

***FINDINGS AND TAKE-AWAYS FOR WASHINGTON DC
FROM A QUESTIONNAIRE ADMINISTERED TO CITIES THAT
HAVE INSTALLED THE PORTLAND LOO***



A Report of the Public Restroom Committee
People for Fairness Coalition (PFFC) Downtown DC Public Restroom Initiative

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About the author and PFFC's Downtown DC Public Restroom Initiative

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Since the Fall of 2014 and using a research-based approach, the Initiative has been raising consciousness among Washington DC residents of the need for clean, safe public restrooms; educating on why they are needed and who uses them; and advocating for the DC government to install more clean, safe public restrooms in needed commercial areas. Their research and advocacy inspired the introduction of Bill 22-0223, in 2017 which was unanimously passed by the DC Council in December 2018, became Law 22-280 ([Public Restroom Facilities Installation and Promotion Act of 2018](#)) in April 2019, received funding in the DC FY 2020 budget, and went into effect on October 1, 2019. This is the fourth study carried out by our Initiative. The other studies may be found at www.pffcdc.org/what-we-do/public-restrooms

SUMMARY

Between early August and mid-September 2019 questionnaires were sent to 28 cities in the US and Canada that, between 2008 and 2019, installed [Portland Loos](#). The Portland Loo is a stand-alone public restrooms open 24/7 designed in 2007 to be clean, safe, and to minimize illicit activities). Of the 18 cities that responded 13 installed a total of 21 Portland Loos in downtown commercial areas; 9 installed 24 Portland Loos in their city parks. ¹

The questionnaire requests information on the number of Portland Loos installed, when they were installed, their locations, experiences with the Portland Loos once installed, along with advice for Washington DC as it decides which of two standalone public restroom models to pilot under [Law 22-280 Public Restroom Installation & Promotion Act of 2018](#) ²

KEY FINDINGS

- Most (9 of 13) cities keep their Portland Loos open 24/7
- Users in 8 of 9 cities open 24/7 report having found them to be clean and safe. ³
- All cities that have installed Portland Loos have done so with a commitment to serving all members of the community, with the acknowledgment that occasionally problems will arise, most easily addressed such as broken locks, stopped up toilets, graffiti, frozen pipes. ⁴
- Location has been key to success: (1) an area that is visible from the sidewalk and street; (2) shops, restaurants, bars civic buildings, metro/bus stations nearby; (3) high level of pedestrian and vehicular traffic during the day and moderate night; (4) under/near street lights at night.
- Eleven (11) cities have business and community buy in (serve as eyes and ears during the day); they have also have arranged for police/other monitoring at night.
- The seven (7) cities that responded to the question regarding whether they would recommend the Portland Loo for Washington DC , responded in the affirmative

In the words of individuals from three cities that responded to the questionnaire:

Harvard Square, Cambridge, Massachusetts: *"The design is excellent. We love that it resists graffiti, that it can be maintained quite easily with a robust cleaning schedule. We also appreciate that it is comfortable, but not too comfortable so that folks are inclined to stay too long. For the most part, they use it and leave."*

Cincinnati, Ohio: *"It is a good unit to place anywhere there are people present."*

¹ The total, 22, reflects that some cities have Portland Loos installed in/near downtown commercial areas and parks.

² [Law 22-280](#) provides for piloting two programs: (1) Stand-alone public restrooms open 24/7; (2) Businesses provided with incentives to open their restroom to the public. The two opened for a standalone open 24/7 are the Portland Loo and Automated Public Toilets (APTs).

³ The one exception is Central Square in Cambridge MA where the BID overseeing the Portland Loo, has encountered problems but has determined, on balance, that people in need (especially the population experiencing homelessness) deserve to have access.

⁴ Three (3) report people occasionally sleeping at night; however this has not been seen as a major deterrent.

Monterey, California: “They are practical and low maintenance. Because of the open, slatted wall users don’t feel too comfortable inside. So they just do their business and move on”

TAKEAWAYS FOR WASHINGTON DC

- Commitment and need should be the guiding principles in deciding where to install a stand-alone public restroom open 24/7 in the District.
- Do the upfront work necessary to ensure business and community support.
- The Portland Loo has a number of features that make it an attractive option for Washington DC.
 - Low cost to purchase and maintain⁵, durable, and easy to clean;
 - Parts that need to be replaced are available locally.
 - Designed to maximize use by having a washing station outside;
 - Designed with safety considerations (louvers so that people outside can see and hear what is happening inside, lighting inside and outside at night);
- Apply [Crime Prevention Through Environmental Design](#) (CPTED) principles in selecting an appropriate site.
 - In an open visible location with a lot of pedestrian & vehicular traffic during the day & at night;
 - In/near a commercial area (businesses, offices, restaurants, bars) where eyes can be kept on the restroom during the daytime and into the evening;
 - Nearby business and community buy-in (as they serve as they eyes and ears during the day)⁶;
 - Good street lighting at night;
 - Arrangements made for police (or other) monitoring at night.
- In selecting the site consider who the users will be and adopt the most appropriate strategy(ies)
 - The ideal is a wide variety of users (shoppers, tourists, people coming to and from work, joggers and bicycle riders, people who are restroom challenged, people experiencing homelessness.
- Keep the standalone restroom and the area around it clean:
 - The number of times cleaned/day should be dictated by use
 - Be available to respond to needs for cleaning as needed
 - Restrooms kept open 24/7 should be cleaned early in the morning.
- Anticipate that there will be routine issues (clogged toilets, broke door locks, graffiti) that can be addressed as part of maintenance and be prepared to address them when they arise.
 - Anticipating that people there will be instances of shooting up inside, installed a needle drop as many cities have done.,
 - If people are found occasionally sleeping inside there are several options, among them: post rules outside the prohibit sleeping inside at night; increase frequency of police monitoring at night.

⁵ \$95,000 to purchase and transport the Portland Loo to its location; \$35,000 (if near a water and sewer line) to install; \$12,000 to \$20,000, depending on location and daily use, to maintain.

⁶ Businesses and residents supported the Portland Loos in the overwhelming majority of cities that responded to the questionnaire. Among others, businesses were happy that they had fewer people asking to use their restrooms.

