



Public Conveniences

Community Facility Strategy Sub-Plan

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Action Plan

This Action Plan summarises the key parts of the Public Conveniences Sub-Plan – the key issues and opportunities, the objectives and the actions. The main body provides the details of this plan.

Key issues and opportunities			
Provision <ul style="list-style-type: none"> • Potential for future public conveniences gaps in growth areas. • Ensure suitable locations. • Impact of freedom camping. 	Levels of Service <ul style="list-style-type: none"> • Some facilities are aging, while others are new. • Monitor and improve the functionality and quality. • The dated layout makes it difficult to perform maintenance and upkeep by contractors. 	Management & Monitoring <ul style="list-style-type: none"> • Regular maintenance/inspections. • Vandalism and surveillance. • Monitor and automate where appropriate to create up-to-date data systems. 	
Key objectives			
Provision Appropriate and equitable location and distribution of public conveniences across the district.	Levels of Service Design that promotes the use of facilities and is safe, healthy, attractive and easy to access.	Management & Monitoring Ensure robust asset management practices and monitoring that have appropriate resourcing is in place.	
Operational Actions			
Key Action	Partners	Cost (est.)	Timeframe
1. Council will continue to contract the operational aspects of cleaning, maintenance and inspections..	Open Spaces Contractor	TBC	2020-2023
2. Council ensures an Asset Management Plan remains in place and at its minimum achieves a 'basic' level of advancement. The Asset Management Plan may evolve to 'intermediate' standard reflecting a continuous improvement of asset management practices across Council.	Council	No Cost	2020-2023
3. Council will apply investment process (Appendix 2 of the Strategy and Attachment 2 of this Sub-Plan) and divestment process (Appendix 3 of this Strategy and Attachment 2 of this Sub-Plan) to guide when public conveniences facilities may need to be replaced in the future, including an upgrade or alternative arrangement decision making process to rationalise when unnecessary duplications of service are identified.	Council	No Cost	2021-2031
4. Council will ensure a forward programme of works informs the 2021-2031 Plan.	Council	No Cost	2021-2031
5. Council will continue to implement the planned renewal program to replace any future assets.	Council	TBC	2021-2031
6. Council will continue to provide appropriate signage and wayfinding to facilities.	Council	TBC	2021-2031
7. The desire for continuous improvement and a willingness to add facilities to the network over time that are fit for purpose.	Council	TBC	2021-2031

Investment Projects

Key Action	Partners	Cost (est.)	Timeframe
1. Undertake a full public conveniences sanitary services assessment to determine the quality of use, accessibility, safety, health and amenity of all public conveniences in the network.	Recreation Services	TBC	2020-2021
2. Develop policy guidance when making day to day recommendations on the provision of public conveniences across the network (add as an attachment to this Sub-Plan).	Council	TBC	2021-2022
3. Apply investment framework to proposed toilet upgrade projects that will fill gaps in supply; for example - Precinct Four/ Pharazyn – New Public Toilet to support urban growth in the area and subsequent demand.	Council	\$306,800	2027-2028
4. Develop a method for recording the level of use of public conveniences and monitor on an ongoing basis. Link this to customer expectation LOS's. This may be automated or annual surveys to provide an up-to-date database for managing the public conveniences asset network. Consider online public access and engagement. For example, to update Council of an issue instantly.	Council	No Cost	2021-2024
5. Investigate option to automate high volume public convenience toilet facilities, for example with lock-up of facilities, self-cleaning and lighting options.	Council	TBC	2021-2024



1. Introduction

Manawatū District Council¹ (the Council) provides public conveniences to enable its residents and visitors to go about their everyday activities in a comfortable and convenient way. The quality and distribution of public convenience facilities can impact both the visitor experience and a sense of public pride for residents. Currently, there is sufficient toilet provision in the district and survey results show that the quality of public conveniences in the Manawatū is generally to a satisfactory level. Some facilities, however, could be made more pleasant through actions such as increased upkeep, maintenance or upgrades at appropriate times. A good public conveniences network allows people to spend extended periods of time away from their homes and out connecting and contributing to a thriving and vibrant Manawatū community.

