

Central Coast Public Toilet Plan 2013–2023



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CENTRAL COAST COUNCIL

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2. Executive Summary

The Central Coast Public Toilet Plan 2013–2023 (the Plan) aims to provide to the Central Coast Community and visitors with appropriate public toilets to meet community needs in relation to location, safety and quality.

Central Coast currently provides 38 public toilet facilities throughout the municipal area. These toilets vary from the older traditional-type block work toilets built in the early 1960s to modern facilities such as those recently constructed at Beach Road, Ulverstone and at the redeveloped Leven River Wharf area.

In addition to public toilets managed by the Council there are other non-Council controlled buildings where the public can access toilet facilities. These are not considered as part of this Plan.

Traditionally, councils have set priorities for toilets asset works of upgrades, replacement and new facilities based on asset management systems with a focus on the physical condition of the building.

There are limitations in basing expenditure on ‘condition’ only, as it fails to address whether a building is fit for purpose for which it is being used. ‘Fit for Purpose’ is essential for public toilets. It is no longer acceptable for a public toilet to be housed in a building where:

- It does not meet the user requirements for disability access;
- The location, building design or surrounding area provides places for people to hide with criminal intent or makes the user feel unsafe; or
- The fit out of the toilet no longer meets current standards and is not clean in appearance.

This Plan incorporates two further elements into the overall assessment criteria:

- Performance – as measured against identified community needs of safe, clean and conveniently placed public toilets, disabled accessibility legislative requirements, and crime prevention through environmental design (CPTED); and
- Risk – consideration of the likelihood of an adverse event occurring and the severity of the consequences should an event occur.

Through the development of an assessment process to measure performance and risk a comprehensive examination of the existing public toilets was undertaken. The Plan provides a rational assessment for future provision of public toilets and the management and operational and capital expenditure based on performance, rather than just the condition of the structure.

Important to the Plan's development was participation of various stakeholders and the public through the community survey, the results of which aligned to the focus and recommendations of the Plan.

The Plan provides direction in three key areas:

Major Works to Existing Toilets

The Plan ranks each of the current 38 toilets from lowest to best performance establishing a priority list for renewal and upgrade/refurbishment and replacement works. The Plan also provides guidelines to assist in deciding to renew, upgrade/refurbish, demolish, replace or remove a public toilet and provision of new toilets.

Minor Work to Improve Performance

The Plan also identifies other means where major works may be deferred through making less costly performance improvements such as:

- Operational improvements of cleaning and opening hours;
- Minor works to buildings and surrounds of vegetation management and minor structural changes to the toilet buildings;
- Offering choices for users by adding a contemporary cubicle with the older traditional types; and
- Combining two buildings into one where separate structures provided male and female facilities.

New Public Toilets

The Plan lists request for new toilets and establishes criteria for assessing and prioritising the need for a new toilet.

The Plan provides guidelines for the design and siting of public toilets including the establishment of a coordinating group of internal stakeholders, being sensitive to the surrounding environment, providing accessibility for people with a disability, the role of other strategies and master plans, the preferred distance between public toilets, incorporating CPTED principles, configurations of public toilets for differing locations, desired fittings and fixtures and incorporating environmentally sustainable features.

Dealing with anti-social behaviour and provision of ancillary services such as external showers, drinking fountains and signage are also examined with the guidelines and recommendations for implementation.

The Plan proposes 35 actions be undertaken over the next 10 years to improve the performance of Central Coast's public toilets by ensuring better accessibility, greater

safety and security for users and to lift the perception of Central Coast public toilets as being clean and convenient.

Implementation of the actions is supported by indicative costs (where applicable) and a recommendation to increase the capital and recurrent budgets to accommodate these additional costs.

3. Introduction

3.1 Background

The Plan aims to best serve the Central Coast community and visitors with appropriate public toilets to meet community needs in relation to location, safety and quality.

Central Coast offers numerous attractions to the community and visitors alike. Safe, clean public toilets at convenient locations and with all ability access makes a practical difference to the quality and experience for many people enjoying the beaches, commercial precincts, parks and sporting facilities offered by the Council.

Many people, including the aged, parents with young children and those with a disability are often restricted in their ability to go into public places and participate in daily activities of work, shopping and leisure unless they have confidence in accessing appropriate public facilities, including toilets. These restrictions can have an impact on their physical and mental wellbeing.

Traditionally the Council has set priorities for the provision of public toilets based on rudimentary asset management practices which focussed on the condition of the buildings.

This Plan incorporates two further elements into the overall assessment criteria:

- Performance – as measured against identified community needs of safe, clean and conveniently located public toilets, disability accessibility legislative changes, and CPTED; and
- Risk – consideration of the likelihood of an adverse event occurring and the severity of the consequence should it occur.

This Plan provides a comprehensive examination of the existing toilets and provides a rational assessment centred on performance, risk and user needs for the future provision of public toilets and the management of the recurrent and capital expenditure.

Key outcomes of the Plan provide:

- A review of the demographic influences on the location and design of public toilet facilities.
- An audit and mapping of public toilet facilities within Central Coast.
- An assessment process for future public toilet provision and management, including options to refurbish, replace, decommission and close or construct new toilets.
- Solutions to improve the quality of public toilets.

- Guidelines on the mix, frequency of use, size and distribution of public toilets.
- Identification of the potential to co-locate public toilet facilities within Council buildings, e.g. part of sports ground building redevelopments.
- A risk management process for the management and operation of public toilets and provision of guidelines to apply CPTED principles to the operations and design of public toilets including guidelines with respect to public toilet safety, hygiene, graffiti etc.
- Information on how to manage demand for public toilets and provide cost details that will inform future budgets.
- Consideration of the maintenance programs that have been reviewed to manage the assets into the future.
- Identification of the toilets that can be decommissioned and closed.

4. Strategic Direction

Provision and maintenance of public toilets does not occur in isolation of other activities within the municipal area.

The Council has developed Policies, Strategies, Plans and Procedures and must comply with Acts of Parliament which support and foster public amenity, including public toilets facilities, these include:

- Central Coast Council Strategic Plan 2009–2014
- Asset Management Policy – 2008
- Asset Management Improvement Strategy – 2008
- Building and Facilities Asset Management Plan
- Draft Central Coast Open Space and Recreation Plan 2012–2022
- Any other Master Plans and strategies.

The Central Coast Council Strategic Plan 2009–2014 provides the key direction for this Plan through the following:

Strategic Direction 1 – The Shape of the Place

- 1 Improve the value and use of open space
- 2 Adopt an integrated approach to land use planning
- 3 Conserve the physical environment in a way that ensures we have a healthy and attractive community
- 4 Encourage a creative approach to new development

Strategic Direction 2 – A Connected Central Coast

- 1 Provide a diverse range of movement patterns

- 2 Connect the people with services
- 3 Improve community wellbeing

Strategic Direction 4 – The Environment and Sustainable Infrastructure

- 1 Invest in and leverage opportunities from our natural environment
- 2 Contribute to a safe and healthy environment
- 3 Develop and manage sustainable built infrastructure
- 4 Contribute to the preservation of the natural environment.

5. About Central Coast

Central Coast covers an area of 932 square kilometres and serves a vibrant and diverse community of approximately 21,000 people.

The municipal area of Central Coast includes the main towns of Turners Beach, Forth, Ulverstone and Penguin as well as other locations such as Sulphur Creek, Heybridge and numerous small hamlets in the rural area.

The Council provides a wide range of services to the community including construction and maintenance of roads, drainage, footpaths, parks and open space, child care, collecting waste to the provision of animal control and traffic management among others.

6. Public toilets in Central Coast

6.1 Total number of toilet facilities

Servicing the Central Coast community and visitors with public toilets has evolved over the many years with toilets being built to meet public demand. Some structures date back to the early 1960s with the newest toilets being provided as part of the Leven River Wharf Redevelopment and the renewal of the public toilets in Beach Road, Ulverstone.

Programmed maintenance and refurbishments have resulted in upgrades to some of the older facilities. However this maintenance and refurbishment has not kept pace with standards and community expectations. Over time some facilities have been closed and demolished.

Central Coast currently provides 38 public toilet facilities within Central Coast.

These are broken down as follows:

- stand-alone buildings – Rural – 4
- stand-alone buildings – Forth – 1
- stand-alone buildings – Turners Beach – 2
- stand-alone buildings – East Ulverstone – 11
- stand-alone recreation – East Ulverstone – 2
- stand-alone buildings – West Ulverstone – 5

- stand-alone recreation – West Ulverstone – 3
- stand-alone buildings – Penguin – 4
- incorporated into other buildings – Central Coast – 6

Refer to Section 21 for the Central Coast Toilet Inventory and Score for each public toilet.



There are traditional type public toilets at Blythe Heads, operated and maintained by the Blythe Heads Tourist Association, and at Pioneer Park, Riana, operated and maintained by the Pioneer Park Progress Association.

Maps showing the current location, name and asset number of the 38 toilets facilities are at **Appendix 1 to 7**.

The National Toilet Map, a project of the National Continence Management Strategy, also shows the location of most of the Central Coast public toilets (<http://www.toiletmap.gov.au>).

The Plan recommends:

Action 1 – That public toilet information is developed to identify toilet locations and identify those with disabled access and be placed on the Council’s website and provided to the National Toilet Map.

6.2 Types of Public Toilets in Central Coast

Since the first public toilets were built, the type of structure and range of comfort fittings and fixtures within public toilets have changed. Public toilets have evolved from traditional separate male and female partly open roofed structures tucked out of sight, to modern automated unisex “Exeloo” type, which for user safety reasons are placed in full public view. Consequently, the Council currently manages and operates many different types of toilets in differing configurations.

These are listed below.

6.2.1 Traditional stand-alone toilet

There are 32 public toilets that are the more conventional and older solid brick or concrete structure. Traditional toilets have separate facilities for male and female and separate entrances to the building. They may contain more than one cubicle and most often would contain a urinal for males. Access to individual cubicles is from within the building. Most offer basic facilities of toilet paper and hand washing.

Most of these traditional types of toilets are not accessible for people with disabilities.

In recent times the toilet at the Esplanade, Turners Beach (boat ramp) has been renewed with a facility that meets the standards of the day for accessibility for people with a disability.

6.2.2 Toilet incorporated with other buildings

Five public toilets are incorporated within other structures such as sporting or recreation facilities.

These toilets may have separate facilities for male and female with separate entrances to the building. They may contain more than one cubicle and incorporate a urinal for males. Access to individual cubicles is a mixture of being visible from the public areas or from common space within the building. Some are accessible for people with disabilities, particularly those that have recently been constructed or refurbished, but may not meet the latest minimum space and access requirements.

There are two different types of public toilet installations incorporated within other structures:

- Four are for public use only with only external access
 - Ulverstone Sports and Leisure Centre
 - Ulverstone Wharf
 - Ulverstone Football Ground (Robin's Roost)
 - Carpark Lane Facilities
 - Beach Road, Ulverstone
- One is for both for public and pavilion users with external and internal access.
 - North Motton Reserve



Ulverstone Sports and Leisure Centre toilet



North Motton Reserve toilet

6.2.3 Modern (CPTED) Toilets

Crime prevention through environmental design (CPTED) consists of seven guiding principles:

- 1 **Surveillance** – involves the location and design of facilities to maximise visibility of the site.

Maximising casual surveillance increases a sense of safety and can deter criminal activity.



- 2 **Land use mix and activity generators** – A balanced land-use mix is important in terms of safety and the perception of safety. A primary means of creating actual and perceived safety is through a mix of land uses, which increases and sustains legitimate use.
- 3 **Definition of use and ownership** – Design needs to define ownership and the intended use of a space. When the purpose of use of a space is clear, illegitimate use is obvious and therefore less likely.
- 4 **Basic exterior building design** – The exterior design and treatment of buildings can directly support and reduce crime by reducing opportunities for entrapment, concealment and vandalism.
- 5 **Lighting** – Lighting can increase the perception of safety and deter crime.
- 6 **Way-finding** – Way-finding is the use of symbols, cues and signage to help navigate through areas. Symbols, cues and signage guide appropriate use of this space, and make inappropriate use obvious to others.
- 7 **Predictable routes and entrapment locations** – Predictable routes are a safety concern as they enable potential attackers to easily identify the route taken by users. These include pedestrian paths, stairwells, underpasses and corridors. This is particularly problematic where the route ends up close to an entrapment spot.

There have recently been two toilets constructed/reconstructed using the CPTED principles as guides and these are:

- Carpark Lane; and
- Beach Road, Ulverstone.

6.2.4 Automated “Exeloo” public toilets

These public toilet facilities provide an automated wash down system that washes the unit down with disinfectant and water sprays after a pre-set number of uses then dries the surfaces with high pressure fans before becoming available for the next user. This system can reduce the number of cleaning visits by 50% and provides a safer and more pleasant environment for users. The automated system also has electric door operation

and can be set to lock the units up at night and open again at a pre-set time in the morning eliminating the need for security personnel. Automated units include a unique recessed sensor operated basin unit that includes touch free soap, water and hand drying, a recessed electronic toilet paper dispenser that accommodates jumbo rolls and electric door operation so a touch button on the outside of the unit will activate the door open signal while a similar button on the interior will close the door and re-open it when use is completed.

At this point in time this type of toilet has not been installed within Central Coast.

Until recently these types of toilet were fully automated; however there are some concerns regarding full automation.

Manufacturers are now starting to offer toilets with various degrees of automation tailored to the client's requirements.

These types of toilets should be considered in the future when a toilet is identified for renewal.

6.3 Public toilet locations and demand drivers

Public toilets in Central Coast are located in Forth, Turners Beach, Ulverstone, Penguin, Heybridge, North Motton, Gunns Plains, South Nietta and the Leven Canyon.

6.3.1 Foreshore areas

The foreshore areas are Esplanade, Turners Beach, Beach Road, Dial Street, Westshore Road and Picnic Point in Ulverstone and Johnsons Beach Road in Penguin.

There are 10 public toilets along these foreshore areas enhancing the enjoyment of the beach/park users for both the community and visitors alike.

The challenges of managing these toilets are:

- Peak demand over the summer period places stress on the facilities (particularly cleaning);
- Selection of the number of cubicles for new or refurbished toilets;
- The siting of many of the toilets along the foreshore areas are hidden from view by vegetation making them less safe;
- The older traditional types of toilets do not meet today's needs and standards and require refurbishment or replacement.

6.3.2 Shopping areas

Six of the public toilets service the shopping centres of Ulverstone, West Ulverstone and Penguin and are generally located in or near car parks.

The challenge is to upgrade or renew some of the older stock of toilets to accommodate the increased number of shoppers and visitors particularly over the summer periods.

The older traditional types of toilet do not meet today's needs and standards and require refurbishment or replacement



Coles Carpark toilets

6.3.3 Parks

Seven public toilets in Central Coast's parks allow people of all ages and ability the freedom to enjoy passive and active pursuits.

The challenge of managing these toilets is responding to the changing use of some parks and scheduling cleaning and maintenance with little disruption to the community.

The older traditional types of toilet do not meet today's needs and standards and require refurbishment or replacement



Hiscutt Park toilets

6.3.4 Sporting facilities

Six public toilets accommodate sporting facility users, spectators, supporters and the general public.

The main challenge is the selection of an appropriate number of cubicles when replacing or refurbishing these toilets. These facilities tend to experience short term peak demand when events or sporting fixtures are being held.

The older traditional types of toilets do not meet today's needs and standards and require refurbishment or replacement.

6.4 Other Council and privately owned toilets used by the public

In addition to the public toilets managed by the Council there are other Council controlled buildings where the public can access toilet facilities. These are not considered in this Plan.

Other toilets which the public can access are privately owned toilets located within eateries, restaurants, petrol stations and retail stores. These supplement the provision of public toilets in the municipal area, although they are often only available during opening hours or to patrons of the establishment and often their availability may not be well advertised.

Some establishments do not encourage or allow use by the general public.

7. Current and future challenges

The Council, over recent years, has upgraded some of the older public toilet assets and also constructed new facilities:

- To provide and maintain safe, accessible, high quality and a sustainable network of public toilets;
- To increase the number of public toilets that are accessible for people with a disability;
- To meet current community and visitor expectations of safety and security through the application of CPTED principles; and
- To ensure the provision of public toilets support all activities within the municipal area within the resources of the Council.

Improvement in public toilet asset stock requires the Council to address a number of issues and challenges brought about by:

- The popularity of the beach environment which attracts a reasonable number of visitors on weekends and the summer period;
- Sporting and other events, attracting peak numbers of people to parks and sports grounds;

- New standards of accessibility for people with disabilities and the principles of CPTED;
- Provision of change facilities with some foreshore toilets;
- Sufficiency of unisex toilets as replacement for traditional multi-cubicle toilets which include urinals;
- The older traditional style toilets that require upgrade or replacement;
- The need for ancillary services such as drinking water stations and external shower facilities;
- Closure of high risk and/or low use public toilets;
- Signage to assist locating the public toilets; and
- The demolition and/or removal of toilet where over servicing is identified.

8. Community engagement and condition audit

8.1 Consultation

In 2012 Insync Surveys undertook the Central Coast Council Community Survey.

What the community feel is important – Public toilet amenities were ranked at number 3. (Note: Ranked number 1 in 2010 and number 5 in 2008.)

How the community feel Central Coast is performing – Public toilets were not ranked in the top 5 or the bottom 5.

Where the community feels Central Coast Council can improve – In identifying factors for improvement Insync Surveys analysed the perceived difference – or “gap” – between the importance and the performance score for each variable.

Five variables with the highest gap score were reported with public toilets being at number 5. (Note: Ranked number 4 in 2010 and number 3 in 2008.)

The survey results confirm there is an opportunity for improvement in the provision and presentation of the public toilet asset stock.

In 2012 the Council also undertook Parkcheck Visitor Measure surveys.

Parks surveyed were:

Destination (District) Parks:

- Fairway Park
- Anzac Park

- Hiscutt Park
- Leven Canyon Reserve

Neighbourhood Parks:

- HW Braid Reserve
- Legion Park
- Lions Park (Zvoni Gornik), Penguin
- Penguin Beach Foreshore Reserve
- Lugana Crescent Reserve

Other Parks:

- Gables Park
- Turners Beach Shared Pathway
- Apex Park
- Shropshire Park

Where there are toilets associated with a park the respondents were asked how important toilets were and how satisfied they were with them based on a 1–5 ranking (5 being good).

For Destination Parks the importance was 4.6/5 and satisfaction was 4.07/5.

For Neighbourhood Parks the importance was 4.40/5 and satisfaction was 3.92/5.

For Other Parks the importance was 4.44/5 and satisfaction was 4.16/5.

From this information the users of the parks find the provision of public toilets reasonably important and are reasonably satisfied with the provision of public toilets.

