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**Infrastructure and Systems Security
Working Group**

Security and Design Considerations for Restrooms at Public Transportation Passenger Facilities

Abstract: This recommended practice provides security risk and design considerations for restrooms at public transportation passenger facilities.

Keywords: access control, bathroom design, crime prevention through environmental design (CPTED), location, maintenance, monitoring, occupancy, restroom design, risk assessment, security

Summary: When building or remodeling restrooms at public transportation passenger facilities, transit agencies should consider many factors that not only address customers' operational and aesthetic expectations but also provide for a safe, secure and usable customer experience. The considerations discussed herein—including location, access control and monitoring, occupancy, design features, and maintenance—can be tailored to accommodate transit systems of various sizes and ridership levels.



Foreword

The American Public Transportation Association is a standards development organization in North America. The process of developing standards is managed by the APTA Standards Program's Standards Development Oversight Council (SDOC). These activities are carried out through several standards policy and planning committees that have been established to address specific transportation modes, safety and security requirements, interoperability, and other topics.

APTA used a consensus-based process to develop this document and its continued maintenance, which is detailed in the [manual for the APTA Standards Program](#). This document was drafted in accordance with the approval criteria and editorial policy as described. Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

This document was prepared by the Infrastructure and Systems Security Working Group, as directed by the Security and Emergency Management Standards Policy and Planning Committee.

This document represents a common viewpoint of those parties concerned with its provisions, namely transit operating/planning agencies, manufacturers, consultants, engineers and general interest groups. The application of any recommended practices or guidelines contained herein is voluntary. APTA standards are mandatory to the extent incorporated by an applicable statute or regulation. In some cases, federal and/or state regulations govern portions of a transit agency's operations. In cases where there is a conflict or contradiction between an applicable law or regulation and this document, consult with a legal adviser to determine which document takes precedence.

This document supersedes APTA SS-ISS-RP-002-21, which has been revised. Below is a summary of changes from the previous document version:

- Added additional detail about potential sensors.
- Removed blue light consideration.
- Added additional references to relevant APTA standards.
- Removed definitions.
- Modernized standard contents by refining terminology and verbiage.
- Integrated touchless amenities into Section 3.4.3.



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Introduction

This introduction is not part of APTA SS-ISS-RP-002-21, "Security and Design Considerations for Restrooms at Public Transportation Passenger Facilities."

APTA recommends the use of this document by:

- individuals or organizations that operate rail transit systems;
- individuals or organizations that contract with others for the operation of rail transit systems; and
- individuals or organizations that influence how rail transit systems are operated (including but not limited to consultants, designers and contractors).

Scope and purpose

This document establishes recommended practices for the planning, design, development, maintenance and operation of restrooms. APTA recommends the use of this recommended practice by any entity, public or private, that regulates, inspects, designs, specifies, builds, maintains and/or operates public transportation passenger facilities.

Security and Design Considerations for Restrooms at Public Transportation Passenger Facilities

1. Overview

Public transportation agencies that elect or are required to provide restrooms at passenger facilities should, at a minimum, provide an environment that is reliably operational, secure and usable. To design and maintain restrooms that achieve these standards, agencies should reconcile passenger needs and expectations with security, behavioral and public health, technology, cost, and operational considerations.

This recommended practice is not intended to be the authoritative source for all restroom considerations. Each agency and passenger facility will have their own specific attributes, risk profile, budget, structure, climate and legal restrictions, among other unique characteristics. Agencies should determine planning and operational considerations that apply to their facilities and consider those factors when initiating a restroom design planning process.

2. Risk assessment considerations

2.1 Systemwide assessment

Transit agencies should conduct and/or refer to their security risk assessments to determine both their systemwide risk profile and how the development of restroom facilities may impact that profile. At a minimum, assessments should cover risks to personnel, facilities, infrastructure and the overall operating environment. See APTA SS-SIS-S-017-21, “Security Risk Assessment Methodology for Public Transit,” for additional information about methodologies to determine security risk in public transportation systems.

