

June 30, 2019

The Honorable Richard W. West and
Members of the City Council
City of Chesapeake
City Hall – 6th Floor
Chesapeake, Virginia 23328

Dear Mayor West and Members of the City Council:

We have completed our review of the City of Chesapeake (City) Department of Parks, Recreation, and Tourism (PR&T) for the period October 1, 2018 to March 31, 2019. Our limited scope review was conducted for the purpose of determining whether PR&T was providing services in an economical, efficient, and effective manner, whether its goals and objectives were being achieved, and whether it was complying with applicable City and departmental policies and procedures relative to safety and access controls. Areas of review were the Memorandum of Understanding between the City and the Great Bridge Battlefield & Waterways History Foundation (GBB&WHF), employee time tracking and access controls for both physical and Information Technology (IT) security, and Northwest River Park (Park) (including physical condition, infrastructure upgrades, and camp store).

We conducted this performance audit in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusion based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

PR&T provided both essential and non-essential services for the City and its residents. Its primary services included developing safe and enjoyable leisure activities, promoting year round activities that enhance social interaction, education, creative expression, and developing therapeutic activities for those citizens with disabilities. PR&T was also responsible for municipal grounds, park maintenance, and athletic field maintenance for both City and Chesapeake Public Schools (Schools), operating City parks, and providing housekeeping for City facilities.

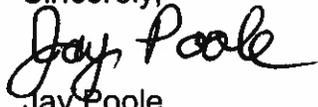
For Fiscal Year (FY) 2018-19, PR&T had an operating budget of just over \$22.1 million. The budget was allocated over four primary service areas – Maintenance and Administration, which was responsible for such things as grounds work, housekeeping, and departmental administration, was budgeted \$8,849,708; Recreational Activities, which was responsible for all recreational programs as well as the Before and After School program, was budgeted \$6,853,559; and Park Operations, which was responsible for all operations of the Cities' parks, was budgeted \$1,896,156. PR&T had an authorized complement of approximately 237 personnel. PR&T also oversaw a budget of \$4,536,850 for the Conference Center (including a contractual agreement with VenuWorks) and Convention and Visitors Bureau. This function had a complement of seven personnel.

To conduct this audit, we reviewed and evaluated City and PR&T policies, procedures, operations documents, and reports, both internal and external. We also conducted extensive site visits to obtain a general understanding of various departmental processes. We discussed these audit areas and conducted interviews with departmental management and various other personnel.

Based on our review, we determined the Department had accomplished its overall mission of providing a variety of services that enhanced the quality of life of the citizens of the City. However, we did identify several areas of concern that needed to be addressed. Those areas included operational concerns at Northwest River Park regarding health and safety, project management, physical and system access control concerns, concerns about the Great Bridge Visitors Center, and cash handling issues.

This report, in draft, was provided to PR&T officials for review and response and their comments have been considered in the preparation of this report. These comments have been included in the Managerial Summary, the Audit Report, and Appendix A. PR&T concurred with most of the report's recommendations and has either implemented or begun the process of implementing many of them. PR&T management, supervisors, and staff were very helpful throughout the course of this audit. We appreciated their courtesy and cooperation on this assignment.

Sincerely,



Jay Poole

City Auditor

City of Chesapeake, Virginia

C: James E. Baker, City Manager
Dr. Wanda Barnard-Bailey, Deputy City Manager
Michael Barber, Parks Recreation and Tourism Director