

STATUS OF IMPLEMENTING DEPARTMENT OF AUDIT REPORT RECOMMENDATIONS

Audit Title: Aftermath of Courthouse Fire Illustrates Need for Improved Insurance Claims Management and Business Continuity

File Number: 14-952

Audit Date: December 2014

Status Report Date: May 2019

Department: Administrative Services

Number & Recommendation	Deadlines Established		Deadlines Achieved		Implementation Status		Comments
	Yes	No	Yes	No	Completed	Further Action Required	

<p>1. <i>The final cause and origin report(s), if any, be obtained and shared with appropriate County officials, including the County Executive and County Board of Supervisors so the County can assess any further action that may be needed.</i></p>		X			X		<p><u>DAS (Risk Management) – December 2018 Update:</u> <u>No change since prior update. These reports relate to activity covered under item #9.</u></p>
<p>2. <i>Work with the appropriate parties to institute back-up alarm monitoring procedures and protocols so that County facilities aren't dependent on one monitoring site.</i></p>		X				X	<p><u>OEM - April 2015 Response:</u> There is not an ability to have back-up alarm monitoring physically installed at our back-up Call Center and Dispatch Center (MCSO Sheriff Training Academy and Waukesha Communications Center, respectively) without substantial capital cost. OEM cannot institute procedures without the equipment in place to alarm. In an effort with Facilities Management, OEM can pursue such a capital project; however, it is doubtful that this could compete among other Facility priorities.</p> <p><u>Audit Services Response:</u> <i>Audit Services understands the conflicting capital priorities the County faces. Until a more suitable approach to E911 can be addressed (recommendation #13), Audit Services is interested in an update on any alternatives that are being pursued to ensure more timely emergency response to Courthouse incidents.</i></p> <p><u>OEM - October 2015 Update:</u> Alarm monitoring and protocols of the primary system are in place with OEM's 911 Communications Center; however, the procurement and installation of a back-up alarm system, smoke detector, signage, etc., would be the expertise of DAS Facilities Management and/or Architecture & Engineering as they</p>

