



City of Olympia
Community Planning and Development

Downtown Sanitation Master Plan

10 September 2018

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The City of Olympia is taking proactive steps toward understanding and addressing a public sanitation need that is currently affecting urban centers across America. The Downtown Sanitation Master Plan will assist the city in locating and selecting restroom facilities to meet the needs for the downtown population.

The project goal is to develop a plan that helps to provide sanitary facilities for all citizens and visitors to Olympia and reduce the amount of the human waste on the streets and alleys in the downtown area. Our research effort will review other cities that have planned or implemented similar projects and their results, as well as analyze the results from the restroom pilot project. We will provide recommendations and best practices for public restroom site locations, facility types, hours of operation, and key criteria for safety and achieving positive results.

Our research and discovery started in June and continued through September of 2017 and was then extended through to September of 2018. Our strategy identified initial stakeholders, jurisdictions, facilities, and the downtown target area. The initial meeting with city staff identified contacts for the PBIA (Parking Business Improvement Area) and the ODA (Olympia Downtown Association), discussed past and recent issues, and the Downtown Strategy¹ that led to the portable restroom pilot project. We discussed how to determine if the project was successful. The general understanding was that we must acknowledge the larger social issues of street dependence and health challenges of which the human waste problem is a symptom. Public restrooms may help, but will not solve the problem alone.

Furthermore, the consensus is that the City may or may not have the capacity to improve metrics through this project alone, but we should seek to improve public sanitation and with that the public perception of downtown Olympia. Providing safe, clean public restrooms for all users of downtown will contribute to the greater goal of revitalizing of the downtown.

- **Investigate** the existing assets, issues, and opportunities;
- **Evaluate** the current plan, availability of restrooms, and perceptions of sanitary conditions;
- **Recommendations** for identified locations, types of facilities, and hours of operation.

City of Olympia

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¹ Olympia Downtown Strategy, Connecting people, places, & spaces, by Makers Architecture, Planning, Urban Design.

Executive Summary

EXECUTIVE SUMMARY

Introduction

The City of Olympia is taking proactive steps toward understanding and addressing a public sanitation need that is currently affecting urban centers across America. The Downtown Sanitation Master Plan will assist the city in locating and selecting restroom facilities to meet the needs for the downtown population.

Goals

The project goal is to develop a plan that helps to provide sanitary facilities for all citizens and visitors to Olympia and reduce the amount of the human waste on the streets and alleys in the downtown area. Our research effort will review other cities that have planned or implemented similar projects and their results, as well as analyze the results from the restroom pilot project. We will provide recommendations and best practices for public restroom site locations, facility types, hours of operation, and key criteria for safety and achieving positive results.

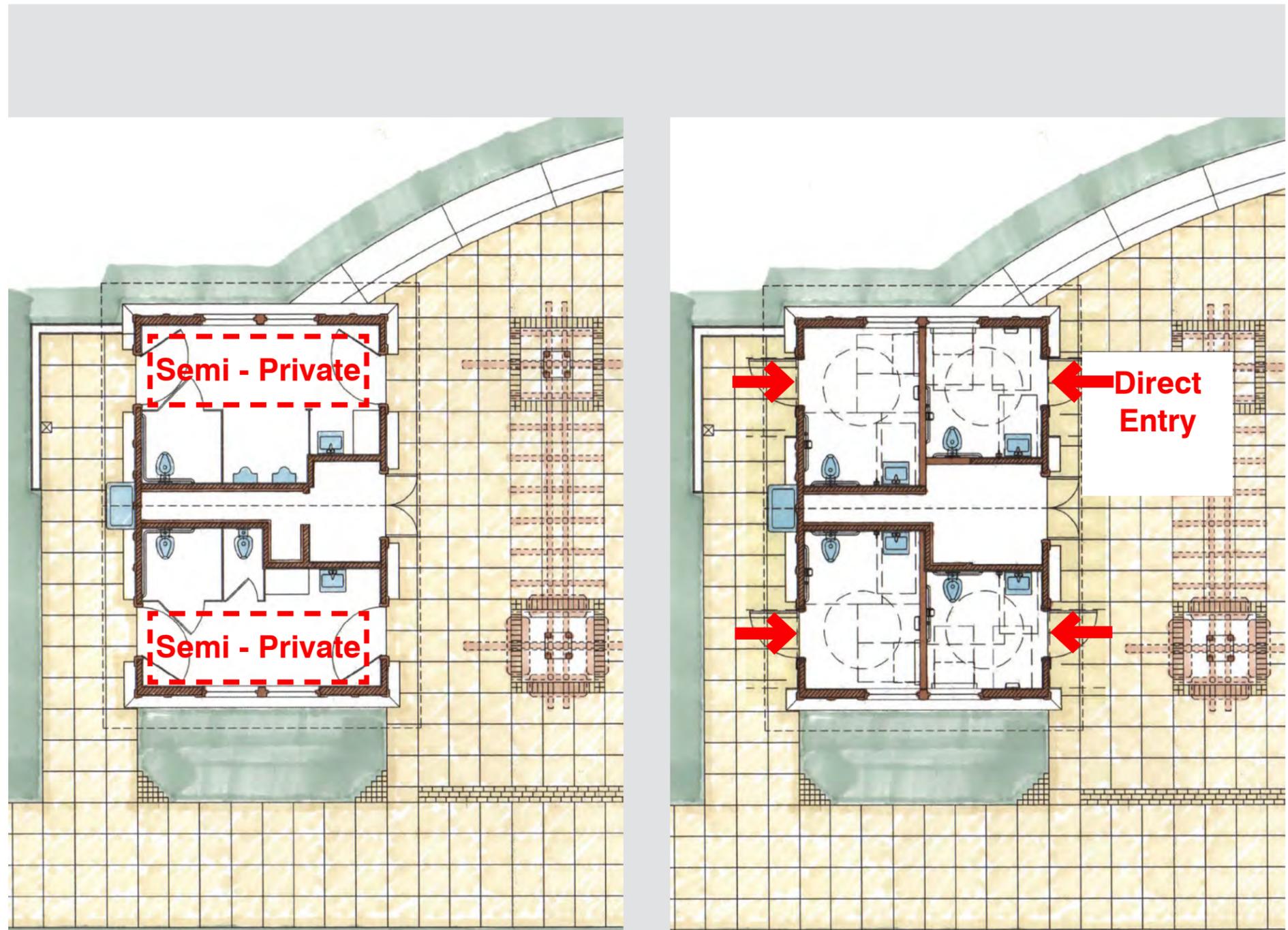
Need for Public Restrooms

In an urban setting, land use regulations control how space is used, what functions or industries are allowable, and activities take place. For matters of public sanitation and mitigating environmental impact, the Olympia Municipal Code¹ states that it is unlawful for any person to urinate or defecate in a public place. This creates a need to provide clean, safe, sanitary facilities that provide human dignity in urban areas and particularly public places of gathering. Additionally, in our research, site investigations, and interviews with the public, business owners, and associations, we heard repeatedly that restrooms were a needed amenity downtown.

By installing public restrooms, the City of Olympia is fulfilling the requirement to provide access to sanitation that is a basic human needs. The goal of the master plan is to serve all people who may be in Olympia whether they are residents, workers, or visitors without discrimination against any person because of sex, age, race, color, creed, national origin, marital status, veteran status, sexual orientation or the presence of any disability, including sensory, mental or physical handicaps.

Public restroom design is a challenge and restrooms create a private space in a public space. There is no perfect solution; however following best practices will help to achieve better results. The best practice is to provide direct-entry, all-gender, ADA-compliant, single-occupant stalls. Direct entry all gender stalls increase capacity and resolve gender parity issues (longer lines at women's rooms) compared with typical men's and

¹ Olympia Municipal Code



Seattle Parks and Recreation comfort station with separate mens and womens rooms with a gang of stalls in each. The semi-private space, created by this configuration, is where the majority of harassment, verbal attacks, bias crimes, and violence occurs. The semi-private space is a blind spot in a public space where a security guard of the opposite gender or camera can not be placed.

Modified comfort station with four direct entry, all gender, ADA compliant, single occupant stalls. The access to the private space is from a fully public space.



Similar challenges in Portland Oregon led the City to develop and build the Portland Loo, that features enough privacy for human dignity, while maximizing visibility to deter negative behavior.



Metro Parks Tacoma changed to direct access all gender comfort stations over a decade ago, and has reported fewer problems.



Eastbay Plaza comfort station has direct entry stalls, is located within 100 feet of the water feature, open seasonally when water is flowing, and the grounds are patrolled by a security officer. While this facility helps with the general non-destination public restroom system, it is lacking in consistency and truly serves as support for a specific activity.

women's rooms; may accommodate families and opposite-sex caregivers; may adhere to ADA standards; and allows individual stalls to be cleaned or repaired without closing half of the facility. The direct-entry design also addresses inclusivity by opening all stalls to everyone.

While the needs of individuals drive the design of public restrooms or comfort stations, the activities taking place determine the location, quantity, and needed hours of operation. In many cases, but not all, the plumbing, or health code will require or provide guidance for a minimum number of facilities located within a maximum distance of the activity taking place.

Any person in Olympia, may be engaged in one or more activities, and providing facilities that support them as best as possible is the goal of the Downtown Sanitation Master Plan. Key questions include: what are those activities, where are they taking place, and what support do they need?

The Downtown Strategy identifies Character Areas within the downtown that define and encourage the present and future activities of an area. This is our guide for not only providing for the current activities taking place, but to also understand and identify future areas as well.

Activities are grouped into two categories; those that are general and non-destination (such as exploring downtown, wandering, touring, people watching, sight seeing, and just being), and those specific activities occurring at designated locations and times (such as going to an event in a public space, music in Sylvester Park, or visiting the Heritage Park Fountain).

Specific activities, such as splashing in the water feature at the Eastbay Plaza, have code requirements for a restroom to be located within 100 feet, and open during the hours of operation. The Eastbay Plaza restrooms are open during the same hours and seasons that water is flowing. Additionally, the 2018 Food Truck regulations require a designated restroom with warm running water to be available within 200 feet without crossing multiple lanes of traffic. A designated restroom can be a public facility or an agreement with a commercial business that allows for the use of their facility.

Restroom requirements for general non-destination activities are less specific with no code requirements, and best practices must be relied upon to provide a holistic plan for available public restrooms. For general urban use, the best practice is an eight minute walk between restrooms, and for these restrooms to be open consistently and as long as is practical, preferably 24 hours. For example, for the 2008 summer Olympics in Beijing an eight minute walk was the target for distance between

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restrooms. Analyzing the City of Portland Loo locations, the distance ranges from six to ten minutes apart, or about an eight to nine minute average.

Restroom Needs Guide by Activity

▪ Non-Destination	2,000 feet	1 Restroom	24 hours Preferred
▪ Food Truck	200 feet	1 Restroom	While Open
▪ Wading Pool	100 feet	1 Womens 1 Mens	when water feature is operational

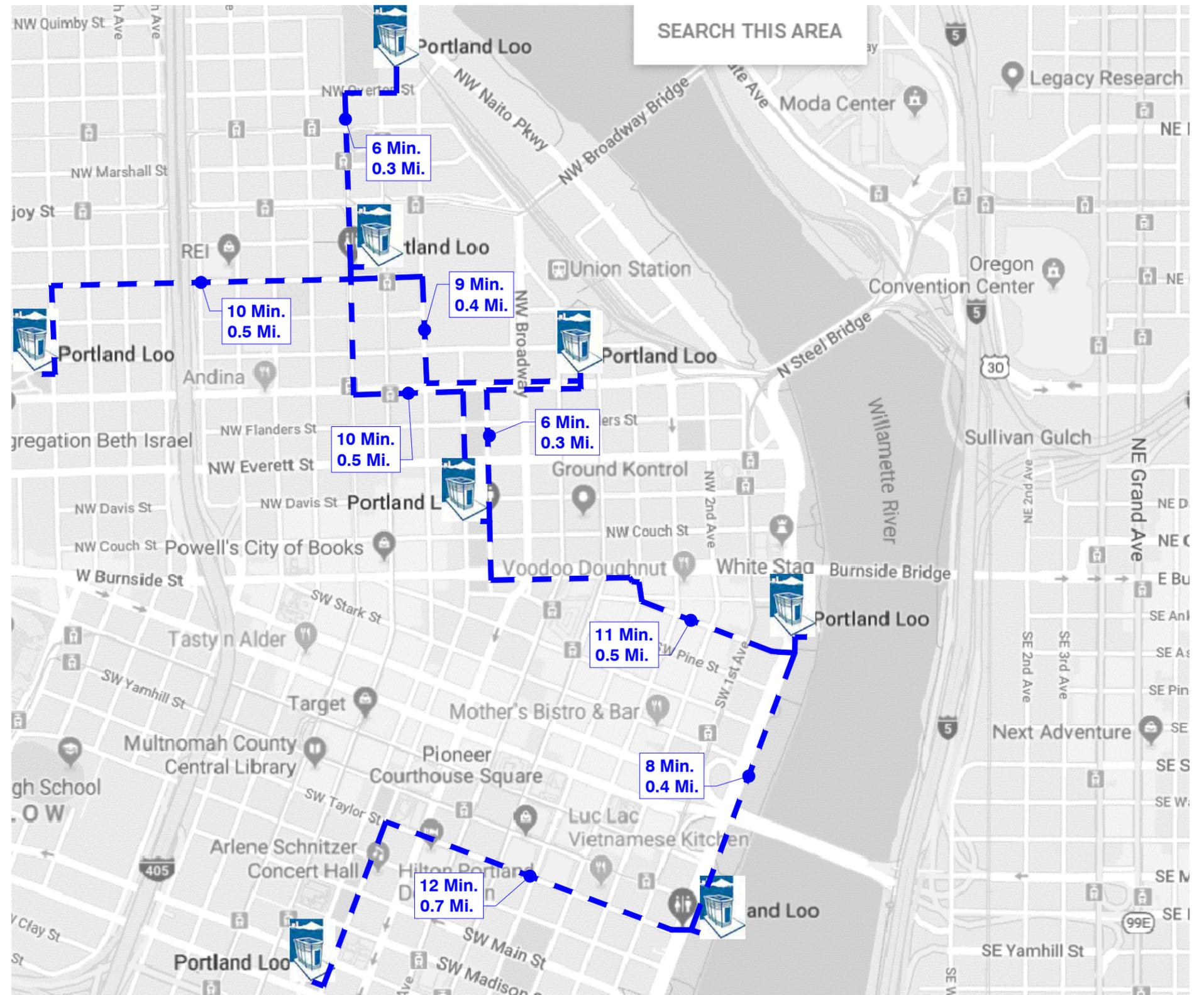
There are also activities such as living on the streets, that appear to be taking place. Living on the streets or in an encampment is a very intense and specific task, and a general non-destination use restroom with an eight minute walk (approximately 2,000 feet) is much too far to travel to be effective.

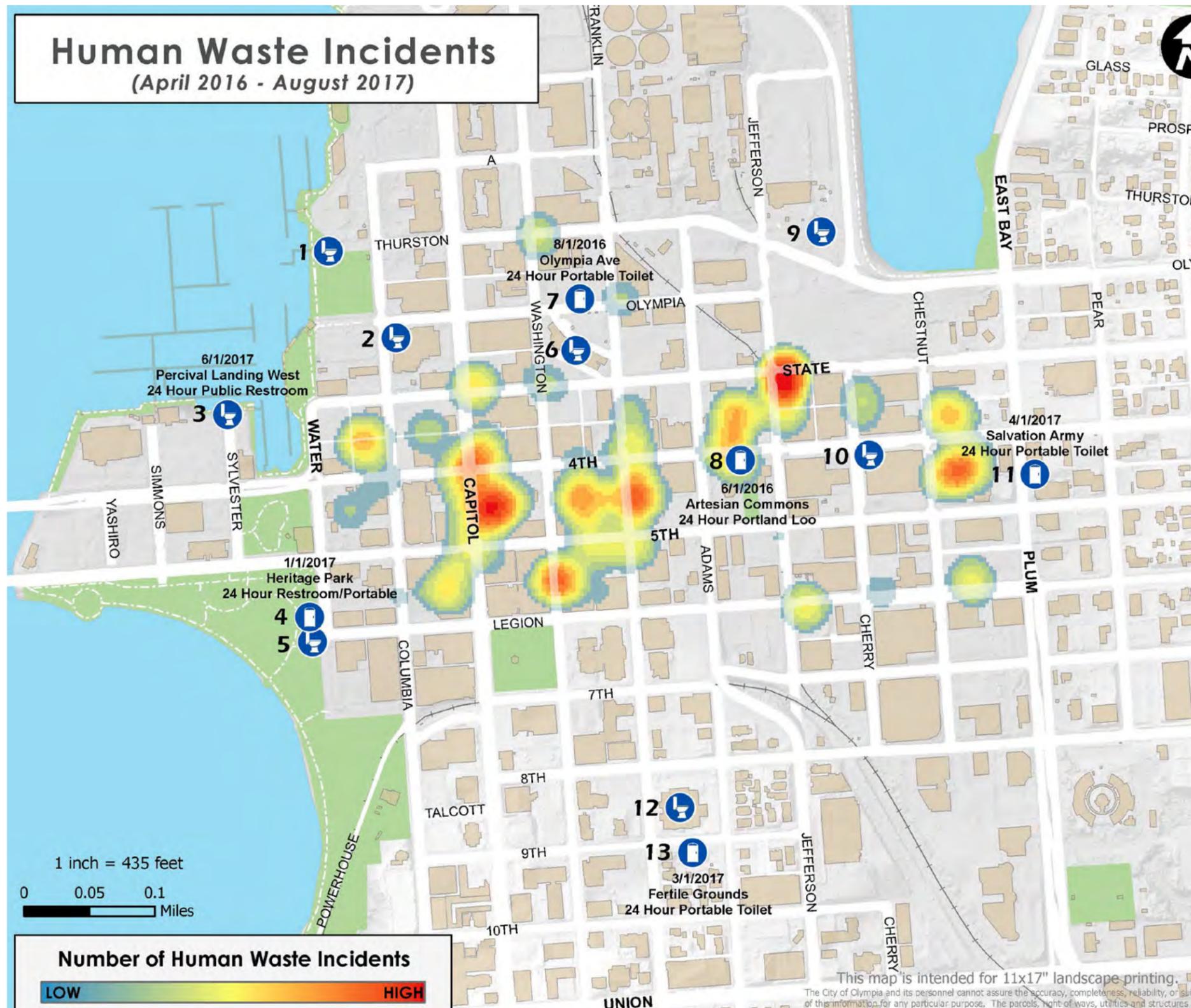
The national public health crisis of opioid abuse appears to also contribute to the human waste found on the sidewalks and alleyways in downtown Olympia; therefore, interventions to public sanitation alone will not likely yield significant improvements. However, our research has shown that in other cities, citations for public urination have been given to people with addresses from in and out of town, and that is likely happening in Olympia as well.

Portable Restroom Pilot Project

The City of Olympia began addressing the issue of public sanitation with the Portable Restroom Pilot Project. The strategy behind this project was to evenly distribute portable restrooms around downtown at key locations. The original locations for the Portable Restroom Pilot Project were at the Artesian Commons, Salvation Army, Olympia Ave (Across from Intercity Transit), and Fertile Grounds (across from the Library). In addition, the physical structure at Percival West was remodeled and turned into a 24 hour restroom. Data was collected for each of the locations that included estimated use, as well as damage, vandalism, and complaints.

Of these pilots, only the Salvation Army and Artesian Commons (now replaced with a Portland Loo) facilities remain as 24 hour operations, and after a closure period, Percival West has been reopened for day use only. The others have been permanently removed due to damage, vandalism (theft of hand sanitizer and light fixtures), disturbances, complaints, police reports of crime, drug use and dealing, and unsanitary conditions including needles, articles of clothing, and human waste.





Prior to the Portable Restroom Pilot the City had introduced The Downtown Ambassadors and Clean Team Programs. The Ambassadors walk the streets, greet people, and serve as a liaison between visitors, businesses, services, and street dependent population, and The Clean Team is responsible for general upkeep, repair, painting, trash and biohazard waste pickup and cleaning in and around public spaces.

Valuable data was gathered from three separate sources, the portable units themselves, the Clean Team, and the Downtown Ambassadors. The portable units provided physical evidence of the amount of use from the daily pump out, as well as physical evidence of vandalism and abuse. The Clean Team documented the time, date, and location every time human waste was discovered on the sidewalks and alleyways, and from this data, a Human Waste Heat Map was created that provided a benchmark of data both before the portable units were installed and after. And a third source, the Downtown Ambassadors, provided accounts of their experiences and knowledge gained while walking and interacting with the people of downtown Olympia.

From the data several discoveries were made. The most notable is the portable toilets appeared to reduce the amount of human waste on the street for only a one-block radius (typical block in downtown Olympia is about 300 feet). The furthest distance of noted improvement was in the streets and alleyways near the Salvation Army toilet that extended across Plum Street down to Chestnut. Further discoveries included, the abuse the portable units received, the immediate theft of the solar powered light fixture and hand sanitizer and frequent discovery of needles, and the anecdotal information that some of the houseless and street dependent people were not using the portables because they at first appeared unclean or unsanitary, and later were too dangerous as they became a place for crime.

We may not have absolute certainty as to why the Portable Restroom Pilot Project results were negative, but applying the principles of CPTED (Crime Prevention Through Environmental Design) we can achieve a better understanding, and then apply that to selecting locations for future restrooms.

CPTED is a design approach to deter criminal behavior in urban spaces, that is comprised of four key components: natural surveillance, natural access control, territorial reinforcement, and image (maintenance). The most discussed is natural surveillance that is best described as "see and be seen" which is the overall goal when it comes to natural surveillance. A person is less likely to commit a crime if they think someone will see them do it. Clear sight lines, lighting and landscape play an important role.

In addition to the clear lines of sight, there needs to be people around who

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could actually witness the activity. While people driving by on a busy street in cars are good, they are far too likely to drive past and not take action. People who are walking on the sidewalk, in shops and businesses with storefront windows, are far more important to this concept.

In our walks and observations we noticed that the highest densities of people are between 4th and 5th Avenue within a few blocks of Capitol Way where there is an abundance of cafes, shops, restaurants, and bars. Equally important, is the Downtown Strategy that identifies this current area as the “Entertainment” character area and also delineates its boundaries and planned future growth. This district is intersected by the “Capitol to Market” character area, which encourages expanding on the high activity and mix of uses found here.

These two neighborhoods, and in particular where they intersect, represent where the best natural surveillance is currently found, and will be found in the future. The other character areas are not as likely to generate as much activity on the street. Also noteworthy, this area is one of the hottest spots on Human Waste Heat Map.

The best practice that our research has discovered is that a full time restroom attendant provides the best results and can help to overcome even poor CPTED attributes. Examples include the NYC Port Authority Bus Terminal, and the Bryant Park public restroom.



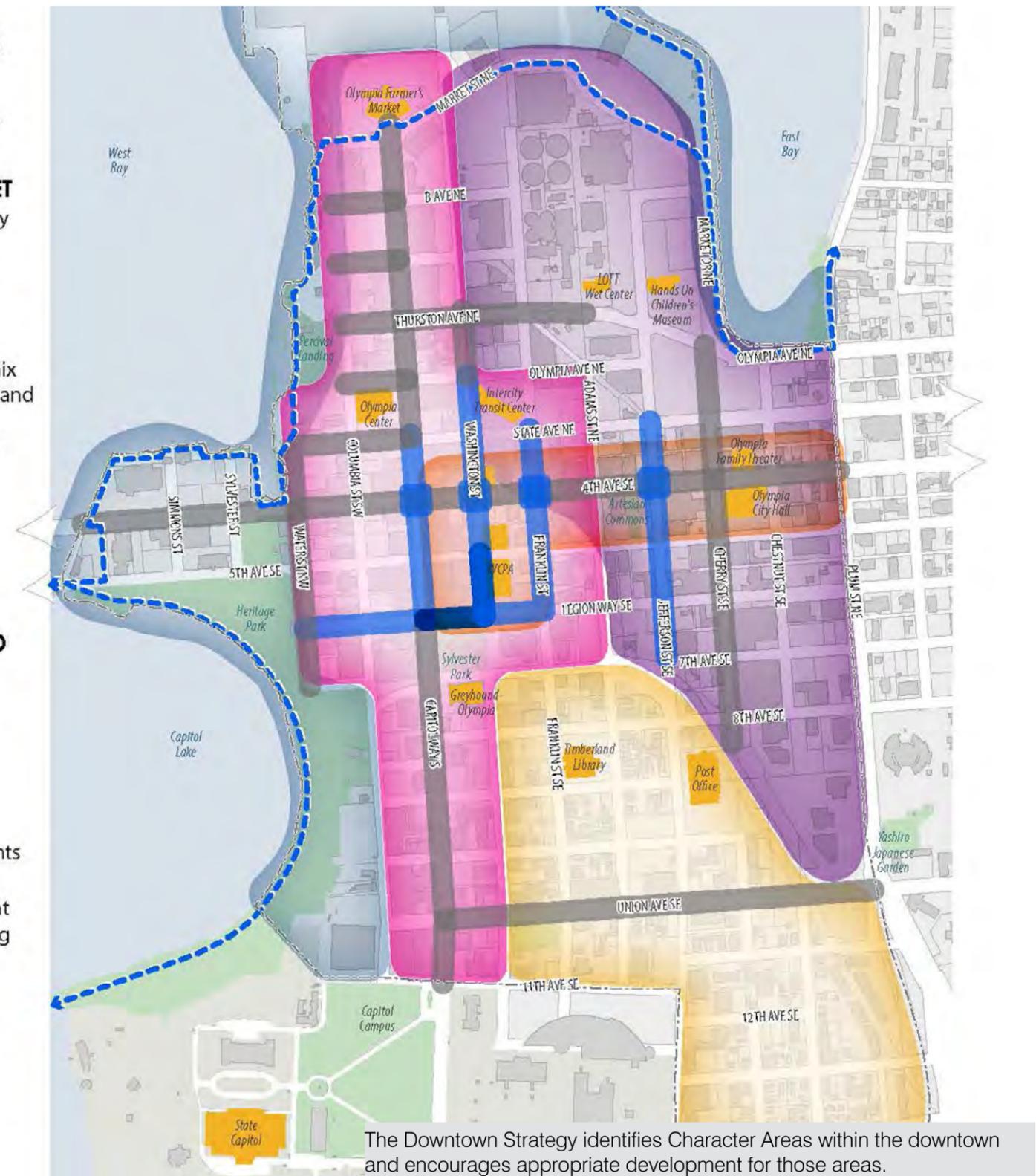
Bryant Park restrooms feature marble counter tops, fresh flowers, with classical music in the background, and a full time attendant.

CHARACTER AREAS

-  **WATERFRONT**
Enhance and connect to waterfront attractions.
-  **CAPITOL TO MARKET**
Encourage a high activity mix of uses from the Capitol to the Farmers Market.
-  **ARTISAN/TECH**
Encourage an eclectic mix of commercial activities and residences to support a creative neighborhood.
-  **ENTERTAINMENT**
Continue the core's energy eastward in a safe and lively entertainment district.
-  **SE NEIGHBORHOOD**
Build a holistic neighborhood with services and amenities.

KEY PHYSICAL IMPROVEMENTS

-  Short-term investments
-  Long-term investment opportunities (looking for funding and partnerships)
-  Olympia Waterfront Route trail planning and completion (immediate and long-term actions)





NYC Port Authority Bus Terminal public restroom. Use of bathroom attendants have resulted in some of the best public restrooms, even in the most challenging of environments. New York City's Port Authority Bus Terminal public restrooms were recently renovated and as reported by gothamist.com:

"The Port Authority Bus Terminal, which John Oliver has accurately described as "the single worst place on Earth," is undergoing a \$90 million face-lift that's just getting started. But "Phase One" of its restroom rehabilitation project has already transformed two of the terminal's notoriously terrifying bathrooms into sparkling new comfort stations.

The renovation included the addition of an attendant to greet people and tidy the restrooms, and expansion of the cleaning program.



The restrooms at Bryant Park utilize a bathroom attendant to keep the marble counter tops clean and the flowers fresh. VirtualTourist.com compiled a list of the "World's Top 10 Toilets", and the Bryant Park restrooms in New York City, NY were ranked number one. The Bryant Park restrooms also benefit from their location, adjacent to a busy sidewalk and metro stop.

"Who would have thought that a loo in the middle of such a dirty, noisy, frenetic city would have classical music, fresh flowers, and even an attendant! Visitors report that it's also spotlessly clean."¹

¹ <http://www.virtualtourist.com/press-center/ugliest-buildings-list>

Bryant Park restrooms (right) feature marble counter tops, fresh flowers, with classical music in the background.



The portable toilet at the Salvation Army has produced positive results despite having less than ideal natural surveillance. This is largely attributed to the de facto attendant that is the Salvation Army, who has expressed a keen interest in keeping a restroom at this location, and upgrading to a better, more sanitary unit like a Portland Loo. Because of the relatively poor natural surveillance at this location, a partnership with the Salvation Army would be needed to mitigate potential negative behavior. This location is primarily used by street dependent people, which would be contrary to the idea of siting a public, outdoor restroom to serve all users of downtown. However, as demonstrated by the heavy use during the pilot project, businesses and citizens alike benefit from sanitary facilities at this location.

The Portland Loo is located in the best of the four locations, along 4th Ave in the entertainment character area. The natural surveillance here is strong, but there still have been problems reported, and many people are reluctant to use the facility. The CPTED quality of territorial reinforcement or "sphere of influence" may explain why. The adjacent Artesian Commons Park has been troubled with violent incidents, verbal altercations, and nuisance behaviors, resulting in many individuals being excluded from the park. Excluded individuals will then stand on the sidewalk just outside the park, and engage people who are in the park resulting in a crowd forming at the Park entrance. This sphere of influence overwhelms the area surrounding the Portland Loo making the area feel uncomfortable and unwelcoming.

Due to the escalation of negative behavior and increasing concerns for staff safety in the Park, it has now been permanently closed. This change may have a profound impact on the Portland Loo, and may take some time of data collection to draw conclusions. One could predict that the sphere of influence of the area would change, and negative behavior may diminish. However, so might use of the facility, until the perceptions change.

Location

Planning for public restrooms is no small task, adding more restrooms may not improve the situation alone. Restrooms that are closed, unsanitary, or perceived to be unusable are not an asset, as there is nothing more frustrating than finding the restroom and not being able to use it. The right locations are paramount, and the facilities themselves need to be well maintained. If care is not taken in site selection, the operational and maintenance costs will in time exceed the costs of installation. This reality makes, it a worthwhile investment to place restrooms in the best locations, even if it means incurring additional construction costs.

From the Portable Restroom Pilot Project, data was collected at Percival West and the Portland Loo at the Artesian Commons during the five month period when both were operating as 24 hour facilities. This data allows us to compare metrics and apply costs and consequences to a location.

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Over that time, the Percival West facility saw one third as many users, but had three times as many hours spent repairing vandalism, four times the number of closures, and five times the number of loose needles. Though the annual project operational costs were about the same, the cost per user was three times as high at Percival West.

Locating restrooms in the Entertainment, and Capitol to Market character areas, and particularly where they overlap, will achieve the best results, and reduce long term operational costs.

The Human Waste Heat Map showed that the range of effect of a restroom is about one block. If people are living on the streets at random locations throughout downtown, restrooms would need to be located on every block to have any impact.

From studying the locations of Portland Loos in Portland, we can see a plan emerging of spacing general non-destination restrooms at an interval of approximately eight minutes walk apart as a best practice to support an active downtown.



Loos in Portland are typically located in public parks at the corner near busy intersections. This allows for maximum visibility with the least amount of impact to existing residences or businesses.

Artesian Commons

from August 2017 through December of 2017

- **106** Average Daily Use, Flushes
- **48** Hours Vandalism Repair
- **15** Days Closed Two or More hours
- **1** Day Closed by Security Overnight
- **91** Loose Needles
- **656** Needles in Disposal Box
- **\$ 96,000** Annual Projected Costs
- **\$ 2.51** Cost Per Flush

The operational costs for the Artesian Commons included an on site Ranger and Well host. While more total budget was spent at the Artesian Commons, more people were served, and less budget was spent on vandalism repairs. Spending on a Ranger or Well host may balance out the costs of repairing vandalism, however, it is easier to plan and budget for the attendants, and there are fewer closures of the facility.

Selecting a location with stronger CPTED in a busier part of town, and supplementing that with an attendant even part time, improves the performance and value to the community.

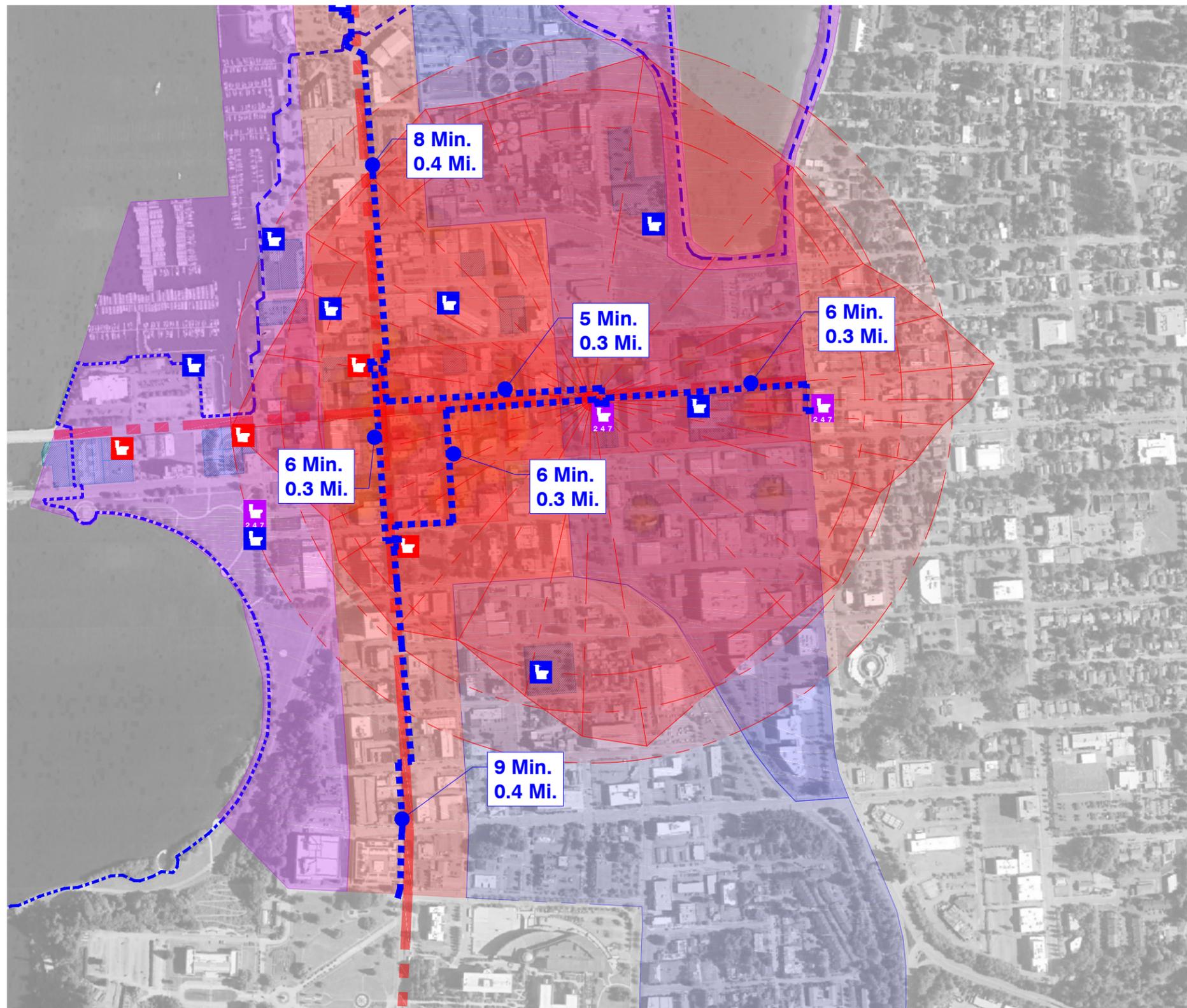
Percival West

from August 2017 through December of 2017

- **31** Average Daily Use, Flushes
- **145** Hours of Vandalism Repair
- **60** Days Closed Two or More hours
- **30** Days Closed by Security Overnight
- **465** Loose Needles
- **2,469** Needles in Disposal Box
- **\$ 93,000** Annual Projected Costs
- **\$ 8.28** Cost Per Flush



The Portland Loo at the Artesian Commons.



Recommendations

Public restrooms are an essential part of the urban environment that make a difference in our quality of life. Despite the inherent conundrum they create as a private space in a public space and the potential for negative behavior, a public restroom is a good asset to the community that promotes an active lifestyle, and serve downtown businesses.

The approach for the master plan utilizes existing facilities and identifies new sites for future installations to provide restrooms within an eight minute walk throughout the downtown to meet general non-destination needs, and activity specific restrooms in required quantity, hours, and distance to provide needed support.

This concept is similar to the idea of illuminating a space. For example, a large warehouse will need general ambient lighting for overall illumination, and while this is adequate to navigate the space and see where objects are stored, task lighting is also required at specific locations to perform needed functions.

General Non-Destination Comfort Stations

The Portland Loo next to the Artesian Commons is part of a general scheme to provide public restrooms throughout the downtown at approximately an eight minute walk interval. As seen on the drawing, an eight minute walk covers nearly the entire downtown area. When combined with other task specific restrooms, such as Percival Landing, the coverage for downtown Olympia is quite good during the daytime.

At night, the Portland Loo is the only restroom with a flush toilet and running water, the other available options are the portable toilets near the Salvation Army, and the Heritage Park Bathhouse. While the reach of the Portland Loo via an eight minute walk still covers the majority of downtown at night, there is no backup if it requires cleaning, maintenance, or repairs. A best practice is to build in some redundancy and a backup option for when cleaning, maintenance or repairs are required.

Restrooms that are closed are no help to the public or Master Plan. Providing the necessary operations and maintenance support for the existing facilities to keep them open, clean, safe and sanitary is the highest priority.

Including the existing restrooms in the proposed wayfinding and graphics for downtown is the next priority. This is the most cost effective way of utilizing existing facilities and budget and maximizing the available restrooms to the public.

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Provide a handwashing station, similar to the one at the Heritage Park Bath House, for the portable unit at the Salvation Army. This is a critical component to provide sanitary facilities.

Portable trailers with flushing toilets and hot and cold running water are a better more hygienic option than portable units, particularly for longer periods of time. These units can be used to test new locations, and provide support for new activities that occur in downtown Olympia until permanent facilities can be installed.

The Salvation Army seeks a permanent facility where the current portable unit is located. A Portland Loo may still be the best option, even though the CPTED here is not the best, and the location doesn't meet the goals of the DTSMP. An agreement could be reached for the Salvation Army to operate as the attendant, to help maintain the unit. Should either party want to end the agreement or if the Salvation Army was to change locations, the Portland Loo can be relocated to another part of the city and the utilities capped.

