Taking the lead in 2015

RAISING THE STANDARD: USING DATA AND TECHNOLOGY TO IMPROVE PUBLIC REALM MANAGEMENT

PREPARED FOR IDA DOWNTOWN ACHIEVEMENT AWARDS

DOWNTOWN LEADERSHIP & MANAGEMENT CATEGORY

June 1, 2016
THE CHALLENGE

Improve management of the public realm to:

- Reduce discrepancy between high quality private standards and states of disrepair on public property;
- Reduce sidewalk clutter, such as publication boxes and construction materials; and
- Address haphazard enforcement of licensing, parking, filming and other by-laws.

THE SOLUTION

- Develop a system using technology, data and mapping to create a clear picture of public realm issues.
- Collaborate with relevant agencies to remedy issues related to maintenance and compliance and improve service delivery.
- Develop improved models to address by-law enforcement in critical areas.
• Maintain an inventory and history of changes to public realm assets to assist in planning and quantify improvements over time;

• Report public realm maintenance issues in real time with the ability to track through resolution and measure agency compliance and overall results;

• Improve by-law enforcement of publication boxes by using data and mapping to ensure removal of unlicensed boxes and consolidation of boxes into corral and kiosk structures;

• Improve overall parking enforcement in the district to reduce congestion by reporting, mapping and tracking by-law infractions by location, type and time of day;

• Improve film permit compliance by reporting, mapping and tracking permit violations; and

• Assist the City’s Streets-to-Homes Outreach Team in helping people in need by communicating information about new people in need of assistance.
SNAPSHOT OF PROGRAM RESULTS

1,900+
State-of-repair items and by-law infractions identified and repaired that would not have been addressed through regular City operations.

92%
Resolution rate from City and other responsible agencies for state-of-repair and by-law infractions.

2
Additional Toronto BIAs have programs based on our prototype, expanding the benefits across City neighbourhoods, with interest from an additional 3 BIAs to implement in future.
ASSET MANAGEMENT

3,700+ unique assets recorded with asset type, address, GPS coordinates, City standard, colour, condition, photo and asset history.
ISSUE REPORTING

Issues automatically reported to appropriate agencies via email and API

<table>
<thead>
<tr>
<th>STEPS</th>
<th>MAP</th>
<th>DETAILS</th>
<th>PARTS</th>
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<tbody>
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**Type of Asset**

Transit Control Box, Damage to box, 311 (email), 30 days

**Disclaimer?**

Neither

**Photo of issue**

**Confirm Address**

Description of issue and location:

Graffiti on transit control box West side of Yonge between King and Wellington near SW corner of King/Yonge

Site ID (if applicable):

43.6490284597068.7937789037823677

TORONTO FINANCIAL DISTRICT BIA - ISSUE REPORT

- Type of Asset: Transit Control Box
- Issue with Asset: Graffiti on box
- Street #: 1
- Street Name: King Street
- Street Direction: W
Taking the lead in 2015

BI-ANNUAL REPORTS TO AGENCIES TO REVIEW TIMELINESS OF ISSUE RESOLUTION AND COMPLIANCE

RESOLUTION OF ISSUES REPORTED TO STREET FURNITURE DIVISION FROM MAY TO NOVEMBER 2015

ISSUES RESOLVED

- Resolved, 90%
- Pending Resolution, 10%

TIMELINESS OF ISSUE RESOLUTION

- Resolved Within SLA/City Standard, 50%
- Resolved Past SLA/City Standard, 41%
- Pending Within SLA/City Standard, 6%
- Pending Past SLA/City Standard, 3%
ISSUES REPORTED TO STREET FURNITURE DIVISION
NUMBER OF ISSUES REPORTED AND RESOLVED BY MONTH

- Significant reduction in pending issues and increase in monthly resolved issues following enforcement blitz in February/March
- First round of reporting newspaper boxes using GeoPal system
- Decrease in issues reported after changing reporting system to go directly to Astral for Astral assets
- More pending issues due to restrictions during Pan Am Games
- Decrease in issues reported after changing reporting system to go directly to Astral for Astral assets

TRACKING DATA OVER TIME SHOWS IMPROVEMENT OR NEED FOR ADJUSTMENT
MAPPING OF ISSUES SHOWS AREAS OF NEED

Parking Violations in the Financial District
April-May 2016
INNOVATION
• Utilizing technology to provide solid data, mapping and evidence-based information rather than anecdotal evidence allows the BIA to effectively advocate for solutions.
  • Allows for better collaboration with agencies
  • Ensures accountability
  • Maximizes staff effectiveness

REPLICATION
• BIA has adopted a model where data-based systems are preferred solution for all public realm management.
• Fully adaptable to meet varying needs.

SUSTAINABILITY
• Minimal additional cost for software ensures BIA’s ability to demonstrate value to stakeholders through regular benchmarking and reporting.
• Over three years, programs have been expanded from base use for asset management and maintenance issue reporting to tracking and reporting on by-law violations related to parking and filming and sharing information with Streets to Homes outreach and managing contracts for maintenance of BIA assets.
• 92% resolution rate of issues reported to public agencies, resulting in a significantly cleaner public realm;

• Improved timeliness and regularity of by-law enforcement and maintenance resolution by all agencies responsible for public realm assets in the district;

• 51% reduction of newspaper boxes through enforcement of unlicensed boxes and consolidation into publication corrals and kiosks;

• Adjusted staffing for parking enforcement officers based on maps and data showing locations and times of violations;

• Adjusted permitted locations for film production parking based on needs identified through tracking of film permits in district;

• Additional and earlier outreach from Streets to Homes team based on information provided about new individuals in need and timely notification of changing conditions.

• Similar programs adopted by two other Toronto BIAs, with interest from three other BIAs for future implementation.
The Toronto Financial District Business Improvement Area (BIA) represents Toronto’s premier business centre, an area that includes Union Station, the PATH underground walkway and Canada’s five major banks and most prominent firms. Funding is received through a special levy on commercial real estate within its jurisdiction. Membership includes all employees and businesses in the Financial District.

With a mandate to promote economic development in the area, initiatives include improving public spaces, showcasing daily activity of our thriving businesses at www.MyTOFD.com and @MyTOFD, and identifying collaborative opportunities that ensure the Financial District and PATH are well-maintained, integrated, connected and accessible.

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