The Rural City of
MURRAY
BRIDGE

Bridge to Opportunity

‘At Your Convenience’

A Public Toilet Strategy for the Rural City of Murray Bridge

2017-2022

CONTENTS

1. EXECUTIVE SUMMARY

Public toilets are an essential component of social infrastructure. In the Rural City of Murray Bridge, adequate provision of public toilets is needed to achieve Council goals including tourism and economic development, active lifestyles, water-based recreation and positive ageing.

This Public Toilet Strategy ("Strategy") documents the role, performance and likely future of public toilets in the Rural City of Murray Bridge, based on a review of public toilet assets. This investigation was grounded in principles of total asset management. The Strategy reviews public toilets current provision and achievement across a number of dimensions: i.e. their strategic, community physical, financial, environmental and operational dimensions and performance.

Major findings of this Strategy include:

- Public toilet provision in the Rural City of Murray Bridge is currently over-provided based on National benchmarking (for example, 2.0 public toilet facilities per 1,000 residents in the Rural City of Murray Bridge compared to the National benchmark of 0.6 per 1,000 residents in Australia)
- Council's maintenance and operational spending on toilets is relatively low
- Older style facilities are perceived as unattractive, unsafe and unclean
- Older 'accessible' toilets often fall well short of current standards and requirements
- There is a shortfall of Council funds for renewal of ageing toilets and construction of new toilets

Council currently does not specify energy and environmental performance requirements beyond applicable regulations and standards however environmental impact improvements in water and energy use would also reduce costs, and increase safety, aesthetics and usability.

The average cost of operating and maintaining a public toilet is $4,520 per year with individual asset costs affected by usage, security and location. Total operating costs in 2015/16 were $194,357.

Based on the research and consultation for this Strategy, Council has developed a set of six desired outcomes for public toilets provision in the future:

- Facilities **where they are needed, when they are needed**
- Facilities that are **fit for place, purpose and people**
- Facilities that are **clean, safe and accessible**
- Facilities that are **easy to find**
- Facilities and services at **reasonable cost** to Council
- Facilities that **minimise environmental impact**

An Implementation Plan arising from this Strategy outlines thirteen actions to improve achievement of the desired outcomes above.

Public Toilet Strategy Implementation Plan Actions	
1.	Adopt a Public Toilets Provision Policy that specifies standards of provision.
2.	Following adoption of a Public Toilet Provision Policy, based on this Strategy, establish a prioritised list of sites for new provision or capital upgrade.
3.	Establish development of design guidelines for future public toilet construction.
4.	Plan and budget for refurbishment of outdated or unsuitable facilities at key sites.
5.	Look for opportunities to use place-making approaches or public art associated with public toilet facilities.
6.	Specify service standards for each toilet typology based on usage levels at each site.
7.	Allocate funding to install directional signage at every viable toilet site, beginning with those where visibility and signage have been identified as an issue in this report.
8.	Continue to provide information to the National Toilet Map and other similar applications about Council's publicly-accessible toilets.
9.	Undertake a program of access improvement at sites most used (or desired to be used) by people with a disability, based on further consultation with disability and respite groups.
10.	Sources funding for capital or upgrades for public toilets.
11.	Explore potential for public / commercial partnerships in tourism destinations
12.	Undertake minor works to improve ventilation, lighting and water and energy efficiency at identified sites.
13.	Council to allocate annual funding to 'Public Toilet Upgrades' in the Capital Works Program

2. INTRODUCTION

The provision of clean, safe, accessible public toilets affects all local residents and visitors to an area, and plays a major role in the image of a Council or neighbourhood.

There are approximately 16,000 public toilets in Australia alone and Councils manage the vast majority of them. Based in information contributed by benchmarking, Councils spent $186.5 million cleaning and maintenance of public toilets in 2013/14. That excludes capital works for new toilets, which can easily range from $10,000 for a basic long drop to over $500,000 for larger scale civic toilets.

While there are no statutory requirements upon the Rural City of Murray Bridge to provide public toilets, it is generally accepted that Councils have a role in the provision of public toilets to support active participation by the community in social, recreational and commercial activities.

In the past, public toilet facilities were intentionally hidden away out of view, consequently attracting a whole range of antisocial behaviours and crime. Over the years however, the provision of public toilets has evolved to being more than just an 'add-on' in the planning and development of public spaces and facilities are now viewed as a critical piece of urban infrastructure, proudly placed in locations that are highly visible and incorporated into the surrounding landscape.

2.1 Aim

The aim of this Strategy is to provide guidance and practical assistance for planning and decision making in the development, maintenance and operation of the public toilet network across the Rural City of Murray Bridge.

2.2 Vision

The vision of this Strategy is to enhance liveability in the community by improving the safety, accessibility, environmental sustainability and convenience of our public toilet facilities, in line with the Crime Prevention through Environmental Design (CPTED) principles and current Disability Discrimination Act (DDA) standards.

2.3 The Importance of Public Toilets

A public toilet is a toilet that is accessible to the general public.

International research and surveys consistently show that while using a public toilet is often a choice of last resort, the vast majority of the community regard public toilets as an essential facility. They may appear to be small and insignificant buildings, but their impact is disproportionate to their size.

Public toilets are especially important for particular groups such as children, older people, women, people with disabilities, public transport users, visitors to an area and people experiencing homelessness.

Facilities located close to public transport and activity hubs such as the riverfront, parks, playgrounds, and sportsgrounds encourage locals and visitors to utilise public areas for longer

periods of time. Public toilets can also support local businesses by boosting pedestrian traffic, and allowing potential customers to spend a longer period in shopping precincts.

Public toilets are the missing link in sustainable, accessible, equitable cities and society. They are a key component in urban design and civic planning and are important to the functioning of the city as a whole.

3. PUBLIC TOILETS IN 2017

Public toilets have become an accepted and expected component of community infrastructure in developed countries, and a highly desired component in under developed locations.

Publicly available toilets are a basic requirement for residents and visitors. They are essential for a number of user groups. As well as these groups, workers whose jobs involve driving (taxi drivers, couriers etc.) are frequent users of public toilets.

For some people, access to a public toilet will determine whether they will go out. The American Restroom Association has coined the phrase “restroom challenged” for people who need access to a public toilet more than once each hour, such as people with medical conditions, some older people, and some young children.

Through biological necessity, women use toilets more often than men. In Taiwan, regulations require five times the number of female public toilets as male public toilets, and in the UK, recommendations are for a ratio of two women’s toilets for each male toilet. Research suggests older people also use toilets more often than younger people.

3.1 When is a Toilet Public?

This Strategy considers three broad categories of toilet facilities used by people outside private homes or businesses:

1. Restricted (business use): you generally have to be a customer or client of a facility to use the amenities, e.g. restaurants, hotels, schools, paid attractions
2. Publicly accessible: the facility is available within or in association with another public area or building (as long as you know it is there) e.g. shopping centres, public buildings, internal within transport stations, sporting clubs
3. Public: unrestricted access e.g. parks, stand-alone toilet blocks in shopping precincts, separately accessible toilets co-located with public infrastructure such as transport stations.

Public toilets may be integrated with another facility such as a commuter destination, or may be the more traditional stand-alone public toilet block.

Public toilets can also include facilities such as showers, change rooms, baby change facilities, mother’s rooms (feeding) and drinking water.

3.2 Trends in Public Toilets

Public toilets differ around the world, with providers trying to find new ways to provide a safe, clean, convenient toilet facility.

Examples of innovations include:

- pay per use automatic self-cleaning toilet cabinets (Beijing, Paris, London)
- hydraulically lifted portable urinals in entertainment districts (Sydney)
- advertising-funded, self-cleaning toilets
- staffed toilet shopfronts (The Netherlands)
- toilets incorporated into place making features such as the amphitheatre at RMIT Docklands Victoria
- "sat lav" technology and mobile phone apps to help people locate their closest public toilets using their mobile phone (the Australian National Public Toilet Map is available as an iphone app)
- "changing places" toilets for people with profound disabilities to accommodate carers, a hoist and an adult changing bench (the closest example is at Colmslie Aquatic Centre, Brisbane).

Figure 2: World Trends in Public Toilets

3.3 Closer to Home

The trend to unisex public toilets has attempted to reduce waiting times and increase visibility. According to benchmarking by Morrison Low, Australia-wide 6% of Council public toilets are unisex. 5% of the Rural City of Murray Bridge's public toilets incorporate unisex facilities.

Modern public toilets are required to incorporate a disability toilet that meets accessibility standards. Australia-wide 13% of Council public toilets are accessible for people with a disability. Note that true disability access includes pathways to the amenity and an allocated carpark space nearby – otherwise people with some physical disabilities can't get to the cubicle to use it (e.g. people with wheelchairs, walkers and even some with walking sticks or unsteady gait).

Many Councils are developing toilet design and location guidelines to improve safety, reduce graffiti, improve environmental performance and make toilets more pleasant to use.

