



# City of Richmond

## Report to Committee

**To:** Public Works and Transportation Committee      **Date:** December 7, 2018  
**From:** Lloyd Bie, P.Eng.  
Director, Transportation      **File:** 01-0154-04/2018-Vol  
01  
**Re:** **TransLink Policy for Provision of Washrooms on Transit**

### Staff Recommendation

That the report titled "TransLink Policy for Provision of Washrooms on Transit" dated December 7, 2018 from the Director, Transportation, be received for information.

Lloyd Bie, P.Eng.  
Director, Transportation  
(604-276-4131)

Att. 1

REPORT CONCURRENCE		
<b>ROUTED TO:</b> Community Social Development	<b>CONCURRENCE</b> <input checked="" type="checkbox"/>	<b>CONCURRENCE OF GENERAL MANAGER</b> 
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

The TransLink Board approved a new policy for the provision of washrooms on transit at its December 6, 2018 meeting in response to customer and other external requests for clarity regarding its position on washroom provision (e.g., to inform Millennium Line Broadway Extension station design). This report provides an overview of the new policy, which was developed in consultation with municipalities, and its potential application in Richmond.

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

*Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.*

*5.1. Advancement of City priorities through strong intergovernmental relationships.*

### Analysis

#### Current Provision of Washrooms on Transit

Signed customer washrooms are available within fare paid zones at the SeaBus terminals and the West Coast Express stations as required by federal regulations. Unsigned staff washrooms are accessible from the public areas at many rapid transit stations; however, customers must request access that is given at the discretion of station staff. Most new and retrofitted rapid transit stations have sufficient space and basic plumbing to enable the potential installation of some form of customer washroom.

TransLink recognizes that the need for washrooms is anticipated to increase as the population ages, and as more people take transit with some trips taking more time. A TransLink survey administered in February 2018 indicated that washrooms are seen as a priority by customers for improving their experience (i.e., rated as second priority after increasing service to minimize overcrowding and pass-ups).

The City has demonstrated past support for improved passenger access to washrooms on transit. In October 2012, Council sent a letter to TransLink advising of its support for the implementation of a pilot initiative proposed by the Richmond Seniors Network whereby seniors, people living with disabilities and families with young children would be provided with special access to the staff washrooms in the Richmond-Brighouse Canada Line Station.<sup>1</sup> TransLink did not implement the pilot initiative but did advise the Richmond Seniors Network that staff washrooms would be made available upon request.

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<sup>1</sup> The report can be accessed at:

[https://www.richmond.ca/shared/assets/Washrooms\\_Brighouse\\_Station\\_CNCL\\_10-22-201234022.pdf](https://www.richmond.ca/shared/assets/Washrooms_Brighouse_Station_CNCL_10-22-201234022.pdf).

### Approved Policy Framework

TransLink's approved approach is to provide washrooms at high demand transit hubs in Metro Vancouver and seek partnerships to deliver access at other locations. The key components of the policy framework (Attachment 1) are:

- **Overarching Policy Statement:** summarizes TransLink's position to enable and support washroom access for transit riders.
- **Objectives:** provides a framework for making future decisions related to enabling and supporting washroom access for transit riders.
- **Priority Locations:** identifies criteria for selecting which passenger facilities TransLink will look to enable and support washroom access for transit riders.
- **Actions:** lists potential actions TransLink will consider when expanding washroom access for transit riders at priority locations.
- **Implementation:** approach for putting the policy framework into practice.
- **Monitoring and Reporting:** monitoring effectiveness, risks and issues and indicating need for future review and updates of policy

### *Objectives*

TransLink will determine the appropriate action for establishing and maintaining washrooms at transit passenger facilities by evaluating available alternatives against the following objectives. An appropriate action will:

- **Maximize accessibility:** washrooms will be universally accessible and inclusive for transit riders of all ages, abilities and identities.
- **Ensure safety and security:** washrooms will be designed and delivered to ensure safety and personal security for customers and staff.
- **Foster cleanliness, comfort and convenience:** these key customer needs and expectations will be a focus of design, operations and maintenance decisions.
- **Be affordable:** washrooms will be provided and operated in a manner that meets the objectives and guidelines through the most cost effective approach available.
- **Keep risks manageable:** risks will be identified, considered and managed for both TransLink and our operating companies.

