The Hon Jo Haylen MP
Minister for Transport

Dr Amanda Cohn MLC
Chair – inquiry into public toilets
Portfolio Committee No. 8 – Customer Service
Via email: PortfolioCommittee8@parliament.nsw.gov.au

Re: Inquiry into public toilets

16 October 2024

Dear Chair

Thank you for your letter of 18 September 2024 and your invitation to assist the Committee in its consideration of issues for the inquiry into public toilets. I note you sent a letter to Minister Graham and Minister Aitchison in addition to myself. I am responding on behalf of all three Ministers as similar matters traverse our portfolios.

I note the critical importance of the availability, accessibility and quality of public and commuter toilets to the community. Across our portfolios, the majority of public and commuter toilets are provided at train stations, metro stations, heavy vehicle rest areas, commuter vehicle rest stops and on interstate and regional train services.

Transport applies rigorous standards for the provision of public and commuter toilets. These include the mandatory requirements in the **National Construction Code** such as in **Part F4 Sanitary and other facilities** (**linked**). Transport also provides specific guidance for new and upgraded stations through **TS 04951.2:1.0** (**linked**). In addition, the *Toilet Guideline for Transport for NSW – Station New Builds and Major Upgrades* (**attached**) provides additional guidance to support projects in achieving beyond compliance outcomes, with requirements based on six customer experience principles that were identified following qualitative research to achieve an optimal customer experience. This guideline is currently being updated to further support teams to align with best practice and to complement the **National Construction Code**. Transport is also working with Austroads to update the **Guidelines for the Provision of Heavy Vehicle Rest Area Facilities** (**linked**).

Given the vast scale of the state's Transport and Roads network, I acknowledge that there are a large number of legacy commuter and public toilets that do not meet modern standards. Transport agencies have programs in place to undertake regular inspections and maintenance to address critical issues as they arise, including the significant challenges presented by damage and graffiti. For example, Sydney Trains is responsible for undertaking this program for approximately 1000 toilets across its network.

Transport agencies are also progressively upgrading public and commuter toilets across NSW. This includes, the Safe Accessible Transport program (which combines the former Transport Access Program and Commuter Car Park Programs) delivers new family

accessible toilet facilities when undertaking station accessibility upgrades, where feasible. These are in both regional and urban locations.

Accessibility upgrades are in varying stages of delivery at Bardwell Park, Chester Hill, Griffith, Lewisham, Macquarie Fields, Moss Vale, Tuggerah, and Queanbeyan stations. Development of accessibility upgrade designs are underway for Canberra, Cockle Creek, Kempsey, Kendall, Kotara, Lawson, Macdonaldtown, Macksville, Mount Victoria, Nambucca Heads, Sawtell, Tascott, Urunga, Wingham, Woodford, and Yass stations.

The Government is also focused on delivering new and upgraded heavy vehicle and commuter rest areas. Transport for NSW has engaged with the road freight industry about improving the number and quality of rest stops, which support truck drivers to manage their fatigue. Ensuring adequate facilities are available is a consideration. For example, a new rest area is being constructed north of Narrabri on the Newell Highway. This will include parking for up to 18 heavy vehicles, 10 light vehicles and caravans, public toilets and picnic shelters, among other amenities.

In the 2024-25 Budget, $28.6 million was committed for the Heavy Vehicle Rest Area Program and a further $5 million was allocated in 2024-2025 to plan and deliver improvements to existing heavy vehicle rest stops. Transport is also developing a Heavy Vehicle Rest Stop Improvement Program Strategic Business Case and has completed a heavy vehicle rest stop gap assessment of Greater Sydney. This is backed by the $30 million commitment in the 2023-24 Budget to establish a new truck stop in Greater Sydney. Alongside industry consultation, this work is supporting the prioritisation of future upgrades and new infrastructure. Transport's **rest areas website** (**linked**) is also being upgraded and will soon include a filter for accessible toilet. This is expected to be in place from November 2024.

I trust this information assistance to the Committee. Minister Graham, Minister Aitchison and I look forward to following the Committee's deliberations and responding to the recommendations of the inquiry in due course. Should you require any further information in the meantime, please contact parliamentaryservices@transport.nsw.gov.au.

Yours sincerely,

Hon. Jo Haylen MP
Minister for Transport

Attachment:

- Toilet Guideline for Transport for NSW – Station New Builds and Major Upgrades

Toilet Guideline

for Transport for NSW
Station New Builds and Major Upgrades

TfNSW Customer Strategy and Experience Design
CSD

Version 2.0
25.11.21

Note: Previous document versions named Bathroom Requirements

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Document Control

Version		Reviewed By	Date
1.6		Rachel Wheeler	08.11.17

Version	Revisions Made	Approved By	Date
1.8		Rachel Wheeler	14.11.17
1.8.1	• Appendix – guidance on implementation of requirements added • 4.4.3 Requirement for Assistance Animal Room removed		17.11.17
1.8.2	• Some further explanation and application of requirements added following consultation with Sydney Trains. • Document name changed from Bathroom Guidelines to Toilet Guidelines • 3.4.4 was made optional requirement • 3.5.1 • 3.5.2 • 3.8.1 – made optional		14.12.17
1.9	• Section 1 (Background, Methodology and Application) edited for clarity. • Station Classifications moved to Section 3 • 3.1.5 amended to remove reference to specific toilet modelling data. • 3.5.1 – accessible hours amended. • 3.8.1 – measurable removed. • 3.8.3 – measureable removed • 3.11.3 / 3.11.4 – added note re. maintenance considerations • 4.4.1 – amended to reflect current research • 4.4.2 – amended to reflect current status and recommendation from Social Policy		18.04.18

Contents

1. Application, Background and Methodology

Application of Guideline

This Toilet Guideline has been written in response to station toilets being identified as a key customer pain point.

Drawing on customer research and insights this guideline takes a customer centred approach to toilet design and facility provision at stations with the aim of providing an improved customer experience, a consistent approach across modes and ultimately a more accessible Transport network by better meeting the needs of more customers.

The desired Customer Outcome is encapsulated in six Toilet Design Principles that can be considered as broad guiding thoughts as well as criteria against which each requirement can be assessed in future design and product specification processes.

Who should refer to Guideline

These Toilet Guidelines primarily apply to new build station developments and major station upgrade projects where opportunity exists to define toilet layout and types and provision of toilet facilities.

Where upgrade of existing stations is being undertaken but there is no opportunity to revise toilet layouts (due to scope or existing station infrastructure), then Toilet Guideline and Design Principles should be followed and adhered to where possible within existing toilet layouts (ie. finishes and fixtures).

This Toilet Guideline should be referenced by any Transport or Transport Operator staff involved in the writing of requirements for station developments or upgrades, associated tender evaluation and procurement processes and resultant design development phases. The Toilet Guideline should be provided to tender respondents and appointed Contractors for consideration in their proposals.

Transport Operator staff responsible for station toilet refreshes and product procurement should also refer to the Guideline and apply Design Principles in design and specification.

In applying Guidelines and Principles to Station Upgrades, project teams should consider factors such as the classification of station, whether the station is staffed and record of safety, security and vandalism to determine whether optional elements should be implemented.

The delivery agencies (Transport I&S, Sydney Trains, NSW Trains, Sydney Metro and other future operators as relevant) are responsible for assessing feasibility of adopting guidelines, or aspects thereof, for their specific projects with the objective of realising desired customer outcomes. TfNSW Customer Experience can provide advisory to projects on implementation and testing of these guidelines.

Background and methodology

Research Notations:

Throughout this document, various research sources are referenced. These are referred to as follows:

Abbreviation	Research Report
TCJA	*Station Bathrooms: Customer Journey Analysis*; CSD, Jan 2017
TPT	*Station Bathrooms Prototype Testing Report*, CSD, March 2017
GTSB	*Train Bathroom Toilets, Quantitative Research into current usage, attitudes and preferences*; GfK, May 2017
DTAP	*TAP3 Qualitative Research and Design Recommendations*, DesignInc, June 2017

2. Toilet Design Principles and Rationale

Toilets Are Important To Our Customers

Transport for NSW conducted both qualitative and quantitative research into the use of toilets on Sydney and NSW train stations in late 2016 and early 2017. This research confirmed that:

- **Almost half (46%) of train users use train station toilets regularly**, and 70% have used them in the last 3 months. One in thirty customers uses a station toilet every time they travel with us.
- **Almost half of train users say that the availability of train station toilets is important to the frequency of which they travel.** Those who say it is most important to them include:
    - Frequent travellers who travel with kids, carers, sporting equipment or luggage
    - Those with a long or short term medical condition
    - Those who are pregnant
- **One in five customers tell us that having appropriate toilet facilities readily available** to them when they travel impacts their decision as to whether or not they travel.
- **The most common complaint our customers have about our station toilets** is that they are locked or otherwise unavailable;
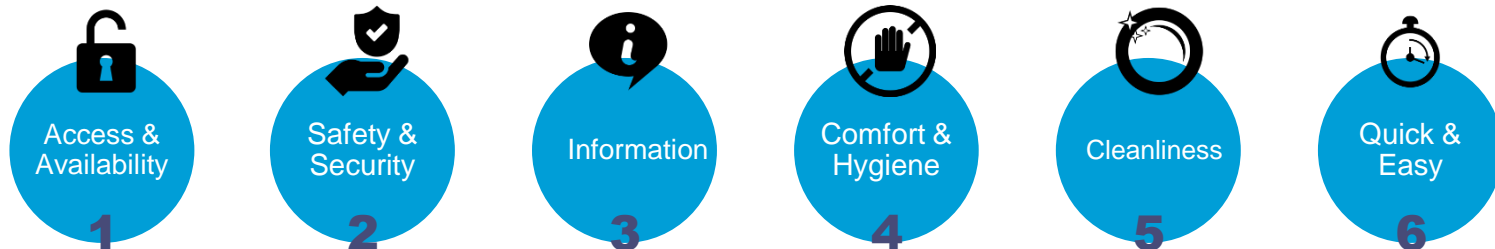
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Creating Toilet Design Principles

Transport for NSW has **9 Customer Satisfaction Drivers:**

① Timeliness	② Safety & Security	③ Ticketing	④ Convenience	⑤ Accessibility	⑥ Comfort	⑦ Cleanliness	⑧ Information	⑨ Customer Service
Increased reliability of the journey time (including the time to navigate the space); reduced time to connect between services and modes; reduced trip and journey times.	A safe and secure customer environment arising from physical design features, service operation and presence of other people.	Ease of purchasing a ticket; ease of using a ticket including knowing how to use it, where to use it, how to top it up and fare rules.	Convenience of access to the transport service; convenience of interchanging between services	Arrangement and location of physical facilities to enable ease of entry and navigation through the transport system for all customers; clear and accessible signage that makes navigation easier.	A comfortable customer environment that is well-lit, temperature controlled, with sufficient personal space and amenities where needed.	A clean, well-maintained customer environment with particular attention to clean seats, amenities and absence of graffiti and litter.	Simple, accurate, effective communication of service and timetable information through multiple delivery channels including on-site, on-mode and mobile applications; information and signage that make navigation simpler.	Polite, knowledgeable and helpful service people and systems that engage promptly and respond effectively to service requests, issues and feedback.