3.4 Public Amenity Provision Standards

There is no required standard of provision for public toilets. Benchmarking by Morrison Low suggests the Australian average is 0.6 public toilets for every 1000 residents. In the Rural City of Murray Bridge the current public toilet provision is 2.0 public toilet facilities per 1000 residents.

Other jurisdictions use distance to walk as a measure of provision. For example, Beijing aimed for an eight minute walk from any point in the City to prepare for the 2008 Olympics – this included mandated public access to private toilets in commercial businesses. This approach is most common in central city locations.

In other jurisdictions, location criteria are used to specify the areas where a park or public toilet is needed. For example, Denver Colorado has a restroom master plan that specifies a toilet is needed where 150 or more people gather per day in a four to six hour period at least three times per week during summer, as well as other locations such as key junctions at trails, paths and parkways.

In Rural City of Murray Bridge the aim is to provide toilet facilities in any park nominated as a district or regional park. Currently toilets are provided at 74% of these parks. However a review of park classification may see a reduction in the numbers of district and regional parks, while implementation of master plans will see a gradual increased provision of public toilets.

4. DEFINITIONS AND EXPLANATIONS

The following terms are used regularly throughout this Strategy;

4.1 Crime Prevention through Environmental Design (CPTED)

Originally formulated in the early 1970's, and updated in 2004, 'Crime Prevention through Environmental Design' (CPTED) principles have gained wide international acceptance and are now generally regarded as a guide for the design, location and management of public toilet facilities to maximise the safety of users.

The CPTED principles are:

a) Visibility – public toilets should be highly visible from the surrounding area and not hidden away from public view.
b) Access – entrances to public toilets should be clearly visible from the street and other public areas; and public toilets in or near playgrounds should be clearly visible from the playground. Access should not be obscured.
c) Light – Maximum use of natural light in the public toilet, and if used after sunset, good artificial lighting in and around the facility.
d) Location and proximity to other buildings – public toilet should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.
e) Orientation – Entrances should face towards areas of maximum pedestrian activity.
f) Landscaping – should not obscure the public toilet. Low landscape planting well maintained is appropriate.
g) Building design and cubicle configuration – design should be welcoming with cubicles having direct access to the public area, natural lighting to be maximised, and light coloured surfaces.

4.2 Community Toilet Schemes (CTS)

The community generally regards toilets in shopping centres, cafes and fast food outlets as 'public' toilets. A Community Toilet Scheme (CTS) is when local retailers, bars or cafes form a partnership with Council and open their existing toilet facilities to members of the general public.

It is a common sense and cost effective approach to increase the number of public toilets available.

4.3 Automatic Public Toilet (APT)

Automatic Public Toilets (APT's) such as Exeloos are designed to minimise vandalism, can self-clean and are programmed to automatically open after 10 minutes, which prevents prolonged occupation by users.

The Rural City of Murray Bridge has an APT located in the forecourt of 'The Station'.

Figure 3: Images of Automatic Public Toilets (APT's)

However, there is a varying degree of support for APT's across the community due to issues identified with DDA and CPTED compliance, as well as some users finding the toilets confusing to operate.

4.4 Changing Places Toilet

Changing Places toilets are for people with disabilities and have enough space and the right equipment, including a height adjustable changing bench and a hoist, to accommodate the toileting/changing needs of people who cannot use standard accessible toilets.

If such toilets are provided, not only do people with disabilities have a level of provision comparable to other people (so that they can go out), the pressure on carers and families is greatly reduced also.

4.5 Urilift

Urilifts are 'pop-up' urinals. They can be retracted and disappear under the footpath during the day, and are raised out of the ground when they are required, usually later at night. They are popular because they do not detract from the aesthetics of civic precincts. Growing in number throughout the UK and common in Europe, Urilifts have been recognised as contributing significantly to a reduction in inappropriate public urination in busy night-time precincts.

Figure 4: Images showing Urilift retracted during the daytime and extended for demonstration.

5. GENERAL ISSUES WITH PUBLIC TOILETS

5.1 Undesirable and Inappropriate Behaviour

While negative perceptions prevail about public toilets, some of this perception stems from the past when toilets were intentionally designed to be placed out of public view, and therefore attracted undesirable and inappropriate behaviour.

Drug use, sexual activity and vandalism are more likely to occur in public toilets with minimal public surveillance, which provide the opportunity for these practices to occur.

5.2 Public Urination

Public urination is predominantly a male practice and usually associated with a lack of facilities around bar and nightclub areas. It affects both those present whilst it is occurring as well as the residents, business owners, police and cleaners that are required to deal with it.

Whilst it cannot be stopped altogether, a number of successful measures have been introduced around the world to reduce the incidence of street urination at night.

These measures include:

a) A successful trial in Sydney of overnight portable urinals in five hotspots, including Kings' Cross. The trial was so successful that it has now become a regular practice during busy periods.
b) In selected nightclub/restaurant districts in the United Kingdom, the installation of 'Urilifts' which operate at night, but retract into the ground and thus disappear from view, during the day.
c) Following a successful trial of portable urinals, in Victoria, Canada, the installation of a permanent urinal. These have all led to significant decreases in urination flows onto pavements and streets.

5.3 Safety

Toilets that meet CPTED principles significantly improve user safety due to their high visibility, appropriate lighting, location, proximity to other buildings, and orientation towards high pedestrian activity. Providing staff at selected public toilets can also assist in increasing the feeling of safety for users.

Anecdotal evidence and usage statistics from the City of Perth and the City of Melbourne, demonstrate that women in particular prefer to use staffed toilets with female usage significantly higher than for non-staffed toilets.

In the City of Perth, it was identified that 53% of users who visited the city's busiest staffed toilet were female. In the City of Melbourne, 41% at the Town Hall's staffed toilet users were female, and in comparison, usage by females at other non-staffed toilets was as low as 17%.

5.4 Accessibility

Older 'accessible' toilets often fall well short of current standards and requirements.

The most critical areas that need to be applied to the design and construction of accessible toilets are:

a) Access to the facility (including nearby accessible car spaces and entrance pathways).
b) Door locking devices.
c) Doorway circulation spaces to enable wheelchair manoeuvrability.
d) Internal circulation space to enable wheelchair manoeuvrability for safe transfer and use of fixtures.
e) Placement of fittings and fixtures.

A means of providing access for people with disabilities to accessible toilets 24 hours a day is via the 'MLAK' system. The Master Locksmiths Access Key (MLAK) is a universal 'key and lock' system that can be fitted to any lockable public facility, including accessible public toilets. People with a disability are able to purchase an MLAK master key for around $10, which opens any facility fitted with this specially designed lock. There are currently no MLAK facilities in the Rural City of Murray Bridge.

Figure 5: Signage Associated with MLAK key System

5.5 Hygiene

Many public toilet facilities are ageing and/or in poor condition, thus giving the impression they are unhygienic, even when they have been recently cleaned.

Issues with hygiene also often stem from large numbers of the general public utilising a facility, particularly around peak periods or during certain events.

5.6 Gender Equity

There has been increasing recognition of the inequity of provision in terms of gender equality in recent years.

It is believed that unequal provision stems from the Victorian era when most grand civic building infrastructure was built and toilet provision reflected the fact that men walked, rode or went by public transport to work, whereas women predominantly stayed at or close to home or worked locally.

In more recent times, the provision of toilet space provided has been equal, but this has still allowed for greater provision for males, given urinals take up less space than a pan and private cubicle required for females.

To add further to the inequality of provision for females, research has also demonstrated what most believe is common knowledge; that women generally take twice as long as men to use a toilet.

Furthermore, women are more likely to have a young child in tow when using public toilets, particularly near playgrounds or recreational areas. Whether assisting the child to use the toilet, or both parent and child using the toilet, a more extended period within the toilet cubicle is usually necessary.

6. BACKGROUND INFORMATION

This is the first Public Toilet Strategy for the Rural City of Murray Bridge. Previously, whenever Council received a request for the provision of additional or upgrade of existing public toilets, there was no overarching strategy to provide guidance and direction.

As part of the process in developing this Strategy, Council conducted an internal consultation session and carried out a condition audit on the 44 public toilet sites across the Rural City.

The audit data was then collated with additional data obtained through previously conducted condition and accessibility audits of the facilities. The information gathered has highlighted that much of the existing public toilet stock is ageing, in the 'good' to 'poor' condition, and not DDA compliant, and that signage across the Council area is poor.

6.1 Relevant Documents

The following Council documents were utilised as part of the research and planning for the Public Toilet Strategy:

- Community Strategy 2016-2032
- Strategic Plan 2016-2020
- Riverfront Strategy (2016)
- Asset Management Plan – Buildings (2015)
- Sport, Recreation & Open Space Strategy (2013)
- Crime Prevention Through Environmental Design (CPTED)

6.2 About the Rural City of Murray Bridge

The Rural City of Murray Bridge provides local government services and leadership to a community population of approximately 20,740 people, the majority of which are located in the main township of Murray Bridge. Other small towns include Mypolonga, Monarto, Jervois, Wellington and Callington (refer Figure 6).

