

Operator Restroom Committee Update

The Continuous Improvement Team meets bi-monthly and includes three bus operators. The Team's charge: Improve the availability and quality of restroom facilities for TriMet operators, which are fundamental commitments of the agency, and supports TriMet's culture of safety and security.

Needs and Priorities

- Currently identifying safe, secure, reliable mid-route facilities for bus lines that require >90m in the seat. Four mid-route restrooms were recently added to Line 20 (including **VooDoo doughnuts!**).
- Continue identifying problematic locations (e.g. safety, security, cleanliness, reliable access, insufficient supplies).
- Plan for future capacity. Build facilities that accommodate present and future needs. Ensure future facilities are **socially inclusive (i.e. provide unisex, gender neutral option)**

Delivery of Projects

- SE 92nd & Flavel contractor selected. Permits are in place. Construction expected to begin in April, with completion in July 2017.
- Pier Park in N Portland. **Working with Parks** for CY2017 improvements.
 - Installing exterior lighting on restroom building
 - Adding security fencing on the north/blind side of building
 - Installing peephole, replacing lock, and adding a door sweep (to keep restroom floor dry) on exterior door.
- Hollywood TC - remove portable and replace with free standing building with two restrooms. Design in FY17 and construct in FY18. This is a key mid-route location, with **over 100 operators** passing through per weekday.

Operator Engagement

- Service Planning (Dan M.) and Employee Communications (Shawn F.) **visiting bus garages bi-monthly** to increase awareness of the committee, solicit input, and educate operators on how to report issues and concerns.
- Bus Operator Gateway web page allows operators to submit road condition reports, specifically about restrooms. Submittals are entered into a database, assigned to appropriate staff, and results can be reported back to the operator.

Multi-Year Program

- This CIT was formed in 2013, and includes numerous departments and **frontline staff**.
- The team produces an annual plan, which includes a pipeline of future projects that **help inform annual CPC budget planning efforts**. The plan has also aided in the creation of policy that helps scale investments to present and future needs in a cost-effective manner.