Some comments from the survey in relation to recommended improvements are as follows:

Fairway Park/Bicentennial Park:

- Toilets in play area

Anzac Park:

- Upgrade toilets

Legion Park

- Unlock toilets (toilets are closed periodically due to vandalism)

Turners Beach/Ulverstone Shared Pathway

- Water bubblers and toilets

9. Management and operation of public toilets

9.1 Asset value

The total replacement value of Central Coast's public toilets needs to be considered in two parts:

- The total replacement value of Central Coast's 32 stand-alone toilets is \$3.42m; and
- The remaining six public toilets that are incorporated into other facilities have a total (based on square metre rate) replacement value of approximately \$1.0m.

The amount spent in the last five years for renewal/refurbishment of public toilet assets has been \$190,000 for Beach Road, however this can vary from year to year depending on the renewal requirements.

The Long-term Financial Plan 2013–2023 allows for \$100,000 in 2015–2016 for a new toilet at the Sulphur Creek Hall in conjunction with the development of the playground as recommended in the Draft Open Space and Recreation Plan 2012–2022 and \$100,000 for a new public toilet at the Gunns Plains Hall in 2019–2020.

9.2 Current asset assessment – building condition rating

A condition audit was undertaken on the public toilets in 2009 and again in 2013 by the Buildings and Facilities Maintenance Officer.

The rating method used is a 0–10 with 0 being as-new or recently refurbished and 10 being an asset that has failed and is no longer serviceable.

Refer to Appendix 8 for the scoring system.

The overall condition assessment score was determined by rating for the floor, roof, internal walls, external walls and internal fit out.

For the condition assessment graph refer to Appendix 9.

In the four years since the previous condition assessment the condition of the toilet assets has deteriorated by approximately 15%.

If a condition score of 5 (an asset in fair overall condition, deterioration in condition would be obvious and there would be some serviceability loss) is adopted as a minimum requirement then there are nine public toilets that exceed this condition score.

These are:

- Buttons Creek (West – Male)
- Buttons Creek (West – Female)

- Picnic Point
- Batten Park
- Anzac Park
- Coles Carpark
- Ulverstone Recreation Ground – SE Corner
- Ulverstone Showground – Male Toilet No. 1
- Ulverstone Showground – Female Toilet No. 2

Of these the Buttons Creek (West) toilets have been identified within the 2013–2014 Estimates for demolition (not to be replaced).

Coles Carpark and Anzac Park have been listed for some time for refurbishment or replacement.

When Anzac Park is renewed consideration should be given to the provision of a child toilet as this has been requested by the community for some time. This would need to be at the current location as there is no sewer available in the Park.

If a condition score of 4 (an asset in good overall condition but with some obvious deterioration evident, serviceability would be impaired very slightly) is adopted as a minimum requirement then there are 15 public toilets that exceed this condition score.

Based on the age of the public toilets those identified for renewal within the next 10 years are:

- Buttons Creek (West – Male) (to be demolished 2013–2014)
- Buttons Creek (West – Female) (to be demolished 2013–2014)
- Buttons Creek (East) (to be renewed 2013–2014)
- Beach Road (2) – Opposite Ulverstone Surf Club (demolished 2013)
- Coles Carpark
- Anzac Park
- Central Coast Memorial Park
- Picnic Point

9.3 Extended assessment beyond “condition” rating

There are limitations in basing expenditure on ‘condition’ only or year created plus useful life in isolation, as it fails to address whether a building is fit for the purpose for which it is being used. “Fit for purpose” is essential for public toilets. It is no longer acceptable for public toilets that do not meet the following criteria:

- User requirements or disability access; or
- The location, building design or surrounding area provides places for people to hide with criminal intent or makes the user feel unsafe; or

- The fit out of the toilet no longer meets the current standards and is not clean in appearance (even though regular cleaning takes place).

Surveys undertaken by other local government authorities confirm that safety and cleanliness are the highest requirements for public toilet users.

Traditionally asset managers have relied only on the criteria of asset condition to establish work needs and priorities. However, the Council's strategic approach to asset management for establishing priorities for works including renewal, upgrade/ refurbishment or replacement of assets, has expanded to include:

- suitability or performance of the asset; and
- risk – likelihood of failure and severity of consequences, if failure occurs.

Bringing suitability (performance) and risk into asset management is a relatively new approach but a very important one.

10. 'All Inclusive' asset assessment of public toilets

A large part of this Plan is developing a process incorporating the additional two criteria of suitability (performance) and risk into the assessment for establishing public toilet priorities for major works.

10.1 Performance and risk approach

In this section we examine in more detail the methodology for measuring the 'performance' of a public toilet and 'risk' factors to assess the consequence of achieving or not achieving the measures of performance.

Performance relates to broader issues than just the soundness of the building. For public toilets, measure of performance is a measure of 'fit for purpose' and draws upon community expectations, changes in legislation and guidelines relating to the safety of the public toilets which can be broadly grouped into three themes:

- physical;
- social; and
- environmental.

The physical, social and environmental factors are brought together in an asset management process capable of measuring the overall performance of individual public toilets. By assigning a score against the range of criteria allows ranking of toilets for works.

Physical – Elements include the type of public toilet fit-out, such as modern automated or older traditional styles, adequacy of number of cubicles and fixtures for user comfort, proximity of the toilet to other public toilets.

Social – Elements relate to the safety and security of the user. They incorporate physical elements such as siting, visibility and lighting and address behaviour such as the potential of concealment and incidents of vandalism, graffiti and anti-social behaviour.

Environmental – Elements relate to the maintenance of the building and fixtures and cleanliness of the facility.

11. Performance and Risk Assessment Process

A model has been developed for assessing the performance and risk of public toilets in a manner that will enable it to be easily adapted for use in assessing other asset categories (if required) within Central Coast.

The assessment involves two phases:

- Phase 1 – ‘Performance’ rating score; and
- Phase 2 – Overall risk of failure.

11.1 Phase 1 – ‘Performance’ rating score

Performance is a measure of ‘fit for purpose’ of the asset.

The performance score is used to evaluate an asset and assist in decision making to set priorities for works; either renew, upgrade/refurbish, replace or remove the asset.

There is little value if the asset is kept in top condition at a high cost, where it is no longer useable. For example, you may have a public toilet in a sound building, but it is poorly located, designed and fitted out in a manner that does not meet current access or safety standards as expected by users today.

Assigning a score as a measure of the performance of the toilet requires measuring the public toilet against three categories of physical, social and environmental. This provides a measure of the response to the following questions:

Physical (fit out or location) – How does the public toilet’s internal features rate for all users? Are there other toilet facilities within the vicinity?

Social (safety and security) – Does the public toilet provide the users with a safe and secure environment?

Environmental (maintenance and cleanliness) – Does the public toilet provide the user with an environment of a well maintained and clean facility?

Within each of the categories above, a number of elements are assessed in order to gain a better picture of the performance characteristics. Each element is rated from 1 to 5, then using a risk matrix a weighting is assigned to each element, providing a weighted score.

Each element's weighted score is then summed and averaged to obtain an overall performance score for the particular toilet asset.

Table 1 shows the '**Performance Rating Score Card**' which has been completed for each public toilet to obtain a performance score.

11.1.1 Stage 1 – Assessment Raw Score

The first stage is to assign a raw score for each of the elements of the 'Performance Rating Score Card'. The raw score measures how well the element is provided for and reflects the likelihood of a user being faced with failure of that element operating at its premium level.

Table 2 is a guide to assessing the raw score. Descriptors are provided for each score of 1–5 for each individual element. By choosing the 'best fit' descriptor for the element being assessed gives the appropriate 'Raw Score' value in the 'Performance Rating Score Card'.

Assessment and assigning a 'Raw Score' to each element was undertaken by a combination of gathering desktop information and site inspections.

Table 3 'Raw Score Explanation Notes' provides guidance on how to undertake the assessment in completing the 'Performance Rating Score Card'.

All tables are colour coded and elements numbered to aid application.

11.1.2 Stage 2 – Weighting

The importance of each element used to measure performance varies. Each element is assigned a weighting. The weighting (or importance) is derived from maximum possible consequence if failure was to occur related to each element.

The weighting value (1–5) is derived from application of the '**Consequence of Failure (occurring)**' chart in **Table 4 – 'Risk Matrix'**

The value read from the chart is then entered into the 'weighting' column. This represents the maximum consequences the user may experience if there is a failure of the element as it relates to public toilets.

The maximum consequence of failure (weighting) for a particular element will not change from one toilet to another. For example, Element 2 which is 'Adequacy of number of cubicles' indicates that if there were insufficient cubicles available on a regular basis, then the consequence is that people will have to queue or wait – this is deemed as a 'Minor' consequence and a value of 2 is assigned.

Table 5 – 'Weighting Score – Maximum Consequence of Failure' provides the 'weightings score' assigned for each element with an explanation of the maximum consequence of failure of that element.

11.1.3 Stage 3 – Weighted Score

The ‘weighted score’ is a value derived from the ‘Likelihood’ of the element failing (‘Raw Score’) for each toilet and the maximum ‘Consequences’ if the element fails (‘Weighting’). The assigned score is determined by applying the two values to the **‘Weighted Score Risk Matrix’ of Table 4 – ‘Risk Matrix’**.

The ‘Weighted Score’ for each element is then summed and adjusted by dividing the total number of elements (a total of 18) [allowing for 14 (a), (b) and (c), to count as 3 in the ‘Performance Rating Score Card’] to obtain a single value, to two decimal places. This becomes the ‘Performance Score’ for the particular public toilet asst.

‘Individual Performance Rating Score Cards’ containing the individual evaluation sheets for each of the 38 public toilets are in a separate document.

11.2 Phase 2 – Overall Risk of Failure

Even though the ‘maximum consequence’ of failure (risk) is used to weight individual elements of the Performance Rating Score Card, each public toilet requires an ‘Overall Risk of Failure’ value for the purposes of comparison with other Central Coast assets if considering municipal wide funding allocations.

To establish an overall risk value for each public toilet, it is important to concentrate on the critical elements identified by users as being important when using a public toilet. Having to queue or needing to walk a little distance to a toilet is inconvenient, although not likely to have major or catastrophic impact.

Concentrating on the key elements affecting people with disabilities and safety of users provides a more accurate assessment of risk that will influence decisions on undertaking works.

Six key elements (of the 18) used to assign an overall risk factor for each toilet is:

- Element 4 – ‘Suitability for people with a disabilities’;
- Element 6 – ‘Siting – ‘Visibility from public places’;
- Element 7 – ‘Safe accessibility’;
- Element 10 – ‘External hiding places (concealment)’;
- Element 11 – ‘Building design hiding places (concealment)’;
- Element 14(c) – ‘Anti-social behaviour – sexual activity’.

The overall ‘Risk of Failure Score’ for each public toilet is determined by averaging the ‘Weighted Score’ of the six defined key elements.

11.3 Outcomes from Initial Evaluation

An initial assessment of the 38 public toilets was carried out by inspecting each site and involving key people to obtain the required information to populate the ‘Performance Rating Score Card’.

Using the raw score and assigned risk weightings, a 'Performance Score' and 'Overall Risk of Failure' score was calculated for each toilet. Using the 'Performance Score' value, the toilets were ranked with the toilets receiving the highest score (poorest performance) identified as those that should be higher on the priority list for consideration for major works.

A complete list of all the public toilets ranked from highest (worst) to lowest (best) Performance Score is provided in **Appendix 11 – 'Priority Order for Toilet Upgrades'**. (Note: where toilets have the same 'Performance Score', the 'Overall Risk of Failure Score' is then used to separate further).

The following list is the 15 lowest performing public toilets requiring consideration for major renewal/refurbishment or upgrade works based on the performance score.

The toilets are listed in 'priority order'.

	Toilet Name	Total Weighted Score	Performance Score	Risk Score
1	Ulverstone Showground - Female/Male No. 2	216	12.00	19.17
2	Ulverstone Showground - Male No. 1	216	12.00	19.17
3	Anzac Park, Ulverstone	210	11.67	18.33
4	Picnic Point	210	11.67	17.50
5	Ulverstone Recreation Ground - SE corner	211	11.72	18.33
6	Ulverstone Showground - Disabled No. 3	196	10.89	17.17
7	Ulverstone Recreation Ground - Female/Male - Victoria Street	205	11.39	17.67
8	Buttons Creek (East)	208	11.56	18.33
9	Buttons Creek - Male (West)	193	10.72	15.00
10	Buttons Creek - Female (West)	193	10.72	15.00
11	Coles Carpark, Ulverstone	167	9.28	12.67
12	Legion Park, Ulverstone	182	10.11	14.33
13	Batten Park	174	9.67	11.67
14	Bannons Carpark, Ulverstone	168	9.33	12.50
15	Tobruk Park, Ulverstone	159	8.83	12.50

In establishing priorities for major works to improve the performance/provision of the public toilet assets, consideration must be also given to:

- The need for a new public toilet identified in Master Plans and from community requests (refer Sections 14.4 and 18.4);
- The ability to coordinate upgrading of public toilets with sporting facility upgrades, renewal or new structures.

A complete inventory of all Central Coast public toilets listed in order of Risk Score is provided in **Section 21** (the listing also includes the Performance Score and Asset ID for each toilet).

The Plan recommends:

Action 2 – That the stand alone public toilets with the highest overall performance scores are given the highest priority for consideration of major works from a performance perspective. Those associated with a recreation ground be considered on a need basis.

Action 3 – When Central Coast upgrades a sporting facility the provision, upgrade or renewal of the public toilet is considered.

Action 4 – The provision of public toilets be considered, based on the criteria in this Plan, in any planned new facility or facility redevelopment.

12. Improving Performance – Operations and Minor Works

The high cost of providing new public toilets or undertaking renewal or upgrade/refurbishment works, limits the ability of Central Coast to bring all the toilets up to modern day standards and expectations. However it is possible to lift the level of performance from the user's perspective by carrying out operational improvements and/or minor works as an interim measure until major works can be programmed.

Improving the performance of a public toilet without having to carry out major works, which may as a consequence, improve the overall performance rating of the toilet may reduce the urgency to carry out major works.

Where the public toilet facility has a scored high weighted value through a performance element, and the building itself is considered a sound asset, it is possible that an overall improvement to the facility's rating may be achieved by simply changing the operational regime of cleaning/opening times and minor works to the toilet buildings.

Utilising the information from the 'Performance Rating Score Card', it is possible to identify areas where improvements to the level of service can be achieved through:

- operational improvement; and
- minor works to building and/or surrounds.

12.1 Operational Improvements

There are two opportunities for operational improvements and these are cleaning frequency and opening hours.

A review has been undertaken on both these areas and determined that the cleaning frequency is sufficient and the opening hours are appropriate.

These two areas will continue to be reviewed taking into consideration issues that may affect the operations of the public toilets.

12.1.1 Frequency of Cleaning

Problems with toilets can happen at any time and can render it unusable, particularly if it has been soiled. Currently extra cleaning outside the programmed cleaning cycle depends upon users or potential users calling to report a problem, or the Council cleaner anticipating the need for extra cleaning because of expected higher usage from particular events or warm/hot days.

Issues identified with the current program include:

Changing uses –

Other building – public toilets – Combined public and recreation use toilets. Some other building public toilets (accessible from the outside) are also accessible from within the building doubling as a facility user toilet. On some occasions due to the cleaning frequency and timing, the public toilet can be in a poor state when building users want to use them.

CBD public toilets – Toilets in high use areas, such as CBD precincts, can be rendered inoperable either by being soiled or vandalised and leave users without a toilet facility.

Although this can occur at any time, more frequent cleaning of these facilities provides an acceptable level of service. These toilets are currently cleaned daily but can be soiled/vandalised at any time and rendered inoperable soon after.

Surveys have identified cleanliness and safety as the most important needs for public toilet users.

Increased frequency of cleaning will increase the operational costs of the public toilets unless an offset reduction in cleaning of other public toilets is possible due to less frequent use or closure.

The Plan recommends:

Action 5 – That the frequency and timing of the cleaning of toilets be continually reviewed for all public toilets with particular attention to changing use patterns, high use areas, seasonal demand and joint use facilities.

12.1.2 Opening Hours

A total of 23 of the 38 toilets are open 24 hours a day.

Eight public toilets, namely Coles Carpark, Bannons Carpark, Shropshire Park, West Beach, Carpark Lane, Robin's Roost, Ulverstone Wharf Precinct and Anzac Park are opened at approx. 7.00am and closed at dusk (close at various times).

The new public toilet installed as part of the Showground building is automated to lock and unlock to pre-programmed times opening at 8.00am and closing at 7.00pm.

All other public toilets are locked and unlocked manually, which can cause delays in the actual times the toilets are available.

Of the 38 public toilets, 11 are locked at night mostly in response to anti-social behaviour, vandalism, graffiti or the safety of cleaning staff entering toilets in the early mornings.

A number of toilets left open at night have inadequate internal and external lighting which may expose users to higher risks and the toilets to incidences of anti-social behaviour such as graffiti and vandalism etc.

This Plan proposes that those toilets left open overnight be fitted with adequate internal and external lighting.

The provision of this lighting may be by solar power and hence the additional operating cost would be minimal.

If this is not possible then there would be additional operational costs involved in the provision of internal and external lighting, this may be offset by the cost savings on vandalism.

A review of the frequency of cleaning and opening times has been undertaken based on location and usage.

It is recommended the current program be continued and monitored (refer **Appendix 10 – ‘Cleaning frequency and opening hours’**.)

The Plan recommends:

Action 6 – The opening times of public toilets be continually reviewed to provide the required level of service with the intention that they be closed from dusk to dawn unless required to be accessible at night time.

Action 7 – If a public toilet is to remain open after dusk it must be equipped with adequate internal and external lighting.

12.2 Minor Works to Buildings and Surrounds – Desktop Assessment

The second area where it may be possible to improve performance is by undertaking minor works (less costly ‘maintenance’ works to the building and/or surrounds) identified through the ‘performance’ criteria.

The most notable area is the Social (safety and security) category. Public toilet users have identified that feeling safe and secure while using a public toilet is a high priority. Crime Prevention Through Environmental Design (CPTED) (refer to **Section 14.6** for

details) identifies key aspects of public toilets that address the issues of safety and security. These aspects form the elements of the Social category of the 'Performance Rating Score Card'.

Undertaking a focussed assessment of the facility based on the CPTED elements of the 'Performance Rating Score Card' allows identification of those toilets that may be made safer and provide a greater sense of security by undertaking targeted minor maintenance works.

The assessment requires examining a number of specific works (vegetation works and external structures works) and specific elements (specific element works) from the relevant elements of the 'Performance Rating Score Card'.

The following works have been identified as vegetation works that may be carried out as a result of the above assessment that could benefit a number of public toilets.

12.2.1 Vegetation Works

The objective of vegetation removal or trimming which is close to toilet entrances or blocking view lines to the entrances is to lessen the risk of concealment from a person hiding in the vegetation.

(a) Vegetation works trimming

This generally involves trimming or removal of vegetation that obscures the toilet or entrances to the toilet or could lead to concealment by a person hiding in the vegetation.