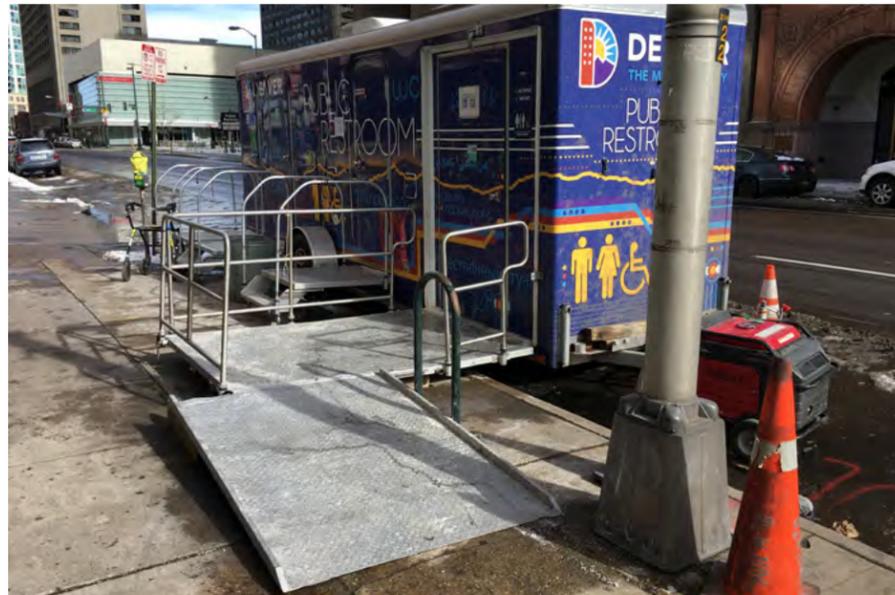
A second Portland Loo, located in the zone where the Entertainment and Capitol to Market character areas overlap would provide a backup and expand the coverage while serving the area with the highest need. While this concept may be agreeable, deciding on the exact location may prove challenging. Locating a public restroom in the ROW could impact businesses, traffic, or parking. Most any location in this area would need the added space created by the planned street improvement projects.

Locating a Loo at the northwest corner of Sylvester Park follows the example of the Loo locations in Portland, providing maximum visibility with the least potential impact. With the proposed street improvements, the unit could be located close to the ROW with little impact on the Park or sidewalk, however the Park is owned by the State, and in the Historic District. That said, a 24 hour restroom located here would eliminate the need for the portable unit at Heritage Park, and extend the eight minute walking coverage all the way to the Capitol campus.

Specific Activity Comfort Stations

Additional restrooms are needed, like the task lighting, at specific locations to serve activities. The task specific restrooms need to be within designated proximity and of a sufficient quantity to support the activity.

The fountain at Heritage Park is not a swimming or wading pool, and was intended to be just a fountain; however with the closure of the lake, it has become a splash park. It is in technical compliance with the Health Code having provided a changing table and identifying a restroom at El Guanaco in addition to Percival West. While this is satisfactory for now, long term plans need to include a comfort station that is open and available to the



The Denver Public Restroom Pilot Project utilizes trailers with flushing toilets and running water. Two units have been working for two years, and a third one is planned.



Flush toilets and running water provide a more hygienic and appealing experience than the dry portable units.

Best Practices

- Select an active area with high pedestrian traffic and visibility.
- An attendant provides the eyes, that natural surveillance may not.
- Consistent hours particularly from 6am until 2am, 24 hours even better.
- Direct entry stalls, that are ADA compliant, and all gender
- Well lit areas
- Natural ventilation and visibility through the unit while providing privacy.
- Handwashing stations.
- Easy to clean and keep clean, safe, and sanitary.



Hand washing station next to the portable unit at Heritage Park Bath House.

public during the seasons and hours that the fountain is operational. This could be a facility and operations model similar to the LOTT Eastbay Plaza near the Children’s Museum.

The proposed ice rink located to the west of the Heritage Park fountain, should also consider a comfort station that is open during the hours of operation as part of the planning process.

The City of Olympia is the state capitol, and therefore a magnet for tourism and it needs a welcome center. Ideally located along the Capitol to Market character area, a possibility is the city owned parking lot at Capitol and State. This is just at the edge of the Entertainment character area, providing further support to an area of highest need, and extending the eight minute walking coverage up to the Farmers Market. While this is an active area, it’s not as well traveled and a Portland Loo may not be the best choice. A built structure that housed public restrooms with the Welcome Center acting as an attendant may make a better solution.

By following the best practices, and supporting each activity that is taking place in downtown Olympia with clean, safe, and sanitary public restrooms, improvements can be made to both human dignity and the experience in downtown Olympia.

Recommendations

First Priority

- Protect and Maintain Existing Facilities. Closed Restrooms Do Not Help.
- Provide Wayfinding and Signage To Direct People To Existing Facilities.
- Hand washing station for portable at Salvation Army location.
- Portable Trailers faster and more versatile way to provide sanitary facilities and test locations.

Second Priority

- Permanent facility at Salvation Army, begin forging a partnership for operating and maintenance agreement for installation of a Portland Loo.
- A second Portland Loo located in the ROW, in the zone where the Entertainment and Capitol to Market character areas overlap.

Explore Loo location in ROW at NW corner of Sylvester Park, with the Engineering and Transportation, DES, Historic Preservation Board, businesses and public.

- Future comfort station at the Heritage Park Fountain. Explore public private venture to include a comfort station with any future development of the site.
- Future comfort station at the proposed ice rink. Include public restrooms as part of proposed development.
- Future Welcome Center with comfort station. Include public restrooms as part of any development planning process.

Findings / Analysis

- Discovery Process
- Findings From Interviews, Site Observations, Research, and Outreach

FINDINGS

Approach

Our approach to this project was to observe and analyze the current conditions, research other cities and urban centers, engage the community, and seek the input of all project stakeholders, including city officials, business and property owners, street dependent people, visitors, shoppers, and users of downtown.

We combined the collective data, and applied our team knowledge from past projects, research, and public outreach. The comfort station renovation at Volunteer Park in Seattle, demonstrated the effectiveness of providing better accommodations and achieving better results. The All Gender Restroom Study for Seattle Parks, entailed extensive research and interviews including several universities, seven states, over a dozen cities, in the United States as well as abroad. Our findings in that study revealed that the LGBTQ community is the most vulnerable in public restrooms, and we identified key criteria to meet primary needs of safety, privacy, and inclusivity.

During the process of this the Olympia Downtown Sanitation Master Plan, we have had significant interaction with city, property owners, and business representatives. We have also engaged street dependent people through multiple walks with Downtown Ambassadors, and gleaned information about needs and opportunities of those who rely heavily on public space for daily activities.

Further outreach was focused on visitors, shoppers, and less-frequent users of downtown, through events such as the Summer Concert Series at Sylvester Park and the Olympia Farmers Market. This group, in addition to being critical to the vitality and improvement of downtown, is also critical to the success of public restrooms. How can visitors of the popular farmers market be encouraged to spend more time downtown? What would make an infrequent visitor want to go shopping downtown? How would public restrooms affect your experience downtown? These are the questions that we asked to better understand what would create public restrooms that are used by everyone, and contribute to a thriving downtown.

History of Public Restrooms¹

In thinking about the need and the location for public restrooms, it is helpful to understand their role in our cities in different historical contexts. Public restrooms emerged in the late 19th century as industrial cities grew and became increasingly overcrowded and unsanitary. These “comfort stations” addressed larger public health issues. They often included baths

¹ Going Public! Strategies for Meeting Public Restroom Need in Portland’s Central City, by Relief Works.

Downtown Strategy

- Holistic: actions directed towards full range of public objectives.
- Equitable: ensure that all people using downtown benefit.

PBIA Survey Comments

“...build a well maintained safe bathroom for all the public to use 24-hrs per day.”

“Sanitation downtown is critical to the retailers whose customers are offended and therefore reluctant to shop downtown

“There needs to be strict consequences for soiling our city.”

“I feel public restrooms should be available for people shopping and visiting downtown.”

“Our restrooms were available until an ADA complaint came in. We had to close them to all at that point. Fix it up and help keep it clean and presentable and I’ll open it to the public.”



Example of signage to direct people to public restrooms, with hours of operation. Olympia needs a coordinated way finding system so that people know where to go.

Findings

- Clear need identified by downtown strategy, surveys, outreach
- Business depressed
- Poor downtown perception
- Ambassadors / clean team needed and appreciated by businesses, police, community, street dependent
- Heat map, outreach identify locations
- Other cities also have similar issues

Age Friendly

Our population is also changing, and cities are preparing themselves for the aging of the baby boomer generation. This generation contributes greatly to the dramatic increase in the population of older people in America; this population will double by 2050 to 80 million people according to the U.S. Census Bureau. Cities and urban areas are adding public restroom facilities to become more inclusive as recommended by the World Health Organization’s Global Age Friendly Cities Guide. Clean, safe, accessible public restrooms thoughtfully located provide reassurance and confidence to a population who is prone to incontinence and other health issues. These facilities helps older people to participate more in the community and enjoy their city instead of remaining isolated in their homes. As more cities strive to become socially inclusive and mindful of aging, disabled, underserved, and vulnerable populations, public restrooms downtown have become increasingly more important to achieve those objectives.

70% of LGBTQ Respondents

Reported being denied access, verbally harassed, or physically assaulted in public restrooms.

-Gendered Restrooms and Minority Stress: The Public Regulation of Gender and its Impact on Transgender People’s Lives” by Jody Herman, The Williams Institute UCLA School of Law.

Primary Needs

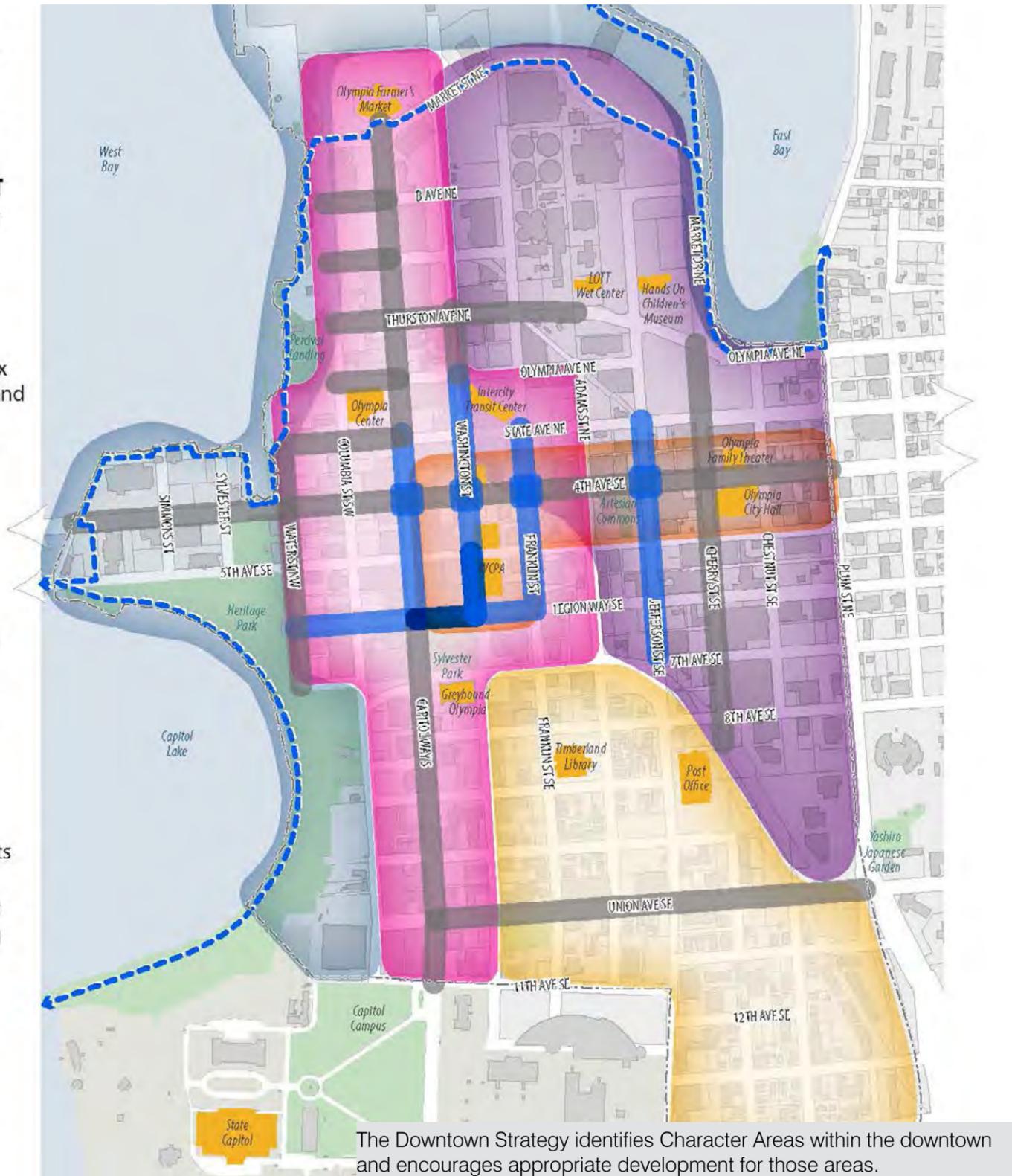
- Safety | Stress | Health
- Privacy
- Inclusivity

CHARACTER AREAS

- WATERFRONT**
Enhance and connect to waterfront attractions.
- CAPITOL TO MARKET**
Encourage a high activity mix of uses from the Capitol to the Farmers Market.
- ARTISAN/TECH**
Encourage an eclectic mix of commercial activities and residences to support a creative neighborhood.
- ENTERTAINMENT**
Continue the core's energy eastward in a safe and lively entertainment district.
- SE NEIGHBORHOOD**
Build a holistic neighborhood with services and amenities.

KEY PHYSICAL IMPROVEMENTS

-  Short-term investments
-  Long-term investment opportunities (looking for funding and partnerships)
-  Olympia Waterfront Route trail planning and completion (immediate and long-term actions)



The Downtown Strategy identifies Character Areas within the downtown and encourages appropriate development for those areas.

and served individuals who didn't have access to private facilities. As our economy moved away from industrialization, the role of public restrooms changed as well.

By the mid-20th century, more people gained access to private facilities and the restrooms served primarily shoppers, commuters, merchants and travelers. They become fixtures in more recreational settings and often had an attendant selling products or shining shoes. However by the 1970s and 1980s, codes had evolved to require restrooms for employees and in certain businesses for customers. Less investment was paid into public restrooms by cities. With aging infrastructure and no staffing, public restrooms became viewed as a negative experience and even unsafe.

Recently, a revival of these public amenities can be seen in cities around the globe. Through revitalization efforts, downtowns have become 24-hour spaces, tourism destinations, and the sites of farmer markets and festivals. All of these activities benefit from public restrooms well-sited and maintained.

Olympia is on the cutting edge having already initiated a pilot project that led to the installation of the Portland Loo and planning for the future with a Sanitation Master Plan. Nearly all urban centers in major cities are wrestling with similar issues right now. We take a look at similar capital cities such as Sante Fe, Juneau, and Annapolis as well as west coast cities, including Seattle, Portland, Victoria, Denver, and San Diego.

Olympia Downtown Strategy

The Sanitation Master Plan is a direct recommendation from the recently completed Downtown Strategy, that calls for the location of public restrooms downtown to improve public spaces. The City of Olympia is following through on the direction and guidance that was developed through a public process in the creation of the Comprehensive Plan.

The intent of the Downtown Strategy is:

- Holistic: Actions are directed toward the full range of public objectives and City functions.
- Integrated and results oriented: this a strategy focuses on specific near-term actions that build on and complement one another.
- Equitable: Special care was taken to ensure that all people using Downtown.
- Forward thinking: Participants in the planning process recognized that change will happen, but also developed measures to retain the valued characteristics that distinguish Downtown as a special place to live, work, play and shop.

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- Timely: The recommended actions in this Strategy are intended to occur over the next six years.

Strategic Needs

- Welcome Center / Promote Tourism
- Transportation Upgrades
- Public Restrooms

The concept of the Downtown Strategy is connecting people, places and spaces. This is accomplished both physically and functionally. The strategy highlights street and pathway improvements that will help people to access downtown resources. The downtown is a place for all people including businesses, visitors, residents, and the street dependent. Physical places, structures, and character areas are identified within the downtown, such as the Waterfront, Capitol to Market, Artisan/Tech, Entertainment, and the SE Neighborhood.

Key elements that directly relate to the Sanitation Master Plan from the strategy include, locating the elevation of new restrooms above projected sea levels, transportation upgrades that include street and sidewalk improvements, representing opportunities for new public restrooms to be located in the city owned ROW (right-of-way), and promoting tourism.

“People will want to spend about four times as long at a place as it took to get there.” John Owen, Makers.

Olympia attracts tourists, as the state Capital. It also serves as downtown for all of the south sound region including neighboring cities Lacey and Tumwater, as well as for Thurston, Pierce, and Mason counties. Visitors from these areas would likely be spending a minimum of an hour or two in downtown Olympia. Those coming from further destinations such as Seattle would be spending even longer 4-6 hours during which time it will be likely for one to need a restroom. John Owen of Makers Architecture and Urban Design offers a good rule of thumb: “People will want to spend about four times as long at a place as it took to get there.” Knowing that there is clean, safe, available sanitation helps all visitors be confident that if they make the trip their basic human needs will be met.

Welcome Center

The Downtown Strategy identifies a Welcome/Information center as an important feature of any visitor-centric destination. The existing Downtown Welcome Center is currently open, Thursday through Sunday, and offers a variety of valuable services, but does not have a public restroom. Welcome desk volunteers provide visitors with maps, brochures, and other information about Downtown activities, lodging, local retail businesses,



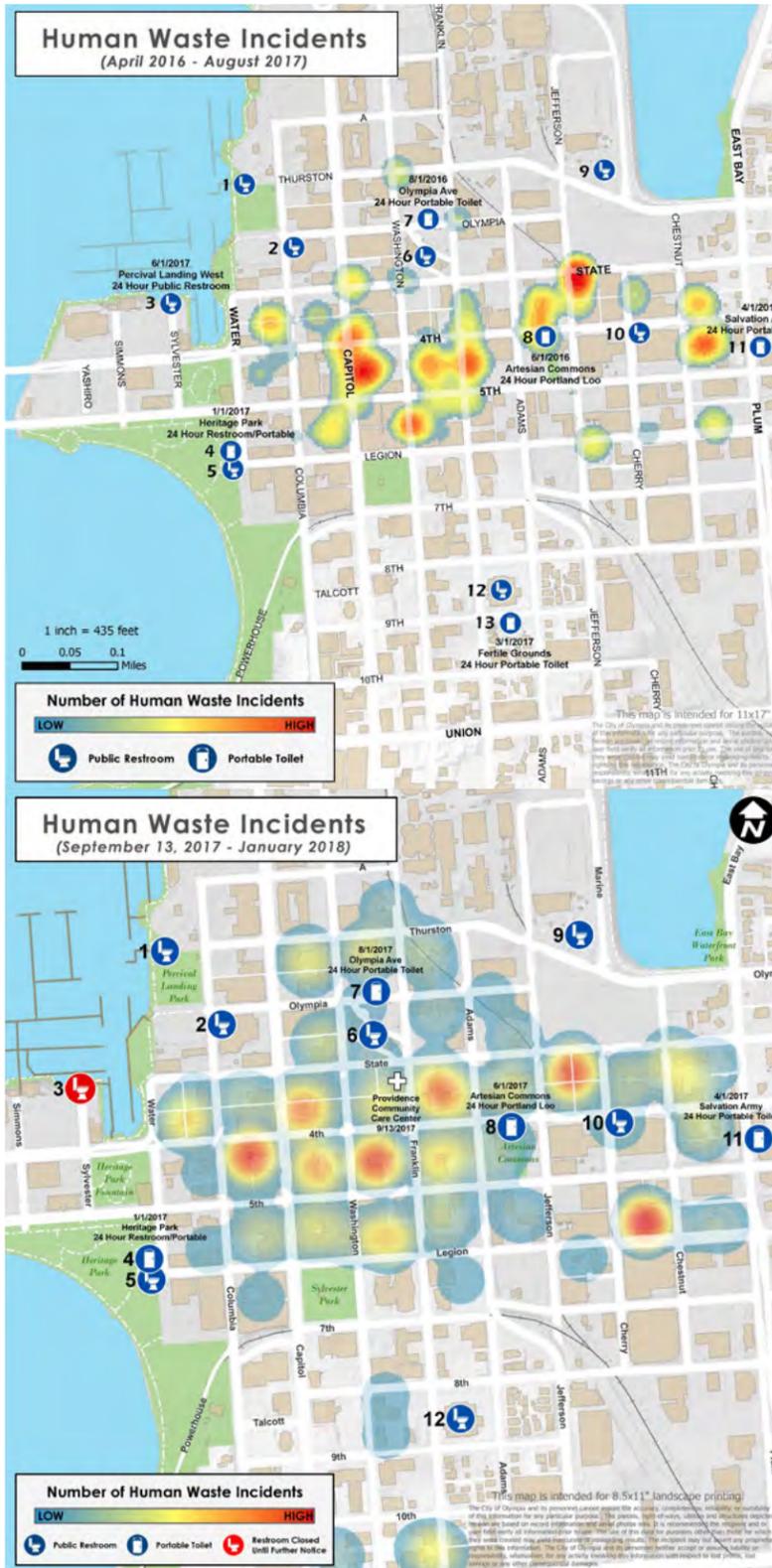
Walking with the Ambassadors Katherine and Teal pointing out key points of interest to the study.



Sanitizing a site with chlorinated water. Supply wagon in the background.

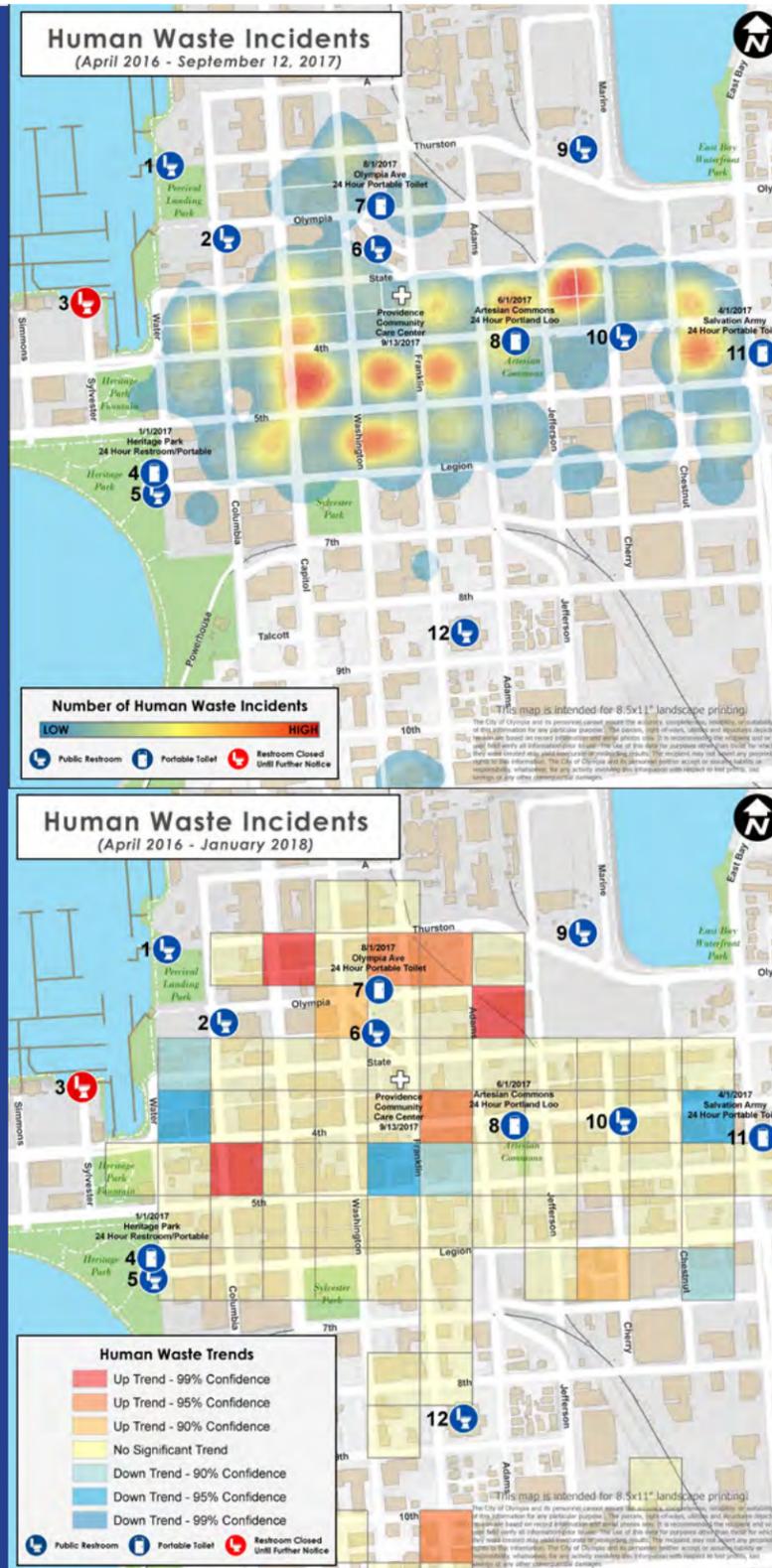


The daily clean team route. The Clean Team will respond to human waste discovered outside of the downtown core, and their route, but only if called. Information and data of the greater area is less well known.



Impact of Pilot Project

- Salvation Army Portable Unit has improved the area surrounding it both in data collected and from anecdotal accounts.
- The Portland Loo appears to have had a positive impact, however the range is very limited to a couple of blocks at most.
- The Portable Unit near Intercity Transit, after an initial improvement, then became a magnet for negative behavior, and an increase in human waste in the vicinity.
- Portable Units do not make for a permanent solution. After a period of about three months, they are no longer sanitary.
- Hand washing stations need to be provided.



public venues, local events, and transportation. A more accessible location than the current facility has been discussed with the City and downtown stakeholders. The new facility should be more visible to pedestrians, bicyclists, bus riders, and drivers; include historical or environmental education features; public restrooms; souvenirs for purchase; and more open hours. Such improvements would be in keeping with the community's vision for Downtown as a welcoming, visitor oriented destination.

Wayfinding and Coordinated Graphics

Part of the Downtown Strategy involves wayfinding and coordinated graphics to direct visitors to parking and places of interest. This critical element needs to include public restrooms as part of the coordinated graphics package. Public restrooms are no use if people can't find them, and a cost-effective way of providing services is to direct people to the facilities that already exist. Directional street signs, pamphlets with maps showing locations, hours, and available functions (ADA, changing table, number of stalls), and signs in business storefronts are ways to inform the public.

Downtown strategy Recommendations (Related to Public Restrooms)

1. Provide a clean and safe Downtown environment
2. Aim to accommodate a full-time walking patrol to contribute to the sense of safety and deter crime.
3. Continue existing Clean and Safe programs with the PBI and ODA, such as the Downtown Ambassadors, the Clean Team, and flower baskets.
4. Locate public restrooms Downtown to improve public spaces.

Downtown Ambassador Walks

On several occasions our team went out on the streets of Olympia with the Downtown Ambassadors, Katherine and Teal. We walked along their route as they described their job, role in the community and the challenges and rewards.

The Ambassadors are visible on downtown streets from Tuesday through Saturday from 10am to 6pm. The Clean Team works seven days a week. The Ambassadors serve as a liaison between visitors, businesses, services, and street dependent population. The Ambassadors have received training on mental health concerns to better communicate and assist those who have illnesses and special needs, and the entire team has been immunized and trained to work in pairs to manage any situation that may arise.

The Ambassadors have formed a good relationship with street dependent people, who don't see them as an authority like the police, and are

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willing to communicate and cooperate with them. Teal stated she has been thanked by those she has helped in a moment of crisis, instead of calling the Police. The Police are also very happy to have the Ambassador program to be the liaison and handle certain situations without involving the Police.

Clean Team

We met up with the Clean Team at 7am on Saturday morning July 1st, 2017 at the Welcome Center, where a wagon is prepared with tools, equipment, cleaning solutions, sharps container, and 5 gallon bucket for waste. We followed the route through downtown Olympia where Christina and Josh searched alleyways, behind shops, and dumpsters. Mostly the clean team works on public property, streets, and alleys, but will also check and clean on private property such as the food truck lot on the corner of State and Plum. The alley, parking area, and truck dock adjacent to Courtyard Antiques are another area that is heavily used and thoroughly attended to by the Clean Team. The proximity to food kitchens and lack of restrooms exacerbates the issue. The recent installation of the Salvation Army portable restroom has helped the situation. The alleys between Cherry and Adams and State and 4th are known as “poop alley” by the cleaning team. These alleys are close to the hub of activity stemming from Fourth Avenue and provide quiet seclusion with little activity nearby in the way of businesses, shops, restaurants, or residences.

When human waste is found, the Clean Team removes it while wearing a Tyvek suit, with equipment that is covered in plastic bags that can be disposed of as hazardous waste. The street, or alley, location is then sprayed down with chlorinated water to sanitize the area. The Clean Team provides this service every morning starting at 7 am, and will also respond to calls regarding human waste or needles that are found. While this is an important service, it is not a sustainable practice or a solution.

The Clean Team documents the date and location the human waste is discovered, and that information is collected and used to create heat maps of downtown. The heat maps can be tracked showing changes over time, and as conditions change, such as the Portland Loo getting installed

PBIA Survey Results

Our team and the City of Olympia developed survey questions that were available on-line via the PBIA. The Downtown Sanitation Master Plan - Business and Property Owner Questionnaire through SurveyMonkey was live during the month of August during which time 48 businesses responded to the survey. The respondents identified the human waste in downtown as a real problem, that it was largely due to the lack of public restrooms in downtown, and that their businesses suffered as a result. There was no interest in making private bathrooms more accessible to non-customers, due to the added expense, management,





and maintenance. Businesses would be willing to direct people to public facilities provided that the facility was clean, safe, accessible, and plumbed with running water and flushing toilet.

Further points of interest from the survey were that 65% of businesses allowed their customers the use of their restrooms, while only about 40% of those restrooms were ADA compliant. This is not surprising given that a large number of the buildings in the downtown area are older and many of those in the historic district. As one respondent stated “Our restrooms were available until an ADA complaint came in. We had to close them to all at that point. Fix it up and help keep it clean and presentable and I’ll open it to the public.” It is likely that in time more ADA complaints will arise and even more private restrooms will become unavailable to all users including paying customers. This stresses both the need and the opportunity for the City to provide accessible restrooms to the public, that can also provide support to the local businesses.

Sylvester Park Outreach

On August 16th, 2017 our team set up a booth during the Summer Concert Series featuring free music by Too Many Cooks (Classic Rock) at Sylvester Park. The purpose was to inform the public about the project, and ask for feedback. Specifically we sought their feelings about downtown, needs for public restrooms, and locations where public restrooms are needed. The display featured maps showing the Clean Team route.



“where is the restroom?”

Sylvester Park has no restrooms, and portable restrooms are not provided for the music event. The nearest restrooms are at Starbucks, however, they close at 7pm, which is the same time that the event begins. Many people were very interested in our booth only to ask “where are the restrooms?” We were able to provide options and maps. Those who did stay and engage in conversation and participate in identifying preferred locations around downtown heavily favored Sylvester Park as needing public restrooms.



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Central Ideas

- Intercity Transit and Sylvester Park were the top two spots. Places where people gather and congregate in large numbers and Common locations where one would intuitively look for public restrooms.

We contacted DES, who is interested in our study and welcomed coordinating with the City on future plans for Sylvester Park. Marygrace Jennings, Cultural Resources Manager, stated “The State has no plans to add public restrooms to the park. The improvements envisioned were primarily for soils, drainage, and revisions to sidewalks. The funding that was available for the work in 2015-17 was, unfortunately, redirected to critical projects to repair active leaks on the capitol campus during this last winter.” DES plans to request funding in the next biennium.

Farmers Market Outreach

On Saturday, September 9th, 2017 our team setup a booth at the farmers market to continue to inform people about our study, obtain further feedback, and invite people to attend the upcoming Public Open House and City Hall.

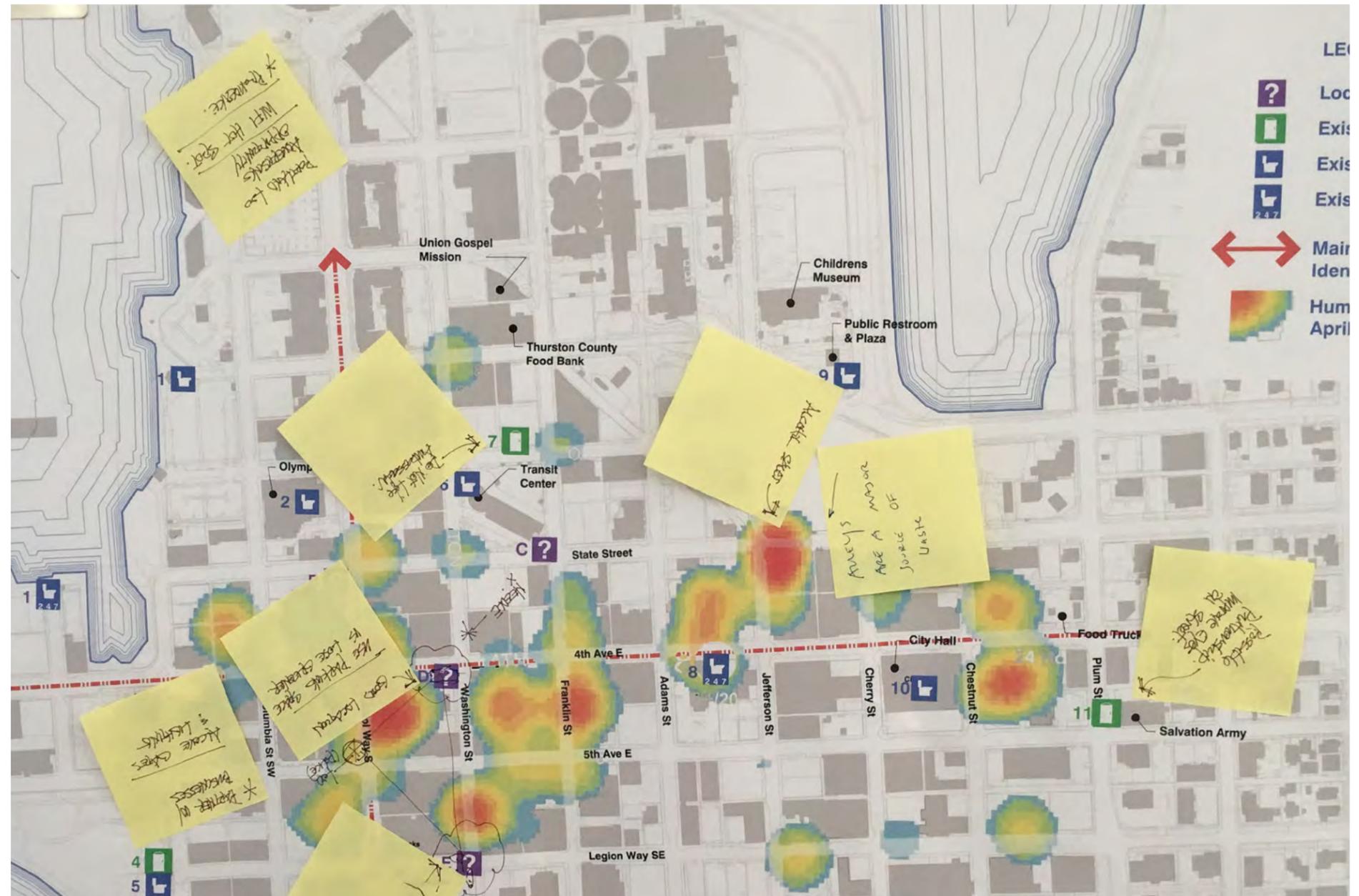


The diversity of people we spoke with included locals, downtown residents, market vendors, and travelers from out side of Olympia, who came from nearby places like Lacey and Mukilteo to further destinations such as Montana, Arizona, and Chicago.

Market Visitors

- Clear communication of the location and hours of restrooms is critical to their success
- Consistency of hours is important
- Public restrooms are key to creating a successful tourist destination.
- Poor maintenance could lead to little use and the misuse of the restroom

Here again, Sylvester Park was the most popular location identified for public restrooms, followed by the Transit Center. There were people who we interviewed who came via transit and spent time both at the Market and in downtown. Parks and transit centers are both natural locations for someone to look for a public restroom.



Photos and comments from the public open house.



More of the Same

- Sylvester Park was again an overwhelming favorite spot of those who shared their opinions. Intercity Transit was identified but with less intensity.

Another area identified was along 4th and 5th Avenue, primarily the stretch between Columbia Street and Jefferson. Locations were not as specific but people clearly identified the busiest stretch of 4th Ave with the most active night life as an area with clear needs for public restrooms.

Public Open House / Workshop

On September 13th, 2017 our team hosted a public open house. During the open house we reviewed the Master Plan process, and progress to date, and facilitated a workshop, where attendees were able to share ideas and discuss with one another their ideas, observations, concerns, and hopes.

The most beneficial part of the evening was the workshop where direct conversation revealed unique perspectives. The feedback very heavily favored the siting of one or more public restrooms along 4th Ave, Washington St., and/or along Capitol Way near 5th. This coincides with the most frequent locations of human waste, the proximity of liquor sales, and nightlife venues.

Facility type and needs were also discussed. There are many varied opinions on what is the right solution, but there is very little argument that public restrooms need to be safe, clean, accessible, and plumbed with a flushing toilet.

The Harbor House at Percival Landing is one of the favorites as an example of public restrooms. Its architecture echoes the character area identified by the Downtown Strategy. However, it is no longer open 24-hours, as negative behavior taking place overnight forced the operations to change and now the doors are locked at night.

The Portland Loo, now operational at the Artesian Commons Park, was frequently a topic of conversation. People liked the CPTED qualities, and features of running water and flushing toilet, but not everyone likes the aesthetic. Ideas were discussed about how the Loo could be made more colorful, less boxy, and better fit into the character areas of Olympia. Conversely, the coated stainless steel panels are highly durable, and graffiti is easily removed. Other than occasionally clogging, and the need for feminine hygiene disposal, the simple steel toilet kiosk is performing well so far. A need for a nearby garbage/recycle bin was also raised.

