

Public Restrooms

Briefing to the Executive Committee

9/5/19

Why we are here

- Public Restrooms Briefing in response to Motion 2019-31
- Today we are here to provide information and to inform a potential future decision.

Summary of Board Motion M2019-31

Staff has been asked to:

- Review and propose updates to Motion M98-67
- Present low- and no-cost opportunities for access to public restrooms at future light rail stations
- Evaluate and recommend opportunities including wayfinding, requiring leased retail spaces to provide access, and on-site restrooms
- Provide suggestion for Board actions to expand restroom access
- Include budget and proposed implementation plan

Motion M98-67 Summary

Key points

- Public restrooms are to be provided at named locations which correspond to major, multi-modal stations (Northgate, Bellevue, King/Union Station, Everett, Tacoma Dome)
- Additional restrooms could be provided when funding, staffing and maintenance arrangements can be made that do not affect Sound Transit's goal to meet budgets and schedules



Motion M98-67

Restroom locations cited

- Northgate Transit Center, Bellevue Transit Center, King/Union Station, Everett Sounder Station, Tacoma Dome Sounder Station
- On board Sound trains
- Additional restrooms may be provided when funding, staffing and maintenance arrangements can be made that do not affect Sound Transit's goal to meet budgets and schedules and in coordination with local jurisdictions



Current restrooms

11 locations total

- Decisions have been made on a project by project basis
- In addition to locations cited in M98-67, restrooms are now located at
 - Auburn Sounder Station
 - Sumner Sounder Station
 - Federal Way Transit Center
 - SeaTac Airport Link Station
 - Tukwila Link Station
 - Bellevue Transit Center
- Restrooms planned for Lynnwood and Federal Way Link Extensions

Maintenance & Repairs

On-Call Maintenance activity

- Public restrooms are routinely misused
- On-call maintenance falls into three categories
 - Janitorial
 - Vandalism
 - Graffiti removal
- In 2017-2018 there were 2,252 incidents at the 7 stations with public restrooms at a cost of \$284,580

Maintenance & Repairs

Examples of Damages

- Major toilet clogs requiring professional plumbers caused by clothing, drug paraphernalia, alcohol containers, etc
- Access panels, partitions, heaters and hand dryers pulled from walls
- Intentionally set fires
- Discharged fire extinguishers
- Human waste smeared on walls and ceilings

Security

Security/Police Activities

- Drug activity, prostitution and vandalism
- 35,216 hours of security staff time (2017-2108)
- 132 security/police incidents (2017-2018)
- Some police jurisdictions have requested we close public restrooms or not design them into projects due to security/police activity
- 530k for security to sit outside the bathroom at Tukwila due to the security/police activity (2017-2018)

Public Restroom Costs

Estimated Additional Costs 2017-2018			
Station	Maintenance	Security	Total Costs
Auburn	\$50,160	\$67,211	\$117,371
Bellevue	\$16,020	\$17,440	\$33,460
Federal Way	\$83,160	\$70,305	\$153,465
SeaTac	\$17,220	\$167,846	\$185,066
Sumner	\$8,400	\$19,078	\$27,478
Tukwila	\$41,760	\$530,532	\$572,292
Union Station	\$67,860	\$199,511	\$267,371
Total Costs Est.	\$284,580	\$1,071,923	\$1,356,503
Avg. Per Facility	\$40,654	\$153,132	\$193,786

Balancing convenience and cost

Convenience for people traveling

- Average Link trip time in 2018 was 18 minutes
- SeaTac Airport to downtown Seattle is 38 minutes
- Federal Way to downtown Seattle will be 53 minutes
- Everett to downtown Seattle will be 60 minutes
- Passengers travelling to and from the outlying areas often spend more time traveling especially as light rail expands
- Balance the cost and number of restrooms with access for passengers

Balancing Cost and Convenience

Consider a policy which

- Places public restrooms at major, multi-modal stations
- Considers travel time to the next Link station with public restrooms
- Make the restroom locations more visible on maps and at stations
- Coordinates restroom these locations with local police and jurisdiction

On-Line and Print Information

On-line maps

- New layer could be added Sound Transit's on-line map with public restroom locations so customers can plan their trip

