

5.6 PUBLIC TOILET POLICY

| Date Adopted | Next Review | Officer Responsible |
|----------------|------------------|--|
| 1 October 2012 | 1 September 2015 | Manager, Sports Recreation & Environment |

Policy Purpose:

The overall aim of this policy is to set guidelines in the development, maintenance and placement of public toilets within the Rotorua District. The success of this policy can be gauged in the delivery of safe, hygienic, accessible, well-maintained and strategically located toilets that meet the needs of residents and visitors alike.

Scope of Policy:

This policy applies to all public toilets located within the Rotorua District that are owned and operated by Council either through the Parks and Recreation Department or City Services Operations. It includes facilities located at cemeteries, parks, sports facilities, commercial centres and the Redwoods. It excludes toilets in permanently staffed Council buildings.

(Please note that conditions and stipulations related to 'Public Toilet Policy' are to be read in conjunction New Zealand Standard 4241: Public Toilets)

Glossary:

CPTED: Crime Prevention through Environmental Design Principles

Public Toilet: In terms of this policy means any toilet outside of a permanently staffed Council building that is provided for the use of the general public by the Rotorua District Council.

5.6.1 Location and Siting

Policy:

Rotorua District Council will provide access to public toilets in the following locations:

- Areas of high pedestrian traffic or areas of public assembly
- Within the central business district and major retail areas.
- Areas used for outdoor recreational purposes (e.g. camp sites, beaches, lakes, reserves, etc)

5.6.2 Accessibility

Policy:

All public toilets shall be easily visible and accessible with consideration for specific provisions for the elderly, disabled and young children.

Normal operating hours of public toilets shall be between 6:00am to 8:00pm. These hours may be varied in keeping with estimated public demand and expectations or seasonal changes in use.

All public toilets shall have at least one disabled toilet available for use during normal operating hours.

5.6.3 Cleanliness

Policy:

All public toilets shall be clean, hygienic, well-maintained and pleasant.

Increased cleaning frequencies may need to be implemented to maintain the expected level of cleanliness within the toilet facility during the course of events occurring at the same location.

Toilet cleaning regimes may be altered during the year to allow for more efficient use of available resources.

5.6.4 Safety

Policy:

Public toilets shall be situated in high activity areas with greater foot traffic to reduce the likelihood of undetected and unwanted behaviour.

Entrances to toilets will be accessible and visible, facing public areas with minimal vegetation to avoid obstructed lines of sight

Additional safety precautions such as no-slip floors, graffiti resistant coatings on walls and fixtures, and vandal proof equipment shall be used.

Where possible, new toilets shall be constructed using Crime Prevention through Environmental Design (CPTED) principles.

5.6.5 Lighting

Policy:

The interior of public toilets shall be adequately lit. Natural light shall be preferred, wherever possible.

Illumination through skylights, high windows and other relevant features (including solar lighting) shall be incorporated into the design as appropriate.

All 24 hour toilets shall have adequate interior and exterior lighting, in accordance with NZS 1158: Lighting for Roads and Public Spaces, Category C.

5.6.6 Signage

Policy:

International symbols for male, female unisex and disabled shall be used on signage in compliance with NZS 8603: Design and Application of Outdoor Recreational Symbols.

Location of toilets shall be signposted in convenient places along major traffic or pedestrian routes and where toilets are not immediately visible, distance to these shall be indicated. Opening hours shall be clearly visible and posted outside toilets, along with Council's contact details to report damage, repairs or other issues.

Details of toilet locations shall be incorporated into Council publications such as websites, maps, guides, leaflets and GPS based tourism application for personal communication devices, in order to improve knowledge or public toilet availability and enhance the perception of Rotorua city as a visitor friendly location.

5.6.7 Design

Policy:

High quality design that is aesthetically consistent with the surrounding environment is recommended.

Special consideration shall be given to conservation and sustainability principles to minimise environmental impact (e.g. use of natural light, passive ventilation, water-saving devices, etc)

Where able to be all Public Toilets shall be connected to a reticulated sewage system.

Where reticulation is not available then a wastewater system complying with NZS 1547:2012 On-site Domestic Wastewater Management Standards shall be provided.

