To: Yachats City Council   1/10/2011
From: Greg Scott, councilor
Subject: Work Flow Application

After approximately a year of use of the GoYachats web site, we have identified an important improvement option. I am proposing that we add a work-flow application to the GoYachats database for facility reservations. This would have the following benefits:

1. Eliminate the need for staff to enter most of the data for events that involve renting the Commons, Little Log Church and other City facilities like the Lions Shelter.

2. Solves a problem the current system has with reoccurring events. The event will appear on every day the space is rented.

3. Eliminates the need for the current duplicate calendar system for Commons reservations.

4. Automates electronic delivery of rental notification and facility policy/rules while supporting the ability for each organization to include their own policies, rules, and forms when reservations are approved.

5. Provide immediate posting of new rental events to the GoYachats calendar without any additional work. This eliminates the current manual process and approx. one week delay that often occurs for City rentals.

6. Offers a daily, weekly, and monthly view of events / reservations.

7. Simplifies the reservation process for everyone and especially out-of-town groups.

8. Improves GoYachats calendar access for mobile devices.

9. This service would be available to any Yachats organization with a facility to rent. City staff would only see reservation requests for city facilities. Other requests would be automatically routed to the organization that that has space for rent.

10. Offers a "facility view" of events which is not presently supported. This will both simplify and improve the reservation process because we will have a community wide perspective on what is available by location (facility).

11. Supports reservations for private events. They will appear on facility calendars showing the space reserved without providing any details.

12. Moves us one step closer to a true community calendar for events.

13. The Presbyterian Church, the Lions, two restaurants, and one transient home rental have all expressed interest in this capability.

14. The entire process will be hosted on the existing GoYachats site so there is no additional hosting expense.

This would not replace existing reservation systems businesses already use. Instead it is targeted at organizations that do not currently have access to a web reservation service. When a request is sent to an organization with their own reservation system they can easily enter the relevant data in their own system. This process simply puts a prospective client in touch with a business.

This would be the first work-flow application for the City. We have identified several other labor saving work-flow system ideas and believe the GoYachats calendar option is the easiest and least expensive to implement. This would provide staff, council and the public experience with work-flow systems and guide future decisions about similar projects.

Options:

There are two options to consider. The difference between them is the content of the reservation request form. The **Basic Option** would use the same request form for all organizations. We are using the Commons reservation form as the model for this version because this facility offers the greatest range of choices. The drawback of this approach is other organizations will present renters with facility choices / options they do not offer and therefore create the potential for some confusion.

An alternate or **Flexible Option** would allow organizations the ability to create a customized form for each facility that only includes the services, appliances, and equipment they have available for rent. This custom form could be revised as circumstances change. Changes would be made by organization Authors and would not require any additional work by the developers.

Cost:

The estimate for the **Basic Option** requires an additional $3,000.

The estimate for the **Flexible Option** requires an additional $?? A number for this option will be available by Thursday.

