

## 6. SERVICE LEVEL STANDARDS

### 6.1 Design and construction standards

The following design/construction standards are revised from the 1994 *'Toilet Paper'*. These will be used to guide the design and construction of new Council public conveniences.

All Council public conveniences will be:

- Robust with impact, weather and graffiti resistant finishes that can be easily cleaned. For example, ceramic tiled interiors with graffiti resistant coated grouting.
- Light and bright with interiors that are well ventilated. For example, using skylights, vandal proof electric lighting and open construction.
- Easy to clean with non-slip floor surfaces, evenly sloped to assist cleaning/drainage.
- Accessible with cubicles and doors a suitable size (preferably lever handles or push open doors rather than ball handles) to allow access for people with disabilities and adults with prams and children.
- Highly visible with entrances facing active spaces.
- Graffiti resistant with low-level landscaping along exterior walls considered to provide a buffer against graffiti. Murals should also be considered on external surfaces.
- Safe. Foyers will be eliminated completely by providing all amenities within cubicles or partly visible from the exterior of convenience using semi transparent materials.
- Aesthetically pleasing with high quality exterior design or painting to suit the character of the local environment while remaining clean and distinctive looking.<sup>3</sup>

All new and upgraded conveniences will provide the following fixtures:

- Porcelain pans (floor mounted) and stainless steel basins
- Toilet seats of impervious material
- Automated flushing system
- Flushing valves where possible
- Secure, good quality locks (suitable for use by children and people with disabilities)
- Automatic hand driers
- Soap dispensers
- Coat hooks in cubicles
- Mirrors
- Sanitary disposal units
- Toilet paper dispensers
- Fire sprinklers
- Exterior cold water tap & drain
- Hot water in attended toilets or where showers are installed<sup>4</sup>.

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<sup>3</sup> *Framework for the Policy and Management of Public Conveniences – A Toilet Paper*, 1994 - Section One: Provision of PCs – Summary of Standards : 39

<sup>4</sup> *Framework for the Policy and Management of Public Conveniences – A Toilet Paper*, 1994 - Section One: Provision of PCs – Summary of Standards : 40

All fixtures will be inset where possible to limit the potential for vandalism.

Baby change tables or infant holding seats will be provided, with nappy disposal bins in all parent room facilities.

The provision of urinals is, in some cases, undesirable and will be assessed on a site by site basis. If urinals are retained, they should be flush mounted stainless steel (concealed fittings) or wall mounted porcelain units.

### **6.1.1 Amenity standards for public conveniences at beaches, parks and playgrounds**

The design and construction of public conveniences at parks, beaches and playgrounds will provide the following additional amenities where appropriate:

- drinking water
- special facilities for children and parents including protected areas for baby changing
- beach changing rooms with seating
- exterior showers and/or foot washing facilities at beach facilities.

### **6.1.2 Construction, materials and equipment**

Uniform materials, construction and equipment will be used to allow for standardized cleaning regimes. Replacement materials and fixtures should be readily available from major manufacturers. Local materials, equipment or services should be used where available and cost effective.

While it is appropriate for standards to be evaluated regularly to improve the cleanliness, appearance and cost effectiveness of facilities, it is important that there is consistency in design and construction materials used to ensure a uniform minimum standard of provision across the city.

Any change of design or construction materials to improve facilities should be made in consultation with the Asset Manager, Council's architects, urban designers and cleaning and/or maintenance staff. Council's Disability Reference Group should also have some input on access issues especially when developing units for users with disabilities.

## **6.2 Hours of operation**

Council owned public conveniences will be available 24 hours per day. Where this is not possible due to safety or vandalism risks, facilities will be open for a minimum period from 7am to 9pm.

If the convenience is housed within a Council owned facility, opening hours of the public convenience will be the same as the facility.

Clear signage will be provided on all Council owned public conveniences stating the times they will be open.

### **6.3 Maintenance and cleaning**

All Council public conveniences open for daily use will be inspected and cleaned daily to maintain the highest practical standard of cleanliness at all times.

