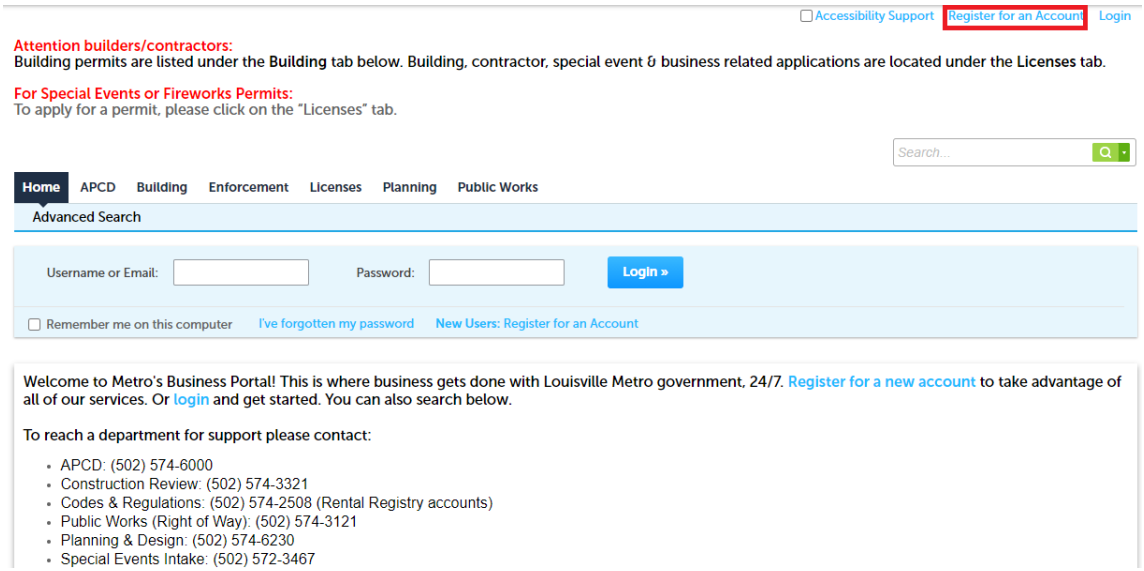
USING ACCELA CITIZEN ACCESS
TO SUBMIT A SPECIAL EVENTS PERMIT APPLICATION

GETTING STARTED:

Sign into the application portal by going to this link: https://louisvilleky.gov/government/emergency-services/office-special-events. This will take you to the **Office of Special Events** (**OSE**) website, and then click on the **Use our new Louisville Metro Business Portal** link, which will take you into the Accela permit and licenses application portal. However, while you are on the **OSE** page, please take the time to click on the **Special Events Handbook**, which will provide you a great deal of information you will need when planning for your event as pertains to requirements the OSE will have to process your permit application.

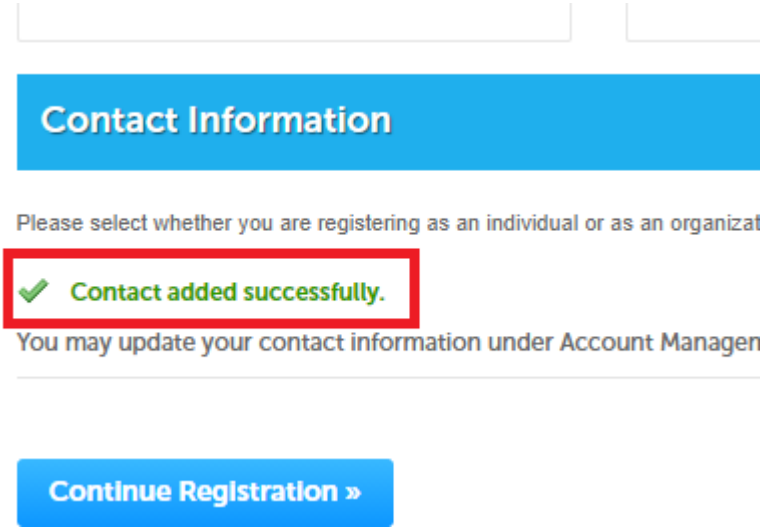
There are several other links on the OSE page that might be useful depending on the type of event you are having or its features. After reviewing the information available, feel free to contact the OSE at (502) 572-3467 should you still have any questions or otherwise need assistance.

Once you have clicked on the Metro Business Portal link (for individuals also, not just businesses) In the upper righthand corner, click on the link that says "**Register for an Account**"



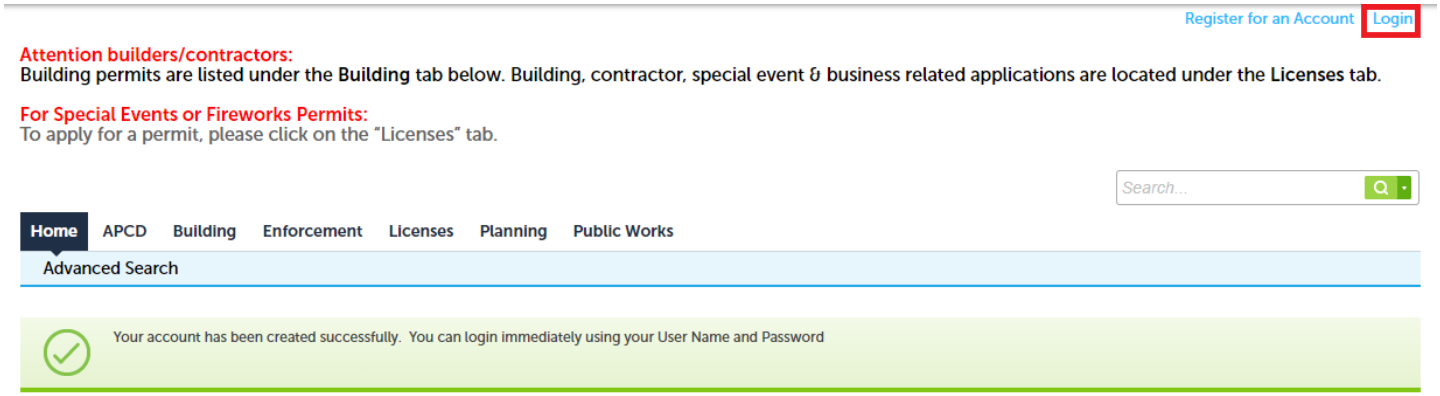
Next, read and accept the General Disclaimer at the bottom of the page, under "Account Registration" and click on "Continue Registration". Then, continue where it says, "**Account Registration Step 2:"** Fill in the "**Login information**", and fill in the request information (new User name, email, etc.), then click on "**Add New**" under "**Contact Information**".

Follow the steps as prompted, and make sure you complete **"Add additional Contact Address"** information (if filing as an individual, of course ignore "Name of Business" field). Click on "Continue Registration", and you should see the screen below, which will show that your contact has been successfully added. You can then "continue registration".



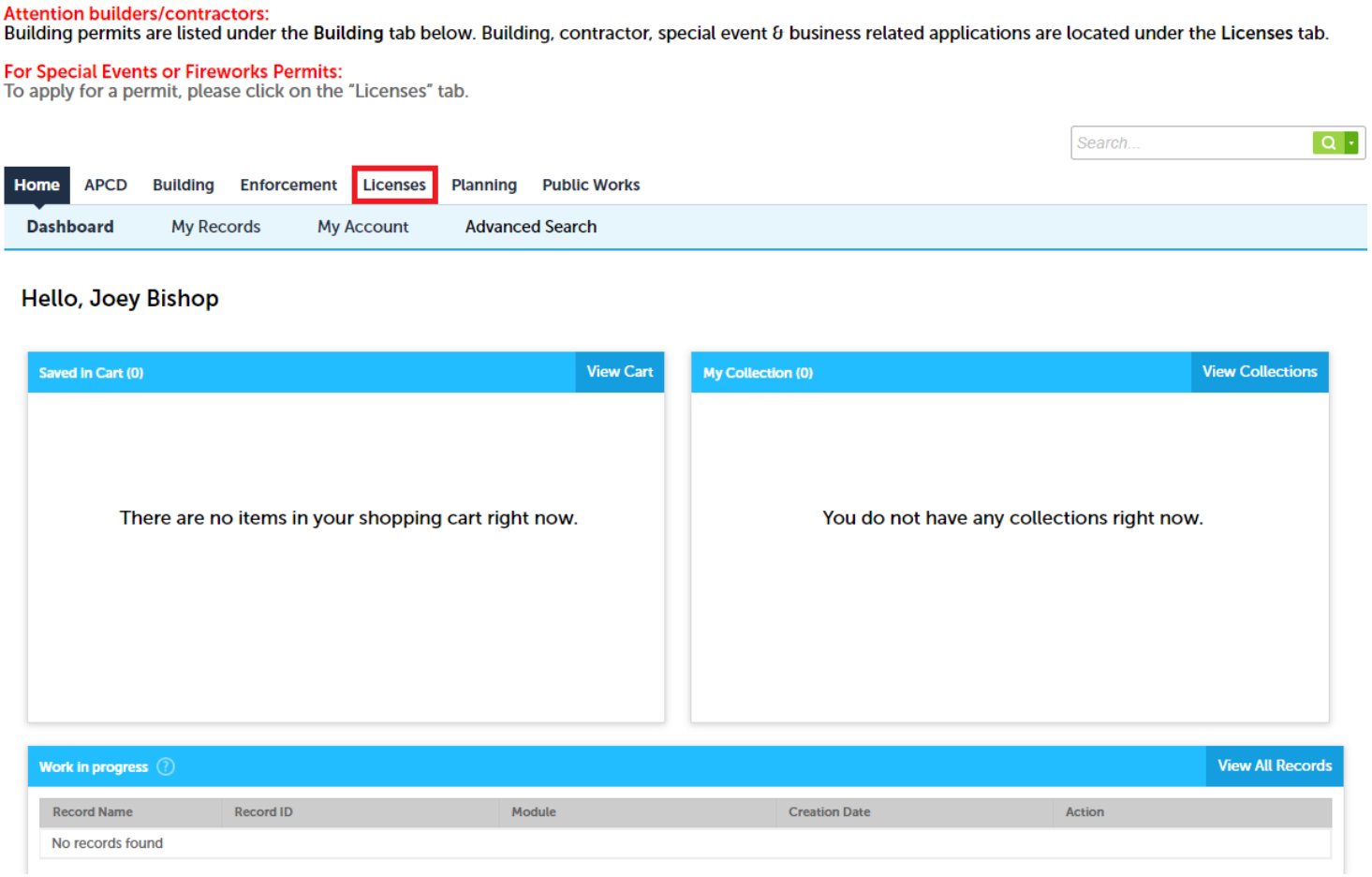
The next screen you should see will display the information you have entered (username, email address, Password (obscured), contact information, and address. If correct, click on "**Continue Registration**".

