

Public toilets

In July/August we asked which services matter most, and where changes could be made, to help keep rates affordable. Your feedback has helped shape proposals to reduce service costs and the amount funded through rates.

This proposal includes potential savings and other details that may change your views.

Please tell us what you think.

What we are proposing

Council is proposing to:

- Close the Carrol Street (Waimarino), Tangiwai and Ameku Road (Raetihi) public toilets.
- Introduce a user charge at the State Highway 1 public toilet in Waionuru (this would require investment for the charging system that Council maybe able to obtain external funding for).

These facilities have been identified following analysis of usage levels, operating costs and the availability of alternative facilities nearby.

YOUR RATES
YOUR SERVICES
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LONG-TERM PLAN 2027/37



What we currently deliver

Council operates public toilets across the district for residents, visitors and people travelling through our communities. These facilities support public health, visitor experiences and accessibility, particularly in our town centres, parks and along key transport routes.

Public toilets require ongoing funding for cleaning, maintenance, repairs, water, wastewater and future renewals. Some facilities receive very high levels of use, while others are used relatively infrequently.

How does our level of service stack up?

Ruapehu provides public toilet facilities across a large geographic area, including several facilities that receive relatively low levels of use.

- Council provides three public toilets in Raetihi, with facilities on SH4 and Ameku Road open 24 hours / 7 days a week, and on Seddon Street (between 8am and 5pm daily).
- In Waimarino (National Park) there are facilities on Carroll Street as well as at the Park 'n' Ride on Findlay Street, both open 24 hours / 7 days a week.
- The award-winning Waionuru public toilet is one of the district's busiest facilities due to its location on State Highway 1.
- The public toilets on SH48 in Tangiwai are not well-used and experience ongoing issues, including repeated theft of the installed solar power.

What you told us

Respondents were more supportive of closing rarely used public toilets than seasonal closures or wider cuts to save money. Views on user-pays toilets were mixed, with some supporting charges at tourist locations and others seeing toilets as a core public service. Concerns included public health, visitor experience and shifting costs to businesses.

What you could save

Public toilets require ongoing expenditure for cleaning, maintenance, consumables (toilet paper, soap, etc.), utilities and asset renewals. Closing low-use and theft prone facilities, and introducing a user charge at Waionuru, would reduce the amount of funding required from ratepayers while helping recover some costs directly from users of one of the district's busiest public toilet facilities.



- **It is estimated that over 10 years, we could save \$600,000 by closing the Carrol Street, Tanigwai and Ameku Road toilets.**
- **Estimated revenue for charging a fee at Waionuru is difficult to quantify.** (There would be a cost to installing the charging mechanism however external funding maybe available for this)
- **The total costs of operating the Waionuru toilets on SH1 over 10 years is approximately \$1.35 million.**

Questions

1. Should Council continue to operate the Carrol Street toilets in Waimarino? Yes ☐ No ☐ Unsure ☐
2. Should Council continue to operate the Ameku Road toilets in Raetihi? Yes ☐ No ☐ Unsure ☐
3. Should Council continue to operate the Tangiwai Reserve toilets? Yes ☐ No ☐ Unsure ☐
4. Do you support Council charging for use of the Waionuru SH1 toilets? Yes ☐ No ☐ Unsure ☐
5. Where do you live?

☐ Taumarunui	☐ Ohura	☐ Ongarue	☐ Owango	☐ Ohakune
☐ Waimarino	☐ Rangataua	☐ Raetihi	☐ Waionuru	☐ Other