



**Commissioner Nick Fish**  
City of Portland

## **1) What exactly is this All-User Restroom Challenge?**

Commissioner Fish has formally challenged the Portland business community to convert 1000 single-stall restrooms from gender-specific into all-user. What this actually means is we are asking businesses to change the sign that hangs outside of their restroom. Rather than having a “Men” and “Women” single-stall restroom, any of your customers will be able to use any available single-stall restroom of their choosing.

## **2) Will I need to change the plumbing and fixtures?**

NO! We understand that some restrooms have a urinal. That’s ok! We only want you to change the sign that hangs outside the door.

## **3) My business only has multi-stall restrooms. Can I participate?**

You certainly can, but changing a multi-stall restroom is inherently more complicated. Today, we are focusing on single-stall restrooms. But if you’re willing to make the investment, we will always encourage our community to remove barriers and make their businesses more accessible to all.

**HOWEVER**, if you have any questions about how to convert your multi-stall restroom, we will gladly connect you with some community experts in this field.

**4) I want to change my sign, but I don't want a generic sign, and I don't know how to paint. Where can I get a sign made?**

We have partnered with the makers at [ADX](#) to help you create a custom restroom sign for your business. Made from locally sourced materials, and made by locally sourced craftsmen, the staff at ADX can help you make a unique sign for roughly \$40. Give them a call or send them an email ([info@adxportland.com](mailto:info@adxportland.com))

**5) Why would I want to change my sign?**

Because everyone benefits when unnecessary barriers are removed. Parents with a young child, older adults or disabled individuals with an attendant, transgender people, and people who don't want to wait in line all benefit when they have increased choices. This simple action shows your customers that you care about their well-being and that all are welcome in your business.

**6) Is this mandatory?**

No! There is no requirement to participate. We know that Portland's business community is generous and giving, and that they welcome the opportunity to create a warm and welcoming environment for their customers. You don't need a mandate to do what's right for your customers.

**7) How do I respond to customer's that...**

**a. don't feel safe using the all-user restrooms?**

Safety concerns weigh in favor of restroom accessibility, and all-user restrooms are intended to help create a safer and more accessible space for everyone. If a customer doesn't feel safe, simply ask what

made their experience unsafe and ask if you could share their feedback with Commissioner Fish's office. Please send any feedback to Jamie Dunphy in Commissioner Fish's office ([jamie.dunphy@portlandoregon.gov](mailto:jamie.dunphy@portlandoregon.gov)).

If this involves any criminal activity and the customer is in danger, contact local authorities— there are existing laws that protect people from criminal conduct in public restrooms.

**b. don't like the idea of sharing restrooms with the opposite sex, gender-diverse people or prefer gender-specific restrooms?**

No one is required to use the all-user restrooms, but Portland supports restroom options that benefit everyone. All-user restrooms provide a safe and comfortable option for all – parents with children, people with an attendant, and transgender individuals.

In addition, most people use gender neutral bathrooms at home or in others' homes without question. The ease at which restrooms are shared with all in homes indicate that people could do so successfully in public.

**8) I've converted the sign on my restroom. What do I do now?**

Send an email to Jamie Dunphy in Commissioner Fish's office ([jamie.dunphy@portlandoregon.gov](mailto:jamie.dunphy@portlandoregon.gov)) with the name of your business, your address, and your new sign, and we'll proudly display it on this website. We'll work with you to ensure that your Yelp listing is updated, and that your name is mentioned when the challenge is completed.

**9) I spotted a single stall restroom that can be converted. What do I do?**

If you spot a single stall restroom that can be converted to all-user, submit their name [here](#), we'll find their contact information and talk to them directly.

**10) Who is endorsing this challenge?**

[The Portland Business Alliance](#), [Venture Portland](#), [The Main Street Alliance](#), the [Oregon Restaurant and Lodging Association](#), the [Portland Area Business Association](#), [Yelp](#), [SMYRC](#), [PHLUSH](#), [Basic Rights Oregon](#), [Cascade AIDS Project](#), [AARP Oregon](#), [Elders in Action](#)

**11) Have more questions?**

Great! Send an email to Jamie Dunphy in Commissioner Fish's office ([jamie.dunphy@portlandoregon.gov](mailto:jamie.dunphy@portlandoregon.gov)).