

Special Events Task Force Meeting Notes

11/18/2019 | 2pm – 4:15pm

Items for potential recommendations to Council ([SETF Potential Recommendations Tracker](#))

- Post-event AMANDA form filled out by applicant and ACE departments to provide more comprehensive data/reports; staff able to attach dept notes for reference
- Determine what after-event data SETF thinks should be collected for reports
- Remove # of days as criteria for determining tier classification
- Change # of attendees required for Tier/deadline classification
- ACE Staff provide preliminary approval within 10 days of application submission for Tier 2 events; City should add additional staff – fee structure must reflect that

Citizen Communication

- **Ellen Burris SXSX**
 - Issues with ACE App
 - App times out – not sure of time frame
 - Wants either autosave, shorter sections, more time before timing out, warning when/before app will time out
 - Confusing language in Portal sidebar “My Permits” vs “My Applications” to find drafts
 - *Staff note:* The [ACE Special Event Application How-to Guide](#) provides this information
 - Confused by blocks being listed before individual addresses when adding property to application
 - *Staff note:* The individual address search results can be found directly below the block search results when you scroll down on the same page of the application.
 - Unclear “Buildings/Structure” and “Water/Wastewater/Trash” section language
 - Claims questions are unclear and/or incomplete sentences
 - No private security questions, only asks for APD info
 - *Staff note:* The application has fields to enter other contracting agency information under the “Event Security” section.
 - Can’t navigate backwards between app pages
 - *Staff note:* There is a “Back” button at the bottom of each page of the application that allows users to return to previous pages. It is unclear why this feature did not work for this customer; this is not a common problem.
 - Can’t save and finish later with incomplete required fields on the application page
 - Wants to be able to “Save - Finish Later” even with incomplete required fields on the app page in progress
 - Could not attach site plans
 - Applicant hindsight – thinks issue was due to timing out issue
 - Issues with ACE staff communication
 - Confusing email responses from ACE departments
 - *Staff note:* Staff actively working to improve communication/methods.

Meeting Notes

- ACE AMANDA Overview Q&A with Communications and Technology Management (CTM) staff
 - Stacey Wuest, Amite Rajagopalan, Gita Rajagopalan – representatives from CTM

- Questions & Answers:
 - What does AMANDA collect and who can access that information?
 - AMANDA only collects the data it asks for per each unique application
 - Public Search in Portal is accessible without login – anyone can search for available information
 - Not all information is made available for public information and security reasons – per the discretion of City staff
 - What data can ACE staff access and analyze to inform future decisions?
 - Information filled out within the application is the raw data collected
 - Where can ACE staff add post-event comments and is event information cumulative?
 - ACE staff can add comments on the back-end of the system
 - Staff can see application data from previous years' events
 - Is there a systematic approach to post-event analysis?
 - Comments added to AMANDA are more like decision points
 - Further detailed notes are maintained departmentally and reviewed at post-event debriefing meetings or at planning meeting for next year's event, not entered into AMANDA
 - Is AMANDA used as centralized location for all information, including comprehensive notes?
 - ACE uses AMANDA to receive and track event application progress throughout the permitting process
 - Comprehensive departmental staff notes are maintained departmentally and reviewed at post-event debriefing meetings or at planning meeting for next year's event
 - SETF suggests need to reevaluate how ACE uses AMANDA in order to collect more comprehensive data
 - All users need to store/maintain all event information in AMANDA
 - Standardized formatting for after-event reporting
 - Is AMANDA the official record of reference of what happens to an application – used as a case management system or just where the application is accepted and/or approved?
 - AMANDA is not a comprehensive record of an event because staff maintains personal work systems
 - *Suggestion 1:* Staff create a standard document where each department could populate their information for a more consistent record of events.
 - *Problem:* Information could not be pulled into reports because no way to search text per attachments
 - *Suggestion 2:* Post-event form filled out by applicant and ACE departments to provide more comprehensive data/reports; staff able to attach dept notes for reference
 - Can you go into the system right now and select which data points you want to pull and then receive a report or would that need to be custom?
 - CTM would need to create a custom report

- City staff say they have not yet gotten into what reporting they want from AMANDA because the focus has been on getting the new Portal up and running for applicants
 - Does AMANDA have Tier classification capability?
 - No, this is something staff would like to implement but is not a current capability
 - **Motion to create post-event reporting working group by Jeff Smith was seconded by Ingrid Weigand.**
 - Will select group members at Dec. 16 meeting
 - Will present recommendations to SETF for additional information to be collected and reported
 - Resource to use: ACE Special Event App data fields currently collected
- Discussion and possible action on a request for extension of the SETF until September 2020.
 - **Motion to request for extension of the SETF until September 2020 by Jeff Smith was seconded by Ingrid Weigand.**
 - **REMINDER - Future meeting topics:**
 - Dec 16, 2019: Tiers (deadlines, etc.)
 - Jan 2020: Load/capacity (fire code - AFD, DSD)
 - Feb 2020: Notifications
 - Mar 2020: NO MEETING
 - Apr 2020: Post-event reporting
 - May 2020: Data collection & sharing (ACE records)
 - June 2020: Draft report
 - July 2020: Draft report
 - Aug 2020: Revise report
 - Sept 2020: Submit report to council
- Discussion and possible action on **DRAFT RECOMMENDATIONS REGARDING** Tiers and notifications.
 - Topic: Remove # of days as criteria for determining tier classification
 - Number of days v. number of attendees as factors
 - Topic: Change # of attendees required for Tier/deadline classification?
 - Suggestions:
 - Make Tier rules match fire code requirements for # of attendees
 - Peak capacity vs General # of attendees
 - Peak attendance vs. Max attendance per day
 - Topic: “two or more city facilities”
 - Definition of “city facility” - city parkland, buildings, and all other city-owned, controlled, or maintained property that is not a street, sidewalk, right-of-way, or spaces not open to the general public for rental
 - [Master City Facilities List](#)
 - Leave as is
 - Topic: Why “city facility” AND “5 hours”?
 - Special qualifications; no good reason to remove

- Leave as is
- Topic: Tier 2 - ACE final approval/denial of event deadlines
 - Want tighter/clearer/more timely language for final approval of application
 - Add preliminary approval