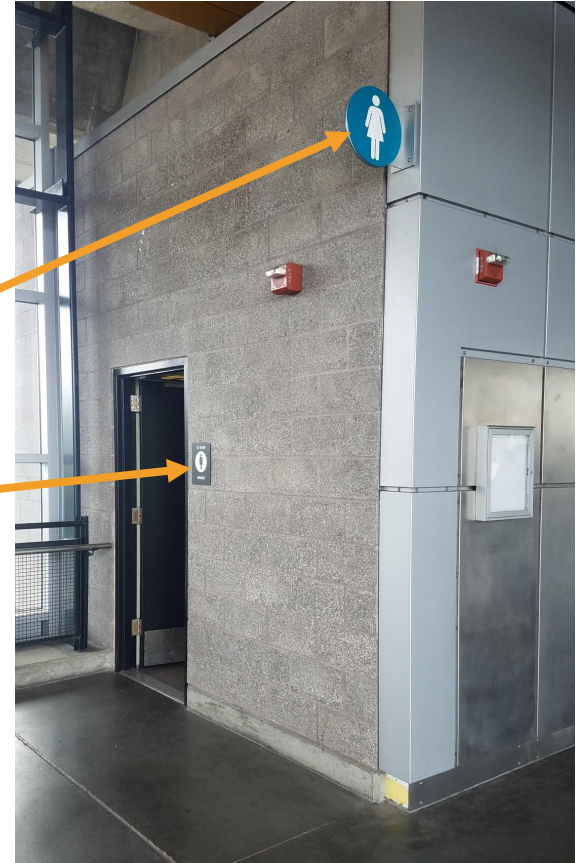
Printed maps

- Consider adding public restrooms locations to customer maps

Wayfinding Signage

Current Restroom Signage Standards for Link

- Blade signs perpendicular to pedestrian traffic flow
- Signage at restroom doors

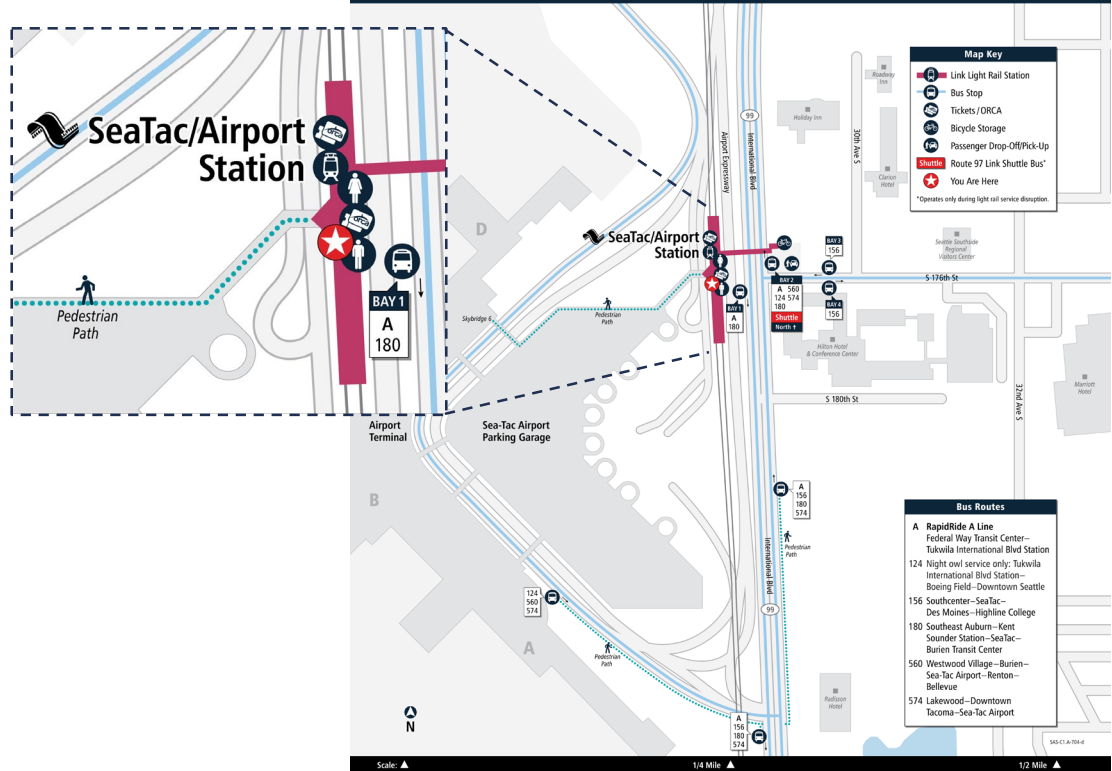


Wayfinding Proposed

Area Maps

- Station Area Maps on Customer Info Panels to include restroom location
- Can be updated at service change or Northgate opening

Area Map



Customer Assistance at Stations

Security Officers

- Trained in customer service to assist all individuals including those with disabilities, seniors and families with young children
- If customers are in need of facilities, Security Officers can help direct them to the nearest restrooms

Current Design Standards

Design Standards for Public Restrooms at Sound Transit Facilities

- In the Fare Paid Zone where possible
- Two individual unisex ADA restrooms
- Video surveillance outside restroom doors
- Customers must contact Security via remote access
- Highly durable and maintainable fixtures and finishes
- Only open during transit operation hours
- Renovated restrooms follow these standards

Other Options

Require leased retail facilities to provide restroom access

- Angle Lake Parking Garage has a retail space which requires the retailer to provide public restroom access and maintenance.
- Sound Transit has been unable to lease this space
- Not recommended

Summary

A complicated balancing act

- Public restrooms at transit stations require excessive maintenance and security yet provide a convenience to customers using light rail for traveling to their destination
- Formalizing a policy where public restrooms are located based upon balancing cost, minimizing crime, considering customer travel time, locating restrooms at multi-modal transfers, and coordination with the local police can be beneficial to our customers, operations and system expansion

Thank you.



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