The Rural City of Murray Bridge is located approximately 75 kilometres to the east of metropolitan Adelaide. A key feature of the Council area is the River Murray, which divides the area in two. The economy is principally driven by the agriculture sector (irrigated horticulture, dairy, cereal crops) and supported by a thriving tourism sector based around the river as a water sport destination and other iconic sites such as the Monarto Zoo.

The township of Murray Bridge is the Regional Centre of the Murraylands Region. In addition, Murray Bridge services parts of the Adelaide Hills and Fleurieu Regions. A bustling vibrant Regional Centre, Murray Bridge offers a wide range of facilities and services to the local and Regional community. The townships of Callington, Jervois, Monarto, Mypolonga and Wellington provide for a diversity of housing and community support services. The Monarto Zoological Park is a key tourist attraction, while water based activities and house boating on the River Murray are key attractions for locals and visitors to the area. Figure 1 illustrates the RCMB Council area.

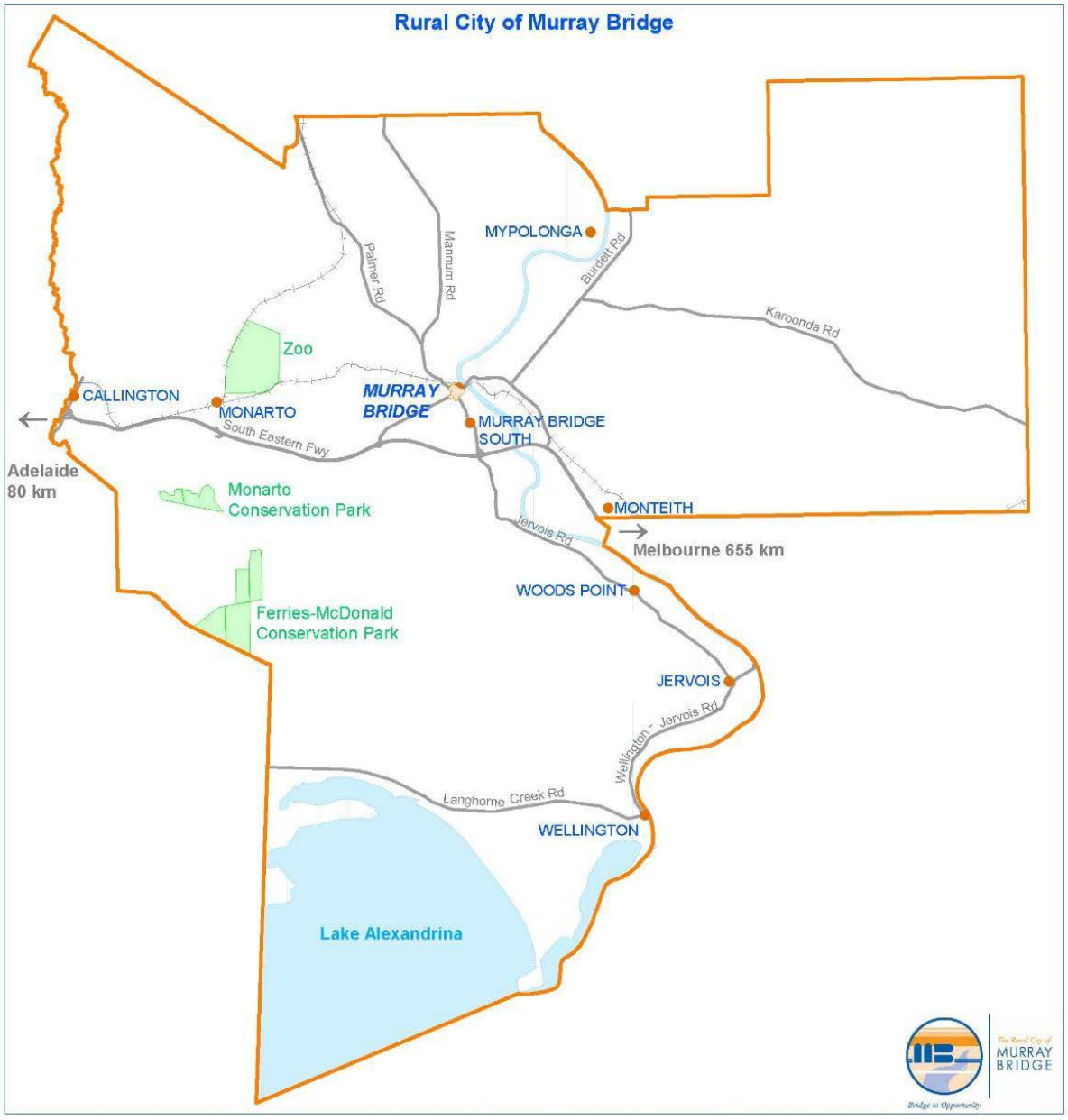


Figure 6: Rural City of Murray Bridge Location Plan

6.3 Current Situation

6.3.1 Number and type of toilets

The Rural City of Murray Bridge provides 43 public toilets, 28 being located within the township (refer Figure 7).

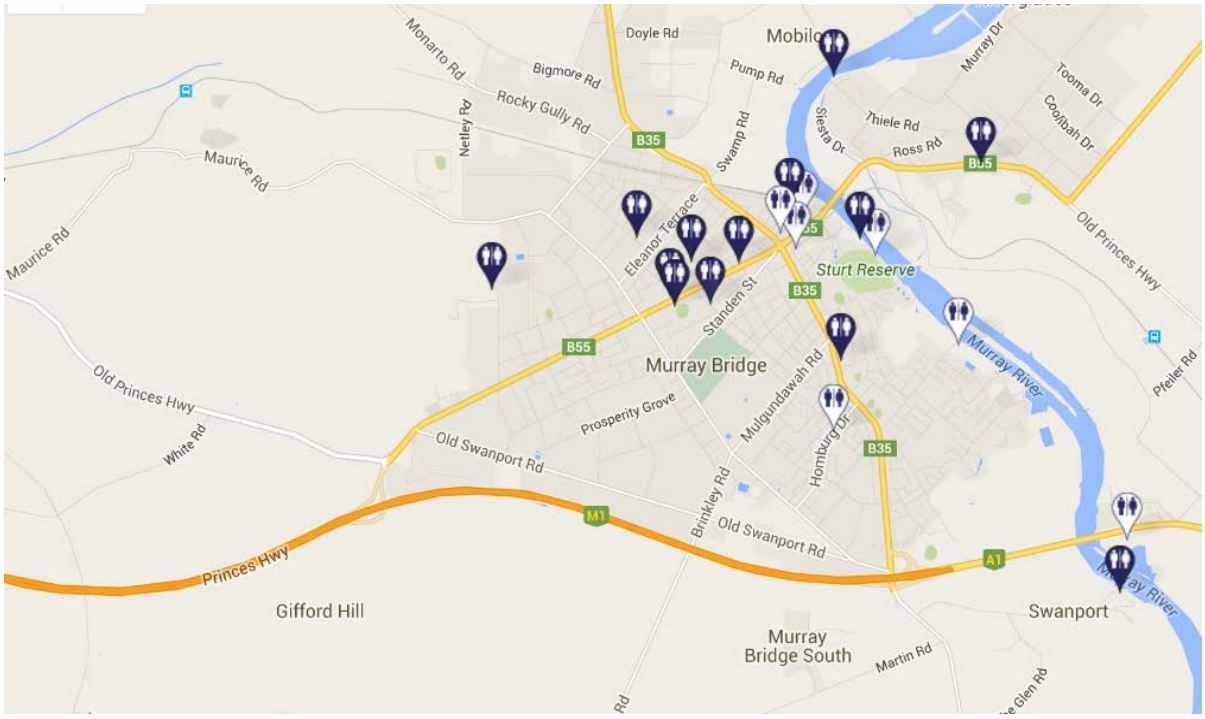


Figure 6: Murray Bridge Township Toilet Location Plan

These toilets range from pavilion and traditional stand-alone types and parks and sporting fields to the modern automatic unisex toilets. These toilets also range in hours of operation, i.e. some are open 24 hours a day; some during special events only such as the Pedal Prix; and others are only open for specific times such as 6:00am to 10:00pm. Many of these public toilets are aging and do not meet current standards.

Of the 43 sites audited, 19 are stand-alone public toilets, (one of which is an 'Exeloo' facility) and 30 are part of an existing building or pavilion. 38 of the toilets are accessible.

During working hours and retail trading hours, other privately owned public toilets are also available for public use within shopping precincts at cafes, several shopping arcades and fast food outlets. Privately owned facilities are not included in the audit data and are not listed in detail in this document; however the provision of privately owned facilities is important to the public and should be considered in the future planning and development of public toilet facilities.

With regard to the many small and large scale events held every year within the Rural City of Murray such as the Pedal Prix, event organisers are required to provide and maintain adequate portable toilets appropriate to the number of patrons expected, where existing supply of public toilets will not meet demand.

