DEPARTMENT OF PUBLIC WORKS, PARKS & STREETS

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PROJECT:
SPECIAL EVENTS MANAGEMENT

CHALLENGE

The City of Buffalo Special Events Office coordinates any outdoor event that is open to the general public that utilizes City services and ensures all events are properly permitted. There is currently an online form to apply for a special event, however, this form has limited functionality which causes many of the permitting processes to be done manually and on paper.

Event organizers have to submit an application for each individual event and have to resubmit all information every time they apply for an event. Once received by the Special Events Office, each application form (garbage tote, parks, road closures, do not stand, parade/motorcade) has to be manually sent (scanned and e-mailed, or physically dropped off) to the appropriate department (Police, Fire, Streets, Sanitation, etc.).

OPPORTUNITY

A software that digitizes the workflows of the City's Special Events Office would allow event organizers to create a profile and save their information. This profile would auto-fill special events applications when they want to submit for a new event. All special events forms and associated documentation, including insurances, could be filled out or uploaded on the software.

The solution would create an environment where all special events-related processes are managed in one central location to minimize the use of paper and manual processes. It would create an approval workflow so that the various departments and agencies that sign off on events are notified of new applications and can approve through the software, and event organizers are notified of approvals.Administrative users would have the ability to update information on an event application on an event organizers' behalf if information came via mail, e-mail, or fax.

Event organizers, special events coordinators, and associated departments that are involved in the special events approval process would utilize this software. A software that can be accessed on both PCs and mobile devices would be ideal.

VALUE PROPOSITION

A special events management software solution would reduce the time associated with both applying for and approving the events, improve interdepartmental communications, and eliminate redundancies and duplicative entry for event organizers, which would provide a more streamlined and enjoyable experience for people who are putting on events in the City of Buffalo. Having a solution that could be accessed from anywhere would allow special events coordinators to manage events in the field or out of the office.

For additional documentation regarding pitches and contest details, visit: buffaloinnovates.com

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