Those toilets this could apply to are:

- Robin's Roost

12.2.2 External Structure Works

External structure works involves a number of different treatments that could apply to a number of toilets subject to detailed investigation. The following external structure works have been identified as works that may be carried out as a result of the assessment that could benefit a number of public toilets.

(a) Wall replacements

Wall replacement relates to making older traditional toilets safer by replacing some of the solid walls with 'slatted' or 'perforated' screen walls allowing better visibility of the cubicle doors from outside the building. The suitability of this treatment depends very much on the design and layout of the traditional toilet cubicles and for male toilets, the location of the urinal.

Those toilets this could apply to are:

- Buttons Creek (East) – (to be demolished)
- Johnsons Beach
- Central Coast Memorial Park
- Hiscutt Park

The Plan recommends:

Action 8 – The potential for minor works to improve performance be examined in detail and works identified, costed and prioritised.

Action 9 – Minor works to improve performance is undertaken subject to funding provided the public toilet has not been identified for major works in the near future.

Action 10 – The performance of the public toilets be reassessed once minor works are completed.

13 Improving Performance – Building Option

13.1 Choices for Users

Another cost effective method of improving the performance of a traditional type toilet is to consider the option of refurbishing the existing toilet in its current configuration and adding a single unisex cubicle accessible for people with disabilities. The unisex toilet could be located within the existing building or in a new structure adjoining or nearby and be designed and built to meet CPTED requirements.

This alternative treatment would be less costly than demolition and rebuilding and the toilet would be compliant for disability access and provide the general user with the choice to use either the traditional or the unisex toilet.

Such treatment could be considered for toilets that are well sited and the building structure is assessed as in sound condition. One example could be the Shropshire Park toilets.

The Plan recommends:

Action 11 – That a review be undertaken of the 20 highest priority toilets assessed by the Performance Score of this Plan to determine if performance improvement may best be achieved by refurbishing the existing toilet and adding a new additional single unisex cubicle.

13.2 Combine Two Structures

A further cost effective method of improving the performance of traditional type toilets is where two buildings are provided, one for males and the other for females, replacing them with a single unisex toilet. Where the use is low, one building could be

demolished and the other renewed as a single unisex cubicle accessible for people with disabilities, or if the use is high and the toilet needs renewing (replacing), constructing a new single building containing one or more unisex toilets.

The Plan recommends:

Action 12 – Where two buildings are used to provide toilet facilities, consideration be given to reducing the two buildings to one. The number of cubicles and accessibility is to be in accordance with the requirements of this Plan.

14 Guidelines for the Design and Siting of Public Toilets

When a toilet is to be renewed, upgraded or a new toilet is to be provided, effective planning and design is to be undertaken to ensure that the installation achieves benefits for the community, is cost effective and minimises negative impacts.

This requires consideration to be given to coordination of all stakeholders, the surrounding environment, accessibility for people of all abilities, CPTED, configuration of the toilets, comfort features and environmental sustainability.

14.1 Coordinating Management of Public Toilets

The building, maintenance, cleaning and management of Central Coast public toilets is a shared responsibility between Engineering Services and Works. It is imperative that all parties are consulted prior to the construction (or demolition) of public toilets to agree on the design, standard of fixtures and fittings, material to be used, and ongoing maintenance requirements to avoid later add-ons or surprises.

The Plan recommends:

Action 13 – Ensure all relevant staff are involved in the design, siting, construction (or demolition) of new, renewal or upgrade works and the management of public toilets in Central Coast.

14.2 Surrounding Environment

Central Coast foreshore toilets co-exist with stunning coastline landscapes and native vegetation. Other toilets supplement the built environment or blend with parks and sport grounds of the municipal area.

The Plan recommends:

Action 14 – The design and siting of public toilets, whether for new facilities or modification to existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.

14.3 Accessibility for People with Disabilities

Any new, renewed or refurbished public toilets must be both accessible and useable by people of differing abilities. Design that incorporates the requirements of the Disability Discrimination Act (DDA) and AS 1428.1 (2009) – Design for Access and Mobility, or successor, will provide people with disabilities access and use of the toilet in an equitable and independent manner.

Recent changes to the legislation have increased the circulation space within toilets for people with disabilities and increased the percentage of people who should be able to use the toilet from 80% to 90%.

Also all new toilet blocks with more than one cubicle must have one cubicle fully compliant for disability access and the second must be accessible for people with disabilities who are ‘ambulant’.

Designs for recently constructed or refurbished toilets within Central Coast were designed to the standards of the day, which are satisfactory for use, but do not comply with present day requirements.

Central Coast’s 38 public toilets range from being compliant with the current standards (Beach Road toilets recently completed), being compliant with the older standards of the day (Carpark Lane) and those that are non-compliant (older traditional style toilets).

Although the new legislation does not apply retrospectively to current toilets, the Council needs to be cognisant that there is always the risk that an aggrieved person may take action.

To assist in identifying and increasing the number of compliant toilets Central Coast has undertaken the following actions:

- Inspect all toilets to assess the number of compliant with older or new legislation or are non-compliant;
- Identify where minor works may be undertaken to make the toilets for people with a disability more accessible;
- Update the Central Coast Toilet Map to clearly identify those toilets which are accessible for people with a disability and ensure these toilets are appropriately signed;
- Ensure all new toilets are fully compliant;
- When renewing or upgrading an existing toilet they be made compliant; and
- Non-compliant toilets remain inaccessible until such time as they are replaced.

The Plan recommends:

Action 15 – To increase the compliance of toilets for people with disabilities that Central Coast undertake the following actions:

- 1 *Inspection of all toilets to ascertain levels of compliance.*
- 2 *Identify minor works to assist compliance.*
- 3 *Update the Public Toilet Map identifying accessible toilets.*
- 4 *Ensure all toilets able to be accessed by persons with disabilities are clearly signed.*
- 5 *Ensure all new toilets are compliant.*
- 6 *Ensure all renewal and upgrade works make a toilet compliant.*
- 7 *Non-compliant toilets remain inaccessible until replaced.*

14.4 Master Plans and Strategies

There may be various master plans and strategies that provide guidance on the need for public toilets.

These plans need to be considered within the context of this Plan.

The Plan recommends:

Action 16 – Where any redevelopment is undertaken as a result of recommendations from other strategies and master plans, the existing toilets, either within a building or stand alone, should be renewed or replaced at the same time.

14.5 Distances between public toilets

While there are no industry standards or legislative requirements for the spacing of public toilets, the Melbourne City Council's Public Toilet Plan 2008 promotes that toilets should be spaced every 500 metres within the CBD, where there is high pedestrian activity, so that no person has to walk more than 250 metres to access a public toilet. Latrobe City Council's Public Toilet Strategy 2006 adopts a spacing of 1,000 metres in the CBD so that no person has to walk more than 500 metres to a public toilet.

This Plan recommends that a spacing of 500 metres between public toilets be adopted within the foreshore and CBD areas.

The existing siting of toilet facilities in Central Coast shopping precincts, sports grounds and parks are not based on any spacing criteria. There is no supporting evidence on the criteria used by the previous Ulverstone and Penguin Councils (and now Central Coast)

in providing public toilets. At sports grounds the toilets can be either located within a building or as a stand-alone building. In parks and reserves toilets are located on a needs basis. The location of toilets could also be guided by other strategies and master plans.

Currently within the CBD of Ulverstone toilet spacing can be as little as 110 metres (Bannons Carpark to Carpark Lane).

An assessment has been carried out on the distance between toilets and this can be seen at **Appendix 1 to 7**.

As can be seen from these appendices, public toilets are reasonably evenly spread except for the Ulverstone CBD where there is an over servicing and Turners Beach where the recommended spacing is not achieved.

Even though the recommended spacing is not satisfied in Turners Beach, public toilets are provided at the main entrance and access to the beach and at the boat ramp. If a spacing of 1,000 metres was adopted for Turners Beach users would have no more than 500 metres to walk to access a toilet this would be considered adequate coverage. Public toilets in Turners Beach are well signed and easily locatable.

From the analysis it can also be seen that that the Coles Carpark toilets are over servicing the CBD area of Ulverstone and should be decommissioned, demolished and not replaced.

However due to the high use in this area it is recommended when these toilets are due for renewal (2014–2015) they be replaced with a smaller two cubicle, unisex, disabled compliant toilet. It has been determined that this would be sufficient to accommodate the usage. Due to a much smaller footprint this will also allow for a reconfiguration of the car park and enhance the circulation of traffic within this car park.

Based on an analysis and to satisfy the distances recommended in this Plan it has been identified that the following public toilets should be decommissioned, demolished and not replaced.

- Bannons Carpark
- Buttons Creek – Male (West)
- Buttons Creek – Female (West)

It should be noted that the Bannons Carpark toilets are currently used by local businesses and services the Victoria Street, King Edward Street, Reibey Street block. When these toilets are due for replacement (2017–2018) consideration should be given to the need for replacement.

The Plan recommends:

Action 17 – The distance between foreshore and CBD precinct toilets preferably be no more than 500 metres apart, so users have no more than 250 metres to walk to access a toilet and that the distance between toilets in Turners Beach be 1,000 metres apart, so users have no more than 500 metres to walk to access a toilet.

Action 18 – That, based on the identified criteria, the Buttons Creek (West) toilets be demolished and not replaced, the Coles Carpark toilets be replaced with a smaller two cubicle, unisex, disabled compliant toilet in 2014–2015 and the Bannons Carpark toilets replacement or otherwise be considered when due for renewal (2017–2018).

14.6 Crime Prevention through Environmental Design (CPTED)

CPTED is accepted in the design and criminology fields as being a useful tool to reduce the likelihood of crime in set locations. Whilst it is impossible to ‘design out’ crime, better designed areas have been shown to reduce crime and the fear of crime.

Graffiti desecration of Central Coast’s public buildings, including public toilets, is one element of criminal activity that may be reduced through the application of CPTED.

CPTED is an approach to crime prevention that takes into account the relationship between the physical environment and the users of that environment.

To maximise the safety of users and lessen or prevent the incidence of crime, the design, location and management of public toilets should be consistent with CPTED principles.

New public toilets should be designed to meet all the requirements of CPTED to avoid design and management issues.

At the early design stage of renewal, upgrade or provision of a new toilet facility, the following CPTED principles must be considered:

- **Siting – (visibility)** – Public toilets should be sited at locations that are highly visible from the surrounding area and not hidden away from public view.
- **Access** – Entrances to public toilets should be clearly visible from the street or other public areas; and public toilets in or near playgrounds clearly visible from the playground. Access should not be obscured.
- **Light** – Maximum use of natural light and/or artificial lighting in the public toilet, and especially if used after dark, good artificial light in and around the facility is essential.
- **Location and proximity to other buildings** – Public toilets should be capable of natural surveillance from pedestrian activity and other building users. Other

buildings or landscaping features should not obscure the view of the public toilet.

- **Orientation** – Entrances should face towards areas of maximum pedestrian/ public activity.
- **Landscaping** – Should not obscure public toilets. Low landscape plantings should be well maintained to a low height.
- **Building materials and finishes** – Should be light in colour and type of material that discourages graffiti and is easy to maintain and to clean.
- **Building design and cubicle configuration** – Design should be welcoming with cubicles having direct access to public areas, natural lighting to be maximised, and light coloured surfaces.
- **Management, maintenance and security** – Good maintenance, management and security generally leads to a good image, discourages vandalism and other anti-social behaviours.

The performance assessment of Central Coast’s public toilets has embraced the CPTED principles as elements of the evaluation score card. This has provided opportunity to identify areas where the toilet does not satisfy the principles and the performance can be improved by undertaking minor works. Potential minor works to vegetation and buildings have been identified in **Section 12.2 – Minor Works to Buildings and Surrounds – Desktop Assessment**.

The Plan recommends:

Action 19 – Where practicable, existing public toilets that have been identified with shortcomings in relation to safety and security be made compliant with CPTED principles.

Action 20 – CPTED principles be applied in the evaluation of decisions to upgrade or replace older toilets.

Action 21 – CPTED principles be applied to the design and management of new toilet facilities.

14.7. Configuration of Public Toilets

Public toilets within Central Coast fall in to four groups by location – Foreshore; CBD; Open Space and Recreation Reserves.

Each individual group has unique requirements influencing configuration elements of the public toilet, particularly cubicle numbers, size, features and gender usage.

14.7.1 Foreshore

The Beach Road toilet renewal has established a standard for renewal of foreshore toilets catering for disability access, unisex toilets, change room capability, and incorporating CPTED principles in the design of the facility. Beach Road has four unisex cubicles plus one unisex cubicle which is accessible for people with disabilities.

Renewal or replacement of foreshore toilets in close proximity to the beach that are required to service sustained peaks in use (summer beach users) should have as a minimum:

- unisex toilets;
- one to be accessible for people with disabilities; and
- cubicles to be large enough to incorporate a change bench.

Renewal or replacement of foreshore toilets that are not associated with a beach but cater more for walkers and cyclists should have as a minimum:

- unisex toilets – accessible for people with disabilities.

14.7.2 CBD (Car parks)

Where renewing an existing toilet facility:

CBD areas:

- unisex toilets;
- one to be accessible for people with disabilities;
- two unisex cubicles accessible for people with disabilities if deemed more appropriate.

14.7.3 Parks

Where renewing an existing toilet facility:

Low constant use or irregular peaks in use:

- unisex toilets;
- one to be accessible for people with disabilities; or
- one unisex cubicle accessible for people with disabilities if space not sufficient for two cubicles or use is very low.

High constant use or regular peaks (weekly) in use –

- unisex toilets;
- one to be accessible for people with disabilities; or
- two unisex cubicles accessible for people with disabilities if deemed more appropriate.

14.7.4 Sporting Grounds

Where renewing an existing toilet facility:

Low constant use or irregular small peaks in use:

- unisex toilets;
- one to be accessible for people with disabilities; or
- one unisex cubicle accessible for people with disabilities if space not sufficient for two cubicles or use is very low.

High constant use or regular peaks (weekly) in use – Up to three cubicles:

- one unisex cubicle – accessible for people with disabilities;
- two unisex cubicles.

If the high demand occurs on the weekend or other regular day, the unisex cubicles could be closed outside of the high demand day or weekend.

If there is an exceptionally high peak event (such as sporting final or school event), the organisers are to arrange portable toilets. The Council is to nominate a suitable site for the portable toilets.

The Plan recommends.

Action 22 – The toilet cubicle configurations stipulated in the ‘Configuration of Public Toilets’ section of the Plan is used as a guide when upgrading or building new public toilets.

14.8 Comfort Features

New fully automated ‘Exeloo’ type public toilets provide the user with the highest number of comfort features of automatic paper dispensing, toilet flushing, hand soap, hand washing water and hand dryers. They are also fitted with sharps and sanitary disposal facilities. Newer models have automatic door opening and closing and self-cleaning function.

Older traditional style toilets are limited to manual toilet paper dispensers, hand wash basins and paper towels.

Central Coast no longer provides soap in public toilets due to ongoing vandalism and maintenance issues.

The Council’s Environmental Health Officer has advised that the provision of cakes of soap can be considered unhygienic and therefore this practice has been discontinued.

Sharps containers and sanitary disposal are provided in eight public toilets which are generally in the CBD areas with a couple of exceptions where use has dictated the need for such features.

Due to the cleaning staff identifying the use of sharps etc. in some of the toilets the provision of sharps containers and sanitary disposal should be expanded to include all public toilets within the CBD areas of Ulverstone, West Ulverstone and Penguin. Provision of these features in other toilets should be on an 'as needs' basis.

The Plan recommends:

Action 23 – Funding is made available within the recurrent budget for sharps containers and sanitary disposal to be placed in all CBD public toilets.

14.9 Environmental Sustainability

Environmental sustainability for all Council buildings will be addressed through a Sustainable Buildings Policy (to be developed). The principles of this Policy will be applied during all works to public toilets.

The use of solar powered lighting and water saving devices should be investigated due to the increasing cost of electricity and water charges.

The Council has applied for a grant to install solar powered lighting at the toilets that do not already have lighting but the result is unknown at this stage.

15 Ancillary Services

Drinking fountains and showers are two ancillary services that may benefit from being co-located with public toilets, provided public toilet user safety is not compromised.

15.1 Drinking Water Stations

Central Coast does not currently provide drinking water stations in open spaces, recreation grounds, foreshore or other activity areas even though there have been requests over time to provide them.

There is one tap provided on the Turners Beach – Ulverstone Shared Pathway.

Positioning drinking water stations at critical locations along walking paths, along the foreshore and in selected open spaces could be considered important to encourage the community to utilise potable tap water rather than the less environmentally friendly purchasing of bottled water. Use of refillable drink bottles is also a growing trend.

Locating drinking water stations at or near public toilets within foreshore and shared pathway areas seems a logical step. Public toilets provide a focal point, whether in a park, or along the foreshore and most toilets are some access for people with disabilities.

Maintenance of the drinking water stations could be attended to as frequently as the toilets are cleaned, ensuring they are operating with a good flow of water, filters (if provided) are cleaned and the fountain wiped over to ensure a clean and hygienic appearance. Drinking water stations should be designed to allow the filling of reusable bottles.

Many people take their dogs for walks and where appropriate drinking water for dogs could also be provided.

Siting the drinking water stations at a public toilet must have regard to CPTED requirements which discourages any other infrastructure near a toilet that could contribute to loitering, posing a threat to toilet users.

This can be achieved by locating the drinking water stations forward of the toilet entrance, allowing the toilet users to easily sight people using the drinking fountain, and/or be placed at least 5m away from the toilet entrance to allow people to escape if a threat exists. Servicing the fountain with water and stormwater drainage could be accessed from the toilet infrastructure thus reducing servicing costs.

Drinking water stations should be designed to cater for people with disabilities, drinking from a bubble tap, filling of water bottles and facilities for dogs. A combination station could be designed with the installation incorporating a hard stand (concrete) surround to prevent ponding of spilled water if required. These types of drinking water stations typically cost in the vicinity of \$6,000 to \$8,000.

The Parkcheck Survey also highlighted areas where people considered that water drinking stations should be installed and these include Turners Beach – Ulverstone Shared Pathway and Fairway Park/Bicentennial Park.

The Plan recommends:

Action 24 – Where practicable, drinking water stations be provided and co-located with foreshore and open space public toilets that are close to the beach or walking tracks.

Action 25 – An additional allocation be set aside in the capital budget for drinking water stations.

Action 26 – Drinking water stations be included in all appropriate new works or major upgrades that include public toilets.

15.2 Showers

Central Coast does not currently provide showers near some of the foreshore public toilets. The location of showers at a toilet can vary from being attached externally to the toilet to a free standing dedicated shower usually away (5m) from the toilet.

There are external showers provided at the Ulverstone Surf Club.

