

FORM GEN. 160 (REV. 6-80)

**CITY OF LOS ANGELES**  
INTER-DEPARTMENTAL CORRESPONDENCE

**DATE:** February 2, 2022

**TO:** Honorable Members of the Los Angeles City Council  
c/o City Clerk, Room 395

**FROM:** Keith Mozee, Executive Director  
Bureau of Street Services (StreetsLA)

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**SUBJECT: CF- 21-0979 Sidewalk and Transit Amenities Program: Recommendations for Public Toilet Replacement Plan**

On November 24, 2021, the Public Works Committee provided recommendations to the Bureau of Street Services (StreetsLA) which led to a 12-month extension of the current Coordinated Street Furniture Program contract with OUTFRONT JC Decaux, LLC (OFMJCD). The 12-month contract extension with OFMJCD allows the City's 14 Automatic Public Toilets (APTs) to continue operation, with the goal of allowing additional time necessary for the APTs to be replaced with permanent toilet units before December 31, 2022, while minimizing any disruption to public toilet access and services.

On January 25, 2022, the City Council instructed StreetsLA, with the assistance of the Chief Legislative Analyst (CLA) and Chief Administrative Officer (CAO), to identify funding and report with recommendations to move forward with a permanent replacement plan for the 14 toilets currently provided through the Coordinated Street Furniture Program (CSFP), and the feasibility and cost for implementing a Citywide public toilet program.

### **Lesson Learned and Product Selection**

StreetsLA has been managing the CSFP which includes the oversight of the City's 14 APTs for the past 20 years. Some of the lessons learned from the current Program are the importance of safety, reliability, and cleanliness to ensure that the toilets can be in continuous service 24 hours a day. Aside from these critical factors necessary to successfully operate the City's public toilets, the toilet unit should also be able to fit within limited sidewalk areas and have a reasonable procurement timeline to allow for fabrication and installation before the end of 2022.

Based on these criteria, StreetsLA originally identified three potential companies for permanent toilets. After site visits, research and phone interviews with other municipalities and agencies who manage and operate public toilets, StreetsLA short listed two of the three companies to provide permanent replacement toilets. StreetsLA conducted outreach to share its findings with existing service providers Homeless Health Care Los Angeles (HHCLA) and Urban Alchemy, along with and a key community group, the Skid Row Community Coalition. We received feedback to ensure StreetsLA's final recommendations consider and incorporate the experiences and observations of each respective group while addressing the needs of those using the toilets.

### **Proposed Replacement Toilets**

StreetsLA recommends two prefabricated permanent toilet options to replace the 14 APTs based upon the aforementioned lessons learned: Portland Loo® and Public Restroom Company (PRC).

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Selection 1: The Portland Loo® is a prefabricated standalone stainless-steel single stall unit. It was created by the City of Portland specifically to prevent and address challenges commonly experienced with public toilets, such as criminal activity, and vandalism. Each unit features graffiti-resistant wall panels that are combined with open angled louvers for ventilation and enhanced visibility into the unit while ensuring privacy. The minimal footprint dimensions of the Portland Loo® allows it to be placed on narrower width sidewalks than the other public toilet options reviewed. The Portland Loo® toilets have been installed by many Cities nationwide with positive outcomes.

Selection 2: PRC prefabricates brick and mortar toilet units that are flexible and adaptable through a “kit of parts” design approach to meet the specific needs of their clients. As some of the existing APT locations have significant demand and available space to accommodate a slightly larger building footprint, PRC structures allow greater flexibility and amenity options, such as adding an extra stall within the same location to increase service capacity, larger (standard sized) handwashing station, and an attached hydration station. Like the Portland Loo®, PRC toilets are designed to specifically address and prevent challenges commonly experienced with public toilets including vandalism and to a lesser extent, criminal activities. StreetsLA is proposing two-stall public toilet units through PRC to increase the number of public toilets where they are needed most.

Based on the level of use and the varying site conditions of the City’s existing 14 APTs, it is anticipated that 7 toilets from each recommended provider will be required.

### **Procurement and Work Plan**

StreetsLA requires approximately a 10 month lead time to procure, design, fabricate, and perform site and utility work to install the new public toilet units. Both toilet units will require about 6-8 months lead time from fabrication to delivery.

The seven Portland Loo® units will be procured through a sole source procurement process, and StreetsLA has reached out to both the City Attorney’s Office and the Department of General Services’ procurement team to initiate and expedite that process. PRC currently holds a contract with the Department of Recreation and Parks (DRP). With the assistance and cooperation of DRP, StreetsLA will be allowed to utilize the existing DRP-PRC agreement to procure the balance of permanent replacement toilets.

To ensure a minimum disruption in service during the transition process, OFMJCD will shut down and remove APTs in coordination with StreetsLA one at a time. With the first shipment of toilets delivered in August 2022, StreetsLA anticipates a two-week time frame for each APT removal, site preparation, utility work, and installation of a permanent replacement toilet. During the two-week construction period, one portable chemical ADA compliant toilet unit will be provided during the transition period to ensure there is no lapse in toilet services during construction, and minimize any inconvenience to the community.

