



City of Edmonton Public Washroom Strategy

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EXECUTIVE SUMMARY

PROJECT OVERVIEW

Public washrooms are essential public infrastructure that support the dignity, health and well-being of all Edmontonians.

By ensuring that everyone has access to safe, clean, and accessible public washrooms, we can make our public spaces more inclusive and welcoming.

Committed to being an inclusive, accessible city, Edmonton is taking a strategic approach to providing safe and clean public washrooms. The strategy is informed by comprehensive community feedback, as detailed in the What We Heard Report, and by best practices identified from a scan of other jurisdictions. This approach will improve Edmontonians' lives, especially for vulnerable groups. These groups include those without stable housing, people with disabilities, those managing health conditions and caregivers.

The Public Washroom Strategy takes a phased approach, aiming to refine the management of current facilities, increase access with temporary solutions and construct more permanent washrooms across the city. The scope of this strategy reaches across the city – including in parks and open spaces, the River Valley, main streets, and city-owned facilities (recreation centres, attractions, libraries, transit centres, LRT stations, etc). The community's need for public spaces that are welcoming and vibrant drives this strategy, providing opportunities for people to enjoy outdoor activities, socialize and navigate the city with confidence.



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GOALS

Washrooms Are Accessible to All

Ensure that every individual, regardless of age, ability or mobility, can access and use public washrooms with ease.

Washrooms Are Clean and Well Maintained

Maintain high standards of hygiene in public washrooms.

Washrooms Are Safe

Improve public washroom safety through design enhancements, monitoring and maintenance.

Washrooms Are Strategically Located

Identify priority areas for new public washrooms, responding to areas of high need.

PRINCIPLES

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

INTRODUCTION

INTRODUCTION

The City of Edmonton's Public Washroom Strategy is designed to address a critical aspect of urban infrastructure that impacts all citizens, with a particular focus on supporting vulnerable populations.

Feedback from the 2024 What We Heard Report highlighted the need for increased safety, cleanliness, and accessibility in public washrooms across the city. This aligns with the City Plan's direction, which emphasizes the need to "establish basic amenities throughout the city for people experiencing homelessness as long as homelessness persists" (City Plan, p. 14).

Research on best practices from other jurisdictions provided valuable examples, such as Portland's accessible 24/7 public washrooms and Toronto's extended operational hours, which have been integrated into this strategy. These examples reinforce the importance of accessible, well-maintained facilities as essential elements of a livable city.

Drawing extensively from the What We Heard Report, which compiled community feedback and a review of best practices from other cities, this strategy outlines a comprehensive approach to enhancing the availability, accessibility, and quality of public washrooms throughout Edmonton. By prioritizing the development and maintenance of these essential facilities, the strategy aims to support the City's broader goals of inclusivity, accessibility, and ensuring that basic amenities are available to all residents, particularly those who are most vulnerable.

Purpose

The primary purpose of this strategy is to ensure that all Edmontonians, regardless of their circumstances, have access to safe, clean, and accessible public washrooms. This initiative is not only about improving physical infrastructure but also about promoting public health, dignity, and urban livability.

The City Washroom Strategy aligns closely with key municipal frameworks, including the City Plan, Breathe: Edmonton's Green Network Strategy, and the Ribbon of Green. The City Plan emphasizes the importance of inclusivity and accessibility, ensuring that public amenities are available to all residents, which is a central focus of this strategy.

Breathe underscores the role of public infrastructure in enhancing the quality of life in urban environments, noting that "equitable access to open spaces and their amenities is essential for fostering community health and well-being" (Breathe, p. 27). The development of well-maintained

public washrooms supports this goal by providing essential services that enhance the usability and inclusivity of Edmonton's parks and public spaces.

Additionally, the Ribbon of Green highlights the necessity of integrating essential amenities, such as public washrooms, into the city's green spaces. It states, "public washrooms are critical to making parks and open spaces more accessible and enjoyable for all users" (Ribbon of Green, p. 87). This strategy builds on these principles by providing a comprehensive approach to planning, implementing, and maintaining public washrooms that cater to the diverse needs of Edmonton's community.

This strategy serves as a blueprint for the planning, implementation, and maintenance of public washrooms that align with the City's broader objectives of inclusivity, health, and urban livability, ensuring that all residents, including the most vulnerable, can access these essential facilities.

Scope

The scope encompasses several key areas:

1. Inventory Management

Assessing and upgrading existing public washroom facilities to meet current needs and standards for accessibility, cleanliness and safety.

2. Access Expansion

Increasing the availability of public washrooms through the addition of temporary facilities and the strategic siting of new permanent washrooms in high-need areas.

3. Design and Development

Employing best practices in design to ensure that new and renovated washrooms are accessible, sustainable and equipped with modern amenities that meet the diverse needs of the community.

4. Collaborator Engagement

Collaborating with various collaborators, including community organizations, business improvement areas and the public, to gather input and tailor the strategy to reflect the community's needs and values.

5. Sustainability and Maintenance

Establishing operational models and maintenance schedules to ensure that public washrooms remain clean, safe and functional over the long term.

6. Monitoring and Evaluation

Implementing a governance model with clear performance indicators to continuously assess the effectiveness of the strategy and make necessary adjustments.

This strategy is designed to be dynamic and responsive to enable flexible application to future demands.

BACKGROUND AND RATIONALE

This proposed city-wide Public Washroom Strategy stems from two fundamental understandings: (1) the provision of sanitation facilities is a basic human necessity, and (2) enhancing the usability of public spaces is essential. This strategy aligns with broader municipal goals of inclusivity and accessibility, and supports Edmonton’s strategic plans to improve city services.

According to the What We Heard Report, 72 percent of respondents believe there are insufficient public washrooms in Edmonton, emphasizing the necessity for safe, clean and accessible facilities to promote public health and enhance the overall urban experience. The need for public washrooms

is further reinforced by the fact that 53% of respondents rarely use existing facilities, mainly due to concerns about cleanliness and safety, which highlights the importance of addressing these issues to encourage more frequent use.

Insights from the [2023 Canadian City Parks Report](#) by Park People also play a crucial role in shaping this strategy. Notably, Park People reports that washrooms have been top priorities for residents for the second consecutive year, with 63% of respondents indicating a desire for more year-round washrooms in parks. This underscores the necessity of integrating essential services such as washrooms into park spaces to enhance usability and meet public demand.



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Evolution of Public Washrooms

Since 2016, the City of Edmonton has undertaken significant steps to test and improve its public washroom facilities. This has included assessments of current infrastructure, community engagement and pilot projects aimed at understanding the diverse needs of Edmontonians.

The City made changes to how existing inventory is managed through the "Attendant Monitoring Program". The program has helped to keep many washrooms safe and clean in locations where social disorder are frequently reported. Through the addition of on site attendants who provide frequently cleaning, monitor and promptly report safety incidents to law enforcement officers, safety incidents have decreased remarkably.

As part of the efforts to enhance public washrooms accessibility in areas that are particularly challenging for the City to install new washrooms due to financial constraints, the City has developed the "Public Washrooms Accessibility Grant" to stimulate businesses and not for profit organizations to open their washrooms to the public or embark on initiatives that increase access to public washrooms. The grant provides \$5,000 each for 10 organizations every year since 2022.

In addition, wayfinding as well as renovations to increase accessibility have been implemented at number of washroom locations. The City also built two new modular washrooms in 2024 to expand washroom inventory and ensure people experiencing homelessness have access to washrooms in the downtown area.

Furthermore, the City has populated all publicly available washrooms on Google Maps to improve access and ease of finding washroom locations. Google maps are commonly used by many people to find locations, ensuring washrooms locations are searchable on Google maps is key to locating washrooms and for planning outdoor activities.

Other planned projects to scale the supply of public washrooms include:

- + Warehouse Park
- + Beaver Hills House Park
- + Louise Fan Park

These efforts have demonstrated a clear demand for more facilities, particularly in high-traffic areas like the River Valley, ravines, parks, main streets and transit hubs, as highlighted by the interactive map and public survey results from the engagement process. Ensuring that additional washroom facilities are well-maintained and thoughtfully placed is critical to meeting public expectations for safety and usability.

Identified Needs

Evaluations have highlighted several challenges with the current provision of public washrooms:

- + **Inconsistency in Maintenance and Accessibility:** Standards for maintenance and accessibility vary significantly across different locations, leading to unequal service delivery. The need for uniformity in service standards was a key theme in public feedback, emphasizing the importance of consistent cleanliness and safety measures.
- + **Operational Challenges:** Issues such as extensive cleaning requirements, vandalism and operational disruptions have affected the availability and condition of public washrooms. Best practices from other jurisdictions, such as Toronto's regular cleaning protocols and Portland's design to mitigate vandalism, were noted as potential solutions.
- + **Public Safety and Comfort:** Concerns about safety and cleanliness deter people from using public washrooms, which decreases their functionality and effectiveness. The presence of attendants, enhanced lighting and emergency call buttons were frequently mentioned as necessary features to improve the sense of security.

Public Consultation Outcomes

Consultations with collaborators and the public, as detailed in the 2024 What We Heard Report, have stressed the need for better public washrooms. Specific feedback included the need for more accessible and cleaner facilities in high-traffic areas and concerns about safety, particularly in poorly lit or less visible locations. These consultations have played a pivotal role in shaping the objectives and direction of the public washroom strategy.

Strategic Alignment and Best Practices

The development of the city-wide Public Washroom Strategy is closely aligned with the overarching goals of the City's planning frameworks, particularly the City Plan and the Ribbon of Green. These foundational documents emphasize the importance of creating a connected, accessible, and sustainable urban environment. According to the City Plan, "creating places where all people feel welcome, safe and able to participate in city life is key to building a more equitable city" (City Plan, p. 42). Public washrooms are integral to this vision, ensuring that all residents and visitors can enjoy public spaces comfortably and with dignity.

The Ribbon of Green also reinforces the necessity of accessible and well-maintained public facilities in parks and green spaces, stating that "washrooms are essential amenities that support the usability of open spaces for all users, contributing to a more inclusive and inviting public realm" (Ribbon of Green, p. 87). This aligns with best practices identified in other cities, which

underscore the importance of proactive maintenance schedules, cleaning standards, and designs that are resistant to vandalism and easy to maintain.

Research on best practices from other jurisdictions, including Toronto's regular cleaning and maintenance protocols and Portland's design solutions to mitigate vandalism, further informs this strategy. Additionally, feedback from local residents highlighted the need for more washrooms in key areas, better maintenance, and improved accessibility for diverse user groups. The strategy also draws on findings from Park People's research, which emphasizes the role of public washrooms in enhancing the usability and visitor experience in parks and community spaces.

Rationale for Action

The rationale for advancing the City-Wide Public Washroom Strategy is clear: to meet the needs of a growing, diverse urban population and to enhance the quality of public spaces. By addressing the gaps identified through public consultation and building on input from Edmontonians, the City can provide a key service that supports public health, promotes inclusivity, and improves its urban spaces. The strategy's alignment with broader municipal goals, such as the Community Safety & Well Being Strategy, further reinforces its importance in creating a safe, accessible, and inclusive urban environment.

DEFINITION OF KEY TERMS

These terms form the foundational vocabulary used in discussing the City's Public Washroom Strategy, aimed at improving understanding and facilitating clearer communication on the subject.

Public Washrooms: Facilities provided by the City that are accessible to the public, offering sanitation services without restriction. These include washrooms located in the river valley, parks, city buildings, transit hubs and other public spaces. Washrooms provided in privately owned facilities, like businesses, are not public washrooms.

Accessible Washrooms: Washrooms that meet or exceed the current standards and guidelines for accessibility, ensuring that people of all ages and abilities can use the facilities independently and safely.

Seasonal Washrooms: Washroom facilities that are operational only during specific times of the year. These facilities may be temporary installations or permanent structures that are closed during off-peak seasons or due to operational constraints, such as infrastructure only capable of operating during warm weather conditions.

Freestanding Washroom: Washroom facilities that are directly accessible from outside, typically located in a standalone structure. These washrooms differ from other public washrooms that are only accessible from inside of another building or facility.

Temporary Washrooms: Portable sanitation facilities placed temporarily in areas of high demand or during events, intended to supplement permanent washrooms and address immediate public needs.

Permanent Washrooms: Fixed sanitation facilities designed to be long-term solutions for public washroom needs within the community.

Universal Design: The design of buildings, products or environments to make them accessible to all people, regardless of age, disability or other factors.

Inclusivity: The practice of including people who might otherwise be excluded or marginalized, such as those with physical or mental disabilities, and considerations to accommodate diverse needs.

Collaborators: Individuals, groups or organizations that have an interest in the planning, operation and outcomes of public washrooms, including city residents, business owners, not-for-profit organizations and specific user groups, such as parents with young children or people with disabilities.

Public Engagement: The process of involving collaborators in the decision-making process, ensuring their views are heard and considered in the development and implementation of public washrooms.

Wayfinding: Information systems that guide people through a physical environment and enhance their understanding and experience of the space.

GBA+ (Gender-Based Analysis Plus): A method of analysis that examines the impacts of policies, programs, and initiatives on diverse groups of women, men, and gender-diverse people by taking into account gender and other identity factors like race and disability.

Barrier-Free Path of Travel: A route that anyone, including people with mobility challenges, can navigate independently and free of obstacles.

Maintenance Logs: Records kept to monitor cleaning schedules, repairs and general upkeep to ensure facilities meet health, safety and cleanliness standards.

Safety Audit: A systematic examination to determine whether safety and security measures in public washrooms are effective, or if adjustments are needed to protect users.

CONTEXT AND NEED

DEMOGRAPHIC ANALYSIS

The city-wide Public Washroom Strategy is informed by a socioeconomic and demographic analysis that underscores the diverse needs of its growing population. This analysis shows the need to accommodate many kinds of users. These include vulnerable groups, children, the elderly and people with disabilities.

CURRENT INFRASTRUCTURE EVALUATION

A comprehensive review conducted in recent years has highlighted several areas of concern with the existing public washroom facilities:

1. Accessibility

- + The City has made significant strides in ensuring that public washrooms meet accessibility standards. Yet, an accessibility audit, [completed in 2017](#) by City staff, revealed that not all facilities fully comply with the most current standards. Key issues include poor signage and incorrect placement of features in the washrooms. And, some older facilities lack needed accessibility features, like power-operated doors and proper stall sizes.

2. Maintenance and Cleanliness

- + Maintenance practices vary significantly across different locations, influenced by the specific management of each facility. While some washrooms are well-maintained, others suffer from irregular cleaning schedules, leading to issues with

hygiene and usability. Maintenance logs have been helpful. By setting a standard for all facilities to follow, the strategy will ensure consistent cleanliness and maintenance.

3. Safety

- + Safety remains a paramount concern, with some locations reporting issues related to insufficient lighting and security measures. The City's efforts to staff select washrooms with attendants have improved the situation, but the need for comprehensive safety audits and regular safety enhancements persists.

4. Capacity and Distribution

- + There are disparities in the distribution of washrooms throughout the city, with some high-traffic areas lacking sufficient facilities to meet public demand. Additionally, the capacity of some existing washrooms does not adequately serve the volume of users, particularly during peak times and special events.

COMMUNITY NEEDS ASSESSMENT

The Community Needs Assessment was designed to understand and address the specific requirements of Edmontonians concerning public washrooms. The assessment involved gathering input from diverse communities across the city, focusing on identifying gaps in current infrastructure and understanding the specific needs of different demographic groups.

Here's what the assessment revealed:

IDENTIFIED GAPS:

1. Location

- + Many community members expressed concerns about the lack of public washrooms in key areas, particularly in parks, near playgrounds and in bustling commercial districts.

2. Hours of Operation

- + Feedback indicated that the operating hours of many public washrooms do not align with the times when they are most needed, especially during late evening hours in entertainment districts and at seasonal outdoor venues.

3. Maintenance and Cleanliness

- + There is a significant call for improved maintenance and cleanliness standards. Communities reported that poorly

maintained washrooms discourage their use and contribute to a negative perception of public spaces.

4. Safety and Security

- + Safety concerns were frequently mentioned, with users indicating a need for better lighting, increased security measures and the presence of attendants to enhance safety, particularly in locations that are isolated or frequented at night.

DEMOGRAPHIC-SPECIFIC NEEDS:

- + **Families with Young Children:** This group emphasized the need for washrooms with changing facilities that are clean and safe. They also highlighted the importance of having washrooms within a short walking distance from playgrounds and other family-friendly attractions.
- + **People with Disabilities:** There is a crucial demand for more universally accessible washrooms that go beyond the minimum accessibility standards. Suggestions included higher toilets, adult changing tables and emergency call systems within easy reach.
- + **Elderly Populations:** Similar to people with disabilities, older adults noted the importance of easily accessible, safe, and comfortable facilities. Additional seating both inside and outside the washrooms and non-slip surfaces were among the suggested improvements.
- + **Transient Populations:** For visitors to the community (e.g. tourists) and those experiencing homelessness, public washrooms are more than a convenience – they are a necessity. The need for 24/7 access to washrooms was particularly highlighted.

Community Engagement Insights: The assessment involved interactive maps, surveys and collaborator meetings that allowed for a broad spectrum of community members to voice their opinions and suggestions. This engagement was crucial in highlighting the diverse expectations and experiences of the public regarding washroom facilities.

Strategic Recommendations: Based on the needs assessment, several key recommendations have been developed to guide the implementation of the Public Washroom Strategy:

- + **Increase the Number of Washrooms:** Address the shortage of public washrooms in high-need areas as identified through heat mapping and community feedback.
- + **Upgrade Existing Facilities:** Enhance accessibility and ensure that all washrooms meet or exceed current standards for accessible design. In some locations, building upgrades are needed in order to address core safety issues. Further, changes to surrounding open space are needed to create accessible paths of travel to washrooms.
- + **Implement Rigorous Maintenance Protocols:** Establish consistent and frequent cleaning schedules and standards, supported by maintenance logs and real-time monitoring systems to maintain hygiene standards.

- + **Enhance Safety Measures:** Introduce improved lighting, security cameras and emergency response features. Consider the deployment of washroom attendants in strategic locations to increase safety. However, in remote areas not connected to City data systems, cameras are not a practical option for safety measures.
- + **Flexible Hours of Operation:** Adjust the hours of operation to meet the needs of the community, especially in areas with nightlife and seasonal outdoor activities.
- + **Location and Design:** It is important that the proposed location and design of these facilities consider basic Accessibility, Crime Prevention Through Environmental Design (CPTED) and Urban Design principles.

Engagement and Continuous Feedback

To refine the strategy and better meet community needs, ongoing engagement through surveys and interactive tools is important. This approach is reinforced by the comprehensive community feedback detailed in the What We Heard Report, which highlighted the need for continuous monitoring and user feedback mechanisms to ensure facilities meet public expectations. Engagement and user feedback help gather real-time feedback on public washroom locations, features and maintenance.

COLLABORATOR AND PUBLIC CONSULTATION FINDINGS

In developing the city-wide Public Washroom Strategy, extensive consultations were conducted to gather insights from both collaborators and the general public.

These engagements provided valuable feedback that has been instrumental in shaping the approach and priorities of the strategy.

Key collaborators, including business improvement areas, city staff, community organizations and service agencies, participated in workshops and provided diverse perspectives on the needs for public washrooms. Their input highlighted the importance of accessibility, safety and strategic placement to serve high-need populations and support vibrant community spaces.

Since 2016, the City has engaged with collaborators and the public on numerous occasions about public washrooms. The most recent public consultation process (January to February 2024) included a survey and interactive mapping tools that allowed residents to express their preferences and concerns regarding public washroom locations, features and management. 4,845 residents contributed through these platforms, emphasizing the public interest in safe, clean and accessible public washrooms.

What We Heard Report Overview

Engagement Highlights

- + **Public Survey:** 4,845 responses
- + **Interactive Map:** 121 points from 71 contributors
- + **Ideas Tool:** 5 ideas from 5 contributors
- + **Workshops:** 64 participants across 3 workshops

Key Themes

1. Safety and Cleanliness

- + Public washrooms must be safe and clean to be widely used.
- + Design and staffing improvements are crucial for safety but may increase costs or affect privacy.

2. Diverse Design Needs

- + No single design fits all contexts; different areas may need tailored solutions.
- + Resources should be allocated based on specific needs, not uniformly across all facilities.

3. Practicality Over Appearance

- + Simple, easy-to-clean and well-stocked facilities are preferred.
- + More washrooms with basic amenities are favoured over fewer, highly-designed ones.

Survey Results

+ Usage

- + 53% of respondents rarely use public washrooms; 23% never use them.
- + 72% believe there are insufficient public washrooms in Edmonton.

+ Location Preferences

- + High demand for washrooms in parks, main streets, transit centres, and event venues.

+ Feature Preferences

- + Essential features include bright lighting, emergency phones, regular maintenance and cleanliness.
- + Accessibility features, such as grab bars and power door openers, are must-haves.
- + Single-occupant, all-gender design.

GBA+ (Gender-Based Analysis Plus) Considerations

- + Specific groups, including 2SLGBTQIA+, people with disabilities and those experiencing homelessness, have heightened safety concerns and feature preferences.
- + Equity-deserving groups emphasized the need for emergency phones, needle disposal bins and accessible designs more than the general population.

Collaborator Feedback

+ Business Improvement Areas (BIAs)

- + Temporary washrooms are urgently needed.

- + Concerns about public sanitation and hygiene near social service agencies.

- + Preference for City-led initiatives rather than BIA-managed facilities.

- + BIAs have expressed concerns and in some cases resistance to placing washrooms in some locations which has complicated the siting of new facilities in main-street areas

+ City Staff

- + Emphasis on universal design principles and strategic placement.
- + Importance of maintenance, safety and extended operating hours.

+ Community Organizations and Service Agencies

- + Need for inclusive, accessible and well-maintained facilities.
- + Support for hiring local attendants to enhance safety and provide community support.

The engagement process revealed a strong demand for safe, clean and accessible public washrooms across Edmonton. The feedback emphasizes a balanced approach, prioritizing functionality and inclusivity without overspending on unnecessary features. The forthcoming city-wide Public Washroom Strategy will incorporate these insights to improve public washroom infrastructure, ensuring equitable access for all Edmontonians.

For a detailed account of the themes and feedback from these consultations, please refer to the What We Heard Report, which provides a comprehensive overview of the community's input and the implications for the Public Washroom Strategy.

LEGISLATIVE AND POLICY FRAMEWORK

RELEVANT BYLAWS, POLICY, STANDARDS, AND REGULATIONS

The legislative context for public washrooms in Edmonton includes several key components. The Municipal Government Act (MGA) serves as the foundational legislation for municipalities in Alberta. It empowers municipalities to create bylaws that address the safety, health and welfare of their citizens. The MGA grants the authority to regulate public amenities and enforce these regulations, making it the overarching framework for municipal governance.

The Alberta Building Code sets the minimum standards for the design and construction of buildings in Alberta, including public washrooms. It ensures that these facilities are safe, accessible and meet hygiene standards. The code provides specific requirements for accessibility features, the number of fixtures and safety measures, thereby ensuring that public washrooms are functional and compliant with safety regulations. The code does not address the minimum number of washroom fixtures for open spaces like parks and plazas.

The Parkland Bylaw 2202 governs the conduct and activities within parklands in Edmonton, ensuring that facilities in these areas are maintained for safety and public enjoyment. The Zoning Bylaw 20001 designates land use zones and integrates public amenities but does not deal specifically with public washrooms. These bylaws are crucial for translating higher-level legislative requirements into practical, local regulations.

Joint Use Agreements (JUA) facilitate the shared use of land between the City of Edmonton and educational institutions and community leagues. Although these agreements currently do not specifically address public washrooms, they can be updated to include provisions for these facilities. JUAs are important for optimizing the use of public lands and ensuring that amenities like washrooms are accessible to a broader segment of the community.

The Barrier-Free Design Guide provides detailed standards for making public facilities accessible to people with disabilities. This guide complements the Alberta Building Code by offering more specific guidance on accessibility features for public washrooms. It ensures that all users, regardless of their physical abilities, can access and use public washrooms comfortably and safely.

The Access Design Guide is a resource that sets out the standards and best practices for creating accessible public spaces and facilities within the city. This guide helps ensure that public amenities, including washrooms, parks and buildings, are designed to be inclusive and accessible to individuals of all abilities. It provides detailed specifications on features such as ramps,

handrails, signage and tactile indicators, aligning with both the Alberta Building Code and the Barrier-Free Design Guide. By adhering to the Access Design Guide, the City aims to promote universal design principles, enhancing the usability, safety and comfort of public spaces for everyone, including those with disabilities, seniors and families with young children.

COMPARISON WITH BEST PRACTICES IN OTHER CITIES

The development of Edmonton's city-wide Public Washroom Strategy draws on a comparative analysis with best practices from other cities, both nationally and internationally. This approach ensures the integration of proven strategies that enhance public washroom access, safety and sustainability.

Accessibility and Inclusivity

Cities like Portland and Vancouver have set benchmarks for accessibility in public washrooms. The Portland Loo, for example, is a stand-alone solution known for its universally accessible design and resilience to vandalism. The Portland Loo is also instructive in the practicality of using a consistent and repeatable design.

Vancouver has implemented an inclusive approach by designating numerous existing washrooms as all-gender facilities, thereby reducing barriers and enhancing comfort for all users. Edmonton's strategy aligns with this approach by proposing to increase the number of gender-inclusive washrooms.

Safety and Maintenance

Toronto and Calgary have adopted rigorous maintenance schedules and operational standards that have proven effective in maintaining public trust and safety. Toronto's strategy includes regular inspections and cleaning, driven by a public demand for hygienic facilities. Edmonton plans to adopt similar maintenance log systems and regular hygiene audits to ensure high standards. The use of automated reporting and analytics will help to streamline this process and guide decision making.

Calgary continues to evolve their approach to attendants and have recently engaged with Edmonton-based service provider to provide attendant services. This initiative is intended to ensure cleanliness but also to provide an added layer of security, reducing incidences of misuse. Research on best practices highlighted the success of San Francisco's Pit Stop Program, which uses staffed facilities to improve safety and cleanliness, a model that bolsters the

case for expanding on Edmonton's use of attendants. Edmonton's strategy considers expanding the use of attendant services in high-traffic or high-risk areas. Edmonton has been a leader in Canada in deploying attendants to public washrooms.

Sustainability and Technological Integration

Internationally, cities like Tokyo have leveraged technology to enhance the user experience and operational efficiency of public washrooms. The Tokyo Toilet Project uses smart glass technology that turns opaque when the stall is locked, providing a unique blend of safety, privacy and cleanliness. Several European cities, like Paris and Amsterdam, have public washrooms with automated self-cleaning systems which are enabled by highly durable materials and designs. Edmonton's strategy contemplates the adoption of innovative technologies such as environmental monitoring sensors and feedback systems to promptly address maintenance issues and gather user feedback.

Community Engagement and Funding Models

Winnipeg was able to secure funding partnerships with local businesses and community groups. By involving businesses and local collaborators in the provisioning of public washrooms, Winnipeg expanded access and shared the responsibility for maintenance and safety. Edmonton's strategy recognizes the value in businesses providing public washrooms, however, it also recognizes that providing public washrooms is ultimately the responsibility of the municipality and any washrooms available inside buildings are welcome, but surplus, to those provided in the outdoor common area of our public spaces.

STRATEGIC OBJECTIVES

The strategic objectives outlined in the following section focus on enhancing the accessibility, safety, maintenance, and strategic placement of public washrooms across Edmonton.

These objectives are designed to align with the city's broader goals, implementing specific strategies like accessibility audits, safety inspections, and maintenance logs to ensure public washrooms are inclusive, functional, and sustainable. These objectives are linked to specific strategies for implementation.

In summary, washroom **accessibility** is a key objective, with efforts to conduct comprehensive audits and engage with collaborators to ensure facilities meet the needs of all users. **Safety** strategies prioritize rigorous inspections, feedback mechanisms, and an attendant program to create secure environments, while sustainable **maintenance** practices ensure cleanliness and long-term functionality. The **strategic location** of washrooms, driven by GIS mapping and public engagement, ensures that facilities are available in high-demand areas, ultimately improving community health, public satisfaction, and accessibility.

ACCESSIBILITY

Objective: Enhance the accessibility of public washrooms across Edmonton to ensure ease of use for all individuals, including those with disabilities, families with young children and the elderly.

Rationale: Accessible public washrooms are crucial for creating an inclusive urban environment where every citizen and visitor can enjoy public spaces without concern. The necessity for accessibility in public washrooms is underscored by the city's commitment to upholding the dignity and rights of all individuals, enabling them to participate fully in community life.

Goal: Washrooms Are Accessible to All

Strategies for Implementation

1. Accessibility Audits

- + Conduct comprehensive audits of existing public washroom facilities at least once after the strategy is published, and subsequently on an as-needed basis informed by feedback mechanisms. This includes assessing entryways, interior space and fixture heights to identify and amend any accessibility barriers, ensuring alignment with the latest standards.
- + Prioritize modifications beginning with the oldest or most frequented facilities, moving systematically through the City's inventory.

In locations without attendants, further study is needed to understand usage (i.e. technologies to determine this).

2. Feedback Mechanisms

- + Signage directing users to 311 in all public washrooms allowing users to submit real-time feedback on accessibility issues directly to facility managers. This input will be crucial for ongoing improvements and responsive maintenance.

3. Staff Training

- + Develop and implement a training program for key staff involved in the design, maintenance and management of public washrooms. The training will emphasize the importance of maintaining accessibility features and educating staff on how to assess and address potential impediments.

4. Community Engagement

- + When designing new washrooms or upgrading, engage with the Accessibility Advisory Committee, senior citizens' organizations (e.g. Sage Seniors Association) and other collaborators to review facility designs and gather feedback. This engagement will be integral to the iterative design process, ensuring that the facilities meet the actual needs of users.

Expected Outcomes

- + Increased satisfaction among users with diverse accessibility needs regarding the accessibility of public washrooms.
- + Measurable improvements in the usability of facilities based on feedback and subsequent audits.
- + Enhanced community trust and participation in public life due to improved accessibility standards.

SAFETY

Objective: Ensure the safety and security of all public washrooms across Edmonton to protect users from crime and misuse, while maintaining privacy and comfort.

Rationale: Public washrooms should be safe spaces, not sources of concern. Ensuring that these facilities are free from crime and misuse directly impacts the willingness of citizens and visitors to use them, thereby enhancing their overall experience in public spaces.

Goal: Washrooms Are Safe

Strategies for Implementation

1. Regular Safety Inspections

- + Implement a rigorous schedule of inspections to ensure that all safety features like door locks, emergency call buttons and adequate lighting are in good working order. Inspections will be conducted daily or multiple times a day depending on the location and usage patterns.

2. Maintenance Logs

- + Maintain detailed logs of all safety checks and repairs. These logs will help track the frequency of issues and guide future improvements. Data from logs will also be used to adjust maintenance schedules as needed. Sharing these logs with relevant agencies will facilitate coordinated responses and resource allocation.

3. Feedback Systems

- + Install signage directing users to 311 for users to report safety concerns in real

time. This direct line of communication will enable swift responses to emerging issues, enhancing user confidence in the safety of the facilities.

4. Attendant Program

- + Deploy attendants at key public washroom facilities, especially in high-traffic or high-risk areas. Attendants will not only manage the facilities but also provide assistance to users and act as a deterrent to misuse. Coordination with law enforcement or park rangers will support attendants in maintaining a safe environment and addressing any security issues promptly.

5. Safety Audits

- + Periodically review existing facilities to identify and implement opportunities to enhance safety. These audits will focus on potential design improvements that can reduce crime and increase user security. Involving law enforcement or park rangers in these audits will provide valuable insights and ensure comprehensive safety assessments. Collaboration with law enforcement or park rangers will be essential to conduct these audits and address safety concerns.
- + Where City staff have identified persistently problematic facilities in advance of the establishment of a safety audit regimen, those facilities that require significant renovation to address safety issues should be prioritizing such interventions.
- + Utilize the results of the safety audits in order to secure capital funding to support improvements to facilities. Audits should translate to actionable items to improve facilities, when funding is available.

6. Design and Layout

- + Facilities will be located and designed to optimize visibility to and from the facility and avoid hidden corners or entrapment spots to reduce the risk of misuse and to enhance natural surveillance. Lighting will be a key focus, with bright, well-maintained fixtures both inside and outside the facilities to enhance visibility and deter inappropriate activities. Collaboration with design professionals and security experts will help optimize these design elements.

Where feasible, existing facilities need to be updated to safety standards similar to new facilities.

7. Technology Integration

- + Where possible, use technology such as motion-sensor lighting and electronically controlled access systems to improve safety. Where resources permit, surveillance cameras could be placed to monitor the exterior of the facilities will help deter vandalism and other crimes. Coordination with law enforcement will ensure effective monitoring and response to any incidents captured on surveillance.

8. Environmental Monitoring

- + Equip washrooms with environmental sensors to monitor air quality and humidity, which can impact the functionality of accessibility features such as powered doors and electronic feedback systems.

Expected Outcomes

- + Safety inspections and maintenance logs will ensure that public washrooms meet high safety standards. They will reduce misuse and increase user confidence.

Coordination with law enforcement or park rangers will enhance the effectiveness of these inspections and responses.

- + With the deployment of attendants and the use of real-time feedback systems, public perception of washroom safety will improve, encouraging higher usage rates and fostering a sense of security. Collaboration with law enforcement or park rangers at specific locations where there is higher enforcement need, will provide additional support to attendants and ensure swift action on reported issues.
- + Strategically placed surveillance cameras and thoughtful design choices that increase visibility and deter unwanted behavior will lead to a measurable decrease in incidents of vandalism and other criminal activities around public washroom facilities. Involvement of law enforcement in monitoring and response will enhance the effectiveness of these measures.
- + Signage directing users to 311 will enable fast reporting and fixing of safety issues, reducing downtime and keeping washrooms safe and open. Collaboration with relevant agencies will ensure swift resolution of reported issues.
- + Involving community members, law enforcement, park rangers and collaborators in safety audits and the design process will cultivate a collaborative approach to public washroom safety, ensuring that facilities are well-integrated into the community fabric and supported by local users. Inter and intra-agency collaboration will streamline efforts and resources, enhancing overall safety and user experience.

MAINTENANCE

Objective: Enhance the sustainability and maintenance practices of public washrooms across Edmonton to ensure they are clean, functional, and environmentally sustainable.

Rationale: Effective maintenance is essential for the long-term sustainability of public washrooms. It ensures these facilities remain clean and functional which in turn supports public health by effectively managing the safe disposal of human waste using the sewerage system. Good maintenance practices also contribute to the longevity of the infrastructure, reducing long-term costs and environmental impacts, though a detailed cost savings analysis has not been conducted.

Goal: Washrooms Are Clean and Well Maintained

Strategies for Implementation

1. Regular Maintenance Schedule

- + Implement a city-wide minimum standard for the frequency and scope of cleaning and maintenance checks. This standard should be informed by public health expertise and based on best practices from cities like Toronto where the local public health authority directs regular inspections and cleaning protocols to maintain high standards of hygiene. The 2024 What We Heard Report emphasized the need for consistent maintenance to ensure cleanliness and functionality. Ensure that these standards are followed and adapted based on usage patterns and seasonal needs.
- + Maintenance schedules will be publicly posted to keep the public informed and accountable.

2. Maintenance Logs

- + Utilize digital log systems that can be updated in real-time by maintenance staff. These logs will track cleaning, maintenance activities and any vandalism or damage reports. This data will help in scheduling repairs and adjusting cleaning intervals based on actual need.

3. Hygiene Audits

- + Utilize city staff to conduct regular hygiene audits. These audits will assess the effectiveness of cleaning practices and the presence of sanitary supplies. The 2024 What We Heard Report highlighted concerns about hygiene, and best practices from Toronto's strategy indicate that regular audits can maintain high hygiene standards.

4. Sustainable Practices

- + When building new washrooms, explore water-saving fixtures and energy-efficient lighting to enhance the sustainability of public washrooms.

5. Feedback Systems

- + Signage directing users to 311 and other digital feedback tools to allow users to report cleanliness issues directly. This feedback will be monitored in real time by facility managers to address any concerns promptly. The What We Heard Report emphasized the importance of maintaining facility standards.

6. Training for Maintenance Staff

- + Develop comprehensive training programs for all maintenance staff that emphasize best practices in cleaning, minor repairs and customer service to ensure they are well-prepared to maintain the washrooms to the highest standards.

Expected Outcomes

- ✦ Regular safety inspections and detailed maintenance logs will ensure that public washrooms meet high safety standards, reducing misuse and increasing user confidence. Coordination with law enforcement or park rangers will enhance the effectiveness of these inspections and responses.
- ✦ The deployment of attendants and the use of real-time feedback systems will improve public perception of washroom safety, encouraging higher usage rates and fostering a sense of security. Collaboration with law enforcement or park rangers will provide additional support to attendants and ensure swift action on reported issues.
- ✦ Strategically placed surveillance cameras and thoughtful design choices that increase visibility and deter unwanted behavior will lead to a measurable decrease in incidents of vandalism and other criminal activities around public washroom facilities. Involvement of law enforcement in monitoring and response will enhance the effectiveness of these measures.
- ✦ Signage directing users to 311 will enable fast reporting and fixing of safety issues, reducing downtime and keeping washrooms safe and open. Collaboration with relevant agencies will ensure swift resolution of reported issues.
- ✦ Involving community members, law enforcement, park rangers and collaborators in safety audits and the design process will cultivate a collaborative approach to public washroom safety. This ensures that facilities are well-integrated into the community fabric and supported by local users. Inter- and intra-agency collaboration will streamline efforts and resources, enhancing overall safety and user experience.
- ✦ Improved public health and hygiene standards through the availability of clean, safe and accessible washrooms.