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							<p>would affect building code/standards. For OEM, this action is complete.</p> <p><u>DAS - October 2015 Update:</u> The Courthouse Complex is currently being assessed by the Facilities Condition Assessment Program office. This assessment should be complete late 2015. Given the complexity and criticality of the Courthouse itself, this is the most detailed assessment that has occurred and includes multiple SME consultants. As a result of this assessment and any further analysis required, recommended fire alarm system upgrades will be planned and developed for high priority Capital Improvements.</p> <p><u>DAS - February 2016 Update:</u> The Facilities Condition Assessment Program has completed the Courthouse assessment and updated the condition assessment database as required. Immediate concerns are being addressed through operating budgets and 5-year CIP planning.</p> <p><u>DAS - September 2016 Update:</u> Facilities Management has made it the highest priority to replace, redesign, test and maintain the systems and equipment on site to ensure reliable fire alarm monitoring. Off-site monitoring is included in the 911 Dispatch Center relocation plan.</p> <p><u>DAS (Facilities Management) - March 2017 Update:</u> The Safety Building 911/Communications Call Center is currently backed up by the Waukesha County Call Center. Any 3rd party/private monitoring or back up of the fire alarm system, in the case of an emergency, would result in the monitoring service calling 911. That 911 call would be rerouted to Waukesha to be dispatched.</p>
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							<p>The Courthouse Complex fire alarm system upgrade was completed in 2016. Seven independent workstations, two in the Criminal Justice Facility, two in the Safety Building and three in the Courthouse, were reconfigured to operate independently with the ability to monitor the entire Courthouse Complex. One of the Safety Building workstations is in the 911/Dispatch Call Center. In the event of a complete power failure, all work stations would remain active for a minimum of 8 hours under primary emergency generator backup power. All breakers and transfer switches have been tested and are under an ongoing maintenance program. In the event the generators fail or expire, all work stations would continue to remain active under secondary Uninterrupted Power Supply (UPS) power for a minimum of 2 additional hours. The work station UPS's have been tested and are on an ongoing maintenance program. On-site back-up capabilities are maintained through multiple levels of redundancy and testing.</p> <p><u>DAS (Facilities Management) - November 2017 Update:</u> <u>No change or additions for Facilities Management's response.</u></p> <p><u>DAS (Facilities Management) – June 2018 Update:</u> <u>No further updates – FMD considers this item closed.</u></p> <p><u>Audit Services Comment:</u> <i>This item is kept open pending discussion with the Office of Emergency Management and DAS - Facilities Management.</i></p> <p><u>DAS (Facilities Management) – December 2018 Update:</u></p>
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							<p>FMD is considering additional backups to the functioning alarm system, and has requested from its fire alarm system vendor (Honeywell) to identify alternative methods of alarm notification. Certain alarms should be able to be dispatched via software dialer to notify predetermined parties of specific alarms by email and/or text. Honeywell is currently investigating and will provide a quote. As currently envisioned, the backup will be that upon notification staff members will contact 911 to confirm that the alarm was received.</p> <p>DAS (Facilities Management) – May 2019 Update: <u>Honeywell has provided a notification solution and funds have been encumbered to complete the project. Currently working with IT for full implementation.</u></p>
3. Explore the possibility of relocating Emergency 911 Communications to a more secure location.		X				X	<p>OEM - April 2015 Response: Quorum Architects, Inc., is currently conducting final phases of a consolidated OEM space study. This entails bringing the four divisions (Radio Services, 911 Communications, EMS, and EM) into a central location. Currently, they are dispersed amongst BHD #9201, CATC, Froedtert Medical Hospital, Safety Building Room 305 and B12, and the Courthouse Room 308.</p> <p>As good stewards of taxpayer dollars, the relocation of 911 will be incorporated into the grander move of centralizing OEM services. OEM is pursuing a partnership with the Medical Examiner’s Office as both public safety entities share common requirements (e.g., loading dock, steel/copper cages).</p> <p>Audit Services Response:</p>