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Portable Restroom Pilot Project

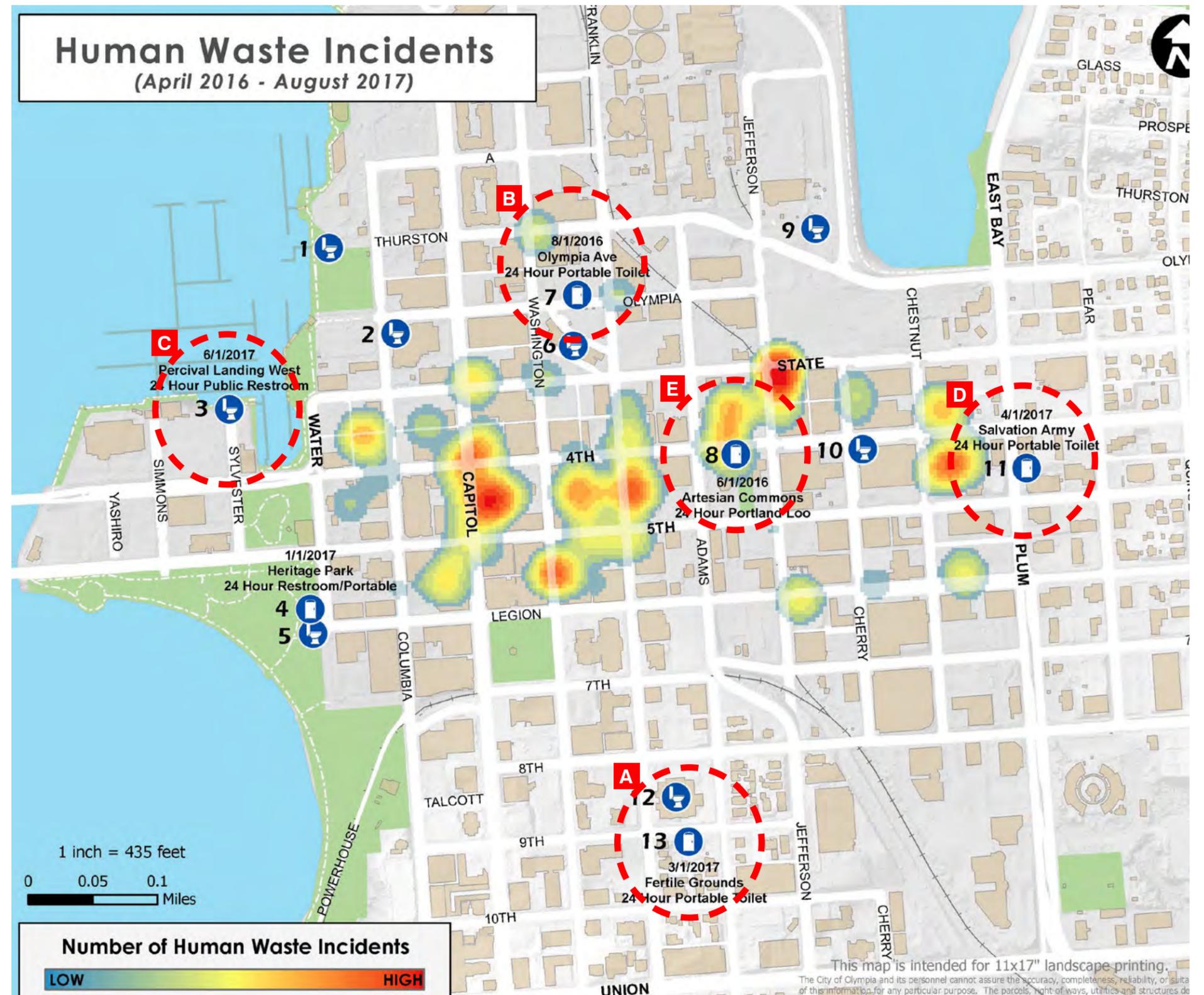
The City of Olympia began addressing the issue of public sanitation with the Portable Restroom Pilot Project. The strategy behind this project was to evenly distribute portable restrooms around downtown at key locations. The original locations for the Portable Restroom Pilot Project were at the Artesian Commons, Salvation Army, Olympia Ave (Across from Intercity Transit), and Fertile Grounds (across from the Library). In addition, the physical structure at Percival West was remodeled and turned into a 24 hour restroom. Data was collected for each of the locations that included estimated use, as well as damage, vandalism, and complaints.

Of these pilots, only the Salvation Army and Artesian Commons (now replaced with a Portland Loo) facilities remain as 24 hour operations, and after a closure period, Percival West has been reopened for day use only. The others have been permanently removed due to damage, vandalism (theft of hand sanitizer and light fixtures), disturbances, complaints, police reports of crime, drug use and dealing, and unsanitary conditions including needles, articles of clothing, and human waste.

Prior to this the City had introduced The Downtown Ambassadors who walk the streets, greet people, and serve as a liaison between visitors, businesses, services, and street dependent population, and The Clean Team who is responsible for general upkeep, repair, painting, trash and biohazard waste pickup and cleaning in and around public spaces.

From these projects, valuable data was gathered from three separate sources, the portable units themselves, the Clean Team, and the Downtown Ambassadors. The portable units provided physical evidence of the amount of use from the daily pump out, as well as physical evidence of vandalism and abuse. The Clean Team documented the time, date, and location every time human waste was discovered on the sidewalks and alleyways, and from this data, a Human Waste Heat Map was created that provided a benchmark of data both before the portable units were installed and after. And a third source, the Downtown Ambassadors, provided accounts of their experiences and knowledge gained while walking and interacting with the people of downtown Olympia.

From the data several discoveries were made. The most notable is that human waste found on the streets was only affected within a distance of about one block (typical block in downtown Olympia is about 300 feet) of the portable units. The furthest distance of noted improvement was in the streets and alleyways near the Salvation Army toilet that extended across Plum Street down to Chestnut. Further discoveries included, the abuse the portable units received, the immediate theft of the solar powered light fixture and hand sanitizer and frequent discovery of needles, and the anecdotal information that some of the houseless and street dependant people were not using the portables because they at first appeared

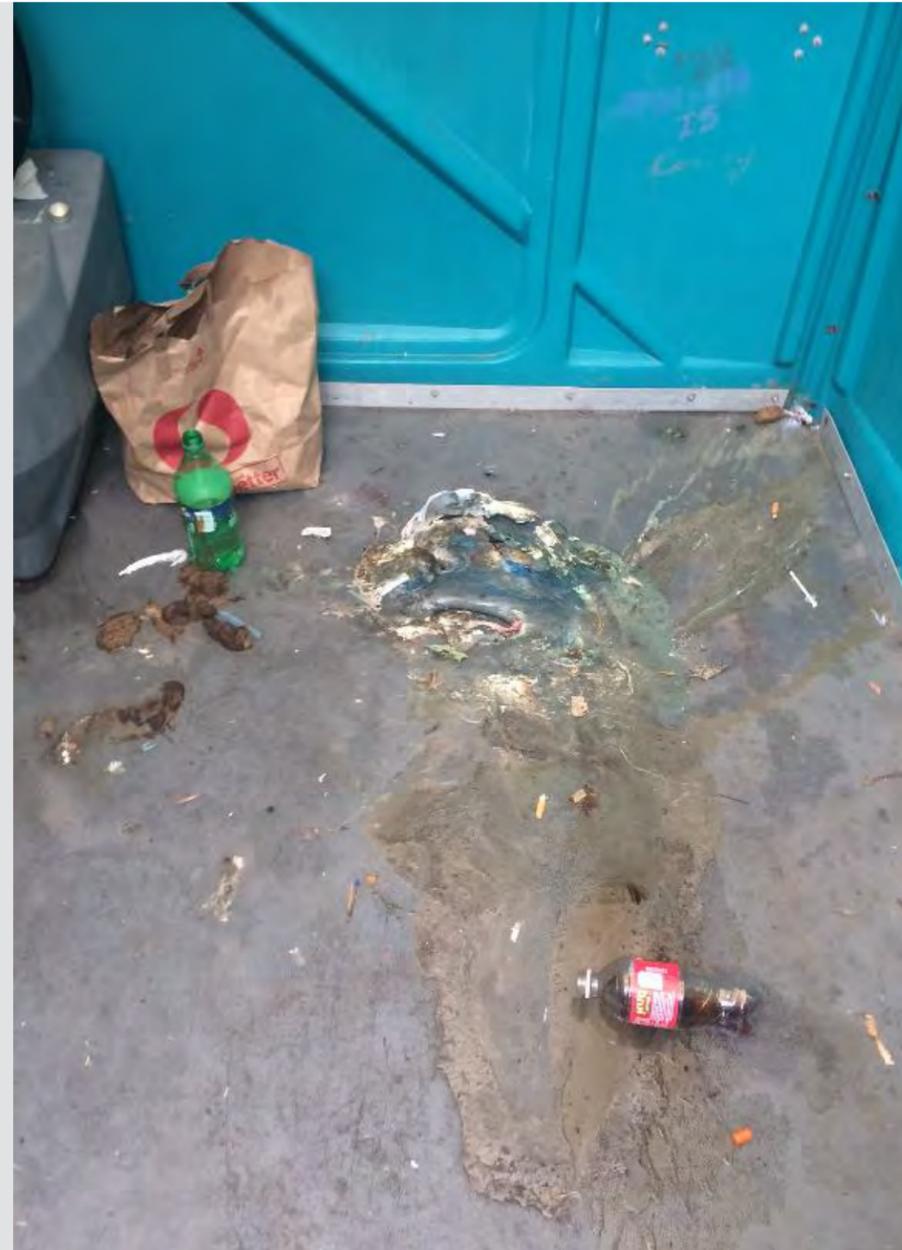




Portable unit at the Fertile Grounds
Hours: 24-hours, 7 days a week



The portable unit is hidden among the trees with very poor visibility.



The physical evidence left behind of negative behavior taking place. Shown in the photo is garbage left behind, and hole in the floor of the unit caused by a heat or chemical source.

unclean or unsanitary, and later were too dangerous as they became a place for crime.

We may not have absolute certainty as to why the Portable Restroom Pilot Project results were negative, but applying the principles of CPTED (Crime Prevention Through Environmental Design) we can achieve a better understanding, and then apply that to selecting locations for future restrooms.

CPTED is a design approach to deter criminal behavior in urban spaces, that is comprised of four key components, natural surveillance, natural access control, territorial reinforcement, and image (maintenance). The most discussed is natural surveillance that is best described as “see and be seen” which is the overall goal when it comes to natural surveillance. A person is less likely to commit a crime if they think someone will see them do it. Clear sight lines, lighting and landscape play an important role.

In addition to the clear lines of sight, there needs to be people around who could actually witness the activity. While people driving by on a busy street in cars is good, they are far too likely to drive past and not take action. People who are walking on the sidewalk, in shops and businesses with storefront windows, are far more important to this concept.

In our walks and observations we noticed that the highest densities of people are between 4th and 5th Avenue within a few blocks of Capitol Way where there is an abundance of cafes, shops, restaurants, and bars. Equally important, is the Downtown Strategy that identifies this current area as the “Entertainment” character area and also delineates its boundaries and planned future growth. This district is intersected by the “Capitol to Market” character area, which encourages expanding on the high activity and mix of uses found here.

These two neighborhoods, and in particular where they intersect, represent where the best natural surveillance is currently found, and will be found in the future. The other character areas are not as likely to generate as much activity on the street. Also noteworthy, this area is one of the hottest spots on Human Waste Heat Map.

A Fertile Grounds

Operated by the City of Olympia
311 9th Ave SE Olympia, WA

Description:

Portable Unit, ADA compliant single occupant direct entry stall with dry pit toilet and hand sanitizer, no hand wash.

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Analysis:

The portable unit was originally requested by the non-profit and the unit was located in the street ROW. This unit is used, though not as heavily as the units at the Salvation Army, Artesian Commons, or Transit Center. This site had very poor natural surveillance, as seen in the photo, the greenery is blocking much of the view of and around the unit, and this location is deep in the SE Neighborhood in a residential area with little street activity. As a result, negative behavior ensued, and the Fertile Grounds requested that the unit be removed.

B Intercity Transit

Operated by the City of Olympia
251 Olympia Ave NE, Olympia, WA 98501

Description:

Portable Unit, ADA compliant single occupant direct entry stall with dry pit toilet and hand sanitizer, no hand wash.

Analysis:

This unit was located in plain sight along Olympia Avenue and on the edge of the “Artisan/Tech” character area across the street from the Transit Center. This is helpful for natural surveillance, however, The Transit lobby and attended spaces face the opposite direction and there is not enough active space, and retail business to create natural surveillance for this site, particularly when the Transit Center is closed. This is not an area of high activity currently or likely to be in the future. In the immediate vicinity surrounding the unit are parking lots and buildings with no storefront windows that do little to provide eyes on the street. Initially this unit improved the immediate vicinity and helped to collect valuable data, but over time became a magnet for negative behavior, was not perceived as a viable option for anyone to use, and incidences of human waste nearby increased.

C Percival Landing West Public Restroom

Owned and operated by the City of Olympia
Located at the South end of the marina near D-Dock.

Description:

Originally composed of four single occupant stalls accessed through alcoves, this structure originally served the marina with restrooms that were open during the day for general use, and through the night by key or access code only. The structure was modified and a 24 hour single occupant restroom was created and opened June 1, 2017 to incorporate an ADA complaint 24-hour restroom with water closet and lavatory.



Portable unit at Intercity Transport,
Hours: 24-hours, 7 days a week



Percival Landing West
Hours: 24-hours, 7 days a week originally, now day use only.



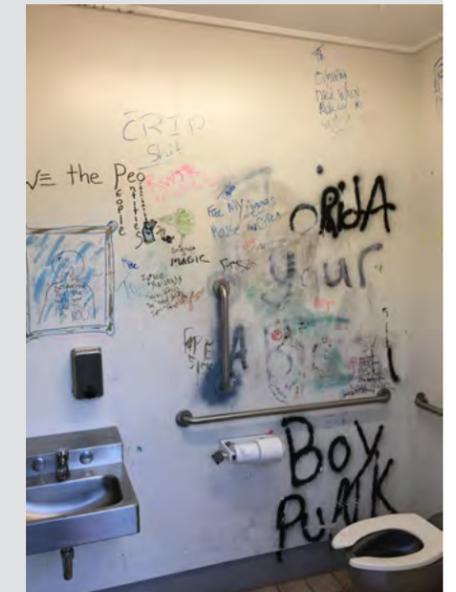
Activity outside the 24 hour unit.



Needles in the ceiling.



Clothing, garbage, and needles left behind.



Graffiti on the walls requiring removal or repainting.



Clogged toilets, and needles.





Portable unit at the Salvation Army
Hours: 24-hours, 7 days a week



View looking south towards the portable unit at the Salvation Army. from the intersection of Plum and State.



View of Plum St looking north towards the portable unit at the Salvation Army.



View of portable unit at the Salvation Army from across Plum St.



View of Plum St looking south towards the portable unit at the Salvation Army.

Natural Surveillance

- In each of these photos of the portable unit at Salvation Army there are no pedestrians, and vehicle traffic is sporadic. The nearest commercial storefront is the liquor store that is set back from the street and over 150 feet away.
- These are not favorable conditions for providing natural surveillance. An attendant is needed for this site.

Analysis:

This restroom location serves the Isthmus area and part of 24-hour access to sanitary facilities for the western part of downtown Olympia and the Heritage Park Fountain. The reconfigured restroom all hour entry faces the street with surveillance cameras providing much better visibility. While this new configuration is an improvement, the CPTED qualities and in particular natural surveillance is very poor, for this comfort station that is located at the end of a dead end street. This location is outside of the “Capitol to Market” character area and at the end of a dead end street, with nearby trees and shrubbery. The sight line of the door from the busy arterial is good, though it is a considerable distance (over 250 feet) away. This combination of factors lead to negative behavior, misuse, vandalism, over 2,000 loose (found on the floor or fixtures and not in a needle disposal box) needles collected in a six month span and its closure. It has since been reopened as a day use facility only.

D Portable Restroom (Salvation Army)

Operated by the City of Olympia
Mid-block between 4th and 5th on Plum St.

Description:

Portable Unit, ADA compliant single occupant direct entry stall with dry pit toilet and hand sanitizer (currently missing), no hand wash.

Analysis:

This location is technically outside of the downtown and “Entertainment” character area across Plum Street. Even though it is adjacent to the entertainment district, it does not have very good CPTED qualities. Despite being along a very busy four lane arterial which provides significant vehicle traffic, there is very little foot traffic along the sidewalks at this location. The two businesses across the street do not provide adequate natural surveillance. Both the liquor store and the gym are set back from the sidewalk with parking lots in front of the businesses and over 150 feet from the portable restroom. There is a residential building across the street about 90 feet away. Much like predicting the weather, while we cannot predict that negative behavior will occur, the site conditions and the past performance of the portable unit warrant prudent action of providing greater surveillance to encourage the desired outcome of a clean, safe, and available public accommodation. Yet despite that, this unit seems to perform adequately, and does not receive the same level of negative behavior and misuse. Additionally, the businesses, streets, sidewalks, and alleyways (across Plum St.) have all seen a marked improvement since its installation. Why does this unit function so well?

The best practice that our research has discovered is that a full time restroom attendant provides the best results and can help to overcome

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even poor CPTED attributes. Examples include the NYC Port Authority Bus Terminal, and the Bryant Park public restroom.

The success of this unit is largely attributed to the defacto attendant that is the Salvation Army, who has expressed a keen interest in keeping a restroom at this location, and upgrading to a better, more sanitary unit like a Portland Loo. Because of the relatively poor natural surveillance at this location, a partnership with the Salvation Army would be needed to mitigate potential negative behavior. This location is primarily used by street dependent people, which would be contrary to the idea of siting a public, outdoor restroom to serve all users of downtown. However, as demonstrated by the heavy use during the pilot project, businesses and citizens alike benefit from sanitary facilities at this location.

E Portland Loo (Artesian Commons)

Owned and operated by the City of Olympia
415 4th Ave E

Description:

The Portland Loo² is a simple, sturdy, flush toilet kiosk, that is direct entry and ADA compliant. Louvers at the top and bottom of the wall create an interior environment that offers complete visual privacy, while remaining as connected with the outside as possible. The lower louvers are angled to provide law enforcement the opportunity to observe the number of users within the unit without compromising privacy. The unit's hand-washing station is mounted on the exterior to promote shorter use times and to serve the general pedestrian population.

Analysis:

Originally a portable restroom and now the current Portland Loo that is located in the best of the four locations, along 4th Ave in the entertainment character area directly adjacent (technically outside) of the Artesian Commons Park. The natural surveillance here is strong, but there still have been problems reported, and many people are reluctant to use the facility. The CPTED quality of territorial reinforcement or "sphere of influence" may explain why. The adjacent Artesian Commons Park has been troubled with violent incidents, verbal altercations, and nuisance behaviors, resulting in many individuals being excluded from the park. Excluded individuals will then stand on the sidewalk just outside the park, and engage people who are in the park resulting in a crowd forming at the Park entrance. This sphere of influence overwhelms the area surrounding the Portland Loo making the area feel uncomfortable and unwelcoming.

Due to the escalation of negative behavior and increasing concerns for staff safety in the Park, the park has now been permanently closed,

² Portland Loo. <http://theloo.biz/>



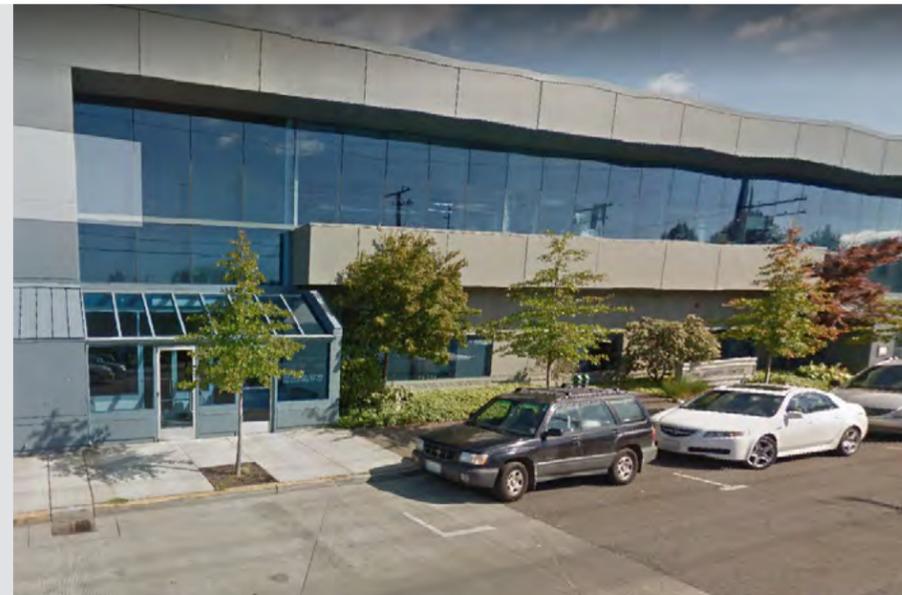
Portland Loo at the Artesian Commons. Hours: 24 hours, 7 days a week



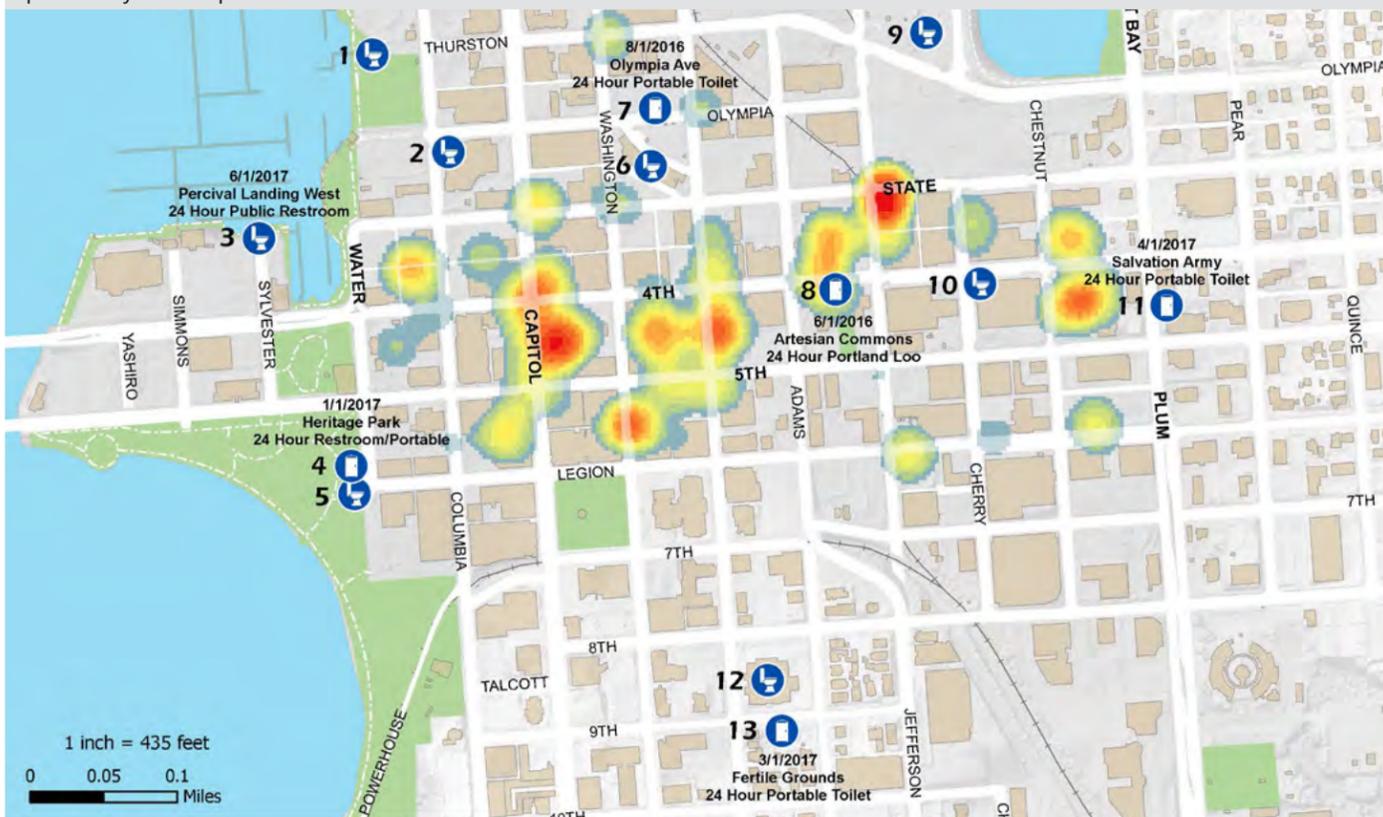
Activity in and adjacent to the Artesian Commons Park create a sphere of influence around the Portland Loo.



The Harbor House at Percival Landing.
 Restroom Hours:
 Open daily to the public and closed at dusk.
 Showers:
 Open daily to the public and locked at dusk.



Olympia Center; Hours:
 M-F 8AM–10PM
 Sat. 8AM–5PM
 Google Image



Reference Map

however the Portland Loo remains open. This change may have a profound impact on the Portland Loo, and may take some time of data collection to draw conclusions. One could predict that the sphere of influence of the area would change, and negative behavior may diminish. However, so might use of the facility, until the perceptions change.

Existing Public Restrooms

The following identifies each of the public restrooms currently available in downtown Olympia. These are facilities that were not part of the pilot project, nor does it include proposed locations. We reviewed each site for best practices including provisions for providing safety, cleanliness and accessibility. The numbers and locations correspond to the Human Waste Heat Map.

Central Location

The new Portland Loo at the Artesian Commons is within an eight minute walk of much of downtown from Plum St. to Capitol Way, and Thurston Ave to 8th Ave.

1. Percival Landing Harbor House

Owned and operated by the City of Olympia
 Located to the East of the marina near F-Dock.

Description:

Comfort station with attached shelter house. There are separate men’s and women’s ADA compliant stalls with water closets and lavatories.

Analysis:

This nautical inspired structure is a perfect example of a design to further the Downtown Strategy character area guidelines. Once open to the public 24-hours a day, now they are closed at dusk after issues were reported. Mariners may obtain key codes for 24-hour access. Showers require quarters to run hot water. One quarter will get two and half minutes of time. The Harbor House is built to serve the marina, but is also open to the public. There is also a space inside the building that can be booked for private events.

2. Olympia Center

Owned and operated by the City of Olympia, Parks, Arts and Recreation
 222 Columbia St. NW, Olympia, WA 98501

Description:

Community center building with reception area. There are separate men’s and women’s ADA compliant stalls with water closets and lavatories.

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Analysis:

The Olympia Center provides a central location en route towards the farmers market. However, this is off the main route and currently not an obvious choice to visitors to Olympia. Way finding and graphics proposed in the Downtown Strategy could assist in directing people to this location.

3. Percival Landing West

See Portable Restroom Pilot Project

4. Portable Restroom at Heritage Park

(Located adjacent to the bathhouse), Operated by DES

Description:

Portable Unit, ADA compliant single occupant direct entry stall with dry pit toilet and hand wash station.

Analysis:

This restroom is a result of the Just Housing protest that called for: Suitable public property for tent encampments and for street and camp sweeps to end; Repeal of all laws that criminalize the homeless; and Open public bathrooms that operate 24/7. This is a portable unit, and is not a permanent solution. The location adjacent to brick and mortar building appears ad hoc and temporary, and does not give the impression of reliability or reflect the goals of the Downtown Strategy or investments the city is making. The hand wash station was functional at the time of inspection.

5. Heritage Park Bathhouse

Owned and operated by DES

Heritage Park, Water Street SW and Legion Way SW

Description:

Bath house structure with community area. There are separate men's and women's ADA compliant stalls with water closets and lavatories.

Analysis:

This restroom serves the western edge of downtown. It is perceived to be too distant from downtown to be a viable option.

#6. Intercity Transit

Owned and operated by Intercity Transit

222 State Ave NE, Olympia, WA 98501

Description:

Small building with ticket counter area. There are separate men's and



Portable unit at Heritage Park Bathhouse
Hours: 24-hours, 7 days a week



Heritage Park Bathhouse
Hours: 24-hours, 7 days a week



Intercity Transit Center
Hours:
M-F 6:30AM–7PM
Sa-Su 9AM–7PM

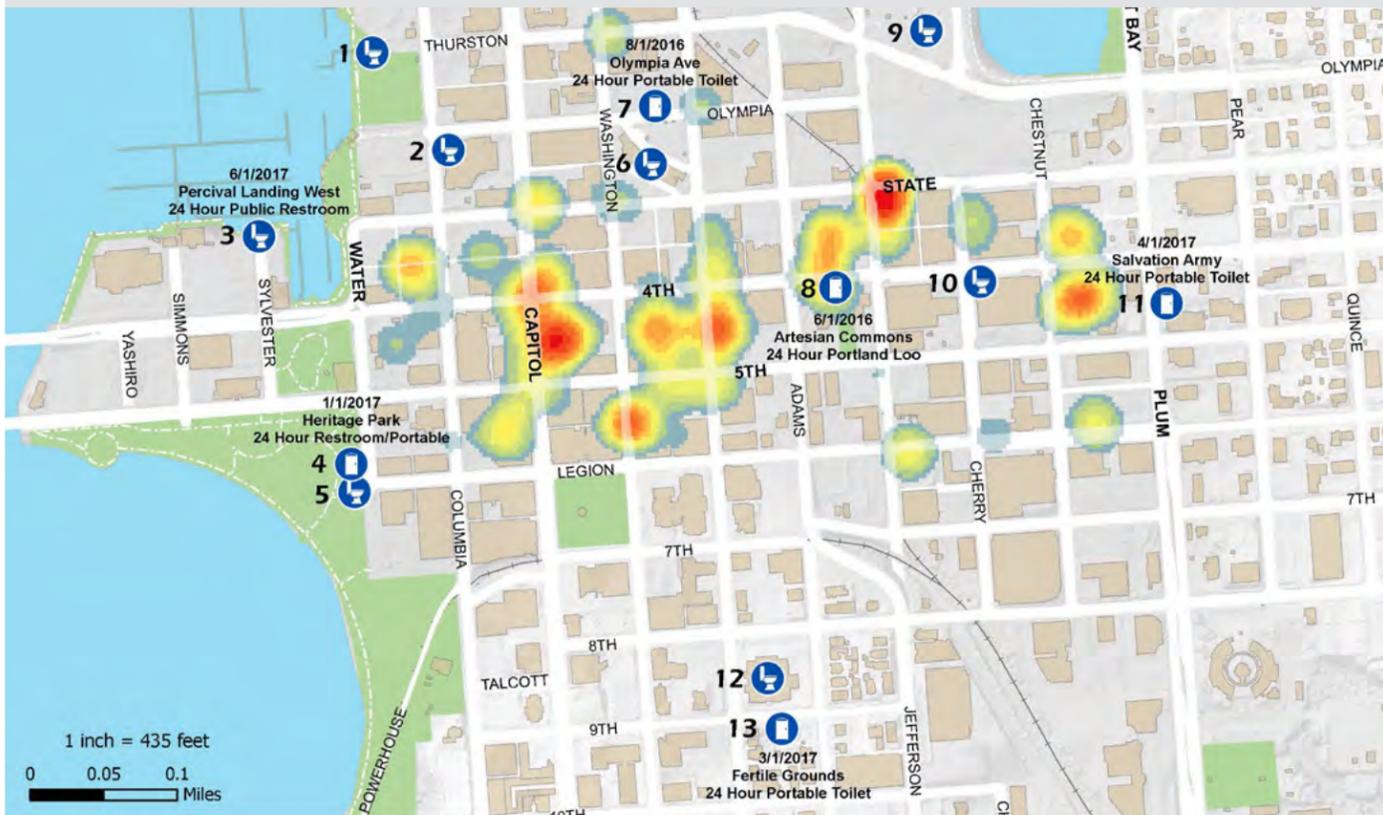
Google Image



LOTT East Bay Public Plaza
Hours: Daily 10AM–6PM April to October



City Hall
Hours: Daily 10AM–6PM April to October
Google Image



women’s ADA compliant stalls with water closets and lavatories.

Analysis:

The Transit Center provides a needed location at a transportation hub, and in proximity to street dependent services, such as Union Gospel Mission, and the Thurston County Food Bank.

7. Portable Toilet at Intercity Transit

See Portable Restroom Pilot Project

8. Artesian Commons

See Portable Restroom Pilot Project

9. East Bay Public Plaza

Owned and operated by LOTT Clean Water Alliance
325 Marine Drive in Olympia, Washington

Description:

The plaza is an urban open space with a wading stream and a demonstration wetland, both fed by Class A Reclaimed Water. The plaza features restrooms, interpretive elements, benches, and a small stage. The restrooms are ADA compliant single occupant direct entry stalls with water closet and lavatory. The restrooms are required within 100 feet of the water feature, and are open when the water feature is operational.

Analysis:

There is a security guard providing surveillance for the site. The plaza appears to function very well and draw many visitors. This is a great example of a public restroom located in a more remote area of the City that is activated by the plaza, water feature, and stage. The only issue here is the limited hours of operation and seasonal closure.

10. City Hall

601 4th Ave E, Olympia, WA 98501

Description:

City Hall building with a security and reception desk and public conference rooms. There are separate men’s and women’s ADA compliant gang stalls with water closets and lavatories.

Analysis:

City Hall is a place where one would expect to find public restrooms, though perhaps not an obvious one. This location is open during the day, with consistent hours, though they are limited from 8am to 5 pm. The limited hours of City Hall weaken the effectiveness of the restrooms as

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general non-destination use. The security guard may also be imposing, and has asked for backpacks to be left behind and not taken into the restroom.

11. Salvation Army

See Portable Restroom Pilot Project

12. Library

313 8th Ave SE, Olympia, WA 98501

Description:

Library building with reception / book check out / return area. There are separate men's and women's ADA compliant gang stalls with water closets and lavatories.

Analysis:

The Library is a common place where one would expect to find public restrooms. While this location is open during the day, the hours are not consistent, varying from day to day, with closing time ranging from 5pm to 8pm. The inconsistency of the Library hours weaken the effectiveness of the restrooms as general non-destination use.

13. Fertile Grounds

See Portable Restroom Pilot Project

14. Starbucks

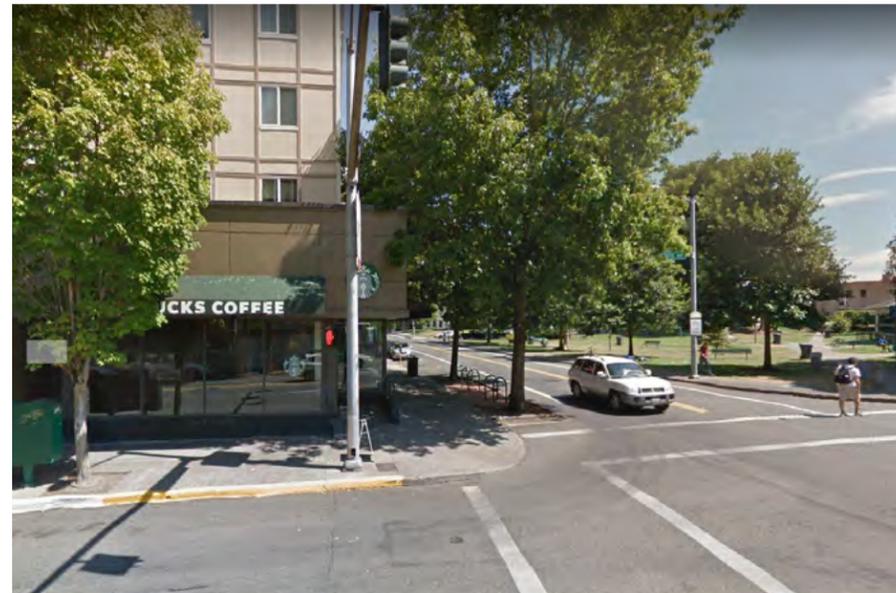
Privately owned and operated
550 Capital Way South, Space C, Olympia, WA 98501

Description:

Coffee shop tenant inside of large building. There are ADA compliant single occupant direct entry stalls with water closet and lavatory. Starbucks's company policy is that anybody can use the restroom and does not have to make a purchase in order to do so. Street dependent people appreciate a clean private restroom and prefer theirs to the public facilities. There is a code for the restroom, and it is changed daily, sometimes more frequently. Starbucks can refuse to give the bathroom code if someone is causing a problem.

Analysis:

Reliance on this restroom to meet the needs of ALL citizens and visitors for this area of downtown is inadequate, and the policies could change without sufficient notice for alternative facilities. The availability of this restroom is not well known, advertised, or signed, though appears to be well known among the street dependent population. However, this restroom demonstrates how businesses can support the downtown



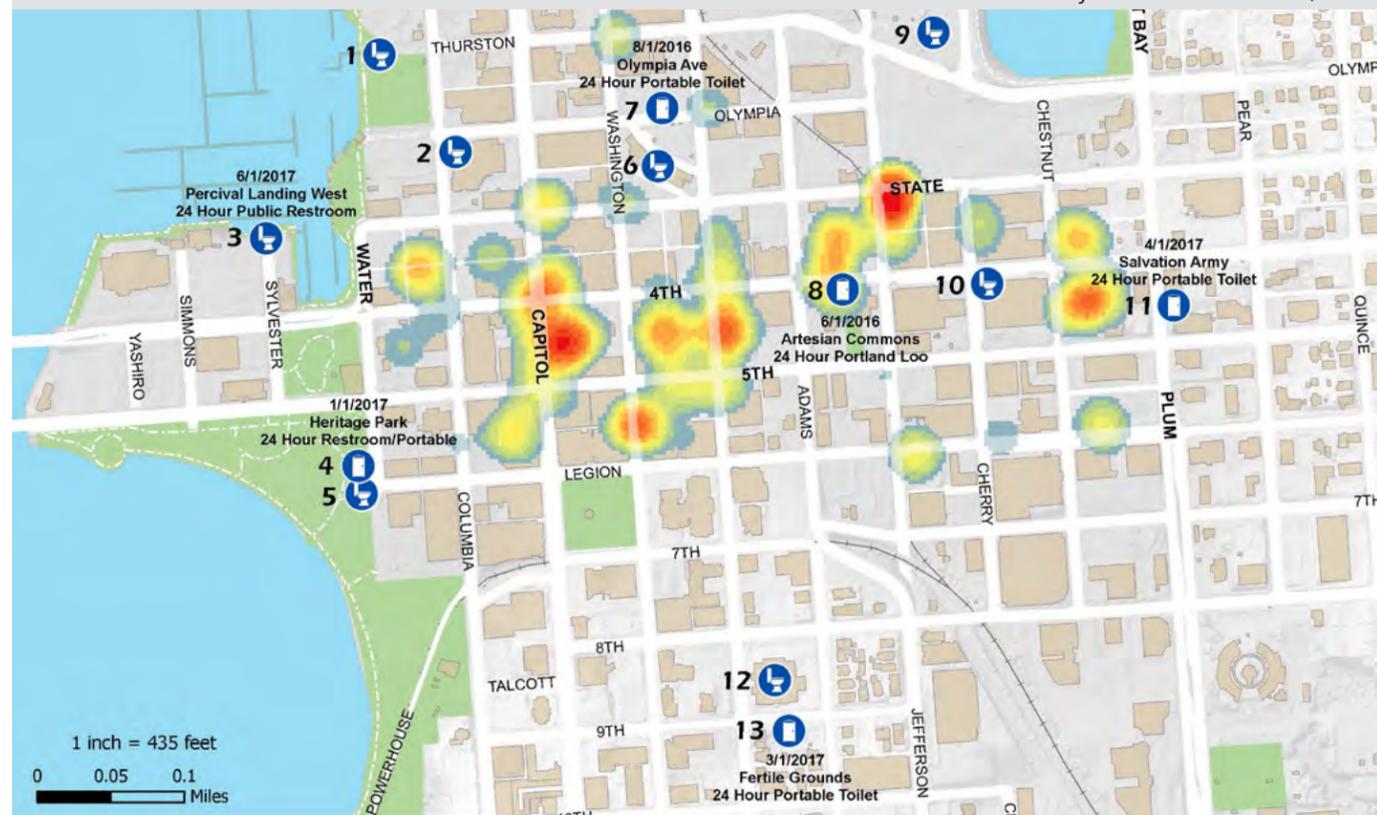
Starbucks (Private)
Hours:
M-F 5AM–7PM
Sat. Sun 6:30AM–7PM

Google Image



Olympia Timberland Public Library
Hours:
M-Tue 11AM–8PM / W-Thur 11AM–7PM
Friday 10AM–6PM
Saturday 10AM–5PM / Sunday Closed

Google Image



Reference Map



Sylvester Park, state owned and operated facility
 Planned street improvements, traffic diet, and curb bulbs may increase the sidewalk and available space in the right-of-way adjacent to the park boundary allowing for a Portland Loo to be installed near this intersection.

Sylvester Park

- A restroom in Sylvester Park near Capitol Way and Legion Way is a strong candidate. It follows the same model seen in Portland of locating restrooms on the corners of Parks at the intersection of the right-of-way and park boundary, it's close to downtown, hosts large civic events, and serves as a gathering spot for many street dependent people during daylight hours.

Further, this is a logical spot for people to look for and expect to find a restroom. From the public outreach events, Sylvester Park was the most selected location for a future restroom.

- Despite being an historic landmark park, adding a Portland Loo for example could meet the Secretary of the Interior's Standards for the Treatment of Historic Properties¹, in particular standards number nine and ten, that state new additions, will not destroy historic materials, and could be removed in the future without impairing the park.
- This location would first require the completion of the planned street improvements for Capitol Way, as well as an agreement with the state, who owns the park. This would also eliminate the need for the portable unit next to the Heritage Park Bathhouse, allowing those funds to be redirected towards a permanent facility.