STRATEGIC LOCATION

Objective: Increase public washroom availability in Edmonton. Priority goes to areas with high demand and limited access to existing facilities. This way, every resident and visitor will have easy access to these essential facilities.

Rationale: By strategically increasing the number of washrooms, particularly in underserved areas, the City acknowledges and addresses the public's needs, thus enhancing the overall quality of life and accessibility of public spaces.

Goal: Washrooms Are Available

Strategies for Implementation

1. Location Identification and Heat Mapping

- + Utilize GIS technology to perform heat mapping analyses that identify areas with insufficient public washroom facilities based on prioritization criteria such as social vulnerability and population density.
- + Prioritize locations near busy urban areas, transit hubs, large parks and event venues where the absence of washrooms could significantly impact the public's ability to enjoy and utilize these spaces.

- + Consider park usage data when assessing the need for additional facilities in parks, ensuring that high-traffic parks and river valley locations are adequately served.
- + Include existing temporary facilities in the analysis to identify potential permanent locations, especially in areas where temporary facilities are placed annually.

2. Public and Collaborator Engagement

- + Work with Business Improvement Areas and other collaborator groups to identify optimal sites for new installations in their areas. The What We Heard Report revealed that BIAs have urgent needs for temporary washrooms and concerns about public sanitation and hygiene near social service agencies. Incorporate these priorities by working closely with BIAs to address their immediate needs and ensure that washroom facilities are strategically located to support both businesses and vulnerable populations.
- + Incorporate Feedback Mechanisms: In addition to initial engagement, establish ongoing feedback mechanisms, such as regular meetings, to continuously gather input from BIAs and other collaborators. This approach will help adapt and refine the placement and management of washrooms based on evolving needs and concerns.

3. Incremental Installation Strategy

- + Develop a phased implementation plan to gradually increase the number of public washrooms. Begin with temporary facilities in areas with urgent needs to immediately improve accessibility while planning for permanent solutions.
- + For parks and open spaces, river valley, and public event venues, maintain an inventory (or budget for the rental) of temporary washrooms to be redeployed seasonally or annually based on emerging trends and needs.
- + Assess the effectiveness and usage of temporary installations before making permanent placements, allowing for nimble resource adjustments based on real-world data and feedback.
- + Lease space from commercial properties to install public washroom facilities in Commercial Retail Units (CRU).

4. Funding and Resource Allocation

- + Identify funding requirements and opportunities through municipal budgets, grants and partnerships to support the expansion of public washroom facilities. Cities like Winnipeg have successfully utilized funding from the Canadian Medical Association Foundation to support their Places to Go framework, which combines portable public washrooms, public-private partnerships and streamlined processes for private businesses to install washrooms. Edmonton should explore similar grant opportunities and partnerships to diversify funding sources.

- + Allocate resources efficiently where there is the greatest need, ensuring that investments in public washrooms are sustainable and offer maximum benefits to the community. In Toronto, significant annual investments are made to maintain and operate park washrooms, with additional funding allocated to extend the operational season of these facilities. Montreal has implemented self-cleaning public toilets in strategic locations to ensure durability and reduce long-term maintenance costs. By examining these models, Edmonton can prioritize high-need areas and invest in innovative solutions to enhance sustainability.
- + Explore the opportunity to incorporate the cost of providing temporary washrooms into sports fields booking fees based on the demand generated by the user group.

5. Partnership Development

- + Explore partnerships with organizations that attract and serve public space users. Explore options to partner with property owners to develop public washrooms accessed from exterior public spaces.
- + Collaborate with developers and planners to add public washroom facilities to new developments and major urban renewal projects. This ensures that these vital services are part of growing neighborhoods. Explore using tools like public access easements and maintenance agreements.
- + Actively seek out and apply for

provincial and federal grants dedicated to public infrastructure and community health. Calgary has partially funded its Downtown Washroom Attendant Pilot Project through support from the Government of Alberta, highlighting the potential for provincial partnerships.

- + Collaborate with tourism, economic development agencies, BIAs, business districts, and entertainment districts to support the provision and maintenance of washroom facilities in areas with high tourist traffic. This can include popular attractions, shopping districts and cultural sites. For instance, Shibuya in Tokyo has involved the Tourism Association in the maintenance and operation of their innovative public toilets, which enhances the visitor experience and supports the local economy
- + Consider implementing advertising opportunities on and around public washroom facilities, similar to initiatives in other cities. For example, Winnipeg's framework includes advertiser-funded portable public washrooms. Revenue generated from advertisements can help offset maintenance and operational costs.

- + Increased coverage of public washroom facilities across Edmonton, with a focus on accessibility and convenience for all users.
- + Enhanced public satisfaction and usability of open spaces and urban corridors, supported by adequate and strategically located washroom facilities.

Expected Outcomes

DESIGN GUIDELINES

Ensuring the optimal placement of public washrooms throughout Edmonton involves detailed criteria for both temporary and permanent facilities to meet the needs of diverse user groups and maximize accessibility, safety and convenience.

The following sections provide specific guidelines for the design and siting of both temporary and permanent washrooms across various urban environments. These guidelines are intended to enhance user experience and provide strategic direction to designers and builders of public washrooms, without replicating the City's Access Design Guide, building codes or other regulatory standards.

LOCATION CRITERIA

Temporary Locations

Temporary washrooms may alleviate need by providing facilities in locations where there are current or ongoing barriers to establishing permanent public washrooms. They may also be an appropriate solution for locations where need fluctuates. It is recommended that the following location types be considered for temporary washroom facilities:

- + Locations where visitation rates and needs fluctuate seasonally.
- + Large event- and sport-focused locations.
- + Locations in areas with high populations of unhoused people.

Temporary washroom facilities must provide accessible washrooms with private toilets and sinks that may be accessed independently. Note that long ramps and slopes steeper than 1:20 creates barriers to access for many people.

1. High Traffic Areas

Civic Events: During festivals, parades and other large civic events, position temporary facilities outside the main event venues in areas anticipated to experience increased pedestrian traffic.

- + **Homelessness Support:** Deploy temporary washrooms as part of an

integrated approach in areas with high concentrations of individuals experiencing homelessness. This approach could also include access to other personal hygiene amenities like showers and laundry.

2. Parks and Public Spaces

- + **River Valley, Ravine System and District Parks:** In major parks with amenities that attract visitors from beyond the immediate neighborhood, if the park is already not well served with permanent washrooms, place temporary washrooms in high use areas to support increased activity during peak seasons. Ensure visibility from main paths and accessibility from parking areas.
- + **Outdoor Recreation Facilities:** Place temporary washrooms at outdoor recreation facilities, including sports fields, ice rinks and spray parks, to support athletes, spectators and families. Ensure these facilities are easily accessible and well-maintained
- + **Seasonal Recreational Activities:** Place temporary washrooms near outdoor recreation areas that see increased use during specific seasons, such as skating rinks in winter or splash parks and sports fields in summer. Include accessible paths of travel and adequate lighting for safety.

Permanent Locations

1. High Traffic Areas

- + **Tourist Attractions:** Where facilities are lacking, build permanent washrooms around key tourist sites, Fort Edmonton, the Edmonton Valley Zoo, the Edmonton Convention Centre, and the Citadel Theatre. Ensure these are prominently placed and well-signposted to accommodate visitors unfamiliar with the area.
- + **Commercial Districts:** Install permanent washrooms in central commercial areas like Jasper Avenue and Whyte Avenue. Ensure these facilities are integrated into the streetscape and accessible from main pedestrian routes. Ensure some facilities are open 24/7 to serve residents and visitors at all times.
- + **Event Venues:** Provide permanent washrooms at key event venues that host large scale and premier events, such as Borden Park, Churchill Square and Gallagher Park ensuring they are accessible, visible and capable of handling large crowds during events.

2. River Valley, Parks and Recreation Areas

- + **River Valley:** Locate washrooms in amenity nodes and as identified in site specific strategic plans, such as Ribbon of Green.
- + **District Parks:** In District Parks with amenities like spray parks, place permanent washrooms near central activity areas such as playgrounds, sports fields and picnic spots. Ensure these are accessible from main park entrances and major pathways.
- + **Neighborhood Parks:** Install permanent washrooms in community parks with high regular use and population density, especially near playgrounds, splash parks and community gardens to support local families and visitors.

3. Joint Use Locations

- + **Educational Institutions:** Work with school boards to negotiate changes to the Joint Use Agreement in order to install permanent washrooms in accessible locations when school is not in session, especially where these facilities also serve as destinations for recreational activities (e.g. soccer and baseball leagues). Ensure these washrooms are accessible to the public outside of school hours.
- + **Community League Buildings:** Leverage grants or negotiated changes to Joint Use Agreements to collaborate with community leagues to provide publicly accessible washrooms at community league buildings. Prioritize locations that are near tennis courts, ice rinks, spray parks, playgrounds and other community amenities to support the broader public use of these areas.

4. Site-Specific Placement and Design

- + **Visibility and Prominence:** Ensure permanent washrooms are placed at street level and are easily visible from main thoroughfares. Use clear, large signage to indicate their location from a distance.
- + **Integration with Existing Infrastructure:** Place washrooms near other public amenities like water fountains, seating areas and trash bins to create comprehensive service points. Ensure they are easily connected to existing utility lines for water, sewage and electricity.
- + **Operational Access:** Ensure all permanent washroom locations are accessible for operations and maintenance crews to facilitate regular cleaning, restocking and servicing.

5. Seasonal and Event-Based Adjustments

- + **Seasonal Adjustments:** Design washrooms to be usable year-round, including features like heated interiors and insulated pipes to prevent freezing. During peak seasons, such as summer festivals or winter events, supplement permanent washrooms with additional temporary facilities.
- + **Event-Specific Needs:** For large public events, develop supporting permanent infrastructure (eg. pads, vehicle access, sewer hookups) to deploy portable washrooms strategically to manage high visitor numbers.

DESIGN STRATEGIES

Design strategies were identified to support the implementation of the city-wide Public Washroom Strategy.

These strategies are informed by best practices from other jurisdictions, such as the universal design principles used in Vancouver's public washrooms and community input from the What We Heard Report, which emphasized the need for family-friendly facilities with features like baby changing tables and accessible sinks.

The strategies were informed by:

- + Best practices for inclusive washroom design
- + Best practices for public facilities
- + Input gathered from the engagement survey and collaborator workshops
- + Feedback from City staff

These high-level strategies are intended to inform the development of detailed public washroom design guidelines as well as provision decisions that may be undertaken in the meantime. These strategies apply to the procurement, design, and installation of temporary washrooms as well as the retrofitting or new construction of permanent washrooms.

The design strategies include:

- 1. Sitting and visibility**
- 2. Type**
- 3. Signage**
- 4. Access and amenity**
- 5. Safety**
- 6. Durability**

Sitting and Visibility

Ensure public washrooms are located at street level in high pedestrian and active transportation activity areas and follow best practice Crime Prevention Through Environmental Design (CPTED) criteria. This recommendation aligns with findings from the What We Heard Report, where respondents emphasized the importance of visibility and safety. In addition, best practices from other jurisdictions, such as Tokyo Toilet Project, highlight the importance of clear sight lines and well-lit facilities to enhance user safety and comfort. Washrooms located underground or above ground or in areas where there is insufficient traffic from passersby can create unsafe spaces for users and create problem situations that need ongoing operational management.

Prioritize the placement of washrooms within the site so that they are visible and prominent, not tucked away. Visibility to washroom doors and exterior areas is essential for easy identification of the washrooms as well as shared passive monitoring.

Orient and adjust the layout of washrooms to ensure clear sight lines from surrounding streets, spaces and paths of travel to each washroom door. Distinctive and recognizable design can also help indicate the presence of a public washroom.

Locate washrooms next to or near accessible parking spaces when possible.

Type

The most inclusive washroom type is an accessible all-gender washroom with a private toilet and sink. Research on best practices from Vancouver and Montreal shows that universally accessible and gender-inclusive washrooms reduce barriers for all users, including families, individuals with disabilities and gender-diverse individuals. This washroom type is recommended for public washrooms as it ensures that all users have a washroom to use that meets their needs.

As many washrooms as possible, dependent on context, should be provided at each location. While at least one washroom must be accessible, ideally it is as many as possible.

Signage

Install large, clear signage visible from a distance and from all sides to indicate the presence of each public washroom. The What We Heard Report indicated a need for better signage to improve accessibility and wayfinding.

Pictograms that show function, such as a toilet or hands being washed, are the most effective way to communicate what amenities are available in each washroom as they reduce barriers created by language and literacy.

In the case that multi-stall washrooms are gender-designated, traditional pictograms of men and women are discouraged as they represent dated gender stereotypes.

Signage can reinforce a positive and welcoming environment. It is an opportunity to reinforce who is welcome and communicate an ethos of inclusion and shared responsibility.

Signage should follow best practice standards for accessibility including colour contrast as well as characters and pictograms large enough to be seen from a variety of distances. Any text provided on signs should include a mix of capital letters and lower case letters as per the [CNIB's Clear Print Accessibility Guidelines](#), pages 12–13 as the provision of different text sizes makes the signs easier to read for all users. All tactile signage should be mounted at a consistent best practice accessible height and location.

Consider additional signage to provide:

- + Operating hours
- + Directions to others nearby washrooms
- + Maps about the surrounding area (i.e. nearby transit, places of interest)
- + Information on nearby resources and how to access support services

Access and Amenity

Embed universal design in the layout and configuration of public washrooms, including temporary washroom facilities. Washrooms should be reachable via short accessible paths of travel that are as level as possible.

Embed universal design in the layout and configuration of public washrooms, including temporary washroom facilities. Washrooms should be reachable via short, accessible paths of travel that are as level as possible.

Best practice turning space, transfer space and knee clearance support access for users who use a variety of mobility devices. The type, location and height of door hardware, grab bars, faucets, dispensers and accessories are especially important. They should be easy to use regardless of strength or dexterity. These considerations make the difference between being accessible in theory and accessible in practice.

Provide a range of amenities in washrooms to increase dignity and convenience for all users, such as:

- + Power door opener
- + Baby change table
- + Adult change table
- + Hand washing sinks outside of washroom
- + Drinking fountains
- + Shelf or space to put small belongings
- + Space to accommodate families
- + Menstrual product dispensers

Temporary washroom facilities must provide accessible washrooms with private toilets and sinks that may be accessed independently. Accessible temporary washrooms should be carefully selected, installed, and/or designed in order to:

- + Minimize ramp length by minimizing height of washroom floor
- + Have a level landing at the top of ramps with best practice clear space
- + Minimize the door threshold into the washroom to be as flush as possible

- + Have doors that open outward
- + Provide level clear space at the bottom of ramps and outside washrooms
- + Avoid access via platform lifts

Safety

The design and features of public washrooms must support safety for all users. The following features build on siting, visibility and common amenities to help increase safety, including life safety and overdose prevention::

- + Bright lighting inside and outside of washrooms
- + Door hardware that can be opened from outside in case of emergency
- + Needle disposal bins in protective cases inside and outside of washrooms
- + Emergency phone or call buttons inside and outside of washrooms connected to Corporate Security
- + Anti-ligature hooks that fold under excessive weight or force

Washroom attendants have a meaningful impact on the safety and success of public washrooms. Consider how design features of public washrooms may support attendants in doing their work comfortably and effectively, such as seating and space that is sheltered and warm, as well as secure storage for supplies.

Durability

Use materials, finishes, fixtures and accessories that are easy to clean, withstand heavy use and are resistant to tampering and vandalism. The What We Heard Report highlighted issues with vandalism and maintenance, suggesting the need for durable design. Insights from Portland's public washrooms indicate that using tamper-proof lighting and impact-resistant finishes can prolong the lifespan and maintain the appearance of facilities.

Public washrooms should have:

- + Hard-wearing flooring
- + Floor/wall edge design that is resistant to flooding
- + Tamper-proof lighting
- + Extra backing/structural support for wall-hung toilets and sinks

It is important, however, to balance durability with elements that create a welcoming and dignifying environment. The following features are recommended to help achieve this balance

- + Glass mirrors with film that protects against scratching and shattering
- + Walls made of structural glazed tile or another impact-resistant product with durable and easy-to-clean colour finishes
- + Avoid unfinished concrete walls and stainless steel mirrors as they create an institutional feel.

ENVIRONMENTAL CONSIDERATIONS

Incorporating environmental considerations into the design and operation of public washrooms is essential to ensure sustainability and minimize ecological impact.

The following practices are recommended for consideration and exploration, and should not be considered mandatory.

1. Water Conservation

- + **Low-Flow Fixtures:** Install low-flow toilets, urinals, and faucets to reduce water consumption. Incorporate dual-flush mechanisms to allow users to select the appropriate water volume per flush.
- + **Greywater Systems:** Utilize greywater recycling systems to reuse water from sinks and showers for toilet flushing, thereby conserving fresh water.

2. Energy Efficiency

- + **Lighting:** Use energy-efficient LED lighting with motion sensors to reduce electricity usage. Ensure lighting is adequate for safety without being excessive.
- + **Heating:** Implement energy-efficient heating systems, such as heat pumps or solar water heaters, particularly in facilities requiring hot water or winter operations.

3. Material Selection

- + **Recycled Materials:** Use recycled and sustainable materials for construction, such as recycled steel, reclaimed wood, and environmentally friendly insulation.
- + **Low-VOC Paints:** Apply low-VOC (Volatile Organic Compounds) paints and finishes to improve indoor air quality and reduce environmental impact.

4. Waste Management

- + **Recycling Stations:** Provide recycling bins alongside regular waste bins to encourage proper disposal and recycling of materials.
- + **Composting Toilets:** Where appropriate, consider using composting toilets to reduce water use and create compost for landscaping.

5. Consistent Design

- + **Replicable Models:** Develop a consistent design for public washrooms that can be replicated across various locations. This approach reduces costs associated with professional services for design and planning, ensures uniformity in quality, and streamlines the construction process.
- + **Modular Components:** Use modular construction techniques that allow for easy assembly and disassembly, further reducing construction time and costs while enhancing sustainability.

- + **Context Appropriate Design:** The provision of public washroom facilities in the remote areas of the City presents unique challenges, namely with respect to the availability of full urban servicing and accessibility. A separate design appropriate for River Valley and Ravine context should be developed.
- + **Design and Construction Standards:** Develop consistent designs for public washrooms, integrated into the City's Design and Construction Standards, that can be replicated across various locations.

6. Site Selection

- + **Sensitive Ecosystems:** Avoid placing washrooms in environmentally sensitive areas, such as wetlands or habitats of endangered species.

7. Stormwater Management

- + **Permeable Surfaces:** Use permeable pavement around washroom facilities to allow rainwater to infiltrate the ground, reducing runoff and recharging groundwater.
- + **Rain Gardens:** Install rain gardens nearby to manage stormwater runoff and create attractive, functional landscapes that support local biodiversity.

8. Carbon Footprint

- + **Local Sourcing:** Source construction materials locally to reduce transportation emissions and support local economies.
- + **Renewable Energy:** Incorporate renewable energy sources, such as solar panels, to power the washroom facilities and reduce reliance on fossil fuels.

TECHNOLOGY AND INNOVATION

Incorporating advanced technology and innovative features into public washrooms can enhance user experience, safety and operational efficiency. The following are recommended for consideration and exploration, with feedback mechanisms and emergency buttons to be considered mandatory features.

Smart Washroom Systems

1. Automated Cleaning

- + **Self-Cleaning Toilets:** Install self-cleaning toilet systems that automatically sanitize the toilet bowl and surrounding areas after each use, ensuring a high standard of hygiene.
- + **UV Disinfection:** Utilize ultraviolet (UV) light systems to disinfect surfaces and air within the washroom, reducing the spread of pathogens.

2. Environmental Monitoring

- + **Air Quality Sensors:** Integrate sensors to monitor air quality, including humidity, temperature, and VOC levels, to maintain a healthy and comfortable environment.
- + **Water Usage Tracking:** Implement water meters and leak detection systems to monitor water usage and detect leaks early, minimizing waste and damage.

3. User Feedback and Interaction

- + **Digital Feedback Systems:** Install QR codes in washrooms, allowing users to provide real-time feedback on cleanliness, maintenance issues, and overall satisfaction. This feature is mandatory.
- + **Mobile Integration:** Integrate with existing city apps (eg. 311) to provide information on washroom locations, availability, and amenities. Include features for reporting issues directly through the app. Work with digital mapping services (eg. Google Maps, Apple Maps) to ensure public washrooms are clearly identified (along with their hours of operation).

Innovative Features

4. Accessibility Enhancements

- + **Voice-Activated Controls:** Equip washrooms with voice-activated fixtures, such as faucets and hand dryers, to enhance accessibility for users with disabilities.
- + **Adjustable Fixtures:** Install height-adjustable sinks, hand dryers, and changing tables to accommodate users of all ages and abilities.

5. Safety Innovations

- + **Occupancy Sensors:** Use sensors to detect occupancy and duration of use to prevent misuse and ensure timely assistance if someone is in distress.

- + **Emergency Alerts:** Equip washrooms with emergency buttons that immediately notify maintenance staff or security personnel in case of an emergency. This feature is mandatory.

Consider limitations to call buttons. Call buttons that alert attendants are more effective than connecting to Corporate Security. However, not all washrooms will have attendants.

6. Sustainability Features

- + **Rainwater Harvesting:** Implement rainwater harvesting systems to collect and use rainwater for toilet flushing and landscape irrigation around the washroom facilities.
- + **Solar Power:** Install solar panels to provide a renewable energy source for lighting, heating, and powering various washroom features, reducing the carbon footprint of the facilities.
- + **Green Roofs:** Can be used to manage and minimize stormwater runoff associated with washroom facilities.

CONCLUSION

The city-wide Public Washroom Strategy underscores Edmonton's commitment to enhancing public infrastructure to support the dignity, health and well-being of all its residents.

By addressing the critical need for safe, clean and accessible public washrooms, the City aims to create more inclusive and welcoming public spaces. The comprehensive feedback from community engagements, along with best practices from other jurisdictions, has informed a strategy that is both ambitious and practical.

The phased approach to implementing this strategy ensures that immediate needs are met through temporary solutions while laying the groundwork for permanent facilities. This methodology allows for flexibility and responsiveness to real-time

data and feedback, ensuring that resources are allocated efficiently and effectively. The integration of innovative technologies and design principles will further enhance the usability and sustainability of these facilities, making them accessible to all users, including vulnerable populations and those with disabilities.

Looking ahead, the success of the Public Washroom Strategy will depend on continued collaboration with community collaborators, effective funding mechanisms and a commitment to maintaining high standards of safety and cleanliness. Regular reviews and adjustments will be essential to ensure the strategy remains dynamic and capable of adapting to the evolving needs of Edmontonians. Through this strategic initiative, Edmonton is setting a benchmark for urban livability and public health, demonstrating a proactive approach to creating a more inclusive and equitable city.

APPENDIX: OTHER MAPS

Map 1 – SVI

Social Vulnerability Index was mapped using data provided by the city.

Map 2 – Pedestrian Access

Shows the 900 m catchments around every existing city and partner operated washroom facility.

Map 3 – Access Score

Shows a score based on the existence and number of overlaps of the 900m-catchments per residential neighborhood.

Map 4

Combines the SVI with the Washroom Access Score (Map 3).

Map 5

Weighs the combined SVI and Washroom Access Score with the current population density.

Map 6 Engagement Activity (2 Versions)

One shows the suggested washroom locations from the engagement as points, the other one symbolizes the density of the engagement suggestion points as a heatmap.

Map 7 – Engagement Demand

Shows existing washroom facilities as points and highlights facilities that are not meeting demand based on the engagement data. Facilities not meeting demand are existing facilities that are located within 450 m walking distance from a washroom location that was suggested in the engagement.

Map 8 – Location Recommendations

The current population weighted SVI and Washroom Access Score (Map 5) is the base of this map. The area sizes of the city's nodes and corridors and areas with a high future population density were summarized within the residential neighborhood polygons and scaled. Additionally catchments were run around points and areas of civic life (sport fields, playgrounds, splash pads, outdoor skating areas, events, Nordic skiing locations), bike routes, walking trails within parks, high frequency bus stops, LRT stops, parks and registration points for unhoused people. The overlaps of these catchments were counted and given a score, and finally combined with the pop. weighted SVI and Access score. Within the final layer a total sum of the listed factors was calculated and is displayed as the Washroom Need.

Map 9 Location Recommendations as points

The highest scoring areas of Map 8 were identified and exported to a new map. Displayed are also washroom facilities the city is planning to build and the washroom location suggestions from the engagement.

City of Edmonton Public Washroom Access

Neighbourhood Social Vulnerability Index

Social Vulnerability Index

Least Vulnerable



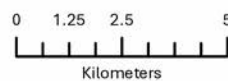
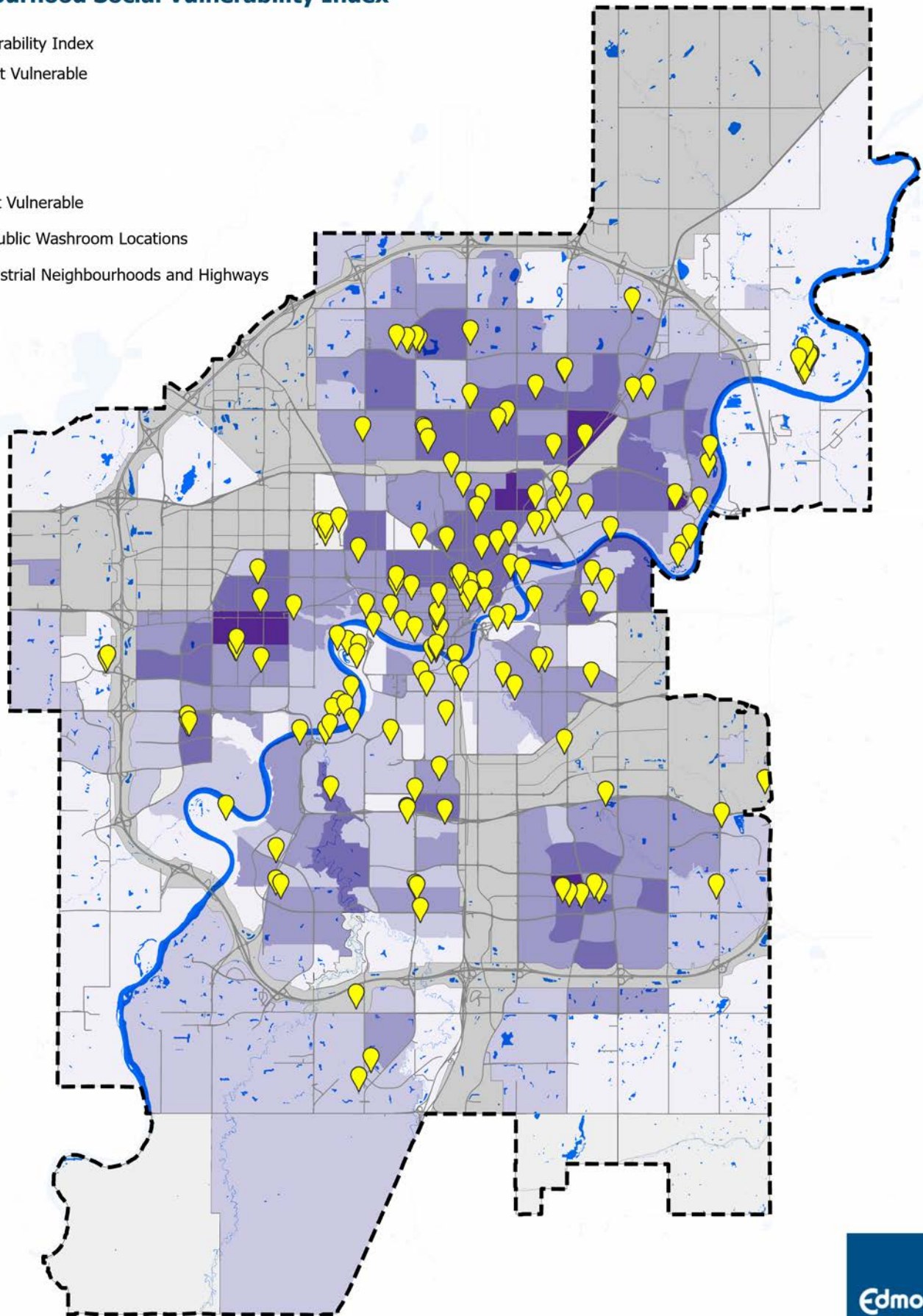
Most Vulnerable



Public Washroom Locations






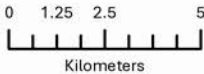
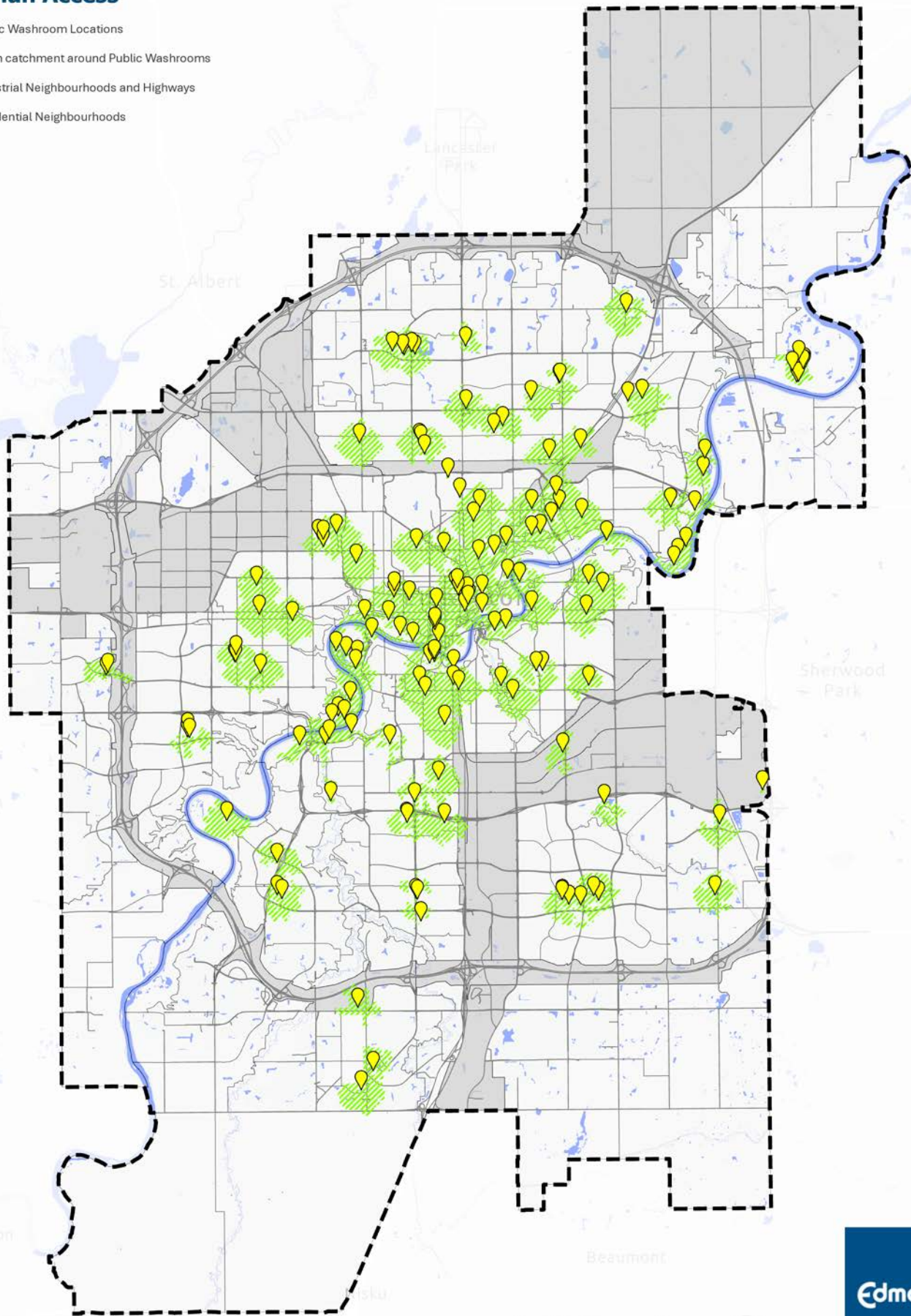
Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Pedestrian Access

-  Public Washroom Locations
-  900m catchment around Public Washrooms
-  Industrial Neighbourhoods and Highways
-  Residential Neighbourhoods




Edmonton International Airport

City of Edmonton Public Washroom

Neighbourhood Access

Neighbourhood Access


 Less Access




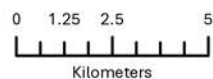
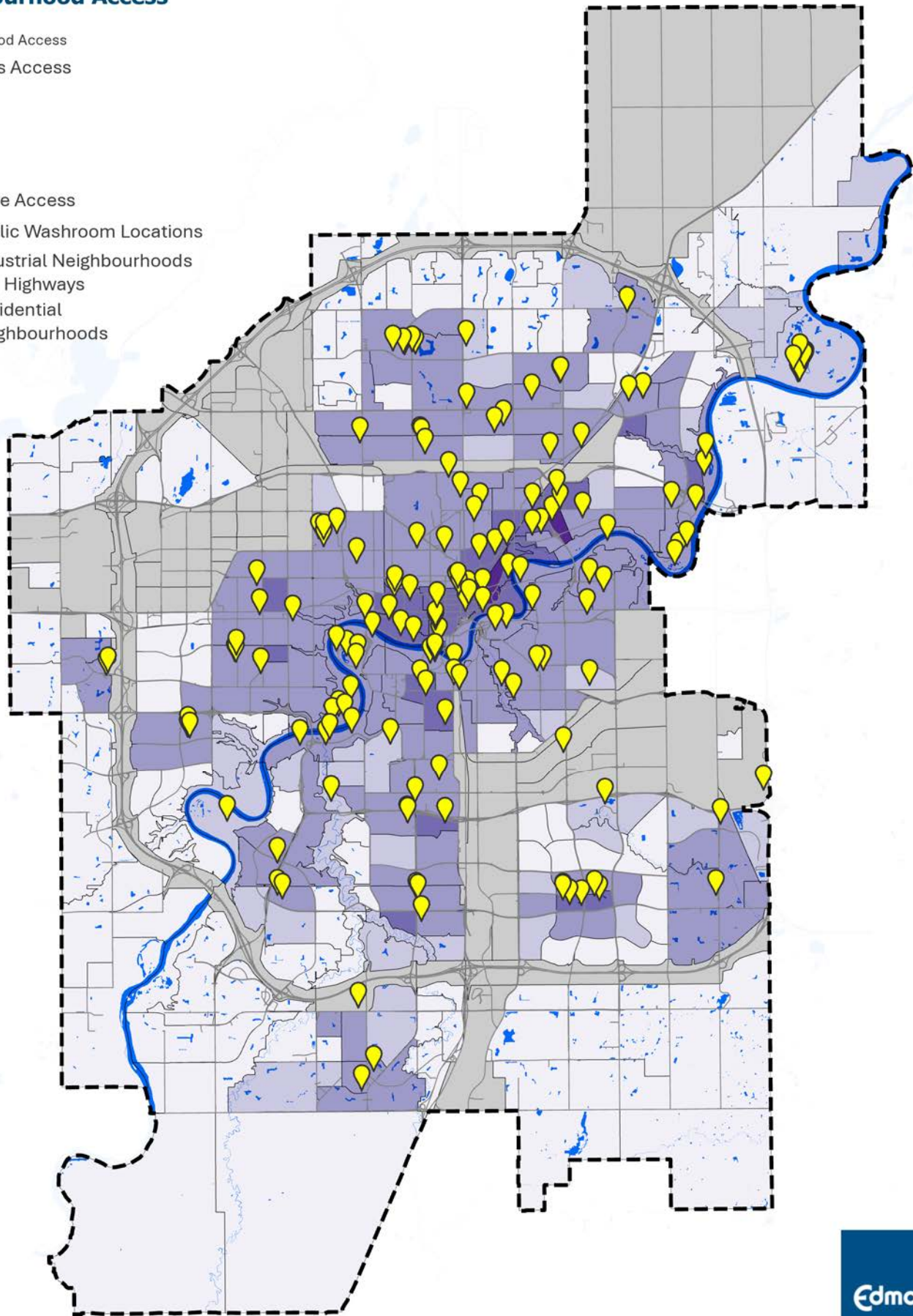
More Access



