

Public Conveniences

Activity Management Plan 2021-31

August 2021

Document control

Revision	Name	Author	Reviewed by	Date
1.0	Draft Public Conveniences Activity Management Plan 2021-31	Anne Relling, Xyst Limited	Paul Wilson Action Open Space Manager	1/7/2020
2.0	Emily Reed	Corporate Planner		June 2021

Contents

1. Introduction	3
2. Key issues for Public Convenience future planning	3
3. Activity description for Public Conveniences.....	5
3.1. What we do	5
3.2. Why we do it.....	6
3.3. How we do it.....	7
Toilet cleaning and maintenance specifications are included in Appendix B sourced from Recreation Aotearoa’s “NZ Open Space Maintenance Specifications”	8
4. Goals for Public Convenience management.....	8
5. Levels of service and performance measures for Public Conveniences	9
5.1. What are we trying to achieve.....	9
5.2. How will we know if we are achieving.....	9
6. Changes happening in Public Convenience management	10
7. Key projects for Public Conveniences.....	10
8. Management of activity for Public Conveniences	10
8.1. Programmed actions years 1 - 3	10
8.2. Future directions for years 4 – 10.....	12
9. Costs for Public Conveniences	14
10. Key legislation / industry standards and relationship with other planning / policy documents for Public Conveniences	18
11. Risk management for Public Conveniences.....	18
12. Key stakeholders for Public Conveniences	18
13. Improvement programme for Public Conveniences.....	18
13.1. Process overview	18
13.2. Improvement actions.....	18
14. Appendices	19
14.1. Appendix A – Community-based Public Convenience Schemes	19
Appendix B – Public Conveniences Maintenance Specifications	23

1. Introduction

Council operates public convenience facilities to allow for the health and safety of the community and to protect the environment. Over the years Council has built toilet facilities in many locations to improve the amenities available within parks and open spaces in Ashburton district. They are also provided by the Council to protect the environment and support our local business and tourism industry.

2. Key issues for Public Convenience future planning

A previous focus on catering to the increasing international visitor market will now shift, due to the Covid 19 pandemic, to maintaining facilities on main travel routes and at sites and facilities used primarily by residents. Focus is on renewal of existing assets with no new facilities planned in the next ten years.

The main high level issues affecting the public conveniences activity are:

1. Historically no central ownership for all aspects of the facilities that has resulted in lack of strategic direction and maintaining an acceptable level of service
2. Historically variable maintenance
3. Meeting the upgrade requirements to achieve an acceptable ongoing level of service
4. Understanding of the utilisation of the facilities (visitor counters at key sites only)
5. Understanding the different user needs (e.g. traveller, short stop visitors, day visitor and camper).
6. Meeting compliance with accessibility codes

Reticulation and facility capacity

Staff consider that the future demand is well catered for subject to obtaining a greater understanding of the level of utilisation and to the rationalisation of the current stock where appropriate.

Demand management

- Council has three temporary public conveniences that are used for peak periods. These are supplanted by hiring in of additional units as required.
- Temporary toilet units hired and used for large events occurring at the Council's parks or sports fields.
- Use of sustainable fittings that includes dual flush and water/lighting monitoring devices.

Population forecasts

Long-term population projections (to 2046) have been developed based on consideration of historic trends, Statistics NZ projections (to 2043), drivers of growth and constraining factors.

Ashburton District is one of New Zealand's fastest growing rural districts with a population increase of 20% since 2006. This period of rapid, but consistent growth follows an earlier period of little or no growth. The recent growth has occurred in both urban and rural areas and is considered to have been driven primarily by strong growth in the local rural economy.

Expansion of reliable irrigation has underpinned changing land use, mainly to dairying, dairy support and high value crops. This in turn supports the local service industries and value-added manufacturing. Other factors, including tourism (Methven), the Ashburton Business Estate, and post-earthquake population drift from Christchurch may all have contributed to population growth in the District but are thought to be minor influences relative to the strong rural economy.

Between 2013 and 2043, the population for Ashburton District is forecast to increase by 9,604 persons (29.61% growth), at an average annual change of 0.9%. To achieve this growth it will be necessary to maintain a relatively high level of net migration into the district, without which the population will stabilise or even decline. Council will monitor population trends closely over the coming years to identify any departure from the adopted projection, especially any rapid slowing of growth, ensuring that any planning decisions are revised in a timely manner.

Tourism demand

There has been remarkable growth in international visitors coming to New Zealand and Canterbury over the last five years however the advent of the Covid 19 pandemic earlier this year has brought this to an abrupt end. The previous AMP focussed on catering to this growth and allowed for toilet provision in sites used for freedom camping – largely assisted by Tourism Development Grant/Responsible Camping funding. There is no indication that this funding will be available over the period of this AMP given that it is expected that it may take three to five years for overseas visitor numbers to recover to similar levels. Domestic travellers will increase as their international travel destinations become severely limited but will be small compensation for what was recently a burgeoning industry.