Timeline:
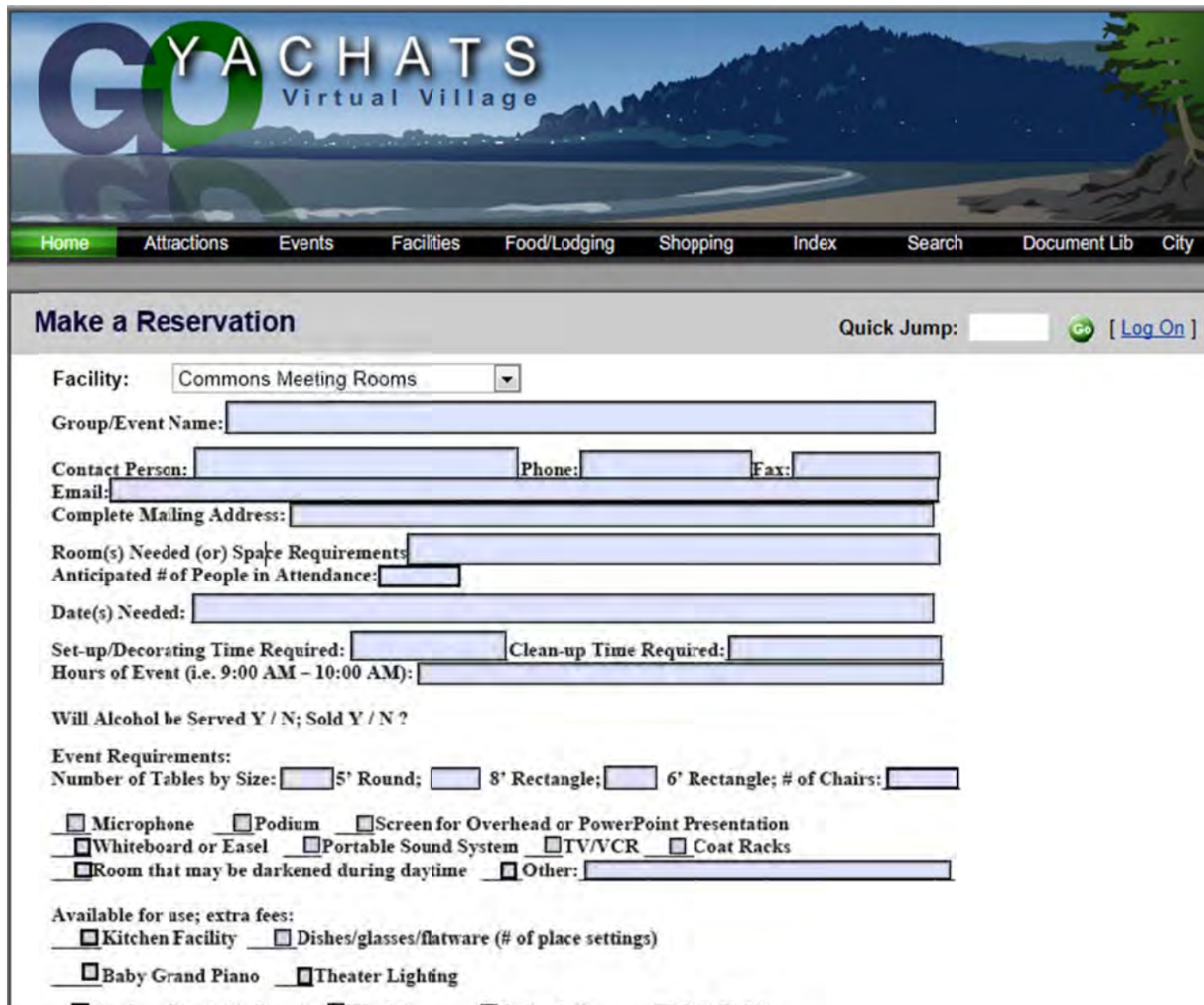
If approved in January our goal is to have a preliminary version operational by April and a final version released by the end of May in time for peak summer activity.

Summary:

While this project will not reduce personnel expenses, it will increase productivity. I estimate that the net result will be in the area of an 80% reduction in time spent entering data and maintaining the room reservation calendar while resulting in an improved level of service.

The important thing to remember about work-flow systems is they provide structure to routine processes; generally they reduce the amount of time to manage and track progress; they makes processes more transparent; they add accountability for decisions; service quality and response times improve and customer satisfaction is higher.

Missing from the images that follow is a shot of the public event area that will have a button for reservation requests. That button will take you to a form that contains information like the data below. It will not look exactly like this and the final version may contain slightly different information but this will be the beginning of the reservation request process. There will be a submit request button somewhere on the page.

When the submit button is pushed, the request form will be routed to the designated e-mail address for the organization. The current plan is to allow all organizations to designate a primary and alternate routing address. No one at the city will see any of these requests until they have been approved and are visible on the calendar.

Administrators will have the option of creating "private Events" that show the space rented but do not include any details.

