



CITY OF HOBART

# **AGENDA**

## **Special Community, Culture and Events Committee Meeting**

### **Open Portion**

**Monday, 19 March 2018**

**at 4:05 pm**

**Lady Osborne Room, Town Hall**

## THE MISSION

**Our mission is to ensure good governance of our capital City.**

## THE VALUES

**The Council is:**

<b>about people</b>	We value people – our community, our customers and colleagues.
<b>professional</b>	We take pride in our work.
<b>enterprising</b>	We look for ways to create value.
<b>responsive</b>	We're accessible and focused on service.
<b>inclusive</b>	We respect diversity in people and ideas.
<b>making a difference</b>	We recognise that everything we do shapes Hobart's future.

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## **ORDER OF BUSINESS**

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**Business listed on the agenda is to be conducted in the order in which it is set out, unless the committee by simple majority determines otherwise.**

### **APOLOGIES AND LEAVE OF ABSENCE**

- 1. CO-OPTION OF A COMMITTEE MEMBER IN THE EVENT OF A VACANCY ..... 4**
- 2. INDICATIONS OF PECUNIARY AND CONFLICTS OF INTEREST ..... 4**
- 3. REPORTS ..... 5**
  - 3.1 Late Night Toilet Provision - Salamanca/Waterfront Precinct..... 5**

**Special Community, Culture and Events Committee Meeting (Open Portion)  
held Monday, 19 March 2018 at 4:05 pm in the Lady Osborne Room, Town Hall.**

**COMMITTEE MEMBERS**

Harvey (Chairman)  
Sexton  
Zucco  
Cocker  
Thomas

**APOLOGIES:** Nil.

**LEAVE OF ABSENCE:** Nil.

**ALDERMEN**

Lord Mayor Hickey  
Deputy Lord Mayor Christie  
Briscoe  
Ruzicka  
Burnet  
Reynolds  
Denison

**1. CO-OPTION OF A COMMITTEE MEMBER IN THE EVENT OF A  
VACANCY**

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**2. INDICATIONS OF PECUNIARY AND CONFLICTS OF INTEREST**

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Ref: Part 2, Regulation 8(7) of the *Local Government (Meeting Procedures) Regulations 2015*.

Aldermen are requested to indicate where they may have any pecuniary or conflict of interest in respect to any matter appearing on the agenda, or any supplementary item to the agenda, which the committee has resolved to deal with.

### **3 REPORTS**

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#### **3.1 Late Night Toilet Provision - Salamanca/Waterfront Precinct File Ref: F18/18220; RFS14-0100**

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Report of the Acting Associate Director Community Development of 16 March 2018.

Delegation: Council

**REPORT TITLE: LATE NIGHT TOILET PROVISION -  
SALAMANCA/WATERFRONT PRECINCT****REPORT PROVIDED BY:** Acting Associate Director Community Development**1. Report Purpose and Community Benefit**

1.1. Based on the results of a four-month trial, including feedback from key stakeholders, this report proposes that the trial extension of the operating hours of the Salamanca Square toilets be extended for a further year.

1.1.1. The trial extension of the operating hours of the Salamanca Square public toilets from November 2017 to February 2018 involved extending the toilet's operating hours from 10 pm to 3 am on Friday and Saturday nights and during major events.

1.2. This initiative seeks to enhance safety and public amenity in the Salamanca/Sullivans Cove area, Hobart's primary weekend night time activity and entertainment precinct, whilst providing the opportunity for more permanent toilet options to be explored.

**2. Report Summary**

2.1. A trial extension of the operating hours of the Salamanca Square toilets was staged from November 2017 to February 2018. This involved extending the toilet's operating hours from 10 pm to 3 am on Friday and Saturday nights and during major events.

2.2. Data obtained from digital counters at the facility shows significant use with more than 11,000 visits during the trial period, or an average of 650 visits per weekend, with the greatest usage occurring between 10 pm - 1 am and substantial use between 1 am and 3 am.

2.3. When asked for specific feedback on the trial, a representative for a key stakeholder, Salamanca Square Inc. did not express opposition or complaints during the trial, but it is worth noting that *prior to the trial* representatives from the organisation expressed a concern "that the Salamanca Square toilets not become the default late night toilet facility for Sullivans Cove arising out of an agreement to participate in an objective trial, and at the end of the trial, the Council engage meaningfully with stakeholders to develop a long term sustainable proposal for late night public toilets in Sullivans Cove."