This AMP therefore assumes that any capital or renewal funding will be fully funded by Council.

Recorded use

Counters have been installed in sixteen toilets to monitor the actual level of use. The daily average use in 2019 ranged from 20 per day at Mt Somers Fire Station to 600 users per day at East Street and Rakaia over the summer months.

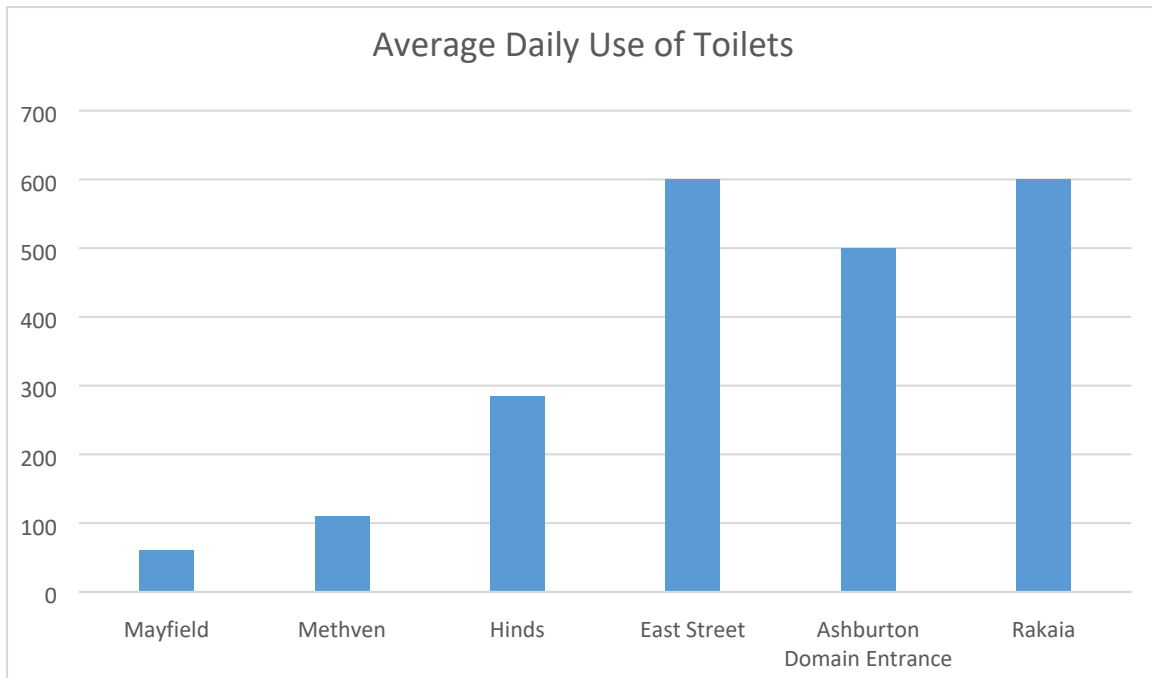


Figure 1 Average daily toilet use

Climate change

As with the rest of the Canterbury region, the Ashburton area will likely be affected by climate change. The District has experienced extremes of drought and flood in the past and these may occur with greater frequency and severity.

There is no expected effect on the management and operation of the Council's public conveniences. There is an expectation of continued water efficient systems being maintained or included for new builds.

3. Activity description for Public Conveniences

3.1. What we do

Ashburton District Council provides public conveniences across the district to cater to needs of residents and visitors.

There are currently 39 Council owned public toilet facilities across the district as presented in Appendix A. In addition there are public conveniences in other Council facilities (e.g. Camp grounds, libraries and halls) that are commented on within the respective AMP's. Council's Public Conveniences have been classified as follows:

Table 1: Council's public conveniences category classification

Urban – (Premium)
<p>These public conveniences are intended to be high quality, located in central business areas or high profile/use situations.</p> <p>They are used more frequently, during the week and at weekends, by a wider range of the community including the elderly and children, and are more likely to be used by visitors passing through the towns.</p> <p>They are expected to have disabled access and separate male and female areas.</p> <p>These facilities should include all mandatory Toilet Fittings and Criteria applicable to Toilet Facility C in Appendix E of NZS4241:1999. These include:</p> <ol style="list-style-type: none"> 1. Hand drying facilities 2. Sanitary Towel disposal bins 3. Baby changing facilities 4. Mirror 5. Coat/bag hooks <p>All replacement/refurbished toilets will include accessible units as required by the Building Act</p>
Urban – (Standard)
<p>These public conveniences are intended to cater for the bulk of locations, most of which are playground/park. They need to be of a good standard, adequate to support typical week-day and weekend demand. They would normally have separate male and female areas.</p> <p>These facilities should include all mandatory Toilet Fittings and Criteria applicable to Toilet Facility D in Appendix E of NZS4241:1999. These include:</p> <ol style="list-style-type: none"> 1. Hand drying facilities 2. Coat/bag hooks 3. Mirror <p>All replacement/refurbished toilets will include accessible units as required by the Building Act</p>
Rural/Remote (Basic)
<p>These public conveniences only intended for use in very isolated locations.</p> <p>These facilities should include all mandatory Toilet Fittings and Criteria applicable to Toilet Facility F in Appendix E of NZS4241:1999.</p> <p>All replacement toilets will include accessible units as required by the Building Act unless the location of the toilet is not accessible by persons using a wheelchair.</p>

3.2. Why we do it

Council operates public conveniences to ensure the health and safety of the community and to protect the environment.

The statutory rationale for involvement of Council in the provision of public conveniences is guided by the Health Act 1956, primarily to facilitate achievement of public health standards set under *NZS 4241: 1999 Public Toilets Guidelines*.

Building legislation requires the provision of public buildings to have accessible toilets.

3.3. How we do it

Operation and maintenance of the public conveniences is undertaken by Council staff to ensure the required levels of service are met. This also includes carrying out minor maintenance work, graffiti removal, cleaning and report on condition.

The Council operates five campervan waste disposal points located at Methven, Mt Somers, Rakaia, Tinwald Domain, and in Ashburton township on East Street (opposite Mobil Service Station).

Table 1: Operation and maintenance strategies

Strategy	Objective/ Description
Routine maintenance	Routine Maintenance is carried out by in-house staff to an agreed programme.
Repairs	The detection and repair of faults causing failure will be undertaken as quickly as practically possible. The fault will be isolated and components repaired or replaced as appropriate with the main aim to restore service as quickly as possible.
Corrective maintenance	Remedial maintenance will be undertaken to restore a facility to a satisfactory condition after a repair or following routine maintenance has identified additional work is required to avoid a likely future problem.
Operations	Council staff are responsible for the determination and optimisation of planned and unplanned works, work methods and maintenance scheduling to achieve the target service standards.
	Holding tanks are cleaned on a regular basis and also pre-Christmas.
Physical works monitoring	Council audits work carried out by staff to verify compliance with standards.
Operation of utilities	The toilets are operated in terms of defined parameters and standards set out in maintenance manuals
	Public Conveniences utilities will be operated in terms of these quality manuals.
Incident management	Councils approach is an escalation process from minor to major, minor incidence is managed by the contractor, and medium to major issues by Council staff. Involvement is also judged by the potential consequences or asset criticality
Annual cleaning	Public conveniences are deep cleaned on an annual or biannual basis as required. The Washroom Intensive Clean Treatment is essentially a full clean of the entire washroom. Specifically attend to removing dead birds, leaves, etc, any fire damage, graffiti, moss growth, etc and can provide a report advising of any damaged items that may require replacement or repair.
Auditing	The use of specialised software for reporting on status of the public conveniences.

Toilet cleaning and maintenance specifications are included in Appendix B.

Goals for Public Convenience management

To provide quality, fit for purpose public conveniences that meet public expectations.

Our principles

These are the guiding principles for how we will function and deliver activities and services to the community.

- Plan and provide fit for purpose services.
- Work with the community and engage in meaningful conversations.
- Lead the community with clear and rational decision-making.
- Represent the district on regional / national issues and partner with others when needed.

Our contribution to Community Outcomes

Community Services contribute to the following Community Outcomes as shown below.

	Residents are included and have a voice	A district of great spaces and places	A prosperous economy based on innovation and opportunity	A balanced and sustainable environment
Public Conveniences		✓		✓

4. Levels of service and performance measures for Public Conveniences

4.1. What are we trying to achieve

- Council responds to public conveniences requests and failures within median response times.
- The majority of residents are satisfied with Council-provided public conveniences.

4.2. How will we know if we are achieving

WHAT WE'RE WORKING TOWARDS (Levels of service)	HOW WE'LL MEASURE PROGRESS (Performance measures)	HOW WE'RE PERFORMING NOW (2019/20 results)	WHAT WE'RE AIMING FOR			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
The majority of residents are satisfied with Council-provided public conveniences	Residents are satisfied with Council-provided public conveniences	94%	90%	90%	90%	90%

5. Changes happening in Public Convenience management

There is a move towards providing all-gender facilities over the traditional gender specific toilets. All gender facilities tend to provide an improved level of safety for users as the toilet unit is self-contained and there is reduced risk of entrapment that facilities with common spaces within facilities may have. The design and redevelopment of new facilities will need to take into account the principles of Crime Prevention Through Environmental Design (CPTED).

