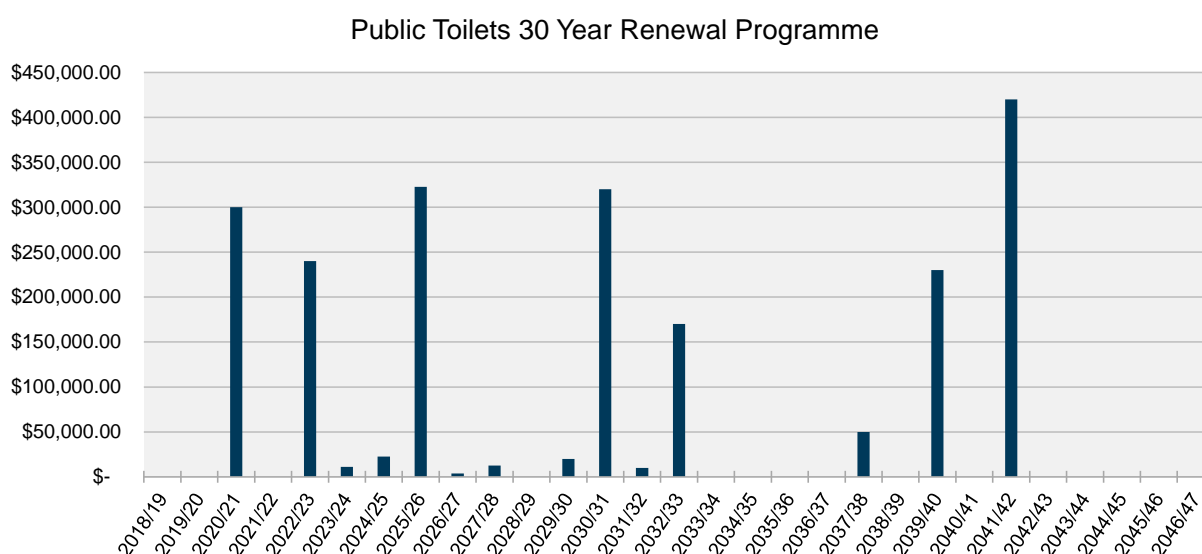


Figure 10-15: Public Toilets 30 Year Renewal Forecast

## Renewal Cost Projections

Council has over the last four 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 over the next 10 year period with another three complete facility renewals or upgrades scheduled (Lake Coleridge, Leeston and Lincoln). See Table 10-24 below for a summary of the projected renewal programme.

Site	Project Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
<b>Renewal Projects</b>												
Arthurs Pass	Fire services - Hose reels	1,611	0	0	0	0	0	0	0	0	0	0
Arthurs Pass	Partitions	0	0	0	0	0	0	0	22,500	0	0	0
Arthurs Pass	Replace Outdoor Furniture	0	0	0	0	0	0	0	0	0	0	6,300
Arthurs Pass	Replace light Fittings	0	0	0	0	0	0	0	0	2,700	0	0
Arthurs Pass	Hotwater Cylinder	0	0	0	0	0	0	0	0	0	0	3,400
Chamberlains Ford	Pressure Pump	0	0	0	0	0	0	0	0	0	0	2,700
Darfield - Central	Replace Roof	0	0	0	0	0	0	0	0	0	3,800	0
Dunsandel	Replace Cisterns	0	0	0	0	0	0	1,100	0	0	0	0
Lake Coleridge	Facility Renewal	0	0	0	0	0	240,000	0	0	0	0	0
Leeston	Facility Renewal	0	0	0	0	0	0	0	0	320,000	0	0
Lincoln	Upgrade Liffey Facility	0	0	0	300,000	0	0	0	0	0	0	0
Rakaia Gorge	Urinal/Cistern Renewal	0	0	0	0	0	0	10,000	0	0	0	0
<b>Total Renewal Projects</b>		<b>1,611</b>	<b>0</b>	<b>0</b>	<b>300,000</b>	<b>0</b>	<b>240,000</b>	<b>11,100</b>	<b>22,500</b>	<b>322,700</b>	<b>3,800</b>	<b>12,400</b>

Table 10-24: 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 10-16 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.

