



December 20, 2023
Frederick McDowell
Assistant Director

Technology, Transportation
& Infrastructure (TTI) Committee

Maintenance & Support Services for Smart Restroom Technology

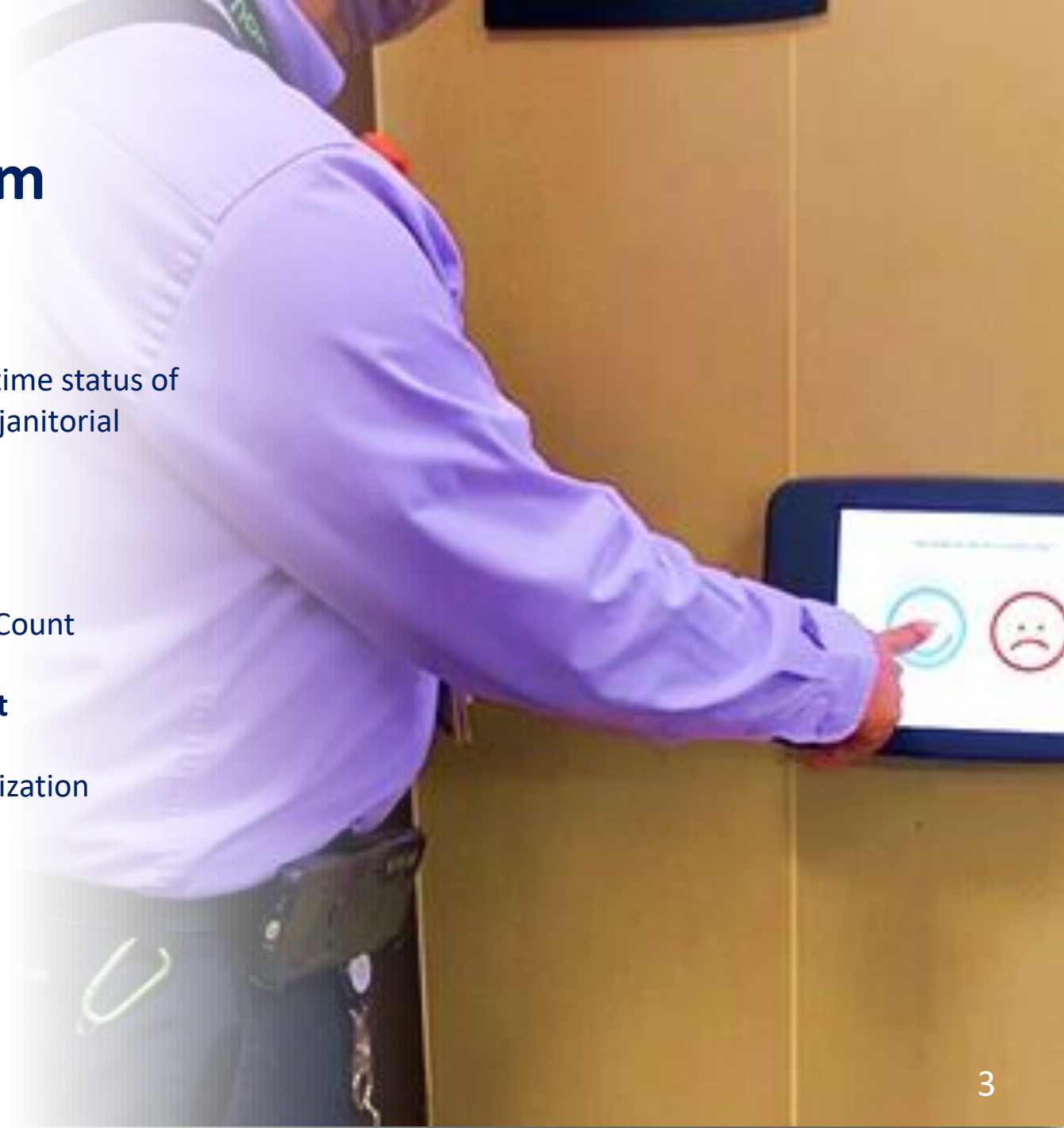
SMART RESTROOMS

Vendor	<input type="checkbox"/> TRAX Analytics
Purpose:	Council Action will: <input type="checkbox"/> Authorize 3 Year plus 2 One Year Options agreement with TRAX Analytics to provide Smart Restroom Technology for IAH and HOU Airports.
Procurement	<input type="checkbox"/> Single Source <input type="checkbox"/> Strategic Purchasing Division (SPD)
Amount	\$2,336,196.88
Terms	3 years 2 One-Year Options
MWBE	0%

SCOPE

Smart Restroom Platform

- **Software** | provides real time status of restroom cleanliness and janitorial operations
- 90 Restrooms IAH & HOU
- **Passenger Throughput** | Count
- **Work Order Management**
- **Dashboards** | Data Visualization
- **Passenger Feedback**



FEEDBACK | COMMENTS

Why was the restroom poor?
(Select all that apply and press right)



No Supplies
(i.e. soap, paper towels)



Wet / Dirty Counters



Wet Floor



Dirty Mirrors / Walls



Dirty Stalls / Urinals



Odor



Repairs Needed



Remodeling Needed



Mobile Carts

- Custodial Team
- Notification
- Work Order Management
- Custodial Cart | Mobile App
- Smart Technology
 - Type of Cleaning



PASSENGER THROUGHPUT / COUNTING

DATA / ANALYTICS

- PAX Throughput
- Location
- Zone
- Last Cleaned
- Frequency
 - Threshold
 - Month
 - Location
 - Day
 - User

The screenshot displays the TRAX dashboard interface. At the top, it shows 'Corporation: HAS' and the user 'Fred McDowell'. A modal window is open for 'FIS Meet And Greet M- IA2.0115', displaying the following details:

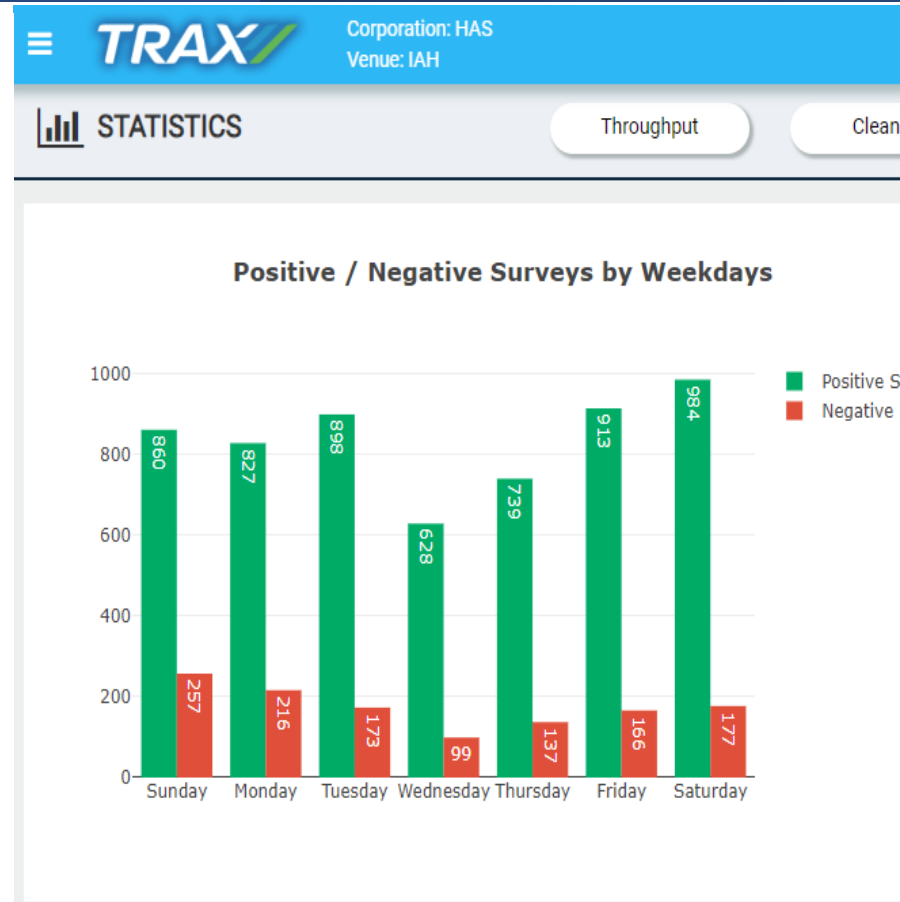
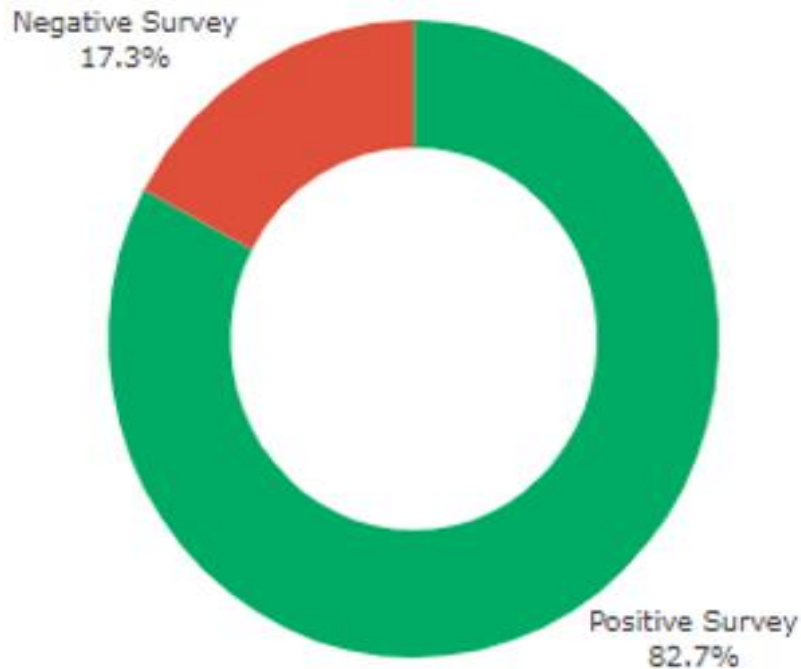
- Venue: IAH
- Building: FIS
- Zone: International Arrivals
- Last Cleaned Date: 11/20/2023, 05:57:18 PM
- Cleaning Open Date: 11/21/2023, 08:30:03 AM
- Last Visit: 11/18/2023, 11:07:55 AM
- Cleaning Frequency: 300

The modal also shows a '100%' status and a red person icon, with a 'Visitor Count 446' at the bottom. The background dashboard shows a list of locations with their respective visitor counts and status indicators:

Location	Visitor Count	Status
Gate A25 M- AS3	676	100%
Gate A25 W- AS4	586	100%
FIS Meet And Greet M- IA2.0115	446	100%
A North Foodcourt M- AN9	577	100%
	446	100%
	423	100%

Passenger Satisfaction

Satisfaction Summary





MOTHERS ROOMS

- IAH | 3
- HOU | 3



Service Animal Relief Area | SARA

- ☐ IAH | 2
- ☐ HOU | 1



HOU



IAH

Houston Airports: Home of the First 5-Star Airport in North America

Restroom Availability

- Digital Signage
- Stall Lights
- Restroom Standards



Summary

Key Benefits:

- Cleaning based on Use vs Schedule
- Real Time Customer Feedback & Satisfaction
- Visual Display of the Data
- **To Come**
 - Stall Occupancy
 - Dynamic Signage





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Questions?

Maintenance & Support Services for the Smart Restroom TRAX System