

ATTACHMENT C

**AMENDED PUBLIC TOILET STRATEGY
(WITH ADDITIONS SHOWN IN
UNDERLINE AND *ITALICS*)**



Draft Public Toilet Strategy 2014

Public Toilets Strategy

Executive Summary	2
Introduction	4
Definition of Public Toilets	4
Key Objectives	4
City of Sydney Local Government Area	4
City of Sydney Policy Context	5
City of Sydney Public Toilet Network	6
Locations of Public Toilets	6
Operational Hours	7
Public Toilet Usage	8
Community Expectation and Demand	10
Community Expectation	10
Recreation and Demand	10
Meeting Demand	10
Public Urination	10
Distance to Travel	11
Community Satisfaction	11
Promoting Community Awareness	12
National Public Toilet Map	12
City of Sydney Toilet Map	12
Signage	12
Design and Management	13
Design Principles	13
CPTED	13
ESD	14
Materials Fixtures and Fittings	14
Inclusive Access	15
Maintenance Management	16
Servicing and Cleaning	16
Graffiti Management	16
Syringe Management	16
Asset Condition Audits	16
Security	17
Special Events	18
Recommendations	19
Strategy Action Plan	21
Appendix One – Public Toilet Maps	23

Adopted by Council: xx month 2014

Following public exhibition and adoption, the Public Toilet Strategy should be reviewed every five years.

Executive summary

The City of Sydney is committed to creating a liveable and sustainable city that provides a high quality of life for its residents, visitors and businesses.

The provision of public toilets contributes to the quality of the City's public domain and its liveability.

The City's vision is for a:

“highly regarded, safe and accessible network of public toilets to meet the current and future needs of a world-class city.”

There are 117 public toilets across the council area of which 54 are owned and managed by the City.

A review of the City's public toilet network and surveys of public toilet users in the City has identified key issues to address, including:

- Lack of public toilets in key locations such as village centres and large parks;
- Public urination in entertainment precincts;
- The quality and availability of some existing facilities;
- The cleaning, servicing and presentation of public toilets;
- A need for better information about where public toilets are located and their hours of operation; and,
- A review of best practice in the location, design and management of public toilets;



The key recommendations from the strategy are:

- The provision of public toilets within 400 metres (5-10 minute walk) of any point within central Sydney and at all village centres and major neighbourhood parks;
- Construction of nine new public toilets in key village centres:
 - Railway Square, Haymarket;
 - Lawson Square, Redfern;
 - Regent Street Waterloo;
 - Erskineville Road, Erskineville;
 - William Street, Darlinghurst;
 - Darlinghurst Road, Kings Cross;
 - Oxford Street, Paddington;
 - Cowper Wharf Road, Woolloomooloo; and,
 - King Street Newtown – jointly with Marrickville Council to service the Newtown shopping and entertainment precinct.
- Upgrading of five public toilet facilities in the City's parks;
 - Sydney Park, Alexandria;
 - Wentworth Park, Glebe;
 - Observatory Hill Park, Millers Point;
 - Victoria Park, Chippendale;
 - Green Park, Darlinghurst; and,
 - The Glebe Foreshore Parks
- Advocate for the provision of new public toilets to service urban renewal areas and projects:
 - George St light rail corridor;
 - Barangaroo; and
 - Green Square.

- *Encourage new development to provide public toilets within buildings in appropriate locations.*
- Investigate the installation of permanent retractable public urinals in the George Street and Kings Cross entertainment precincts;
- Install Inclusive access toilets available to the public at Town Hall House, Kent Street.
- *Following a successful trial, the fees to use JC Decaux automated public toilets will be abolished.*
- Implement a “City Cares” program where businesses promote and provide access to their toilets for public use.
- Promote the public toilet network through a range of media including toilet maps, way-finding signage, accessible print and digital information including apps.

Introduction

City of Sydney Local Government Area

The City of Sydney Local Government Area (LGA) covers approximately 26.15 square kilometres. It is home to more than 180,000 residents, nearly 400,000 jobs and leading commercial, educational, cultural and tourist facilities.

The city's residents make about 700,000 trips on an average weekday. Many are able to rely on walking, cycling and public transport more than the average Sydney resident – 49 per cent of resident trips are by walking, 15 per cent by train and bus, while only 30 per cent are by car.

Sydney is Australia's iconic face to the world; a leading international and domestic tourist destination with seven of the country's 10 most popular tourist attractions. In the year to June 2012, over 2.6 million international visitors came to the Sydney metropolitan area.

When the workforce and visitor numbers are combined with residents and hotel guests the LGA hosts about one million people a day.

Projected population increases to 252,000 people by 2030 will place further demands on the City for more public toilet facilities.

Definition of public toilets

The Strategy defines public toilets as toilet facilities which are directly accessible to the public including those located in parks, on streets, in some City-

managed public buildings, at some rail stations and in shopping centres.

An automated public toilet (APT) is a public toilet which contains one or more of the following features:

- Automatically operated doors;
- Self-cleaning pan and/or floor;
- Fault and usage reporting;
- Emergency sensors and security intercom; and,
- Unisex use.



New toilet facilities at Turruwul Park, Rosebery

Key objectives

1. Availability

Public toilet facilities will be well distributed, appropriately located and open at times that meet the needs of residents, workers and visitors.

The City aims to ensure that public toilets are available within 400 metres of any point within central Sydney and at all village centres and major neighbourhood parks with play or sports facilities.

2. Inclusive access

Public toilets will be accessible to everyone, and well connected to pedestrian areas and public transport.

3. Safety

The location and orientation of public toilet facilities will meet best-practice principles of Crime

Prevention Through Environmental Design (CPTED).

4. Easy to find

The City’s public toilet network will be well publicized and promoted through a wide variety of media to ensure toilets and information about the toilet network is accessible to the community.

5. Servicing and cleanliness

Maintenance and servicing standards will ensure that the City’s public toilet network meets community expectations at all times.

6. Build quality and sustainability

The City’s public toilets will be well-designed and built using robust, high quality, vandal-resistant materials and fixtures that reflect the character of their setting. They will incorporate best practice principles of Environmentally Sustainable Design and management.

7. Decommissioning and adaptive re-use

The City has a number of decommissioned facilities which will be upgraded or replaced where demand is high, and demolished or adapted for alternative use at locations and areas with little demand.

Public toilets owned by the City of Sydney will be considered for decommissioning when they are:

- In poor structural condition;
- Located at inappropriate locations which attract protracted anti-social behaviour and where measures to alleviate such use have been tried and failed; and,
- Closed for an extended duration and assessed to be surplus to need due to the availability of more suitable public toilets in the vicinity.

City of Sydney policy context

The City strives for excellence in service delivery, stewardship of assets, and is dedicated to providing equitable access to facilities and services to meet current and future needs.

The City’s task is to ensure that public areas and facilities are effectively planned, managed and

serviced to deliver best value and meet community expectations and defined quality standards.

The objectives and recommendations of the Draft Public Toilet Strategy reflect the City’s goals and objectives set out in:

Sustainable Sydney 2030

- A City for Walking and Cycling;
- Vibrant Local Communities and Economies;
- Sustainable Development Renewal and Design;
- A Leading Environmental Performer; and
- Implementation through Effective Governance and Partnerships;

Recreation Needs Study 2007

- Ensure there is a network of high quality public toilet facilities across the City of Sydney;

Open Sydney – Future Directions for Sydney at Night

- Additional public toilets at key entertainment precincts;

Safe City Strategy 2007- 2012

- Incorporation of Crime Prevention Through Environmental Design (CPTED) principles;

City of Sydney Inclusion (Disability) Action Plan 2007-`2011

- People with disabilities have equitable and inclusive access to the built environment, public domain and infrastructure.



