



Public Toilet Strategy 2010

A strategic guide to better quality,
safer and more accessible toilets



Glen Eira Public Toilet Strategy

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Glen Eira City Council

Corner Glen Eira and Hawthorn Roads

Caulfield 3162

☎: 03 9524 3333 TTY: 03 9524 3496

Fax: 03 9523 0339

mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

Strategy produced by:

gilbert consulting pty ltd

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1 EXECUTIVE SUMMARY

This strategy responds to the challenge of providing a series of guidelines for the provision and maintenance of public toilets for the next five years.

The key outcomes of the strategy are to:

- assess and provide direction on the continued use of or replacement for the fully automated toilet;
- establish the design and siting guidelines for new, relocated or refurbished toilets that are consistent with current best practices including providing universal access;
- develop a methodology for assessing the infrastructure needs of public toilets, that is, whether to refurbish an existing toilet, replace an existing toilet, close an existing toilet or construct a new toilet;
- provide direction on the type of toilet suitable for different locations; and
- set out a five year action plan.

Public toilet provision in Glen Eira has evolved from a time when toilets were intentionally designed to be out of public view to now being placed in locations where they can be seen and easily accessed, and are safer and more likely to provide a positive experience for users.

The 2010 Strategy builds upon the replacement and upgrading of many of the older style public toilets and installation of new fully automated toilet facilities identified in the earlier 1997 Strategy.

In August 2009, The Glen Eira City Council commissioned NWC Opinion Research to undertake surveys to obtain feedback on the current usage and satisfaction with public toilet facilities within the City. The research aimed to profile public toilet users and assess current usage and satisfaction with public toilets amongst users and the general public.

When asked to respond to a series of statements in giving a single rating of the public toilets, overall, satisfaction with public toilets within the Glen Eira City Council is fairly average. However, 50 per cent of users liked using the public toilets in Glen Eira and stated they are adequate and meet their toilet needs. Public toilets are generally only used in times of absolute need.

The survey found that:

1. Council needs to ensure that cleanliness levels within public toilets are well maintained on a regular basis.
2. The toilets seem to be well placed in conveniently located areas around the neighbourhood.
3. Fully automated toilets are preferred to traditional toilet facilities.

4. Amongst those who use public toilets frequently, soap and hand towels are considered to be important features.
5. In terms of other facilities or features in public toilets, water conservation was of a high priority for both users and non-users of public toilets. The need for needle or syringe bins and baby change facilities were seen as unimportant.

In response to the survey and other research the Public Toilet Strategy 2010 provides direction in the following areas:

- a. *that a public toilet asset management plan with timelines and costing be prepared;*
- b. *that the frequency and timing of the cleaning of toilets be reviewed for all public toilets with particular attention to those in high use areas in or near commercial centres;*
- c. *that fully automated toilets continue to be installed in occasional usage and/or intermittent high peak usage locations such as parks and reserves including pavilions;*
- d. *that Council trial a hybrid style toilet for the replacement of the Hawthorn Road old conventional toilet block and if successful the hybrid style be used in areas of high use such as commercial centres;*
- e. *that as a guide Council adopt a maximum spacing of 1,000 metres between toilets in commercial areas so no one has to walk more than 500 metres to a toilet facility, and in parks the spacing be in accordance with the Parks Master Plan;*
- f. *that Crime Prevention through Environmental Design (CPTED) principles continue to be used for evaluation of decisions to upgrade or replace older toilets, development of new toilets and the design and siting of the new toilet facilities; and*
- g. *to provide maximum benefit to the Glen Eira community and visitors it is proposed the following guidelines be used in determining the type of public toilet facility:*
 - *single fully automated unisex toilet for occasional usage and/or intermittent high peak usage such as parks and reserves locations;*
 - *multi cubicle toilet (stand alone eg. hybrid) at shopping centres and sports grounds where use is consistently high or regular high peaks in usage; or*
 - *Multi cubicle toilet incorporated into a Council public building such as a pavilion or library, where use is consistently high or there are regular high peaks in usage.*

The Glen Eira Public Toilet Strategy 2010 recommends that:

- a. **fully automated unisex toilets continue to be installed in locations of occasional usage and/or intermittent high peak usage such as Parks and Reserves;**
- b. **a hybrid style toilet be trialled as a replacement of the Hawthorn Road old conventional toilet block and if successful the hybrid style be used in areas of high use such as commercial centres;**
- c. **the Guidelines for Assessing Public Toilet Infrastructure Needs as detailed in the Strategy be adopted;**

- d. the Principles for the Design and Siting of Public Toilets as detailed in the Strategy be adopted;**
- e. Council monitors the use of Community Use Toilet Schemes for potential future implementation; and**
- f. the Five Year Action Plan as detailed in the Strategy be adopted.**
- g. Council reviews frequency and timing of routine toilet cleaning to improve overall cleanliness of toilets.**

2 INTRODUCTION

The importance to community worldwide of quality, accessible and safe public toilets should not be underestimated.

Baroness Andrews OBE in the foreword to *Improving Public Access to Better Quality Toilets*, Department for Communities and Local Government, London, March 2008, wrote: "A lack of accessible and good public toilets affects not only the quality of our town centres, parks or bus stations, it also reduces the dignity and quality of people's lives. After all, they are one of the basic facilities that residents and visitors alike depend on. Good quality provision instils confidence in public facilities as a whole, helps to inspire positive impressions, and contributes to many other important aspects of life. Whether it is families with small children or older people, it is important that people have the confidence that the facilities they need are available when they are out and about. People rightly expect accessible, clean, safe and well maintained toilets."

Provision of public toilets in Glen Eira improves our local amenity, supporting active participation in recreational, social and commercial activity within the municipality for residents and visitors alike.

In the recent Glen Eira Public Toilet Opinion Survey (Survey 2009) all respondents were asked a series of questions about public toilets in general and their attitudes towards using them. Even though the large majority avoid using public toilets, over 90 per cent recognised the need for them. Of those who had used the public toilets, half actually had a positive experience and liked using the facility.

The challenge for Glen Eira is to provide a sustainable network of well located public toilets that provide all users with a convenient, safe and positive experience.

This strategy responds to the challenge by providing a series of guidelines for the provision and maintenance of public toilets.

The key outcomes of the strategy are to:

- assess and provide direction on the continued use of or replacement for the fully automated toilet;
- establish the design and siting guidelines for new, relocated or refurbished toilets that are consistent with current best practices including providing universal access;
- develop a methodology for assessing the infrastructure needs of public toilets, that is, whether to refurbish an existing toilet, replace an existing toilet, close an existing toilet or construct a new toilet;
- provide direction on the type of toilet suitable for different locations; and
- set out a five year action plan.

3 STRATEGIC DIRECTION AND AIM

“Quality of life in Glen Eira depends upon the quality of community facilities and public spaces. Renewing and maintaining these community assets is one of Council's highest priorities. ” (Glen Eira’s Strategic Objective: www.gleneira.vic.gov.au)

Although there is no legislative responsibility for Council to provide public toilets, other than those associated with building regulations, Council provides and maintains 57 public toilet facilities located in strip shopping centres, sporting and recreational facilities and parks.

Public toilet provision in Glen Eira has evolved from a time when they were intentionally designed to be out of public view to now being placed in locations where they can be seen and are more likely to be used.