It is recommended that all existing toilets be assessed against CPTED principles and the new toilets and upgrades be constructed in accordance with the Brisbane City Council Public Toilet Guidelines (2013).

6. Key projects for Public Conveniences

The following key projects are identified.

1. Replacement of Mayfield Domain, Rakaia Gorge, Wakanui Beach and Bowyer Stream Public Toilets.
2. Undertake an audit of all public toilets to ensure facilities can be accessed by people with impairments and that toilets do not present any risk factors assessed against CPTED principles.
3. Three new toilets have been identified as potential future needs but have not been funded in this plan: Ashton Beach, Ashburton Dog Park/River Track and Digby Park. These will be considered in future AMP's.

7. Management of activity for Public Conveniences

7.1. Programmed actions years 1 - 3

Year	Location	Action	Timeframe	Cost	Funding
2021/22					
2021/22	Mayfield Domain	Replacement: Standard 3 Unit Septic Tank	Completed June 2022	\$260,000	Renewal
2021/22	Undertake assessment of all toilets against accessibility and CPTED requirements	Specialist assessor	Completed June 2022	\$12,000	Operating
2022/23					

2022	Rakaia Gorge	Replacement: Standard 3 Unit Dry Vault	Completed June 2023	\$189,000	Renewal
2023/24					
2023	Taylors Stream	Replacement: Basic 1 Unit Dry Vault	Completed June 2024	\$81,200	Renewal
2023	Awa Awa Rata Reserve	Replacement: Basic 1 Unit Dry Vault	Completed June 2024	\$81,200	Renewal

7.2. Future directions for years 4 – 10

2024/25					
2024/25	Review toilet provision	Review provision against resident and tourism growth, actual levels of use and condition	Completed June 2026	Staff time	Operational
2024/25	Hakatere Lower	Replacement: Standard 2 Unit Dry Vault with Shelter	Completed June 2025	\$210,000	Renewal
2024/25	Hakatere Upper	Demolish	Completed June 2025	Included above	n/a
2025/26					
2025/26	Rakaia River Mouth	Replacement: Basic 1 Unit Dry Vault	Completed June 2026	\$81,200	Renewal
2025/26	Lake Camp West End	Replacement: Basic 1 Unit Septic Tank	Completed June 2026	\$158,200	Renewal
2026/27					
2026/27	Mt Somers Domain	Replacement: Standard 2 Unit Septic Tank	Completed June 2027	\$235,000	Renewal
2027/28					
2027/28	Ashburton Domain Oval Pavilion	Refurbishment: Standard	Completed by June 2028	\$50,000	Renewal
2027/28	Ashburton Cemetery	Refurbishment: Standard	Completed by June 2028	\$50,000	Renewal
2027/28	Lake Heron	Replacement: Basic 1 Unit Dry Vault	Completed by June 2028	\$81,200	Renewal
2028/29					
2028/29	Lake Heron Unisex	Replacement: Basic 1 Unit Dry Vault	Completed by June 2028	\$81,200	Renewal
2028/29	Methven Domain Board (1)	Refurbishment - Standard	Completed by June 2029	\$70,000	Renewal

2028/29	Methven Domain Board (2)	Refurbishment - Standard	Completed by June 2029	\$70,000	Renewal
2029/30					
2029/30	East Street	Refurbishment or replacement – Premium	Completed by June 2030	\$750,000	Renewal
2030/31					
2030/31	Lake Clear Water	Replacement: Standard 3 Unit Dry Vault	Completed by June 2031	\$189,000	Renewal
2030/31	Rangitata River Mouth	Replacement: Standard 2 Unit Plus Shelter Fry Vault	Completed by June 2031	\$200,000	Renewal
2030/31	Ashburton Domain Picnic Area	Replacement: Standard 3 Unit Reticulated	Completed by June 2031	\$203,000	Renewal

