Report to
Rapport au:

Information Technology Sub-Committee
Sous-comité de la technologie de l'information
25 June 2015 / 25 juin 2015

and Council
et au Conseil
8 July 2015 / 8 juillet 2015

Submitted on June 18, 2015
Soumis le 18 juin 2015

Submitted by
Soumis par:
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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE   **File Number**: ACS2015-CMR-ITS-0002

SUBJECT: **MAKING THE LOCATION OF PUBLIC WASHROOMS WITHIN PUBLIC CITY FACILITIES AVAILABLE TO THE COMMUNITY**

OBJET: **INFORMER LA COLLECTIVITÉ DE L'EMPLACEMENT DES TOILETTES PUBLIQUES SITUÉES DANS LES INSTALLATIONS MUNICIPALES**

REPORT RECOMMENDATIONS

That the Information Technology Sub-Committee recommend that the Finance and Economic Development Committee recommend that City Council direct staff to:

1. **Produce an app (iPhone, Android and other platform compatible) designed to locate the nearest public restrooms in the City of Ottawa. "Where To Go app" should carry a multi-functional interface similar to those presented in this report as Document 1.**

2. **Release the appropriate data through the "Open Data Program" so that the Open Data community produce an app and/or;**

3. **Prepare, maintain, and publish information about the city's public restrooms as part of its city facilities' attributes in an Open Data format to facilitate its consumption by third party applications and the developer community at large, and;**

4. **Encourage and reach-out to the mobile application development community to solicit interest in the development of this new app and inclusion in an existing apps.**

RECOMMANDATIONS DU RAPPORT

Que le Sous-comité de la technologie de l'information recommande au Comité des finances et du développement économique de recommander au Conseil municipal de confier le mandat au personnel de :

1. **Produire une application (iPhone, Androïd et autres plateformes compatibles) pour repérer les toilettes publiques les plus proches dans la ville d'Ottawa. L'application « où aller » aurait une interface multifonctionnelle s'apparentant à celles présentées dans le document 1 de ce rapport;**

2. **Rendre publiques les données pertinentes par l'entremise du « Programme de données libres » afin que la communauté des données libres produise une application et/ou;**

3. **Préparer, mettre à jour et publier dans un format de données libres les renseignements sur les toilettes publiques de la ville dans le cadre des caractéristiques des installations municipales afin de faciliter leur utilisation par des applications tierces et par la communauté des développeurs en général;**

4. Tendre la main à la communauté du développement d'applications mobiles et l'encourager à manifester son intérêt à développer cette nouvelle application et à l'intégrer à des applications existantes.

BACKGROUND

Over the past several years, there has been increasing interest by members of the public to ensure that public washroom facilities can be easily located. The reason for this interest can be attributed to several factors including our aging population, families with small children, and persons with medical or other health reasons and a growing population while construction of additional infrastructure does not always keep up.

On September 24th, 2014, Ottawa City Council received a submission from the GottaGo! Campaign related in-part to this matter. The petitioners asked the City to construct more public washroom facilities, especially in or around LRT stations such that residents could more easily locate washroom facilities. In addition, as part of the City's 2015-2018 draft Older Adult Action Plan, there is an action item for the City to develop strategies to inform older adults regarding the locations of public washrooms located within City buildings

DISCUSSION

The City of Ottawa would like to ensure that residents and visitors are more easily able to locate public restrooms within municipal facilities. To assist in this, an inventory of the location of public washrooms within municipal public facilities should be documented, and include supplemental information such as whether the washrooms have assistive devices, are able to accommodate persons with disabilities, are equipped with diaper-changing facilities, can accommodate a stroller, the location and hours of operation of the facility.   Once the information is gathered, validated and translated, the data could then be used to inform Older Adults and the community in general of the location of public washrooms within public city facilities.

One such strategy is ensuring that the data is converted into an Open Data format and posted on the City's Open Data catalogue. This format is common in some other countries and was established to meet the needs of technology application developers who, in turn, can transform it into easy to use mobile applications, or use it in web-based maps or to develop visual diagrams. Given that the City has a well-established

Open Data Program with multiple data sets already available on the on-line open data [catalogue](#), this information could be posted quite easily, once it has been validated as outlined above and once it has been linked to the app we create.