Glen Eira City Council is progressively upgrading the older public toilet stock and installing new facilities:

- to provide and maintain a network of public toilets that are safe, accessible, high quality and sustainable;
- to upgrade the public toilet network ensuring they meet current expectations and are placed at locations that best meet community needs and the principles of crime prevention through environmental design (CPTED);
- to ensure the provision of public toilets of suitable quality, cleanliness and maintenance that support activities within the municipality and are sustainable within the resource base of Council; and
- to provide universal access.

The National Toilet Map, a project of the National Continence Management Strategy, lists 34 of Glen Eira’s public toilets.

Council has published a Mobility Guide of the main shopping precinct areas in the municipality that includes the location of public toilet facilities. This has been put together to help people with disability navigate their way around the City and can be downloaded from Council's website www.gleneira.vic.gov.au.

4 WHO WE ARE

Glen Eira City Council covers 38.7 square kilometres in the inner south-east metropolitan Melbourne. It includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Elsternwick, Gardenvale, Glen Huntly, Mc Kinnon, Murrumbeena, Ormond and St Kilda East.

Glen Eira City Council serves a vibrant and diverse community of more than 123,000 people, approximately 53,000 households, 105 different ethnic groups and almost 6,000 registered businesses.

Council provides a range of services to the community, from planning, building and maintaining the City's roads, drains, footpaths, parks and facilities, to caring for children, families, young people and the elderly, collecting waste, providing animal management, traffic management and local laws services, working with local businesses, providing libraries and staging cultural events for the community.

5 PUBLIC TOILETS IN GLEN EIRA



5.1 Current toilet types

Council currently provides 57 separate public toilet facilities with 12 located at shopping centres, 15 attached to recreation and sporting facilities and 30 free standing in parks and reserves.

The toilet stock in Glen Eira comprises three main types:

31 Fully automated unisex public toilets – The most common brand of fully automated toilet is Exeloo. The units provide fully automated door opening and locking, toilet flushing, hand dryers, soap and paper dispensing and self clean function. The units are also fitted with a baby change table. Of the 31 single cabinet units, four feature in shopping centres and 27 in parks and reserves.



15 Built into pavilion toilets -- This group includes toilets incorporated within or attached to sporting and recreational pavilions.



11 Traditional toilets – This style of toilet is the more conventional older solid brick and concrete type of structure. Eight traditional toilets feature in shopping centres and three in parklands and sporting fields.



5.2 Emerging hybrid toilet

Recently a hybrid toilet design was developed incorporating the best characteristics of the fully automated toilet but without the many electronic automated functions. Door opening, flushing, soap and paper dispensing and cleaning are undertaken manually. This allows flexible layout of multiple cubicles at a more economical cost compared with multiple fully automated toilets.

Although Council presently does not have any hybrid Toilets, the introduction of this style is discussed later in the Strategy.



Attachment A provides a full list of toilet types and locations in Glen Eira.

5.3 Community Toilet Schemes

During the preparation of the draft Public Toilet Strategy 2010, best practice examples were researched and considered from a variety of councils, both locally and abroad.

The use of Community Toilet Schemes has been adopted by several UK councils. The Schemes allow members of the public to use the toilet facilities in a range of approved local businesses and other organisations during the businesses normal opening hours. The service is made available free and without any expectation that users will purchase goods or services.

The scheme is actively managed by the Council to ensure that it encompasses a good geographical spread of facilities, as well as high standards of toilet provision and maintenance, access to toilets at all times of the day and well into the evening.

Whilst such schemes have been considered by at least one Victorian Council, they are yet to be implemented. It is proposed that such schemes are closely monitored in a local context before being considered for use by Council.

6 HOW WE GOT THERE

6.1 Facility upgrades since 1997

Following preparation of the 1997 Strategy, which involved a physical assessment of the public toilets and survey of users of the toilets, Council embarked on a toilet upgrade program. This involved replacing older style public toilets with fully automated toilets, decommissioning and demolishing some older style public toilets, refurbishing older style toilets and installing additional fully automated toilets at new sites. New public toilets were also included in the construction of the Carnegie Library and Community Centre in 2008.

With the installation of the first fully automated toilet in 2001 and positive feedback from the community, Council initiated a rolling program to install additional units resulting in the 31 fully automated toilets currently in use in Glen Eira. Siting and Installation of these toilets based on CPTED principles resolved antisocial behaviour problems in the park toilets and provided a safer facility with improved access for people of all-abilities. The fully automated toilets are portable and can be relocated if there are demand changes.

6.2 Privately owned toilets used by the public

In addition to the public toilets managed by the Glen Eira City Council, there are many additional toilets available through eateries, carparks, shopping complexes and retail stores. These are privately owned toilets that are publicly available. They supplement the provision of public toilets in the municipality although they are often only available to patrons of the establishment and may not be well advertised.

7 COMMUNITY CONSULTATION

The 1997 Survey set in place successful strategic actions which the 2010 Strategy Five Year Action Plan builds upon in the ongoing provision of quality, safe and accessible public toilets.

7.1 SURVEY 1997

In 1997 Council undertook a public consultation process with public toilet users. The data provided a useful insight into the provision of public amenities throughout the municipality.

Key findings included:

- high use by non residents, including transients such as truck drivers, taxi drivers and persons not residing within the municipality;
- general satisfaction with the overall level of cleanliness, although some notable exceptions were cited at various known problem areas; and
- general dissatisfaction with the condition of some facilities and a need for replacement or refurbishment in coming years.

During the course of this consultation it was noted that the community overall rated the provision of public toilets as high although not all residents surveyed use these facilities.

The survey highlighted a number of key issues that are still relevant and pertinent today. One concern was less than satisfactory maintenance. Concerns included:

- graffiti and vandalism;
- antisocial behaviour;
- overuse during peak times; and
- adequate ongoing maintenance.

The 1997 Strategy included a plan for the replacement, upgrading or closure of many of the older style public toilets and resulted in the installation of the first fully automated toilet in 2001.

The 2010 Strategy Five Year Action Plan builds upon the successes of the past 12 years in the ongoing provision of quality, accessible, and safe public toilets.

7.2 PARK USER SURVEY

Since 2000 Council has participated in a park user survey with 17 other metropolitan Melbourne councils. The last survey was in 2008/09. The survey found the maintenance of public toilets in

Glen Eira ranked well with a mean score of 6.1 out of 10, which was nevertheless a drop from 6.6 in 2007/08. Similarly the Melbourne-wide average dropped from 6.0 to 5.8 over the same period. The survey also found that users' satisfaction with public toilets in parks varies from year to year with no discernible trend. The range of scores between 2000 and 2008/09 has been from 5.8 to 7.8.

7.3 SURVEY 2009

The 2009 Glen Eira Public Toilet Opinion Survey provided invaluable information in establishing new guidelines for the provision and maintenance of public toilets that will improve the user experience.

7.3.1 Background and methodology

In August 2009, The Glen Eira City Council commissioned NWC Opinion Research to undertake surveys to obtain feedback on the current usage and satisfaction with public toilet facilities within the City. The research aimed to profile public toilet users and assess current usage and satisfaction with public toilets amongst users and the general public.