This Strategy recommends that a cyclical review of public toilets within the Rural City of Murray Bridge to measure the current level and quality of provision and assess whether facilities are meeting user demand.

7. OVERVIEW: PUBLIC TOILETS IN THE RURAL CITY OF MURRAY BRIDGE

For the purposes of this Strategy, public toilets are defined as toilet facilities made available for use by the general public. Typically these facilities are found in or adjacent to parks and other public spaces.

Beyond the public toilets reviewed for this Strategy, many leased premises such as sporting clubs also incorporate toilets in their facilities. However through design and operating practices, many of these toilets are not available for users beyond the lessee.

Other publicly available toilets are provided by shopping centres, cafes, service stations and in Council's public buildings during opening hours.

The data below is approximate and may vary significantly between Council's however is benchmarked with 30 other local government authorities across Australia by Morrison Low.

7.1 Facts at a Glance

Typical Provision Levels by Australian Council's	Average	RCMB
Average provision of council toilet facilities per 1000 residents	0.6%	0.2%
Percentage of public toilets that are located in parks	71%	74%
Percentage of public toilets open only for events	19%	28%
Percentage of public toilet cubicles that are unisex	6%	5%
Percentage of public toilet cubicles that offer disability access	13%	48%
Percentage of public toilet cubicles that are single sex (excludes disability access cubicles)	81%	88%
Percentage of public toilets where entry is by fee	0%	0%
Percentage of toilets open 24 hours	39%	28%

7.2 Condition

The essence of good asset management is to understand the condition of Council's assets and the various types of distresses that affect them and to use this data to assist in maintaining the level of service the community desires in the context of affordability, intergenerational equity and minimised risk of asset failure.

Most of the public toilet facilities in the Rural City of Murray Bridge are ageing and were identified through the audit processes as being in 'good' (33%) or 'poor' (25%) condition.

Many public toilet facilities are ageing and/or in poor condition, thus giving the impression they are unhygienic, even when they have been recently cleaned.

Building Condition Index	Average
1 – Rating (Excellent)	16% (7)
2 – Rating (Very Good)	21% (9)
3 – Rating (Good)	33% (14)
4 – Rating (Poor)	25% (11)
5 – Rating (Very Poor)	5% (2)

Figure 7: Sample Images of Murray Bridge Public Toilets

7.3 Accessibility

Most of the public toilet facilities in the Rural City of Murray Bridge do not comply with current standards in terms of accessibility.

In many cases, access to the facility is difficult, ramps are at incorrect gradients, entrance doorways are too narrow, fixtures and fittings are placed at inappropriate heights and internal circulation areas are insufficient.

There are also a number of public toilet locations where there are no accessible toilet facilities present.

7.4 Environmental Sustainability

Most of the public toilet facilities in the Rural City of Murray Bridge do not have environmental initiatives such as timed flow taps, dual flushing unit or waterless urinals.

A small number of stand-alone public toilet facilities are serviced by rain water tanks.

8. OPERATION AND MAINTENANCE

8.1 Cleaning

The majority of the public toilet facilities in the Rural City of Murray Bridge are cleaned on a daily basis (Monday to Friday).

Despite this cleaning regime many of the public toilet facilities within the Rural City of Murray Bridge are ageing, thus giving the impression they are unhygienic, even when recently cleaned.

8.2 Operating Hours

All Rural City of Murray Bridge public toilets are advertised as open from dawn to dusk. This means that operating hours vary throughout the year as a result of the changing seasons and daylight savings. However, actual times between facilities vary as toilets are opened and closed progressively across the municipality by the contractor over a one-two hour period.

Public toilets located within other buildings (such as the library and Local Government Centre) have operating hours that match the opening hours of the buildings they are within.

8.3 Value and Cost of Rural City of Murray Bridge Public Toilets

It is difficult to determine the total value of all of Council's public toilet facilities, given that many are located within the footprint of another building.

The following table provides an annual cost breakdown of the management and operation of Council managed public toilets in the Rural City of Murray Bridge:

The average cost of operating and maintaining a public toilet is $4,520 per year with individual asset costs affected by usage, security and location. Total operating costs in 2015/16 were $194,357.

9. INFORMATION MANAGEMENT OF PUBLIC TOILETS

9.1 Websites and Promotion

The Rural City of Murray Bridge website currently has some information on public toilets and provides a link to a basic map which shows the location of public toilet facilities across the municipality.

The section on the website also includes a link to the National Public Toilet Map.

The National Public Toilet Map (the Toilet Map) shows the location of more than 14,000 public and private public toilet facilities across Australia. Useful information is provided about each toilet, such as location, opening hours, availability of baby change rooms, accessibility for people with disabilities and the details of other nearby toilets.

The Toilet Map is funded by the Australian Government Department of Health and Ageing as part of the National Continence Management Program.

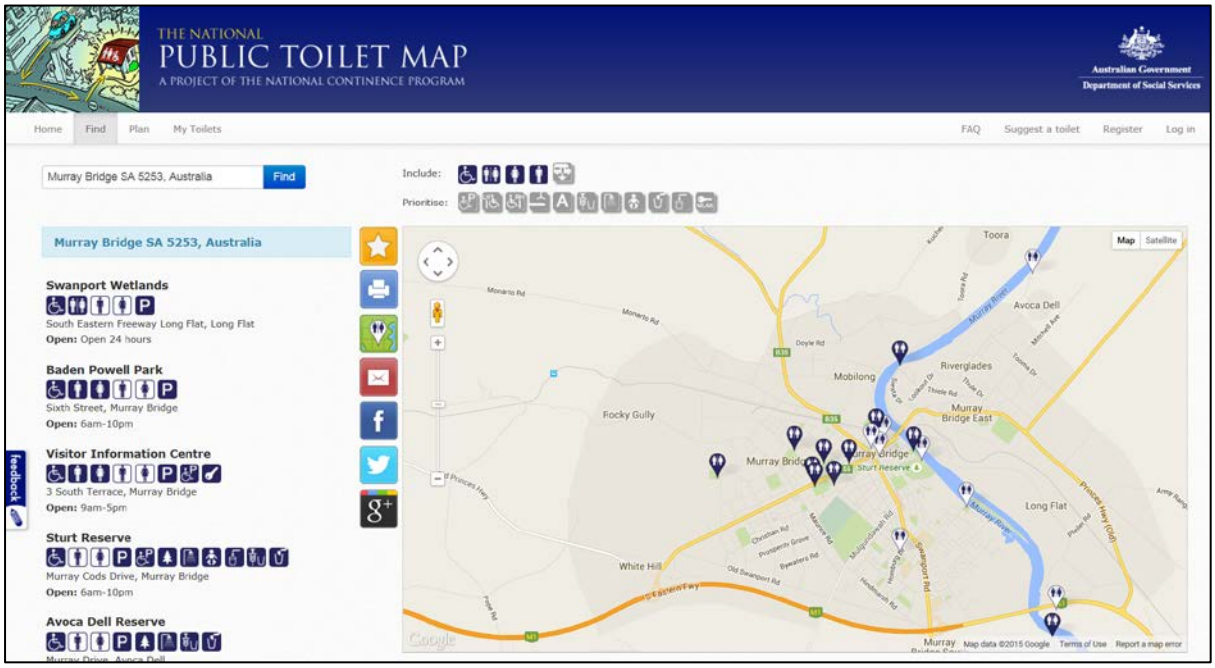


Figure 8: National Public Toilet Map for Murray Bridge

9.2 Asset Management System

The current Asset Management System used by Council lists all assets and their details by building.

However, many of the public toilets included in this Strategy are located within an existing building or pavilion, such as libraries, town halls, community centres and sports pavilions.

This means that the public toilet component of these buildings is not separated out from the whole of building details, making it difficult to determine and identify specific details such as maintenance history and asset value.

This Strategy recommends that then the current Asset Management System is upgraded, all public toilets are separated and categorised independently where possible, to allow for a more accurate understanding of the asset management details for each public toilet facility.

10. KEY FINDINGS AND ISSUES

10.1 Desired Outcomes

Based on the research and consultation for this Strategy, Council has developed a set of six desired outcomes for public toilets provision in the future:

1. Facilities **where they are needed, when they are needed**
2. Facilities that are **fit for place, purpose and people**
3. Facilities that are **clean, safe and accessible**
4. Facilities that are **easy to find**
5. Facilities and services at **reasonable cost** to Council
6. Facilities that **minimise environmental impact.**

This Strategy outlines strategies to achieve these outcomes over the next five to ten years, including development of a decision making framework for prioritising investment in new and existing facilities.

Desired Outcome 1: Facilities where they are needed, when they are needed

1.1 Set desired standards for provision

Council has a lag in provision of public toilets in some key sites. This is likely to get worse over the next ten years on current indications:

- Many of Council's regional and district parks have no public toilets (although a review of park classifications is likely to see some park classifications downgraded to local parks)
- The growing network of tracks and trails has long sections with no toilet facilities
- Strategic directions around access to the riverfront indicate a need for facilities in riverbank and tourism sites
- Bench marking against other jurisdictions indicates somewhat below average rates of provision per resident, and population growth will exacerbate this situation.