Similar to the siting of the drinking water stations, showers should be located forward of the toilet entrance, allowing the toilet users to easily sight people using the shower, and be placed at least 5m away from the toilet entrance to allow people to escape if a threat exists.

The Plan recommends:

Action 27 – Where practicable, showers be provided and co-located with foreshore public toilets that are close to the beach.

Action 28 – Where showers currently exist, but do not meet the siting requirements and the toilet is not programmed to be upgraded or replaced within the next five years, the existing shower facility be considered for upgrading.

16 Anti-Social Behaviour

Anti-social behaviour in any form, whether it is vandalism of the toilet fixtures, graffiti, drug taking or sexual activity, negatively impacts on the safety and security of legitimate users.

With safety and security the highest ranked requirement of toilet users, anti-social behaviour must be discouraged.

Application of CPTED principles of siting, lighting and surfaces discourages anti-social behaviour. Other measures may include closed circuit TV linked directly to police stations but are expensive to install, monitor and maintain.

Closing toilets at night or making sure they have adequate internal and external lighting, may also help reduce the incidences of anti-social behaviour.

The Plan recommends:

Action 29 – Where practicable, public toilets have minor works carried out on them, as identified in the Plan (Section 12.2).

Action 30 – All new facilities be designed and constructed in accordance CPTED principles.

17 Signage

Locating Central Coast's public toilets in many instances is not easy, mainly due to a lack of signage giving direction to the location of the toilet and identifying the toilet once at the location, especially those within other structures or hidden away from view.

The current directional signage is ad hoc and as people may only visit a public toilet as a last resort, or may have planned an outing based on a locality map of the toilets, the ability to actually locate the nearest toilet is essential.



To assist, it is proposed to install more directional signage at various locations on the main roads approaching the toilet locations.

To do this a combination of 20 additional 'Public Toilet' street signs are required (as shown above).

The cost of fabrication and erection of these signs is in the order of \$7,000.

In 2012–2013 the Council also commenced a program of installing signage at each toilet facility to identify that particular toilet and further funding has been allocated in the 2013–2014 budget to continue.

The type of sign adopted for this is shown below.



As can be seen these signs will contain information on the toilet name, hours of operation, nearest alternative facility, disabled compliant etc.

For each of these signs the cost to fabricate and erect is approximately \$500 therefore a total cost for all toilets would be approx. \$20,000.

Also below are some other examples of directional and facility signage used in Central Coast.

Examples of public toilet signage



The Plan recommends:

Action 31 – Improvements to signage of public toilets be implemented in accordance with the ‘Signage’ section of this Plan.

18 Guidelines for New, Refurbishment, Renewal or Demolition

Central Coast has competing demands for capital investment to maintain all its assets in an acceptable condition to keep them fit for purpose and to meet legislative requirements and reporting. The public toilets are only one of these many assets competing for funding, making it necessary to maximise the value of the funds allocated and spent on public toilets.

The performance assessments undertaken as part of this Plan reveals that many of the existing toilets need upgrading or replacement, creating a high level of capital funding to bring them up to modern acceptable standards. With current levels of capital funding it will take many years to bring all toilets up to a higher level of performance. This necessitates prioritising the works and making informed decisions for the best outcome through either renewing the toilet (demolish and reconstruct on same site or new site), upgrading the toilet (stripping bare and refitting existing building) or demolishing the toilet (not replace at all) and responding to the need for new toilets.

Although the public toilet performance and risk measures provided in this Plan combined with the building assets condition ratings ranks the toilets on the needs basis for capital works, it does not give direction on the type of work that will achieve the best value for money spent.

The following guidelines have been developed to assist in the decision making process for determining the type of infrastructure works that will produce the desired outcome and be the most cost effective:

- 1 renew (demolish and reconstruct on same site, or new site);
- 2 upgrade/refurbish (strip bare and refit existing building);
- 3 remove (not replace at all); and
- 4 new (request for new toilets on new site).

18.1 Renewal

The following provides some principles to assist in deciding whether toilets should be renewed.

- Should a Council building incorporating public toilets be programmed to be renewed/upgraded, the public toilets should also be renewed/upgraded at the same time.
- Where a toilet has a poor condition rating then it should be replaced either on the same site or a new site if the current site does not meet the CPTED principles.
- A toilet facility that is due for renewal that is located in a building with a reasonable condition rating and a refurbishment can achieve current standards of safety and accessibility for people with a disability the decision should be based on a cost/benefit analysis taken over the life of each option. If a building is of historic value then the renewal is the preferred option.

18.2 Upgrade/Refurbishment

Central Coast's stand-alone public toilets have been allocated a useful life of 40 years and toilets contained within other buildings can have a life span of up to 100 years in conjunction with the building in which they are housed.

The reality is that even though the structural integrity of the buildings may be sound, the public toilet fit-out and ability to meet the current standards for accessibility for people with a disability, safety and higher expectations of comfort fixtures in the toilets, requires refurbishment to be undertaken at a higher frequency of about every 12–15 years. For example, some of the older stand-alone toilets are more than 40 years old and in much need of refurbishment.

The question is will the upgrade/refurbishment be sufficient to meet the current standards or will the toilet need to be replaced.

18.3 Remove (Decommission and not replace)

Decommissioning an existing toilet can be difficult and emotive if the facility is still being used, even if the current usage is low. Decisions to decommission should include consideration of availability and accessibility of an alternative public toilet and usage base on the siting requirements in **Section 14.5**.

In deciding whether to decommission and close a toilet facility, consideration should address standards of public toilet availability, accessibility and usage, in that;

- In areas of high pedestrian activity a public toilet could be decommissioned and not replaced if there is another toilet within 500m of that toilet; or

- The usage of the toilet to be decommissioned is very low, or if low, the usage is not linked to a particular activity (e.g. playground) or events causing high peaks at low frequency; or
- The existing toilet does not provided access for people with a disability; or
- Users are at risk due to poor siting, access is hidden from public view, and/or has a history of unacceptable behaviour related to drugs and/or sexual activity.

18.4 New

Demand for new public toilets is often driven by circumstances that either generate greater use of an existing facility due to a change or increase in the intensity of uses or a new development, or intensity of use in a location where a public toilet is not within a reasonable distance.

There may be circumstances where a development has taken place as a result of actioning a master plan, or some other works, which did not incorporate a public toilet within the original scope of the design, but is likely to generate demand for such a facility.

Central Coast has received two requests for a new toilet:

- Turners Beach – Ulverstone Shared Pathway;
- Gunns Plains Hall.

A new toilet has also been identified within the Draft Open Space and Recreation Plan 2012–2022 as listed below:

- Sulphur Creek Hall.

18.4.1 New Toilet Justification Criteria – Minimum Requirements

Justification for a new public toilet, or alternatively to show a public toilet is not warranted, can be established through testing the scenario against a set of criteria, which if supported by the Council will assist in the assessment of requests for new toilets.

Demand is often difficult to assess, however Central Coast may give priority to providing new public toilets, subject to available funds, when:

- The request is supported by a Central Coast strategy, master plan or this Plan;
- The demand is generated by development as a result of actioning a Central Coast master plan or strategy, or some other works such as a playground, which did not incorporate a public toilet in the original design;

- The use is generated from a Central Coast initiative (such as promotion of tourism), and is not just a private enterprise activity;
- The distance to the nearest toilet is more than 250m;
- The nearest toilet, if under 250m, is not capable of accommodating increased use and/or is not accessible for people with a disability;
- The lack of a public toilet increases the risk to safety through unsociable behaviour of people relieving themselves at the site.

18.4.2 Prioritising New Public Toilets

Where the criteria is met further assessment is required to assist in prioritising the toilets based on whether the usage is high or low, if it is regular or has frequent or infrequent peaks, the type of users (do they have special needs) and if there are any future demand drivers.

Issues to be considered

Use and Demand	1	Use pattern
	2	Number of users
	3	Type of users
	4	Future demand generators

Guide to assessing Use

	1	2	3	4	5
Use pattern	Light peak use weekly to monthly only	Low intermittent use – some days without use	Heavy peak use on 1 to 4 occasions per day	Light regular use throughout the day	Heavy regular use throughout day
Number of users	Overall use averaging <4 per hour/8hrs/days open	Overall use averaging 5–10 per hour/8hrs/days open	Overall use averaging 11–20 per hour/8hrs/days open	Overall use averaging 21–80 per hour/8hrs/days open	Overall use averaging >80 per hour/8hrs/days open
Type of users	Short visit only attracted by facility	Generally local use with shorter stays	Mixed local use only	Specific user requiring access to facilities – aged, young family, special needs etc.	Local, regional and tourist visitors of all abilities
Future demand generators	There are no proposals known that will increase demand; or demand is expected to decrease	There are long term plans that may increase demand beyond 10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 6–10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 2–5 years	There are imminent proposals that will increase demand within the next 2 years

18.4.3 Alternative Solution if Criteria Not Met – Hiring Toilets

Where the criteria cannot be met an alternative solution should be investigated including hiring in portable toilets by private operators where the demand is generated through a private initiative. Central Coast would first need to approve that this is an appropriate solution and nominate a site for the portable toilets and time period it may remain in the location (usually only for the day required).

18.4.4 Assessment of Current New Toilet Demands

Based on the justification criteria, the method for prioritising the provision of new public toilets the following toilets are supported by this Plan, listed in order of priority:

Priority	Score	Toilet
1	11	Sulphur Creek
2	9	Model Railway, Turners Beach – Ulverstone Shared Pathway and future Historical machinery Club
3	6	Gunns Plains Hall

The Plan recommends:

Action 32 – The provision of a new toilet at Sulphur Creek Hall Reserve has been included in the Long-term Financial Plan 2013–2023 in 2015–2016 and that consideration is given to the provision of a new public toilet servicing the model railway, future Historical Machinery Club of Tasmania and also the Turners Beach – Ulverstone Shared Pathway.

18.5 Community Consultation – Closure and New Toilets

Prior to the closure of any existing public toilet or the construction of a new public toilet Council shall engage the community through a consultation process.

18.6 Checklist to Assist Decision Making

A checklist has been developed to assist in the decision making process (refer to **Appendix 13 – Assessment Guidelines for Public Toilet Infrastructure**).

19 Finance

19.1 Current Budget

The Council's budget allocation in 2013–2014 is \$80,000 for the renewal of existing public toilets at Buttons Creek (East) and the recurrent budget is \$206,000 per year for maintenance and operation of the public toilet assets.

The Long-term Financial Plan allows \$20,000 per year for general toilet refurbishment, \$10,000 per year for toilet furniture upgrades, and also an allocation of \$10,000 for signage provision/upgrade.

There is a capital allocation of \$100,000 in 2015–2016 for new toilets at the Sulphur Creek Hall which was identified in the Draft Central Coast Open Space and Recreation Plan. These will need to be brought forward to coincide with the installation of the playground.

The Buildings and Facilities Asset Management Plan identifies that the total renewal requirements for public toilets over the next 10 years is \$880,000.

The current replacement cost of the public toilet asset stock is \$4.22m.

A level of funding needs to be established to allow for the toilet assets to be refitted/refurbished on a regular basis rather than waiting until the end of their useful life and the refurbishing being part of a renewal.

As there are 35 of the 38 toilets open to the public and if there were some refitting/refurbishment carried out on two toilets per year that would equate to a 17 year cycle.

If the refurbishment was undertaken on a 12 year cycle this would allow for three toilets per year to be upgraded which would provide a more acceptable service level.

To carry out the refit/refurbishment of two toilets per year would require funding of \$20,000 per year and three toilets per year \$30,000.

Another cost associated with the public toilets that has not had to be considered previously is the cost of water service fee, sewerage service fee and water consumption applied by TasWater. The servicing of the public toilets with water and sewerage is still mostly unknown to TasWater and the Council has been receiving random invoices for these fees. This will continue until they become aware of all the public toilets that have water and sewer connections.

The water consumption is difficult at this stage to determine, but is estimated to be around the \$400 per annum per toilet mark. The water service fee is \$424.52 per annum and the sewerage service fee is \$658 per annum.

Based on the number of toilets that have a water and sewer connection and are not associated with a recreation ground this could amount to an added cost over time of approx. \$1,500 per toilet (26) per annum totalling \$39,000 per annum.

The Plan recommends

Action 33 – That the budget allocation is increased from \$20,000 to \$30,000 per annum in the capital budget for general refit/refurbishment of the public toilet assets at three toilets per year (12 year cycle).

Action 34 – That additional funding be allocated in the recurrent budget to accommodate the additional cost of water and sewerage service fees and water consumption.

Three principle types of maintenance are performed on the Council's public toilets, namely:

Reactive – Generally due to vandalism or equipment failure. This is scheduled on an ad hoc basis and includes graffiti removal.

Programmed – Periodic inspections, scheduling of maintenance works identified during inspections.

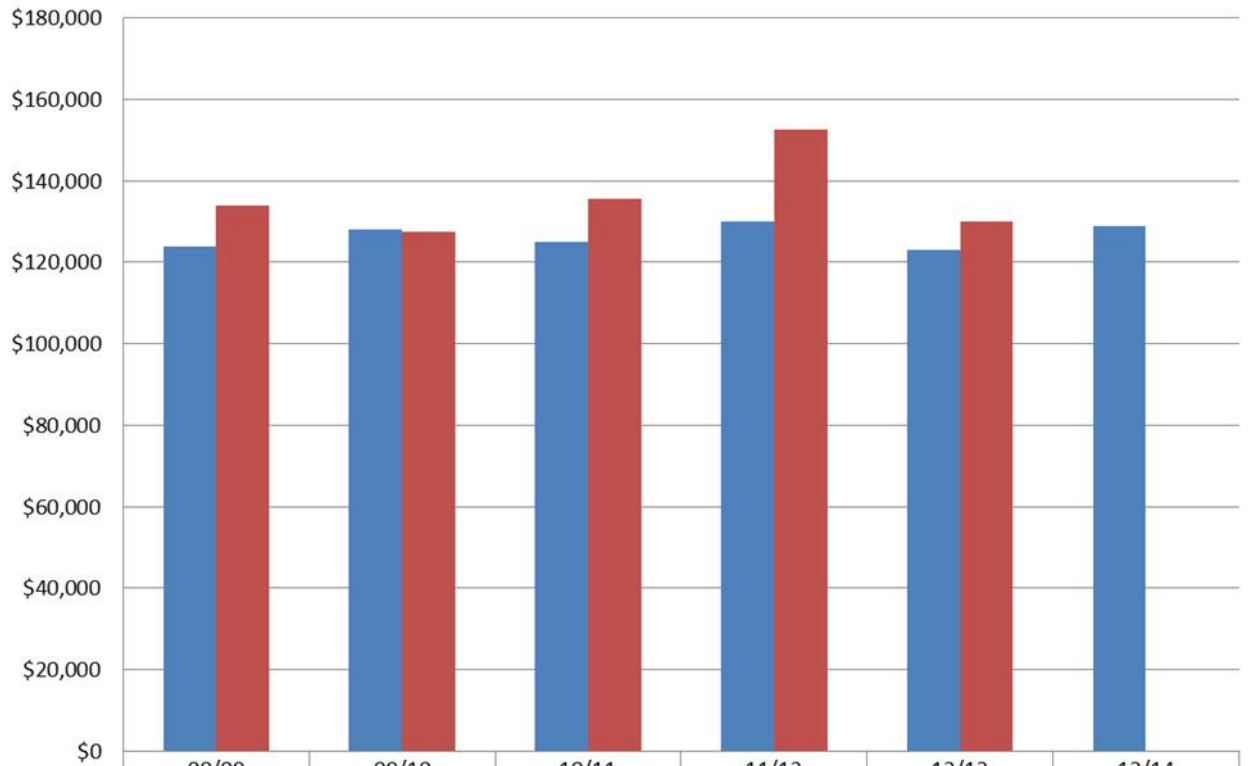
Cyclic – Cleaning, carried out in accordance with the established hierarchy.

Reactive and programmed maintenance is carried out by a mixture of day labour and contract and cleaning of the public toilets is carried out by the Council's day labour.

Lockup for those that close at night is carried out by the Council's security service provider.

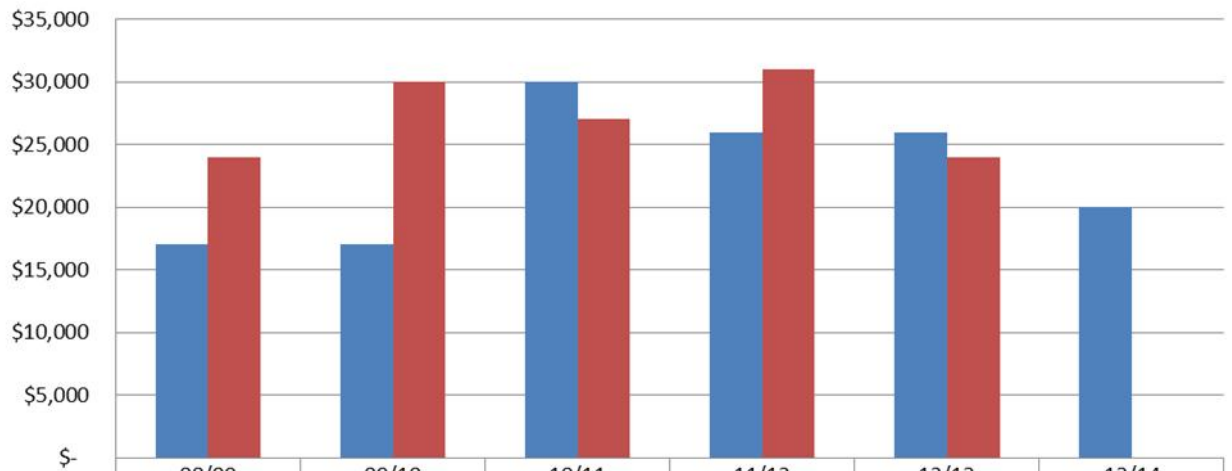
The expenditure on public convenience cleaning/maintenance/vandalism over the last five years is shown in the graphs below.