2.2 Passenger facility risk assessment

Transit agencies should conduct and/or refer to their facility risk assessments to determine both their risk profile for that location and how the development of restroom facilities may impact that profile. At a minimum, facility assessments should cover risks to personnel, assets, infrastructure and the overall operating environment. For restroom planning and design purposes, agencies should consider the jurisdiction’s behavioral health trends; substance abuse incidents; and customer and employee safety, assault, and harassment patterns.

Site surveys should, at a minimum, include an evaluation of vehicle and pedestrian access points, congregation points, physical infrastructure locations and critical utility locations. Once complete, agencies should leverage the results of their facility assessments to help guide restroom design considerations.

2.3 Crime prevention through environmental design survey

Crime prevention through environmental design (CPTED) focuses on incorporating safety and security principles into the natural, physical and social environment of a specific area to reinforce positive behavior. Transit agencies should perform a CPTED survey of their passenger facilities to address safety and security issues in and around proposed restroom locations. Specifically, transit agencies should think about natural

surveillance (see [Figure 1](#)), natural access control, territorial reinforcement, activity support and maintenance in relation to their restroom facilities.

FIGURE 1

Bright and Clean Station for Natural Surveillance



See APTA SS-SIS-RP-007-10, “Crime Prevention Through Environmental Design (CPTED) for Transit Facilities,” for more information.

3. Restroom design considerations

Restrooms can become significant security risks if agencies do not effectively design and manage facilities. Specifically, restrooms may be targets for vandalism, assault, prostitution, illicit drug activity, and other illegal or terrorist activity due to their private and easily accessible nature. Transit agencies should consider the location, access control and monitoring, occupancy, design, and maintenance of proposed and existing restroom facilities. The following sections discuss factors transit agencies should consider during the restroom design or remodel process.

3.1 Location

All restroom facilities should be located in areas highly visible to employees, security personnel and customers. The optimum location should permit an unobstructed view in and around the entry point at all times. Before determining suitable locations, transit agencies should carefully consider whether they position restrooms before or after the paid fare zone.

3.1.1 Before the paid fare zone

While transit agencies may design restrooms before the paid fare zone for passengers and employees, they may also be accessible to the general public. Transit agencies should consider the security and maintenance risks associated with these locations given the broader population of users. Restrooms located in these areas may also require more security mitigations.

For example, restrooms before the paid fare zone may be more difficult to secure and/or monitor, which could present the opportunity for vandalism and other crimes. Restrooms in areas before the paid fare zone should be situated where passive monitoring can occur. Furthermore, these restrooms are likely to receive more frequent use and will therefore require more rigorous or frequent cleaning. In both scenarios, transit agencies may need to divert increased funding and/or resources for additional security and maintenance measures in these locations.

3.1.2 After the paid fare zone

Restrooms located within the paid fare zone are designed to serve passengers and employees only. Transit agencies should consider the security risks associated with these locations given the smaller population of users.

For example, infrequently used restrooms may provide people the isolation needed for unlawful behavior. Generally speaking, busier restrooms may deter criminal behavior, as others may interrupt, witness and report illegal activity.

3.1.3 Within transit facilities

Transit systems may provide restrooms available to the general public within transit facilities. Transit agencies should consider the security and maintenance risks associated with these locations given the broader population of users. Similar to restrooms located before paid fare zones, restrooms located in these areas may require more security mitigations to address vandalism and other crimes. These restrooms are also likely to receive more frequent use and will therefore require more frequent cleaning. Transit agencies may need to divert increased funding and/or resources for additional security and maintenance measures in these locations.

3.2 Access control and monitoring

Transit agencies should predetermine their access control objectives for restrooms at their passenger facilities. Restrooms can either be open access, with little or no control over admittance, or have controlled entry, with greater authority to govern customer entry. Once reaching an access control decision, transit agencies should develop procedures for consistently enforcing and monitoring access with procedures to minimize potential bias. Regardless of the access control type, entry and exit points should have clear lines of sight to encourage natural surveillance.

Transit agencies should consider integrating technology solutions to deploy monitoring capabilities that enhance security. For instance, surveillance cameras should be aimed at restroom entry and exit points to support forensic investigations and deterrence. Agencies can also explore incorporating sensors that report occupancy, prolonged usage and maintenance needs, as well as emergency call buttons. When deploying technology inside restrooms, agencies should consider privacy expectations and federal, state and local regulations.