Ideally, a provision standard and policy will make Council's position on public toilet provision more transparent and enable facilities to be provided more quickly where they are needed.

This Strategy identifies ways to increase public access to toilets within realistic Council budget parameters. If this is achieved, Council will be able to use its capital budget and grant funding for sites where public benefit is maximised and where there are no alternatives to providing Council funded facilities.

Setting standards for provision is not a simple matter of identifying a benchmark such as providing access to a facility within a one kilometre walk from anywhere in the Rural City of Murray Bridge. The size and diversity of the Murray Bridge municipality means this is neither feasible nor necessary.

A more sophisticated approach is required that begins with strategic drivers and then factors in demand forces.

For example, the following areas are likely to require access to an easily-located public (or publicly accessible) toilet within a five to ten minute walk (or 0.5 to 1km radius), during the times that these areas are used:

- Recreation and sport parks classified as district or regional facilities
- Riverfront reserves with more than 100 users on an average summer Saturday and/or Sunday
- Trail systems in high use tourism, bushland and riverfront areas
- Public transport hubs with more than 100 users on an average high demand day
- District or regional shopping and commercial precincts
- District or regional event, entertainment or community precincts
- Marine facilities including boat ramps.

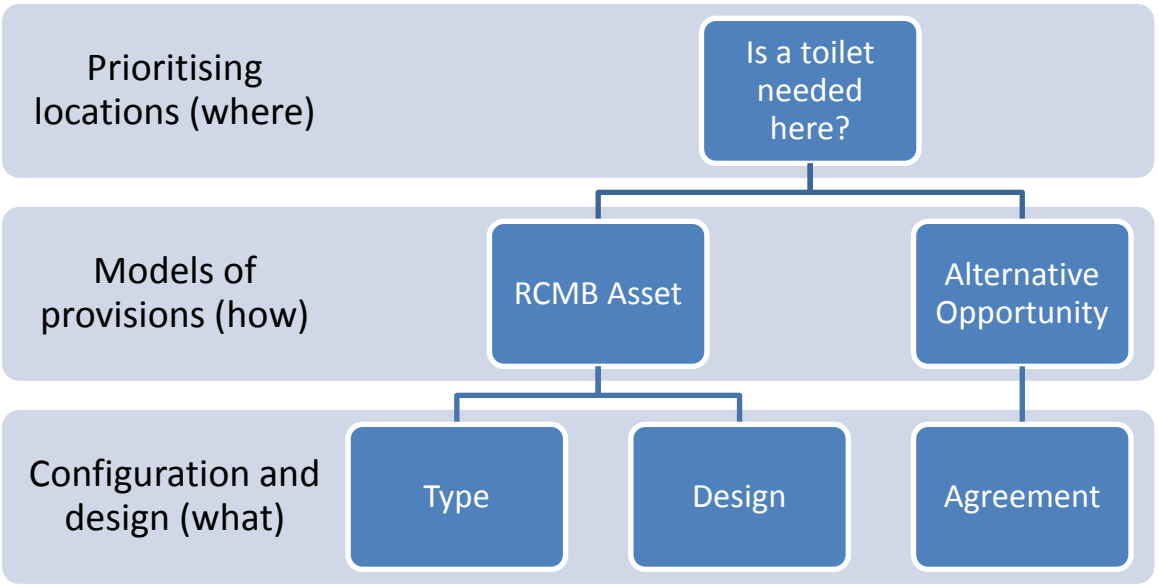
Action 1:
Adopt a Public Toilets Provision Policy that specifies standards of provision based on the list above.

1.2 Implement a prioritisation framework for provision of public toilets

Once a desired standard of provision is agreed, it can be applied to the Rural City of Murray Bridge based on an understanding of usage levels of the types of areas identified above. This analysis will identify where public toilets are required across the city, generating a list of three types of sites: those sites where a facility is needed but does not yet exist (potential sites for a new facility or an alternative approach to provision, e.g. an access agreement with a business or community facility) those sites where a facility is needed and is in place (potential site for improvements to current facilities if required) those sites where a facility is not needed but is currently in place (potential site for repurposing or relocation of the toilet facility, or identification of alternative models for toilet provision).

The list of sites where facilities are needed but do not yet exist or where facilities are needed but the existing facilities require upgrading should then be prioritised based on an assessment of the strategic importance of each site, considering factors such as tourism potential or links with Council's other strategic directions. Once a prioritised list of sites is developed, Council can explore models of provision for each site as shown further under 'Facilities and services at reasonable cost to Council'.

Figure 8: Proposed decision making framework for public toilets



As well as being out-dated in design, a large number of Council's public toilets have not been designed using Crime Prevention through Environmental Design (CPTED) principles.

Some of these assets are in locations that are unsuitable and unviable, and some facilities rate poorly for environmental performance, usage and aesthetic factors. In addition, a number of facilities are close to their "use by" date.

When considering options for each existing public toilet, Council will need to consider the viability of the location and the facility itself.

Location viability considerations would include:
location – is this site still suitable for a public toilet? (is this area strategically important, is the site safe, is it compatible with other activities in the area, is it easily found and accessed?)

need – is this public toilet still used or likely to be more used in the future? Is low usage a function of the location?

"hot spot" issues – is this a site where Council encounters ongoing issues/ complaints about vandalism, graffiti or loitering?

If the location is unviable, refurbishment is unlikely to increase usage or improve safety.

Facility viability considerations would include:
design – is this facility able to be reworked to make it work better? (Brisbane City Council has examples of old style brick facilities that have been reworked with new exterior materials to improve safety and aesthetics and environmental performance5)

condition – is this facility still used or likely to be more used in the future if it was in better condition? Or are there better alternatives close by?

cost and concern – is this a site where Council encounters ongoing issues/ complaints about vandalism, graffiti, loitering or undesirable activity?

Options for existing sites where issues are identified fall on the continuum below:

Figure 9: Pathway 1: Viable Site

Further discussion of refurbishment or renewal options is provided under Outcome 2: Facilities that are fit for place, purpose and people

Figure 10: Pathway 2: unviable site

Public toilets are expensive to maintain and operate. When a site becomes unviable, serious consideration needs to be given to its decommissioning as a toilet facility. This may involve reusing the structure for another purpose (e.g. community group storage), relocation of a new toilet at a more suitable location or replacement with an alternative means of toilet provision.

This Strategy identifies a prioritised list of sites for the new provision, capital upgrade, or demolition/closure of public toilets within the Rural City of Murray Bridge (refer **Attachment 1.**). This list is to be constantly reviewed to reflect continual upgrading of these facilities as well as customer expectations.

Action 2:
Following adoption of a Public Toilet Provision Policy, establish a prioritised list of sites for new provision, capital upgrade, replacement or alternative provision.

Desired Outcome 2: Facilities that are fit for place, purpose and people

2.1 Specify design guidelines including:

- Overarching guidelines
- Materials to suit sites
- Design typologies to suit sites/contexts
- Configuration typologies to suit sites, contexts and user groups
- Additional facilities to meet user needs

Overarching design guidelines for public toilets should be informed by the following standards and considerations:

- Environmentally Sustainable Design (ESD)
- Crime Prevention Through Environmental Design (CPTED)
- Access and equity considerations including disability access to premises
- Efficiency principles (cost over time) including allowing for easy cleaning, management and maintenance

A number of local governments have developed design guidelines to inform development and refurbishment of public toilets. Brisbane City Council has developed a set of designs for toilet facilities in various configurations for different locations. Other governments have worked with manufacturers like 'Landmark', 'Novaloo' and 'Exeloo' to specify designs that work in their local contexts.

Design guidelines will need to specify:

- **Materials that are appropriate in riverfront locations**. Corrosion has become an issue with newer facilities with metal walls, and timber has also caused problems with a lack of durability. However these materials are considered "lighter" by both landscape architects and the public. Material specifications will differ for coastal and inland sites. Randwick City Council has specified concrete and blocks as the material for all coastal sites to avoid costly corrosion and deterioration. Further investigation is required to develop a selection of appropriate materials that are salt resistant for use across the Rural City of Murray Bridge.
- **Design typologies to suit sites and contexts**. There are various typologies of public toilets for different locations and user groups in the Rural City of Murray Bridge. Toilet designs and configurations will vary depending on the typology such as:
  - riverfront (incorporating change and shower facilities)
  - major park (family friendly, safety conscious)
  - commuter (high volume use)
  - exercise (e.g. a single unisex cubicle on a track or trail)
  - marine/foreshore (near facilities for boats)
  - bushland (may incorporate alternative technology such as composting toilets and solar power)
  - event precinct (may have options to add extra capacity through portable facilities)
- **Configuration typologies to suit sites/ contexts and user groups**. Council facilities range in configuration from single unisex stand-alone cubicles to blocks comprising male, female and unisex cubicles. Unisex facilities are now commonly installed in parks and commuter hubs. The trend is towards self-contained cubicles with hand basin inside, or else hand basins in an open area outside, to avoid the need for internal vestibules which create safety issues. Research suggests that for some people, unisex facilities are not palatable – these people strongly advocated for male and female single sex facilities. In higher volume sites such as commuter facilities and key regional parks, it may be appropriate to include a mix of single sex and unisex facilities, while smaller facilities may need to remain unisex.