City of Sydney public toilet network

In total 117 public toilets service the City's local government area. Of these, the City is responsible for the care and control of 54.

The traditional location and design of Sydney's public toilets has changed over time. Previously many were located out of view underground, failing to meet evolving standards for inclusive access and public safety.

The City has been progressively upgrading its public toilet network since 2009 with over 15 new or upgraded facilities built.

City of Sydney toilets are supplemented by those provided by NSW Government agencies and those within shopping centres, rail stations and public buildings.

Public toilet facilities provided and managed by NSW Government agencies include:

- Centennial and Moore Park Trust (CMPT) at Moore Park
- Sydney Harbour Foreshore Authority (SHFA) at Darling Harbour and The Rocks;
- RailCorp at some rail stations, including Circular Quay; and
- Royal Botanic Gardens & Domain Trust (RBGT) within the Domain and Botanic Garden.

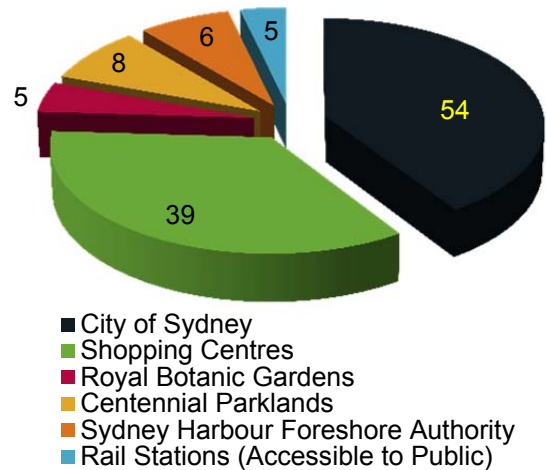
The City has no control over these facilities, but is committed to working in partnership and collaboration with agencies to enhance the planning, provision, servicing, and promotion of the network of public toilets for the benefit of all community members.

Facilities in private premises, such as hotels, cafes, shops and businesses, have not been included in the statistics or toilet maps. This strategy has identified opportunities to enhance public benefit through a

proposed "City Cares" partnership with private providers.

Detailed maps which illustrate the location and coverage of the public toilet network at various times of day are provided in Appendix 1.

Public Toilet Providers



Locations of Public Toilets

Public Parks & Open Spaces

A list of public toilets provided in the City of Sydney parks and open spaces is attached in Appendix 2.



Public toilet at Pirrama Park, Pyrmont

Streets and Footways

Public toilets on footways are managed by the City and include automated public toilets on the edge of

major parks and civic plazas, and ‘traditional’ brick and mortar facilities.



Automated public toilet at York Street, Sydney

Libraries

Toilets within nine local libraries provide convenient access to well-maintained safe and secure facilities during library opening hours.

Shopping Centres

Large shopping centres generally provide toilet facilities, typically located on the ground or basement levels and/or near food courts which are available to the public during business hours.



Pitt Street Mall – public toilets are located within numerous shopping centres

Train Stations

Some train stations have toilet facilities available to the public and some have facilities which are only accessible to rail commuters or staff. The City has installed automated public toilet facilities on streets close to some train stations located in central Sydney.

Operational hours of public toilet facilities

The typical opening times for various categories of public toilet facilities are set out below.

Table 1 Typical opening hours of public toilets by location type

Location	Weekdays	Saturday	Sunday/Holiday
City Parks	7.30am-sunset	7.30am-sunset	7.30 am-sunset
Streets	24 hours	24 Hours	24 Hours
Council APT	24 hours	24 hours	24 hours
Shopping Malls	9am-5pm	Reduced hours	Closed

Public toilet usage

Public toilets within the council area provide convenience for our diverse community that includes residents, workers and visitors of all ages and abilities.

A lack of public toilets is most acutely felt by groups with specific needs - older people, people living with disabilities or health problems, and families with young children. For these groups, a lack of convenient and accessible toilets may impact negatively on their quality of life, mobility, or dignity by restricting freedom of travel to and within the council area.

Toilets in the City's major parks attract high usage between sunrise and sunset by families with children, with peak times occurring at weekends and public holidays.

Monitoring of public toilet usage and surveys of users provided the following information:

Frequency of use

- Ninety per cent of those surveyed had used a public toilet located within the council area within the past 12 months
- 57% of survey participants used a public toilet weekly or more often;

Unisex toilet preference

- a strong preference (75%), particularly by females, for single sex over unisex facilities.
- Those who preferred single sex toilets stated the reasons for their choice due to enhanced privacy (32%), hygiene (29%), and security (19%).
- 43% of males reported no preference for either single or unisex toilets.
- Those who preferred unisex toilets stated the main reasons for their choice were increased flexibility of use (28%) and improved hygiene (19%).

Parks

- Toilets near park playgrounds attract high visitation – 334 uses per day at Sydney Park, St Peters, and 240 uses at Federal Park, Glebe;
- Peak use of park toilets is typically between 10am and 5pm;
- Females make up the majority of visitors to park toilets – 59%;
- Accompanied children are significant users of park toilets – 22%;

Automated public toilets (APTs)

- Preference for traditional (non-automated) or automatic toilets was balanced - 41% preferring traditional toilets and 40% preferring automatic toilets.
- Automated Public Toilets at the edge of parks in central Sydney attract moderate visitation – 73 uses per day at Hyde Park and between 10 – 50 visits at other locations;
- Males, including transport workers (taxi drivers, and mobile workers) make up the majority of visitors of Automated Public Toilets – 55%;
- Peak use of Automated Public Toilets at parks occurs between 10am and 4pm and at night between 8pm and 10pm;

Entertainment precincts

- Toilets in entertainment and tourist precincts attract high visitation of 160 uses per day at Fitzroy Gardens, Kings Cross and 213 uses per day at George Street, The Rocks;
- Peak use of entertainment precinct Automated Public Toilets is between 10pm and midnight; and,
- Males make up the majority of visitors of Automated Public Toilets at entertainment precincts – 82% at Kings Cross and 55% at George Street.

Community satisfaction

- Females expressed lower satisfaction than males with reliability, cleanliness design and fit-out, and visibility compared to males;
- The predominant comments about operational hours was that they should be open 24 hours or they close too early;
- The main comment about reliability (typically automated toilets) was that they were often out of order;
- The most frequent comments about how easy toilets are to find were about a lack of way-finding and identification signage (18%), and being hard to spot in the wider streetscape.

- The majority of comments about the distribution of toilets indicated that additional toilets were needed and that toilets were difficult to find.
- The predominant comments about cleanliness and servicing were associated with poor or variable standards of cleanliness.

Shopping centres

Toilets located within central Sydney's shopping centres attract high usage, estimated to be about 1,500 visits per day at popular sites. This is arguably due to their central location in busy precincts, the enhanced opportunities for direct surveillance and security and frequent servicing.



Queen Victoria Building contains public toilets on various levels which in total cater to about 3,400 visitors per day.

Community expectation and demand

Community expectation

People usually need a public toilet when they are away from their home for an hour or more, and where no public toilet facilities are provided as part of another building. A lack of public toilets can greatly impact people with high needs such as families with children, seniors and people with medical conditions. Some may avoid or be reluctant to travel or partake of social activities where public facilities are lacking.