2.4. When asked in March 2018 about the specific concept of a further 12 month trial extended opening as proposed in this report, this representative was generally supportive of the proposal, indicating that:

"Our comments about Castray Esplanade as being a desirable location for an outdoor set of public toilets reflect comments made to us.

(We are) sure all stakeholders appreciate that capital projects take time and may or may not be funded.

Traders and the Owners of Salamanca Square have agreed in good spirit to the existing extended toilet opening hours as a trial and in the absence of negative feedback we can see no impediment to this trial continuing as you propose below while longer term solutions are investigated.

We will inform stakeholders at upcoming meetings that it is likely this trial will be extended.”

- 2.5. Strong support to continue with this provision has been received from a range of key stakeholders, in particular the Street Teams Project - a joint Salvation Army/City of Hobart initiative, as well as Tasmania Police.
- 2.6. Further, generally positive comment has been received from the Waterfront Business Community, and the Tasmania Hospitality Association.
- 2.7. With the increase in Hobart’s tourism and late night visitation to the Salamanca/Sullivans Cove precinct, the City has an opportunity to provide the public amenities that are available in other Australian capital cities.

### **3. Recommendation**

***That:***

- 1. The operating hours of the Salamanca Square public toilets be extended to 3 am on Friday and Saturday nights, and during limited special events (such as pre-Christmas extended trading in Sullivans Cove and New Year’s Eve) for a further year, from 30 March 2018 to 30 March 2019 inclusive.***
- 2. The costs of cleansing, security, and related maintenance associated with this continued trial be met by an additional budget allocation of \$18,286 within the Community Planning and Coordination function of the 2017-18 Annual Plan, and a further new budget allocation of \$53,939 within the Community Planning and Coordination function, to be considered as part of the preparation of the 2018-19 draft budget.***
- 3. A further report be prepared exploring options for the longer term provision of late night public toilets to service the Salamanca/Sullivans Cove precinct, with this being informed by further engagement with key community, government and business stakeholders.***

#### 4. Background

- 4.1. To further enhance late night community safety within the Salamanca/Sullivans Cove precinct, in March 2017 the City of Hobart funded a safety component of the Street Teams Project, namely the security service for the taxi rank on Castray Esplanade that operates until 3 am Friday and Saturday nights.
- 4.2. However, a lack of late night toilet provision in the precinct continued to be identified by feedback from multiple sources including the Salvation Army Street Teams, Tasmania Police and waterfront traders.
- 4.3. The importance of late night toilet provision for the Salamanca/waterfront precinct has been identified in the City of Hobart Public Toilet Strategy 2015-2025.
- 4.4. Stakeholders have drawn attention to ongoing problems with public urination due to late night revellers, often impacted by alcohol consumption, who cannot or will not enter late night venues to use the facilities and are thereby made vulnerable when urinating in public.
- 4.5. The need for suitable late night public toilet facilities has increased due to the closure of the 24 hour Salamanca Bakery in August 2016, which provided the public with very basic amenities, albeit in a private establishment.
- 4.6. Currently, other than a 24 hour component of the facility in Franklin Square, there are no public toilets in the Salamanca /Sullivans Cove precinct open after 10 pm, except during some special events.
- 4.7. Therefore, the Council considered various options for late night toilet provision at its meeting of 23 October 2017, and resolved to undertake a four month trial of late night hours at the Council-owned facility within Salamanca Square from November 2017 to February 2018 inclusive.
- 4.8. The trial extended the closing time of the Salamanca Square public toilets from 10 pm to 3 am on Friday and Saturday nights.
- 4.9. The trial's purpose was to test the provision of late night toilets during weekends, provide amenity to late night visitors of the Sullivans Cove precinct during the 2017-18 peak visitor season, and gather usage data and feedback to facilitate the development of an appropriate ongoing late night toilet provision plan, for the Council's consideration.
- 4.10. Stakeholders were asked to monitor the impacts of having the Salamanca Square toilets open for the extended hours, and usage data from electronic counters located at the facility has been collected to analyse visitation.



