

**Austin Center for Events Stakeholder Engagement**  
**Question/Comment Summary**  
**August 28, 2024**



**Attendees (internal):**

- Elaine Garrett, Assistant Director, Code Compliance, Development Services Department
- Daniel Armstrong, Division Manager, Code Compliance, Development Services Department
- Dawn Kirson, Planner Senior, Transportation and Public Works
- Michael Suda, Planner Principal, Transportation and Public Works
- Annette Martinez, Division Manager, Transportation and Public Works
- Paul Mallon, Division Chief, Austin/Travis County Emergency Medical Services and Special Events
- Amanda Fincher, Event Coordinator Senior, Parks and Recreation Department
- Michelle Mellor, Environmental Health Supervisor, Special Permitting Unit, Austin Public Health
- Sargeant John O’Donnell, Special Events and Emergency Management Team, Austin Police Department
- Iby Setzer, Planner Senior, Austin Resource Recovery
- Brian Oehler, Fire Captain, Austin Fire Department
- Brian Block, Program Manager, Music, Development Services Department
- Doris Hodge, Administrative Associate, Development Services Department
- Robyn Diaz, Business Process Consultant, Development Services Department
- Isis Lopez, Community Engagement Manager, Development Services Department
- Kimberly Hart, Community Engagement Specialist, Development Services Department

<b>Question/ Comment:</b>
For the sound permitting, is it four sound days during a 30-day period or six days in a 30-day period? I just want to clarify. Is that rule applied on a case-by-case basis? As ACL is 6 days in a 30-day period.
<b>Response:</b>
The city code related to special events limits the number of days of outdoor amplified sound at a private property to 4 days in a 30-day period, and 19 calendar days per year. That limitation is not in place for City parkland or right of way.

<b>Question/ Comment:</b>
Will a list of presenters be sent to onsite and online people?
<b>Response:</b>
Yes, I can provide folks who are here with our list of attendees.

<b>Question/ Comment:</b>
I am curious if there are queuing guidelines written to make sure we're staying within the lines and closing that area of uncertainty regarding some queuing a few hundred people. And it just got me a little concerned.
<b>Response:</b>
The Transportation and Public Works Department states that you are allowed to queue in the right of way, as long as you maintain five feet of space so that someone with ADA needs can access. Go ahead and put up your stanchions if you need to. Also, if the lines are long, we request that you have staff present to monitor the lines to ensure pedestrians can utilize the right of way as they pass.

**Question/ Comment:**

Is there a direct phone number for special events?

**Response:**

The number to reach the Austin Center for Events is 512-974-1000

**Question/ Comment:**

We are limited to the 19 sound events per year, and we understand that some private spaces get up to 30. Is there a path to something like that? Is there some way that we could maybe achieve that?

**Response:**

The City Code states the maximum of 19 calendar days. The pathway to change that would be via the city code revision. The body that has authority to either revise the city code or waive or amend the city code is the city council. The staff doesn't have any kind of authority to do that.

**Question/ Comment:**

What are the changes to the sound permit fees this year?

**Response:**

There's no change as of right now. There's no change to the sound permit fee.

**Question/ Comment:**

When we are submitting a permit online to close off a street, which permit numbers are you blocking or are permanent leaders. How do we locate that information?

**Response:**

If you are applying for an ACE permit for it, it's going to come to the Office of Special Events with the Transportation and Public Works Department; we can help you with that. Just turn in the application. If it is not involved in part of an event and you are going through the right of way department, they are probably going to have a different requirement. They might want you to go find it simply due to the sheer volume of permits they process.

**Question/ Comment:**

Do you currently have any pedestrian and vehicle logistics flow analysis for ingress and egress?

**Response:**

We currently don't track that data holistically for all events.

**Question/ Comment:**

I know Transportation and Public Works Department used to have an amazing website called the Parking Inventory Web Map, which is no longer updated. When did that stop?

**Response:**

We discontinued the map two years ago.

**Question/Comment:**

For the last 5 or 6 years, we have not received our permit until the day before an event which for most of us is when we are on site or setting up the event and not in our office. Will there be an effort to get those to us sooner so we can avoid organization panic?

**Response:**

As far as the Fire Department, we can't give you a final permit until we know that you've built your event to what your site plan matched. So, we have to conduct the on-site inspection the day you are setting up to make sure your event set up matches your site plan before we can actually issue a permit.

**Question/ Comment:**

We are looking to do a "First Thursdays" type event, a reoccurring monthly event on East Sixth to bring more business our way from across 35. My question is directed to primarily police and EMS. Is there a warning or a plan that you guys would like to receive?

**Response:**

If you can provide us what you have early. Then we can give you feedback early. The sooner the better that you can provide all your plans and details and whatnot. The sooner that we can kind of help as far as resources, so on and so forth.

**Question/ Comment:**

One more question for the health department. It might be kind of specific to ACL, but for the restrooms and handwashing stations. The ACL Music Fest, we have a unique system that we use, all fully plumbed vacuum systems. So just want to make sure that we still have that.

**Response:**

We have it in our ruling too, that if you are a historical event or are a well-established event that isn't doing any major changes to the site plan or length of days, or a sharp increase in the amount of people, and you have a plan that has worked historically in the past, then we will work with you on that.

**Question/ Comment:**

Out of a general curiosity, what is informing the 1 to 50 number? Me and my colleagues I think are fairly used to 1 to 100. I am curious what's informing that ratio?

**Response:**

It's all adapted from the Texas Administrative Code to 65.3. That is a Texas rule that has the 1 to 50 ratio. So, we adapted it from that. You can't have something that's less conservative than a state law.

**Question/ Comment:**

To be clear, no increases for health permits from APH or other increased fees. Correct?

**Response:**

That's correct.

**Question/ Comment:**

Is there a way to have the template format my permit application to simplify the application process because it is the same show every year.

**Response:**

In our switchover to the new portal, we are trying to create a system where you can essentially create a template instead of submitting the permit amount to save it with the ability to go in later and make edits before submission.

**Question/ Comment:**

Do you have an idea what Bill's position will be filled?

**Response:**

We are working on that. We are waiting on filling that position because of the constraints we have right now. The department is on a delayed process with regards to the filling of vacancies right now. It could potentially be three months. We are hopeful that in October the positions will open, and we will be able to fill those vacancies.