### *Priority Locations*

In addition to providing washroom facilities for transit riders where required by provincial or federal regulations, TransLink will seek to enable access to washrooms for transit riders at, adjacent to, or in close proximity of key transit passenger facilities across the regional transit network that demonstrate all of the following criteria:

1. Are, or are expected to be, a major transfer or connection point for a high number of transit passengers connecting between multiple transit services or connecting between transit and other modes, throughout the service day;
2. Have, or are expected to have, high levels of passengers experiencing long elapsed journey times on the transit network;

3. Contributes to developing a network of transit passenger facilities with washroom access that are relatively evenly spaced in terms of travel time on the system; and,
4. Does not have an existing adequate publicly accessible washroom facility readily available for transit riders located in close proximity to the transit passenger facility.

The criteria are designed to provide a network of washrooms for the greatest number of customers with the most need to have a washroom available as part of their journey. TransLink will not independently pursue the provision of washrooms at locations that do not meet the criteria but will monitor opportunities at those locations and encourage partners or other providers to provide access to washrooms.

#### Potential Applications in Richmond

As a preliminary analysis to help prioritize locations for washrooms and inform an implementation strategy, TransLink staff developed and applied a washroom demand index to all system stations and bus exchanges. A draft score was calculated based on the number of visits per day to the site and the elapsed travel time on transit of the visits (based on Compass card data). The analysis indicated that both Richmond-Brighouse and Bridgeport Canada Line stations would place within the top 10 locations region-wide. This ranking is consistent with the feedback received in the past from the City's Senior Advisory Committee relating to requests for washroom facilities particularly at the Richmond-Brighouse Canada Line station.

The development of the Mandarin Residences adjacent to the Richmond-Brighouse Canada Line station includes interim washrooms for bus operators. As part of the Richmond-Brighouse bus mall that will be built by TransLink, permanent washrooms for bus operators and the public are to be provided as part of any future development of the residual property of 6411 Buswell Street. Through the implementation strategy, staff will request that the public washrooms be located closer to the station to better serve transit users in line with the new policy.

#### Next Steps

Following approval of the policy, TransLink will develop an implementation strategy in 2019 to put the policy into practice. The strategy will identify:

- a network of priority locations;
- phasing, timeline and costs;
- design, layout and siting considerations;
- guidance for wayfinding, operations and maintenance; and
- opportunities to coordinate with other amenities (e.g., bike parkades).

Municipalities will continue to be involved in the development of the implementation strategy for the purpose of identifying a network of passenger facilities to increase the availability of washrooms for transit riders. Staff have indicated to TransLink that community stakeholder consultation should also be a part of the implementation strategy for the policy.

#### **Financial Impact**

None.

## Conclusion

TransLink Board approval of the new policy is the first step towards the provision of washrooms at rapid transit stations and bus exchanges, which aligns with City objectives to enhance the appeal of transit service with supporting amenities. Given that TransLink's preliminary analysis indicates that two Canada Line stations in Richmond rate as high demand areas, staff will continue to work closely with TransLink to pursue the implementation washrooms at these locations as well other sites as opportunities arise (e.g., through the development application process).



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Att. 1: TransLink Policy for Provision of Washrooms on Transit

## CUSTOMER WASHROOMS ON TRANSIT POLICY

Date: November 2018

### 1. PURPOSE

The purpose of this policy is to outline the process and considerations that will guide TransLink actions to increase the availability of washrooms for transit riders at key transit passenger facilities along the network.

### 2. OVERARCHING POLICY STATEMENT

TransLink is committed to increasing the availability of safe, clean, well-maintained and accessible washrooms for transit riders at key transit passenger facilities in ways that are affordable and effectively manage risks as part of on-going efforts to enhance customer experience and facilitate movement throughout Metro Vancouver.

### 3. OBJECTIVES

TransLink will determine the appropriate action for establishing and maintaining washrooms at transit passenger facilities by evaluating opportunities and available alternatives against the following objectives:

- **Increase the availability of washrooms for customers towards a long-term network:** increase opportunities for most customers to have a washroom available as part of their transit journey.
- **Maximize accessibility:** washrooms should be universally accessible and inclusive for transit riders of all ages, abilities and identities.
- **Foster safety and security:** washrooms should be designed and delivered to foster safety and security for customers and staff who use or work at the washrooms.
- **Foster cleanliness, comfort and convenience:** these key customer needs and expectations should be a focus of provision, operation and maintenance decisions.
- **Be affordable:** washrooms should be provided and operated in the manner that meets the objectives and other guidelines through the most cost effective approach available.
- **Keep risks manageable:** risks should be identified, considered and managed for both TransLink and our operating companies.