The Glen Eira City Council specified the following six public toilet facilities to be used for the research:

- Bent Street West car park, Bentleigh East
- Staniland Grove, Elsternwick
- 340a Hawthorn Road, Caulfield South
- Princes Park multipurpose pavilion, Caulfield South
- Packer Park, Carnegie
- Hopetoun Gardens, Elsternwick

The research comprised the following components:

- **User count:** An observation user count conducted outside the six specified public toilet facilities within Glen Eira.
- **Public toilet audit:** Audits were conducted three times a day (10am, 12pm-2pm and 5pm) at each of the six specified public toilet facilities.
- **Intercept surveys with toilet users:** Upon exit, face to face intercept interviews were conducted with users of the six specified public toilet facilities.

- **Street surveys:** Street surveys were conducted in close proximity of three of the six public toilet facilities with members of the general public.
- **Community phone survey:** A wider scale community telephone survey was conducted with 300 Glen Eira residents.

The user counts, audits and intercept interviews were conducted between Friday 14 August and Friday 28 August, 2009. A total of 46 intercept interviews were completed across the six public toilet facilities.

Street surveys were conducted between Thursday 20 August and Friday 28 August. A total of 72 street surveys were completed across the three public toilet facilities.

The community phone surveys were conducted between Tuesday 18 August and Thursday 27 August. A total of 300 telephone interviews were completed.

7.3.2 Key findings – observation user count

A total of 497 users were recorded at the six public toilet facilities within Glen Eira with an average of 6.33 users who visited the toilet facilities each hour. Staniland Grove had the highest number of users per hour (9.2) whilst Princes Park (a sports facility with peak use periods generally after hours and weekends) had the lowest (2.53) on the survey days.

Overall, 58 per cent of toilet users were male and 42 per cent were female. Adults were the most common type of visitors to the toilet facilities (43 per cent), followed by older people (22 per cent) and children (17 per cent). Close to three quarters were unaccompanied when they used the toilet (73 per cent), followed by 17 per cent who were accompanied by an adult and 13 per cent who were accompanied by a child.

Only two per cent of users experienced a queue when they visited the toilet facilities, more likely in single cubicle fully automated toilet (four per cent).

7.3.3 Key findings – audit of the toilet facilities

Audits of the six specified toilet facilities within Glen Eira were conducted three times a day (in the morning, lunchtime and afternoon) and the audit found:

- ‘Excellent’ or ‘good’ availability of paper for 54 per cent of visits. Bent Street, Hawthorn Road and Hopetoun Gardens had the greatest supply of toilet paper, whilst toilet paper at Staniland Grove was particularly poor in the male toilet block and declined throughout the day.
- Availability of soap in the toilet facilities was ‘excellent’ or ‘good’ for four per cent of visits, mainly due to the non-supply of soap provided by the Council. Bent Street was the only facility that had some supply of soap.
- Odour in the toilet facilities was ‘excellent’ or ‘good’ for 50 per cent of visits. Princes Park had the least amount of odour with all auditors rating this as ‘excellent’ or ‘good’.

- Stains in the toilet facilities as 'excellent' or 'good' for two fifths of visits. All auditors at Hopetoun Gardens found that improvements were required in both the male and female toilet blocks.
- Minimal amounts of rubbish in most of the toilet facilities with 25 per cent visits found that improvements were required. Hopetoun Gardens had the most amount of rubbish whilst Packer Park was significantly cleaner than other blocks.
- Graffiti within the toilets was rated positively with 82 per cent finding this was 'excellent' or 'good'. Hawthorn Road and Packer Park had significantly less graffiti in the toilets, whilst Bent Street had the most.
- Lights were almost all functioning in each of the six toilet facilities except for Princes Park where 90 per cent of visits found that lighting improvements were required in all of the toilets (male, female and unisex/disabled toilets).
- General cleanliness of the toilets was 'excellent' or 'good' for 46 per cent of visits. Hawthorn Road had the highest level of satisfaction with general cleanliness in the toilets for 75 per cent of visits, whilst Hopetoun Gardens were the least clean, particularly in the female block.

7.3.4 Key findings – user survey and general public survey

Awareness and use of public toilets in Glen Eira

Amongst the general public, those who were on the streets nearby to a public toilet facility were generally aware of the toilet, particularly those around Staniland Grove (93 per cent). Not surprisingly, residents had higher awareness of public toilets that were located within their suburb.

For those who had used one of the six public toilet facilities within Glen Eira, the majority became aware of the toilet because they were locals and visited the area often (54 per cent). Amongst intercept respondents, use of public toilets was fairly high with 52 per cent having used the facility more than six previous times.

Use of public toilets amongst the general public was moderate, with 67 per cent of street survey respondents and 54 per cent of telephone survey respondents who said they had used one of the public toilets in the past 12 months. Likelihood to use public toilets amongst the general public was fairly low with 58 per cent saying they were unlikely to use public toilet facilities within Glen Eira.

One quarter of the general public said that they never use public toilets (26 per cent) and 37 per cent use them less than once a month. For those who never use public toilets, the most common reason was because they never had the need to use them (65 per cent).

Just over half of respondents would prefer to use a toilet facility elsewhere such as McDonald's or a cafe rather than a public toilet.

Preferred use of fully automated toilets and traditional toilets

Overall, satisfaction with fully automated unisex toilets was noticeably higher than traditional toilet facilities. Fully automated toilet users generally felt safer, more secure and that the overall cleanliness in the facilities was better than in traditional toilet blocks. Overall, 60 per cent of the general public users and 64 per cent of toilet users preferred to use a fully automated toilet over a traditional toilet. Better safety, security and cleanliness were the main reasons given by those who preferred to use a fully automated toilet over a traditional toilet. Around eight in ten fully automated toilet users were aware of the self-cleaning/wash system in the fully automated toilet.

Amongst traditional toilet users, less than half felt safer in a traditional toilet and the overall cleanliness of the facilities was rated poorly compared to the fully automated toilets. Around half of all traditional toilet users preferred to use a traditional toilet over a fully automated toilet, mainly because they felt they were cleaner and more secure.

7.3.5 Satisfaction with Council's public toilets

All those who had used one of Council's public toilets were asked to respond to a series of statements about the public toilet facilities they had experienced.

- Overall, 61 per cent of users and 53 per cent of the general public were satisfied with the public toilet facility they had used. Fully automated toilet users were considerably more satisfied than traditional toilet users.
- The majority of the general public (75 per cent) and toilet users (91 per cent) felt that the toilet was convenient, particularly those who had used a fully automated toilet.
- The majority of the general public (73 per cent) and toilet users (96 per cent) felt that the toilet was situated in a good location, particularly those who had used a fully automated toilet.
- More than three quarters of users (80 per cent) and 75 per cent of the general public felt that the ease of finding the toilet facility was 'excellent' or 'good'. Bent Street and Hopetoun Garden users were the only ones who had trouble finding the toilet.
- The safety and security in public toilets was rated better amongst users (72 per cent) than the general public (56 per cent). Fully automated toilet users felt that safety and security was better than traditional toilet users.
- More than half felt that the standard of maintenance in the toilet was 'excellent' or 'good' (53 per cent of the general public and 57 per cent of users). Both users of the Staniland Grove toilet felt that improvements were required.
- Three fifths of users (60 per cent) and 50 per cent of the general public were satisfied with the availability of supplies in the public toilet they had used. The availability of supplies was noticeably better in fully automated toilets compared to traditional toilets.
- Around half of users (54 per cent) and the general public (46 per cent) felt that the air quality and ventilation in the public toilet was 'excellent' or 'good'.

