
CBD TOILETS

Executive Summary

This Report is presented for the information of Council.

A public survey was actioned in November/December 2017 in relation to the preferred location of new public toilets in the CBD.

For Council Decision – Recommendation

That the survey results clearly indicating a preferred location for new public toilets in Lannercost Street – central median strip near the covered walkway adjacent to the pedestrian crossing near Coles be received and noted.

That a Request for Quote be issued for the toilets to be professionally designed to ensure that they are aesthetically pleasing.

Background

Summary of the attached survey results:

285 surveys were completed of which 251 responded to preferred location as follows:

- 88.05% (221 respondents) preferred Lannercost Street – central median strip near the covered walkway adjacent to the pedestrian crossing near Coles
- 11.95% (30 respondents) preferred Johnstone Street carpark – at the end of Mercer Lane

50 responses were received for alternative locations of which:

- 20 suggested in the vicinity of the Post Office
- 9 suggested Blanco's Butcher/ Overflow area
- 3 suggested the skate park

A further 105 general comments/suggestions were received. A number raised safety concerns around the Johnstone Street location and the general look, surrounding area and cleanliness of the facility seemed to be recurring themes.

Attachments

Nil

Statutory Environment

Nil

Policy Implications

Nil

Consulted With

Councillors
 Executive Management Team
 Facilities Officer

Financial and Resource Implications

Budget (as per Works for Queensland grant)	\$300,000
Estimated cost of sewerage services - Lannercost St	\$ 90,000
Estimated cost of sewerage services - Johnstone St	\$ 10,000
Architects Fees – say maximum	\$ 20,000
Balance available for construction at each location:	
Lannercost Street	\$190,000
Johnstone Street carpark	\$270,000

Risk Management Implications

Nil

Strategic Considerations

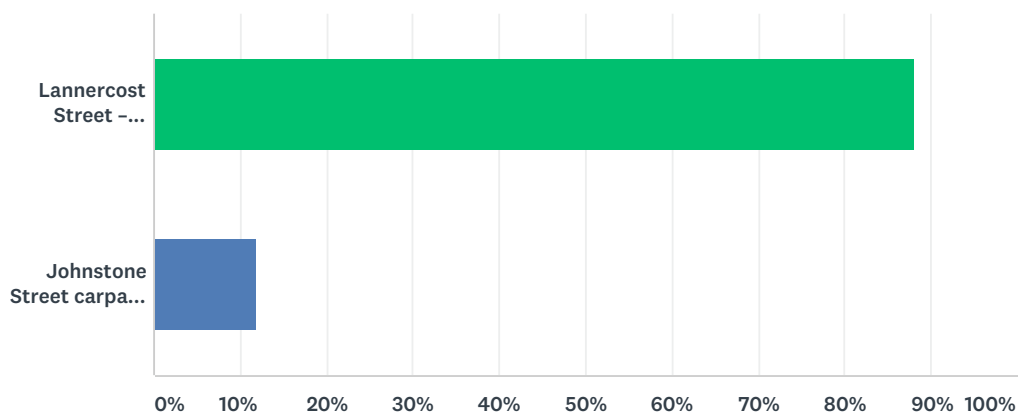
Consideration as part of the CBD redevelopment.

Officers Comment

Nil

Q1 Preferable locations identified to date include:

Answered: 251 Skipped: 34



ANSWER CHOICES	RESPONSES
Lannercost Street – central median strip near the covered walkway adjacent to the pedestrian crossing near Coles	88.05% 221
Johnstone Street carpark – at the end of Mercer Lane	11.95% 30
TOTAL	251