¹ Secretary of the Interior's Standards for the Treatment of Historic Properties

strategy. There is an opportunity here for businesses offering to open their restrooms to customers could be rewarded for their efforts with inclusion in the city way finding and signage and recognition for their contributions.

15. Sylvester Park

Owned and Operated by the State.

No Restrooms, nearest facility Starbucks until 7pm.

Description:

At our public outreach event that took place during the Music in the Park, the site most selected for public restrooms was at Sylvester Park. Marygrace Jennings, Cultural Resources Manager for DES (Department Of Enterprise Services) who manages the park was contacted and asked about future planned renovations of the park, and if they would include public restrooms. Her response was that coordination of Sylvester Park Improvements with the city's efforts downtown is welcomed. The State has no plans to add public restrooms to the park. The improvements envisioned were primarily for soils, drainage, and revisions to sidewalks. The funding that was available for the work in 2015-17 was, unfortunately, redirected to critical projects to repair active leaks on the capitol campus during this last winter. Funding is planned to be requested again.

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Research and Experiences from Cities

In looking to the experience of other cities, we selected cities of similar size in population, and those that were also state capitols. In our interviews with people in Olympia, we felt a certain sense of pride in that this was not just an urban area, but the state capitol. In addition to state capitols, we also reviewed neighboring cities and locations with specific issues that related to public sanitation.

Juneau

Juneau, Alaska is the home to about 31,000 people during the year but over the summer it hosts thousands of tourists due to its position as a major cruise boat harbor. The influx of tourists forces the city to repeatedly consider the issue of suitable downtown public restrooms and the best approach to siting them and maintaining them.



A study commissioned by the Docks and Harbor department in 2010 suggested that a shortage of downtown restrooms was a perception and not a reality. The firm Jesen Yorba Lott recommended better crowd management to keep waiting tourists away from the restroom entrances, and avoid the appearance that there was a wait, better way finding and visibility of the restrooms, and longer, more consistent hours.

- Shortage of public restrooms a perception, not a reality.
- Cruise ship passengers on the docks near public restroom facilities gave the appearance of long lines deterring others.
- Instituted better wayfinding and longer more consistent hours for existing facilities.
- Need to communicate location, hours, and permanency so that people can find public restrooms.

A 2017 master plan of the Upland harbor area of Juneau reported that public restrooms were the top priority from public feedback; comments from the public tied restrooms to the over arching goal of becoming a world class harbor. The Uplands harbor area is stretch of waterfront used by the maritime industry, commercial businesses, and the public. Based on their observations and feedback from the public, the firm included restrooms as stand alone structures in busy areas such as harbor gateways as well as incorporated restrooms into redeveloped, centralized facilities such as the Harbor Master's building.

Despite previous studies and actions, it is only recently that the city also looked at this question from the perspective of their street dependent people. In July 2017 the City and Borough Assembly Task Force on Homelessness discussed the concern that there are no 24-hour restrooms available downtown and just one free to use after dark. While the Docks and Harbors staff placed a portable toilet in the downtown area for use after dark, the task force found it problematic because of no communications about its hours or permanency. Ultimately their concerns revolved around access and communication with the public about available facilities. While it was clear that the downtown needed restrooms, the task force found themselves unsure of the best solution – portable toilets or a permanent facility.

Santa Fe

The city of Santa Fe, New Mexico has committed resources to revitalizing and drawing people to its downtown. It hosts festivals and has built infrastructure to serve tourists including a city-operated Welcome Center in the downtown mall and a tourism booth run by the Chamber of Commerce. Despite these improvements and this vision for downtown, it still struggles with providing adequate public restrooms.



The issue of public restrooms became a point of contention in the summer of 2015 when the city closed restrooms prior to the largest annual festival to use downtown. Indian Market draws 100,000 people to enjoy and purchase \$18 million worth of artwork from artists and craftsmen. Maintenance is the largest issue. There are public facilities available at a city-run downtown parking garages, however the staff intentionally make it difficult for the public to use the facilities. They felt burdened by the responsibility of monitoring and maintaining the restrooms especially when they are misused by people. However, this reluctance led to parking garage staff deliberately creating hurdles to using the restrooms and thinking of them as only for downtown tourists. Restrooms appeared locked and small, partially obscured signs indicated access was only granted by keys held by staff. In one news report, the staff is quoted as saying “we’re trying to discriminate (sic) the homeless from using the bathroom.” Instead of seeking out solutions the parking division decided to give the impression of locked restrooms.

- Public facilities available at city-run downtown parking garages.
- Parking garage staff deliberately created hurdles to using the restrooms.
- Transportation nodes (train and bus stations, and parking garages) are obvious choices for people to seek a restroom. The location and design of public facilities needs to such that they are visible, easy to access, free from discrimination, and remain clean, safe, and sanitary.

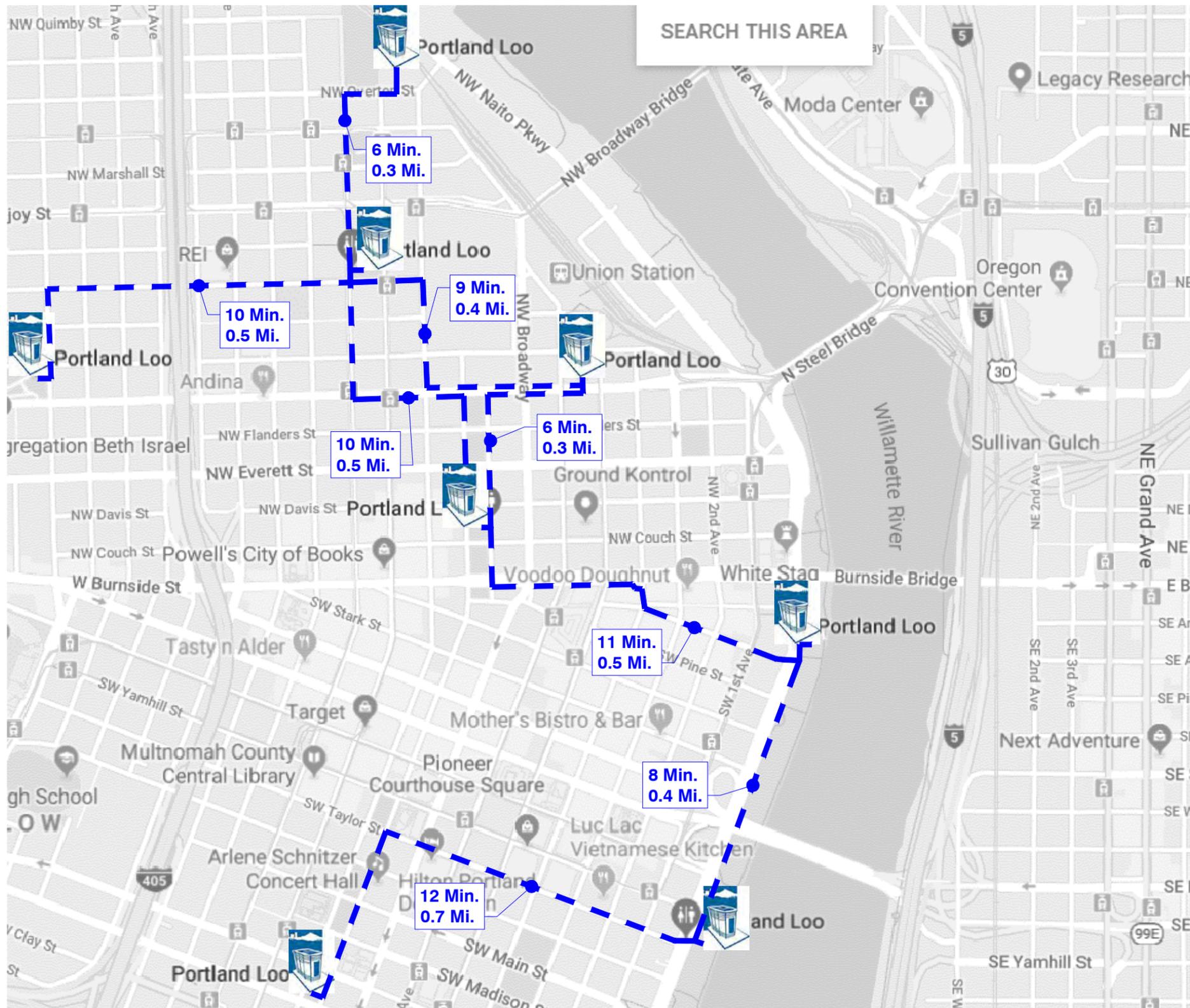
In Santa Fe, even public buildings have issues with providing public restrooms. The New Mexico Museum of History opened in 2009 and offered its facilities to the public but eventually choose to limit its use to visitors. They cited tightening budgets. Hotels and small businesses offset the impact of no restrooms by letting tourists and others use their facilities. According to news reports, in September 2016, Counsellor Peter Ives put forward a resolution requesting the city manager or 60 days to analyze the problem and share solutions; however, the city archive doesn't show evidence of a resolution of this nature.

Annapolis

Home to 38,000 people, Annapolis, Maryland has a thriving downtown with shops, restaurants, and a rich history of national significance which drives much of its tourism industry. The downtown is adjacent to the U.S. Naval Academy which serves a student population of 4,500 students as well as St.. John College, a liberal arts college serving about 500 students.



A 2010 final report by the Citizen's Committee on Alcoholic Beverage Laws honed in on an issue of human waste in the downtown area with “urinating in public” as the most cited crime downtown. They committee recommended more access to facilities downtown would help situation since existing facilities in city-owned buildings were only available during normal business hours. The committee concluded that by not addressing the difficult issue of 24-hour or at least late night hours, the city placed the burden squarely on the shoulders of property and business owners. It emphasized that if the city wanted to attract visitors and encourage economic development, convenient, clean, and safe public restrooms are essential. The committee recommended increasing the hours of the existing facilities to 3:00 am and mandating at least one public restroom in any plan for the development or redevelopment of the city's parking garage facilities.



- Public facilities available at city-run downtown parking garages.
- Restrooms are single, direct entry rooms with a locking mechanism

By 2013, the city had partnered with a parking management company to manage the city owned parking assets. As part of their contract, SP+ manages free, 24-hour restrooms in three city owned parking garages, and their model demonstrates an interesting solution for having an attendant constantly on site, however the management company employs roving ambassadors to check on the parking garages and restrooms during the day. The restrooms are single, direct entry rooms with a locking mechanism; patrons don't need a key to enter the restrooms. They are cleaned daily by a member of the management company and one, which is more frequently used, is cleaned twice a day. Additionally, all staff members are charged with addressing an issue if they encounter one while visiting the parking garages. Throughout the night the city insists on having someone check on the facilities. This individual can call for first responders if there is an emergency issue or lock down a restroom in need of cleaning or maintenance.

At the time of our research, the city and the management company do not live in fear of abuse of the restrooms and when it happens, they take care of it. These well-used restrooms are positively perceived by the community. They are viewed as available to everyone and even though they aren't everyone's number one choice, they are safe, accessible, and clean and contribute to the experience of residents and visitors alike.

Portland

Portland, Oregon, home of the Portland Loo. There are currently nine Loo's located throughout downtown for the 640,000 people who call it home, and their visitors. Since 2008 when the first Loo was installed the city has been steadily adding new locations.



Street improvements with curb bulb outs allow for the Loo to be located in the ROW adjacent to the park.

The Loo's are typically located at the busiest corners of urban parks where the ROW and park boundary meet. They are spread through the city at a walking distance of a third of a mile (six minutes) to about seven tenths of a mile (ten minutes). The distance and walking time was calculated using Google Maps so comparisons could be made between cities. The Google time and distance calculator appears to use three miles per hour for walking speed, and does not include waiting for traffic in the calculations. Three

FINDINGS

miles per hour is a good average walking speed for most people, and the same metrics that our team had been using to make calculations for the City of Olympia.

The overall average walking time between the Portland Loos is approximately eight to nine minutes. This coincides with the 2008 Summer Olympics where in preparation for the games, Beijing worked to provide a public restroom within an eight-minute walk from any point in the City³.

Seattle

Gary Johnson, from the Office of Planning and Community Development for the City of Seattle, discussed the Pioneer Square community group who identified a need and requested that the City of Seattle install public restrooms in Occidental Square. The design required for the restroom to be safe without staffing. The Portland Loo was identified as the best option. Early design studies discovered that connecting to 100 year old utilities was going to be cost prohibitive. That project has since been tabled, but will likely be revisited again.

As a result, the City is allocating the budget for Pioneer Square towards Portland Loo's in Ballard and the University District. Community groups in both neighborhoods have requested public restrooms. One of the challenges to overcome, is that both neighborhoods are located outside of downtown and the MID (Metropolitan Improvement District), where the Downtown Seattle Association employs downtown ambassadors who are on the streets of downtown every day, ensuring an inviting, safe and clean urban experience for everyone.

The budget is approximately \$18,000 per year for maintenance and cleaning 2-3 times per day. The community groups have requested cleaning 4 times per day. A proposal from Clean Scapes is approximately \$40,000 per year for Ballard at four daily cleanings, roughly \$40 per visit.

San Diego

The city of San Diego has install two Portland Loos and one of them has been removed because of crime and maintenance problems associated with it. This is the only Portland Loo to be taken out of service after installation and provides a unique perspective about the importance of location.

According to news articles⁴, the Portland Loo, located at 14th Street and L Street, attracted crime and spurred a 130 percent increase in calls to the

³ Going Public! Strategies for Meeting Public Restroom Need In Portland's Central City.

⁴ San Diego Union Tribune, San Diego yanks problem Portland Loo. Feb 5, 2016

police. The location at the intersection of 14th and L has poor CPTED with limited natural surveillance.

L Street runs about half a block from 14th Street before it becomes a dead end. Adjacent to the west of 14th Street is a large parking lot that extends for blocks and primarily serves the baseball stadium, Petco Park. These site characteristics create inconsistent traffic patterns, do not provide natural surveillance, and make it much more susceptible to negative behavior as documented.

Additionally, the Portland Loo incurred increased maintenance and repair costs that were double initial estimates. The costs and increased crime expanded on poor public opinion of the loo. All-inclusive costs for the loos were supposed to be \$215,000 when Councilwoman Marti Emerald first pitched the idea in 2010, but they eventually rose to \$560,000 because the loos were installed in spots where connecting to sewer and water lines was difficult, and because they don't meet California electrical, seismic and other standards.

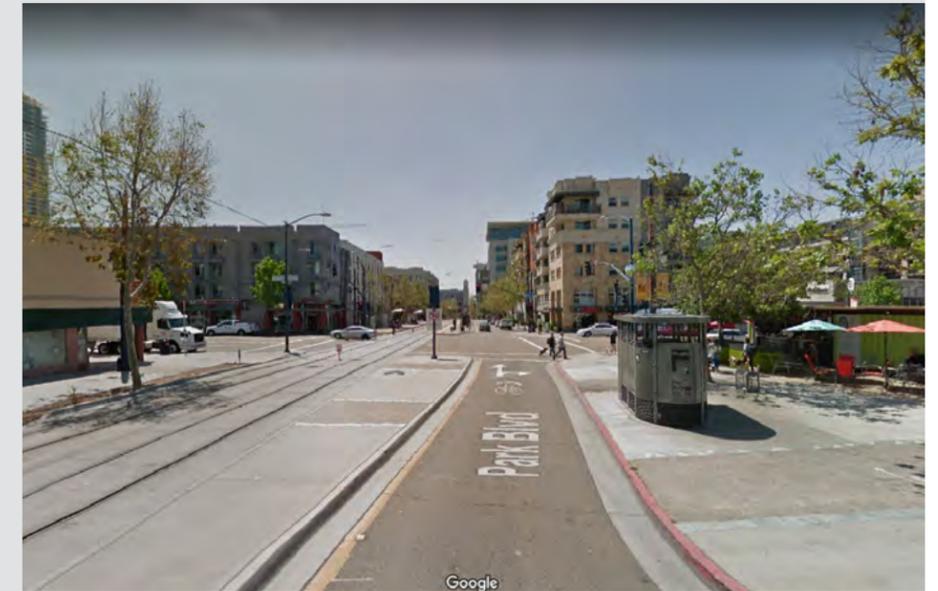


Intersection of 14th Street and L street, which dead ends after one block. A large parking lot that extends for blocks is adjacent. The Portland Loo has been removed.

This is one reason why location matters. The initial installation was made more costly by picking a site that didn't have good access to utilities. Another reason is for the long term use, care, and maintenance for the facility. The location at 14th and L has poor CPTED with limited natural surveillance. L street runs about half a block from 14th street before it becomes a dead end. Adjacent to the west of 14th street is a large parking

lot that extends for blocks and primarily serves the baseball stadium, Petco Park. These site characteristics create inconsistent traffic patterns, do not provide natural surveillance, and make it much more susceptible to negative behavior as documented.

The second loo located at Park Boulevard and Market Street is still in use. News articles report this site has not spurred on a crime increase, and this location is only a half mile away from the 14th and L intersection. Difference makers begin with an intersection of two arterials that are heavily trafficked by cars, bikes, and pedestrians, include a light rail line that runs down Park Boulevard, bus lines along Market, a small cafe, and nearby residential units. Analysis of this location indicate strong CPTED components particularly natural surveillance. The story of the two loos in San Diego provide a powerful example of the need to provide good locations that encourage positive behavior and discourage negative behavior. This will not eliminate crime, maintenance, or repairs, but keep them manageable while providing an asset for all members of the community.



The Portland Loo at Park Boulevard and Market Street is located where there are many more eyes on the street.

Clean, safe, public hygiene that includes toilets and hand washing facilities, is important to urban areas as made all too apparent by the recent declaration of a local public health emergency of the hepatitis outbreak⁵ in San Diego.

⁵ San Diego Union Tribune, San Diego's public health emergency: Debunking the stigma surrounding Hepatitis A. September 21, 2017

The street dependent population was hit hardest by the highly contagious hepatitis A virus. Street dependent people account for more than 50 percent of hepatitis cases in San Diego. This population is known to be at increased risk for hepatitis A, in part because homelessness presents challenges to keeping good hygiene, such as limited access to toilets and hand-washing facilities, according to a 2009 paper published in the journal Public Health Reports. San Diego officials say the outbreak there is being spread from person to person “through contact with a fecal contaminated environment.” This type of contamination can occur when people with the illness don’t properly wash their hands after going to the bathroom, according to the CDC. Hepatitis A can be fatal when paired with pre-existing liver damage, older age and other various health conditions. Most citizens don’t realize how interconnected San Diego is as a community, with many of its residents sharing public spaces such as restrooms, cafes and transportation every day. This interconnectedness has further compounded the effects of the Hepatitis A outbreak, and cannot be ignored by the general population.

Long before the deadly hepatitis A outbreak, San Diego was warned about lack of bathrooms. A San Diego Union-Tribune review of public records found that since 2000, four grand jury reports emphasized the risks of human waste on city streets and a shortage of toilets available for use by the city’s growing homeless population.

One such report, filed in 2010, explicitly warned that an outbreak of illness caused by such unsanitary conditions “could result in liability to the city.”⁶ Each of the reports called on the city to either add more all-hours, publicly available restrooms or bolster its street-cleaning regimen to ensure the public would not be exposed to human waste.

Olympia has taken necessary steps to mitigate a potential hepatitis A outbreak with the efforts of the Clean Team. The Portable Restroom Pilot Project is in immediate need of providing handwashing stations at each location to encourage public hygiene, as the hand sanitizer had been vandalized at portable locations during our site visits.

Denver

In 2016, The City and County of Denver launched a pilot project to understand and eventually address the need for public restrooms in the city and especially in high traffic areas. As part of that project, they deploy two trailers which contain single stall toilets;



6 LA Times, Long before deadly hepatitis A outbreak, San Diego was warned about lack of bathrooms. Sept 21, 2017

one serves downtown locations and the other serves locations in the neighborhood of Capitol Hill. These trailers are manned by an attendant and cleaned nightly to keep them fresh. By using a mobile structure, Denver tests different areas and gains the information they need to determine the best location for a permanent structure.

The movable public toilets are only part of the project. They government also activated and refreshed existing public restrooms, including winterizing restrooms in parks which allowed them to remain in use through the winter. A webpage on the government site displays a map of restrooms downtown which indicates the type of restroom they are (in a government building, in a park, etc). Communication has been a large of this pilot program from the beginning. The webpage also lists the restrooms hours. Mobile restrooms hours and shifts in locations are clearly shared to avoid confusion. Notably none of the restrooms are open 24 hours; one mobile restroom stays open as late midnight on Saturday in the downtown area. This information serves both local citizens as well as tourists to the area. It also shows the city’s confidence in these vital public amenities and sets expectations of consistency.

Public Engagement

Public engagement has been a large of this pilot program from the beginning. Denver initiated the project in responses to constant complaints from residents. It held listening sessions with stakeholders to gain more information about the problem and determine the best approach to finding a solution. Additionally the webpage clearly communicates the work of the project and asks for feedback with a link to a comment

Operations

The trailers are rented. Denver had purchased one, but quickly found that maintenance was difficult, and required a dedicated staff, training, tools, and spare parts. Denver rents the units through a contract with a local vendor, Liberty Waster Services, who provides the trailer unit, attendant, maintenance, and daily servicing of filling and pumping tanks.

The cost for the trailer service is \$17,000/month (for each trailer). This includes the attendant, maintenance, and daily servicing. The attendant is estimated to be approximately 60% of the operational cost.

The website lists the locations and the hours of operation. Units are open 16 hours a day (8am to midnight), with a full time attendant. None of the Denver public restrooms are open 24 hours.

Results

So far Denver has learned that it isn’t just homeless people who relieve themselves on the streets – tourists and citizens with home addresses were also ticketed for public urination and related offenses. They also learned that restroom proximity and visibility matter. People aren’t

Goals Evaluated

- Is the public restroom being utilized?
- Does it meet the needs of a variety of users?
- Does it help promote a safe environment?
- What are the community impacts?

necessarily going to walk half a mile to reach a restroom. On a related note they learned that impact is limited to a small area around the restroom – it might not have an impact 8 blocks away. This upsets the argument that one restroom is enough for a city of 40,000. Use of the city might be better indicator of how many restrooms to open up downtown.

Recommendations from Denver

Provide a long public outreach process prior to deployment of project that allows for public feedback and inclusion in the process. Bundle (brick and mortar) facilities with large scale projects, such as planned street and sidewalk improvements. Pre-determine significant decision points and benchmark thresholds for making those decisions. Designate who will make the call to open, close, move, expand, or terminate the program. Plan this part out ahead of time. Establish clear goals, circumstances, and events for making decisions. For example, the goals evaluated for the Denver Pilot include four criteria. Is the public restroom being utilized? Does it meet the needs of a variety of users? Does it help promote a safe environment? What are the community impacts?

Learnings

Planning for public restrooms is no small task, adding more restrooms may not improve the situation alone. Restrooms that are closed, unsanitary, or perceived to be unusable are not an asset, as there is nothing more frustrating than finding the restroom and not being able to use it. The right locations are paramount, and the facilities themselves need to be well maintained. The operational and maintenance costs will in time exceed the costs of installation, making it a worthwhile investment to place restrooms in the best locations, even if it means incurring additional construction costs.

From the Portable Restroom Pilot Project, data was collected at Percival West and the Portland Loo at the Artesian Commons during the five month period when both were operating as 24 hour facilities. This data allows us to compare metrics and apply costs and consequences to a location. Over that time, the Percival West facility saw one third as many users, but had three times as many hours spent repairing vandalism, four times the number of closures, and five times the number of loose needles. Though the annual project operational costs were about the same, the cost per user was three times as high at Percival West.

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Artesian Commons

from August 2017 through December of 2017

- **106** Average Daily Use, Flushes
- **48** Hours Vandalism Repair
- **15** Days Closed Two or More hours
- **1** Day Closed by Security Overnight
- **91** Loose Needles
- **656** Needles in Disposal Box
- **\$ 96,000** Annual Projected Costs
- **\$ 2.51** Cost Per Flush

The operational costs for the Artesian Commons included an on site Ranger and Well host. While more total budget was spent at the Artesian Commons, more people were served, and less budget was spent on vandalism repairs. Spending on a Ranger or Well host may balance out the costs of repairing vandalism, however, it is easier to plan and budget for the attendants, and there are fewer closures of the facility.

Selecting a location with stronger CPTED in a busier part of town, and supplementing that with an attendant even part time, improves the performance and value to the community.

Locating restrooms in the Entertainment, and Capitol to Market character areas, and particularly where they overlap, will achieve the best results, and reduce long term operational costs.

The Human Waste Heat Map showed that the range of effect of a restroom is about one block. If people are living on the streets at random locations throughout downtown, restrooms would need to be located on nearly every block to have any impact.

From studying the locations of Portland Loos in Portland, we can see a plan emerging of spacing general non-destination restrooms at an interval of approximately eight minutes walk apart as a best practice to support an active downtown.

Addressing Activities

While the needs of individuals drive the design of public restrooms or comfort stations the activities taking place that people are engaged in determine the location, quantity, and needed hours of operation. In many

Percival West

from August 2017 through December of 2017

- **31** Average Daily Use, Flushes
- **145** Hours of Vandalism Repair
- **60** Days Closed Two or More hours
- **30** Days Closed by Security Overnight
- **465** Loose Needles
- **2,469** Needles in Disposal Box
- **\$ 93,000** Annual Projected Costs
- **\$ 8.28** Cost Per Flush

cases, but not all, the plumbing, or health code will require or provide guidance for a minimum number of facilities located within a maximum distance of the activity taking place.

Any person in Olympia, may be engaged in one or more activities, and providing facilities that support them as best as possible is the goal of the Downtown Sanitation Master Plan. What are those activities, where are they taking place, and what support do they need?

The Downtown Strategy identifies Character Areas within the downtown that define and encourage the present and future activities of an area. This is our guide for not only providing for the current activities taking place, but to also understand and identify future areas as well.

For the purposes of design, activities are grouped into two categories, those that are general and non-destination (such as exploring downtown, wandering, touring, people watching, sight seeing, and just being), and those activities that are specific tasks occurring at designated locations and times (such as going to an event in a public space, music in Sylvester Park, or visiting the Heritage Park Fountain).

Specific tasks such as splashing in the water feature at Eastbay Plaza have Code⁷ requirements for a restroom to be located within 100 feet, that is open during the hours of operation. The Eastbay Plaza restrooms are open during the same hours and seasons that water is flowing. Additionally, the 2018 Food Truck regulations⁸ require a designated restroom with warm

⁷ WAC 246-260-031, General design, construction, and equipment for all WRF (water recreation facility) pool facilities.

⁸ Public Health & Social Services Department, Environmental Health

running water to be available within 200 feet without crossing multiple lanes of traffic. A designated restroom can be a public facility or an agreement with a commercial business that allows for the use of their facility.

Restroom requirements for general non-destination activities are less specific with no code requirements, and best practices must be relied upon to provide a holistic plan for available public restrooms. For general urban use, the best practice is an eight minute walk between restrooms, and for these restrooms to be open as long as is practicable, preferably 24 hours. For example, for the 2008 summer Olympics in Beijing an eight minute walk was the target for distance between restrooms. Analyzing the City of Portland Loo locations, the distance ranges from six to ten minutes apart, or about an eight to nine minute average.

There are also activities such as living on the streets, that are visibly taking place. Living on the streets is a very intense and specific task, and a general non-destination use restroom with an eight minute walk is much too far to travel to be effective.

Observations

An observation reported from the Ambassadors, witnessed a person who was living on the streets, get up from their belongings, and step into the adjacent alley to relieve themselves, while the Portland Loo was only two blocks away. While this is anecdotal evidence and subject to exaggeration, the concept makes complete sense. How far would you go, leaving behind your possessions to use the toilet? 100 feet? 200 feet? A block? Two blocks? The risk is high, that your possessions may be stolen, and if you took them with you, a desirable location could be lost. There is high risk and high stress, living on the street requires planning around using a restroom, making higher functions more challenging, while needing to focus on basic human functions.

The national public health crisis of opioid abuse appears to also be connected to the human waste found on the sidewalks and alleyways in downtown Olympia, therefore, interventions to public sanitation alone will not likely yield significant improvements. However, our research has shown that in other cities, citations for public urination have been given to people with addresses from in and out of town, and that is likely happening in Olympia as well.

Every activity taking place either now, or in the future, needs to be accounted for when determining the needs for public restrooms. Activities that are located in the vicinity, outside of the borders of the downtown area, can also have an impact.

Division, Mobile Food Unit Restroom Agreement

Best Practices

BEST PRACTICES

Research

Our research has taken us all over the nation and our research has revealed that there are ways to improve public sanitation, making facilities safe, clean, private, and welcoming for all, and doing so benefits all of society.

The following are best practices for achieving positive results with public restrooms.

Attendants

Use of bathroom attendants have resulted in some of the best public restrooms, even in the most challenging of environments. New York City's Port Authority Bus Terminal public restrooms were recently renovated and as reported by gothamist.com:



NYC Port Authority Bus Terminal public restroom. Attendants keep the new facility clean.

"The Port Authority Bus Terminal, which John Oliver has accurately described as "the single worst place on Earth," is undergoing a \$90 million face-lift that's just getting started. But "Phase One" of its restroom rehabilitation project has already transformed two of the terminal's notoriously terrifying bathrooms into sparkling new comfort stations.



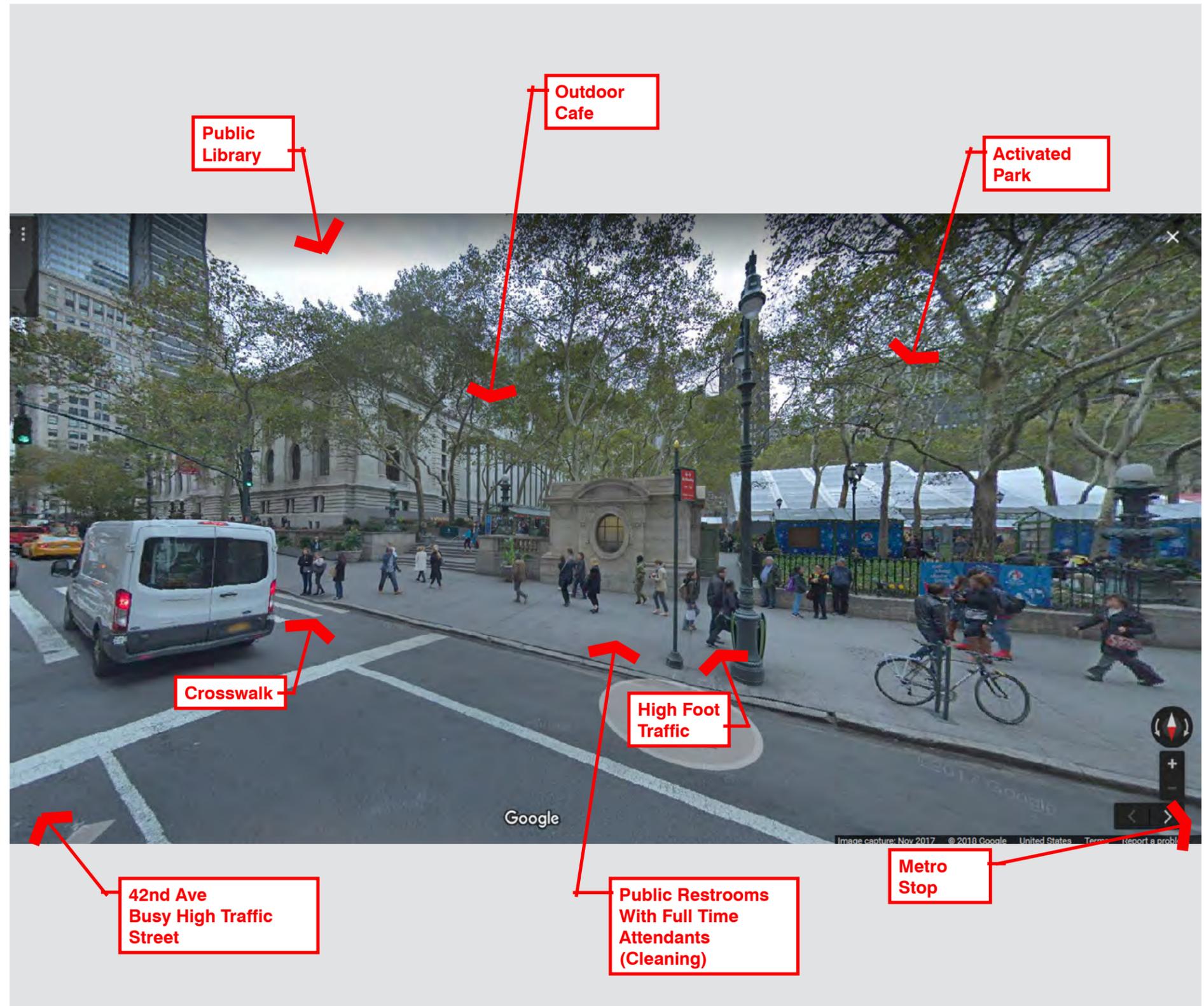
Award winning restrooms at Bryant Park

The renovation included the addition of an attendant to greet people and tidy the restrooms, and expansion of the cleaning program.

The restrooms at Bryant Park utilize a bathroom attendant to keep the marble counter tops clean and the flowers fresh. VirtualTourist.com compiled a list of the "World's Top 10 Toilets", and the Bryant Park restrooms in New York City, NY were ranked number one. The Bryant Park restrooms also benefit from their location, adjacent to a busy sidewalk and metro stop.

"Who would have thought that a loo in the middle of such a dirty, noisy, frenetic city would have classical music, fresh flowers, and even an attendant! Visitors report that it's also spotlessly clean."¹

¹ <http://www.virtualtourist.com/press-center/ugliest-buildings-list>





Public Park

Loos in Portland are typically located in the ROW of public parks at the corner near busy intersections. This allows for maximum visibility with the least amount of impact to existing residences or businesses. The facility itself is designed with features that provide enough privacy for human dignity, while maximizing visibility to deter negative behavior.

Highly Visible Location From All Directions

Open Louvers For Natural Ventilation

Directed Louvers To Provide Privacy and Visibility Of Feet and Legs

Direct Access All Gender Toilet with Universal Accessibility



Metro Parks Tacoma changed to direct access all gender comfort stations over a decade ago, and has reported fewer problems.

Bryant Park restrooms are at a very active location with vehicle and pedestrian traffic, nearby library, subway station, and park cafe that help to provide natural surveillance. Full time attendants are also employed to make sure that the facility is clean, safe, and sanitary. This represents the best practice for a public restroom, and achieves some of the best results.

Active Spaces - CPTED

When more people are using restroom facilities, they are generally safer places to be as more eyes pay attention leads to less abnormal use like loitering. CPTED (Crime Prevention Through Environmental Design, pronounced “sep-ted”) design principles provide strategies for encouraging the use of these facilities and reducing crime and the fear of crime. CPTED principles include the following concepts:

Natural Surveillance

“See and be seen” is the overall goal when it comes to natural surveillance. A person is less likely to commit a crime if they think someone will see them do it. Clear sight lines, lighting and landscape play an important role. Locating restrooms adjacent to centers of activity also contributes to natural surveillance.

Natural Access Control

Natural Access Control is more than a high block wall topped with barbed wire. CPTED utilizes the use of walkways, fences, lighting, signage and landscape to clearly guide people and vehicles to and from the proper entrances. The goal with this principle is not necessarily to keep intruders out, but to direct the flow of people while decreasing the opportunity for crime. Natural approaches and natural surveillance could be supplemented by organized means such as attendants.

Territorial Reinforcement

Creating or extending a “sphere of influence” by utilizing physical designs such as pavement treatments, landscaping and signage enables users of an area to develop a sense of proprietorship over it. Public areas are clearly distinguished from private ones. Potential trespassers perceive this control and are thereby discouraged.

Image/Maintenance

The “Broken Window Theory” suggests that one “broken window” or nuisance, if allowed to exist, will lead to others and ultimately to the decline of an entire neighborhood. CPTED expands on this point encouraging regular maintenance of restrooms to support continued use of the facility for its intended purpose. Neglected and poorly maintained properties can appear abandoned and unsafe, lead to reduced use and become breeding grounds for criminal activity.

BEST PRACTICES

While CPTED principles do generally focus on the design of new buildings and outdoors spaces, they could also be applied to indoor facilities. In particular, attention to Natural Surveillance, Territorial Reinforcement, and Image/Maintenance would aid in the design of a changing room that feels safe, reduces crime and leads to continued use.

Direct Entry Stalls

The PHLUSH Public Toilet Advocacy Toolkit's design principles for public restrooms identifies single door direct entry stalls over traditional multi-stall, gendered facilities. Advantages to this design include space savings by eliminating the semi-private space surrounding the sinks, increase in capacity, while resolving gender parity, trans and gender non-conforming issues with each stall all gender. Further benefits include the ability to clean individual stalls without closing down half or all of the facility.

Way finding and Directional Signage

Signage and maps at park entries, or along streets and sidewalks approaching the park are helpful to inform visitors and passers by that public toilets are available, and direct them about where to go. More users and more eyes create natural surveillance and make the park feel more safe.

Websites

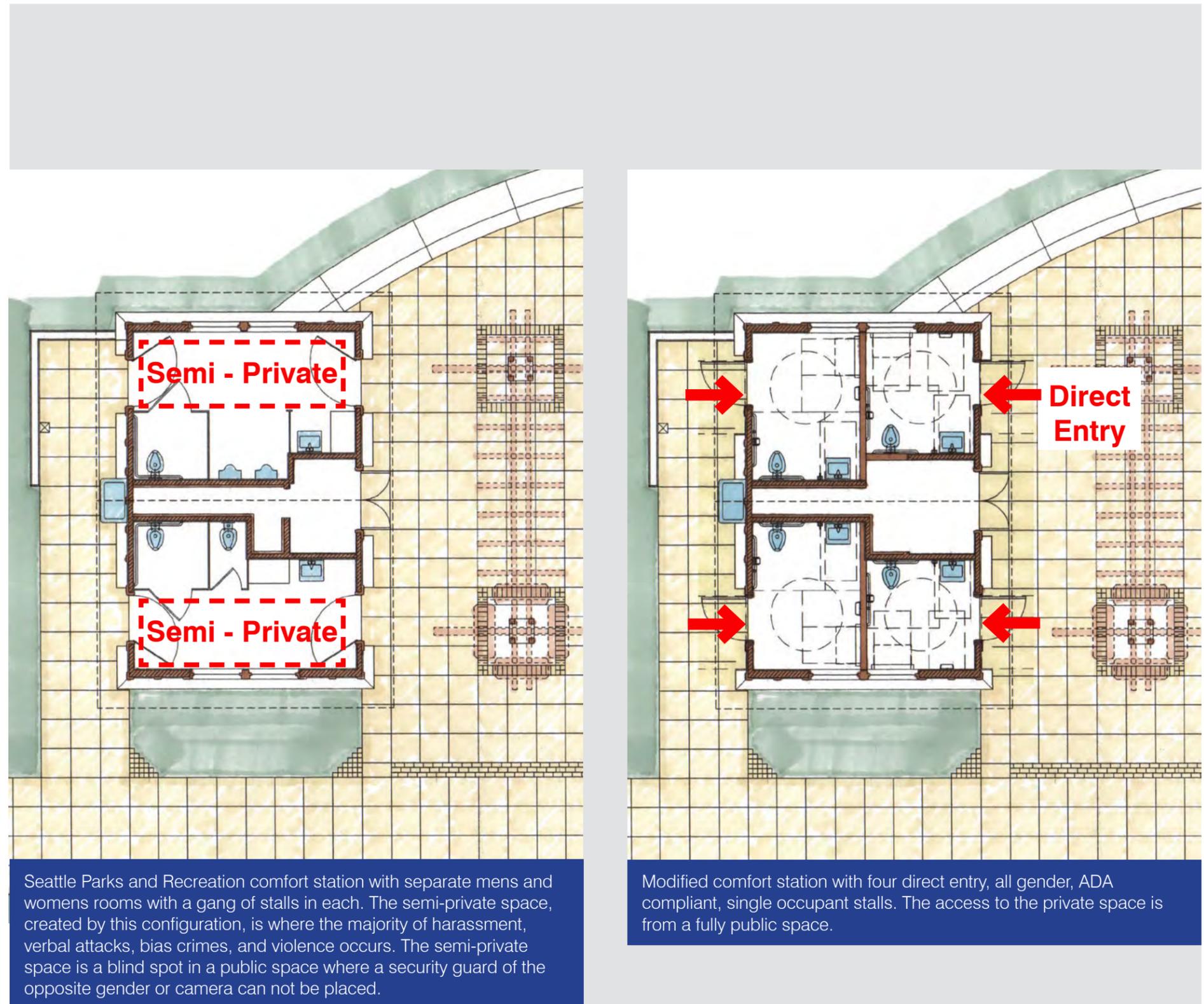
The ODA and PBIA websites could identify and direct people to restroom locations.