Taking these drivers and incorporating our research leads to **6 Toilet Design Principles:**

Access & Availability **1**

Safety & Security **2**

Information **3**

Comfort & Hygiene **4**

Cleanliness **5**

Quick & Easy **6**

Toilet Design Principles – Detail

1 — Access & Availability

Customers can readily locate and access toilet facilities that meet their specific needs.

Key components:
sufficient toilets; unlocked toilets; toilets on the platform; toilets that provide for those with specific needs.

2 — Safety & Security

Customers both *feel* safe and *are* safe when using our toilets.

Key components :
toilets located close to where people congregate; toilets are individual style (rather than group style). Toilets have hand-rails & non-slip floors.

3 — Information

Customers are readily able to identify what toilet facilities are provided before they travel and can easily locate a toilet that meets their needs when at the station.

Key components:
detailed online info about toilet facilities; wayfinding that enables customers to easily locate our toilets; signage that enables customers to identify a toilet that meets their needs.

Toilet Design Principles – Detail

Comfort & Hygiene

4

Customer have a hygienic self-contained toilet which contains all the facilities they need to have a comfortable, private, safe experience.

Key components:
no-touch facilities; enough toilet-paper; effective hand-drying; garbage bins; hooks and shelves for storage; privacy.

Cleanliness

5

Customers use toilets which are clean, pleasant smelling and well-maintained.

Key components:
lack of unpleasant odours, no water on the floor, no paper (or other garbage) on the floor.

Quick & Easy

6

Customers want to be able to use our toilets quickly with no fuss.

Key components:
no queues, clean toilets, efficient hand-washing and drying, easy stowage of items, no fuss to use. .

Transport for NSW

3. Toilet Requirements

Reading these requirements

This section provides details of the core requirements for the provision of station toilets including the specific elements that comprise the different types of toilets to be provided by Transport for NSW.

These toilet types are:

- Super-Standard toilets

- Accessible toilets

- Male Urinal rooms; and

- Other rooms for City and Major stations.

A description of each of these toilet types is provided in Section 3 - Toilet type and number, and the layout is provided in Section 4 – Toilet Layout.

Adoption of the Super-Standard Toilet type supersedes the need for Family Accessible Toilets, an existing toilet type within the network, in stations where more than one toilet is provided.

With respect to Accessible Toilets, where any of the requirements in this document conflict with the relevant standard (DDA, DSAPT, ASA), then the standard should be followed unless it is an optional standard only.

Reading these requirements contd.

Understanding the requirement structure

Each of the requirements on the following pages has four columns. These contain the following:

- **Ref** – the numbering system used to enable easy reference to individual requirements.

- **Requirement** – details of the requirement to be applied. Any examples provided within individual requirements noted should be considered to be 'minimum quality' specifications. Alternative solutions can be provided as long as they are at the same or better quality as the example listed.

- **Rationale** – provides information about the research and logic driving the requirement as well as details of how each requirement delivers for desired customer outcomes by referencing the specific Toilet Design Principles it supports.

- **For** – details which stations and projects the requirement applies to. More specifically it notes whether the requirement applies to:
    - **All** stations
    - **City and Major** stations*
    - **Regular** stations*
  In limited instances, specific stations will be named – for example, Central Station.

  See Station Classifications on next page for details on which stations this applies to.

Station Classifications

Station Classifications

Each requirement details which classification of station it applies to. The Station Classification Scheme was issued in October 2007 and currently applies only to Railcorp Network. For the purposes of this document, we will apply the same classification framework to Sydney Metro stations.

The Station Classification Scheme has five classifications which are summarised in the following table:

Classification Name	Demographic/Geographic drivers	Network function	MOT Interchange Category (Sept 08)
City (Global/Regional)	Concentration of workplaces, commercial buildings and specialised shops. Recreation and entertainment destination.	Major origin and destination point for journeys. High frequency of services to multiple destinations. Typically a rail interchange. High modal transfer.	Global / Regional interchange Typically having pedestrian, bus, cycle and taxi access. Limited car access.
Major	Centres of significant commercial and residential importance. Significant retail and community services nearby.	Major origin and destination point for journeys High frequency of services to Cities and other destinations. Possible rail interchange.	Major interchange Typically having pedestrian, bus, cycle and taxi access. Limited car access.
Suburban	Localised residential centre with some retail services nearby. Typically located within 1 hour of a City.	Strong one-way flows to/from City/Major centres. Regular, frequent services to Cities and Major Centres. Possible rail interchange	Multi-access interchange Typically having pedestrian, bus, cycle taxi and car access.
Community	Local community centre outside the greater metropolitan area. Typically some retail and light commercial nearby.	Semi-regular, infrequent services to Cities, Major centres and other destinations.	Local interchange Typically having pedestrian, cycle and car access. Limited bus and taxi access.
Outer Urban	Typically serving a sparsely distributed community rather than a localised residential centre.	Limited services to Major centres and other destinations. Possibly a request stop. Typically short platform.	No interchange with other forms of public transport.

In addition to the demographic/geographic drivers applied above, an overlay relating to patronage also applies as shown on the following page.

Station Classifications (cont.)

The following patronage overlays are applied to the functional requirements noted on the previous page to determine a station's classification:

Future Patronage (Av. Weekday 24hr entries)	City	Major	Suburban	Community	Outer Urban
>30,000	A1				
10,000 – 30,000	A2	B1			
5,000 – 10,000		B2			
2,000 – 5,000		B3	C1		
500 – 2,000			C2	D1	
<500				D2	
<50					E1

For the purposes of this document, we will combine these five classifications into two:

- **City and Major stations** – will include City and Major stations as noted above
- **Regular stations** – will include Suburban, Community and Outer Urban stations. \

Note: Some existing stations are designated as Special Event stations or interchanges and special consideration should be given to toilet numbers and designation to ensure high patronage turnover in peak times.

3.1
Toilet types & numbers

Customers want quick access to a toilet that meets their specific needs.

Toilet requirements

3.1 Toilet types and numbers

Ref	Requirement	Rationale	For
3.1.1	**Provision of toilets at Stations** All stations provide the toilet facilities outlined in this document to customers on the paid-side of the built environment. Toilet facilities are open and directly accessible to customers as outlined in Section 3.5.	*Having access to station toilets is important to our customers:* • *Almost half of train users (46%) use train station toilets regularly, and 70% have used them in the last 3 months* • *One in five of our customers needs ready access to a public toilet when they travel on the train. If this is not provided for them, they choose another mode of travel (typically private car) or they choose not to travel at all.* *(Sources: TPT, GTSB)* ***Principles: Access & Availability, Comfort, Quick & Easy***	All Stations

Transport for NSW

Toilet requirements

3.1 Toilet types and numbers

Ref	Requirement	Rationale	For
3.1.2	**Main Toilet Types provided at all stations** There are two main toilet types: • **Accessible Toilets** – built according to Australian standards. (See section 4.2 for details); and • **Super-Standard Toilets -** these are a larger style self-contained Toilet which are big enough to accommodate a pram, accompanying young children or to go in with a carer. They also contain grab rails for people with mobility issues and are designed to meet the needs of those with short and long-term medical conditions which impact a customers' ability to use our toilets. (See section 4.1 for more details.) All main toilet types are self-contained units which contain a toilet, hand-washing and drying facilities and other facilities outlined in sections 3.5 through 3.12.	*Accessible toilets are designed to meet the needs of customers living with paraplegia who use a wheelchair but don't necessarily meet the needs of other customers travelling with a long or short-term medical condition.* *The super-standard toilet caters for the needs of customers travelling with* • *Babies and young kids;* • *Short or long-term medical conditions that impact their ability to use the toilet;* • *Luggage* • *Large sporting equipment such as bikes.* *This represents between 30% and 40% of our customers.* *Further, testing showed that customers who don't necessarily need this style of toilet preferred it to a small toilet cubicle as it gave them a greater sense of cleanliness, comfort and security.* *(Source: TPT, GTSB)* ***Principles: Access & Availability, Comfort, Quick & Easy, Safety & Security***	All stations

Toilet requirements

3.1 Toilet types and numbers

Ref	Requirement	Rationale	For
3.1.3	**Male Urinal Rooms** In addition to the two main toilet types noted above, City and Major stations also provide a Male Urinal room where patronage levels determine that 10 or more super-standard toilets are provided for males within an individual toilet bank. Male Urinal rooms contain two or more urinal facilities separated by privacy partitions plus group hand-washing and hand-dry facilities. Where Male Urinal rooms are provided, they make up 50% of the Male toilet quota (rounded down). For example, if patronage numbers determine that 12 toilets are provided, two of these will be Unisex, five would be female and five would be male. Fifty percent of the five male toilets would mean 2.5 urinals are provided in a single urinal room – but rounded down, this becomes 2 urinals within a single urinal room and 3 super-standard toilets. See Section 4.3 for a description of Urinal rooms.	*Urinals increase the speed with which our male customers can use our toilets. Further, just over half of our male customers say that they prefer to use a urinal when they urinate.* *While smaller stations do not warrant the provision of such facilities, the provision of urinal rooms at city and major stations will give customers quicker access to our toilets and reduce queues during peak times.* *(Source: TPT, GTSB)* ***Principles: Access & Availability, Comfort, Quick & Easy***	City and Major stations

Toilet requirements

3.3 Toilet types and numbers

Ref	Requirement	Rationale	For
3.1.4	**Lift & Change toilet** In addition to the two main toilet types noted above, Central and Circular Quay stations also provide Lift & Change facilities for customers living with severe disabilities (such as quadriplegia, cerebral palsy, MS, spina bifida or motor neurone disease) and their carers. Se Section 4.4 for a description of Lift & Change toilets.	*Customers living with quadriplegia are unable to use our accessible toilets, as they are unable to move. While the percentage of the population who suffers from this is fairly low, the provision of Lift & Change facilities at two major city stations will allow customers living with quadriplegia the ability to access toilet facilities within the city centre.* *(Source: Family & Community Services)* ***Principles: Access & Availability, Comfort, Quick & Easy***	Central and Circular Quay stations only