- **Additional facilities to meet user needs**. Amenities such as showers and change rooms need to be considered depending on the site and the user group. Consultation for this project indicated strong demand for drinking water to be provided in conjunction with public toilets, ideally outside so that people don't have to enter the toilets to fill a water bottle. Other additional facilities include foot washing, baby change, mothers/ feeding facilities and sanitary/ nappy disposal.

This Strategy identifies a series of public toilet structures that are deemed appropriate for the Rural City of Murray Bridge (refer **Attachment 2**) in reference to the abovementioned design guidelines.

Action 3:
Establish Development of design guidelines for future public toilet construction.

2.2 Refurbishment and Renewal Program

The Building Condition Audit identifies a number of existing facilities in locations where public toilets are needed, but where drawbacks to their design or condition of the existing public toilet mean the building needs some amount of investment to meet contemporary aesthetic, safety, usability or access standards.

Investigations suggested sites for minor improvements, and some overarching improvements that could be made relatively cheaply and easily. For example, urinals were identified as increasing risks of odours and decreasing perceived safety and privacy. Removing urinals with these issues is a simple way to improve the amenity of the affected facilities.

Similarly some older brick bocks have potential for removal of some brickwork to improve ventilation, and installation of transparent roof sheeting to improve natural lighting.

2.3 Guidelines for Planning and Design

The following points provide direction and guidance for the future planning of public toilet facilities in the Rural City of Murray Bridge:

2.3.1 Internal Planning Processes

The importance of public toilets needs to be recognised and included as an integral component of Council's planning and design processes, not as an 'add on' or after thought with little reference to the surrounding spatial, social or design aspects of the area.

Public toilets should be a key component in urban design and civic planning and be given the prominence they warrant as a critical piece of urban infrastructure, important to the functioning of the city as a whole.

This Strategy recommends the development of a design checklist and planning framework for public toilets which addresses the issues of safety, location and design to assist in this process.

2.3.2 CPTED Principles

All new public toilet facilities and existing facilities due for renewal or upgrade should adhere to the CPTED principles. These principles have been developed to maximise safety, reducing

opportunities for crime and antisocial behaviour, thereby reducing the fear for personal safety of toilet users.

2.3.3 Number of Toilets to Provide

There is a lack of research-based data providing clear rules about what constitutes appropriate provision of public toilets.

However, British Standard (BS6465 – Part 4 Section 11) provides the most comprehensive guidance on determining the appropriate numerical levels of public toilet provision and recommends undertaking usage surveys, but also provides some useful formulas and issues to consider in assisting the planning process.

These formulas enable planners to assess demand based on the number of people in the catchment area and likely usage rate in a given period. It is flexible and assumptions can be tested for appropriateness over time. The formula assumes no one having to wait for more than two minutes to use a public toilet facility.

The key message is that footfall surveys and/or analysis of usage of existing toilets should be undertaken before any assessment is made about adding to or closing existing public toilet facilities.

Consideration also needs to be given to other nearby provision (public or private), potential developments and population changes.

Other measures to assist in the provision of public toilets include:

a) The British Toilet Association recommends that "a Local Authority should provide no less than one cubicle per 550 women and girls and one cubicle or one urinal per 1,100 men and boys dwelling in the area" (any large number of people visiting the area regularly would have to be added to these population numbers).
b) The ACT Government, in its document 'Design Standards for Urban Infrastructure', provides guidance about the minimum number of toilets required: one unisex toilet cubicle for every 100 users (daily average usage).

2.3.4 Location of Public Toilets

This Strategy recommends that the provision of public toilets must be located in areas of high demand within the community, in particular:

- Areas where high pedestrian traffic volumes exist
- Activity centres or hubs such as shopping precincts
- Major tourist destinations
- Riverfront areas
- Parks & Playgrounds (particularly in or around 'regional' playspaces and those where there are public 'activity generators' such as BBQ facilities and play equipment)

2.3.5 Distances between Public Toilets

In 2012 'The Provision of Information for a Public Toilet Plan' outlined the standard or recommended distances between public toilets adopted by other Local Government Authorities and the UK British Standard:

a) City of Glen Eira (Victoria) – Public Toilet Strategy 2010-14
Maximum of 1,000m between public toilets
b) Bayside City Council (Victoria) – Public Toilet Strategy 2012
Maximum of 1,000m between public toilets
c) City of Melbourne (Victoria) – Public Toilet Plan 2008-13 Maximum
500m between public toilets where there is high pedestrian activity
d) City of La Trobe (Victoria) – Public Toilet Plan 2010
Spacing of 1,000m between public toilets
e) UK – British Standard (BS6465 – Part 4)
Maximum 300m between public toilets in busy areas

Several other local councils in Australia have public toilet plans which have spatial standards for provision, although these recommendations appear to be based on common sense rather than any research based norms.

It is essential that any assessment of gaps needs to also factor in the availability of other appropriate, publicly accessible toilets.

2.3.6 Types of Toilets to Provide

All new and upgraded public toilets must aim to comply with Crime Prevention through Environmental Design Principles (CPTED).

It is recommended that unisex, ambulant, accessible toilets be provided in line with current Disability Discrimination Act (DDA) requirements.

These toilets are suitable for use by the entire community, including people with disabilities and family groups, particularly parents or carers taking care of children or people of the opposite gender.

The number of toilets to be provided should be based on current or predicted usage of the area obtained from footfall surveys. The Building Code of Australia (BCA) may also assist in this process.

This Strategy also recommends that Council consider the implementation of the MLAK system for selected accessible public toilets to improve after hours access to people with disabilities.

This Strategy does not recommend the further installation of Automatic Public Toilets (APT's) such as Exeloos, particularly for areas where there is potential or known inappropriate activity.

Previous reseearch showed that satisfaction with APTs was higher than traditional toilet facilities because users felt safer, more secure and that the overall cleanliness was better.

However, APT's are not particularly DDA compliant, and do not meet CPTED principles, with users being able to lock themselves in the toilet area for 10 minutes, completely unseen. Concerns have also been raised by some disability groups and older people, particularly around getting locked in, the toilet door opening too soon, the wetness of the seats and lack of privacy for a user with carer (it is difficult for the carer to exit and re-enter the toilet).

2.3.7 Gender Equity

Where toilets are not unisex, provision should be 2:1 in favour of females, in recognition that females generally take twice as long to use a toilet.

2.3.8 Environmentally Sustainable Design

The Rural City of Murray Bridge defines sustainable design as an approach to building procurement and other urban development, which works towards achieving zero net environmental impact.

Council is committed to ensuring that all Council buildings and facilities minimise their environmental impact, and aims to increase the percentage of built form in the municipality incorporating sustainable design principles.

2.3.9 Other Features

2.3.9.1 All Fixtures, Fittings and Materials

Council is to develop a reference guide that will outline standard specifications for all fittings, fixtures and materials to be installed in all Council buildings. This will ensure consistency when new buildings are built or when existing structures are retrofitted.

2.3.9.2 Baby Change Tables

This Strategy identifies that baby change tables are required at certain locations, however the design and materials utilised will need to be considered prior to installation. Installation of baby change tables in accessible toilets should also be considered.

2.3.9.3 Basins

Where appropriate, it is recommended that wash basins be located outside facilities. This would be particularly suitable for unisex and/or accessible facilities which generally take up more space. The intent of this design is to remove the requirement for an enclosed communal space, and a translucent form of screening could provide discretion for users.

2.3.9.4 Bins

The placement of waste bins inside public toilets is not recommended due to a history of being heavily vandalised, stolen, and or set alight. However, lack of bins has caused some problems with waste being placed in sharps containers and sanitary bins, and nappies being placed down toilets, resulting in issues with blockages.

The installation of signage to discourage inappropriate disposal of waste and suggest alternative options may assist in preventing this practice.

The placement of bins external to the facility (but within the vicinity) should also be considered.

2.3.9.5 Blue (monochromatic) Lights

In theory, blue light presents difficulty for injecting drug users looking for a vein to inject, however research demonstrates that blue lighting is not particularly successful in preventing injecting drug use, as drug users often inject in dark conditions and adapt quickly. There is also a lack of evidence as to its efficiency, and a potential increased risk to users.

The installation of blue lights also has a negative impact on other members of the public as the lighting creates an unwelcoming environment and also presents further difficulties to people with impaired vision. For these reasons, the installation of blue lights is not recommended.

