MAINTENANCE

The tradition of craftsmanship and attention to detail in the Central Mesa began with the construction of the 1915 Exposition.

The goal of this section is to develop and fund a maintenance program that will protect the public investment in buildings and grounds and facilitate maximum public enjoyment of the Park.

Because of its great value and significance, the Central Mesa should receive a high level of maintenance. Future physical improvements to the Park will increase the need for a comprehensive maintenance program. In order to establish a high level of maintenance for the Central Mesa the following elements should be incorporated:

- A recognition by the City that increased levels of maintenance required for existing facilities and for proposed physical improvements will require a commensurate allocation of resources.
- A team of skilled personnel that can perform specialized maintenance to the significant architectural and horticultural resources on the Central Mesa.
- An emphasis on preventative maintenance that includes quick response times for repairs.
- An extended daily maintenance schedule to facilitate evening uses in the Park and to conduct extensive cleaning and repairs of facilities after the Park is closed.
- A regular maintenance inspection program that is coordinated with an ongoing design review process.
- Adequate equipment and materials storage facilities and work space.

Objective:

Raise the basic level of service the Central Mesa presently receives to a high level of service.

Recommendations:

- Within the limits of overall budgetary constraints, increase the present maintenance budget in order to fund a high level of care for the Central Mesa.
- Raise staff levels, service frequency and availability of tools and materials to quantitatively increase the level of Central Mesa maintenance and repairs.
- Throughout the Central Mesa increase:

  - litter pickup
  - sweeping
  - steam cleaning of walls, walks and plazas
  - public restroom maintenance
  - painting

- repairing cracks in paving surfaces
- building maintenance and repair
- landscape planting, mulching, trimming and watering
- site amenity repair and replacement
- signage repair and replacement
- utility improvements

Objective:

Within limits of available resources, increase maintenance staff and budget proportionately with each new capital improvement installation in order to maintain a high level of service throughout the Central Mesa.

Recommendations:

- Structure capital improvement expenditures to include maintenance level increases required to maintain and protect the proposed investment.
- Assess new capital improvements for the projected additional services required.
- Add the appropriate number of staff and ensure that all required maintenance materials and equipment are procured to enable staff to adequately perform their services.
- Establish the maintenance program increases before completion of new facilities to ensure immediate proper care for the new facility and the least amount of maintenance level disruption to existing facilities.

Objective:

Assign maintenance personnel to work exclusively in Balboa Park.

Recommendations:

- Create a maintenance division that works directly for Balboa Park management which would include skilled personnel such as:

  - carpenters
  - painters
  - electricians
  - plumbers
  - utility workers
  - plasterers
  - tree trimmers
  - irrigation specialists
  - gardeners
  - inspectors

- Utilize the Balboa Park crews for immediate action or minor repairs to avoid closure of facilities and to circumvent unnecessary major repairs due to deferred maintenance or neglect.
- Utilize volunteers from the community to work alongside park maintenance staff whenever possible. (See Management section under Education.)

Objective:

Increase standards of employment for maintenance personnel.

Recommendations:

- Reinstate the "gardener" classification.
- Create new classifications for highly skilled specialists who can maintain historic buildings and landscape.
- Encourage long term employment within the Balboa Park division to promote continuity.
- Invest in skills training and Balboa Park operations familiarity by encouraging maintenance personnel participation in Balboa Park education classes (see Management section under Education).
- Conduct routine public relations and professional conduct awareness training with Park maintenance personnel.

Objective:

Establish a third shift maintenance crew to perform major cleaning and repair duties on Central Mesa buildings and grounds where possible.

Recommendations:

- When facilities are closed to the public conduct routine inspections, make necessary repairs and accomplish major cleaning duties such as:
  - cleaning floors
  - stripping and waxing floors
  - cleaning windows
  - thoroughly scrubbing and disinfecting restrooms
  - shampooing carpets
  - cleaning drapes and blinds
  - polishing furniture
  - painting
  - changing lights
- Provide adequate supervision of third shift crews.
- Schedule crews efficiently to ensure safety in numbers and coordination with security measures.

Objective:

Raise maintenance personnel's awareness of their high visibility in the Park.

Recommendations:

- Ensure orderliness and cleanliness in all Park maintenance operations.
- Ensure all maintenance equipment is stored appropriately either within buildings or in specifically designed and approved locations.
- Park vehicles in assigned locations.
- Encourage pride in personal appearance and performance.
- Train staff to practice hospitality, helpfulness and politeness in all interactions with Park visitors.

Objective:

Develop a regular Park buildings and grounds inspection process in coordination with an ongoing design review process.

Recommendations:

- Create a Park management inspection crew to routinely inspect building and grounds for necessary repairs assessing priorities and notifying supervisors of required service necessity.
- Train all maintenance personnel to identify non-routine maintenance needs and to report all potential repair needs to Park management in a clearly defined and easily administered manner.
- Coordinate the inspection program with the design review program supervised by Park management. (See Management section under Facilities.)

Objective:

Create a Central Mesa building maintenance workshop in the proposed Organ Pavilion parking structure.

Recommendations:

- Create a workspace to facilitate minor repairs in carpentry, plumbing, electrical, or other crafts to enable quick response and immediate repair of Central Mesa facilities.
- Ensure that this facility is non-obtrusive to the public yet easily accessible for crews and equipment.