Specifically, the contribution that public conveniences make to the Community Facilities Strategy Vision aims to:

'Provide a basic² level of public conveniences asset management that is safe and fit for purpose'.



¹ Council have a role under the direction of the Local Government Act 2002, to “meet the current and future needs of their communities for good-quality local infrastructure, local public services, and performance of regulatory functions” (Section 3(d)).

² As defined in the International Infrastructure Management Manual (IIMM)

2. Goals

To achieve this aim for the Public Conveniences Sub-Plan, public conveniences will:

- have a clear rationale as to **why Council provide them** and the **priority actions** across the network to achieve the 30-year vision. Through this, Council can effectively plan and budget for developments well in advance.
- have the **right number and type** of facilities that are suitability placed across the district.
- be in a condition that meets community expectations (safe and legal standards) and have **high user satisfaction** (with minimal complaints).
- be **accessible** for all abilities of locals and tourists, to go about and enjoy their everyday activities.
- be **easy to find**.
- have a network that is considered in a **sustainable way**.
- have **accurate and up-to-date data** information on how our facilities are being serviced, **managed, planned for and developed**.
- be supported through **partnerships and collaborative opportunities** with key agencies.

3. How this Sub-Plan Fits

This Public Convenience Sub-Plan is one of six created as part of the Community Facilities Strategy. The sub-plans are guided by the Strategic Framework and are supported through the Community Toolbox³.

This Sub-Plan is a way for Council and the community to understand the public conveniences network and how it is intended for development over the next 30 years. It will assist Council to make decisions on planning public conveniences provision and distribution.



³ Provides decision making guidelines and other background information that inform the key priorities and actions in this Sub Plan.

4. Scope

The Public Conveniences Network has been broken into three tiers⁴ (Table 1). The scope of this Sub-Plan primarily relates to 'Tier 1' public conveniences (referred to as toilets) that are specifically provided for its public toilet service (Table 2 below). Tier two and three facilities are included to capture the wider range of public conveniences that contribute to the network as a whole and support the use, liveability and amenity of our public places and spaces.

Table 1 - Tiers for public conveniences

Tier 1	Council-owned public conveniences for general use (for example the Feilding CBD toilet).	Council owned
Tier 2	Council-owned public conveniences that are ancillary to another activity (for example the Feilding Information Centre toilet or toilets on sports grounds).	Council vested interest
Tier 3	Public conveniences owned by another organisation (for example a toilet located in another territorial authority boundary that is within 5km of the Manawatū District).	No Council vested interest

Tier 2 facilities include the following other ancillary facilities that provide sanitary or key amenities in the community: dump stations; e-charging stations; nappy changing stations, dog dispenser bags and drinking water fountains. Parks, reserves and sports grounds where the primary purpose of the facility is to service that activity sits outside the scope of this plan but as indicated above are captured in Tier 2 of the Public Conveniences Network.

Public conveniences that are provided at other Council owned and managed community facilities (such as the Makino Pool) sit completely outside the scope of this plan. Public conveniences located in privately owned shopping facilities, eateries, campgrounds, and service stations are also beyond the scope of this Sub-Plan.

⁴ Facilities identified within the three tiers are part of the network and can use the Strategy and Investment Framework to make decisions on public conveniences provision and distribution.

5. Current Public Conveniences Network Provision and Distribution

Fit for purpose

The type and placement of public conveniences within the network will impact people's ability to access key facilities. Gaps in provision create a community need or unequal access to services. Oversupply is an inefficient use of public money as there is duplication for servicing, maintenance and upgrades. Therefore, it is important to have an appropriate network of public conveniences for current and future community need.