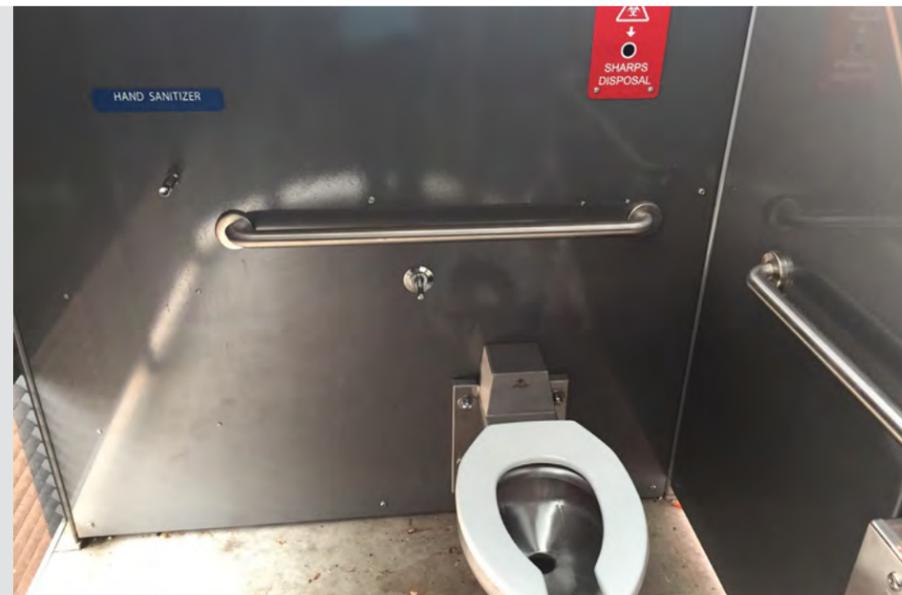
Parking Areas & Restrooms

Transportation nodes are a historical and natural place to find public restrooms. Restrooms that are collocated with a parking garage have several potential advantages, including shared construction costs, attendants who collect fees and may monitor cars and restrooms, and cleaning and maintenance. Disadvantages to this approach include staff not making the restrooms accessible to all as in the case of Sante Fe, or no staff with an automated parking fee system. Our best practice recommendation is that the restrooms need to be located on the street with direct access from the public way, without having to actually enter into the garage. This provides added safety, and greater accessibility, without the perception that the restrooms inside the garage are for customers only.

Quick Cleanup

In addition to a cleaning and maintenance program to keep toilet facilities clean and sanitary, a secondary back up measure is also recommended.





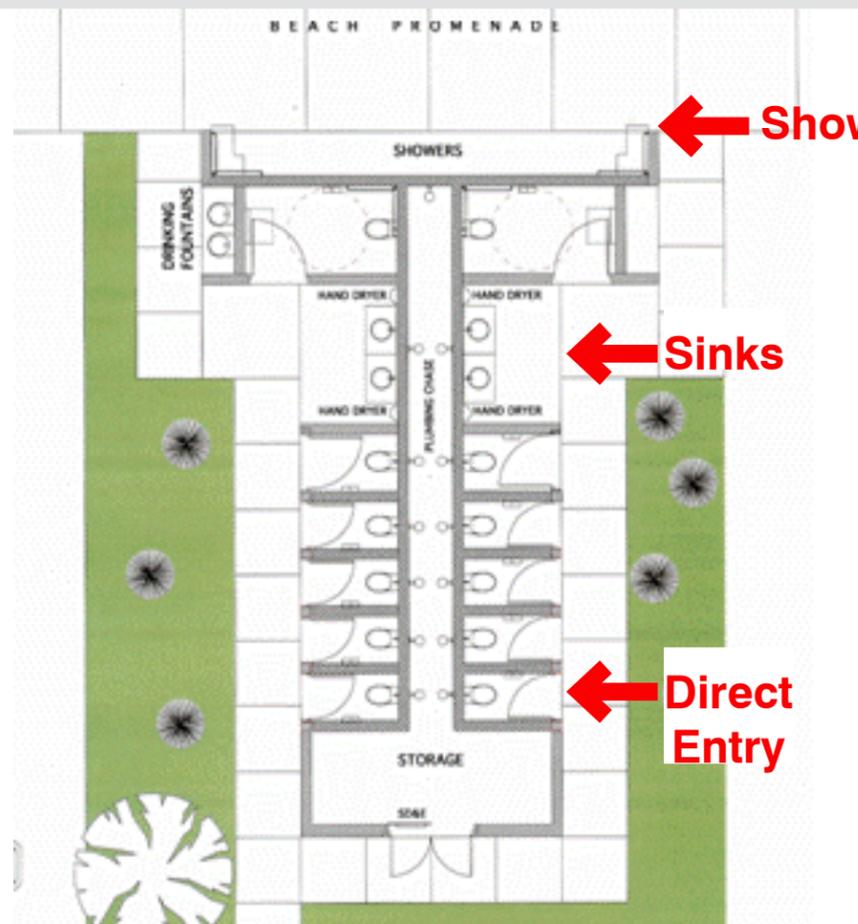
Through wall sharps disposal at the new Portland Loo

Loo Specifications

- **Direct entry stalls** - Eliminate semi-private gendered spaces where the majority of harassment occurs. Direct entry to stalls from a public way is the safest solution for all people.
- **Full height doors** - Within 2" of the floor and up to 8 feet high with louvers designed to allow for airflow and visibility of the ground or floor and legs, while providing adequate privacy.
- **Locks** - Functional door locks with occupied indicators, that can be unlocked from the outside by authorities (for medical emergencies).
- **Fixtures** - Keep facilities similar to allow for standard equipment, and easier replacement, provide water efficient solutions. Use heavy-duty fixtures, equipment, and hardware.
- **Controls** - All controls, levers, handles shall be ADA compliant for universal accessibility. Provide automatic flush sensor to minimize contact with restroom surfaces. People often will use their foot (shoe) to activate flush controls that can lead to unsightly and unsanitary conditions.
- **Finishes** - Utilize vandal-resistant materials and components, especially for door hardware, toilet partitions, fixtures, and accessories. Utilize concrete floors with epoxy floor finish. Apply graffiti resistant and washable coatings.
- **Sharps** - A sharps disposal in or in close proximity to a public restroom provides a public amenity and supports a safe environment for all users. To combat the spread of disease through accidental stick pricks, city governments have installed bins for secured sharps disposal containers in public restrooms. Brisbane, Belfast and San Francisco place sharps bins in public toilets which have a high incidence of drug use to encourage responsible disposal of needles.

Bins for sharps containers in public toilets ensures safe and immediate options of disposal at the locations where the sharps become waste products. Bins allow for easy disposal of single needles, and the location, materiality and design of the bins promote safety and deters vandalism and theft. Best practices suggests bins should be through wall slots with no access, or secured to the wall or floor using very strong brackets or bolts to prevent removal, designed and constructed to prevent access to sharps container and include locking system, adequately sized to accept expected waste volumes, clearly marked as

² Vendor, Bio Clean Inc. Utilized by Seattle Police Department



Left: Kellog Park Comfort Station South in La Jolla California, achieves maximum function in minimum space. This is achieved with direct entry stalls, sinks outside, ADA / changing rooms, and showers outside.
Right: Directional signage for public restrooms.



Indicator lock

BEST PRACTICES

disposal for sharps only, and located out of reach of children. Regular and safe maintenance of the containers is essential to the success of these programs.

- **Sanitary Napkin Disposal** - Provide sanitary napkin disposal to prevent items from being flushed down the toilet, or placed into the sharps disposal.
- **Artwork** - Make restrooms positive attractions and incorporate historic artifacts, artwork, maps, or city information, and community involvement in design. At the Open House/Workshop, artwork and artful wayfinding on the restrooms were strongly favored by participants as a way to make facilities more multi-purpose and more 'of Olympia' in character.
- **Bins** - Provide garbage, recycling, and compost station nearby. This will help prevent people leaving their garbage behind on the floor of the unit, or trying to flush debris down the toilet.
- **Signage** - Traditional restroom signage tells us WHO is allowed in a restroom by identifying it as "Mens" or "Womens". A more equitable approach states WHAT (services) are in the room (ADA compliant, changing table).



Recessed Sanitary Napkin Disposal

Best Practices

Location, high visibility of the unit

- Provide attendant
- Activate surrounding area
- Natural surveillance
- Direct entry stalls, ADA compliant, all gender
- 24 hour facilities
High visibility through the unit
- Natural ventilation
- Easy to clean, and remove graffiti
- Directional signage and way finding
- Well lit areas
- Portable Units are temporary not permanent solutions
- Handwashing stations for portable units



Directional Signage and Wayfinding Graphics

**Master Plan -
Recommendations**

MASTER PLAN RECOMMENDATIONS

Recommendations

Downtown Olympia has made recent public and private investments into the downtown area and aspires to fulfill the community goals and visions that are outlined in the Downtown Strategy.

Public restrooms are an essential part of the urban environment that make a difference in our quality of life. Despite the fact that they create a private space in a public space and the potential for negative behavior, a public restroom is a good asset to the community, that promotes an active lifestyle, and can help to serve downtown businesses.

The approach for the downtown sanitation master plan utilizes existing facilities and identifies new sites for future installations to provide restrooms within an eight minute walk throughout the downtown to meet general non-destination needs, and specific restrooms in required quantity, hours, and distance to provide needed support for downtown functions and activities.

This concept is similar to the idea of illuminating a space. For example, a large warehouse will need general ambient lighting for overall illumination, and while this is adequate to navigate the space and see where objects are stored, task lighting is also required at specific locations to perform needed functions.

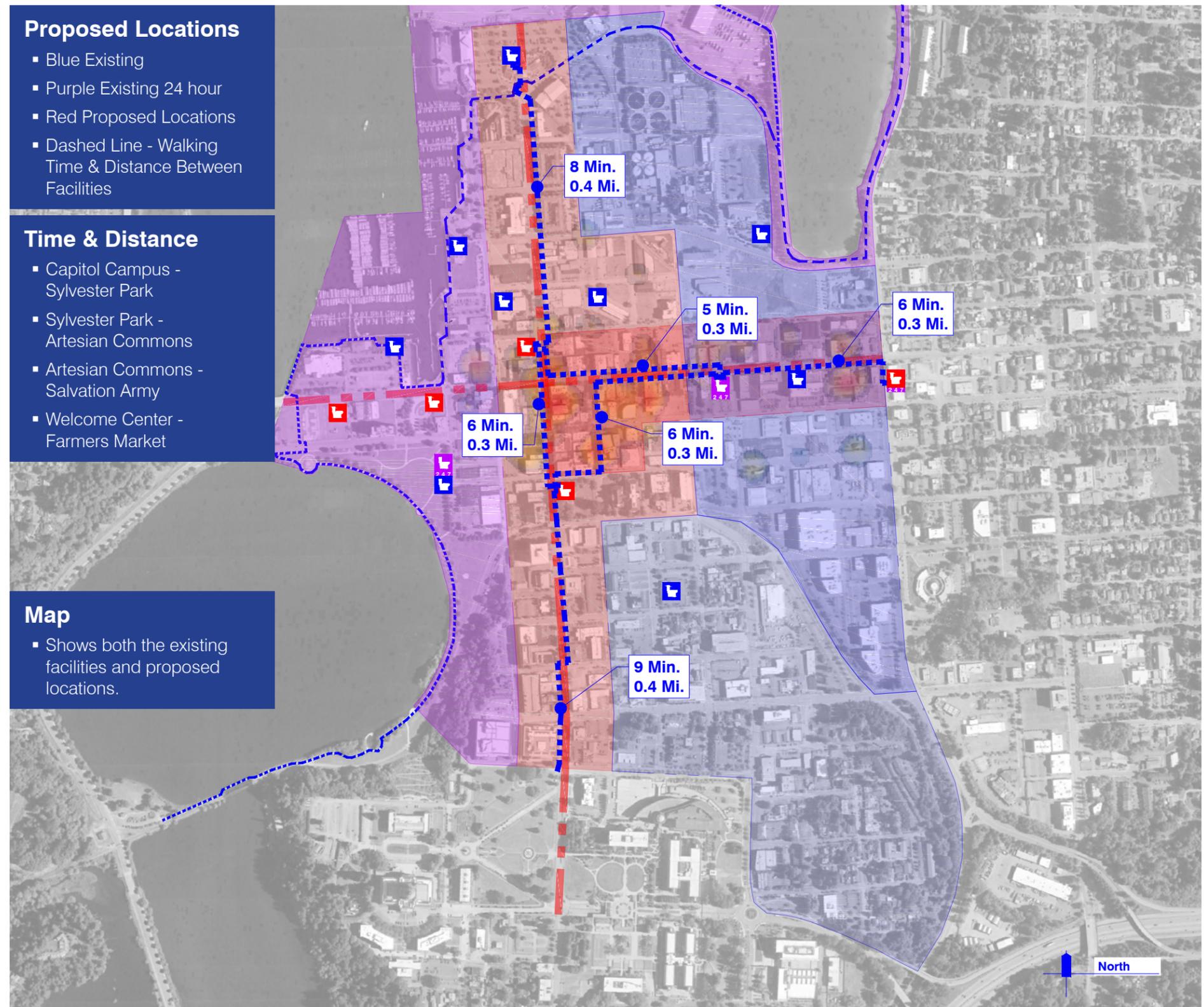
General Non-Destination Comfort Stations

The Portland Loo at the Artesian Commons Park (now closed)

The Portland Loo next to the Artesian Commons is part of a general scheme to provide public restrooms throughout the downtown at approximately an eight minute walk interval. As seen on the drawing, an eight minute walk covers nearly the entire downtown area. When combined with other task specific restrooms, such as Percival Landing, the coverage for downtown Olympia is quite good during the daytime.

At night, the Portland Loo is the only restroom with a flush toilet and running water, the other available options are the portable toilets near the Salvation Army, and the Heritage Park Bathhouse. While the reach of the Portland Loo via an eight minute walk still covers the majority of downtown at night, there is no backup if it requires cleaning, maintenance, or repairs. A best practice is to build in some redundancy and a back up option for when cleaning, maintenance or repairs are required.

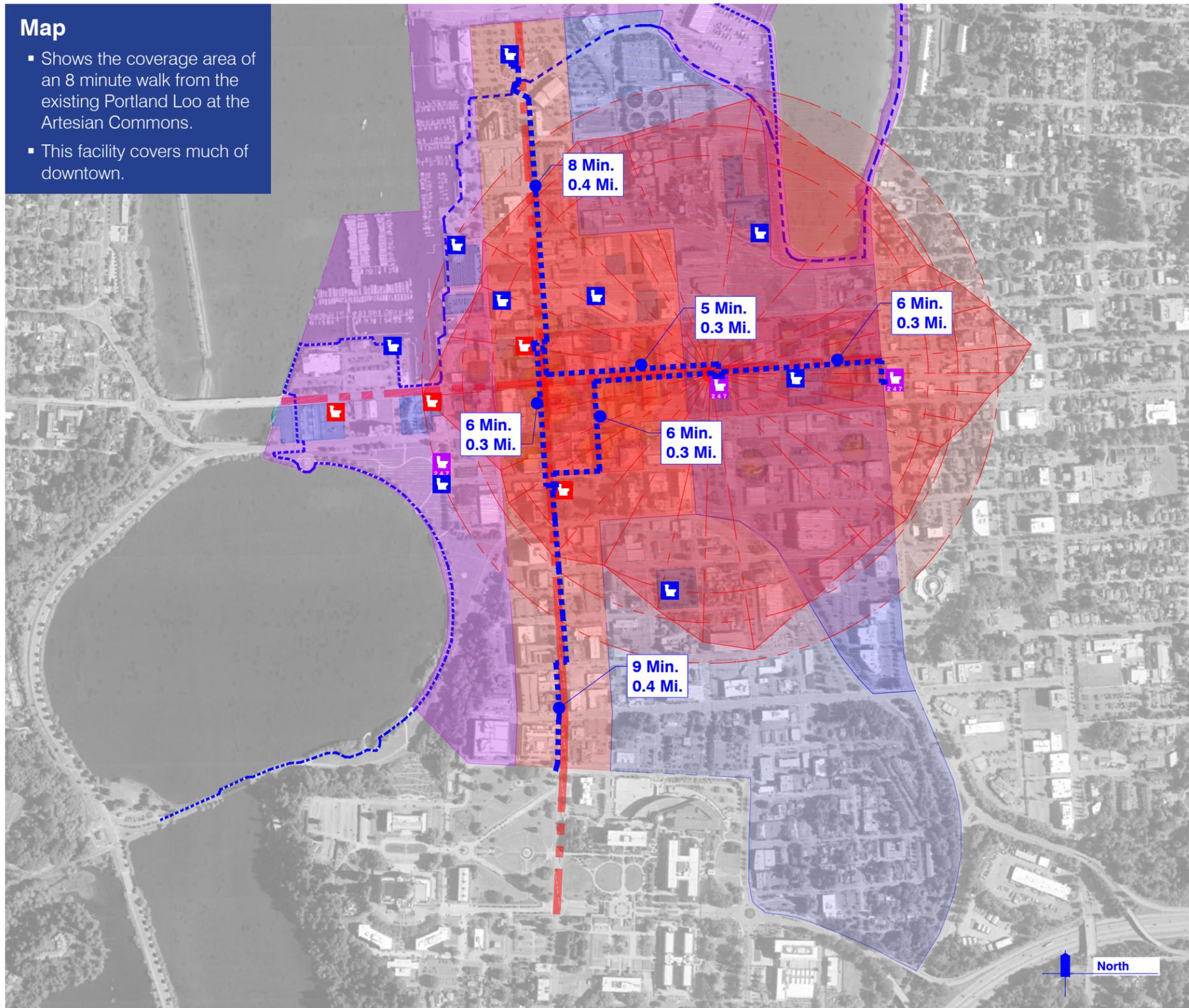
Restrooms that are closed are no help to the public or Master Plan. Providing the necessary operations and maintenance support for the



MASTER PLAN RECOMMENDATIONS

Map

- Shows the coverage area of an 8 minute walk from the existing Portland Loo at the Artesian Commons.
- This facility covers much of downtown.



existing facilities to keep them open, clean, safe and sanitary is the highest priority.

- **Facility Type** - Existing Portland Loo, or similar toilet kiosk.
- **Hours of Operation** - 24-hours, 7 days a week.
- **Cost** - Ongoing operations and maintenance costs. Prepare to increase funding if necessary should negative behavior escalate.
- **Schedule** - Negotiate with vendor for added services and identify contingency funding to be able to respond quickly should the need arise. Pre-identify what conditions, circumstances, or events would trigger further action, and initiate steps to mitigate and maintain a safe and sanitary public accommodation.

Wayfinding and Graphics

Including the existing restrooms in the proposed wayfinding and graphics for downtown is the next priority. This is the most cost effective way of utilizing existing facilities and budget and maximizing the available restrooms to the public.

- **Facility Type** - None.
- **Hours of Operation** - 24-hours, 7 days a week.
- **Cost** - Minimal, pending inclusion in planned wayfinding and graphics for downtown.
- **Schedule** - Immediately begin coordination efforts.

Redundancy

A second Portland Loo, located in the zone where the Entertainment and Capitol to Market character areas overlap would provide a back up and expand the coverage while serving the area with the highest need. While this concept may be agreeable, deciding on the exact location may prove challenging. Locating a public restroom in the ROW could impact businesses, traffic, or parking. Most any location in this area would need the added space created by the planned street improvement projects. One possible location could be Sylvester Park.

Sylvester Park

Our public outreach events heavily identified Sylvester Park as a needed location for public restrooms. Though currently there are no plans for DES to add a restroom with future improvements for the park, there is a possibility of a partnership to provide needed accommodations. Locating a Loo at the northwest corner of Sylvester Park follows the example of the Loo locations in Portland, providing maximum visibility with the least potential impact. With the proposed street improvements, the unit could be located close to the ROW with little impact on the Park or sidewalk,

MASTER PLAN RECOMMENDATIONS

however the Park is owned by the State, and in the Historic District. That said, a 24 hour restroom located here would eliminate the need for the portable unit at Heritage Park, and extend the eight minute walking coverage all the way to the Capitol campus.

- **Facility Type** - Portland Loo, or similar toilet kiosk.
- **Hours of Operation** - 24-hours, 7 days a week.
- **Cost** - Rough order of magnitude cost \$300,000-400,000, pending the extent of associated street improvements, and depth and proximity of utilities.
- **Schedule** - Begin pre-design discussions immediately, the design process, public outreach, and approvals will take time, and installation will need to occur with the planned street improvements. Coordinate efforts with the street improvement design team, DES, Landmarks, and initiate a public process.

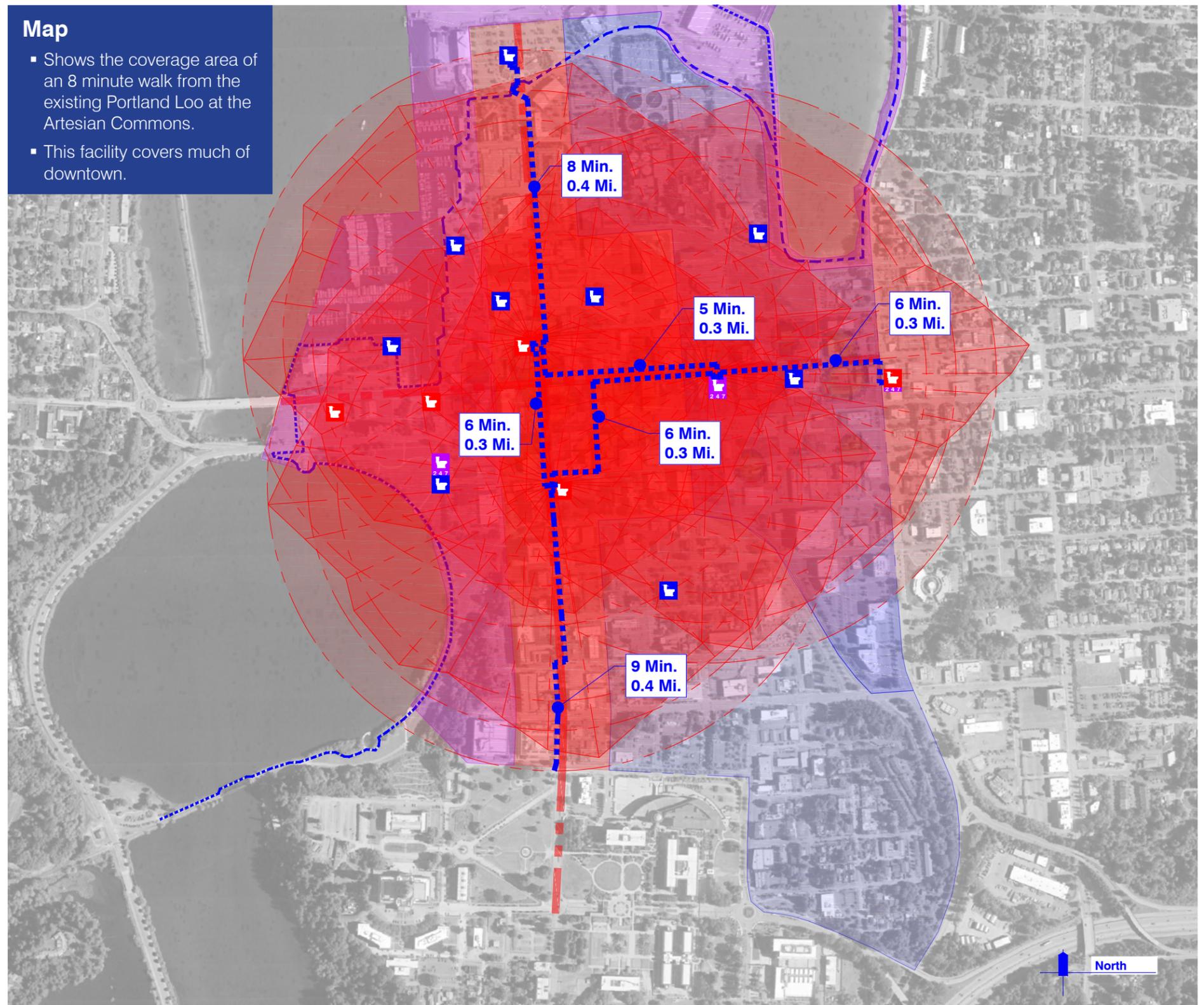
Specific Activity Comfort Stations

Additional restrooms are needed, like the task lighting, at specific locations to serve activities. The task specific restrooms need to be within designated proximity and of a sufficient quantity to support the activity.

The Fountain at Heritage Park

The fountain at Heritage Park is not a swimming or wading pool, and was intended to be just a fountain, however with the closure of the lake, it has become a splash park. It is in technical compliance with the Health Code having provided a changing table and identifying a restroom at El Guanaco in addition to Percival West. While this is satisfactory for now, long term plans need to include a comfort station that is open and available to the public during the seasons and hours that the fountain is operational. This could be a facility and operations model similar to the LOTT Eastbay Plaza near the Children's Museum.

- **Facility Type** - Comfort Station that is incorporated into current or future development of the site, allowing for clear line of site from fountain to restrooms.
- **Hours of Operation** - At a minimum, the hours of operation need to match those of the fountain to meet code. Longer hours are desirable due to the location and proximity to downtown.
- **Cost** - Construction taking place entirely on city property as opposed to the city ROW or street reduces utility costs considerably. Existing power, water, and sewer connections on site
- **Schedule** - The property is city owned and programming and design should begin as soon as possible. Identify opportunities for private -



Portable Trailers

Portable trailers with flushing toilets and hot and cold running water are a better more hygienic option than portable units, particularly for longer periods of time. These units can be used to test new locations, and provide support for new activities that occur in downtown Olympia until permanent facilities can be installed. These units can also be used to provide support for special events, or in cases of emergency need. Preliminary research into cost and available options revealed that units were in short supply having been shipped to Houston and Florida for flooding and natural disasters. These units were also the only option that received unanimous support from interdepartmental meetings. Portable trailers could also provide the quickest solutions, as they would not be dependant on the completion of street improvements before installation.

- **Facility Type** - Portable trailer.
- **Hours of Operation** - Pending application
- **Cost** - Ownership may range from \$50,000 to \$100,000 pending the options needed. Operations will require dedicated maintenance, tools, and parts.
- **Schedule** - Programming and pre-design may begin at any time should funds become available.



Life-Cycle Cost Analysis

- Costs will vary depending on the type of facility and the location. Without specific circumstances for construction identified along with availability and depth of utilities, only a ROM (Rough Order of Magnitude) cost can be determined.
- Portland Loo ROM Costs:

Soft Costs (Design, Management, Permits, Easements)	\$ 90,000
Purchase of kiosk unit	\$ 110,000
Utility connections, hard scape	\$ 125,000
Construction Total	\$ 325,000
- Annual Maintenance Cost (Based on existing loo) \$95,000
- In approximately 3.5 years the operations and maintenance costs will exceed the installation costs. Selecting the best possible locations may reduce the need for additional cleanings, maintenance, and repairs due to vandalism thereby lowering the life cycle cost.

public opportunities to include restroom into future site development.

The Portable at Salvation Army

The portable unit at the Salvation Army location has demonstrated a clear need as part of the pilot program and has seen its fair share of use and abuse, though not as bad as at other locations. The Salvation Army and neighboring businesses have seen a great reduction in the number of incidences of human waste found in the nearby streets and alleys which demonstrates its effectiveness. However, a portable unit is not a permanent solution and needs hand sanitizer unit replaced, or a hand washing station. The Salvation Army seeks a permanent facility where the current portable unit is located. A Portland Loo may still be the best option, even though the CPTED here is not the best, and the location doesn't meet the goals of the DTSMF. An agreement could be reached for the Salvation Army to operate as the attendant, to help maintain the unit. Should either party want to end the agreement or if the Salvation Army was to change locations, the Portland Loo can be relocated to another part of the city and the utilities capped.

- **Facility Type** - Portland Loo, or similar toilet kiosk.
- **Hours of Operation** - 24-hours, 7 days a week.
- **Cost** - Rough order of magnitude cost \$200,000-300,000, pending the extent of utility work. It may be possible to utilize Salvation Army existing utility connections for power, water and sewer. With an agreement for the utility connections it may be possible to do the work on site which is less expensive than work in the ROW.
- **Schedule** - Provide a handwashing station immediately. Second, begin discussions, and programming with the Salvation Army to discuss a partnership which could take place as soon as possible.

Best Practices

- Select an active area with high pedestrian traffic and visibility.
- An attendant provides the eyes, that natural surveillance may not.
- Consistent hours particularly from 6am until 2am, 24 hours even better.
- Direct entry stalls, that are ADA compliant, and all gender
- Well lit areas
- Natural ventilation and visibility through the unit while providing privacy.
- Handwashing stations.
- Easy to clean and keep clean, safe, and sanitary.

Ice Rink (Proposed)

The proposed ice rink located to the west of the Heritage Park fountain, should also consider a comfort station that is open during the hours of operation as part of the planning process. Pending on the design, size, and amenities it is very likely that this new downtown feature will be required to have at least two restrooms to satisfy the code requirements for both womens and mens facilities.

- **Facility Type** - Comfort Station that is incorporated into future development of the site.
- **Hours of Operation** - At a minimum, the hours of operation need to match those of the ice rink and amenities to meet code.
- **Cost** - Pending the design of the facility, and incorporation into the construction.

MASTER PLAN RECOMMENDATIONS

- **Schedule** - Programming and pre-design should begin as soon as possible, and identify the need for restrooms and make sure they are incorporated into the project.

Welcome Center

The City of Olympia is the state capitol, and therefore a magnet for tourism and it needs a welcome center. Ideally located along the Capitol to Market character area, a possibility is the city owned parking lot at Capitol and State could provide great visibility for tourists, visitors, shoppers, who are utilizing transit, walking, biking, or driving. This is just at the edge of the Entertainment character area, providing further support to an area of highest need, and extending the eight minute walking coverage up to the Farmers Market. While this is an active area, it's not as well traveled and a Portland Loo may not be the best choice. A built structure that housed public restrooms with the Welcome Center acting as an attendant may make a better solution.

- **Facility Type** - Comfort station.
- **Hours of Operation** - Same as welcome center
- **Cost** - Pending design and programming for the facility.
- **Schedule** - Programming and pre-design should begin with any proposed development of this site.

By following the best practices, and supporting each activity that is taking place in downtown Olympia with clean, safe, and sanitary public restrooms improvements can be made to both human dignity and the experience in downtown Olympia.

Recommendations

First Priority

- Protect and Maintain Existing Facilities. Closed Restrooms Do Not Help.
- Provide Wayfinding and Signage To Direct People To Existing Facilities.
- Hand washing station for portable at Salvation Army location.
- Portable Trailers faster and more versatile way to provide sanitary facilities and test locations.

Second Priority

- Permanent facility at Salvation Army, begin forging a partnership for operating and maintenance agreement for installation of a Portland Loo.
- A second Portland Loo located in the ROW, in the zone where the Entertainment and Capitol to Market character areas overlap.

Explore Loo location in ROW at NW corner of Sylvester Park, with the Engineering and Transportation, DES, Historic Preservation Board, businesses and public.

- Future comfort station at the Heritage Park Fountain. Explore public private venture to include a comfort station with any future development of the site.
- Future comfort station at the proposed ice rink. Include public restrooms as part of proposed development.
- Future Welcome Center with comfort station. Include public restrooms as part of any development planning process.

Appendix

APPENDIX

Local Representatives Contacted:

- Todd Cutts, Executive Director of the Olympia Downtown Association (ODA)
- Mary Corso, Chair of the Parking Business Improvement Area (PBIA) Board, Owner of Courtyard Antiques // Courtyard Studio 721
- Jeanine Roe, Olympia City Council member

City Staff:

- Keith Stahley, Mark Rentfrow (Community Planning & Development)
- Anna Schlecht (Housing)
- Kip Summers (Parks)
- Amy Buckler (Planning)

Local Business

- Matthew Klifman, Branch Manager US Bank
- Phil Rollins, Archibald Sisters
- Janice Bean, Popinjay
- Connie Phegley, Old School Pizzeria
- Briana Cox, New Moon Café
- Mara Curry, Burial Grounds
- Lacey Jenson, Store Manager, Starbucks

Cities and Jurisdictions Reviewed:

- Department Of Enterprise Services (DES), William J. Frare, P.E., Assistant Director 360.407.8239 bill.frare@des.wa.gov
Marygrace Jennings, Cultural Resources Manager, Washington State Capitol Campus, 1500 Jefferson Street, PO BOX 41480, Olympia, WA 98504, www.des.wa.gov 360.407.9328
- Gary Johnson, Office of Planning and Community Development, City of Seattle
- Jon Kemp, Senior Manager of SP+, Annapolis, MD (contractor to City of Annapolis, Maryland)

Non-Government Organizations

- Christina White (Clean Team), Downtown Ambassador Program
- Carol McCreary, PHLUSH (Public Hygiene Lets Us Stay Human), Portland, OR
- John Owen, Makers Architecture & Urban Design, 1904 Third Ave #725 Seattle, WA 98101

Publications Reviewed

- Olympia Downtown Strategy, by Makers Architecture & Urban Design, January 2017, <http://olympiawa.gov/community/downtown-olympia/downtown-strategy.aspx>
- OSHA: Best Practices; A Guide to Restroom Access for Transgender Workers, <https://www.osha.gov/Publications/OSHA3795.pdf>
- Going Public! Strategies for Meeting Public Restroom Need in Portland's Central City, Relief Works' report (2006) prepared for the Office of Mayor Tom Potter.
- Citizens Committee to Review Alcohol Beverage Laws Final Report, City of Annapolis, Maryland, July 2010
- City Council Minutes, City of Annapolis, Maryland, March 11, 2013
- Global Age-friendly Cities: A Guide, World Health Organization, 2007, <https://www.aarp.org/content/dam/aarp/home-and-family/livable-communities/2013-12/global-age-friendly-cities-guide-english.pdf>

News Articles

- The Olympian, Protester disputes story of troopers barricaded in restroom, December 18, 2016, by Rolf Boone <http://www.theolympian.com/news/local/article121642622.html>
- The Olympian, Can a new downtown toilet flush away Olympia's poop problem? June 03, 2017 By Amelia Dickson <http://www.theolympian.com/news/local/article154253509.html>
- The Olympian, Olympia businesses: Public restroom key to improving downtown By Andy Hobbs, December 05, 2015 <http://www.theolympian.com/news/local/article48040135.html#storylink=cpy>
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- The Portland Loo, <http://theloo.biz/>

- SSWM sustainable sanitation and water management, Single Ventilated Improved Pit (VIP), Compiled by: Eawag (Swiss Federal Institute of Aquatic Science and Technology), Adapted from: TILLEY, E.; ULRICH, L.; LUETHI, C.; REYMOND, P.; ZURBRUEGG, C. (2014) <http://www.sswm.info/content/single-ventilated-improved-pit-vip>

- OLYMPIA MUNICIPAL CODE
The Olympia Municipal Code is current through Ordinance 7091, passed July 18, 2017.

Disclaimer: The City Clerk’s Office has the official version of the Olympia Municipal Code. Users should contact the City Clerk’s Office for ordinances passed subsequent to the ordinance cited above.

1.3.62.020 Programs

Special Assessment revenues shall be used for the purpose of providing special projects and services under the following program headings:

(a) Downtown Parking Improvements Program

This program will provide for parking improvements to address the concern for downtown Olympia businesses and property owners, as well as patrons and employees. The PBI special assessments may be used to fund administrative costs such as staff support, the construction or operation and maintenance of a parking structure or other parking improvements.

(b) Clean and Safe Program

This program will provide additional projects and services to make downtown cleaner, more welcoming and improve the public’s perception of safety. This program may include a volunteer effort to provide eyes and ears on the street and to assist people downtown; administration and staff support; graffiti removal; and efforts to reduce offenses such as public urination, drug use and sales, aggressive panhandling and public intoxication.

2.9.24.090 Urinating in public

It is unlawful for any person to urinate or defecate in a public place other than a washroom or toilet room or other facility specifically designated and intended for that use.

(Ord. 7018 §1, 2016; Ord. 5164 §8, 1991; Ord. 4225 §2, 1980).

- The Secretary of the Interior’s Standards for the Treatment of Historic Properties, 1995
Standards for Rehabilitation
1. A property will be used as it was historically or be given a new use that requires minimal change to its distinctive materials, features, spaces, and spatial relationships.
2. The historic character of a property will be retained and preserved. The removal of distinctive materials or alteration of features, spaces,

and spatial relationships that characterize a property will be avoided.

3. Each property will be recognized as a physical record of its time, place, and use. Changes that create a false sense of historical development, such as adding conjectural features or elements from other historic properties, will not be undertaken.
4. Changes to a property that have acquired historic significance in their own right will be retained and preserved.
5. Distinctive materials, features, finishes, and construction techniques or examples of craftsmanship that characterize a property will be preserved.
6. Deteriorated historic features will be repaired rather than replaced. Where the severity of deterioration requires replacement of a distinctive feature, the new feature will match the old in design, color, texture, and, where possible, materials. Replacement of missing features will be substantiated by documentary and physical evidence.
7. Chemical or physical treatments, if appropriate, will be undertaken using the gentlest means possible. Treatments that cause damage to historic materials will not be used.
8. Archeological resources will be protected and preserved in place. If such resources must be disturbed, mitigation measures will be undertaken.
9. New additions, exterior alterations, or related new construction will not destroy historic materials, features, and spatial relationships that characterize the property. The new work will be differentiated from the old and will be compatible with the historic materials, features, size, scale and proportion, and massing to protect the integrity of the property and its environment.
10. New additions and adjacent or related new construction will be undertaken in such a manner that, if removed in the future, the essential form and integrity of the historic property and its environment would be unimpaired.

- WAC 246-260-031, General design, construction, and equipment for all WRF (water recreation facility) pool facilities. <http://apps.leg.wa.gov/WAC/default.aspx?cite=246-260-031>
- Public Health & Social Services Department, Environmental Health Division, Mobile Food Unit Restroom Agreement. www.co.thurston.wa.us/health/ehfood

Facility Types (and Terms)

Portable Toilet or Restroom - (aka Honeybucket, Sanican, Porta-Potty)

A portable toilet or restroom is a free-standing superstructure that is single ventilated improved pit (VIP), with the pit being a tank for holding excreta. The improvement provides continuous airflow through the ventilation pipe vents odors and acts as a trap for flies as they escape towards the light.

The single VIP remains among the simplest and cheapest toilet systems, that needs no water for its function.

Health risks from flies are not completely removed by ventilation. To keep the single VIP free of flies and odors, regular cleaning and maintenance is required. This will also prevent the spread of pathogens.