FULL REPORT

1. BACKGROUND

In December 2018 Washington DC passed legislation (Bill 22-0223, Public Restroom Facilities and Installation Act of 2018) directing the DC government to pilot two approaches for increasing access to clean, safe restrooms available to everyone in needed areas of the city. Bill 22-0223 became [Law 22-280](#) in April 2019.

As of October 1, 2019 there is funding in DC's FY 2020 budget to carry out the two pilots: (1) two standalone public restrooms open 24/7; and (2) a pilot of a program that originated in England to provide incentives to businesses to open their restrooms to the public. If successful, one or both will be expanded to other areas of the city.

One of the stand-alone options under consideration is the [Portland Loo](#), designed in Portland, Oregon in 2007. Since that time 25 cities in the US and 3 in British Columbia have installed nearly 70 Portland Loos. Ten cities, including three that already have them, have 14 Portland Loos on order.

In August of 2019 --in an effort to obtain more information to inform an eventual decision regarding whether this model would be appropriate for DC's downtown areas -- the People for Fairness Coalition (PFFC) [Downtown DC Public Restroom Initiative](#), sent a questionnaire to all cities in the US and Canada that currently have Portland Loos.⁷ The questionnaire (Attachment 1) requests information on the number of Portland Loos installed, their locations, experiences with the Portland Loos once installed, and advice for Washington DC should the decision be taken to select the Portland Loo as the model of choice for the pilot of standalone public restroom available 24/7.

This report is divided into six sections:

1. Background
2. Study methodology
3. Findings from cities that installed Portland Loo(s) in commercial areas
4. What seems to work and what doesn't
5. Take-aways for Washington DC
6. In closing

There are eight attachments to this report:

1. The questionnaire
2. Cities that responded to the questionnaire
3. Tabulations of information obtained from Portland Loos located in city commercial areas and in parks.
4. Background information, by city, on Portland Loos installed in commercial areas in cities
5. Experience, by city, in commercial areas where Portland Loos were installed

⁷ Before sending this questionnaire out, we consulted with staff at Madden Fabrications which builds the Portland Loo. Madden Fabrications graciously sent us contacts for all 28 cities and sent an email out to each asking them to collaborate in this project. We also shared it with them for their comments and accuracy.

6. Background information, by city, on Portland Loos installed in city parks
7. Experiences with Portland Loos, by city, installed in city parks
8. Responses, from cities responding to the questionnaire, regarding whether DC should install one or more Portland Loos along with any guidance they might have.

2. STUDY METHODOLOGY

Between early August and mid-September 2019 the author sent a questionnaire to 28 cities in the US and Canada that currently have one or more Portland Loos. 18 cities responded.

The author also reached out to individuals in 13 cities for follow up conversations in instances where she determined that further information was needed.

Topics addressed in the questionnaire include:

Background information	<ul style="list-style-type: none"> • Number of Portland Loos installed, when installed, and characteristics of the areas where each was installed. • Plans to install more Portland Loos • Features added to the Portland Loos • Arrangements for police oversight • Responsibility for cleaning the Loo and frequency of cleaning visits/day
Experiences once installed	<ul style="list-style-type: none"> • How received by businesses and the community in general • Evidence of Illicit use (prostitution, selling drugs) • Safety and cleanliness • Other problems
Implications for Washington DC	<ul style="list-style-type: none"> • View on whether DC should install one or more Portland Loos • Advice for DC should it decide to install one or more Portland Loos

3. FINDINGS FROM CITIES THAT HAVE INSTALLED PORTLAND LOOS IN COMMERCIAL AREAS

Tabulations of findings on Portland Loos installed in commercial areas in cities may be found in the left hand column of Attachment 3 and in Attachments 4, 5, and 8. Readers interested in findings from cities that have installed Portland Loos in parks are referred to the right hand column of Attachment 3 and to Attachments 6, 7, and 8.

This section provides, in bullet form, highlights of the findings as they appear in the left column of Attachment 3 focusing on Portland Loos installed in downtown commercial areas.

21 Portland Loos installed in 13 cities ⁸	9 have installed 3 have installed 1 has installed	1 2 6
Strong interest in acquiring more Portland Loos: 5 cities plan to install more Portland Loos; 2 are considering purchasing Portland Loos 3 respondents would like to see more Portland Loos.	Yes Are under consideration Would like to Maybe No (both small cities) ⁹	5 2 3 1 2
Most frequent additions are a needle drop followed by a baby changer	Needle drop Baby changer Insulate pipes Upgraded toilet dispenser Flush counter Neon sign above Loo turned on at night	7 4 2 1 1 1
Most cities keep their Portland Loo(s) open 24/7	Open 24/7 Originally open 24/7, closed at night due to problems Open during day only; planned from start	9 2 2
City staff in most cities are responsible for cleaning the Portland Loo	City staff Park staff BID	8 3 2
Number of times/day cleaned depends on use	Between 1 and 5 times/day depending on use Also cleaned on call	
Most cities have arranged for surveillance	Police/security Full time monitor Business nearby No answer	8 2 2 1
Businesses in 11 cities are supportive	Yes Once installed N/A Unavailable	8 3 1 1
Communities in 11 cities are supportive	Yes Once installed N/A Unavailable	8 3 1 1

⁸ Lists of cities that responded, and did not respond, to the questionnaire may be found in Attachment 2

⁹ Smithers BC and Arcata CA have populations of 12,000 and 11,000 respectively

<p>Most (9) cities are not aware of the Portland Loo(s) being used for prostitution.</p> <p>Two encountered prostitution before their Loos were closed at night</p> <p>One keeps its Loos open 24/7 but has determined that the benefits to keeping them open 24/7 outweigh the costs¹⁰</p>	<p>No, not aware of</p> <p>Yes</p> <p>Yes, before closed at night¹¹</p>	<p>9</p> <p>2</p> <p>2</p>
<p>One case where the Loo was used to sell drugs, this was resolved by closing the Loo at night and having a full-time monitor during the day.</p>	<p>Not used to sell drugs</p> <p>Yes, before closed at night</p> <p>Unavailable</p>	<p>11</p> <p>1</p> <p>1</p>
<p>Two cases where concerns about safety: one was resolved when the Portland Loo was closed at night.¹²</p>	<p>No concerns</p> <p>Yes</p> <p>Yes, before closed at night</p> <p>Unavailable</p>	<p>10</p> <p>1</p> <p>1</p> <p>1</p>
<p>One case where concerns about cleanliness, resolved when Portland Loo was closed at night</p>	<p>No</p> <p>Yes, before closed at night</p>	<p>12</p> <p>1</p>
<p>Other problems/challenges</p>	<p>Graffiti (removed)</p> <p>Shooting up</p> <p>Sleeping in</p> <p>Freezing pipes (fixed)</p> <p>Items stuffed down toilet</p> <p>Solar lighting</p> <p>Arson</p>	<p>4</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>1</p> <p>1</p>
<p>Recommended for DC</p>	<p>Yes</p> <p>No response</p>	<p>7</p> <p>6</p>
<p>Advice for DC</p>	<ul style="list-style-type: none"> • Keep it clean at all times • Be mindful of where to install • Get an idea of who the users will be • Use standard key for all Loos • Choose electric over solar panel • Before installing make sure outside lighting is good 	

¹⁰ Other two cities (Portland OR, and Central Square, Cambridge MA) decided to keep them open 24/7.