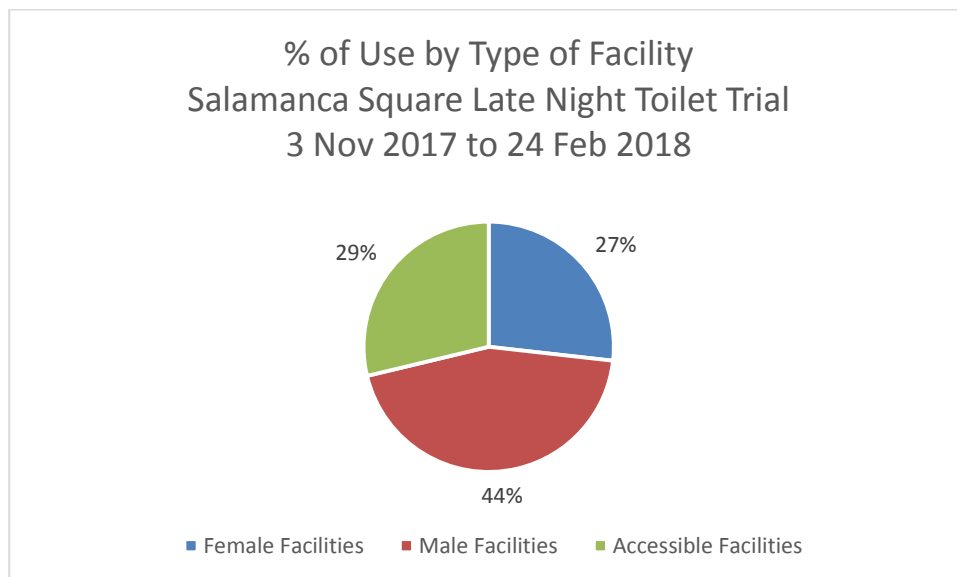
## **Trial Benefits**

- 4.11. Undertaking the trial at Salamanca Square public toilets had the following advantages:
- 4.11.1. As it is a Council-owned facility, this was the easiest and most cost effective option for providing consistent late night toilets in the precinct for a trial and Council officers were quickly able to organise it.
- 4.11.2. Digital counters located within the Salamanca Square facility enabled data collection and specifically:
- a comparison of usage during the facility's regular operating hours versus late night weekend hours;
  - an understanding of the late night demand on weekends and during special events in peak season; and
  - the ability to better assess the demand for long term late night toilet provision to influence informed and effective decision making by Council.