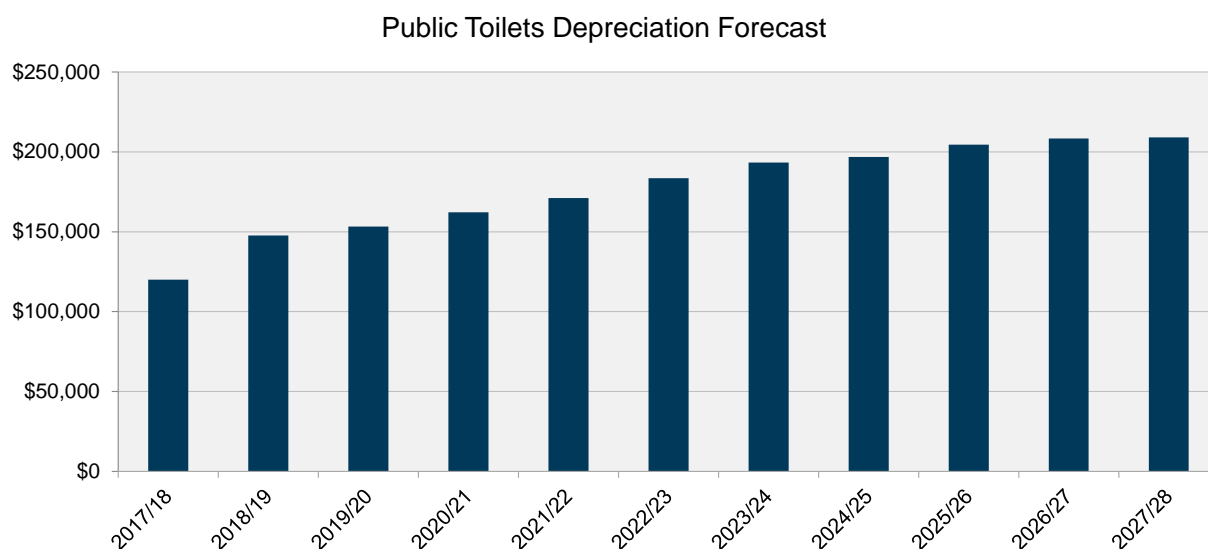


Figure 10-16: Public Toilets 10 Year Depreciation Forecast

#### 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 10-25 below:

New Assets Driver	SDC New Assets Requirements	Estimated Quantity
Addressing LOS performance Gaps	Upgrade standards to meet quality expectations	3 facilities (Lake Coleridge, 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	2 township facilities, (Prebbleton, Springston) 2 rural/remote facilities (TIF support, 2018/19), (Lakes Georgina, Selfe)
Growth and Demand	Extend existing facility to meet demand	2 facilities (Castle Hill , Dunsandel)

Table 10-25: 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

The Council has not adopted a standard design for public toilets and has tended to provide purpose built structures appropriate to the location and toilet grade. 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

A number of 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 10-26 below.

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

New Capital Projects	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
<b>New Capital Growth</b>											
District Wide - Toilet upgrades tourism fund	518,600	0	0	0	0	0	0	0	0	0	0
District Wide - Waste Water System Upgrade	0	50,000	50,000	50,000	50,000	0	0	0	0	0	0
District Wide - Waste Water Dump Stations	0	25,000	0	25,000	0	25,000	0	25,000	0	25,000	0
Castle Hill - New Facility	0	0	0	0	0	0	0	0	0	0	0
Dunsandel - Additional Facility	0	0	0	0	170,900	0	0	0	0	0	0
Springfield - Wastewater System Upgrade	0	0	0	0	0	0	0	0	0	0	0
<b>Total - Growth</b>	<b>0</b>	<b>75,000</b>	<b>50,000</b>	<b>75,000</b>	<b>220,900</b>	<b>25,000</b>	<b>0</b>	<b>25,000</b>	<b>0</b>	<b>25,000</b>	<b>0</b>
<b>New Capital Improved LOS</b>											
District Wide - Directional Signage	0	4,500	4,500	0	0	0	0	4,500	4,500	0	0
Arthurs Pass - Effluent System Upgrade	15,400	0	0	0	0	0	0	0	0	0	0
Darfield (Grainshed) - Internal Upgrade	0	0	0	0	0	0	36,500	0	0	0	0
Prebbleton - New Facility	133,000	0	0	133,000	0	0	0	0	0	0	0
Springston - New Facility	0	0	0	0	0	0	0	116,300	0	0	0
<b>Total</b>	<b>148,400</b>	<b>4,500</b>	<b>4,500</b>	<b>133,000</b>	<b>0</b>	<b>0</b>	<b>36,500</b>	<b>120,800</b>	<b>4,500</b>	<b>0</b>	<b>0</b>

Table 10-26: 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 – Liffey; Leeston RSA, Lake Coleridge Township).

### 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 in to 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 10-27: 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 Grades 1 and weekly (winter)/daily (summer) for grades 2 and 3; 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 10-17) shows the financial performance for this activity over the last three years. Exceptions noted are:

- Opex underspend in 2014/15 is mainly attributed to the loan cost for Arthurs Pass toilet being budgeted (\$86,163) but no cost incurred.
- Capex in 2014/15 is over budget due to both the Coes Ford and Darfield toilet build projects being over budget as a result of design changes and effluent system costs.
- Capex in years 2015/16 and 2016/17 are underspent due to Prebbleton Toilet project being delayed as it is to be built as part of commercial development that is yet to proceed.