You should now see that your account "**has been successfully created"**, and you can click on the "Login" tab in the upper righthand corner to begin the application process.

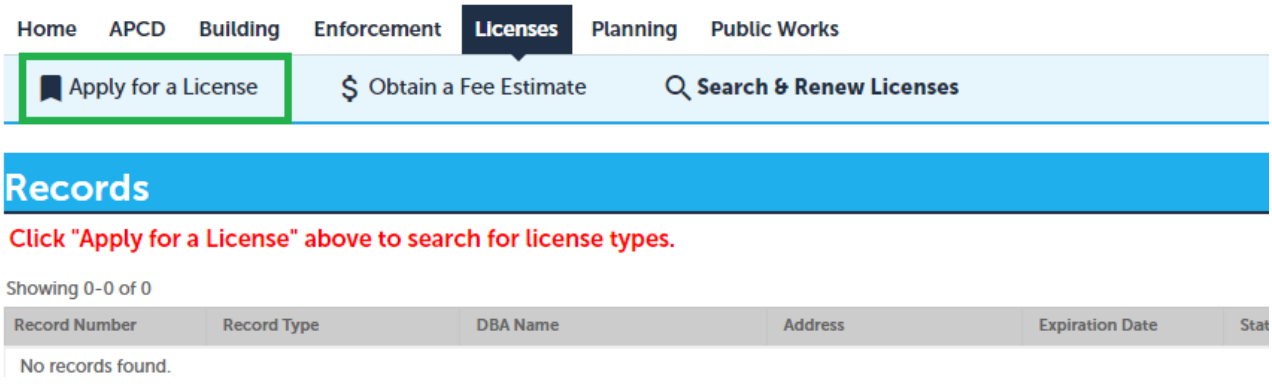


SUBMITTING A SPECIAL EVENTS OR FIREWORKS APPLICATION:

The page should appear something like the one just below. The next step, after logging in is to click on the "**Licenses**" tab, as stated in the bold, red text, "**For Special Events or Fireworks Permits,** …please click on the 'Licenses' tab."



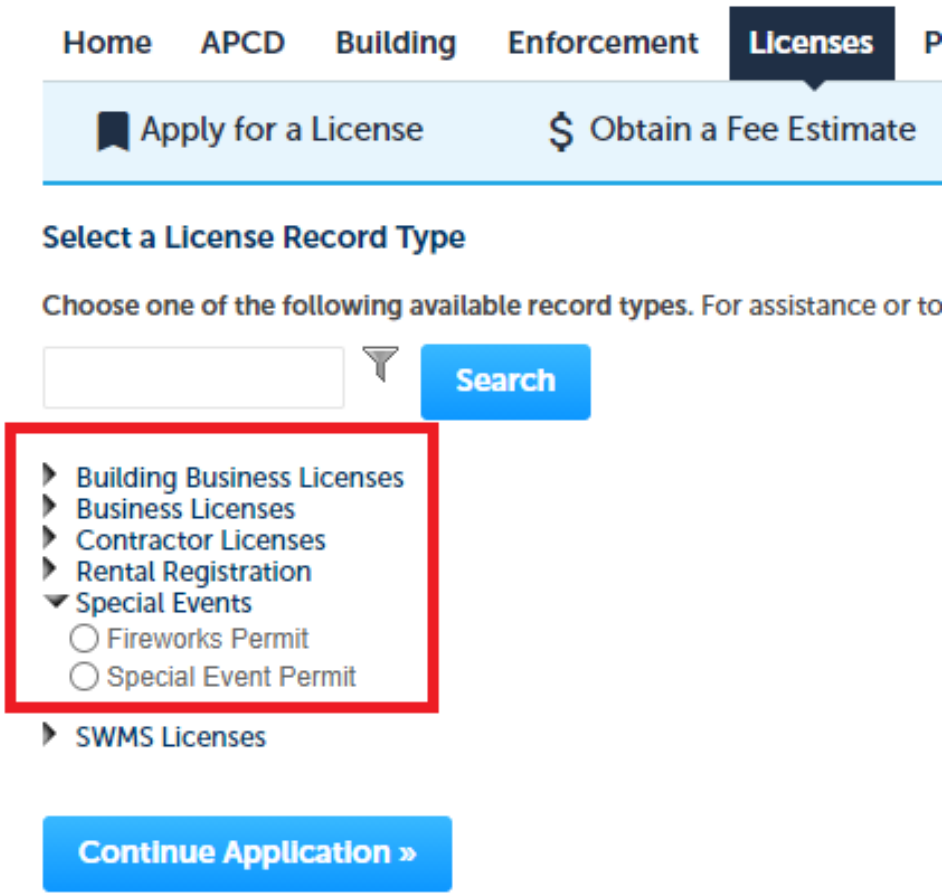
Your next page, after clicking on the "Licenses" tab will look like the next screenshot. As directed by the bold, red text, click on the "**Apply for a License**" tab, just above the blue "Records" ribbon (boxed in green):



Again, read and accept the General Disclaimer at the bottom of the page, under "**Online License Application**" and click on "**Continue Application**". You will see a list of application types. Click on the "Special Events" arrow, and it will populate with a choice of either or "Fireworks Permit" or "Special Event Permit". Select the one you want. Keep in mind, "Fireworks" involves any kind of pyrotechnic display, to include simple flame effects before a proximate audience. If you are unsure which category your request

falls under, contact the Special Events office (502-572-3467). Make your selection and click on “Continue Application”.