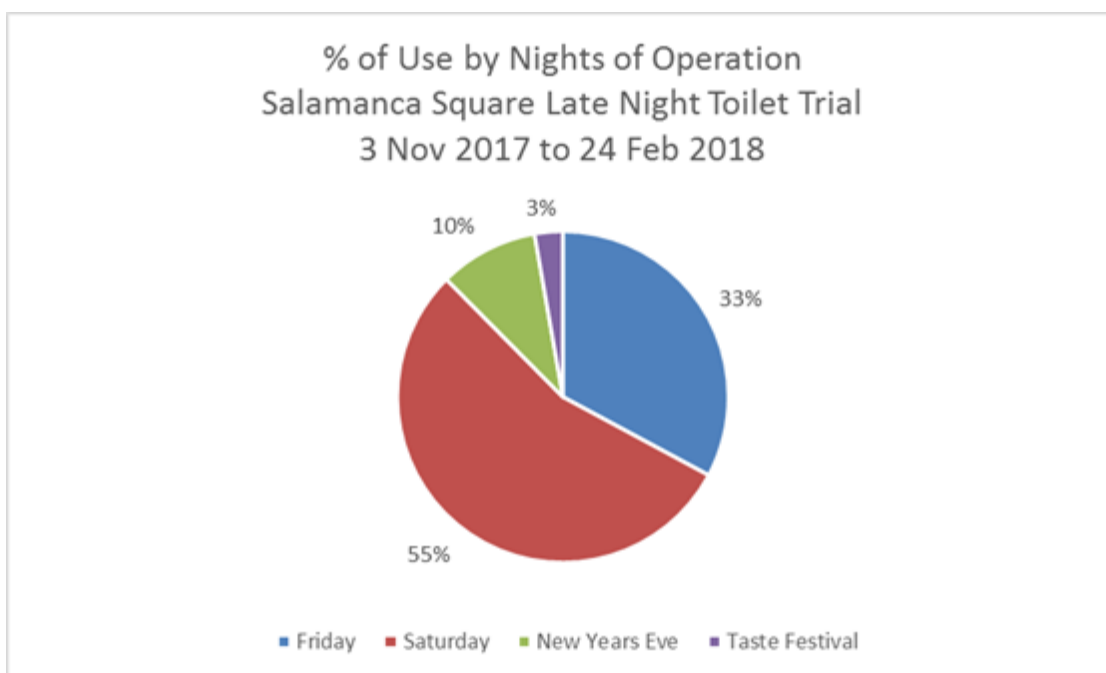
## **Findings**

- 4.12. Data gathered during the trial consisted of total users, amenities used (male, female, accessible), and days and times the facility was accessed.
- 4.13. More than 11,000 people visited Salamanca Square toilets between 10 pm and 3 am on Fridays and Saturdays and during special events (eg. the Taste of Tasmania) during the four months between 3 November 2017 and 24 February 2018. Thereby, late night usage averaged out to 65 people per hour.
- 4.14. Similarly, the average demand per hour between 6 pm and 10 pm was around 63 people per hour. This shows similar demand before and after 10 pm.

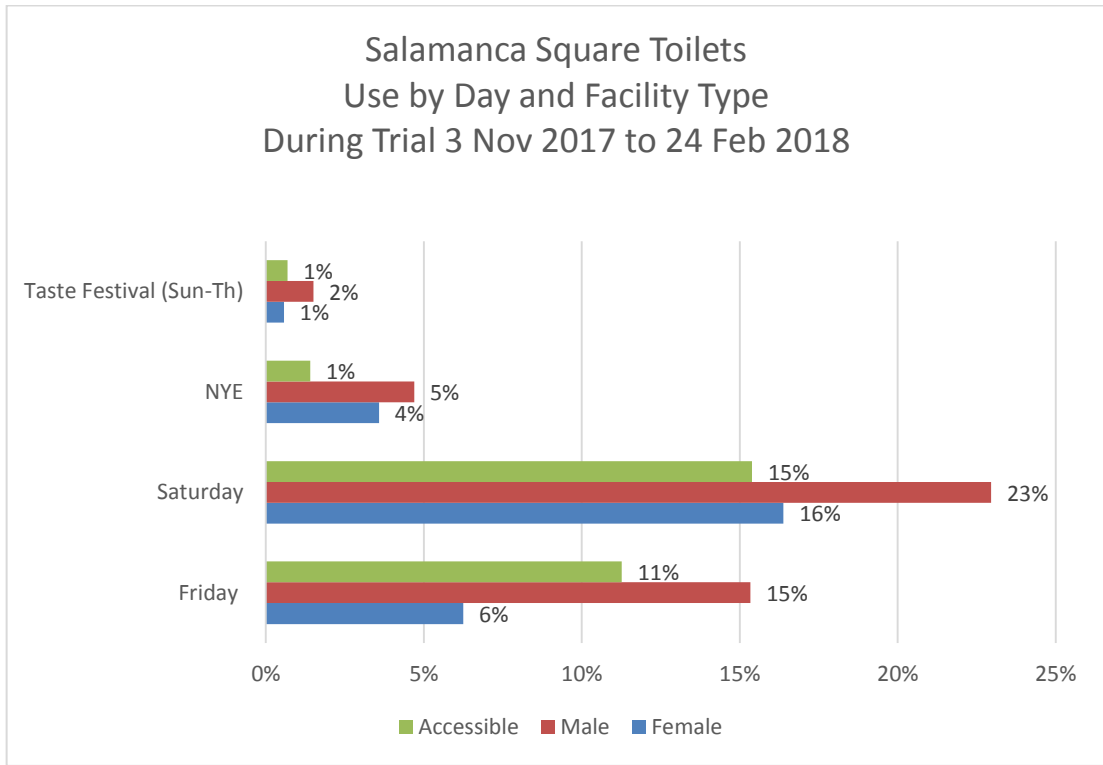
- 4.15. The majority of users, 44 per cent, visited the male facility and 27 per cent visited the female facility. The accessible facility was visited by 29 per cent of users.



