



An Assessment of Public Restrooms in Downtown Minneapolis

June 21, 2019

Prepared for:

Minneapolis Downtown Improvement District (DID)

Prepared by:

2018-2019 Humphrey Policy Fellows

Julia Davis
Ailsa McCulloch
Hamlin Metzger
Lisa Thimjon
Joan Vorderbruggen

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Executive Summary

A team of Humphrey Policy Fellows (Julia Davis, Ailsa McCulloch, Hamlin Metzger, Lisa Thimjon, and Joan Vorderbruggen) was selected by the Minneapolis Downtown Improvement District (DID) to assess the current state of public restrooms in Downtown Minneapolis and to make short-term and long-term solutions regarding the provision of public restrooms in Downtown. These recommendations were based on survey research that was conducted by the fellowship group assessing areas within downtown Minneapolis that had the most need and on desktop research conducted on other cities throughout the United States and abroad. Case study cities included Denver, Toronto, Austin, Washington D.C., San Francisco, Portland (OR), London, among others. Although many cities have struggled with providing restroom provisions to the public, the desktop research highlighted many key findings that manifested into short-term and long-term recommendations made by the Humphrey Policy Fellows team.

Ultimately, the group recommends a short-term solution that is a public restroom pilot totaling nine weeks in length, and a long-term solution of free, accessible public restrooms with an attendant. Key findings throughout this study included: 1) the importance of an attendant in making public restrooms as a key to success, 2) the various levels of public restroom programs that other cities in the United States have, and 3) the need for dedicated funding to make public restrooms in Minneapolis a priority. The team recommends that a multi-stakeholder task force be developed to guide public restroom implementation. Additionally, the team recognizes the cost of deploying new facilities and thus recommends the reactivation of existing restrooms in parks, public buildings, and transit hubs throughout the City, as well as the importance of policy changes regarding new buildings in Downtown.

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Project Overview
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1.0 PROJECT OVERVIEW

The Minneapolis Downtown Improvement District (DID), in partnership with the City of Minneapolis, is interested in learning more about the provision of public restrooms in Downtown Minneapolis, related costs and consequences of access to this resource, and what peer cities are doing to address this issue.

Access to public restrooms is a challenge in downtown Minneapolis. There are relatively few public restroom facilities, few private facilities to which non-customers are welcome, and a high concentration of residents, workers, and visitors. In the absence of adequate facilities and clear communication about where facilities are available, there are negative consequences for quality of life, economic development, and public health. Public urination is routinely a top cleanliness concern for those who take the DID Annual Survey.

In recognition of the public interest at stake here, the City of Minneapolis allocated funding in 2018 to begin work on a public restroom initiative. DID is contributing matching funds to this effort.

Completion of the research services described below will be the first phase of a larger project, in which the research findings will be used in a broader communication campaign aiming to raise public awareness of this issue and potential opportunities to improve related outcomes.

1.1 KEY OBJECTIVES

1. Synthesize existing information about the provision of public restrooms downtown.
2. Develop a metric that quantifies the variable level of access to public restrooms across downtown, and map existing conditions by that metric using GIS.
3. Complete a literature review on the topic of public restrooms and summarize findings, including related costs and outcomes for similar efforts by other communities.

1.2 PROJECT TIMELINE

The Minneapolis Downtown Improvement District posted a Request for Qualifications (RFQ) at the end of 2018. The Humphrey Policy Fellows project team was selected at the beginning of 2019 to complete the key objectives outlined above. The group's final presentation was given to key stakeholders including the DID on June 4, 2019. The final report submission followed this presentation.



1.3 PROJECT TEAM MEMBERS

Julia Davis is in corporate strategies at US Bancorp managing a national multicultural growth initiative with an intention to better serve and support diverse consumer needs. Most recently she worked on the Minnesota Super Bowl Host Committee and directed the 5-million-dollar statewide Legacy Fund, a grant-making and awareness initiative focused on promoting healthy lifestyles for Minnesota kids and families. She received her Bachelor of Science at DePaul University and a Master of Science at Roosevelt University. She serves as a board member for Minnesota Peacebuilding Leadership Institute and Brown Body Dance Company. Julia enjoys studying holistic health and teaching yoga in her free time.