Initially StreetsLA will require approximately \$1.5M for capital expenditures during Fiscal Year (FY) 2021-22 to start the procurement process. A second portion of the funding needed to cover operational costs and complete the transition process prior to December 31, 2022, in the amount of \$ 3.67 million has been requested through the annual budget process for FY 2022-23. The \$3.67 million budget request will provide funding for the annual operating costs of all 14 permanent replacement toilets and is captured through StreetsLA’s FY 2022-23 budget request. Additional funds in the amount of \$3 million needed in FY 2022-23 to fund the remaining balance of one-time capital expenditures necessary to construct and install the permanent replacement toilets are similarly contained within StreetsLA’s FY 2022-23 budget request.

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The table below includes estimated funding necessary to secure the proposed toilets and their installation.

Item	Cost	
<i>One time cost</i>		
Site Preparation	\$ 75,000/site x 14 sites	\$ 1,050,000.00
Utility Relocation (Allowance for DWP)	\$ 12,000 x 14 sites	\$ 168,000.00
Toilet and Delivery:		
Portland Loo	\$ 135,715 x 7/unit	\$ 950,000.00
Public Restroom Company (PRC)	\$ 271,430 x 7/unit	\$ 1,900,000.00
Temporary Chemical Toilets (2 weeks)	\$ 1,400 x 14 sites	\$ 19,600.00
Installation	\$ 10,000 x 14/sites	\$ 140,000.00
Plan Preparation and Construction Coordination	\$ 4,000 x 14 sites	\$ 56,000.00
<b>Subtotal</b>		<b>\$ 4,283,600.00</b>
15% Contingency for site prep and installation		\$ 203,700.00
<b>Total Estimated Cost</b>		<b>\$ 4,487,300.00</b>

### Services

Currently, 7 of the 14 APT locations are staffed through the Board of Public Works (BPW) Mobile Pit Stop contract with Five Keys/Urban Alchemy through June 30, 2022. The 7 APT locations staffed with attendants include 5 locations in Skid Row, a location adjacent to Pershing Square, and one at the Vermont/Santa Monica Metro station. Three (3) APT locations in Skid Row are staffed 24/7, while the other locations are staff 12 hours a day 7 days a week. The APTs at Pershing Square, 5<sup>th</sup>/Los Angeles, and 5<sup>th</sup>/San Julian are currently shutdown during non-attended hours; the remaining Skid Row APTs staffed with attendants 24/7 are operated 24/7. The APT at Vermont/Santa Monica currently operates 24/7 even though it is provided with an attendant for only 12 hours daily. This contract is expected to continue next fiscal year.

Of lessons learned from oversight of the existing CSFP and in speaking with other municipalities, level of usage of the toilets is largely dependent on the sense of security and cleanliness, particularly for sensitive users. After the Mobile Pit Stop attendant program was put in place, we have seen significant increases in APTs usage at locations staffed with attendants. To maximize our investment by deterring unwanted activities and increase security, StreetsLA recommends that the Board of Public Works continues the Mobile Pit Stop program and increase attendant service to 24/7 for all replacement toilet locations in Downtown Los Angeles (6 locations) and the toilet location the South Los Angeles. In addition, StreetsLA is requesting funding in its FY 2022-23 budget request for additional Pit Stop 12-hour/day attendant services for the seven (7) replacement toilets. If these funding is approved, StreetsLA will work with the CAO Homelessness Group to determine the placement of these attendants. During its outreach efforts, StreetsLA learned that the Skid Row community requires an increase in attendant service hours to 24/7 at all five locations and additional capacity where possible to accommodate high toilet access needs at all hours of the day. This same level of 24/7 attendant service was requested for an APT location in South Los Angeles

As noted above, it is anticipated that all 7 toilets presently staffed with attendants will continue to be monitored by Mobile Pit Stop attendants through December 31, 2022, including during and after permanent toilet installations. As the permanent toilet installations are completed, all 14 replacement toilets including the remaining 7 locations without attendant services will be maintained on a daily basis by OFMJCD until the end of the contract term, on December 31, 2022. StreetsLA will report back on a maintenance plan for all 14 permanent replacement toilet

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locations after December 31, 2022. StreetsLA presently plans to utilize skilled craft positions within its facilities maintenance program to provide any maintenance and/or repairs that are beyond the capacity of the attendants to keep the permanent replacement toilets operational and in good working order. In addition, StreetsLA anticipates it will require an additional administrative position to manage and oversee the operation of the permanent replacement toilets moving forward.