5.6.8 Toilet Classification

Policy:

The following classifications shall be adopted to guide in the design and maintenance decisions associated with all Public Toilets within the Rotorua District.

| Tier | Type of Facility | Design Expectations | Fitout Expectation | Levels of Service Expectation |
|------|--|---|--|---|
| 1 | Toilets at highly frequented premier tourist destinations and in Rotorua CBD | The design should enhance the destination. The use experience is exceptional. Design & context may integrate or contrast with context to appropriately improve the attraction. Should be designed conceptually by a creative professional through a competition. The design needs to be accessible & have a focus on aesthetic treatment. | High quality fittings, interior and exterior lighting, international signage, maintenance checks daily. | These units shall be inspected and cleaned continually throughout the day. Sanitising procedures should be carried out on a weekly basis, or more frequently according to high use. |
| 2 | Toilets at highly frequented destinations | Design should be suitable for context with some investment in appearance. Accessible and pleasant use experience. The building form & colour need to integrate with the environment. This could be either a unique design or standard design. | Quality fittings, interior and exterior lighting, international level signage, maintenance checks every one to two days. | These units shall be inspected and cleaned at least twice a day. Sanitising procedures should be carried out on a weekly basis, or more frequently according to high use. |
| 3 | Toilets at sportsfields/facilities in Rotorua suburbs | The design should be a standard design that is sympathetic to the urban or residential context. A degree of aesthetic treatment but not a significant cost. The building form & colour need to integrate with subject site and context. | Quality fittings, interior lighting, possible exterior lighting, signage, maintenance checks every week/two weeks. | These units shall be inspected and cleaned at least two-three times a week. Sanitising procedures should be carried out on a bi-weekly basis, or more frequently according to high use. |
| 4 | Toilets at rural reserves or less frequented areas | Standardised utilitarian structures. Building form and colour integrate the structure with the subject context. | Basic fittings, interior lighting (only passive natural lighting acceptable). Maintenance checks monthly. | These units shall be inspected and cleaned once every two weeks. Sanitising procedures should be carried out on a monthly basis. Or more frequently according to high use. |

| Tier | Type of Facility | Design Expectations | Fitout Expectation | Levels of Service Expectation |
|------|--|--|---|--|
| 5 | Toilets on back-country tramping tracks or other areas with very infrequent usage. | Standardised utilitarian structures painted to integrate the structure within the context of the site. The unit needs only be as accessible to the extent allowed by the access to the facility. | No quality expectation, no maintenance unless specifically requested. | The frequency of inspection, cleaning, and sanitising for these units shall be determined by assessing the characteristics of the individual toilets, location and number of users, in accordance with NZS 4241- Public Toilets. |

5.6.9 Maintenance and Cleaning

Policy:

Public toilets will be will-maintained and regularly serviced. Servicing frequency will vary depending on the tier level, level of use and user expectations. The servicing frequency may be seasonally adjusted to maximise efficiencies based on user numbers. Cleaning and servicing schedules shall be in accordance with the levels prescribed in New Zealand Standard 4241 – Public Toilets.

Levels of Service statements for Tiers 1, 2 &3 toilets shall be posted and visible at each toilet block. Regular monitoring and inspections will be carried out to guarantee adequate levels of sanitation and to assist with determining priorities for upgrades and renewals.

Necessary maintenance shall be carried out immediately and graffiti will be removed within 24 hours of notification. Frequency of reactive and programmed repairs and maintenance will ensure minimum disruption to the facilities and services available to users.

Council will conduct and/or participate in annual surveys to determine user satisfaction and related issues.

Where a Public Toilet is located within 200 metres of a lake edge and is currently operating an on-site effluent treatment system, the system shall be pumped out at no greater than 3 years and the results submitted to the Bay of Plenty Regional Council.

5.6.10 Establishment Criteria

Policy:

Establishment of new public toilet facilities within the Rotorua District will be assessed on the basis of the following criteria:

- Current and future demand
- Visitor growth
- Population growth
- Deficiencies (perceived and actual) in current provision
- Development of new facilities or destinations (e.g. reserves, recreation)

Where the need for new public toilet facilities has been approved, Council will consider the following possibilities for establishment:

- Private development and/ or sponsorship
- Joint venture/partnership with private sector
- Fully owned and operated by Council

5.6.11 Disestablishment Criteria

Policy:

Existing public toilets facilities within the Rotorua District that have been assessed as unsuitable for use due to condition of structure, location or other factors, shall be subject to one of the following courses of action:

- Renovate: subject to condition assessment and cost
- Replace: subject to condition assessment and cost
- Relocate: subject to condition assessment and changes in demand/use
- Remove: subject to condition assessment and changes in demand/use

Consideration should be given to each toilet as to the merits of each of the above courses of action based on the following criteria:

- Current location of facility
- Levels of use
- Location
- Cost

Where the need for provision of an existing public toilet cannot be justified subsequent to consultation with the community, the facility shall be disestablished.

Decommissioned toilets that are subject to repeated acts of vandalism shall be disestablished.

RELEVANT/RELATED LEGISLATION/BYLAWS AND POLICES

Rotorua District Council is governed by the following legislation with regard to the provision of public toilet facilities:

- Building Act (1991&2004)
- Health Act (1956)
- Health and Safety in Employment Act (1992)
- Local Government Act (1974 & 2002)
- Reserve Act (1977)
- Resource Management Act (1991)

Council planning documents relevant to this policy include the Annual Plan, District Plan and Long Term Council Plan.