

Cable Communications

LOB #257:

MEETING SPACE MANAGEMENT AND EVENT SUPPORT

Purpose

Meeting Space Management and Event Support provides scheduling services and meeting and event support at the Government Center Complex, accommodating meeting and event space requirements for the Board of Supervisors; boards, authorities, and commissions; County agencies; and non-profit organizations.

Description

In FY 2015, Meeting Space Management and Event Support processed 9,533 requests for the 61 meeting and event spaces located throughout the Government Center Complex. Meeting Space Management and Event Support also provides after-hours support for weekday evening and Saturday events.

Meeting Space Management and Event Support processes all reservation requests, stages furnishings and equipment, and configures meeting rooms throughout the day as required. Technical support for conference calls, audio-visual playback, public address systems, and audio amplification for individuals with hearing impairments is provided during meetings and events. Meeting Space Management and Event Support engineering staff oversees the J. Hamilton Lambert Conference Center audio-visual systems. Staff identifies requirements; recommends solutions; and installs, tests, and repairs audio-visual equipment.

Benefits

Meeting Space Management and Event Support processes reservation requests, stages furnishings and equipment, and configures meeting rooms for an average of 30 meetings and events each day at the Government Center Complex. Reservation requests are scheduled in accordance with PM 08-05, *Regulations for Public Use of Facilities and Grounds at the Fairfax County Government Center Complex*, and facility availability.

Creating a Culture of Engagement

Meeting Space Management and Event Support contributes to achieving the *Creating a Culture of Engagement* Vision Element by providing meeting space and event support for County users and non-profit groups.

Exercising Corporate Stewardship

Meeting Space Management and Event Support coordinates the use of the Government Center Complex common spaces, ensuring that the facilities are being fully used for the purpose of conducting County business and community gatherings. Meeting Space Management and Event Support provides responsive support to departments and non-profit groups by addressing meeting space and event needs and contributes to achieving the *Exercising Corporate Stewardship*.

Mandates

This Line of Business is not mandated.

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Trends and Challenges

Demand for meeting space and event support is generally steady, with requests for services consistent from year to year. In FY 2013, 9,604 reservation requests were processed; 9,270 requests in FY 2014; and 9,533 requests in FY 2015.

As technology evolves Meeting Space Management and Event Support changes to meet new requirements. Some customers still need access to older technology such as VCRs, but Meeting Space Management and Event Support also accommodates newer technology such as interactive displays and tablets.

During the scheduling process, customers identify and request needed services. Meeting Space Management and Event Support adapts to and accommodates changing customer needs as customer meeting and event requirements evolve.

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
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FUNDING			
<u>Expenditures:</u>			
Compensation	\$193,710	\$198,148	\$204,436
Benefits	87,094	92,921	100,752
Operating Expenses	15,554	6,211	50,000
Capital Equipment	0	6,622	50,000
Total Expenditures	\$296,358	\$303,902	\$405,188
Total Revenue	\$0	\$0	\$0
POSITIONS			
Authorized Positions/Full-Time Equivalent (FTEs)			
<u>Positions:</u>			
Regular	4 / 4	4 / 4	4 / 4
Total Positions	4 / 4	4 / 4	4 / 4

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Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Number of reservations requests received	9,604	9,270	9,533	9,500	9,500
Number of reservations requests scheduled	8,905	8,981	9,135	9,100	9,100
Percentage of reservation requests scheduled	93%	97%	96%	96%	96%

Number of reservation requests received

Requests for meeting space have been consistent from year to year. Meeting Space Management and Event Support received 9,533 requests for space at the Government Center Complex in FY 2015.

Number of reservation requests scheduled

Meeting Space Management and Event Support reviews and processes all reservation requests, scheduling 9,135 reservations in FY 2015. Meeting Space Management and Event Support processes reservation requests, stages furnishings and equipment, and configures meeting rooms for an average of 30 meetings and events each day at the Government Center Complex.

Percentage of reservation requests scheduled

Meeting Space Management and Event Support scheduled 96 percent of reservation requests received in FY 2015. Reservation requests are scheduled in accordance with Fairfax County PM 08-05, *Regulations for Public Use of Facilities and Grounds at the Fairfax County Government Center Complex*, and facility availability.