

places in order to clarify any issues they have about increased signage. The second option, advertising and expanding hours in private businesses that allow public access, also raises issues of overcapacity and hardships for businesses and their customers. Several businesses in Harvard and Porter Squares stated that they might be willing to enter agreements with the city to post signage and increase accessibility if the city contributes financially to maintenance. This option also needs more investigation and development. The third option of public/private partnerships for toilets is not fully developed and Mr. Cox suggested that the Newburyport model would be useful to consider.

According to Vice-Mayor Davis, the Newburyport facility houses an art gallery and coffee shop and is operated under a partnership between the city and a theatre company. Ms. Feinberg described two models that Newburyport has used for public toilets. The Arts Center/Firehouse site was the product of a collaboration between the city and the Chamber of Commerce (COC) and Arts Council; the president of the COC was also the chair of the Arts Council, and the council itself was a spin-off of the COC. The city held the lease on the property and when the site was renovated five years ago, the city took the chance to create a public bathroom. The Arts Council runs the site and uses income raised there to operate the bathroom. The city hosts approximately 350,000 tourists in the summer. In response to the long lines at the Arts Center, the city developed a second model: first, a trailer, which didn't work, and then a modular building. The city officials are considering a more permanent building, although they're unsure of what will work. Because temporary structures tend to get vandalized, it requires some strategy to avoid this, such as attendants.

Vice-Mayor Davis added a fourth option to the list at Councillor Galluccio's suggestion: portapotties, in sites such as public ballfields.

Vice-Mayor Davis opened the hearing to public comment. Mr. Elie Yarden, 143 Pleasant St., Cambridge, urged the committee to consider how to enhance the public realm in Cambridge on this issue, and described a facility in Salisbury, England as a possible model. He offered copies of two pictures (Attachment B) of the Salisbury facilities, which he described as a centrally located, pleasant, civilized amenity in a city of 25,000 which accommodates numerous tourists. The facility is staffed and charges 10-15 cents. Mr. Yarden stated that there is no reason why Cambridge cannot devote part of its wealth to the public realm, especially when some of the most visited areas of the city, such as Harvard Square, do not have adequate facilities. The city should be spending ten times what it does on public amenities such as toilets. This would allow not just tourists, but also residents, to enjoy the city. Central Square, the second most heavily touristed area in the city and the city center, is a good place to start. The riverfront also needs facilities. There are public buildings which could be used for restrooms, but that are shut down or used for storage; these need to be identified and opened to the public. According to Mr. Yarden, thinking of toilet facilities as a public amenity is the best approach to the problem. Interim steps such as increased signage are also valuable. Vice-Mayor Davis will give Mr. Yarden a list of publicly accessible sites for his specific comment.

Mr. Moot, 44 Coolidge Hill Rd., Cambridge emphasized that it is important to make facilities handicapped-accessible. This adds to the expense, but otherwise such facilities are meaningless for the handicapped. The city of Boston and various organizations are looking at this issue and the options.

Councillor Murphy stated that he saw a dramatic need for more facilities, especially in areas like Harvard Square. Referring to Mr. Yarden's comments, he said that it requires a more European mindset to do this. He specifically asked what are good locations for APTs.

Vice-Mayor Davis and Councillor Murphy then asked the Chief Health Officer to provide this Committee with the following additional information:

- Investigate existing public toilet facilities and identify appropriate locations for additional signage, and options for signage
- Recommend follow-up actions on options for increased access to private toilet facilities, especially in Harvard Square.
- Report on the effectiveness of APTs in operation in other urban settings, such as Boston.

Ms. Feinberg remarked that a New Zealand company that manufactures APTs is offering them at discounts, such as a two-for-one price, in order to break into the American market.

Mr. Cox commented that, while his department has done a lot of investigation on creation and development of public toilet facilities, some aspects of the issue should be decided in consultation with Lisa Peterson, the Commissioner of Public Works.

On the option of public/private partnerships for more facilities, Vice-Mayor Davis raised the possibility of the city renting storefront space in a private building, and installing a toilet, with the private owner of the building operating the facility, and collecting small fees to cover expenses. As part of Mr. Cox's report on the options, Vice-Mayor Davis requested a comparison of costs, including capital costs, maintenance, and intangibles, such as security and lost opportunity costs, and a proposed budget for the city to develop public toilets. She suggested looking at the costs of the Provincetown public toilets, which are open and staffed year-round. Vice-Mayor Davis also asked Mr. Cox to contact coaches and city staff to identify issues with the use of portapotties in public spaces, such as ballfields.

Ms. Peterson noted that the discussion covered two aspects: the pros and cons of the options, and the costs. Ms. Peterson pointed out some fundamental differences between APTs and other options. APTs have the advantage of being self-cleaning. Security is an issue across the board; on this point, staffed facilities seem more secure. Financially, both staffed sites and APTs can charge fees to raise money for operations and maintenance. The question is what makes sense in Cambridge. Wherever the site, increasing access is probably more feasible in an existing facility.

Councillor Murphy recommended asking non-profits to the next meeting in order to identify their concerns with increased access. On this point, Ms. Feinberg stated that, in her discussions with Harvard Square business owners, they raised concerns about overcapacity, vandalism and disturbances to their customers. Councillor Maher remarked that when he was the store manager of the Harvard Coop, heavy use and abuse of the toilet facilities sometimes required their closing; he also suggested that increased university access was another option. Vice-Mayor Davis and Ms. Peterson noted that the problems cited were generally problems of urban centers, and factors to consider in evaluating all options. Increasing the number of facilities would spread the burden and possibly improve these conditions.

Vice-Mayor Davis indicated that she wanted to move forward on the increased signage option as soon as possible, and asked Mr. Cox to focus on this as a priority in his reports. She asked the DPH to provide the requested information for the next meeting of the Committee.

Vice-Mayor Davis thanked all who attended the meeting.

The meeting adjourned at 5:58 p.m.

For the Committee,

A handwritten signature in black ink, appearing to read 'Henrietta Davis', written in a cursive style.

Councillor Henrietta Davis, Chair

Public Toilet Options

The Cambridge Public Health Department, on behalf of the City Manager, has produced two comprehensive reports and one policy memo on public toilets in the past 18 months:

- *Automatic Public Toilets* – A 23-page report that addressed cost, feasibility, safety, and maintenance issues surrounding the installation of public toilets in the city. (January 2001)
- *Public Access Toilets in the City of Cambridge* – A 36-page report that addressed current signage for public access toilets; feasibility of brokering a signage agreement with businesses (particularly malls) that currently offer public access toilets; availability of public toilets in Cambridge; and availability of public access toilets in boathouses along the Charles River. (December 2001)
- *Options for developing public/private agreements for maintaining and sponsoring public toilets in Cambridge* – A two-page memo that identified two possible types of public/private agreements for maintaining and sponsoring public toilets in Cambridge. (June 2002)

Based on these reports, the following options are offered:

Advertise locations of public restrooms in city buildings – Public agencies in approximately 26 locations across Cambridge have public restrooms. The City of Cambridge might consider selecting a group of city buildings to be officially designated as housing public restrooms, and advertise accordingly. Public agencies and/or public buildings that might have the capacity to handle additional bathroom traffic include the Cambridge Public Library (7 locations), the Cambridge Fire Department (8 locations), City Hall, and 57 Inman Street.

Develop agreements to post signage and expand restroom hours of existing bathroom facilities in malls and arcades – The City of Cambridge might consider developing a signage agreement with selected private businesses that are amenable to the concept. This approach would involve the City of Cambridge negotiating individual agreements with local malls, arcades, and other businesses that have the capacity to handle a large influx of bathroom users. Businesses that have expressed interest in such a proposal include The Garage Mall (Harvard Sq.), Holyoke Center (Harvard Sq.), and Porter Square Galleria (Porter Sq.). For more information, see *Public Access Toilets in the City of Cambridge*.

Broker a public/private sponsorship agreement to install and maintain permanent public restroom facilities in Cambridge – This type of partnership would involve an agreement between the city and private entities to jointly fund the purchase, installation, and maintenance of a public restroom facility or facilities. The private entities might include the membership of Cambridge business associations; Harvard University and MIT; and possibly non-profit organizations. The facility could either be a traditional, freestanding public restroom or an automatic public toilet that would be owned by the city and its partners.

Submitted by:

Harold Cox
Chief Public Health Officer

A Short List of Public Restrooms in Cambridge

Organization	Address	Neighborhood	Hours
Firehouse – North Cambridge	2029 Mass. Avenue	NORTH CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – O’Neill Branch	70 Rindge Avenue	NORTH CAMBRIDGE	9am-8pm –M, W, Th 9am-5:30 pm – T, F
Danehy Park	99 Sherman Street	NORTH CAMBRIDGE/ ALEWIFE	Permanent restrooms: 7 a.m. to dusk, year-round Temporary toilets: 24/7
Firehouse – Taylor Sq.	113 Garden	TAYLOR SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Golf Course Club House	691 Huron Ave.	WEST CAMBRIDGE	Dawn to dusk
Library – Collins Branch	64 Aberdeen Ave.	WEST CAMBRIDGE	M, Th: 1 pm-8 pm T, W, F: 9 am-5:30 pm
Firehouse –West Cambridge	167 Lexington Ave.	WEST CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – Main	449 Broadway	MID CAMBRIDGE/ HARVARD SQUARE	Monday-Friday: 9am-9pm Sat: 9am-5pm Sun: 1pm-5pm (Sept-May)
Firehouse – Main	491 Broadway	MID CAMBRIDGE/ HARVARD SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – Central Sq.	45 Pearl St.	CENTRAL SQUARE	M, W, F: 9:30 am-6 pm T & Th: 9:30 am-9 pm S 9:30am-6pm (Sep-Jun)
Firehouse – Lafayette Square	378 Mass. Avenue	CENTRAL SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
City Hall	795 Mass. Avenue	CENTRAL SQUARE	8:30 a.m.-6 p.m.; later on meeting nights
Citywide Senior Center	806 Mass. Avenue	CENTRAL SQUARE	8:30 a.m.-4:50 p.m., M-F; 8:30 a.m.-12:50 p.m., S-S
Building Department	831 Mass. Avenue	CENTRAL SQUARE	Regular hours: 8 a.m.-5 p.m. Hearing nights: 6 pm-10 pm
Multi-Service Center	19 Brookline Street	CENTRAL SQUARE	8:30 a.m.– 5 p.m.
Windsor Street Health Center	119 Windsor Street	CENTRAL/KENDAL L	7 am-11 p.m., M-F; 10 am-2 p.m., Sat.
Firehouse – South Side	176 River Street	SOUTH SIDE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.

Source: Cambridge Public Health Department

Organization	Address	Neighborhood	Hours
Magazine Pool	719 Memorial Drive	CHARLES RIVER	M-F: 11 am – 7 pm S-S: 10 am – 6 pm *Open in July & August:
57 Inman – municipal building	57 Inman	CENTRAL SQUARE	7 a.m.-8 p.m., later on meeting nights
Firehouse – Inman Sq.	1384 Cambridge St.	INMAN SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
The Cambridge Hospital	1493 Cambridge Street	INMAN SQUARE	Reception area: 6 am.-8 pm ED restrooms: 24/7
Library – Valente Branch	826 Cambridge Street	INMAN/ EAST CAMBRIDGE	M, Th, F: 10 am-6 pm T, W: 10 am-8 pm
Firehouse – East Cambridge	175 Cambridge Street	EAST CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – O'Connell Branch	48 Sixth Street	EAST CAMBRIDGE	M, W, Th: 10 am-5 pm Tues: 10 pm-7:30 pm Friday: 1pm-5pm

Source: Cambridge Public Health Department

Public Access Toilets in the City of Cambridge

City Council Order O-22

Submitted to the City Manager, Robert Healy

DECEMBER 10, 2001

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EXECUTIVE SUMMARY

At the May 14, 2001 Health and Environment Committee meeting, Cambridge City Council members asked the Cambridge Public Health Department to report back on the following items:

1. What signage exists for public access toilets?
2. Could letters be written by the City Manager to private enterprises that discriminate against non-customers of their establishments from using their facilities?
3. Could the City provide signage indicating locations of public access toilets that are owned and maintained by private enterprises (e.g., a mall)?
4. Provide an inventory of the facilities available and the signage used.
5. Investigate the public access options used in the boathouses along the River.

In response to this request the Cambridge Public Health Department interviewed representatives from 21 public agencies and institutions (at 38 sites); 9 private enterprises; and 7 private boathouses and sailing pavilions. The department also made on-site visits to many of these facilities, speaking directly to those on the public toilet “frontlines”—receptionists, librarians, firefighters, security guards, and maintenance supervisors. Although this report addresses each item separately, it is important to remember that access and signage policies are interconnected and influenced by socioeconomic, environmental, and health issues such as crime, homelessness, and alcohol and drug use.

Report highlights:

Inventory of public restrooms in Cambridge – At present, city agencies in 26 locations across Cambridge have public restrooms. In the private sector, only a small number of private enterprises allow non-customers to use their restrooms on a regular basis. The problem is most acute in Harvard Square, where a confluence of tourists, students, shoppers, homeless individuals, and street kids place enormous strain on the businesses that own and maintain public access restrooms.

Restroom signage – The Cambridge Public Health Department found very limited outdoor and indoor signage indicating locations of restrooms in city buildings. In the private sector, none of the malls, bookstores, fast-food restaurants, boathouses or sailing pavilions surveyed for this report have posted any outdoor or indoor signage indicating the whereabouts of their restrooms. For these enterprises, the dearth of signage largely has to do with reluctance to advertise their restrooms as “public.”

Signage agreement – The Cambridge Public Health Department asked businesses that currently offer public access toilets whether they might be willing to provide signage and to expand their restroom hours if the city paid for the signage and partially reimbursed them for maintenance costs. Representatives from three malls and arcades expressed interest in a signage agreement with the city. The two mall representatives stated that their respective companies might seriously consider such an agreement, depending on what the city was willing to offer, since their businesses were already effectively financing “public” toilets.

RECOMMENDATIONS

- ◆ **Advertise locations of public restrooms in city buildings** – The City of Cambridge should review its policy on restroom signage with regard to public restrooms in city buildings. For example, the city may want to select a group of city buildings to be officially designated as having public restrooms, and advertise accordingly.
- ◆ **Develop a signage agreement with malls and arcades** – The City of Cambridge should consider developing a signage agreement with selected private businesses that are amenable to the concept.
- ◆ **Homeless population** – Official public toilets in city buildings and malls will not solve the ongoing problem of homeless individuals using private facilities for showering and sleeping. Additional plans should be considered to address this issue.
- ◆ **Automatic Public Toilets** – The City of Cambridge should continue to explore the possibility of acquiring automatic public toilets.
- ◆ **Private boathouses and sailing pavilions** – The city should work with the Metropolitan District Commission (MDC) to develop a coherent, consistent and enforceable policy regarding the role of private boathouses and sailing pavilions in providing public amenities.
- ◆ **Charles River Master Plan** – The city should discuss with the MDC the time frame of the Charles River Master Plan and the feasibility of constructing the three “amenity clusters” in Cambridge along Memorial Drive. (A promise of MDC-financed and maintained “amenity clusters” might make the boathouses more willing to provide public access to their facilities, since the policy would be temporary.)