8. Costs for Public Conveniences

For Parks & Open Spaces

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Operating Funding											
Sources of operating funding											
General rate, UAGC*, rates penalties	1,881	1,741	2,053	2,505	2,503	2,533	2,486	2,820	2,887	3,033	3,117
Targeted rates	1,706	1,865	1,979	2,233	2,167	2,207	2,168	2,464	2,519	2,646	2,696
Subsidies and grants for operating purposes	0	0	0	0	0	0	0	0	0	0	0
Fees and charges	276	283	286	293	300	308	315	324	332	341	350
Internal charges and overheads recovered	24	0	0	0	0	0	0	0	0	0	0
Local authorities fuel tax, fines, infringement fees and other receipts	38	2	2	2	2	2	2	2	2	2	2
Total sources of operating funding	3,926	3,890	4,319	5,033	4,972	5,050	4,971	5,610	5,740	6,022	6,165
Applications of operating funding											
Payments to staff and suppliers	3,312	3,711	3,857	4,007	3,901	3,966	3,705	4,275	4,375	4,574	4,669
Finance costs	75	68	92	173	177	176	236	240	235	245	248
Internal charges and overheads	154	88	96	103	102	105	115	113	117	127	126
Other operating funding applications	0	0	0	0	0	0	0	0	0	0	0
Total applications of operating funding	3,542	3,867	4,045	4,283	4,180	4,247	4,056	4,628	4,727	4,945	5,043
Surplus/(deficit) of operating funding	384	22	274	750	791	802	915	981	1,012	1,077	1,122

* Uniform Annual General Charges

Public Conveniences AMP 2021-31

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Capital Funding											
Sources of capital funding											
Subsidies and grants for capital expenditure	0	0	0	0	0	0	0	0	0	0	0
Development and financial contributions	450	600	617	633	649	665	681	699	718	737	757
Increase/(decrease) in debt	1,138	1,062	3,611	178	(73)	2,655	146	(241)	325	83	307
Gross proceeds from sale of assets	0	0	0	0	0	0	0	0	0	0	0
Lump sum contributions	0	0	0	0	0	0	0	0	0	0	0
Other dedicated capital funding	0	0	0	0	0	0	0	0	0	0	0
Total sources of capital funding	1,588	1,662	4,229	811	576	3,320	828	459	1,044	820	1,064
Application of capital funding											
Capital expenditure											
- to meet additional demand	0	0	0	0	0	0	0	0	0	0	0
- to improve the level of service	2,341	2,040	4,079	671	401	3,160	731	423	1,014	795	1,065
- to replace existing assets	215	0	0	0	0	0	0	0	0	0	0
Increase/(decrease) in reserves	(584)	(356)	424	890	966	962	1,011	1,017	1,042	1,102	1,120
Increase/(decrease) in investments	0	0	0	0	0	0	0	0	0	0	0
Total applications of capital funding	1,972	1,684	4,502	1,561	1,367	4,122	1,742	1,440	2,056	1,897	2,185
Surplus/(deficit) of capital funding	(384)	(22)	(274)	(750)	(791)	(802)	(915)	(981)	(1,012)	(1,077)	(1,122)
Funding Balance	0	0	0	0	0	0	0	0	0	0	0

Expenditure by activity

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Parksand recreation	3,495	3,603	3,883	4,396	4,265	4,356	4,279	4,859	4,978	5,227	5,350
Cemeteries	417	569	600	597	627	633	633	680	701	729	760
Total operating expenditure	3,912	4,172	4,484	4,994	4,891	4,989	4,912	5,539	5,679	5,956	6,111
less depreciation	369	304	438	711	711	742	856	911	951	1,010	1,068
Total applications of operating funding	3,542	3,867	4,045	4,283	4,180	4,247	4,056	4,628	4,727	4,945	5,043

Capital by activity

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Parksand recreation	2,517	1,940	3,799	671	390	3,160	731	423	1,014	795	1,053
Cemeteries	39	100	280	0	11	0	0	0	0	0	13
Total capital expenditure	2,556	2,040	4,079	671	401	3,160	731	423	1,014	795	1,065
less vested assets	0	0	0	0	0	0	0	0	0	0	0
Council funded capital expenditure	2,556	2,040	4,079	671	401	3,160	731	423	1,014	795	1,065

The total estimated operations and maintenance costs for public conveniences activities is summarised below. These have been arrived at by applying forecast cost indexation (BERL 2014) to current expenditure, bearing in mind the assumptions that there will be no significant change to the method of service delivery.

Figure 2: Forecast operations and maintenance expenditure

Year	1	2	3	4	5
	2021/22	2022/23	2023/24	2024/25	2025/26
Operating expenditure	498,000	512,000	537,000	550,000	572,000

The primary operational and maintenance issue associated with the public conveniences schemes is the need to ensure that maintenance is being carried out regularly and robustly. This is an area of Council's focus.

9. Key legislation / industry standards and relationship with other planning / policy documents for Public Conveniences

- Health Act 1956
- NZS 4241: 1999 Public Toilets Guideline
- Local Government Act 2002
- Resource Management Act 1991
- New Zealand Public Health and Disability Act 2000
- Building Act 2004
- Local Government Official Information & Meetings Act 1987
- Health and Safety at Work Act 2015
- Ashburton District Council Long Term Plan 2015-2025

10. Risk management for Public Conveniences

Public Conveniences Risk Register

A risk management framework based on ISO AS/NZS 30001 will be developed in 2020 and used to establish a public conveniences risk register. The risk register will identify risk management strategies to minimise the risks associated with the provision of public conveniences.

