



GENDER NEUTRAL SIGNAGE FOR SINGLE-USER RESTROOMS



Frequently Asked Questions (FAQ)

1. What is a single-user restroom?

A single-user restroom is defined as a restroom in which the primary entry door is lockable and is available for use by an individual with or without assistance.

2. What is a gender neutral sign?

A gender-neutral sign indicates that preference is not given to a male or female user.

3. Does the sign need to be a specific size, color, etc.?

No, the ordinance does not specify size and type; this is the responsibility of the business owner; however, the sign must be in compliance with ADA requirements. (Note: The signs depicted on this flyer are examples only).

4. What businesses are required to comply with the ordinance?

The ordinance applies to all commercial businesses (retail, office, medical, hotels, restaurants, etc.)

5. Are existing businesses grandfathered from the ordinance?

No, the ordinance does not exempt existing businesses.

6. The restrooms in our facility contain multiple stalls. Are we required to install gender-neutral signs?

No, restrooms with multiple stalls are exempt from the ordinance.

7. Are we required to build a single-user restroom?

No, this ordinance speaks only to signage, and does not require the construction of additional restroom facilities.

8. Construction of my business is almost complete, and we have installed gender-specific signage. Will I have to change my signs?

If you have not yet received a final building inspection, you will be required to change the signs before a Certificate of Occupancy is issued. If you have received a Certificate of Occupancy, you are required to change the signs, however, enforcement will occur on a complaint basis only.

9. When did the ordinance go into effect?

The ordinance became effective on December 22, 2014.

10. How is the ordinance enforced?

The ordinance is enforced on a complaint basis only.

11. How are complaints filed?

To file a formal complaint against a business, call 3-1-1. Once a complaint is filed, an investigation will be initiated by the Austin Code Department.

12. Are there penalties for non-compliance?

Failure to comply with the ordinance is a Class C Misdemeanor.

13. Why were these requirements implemented?

The requirements are the result of a national campaign to bring attention to gendered restroom facilities which can present uncomfortable and dangerous situations for the gender non-conforming community. The campaign emphasizes that gender-free bathrooms are also helpful to people with disabilities, people with personal attendants, people with children, and the employees and customers of businesses with limited available restrooms.

Cities such as Washington D.C., Philadelphia, Minneapolis, and Hollywood have adopted similar regulations.

The ordinance requirements were recommended by the Human Rights Commission, and approved by the City Council on December 11, 2014.

14. Where do I get additional information?

Contact the Planning and Development Review Department, 512-978-4000.