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							<p><i>Due to the importance of this item, Audit Services requests a timeline for implementation be provided.</i></p> <p><u>OEM - October 2015 Update:</u> The Space Needs Study conducted by Quorum Architects is complete, with a final assessment of a need for 23,000 SF for OEM. A follow-up study is underway with the Public Policy Forum as administrator and Winbourne Consulting as the collector and initial publisher.</p> <p>An Advisory Committee has been established consisting of representatives from: ICC, MCAFC, MCLEEA, MPD, municipal administrators, and county departments, for a total of 18 members. The study is projected to be complete in March 2016.</p> <p>PPF will administer the interviews and collection of data, staffing and fiscal details in order to explore pathways for participating communities and departments to consolidate or co-locate for cost-savings and improved public safety through efficient dispatch of first responders.</p> <p>Additionally, the PPF will explore the expansion of OEM as host site to include a public health footprint for monitoring epidemics and community welfare. This will include an Emergency Operations Center, Joint Information Center, Network Operations Center, and growth possibilities for organizations that may choose to join when equipment reaches end-of-service, years ahead.</p> <p>OEM is working closely with DAS and Economic Development on future sites that could house OEM and, additionally, could allow for a greater consolidated</p>
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							<p>coordination center hosting partners and possibility other county departments.</p> <p><u>OEM - February 2016 Update:</u> [Co-Chair of FPAC, Supervisor James “Luigi” Schmitt, requested a March 2016 Informational Update to this item, which will be furnished.]</p> <p>PPF, Winbourne, and OEM have hosted multiple interviews (over fifteen) and six large-scale meetings between Sept 2015 and Feb 2016. This PPF study is exploring possibilities of consolidating PSAP and Command/Coordination Center services.</p> <p>PPF and Winbourne efforts have shown near-immediate opportunities in the realm of data integration to include: CAD-to-CAD integration, eSRI-based GIS mapping, Emergency Medical Dispatch, and real-time & post-incident data sharing. These four areas are tied to current technology and the consultant is gathering broad cost estimates.</p> <p>The integration of data is a first-step towards physical relocation and/or consolidation of city PSAPs and has re-focused the efforts of the PPF study towards technology rather than physical design/build of a consolidated PSAP. The PPF study will now encompass a review of “governance” of such public safety technology in order to address implementation and cost-sharing opportunities.</p> <p>In the meantime, City interviews have revealed an opportunity with the City of Wauwatosa in exploring physical consolidation as merely a case study. This sub-</p>
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							<p>study, if you will, began the week of February 1st, with initial interviews.</p> <p>Final publication of the PPF study has been moved to May 2016 in order to ensure full comprehension of the large scope of work.</p> <p><u>OEM - September 2016 Update:</u> PPF has completed and published their study, titled, "Get Connected". URL: http://www.publicpolicyforum.org/research/get-connected-analysis-public-safety-911-call-taking-dispatch-and-command-center-services The study is as previously stated with recommendations on significant technologies which can greatly improve the disparate system of 14 PSAPs in Milwaukee County.</p> <p>OEM has requested a 2017 Capital Project (WO30301) for Public Safety Data Interoperability. The project is pending both County Board adoption of the 2017 budget and also EMS contract negotiations with nine Municipalities that provide paramedic ambulance service. In order to pay for the interoperable technology, EMS subsidy monies is needed to supplement sales tax revenue for full funding.</p> <p>OEM, the Medical Examiner's Office (MEO) and the Medical College of Wisconsin (MCW) briefed the Finance Committee in July (File No. 16-393) on the possibility of a regional Forensic Science Center. The State Crime Lab has recently released their RFP, opening the door for such an opportunity. The MCW will respond. As briefed to the Committee, OEM and the MEO may be viable tenants in such a regional center. This coordination is led by DAS-Economic Development (ED).</p>
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							<p>Lastly, the endurance of the Safety Building will ultimately dictate the relocation of OEM 9-1-1/EMS Communications. The DAS-Facilities Management Division (FMD) is leading the effort on the future of the Safety Building.</p> <p><u>OEM – March 2017 Update:</u> File No's 16-393 and 16-721 were provided to the Judiciary, Safety, and General Services Committee in 2016, with updates on future planning for ME and OEM.</p> <p>MCW responded to a State DOJ/DOA State Crime Lab RFP and indicated potential tenants as the Medical Examiner's Office and OEM. However, MCW was unsuccessful in their bid.</p> <p>The collaborative facility between MCW and the County does, however, remain a possibility. Public Policy Forum was jointly commissioned to investigate these possibilities. The report is available on the PPF website, titled, Breaking New Ground.</p> <p>The relocation of OEM 9-1-1/EMS Communications Center is being lead jointly be DAS-ED and FMD. The status of the Safety Building, the Communications Center current home, will be instrumental in this relocation decision.</p> <p>Going forward, this issue is best answered by DAS-ED and FMD, specifically the Consolidated Facilities Planning (CFP) Steering Committee.</p> <p><u>DAS (Economic Development/Facilities Management) – November 2017 Update:</u></p>
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							<p>The Courthouse Master Planning Project continues. There is no specific update at this time.</p> <p><u>DAS (Economic Development/Facilities Management) – June 2018 Update:</u> The new Courthouse Master Planning Project (Phase III) has been completed and informational reports will be filed to the Board for the June cycle. While the Master Plan does contemplate removal of the Safety Building, no specific determination for OEM 911 Comm Center is included here. FMD is currently evaluating several relocation scenarios, with a final recommendation to be concluded by end of 2018.</p> <p><u>DAS (Economic Development/Facilities Management) – December 2018 Update:</u> The current plan for relocation of the 911 Communications Center is to include it in the future new Center for Forensic Science and Protective Medicine, a new development to include County Medical Examiner and OEM in partnership with Medical College of Wisconsin at the County Grounds. Capital funding for planning and design of the CFSPM has been appropriated for 2019.</p> <p><u>DAS (Economic Development/Facilities Management) – May 2019 Update:</u> Discussions with MCW on the planning of the CFSPM are on-going. Preliminary programming by FMD with OEM and ME has been completed, with detailed planning to start by July. A draft lease is being developed, and the Comptroller’s office is engaged in analysis of alternatives and bonding policy.</p>
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4. <i>The Department of Administrative Services examine the Courthouse Complex's current fire alarm system and associated fire response protocols to ensure the County is properly positioned to respond to future fire incidents.</i>		X			X		<u>DAS – September 2016 Update:</u> The Courthouse Complex fire alarm system upgrade was completed in 2016. Seven independent workstations, two in the Criminal Justice Facility, two in the Safety Building and three in the Courthouse, were reconfigured to operate independently with the ability to monitor the entire Courthouse Complex. In the event of a complete power failure, all work stations would remain active for a minimum of 8 hours under primary emergency generator backup power. All breakers and transfer switches have been tested and are under an ongoing maintenance program. In the event the generators fail or expire, all work stations would continue to remain active under secondary Uninterrupted Power Supply (UPS) power for a minimum of 2 additional hours. The work station UPS's have been tested and are on an ongoing maintenance program. On-site back-up capabilities are maintained through multiple levels of redundancy and testing.
5. <i>The Milwaukee County Board of Supervisors amend s.99.02 of the General Ordinances of Milwaukee County to comply with §323.14(1)(a)2, Wis. Stats.</i>	X					X	Sections 99.01 and 99.02 of the Milwaukee County Code of General Ordinances amended by County Board in December 2014 (File No. 14-919). <u>OEM – April 2015 Response:</u> Sections 99.03 through 99.09 are still out of date with references to MCSO and the Sheriff. OEM will work with PSB to update the remaining Sections of Chapter 99. <u>OEM - October 2015 Update:</u> OEM has discussed with Corporation Counsel. Chapters 99.03 through 99.09 are not current yet Wis. s.s. 323 and MCO 99.01 – 99.02 will take precedence. The goal is to be complete this task jointly with Corporation Counsel and OEM early 2016.