Recreation and demand

The City promotes healthy lifestyles such as walking, cycling and active sports. Outdoor activity and the continued development of recreation facilities and activities require travel away from home.

The provision of public toilet facilities at parks and open spaces optimises the benefits of open space for a range of recreational pursuits including children's play. Public toilets attract more families to use parks and encourage longer visits. In contrast, parks without public toilets attract fewer family visitors and visits are shorter.

Active transport

The City is promoting active transport as a key element of Sustainable Sydney 2030. Pedestrians are expected to double and the number of cyclists is expected to increase five-fold by 2030. Public toilets are a key requirement that will assist to connect people to places by providing amenity to pedestrians, cyclists and public transport users.

Meeting demand

The availability of public toilet facilities falls dramatically after the close of business hours and further after 12pm. The network generally fails to meet the demand generated by visitors to entertainment precincts late at night, especially at weekends.

Social conditions which contribute to increased demand at some locations include homelessness, public drinking and persons refused entry or ejected from bars at entertainment precincts.

The provision of 24-hour inclusive access public toilets at sites with identified high demand benefits the wider community, and careful location of 24-hour facilities in highly visible places can mitigate safety concerns for users. The availability of public toilets at night also assists to activate the City after dark, providing toilet amenities for a wide range of visitors to the City and entertainment precincts.

In 2011 City extended the opening hours of all its automated public toilets located on streets to 24-hour operation 7 days per week.

Public urination

Public urination is a part of broader anti-social behaviour problems occurring in parts of the CBD and entertainment precincts at night. Urination in public areas does not necessarily indicate the need for more localised public toilets, and often easy-to-find public toilets will help – especially at night in entertainment precincts.

Since 2011 the City has been installing temporary outdoor urinals at popular night time precincts including George Street; Oxford Street; Kings Cross and Woolloomooloo. Portable urinals and inclusive access porta-loos are installed on Friday and Saturday nights during summer months from approximately 10pm until approximately 7am the following morning.

The portable units have been well used and well received and have reduced antisocial behaviour such as public urination. During peak nights and seasons the City will continue to deploy portable urinals to manage increased crowds in late night areas, and is investigating options to recycle waste collected from portable urinals.



Image of portable urinal

As a more permanent solution, the City will also investigate the feasibility of installing permanent pop-up urinals, which would be active at night time, at these locations. The portable urinal program has helped inform this strategy.



Retractable Uri-Lift urinals used in Europe

Distance to travel

There are no minimum standards for the distribution of public toilets. However, one design code (Liveable Neighbourhood Communities Design Code, Western Australian Government) recommends that neighbourhoods should be planned around a maximum 400-500m distance (5-10 mins walk) to any neighbourhood town centre or transport hub. Similarly the American Restroom Association guidelines for public toilet provision recommend a 500 metre distance at locations with pedestrian activity exceeding 2,000 people per day.

The adequacy of the City's public toilet network has been assessed, using a distance of 400 metres to each toilet, illustrated by the maps contained in Appendix 1.

Community satisfaction

The provision and servicing of public toilets is an issue of significant community interest.

During annual intercept surveys of park visitors, a significant number (14 – 18%) of survey participants request toilet facilities to be installed at parks without toilets. A significant number (11-14 %) of survey participants request additional facilities at parks with existing toilets.

Satisfaction ratings for toilet maintenance and servicing scores the lowest in a range of over 20 service delivery disciplines (including grass cutting, tree maintenance, litter picking etc) which otherwise all rate highly. Dissatisfaction with the lack of public toilets was common at parks without current facilities, and dissatisfaction with cleaning, servicing and operational hours was common at parks with toilets.

Additional and enhanced public toilet facilities were a common request during the City's consultations on the Night Time Economy.

Promoting community awareness

Providing information about the public toilet network through a range of communication channels makes the best use of existing assets.

Many locations have excellent public toilet facilities but residents and visitors do not know where they are. The City needs better maps and way-finding materials to ensure people can access their closest facilities.

Improved signage on the toilet facilities themselves is also important with information on opening times and the location of the nearest alternative facilities.

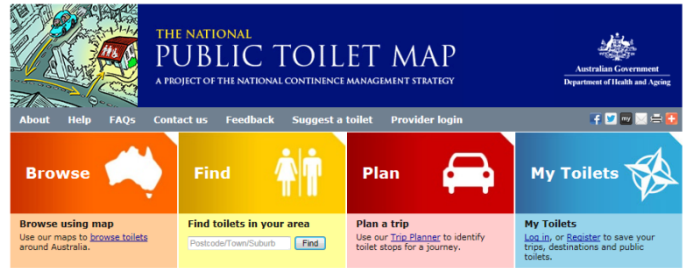
National Public Toilet Map

The National Public Toilet Map, a project of the National Continence Management Strategy, identifies the location of public toilet facilities in Australian towns and cities. The National Public Toilet Map lists all the toilets owned and managed by the City of Sydney and many of the toilets provided by other agencies and shopping centres.

The map and website was designed specifically to assist persons experiencing incontinence with travel and daily living arrangements. People with disabilities can use the website to browse and identify toilets that suit their particular requirements.

A number of mobile apps are available which link to the National Public Toilet Map database.

The City's website contains a link to the National Public Toilet Map. The National Public Toilet Map however, has a number of short comings; it relies on toilet providers to supply and update information, and the usefulness of its format is diminished when printed.



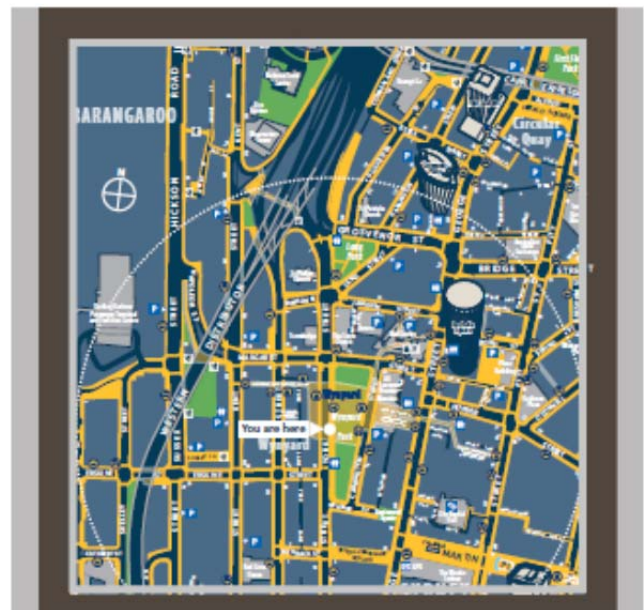
Website of the National Public Toilet Map
www.toiletmap.gov.au

City of Sydney public toilet map

A printable public toilet map is available on the City's website. The Strategy proposes that large format public toilet maps are installed on existing street furniture and on the outside of public toilet facilities.

Public toilet signage

The City's way-finding strategy will include the installation of signage throughout central Sydney and at main Village centres. The signage will feature maps that include the location of public toilets.



Indicative way-finding map to be featured on way-finding signage

The location of public toilets will also be improved through street signage showing the direction and approximate distance to facilities.

Signage on the exterior of toilets will include the name of the facility, operational times and the location of the nearest alternative facilities.