### 4. POLICIES AND DIRECTION

#### A. **Priority Locations for Washroom Access**

TransLink will continue to provide washroom facilities for transit riders where it is required by provincial or federal regulations. Currently, these locations include SeaBus terminals at both Waterfront Station and Lonsdale Quay, and on-board West Coast Express trains.

In addition to these locations, TransLink will seek to enable access to washrooms for transit riders at, adjacent to, or in close proximity of key transit passenger facilities across the regional transit network that demonstrate all of the following criteria:

1. Are, or are expected to be, a **major transfer or connection** point for a **high** number of transit passengers connecting between multiple transit services or connecting between transit and other modes, throughout the service day;
2. Have, or are expected to have, high levels of passengers experiencing **long elapsed journey times** on the transit system (including considering time to get to/from transit); and
3. Contributes to developing a network of transit passenger facilities with washroom access that are relatively **evenly spaced** in terms of travel time on the system.

Where an existing adequate publicly accessible washroom facility is readily available for transit riders located in close proximity to a transit passenger facility, this will be considered in terms of the design of the network and the desire to have a relatively evenly spaced system. A network of washrooms accessible to transit riders that meet these criteria provides opportunities for the greatest number of customers with the most need to have a washroom available as part of their journey.

TransLink will monitor opportunities at transit passenger facilities not meeting all of these criteria and encourage partners or other providers to provide access to washrooms at these locations. TransLink will not independently pursue the provision of washrooms at locations that do not meet the above criteria.

#### **B. Potential Actions**

Transit passenger facilities across the region are subject to differing opportunities and constraints due to unique design, layout, siting and other factors. This diversity requires that TransLink consider a variety of potential actions for washroom access depending on individual facility contexts. Siting, design and layout of facilities will be subject to applicable standards, the guidance contained in the *Transit Passenger Facility Design Guidelines* and other industry best practices. TransLink will work over time and as financial resources allow towards increasing the availability of washrooms available to transit riders at priority locations identified using this policy through a combination of the following actions:

##### Actions to support the provision of washroom facilities:

- **Activating** or **repurposing** existing underutilized or vacant opportunity spaces within a passenger facility footprint to allow for a washroom facility.
- **Delivering** washroom facilities within the passenger facility footprint as part of comprehensive station or transit exchange upgrade projects or the development of new passenger facilities.
- **Partnering** with developers, municipalities, or private commercial parties to deliver or provide access to a washroom facility adjacent, or in close proximity, to the passenger facility footprint through the Adjacent and Integrated Development program or other initiatives and opportunities.

As part of the above decision making processes, TransLink will give **high priority** to washrooms for customers in space allocation decisions for existing, upgraded or new passenger facilities.

##### Actions to support the operation and maintenance of washroom facilities:

- **Developing** protocols and procedures to provide consistency of experience and keeping the washrooms open to users, safe, clean, well-functioning and properly stocked as well as establish work safe procedures for staff or contractors where a TransLink operating company is the washroom operator or oversees a contractor.

- **Establishing** agreements with third party operators to operate and maintain washroom facilities available to transit riders provided by TransLink or in partnership with other parties. These agreements will address requirements and expectations for operation and maintenance protocols like hours of operation, cleaning and upkeep, attendants, and other considerations to foster a positive and consistent customer experience.
- **Developing** and tracking performance indicators to ensure both the availability and quality of washroom facilities accessible to transit riders that are provided by TransLink or in partnership with other parties meet acceptable standards for quality, cleanliness and safety.

Actions to increase rider awareness of washrooms along the transit network:

- **Providing** consistent wayfinding, maps and supporting information to direct customers to available and readily-accessible washrooms located within, adjacent, or in close proximity to passenger facilities.

4. IMPLEMENTATION

TransLink will develop an implementation strategy in consultation with partners for the purposes of identifying a network of passenger facilities that meet the criteria for actions to increase the availability of washrooms outlined in this policy. The implementation will focus on delivering a program that is sustainable over time, within available resources, enhances the customer experience and is done well. The implementation strategy should identify and address:

- A network of priority locations for washrooms accessible to transit riders
- Identification of most appropriate action of each location
- Design, layout and siting guidelines and related considerations to support achieving a consistent customer experience
- Phasing of implementation, timelines and costs
- Guidance for wayfinding, operations and maintenance
- Monitoring program to track progress and adjust implementation as needed

5. MONITORING AND REPORTING

TransLink will regularly monitor the demand for washrooms, progress towards implementation of actions, and the use of available washrooms to identify and understand risks, opportunities, and challenges. TransLink will review this policy as needed in consultation with partners or as directed for potential changes.