Public Washroom Locations

 Industrial Neighbourhoods
and Highways

 Residential
Neighbourhoods



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments

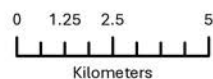
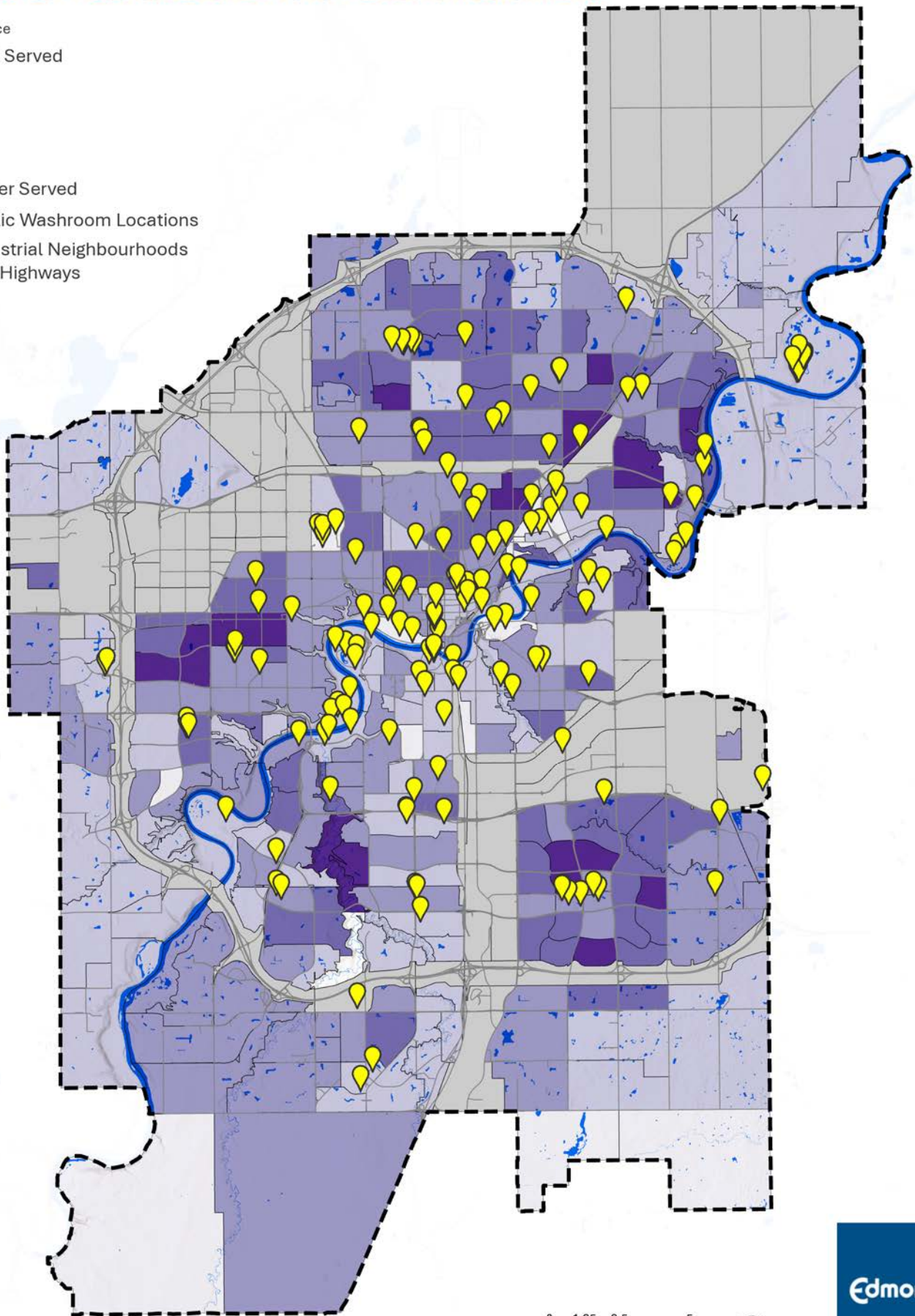
Level of Service

Well Served



Public Washroom Locations

Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments Weighted for Population Density

Level of Service

Well Served



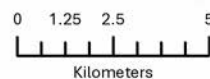
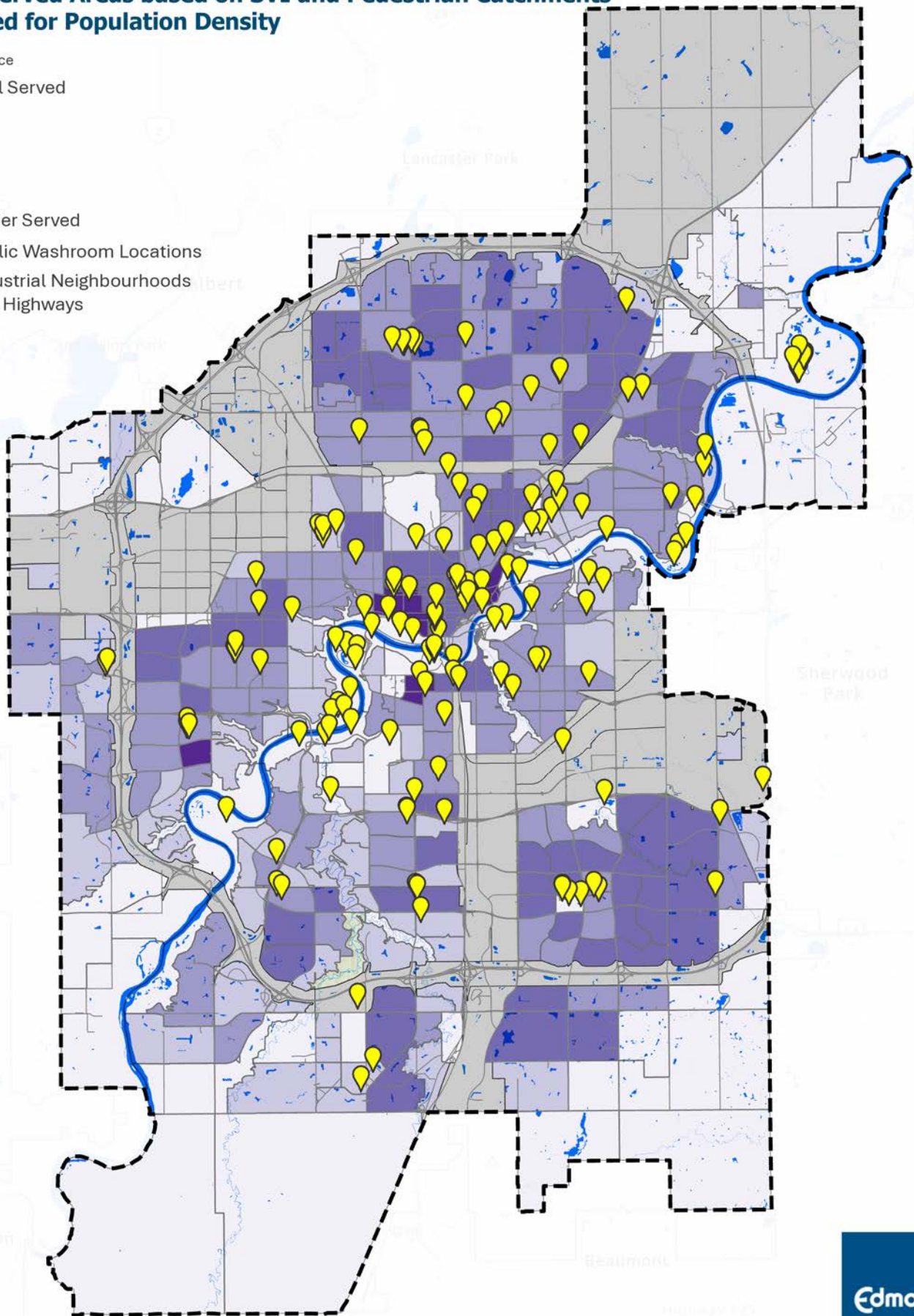
Under Served



Public Washroom Locations



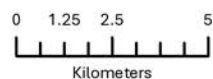
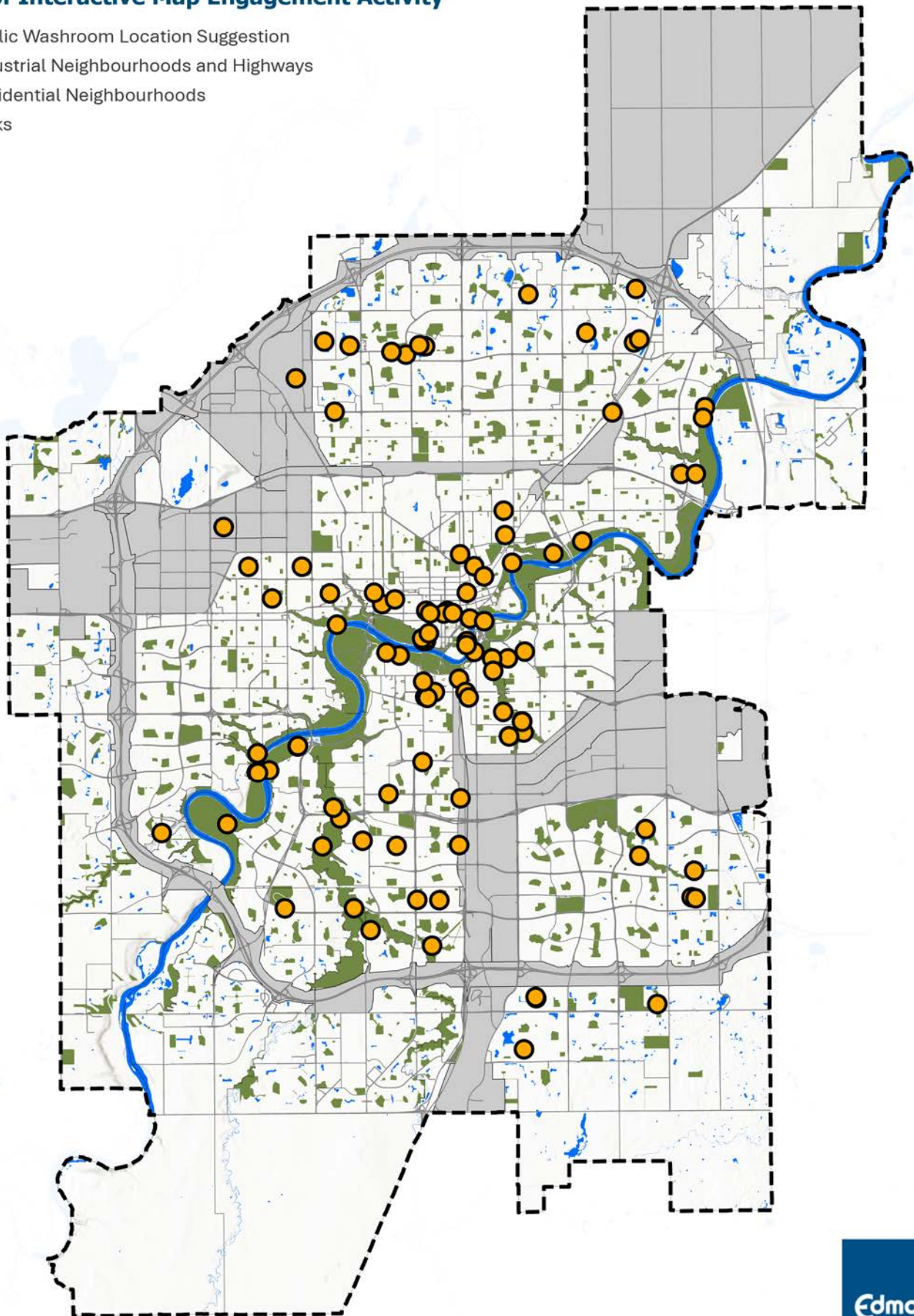
Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Result of Interactive Map Engagement Activity

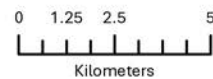
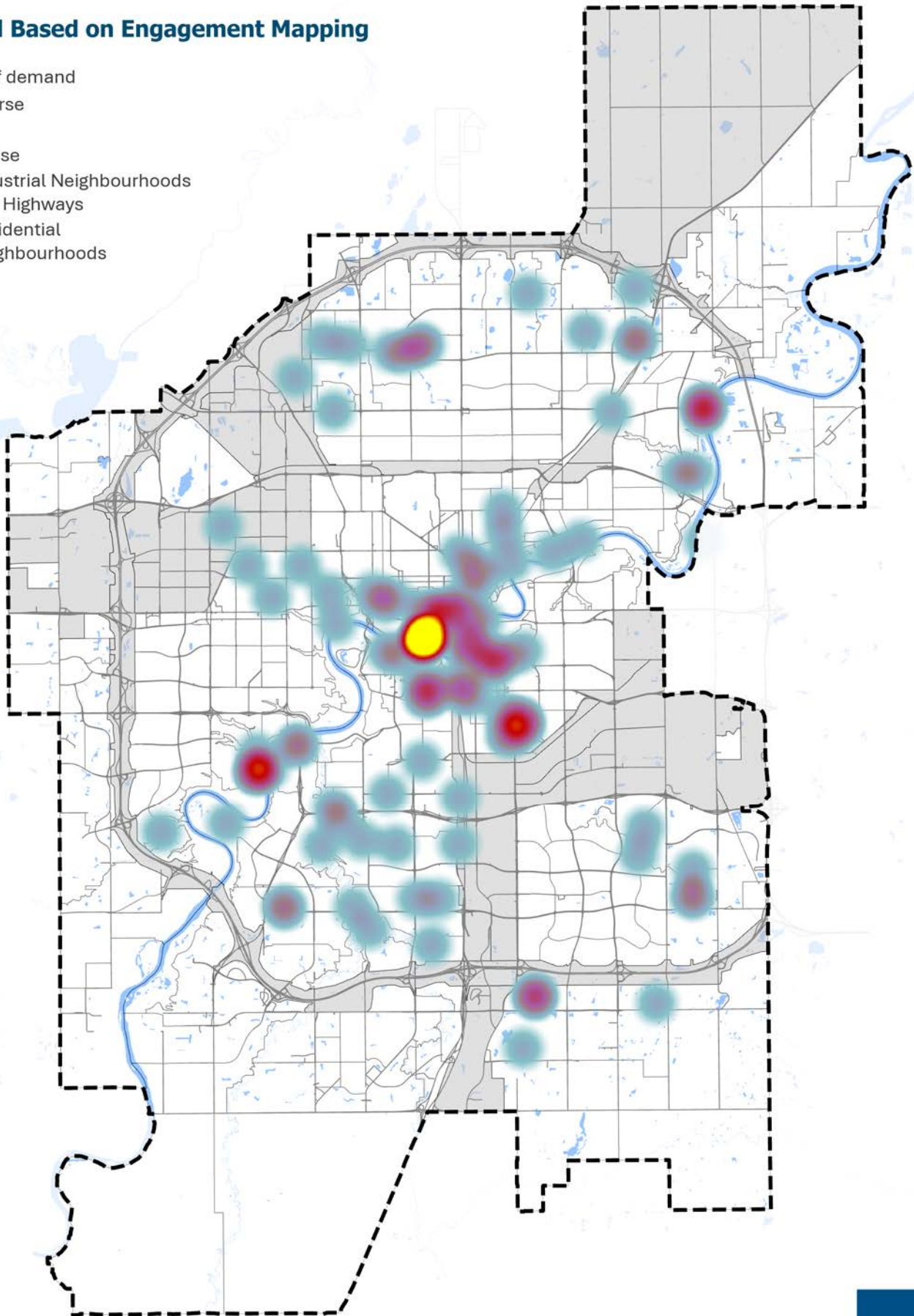
- Public Washroom Location Suggestion
- Industrial Neighbourhoods and Highways
- Residential Neighbourhoods
- Parks



City of Edmonton Public Washrooms


Demand Based on Engagement Mapping

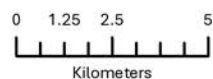
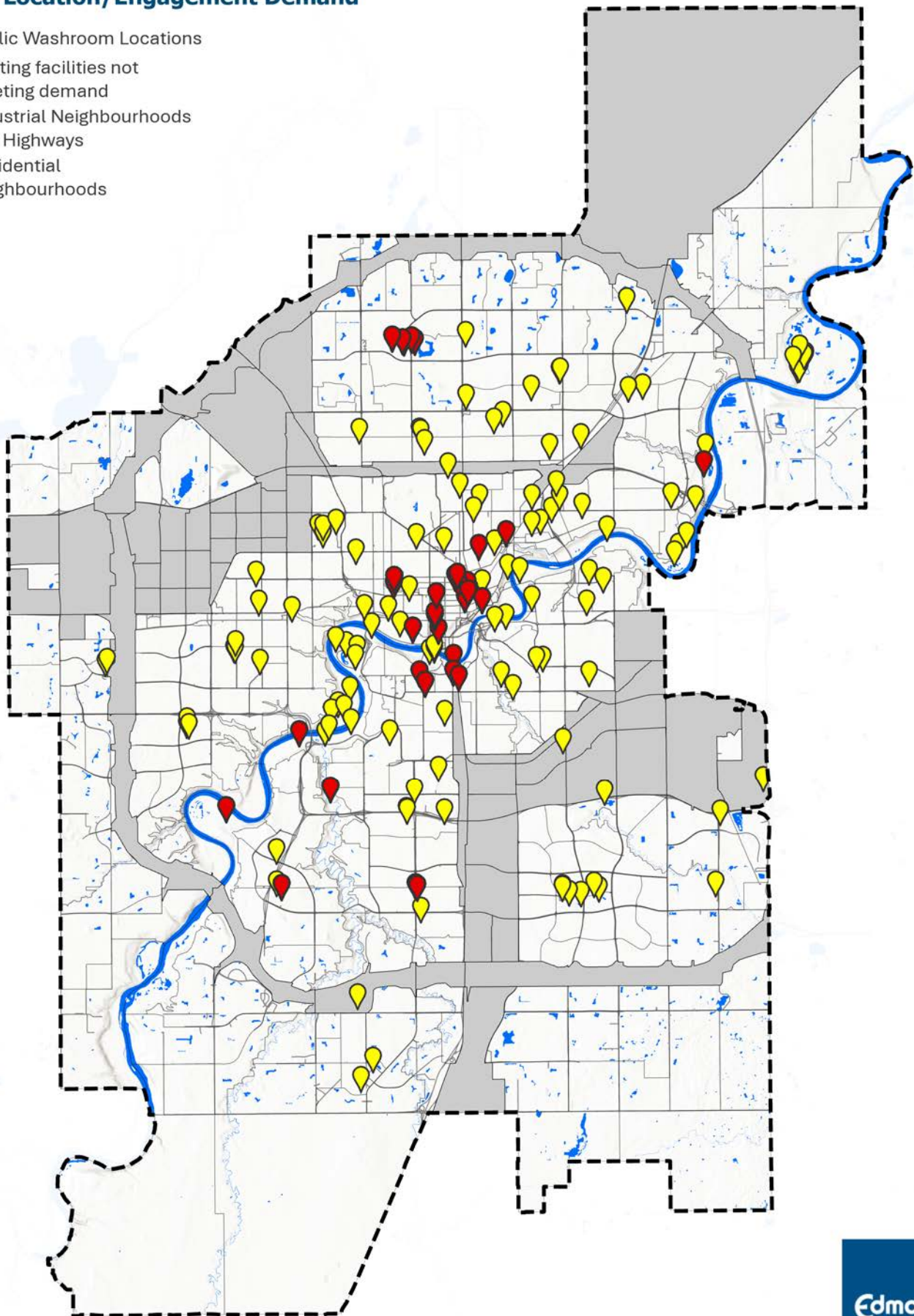
Intensity of demand



City of Edmonton Public Washroom

Current Location/Engagement Demand

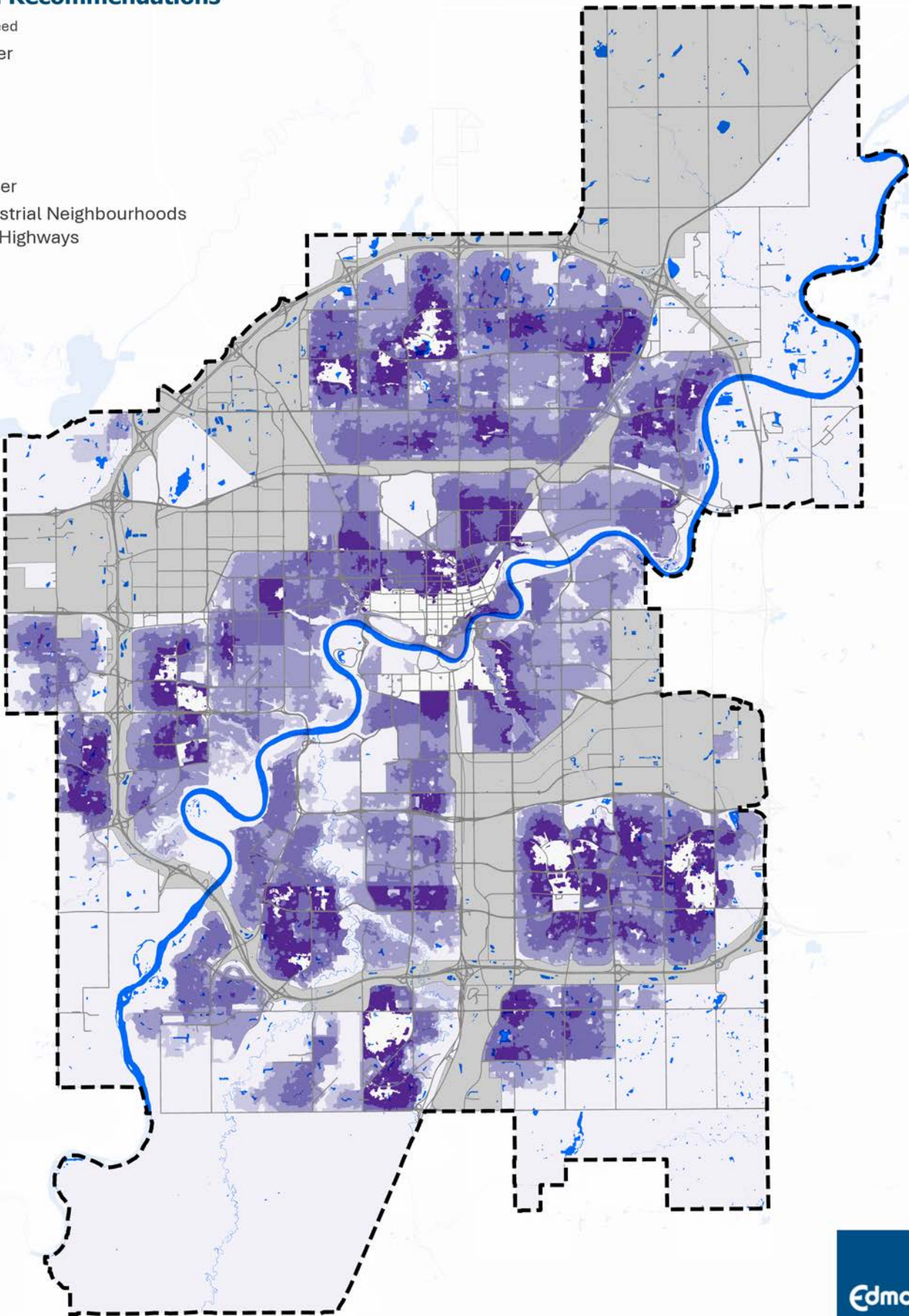
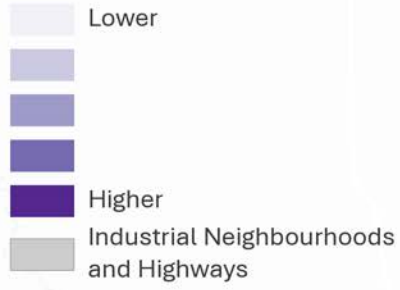
-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Industrial Neighbourhoods and Highways
-  Residential Neighbourhoods



City of Edmonton Public Washroom

Location Recommendations

Washroom Need



City of Edmonton Public Washroom

Location Recommendations

Washroom need

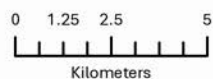
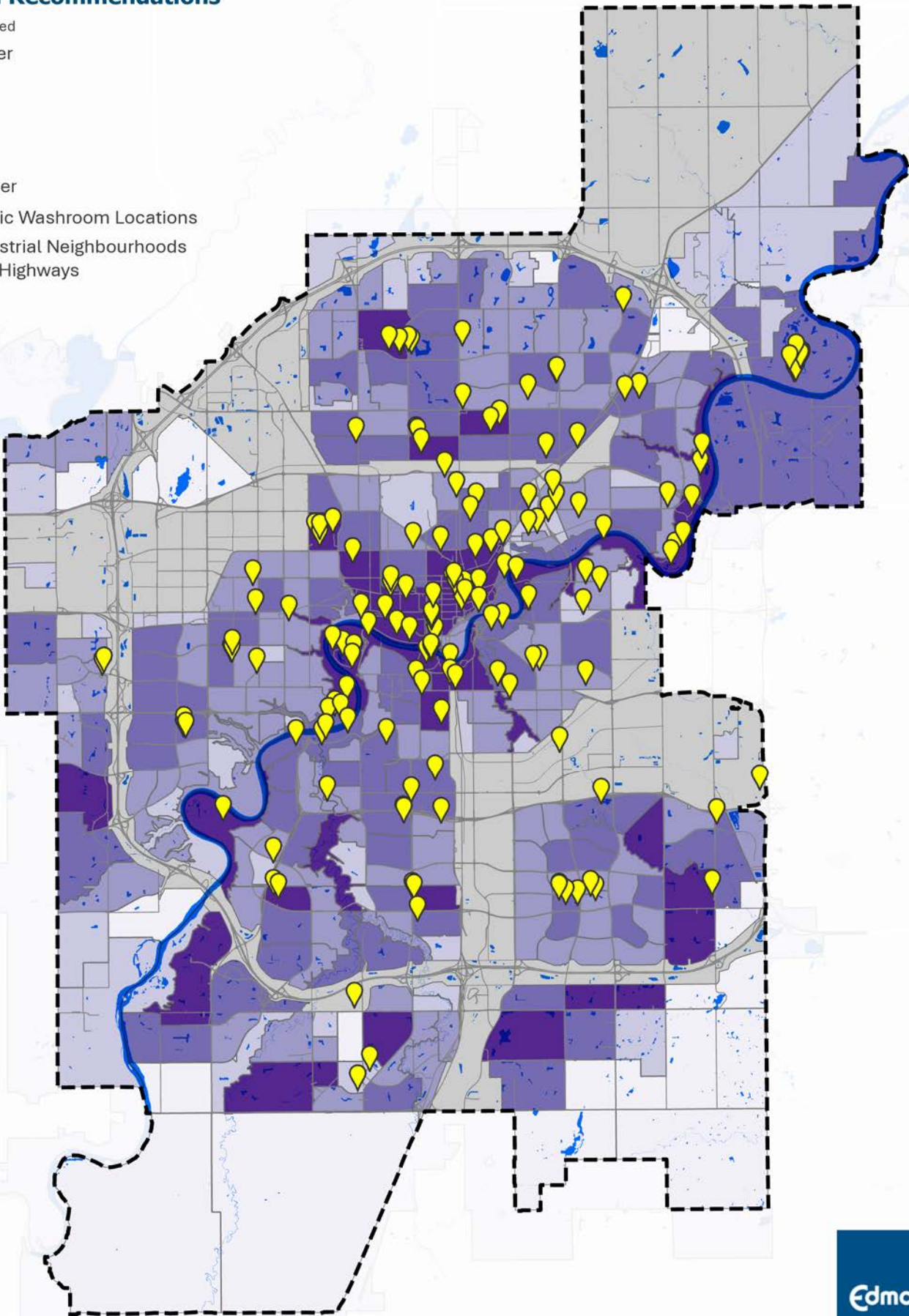
Lower



Higher

Public Washroom Locations

Industrial Neighbourhoods
and Highways

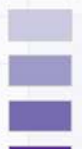


MAPPING: 118 AVENUE

City of Edmonton Public Washroom Neighbourhood Social Vulnerability Index - 118 Avenue

Social Vulnerability Index

Least Vulnerable



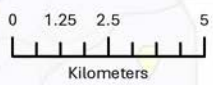
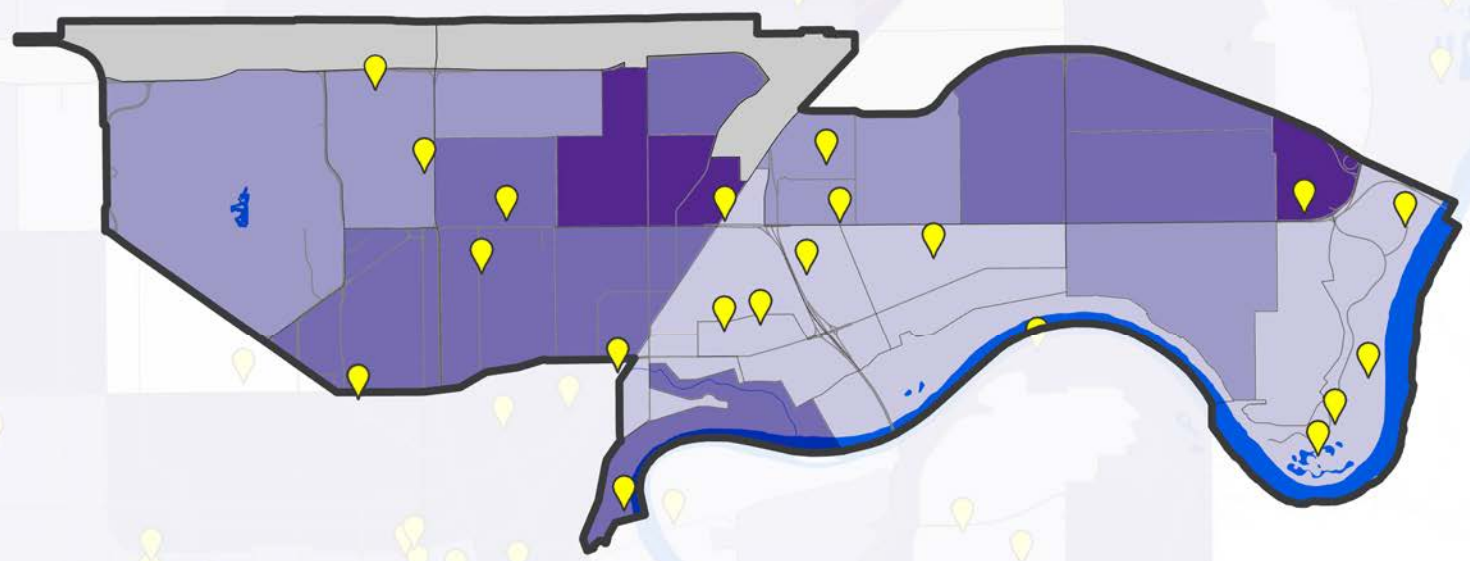
Most Vulnerable



Public Washroom Locations

Residential Neighbourhoods

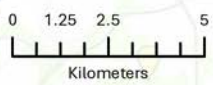
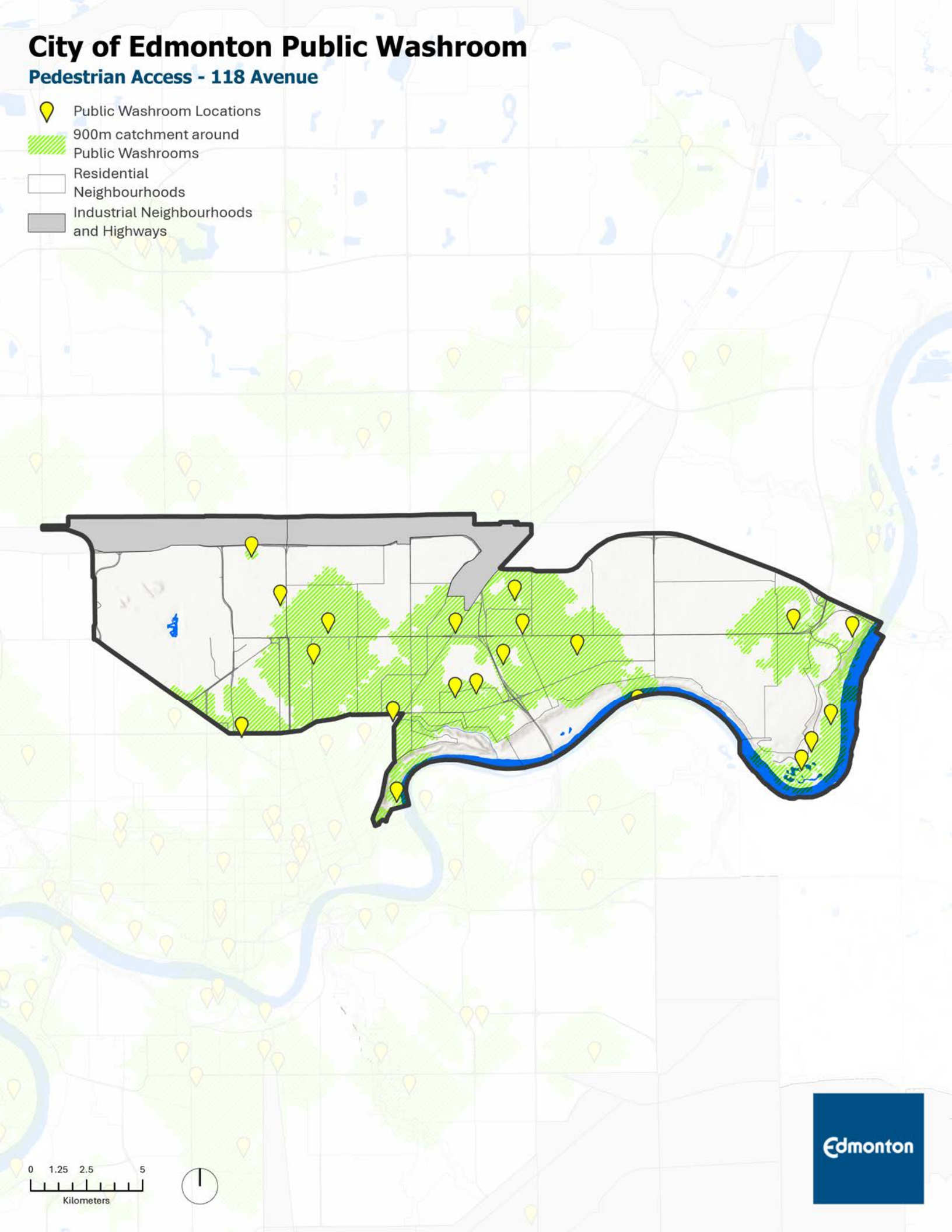
Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Pedestrian Access - 118 Avenue

-  Public Washroom Locations
-  900m catchment around Public Washrooms
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Neighbourhood Access - 118 Avenue

Neighbourhood Access

Less Access

More Access

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

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Residential Neighbourhoods

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Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

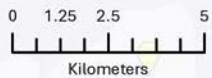
Industrial Neighbourhoods and Highways

Public Washroom Locations

Residential Neighbourhoods

Industrial Neighbourhoods and Highways

Public Washroom Locations



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments - 118 Avenue

Level of Service

Well Served



Under Served



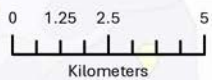
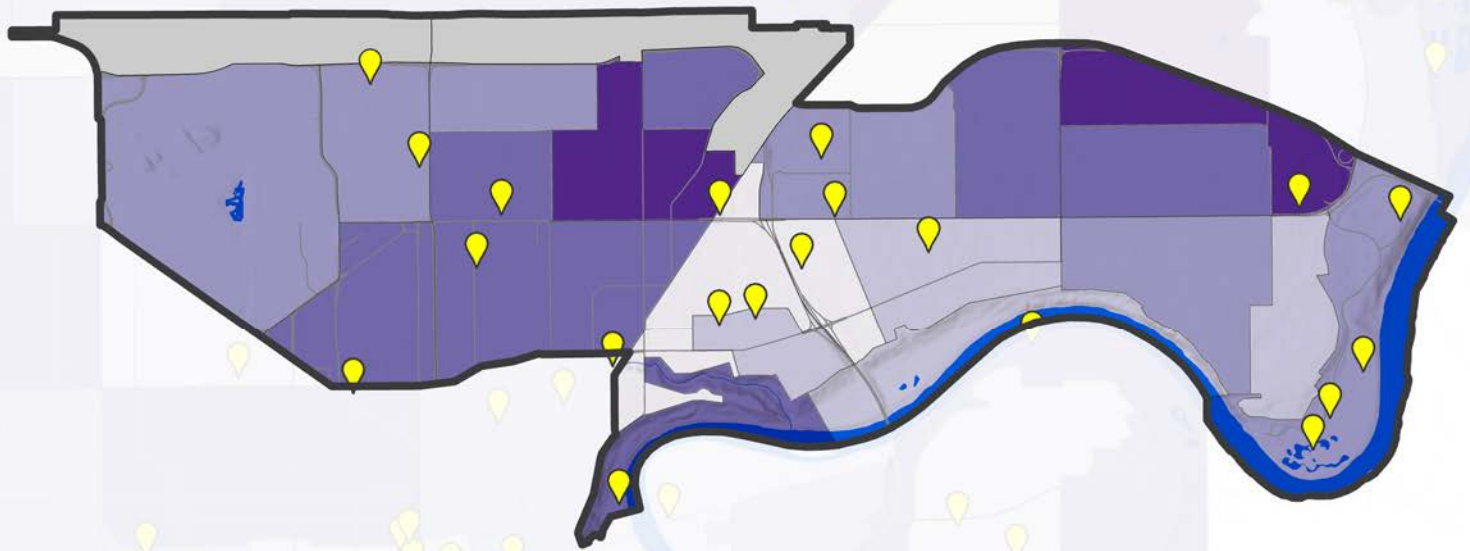
Public Washroom Locations



Residential
Neighbourhoods



Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Pedestrian Access - 118 Avenue

