# Skadoosh Feasibility

Skadoosh, allowing everyone to find cleaner bathrooms and notifying owners of dirty ones.

TEAM YELLOW

CS 410

OLD DOMINION UNIVERSITY

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## Table of Contents

Biography	3
Problem	4
Problem Facts	5,6,7,8
Problem Characteristics	9
Problem Process Flow	10,11,12
Solution	13
Solution Characteristics	14
Goals and Objectives	15,16
Solution Process Flow	17,18
MFCD	19,20,21,22
Competition	23,24,25,26
Mockup	27,28
Conclusion	29
References	31

### Our Team



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### Problem

Real-time feedback about cleanliness and amenities of restrooms available for public use is difficult to find and the ability for facility owners to use this feedback does not exist.

### Ew

- ▶ 63% of Americans had unpleasant experience with public restrooms [1]
- Close to 75% of people surveyed said an unclean restroom suggest poor management [1]
- ▶ 500,000 Bacteria found per sq. in. [2]
- ▶ 60% of people delay defecation in public restroom [3]

[1] PR-Newswirem

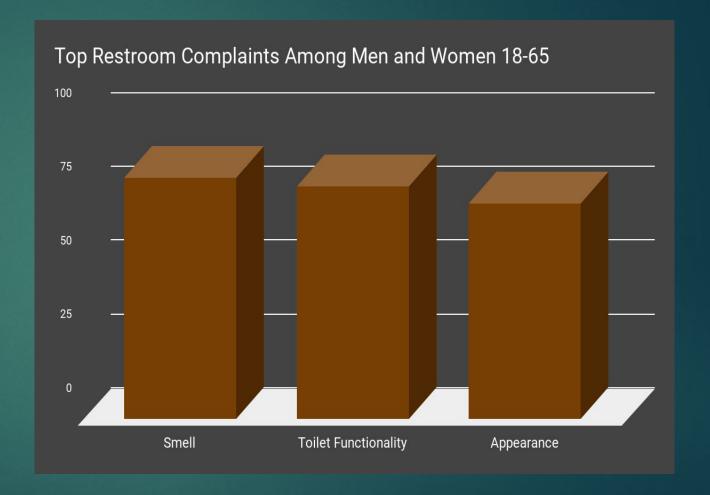
[2] Enviro-Master

[3] Theconversation

# Top Complaints

Survey by The Bradley Corporation [1]

[1] PR-Newswirem

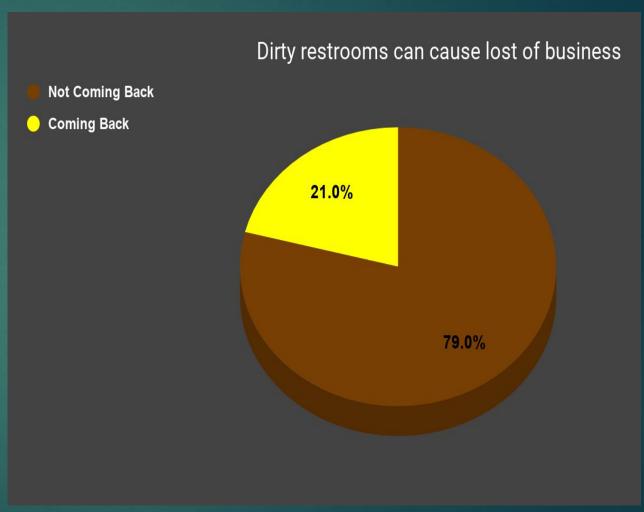


Bathroom Cleanliness Affects
Businesses

A survey showed, 79% of customers would not return a restaurant with dirty restrooms

