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 SXSW

- 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