¹¹ Yes, before closed at night refers to Salt Lake City where the Portland Loos were installed in a dilapidated formerly industrial area with homeless series nearby.

¹² Salt Lake City where CPTED principles were not used in siting the 2 Portland Loos.

	<ul style="list-style-type: none"> • Make sure the contractor coordinates the foundation work with the loo installation • Use CPTED (Crime Prevention for Environmental Design) • Post signage with rules for use 	
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In the words of individuals who recommended that DC install Portland Loos:

Harvard Square, Cambridge Massachusetts: *"The design is excellent. We love that it resists graffiti, that it can be maintained quite easily with a robust cleaning schedule. We also appreciate that it is comfortable, but not too comfortable so that folks are inclined to stay too long. For the most part, they use it and leave."*

Cincinnati, Ohio: *"It is a good unit to place anywhere there are people present."*

Monterrey, California: *"They are practical and low maintenance. Because of the open, slatted wall users don't feel too comfortable inside. So they just do their business and move on"*

4. STEPPING BACK TO LOOK AT WHAT HAS AND HASN'T WORKED

Cities that have experienced success with their Portland Loos have the following in common:

- Location/site selected following CPTED principles: (1) in an open visible area, (2) in a commercial area with businesses, bars, and restaurant nearby; (3) high levels of pedestrian traffic during the day and to a lesser extent at night; (4) support and buy in from nearby businesses and residents; (5) in a location that has good lighting at night; (6) arrangements for policy to drive by at night or another security measure.
- A wide variety of users: (1) people entering or coming out of metros or buses; (2) shoppers; (3) tourists; (4) people going to restaurants and bars; (5) joggers, (6) people with challenges (people with mental illness, experiencing homelessness)
- Commitment to serving all members of the community with the acknowledgment that occasionally problems will arise.

Cambridge, MA (population 105,000)

In 2016 -- as a result of an active advocacy campaign conducted by businesses in Harvard Square, people experiencing homelessness, and Harvard University faculty and students -- the City of Cambridge installed a Portland Loo open 24/7 in a pedestrian island one block off of Harvard Square. Traffic passes by the Loo on both sides during the day and at night. The Loo is used by shoppers, tourists, university students, and individuals experiencing homelessness. It is cleaned 3 to 4 times/day by the City of Cambridge. Since its installation there have reportedly been no problems with cleanliness, safety or illicit use. Surveillance is provided by the Cambridge city police during the day and at night. While there are no plans at present to install more Portland Loos, the individual who filled in the questionnaire would like to see more installed in the Cambridge area.

Vancouver, BC (population 631,000)

In 2018 the City of Vancouver, British Columbia, installed two Portland Loos along a river in a downtown area in front of a large multi-use development project. The idea of installing the Loo came from the developer after reviewing other options. The Portland Loo is open 24/7. Users include people walking by the river front, residents, and shoppers. There is a small transient population. The Loo is cleaned once a day by a janitorial service and as needed. Surveillance is provided by a bike patrol that passes by during the day and by police who drive by at night. No problems have arisen. The City of Vancouver has plans to install more Portland Loos.

San Antonio, TX (population 1,345,000)

San Antonio, Texas installed two Portland Loos in 2014 and 2015: one in a park (open during the day) and one downtown (open 24/7). The downtown Loo is installed in a visible area near a river. Next to the Loo is a big sculpture. Across the street are commercial businesses. Users include shoppers, tourists, and people working in the businesses. There is a small transient population. The Loo is cleaned by the parks staff daily and as needed. Estimated use is 100+/day. No problems have arisen. San Antonio has an additional Portland Loo on order..

Cities that have experienced problems

- Have not adhered to CPTED principles: (1) located in an isolated area that doesn't have commercial activity (no businesses, few residents in housing, people getting on and off of transit); (2) limited pedestrian activity; (3) poor/no lighting at night)
- High proportion of users are transient (homeless) population

Salt Lake City, UT

In 2014 the Salt Lake City government, at the behest of members of the Salt Lake City community concerned about health conditions and lack of services in a dilapidated industrial area of the city, installed two Portland Loos. The Loos are close to a homeless shelter, a soup kitchen, and a health clinic for people experiencing homelessness. While there are plans to build multi-use facilities, there are at present no residential areas nearby and very few businesses. No sooner were the Loos installed than drug dealers took them over, prohibiting entry to anyone not willing to buy drugs. The Loos also began to be used for prostitution. Toilets were constantly clogged with inappropriate items being flushed down. People were sleeping in the Loos. In 2018 the Utah Highway Patrol ordered that the Portland Loos be shut at night. There is now a full time monitor during the day assigned to clean the Loos as needed and limit use to one person at a time. Since then conditions have improved.

Olympia, WA (population 52,000)

In 2017 Olympia Washington, responding to a call from the community for a restroom for the public, especially people experiencing homelessness, installed a Portland Loo open 24/7 along a sidewalk downtown with heavy foot traffic, and taverns and restaurants, specialty stores, and City Hall nearby. Concurrent with its being installed an adjacent parking lot was converted into a park which was eventually closed down. Before being closed down, the Loo became a congregating area for people using the park (homeless individuals, drug users) to the detriment of the use of the Loo. Since the park was closed down, the situation has improved significantly. There are reports of occasional use for shooting up and people sleeping in them at night. The Portland Loo remains open 24/7.

5. TAKEAWAYS FOR WASHINGTON DC

Taken together, questionnaire responses (followed in several cases by telephone conversations to explore some topics in more detail) raise useful food for thought/guidance for Washington DC as it moves toward piloting two stand-alone public restrooms open 24/7.

