



9 May 2013

**RESTROOM ASSOCIATION (SINGAPORE) LAUNCHES LOO
(LET'S OBSERVE OURSELVES) CONNECT MOBILE APP**

Locate clean toilets and provide toilet feedback on your smartphones and tablets

1. The Restroom Association (Singapore) has launched the LOO Connect App (**Annex A**) for Android-based smartphones and tablets. The App provides a convenient means for the public to locate clean toilets certified by the RAS and acts as a public feedback channel on the state of public toilets in Singapore.

2. The public can provide comments by either adding new locations or posting comments on existing locations. Users can indicate the type of toilet operator such as bus interchange, coffee shop, food court, market and food centre, MRT station, etc. Three categories of toilets can be found in the App:

- Disgusting Toilets: Dirty and poorly-maintained toilets
- Certified Restrooms: Restrooms under the Happy Toilet Programme (**Annex B**)
- STAR@Schools: Schools under the STAR Awards Programme (**Annex C**)

The mobile App also facilitates the collection of information by the RAS volunteers during mystery audit of toilets under the Happy Toilet Programme.

3. With this mobile App, the RAS is leveraging on the “crowdsourcing” trend and technology to recognise clean toilets and encourage socially responsible behaviour amongst users of public toilets in Singapore. Ms Tan Puay Hoon, President of RAS, said: “As a non-profit charity advocating for clean public toilets, we are always keen to leverage on the use of new technology to promote our cause. With the launch of the mobile version of LOO Connect, this marks another milestone in our mission.”

4. Believed to be one of the first non-profit charities in Singapore that leverages a combination of mobile technology and “crowdsourcing”, the RAS hopes to use the feedback collected to work with toilet owners to maintain a high standard of hygiene in our public toilets, and cultivate a gracious society embracing excellence in restroom culture.

5. The App is developed in collaboration with the Singapore Land Authority (SLA) and the Nanyang Polytechnic (NYP). The App uses OneMap (www.onemap.sg) for location-based information and a “crowdsourcing” template provided by OneMap. Mr Hoo Chang Sheng, a 23-year-old NYP’s School of Information Technology student developed the App while doing his internship at SLA. In his final year of study specialising in Geospatial and Mobile Innovation, Chang Sheng shared, “This project involved creative problem-solving on my part as I had to analyse and fit various location-based information and RAS’s requirements to a mobile App platform. I find this internship project very meaningful as the App is for a good social cause.”

6. Users of Android-based *smartphones and tablets* can download the App from the Google Play Store when they tap on the map in the homepage at www.toilet.org.sg or visit the LOO Connect page at www.toilet.org.sg/looconnect.html. Public users can also search for ‘LOO Connect’ in Google Play Store to download the App. A similar iOS-based App is being developed currently and will be available from July 2013.

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About Restroom Association (Singapore)

The vision of the Restroom Association (Singapore) or RAS is A Gracious Society Embracing Excellence in Restroom Culture. Started in 1998 as a non-profit organisation, RAS is dedicated to building an excellent restroom culture by actively engaging owners, the cleaning industry and users to play their part. Some of its programmes or activities – supported by the National Environment Agency (NEA) – initiated and conducted include the Happy Toilet Programme, Happy Toilet School Education programme for Preschools, STAR (Sustaining Toilets As Restrooms) Awards Programme, Eco-Assessor Programme and LOO (Let’s Observe Ourselves) Carnival & Awards. RAS is a strategic partner in national community events like Clean & Green Singapore and is also a founding member of the World Toilet Organization and the Keep Singapore Beautiful Movement.

Glossary of Chinese Terms (In alphabetical order)

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|--|-----------|
| 1. Happy Toilet Programme | 康乐公厕计划 |
| 2. LOO (Let's Observe Ourselves) Connect | 卫浴文化联通网络 |
| 3. President Tan Puay Hoon | 会长陈培芬 |
| 4. Restroom Association (Singapore) | 新加坡卫浴文化协会 |
| 5. STAR (Sustaining Toilets As Restrooms) Awards Programme | 星级公厕校园计划 |

ANNEX A

The LOO Connect uses the OneMap plug-in and acts as a channel for the public to provide feedback and comments on toilets by either adding new locations or posting feedback and comments on existing locations.