Survey by the Clintas Corporation

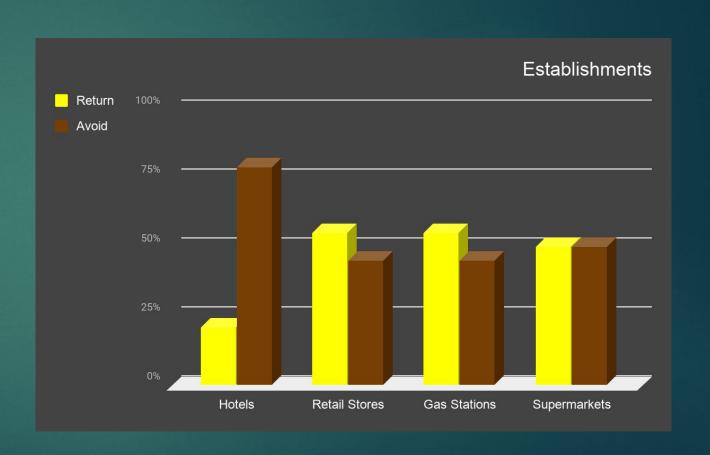
Clintas Corporation



# Coming back?

Among the survey, the following locations were also asked about

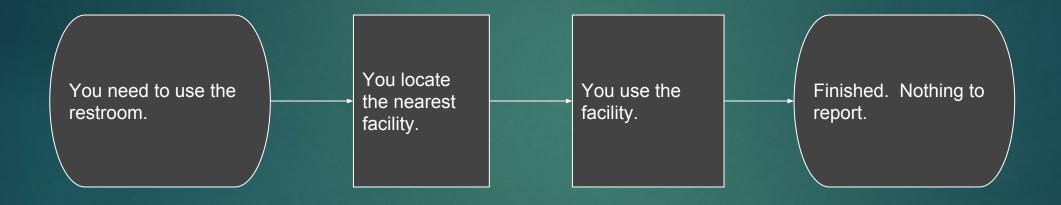
Survey by the Clintas Corporation
<a href="Clintas Corporation">Clintas Corporation</a>



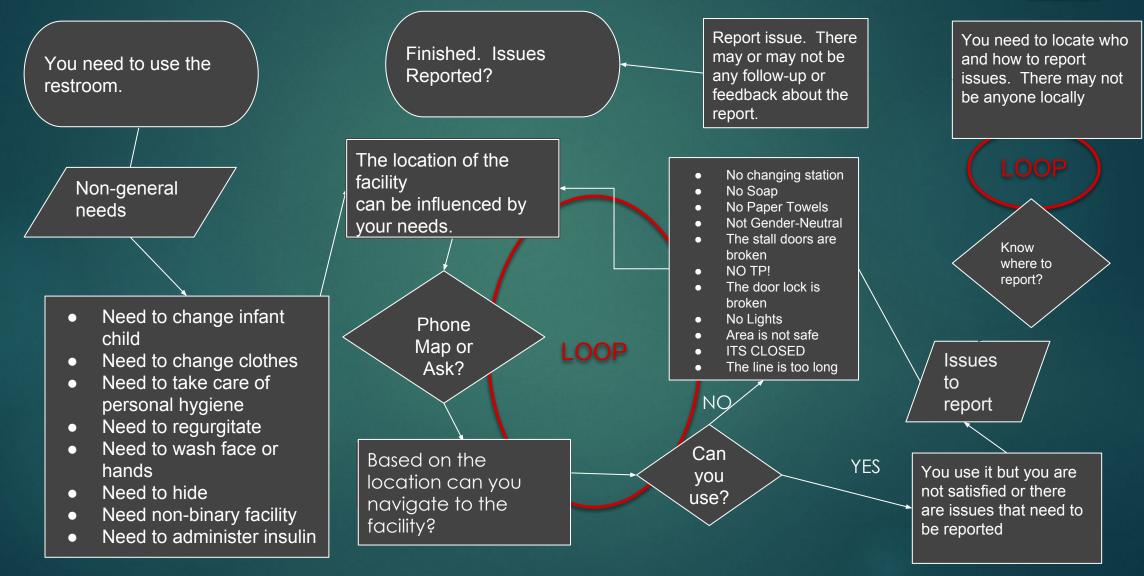
### Problem Characteristics

- No real-time feedback analysis for owners and people concerning restroom cleanliness
- Lack of amenities such as:
  - No soap
  - Hand Dryers not working
  - No hand towels
- Quality of amenities
- Gender neutral restrooms are uncommon
- Owners lack of cleaning

### Ideal World



#### What actually happens for Users



#### What about the owner?

Owner has metrics on the number of customers that visit for non-restroom reasons.

Owner imposes a cleaning schedule. Posts the schedule somewhere on-site.

It may never be known when the issue occurred, and how many customers may have been affected by the issue.

Customer may leave location without using facility and without reporting any issues.

There is a disconnect here

This is not improvement or customer needs focused flow.