#	OTHER (PLEASE SPECIFY)	DATE
1	More exposure to the elderly, easier to maintain, security wise very good idea.	12/4/2017 3:33 PM
2	Just one block further down opposite Holden would be more appropriate. You can nearly always get a park and I don't think a toilet in Lannercost Street is not really the perfect position.	12/4/2017 3:32 PM
3	The above is more safe and ideal and more visible from not being vandalised	12/4/2017 3:26 PM
4	This is a central location and convenient.	12/4/2017 3:19 PM
5	Across from old overflow building	12/4/2017 3:17 PM
6	Across from the Post Office near the pedestrian walkway in the centre	12/4/2017 3:16 PM
7	Good spot central to business area	12/4/2017 3:10 PM
8	or opposite where Overflow was	12/4/2017 3:06 PM
9	Opposite the old Overflow building	12/4/2017 3:01 PM
10	Do you think perhaps in the middle outside of the old "Overflow building" might be better due to smells etc. Would need to be maintained better than Rotary Park toilets.	12/4/2017 2:52 PM
11	Council building where original mothers room.	12/4/2017 1:37 PM
12	In the centre of the town would be better as tourists and public would see the facility.	12/4/2017 11:38 AM
13	Centre median strip near covered walkway adjacent to taxi rank - especially for private box holders	12/4/2017 11:35 AM
14	medium strip opposite Fiorellis	12/4/2017 11:19 AM
15	Opposite Fiorellis	12/4/2017 11:18 AM
16	Opposite Post Office	12/4/2017 11:17 AM
17	Medium strip - post office end	12/4/2017 10:46 AM
18	Between Sadliers and Cop shop	12/4/2017 10:46 AM
19	Taxi Rank near Post Office	12/4/2017 10:45 AM
20	I live out of town why not out there	12/4/2017 10:39 AM
21	Canegrowers Arcade	12/4/2017 10:37 AM
22	Taxi Rank	12/4/2017 10:37 AM

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23	Near other end Taxi Rank	12/4/2017 10:36 AM
24	Post Office	12/4/2017 10:36 AM
25	Medium strip at Taxi Park	12/4/2017 10:33 AM
26	Taxi rank Lannercost Street	12/4/2017 10:32 AM
27	Medium strip opposite post office	12/4/2017 10:31 AM
28	Opposite Cafe Forellis	12/4/2017 10:30 AM
29	Not in the park in the middle of the town as it would destroy the look and friendly feel of the town. Also Johnstone Street is behind the town in a car park not used by shoppers. Best place would be in the Shire Council building or near the Post Office but in a building that the council has purchased. Most people go to the Post Office and there are a couple of eating places people use while waiting for scripts etc from the chemist. The toilets should not be like the new ones in Rotary Park and in Townsville Road behind the council offices are ugly and stainless without a seat is not very nice to sit on. If they were in a large building eg council owned shop/building it could be classed as a rest room as well as public toilets. The area has a large population of ageing residents and rest rooms would be greatly appreciated and be a cool meeting place as well	11/30/2017 6:57 PM
30	Neither above locations. Closer to Post Office - why not beside Sadleirs Pharmacy on the Police block of land or the Taxi rank?	11/27/2017 6:32 AM
31	opposite overflow (in park)	11/23/2017 3:19 PM
32	this is a more central location, and safer option. make it visually pleasing.	11/23/2017 11:03 AM
33	in MacDonald's	11/23/2017 9:17 AM
34	In the median strip opposite the old Overflow building - Lannercost Street.	11/23/2017 7:36 AM
35	At the Taxi Rank on Townsville Road or Within Council's Office Building - in the space to the left of the main entrance doors on Lannercost Street.	11/22/2017 11:09 PM
36	We've already got newly constructed public toilets 100m away behind the Shire Hall, and 350m away in Rotary Park, so why not put these proposed facilities at the other "unserved" end of town in the unnamed central park along Lannercost St. west between Tully St. & Perkins St.	11/22/2017 10:37 PM
37	My preference is lannercost street as it is more accessible for small children and the elderly.	11/22/2017 7:33 PM
38	close to post office (or of the two positions offered..... #1. Johnson st option is difficult to access and there's no way I'd use it due to safety concerns) Median strip is ok but I can quite easily to Coles toilets from there. FIY Rotary Pk toilets are positioned well but need privacy screen (not too high or it becomes safety issue). They also need to be cleaned more often. I'd rather see you spend less on the building and more on cleaning/upkeep. WOuld also rather see multiple lower cost facilities for easy access	11/22/2017 1:06 PM
39	Neither we don't need another corrugated tin shed that smell in the main street. Signage would be more appropriate to direct where to go.	11/22/2017 10:45 AM
40	it needs to be a bit more western across from Blanco's butcher shop	11/22/2017 8:55 AM
41	Where it used to be located at the council offices	11/22/2017 4:33 AM
42	We need toilets in the centre of town not in the back of town	11/21/2017 1:22 PM
43	Ingham skate park	11/21/2017 1:14 PM
44	The Council removed a larger Toilet block from behind the Council building and replaced it with a new smaller unit. The Johnstone Street proposal is the same distance from Lannercost Street as the existing one. Better signage indicating where the existibg toilet blocks are would be cheaper and the grant could be put to better use in the betterment of the CBD.	11/21/2017 12:46 PM
45	Skate park where it will be used by the general public instead of having to cross 2 major roads if on foot or going through a set of traffic lights if driving	11/21/2017 12:19 PM
46	Down where the Caravanners shit in the bushes behind Tyto	11/20/2017 4:51 PM
47	The car park across the street form the car park at the rear of Coles . The one that is seldom used.	11/20/2017 3:15 PM
48	#1 option is too close to seating area,	11/20/2017 1:03 PM
49	Skate park would be a great place to put a small one	11/20/2017 12:25 PM