Item 1. What signage exists for public access toilets?

INTRODUCTION

In the early or mid-1990s, the Cambridge City Council ordered the Department of Public Works (DPW) to post signs indicating the location of “public” restrooms in Cambridge.¹ Signs were posted inside and outside certain city buildings, such as City Hall, the senior center, the firehouse at Lafayette Square, and the Lombardi building.

FINDINGS

Public Agencies & Institutions

In its toilet tour of Cambridge this summer, the public health department found three outdoor signs and five indoor signs. While it is possible there are other remaining outdoor signs, they are not in prominent display.

Outdoor signage

- ◆ Two DPW outdoor signs are posted in Central Square. One is posted at the stoplight in front of the Central Square Main Post Office. The other DPW sign is affixed to the exterior brick wall of the Central Square branch library, 45 Pearl Street. Both signs stated “public restrooms are available at Cambridge City Hall (795 Massachusetts Ave.), Police Station (Green St.), Fire Station (Lafayette Sq.)”

Notably, the signs do not provide hours of operation of the “public” restrooms nor exact addresses for the police and fire stations. It is also worth noting that the police station no longer has an open-door policy for restroom seekers (see Item 3).

- ◆ Outdoor signage is posted at Danehy Park for the “comfort station” located in the Park office.

Indoor signage

The Public Health Department found that “restrooms” were included in the building directories of City Hall, 51 Inman Square, and the Windsor Street Health Center. Indoor signage was posted at the Golf Course Club House and overhead signage is used at The Cambridge Hospital.

Private Companies and Institutions

None of the malls, bookstores, fast-food restaurants, boathouses, or sailing pavilions included in this report have posted any outdoor or indoor signage indicating the whereabouts of their restrooms, with the exception of the Harvard Coop, which lists “restroom” in its store directory between “religion” and “science.”

¹ Fred Cabral (supervisor of maintenance, DPW), personal communication, September 6, 2001.

We spoke to representatives from the following businesses, schools, and universities:

- The Garage Mall (Harvard Square)
- The Atrium (Harvard Square)
- Holyoke Center (Harvard Square)
- The Cambridge Galleria (Harvard Square)
- Au Bon Pain at Harvard Square
- Starbucks Coffee (Central Square)
- Harvard Coop (Harvard Square)
- Porter Square Galleria (Porter Square)
- University Park Hotel @ MIT (Kendall Square)
- Weld Boathouse (Harvard women's crew)
- Harvard Sailing Center
- MIT Sailing Pavilion
- MIT Boathouse
- DeWolfe Boathouse (Boston University)
- Riverside Boat Club
- Buckingham, Brown & Nichols School Boathouse

CONCLUSIONS

Public Agencies & Institutions

The vast majority of public agencies and institutions in Cambridge allow the public to use their restrooms. Nonetheless, representatives from the same organizations voiced concern about posting prominent signage indicating that "public" restrooms were available on their premises. Concerns included:

- ◆ Inability to monitor the restrooms if traffic increased considerably
- ◆ Inability to maintain restrooms if traffic increased markedly. For instance, at the firehouses, the firefighters are responsible for cleaning the "public" bathrooms.
- ◆ Cost of maintaining restrooms could be prohibitive, if traffic increased markedly
- ◆ Potential for compromising patient/client privacy
- ◆ Liability
- ◆ Security/Safety/Terrorism
- ◆ Landlord issues – some agencies lease space in private buildings

Private Companies and Institutions

Among the private enterprises and universities included in this report, the rationale for not posting signage largely had to do with their reluctance to advertise their facilities as public. For more information, please see Item 3 (private enterprises) and Item 5 (boathouses).

Item 3: Could the city post signage indicating locations of public access toilets that are owned and maintained by private enterprises (e.g., a mall)?

INTRODUCTION

At the May 14, 2001 Health and Environment Committee meeting, Cambridge City Council members asked whether businesses that already offer public access toilets (e.g., malls) might be willing to provide signage and to expand their restroom hours if the city paid for the signage and partially reimbursed the businesses for maintenance costs associated with the restrooms. This offer was informally posed to representatives from:

- The Garage Mall (Harvard Square)
- The Atrium (Harvard Square)
- Holyoke Center (Harvard Square)
- The Cambridge Galleria (Harvard Square)
- Au Bon Pain at Harvard Square
- Starbucks Coffee (Central Square)
- Harvard Coop (Harvard Square)
- Porter Square Galleria (Porter Square)
- University Park Hotel @ MIT (Kendall Square)

FINDINGS

At present, only a handful of Cambridge businesses allow the public unrestricted access to their restroom facilities. These businesses include the Garage Mall, Holyoke Center, Au Bon Pain at Harvard Square (near the Pit), the Porter Square Galleria, the Harvard Coop stores, and several coffeehouses and fast-food restaurants.

While many Cambridge residents and tourists believe the bathrooms in these establishments are “public”—this is not actually the case. Restaurants, malls, and other places of assembly do not have a legal obligation to provide restroom facilities to non-customers. With the exception of the Holyoke Center*, the bathrooms in the aforementioned businesses are intended *only* for customers, tenants, and employees.

These bathrooms are “accessible” to the public-at-large because it is difficult, or sometimes impossible, for employees of malls, bookstores, and fast-food restaurants to discern customers from non-customers. In short, these “public access” toilets were never intended for large-scale public use; rather they have become *de facto* public by virtue of their location.

* Harvard University, which owns Holyoke Center, has designated the ground floor bathrooms in the Holyoke Center as public bathrooms.

Signage

None of the businesses that offer *de facto* public toilets post signage advertising this fact. Why? Many of the managers we spoke to felt overwhelmed by the amount of time and money they expend in maintaining their “public access” toilets, and do not want to expand their bathroom clientele any further. In fact, many have begun initiating policies to curtail unwanted bathroom traffic.

The managers’ concerns focus primarily on the chronic misuse and destruction of their restrooms by particular groups of non-customers, which they have identified as homeless individuals, substance abusers, and “Pit” kids. Illicit bathroom activities fell into two major categories:

- **Misuse of the bathrooms**– Including showering, washing clothes, sleeping, fighting, drinking, drug use.
- **Vandalism** – Including graffiti, plugged toilets, broken toilet bowls, bashed partitions, defecating on floor drains.

The following is a supervisor’s description of bathroom-related vandalism that occurred at Au Bon Pain at Harvard Square during his tenure:

They were ripping apart the bathrooms, there was a lot of graffiti. Several times I’ve had people go to the bathroom on the floor and not use the toilet, for no reason at all. It’s unbelievable and that is both men’s and ladies’ rooms. Broken mirrors, people just smashing the wall, and smashing the urinals, toilets, and dividers and things like that. Breaking the door knobs off. People doing drugs and having physical fights in the bathroom. Just unbelievable things that I’ve never experienced before in my life.²

These comments reflect the frustration of many property managers, maintenance supervisors, and store employees we interviewed. Vandalism and vagrancy were clearly on their minds as they pondered the city’s hypothetical offer of financial assistance in return for signage. Their responses are summarized below.

Positive/neutral responses

Representatives from three malls and arcades expressed interest in a signage agreement with the city. The two mall representatives stated that their respective companies might seriously consider such an agreement, depending on what the city was willing to offer, since their businesses were already effectively financing “public” toilets.

² The supervisor’s comments describe the situation prior to October 2000, when he initiated a “key” system.

The Garage Mall**Harvard Square****Hours:** 7 a.m. – 11 p.m.**Owner:** Trinity Properties**Contact:** “an employee of the property management company”

The representative of Trinity Properties interviewed for this report had a mixed reaction to the signage proposal. On the one hand, his company might welcome the signage because it would draw more people into the mall, which would benefit the tenants.

However, he worried that signage alone would only exacerbate the mall’s ongoing problems with vandalism and vagrancy without alleviating the bathroom problem in Harvard Square.

The Garage Mall bathrooms are routinely damaged and misused. Problems include homeless individuals using the bathrooms for showering and sleeping; daily graffiti; broken toilet bowls; toilets plugged with beer cans; and marijuana and hard drug use (at least three overdoses have been reported in the past 15 years). These incidents happen despite the fact that the maintenance crew stands watch near the stairs leading to the bathrooms morning until 4 p.m., at which time a security guard takes over until midnight.

* * * * *

Porter Square Galleria**Porter Square****Hours:** 10 a.m. to 12 a.m.**Owner:** Porter Square Equity Partners LLC

According to a representative from facilities management at the Porter Square Galleria, the building owner might be interested in a signage agreement, depending on what the city was willing to offer. Without a financial incentive, the representative believes Porter Square Equity Partners would not expand access to the restrooms for fear it would increase incidents of vagrancy and vandalism. He reported that a handful of homeless individuals routinely use the Galleria restrooms for washing clothes, taking sink “showers,” drinking, and sleeping. He estimates that the Galleria bathrooms probably need \$25,000 in repair work due to water damage (e.g., plugged sinks have caused deterioration of the dry walls) and vandalism (e.g., graffiti, kicked-in stall doors).

In an attempt to reduce these problems, the Galleria has adopted a system whereby security guards pass out tokens to tenants who then distribute them to customers. However the token system has not prevented the homeless population from using the facilities.

* * * * *

Holyoke Center**Harvard Square****Hours:** 6 a.m. to 9 p.m.**Owner:** Harvard University

A representative from Harvard Planning and Real Estate, the entity that manages the Holyoke Center, said that negotiating a signage agreement with the city was a “definite possibility,” assuming the concept was approved by Harvard’s insurance and legal departments. A signage

agreement is probably more attractive to the Holyoke Center than other establishments because its bathrooms are genuinely “public.”

A full-time security guard is stationed near the Holyoke Center restrooms, which has helped to reduce vandalism and vagrancy. Nonetheless, the maintenance crew reports ongoing problems with graffiti, “showering,” sleeping, and alcohol use.

Negative Responses

In addition to the malls, we interviewed managers from a handful of fast-food restaurants, coffeehouses, hotels, and bookstores. These managers voiced a number of concerns about advertising their bathrooms as “public toilets.” These concerns included:

- Not enough stalls to meet increased demand; system is already “overloaded.”
- If toilets were “public,” would they be subject to city inspections?
- Limited staff capacity to monitor bathrooms.
- Providing public restrooms is the job of the city, not private businesses.
- The presence of unkempt/mentally ill/delinquent bathroom users may frighten paying customers, who may then take their business elsewhere.
- In controlled environments like hotels, it is not desirable to give unknown people unrestricted access to the building.

The Harvard Coop

Harvard Square

Hours: 9 a.m. to 10 p.m. (Mon.-Sat.); 10 a.m.-9 p.m. (Sun.)

Owner: Harvard University

The manager interviewed for this report said the Harvard Coop would probably decline a signage offer from the city because its limited facilities are already overburdened.

As discussed previously, the Coop bathrooms are *intended* only for customers. However, word-of-mouth advertising in Harvard Square long ago made the Coop a hub of bathroom activity. The result is often long lines outside the six-single stall restrooms and frequent complaints about cleanliness.

* * * * *

Au Bon Pain at Harvard Square

Harvard Square

Hours: 5:30 a.m.-11:50 p.m., Sun.-Thurs.; 5:30 a.m.-12:30 a.m., Fri.-Sat.

Owner: Compass Group

The representative from Au Bon Pain at Harvard Square interviewed for this report said his company would probably decline a signage offer from the city because of the long history of non-customers vandalizing the bathrooms.

The representative said he spent a year trying to clamp down on the wanton destruction of the Au Bon Pain bathrooms before he implemented a "key" system in October 2000. Au Bon Pain employees now unlock the restrooms for customers, and lock them again after customers exit. The representative stated that no one is refused use of the bathroom unless the person has caused problems in the past and is not currently a customer.

* * * * *

University Park Hotel @ MIT

Kendall Square

Owner: MIT

Contact: a representative of the University Park Hotel @ MIT

The representative from the University Park Hotel @ MIT interviewed for this report said the hotel would probably decline a signage offer from the city because non-customer traffic could compromise hotel security and potentially inconvenience hotel guests.

* * * * *

The Atrium

Harvard Square

Owner: Trinity Properties

Contact: "an employee of Trinity Properties"

Trinity Properties would likely decline a signage offer from the city in regard to the Atrium, the arcade on Church Street that houses The Gap, Brew Moon, and Fire & Ice. Although the restrooms are located in a public walkway, they are not "public," according to a source at Trinity Properties. The bathrooms are shared by Brew Moon and The Gap, and are intended only for patrons of those businesses. This policy is enforced through a "buzzer" system: Upon request, a hostess or salesperson will press a buzzer that unlocks the bathroom door. The door automatically locks after the customer exits.

* * * * *

The Cambridge Galleria

Harvard Square

Contact: Building tenants

The Cambridge Galleria does not have restrooms.

* * * * *

Starbucks Coffee

Central Square

Owner: Starbucks Coffee Company

Contacts: Starbucks "baristas"

Starbucks Coffee in Central Square shut down its customer bathroom this summer following two heroin overdose incidents. One of the incidents resulted in death.

CONCLUSIONS

At present, only a small number of private enterprises allow non-customers to use their restrooms on a regular basis. As a result, these businesses are assuming a financial burden they feel is underappreciated by the city and their bathroom clientele. With the exception of the Holyoke Center, these businesses never intended their facilities to receive the volume of non-customer pedestrian traffic that they currently experience.

The problem is most acute in Harvard Square, where a confluence of tourists, students, shoppers, homeless individuals, and street kids place enormous strain on the few private businesses who allow the public to use their facilities. As noted previously, these businesses are coping with more than additional foot traffic; they are dealing with issues of homelessness and delinquency that has frequently resulted in wanton destruction of their bathrooms.

Nonetheless, three of the businesses we spoke to expressed interest in a signage agreement with the city, depending on what the city had to offer. Positive responses were given by The Garage Mall (Harvard Square), the Porter Square Galleria (Porter Square), and Holyoke Center (Harvard Square). The sentiment among the two mall representatives was that financial support from the city would be greatly appreciated since they are already effectively financing "public" toilets.