2.3.9.6 Sharps Bins

This Strategy recommends that there are sharps bins installed in every public toilet in the Rural City of Murray Bridge.

The installation of sharps disposal bins in public toilets is a responsible measure to minimise the risk of harm to all members of the community.

The placement of syringe disposal bins in locations where syringes are being frequently discarded can significantly reduce the number of syringes found unsafely in public places. External placement of sharp bins on facilities could also be considered.

2.3.9.7 Showers

Where appropriate, it is recommended that showers be placed outside facilities, particularly along the Riverfront areas. There is already a shower facility at Long Island Reserve which a small charge is required.

Action 4:
Plan and budget for refurbishment or replacement of outdated or unsuitable facilities at key sites

2.4 Public toilets as a place-making feature

Public toilets are often significant buildings in a park or activity centre, and should enhance a sense of place rather than detracting from it. There are many examples of public toilet facilities that have become features in their setting rather than purely functional facilities.

Methods used to achieve this include: incorporation of public toilets into design features such as amphitheatres, cafes, information centres use of public art to embellish public toilets, e.g. murals, sculptures custom design of a public toilet in a particular place to reflect the aesthetic thematic and environmental values of that place.

2.4.1 Guidelines for Renewal, Upgrade, New and Demolition

For asset management purposes, buildings (including public toilets) have a lifespan of approximately 100 years. The following guidelines have been developed to assist in the decision making process for determining the type of works to be conducted at each public toilet facility to extend the life of the asset, or where that is not feasible or relevant, in the development of a new facility.

2.4.1.1 Renewal

Renewal works generally involve replacing ‘like for like’ and are based on data collected as part of the building condition audits.

Public toilets that are considered historically or architecturally significant may warrant renewal works in order to maintain the aesthetic integrity of the building, but where possible accessibility and CPTED principles should be incorporated in the renewal works.

2.4.1.2 Upgrade

Decisions to upgrade or refurbish a public toilet facility should be based on data collected as part of the building condition and DDA audit reports and supported by relevant Council Masterplans and Strategies.

Public toilets should be upgraded wherever possible in order to meet CPTED principles and DDA compliance, and could include the addition of extra pans and/or the redesign of a facility to include unisex and/or ambulant, accessible toilets to better meet the needs of the community.

If the public toilet is located within an existing building undergoing upgrade works, the public toilet should also be upgraded.

2.4.1.3 New

The development of any new public toilet facility must be based on an identified need, as well as an assessment of demand and determination of the most appropriate site within the precinct.

This Strategy recommends that the following be considered in the decision to develop any new public toilet facilities:

a) Recommendations in relevant Council Masterplans and Strategies
b) Identified areas of high demand within the community, especially where high pedestrian traffic volumes exist
c) Areas where there are public 'activity generators' such as BBQ's or play equipment, or where patrons are encouraged to stay for extended periods of time
d) Requests generated from the community and relevant stakeholders or feedback provided through a consultation process
e) Distance from other public toilets in the area, where a spatial gap has been identified
f) Areas where specific issues have been identified (for example, public urination as a result of a lack of facilities).

This Strategy also recommends that a feasibility study be conducted prior to the development of any new public toilet facility, with the study to include:

a) Usage data and/or footfall survey
b) Where appropriate, a trial of temporary facilities
c) Community consultation (including a survey of user groups and local residents)
d) Internal consultation with Council Officers
e) An outline of rationale supporting the site selected within the area or precinct
f) Completion of the proposed design checklist and planning framework for public toilets to address the issues of safety, location and design.

2.4.1.5 Demolition/Closure

The decision to demolish or close a public toilet facility should be based on building condition audits, usage data and local research findings, as well as feedback obtained through consultation.

This Strategy recommends that the following be considered in the decision to demolish any public toilet facilities:

a) Recommendations in relevant Council Masterplans and Strategies.
b) Counters to be placed at the site to determine the current usage, (preferably over summer months if the site is located near a park or foreshore area)
c) Conduct consultation with local residents and users or invite feedback from the community
d) Conduct a feasibility study to determine the impact of removing a public toilet facility and identify a possible site for relocation and/or alternative facilities that could be utilised in its absence
e) Consider the potential impact that the closure of the building will have on surrounding areas, for example; if the existing facility is a site known for inappropriate activity, will these users relocate to an alternative location and how will this impact other users, local residents and the general public?

If a public toilet is located within an existing building cited for demolition, relocation or replacement of the public toilet facility should also be considered in this instance.

Action 5:
Look for opportunities to use place-making approaches or public art associated with public toilets.

Desired Outcome 3: Facilities that are clean, safe and accessible

3.1 Specify desired standards of service for each type and site

Differing standards of service for various types of public toilets are not all equal. For example a small proportion of current Council public toilets are cleaned less than daily, and another small group are cleaned more than once daily, depending on the site and the demand.

Across the board, facilities for which Council is responsible need to be clean and well-maintained to meet public expectations.

In the longer term there is potential to introduce a site identification signage system, providing a phone number for people to report damage or issues relating to toilet facilities, and an identification number for the particular facility.

This Strategy recommends that service levels are increased at selected sites where operating hours are extended, particularly along the foreshore in summer. Service levels should also be increased during events where a large number of visitors are expected.

Action 6:
Specify service level standards for each toilet typology based on usage levels at each site.

3.2 Reduce graffiti and vandalism

Council has in place some measures to reduce vandalism and graffiti, including security patrol visits, night-time locking of some facilities, vandal proof fittings and finishes. Council has reduced the level of service in most facilities in response to persistent vandalism, for example sanitary disposal bins and rubbish bins are not provided in any many Council public toilets, in response to people lighting fires. In many other jurisdictions sanitary disposal facilities are considered a basic requirement for women's toilets.

Council has also dispensed with toilet seats in many toilet blocks and is installing stainless steel pedestals to deter vandals. These contribute to an institutional feel and are disliked by older people.

Strategies used in other places to reduce graffiti and vandalism include:

- Retro-fitting CPTED design features at existing sites to improve surveillance
- Use of graffiti resistant materials such as shiny tiles and corrugated iron
- Low plantings around exterior walls
- Hidden cisterns, plumbing and other fittings
- Artwork on exterior walls
- Programs to improve community "ownership" of facilities

3.3 Improve disability access

Many Council public toilets were built prior to legislation requiring disability access to be incorporated. As a result, 52% of Council's public toilets do not have adequate disability access. In many cases, lack of accessible toilet facilities is compounded by lack of pathways and parking to make the facility truly accessible.

Design guidelines for future provision will specify the need for full access including parking and pathways. In the meantime Council needs to consider possibilities to improve accessibility of those facilities that are not accessible, particularly those in key locations. Provision of inaccessible public services (such as public toilets) does not comply with anti-discrimination law in Queensland or nationally.

Action 7:
Undertake a program of access improvement at sites most used (or desired to be used) by people with a disability.

Desired Outcome 4: Facilities that are easy to find

4.1 Improve signage

Directional signage for public toilets is a weakness for many Councils. Better signage will help people find facilities when they need them.

Signage on the facilities should also clearly identify their purpose. New signage guidelines include strategies to improve use by people with vision impairments and other disabilities.

This action will be undertaken in conjunction with review and upgrade of park signage.

Action 8:
Install directional signage at every toilet site.

4.2 Facilitate location mapping (including identification of disability friendly sites)

There are a number of organisations that provide maps of public toilets including the Federal Government's National Toilet Map and several privately developed applications for mobile phones and internet browsers.

Action 9:
Continue to provide information to the National Toilet Map and other similar applications about Council's publicly accessible toilets.

Desired Outcome 5: Facilities and services at reasonable cost to Council

5.1 Explore funding sources/ partnerships

There is limited grant funding available for public toilets, although projects linked with development of other community or environmental infrastructure may attract funding from other levels of government e.g. sport and recreation funding; open space funding; or RDA funding programs.

Public/ private partnerships offer some potential to fund new infrastructure co-located with commercial facilities.

Action 10:
Source funding for capital or refurbishments for public toilets.

Action 11:
Explore potential for public/ commercial partnerships in tourism destinations.

Desired Outcome 6: Facilities that minimise environmental impact

6.1 Develop environmental design specifications

A key part of developing design guidelines will be specifying standards for water and energy efficient construction materials and methods and fittings. The green building investigation undertaken for the review of public toilets found that building specifications for new Council public toilets did not identify specific energy and environmental performance requirements beyond the applicable regulations and standards. This places the responsibility for improving energy and water efficiency of these buildings on the appointed builder and their internal business practices.

The environmental consultants AECOM identified the "Green Star Rating Scheme" by the Green Building Council of Australia and the "Defence Green Building Requirements" by the Australian Government Department of Defence as the most appropriate industry best practices to develop a suitable maintenance and construction guideline.

6.2 Identify opportunities for retrofitting sites for environmental improvement

Issues identified across many Council public toilets included:

- Insufficient light levels, creating an uninviting and sometimes unsafe space
- Inefficient light and water systems with high rates of consumption and/or extended run periods
- Poor air quality due to the small size of ventilation openings, resulting in hot, stuffy spaces and sometimes unpleasant odours.

