

## Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
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### 2209 WestWorld Operations

Issued: **11/4/2022**

1A	WestWorld management should develop a sliding scale for discounting facility rates based on the amount of other related guaranteed revenues and prepare and retain analyses that support additional discounts provided.	May 2023: The new WestWorld General Manager is evaluating strategies for addressing the audit recommendation and will be developing a plan this summer to include research of similar facilities and identify the best approach to incorporate indirect costs in event cost evaluations. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: The department is evaluating WestWorld rates and fees and has requested funding for a rates and fees study in the upcoming year. April 2024: Additional funding for a rates and fees study was not authorized through the FY 2024/25 budget process. A new General Manager was hired in March and will be working on rates and fees evaluation. Sept 2024: A new GM came on board at the end of Sept and will be reviewing this recommendation. Jan 2025: WestWorld is in the process of strategic planning exercises that will evaluate this recommendation. June 2025: Work on the WestWorld strategic plan continues.	In Progress	<input checked="" type="checkbox"/>
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1B	WestWorld management should evaluate ways to include the routine event services into facility rates, such as telephone and internet, or require guaranteed minimums, such as horse stall counts, to streamline the operational and billing processes.	<p>May 2023: The new WestWorld General Manager is evaluating strategies for addressing the audit recommendation and will be developing a plan this summer to include research of similar facilities and identify the best approach to incorporate indirect costs in event cost evaluations. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: Management reported that they recently tested combining some basic equestrian event fees into the overall facility use fee, such as telephone, internet, and restroom cleaning. Initial feedback was positive, and the department plans to further evaluate the impact of this potential change on overall rental rates. April 2024: A new General Manager has been hired and will be working on an evaluation of inclusive facility rates. Sept 2024: A new GM came on board at the end of Sept and will be reviewing this recommendation. Jan 2025: WestWorld is in the process of strategic planning exercises that will evaluate this recommendation. June 2025: Management reported that it is piloting using all-inclusive rates on one annual event and based on the outcome will identify next steps.</p>	Part Impl'd	<input checked="" type="checkbox"/>

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1C	WestWorld management should conduct a more thorough RV rate analysis including other event facilities and the local market area. As well, evaluate whether RV fees are needed to address no-shows and extensive cleanup activities.	May 2023: Effective FY 2023/24, RV rates will increase from \$35 per night to \$50. The new WestWorld Business Manager will evaluate implementing no-show and clean-up fees. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: The department reported they have transitioned RV rentals to ActiveNet, the Parks & Recreation reservation system, which is expected to streamline the reservation process and improve cash handling. Auditors will follow-up on evaluation of no-show and cleanup fees at the next update. April 2024: Moving RV reservations to ActiveNet has allowed the department to charge no-show and excessive cleanup fees. Current WestWorld RV Rules and Regulation reflect the updated policies and fees.	Implemented	<input checked="" type="checkbox"/>
1D	WestWorld management should use full-cost calculations when developing facility rates and fees. These full-cost rates should then be evaluated against the competitive market rate limitations before recommending rates and fees for City Council approval.	May 2023: The new WestWorld General Manager is evaluating strategies for addressing the audit recommendation and will be developing a plan this summer to include research of similar facilities and identify the best approach to incorporate indirect costs in event cost evaluations. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: The department reported that this recommendation will be evaluated as part of the requested rates and fees study. April 2024: Additional funding for a rates and fees study was not authorized through the FY 2024/25 budget process. A new General Manager was hired in March and will be working on rates and fees evaluation. Sept 2024: A new GM came on board at the end of Sept and will be reviewing this recommendation. Jan 2025: WestWorld is in the process of strategic planning exercises that will evaluate this recommendation. June 2025: A full cost analysis has not been completed and WestWorld will evaluate its rates and fees as part of its strategic plan development.	In Progress	<input checked="" type="checkbox"/>

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2A	WestWorld management should calculate and report facility utilization rates as percentage of available capacity to allow for more comprehensive monitoring of usage and assist with planning and marketing efforts.	May 2023: The new WestWorld General Manager reported that the recently hired Business Manager is investigating technology solutions to assist in implementing this recommendation. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: The department reported that this recommendation will be evaluated once a new General Manager is selected. It will be reviewed along with the rates and fees analysis and a strategic plan for WestWorld. April 2024: A new General Manager was hired in March and this recommendation is in progress. Sept 2024: WestWorld is researching the technology tools to accomplish this. Jan 2025: WestWorld is in the process of strategic planning exercises that will evaluate this recommendation. June 2025: Facility usage rates have not yet been reported. Management continues to work on identifying capacity for the WW event spaces and will develop target occupancy rates in its strategic plan.	In Progress	<input checked="" type="checkbox"/>

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2B	WestWorld management should obtain and implement technology systems with input and processing controls for facility management and event scheduling. Ensure that the systems include reporting capabilities to streamline the billing process.	May 2023: The new WestWorld General Manager reported that the recently hired Business Manager is investigating technology solutions to assist in implementing this recommendation. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: RV reservations and Feed & Bedding point of sale have been moved to a new system and the department expects that this change will result in process improvements. Identifying solutions for improving facilities management and event scheduling continue to be in progress. April 2024: The department reported the transition of RV reservations and Feed & Bedding to ActiveNet has streamlined processes. They continue to work on improving scheduling and are also looking into automated parking systems. Sept 2024 & Jan 2025: WestWorld is researching the technology tools to accomplish this. June 2025: Improvements to the RV Reservations and Feed & Bedding processing were completed, and Management is working on improving the work order system to ensure accurate and efficient billing.	Part Impl'd	<input checked="" type="checkbox"/>

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2C	WestWorld management should ensure the WestWorld website is updated to provide better customer service. Specifically, provide an online RV reservation system as well as adding maps of rentable event spaces along with key features and rental fees.	May 2023: The new WestWorld General Manager reported that the recently hired Business Manager is investigating technology solutions to assist in implementing this recommendation. Aug 2023: Due to recent changes in WestWorld management, this recommendation remains in progress. Dec 2023: The development of a new website is in progress. RV reservations have been migrated to the ActiveNet system and Community Services is in the process of implementing online reservation functions. April 2024: The development of a new website is in progress. Sept 2024: RV rentals can now be requested through an online form. The WestWorld website project is expected to launch by the end of 2024. Mar 2025: The new WestWorld website provides information on rentable event spaces. Availability of RV reservations can also be viewed. Forms for requesting event bookings or reservations can be submitted online.	Implemented	<input checked="" type="checkbox"/>