11. Key stakeholders for Public Conveniences

- Communities within the Ashburton District.

12. Improvement programme for Public Conveniences

12.1. Process overview

A continual programme of toilet renewal and replacement is required to ensure public toilets are fit for purpose and meet sanitary, safety, accessibility and customer service requirements.

12.2. Improvement actions

The key improvement actions is to undertake an assessment of all public toilets against crime prevention and accessibility measures to ensure all toilets are safe and accessible for the public.

The development of an improved renewal programme would also be beneficial following the above assessment actions.

13. Appendices

13.1. Appendix A – Existing Community-based Public Conveniences

Facility Ref	Location	Public Convenience Type	Effluent Disposal Method	Number of Pans	Year Established <i>In Red = in that decade</i>	Primary Peak Use	Service Level	Importance Rating ²	Ambience Rating ¹	Estimated Age in years (when refurbished)	Estimated Replacement Cost (New type)
PC1 2	East Street	Urban - Major	Reticulation	10	2002	Year round	Premium	4	Very good	18	\$750,000
PC0 6	Ashburton Domain Paddling Pool	Urban - Major	Reticulation	3	1985 Refurbished 2014	Year round	Premium	4	Good	6	\$200,000
PC2 7	Methven	Urban - Major	Reticulation	3	1992 Refurbished 2020	Year round	Premium	4	Good	0	\$150,000
PC3 2	Rakaia	Urban - Major	Reticulation	10	2020	Year round	Premium	4	Good	0	\$500,000
PC3 0	Mt Somers Domain	Urban – General	Septic Tank	3	1955	Summer	Standard	3	Good	65	\$235,000
PC0 2	Argyle Park	Urban – General	Reticulation	4	2019	Winter	Standard	3	Acceptable	1	\$175,000
PC0 3	Ashburton Cemetery	Urban – General	Septic Tank	2	1965	Year round	Standard	3	Acceptable	55	\$50,000 Refurbish
PC0 5	Ashburton Domain Oval Pavilion	Urban – General	Reticulation	2	1978	Summer	Standard	3	Acceptable	42	\$50,000 Refurbish
PC0 4	Ashburton Domain Hockey Pavilion	Urban – General	Reticulation	4	1996 Refurbished 2016	Year round	Standard	3	Acceptable	4	\$140,000

Public Conveniences AMP 2021-31

Facility Ref	Location	Public Convenience Type	Effluent Disposal Method	Number of Pans	Year Established <i>In Red – in that decade</i>	Primary Peak Use	Service Level	Importance Rating ²	Ambience Rating ¹	Estimated Age in years (when refurbished)	Estimated Replacement Cost (New type)
PC15	Hinds Domain	Urban – General	Septic Tank	5	2016	Year round	Premium	3	Acceptable	4	\$205,000
PC22	Lake Hood (West)	Urban – General	Reticulation	5	2009	Summer		3	Acceptable	5	\$175,000
PC26	Mayfield Domain	Urban – General	Septic Tank	5	1965	Year round	Standard	3	Acceptable	55	\$260,000
PC38	Tinwald Domain Arbour Area	Urban – General	Reticulation	2	2009	Year round		3	Acceptable	11	\$70,000
PC37	Tinwald Domain	Urban – General	Reticulation	4	2009	Year round		3	Acceptable	11	\$140,000
PC07	Ashburton Domain Picnic Area	Urban – General	Reticulation	3	1985	Year round	Standard	3	Poor	35	\$203,000
PC08	Ashburton Domain Playground	Urban – General	Reticulation	3	2018	Year round	Premium	3	Good	2	\$105,000
PC28	Methven Domain Board	Urban – General	Septic Tank	3	1980	Year round	Basic	TBC	TBC	40	\$70,000
PC29	Methven Domain Board	Urban – General	Septic Tank	3	1980	Year round	Basic	TBC	TBC	40	\$70,000
PC24	Lake Hood Southern 1	Rural	Composting	1	2004	Year round		TBC	TBC	16	\$81,200
PC25	Lake Hood Southern 2	Rural	Composting	1	2004	Year round		TBC	TBC	16	\$81,200
PC31	Mt Somers Fire Station	Urban – General	Vault	1	2018	Year round	Standard		Good	2	\$81,200
PC1	Lake Camp West End	Rural	Long Drop	3	1955	Summer	Basic	2	TBC	65	\$158,200