- More than half of users (54 per cent) and the general public (52 per cent) were satisfied with the overall appearance of the public toilet. Park toilets and fully automated toilets were better in appearance than non-park toilets or traditional toilets.
- 39 per cent of users and 38 per cent of the general public rated the cleanliness of the toilets as 'excellent' or 'good'. Around one third felt that improvements were required.

7.3.6 Community attitudes towards public toilets

All respondents were asked to respond to a series of statements about public toilets in general and their attitudes towards using them. The large majority avoid using public toilets as much as they can, with 90 per cent of the general public and 93 per cent of users saying that they only use a public toilet if they really have to. Positively, half of toilet users actually like using the facility (50 per cent).

7.3.7 Important features of public toilet facilities

Amongst toilet users, soap dispensers were rated the most important feature to have in public toilets (76 per cent), followed by hand dryers or paper towels (72 per cent) and water conservation (71 per cent).

The general public were most concerned with the general cleanliness (83 per cent), safety and security (78 per cent) and air quality and ventilation (76 per cent) of public toilets. In terms of toilet features, 69 per cent felt that water conservation was important, followed by rubbish bins (69 per cent) and hand dryers or paper towels (64 per cent).

Needle and syringe bins and baby change facilities were rated the least important features to have in public toilets by both users and the general public.

7.3.8 Suggestions for improvement to public toilets

Around half of the general public and toilet users had suggestions or improvements to make about the public toilet facilities within Glen Eira. The most frequent comment was about the poor cleanliness of public toilets in the area, poor safety and security or dissatisfaction with the current toilet operating hours.

7.3.9 Key survey findings

When asked to respond to a series of statements in giving a single rating of the public toilets, overall satisfaction with public toilets within Glen Eira is fairly average. Fifty per cent of users liked using the public toilets in the City and stated they are adequate and meet their toilet needs. Public toilets are generally only used in times of absolute need.

1. Council needs to ensure that cleanliness levels within public toilets are well maintained on a regular basis. General cleanliness of the facilities in terms of rubbish, stains, graffiti and untidiness needs to be maintained to reasonable standards at all times, especially to encourage the general public to use the facilities. An additional clean during the day could be beneficial to high-use toilets around the area, especially during the afternoon when the cleanliness of the toilets is likely to drop. If a cleaner visited/cleaned the facilities during the day this would also ensure that supplies such as toilet paper are well maintained.

2. The positioning of the toilets seems to be well placed in conveniently located areas around the neighbourhood. All those who needed to use a public toilet were able to find the nearby toilet, indicating that there is no need for additional signage in the area.
3. Fully automated toilets are preferred to traditional toilet facilities. Users generally feel safer in the fully automated toilets and find the facilities cleaner than traditional toilets. As most users are aware of the self-clean/wash function in fully automated toilets, they can almost guarantee that the fully automated toilet is clean. In future, if traditional toilet blocks are replaced or upgraded, the replacement with fully automated toilets should be considered.
4. Amongst those who use public toilets frequently soap and hand towels are considered to be important needs.
5. Water conservation was a high priority for both users and non-users of public toilets. The need for needle or syringe bins and baby change facilities were seen as unimportant.

8 MANAGEMENT OF EXISTING FACILITIES



Maintenance, standard of cleaning and setting of opening hours are the three key operational management issues for public toilets in Glen Eira.

8.1 Maintenance

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

- a. Reactive, due to vandalism or equipment failure. This is scheduled on an ad hoc basis and includes graffiti removal.
- b. Programmed, including servicing of fully automated toilets, periodic inspections and scheduled upgrade works following these inspections.
- c. Cyclic painting.

Council has a lump sum contract for the cleaning and lockup of all public toilets. Automated toilets use proprietary components and complex electronics and require a specialist to repair. Consequently, a call out to repair an automated toilet can be more expensive than other types of toilets. However, automated toilets are generally very robust and less prone to damage than some other designs.

Survey 2009 revealed that the majority of respondents were satisfied with the current level of maintenance. However, the Park User Survey of 2008/09 found a drop from the previous survey in the satisfaction with the level of maintenance of the Public Toilets.

8.2 Standards of cleaning

A sanitary problem with a toilet can happen at any time although more frequent checking would shorten the time between a problem occurring and it being fixed. Outside of existing cleaning regimes including the automatic wash cycle of the fully automated toilets, extra cleaning or repairs depend upon a user or potential user calling to report it.

Currently the frequency of cleaning toilets is fixed for each toilet and ranges from twice daily for high use toilets to three times per week for lower use toilets. All automated toilets are cleaned at least daily in addition to the automated wash cycle which is usually set at every 30 cycles of use.

Overall, Survey 2009 concluded that respondents were generally satisfied with the level of maintenance of the toilets, the availability of supplies and air quality. However the general

cleanliness of toilet facilities was rated as 'fairly poor' and around one third felt improvements were required.

The issue of cleanliness was further raised by the majority of respondents during the public exhibition of the draft strategy, a total of 19 submissions were received.

This strategy recommends that the frequency and timing of the cleaning of toilets be reviewed for all public toilets with particular attention to those in high use areas in or near commercial centres.

8.3 Opening hours

A dawn-to-dusk opening policy applies to all Glen Eira's public toilets. Survey 2009 found that two thirds of public toilet users felt that having operating hours from dawn to dusk was 'critical' or 'very important'.

Fully automated toilets electronically lock and unlock to pre-programmed times. All other public toilets are manually locked and unlocked, which can cause delays in the actual times the toilets are available.

Electronically controlled locks should be considered for any new toilets to ensure toilets are available for maximum hours.

9 FULLY AUTOMATED TOILET AND CONVENTIONAL TOILET FACILITIES



9.1 Fully automated toilet

Since the 1997 survey Glen Eira City Council has progressively replaced ageing toilets with modern facilities and has installed 31 fully automated unisex toilet facilities as replacement of conventional toilets and as new facilities in commercial areas, parks and reserves.

The fully automated toilets were believed to have more benefits than conventional toilets in that they:

- provide for people with limited mobility such as people using wheelchairs;
- are easy to clean and maintain;
- are much less likely to be associated with antisocial behaviour;
- have a small footprint;
- can be relocated or have units added if usage patterns change (eg. Bentleigh Library site); and
- record times and frequency of occupations to assist with planning for number and location of public toilets and for assessing effectiveness of the cleaning regime.

Melbourne councils first installed automated toilets in the early 2000s and have operated with very few complaints. However, in recent years Glen Eira City Council and other Melbourne Councils have received some complaints about the toilets.

The complaints include that:

- the toilet seat and floor are often wet and slippery;

- there is a fear of being locked inside or the door will open¹;
- single units provide no alternative toilet nearby if the unit is out of operation, soiled or occupied;
- carers attending to clients cannot access toilet if a client is in trouble and cannot open door²;
- toilets trapping small children and dogs in toilet during wash cycle. (This appears to be a very rare occurrence as the toilets contain a motion sensor to prevent the wash cycle from activating when someone is inside); and
- all automated units installed are unisex and some concern has been expressed at the loss of privacy between males and females.

