

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2307 Emergency Management Services			Issued: 6/16/2023	
1A	<p>The Emergency Manager should provide the Emergency Operations Plan for City Council review and approval at least every five years, as specified in City Code. Additionally, the EOP should be reviewed annually by the Emergency Manager and the City Manager to ensure the plan, including EOC roster and other details, are up to date.</p>	<p>Dec 2023: Emergency Management has completed an initial review of the EOP, updating all specific names to position titles. The review process continues and the department plans have an updated EOP to the City Manager in Feb 2024. April 2024: The department is making progress towards updating the EOP, including establishing a review team that will meet biweekly. Sept 2024: Feedback from the EOP review team has been received. The department is finalizing the Plan for Council review and approval. Jan 2025: Emergency Management expects the EOP will be completed and presented to Council for approval in May 2025. May 2025: The EOP was approved by City Council in May 2025.</p>	Implemented	<input checked="" type="checkbox"/>
1B	<p>The Emergency Manager should conduct an annual review of all departmental COOPs to ensure that they have been completed and/or updated and to provide direction and feedback to assist with process improvements. As well, Emergency Management should ensure departments are training staff on their COOP and testing and exercising the plan.</p>	<p>Dec 2023: Auditors verified that the department has updated the master contact lists for COOPs. They now receive a termination report from HR to promptly update the COOP contacts. The department reported that they still need to create a plan to periodically review and exercise the COOPs. April 2024: Emergency Management is in the initial stages of creating an Administrative Regulation to guide COOP process and has reached out to Emergency Managers to identify best practices for managing the COOP process. Sept 2024: The COOP AR has been drafted and reviewed, and pending final approval. The EM Coordinator is reviewing the COOPs and developing a training program. Jan 2025: AR 318 has been approved and contains guidance for testing and exercising plans. The EM is meeting with city departments to discuss COOP and NIMS training requirements.</p>	Implemented	<input checked="" type="checkbox"/>

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2A	The Emergency Manager should establish procedures to more effectively monitor that training program requirements are being met.	<p>Dec 2023: For newer employees assigned basic NIMS training through Scottsdale University, the department is sending quarterly email reminders to complete assigned training. For existing employees and emergency response personnel, the department continues to look for an effective method of monitoring compliance with training requirements. April 2024: The department continues to send out reminder emails to employees and supervisors regarding training requirements. A newly hired EM Coordinator will be working on developing a process for tracking advanced NIMS training requirements not handled through Scottsdale University. Sept 2024: NIMS/ICS training requirements are being revised to focus on training employees that will be directly involved in incident response. The department is continuing to refine monitoring processes for these requirements. Jan 2025: Emergency Management is meeting with city departments to discuss training requirements and working to finalize the NIMS/ICS training AR. May 2025: The Department is drafting an Emergency Management Training AR and has added advanced NIMS training classes to Scottsdale U to help track training. Sept 2025: Updates the AR on NIMS/ICS Training are under review by Management. Jan 2026: AR 139 NIMS/ICS training has been finalized and approved. Training will be managed through Scottsdale University and monitored by the EM Coordinator.</p>	Implemented	<input checked="" type="checkbox"/>

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2B	<p>The Emergency Manager should further develop plans for implementing other phases of its training plan. Additionally, the department should create a training plan for educating residents and businesses on emergency preparedness.</p>	<p>Dec 2023: Auditors confirmed that the department has conducted several Emergency Preparedness briefings to residential groups and worked with the SPD Public Private Partnership Committee in Sept of 2023. Informational briefings are conducted upon request and availability of staff. The training plan has not yet been updated or expanded. April 2024: In order to expand training efforts, the department is working towards certifying staff to teach advanced NIMS/ICS courses. Additionally, staff have assisted SUSD in providing training to District administrators. Sept 2024: The Emergency Manager is working towards training certification and collaborating with City and county PIO's on using social media to educate the public. Jan 2025: In addition to participating in community engagement events, Emergency Management is now working the Communications department to create monthly social media posts on emergency preparedness topics for the community.</p>	Implemented	<input checked="" type="checkbox"/>

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3	<p>The Emergency Manager should evaluate and further define its role in the special event planning process, including basing level of involvement on the event's risk exposures. Additionally, the department should develop standardized guidance and/or forms for special event contingency planning to help guide the event teams.</p>	<p>Dec 2023: Emergency Management is working to develop special event policies and guidance, including meeting with Public Safety to discuss city-wide special events planning processes. April 2024: Emergency Management continues to participate in large special event planning meetings and will be working towards developing policy/procedural guidance for event producers. Sept 2024: This work is in progress and the department plans to have a draft NIMS/ICS Special Event policy by the end of 2024. Jan 2025: Emergency Management continues to be involved in the planning process for all major special events and is working with Tourism and Events staff to update the special event handbook for emergency preparedness plan requirements. May 2025: The Department is meeting with other city departments and gathering information that will be used to develop standardized special event planning procedures. Sept 2025: Emergency Management is developing special event planning procedures, including threat assessment tools and safety checklists. Jan 2026: The department has developed an Event Planning Assessment Matrix and Event Operations Plan for use in planning city events. Emergency Management will continue to work with Tourism and Events to incorporate these into the city's event permitting process.</p>	Implemented	<input checked="" type="checkbox"/>