Templates for Restroom Access Policies and Boilerplate Contract Language

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These templates are also available in modifiable Microsoft Word format on the summary web page for this guide on the TRB website (trb.org).

Roles in Improving Restroom Access

| **Department or Stakeholder Group** | **Provides This to Restroom Access Process** |
| --- | --- |
| **Management leadership** | Big picture insights on how restroom access affects operations, safety and health, and public. Motivates rest of organization. Represents it to the public. Issues to consider include costs, productivity, scheduling, software, capital planning, driver retention, safety, and collective bargaining. |
| **Union leadership and representatives** | Bigger picture answers to: How is the current restroom practice working? On what routes, times, locations do drivers have restroom concerns? What policies are effective, what lacking? Are there management practices that make it hard for operators to access restrooms? What should be the role of the union in the TA’s restroom program? Who in the union should participate more? Motivate management. Set expectations. |
| **Capital planning/ architecture** | Details on how planned changes in infrastructure affect restroom resources, current or potential. Issues to consider include coordinating capital planning with transit planning, new routes, changes in demand, and overhauling facilities versus rebuilding. |
| **Plant/infrastructure** | Details on how TA buildings and other infrastructure affect restroom resources. Issues to consider include existing problems, staff demands, and costs. |
| **Bus operations** | Answers to: What is the impact on operations planning and delivery? What specific problems are you aware of? Do operators report limited restroom access as a cause of absence in paratransit? How do you collect information on issues? Insight on how operations coordinate with other departments in order to maintain scheduled service. |
| **Rail operations** | Answers to: How does restroom access affect rail vehicle operators? Do you use relief drivers at stations for operators who need to use the restroom? How does that work (call ahead, person always available)? Is there any sign that drivers get caught out when needing a restroom—such as urine smell, bottles? Do operators report limited restroom access as a cause of absence in rail? |
| **Paratransit operations** | Answers to: How does restroom access affect paratransit operators? Are there any problems with restroom access at drop-off or pick-up points? Are there complaints from operators or clients? Do operators report limited restroom access as a cause of absence in paratransit? |
| **Dispatch** | Overview on how vehicle operator restroom access affects service delivery, including traffic-related and other delays that reduce layover time, operator relief staff, and operator needs. Answers to: Is there a pressure on dispatchers to ensure on-time delivery? |
| **Vehicle maintenance/ cleaning** | Answers to: Does vehicle operator restroom lead to any problems for cleaning or maintenance staff? Do they encounter soiling of operator seats or other areas of the vehicle, have concerns about infection, need to change or replace seats? Do you have any written policies or protocols about this? |
| **Route planning** | Details on how planning is linked with restroom availability. Issues to consider are new routes, changes in passenger demand, changes in facilities, connections with park and rides, transit hubs, matching routes to existing restroom facilities, and the potential of temporary and shared facilities. |
| **Service scheduling** | Insight into scheduling flexibility and tolerances. Issues include adding time for unplanned breaks, dwell time, strategies to adjust for regular breaks, runcut software, parameters for layovers (fixed amount of time versus percentage of running time), restroom locations, and cost implications for scheduled and unscheduled breaks. |
| **Safety/safety committee** | Safety or health issues relative to restroom access. Things to consider are motor vehicle accidents, slips and falls on paths, leaving the bus unattended with/without customers on the bus, fare box theft, and assaults. Answers to: Does the type of restroom make a difference—for example, portables? What should be the role for this department/committee in the TA’s restroom program? |
| **Police/security** | Answers to: How does operator restroom access affect safety and security concerns? Is public use of restrooms a concern? Has this changed because of increased overall security restrictions? How are key, card, code access, or other security measures working out? |
| **Human resources** | Answers to: How does restroom access affect operator health and operator retention? What related collective bargaining issues have you addressed? Are accommodations established for specific conditions? Do employees report limited restroom access as a cause of absence from work? |
| **Vehicle operators (bus/rail/paratransit)** | Answers to: How is the current restroom practice working? On what routes, times, locations are there restroom concerns? What policies are effective, what lacking? Are there management practices that make it hard to access restrooms? Have you ever missed work because of restroom access concerns (other than illness that should keep you home)? |
| **Women’s committee (union and TA)** | Answers to: How is restroom access different for women? Are any accommodations made for pregnancy or menstruation? What provision is made for drivers to access or dispose of sanitary products? What should be the role for this committee in the TA’s restroom program? |
| **TA or municipal board** | Support for or barriers to proposed changes—for example, funding, direction on capital development, collective bargaining. |
| **Passengers and the community at large** | Input on impact of restroom location, service concerns. Support and understanding for vehicle operators, especially in unscheduled use. Need for restroom access. |

