GIS for Social Good: Meals on Wheels Coverage

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Background
- CountyStat - performance management and data analytics team within the Offices of the County Executive of Montgomery County, Maryland.
- Use data to monitor and improve the performance of County services, solve problems, and deliver results for residents, businesses, and communities
- Help County departments and executives effectively use their data to make smarter decisions and achieve better outcomes

Project Goal
- Improve functionality and usability of Meals on Wheels Coverage Map by exploring the capabilities of ArcGIS and conducting user testing.

Testing Feedback
- Make street names more visible
- Add pictures of meals
- Kosher Meals Information
- Plot addresses on map (internal)
- Directions and Measure (internal)

Successes
- Learning ArcGIS
- User Testing with Meals Providers
  - helped identify (and eliminate) overlapping coverage areas and fill in previously unknown gaps in coverage

Challenges
- Scope – Originally wanted to examine other senior service maps
- Learning ArcGIS

Results
- Improved usability
- Improved efficiency for Meals on Wheels Providers
- Greater coordination across a multitude of partners
- Better quality of life