

The Council needs to address a number of issues associated with public conveniences and look for ways to improve the service it provides to users of these facilities.

The existing maintenance Service Level Agreement (SLA) between Citi-ops (internal business unit) and Parks & Gardens has not been reviewed for 7 years. It no longer reflects best practice for providing a total package of facility maintenance and management. Parks & Gardens are reviewing the SLA and plan to go to the market in 2005. It is proposed that an increase in maintenance is needed at some facilities, as indications are that the current service is not fulfilling the expectation of the public.

The frequency of servicing the facilities depends on location. The more high profile areas like CBD or suburban centres are serviced up to 3 times per day otherwise servicing is once a day. At the moment there is no real way of tracking the number of users. This is something the Council is looking into at the moment including the possibility of using people counters.

Existing facilities are adequate at meeting demand. As Council upgrades the facilities it does raise the usage due to the perception of cleaner public conveniences. There are no known issues regarding the indiscriminate deposition of human excrement on and into the ground or water bodies on a scale that presents an unacceptable public health risk due to alack and/or poorly located public toilets.

There are no public health issues associated with the effluent disposal facility. There maybe health risks and environmental problems if no such facility were provided.

## 7.6 Public Convenience Risks

A risk assessment for Council owned public conveniences asset is covered in the Parks and Gardens Business Unit's Risk Management Plan and the Public Conveniences and Pavilions AMP (2004). This section is an overview of the predominant risks.

Public conveniences and Public Health Risks	Level of Risk
Availability and Accessibility	Low
Cleanliness and consistent quality	Moderate
Safety	Moderate

These risk are being mitigated through;

- Public conveniences are appropriately located across the city. Special attention is paid to areas with high resident and tourist visitation numbers. Public conveniences are easily accessible for people with disabilities, parents with children and all residents and visitors.
- Public conveniences are available without cost to the user.
- Facilities are well maintained and offer a high standard of cleanliness and hygiene.
- Public conveniences and their surrounding sites are designed or upgraded using Crime Prevention through Environmental Design (CPTED) principles and are maintained to ensure spaces are safe and secure for all users.
- All recently upgraded public conveniences are fitted with fire sprinklers and comply with Building Act specifications.
- Council holds insurance for all the public conveniences against loss, damage or destruction by fire, earthquake and other such risks as deemed necessary or desirable to protect the community's investment.

## 7.7 The Future and Risk Mitigation

### 7.7.1 Demand

Analysis of demand may reveal that current usage has altered or that resources (including physical assets) may be better used elsewhere.

Demand should therefore be monitored continuously to avoid drop in level of service and to ensure the achievement of the Council's community service goals.

There are areas where demand has fallen below a level considered unsustainable and public conveniences are to be closed. There are some conveniences Council want to close because of misuse and others where number counting is proposed to see whether it is justified they remain open.

There are a number of new proposals for the future years, some which still require further investigation. These include: