

Park Winter Washroom Pilot Project

Engagement Background

Council approved a two-year pilot program offering park washrooms in the fall and winter when they would otherwise be closed. Year two of the pilot has ended and we conducted engagement to determine how residents feel about the program.

The public engagement served as:

- An opportunity to solicit feedback from residents on how they feel about the park winter washroom program;
- Solicit feedback on user's experience;
- Gauge whether the program is a value-added service for residents; and,
- See what was done well and what can be improved.

To advertise the Pilot Program Survey, staff put up Notices at washroom sites identifying opportunities to contact, including:

- Online "Engage Hamilton" option for input
- Contact phone number (Parks admin or Call Centre)
- Email
- Drop off comments at City Hall

Engagement activities were hosted on the Engage Hamilton, digital engagement platform: <https://engage.hamilton.ca/winter-park-washroom-pilot>

Engagement Summary

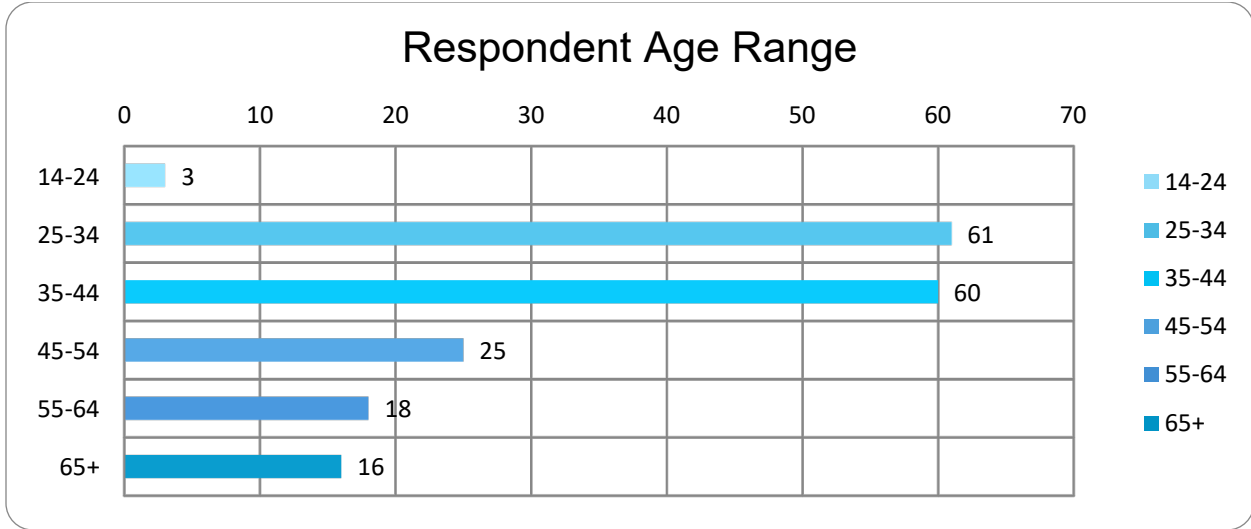
Engagement Activities Available:

- 1) Survey Tool
- 2) Forum Topics
- 3) Guest Book
- 4) Place Map
- 5) Comments received through Engage Hamilton, email and phone

Levels of Engagement:

Total Project Visitors	548
- Engaged visitors (contributed feedback)	184
- Informed visitors (clicked on additional information)	253
- Aware visitors (visited at least one page)	548

Survey Respondent details:



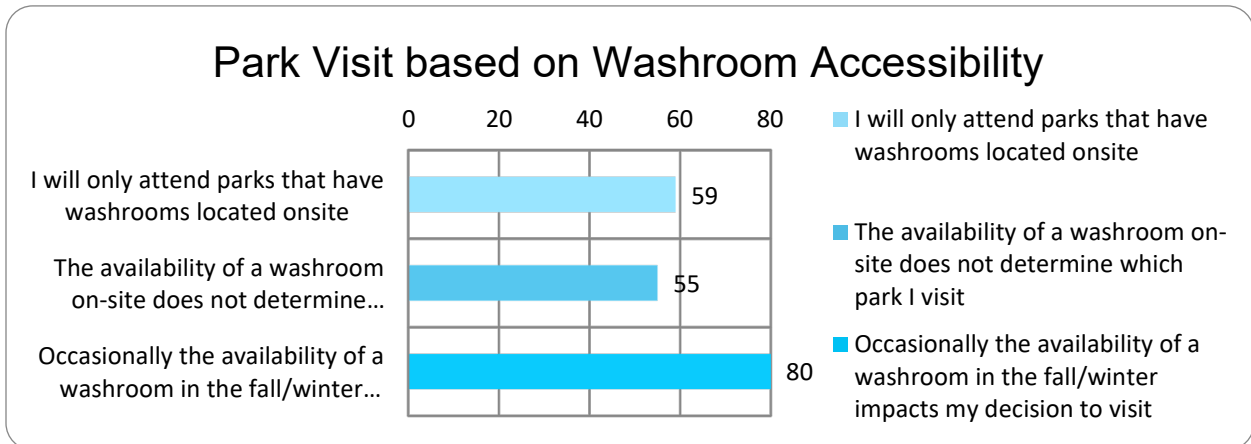
Did you know:

- 52% of respondents didn't know about the pilot program, 26% of respondents did not have the need to use the pilot program, 17% of respondents had the need but preferred to return home or go elsewhere and 34% of respondents noted that the park they visit does not have a washroom facility or was not part of the pilot program in 2021/2022
- 75% of respondents visit a City of Hamilton Park daily and/or a few times a week and most respondents (79%) will spend between 31-60mins and/or more than 1 hour to less than 3 hours at a City of Hamilton Parks.