Item 4. Inventory of Available Facilities and Signage Used

INTRODUCTION

We interviewed representatives from 21 public agencies and institutions to find out if they provided “public access” restrooms. We also made on-site visits to many of these facilities, speaking directly to those on the public toilet “frontlines”—receptionists, librarians, firefighters, security guards, and maintenance supervisors. The public entities included in this section represent nearly all government agencies and institutions that operate in Cambridge.

FINDINGS

Our investigation revealed that public buildings in 26 locations across Cambridge have public access restrooms. The agencies and institutions represented are:

- The Cambridge Public Library (7 locations)
- Cambridge Fire Department (8 locations)
- City Hall
- The Cambridge Health Alliance (4 locations)
- Citywide Senior Center
- Building Department
- Multi-Service Center
- 57 Inman municipal building
- Parks Department (2 locations)
- MDC Magazine Pool

The location and hours of these buildings are listed in Table 1. Public agencies that restrict or forbid public access to their restrooms are excluded from the table. Also excluded are unofficial public access restrooms that are maintained by private companies or universities. For detailed information on agencies’ restroom policies, signage status, and security issues, see Appendix A.

Table 1**A Short List of Public Restrooms in Cambridge**

Organization	Address	Neighborhood	Hours
Firehouse – North Cambridge	2029 Mass. Avenue	NORTH CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – O'Neill Branch	70 Rindge Avenue	NORTH CAMBRIDGE	9am-8pm –M, W, Th 9am-5:30 pm – T, F
North Cambridge Health Center	266 Rindge Avenue	NORTH CAMBRIDGE	8:30 a.m.-8 p.m., M,W; 8:30 a.m.-5 p.m., T-TH-F
Danehy Park	99 Sherman Street	NORTH CAMBRIDGE/ ALEWIFE	Permanent restrooms: 7 a.m. to dusk, year-round Temporary toilets: 24/7
Firehouse – Taylor Sq.	113 Garden	TAYLOR SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Golf Course Club House	691 Huron Ave.	WEST CAMBRIDGE	Dawn to dusk
Library – Collins Branch	64 Aberdeen Ave.	WEST CAMBRIDGE	M, Th: 1 pm-8 pm T, W, F: 9 am-5:30 pm
Firehouse –West Cambridge	167 Lexington Ave.	WEST CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – Main	449 Broadway	MID CAMBRIDGE/ HARVARD SQUARE	Monday-Friday: 9am-9pm Sat: 9am-5pm Sun: 1pm-5pm (Sept-May)
Firehouse – Main	491 Broadway	MID CAMBRIDGE/ HARVARD SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – Central Sq.	45 Pearl St.	CENTRAL SQUARE	M, W, F: 9:30 am-6 pm T & Th: 9:30 am-9 pm S 9:30am-6pm (Sep-Jun)
Firehouse – Lafayette Square	378 Mass. Avenue	CENTRAL SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
City Hall	795 Mass. Avenue	CENTRAL SQUARE	8:30 a.m.-6 p.m.; later on meeting nights
Citywide Senior Center	806 Mass. Avenue	CENTRAL SQUARE	8:30 a.m.-4:50 p.m., M-F; 8:30 a.m.-12:50 p.m., S-S
Building Department	831 Mass. Avenue	CENTRAL SQUARE	Regular hours: 8 a.m.-5 p.m. Hearing nights: 6 pm-10 pm
Multi-Service Center	19 Brookline Street	CENTRAL SQUARE	8:30 a.m.– 5 p.m.
Windsor Street Health Center	119 Windsor Street	CENTRAL/KENDAL L	7 am-11 p.m., M-F; 10 am-2 p.m., Sat.
Riverside Health Center	205 Western Avenue	CENTRAL/SOUTH SIDE	9 a.m.-5 p.m., MWF; 9 a.m.-8 p.m., T,TH
Firehouse – South Side	176 River Street	SOUTH SIDE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.

Organization	Address	Neighborhood	Hours
Magazine Pool	719 Memorial Drive	CHARLES RIVER	M-F: 11 am – 7 pm S-S: 10 am – 6 pm *Open in July & August:
57 Inman – municipal building	57 Inman	INMAN SQUARE	7 a.m.-8 p.m., later on meeting nights
Firehouse – Inman Sq.	1384 Cambridge St.	INMAN SQUARE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
The Cambridge Hospital	1493 Cambridge Street	INMAN SQUARE	Reception area: 6 am.-8 pm ED restrooms: 24/7
Library – Valente Branch	826 Cambridge Street	INMAN/ EAST CAMBRIDGE	M, Th, F: 10 am-6 pm T, W: 10 am-8 pm
Firehouse – East Cambridge	175 Cambridge Street	EAST CAMBRIDGE	6 am – midnight, daily Note: bathrooms inaccessible when firefighters are out.
Library – O’Connell Branch	48 Sixth Street	EAST CAMBRIDGE	M, W, Th: 10 am-5 pm Tues: 10 pm-7:30 pm Friday: 1pm-5pm

Item 5. Investigate the public access options used in the boathouses along the Charles River

INTRODUCTION

At the May 14, 2001 Health and Environment Committee meeting, Cambridge City Council members asked the Cambridge Public Health Department to investigate whether any of the boathouses along the Charles River allow the public to use their restrooms. We spoke to representatives from the following boathouses, sailing pavilions, and public pools:

- Weld Boathouse (Harvard women's crew)
- Harvard Sailing Center
- MIT Sailing Pavilion
- MIT Boathouse (MIT men's crew)
- DeWolfe Boathouse (Boston University)
- Riverside Boat Club
- Buckingham, Brown & Nichols School
- MDC Magazine Pool*

Note: We were unable to reach the Cambridge Boat Club

FINDINGS

“Weld Boathouse is open to members and guests of the Harvard community. Public restrooms and pay phones can be found in Harvard Square. Thank you.”

—Sign posted at the front entrance to Harvard's Weld Boathouse

Though the Harvard crew team may be blunter than its colleagues on Memorial Drive about its unwillingness to share its boathouse amenities with the public—its stance is certainly not unique.

All the boathouses and sailing pavilions on the Cambridge side of the Charles River lease land from the Metropolitan District Commission (MDC), a state agency affiliated with the Executive Office of Environmental Affairs. The terms of the leases vary considerably. For instance, the MIT Sailing Pavilion has an annual lease; Harvard's Weld Boathouse holds a 999-year lease.

Because the boathouses and sailing pavilions are all privately owned, they have no legal obligation to provide restrooms to non-members. Recognizing this, the MDC has argued that university and private boathouses, many of whom lease Charles River parklands at nominal cost, have an *ethical* obligation to the community to provide public drinking fountains, toilets, and other amenities.

So far, this appeal to community goodwill has met with tepid response. According to the MDC, the boathouses' biggest objection to allowing public access to their restrooms has been liability. So far, only the MIT athletic department, the Harvard Sailing Center, and the Riverside Boat

* The MDC Magazine pool is a public pool owned by the Metropolitan District Commission.

Club have taken seriously the MDC's request for public-access restrooms. Both the MIT Sailing Pavilion and MIT boathouse have an unofficial open door policy regarding public access to its drinking fountains and restrooms. The Riverside Boat Club provides outdoor temporary toilets for public use during rowing season.

Some clubs with closed door policies are trying to satisfy the MDC's request in other ways. The Boston University DeWolfe Boathouse and the Cambridge Boat Club (CBC) have installed public drinking fountains, the CBC allows rowers from Cambridge Rindge and Latin to use its bathrooms, and Harvard's Weld Boathouse has, in the past, donated its facility for fundraisers.

In June 2000, the MDC released its master plan for the Charles River Basin. Included in this plan are provisions for nine "amenity clusters" on both banks of the Charles. Amenity clusters would include public bathrooms, water fountains, and phones. Three of these amenity clusters are slated for Cambridge, near MIT, the BU Bridge, and the Larz Anderson Bridge (near Harvard Square). The MDC has projected it will take 5 to 15 years to complete the revitalization project.

The representatives we spoke to raised similar objections to providing public access restrooms. Unlike the malls and restaurants, the boathouses were primarily concerned with security, not vandalism or vagrancy. Theft of personal belongings and equipment were cited as major concerns. Also, coaches worried about the personal safety of their members; particularly in boathouses where restrooms are located in women's locker rooms. Finally, coaches worried about liability issues, given that the boathouses are located near motor boats and gas tanks.

Boathouse policies toward public use of their restroom facilities fell into three categories:

- **Official open door policy** – MDC Magazine Pool, Riverside Boat Club (provides outdoor temporary toilets for public use)
- **Unofficial open door policy** – MIT Boathouse, MIT Sailing Pavilion, Harvard Sailing Center
- **Closed door policy** – Weld Boathouse (Harvard Women's Crew), Boston University DeWolfe Boathouse, Buckingham, Browne & Nichols School

Official open door policy

MDC Magazine Pool

Owner: Charles River Metropolitan District Commission

Location: 719 Memorial Drive

Hours: 11 a.m.-7 p.m., Sat.-Sun.; 10 a.m.-6 p.m., Mon-Fri., July and August

Bathroom policy: As a public pool, the official bathroom policy at the MDC Magazine pool is that the bathroom is open to the public, not just pool users. Pool management estimated about 50 to 75 non-customers used the bathrooms on a daily basis during summer 2001. Primary users were joggers, walkers, tourists, and several homeless people.

Security & past incidents: Pool staff walk through the bathroom areas on a regular basis. There have been no significant incidents. According to a pool manager, the few homeless people who used the bathrooms and showers on a regular basis last summer did not interfere with pool users because the homeless men used the facilities early in the morning.

Riverside Boat Club**Owner:** Riverside Boat Club**Location:** 769 Memorial Drive (near Pleasant St.)**Hours:** Porta-potties – 24 hours/7 days a week during rowing season, April to Nov.

Bathroom policy: The Riverside Boat Club rents and maintains outdoor porta-potties during crew season (April-Nov.), according to a representative of the Riverside Boat Club. For safety reasons, the club has a closed door policy with regard to its indoor restrooms, which are integrated with the women's locker rooms.

Security & past incidents: No security guard. No reported incidents with temporary toilets.

Unofficial open door policy**MIT boathouse (Men's Crew)****Owner:** Massachusetts Institute of Technology**Location:** Memorial Drive, just west of Harvard Bridge**Hours:** 6 a.m.-8 p.m., Mon-Fri.; 6 a.m.-noon, Sat.; open year-round

Bathroom policy: The MIT boathouse facilities are open to the public during hours of operation. A boathouse representative estimated that during the peak summer months, about 25 to 50 people from the community use the restrooms and drinking fountains. Primary users are runners, state police, and MDC workers. The boathouse is also open during regatta season, and on an average Saturday, as many as 250 people might use the facilities. Even on Saturdays when MIT is not racing, the athletic department pays a staff member to man the boathouse so that the facilities (including the bathrooms) are available to toilet-seekers, spectators, and the media.

The reason for the generous open door policy is that the MIT athletic department has a "loose understanding" with the MDC that it is obligated to provide public amenities. However, the boathouse representative said the policy is very ambiguous. The boathouse does not post signage advertising its bathrooms.

Security & past incidents: No security guard. At least one locker room break-in occurs annually; this has been an ongoing problem for the past 15 years.

* * * * *

MIT Sailing Pavilion**Owner:** Massachusetts Institute of Technology**Location:** Mass Ave. & Memorial Drive**Hours:** Noon until sunset, April to November

Bathroom policy: Unofficially, the public can use the restrooms. A sailing pavilion representative estimated that in good weather about 50 joggers a day use the facilities.

Security & past incidents: No security guard. Wallets and other items are stolen from time to time. The representative stated that if the sailing pavilion were to initiate a stricter security system, the public restrooms would be eliminated as a security measure. However, MIT is taking other steps to minimize risk in order to avoid this.

Harvard Sailing Center**Owner:** Harvard University**Location:** 45 Memorial Drive (on MIT campus)**Hours:** 1 p.m. to sunset; Tues.-Sun.; April 1-Nov. 1

Bathroom policy: The Harvard Sailing Center does not have official public restrooms, but in most instances employees allow people to use them. The policy works because foot traffic is limited, and consists mostly of joggers, roller bladers, and bicyclists—not homeless individuals.

Security & past incidents: No security guard. Most incidents have occurred during Harvard-hosted sailing regattas because staff tend to leave the main door unlocked. Strangers have entered the building, rifled through bags, and stolen wallets.

Closed door policy**Weld Boathouse (Women's Crew)****Owner:** Harvard University**Location:** Memorial Drive & JFK

Bathroom policy: Weld discourages the public from using its restrooms for both safety and security reasons. The boathouse doesn't have the security capability to adequately safeguard members, their belongings, or the equipment. In addition, the bathrooms are located in the women's locker room, which is an added risk to personal security. Finally, because the boathouse is in close proximity to the dock, gas tanks, and motor boats, Harvard would be liable for any accidents that involved the public on boathouse premises. A boathouse representative said that the "potential for disaster" was significant.

Security & past incidents: No security guard. In the past, wallets have been stolen. However, theft occurs infrequently because either a staff member is monitoring the front door, or the front door is locked.

Contributions to community: In the past, Harvard has allowed the Weld boathouse to be used for community events such as fund-raisers.

* * * * *

Boston University DeWolfe Boathouse**Owner:** Boston University**Location:** Memorial Drive (across from Hyatt)

Bathroom policy: Since a rash of thefts in the mid-1990s, the Boston University boathouse bathrooms have been closed to the public.

Security & past incidents: Theft (see above).

Contribution to community: According to the MDC, Boston University installed a drinking fountain at the new DeWolfe boathouse. (*Note:* This question was not posed to a boathouse representative).

Buckingham, Browne & Nichols School Boathouse

Owner: Buckingham, Browne & Nichols School

Location: 80 Gerrys Landing

Contact: Athletic Department

The Buckingham, Browne & Nichols School boathouse does not have any restrooms. During spring crew season, temporary bathrooms are set up outside; their use is restricted to BBN students.

CONCLUSIONS

The restroom policies of the university-owned and private boathouses and sailing pavilions vary considerably. The policies appear to reflect the individual relationships each university or club has with the MDC. It appears that the MDC holds more sway over newcomers to the Charles River (e.g., MIT) than it does over older rowing establishments (e.g., Harvard). It is also possible that the newer structures are better able to accommodate the public. The end result, however, is that certain institutions are shouldering most of the burden for providing public access restrooms.

At present, only the MIT Boathouse, MIT Sailing Pavilion, and the Harvard Sailing Pavilion provide unofficial public access restrooms. Unfortunately, they are clustered together, near the Harvard Bridge. The only other “pit stops” along the Cambridge side of the Charles are the porta-potties near River Street, maintained by the Riverside Boat Club, and the Magazine Pool, also near River Street, which is open only in July and August.