Vital to the success of installing a public restroom, be it open 24/7 or only during the day, is that there be a definite need.

Most cities that have installed Portland Loos have done extensive information gathering in advance to ensure that the locations are appropriate and that there is buy-in from businesses and the surrounding community.

It is imperative that the location(s) selected meet Crime Prevention Through Environmental Design (CPTED) principles.

This topic was raised by a number of individuals that responded to the questionnaire. CPTED principles include: (1) that the stand-alone restroom be installed in an open visible location with a lot of pedestrian and vehicular traffic going by; (2) preferably that it be in/near a commercial area (businesses, offices, restaurants, bars) where eyes can be kept on the restroom during the daytime and into the evening; (3) business and community buy-in (as they serve as they eyes and ears during the day); (4) good street lighting at night; (5) arrangements made for police (or other) monitoring at night.

The stand-alone public restroom should have a wide variety of users.

Depending on location a combination of: shoppers, tourists, people visiting nearby parks; people coming on and off public transit; people working nearby; the elderly; families with young children; people experiencing homelessness.

Acknowledgement that issues will arise:

Locks broken, graffiti, inappropriate items flushed down toilet, frozen pipes, use for shooting up, possible use for prostitution. Some (locks broken, graffiti, toilets clogged, frozen pipes) can be easily addressed and are considered part of ongoing maintenance. The Portland Loo manufacturer has gone out of its way to address these and other concerns as they have arisen.

Given that shooting up in the Loos (and in most public restrooms) occurs frequently on closed spaces like public restrooms, Washington DC may consider installing a needle drop as many cities that installed Portland Loo have done.

Cities, where the problems are multiple (including use for prostitution) have adopted different strategies. Miami FL, to avoid issues such as these arising, decided before installing their Portland Loo, to have it open during the day with a monitor standing by. Salt Lake City UT closed both Loos at night and assigned someone to monitor the Loos full time when they are open during the day. Portland OR and Central Square MA decided to keep their Portland Loos open 24/7 with the knowledge that there will be instances where they will be used inappropriately.

It is very important that arrangements made to keep the stand-alone restroom and the area around it clean:

Depending on use, arrangements need to be made to clean other Portland Loos between 1 and 5 times/day. Arrangements should also be in place to respond quickly when there is a complaint between cleanings.

Several interviewees told us that Portland Loos open 24/need to be cleaned first thing in the morning, especially in areas where there is heavy use at night.

The Portland Loo has an appealing design and a has a high level of acceptance among those that we interviewed.:

Individuals interviewed have pointed to aspects of the Portland Loo's design that they like:

- Designed with safety considerations (louvers so that people outside can see and hear what is happening inside, lighting inside and outside at night);
- Lower in cost to purchase and maintain than self-cleaning toilets ¹³
- The fact that it is durable and, in the long run easier to maintain. The first Portland Loos installed in Portland in 2008 are still standing and in good shape. None of the panels have needed to be replaced.
- It is easy to clean manually
- Built with durable graffiti proof materials where graffiti can easily be removed
- Designed to maximize use by having a washing station outside;
- Specific guidance that CPTED principles be used in selecting the Loo's location.

6. IN CLOSING

Ultimately a judgement call will need to be made which takes into consideration at least four factors:

- Benefits to public health: Less public urination and defecation and fewer citations for public urination/defecation; less risk of becoming sick from stepping on human feces that carry life threatening diseases such as Hepatitis B ¹⁴.
- Benefits to personal health: Everyone needs access to a clean, safe public restroom when nature calls. People who are restroom challenged who, when they have to go, they have to go urgently are in particular need (ex: seniors, people with small children, a people with diabetes and crohns & colitis disease, individuals with physical challenges who move more slowly).
- Benefits to local businesses: Will have fewer people asking to use their restrooms; more individuals who are restroom challenged coming to shop knowing there is a clean, safe public restroom nearby; less need to scoop poop, clean urine from in front of their establishments.

¹³ \$95,000 to purchase and transport the Portland Loo to its location; \$35,000 (if near a water and sewer line) to install; \$12,000 to \$20,000, depending on location and daily use, to maintain. Automated Public Toilets (APT's) in wide use around the world and located in San Francisco CA and Winchester VA vary in price to purchase and maintain. They can cost \$200,000 and \$300,000 to install and between \$50,000 and \$100,000 to maintain on a yearly basis

¹⁴ San Diego Hepatitis A outbreak ends after 2 years, <https://www.apnews.com/cc40b8c476ef469ebdc2228772176b0>

- Willingness to accept that a public restroom will require ongoing cleaning and maintenance; that some occasions may arise where the restroom may be used for other purposes.

Taken from an article that appeared in June 2017 in the San Antonio Tribune: ¹⁵

“The cost to the city would be much greater if people didn't perceive downtown to be a welcoming and clean place to visit”.

“San Antonio Police Department officers issued 104 citations for public urination in the ten months prior to the loo opening, according to records obtained by the local Fox affiliate. Ten months after its July installation, and that number's been cut in half — officers have only handed out 51 citations. In an interview with Fox, SAPD spokesperson Sgt. Jesse Salame linked this significant drop to the new bathroom and said that businesses have noted a clear difference in the amount of human waste left near their downtown doorsteps.

Centro maintenance staffers — the other uniformed crew with a constant downtown presence — have also noticed a welcome dip in the amount of urine or poop they run across at work.

In the past eight months, Centro employees have reported a 27 percent decrease in what Centro CEO Pat DiGiovanni politely calls "cleaning efforts related to human waste" compared to the same 8-month period last year.

"The statistics show that [the loo's] making a positive impact on the downtown experience," DiGiovanni told the Current.

The cost to the city would be much greater if people didn't perceive downtown to be a welcoming and clean place to visit.'

