

**ADDENDUM
CITY OF AUSTIN, TEXAS
REQUEST FOR PROPOSAL**

Solicitation: RFP JXH0508 Addendum No: #1 Date of Addendum: 9/23/2015

This addendum is to incorporate the following changes to the above referenced solicitation and responses to vendor questions below.

- I. The proposal closing date has been extended :
Proposal Due Prior To: 3:00 PM on October 2, 2015
Proposal Closing Date and Time: 3:00 PM on October 2, 2015
- II. The Authorized Contact for the contractual and technical issues has been changed as follows effective immediately:

Shawn Willett
Corporate Purchasing Manager
(512) 974-2274
Shawn.Willett@austintexas.gov.
- III. Attendance sign in sheet from the pre-proposal conference held on September 10, 2015 at the Austin Convention Center is attached and hereby incorporated into the solicitation as Exhibit 1 to this addenda.
- IV. Hand out that was provided at the Pre-Proposal conference from the City's Small and Minority Business Resources Department (SMBR) is attached as Exhibit 2 to this addenda. Please ensure to contact Harold Tolbert from SMBR at (512) 974-7645.
- V. ACCD survey Administration sample report is attached and hereby incorporated into the solicitation as Exhibit 3 to this addenda.
- VI. Response to the vendor Questions are posted below
 - Q1: We respectfully request an extension of the RFP for 2 weeks to enable us to provide a well thought out response. Thanks for your consideration.
 - A1: The RFP close date has been extended by one (1) week. The RFP will now close on Friday October 2, 2015 at 3:00pm (CST).

Q2: Does the City of Austin want to procure the software from a software provider and secure a contract with a service provider separately or does the City prefer to have one contract that covers both software and services together?

A2: It is ACCD's desire to have one Contract for both the software and services.

Q3: Does the 'Encryption at Rest' requirement apply to the cloud database used to store everything required for this project?

A3: Yes, we want the data to be encrypted at rest.

Q4: Can we assume that all the products listed in Appendix A are currently owned by ACCD and can be used in conjunction with our solution? (Specifically Survey Monkey).

A4: The software applications listed in the Technical Reference Model are not all owned by ACCD. This is a comprehensive of applications Citywide. Not all of these software applications are used at ACCD. The goal is to provide this list to vendors, so that they can ensure that their application is compatible with these technologies.

Q5: What can you tell us about the selection methodology for this project? Will there be a scorecard to evaluate the solution? What things are known about the score card?

A5: Please refer to item 4, Evaluation Factors and Award of Section 0600, Proposal Preparation Instructions and Evaluation Factors of the solicitation package.

Q6: Please elaborate upon the usage of asterisks in Appendix A: Technical Reference Model. What does the asterisk designate?

A6: The asterisks is a typo and does not reference anything in the Appendix

Q7: Do you intend to continue using Survey Monkey, Survey Builder and SharePoint? How do you use each of these technologies for surveys today?

A7: ACCD does not currently use these for surveys and have no plans to use them as part of this project.

Q8: FS001: Establish Event Booking /prepareSurvey - is the management of the survey list from the event booking software a manual process? From where does the approved Survey Contact List come? Can this be an automated process?

A8: Today the Survey Contact List is compiled and approved using a custom-developed app. It stores the approved list in a MS SQL database and then a nightly job transfers the list data to COA-CTM into the survey application. Going forward, we want to manage the Survey ContactList in our Bookings Software (Ungerboeck) and we want the chosen client survey vendor to obtain that list by accessing it from Ungerboeck's RESTful web service API.

Q9: FS003: Establish Event Booking /notifySurveyRespondent - the last sentence has been cut-off. Would you please describe the remaining portion of this function?