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Toilet requirements

3.1 Toilet types and numbers

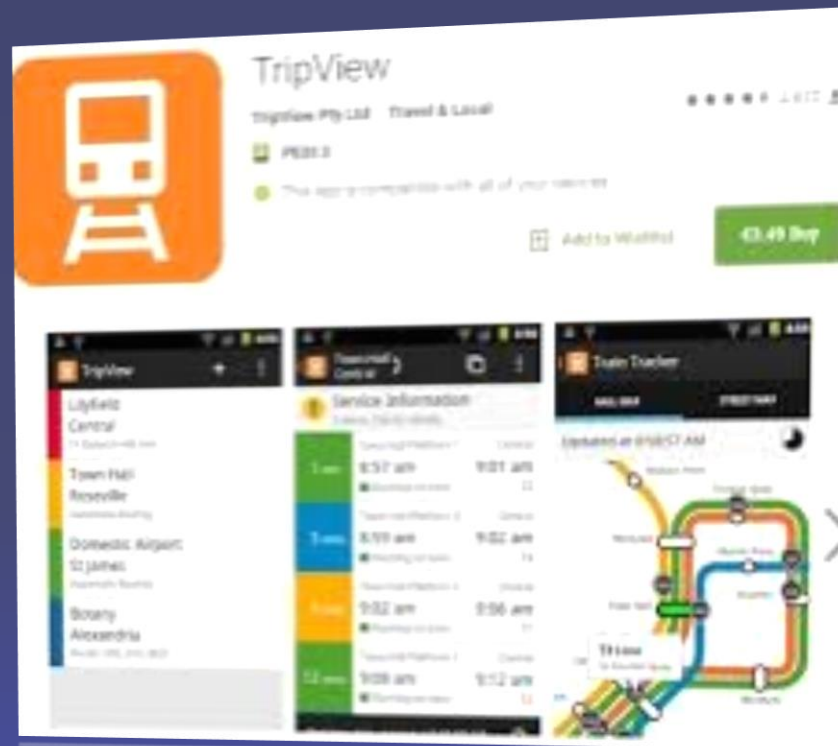| Ref	Requirement	Rationale	For
3.1.5	**Toilet numbers and type** **Number of toilets:** Each new build station provides customers with a **minimum** of four toilets: • **three Super-Standard Toilets** (one Unisex, one Male and one Female) ; and • **one Accessible Toilet** (Unisex). When patronage determines that more than four toilets are required, the split between toilet types is outlined in section 3.1.6. For existing City and Major stations the minimum toilet requirement and additional toilet modelling should be implemented where the physical and operational constraints allow in Station Upgrades. For Metro stations please refer to patronage modelling report for specific guidance on Toilet Numbers for Metro.	*Regarding toilet type:* *Accessible toilets are necessary to provide for the needs of customers who are living with paraplegia (and to meet our obligations under the Disability Discrimination Act and Disability Standards for Accessible Public Transport requirements.) However, this style of toilet is not suitable for all customers who use a wheelchair or for customers living with other types of disabilities. As less than 1% of the population suffers from paraplegia, the demand for the facilities provided in this type of toilet is fairly low.* *The provision of Super-standard toilets meets a much broader set of customers needs and ensures that our customers can readily access the toilet facilities they need when they need them.* *(Source: TCJA, TPT, GTSB)* **Principles: Access & Availability, Comfort,** **Quick & Easy**	All stations

Transport for NSW

Toilet requirements

3.1 Toilet types and numbers

Ref	Requirement	Rationale	For
3.1.6	**Toilet gender designation:** For banks of up to 12 super-standard toilets, the mix of toilet genders is as follows. Where more than 12 super-standard toilets are provided – broadly speaking 20% should be Unisex, 40% female and 40% male.	*Regarding gender:* *While as a general rule, females and males prefer using a toilet designated for their gender, they will use a Unisex toilet when gendered toilets are unavailable.*	All stations

Total no.	Unisex	Female	Male*
1	1	-	-
2	2	-	-
3	1	1	1
4	2	1	1
5	1	2	2
6	2	2	2
7	1	3	3
8	2	3	3
9	3	3	3
10	2	4	4
11	3	4	4
12	2	5	5

Approximately 20% of our customers need a Unisex toilet. Examples include parents travelling with young children of the opposite gender, carers who are the opposite gender to their caree as well as those who identify as transgender or intersex.

(Source: TPT, TCJA, GTSB)

Principles: Access & Availability, Comfort, Quick & Easy

* Male toilet numbers may include urinals where ten or more super-standard toilets are provided (in total).

In addition, all accessible toilets and lift-and-change facilities are unisex and all urinal rooms are male.

3.2
Trip planning

Customers who need ready access to a toilet want to know what toilets we provide at each station and where they are located prior to travelling or while they are en route.

Toilet requirements

3.2 Trip planning

Ref	Requirement	Rationale	For

3.2.1	**Digital information (online and apps)**
	Customers are able to go online and/or use an app to identify what toilet facilities are provided at specific stations and where those toilet facilities are located at the station before they leave.
	
	When customers go online – or use our apps – they are able to find the following information about a specific station's toilet facilities:
	• **Where** the toilets are located at the station;
	• **Directions** on how to get to the toilets both when entering the station and from each platform (including whether a lift is available)
	• **How many** toilets are available and the types of toilets available including:
	    • Male/Female/Unisex
	    • Accessible toilets (including the type of Accessible toilet – LH or RH)
	• **Facilities provided in the toilet** including things like sharpie bins and baby-change facilities
	• **Opening hours** of the toilets if they are not accessible at all times
	• **The location of the nearest alternative** public toilets in the event that station toilets are closed (Optional)
	• **The latest cleanliness rating** of the toilets (Optional)
		One in five of our customers tells us that they need to know what public toilet facilities are available to them before they travel with us, and that this impacts their decision whether or not to take the train.
		
		Customers also tell us that they need to know whether there is a toilet at a station while they are travelling on our train – and specifically where the toilet is located. They need to know this so that if they urgently need a toilet while on the train, they can safely alight at the next station and quickly locate the toilet.
		
		Further, research tells us that customers need to know what is included within the toilet, so they can see whether it meets their needs. For example, customers tell us they need information about facilities like baby-change facilities, family-friendly facilities, the type of accessible facilities (left-hand or right-hand) and proximity of toilets to the train.
		
		(Sources: TPT, TCJA, GTSB)
		
		Principles: Access & Availability, Information, Comfort, Quick & Easy
			All stations

Toilet requirements

3.2 Trip planning

Ref	Requirement	Rationale	For
3.2.2	**Other information channels for customer information** Customers are also able to get this information by: • Phoning 131 500 • Calling the station; and • Relevant printed materials such as timetables.	Customers want multiple channels so that they can get the information they need about our toilets.	All stations

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3.3
Finding the Toilet

Customers want to be able to easily locate the nearest toilet from any point within the station environment.

Toilet requirements

3.3 Finding the toilet

Ref	Requirement	Rationale	For
3.3.1	**Easy to find** Wayfinding signage is placed throughout the station environment to enable customers to easily find a toilet at any stage of their journey by looking up for a sign. A variety of additional wayfinding tools are provided to customers such as station maps at the entry and on the platforms and online apps (see below).	*Roughly one third of customers look for a toilet when entering the station, another third while waiting on the platform – or in transit - and the final third when they alight from the train. This means they need to be able to locate the toilets from anywhere within the station paid-area.* *During our research, when we asked customers to locate the nearest toilet, all customers looked up for a cue as to its location.* *(Sources: TPT, TCJA, GTSB)* ***Principles: Access & Availability, Information, Quick & Easy***	All stations
3.3.2	**Digital information** When at the station, customers are able to locate a toilet suitable to their needs at the station through mobile and other digital interfaces. In addition, wayfinding and other information is provided through mobile and other digital technology in a form that is suitable for customers with vision impairment.	*Customers with accessibility needs are particularly reliant on mobile devices to help them to navigate when in public and want us to provide them with information to do this while out and about.* *(Sources: TCJA, GTSB, DTAP)* ***Principles: Access & Availability, Information, Quick & Easy***	All stations

Toilet requirements

3.3 Finding the toilet

Ref	Requirement	Rationale	For
3.3.3	**Information about nearest alternative toilets** (Optional) Information about the nearest bank of alternative public toilets – either within the station area or outside - is provided at all toilet banks in case of queues or other issues that impact availability (such as cleaning). For accessible toilets – details of the nearest accessible toilet is also provided, including information about whether it is Left-Hand or Right-Hand.	*Customers understand that from time to time our toilets may be unavailable, but want us to help them to locate an alternative facility when this happens.* *(Sources: TCJA, TPT)* ***Principles: Access & Availability, Information***	All stations

3.4
Toilet location and external area

Customers want to feel safe and secure when they are entering and exiting our toilet, particularly if they are required to wait.

Toilet requirements

3.4 Toilet location at station and external area

Ref	Requirement	Rationale	For
3.4.1	**Toilet Location** Where space in the built environment permits, toilets are on the station island (or islands) or side platforms. Where space or heritage restrictions do not permit the required number of toilets to be located on the station island (or islands) or side platforms, then: • at least one unisex Super-Standard toilets is located on each station island or side-platform; and • the balance of toilets are located in the paid area of the concourse. Entrances to all toilets should be in a location where people waiting for toilets are readily visible by passing pedestrian traffic – more specifically: • by other customers waiting on the platform (for toilets on the platform); or • from the gate line (for those on the concourse). Toilets should ideally not be accessed from a corridor (anything less than 3 metres wide) for safety reasons.	*Boarding customers who need a toilet feel more secure when they are located near other people.* *Alighting customers with an urgent need for a toilet, can quickly access our toilets after getting off the train. Research tells us that the ability to do this is necessary for some customers to travel with us.* *(Sources: TPT, DTAP, GTSB)* ***Principles: Access & Availability, Information, Safety & Security, Comfort, Quick & Easy***	All stations
3.4.2	**Privacy Screens (optional)** At some stations, privacy screens may be provided where toilets are located on the concourse area. Where a privacy screen is provided, it should enable customers to queue in relative privacy while still providing them with sufficient visibility to both feel and be safe.	*Providing our customers with a safe and secure environment is a critical customers satisfaction driver. Complying with CPTED* principles regarding proximity to other customers will help this.* ***Principles: Safety & Security***	All stations

*CPTED – Crime Prevention through Environmental Design

Toilet requirements

3.4 Toilet location at station and external area

Ref	Requirement	Rationale	For
3.4.3	**External information about each bank of toilets** At each bank of toilets at a station – where 'bank' is either an individual toilet (with no other toilets next to it) or multiple toilets in the same spot at a station – information is provided to customers about: - **The toilet designation** – signage that clearly communicates gender and/or special needs usage through use of universal symbols - **How to gain access to the toilets** – operating a controlled access entry system (refer to 3.6.1); - **The location of the nearest alternative toilets** – as outlined in section 3.3.3 (Optional). - **A braille map** showing the location and type of each toilet in the 'set' as well as all of the information above.	*Research showed that current toilet labels, while legally compliant, are confusing for customers. They don't know who can use which toilet, and may end up feeling guilty about picking a particular toilet to use.* *Customers tell us they want to be able to readily locate a toilet that meets their specific needs and feel comfortable using it.* *(Sources: TCJA, TPT)* ***Principles****: **Comfort, Information, Access & Availability, Quick and easy***	All stations

Toilet requirements

3.4 Toilet location at station and external area

Ref	Requirement	Rationale	For

3.4.4	**Digital Information Display external to each individual toilet** (optional)
	
	The entrance to each individual toilet clearly displays in digital format (such as an LED Screen):
	
	• whether the toilet is vacant or occupied through the use of:
	
	    • the words 'vacant' and 'occupied', in large text; (essential) ; and
	
	    • red and green indicators; (optional).
	