9.2 Acceptance of fully automated toilets

It is not unreasonable to conclude that as users become more familiar with fully automated toilets the number of complaints declines and satisfaction increases. The 2009 Public Opinion Survey undertaken by Glen Eira City Council is consistent with this trend in that:

- a. Overall, satisfaction with fully automated toilets was noticeably higher than traditional toilet facilities in that users
 - generally felt safer and more secure; and
 - overall cleanliness in the facilities was better.
- b. Over 60 per cent preferring to use a fully automated toilet over a traditional toilet and around 80 per cent of fully automated toilet users were aware of the self cleaning/wash system in the fully automated toilet.
- c. Amongst traditional toilet users, less than half felt safer in a traditional toilet and the overall cleanliness of the facilities were rated poorly compared to fully automated toilets.
- d. Single fully automated unisex toilet facilities are well suited to sites with occasional usage and/or intermittent high peak usage such as parks and reserves.

9.3 Comparative maintenance costs

Comparison of maintenance and cleaning costs inclusive of programmed maintenance, cleaning, reactive maintenance and graffiti removal costs for the 2008/09 financial year demonstrated that the fully automated toilet facility cost less than the traditional toilet

¹ City of Melbourne *Public Toilet Plan 2008* (comment from interview/email with Australian Crohn's and Colitis Association, August 2007)

² City of Melbourne *Public Toilet Plan* (interview with Yooralla Society, August 2007)

facility to maintain. Even though on a per cubicle basis the results differ, as a measure of the ability to provide a service and maintain a toilet facility, the fully automated toilet is the most cost effective means of providing public toilets in sites with occasional usage and/or intermittent high peak usage such as parks and reserves.

9.4 Antisocial behaviour

Antisocial behaviour associated with public toilets has been an issue in Glen Eira involving:

- illegal drug taking and dealing;
- sexual activity in and around the toilets; and
- vandalism and graffiti of the toilets.

The Automated toilets have been very effective in preventing problems with sexual activity associated public toilets and where Council replaced old toilets with automated toilets major problems with sexual activity have been resolved. Some of the problem locations included:

- Duncan Mackinnon Reserve;
- Glen Huntly Reserve;
- EE Gunn Reserve; and
- Princes Park.

The Caulfield Police's crime prevention officer is Council's adviser on how to address the issue of sexual activity and safety associated with public toilets and fully supports the use of automated toilets to address this matter. When correctly installed the fully automated toilet is also consistent with the principles of the CPTED guidelines.

Council has also been active in closing older style public toilet blocks in other Glen Eira parks because of safety issues. These parks now have fully automated toilets and safety has been greatly improved.

Vandalism is less of an issue in automated toilets compared with older toilets because vandals find automated toilets more difficult to damage.

Fully automated toilets are more prone to flooding because vandals can block floor wastes. At sites where this is an ongoing problem, officers have deactivated the automatic wash cycle for short periods of time until the issue is resolved.

There has been no apparent change in the level of graffiti between the old style toilets and the automated toilets. Graffiti is easier to clean or paint over on automated toilets than some old toilets.

This strategy recommends that fully automated toilets continue to be installed in occasional usage and/or intermittent high peak usage locations such as parks and reserves including pavilions.

9.5 Replacement of traditional style toilets with hybrid model



Experience with the Bentleigh Library where an old multi cubicle toilet block was replaced with a single Fully Automated Unisex Toilet demonstrated that in high usage areas various factors limits the availability of the toilet and reduces the quality of services to users. These factors include capacity and out of service time due to the self cleaning cycle, soiling and closure for maintenance. In this instance queuing was common and as a result a second unit was installed to improve the service. However, installation of multiple automated units can become very expensive with each unit costing in the order of \$100-\$120,000.

Public toilet design is always progressing and improving. Recently a hybrid toilet design was developed incorporating the best characteristics of the fully automated toilet but without the many electronic automated functions. Door opening, flushing, soap and paper dispensing and cleaning are undertaken manually in the hybrid model. Electronic evening door locking and morning door unlocking function can be included if required.

The design incorporates the CPTED principles of high visibility and safety with the doors opening directly into the toilet cubicle and access suitable for people of all abilities. The hybrid model also allows flexible layout of multiple cubicles at a more economical cost compared with multiple fully automated toilets. The toilets can also incorporate external architectural design features to suit a specific location. An example of the hybrid toilet is located in the City of Bayside (pictured above) and reports are that it is performing well from an ongoing operating and maintenance perspective.

A configuration that would address concerns of the transition from the older style toilet to a new facility where there is high usage could include three cubicles; one unisex for disabled and one each dedicated to females and males. In addition the male cubicle could include both a urinal and a pan.

This strategy recommends that Council trial a hybrid style toilet for the replacement of the Hawthorn Road old conventional toilet block and if successful the hybrid style be used in areas of high use such as commercial centres.

9.6 Guidelines for provision of different types of public toilet facilities

To provide maximum benefit for the Glen Eira community and visitors, it is proposed the following guidelines be used in choosing the type of public toilet facility for different location scenarios:

1. single Fully Automated Unisex Toilet for occasional usage and/or intermittent high peak usage locations such as Parks and Reserves including pavilions;
2. hybrid multi cubicle units (stand alone) at shopping centres and parks and reserves where use is consistently high or there are regular high peaks in usage; or
3. multi cubicle incorporated into another Council building such as a pavilion, or public building eg. library, where use is consistently high or there are regular high peaks in usage.

10 GUIDELINES FOR PUBLIC TOILET INFRASTRUCTURE NEEDS



The large number of Council owned public toilet assets spread throughout the municipality requires a process for determining the maintenance and renewal or replacement requirements of these assets.

The following guidelines provide assistance in planning infrastructure work for the public toilets based on four different levels of needs:

1. need to upgrade;
2. need to replace;
3. need to decommission and not replace; or
4. need for a new toilet facility.

10.1 Need to upgrade

All toilet assets will at sometime require upgrading or refurbishing, even the current stock of fully automated toilets. Appropriate annual or timely funding should be allowed in the asset budget for this work to be undertaken.

Also should a Council building incorporating a public toilet be programmed to be upgraded, the public toilets should be upgraded at the same time.

The Strategy recommends that a public toilet asset management plan with timelines and costing be prepared.

10.2 Need to replace

With 11 older traditional public toilet facilities and 15 Pavilion public toilets, over time Glen Eira will need to select between the option of upgrading or replacing the facility. The Hawthorn Road toilet block is one that currently fits this category.

A toilet facility should be replaced where it is demonstrated that the initial cost (time, effort and dollars) plus ongoing maintenance cost to upgrade the facility to meet current day standards such as CPTED and community expectations exceeds the cost of constructing a new facility.

Should a Council building incorporating public toilets be programmed to be replaced the new

public toilets should be incorporated into the new building meeting today's standards and CPTED principles.

10.3 Need to decommission and not replace

Decommissioning of 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.

10.3.1 Parks Master Plan

The Parks Master Plan defines the process for location of public toilets in parks. The parks master planning process is to be used for assessing the need and location of toilet facilities in parks.

10.3.2 Distance between public toilets – commercial areas

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 a public toilet. Latrobe City Council's Public Toilet Strategy 2006 adopts a spacing of 1,000 metres in the city centres so that no person has to walk more than 500 metres to a public toilet.

It is proposed Glen Eira adopt as a guide a maximum of 1000 metres between public toilets in commercial areas.