- A9: The last two sentences read: 'The SurveyNotification may contain an optional statement telling the SurveyRespondent they will receive a gift card for completing the Survey. Finally, the notification contains a Uniform Resource Locator (URL) unique to the SurveyRespondent.'
- Q10: FS004: Establish Event Booking /storeSurveyAnswers – the last sentence has been cut-off. Would you please describe the remaining portion of this function? Jeff – can you provide last sentence?
- A10: The last two sentences read: 'If the SurveyRespondent leaves the Survey prior to completing it, they are presented with an option to set a number of SurveyReminderDays in which to be reminded to complete the survey. (eg. Send me a notification in X days with a reminder to complete the survey). The SurveyRespondent may continue taking the survey at a later time from any device.'
- Q11: FS007: Establish Event Booking /completeSurveyAnswers – how are gift cards issued today (e.g., hardcopy, electronic)? Are there other premiums issued? If yes, how are the premiums determined for each event and respondent?
- A11: We do not send out premiums under our current system as it would be a manual process involving ACCD staff physically mailing the premiums. ACCD would like the ability to issue premiums in the future with very little to no interaction by ACCD staff.
- Q12: FS007: Establish Event Booking /completeSurveyAnswers – do you have a process in place whereby someone is notified immediately of a negative response? And how is that managed?
- A12: We don't have a process in place other than a manual review/check of the survey responses every few days. In addition, there is no current process in place whereby we contact the survey responder who gave the negative response(s). If there are comments on the survey that are personally hurtful, those comments are not distributed.
- Q13: Do Event Coordinators ever correspond directly with the contact related to the survey? Are there approved emails or templates used in these cases?
- A13: The survey template is sent out automatically. The Event Coordinators do correspond with the customers that receive the surveys, but they do not send the survey.
- Q14: Is the expectation that surveys will only be sent to event planners or will surveys also be sent to all event attendees? What is the expected annual volume of survey invitations to be sent?
- A14: Surveys are sent to the event planners (the Client) and not sent to the attendees. We send 350-500 survey per year; this does not include the surveys sent separately by ACCD's food & beverage provider.
- Q15: What are the requirements and expectations around integration of the VoC platform with internal systems?
- A15: Needs to be able to obtain a SurveyContactList from a RESTful Web Service API.

Q16: Please detail the requirements around providing an email survey notification with a username and encrypted password. We typically follow best practice of providing a single link providing direct access to a survey without the need for a user to enter username and password information.

A16: Please reference the functional requirement entitled 'NotifySurveyRespondent'.

Q17: Please confirm the expectation of two survey channels: email to web link & SMS / Text to Web link.

A17: Please reference the functional requirement entitled 'NotifySurveyRespondent'.

Q18: Is the intent to keep the current survey format and length provided within the example?

A18: No, the intent is to completely over-haul the current survey to include re-formatting, questions asked of respondents, user experience, etc. The Contractor's User Experience Consultant, using best practices, refine the number of questions, incorporate ACCD's Catering and Concessions provider's survey, and to make the survey more appealing and user-friendly. The survey needs to expand and contract, based upon service selections made at the beginning of the survey. Please reference the functional requirement entitled 'PrepareSurvey'.

Q19: What is the average of responses received from respondents when surveyed by the convention center after attending an event?

A19: Over the last several years, we have experienced a decline in the return rate of surveys: 2014 = 21%, 2013 = 27%, 2012 = 32%. Please note, the survey is NOT sent to the attendees who attend an event. The Survey is sent to the event Organizer or Planner (The Client) – the individuals who work directly with ACCD staff organizing, planning, and implementing the event.

Q20: The convention center has several hundred thousand visitors each year/month. Do we send out a survey to everyone who attended an event?

A20: The survey is not sent to the individuals who attend the event, but rather it is sent to the event Organizer or Planner (The Client) – the individuals who work directly with ACCD staff in organizing, planning, and implementing the event. ACCD sends 350-500 surveys each year; this does not include the surveys sent separately by ACCD's Catering and Concessions provider.

Q21: Reporting. What types of reports are needed and who needs to see the reports? What format should the data be in?

A21: The data and information gathered from the surveys is used/reported for various reasons, including but not limited to; to be used as part of an ACCD division's scorecard, to identify areas for improvement, to share data with internal and external stakeholders, reporting of industry related metrics (cleanliness, security, parking, etc.), and to identify trends in the types and sizes of events hosted at ACCD. The data and information gathered from the surveys cannot be manipulated; however ACCD would like the ability customize the presentation of the data being reported (such as choosing fields, headings, adding graphs and charts, etc.).

Provide as part of your proposal, the reporting capabilities of your solution. Include samples of reports which can be generated from your proposed system, indicate if reports can be customized at the user (ACCD) level. ACCD is not set on any one format; ACCD is interested in seeing your firm's reporting capabilities.

Q22: Can the convention center provide a sample report?