	• when the toilet was last cleaned. (optional)
	
	• other relevant data such as name of station, date, time.
	
	• how to enter the toilet (e.g. 'Tap here')
		Customers tell us that they:
		• *find digital information more reliable than paper information;*
		• *want to be able to reliably tell if a toilet is vacant or occupied;*
		• *value knowing when the toilet was last cleaned;*
		
		(Sources: TCJA, TPT, DTAP)
		
		Principles: Comfort, Information, Access & Availability, Quick and easy
			All stations

3.4.5	**Information for customers living with visual impairment** A braille map of each toilet is provided outside the toilet for customers living with visual impairment to orient themselves prior to entering. Additionally, digital content delivered through mobile technology provides an audio description of: a) The location and type of each toilet before they enter and lets them know which toilets are currently vacant; b) Once they enter – gives them a description of the layout and facilities of the toilet they have just entered	*Customers with blindness tell us that braille is not necessarily easy for them to use and they prefer to use digital content which walk them through their location.* *(Sources: DTAP)* ***Principles: Information, Access & Availability, Quick and easy***	All stations

Transport for NSW

Toilet requirements

3.4 Toilet location at station and external area

Ref	Requirement	Rationale	For
3.4.6	**Priority for accessible toilets** Accessible toilet are marked so that priority is given to customers in a wheelchair. The notification of priority gives primacy to the customers that such facilities are designed for, while still indicating to other customers that they are also welcome to use the facilities when priority customers are not using them.	*Customers who use a wheelchair tell us that when they need a toilet, their need is often urgent.* *Customers who don't use a wheelchair tell us that they want us to facilitate priority queueing for people in a wheelchair, as they believe they should have priority.* *(Sources: DTAP)* ***Principles: Access & Availability, Quick & Easy***	All stations
3.4.7	**Emergency help button** An emergency help button is located within close proximity to the toilets. For toilets located on the concourse, an emergency help button is located at concourse level within 50 metres of the toilets.	*Customers tell us that they want to be able to get emergency help readily if something happens when they, or someone they are caring for is in the toilet.* *(Sources: TCJA, TPT)* ***Principles: Access & Availability, Safety & Security***	All stations

Toilet requirements
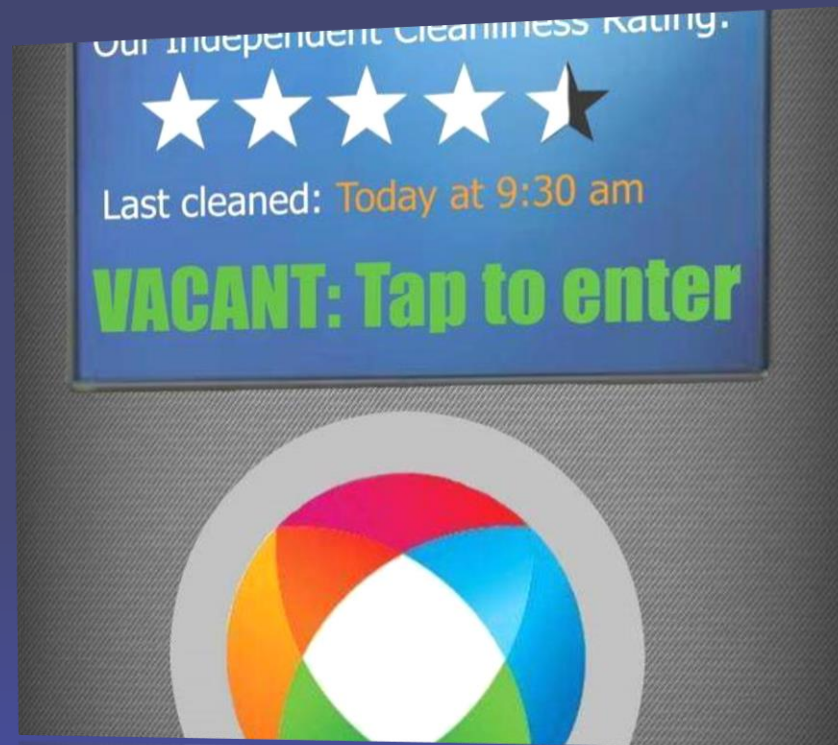
3.4 Toilet location at station and external area

Ref	Requirement	Rationale	For
3.4.8	**Exterior lighting** Exterior lighting is provided using CPTED* principles at all times during hours that customers could be using the station whenever natural lighting is unavailable.	*Providing our customers with a safe and secure environment is a critical customers satisfaction driver. Complying with CPTED* principles regarding lighting will assist this.* ***Principles: Safety & Security, Comfort***	All stations
3.4.9	**CCTV Cameras** CCTV cameras are located outside toilets and positioned to capture the faces of all individuals who enter the toilet and to detect behaviours related to vandalism, graffiti and other anti-social behaviours.	*Customers tell us that they want us to take steps to deter vandals from destroying train station toilets so that they have ready access to clean toilets in good condition.* *In addition, we know our customers expect us to provide them with a safe and secure environment at the station. CCTV cameras contribute to their feeling of safety and security* *(Sources: TCJA, TPT)* ***Principles**: **Comfort, Safety & Security***	All stations

*CPTED – Crime Prevention through Environmental Design

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3.5
Access and Security (main toilets)

This section looks at how we provide ready access to our toilets while protecting them from vandalism so that customers can continue to use them.

(Customer personal safety and security is dealt with throughout the other sections.)

Toilet requirements

3.5 Access and Security (main toilet)

Ref	Requirement	Rationale	For
3.5.1	**Gaining access to standard and super-standard toilets** Customers are able to access our toilets during all operational hours via an electronically enabled controlled access system. At higher risk stations (as determined by the operator), the toilet opening hours may be restricted to staffed hours only as agreed in writing with Transport for NSW.	*The number one complaint that Transport for NSW receives about toilets is that they are locked and/or that customers have to find a station staff member to access toilets. (Source: Voice of Customer data)* ***Principles: Access & Availability, Quick & Easy***	All stations
3.5.2	**Accessible toilets** Customers living with disabilities are able to access the Accessible toilets at all hours. Accessible toilets are fitted with an MLAK key which can be used outside operating hours to access the Accessible toilet. (Note – an MLAK key is not required to unlock Accessible toilets during the standard hours noted above.)	*Customers who live with a disability tell us that they do not want MLAK keys to be used during normal operating hours. If they are used, it should only be where toilets would otherwise be locked.* *(Sources: TCJA, DTAP)* ***Principles: Access & Availability, Quick & Easy***	All stations
3.5.3	**Locks** Adequate locks and other security is provided so that the toilets can be safely locked at times that they are not accessible to our customers (e.g. if out of order).		All stations
3.5.4	**CPTED*** Crime Prevention through Environmental Design principles are followed. *CPTED – Crime Prevention through Environmental Design*	*Providing our customers with a safe and secure environment is a critical customers satisfaction driver. Complying with CPTED* principles regarding lighting will assist this.* ***Principles: Safety & Security, Comfort***	All stations

3.6
Entering and Exiting (main toilets)

This section outlines access requirements, including security and safety measures.

Toilet requirements

3.6 Entering and exiting (main toilets)

Ref	Requirement	Rationale	For
3.6.1	**Entering the toilet** Entry to toilets is via an electronic, controlled access system and is touch free. Entry is only enabled when the toilet is vacant and when the controlled access system is activated by customer. The controlled access touchpoint is integrated with other external digital information displays outside individual toilets and as such any necessary conduits should be provided for in toilet design. Vacancy and occupation status is clearly visible on the outside of the toilet .	*Customers want better access to our toilets and they want us to do more to stop vandals from attacking toilets.* *Research shows that customers felt using Opal cards would give them greater access and keep vandals out. They also liked that using their Opal card meant they didn't have to touch the door-handle with their hands.* *(Sources: TCJA, TPT)* ***Principles: Access & Availability, Quick & Easy, Safety and Security***	All stations
3.6.2	**Closing and locking the door** The mechanism to close and lock the door is touch free, able to be activated easily and designed to avoid accidental activation. The status of the door lock is clearly visible to the customer.	*Customers tell us that they want to be able to feel certain that the door to their toilet is locked when they are in there so that nobody can barge in on them.* *Customers also told us that they want to make sure any button to enter or exit from within the toilet needs to be located in a spot which is easy to reach from the toilet and will discourage any young kids they take in with them from accidentally hitting it.* *(Source: TCJA, TPT)* ***Principles: Access & Availability, Comfort, Information***	All stations

Transport for NSW

Toilet requirements

3.6 Entering and exiting (main toilets)

Ref	Requirement	Rationale	For
3.6.3	**Exiting the toilet** The mechanism to unlock and open the door is the same mechanism as is used to lock the door. It is touch free, able to be activated easily and designed to avoid accidental activation. The status of the door lock is clearly visible to the customer.	*Customers told us that they do not like to touch door handles after they have washed their hands.* *(Source: TCJA, TPT)* ***Principles: Access & Availability, Quick & Easy***	All stations
3.6.4	**Emergency access, power outages and malfunctions** Emergency access to the toilets should be provided to designated staff [as determined by the operator]. In the event of a power outage, and where electronically enabled controlled access system is installed, a backup power source is required to enable customers to exit or enter the toilet. In addition, a manual override function is provided for station staff to be able to open the doors in the event of an electrical malfunction.	*Customers tell us that they need to be able to readily access our toilets from outside with help from one of our staff when someone who is in their care is inside the toilet and may be in trouble.* *(Sources: TCJA)* ***Principles: Safety & Security, Comfort, Access & Availability***	All stations
3.6.5	**Emergency alert for users who overstay** Where users have been in the toilet for longer than 15 minutes then staff will be notified by the digital control monitor so that they may then go to the toilet door and knock to see if the customer requires help.	*Customers tell us that they don't like waiting in queues and would like us to hurry up people who are taking too long.* *Station staff tell us that customers sometimes hurt themselves in the toilet, and they need an alert in order to know when this is happening.* *(Sources: TPT)* ***Principles: Safety & Security, Comfort, Access & Availability***	All stations

Transport for NSW

3.7
Internal toilet experience
(Guiding principles)

Customers want their toilet experience to be clean, comfortable, quick and easy.

Toilet requirements

3.7 Internal toilet experience (guiding principles)

Ref	Requirement	Rationale	For
3.7.1	**Cleanliness** Customers are provided with toilets that they perceive to be clean prior to their arrival at the station and experience as clean when they use them. They perceive our toilets to be clean because: - Our toilets are odour free; - Floors are dry, paper-free and clean; - The toilet seat is clean and dry; - The toilet bowl is flushed and has no debris; - Walls are bright, light coloured and free from dirt; - All other surfaces are clean and rubbish free - Garbage bins are sealed; Further details of how this is achieved are provided in the following sections.	*Cleanliness is the most important thing to customers in a toilet. The perception that our toilets are not clean is the most common reason people don't use them.* *Customers tell us that their major issues with cleanliness include:* • *Water and paper on the floor* • *Liquid and dirt on the toilet seat* • *Bad odours* *(Sources: TCJA, TPT, GTSB)* ***Principles: Cleanliness***	All stations
3.7.2	**Comfort** Customers are provided with the following core requirements : • **'No touch' facilities** – customers are able to use our toilets without having to touch any toilet surfaces with their hands (including at entry and exit); • **Hygiene aids** – like toilet seat cleaner and toilet seat covers (see section 3.8) • **Adequate facilities** as outlined in section 3.1 For further details about how this is achieved, see later sections in this report.	*Customers have repeatedly told us that 'no touch is king' – and that the provision of touch free facilities may even drive increased patronage.* *Customers told us that providing them with aids like toilet seat cleaner and toilet seat covers helped them to feel like they were having a more hygienic experience.* *(Sources: TCJA, TPT, GTSB)* ***Principles: Comfort & Hygiene, Cleanliness***	All stations

Toilet requirements

3.7 Internal toilet experience (guiding principles)

Ref	Requirement	Rationale	For
3.7.3	**Quick and easy** Customers are able to use our toilets as quickly as possible so that they can catch their train or get on with their day. Key aspects of our internal design which aid this are: • **Fixtures are easy to use** and don't require customers to stop and think about how they use them • **Clearly labelled** - so customers can readily identify what's what • **Fixtures are located in easy to find locations** – so customers don't waste valuable time locating them • **Hand-washing and drying is quick**	*Customers want to get into and out of our toilets as quickly as possible. Key things which prevent them from doing this are:* - *Facilities which aren't intuitive to use and require them to stop and work out how to use them;* - *Having to work out where something is* - *Slow hand-drying* *(Sources: TCJA and TPT)* ***Principles**: Quick and easy*	All stations
3.7.4	**Other requirements** All fixtures are chosen for their: • **Durability** – materials are durable and resistant to vandalism and neglect so that they last and/or are easily and cheaply replaced or easily repaired; • **Anti-graffiti –**surfaces of walls, and doors use graffiti resistant materials; • **Quality feel** – to discourage vandalism; and • **Piping to be concealed** – all interior water supply and drainage piping connected to fixtures is concealed to protect against contact. Durable materials resistant to human impact are used for any exposed piping which is secured with sturdy fasteners, hangers and supports.	*Customers feel that we should we should not skimp on ensuring toilets are clean and vandalism free.* *(Sources: TCJA and TPT)* ***Principles**: Quick and easy*	All stations

3.8
Cleanliness & hygiene

Customers want to both *feel* that our toilets are clean and *experience* them as being clean.

Toilet requirements

3.8 Cleanliness and hygiene

Ref	Requirement	Rationale	For
3.8.1	**Extraction fan above toilet to remove odours** Exhaust fans are provided above toilets to quickly pull out odours. To conserve electricity, these are set to turn on when the toilets is entered and turn off when the toilet has been vacated. Fan noise must be minimised to ensure customers feel a sense of safety and hearing comfort.	*Customers tell us that the absence of unpleasant odours is one of the most critical elements of cleanliness for them. (GfK pg. 27)* *International research has shown that the use of extraction fans located above the toilet is the most effective way to remove offensive odours.* ***Principles****: **Comfort, Cleanliness**	All stations
3.8.2	**Hand-washing and hand-drying facilities are co-located** The hand-washing and hand-drying facilities (ie. paper towel dispenser and bin) are co-located so that customers: - can easily shake excess water off their hands in the basin; - can reach directly from the sink – without turning – to reach for a hand-towel; - can drop the paper-towel directly into the rubbish bin below the paper-towel dispenser (see diagram below for example of how this works): Hand-washing/drying facilities Paper Towel Dispenser — Hand-drying facilities — Rubbish Bin — Sink	*Customer research has told us that water on the floor is unsafe and makes them feel that the toilet is unclean and also unsafe (due to the potential to slip over). Research determined that the majority of water on the floor is caused by customers:* • *shaking wet hands over the floor;* • *moving from the basin to a hand-drying area that is placed across the room with wet hands;* • *using hand-dryers that blow water down onto the floor;* • *failing to provide paper-towers, causing customers who won't use hand-dryers to shake more water on the floor.* *(Sources: TPT, TCJA, GTSB)* ***Principles: Comfort, Cleanliness, Safety & Security***	All stations

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Toilet requirements

3.8 Cleanliness and hygiene

Ref	Requirement	Rationale	For
3.8.3	**Ventilation fan below basin to dry floors** (optional) Ventilation fans are provided under the sink to blow air onto the floor to dry wet floors quickly. These under-basin vents have an external speed control which can be turned up immediately after they have been cleaned to speed drying time. Fan noise must be minimised to ensure customers feel a sense of safety and hearing comfort.	*Providing a clean dry floor is crucial for customers both in terms of safety – to avoid slips and falls – and because of the perception that a wet floor means the toilet is unclean.* *(Sources: TCJA, TPT)* ***Principles: Cleanliness, Comfort & hygiene, Safety & Security***	All stations
3.8.4	**Sealed Garbage Bins that extract rubbish** (optional) As shown in the diagram on the previous page, a garbage bin is provided immediately below the paper-towel dispenser and either immediately behind or next to the wash basin to minimise litter and water on the floor. This garbage bin 'seals' once rubbish is placed into it so that customers cannot retrieve anything they place into the bin. This also protects them from any unpleasant odours from anything placed in the bin. The bin opening is large enough to take a baby's nappy. When rubbish is placed into the bin it is suctioned to another central location both for odour protection, security and to ensure that the bin never overflows. Where the design of the station does not allow for the rubbish to be suctioned away, the bin is large enough that it will not overflow when it is not emptied.	*Research tells us that 83% of customers expect us to provide a bin in our toilets.* *Further, the provision of a bin will help to remove the problem of paper being left on the floor of our toilets.* *(Sources: TCJA, TPT, GTSP)* ***Principles: Cleanliness, Comfort & hygiene, Safety & Security***	All stations

Toilet requirements

3.8 Cleanliness and hygiene

Ref	Requirement	Rationale	For
3.8.5	**Sealed Walls and Floors** To prevent odours, mould and bacteria, all floors and walls are anti-microbial and completely sealed.	*When floors and wall tiling are not anti-microbial and completely seals unpleasant odours can be absorbed and become impossible to remove. Bad odours are one of the biggest complaints customers have about cleanliness.* *(Sources: TCJA, GTSB)* ***Principles**: **Cleanliness, Comfort & Hygiene, Safety and Security***	All Stations
3.8.6	**Keep it Clean poster** There is a small 'Keep it clean' or similar poster on the toilet wall which reminds customers what they should do to keep the toilet clean and lets them know the consequences of not doing so. For example: 	*Customers told us they want us to do more to encourage other customers to keep our toilets cleaner – and to bring them into line when they don't. They are aware that issues of access and lack of cleanliness are often the fault of other customers rather than lack of cleaning, and want Transport for NSW to do more to let customers know that this behaviour is not OK.* *(Sources: TCJA, TPT)* ***Principles**: **Cleanliness, Comfort & Hygiene, Safety and Security***	All stations

Toilet requirements

3.8 Cleanliness and hygiene

Ref	Requirement	Rationale	For
3.8.7	**Digitally enabled cleaning schedule** (optional) Utilising electronic counting of toilet patronage as well as problems reported (see 3.8.8), cleaning schedules respond accordingly to prioritise high use or problem facilities. When cleaning is in progress (as activated by cleaning staff - eg. by electronic card), external digital information displays outside individual toilets showing: - Cleaning is in progress - That the toilet is occupied - Where the nearest similar toilet is Once cleaning mode is electronically activated exhaust vents automatically respond by increasing power/speed to aid in quickly drying the floors after mopping. On completion, cleaning staff deactivate cleaning mode returning the external information display to normal (ie. vacant, last cleaned at XX) and electronic counting of toilet patronage resumes.	*Customers tell us that they expect our toilets to be cleaned regularly and that they do not believe that this is an area that Transport for NSW should cut costs on. For major stations, their expectation is that each toilet is cleaned at least every half hour to an hour. For smaller stations, there is still an expectation that toilets are cleaned at least once every couple of hours.* *Actually cleaning toilets based on number of uses or when a customer reports a problem with a toilet will ensure higher levels of cleanliness.* *(Sources: TPT, TCJA)* ***Principles: Cleanliness, Comfort, Information, Quick and Easy***	All stations
3.8.8	**Report a problem** In the event that a customer finds a problem with the toilets' cleanliness or supply of products such as toilet paper or paper towels – they know what to do in order to have this issue rectified. For example, a mobile number they can text to notify cleaning staff that there is an issue that needs fixing in a specific cubicle.	*Customers tell us that they want to be able to let us know when there is a problem with one of our toilets so that somebody can do something about it – but don't know how to do this.* *(Sources: TCJA)* ***Principles**: **Information, Cleanliness***	All stations

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Toilet requirements

3.8 Cleanliness and hygiene

Ref	Requirement	Rationale	For
3.8.9	**Hygiene aids** Customers are provided with Toilet Seat Cleaner and Toilet Seat Covers so that they can feel they are having a hygienic experience when using our toilets. Note: Toilet seat cleaner should be secured from theft and provided in controlled doses. Utilisation of product should be monitored to ensure it is not being misused.	*Customers value being provided with materials that give them comfort that their toilet experience is hygienic. They told us that the two items they valued most were Toilet Seat Cleaner and Toilet seat covers.* *Sources: TCJA, TPT* ***Principles: Cleanliness, Comfort & hygiene, Quick and Easy***	All stations
3.8.10	**Sanitary bins** A 'touch-free' sanitary bin is provided between the toilet and the wall in the Female and Unisex super-standard toilets and the Unisex accessible toilet.	*Customers told us that they want the sanitary bin close to the toilet.* *Sources: TPT* ***Principles: Comfort & hygiene, Quick and Easy***	All stations
3.8.11	**Music** (optional) Speakers within the toilet pipe in classical music to the toilets which provides customers with audio privacy and a more relaxing experience. These speakers are also used for emergency announcements.	*Customers tell us that they want audio privacy in the toilet. Further, testing with background classical music received positive comments from customers who said that it was relaxing and improved their customers experience.* *Sources: TPT* ***Principles: Comfort & hygiene***	

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3.9
Surfaces and Lighting

Customers want our toilets to be bright and light and clean.

Toilet requirements

3.9 Surfaces and lighting

Ref	Requirement	Rationale	For
3.9.1	**Floors** All floors are slip-resistant, antimicrobial and completely sealed. They are of a minimum or superior standard to seamless antimicrobial epoxy terrazzo as this avoids mould and bacteria build up and is easy to clean.	*Customers told us that light-coloured clean non-slip floors are important to them. Global best practice research shows that antimicrobial epoxy terrazzo is the best substance to meet these needs.* *Sources: TPT* ***Principle: Cleanliness***	All stations
3.9.2	**Walls** Walls are covered in large tiles that are ideally floor to ceiling. They have butt joints sealed with hairline thin epoxy resin – or material of a similar or better quality. There are no grout joints. Wall panels are light coloured and antimicrobial and are a of a minimum or superior standard to unengineered quartz.	*Customers told us that light-coloured clean walls that are odour-free give them the impression that the toilet is clean. Global research shows that unengineered quartz is best-placed to deliver this result and can be easily cleaned.* *Sources: TPT* ***Principle**: **Cleanliness***	All stations
3.9.3	**Skirting** There is a baseboard in a darker solid colour that contrasts with the walls and floor colour in all toilet areas to aid in navigation for customers who are vision impaired.	*Research shows that a different coloured baseboard helps customers living with visual impairment to move around the toilet.* *Sources: DTAP* ***Principles**: **Accessibility, Comfort, Information***	All stations

NSW GOVERNMENT | **Transport for NSW**

Toilet requirements

3.9 Surfaces and lighting

Ref	Requirement	Rationale	For
3.9.4	**Ceiling** Ceilings are made of materials that absorb the noise. The ceiling is insulated, again to dull sounds from within the toilet.	*Customers value audio privacy when they are using the toilet. In addition, customers living with hearing impairment struggle with tiled environments that reflect sound.* *Sources: TPT* ***Principles**: Availability and Accessibility, Comfort*	All stations
3.9.5	**Counters/backsplash** Counters and splashbacks are completely sealed and are built using non porous materials that are of comparable quality to stone or quartz so as to provide a durable, clean and pleasant to look at finish.	*Customers told us they want surfaces that are easy to clean and pleasant to look at.* *Sources: TPT* ***Principles**: Availability and Accessibility, Comfort*	All stations
3.9.6	**Lighting** Lighting provided is warm white lighting which creates a welcome and soft environment. Recessed downlights is provided in each toilet. Natural lighting is also provided where the station design permits this. Occupancy sensors switch off lighting when no one is present. Lighting at the sink is oriented to provide even vertical illumination (from the sides) onto the face, but somewhat softly to avoid glare into the eyes. Mirrors have side-lighting. Lighting from above the mirror supplement the vertical lighting. Vertical lighting is evenly balanced on both sides of the face.	*Customers told us that they need a warm well-lit toilet to have a comfortable experience and to feel safe in our toilets.* *Customers also told us that they don't like blue-light – particularly customers who are living with disabilities.* *Sources: TCJA, TPT* ***Principles**: Availability and Accessibility, Comfort Safety and Security, Cleanliness*	All stations

Toilet requirements

3.9 Surfaces and lighting

Ref	Requirement	Rationale	For
3.9.7	**Kid-Designs** The unisex Super-Standard toilets (see Section 4.1) will employ design features (eg. Pictures, decals, stickers) adhered to wall finishes, as specified in 3.9.2, to provide engagement for babies and young children without making adult customers feel that they are in the wrong cubicle.	*Customers with young kids told us that they would value the provision of a wall-paper design on the wall or the ceiling to temporarily entertain young kids and babies either while their parents are using the toilet or the baby is having their nappy changed.* *Sources: TPT* ***Principles: Comfort, Quick and Easy***	All stations
3.9.8	**Advertising** A spot on the wall opposite the toilet is kept free for the placement of advertisements.	*Customers told us that they don't mind reading advertisements while in the toilet which may provide TfNSW with the income needed to provide customers with well maintained toilets.* *Sources: TPT* ***Principles: Comfort & hygiene; Cleanliness***	All stations

3.10
Space and stowage

Customers want to be able to:

- Ensure their bags and coats remain clean, dry and secure while they use the toilet;

- Accompany any dependants in their care into the toilet;

- Bring in any large items with them like luggage, prams or large sporting equipment (bikes).

Toilet requirements

3.10 Space and stowage

Ref	Requirement	Rationale	For
3.10.1	**Hooks** Two hooks are provided at different heights for the stowage of coats, shopping bags, handbags backpacks and similar. Each is able to hold a bag of at least 12 Kgs. Signage clearly indicates the maximum weight that the hook can support. The lower hook is 120 cm off the ground and the higher one around 180 cm off the ground. Hooks are a strong metal with secure mounting. There are no sharp edges. Hooks are long enough to hold bags with a strap that is 10cm wide and hook upward to hold a garment.	*Customers told us that it is important to them to have somewhere in the toilet to be able to put their bags and coats dry and clean while they are using the toilet.* *Sources: TCJA, TPT, GTSB* ***Principles: Comfort & hygiene; Cleanliness***	All stations
3.10.2	**Shelf** A shelf is provided adjacent to the basin for customers to place their belongings on while washing and drying. The shelf should be slightly higher than the basin top to remain dry but no higher than the bottom of the mirror. The shelf is minimum 20cm deep and 45cm in length.	*Customers told us that it is important to them to have somewhere in the toilet to be able to put their bags and coats dry and clean while they are using the toilet.* *Sources: TCJA, TPT, GTSB* ***Principles: Comfort & hygiene; Cleanliness***	All stations

3.11
Toilet facilities

Customers want a comfortable clean toilet that is safe and feels safe for them to use.

Toilet requirements

3.11 Toilet facilities

Ref	Requirement	Rationale	For
3.11.1	**Toilet placement** Toilets should not be set closer than 60 cm from its centre to the side wall. They should be wall hung, without leg support so as to facilitate cleaning. Note: In existing stations toilet placement may be dependent on existing floor waste locations.	*Customers told us that they don't want to feel claustrophobic when they use the toilet, that there should be plenty of space between them and the wall.* *Sources: TCJA, TPT* ***Principles: Comfort***	All stations
3.11.2	**Toilet cistern** The toilet cistern should be recessed behind the wall and should be low-flow.	*Customers tell us they want us to do more to stop vandalism and crime. Toilet cisterns are potential targets for both. Recessing them behind the wall eliminates a particular source of vandalism or crime.* *Sources: TPT, TCJA* ***Principles: Comfort, Safety & security***	All stations
3.11.3	**Toilet seat** Toilet seats are to specified by the operator. Due consideration to be given to product vandalism and maintenance.		All stations
3.11.4	**Toilet bowl** Toilet bowls are to be specified by the operator. Due consideration to be given to product vandalism and maintenance		All stations

Toilet requirements

3.11 Toilet facilities

Ref	Requirement	Rationale	For
3.11.5	**Toilet seat cleaner and covers** Customers are provided with liquid toilet seat cleaner by way of an embedded toilet spray that they can spray onto toilet paper to use to clean the seat. They are also provided with a toilet seat cover to cover the seat with which reduces the use of toilet paper to cover the seat with.	*Nearly 50% of our customers told us that they use Toilet Seat Cleaner when it is available and that this makes them feel better about using our toilets. Just over one in three customers told us they use toilet seat covers if available – and when we don't provide them, 40% of customers told us they will cover the toilet seat with toilet paper.* *Source: TPT, GTSB* ***Principles: Cleanliness, Comfort & Hygiene***	All stations
3.11.6	**Toilet paper dispenser** The receptacle for the toilet paper is embedded in the wall and should be large enough that toilet paper can be provided to last between cleaning schedules while making the theft of toilet paper an onerous and time consuming task. Where Digital Information Displays are present at the entrance to each toilet, toilet paper supply levels should be digitally monitored and communicated to customers via the display as well as on a station control monitor (that also tracks toilet cleaning). The toilet paper dispenser is placed on the wall next to the toilet, slightly forward from where the person is sitting and slightly up. It is easy to reach for people of all sizes, shapes and heights.	*Customers tell us that ensuring that they have enough toilet paper is critical to a good toilet experience – and they need to be able to identify this before they enter the toilet.* *The most likely item to be stolen from our toilets however is toilet paper, which exacerbates the above issue.* *Source: TCJA, TPT* ***Principles: Cleanliness, Comfort & Hygiene***	All stations

NSW GOVERNMENT | **Transport for NSW**

Toilet requirements

3.11 Toilet facilities

Ref	Requirement	Rationale	For
3.11.7	**Flushing** Our toilets are equipped with sensor operated flushing facilities that sense the level of the water and choose the appropriate level of flush to provide. A manual override is also provided to allow the user to manually flush the toilet by pressing the button. The manual override continues to operate in the event of a power outage. No more than 4.5 litres of water is flushed even if the button continues to be held.	*Customers tell us that they do not want to have to touch a button to flush the toilet due to the germs they believe might transfer onto their hands if they do this.* *Source: TCJA, TPT* *__Principles__: __Cleanliness, Comfort__*	All stations
3.11.8	**Toilet Paper** [PRODUCT REQUIREMENTS TO BE DETERMINED BY THE OPERATOR]		

NSW GOVERNMENT | Transport for NSW

3.12
Hand-washing and drying area

Customers want a 'no touch', hygienic handwashing experience as well as convenient amenities.

Toilet requirements

3.12 Hand-washing and drying area

Ref	Requirement	Rationale	For
3.12.1	**Basin** Basins have a minimum size of 50 cm in length and 40 cm wide and are not flat bottom as they do not effectively allow dirt and debris to be washed away. All basins are installed into vanity tops and located beneath the vanity. All vanity tops have backsplashes. Note: for Accessible Toilets please refer to ASA standards for basin requirements.	*Customers value a clean wash-basin that will allow them to readily wash their hands and keep all the water in the basin.* *Source: TPT* ***Principles: Cleanliness, Comfort & Hygiene***	All stations
3.12.2	**Tap and soap dispenser** An auto-sensor tap and an auto-sensor soap dispenser are provided over the basin to minimise wet floors. The fixtures are reliable and easy for customers to figure out how to use them. The water flow is low-flow.	*Customers tell us that they want a no-touch experience on all toilet facilities, including the soap dispenser.* *Source: TPT, TCJA, GTSB* ***Principles: Cleanliness, Comfort & Hygiene***	All stations
3.12.3	**Soap** Foam soap is provided instead of liquid soap as it reduces water usage and discourages theft. .	*Customers want us to discourage other customers from doing the wrong thing.* *Source: TPT* ***Principles: Cleanliness, Comfort & Hygiene***	All stations
3.12.4	**Shelf** A shelf is provided adjacent to the basin (refer to 3.10.2).	*Customers want us to provide them a place to put their bags to keep them safe and dry.* *Source: TPT* ***Principles: Cleanliness, Comfort & Hygiene***	All stations

Toilet requirements

3.12 Hand-washing and drying area

Ref	Requirement	Rationale	For
3.12.5	**Paper towel dispenser** The paper towel dispenser is embedded in the wall above or immediately adjacent to the water basin with a large recessed paper towel supply so that it does not need to be topped up regularly. Paper towel supply levels should be digitally monitored and data sent to station control monitor to inform cleaning staff.	*More customers prefer to use paper-towels than electronic hand-dryers. Further, there are a group of customers who simply won't use electronic hand-dryers – such as the hard of hearing, young kids, the elderly. These customers may be responsible for the problems we have with water and toilet paper on the floor in our current toilet design. (TPT pg. xx, GTSB pg. xx)* ***Principles**: Cleanliness, Comfort*	All stations
3.12.6	**Garbage bin** See 3.8.4 on page 47	-	All stations
3.12.7	**Mirror** There is a mirror placed over the hand-basin positioned at a height so that people of short to tall statures are able to see their faces in it. Mirrors are covered with a film that can be easily replaced in the event that the mirror is vandalised. Mirrors are tempered so that if broken, they do not result in sharp shards. Edges and back are sealed and protected from any moisture penetration.	*Customers tell us that having a mirror is important to them to check their visual appearance, but also for practical issues such as being able to put in their contact lenses.* ***Principles**: Comfort*	All stations

3.13
Other specific needs

While not all customers will need the following, there are significant segments that do need:

- Sharpies
- Family-friendly facilities
- Mobility aids

Toilet requirements

3.13 Other specific needs

Ref	Requirement	Rationale	For
3.13.1	**Sharpies** A recessed sharpie bin is provided and co-located to the rubbish bin. [PRODUCT REQUIREMENTS TO BE DETERMINED BY OPERATOR]	*One in eight of our customers tell us that they want us to provide Sharpie contained in our toilets.* *Source: GTSB* ***Principles: Comfort & hygiene; Safety & security***	All stations
3.13.2	**Baby-changing table** A baby change table will be provided in all super-standard toilets (see section 4.1). If this is not possible then a baby change table will be provided in all unisex super-standard toilets. In the event that no unisex super-standard toilet is provided, then baby-change tables are provided in both male and female super-standard toilets. Durability is a key requirement for the changing table to ensure the safety of infants. Materials used should be easy to clean and antibacterial. [FURTHER PRODUCT REQUIREMENTS TO BE DETERMINED BY OPERATOR]		All stations

Toilet requirements

3.13 Other specific needs

Ref	Requirement	Rationale	For
3.13.3	**Grab bars** Grab bars are provided in both super-standard and Accessible toilets, however the placement varies depending on the toilet type. **For Super-Standard toilets** A horizontal and vertical grab bar are provided in each super-standard toilet on both the wall immediately: • Next to the toilet; and • Behind the toilet. See the diagram in section 4.1 for details of location. **For Accessible toilets** Grab bars are provided in accordance with the Australian Standards for Accessible toilets.	*Around one in five of our customers has a mobility issue of some sort. Further, elderly customers value the aid that grab bars give them in being able to get up off the toilet.* *Sources: TCJA, TPT, GTSB* ***Principles: Safety & Security, Accessibility, Comfort***	All stations

4. Toilet Layouts

4.1
Super-standard toilets

This section details the recommended layout of the Super-Standard toilet.
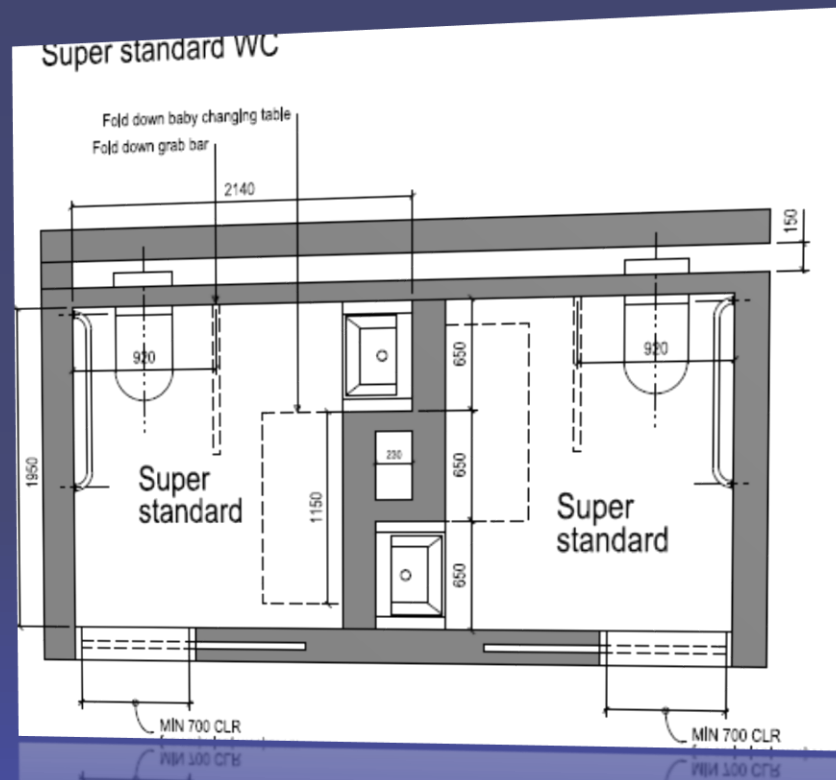
Toilet requirements

4.1 Super-standard toilets

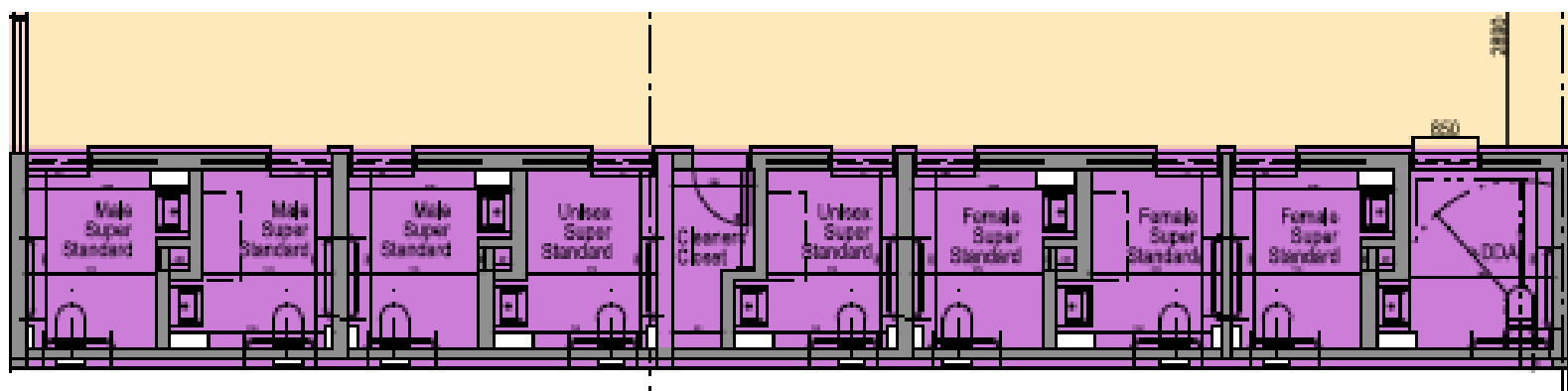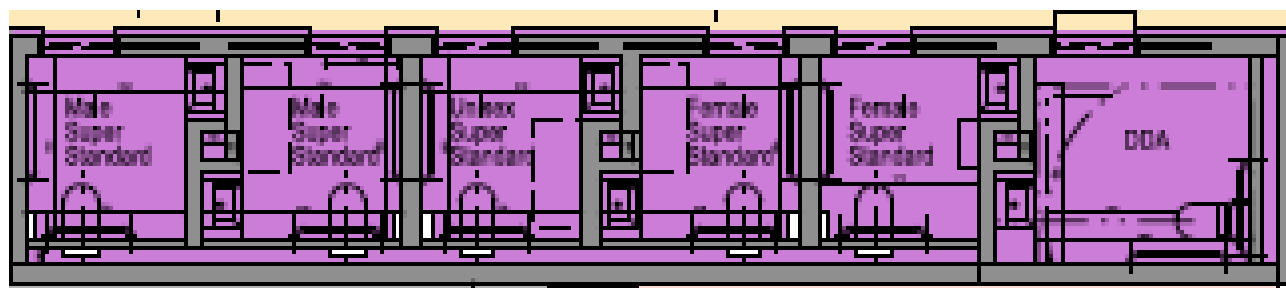| Ref	Requirement	Rationale	For
4.1.1	Super-standard toilets are 2140mm x 1950mm and provide: • Enough space to fit a pram, large pieces of luggage and large sporting equipment such as a bicycle or a surfboard; • Meet the needs of those with mobility issues and short-long term medical conditions – not otherwise catered for by Accessible toilets. They are built to dovetail each other so that the centre of the shared wall contains the rubbish bin and paper towels. A diagram is provided on the following page.	*Standard toilets cater well for customers who are aged between 7 and 65, aren't travelling with young kids, luggage or other large items and don't have a medical condition. For customers who fall outside this range – which is between 30% and 50% of our customers – our toilets are too small and don't necessarily meet their needs.* *The super-standard toilet is designed for those customers for whom neither our standard nor our Accessible toilets meets their needs.*	