3.2.1 Open access

Open-access restrooms are a quick, easy and familiar option for transit agencies. Agencies permit customers to use these facilities at their convenience with no physical or permissions-based barriers to entry. Transit agencies should consider that access control and monitoring can be difficult in these environments. To help circumvent this issue, transit agencies could consider ensuring a direct line of sight into the main restroom area at all times. In heightened security situations, transit agencies should pre-identify and deploy measures to restrict entry to open-access restrooms. Additionally, agencies can employ restroom attendants to actively monitor restrooms for cleanliness and provide a persistent presence to deter undesired activities and assure customers of their safety.

3.2.2 Controlled entry

Restrooms with controlled entry allow transit agencies to determine when and how customers enter their facilities. Transit agencies will typically secure controlled restrooms with a physical or electronic locking mechanism. However, transit agencies should consider vulnerabilities (e.g., “piggybacking”) associated with various lock types. [Table 1](#) describes locks commonly used to control access to restrooms.

Security and Design Considerations for Restrooms at Public Transportation Passenger Facilities

For all lock types, transit agencies should consider how law enforcement, emergency medical services and other first responders can quickly and easily enter these controlled-access facilities in an emergency. Transit agencies should develop procedures for such instances, which may include having master keys and tokens in an easily accessible location, developing “go-bags” to deliver to first responders upon arrival, or system-override applications.

TABLE 1

Lock Types and Considerations

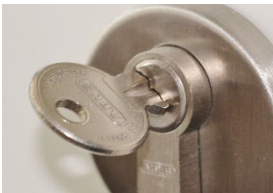
Lock Type	Description	Considerations
Keyed lock 	Access control device securing a door or opening until a key activates a release mechanism	• Familiar • Small expense • Easy to install/use • Requires key duplication/spares • Relies on personnel monitoring key use and location
Token lock 	Access control device securing a door or opening until a coin or token activates a release mechanism	• Small expense • Easy to install/use • Uncommon, so may be difficult to repair • Requires that tokens/coins be emptied on a regular basis • Requires on-site resources and procedures to access tokens • Ongoing operational costs for tokens • Could be vulnerable to bypass with other coins • Higher maintenance costs
Key card lock 	Access control device securing a door or opening until a key card (such as a transit payment card) activates a release mechanism	• Larger upfront expense • Easy to use • Can restrict access at certain times and to certain people • Requires key card reader • Requires that key cards have an embedded access credential • Could be vulnerable to hacking
Keyless entry lock 	Access control device securing a door or opening until a passcode or PIN entered into a keypad activates a release mechanism	• Familiar • Convenient • Easy to install/use • Larger expense • Requires battery changes • Relies on personnel to track and regularly reprogram passcodes or PIN numbers • May have a time-lock feature • Vulnerable to the passcode being given out to everyone

TABLE 1
Lock Types and Considerations

Lock Type	Description	Considerations
Remote keyless entry lock 	Access control device securing a door or opening until a remote user activates a release mechanism	• Convenient • No physical key or keypad required • More complicated to install/use • May be a larger expense • May rely on electricity to function • May require a buzzer, camera or other remote system • Requires personnel to grant access • Could be vulnerable to hacking

3.3 Occupancy

Transit agencies should consider size constraints, passenger throughput, state and local legislation, maintenance schedules, building codes, emergency access, and facility risk profiles when determining whether to develop single-occupancy or multiple-occupancy restrooms.

3.3.1 Single occupancy

Designed to be used by one person at a time, single occupancy restrooms typically have one sink and one toilet/urinal. Advocates for single-occupancy restrooms often cite inclusivity, a greater sense of privacy, increased turnover (resulting in quicker service), reduced building costs and reduced maintenance requirements as justifications for their use.

The doors of these facilities typically have a locking mechanism to provide privacy. Transit agencies should consider affixing occupancy indicators on the exterior of single-stall restrooms to alert employees, security personnel and other customers that a person is inside. Transit agencies could also consider installing a timed lock feature, prompting a single-occupancy restroom door to open after a specified period of time and an automated warning for occupants when their allotted time is near completion. Transit agencies should also incorporate the ability to unlock the door from the outside during an emergency.