Water Closet (WC) / Flush Toilet / Loo

A flush toilet or a water closet is a toilet that disposes of human excreta (urine and feces) by using water to flush it through a drainpipe to another location for disposal. Loo refers to a room with a water closet.

ADA compliant

Restrooms that meet 2010 Americans With Disability Act.

Gang Style

Refers to a configuration of toilet stalls, typically when there are separated men’s and women’s restrooms. The result is the creation of semi-private space around the sinks and mirrors where the majority of violence in restrooms takes place. We recommend avoiding this type of configuration for public restrooms.

Direct Entry Single Occupant Stalls

The Portland Loo is an example of this style, entering directly into the unit from a public way, eliminating the semi-private space that occurs in gang style restrooms where a majority of negative behavior takes place.

Building Facilities

Restrooms that are located inside of a building such as City Hall, or in a tenant space like Starbucks. Access to the restrooms may involve passing a security guard or requesting a key or code.

Comfort Station

Site built structure that houses flush toilets and may include showers, community space, or other amenities. Typically designed to have a similar aesthetic to its surrounds.

Portland Loo

The Portland Loos are sturdy, ADA compliant, flush toilet kiosks located in public areas. The Loos are open 24/7. Louvers at the top and bottom create an interior environment that offers complete visual privacy, and are angled to allow law enforcement to observe the number of users inside. The unit’s hand-washing station is exterior mounted to also serve the general population. The restroom was designed with CPTED by using high traffic areas and visibility to deter illegal activities and generate high usage rates.

APPENDIX

Olympia PBIA Downtown Sanitation Master Plan Questionnaire:

The City of Olympia has retained a consultant, YOUNG architecture LLC, to provide a downtown sanitation master plan.

1. Is there a real or perceived problem with human waste downtown? Please explain.
2. Do you feel this is primarily due to lack of available restrooms downtown? If not please explain.
3. Have you experienced people urinating or defecating in the street downtown in the last year?
4. Does the real or perceived problem of public sanitation affect your business?
5. Is your business' restroom open to customers? Is it ADA compliant? Does your business serve food/beverages?
6. Is your business' restroom open to non-customers or the general public?
7. What kinds of negative or positive interactions have you had with people wanting to use your restrooms?
8. Is there any incentive that would make you want to open or improve access to your business' restroom to the public?
9. Is there anything the City or the Ambassadors could do to help increase access to private restrooms?
10. Would you direct customers to a public restroom?
11. What qualities would a public restroom need to possess to consider that an option?
12. Do you have any other thoughts or personal experiences to add regarding sanitation downtown?

Is there a real or perceived problem with human waste downtown?

Please explain.

Over 90% of respondents stated that there was a real problem with human waste on the sidewalks and alleys of downtown.

- Absolutely! It seems "clean up" is only being addressed on main streets of 4th and State. I have seen human feces, homeless and drug users and needles right outside my business on Columbia.
- real. poop behind dumpsters in the alleyways, pee and puke in doorways daily. my business has puke in the doorway probably every other morning especially on the weekends.
- Real. I own a shop and routinely clean up urine in the morning. A few months ago, someone had explosive diarrhea on the wall of the alley next to my shop. Sometimes there is just a pile of poop. I frequently see men peeing, ducked behind dumpsters and cars.
- Real. I spot human waste in ally ways and on sidewalks. I contact Downtown Ambassadors to provide clean up. I have witnessed several men urinating in ally ways.
- Real! I work downtown and weekly if not daily see human feces and people urinating in the alley ways.
- YES. I've worked downtown for several years and I've seen it all, in nearly every alley, alcove and unattended/ unused doorways and closed business entrances.
- Real problem. When you can see human waste in alleys the problem is past perceived.
- yes. just walk around downtown & look & smell.
- This is a real issue. Our recent efforts are a good beginning to address the issues.
- I have seen poop on sidewalks - not sure if it is human or dog though.
- Yes, real and perceived. People who work downtown every day see it occasionally. Tourists see it once and freak out!
- Yes. As a business owner, we have to clean it up.
- Yes. The smell of human's using storefronts, alleys, and other spaces downtown as their own personal toilets is sometimes overwhelming.
- Yes, I've seen it. It also can be smelled. Downtown stinks
- real and perceived, they feed off one another in a cycle that I call the circle of poop
- "Real- I've witnessed various forms of feces, urine, and vomit over the last 6 months, as well as an enormous amount of trash that somehow appears overnight in front of various shops, and parking lots."
- not so much where i am
- Both. Yes there is a real human waste problem, as evidenced by the human waste all over the place and the disgusting conditions of the alleyways. There is also a perceived human waste problem because

unless you can keep it clean, everyone who doesn't frequent the downtown will assume it's still dirty.

- YES!!!! My store is close to a mini mart that sells single serving alcoholic beverages. My back porch and parking area is used as a urinal and worse. The smell is so bad some days that I have to use vinegar to rinse it away. It doesn't always work completely, but it helps. I would love to spend more time on my business and less time cleaning up after people.
- The problem is NOT a perception. The alleys smell of urine and I have cleaned up human feces at the back door of my downtown business.
- Yes, you can not walk 2 blocks without see it in the planters or on the side of a building. Depending on the weather the smell of urine can be easily detected most days.
- Yes, Most alley and store fronts smell of urine. Not very nice for customers
- "Yes, because I deal with it on my property. Sometimes the front door alcove more specifically in the adjoining alley"
- There is a real problem. Last week there was twice that there that someone pooped on the building that I work in.
- yes. the back of my restaurant is often used as a bathroom. On hot days it smells so strongly of urine and occasionally there are giant piles of poop. it's really gross to have to clean up and unfortunate for the people that have no privacy to go to the bathroom. Everyone loses
- I believe there is.
- "Yes, it's a real problem. People poop on sidewalks and alcoves. People poop in alleys. People poop around green spaces by buildings (old Carnegie Library). I've seen all of these within the six months. By smell, I know they urinate in these areas too. Also, not just a human waste issue; dog waste left uncleaned also an issue. Also seen within the last six months. "
- Yes, my parking lot is used as a bathroom
- Real problem. Thank goodness for the street team cleanup crew.
- Perceived... i see some transient people using the Alley way, when the restroom is two block away
- It's not perceived, we have people leaving feces in the alley behind our store and on the strip along the North side of our building not to mention them peeing on our bldg and entry carpet....explain...you've got to be kidding.
- I know there is, though I rarely see it thanks to our dedicated clean team. Only when I walk downtown early in the morning or walk through the alleyways. I understand that the clean team makes minimum wage

by contract, and are not a part of sanitation. If that is true, I find this information appalling.

- Real, as a business owner I can show you evidence behind my building.
- Sadly, the problem is very real
- Its a real problem, ask any first floor business owner in downtown.
- Real, and escalating. I have encountered human waste at my business location twice this year, and not once in the previous 16 years.
- There is definitely a REAL problem with human waste all over downtown. My office is a block away from the Artesian Well and every single day I am stepping over feces, vomit, used condoms and needles - either right on the sidewalk outside my office door or in the alley between buildings. It's absolutely horrifying.
- I am a downtown business owner and frequently clean up human waste at both of my entrances and my doorways consistently reek of urine! So I would say a seriously real problem
- Real sometimes, notice it far more on hot days. Homeless/transient dog owners are also a problem no public toilets will fix
- Real, dealing with the cleanup and smell weekly.
- There is some that I've seen on streets.
- REAL. Someone pooped on the side our building last week.
- yes, bums poop @ my storefront, dumpster area, its nasty
- A real problem, although it is localized. I've seen it. It is intolerable.
- Perceived. I haven't seen it.

Do you feel this is primarily due to lack of available rest

rooms downtown? If not please explain.

Over 50% of respondents stated that this was due to a lack of restrooms in the downtown area.

- I feel public restrooms should be available for people shopping and visiting downtown. We only have one such building by the lake park. Although the restroom and shower at the well may help the riff-raff that now inhabits the "public park" it does nothing for shoppers or visitors of the State Capitol!!! Our downtown issue is drugs in the hands of entitled children hanging out downtown, mentally ill homeless people, etc. It is truly difficult to tell people who ask if moving to Oly is a good idea when downtown looks like Skid Row
- Yes! More restrooms that are open 24hrs a day would help with alley

poop. probably drunk people will continue to puke wherever.

- Yes and drunkenness. It's a rare guy who is willing to walk all the way over to the lake to pee when he can just whip it out in an alcove.
- Transit population that does not care about our downtown
- Most likely, however, since I cannot say for certain if people will seek out restrooms or just eliminate at their convenience.
- No, I think it is due to the lack patrolling units to monitor alley ways and alcoves.
- That's a drop in the bucket but it would be helpful if the transient and substance abuse populations had more options.
- no. it due to the people living on the street.
- Yes and no, the real solution is for people to be housed with their own bathroom and places to sit and hang out.
- Yes. Most definitely. This is IMO almost wholly true for the street dependent / homeless population. Less true for drunk bar patrons who have other choices but don't care.
- no its due to the homeless population
- Yes a lack of available restrooms. but also the culture of some people who choose to live on the streets and have no respect for others property.
- Public restrooms can help, I think based on what I see it is an urgent uncontrolled call to nature sometimes and others are lazy and won't look for a proper toilet. Same goes for the litter.
- yes, but I've never pooped on the sidewalk, but that's just me
- No, there are plenty of restrooms. Individuals who are intoxicated, drugged out, mentally ill do not have much care for what's going on around them.
- no! Its people that live on the streets they need to get it together we offer so many places
- Yes, poor people who don't shop at stores and don't eat out need access to multiple public restrooms all through the downtown.
- Yes. However, there is a public restroom 2 blocks from my shop at capitol lake...and yet.
- I think that more available bathrooms would help. Another part of the problem is people partying and camping in the front and back of businesses. Those people often leave an unsanitary mess.
- Yes. Very limited availability over night time.
- Possibly that and/or lack of personal responsibility.
- I am not sure that the problem is due to a lack of restroom or to the fact that the person that pooped on our property didn't really care where

they went.

- Yes. What public options are open after 5pm?
- Yes, I think it would be much less of a problem with a few good public bathroom options.
- I do not know whether it's availability, or the nature of the individuals who do this. Is walking four or six blocks to a public facility convenient enough? Time will tell...
- Yes, where can one go poo after they close?
- I think it's more about the overwhelming amount of street people and homeless. If this issue was addressed you would not need as many restrooms. It's inhuman & unsafe for people to sleep in the streets.
- No, it's the large amount of homeless
- Yes and no. Yes there should be more centrally available restrooms not the black tar and feather project by the artesian water "park"....what a joke! 24 hour bathrooms are needed, not 7-5..
- I would hope it's due to a lack of restrooms, and not because people are unable to relieve themselves elsewhere.
- Yes and no. Most businesses won't let people use their restrooms as they get trashed and people steal items. Places like the salvation army and the people feeding the homeless in parking lots don't have a hand washing station or restrooms, people need a place to go and some semblance of normal. On the other hand, some people are so out of it they pull their pants down and relieve themselves where ever they are. The human condition is the problem.
- No, I feel it is due to the increasing population of vagrants that seem to lack any sense of self-care and responsibility. There is a bathroom within eyesight of both human waste episodes we've had this year.
- I would say that this problem has more to do with a lack of accountability. There isn't any reason for the individuals who do these types of things to stop because no one wants to be the bad guy. I realize that the police officers in our city have crimes and other issues to deal with, but if there was a sense of actually having to pay consequences for defecating in public or public urination, or ducking into the apartment entry right next to my office to smoke some god knows substance out of a bent coke can (?? what will they think of next ??) then why would these people stop?
- Yes! Almost every single business Downtown refuses to let folks use their restroom. We are not social workers or social services. It is not our responsibility to provide restrooms for our citizens. It is your responsibility to provide for our needs.
- Yes, it will help, just make sure that they are monitored. A closed in dumpster bay was being used to hide drug dealers and sex act's until

the building owner put a lock on the doors..

- yes and tolerance of alcove camping. If you are going to stay you will have to “go” at some point
- Yes - Lack of public restrooms.
- No. There are plenty of restrooms downtown. Every office has a restroom. Every restaurant has a restroom. There is a restroom at Heritage Park, two on Percival Landing and a portable restroom at the artesian well. The problem is 100% related to the number of homeless drug addicts living on the streets in downtown Olympia and the state of lawlessness that has been promoted by the City of Olympia’s lack of police presence and resistance to enforcing the existing laws.
- I think its due to drug and alcohol use, They need to be sent to a different city !! they are bad for business
- Less to available restrooms than uncivil behavior. I’ve seen people outside my business, during daylight hours when restrooms are available within a block, peeing on the street.
- Don’t know.

Have you experienced or seen evidence of people urinating or defecating in the street downtown in the last year?

Over 95% of respondents stated that they had seen or experienced people urinating or defecating on the sidewalks or alleyways.

- yes very often. in my doorways right on 4th. while my store is open. yesterday i watched a man urinate on 4th and adams in the middle of the day.
- I smell pee in many of the alleys, but that could also be occurring when drunk people come out of nightclubs intoxicated.
- Yes, Especially when the bars close.
- Visually see it at least once a month. Yes
- no But a customer has seen that
- Yes, almost every single day. I work downtown, and I walk the alleyways and the sidewalks and clean it up behind my own storefront.
- I have watched people urinate in the alley frequently. We clean up urine at our back door several times a month.

- Yes, in the alley between Capitol and Washington, Legion and 5th.
- I have personally seen several people on the streets urinating and defecating during the past year.
- Yes, seen in last six months. I walk to work downtown, so lots of opportunity to observe this in the morning before the Clean Team does their thing.
- Yes, urinating in the alley next to my business nearly daily. Human waste on my doorstep once in the last 6 months.
- Yes, every week
- Every day
- Frequently
- That or shooting up drugs, didn’t care to get close enough to see which.
- Yes. At least 10 times.
- all the time, every night in my cameras as well
- Yes. Urinating.

Does the real or perceived problem of public sanitation affect your business?

75% of respondents stated that public sanitation downtown affected their business.

- yes. its gross, my employees sometimes have to clean up human waste 2when it is blocking the door and thats terrible.
- Yes. It either keeps customers away because they think downtown is a disgusting cesspool or it gives them something to complain about.
- The main public sanitation issue for my business is all of the food waste, cardboard boxes and other garbage left by night time “campers”.
- Yes. People don’t want to shop downtown with all the feces “everywhere”.
- I hosed off my sidewalk until the building owner complained I was using his water.
- Hard to say that for sure - I don’t know.
- Somewhat. Our business is not really dependent on foot traffic, but the perception makes clients reluctant to come to our location.
- Yes. Being near the artesian well gives all downtown a “black eye” in public perception of cleanliness and safety.

- At this time no since our front door does not have an alcove. The alley around the corner from our business is used as a toilet at times.
- Yes. People with money are less likely to come downtown and shot if they are having to navigate human waste.
- yes people do not like to see the filth around them
- Not so much in our new location on Cherry Street, but when we were on fourth avenue across from The Reef, yes, absolutely.
- Yes. Overall impression of a dirty downtown full of unwanted people in our community.
- Yes it does, customers complain that the parking lot has poop or pee in it and it smells and they are not going to come back. Or they are also witnessing going to the bathroom and say they are not going to come back to our business or downtown at all.
- absolutely
- Absolutely. Customers comment on this. I do not know if customer comments are based on reality or perception, but they impact the willingness of some locals to visit downtown.
- Yes, parking lot is gross. People dont like downtown because it is dirty
- Yes, it affects all businesses downtown. So many of the local consumers will not come downtown to shop because of the negative publicity. They feel it is unclean and unsafe.
- Not that I’m aware of
- I believe it affects all of us with alcoves. It is a community issue.
- No, we are not located on the ground level nor are we a retail business
- Absolutely, I hear it often, “who want’s to go downtown Olympia, it is dirty, uncleaned, the well is a scary place, and the people are allowed to be in doorways and wondering the streets while drunk, drugged or because they have mental health issues”
- Yes - It’s not only unsanitary on the streets, but on the walls and door handles!
- I have already explained how this impacts me personally.
- Not really, part of the wildlife of living Downtown..
- Yes, customer have told me they will not return and they will be using West side or Lacey business to avoid the experience Downtown
- Not directly, but definitely indirectly.
- Real problem. Absolutely. Poop on the side our building affects my business.
- not usually
- YES!!!! but even more my customers dont want to be around the high

and drunk nasty out of their minds people

- yes. The sidewalk smells bad.
- I don't know.

Are your business' restroom open to customers?

67% of respondents stated that their restroom was open to customers.

If your business' restroom is open to the public, Is it ADA compliant?

Of the businesses that stated their restrooms were open to the public, 41% stated that their restrooms were ADA compliant.

Does your business serve Food/beverages?

25% of respondents stated that their business served food or beverages.

Is your business' restroom open to non-customers or the general public?

8% of respondents stated that their restrooms were available to the general public.

What kinds of negative or positive interactions have you had with people wanting to use your restrooms?

About a quarter of the respondents stated that they had positive interactions with people wanting to use their restrooms, while most respondents stated they had negative experiences.

- If it is an emergency I will let a customer use my restroom. The problem is the 100-yr-old building with poor plumbing that needs to be "babied" People have been understanding but between that and parking meters I lose customers frequently
- We are mostly open to the public. I keep back stock in my bathroom so i worry about theft. People have left messes I have to clean up.
- One lady went back there and shot up and sprayed something I couldn't identify all over the wallpaper, ruining a section. Most people are grateful to be allowed to use it, not knowing what businesses have restrooms open to the public. Some customers are literally doing a little dance, needing to go.
- Parent with small child has been allowed. Belligerent adults insisting they must have access immediately are turned away.
- I have key code locks on my doors to deter non customers but still we have issues with people changing soiled clothes and leaving them behind, bathing in the sinks, drug and alcohol use, vandalism and the occasional hazmat clean up.
- Normal ones.
- "Over a 36 year period we have a few incidents were people left mess behind."
- Mostly positive interactions with customers. We have more "users" who don't make a purchase during events (ArtsWalk, Lakefair)
- We will let people use them, if asked. Our ground floor is generally locked and few people, other than clients and prize-winners make it up to the 2nd floor restrooms. One is in the upper hallway not locked or behind a controlled door.
- all kinds of people ask and we try to be polite when we say no
- Sign on door for customer use only keeps others out.
- They go use drugs, threaten others in restroom, try to enter unauthorized areas. Steal
- sometimes people are bathing, shaving and doing all manner of grooming. It's awkward. Sometimes they won't leave after we're closed
- tell them to go over to the park there are public restrooms
- All kinds, plus our bathroom is ancient and scary. If we had a nicer one I would let even more folks use it.
- Ours is not a public restroom and our customers are extremely grateful to be able to use our modest facility. When only one staff person is on duty we are not able to let customers use the restroom for safety reasons,
- usually always positive. Very few customers ask if we have one.

- Non-customers find ways to use them and vandalize them. \$\$\$ spent every month to deal with this issue.
- It is not an option. I used to be located in a building that had a restroom at the end of a hall near a fire escape rear door. We would leave the door open for air circulation. That left the restroom accessible to strangers who frequently used it to shoot drugs. We had to deal with the aftermath
- We generally don't let anyone use our restroom (including customers) however we do make exceptions. There have been several occasions in which our bathroom was vandalized or there was poop all over the bathroom and down the walls of our hallway.
- people sneak in to our bathrooms and usually end up doing drugs and leaving needles behind. We had a little kid carry a needle out of our bathroom and ask their parents what it was. That was the all time low besides the 2 times I had my staff get poked and end up in the emergency room. People get angry when you tell them its for customers only because they don't want you to assume they are up to no good in there. They think it is their right to use our bathroom even when they are not a paying customer. It is a total pain in the ass and there's no where to really send people during late hours.
- It's been almost entirely positive.
- I only make restroom available in "emergency" customer situations. Not posted as available, but "yes" when requested. It's small, non-ADA, generally inconvenient.
- We usually let them go. Very rarely say no
- At times I have allowed non-customers to use the restroom, or they have slipped by when we were busy with other customers. I have had to clean up huge messes. From human feces to urine everywhere. Also I have had needles throw in the toilet tank, the toilet paper stole numerous times and the toilet plugged with the paper roll and then flushed
- Very few people complain
- We used to allow general public to use our bathrooms on request for 38 years. After having individuals come in and trash the toilets, lock themselves in, leave drugs and needles,etc we quit. Customers only now.
- Have a problem almost every day.
- People off the street smell, they are loud and demanding and not happy if asked to leave.
- We simply tell the person where the nearest bathroom is located. (Across the parking lot.)
- This is a private office. No one uses our restroom. However, I was at 3

Magnets last week and a few individuals who had tents set up on the grassy hill next to their building walked into the ladies room while I was in the restroom (he was most definitely a man) and proceeded to use the facility to bathe..

- Its usually negative because folks have no place they can legally use the restroom so they are forced to commit petty crime in order to complete regular bodily functions.
- Our restrooms were available until an ADA complaint came in. We had to close them to all at that point.
- None.
- We used to allow the public to use our restrooms, but then drug addicts pooped all over the floor, vandalized the bathroom and stole all of our toilet paper.
- A few people have walked in over the past year asking to use a restroom but left without incident when I explained they were not open to the public
- poop and pee on the floor, leave it dirty, smell up the office, hang out in it till i kick them out of restroom. very bad situation
- Never by customers but sometimes by the public, toilet paper stolen, messes left, needles to pick up.

Is there any incentive that would make you want to open or improve access to your business' restroom to the public?

11% of respondents stated that there was something the city could do to increase access to private restrooms.

- I wouldn't need one if the city provided more public restrooms.
- Monies to cover additional cleaning costs
- We generally give everyone the benefit of the doubt but when we have non-customers use them regularly we step in and remind them that they are for customer use only.
- No, I've already had plumbing issues.
- Fix it up and help keep it clean and presentable and I'll open it to the public.
- no. we have extremely old, sensitive plumbing and it already has a hard time as is. We also take a lot of abuse as being one of the few business' that stay open late. My staff is constantly having to monitor

the bathroom and the front door to make sure people aren't sneaking in.

- Considering the personality breadth of potential users, the location of the current restroom in an out-of-eyesight location, non-ADA, I doubt I would ever want this to be a public restroom.
- As a good establishment with seating area I am bound by health dept regulations to have a restroom for my customers. I have no issue with this. The majority of my customers are respectful in there usage of the facility
- I don't want to have to clean up after people, pay for all the supplies. There is no incentive that would allow people to use my restrooms based on past experience.
- general respect for others
- Yes. Clean the drug addicts out and then we will happy to let the general public use our restroom. When Olympia is no longer the haven for illegal activity on the street, we will feel safe offering our restrooms to the public.

Is there anything the City or the Downtown Ambassadors

could do to help increase access to private restrooms?

11% of respondents stated that there was something the Downtown Ambassadors could do to increase access to private restrooms.

- Signage to park restrooms? Another permanent restroom. I am quite certain we don't need another expensive painted bench
- I think because of merchandise and liability having public restrooms would solve most of the issues. they need to be 24 hour and ADA accessible.
- Post some signs that say "Restrooms" with an arrow. Unfortunately, the location of the Portland Loo is intimidating to many people. At least there are also the ones by the lake.
- Perhaps provide the cleaning service and upgrades needed for higher volume, however the building owner would need to give permission.
- don't know. You're all doing a fine job so far.
- I am eager for the new "lou" to open at the artesian park and to continue to monitor the data, usage and abuse of the current facilities
- I don't think they should increase access to private restrooms.

- Hire more people and pay enough staff to have a downtown public restroom that is staffed regularly as in done in many smaller communities that cater to shoppers and visitors.
- I don't think is is private businesses responsibility to solve this social issue. This is why why we pay taxes and elect public officials. If the city wants to be in the business of social work and allow and encourage those people who CHOOSE to live on the streets as a lifestyle, then the city can take the responsibility. Otherwise, businesses will leave and the city will be a home for the homeless.
- They can't make people behave. Pay someone to be an attendant at the city hall restroom. See how well that works before you ask us to do even more.
- No, it's more about what the City could do about the lessening homeless problem downtown. This would free up resources for people who are contributing members of the local economy, etc.
- Stop gouging small businesses for the PBIA crap and maybe they'd have some extra funds for internal projects. Or give them a kickback *somehow* if they make their restroom public. Or give the people who need to use the bathroom a gift certificate to the business so that they're immediately not just asking to use the bathroom and have \$5 to spend in the store. Reimburse the businesses for the gift cards.
- Daily cleaning.
- While I am glad to help our customers out in this way there are security issues as well as sanitation issues that would hinder many small businesses from opening their restrooms to the public in general.
- build them with added security
- No. Businesses pay for amenities via customers spending money in the business.
- Provide security
- I don't think it would be fair to put this issue on the heads of small business owners. It should resolved with public restrooms that are not located within private businesses.
- For property owners with restrooms in an accessible location in the buildings, fully funding restroom remodeling and ADA compliance may be incentive.
- Provide more is all I can assume would work.
- "Yes build a well maintained safe bathroom for all the public to use 24 hrs per day"
- Again, the idea that the Downtown Ambassadors would have to negotiate the use of private restrooms is very upsetting. It seems like an abuse of their resources. This seems like a public sanitation issue.
- People that do this don't care.

- We love the Ambassadors but cannot imagine how they could help to increase access to private restrooms,
- This is not the job of the Ambassadors! The city has the responsibility to provide these services. The problem is that it has been allowed to get out of hand with nothing being done. The city is loaded with people who could work but choose not to, therefore we have this problem.
- Why? Private restrooms should not be made available to transient people. So that I can worry about my computer/laptop, office items, employee purses etc being stolen? No thanks
- Monitor the public restrooms so they don't become a haven for drug dealers and sex act's
- ENFORCE LAWS.
- send the bums to a different city area, keep them out of downtown
- Identify them & make that information available. There are tear-out downtown maps already available.
-

Would you direct customers to a public restroom?

79% of respondents stated that they would direct customers to a public restroom.

What qualities would a public restroom need to possess to

consider a referral for a member of the public?

- Frequent cleanings, soap and hand sanitizer, seat covers, good location in proximity to local businesses. Encouraging shopping, sightseeing, and dining will keep empty store fronts from continuing to grow
- that it be clean. have running water.
- Something you didn't need to ask to use.
- Clean and safe
- Safety, cleanliness
- Soap, seat covers, surfaces that can be/are sanitized. I really like the new bathroom at the well because you can see through the bottom and top which decreases the fear of "walking in" on inappropriate/illegal activities.
- Clean, safe and accessible
- Open, functional and clean.

- Open safe and clean
- "If it were clean and LOTT made it a modern engineering marvel with bells and whistles ;-)
I would direct people there if they asked and didn't want to make a purchase from my business."
- Not a Port-a-Pottie or a Portland Loo. I A regularly cleaned, often staff bathroom, possibly attached to a public tourist center or visitor center.
- clean and secure with no bums hanging out around it
- Well maintained, clean and safe.
- I would have no need to direct my customers to a public restroom. I would direct the public to one, and I think a port-a-potty is good enough, provided they are well maintained.
- Clean, Safe, Well stocked with soap, hand towels and TP. An Attendant
- safe and clean I guess
- Not in its current state. It's sadly embarrassing to direct individuals to a public restroom that is so over run and abused by homeless, etc. I wouldn't feel right putting people in harms way.
- open! if they are a customer I would happily let them use mine. Can't let every joe blow in
- Privacy, not open at the bottom and the top or resembling some futuristic battle cage, more than single occupancy, disabled and elderly friendly and CLEAN... not an obviously fortified shooting gallery.
- That it be open.
- Clean, well lit and easily accessible.
- ability to keep clean/secure at all times and safe enough for others to not feel threatened by things like left behind needles
- Clean, Clean, Clean.
- Clean, monitored, sense of safety,security system
- I would think that it would need to be in working order, be clean and safe.
- not a porta potty
- Privacy, locking doors, running water, soap.
- Clean, safe, easy to describe location
- Clean, safe, modern, heated, permanent, kid friendly
- Sink, flushable toilet, paper towels, changing station for infants. Ada accessible
- Clean, well maintained
- Clean, safe, well like and centrally located
- I would want public sanitation to clean the restroom often, maintain

- it's functions, and have well-marked, well-lit doors. The restrooms at percival landing are an excellent example of a restroom I would refer to.
- Safe and clean.
- Attractive, clean, safe and nearby
- Hot and cold running water, an attendant or cameras, and some sort of security. It would have to be clean and people would have to feel safe.
- Open.
- Clean, drug/needle free
- A toilet, toilet paper, hand washing facility, maybe a mirror?
- Not being a honey bucket style of toilet, i.e., flush into sewer system is best.Clean and not stink is next priority
- one available
- Ummm, very clean and very safe.
- Not be located in the artesian well park where criminals attach each other with large rocks.
- a toilet and locked toilet paper roll, constantly patrolled for drug use and sex in bathroom
- They would need to be clean.
- Clean and safe.

Do you have any other thoughts or personal experiences to

add regarding sanitation in downtown Olympia?

- When I see a homeless camp, complete with tent, set up on a public sidewalk one to two blocks from "downtown" in particular Thurston Ave., There is always going to be menutia left behind. That is also where human feces were in the alley, literally one block from the bus station, which has a public restroom. Why is it acceptable to set up camp on the sidewalk?
- I think listening to the needs of the community. Restrooms have been requested downtown for years now. truly accessible ones not closed after dark. I think more housing for the houseless would also help downtown sanitation. more public resources and drop in hours. I think partnering with programs like Interfaith Shelter who have a strong understanding of the street communities needs would be smart.
- The Heritage Park bathrooms should be open 24 hours with a security guard.
- Public trash bins need to be emptied more frequently. Private trash &

recycle dumpsters are regularly rifled through and scattered. Cigarette butts are littered along sidewalks, parking lots and allies. Enforce litter laws, enlist daily clean up work, provide cigarette disposal containers.

- I think there needs to be more of an effort to clean up “camps”. The clean team does a great job of getting the smaller stuff but it would be nice if there was a team that could get the bigger pieces of cardboard, pallets, tarps, items that are being used as beds/structures.
- I think if we had sufficient housing for much of the street population then our sanitation issues would be solved.
- Many other small cities combine an centrally located visitor center with maps and posters of local events and helpful staff with a bathroom that may be used by the public, but access to which is observed. IMO, It’s a matter of the city making this a priority and committing to funding. I believe it would return ample reward in terms of increased commerce in Downtown and increased tax revenues to the City. It also is the right thing to do to have clean, decent, accessible bathrooms for everyone.
- Needs to improve. Graffiti also gives a bad impression. Needs to be dealt with immediately.
- The ambassadors are doing a great job.
- The trash is also an issue. I clean it up daily and I feel one of the causes is a Neighboring business that attracts people that don’t care about the environment they live in. There’s food waste, general litter, used gum, clothing, and a LOT of cigarette butts. BUTTS are litter too! It all gets stinky and it makes the city look bad.
- I think it would be good if you established a single general text number that everyone downtown could have and set it up so that whoever among the Ambassadors was on duty would receive the incoming text on their personal phone. In this way, Ambassadors could be hired, leave, take a vacation and the number would be the same, get to the personal on duty.
- I love Olympia. It’s such an amazing place to live an raise children. The city is beautiful, diverse, and is simply a hidden gem. The city just needs to take a stand and make change happen.
- Something needs to be done a few streets are so filthy looking and stinky that garbage is left at everyday
- Pushing the homeless, young and poor people out of the downtown core is not the answer. We need another centralized soup kitchen and we need to erect a giant tent on the Capitol Campus lawn with 2,000 beds and make them fucking pay attention to the problem they all get to conveniently zip around in their fancy cars going to and from their cushy state jobs while barely even shopping in the downtown themselves.
- The Clean Team and the Downtown Ambassadors are great, but I feel like they’re a bit overextended. We could use more of them!

- “Enforce litter laws. Pet owners must pick up after their animals. The alleys must be flushed regularly in summer. Rain helps in other seasons.”
- I have spent time in Europe. Very common to pay for use of restrooms to support them being monitored and kept clean.
- I appreciate the Downtown Ambassadors efforts to try and keep up with it. If a person is expected to clean up after their dog with disposable bags and not doing so results in a fine, why shouldn’t humans be expected to do at least the same. Adding lights to the alleys could be a deterrent. Keeping the alleys clean and hosed down at least every month. More police patrols.
- Our parking lot is very visible from the street and for people to pee or poop here is rather brazen. This has occurred both during the day and after business hours. I think that it is apparent that the rules of the community are not being enforced, and that people feel that it is ok for them to do this because there is no repercussions to their actions.
- keep the flower beds weeded, have restrooms open 24/7, more garbage cans? hire people to clean up 4th and 5th ave, repaint the curbs so they look fresh
- The Clean Team does a great job! Their responsiveness is highly appreciated.
- I do really appreciate the clean team @ the Downtown ambassador. They have always responded immediately to my concerns. Also the Oly Police Dept do a fantastic job given the situation they are in.
- I appreciate our clean team so much. They pick up waste deposits near my home on a regular basis, and respond quickly when called. I feel like sanitation could really step up their presence in removing waste and deposits downtown, or providing additional support to the clean team by tackling larger projects, such as regularly cleaning alleyways (which used to be a charming part of our city), surveying landowners for property neglect, and providing more opportunities for public restrooms. Whether sanitation is engaged in these activities or not, their presence downtown has deteriorated. I see only the clean team picking up and clearing waste, disposing of dangerous hazardous materials, spraying down buildings, and for that matter emptying recycling cans. Has the city cut its programs? If the clean team is expected to pick up the slack, I hope they are being compensated appropriately, and at government pay rates. I fear that they are being exploited, and my fear is shared by many.
- It has been getting worse every year. Been here over 20 Years and this is the worst its been
- Only that the issue of sanitation downtown is critical to the retailers whose customers are offended and therefore reluctant to shop downtown,

- Develop programs to get people out of poverty and drugs (or alcohol dependence) find places for the mentally ill. The problem downtown will not be solved unless the problem is stopped up stream. Don’t allow downtown Olympia to be the dumping ground for everyone with a problem.
- There need to be strict consequences for soiling our city.
- Yes, stop allowing so much loitering in all of the alley ways, parks and artesian well by people who only want to “hang out” all day and use drugs, make drug deals, spread violence, ride their stolen skate boards and bikes etc. This city has become known for being a good place for these things to occur because they allowed to do whatever they want. It’s sad that I would never feel comfortable walking around downtown at night or with children...
- I am surprised with the amount of construction that is going on in downtown that it is so difficult to rally around a public bathroom.. This could benefit everyone.
- Glad to see that there is going to be new ones at the watering hole on 4th. Hope it doesn’t become a place for drug deals and sex act’s
- Thank you ambassadors and clean Team
- How about putting 24/7 public restrooms on the City Hall block? I also don’t think there’s any point of expensive, permanent, fancy public restrooms. High quality Porta-Potty units that are checked and cleaned often would be great. Maybe have local artists paint the exteriors.
- Yes. I see people urinating in downtown Olympia all the time. They are addicts that have no regard for cleanliness. They also have no concern with law enforcement because they know that police officers have been told not to enforce laws because it is a waste of money. I’ve stepped in human feces on the sidewalk, I’ve seen poop running down the side of my building. The Portland Loo will do nothing to solve the problem. There are already plenty of available restrooms. The City is wasting taxpayer dollars, when the money should go to walking patrol officers who actually enforce the existing laws.
- remove the bums and problem solved, may it be another cities issue!!
- There is also small mounds of personal effects/trash left all over downtown that need to be cleaned up.

Siting Public Restrooms Downtown

Draft. v Feb 1 2018

Legend		Pilots				
		Fertile Grounds (closed Fall '17)	Olympia Franklin	Salvation Army	Percival West	Artesian Commons
✓	Best Practice					
--	Satisfactory					
(empty)	Poor or not present					
Location:						
1	Vicinity is highly activated (pedestrians, café, storefront shops)			--		✓
2	Specific location is visible (eyes on the street, see and be seen)		✓	--		✓
3	Adjacent to Pedestrian, bike, transit, vehicle corridors			✓		✓
4	Access to utilities	✓	✓	✓	✓	✓
5	Neighboring establishment as potential partner	--		✓		✓
Operations:						
6	Attendant is present (or staff onsite)					--
7	Frequent cleaning	--	--	--	--	✓
8	Maintenance plan (contract)					✓
9	Security (contract)					
10	Consistent hours	✓	✓	✓		✓
Facility Design:						
11	Clear and direct path to the facility		✓	--	✓	✓
12	Good lighting		--		✓	✓
13	Security cameras				✓	✓
14	Lower legs of occupants are visible, you can hear their voices					✓
15	Sized for single occupant only	✓	✓	✓	✓	✓
16	Surfaces allow easy cleaning and graffiti removal					✓
17	Effective Needle disposal system				--	✓
18	Locks (allow for authorized/ emergency access)				✓	✓
19	Handwashing stations (sinks outside, sanitizer inside)					✓
20	All gender	✓	✓	✓	✓	✓
21	Accessible	✓	✓	✓	✓	✓
22	Directional signage & wayfinding					

Other Important Considerations:

- How might the project impact Downtown Strategy priorities?
 - Foster a clean, safe & welcoming downtown for all; Enhance downtown's unique character & qualities; Set the stage for a mixed income neighborhood;
 - Create multi-modal transportation choices; Support a vibrant business environment; Encourage private investment)with comfort station. Include public restrooms as part of any development planning process.
- What is the level of stakeholder support?
 - (potential partners; neighboring establishments; downtown businesses and agencies; general public)
- Do we have capacity to properly operate and maintain this restroom over the long-term?
- Are City departments involved in siting, operating and responding to potential incidents at this location well coordinated?
 - (Community Planning & Development, Parks, Public Works, Police, Fire)

City of Olympia Community Planning and Development DOWNTOWN SANITATION MASTER PLAN

Project Background

GOAL
City of Olympia Seeks to Develop a Downtown Sanitation Master Plan for All Citizens and Visitors.

Team
YOUNG | architecture LLC
Site Workshop LLC
kwkstudy research and writing

Stakeholders
You, Citizens, Residents, Visitors, Business Owners, Street Dependent Population
City of Olympia - Community Planning and Development
Housing
Parks and Recreation
PBIA (Parking Business Improvement Area)
ODA (Olympia Downtown Association)
Olympia Downtown Ambassadors

Recent Developments
The Downtown Strategy identified public restrooms as a need for downtown. A pilot project located 4 portable restrooms. The Artesian Commons location has now been replaced by a Portland Loo. Further investments are being studied, and your input is needed.

Master Plan
The Master Plan will provide recommendations and best practices for public restroom locations, facility type, hours of operation, and key criteria for safety and achieving positive results.

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Olympia Public Restrooms



A. - Portable Unit, Transit Center



B. - Portland Loo, Artesian Commons



C. - Comfort Station, Percival Landing West



D. - Comfort Station, Shelter House, Showers, Harbor House, Percival Landing

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We Want YOUR Feedback:
Please tell us your thoughts regarding public restroom in downtown Olympia.