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							<p><u>OEM – February 2016 Update:</u> OEM and Corporation Counsel will begin the update of this Ordinance in March 2016, with projected Board agenda of June 2016.</p> <p><u>OEM – September 2016 Update:</u> OEM has collaborated with CC and the Ordinance is accurate in its protections and authorities as currently published.</p> <p>However, OEM has a goal to make an Amendment change in early 2017 for greater accuracy and updates commensurate with Wis. s.s. 323.</p> <p><u>OEM – March 2017 Update:</u> OEM is currently reviewing the Ordinances and scheduling formal review with Corporation Counsel. Appropriate resolutions are projected to be submitted for the May cycle of the County Board of Supervisors.</p> <p><u>OEM – November 2017 Update:</u> This effort has been scheduled for the first quarter of 2018. There is heavy lifting to ensure proper coordination with the OCC and of course, the new Acting Sheriff. OEM looks forward to completing this task and then beginning subsequent MCO changes to chapters 91 (911) and 97 (EMS).</p> <p><u>OEM – June 2018 Update:</u> This MCO change continues to be pushed back in order to accomplish more pressing issues, namely the change to MCO Chapter 91 regarding mobile cellular calls to OEM. Projected timeline is 4Q 2018.</p>
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							<p><u>OEM – December 2018 Update:</u> Changes to Chapter 99 have been on hold as Chapter 91 was prioritized due to three factors: imminent changes with the MPD 9-1-1 contract, the creation of the 9-1-1 Special Committee and the advent of NG911. An amendment will begin in 1Q 2019.</p> <p><u>OEM – May 2019 Update:</u> Note, recommendation here should read: "amend Chapter 99.03 - 99.09". OEM reviewed this in May with Deputy Corporation Counsel Kuglitsch. cursory opinion believes that the OEM Director does retain authority to declare an emergency as the appointed Emergency Management Director. However, an official opinion is pending. Projected resolution for Chapter 99 revision is late 2019; coordination with MCSO is necessary beforehand.</p>
6. Continue work on the Milwaukee County COOP, including regular exercises and training for both new and veteran employees.	X					X	<p><u>OEM - April 2015 Response:</u> OEM just completed the final COOP Workshop with 23 Departments and Agencies in attendance (of 51). A total of nine Workshops have been conducted with a start date of November, 2013. Approximately six weeks were scheduled between events with 20 – 30 Departments/Agencies attending each. Currently, OEM has 26 Continuity Plans in DRAFT and 3 that are FINAL (Aging, Comptroller, and Treasurer). The DUE DATE of all County COOP Plans has been set for Sunday, May 31st. On Monday, June 1st, the OEM Director will present a "State of Continuity" to the County Executive and his Cabinet. On Thursday, June 4th, the OEM Director will present this "State of Continuity" to the Workgroup as final wrap-up in COOP Planning.</p>