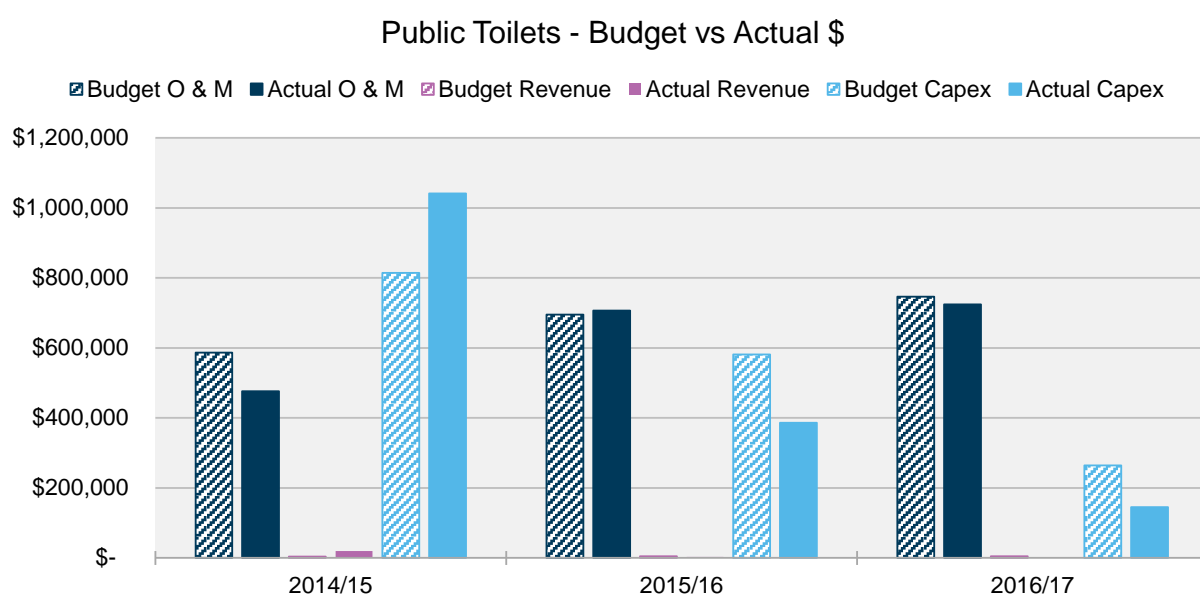


Figure 10-17: Public Toilets – Budget vs Actual \$

### 10.5.2 Operations and Capital

Financial Summary	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
<b>Operating</b>											
Total Operating Revenue	4,826	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300
Total Opex	583,144	725,919	744,024	734,740	753,274	786,641	778,321	800,121	844,988	823,077	836,636
Depreciation	120,000	147,583	153,152	162,161	170,986	183,541	193,218	196,769	204,477	208,267	209,075
Operating Surplus/Deficit	698,318	868,202	891,876	891,601	918,960	964,882	966,239	991,590	1,044,165	1,026,044	1,040,411
<b>Capital</b>											
Capital Renewals	1,611	0	0	300,000	0	240,000	11,100	22,500	322,700	3,800	12,400
New Capital - Improved LOS	148,400	4,500	4,500	133,000	0	0	36,500	120,800	4,500	0	0
New Capital - Increased Demand	518,600	75,000	50,000	75,000	220,900	25,000	0	25,000	0	25,000	0
Total Capex	668,611	79,500	54,500	508,000	220,900	265,000	47,600	168,300	327,200	28,800	12,400

Table 10-28: Public Toilets Financial Summary

Figure 10-18 below sets out the summary forecast for total expenditure (operations and capital) for the 10 year planning period. The summary indicates a high level of capital expenditure from 2020 through to 2026, with new facilities planned throughout this period, including; Lincoln and Prebbleton (2020/21); Dunsandel (2021/22); Lake Coleridge (2022/23); Springston (2024/25); and Leeston (2025/26). The high expenditure

shown in the current 2017/18 year is due to earlier projects having been carried forward due to consenting and planning delays.