Level of Service

Well Served



Under Served



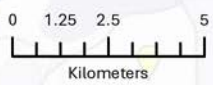
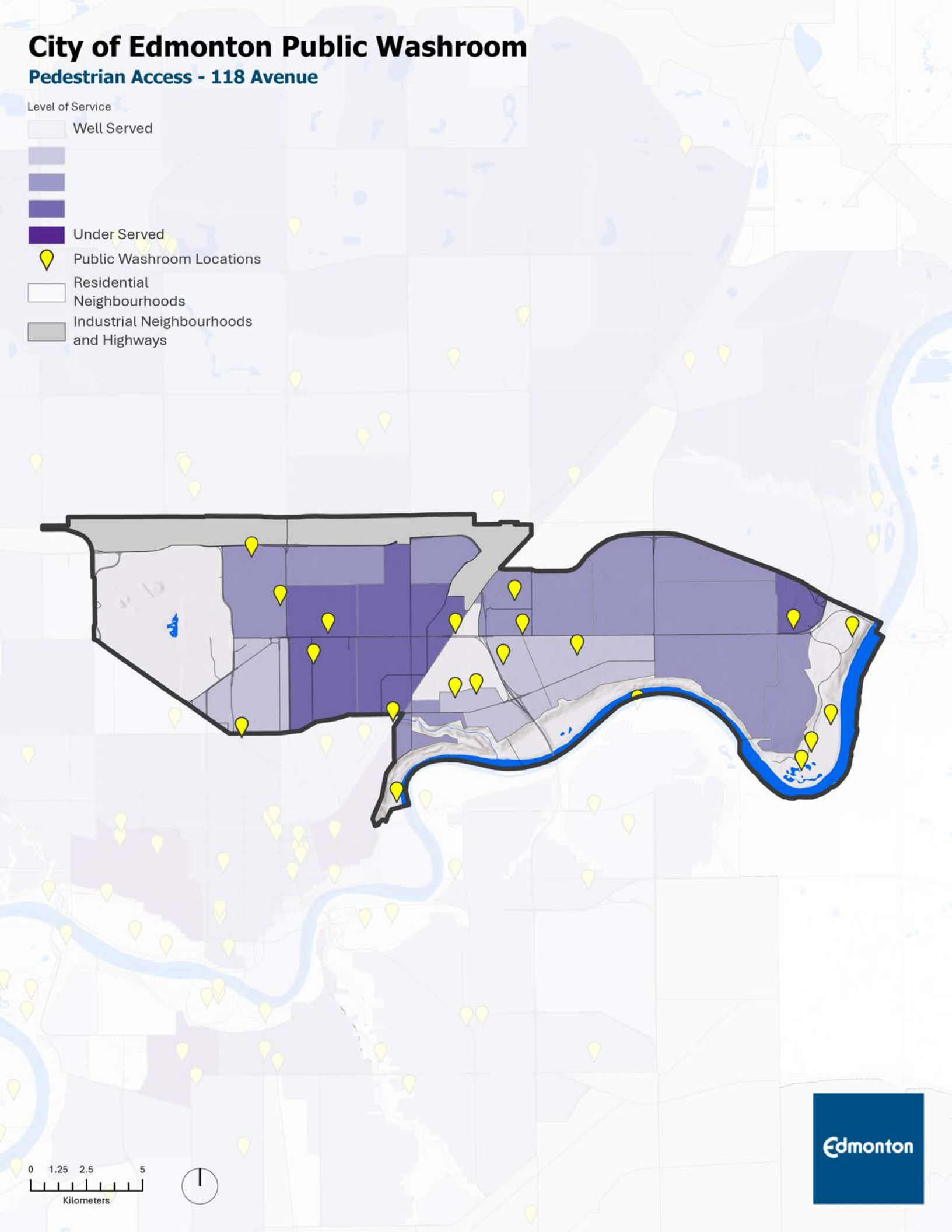
Public Washroom Locations



Residential
Neighbourhoods



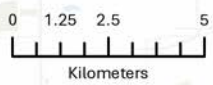
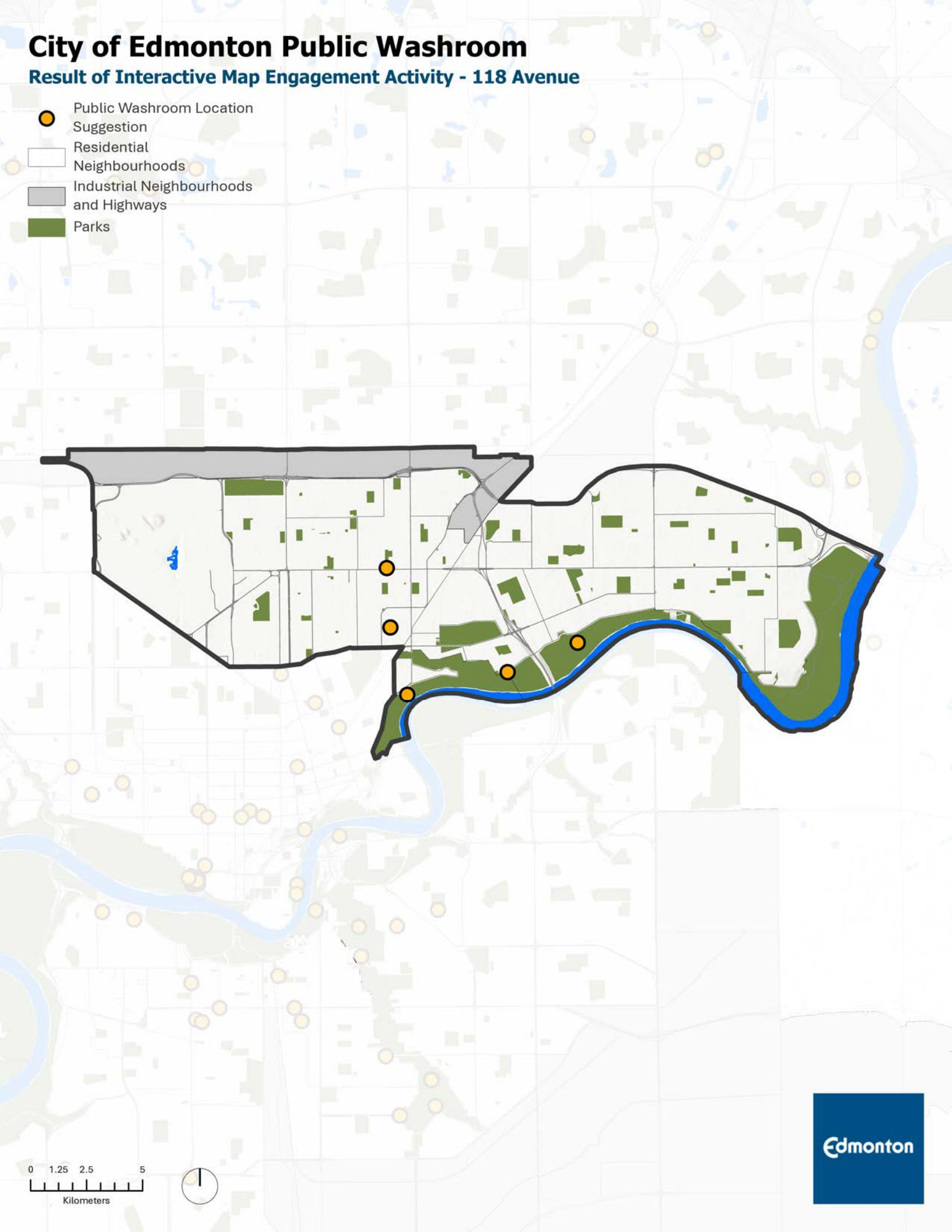
Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Result of Interactive Map Engagement Activity - 118 Avenue

- Public Washroom Location Suggestion
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways
- Parks




City of Edmonton Public Washroom


Demand based on Engagement Mapping - 118 Avenue

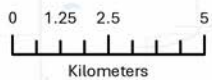
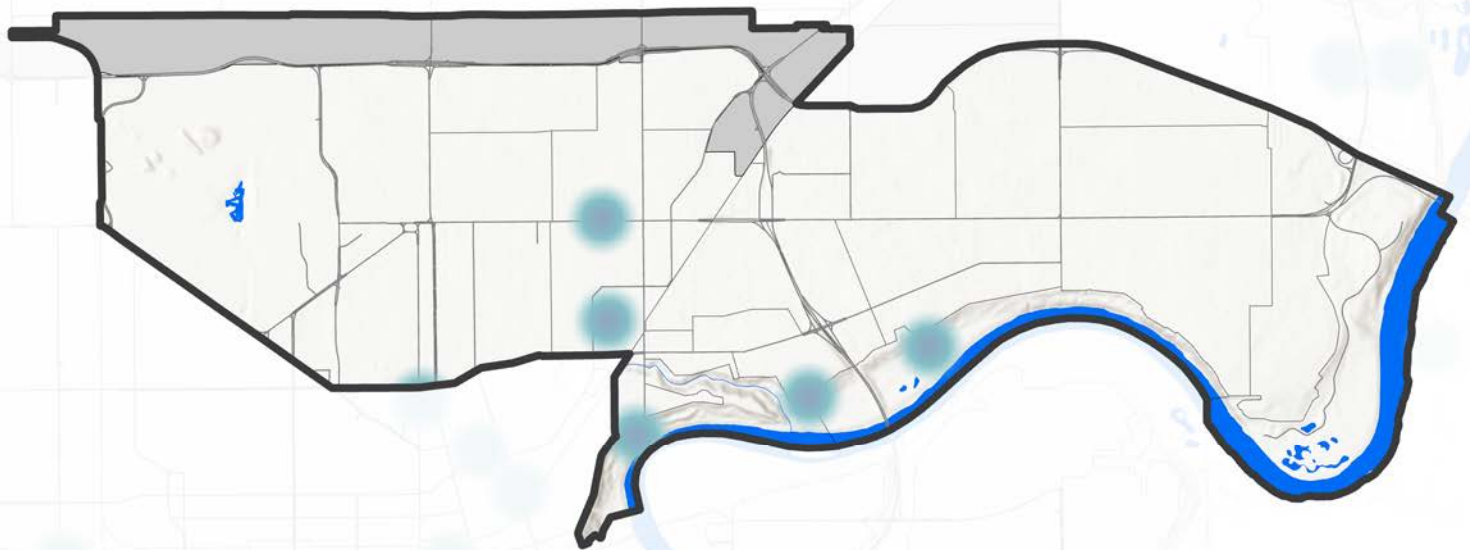
Intensity of demand

 Sparse

 Dense

 Residential
Neighbourhoods

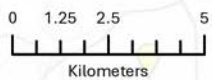
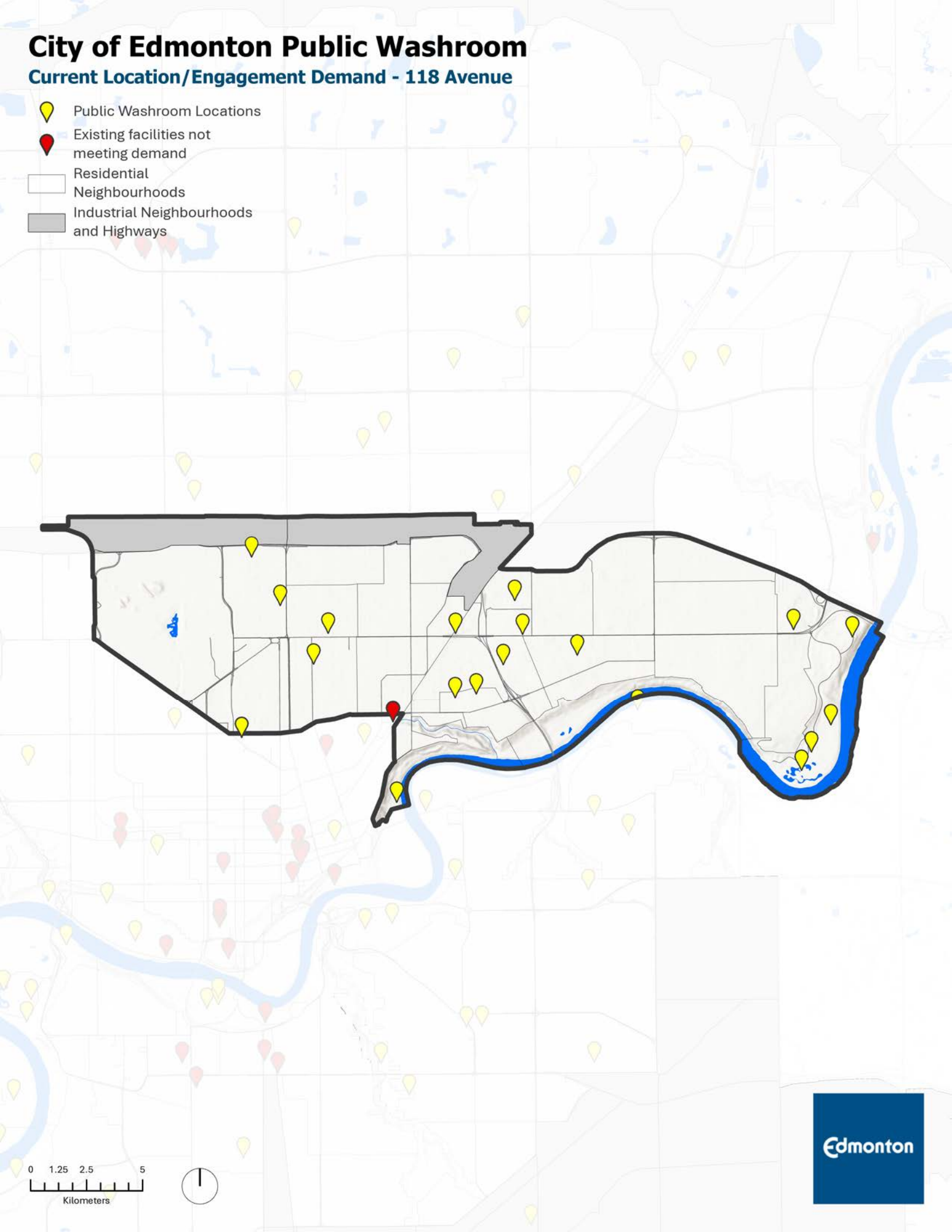
 Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Current Location/Engagement Demand - 118 Avenue

-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - 118 Avenue

Washroom Need

Lower



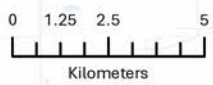
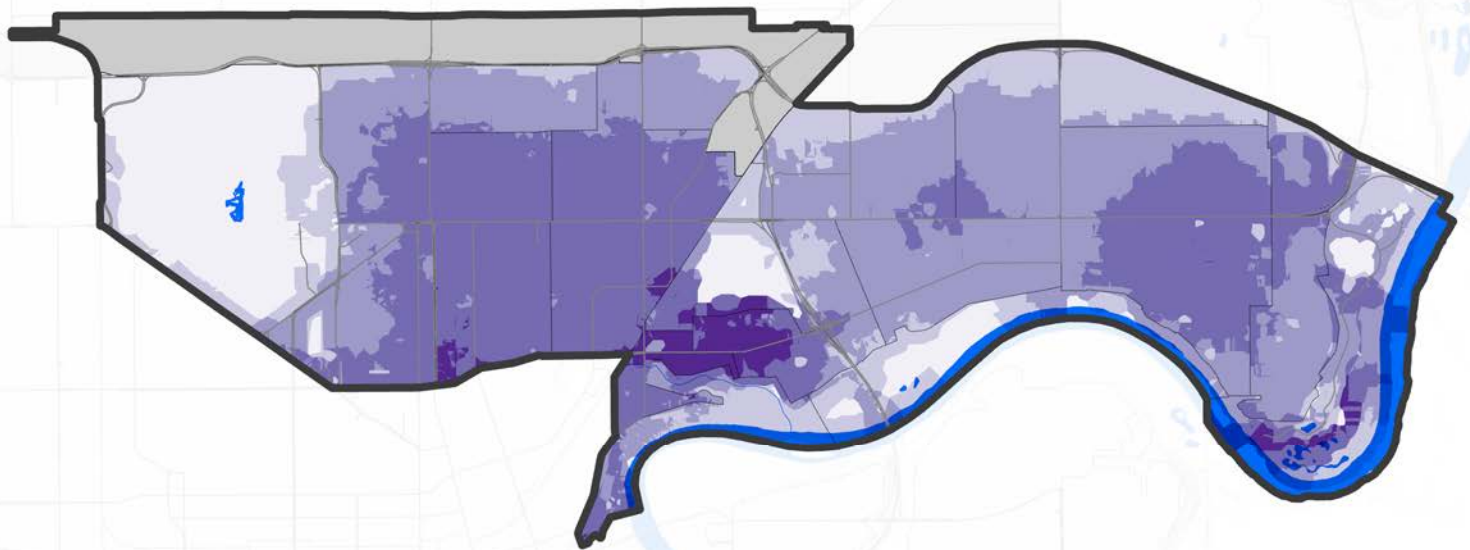
Higher



Residential
Neighbourhoods



Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Location Recommendations - 118 Avenue

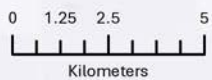
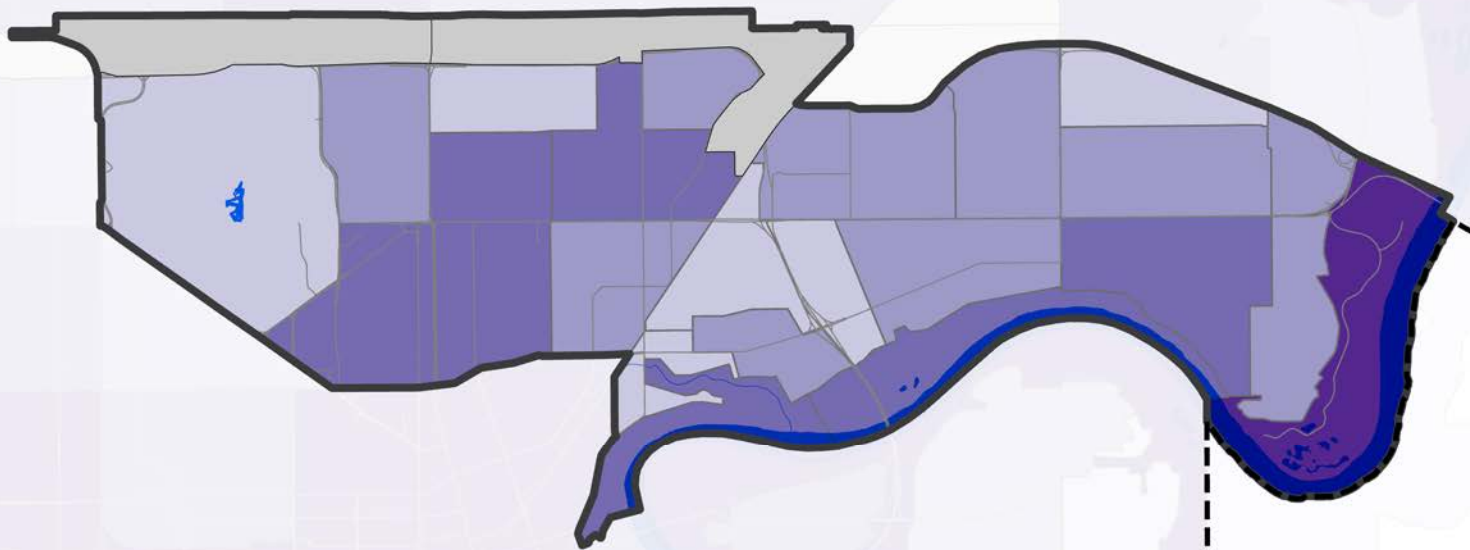
Washroom need

Lower



Higher

Industrial Neighbourhoods
and Highways

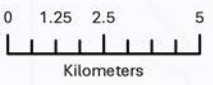
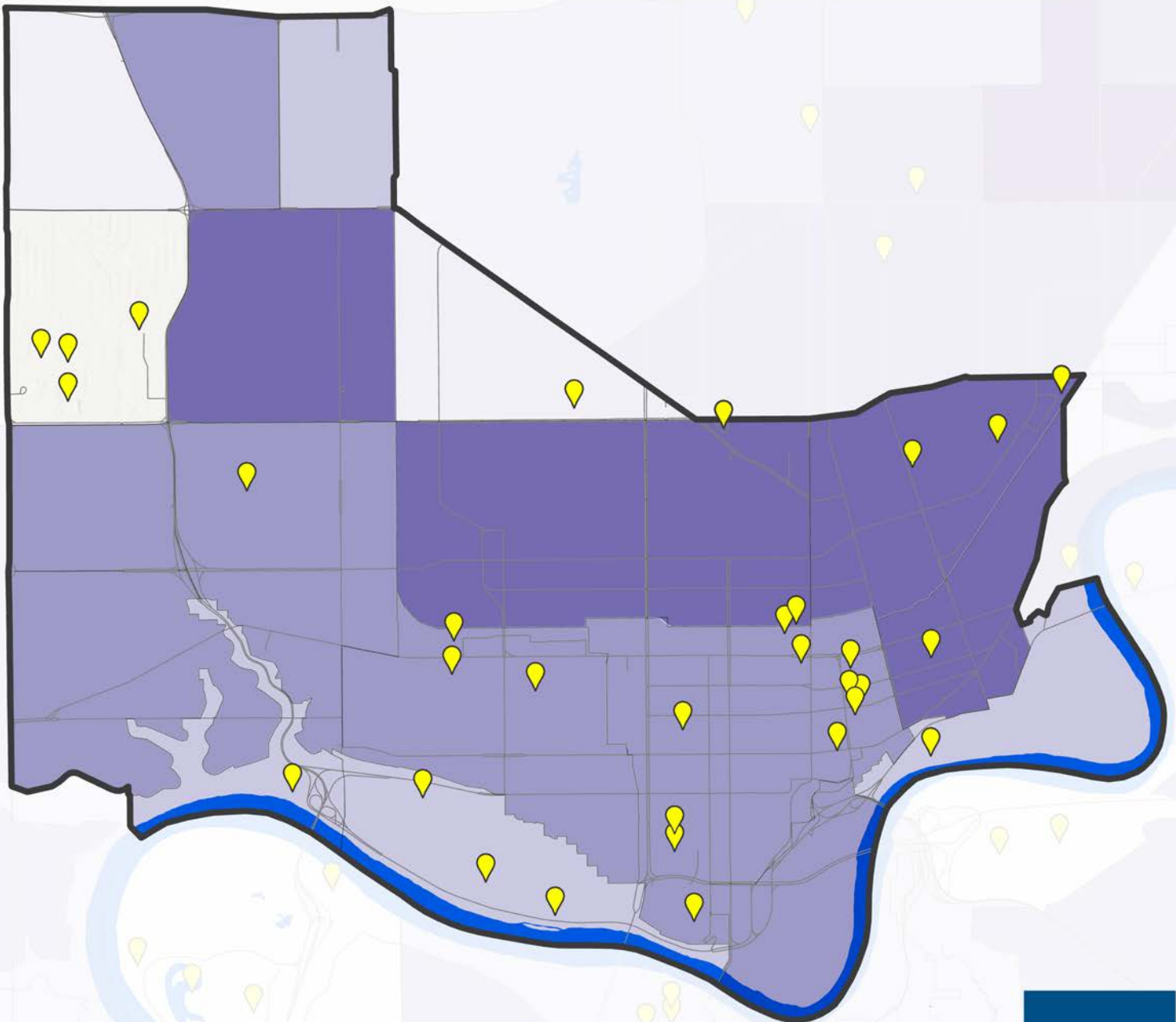


MAPPING: CENTRAL DISTRICT

City of Edmonton Public Washroom




Neighbourhood Social Vulnerability Index - Central District

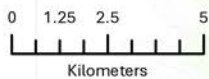
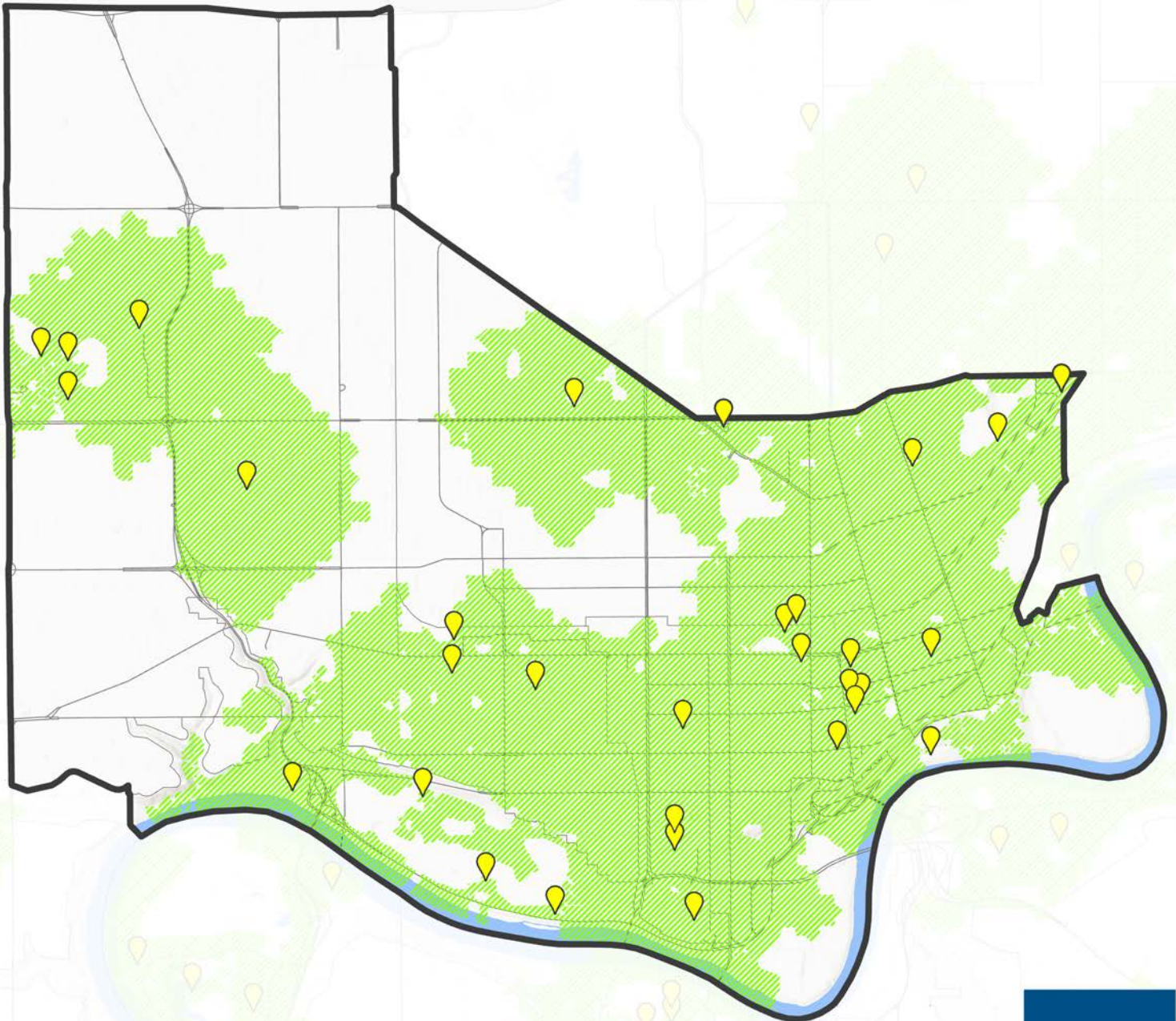
-  Public Washroom Locations
-  Residential Neighbourhoods
- Social Vulnerability Index**
-  Least Vulnerable
- 
- 
- 
-  Most Vulnerable



City of Edmonton Public Washroom

Pedestrian Access - Central District

-  Public Washroom Locations
-  900m catchment around Public Washrooms
-  Residential Neighbourhoods



City of Edmonton Public Washroom

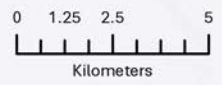
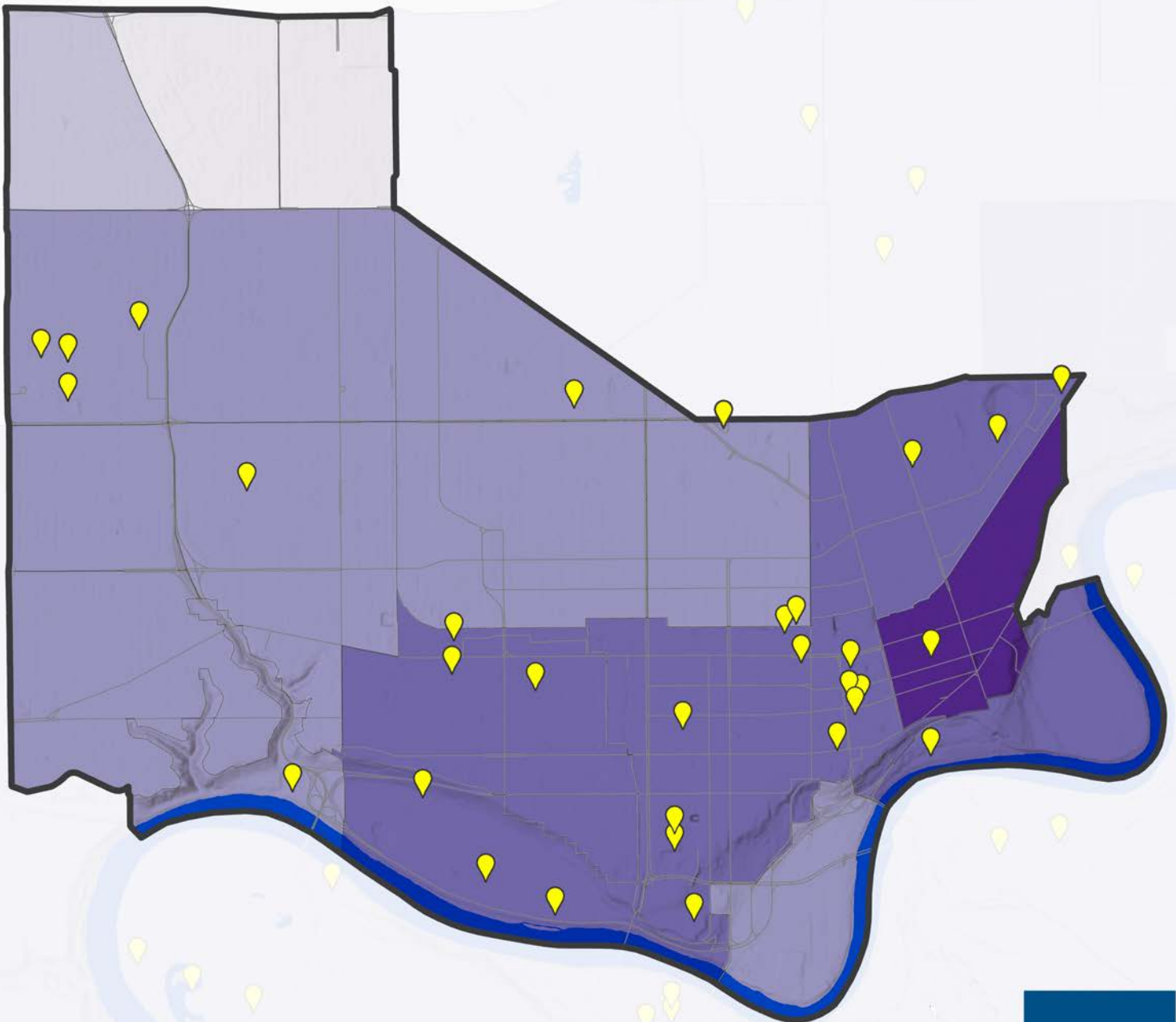
Neighbourhood Access - Central District

Neighbourhood Access

Less Access



Residential Neighbourhoods



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments - Central District

Level of Service

Well Served



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments
Weighted for Population Density - Central District

Level of Service

Well Served

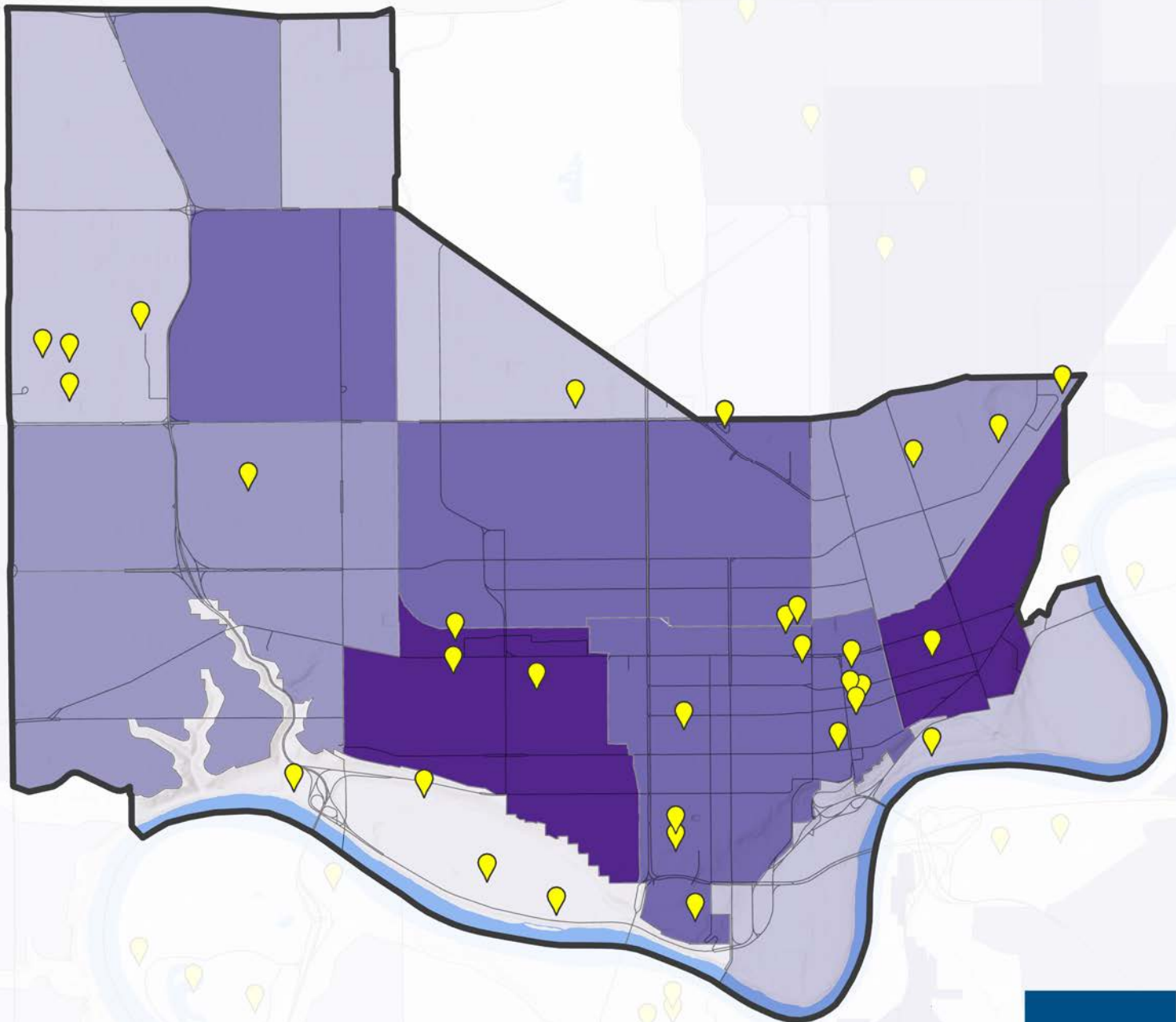


Under Served

Public Washroom Locations

Residential

Neighbourhoods



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments
Weighted for Population Density - Central District