Design and Management



Public toilets at Sydney Park located adjacent café kiosk

There are many different types of public toilet facilities within the City's local government area. All public toilets are either buildings or part of a building and must comply with the relevant building codes and standards including the Building Code of Australia, The Disability (Access to Premises - Buildings) Standards 2010, and a range of relevant Australian Standards, including the AS1428 Design for Access and Mobility standards suite.

Public toilets should be safe, secure, hygienic and private environments. They should provide for the needs of people of all genders and age including the needs of people with disabilities, and their carers, *and should be easy to identify*.

The City is committed to the provision of clean, healthy, safe, secure and accessible public toilets that meet best practice Crime Prevention through Environmental Design (CPTED) and Ecologically Sustainable Design (ESD) principles.

Design principles

Best practice CPTED indicates that toilets should be located in full view, close to active spaces or integrated/co-located with other buildings, not out of sight or isolated.

Ideally toilets should be robust single or multiple cubicles for unisex inclusive use, with all facilities inside the cubicle to facilitate safety, with each cubicle opening onto clearly visible active space. However, the City's survey of public toilet users indicates a community preference, especially by females, for single-sex facilities.

Toilet building materials, fittings, fixtures and finishes must be structurally robust and vandal resistant to withstand the pressures of their urban environment.

Crime Prevention Through Environmental Design (CPTED)

Safety, security & surveillance

- Toilets should be safe, secure, well-lit, vandal resistant, robust, enable inclusive access and be easy to maintain;
- Entrances should be highly visible, easily identifiable and easy to locate;
- Vegetation should not obscure or provide areas of concealment;
- The perimeter should be free of seats to deter loitering and enhance perceptions of safety and opportunities for passive surveillance;
- Inward swinging spring-loaded stall doors, which partially fill the door frame improve security of users;
- Upgraded building façades have the potential to improve the general quality and appearance of the existing facilities by allowing greater passive surveillance. Facades should be suitably robust and graffiti resistant.

Lighting

- Public toilets should maximise the use of natural light so that users feel confident approaching and using the facility;
- Ultra violet light should not be used (as a means to reduce illicit behaviour) because such lighting reduces visibility and safety levels for all users;
- Sensor lighting should be used to supplement external and internal facility lighting and enhance security and safety around and within the facility.

Signage

- Public toilets will be fitted with directional and instructional signage including tactile and Braille elements.
- Signage will provide operating hours, location of nearest alternate facility and contact details to report a fault or issue,



Design of Sydney Park toilets allow maximum use of natural light

- Incorporate water collection and reuse from roof structures;
- Automated flow control and sensor taps; and,
- Dual flush cisterns.

Reduce resource inputs

- Use of recycled and recyclable (locally sourced) materials in construction;
- Source materials with low environmental impact;
- Efficient use of resources in construction and operation; and,
- Low environmental impact cleaning products.



Roof garden and green walls at Beare Park public toilet

Ecologically Sustainable Design (ESD)

Under the Local Government Act 1993, the City of Sydney is required to properly manage, develop, protect, restore, enhance and conserve the environment in a manner that is consistent with and promotes the principles of ecologically sustainable development.

The City is committed to embed sustainability principles in all Council asset design, construction and operational activities. This objective is to be achieved by cost effectively improving the environmental performance of buildings, parks, transport and other activities within Council.

Resource use minimisation guidelines

Energy consumption

- Solar panels to power lighting systems
- High degrees of natural light and ventilation;
- Energy efficient lighting and appliances;
- Sensor lighting and power controls;

Water consumption

- Investigate feasibility of using grey water re-use for flushing;

Materials, fixtures & fittings

The following amenities should be provided for the benefit of the community where possible:

- High quality, durable and inviting materials;
- Drinking water; wash basins, soap dispensers, hand dryers;
- Facilities for children and parents including protected areas for baby changing;
- Sanitary disposal and sharps disposal bins and general waste receptacles; and,
- Information on public health and public safety issues, strategies and programs.

Inclusive Access

Under the Disability Discrimination Act 1992 (DDA), the City has a responsibility to provide equitable dignified access to premises and services used by the public including public toilets.

Legislation and standards including the Disability (Access to Premises – Buildings) Standards 2010, together with the Building Code of Australia (BCA) and Australian Standard AS1428 specify inclusive access requirements that apply to the design and construction of new toilets and the refurbishment and modification of existing toilets.

The City's public toilets vary greatly in age and design; however the majority have good access for people of all ages and ability.

Four of the City's public toilets, located at sports ovals, are not available to the public. The Strategy recommends modification of these facilities to enable access to the public.

Five of the City's public toilets, located in parks and on streets are in poor condition and have limited accessibility. The Strategy recommends refurbishment or replacement of these aging facilities to meet best practice standards of inclusive access.

The City is committed to ensure that barrier free paths of travel provide uninterrupted access to toilet facilities from the public domain, including well lit, non-slip paths with level or, shallow gradients with rest stations along the way, if the route of travel is long.

The City does not use the MLAK lock system on its public toilets as it may be perceived to be an access barrier by visitors and tourists especially those from overseas.



Pirrama Park toilets illustrating good practice inclusive access, large internal circulation space, and inclusive fittings and fixtures.

Maintenance management

Servicing & cleaning

Lack of maintenance and management leads to poor image, loss of public confidence and satisfaction, vandalism and may also attract inappropriate use.

The City's public toilets are serviced between two and seven times per day depending on location and frequency of use. In addition to their cleaning duties and restocking of consumables, service staff are responsible for reporting maintenance problems for repair.

The cleaning services are regularly reviewed to ensure the City's service standards for public toilets meet community expectations.

The City's service providers operate a 24 hour call centre through which service faults and feedback can be reported.

Graffiti management

Accumulation of graffiti on and inside public toilets reflects poor maintenance and may convey impressions of poor safety and security for visitors.

The City's Graffiti Management Policy commits the City to remove graffiti as quickly as possible as a deterrent to reoccurrence.

Graffiti will be actioned for removal in public toilets within 24 hours of being identified by maintenance staff or being reported to Council.

The community can assist the City to combat graffiti by promptly reporting instances to our call centre.

Syringe management

Increased legitimate use of public toilets discourages their inappropriate use. However, drug taking behaviour is difficult to prevent and public toilets inevitably provide secure space where such activity may occur. The City will take all steps possible to reduce opportunities for drug use in public toilet facilities by implementing sound principles of Crime Prevention Through Environmental Design (CPTED).

In the interest of public health and safety, and the welfare of people who require sharps for medical reasons, the City has installed sharps disposal bins as standard public health fixtures in all its public toilets.

Evidence suggests that when disposal facilities are provided, nearly all syringe users dispose of syringes appropriately. The sharps disposal bins are serviced regularly by a contracted medical waste disposal service.



Wall mounted contaminated sharps container

Asset condition audits

The City undertakes detailed condition audits of all public toilet facilities. These audits enable the timely repair of facilities, facility infrastructure, fixtures and fittings. Regular monitoring is also undertaken to ensure the City's high service standards are being met.

Security

The provision of public toilets within well used buildings such as libraries or shopping centres provides enhanced opportunity for active and passive surveillance.

The community should feel confident in using public toilet facilities. In the interests of safety and security, the City will implement, wherever possible, best practice CPTED principles when considering the location, orientation, design and operation of public toilet facilities.

Public toilets are generally closed in parks between sunset and sunrise, with the exception of automated public toilets which are open 24 hours. Some public toilets are open 24 hours where they are well located for passive surveillance and security of users. The City will be working on extending the hours of operation of public toilets where there is high demand and security of users is assured.



