

Tairua Pepe Reserve public conveniences

TO Tairua-Pauanui Community Board
FROM Derek Thompson - Community Facilities Manager
DATE 8 March 2018
SUBJECT Tairua Pepe Reserve public conveniences

1 Purpose of Report

For the Board to consider a request from the Tairua Residents and Ratepayers Association Incorporated for an increased level of service for the Tairua Pepe Reserve public conveniences.

2 Background

The public conveniences were built in approximately 1987 and consist of separate male and female facilities. The male facilities have two pans and one urinal. The female facilities have three pans. A separate accessibility stall also has an additional pan. Each of these areas has a hand basin with cold running water. The facility is also reticulated for water supply, waste water and stormwater.

The cleaning and basic maintenance of this facility is covered under Councils "Parks, Gardens, Cemeteries and Community Facilities Operation and Maintenance Contract". The contract was signed in 2012 and is with the service provider Smart Environmental Ltd. The specification for cleaning is provided by the contract and indicates a minimum of daily cleaning at this facility, except between 23 December and the day after Waitangi Day when twice daily cleaning is required during this period. An additional requirement is that the contractor will respond to reports of a facility that is not clean, or in an unhygienic condition within one hour of the report being received, seven days a week, 365 days a year. Reports of an unclean facility are received by customers calling Council and lodging a request for service (RFS).

In the 12 months from February 2017 to March 2018 only two complaints relating to the Pepe Reserve toilet servicing were lodged with Customer Services. The first in September 2017 was in relation to a leaking tap. The second was received in January 2018 and was in relation to the odour emitted by the urinal.

As part of the Service Contract, Pepe Reserve public conveniences are regularly audited. For the 12 months listed above, the facility passed all audits undertaken, except for February 2018 when a "fail" was recorded.

A number count survey occurred at the facility on Thursday 1 February 2018. Between 12 noon and 1pm on what was a cloudy day 56 users were counted entering the facility with 30 being male and 26 being female.

Over the time that this facility has been operational, it is believed that no major upgrade has occurred although over its lifetime it will have been repainted several times.

A project has been proposed in year three of the 2018-2028 Long Term Plan (2020/2021) with a budget of \$433,000 to renew and extend the Pepe Reserve public conveniences.

3 Issue

Council has received a letter from the Tairua Residents & Ratepayers Association Incorporated that identifies a number of concerns that the Association has in regards to the servicing and cleanliness of the facility.

4 Discussion

The letter received from the Tairua Residents & Ratepayers Association Incorporated identifies three key requests:

- more regular cleaning during the busy season at least four times spread out over the day and recognising the busiest times;
- a large sign in several languages explaining toilet etiquette with simple pictures showing e.g. what is not to be placed in the toilet bowl, and a TCDC Customer Service 0800 phone number asking people to report if they have any concerns regarding the state of the toilet; and
- local Tairua staff available PROMPTLY to address such issues.

To address the first bullet point there are several factors that need to be considered. As has previously been identified, the maintenance contract stated peak period is from 23 December to the day after Waitangi Day. Pricing information for the contract shows that the Contractor has aggregated pricing for the service provision for all seven public conveniences in Tairua (Pepe, Cory Park, Mary Beach, The Esplanade, Paku Drive, North Beach and Sailors Grave. This means that a price has been given to service all of the public conveniences together to ensure economies of scale. It is not possible to single out Pepe reserve for its current servicing costs. However, what can be done is to show the extra costs that would be attributed if Council were to increase the servicing regime from twice daily during the peak period, to four times daily.

If the Board wished that an increased level of service be provided by changing the regime during peak period from two services per day to four services per day there would be an extra cost of approximately \$7,721.86 pa.

Two scenarios are presented below should the Board wish to consider an increased level of service for the peak period. One regime is for the requested increased level of service. A second costing is presented for an alternative scenario for three services per day over the peak period. This scenario sits between the current and the requested levels of service.

Level of Service during peak period	Price pa
1 extra service per day	\$3,860.93
2 extra services per day	\$7,721.86

An increase in budget would be required for any service level change.

One way of addressing the second request would be to install a sign at the entrance to each of the Male and Female toilets and a smaller sign inside each of the six stalls either above the toilets or behind the doors. Estimated cost of these works would be approximately \$1,500.

The third bullet request is already addressed. The contract with the service provider states that the Contractor will respond to complaints. Additional signs as requested will ensure that the public will report any incidences of lack of cleanliness.

It is recommended that the Tairua Residents & Ratepayers Association requests be accepted and the necessary budget be requested by the Tairua-Pauanui Community Board

as an LTP submission. The changes in level of service would be able to be made in time for the next peak period.

An option the Board might want to consider is whether to request that the project for renewal and extension of the Pepe Reserve public conveniences be brought forward from 2020/2021 to earlier in the LTP. There is also a possibility that an application to the Tourism Infrastructure Fund could be made to assist Council with this project. It is expected that Round Two of this funding will open in April 2018.

5 Suggested Resolution(s)

That the Tairua-Pauanui Community Board:

1. Receives the 'Tairua Pepe Reserve public conveniences' report dated 8 March 2018.
2. Recommends to Council an increase in budget of \$7,721.86 to accommodate an increased service level of four services per day over the peak period at Pepe Reserve public conveniences commencing from the 2018/2019 financial year.
3. Recommends to Council a one off budget of \$1,500 to pay for the fabrication and installation of new signs for the 2018/2019 financial year.
4. Considers recommending to Council that the 'Tairua Public Conveniences Pepe Reserve Renewals and Extension' project be brought forward by 2 years from 2020/2021 to 2018/2019 and request that officers make an application to Round Two of the Tourism Infrastructure Fund. The rating impact of this proposal with no support from the Tourism Infrastructure Fund would be an increase of \$1.70 per ratepayer in the ward for 2018/2019, and a decrease of \$1.70 per ratepayer in the ward for 2020/2021.

References-Tabled/Agenda Attachments

Attachment A *Letter from Tairua Residents and Ratepayers Association Incorporated*

Attachment A

Attachment A - Letter from Tairua Residents and Ratepayers Association...