Level of Service

Well Served

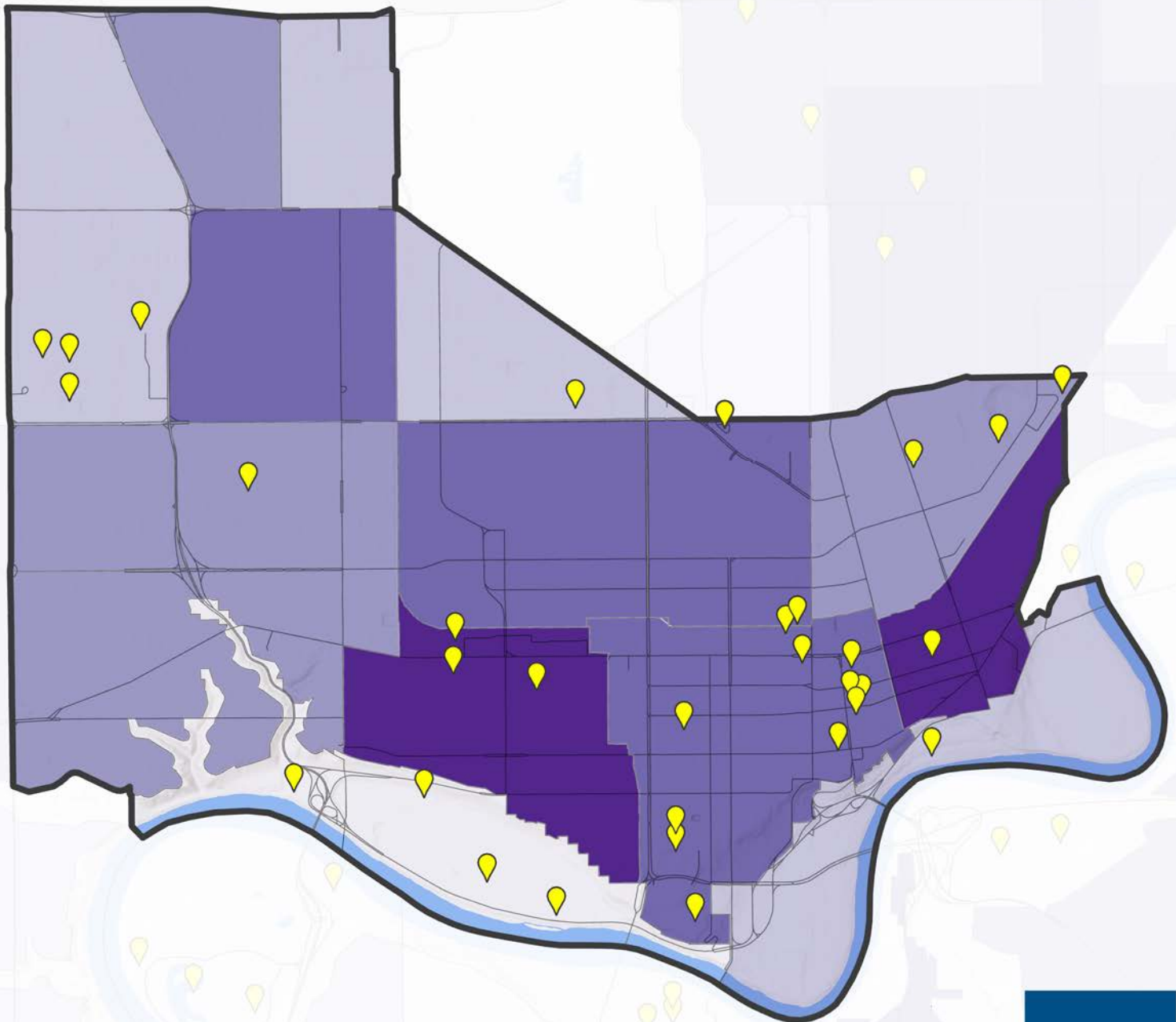


Under Served

Public Washroom Locations

Residential

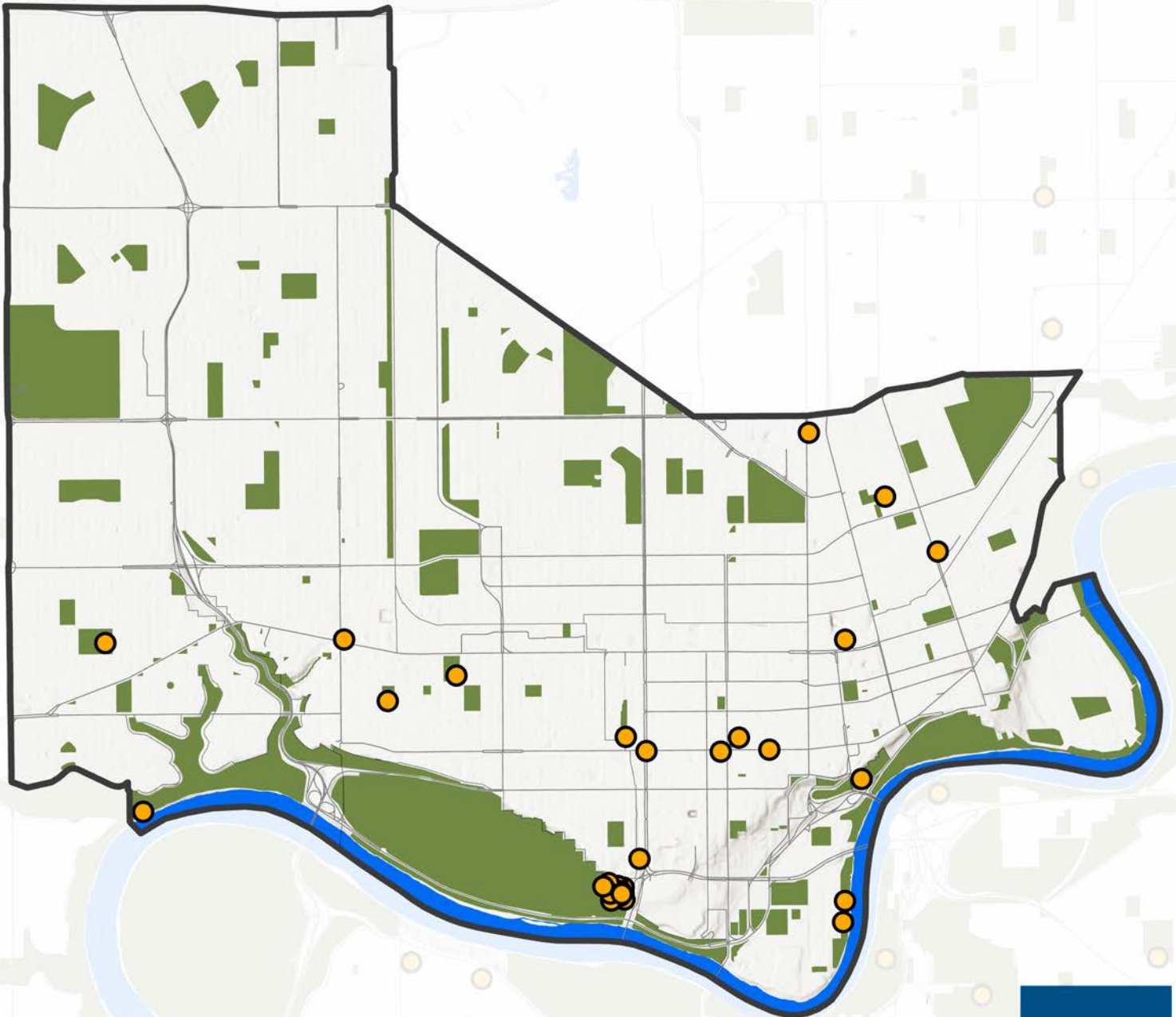
Neighbourhoods



City of Edmonton Public Washroom

Result of Interactive Map Engagement Activity - Central District

- Public Washroom Location Suggestion
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways




City of Edmonton Public Washroom


Demand based on Engagement Mapping - 118 Avenue

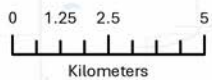
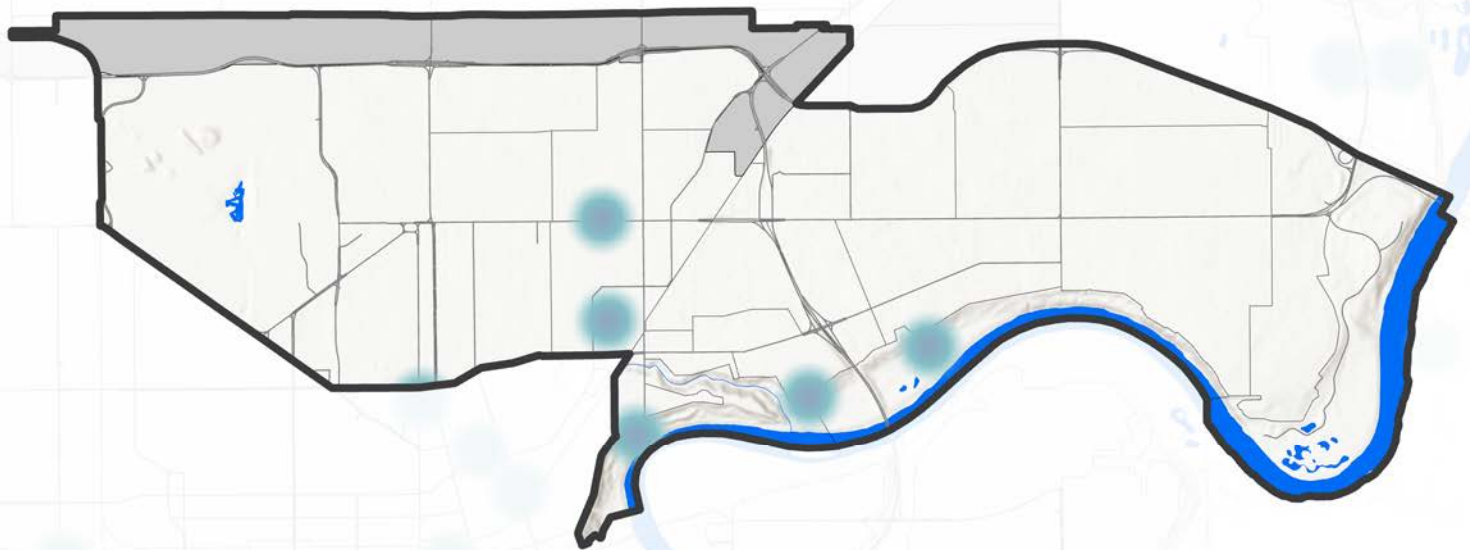
Intensity of demand

 Sparse

 Dense

 Residential
Neighbourhoods

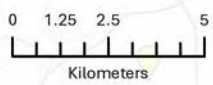
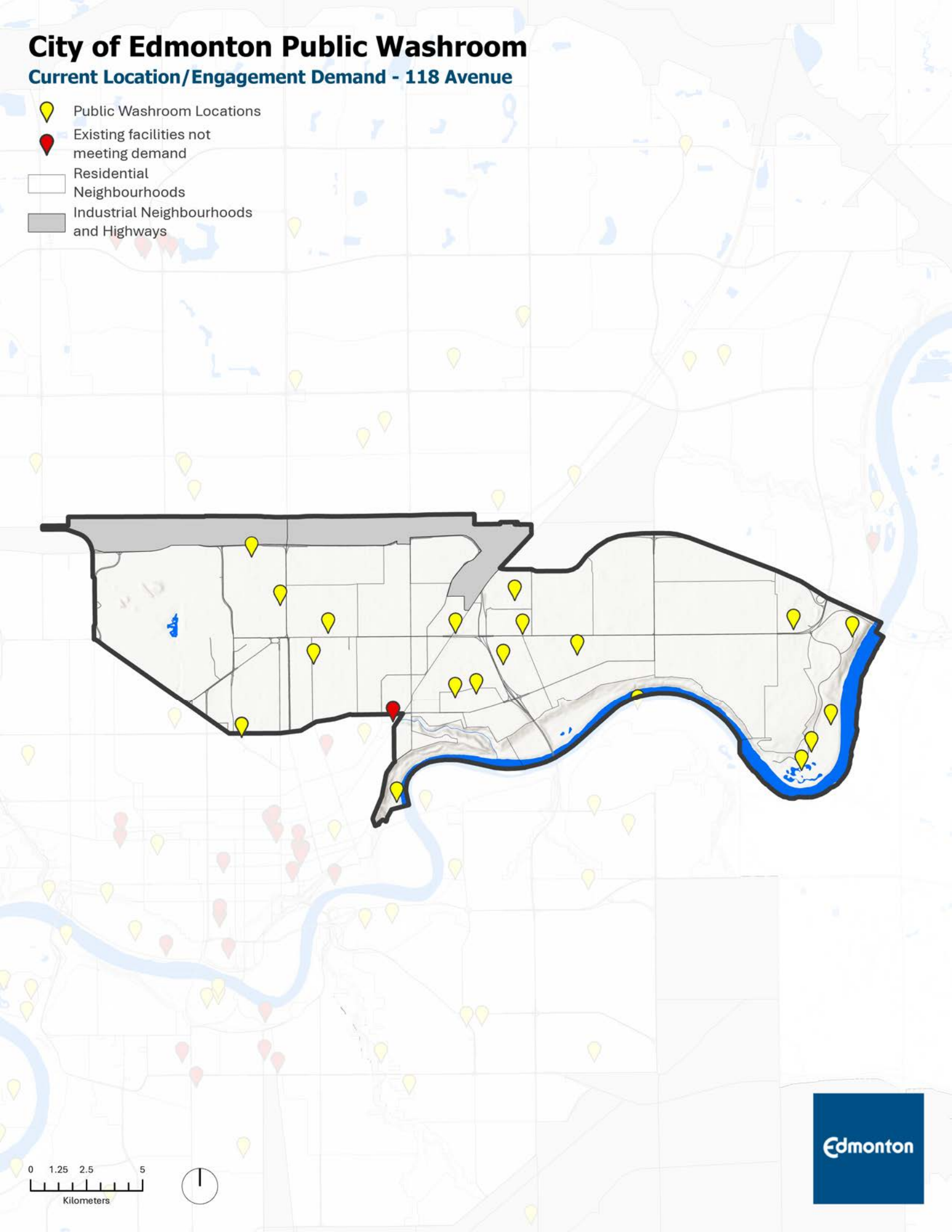
 Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Current Location/Engagement Demand - 118 Avenue

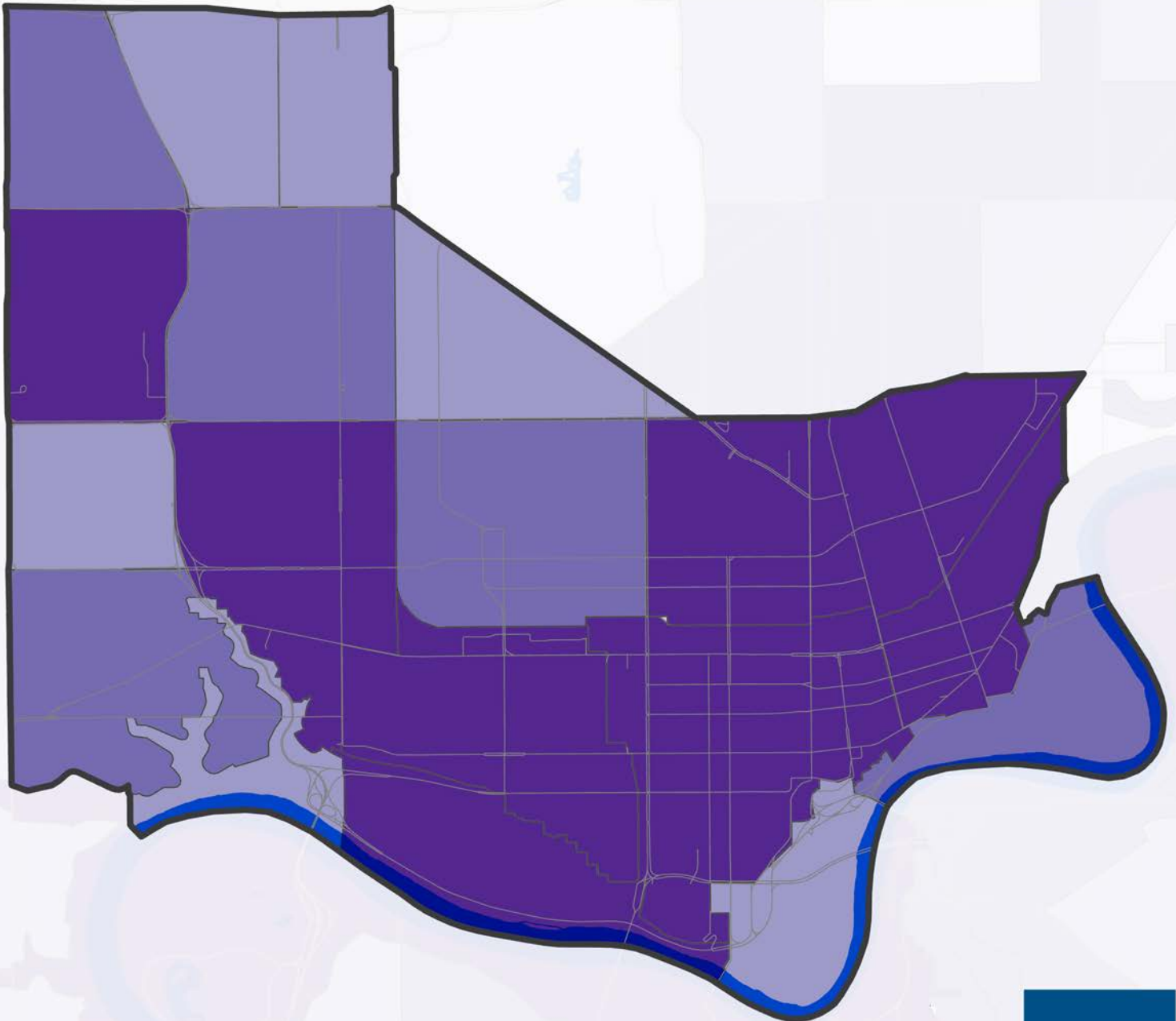
-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - Central District

Washroom need



City of Edmonton Public Washroom

Location Recommendations - Central District

Washroom Need

Lower



Higher



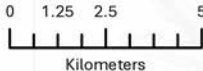
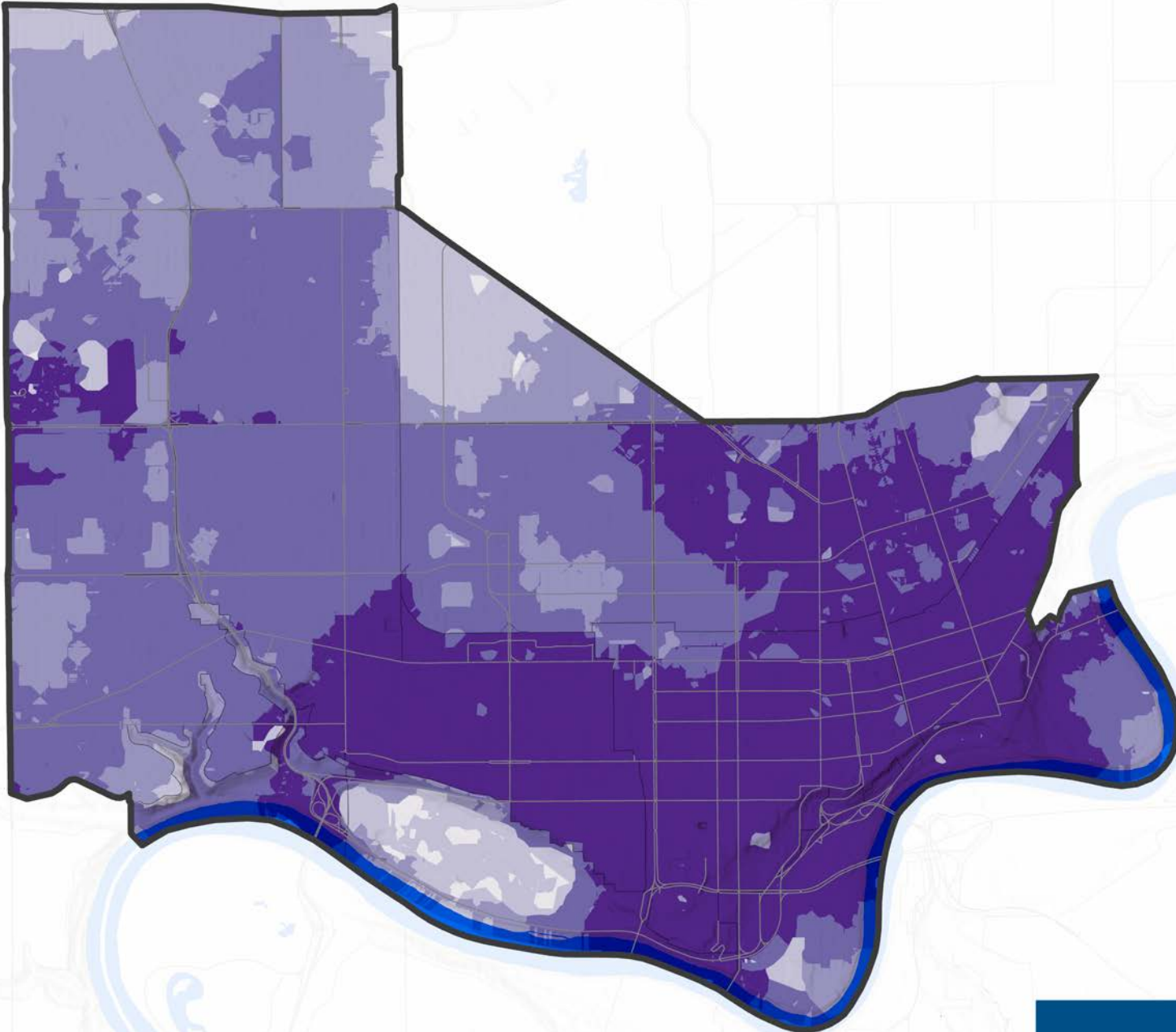
Residential

Neighbourhoods



Industrial Neighbourhoods

and Highways

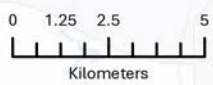
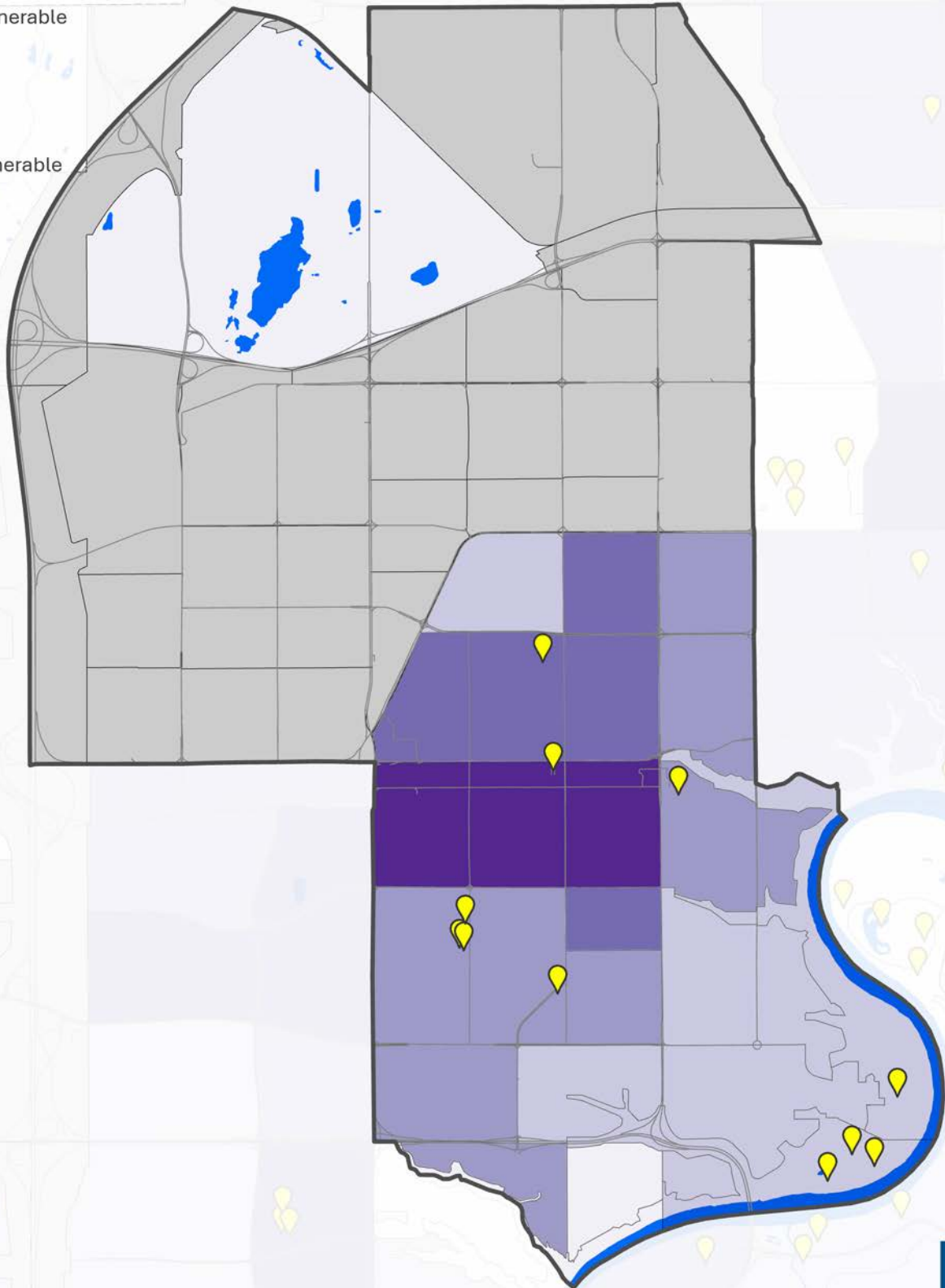


MAPPING: JASPER PLACE

City of Edmonton Public Washroom

Neighbourhood Social Vulnerability Index - Jasper Place

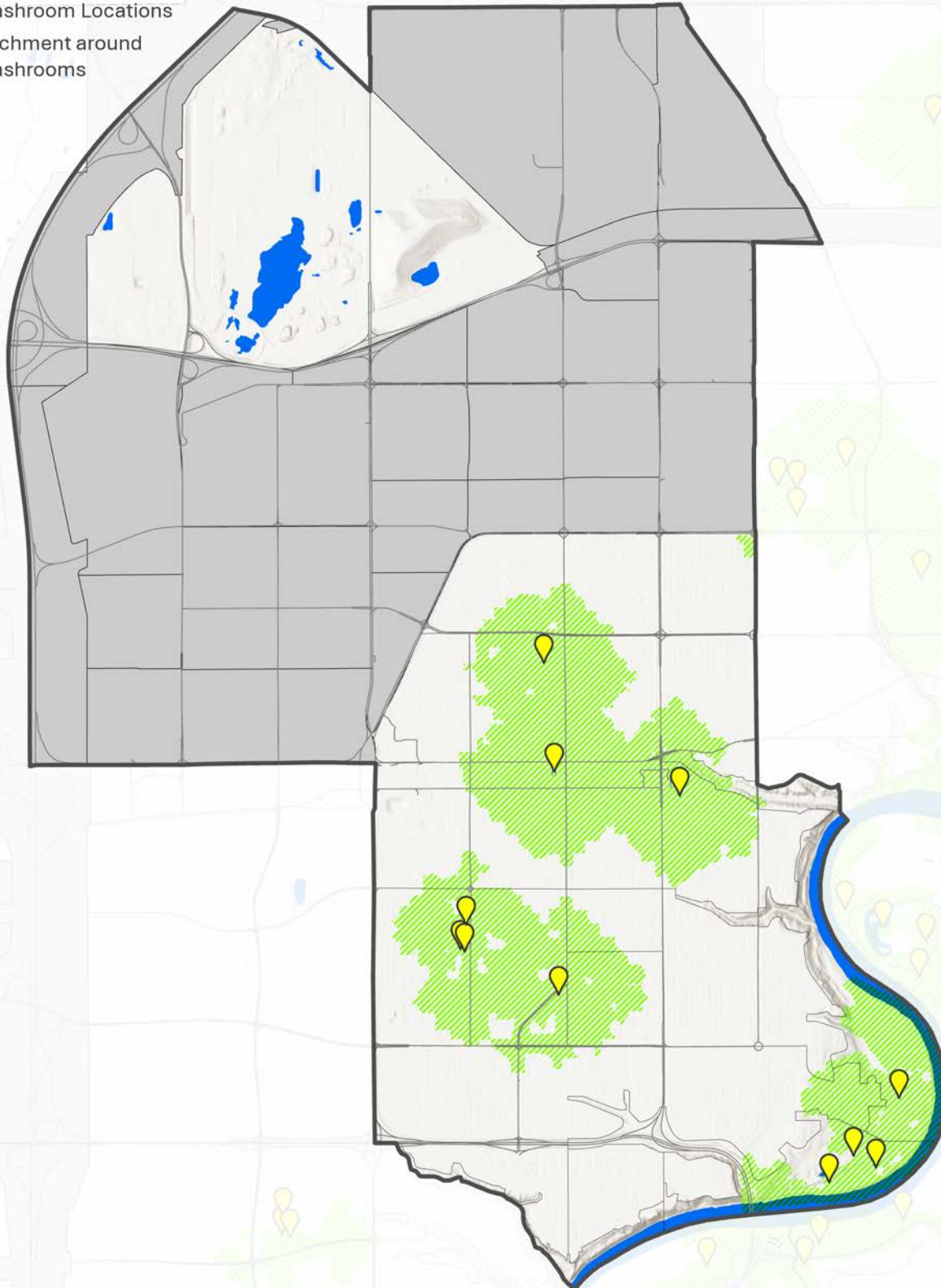
- Industrial Neighbourhoods and Highways
- Public Washroom Locations
- Social Vulnerability Index
 - Least Vulnerable
 - Most Vulnerable



City of Edmonton Public Washroom

Pedestrian Access - Jasper Place

-  Industrial Neighbourhoods and Highways
-  Residential Neighbourhoods
-  Public Washroom Locations
-  900m catchment around Public Washrooms



0 1.25 2.5 5
Kilometers



City of Edmonton Public Washroom

Neighbourhood Access - Jasper Place

Industrial Neighbourhoods and Highways

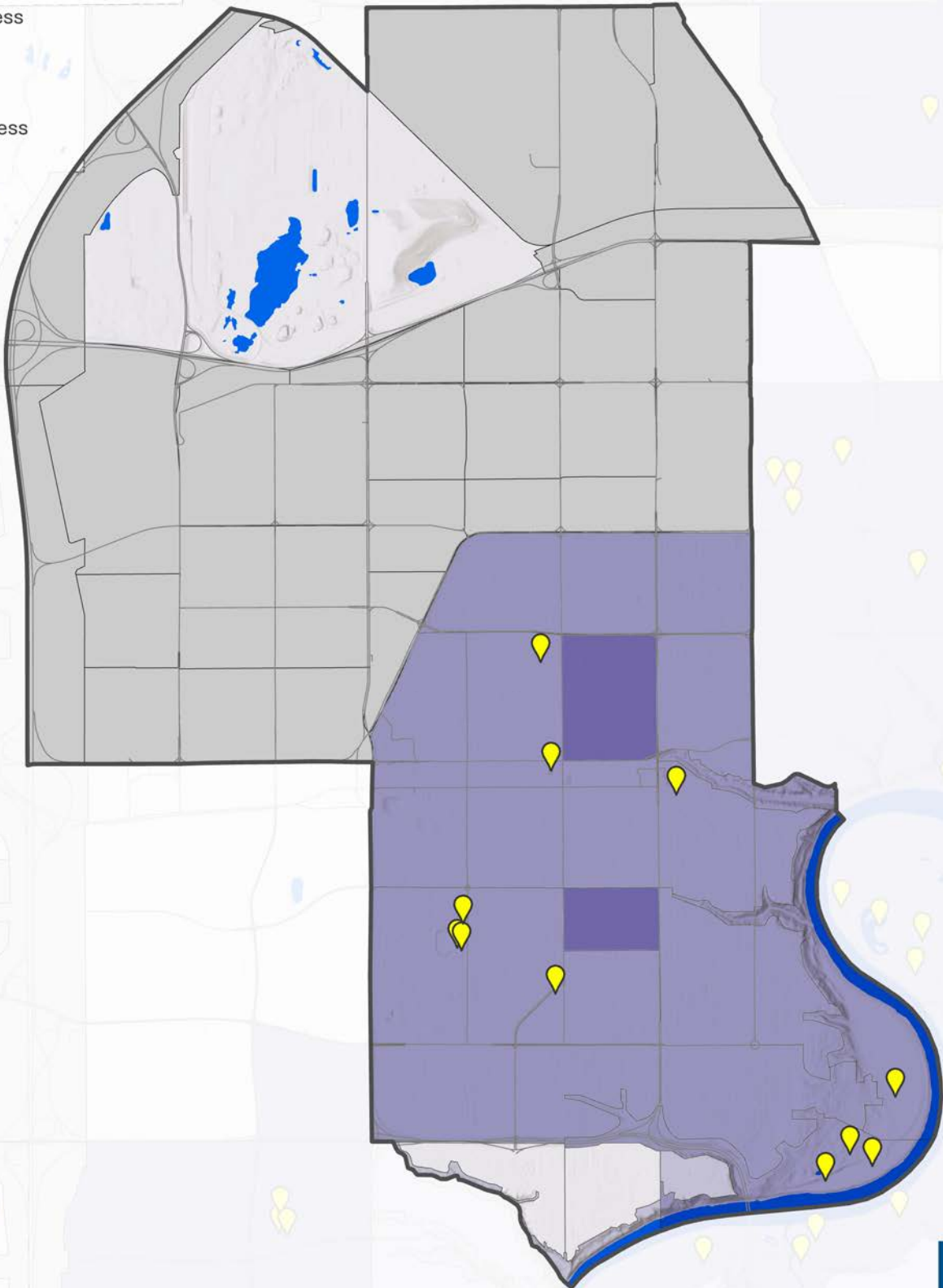
Public Washroom Locations

Neighbourhood Access

Less Access

More Access

More Access



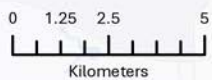
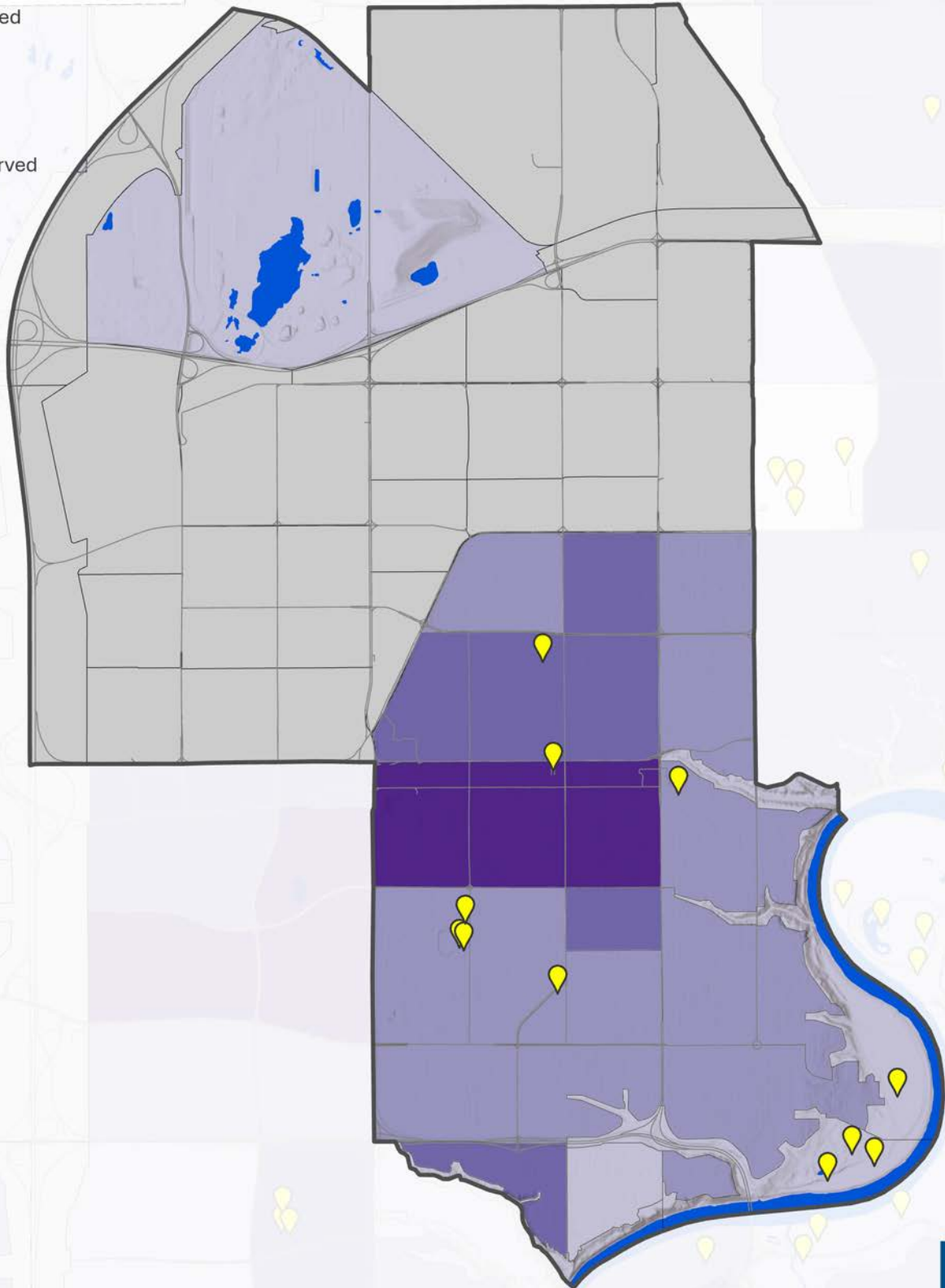
0 1.25 2.5 5
Kilometers



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments - Jasper Place

- Industrial Neighbourhoods and Highways
- Public Washroom Locations
- Level of Service
 - Well Served
 - Under Served



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments
Weighted for Population Density - Jasper Place