Public Toilet - Cleaning Costs



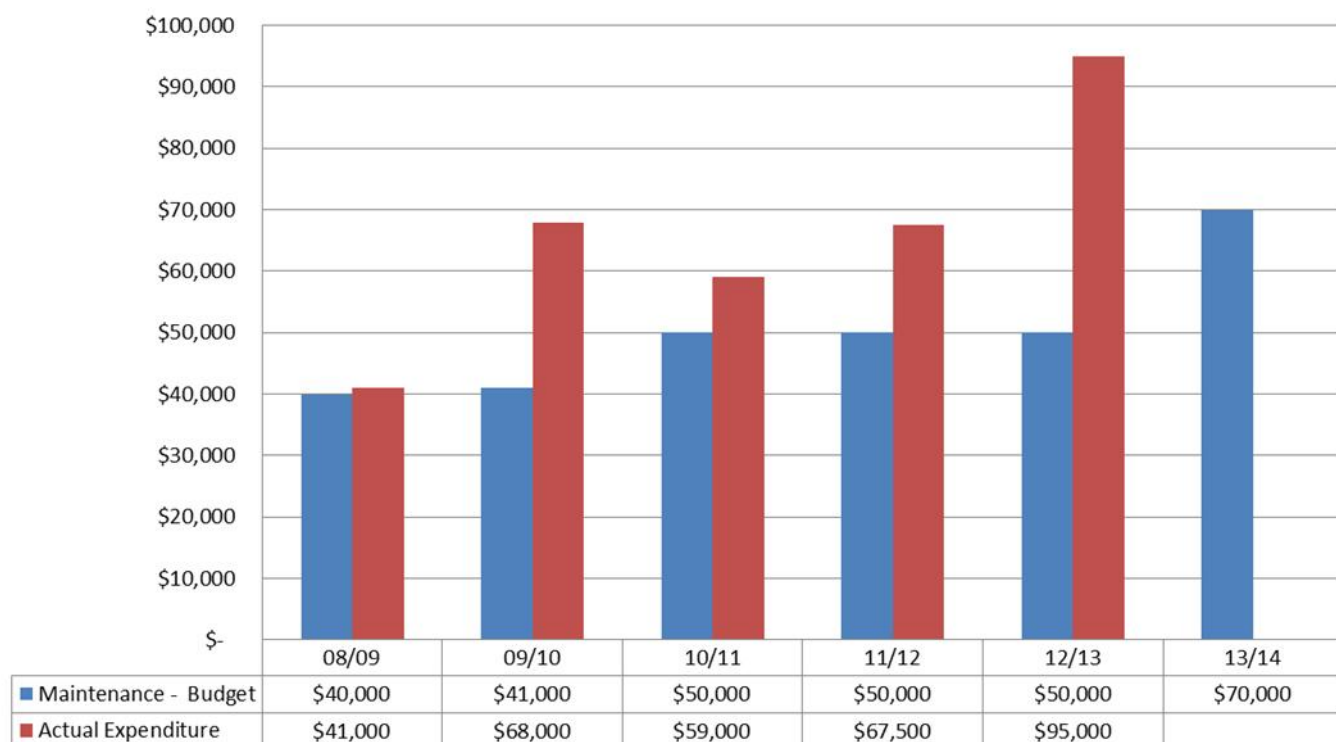
Cleaning - Budget	\$124,000	\$128,000	\$125,000	\$130,000	\$123,000	\$129,000
Actual Expenditure	\$134,000	\$127,500	\$135,500	\$152,500	\$130,000	

Public Toilets - Vandalism Costs



Vandalism - Budget	\$17,000	\$17,000	\$30,000	\$26,000	\$26,000	\$20,000
Actual Expenditure	\$24,000	\$30,000	\$27,000	\$31,000	\$24,000	

Public Toilets - Maintenance



Based on the 2012–2013 expenditure figure it costs \$3,421/toilet/annum to clean, \$2,500/toilet/annum to maintain and \$631/toilet/annum for vandalism repairs giving a total of \$6,553/toilet/annum.

This is an indicative figure only as some toilets require and are cleaned, maintained and vandalised more regularly than others.

19.2 Budget Implications of Implementing Actions

The implications of implementing this Plan are a greater need for financial resources in addition to the current allocations.

Action No.	Description	Other Costs	Extra Capital Costs	Extra Recurrent Costs
2	New and Upgrade		\$100,000 to \$150,000	
7	Additional lighting		\$3,000	
9	Minor works		\$5,000	
15	Disabled compliance review		\$5,000 one off	
23	Additional sharps and sanitary facilities			\$1,000 p.a.
25	Drinking water stations		\$8,000 per station	\$1,000 p.a.

31	Improved signage		\$20,000 one off	
32	Sulphur Creek toilets		\$100,000	
33	Refit/refurbishment on 12 year cycle		30,000 p.a. (\$20,000 13/14)	
34	Increased Water and Sewerage fees			\$2,000 in 2012–2013. Could be up to \$39,000 p.a.
35	Additional recurrent budget			\$9,386 (increase from \$6,553 to \$6,800 per toilet)

Summary Table of additional cost of implementing all Plan actions

The Plan recommends

Action 35 –

- 1 *\$30,000 p.a. (\$20,000 in 2013–2014) is allowed for in future budgets for toilet refurbishments.*
- 2 *That a one-off allocation of \$20,000 be made to install additional signage to locate the public toilets.*
- 3 *That the recurrent budget be increased for additional operating and maintenance costs as required to meet the policy guidelines.*

Refer to **Appendix 13** for the public toilet 10 year forward plans for new, renewal and recurrent budget forecasts.

19.3 Network Upgrades

In the last five years the Council has undertaken the following works on public toilets:

- Turners Beach (boat ramp) – renewal;
- Leven Canyon – renewal;
- Carpark Lane facilities – upgrade;
- Beach Road (renewal)

20 Consolidated List of Plan Actions

Public Toilet Plan 2013 Plan Actions		Indicative Costs	Comments
6 Public Toilet Asset Stock			
Action 1	<i>That public toilet information be developed to identify toilet locations and identify those with disabled access and be placed on the Council's website and provided to the National Toilet Map.</i>	N/A	This process can be undertaken in-house.
11 Performance and Risk Assessment Process			
Action 2	<i>That the stand alone public toilets with the highest overall performance scores are given the highest priority for consideration of major works from a performance perspective. Those associated with a recreation ground be considered on a need basis.</i>	\$100,000 to \$150,000 per renewal	Renewal – approx. \$100,000 to \$150,000 per toilet.
Action 3	<i>When Central Coast upgrades a sporting facility the provision, upgrade or renewal of the public toilet is considered.</i>	\$0 up front	Cost to be included in upgrade of sporting facility.
Action 4	<i>The provision of public toilets be considered, based on the criteria in this Plan, in any planned new facility or facility redevelopment.</i>	\$0 up front	Cost of the provision of public toilets to be included in new or upgraded facilities.
12 Improving Performance – Operations and Minor Works			
Action 5	<i>That the frequency and timing of the cleaning of toilets be continually reviewed for all public toilets with particular attention to changing use patterns, high use areas, seasonal demand and joint use facilities.</i>	\$0	Completed.
Action 6	<i>The opening times of public toilets be continually reviewed to provide the required level of service with the intention that they be closed from dusk to dawn unless required to be accessible at night time.</i>	\$0	Ongoing.
Action 7	<i>If a public toilet is to remain open after dusk it must be equipped with adequate</i>	\$3,000 per toilet –	Consistent with the review in Action 6 – 19 toilets have been

	<i>internal and external lighting.</i>	improved lighting	identified with below standard lighting. A grant application has been made for the installation of solar lighting at these toilets. This grant application was unsuccessful. Funding will be required from Council budgets.
Action 8	<i>The potential for minor works to improve performance be examined in detail and works identified, costed and prioritised.</i>	\$0	In-house. Identification of those toilets that would benefit from minor works and make them safer for patrons.
Action 9	<i>Minor works to improve the performance is undertaken subject to funding provided the public toilet has not been identified for major works in the near future.</i>	\$5,000 p.a.	An annual allocation to undertake minor works identified in Action 8.
Action 10	<i>The performance of the public toilets is reassessed once minor works are completed.</i>	\$0 up front	Undertaken in-house.
13 Improving Performance – Building Options			
Action 11	<i>That a review be undertaken of the 20 highest priority toilets assessed by the Performance Score of this Plan to determine if performance improvement may best be achieved by refurbishing the existing toilet and adding a new additional single unisex cubicle.</i>	\$0 up front	Undertaken in-house.
Action 12	<i>Where two buildings are used to provide toilet facilities, consideration is given to reducing the buildings to one. The number of cubicles and accessibility is to be in accordance with the requirements of this Plan.</i>	\$0 up front	Undertaken in-house. Cost of works to be funded from renewal budget.
14 Guidelines for Design and Siting of Public Toilets			
Action 13	<i>Ensure all relevant staff are involved in the design, siting, construction (or demolition) of new, renewal or upgrade works and the management of public toilets in Central Coast.</i>	\$0 up front	Undertaken in-house.
Action 14	<i>The design and siting of public toilets, whether for new facilities or modification to</i>	\$0 up front	Undertaken in-house.

	<i>existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.</i>		
Action 15	<p><i>To increase the compliance of toilets for people with disabilities that Central Coast undertake the following actions;</i></p> <ol style="list-style-type: none"> <i>1 Inspection of all toilets to ascertain levels of compliance;</i> <i>2 Identify minor works to assist compliance;</i> <i>3 Update the public toilet map identifying accessible toilets;</i> <i>4 Ensure all toilets able to be accessed by persons with disabilities are clearly signed;</i> <i>5 Ensure all new toilets are compliant;</i> <i>6 Ensure all renewal and upgrade works make a toilet compliant; and</i> <i>7 Non-compliant toilets remain non accessible until replaced.</i> 	\$5,000 for review	Will require external resources to determine compliance (measure cubicles, assess fit-outs, and signage) and recommend minor works.
Action 16	<i>Where any redevelopment is undertaken as a result of recommendations from other Strategies and Master Plans, the existing toilets, either within a building or stand alone, should be renewed or replaced at the same time.</i>	\$0 up front	Cost included in new/upgrade of redevelopment.
Action 17	<i>The distance between foreshore and CBD precinct toilets preferably be no more than 500m apart, so users have no more than 250m to walk to access a toilet and that the distance between toilets in Turners Beach be 1,000m apart, so users have no more than 500m to walk to access a toilet.</i>	\$0 up front	No new toilets were identified as being required from the adoption of this criterion.
Action 18	<i>That, based on the identified criteria, the Buttons Creek (West) toilets be demolished and not replaced, the Coles Carpark toilets be replaced with a smaller two cubicle, unisex, disabled compliant toilet in 2014–2015 and the Bannons Carpark toilets replacement or otherwise be considered when due for renewal (2017–2018).</i>	\$0 up front	<p>\$10,000 allocated in 2013–2014 for the demolition of the Buttons Creek toilets.</p> <p>An allocation will be required in 2017–2018 for either the renewal or demolition of Bannons Carpark toilets.</p> <p>An allocation of \$100,000 for</p>

			the renewal of Coles Carpark toilets (\$281,000 full renewal).
Action 19	<i>Where practicable, existing public toilets that have been identified with shortcomings in relation to safety and security, be made compliant with CPTED principles.</i>	\$0 up front	Works identified as minor in Action 8 and works funded within allocation in Action 9.
Action 20	<i>CPTED principles are applied in the evaluation of decisions to upgrade or replace older toilets.</i>	\$0 up front	In-house.
Action 21	<i>CPTED principles are applied to the design and management of new toilet facilities.</i>	\$0 up front	In-house.
Action 22	<i>The toilet cubicle configurations stipulated in the 'Configuration of Public Toilets' section of the Plan is used as a guide when upgrading or building new public toilets.</i>		In-house.
Action 23	<i>Funding is made available within the recurrent budget for sharps containers and sanitary disposal to be placed in all CBD public toilets.</i>	\$1,000 p.a.	Five toilets require these facilities.
15 Ancillary Services			
Action 24	<i>Where practicable, drinking water stations be provided and co-located with foreshore and open space public toilets that are close to the beach or walking tracks.</i>	\$0 up front	
Action 25	<i>An additional allocation be set aside in the capital budget for drinking water stations.</i>	\$8,000	Increase capital budget for the supply and installation of drinking water stations of one per year.
Action 26	<i>Drinking water stations are included in all appropriate new works or major upgrades that include public toilets.</i>	\$0 up front	In-house.
Action 27	<i>Where practicable, showers be provided and co-located with foreshore public toilets that are close to the beach.</i>	\$0 up front	Cost of shower facilities to be included in capital budget.
Action 28	<i>Where showers currently exist, but do not meet the siting requirements and the toilet is not programmed to be upgraded or replaced within the next five years, the existing shower facility is considered for</i>	\$0 up front	Cost of shower facilities to be included in capital budget.

	<i>upgrading.</i>		
16 Anti-Social Behaviour			
Action 29	<i>Where practicable public toilets have minor works carried out on them, as identified in the Plan (Section 12.2).</i>	\$0 up front	Works identified as minor in Action 8 and works funded within allocation in Action 9.
Action 30	<i>All new facilities be designed and constructed in accordance with CPTED principles.</i>	\$0 up front	In-house.
17 Signage			
Action 31	<i>Improvements to signage of public toilets are implemented in accordance with the 'Signage' section of this Plan.</i>	\$10,000 p.a. \$20,000 one-off for directional signage	Signage upgrade has commenced.
18 Guidelines for New, Refurbishment, Renewal or Demolition			
Action 32	<i>The provision of a new toilet at Sulphur Creek Hall Reserve has been included in the Long-term Financial Plan 2013–2023 in 2015–2016 and that consideration is given to the provision of a new public toilet servicing the model railway, future Historical Machinery Club of Tasmania and also the Turners Beach–Ulverstone Shared Pathway.</i>	\$100,000 for the Sulphur Creek Hall toilets \$100,000 for the Model Railway shared pathway toilets	The new toilets at the model railway and future Historical Machinery Club to be assessed for costs and timing.
19 Finance			
Action 33	<i>That the budget allocation be increased from \$20,000 to \$30,000 in the 2014–2015 capital budget for general refit/refurbishment of the public toilet assets at three toilets per year (11 year cycle).</i>	\$30,000 p.a.	Allows for toilets to be refurbished at three per year on an 11 year cycle.
Action 34	<i>That additional funding be allocated in the recurrent budget to accommodate the additional cost of water and sewerage service fees and water consumption.</i>	\$2,000 in 2012–2013	Based on information received from TasWater this could increase over time to as much as \$39,000 p.a..
Action 35	<i>1 \$30,000 p.a. (\$20,000 in 2013–2014) is allowed for in future budgets for toilet refurbishments. 2 That a one-off allocation of \$20,000 be made to install additional signage</i>	\$9,386 p.a.	

	<p><i>to locate the public toilets.</i></p> <p><i>3 That the recurrent budget be increased for additional operating and maintenance costs as required to meet the Policy guidelines.</i></p>		
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21 Central Coast Toilet Inventory and Score

The following table is an inventory of all of Central Coast's public toilets listed in order of Building Asset Identification Numbers. It also includes the 'Performance' and 'Overall Risk of Failure' scores for each toilet.

Public Toilet	Asset ID	Description and Location	Type/ Style	M/ F or Unisex	Disability Access Y/N	Performance Score	Overall Risk of Failure Score
Ulverstone Showground – Male No. 1	8580	Behind Training Room building at the Ulverstone Showgrounds	Traditional	M	N	12.78	22.80
Ulverstone Showground – Female No. 2	8636	Behind Lions Club building at the Ulverstone Showground	Traditional	F	N	12.78	22.80
Anzac Park	22519	Kings Parade, Ulverstone	Traditional	M/F	N	12.39	22.05
Picnic Point	22515	Off Queen Street, Ulverstone	Traditional	M/F	N	12.22	21.62
Ulverstone Recreation Ground (SE corner)	8591	Water Street, Ulverstone	Traditional	M/F	N	11.78	20.99
Ulverstone Showground – Disabled	28329	Behind Lions Club building at the Ulverstone Showground	Traditional	U	Y	11.67	20.76
Ulverstone Recreation Ground (Female – Victoria Street)	8592	Water Street, Ulverstone	Traditional	F	N	11.44	20.36
Buttons Creek (East)	22510	Beach Road, Ulverstone	Traditional	M/F	N	10.94	19.42
Buttons Creek – Male (West)	22527	Beach Road, Ulverstone	Traditional	M	N	10.50	18.40
Buttons Creek – Female (West)	22531	Beach Road, Ulverstone	Traditional	F	N	10.50	18.40
Coles Carpark	22517	Gollan Street, Ulverstone	Traditional	M/F	N	10.28	17.93
Legion Park	22525	Esplanade, West Ulverstone	Traditional	M/F	N	9.94	17.46

Forth Recreation Ground	8408	Mell Stret, Forth	Traditional	M/F	N	9.61	16.99
Tobruk Park	22522	Tobruk Park, West Ulverstone	Traditional	M/F	N	9.67	16.83
Bannons Carpark	22508	Victoria Street, Ulverstone	Traditional	M/F	N	9.67	16.64
Lions Park, Ulverstone	22511	Main Street, Ulverstone	Traditional	M/F	N	9.33	16.40
Turners Beach (West)	22500	Esplanade, Turners Beach	Traditional	M/F	N	8.94	16.00
Robin's Roost	22514	Victoria Street, Ulverstone	Other structure	M/F	N	8.83	15.72
North Motton Toilets	78182	Preston Road, North Motton	Other structure	M/F	Y	8.83	15.38
Central Coast Memorial Park	22526	South Road, Ulverstone	Traditional	M/F	N	8.83	15.26
Johnsons Beach	22485	Johnsons Beach Road, Penguin	Traditional	M/F	N	8.56	14.52
Penguin Information Centre	5477	Main Road, Penguin	Traditional	M/F	N	8.17	14.16
History Museum	28178	Main Street, Ulverstone	Traditional	M/F	Y	7.89	13.65
Hiscutt Park	22487	Crescent Street, Penguin	Traditional	M/F	N	8.00	13.54
Bannons Park	22499	Gunns Plains Road, Gunns Plains	Traditional	M/F	Y	8.00	13.38
Leven Canyon	46387	Loongana Road, Nietta	Traditional	M/F	Y	7.89	13.38
South Nietta	76671	South Nietta Road, Nietta	Traditional	M/F	N	7.89	13.38
Shropshire Park	8945	Dial Street, Ulverstone	Traditional	M/F	N	7.83	13.34
West Beach	22507	Westshore Road, West Ulverstone	Traditional	M/F	Y	7.44	12.44
Westside Shopping Centre	22530	Queen Street, Ulverstone	Traditional	M/F	Y	7.00	11.92
Carpark Lane Facilities	74006	Carpark Lane, Ulverstone	Other structure	U	Y	6.11	10.54
Turners Beach Boat Ramp	22501	Espanade, Turners Beach	Traditional	M/F	Y	6.00	10.19
Lions Park (Zvoni Gornik), Penguin	22483	Off Main Road, Penguin	Traditional	M/F	Y	5.67	9.33
Ulverstone Wharf Precinct	78181	Wharf Road, Ulverstone	Other structure	U	Y	4.67	8.33

Ulverstone Showground – Stadium 1	78183	Flora Street, West Ulverstone	Other structure	U	Y	4.22	7.32
Beach Road (Surf Club)		Beach Road, Ulverstone	Other structure	U	Y	4.11	5.67