¹⁵ In Defense of San Antonio's \$100,000 Toilet, San Antonio Current, June 17, 2017: <https://www.sacurrent.com/the-daily/archives/2017/06/15/in-defense-of-san-antonios-thousand-dollar-toilet>

ATTACHMENT 1

Questionnaire sent to 28 Cities in the US and Canada on experience with the Portland Loo

Name and contact information: _____

City: _____

General Information

1. How many Portland Loos does your city/location have?
2. When were they installed?
3. Where are they installed (along a sidewalk, in a park, etc)? Please share the following information:
 - a. Please describe pedestrian traffic that passes by during the day: e.g. shoppers, tourists, individuals experiencing homelessness
 - b. Please describe what may be found nearby (e.g. within the same block): stores, restaurants bars, how many)
 - c. Is there large population experiencing homelessness nearby?
4. What criteria did your city use in deciding on the site(s) where they are installed? For example: visibility to pedestrians and cars, community support serving as the eyes and ears during the day)
5. Has your city added any extras (ex? baby changer, needle drop)?
6. Do you have plans to install any more Portland Loos? (if yes, please specify)
7. Are the Portland Loos that are currently installed open 24/7?
 - a. If not, what hours are they open?
 - b. If not, why was the decision taking to not keep the Loo(s) open 24/7
8. Who is responsible for cleaning and maintaining them?
9. How often (times/day) are they cleaned?
10. Approximately how many people use it/them each day?

11. Have you installed any monitoring devices (e.g. counters, surveillance cameras of areas outside/nearby)?
12. Have arrangements been made for the police or other entity to monitor the Loo(s) by passing by periodically during the rounds at night o?

Receptivity to/experiences once installed

1. Are nearby businesses supportive? (please expand on your response)
2. Are community members supportive? (please expand on your response)
3. Have you experienced any problems and, if so, how has your city addressed them? (please specify)
4. Do you know of any instances where the Portland Loo(s) in your city has/have been used for prostitution/other illicit sexual activity? If so, how have you addressed this?
5. Do you know of any instances where the Portland Loo (s) have been used for selling drugs? If so, how have you addressed this?
6. Have there been complaints on cleanliness (and if so how have they been addressed)?
7. Have there been any complaints on the part of users not feeling safe (and if so how addressed)?

Other

1. Would you recommend that DC install one or more Portland Loos and, if so, why?
2. Do you have any precautions/lessons learned that you thing DC should take into consideration should it decide to install/maintain one or more Portland Loos?
3. Would you be interested in receiving the spreadsheet and tabulations that we will be preparing?

Thank you very much!

ATTACHMENT 2

Cities that Received the Portland Loo Questionnaire

CITIES THAT RESPONDED	CITIES THAT DID NOT RESPOND
Arcata CA (population 18,000)	Arvada, CA (population 18,000)
Central Square, Cambridge MA (population 105)	Greeley, CO (population 104,000)
Charlotte, NC (population 731,000)	Missoula, MO (population 67,000)
Cincinnati OH (297,000 population)	Monrovia CA (population 37,000)
Emeryville, CA (population)	Nelson, New Zealand (population 52,000)
Esquimalt, BC (population 18,000)	Oak Harbor, WA (population 23,000)
Galveston, TX (population 45,000)	Oxnard, CA (population 210,000)
Harvard Square, Cambridge MA (population 105,000)	Seattle, WA (population 3,500,000)
Hoboken, NJ (population 54,000)	Shelter Island, NY (population 3,000)
Miami FL (population 2,754,000)	Ventura, CA (population 111,000)
Monterey, CA (population 435,000)	
Olympia, WA (population 52,000)	
Portland OR (population 632,000)	
Salt Lake City UT (population 186,000)	

CITIES THAT RESPONDED	CITIES THAT DID NOT RESPOND
San Antonio TX (population 1,532,000)	
Smithers BC (population 11,000)	
Vancouver BC (population 631,000)	
Victoria BC (population 86,000)	

ATTACHMENT 3

Findings from Portland Loo Questionnaire

Responses to Questions	Installed in city area	Installed in park
BACKGROUND INFORMATION		
Number of locations	13	9
Number of Loos installed	21 of which: <ul style="list-style-type: none"> • 9 have installed one • 3 have installed 2 • 1 has installed 6 	28 of which: <ul style="list-style-type: none"> • 5 have installed 1 • 2 have installed 2 • 1 has installed 5 • 1 has installed 14
Plans to install more Loos	Yes 5 Under consideration 2 Would like to 3 No (both small cities) 2 Maybe 1	Yes 5 Not yet 1 No 3
When installed	2008 – 2010 6 2011 1 2014 2 2015 2 2016 2 2017 2 2018 3	2010 - 2019 14 2011 1 2016-2018 5 2016 2 2017 2 2018 2 2019 1 Left blank 1
Addition of extras	Needle drop 7 Baby changer 4 Insulate pipes 2 Upgraded toilet dispenser 1 Flush counter 1 Neon sign above Loo turned on at night 1	Needle drop 3 Baby changer 3 Winter package 1 Drinking fountain 1 Automatic lock 1 None 4
Hours open	Open 24/7 9 Originally 24/7, closed at	Open 24/7 4 Dawn to dusk 5

Responses to Questions	Installed in city area	Installed in park
	night due to problems 2 Open during day/planned from start 2	
Responsibility for cleaning	City staff 8 Parks staff 3 BID 2	Parks staff 5 City staff 4
Number of times/day	Between 1 and 3 times/day depending on use On call	Between 1 and 4 times/day depending on use On call
Daily use	Highly used 2 200 times/day 1 100 – 150 times/day 4 Don't know 2 Left blank 4	Lots (along a beach) 1 100 – 150 times/day 2 50 times/day 1 Don't know 4 Left blank 1
Arrangements for surveillance	Police 8 Security 2 Monitor standing by Loo 2 Business nearby 1	Police 5 None 4 Left blank 1
RECEPTIVITY/EXPERIENCE ONCE INSTALLED		
Support from businesses	Yes 8 Yes, once installed 3 N/A 1 Not available 1	Yes 6 Not available 3
Support from community	Yes 8 Yes, once installed 3 N/A 1 Not available 1	Yes 9
Use for prostitution	No 9 Yes 1 Yes, before closed at night 2 Not available 1	Not aware of 9
Use to sell drugs	No 11 Yes, before closed at night 1	Not aware of 9