3.3.2 Multiple occupancy

Multiple-occupancy restrooms are common at businesses, schools, transit agencies and other locations that host a significant number of people. Designed to be used simultaneously by more than one person, multiple occupancy restrooms have multiple sinks and multiple toilets/urinals. Advocates for multiple-occupancy restrooms often cite greater security due to lesser privacy and quicker service for larger groups of people.

Transit agencies could consider affixing occupancy indicators on the exterior of stall doors in multiple-occupancy restrooms to alert other customers, employees and security personnel that a person is inside.

3.4 Design features

After selecting a location and developing operational and logistical procedures for restroom use, transit agencies should explore fixtures, fittings and surfaces. Transit agencies should consider how design elements will impact function, security, safety and hygiene, as well as appearance.

Transit agencies should consider integrating universal design principles to provide facilities that are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. For more information about universal design, see APTA SUDS-UD-GL-010-20, “Transit Universal Design Guidelines.”

3.4.1 Americans with Disabilities Act compliance

ADA compliance is a critical aspect of restroom design. To ensure ADA compliance, transit agencies should consider including an accessibility expert on the restroom design team.

3.4.2 Signage

Restroom wayfinding signage is an important means of managing the flow of customers within the station and minimizing customer confusion.

Transit agencies can purchase static signage, such as overhead banners or placards, to indicate the direction of and distance to the nearest restroom. These signs are familiar to customers, inexpensive to buy and easy to install. Transit agencies may also consider static station directories or dynamic signage, such as LED or touchscreen displays, to direct customers. Dynamic signs are often more expensive and more complicated to install but offer greater flexibility and control over content. For example, with the help of a content management system, digital displays can be updated to indicate that a restroom is out of order for maintenance.

Signage should be clear, brief, readable at a reasonable distance, and use common nomenclature and/or symbols. Gendered bathrooms, for example, should be affixed with the international men/women symbol, and non-gendered bathrooms should be clearly marked as such. Signage and pictogram use should also consider cultural contexts. Restrooms should also have signage reflecting the room name and number, per accessibility requirements and building codes.

Signage should clearly communicate usage policy, such as single-occupancy. Signs should display the agency's code of conduct and indicate zero tolerance for harassment, violence and vandalism. Signs may also provide instructions to report security or maintenance issues with the facility.

Within the restroom, transit agencies should clearly identify accessible stalls using ADA-approved signage. To prevent tampering, transit agencies should integrate accessible stall signage into the surface material of the door.

3.4.3 Amenities

Transit agencies could consider offering amenities that provide for an easier and more efficient restroom experience.

Near the sink, transit agencies could consider providing hand dryers or paper towel dispensers. Hand dryers eliminate unnecessary waste but can be loud, energy inefficient, awkward to use and less hygienic due to liquid spray. On the other hand, paper towel dispensers generate waste and can be used to clog the sink and toilets but are more hygienic and accessible. To minimize the impact of paper waste, transit agencies could consider using environmentally friendly rolls such as paper towels made from recycled content or alternative materials like bamboo. Hand dryers, paper towel dispensers and toilet paper storage should be lockable, vandal-resistant and made of durable material such as stainless steel. Transit agencies can consider integrating touchless sensors for faucets, flush valves, and soap and paper towel dispensers to increase hygiene and accessibility.

Transit agencies could also affix tamperproof mirrors to restroom walls to support grooming and enhance security. Some agencies have opted out of providing mirrors to reduce targets for vandalism.

Additionally, transit agencies should provide trash receptacles in and/or around restrooms, especially in conjunction with paper towel dispensers. To minimize the presence of waste, maintenance teams should

empty trash receptacles regularly. Significant consideration should be provided to the design and location of these trash bins, especially acknowledging that they could be misused to conceal criminal items or even hide an improvised explosive device. See APTA SS-SIS-WP-014-13, “Trash and Recycling Receptacles for Transit Facilities,” for more information.

3.4.4 Surfaces

3.4.4.1 Stalls and partitions

Stalls and partitions, if manufactured and installed correctly, can enhance the safety, security and cleanliness of passenger facility restrooms.