Table 1 – 'Performance' Rating Score Card

	Public Toilet Asset ID		Description and Location			
	46387		Leven Canyon Toilets Leven Canyon, Nietta			
Category	No.	Element	Raw Score	Weight	Weighted Score	Comment
Physical (Fit Out)	1	What is Type of Public Toilet Facility				
	2	Adequacy of facility in relation to number of cubicles and users				
	3	Adequacy of fittings & fixtures for personal comforts				
	4	Suitability for people with disabilities (particularly Wheel Chairs)				
Physical (Location)	5	Proximity to other Public Toilet places				
Social (Safety and Security)	6	Siting - Visibility from public places				
	7	Safe accessibility (safe access & entrance)				
	8	Lighting Internal				
	9	Lighting External				
	10	External hiding places (concealment)				
	11	Building Design hiding places				
	12	External features encouraging loitering				
	13	Graffiti				
	14 (a)	Anti- Social behaviour - Vandalism				
	14 (b)	Anti- Social behaviour - Drugs				
	14 (c)	Anti- Social behaviour - Sexual Activity				
Environment (Maintenance)	15	Maintenance of building and fixtures				
	16	Cleaning of Facility				
		TOTAL				
		PERFORMANCE SCORE				
		RISK SCORE (Ave of 4, 6, 7, 10, 11, 14(c))				

Comments:

Table 2 – Guide to assessing 'Raw Score' for each element

No	Element	Raw Score				
		1	2	3	4	5
1	Type of Public Toilet facility	New automated/semi-automated toilet either stand alone in a new structure or incorporated into new building, or Either new stand alone, or incorporated into new building with modern fittings (not necessarily automated)	Old automated (>10yr old) either stand-alone or in existing building)	Conventional stand alone, or within another structure with new style fittings	Conventional stand alone or within another structure with old style fittings	Conventional stand alone or within another structure with very old style fittings
2	Adequacy of number of cubicles	More than adequate	Adequate	Generally adequate with occasional demand queuing	Often inadequate due to peak demand queuing	Inadequate with regular queuing
3	Adequacy of comfort fixture and fittings	Has all facilities: Has toilet paper, hand washing, hand drying, soap, sharps container, sanitary, mirror, baby change table.	Has nearly all facilities: Has toilet paper, hand washing, hand drying, soap, sharps container, sanitary, mirror (no baby change table).	Has fewer facilities: Has toilet paper, hand washing, sharps container, sanitary, mirror (optional), (no baby change table, no soap, no hand dryer).	Has less facilities: Has toilet paper, hand washing, sharps container, (no baby change table, no soap, no hand dryer, no mirror, no sanitary).	Has limited facilities: Has toilet paper, hand washing, (no baby change table, no soap, no hand dryer, no sharps container, no sanitary, no mirror).
4	Suitability for disability access (particularly wheel chairs	Signed for disability use and compliant with current standards regarding internal facilities and access	Signed for disability use but non-compliant with current standards regarding internal	Not signed for disability use but has good sized cubicles (say 90%) that could	Not signed for disability use but has good size cubicle but fall short of area	Not signed for disability use and NOT suitable for use for people with

			facilities and access	be improved with minor changes (5 year program)	required that could be used in an emergency – needs major changes (10 year program)	a disability
5	Proximity to other public toilets	Less than 250 metres	At 250 metres	Within 250–500 metres	Within 500–1000 metres	Greater than 1000 metres
6	Siting of Toilet Facility and entrance visibility from public places	Public toilet, entrance and cubicle doors highly visible and facing publicly trafficked areas	Public toilet and entrance is highly visible and facing publicly trafficked areas, but cannot see cubicle doors due to building design, distance, vegetation or other structure	Public toilet and entrance generally visible and facing publicly trafficked areas, but may be a distance from the public or partially hidden from some vantage points by distance, vegetation or other structure	Public toilet only partially visible from public places but generally hidden by distance or obscured by vegetation, topography or other structure and cannot see cubicle doors	Public toilet entrance not visible from public places, is obscured by distance or vegetation, or orientation, or topography or other structures
7	Access – Safe access & entrance	Well defined access with entrance visible without anything obscuring the entrance	Generally well defined access with some minor obstruction of access and entrance (e.g. vegetation, other buildings or structures)	Undefined access but entrance visible	Defined access but not visible due to orientation, vegetation, other buildings or structure	Undefined access with entrance not visible due to orientation, vegetation, other buildings or structures
8	Lighting – Internal	Whole facility – Excellent natural light for daytime and good artificial light for night time	Most of facility – Excellent natural light for daytime and good artificial light for night time	Generally no natural light but good artificial light or Good natural light but no artificial lighting	Barely adequate natural light or artificial light	No natural light and not artificial light – very dark

9	Lighting – External	Excellent dedicated or street night lighting of the whole facility and approaches	Excellent dedicated or street night lighting of the whole facility but inadequate lighting of approaches	Lighting provided (generally single street light or light on building) but is only just adequate for facility and approaches	Lighting provided (generally single street light or light on building but is inadequate for facility and approaches	No night lighting of facility or approaches
10	External hiding places (concealment)	No visible external features where a person could conceal them selves	One external feature (vegetation, topography etc.) where a person could conceal themselves but is well away (>10m) from the entrance to the building	More than one external feature (vegetation, topography etc.) where a person could conceal themselves but is well away (>5m) from the entrance to the building	One external feature (vegetation, topography etc.) where a person could conceal themselves but is well away (<5m) from the entrance to the building	Many external features (vegetation, topography etc.) where a person could conceal themselves
11	Building design hiding places (concealment)	No building design hiding places (cubicle doors visible)	Building design creates partial blind spot where cubicle door are not visible from certain angle and a person could hide behind the feature	Building design is older traditional style with privacy entrance which front to a very well utilised public space and the cubicle doors are only partial obscured from some angles	Building design is older traditional style with privacy entrance which front to a very well utilised public space but the cubicle doors are not visible	Building design is older traditional style with privacy entrance which do not front a well utilised public space and the cubicle doors are not visible
12	External features encouraging loitering	No external infrastructure that attracts people and could contribute to loitering	One item of external infrastructure more than 10 metres from the toilet (seat, fountain, play	One item of external infrastructure within 10 metres of the toilet (seat, fountain, play equipment etc.)	One item of external infrastructure within 5 metres of the toilet (seat, fountain, play equipment etc.) that	Many item of external infrastructure within 5 metres of the toilet (seat,

			equipment etc.) that attracts people and could contribute to loitering	that attracts people and could contribute to loitering	attracts people and could contribute to loitering	fountain, play equipment etc.) that attracts people and could contribute to loitering
13	Graffiti	No evidence of graffiti	Graffiti rarely found (once every two years) inside or outside the building	Graffiti occasionally found (once per year) inside and outside building	Graffiti found often (every six months) inside or outside the building	Graffiti regularly found inside and outside the public toilet (monthly)
14 (a)	Anti-social behaviour – Vandalism	No evidence of any anti-social behaviour reported or noticed	Rare report of any anti-social behaviour	Anti-social behaviour known and evident but not reported or documented	Some anti-social behaviour evident and is well documented	Extreme and regular anti-social behaviour evident and is well documented.
14 (b)	Anti-social behaviour – Drugs	No evidence of any anti-social behaviour reported or noticed	Rare report of any anti-social behaviour	Anti-social behaviour known and evident but not reported or documented	Some anti-social behaviour evident and is well documented	Extreme and regular anti-social behaviour evident and is well documented.
14 (c)	Anti-social behaviour – Sexual activity	No evidence of any anti-social behaviour reported or noticed	Rare report of any anti-social behaviour	Anti-social behaviour known and evident but not reported or documented	Some anti-social behaviour evident and is well documented	Extreme and regular anti-social behaviour evident and is well documented.
15	General maintenance of toilets(building and fixture)	Very good repair. No attention required	Good repair but at least one issue may need attention soon. (e.g. door sign missing)	Reasonable repair but at least two items need attention. One affecting the operation of the toilets (something	Just acceptable but many items need attention	Badly maintained with fading/peeling paint, broken fixtures

				broken or need painting)		
16	Cleaning of facilities	Very clean appearance	Very clean except for one item that needs attention (e.g. floor)	Clean but overall impression needs to be cleaned more often	Just acceptable but needs more frequent or more thorough cleaning	Dirty and not acceptable

Table 3 – Guide to assessing 'Raw Score' for each element

Element No.	Explanation
1	Will be related to the age of the facility and whether it has undergone any refurbishment. Generally differentiates between old traditional and modern automated types of toilet facilities
2	In the absence of any detailed user survey, relies on anecdotal information from complaints, cleaners, observations and other sources – perhaps could undertake surveys in the future
3	Information from inspections
4	Information from inspections
5	Can be measured from Central Coast Council GIS (Latitude)
6	Should be viewed from all trafficable areas, but particularly from the trafficable area that is closest to the public toilet entrance
7	By inspection and viewing from different public areas trafficable by the public and who may need to access the public toilet
8	Most public toilets are only open during daylight hours. It is preferred that there be excellent natural light and if not provided there must be excellent artificial lighting. Internal lighting can be assessed by inspection during the day, but adequacy of artificial lighting for night time should be assessed at night (if it is open outside daylight hours)
9	All facilities should be well lit at night for accessibility if open at night, and for security of the facility at night time.
10	Should be viewed from the perspective of users entering or leaving the facility
11	Should be viewed from the perspective of users entering or leaving the facility, and viewed from trafficable public areas
12	Should be assessed from the perspective of the user entering or leaving the facility, and the entrance viewed from trafficable public areas
13	Should be obtained from inspection, but also obtain information from cleaners for history of occurrence
14 a, b, c	Should be obtained from inspection, but also obtain information from cleaners for history of occurrence (note it is important to identify which of the three (vandalism, drugs and/or sexual activity) are the main issue with the toilet
15	Should be obtained from inspection or survey and assessed from the perspective of users as to the general appearance of the toilet, is it in good order, painted, fixture not broken etc.
16	Should be obtained from inspection or survey and assessed from the perspective of users as to the general cleanliness of the toilet

Table 4 Risk Matrix

Likelihood of Failure (occurring)		Public Toilet (Raw Score)
1	Rare	Determined from Raw Score assessment
2	Unlikely	Determined from Raw Score assessment
3	Possible	Determined from Raw Score assessment
4	Frequent	Determined from Raw Score assessment
5	Common	Determined from Raw Score assessment

Consequence of Failure (occurring)		Public Toilet (Weighting)
1	Negligible	Slight inconvenience
2	Minor	Some inconvenience (wait, frightened)
3	Moderate	Inconvenient (minor injury)
4	Major	Sever inconvenience (overall poor experience, maybe hospitalisation, non-compliance with legislation)
5	Catastrophic	Personal Loss (life threatening)

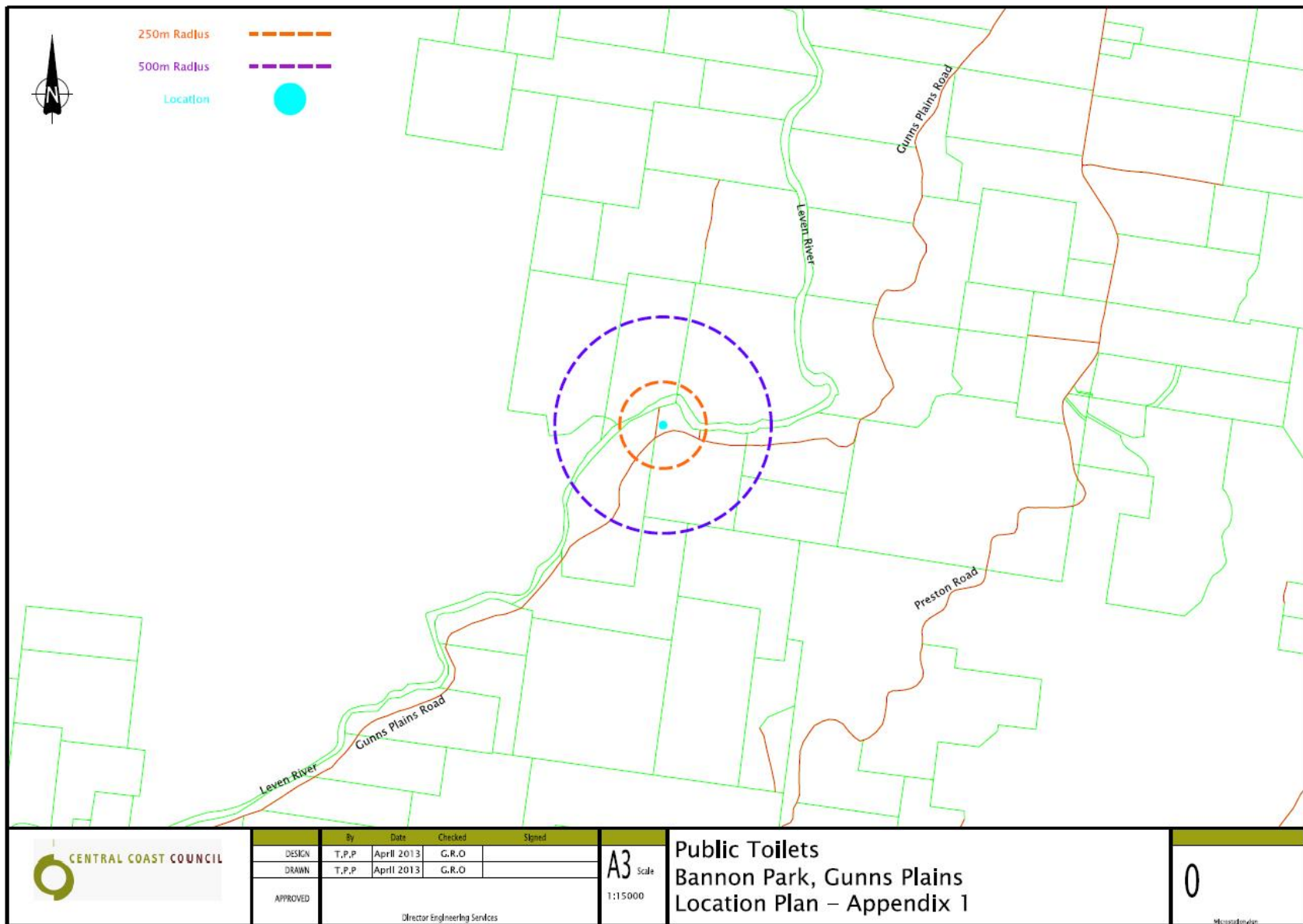
		Consequences (Weighting)				
		5	4	3	2	1
Likelihood (Raw Score)	1	2	2	1	1	1
	2	4	4	3	3	1
	3	4	4	3	3	1
	4	5	5	2	2	2
	5	5	5	2	2	2

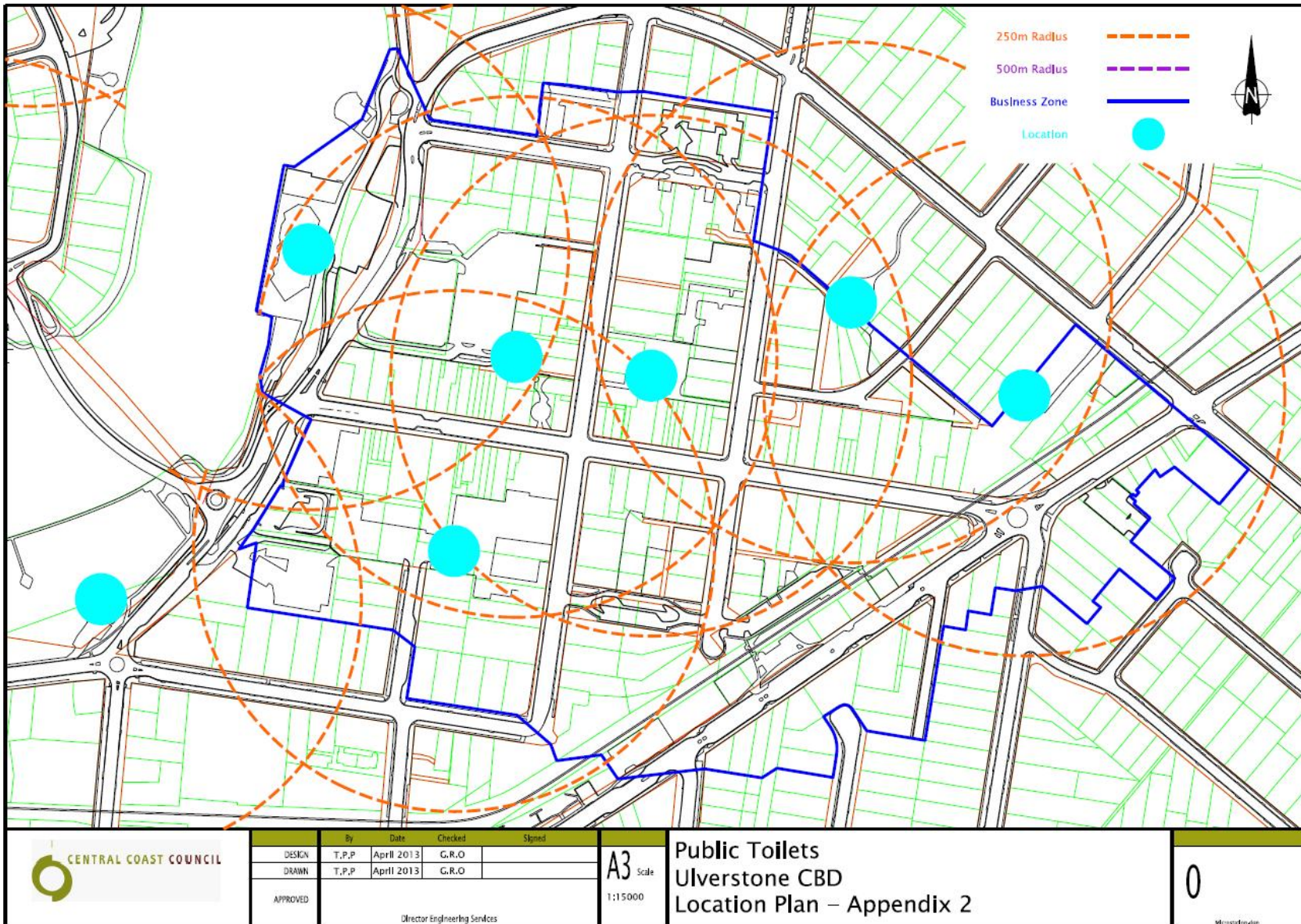
Table 5 – ‘Weighting Score – Maximum Consequence of Failure’