APPENDIX A: INVENTORY OF PUBLIC ACCESS RESTROOMS

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

Cambridge Public Library All Branches			
Address & Hours	<u>Main Library</u> 449 Broadway Monday-Friday 9am-9pm Sat 9am-5pm Sun 1pm-5pm (Sept-May) <u>Collins Branch</u> 64 Aberdeen Ave M, Th 1pm-8pm T, W, F 9am-5:30pm	<u>O'Neill Branch</u> 70 Rindge Ave M, W, Th 9am-8pm T, F 9am-5:30 pm <u>Valente Branch</u> 826 Cambridge St M, Th, F 10am-6pm T, W 10am-8pm <u>Boudreau Branch</u> 245 Concord Ave M, W, F 9am-6pm T, Th 9am-8pm	<u>Central Square</u> 45 Pearl St (617) 349-4010 M, W, F 9:30am-6pm T & Th 9:30am-9pm S 9:30am-6pm (Sep-Jun) <u>O'Connell Branch</u> 48 Sixth St M, W, Th 10am-5pm Tues 10am-7:30pm Friday 1pm-5pm
Building Owner	City of Cambridge		
Official Restroom Policy	Open to the public; however use of restrooms in children's room restricted to children and parents.		
Location of Restrooms	Varies.		
Restroom Signage	No outside signage		
# of Stalls	Unisex single-person restrooms; at least two units in each library branch.		
Estimated non-patron usage/day	Central Square Branch: 50-100 people (librarians' estimate) * Winter is a popular time because library bathroom is indoors. Especially attractive to homeless population; number of homeless patrons triples in winter. Information not available for other branches.		
Primary users	Diverse population: CRLS students; patrons; library programs participants; children, seniors, homeless individuals, business professionals		
How often cleaned?	Restrooms at Central Square and the Main Library are thoroughly cleaned 2X or 3X a day (morning & evening). In addition, custodians check the Central and Main bathrooms every hour to restock paper towels and toilet paper. The other branches, which are less trafficked, are cleaned several times a week.		
Security	No security guard. However, librarians are on alert for potential misuse of restrooms.		
Problems	▪ Vagrancy (Central Sq.) ▪ Alcohol & drug use (Central Sq.) ▪ Occasional vandalism ▪ High demand for restrooms ▪ Cleanliness		

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Fire Department City of Cambridge Firehouses	
Addresses	Mid Cambridge/Harvard Square 491 Broadway Lafayette Square 378 Massachusetts Avenue North Cambridge 2029 Massachusetts Avenue East Cambridge 175 Cambridge Street	Inman Square 1384 Cambridge Street South Side 176 River Street Taylor Square 113 Garden Street West Cambridge 167 Lexington Avenue
Building Owner	City of Cambridge	
Official Restroom Policy	Open to the public	
Hours	The firehouses operate 24 hours a day. However since Sept. 11 the firefighters have been instructed to lock the stations when they are called out. The firefighters are frequently out; last year they responded to 28,000 calls.	
Location of Restrooms	Varies.	
Restroom Signage	No exterior/interior signage. The fire dept. would prefer that the city did not advertise the facilities since the already overburdened firefighters are also charged with cleaning and maintaining the "public" restrooms. The representative interviewed for this report said that if bathroom traffic increased markedly, the city might be a need to hire janitorial services to relieve the firefighters of privy duty.	
# of Stalls	Most are single stall	
Estimated non-patron usage/day	N/A	
Primary users	N/A	
How often cleaned?	Varies; some firehouse restrooms are cleaner than others.	
Security	On-duty firefighters. No official security guard.	
Problems	The level of problems vary among firehouses. The Lafayette Firehouse (see separate entry) in Central Square, the River Street station, and the Inman Square station have reported the most problems, which include individuals urinating on the floor and drug use. Other stations, including the main firehouse in Harvard Square, report few to no problems.	

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Fire Department—Lafayette Square
Address	378 Mass. Avenue – Central Square
Building Owner	City of Cambridge
Official Restroom Policy	Open to public; need to ask firefighters for permission.
Hours	6 a.m.–midnight, daily; however since Sept. 11 all firehouses are locked when firefighters are called out.
Location of Restrooms	Inside firehouse, in back corner
Restroom Signage	<i>Outdoor signage:</i> DPW signs posted at the Central Square Library branch and in front of the Central Square Post Office indicating that restrooms are available at the Lafayette Sq. Firehouse. There is no similar signage at the firehouse, however. <i>Indoor signage:</i> None. Sign on bathroom door reads “Natural Gas.”
# of Stalls	Unisex – 1 stall.
Estimated non-patron usage/day	25 people (firefighters’ estimate)
Primary users	“Street” people, MBTA workers, cops, construction workers
How often cleaned?	N.A.; firefighters responsible for cleaning restrooms.
Security	Must walk by on-duty firefighters to get to bathroom.
Problems	▪ Vagrancy ▪ Drug use

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Cambridge City Hall City of Cambridge
Address	795 Mass. Avenue – Central Square
Building Owner	City of Cambridge
Official Restroom Policy	Open to public (basement bathrooms)
Hours	8:30 a.m.-6 p.m.; later on meeting nights
Location of Restrooms	Basement
Restroom Signage	<i>Outdoor signage:</i> DPW signs posted at the Central Square Library branch and in front of the Central Square Post Office indicate that restrooms are available at City Hall. There is no similar outdoor signage at City Hall, however. <i>Indoor signage:</i> Restrooms listed in the building directory
# of Stalls	Women's: 2; Men's: N/A
Estimated non-patron usage/ day	"Many"
Primary users	People doing business in City Hall, homeless individuals
How often cleaned?	2X to 3X a day.
Security	No security guard.
Problems	▪ "Showering" in sinks ▪ Vagrancy ▪ Littering ▪ Alcohol use ▪ Drug use (small scale) Issues related to homelessness – According to the maintenance supervisor, a few "regular customers" shave and wash up in city hall bathrooms on a daily basis and often leave the floor littered with toilet paper, paper towels, and magazines. Several times in past two years the maintenance crew has had to call the police to "remove" men who wouldn't leave the stalls when the building was closing. Drugs & alcohol use – In the women's room, the cleaning crew routinely finds airline-sized whiskey bottles in sanitary boxes. There is less evidence of drug use; however, one of the maintenance bosses accidentally stabbed himself with a needle as he was emptying trash in the men's room.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	The Cambridge Hospital Cambridge Health Alliance
Address	1493 Cambridge Street – Inman Square
Building Owner	Cambridge Health Alliance
Official Restroom Policy	Open to the public. A Cambridge Health Alliance representative said that he would be concerned if the council were to legislate that city agencies, which conceivably could include “public entities” such as the Alliance, must provide access to their bathrooms. He said that such a regulation could increase maintenance costs and compromise hospital security (see below). Security concerns ◆ Bioterrorism – There have been two recent anthrax hoaxes at CHA facilities; one incident involved a bathroom. ◆ Bathrooms not patrolled ◆ Homelessness – In the past, homeless individuals have briefly taken up residence on hospital property. Liability ◆ Potential for injury of bathroom seeker while on hospital premises ◆ Potential for drug abuse/overdose in a “public” bathroom ◆ In case of emergency, hospital responsible for evacuating everyone in the building; bathroom users would be an added responsibility. Maintenance ◆ Increased use of facilities will increase maintenance costs. ◆ Vandalism could result in thousands of dollars of cleanup. Customer satisfaction ◆ If increased bathroom traffic make it harder to keep clean; patients and patients’ families may give hospital poor marks on customer service. Patient privacy & health concerns
Hours	Ground floor restrooms: 6 a.m.-8 p.m.; Emergency Department restrooms accessible 24 hours/7 days a week.
Location of Restrooms	Main public restrooms located in main reception area; there are “dozens” of restrooms on other floors.
Restroom Signage	No outside signage; not listed in directory; but there is overhead signage indicating restroom locations.
# of Stalls	Women’s: 2 toilets; Men’s: N/A
Estimated usage	“a lot”
Primary users	Regular pedestrian traffic; occasionally homeless individuals
How often cleaned?	1X a day; some are cleaned more frequently.
Security	The Cambridge Hospital has security guards, but they are not charged with patrolling the bathrooms. Many of the neighborhood health centers do not have security guards.
Problems	• Graffiti • Other vandalism (infrequent) • Recent anthrax hoax

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Riverside Health Center Cambridge Health Alliance
Address	205 Western Avenue—Riverside
Building Owner	Cambridge Health Alliance
Official Restroom Policy	Open to public.
Hours	9 am-5 pm, MWF; 9 am-8 pm T,TH
Location	1st Floor
Restroom Signage	No outside signage. However for health and privacy reasons, the health center would not want the bathrooms advertised as “public.”
# of Stalls	1 single-stall unisex bathroom
Estimated non-patron usage/day	1-2 people a week.
Primary users	N/A
How often cleaned?	1X a day
Security	No security guard.
Problems	No history of problems.

	Windsor Street Health Center Cambridge Health Alliance
Address	119 Windsor Street – Between Central Square & Kendall Square
Building Owner	Cambridge Health Alliance
Official Restroom Policy	Open to the public.
Hours	7 a.m.-11 p.m., M-F; 10 a.m.-2 p.m., Sat.
Location of Restrooms	Ground Floor, near Public Health Department
Restroom Signage	Restrooms are listed in building directory
# of Stalls	Women’s: 2; Men’s: 1 stall; 2 urinals
Estimated non-patron usage/day	N/A
Primary users	Delivery people, postal workers
How often cleaned?	1X a day
Security	Security guard posted at front entrance to building
Problems	No significant problems reported.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	North Cambridge Health Center Cambridge Health Alliance
Address	266 Rindge Avenue—near Jefferson Park
Building Owner	Cambridge Health Alliance
Official Restroom Policy	Open to the public.
Hours	8:30 a.m.-8 p.m., M,W; 8:30 a.m.-5 p.m., T-TH-F
Location of Restrooms	One to either side of the waiting room.
Restroom Signage	None
# of Stalls	Two single-stall, handicap accessible bathrooms
Estimated non-patron usage/day	5 people a day
Primary users	Bus riders (stop is in front of health center); police, postal workers.
How often cleaned?	2X a day
Security	Security guard on duty on “late” nights: Mon. & Wed.
Problems	No significant problems reported.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Citywide Senior Center City of Cambridge
Address	806 Massachusetts Avenue
Building Owner	City of Cambridge
Official Restroom Policy	Open to public during business hours
Hours	8:30 a.m.-4:50 p.m., M-F; 8:30 a.m.-12:50 p.m., Sat.-Sun
Location of Restrooms	Street level, near reception desk. Bathroom seekers must sign in with receptionist and leave upon exiting restrooms.
Restroom Signage	No signage. A representative from the Senior Center stated that outdoor signage could potentially put older people in harm's way (especially the seniors who man the front desk) if the signs created an explosion in bathroom traffic or attracted people with substance abuse problems.
# of Stalls	Two women's and two men's restrooms are designated for public use.
Estimated non-patron usage/day	N/A
Primary users	N/A
How often cleaned?	Daily, except Sat. and Sun.
Security	No security guard
Problems	In general, there are few reported problems. The problems that do occur include: ▪ People disappear into bathrooms and stay there for hours ▪ Homeless or inebriated people who spread paper towels on the bathroom floor and fall asleep. ▪ "Showering" in sinks ▪ Alcohol use & other "undesirable" practices

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Building Department—City of Cambridge
Address	831 Mass. Avenue, Lombardi Building – Central Square
Building Owner	City of Cambridge
Official Restroom Policy	Ground floor bathrooms are open to the public
De Facto Policy	Open to public
Hours	Regular hours: 8 a.m.-5 p.m. Hearing nights: 6 p.m.-10 p.m.
Location of Restrooms	Ground floor, on left-hand side as you walk in.
Restroom Signage	None.
# of Stalls	Women's: 3 stalls; Men's: N/A
Estimated non-patron usage/day	"Not many"
Primary users	People doing business in building, homeless individuals
How often cleaned?	1X day
Security	No security guards, but restrooms in plain sight of the licensing desk.
Problems	▪ Vandalism ▪ "Showering" in sinks Vandalism. In men's room, users have ripped condom machines and soap dispensers out from wall; spitting on walls is also common, according to one city employee. Homelessness. Several homeless men use building department bathrooms once or twice a week to shower and shave.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Multi-Service Center—City of Cambridge
Address	19 Brookline Street – Central Square
Building Owner	Privately owned – The Multi-Service Center is a city agency that leases office space from a private company.
Official Restroom Policy	Open to the public. Only restriction is that individuals under the influence of drugs or alcohol are not allowed in the building.
Hours	8:30 a.m.– 5 p.m.
Location of Restrooms	Back wall, behind reception desk
Restroom Signage	None. The Multi-Service Center is a local human services agency geared toward helping the homeless and those at risk for homelessness. According to a representative from the center, the “street crowd” are very aware of the center’s “public” bathrooms. However, he would be reluctant to commit to a signage campaign without consulting with the building owner.
# of Stalls	Women’s: 1; Men’s: 1
Estimated non-patron usage/day	5-10 people a day (receptionist’s estimate)
Primary users	Homeless individuals
How often cleaned?	1X a day
Security	No security guard, but restrooms in plain sight of receptionist.
Problems	No significant problems reported.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	57 Inman – City of Cambridge
Organizations	Department of Human Services; Cambridge Prevention Coalition; Animal Control, Cambridge Veterans Service, and others
Address	57 Inman – Inman Square
Building Owner	City of Cambridge
Official Restroom Policy	Open to public
Hours	7 a.m.-8 p.m., later if night meetings scheduled.
Location of Restrooms	Men's: Ground Floor Women's: 2 nd Floor Unisex: 3 rd Floor
Restroom Signage	No outside signage; restrooms listed in building directory
# of Stalls	Women's: 3 stalls; Men's: N/A
Estimated non-patron usage/day	N/A
Primary users	Elderly, veterans, others doing business in the building; construction crews; homeless individuals
How often cleaned?	1X a day
Security	No security guard
Problems	Vagrancy

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Danehy Park—City of Cambridge
Address	99 Sherman Street
Building Owner	City of Cambridge
Official Restroom Policy	Open to the public
Hours	Permanent restrooms: 7 a.m. to dusk, year-round Temporary toilets: 24 hours/day; they are not locked.
Location of Restrooms	Permanent bathrooms located in Park Office, 99 Sherman Street Temporary toilets located on Danehy Park grounds and on St. Peter's Field
Restroom Signage	No signage yet for temporary facilities; signage exists for "comfort station" in the Park Office.
# of Stalls	Park Office: ▪ Women's: 2 stalls ▪ Men's: 1 stall; 1 urinal Temporary toilets ("Porta-Potties") ▪ Danehy Park grounds: 2 toilets (incl. 1 handicap accessible) ▪ St. Peter's Field: 2 toilets (incl. 1 handicap accessible)
Estimated non-patron usage/day	The Park Office facilities are "used quite a bit," according to Parks Dept.
Primary users	School children, teens, adults
How often cleaned?	Temporary toilets are supposed to be "cleaned out" twice a week.
Problems	Occasional graffiti in Park Office men's restrooms; no problems reported so far regarding the temporary toilets. <i>Note:</i> The temporary toilets were introduced for first time in fall 2001.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	Golf Course Club House City of Cambridge
Address	691 Huron Avenue
Building Owner	City of Cambridge
Official Restroom Policy	Open to the public
Hours	Dawn to dusk.
Location of Restrooms	Bathrooms available upstairs and downstairs, including in locker areas.
Restroom Signage	No exterior signage, but signage posted inside.
# of Stalls	Men's: 3 urinals; 2 toilets Women's: 3 toilets plus two single-stall bathrooms.
Estimated non-patron usage/day	N/A
Primary users	Golfers, playground users (e.g., kids & parents), joggers, spectators at events.
How often cleaned?	3X a week; supplies restocked daily.
Security	No security guard. Golf pros are closest approximation.
Problems	No problems reported, according to golf pro we spoke to.