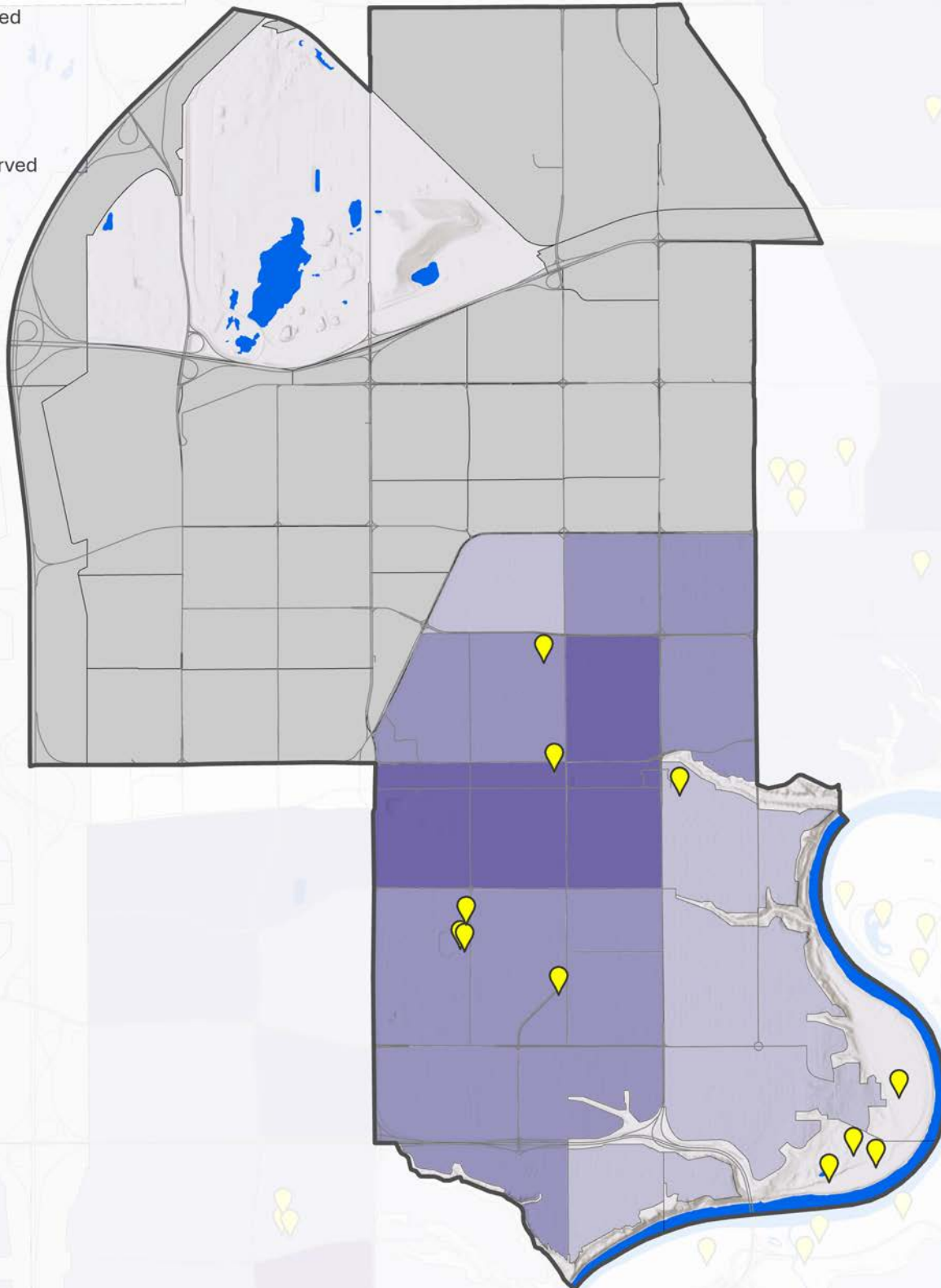
Industrial Neighbourhoods
and Highways

Public Washroom Locations

Level of Service

Well Served

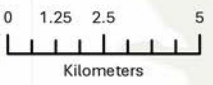
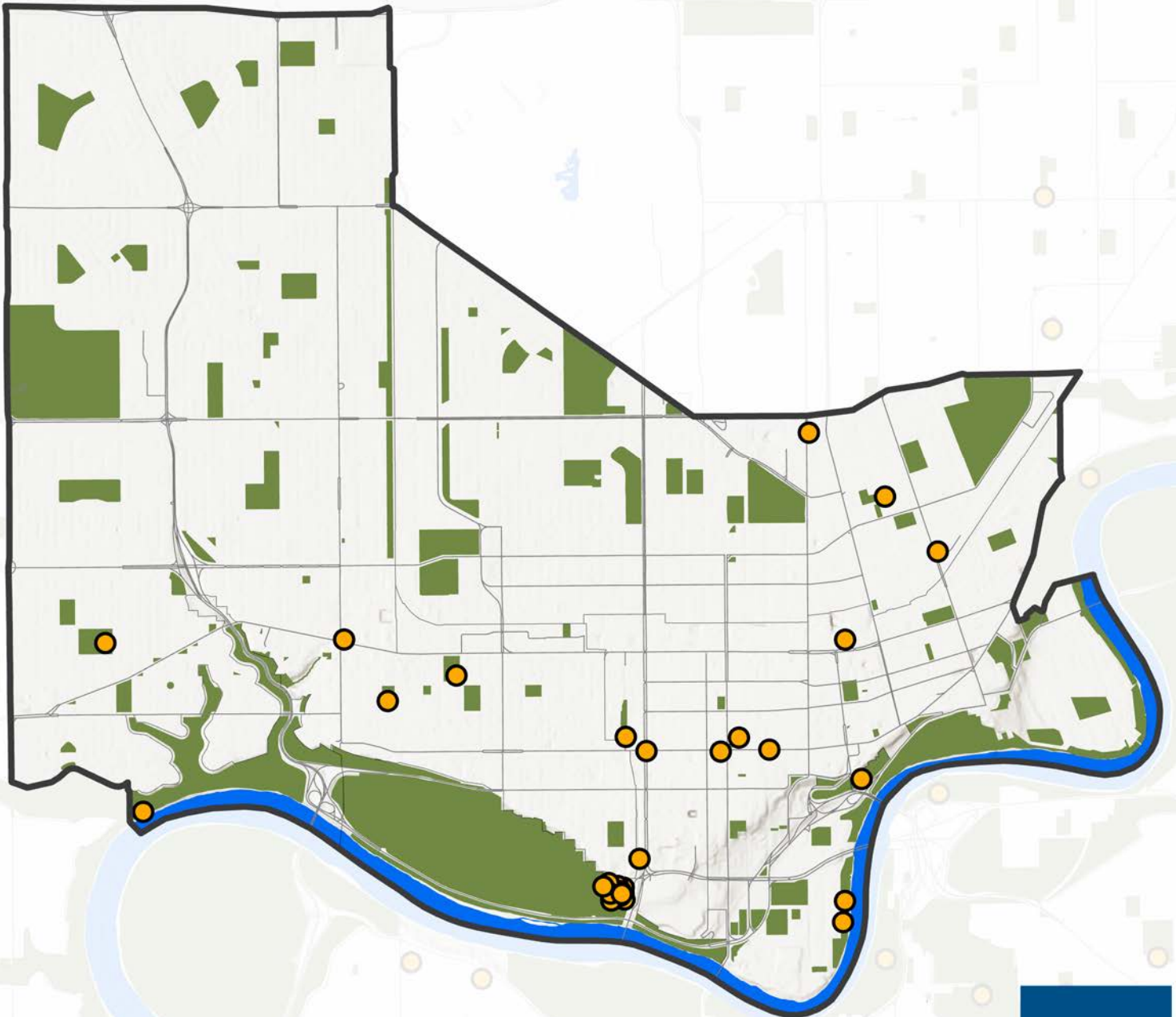
Under Served



City of Edmonton Public Washroom

Result of Interactive Map Engagement Activity - Central District

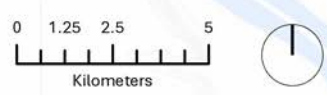
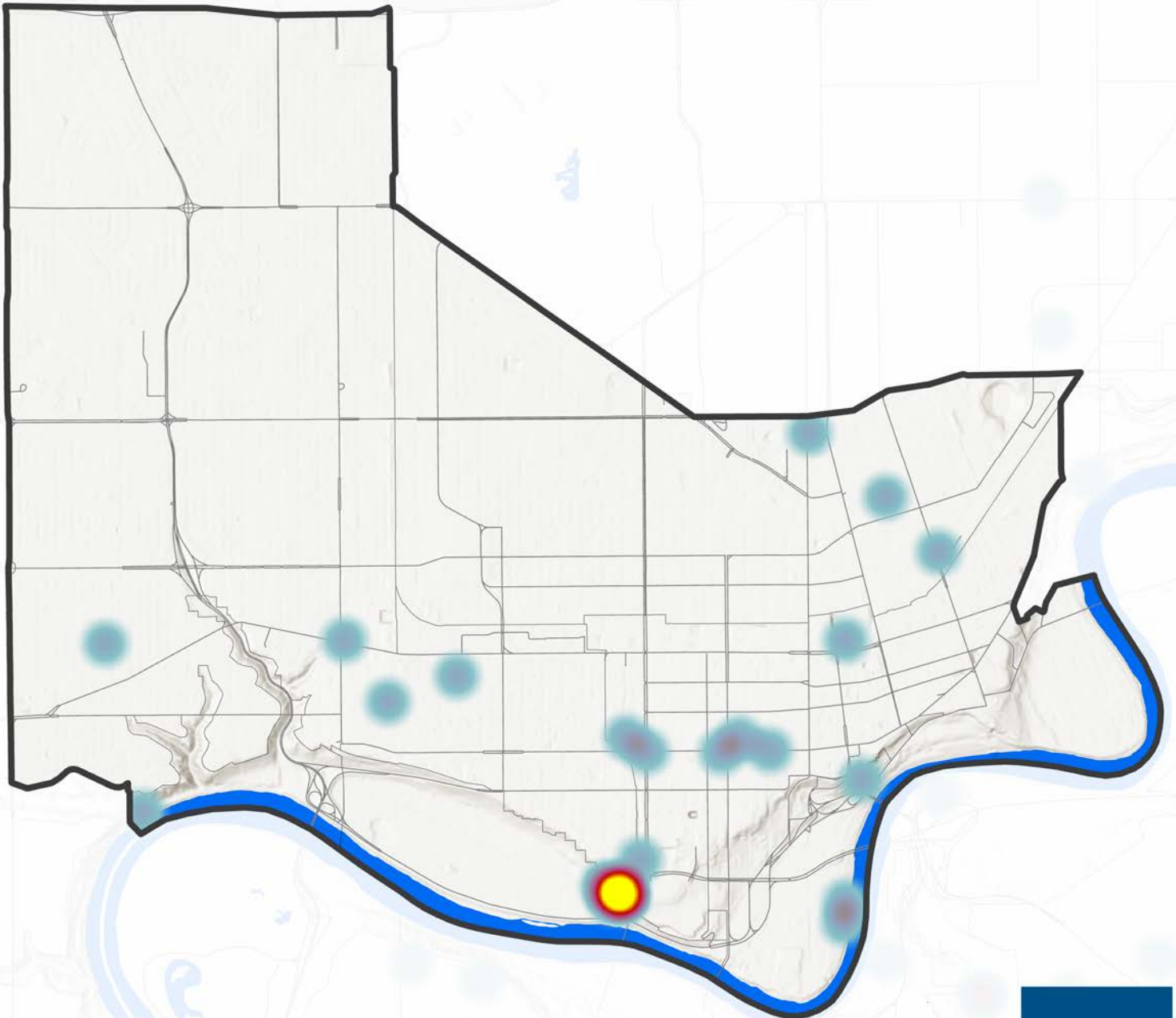
- Public Washroom Location Suggestion
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom




Demand based on Engagement Mapping - Central District

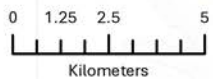
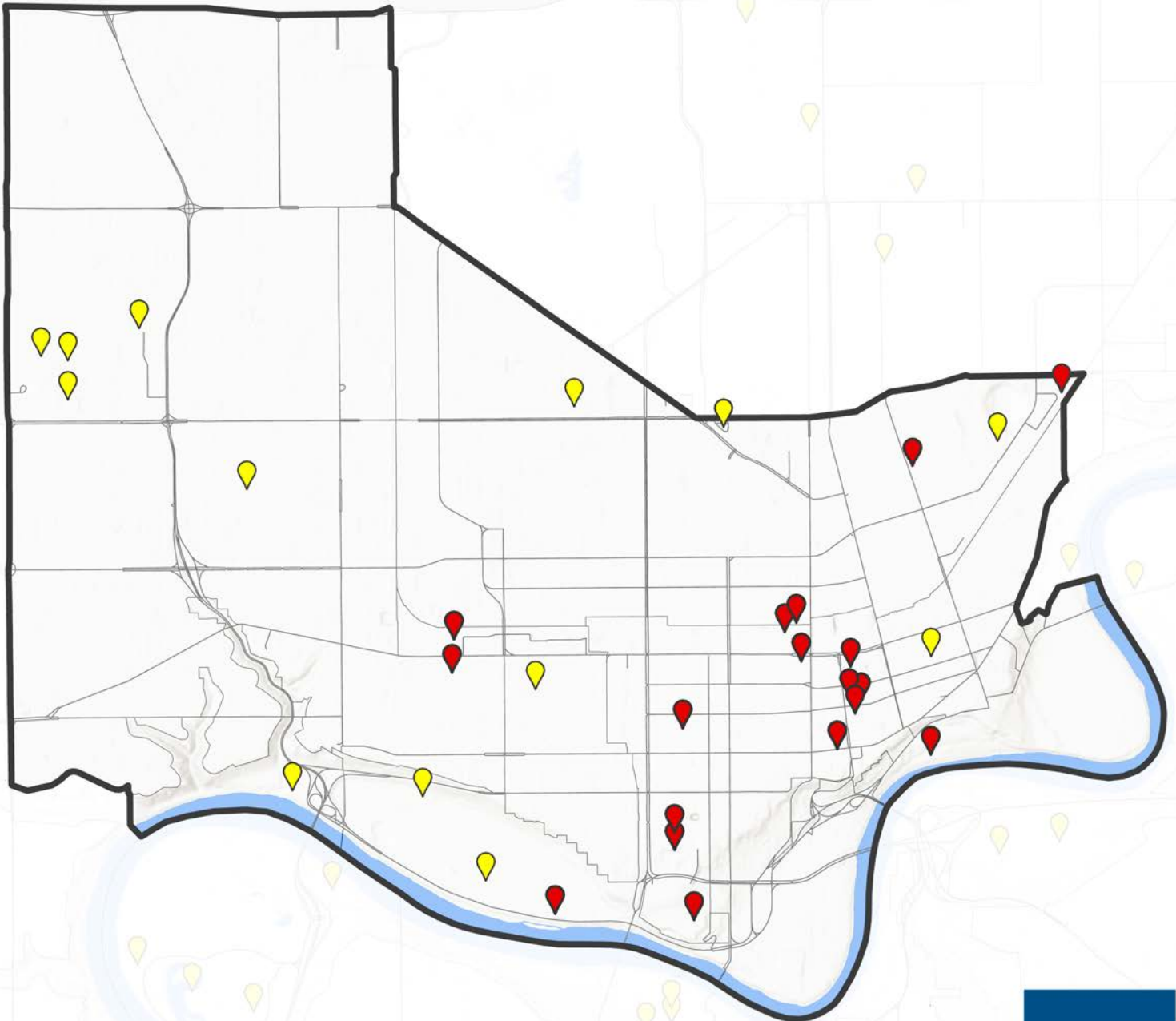
Intensity of demand



City of Edmonton Public Washroom

Current Location/Engagement Demand - Central District

-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Residential Neighbourhoods



City of Edmonton Public Washroom

Location Recommendations - Jasper Place

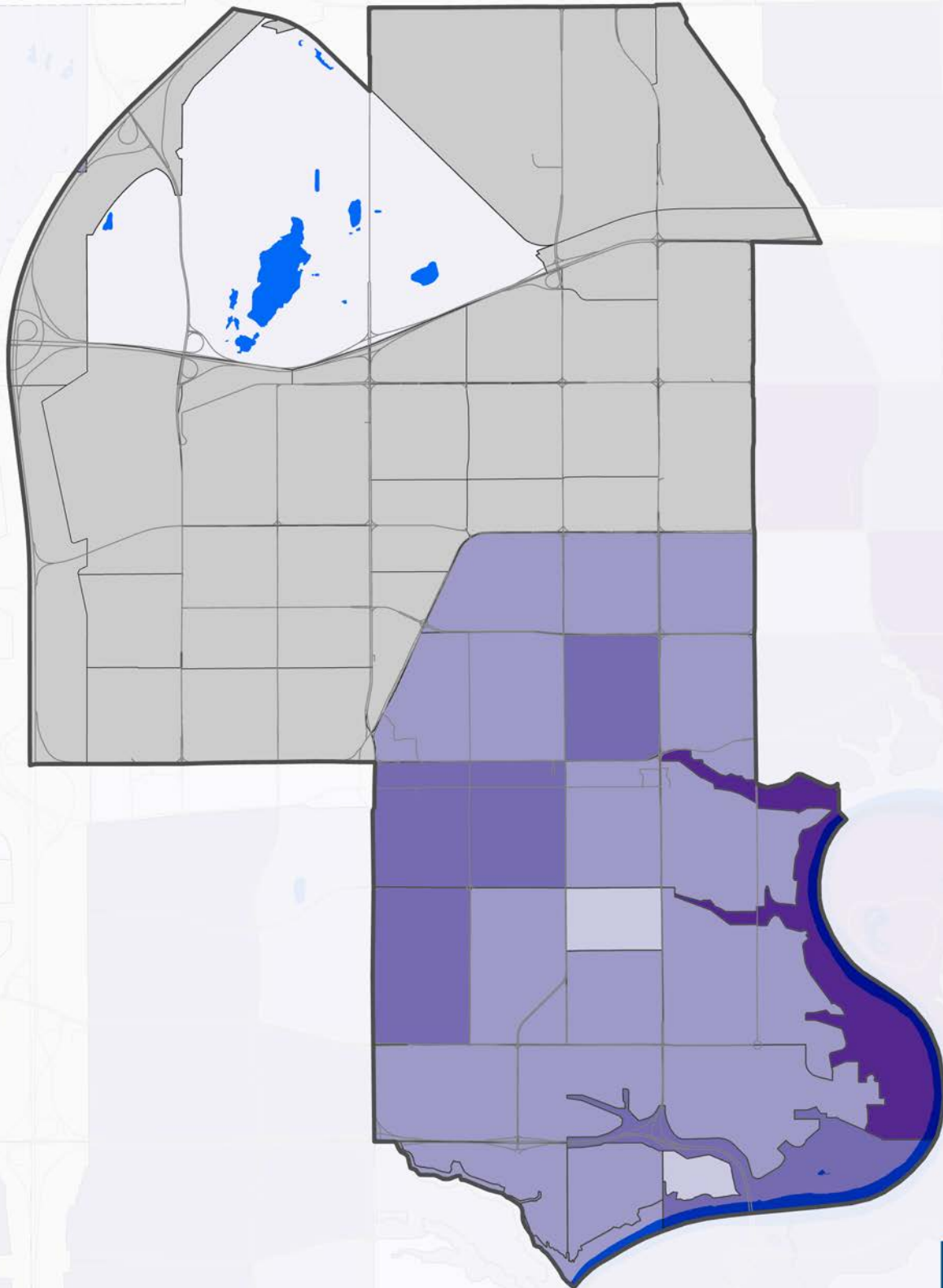
Industrial Neighbourhoods
and Highways

Washroom need

Lower

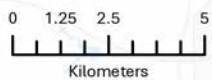
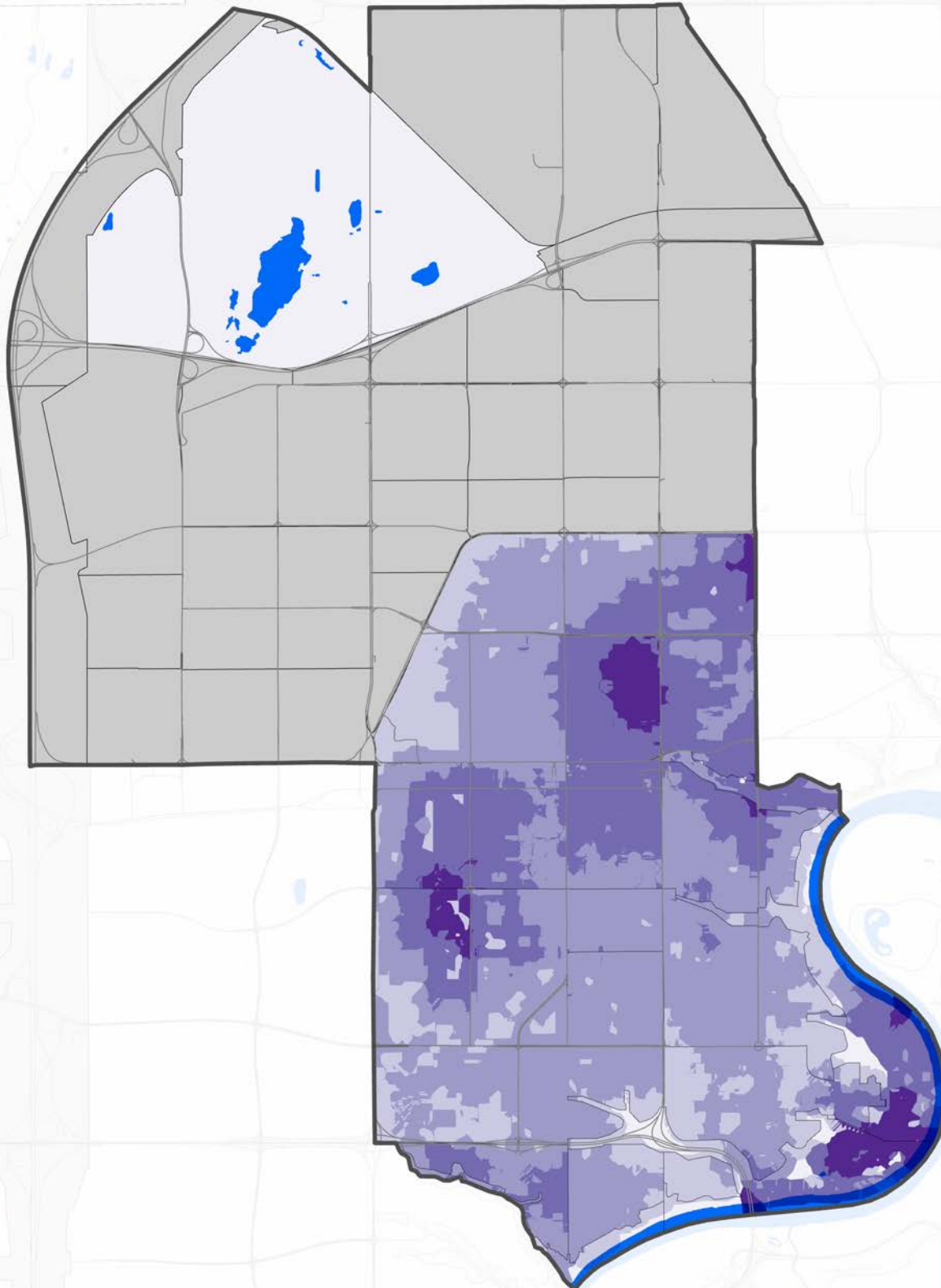
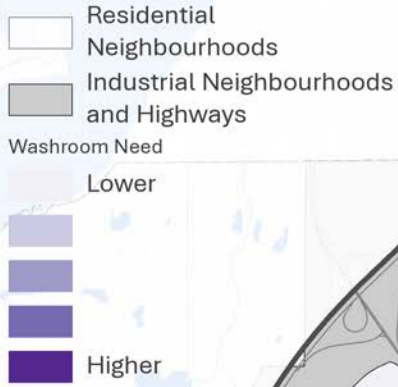


Higher



City of Edmonton Public Washroom

Location Recommendations- Jasper Place



MAPPING: STRATHCONA

City of Edmonton Public Washroom

Neighbourhood Social Vulnerability Index - Scona

Social Vulnerability Index

Least Vulnerable



More Vulnerable



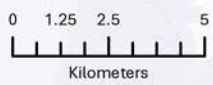
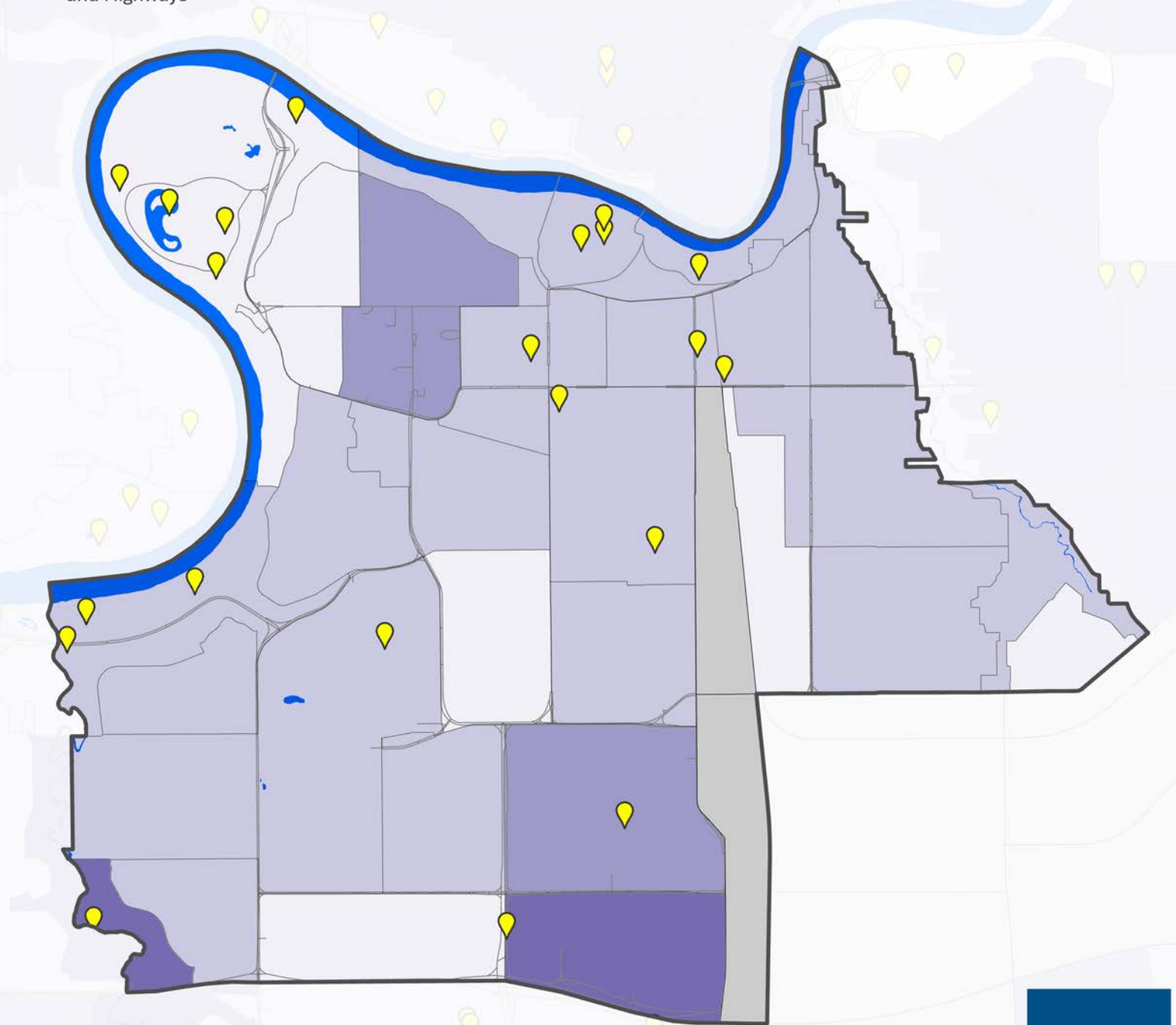
Public Washroom Locations



Residential
Neighbourhoods



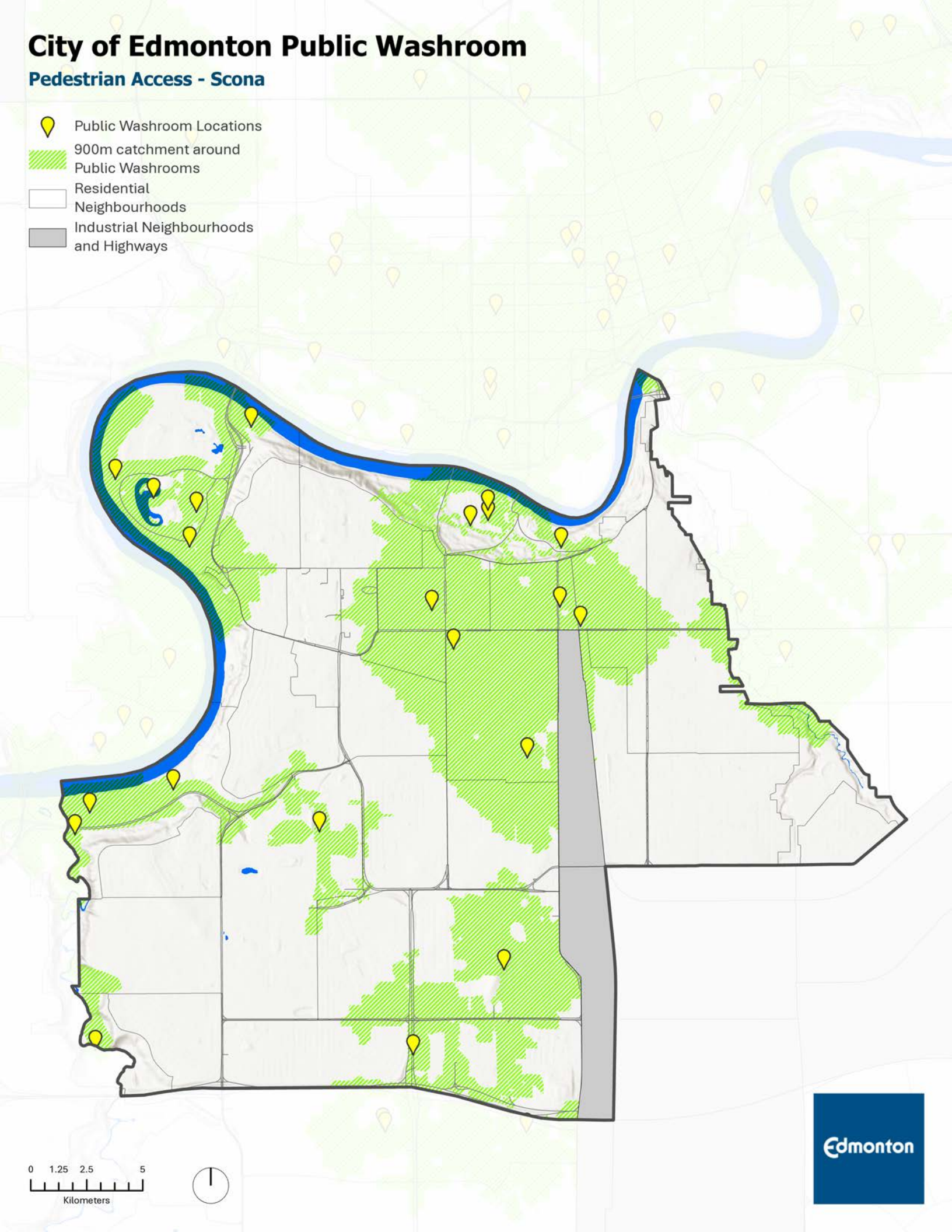
Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Pedestrian Access - Scona

-  Public Washroom Locations
-  900m catchment around Public Washrooms
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Neighbourhood Access - Scona

Neighbourhood Access

Less Access



More Access



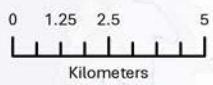
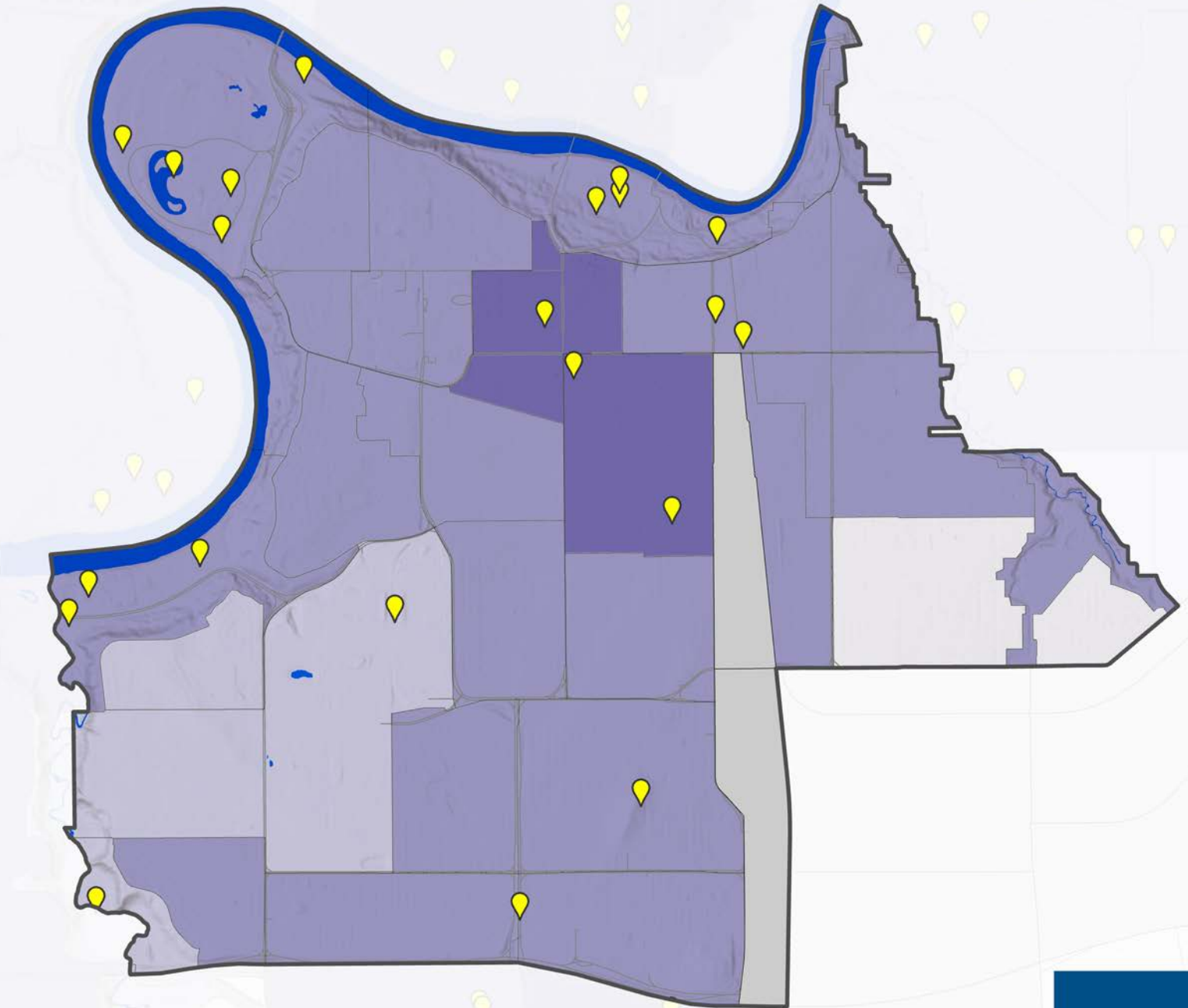
Public Washroom Locations



Residential

Neighbourhoods

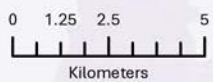
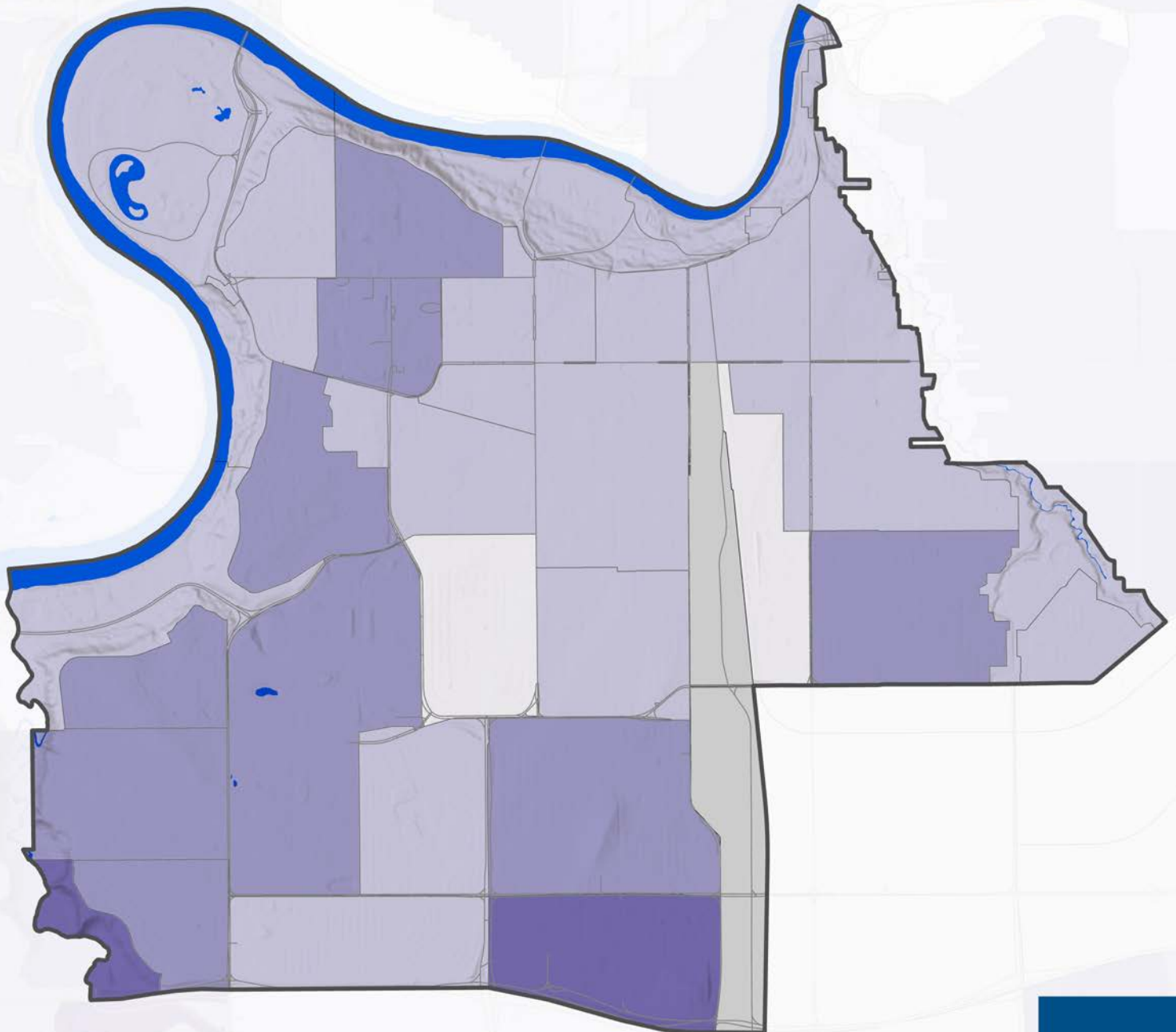
Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments - Scona

Level of Service



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments Weighted for Population Density - Scona