The next image is a rough idea of what a facility administrator will see. There will be a space to approve or deny the request and a note area to include up to 500 characters of additional information. Somewhere on this page will be a link to the reservation data. Don't be confused by the developer's use of a council meeting page. He just grabbed an event that was handy.

The link titled Commons Meeting Rooms displays the facility service page that provides more detailed information about the space being rented. This area could include a diagram of the space; it could include details about the appliances and other equipment; it could include photos.

This is what an organization author would see when they are logged into their account. We will probably change the text to "There are Pending Reservation Requests" for items that have not yet been approved or denied.

This page shows the advanced resource options available for organization services. What is new is the Facilities Policy Document. Organizations that rent space have a different set of rules, policies, and other information they make available to renters. This allows you to load those documents to the database and they will automatically be sent to renters when their request is approved. If your policies change, you can upload the new policy to the database. Forms can also include that renters need to sign and returned. Only organization administrators will be able to access this area and they will only see the service pages for their organization.

This is an example of the public event detail page. This is what they would see if they click on an event to see more information. The link half way down on the left (Commons Meeting Rooms) provides more details about the facility amenities and could include things like a diagram, list of equipment, seating capacity, etc.

GO YACHATS
Virtual Village

| Home | Attractions | Events | Facilties | Food/Lodging | Shopping | Index | Search | Document Lib | City |

Meeting Event Details

Quick Jump: [____] **Go** [Log On]

Council Work Session

1/10/2011 9:30 AM to 12:00 AM

↻ **Occurs on the second Monday of the month from 9:30 AM to 12:00 AM starting April 6th, 2010 thru January 23rd, 2012.**

City Council Work Session. The public is welcome to attend. Minutes are posted in the City's document library.
http://yachatsdocuments.info/

Commons Meeting Rooms

441 Hwy 101 N.
Yachats, OR 97498

Map

Categories
Community
Handicap Access
Information
Meetings
Non-Profit

When someone looks at the Service details Upcoming Events calendar has been added which includes options for a view by month, week or day. We are still debating whether the view by week is needed. This view also shows pending reservation requests to facilitate scheduling future reservations.

The calendar provides basic navigation to move forward or backwards. In this case it would be forward or backwards one month at a time.

This image shows the public facility event by month. Note that it also offers a week and day view option. Events spanning multiple days will show the event on each day so there is no confusion about available space for events. Note that the default view here does not include meetings. You must check the meeting box to display all space commitments. Should the default view be as show or should it include the show meetings reservations as well?

This page is most useful for authors that have multiple facilities. It allows an author or administrator to see all pending reservations for your facilities. This way the author doesn't have to rely solely on email or the facility detail page for finding pending reservations. You'll notice on the Organization Detail there is a new link notifying the author that there are pending reservations. That link will take you to this reservations admin page as well as a link not pictured which will go on the admin page links as well.

Clicking on the column titles allows you to change the sort order. Clicking twice on the column title reverses the sort order for that column. I am still undecided about whether this tool is needed.

GO YACHATS Virtual Village

| Home | Attractions | Events | Facilities | Food/Lodging | Shopping | Index | Search | Document Lib | City |

Review Reservations

Quick Jump: [____] Go Welcome Mark! [Log Off] [My Account]

Return to Site Administration

Reserved By/For	Start Date/Time	Facility
John Doe, The Good Guys Meeting	11/18/2010 8:45 PM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	11/18/2010 8:47 PM	Lions Club
John Doe, The Good Guys Meeting	11/18/2010 8:49 PM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	11/18/2010 9:02 PM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	11/18/2010 9:03 PM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	12/8/2010 11:53 AM	Lions Club
John Doe, The Good Guys Meeting	12/8/2010 11:54 AM	Lions Club
John Doe, The Good Guys Meeting	12/10/2010 10:43 AM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	12/18/2010 4:39 PM	Commons Meeting Rooms
John Doe, The Good Guys Meeting	1/2/2011 5:12 PM	Lions Club
John Doe, The Good Guys Meeting	1/3/2011 10:07 AM	Lions Club