Ailsa McCulloch works in water resources engineering for Stantec Consulting Services. Her work involves water resources supply planning and stormwater engineering. Ailsa has helped develop hydrologic models for the State of California to better assess water allocation policies in the San Joaquin and Sacramento Valleys, two extremely agriculturally productive areas of the United States that are heavily prone to drought. She works with many municipalities in the State of Minnesota to advise them on their stormwater infrastructure and other design needs, relying hydrologic modeling and mapping programs, such as AutoCAD and ArcGIS. Ailsa enjoys projects that lie at the intersection of engineering and policy. She holds a bachelor's degree from Carleton College in Geology and a master's degree from Stanford University in Civil and Environmental Engineering.

Hamlin Metzger is the Director of Corporate Responsibility for Best Buy Co., Inc., a multinational retailer of technology and entertainment products and services. In this role, Hamlin leads the development and implementation of the company's Human Rights strategy. In addition, he is responsible for the strategic direction of Best Buy's Supply Chain Sustainability program as well as the company's Conflict Minerals program, both of which seek to improve social, environmental and economic performance along the Best Buy supply chain. A twenty-year veteran of Best Buy, Hamlin held positions in merchandising and operations before moving into corporate responsibility. For the past six years, Hamlin served on the Board of Directors at the Responsible Business Alliance, and he was most recently the Chair of the Responsible Minerals Initiative, helping to lead multiple industries toward more sustainable business practices. Beyond his role at Best Buy, Hamlin was named a First Mover Fellow by the Aspen Institute in 2010.

Lisa Thimjon is the Legislative Liaison for the Minnesota Department of Health, the state agency charged with protecting, maintaining, and improving the health of all Minnesotans. In this role she works with the legislature, Governor's office, and with Congress and other federal partners to advance the Department's priorities, as well as with external stakeholders on matters affecting MDH. She previously served over six



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years as an appointee for President Obama at the U.S. Department of Health and Human Services, where she played a key role in the implementation of the Affordable Care Act. In her various positions at HHS she worked extensively with many outside stakeholders and agencies across the federal government, including four years as a Congressional liaison. Lisa has also worked in the U.S. Senate and understands how to build coalitions and support for policies. She holds a bachelor's degree from Luther College and a law degree from the University of St. Thomas, where she loved attending school in beautiful downtown Minneapolis.

Joan Vorderbruggen serves as Director of Hennepin Theatre District Engagement for Hennepin Theatre Trust. A nationally recognized leader in the field and a sought-after speaker and advisor, Joan launched the Made Here storefront initiative and oversaw the creation of four large scale murals, including the iconic Bob Dylan mural in the heart of Minneapolis' historic theatre district. Her intentional work with youth and adults experiencing homelessness to produce a monthly free live concert series activating surface parking lots has evolved to become an award-winning national model of inclusionary program design. Joan is a 2017 National Arts Strategies Fellow and a member of the Ethical Redevelopment Salon based out of the University of Chicago. Joan serves on multiple planning committees in downtown Minneapolis as well as nonprofit boards including Forecast Public Art and Salvation Army Harbor Light Center.



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1.4 IDENTIFIED STAKEHOLDERS

Identified organizations:

1. **City of Minneapolis;**
 - a. Mayor's Office
 - b. Department of Public Works
 - c. Facilities and Operations
 - d. City Council Ward 3 and 7
2. **Minneapolis Downtown Improvement District**
 - a. Livability Team
 - b. Tactical Urbanism Committee
3. **Metro Transit**

Identified stakeholders for one-on-one interviews included (but was not limited to):

- **Joseph Desenclos** - Livability Team Operations Supervisor, MDID
- **Steve Fletcher** - City Council Member, Ward 3
- **Brette Hjelle** - Deputy Director, City of Minneapolis – Public Works
- **Ben Shardlow** – Director of Urban Design, MDID
- **Jennifer Swanson** - Interagency Coordinator, City of Minneapolis – Public Works
- **David Zaffrann** - Senior Policy Aide for Council Member Fletcher

2.0 HISTORY OF ISSUE

Access to public restrooms in downtown Minneapolis is an ongoing challenge. In recent years, there have been several isolated attempts to understand the issue.