Level of Service

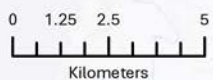
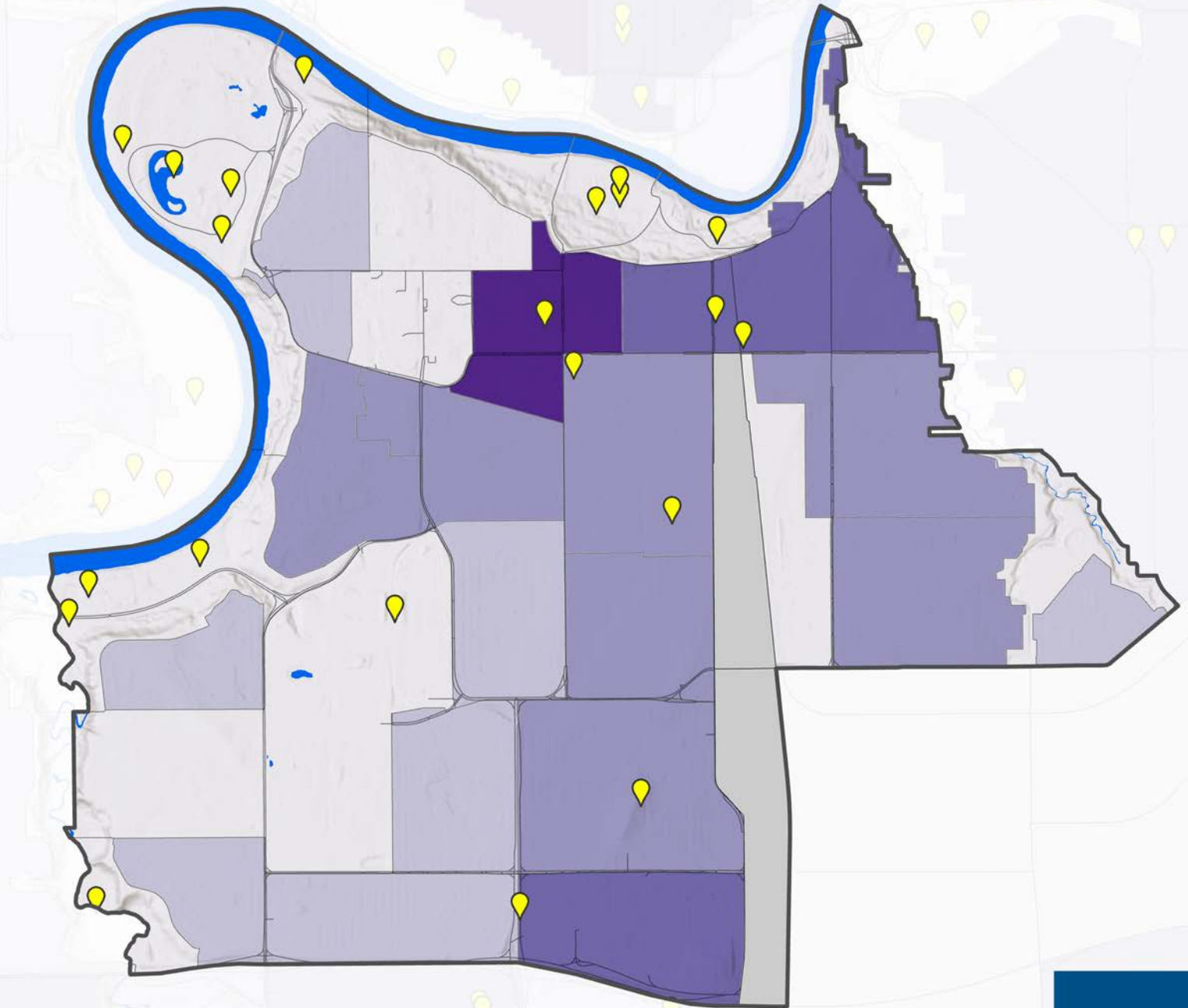
Well Served



Public Washroom Locations

Residential Neighbourhoods

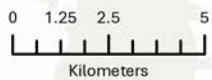
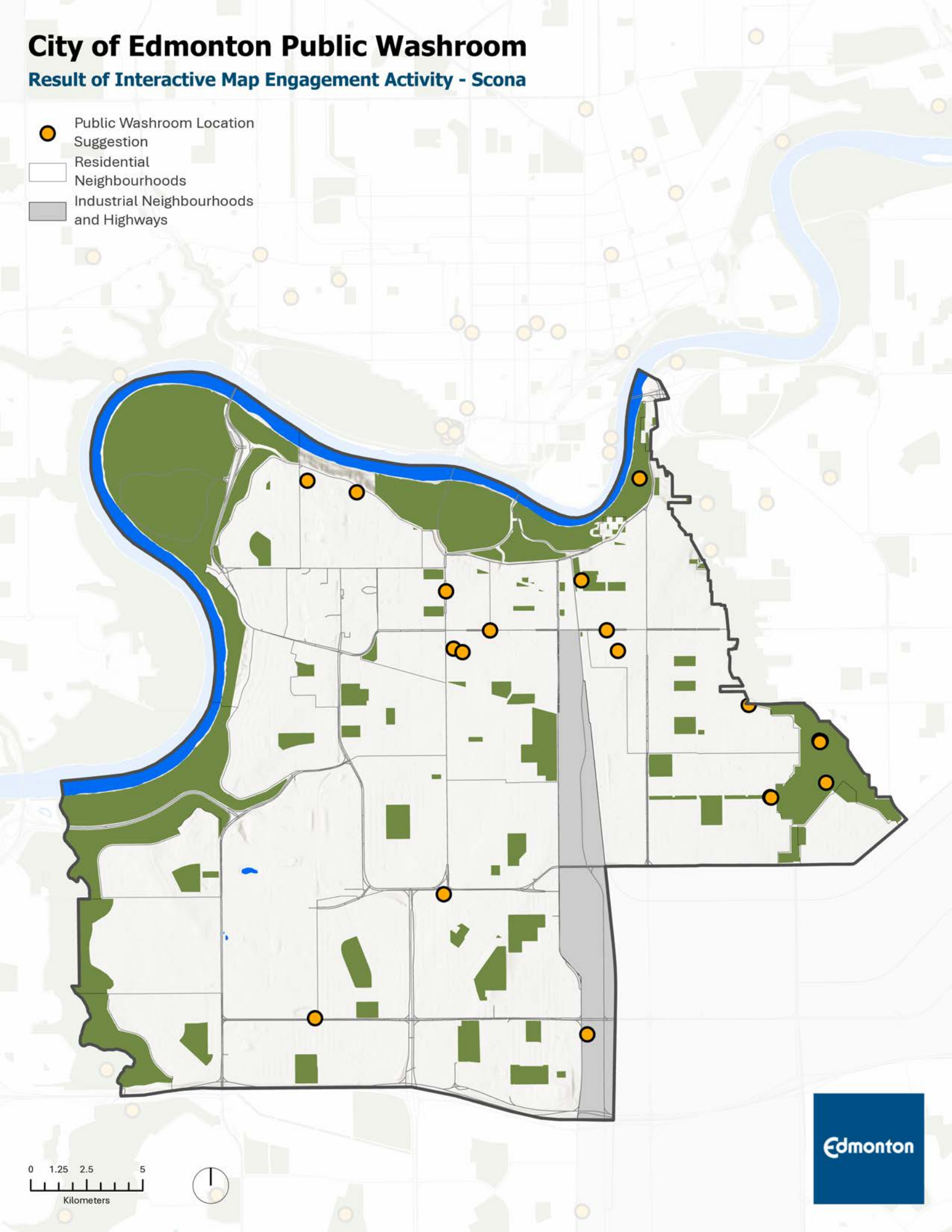
Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Result of Interactive Map Engagement Activity - Scona

-  Public Washroom Location Suggestion
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Demand based on Engagement Mapping - Scona

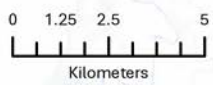
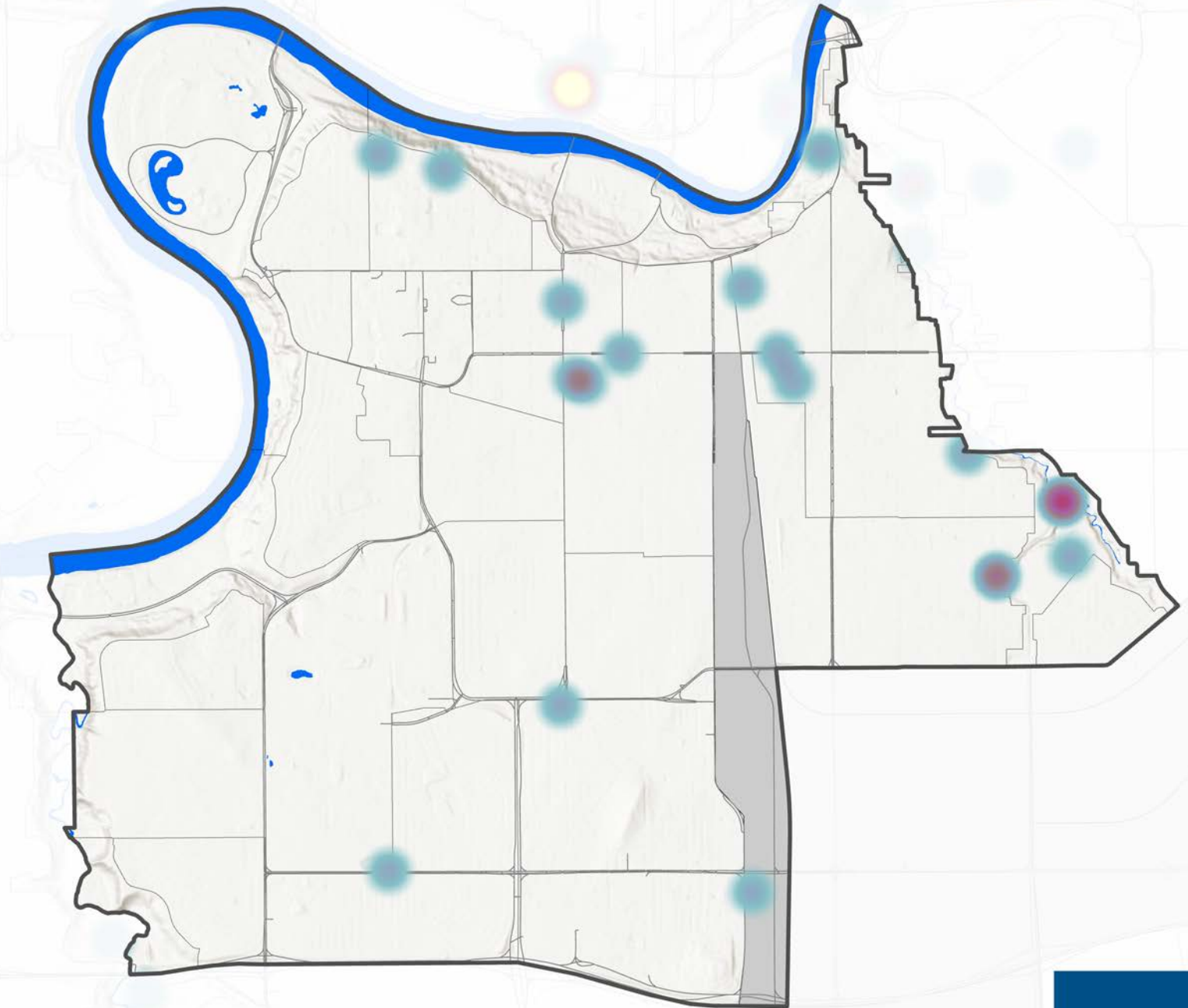
Intensity of demand

Sparse

Dense




Residential
Neighbourhoods

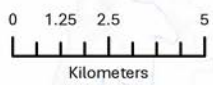
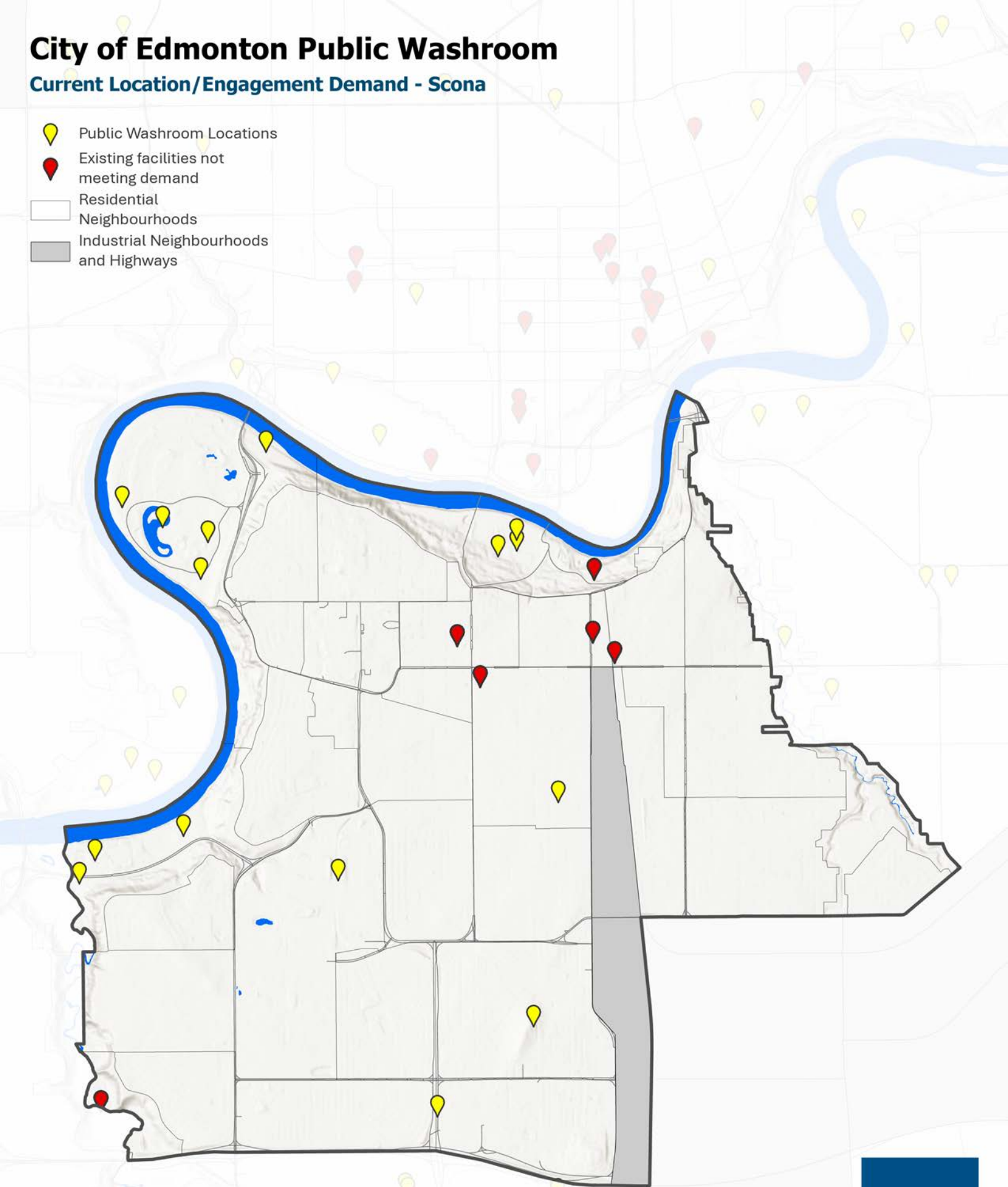
Industrial Neighbourhoods
and Highways



City of Edmonton Public Washroom

Current Location/Engagement Demand - Scona

-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways

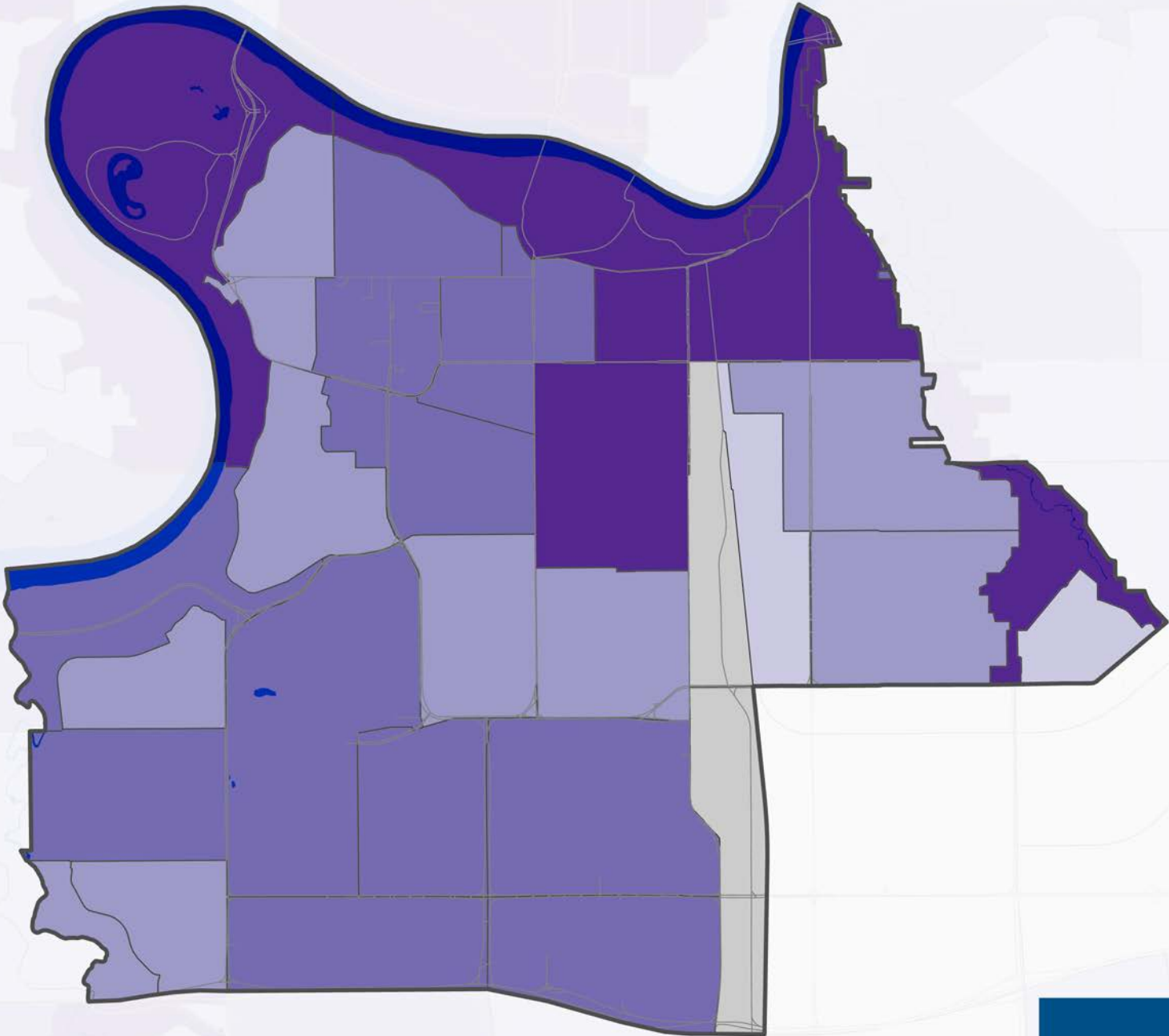


City of Edmonton Public Washroom

Location Recommendations - Scona

Washroom need

- Lower
- Higher
- Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - Scona

Washroom Need

Lower



Higher

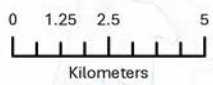
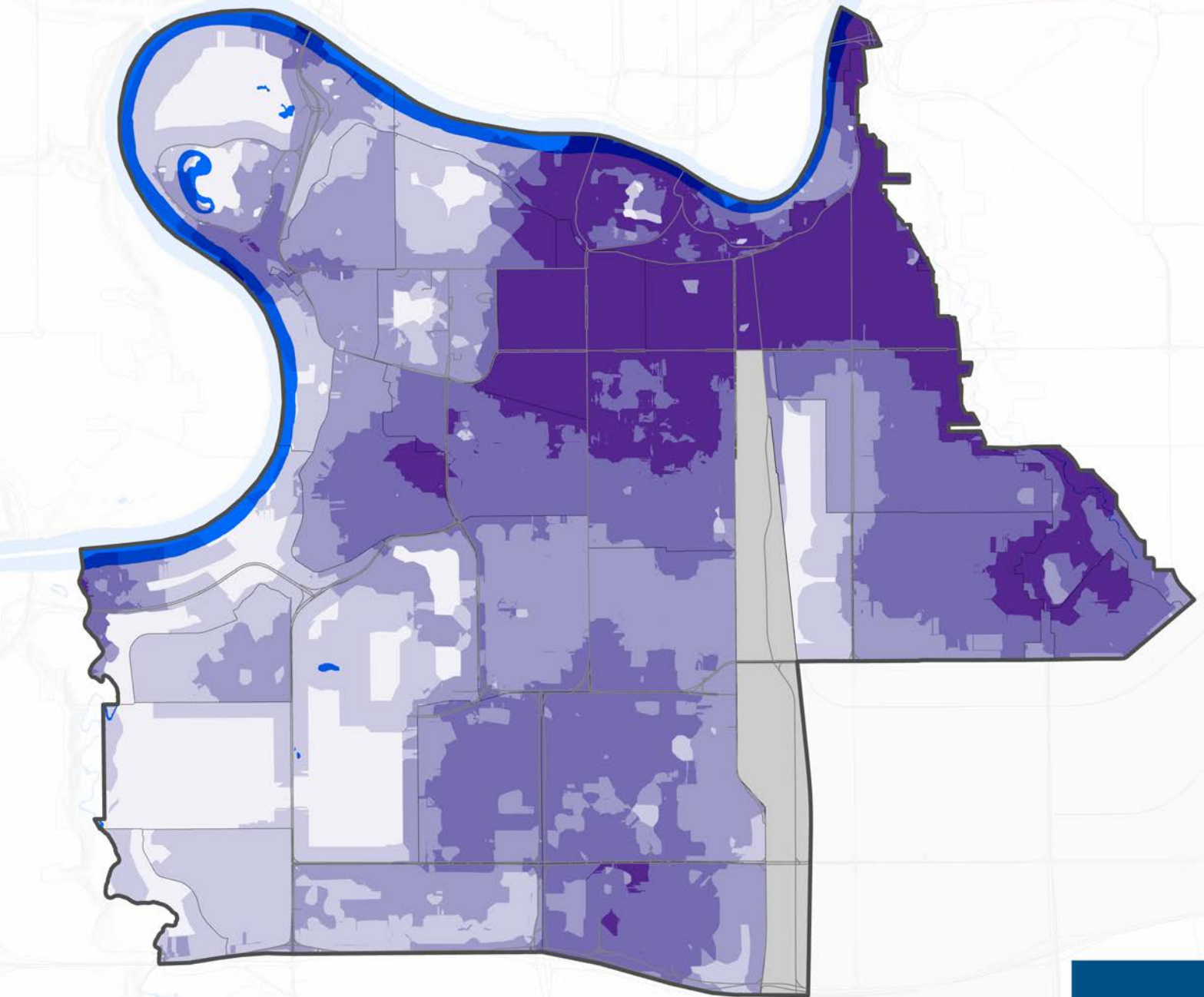


Residential

Neighbourhoods



Industrial Neighbourhoods
and Highways

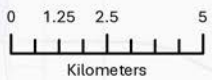
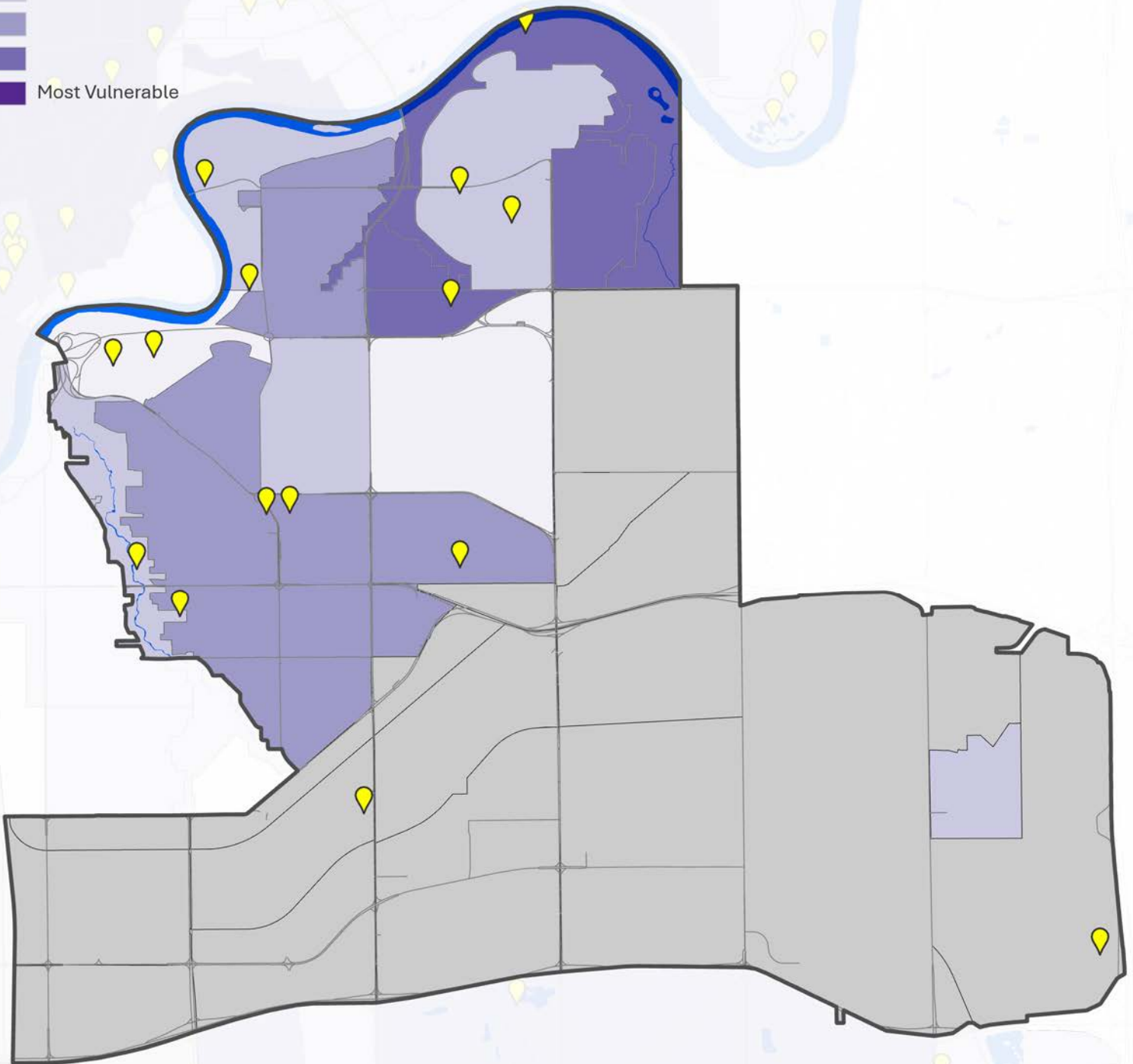


MAPPING: SOUTHEAST

City of Edmonton Public Washroom

Neighbourhood Social Vulnerability Index - Southeast

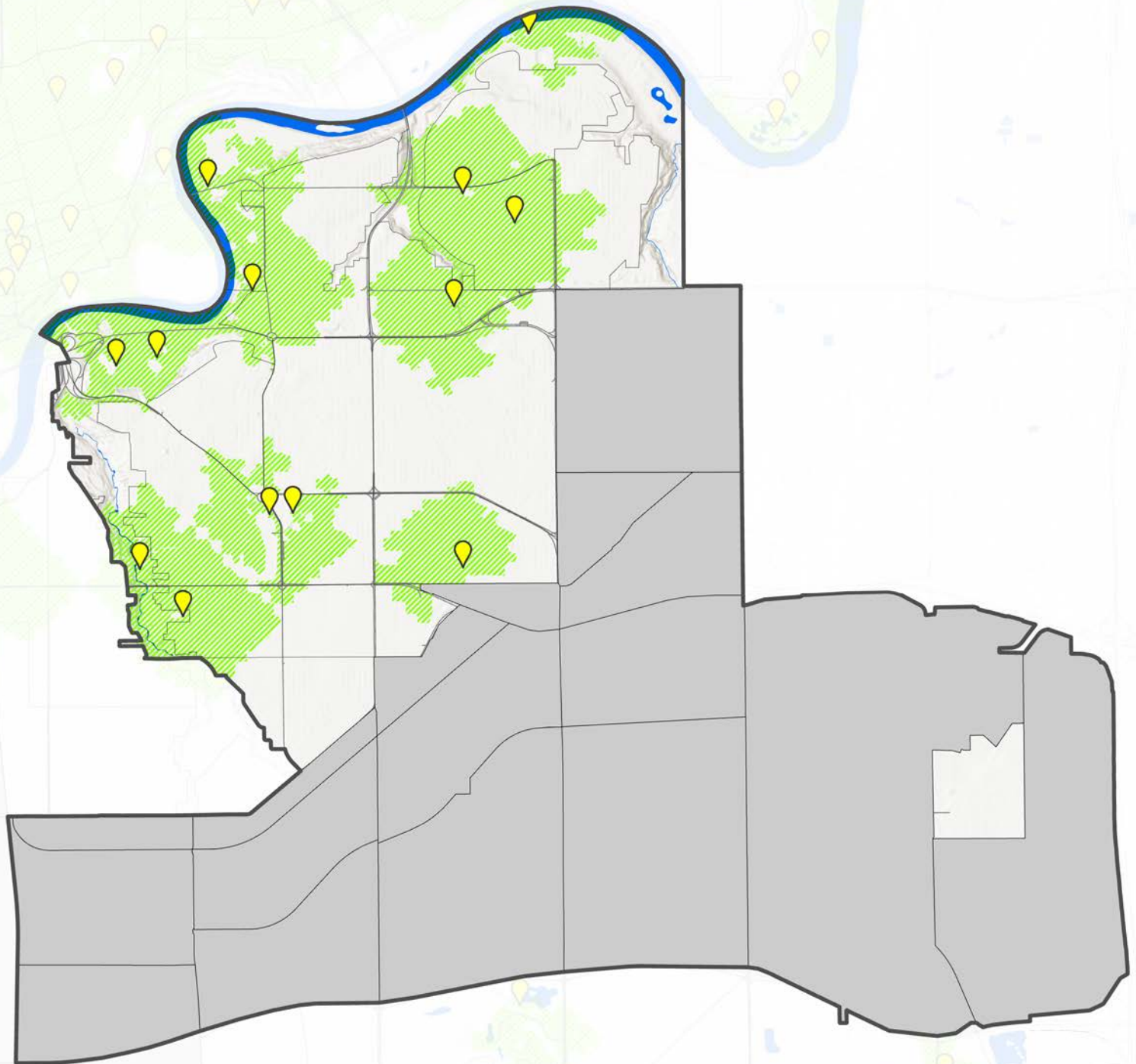
-  Public Washroom Locations
-  Industrial Neighbourhoods and Highways
- Social Vulnerability Index**
 -  Least Vulnerable
 - 
 - 
 - 
 -  Most Vulnerable



City of Edmonton Public Washroom

Pedestrian Access - Southeast

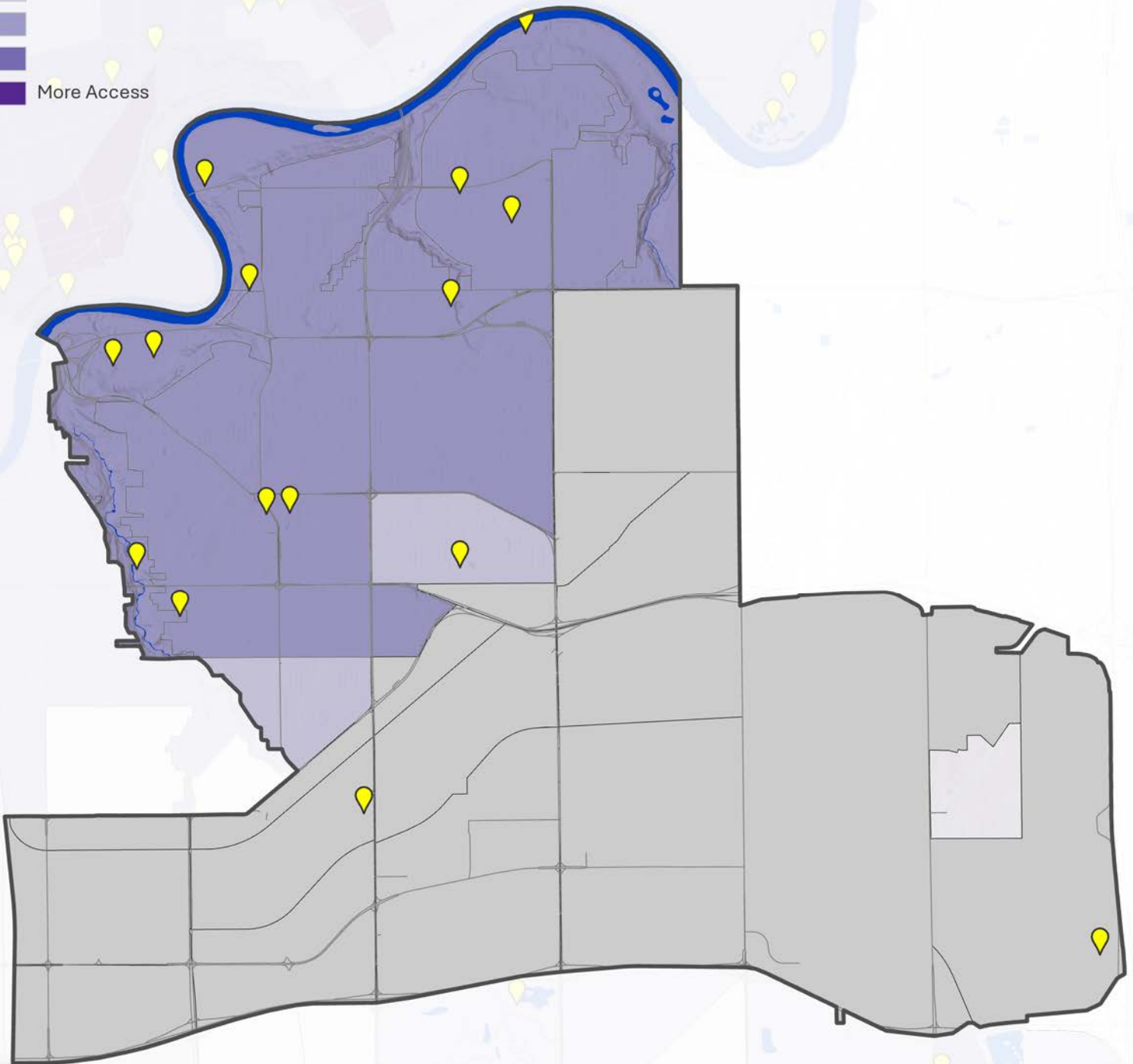
-  Public Washroom Locations
-  900m catchment around Public Washrooms
-  Residential Neighbourhoods
-  Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Neighbourhood Access - Southeast

-  Public Washroom Locations
-  Industrial Neighbourhoods and Highways
- Neighbourhood Access
 -  Less Access
 -    More Access



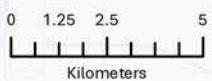
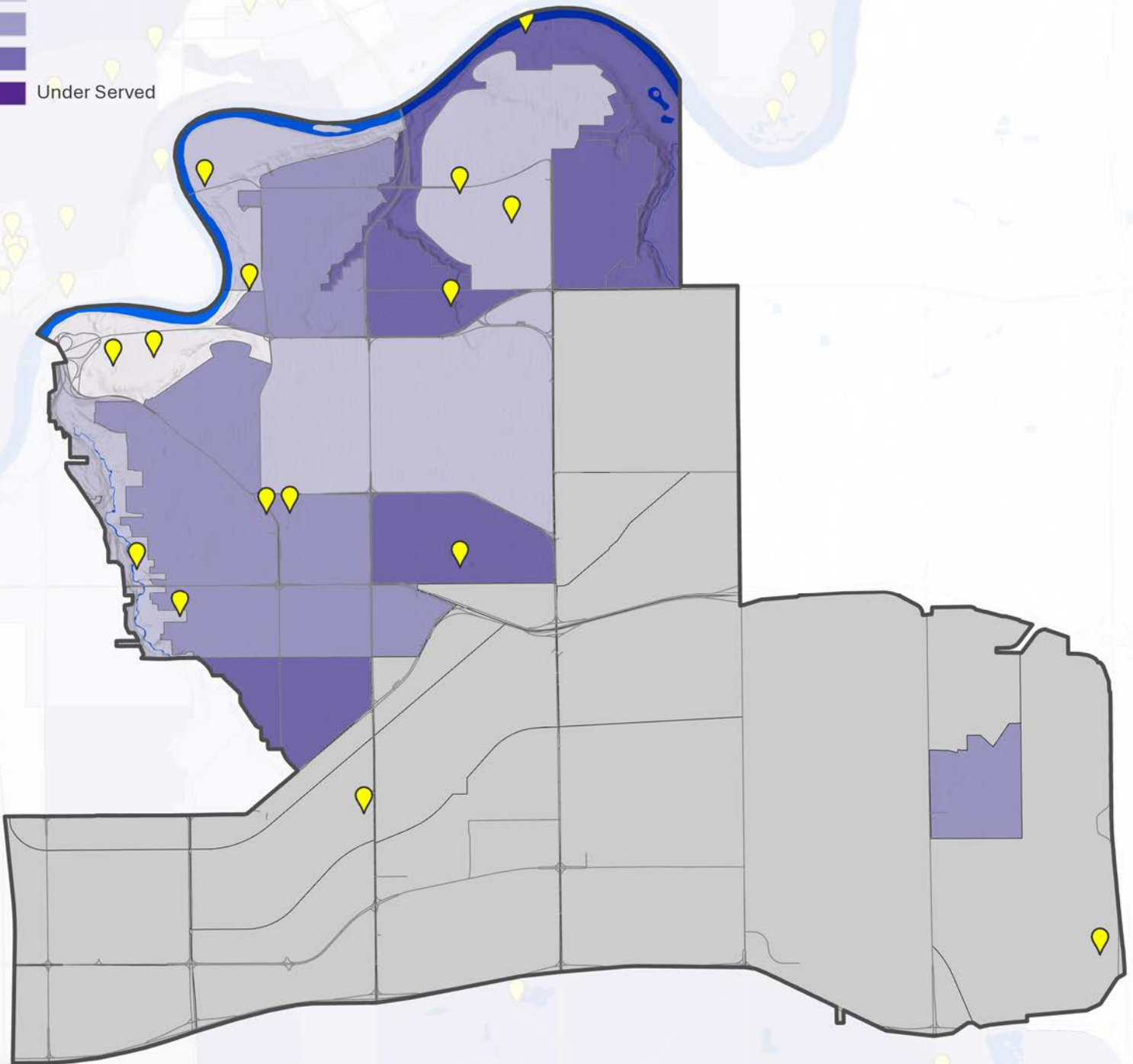
0 1.25 2.5 5
Kilometers