Have You Used Any of the Portable Restrooms? Y N

The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:
STREET SIGN TO HELP LOCATE FACILITIES

Provide Feedback On Proposed Locations and Hours of Operation:
NEED MORE 24/7
ABSOLUTELY NEED TO BE CHECKED/CLEANED MULTIPLE TIME EACH DAY

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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YOUNG | architecture LLC Site Workshop LLC CITY OF OLYMPIA | DOWNTOWN SANITATION MASTER PLAN

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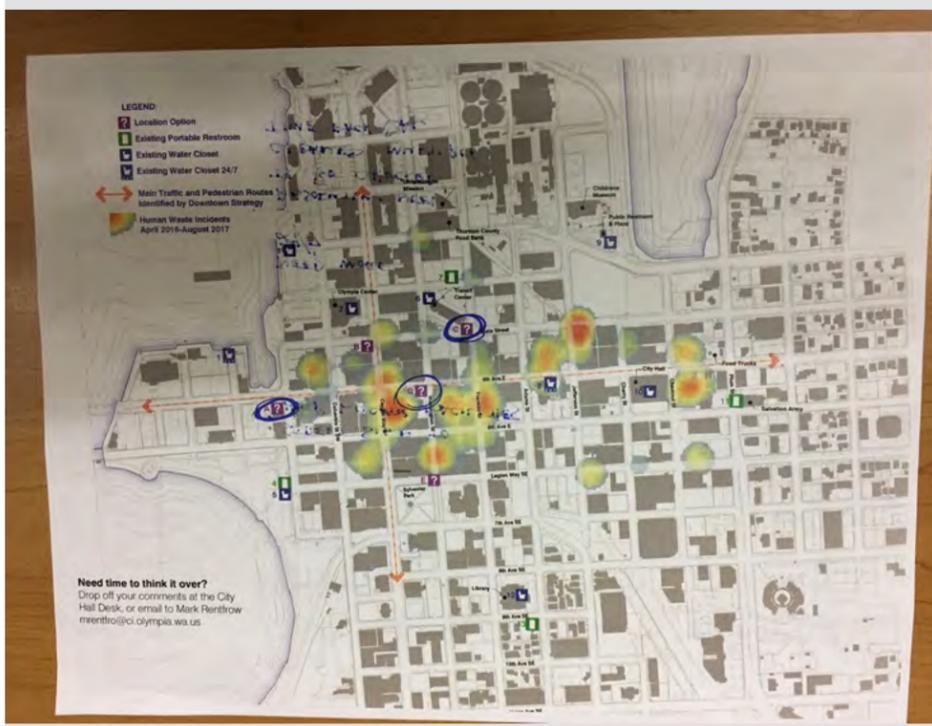
Provide Feedback On Perceived And Real Needs For Public Restrooms:
The city has a real need for public restrooms for all of its citizens housed or not.

Provide Feedback On Proposed Locations and Hours of Operation:
Great

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

Olympia Public Restrooms
A. - Portable Unit, Transit Center
B. - Portland Loo, Artesian Commons
C. - Comfort Station, Perceval Landing West
D. - Comfort Station, Shelter House, Showers Harbor House, Perceval Landing

YOUNG | architecture LLC Site Workshop LLC CITY OF OLYMPIA | DOWNTOWN SANITATION MASTER PLAN



City of Olympia Community Planning and Development DOWNTOWN SANITATION MASTER PLAN

Project Background
GOAL: City of Olympia Seeks to Develop a Downtown Sanitation Master Plan for All Citizens and Visitors.

Team
YOUNG | architecture LLC
Site Workshop LLC
kwkstudy research and writing

Stakeholders
You, Citizens, Residents, Visitors, Business Owners, Street Dependent Population
City of Olympia - Community Planning and Development
Housing
Parks and Recreation
PBIA (Parking Business Improvement Area)
ODA (Olympia Downtown Association)
Olympia Downtown Ambassadors

Recent Developments
The Downtown Strategy identified public restrooms as a need for downtown. A pilot project located 4 portable restrooms. The Artesian Commons location has now been replaced by a Portland Loo. Further investments are being studied, and your input is needed.

Master Plan
The Master Plan will provide recommendations and best practices for public restroom locations, facility type, hours of operation, and key criteria for safety and achieving positive results.

We Want YOUR Feedback:
Please tell us your thoughts regarding public restroom in downtown Olympia.

Have You Used Any of the Portable Restrooms? Y N

The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:
There definitely needs to be more public bathrooms. Shoppers, patrons of bars + restaurants often ask where bathrooms are when they are walking around. Street people also need a place to use the bathroom 24 hrs a day.

Provide Feedback On Proposed Locations and Hours of Operation:
24hrs.

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.
The handicap restroom needs a DOOR on it. Disabled users + parents should not have to use the restroom.

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Provide Feedback On Perceived And Real Needs For Public Restrooms:
How does portland decide where to put these? How do they do with the upkeep?

Provide Feedback On Proposed Locations and Hours of Operation:
just get them people need to use the Bathroom
24 hours

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

would be nice to have them 24 hours but because of lack of respect they would be damaged.

Make Your Own Picks On The Back
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Olympia Public Restrooms



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Provide Feedback On Perceived And Real Needs For Public Restrooms:

I HAVE SEEN PEOPLE PEE & POOP IN THE STREET

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

The need for public restrooms is High. Everybody poops!

Provide Feedback On Proposed Locations and Hours of Operation:

Yes - something at Syvester Park - Yes - US Bank parking lot area

Other Comments:

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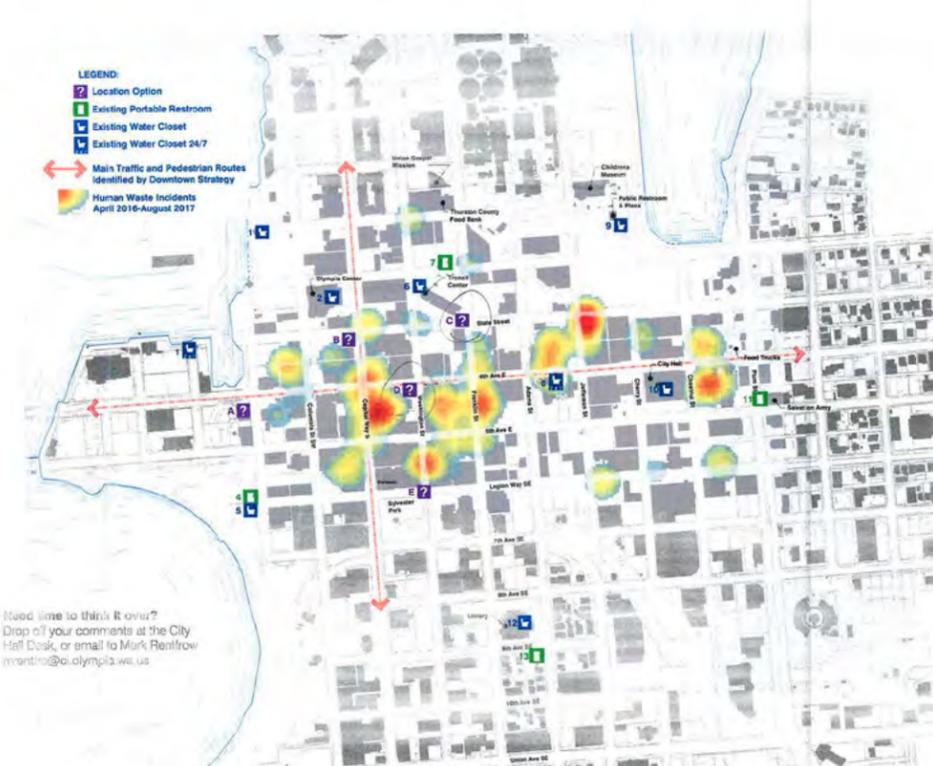
Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

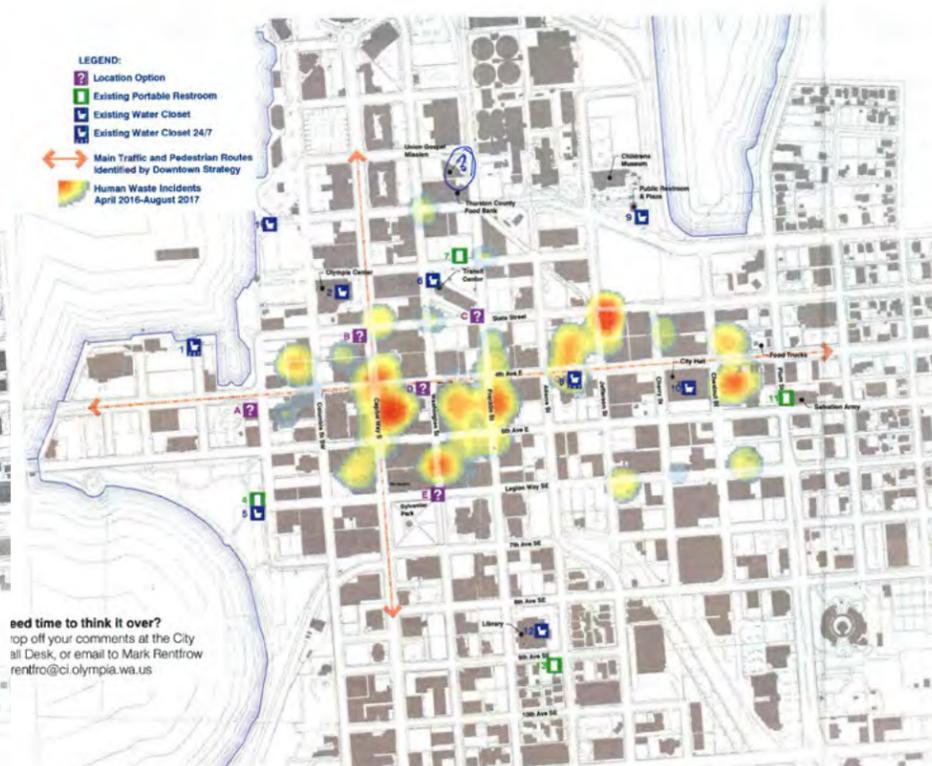
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Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

We get tons of customers asking for bathrooms. It would be nice to have nicer, more centrally located toilets for people who are otherwise too scared to use the po-loo.

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Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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Provide Feedback On Proposed Locations and Hours of Operation:

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Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

Other Comments:

N/A

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

I would prefer to not have public restrooms close to a business. We have a restroom for our customers. It seems like there is an element we are trying to accommodate that do not respect other peoples property & will probably abuse these restrooms is well.

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Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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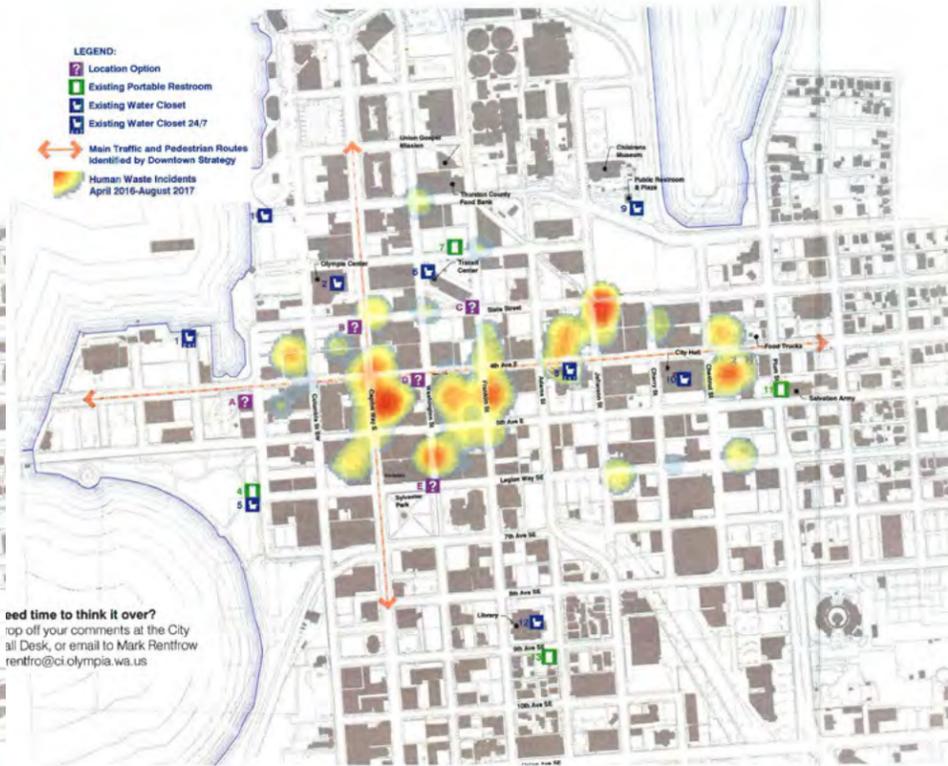
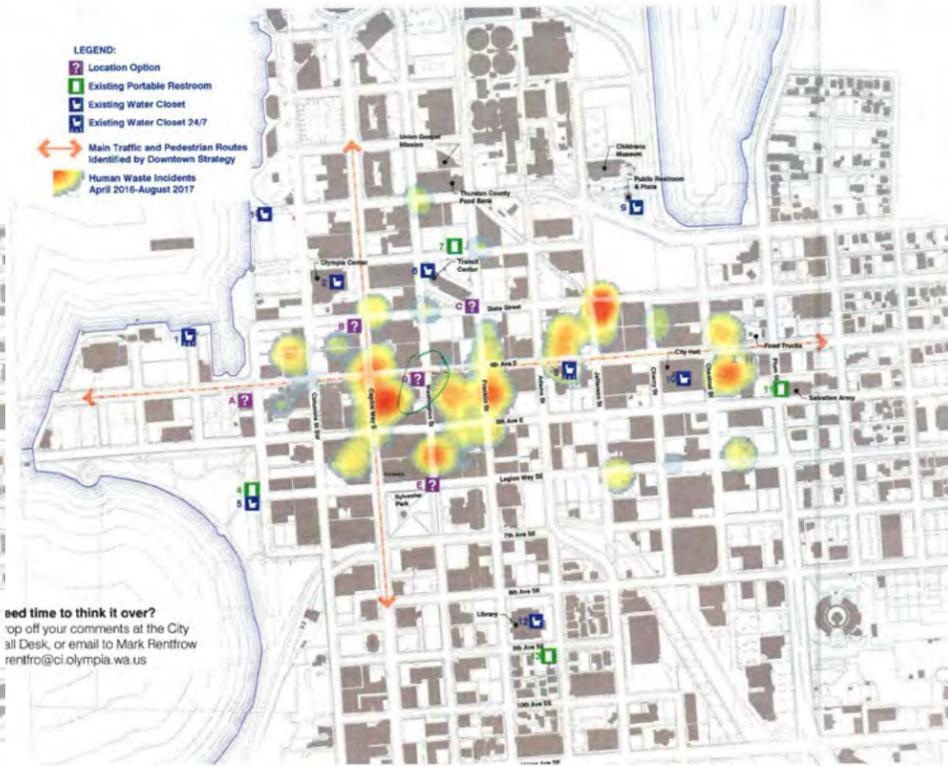
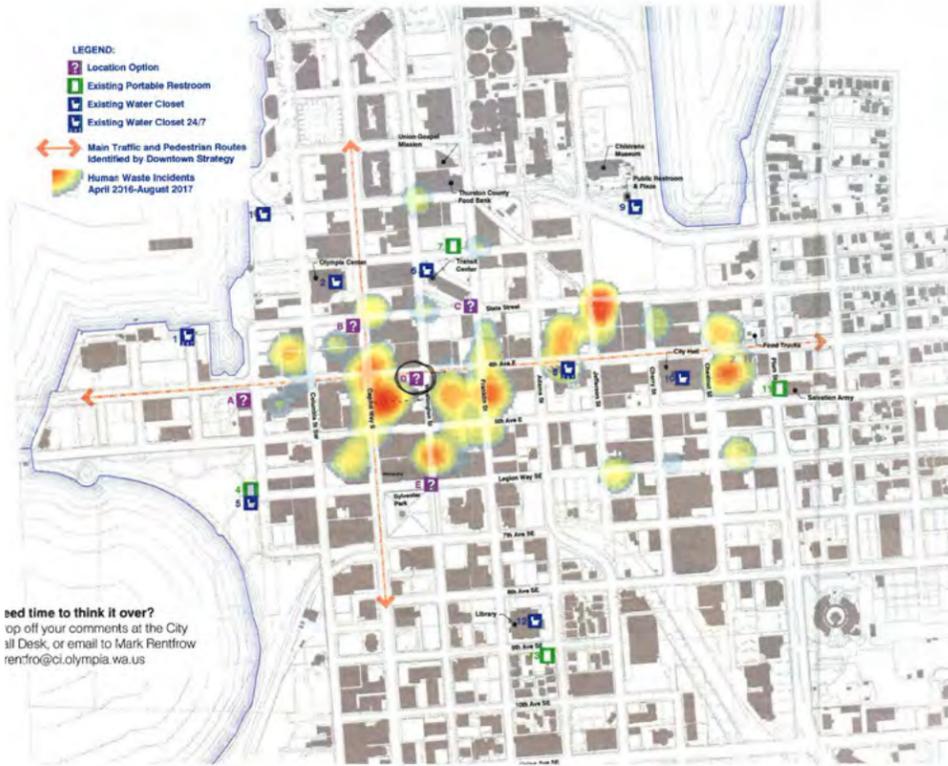
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Provide Feedback On Perceived And Real Needs For Public Restrooms:

So wey a Glor there is a party by Salvation Army now.

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

Its important everyone needs to pee. Take a look at what's happening in LA. Help it on the streets from their. Need 24-7

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

Bathroom by Capitol lake was not too bad. All of my personal needs were met.

Provide Feedback On Proposed Locations and Hours of Operation:

I love the idea of having a location near Compass Rose as we seem to be the epicenter of "activity". Open late until 3 am I think!

Other Comments:

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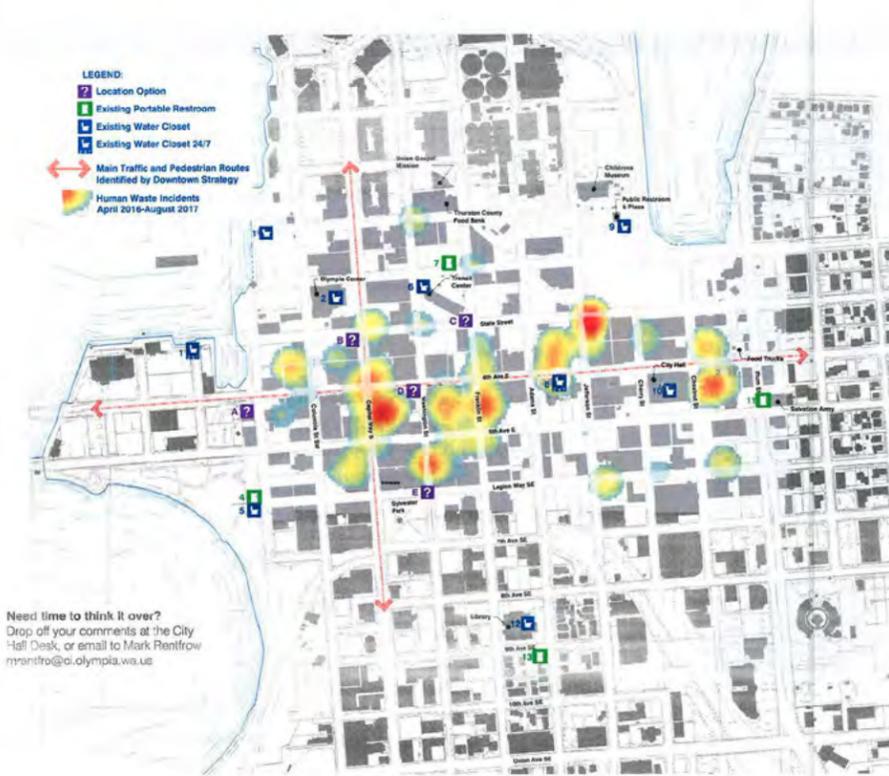
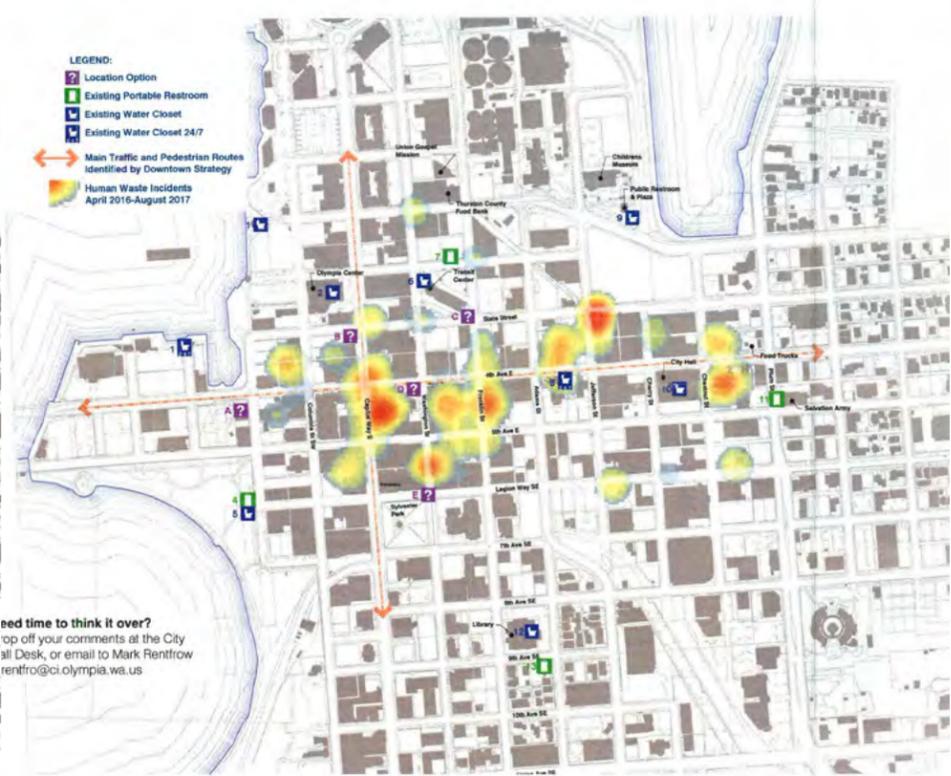
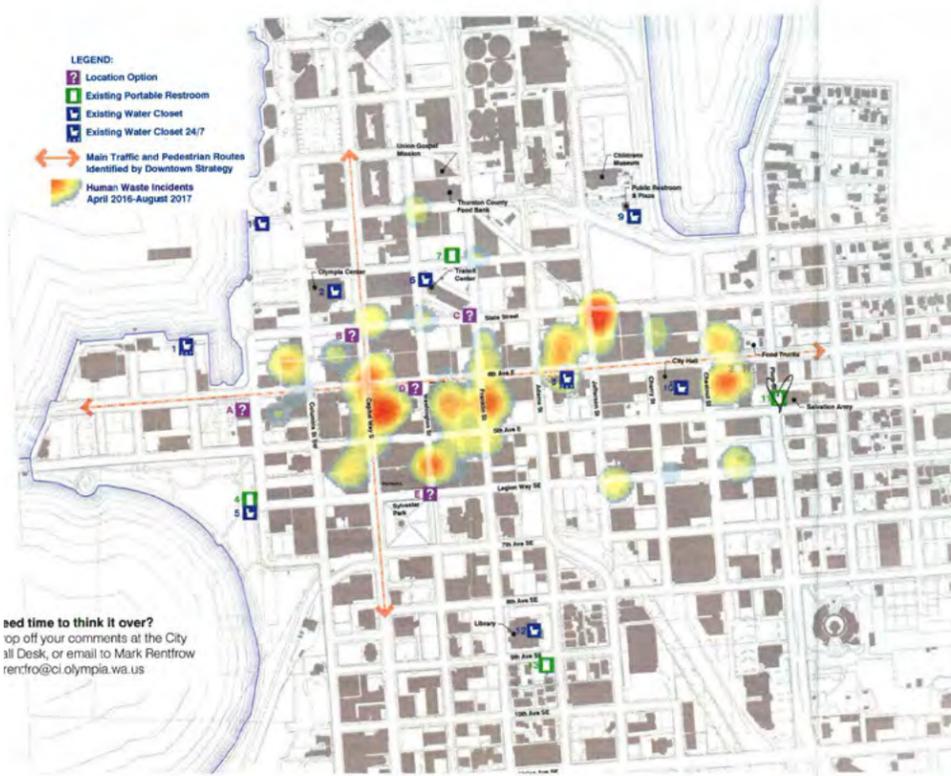
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Provide Feedback On Perceived And Real Needs For Public Restrooms:

The completely enclosed portable or permanent bathroom stalls tends to create more trash and problems than the more open designs do. The Portland Loo type design seems to be the most successful.

Provide Feedback On Proposed Locations and Hours of Operation:

The area & alley ways along 4th Ave seem to be the most problematic. Having an easily accessible bathroom somewhere along 4th Ave will help tremendously.

Other Comments:

people ask me if I want to buy creek when I walk by the portland loo

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

We definitely need more restrooms downtown.

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

Thank you!!!

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Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

*Real + perceived needs
cleanliness (overall, especially)
but for sea most part the bathroom are quite clean.*

Provide Feedback On Proposed Locations and Hours of Operation:

24/7 (for all portable bathrooms)

Other Comments:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

Olympia Public Restrooms



A. - Portable Unit, Transit Center



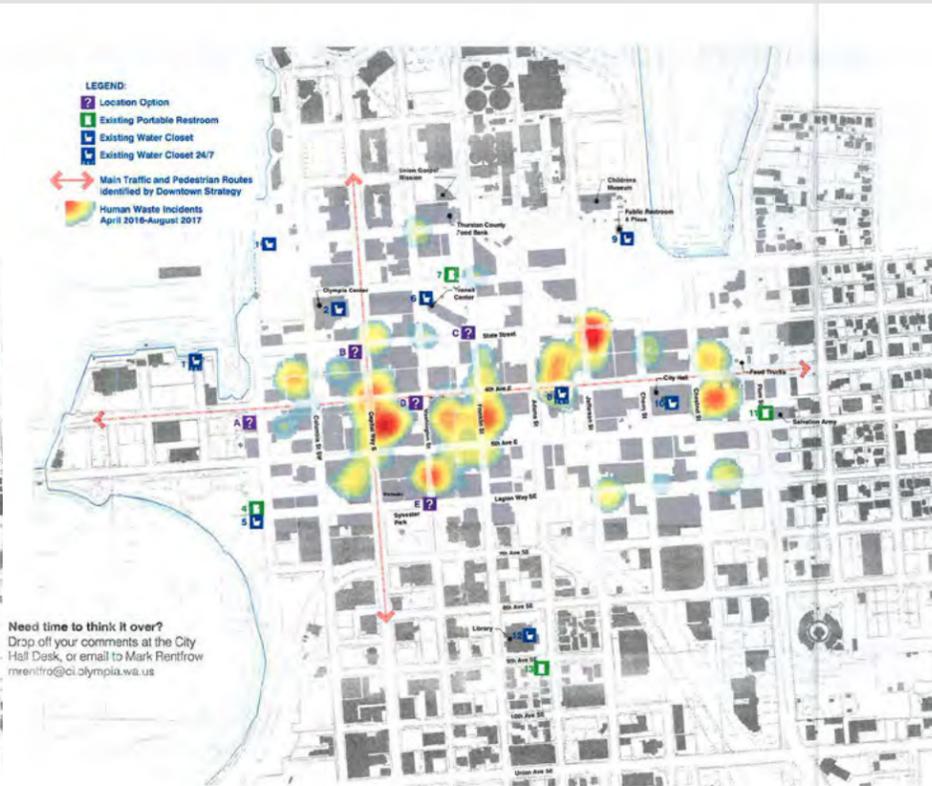
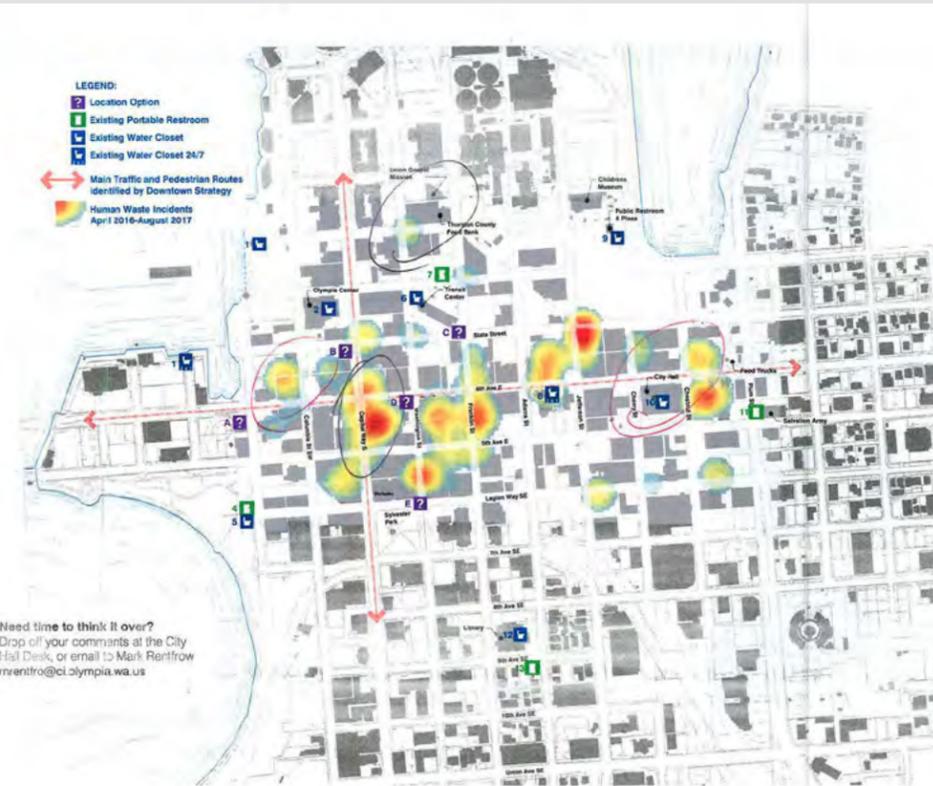
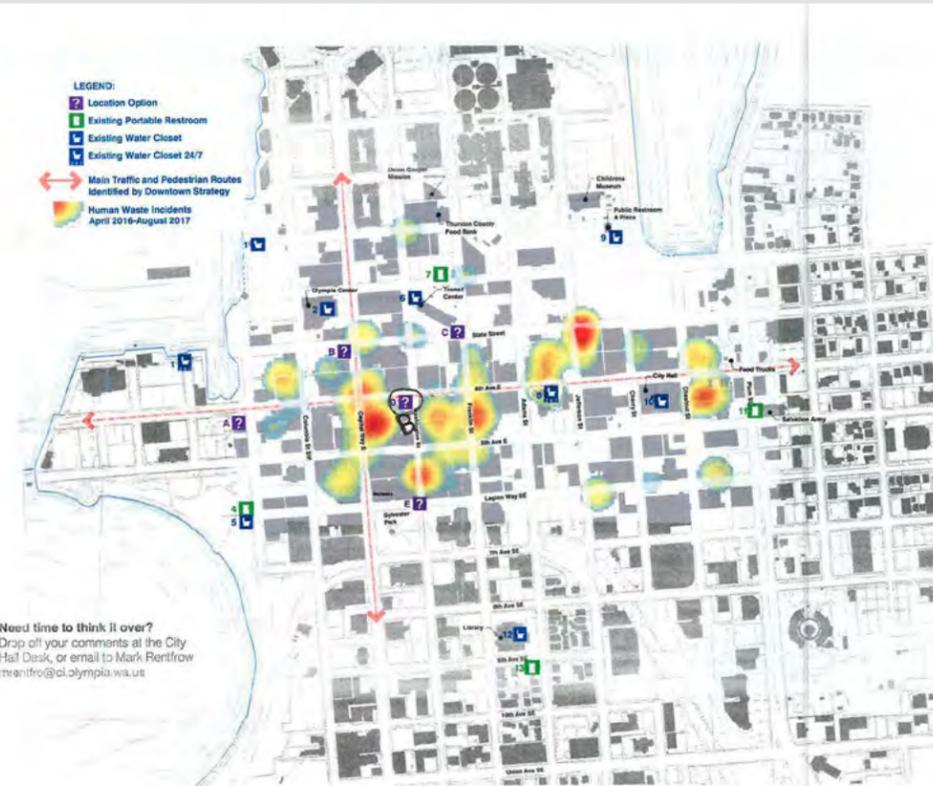
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C. - Comfort Station, Percival Landing West



D. - Comfort Station, Shelter House, Showers, Harbor House, Percival Landing



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City of Olympia
Community Planning and Development
DOWNTOWN SANITATION MASTER PLAN

Project Background
We Want YOUR Feedback! Please tell us your thoughts regarding public restroom in downtown Olympia.

GOAL
City of Olympia Seeks to Develop a Downtown Sanitation Master Plan for All Citizens and Visitors.

Team
YOUNG | architecture LLC
Site Workshop LLC
kxkstudy research and writing

Stakeholders
You, Citizens, Residents, Visitors, Business Owners, Street Dependiant Population
City of Olympia - Community Planning and Development
Housing
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PBIA (Parking Business Improvement Area)
ODA (Olympia Downtown Association)
Olympia Downtown Ambassadors

Recent Developments
The Downtown Strategy identified public restrooms as a need for downtown. A pilot project located 4 portable restrooms. The Artesian Commons location has now been replaced by a Portland Loo. Further investments are being studied, and your input is needed.

Master Plan
The Master Plan will provide recommendations and best practices for public restroom locations, facility type, hours of operation, and key criteria for safety and achieving positive results.

How You Used Any of the Portable Restrooms? Y N

The Portland Loo? Y N I WANT TO

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

Make Your Own Picks On The Back
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Provide Feedback On Proposed Locations and Hours of Operation:

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Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.



Other Comments:
SOLICIT HELP FROM THE SOCIAL SERVICE + OUTREACH COMMUNITY TO EDUCATE / WITH TEAM PUBLIC CONCERNING STREET DEPENDANT POP. AND COMPASSIONATE ELEMENTS.

I THINK WE NEED 2 MORE RESTROOMS D.T. WE ALSO NEED SCENIC PAINTING THE WAY TO THESE + EXISTING RESTROOMS.

RESTROOMS ARE PERCEIVED TO BE DIRTY HANGOUTS FOR STREET PEOPLE. WE MUST CHANGE THAT PERCEIVED BY KEEPING THEM CLEAN, DESIGNING THEM SUCH TO ENHANCE THEIR APPEAR (LIGHTING, LANDSCAPING, CONSTRUCTION, POLICE PRESENCE/AWARENESS).

LOCATIONS AND HOURS OF OPERATION:
I PREFER OPTION C. - COMFORT STATION. I THINK THEY SHOULD HAVE A SINGLE USE OPTION IN THEM FOR FAMILIES / BABIES AND PEOPLE W/ DISABILITIES.

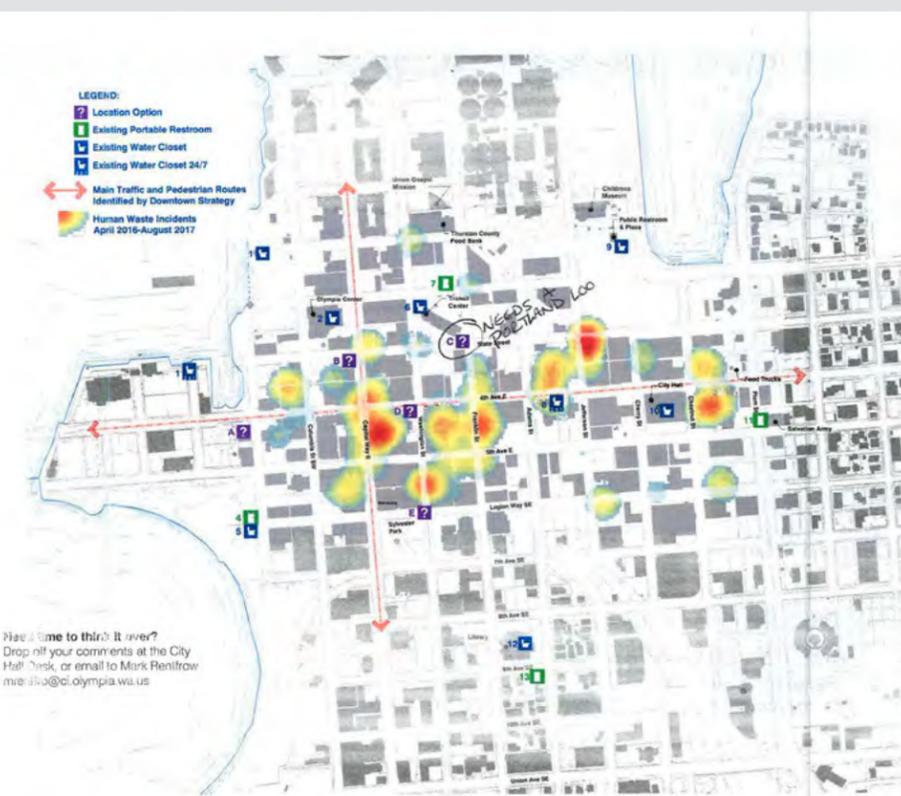
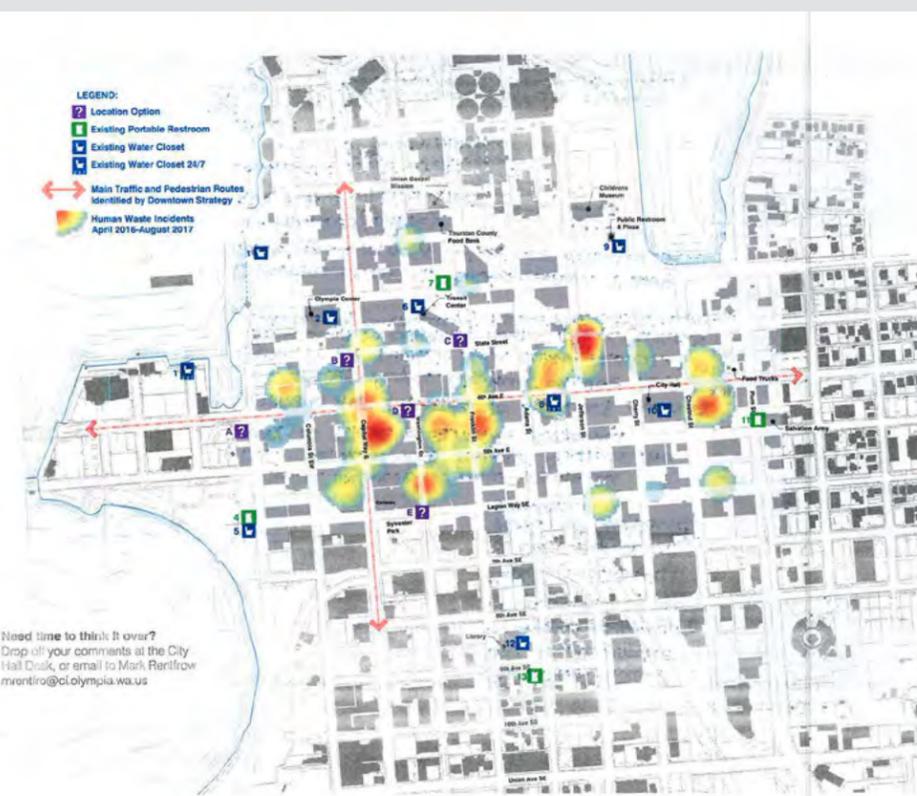
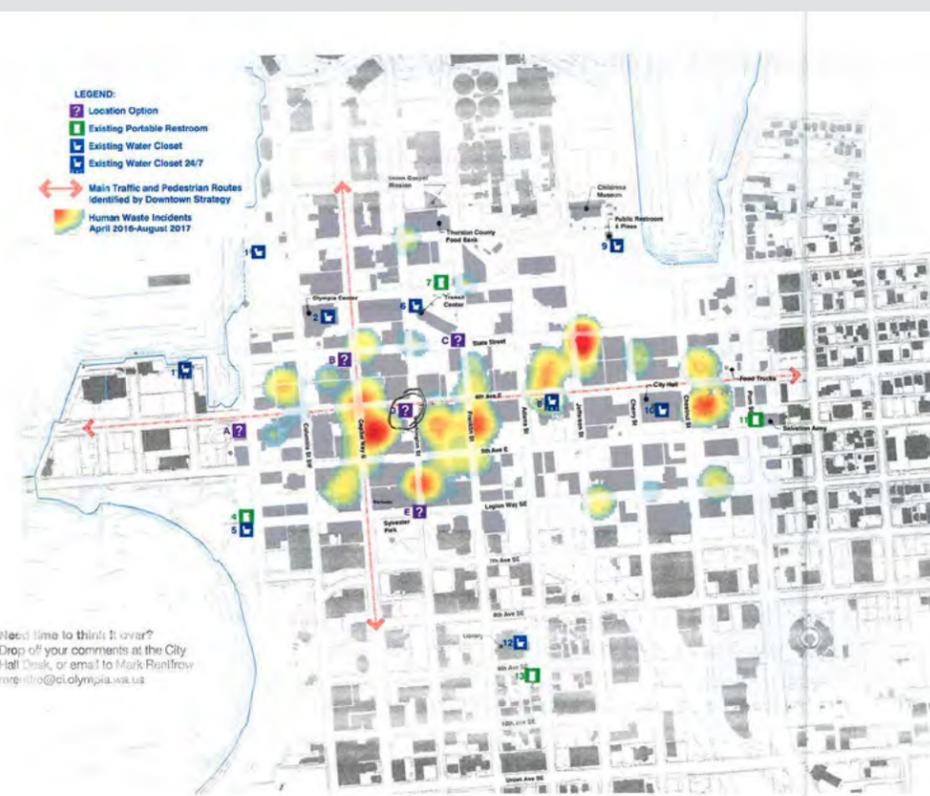
LOCATIONS: STATE + JEFFERSON STS + WASHINGTON

HOURS: 24/7

CHALLENGE: HEALTH + SAFETY ASPECTS TO HAVE PUBLIC RESTROOMS, RESUME RESISTANCE

THE PORTLAND LOO NEEDS A HI-FLOW TOILET AS WELL AS GARBAGE RECEPTACLES INSIDE, THE PORTABLE RESTROOM AT THE TRANSIT CENTER IS ANWFUL. IT NEEDS TO BE MAINTAINED BETTER AND MOZE FREQUENTLY. ALL OF THE BATHROOMS NEED ATTENDANTS AT NIGHT. COMMUNITY VOLUNTEERS SHOULD BE

WE DEFINITELY NEED MORE TOILETS ALONG WITH TO ACCOMODATE THE BAR CROWD.



