

Case Study

Pay To Go Toilet Facilities

In 1999, the Westgate Big Box shopping centre was being developed. As part of the building consent, the Council required the developers to install public toilets at the centre.



To achieve this requirement, the developers purchased two Exeloo Saturn toilet units with a custom gull wing roof and coin operation. The units were initially installed in the centre of the main carpark but, as the development grew and additional retail outlets were required, because of the modular nature of the Exeloo toilet facilities, they were able to remove them from the foundations and install them in a new location in a different part of the carpark to allow for expansion.



These toilet units have operated very successfully for the Westgate Shopping Centre owners for the past fifteen years. The charge per use is 50 cents and it will accept coins of any denomination from 10 cents through to two dollars.



Although there are a number of other toilet facilities in restaurants, bars and fast food establishments in the centre, the Pay To Go toilets are very well patronised.

It is understood that the two toilet facilities have an average of 75 users per day so they are generating an income for the shopping centre owners of \$27,000 per annum. The cleaning and maintenance of Pay To Go toilets needs to be impeccable to ensure that the customers can see good value for what they pay so this cost approximately \$14,000 per annum for the two cubicles giving annual profit to the shopping centre owners of \$13,000 per annum.

The owners of the Westgate shopping centre have been very happy with the performance of the Pay To Go facilities and they are anticipating installing more Exeloo facilities in the new site which is soon to be developed across the main road from the existing shopping centre.

A more recent installation in the City of Winchester in Virginia, USA, in 2012, installed two Exeloo Eurokit toilet facilities with coin operation in their rejuvenation programme for the Pedestrian Mall on Loudon Road. The charge for each use from these facilities is 25 cents. The Pay To Go facility provides an excellent service to the public in the area and is not a financial burden on the rate payers of the district.



Exeloo considers that, now that payment can be made by Tap & Go cards and mobile phones, the charge per use can be set at \$1.00 or \$2.00.