Similar to other restroom fixtures, stalls and partitions should be made of a vandal-resistant material that can be easily cleaned by maintenance teams but does not as easily suffer damage or absorb moisture. Materials could include stainless steel, high-pressure laminate or painted metal, among others. Transit agencies could also consider covering materials with vandal-resistant coatings.

For accessibility and maintenance, stalls and partitions should be lifted off the floor. They should be high enough for cleaning and wheelchair maneuvering, but not so high as to risk privacy or the theft of belongings. For higher-risk passenger facilities, transit agencies could consider reduced-privacy stalls, such as barriers without door locks.

Stalls and partitions can have a variety of mounting configurations, each with their own benefits, drawbacks and structural requirements. Agencies should consider balancing privacy with safety and visibility requirements. **Table 2** provides descriptions of mounting options and considerations for transit environments.

TABLE 2
Stall/Partition Mounting Options and Considerations

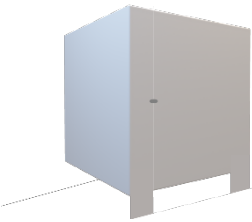
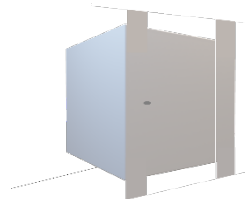
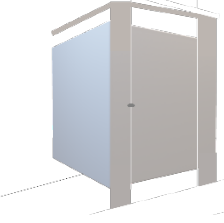
Mounting Option	Description	Considerations
Floor mounted 	Doors, pilasters and panels are mounted to and flush with the floor	• Less rigid • Easily installed • Effective for high/low ceilings
Floor and ceiling mounted 	Pilasters are anchored to the ceiling and floor	• Designed for significant use • Durable • Resist vandalism • Structural ceiling support required

TABLE 2
 Stall/Partition Mounting Options and Considerations

Mounting Option	Description	Considerations
Floor anchored and overhead braced 	Pilasters are anchored to the floor, and an overhead brace is anchored to the pilasters and wall	• Designed for significant use • Rigid • Cost-effective • Easily installed • May be susceptible to vandalism without anti-grip properties

3.4.4.2 Floors and counters

Transit agencies should select restroom flooring and countertops to resist vandalism, minimize maintenance, and handle day-to-day use and foot traffic.

Restrooms can be wet environments, which raises several health and safety concerns. Should floors become wet, customers may be susceptible to slipping and falling, and agencies may become liable. To minimize the likelihood of slips and falls, transit agencies should install softer, slip-resistant flooring with traction. Wet floors may also encourage mold and bacteria growth. Therefore, transit agencies should avoid porous or overly textured flooring types and countertop surfaces.

3.4.5 Plumbing and fixtures

Transit agencies should consider plumbing options that meet their facility, passenger and employee requirements. Transit agencies will typically have to balance anti-vandalism measures with maintenance ease when designing plumbing infrastructure. Transit agencies should also consider deploying plumbing sensors to quickly detect running water or pipe breakage.

3.4.5.1 Sinks and faucets

Transit agencies should evaluate each restroom facility to determine which sinks and faucets will best serve their customers.

Sinks come in a variety of models, some of which are floor-mounted or freestanding, and others of which are installed onto the wall using sink clips and fasteners. Wall-mounted sinks may provide greater space and accessibility for people with wheelchairs.

Sink models may offer a variety of surface types, including solid-surface, porcelain and stainless-steel components. Solid-surface sinks are reliable as well as stain- and damage-resistant. They can either be top-mounted, with the sink rim resting at countertop level, or undermounted and flush with the countertop. Maintenance teams may find undermounted models easier to clean. Transit agencies could also consider purchasing porcelain or stainless-steel sinks, but they may not have the same durability and longevity as solid-surface sinks.

Sinks can offer designs to deter unwanted or unhygienic behavior. For example, sink models can feature various basin depths. Deeper basins may be able to handle more water, but flatter basins may prevent people from bathing using captured sink water. Sinks can also include strainers that inhibit individuals from forcing foreign materials down the drain.

Faucets may likewise affect the customer experience, and consideration should be given to their type, height and length. For example, water should flow far enough away from the wall of the sink to prevent inadvertent contact with the sink bowl but should not be so high-profile that they become prone to splashing.