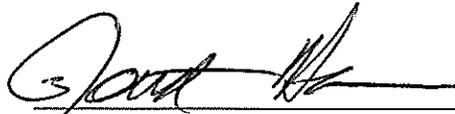
A22: Attached is a sample of a report used for one quarter. Currently, the report is very simple, ACCD wishes to have more robust reporting capability.

Q23: Do you wish to combine your Catering and Concessions provider's survey with ACCD's survey?

A23: Yes. As you can see from the sample report ACCD does ask some Catering and Concessions questions, but this is separate from the survey sent out by our Catering and Concessions provider.

VII. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY:



Jonathan Harris, Senior Buyer Specialist
Purchasing Office, Jonathan.Harris@austintexas.gov

September 23, 2015

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

**Cloud Based Software Survey Systems
RFP 5600 JXH0508 09/10/2015**

POLICY: The City of Austin and its contractors shall not discriminate on the basis of race, color, national origin, disability, or gender in the performance of contracts. Refer to the MBE/WBE Volume included with the project specifications for further information.

SOLICITATION GOALS

MBE	African American	Hispanic	Asian/Native American	WBE
2.20%	NA%	NA%	NA%	1.72%

COUNTING PARTICIPATION (2-9A-20)

Listing City certified firms on the Compliance Plan indicates that firms agree to both the price and scope of work. The Compliance Plan shall list all firms that will participate on the contract.

- Only City of Austin certified MBE/WBE firms will be counted toward the goals.
- Certified MBE/WBE firms may count their own participation, less any amount subcontracted.
- A certification code of M/WBE or W/MBE may be counted towards the MBE or WBE goal, but not both.
- A firm with a WBE certification code can only be counted towards the WBE goal.
- A firm with an MBE certification code can be counted towards the MBE goal or towards the appropriate ethnic subgoal.
- Use only the base bid amount or the proposal amount to calculate your MBE/WBE participation.

ALL BIDDERS MUST MEET THE GOALS OR PROVIDE GOOD FAITH EFFORTS DOCUMENTATION

GOOD FAITH EFFORTS (2-9A-21)

When bidder/respondent cannot meet the established goals, the responding firm shall provide documentation of the firm's good faith efforts to meet the goals. The ability or desire of a contractor to perform the work of the contract with its own organization does not relieve the contractor of the responsibility to demonstrate good faith efforts. The fact that additional costs maybe involved in finding and using MBEs and WBEs is not reason for the bidder to not meet the MBE/WBE goals.

At a minimum, the following should be submitted to support Good Faith Effort documentation:

- Solicitation sent to MBE/WBE firms **in the** Significant Local Business Presence (SLBP – 5 Counties include Travis, Hays, Williamson, Bastrop, and Caldwell) identified on the availability list for subcontracting opportunities not less than **7 business days** prior to bid date. Notices must be sent using two separate reasonable, available, and verifiable methods (e.g. email, fax, mail, or phone).
 - Such as evidence of written notice includes copy of letters (solicitation notice) that was sent by email, fax, or mail.**
 - Such as evidence of two separate methods used to notify MBE/WBEs include fax logs, email confirmations, copies of stamped envelopes/hand-delivered and/or phone logs (Phone contacts, alone, will not be sufficient.)**
- Written correspondence to certified vendors should include names, addresses, and other identifying information including your company's phone number, contact person, where to locate plans and specifications; and due date for responding.
- Take appropriate steps to follow up the initial solicitation with interested MBEs or WBEs.
 - Submit copies of written responses from all respondents to your solicitation.**
 - If interested MBEs or WBEs responded, document follow up on log of contacts and include date and contact information**
- Publish notice in a local publication such as newspaper, trade association publication, or via electronic/social media.

- Bidder/proposer must state a specific and verifiable reason for not contacting each certified firm with a SLBP.
 - **If MBEs and WBEs were not sent solicitation notices, document reason on log of contacts.**
- Negotiate in good faith with interested MBEs and WBEs.
 - **If negotiated in good faith with interested MBEs and WBEs, document results on log of contacts.**
- Contact SMBR for assistance (i.e. additional scopes identified or assistance with MBE/WBE Program requirements).
- Not rejecting MBEs or WBEs as being unqualified without sound reasons.
- Seeking the services of available minority and women community organizations
 - **Documentation of contacts with trade associations and Chambers of Commerce.**
- Selecting portions of the work that will increase the likelihood that the MBE/WBE goals will be met.