Architectural diagram

The following diagram illustrates the spatial planning and adjacency of two super-standard toilets and shows how they 'dovetail' each other.
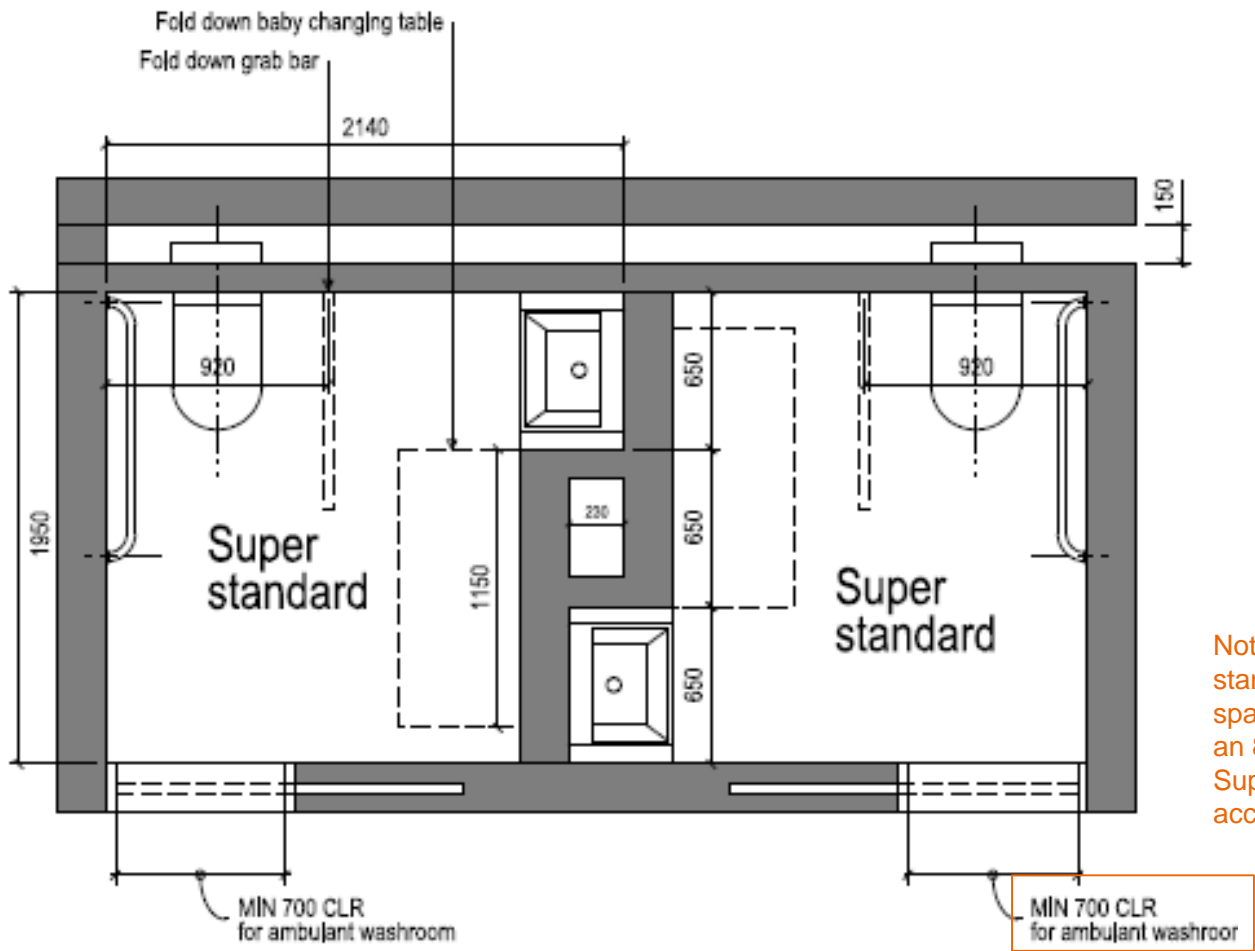
Note: 700 CLR based on minimum standard for ambulant toilets. Where space allows, recommendation is for an 850 CLR entrance to be provided in Super-Standard toilets to align with accessible requirements.

Toilet bank layouts

The following shows some examples of how super-standard toilets may be included in a toilet bank:

4.2
Accessible Toilets

This section provides details of the layout of Accessible toilets.

Toilet requirements

4.2 Accessible toilets

| Ref	Requirement	Rationale	For
4.2.1	**Accessible toilets** The Accessible Toilets should meet Disability Discrimination Act and Disability Standards for Accessible Public Transport requirements and be a minimum of 1900mm by 2300mm (the 95th percentile of wheelchair sizes). Any station with two accessible toilets should provide one left-hand and one right-hand facility.		
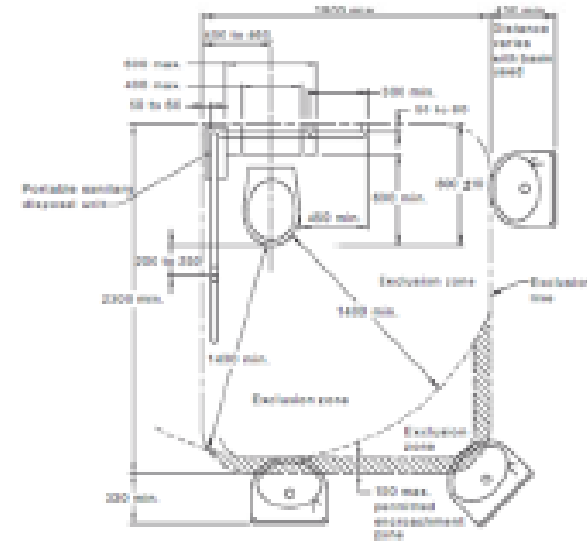
Architectural diagram

The following diagram illustrates the spatial planning and adjacency of an accessible toilet next to a super-standard toilet and shows how they 'dovetail' each other.

Note: all building plans must be reviewed by a qualified access consultant to ensure compliance.
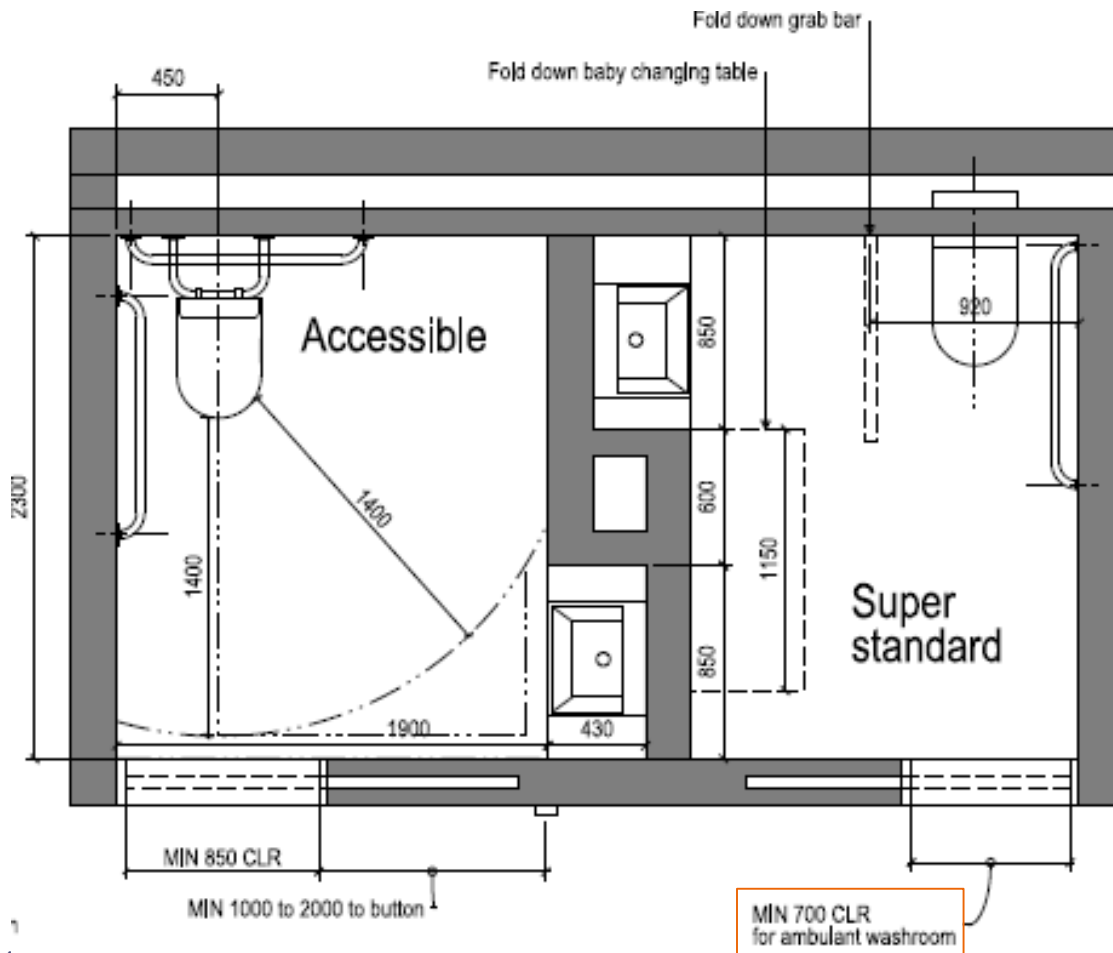
Note: 700 CLR based on minimum standard for ambulant toilets. Where space allows, recommendation is for an 850 CLR entrance to be provided in Super-Standard toilets to align with accessible requirements.
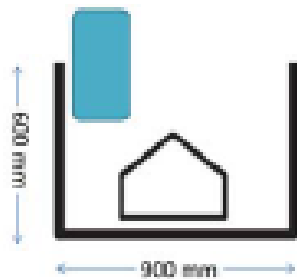
4.3
Urinal rooms

This section provides details for our Urinal rooms.

Toilet requirements

4.3 Urinal rooms

Ref	Requirement	Rationale	For
4.3.1	**Male Urinals** Urinals are longer in style and don't have a lip on them. They are installed so that customers of short stature (including kids) and tall people can use the same urinal. They are at least 300mm wide and are not set closer than 450mm from its centre to any side wall or partition. All urinals are fitted with an automatic sensor-operated flush valve coupled with manual override feature.	*Male customers tell us that when they are at our larger stations – like Town Hall – they prefer to use a Urinal for speed and as they don't have to touch toilet surfaces.* *Sources: GTSB, TPT* ***Principles: Comfort & Hygiene; Quick & Easy***	All stations

600 mm

900 mm

CLEAR

Shelf or hook for bags

Toilet requirements

4.3 Urinal rooms

Ref	Requirement	Rationale	For
4.3.2	**Privacy screens** In urinal rooms, security and privacy are paramount. Individual urinals are wall-hung and separated by wall-hung urinal privacy screens similar to those in the diagram below in height and depth and at least 60cm deep. Privacy screens are at least 15cm from the ground to allow for easy cleaning and are spaced 90cm apart. End support pilasters that match the stall pilaster are provided to support the depth. Privacy screens have a hook placed on the side for customers to readily hang a backpack on. 	*Male customers tell us that when they are at our larger stations – like Town Hall – they prefer to use a Urinal for speed and as they don't have to touch toilet surfaces.* *Customers also tell us that they value privacy when using a urinal, plus the ability to hand up a bag while they are using it so that it is not on the floor* *Sources: TPT, TCJA, GTSB* ***Principles: Comfort & hygiene, Quick & easy***	City and major stations

4.4
Other rooms

This section outlines the requirements for other room formats:

- Parents Room
- Lift & Change Room

Toilet requirements

4.4 Other rooms

Ref	Requirement	Rationale	For
4.4.1	**Parents Room** While customer research showed that space to breastfeed infants is desirable, there is no current quantifiable demand for provision of these facilities. Further research would need to be undertaken to inform this requirement.	*Customers told us that they don't wish to feed their children in the same room that they use the toilet – but they would like a space to breastfeed.* *(TPT pg. ; GTSB pg.)* ***Principles: Comfort & Hygiene; Cleanliness***	TBA
4.4.2	**Lift & Change Rooms** At Central and Circular Quay station, a separate room is provided for customers living with quadriplegia and other customers who use adult nappies and need to be physically lifted out of their wheelchair in order to have their nappies changed. While no ASA standards currently exist for these facilities they can be built according to the specifications provided by Changing Places organisation (endorsed by TfNSW Social Policy): https://changingplaces.org.au/build-a-toilet/designs/ (note: facility may also be referred to as Accessible Adult Change Facility – AACF)	*TfNSW is currently (as time of document issue) providing comment on the draft National Construction Code (NCC) 2019 which includes an amendment that would require unisex Accessible Adult Change Facilities in public transport buildings. The proposed change is an outcome emanating from the review of Disability (Access to Premises - Buildings) Standard 2010. The proposed change may extend to more than Central and Circular Quay stations.*	Central and Circular Quay stations only

End.