### Public Toilets 10 Year Expenditure Summary

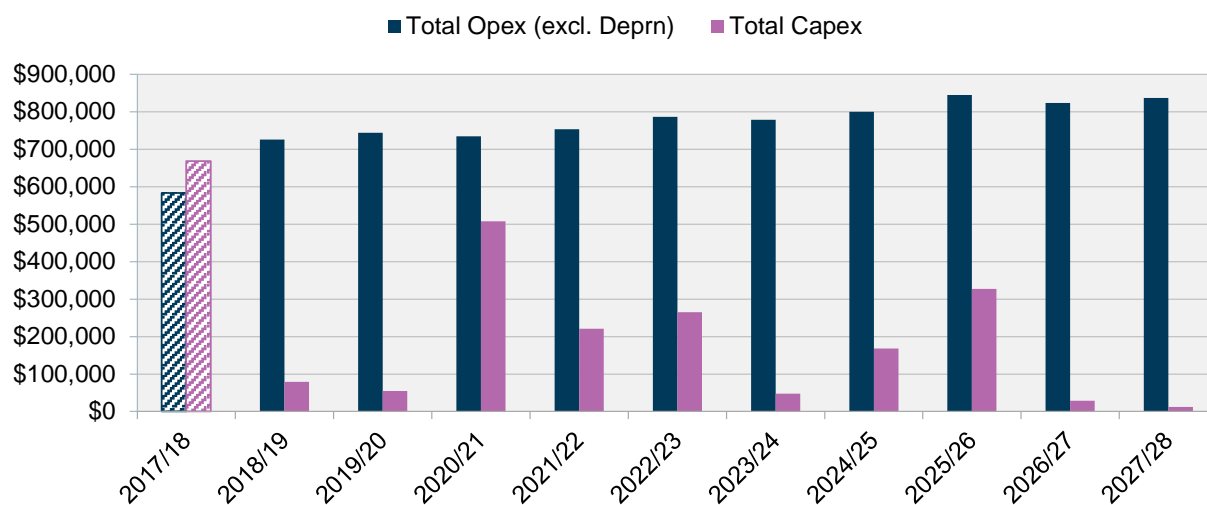


Figure 10-18: Public Toilets 10 Year Expenditure Summary

### Public Toilets Key Financial Projects/Programmes

Location / Facility	Project Description	Timing	\$	Comment
Castle Hill*	Additional Facility	2017/18	174k	Capacity issues identified
Springfield*	Waste Water Capacity	2017/18	150k	Address capacity issues
Lakes Georgina & Selfe*	New Facility	2018/19	132k	LOS issue identified (no facility currently)
District Wide	Waste Water Capacity	2018 - 2021	200k	Address capacity in areas of high demand
District Wide	Dump Stations	2018 - 2026	125k	Provision to keep pace with increase in tourism
Lincoln (Liffey)	Upgrade Facility	2020/21	300k	Poor quality and nearing end of economic life
Prebbleton	New Facility	2020/21	133k	LOS issue identified (no facility currently)
Dunsandel	Additional Facility / Capacity	2021/22	171k	Capacity issues identified Council has sought external funding to bring this project forward due to increasing demand)
Lake Coleridge (Village)	Facility Renewal	2022/23	240k	Disabled access required
Darfield (Central)	Internal Upgrade	2023/24	36.5k	Serviceable but will require upgrade
Springston	New Facility	2024/25	116k	Township committee request
Leeston (RSA)	Facility Renewal	2025/26	320k	Nearing end of economic life

\*These projects were previously identified as priority projects and have been brought forward in the programme due to Council being successful in its application to receive Tourism Infrastructure Funding (TIF) assistance. Council is funding the difference.

Table 10-29: 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.

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

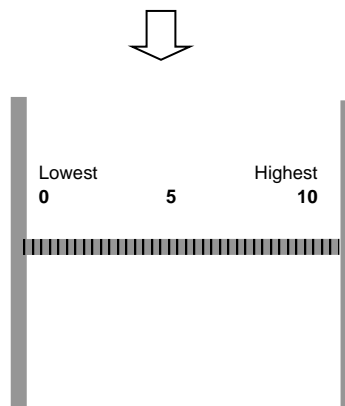
(how do you rate this service  
on a scale of 1 to 10?)