10.3.3 Guidelines for decommissioning toilets

In deciding whether to decommission and close a toilet facility in Glen Eira consideration should address standards of public toilet availability, accessibility and usage such that provided there is no conflict with the park master planning process that:

- in areas of lower pedestrian activity a public toilet could be decommissioned and not replaced if there is another public toilet within 500 metres of the toilet to be decommissioned, which can be easily accessed; and
- the usage of the existing toilet to be decommissioned is very low, or if low, the usage is not linked to a particular activity (eg. playground) or events causing high peaks at low frequency.

10.4 Need for new public toilets

Demand for new public toilets is often driven by circumstances that generate greater use of an existing facility, or when a new development places people in a location where a public toilet is not within a reasonable distance or a toilet has been decommissioned.

Demand is often difficult to assess, however Council should give priority to providing new public toilets, subject to available funds, when:

- a major new public activity is established – e.g. a playground or new park. (Any new private development on public land that generates demand should provide toilets. This

- should be identified at the planning permit stage);
- there are capacity problems at an existing public toilet – when the demand for toilet use at any venue leads to queues on a regular basis; or
- an existing public toilet is closed and there is not another within the distance stipulated by guidelines in Section 10.3.

10.5 Check list to aid decision making

A check list to assist in the decision making process forms **Attachment B**

11 DESIGN AND SITING OF PUBLIC TOILETS



Design and siting of public toilets requires consideration be given to; the surrounding environment, CPTED, equity of access, additional features and environmental sustainability.

The application of CPTED and equity principles makes a significant impact on how the existing public toilet stock should be addressed, and identifies the need for required changes to be made.

11.1 Complement surrounding uses

The design and siting of public toilets should provide a high level service to the community that is safe and convenient. It is also important that the design, location and siting of a public toilet does not cause community concern where it can be perceived that the installation of a public toilet has a negative impact on the neighbourhood. A negative perception is often based on a past experience of public toilets being poorly designed and sited, and associated with antisocial behaviour.

Glen Eira public toilets are located at numerous sites with different surrounding land uses including major and minor parks, recreation reserves, shopping centres, car parks and civic buildings eg. Carnegie Library and Community Centre.

The external appearance of the public toilets can be influenced by surrounding uses, but in Glen Eira they have also been controlled by other factors such as:

- the design of the sports pavilion or public building if the public toilet is incorporated into the building;
- the standard design used for fully automated toilets used in Glen Eira; and
- the style of an existing toilet block if it is being refurbished.

The current fully automated toilets and the new hybrid public toilet both allow flexibility in their external design features in response to the surrounding environment.

11.2 CPTED principles

To maximise the safety of users, the design, location and management of toilets should be consistent with CPTED principles.

CPTED - crime prevention through environmental design is a proven crime prevention approach which has been shown to reduce opportunities for crime and incivility. The fundamental idea of CPTED is that it is possible to use knowledge and creativity to design environments in ways that lessen or prevent the incidence of crime.

CPTED is accepted in the design and criminology fields as being a credible method of reducing crime in set locations. Whilst it is impossible to 'design out' crime, more efficiently designed areas have been shown to reduce crime and the fear of crime³.

Using CPTED as a design tool to reduce the likelihood of crime in set locations is an approach to crime prevention that takes into account the relationship between the physical environment and the users of that environment.

The CPTED principles provide guidance on:

Visibility – public toilets should be 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 and other public areas; and public toilets in or near playgrounds should be clearly visible from the playground. Access should not be obscured.

Light – Maximum use of natural light in the Public Toilet, and if used after sunset good artificial lighting in and around the facility.

Location and proximity to other buildings – Public toilet should be capable of natural surveillance³ from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.

Orientation – Entrances should face towards areas of maximum pedestrian activity.

Landscaping should not obscure the Public Toilet. Low landscape planting well maintained is OK.

Building materials and finishes should be light in colour and a type of material that discourages graffiti which is easy to maintain and is easy to clean.

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.

³ Reference Victoria Police web page – Community Safety – Crime Prevention through Environmental Design - May 2007)

Management, maintenance and security – lack of maintenance, management and security often leads to poor image, public disregard and vandalism and other antisocial activities.

Glen Eira's use of fully automated toilets located in visible public areas (parks, reserves and commercial areas) satisfy the principles of CPTED.

It is proposed that CPTED principles continue to be used for evaluation of decisions to upgrade or replace older toilets, development of new toilets and the design and siting of new toilet facilities.

11.3 Co-ordination of siting new public toilets

The siting and development of new public toilets should be co-ordinated amongst all Council departments that have an interest in the location, construction and maintenance of the facility.

11.4 Equity of access

Public toilets must be both accessible and useable by the majority of people of all differing abilities. Design that incorporates the requirements of the *Federal Disability Discrimination Act 1992* and the *Australian Standard AS 1428.1(Design for Access and Mobility)*, or successors, will provide access and use of the toilet in an equitable and independent manner to people with disabilities.

11.5 Additional features

Council should consider including additional features in its public toilets such as soap dispensers, hand dryers and/or paper towels.

Needle and syringe bins and baby change facilities should be considered where appropriate.

11.6 Environmental sustainability

Environmentally sustainable principles relating to water and energy usage and the types of building and finishing materials must be applied to any refurbishment of existing toilets or provision of new toilets.

Survey 2009 identified that close to seven in 10 respondents felt that water conservation in public toilets was a 'critical' or 'very important' feature.

All Glen Eira's non-automated Public Toilets have now been converted so that all dual flush cisterns and pans use a maximum of six litres per full flush and three litres per half flush (average four litres per flush)

The fully automated toilets used in Glen Eira incorporate timed water flow taps to reduce water usage and use an average of 10 litres per occupancy (eight litres for pan, one litre for hand wash and one litre for auto wash). The new hybrid design public toilet will incorporate low flush pans and other water saving features.

Any future design should balance environmentally sustainable design principles with hygiene requirements and use only established tried and tested products.

12 STRATEGY RECOMMENDATION

The Glen Eira Public Toilet Strategy 2010 recommends that:

- a. Fully automated unisex toilets continue to be installed in locations of occasional usage and/or intermittent high peak usage such as parks and reserves;
- b. a hybrid style toilet be trialled as a replacement of the Hawthorn Road old conventional toilet block and if successful the hybrid style be used in areas of high use such as commercial centres;
- c. the Guidelines for Assessing Public Toilet Infrastructure Needs as detailed in the Strategy be adopted;
- d. the Principles for the Design and Siting of Public Toilets as detailed in the Strategy be adopted
- e. Council monitors the use of Community Use Toilet Schemes for potential future implementation; and
- f. the Five Year Action Plan as detailed in the Strategy be adopted.
- g. Council reviews frequency and timing of routine toilet cleaning to improve overall cleanliness of toilets.

13 FIVE YEAR ACTION PLAN

Council has a range of public toilet facilities throughout the municipality that should continue to be maintained and operated to an acceptable standard. To maintain this standard management of the facilities periodically requires review and a number of older style conventional public toilets require upgrading, replacement or decommissioning.

The Five Year Action Plan establishes operational and capital actions required over the next five years from 2009/10 to 2013/14.

