

## Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2208	Parks and Recreation Resource Management	Issued:	3/24/2022	
1A	<p>The Parks and Recreation Director should require staff to standardize practices among the various user groups that use ActiveNet to schedule fields. Specifically, Parks and Recreation should standardize how staff indicates hours of operations and closures, review the set-up time practices for necessity, and ensure accurate recording of maintenance hours.</p>	<p>July 2022: Management reported staff have been working to standardize practices among the various groups that use ActiveNet to reserve fields. The Scottsdale Sports Complex and Bell94 staff have implemented recording maintenance bookings, closures, and other non-use times consistent with other department staff. They also reported changes made to facility availability, and that they are planning to standardize sports field turf rest and recovery practices, along with a strategy for public communication. Auditors reviewed a July ActiveNet reservation report and noted examples of summer maintenance and a parking closure recorded. Jan 2023: Auditors reviewed a December 2022 and January 2023 ActiveNet reservation report and verified field and pool reservations were being reserved in a consistent manner. In addition, the department reported staff have standardized the language and processes being used for recording maintenance bookings, set-up times, and rest and recovery efforts. A departmentwide rest and recovery schedule is being considered in conjunction with the Field Allocation policy updates, and staff schedule maintenance activities during seasonal downtimes and when lowest demand occurs.</p>	Implemented	<input checked="" type="checkbox"/>
1B	<p>The Parks and Recreation Director should require staff to ensure that website information is updated and accurate so that all reservable fields and their specifications and available amenities are listed and allow users to reserve fields directly through the site.</p>	<p>July 2022: Management reported the department's website was updated shortly after the audit to provide more comprehensive, accurate information about reservable fields. The updated information differentiates school district fields from city fields and notes the reservation restrictions and criteria. Management also reported that staff continues to work on identifying how to allow online reservations. Auditors confirmed that more comprehensive field information is now publicly available on the department's webpages. Jan 2023: Fields are not currently reservable through the website. Management reported that additional information has been added to the site. Auditors reviewed and verified that field availability was added to the site.</p>	Part Impl'd	<input checked="" type="checkbox"/>

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1C	<p>The Parks and Recreation Director should require staff to configure ActiveNet to track pool use by individual lanes to identify and evaluate actual pool use and monitor availability of lap lanes for public use. Also, develop a policy to ensure that swim lanes are available for public use and a method to reserve those lanes in the system.</p>	<p>July 2022: Management reported that staff worked with the Community Services IT group to configure ActiveNet to include the Aquatic facilities' individual lap lanes. Further, permit reservations are now booked by lane and staff can monitor pool use by lane. Swim lanes are available for public use and are identified as Priority 1 in the Youth Aquatic Facility Allocation policy and lanes for public swim can also be reserved individually through ActiveNet. Auditors verified Aquatic reservations are now available by lane in ActiveNet. However, the policy provided is dated April 2021 and has not been updated. Jan 2023: The policy has not been updated. However, the department states it is now classifying lap swim as a City program, which is identified as Priority 1 in the existing allocation policy.</p>	Part Impl'd	<input checked="" type="checkbox"/>
1D	<p>The Parks and Recreation Director should require staff to comply with field allocation procedures by collecting team rosters, verifying that the partner organizations remain in good standing, and calculating field allocations based on the number of residents served.</p>	<p>July 2022: Management reported the department is in the process of redrafting the Youth Sports Field Allocation Policy, with a department-wide team evaluating process improvements that will allow the greatest number of Scottsdale residents to be served. To begin this process, staff is verifying rosters, 501c3 status, and other information; two organizations have pending items to provide. Also, a member of the Parks &amp; Recreation Commission is participating on this policy working group. The group estimates having a draft for management review within the next 60 days. Auditors will review the policy when available. Jan 2023: The department reported it has come into compliance with the existing requirements: collecting team rosters, verifying that partner organizations are in good standing, and calculating field allocations based on the minimum number of residents served. Work continues on updating the policy. April 2023: The Youth Sports Field Allocation Policy has been updated and approved by the Parks and Recreation commission in April 2023.</p>	Implemented	<input checked="" type="checkbox"/>

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2A	The Parks and Recreation Director should ensure that staff configure ActiveNet to simplify the process of selecting Aquatics fees based on the user group and resource rented and the associated general ledger account codes to be more efficient and reduce the risk of error.	July 2022: Management reported that this recommendation was implemented on July 1. Department staff worked with the Community Services IT group to configure ActiveNet to populate the Aquatic fees and general ledger accounts based on the departmental user group. The department reported that this has streamlined the permit process and reduced the opportunity for error. Auditors reviewed the Aquatics facility charge matrix and verified that charges are now based on customer type and charge type and the associated general ledger accounts were added.	Implemented	<input checked="" type="checkbox"/>
2B	The Parks and Recreation Director should ensure that staff calculate recovery rates used to support Council-approved rates and fees by using all relevant direct and indirect costs.	July 2022: Management reported that the department is working with the division's Budget Analyst and Business Operations team to evaluate relevant direct and indirect costs for its cost recovery rates. The division will also continue to benchmark other Valley cities and, with this cost and benchmark information, will seek City Council guidance on its rates and fees. Jan 2023: The department reported staff continue working on the most effective way to evaluate and include indirect costs in a cost recovery model that reflects its resources allocated to individual fields and other resources. May 2023: The department reported that they benchmark other cities and the private sector when determining facility rental rates. An allocation method for utilities and maintenance has not been established for general sports fields and full costs have not been identified. City Financial Policy requires that rates and fees be examined periodically to determine direct and indirect costs, for Council to approve the acceptable recovery rate.	Not Impl'd	<input checked="" type="checkbox"/>