## 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

Public Toilets Summary 10 Year Financial Forecast												
	Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	10 Yr Total
<b>Operating Revenue</b>												
Fees & Charges	4,826	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300	5,300	53,000
<b>Total Operating Revenue</b>	<b>4,826</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>	<b>53,000</b>
<b>Opex</b>												
<b>Staff Costs</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other Operating Expenditure</b>												
Maintenance & Operations	398,460	489,714	491,414	491,414	498,114	511,264	511,264	518,564	518,564	518,564	518,564	5,067,440
District Wide Operating Costs	19,073	22,982	29,070	30,067	36,026	37,040	43,115	44,252	50,456	51,731	58,082	402,821
<b>Total Other Operating Expenditure</b>	<b>417,533</b>	<b>512,696</b>	<b>520,484</b>	<b>521,481</b>	<b>534,140</b>	<b>548,304</b>	<b>554,379</b>	<b>562,816</b>	<b>569,020</b>	<b>570,295</b>	<b>576,646</b>	<b>5,470,261</b>
<b>Support Costs</b>	<b>135,965</b>	<b>188,623</b>	<b>193,140</b>	<b>202,759</b>	<b>208,334</b>	<b>211,537</b>	<b>216,842</b>	<b>223,305</b>	<b>229,018</b>	<b>234,782</b>	<b>241,690</b>	<b>2,150,030</b>
<b>Operating Projects</b>												
Loan Repayment	0	0	0	0	0	0	0	0	0	0	0	0
Scheduled Maintenance Projects	6,228	18,600	4,400	4,500	4,800	800	1,100	8,000	20,950	12,000	12,300	87,450
Asset Management Projects	23,418	6,000	26,000	6,000	6,000	26,000	6,000	6,000	26,000	6,000	6,000	120,000
<b>Total Operating Projects</b>	<b>29,646</b>	<b>24,600</b>	<b>30,400</b>	<b>10,500</b>	<b>10,800</b>	<b>26,800</b>	<b>7,100</b>	<b>14,000</b>	<b>46,950</b>	<b>18,000</b>	<b>18,300</b>	<b>207,450</b>
<b>Total Opex</b>	<b>583,144</b>	<b>725,919</b>	<b>744,024</b>	<b>734,740</b>	<b>753,274</b>	<b>786,641</b>	<b>778,321</b>	<b>800,121</b>	<b>844,988</b>	<b>823,077</b>	<b>836,636</b>	<b>7,827,741</b>
<b>Operating Surplus/Deficit (excl. deprn)</b>	<b>578,318</b>	<b>720,619</b>	<b>738,724</b>	<b>729,440</b>	<b>747,974</b>	<b>781,341</b>	<b>773,021</b>	<b>794,821</b>	<b>839,688</b>	<b>817,777</b>	<b>831,336</b>	<b>7,774,741</b>
<b>Depreciation</b>												
Depreciation	120,000	147,583	153,152	162,161	170,986	183,541	193,218	196,769	204,477	208,267	209,075	1,829,229
<b>Operating Surplus/Deficit (incl. deprn)</b>	<b>698,318</b>	<b>868,202</b>	<b>891,876</b>	<b>891,601</b>	<b>918,960</b>	<b>964,882</b>	<b>966,239</b>	<b>991,590</b>	<b>1,044,165</b>	<b>1,026,044</b>	<b>1,040,411</b>	<b>9,603,970</b>
<b>Capex</b>												
Capital Renewals	1,611	0	0	300,000	0	240,000	11,100	22,500	322,700	3,800	12,400	912,500
New Capital - Improved LOS	148,400	4,500	4,500	133,000	0	0	36,500	120,800	4,500	0	0	303,800
New Capital - Increased Demand	518,600	75,000	50,000	75,000	220,900	25,000	0	25,000	0	25,000	0	495,900
<b>Total Capex</b>	<b>668,611</b>	<b>79,500</b>	<b>54,500</b>	<b>508,000</b>	<b>220,900</b>	<b>265,000</b>	<b>47,600</b>	<b>168,300</b>	<b>327,200</b>	<b>28,800</b>	<b>12,400</b>	<b>1,712,200</b>
<b>Capital Revenue</b>												
Development Contributions	0	0	0	0	0	0	0	0	0	0	0	0
Vested Assets	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Capital Revenue</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Growth Opex</b>	<b>0</b>	<b>0</b>	<b>5,000</b>	<b>0</b>	<b>11,700</b>	<b>13,150</b>	<b>5,000</b>	<b>0</b>	<b>5,000</b>	<b>0</b>	<b>5,000</b>	<b>44,850</b>

## Annex 10C

### Public Toilets Projects

## Public Toilets Projects – Planned Maintenance Programme

Public Toilets Project Summary												
Site	Project Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
<b>Planned Maintenance Programmes</b>												
District Wide	Asset Management	23,418	6,000	26,000	6,000	6,000	26,000	6,000	6,000	26,000	6,000	6,000
Arthurs Pass	Internal & External Painting	0	8,200	0	0	0	0	0	0	0	8,200	0
Arthurs Pass	Car park Line marking	0	1,100	0	0	0	0	1,100	0	0	0	0
Castle Hill	Internal & External Painting	0	0	1,500	0	0	0	0	0	0	0	4,000
Chamberlains Ford - East	Internal & External Painting	0	0	0	0	1,600	0	0	0	0	0	0
Chamberlains Ford - West	Internal & External Painting	0	0	2,900	0	0	0	0	0	0	0	0
Chamberlains Ford - East	Replace Door Closers	0	0	0	0	0	0	0	2,700	0	0	0
Coes Ford	Internal & External Painting	0	0	0	0	0	0	0	0	7,250	0	0
Darfield	Internal & External Painting	0	0	0	4,500	0	0	0	0	5,200	0	0
Dunsandel	Internal & External Painting	0	0	0	0	3,200	0	0	0	0	0	0
Glentunnel	Internal & External Painting	0	0	0	0	0	0	0	1,300	0	3,800	0
Lake Coleridge	Fence Painting	0	1,300	0	0	0	0	0	0	0	0	0
Leeston	Internal & External Painting	0	8,000	0	0	0	0	0	0	0	0	0
Lincoln - Library	Internal & External Painting	0	0	0	0	0	800	0	0	0	0	0
Prebbleton	Internal & External Painting	0	0	0	0	0	0	0	0	0	0	1,300
Rakaia Gorge	Internal & External Painting	4,617	0	0	0	0	0	0	0	0	0	5,000
Rolleston - Parekura	Internal & External Painting	0	0	0	0	0	0	0	1,500	0	0	0
Southbridge	Internal & External Painting	0	0	0	0	0	0	0	2,500	0	0	0
Springfield	Internal & External Painting	0	0	0	0	0	0	0	0	8,500	0	0
Waimakariri Gorge	Internal & External Painting	1,611	0	0	0	0	0	0	0	0	0	2,000
<b>Total Operational Projects</b>		<b>29,646</b>	<b>24,600</b>	<b>30,400</b>	<b>10,500</b>	<b>10,800</b>	<b>26,800</b>	<b>7,100</b>	<b>14,000</b>	<b>46,950</b>	<b>18,000</b>	<b>18,300</b>



