Leveraging ArcGIS Online Technology to Manage Special Events in the Live Music Capitol of the World

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City of Austin

Photo: Michael Knox, City of Austin

AMERICAS
ET THE BEST SEATS WITH THE BEST VIEWS ON THE TRACK VISIT
ww.circuitoftheamericas.com
CLEAR
ANTI-DANDRUFF
ZILKER
SXSW

LOGISTICS

FOOD?
PARKING?
SHUTTLE?
QUEUING?
Photo: Victor Ovalle, City of Austin

EXAMPLES OF PERMIT TYPES

- EVENT PERMITS
- TEMPORARY USE PERMITS
- FOOD/BEVERAGE PERMITS
- VENDOR/VALET/FILM
- PROPANE/OPEN FLAME
- FENCING
- PARKING
- BUILDING/STRUCTURAL

DIFFERENT INSPECTORS

- AUSTIN FIRE DEPARTMENT
- AUSTIN POLICE DEPARTMENT
- AUSTIN RESOURCE RECOVERY
- AUSTIN TRANSPORTATION DEPARTMENT
- AUSTIN CODE DEPARTMENT
- TRAVIS COUNTY EMERGENCY MEDICAL SERVICES
- HEALTH AND HUMAN SERVICES
- TEXAS ALCOHOL AND BEVERAGE COMMISSION

THE NEED

- A PLATFORM ALL DEPARTMENTS CAN USE
- IN REAL TIME
- ELIMINATE DUPLICATE INSPECTIONS
- TRACK FOLLOW-UPS
- DISTRIBUTE INFORMATION QUICKLY
- HISTORICAL DATASET

PROCESS

I. MARCH 2013: SXSW – IDENTIFIED NEED
II. MAY 2013: COLLECTOR APP, INITIAL TESTING
III. NOV. 2013: F1 – COLLECTOR APP , MORE TESTING
IV. MARCH 2014: SXSW – COLLECTOR APP + SHAREPOINT LIST
V. OCT. 2014: F1 – OPERATIONS DASHBOARD TESTING + COLLECTOR APP (TEST)
VI. MARCH 2015: SXSW – COLLECTOR, DISPATCH MAP, AND OPERATIONS DASHBOARD

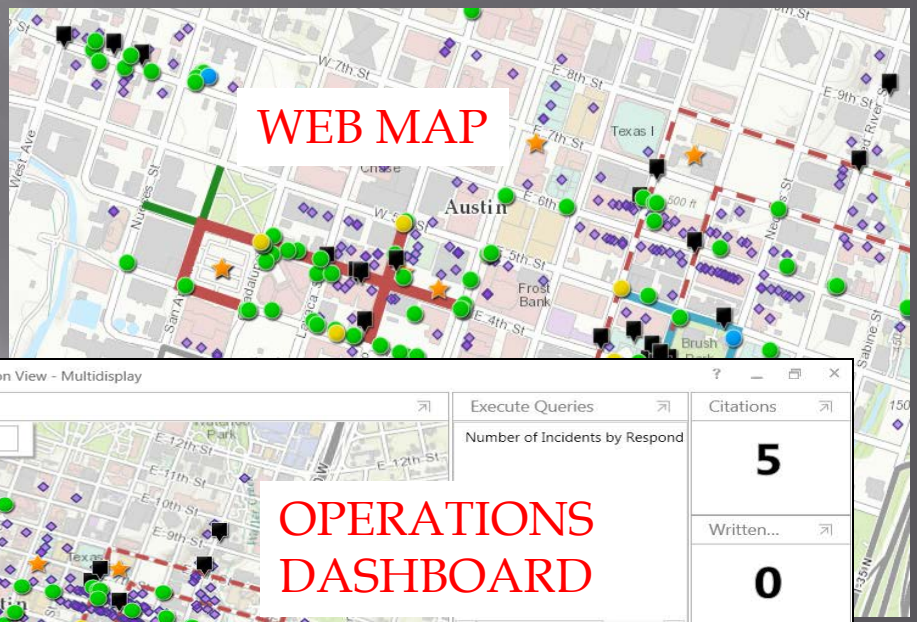
IMPLEMENTATION STEPS

I. GET BUY IN FROM MULTIPLE DEPARTMENTS
II. ENLIST HELP OF GIS EXPERTS FROM THESE DEPARTMENTS
III. DATA/STATISTIC REQUIREMENTS OF EACH DEPARTMENT
IV. IDENTIFY, CREATE ACCOUNTS/ROLES
V. DESIGN/BUILD/TEST COLLECTOR FEATURE SERVICE
VI. CONFIGURE WEB MAP
VII. DESIGN/BUILD/TEST OPERATIONS DASHBOARD
VIII. TRAIN USERS/INSTALL SOFTWARE