The following additional Good Faith Efforts factors may also be considered:

- Efforts to assist MBE/WBEs in bonding, insurance, and financing where appropriate.
 - **If assistance was provided, document in log of contacts.**
- Efforts to assist MBE/WBEs in obtaining necessary equipment, supplies, and materials.
 - **If assistance was provided, document in log of contacts.**

In assessing minimum good faith efforts, SMBR may consider the performance of other Bidder/Proposers successfully meeting the goals.

FAILURE TO COMPLY WITH THE MBE/WBE PROCUREMENT ORDINANCE WILL RESULT IN REJECTION OF YOUR COMPLIANCE PLAN

MBE/WBE AVAILABILITY LIST:

Included in the solicitation is a list of certified MBE/WBEs firms for the scopes of work that have been identified for this project. This list is not to be considered as the sole source of available MBE/WBEs. If additional scopes of work are identified, please contact SMBR.

MBE/WBE COMPLIANCE PLAN: ALL SECTIONS, I - VI MUST BE COMPLETED & SUBMITTED

- Section I Project information (pre-entered)
- Section II Firm's identifying information, with signature of firm's authorized representative.
- Section III Compliance Plan Summary
- Section IV Disclosure of all certified firms, enter all requested information.
- Section V Disclosure of all non-certified firms, enter all requested information.
- Section VI Disclosure of all second-level subcontractors.
- Section VII Disclosure of Primary and Alternate Trucking subcontractors.
- Section VIII Compliance Plan Check List.

Bids or responses will not be accepted for consideration, if the MBE/WBE Compliance Plan is not submitted prior to the deadline specified in the solicitation document.

2-9A-25 SANCTIONS FOR NOT COMPLYING WITH THE MBE/WBE PROCUREMENT ORDINANCE

The following violations are unlawful and may be prosecuted at Municipal Court

- ❖ Providing false or misleading information.
- ❖ Substituting MBE/WBE subcontractors without written approval.
- ❖ Repeated failure to comply with Good Faith Efforts.



SMALL & MINORITY BUSINESS RESOURCES CONTACT INFORMATION

<u>SMBR Representative</u>	<u>CERTIFICATION</u>	<u>MAIN OFFICE</u>
Contact Name:		512-974-7600
Phone Number:	512-974-7645	512-974-7601
Email Address:	Smbrcertification@austintexas.gov	www.austintexas.gov/snbr

SMBR's Plan Room

The City of Austin's Small & Minority Business Resources (SMBR) Department has a Plan room for viewing City of Austin project plans and specifications as well as other local, private, and public sector jobs. In addition, SMBR and McGraw-Hill Dodge have partnered to provide contractors up-to-date construction project information, plans and specification through the Internet. Projects include public and private sector opportunities in 100 South and Central Texas counties.

Where is the Plan Room?

It's located at the offices of SMBR
 4201 Ed Bluestein Blvd.
 Austin, TX 78721

How much will it cost?

There are no fees to access the information. There are minimal fees for copying and printing of plan and specification sheets.

What are my next steps?

Attend a free one-hour orientation session to learn how to operate the on-line service. Call (512) 974-7799 to make an appointment or for more information.

For more information or to view a list of projects currently available in the Plan Room visit website at www.austintexas.gov/snbr under the Plan Room projects.

BONDING

Bonding is a type of protection that a governmental agency or prime contractor may require that your company have in order to work on a contract. A bonding application will take several days. Get started today. Be proactive by making an appointment to talk to SMBR's Bonding Financial Consultant, Luke Ortega Luper as soon as possible. He can be reached at (512-974-7733 or email him at Luke.Luper@austintexas.gov. You will also find past copies of his newsletters on our website at <http://austintexas.gov/department/bonding>.

Keep in mind that SMBR does not issue bonds; however, we do provide our bonding resource program as a free and confidential service to our business owners.

AUSTIN MINORITY NEWSPAPERS

Capital City Argus News

PO Box 140471
Austin, TX 78714-0471
512-926-0348 Fax: 512-926-0348

Charles M. Miles

email : CMilesArgus@yahoo.com

El Mundo Newspaper

2112 E. Cesar Chavez
Austin, TX 78702
512-476-8636

info@elmundonewspaper.com

La Prensa

PO Box 6504
Austin, TX 78762-6504
512-478-3090 Fax: 512-482-6400

Catherine Vasquez-Revilla

email : laprensa@aol.com

Nokoa The Observer

PO Box 1131
Austin, TX 78767-1131
512-499-8713 Fax: same as phone

Akwasi Evans

email : akwasievens2013@gmail.com

The Villager

4132 E. 12th Street
Austin, TX 78721
512-476-0082 Fax : 512-476-0179

Tommy L. Wyatt

email: vil3202@aol.com

LOCAL MINORITY SERVICE ORGANIZATIONS

Asian Contractor Association

4201 Ed Bluestein Blvd, 2nd floor
Austin, TX 78721
512-926-5400 Fax: 512-926-5410

Aletta Banks
www.acta-austin.com
email: asiancontractor@gmail.com

Austin Area Black Contractors Association

6448 Highway 290 East, Suite E-107
Austin, TX 78723
512-467-6895 Fax: 512-467-9808

James Harper
www.abcatx.com
email: brc-pro@swbell.net

Business Investment Growth (BIG Austin)

Capital Plaza Chase Office Bank Bldg.
5407 N. IH-35, Ste 200
Austin, TX 78723
512-928-8010 Fax: 512-926-2997

Stacy Dukes-Rhone
www.bigaustin.org
email: info@bigaustin.org

Business Resource Consultants (BRC)/(Bid Briefs)

6448 Highway 290 East, Suite E-107
Austin, TX 78723
512-467-6894 Fax: 512-467-9808

Carol S. Hadnot
email: brc-pro@swbell.net

Capital City African American Chamber of Commerce

African-American Heritage Center
912 E. 11th Street
Austin, TX 78702
512-459-1181 Fax: 512-459-1183

Natalie Madeira Cofield
www.capcitychamber.org
email: admin@capcitychamber.org

Greater Austin Asian Chamber of Commerce

8001 Centre Park Drive, Suite 160
Austin, TX 78731
512-407-8240 Fax: none

Marina Bhargava
www.austinasianchamber.org
email: exec.admin@austinasianchamber.org

Greater Austin Hispanic Chamber of Commerce

2800 S. IH-35, Suite 260
Austin, TX 78704
512-476-7502 Fax: 512-476-6417

Lisa Rodriguez
www.gahcc.org
email: lrodriguez@gahcc.org

U.S. Hispanic Contractors Association de Austin (USHCA)

920 E. Dean Keeton Street
Austin, TX 78705
512-922-0507

Juan Oyervides
www.ushca-austin.com
email: info@ushca-austin.com

PURCHASING OFFICE MEETING SIGN-IN SHEET

RFP & Description: RFP JXH0508

Buyer: Jonathan Harris

Meeting Date:
9/10/15

Place/Room: Austin
Convention Center
conference room

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email
Jeffrey Quade	Oracle	512-259-5148 512	jeff@quade@oracle.com
Harold Tolbert Jr	COA SMBR	974-7736 435-	harold.tolbert@austintexas.gov
Skylan Mills	Quarterly's	619-2345	skylan@quarterlys.com
Paul Brenner	AccD	704-4650	Paul.Brenner@austintexas.gov
Trisha Tatvo	AccD	404-4218	Trisha.Tatvo@austintexas.gov
VAN JOBE	Acc D	404 4047 510	VAN, JOBE @ AUSTIN TEXAS. GOV
Mat Troedson	Contract	420-5192 510-	mat.troedson@contract.com
Teisha Aquilan	Contract	420-3189	
Valerie Wells	Acc D	404-4009	Valerie.Wells@austintexas.com
Amy Harris	AccD	404-4244	amy.harris@austintexas.com
Sharon Patterson	AccD	404-4355	Sharon.Patterson@austintexas.gov
Jeff Moore	AccD		

PURCHASING OFFICE MEETING SIGN-IN SHEET

RFP & Description: RFP JXH0508

Buyer: Jonathan Harris

Meeting Date:
9/10/15

Place/Room: Austin
Convention Center
conference room

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email
Gabriel Puente	SPI		gpuente@spartnerships.com
Rick DePalma	Self - PARB Board member		rdepalma@outlook.com