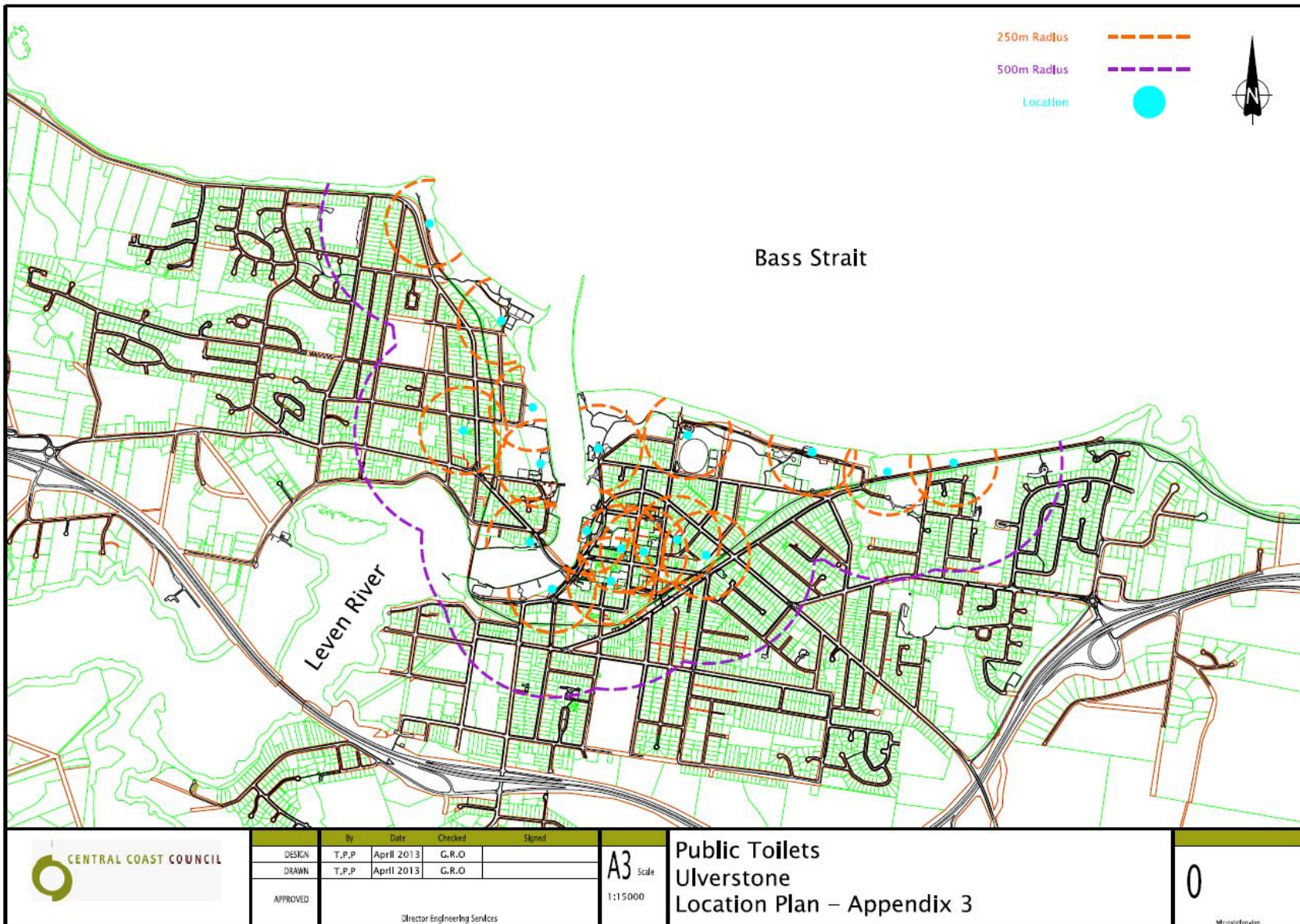
Application and explanation of weighting applied to each element

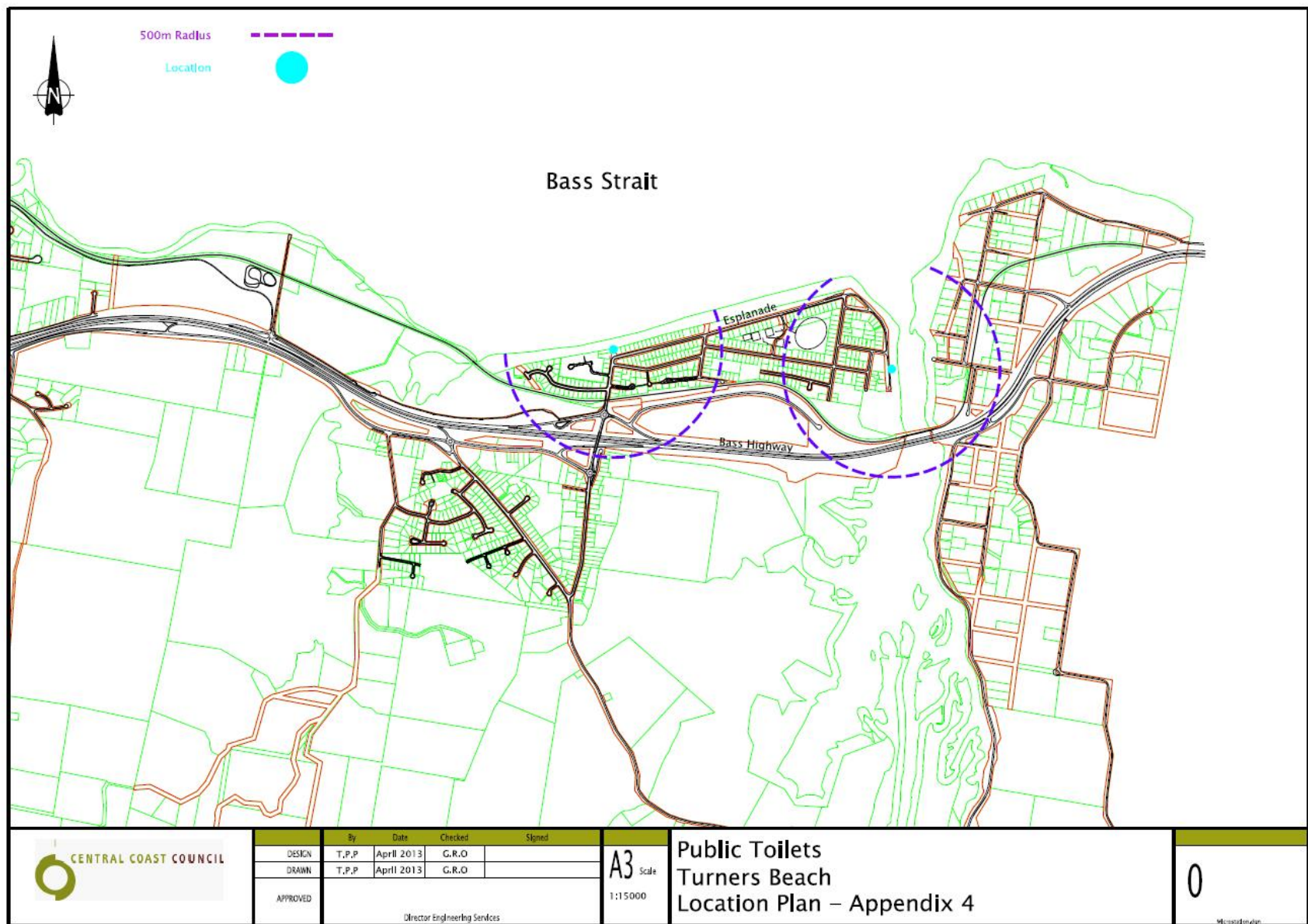
Category	No	Element	Weight	Consequence of Failure
Physical (fit Out)	1	What type of Public Toilet is it?	4	Major Very inconvenient, poor overall experience, not cater for all persons and could lead to severe inconvenience
	2	Adequacy of facility in relation to number of cubicles and users	2	Minor Some inconvenience as may have to wait if insufficient cubicles
	3	Adequacy of fittings and fixtures for personal comforts	2	Minor Some inconvenience if not fitted with all fixture apart from basics
	4	Suitability for people with a disability (particularly wheel chairs)	4	Major Potential non-compliance with legislation, not as convenient for person with a disability to find an alternate toilet
	5	Proximity to other Public Toilets	1	Negligible Some inconvenience as not have choice to go to other toilets if current not operating
	6	Siting – Visibility from public places	5	Catastrophic High exposure to predator behaviour and potentially life threatening
	7	Safe accessibility (safe access and entrance)	5	Catastrophic High exposure to predator behaviour and potentially life threatening
	8	Lighting – Internal	4	Major If dark could be concealment or hospitalisation
	9	Lighting – external	4	Major (while open at night) If dark could be concealment or hospitalisation
	10	External Hiding Places	5	Catastrophic High exposure to predator behaviour and potentially life threatening
	11	Building Design hiding places	5	Catastrophic High exposure to predator behaviour and potentially life threatening

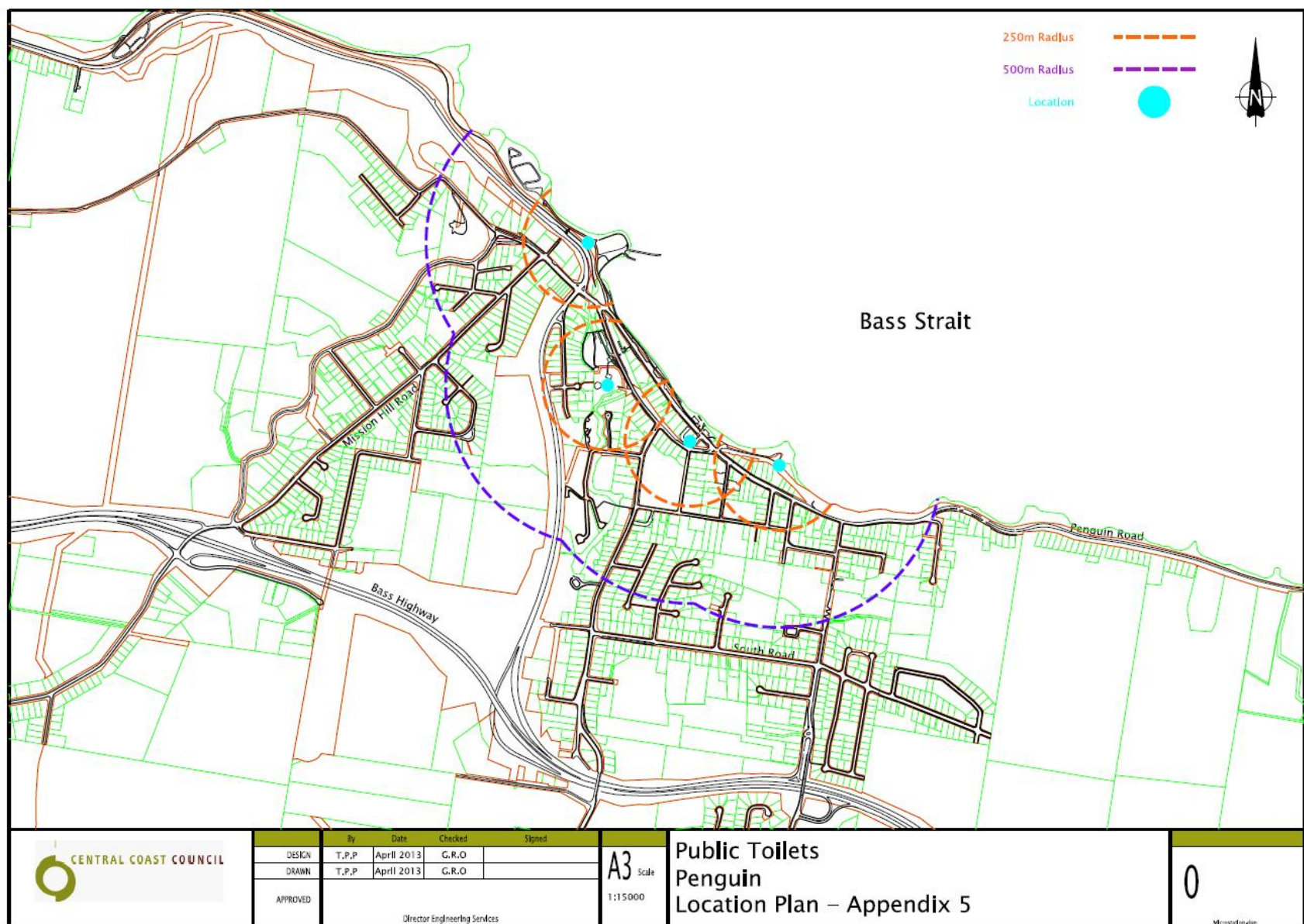
	12	External features encouraging loitering	2	Minor Some inconvenience may lead to feeling threatened or frightened
	13	Graffiti	1	Negligible Slight inconvenience due to appearance
	14 (a)	Anti-social behaviour Vandalism	2	Minor Some inconvenience if some fixture or the building are damaged
	14 (b)	Anti-social behaviour Drugs	5	Catastrophic Unpredictable behaviour of drug users and could be life threatening
	14 (c)	Anti-social behaviour Sexual activity	5	Catastrophic Unpredictable behaviour of person participating in sexual behaviour and could be life threatening
	15	Maintenance of building and fixtures	3	Moderate May be inconvenience and depending on matter not maintained could lead to minor injury
	16	Cleaning of Facility	2	Minor Some inconvenience and unpleasantness