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50	Expand existing toilet block located behind the council. This is a central location to either end of lannercost street. Providing a covered walkway along the western side of the council building would provide shelter when raining.	11/18/2017 7:28 PM
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Q2 Any other comments or suggestions?

Answered: 105 Skipped: 180

#	RESPONSES	DATE
1	Much needed and will be well used by tourist and locals.	12/4/2017 3:33 PM
2	Do we really need another toilet	12/4/2017 3:32 PM
3	1. Mercer Lane presents issue with deviant behaviours in the back block. 2. Secluded location with need for extra security and surveillance 24 hour far more costly to the community.	12/4/2017 3:30 PM
4	Please erect a building suitable four main street (not the same as Rotary Park Toilets)	12/4/2017 3:28 PM
5	Uni sex toilets need fold down lids.	12/4/2017 3:27 PM
6	Only logical	12/4/2017 3:23 PM
7	There is a definite need for disability toilets, public toilets and a mothers room. It is very important that liquid soap is provided. The toilets should be cleaned daily.	12/4/2017 3:22 PM
8	Mothers room with toddler toilet please	12/4/2017 3:20 PM
9	This will be a great improvement but will need good signage.	12/4/2017 3:19 PM
10	We don't need anymore toilets	12/4/2017 3:17 PM
11	This facility is needed in the centre town in my opinion	12/4/2017 3:16 PM
12	Menzies Street between Cartwright Street round-a-bout and the high school. Alot of people walk the paths around the lagoon and use covered seating.	12/4/2017 3:13 PM
13	More toilets are important preferably clean not metal seats.	12/4/2017 3:08 PM
14	It would be an eyesore in Lannercost Street	12/4/2017 3:01 PM
15	Seems like a central point easy access for our more mature residents.	12/4/2017 3:00 PM
16	Only place so people/ visitors can find easily and is in a central location. Good signage will also enhance the publicity to locate this facility.	12/4/2017 2:57 PM
17	I think the Johnstone Street carpark is just asking for trouble as a potential degenerate hot spot. Also tourists have no idea it exists down there.	12/4/2017 2:52 PM
18	We need wheelchair toilets that are actually wheelchair accessible.	12/4/2017 1:40 PM
19	Not before time	12/4/2017 1:38 PM
20	Made a suggestion in consumer satisfaction survey,	12/4/2017 1:37 PM
21	Good idea, provided it's cleaned daily. Have heard comments from woman that the toilets at Coles aren't all that wonderful.	12/4/2017 1:36 PM
22	How about music	12/4/2017 1:31 PM
23	Have heard tourists many, many times looking for a toilet in the CBD area of Ingham.	12/4/2017 1:29 PM
24	Tourists looking for public toilets, mothers with small children. Having to take them to the smelly toilets behind coles.	12/4/2017 1:27 PM
25	Good Idea! Great position!	12/4/2017 1:26 PM
26	Not end of Mercer Lane to far from main street with mall children. Absolutely silly idea.	12/4/2017 1:24 PM
27	Toilets to face towards log creek	12/4/2017 1:22 PM
28	Please build a nice toilet block, we really need a toilet for visitors.	12/4/2017 1:21 PM
29	A lovely garden surrounding toilet block would be great.	12/4/2017 12:02 PM
30	Please make sure these new toilets are cleaned a few times a day to keep them nice.	12/4/2017 12:01 PM
31	It needs to be placed in centre of town so put it in a carpark would not be acceptable.	12/4/2017 11:58 AM