General Restroom Survey for Vehicle Operators

(Example—to be adapted with specifics for bus/rail/paratransit if needed.)

How often do you face problems with workplace restrooms?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Never | Once or twice a month | Weekly | Once a day | More frequently |

On what routes, times, and locations do you have restroom concerns? (add on back if additional locations)

|  |  |  |  |
| --- | --- | --- | --- |
| Route | Stop or area | Times of day or days of week | What is the problem?  (for example, no access, time at stop, safety, cleanliness) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Are you aware of the current TA policy on restroom access for vehicle operators? Yes/No

If yes:

What policies are effective?

What policies are good but not applied?

What policies or practices are lacking?

Are there management practices that make it hard to access restrooms? Yes/No

If yes, please describe:

Is there anything else that needs to be done to improve restroom access? Yes/No

If yes, please describe:

Do you have any health problems or concerns related to restroom `access at work? Yes/No

If yes, what are they?

Have you ever missed work because of restroom access concerns (other than illness that should keep you home such as diarrhea)? Yes/No

If yes, what was the problem?

Could someone contact you with any follow-up questions? Yes/No

If yes, please provide your name, work location, and phone number or email address.

Bus Operator Restroom Access Basic Policy

**1.0 Policy Statement**

TA operators will be required to take restroom stops during the course of their duties. TA supervisory staff is expected to be mindful of this basic need and must exercise good judgment.

**2.0 Expectations**

TA exists to serve our customers by providing safe, reliable, and courteous service. Restrooms and recovery time are provided at the ends of routes where possible. Where this is not practical, on-line commercial facilities are identified. Stops to use facilities are necessary, but as much as possible should minimize the impact to customers.

Customer communication is an important part of an operator’s duties, and managing expectations helps customers understand the reason for delay.

As a courtesy to our customers, please advise your passengers of the following when leaving your bus, while in service, to take a restroom stop:

“The bus will be stopped for (mention approximate time you will be away from the bus, in minutes).”

Operators may use the bus’s public address system to make this announcement. Alternatively, operators can use the following prerecorded “canned message” available through the mobile data terminal:

“The bus will be stopped momentarily. Please be patient.”

**3.0 Responsibilities**

When stopping a bus to use the restroom, operators are reminded to please ensure that

3.1 The bus is stopped and safely secured by applying the maxi-break, placing the bus in neutral, and releasing the rear door;

3.2 The bus is legally parked in a safe location that does not obstruct traffic;

3.3 The delay to passengers is minimized; and

3.4 Adherence to the service schedule is not unnecessarily affected.

**4.0 Supervisory Responsibilities**

When investigating any complaint or service impact, supervisory staff is expected to exercise good judgment, as the use of a restroom is expected. Should you have any questions on this memorandum, please see your supervisor. Your cooperation and assistance are appreciated.

**Detailed Transit Operator Restrooms Policy**

1. PURPOSE: To establish official Transit Division policies, procedures, and guidelines for the establishment, operation, and maintenance of properly equipped restrooms and to ensure operators’ access to those restrooms.
2. ORGANIZATIONS AFFECTED: Department of Transportation, Transit Division
3. REFERENCES:
   1. [refer to state regulations and update policy as needed]
   2. Occupational Safety and Health Administration, Regulations (Standards – 29 CFR 1910.141, Sanitation)
   3. MUTCD Reference on Walking Speed—4E.06, Guidance 07 (https://ops.fhwa.dot.gov/publications/fhwahop08024/chapter3.htm)
4. DEFINITIONS:

“Paths to restrooms” means the most direct pedestrian route from the bus zone or terminal to a Restroom.

