Audit Title: Between The Rock and a Hard Place: Former Landfill Becomes Entertainment Center with Unresolved Community Concerns Beyond the County's Ability to Solve

File Number: 21-760

Audit Issued: August 2021 Status Report Date: April 2022 Department: DAS – Economic Development, DAS, and Parks

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Number & Recommendation		Deadlines Established		Deadlines Achieved		Implementation Status		Comments
		Yes	No	Yes	No	Completed	Further Action Required	
1.	DAS-ED develop written policies and procedures to retain a complete set of all documents related to closing of any County land sale.						Х	DAS-ED standard policy includes retaining and saving to shared files copies of every document related to a closing. New internal procedures have been created around organization and tracking of contract documents. No written policies/procedures have been created.
2. a.	DAS-ED should work with Community Business Development Partners to: Determine whether the Rock has completed the construction projects with associated TBE goals.						Х	Developer has not provided any further reporting on their community benefits goals, and DAS-ED has been informally informed they do not plan to provide any further reporting. DAS-ED has requested that the Developer formalize this response for our records. As Developer has not fulfilled their good faith efforts as required by Community Benefits sections of the Development Agreement, DAS-ED declares the Developer to be in default and is finalizing formal notification that we will retain Developer's community benefits deposit for noncompliance and prohibit the Developer from working with Milwaukee County for three years.
b.	Determine whether the Rock has fulfilled its good faith effort required in the community benefits program. Begin the process to retain the community benefits deposit if necessary.							
d.	Report back to the County Board in three months on the review process.							

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3. The DAS-ED immediately request the missing data from the Rock if the projects are not yet completed. DAS-ED should determine if the Rock is still in compliance with the goals contained within the Development Agreement and report back to the County Board within three months with its findings.					X		DAS-ED has requested missing data from Developers multiple additional times since the Audit. Developer has not provided any further reporting information, and we have been verbally informed that they will provide no further reporting.
4. DAS-ED should confirm with the Rock the status of the east monitor and, i necessary, the anticipated date the east monitor will return to functionality and work to establish a system to be alerted to any non-functioning monitor.					Х		DAS-ED confirmed with Developers that the east monitor was never non-functioning. It seems there was some confusion on the report that the monitor was non-functioning, because it does take longer to load data because of ambient noise from the road in that direction.
5. DAS-ED establish a scheduled check in for material violations at Franklin and Greendale, expand its current tracking log and provide an annual informational report to the County Board on any reported violations by the municipalities.						Х	DAS-ED has created a tracking log for any community complaints and/or material violations. DAS-ED will check in with Franklin and Greendale on a monthly basis going forward to inquire about any material violations. DAS-ED will provide annual reports to County Board to notify the Board of any material violations. Audit Services Division Comment: ASD will review tracking log entries as log use approaches one year.

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6.	DAS-ED develop a formal documented system to log and track any complaints about the Rock received by the multiple entities at Milwaukee County with an annual report provided to the County Board and set up a system to regularly refer non-County complaints to the responsible entity.						X	DAS-ED has created a tracking log for any community complaints and/or material violations. DAS-ED will provide annual reports to County Board to notify the Board of any community complaints received. Audit Services Division Comment: ASD will review tracking log entries as log use approaches one year.
7.	DAS-ED should work with the Office of the Comptroller to immediately seek any outstanding funds due to the LIC Fund or provide clarification in writing as to the required submittal date of the Rock payments to the LIC Fund.						Х	Comptroller has confirmed that County has provided our 2022 payment to the LIC Fund. The funds due to the LIC fund from the Rock will be reviewed at the Annual Oversight Meeting.
8.	DAS-ED should work with the Office of the Comptroller to provide an annual informational report on the status of the financial items contained within the Contribution and Participation agreement to the County Board within three months of the annual oversight committee meeting.						Х	Comptroller has confirmed that the annual oversight meeting is coming up on April 19. Information/updates can be provided within the months after that meeting.

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Status Report Date: April 2022 Department: DAS - Economic Development, DAS, and Parks Audit Issued: August 2021 Deadlines Deadlines Implementation Status Number & Recommendation Established Achieved Comments Further Yes No Yes No Completed Action Required 9. Parks explore the creation of a centralized Χ Parks Comments: complaint system to log any complaints Policy and procedure developed and implemented for all received from the public regarding parks contracted Parks Partners that provide services to the services including location, date, and public including a partner feedback form that is posted in issue reporting by the public and a prominent location by the contracted partner. This is resolution of the complaint. monitored by Parks Contracts Division. Additionally, Parks uses Scout Help to track complaints, concerns. recommendations, etc. from the public, which includes location, date, and issue. Two Parks staff monitor this system and resolve issues or forward them to the appropriate manager to resolve. Tracking is included in Scout Help, including resolution. **Audit Services Division Comment:** Parks implemented a feedback process for all its contracted Parks Partners. However, when resources allow, the feedback process should be expanded to include parks services that are provided outside of contracted Parks Partner relationships. 10. Parks follow their policy and procedure Χ Parks Comments: and execute a formal amendment to the Formal amendment was executed and has been agreement to correct the lease communicated to the Snow Park operator. typographical error regarding the allowable start times of events located at the ski hill.

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