



AUDIT HIGHLIGHTS

Parks and Recreation Resource Management

March 24, 2022

Audit No. 2208

WHY WE DID THIS AUDIT

The *Parks and Recreation Resource Management* audit was included on the City Council-approved fiscal year (FY) 2021/22 Audit Plan. The audit was conducted to evaluate departmental operations related to field and pool use.

BACKGROUND

The Parks & Recreation department manages and maintains 1,115 acres of developed parks and four aquatic facilities. The department is also responsible to deliver recreational and leisure classes and activities to support the community's health and wellness. While many sports activities are City-sponsored, the department works with non-profit and other organizations to schedule fields and pools for other youth sports and activities.

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WHAT WE FOUND

Field and pool resource management can be improved by standardizing processes, narrowing maintenance windows, and configuring the system effectively.

- Field availability is limited by closures, locked fields, scheduled maintenance, and activity set-up hours.
- Website information is not accurate and field access could be enhanced by allowing users to make reservations directly.
- Aquatics does not use ActiveNet to track individual lane use and does not have a policy to ensure swim lanes are reserved for public use.
- Departmental policies are not followed to calculate field allocations.

ActiveNet is not configured properly to ensure correct aquatic fees are charged, and cost recovery amounts used to set rates and fees for pools and fields are not reliable.

- ActiveNet is not configured properly to ensure that the charged fees are limited to those approved by Council for specific groups.
- The department does not calculate full operating costs for pools and athletic fields when evaluating cost recovery rates.

WHAT WE RECOMMEND

We recommend the Parks and Recreation Director should require staff to:

- Standardize ActiveNet use for hours of operations and closures, activity set-up time, and recording of maintenance hours; ensure website information is updated and accurate and allow users to reserve fields directly; configure ActiveNet to track pool usage by individual lanes and develop policy to ensure that swim lanes are available for public use; and comply with field allocation procedures.
- Configure ActiveNet to simplify the process of selecting Aquatic fees and general ledger accounts; and calculate recovery rates used to support Council-approved rates and fees by using all relevant direct and indirect costs.

MANAGEMENT RESPONSE

The department responded that staff will be working to implement the recommendations to the greatest degree possible though there may be some field maintenance, system, and similar limitations.