Facility is repaired, but this may not be an improvement

Employee may discover an issue during scheduled cleaning.

Customer may report an issue to an on site employee. Cleaning or repair must be scheduled, potentially causing more down-time. Facility is cleaned. But this may not be the reason people may have left.

### Solution Statement

Skadoosh will provide users with the ability to locate and contribute real-time feedback that will notify owners of their restroom conditions.

### Solution Characteristics

- Feedback
  - Users can provide real-time feedback about facilities making complaints or suggestions
- User Profiles
  - Stores needs into a user profile shared with the application
  - Users can have multiple profiles
- Owner Profiles
  - Able to receive analytics and feedback about the facility
- Location Profiles
  - Locations have attributes that can be matched against user needs
  - Locations can be connected by special Owner Profiles
- GPS and facility matching
  - Locations can be located in maps and users can be guided to facilities
  - Users can create restroom location on their personal map and with verification from other users it can be added to the official map

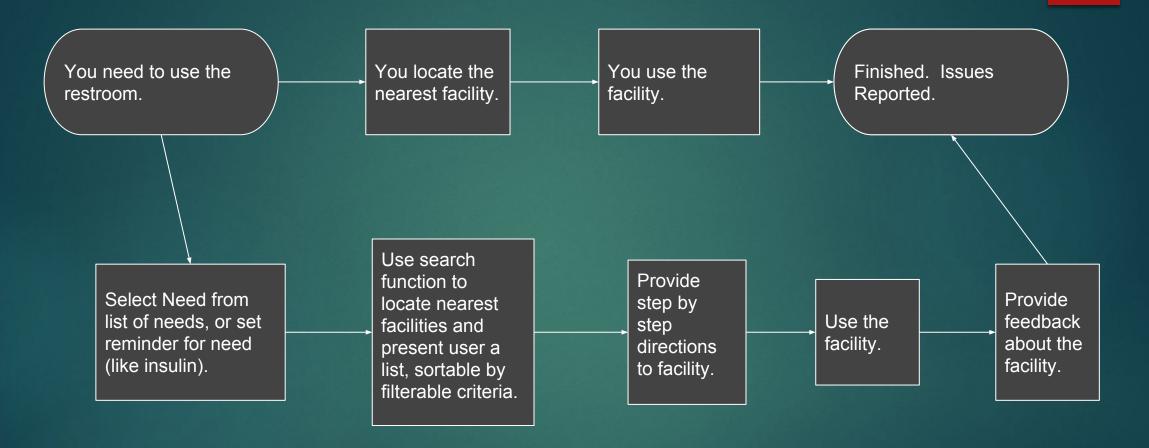
### Our Duties

- 1. Provide users with the best possible restroom
- 2. Allow users to give real time feedback about restrooms
- 3. Provide owners with that real time constructive feedback

## Issues we can't unclog

- 1. Actual maintenance of restrooms
- 2. Impromptu janitorial services
- 3. Current visual representation
- 4. Real-time vacancies

#### Can we improve the flow for users?



#### Owners can have better flow too...

Owners have real-time data on bathroom use.

A schedule for regular maintenance is created from the real-time data.

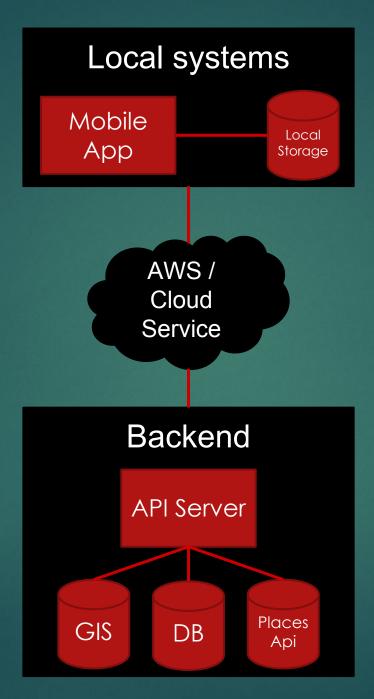
Notifications are pushed to owners about live issues with facilities. Notifications are sent when overall rating drops below thresholds.

Owners can post updates to the Location Profile if there is going to be a delay in bathroom availability.