In 2015, DID funded and implemented its “Little Free Lavatory” pilot project adjacent to Peavey Plaza. The following year, The Commons opened adjacent to the newly constructed US Bank Stadium which featured four-season temporary restrooms that are unattended but maintained. In 2017, a second “Little Free Lavatory” pilot project was planned for 3rd and Hennepin. According to reports from MDID staff, this pilot was executed, however no documentation was provided to the team. Also, in 2017, then-Mayor Betsy Hodges designated \$25,000 for a public restroom pilot to be implemented in 2018. Early in 2019, a memorandum of understanding was signed between DID and the City of Minneapolis Public Works Department which reauthorized the 2017 funding for a public restroom pilot, with DID providing an additional \$15,000 in funding. Also, in 2019, the Humphrey Policy Fellows team was selected by DID to assess issues with public restroom access and to provide recommendations.

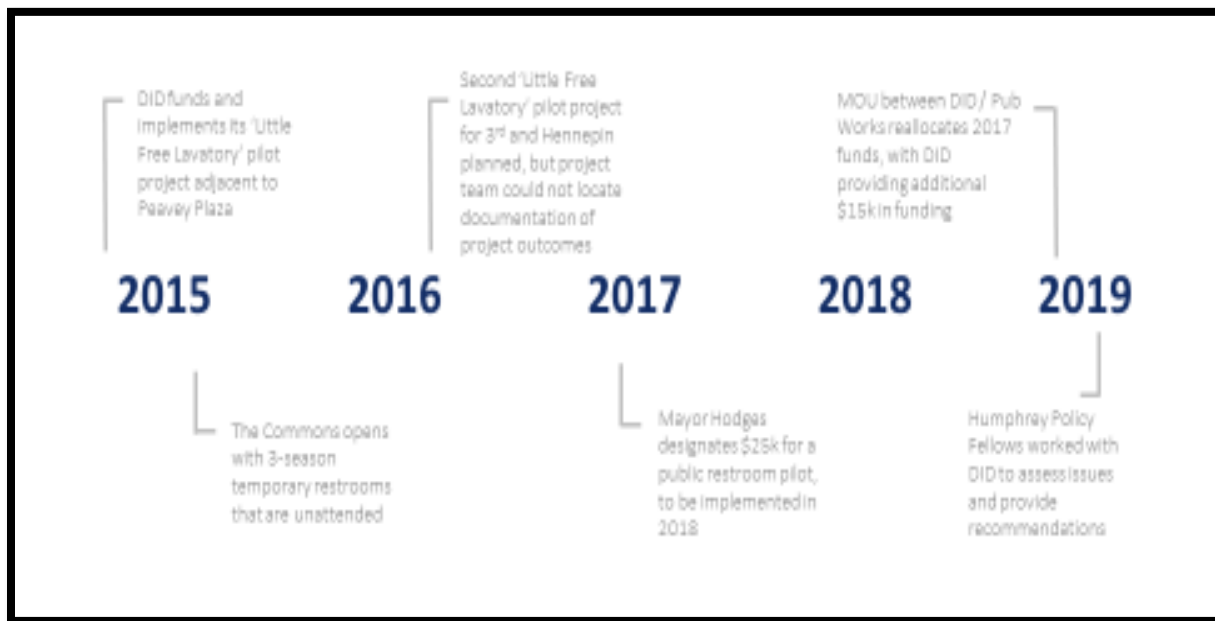


Figure 2-1. Timeline detailing public restroom issue in downtown Minneapolis

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Existing Provision of Public Restrooms in Downtown Minneapolis
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3.0 EXISTING PROVISION OF PUBLIC RESTROOMS IN DOWNTOWN MINNEAPOLIS

3.1 INTRODUCTION

To begin the assessment of current restroom availability and access, the project team conducted field research on both weekdays and weekends, sent a survey to the Hennepin Avenue Safety Committee, and utilized existing public restroom maps previously developed by DID.