“[Transit Agency]-managed facilities/restroom” means a restroom facility owned, leased, or maintained by [Transit Agency].

“Externally owned/managed restroom” (also known as “contracted restroom facility”) means a business, other transit agency, or public facility such as a transit center, library, hospital, restaurant, or other business that is participating in Restroom Program.

“Restroom Program” is a program put in place to ensure our operators have access to restrooms along their routes and at their terminals.

“Fixed route trips” are planned routes with scheduled bus service.

“Rail” includes [Transit Agency’s] subway or other fixed guideway service.

“Reasonable access/reasonable walking distance” is a distance that is not more than 1,000 feet from the terminal.

“Layover time” is the amount of time a driver is allotted between two trips at a layover.

“Layover location or layover terminal” is the designated area in which a route is assigned to spend layover time according to the terminal identified in the “Route Book” or on the “Run Card.”

“Portable restroom” is a portable enclosure containing a toilet.

“The Book” is the Transit Operator’s Rules and Procedures.

“Run Card” is the document provided for each operator assignment that shows the scheduled time points for each service trip as well as deadhead trips and the relevant routing instructions.

“Established Restroom times” refers to the Restroom time available to Scheduling as of the release of the Service Planning Package A for the “Next” service change. Service Planning Package release dates are provided in the published Schedule Production Dates document.

1. POLICIES:
   1. Commitment

[Transit Agency] is committed to maintaining restroom access policies and conditions that support operator health, vehicle safety, and efficient service delivery. [Transit Agency] does not expect operators to compromise their health or safety by delaying a restroom break to stay on schedule. Vehicle operators are encouraged to participate in identifying and resolving restroom access concerns.

* 1. Operator Restroom Conditions Guidelines

Operator restrooms must be cleaned on a regular schedule, have running (tepid or hot) water, and be supplied with hand soap and towels (and/or hand air dryers). Restrooms and paths to restrooms should be well-lit spaces.

For [Transit Agency]-managed facilities, [Transit Agency] will establish cleaning cycles at each operator restroom that maintain an adequate level of cleanliness and supplies. Every [Transit Agency]-managed restroom should have an external door with lock for privacy and safety. A [restroom key/code/access card] is issued to operators and appropriate [Transit Agency] Transit staff only. Customers are not authorized to use [Transit Agency] restrooms. Operations can report maintenance issues with [Transit Agency]-managed restrooms directly to [Facilities section] for quicker response to high-priority issues.

For externally owned and managed restrooms (non-[Transit Agency]-managed), the [Restroom Coordinator/Field Supervisor/Restroom Committee]will work with the external contact named on the restroom agreement to remedy any issues or needs to maintain compliance with the agreement. Restroom Program will discontinue agreements (and payments) with restroom providers that consistently fail to provide adequate conditions as agreed upon. If additional servicing is required for contracted restroom facilities to meet agreement requirements, [Transit Agency] will address that through those specific agreements.

* 1. Bus Operator Restroom Access Guidelines

All scheduled, fixed-route trips [of more than # minutes] will have access to restrooms along the route. To provide transit operators with reasonable access to restrooms, [Transit Agency] will provide restroom locations that are within a reasonable walking distance from each layover location. [Transit Agency] will seek agreements with external partners, make route changes, or build new facilities at layover terminals in order to provide restroom access to scheduled trips that are followed by a scheduled layover. The minimum scheduled layover time will be calculated on the basis of the round-trip walking time to the closest restroom plus 2.5 minutes for securing the coach and restroom use. [The *Manual on Uniform Traffic Control Devices* (U.S. DOT, FHWA) establishes a standard walking time of 4 feet per second.]