Furthermore, transit agencies should assess the likelihood of vandalism within their restroom facilities to determine whether the underside of the sink and its plumbing components should be accessible to the public. Countertop-only models are handy for maintenance teams but may elevate vandalism risks. Therefore, transit agencies with a higher risk for vandalism and other property damage should opt for “complete cabinet” sinks that safely house plumbing components in a locked cabinet. To deter vandalism and other criminality, transit agencies could also consider installing sinks exterior to the main restroom area to allow for increased monitoring.

3.4.5.2 Toilets and urinals

Toilets and urinals must be clean, functional, accessible and durable to meet customer needs. Before making a selection, transit agencies should consider all applicable building codes, plumbing codes and ADA guidelines, including height restrictions, weight capacities and space requirements. Transit agencies should also be cognizant of structural requirements, ensuring that walls and floors have the requisite structure to support these receptacles.

Transit agencies should conduct an assessment of toilet and urinal models. The two predominant models for commercial toilets are floor-mounted and wall-mounted. When determining a model, transit agencies should consider price differentials, space within stalls, aesthetics and access to plumbing. Urinals also have two predominant models: individual urinals and troughs. Individual urinals are considered more private and hygienic, while trough urinals may be less costly.

Transit agencies should also consider their preferred toilet/urinal flush valve, whether it be a gravity or pressure-assisted system. Gravity systems are simple, reliable and affordable but are less powerful when removing waste. On the other hand, pressure-assisted systems are small, efficient and provide for better water conservation, but they may be more costly and loud.

For maintenance and cleaning purposes, transit agencies should affix both toilets and urinals with stainless-steel hardware, as it is durable and resists corrosion. Additionally, maintenance teams should stock surplus toilet and urinal parts for rapid repairs.

3.4.6 Lighting

Effective security lighting should ensure long-distance visibility and provide for a sense of personal safety in all areas of the transit facility, including restrooms. Well-designed restroom lighting can both deter criminal behavior and minimize overall risk to customers.

For security and cleaning purposes, transit agencies should equip restrooms with clear, continuous lighting and consider the effects of lamp type, color, illuminance, uniformity, glare and shadow in the prescribed location. At a minimum, transit agencies should require that ambient restroom lighting be bright and provide at least 5 fc of illuminance. See APTA SS-SIS-RP-001-10, “Security Lighting for Transit Passenger Facilities,” for more information.

3.4.7 Notification systems

Transit customers and employees should be able to both rapidly receive and report incidents to security personnel and law enforcement regardless of their location within the station. Restrooms are no different: Customers have a reasonable expectation to notify and be notified within these facilities. So transit agencies

should ensure that system- and station-wide notification systems are functional within and in close proximity to restrooms.

3.4.7.1 Alarms

Transit agencies should deploy security alarms, emergency phones, or other emergency reporting and notification systems in or in close proximity to restrooms accessed by customers. Should an incident occur within a passenger facility restroom, the affected people should be able to quickly notify authorities in accordance with transit agency emergency reporting procedures.

Transit agencies must consult national and local fire codes as well as system security requirements for fire alarms and smoke detectors. Alarms should be able to detect both intentional and unintentional fires. If applicable, transit agencies should consider installing manual pull stations and fire extinguishers within or near facility restrooms.

3.4.7.2 Other sensor technology

Modern security technologies can provide capabilities designed to detect illicit or unwanted activities that may take place in transit restrooms. For example, not only can sensors provide occupancy and motion alerts, but they can also scan for illegal drugs, smoking and vaping, and hazardous chemicals. Available smart sensors with artificial intelligence can also monitor noise levels, verbal tones and other environmental factors to detect altercations, distress and aggression.

Transit systems should consider technology options that add detection and deterrence capabilities while also respecting privacy requirements and expectations. Similar to when deploying any sensor or alarm, transit agencies should develop policies and response procedures that address system monitoring and responding to alarms.

3.4.7.3 Paging

Transit facilities that leverage system- and station-wide paging systems should ensure that customers can hear announcements from within the restroom, especially during emergency situations. To ensure that information is intelligible, restroom interiors should be affixed with loudspeakers and/or amplifiers for greater volume and sound distribution.