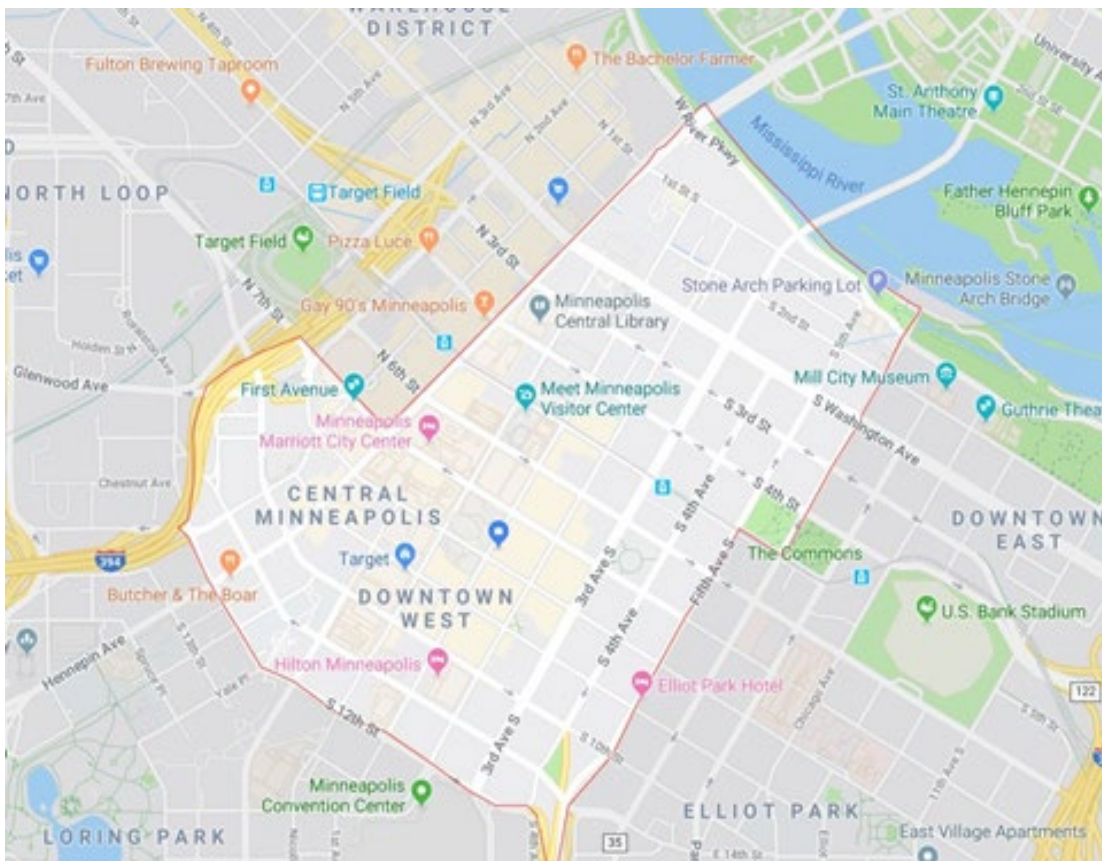


Figure 3-1. Public Restroom Field Assessment Boundaries (Pink Outlined Perimeter)

Figure 3-1 above indicates the extent of the 2019 field study that was conducted by the Humphrey Policy Fellows team. This boundary indicates the area of downtown that has a high-density of foot traffic. Private, public, and government buildings were visited by foot from both skyways and street-level. Surveyors approached employees in each location to ask for access to the restroom. If the employee stated that the individual could not use the restroom, the field surveyor followed up by stating it was for a medical

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reason. If the answer was still negative, the reason for why the surveyor was not allowed to use the restroom was recorded in the field results. See results on the following page.

Table 3-1. Field Survey Questions

Surveyor Questions	No	Yes	Did not have to ask
May I use your restroom?	52.9%	45.1%	2.0%
If no to question above but surveyor stated had a medical condition.	80.0%	20.0%	

If the surveyor was given permission to enter, the restrooms were assessed for overall condition. The following were noted: cleanliness, availability of restroom supplies (i.e., toilet paper, hand soap, etc.), ADA accessibility, presence of a baby-changing station, gender designation and entrance type (locked code, or free entry). Appendix provides field survey results.

3.2 METRICS TO ASSESS EXISTING FACILITIES

3.2.1 Field Research

To conduct the field research, surveyors visited 28 sites randomly selected throughout Downtown. The team members also split visits between weekdays and weekends in order to determine whether time of week was a factor. Ten sites were street-level, ten were skyway-level, five were nonprofit business, and three were listed as public.