Demand

The demand for public conveniences is driven by a range of factors including but not limited to:

- housing developments;
- greater tourism and visitor numbers;
- new activities that are established throughout the district.

Provision

There is one toilet unit per every 412 residents resulting in sufficient provision for the Manawatū District (a national comparison for public toilet provision is 0.9 toilets per 1,000 residents - Yardstick, 2015). The Manawatū District have 10 Tier 1 toilet facilities and 18 Tier 2 toilets facilities in the network (indicated in Table 2 below). This is a total of 77 toilet units (or 88 including urinals) for 31,732 people. The provision of sanitary services is required under Section 125 of the Local Government Act 2002 and Council must assess their quality from a public health perspective (Section 126).

Table 2 identifies the current network provision which has been split into the three tiers (as explained in Section 4). These have been categorised into three hierarchies (high, medium and low profiles) that identify the nature of facilities within a specific tier (see Section 6 for more detail).



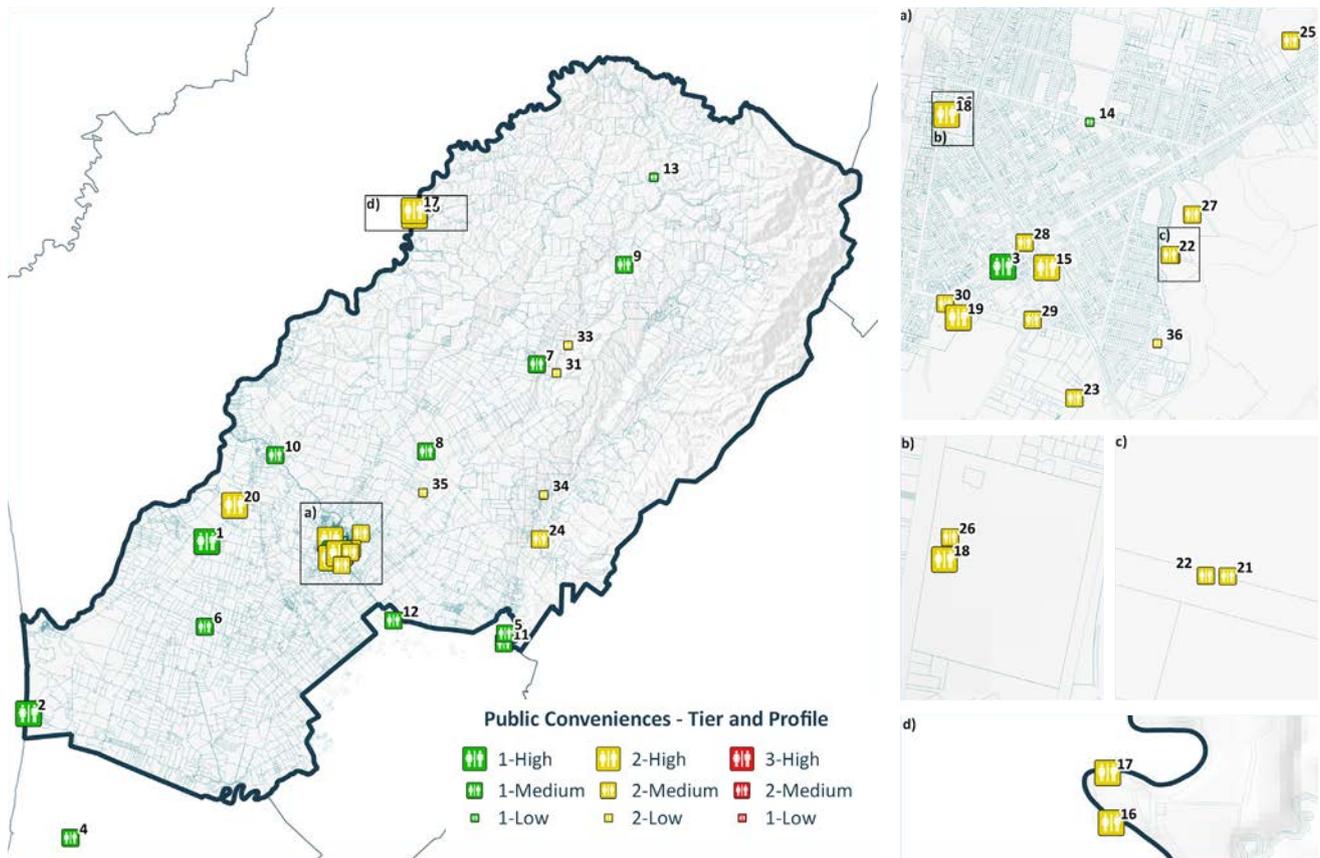
Table 2 - Public conveniences network (tiers and hierarchy)

