

Mobile helps Londoners to find their nearest public toilet

Business need

To deliver a service **proposed** and **voted** for by members of the public. The service requested was to enable the **15 million** annual users of Westminster's public conveniences to **locate** their **nearest** toilet, ensuring the street is not used instead.



City of Westminster

The solution

Westminster Council ran a competition to allow citizens to choose which services they should offer. The idea that received the **most votes** was a service to allow people to find their **nearest public convenience**.

'Sat Lav', which enables those caught short to text the word **TOILET** to **80097** to locate their nearest public toilet, was the name chosen for this service.

The user receives a reply with **location** and **opening times** of their two nearest public toilets and cost if any. Additional information on 24-hour toilets in the West End of London is also supplied.

Functions

- Find my nearest