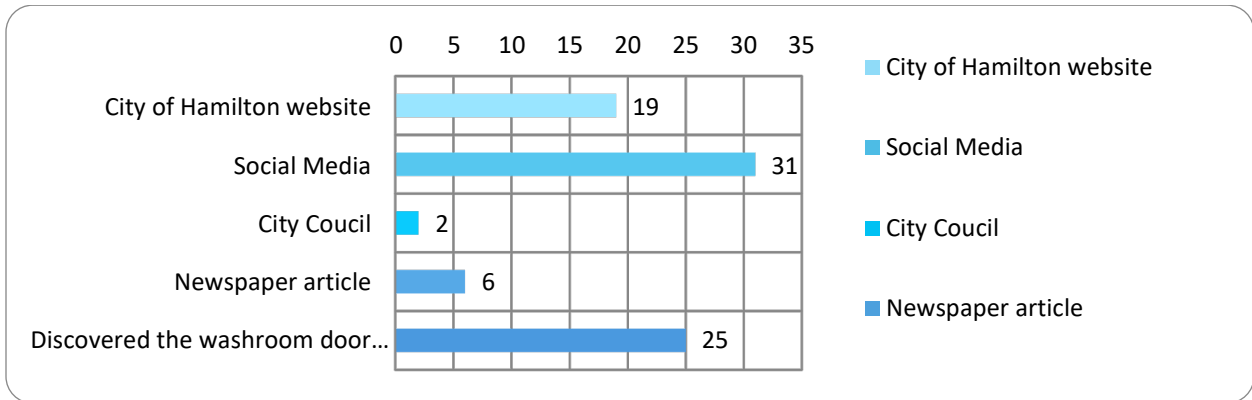
1) Survey Tool

Major themes reported by Survey Respondents are provided below:

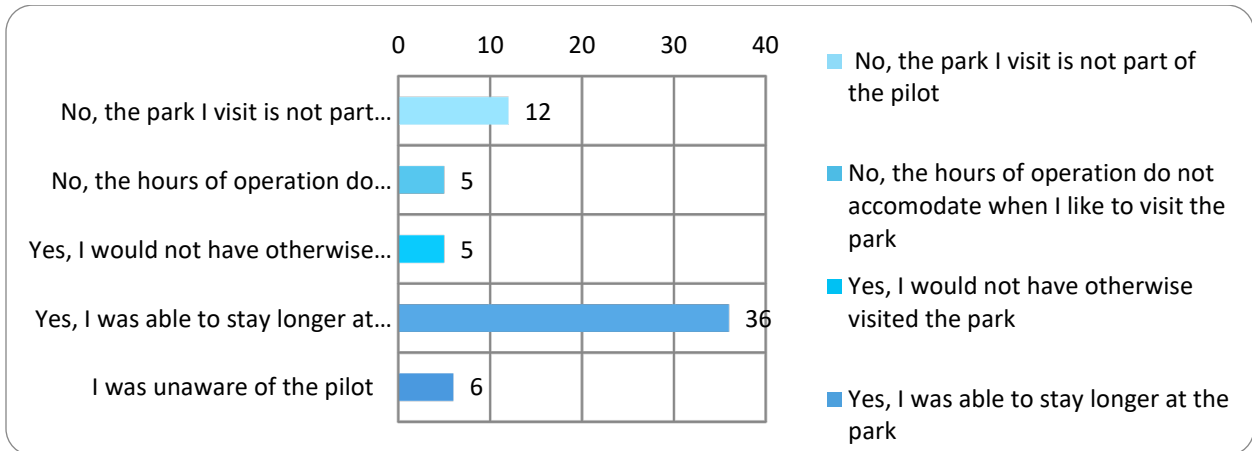
Does the availability of a park washroom impact your decision to visit a park in the fall/winter?



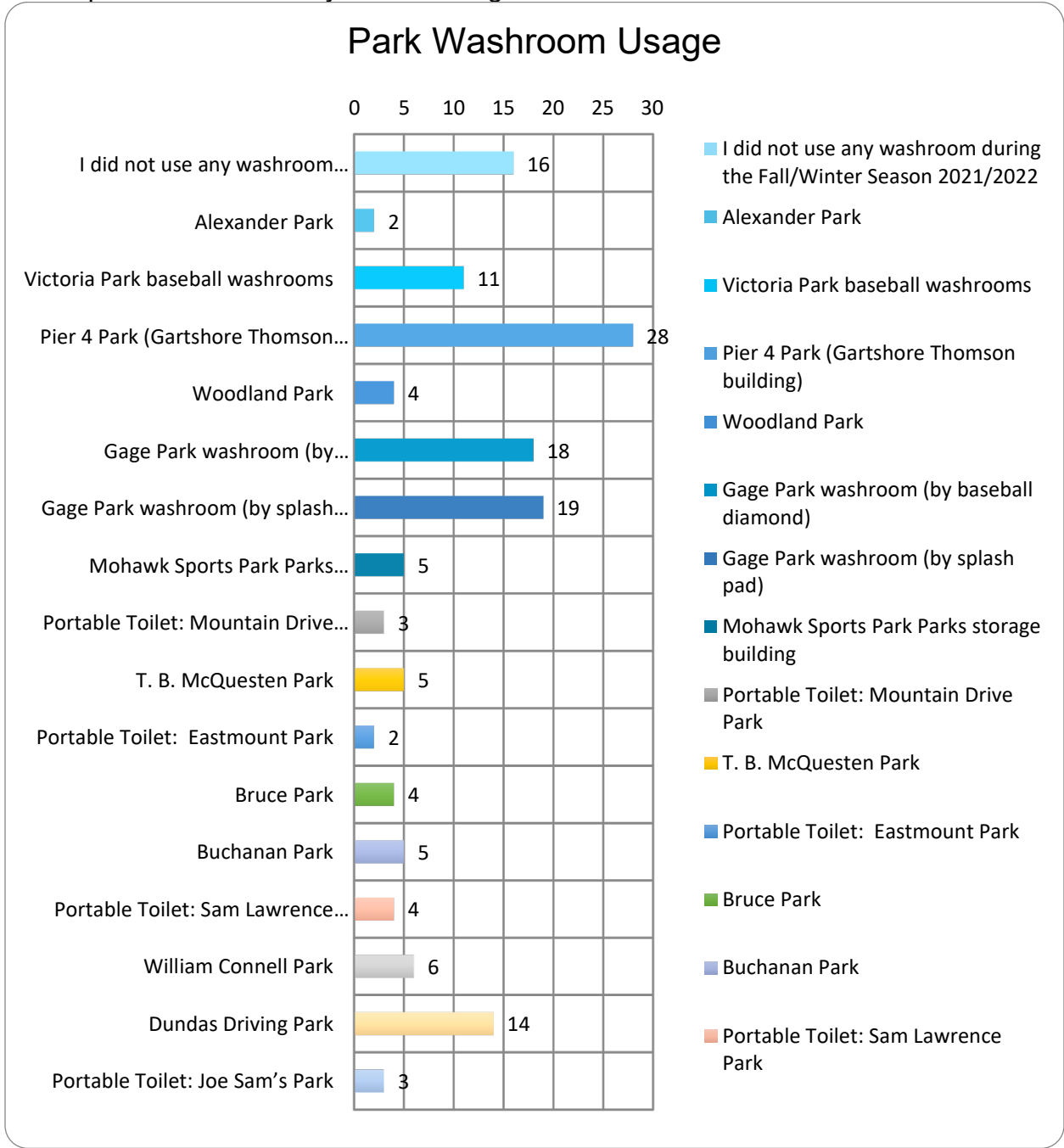
How did you hear that select park washrooms would be available for the fall/winter season 2022/2023?



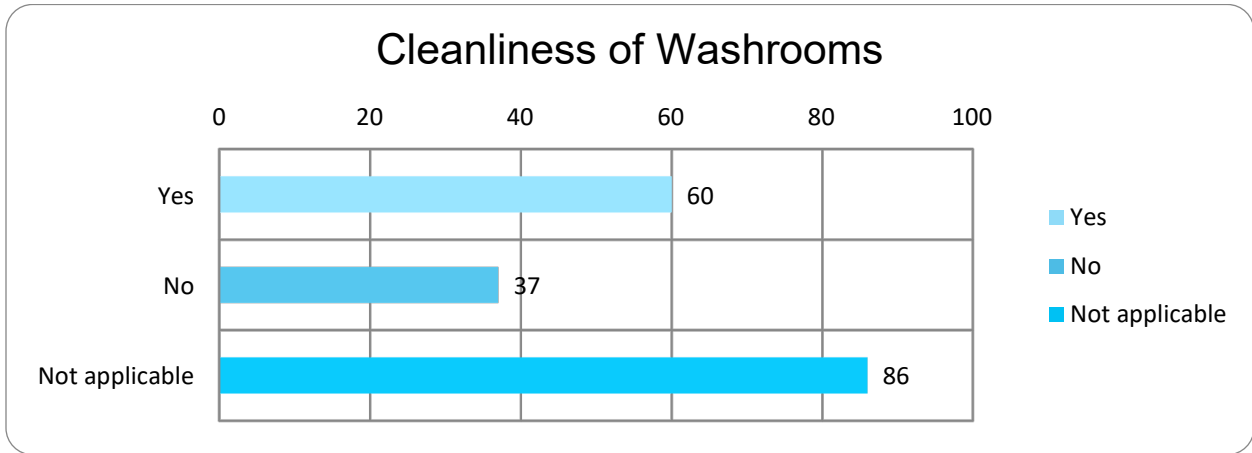
Did the availability of park washrooms through the pilot program make visiting a park more accessible for you?



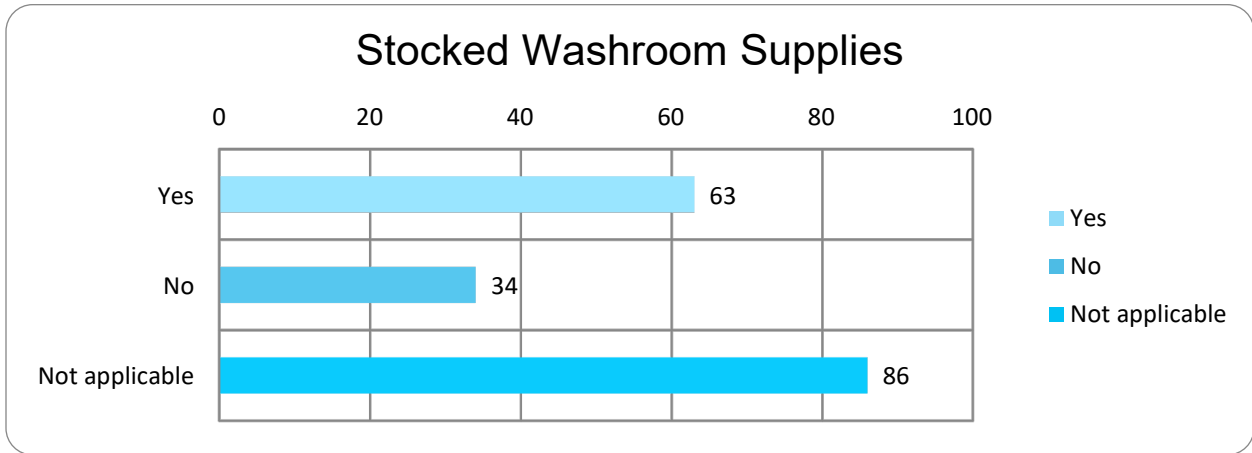
Which park washroom did you use during the fall/winter season 2023/2023?