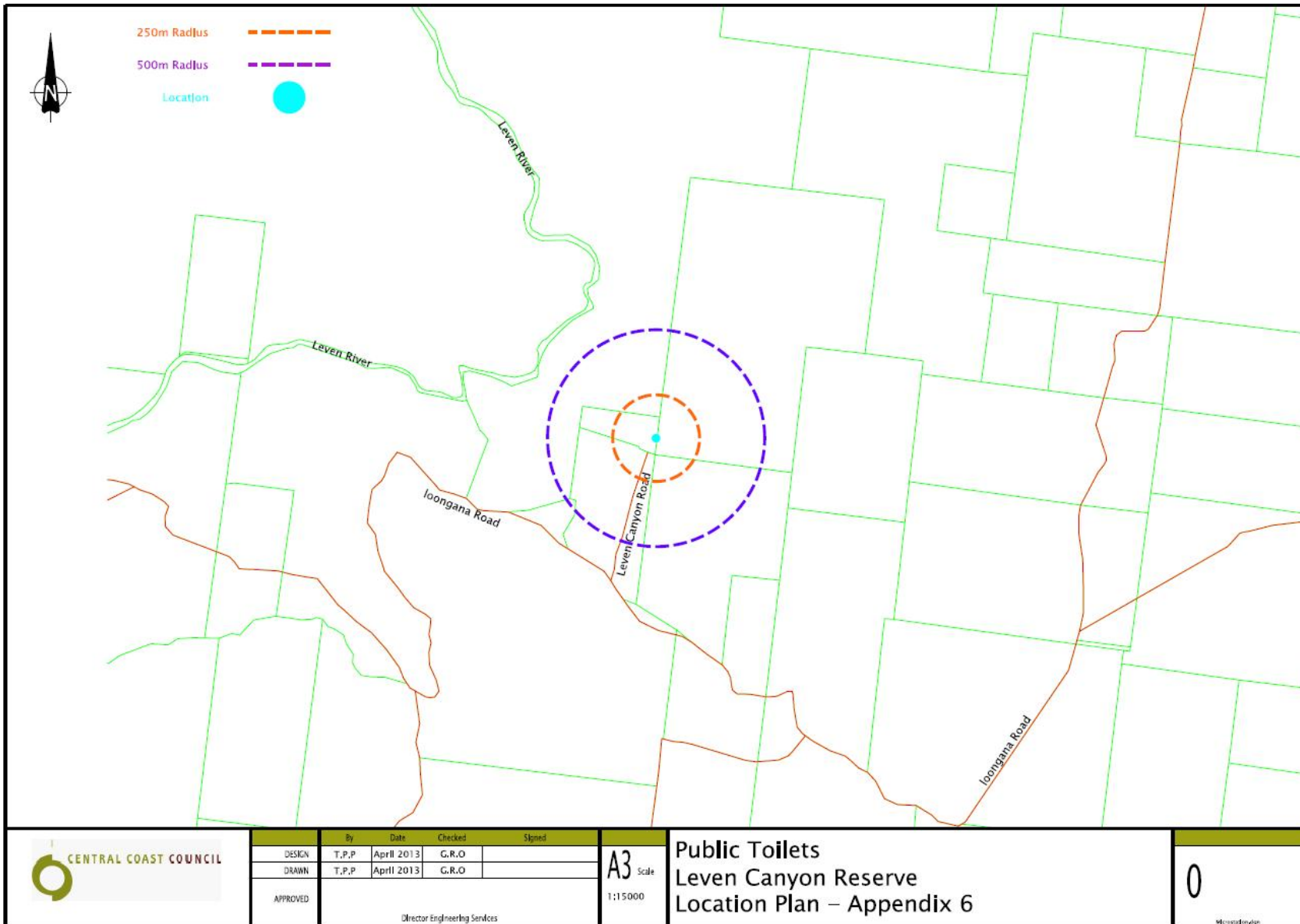


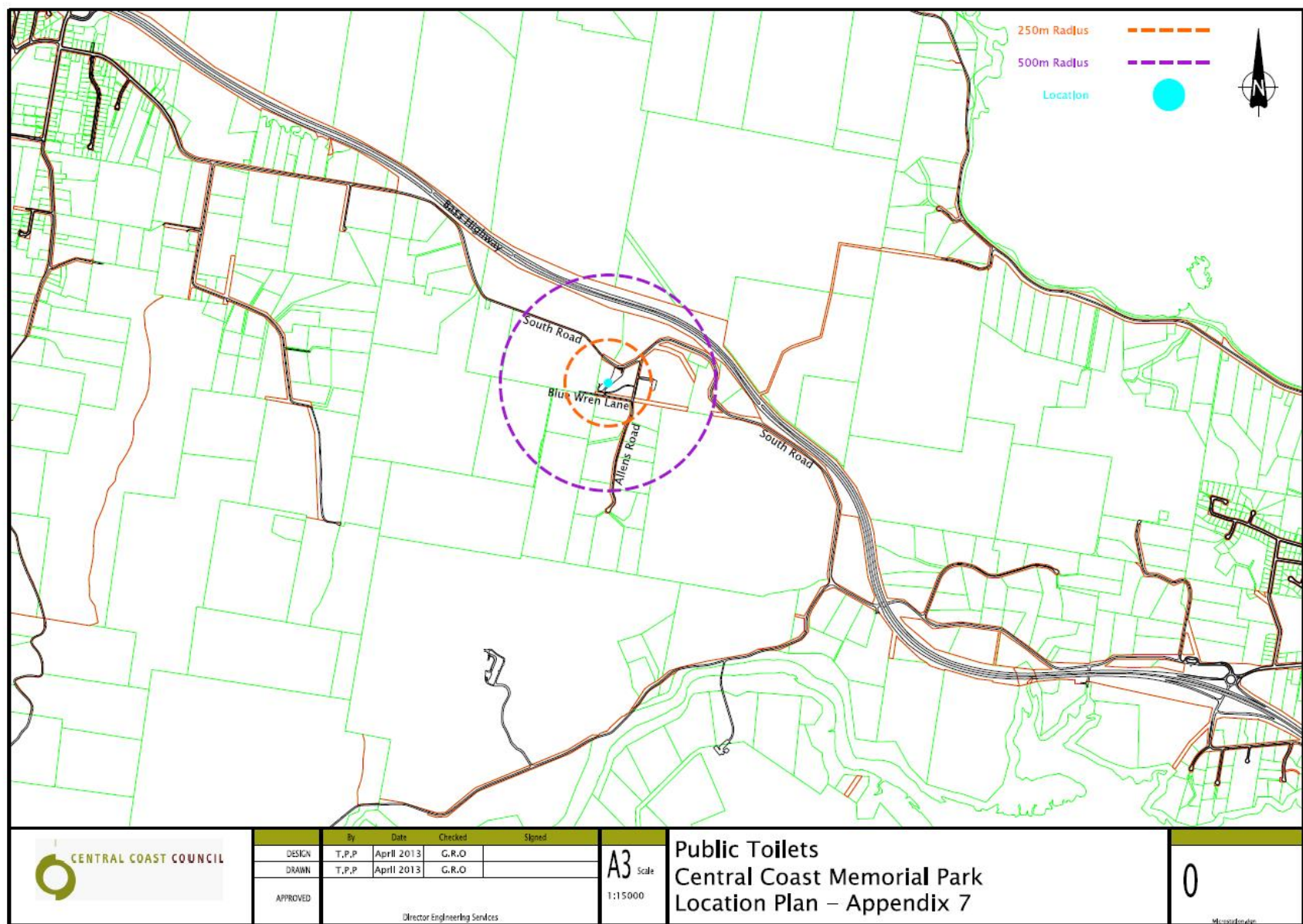










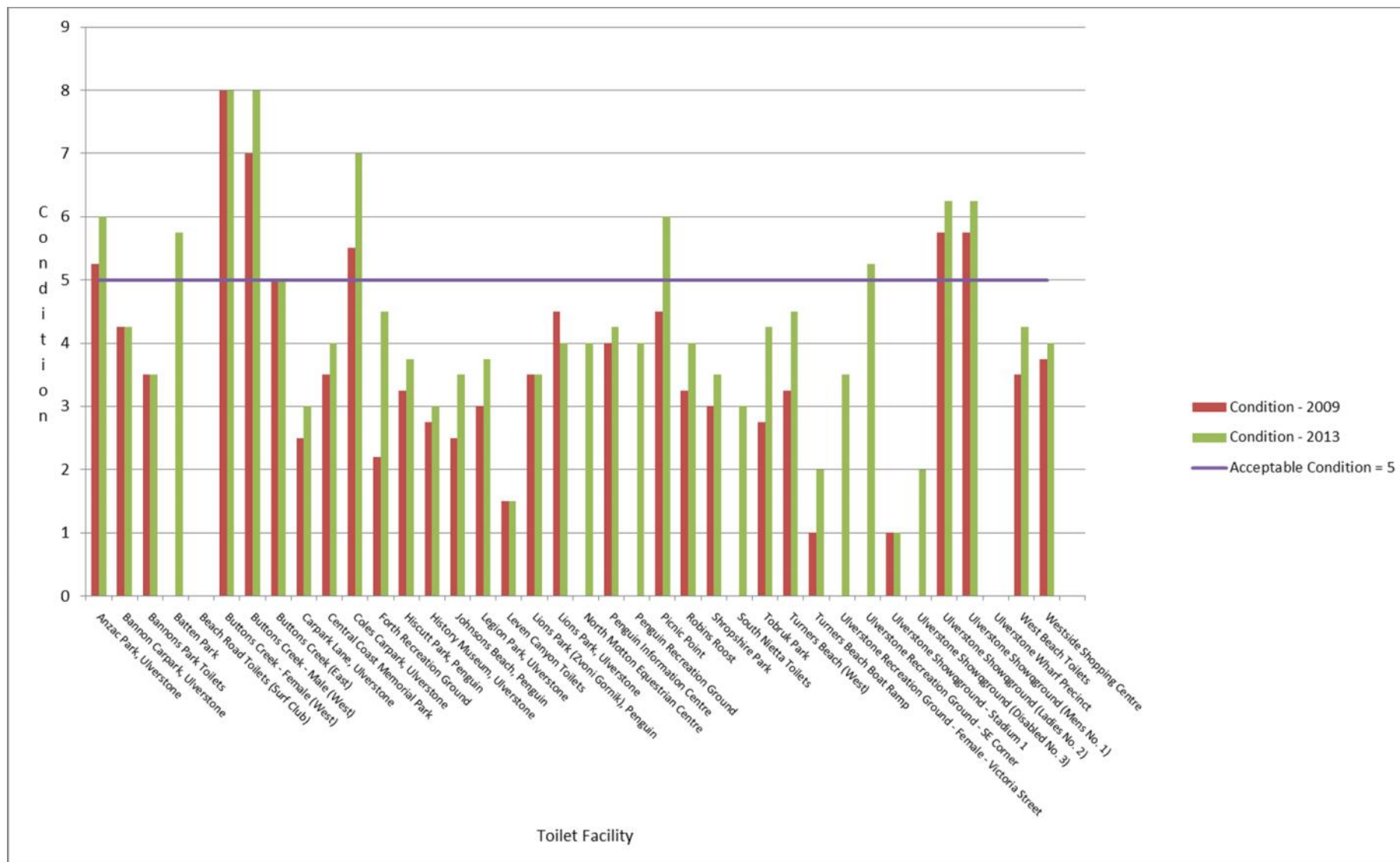


Appendix 8 – Condition Rating

Asset Condition Description Table – 0 to 10 Rating

<u>Condition</u>	<u>General Generic Description of Asset Condition</u>
0	<i>A new asset or an asset recently rehabilitated back to new condition</i>
1	<i>A near new asset with no visible signs of deterioration often moved to condition 1 based upon time since construction rather than observed condition decline.</i>
2	<i>An asset in excellent overall condition. There would be only slight condition decline but it would be obvious that the asset was no longer in new condition.</i>
3	<i>An asset in very good overall condition but with some early stages of deterioration evident, but the deterioration still minor in nature and causing no serviceability problems.</i>
4	<i>An asset in good overall condition but with some obvious deterioration evident, serviceability would be impaired very slightly.</i>
5	<i>An asset in fair overall condition deterioration would be obvious and there would be some serviceability loss.</i>
6	<i>An asset in fair to poor condition. The condition deterioration would be quite obvious. Asset serviceability would now be affected and maintenance costs would be rising.</i>
7	<i>An asset in poor overall condition, deterioration would be quite sever and would be starting to limit the serviceability of the asset. Maintenance cost would be high.</i>
8	<i>An asset in very poor overall condition with serviceability now being heavily impacted upon by the poor condition. Maintenance costs would be very high and the asset would be at a point where it needed to be rehabilitated.</i>
9	<i>An asset in extremely poor condition with serviceability problems and need rehabilitation immediately. Could also be a risk to remain in service?</i>
10	<i>An asset that has failed and is no longer serviceable and should not remain in service. There would be an extreme risk in leaving the asset in service.</i>

Appendix 9 – Condition Assessment



Appendix 10 – Cleaning Frequency and Opening Times

Toilet Name/Location	Opening time	Closing time	Cleaning frequency	Sanitary Provided	Sharps Provided
Ulverstone Showgrounds - Female/Male No. 2	Open for events		Check or depending on events	No	No
Ulverstone Showgrounds - Male No. 1	Open 24 hours		2/3 times per week (depending events)	No	No
Ulverstone Recreation Ground - SE corner	7.00am	Daily at dusk	7 Days per week	No	No
Anzac Park, Ulverstone	Open 24 hours		5 Days per week	No	No
Picnic Point	Open for events		UFC – unless directed	No	No
Buttons Creek (East)	Open for events		Check or depending on events	No	No
Ulverstone Recreation Ground - Female/Male - Victoria Street	Open for events		UFC – unless directed	Yes	No
Ulverstone Showgrounds - Disabled No. 3	Open 24 hours		Checked 5 Days per week – Dec., Jan., Caravan Park responsibility	No	No
Buttons Creek - Male (West)	Open for holiday period		Checked 5 Days per week – Dec., Jan., Caravan Park responsibility	No	No
Buttons Creek - Female (West)	Open for holiday period		Checked 5 Days per week – Dec., Jan., Caravan Park responsibility	No	No
Legion Park, Ulverstone	6.30am	Daily at dusk	5 Days per week (twice per day), weekends once	Yes	Yes
Batten Park	Open 24 hours		5 Days per week	No	No
Forth Recreation Ground	Open for events		???????	No	No
Bannons Carpark, Ulverstone	6.30am	Daily at dusk or Deli Central event	7 Days per week	No	No
Coles Carpark, Ulverstone	Open 24 hours		5 Days per week	No	No
Turners Beach (West)	Open 24 hours		6 Days per week	No	No
Robins Roost	Open 24 hours		7 Days per week	No	No
Tobruk Park, Ulverstone	Open 24 hours		6 Days per week	No	No
North Motton Toilet	Open 24 hours		1 per week (or event based)	No	No
Lions Park, Ulverstone	8.00am	5.00pm	Private Cleaner	No	No

Central Coast Memorial Park	6.30am	Daily at dusk	7 Days per week	No	No
Johnsons Beach, Penguin	Open 24 hours		7 Days per week	No	No
Shropshire Park	Open 24 hours		7 Days per week	No	No
Penguin Information Centre	Open for events		PFC		
Penguin Recreation Ground	Open 24 hours		Daylight saving – twice per week , winter once per week	No	No
Hiscutt Park, Penguin	Open 24 hours		7 Days per week	No	No
History Museum, Ulverstone	Open 24 hours		Daylight saving – twice per week , winter once per week	No	No
Bannons Park Toilets	Open 24 hours		Private Cleaner		
Leven Canyon Toilets	Closed		Once per week	No	No
South Nietta Toilets	6.30am	Daily at dusk	7 Days per week	No	No
Westside Shopping Centre	7.00am	Daily at dusk	7 Days per week	No	No
West Beach Toilets	Open 24 hours		5 Days per week	No	Yes
Carpark Lane, Ulverstone	6.30am	Daily at dusk	5 Days per week (twice per day), weekends once	Yes	Yes
Turners Beach Boat Ramp	Open 24 hours		6 Days per week	No	No
Lions Park (Zvoni Gornik), Penguin	Open 24 hours		7 Days per week	No	Yes
Ulverstone Wharf Precinct	6.30am	Daily at 9.30D/S or 7.30pm winter	7 Days per week	Yes	Yes
Ulverstone Showgrounds - Stadium 1	8.00am	7.00pm not open weekends	Recreation Centre responsibility	Yes	No
Beach Road (Ulv. Surf Club)	7.00am	Daily at dusk	7 Days per week	Yes	Yes

Appendix 11 – Priority Order for Toilet Upgrade

Toilets ranked from highest score (worst performance) to lowest score (best performance)

Priority Upgrade Order	Toilet Name/Location	Total Score	Performance Score	Risk Score
1	Ulverstone Showgrounds - Female/Male No. 2	216	12.00	19.17
2	Ulverstone Showgrounds - Male No. 1	216	12.00	19.17
3	Ulverstone Recreation Ground - SE corner	211	11.72	18.33
4	Anzac Park, Ulverstone	210	11.67	18.33
5	Picnic Point	210	11.67	17.50
6	Buttons Creek (East)	208	11.56	18.33
7	Ulverstone Recreation Ground - Female/Male - Victoria Street	205	11.39	17.67
8	Ulverstone Showgrounds - Disabled No. 3	196	10.89	17.17
9	Buttons Creek - Male (West)	193	10.72	15.00
10	Buttons Creek - Female (West)	193	10.72	15.00
11	Legion Park, Ulverstone	182	10.11	14.33
12	Batten Park	174	9.67	11.67
13	Forth Recreation Ground	171	9.50	14.33
14	Bannons Carpark, Ulverstone	168	9.33	12.50
15	Coles Carpark, Ulverstone	167	9.28	12.67
16	Turners Beach (West)	164	9.11	14.17
17	Robins Roost	161	8.94	13.67
18	Tobruk Park, Ulverstone	159	8.83	12.50
19	North Motton Toilet	159	8.83	12.17
20	Lions Park, Ulverstone	157	8.72	12.67
21	Central Coast Memorial Park	156	8.67	11.67
22	Johnsons Beach, Penguin	156	8.67	10.17
23	Shropshire Park	150	8.33	9.50

24	Penguin Information Centre	147	8.17	11.00
25	Penguin Recreation Ground	147	8.17	11.00
26	Hiscutt Park, Penguin	143	7.94	9.33
27	History Museum, Ulverstone	142	7.89	10.50
28	Bannons Park Toilets	141	7.83	8.67
29	Leven Canyon Toilets	139	7.72	9.33
30	South Nietta Toilets	139	7.72	9.33
31	Westside Shopping Centre	133	7.39	8.50
32	West Beach Toilets	124	6.89	7.17
33	Carpark Lane, Ulverstone	111	6.17	8.00
34	Turners Beach Boat Ramp	108	6.00	7.17
35	Lions Park (Zvoni Gornik), Penguin	106	5.89	5.50
36	Ulverstone Wharf Precinct	84	4.67	7.33
37	Ulverstone Showgrounds - Stadium 1	74	4.11	5.67
38	Beach Road (Ulv. Surf Club)	74	4.11	5.67

Note: Where toilets have the same ‘Performance Score’, the ‘overall risk of Failure Score’ is then used to separate further

Appendix 12 – Assessment Guidelines for Public Toilet Infrastructure

Renewal (Replace) or Upgrade (refurbish)			
1	Siting		
	Does Toilet siting meet CPTED requirements	Yes	Refurbish of cost-benefit is less than replacement
		No	Replace and Relocate to new site meeting CPTED guidelines
2	Disability Accessibility		
	Does Toilet meet current disability accessibility regulations	Yes	Refurbish of cost-benefit is less than replacement
		No	If the toilet can be made compliant, refurbish if cost-benefit is less than replacement
		No	If the toilet cannot be made compliant, and there is not another compliant toilet within 250 metres, replace
3	Building Structure		
	Does current public toilet achieve a reasonable performance score	Yes	If it can be made compliant with siting and disability access, refurbish if cost-benefit is less than replacement
		No	Replace is the preferred option
4	Building of Historic Value		
	Is building of Historic Value”	Yes	Refurbish if can be made compliant with siting (CPTED) and disability access
		No	Cost-benefit analysis should be undertaken to determine best option if current building capable of being made compliant with siting (CPTED) and disability access.
Remove (decommission and not replace)			
5	Optional Toilet		
	Is there another toilet within 250 metres that is easily accessed and compliant with siting (CPTED) and disability accessibility	Yes	Decommission
		No	Do not consider decommissioning unless usage is very low and infrequent
6	Risk to Users		

	Users are at risk due to poor siting (CPTED) and/or anti-social behaviour	Yes	Decommission if use is low
		No	No need to decommission
New Toilet			
7	Is New Toilet Warranted?		
	Does proposed toilet meet one or more of the following:	Yes to one or more Consider new toilet) (score '1' for each criteria satisfied. Priority given to those with the higher score)	
		No to all Do not consider new toilet	
		Score	
	Supported by Strategy, Master Plan or this Plan		(Max. Score 6)
	Demand generated by above or council works that should have been considered a toilet, but didn't work		
	Use generated by Central Coast initiative (e.g. tourism)		
	Distance to nearest toilet is unreasonable		
	Nearest toilet is not compliant with siting (CPTED) and disability accessibility		
	Lack of public toilet presents a risk to safety of people through unsociable behaviour – urinating in public		

Establishing priority for New Toilets – Use & Demand			
		Score*	
	What is anticipated use pattern		*Use the assessment chart below to provide a score for the toilet. The highest total score should be considered as highest priority. (Max. Score 20)
	What is anticipated number of users		
	What type of users are expected		
	What are the expected future demand generators		
	Total Score		(Max. Score 26)

Score	1	2	3	4	5
Use pattern	Light peak use weekly to monthly only	Low intermittent use – some days without use	Heavy Peak use on 1 to 4 occasions per day	Light regular use throughout the day	Heavy regular use throughout the day
Number of Users	Overall use averaging <4 per hour/8 hours/days open	Overall use averaging 5 to 10 per hour/8 hours/days open	Overall use averaging 11 to 20 per hour/8 hours/days open	Overall use averaging 21 to 80 per hour/8 hours/days open	Overall use averaging <80 per hour/8 hours/days open
Types of users	Short visit only attracted by facility	General local use with shorter stays	Mixed local use only	Specific user requiring access to facilities – aged, young family, special needs etc.	Local, regional and tourist visitors of all abilities
Future Demand	There are no proposals known to increase demand; or demand is expected to decrease	There are long term plans that may increase demand beyond 10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 6–10 years	There are plans, strategies, development plans that will be actioned and increase demand within the next 2–5 years	There are imminent proposals that will increase demand within the next two years

Appendix 13 –10 Year Forward Program

CENTRAL COAST COUNCIL TEN YEAR FORWARD PLAN Public Amenities	1	2	3	4	5	6	7	8	9	10	
	Budget	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Future
	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	
	Description (new)										
Toilet Furniture upgrade	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	
Gunns Plains Hall - Toilets										100,000	
Public Convenience - Signage Upgrade	10,000				10,000						
Sulphur Creek Hall - Public Toilets		100,000									
General Public Toilet Refurbishment	20,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	
10 YEAR TOTALS	\$ 40,000	\$ 140,000	\$ 40,000	\$ 40,000	\$ 50,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 140,000	

	Budget	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Future
Description (Renewal)	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	
Buttons Creek Toilets (East)	80,000										
Coles Carpark Toilets		150,000									
Anzac Park Toilets				170,000							
Picnic Point Toilets								100,000			
Ulverstone Showgrounds – Male No. 1									100,000		
Ulverstone Showgrounds – Male/Female No. 2										100,000	
10 YEAR TOTALS	\$ 80,000	\$ 150,000	\$ 0	\$ 170,000	\$ 0	\$ 0	\$ 0	\$ 100,000	\$ 100,000	\$ 100,000	

	Budget	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Planned	Future
Description (Recurrent)	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	
Public Conveniences - Cleaning	122,000	133,000	133,000	133,000	133,000	133,000	133,000	133,000	133,000	133,000	1,330,000
Public Conveniences – Maintenance & Repairs	70,000	72,000	72,000	72,000	72,000	72,000	72,000	72,000	72,000	72,000	720,000
Public Conveniences - Vandalism	20,000	20,600	20,600	20,600	20,600	20,600	20,600	20,600	20,600	20,600	206,000
Public Conveniences – North Motton	1,000	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100,000
Public Conveniences – Wharf Precinct Toilet Cleaning	7,000	7,200	7,200	7,200	7,200	7,200	7,200	7,200	7,200	7,200	720,000
10 YEAR TOTALS	\$ 220,000	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 233,900	\$ 2,339,000