Public Conveniences AMP 2021-31

Facility Ref	Location	Public Convenience Type	Effluent Disposal Method	Number of Pans	Year Established <i>In Red – in that decade</i>	Primary Peak Use	Service Level	Importance Rating ²	Ambience Rating ¹	Estimated Age in years (when refurbished)	Estimated Replacement Cost (New type)
8	Men's and Women's										
PC2 1	Lake Heron Reserve Unisex	Rural	Long Drop	1	1955	Year round		TBC	TBC	65	\$81,200
PC2 3	Lake Hood South East	Rural	Vault	2	2007	Year round		TBC	TBC	13	\$100,000
PC1 4	Hakaterere Upper	Rural	Septic Tank	3	1955	Summer	Standard	2	Good	65	Not replaced - Demolition
PC3 3	Rakaia Gorge	Rural	Septic Tank	3	1975	Summer	Basic	2	Good	45	\$189,000
PC1 3	Hakaterere Lower	Rural	Septic Tank	3	1955	Summer	Standard	2	Acceptable	65	\$200,000
PC3 4	Rakaia River Mouth	Rural	Septic Tank	2	1975	Summer		2	Acceptable	45	\$81,200
PC3 5	Rangitata River Mouth	Rural	Septic Tank	3	1965	Summer		2	Acceptable	55	\$200,000
PC0 1	Alford Forest	Rural	Septic Tank	2	2018	Year round	Basic	2	Good	2	\$100,000
PC1 0	Barrhill	Rural	Septic Tank	2	1975	Year round	Basic	2	Poor	45	\$81,200
PC2 0	Lake Heron	Rural	Septic Tank	1	1955	Summer		2	Poor	65	\$81,200
PC1 9	Lake Clearwater	Rural	Septic Tank	5	1999	Summer		2	Poor	21	\$189,000
PC0 9	Awa Awa Rata Reserve	Rural	Septic Tank	2	1965	Summer	Basic	2	Poor	55	\$81,200

Public Conveniences AMP 2021-31

Facility Ref	Location	Public Convenience Type	Effluent Disposal Method	Number of Pans	Year Established <i>In Red – in that decade</i>	Primary Peak Use	Service Level	Importance Rating ²	Ambience Rating ¹	Estimated Age in years (when refurbished)	Estimated Replacement Cost (New type)
PC17	Lake Camp Eastern End	Rural	Vault	2	2009	Summer	Basic	2	Very poor	11	\$81,200
PC16	Kowhai Reserve	Remote	Vault	1	1955	Summer		TBC	TBC	65	\$81,200
PC39	Wakanui Beach	Remote	Long Drop	2	1955	Summer	Basic	1	Poor	65	\$81,200
PC11	Bowyers Stream	Remote	Vault	1	2005	Summer	Basic	1	Very poor	15	\$81,200
PC36	Taylors Stream	Remote	Septic Tank	2	1990	Summer	Basic	1	Very poor	30	\$81,200

Appendix B – Public Conveniences Maintenance Specifications

7.1 Toilet cleaning

Public toilets, changing rooms and shower facilities are provided for the convenience and relief of the general public or specific user groups. They are also provided for health and hygiene reasons and to prevent environmental contamination. Toilet, changing and shower facilities are cleaned to the same standard with the difference between the standards being in the frequency required to keep them clean and sufficiently stocked. The premium standard will apply to facilities that have a high amount of use and significance, and where there is a low tolerance of a lesser standard of care and maintenance. Custodian toilets are considered to be in the premium service level.

Customer Outcomes

- Public toilet, changing and shower facilities are safe and operational.
- Public toilet, changing and shower facilities are clean, odour-free and free of litter and graffiti.



Service Level Indicators

Scheduled operations		Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	Best Practice Principles <ul style="list-style-type: none"> • Public toilets and shower facilities are checked (inside and out) for damage and vandalism. • Drains and gutters are checked to ensure they are clear and functional. • Taps, shower mixers and roses, flush mechanisms, dispensers and hand dryers are checked to ensure they are operational. • Check that sensors are working including septic tank 	<ul style="list-style-type: none"> • At each clean for all clearly visible items and sensors. • At least weekly for sensor lights and gas bottles (where present) • NA for water 	<ul style="list-style-type: none"> • Daily during cleaning process for all clearly visible items and sensors. • At least weekly for sensor lights, gas bottles and water 	<ul style="list-style-type: none"> • Weekly (while facilities are in use) for all clearly visible items and sensors. • Fortnightly during peak use season for vaults and 	<ul style="list-style-type: none"> • Disruptions to users are minimised