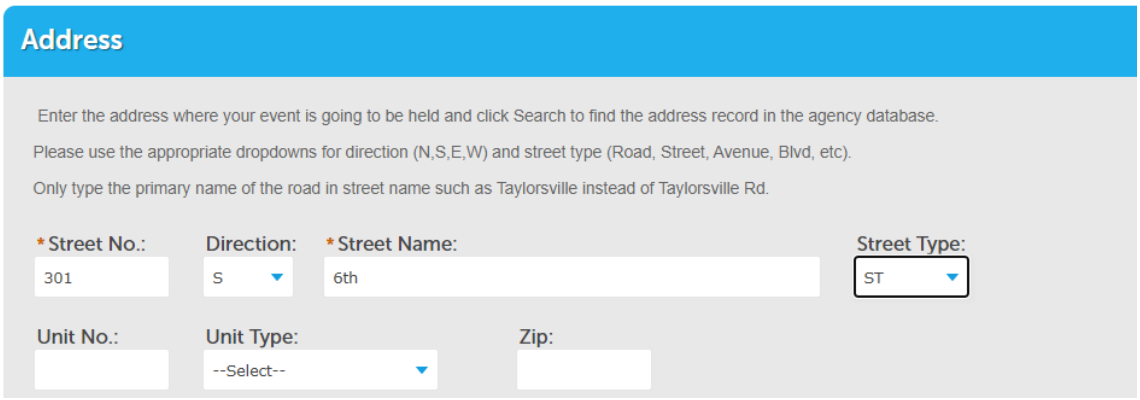
PLEASE NOT THAT AT ANY TIME DURING THE COMPLETION OF AN APPLICATION YOU CAN CLICK ON “SAVE AND RESUME LATER” AND IT WILL BE ASSIGNED A TEMPORARY NUMBER, WHICH SHOULD POPULATE IN YOUR CART WHEN YOU REOPEN THE PORTAL TO RESUME.



For “**Special Event”** applications, complete as follows:

In the block labeled “Business Name” enter the name or title of your event (e.g., “Labor Day 5K Walk/Run”). Then, describe your event in the “Event Description” box, telling what will occur/happen, and detailing exactly where it is to be held and its purpose.

Next, enter the address of where the event will take place. This may seem redundant, but the system requires a specific address associated with it. In the previous event description box you might have entered “Jefferson Square Park”, which is fine, but this field requires an exact address, which would be 301 S. 6th Street. See below:



After you enter the actual address, click the "Search" tab. If you have selected a valid address, it will automatically populate "Parcel" and "Owner" information; you won't have to enter anything in those fields. After they are populated, click on "**Continue Application**" in the lower righthand corner.

Please be advised that sometimes you may have to select an address that really doesn't have anything to do with your event. For example, if you are blocking a portion of a street, or an alley, but only for purposes of staging an event there (but no person or business actually residing or operating within the event area actually has anything to do with the event), you will need to select some address within in the event area order to proceed. Doesn't seem to make sense, but that is the case at this point in time.

You should now be on the **"Applicant"** screen. If you are the organizer, you can click on "**Select from Account"** – this should pull up your information, which you can select. If you are not the primary contact, or your name/organization does not pop up, you should click on "**Add new**".

This section is fairly self-explanatory. However, you do NOT have to complete the "**Business Name (Doing Business AS)**, "**Revenue Commission Account Number**", or the "**FEIN**" tabs if you are filing as an individual. You can also leave blank the "**Birth Date**" tab. If you are completing in the name of an organization, you only need to fill out the "**Business Name"** tab, still ignoring the others just mentioned.

You will want to click on the "**Add Additional Contact Address"** tab and complete the pop up form, clicking on "**Save and Close"** when completed. Once the applicant and contact address sections are complete you can click on "**Continue Application**" in the lower righthand corner.

You should now be on the "**Custom Fields**" section of the application. Complete all fields.

"**Total Attendance**" refers to the total number of people expected to attend throughout the even and "**Peak Attendance"** refers to the most people expected at one time. So, you might have 1200 people who actually visit the event, but maybe the maximum number in attendance at one time is only 300 people.

"**Load In"** and "**Load Out**" times refer to the set up and break down. For example, and event may start at noon, but you might begin setting up (loading in) at 10 a.m. The event might end officially at 3 p.m., but you won't be finished breaking down, cleaning up, etc., (loading out) until 5 p.m.

IMPORTANT: "Military" time must be entered. For example, 1 p.m. would be 1300. Military time is the same as regular time up until "12:59" p.m. Then, it continues as 1300 (1 p.m.), 1301 (1:01 p.m.), etc. The easiest way to remember it is to add 12 to every hour beginning with 1 p.m. (1 + 12 = 13). Two p.m. would be 1400. 2:22 p.m. would be 1422, and so on. NO colons between the hour and minutes in military time.

The last question on the page you will be on asks if there will be any tents set up. It must be answered, and if you check "Yes", a statement will pop up that tells you that a separate tent permit may be required. The trigger for that are tents over 400 square feet, or if cooking will take place within one. The Special Events Handbook provides information on how to apply for a tent permit. Upon completion of this section, you may click on "**Continue Application**" in the lower righthand corner.