Pirrama Park public toilet – clear entrances open to active open space with absence of loitering cues.

Special events

The City's parks and civic spaces play host to a variety of community events. Major events organised or supported by the City such as parades and festivals will be serviced by the provision of temporary portable public toilet facilities to cater to the expected number of patrons.

Commercial and community organisations using City parks and open spaces for major events, (likely to attract in excess of 2,000 people) will be required to arrange temporary public toilet facilities through the City's events approvals process.

Various guidelines have been produced for provision of temporary toilet facilities at outdoor eventsⁱ. The variables which influence the total number of toilets required to adequately service an outdoor event include:

- The duration of event;
- Weather conditions;
- The proximity of fixed public toilets at or near the site; and
- The availability of alcohol.

The proposed guidelines for event organisers are

Crowd Size / Average Hrs of Event	2 hours	Half day (4 hrs)	Full day (8 hrs)
500	4	5	9
1000 - 2000	6	8	12
5,000	15	25	50
10,000	25	50	100
20,000	50	100	200



Portable toilets installed at Hyde Park for a community event

The provision of temporary toilet facilities for persons with a disability at outdoor community events will reflect New Zealand's Public Toilet Standardsⁱⁱ guidelines which recommend a ratio of 1 inclusive access toilet per 10 standard units, with 1 inclusive toilet as a minimum as a guide for outdoor events.

Accessible temporary toilets will be located on firm, level ground with accessible travel paths linking the facilities to accessible site entrances and the public domain.

Recommendations

Objective: Public toilet availability

- Public toilets are provided within 400 metres (5-10 minute walk) of any point within central Sydney and at all village centres and major neighbourhood parks.
- Install new Automated Public Toilets at the following locations of high demand.
 - Railway Square, Haymarket,
 - Lawson Square, Redfern;
 - Regent Street Waterloo;
 - Erskineville Road, Erskineville;
 - William Street, Darlinghurst;
 - Darlinghurst Road, Kings Cross;
 - Oxford Street, Paddington;
 - Cowper Wharf Road, Woolloomooloo; and,
 - King Street Newtown – jointly with Marrickville Council to service the Newtown shopping and entertainment precinct.
- Install new public toilet facilities at the following parks and open spaces:
 - Wentworth Park, Glebe/Ultimo;
 - Observatory Hill Park, Millers Point;
 - Victoria Park, Chippendale;
 - Green Park, Darlinghurst; and,
 - The Glebe Foreshore Parks.
- Advocate for the provision of new public toilets to service urban renewal areas and projects:
 - George St light rail corridor;
 - Barangaroo; and,
 - Green Square.

- Advocate to state government agencies to improve the availability and accessibility of public toilet facilities at rail stations.
- Encourage new development to provide public toilets within buildings in appropriate locations.
- Open toilets at all City of Sydney ovals and sports fields during daylight hours.
- Following a successful trial, the fees to use JC Decaux automated public toilets will be abolished.
- Investigate the installation of permanent retractable public urinals in the George Street, Oxford Street and Kings Cross entertainment precincts;
- Implement the toilet strategy guidelines for all outdoor events hosted in the City's public open spaces and streets.

Objective: Inclusive access

- Modify all existing public toilets under care and control of the City to facilitate inclusive access. Where modification is not possible, facilities will be replaced or augmented with compliant unisex automated public toilets.
- Provide accessible toilets which are available to the public in the upgrade of Town Hall House.

Objective: Easy to find

- Promote the location of public toilets through street signage and park signage vicinity and via signage on the exterior of the facility.
- Promote the public toilet network through a variety of media including maps of the toilet network installed at toilet facilities and on street furniture such as bus-shelters.
- Make available a public toilet map in both hard and soft copy formats for distribution via all customer service centres and the City website.
- Install signage on the exterior of toilets which indicate the opening times, the nearest alternative facilities, and service provider contact information.

- Liaise with external toilet providers to enhance signage at their facilities.
- Coordinate the development of a “City Cares” program where businesses promote and provide entry to their toilets for public use, *according to agreed criteria and standards.*

Objectives: Safety, Sustainability

- Implement Crime Prevention Through Environmental Design and Environmentally Sustainable Design principles in planning, design, procurement and maintenance of public toilet facilities.
- Install display panels at public toilet facilities to promote community awareness of public health and public safety issues, strategies and programs.

Objectives: Build quality

- Consult with the community to ensure public toilets are well-designed and built using robust, high quality, vandal-resistant materials and fixtures that reflect the character of their setting.

Objective: Servicing and cleanliness

- Regular auditing of the servicing of council’s public toilets to ensure the City’s high standards and community expectations are met.

Objective: Decommissioning and adaptive re-use

- Demolish or modify for adaptive re-use closed public toilet facilities at the following locations:
 - Belmore Park (replaced by APT);
 - Taylor Square (replaced by APT);
 - Wattle Street, Broadway; and,
 - Hickson Road.
- Install interpretative signage at the sites of the former 19th century underground conveniences (now filled in) at:
 - Hyde Park;
 - Wynyard Park ; and,
 - Macquarie Place Park.

Strategy action plan

The Strategy Action Plan outlined in the table below is a work plan for the City to achieve the Strategy's recommendations. These will be subject to the annual budget bid process.

Recommendation	Project / Task	Priority	Estimate \$
Objective: Availability			
Install new Automated Public Toilets	William Street, Darlinghurst	High	340,000
	Darlinghurst Road, Kings Cross	High	340,000
	Cowper Wharf Road, Woolloomooloo	High	275,000
	Lawson Square, Redfern	<u>High</u>	340,000
	Railway Square, Haymarket	Low	340,000
	The Hub Square, King Street, Newtown	Medium	275,000
	Oxford Street, Paddington	<u>Medium</u>	275,000
	Regent Street Waterloo	<u>Medium</u>	275,000
	Erskineville Road, Erskineville	<u>Medium</u>	275,000
Install new toilet facilities at key parks.	Sydney Park, Alexandria	<u>Medium</u>	400,000
	Victoria Park, Chippendale	Medium	400,000
	Green Park, Darlinghurst	Low	360,000
	Observatory Hill Park, Millers Point	Low	360,000
	Glebe Foreshore Parks Wentworth Park, Glebe	Medium Low	900,000 400,000
Investigate the installation of new pop-up urinals at entertainment precincts	Investigate purchase and installation of permanent pop-up urinals at identified sites within the late night entertainment precincts of Kings Cross, Oxford Street and George Street.	High	500,000
Modify toilets at ovals to enable public use during daylight hours.	Upgrade and opening of toilets to the public during daylight at Erskineville Oval, Waterloo Oval and Jubilee Oval.	Medium	100,000
	Modification of toilet facilities at Alexandria Park to allow public use.	High	250,000
Convert pay to use Automated Public Toilets to free use.	<u>Following a successful trial, abolish the fees to use JC Decaux automated public toilets.</u>	High	Nil
Inclusive access public toilets in Town Hall House	Accessible toilets which are available to the public are included in the upgrade of Town Hall House.	High	200,000
Support Night-time Economy activity in the public domain	Continue temporary deployment of public urinals at entertainment precincts until new facilities are constructed.	Ongoing	100,000
Scheme for providers to nominate their facilities for use by the public	Design and promote voluntary scheme for retailers, cafes and other providers.	High	20,000