Actions suggested to improve these shortcomings and to prevent them in new buildings included:

- Increasing the open wall area to allow for better ventilation through the use of louvres, slats or battens
- Installation of lighting controls such as PE cells and motion sensors to minimise lighting operation times
- Replacing inefficient light fittings with efficient fittings
- Considering inclusion of transparent roof sheeting to reduce energy consumption and improve light levels
- Reducing the pressure of mains water being supplied to taps to reduce flow rates as a means of improving water efficiency without capital expense of replacing fittings
- Replacing water fittings with low flow automatic shutoff products with minimal run on times to reduce water consumption

It is possible that funding opportunities for improved environmental sustainability may be available to undertake energy and water efficiency work across more of the public toilet portfolio.

Action 12:
Undertake minor works to improve ventilation, lighting and water and energy efficiency at identified sites

Based on the list of actions for public toilet facilities identified in this Strategy, the financial implications for the Rural City of Murray Bridge are as follows:

- That $240,000 (approximately $120,000 renewal and $120,000 new capital) is allocated annually for a period of ten years for either the renewal, upgrade, new or demolition/closure of public toilets within the Rural City of Murray Bridge.

Action 13:
Council to allocate annual funding to 'Public Toilet Upgrades' in the Capital Works Program.

11. RESOURCES

Public Toilet/ Amenities Strategies & Guidelines

- Brisbane City Council, Public Toilet Design Guidelines http://www.brisbane.qld.gov.au/2010%20Library/2009%20PDF%20and%20Docs/5.Community%20Support/Public_Toilet_Design_Guidelines.pdf
- ACT Design Standards for Urban Infrastructure 18: Public Toilets, Urban Services, ACT Government http://www.tams.act.gov.au/__data/assets/pdf_file/0020/12557/ds18_publictoilets.pdf
- Boroondara, VIC, *Strategy for the Provision and Management of Public Toilet Facilities 2005*: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review
- City of Glen Eira VIC, *Draft Public Toilet Strategy 2010: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review*
- Frankston City Council *Public Toilet Strategy & Design Guidelines2009:* G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review
- City Of Stirling, *Public Toilet Policy: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review*
- City of Port Phillip, *Public Toilet Strategy 2007 – 2011: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review*

Other Relevant Documents

- *Urban Design Guidelines with young people in mind 1999 (NSW* Department of Urban Affairs & Planning): G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review
- *National Public Toilet Map, A Project of the National Incontinence Management Strategy, Australian Government Department of Health and Ageing: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review\National Public Toilet Map.mht*
- *City of Melbourne's Approaches to Addressing Safety Issues in Public Toilet: G:\Plan&Pol\Comm&SocialPlan\data_Social Infrastructure Unit\Projects 2010-2011\Amenities Review\Practice Review*
- Australian Toilet Organisation supported campaign, component overview *"Where would you hide"?*

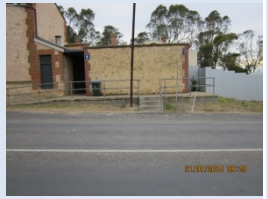
12. ATTACHMENT 1

12.1 Public Toilet Implementation Plan 2017-2022

Priority	Description of Work	Location	Township	Cost Breakdown		Total Cost	Photo	Responsible Business Unit
				Operational	Capital			
High (1-3 years)	New	Adelaide Road Linear Park (near White Hill Truck Drivers Memorial)	Murray Bridge	$0	$125,000	$125,000		City Assets, City Infrastructure
High (1-3 years)	New	Adelaide Road Cemetery	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
High (1-3 years)	New	Long Island Reserve	Murray Bridge	$0	$130,000	$130,000		City Assets, City Infrastructure

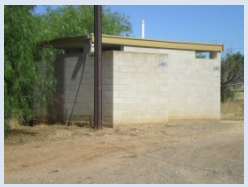
High (1-3 years)	New	Christian Reserve	Murray Bridge	$0	$100,000	$100,000		City Assets, City Infrastructure
High (1-3 years)	Demolition/ Closure	Baden Powell Toilet	Murray Bridge	$1,000	$0	$1,000		City Assets, City Infrastructure
High (1-3 years)	Defer Demolition/Closure Investigate Options for New	Sunnyside	Sunnyside	$8,000	$0	$8,000		City Assets, City Infrastructure
High (1-3 years)	New	Bridge Street	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure

High (1-3 years)	New	Roundhouse	Murray Bridge	$0	$35,000	$35,000		City Assets, City Infrastructure
High (1-3 years)	New	Sturt Reserve (Community/ Rowing Club)	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
High (1-3 years)	New	Sturt Reserve (Events)	Murray Bridge	$0	$110,000	$110,000		City Assets, City Infrastructure
High (1-3 years)	New	LeMessurier Oval #3	Murray Bridge	$0	$55,000	$55,000		City Assets, City Infrastructure

High (1-3 years)	New (Close Existing)	Wellington Court House	Wellington	$0	$75,000	$75,000		City Assets, City Infrastructure
Medium (4-6years)	Upgrade	Homburg Reserve	Murray Bridge	$5,000	$20,000	$25,000		City Assets, City Infrastructure
Medium (4-6years)	Renewal	Captains Cottage	Murray Bridge	$5,000	$15,000	$25,000		City Assets, City Infrastructure
Medium (4-6years)	Upgrade	Diamond Park	Murray Bridge	$5,000	$20,000	$25,000		City Assets, City Infrastructure

Medium (4-6years)	New	Grey Hounds at MB Showgrounds	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
Medium (4-6years)	New	Johnstone Park (Football)	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
Medium (4-6years)	New	MB Showgrounds Toilet #2	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure

Medium (4-6years)	Renewal	Rear of MB Senior Citizens Building	Murray Bridge	$10,000	$45,000	$55,000		City Assets, City Infrastructure
Medium (4-6years)	New	Sturt Reserve (Main)	Murray Bridge	$10,000	$110,000	$120,000		City Assets, City Infrastructure
Medium (4-6years)	New	LeMessurier Oval #2	Murray Bridge	$0	$110,000	$110,000		City Assets, City Infrastructure

Medium (4-6years)	New	Baker Reserve	Wellington	$0	$75,000	$75,000		City Assets, City Infrastructure
Medium (4-6years)	New	Mypolonga Institute	Mypolonga	$0	$45,000	$45,000		City Assets, City Infrastructure
Low (7-10 years)	New	Woodlane Reserve	Mypolonga	$0	$75,000	$75,000		City Assets, City Infrastructure
Low (7-10 years)	Upgrade	Brinkley Waste Depot	Brinkley	$0	$25,000	$25,000		City Assets, City Infrastructure

Low (7-10 years)	Renewal	Railway Terrace Automatic Public Toilet	Murray Bridge	$5,000	$10,000	$15,000		City Assets, City Infrastructure
Low (7-10 years)	New	MB Showgrounds Toilet #1	Murray Bridge	$0	$145,000	$145,000		City Assets, City Infrastructure
Low (7-10 years)	Upgrade	Visitor Information Centre	Murray Bridge	$10,000	$45,000	$55,000		City Assets, City Infrastructure

Low (7-10 years)	New/ Relocate	Thiele Reserve	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
Low (7-10 years)	New	LeMessurier Oval #1	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
Low (7-10 years)	New	Woods Point Reserve #1	Woods Point	$0	$45,000	$45,000		City Assets, City Infrastructure
Low (7-10 years)	Demolition/Closure	Woods Point Reserve #2	Woods Point	$8,000	$0	$8,000		City Assets, City Infrastructure

Low (7-10 years)	New	Johnstone Park (Netball)	Murray Bridge	$0	$75,000	$75,000		City Assets, City Infrastructure
Low (7-10 years)	Upgrade	Riverglen Drive Reserve	Riverglen	$5,000	$10,000	$15,000		City Assets, City Infrastructure
Low (7-10 years)	Upgrade	Bremer Road Cemetery	Murray Bridge	$5,000	$20,000	$25,000		City Assets, City Infrastructure
Low (7-10 years)	Upgrade	Monarto War Memorial Hall	Monarto	$5,000	$10,000	$15,000		City Assets, City Infrastructure

Low (7-10 years)	Renewal	Avoca Dell Reserve	Murray Bridge	$5,000	$10,000	$15,000		City Assets, City Infrastructure
Low (7-10 years)	Renewal	Swanport Reserve	Murray Bridge	$5,000	$10,000	$15,000		City Assets, City Infrastructure
Low (7-10 years)	Renewal	Swanport Wetlands	Murray Bridge	$5,000	$11,000	$16,000		
Low (7-10 years)	Renewal	Murray Park	Murray Bridge	$8,000	$0	$8,000		City Assets, City Infrastructure

13. ATTACHMENT 2

13.1 Public Toilet Structures samples considered appropriate for the Rural City of Murray Bridge