Responses to Questions	Installed in city area	Installed in park
	Not available 1	
Complaints on safety	No 10 Yes 1 Yes, before closed at night 2 Unavailable 1	No 9
Complaints on cleanliness	No 10 Yes, before closed at night 2 Unavailable 1	No 9
Other problems/challenges	Graffiti (which was removed) 4 Shooting up 4 Freezing pipes (fixed) 3 Sleeping in toilet at night 3 Items stuffed down toilet 2 Problems with solar lighting 1 Arson 1	Shooting up 1 Sleeping in toilet at night 1 Solar power didn't work 1 Problems with locks 1
OTHER		
Recommend for DC	Yes 6 With qualifications 2 No response 5	Yes 3 Yes, if in appropriate location 1 No response 7
Advice for DC	<ul style="list-style-type: none"> • Keep it clean at all times • Be mindful of where to install • Get an idea of who the users will be • Use standard key for all Loos • Choose electrical over solar panel • Before installing make sure outside lighting is good • Make sure the contractor coordinates the foundation work with the loo installation • Use CPTED (Crime Prevention for Environmental Design) • Post signage with rules for us 	<ul style="list-style-type: none"> • Take into consideration water and sewer fees • Minor problems with hinges and locks • Apply CPTED (Crime Prevention Through Environmental Design) principles in determining Loo locations

ATTACHMENT 4

Information From Questionnaires On Portland Loos Loos Installed In Downtown City areas

BACKGROUND INFORMATION

Location (population)	# of Loos	When installed	Where Portland Loo is situated	Plans to install more Loos	Additions	Hours	Daily usage	Police monitoring	Responsibility for cleaning Frequency
Arcata CA (18,000)	1	2015	<u>Near square</u> . Across street from parking lot and bank, ball park. Kiddy corner from City Hall. a little further away from businesses. Little pedestrian/vehicular traffic at night. Fairly significant transient population	No (small city)	No	24/7	Unavailable	Yes	City staff 2 X day
Central Square, Cambridge MA (105,000)	1	2018	Highly trafficked area, adjacent to businesses, public plaza in area with a lot of public housing, people experiencing homelessness. Shoppers, metro riders, mostly people experiencing homelessness.	Would like to install 2 more	—	24/7	Unavailable	Yes, day and night	3 rd party contracted by BID 3X day, plans to increase to 4X day
Cincinnati OH (297,000)	1	2015	Along sidewalk near downtown park along river, as part of design; faces stadium, commerce a block away, Used by park visitors, people coming out of bars	Under consideration for other locations in City	None	Originally to be 24/7 but now 9 am – 11 pm due to problems with being messed up, sleeping in	100-150 during summer	In park, not specifically for Loo	Park staff 3 x day

Location (population)	# of Loos	When installed	Where Portland Loo is situated	Plans to install more Loos	Additions	Hours	Daily usage	Police monitoring	Responsibility for cleaning Frequency
			Very few people walking by at night			them. Closed in winter			
Harvard Square, Cambridge MA (105,000)	1	2016	On a small pedestrian triangle a block from Harvard Square, (high rent area) a lot of vehicular traffic on both sides Used by tourists, university students, shoppers, homeless	No, but would like to	Baby changer	24/7	Unavailable	Yes	City of Cambridge 3 -4 X/day
Miami FL (2,754,000)	1	2018	On sidewalk of main street where there are museums, bus depot, metro rail; government center. Users: bus drivers, museum visitors, 75% homeless	Yes, two more	Needle drop	8:30 am – 8:30 pm,	250	Full-time monitor	Downtown Miami , Development Authority
Monterey, CA (435,000)	1	2014	Bus transit plaza	Yes, 6 blocks away	None	6:00 am – 10:00 pm	100-150	Yes	City staff 2X/day
Olympia, WA (52,000)	1	2017	On sidewalk alongside downtown park People coming to work and shop, initially a lot of homeless, including homeless	No	Flush counters	24/7	Highly used; no #s	Walking police patrol	3 - 4X/day Parks staff
Portland (632,000)	6	Between 2008 and 2010		---	Needle drop	24/7	Highly used No #s	Police oversight	2X/day Clean & Safe (BID)

Location (population)	# of Loos	When installed	Where Portland Loo is situated	Plans to install more Loos	Additions	Hours	Daily usage	Police monitoring	Responsibility for cleaning Frequency
Salt Lake City UT (186,000)	2	2014	Dilapidated area, homeless shelter, soup kitchen, health clinic. (Plans to rejuvenate) Homeless are principal users.	Don't know	Needle drop	Originally 24/7, due to problems now 6 am – 10 pm	100+	Full time monitor	Full time Monitor paid by city
San Antonio TX (1,532,000)	2	2014 2015	Downtown in high rent area, near river: next to the Loo is a big art sculpture, next to commercial business, across the street commercial businesses, anyone coming downtown will see it. Shoppers, conventioners, tourists in general going to the river walk	Yes	Baby changer Needle drop	24/7	100+	Bicycle police downtown monitoring all activity	Parks staff Daily & as needed
Smithers BC (11,000)	1	2017	Sidewalk, downtown	No (small city)	Baby changer Needle Drop Space heater Additional pipe insulation	24/7	Unavailable	No, coffee stand next door report. Police have keys, no emergency yet	Every other day City staff
Vancouver BC (631,000)	2	2018	Along river front by large multi-use development, very few homeless. Idea came from developer.	Yes	Baby changer Needle drop Upgraded toilet paper dispenser to 10 rolls	24/7	No info.	Police bike patrol during day, drive byes at night	Contract with janitorial service, Once a day
Victoria (86,000)	1	2011	On a secondary street downtown, not a lot of retail on it, across from a parking garage; 30% users homeless	Maybe	Needle drop	24/7 with occasional camping, drug	No info	Security at nearby garage do monitoring	City public works

Location (population)	# of Loos	When installed	Where Portland Loo is situated	Plans to install more Loos	Additions	Hours	Daily usage	Police monitoring	Responsibility for cleaning Frequency
						use which is tolerable			
N=13	21			5 =Yes 2,-Under consideration 3,=Would like to 2-No small city 1=Maybe	7=Needle drop 4=Baby changer 1=Flush counter 1=Pipe insulation 1=Improved toilet paper dispenser 1=neon sign on top	9=24/7 2,=originally 24/7, then closed at night 2=During day from when opened	2=highly used 1=200 4= 100+ 4= unavailable 2=don't know	8=police 2=full time monitor 2=Security 1= Stand next to PL	8=City staff 3=Park staff 2=BID