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We Want YOUR Feedback:

Please tell us your thoughts regarding public restroom in downtown Olympia. *Sharp containers in all restrooms*

Have You Used Any of the Portable Restrooms? Y N

The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

Cleanliness, portland loo is clean. other restrooms Not so much. 24 hour bathrooms needed

Provide Feedback On Proposed Locations and Hours of Operation:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

Other Comments:

Olympia Public Restrooms



A. - Portable Unit, Transit Center



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C. - Comfort Station, Perival Landing West



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The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

We need more Bathrooms for 24 hour use with a Johnny Island

Provide Feedback On Proposed Locations and Hours of Operation:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

Sylvester Park at least Daylight Hours

Other Comments:

The Docks found about Back side of Mission!

Sylvester Park at least Daylight Hours

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The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

24-HOUR OPERATION SEEMS IDEAL

Provide Feedback On Proposed Locations and Hours of Operation:

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Other Comments:

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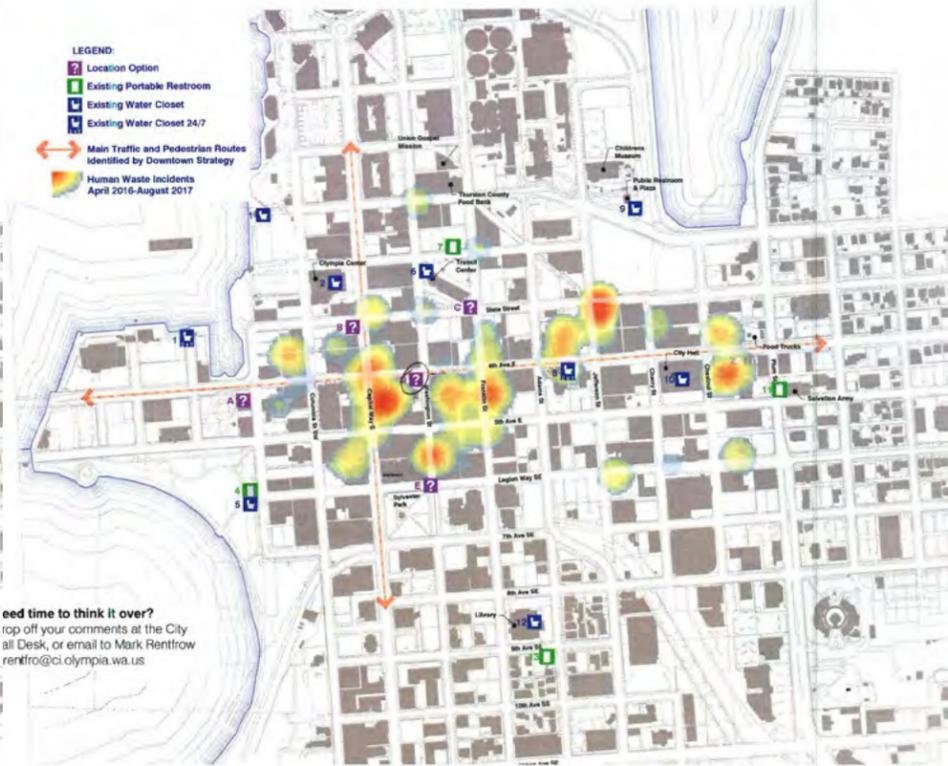
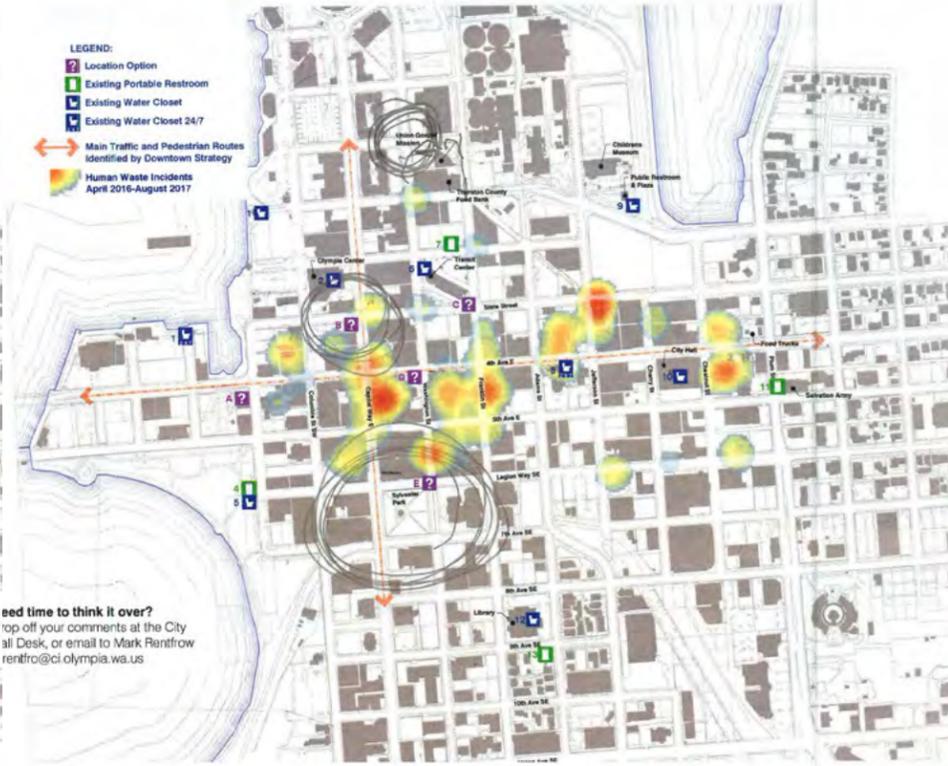
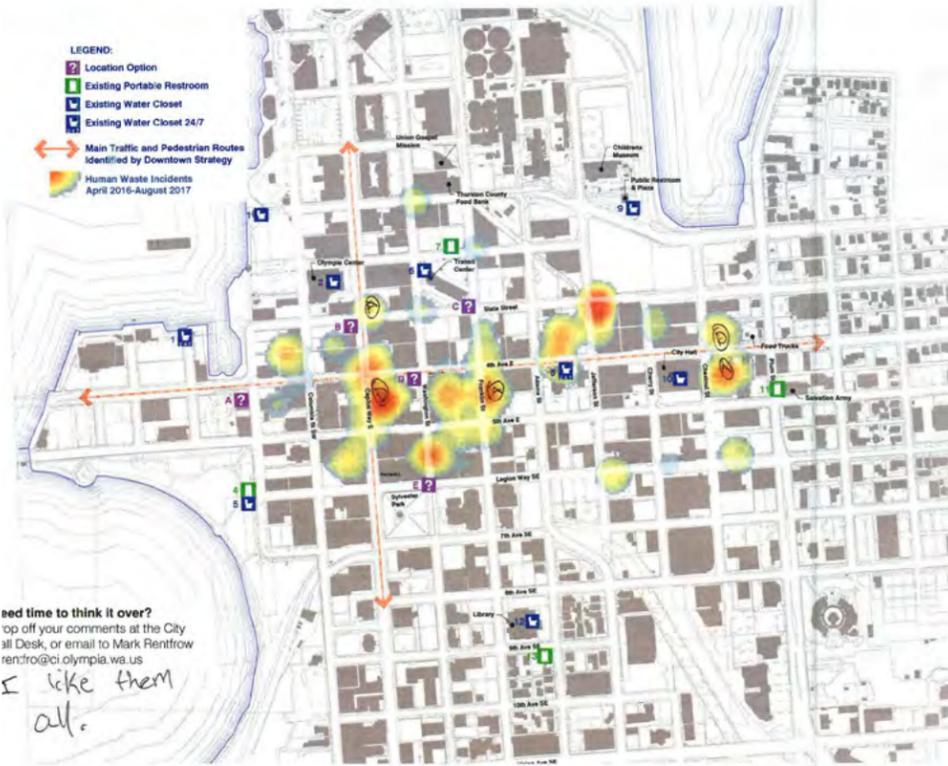
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The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

NEED RESTROOMS + HANDWASHING STATIONS + SHOWERS!

Provide Feedback On Proposed Locations and Hours of Operation:

ARTESIAN COMMONS I'M CONCERNED ABOUT PEOPLE BATHING IN THE ARTESIAN WELL.

Other Comments:

Olympia Public Restrooms



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Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

YTH + WASHINGTON LOOKS LIKE THE BEST LOCATION BASED ON DATA. I THINK IT SHOULD BE OPEN 24/7 STATE + JEFFERSONWAY LOOKS LIKE A GOOD SPOT FOR A PORTLAND LOO

Provide Feedback On Proposed Locations and Hours of Operation:

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Provide Feedback On Perceived And Real Needs For Public Restrooms:

the need for self cleaning bathrooms like in portland are great for the elderly and people that won't use the public restrooms due to drug use loitering or just the cleanliness of them

Provide Feedback On Proposed Locations and Hours of Operation: They can't use 24 hr restrooms so that will be a real challenge

Make Your Own Picks On The Back Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

human waste in the alleys & streets

Other Comments:

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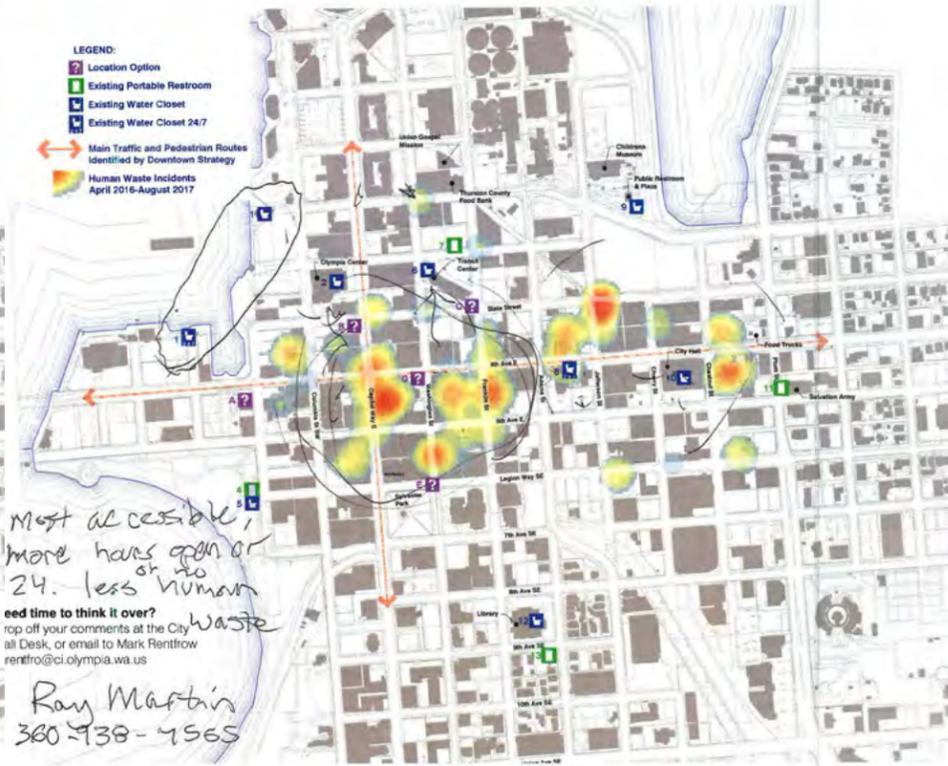
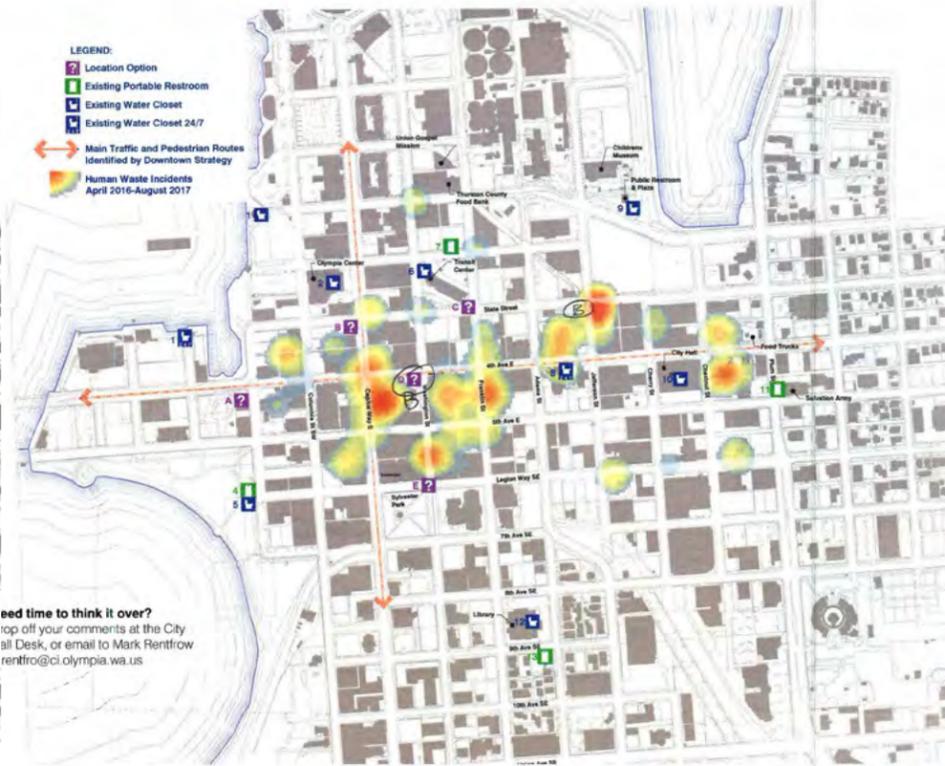
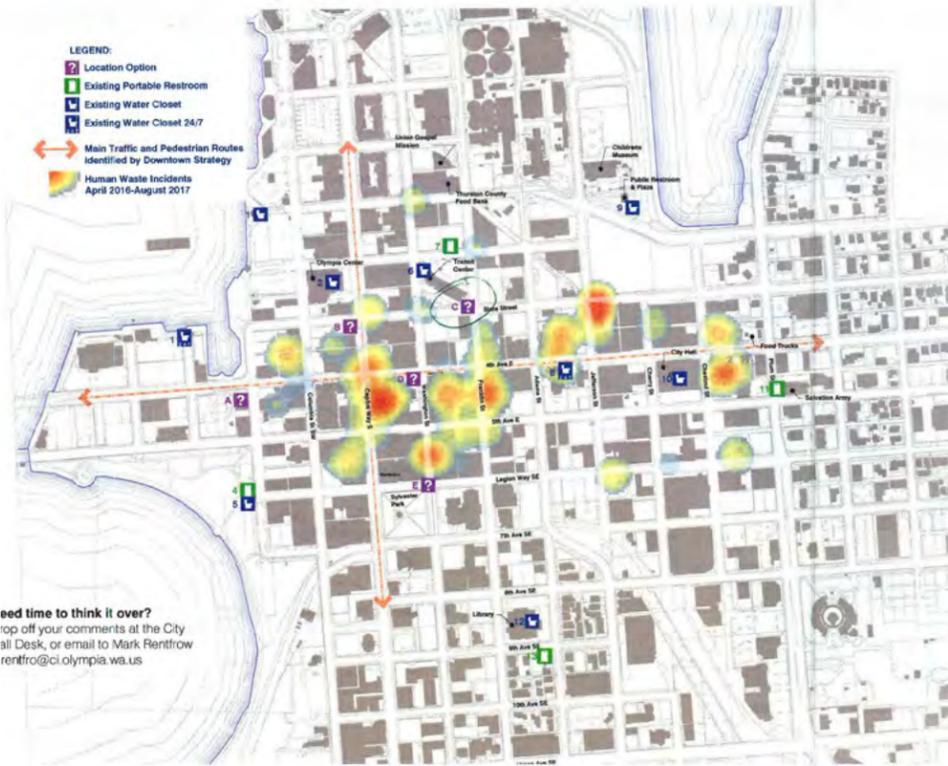
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The Portland Loo? Y (N)
Any of the Olympia Public Restrooms? Y (N)

Provide Feedback On Perceived And Real Needs For Public Restrooms:
Bathrooms need to be open 24 hours a day, no exceptions

Provide Feedback On Proposed Locations and Hours of Operation:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right!

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Any of the Olympia Public Restrooms? Y (N)

Provide Feedback On Perceived And Real Needs For Public Restrooms:
WE NEED 24 HR RESTROOMS IN DOWNTOWN OLYMPIA

Provide Feedback On Proposed Locations and Hours of Operation:

24 HRS. EVERYWHERE MAINTAINED REGULARLY

Other Comments:

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Any of the Olympia Public Restrooms? Y (N)

Provide Feedback On Perceived And Real Needs For Public Restrooms:
found clothing items in public Restrooms.

Provide Feedback On Proposed Locations and Hours of Operation:

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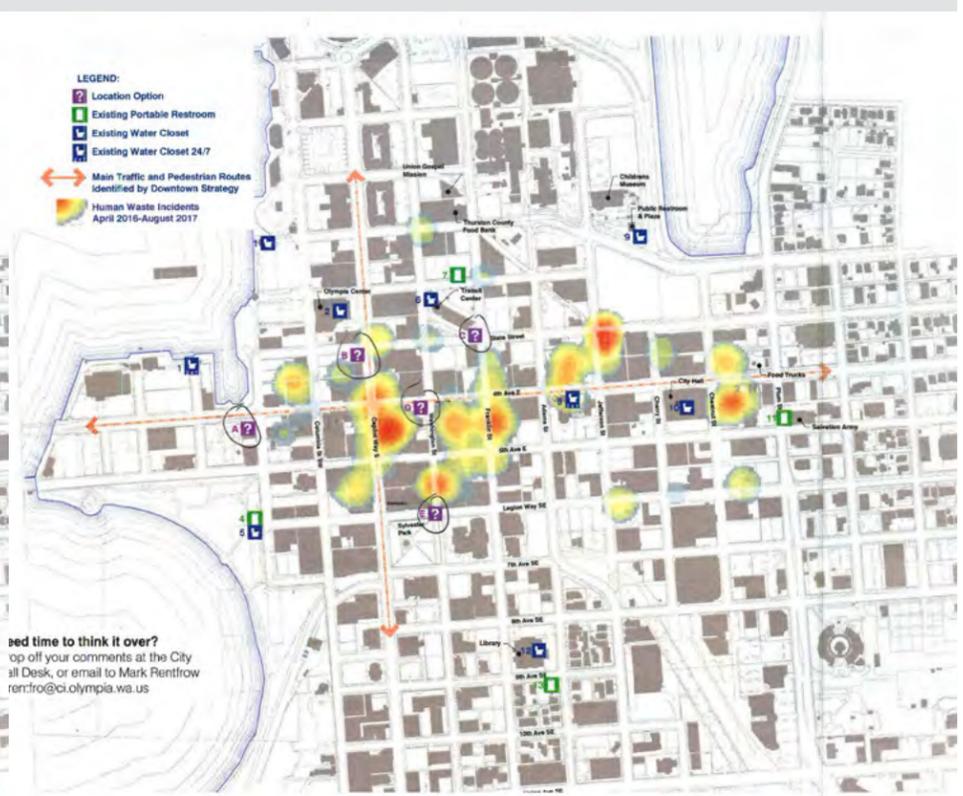
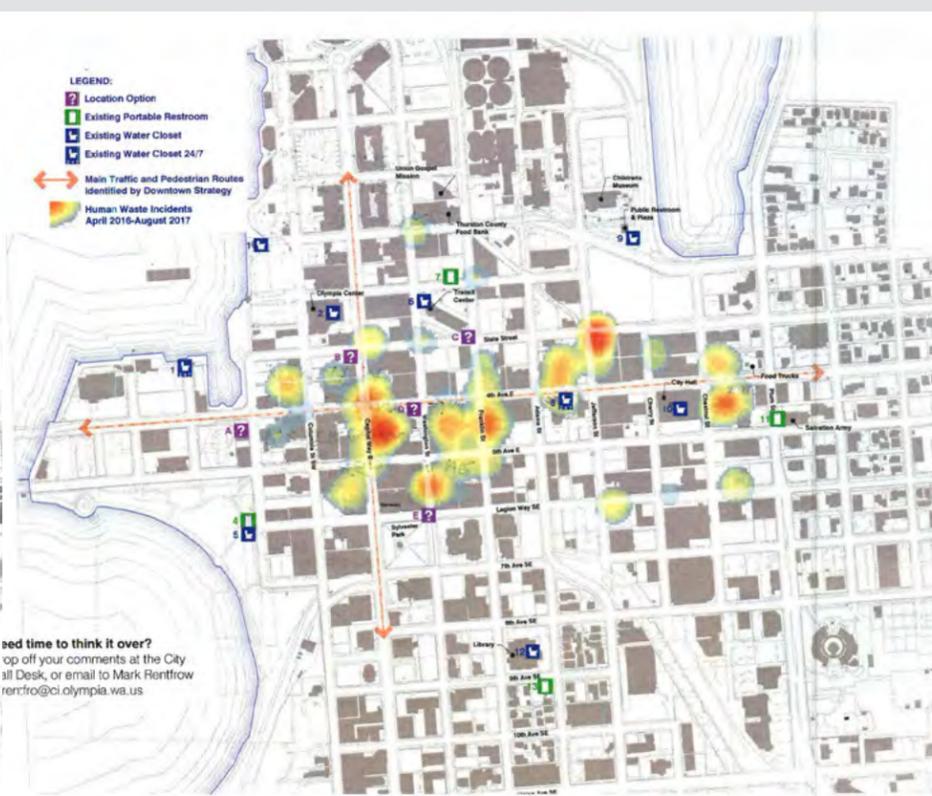
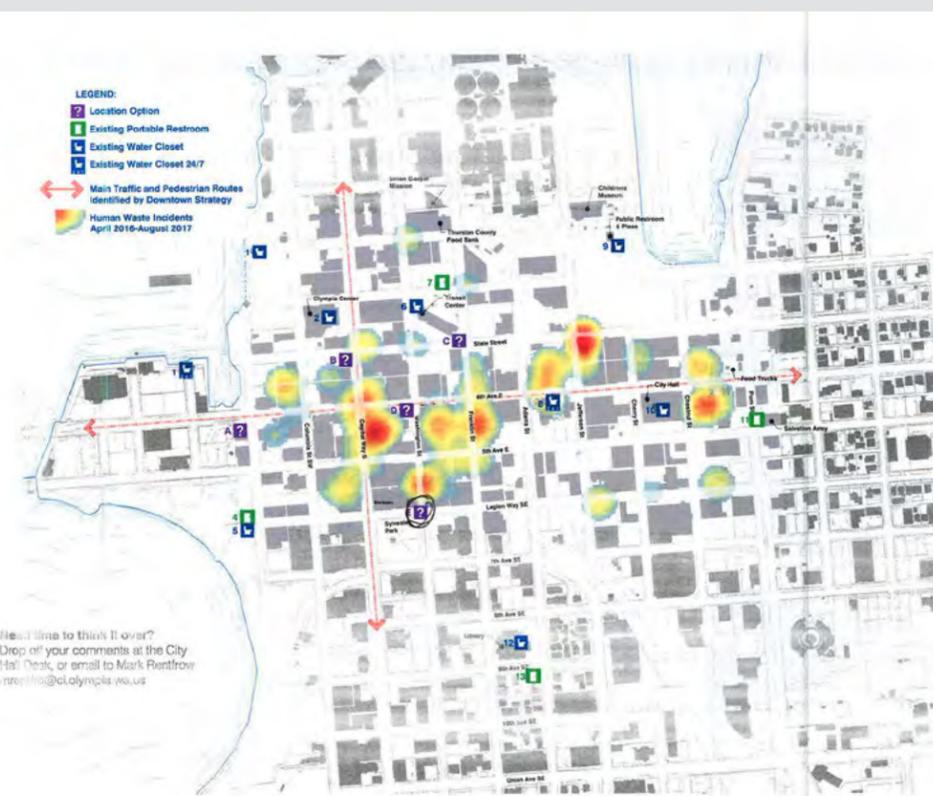
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Provide Feedback On Proposed Locations and Hours of Operation:

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Olympia Public Restrooms



A. - Portable Unit, Transit Center



B. - Portland Loo, Artesian Commons



C. - Comfort Station, Percival Landing West



D. - Comfort Station, Shelter House, Showers, Harbor House, Percival Landing

City of Olympia

Community Planning and Development
DOWNTOWN SANITATION MASTER PLAN

Project Background

GOAL
City of Olympia Seeks to Develop a Downtown Sanitation Master Plan for All Citizens and Visitors.

Team
YOUNG | architecture LLC
Site Workshop LLC
kvwstudy research and writing

Stakeholders
You, Citizens, Residents, Visitors, Business Owners, Street Dependent Population
City of Olympia - Community Planning and Development
Housing
Parks and Recreation
PBIA (Parking Business Improvement Area)
ODA (Olympia Downtown Association)
Olympia Downtown Ambassadors

Recent Developments
The Downtown Strategy identified public restrooms as a need for downtown. A pilot project located 4 portable restrooms. The Artesian Commons location has now been replaced by a Portland Loo. Further investments are being studied, and your input is needed.

Master Plan
The Master Plan will provide recommendations and best practices for public restroom locations, facility type, hours of operation, and key criteria for safety and achieving positive results.

We Want YOUR Feedback:
Please tell us your thoughts regarding public restroom in downtown Olympia.

Have You Used Any of the Portable Restrooms? Y N

The Portland Loo? Y N

Any of the Olympia Public Restrooms? Y N

Provide Feedback On Perceived And Real Needs For Public Restrooms:

Provide Feedback On Proposed Locations and Hours of Operation:

Other Comments:

Make Your Own Picks On The Back
Draw a circle in the location of your preferred restroom location and place a letter for the type of facility, see examples to the right.

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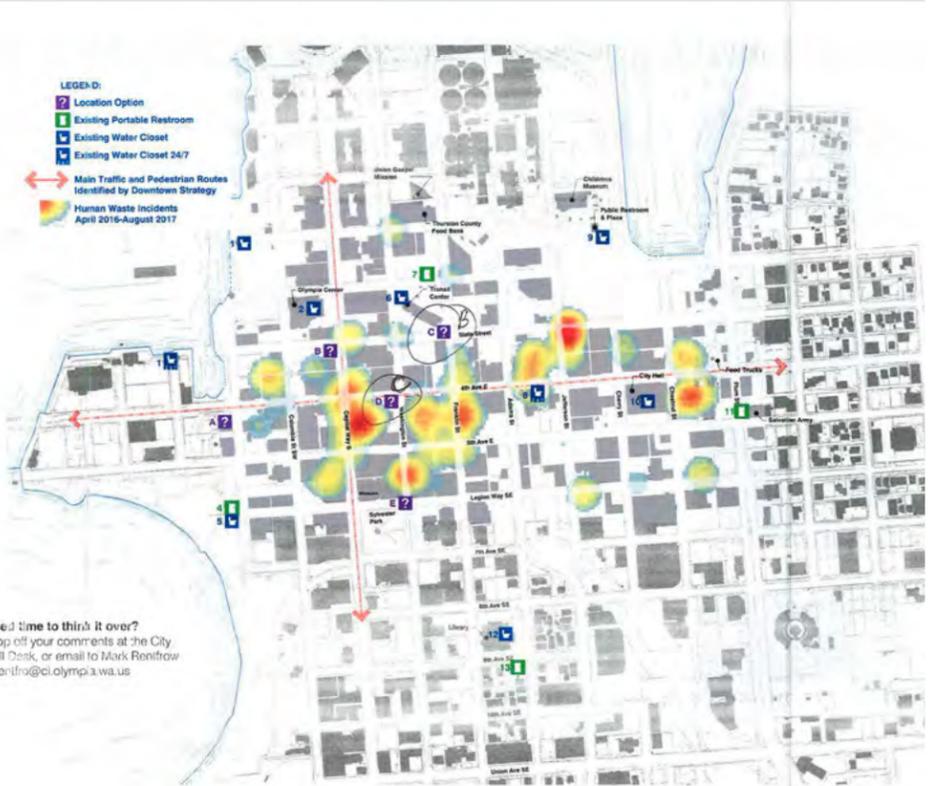
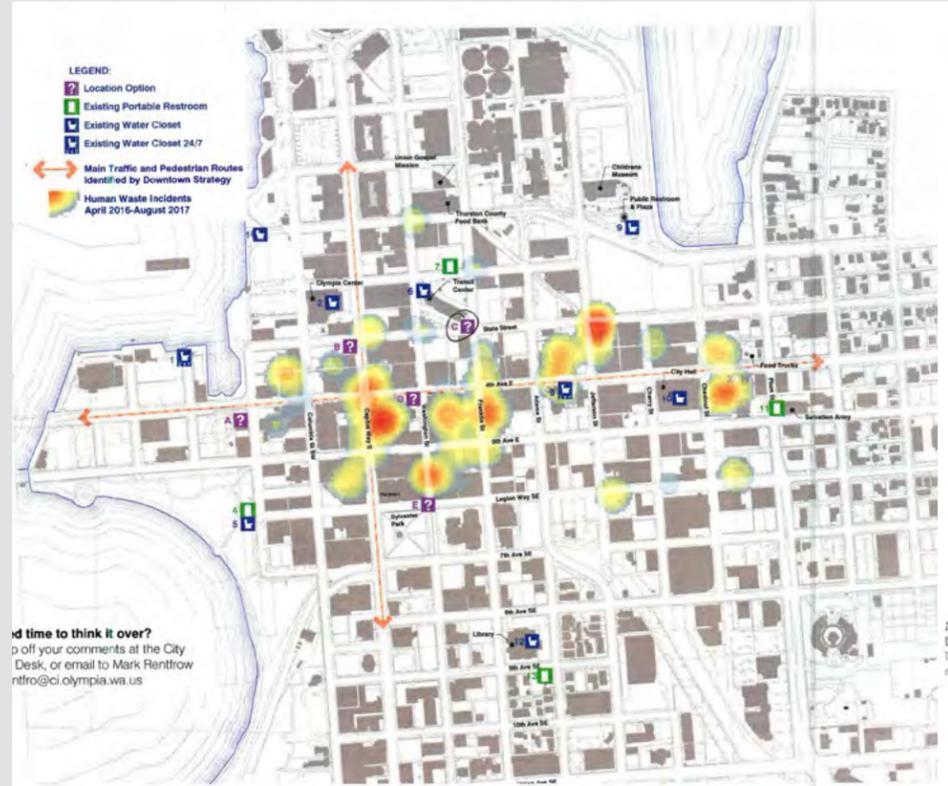
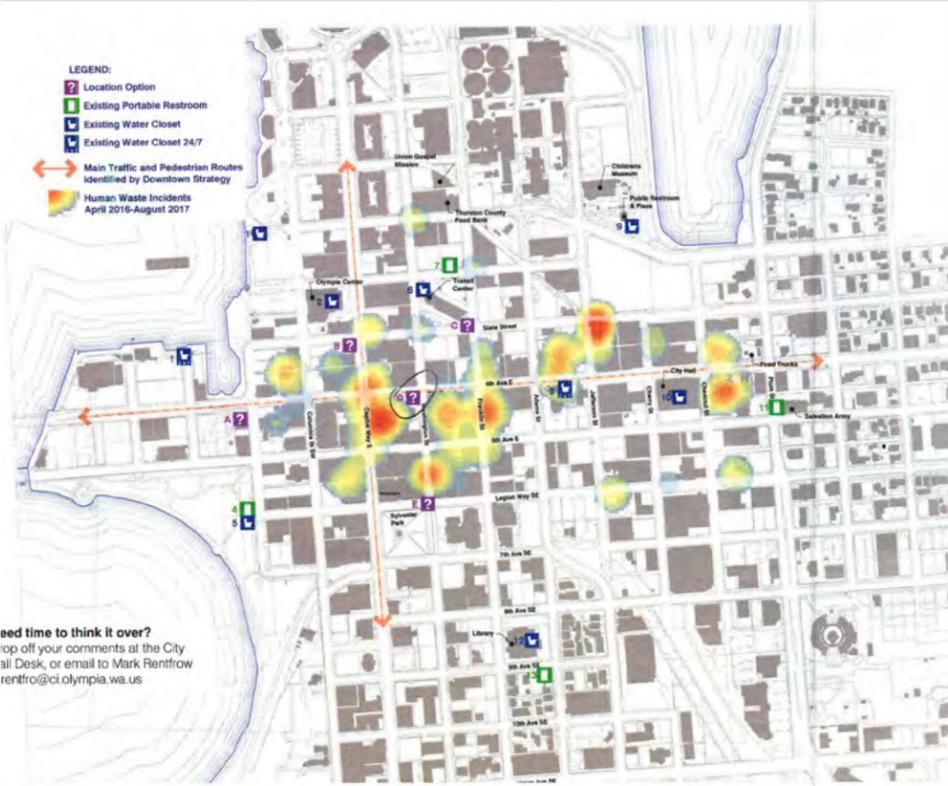
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Restrooms are Good

Maybe need more restrooms?

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I think it is important

I think 24/7

I would use the Portland Loo!

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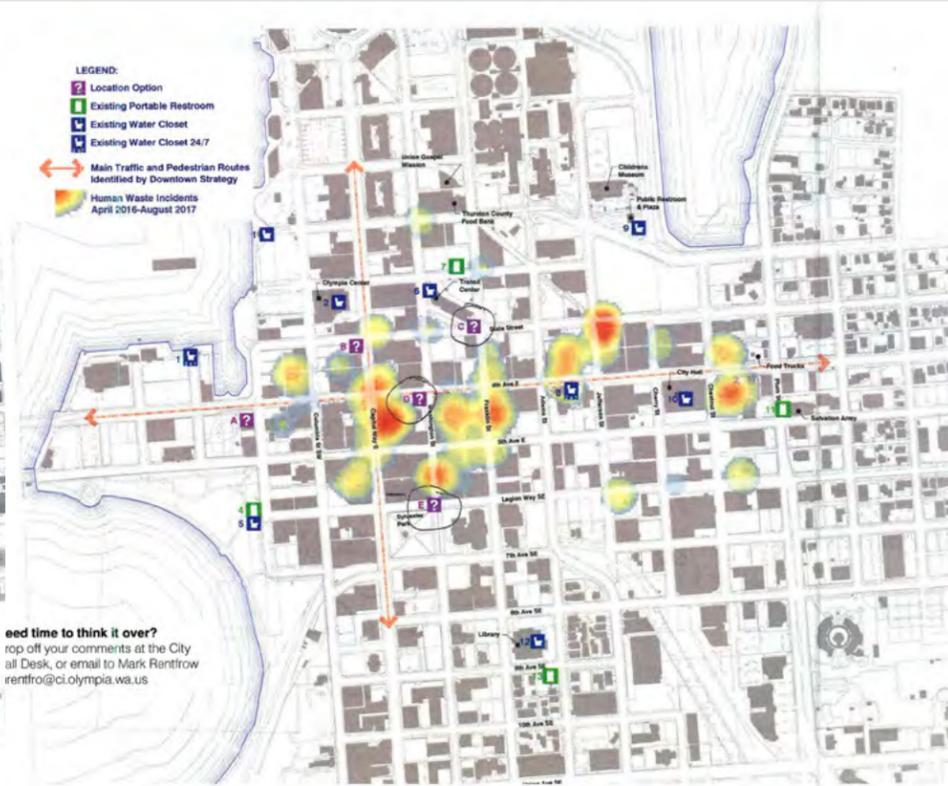
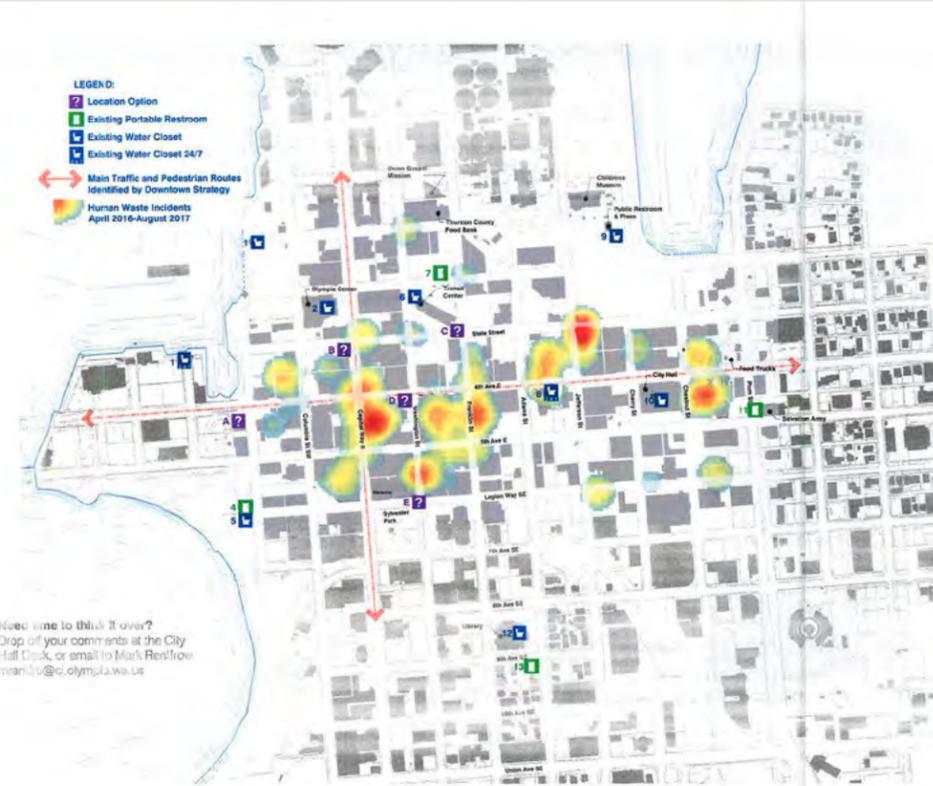
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