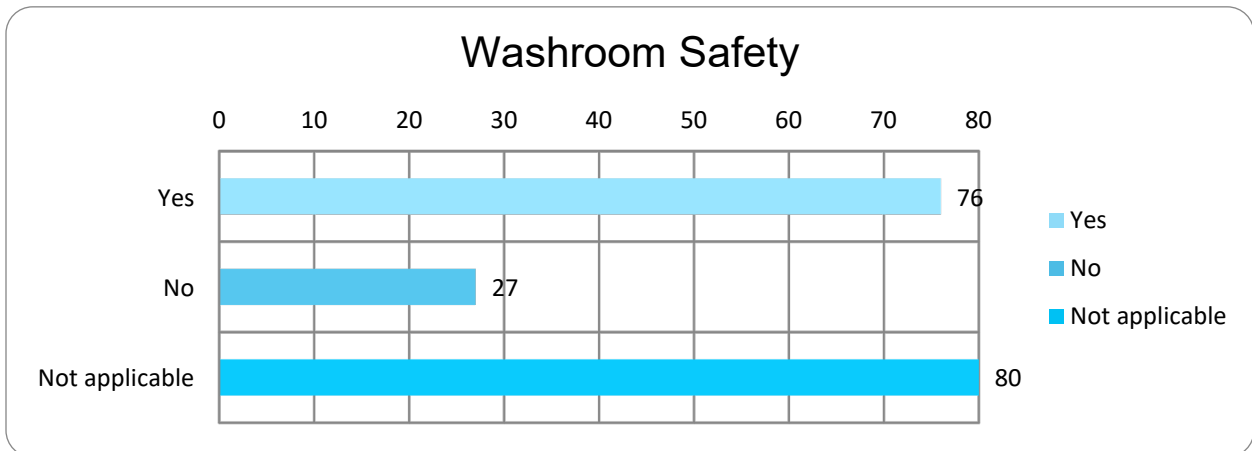
The washroom was clean:



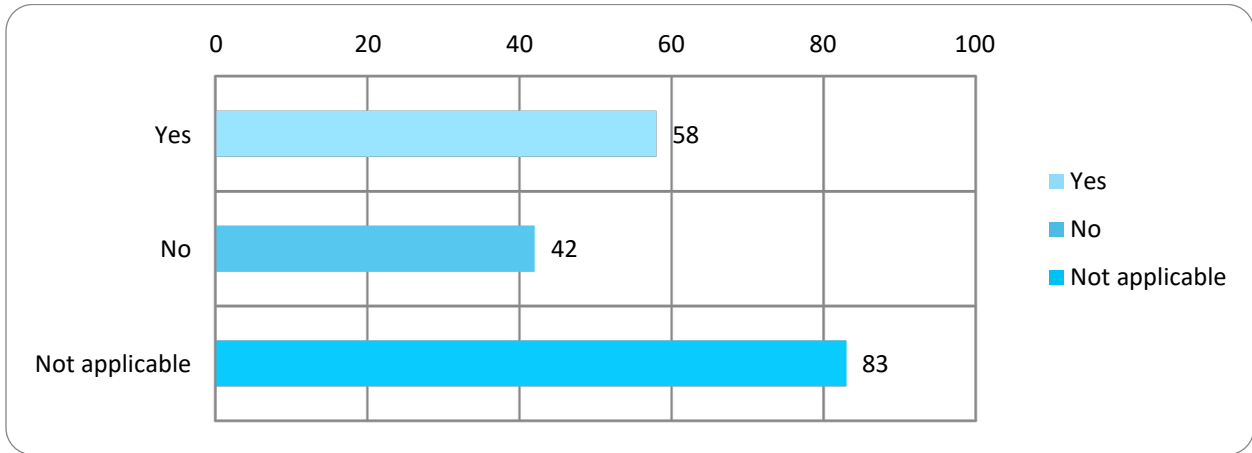
The washroom supplies (toilet paper and soap) were available:



I felt safe while using the washroom:

