CONNECTED TOILETS
PROTOTYPE
Skunk Ltd. is a midsized company that rents out portable toilets, urinals and showers of various sizes for e.g. construction sites and festivals. The company cleans and maintains these toilets on location.

Skunk Ltd. faces the daily challenge of keeping track of all their portable toilets, ensuring the toilets are all in working order and are clean and ensure that each site contains sufficient toilets. Skunk’s cleaners and maintenance workers are dispatched to the sites in case toilets need cleaning or need to be repaired, additional toilets are added to a site if it turns out that there is insufficient capacity.

Some toilets remain at the same site for several months or even years, e.g. on construction sites, some toilets remain at a site for only a few days, e.g. at festivals.
Persona

Kenny

The Facility Manager

“I am constantly on the move from site to site. I should spend more time managing and less time travelling”

About

• 40, married, 7 years of facility management experience.
• Has to ensure that there are always sufficient portable toilets, urinals and showers on site and that they are in working order and clean.
• Very mobile, moving from site to site
• Send out cleaners and maintenance workers when required

Responsibilities

• I am responsible for the cleanliness and working order of all our toilets, urinals and showers at the customers sites.
• I spend most of my on the road, travelling from customer to customer to check out our toilets.
• If toilets need cleaning or repairs, I dispatch our cleaners or maintenance workers. If the site contains insufficient toilets, I call for additional toilets.

Needs

• I need to keep track of all our material.
• I need to know which toilets need cleaning, which need repairs and which site needs additional or maybe less toilets.
• I need and easier way to dispatch cleaners, maintenance workers and toilets to specific sites.

Main Goals

• Keep the customer satisfied with our toilets.
• Make sure the customer always has a clean and working toilet at his disposal and never has to wait in line to use the toilet.

Pain Points

• I spend most of my time on the road because I need to visually inspect the toilets.
• I don’t always know where the cleaners and maintenance workers are located so I don’t know which worker I should send to which site.
• Often, the customer needs to inform me that there are insufficient toilets or that the toilets are dirty or broken.
Point of View (PoV)

As a Facility Manager

I need a way to quickly identify which toilets need maintenance or cleaning and where additional toilets may be required

so that my customers always have sufficient, clean and working toilets, urinals and showers.
<table>
<thead>
<tr>
<th>ACTIONS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Get into the office. Check e-mail and missed calls.</td>
<td>Get into the car and head out to some sites for inspection.</td>
<td>Inspect toilets on construction site.</td>
<td>Call cleaning crew and call the office for additional toilets.</td>
<td>Visit the customer and inform him that the cleaning crew is on its way.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MINDSET</th>
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</thead>
<tbody>
<tr>
<td>Customer x complains that the toilets are dirty again.</td>
<td>Which sites shall I inspect today?</td>
<td>Pfff... what a small. Let’s call for a cleaning crew and add some additional toilets to this site.</td>
<td>Which cleaner might be nearest to my location?</td>
<td>Customer won’t be happy with these smelly toilets.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>FEELING</th>
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<tbody>
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<thead>
<tr>
<th>TOUCH POINTS</th>
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</thead>
<tbody>
<tr>
<td>E-mail and phone</td>
<td>Car</td>
<td>Toilets</td>
<td>Phone</td>
<td>Car</td>
</tr>
</tbody>
</table>
The Connected Toilets prototype shows the connected portable toilets, luxury trailers, urinals and portable showers of a specific site. Portable toilets and luxury trailers have a temperature sensor, open/closed sensor to check how often the door opens, gas sensor to check methane gas levels and a sensor to check if the toilets are still upright. Urinals have pressure sensors to check the number of visits. Portable showers have humidity sensors, temperature sensors and open/closed sensors.

A navigable prototype can be found here (https://standard.build.me/user-research/a701c6e48a2e0cf10e16c0e2/participant/813e70eeb338564c0e1d69d3).

**LAUNCH PAGE**