PUBLIC AGENCIES & INSTITUTIONS

Open to Public

	MDC Magazine Pool
Address	719 Memorial Dr. – Magazine Street & Memorial Dr. – Charles River
Building Owner	Metropolitan District Commission
Official Restroom Policy	Open to public
Hours	Pool is open only in July & August; 11 a.m.-7 p.m., M-F; 10 a.m-6 p.m., Sat.-Sun.
Location of Restrooms	In boys' and girls' changing rooms
Restroom Signage	None.
# of Stalls	Women's: 4 stalls; Men's: N/A
Estimated non-patron usage/day	50-75 people
Primary users	Joggers, walkers, tourists, several homeless people
How often cleaned?	2X a day
Security	Pool staff walk through bathroom areas on a regular basis.
Problems	There have been no significant incidents, according to a representative from the Magazine Pool. He added that the few homeless people who used the bathrooms and showers on a regular basis last summer did not interfere with pool users because they used the facilities early in the morning.

PUBLIC AGENCIES & INSTITUTIONS

Restricted Public Access

	Police Department—City of Cambridge
Address	5 Western Avenue – Central Square
Building Owner	City of Cambridge
Official Restroom Policy	The public is discouraged from using restrooms, and access is determined on a case-by-case basis. This unwritten policy was initiated in April 2001, after the Election Commission moved out of its third floor offices in the police building. Prior the Election Commission leaving the building, the Police Dept. had a liberal policy toward bathroom users because it could not control the pedestrian traffic. The problem is that the “public” restrooms are located on the 3rd floor in a secured portion of the building. The security and safety risks of unescorted civilians wandering aimlessly through the building in search of bathrooms include domestic terrorism, breach of anonymity (bathroom users might see an informant or victim whose identity is protected); and potential harm to civilian bathroom users (prisoners are sometimes escorted through hallways).
Hours	Business hours: 8:30 a.m.-5 p.m. Building hours: 24 hours/7 days a week
Location of Restrooms	Third floor
Restroom Signage	<i>Outdoor signage:</i> DPW signs posted at the Central Square Library branch and in front of the Central Square Post Office indicate that restrooms are available at the police station. <i>Indoor signage:</i> None
# of Stalls	N/A
Estimated non-patron usage/day	“Not many”
Primary users	Civilians doing business at the station
How often cleaned?	N/A
Security	No adequate security near restrooms designated for public use.
Problems	▪ Vagrancy ▪ “Showering” in sinks Over the years there have been various incidents involving homeless population, including the use of sinks for showering, washing clothes, and occasionally sleeping.

PUBLIC AGENCIES & INSTITUTIONS

Restricted

	Cambridge Housing Authority
Address	675 Mass. Avenue, 2 nd Floor – Central Square
Building Owner	White & Co.
Official Restroom Policy	<i>Building policy:</i> The basement restrooms in the building are available to the public, according to the security guard on duty. The guard says he directs men to the unlocked men's room in the basement, and often sends women to the second floor (building dept.) because the basement women's room is locked and he is not allowed to leave his post nor hand out the key. <i>Cambridge Housing Authority policy:</i> The restrooms on the 2nd Floor (Cambridge Housing Authority) are not officially available to the public (according to the 2nd Fl. receptionist), but exceptions are made. As a result of the two policies: ▪ Men's restroom in basement available to public during business hours, 7 am – 7 p.m. ▪ Women's room in basement available only when a security guard is free to provide escort. ▪ Women's room on 2nd floor available to women on case-by-case basis during office hours.
Hours	Basement bathrooms: 7 a.m.-7 p.m. 2 nd Floor bathrooms: 9 a.m.-5 p.m.
Location of Restrooms	Building restrooms: basement; Housing Authority restrooms: 2 nd Fl.
Restroom Signage	No signage outside or inside the building
# of Stalls	Men's: 2 stalls; 2 urinals; Women's: 3 stalls
Estimated non-patron usage/day	10 people (security guard's estimate)
Primary users	Women, homeless people
How often cleaned?	N/A
Security	Guard on duty 24-7; however no direct supervision of basement bathrooms.
Problems	Toilet paper and towels have been stolen from basement bathrooms.
Comments	The building owner is expected, at some point, to hire a public information person, and this person could help direct public to bathrooms.

PUBLIC AGENCIES & INSTITUTIONS

No Public Access

	U.S. Postal Service– Cambridge branches
Addresses	Cambridge Central Square Main Post Office 770 Massachusetts Avenue MIT Post Office 84 Massachusetts Avenue Kendall Square Post Office 250 Main Street Inman Square Station 1311 Cambridge Street East Cambridge Post Office 303 Cambridge Street
Building Owner	City of Cambridge
Official Restroom Policy	No public access
Rationale behind policy	No restrooms in public areas; employee restrooms are located in “secure” areas; the MIT branch does not have an employee bathroom.

	Cambridge Family Health Cambridge Health Alliance
Address	237 Hampshire Street
Building Owner	Cambridge Health Alliance
Official Restroom Policy	No public access.
Hours	8:30 am-8:00 pm, Mon.-Thurs.; 8:30-5:00 p.m., Fri
Estimated non-patron usage/day	Less than one a day.
Rationale behind policy	Until recently several homeless individuals were regularly using the health center’s waiting room and bathrooms. In addition, Rosie’s bakery was referring customers to the health center’s bathrooms. The health center has since asked Rosie’s to refrain from this practice, and the center has informed the homeless individuals that its bathrooms are for patients only. However, the homeless individuals never caused any problems in the bathrooms, such as showering or sleeping.

AUTOMATIC PUBLIC TOILETS

Preliminary Report

January 3, 2001

(Revised: February 7, 2001)

BACKGROUND

In fall 2000, the Cambridge City Council issued an order to investigate the cost, feasibility, safety, and maintenance issues surrounding the installation of public toilets in the city.

At present, city-funded public toilets are available only in government buildings. This situation places an enormous burden on local restaurants, shops, and universities, which often find themselves unwittingly providing free bathroom facilities to the general public and tourists.

The city's lack of genuine public facilities also means homeless individuals (estimated Cambridge population: 552) have, literally, nowhere to go. In a recent report to the City Council, the Multidisciplinary Working Group noted that homeless individuals frequently urinate and defecate in Vellucci Park, Cambridge Common, and in doorways to businesses in Central Square.

The Working Group recommended the city provide more strategically placed portable or permanent public bathrooms to help alleviate the problems of public defecation and urination, and to address the needs of the general public and tourists.

This report addresses the potential benefits and drawbacks of automatic public toilets.

TOILETS IN CAMBRIDGE: AN OVERVIEW

As mentioned earlier, the availability of public toilets in Cambridge is very limited. The city's lack of facilities has been humorously documented by a group of Cambridge citizens on the award-winning Internet site, www.besttoilets.com. Some of their "findings" are included below.

Public toilets maintained by the City of Cambridge

Government buildings. Toilets in government building are available to the public, although this may not be widely known by the public.

Public toilets maintained by a private institution

Holyoke Center Arcade, adjacent to Au Bon Pan in Harvard Square. Clean, safe, uncrowded public restrooms maintained by Harvard University. A security guard is on duty 7 a.m. to midnight. (source: www.besttoilets.com)

Unofficial "public" toilets maintained by Cambridge businesses and universities

185 Fresh Pond Parkway Office Building, across from the Fresh Pond Mall. Clean facilities on first, second, and third floors. (source: www.besttoilets.com)

Au Bon Pain Bakery, Harvard Square. Not technically a public toilet, but out of view of management. "Unisex, clean, plenty of toilet paper," says one user. (source: www.besttoilets.com)

Harvard Coop, Harvard Square. Restrooms on second floor. "Not usually very clean." (source: www.besttoilets.com)

The Inn at Harvard. Modern, clean restrooms in the atrium lobby. Handicapped accessible. (source: www.besttoilets.com)

The Cambridge Center Marriott Hotel, Kendall Square. Faux-luxurious restrooms located just inside lobby and on the Ballroom Floor. Beware of lurking porters. (source: www.besttoilets.com)

J Press, 82 Mount Auburn Street. Marble sinks, beautiful wallpaper, always clean, baby changing stations. (source: www.besttoilets.com)

MIT. Restrooms in Kresge Auditorium and in chapel. Handicapped accessible. (source: www.besttoilets.com)

The Garage Shopping Center, Harvard Square. Restrooms are located downstairs. Bathrooms here "are usually a mess." (source: www.besttoilets.com)

McDonald's, Porter Square. Upstairs bathrooms require tokens; downstairs bathrooms are free. Fairly clean. (source: www.besttoilets.com)

AUTOMATIC PUBLIC TOILETS: AN OVERVIEW

An automatic public toilet (APT) is a coin-operated, free-standing public toilet that automatically flushes, and self cleans and disinfects the floor, seat, and bowl. Safety features can include emergency lighting, an alarm system with two-way communication with either the manufacturer's operation center or 911, smoke and fire alarm systems, and an emergency access portal.

Most APTs operate in a similar fashion. The following is a product description provided by Adshel Inc.:

Each APT features a wide sliding steel door that opens automatically when a coin or RADAR key is inserted into the slot in the information panel. Instructions are in English and Braille. Lights indicate the status: "Vacant," "Occupied," "Cleaning," "Closed."

The door closes automatically 10 seconds after the user has entered and can be manually locked. If door should encounter any obstruction while closing, sensors will cause the door to gently reopen before trying again.

The door opening mechanism can still be operated automatically or manually from inside. In the event of a power failure, the door can be opened using power from the backup batteries.

On entry, the door is locked by the user, initiating a maximum 20-minute usages period. An LED display, visual and audible messages give ample warning prior to the door automatically unlocking.

The door is opened by touching an exit button. Even in the event of a power cut, backup batteries ensure light and power to open the door. If a smoke and fire alarm is triggered, the door opens automatically, after an audible warning.

These sophisticated toilets are ubiquitous in Europe, but have been slow to gain a foothold in the United States. Automatic public toilets are owned, operated, and maintained by a small number of global outdoor advertising companies that specialize in "street furniture." "Street furniture" indicates an integrated system of stylish bus shelters, automatic public toilets, information kiosks, newsstands, trash bins and pay phones.

The furniture is designed to be functional, safe and resistant to vandalism and graffiti. The goal is to minimize impact on pedestrian movement and the visual character of the streetscape. The cost is offset by allowing limited and controlled advertising on some street furniture. The advertising panels are integral to the design of the furniture such that the aesthetics of the furniture are not compromised, according the media companies.

Typically, a media company (the "franchisee") agrees to install, operate, and maintain a street furniture program at no cost to a city (the "franchisor") in return for the exclusive right to display advertising on the street furniture. Some cities have also negotiated for fixed annual fees and percentages of annual advertising revenues.

ISSUES

I. Safety

Safety issues surrounding the automatic public toilets were discussed with Sgt. Larry Clark in the Community Relations Department of the Cambridge Police Department. Sgt. Clark expressed concern about potential misuse of the APTs. Specific police concerns include drug use, vandalism, robbery, rape, and false 911 alarms.

1. ***Rape, Robbery & Other Crime.*** Poor lighting, secluded location and 24-hour access to APTs raises potential for rape, robbery and other crime.
 - Will there be any safeguards against crime?
 - What will be the operating hours of the APT?
 - What will the lighting situation be?
 - Any other safeguards?
2. ***Nuisance Behavior.*** Police are concerned that rowdy kids might bang on the sides of the APT or even try to tip it over while a customer was inside.
 - Could rowdy kids knock over an APT? How much does an APT weigh?
 - How will vandalism be handled? Will the toilets be "hard plumbed"? (This increases possibility of vandalism, according to Sgt. Clark.)
3. ***Emergency Situations/False Alarms.*** The police are concerned about three potential situations associated with the 911 button located inside the APT:
 - A. **False Alarms:** Police worry that a 911 button inside the APT would generate false alarms. Police estimate that they currently receive about 10 false alarms a day from various call boxes in Cambridge.

Police would like to know:

 - What happens when someone calls for 911 from inside an APT?
 - Does an alarm sound?
 - Do the doors unlock?
 - B. **A Real Emergency:**
 - Would the police and fire departments be able to access the APT in case of an emergency without damaging the facility?
 - How will emergency calls be handled? Electronically or manually?
 - Will 911 be wired directly to Police and Fire departments, or will it be routed through the APT's 24 hour maintenance team?

C. Ambush Scenario

- Police were concerned they would be vulnerable to a bathroom ambush if they had no way to open the door other than standing directly in front of it.
- Can APT maintenance headquarters open a door remotely?

II. Design /Comfort

- How big are the toilets (sq. ft.)?
- Will they impede pedestrians?
- Will free-standing advertising units uglify Cambridge?
- Are the APTs heated in winter?
- Are they air-conditioned, or otherwise ventilated, in summer?

III. Accessibility

There are two main accessibility criteria that Cambridge will want to consider in selecting an APT design:

- Does the disabled community support the APT design?
- Does the APT meet the federal guidelines under the Americans with Disabilities Act (ADA)?

IV. Cost and Revenue

1. *Advertising*

- Is Cambridge a large enough and/or desirable enough market to qualify for a standard street furniture contract?
- How much advertising would be required to fund the number of APTs desired by the city?
- How much more, if any, advertising would be required if City of Cambridge wanted an annual fee + a share of ad revenue?
- How would the advertisements be displayed on various street furniture structures?
- What is the criteria for selecting advertisers?
- Would the city have ultimate veto power over all advertisements, or only over certain advertising categories?