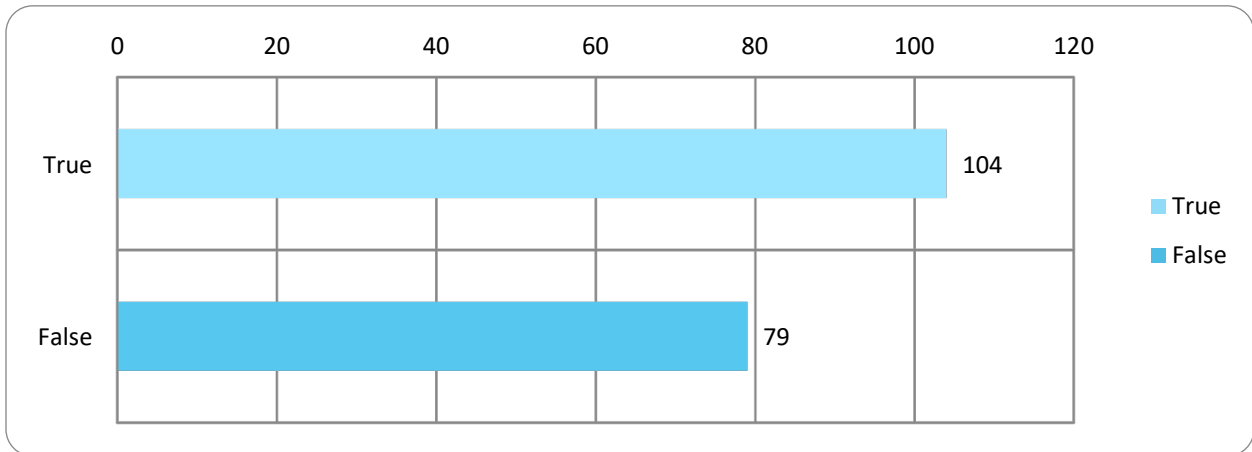


I did not use the washroom;

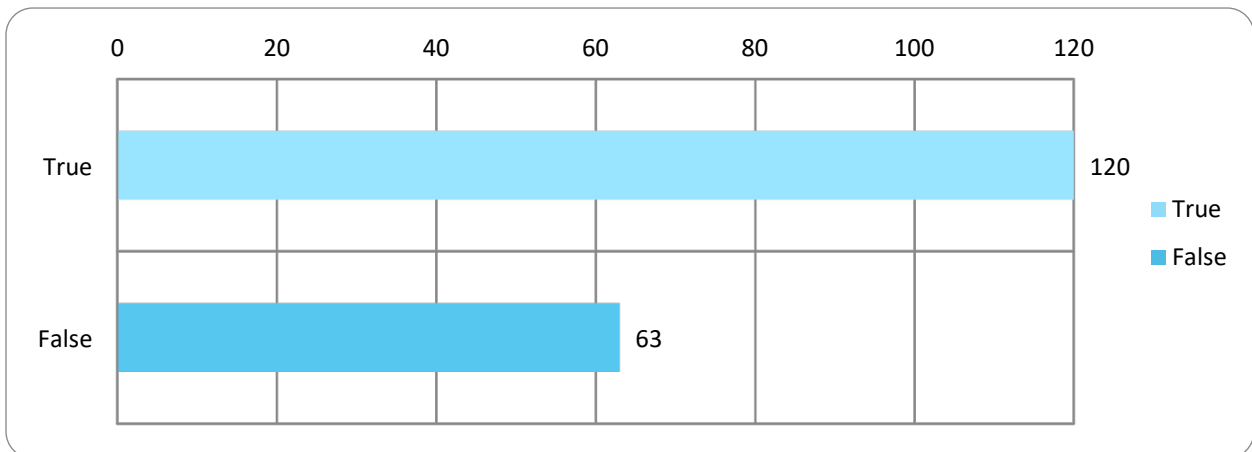


Fall/winter washrooms were to be available for daylight use, opened and closed according to a scheduled route. Select all statements that are true:

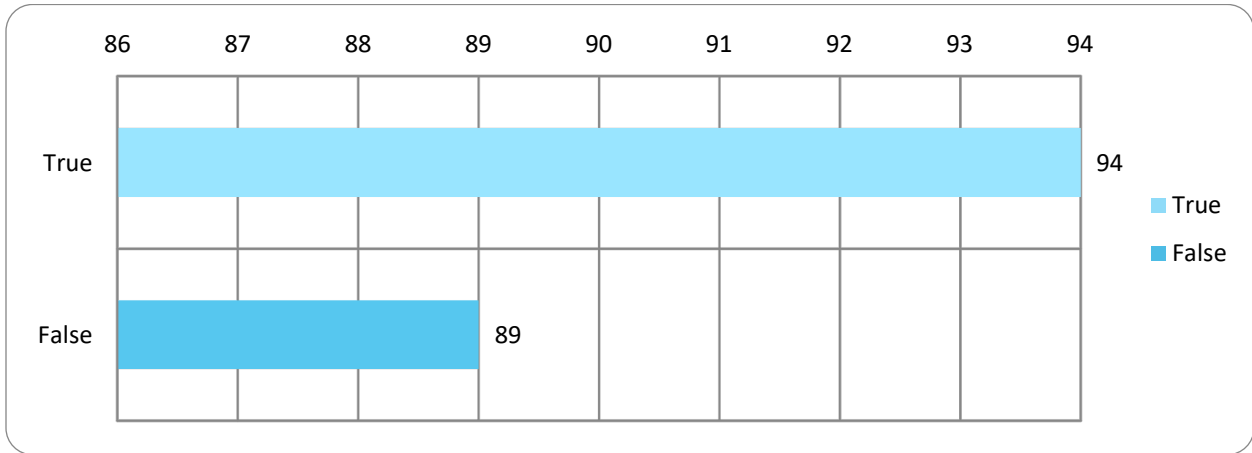
The washroom was open for use at the time I needed it;