Event Planning/Coordinators			
5. Professionalism of Staff	4.86	4.94	4.75
6. Responsiveness in Planning	4.79	4.82	4.75
7. Communication/Follow-up of Staff	4.86	4.94	4.75
8. Resolution of Issues	4.89	5.00	4.70
9. Billing Process	4.85	4.88	4.80
	Section Quarter Average	4.85	4.92
	Section YTD Average	4.73	4.71
Food and Beverage Services			
10. Responsiveness in Planning	4.68	4.87	4.00
11. Timeliness On-site	4.68	4.87	4.00
12. Quality of Product/Services	4.42	4.53	4.00
13. Timeliness On-site	4.59	4.73	4.33
14. Quality of Product/Services	4.00	4.09	3.83
	Section Quarter Average	4.47	4.62
	Section YTD Average	4.38	4.37
Security			
15. Professionalism of Staff	4.95	4.93	5.00
16. Responsiveness of Staff	4.95	4.93	5.00
17. Move-In/Move-out Experience	4.76	4.69	4.88
18. On-site Emergency & Medical Assistance	4.87	4.78	5.00
	Section Quarter Average	4.88	4.83
	Section YTD Average	4.78	4.76
Parking Services			
19. Professionalism of Staff	4.71	4.44	5.00
20. Responsiveness of Staff	4.71	4.44	5.00
21. Hours of Operation	4.59	4.22	5.00
22. Traffic Flow/Garage Accessibility	4.33	3.80	5.00
	Section Quarter Average	4.59	4.23
	Section YTD Average	4.59	4.45
Utility Services / Technology			
23. Professionalism of Staff	4.90	4.86	5.00
24. Responsiveness/Follow-up of Staff	4.90	4.86	5.00
25. Services Offered	4.91	4.87	5.00
26. Ease of Obtaining Services	4.90	4.86	5.00
27. Staff On-Site Availability	4.95	4.93	5.00
28. House Sound System Quality	4.82	4.73	5.00
29. Network/Internet Services	4.94	4.92	5.00
30. Phone Services	4.86	4.80	5.00
31. Complimentary Wireless Internet	4.95	4.93	5.00
	Section Quarter Average	4.90	4.86
	Section YTD Average	4.75	4.72
Please tell us how satisfied you were with our facility: Facility			
32. Rooms Set to Event Planner Specifications	4.89	4.82	5.00
33. Cleanliness of Meeting Space Used	4.96	4.94	5.00
34. Cleanliness of Pre-Function/Lobby Space	4.96	4.94	5.00
35. Cleanliness of Restrooms	4.81	4.71	5.00
36. Cleanliness of Elevators/Escalators	4.96	4.94	5.00
37. Directional Signs	4.75	4.62	5.00
38. Business Center	4.82	4.71	5.00
	Section Quarter Average	4.88	4.81
	Section YTD Average	4.76	4.69
Please rate the following aspects of your experience with ACCD compared to similar facilities you have worked with in the past 2-5 years. Industry Comparison			
39. Move-In/Move-out Experience	4.24	4.36	4.00
40. Facility Appearance/Upkeep	4.47	4.33	4.71
41. Exhibitor Experience	4.31	4.20	4.50
42. Attendee Experience	4.41	4.40	4.43
43. Price Value of Facility and Services Offered	4.11	4.25	3.83
44. Audio/Visual Services (If used)	4.25	4.25	4.25
45. Organization Teamwork (Communication between Facility Representatives, Food and Beverage)	4.71	4.75	4.60
	Section Quarter Average	4.36	4.36
	Section YTD Average	4.23	4.18
Final Thoughts...			
	YES 28	YES 17	YES 11
	NO 1	NO 0	NO 1
	N/A 0	N/A 0	N/A 0
1. Would you schedule another event at our facility?			

	YES 28	YES 17	YES 11
	NO 1	NO 0	NO 1
2. Would you recommend the facility to a colleague?	N/A 0	N/A 0	N/A 0
	YES 18	YES 13	YES 5
	NO 1	NO 0	NO 1
3. Was the facility website useful? (www.austinconventioncenter.com / www.palmereventscenter.com)	N/A 10	N/A 4	N/A 6
	YES 25	YES 15	YES 10
	NO 0	NO 0	NO 0
4. Did we effectively handle unanticipated event challenges?	N/A 4	N/A 2	N/A 2

Number of surveys returned: 29 Number of surveys sent: 103

Report Date: 2015-09-15

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