2. *Leasing*

- If the City of Cambridge decided to forgo advertising, period, then would it be possible to lease APTs?
- How much would each APT cost per year?

V. Placement of toilets and street furniture

- Who would decide location of toilets and street furniture, including possibly free-standing advertising units?
- What type of infrastructure would be needed to maintain the toilets? (e.g., access to water mains, sewage lines)
- Are the toilets hard-plumbed?
- Safety, Convenience vs. Aesthetics, Congestion: Will the APTs location(s) be in the middle or on the periphery of high traffic areas?
- Should the city consult advisory groups like the Central Square CQ Advisory Committee?
- What should be the role of City Council and the citizens of Cambridge?
- Should there be a public hearing to discuss the toilet and the advertising?

VI. Homeless Community

- Will the homeless community be able to access the toilets free of
- charge?
- If so, what is your system for distributing free or reusable tokens or cards?

FINDINGS

I. Safety

SEE "STREET FURNITURE COMPANIES" CHART. MORE RESEARCH NEEDED.

II. Design /Comfort

SEE FOR "STREET FURNITURE COMPANIES" CHART QUESTIONS OF FACT. PHILOSOPHICAL QUESTIONS TO BE RESOLVED AT LATER DATE.

III. Accessibility

In Massachusetts, the Architectural Access Board (AAB) is the regulatory agency that develops and enforces regulations designed to make public buildings accessible to, functional for, and safe for use by persons with disabilities. The Access Board is overseen by the Massachusetts Executive Office of Public Safety.

According to the Code of Massachusetts Regulations (CMR 521.30): "In each adult public toilet room, at least one water closet and one sink in each location shall be accessible to person in wheelchairs, or a separate accessible unisex toilet room shall be provided at each location."

Regarding portable toilets, CMR 521.30(1.2) states, "For single user portable toilets clustered at a single location, at least 5% but not less than one accessible toilet unit shall be installed at each cluster....Portable units at construction sites used exclusively by construction personnel are not required to be accessible."

The two of the companies we spoke with, JC Decaux and Adshel, claim their APTs meet the accessibility requirements of the Americans with Disabilities Act. In the case of JC Decaux, this is most likely true because the company has a flourishing APT and street furniture program in San Francisco. Since Adshel does not, as yet, have a long-term APT/street furniture contract with any U.S. city, it is difficult to determine without further investigation if the Adshel toilet meets the rigorous ADA guidelines.

The third company, Wall USA, has been involved in long-term negotiations with the City of Boston to implement an APT/street furniture program. One of the impediments in the contract negotiations had been the failure of the Wall toilet to be approved by the Massachusetts Architectural Access Board.

The Board deemed the Wall APT to be non-compliant with CMR 521.30 for two reasons: Under CMR 521.30, a toilet must be at a 90° right angle from the back wall. The Wall toilet bowl rotates 10 degrees to the right or left from its standard position to accommodate people who may be spherically or hemispherically paralyzed, creating an 80° angle with the back wall. Under

CMR 521.30, a public toilet must have two parallel bars built into the wall. The Wall APT has fold-down grab bars.

Many people in the Massachusetts disabled community believe the Wall toilet design is superior to the standard handicapped toilet. Significantly, the Wall design allows people to “transfer” to the toilet from the right *or* left side. “It is a clever, functional design that would provide substantial benefit to the public,” says Michael Muehe, the director of the Commission for Persons with Disabilities and ADA coordinator for the City of Cambridge.

On February 5, 2001, the AAB reversed its decision and approved the Wall toilet.

IV. Cost and Revenue

SEE “STREET FURNITURE COMPANIES” TABLES AND BOSTON CASE STUDY

V. Placement of toilets and street furniture

In its street furniture RFP, the City of Boston outlined its principle criteria for locating APTs:

- Provide a public convenience in heavily trafficked commercial and visitor areas.
- APTs should be visual and accessible, but not placed in visually central locations.
- APTs should not obstruct views of historic places or buildings.
- Siting of APTs should be near and accessible to water, sewer and electrical services, avoiding as much sidewalk disruption as possible.

CAMBRIDGE CRITERIA TO BE RESOLVED AT A LATER DATE

VI. Homeless community

All three street furniture companies have systems for allowing free access to the APTS for homeless individuals and other designated populations. These systems range from free and reusable tokens to non-transferable “Smart Cards” that are unique to each individual. Typically, companies rely on local social service agencies to identify recipients and to distribute the coins or cards.

POLICY RECOMMENDATIONS FOR CAMBRIDGE TO BE RESOLVED AT LATER DATE

CASE STUDIES

Boston

Mayor Thomas Menino first learned about automatic public toilets at a U.S. Conference of Mayors in San Francisco. Mayor Menino felt the APTs might alleviate tension between the city and the local restaurants and hotels that were tired of providing “public” restrooms for Boston’s many tourists. Homeless was not an issue, according to Betty Holland in the Mayor’s Office.

In November 1998, the City of Boston issued a RFP for a 20-year franchise agreement for the installation, maintenance, and operation of street furniture including APTs, bus shelters, newsstands, and electronic information kiosks. Boston will be the first city in the United States with a coordinated street furniture system.

The three companies under serious consideration were Adshel Inc., Wall USA, and JC Decaux. Wall USA was awarded the project. The deciding factors, according to the Mayor’s Officer, were Wall’s commitment to quality and its financial package. “The quality of German manufacturing is exquisite. The commitment to maintenance is outstanding,” says Betty Holland. Ms. Holland also mentioned the indictment of Jean Claude Decaux for fraud in Europe as a reason for rejecting the Decaux bid.

A contract between the Boston and Wall USA is expected to be signed in January 2001. Details of the deal are outlined below.

Installation & Maintenance. Phase I of the program will include the installation of eight APTs, 250 bus stop shelters, nine information kiosks, four newsstands, and a number of “news condos,” according to the Mayor’s Office. Wall USA also mentioned that Boston would receive 200 free-standing information spaces, which are pillars with large ads and phones. The free-standing units will fund the APT program.

The siting of these structures will be determined by pedestrian traffic, bus routes, community input, sidewalk width and other factors, according to the Mayor’s Office.

Phase II may include additional bus stop shelters, APTs, newsstands, news condos and information kiosks located throughout the city. Phase II may also include placing street furniture in areas such as the Central Artery and the South Boston Seaport. After successful implementation of Phase I, the city will negotiate with Wall for Phase II implementation of the program.

Wall USA will be responsible for the complete maintenance of every APT installed. Wall will visit the APTs three times a day to ensure that all systems are functioning properly, that the units are clean and that all dispensers are fully stocked. In addition, Wall will respond immediately to its self-activating maintenance and operating warning system. Comfortable interior temperature, ventilation, and illumination will be maintained at all times.

Advertising content & revenue. According to Cambridge insiders, the City of Boston will receive \$500,000 a year from Wall, in addition to an undisclosed cut of the annual advertising revenues. The location of the APTs and the placement of advertising will be subject to city approval. Moreover, the city will have significant say in advertising content, including final veto power.

Safety considerations. The toilets may close at 10 p.m. All APTs will be equipped with 911 emergency buttons linked directly to the Boston Police Department.

Other perks for Boston. Wall has agreed to move its U.S. headquarters to Boston (from New York), to use union labor, and to create 50 new jobs within the next five years.

San Francisco

San Francisco was the first U.S. city to install automatic public toilets on a permanent basis. In the early 1990's, former Mayor Frank Jordan learned about the Decaux toilets during a U.S. Conference of Mayors in New York City. Mayor Jordan loved the concept and felt APTs would provide a much needed service for San Francisco's sizable homeless population.

San Francisco issued an RFP for automatic public toilets in 1994. The two bidders the city took seriously were JC Decaux and Gannett Outdoor. At the time Gannett did not have a street furniture program and teamed up with two Israeli firms. The clear winner was JC Decaux.

The city had no money, so was grateful that JC Decaux was footing the bill. (The city has a minimal revenue-sharing plan with Decaux.) During the two-year trial phase (1996-1998), Decaux installed 20 APTs. The majority were concentrated along Market Street, an area with a high concentration of homeless people.

The APT program has been a tremendous success, according to Jake Szeto, project manager for the APT and Public Service Kiosk Program at the San Francisco Department of Public Works. The DPW records 80 uses per day per toilet. Over 100,000 free tokens have been distributed within the city. Homeless individuals have accounted for about 30% of the user visits, based on token usage figures.

To fund the 20 toilets, JC Decaux also installed 90 information kiosks. Decaux' advertising formula is 4.5 kiosks per APT. The kiosks are tall cylinders: two "sides" face the street and display commercial advertising; the third "side" fronts the sidewalk and displays public art or other materials of interest to the community.

Initially there was a lot of resistance to the kiosks from local merchants and the San Francisco Board of Supervisors. After the contract was amended for revenue sharing with the city, the board approved the program. In 1998, the City of San Francisco approved Phase II of the project, including the addition of 10 to 30 more toilets. The number of APTs that will actually be installed will depend on how many more information kiosks the city is willing to tolerate.

Other Bay Area cities

Palo Alto elected against the advertising component when it decided to install JC Decaux automatic public toilets. The city is leasing two Decaux toilets for \$61,500 each per year. Customers pay 50¢ to use the facilities. (Source: www.metroactive.com/papers, 12/30/99)

The **San Jose Redevelopment Agency Board** has budgeted \$8,610,000 to lease six APTs from JC Decaux for 20 years. The appropriation for FY99-00 was \$430,500. The toilets are open and fully operational.

New York City

(Text excerpted from exhibit at Municipal Art Society of New York and “Public Toilets? Not!” by K.A. Donovan and Sirin Thada, in *NYC24*, an online magazine)

In 1990, the Legal Action Center for the Homeless sued New York City for not providing public toilets. In 1992, the Department of Transportation conducted a four-month test of automatic toilets by JC Decaux at three locations. The Parks Department followed up with a request for proposals for public toilets at the edge of city parks. Two free-standing kiosks were to be located on adjacent sidewalk to generate enough revenue to operate the program. The toilet in City Hall Park by Wall City Design [now Wall USA] was tested as part of this initiative.

In 1997, the city called for bids from contractors, but the project never got off the ground. When the city realized that 80 kiosks plus 40 toilets would be added to the crowded sidewalks and plazas, the Mayor’s Office decided to consolidate the operation of revenue generating street furniture and to shift the advertising to newsstands, eliminating the need for additional kiosks. In the fall of 1998, the city disbanded its consolidation effort. No citywide effort to improve the streetscape has taken place since that time.

In an interview in February 2000, Mayor Rudy Guiliani acknowledged that the 1997 bid died because he was afraid of giving a long-term mega-franchise for street furniture to one company. He said the deal was “vulnerable to being corrupted.”

Politics were not the only problem. “The problem is people misuse toilets,” says Parks Commissioner Henry Stern [in an interview with *NYC24*]. “Toilets afford privacy, and people misuse them in order to commit crimes—they use them to hide in. People misuse toilets in order to take drugs—they feel they be hidden from the public view. And people misuse toilets in order to commit sexual acts. The result of that public misuse is that you have to see that the toilet is staffed or manned in order to watch out for them. It’s very expensive to provide that kind of coverage all day. And that’s the issue.” Stern’s solution? “People have to exercise restraint.”

OTHER OPTIONS

In addition to the APTS, Cambridge has other options, including:

- The City of Cambridge could contract for public toilets or restrooms. The City would agree to maintain and service the toilets in perpetuity. Estimated cost: [REDACTED]
- Existing public toilets in government buildings could be better promoted, and possibly expanded.
- Port-A-Johns?

RECOMMENDATIONS

TO BE RESOLVED AT A LATER DATE

STREET FURNITURE COMPANIES

Wall AG (Germany), Adshel Inc. (USA), and JC Decaux (France) are the most prominent street furniture companies that offer automatic public toilets. Infinity Outdoor (USA) is one of the world's largest outdoor advertising companies but only recently added APTs to its inventory of bus shelters, newsstands, and information kiosks. Exeloo Ltd. (New Zealand) manufactures APTs; it is not an outdoor advertising company.

Wall AG

Wall AG, based in Berlin, claims to have engineered the world's smallest, universally accessible city toilet with an automatic self-cleaning system. Founded in 1977, Wall AG has been manufacturing, marketing, and installing APTs for the past 16 years. The U.S. division was established in 1993. Wall AG employs 200 people and has 15 offices worldwide. Maintenance, marketing, and design are all under one roof.

Crain's Chicago Business reported (November 20, 2000) that Wall backed out of a bus shelter agreement in Atlanta. Wall claims the City of Atlanta unilaterally changed the terms of the contract agreement.

On February 5, 2001, the City of Boston signed a 20-year franchise agreement with Wall USA to install, maintain, and operate a coordinated street furniture system that will initially include eight APTs (see "Boston: A Case Study," in Findings section).

Wall has street furniture contracts with 47 cities in eight countries including Germany, Holland, Turkey, and Russia. In the United States, Wall is currently only operating a bus shelter program in St. Louis. Boston will become the new U.S. headquarters for Wall, pending the contract signing. Wall is currently bidding on street furniture contracts in Chicago, Los Angeles, and New York.

Adshel Inc.

Adshel Inc. (est. 1970) designs, installs, and maintains street furniture products such as bus shelters, digital information kiosks, and automatic public toilets. It added APTs to its street furniture inventory six years ago. "We took the designs of our competitors and improved upon them," says Doug Watts, president of Adshel Inc. Adshel operates more than 100 APTs in Europe (e.g., Scandinavia, United Kingdom, France, Belgium) and Australia.

Adshel is the leading street furniture brand of U.S.-based Clear Channel Communications, Inc., one of the world's leading outdoor advertising companies. Clear Channel operates 874 radio and 19 television stations in the U.S., and owns and maintains more than 700,000 outdoor advertising displays in 37 countries. Prior to acquisition by Clear Channel, Adshel Inc. was a UK-based street furniture company.

In November 2000, Adshel installed several APTs in Midtown Manhattan as part of a pilot project with the 34th Street Partnership. Wall is currently bidding on street furniture contracts in Washington D.C., Oakland, Chicago, and Pittsburgh.

Note: Doug Watts, the current president of Adshel Inc., is the former president of Wall USA.

JC Decaux

JC Decaux, the French outdoor advertising company, pioneered the concept of street furniture. JC Decaux installed the world's first automatic public toilets in Paris more than a decade ago. At present, JC Decaux operates 500 APTs in Europe and 32 in the U.S.