During the visits, team members first asked, “May I use your restroom?” If that question was answered in the negative, the next statement was, “I have a medical condition that gives me the right to use your restroom under Minnesota state law” (referencing Minn. Stat. 325E.60).

For the sites where team members were granted restroom access, assessed restroom condition and available amenities were assessed.

- **Cleanliness:** team members noted the condition of the floors, walls, inner and outer door, sink, mirror, toilet, and paper products
- **Supplies:** team members noted availability of toilet paper, paper towels or hand dryers, hand sanitizer or soap, and hazardous disposal or sharps container



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- **ADA accessibility:** yes/no
- **Baby changing station:** yes/no
- **Gender designation:** team members noted whether the restroom was designated neutral, male, female, or family
- **Access:** team members noted whether restroom access required a key or code for entry, or was kept unlocked

3.2.2 Survey Data

In May 2019, team members sent a survey to members of the Hennepin Avenue Safety Committee. While team members were disappointed with the relatively low response rate, they nonetheless felt that this was a valuable tool to receive feedback from a subset of impacted stakeholders.

The survey was brief and consisted of the following questions:

- Does your business have a restroom for public use?
- Hours?
- Restroom policy?
- Is lack of access an issue?
- Is Minneapolis doing less than other cities?
- Should agencies do more?

4.0 LITERATURE REVIEW/CASE STUDIES

4.1 BACKGROUND

To inform our assessment of restrooms in Downtown Minneapolis and to gather insight that potentially could be incorporated into our short and long-term recommendations, we conducted desktop research on public restroom programs in comparable cities in North American and Europe. In addition, we sought to engage government and non-governmental organizations in the cities we researched to gather additional data and to better understand opportunities and challenges faced as these cities sought to ensure there is sufficient public restroom access in their cities (i.e., enough to meet the needs of both citizens and visitors, often in the downtown district of each city).

4.2 RESEARCH OVERVIEW

First and foremost, our research indicated that the majority of large North American metropolitan areas lack adequate public restroom provisions and most cities also struggle to develop a sustainable, long-term plan to address the lack of public infrastructure. This has been a long-standing challenge as some of the cities we researched were on their second or third iteration of a solution. While this indicates that Minneapolis may be lagging in its provisions, it also provides an opportunity to learn through the success and failures of other metropolitan areas.

One of the key learnings we gathered through our research related to the source of funding used to implement and maintain a public restroom program. For many cities, this cost was millions of dollars annually. Nearly all cities researched had one of two funding sources: 1) city budget from a public works fund or other source, 2) advertising rights that were sold to media companies in exchange for the launch cost and maintenance of the public restrooms. Another learning related to budget had to do with resources that were allocated to a pilot project. The best-positioned cities gave credit to a well-planned, long-term, and adequately funded pilot program. One such example is Denver, whose program is in its third year.

One unexpected finding related to users of public restroom, both during the pilot and permanent stage. Despite early assumptions that the restrooms would be primarily used by individuals currently experiencing homelessness, in fact, the vast majority of users were workers and out-of-town visitors.

Our research identified attributes of public restroom initiatives that were often seen as the difference between a successful program and one that failed; one related to the design of the restroom and the other to the presence of staff. In terms of design, a popular option across Europe and more recently, Canada, is the self-cleaning Automatic Public Toilet (APT). These types of units have universally failed in the US market,



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primarily due to high upfront and maintenance costs and the ease in which they are vandalized or damaged beyond use. As for restroom attendants, they are a primary mitigator of common activities most often associated with the failure of public restrooms, including drug use, prostitution and vandalism. The presence of an attendant is considered by some cities to be the make or break attribute of a public restroom program.

A summary of our research is captured below in Table 4-1.