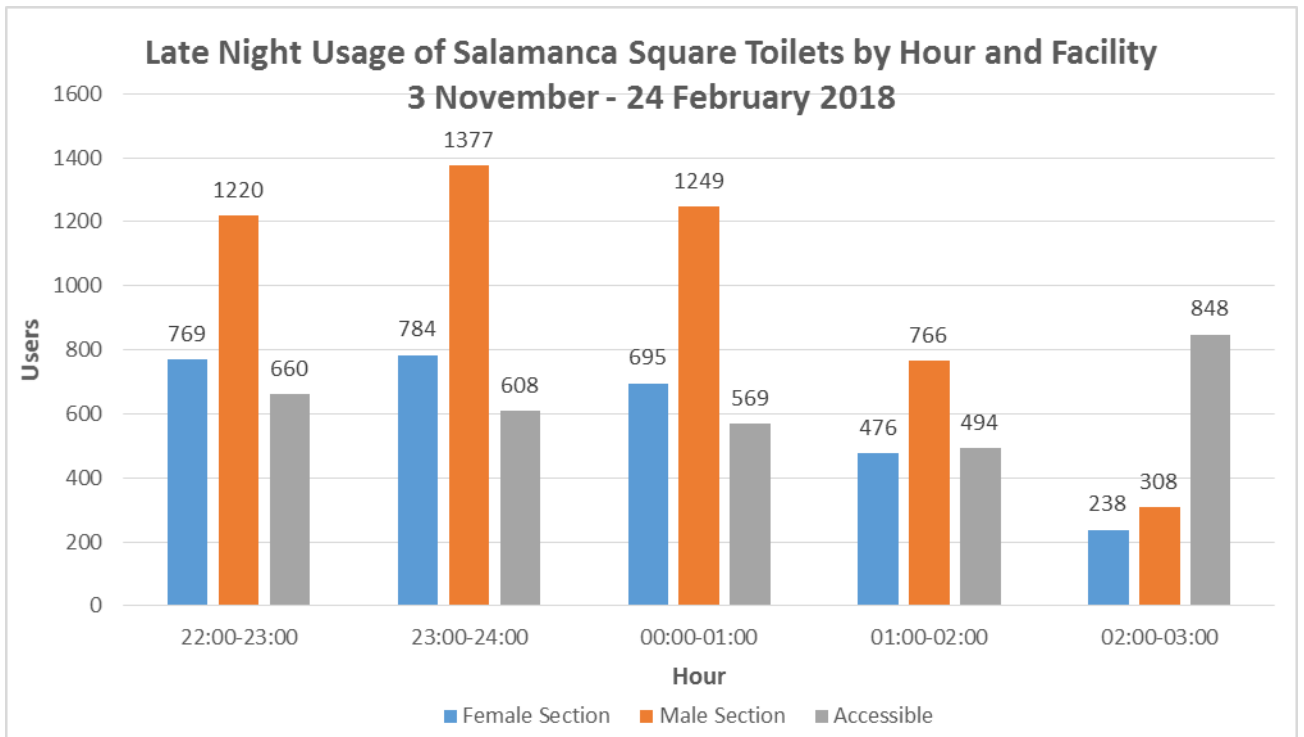
- 4.16. There was greater usage of the facilities on Saturdays than Friday nights and low usage during the weekdays of the Taste of Tasmania (excluding New Year’s Eve) likely due to significant toilet provision within the festival footprint.



