

Center City Public Restroom Pilot Survey Results

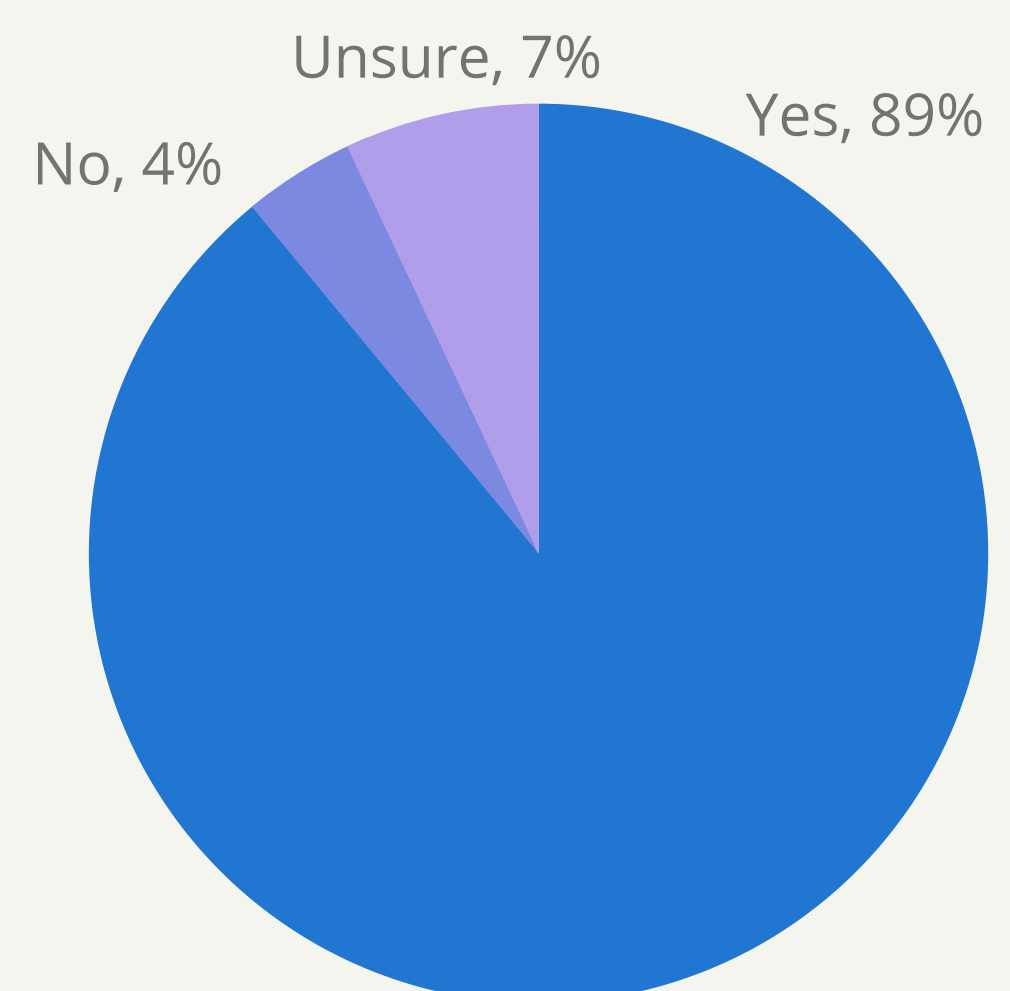
The City of Philadelphia created a survey to hear how people feel about the current porta-potties and learn how we can provide a better experience with the addition of a permanent public restroom unit. Outreach to nearby civic groups, organizations, businesses, nearby people experiencing homelessness/ housing insecurity, five outdoor events, and circulation in a Philadelphia Inquirer article led to **480 responses**.

What We Learned

People often need a public restroom but they do NOT often use the existing porta potties. While 93% have needed a public restroom in Center City at some time, only 47% have used the porta potties. Many people dislike the design of porta potties that makes them not user-friendly.

89% of respondents envision a new permanent public restroom as a positive amenity. Their reasons why include:

- ⊕ So people have a reliable place to go.
- ⊕ Being able to spend more time in Center City.
- ⊕ Having a cleaner Philadelphia with less public waste.
- ⊕ Not having to make a purchase or rely on the kindness of businesses to use their restrooms.
- ⊕ Reducing stress, worry, and frustration when they can't find a place to go.
- ⊕ Supporting tourists and visitors with an amenity that is standard in other cities.



Do you envision a permanent public restroom being a positive amenity for people to use in Center City?

When asked how a permanent restroom would impact their daily life or serve as an amenity for people in Center City, respondents described public restrooms as a "basic right" and an equitable amenity. Families with children, pregnant people, people with health conditions, and seniors shared how they need a restroom more frequently. People of marginalized genders, people with disabilities, and people experiencing homelessness said they can't always rely on private options.

Across all survey questions, respondents define a successful public restroom as cleaned often, well-monitored, and safe/accessible for everyone to use. The majority of questions also focused on operations, not the model or location of the permanent unit.

What's Next

To respond to feedback, we will create and share an operations plan including:

1. How often City staff will clean and stock the unit with supplies.
2. Hours of operation that balance community needs and staff capacity.
3. How the unit will be safe and accessible for all.

The five-year budget includes six, permanent, public restroom units in total, each installed in a different neighborhood outside Center City. There will be additional opportunities for engagement and input as the pilot expands.