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							<p>The same Workgroup will begin work on the OSHA-mandated Emergency Action Plans following this presentation.</p> <p><u>OEM - October 2015 Update:</u> Approximately 45 of 48 Countywide COOP plans are complete. COOP plans are 'living' and continuous improvements are – and will always be – ongoing.</p> <p>OEM and IMSD met 10/01/2015 to discuss next steps in ensuring Mission Essential Functions (MEFs) can be achieved during an incident/relocation/etc., by appropriately tier-ing the MEFs and subsequently, understanding which IT elements support those missions.</p> <p>This process has begun and OEM will host an informational discussion with countywide department heads and elected official COOP partners to introduce the IT initiative on 11/04/2015 in Room 306. This initiative is the core of the capital improvement project of Disaster Recovery (DR) that IMSD has projected for 2016. The consultant is already on board under IMSD and will be a strategic analyst in developing DR requirements and costs.</p> <p>A full-scale COOP exercise is planned for 2016 with emergency preparedness grant funds. The cursory plan is to conduct an evolution of relocating a courtroom to better understand the complexities of maintaining the essential functions of the judiciary branch.</p> <p>For OEM, this action is closed as COOP planning is a lifestyle and always underway.</p>
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							<p><u>OEM – March 2017 Update:</u> A COOP exercise was held in December 2016, which highlighted the basic components of COOP planning to include the assistance of each department’s DAS-IMSD Business Analyst.</p> <p>A Crisis Action Team exercise will be hosted in June of 2017. All county COOP plans are currently under review with a grading scale being implemented to quickly identify agency gaps. Leadership training opportunities are being explored currently to become available the summer of 2017.</p> <p><u>OEM – November 2017 Update:</u> OEM successfully led a Crisis Action Team table-top exercise in the County Executive’s conference room on June 23, 2017. The scenario was an IED that explodes at the CJF loading dock incapacitating the majority of departments operating from the Courthouse Complex.</p> <p>Again, similar to the 11/2016 exercise, this was to focus on “Disaster Recovery” (DR) with IMSD being the primary on IT requirements for each department.</p> <p>The exercise was the lead-in to a full rework of the DR work done by IMSD’s contractor Excipio from one year prior in 2016.</p> <p>The DR rework is underway with IMSD as the lead. This is one of the most critical chapters of all departmental COOP plans as it identified those critical data software, hardware, and vendor applications that are necessary in order to complete the Mission Essential Functions of that department.</p>
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							<p>The grading scale of all COOP plans is anticipated to be ready in Spring of 2018 upon completion of this very important IMSD component.</p> <p><u>OEM – June 2018 Update:</u> COOP Grading will occur in July 2018 pending the Disaster Recovery completion by IMSD. Any further action is dependent upon the realization of this IMSD data.</p> <p><u>OEM – December 2018 Update:</u> COOP grading will occur in March 2019 to allow for the integration of IMSD Disaster Recovery data (planned completion December 2018).</p> <p>Two COOP tabletop exercises were conducted in 2018 consisting of department heads discussing continuity operations. The scenario involved continuing services to the County while experiencing a total IT failure.</p> <p>OEM created Business Continuity, COOP and Emergency Action Plan (EAP) AMOP's; all approved by the AMOP Committee. Also, a COOP e-learning course was approved and is hosted on LMS.</p> <p>In 2019, OEM plans to conduct continuity exercises simulating operations inside the Emergency Operations Center and high-level decision making within the Crisis Action Team.</p> <p><u>OEM – May 2019 Update:</u> OEM will conduct multiple exercises in the year preceding the DNC2020 which will include COOP exercises.</p>
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							<p>OEM is rolling out a BeReady! campaign to departments for further preparation.</p> <p>The COOP plan is a living document; a new version has been implemented that meets today's high demand for simple reading comprehension.</p> <p>www.ReadyMKE.org, ww.ReadyMKE.com, and a Twitter handle, ReadyMKE continue to be operational.</p> <p><u>Audit Services Division Comment:</u> OEM management informed us that the Countywide COOP is in the process of modification/conversion and an update will be provided for the next status report.</p>
7. Provide regular informational updates on the County's COOP so that County officials, employees, and the public are aware of the County's emergency plan.	X				X		<p><u>OEM – December 2018 Update:</u> OEM continues to provide outreach and awareness of emergency planning in the County. In addition to the County website, OEM uses Facebook and Twitter to inform the public on OEM initiatives and services. The OEM Communication Manager issues press releases throughout the year to keep the public informed and prepared.</p> <p>In 2019, we plan to complete an Emergency Action Plan (EAP) for each department which instructs employees on actions to take during a variety of emergencies.</p> <p>OEM will also issue documents to assist departments and employees with updating/preparing their COOP and other emergency plans. These documents will guide departments on employee's roles, emergency team structure, relocation site, and where to quickly locate information.</p>

