University Facility: Dining

Challenge

UCLA Dining, ranked #1 "Best College Food in America", wanted to improve student satisfaction and service in the dining halls. They sought a technology solution that helped students avoid crowds when coming to eat.

The technology-forward and innovative Dining team also looked to provide management with live traffic data, along with a front-end student experience, to flatten rush times and enhance food service.

> **"The Occuspace solution is accurate, easy to work with, and allows students to see how busy dining spaces are in real-time."**
>
> - Charles Wilcots, Associate Director, Dining Services

Solution

The UCLA Dining team approached Occuspace to provide real-time occupancy data to students so they can make decisions about when and where to eat to avoid crowds and improve their campus dining experience.

Occuspace installed its privacy-friendly occupancy monitoring sensors in 11 UCLA dining locations covering 76,000 square feet of space.

Students were provided access to Occuspace's Waitz mobile app to view live crowd levels in all open dining locations. The data has also been integrated into the UCLA Dining website using the Occuspace API.

Results

The UCLA Dining team has been able to assess and operate their dining spaces in a more intelligent and evidence-based way.

The team uses Occuspace data to address dining hall operations needs in real-time. For example, managerial staff can use the Waitz app to view live traffic in monitored dining locations and immediately attend to food service and staff needs during peak times.

Their positive experience has resulted in a multi-year renewal as well as an expansion to UCLA's Powell Library.