



OFFICE OF SPECIAL EVENTS
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EVENT FINAL REPORT

Event Name: 2012 Runtex Foundation Trail of Lights
Park: Zilker Park, Republic Square

<input type="checkbox"/>	Clear, with notes for the file.
<input checked="" type="checkbox"/>	Work Charges and/or Damages, as represented below with notes.
<input checked="" type="checkbox"/>	After receipt of damages or ticket monies due (if required by contract), contract is closed and fulfilled upon transmission of this report.

DAMAGE(S) or ADDITIONAL FUNDS DUE REPORT –

Item, Damage or Note Listing	Item Quantity, or Staff Hours	Cost per Item, or Cost per Hour	Total
Final bill to be transmitted separately.			
		Grand Total:	TBD

ADDITIONAL/EVENT NOTES

- **PARD**
- Overall, the PARD suggested structure and organization needed to be followed as a best practice, but was not ultimately fully implemented. This model would have ultimately eliminated many of the issues that arose.
- A “division by division” staffing structure must be followed with 1 non-overlapping lead per key function area lead coordinators, vending, artists, transportation, etc....
- A master plan booklet with written expectations and duties of each area must be completed. It is the sole operational way to have a clear plan of action.
- Overall submittals were challenged, and very late to effectively allow team briefing/teaching of internal staff, and subsequently also City agencies.
- Overall additional dedicated RTF staffing is needed to support the event.
- The event was extremely popular, and challenged the event site and operations nightly.
- Final master schedule must be set, and adhered to. Changes and updates create confusion.
- Personal RTF vehicles must be kept completely outside of event site. If key lead personnel need transportation, they need to be given a utility cart. Car access in/out for comfort is not warranted, unsafe, and drains staff resources getting them in/out at critical open/closing times.
- Additional daily delivery vehicles were allowed to drive onto turf without supervision.
- Minors are NOT allowed to drive any motorized vehicle/cart in the event grounds.
- Numerous stakes were placed into parking lot asphalt, creating potential for future potholes.
- Stakes were placed in park without supervision, hitting a water line and flooding the VIP

tent.

- Signage overall should be higher, larger, and more comprehensive. Any signs below eye site level are not seen once a crowd assembles. Sign kiosks should be developed at key points at the event.
- Speakers should be master levelized for the space, and not used to blast music across a large area. The entry speaker was blaring loud at times. The main stage had a couple of adjustment requests as well, with minimal crowd in existence.
- Liked the park wide announcement system for efficiency, need to better master tune it, and provide master control board with clearer volume expectations.
- Suggest engaging the Explores who volunteered as more dedicated volunteer/trail head staffing.
- Command must be oriented to a larger space. Any cross chat or general function area must be a separate space.
- Opening night parade must be either earlier, or more compact time wise. It was 7pm before the trail opened to the public.
- If possible, opening early nightly helps start processing crowd through grounds. It is critical everyone arrives and get to assigned areas/jobs so that early opening can be executed if decided. However, nightly parades, carriages or special groups delays the public entrance and compacts crowds up until closing.
- Needed larger toilet signage.
- Glass containers at 1 vendor location.
- Needed to ensure toilet companies dropped off stores of toilet paper for event use.
- Carts should be clearly marked with owner's name – confusion nightly about carts, owner, and locations. The check in/out procedure should be followed.
- Radios availability should be triaged, or more purchased for REACT. Radio demand increased and time progressed creating triage need.
- Minimal electrical issues with display outages. Great set up and load balancing on site by electrical and artistic team.
- Great communication with artistic team/site operations.
- Plan to fence Nature Center if used again. Need to mindful of pre 6 pm traffic through drive if wrong way.
- Procession needed more staffing.
- City struggled keeping Southgate Parking lot closed due to vandals, people moving parking blockades.
- Neighborhood reported high volume of trash/litter throughout neighborhood.
- Stage/sponsor tent flooded when tent company allowed to stake without pard staff on site.
- Need to develop a nightly fuel tank check at start-up time, preparing to order/restock for following day.
- Need to creates stores of extra TP from toilet company so excessive stocks on site.
- More dedicated staff needed at entrance/exit to trail.
- Set up and take down time must be condensed to increase access to park by the public.
- Neighborhood wide no parking areas must be established.
- **Messaging**
- Media and messaging should be enhanced to capture out of town non-Austin residents who arrive unprepared and having read little information – must correct the gap.
- Plan to coordinate a joint area event center meeting (if they do no attend or take part in

regular scheduled meetings). They too are a critical messaging component to their attendees.