Public Conveniences Network	High Profile	Medium Profile	Low Profile
Tier 1	<ul style="list-style-type: none"> • Feilding CBD Toilet • Sanson Facility Toilets • Himatangi Beach Toilets and changing rooms • Cheltenham Toilets 	<ul style="list-style-type: none"> • Apiti Toilets • Kimbolton Toilets • Rongotea Toilets • Halcombe Domain Toilet 	<ul style="list-style-type: none"> • Rangiwahia Toilets • Duke Street Toilets
Tier 2	<ul style="list-style-type: none"> • Feilding Railway Station Toilets • Kowhai Park - Western Toilets • Mt Lees Reserve Toilet • Rongotea Toilet • Timona Park Toilet • Victoria Park Toilet • Vinegar Hill Campground North Block Toilets • Vinegar Hill Campground South Block Toilets 	<ul style="list-style-type: none"> • Raumai Reserve Toilet • Kowhai Park – Eastern Toilets • Timona Park Changing Room • Victoria Park Changing Rooms • WiFi Services • Dump Stations • Doggy Bag Dispensers • Changing Facilities • Drinking Fountains 	<ul style="list-style-type: none"> • Kitchener Park Toilets • Pohangina Valley Toilets • Tangimoana Toilets • Almadale Scenic Reserve Toilet • Barletts Ford Toilet • Johnston Park Toilets x2 • London’s Ford Toilet • Pohangina Old School Toilet • Rangiwahia Hall Toilet
Tier 3		<ul style="list-style-type: none"> • Guilford Street Public Toilets (Ashhurst) • Ashhurst Domain Public Toilets • Bunnythorpe Public Toilets • Foxton Public Toilets 	<ul style="list-style-type: none"> • DoC Toilets

Distribution

There is sufficient spatial distribution of public conveniences located within Feilding. One area indicates a slight oversupply at Kowhai Park where there are two toilet facilities within a 400-metre radius of each other. There are nine public toilets located in Feilding, one in each of the villages and others located within designated rural areas across the district.