## Public Toilets Projects – Renewal & Capital Programme

Site	Project Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
<b>Renewal Projects</b>												
Arthurs Pass	Fire services - Hose reels	1,611	0	0	0	0	0	0	0	0	0	0
Arthurs Pass	Partitions	0	0	0	0	0	0	0	22,500	0	0	0
Arthurs Pass	Replace Outdoor Furniture	0	0	0	0	0	0	0	0	0	0	6,300
Arthurs Pass	Replace light Fittings	0	0	0	0	0	0	0	0	2,700	0	0
Arthurs Pass	Hotwater Cylinder	0	0	0	0	0	0	0	0	0	0	3,400
Chamberlains Ford	Pressure Pump	0	0	0	0	0	0	0	0	0	0	2,700
Darfield - Central	Replace Roof	0	0	0	0	0	0	0	0	0	3,800	0
Dunsandel	Replace Cisterns	0	0	0	0	0	0	1,100	0	0	0	0
Lake Coleridge	Facility Renewal	0	0	0	0	0	240,000	0	0	0	0	0
Leeston	Facility Renewal	0	0	0	0	0	0	0	0	320,000	0	0
Lincoln	Upgrade Liffey Facility	0	0	0	300,000	0	0	0	0	0	0	0
Rakaia Gorge	Urinal/Cistern Renewal	0	0	0	0	0	0	10,000	0	0	0	0
<b>Total Renewal Projects</b>		<b>1,611</b>	<b>0</b>	<b>0</b>	<b>300,000</b>	<b>0</b>	<b>240,000</b>	<b>11,100</b>	<b>22,500</b>	<b>322,700</b>	<b>3,800</b>	<b>12,400</b>
<b>New Capital - Improved LOS</b>												
District Wide	Signage	0	4,500	4,500	0	0	0	0	4,500	4,500	0	0
Arthurs Pass	Effluent System Upgrade	15,400	0	0	0	0	0	0	0	0	0	0
Darfield - Central	Internal Upgrade	0	0	0	0	0	0	36,500	0	0	0	0
Prebbleton	New Facility	133,000	0	0	133,000	0	0	0	0	0	0	0
Springston	New Facility	0	0	0	0	0	0	0	116,300	0	0	0
<b>Total New Capital - Improved LOS</b>		<b>148,400</b>	<b>4,500</b>	<b>4,500</b>	<b>133,000</b>	<b>0</b>	<b>0</b>	<b>36,500</b>	<b>120,800</b>	<b>4,500</b>	<b>0</b>	<b>0</b>
<b>New Capital - Growth</b>												
District Wide	Waste Water System Capacity	0	50,000	50,000	50,000	50,000	0	0	0	0	0	0
District Wide	Toilet Upgrades Tourism Fund	518,600	0	0	0	0	0	0	0	0	0	0
District Wide	Waste Water Dump Stations	0	25,000	0	25,000	0	25,000	0	25,000	0	25,000	0
Dunsandel	Additional Facility	0	0	0	0	170,900	0	0	0	0	0	0
<b>Total New Capital - Growth</b>		<b>518,600</b>	<b>75,000</b>	<b>50,000</b>	<b>75,000</b>	<b>220,900</b>	<b>25,000</b>	<b>0</b>	<b>25,000</b>	<b>0</b>	<b>25,000</b>	<b>0</b>
<b>Total Capex</b>		<b>668,611</b>	<b>79,500</b>	<b>54,500</b>	<b>508,000</b>	<b>220,900</b>	<b>265,000</b>	<b>47,600</b>	<b>168,300</b>	<b>327,200</b>	<b>28,800</b>	<b>12,400</b>

