Operator Restroom Task Force: Delivering a Basic Necessity

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BACKGROUND

- Prior to the 70's, Muni relied on gas stations
- Gas Station Closures in 70's & 80's reduced the number of available restrooms
- Agency recognized it as a health & safety issue
- First generations of the project began



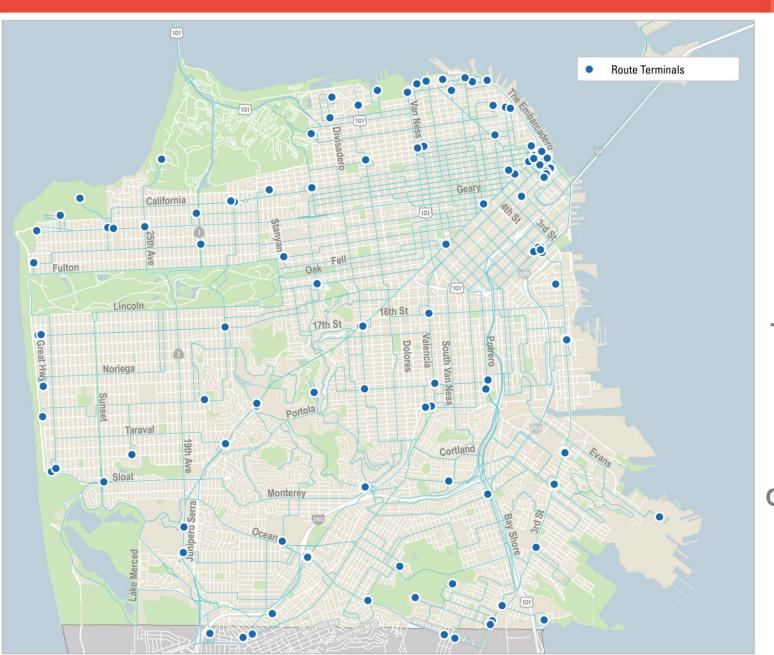
PROJECT PURPOSE

Purpose of the Operator Convenience Facility Project is to provide safe, reliable and convenient restroom access to our Muni operators.