Any necessary maintenance will be completed promptly using appropriate materials to maintain a high standard facility.

High usage facilities will be cleaned frequently with a minimum of four daily cleanings to ensure that all supplies, services and standards are maintained.

All conveniences will be inspected every six months to ensure they are meeting the policy standard. Special maintenance identified will be carried out immediately. Council's architects should be informed of any upgrading/special maintenance required.

Older facilities that do not meet the policy standard will be prioritised on the Asset Upgrade Programme to review whether the facility should be upgraded (refurbished), replaced, relocated or disestablished.

### **6.4 Signage**

All conveniences will use standard international signage where instructions on how to use the facility are provided using diagrams and images rather than words. Signage in braille should be considered in consultation with Council's Disability Reference Group.

All public conveniences will display clear, easy to read Wellington City Council signage showing:

- Name of the facility and/or location
- All gender designation
- Opening hours
- Location of the nearest alternative facility and its opening hours
- Emergency numbers for service with a request for all damage and/or problems to be reported
- Cleaning times also to be considered so the public is aware how many times and when cleaning of facilities will occur.

Occupancy indicators on cubicle doors should be easily visible.

Signage indicating the vicinity of toilets will be put up in numerous locations within 200 metres of each facility.

## **6. 5 Promotion of Council's public convenience network**

All Council staff producing publications will be advised to include details and locations of Council's public conveniences in all appropriate Wellington City publications, guides and maps. Council will also investigate developing an on-line map of public conveniences in Wellington to provide location details to tourists and residents of Wellington.

## **6.6 Rationale for the all gender standard**

All gender facilities became a standard in 1995 after the adoption of the *'Framework for the Policy and Management of Public Conveniences – A Toilet Paper'*. Wellington's all gender design was also adopted as the New Zealand standard for public toilets. The standard promotes all gender facilities as they are seen to offer greater security, cost efficiencies and equality of access for parents of either gender to toilet their children or helpers of the opposite gender to accompany users with disabilities.

Council will maintain its all gender public convenience design as the policy standard for all sites that need new facilities, where user numbers indicate only one new unit will be required.

Where user numbers in any site warrant the development of two or more units, Council will consult on whether additional units should be all gender or gender specific. Gender specific units should be constructed and fitted to the same quality standard as all gender models.

## 7. ASSET UPGRADE PROGRAMME – COORDINATION AND TIMING OF PROVISION

### 7.1 Asset Upgrade Programme

An upgrade programme for Public Conveniences was first introduced in 1995.

Most of that upgrade programme has been completed but some facilities still need to be reviewed.

A new Asset Upgrade Programme will be developed that determines whether facilities will be replaced, relocated, refurbished or disestablished after comprehensive user and site information has been collected.

### 7.2 Integrating public convenience provision with other planning and/or construction programmes

Work that is required to determine the correct location for new or upgraded facilities can often be integrated into research and planning for other redevelopment or construction programmes. Examples of such programmes include Council's Town and Local Centres Upgrade Programme, the development of facilities under the Recreation Strategy and draft Community Facilities Policy.

Public toilet facilities will be considered from the initial planning stages of any community planning or construction programmes to allow greater opportunities for:

- **Community involvement** – the Kawakawa toilets in the Bay of Islands are an excellent example of the difference public conveniences can make to a local community. Winner of the 2000 Creative Places Premier Award, the toilets are a piece of public art and a major attraction for Kawakawa. The public toilets were supported by Far North District Council and involved: students, local iwi, business development association, Planning and Policy Unit and artist Friedensreich Hundertwasser in their design and construction.
- **'Green approaches'** – Eco toilets that provide a range of different options of disposing waste could be more suitable and cost effective for the some areas.
- **Cost efficiencies** – incorporating public conveniences into any redevelopment from the beginning can also bring savings as suitable locations can be found requiring less site preparation. Economies of scale can also be found, once locations have been determined, by purchasing facilities or components in bulk.
- **Consistent design concepts with a local twist** – public toilets can be designed to complement the surrounding area and surrounding street furniture.