The next page under "Custom Fields" addresses "**Event Features**". You should check all that apply. Certain features may result in additional permits or other requirements, such as **Certificates of Insurance** (COIs). The handbook describes when and what type of COIs are required. Traffic control can mean simply the use of Traffic Control devices (barricades, cones, signs, etc.) or actual manual control by qualified Traffic Control personnel. Security almost always means sworn police officers, or others with full powers of sworn officers (Corrections Officers, for example).

Please note that there are several mandatory reviews that every permit undergoes. One of those is by the Metro Police Major in charge of the division in which an event takes place. That major has the authority to impose requirements and can approve or deny a permit. For example, he or she may determine that an event must have sworn security personnel or traffic control officers. These officers will not normally be provided by the Metro Police, but will have to be officers who are working in an "off duty" capacity. The Office of Special Events (**OSE)**can provide a list of numerous companies that can supply officers.

Once you have checked all the fields that apply to your event, click on the "**Continue Application**" tab.

The next field addresses "**Event Details**" – in particular **traffic control**. It refers to a "private security company". This is because most Traffic Control personnel are contracted through a private security company. The first box asks which **Traffic Control Provider** you will use. You can choose from:
LMPD, N/A, Off Duty Officer, or Private Security Company.

The choice of "**LMPD**" officer does *not* mean that the LMPD will provide an officer(s) for your event. However, in some cases an event planner may have already made arrangements with the Metro Police

Department to have their presence and assistance at their event. Examples may be large events such as the St. James Art Show, or Derby related events, or The Martin Luther King, Jr. Day annual Motorcade. For most events, an event planner will select one of the other three choices.

"**N/A**" would be checked if you believe your event's traffic control can be achieved solely through the use of barricades and cones. The OSE can provide you with a list of companies that can deliver and pick up any such equipment that might be needed. Keep in mind that the OSE or the Division police Major can determine that actual people will be required.

The difference between "**Off Duty Officer**" or a "**Private Security Company**" would be if the event producer has made arrangements with an individual police officer (Off Duty Officer) to provide him/herself and/or additional officers to work the event, or he/she has made arrangements with a company that provides such personnel.

The next page focuses on an event's "**Security Provider**". This has the same options as the previous page (Traffic Control Provider). They may or may not be the exact same answers. On the same page you will be asked about an "**EMS Provider**". You may or may not need to have them present. Metro policy *requires* EMS to be present for any event with 5,000 or more participants. However, many event producers prefer to have EMS present for the safety of their participants, or peace of mind.

Louisville Metro EMS is unlike the Metro Police in that they will provide services for non-Metro sponsored events, if they have the manpower available. This would be for a fee, however; it is not free. If you check the box "**Louisville Metro Emergency Services**" under the "**EMS Provider**" tab, you will be contacted at the email or phone number provided in this application.

The next section under Custom Fields deals with **Event Clean-Up.** Every event must detail how they plan to clean up after it is over. Often, especially for smaller events, little is left to be cleaned up, and the organizers will decide to clean up themselves. Their other choices are to hire a private company, which they must list, or to pay Metro Solid Waste Management (SWM) to provide clean up services. Regardless of which option is chosen, an event organizer can still opt to purchase supplies from SWM - bags, boxes, garbage baskets or cans, liners, etc. The next section, **Waste Services Provisions,** itemizes those items to select. At the bottom it will ask if street sweeping is desired; you must select an answer.

The next section deals with **Event Details –** starting with food and alcoholic beverages. If you checked either as an event feature, you are required to complete this page, listing your concessionaire(s) and contact numbers. Also, you must list the name of the insurer that provides coverage for the event and the provider of food and alcohol, to include liquor liability. There are specific requirements and language that must be met and included on every Certificate of Insurance (COI); the OSE will be able to provide examples of what is sufficient depending on your event.

The next page under Event Details deals with **electrical** needs. If your event will require power, you must indicate whether you will have a private contractor providing services or prefer to have Metro Electrical Maintenance take care of your needs. If you select Metro, someone will contact you to get details and make arrangements. If you go with a private contractor, you must list the name of the company, as well as a contact name and numbers. If you have no electrical needs, simple continue to the next section.

The next page deals with **Restroom Facilities.** Some events are small and may be in an area where sufficient bathrooms are available (a park, for example); you would check "permanent facilities" and indicate how many. It may also be that portable restrooms must be brought in, in which case the number of those as well as the company name and contact name and numbers must be provided. If there will be both permanent and portable restrooms at the event, list both quantities.

The Occupational Safety and Health Administration (OSHA) and the Louisville Metro Department of Public Health and Wellness ***require that event producers provide*** one chemical type toilet for every 500 people and one handicap chemical type toilet per every ten units (if sufficient permanent restroom facilities are not available). If the total number of units is less than ten, then one handicap unit is still required.

Page 16 of the **Special Events Handbook** has a **Portable Restroom Unit Estimator** that will help you calculate the minimum number necessary for your event. How many hours an event will last is also a factor in determining the required number of portable restrooms required.

Continue to the next page, which deals with organizations which have been assigned a **Non Profit** status for tax purposes. There is a 25% discount on all Metro Services if you have received a 501(c)(3) status by the IRS; ***no other non-profit designation*** is eligible for the discount. Enter the name that is registered with the IRS as a non-profit and provide its Tax ID number. You will also be required to upload a copy of the organization's ***IRS Letter of Determination***, which specifies the organizations actual non-profit designation.

