

# Smart Restroom Technology

## How the Program Works

Georgia Tech's annual 2016 Facilities Management Survey cited restrooms as an area of vulnerability. Armed with that information and no new funding for FTE'S, we launched Smart Restroom Technology.

Citing a 2015 Pew Research Center Study, two-thirds of Americans use a Smart Phone. Armed with this data, Georgia Tech Building Services Department developed an in-house service enhancement tool using a QR Code Reader APP and URL Shortener. Should a restroom user find the area in need of service, between cleaning schedules, they simply do the following:

- Scan QR Code or URL Shortener on the posted sign with Smart Phone
- Choose the service requested from the drop-down menu and select send
- Requests are immediately sent to the Director's Office, Operations Managers, Supervisors and all Service Personnel connected to the building requiring service
- Response time is swift and immediate as staff is usually in the field of operations
- Data is analyzed and used to improve and enhance service
- Plumbing and Maintenance issues are routed to the Area Maintenance Shops for action

We first started by implementing a pilot program. The pilot program was well received by the entire campus and specifically the 100 plus Facility Managers, as evidenced by positive feedback (see attached) as well as requests for the program to be expanded to additional buildings.