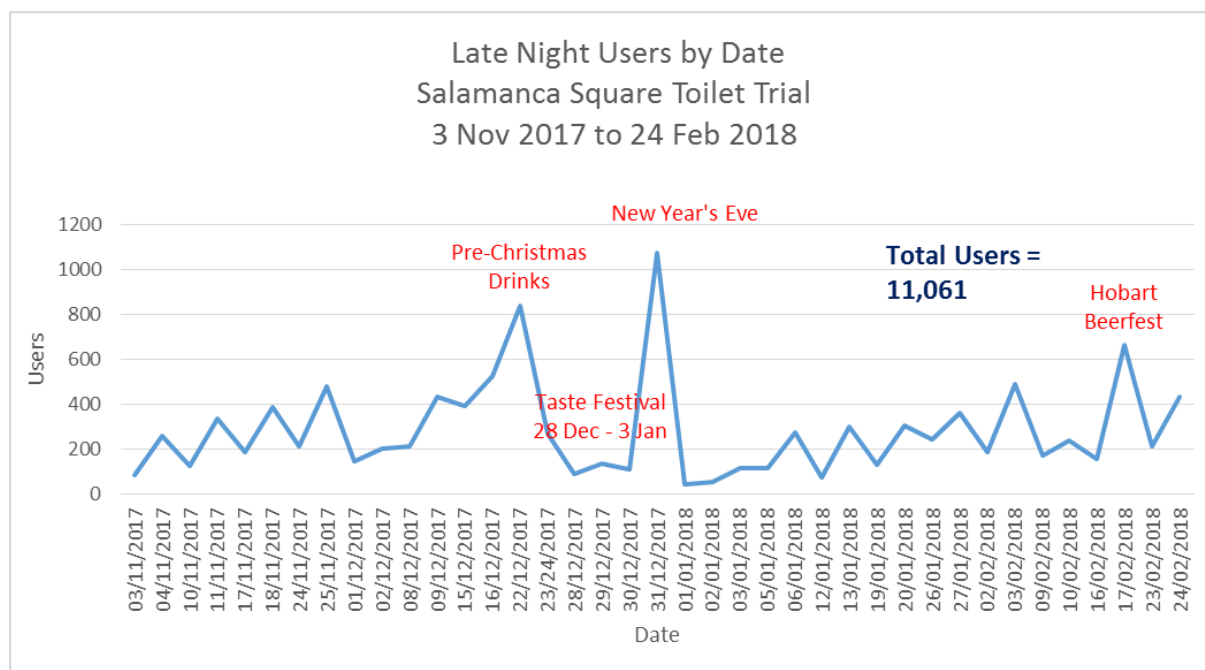
4.17. Examining both day and facility type data reinforces Saturday as the most popular night for late night toilet demand for the male, female and accessible services.



4.18. The hours with greatest use was 10 pm - 1 am, however more than 3000 people (or 27 per cent) used the Salamanca Square toilets between 1 am and 3 am during the trial.



- 4.19. Peak usage corresponds to major events during the trial period, as shown on the graph below, specifically pre-Christmas extended trading, New Year's Eve, and Hobart Beerfest. Lower usage of the late night toilets during the Taste Festival is likely due to sufficient toilets provided within the festival footprint.



### General Security and Community Safety Observations/Outcomes

- 4.20. Tasmania Police has advised that it considers the lack of public toilet availability as a potential public safety/amenity consideration, noting that it has historically issued a large number of violations for public urination in the precinct. Tasmania Police also noted that these safety concerns arise when people urinate in public, and particularly in secluded spaces such as in the bushes at Parliament House Lawns because they have 'nowhere else to go'.
- 4.21. According to feedback received from the Street Teams Project, having a security presence has at times meant anti-social behaviours have been actioned timely, some without Tasmania Police intervention and others with assistance from Tasmania Police.
- 4.22. Anecdotal evidence shows a decrease in public urination along the Salamanca Lawns during the recent trial period.
- 4.23. Feedback from Tasmania Police regarding the total number of offences issued for public nuisance is approximate for the Salamanca area. Keeping in mind that the sample data is small, they calculate that on average 63 offences occurred per quarter in the prior reporting period, but that during the trial period, the number of offences detected reduced to 50.

- 4.24. The Tasmania Police noted 'no increase of disorder issues in or around the toilet area' in Salamanca Square during the trial.
- 4.25. A closed-circuit television camera (CCTV) is located outside of the Salamanca Square toilet facility and if the need arose, could have been accessed.
- 4.26. The cost for adding one security guard to the already present security service at the taxi rank cost \$8,943 (ex GST) for the trial period, or on average \$228 per night (ex GST).

### **Trial Cost**

- 4.27. The total cost of the trial was:
- Security cost = \$8,943
  - Cleansing + Consumables cost \$9,520 + \$1,742 = \$11,262
  - Maintenance costs were not available, but very minimal and minor damage was reported during the trial.

## **5. Proposal and Implementation**

- 5.1. Given the success of the recent trial, it is proposed that the operating hours of the Salamanca Square public toilets be extended to 3 am on Friday and Saturday nights, and during limited special events (such as pre-Christmas extended trading in the Cove and New Year's Eve) for a further year, from 30 March 2018 to 30 March 2019 inclusive.
- 5.2. This would be at a cost in the order of **\$72,300** (ex GST) comprising:
- Cleansing and Consumables \$31,180 + \$5,430 = \$35,110
  - Security = \$25,615
  - Maintenance = \$10,000
- 5.3. Council officers will actively explore cost and operational efficiencies which may reduce required costs for this trial.
- 5.4. It is also proposed that a further report be prepared exploring options for the longer term provision of late night public toilets to service the Salamanca/Sullivans Cove precinct, with this being informed by further engagement with key community, government and business stakeholders.