## Annex 10D

### Public Toilets Location Map



# Annex 10E

## Risk Assessment for Public Toilets

Risk Identification and Assessment For Public Toilets															Jan-18
Asset Category	Risk	Core Value	Area of Impact							Risk Rating			Current Controls	Future Control Action	
			Reputation	Health & Safety	Environmental	Legal	Loss of Service	Financial Cost	Loss of Income	Max. Consequence	Likelihood	Rating			Grade
Asset	Damage or loss of building by fire or intentional act	Asset Protection	3	1	1	1	5	5	1	5	2	10	M	Fire resistant materials used on most buildings (concrete block), insurance	Continue current controls
	Building damage or loss from natural disaster or extreme weather event	Asset Protection	1	1	1	1	5	3	1	5	2	10	M	Snow /wind loadings for newer buildings & renewals, insurance	Continue current controls
	Building does not meet Building Code and Regulation requirements	Legal Compliance	1	1	1	2	1	1	1	2	3	6	L	Rectified as part of building consent process for upgrades and renewals after 1991. Post 1991 buildings have Code Compliance Certificates	Continue current controls & check Code Compliance Certificates for existing buildings
	The required resource consents have not been obtained or conditions have not been met	Legal Compliance	2	1	3	3	1	1	1	3	2	6	L	Advice from ECAN or SDC planners	Check consents & ensure process in place to monitor condition requirements
	Environmental contamination from building and site maintenance activities (cleaning products etc)	Environmental Protection	3	2	3	3	1	2	1	3	2	6	L	Follow manufacturers instructions for use	Provide guidelines/references on safe use and disposal of chemicals to maintenance & cleaning contractors
	Public toilets are located or operated in a manner that does not respect the cultural sensitivities of Maori	Cultural Sensitivity	3	1	1	1	1	1	1	3	2	6	L	Liaise with local iwi when new or upgrading work associated with toilets is undertaken (normally as part of consent process)	Continue current controls
	Failure of public toilet assets from poor condition	Asset Protection	3	1	2	1	3	1	1	3	2	6	L	Regular condition assessments undertaken & optimised maintenance and renewal programmes developed as part of AM Plan	Continue current controls
	Failure of building/building components from poor maintenance/renewal	Asset Protection	3	2	1	3	4	2	1	4	3	12	H	Reactive repairs as required. Optimised maintenance and renewal programmes prepared as part of AM Plan	Continue current controls
	Failure of building/building components from poor design/construction	Asset Protection	3	2	1	1	4	2	1	4	2	8	M	Inspections & reporting via maintenance/cleaning contracts & reactive repairs carried out. Optimised maintenance and renewal programmes prepared as part of AM Plan	Continue current controls
	The toilet opening hours do not meet the expectations of users	Availability	3	1	1	1	2	1	1	3	2	6	L	Toilets generally open 24 hours with restricted hours only where issues have been identified	Monitor usage and issues to determine standard opening hours appropriate to each facility. Install auto door locking mechanisms that can be operated remotely.
	Toilet facilities are unavailable/closed because of asset failure	Availability	3	2	2	1	4	1	1	4	2	8	M	Inspections & reporting via maintenance/cleaning contracts & reactive repairs carried out. Optimised maintenance and renewal programmes prepared as part of AM Plan	Continue current controls
	The quality and comfort level provided does not meet the service expectations of users	Quality	2	1	1	1	1	1	1	2	3	6	L	Toilets assessed against grade criteria on a 3 yearly cycle & information used to develop improvement programmes	Continue current controls
	The level of utilisation of toilet facilities is insufficient to warrant continued provision	Utilisation	2	1	1	1	1	1	1	2	1	2	VL	Utilisation data captured and assessed on a regular basis	Continue current controls
	The toilet facilities have insufficient capacity to meet demand particularly for peak usage times	Asset Protection	3	2	3	1	2	1	1	3	4	12	H	Regularly capture utilisation and capacity data to identify issues and develop strategies to address these on a priority basis	Continue current controls
Financial	Damage to building from vandalism including graffiti	Asset Protection	1	1	1	1	1	1	1	1	4	4	L	Reactive repairs, security lighting (some)	Vandal resistant design & fittings & continue current controls
	High cost of 'unknown' building component renewals or rehabilitation	Affordability	1	1	1	1	1	3	1	3	2	6	L	Condition and RUL data captured & assessed. Optimised maintenance and renewal programmes prepared as part of AM Plan	Continue current controls
	Theft of fees collected in honesty boxes	Asset Protection	1	1	1	1	1	1	1	1	3	3	VL	Robust construction of honesty boxes & locking mechanisms. Reduce locations where honesty boxes are provided. Empty boxes at regular intervals	Continue current controls
	Substantial and continued labour and materials cost increases for building operation and maintenance	Affordability	1	1	1	1	1	2	1	2	3	6	L	Contract rates & escalations provided for	Continue current controls

