

# Cost of Special Events Audit Status Report

Community & Economic Development Committee  
February 23, 2026

Item (d)2

Kerry Adams Hapner, Director of Cultural Affairs  
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City Manager's Office of Economic Development and Cultural Affairs



# Audit Recommendation 4 Overview

## 4.a – Permitting Coordination

- Assess opportunities to better coordinate or consolidate permitting
- Evaluate potential technology solutions

## 4.b – Timely Post-Event Invoicing

- Formalize procedures to ensure consistent and timely billing
- Align with City's Customer Service Vision and Standards

# Progress to Date

## **Technology Assessment**

- Police Department piloted eProval permitting system
- Demonstrated online intake, tracking, billing capabilities
- Cross-department workflow evaluation underway

## **Billing Coordination**

- Finance confirmed feasibility of consolidated billing model
- Workflow mapping in progress
- Interim improvements to service tracking and invoice handoffs

## **Customer Experience Improvements (Fiscal Year 2025–2026)**

- Website updates
- Clearer permitting guidance
- Greater transparency on event cost models

# Constraints and Considerations

## Operational Complexity

- Multiple departments with distinct processes and fee structures
- Integration with revenue and regulatory systems required

## Resource & Funding Constraints

- Estimated \$25,000–\$45,000 annual base software cost
- Additional licensing, configuration, staffing needs
- Funding not yet identified

## Growing Event Volume

- Increasing demand adds pressure to existing capacity

# Path Forward and Timeline

## Near-Term (This Fiscal Year)

- Update Special Event Guidelines
- Improve transparency on costs and billing
- Formalize interdepartmental Standard Operating Procedures updates

## Mid-Term

- Continue workflow mapping
- Evaluate system integration options
- Assess funding strategies

**Target Completion: June 2027**

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