Public Conveniences AMP 2021-31

	<p>and vault sensors, tap sensors, flushing systems, soap dispensers, lights etc.</p> <ul style="list-style-type: none"> • Privacy latches and lights are checked to ensure they are functional. • Bottled gas (where present) is checked for remaining supply. • Water supply tanks and pumps (where present) are checked. • Check vaults (where applicable) for remaining capacity. 	<p>supply tanks and pumps.</p>	<p>tanks (where present).</p>	<p>water tanks (where present)</p>	
<p>Regular cleaning</p>	<ul style="list-style-type: none"> • Signage is placed at the entrances during cleaning to warn the public they are being serviced. • Bins (including sanitary) are supplied and emptied, rubbish is removed, and floors swept. • Toilet bowls, urinals, shower cubicles and changing benches are thoroughly cleaned with cleaner and disinfectant, and toilet seats and benches dried. • Hand basins (including adjacent benchtops and wall areas) and mirrors are cleaned and wiped dry, with all marks removed. • Dispensers are restocked with sufficient stock to last until the next clean. • Dispensers, hand dryers, door handles, grab rails and other fittings are wiped down with disinfectant and dried. • Floors are wet mopped using disinfectant and left as dry as possible. 	<ul style="list-style-type: none"> • Two - three times a day during periods of peak use or as required to meet required outcomes 	<ul style="list-style-type: none"> • 3 times per week during periods of regular use • Daily during periods of peak use or as required to meet required outcomes 	<ul style="list-style-type: none"> • At least weekly during periods of peak use or as required to meet required outcomes 	<ul style="list-style-type: none"> • Toilets are sufficiently stocked with paper (and soap, hand sanitiser and paper towels where dispensers are present). • All sanitary plumbing fixtures and hand washing facilities are clean and hygienic. • Hand washing facilities (where present) are clean and hygienic. • Shower cubicles and changing areas (where present) are clean and hygienic. • Bins are not overflowing. • Sanitary disposal bins are serviced. • Floors are clean and dry and free of litter. • Toilets are free of unpleasant odours.

Public Conveniences AMP 2021-31

Repairs and maintenance	<ul style="list-style-type: none"> • Minor repairs related to any fittings, fixtures or wall panels that are damaged, broken, inoperable, otherwise requiring repair, or unsafe are repaired or replaced. 	<ul style="list-style-type: none"> • 8 hours from notification 	<ul style="list-style-type: none"> • 24 hours 	<ul style="list-style-type: none"> • 24 hours 	<ul style="list-style-type: none"> • Toilet and urinal flushing, privacy latches, taps, basins, dispensers, hand dryers and lights (where these are supplied) are operational. • Toilet facilities are safe and in good repair with no obvious damage.
Deep cleaning	<ul style="list-style-type: none"> • Cobwebs and bird droppings are removed from all surfaces including rafters, ceilings and tops of internal partitions. • Tiled walls are washed and wiped down. • All other walls and floors (internal and external) are water blasted or hosed down and scrubbed with a broom if necessary to remove grime. • All windows are cleaned (inside and out) and wiped dry removing any marks. 	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Quarterly 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Internal walls, floors and partitions are clean and free of grime, cobwebs and bird droppings. • Sanitary plumbing fixtures are clean and free of scale, rust and grime. • Windows are clean.
Surface coatings	<ul style="list-style-type: none"> • Painted or coated surfaces are maintained using an approved product so that surface deterioration is minimised and asset life is maximised. • Surfaces are free of flaking or chipped paint, rust or discolouration • Integrity of surface finish is maintained • Rust free finish to fixtures and fittings 	<ul style="list-style-type: none"> • 1 to 3 yearly for oiled timber • 3 to 5 yearly for paintwork 	<ul style="list-style-type: none"> • 5 to 10 yearly depending on condition 	<ul style="list-style-type: none"> • As required or identified by inspection 	<ul style="list-style-type: none"> • Internal walls, partitions and floors are well presented and visually pleasing. • Asset life is maximised by maintenance of protective coatings.
Vaults and septic tanks	<ul style="list-style-type: none"> • Vaults are emptied before they are 80% full. • Septic tanks are checked and emptied annually. 	<ul style="list-style-type: none"> • Monthly check 	<ul style="list-style-type: none"> • Quarterly check 	<ul style="list-style-type: none"> • Bi-annual check 	<ul style="list-style-type: none"> • Vaults and septic tanks are not over-flowing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Hazards	<ul style="list-style-type: none"> Hazards caused by damage or deterioration of equipment are isolated or removed if repairs can't be carried out immediately. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Hazards have been isolated or removed.
Repairs and replacements	<ul style="list-style-type: none"> For non-minor repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 48 hours from notification 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> Disruptions to users are minimised
Graffiti	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti is removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti is removed within 4 hours 	<ul style="list-style-type: none"> 72 hours Offensive graffiti is removed within 4 hours 	<ul style="list-style-type: none"> No graffiti is present inside or on the outside of public toilets, changing rooms and shower facilities.