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32	As a member of legacy, I am in contact with many aged war widows. Because of the distance they are required to walk to access toilet facilities, they limit their retail shopping 117 Lannercost Street. These facilities need to be located centrally and conveniently in Lannercost Street so the aged and young families have the opportunity to shop in the retail precinct at their leisure. Also as the HSC is promoting economic development and tourism these facilities would advantage the retail shops in Lannercost Street.	12/4/2017 11:48 AM
33	Even opposite Blanco Butcher Shop would be good parking down Tully Street could take up parking for nomads.	12/4/2017 11:38 AM
34	Public Park - Menzie & Cartwright Street - Toilet adjacent to children education track out of flood level. Public safety would have to be considered if located in Johnstone Street car park - not an option.	12/4/2017 11:35 AM
35	Working with aged care I think it is very appropriate to position a public toilet in the location of Lannercost Street.	12/4/2017 11:28 AM
36	Toilet like in CBD of Perth & Kalgoolie - Automatic doors and stainless steel	12/4/2017 11:25 AM
37	Please no more tin dunnies	12/4/2017 11:22 AM
38	Post Office or Taxi Rank	12/4/2017 10:39 AM
39	I believe this location would be best as it is more visible for passing by traffic.	12/1/2017 3:39 PM
40	Toilets should be male and female not unisex. Also more public toilets could be dotted around the town near walking tracks and family parks	11/30/2017 6:57 PM
41	I am very old so will there be any extra parking there and will the old fig tree roots be removed?	11/27/2017 9:31 PM
42	Ensure well lit but with internal motion sensors to minimise insect intrusion.	11/27/2017 9:21 PM
43	A public toilet is also needed somewhere down near the Railway Station for walkers.	11/27/2017 6:32 AM
44	Security of patrons is of prime concern with rising number of criminal youths from Townsville, continuously targeting Hinchinbrook, it is important for the physical safety of those needing to utilise these facilities. To hide them away at the end of Mercer Lane, invites trouble.	11/26/2017 1:00 PM
45	The Mercer Lane option is a joke of a suggestion. This thought process incites a sense of reckless abandonment for the community.	11/24/2017 10:16 PM
46	because of visitors parking	11/23/2017 3:19 PM
47	Post Office area even near the Taxi rank.	11/23/2017 11:46 AM
48	make it with pretty gardens and have it maintained regularly	11/23/2017 9:38 AM
49	More Private and away from public eyes	11/23/2017 9:34 AM
50	Food	11/23/2017 9:34 AM
51	No	11/23/2017 9:33 AM
52	no	11/23/2017 9:33 AM
53	no	11/23/2017 9:33 AM
54	KEEP IT CLEAN	11/23/2017 9:33 AM
55	no	11/23/2017 9:32 AM
56	build one in the Woolworths parking lot	11/23/2017 9:29 AM
57	keep it clean	11/23/2017 9:26 AM
58	do not put in anywhere near Domino's	11/23/2017 9:17 AM
59	Don't like the idea of the median strip near coles area.	11/23/2017 7:36 AM
60	If you are going to put them in the middle of the CBD, aside from costing more money to construct these toilets will be an eyesore that is counterproductive to CBD revitalisation efforts. Toilets at the end of Mercer Lane will prove as useless as the ones currently behind Council. Only the hippies currently camping in their Wicked Vans on the side of the road will favour this location.	11/22/2017 11:09 PM
61	Actually, why not relocate all Rotary Park facilities to this area and host Maraka there so the highway doesn't have to be blocked off for the procession. We could then propose to have a flood-free suspended & elevated section of Bruce Highway through the middle of the current Rotary Park from Palm Tce. to past Haig St. to reduce the requirement of the Ingham bypass (or just block off the Palm Creek overflow section of the Herbert River bank!)	11/22/2017 10:37 PM

