

## STATUS OF IMPLEMENTING AUDIT REPORT RECOMMENDATIONS

**Audit Title:** Continuous Effort Needed to Make O'Donnell Park the Lakefront Destination it was Envisioned to Be

**File Number:** 15-667

**Audit Date:** October 2015

**Status Report Date:** July 2017

**Department:** Parks

Number & Recommendation	Deadlines Established		Deadlines Achieved		Implementation Status (See Comments)		Comments
	Yes	No	Yes	No	Completed (N/A = Not Applicable)	Further Action Required	
1. DPRC develop and implement a site-specific written maintenance program for O'Donnell Park, and keep a comprehensive maintenance file on site with detailed record logs and inspection reports.	X		X		X		<u>July 2017 Update:</u> Coordinated efforts with DAS-A&E for Parking Structure Maintenance to include sheet pile wall inspections, cathodic protection inspection reports every 60 days, annual inspections of elevators, inspection of crack monitoring, inspection of heat trace tape, and any other infrastructure issues that may arise. Parks created a binder and log book of all routine and preventative maintenance activities along with completed work orders, inspection reports, and maintenance logs that are done at the facility and categorized action items by daily, weekly, monthly and annual inspection reports. An option to purchase O'Donnell was approved by the County Board in March of 2016. Since that time the County has engaged outside council to review and prepare final documents. Although MAM is not obligated to purchase until it exercises its option, they have given every indication they intend to exercise the option. Plans for a closing are scheduled for July 2017.*  * Now anticipated to occur in September 2017
2. DPRC work to revamp procedures to track and manage Parks Maintenance work orders and work closely with IMSD pending the County's implementation of Cityworks.	X					X	<u>July 2017 Update:</u> Revamped procedures to track work order progress whereby Operations staff reconcile work orders on a monthly basis with Trades staff. DAS-Facilities, in collaboration with all County Departments that operate and maintain facilities, has acquired and is implementing CityWorks maintenance management system to improve tracking work orders. The City Works Project Manager will roll out a collector application for use by the Parks Skilled Trades in July of 2017. Full implementation of City Works for Parks is July of 2018.

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3. DPRC analyze prior spending and known needed repairs in order to establish a 10-year maintenance and capital schedule and budget for the facility.	X		X		N/A		<u>July 2017 Update:</u> Parks worked with DAS-A&E in reviewing Graef's August 2011 estimated repairs and Walker Restoration Consultants report as described in Audits report on page 36. In May of 2016, at the advice of the County's outside legal counsel working on the potential land transfer to MAM, the Comptroller's Office requested that AE&ES hire Patrick Engineering to prepare an independent assessment with cost estimates to respond to the MAM assessment reports. The completed report is dated May 18, 2016. Capital budgeting for the facility is pending the execution of the land transaction with the MAM.
4. DPRC consider implementing a price increase for monthly parkers. In doing so, Parks should track, record and analyze customer behavior following the increase to help inform future decision-making.	X		X		X		<u>July 2017 Update:</u> Effective January 1, 2016 DPRC implemented a \$10 price increase for monthly parkers.
5. DPRC update parking demand studies regularly to stay current on market conditions.	X		X		N/A		<u>July 2017 Update:</u> In 2014 Desman Associates was hired by DAS-Economic Development to update the 2010 City of Milwaukee Parking Study. Parks regularly monitors parkmilwaukee.com to gather information about parking in downtown Milwaukee. If County continues to operate and manage O'Donnell parking, Parks suggests DAS-Economic Development be responsible for updating parking demand studies and determine the regularity of these studies.

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6. Going forward, DPRC either record daily, monthly and special events parking revenue in separate accounts or clearly label separate entries in a single account so that revenue can be analyzed for decision-making.	X		X		X		<u>July 2017 Update:</u> Daily, Monthly and special event parking are all tracked using separate accounting codes.
7. DPRC work with the Department of Administrative Services – Information Services Management Division to come up with cost estimates associated with needed technology upgrades on-site in order to allow for automatic credit card charges for monthly parkers and more seamless data collection. As part of this, DPRC should also perform a cost analysis of upgrading pay station technology, including functioning pre-pay stations.	X		X		N/A		<u>July 2017 Update:</u> An option to purchase O'Donnell was approved by the County Board in March of 2016. Since that time the County has engaged outside council to review and prepare final documents. Although MAM is not obligated to purchase until it exercises its option, they have given every indication they intend to exercise the option. Plans for a closing are scheduled for July 2017.* With associated costs to complete this recommendation and the pending land transaction with MAM, no further action required.  * Now anticipated to occur in September 2017
8. In the interim, DPRC should remove the existing non-functioning pre-pay parking station.	X		X		N/A		<u>July 2017 Update:</u> The pre-pay parking station is functional; however, due to user error specifically with Betty Brinn's Parking vouchers, Parks determined it was easier to assist customers in the exit lanes. The station is left in place since MAM may want to utilize it when they assume management responsibility of the structure.

