

# WMATA

## Public Restroom Policy

September 11, 2003

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## Background

- **Current Policy**
  - ▶ Station standard operating procedure #31  
Station Manager at his/her discretion may allow Public access to restrooms by patrons in following Situations:
    - A. In emergency
    - B. With small children
    - C. Elderly and/or physically disabled
  - ▶ WMATA received approximately 28 recorded complaints in last six months concerning lack of public restrooms.

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## Physical Plant

- 83 Stations
- 209 Employee Restrooms
- WMATA Rail Stations were designed and constructed with employee restrooms located adjacent to security sensitive ancillary rooms. Safety and security concerns were design considerations during station planning and engineers designed the restrooms for employee use only to mitigate the risk of crime.

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## Peer Agencies

- MARTA - public restrooms in key stations only
- BART - public restrooms in above ground stations only (existing policy has been relaxed after closing all public restrooms due to post 9-11 security concerns).
- New York MTA - no public restrooms.
- SEPTA shared restroom in Amtrak facilities only.
- Boston - public restrooms provided.
- Chicago - no public restrooms.
- Miami - public restrooms provided with escort.

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## Proposed Policy

- Evaluate 1 year pilot program of Automatic Public Toilet Test Application at Huntington Station.
- Install signage at Station Kiosks indicating "Restroom available to Metro Customers in an emergency, upon request, Metro Customer Service (202)637-7000."
- In stations that due to security concerns a restroom can not be opened to the public the signage will be "No public Restroom available at this station."

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## Proposed Modification to SOP 31

- "Incident report must be completed by Station Manager upon any denial of restroom priveledges."

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## What Have We Done So Far?

- RTRA has implemented as part of our Safety Emergency Readiness Check a daily review of SOP31 acknowledging an understanding of our restroom policy.
- Automatic Public Toilet has been installed at Huntington Station as part of a one year long pilot program.

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## Stations Without Public Restrooms

Due to security concerns these stations will not offer public restroom facilities

- Addison Road
- Rhode Island Avenue
- Vienna
- Arlington Cemetary
- Pentagon

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      - A. In emergency situation
      - B. With small children
      - C. Elderly and/or physically disabled
- WMATA received approximately 28 recorded complaints in last six months concerning lack of public restrooms.
- Some other systems offer public restrooms.
  - MARTA - key stations only
  - BART - above ground stations only (existing policy has been relaxed after closing all public restrooms due to post 9-11 security concerns)



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