You will then **Continue** to the next section, "**Additional Event Info".**

"Street Closings" should be completed if your event will ask to have any streets closed or restricted. Click on "Add a Row" and the information requested should be clear. Clicking on the down arrow next to "Add a Row" will give you the opportunity to select multiple numbers of rows, if your event will need more than one street closed. You can enter either a cross street for "Begin Point" and "End Point", or a description, such as (Begin Point), "Start closure in front of ABC Store at 123 Oak Street" and (End Point), "End closure at intersection with 2nd Street".

The next two sections deal with "No Parking" requests, and any traffic control **signs** that might be required. "No parking" requests would be appropriate for streets where there are no parking meters, but where on-street parking is allowed.

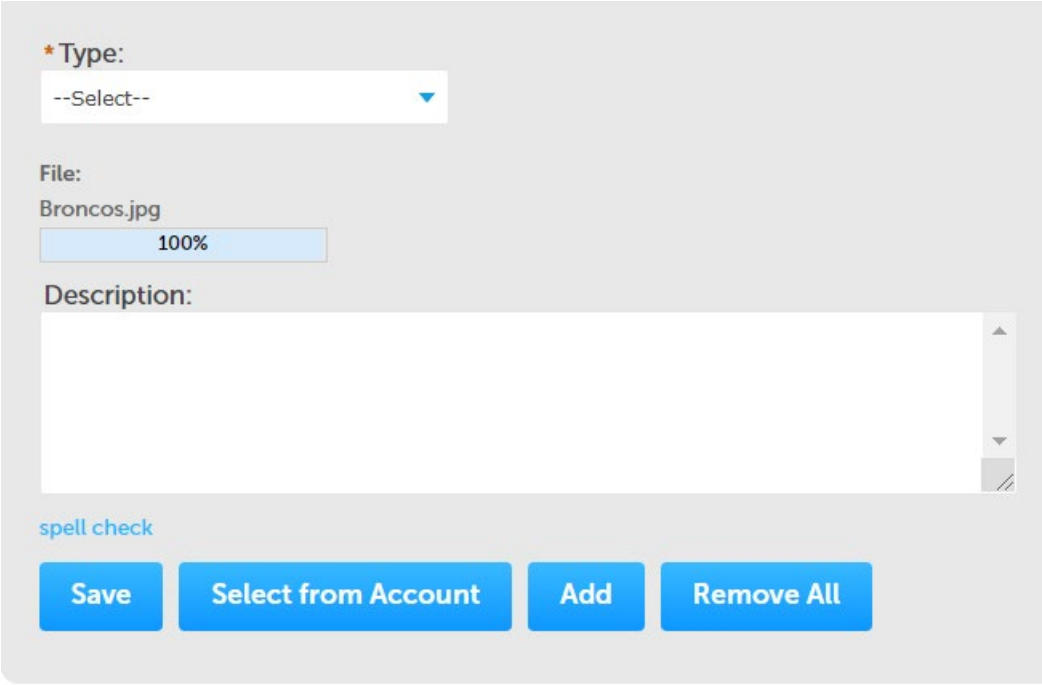
If it is easier, you may simply include with your documents a written description of exactly which streets need to be closed, including parking meter bagging and/or "No Parking" requests.

The next section is where required documents must be uploaded. This can include the abovementioned street closures/no parking request document, as well as the MOT, Emergency Action Plan, Map of Venue, COI(s), traffic and/or Security plans, detailed clean up plan, etc. These are described in the **Special Events Handbook** referenced on page one of this guide..

Accela will ask that you upload all required documents, but rather than upload each individually, the site will allow you to scan and upload all documents once, if they are entered under this tab: **Map of Venue**.

To do this, you will click on the "**Add**" button (next to "Select from Account". "Select from Account" comes into play if you have already entered application submissions and have saved any documents that might be used in other applications. Normally, one would simply click on "Add" and upload documents relevant to the current application.

After clicking on "Add" you will see a "File Upload" pop-up and you will again click on "Add". That will take you to your personal files where you can select on any documents relevant to your application. If you have scanned all required documents into one file, it is recommended that it be saved as "(Event Name) Entire Application". Click on that document and then you can click on "Continue", unless there are other documents you still need to upload, in which case you will click on "Add" again. Once all documents are uploaded, and you have clicked on "Continue" you will see this page:



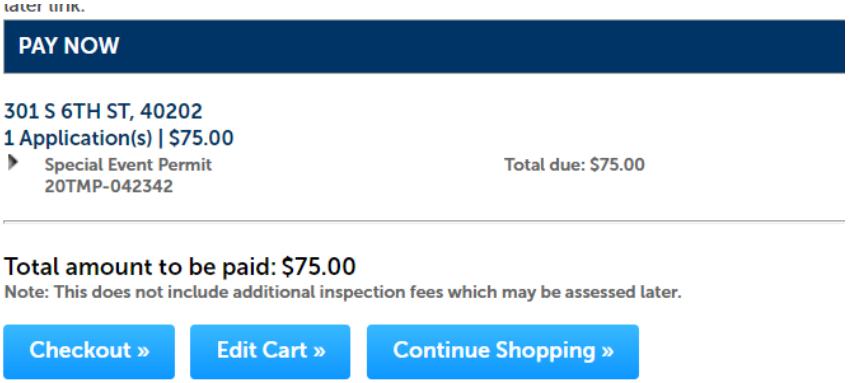
This is where you will need to designate each document with a "**Type**". If you have uploaded all documents under a single file name ("Entire Application", e.g.), this is where you would click on "Map of Venue". Then, under "Description", you could enter "All documents required for application", or something to that effect. If you have entered multiple documents separately, you will need to assign a "Type" and "Description" for each one individually. At this point, if all documents have been entered, you click on the BLUE "**Save**" button. The "Save and resume later" tab is to be used at any point in the application process if you need to stop for some reason. This will create and save a temporary file which you will find at the bottom of the portal's opening page after you have signed in again.