Table 13.1 – Five Year Action Plan 2009/10 to 2013/14

Item no.	Toilet Facility	Action	Year
A. Operational			
1.A	All public toilets particularly those in high use areas	Routine toilet cleaning Annually review frequency and timing of routine toilet cleaning to improve overall cleanliness of toilets and ensure supplies of paper and soap.	1,2,3 and 4
2.A	All automated public toilets	Signage Review operating instructions for automated toilets and amend as required.	1
3.A	All public toilets	Signage Review way finding signs to assist in locating public toilets.	1
4.A	All public toilets in high use areas	Soap and handtowel facilities Undertake a review to determine toilets without soap or handtowel facilities and where practicable provide these facilities at all the high use toilets.	2
5.A	All public toilets – particularly new toilets	Water conservation Investigate effective methods of reducing water use at the toilets and where practicable, subject to available funds, implement water saving measures.	2-5
6.A	All public toilets	Asset maintenance plan Prepare a public toilet asset maintenance plan with timelines and costing	2
7.A	All new public toilets	Co-ordination Refer proposed new public toilets to all Council Departments that have an interest in the location, construction and maintenance of the facilities.	2

Item no.	Toilet Facility	Action	Year
B. Capital			
6.B	All public toilets	CPTED principles CPTED Principles be used for the evaluation of decisions to upgrade older toilets, place new toilets and design of new hybrid toilet.	1
7.B	Caulfield South public toilet (340A Hawthorn Road)	Replacement Replace traditional toilet facility with a new hybrid design toilet facility.	1
8.B	New Caulfield South public toilet (340A Hawthorn Road)	Survey of hybrid toilet Undertake survey of users of new hybrid after construction to gauge community attitude. If design accepted adopt hybrid model for other new or replacement toilets in high use areas.	2
9.B	Carnegie public toilet (11 Morton Ave)	Assess for decommissioning Assess demand and ease of access to alternative toilets in the area so as to determine whether this toilet should be decommissioned.	2
10.B	Murrumbeena park public toilet (37 Kangaroo Road))	Assess for upgrade or replacement Assess and upgrade or replace with hybrid Model or fully automated toilet facility.	2
11.B	Lord Reserve Pavilion	New Install new fully automated toilet into existing pavilion.	2
12.B	Staniland Grove (2B Staniland Grove)	Refurbishment Refurbish and upgrade traditional toilet facility.	3
13.B	Hopetoun Gardens (516 Glenhuntly Road)	Assess for upgrade or replacement Assess and upgrade or replace with hybrid model or fully automated toilet facility.	3
14.B	Murrumbeena Junior Playground redevelopment	New Install new hybrid Model or fully automated toilet facility.	3
15.B	Glen Huntly public toilets (1153 Glen Huntly Road)	Assess for upgrade or replacement Subject to obtaining an extension to VicTrack lease, assess and upgrade or replace with hybrid model toilet facility.	4

Item no.	Toilet Facility	Action	Year
16.B	Hodgson Reserve	New Install additional new fully automated toilet.	4
17.B	Murrumbeena public toilet (Corner Neerim and Murrumbeena Roads)	Assess for upgrade or replacement Subject to obtaining an extension to VicTrack lease assess and upgrade or replace with hybrid model toilet facility.	5
18.B	Harleston Park and Hopetoun Gardens	New Install new hybrid model or fully automated toilet facility.	5
19.B	Carnegie Public Toilets (1 Kokaribb Rd, Carnegie)	Assess for upgrade or replacement Assess and upgrade or replace with hybrid model or fully automated toilet facility.	5

Attachment A – Master Toilet List (types and location)

No	Toilet Name	Toilet type/number:	Location	Melway
EXELOOS				
1	Allnutts Reserve	Exeloo (PTno.1)	Allnutts Reserve, 41-59 Wheatley Road, McKinnon, VIC 3204	68 C11
2	Allnutts Reserve	Exeloo (PTno.01)	Allnutts Reserve, 41-59 Wheatley Road, McKinnon, VIC 3204	68 C11
3	Bent Street West Carpark	Exeloo (PTno.3)	1 Bent Street, East Bentleigh	68 E13
4	Bent Street West Carpark	Exeloo (PTno.03)	1 Bent Street, East Bentleigh	68 E13
5	Bentleigh Hodgson Reserve	Exeloo (PTno.27)	Hodgson Reserve, 1-3 Higgins Rd, Bentleigh	77 F1
6	Bentleigh Library	Exeloo (PTno.4)	161 Jasper Road, Bentleigh (by Library)	77 E13
7	Bentleigh Library	Exeloo (PTno.502)	161 Jasper Road, Bentleigh (by Library)	77 E13
8	Caulfield Park	Exeloo (PTno.8)	Caulfield Park, 280 Balaclava Road, Caulfield North, VIC 3161	59 B12
9	Caulfield Park	Exeloo (PTno.503)	Aviary Gardens' Caulfield Park, 280 Balaclava Road, Caulfield North, VIC 3161	59 C11
10	Caulfield Park	Exeloo (PTno.504)	Caulfield Park Pavilion' Caulfield Park, 280 Balaclava Road, Caulfield North, VIC 3161	59 C12
11	Centenary Park	Exeloo (PTno.12)	Bignell Rd end, Centenary Park, 179-185 Bignell Road, Bentleigh East	78 B3
12	Centenary Park	Exeloo (PTno.120)	Brady Rd end, Centenary Park, 179-185 Bignell Road, Bentleigh East	73 A3
13	Centenary Park	Exeloo (PTno.121)	Brady Rd end, Centenary Park, 179-185 Bignell Road, Bentleigh East	73 A3
14	Duncan McKinnon Reserve	Exeloo (PTno.16)	Duncan McKinnon Reserve, 819-821 North Road, Murrumbeena	68 K9

No	Toilet Name	Toilet type/number:	Location	Melway
15	Duncan McKinnon Reserve	Exeloo (PTno.160)	Duncan McKinnon Reserve, 819-821 North Road, Murrumbeena	68 K9
16	East Caulfield Reserve	Exeloo (PTno.19)	East Caulfield Reserve, Dudley Street, Caulfield East	68 F2
17	EE Gunn Reserve	Exeloo (PTno.17)	EE Gunn Reserve, Beatty Crescent (cnr Foch Street)	68 D7
18	EE Gunn Reserve	Exeloo (PTno.505)	EE Gunn Reserve, Beatty Crescent (cnr Foch Street)	68 D7
19	Glen Huntly Reserve	Exeloo (PTno.23)	Glen Huntly Reserve, 60 Neerim Road, Glen Huntly	68 E4
20	Greenmeadows Gardens Reserve	Exeloo (PTno.24)	Greenmeadows Gardens Reserve, 1 Green Street, St Kilda East	58 G12
21	Halley Park Reserve	Exeloo (PTno.25)	Halley Park Reserve, 73-95 Jasper Road, Bentleigh	77 E3
22	Halley Park Reserve	Exeloo (PTno.250)	Halley Park Reserve, 73-95 Jasper Road, Bentleigh	77 E3
23	Joyce Park	Exeloo (PTno.29)	Joyce Park, 310-318 Jasper Road, Ormond	68 G10
24	King George VI Memorial Park	Exeloo (PTno.506)	King George VI Memorial Reserve Pavilion, 70 East Boundary Road, Bentleigh East	77 J3
25	Koornang Park	Exeloo (PTno.31)	Koornang Park, 251A Koornang Road, Carnegie	68 H6
26	Marlborough Street Reserve	Exeloo (PTno.34)	Marlborough Street Reserve, 77A Marlborough Street, Bentleigh East	69 A10
27	Packer Park	Exeloo (PTno.41)	Packer Park, 120 Leila Road, Carnegie	68 J8
28	Packer Park	Exeloo (PTno.410)	Packer Park, 120 Leila Road, Carnegie	68 J8
29	Packer Park	Exeloo (PTno.041)	Packer Park, 120 Leila Road, Carnegie	68 J8
30	Princes Park	Exeloo (PTno.11)	Princes Park, 277 Bamba Road, Caulfield South (entry via Maple Street)	59 B12
31	Wattle Grove Reserve	Exeloo (PTno.15)	Wattle Grove Reserve, 15B Wattle Grove, McKinnon	68 D10