Cambridge is too small a market for the Decaux street furniture program, according to Suzanne Davis of JC Decaux-New York. However, if JC Decaux had been awarded the RFP for Boston's street furniture program, Davis says, then Cambridge would have been a desirable market. Under the current circumstances, JC Decaux would only consider establishing a program in Cambridge if the city leased a minimum of 20 APTs. Annual cost: \$1.3 million. Nonetheless, JC Decaux would like to be sent an RFP, if the city chooses to issue one.

Jean-Claude Decaux, the company's president and owner, has been convicted twice in Europe of illegal conduct in obtaining government contracts. The most recent indictment occurred in early 2000 and involved Decaux negotiating a no-bid contract with a French politician, which the courts later ruled should have been competitively bid. (*Source: Crain's Chicago Business, November 20, 2000*)

For reasons outlined above, JC Decaux was not included in the company comparison chart that appears in this report.

Infinity Communications Group (USA)

Infinity Communications Group is part of Infinity Outdoor, which is a wholly owned subsidiary of Viacom. Infinity Outdoor is the largest outdoor advertising company in the U.S., Canada, and Mexico, and operates approx. 117,000 bulletin, poster, mall and transit advertising display faces and sports marketing services throughout the U.S.

Infinity Outdoor has not implemented an APT system anywhere yet, but two years ago teamed up with New Zealand APT manufacturer Exeloo so that it could offer APTs as part of its street furniture inventory. In the next few weeks, Infinity expects a contract dispute to be resolved between the MBTA and the Massachusetts Auditor General's Office. If all goes well, Infinity will be awarded the MBTA bus shelter contract for Boston and the municipalities, including Cambridge. This means that it would be very difficult for a third-party bus shelter provider to take over the 13 to 15 Cambridge shelters designated by the MBTA for Infinity.

Exeloo (New Zealand)

Established in 1992, Exeloo manufactures and sells APTs to outdoor advertising companies and directly to municipalities. Media clients include Adshel and Infinity Outdoor. Exeloo has installed over 350 APTs throughout Australia and New Zealand. The company offers a range of models, most of which can be modified to meet ADA requirements.

Exeloo hopes to establish at least one U.S. distributorship in 2001. This distributor would be able to provide support services. In the interim, Exeloo can provide sales and support help from its New Zealand base.

STREET FURNITURE COMPANIES

Table 1

ADVERTISING SCENARIO	WALL USA	ADSHEL INC.
Why do you consider Cambridge a good market?	The greater Boston area is the sixth largest media market in the U.S. It has a high rate of tourism and a large student population. Also, Boston does not have a significant inventory of outdoor advertising products.	The demographics of Cambridge and its proximity to Boston, which is a Top 10 U.S. market, would allow certain advertising clients to expose their products and services to a very sought-after target group.
Describe how an advertising agreement between your company and the City of Cambridge might work?	Wall would need to understand better the planning and amenity needs of Cambridge before it could present a proposal. In general, Wall works with municipalities to develop unique, comprehensive contracts; there is no standard formula. "We are not a billboard company. We are a street furniture company and we are about urban improvement," says Wall COO Martin McDonough.	A number of advertising devices could be installed to defray cost, according to Adshel. Some options include: • Bus shelters. Adshel would install new bus shelters that would display ads. Roughly 100 bus shelters would defray the cost of 10 APTs. • Free-standing units. (FSUs). A 4x6 advertisement would appear on one side of each FSU and an information directory on the other. FSUs net the most toilets for the least capital expense. Roughly 50 to 75 FSUs would defray the cost of 10 APTs. • Wall advertisement. Think Canal Street in Manhattan. A multi-story advertisement painted on a building would net the most toilets for the least advertising, according to Watts. Approximately 6 wall advertisements would pay for 10 APTs. • Electronic messaging units. (EMU). These 3- to 4-meter messaging units are essentially two-sided electronic billboards. Up to 25% of billboard "time" could be devoted to community messages. Ten to twelve EMUs could support 10 APTs.
How much control would Cambridge have over advertising content?	Wall would not advertise tobacco and would use alcohol only in designated areas only (e.g., away from schools and places of worship). The exact	Tobacco advertising is forbidden under federal law. Alcohol advertising can be minimized to beer or wine, or none at all. Beyond that,

	terms usually get hammered out in the contract.	Adshel would want to work out a list of community standards.
Any special deal you could offer Cambridge?	Wall says it could offer a better deal for Cambridge than it could for most other U.S. cities because of our proximity to Boston. Cambridge could also arrange to get a cut of the advertising revenue	Advertising supported programs usually provide for a revenue share to cities/municipalities. Regarding Cambridge, it remains to be seen how many advertising opportunities would be offered by the city, which would determine revenue sharing, etc.
SALES SCENARIO		
Describe how a sales agreement between your company and the City of Cambridge might work?	Not applicable.	Not applicable.
LEASING SCENARIO		
Do you lease APTs?	Yes.	Yes.
If so, what is annual cost, assuming no advertising?	Approx. \$50,000/APT/year. This fee includes full maintenance and service.	\$65,000/APT/year . This fee includes full maintenance and service.
Time commitment	Yes, there would be a time commitment; enough to amortize the product.	Minimum term of contract: 10 years
Minimum number of APTs	No minimum, as a result of contract with City of Boston.	5 APTs (minimum)
APT DESIGN		
Size of APT?	78 sq. ft.	70 sq. ft.
Weight of APT?	2+ tons	6 to 7 tons
How does the cleaning process work?	After a person exits the APT, the two-piece floor opens up and waste falls into a catch basin. High-velocity water jets spray the floor, and the toilet bowl gets sprayed, disinfected, and dried. Infrared sensors will detect objects that weigh 10 kilograms or more.	The floor system is substantially different than that of Wall and Decaux, according to Adshel president Doug Watts. The floor is on a tractor belt, and after each use the floor rotates and becomes the ceiling. The newly rotated floor was cleaned and disinfected in a previous cycle. During the cleaning cycle, trash on the floor falls through a trap door into a catch basin. Weight detectors in the interior, on the floor, on the toilet seat, and on the baby changing table ensure the APT cleaning cycle will not begin while the structure is occupied.
Does the APT	At present, the Wall APTs in Boston	"Fully compliant," according to

comply with the Americans with Disabilities Act (ADA)?	are not technically in compliance with the ADA, but have been approved by the Massachusetts Architectural Access Board.	Adshel.
Heated in winter?	Yes.	Yes.
Ventilated /cooled in summer?	The units are not air-conditioned, but because they are constructed of stone, they stay pretty cool, according to Wall. In other cities this has not been an issue.	Fresh air is supplied through a combination of active and passive systems, entering via a ventilation channel around the base of the wall.
How much time is each person allowed?	The use time is computer driven and determined by the city. In Germany, Wall APTs are set for 20 minutes for the general population. Disabled individuals receive a special key that grants them free access and up to 40 minutes per use.	The city decides. Twenty minutes is standard. The average use is under three minutes. Typically, only people with disabilities can override the time limit.
How much time elapses during cleaning and disinfecting process?	50 to 55 seconds	54 seconds

INFRASTRUCTURE & MAINTENANCE

What type of infrastructure (e.g., water lines, sewer lines) would be required for the APTs?	Wall is currently establishing a 'world class' manufacturing and maintenance facility in Boston's empowerment zone. This will be Wall's base for U.S. operations. and would provide the infrastructure to service a contract with Cambridge.	To set up operation, Adshel would need a warehouse with a parking lot, and offices for its technicians and maintenance personnel. To install and operate the APTs, the company would need access to electricity, telephone lines, and sewer and water mains.
Are toilets hard-plumbed (connected to water and sewer lines)?	Yes.	Yes.
How would a maintenance emergency be handled?	Wall toilets are connected to headquarters via modem so technicians would know immediately if a toilet was not functioning.	Maintenance staff can monitor the toilet functions at the site or remotely via a dedicated telephone line. The Adshel call center uses a software program to view status and alarm data.
Liability?	Under the advertising agreement, Wall would indemnify the city.	Under an advertising agreement , Adshel would indemnify the city. Under a lease agreement , Adshel would share liability with the city. Adshel would suggest the city have its own insurance policy.

SAFETY

Emergency access?	Emergency responders can easily gain	Yes. Emergency access can be
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	access via the pneumatic front doors. If required, Wall could issue a special key.	arranged for the police and fire departments.
Could the door be opened remotely in the event of an emergency?	The doors can be opened by Wall via the key control at the front of the APT and also through the rear access control panel.	Yes.
What happens when someone pushes an emergency button from inside the APT?	There is an internal alarm that sounds in the event of an emergency. Additionally, the 911 call box is location specific and connected to police, fire, and EMTs.	There are floor and eye-level emergency buttons. The city can opt to have a two-way communication system. It is not an open line; there is no surveillance. If a city opts for this feature, the pressing of an emergency button would activate a voice informing the person inside that they had just pressed the emergency button. If they had done so by accident, they could deactivate it. If the emergency button remains active, the doors of the APT would open after a voice alerted the patron inside. The emergency buttons are linked to a 24-hour Adshel call center, according to Adshel promotional materials.
Could rowdy hooligans knock over the APT?	No. The toilet weighs 4,400 pounds (2 tons) and is installed with a cement foundation. The exterior of enameled steel and powder-coated aluminum is graffiti resistant, even for most hooligans.	No. It weighs between 6 and 7 tons. The foundation is 3 to 4 feet deep.
CLIENTELE		
Who do you envision using the APTs?	Residents, tourists, students. Wall would also be happy to develop a token system so that designated populations, such as the homeless community, would have free access.	Shoppers and tourists.
Do you have a system for providing free APT access to the homeless population in Cambridge?	Wall can provide free tokens to homeless individuals, as it is doing in Boston.	The City of Cambridge could provide Smart Cards with unique identifiers to people with disabilities and homeless individuals. Adshel is against distribution of free or reusable tokens because of the possibility that homeless people would "hawk" them to passersby.

Table 2

ADVERTISING SCENARIO	<u>INFINITY OUTDOOR</u>	<u>EXELOO LTD.</u>
Why do you consider Cambridge a good market?	Because of the city's demographics and income level, and advertiser interest. Also, Infinity can tie-in Cambridge with its Boston bus shelter project.	Exeloo toilets have been operating in Australia and New Zealand for the past decade; the company would now like to distribute its product in the U.S. Exeloo considers Cambridge a good market because it would provide the New Zealand company with an excellent base to launch its distributorship network.
Describe how an advertising agreement between your company and the City of Cambridge might work?	The agreement would be for 10 to 20 years, and after that time, the ownership of the street furniture would convert to the municipality. It's too preliminary to discuss how APTs would be financed. SEE "SPECIAL DEAL" question for more detail.	Exeloo specializes in manufacturing APTs and is not involved in the advertising industry. However, Exeloo has agreements with two outdoor advertising companies (Adshel, Infinity), so depending on the viability of the advertising arrangement, the Exeloo APT may be available through these companies.
How much control would Cambridge have over advertising content?	Approving advertising content would be a joint effort between the municipality and Infinity. The city has the right to preclude or approve any advertising. Also, alcohol, tobacco, and profane language are regulated under federal law. All of this is clearly spelled out in the contract.	Not applicable.
Any special deal you could offer Cambridge?	Financial compensation to the city regarding this type of project is totally negotiable, according to Infinity. The total revenue available to share with the city is a function of how much revenue is generated versus how much is needed to purchase, install, and maintain the street furniture program. Simply put, the total number, size and location of the ad faces dictate how much money is generated, and therefore how much is available to operate the program and share with the city.	SEE "SALES SCENARIO"

SALES SCENARIO

Describe how a sales agreement between your company and the City of Cambridge might work?	Not applicable.	Exeloo is an APT manufacturer, not an outdoor advertising company, and its business is based on the sales model. A Galaxy model APT would cost Cambridge approximately US\$90,000 per unit. Service & Maintenance: Exeloo provides a 12-month warranty on all parts and equipment and would be happy to arrange a servicing and maintenance contract for each unit at an additional monthly cost. Exeloo has tried to keep the operating system of its APT as simple as possible to minimize maintenance and servicing. Also, each APT comes with a manual so local electrical and plumbing contractors can maintain and repair the toilets. Discounts: Exeloo offers a 5% discount on any additional units purchased on the same order.
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LEASING SCENARIO

Do you lease APTs?	No.	Yes.
If so, what is annual cost, assuming no advertising?	Not applicable.	An Exeloo APT would cost approximately \$20,000/year. Maintenance would not be included beyond what is described in "service & maintenance" in the sales scenario. Before Exeloo could deliver a formal quote, the company would need to clarify what would be included in the lease.
Time commitment	Not applicable.	Five years.
Minimum # of APTs	Not applicable.	No minimum.

APT DESIGN

Size of APT?	SAME AS EXELOO (Infinity uses Exeloo APTs)	External: 83 sq. ft. Internal: 37 sq. ft.
Weight of APT?	SAME AS EXELOO (Infinity uses Exeloo APTs)	Approx. 8 tons

How does the cleaning process work?	The cleaning process is the same as that described by Exeloo. Regarding weekly upkeep and maintenance checks for APTs, Infinity does not have a defined policy because the company has never worked with APTs before. Regarding bus shelters, newsstands, and information kiosks, Infinity typically sends a clean-up crew to these structures twice a week to do minor repairs, pick up trash, wash down the shelters, and remove graffiti.	The toilet seat is washed after each use in a chamber behind the toilet pan. After a preset number of uses, the floor and toilet pan are sprayed with disinfectant, then washed down with clean water from spray jets and dried with a large fan. While the cleaning system reduces the number of cleaning visits required, the surfaces still require regular scrubbing by janitorial staff when they replenish the consumables.
Does the APT comply with the Americans with Disabilities Act (ADA)?	SAME AS EXELOO (Infinity uses Exeloo APTs)	Exeloo recently had its product checked by an ADA consultant and is confident that it could be adjusted to comply with ADA requirements.
Heated in winter?	SAME AS EXELOO (Infinity uses Exeloo APTs)	The unit can be supplied with under-tile heating elements connected to a thermostat to prevent freezing in winter.
Ventilated /cooled in summer?	SAME AS EXELOO (Infinity uses Exeloo APTs)	The units are not normally cooled but Exeloo can install a reverse cycle air conditioning unit if required to provide both heating and cooling.
How much time is each person allowed?	Most APT's are set to allow between 10 and 20 minutes for each use. Infinity recommends 15 minutes. However, the specific time you desire can be set from 1 minute to 60 minutes.	In Australia and New Zealand, the occupation time Exeloo normally provides is 10 minutes, which the company has found to be adequate. Disabled Community. If required, Exeloo can install a disability key switch or card swipe that will provide extended time for people with disabilities. Safety Issues. Exeloo is not in favor of allowing an extended time limit for non-disabled people because the purpose of the time restriction is to reduce loitering and vandalism. The time limit also discourages drug use, says Exeloo, which can compromise the safety of other customers.
How much time elapses during cleaning and disinfecting process?	SAME AS EXELOO (Infinity uses Exeloo APTs)	The seat wash after each use takes approximately 1 minute and the floor wash after approx. 30 uses takes about 6 minutes.
INFRASTRUCTURE & MAINTENANCE		
What type of infrastructure (e.g.,	SAME AS EXELOO (Infinity uses Exeloo APTs)	Exeloo would require a minimum water supply pipe of 1½", a standard 4" sewer

water lines, sewer lines) would be required for the APTs?		line, a storm water line and electricity supply of 70 amps.
Are toilets hard-plumbed, that is, are they connected to the city's water and sewer lines?	SAME AS EXELOO (Infinity uses Exeloo APTs)	Yes, the toilets are connected to the city's water and sewer lines.
How would a maintenance emergency be handled?	On all Infinity street furniture is the company name and a phone number that is answered 24 hours-a-day. Each city has specific requirements for response time to problems and emergencies. (Normally 24 to 48 hours), according the Infinity. All of Infinity workers who perform transit maintenance have pagers. When an emergency is phoned in, field people are contacted to fix the problem. Infinity also sets up an after-hours response plan for each project.	Exeloo would arrange for a local electrical contracting firm to provide a 24-hour emergency service to handle any urgent maintenance requirements and that firm would also carry a stock of components to replace ones that could be damaged by vandalism.
Liability?	Infinity carries contractor's insurance for damages or other problems that occur to bus shelters or other street furniture. The municipality is named as an additional insured. The city states the minimum amounts. This is a standard clause in contractor and vendor contracts.	If the units are purchased by the City of Cambridge Public Health, then the city would carry the liability for the ongoing maintenance and upkeep of the product. In regard to public liability for injury to customers, etc., Exeloo carries public liability insurance for the products it manufactures.