ATTACHMENT 5

Information From Questionnaires On Portland Loos Installed in Commercial Areas

EXPERIENCE

Location	Business support	Community support	Used for prostitution	Used to sell drugs	Concerns regarding safety	Problems with keeping clean	Other problems/challenges
Arcata CA (18,000)	Yes, when working well	Yes, when working well	No evidence of	No evidence of	Yes some, need to keep area patrolled	No, as long as kept clean	90% of time there are no problems Occasionally items stuffed down toilet, had to remove graffiti Some freezing of pipes which city took care of by installing heaters
Central Square, Cambridge MA (105,000)	-----	-----	-----	----	----	---	Sleeping inside Shooting up
Cincinnati OH (297,000)	Yes	Early morning joggers very happy	Some evidence of before closed at night	No	No	No	People shooting up
Harvard Square, Cambridge MA (105,000)	Yes, strong advocates for	Yes, strong advocates for	No	No	No	No	Some freezing of pipes, Taken care of by installing heaters
Miami FL (2,754,000)	Yes, once installed	Yes, once installed	No, Restroom monitored	No, Restroom monitored	No, Restroom monitored	No, Restroom monitored	Poor lighting in area which has been addressed.
Monterey CA (435,000)	Very supportive,	Yes, badly needed	No	No	No	No, cleaned up when needed.	Some graffiti which is quickly removed

Location	Business support	Community support	Used for prostitution	Used to sell drugs	Concerns regarding safety	Problems with keeping clean	Other problems/challenges
	fewer people (especially homeless) ask to use their restrooms	bathroom in busy area					
Olympia, WA (52,000)	Yes, after park next store closed at night	Yes, after park next door closed at night	Doubtful	No	No	Not after park next store closed at night	Graffiti Sleeping in Loo Arson Replace door hinges & hardware
Portland, OR (632,000)	Yes, key role in asking for public restrooms	Yes, key role in asking for public restrooms	Yes, find condoms, Doesn't affect decision to keep them open 24/7	Not that they are aware of	No	Highly used: no #s	Shooting up
Salt Lake City UT (186,000)	N/A due to location	N/A due to location	Yes, until closed at night, with monitor during day.	Yes, until closed at night, with monitor during day.	Yes, until closed at night, with monitor during day.	Yes, until closed at night, with monitor during day.	Due to nature of neighborhood where located any and all challenges.
San Antonio TX (1,532,000)	Yes, initiative of businessman	Yes	No	No	No	No	Problems with solar lighting
Smithers BC (11,000)	Yes, once installed	Yes, once installed	No	No	No	Periodic requests for clean-up.	Pipes freezing up during cold weather. Manufacturers stepped in to fix this.

Location	Business support	Community support	Used for prostitution	Used to sell drugs	Concerns regarding safety	Problems with keeping clean	Other problems/challenges
Vancouver BC (631,000)	Yes	Reluctant at first, once installed no complaints	No	No	No	Only once since installed, immediately cleaned	Not yet
Victoria BC (86,000)	Yes, once installed	Yes, as long as keep clean	No	No	No		Camping Shooting up
N = 13	Yes = 8 Yes, once installed: 3 Not available 1 N/A = 1	Yes = 8 Yes, once installed: 3 Unavailable 1 N/A = 1	No = 10 Yes = 1 Yes before closed at night = 2	No = 11 Yes, before closed at night = 1 Unavailable=2	No = 10 Yes = 1 Yes, before closed at night = 1 Unavailable=1	No = 10 No once park next door closed at night = 1 Yes, before closed at night = 1 Unavailable=1	Graffiti (removed) = 4 Shooting up=4 Freezing pipes (fixed) = 3 Sleeping in = 3 Items stuffed down toilet =2 Solar lighting = 1 Arson = 1

ATTACHMENT 6

Information From Questionnaires On Portland Loos Installed In Parks

BACKGROUND INFORMATION

Location	# of Loos	When installed	Where installed	Plans to install more Loos	Additions	Hours open	Daily usage	Police monitoring	Responsibility for cleaning/ maintaining, Frequency
Charleston, SC	1	2019	Wanted model	Yes, in more parks	No	24/7	Unknown	No	Custodial service 3 X week
Emeryville, CA	1	2016	Near skate park visible to street	No	No	24/7	Unknown	Yes	Currently city, plans to contract out 1 X day
Esquimalt, Ak	2	Left blank	Left blank	No	No	Dawn to dark	100/day	Left blank	Park staff 1X day
Galveston, TX	5	2016-2018	On sea shore	No	No	7 am – 9 pm	Lots as 7 million tourists/year come to beaches	Left blank	Galveston Park Board 2X day & on call
Hoboken NJ	2	2017 2019	Park along sidewalk; residents, commuters walking to work, park users. Nearby: office building, mixed	Not yet, will consider in future designs	Winter package	8 am – dusk. Standard for all parks	Unknown	Yes	Park staff, 2 x day or when needed

Location	# of Loos	When installed	Where installed	Plans to install more Loos	Additions	Hours open	Daily usage	Police monitoring	Responsibility for cleaning/ maintaining, Frequency
			use retail, one restaurant, Gated park: park users. Fair amount of homeless, but haven't had problems like at other public restrooms						
San Antonio TX	1	2017	Directly across from children's museum, very popular playground. Based on public demand	Yes, in two more parks	Baby changer Automatic lock Drinking fountain	5 am – 11 pm	50	Bicycle patrol	Park staff Daily, & as needed
Portland OR	14	From 2008 on	Parks, most on sidewalks	Yes, several	Needle drops Baby changer	Dawn to dusk	No info	Left blank	Portland Parks Service
Vancouver BC	1	2018	On sidewalk alongside downtown park	Yes	Needle drop Baby changer	24/7	Unknown	Police drive byes at night	Contract with janitorial service
Victoria BC	1	2011	Park sidewalk	Yes	Needle drop	24/7	At least 100	Yes	City public works 3 – 4X days

Location	# of Loos	When installed	Where installed	Plans to install more Loos	Additions	Hours open	Daily usage	Police monitoring	Responsibility for cleaning/ maintaining, Frequency
N = 9	28			5,,Yes 3, No 1, not yet	3, Needle drop 3, Baby changer 1 Winter package 1, Drinking fountain 1, Automatic lock 4,None	4, 24/7 5, day	1, Lots 2, 100-150 1, 50 4, Unknown 1, No answer	5, Yes 1,No 4, Left blank	4, City staff 5, Park staff