Asset Category	Risk	Core Value	Area of Impact							Risk Rating			Current Controls	Future Control Action	
			Reputation	Health & Safety	Environmental	Legal	Loss of Service	Financial Cost	Loss of Income	Max. Consequence	Likelihood	Rating			Grade
Health & Safety	Injury to a contractor or cleaner working on the site	Safety & Security	3	4	1	5	1	1	1	5	1	5	L	Approved maintenance contractors to be used that are "SiteWise" accredited; Site Specific Health & Safety Plans required for project work; Health and safety audits and reporting as part of contract 1202.	Continue current controls
	Injury to facility user/visitor (tripping/falling hazards etc)	Safety & Security	3	4	1	5	1	1	1	5	3	15	H	Inspections carried out under operations Contract 1202, with repairs carried out as required. Other contracts require reporting of repairs and malfunctions	Continue current controls and more clearly specify toilet inspection and reporting requirements when contracts are reviewed
	Injury to facility user from equipment or asset failure	Safety & Security	3	4	1	5	1	1	1	5	1	5	L	Inspections carried out under operations contract with repairs carried out as required. Other contracts require reporting of repairs and malfunctions	Continue current controls and more clearly specify toilet inspection and reporting requirements when contracts are reviewed. Asset renewal programmes to trigger replacement when assets reach 'poor' condition
	Provision of public toilets has not been assessed in accordance with Section 125 of the Local Government Act 2002 to ensure protection of public health and to meet future capacity requirements	Legal Compliance	1	1	1	3	1	1	1	3	1	3	VL	Sanitary Services Assessment for Public Toilets prepared and adopted by Council	Continue current controls
	Environmental contamination from building operations (effluent disposal)	Environmental Protection	3	3	4	4	1	2	1	4	3	12	H	Respond to events, advice from ECAN	Upgrade with ECAN approved systems (obtain consents) as required and as part of building upgrade/renewal programmes
	Loss or degradation of heritage/cultural values through work carried out on the building or surrounds	Heritage Protection	3	1	1	4	1	1	1	4	1	4	L	Informal process to identify heritage listing / values prior to work commencing. Protocol in place with the Historic Places Trust. Consents required for work on listed buildings/structures.	Document & implement a process for work on heritage structures or sites
	Health risk to cleaners from poor sanitation or cleaning practices	Health and Hygiene	3	4	1	5	1	1	1	5	1	5	L	Approved maintenance contractors to be used that are "SiteWise" accredited; Site Specific Health & Safety Plans required for project work; Health and safety audits and reporting as part of contract 1202.	Continue current controls. Spot audits undertaken by SDC staff.
	Health risk to building users from poor sanitation or maintenance	Health and Hygiene	3	4	4	4	1	1	1	4	2	8	M	Regular cleaning and inspection programmes in place for all toilets. Contract includes cleaning/emptying septic tanks & holding tanks	Continue current controls and review cleaning frequencies to ensure hygiene standards are maintained. Put in place an inspection programme for septic/holding tanks not covered by contract. Spot audits undertaken by SDC staff.
	Health risk to users from poor drinking water quality	Health and Hygiene	3	4	1	4	1	1	1	4	1	4	L	Water testing programme undertaken on suspect sites	Continue current controls
	Building and associated facilities cannot be accessed and used by people with disabilities	Accessibility	2	1	1	2	1	1	1	2	3	6	L	Rectified as part of building consent process for upgrades and extensions & all new facilities	Carry out accessibility audit and upgrade access to meet standards on a priority basis
The cleaning and servicing standards for the toilets do not meet user expectations	Quality	3	2	1	1	1	1	1	3	3	9	M	Cleaning frequencies and standards required under operations contracts with flexibility for changing where required	Develop clear indication of customer expectations via Level of Service Options for future AM Plan development & adjust cleaning regimes as required	
Management	Prosecution of Council under the Health & Safety in Employment Act as a result of injury/death to a contractor working in a public toilet.	Legal Compliance	4	5	1	5	1	1	1	5	1	5	L	Insurance. Approved maintenance contractors to be used that are "SiteWise" accredited; Site Specific Health & Safety Plans required for project work	Continue current controls and check all current contractors are "SiteWise" accredited and have a Site Specific Health & Safety Plan
	Public toilet provision does not protect sanitation as required under the Health Act 1956	Legal Compliance	2	1	1	3	1	1	1	3	1	3	VL	Incidents identified by Environmental Health Officers	Continue current controls
	Person is attacked or personal safety threatened when using a public toilet facility	Safety & Security	4	4	1	1	1	1	1	4	2	8	M	CPTED principles used in design, some security lighting provided	Continue current controls plus undertake a safety audit of all toilets and carry out remedial action as required
	Toilet facilities cannot be easily located and accessed by users	Accessibility	2	1	1	1	1	1	1	2	3	6	L	Some directional signage in place & improvement programme in place to address issues	Continue current controls. Ensure location of future facilities is easily accessed, is visible, and signage adequate
	The standard of the toilets provided does not meet Council defined grades and NZS 4241 - Public Toilets	Quality	3	1	1	1	1	1	1	3	3	9	M	Toilets assessed against grade criteria on a 3 yearly cycle & information used to develop improvement programmes	Continue current controls
	The distribution of toilet facilities at locations and intervals across the district is insufficient to meet user needs	Distribution	2	2	2	1	1	1	1	2	3	6	L	Distribution assessed as apart of Sanitary Services Assessment for Public Toilets & against criteria set out in the Ac M Plan	Continue current controls
	Ratepayer objection to the cost of providing toilets when the predominant users are visitors to the district	Affordability	1	1	1	1	1	3	1	3	2	6	L	User charge policy developed and in place	Continue current controls & review policy on a regular basis