INTERAGENCY COLLOBORATION



SFMTA SYSTEM

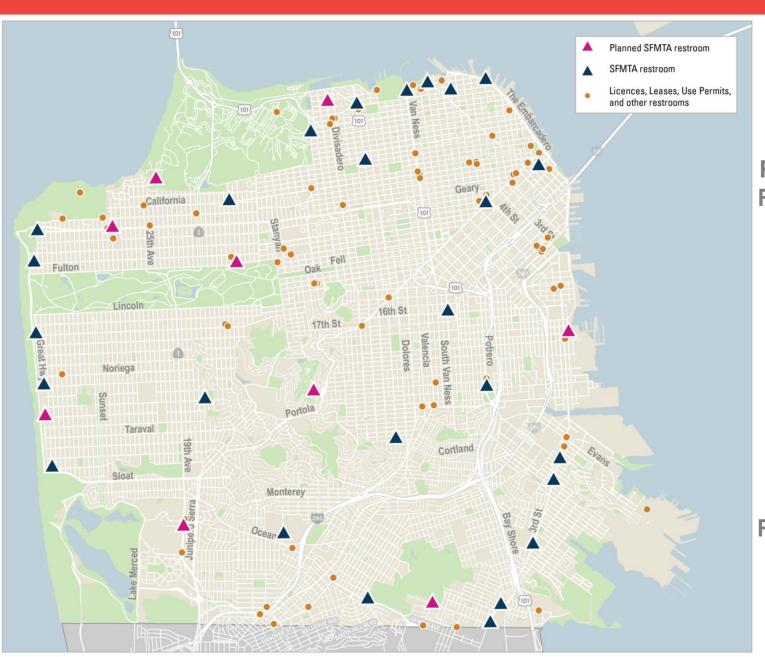


82
ROUTES

103
TERMINALS

2,528 OPERATORS

RESTROOM TYPES

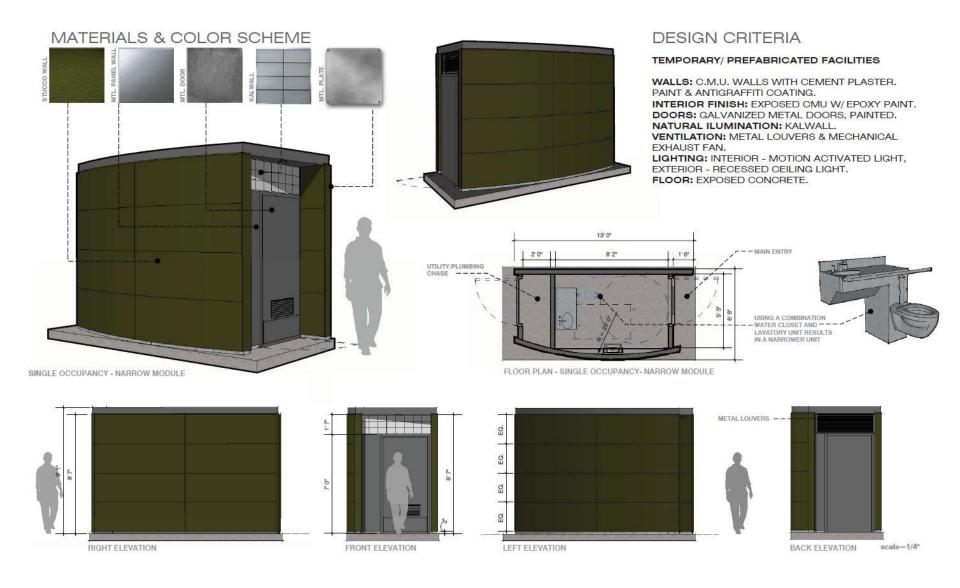


30
PERMANENT
RESTROOMS

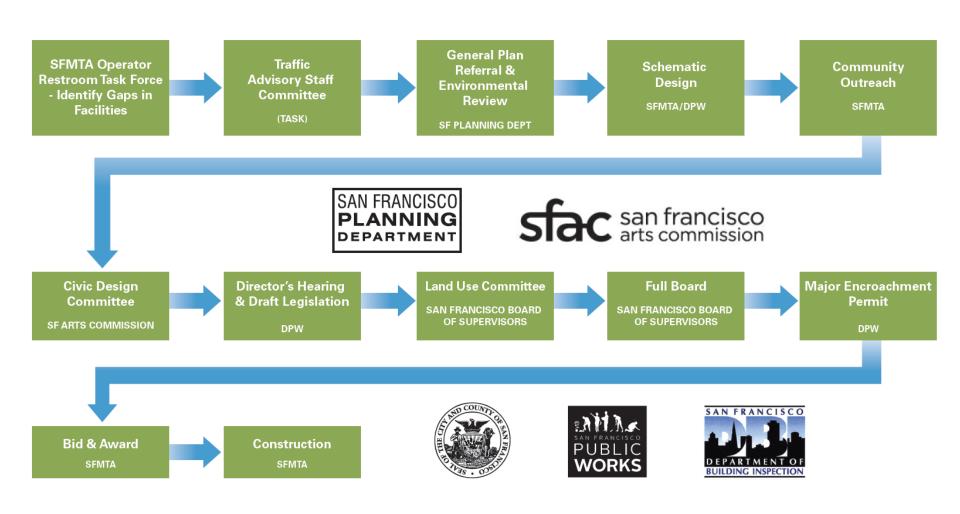
37
LICENSES,
LEASES,
USE
PERMITS

59 OTHER RESTROOMS

PERMANENT RESTROOM



APPROVAL PROCESS



PROGRESS TO DATE







Hudson Ave. / 3rd St.

Geary Blvd. / 32nd Ave.

Bowley St. / Lincoln Blvd.



Ortega St. / 48th Ave.



25th St. / Potrero Ave.

SERVICE PLANNING BENEFITS

Reduces service disruptions (702's)

On Time Terminal departures

Flexibility for service changes

3RD & HUDSON



2 ROUTES SERVED +4%

AVG INCREASE
IN ONTIME
DEPARTURES



48th & ORTEGA



3 ROUTES SERVED +7%

AVG INCREASE
IN ONTIME
DEPARTURES





OPERATOR BENEFITS

"It makes for better morale, it takes stress off the operator knowing that when I get to the end of the line that I can take care of my needs."

LESSON'S LEARNED

- Create a task force!
- Conduct outreach as early as possible
- Draft city policy to encourage agencies to work together
- Work with operators and engage them in the process
- Monitor new development projects to incorporate restrooms into the design
- Develop restroom design and service guidelines
- Think outside the box, be flexible and creative with each site