



## A Toilet Tour Discussion Checklist

[www.PHLUSH.org](http://www.PHLUSH.org)

Location \_\_\_\_\_

Date and Time \_\_\_\_\_

### 1. The Approach to the Facility

Do you know it's a toilet? How? Signage? Is it hidden or out in the open? What about sight lines on the door? What kind of surveillability? Are there "eyes" on it? Who walks past? Who might look down on it? Any cameras on the space? What about lighting? How does the site serve pedestrians? Cyclists? Motorists? Is it attractive and inviting? Any decorative elements? Do they work?

*Takeaways? Suggestions for improvements?*

### 2. Space Designation, Definition, and Design

What's designated purpose of this facility? What are some of the actual uses? How does the space support intended and actual uses? How is the space in and around the facility defined? Walkways, doors, benches, partitions? What social and cultural definitions affect use of space? What about legal or administrative rules? How do women's rooms differ from men's rooms? Their space definitions? The behavior of their users? What spaces are defined as private? As semi-private? How do they connect with public spaces? Does each feel safe? Comfortable? What about the design? Does the physical design support the designated use or distract from it? How? Does the design enable normal users to promote desired behavior? Can users control access and provide surveillance in a natural way? What about the layout? Is it efficient? Does hand washing or personal grooming keep other users waiting?

*Takeaways? Suggestions for improvements?*

### 3. Proximity to Businesses and Services

Where do users come from? Who else is around and why? What's nearby? Retail? Office buildings? Transit? Recreational space? Parking lots? Parking pay stations? Which places are attractive and why? Opening hours and days? Peak and off times? Any vacant storefronts? Any useable space adjacent to the public toilet? What businesses might fit? Would a portable cart business work? What kind? Coffee? Food? Toys and balloons? Flowers? Information booth? Bike rental? Chair massage? Shoeshine? Tee shirts?

Souvenirs? Dog walking service? Potential impact of business? How could this toilet facility better support the surrounding community?

*Takeaways? Suggestions for improvements?*

#### 4. Cleaners and Attendants

Who takes care of this toilet? Does it meet minimal standards of cleanliness? What should those be? Is a cleaner or attendant present now? What are their hours? Who do they work for? Are they specialized in restroom operations? Do they maintain a larger area? Are they mobile? Where do they take lunch breaks? Do female attendants clean the men's room? Do male cleaners clean the women's room? When cleaning is in progress, is the place closed? If so for how long? Is this necessary? Is work seasonal? Are volunteers involved? Weekend or seasonal interns? Does the facility have a storage area? Powering washing facilities? What's the graffiti situation? What kind of surfaces are there? Walls, partitions, mirrors, floor? Appropriateness of surfaces? Cost of materials? Any evidence of vandalism? Construction types and alternatives? Decor? Potted plants? Flowers? Ideas on how attendants could be engaged? What other services might attendants offer? What kind of tips might they attract? Can an attendant's room or counter space be created? On how cleaning could be supplemented by volunteers?

*Takeaways? Suggestions for improvements?*

#### 5. Safety and Comfort

Does this public toilet seem to offer a comfortable level of safety? What environmental clues are there when you enter? Does it signal to legitimate users that "this is a safe place" or not? Does it signal to potential offenders that "this is a safe place" or not? Why? Does the facility offer a balance of privacy and connection with its surroundings? Is there anywhere where a user could be trapped? Is it dungeon-like? Can sound travel? Could an intruder enter and lock the door from the inside? Is the door locked open? Could it be? What about the type of locks? What situations might put users at risk? Is it designed so that water and soap are kept off the floor? Do the users of this restroom feel safe and comfortable here? Can you ask them?

*Takeaways? Suggestions for improvements?*