3.5 Maintenance

Cleanliness, safety and security are concepts that intersect and overlap. In fact, CPTED identifies maintenance as a core principle because it demonstrates ownership, encourages appropriate activities and signals an intolerance for disorder. Therefore, transit agencies should strive to meet an adequate standard for cleanliness in all restroom facilities, not just for hygiene, but also to promote safety and deter crime.

3.5.1 Maintenance staff

To determine staffing requirements, transit agencies should first consider developing a maintenance plan. Maintenance plans should identify the size (i.e., square footage) of restroom facilities, the surfaces and fixtures within each, a list of existing maintenance equipment, and expectations for cleanliness. In conjunction with budgeting requirements, this information can then be used to determine whether transit agencies have sufficient staff or require outsourced janitorial services. Frequent cleanliness checks deter criminal and other unwanted behaviors within restrooms. Maintenance staff should reflect an appropriate gender mix, especially when gendered restrooms are present.

Transit agencies should ensure that maintenance staff are properly trained on the maintenance plan; are knowledgeable about expected cleaning techniques and practices; and understand how to recognize and

respond to observed or suspected criminal activities, behavioral health crises, drug abuse or overdose, and other suspicious activity. See APTA SS-SRM-RP-009-09, “Identifying Suspicious Behavior in Mass Transit,” for information about recognizing suspicious behavior and APTA SS-SEM-RP-018-24, “Recognizing Fentanyl Use, and Considerations for Equipping Employees with Naloxone (Narcan)” for information about recognizing signs of fentanyl use.

3.5.2 Cleaning procedures

Maintenance teams should use soap and water, detergent, and other nontoxic products for surface cleaning. To prevent dirt, dust and bacteria particles from spreading, wet cleaning methods, such as mopping, are preferred over dry cleaning methods, such as dusting. After cleaning, maintenance teams should also disinfect each facility. Transit agencies could consider purchasing self-cleaning restrooms to minimize the level of effort associated with manual maintenance.

Transit agencies should maintain scalable cleaning protocols to prepare for public health emergencies, as Pandemics and public health emergencies may require additional considerations for cleaning and disinfecting restrooms or restroom closure. See APTA SS-ISS-WP-001-20, “Cleaning and Disinfecting Transit Vehicles and Facilities During a Contagious Virus Pandemic,” for more information.

3.5.3 Cleaning frequency

At a minimum, transit agencies should clean and disinfect facility restrooms every day.

Frequently used restrooms may need more than one daily cleaning. To determine the need for additional cleanings, transit agencies should consider how quickly restrooms begin to look dirty, how often supplies (e.g., toilet paper and soap) need replacement, budget and staffing constraints, and daily foot traffic. Maintenance teams can monitor foot traffic visually or use occupancy counters, if available. Scheduling may also impact cleaning frequency. Maintenance teams should monitor the typical foot traffic in and out of the restroom and schedule full cleanings for low- or no-traffic times.

In addition to scheduled cleaning, transit agencies could consider requirements and processes for on-call maintenance and janitorial needs caused by debris, vandalism or graffiti.

Related APTA standards

APTA SS-ISS-WP-001-20, “Cleaning and Disinfecting Transit Vehicles and Facilities During a Contagious Virus Pandemic”
APTA SS-SIS-RP-001-10, “Security Lighting for Transit Facilities”
APTA SS-SIS-RP-007-10, “Crime Prevention Through Environmental Design (CPTED) for Transit Facilities”
APTA SS-SIS-WP-014-13, “Trash/Recycling Container Placement at Public Transportation Passenger Facilities”
APTA SS-SIS-S-017-21, “Security Risk Assessment Methodology for Public Transit”
APTA SS-SRM-RP-009-09, “Identifying Suspicious Behavior in Mass Transit”
APTA SS-SEM-RP-018-24, “Recognizing Fentanyl Use, and Considerations for Equipping Employees with Naloxone (Narcan)”
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Abbreviations and acronyms

ADA Americans with Disabilities Act
CPTED crime prevention through environmental design
fc foot-candle
LED light-emitting diode

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