Table 4-1. Synthesis of Research on Public Restroom Programs

City	Program	Lead Orgs	Restroom Type	Upfront Costs	Ongoing Costs	Funding Source	Hours	Staff	Free	Gender Neutral
Austin, TX	1 Mobile Unit	Public Works Public Health DID	Mobile Trailer	\$27K/Unit	\$135K/Unit	City	24/7	Yes (only 6am to 12am)	Yes	Yes
	10 Permanent	Public Works Public Health DID	Free-standing Waterloo – Variation of the Portland Loo	\$1.3M	\$50K/Unit	City	24/7	No	Yes	Yes
Washington D.C.	Task Force Incent Businesses	Public Works Advocacy Org.	N/A	N/A	Unknown	Ads	N/A	N/A	Yes	N/A
Portland, OR	18 Permanent Unit	Bureau of Env. Services	Free-standing Portland Loo Units	\$100K/Unit \$35K/Install	\$20K/Unit	Sale of Loos	24/7	No	Yes	Yes
Denver, CO	2 Mobile RR Pilot	Public Works Stakeholders	Mobile Units with Heating/Cooling	N/A	\$200K/Unit	City	12 hrs/day	Yes	Yes	Yes
Seattle, WA	12 Permanent APTs	City Staff	N/A	\$300K/Unit	N/A	City	24/7	No	No	Yes
Ottawa, ON	10 Port-a-potties 4 at Transit Hubs	City Staff	Temporary Port-a-Potties	Port-a-Pottie Rental	\$5/Day/Unit	City	5am-11pm	No	Yes	Yes
San Francisco, CA	25 Pit Stops	Public Works	Mobile Trailer with Needle Receptacle and Dog Waste Station	\$120K/Unit	\$90K for Staff/Unit	City; Staff Units; Ads	7am-8:30pm	Yes	Yes	Yes
NYC, NY	20 Permanent APTs	DoT Installs 3 rd Party maintains	Purchased 20 Self-Cleaning Units (5 Installed)	\$175K/Unit \$500K/Install	\$40K/Unit	Sold rights to advertising	8am-8pm	No	No	Yes
Toronto, ON	20 Permanent APTs	City Council	N/A	\$250K/Unit \$250K/Install	\$6K/Unit	Sold rights to advertising	24/7	No	No	Yes
Montreal, QU	12 Permanent APTs	City Staff	N/A	\$340k/Unit	N/A	City	6am-12am	No	Yes	Yes
Vancouver, BC	8 Permanent APTs	City Staff	N/A	\$300K/Unit	\$50K/Unit	Sold rights to advertising	24/7	No	Yes	Yes

*APT= automatic portal toilet



4.3 CITY OF DENVER, COLORADO



Figure 4-1. Public Restroom Facilities in Denver

Beginning in the early 2010s, Denver experienced rapid metropolitan growth and there was a dramatic surge in residents and visitors in downtown Denver. While this growth has resulted in numerous benefits to the City and its residents, there was also a significant increase in instances of public urination and defecation leading to numerous complaints to City Hall. Responding to complaints in 2015, Denver's City Council created a multi-stakeholder committee, including government agencies, business owners, neighborhood associations and non-profits that developed a 2016 pilot. This pilot utilizes two well-designed and staffed mobile units to assess potential permanent restroom locations. The pilot, which continues to this day, resulted in key learnings including confirming a need for more public restrooms. Keys to success were site selection in highly trafficked locales, having visible signage and an attendant on-site.

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4.4 CITY OF TORONTO, ONTARIO, CANADA



Figure 4-2. Public Restroom Facilities in Toronto

Toronto is Canada's largest city and easily has the high number of downtown residents and workers across Canada. The City of Toronto is also one of Canada's most popular tourist destinations, yet until 2010, there was only a single free-standing street level public restroom. In 2007, Toronto contracted with a media company to install and maintain twenty APTs over a twenty-year period. In return, the media company has the rights to sell adverts on Toronto transit shelters. Not only does the agreement with the media company alleviate the need for the city of Toronto to manage public restrooms, they also received a share of profits from advertisements. While this initial agreement was recognized as a win, the actual results have proven to be less successful. First, only three of the contracted twenty APTs have been installed and one or more of them are often unusable and in need of repairs. The program proved to be such a challenge; the City reduced funding so that only a total of nine APTs would be installed. Beyond the high price tag, the program is criticized for low levels of usage, frequent maintenance needs, and the difficulty the City has had in finding suitable locations to install the units.