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments - Southeast

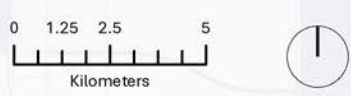
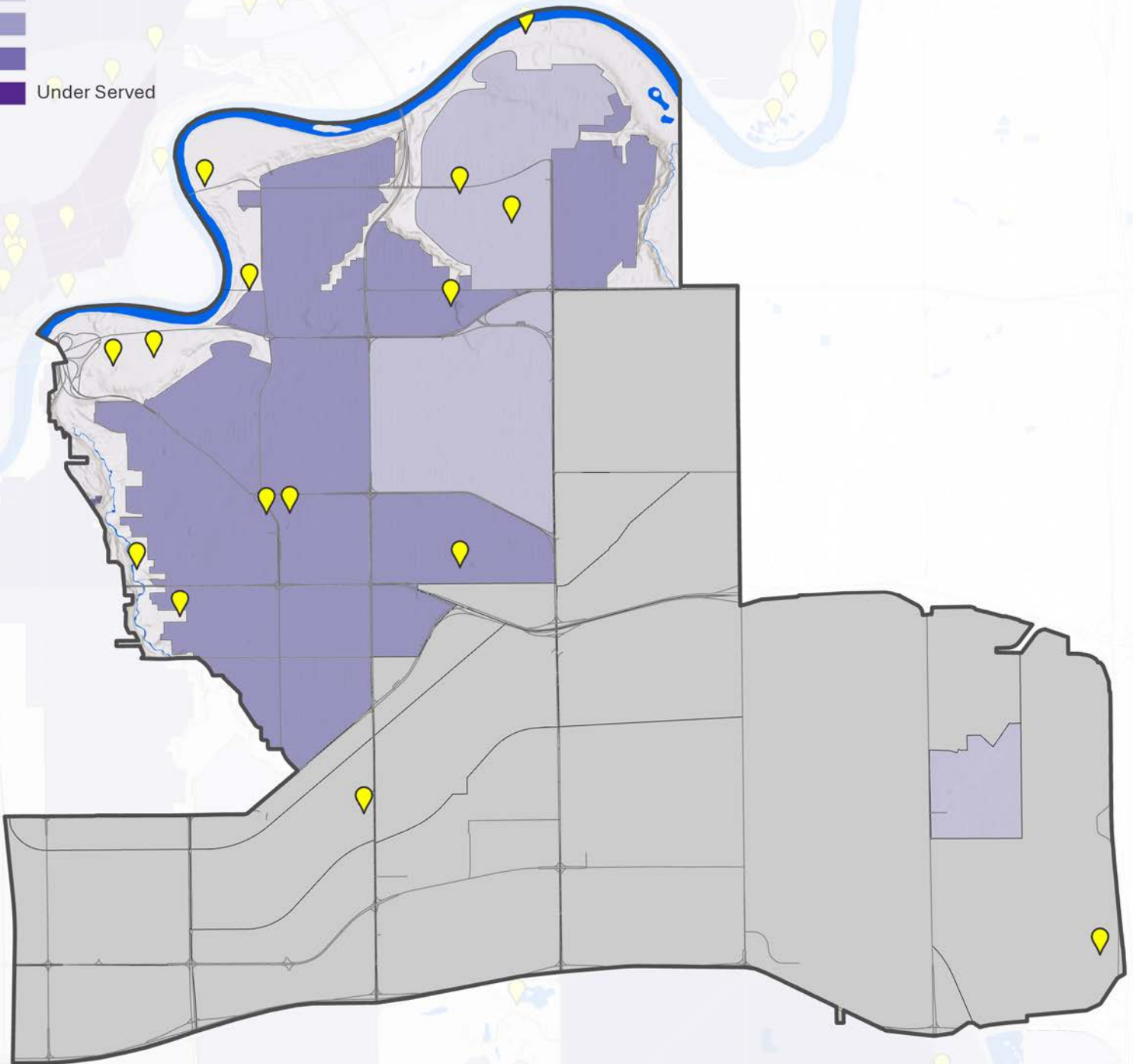
-  Public Washroom Locations
-  Industrial Neighbourhoods and Highways
- Level of Service
 -  Well Served
 - 
 - 
 -  Under Served



City of Edmonton Public Washroom

Under Served Areas based on SVI and Pedestrian Catchments Weighted for Population Density - Southeast

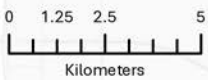
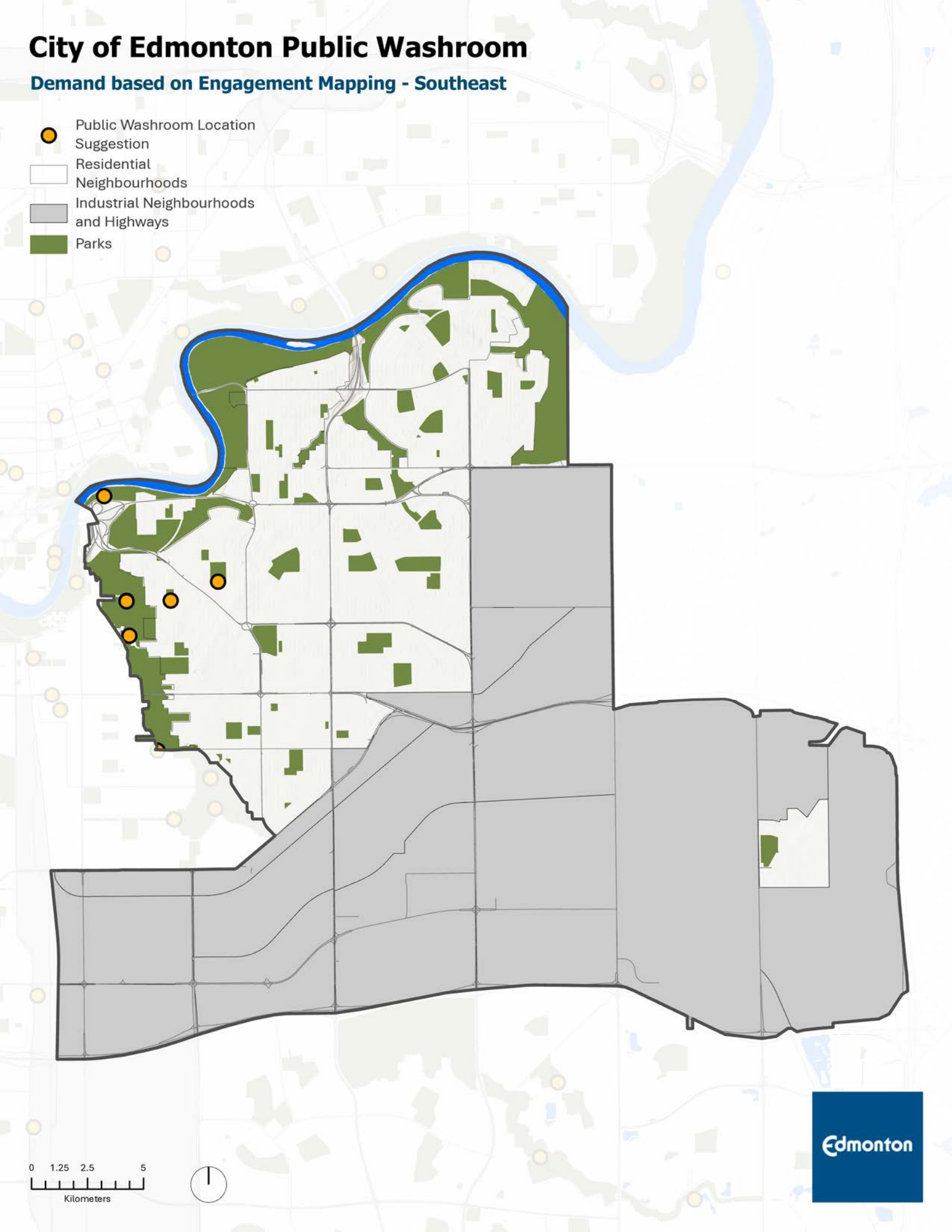
-  Public Washroom Locations
-  Industrial Neighbourhoods and Highways
- Level of Service
 -  Well Served
 - 
 - 
 -  Under Served



City of Edmonton Public Washroom

Demand based on Engagement Mapping - Southeast

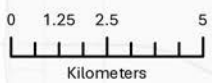
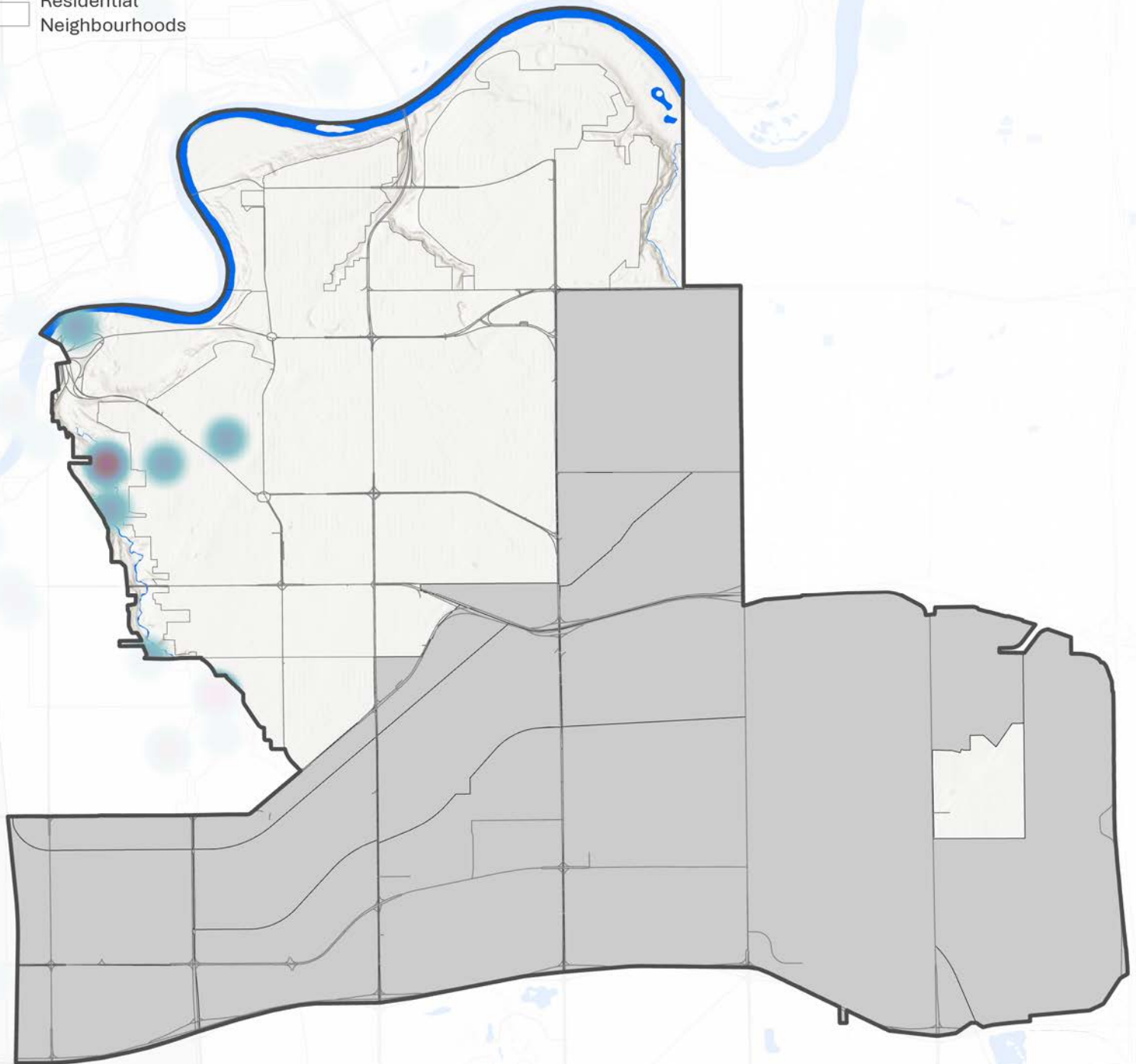
- Public Washroom Location Suggestion
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways
- Parks



City of Edmonton Public Washroom


Demand based on Engagement Mapping - Southeast

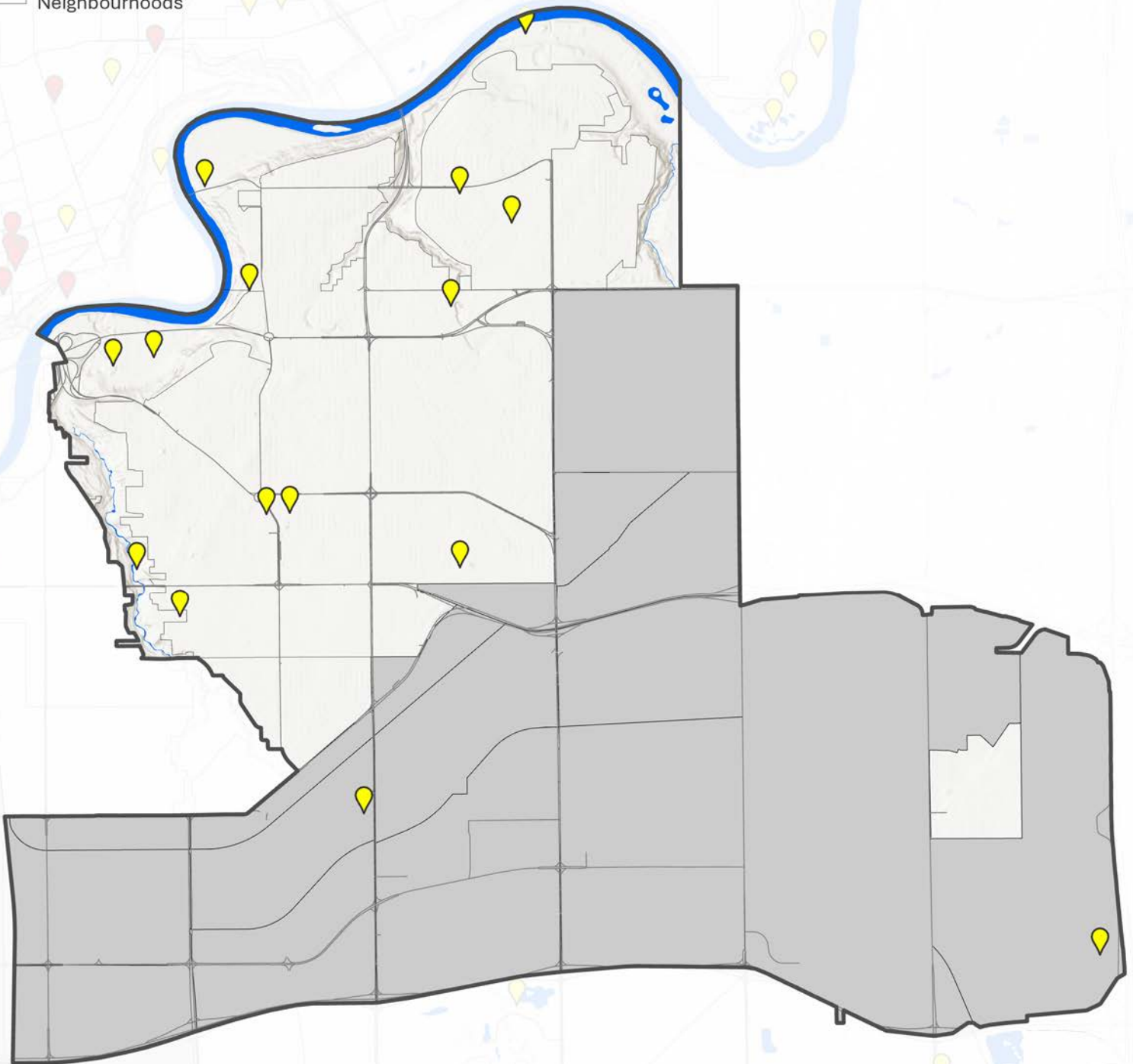
Intensity of demand



City of Edmonton Public Washroom

Current Location \ Engagement Demand - Southeast

-  Public Washroom Locations
-  Existing facilities not meeting demand
-  Industrial Neighbourhoods and Highways
-  Residential Neighbourhoods



City of Edmonton Public Washroom

Location Recommendations - Southeast

Washroom Need

Lower



Higher



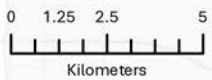
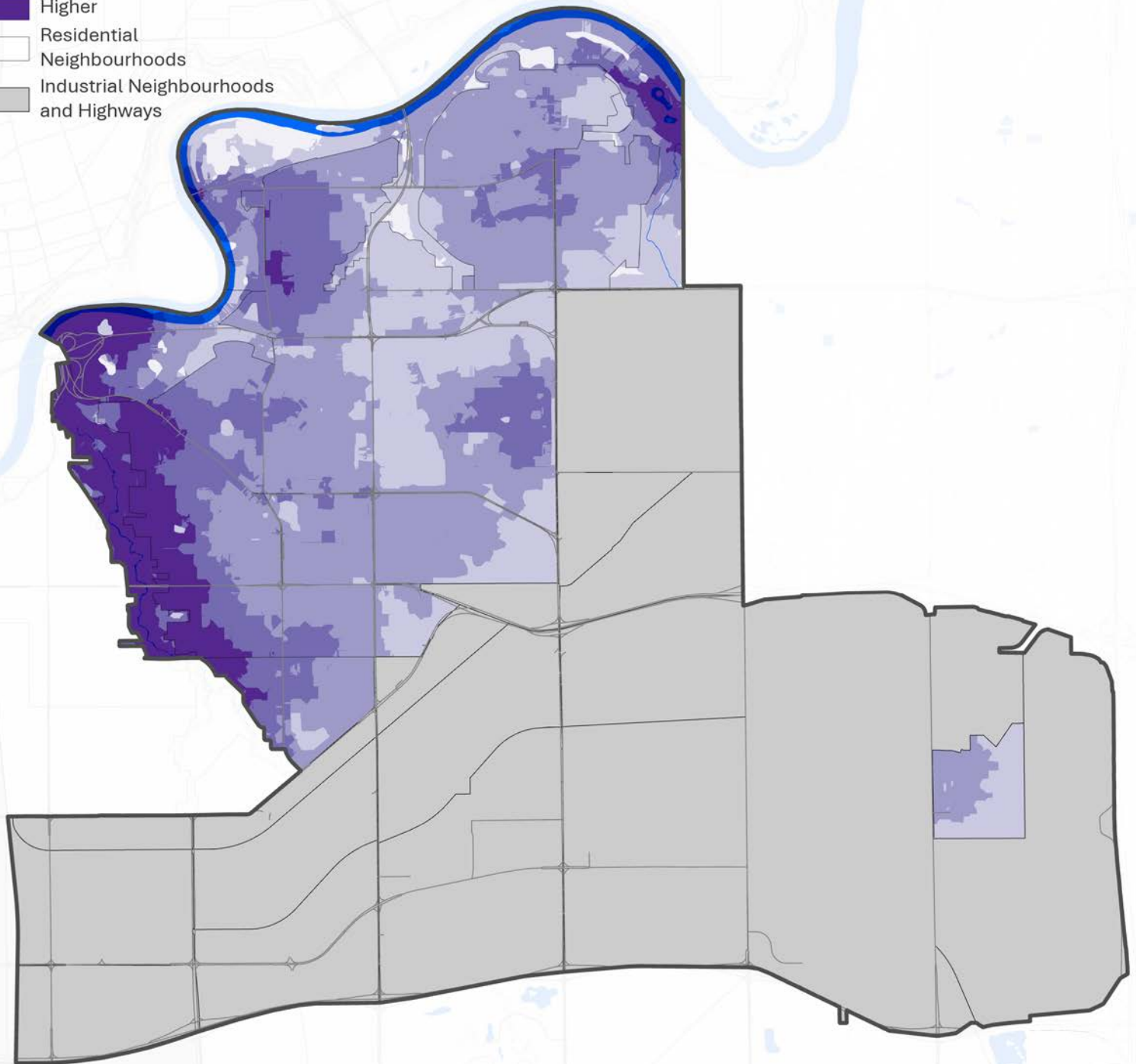
Residential

Neighbourhoods



Industrial Neighbourhoods

and Highways



City of Edmonton Public Washroom

Location Recommendations - Southeast

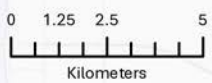
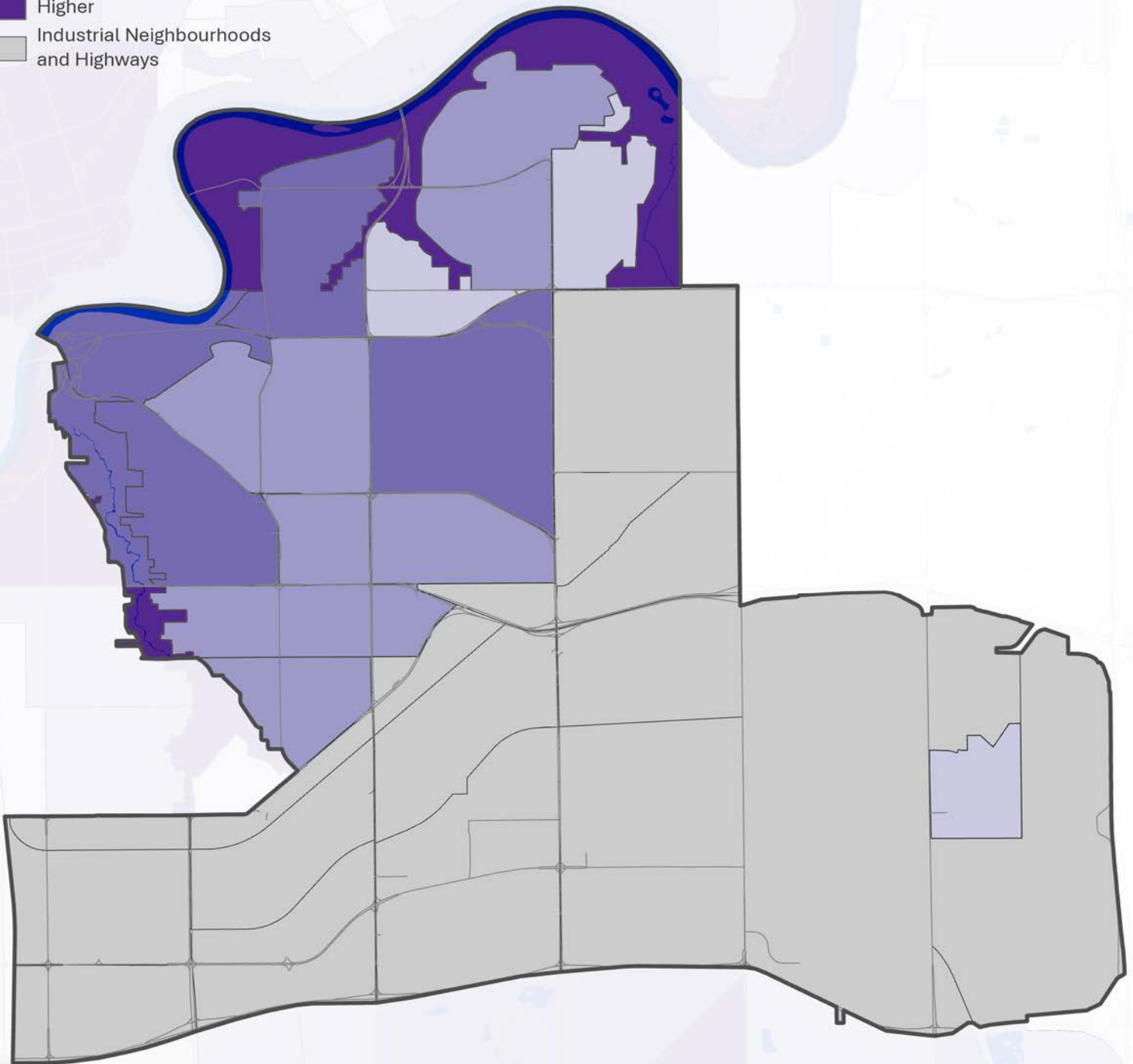
Washroom need

Lower



Higher

Industrial Neighbourhoods
and Highways

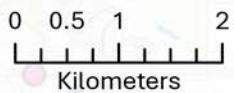
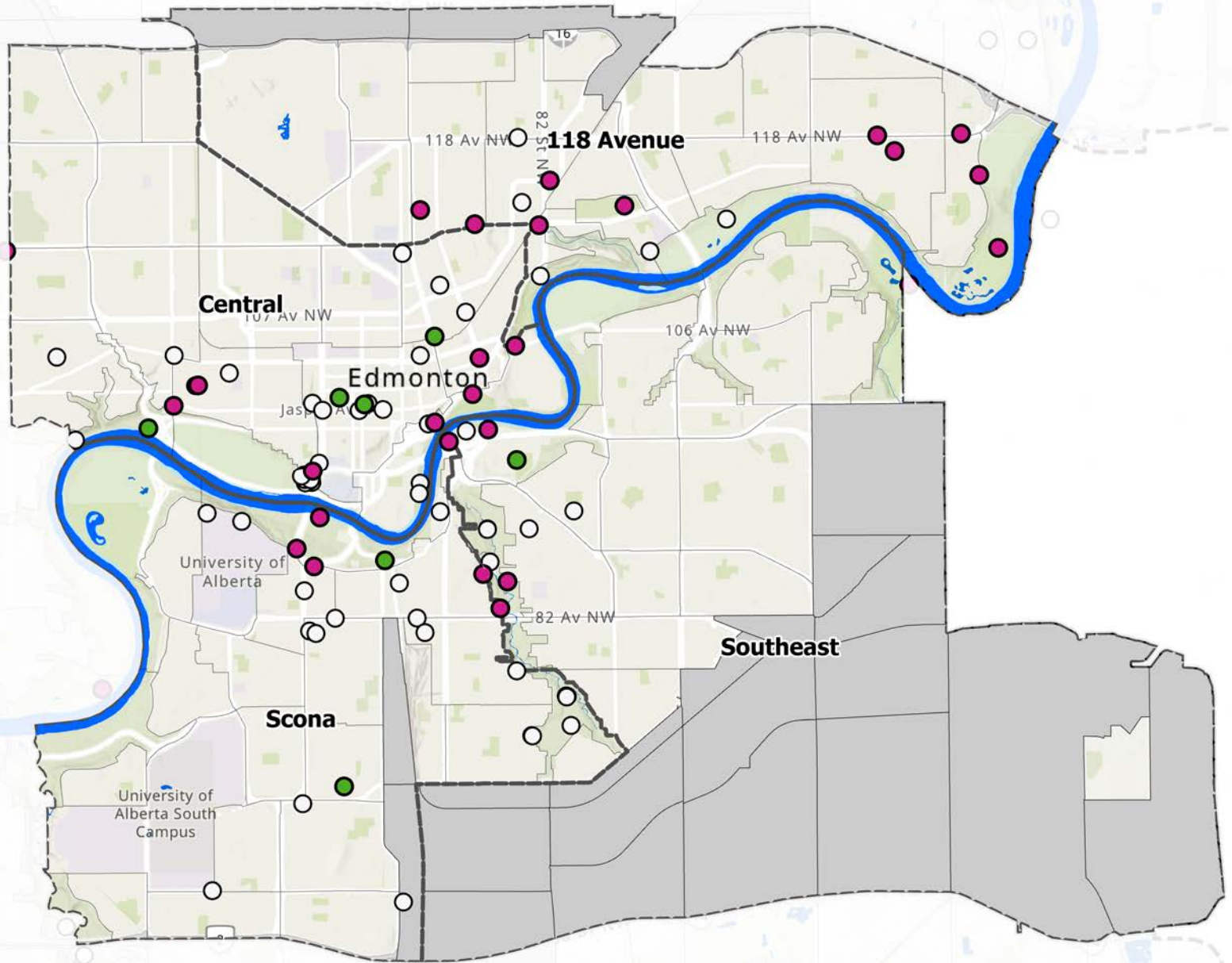


APPENDIX: RECOMMENDED LOCATIONS

City of Edmonton Public Washroom

Location Recommendations - 118 Avenue, Central, Scona, Southeast Districts

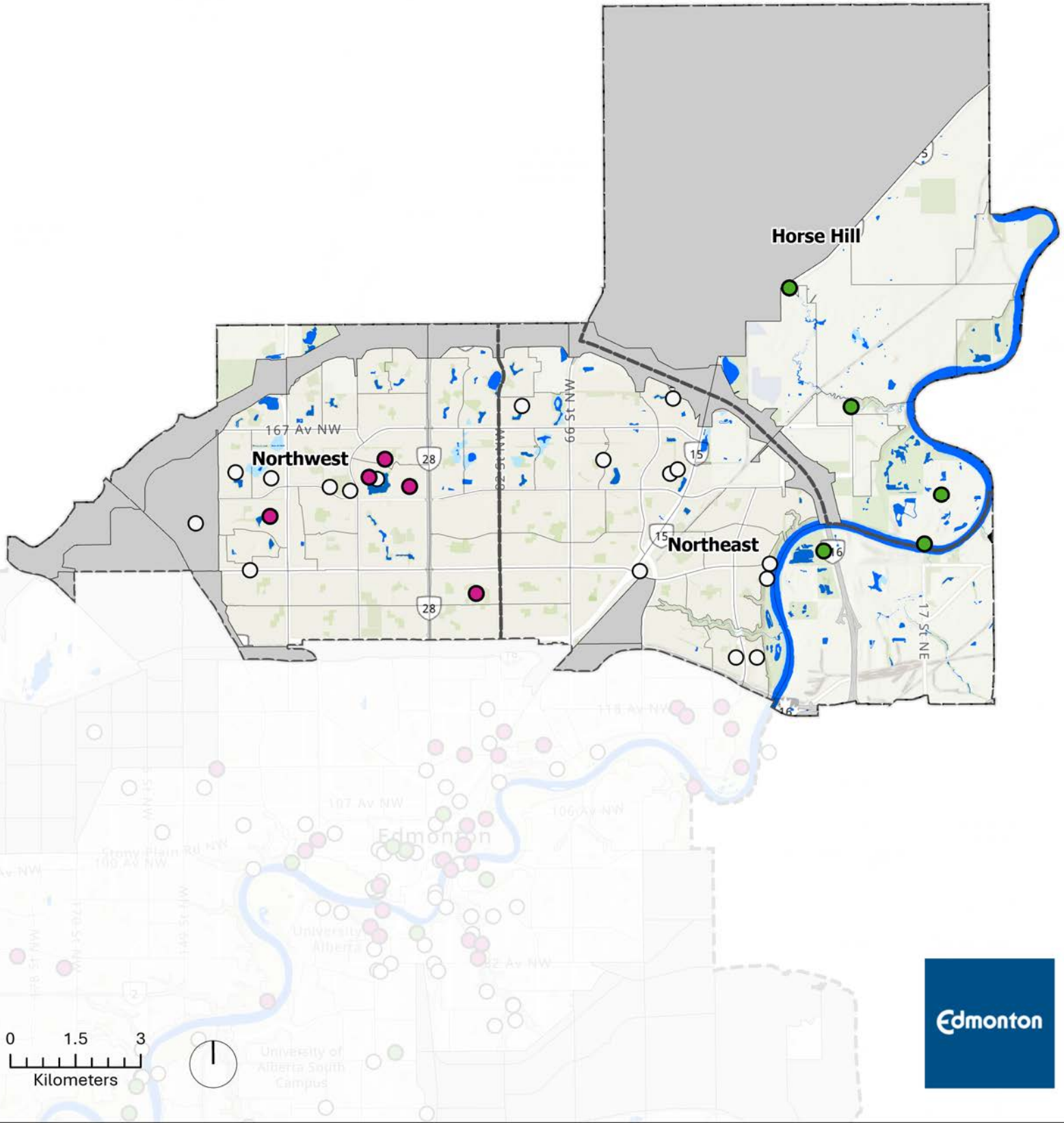
- City-Proposed Washroom Locations
- Washroom Location Recommendations based on Geospatial Analysis
- Public Washroom Location Suggestion - Engagement
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - Horse Hill, Northeast, Northwest Districts

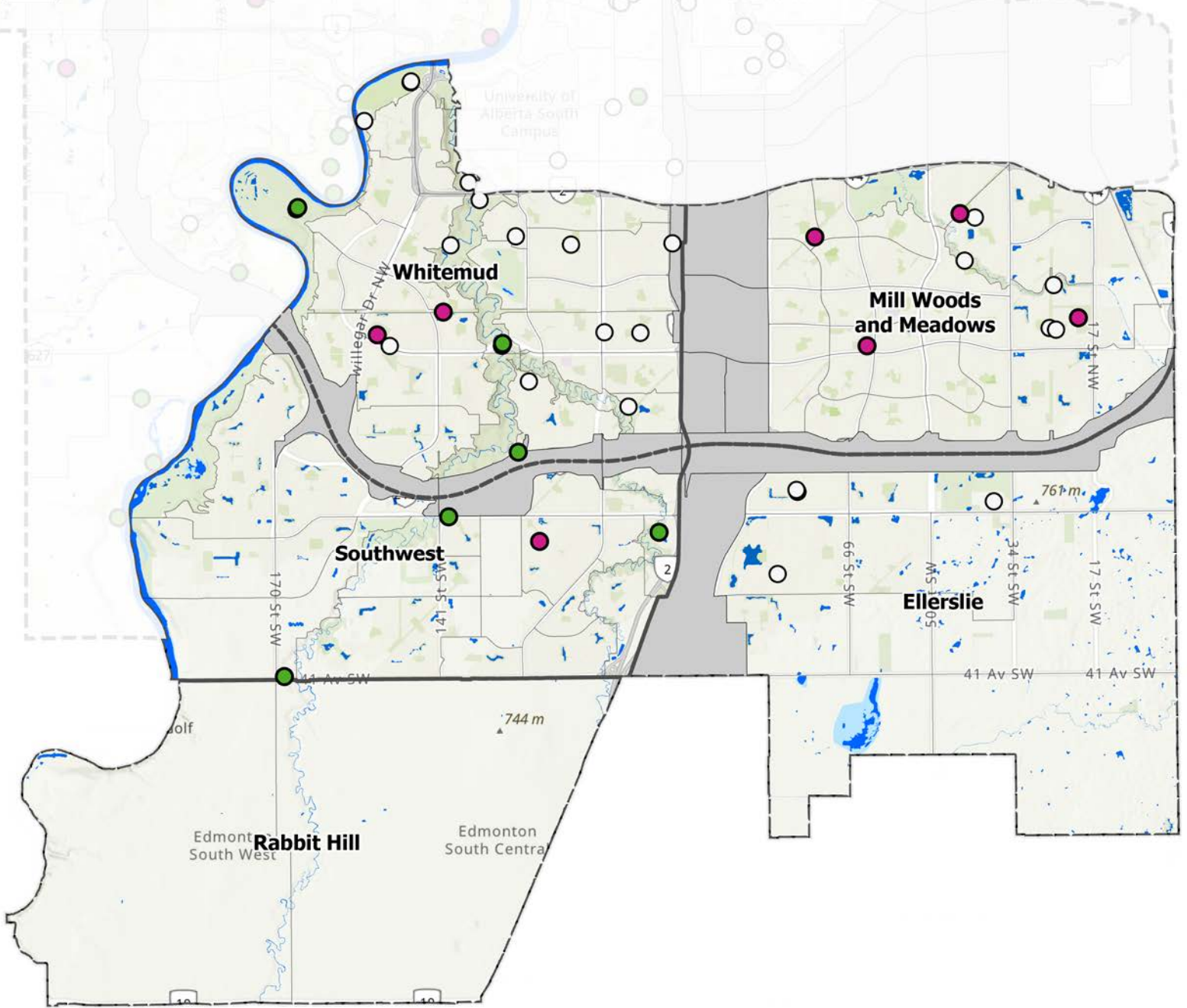
- City-Proposed Washroom Locations
- Washroom Location Recommendations based on Geospatial Analysis
- Public Washroom Location Suggestion - Engagement
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - Ellerslie, Mill Woods and Meadows, Rabbit Hill, Southwest, Whitemud Districts

- City-Proposed Washroom Locations
- Washroom Location Recommendations based on Geospatial Analysis
- Public Washroom Location Suggestion - Engagement
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways



City of Edmonton Public Washroom

Location Recommendations - Jasper Place, West Edmonton, West Henday Districts

- City-Proposed Washroom Locations
- Washroom Location Recommendations based on Geospatial Analysis
- Public Washroom Location Suggestion - Engagement
- Residential Neighbourhoods
- Industrial Neighbourhoods and Highways