If you choose to continue, you will be taken to a "review" page, where you can verify that all entries are as you intended. If they are not, click on the "Edit" button for any field you need to revise. Once any changes are made, click on "Continue Application" and you will be taken back to the review page. If you are satisfied that your application is ready for final submission, you must first certify that you have read and

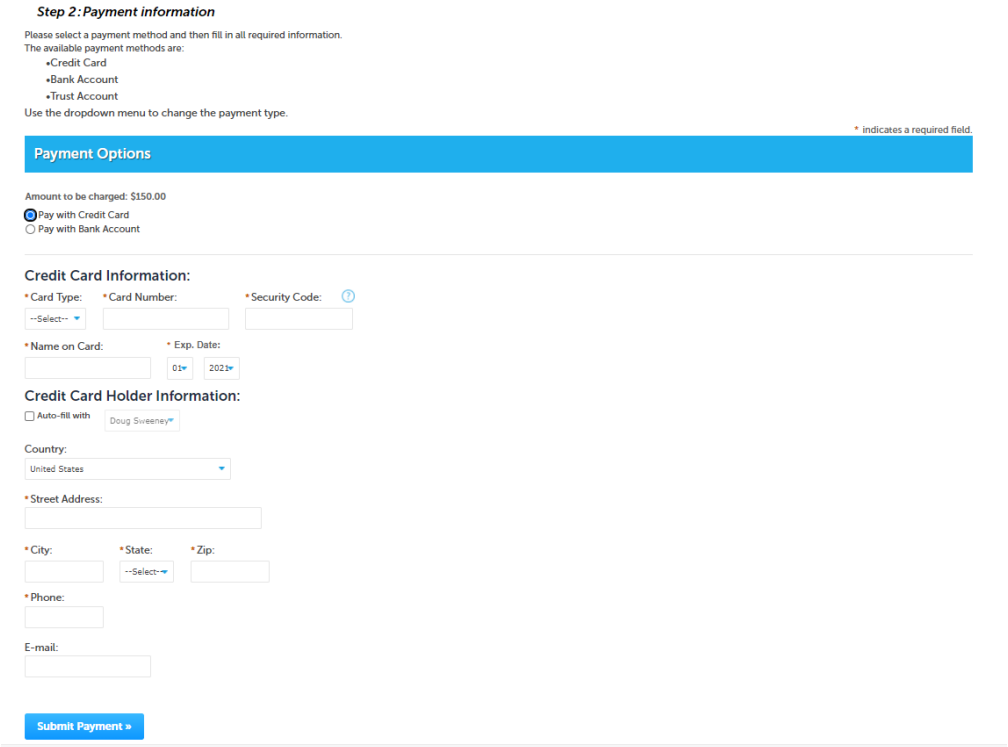
understand the information presented in the Special Events Handbook that has been referenced several times. By checking that you agree to that and other relevant information, you agree that you understand that you are electronically signing and filing the application.

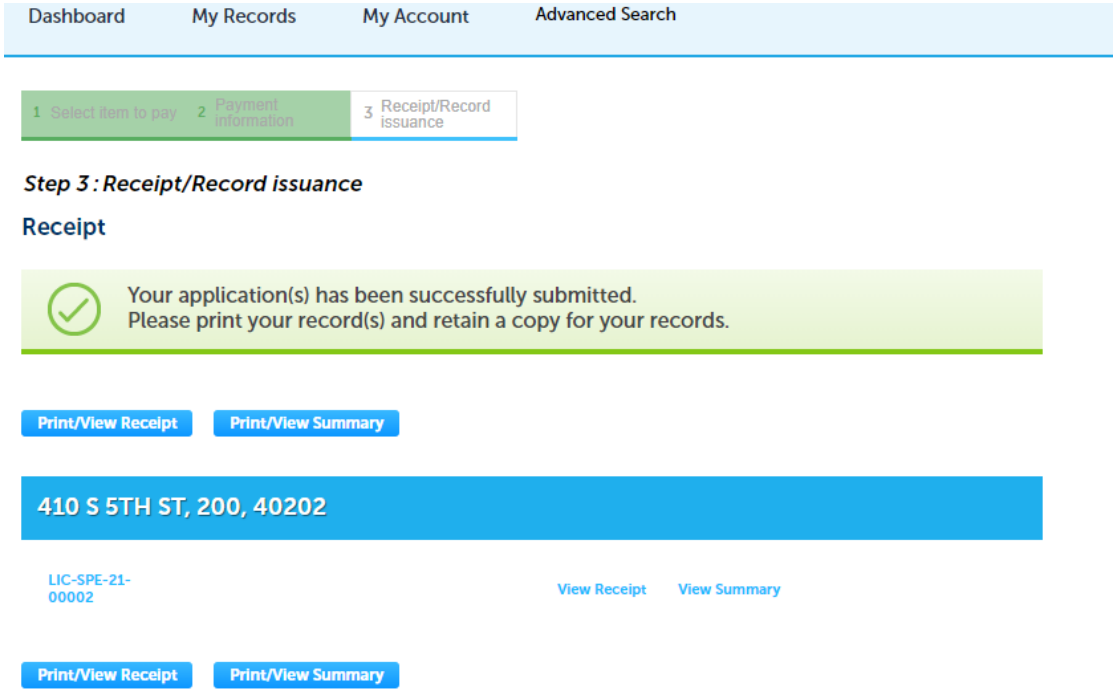
After checking the certification box, you can then click "Continue Application" once again. This will take you to the page where you can check out ("**Pay Fees**"). Depending on the type and/or size of your event, your fee will be either $25, $40, $75, or $175 (Fireworks/Pyro events only). "Total Fees" will be listed, and below that will be this statement: "***Note: This does not include additional inspection fees which may be assessed later***". This specifically is referring to fees that would accompany fireworks/pyrotechnics applications, however it could also be *any* additional fees: Police, EMS, Electrical Maintenance, Solid Waste Management, etc.