4.5 CITY OF WASHINGTON, D.C.



Figure 4-3. Washington D.C. Skyline

In Washington D.C., the People for Fairness Coalition (PFC), a homeless advocacy group, conducted an assessment on access to clean, safe and 24/7 available public restrooms in five core areas of the city. The study concluded: access to clean, safe public restrooms 24 hours 7 days a week is inadequate in Washington, D.C. As a result, PFC began a campaign designed to engage city leaders and encourage the establishment of a multi-stakeholder committee to make recommendation and long-term plans to increase the number of restrooms in D.C. After the PFC's 2017 study, the Public Restroom Facilities Installation and Promotion Act of 2018 was drafted and approved by City Council. It outlined two solutions to increase public restroom access. The bill passed on Jan 30, 2019 and called for two pilot programs; the first will identify locations and designs of stand-alone public restrooms that could be available 24 hours 7 days a week. The second requires the development of a program that provides incentives to private businesses to open their restrooms to the public.

4.6 CITY OF LONDON, UNITED KINGDOM

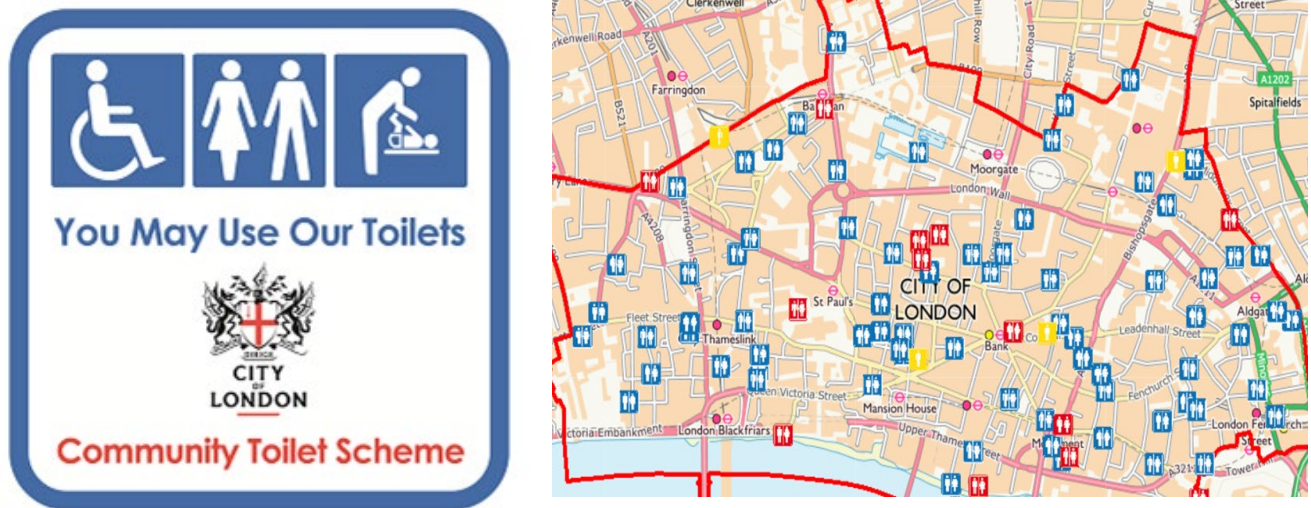


Figure 4-2. Map of Public Restroom Facilities in London, U.K.

Central London has a population of ~1.7 million and hosts a workday population of more than 2.5 million. In addition to local residents and workers, London has nearly 40 million tourists visiting annually. With only four attended public restrooms open from 8am-6pm, and eight unattended 24/7 public restrooms, the supply was not meeting London's demand. At the same time, the London was faced with limited funds and annual budget cuts. In an effort to utilize existing resources at a low cost, London looked to the Nett Toilet model used in Germany and a Community Toilet Scheme (CTS) implemented in nearby Richmond Upon Thames in which the city provides additional incentives to businesses to open their restrooms to the public. Starting in 2008, London began to raise awareness of the program with businesses located in the city center and in popular tourist destinations. Ultimately, 75 business joined the CTS and opened their restrooms to the public. In exchange for their participation, businesses receive:

- Free advertising on the City website and printed maps
- Free window signs encouraging potential customers to enter
- A financial contribution from the City to cover the cost of bathroom maintenance

5.0 RECOMMENDATIONS AND NEXT STEPS

5.1 SHORT-TERM RECOMMENDATIONS

In the near term, this team recommends a pilot project of mobile unit that includes at least two stalls (with ADA/family stall) deployed in the hot spots identified by the DID Livability Team, with the unit in place two to three weeks per site. Recommendation locations include Hennepin Avenue and 8th Street, Denison Parking–Mills Fleet Farm Ramp, and the Warehouse District (Ramp A).

