

AUDIT 2020 RECOMMENDATIONS

Status Report Q1

ITEM	PROPOSED SOLUTIONS/Deliverables	WHO/WHEN/HOW	Q1 Accomplishments
1. Periodically update facility master plans	Now that Bond funding can be used for facility expansion plans, these plans can be put on a regular schedule.	PARD/Periodically	TBD by PARD
2. ADA/Maintenance Issues	PARD continues to seek funding for this.	PARD/FIND FUNDING	TBD by PARD
3. Optimize facility use a. Evaluate space usage, analyze data and develop proposal b. Publicize accurate information for all spaces for rent	a. Evaluate space usage, analyze data and develop proposal; analyze space utilization, adjust normal business hours b. Publicize accurate information for all spaces for rent by adjusting websites to include outdoor spaces. Create videos of spaces to put on website. c. Standardize the rental packet d. Enter all events, public and non-public in Rectrac.	a. Site Mgrs/FY21/Once we are back on site, staff will track # of hours each bookable room is used per day for a month. b. CC Mgmt & Staff/Sept 2021 c. Rentals Consortium/FY21/SPOC	a. COVID-19 prevents us from opening facilities; there is no data to measure at this time. b. All websites have been adjusted to reflect outdoor sites for rent. c. Working group was formed in September 2020 to work on standardizing the rental packet. Work is expected to be concluded by early February. One site (MACC) has completed putting video tours on their rental website. This will also be concluded in early February. d. Met with Program Managers to standardize the ways in which non-registration events could be entered into Rectrac. (See attachment "FW: Auditor's Recommendations: Rectrac Entries for Internal Meetings...")

<p>4. Resolve barriers to use</p> <p>a. evaluate current fees & determine how to make them more accessible to target population</p> <p>b. Identify additional accessible parking/transportation</p>	<p>a. PARD Community Programs Division Managers will form a Program Task Force to analyze fees and levels of service guides.</p>	<p>a. PARD Division Managers/FY21/Cross-functional committee</p> <p>b. ESB-MACC and AARC, DAC staff should reach out to CAP Metro to set up a meeting.</p>	<p>a. TBD</p> <p>b. Identified key members of the Asian American Quality of Life Board and ESB-MACC Boards to join in a meeting with CapMetro. Will ask CapMetro for a meeting in January.</p>
<p>5. Program planning managed efficiently</p> <p>a. additional means of soliciting feedback from community</p> <p>b. Revise program planning processes</p> <p>c. balance rentals and education programming</p>	<p>a. CC Mgrs should utilize multiple means for soliciting input: surveys on websites; board participation; online evaluations; focus groups; free pens & chocolate.</p> <p>b. PARD Division Mgrs will request a LEAN Sigma 6 process for evaluating program planning processes.</p> <p>c. Space usage evaluation when we open</p>	<p>a. CC Managers/FY21</p> <p>b. PARD/OPM—FY21</p> <p>c. CC Managers/FY21</p>	<p>a. Discussed multiple means of soliciting input from public during COVID. See Attachment “FY21 Community Engagement Plan” based on responses to a 10/15/20 meeting.</p> <p>b. Cross-functional team from PARD met with Heather Leal from OPM over 3 months in late 2021 to complete a LEAN Sigma 6 analysis of the program planning/data collection process. Heather met with PARD AD Lucas Massie to deliver 5 recommendations. Some must be done sequentially. Two have led to further cross-Divisional working teams to address 1) reducing the Program Planning Worksheet, and 2) eliminating the Monthly Performance Measures for MCP. (See Attachment: “PARD Programming-Final”)</p>

			c. An evaluation of space usage will commence after we are able to open (closed due to COVID 19.)
6. Ensure performance measures are accurate a. Set targets to assess performance b. Strengthen accountability processes to ensure accuracy	a. Set targets for yourself for each year in SSPRs b. Ask MaryAnn MPR questions at every Division Meeting c. Track total number of rental requests every year. Define “denial” and track. d. Create a system of providing a ticket or a wristband for every entry into a free event. Fence in events when possible.	a. CC Mgrs/Div Mgr/FY21 b. CC Managers/FY21	a. Will resume setting targets after we re-open and can normalize operations. b. Staff person in charge of our data collections attends every Program/Site Managers meeting and answers questions. MaryAnn VacaLambert also held trainings with every work unit over TEAMS in the Fall of 2020. c. Developed new Performance Measurement for “denial” of rentals. (See Attachment “FY21 MPR Instructions”) d. Determined that the method of tracking attendance with verifiable evidence for outdoor events would be set for each event in advance based on the logistics of the event because not all outdoor events can be fenced. All events cancelled due to COVID-19 so this is pending.
7. Ensure fees are appropriately charged and tracked a. Publicize fees on City website	a. Fee schedule to go on PARD website b. CC Managers or Supervisors must sign rental contracts.	a. PARD CEU/October 2020 b. CC Managers c. CC Managers & Staff & Rentals Consortium	a. Completed (See Attachment “FY21 Fee Schedule.”) b. Contract form provided by PARD does not allow for a site manager’s signature.

<p>b. Ensure fees charged match fee schedule c. Develop consistent guidance d. Establish consistent fees</p>	<p>c. Standardize rental packets Standardize application of fees. c. Done</p>	<p>d. Done Timeline for fee changes; October 1 publicize fees.</p>	<p>c. In progress. A cross-divisional site team will complete this in early February, 2021. (See Attachment: Rentals Assignments.) d. Completed. Standard SOP developed for application of fees. (See Attachment: "MCP Division SOP for Rentals.")</p>
<p>8. Ensure City/customer information is safeguarded, and errors/misuse are detected a. Develop/implement best practices for access management b. Provide adequate trainings c. enable audit logs/conduct periodic reviews of exception reports</p>	<p>a. PARD/Program Task Force b. Michelle Rojas will take responsibility for our trainings. c. PARD/Program Task Force (Rectrac Supervisor check monthly transactions for exceptions and aging?)</p>	<p>a. PARD b. PARD c. Melissa/Program Task Force/CC Managers/PARD</p>	<p>a. Removed names of separated personnel from Rectrac access. Ensured that Rectrac roles at each site were not duplicative. b. Michelle Rojas provided a training for Rectrac Content Editors. (See Attachment "Evidence of Training.") c. Not currently active on Rectrac during COVID closures. Managers complete quarterly reports on outstanding invoices due to Finance. (See Attachments: "Copy of AARC.." "Copy of Carver...", "DAC Aging Report...")</p>
<p>9. All CC staff receive customer service and cultural sensitivity training. Training records should be easily accessible.</p>	<p>a. Hold staff accountable via SSPRs to complete Training. PARD/ Develop temp training online. b. Develop ad hoc staff training forms and implement. (SSPR item)</p>	<p>a. CC Managers& PARD/FY21 b. CC Managers/CC Mgrs/FY21 b.</p>	<p>a. Complete. (See Attachment: "fy21-supervisor-sspr-new-wk") Awaiting PARD's online training for temps. b. Completed. (See Attachment: "Request for Ad Hoc Training Credit.")</p>