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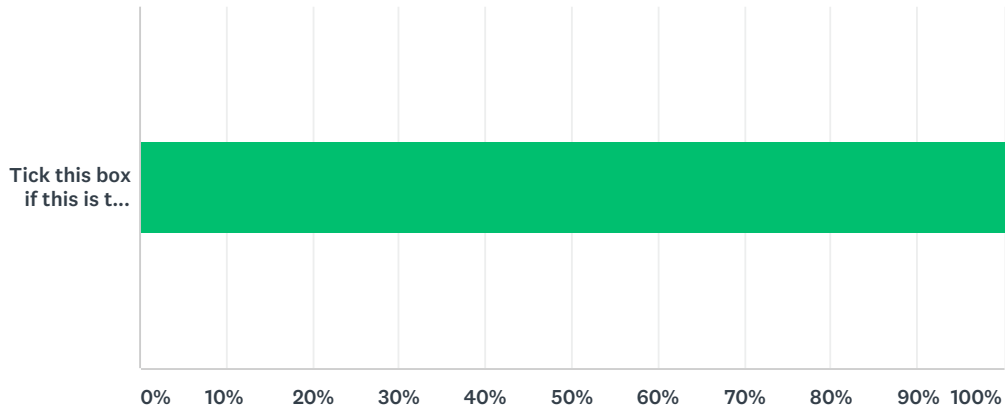
62	Believe The area I have chosen is higher ground than the medium strip opposite Coles and close to a Tourist attraction Mercer Lane.	11/22/2017 8:50 PM
63	Maybe opposite the HSC offices as it is more central	11/22/2017 7:33 PM
64	Skate park	11/22/2017 6:58 PM
65	The more publically accessible and visible area would make it less susceptible to vandalism and misuse. The far end of Mercers lane is a long way to walk a child who needs to go to the bathroom in a rush.	11/22/2017 4:33 PM
66	Needs appropriate lighting and security though..	11/22/2017 4:21 PM
67	make sure the area is well lit	11/22/2017 3:54 PM
68	It needs to be located centrally to accommodate the elderly.	11/22/2017 3:38 PM
69	Please consider the ability for older people to access easily and within a reasonable distance	11/22/2017 3:29 PM
70	no	11/22/2017 3:17 PM
71	Hopefully they will be nicer toilets than what is in Rotary Park	11/22/2017 2:18 PM
72	palm ck walking track (at carpark Menzies St) A chemical relocatable toilet may be an option. Accessibility/convenience is the key issue for me.	11/22/2017 1:06 PM
73	The Johnstone Street Carpark option would create an open invitation for crime as its in a secluded area at night.	11/22/2017 12:09 PM
74	Make them a feature- tourist attraction. Cover the outside walls with mosaic, flora and fauna of our region.	11/22/2017 11:53 AM
75	NO	11/22/2017 11:48 AM
76	Lower the urinal bowl in the men's toilet so that little people don't pee on the floor, that's the issue you have with the current toilets an they smell.	11/22/2017 10:45 AM
77	Should be in centre of town, why would want it at the end of mercer lane	11/22/2017 9:16 AM
78	Toilets should be located in the centre of town where tourists can easily locate them. This will alleviate the business houses from people using their toilets.	11/22/2017 8:56 AM
79	closer to Blanco's butcher shop in the middle median strip	11/22/2017 8:55 AM
80	The end of Mercers Lane would not only be out of the way, but would have safety issues at any time of the day.	11/22/2017 7:30 AM
81	I believe a public toilet in the CBD would detract from the appearance of the street and be a very bad choice of location, especially if the council is looking to further beautify the CBD	11/22/2017 4:33 AM
82	Tourist with large caravans can park behind Mercer Lane so they have somewhere safe to park and use the facilities	11/21/2017 3:35 PM
83	A toilet block at the skate park would attract a lot more families with smaller children. At the moment it's nearly impossible for us to go take the younger kids there as surely one will need to use the toilet, which in turn means everyone gets loaded back in the car and drive to the nearest toilet, which 9 out of 10 times it's usually too late anyway. More shade and seats would also be a huge improvement to the park.	11/21/2017 1:14 PM
84	As above	11/21/2017 12:46 PM
85	End of mercer lane is more suited for business workers and not General public	11/21/2017 12:19 PM
86	I'd like to see the cost audited and not just rubber stamped.	11/21/2017 7:14 AM
87	Needs to be in Main Street not at back which would be scary at night time to use.	11/21/2017 3:38 AM
88	The reason I wouldn't like the toilets in Johnson street is it would be an unsafe area. At least in the Main Street people will feel safe.	11/20/2017 8:30 PM
89	Although the central median strip is the best location , accessing sewer lines could be a problem	11/20/2017 7:39 PM
90	Will these toilets have a separate mother's/parents room for feeding/nursing their babies.	11/20/2017 6:51 PM
91	The Lannercost St location provides ease of access for customers of nearby shops as well as those passing through. The Johnstone St option would be located in an area of town that isn't often used and could pose as an ideal location for undesirables to hang around near. The design of the toilets must include being completely sealed to limit the unwanted fauna from entering and yet not be an eyesore in the main street of town.	11/20/2017 4:58 PM