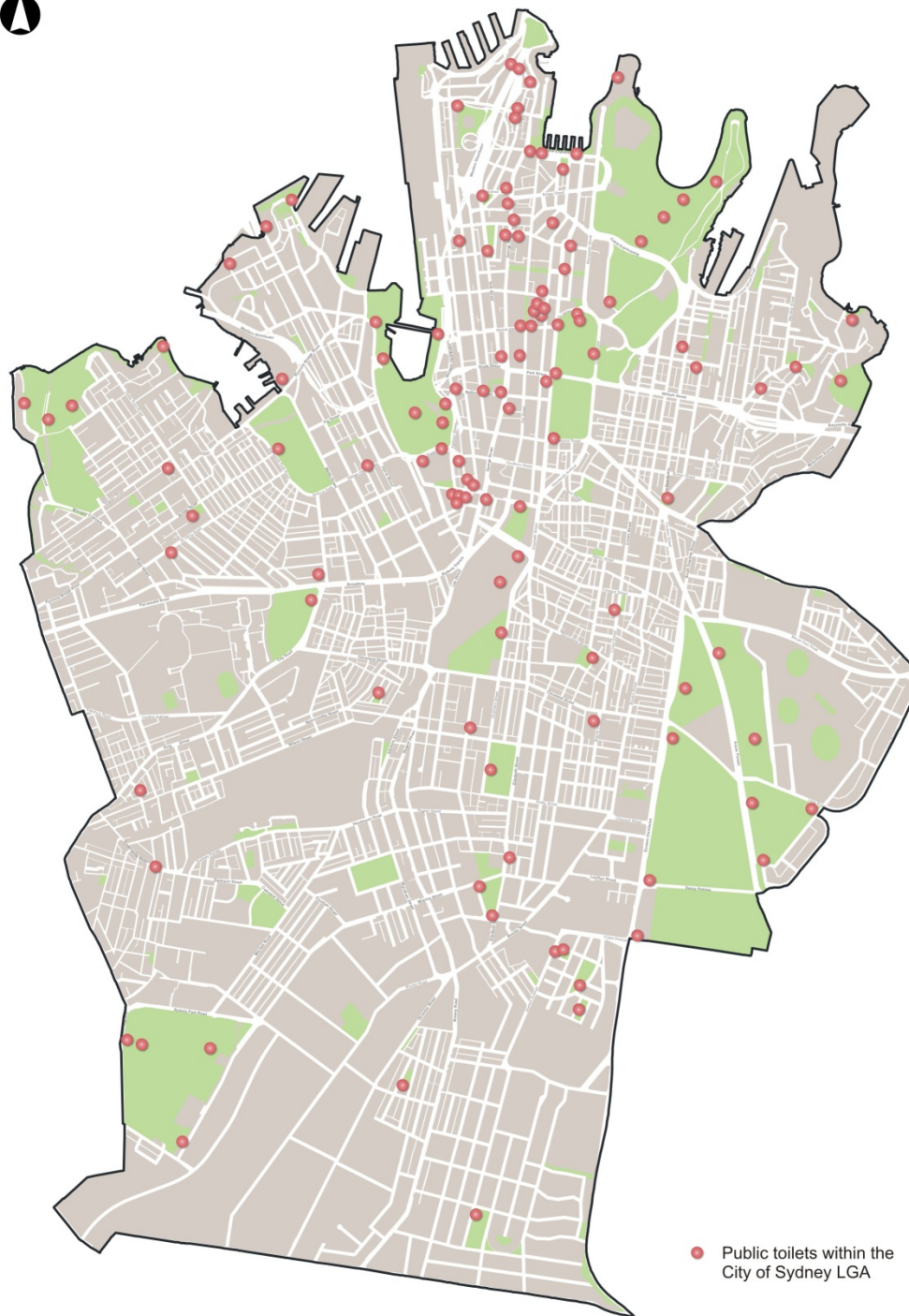
Improve public toilet provision at events	Implement strategy guidelines for all outdoor events hosted in the City's open spaces.	Ongoing	Nil
<u>Provide public toilets in new development</u>	<u>Encourage new development to provide public toilets within buildings in appropriate locations.</u>	<u>High</u>	<u>Nil</u>
<u>Advocate to state government for the provision of new public toilets.</u>	<u>Advocate for the installation of new accessible toilet facilities within urban renewal areas and infrastructure projects e.g. Bargangaroo, George St Light Rail, Railway Station Upgrades.</u>	<u>High</u>	<u>Nil</u>
Objective: Easy to Find			
Promote public toilet network through maps	Design and install toilet map for use on toilet structures, in publications, on street furniture and hard/soft copy	High	50,000
Promote locations of public toilets through signage.	Locations of public toilets featured on new park signage.	ongoing	Nil
	The location of public toilets promoted through additional street signage.	High	20,000
	Wayfinding and information signage provided on the exterior of each facility.	High	30,000
	<u>Advocate for the provision of prominent public toilet signage on the exterior of public toilets and buildings containing public toilets owned by state government agencies and shopping centres.</u>	<u>High</u>	<u>Nil</u>
Objectives: Safety, Inclusive Access and Sustainability			
Crime Prevention Through Environmental Design and Ecologically Sustainable Design principles.	Implement CPTED and ESD principles in toilet planning, design, procurement and construction/installation	ongoing	
Implement best practice public health initiatives	Panels installed within facilities to promote community awareness of public health and public safety issues, strategies and programs.	Low	10,000
Improve inclusive access in existing public toilet facilities	Conduct access audits of all City-owned toilet facilities Facilities with limited access will be replaced or upgraded	High	30,000
		High	<u>250,000</u>
<u>Improve facilities for children in existing public toilet facilities</u>	<u>Conduct audits of all City-owned toilet facilities to assess suitability of providing facilities suitable for children.</u>	<u>High</u>	<u>50,000</u>
Objective: Decommissioning and Adaptive Reuse			
Demolish or commence adaptive use of exiting closed Council facilities	Assess closed toilets at Martin Place and upgrade for public access Demolish disused facility at Wattle Street & Broadway.	Medium	250,000
		Low	50,000

	Adapt sandstone toilet block at Belmore Park for alternative use.	Medium	250,000
	Adapt sandstone toilet block at Taylor Square for alternative use.	Low	500,000
	Adapt cliff-face toilet block at Hickson Road for alternative use.	Low	100,000
Objective: Servicing and Cleanliness			
Increase maintenance and servicing of additional APTS	Annual maintenance costs of APTS		360,000 per year
Enhanced cleaning and servicing of existing public toilets to meet community expectations	Additional annual maintenance/management costs (above current operational budget)		<u>0</u> * per year

* Costs have been allocated in current financial year.

Appendix One – Toilet Maps

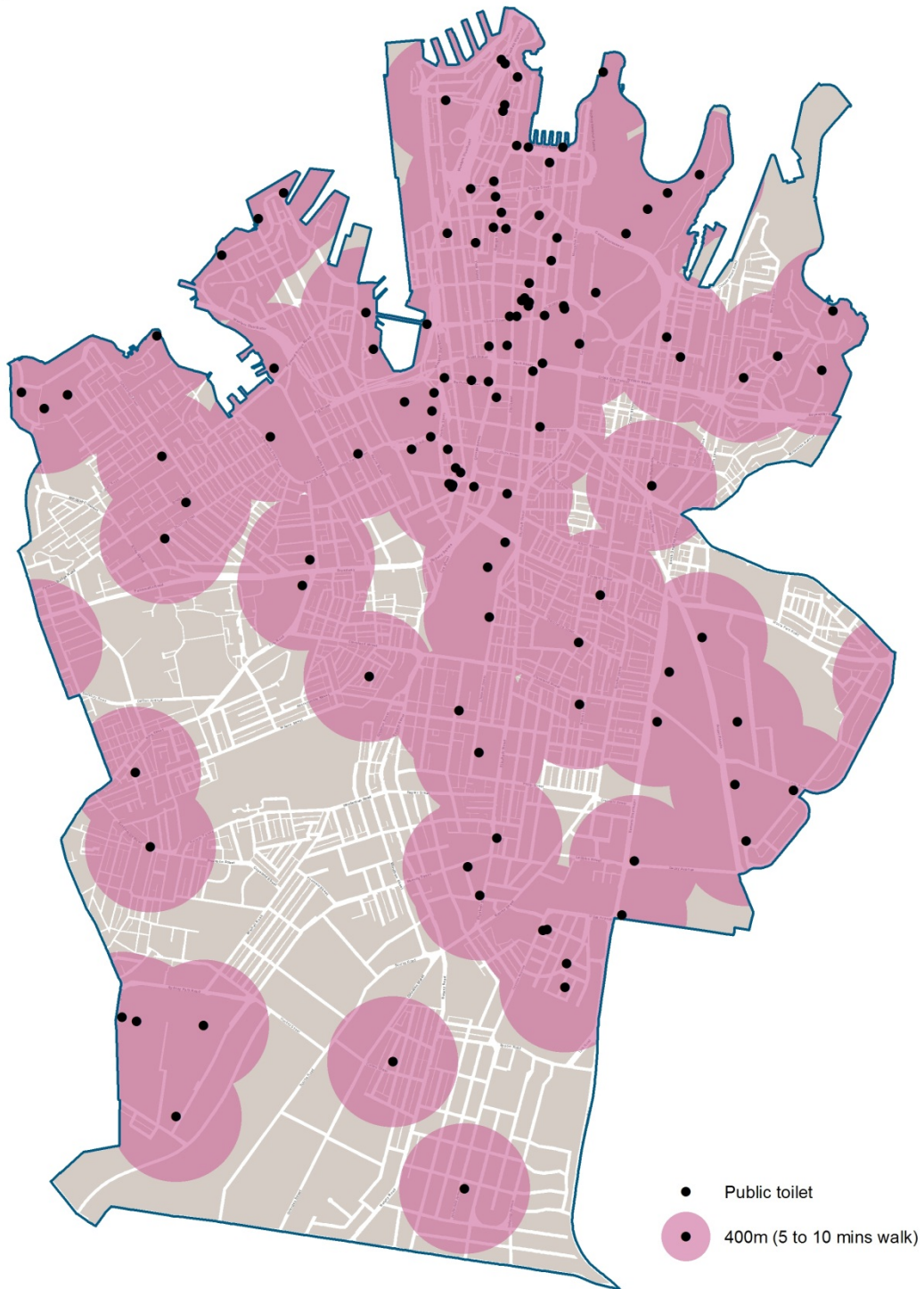
Map One – Location of Public Toilets within City of Sydney area



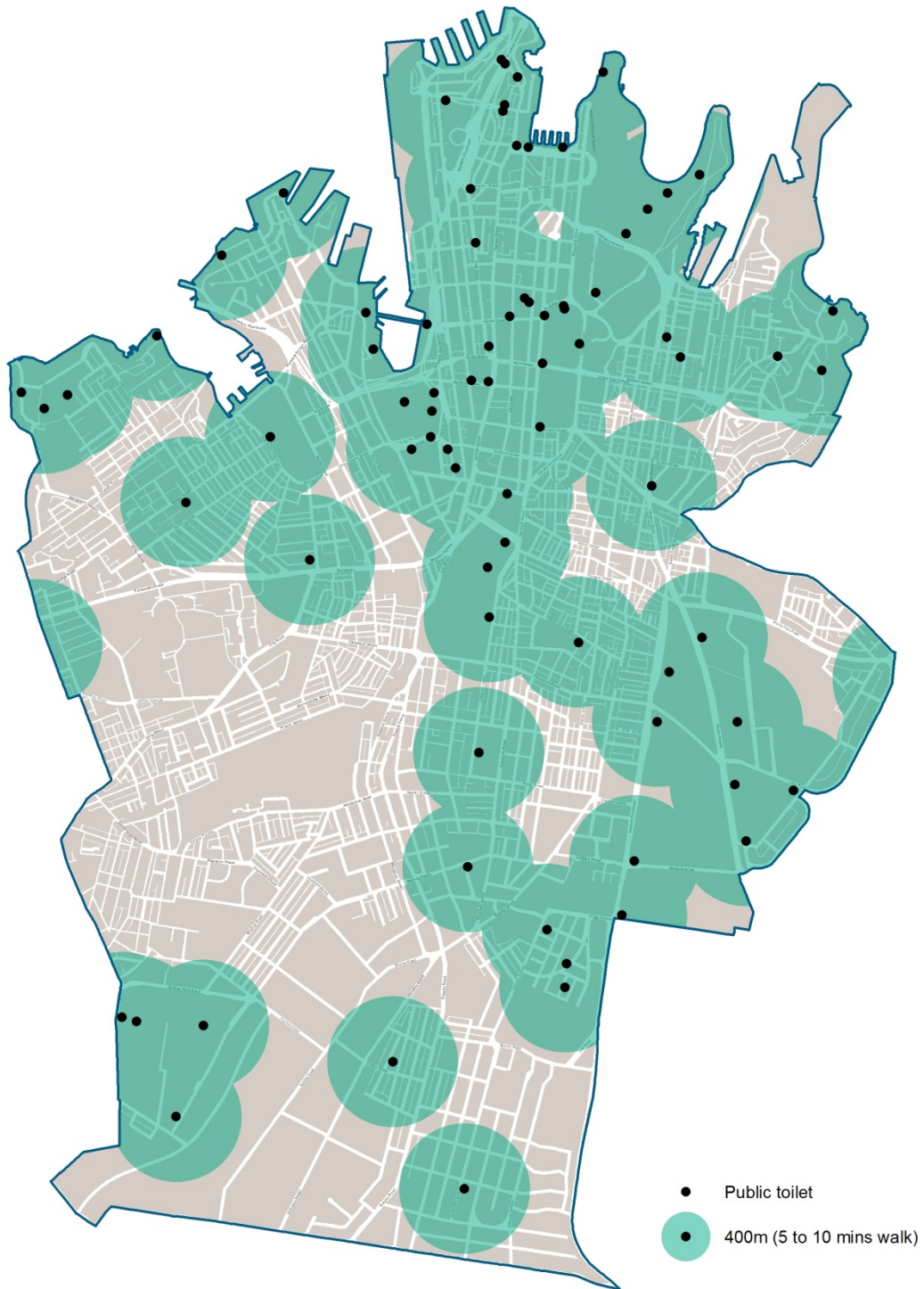
Map Two – Location of public toilets within Central Sydney area



