



Increased accountability and customer satisfaction at Edmonton International Airport created by WANDA™ technology

Use of smart technology leads to 70% decrease in customer complaints

For facility managers at the Edmonton International Airport (EIA), Canada's fastest growing airport, a proactive approach to restroom cleanliness was paramount. The reason was quite simple: the first impressions of visitors to the city of Edmonton were greatly influenced by their airport arrival experience, and the cleanliness of restrooms was a particular concern.

The management team believed that establishing a high standard for cleanliness at the airport would improve the visitor experience at the airport, which would also lead to an improved perception of the city of Edmonton as a whole. Given the importance of restroom maintenance to the perception of overall cleanliness, it made sense to ensure their restroom facilities met the highest standards possible. The cleaner the restrooms, the better the experience for visitors arriving at the airport and an improved overall perception of the City of Edmonton.

"Airports are judged in large part on their cleanliness," said Shalendra Singh, general manager of Edmonton International Airport. "The restrooms are the first facilities people use when they deplane and the last they use before departing."

To meet their objectives, EIA managers had to first tackle the challenge of increasing cleanliness without hiring additional staff. They would also need a starting benchmark and measurements of public perception, which were necessary to demonstrate improved sentiments.

They found the solution in their own backyard. Edmonton-based Visionstate Inc. offered a unique product called WANDA, a smart technology device installed in restrooms that results in improved cleanliness and includes real-time data and metrics. The product had been deployed across dozens of hospitals across North America, but not yet at an airport.

EMPOWERING THE WORLD THROUGH INTERACTION

Importantly, the product provided a detailed audit trail on exactly what cleaning activities were being performed by the staff servicing restrooms. It also provided an easy mechanism for the public to flag issues that required immediate servicing, by mounting the WANDA smart device at restroom entrances.

WANDA, which is an acronym for Washroom Attendant and Notification Digital Aid, is a 10-inch or 15-inch tablet mounted in public restrooms. It prominently displays the last time the restrooms were cleaned and acts as a hub for collecting data during the cleaning process. Each time a restroom is serviced, staff log into the WANDA smart device which provides a timestamp on their attendance and records cleaning activities performed, including the supplies used.

For management at EIA, the WANDA system provided the ideal audit trail for the cleaning and maintenance activities performed in its highly trafficked restrooms. Real-time reporting and analytics are available through WANDA's content management system, and they provided valuable insight into the cleaning process. The analytics provided an overview of overall performance while the reporting provided detailed information that identified opportunities for increased efficiency.

Based on WANDA's capabilities, EIA management decided to move forward with a pilot project in two high traffic restrooms. Within six months, the team decided to expand the WANDA system to include 12 other locations within the airport. Meanwhile, the public perception results that management had hoped for begun to materialize.

"WANDA helped us learn traffic trends and coordinate staffing so we can use our resources properly," said Singh. "The biggest thing I see is the quality of cleaning has gone up and the accountability of my staff has gone through the roof."

How did EIA measure that success? The biggest indicator was the dramatic drop in complaints the airport received about the conditions of their restrooms— approximately 70% less complaints.

"Before we installed WANDA, complaint emails were flowing in rapidly," Singh explained. "They slowly decreased as our maintenance team got on top of things. Due to implementing the WANDA system, we saw complaints drop from 60-70 per month to about only about 20."

EIA leadership plans to expand use of WANDA and to add counters to measure visitor traffic.

For more information about Visionstate or WANDA, please contact John Putters at (780) 425-9460