Routes and trips that do not meet policy will be identified, prioritized, and planned for correction in a reasonable amount of time, with priority given to locations that are served by the most trips, benefitting the highest number of operators. [Describe or refer to operator call-in policy.]

* 1. [Transit Rail or Other Fixed Guideway Restroom Access Guidelines]

All rail service routes will have restroom access at each terminal point. Where possible, relief service for intermediate stations with restrooms will be provided through call-ins. [Describe or refer to operator call-in policy.]

* 1. Paratransit Restroom Access Guidelines

Paratransit operators will be allowed to use restrooms at passenger drop-off locations wherever practical. Rides will be reassigned for restroom access as needed on operator request, without penalty. [Describe or refer to operator call-in policy.]

* 1. Portable Restroom Policy

Portable restrooms should be used minimally. Portable restrooms are only appropriate where a reroute is in place due to construction or other temporary circumstances that prevent access to restrooms. This is only acceptable for the duration of the temporary impact, where no alternative is currently available. Every reasonable effort will be made to minimize the amount of time a portable restroom is in place, ideally, less than 12 months. When portable units must be used, their placement should be in a safe, well-lit location. The units must be made secure with locks, enclosures, and alarm systems. The same sanitary requirements must be maintained as for permanent locations. (See Section 3.)

1. PROCEDURES:

[Restroom Coordinator/Field Supervisor/Restroom Committee] identifies restrooms for new layover terminals, layover terminals that do not currently have access, or layover terminals that have been relocated; responds to inquiries, complaints, and vendor contact requests; and handles the administrative duties required for the program. When operators or vendors contact the Restroom Coordinator, their needs are identified and the appropriate actions are taken, which may include

* The issuing of work orders,
* Correspondence with operators, and
* Escalation of issues to the appropriate stakeholder(s).

Administrative duties include

* Identifying cost of new restroom locations, including multilevel budget reporting on the status of the transit restroom program to stakeholders;
* Providing restroom input during the service change process;
* Tracking and submitting restroom changes for The Book;
* Managing efforts to identify and resolve restroom deficiencies;
* Coordinating with transit route facilities to assist in the establishment of new [Transit Agency]-owned restrooms,
* Coordinating efforts within service development to make appropriate changes to service to provide improved access to restrooms, and
* Providing system quality control efforts to ensure the cleanliness and appropriate use of the restrooms in the program through the Service Quality “Report Card” process in which inspections of restrooms are completed.

1. RESPONSIBILITIES:
   1. The Restroom Coordinator’s Role

The [Restroom Coordinator/Field Supervisor/Restroom Committee] is the point contact for all aspects of the Restroom Program. [Identify chain of command—e.g., “The Restroom Coordinator reports to the Service Quality Superintendent. The Service Quality Superintendent reports to the Operations Manager.”]

The [Restroom Coordinator/Field Supervisor/Restroom Committee] will be responsible for

* Managing the Restroom Program.
* Communicating with and responding to operator concerns about restroom access or conditions.
* Providing restroom information for The Book in coordination with Service Change Process schedules and deadlines.
* Identifying and securing restroom locations which, with proper analysis, could involve
* Coordinating with Service Development section staff to plan for operator restroom access as service changes to the transit system are developed and implemented;
* Coordinating with Design and Construction to assess restroom needs for new transit centers, park and rides, or layover facilities;
* Coordinating with Power and Facilities section on regular [Transit Agency]-managed restroom maintenance; and
* Coordinating with third parties on restroom conditions and providing input on restrooms as part of the regular process of construction coordination for temporary projects and reroutes.
* Reporting regularly on the status of the Transit Restroom Program to all stakeholders.