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9. DPRC should work with site staff to develop a written policy and procedures manual for O'Donnell Park to formally document operations and ensure a smooth transition in the event of staff turnover.	X		X		X		<p><u>July 2017 Update:</u> Drafted a procedures manual which includes Cleaning Procedures for restrooms, buildings; Lock Up Procedures: Promontory, Atrium, Mason Street Elevators, Parking Structure, Garage, Breakroom; Maintenance procedures for automatic pay lanes, ticket spitters, and gate arms; Instructions for miscellaneous parking duties; Garden Maintenance Procedures; Atrium Maintenance Procedures; Miller Room Maintenance, Set Up, Take Down; HVAC Maintenance and Inspections; Parking Office Administrative Duties; Parking Structure Cleaning and Maintenance. An option to purchase O'Donnell was approved by the County Board in March of 2016. Since that time the County has engaged outside council to review and prepare final documents. Although MAM is not obligated to purchase until it exercises its option, they have given every indication they intend to exercise the option. Plans for a closing are scheduled for July 2017.*</p> <p><i>* Now anticipated to occur in September 2017</i></p>
10. As an alternative to recommendations 7 and 9, DPRC could consider soliciting proposals for a private parking operator to manage parking operations at O'Donnell Park.					N/A		<p><u>July 2017 Update:</u> An option to purchase O'Donnell was approved by the County Board in March of 2016. Since that time the County has engaged outside council to review and prepare final documents. Although MAM is not obligated to purchase until it exercises its option, they have given every indication they intend to exercise the option. Plans for a closing are scheduled for July 2017.*</p> <p><i>* Now anticipated to occur in September 2017</i></p>

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11. DPRC request that BBCM submit annual attendance by category, along with a written statement of their attendance and discount policy at least annually, as required in their lease, so that DPRC can monitor BBCM's compliance with lease provisions.	X		X		X		<u>July 2017 Update:</u> BBCM submitted 2016 annual attendance report on May 11, 2017 (Attachment A).
12. DPRC update and formalize current agreements with BBCM regarding the BBCM staff parking rate and use of \$2 coupons.	X		X		N/A		<u>July 2017 Update:</u> An option to purchase O'Donnell was approved by the County Board in March of 2016. Since that time the County has engaged outside council to review and prepare final documents. Although MAM is not obligated to purchase until it exercises its option, they have given every indication they intend to exercise the option. Plans for a closing are scheduled for July 2017.*  * Now anticipated to occur in September 2017
13. Obtain and review year-end audited financial statements for ZHG's operations at both Coast and the Miller Room to ensure that the County is capturing all of the commission payments required in the County's lease agreement with ZHG.	X		X		N/A		<u>July 2017 Update:</u> In September 2015, the County Board approved an amendment to ZHG's contract with the County for their operations at O'Donnell Park. ZHG's Lease of the premises commonly known as O'Donnell Park Pavilion and the Catering Services Agreement at the Miller Room was terminated and amended on May 5, 2016 (Attachment B). Financial statements were requested and reviewed in 2016.

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14. Seek to clean up subsequent agreements so that Milwaukee County's relationship with ZHG at O'Donnell is not governed by a series of overlapping agreements. In doing so, be sure to include marketing and promotion roles originally described in a 2003 Letter of Agreement between the two parties.	X		X		X		<u>July 2017 Update:</u> In September 2015, the County Board approved an amendment to ZHG's contract with the County for their operations at O'Donnell Park. ZHG's Lease of the premises commonly known as O'Donnell Park Pavilion and the Catering Services Agreement at the Miller Room was terminated and amended on May 5, 2016 (Attachment B).