Figure 1 - Distribution of public convenience facilities



#no	Tier	Profile	Valuation	Name	#no	Tier	Profile	Valuation	Name
1	1	High	14140/13501	Sanson Facility Toilets	20	2	High	14130/02450	Mt Lees Reserve Toilets
2	1	High	14300/02100D	Himatangi Beach Toilets Changing Rooms	21	2	Medium	1411/51400	Timona Park Changing Rooms
3	1	High	14101/04500F	Feilding CBD Toilets	22	2	Medium		Dump Stations, Timona Park
4	1	Medium	14370/37900	Foxtton Public Toilets	23	2	Medium		Dump Stations, Turners Road
5	1	Medium	14030/08202	Guilford Street Public Toilets	24	2	Medium		Raumai Reserve Toilets
6	1	Medium	14260/09900	Rongotea Toilets	25	2	Medium	13990/61402	Dump Stations, Feilding Holiday Park
7	1	Medium	13830/12600	Kimbolton Toilets	26	2	Medium	14091/16500	Victoria Park Changing Rooms
8	1	Medium	13830/36300	Cheltenham Toilets	27	2	Medium	14111/51400	Timona Park Changing Rooms
9	1	Medium	13860/09300	Apiti Toilets	28	2	Medium	14101/06800	Dump Stations, BP Connect Feilding
10	1	Medium	13990/37100	Halcombe Domain Toilets	29	2	Medium	14101/28900	Dump Stations, Caltex Feilding
11	1	Medium	14460/05200	Ashhurst Domain Public Toilets	30	2	Medium	14101/38800	Kowhai Park Eastern Toilets
12	1	Medium	14040/02100	Bunnythorpe Public Toilets	31	2	Low	13830/03600	Bartlettes Ford Toilets
13	1	Low	13810/20100	Rangiwahia Toilets	32	2	Low	13810/20100	Rangiwahia Hall Toilets
14	1	Low	14071/36000E	Duke Street Toilets	33	2	Low	13860/32200	Londons Ford Toilets
15	2	High	99939/01600	Feilding Railway Station Toilets	34	2	Low	13860/58700	Pohangina Old School Toilets
16	2	High	13810/33000	Vinegar Hill Campground South Block Toilets	35	2	Low	13990/50301	Almandale Scenic Reserve Toilets
17	2	High	13810/33000	Vinegar Hill Campground North Block Toilets	36	2	Low	14111/11000	Johnston Park Toilets x2
18	2	High	14091/16500	Victoria Park Toilets					
19	2	High	14101/38800	Kowhai Park Western Toilets					

6. Hierarchy of Public Conveniences

The hierarchy of public conveniences guides Council’s decisions around the appropriate level of planning, operation and investment for public conveniences throughout the district. For example, the right type and the quality of facility for its location. The high, medium and low profiles as identified in Table 2 above, help explain the nature of facilities in that group. Attachment 1 of this Sub-Plan provides the criteria for each hierarchy profile. Furthermore, the Public Conveniences Asset Management Plan 2018 (pg. 22) provides the Levels of Service provision, maintenance and services for assets. In this way, Council and community can easily understand the expectations to be met for a given facility.

Both the Hierarchy profiles, Attachment 1 criteria and AMP LOS table help to categorise current and future provision and distribution of a range of different public conveniences.

Table 3 - Hierarchy for the nature of public conveniences

High Profile	Medium Profile	Low Profile
<p>High profile facilities will be a high use toilet or ancillary generally located in townships or other high use sites such as significant tourist/visitor areas. They will be easy to find, open year-round and may be serviced more than once a day.</p>	<p>Medium profile facilities will cater to the bulk of locations where their primary purpose is to serve the local community. Most will have a medium level of use. They may be open year- round and be serviced more than once a week. Could require signage to a facility.</p>	<p>Low profile facilities will likely be located in remote areas such as low use sites or natural parks/ trails and/or associated with seasonal activities. Thus, they will likely have limited opening hours. Could require signage to a facility.</p>



7. Key Issues and Opportunities for Public Conveniences

The issues and opportunities presented in this section have shaped the outcomes for this Sub-Plan including the Actions and Objectives specific to this facility group. This section has been informed and developed following ongoing discussion with relevant Council staff members, an online public survey, key stakeholder interviews, document analysis and online research.

Provision and Distribution

Potential for future gaps in provision	There is sufficient provision however, with projected growth especially as new developments such as Precinct 4 are built, there is potential for future gaps in provision if public conveniences are not considered through these processes.
Locations	Public convenience facilities are not always located in the most suitable locations . For example, in remote areas. In addition to considering locations of high community visitation, locations should be assessed in terms of their environmental, social and cultural impacts.
Impact of freedom camping	Tourism is growing nationally and there is an opportunity to target and capture parts of this market. Consider the impact that freedom camping has on the residents/taxpayers and what level of facilities the council should provide for these users in relation to community return.
Multi-agency approach	There is an opportunity to have a joined up multi-agency approach to providing public conveniences to help ensure the right facilities are in the right location and to a suitable standard.