The [Restroom Coordinator/Field Supervisor/Restroom Committee] will coordinate with the Service Development section by

* Ensuring that Service Development staff are provided with resources to access the most current status of restroom locations.
* Providing restroom input during planning stages of the Service Change Process for new layovers and changes to existing transit service layovers.
* Identifying and prioritize new restroom locations to support transit service requirements and plans.
* Prioritizing and initiating improvements to restroom facilities or access needed to remedy existing problems and issues. Remedies could include adding new or upgraded facilities through capital improvement projects managed by Service Development.
  1. Service Development Section’s Role

The Service Development section is responsible for considering and addressing operator access to Restrooms during the service planning process. The service planning process will

* Address and include restroom access requirements during the planning and development of new and existing fixed bus route pathways and layovers. Service Planners will document these requirements in their package item instructions to Scheduling.
* In coordination with the Restroom Program, identify options to solve existing or newly identified restroom access issues.
* Transit Route Facilities will manage a capital improvement program in coordination with the Design and Construction section to construct [Transit Agency]-owned restroom facilities in coordination with the Restroom Program goals and priorities.
* Scheduling will be responsible for the creation of operator assignments that respect the established Restroom times for each layover location.
  1. Design and Construction Section’s Role

The Design and Construction Section is responsible for supporting Service Development and the Restroom Program to properly consider restroom needs as part of future transit capital facilities. These restrooms will be used by transit personnel and contractors. Design and Construction will contribute toward the fulfillment of restroom obligations and commitments by

* Working in coordination with the Transit Route Facilities Department on the construction of [Transit Agency]-owned restrooms through its Capital Improvement Program.
* Collaborating with planning staff and the [Restroom Coordinator/Field Supervisor/Restroom Committee] during early project phases to ensure that restroom facilities are properly designed and specified during conceptual design phases.
  1. Service Quality Unit, First Line Supervisor Role [Transit Agency]

Service Quality’s First Line field supervision staff will support the Restroom Program by inspecting and submitting [a paper/an electronic] report for all restroom facilities [state schedule, for example, each quarter]. The form will comprehensively cover the status of the restroom’s key elements, including

* Safety and security,
* Distance documentation,
* Cleanliness,
* Running (tepid or hot) water,
* Soap and paper products,
* Ease of access,
* Hours of availability,
* Vendor status changes,
* Investigation and documentation of complaints by operators or vendors, and
* Maintenance issues and hardware concerns.

\_\_\_\_\_\_\_\_\_\_

Adapted with permission from King County Metro, Seattle, WA.

Restroom Inspection Report Card for Field Inspections

|  |  |  |
| --- | --- | --- |
| **Item** | **Comments** | |
| Restroom name |  |  |
| Address |  |  |
| Contact name |  |  |
| Contact phone |  |  |
| Email address |  |  |
| Date and time inspected |  |  |
| Available as agreed? (Y/N) |  |  |
| Reason for closure and date of closure: |  |  |
| Weekday hours |  |  |
| Saturday/Sunday hours |  |  |
| Holiday hours |  |  |
| Locks working? (Y/N) |  |  |
| Is the overall facility clean/sanitary? (Y/N) |  |  |
| Is the toilet itself clean/sanitary? (Y/N) |  |  |
| Adequate supplies available?  Soap (Y/N)  Towels (Y/N)  Toilet paper (Y/N) |  |  |
| Water Temperature:  \_\_ Warm  \_\_ Cold  \_\_ No water |  |  |
| Lighting: pathway from bus:  \_\_ Adequate  \_\_ Needs repair |  |  |
| Lighting: in facility  \_\_ Adequate  \_\_ Needs repair |  |  |
| Any security concerns? (Y/N) |  |  |
| Maintenance or repair needed?  \_\_ Toilet  \_\_ Lights  \_\_ Fans, A/C, heat  \_\_ Floors or walls |  |  |
| Have there been complaints or problems reported for this location? (Y/N)  (If yes, please attach report on when and how these were reported and resolved.) | | |
| Additional comments: |  |  |