These mobile units should have high-profile signage and an on-site attendant tracking key metrics and serving as a physical presence at the site.

The objectives of this new pilot project will confirm the need for additional public restrooms, identify ideal locations for permanent facilities, engage stakeholders, and include a marketing/public awareness campaign.

5.2 LONG-TERM RECOMMENDATIONS

In the long-term, this team recommends establishment of multi-stakeholder task force to guide implementation. This task force should include representation from relevant stakeholders. We believe the chair of this committee should reside at the City level.

There must be a multi-pronged solution to address this issue. We recommend the reactivation of existing restrooms in parks, public buildings, transit hubs, etc. to utilize existing infrastructure. We recommend a generous incentive program to encourage businesses to open their restrooms to non-patrons—this could include financial incentives, positive marketing, and an on-call third-party cleaning crew available. We recommend the installation of permanent restroom facilities throughout downtown, based on the results of the pilot, to be augmented by mobile/temporary units as needed. We also recommend better signage for public restrooms and an app for phones to make it easier for both residents and visitors to easily locate restrooms downtown.

In addition, there must be policy changes. We recommend requiring new buildings and transit hubs in Minneapolis to have public restrooms. We recommend gender parity and requiring at least one single all-gender stall unit any time multi-stall units are included. These unit should also include amenities such as changing stations and sharps containers.

Lastly, while no city has developed a perfect solution to this problem, we believe that Minneapolis is uniquely positioned with its strong civic engagement, robust arts community, and technology industry to leverage our city's unique characteristics to tackle this issue and increase access to public restrooms in downtown Minneapolis.

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Appendix A Field research
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APPENDIX/DIVIDER TITLE
Appendix Subtitle

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Field research
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Appendix A FIELD RESEARCH

A.1 RESTROOM CONDITION ASSESSMENT

A.1.1 SAMPLE FIELD ASSESSMENT QUESTIONNAIRE

28 sites were visited by surveyors. Below is an example of 2 locations visited in downtown Minneapolis, the questions asked and results.

Business	Walgreens
Address	655 Nicollet Mall
May I use your restroom?" Yes/No	No
No: Why?	
I have a medical condition that gives me the right to use your facilities by state law" Yes?/No?	Yes
No: Why?	
Note Cleanliness: Floors, Walls, Inner/outer door, Sink, Mirror, Toilet, Paper Products	Spotless floor to ceiling; waste basket full
Note Supplies: Toilet Paper? How many rolls?; Paper Towel? How many rolls?; Hand Sanitizer/ Hand Soap? Running Water?	1 paper towel roll, 1 soap dispenser, 1 toilet, 2 rolls of toilet paper, 1 waste basket
ADA compliant? (Yes/No)	Yes
Baby Changing Station? (Yes/No)	Yes
Hazardous Waste Disposal? (Yes/No)	No
Gender Designation? (Neutral/Him/ Her/ Family)	Neutral
Locked/Unlocked?	Locked; key pad
Other observations:	The employees were notably rude when I asked to use the restroom.

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Business	Saks Off 5th
Address	600 Nicollet
May I use your restroom?" Yes/No	Yes
No: Why?	
I have a medical condition that gives me the right to use your facilities by state law" Yes?/No?	
No: Why?	
Note Cleanliness: Floors, Walls, Inner/outer door, Sink, Mirror, Toilet, Paper Products	Floors, Wall, Inner door, Mirrors appear clean; Out doors appeared dirty; Waste basket over filled
Note Supplies: Toilet Paper? How many rolls?; Paper Towel? How many rolls?; Hand Sanitizer/ Hand Soap? Running Water?	2 sinks, 3 toilets, 1 paper towel dispenser, 1 automatic hand dryer, 2 soap dispensers
ADA compliant? (Yes/No)	Yes
Baby Changing Station? (Yes/No)	Yes
Hazardous Waste Disposal? (Yes/No)	No
Gender Designation? (Neutral/Him/ Her/ Family)	His/her
Locked/Unlocked?	Unlocked
Other observations:	Noted a sign on the outer door of restroom: "Effective June 1, Restroom will no longer be open to public. We are sorry for any inconvenience."