## 6. Strategic Planning and Policy Considerations

- 6.1. This report responds to the *Capital City Strategic Plan 2015-2025* particularly in the following areas:

“Strategic Objective 1.4 - An enriched visitor experience

1.4.1 Ensure Council owned assets reflect visitor requirements

Strategic Objective 2.2 - A people-focussed city with well-designed and well managed urban and recreational spaces

2.2.2 Develop and manage the City’s urban spaces and infrastructure  
Strategic Objective 4.2 - City facilities, infrastructure and open spaces support healthy lifestyles

4.2.2 Support effective utilisation of city facilities, infrastructure and open spaces

Strategic Objective 4.3 - Build community resilience, public health and safety

4.3.8 Engage and support the community to address safety and social issues within the night-time economy

Improve management and utilisation of city facilities and open spaces” in the City of Hobart Strategic Plan 2014-2019.”

- 6.2. The City of Hobart Public Toilet Strategy 2015-2025, states that:

“Along with the increase in visitor numbers to the City there is a growing late night economy. The area around Salamanca Place and the waterfront more generally has a thriving economy that extends into the early hours.

Public urination and other associated issues arise when public toilets are closed overnight. To support the late night economy and associated users, **facilities need to be provided which are accessible all hours but are provided in a way to prevent vandalism and other damage.**”

- 6.3. Importantly, the recommendation also directly responds to the City’s Social Inclusion Strategy 2014-2019, in the Community Safety domain area.
- 6.4. Another corresponding public toilet provision gap identified in the City of Hobart Public Toilet Strategy 2015-2025 is the mid waterfront precinct (Kings Pier). City of Hobart officers are currently in discussion with Tasports about public toilet access at the King Pier Marina and within other new facilities to be constructed at Franklin Wharf.

## **7. Financial Implications**

### **7.1. Funding Source and Impact on Current Year Operating Result**

7.1.1. If the Council were to proceed with this proposal the total cost to provide cleansing, security and maintenance for one year would be in the order of \$72,300.

7.1.2. There is no current budget allocation for this, with \$18,286 in additional funding being required this financial year.

### **7.2. Impact on Future Years' Financial Result**

7.2.1. A further budget allocation of \$53,939 within the Community Planning and Coordination function would need to be considered as part of the preparation of the 2018-19 draft budget.

### **7.3. Asset Related Implications**

7.3.1. It is possible that over the period of one year, that there may be maintenance needs related to the extension of operating hours for the toilet facilities, but there are no major asset related implications resulting from this report at this time.

## **8. Legal, Risk and Legislative Considerations**

8.1. There are not considered to be any legal, risk, or legislative outcomes of this activity, noting that a security guard and cleansing regime would be included in the proposal.

8.2. It can be expected that the City could face reputational risk particularly related to the lack of safe late night public toilets.

## **9. Social and Customer Considerations**

9.1. This proposal would enhance amenity and safety outcomes within the City's key late-night precinct on weekends.

9.2. The proposal links late night toilets with the Street Teams Project for an enhanced approach to night time safety.

## **10. Marketing and Media**

10.1. If the Council resolved to extend the operating hours for the Salamanca Square toilets for late night use on Fridays and Saturdays for one year, this service would be promoted through the City's social media channels and the installation of temporary signage at key locations, such as the Salamanca taxi rank and the entrance to Salamanca Square, to help direct people to the facility.

- 10.2. Information would also be shared with area stakeholders such as the Tasmanian Hospitality Association and the Waterfront Business Community.