ATTACHMENT 7

Information From Questionnaires On Portland Loos Installed in Parks

EXPERIENCE

Location	Business support	Community support	Use for prostitution	Use to sell drugs	Concerns regarding safety	Problems with keeping clean	Any other problems
Charleston SC	N/A	Yes	Not that they know of	Not that they know of	Not yet	Not yet	Not yet
Emeryville CA	Yes	Yes	Not that they know of	Not that they know of	None	None	No major
Esquimalt AK	Yes	Yes	No	No	No	No	No
Galveston TX	Some pushback, mostly supportive	Yes	No	No	No	No	No
Hoboken NJ	Yes	Yes	No	No	No	No	Only plumbing maintenance
Portland OR	Yes	Yes	Not that they know of	Not that they know of	No	Occasionally get request to clean	Sometime locked
San Antonio TX	N/A	Yes	No	No	No	No	Problems with solar powering, locks
Vancouver BC	Yes, originally suggested by businesses	Yes	Not aware of	Not aware of	No	No	No

Location	Business support	Community support	Use for prostitution	Use to sell drugs	Concerns regarding safety	Problems with keeping clean	Any other problems
Victoria BC	N/A	Yes, once installed	Not aware of	Not aware of	No	Not really, clean up when needed	Camping Shooting up
N = 9	6, Yes 3, N/A	9, Yes	9, Not Aware of	9, Not Aware of	9, No	9, No	1, Shooting up 1, Camping 1, Solar power 1, Locks

ATTACHMENT 8

Recommended for Washington DC Advice, precautions, lessons learned

Location	Hours open Problems	Would you recommend DC purchase a Portland Loo?	Precautions/lessons learned
CITY			
Harvard Square MA	24/7 No	Yes. Because the design is excellent. We love that it resists graffiti, that it can be maintained quite easily with a robust cleaning schedule. We also appreciate that it is comfortable, but not too comfortable so that folks are inclined to stay too long. For the most part, they use it and leave.	Make sure you give it the service that it deserves. In other words, make sure you maintain it. If you do, it will serve the public well.
Cincinnati OH	Daytime only Originally to be open 24/7 due to problems closed at night	Yes, it is a good unit to place anywhere there are people present.	In a perfect world it would be great to have it open for use 24/7. It just wasn't feasible to do that in Cincinnati with the drug and homeless epidemic in our area. It was not fun to look inside of ours in the mornings when it was opened overnight. I would assume that other cities have some of the same kinds of problems. If there was overnight security that could possibly help and allow Loos to be open 24/7.
Miami FL	Daytime only, by choice from beginning	That all depends on your needs in DC. We surveyed our area of where public restrooms are located throughout our district to find the best place to put these Loo. I have requested 3 Portland Loos to be	Check the lighting before you place the Loo in its location. Be sure it's in a well-lit areas.

Location	Hours open Problems	Would you recommend DC purchase a Portland Loo?	Precautions/lessons learned
		installed in the Downtown district, and we believe this will greatly alleviate the need for public restrooms	Additionally we highly recommend having the restrooms monitored. This is why we believe we have had no issues Post signage with rules on it so the monitor has something to refer each customer to.
Monterey, CA (city)	24/7	Yes. They are practical and pretty low maintenance. Because of the open slatted walls, users don't feel too comfortable inside, so they just do their business and move on.	Keep it clean at all times
Salt Lake City, UT (city)	Originally 24/7, closed at night due to problems	This one is hard. It kind of depends on where in D.C. you are going to put them and what your intentions are. If you make them free for all to use, then I think a program to monitor the usage and cleanliness is crucial. I can tell you that I would never use the ones that we installed, and if basing it on what my wife expects then absolutely not. I was in Boston this past week, and they had some outdoor toilets on the sidewalk, but you had to pay to use them and I think it only used credit cards. That kind would pretty much eliminate homeless people from using them.	Be mindful of where you install them, and try to get an idea of who the users would be
Smithers CA	24/7 No	Left blank	If the City would like to use their own standard key for all loos, discuss with Madden Fabrication in advance. Solar panel option was not considered feasible due to northern climate – lack of sun and additional electrical demands required by space heater.

Location	Hours open Problems	Would you recommend DC purchase a Portland Loo?	Precautions/lessons learned
Vancouver BC	24/7 No	At the right location, yes I would recommend them	Just make sure the contractor coordinates the foundation work with the loo installation. Measure twice.
Victoria BC	24/7 Occasional sleeping in/shooting up Not considered serious	I think the concept of a sidewalk washroom is very good. I think that you could improve the design by making it more permeable. I strongly believe that this could make them less sequestered and problematic. I also think that you could assemble a design team and develop a unique design of your own that would be more aesthetically appealing and be unique to your city. I have dozens of examples from Europe that are very elegant and architecturally interesting.	There should be passive surveillance (CPTED – e.g. well-lit area without trees etcetera around it) and the site should not be so problematic that it doesn't have a chance.
San Antonio, TX	24/7 Solar powering Locks	Yes, I have been to DC many times and think the Portland Loo would work well, especially along the mall.	I highly recommend hard wire electrical and not the solar option.
PARK			
Charleston SC (park)	24/7 No	Yes, we think that the Loo is a solid product that serves a purpose with low anticipated future maintenance cost vs. a traditionally stick built structure.	Not really, just need to make sure you take into consideration the water and sewer tap fees as well as what grade stainless steel you need if you are in a salt air environment.
Emeryville CA (park)	24/7 No	If the location is appropriate (active, public area, easily monitored), I would recommend the Portland Loo for its durability and ease of installation	After the Portland Loo was already ordered, Emeryville's Building Department reviewed the design and required an upgraded ADA-compliant

Location	Hours open Problems	Would you recommend DC purchase a Portland Loo?	Precautions/lessons learned
			door handle. Luckily Madden was able to provide a redesign in time.
Esquimalt (park)	Dawn-dusk No	Not answered	Not answered
Galveston TX (park)	Dawn-dusk No	Yes. They are well built. They are installed along a beach and are exposed to very extreme conditions including 24/7 exposure to sand and salty air. So far, they have performed better than expected.	We've had minor problems with the hinges and door locks. I would have someone with hands-on experience (not an engineer or architect) take a look at both systems
Hoboken, NK (park)	Dawn-dusk Plumbing maintenance	Yes, Portland loo is a good design for parks – compact, show occupancy.	Recommend the winter package.
Portland, OR (park)		Not answered	Not answered