



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: June 20, 2018
TO: Parks and Recreation Department Staff
FROM: Herman D. Parker, Director, Parks and Recreation Department
SUBJECT: Fiscal Year 2018 Park Maintenance Standards

A handwritten signature in black ink, appearing to be "H. Parker", written over the "FROM:" line of the memorandum.

This memorandum is to provide Parks and Recreation Department staff with updated standards for various maintenance tasks and activities. The tasks and activities are divided between on-site staff and specialized services provided by Citywide Park Maintenance, which is in Developed Regional Parks Division. Please utilize these standards when making a service request for repairs that cannot be completed with on-site staff.

Manager Plus, the service request system, allows staff to track the length of time for Citywide Park Maintenance to repair various park assets. Tracking this information will assist Department management in identifying weaknesses in service delivery and preparing future budget requests for additional resources.

Staff from Citywide Maintenance are available to assist you with the necessary service requests. If you have any questions, please contact District Manager Michael Tully at (619) 235-5922 or Wally Walsten at (619) 533-5787.

Attachment: Fiscal Year 2018 Park Maintenance Standards

Park/Facility Maintenance Standards – Fiscal Year 2018 Update

The department has a 90% threshold for each of these park maintenance standards due to issues such as inclement weather, staff shortages, and emergencies. For contracted parks, responsibility for all functions would be with the contractor/vendor. These standards are considered “minimum standards.”

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
1. Maintain Turf			
a. Mowing	Citywide Park Maintenance	Weekly (Flexible – skip rainy weeks)	No
b. Edging – refers to straight line edging of turf away from hardscape	On Site Staff	Weekly	No
c. Sweeping – refers to removal of clumps of grass left behind on turf after mowing	Citywide Park Maintenance	Weekly (Flexible – skip rainy weeks) Scheduled	No
d. Aerification	Citywide Park Maintenance	Four (4) times annually Scheduled	No
e. Synthetic Turf Grooming	Citywide Park Maintenance	Four (4) times annually Scheduled	No
f. Fertilization	Citywide Park Maintenance	As funded by donation Scheduled	No
g. Renovation/Restoration	Citywide Park Maintenance	As needed and funded by donation Scheduled	No
2. Pick-up Trash			
a. Trash Removal	On Site Staff	Pick-up daily by 10:00 a.m., plus additional pick-ups in high-use areas or during special events.	No
b. Recycling- all recycling must go into the City’s internal recycling program.	On Site Staff	Pick-up daily by 10:00 a.m., plus additional pick-ups in high-use areas or during special events.	No
3. Maintain Planters/Shrub and Flower Beds/ Groundcover			
a. Edging	On Site Staff	Weekly	No
b. Mulching, Replacing Plants, Hedging	On Site Staff	Semi-annually	No
c. Pruning	On Site Staff	As needed	No

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
4. Maintain Trees and Park Forest System			
a. Fertilizing	On Site staff	As needed, up to two (2) times per year as funds are available	No
b. Planting, Trimming, Pruning, Removing	On Site Staff and/or Citywide Park Maintenance	Citywide Arborist and/or designee assess upon receiving work request: <ul style="list-style-type: none"> • Address safety hazards (SH) within two (2) working days • Address non-safety (NS) 5 day response time 	Yes
5. Maintain Hardscape			
a. Sweeping	On Site Staff	Weekly	No
b. Concrete/Benches	Citywide Staff	5 day response time	Yes
6. Repair Irrigation			
a. Site Preparation prior to irrigation repair	On Site Staff	a. Dry out area as needed b. Expose leak 18 inches on both sides of the pipe and 6 inches underneath c. Expose irrigation valves 18 inches on both sides and 6 inches underneath d. Remove valve box e. Secure area with barricades	No
b. Irrigation repair	Citywide Park Maintenance	Repair within fourteen (14) working days of service request received	Yes
c. Site restoration	On Site Staff	Backfill area after repair is completed by Citywide Irrigation Unit	No

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
7. Remove Graffiti			
a. Large Graffiti – refers to large swathes of graffiti that cannot be remediated solely by On Site staff	On Site Staff (including assistance from staff normally assigned elsewhere)	Remove within 48 hours after discovery; remove immediately, if safety issue present (gang related etc).	No
b. Small Graffiti – refers to smaller graffiti that can be remediated by On Site staff	On Site Staff	Remove within 48 hours after discovery; remove immediately, if safety issue present (gang related etc).	No
8. Control Pests (Plant, Vertebrate, Insect)			
a. Plant (weed control): Citywide Park Maintenance (Pest Management Unit) prioritizes all requests for weed control based on acreage of the job <ul style="list-style-type: none"> i. Priority one (1) focuses on larger areas ii. Priority two (2) focuses on smaller areas that require more detailed work. Examples of detailed work are spraying sidewalk cracks, valve boxes and tree wells. This type of work is very time consuming iii. If a single park site requires both Priority one (1) and Priority two (2) weed control, requests need to be submitted separately, or the intake unit will close and return the request 	Citywide Park Maintenance (Pest Management Unit)	<p>Priority one (1) within 21 working days of receiving request.</p> <p>Priority two (2) within 45 working days of receiving request.</p> <p>On site staff must consider Integrated Pest Management (IPM) practices before submitting a work request</p>	Yes
b. Vertebrate Pests	On Site staff and/or by contract	As needed	No
c. Insect Pests	Contract staff	As needed	No