## 8. IMPLEMENTATION

### 8.1 Future provision of new public conveniences

#### 8.1.1 Undertake a comprehensive citywide research and review programme to ensure public conveniences continue to meet the needs of Wellingtonians

##### Actions:

In 2002/03 undertake research to:

- a) Monitor the current service to ensure it meets policy standards.
- b) Ascertain resident opinion on accessibility, design standard, amenities and the cost of provision and ensure that public conveniences continue to meet the needs and expectations of Wellingtonians.
- c) Evaluate:
  - Current locations and catchment areas of public conveniences – visitor numbers, pedestrian counts, public transport details, shop numbers and type, local institutions and facilities, annual plan submissions and community requests as well as demographic profile of community to determine appropriate areas for new or relocated facilities.
  - Significant areas not currently served by public conveniences especially areas that have high resident and tourist visitor numbers.
  - Each public convenience in terms of compliance with the policy standards and grade the standard of location, condition, hours and signage etc. Determine whether public convenience can be refurbished, relocated, replaced or disestablished.
- d) Ensure Council's Disability Reference Group is involved in the evaluation of facility accessibility, design standard and fixtures within conveniences.

#### 8.1.2 Develop Council's facilitation role

##### Actions:

- 1) Ensure public conveniences are considered as part of the Centres Development programme or redevelopment work.
- 2) Work with local business and/or business associations to determine how Council can better facilitate the development of new public conveniences in areas throughout the city.
- 3) Explore opportunities to develop distinctive facilities, which provide a policy standard service, with local community and business groups where the opportunities arise.

## 8.2 Decisions on service levels for current facilities

### 8.2.1 Develop and prioritise a new upgrade programme to ensure provision of public conveniences across the city is consistent and meets the policy standard

#### Action:

In 2002/03 review current facilities (especially remaining 'older style' facilities) with information collected in research, and determine whether they should be relocated, replaced, refurbished or disestablished.

### 8.2.2 Develop and improve public conveniences in line with urban development initiatives in Wellington, the Town and Local Centres Upgrade Programme and draft Community Facilities development.

#### Action:

Look at options for existing public conveniences alongside the Centres Development Programme.

### 8.2.3 Revise the current public convenience asset management plan and monitor service to check it meets policy standard

#### Actions:

- 1) In 2002/03 revise the Asset Management Plan, from work done to develop a new Asset Upgrade programme, to reflect the current public convenience asset portfolio, new policy standards, levels of service, demand forecasts and management.
- 2) Undertake annual reviews of levels of service for public conveniences and consequent updates of Asset Management Plans with budgets for facility renewals and maintenance reflected in the LTFS.
- 3) In 2002/03 review and update the 1997 "Clean Toilets" Service Level Agreement.
- 4) Monitor the service every 6 months to check it is consistent with policy standards.

## **8.2.4 Promote Wellington's public convenience network**

### **Actions:**

- 1) In 2003/04 develop and distribute a brochure promoting the location and opening hours of Council's public convenience network to Council Service Centres, Libraries and Information Centres.
- 2) Investigate an on-line map of public conveniences in Wellington to provide location details to tourists and residents of Wellington.

## **8.2.5 Undertake specific research projects in 2002/03**

### **Actions:**

- 1) Investigate the need and cost of a women-only facility in the central business district of Wellington to bring back to Council.
- 2) Investigate the provision of attendants in the Te Aro Park (Dixon Street) and Courtney Place facilities and impacts on reactive maintenance costs.
- 3) Investigate options to make Council facilities more environmentally friendly including the cost/benefits of solar powered water heating and lighting in facilities.
- 4) Investigate the cost/benefits of including public conveniences in parks that are currently only opened for sports clubs or when the grounds are in use, in the policy and Council's citywide network of facilities.