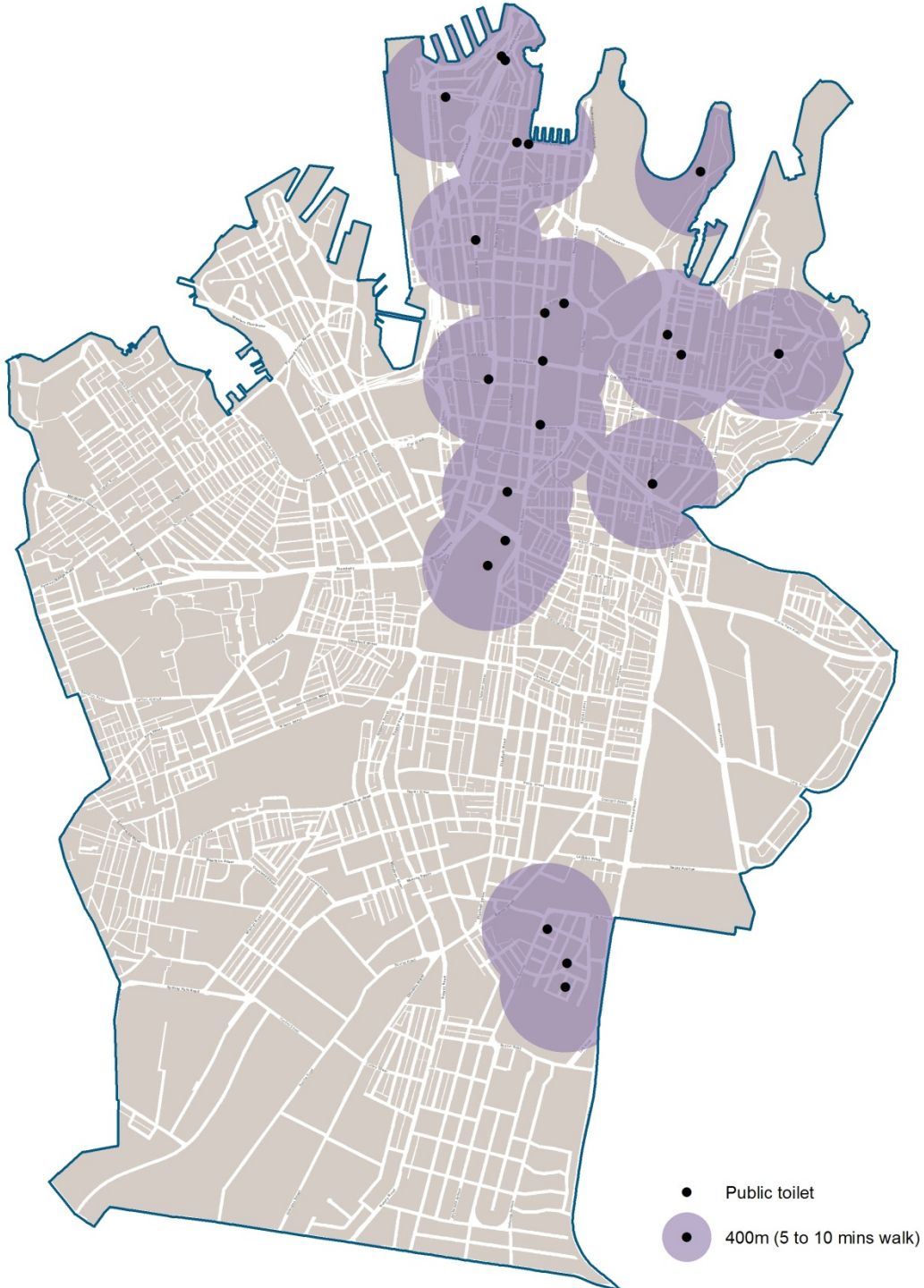
Map Three – Coverage of public toilets during day time



Map Four – Coverage of public toilets during public holidays (daytime)



Map Five – Coverage of public toilets at night (after approx. 8pm – 7am)



Appendix Two – Table of City of Sydney Public Toilets

Location	Type	Notes and Recommendations
Parks and Open Spaces		
Alexandria Park	Integrated with change rooms	Modify to allow public access
Alexandria Park	Integrated with tennis change rooms	
Beaconsfield Park	Traditional	Recommend upgrade to improve inclusive access
Beare Park	Traditional	Upgraded 2011
Belmore Park	Automated Unisex	Convert to free use 2013
Blackwattle Bay Park, Belleview House	Integrated within Cafe	Newly built 2011
Eddie Ward Park	Automated Unisex	Convert to free use 2013
Erskineville Oval	Traditional	Recommend upgrade and open to public
Federal Park	Traditional	Access upgrade completed in 2012
Fitzroy Gardens	Automated Unisex	Upgrade interior, fixtures, fittings and drainage
Foley Park	Traditional	Newly built 2013
Hyde Park, St James Rd/Macquarie St	Automated Unisex	Convert to free use 2013.
Hyde Park, St James Rd/Macquarie St	Automated Unisex	Convert to free use 2013.
Hyde Park, College St	Automated Unisex	Convert to free use 2013.
Hyde Park, Elizabeth St/Market St	Automated Unisex	Trial conversion of free use 2013.
Hyde Park, Elizabeth St/Park St	Automated Unisex	Trial conversion of free use 2013.
Hyde Park, Liverpool St	Automated Unisex	Convert to free use 2013.
Joynton Park	Automated Unisex	Good condition, accessible
Jubilee Oval	Traditional	Recommend demolish and replace.
Jubilee Oval Cricket Pavilion	Integrated with change rooms	Recommend modify and open to public
Jubilee Park	Traditional	Recommend demolish and replace
Nuffield Park	Automated Unisex	Good condition, accessible
Perry Park	Integrated with change rooms	Recommend replace in planned park upgrade.
Pirrama Park	Traditional	Newly built 2010
Pirrama Park	Demountable	Recommend remove (subject to community feedback)

Prince Alfred Park	Integrated with Aquatic Centre	Newly built 2013
Redfern Park	Traditional	Newly built 2010
Rushcutters Bay Park	Traditional	Newly built 2012
St James Park	Integrated with tennis change rooms	Recommend modify and open to public
Sydney Park, Barwon Rd Car Park	Traditional	Good condition, accessible
Sydney Park, Euston Rd	Traditional	Good condition, accessible
Sydney Park, Alan Davidson Oval	Traditional	Good condition, accessible
Sydney Park, Playground	Traditional	Newly built 2010
Tote Park	Automated Unisex	Good condition, accessible
Turruwul Park	Traditional	Newly built 2009
Victoria Park, Cafe	Gardener's Cottage Cafe	Newly built 2012
Waterfront Park	Traditional	Handover to City 2013
Waterloo Oval	Traditional	Recommend access upgrade
Wentworth Park	Demountable	Recommend permanent facility (on Trust Land)
Wynyard Park	Automated Unisex	Convert to free use 2013
Public Toilets on Streets		
Alfred Street, Circular Quay	Automated Unisex	Convert to free use 2013
George Street, under Harbour Bridge	Traditional	Recommend access upgrade
Martin Place	Traditional	Recommend end lease and open to public
Observatory Hill, Upper Fort Street	Traditional	Access upgrade completed in 2012
Taylor Square	Automated Unisex	Convert to free use 2013
Public Toilets in Libraries		
Customs House Library	Traditional	
Glebe Library	Traditional	
Green Square Library		
Haymarket Library		
Kings Cross Library	Traditional	
Newtown Library	Traditional	
Surry Hills Community Centre and Library	Traditional	
Ultimo Library		
Waterloo Library		

ⁱ For example FEMA; University of Missouri-St Louis Centre of Business & Industrial Studies.

ⁱⁱ NZS 4241 Public Toilets 1999