

South San Francisco Throne Restroom Pilot Overview

Why This Pilot Was Launched

South San Francisco identified a clear need for safe, accessible public restroom infrastructure — particularly in areas without permanent facilities. **Traditional brick-and-mortar restrooms require significant capital investment**, long construction timelines, and ongoing staffing resources.

The Throne pilot was launched to evaluate whether a smart, serviced restroom model could:

- Expand access quickly
- Maintain high cleanliness and safety standards
- Reduce staffing and operational burden
- Provide measurable usage data to inform long-term planning

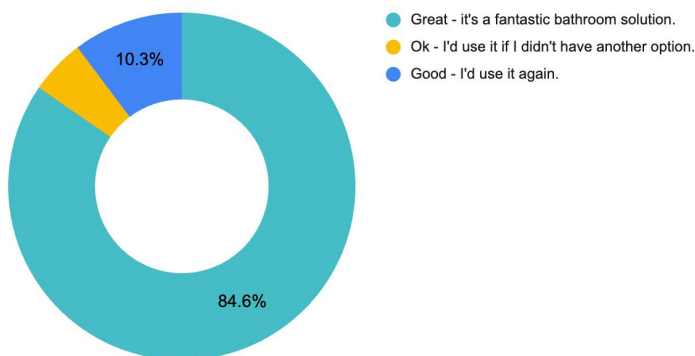
Starting September 30, 2025 Throne placed a single unit at Linden Park to test their smart restroom service as a way to expand access to public restrooms that are clean and feel safe.

Community Feedback

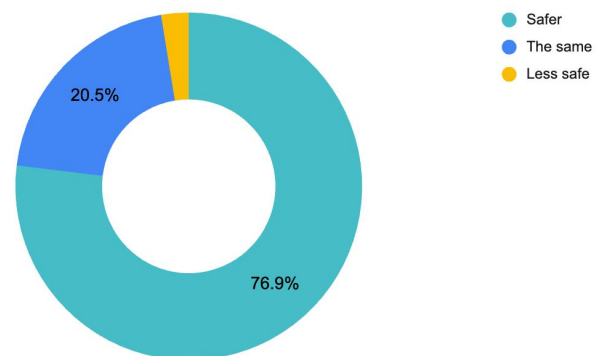
Detailed feedback was solicited through a Community Survey posted on the exterior of the Throne. Thirty-nine (39) people completed the voluntary survey from October 2025-February 2026.

Ninety-one percent (95%) of respondents said Thrones are a **Good** or **Great** public restroom option and 77% said Thrones made them **feel safer** than traditional public restrooms.

What do you think about the Throne as a public restroom option?



In the past, some residents have shared that they feel unsafe in public restrooms. How did the Throne make you feel?



Comments from users

- It's very nice
- None, the bathroom was quite clean thank you!
- It smells kind of bad in there
- This is cool, put some in sf
- **grateful to have the facility on my walk.**
- This is a great idea!
- **It was very clean and relaxing definitely recommend go others**
- No it's very clean and relaxing thank you for the service :)
- Very convenient thank you
- Thank You
- **You saved my underwear**
- Nope it was súper clean
- Cool experience
- Put this near parks and community centers
- Very nice restroom
- It's so cool I love it
- Gracias
- This is fantastic. We need more of these in every city.
- Great idea
- This is Brilliant! 🤩
- Otro baño
- **It's good to know that SSF cares for their residents by offering a bathroom where there is none**
- Beery good

Results Over ~5 Months



4 out of 5 average cleanliness rating

96%

Uptime

Only 3

Instances of vandalism

99.8%

Users leave within 15 minutes

37%

Return Users (community staple!)

11

Phoneless access card users