

# Throne Frequently Asked Questions

## The Basics

### Why pilot a Throne restroom?

The City of South San Francisco is exploring both a permanent prefabricated restroom and a subscription-based portable restroom for the New Park at Linden and Pine. Staff has coordinated a 10-month pilot program with Throne Labs, Inc. for deployment of a smart, ADA-accessible single-stall restroom unit.

The pilot will begin late September 2025, with the unit located at the 700 Linden Avenue site. Based on survey results and usage data the City will decide whether to continue with a Throne subscription when the park opens, or to construct a permanent restroom.

### What is Throne?

Throne is reimagining the way cities provide public bathroom access. The smart Throne bathrooms are self-contained units that require no connection to water or sewer and are powered by solar. They feature running water sinks, flushing toilets, and robust ventilation, allowing cities to meaningfully increase access to clean bathrooms in days rather than years.

### Where are Thrones located?

Throne bathrooms are currently serving communities across multiple metropolitan areas across the United States including Washington DC, Los Angeles, Ann Arbor-Detroit and the Bay Area. Thrones serve transit hubs, business districts, parks and public spaces. The network continues to expand as more cities adopt this innovative solution to improve bathroom access.

### What amenities does the Throne offer?

Each Throne bathroom comes equipped with modern amenities designed for comfort and accessibility. Standard features include a flushing toilet, running water sink with soap and paper towels, and robust ventilation system. Thrones are climate controlled and include baby changing stations to support families on the go. The entire experience is touchless for improved hygiene, from entry to hand washing.

## Access & Usage

### How do people access a Throne bathroom?

There are three ways to access a Throne:

1. Text-to-enter: Scan a QR code or text "Throne" to the number posted on the unit
2. Throne App: Download the app to find nearby Thrones and access them directly
3. Throne Tap Card: For those without phones, free tap cards are available through local service providers in participating areas

### Is the Throne Bathroom ADA accessible?

Yes! Throne's design exceeds Federal ADA accessibility standards and meets the more rigorous ICC A117.1 requirements.

### Why do I need a phone to use the bathroom?

A phone isn't required - Throne offers phoneless entry methods for anyone who needs them. For most people walking up to a Throne bathroom, entering with a quick text message is the easiest way to get in. When someone texts to enter, their phone number is converted into a unique user ID that helps keep Thrones clean and available for everyone. This user ID system serves two important purposes.

First, it promotes accountability. If someone misuses a Throne, they can receive a warning, and repeat offenders can have their access restricted to protect the experience for everyone else.

Second, it helps maintain consistently clean bathrooms. Users become Throne's eyes on the ground, rating cleanliness after each use and alerting the operations team to any issues that need attention. This real-time feedback allows Throne to respond quickly to problems and adjust cleaning schedules based on actual needs. It's a more efficient way to operate that helps ensure everyone finds a clean, well-maintained bathroom when needed.

### **What about people without phones?**

For those that don't have reliable access to a phone, we work with partners and social service organizations to distribute Throne Tap Cards that enable phoneless entry. These partners educate card holders about the expectations of use and assign them a Tap Card. Just like phone users, they maintain access as long as they follow the rules of use. Notably, however, as of 2024, [ninety-eight percent \(98%\) of Americans have a phone](#) thanks to resources such as the Federal [Lifeline Program](#). Thrones do not require an app and can be accessed with any phone, including non-smartphones.

### **Why is there a 10-minute time limit?**

The 10-minute time limit helps ensure Thrones remain available as a shared community resource. Data shows the average Throne visit takes about 3.5 minutes, so 10 minutes provides ample time for most users while preventing extended stays that could limit access for others. This time limit is an important feature that helps prevent misuse and ensures everyone in the community has fair access when they need it.

### **Does the door really open after 10 minutes?**

Yes, but with plenty of advance notice. The process is designed to be clear and considerate while maintaining safety. When someone enters, they're notified of the time limit through both posted signs and a friendly audio message. At 8 minutes, gentle lights flash and audio reminds them time is almost up. At 10 minutes, they receive final warnings that the door will open. This automated door opening serves an important safety function - if someone experiences a medical emergency inside, they can be seen and helped once the door opens. This is a significant improvement over traditional public restrooms where someone in distress might not be discovered until maintenance arrives hours later.

## **Operations & Maintenance**

### **How do you keep Thrones clean?**

Thrones use data to inform cleaning schedules and rapid response. Every time someone uses a Throne, they are asked to provide a cleanliness rating and can provide additional detail about the needs of the Throne. This data along with usage levels, is monitored by a remote team that optimizes cleaning schedules and triggers rapid response to urgent issues. If a significant cleanliness issue occurs, the unit can be remotely locked until the issue is addressed.

### **How often are Thrones cleaned?**

Cleaning frequency is tailored to each location's needs and usage patterns. High-traffic sites in busy downtown areas or transit hubs can receive 5 or more cleanings per day, while quieter neighborhood locations with lower usage might receive 1-2 cleans. Beyond scheduled cleanings, our operations team monitors real-time cleanliness ratings and can dispatch on-demand cleaning when needed. This flexible, data-driven approach ensures each Throne stays clean regardless of varying usage patterns.

### **What are the hours of operation?**

Standard Throne hours are 7 AM to 10 PM daily, though specific hours may vary by location based on community needs. During operating hours, the digital display shows if the unit is "Available" or "In Use." After hours, the display shows when the Throne will next be accessible.

### **How do I report an issue with a Throne?**

Anyone can report an issue with a Throne. Just text or call the phone number on the front of the Throne and a member of the 24/7 support team will respond. Alternatively, email [support@thronelabs.co](mailto:support@thronelabs.co).

## **Privacy & Data**

### **What information do you collect?**

Throne collects minimal personal information:

- Phone numbers (if using text or app access) which are anonymized
- Location data (only when using the app to find/access Thrones)
- Anonymous usage data and cleanliness ratings

We never collect names, emails, or other personal details unless someone contacts support directly.

[Learn more here.](#)

### **How do you protect user privacy?**

Throne takes data privacy seriously. Here's how we safeguard your data:

- We anonymize all phone numbers into user IDs in our system.
- We never sell your personal information to anyone.
- We don't share personal data with our customers (like cities or businesses that host Thrones).
- All data is encrypted and stored securely.

Our privacy policy clearly outlines what we don't do:

- We don't use your data to sell you anything or market to you.
- We don't use your location outside of Throne usage.
- We don't collect any biometric data.