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Subject: Mercury Lane Toilets hui follow up
Date: Friday, 17 May 2024 6:35:00 pm
Attachments: [Resident Survey - Public Toilets June 2021.pdf](#)

Kia ora,

We hope this email finds you well. We want to extend our gratitude to all who attended our recent hui regarding the Mercury Lane Toilet project. Your participation and insightful questions are greatly appreciated. During the hui, you raised the following queries:

1. Why can't the toilets go back near Pitt Street?
2. Is there a need for another City Center toilet?
3. Can we ask the police for their opinion on whether the toilets will increase antisocial behaviour?
4. Could we use blue lights in the toilets to curb antisocial behaviour?
5. How many meters the toilet is from the residential entrance on Mercury Lane?
6. Does Heritage NZ have an opinion on this project?
7. Can we address concerns about the hygiene of this toilet?
8. Will the toilets be accessible? (This will be answered separately).

1. Why can't the toilets go back near Pitt Street?

The toilets can't be reinstated in their original location because of relocation of utilities to enable the station's underground layout, and in order to preserve the flow of pedestrian traffic around the CRL entrance. For this reason, they have been designed into the rear of the building.

2. Is there a need for another City Center toilet?

The attached report titled 'F2021 Survey to Residents Public Toilets,' highlights the pressing need for additional facilities. Attached, you'll find the full report for your reference. Notably, Waitematā experiences the highest usage of public toilets across Auckland, with a significant decline in the ease of finding facilities between September 2019 and June 2021. The data for this report ends on June 2021; however, this information reflects what the local board and other community members are experiencing.

3. Can we ask the police for their opinion on whether the toilets will increase antisocial behaviour?

We contacted the police to ask for their assessment of this project's potential impact on antisocial behavior, as per your request. Inspector David Christoffersen, the Area Prevention Manager for the Auckland City Area, provided the following response: "Hi Stephanie

The layout positioning and other factors are important in placement of Public Toilets. I am supportive of it but it needs to be worked in with the overall development Plan for Mercury Lane and there is a lot happening up there with the development of the K Road CRL station.”

Inspector Christoffersen advised that collaborating with the Project K team to seamlessly integrate the toilets into the new infrastructure would be beneficial. Auckland Council is already partnering with Beca, the designers of Project K, to facilitate this integration process.

4. Could we use blue lights in the toilets to curb antisocial behaviour?

Initial research suggests that blue lights are not an effective deterrent for drug use in public restrooms.

5. How many meters the toilet is from the residential entrance on Mercury Lane?

The closest wall of the toilet is 20 meters from the center of the canopy over the George court entrance on Mercury Lane.

6. Does Heritage NZ have an opinion on this project?

We have approached Heritage NZ but we have not heard back. We have also updated the heritage department of Auckland Council, keeping them informed about the project's developments. They will be responsible for assessing the resource consent application.

7. Can we address concerns about the hygiene of this toilet?

The model of toilet that we are proposing has an automatic flush, anti-tampering accessories and most importantly, a 5-stage automatic cubicle wash and refresh system after every use.

8. Will the toilets be accessible?

We are still collating the details around this and will get the information to you in due course.

Thank you for your passionate engagement in this project. Balancing diverse community needs in this area is challenging, but your time and advocacy is deeply appreciated. We are committed to improving access to our amenities across the city center.

Finally, we recognise that many of you have additional questions about toilets. Unfortunately, we do not have the capacity to respond to each query individually. We appreciate your understanding.

Ngā mihi,
Stephanie Barker