![throne logo]

Throne Access Overview & Hyattsville Tap Card Usage

Physical Throne Unit

Throne exceeds Federal ADA requirements and each unit is certified by a third party. Critical Throne rules are delivered with visual signage and audio in both English and Spanish.

Each unit is equipped with a baby changing station.

Entry Methods

Throne helps mitigate cleanliness issues by collecting real time cleanliness ratings from users and introducing accountability by assigning each user a unique user ID (UUID).

An individual is assigned a unique user ID in one of three ways:\

- Sending a text to open the door using a smartphone or non-smartphone
- Registering for the Throne Bathroom Network App
- Registering for a Throne Tap Card (enables phoneless entry – see card entry demo)

Throne collects as little data on users as possible. If a user enters with a text message or app, their phone number is anonymized in the system. Throne does not collect names, emails or any other personal information.

Instructions for text message entry are located to the left of the door. Information about where Throne Tap Cards are available is located to the right of the door. (See example signage below).

Tap Card Distribution Procedure

In Hyattsville, Tap Cards are available at: City Municipal Building, 4310 Gallatin Street, Hyattsville. City staff have been trained on educating and registering a user for Throne Tap Card.

The card registration process promotes accountability by a) educating users about expectations (aka rules) and by b) creating a sense of accountability. The registration process includes:

1. Registrants are walked through Throne's simplified one-page Community Use Rules with the and offered a full copy of Terms of Service for them to review (both documents are available in English and Spanish)
2. Their card number, name and date of issue is entered into the Registration Sheet (held by Hyattsville)
3. Registrants are asked to circle "Y" and sign that they accept the Throne Community Use Rules and Terms of Service.
4. Card is issued with their name added.

The basic card is pictured below. The location where issues can be reported reflects the location where the user registered.

Throne does not receive any personal information about the individual who requested the card. The user/card is recognized by the UUID only. If there is an issue with the card, Hyattsville staff can call Throne for assistance.

Throne is also planning on supporting educational outreach and card registration at a monthly food distribution event.

Hyattsville Tap Card Statistics

Hyattsville has been a learning partner for Throne as the Tap Card Technology launched. City staff was first trained during September 2023 on the card distribution process. Shortly after Throne discovered that the Tap Cards were working intermittently. The risk that a card fail when needed seemed worse than pausing card distribution while Throne's engineering teams identified and solved the issue and thoroughly tested Tap Card reliability.

Tap Cards were launched (again) February 2, 2024 and have been reliably working. Since then:

- Seven (7) cards were distributed in the first 46 days
- Tap card have been used 72 times
- The majority of users have used the Tap Card on 2-3 occasions
- All but one user has used their Tap Card at more than one park
- One (1) user has integrated Throne into their routine and has used the Tap Card 59 times in 46 days (fairly evenly spread throughout)
- Tap Card usage is spread roughly evenly across all Hyattsville Throne locations (see Table)

Park	% Card Uses
Hyatt Park	28%
Heurich Park	24%
38th St Park	25%
Driskell Park	24%

Warnings & Restrictions

In the event that an individual breaks the rules of Throne, they may be sent a warning. When that happens their UUID is flagged. If that UUID is associated with multiple infractions, their UUID may be restricted and will not be able to access Thrones.

Both warnings and restrictions are sent by text message. Both messages include a phone number the individual can text or call to dispute the warning or restriction. Throne defaults to believe the individual on the first instance and the flag or restriction is removed. If the same UUID continues to be associated with uses during which there is misuse, they may be warned and/or restricted again.

One of the challenges with Tap Cards is there is not a way to warn the user. If multiple infractions occur, the card will be disabled. In this case, the Tap Card user may go to the location where they registered for the card (listed on the card) and ask to be reinstated. After reviewing the rules with the user, the registration partner (in this case Hyattsville) calls Throne with the card number and Throne will reinstate it.

From July 2023 through March 2024 only 12 Hyattsville Throne users have been warned. None have been restricted.

If a Throne Tap Card is lost, Hyattsville registers the individual for a new card and provides Throne with the number of the lost card so it can be disabled.