

## Rutledge, Kay

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**From:** Rutledge, Kay  
**Sent:** Wednesday, November 26, 2014 3:41 PM  
**To:** Rutledge, Kay  
**Subject:** FW: Portland Loo experience

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**From:** Michael Hill [<mailto:mhill@victoria.ca>]  
**Sent:** Tuesday, November 25, 2014 3:18 PM  
**To:** 'Dennis Ryerson'  
**Cc:** Susan Schmitz  
**Subject:** RE: Portland Loo experience

Hi Dennis,

This is my second request for information today. Perhaps because it was World Toilet Day last week?!

- Annual maintenance costs are minimal. Don't get the solar version if its still offered. Not sure if the hand washing station has been improved, but it's a little awkward if you have snow and ice (we don't). The door is very heavy (if it hasn't changed) and it would be helpful to put a very good antigraffiti coating on interior surfaces. We also added a neon sign on top of ours.
- Operating costs involve having City cleaning crews stop by 5 times a day. We do get graffiti and messes with street community from time to time.
- No, it doesn't plug up very often at all. We have the surface drain running to sewer, rather than stormwater to address that issue. A little more rainwater in there, but...
- Yes, we have had some behaviour issues. Reluctantly, we put a needle drop box in there (our own fortified City version). We have the security company from our nearby parkade come by there regularly to make sure everything is okay. It's a nuisance, but so far we haven't had to take any action, such as limiting hours.
- There wasn't too much offered when we got the Loo a few years ago. There is now another company selling a very similar Loo for half the price, but they have clearly taken Portland's design. We were working on a design with an architect, which would have been a companion to our (award-winning) urinal. That would have been my preference, however, the Director of Engineering made an executive decision after we reviewed the Portland Loo. Even though we think its more expensive than it should be, I haven't seen any other products out there that are similar for the same cost (other than the one cited above).
- Overall, we are satisfied with the Loo and Greg is an exceptional guy who you can definitely trust to support you.
- I would consider your location carefully. If you are putting it in an area where there is homelessness and a significant street community, you are more likely to have issues. Of course, that isn't a reason not to do it. You may need to ensure that its supported by your business association clean team or the City and police. We have a supervised washroom facility in an area frequented by the street community which works well.

I will send you some more information when I get a chance

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**From:** Dennis Ryerson [<mailto:drryerson@yahoo.com>]  
**Sent:** Tuesday, Nov 25, 2014 12:52 PM

**To:** Michael Hill

**Subject:** Portland Loo experience

Hi, Michael,

My name is Dennis Ryerson. I'm a resident of Denver, Colorado, USA in an area populated by thousands of homeless individuals, but also the home of several bars, restaurants and a major-league baseball stadium. I am working with the mayor's office here to minimize conflicts with the homeless, and they've asked me to investigate public toilet solutions.

Greg Madden in Portland suggested I contact you re Victoria's experience.

Can you give me an indication as to:

- Annual maintenance costs, and any unexpected problems.
- Installation costs, beyond the initial price for the loo.
- Does the toilet get plugged often and if so, where does the overflow go?
- Have there been issues with crime and other inappropriate behaviors?
- Did you consider other alternatives and if so, which ones?
- Are you overall satisfied with the loo?

Thanks so much in advance for providing your thoughts regarding these issues.

Best,

Dennis Ryerson