- **Artists/Volunteers**

- Needed carts/more direction on where to park, and in some cases a cart driver to help bring equipment into the field. Many personal vehicles drove into field with equipment.
- Entertainment should entertain the widest cultural, social and family audience at all times.
- Volunteer levels proved to be a challenge as predicted with any unpaid pool of labor. (early departures, no shows, exacerbated by a split shift each night)
- Sponsor/artist areas walls/areas which front the interior closed field will be required to have 4' fencing in future years. Too many crossed through the field, displays, etc.
- Volunteers, even with directions and maps, were lost and didn't read information.
- Set up a system of nightly reminders/outreach to volunteers – reminding/contacting them 2 days before their shift.

- **ADA area**

- Unsigned, unwalled, unlit, minimal staffing/seating, and with no posted guidelines. This infrastructure somehow disappeared over the course of the event. Needs more well-established set up.
- Need to adhere to last ride departure at 9 pm, had some nights where ADA carts were attempting to enter grounds at 10 pm closing time.
- Carts did not always get to their station on time, customers waited.
- May wish to conduct a dedicated drive through time for seniors.

- **Parking**

- Creating an outer lane around polo field helped with parking movement when lot filled, closed and/or reopened
- Demand for parking clearly outpaces capacity, and people continue to insist to wait for spaces. May wish to consider pre-selling parking and closing down all other access from Mopac except shuttles. Idling traffic on Mopac needs to be triaged.
- Need larger signage at blow out gate from parking field to Barton Springs Road

- **Transportation**

- Produce larger no parking signs to post at major ingress points to area.
- Check meter or other similar no parking signs daily.
- Make sure to have plenty of back up signs.
- Will need to plan for the full neighborhood signage model in future years.
- Barricade company should stay on site on opening night, parked, ready to go, to triage opening issues.
- Pedestrian activity clearly has outgrown Barton Springs sidewalks east of Robert E. Lee
- Recommend running message boards longer and earlier in advance.
- Traffic idled for miles as demand surged to wait to park, versus using shuttles.
- Shuttle only model should be strongly considered for future events.

- **Shuttles**

- The general organization structure needed more staffing. Suggest adhering to the past established structure and team with division specific leads whose duties do NOT overlap.
- Late minute change in shuttle company created confusion, lack of planning and prep time by responsible agency.
- Signage was posted low and not as visible as it needed to be.
- No passenger queue system was established other than a self-serve single file line to

provide organization and structure. Racks, lines and organization must be provided to keep people moving an orderly.

- Cash handling/meet up locations for guests should be well signed, lit and professionally established.
- Lights at Republic Square Park were requested to be adjusted by the loft owners when the upper lanterns lit the building at night.
- Need to established clear communication to/from shuttle sites to command to ensure they are projecting number of busses needed versus ticket and/or assembled crowd, and let crowd know if there is a “last” person in line – i.e. – after this person, we will not be able to shuttle to park in time. Timing adjustments were well made on the last few nights to stop taking new passengers. Large or additional signage may help with public perception.
- **EMS**
- No reportable issues at event site.
- **APD**
- Should maintain increased and modified staffing at 2244 and Mopac, including through direction staffing and shuttle lane staffing
- Staffing enhancement at Barton Springs/Stratford should remain
- Traffic
- Staffing-Officers
- Public Safety
- Opening night front gates were crowded with little RTF staffing to help message, keep crowd and procession separate, and ultimately missing the key protected interior area set up for procession.
- Opening of gates to public was held until 7 pm to allow all the carriages in, which created some unrest with a very large crowd.
- Carriage procession on opening night needed more staffing.
- Trail Opening
- Road Closures-end of night
- Show Up
- Media
- Volunteers
- Shuttle Busses
- **AFD**
- Arches should be a minimum of 14 ft. tall, ALLOWS a 6 inch cushion for the tallest apparatus of 13’6”.
- Vendors should follow AFDs policy on propane use and safe cooking guidelines.
- Several vendors did not have required extinguishers.
- Extinguishers were not visible inside the 3 large tents on inspection. Some were missing and not replaced in a timely manner after the vandalism incident.
- Propane tanks cannot be stored in closed tents; appliances should be disconnected from bottles overnight.
- Fryers need to be positioned at the rear of the tents.
- Fire extinguishers should be accessible in the tents and installed in a conspicuous location a minimum of 4 ft. off the ground.
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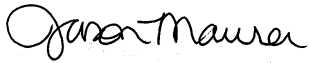
ITEMS TO COMPLETE

- Completed – letter of interest submitted.
- Submit requested list of dates for 2013. (to be reviewed by City staff)
- City Council action need to negotiate and execute
- Submit all required applications (EMS, APD, and Transportation) to hold dates.

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Office Use Only – Summary Report Compiled by:

(type information in box, or sign and fax to 974-6729)

X: 

X: February 6, 2013

Signature

Date