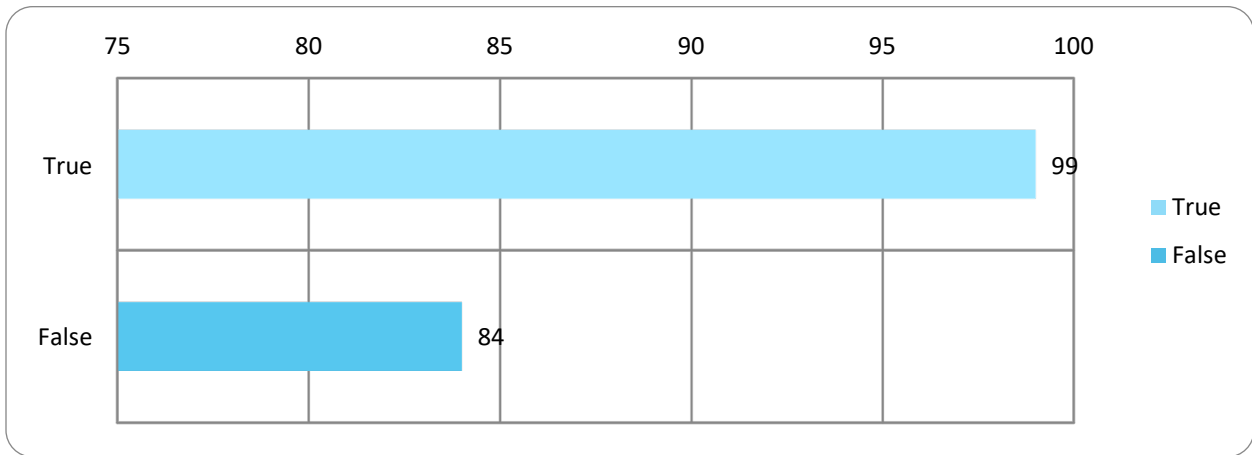
Availability for daylight use is a sufficient level of service for me;



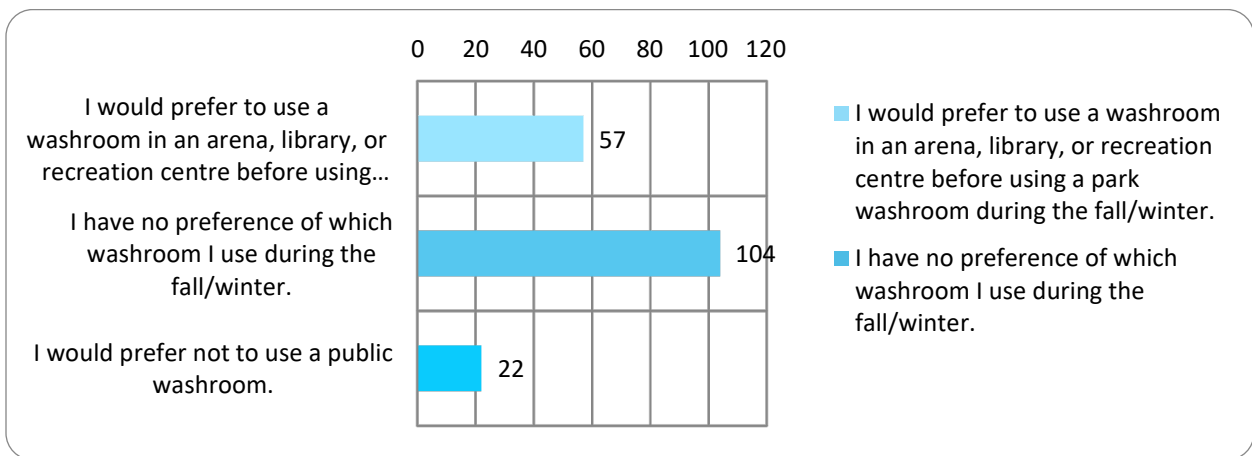
The hours of operation are not sufficient; washrooms should be available earlier in the morning;



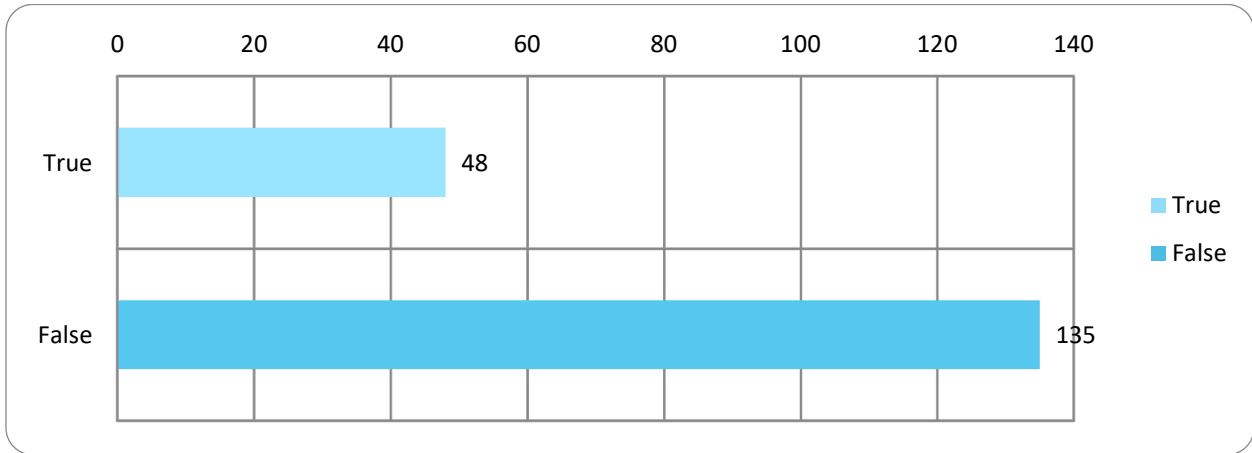
The hours of operation are not sufficient; washrooms should be available later in the evening;



