Leveraging Customizable Solutions and ArcGIS Online to Communicate

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DowntownDC Business Improvement District
DowntownDC BID

- **DowntownDC Business Improvement District** is a non-profit organization that works to improve Downtown DC’s public environment, economy and social equity
- Funded by property owners through a tax assessment
- Provides capital improvements, resources and research to help diversify the economy and enhance the downtown experience
- 140 Staff, 80 of which are SAMs
  - Safety, Hospitality and Maintenance workers
DowntownDC BID Mobile Field Asset Management Solution
Using a Custom iOS App, Amazon EC2, and ArcGIS Desktop 311 Tool

Mobile Application Functions
1) Condition Reporting
2) Quarterly Asset Inventory
3) GIS Asset Inventory

Custom iOS Application - Created by

ArcGIS Server Manager
ArcGIS Server and Geodatabase

Base maps, Feature classes, Map Services, and Photos

PostgreSQL

Choose Asset
Edit Attributes
Select Location

Open311

Quality Assurance Team (QAT) member using custom mobile iOS app to report public space conditions.

Homeless Outreach Services - Collect homeless data such as location, name, health issues, demographics, veteran status, recent shelter help etc. Use GIS to map homeless density.

- GIS Asset Inventory: Allows field editing of assets. Over 1,800 new assets were added in a one month span. More and more assets are being added, edited, and photographed.
Data Collection

Mode
Layers
Condition
Variable Issues
Condition Reporting
Field Editing

Feature Details

- subtype: Paver Issue
- condition: Cracked
- location: Sidewalk

Remarks:
- Trip hazard in front of Hilton Garden Inn at 815 14th St; not complete upon QA inspection

Reporting User:
- SAM6

Report Date Time:
- 7/17/12

Last Inventory User:
- Blake

Inventory Date Time:
- 10/17/13

Address:
- 815 14TH STREET NW

Report Date Time:
- 7/17/12

Last Inventory User:
- Blake

Inventory Date Time:
- 10/17/13

Address:
- 815 14TH STREET NW

Select Action:
- Delete
- Edit
- Take New Photo
- View Photos
Filtering Conditions
GIS and Maintenance of Data

- Layers
- Editing
- Legend
Public Space Problems We Solve
Mapping Infrastructure and Quality of Life
Mapping Public Safety Data
GIS Mapping – Camera Locations
Utilizing ArcGIS Online
Utilizing Maps to Communicate

PUBLIC SPACE MAPPING

The Downtown BID uses ArcGIS software and ArcGIS Online to help people visualize what’s happening in Downtown. This technology is quickly expanding and the BID uses it as an opportunity to better inform and notify stakeholders. The BID regularly conducts GIS inventories of physical elements including locations of sidewalk cafes and street vendors.

The Downtown BID also uses data to generate their own maps which are shared with relevant agencies, tenant and local agencies utilized for public events and activities. These include condition maps tracking anything from locations of damaged sidewalks, streetlight deficiencies, downtown tree species, to completed service requests in the Downtown in an attempt to fully grasp everything occurring in the public space. The BID even generates maps and tracks individual constituent inquiries on our Property Manager Inquiries Map that are reported, in progress and closed.

Dining outside? Downtown, there are more options than ever

Your weekend forecast: Sunny both Saturday and Sunday, with temps in the low 80s. Win a free couple of hours to sit outside, rent according to the Downtown DC Business Improvement District, there are more options to do that than ever before.

The number of sidewalk cafes within the BID’s 150 blocks increased by 4 percent in the last year to 178. The annual summer survey turned up 15 new cafes in 2014 compared with 2013.

The number of sidewalk cafes has nearly doubled since 2001, when the BID first surveyed 95 outdoor establishments. There are now 43 cafes with more than 41 seats, 41 with 29-40 seats, and 64 with 1-20 seats.
Results and Outcomes

<table>
<thead>
<tr>
<th>Time/Type Period</th>
<th>SR Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Reported SRs – FY 15</td>
<td>1,282</td>
</tr>
<tr>
<td>Resolved SRs - FY 12 to Present</td>
<td>3,615</td>
</tr>
<tr>
<td>Total QA/QC’ed During FY 15</td>
<td>785</td>
</tr>
<tr>
<td>Total Reported SRs</td>
<td>8,599</td>
</tr>
<tr>
<td>Outstanding SRs</td>
<td>2,121</td>
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<tr>
<td>Resolved SRs - FY 12</td>
<td>296</td>
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<tr>
<td>Resolved SRs – FY 13</td>
<td>2,150</td>
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<tr>
<td>Resolved SRs – FY 14</td>
<td>800</td>
</tr>
<tr>
<td>Resolved SRs – FY 15</td>
<td>369</td>
</tr>
<tr>
<td>Total PM Inquiries – FY 15</td>
<td>160</td>
</tr>
</tbody>
</table>

Conditions Reported vs Resolved by Quarter from FY 12-15
Overall Successes

- Monitoring Conditions in the DowntownDC Business Improvement District to Enhance Public Space
- Trees of the DowntownDC Business Improvement District
- What is Public Space Management?
QUESTIONS?