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							This action is ongoing as part of OEM day-to-day operations. Therefore, this action is closed.
8. <i>The Department of Administrative Services enhance its procurement card policy and procedures manual to state that all procurement cards stored within County facilities be secured in locked cabinets and drawers at all times when not in use, and further, that all check stock also be secured.</i>	X		X		X		DAS: Completed, policy in manual distributed to all cardholder now states: 3.9.1 It is the cardholder's responsibility to safeguard the purchasing card and account number information to the same degree that a cardholder safeguards their personal credit card information and that all procurement cards stored with County facilities be secured in locked cabinets and drawers at all times when not in use or the physical possession of cardholder. Cardholder's responsibility to assure the card is safe and secure
9. <i>The Department of Administrative Services provide the County Executive and County Board of Supervisors with a detailed final breakdown of the four cost categories listed on pages 41-45 of the audit report, once all payments associated with the Courthouse fire are made.</i>		X				X	<u>DAS - April 2015 Response:</u> <u>Audit Services Response:</u> <i>Open – response will be requested for the updated status report planned for October 2015.</i> <u>DAS - October 2015 Update:</u> Final payments associated with the courthouse fire recovery have not been made. It is expected that final payments will be made by the end of October. <u>DAS – February 2016 Update:</u> Please see attached spreadsheet, "Courthouse Fire Cost and Revenue Comparison." <u>DAS – September 2016 Update:</u> There is no change to the spreadsheet presented in February 2016. The Local Government Property Insurance Fund still owes Milwaukee County \$908,673. As of 9/12/16, the LGPIF informed Risk

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Department: Administrative Services

Number & Recommendation	Deadlines Established		Deadlines Achieved		Implementation Status		Comments
	Yes	No	Yes	No	Completed	Further Action Required	

							<p>Management that they have requested the remaining payment from the State Department of Administration.</p> <p><u>DAS (Central Business Office) – March 2017 Update:</u> There is no change to the February 2016 spreadsheet. The LGPIF still owes Milwaukee County \$908,673.</p> <p><u>DAS (Central Business Office) – November 2017</u> There is no change as the LGPIF still owes Milwaukee County \$908,673. In the future, this is best answered by Risk Management or Corporation Counsel.</p> <p><u>DAS (Risk Management) – June 2018 Update:</u> <u>Risk Management and Corporation Counsel continue to pursue recovery of these funds, including exploring a potential affirmative legal action to bring the matter to resolution.</u></p> <p><u>DAS (Risk Management) – December 2018 Update:</u> <u>Risk Management and Corporation Counsel requested the County Board authorize permission to enter into County-initiated litigation for recovery of the remaining claim payments. The Board granted permission to sue during the July cycle. A meeting with representatives from Risk, OCC, outside counsel and LGPIF occurred in October of 2018 in a final attempt to resolve this matter short of additional litigation. A resolution was not reached, and therefore counsel is drafting a complaint to pursue court intervention of recovery.</u></p> <p><u>DAS (Risk Management) – May 2019 Update:</u> <u>The LGPIF paid approximately 96.5% of the damage claims submitted by the County, totaling over \$19 million. In response to the pending legal action for the remaining</u></p>
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STATUS OF IMPLEMENTING DEPARTMENT OF AUDIT REPORT RECOMMENDATIONS

Audit Title: Aftermath of Courthouse Fire Illustrates Need for Improved Insurance Claims Management and Business Continuity

File Number: 14-952

Audit Date: December 2014

Status Report Date: May 2019

Department: Administrative Services

Number & Recommendation	Deadlines Established		Deadlines Achieved		Implementation Status		Comments
	Yes	No	Yes	No	Completed	Further Action Required	
							<p>amount, LGPIF disputed it owed the remaining \$908,673, and more recently asserted that the County had been overpaid on past claim submissions. The County also became aware that closure of the LGPIF is eminent. Ahead of the changeover in state administrations, the County, with advice and assistance of OCC, agreed to resolve the dispute with LGPIF without formal legal action, for \$265,000. This final amount has been received from the LGPIF.</p> <p><u>Audit Services Division Comment:</u> A detailed final breakdown of the four cost categories listed on pages 41-45 of the audit report will be provided by Risk Management in the next status report.</p>
10. <i>The Division of Risk Management establish a process to vet restoration firms prior to the need for emergency services. Such a process should include the establishment of mutually agreed upon rates for a predetermined scope of services.</i>	X				X		<p><u>DAS (Risk Management) - November 2017 Update:</u> The RFQ for Disaster Restoration Services has been awarded to Kelmann Restoration and Giertsten Company of WI in Spring of 2017. The initial terms of the agreements are for three (3) years with an option for two (2) additional one-year extensions. The RFQ will be reissued in 2020, if extensions are not granted. This item is complete.</p>
11. <i>The Division of Risk Management prepare a detailed policy and procedures manual for the handling of property restoration claims, which includes record retention and claim management procedures with internal controls that can be transitioned seamlessly in a time of staff turnover.</i>		X			X		<p><u>DAS - February 2016 Update and Response to Audit:</u> The 2015 insurance policy claim procedures were widely distributed to all County departments involved in maintaining buildings and a training video was available on the Risk site as referenced by Audit above. The procedures were applicable only during the relevant policy year and no longer apply. In addition, the training was available until the necessary parties were familiar with the 2015 process. With the new policy terms for 2016, property claim procedures required substantial revision.</p>

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							The 2016 procedures have been distributed County-wide to all departments involved in building management and will be added into the AMOP once formatting to the AMOP standard is complete. The procedures are attached for Audit's review and reference.
12. <i>Maintain maintenance and service logs on all major County building systems such as electrical, HVAC, UPS, fire, plumbing, roof, façade, etc.</i>		X			X		<u>DAS - September 2016 Update:</u> The County has awarded the contract to install a new maintenance management system and is in the middle of Phase I implementation. Additionally, the Operations & Maintenance department now maintains logs and preventative maintenance records through the current system, eMaintenance.
13. <i>Ensure that resources, whether internal or external, necessary to adhere to appropriate systems inspections/servicing schedules are a top operating budget priority.</i>		X			X		<u>DAS - September 2016 Update:</u> The County has awarded the contract to install a new maintenance management system and is in the middle of Phase I implementation. Additionally, the Operations & Maintenance department now maintains logs and preventative maintenance records through the current system, eMaintenance.