Owners notify staff there is an issue, and instructions to immediately address. Owners can evaluate if they are losing revenue because of bathroom conditions or lack of amenities

Owners value the importance of a restroom

## MFCD



# MFCD - Local Systems

- Local Storage will hold information such as:
  - Gender
  - Age
  - How long can a user hold before absolutely needing a bathroom
  - Bathroom Preferences
- The local storage is used so that the user's personal data does not have to be kept on our DB thus saving the user from unwanted data leakage
- The mobile app will serve interfaces that allow users:
  - Rate bathrooms
  - Find bathrooms
  - Leave reviews
  - Owner of restrooms to see stats of their restrooms
  - See real time data such as: waits, ratings, and reviews
- Mobile app will be written in React Native

### MFCD - Cloud

- Cloud system will be hosted in AWS
- AWS Features used:
  - DynamoDB: restroom ratings, place information, and minor user details
  - Cloudfront: middleware access to the api service
  - Lambda: api call handling
- The AWS cloud system will hold all the virtualization needed for the backend

### MFCD - Backend

- Lambda service using node.js and express.js will handle all the api calls
- Backend Db will be DynamoDB (no/sql) that will be accessible via AWS library
- Express app will have access to the GIS information given to us via Google's maps api
- We will also interface with Google's places api to get vital information such as:
  - commercial locations
  - recreational locations
  - parks
  - other "expected" restroom locations

# Competition

						Patron
Features	Skadoosh	SitorSquat	Toilet Finder	Flush	Where to Wee	Bathroom Scout
IOS				<b>/</b>	X	
Android	<b>/</b>					
Rating	<b>/</b>			X		
Directions			X			
Filter	<b>/</b>		X	X	X	X
Accessibility	<b>/</b>	<b>/</b>		<b>/</b>	X	
Amenities	<b>/</b>	X	X	X	X	X
Free	<b>/</b>	X	X	X		X

# Competition Cont.

						Owners
Features	Skadoosh	SitorSquat	Toilet Finder	Flush	Where to Wee	Bathroom Scout
Claim Business	<b>/</b>	X	X	X	X	×
Feedback to/from Customers		×	×	×	×	×
Add Restroom		X	X	X	×	×
Push Notification	<b>/</b>	×	×	X	X	×

# Competition Cont.

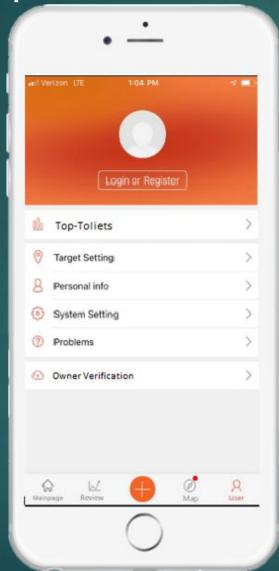
						Real-Time
Features	Skadoosh	SitorSquat	Toilet Finder	Flush	Where to Wee	Bathroom Scout
Real-time Feedback		X	X	X	X	X
Real-time Rating		×	×	X	×	X
Real-time Notifications	<b>/</b>	×	×	X	X	X

# Competition Cont.

- IOS / Android app platforms
- Rating allowing user to rate restroom
- Directions Turn by turn navigation to restroom location
- Filter allows user to filter map content based on applied criteria

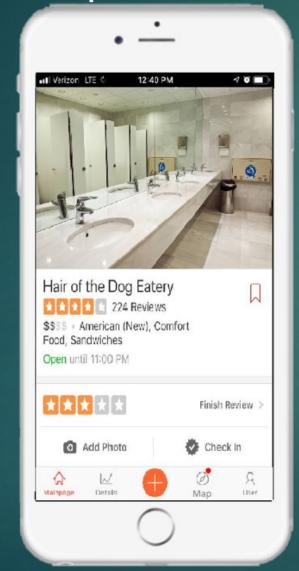
- Accessibility –Handicap, gender, family
- Safe tells the user if restroom is unsafe I.e. broken locks
- Free application is free to use
- Amenities shows restroom has changing station / supplies

# Mockups





# Mockups





### In Conclusion

- Anyone can struggle with finding the "right" bathroom
- We offer our users real-time feedback to amend this problem
- We crush our competition with the usage of reliable real-time feedback and owner interfaces
- Some might say Skadoosh is coming to flush out all the competition

# Skadoosh it!

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