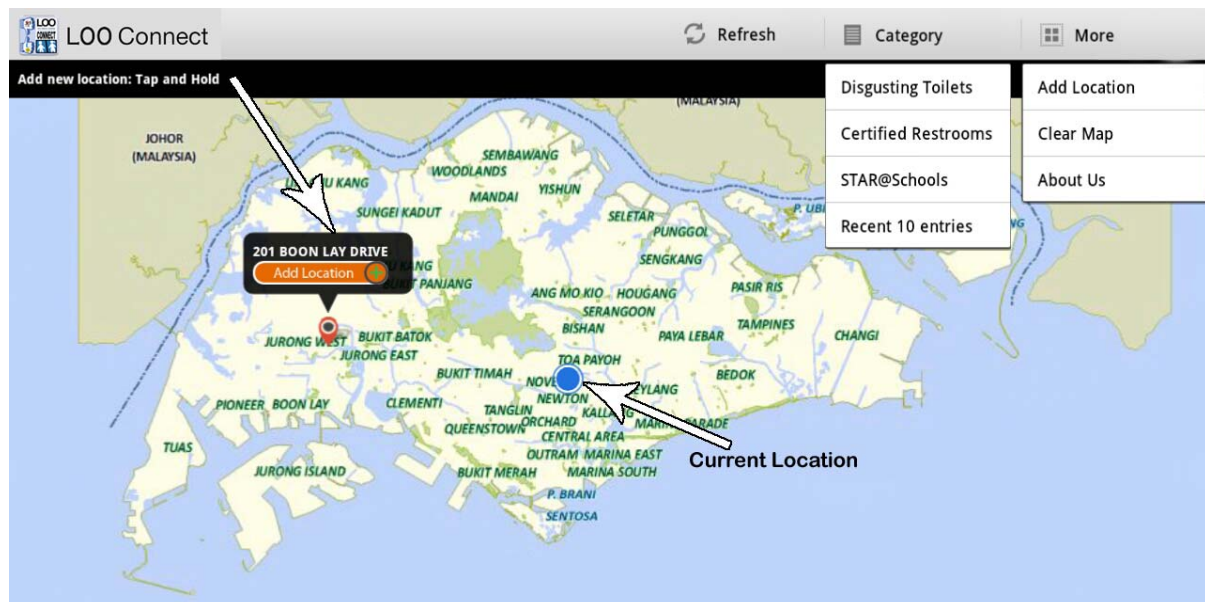
Users can select one of the following categories:

CATEGORY	DESCRIPTION
Disgusting Toilets	Dirty and poorly-maintained toilets
Certified Restrooms	Restrooms certified with 3/4/5 star rating for its cleanliness, maintenance, effectiveness, design and satisfaction under the Happy Toilet Programme
STAR@Schools	Schools accredited with a Platinum/Gold/Silver/Bronze Star under the STAR (Sustaining Toilets As Restrooms) Awards Programme

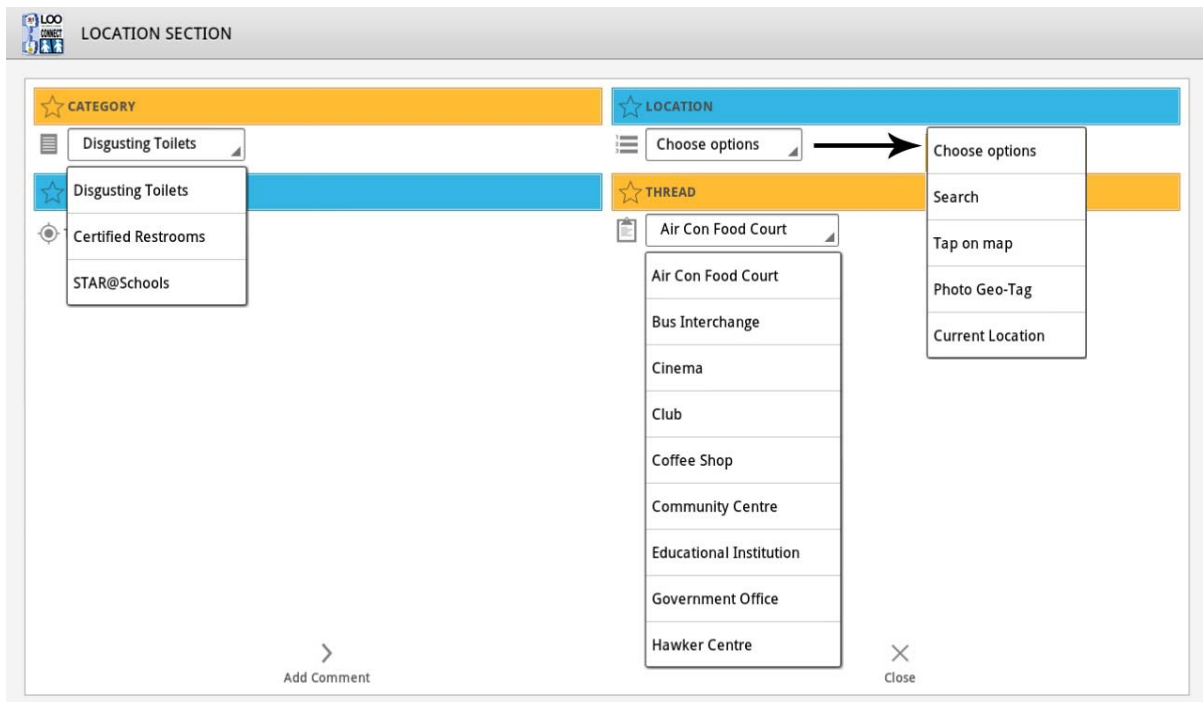
From their selected categories, users can select one of the following threads:

CATEGORY	THREAD
Disgusting Toilets	Bus Interchange / Cinema / Club / Coffee Shop / Community Centre / Food Court / Government Office / Hospital / Industrial Complex / Library / MRT Station / Market and Food Centre / Park / Petrol Station /
Certified Restrooms	Place of Worship / Polyclinic / Private Office / Restaurant / Shopping Centre / Sport Complex / Tourist Attraction
STAR@Schools	Platinum Star / Gold Star / Silver Star / Bronze Star

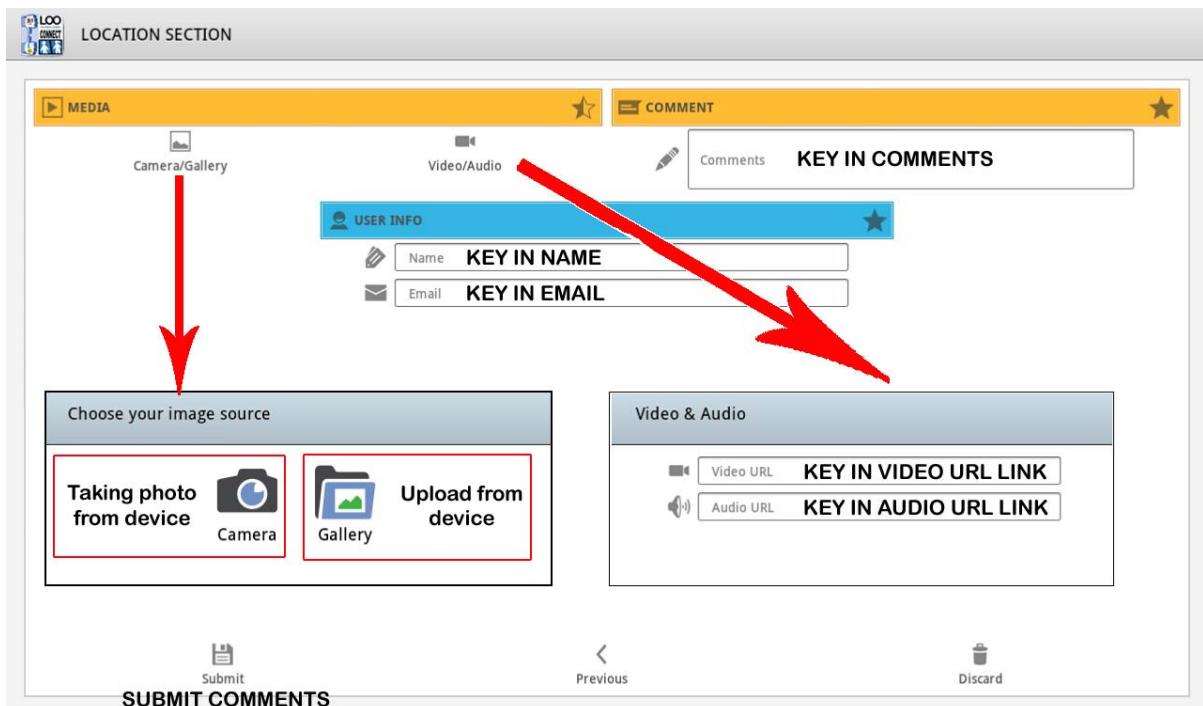
ANDROID MOBILE APP



At the home screen, the user can add a new location by tapping and holding on to the map or tapping the “More” menu and selecting “Add Location” to key in the address. The user can also view the locations of the three categories by tapping on the “Category” menu and selecting the category. The current location of the user is indicated on the map with a blue dot. This provides users with the convenience of identifying their current location.



In the next screen, before adding comments, the user has to add the location, select the category and indicate the “Thread” i.e. types of toilets.



In the next screen, after adding the comments, the user has to key in his or her name, email and comments. The user can choose to include photos by either taking a photo directly from his or her device or uploading an existing photo from his or her device. The user can also choose to include video or audio link if needed.

LOCATION SECTION

Survey Form

Q1: Date of assessment

Q2: There are prominent signages and the entrance looks clean

Q3: All the taps at the basin and hand dryers are in working condition

Q4: The hand soap dispensers are filled and in working condition

Q5: Overall, the hand wash area is clean and tidy, with no litter

Q6: The cubicle door is clean and free of graffiti

Q7: The door lock and coat hook are intact and functional

Q8: The toilet bowl seat and cover/squat pan is intact and stain free

MEDIA
 Camera/Gallery

Survey Form
SUBMIT CHECKLIST

Discard

RAS volunteers can submit their findings during a mystery audit of toilets under the Happy Toilet Programme. This can be done by selecting the “Certified Restrooms” category and posting their comments and findings on EXISTING LOCATIONS.

ANNEX B

The Happy Toilet Programme, developed and implemented by RAS, is supported by the National Environment Agency (NEA). RAS has been working with toilet owners in various sectors like Shopping Centres, Industrial & Commercial Buildings, Parks, Hawker Centres, Tourist Attractions and Petrol Stations.

This programme was launched by Mr Lim Swee Say, the former Minister for the Environment on 1 July 2003.

It is a star-grading initiative for public toilets which focuses on five main areas - Design, Cleanliness, Maintenance, Effectiveness and Satisfaction. Users will also leave the toilet happy, as the programme will ensure that they have the best experience, with all their needs met.

The cornerstone of the Happy Toilet Programme is a grading system, based on minimum and progressive standards that start at 3 stars, to 4 stars and a maximum of 5 stars.

Application is open to all owners of public toilets in Singapore, anytime throughout the year. Once graded, the certification of quality has 12 months' validity. "Happy Toilets" will be promoted through the RAS website so that the public can identify star graded facilities.

3 stars = Good and Clean Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction

4 stars = Good Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction
- Special delights and user-friendly facilities

5 stars = Premium Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction
- Special delights, user-friendly and eco-friendly facilities

For more details, please visit http://www.toilet.org.sg/projects3_2.html

ANNEX C

The S.T.A.R. (Sustaining Toilets As Restrooms) Awards Programme is the latest evolution of restroom and hygiene education in schools.

Schools are accredited in the following manner:

Gold Star

Schools will need to successfully complete the following three components.

1. Education component
2. Trained and certified cleaners
3. All restrooms meeting the 3-star Happy Toilet standard

Silver Star

Schools will need to pass the assessment criteria of at least two components.

Bronze Star

Schools will need to pass at least one of the three assessment components.

Platinum Star

Schools awarded the Gold Star in successive years will be awarded the Platinum Star.

Schools will receive their respective plaques upon successful completion and audit of their involvement in the STAR awards programme. All awards are valid for the year assessed only and schools wishing to renew their involvement have to once again participate in the following year.

For more details, please visit http://www.toilet.org.sg/projects1_2.html