GottaGo! and public interventions have been calling for the City to construct many new public washrooms including locations at LRT stations. Presenting the locations of existing publicly accessible washrooms should reduce the number of public restrooms the City may be required to build by helping people see where it is already possible to meet those needs without new construction and maintenance costs. Many cities and governments around the world already publish their public restroom data to existing public facility data done using Open Data. As a result, there are now many third-party mobile applications which have been developed based on these open data sets, which are available to the public to use to help locate public restrooms. Once Ottawa's data is posted on its Open Data catalogue, staff could reach-out to the local Open Data community, as well as to the developers of known public washroom finder mobile apps, to inform and encourage them to incorporate the data into solutions which will assist the community.

The first phase could include a first version of the application which should be user friendly and aesthetically pleasing; it should also feature the Ottawa logo for ease of recognition. A prototype should include both a map and list view of the available bathrooms and should zoom into an appropriate radius of the location of the handheld device, bathroom searches may be refined by selecting criteria such as accessibility or hours of operation, and directions should be provided to the location of the bathroom internally through the application. User ratings and feedback should be available in order to ensure that any incorrect information can be updated; this feedback should be directed to the owner of the dataset. Layout examples included in Document 1.

SECOND PHASE

The second phase of this project could include a revenue generating and more participatory version of the application which allows companies in the private sector who are willing to offer their restrooms for public use to get dots on the app. This could become a revenue opportunity for the City as companies could be asked to pay for logo or other identifying advertisement kinds of dots on the map. Also includes some cost avoidance opportunities as this will be highlighting existing facility locations is expected to result in some reduction in demand to build more public restrooms.

RURAL IMPLICATIONS

The listing of public washrooms within public facilities will be city-wide.

CONSULTATION

This attempts to partially respond to matters raised during consultation leading to the 2015 City Budget, Older Adult Plan, open data discussions at City Hall. The Departments of Community and Social Services Development, Information Technology Services, ServiceOttawa, Parks, Recreation and Culture, and Public Works and Services have been consulted.

COMMENTS BY THE WARD COUNCILLOR(S)

This section is not applicable to this report.

ADVISORY COMMITTEE(S) COMMENTS

This section is not applicable to this report.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations in this report. The City's Legal Services will provide assistance in reviewing any sponsorship arrangements with private sector companies who contribute towards this project as required. Sponsorship arrangements related to this project will be required to comply with the City's Corporate Sponsorship and Advertising Policy.

RISK MANAGEMENT IMPLICATIONS

App developers may not choose to use this information, however the information will be available at ottawa.ca.

ASSET MANAGEMENT IMPLICATIONS

This section is not applicable to this report.

FINANCIAL IMPLICATIONS

There are no direct financial implications.

ACCESSIBILITY IMPACTS

The recommendations will take into consideration the needs of persons with disabilities, seniors, persons with medical issues as well as families with children, and are intended to reduce barriers.

TECHNOLOGY IMPLICATIONS

The Information Technology Services Department will ensure that the required data is in an acceptable format to publish the data through the Open Data Program so interested parties in the Open Data community can build apps.

TERM OF COUNCIL PRIORITIES

The recommendations aligns directly with the Healthy and Caring Communities Strategic Priority of Council.

SUPPORTING DOCUMENTATION

Document 1 – Example of multi-functional interface

Submission by GottaGo! Campaign to Ottawa City Council on September 24th, 2014.

DISPOSITION

CSSD to facilitate the coordination of a bilingual public washrooms within public facilities inventory as per the draft 2015-2018 Older Adult Action Plan.

ITS to facilitate the conversion of the data into the required Open Data format.

SO to post the data on the Open Data catalogue and reach-out to the local Open Data Community and to known public washroom finder mobile application developers to solicit interest in the development of an app or inclusion in an existing app.

PWS to maintain and update the data going forward, as part of existing building facility data, to ensure maintenance of these public washrooms, and implement the necessary way-finding signage.

Document 1