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92	I was in the UK recently and the local council where i was staying had done a deal with high street businesses to open their facilities to the public, this freed the council from costly maintainance, cleaning, insuring etc etc of existing facilities the participating companies were easily identifiable and one assumes encouraged to participate by a rebate on rates as well as the fact a good percentage of people having visited to use the loo may well have a coffee or a beer anyway	11/20/2017 4:51 PM
93	Def not location 2.....putting toilets there may encourage unsavory behaviour that already occur there!	11/20/2017 4:38 PM
94	Option 1 is in the most central location and best if one is in a hurry however given the types of facilities proposed the most practical and accessible place is option 2.	11/20/2017 3:41 PM
95	If you want to encourage caravan travellers to stop in Ingham I suggest the following . From my personal experience from many years of travelling with a van , the first thing we looked for was signage to caravan parking that had toilet facilities and was close to shopping or dining establishments. Folk who tow big vans need room to park. Then they will pull in, visit the nearby shops and stop for a counter meal at the pub or light meal at a café. They my not stop the night but they have spent more than a penny .I have never seen more than one or two vehicles in the car park over the street from the car park at the rear of Coles and it would make an ideal spot so long as easy entry and departure points for large vans as well as small one were provided. I have seen this done in many towns around Australia and they are all well used by the grateful traveller.	11/20/2017 3:15 PM
96	Maybe one near KFC and McDonald's a lot of tourist park there	11/20/2017 1:33 PM
97	If you need to use the toilets in the carpark at night time it will need to be lit up pretty good as its quite scary out there in the middle of the night!	11/20/2017 1:06 PM
98	Middle of medium strip would be better just up from council building	11/20/2017 1:03 PM
99	Not ugly like the rotary park toilets	11/20/2017 12:27 PM
100	More shade needed.	11/20/2017 12:25 PM
101	I would like to think it would be placed a little way away from the pedestrian crossing and maybe surrounded with nice gardens to camouflage the building and make it a bit more private. It is a good central area but as long as it doesn't just look like a toilet block stuck in the median strip I would be happy to see it built there.	11/20/2017 12:19 PM
102	No	11/20/2017 11:54 AM
103	Perhaps more signage indicating that there is also toilets in the park and behind the council building.	11/20/2017 11:26 AM
104	No	11/20/2017 10:54 AM
105	As some of those using these toilets will be the elderly and children I think they need to be easily accessible. I know toilets in the main street isn't a great look. I believe this is where you need to get creative. Make them into something wow something tourists will photograph and share on social media. Also would be good to plant fragrant plants near by. Please Please make sure they are well sealed - don't like sharing the toilet with frogs or other creepy crawlies.	11/18/2017 10:33 AM

Q4 IMPORTANT

Answered: 275 Skipped: 10



ANSWER CHOICES	RESPONSES
Tick this box if this is the first time you have responded to this survey. Surveys that have NOT ticked this box will be excluded from the Survey results.	100.00% 275
Total Respondents: 275	