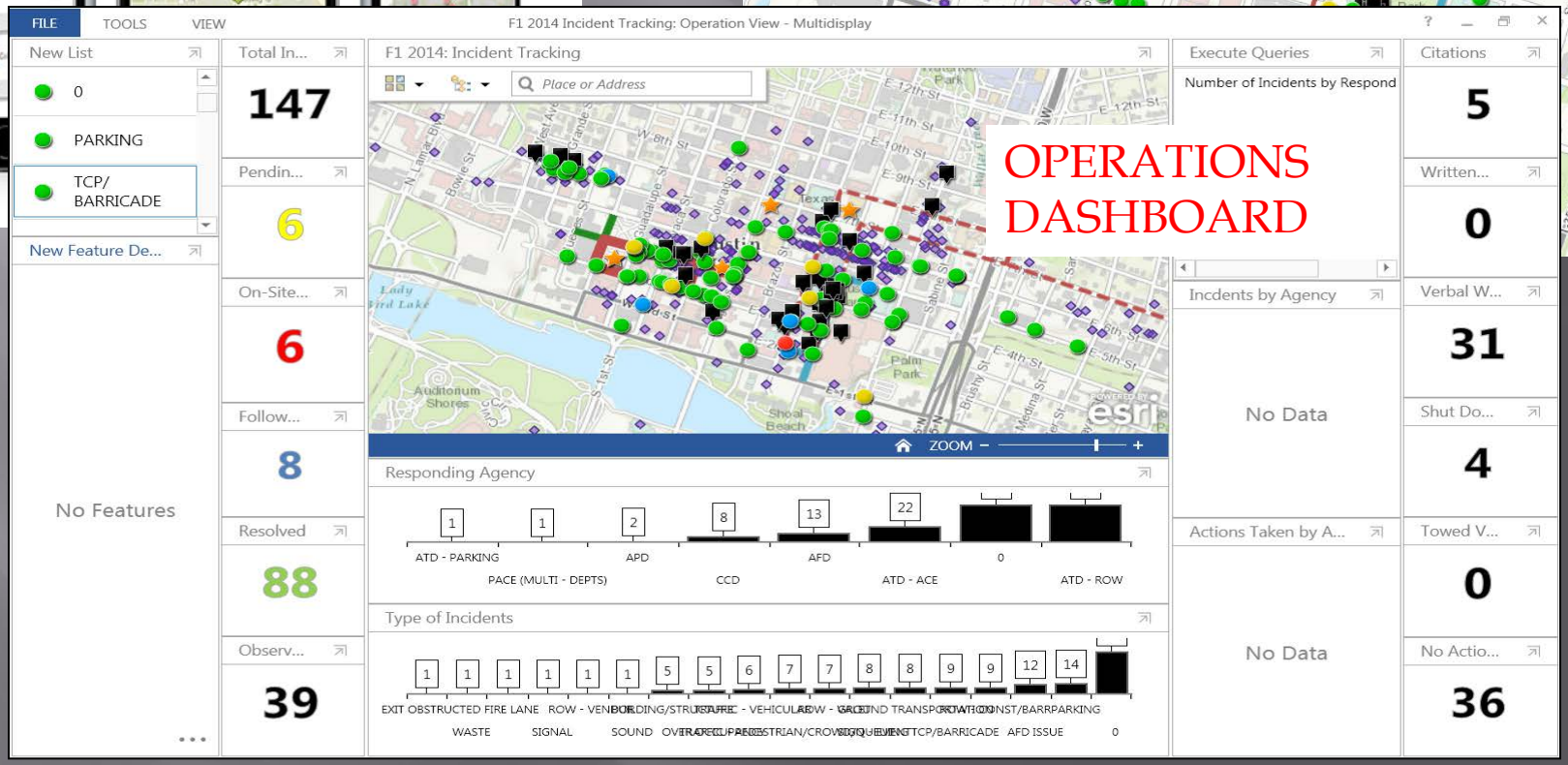
3 PARTS

COLLECTOR APP

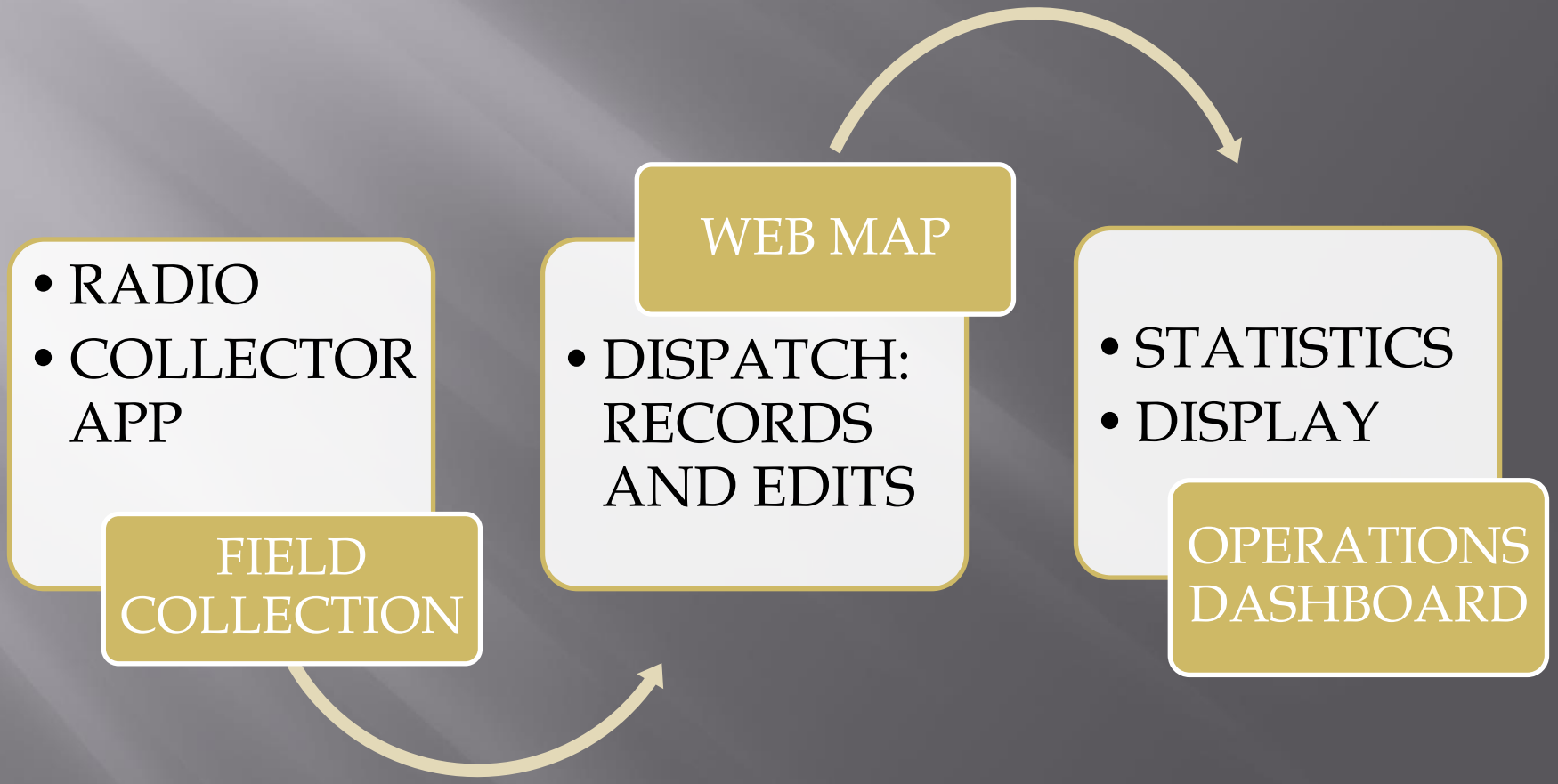
WEB MAP



OPERATIONS DASHBOARD



HOW IT WORKS


• RADIO
• COLLECTOR APP
FIELD COLLECTION
WEB MAP
• DISPATCH: RECORDS AND EDITS
• STATISTICS
• DISPLAY
OPERATIONS DASHBOARD

RESULTS

- THE USERS LIKED IT!
- MANAGEMENT LIKE IT – WANTS TO EXPAND
- PIO LIKED IT – FASTER INFORMATION SHARING
- INSPECTION TEAMS
- WE NOW HAVE DATA:
  - COMPARE HISTORICALLY
  - IDENTIFY TRENDS
  - INFLUENCE POLICY

SUCCESS!

LESSONS LEARNED

- MORE TRAINING LEADS TO BETTER DATA
- GET TO KNOW YOUR APPS AND WIDGETS
  - MANY POSSIBLE CONFIGURATIONS
  - NEW TOOLS AND FUNCTION S ADDED FREQUENTLY
- COLLABORATIVE COMMUNITY = GREATER SUCCESS & LONGEVITY

NEXT STEPS

- MORE DEVICES/USERS RUNNING COLLECTOR
- INSPECTION WORKFLOWS: INCORPORATE INSPECTION LISTS, GEOFENCES, PROCESS
- INCORPORATE FEEDS FROM OTHER SYSTEMS: 9-1-1, 3-1-1
- FOCUS ON DASHBOARD TO GENERATE WORKGROUP - SPECIFIC REPORTING
- WORK WITH DEPARTMENT GIS EXPERTS
  - BUILD APPS/DASHBOARDS BASED ON SHARED DATASETS FOR THEIR SPECIFIC NEEDS
  - ADD CONTENT INTO THE MAP

THANKS

- BRILLIANT CO-CONSPIRATORS:
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  - JOHN SCHULZ (AUSTIN WATER UTILITY)