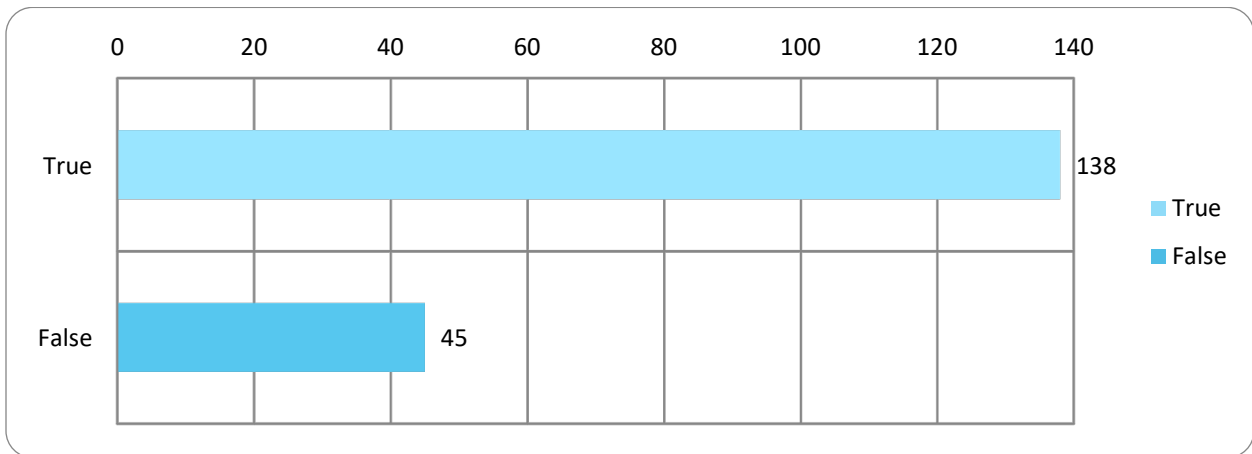
Aside from park washroom facilities, public washrooms are available for use in nearby arenas, libraries, and recreation centres. Which statement is true for you:



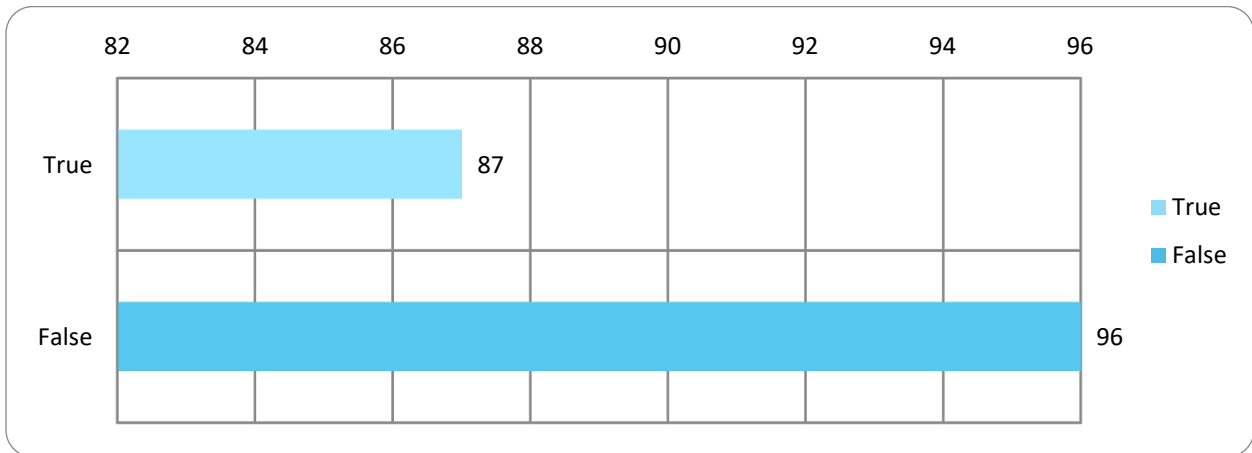
I have no preference between using a park washroom facility and a portable toilet:



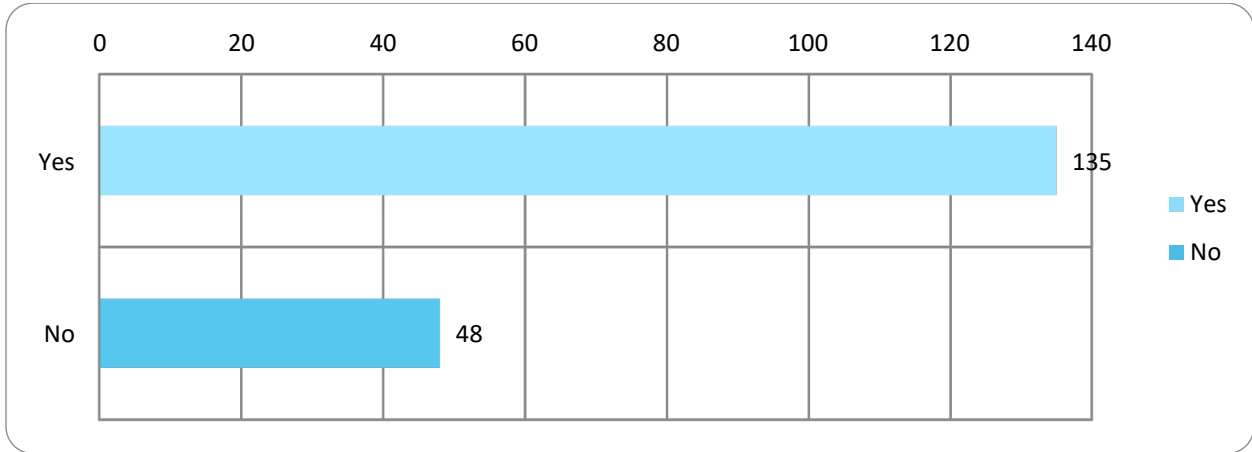
I would prefer to use a park washrooms facility however I would use a portable toilet if a park washroom facility was not available:



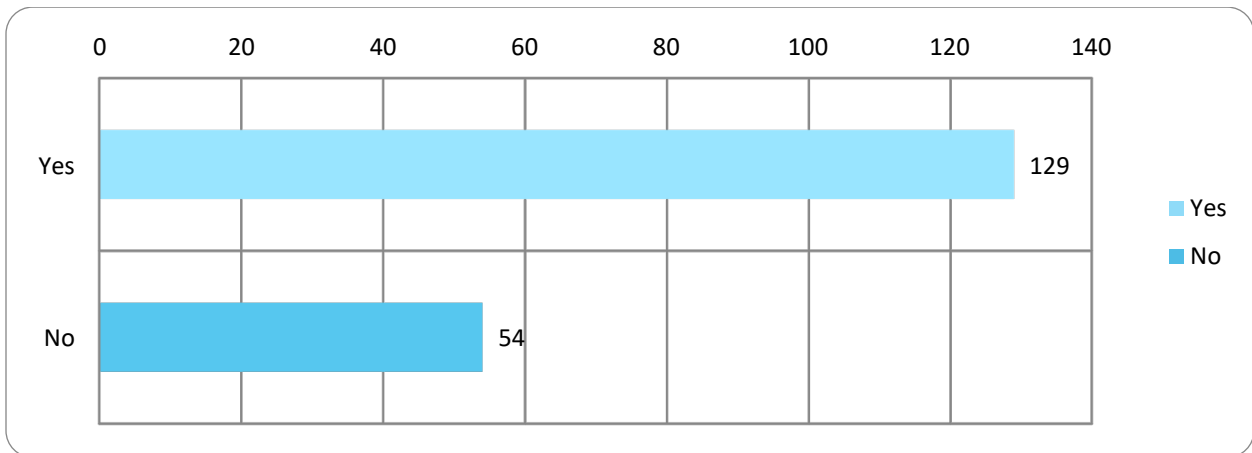
I would avoid using a portable toilet:



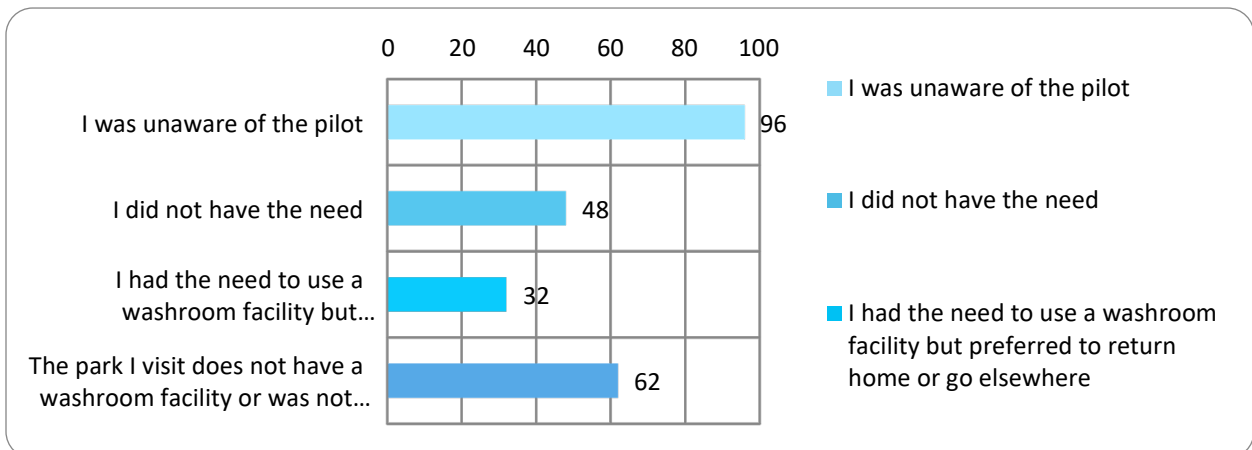
As a resident, does the Park Winter Washroom Program represent an added valuable service to you?



Would you be willing to have an increase to the Public Works budget to continue or expand this service?



We would like to hear more about your experience and why you did not use the park washrooms this fall/winter season. Select all statements that apply:



2) **Forum Topic 1:**

Do you have concerns about the aesthetics of portable toilets at your City parks?

No new comments.

Forum Topic 2:

Why did you not use the park washrooms this fall/winter season?

No new comments.

3) **Guest Book:**

Do you have any other comments about the Parks Winter Washroom 2021/2022 Pilot?

No new entries.

4) **Place Map:**

If Council chooses to make the Winter Washroom Program permanent, which park site would you like considered to be added?

No new sites were submitted by participants.