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
9. Conduct Playground Maintenance, Inspection, and Repair			
a. Inspect playground equipment and maintain tot lot	On Site staff	Inspect all play equipment daily, document high frequency inspections weekly.	No
b. Within tot lot areas perform the following maintenance:			
i. Blow and/or sweep rubberized surfaces to remove debris, sand or fibar	On Site Staff	Daily or as needed	No
ii. Rake sand or fibar	On Site Staff	Daily or as needed	No
iii. Fill in fall zones	On Site Staff	Daily or as needed	No
c. Repair playground equipment			
i. If playground parts are unavailable and require procurement ...	Citywide Park Maintenance (Playground Unit) and On Site Staff	a. Collaborate to procure the necessary parts b. Citywide Park Maintenance will make the repair within fourteen (14) working days after receiving replacement equipment/parts	Yes
ii. If Citywide Park Maintenance (Playground Unit) is technically unable to make the necessary repairs ...	Citywide Park Maintenance Intake Unit	a. Close the service request and notify on site staff within the initial fourteen (14) working days b. In these cases, On Site staff will lock off, barricade, or remove the playground safety hazard to ensure park patron safety	Yes

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
iii. If On Site staff, Asset Management, and/or Citywide Park Maintenance (Playground Unit) determine that the necessary repair in fact requires a capital improvement project ...	Citywide Park Maintenance Intake Unit	a. Close the service request b. Advise Asset Management of the need for a future capital improvement project c. In these cases, On Site staff will lock off and barricade equipment. Citywide Park Maintenance will remove the playground safety hazard within 21 working days to ensure park patron safety	Yes
d. Upon identification of safety hazard/emergency situation:			
i. Lock off or barricade equipment	On Site Staff	Immediately (same workday) after identifying safety hazard.	No
ii. Enter service request for repair of equipment for safety hazard	On Site Staff	Immediately (same workday) after identifying safety hazard.	No
iii. Repair play equipment to eliminate safety hazard	Citywide Park Maintenance (Playground Unit)	Within fourteen (14) working days (see caveats under item 9c (i), (ii), and (iii))	Yes
e. Upon identification of non-safety hazard situation:			
i. Enter service request for repair of equipment for a non-safety hazard item	On Site Staff	Within two (2) working days	
ii. Repair play equipment to eliminate a non-safety hazard item	Citywide Park Maintenance (Playground Unit)	Within fourteen (14) working days (see caveats under item 9c (i), (ii), and (iii))	Yes
10. Maintain Ballfields and Infields			
i. Backfill ruts and holes	On Site Staff	Upon identification	No
ii. Level mounds and uneven areas	On Site Staff	Upon identification	No
11. Perform Routine Preventative Equipment and Tool Maintenance	On Site Staff	Weekly	No
12. Repair Small/Minor Equipment	Contract staff	Varies based on equipment and needed repair.	No

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
13. Inspect and Clean Site Furnishings	On Site Staff	Daily	No
14. Perform Custodial/Maintenance Activities	On Site Staff	Daily	No
15. Clean Outdoor Restrooms			
a. Balboa Park	On Site Staff	Clean all outdoor restrooms by 10:00 a.m.	No
b. Community/Neighborhood Parks	On Site Staff	Clean all outdoor restrooms by 10:00 a.m.	No
c. Mission Bay Park	On Site Staff	Clean all outdoor restrooms by 10:00 a.m.	No
d. Pools	On Site Staff	Clean restrooms and locker rooms two (2) times per day.	No
16. Perform Manual Non-Chemical Weed Abatement	On Site Staff	As needed	No
17. Maintain Aquatic Features			
a. Fountains	Citywide Park Maintenance	Daily or as needed	No
b. Pools	On Site Staff and Citywide Park Maintenance	Daily or as needed	No
c. Booster Pumps	Citywide Park Maintenance	5 day response time	Yes

Park Maintenance Task	Responsibility	Standard of Care (90% of Time)	Trackable in Manager Plus?
18. Jurisdictional Urban Runoff Management Plan (JURMP)/Storm Water Items			
a. Inspect park storm drains and catch basins before and after rainy season	On Site Staff	Twice annually - January 31 and September 30	No, but Dept Storm Water liaison retains inspection records
b. Clean storm drains and catch basins	Storm Water Department	As needed after inspection	No
c. Sweep parking lots	On Site Staff	Once annually	No
d. Special Events			
i. Issue General Development Plans with storm drains identified to permittees and contractors	Permitting Staff	Upon issuance of permit	No
ii. Provide copies of the relevant Department BMPs and good housekeeping procedures	Permitting Staff	Upon issuance of permit	No
iii. Ensure permittee has left the area clean and there was no evidence of any pollutant discharge for each special event (75 people or more)	On Site Staff	After completion of event	No
19. Conduct Site Safety Checks	On Site Staff and Citywide Park Maintenance	Daily	No
20. Respond in the Event of an Emergency	On Site Staff and Citywide Park Maintenance	As needed	No
21. Serve Our Customers	On Site Staff and Citywide Park Maintenance	As needed	No
22. Train Staff	On Site Staff and Citywide Park Maintenance	As needed and mandated by regulatory agencies.	No, but dept training office retain records in Success Factors