

# Plan for Management and Maintenance of Assets – Automated Public Toilets (APTs) – External Areas

Under the terms of the Street Furniture and Outdoor Media Services Agreement (Agreement) that QMS Media has entered into with the City of Sydney Council the external areas of the Automated Public Toilet (APT) assets will be managed and maintained in accordance with Schedule B12 of the Agreement, detailed as follows:

## Emergency response requirements

An emergency response will be provided on a 24 hour per day, 7 days per week basis. The initial response time between notification and arriving on site will be undertaken in accordance with the following criteria and compliance regularly reported on:

- a. Up to 4 hours – A request made by NSW government agencies requesting emergency support
- b. Up to 4 hours – Any public safety issue or reports of damage, repairs or inoperable street furniture
- c. Up to 8 hours – Any reports of offensive graffiti (with the offensive content no longer able to be distinguished before departing site)

Before anyone attending an emergency response departs the site it will be safe for public access.

## Cleaning and asset inspection service levels

The cleaning of street furniture and any related items will be performed to a frequency that ensures that they remain operational and free of grime and any other foreign items on the surface. Each time the street furniture is cleaned it will have a basic, visual inspection undertaken to ensure that it is safe, in good condition and free of faults and damage; any faults will be reported and repairs subsequently implemented if they cannot be rectified immediately.

### 1) Weekly -

- a) All APT internal and external surfaces and associated advertising assets.

The Permitted Outage time for all cleaning and asset inspection is 15 minutes.

## Routine Maintenance Service Levels

The Routine Maintenance of the street furniture and any related items will be performed to a frequency that will ensure they remain operational and to a high standard of presentation throughout the agreement term. As a minimum routine maintenance will be conducted in accordance with the following frequencies:

- (a) monthly

Polish 316 Stainless Steel and Detail Powder coated cast steel in CBD Zone and CBD Villages

- (b) two monthly
  - (i) Where an APT has a Green Wall installed an inspection will occur two monthly and remedial works carried out as required.
- (c) three monthly
  - (i) polish 316 Stainless Steel and Detail Powder coated cast steel outside CBD Zone and Villages
  - (ii) bolts tight
  - (iii) APT touch ups (external)
  - (iv) Check all fixings and tighten – APT
- (d) six months –
  - (i) Digital box filter changes
  - (ii) Lightbox internal cleans
  - (iii) Roof and Gutter cleans including Green Roof inspection and remedial planting as required (APT external)
  - (iv) Advertising asset cabinet cleans
- (e) annually –
  - (i) APT electrical compliance inspection (Ad panels)
- (f) Five yearly –
  - (i) Structural checks - APT
  - (ii) Digital signage replacement

The permitted Outage time for a street furniture item is 15 minutes

## Reactive Maintenance Services Levels

The Reactive Maintenance of the Street Furniture and any related items will be performed in a responsive manner ensuring risk to the community and outages of assets are minimised. As a minimum Reactive Maintenance will be conducted to the following standards:

- (a) Graffiti
  - offensive graffiti not visible within 4 hours of being reported.
  - (i) APT (External)
  - all other graffiti removed within 24 hours of being reported.
  - (ii) APT (External)
- (b) Reports of public safety risk, inoperable or damaged Street Furniture:

- (i) visit location, inspect and make safe where required within 4 hours of any report of a safety issue or reports of damage, repairs or inoperable Street Furniture. For inoperable Street Furniture without damage, ensure it is operating before departing.
  - (ii) for damaged seats, return to operating within 48 hours of being reported.
  - (iii) for damaged Advertising Panels and Advertising Displays, return to operating within 48 hours of being reported.
  - (iv) for damage related to broken glass, complete repair and return to operation within 72 hours of being reported; and
  - (v) for all other damage, complete repair and return to operation within 120 hours (five days) of being reported.
- (c) Reports of any other nature relating to the Street Furniture:
- (i) visit location, inspect and make safe where required within 24 hours of being reported. For any graffiti, inoperable or damaged Street Furniture identified, follow the above Service Levels, otherwise.
  - (ii) address any other outstanding issue within 48 hours of being reported.

Where any timeframe is unreasonable, QMS will seek approval from the City for an extension of time providing adequate justification and a proposed alternative timeframe. Where the City approves an alternative timeframe, then QMS will update all records with the new required timeframe.

## Compliance

Compliance to the above maintenance specification will be monitored in the following ways:

### On-site quality inspections

A regime of on-site quality inspections will be implemented in accordance with the QMS quality management system and comprise of on-site quality inspection being undertaken by QMS operations management, in accordance with a sample plan, monthly.

### Operations reporting

The results of these inspections will be reported on a monthly basis to both Council (and internally within QMS), with any corrective actions being raised, actioned and monitored.

In addition to, this productivity reporting will also be provided to Council (and internally within QMS) and this reporting will detail actual works completed vs planned works across all aspects of the previously detailed maintenance regime.

In addition, these results will also be compared against the key performance indicators identified within Schedule A8 of the agreement

# Plan for Management and Maintenance of Assets – Automated Public Toilets (APTs) – Internal Areas

Under the terms of the Street Furniture and Outdoor Media Services Agreement (Agreement) that QMS Media has entered into with the City of Sydney Council the Automated Public Toilet (APT) internal areas will be managed and maintained by the City.

The City will be responsible for developing a protocol for the internal cleaning and maintenance of the APT's based on a number of criteria including:

- Initially usage rates history and actual usage once the asset is installed
- Sharps collection data history for each site or sites nearby and any noticeable trends emerging such as an increase in drug taking activity
- Stakeholder feedback

Currently the frequency of internal cleans undertaken by the City's contractor is twice per day including the removal of rubbish and sharps. It is envisaged that this will be the minimum cleaning frequency but will be subject to a needs analysis to ensure that the assets are managed effectively and efficiently.

Accordingly, the final protocol will be agreed by the internal stakeholders within the City's Parks and Recreation, City Greening & Leisure Departments.