

Public Toilets Policy (#5006)

Adopted: April 2011

Background

Council provides public toilets to support the needs of the travelling public and to protect our environment. Provision of public toilets also encourages the use of other Council facilities (e.g. parks). The knowledge of where safe and clean toilets are located informs decisions to stop at particular towns when travelling through our district.

Objective

To ensure that the public toilets within the Far North district are safe, accessible, and pleasant to visit and are strategically located to meet the needs of visitors and the travelling public so that they promote a positive image for our district.

Policies

1. Council will provide public toilets and services in Far North to complement those provided by others and in particular in situations where no other agency will provide public toilets.
2. The public toilet types and their corresponding level of service will be designed to meet a variety of settings and customer needs.
3. Public toilet types shall be Large Urban, Major Tourist, Small Town, Recreation and Travel Route. The predominant location, main user, user expectations, and facilities for each toilet type shall be as outlined in Appendix A.
4. New Zealand Standard 4241:1999 - Public Toilets shall be the minimum standard for the provision of all public toilets. Based on the location, main user and expectation of user the level of service provided shall meet public expectations by consideration of the following:
 - Opening hours and frequency of cleaning that correspond to the customers' expectations
 - Frequency of reactive and programmed repairs and maintenance to ensure minimum disruption to the facility and service available to customers;
 - Overall functionality and presentation of public toilets to reflect current customer expectations
 - Accessibility by the disabled, the elderly, and young children
 - Adequate lighting and the exterior lighting of 24 hour public toilets compliant with NZS 1158, Category C.
5. Access charges can be set by Council for public toilets that provide custodial services and are cleaned to a high standard or offer a range of features such as showers and storage lockers.
6. When a need for a new facility is established, the following options for their provision will be considered:
 - Public access provided as part of any Development Consent
 - Possibility of being undertaken as a joint venture with Council and private partner
 - Direct provision by Council

7. In providing Recreation type public toilets the Council shall take account of the following points:
 - Public toilets are provided at parks where organised sport is played. Provision shall be either directly by Council or in partnership with sports clubs. Toilets within sport clubrooms are to be designed to be available for public use during normal opening hours.
 - Re-locatable toilets to be used on an interim basis at sites where public toilets are requested but the need has not been confirmed or is seasonal in nature.
 - Public toilets to be provided at beaches or swimming areas where visitor numbers are very high or environmental degradation is evident.
 - Public toilets are not generally provided at neighbourhood reserves
8. All public toilets shall be adequately sign posted with both directional signs (location) and identification signs (gender, disability access route, baby changing area).
9. There shall be at least one 24 hour toilet and baby changing facility in all small to large towns, though this may not be necessarily in the same facility.
10. The prioritisation of public toilet upgrades or new facilities shall be determined by the following criteria:
 - Importance to tourism and the image of the district
 - Current un-met needs of people with disabilities
 - Perception that it is not hygienic when cleaned
 - Joint venture partner
 - Required to accommodate custodian services being provided by the community
 - Existing facility does not meet the criteria in the policy for its location i.e. Major Tourist or Large Urban.

Appendix A – Public Toilet Facilities and Users

Type	Main Users	User Expectations	Facilities
Large Urban centres	Local shoppers, low proportion of tourists, high proportion of children and elderly	High Quality with a range of features	Toilet paper, cold water, soap, hand drying facilities, baby changing table, 24 hour toilet
Major tourist attractions	Visitors, travellers, tourists		
Smaller towns centres	Local shoppers, high proportion of children and elderly	Modest Quality	Toilet paper, cold water, 24 hour toilet, baby changing table
Recreation - Public reserves	Families, high proportion of children	Modest Quality	Toilet paper, cold water
Travel Routes	Families, visitors, tourists, travelling workers		
Recreation - Public reserves, beaches in non-residential areas	Families, visitors, tourists	Low Quality	Toilet paper, cold water