Restroom Inspection Report Card for Vehicle Operators

|  |  |  |
| --- | --- | --- |
| **Item** | **Comments** | |
| Restroom name and location |  |  |
|  |  |  |
| Date |  |  |
| Name (optional) |  |  |
| Available? (Y/N) |  |  |
| Locks working? (Y/N) |  |  |
| Is the facility clean/sanitary? (Y/N) |  |  |
| Is the toilet clean/sanitary? (Y/N |  |  |
| Supplies available?  Soap (Y/N)  Towels (Y/N)  Toilet paper (Y/N) |  |  |
| Water temperature:  \_\_ Warm  \_\_ Cold  \_\_ No water |  |  |
| Any security concerns? (Y/N) |  |  |
| Lighting: in facility  \_\_ Adequate  \_\_ Needs repair |  |  |
| Any security concerns (Y/N) |  |  |
| Maintenance or repair needed?  \_\_ Toilet  \_\_ Lights  \_\_ Fans  \_\_ Heat  \_\_ A/C  \_\_ Other |  |  |

Compliance Checklist for OSHA Standard 141(c): Toilet facilities.

|  |  |  |
| --- | --- | --- |
| **Issue** | **Y/N** | **Notes** |
| Is there toilet paper? |  |  |
| Is there soap? |  |  |
| Is there running water for washing hands (hot and cold or tepid)? |  |  |
| Are there towels or hand dryers? |  |  |
| Is there light when needed? |  |  |
| Is there heat when needed? |  |  |
| **Restrictions** |  |  |
| What restrictions are there on restroom access? |  |  |
| How long must a vehicle operator wait to use the restroom? |  |  |
| What is the employer’s explanation for any restrictions/delays? |  |  |
| Are the restrictions a general policy or supervisory decision? |  |  |
| **Impact** |  |  |
| Does the employer policy recognize individual medical needs? |  |  |
| Have drivers reported health problems related to restroom use? |  |  |
| How often are drivers denied permission to use a toilet? |  |  |
|  |  |  |
| *Reviewer name and signature* | *Review Date* | |

Use and Lease Agreements

Date of agreement and duration

This agreement for restroom access for [TA] transit vehicle operators will begin on [date] and end on [date] unless otherwise terminated or extended.

Parties/entities involved

The agreement is established between [TA] and [Vendor Name].

Restroom location and description:

For the restroom facility at [street location] consisting of [number of stalls/gender designation] and sink access.

Restroom hours of operation:

[Vendor Name] agrees to make the restroom available for use on the following days and hours:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sun | Mon | Tues | Wed | Thu | Fri | Sat |
|  |  |  |  |  |  |  |

The restroom will not be available [list holidays, special use event types].

If the restroom will not be available on additional specific dates, [Vendor Name] agrees to provide [X] days’ notice in writing. In case of a closing related to events beyond [Vendor Name]’s control, it will notify [TA contact person] as soon as possible by telephone or text.

Amount (if any) to be paid by the transit agency and frequency of payment:

[TA] will pay [Vendor Name] the sum of [$] every [interval] for an expected [number] uses per day. [Define if check/bank deposit or billing.]

Detailed expectations for supplies:

[TA] will provide supplies monthly in the amount of

OR

[Vendor Name] will provide toilet paper, paper towels, and hand soap adequate for an expected [number] uses per day. Warm running water will be available at all times.

If supplies are not adequate, operators should inform [TA contact] and [Vendor Contact].

Use etiquette:

Operators will be able to use the restroom [without permission/with permission/after obtaining a key or token from [clerk, etc.] or will be expected to wait in line for key.] Operators will not be required to purchase anything. Standards of cleanliness will be maintained by [Vendor Name] and vehicle operators.

Maintenance expectations

Restrooms will be cleaned by [TA]/[Vendor Name] on a [timeframe] schedule. Floors, sink, and toilet will be sanitary.

Contacts and communication steps, including changes in access or complaints

Any disagreements or complaints should be communicated as soon as possible between [TA contact name and contact information] and [Vendor contact name and contact information].

Termination clause

If complaints or concerns are not resolved within [time frame], either party may terminate this agreement upon [time frame] notice.

Signatures