

Washroom Strategy Goals and Objectives

The following goals, principles and objectives of the Washroom Strategy were originally presented to the Community and Public Services Committee on April 24, 2019 as part of CR_5859 City-Wide Public Washroom Strategy and will guide the actions that will be included in the long term implementation plan.

Goal

- Improve access to public washrooms.

Principles

- Maintain a resident-centric lens that considers the needs and motivations of people who use public washrooms
- Encourage better use of existing resources rather than relying on new facilities as the singular solution
- Utilize an integrated approach to public washroom planning, design/delivery, management, and servicing

Objectives

Objectives from the strategy are outlined within each phase in the table below

Phase 1	Current Inventory
Objectives	<ul style="list-style-type: none"> • Build shared processes and standards of management and service for all City-owned public washrooms which includes standardized practices for: <ul style="list-style-type: none"> ○ Hours of service ○ Signage and wayfinding ○ Cleaning and maintenance ○ The re-activation, renovation, or decommissioning of existing facilities • Test changes to service provision and facility management, implementing successful approaches as they are developed. • Explore partnerships with socially conscious businesses to provide washrooms to non-paying patrons. • Engage with not-for-profit agencies to develop a model to provide washrooms to members of the public. • Design and prototype approaches to addressing disorder

	<p>at the Whyte Ave washroom with stakeholders.</p> <ul style="list-style-type: none"> • Design and prototype approaches to increasing access to washroom services for user groups who require additional supports or in areas of identified need. This will include designs for permanent or interim facilities to be implemented in Phase 2. • Develop an evaluation framework to assess the impact of interventions.
Time Frame	1-2 Years

Phase 2	Interim Inventory
Objectives	<ul style="list-style-type: none"> • Once the current inventory is operating with shared standards, gaps in service will be addressed through interim measures until permanent facilities are built. • Prototype alternative design and service options identified in Phase 1 in areas of identified needs, scale-up models of service as needed. • Monitor and evaluate interim inventory to inform future planning. • Create a partnership framework with socially conscious businesses to provide washrooms to non-paying patrons. • Develop an evaluation framework to assess the impact of interventions.
Time Frame	2-5 Years

Phase 3	Future Inventory
Objectives	<ul style="list-style-type: none"> • Create shared processes and standards for planning and design of public washrooms, including proposed sites of new permanent facilities. • Develop mechanisms to support the integration of public washroom planning into all future development, both private and public. • Build new permanent washroom facilities in areas of identified need with design and servicing informed by learnings in Phase 1 and 2.
Time Frame	2-10 Years