## 11. Community and Stakeholder Engagement

- 11.1. The Director Parks and City Amenity, Manager Cleansing and Solid Waste, Cleansing and Solid Waste Compliance Officer, Program Leader Recreation and Parks, Senior Advisor Divisional Projects - Community Development, and the Community Participation Coordinator have been consulted in the preparation of this report.
- 11.2. Consultation has also taken place with Salamanca Square Inc, Tasmanian Hospitality Association, Waterfront Business Community, Street Teams Project Officer, Tasmania Police, and the security and cleansing service contractors.
- 11.3. The representative for the Red Cross Street Teams Project strongly advocates for the provision of late night toilets. Specifically, he notes that:
- the provision of the late night toilets has been a welcome addition to create a 'positive health and safety culture for late night users of the area';
  - they are noticing less public urination and on the lawns in in the car parks around Salamanca;
  - there is a growing awareness among regular patrons that the toilets are now open on weekends;
  - there is an increased level of convenience and safety for the Street Teams volunteers who do not need to enter a club to use a toilet when working; and
  - having a security guard placed within Salamanca Square and a two-way radio has enabled the Street Team to be informed when someone is at risk in the Square, which has happened on a number of occasions.
- 11.4. The feedback provided by the Tasmania Police representative indicates that:
- from our perspective at Hobart Division having the toilets open for extended hours has proven advantageous and we are supportive of it continuing. It gives somewhere for members of the public to be referred to use facilities as opposed to them re-entering licensed premises. Particularly when under the influence of alcohol.
  - we have had no increase of disorder issues in or around the toilet area.
  - it appears there is no 'quiet' time for the Hobart waterfront and Salamanca precincts anymore, between tourists and planned events there is a heavy flow of pedestrian traffic.



- 11.5. A representative for Salamanca Square Inc. has indicated that:
- Salamanca Square Inc. received no negative feedback about the temporary extension to toilet opening hours in Salamanca Square.
  - traders and the owners of Salamanca Square have agreed in good spirit to the existing extended toilet opening hours as a trial and in the absence of negative feedback they can see no impediment to this trial continuing as proposed while longer term solutions are investigated.
  - Salamanca Square Inc. would be supportive of any such provision being a permanent rather than a portable solution.
  - members of the Management Committee continue to support a permanent location for late night toilets in Sullivans Cove near the taxi rank at Castray Esplanade, where the continual presence of taxi drivers can act as a deterrent to anti-social behaviour as well as provide amenity to those waiting for taxis.
  - in their view, directing tired and emotional late night patrons into a dead end in Salamanca Square is not sustainable in the long term as it will only be a matter of time before there is an assault or worse.
- 11.6. When asked about the specific concept of a further 12 month trial extended opening as proposed in this report, this representative was generally supportive of this proposal, indicating that:
- "Our comments about Castray Esplanade as being a desirable location for an outdoor set of public toilets reflect comments made to us.
- (We are) sure all stakeholders appreciate that capital projects take time and may or may not be funded.
- Traders and the Owners of Salamanca Square have agreed in good spirit to the existing extended toilet opening hours as a trial and in the absence of negative feedback we can see no impediment to this trial continuing as you propose below while longer term solutions are investigated."
- 11.7. It is important to note as context that Salamanca Square Inc. previously stated prior to the commencement of the recent trial in 2017: "That we request that the Salamanca Square toilets not become the default late night toilet facility for Sullivans Cove arising out of an agreement to participate in an objective trial, and at that the end of the trial, the Council engage meaningfully with stakeholders to develop a long term sustainable proposal for late night public toilets in Sullivans Cove."

11.8. A representative for the Tasmanian Hospitality Association indicated that:

- it has received no feedback whatsoever and if there had been a negative impact, they note that they would have heard.
- prior to the trial, Tasmanian Hospitality Association expressed support of the Salamanca Square trial option put forward and feels that this location is possibly the most logical and safest available in the area.
- the hospitality industry is supportive of any plan to increase the number of public toilets in the City of Hobart area.

11.9. A representative for the Waterfront Business Community has advised that it believes the trial worked well and should continue.

11.10. The cleansing contractor commented that:

- the cleaner witnessed a limited number of people still urinating in the Salamanca Square 'fountain' and in the laneway at the back of Banjo's.
- there was positive feedback from the patrons who were using the toilets who found them very clean.
- no major trouble reported by cleaners, with most issues being related to smokers being asked to exit premises or laneway.
- the cleaner advised a light op over after midnight was all that was required on most evenings.

11.11. The security services contractor advised that:

- the provision of toilets has been a positive outcome for the precinct.
- anecdotal information (observational recall) from their own and other security guards in the precinct indicate a significant decrease in public urination along Salamanca Lawns.

## **12. Delegation**

12.1. This matter is delegated to the Council for determination.

*As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.*



Kimbra Parker  
**ACTING ASSOCIATE DIRECTOR  
COMMUNITY DEVELOPMENT**

Date: 16 March 2018  
File Reference: F18/18220; RFS14-0100