Below is the list of APT locations with their respective level of usage and attendant services:

Locations of Automatic Public Toilet (APT)					
Level of Use Ranking	Area Served	Street Location	Council Boundary	Average Daily Use from 2018-June 2021	Existing Pit Stop Attendant
1	DTLA Pershing Square ( Metro Pershing Square Station)	WB 5th St NS Hill St	14	148	Yes 12 hrs
2	East Hollywood (Vermont/Santa Monica Metro Station)	SB Vermont FS Santa Monica	13	124	Yes 12 hrs
3	DTLA Skidrow	WB 5th NS Los Angeles	14	111	Yes 12 hrs
4	North Hollywood (Metro N Hollywood Station)	NB Lankershim FS Chandler	2	109	No
5	DTLA Skidrow	SB San Pedro St NS 6th St	14	103	Yes 24/7
6	DTLA Skidrow	WB 5th FS San Julian	14	85	Yes 12 hrs
7	DTLA Skidrow	EB 6th NS Gladys	14	80	Yes 24/7
8	Van Nuys (Metro Orange Line)	NB Van Nuys FS Aetna	6	73	No
9	Southeast Los Angeles	SB Avalon FS MLK	9	58	No
10	DTLA Skidrow	WB 5th NS San Pedro	14	56	Yes 24/7
11	Van Nuys (Van Nuys City Hall)	Erwin Street Mall at Van Nuys B	6	45	No
12	Northridge (Metrolink Northridge Station)	NB Wilbur Ave FS Parthenia St	12	37	No
13	El Sereno	3430 Monterey Road	14	35	No
14	Boyle Heights (Walking distance from Metro Soto Station)	WB 1st NS Chicago	14	26	No

### Feasibility and Cost of Implementing a Citywide Public Toilet Program

A separate independent program with adequate resources for oversight and operation of toilets Citywide still remains to be discussed and identified. This report strictly pertains to the replacement of the existing 14 APTs with permanent toilets and their operational parameters and needs. StreetsLA believes an expanded public toilet program providing facilities Citywide requires the formation and development of comprehensive strategies with appropriate resources and oversight to ensure its successful implementation and operation; StreetsLA similarly believes a comprehensive Citywide public toilet program lies beyond the immediate core functions of StreetsLA itself and requires the participation of other City agencies that operate public buildings providing public toilet access (Police Stations, Libraries, Municipal Buildings, etc), public toilets on City properties (park or sports facilities), toilet facilities on private properties made available to the public through paid contractual arrangements (YMCA), or public toilets on City administered Public Rights of Way (Mobile Pit Stop, Mobile Hygiene stations, and CSFP APTs). StreetsLA anticipates capital and operational costs required to expand public toilet access Citywide will be similar to costs provided here, and such costs will need to be adjusted annually based rates of inflation and other key economic indicators such as the Consumer Price Index.

Based upon its previous experiences managing the siting and installation of new public toilet facilities and its recommendation for the development of comprehensive strategies, StreetsLA highly recommends that an extensive, data based study be performed to determine where public toilets are needed most in conjunction with determining locations that are physically suitable to facilitate public toilets and operations, including the provision of necessary utilities. An extensive community outreach effort will be required as a part of any comprehensive public

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toilet planning effort to ensure the selected public toilet sites are acceptable to the property owners, businesses, and communities that may be impacted by it. While public toilet facilities are critically important to directly address the challenges of the City's burgeoning number of unhoused constituents, they are just as important and needed by those utilizing public transit, tourists and visitors, and the general constituency at large, especially in light of world-wide events being hosted by Los Angeles such as the World Cup soccer tournament and 2028 Summer Olympics, both of which loom on the near horizon.

### Recommendations

StreetsLA recommends that the Council:

1. Approve the Public Toilet Replacement Plan and instruct StreetsLA to replace all 14 Automatic Public Toilets (APTs) with 14 prefabricated toilets before Jan 1, 2023;
2. Transfer the following for the 2021-22 Capital costs associated with the procurement of the replacement of 14 APTs:

From:			To:		
Fund	Account	Amount	Fund/Department	Account	Amount
General City Purposes 100/56	000931 – Additional Homeless Services	\$1,481,00 0	Bureau of Street Services 100/86	003040 - Contractual Services Account	\$1,481,00 0

3. Authorize the Bureau of Street Services as well as the Office of the City Administrative Officer to make any changes or corrections to the above fund transfer instructions in order to effectuate the intent of this Motion;
4. Authorize StreetsLA to procure the Portland Loo® and utilize the Department of Recreation & Parks contract (C-3804) with Public Restroom Company (PRC) for the procurement of the prefabricated toilets;
5. Instruct the Department of Recreation and Parks and the Department of General Services to assist with procurement of the toilets; and
6. Instruct the Los Angeles Department of Water and Power and Bureau of Sanitation to assist with the utility work necessary for installation of the 14 replacement toilets.

If there are any questions or if additional information is needed, please contact Lance Oishi, Contract Administrator or Audrey Netsawang of this Bureau at [Lance.Oishi@lacity.org](mailto:Lance.Oishi@lacity.org) and [Audrey.Netsawang@lacity.org](mailto:Audrey.Netsawang@lacity.org) respectively.

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