Attachment A – Master Toilet List (types and location)

No	Toilet Name	Toilet type/number:	Location	Melway
TRADITIONAL BLOCKS				
32	Carnegie Public Toilets	Traditional block (PT 6)	1 Kokaribb Road, Carnegie	68 J4
33	Carnegie Public Toilets (Morton)	Traditional block (PTno.7)	11 Morton Avenue, Carnegie	68 J4
34	Caulfield Park	Traditional block (PTno.9)	Caulfield Park, 280 Balaclava Road, (Park Crescent, near playground)	59 B11
35	Caulfield South Public Toilet	Traditional block (PTno.10)	340A Hawthorn Road, Caulfield South	68 A4
36	Glen Huntly Public Toilets	Traditional block (PTno. 21)	1153 Glen Huntly Road, Glen Huntly	68 F5
37	Harleston Park	Traditional block (PTno.26)	Harleston Park, 49 Allison Road, Elsternwick (Seymour Road)	67 H2
38	Hopetoun Gardens	Traditional block (PTno.28)	Hopetoun Gardens, 516 Glenhuntly Road, Elsternwick	67 H4
39	Katandra Road Carpark	Traditional block (PTno.39)	Katandra Road Carpark, 12-14 Katandra Road, Ormond	68 E9
40	Murrumbeena Public Toilets	Traditional block (PTno.37)	Cnr Neerim/Murrumbeena Roads	69 A6
41	Nicholson Street Public Toilets	Traditional block (PTno.38)	156A McKinnon Road, McKinnon (toilets corner McKinnon/Nicholson Rds)	68 D11
42	Staniland Grove	Traditional block (PTno.20)	2B Staniland Grove, Elsternwick	67 G3
PAVILION TOILETS				
43	Bailey Reserve	Pavilion Toilets (PTno.2)	Bailey Reserve, 202 East Boundary Road, Bentleigh East, VIC 3165	68 K12
44	Bentleigh Hodgson Reserve	Pavilion Toilets (Closed to General Public)	Dog Club, Hodgson Reserve, 1-3 Higgins Rd, Bentleigh (Toilet closed to public)	68 F1
45	Bentleigh Hodgson Reserve	Pavilion Toilets (PTno.5)	Bentleigh Hodgson Reserve, 6 Arthur Street, Bentleigh	77 F1

No	Toilet Name	Toilet type/number:	Location	Melway
46	EE Gunn Baseball Pavilion	Pavilion Toilets (PTno.18) (Open upon request)	EE Gunn Reserve, Beatty Crescent (cnr Foch Street)	68 D7
47	Glen Huntly Reserve	Pavilion Toilets (PTno.22) (Open upon request)	Glen Huntly Reserve, 60 Neerim Road, Glen Huntly	68 E4
48	King George VI Memorial Park	Pavilion Toilets (PTno.30) (Open Sunday only)	King George VI Memorial Reserve Pavilion, 70 East Boundary Road, Bentleigh East	77 K3
49	Koornang Park	Pavilion Toilets (PTno.310) (Closed to General Public)	Koornang Park, 251A Koornang Road, Carnegie	68 H6
50	Lord Reserve	Pavilion Toilet (PTno.32) (Open upon request)	Lord Reserve, 15-49 Lyons Street, Carnegie	68 H6
51	Mackie Road Reserve	Pavilion Toilets (PTno.33)	Mackie Road Reserve, 58-60 Mackie Road, Bentleigh East	69 C12
52	McKinnon Reserve	Pavilion Toilets (PTno.35)	McKinnon Reserve, 201-209 Tucker Road, McKinnon	68 G11
53	Murrumbeena Park	Pavilion Toilets (PTno.36)	Murrumbeena Park Pavilion, 37 Kangaroo Road, Murrumbeena	68 B6
54	Packer Park	Pavilion Toilets (PTno.40)	Packer Park, 120 Leila Road, Carnegie	68 J8
55	Princes Park	Pavilion Toilets (PTno.42)	DCBricker, Princes Park, 277 Bambra Road, Caulfield South	68 B6
56	Princes Park	Pavilion Toilets (PTno.42)	Multipurpose, Princes Park, 277 Bambra Road, Caulfield South	68 B6
57	Victory Park	Pavilion Toilets (PTno.44)	Victory Park, 21 Patterson Road, Bentleigh	77 C2

Attachment B – Needs Assessment Check List

Check list: existing public toilet – need to upgrade; need to replace; need to decommission and not replace; need for a new toilet facility.

Factor	Comment	Score
A SITING		Yes/no
A1	Does another public toilet (PT) exist within 500 metres of the existing public toilet (not necessarily a Council facility)?	If YES and other toilet provides a comparable service meeting current CPTED and DDA requirements consider closing this toilet facility. OR If the other facility does not meet CPTED and DDA requirements it may be of advantage to choose to upgrade/replace either.
B USAGE		Yes/no
B1	High (regular or irregular)	If YES may consider upgrading or replacing PT.
B2	Medium	If YES need to assess impact if decommissioned.
B3	Low	YES may decommission if another within 500 metres.
C LOCALITY		Yes/no
C1	Does PT service a particular use eg. playground or is it included in the Parks Master Plan?	If YES then may consider upgrading or replacing and overrides outcomes of YES to A1 and B3.
D SECURITY – CPTED principles		Yes/no
D1	Is PT located in trafficked area?	If NO then may consider upgrade or new facility.
D2	Are access ways to PT facing trafficked areas?	If NO then may consider upgrade or new facility.
D3	Is internal and external lighting adequate?	If NO then may consider upgrade or

Factor	Comment	Score
	new facility.	
D4 Is graffiti an issue?	If YES then may consider upgrade or new facility.	
D5 Is vandalism an issue (ie. regular damage to fittings and structure)?	If YES then may consider upgrade or new facility.	
D6 Is there known antisocial behaviour?	If YES then may consider upgrade or new facility.	
D7 Is PT DDA access Compliant?	If NO then may consider upgrade or new facility.	
D8 Does PT provide separate cubicle for disabled?	If NO then may consider upgrade or new facility.	
D9 Do users feel safe?	If NO then may consider upgrade or new facility.	
E STRUCTURE		Yes/no
E1 Does current PT require structural maintenance?	If YES then may consider upgrade or new facility.	
E2 Does current PT require cosmetic maintenance?	If YES then may consider upgrade.	
E3 Does current PT require high maintenance?	If YES then may consider upgrade or new facility.	
F HISTORIC SIGNIFICANCE		Yes/no
F1 Does the existing PT have any historical or architectural significance?	If YES then may consider upgrade within limits of significance or decommission and build new facility at new location.	