Levels of Service

Monitor and improve the functionality and quality	The majority of public conveniences are less than 20 years old. There is an opportunity to monitor and improve the functionality and quality of identified high profile public toilet facilities as a priority.
Dated layout	The dated layout of facilities makes it difficult to cater to all users, particularly accessibility. There is an opportunity to develop general design and construction guidelines for public toilet LOS's.
Priority upgrade projects	Highly utilised facilities with issues that have been identified should become priority upgrade projects .
Improved amenity	Improved amenity across the network will make these facilities more appropriate and comfortable to use. For example, design.

Management & Monitoring

Regular maintenance/ inspections

Public conveniences should be managed via **regular maintenance/inspections** contract.

Vandalism and surveillance

Some public convenience facilities can attract unsavoury behaviour or **vandalism and surveillance** should be carefully planned for its mitigation where possible through design techniques to reduce ongoing repair costs, closures and improve safety.

Wayfinding and messaging

Signagw and messaging are an important part of planning for public conveniences access and usability.

Monitoring

Public convenience facilities should be **monitored** in order to be able to plan for the changing needs, demands and demographics of the community.

8. Objectives

Objectives are set in concrete statements that help to achieve goals. The goals listed direct the future of public convenience facilities and the objectives provide the tangible measure of progress to address the issues and opportunities discussed in order to reach the goals and achieve the vision of the Community Facilities Strategy.

Provision

- a. Any investment decision to the public convenience network will fill a gap in provision.
- b. The placement of new or upgrade to existing public convenience facilities supports existing or future community activities.
- c. The right public convenience facilities are located in the right place for those who need them.

Levels of Service

- a. The network of public convenience facilities are the right quality for their location and meet community expectations.
- b. The network of public convenience facilities contributes to providing community spaces that are welcoming and healthy, where people feel comfortable.
- c. The network of public convenience facilities are safe, accessible and meet legal standards.
- d. Public conveniences are developed with environmental, social and cultural consideration.

Management & Monitoring

- a. A well-developed maintenance and inspections process is continuously in place for public conveniences.
- b. Customer-focused planning of public conveniences is implemented.
- c. To ensure that public convenience facilities are value for money and affordable for the community.
- d. Public convenience facilities are provided based on robust information, balanced and transparent decision making.
- e. Public convenience facilities are sustained through well planned, proactive, financial forecasting and that operate with environmental stewardship.

Note: all objectives are bound by the timeframe of this Strategy which is 30 years unless specified otherwise.

9. Decision Making Approach to Public Conveniences

The following approach should be taken to determining the future of recreation complexes across the Manawatū network.

- Attachment 1 provides the Levels of Service for each hierarchy project to help make decisions around particular facilities.
- Attachment 2 provides the decision-making approach to specific help determine future investment in existing or new public conveniences facilities.
- Apply the Investment Framework, including Investment and/or Divestment Process for decisions on significant development, upgrade or disposal.

10. Monitoring and Review

Successful implementation of the Community Facilities Strategy – Public Conveniences Sub-Plan will be achieved through continuous monitoring of its performance. It is important that regular review of the plans effectiveness takes place and refinements made to the plan, as new information comes to hand

The Action Plan section outlines important monitoring requirements as a priority of this plan which further emphasises the importance of this process, particularly in relation to making decisions about the future of the network (including new builds, and rationalisation of facilities).

Initially, this plan will be reviewed in one year (March 2021), and every five years thereafter.

