

MEMORANDUM OF TRANSMITTAL



To: Lisa Early, Families, Parks and Recreation Director

From: George J. McGowan, CPA
Director, Office of Audit Services and Management Support

Date: January 26, 2021

Subject: Follow-up Review of Parks Subcontractor Performance (Report No. 21-03)

Attached is a summary of the status of recommendations as determined from our follow-up review of the Parks Subcontractor Performance Audit (Report No. 20-03), issued January 10, 2020.

This review consisted of inquiries of City personnel and examinations of supporting documentation. It is substantially less in scope than an audit. The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters may have come to our attention that would have been reported to you and our conclusions may have needed to be modified.

We are pleased to report that the four recommendations contained in the original report are either implemented or partially implemented.

We would like to thank the management of the Parks Division for their cooperation during this follow-up review.

GJM

Attachment

C: The Honorable Buddy Dyer, Mayor
Jody Litchford, Deputy City Attorney
Kevin Edmonds, Chief Administrative Officer
F.J. Flynn, Deputy Chief Administrative Officer
John Perrone, Parks Division Manager

Parks Subcontractor Performance Follow-up Review

#	Recommendations	Concur	Partially Concur	Do Not Concur	Original Management Action Plan	Original Target Date	Implementation Status	
							Current Status	Comments
1	Parks Division should develop formal policies and procedures for the oversight and management of contractors to ensure consistency and efficiency in its operations.	✓			Parks will review and formalize our Policy and Procedures to provide more transparent information on our operations, procedures and standards.	May 2020	Partially Implemented	Parks has drafted policy and procedures for Contract Maintenance. However, the policy has not been officially approved. Further, we are working with Contract and Procurement staff to improve future contracts.
2	Parks Division should enhance its current vendor oversight process to better ensure City vendors are properly performing their duties.	✓			Using our newly acquired Plan IT GEO software, Parks is currently working on a procedure checklist to address items in Parks so contractors in the field can follow and complete tasks.	June 2020	Partially Implemented	Parks Division has put the inspection process into Plan IT GEO. Use has been gradually increasing. Currently, we are implementing amenity (benches, pavilion, trash cans, etc) information into Plan IT GEO. This action was slowed by Covid 19.
3	Parks Division fully enforce the contract requirements to ensure that the City is protected from any possible legal exposures.		✓		Parks Division enforces the maintenance contract to better ensure that the City is protected from any legal exposure. However, we will never be able to absolve all the City's legal exposure because we are unable to control park patrons, and natural occurrences which may adversely affect conditions in the park.	Immediate Action / Continuous	Implemented	Parks Division continues to enforce the maintenance contract to ensure proper protocols are maintained. We have increased communications to resolve potential liabilities quickly. Complete legal exposure protection is not feasible due to patron and natural occurrences.
4	Parks Division develop and maintain a recordkeeping system to ensure vendor communication is properly documented and retained.	✓			Record keeping will be done through e-mails, logged phone calls, and text messages that will be formatted as an e-mail then logged in the Parks Division's contract folder N: Drive under Contract Management.	Immediate Action / Continuous	Implemented	Parks Division's contract folder N: Drive under Contract Management is used to log communications with vendor.