

Pronto pilot

Problem - The U.S. suffers from a severe shortage of public restrooms with only 8 public restrooms for every 100,000 Americans (the same infrastructure as Botswana). This has forced delivery drivers to pee in bottles, to sneak into port-a-potties, to withhold liquids to avoid the bathroom, or to spend up to 30 minutes to find a restroom.

Goal - Use existing restroom infrastructure to support the essential workers we depend on for many of our critical community needs.

Solution - Pronto's mission is to provide dignity and relief to those in need by providing easy access to clean, well-located nonprofit restrooms where drivers pay a micro-donation for access. We're doing a pilot to validate that social innovation is possible without waiting for more public restrooms.

Request - Your participation as one of 100 pilot locations. Contact jenny@pronto.is if interested.

Pilot participants

- 10 UPS delivery drivers. 5 men and 5 women.
- 100 nonprofit spaces in San Francisco (e.g., churches, community centers, and nonprofit offices)

Benefits for nonprofits

- **Promote mission.** Ability to share mission and what the organization does
- **Build community.** Ability to help the local community in a tangible, but low-effort way
- **Gain donations.** Get non-discretionary income to subsidize maintenance costs

How does Pronto work?

1. **Request.** Driver requests a restroom from Pronto and is matched by geolocation and restroom availability in the area. We do not provide a list or a map of all locations.
2. **Notice.** Nonprofit point of contact (POC) receives notice (via text or phone call) that a driver is coming and shares the passphrase the driver will say. This could be a joke, a famous quote, or even the mission of the nonprofit.
3. **Access.** Nonprofit POC directs the driver to the restroom after the passphrase is said.
4. **Review.** Driver rates the restroom and takes a picture after usage that we pass along to the POC so they don't need to check the restroom after each use and restrooms are maintained.
5. **Payment.** Revenue from all drivers who used the restroom are sent to the nonprofit at the end of the pilot. Pronto takes a small booking fee to arrange this matching.

Who's participating?

Religious and non-religious community-centered organizations of all creeds and beliefs:

- Grace Cathedral
- Yerba Buena Center of the Arts
- Cathedral of St. Mary of the Assumption
- All Saints' Episcopal Church
- Sunset Youth Services
- St. John's Presbyterian Church
- And others

Contact us with any questions - Email: hello@pronto.is

FAQ

What information do you need from me to participate?

- **Point of contact.** Nonprofit decides who gets notice when a driver has been matched with you.
- **Price.** Nonprofit decides. It ranges from \$0 to \$5 generally. You may change this at any time.
- **Hours of availability.** Usually, it is when the front desk or POC is generally in the office. No need to have a restroom open when you are not there! We can also use geolocation so we know you are not available at your office location.
- **Restroom amenities.** Toilet, toilet paper, sink, soap, trash bin are required at minimum.
- **Parking / bike access.** Information on where it's best to park a car or bike is appreciated!
- **Blurb.** Share what your organization does and your mission. We share this with the drivers.
- **Payment details.** How you'd like Pronto to best send over the funds from drivers.

How many drivers will be using my restroom? I can't handle or want a high volume.

The pilot will have 10 delivery drivers and 100 restroom locations to ensure low volume. There's a high chance that you may never be matched with a driver given the number of locations compared to drivers.

How long should the restroom be available for?

There's no need to hold hours outside of your usual schedule when you are normally at your location. You can determine the hours of availability that best suit your organization.

How safe are these drivers?

They are vetted and recommended by the local UPS union (Teamster 2785). They are all vaccinated and boosted, and will wear a mask when using your restroom.

What happens if a driver gets hurt or damages the restroom in some way? What's my liability?

Drivers will be signing a liability waiver so liability is limited/removed. Pronto can clean up any temporary mess and can pay up to \$1,000 in more serious damages after inspection. The driver won't be able to participate in the pilot further. Just contact us at hello@pronto.is.

What's the impact on my taxes?

- If this service relates to your mission, you may consider it a donation
- If this service is unrelated to your mission, [unrelated business income tax](#) does not get triggered unless you have more than \$1K in gross income. If this is your only source of unrelated business income, there is nothing to be done.

When will the pilot begin and how long is the pilot?

Summer 2022 for a few weeks.

What happens if this pilot is a success and drivers love this experience?

We will build a mobile app, funded by private sources. We plan to partner with large employers (e.g., FedEx, UPS, Uber, Lyft) to support the program as a corporate benefit for drivers. This can be a potential pipeline for corporate partnerships/donations for the nonprofits that participate in this pilot.

I know a nonprofit that I think would be interested in participating!

Any referrals are deeply appreciated! Please reach us at hello@pronto.is.

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