Attachment 1: Criteria for Hierarchy Profile's

High Profile	Medium Profile	Low Profile
<p>High profile facilities will be a high use toilet or ancillary generally located in townships or other high use sites such as significant tourist/visitor areas. They will be easy to find, open year-round and may be serviced more than once a day.</p>	<p>Medium profile facilities will cater to the bulk of locations where their primary purpose is to serve the local community. Most will have a medium use. They may be open year-round and could be serviced more than once a week. May require wayfinding to find a facility.</p>	<p>Low profile facilities will likely be located in remote areas such as low use sites or natural parks/trails and/or associated with seasonal activities. Thus, they will likely have limited opening hours. Some wayfinding may be required to compliment facility provision.</p>
<ul style="list-style-type: none"> • High level of service in terms of capacity, cleanliness, hygiene, lighting and access. • Capacity designed to meet average demand levels for each location. Capacity will likely include more than two pans (cubicle units). • Located near or servicing high profile areas such as high foot traffic or main roads. • A general guideline of a toilet being available within 5-6 minutes' walk is considered a reasonable level of service from high profile areas. This equates to a toilet located within approximately 400 meters of any location within the business area. • Future facilities will be positioned to ensure maximum prominence to foot, cycle and vehicle traffic. • Ancillary facilities such as rubbish bins, drinking fountains, baby change stations, showers or adequate changing space would be expected at these facilities. • New facilities will include design consideration to reflect local identity, community and cultural values and regional brand. • In operation all year round. • Maintained daily during peak visitor seasons. • May use the public sewage system. 	<ul style="list-style-type: none"> • Medium level of service in terms of capacity, hygiene, lighting and access. • Located near or servicing local catchments. Easy to find but may require some wayfinding signage. • Design approach is standard single or two cubicle units with external access. • Facilities will be positioned to ensure maximum prominence to foot, cycle and vehicle traffic. • May have ancillary facilities. • New facilities may include design consideration to reflect local identity, community and cultural values and regional brand. • In operation all year round. • Maintained regularly and frequency may change depending on demand during peak user months or for events. • May use the public sewage system. 	<ul style="list-style-type: none"> • Low level of service 'on request' or less than once a week. The frequency may change depending on demand during peak user months or for events. • Located in remote areas but where the public has access to. • Positioned so that visitors know how to find the facility (whether through wayfinding or facility's visibility). • May have ancillary facilities. • Limited opening hours or open for certain times of the year/ seasonally. • Low-cost design and durable materials may be required to resist vandalism. • Disposal of toilet waste is commonly through the use of storage tanks.

Attachment 2: Decision Making Assessment for Public Conveniences

Directions	Yes	No	Comments
Is there a demonstrated community need for the replacement or refurbishment of an existing public toilet?			
Is the existing toilet appropriate for existing or projected demand?			
Is the existing toilet in poor condition?			
Does the existing toilet have a low level of usage?			
Is there an appropriate gender provision within the facility?			
Are there issues with ongoing anti-social behaviour?			
Will the removal of the toilet create a gap in accessible toilet provision?			
Does the toilet have appropriate facilities for the location?			

MATRIX B: NEW TOILET DEVELOPMENTS

Directions	Yes	No	Comments
Is there an existing public toilet within 400m?			
Are privately operated public toilets in close proximity to the proposed location?			
Is its catchment growing?			
Is there high pedestrian or cycling activity in this location?			
Is there a range of food, drink and/or entertainment premises in this location?			
Does the open space serve a social/family or recreational purpose?			
Does the existing toilet meet the majority of the design and siting principles?			
Is there a demonstrated community need for the replacement or removal of an existing public toilet?			
Is there one or more private or community hosted toilets within 400m? (i.e. in libraries, community centres)			

MATRIX C: REMOVING AN EXISTING TOILET

Directions	Yes	No	Comments
Is there adequate justification for the removal of an existing public toilet?			
Are there issues with ongoing anti-social behaviour?			
Is the existing toilet in poor condition?			
Does the existing toilet have a low level of usage?			
Will the removal of the toilet create a gap in accessible toilet provision?			
Does the existing toilet meet the majority of the design and siting principles?			



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