SAFETY

Emergency access?	SAME AS EXELOO (Infinity uses Exeloo APTs)	If the police and fire departments were issued a key to the service area, they could gain access to the main compartment simply by turning the power off, which would release the magnetic lock. Once the power was switched back on again, the unit would operate normally.
Could the door be opened remotely in the event of an emergency?	If the city desired this option, it could be included. Otherwise, Infinity would make the main service bay accessible to the police and fire departments, as described in the Exeloo column at right.	If the police had access to the main service bay, they could turn on the "hold open" switch which would make the electric door open and remain open until this switch was released. If necessary, Exeloo could arrange for the switch to be operated remotely.
What happens when someone pushes an emergency button	Not applicable, unless city decides to have emergency button installed in toilet. If desired, Infinity can tie it in	In its original facilities, Exeloo installed emergency push buttons inside the cubicle but this resulted in so many false alarms

from inside the APT?	directly to 911 or to a 24-hour answer bank.	and expensive security calls that the company have stopped installing them.
Could rowdy hooligans knock over the APT?	SAME AS EXELOO (Infinity uses Exeloo APTs)	The unit weighs approx. 8 tons and could not be knocked over by rowdy hooligans.
CLIENTELE		
Who do you envision using the APTs?	If San Francisco is an example, then in addition to shoppers, tourists, and homeless, you could also expect drug users and prostitutes to take advantage of the seclusion of the APT. How an APT is used is a function of location and how well the police patrol the area.	Throughout Australia and New Zealand, our APTs are used extensively by tourists and visitors to the area. They are also often used by commercial travelers and people who spend a large amount of their working day in vehicles. When installed in parks, near playground equipment, they are also extensively used by parents and children visiting the parks. Finding suitable toilet facilities urgently is a common problem for most parents with young children.
Do you have a system for providing free APT access to the homeless population in Cambridge?	NEED MORE INFORMATION	Throughout Australia and New Zealand, the city authorities usually provide the toilets free of charge to everybody so, in most installations, Exeloo only provides a push button on the outside of the units. However, the company would be happy to provide the units with coin operation to help offset the servicing costs and, in this case, the city itself would arrange for free tokens for homeless or disabled populations.

To: Robert Healy, City Manager
From: Harold Cox and Suzy Feinberg
Re: City Council Order 0-14, issued April 8, 2002 – Public toilets
Date: June 5, 2002

On April 8, 2002 the Cambridge City Council asked the City Manager to report back on recommendations for developing an agreement between the City of Cambridge and private entities (possibly including non-profit organizations) for sponsoring and maintaining public toilets.

On behalf of the City Manager, the Cambridge Public Health Department has identified two possible types of public/private agreements for maintaining and sponsoring public toilets in Cambridge:

1. A joint sponsorship agreement to install and maintain permanent public restroom facilities in Cambridge

This type of partnership would involve an agreement between the city and private entities to jointly fund the purchase, installation, and maintenance of a public restroom facility. The private entities might include the membership of Cambridge business associations; Harvard University and MIT; and possibly non-profit organizations. The facility could either be a traditional, freestanding public restroom facility or an automatic public toilet that would be owned by the city and its partners.

A example of this type of public/private partnership is Newburyport's public restroom facility. In 1998, the Greater Newburyport Chamber of Commerce funded the construction of a 38' X 10' clapboard restroom facility. The building is divided into a women's room with three stalls, a men's room with two urinals and one stall, and a storage room. Both male and female bathrooms have ADA-accessible toilets. Construction costs were \$30,482; however, this figure probably underestimates the actual cost since local plumbers and architects donated a significant amount of labor.

The city of Newburyport budgets \$6,000 for the seasonal operation of its restroom facility. The City of Newburyport, the Greater Newburyport Chamber of Commerce, and Yankee Homecoming (a local nonprofit that sponsors festivals and other events) each contribute a third of the budget (\$2,000 each). The \$6000 is spent on labor associated with cleaning and restocking the facility (approx. \$2,500) and supplies/replacing broken or vandalized equipment (more than \$3,500), according to the president of the Chamber of Commerce. The Chamber of Commerce spends an additional \$1,000-\$1,500 on water and electricity for the unit. The unit is not air-conditioned or heated.

The facility is operational from Memorial Day Weekend through Columbus Day. It is open daily in July and August, and weekends only from Memorial Day through June 30 and September 1 through Columbus Day. Hours of operation are 10 a.m.–5 p.m. In total, the Newburyport restroom facility operates 7 hours a day for 87 days.

2. An agreement to post signage and expand restroom hours of existing bathroom facilities in malls and arcades.

This approach would involve the City of Cambridge negotiating individual agreements with local malls, arcades, and other businesses that have the capacity to handle a large influx of bathroom users. The terms of the agreement, as put forth by former city councilor Kathy Born in May 2001, would be that malls and other entities that already offer public access toilets would expand their restroom hours and post signage advertising their facilities in return for compensation from the city or in-kind support (i.e., police presence). In addition, the city would pay for the signage.

This approach was explored in a 2001 report to the City Council called “Public Access Toilets in the City of Cambridge.”

A summary of the 2001 report findings

At present, only a handful of Cambridge businesses allow the public unrestricted access to their restroom facilities. These businesses include the Garage Mall, Holyoke Center, Au Bon Pain at Harvard Square (near the Pit), the Porter Square Galleria, the Harvard Coop stores, and several coffeehouses and fast-food restaurants.

Restaurants, malls, and other places of assembly do not have a legal obligation to provide restroom facilities to non-customers. With the exception of the Holyoke Center*, the bathrooms in the aforementioned businesses are intended *only* for customers, tenants, and employees.

In 2001, the Cambridge Public Health Department informally posed the signage offer to representatives from:

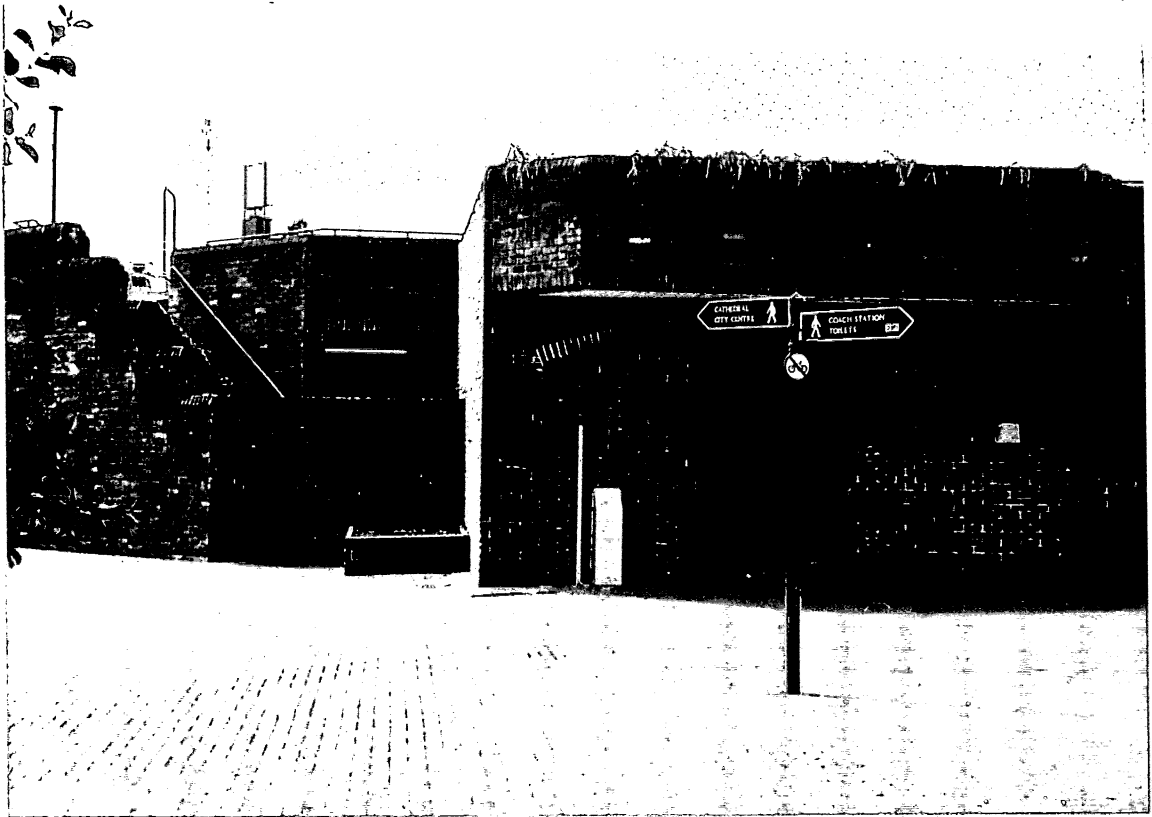
- The Garage Mall (Harvard Square)
- The Atrium (Harvard Square)
- Holyoke Center (Harvard Square)
- The Cambridge Galleria (Harvard Square)
- Au Bon Pain at Harvard Square
- Starbucks Coffee (Central Square)
- Harvard Coop (Harvard Square)
- Porter Square Galleria (Porter Square)
- University Park Hotel @ MIT (Kendall Square)

The two malls and arcade were the only group of businesses that expressed interest in the proposal. Positive responses were given by The Garage Mall (Harvard Square), the Porter Square Galleria (Porter Square), and Holyoke Center (Harvard Square). The sentiment among the two mall representatives was that financial support from the city would be greatly appreciated since they were already effectively financing “public” toilets.

* Harvard University, which owns Holyoke Center, has designated the ground floor bathrooms in the Holyoke Center as public bathrooms.

In addition to the malls, the Cambridge Public Health Department interviewed managers from a handful of fast-food restaurants, coffeehouses, hotels, and bookstores. Representatives from these businesses rejected the hypothetical offer for a variety of reasons, including:

- Not enough stalls to meet increased demand; system is already “overloaded.”
- Limited staff capacity to monitor bathrooms.
- Providing public restrooms is the job of the city, not private businesses.
- The presence of unkempt/mentally ill/delinquent bathroom users may frighten paying customers, who may then take their business elsewhere.



City of Cambridge

HEALTH AND ENVIRONMENT

*Councillor Henrietta Davis, Chair
Councillor Anthony Galluccio
Councillor Brian Murphy*

In City Council July 29, 2002

The Health and Environment Committee conducted a public meeting on Tuesday, June 18, 2002 at 5:05 p.m. in the Sullivan Chamber.

The purpose of the meeting was to discuss the implementation of a plan for the establishment of permanent public toilet facilities.

Present at the meeting were Vice Mayor Henrietta Davis, Chair of the Committee, Councillor Brian Murphy, Councillor David Maher, Lisa Peterson, Public Works Commissioner, Harold Cox, Chief Health Officer, Suzy Feinberg, Communications Specialist, Cambridge Public Health Department, Donna P. Lopez, Deputy City Clerk, and Elaine McGrath, City Clerk's office.

Also present were the following members of the public: Elie Yarden, 143 Pleasant St., Cambridge, member of the Association of Cambridge Neighborhoods and Cambridgeport Neighborhood Initiative, Stash Horowitz, 12 Florence St., Cambridge, and John Moot, 44 Coolidge Hill Rd., Cambridge.

Councillor Davis opened the meeting and stated the purpose. She noted that the committee held a meeting last year and received a report from Mr. Cox. She wanted to use this meeting to make progress on two issues: 1) creating adequate signage for toilets, and 2) investigating the possibility of public/private agreements to increase the number of facilities, including a Request for Proposals. Vice-Mayor Davis referred to the model of the public toilets in Newburyport, which operate under a contract with that city.

Mr. Cox distributed a report on the issue of public toilet facilities (Attachment A), which summarized prior work on three issues: Automatic Public Toilets (APTs), responses to Council questions about public access to current facilities, and options for public/private partnerships for maintaining and sponsoring public toilets in Cambridge. The report also offered three options:

- Advertise locations of public restrooms in city buildings
- Develop agreements to post signage and expand restroom hours of existing bathroom facilities in malls and arcades
- Broker a public/private sponsorship agreement to install and maintain permanent public restroom facilities in Cambridge

Regarding APTs, Mr. Cox noted that work on this issue has been backburnered by public security issues, such as anthrax, that arose after the September 11, 2001 World Trade Center attack. Mr. Cox raised the following issues about the three options. Advertising current public toilets will increase use and may burden the capacity of the facilities; in addition, not all facilities may be appropriate for signs. Mr. Cox's department needs to contact city agencies and other

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Committee Report #3

Committee Report from Vice Mayor Henrietta Davis, Chair of the Health and Environment Committee, for a meeting held on June 18, 2002 to discuss the implementation of a plan for the establishment of permanent public toilet facilities.

In City Council July 29, 2002

**REPORT ACCEPTED.
PLACED ON FILE.**