Your next page will be this:



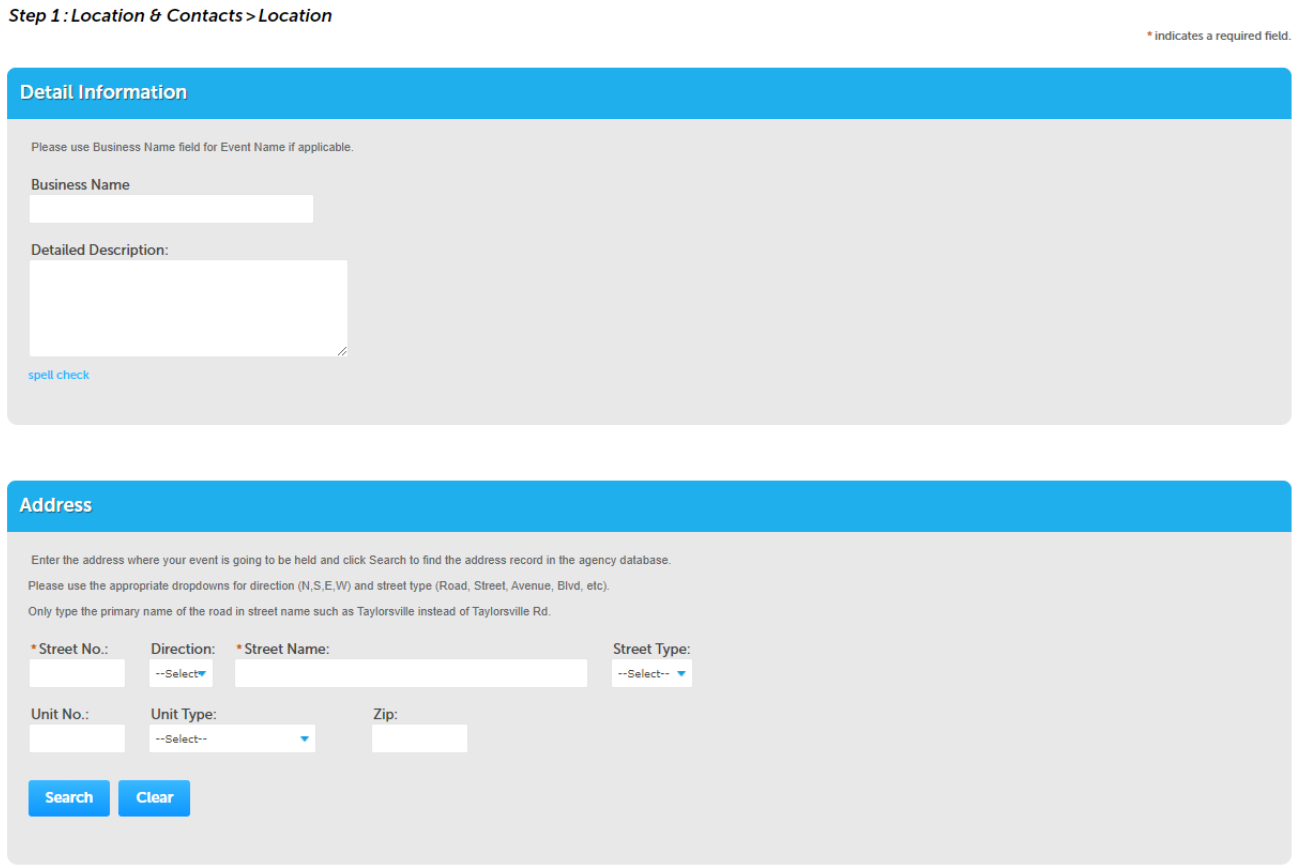
If no changes need to be made you will click on "**Checkout**". You will be given the option to pay with a credit/debit card, or from a bank account. It is recommended to use a card, as if a refund later needs to be issued for some reason, it is a much simpler and quicker process to get your fee(s) returned.
You should find yourself on this page:





Congratulations, you have successfully applied for a Special Event permit! You can now print or view a copy of your payment receipt, as well as print/view a summary of your event application.

NEXT UP: HOW TO APPLY FOR A FIREWORKS/PYROTECHNICS PERMIT ON ACCELA!

This next section will walk you through the process, which is similar to – but different in many ways from – the regular Special Events permit application. The process is the same as explained up through page four of this guide; it changes once you select “Fireworks Permit” as opposed to “Special Event Permit”.

Once you have made that selection, you should see this page: