	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
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Intent

The intent of the Maintenance Quality Standards is to define the desirable level of service that the City will aim to achieve under normal conditions. Equipment failures, unusual weather conditions and other factors may result in the City not achieving the standards. However, where defined, the City will achieve any provincially legislated standards.

Objectives

The Maintenance Quality Standards have the following objectives:

- To provide safe, dependable and affordable service levels;
- To preserve the infrastructure assets;
- To protect the natural environment;
- To enhance the appearance and health of the community;
- To provide a reference framework to measure performance;
- To provide a basis of “Peer Review” with other comparable cities; and
- To provide Council and citizens with a reference of expectations.

Philosophy


The Maintenance Quality Standards have been written from a user’s perspective by defining the end result of maintenance services as much as possible as this is what impacts the users. The standards provide the outcome of a service by defining the timing and extent of a particular maintenance activity and are defined by the overall objective (i.e. clean city, safe roads, passable sidewalks, etc.) giving the City a measurable outcome.

The standards are not prescriptive in terms of how the services are delivered. How services are delivered form part of an operations manual as delivery may evolve over time with changes in equipment, materials, innovation and technology.


Format

The standards are written with the following headings:


- Outcome: defines the main outcome of the maintenance activity and is written from a users perspective.
- Description: describes the intent and scope of the standard.
- Standards: defines the outcome of the standard.
- Service Level: defines the frequency or response time to achieve the desired standard.
- Related Standards: defines other standards that provide related information.

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Term	Definition
<i>“Aeration”</i>	tractor mounted aerating equipment that cores, spikes, slits, tines or vertidrain soil in order to reduce compaction.
<i>“Alligating”</i>	a pattern of cracks on pavement that are interconnected and form a series of small blocks resembling an alligator’s skin.
<i>“As Practicable”</i>	the period of time from being made aware of the problem until the time when action and repairs can be implemented.
<i>“As Soon As Practicable”</i>	the period of time from being made aware of a problem until the time when action and repairs can be taken at the site of the problem.
<i>“Bleachers”</i>	spectator seating at sports fields.
<i>“Culvert”</i>	a structure designed to allow the passage of surface water in ditches or streams, or of livestock or pedestrians under a roadway or roadside entrance.
<i>“Ditch”</i>	an open facility constructed to carry water to an outlet.
<i>“Drainage Inlet”</i>	a structure designed to allow the passage of surface water in ditches or streams.
<i>“Duration Time”</i>	the length of time required to complete a particular maintenance activity.
<i>“Fertilization”</i>	fertilizer applied in a granular form using a tractor pulled hopper. adds nutrients to the soil.
<i>“Gilling”</i>	activity performed using specialized machinery. Intended to loosen compacted infield sand at ball diamonds.
<i>“Hazard”</i>	any object or condition that may represent a threat to public or personal safety.
<i>“Integrated Turf Management”</i>	a system of turf related activities (including mowing, aeration, topdressing, etc.) designed to promote healthy turf and to reduce the reliance or need for chemical inputs.
<i>“Irrigation”</i>	applied via underground systems; or above using hoses and sprinklers; or using a water truck.
<i>“Ironworks”</i>	the frames and covers or frames and grates of maintenance holes, catch basins, ditch inlets and culvert grates
<i>“Light Standard”</i>	free standing lighting feature.
<i>“Made Aware Time”</i>	the clock time of day that a problem call is received by Surface Operations. This is the logged clock time that information calls

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Term	Definition
<i>“Mowing”</i>	from patrols, active operators or the public are received. the cutting of grass using mowers.
<i>“Mulching”</i>	placement of material around young trees
<i>“Mulch”</i>	a protective covering, usually of organic matter such as leaves, or wood chips placed around plants to prevent the evaporation of moisture, the freezing of roots, and the growth of weeds
<i>“Planned Park Maintenance”</i>	maintenance carried out on a planned or regular basis to ensure park assets continue to function as far as practical to end of life.
<i>“Play Structures”</i>	play equipment in parks requiring specialized inspections and remedial repairs in order to meet CSA requirements.
<i>“Response Time”</i>	the maximum length of time required to attend to a situation requiring specific maintenance practices.
<i>“Site Furniture”</i>	includes benches, fences, waste receptacles etc.
<i>“Sodding”</i>	worn out or bare areas are cut out and new sod is laid.
<i>“Soil Testing”</i>	small core samples or soil are taken from the turf areas, this is typically done when turf is exhibiting some deficiency.

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Status: Recommended for Council Approval	INTRODUCTION Parks and Sports Fields		
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Scope

This section (200 series) of the Maintenance Quality Standards applies to maintenance operations in parks and sports fields.

Maintenance Classifications

Maintenance classifications are used to categorize parks and sport fields of similar characteristics and function into similar classes. These classes are used to prioritize the delivery of maintenance activities. The maintenance classes are defined in Tables 201.01.01, 201.01.02 and 201.01.03. These may be adjusted from time to time to reflect changing usage and need requirements.


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Table 201.01.01 – Park Maintenance Classification

Primary Classification	Secondary Classification	
	A	B
1	<p>Level of Use</p> <ul style="list-style-type: none"> • venue for major events (Folk Festival, Hope Beach Volleyball) • draw from whole City and beyond (i.e. Britannia, Mooney's Bay) <p>Location</p> <ul style="list-style-type: none"> • waterfronts and beaches <p>Amenities</p> <ul style="list-style-type: none"> • washroom/change rooms • parking • may include sports fields 	<p>Level of Use</p> <ul style="list-style-type: none"> • occasional venue for events • booked for corporate picnics and the like <p>Location</p> <ul style="list-style-type: none"> • combined with other facilities such as a pool or arena <p>Amenities</p> <ul style="list-style-type: none"> • washroom/change rooms • parking • may include sports fields or unique attractions, like a skateboard area (i.e. Brewer Park)
2	<p>Level of Use</p> <ul style="list-style-type: none"> • venue for several community scale events <p>Location</p> <ul style="list-style-type: none"> • combined with a school or community centre • inner city sites • heritage sites <p>Amenities</p> <ul style="list-style-type: none"> • washrooms • parking • may include sports fields or a wading pool • play structures 	<p>Level of Use</p> <ul style="list-style-type: none"> • occasional venue for community events <p>Location</p> <p>Amenities</p> <ul style="list-style-type: none"> • washrooms • parking • may include sports fields or a wading pool • play structures
3	<p>Level of Use</p> <ul style="list-style-type: none"> • used for leisure by nearby residents <p>Location</p> <ul style="list-style-type: none"> • inner city sites • heritage sites <p>Amenities</p> <ul style="list-style-type: none"> • play structures • may have a parking lot 	<p>Level of Use</p> <ul style="list-style-type: none"> • used for leisure by nearby residents <p>Location</p> <p>Amenities</p> <ul style="list-style-type: none"> • may include a play structure



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Table 201.01.02 –Sports Field Maintenance Classification

Primary Classification	Secondary Classification	
	A	B
1	Level of Use <ul style="list-style-type: none"> venue for national or international events (i.e. Minto Field) Location Amenities <ul style="list-style-type: none"> show piece field, may include artificial turf irrigated fields lighting, bleachers washrooms, field house parking 	Level of Use <ul style="list-style-type: none"> draws competitive level players from across city and beyond for matches and tournaments (i.e. Shefford Rd Park) Location Amenities <ul style="list-style-type: none"> washrooms, field house lighting, bleachers may be irrigated parking
2	Level of Use <ul style="list-style-type: none"> adult and youth competitive leagues Location Amenities <ul style="list-style-type: none"> may have lighting, bleachers may be irrigated washrooms, field house parking 	Level of Use <ul style="list-style-type: none"> youth and adult recreational leagues Location Amenities <ul style="list-style-type: none"> may have washrooms or a field house may have bleachers parking
3	Level of Use <ul style="list-style-type: none"> youth leagues Location <ul style="list-style-type: none"> adjacent to a school Amenities <ul style="list-style-type: none"> single field, may be of regulation size may include parking 	Level of Use <ul style="list-style-type: none"> entry level developmental leagues or informal practice Location Amenities <ul style="list-style-type: none"> single field, may be of regulation size

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	INSPECTIONS General Visual		
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Outcome

The main outcome of **general visual inspections** is safe parks, sports fields and natural areas through the identification and reporting of conditions that could pose a hazard to users.

Description

This standard requires that parks, sports fields and natural areas be regularly monitored for safety. In addition, all other damage or wear is to be noted so that assets can be repaired to prevent further damage or to extend the service life of those assets.

Inspection is primarily visual with an emphasis on any obviously broken or damaged elements, or excessive wear. The inspection will not require physical testing or measurement such as is required for play structures or bleachers. Visual inspections shall include the monitoring and reporting of the conditions listed below. These are to be addressed in accordance with the standards defined for each of these conditions.

- Site Furniture;
- Playground equipment;
- Fences;
- Signs;
- Turf;
- Plant material;
- Litter and graffiti
- Pathways (Summer conditions);
- Light standards (fixture, not bulb).

Standard

All City facilities are to be visually inspected. The visual inspections are to be documented.

Service Level

The frequency of visual inspections is defined in Tables 202.01.01. These inspections are to be carried out between April and November, subject to seasonal weather conditions.

Related Standards



	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	INSPECTIONS General Visual		
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Table 202.01.01 General Visual Inspections

Description	Frequency
Parks and Sports Fields	Weekly as damage reports. Monthly as full visual inspection reports.
Conservation Lands	As required – or as per damage reports

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	INSPECTIONS Play Structures		
Date: Sept 3, 2004	Page 1 of 1	Reference 202.02	Rev. No. 0

Outcome

The main outcome of **play structure inspections** is safe and properly functioning assets through the identification and reporting of unsafe conditions such that appropriate action can be taken.

Description

The intent of this standard is to provide equipment that is in safe and working condition and to maintain the surrounding area so that it is clear of potential hazards. Inspections will also record and report items to be remediated. These inspections are to include all aspects of play structures, equipment and sand as set out by the Canadian Safety Association.

Standard

The inspection forms and item checklist must conform or exceed the standard as defined in the Canadian Safety Association current edition of “A Guideline on Children’s Play Spaces and Equipment, A National Standard of Canada”. This National Standard sets out two levels of inspections.

- a.) Visual Inspection: to identify defects or emerging problems. See 202.01 General Visual Inspections.
- b.) Detailed Inspection: a detailed inspection conforming to the CSA National Standard, Appendix ‘C’, Recommended Maintenance.


Service Level

The frequency of inspection is defined as follows for all play equipment and play spaces:

- general visual inspection during routine maintenance,
- a detailed inspection once per month

Related Standards

202.01 INSPECTION - General Visual
204.02 REMEDIAL REPAIRS – Play Structures
206.05 CLEANUP – Hazardous Items and Graffiti

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	TURF MANAGEMENT Mowing and Trimming		
Date: Sept 3, 2004	Page 1 of 2	Reference 203.01	Rev. No. 0

Outcome

The main outcome of **mowing and trimming** is safe and healthy turf for all users as accomplished through regular cutting cycles.

Description

Regular mowing is intended to maintain turf at a uniform height. Regular mowing is not only beneficial to the plant but also reduces the amount of thatch that builds up over time. In addition, regular cutting promotes denser turf thereby discouraging weed species.

A regular turf height is necessary on sports fields in order to maintain a safe playing condition. In naturalized areas mowing is a tool used to define sight lines along vehicular and pedestrian corridors. When timed properly mowing can help reduce the maturation and spread of weeds.

Trimming is an activity that involves the cutting of long grasses and/or weeds from around site furniture, fences, and trees; or where areas have been missed by or are inaccessible to mowing equipment. Precautions to not girdle (damage the bark) of existing vegetation must be exercised.

Standard

The standard is to cut and trim to the following conditions:


- Parks to a height of 60-75 mm with a maximum height of 100 mm.
- Sports Fields: to a height of 60 mm with a maximum height of 80-90mm depending on class.

This standard does not apply to locations that have been defined for naturalization.

Service Level

The frequency of grass cutting is defined in Table 203.01.01.

Mowing and trimming are normally prescheduled activities between the months of May and October, subject to weather conditions. The schedule may not correspond with the actual rate of grass growth. Scheduling of mowing and trimming may have to be increased in the cool damp spring and fall weather and decreased in mid summer drought conditions.

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Status: Recommended for Council Approval	TURF MANAGEMENT Mowing and Trimming		
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Related Standards

- 202.01 INSPECTIONS – General Visual
- 203.02 TURF MANAGEMENT – Naturalization
- 203.03 TURF MANAGEMENT – Aeration
- 203.04 TURF MANAGEMENT – Fertilization
- 203.05 TURF MANAGEMENT – Topdressing and Overseeding
- 204.04 REMEDIAL REPAIRS – Turf

Table 203.01.01 Parks and Sports Fields - Mowing and Trimming

Facility Classification		Parks Frequency	Sports Fields Frequency
1	A	5 to 7 days	Every 3 days
	B		Every 3-5 days
2	A	10 to 14 days	Every 5-7 days
	B		
3	A	10 to 14 days	Every 5-7 days
	B		

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	TURF MANAGEMENT Naturalization		
Date: Sept 3, 2004	Page 1 of 1	Reference 203.02	Rev. No. 0

Outcome

The main outcome of **naturalization** is a bio-diverse habitat resulting from the reduction in area of turf that needs mowing on City owned properties.

Description

Naturalization reduces the amount of mowed areas maintained by the City and promotes slowing and filtration of surface water run-off. Naturalization also has the added benefit of promoting a healthier, more bio-diverse city that provides habitat to birds, butterflies, waterfowl and the like. By reducing the amount of areas that require mowing we are better able to improve the quality of existing turf areas for future generations.

Standard


In order to reduce the quantity of mowed areas, a consistently un-mown edge condition and designated un-mown areas shall be initiated and maintained. Layout of the mowing limits will be site specific and should include marked up site plans and possibly edge demarcation to guide operators, particularly in the spring.

Service Level

Not applicable.

Related Standards

203.01 TURF MANAGEMENT – Mowing and Trimming

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	TURF MANAGEMENT Aeration		
Date: Sept 3, 2004	Page 1 of 1	Reference 203.03	Rev. No. 0

Outcome

The main outcome of **turf aeration** is safe and usable park and sports field surfaces by promoting good turf growing conditions, softer soil conditions and by discouraging weed growth.

Description

This standard requires the use of tractor drawn aerating equipment to punch holes/slice into soil horizon in order to reduce soil compaction and increase air exchange and water penetration. Aeration also aids in reducing thatch build-up.

Aeration is a regular Integrated Turf Management (ITM) activity that promotes the vigor and health of turf grass. In doing so it enables turf to withstand or discourage stresses to a greater extent, such as drought and infestation. In this sense aeration contributes to the longevity of turf infrastructure, particularly in heavily compacted areas such as sports fields.

Standard

Coverage should be uniform and to a depth of 50mm-100mm depending on field conditions. Note that the frequency and timing of aeration are weather-dependent and that aeration can encourage moisture loss in hot dry weather, or be impractical when soils are “baked hard”.

Service Level

The frequency of aeration is defined in Table 203.03.01.

Additional aeration cycles may be required as soon as practicable as a counter measure to compaction after large sporting events or public gatherings such as outdoor festivals.


Related Standards

204.04 REMEDIAL REPAIRS – Turf

Table 203.03.01 Parks and Sports Fields – Aeration

Facility Classification		Parks	Sports Fields
1	A	Up to 3 times per season	4 times per season
	B	Up to 2 times per season	
2	A	Spot Treatment as required	3 times per season
	B		
3	A	Spot treatment as required	2 times per season
	B		

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	TURF MANAGEMENT Fertilization		
Date: Sept 3, 2004	Page 1 of 1	Reference 203.04	Rev. No. 0

Outcome

The main outcome of **fertilizing turf** is safe and usable sports field surfaces by promoting good turf growing conditions.

Description

Fertilization is a regular Integrated Turf Management (ITM) activity that promotes the vigor and health of turf grass. In doing so it enables turf to withstand or discourage stresses to a greater extent, such as drought and weed infestation, and thus promotes the longevity and viability of turf infrastructure.

Premium grade fertilizer is applied in granular form and slowly releases nutrients into the soil. These nutrients facilitate vigorous growth of roots and blades. However, since fertilization promotes plant growth, the use of fertilizers must be balanced with appropriate mowing regimes for an effective ITM strategy.

Standard

The application of premium grade fertilizers will be even and free of burn spots. Application rates is to be based on manufacturer's recommendations.

Service Levels

The frequency of fertilization is defined in Table 203.04.01.


Related Standards

207.02 SPORTS FIELDS – Irrigation Systems

Table 203.04.01 Sports Fields Fertilization

<u>Facility Classification</u>		Sports Fields
1	A	3 applications per season
	B	
2	A	2 applications per season
	B	
3	A	2 applications per season
	B	

Note: - Refer to Table 201.01.02 for description of sports field classes.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	TURF MANAGEMENT Topdressing and Overseeding		
Date: Sept 3, 2004	Page 1 of 1	Reference 203.05	Rev. No. 0

Outcome

The main outcome of **topdressing and overseeding** is safe and usable sports field surfaces by promoting good turf conditions.

Description

Topdressing involves the application of granular and/or organic material to eliminate uneven playing and passive surfaces and to promote turf growth. In addition, top dressing, with the addition of sand, can over several years help reduce the effect of compaction.

Overseeding is a regular Integrated Turf Management (ITM) activity that contributes to denser, thicker turf that enables it to discourage stresses such as infestation. Overseeding contributes to the longevity of turf infrastructure.

Standard

Soil materials should be added uniformly. Organic/soil mix may include grass seed and/or fertilizer. The decision to top dress is dependent on site conditions and may be part of a field or turf remediation program. This judgment must be made on a site-specific and seasonal basis.

Service Level

The frequency of topdressing and overseeding of sports fields is defined in Table 203.05.01. Topdressing is to be carried out based on site-specific conditions.


Related Standards

204.04 REMEDIAL REPAIRS – Turf

Table 203.05.01 Parks and Sports Fields - Topdressing and Overseeding

Facility Classification		Topdressing		Overseeding	
		Parks	Sports Fields	Parks	Sports Fields
1.	A	Spot application as required	Once per season	Spot application as required	Once per season
	B				
2.	A		Once per season		Once per season
	B				
3.	A		Spot application as required		Spot application as required
	B				

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Site Furniture and Fencing		
Date: Sept 3, 2004	Page 1 of 2	Reference 204.01	Rev. No. 0

Outcome

The main outcome of **remedial repairs to site furniture and fencing** is safe assets for all users and maximized service life of the site furniture and fences.

Description

This standard defines the priority to respond and repair deficiencies in site furniture and fencing such that they are fixed and responded to according to priority: Priority A shall receive the quickest response, while Priorities C and D are attended to when practicable as scheduled through planned maintenance activities. Differences in response time reflect the nature of the work to be accomplished and whether that work implicates public liability or is simply a quality of life matter.

The lowest priority, 'D' refers to unsightly conditions such as "tagging" graffiti. Hate message graffiti is to be removed or covered as set out in 206.05 CLEAN-UP- Hazardous Items and Graffiti.

The term Site Furniture includes:

- Benches
- Bleachers
- Light Standards
- Garbage Receptacles
- Bicycle Racks
- Fencing, Backstops, Gates and the like

Standard

- Priority A- damage/condition that presents an immediate hazard (public liability)
- Priority B- damage/condition that impairs functions and/or operations of equipment i.e. broken gate hinge, broken bench slats, sharp ends of chain-link fence
- Priority C- damage/condition that contributes to long-term decline of the infrastructure i.e. worn paint that allows for rot or rust.
- Priority D- damage/condition that is unsightly (quality of life), such as "tagging" graffiti or excessively dirty.

Service Level

The response times are defined in Table 204.01.01.

Related Standards

- 202.01 INSPECTIONS – General Visual
- 206.05 CLEANUP – Hazardous Items and Graffiti



	Public Works and Services MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Site Furniture and Fencing		
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Table 204.01.01 Remedial Repairs of Site Furniture and Fencing

Priority of Damage	Action	Time
A	Make safe by repairing or removing hazardous conditions	Within 4 hours
B	Remove broken item to prevent further damage or potential hazard, or repair	Within 5 working days
C, D	Schedule into planned maintenance	As soon as practicable

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Play Structures		
Date: Sept 3, 2004	Page 1 of 1	Reference 204.02	Rev. No. 0

Outcome

The main outcome of **remedial repairs to play structures** is safe assets for all users and maximized service life of the play structures.

Description

All repairs must comply with the Canadian Safety Association National Standard. In addition, all maintenance and repair should be documented as part of the Annual Comprehensive Report as per 202.02 INSPECTIONS - Play Structures. The urgency of the repair must be assessed based on the damage observed. Should the repair take time, reasonable measures should be taken to restrict access to the play structure. Warning or danger signs are not acceptable. If a component is removed for repair, the safety of any remaining portions of the structure should be insured.

Standard

- Priority A- damage/condition that presents a hazard (public liability) i.e. hate graffiti, broken glass, splintered bench, discarded IV needles
- Priority B- damage/condition that impairs functions and/or operations of equipment i.e. broken gate hinge
- Priority C- damage/condition that contributes to long-term decline of the infrastructure i.e. worn paint that allows for rot or rust.
- Priority D- damage/condition that is unsightly (quality of life) i.e. graffiti

Service Levels


The response times are defined in Table 204.02.01.

Related Standards

- 202.01 INSPECTIONS – General Visual
- 202.02 INSPECTIONS – Play Structures
- 206.04 CLEANUP – Sand
- 206.05 CLEANUP – Hazardous Items and Graffiti

Table 204.02.01 Remedial Repairs of Play Structures

Priority of Condition	Action	Time
A	Make safe by repairing or removing hazardous conditions	Within 4 hours
B	Remove broken item to prevent further damage or potential hazard, or repair	Within 5 working days
C, D	Schedule into planned maintenance	As soon as practicable

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Relamping of Light Standards		
Date: Sept 3, 2004	Page 1 of 1	Reference 204.03	Rev. No. 0

Outcome

The main outcome of **relamping of light standards** is illumination to facilitate safe and secure nighttime use of city owned parks and sports fields.

Description

This standard relates to the replacement of light bulbs in light standards along pathways, in parks and in sports fields.

Standard

For light standards in parks and along pathways, the time set in Table 204.03.01 shall apply if:

- 1 or more light standards are not functioning.

For light standards in sports fields, the time set in Table 204.03.01 shall apply if:

- 2 or more lights on multiple light standards are not functioning.

Preventive maintenance through relamping is being undertaken in accordance with operational procedures and manufacturer's recommendations.

Service Level

The response times for parks and sports fields are defined in Table 204.03.01.

Light standards along pathways are to be relamped within 5 working days after becoming aware that the lights are not functioning.

The duration time to repair the light standards may extend beyond the times defined above if the source of the lighting problem extends beyond a simple bulb replacement, such as damaged light fixture, damaged ballasts, etc. In such case the light standards shall be repaired as soon as practicable.


Related Standards

202.01 INSPECTIONS – General Visual

Table 204.03.01 Relamping of Light Standards – Parks and Sports Fields

Facility Classification		Parks	Sports Fields
1	A, B	5 working days	3 working days
2	A, B	10 working days	5 working days
3	A, B	10 working days	10 working days

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Turf		
Date: Sept 3, 2004	Page 1 of 1	Reference 204.04	Rev. No. 0

Outcome

The main outcome of **remedial turf repairs** is safe, aesthetically pleasing and usable/playable parks and sports field surfaces through the repairs of localized areas of damaged grass.

Description

Turf repairs include the restoration of damaged turf areas to maintain safe and smooth surfaces. The level of turf repairs is dependent on level of severity, extent, site conditions, level of use, time of year, and urgency.

Overseeding is a regularly occurring Integrated Turf Management (ITM) activity that contributes to denser, thicker turf that enables it to discourage stresses such as infestation. Therefore overseeding contributes to the longevity of turf infrastructure and is more cost effective than re-sodding.

Standard

The repair may entail removal of existing dead turf, replenishment of topsoil and reinstatement of grade and sod or seed, or simply overseeding without topdressing. The new sod or topsoil/seeding should be level with the abutting retained turf for a seamless transition.

Affected park/field surfaces or sections thereof may require rest periods following the completion of the repairs.


Service level

Damaged turf conditions that could pose a safety hazard to the users are to be investigated the same day the conditions are reported, otherwise repairs are to be scheduled as part of planned maintenance activities.

Related Standards

202.01 INSPECTIONS – General Visual

203.06 TURF MANAGEMENT – Topdressing and Overseeding

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Drainage		
Date: Sept 3, 2004	Page 1 of 2	Reference 204.05	Rev. No. 0

Outcome

The main outcome of maintaining **drainage systems and appurtenances** is to permit these to function as intended in order to reduce potential flooding conditions that could present a safety hazard or that could degrade the quality of the infrastructure.

Description

This standard applies to the following drainage systems/appurtenances:

- culverts
- drainage swales/ditches
- catch basins

These drainage systems are intended to accommodate the flow of surface water to an appropriate outlet.

This standard defines the priority to respond and repair deficiencies whereby Priority A shall receive the quickest response and Priority C is attended to when practicable or as scheduled through planned maintenance (i.e. catch basin cleaning, etc).

Standard

Priority A- obstructed drainage systems causing flooding that pose a hazard

Priority B- partially obstructed drainage systems causing intermittent water backups that do not pose a safety hazard but that over extended periods of time could impact the quality of the infrastructure

Priority C- deterioration of drainage related systems that do not pose a safety hazard

Maintenance activities are to be carried out in accordance with applicable guidelines, procedures, policies and Provincial regulations.

Service Level


The response times are defined in Table 204.05.01 and are taken after becoming aware of the conditions.

Related Standards

202.01 INSPECTIONS – General Visual


206.01 CLEANUP – Spring Cleanup

206.02 CLEANUP – Fall Cleanup

	Public Works and Services MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	REMEDIAL REPAIRS Drainage		
Date: Sept 3, 2004	Page 2 of 2	Reference 204.05	Rev. No. 0

<u>Table 204.05.01 – Park Drainage Systems</u>

Priority of Condition	Action	Response Time
A	Clearly mark as a hazard and undertake action to remove the hazard	As soon as practicable but not to exceed 4 hours
B	Undertake action to repair/correct the deficiency	Within 30 days
C	Schedule into planned maintenance or rehabilitation programs	As practicable

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	SHRUBS Shrub Beds		
Date: Sept 3, 2004	Page 1 of 1	Reference 205.01	Rev. No. 0

Outcome

The main outcome of **shrub bed maintenance** is healthy and aesthetically pleasing shrub beds.

Description

This standard applies to shrub beds located in parks. This standard does not pertain to boulevards. Maintenance activities could include:

- Removal of weeds;
- Mulching of beds;
- Removal of trash and debris;
- Trimming of shrub plantings and hedges;
- Inspect for disease or pests and take remedial action.

Volunteer and community groups may supplement maintenance activities.

Standard


The intent is for shrub beds to be maintained adequately.

Service Level

Shrub beds are to be maintained on a reactive basis only.

Related Standards

106.01 CLEANUP (Right-of-Way) – Spring Cleanup
 202.01 INSPECTIONS – General Visual
 203.01 TURF MANAGEMENT – Mowing and Trimming
 206.01 CLEANUP – Spring Cleanup
 206.02 CLEANUP – Fall Cleanup

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	CLEANUP (Parks and Sports Fields) Spring Cleanup		
Date: Sept 3, 2004	Page 1 of 1	Reference 206.01	Rev. No. 0

Outcome

The main outcome of the **spring cleanup** is clean and safe parks and sports fields by removing debris and deleterious materials that have accumulated through the winter season and in a manner that preserves the quality of turf.

Description

The activities described in this section are primarily intended to clean-up litter/debris that may have accumulated over the winter season and to remove residual grit from winter snow clearing and sanding operations. Turf in parks and sports fields will benefit from raking or power brooming which removes thatch and loosens the surface of the soil.

This standard also includes the removal of grit and debris from sumps of catch basins and within culverts (if required), as well as clearing debris from inlets to ensure free drainage conditions. Damaged or broken catch basin structures or culverts shall be reported for evaluation and repair.

- Collect litter
- Rake or broom turf
- Sweep parking lots, paths and courts
- Hose down areas exposed to road salt
- Remove thatch
- Clean catch basin sumps and culverts, if required

Cleanup activities may be supplemented through volunteer and community groups.

Standard

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.


Should hazardous items be encountered, staff should notify the trained response personnel and stay on site until that hazard is removed or made safe.

Service Level

Spring cleanup is to be completed by May 31st, subject to weather conditions.

Related Standards

206.05 CLEANUP – Hazardous Items and Graffiti

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	CLEANUP (Parks and Sports Fields) Fall Cleanup		
Date: Sept 3, 2004	Page 1 of 1	Reference 206.02	Rev. No. 0

Outcome

The main outcome of the **fall cleanup** is clean parks and sports fields prepared for the winter season and preserving some of the assets by protecting or removing them from the winter elements.

Description

The extent of fall clean-up is site specific and may include the following activities:

- Removal of designated site furniture: benches, waste receptacles, bike racks;
- Mulch leaves on site;
- Visual inspection of catch basins and culverts to ensure that these are free of debris that could impede positive drainage;
- Winterize water play equipment, ornamental and drinking fountains, wading pools, etc.

Cleanup activities may be supplemented through volunteer and community groups.

Standard

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.

Should hazardous items be encountered, staff should notify the trained response personnel and stay on site until that hazard is removed or made safe.


Service Level

The fall cleanup is to be completed by November 15th, subject to weather conditions.

Related Standards

202.01 INSPECTIONS – General Visual

206.05 CLEANUP – Hazardous Items and Graffiti

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	CLEANUP (Parks and Sports Fields) Collection of Litter Containers		
Date: Sept 3, 2004	Page 1 of 1	Reference 206.03	Rev. No. 0

Outcome

The main outcome of the **collection of litter containers** is clean parks and sports fields, free of deleterious materials.

Description

Garbage receptacles are placed in parks and along pathways to reduce litter.

Frequency of garbage pick up is related to both the usage of the park and its profile. For example, parks in core areas generally receive more visitors and therefore require more frequent garbage collection. Similarly parks that host public events may require weekend or special pickups coordinated with those events.

Standard

Should hazardous items be encountered, staff should notify the trained response personnel and stay on site until that hazard is removed or made safe.

Service Levels

The frequency of collection is defined in Table 206.03.01. Some litter containers may require emptying through the winter months on a site-specific basis. Special events and tournaments may require additional pick-ups.


Related Standards

- 106.03 CLEANUP – Collection of Litter Containers
- 202.01 INSPECTIONS – General Visual
- 203.01 TURF MANAGEMENT – Mowing and Trimming
- 206.05 CLEANUP – Hazardous Items and Graffiti

Table 206.03.01 - Collection of Litter Containers (Parks and Sports Fields)

Facility Classification		Description	Summer	Winter
1	A	City Level	Daily	As required based on reduced number of litter containers
	B			
2	A	Community Level	2-3 times per week	
	B		1-2 times per week	
3	A	Neighbourhood Level	Once per week	
	B			

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.

	Public Works and Services MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	CLEANUP (Parks and Sports Fields) Sand Cleanup		
Date: Sept 3, 2004	Page 1 of 1	Reference 206.04	Rev. No. 0

Outcome

The main outcome of **sand cleanup** is safe sand surfaces at play structures and beaches, free of foreign objects that could pose a hazard.

Description

The intent of this standard is to reduce the chances of people coming into contact with dangerous objects or materials such as discarded needles or broken glass in sand surfaces. Additionally, sand at play structures must be loosened to improve its qualities as a protective surface.

Aside from picking up obvious or large objects, sifting and gilling is required to remove buried items and loosen sand surrounding play structures. Sand at play structures may require topping up periodically, or even removal and replacement as per specific site conditions or contamination.

Standard

All beaches shall receive a similar frequency of sifting and gilling.

At play structures, should sand require topping up or replacement, this shall be carried out in accordance with applicable policies and procedures. Should the sand be extensively contaminated, removal and replacement may be necessary.

Service Level

The frequency of sand cleanup is defined in Table 206.04.01. This is a seasonal operation beginning in May and ending in September (subject to weather conditions).

Related Standards

202.01 INSPECTIONS – General Visual


202.02 INSPECTIONS – Play Structures

206.05 CLEANUP – Hazardous Items and Graffiti

Table 206.04.01 - Sand Cleanup

Park Classification		Description	Raking of Play Areas at Play Structures	Raking at Beaches
1	A	City Level	Once per week	5 times per week
	B			
2	A	Community Level	3 times per year	N/A
	B			
3	A	Neighbourhood Level		
	B			

Note: - Refer to Tables 201.01.01 and 201.01.02 for description of park and sports field classes.
- Class 1 Parks with dedicated crews may rake more frequently as practicable.

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	CLEANUP (Parks and Sports Fields) Hazardous Items and Graffiti		
Date: Sept 3, 2004	Page 1 of 1	Reference 206.05	Rev. No. 0

Outcome

The main outcome of removing **hazardous items and graffiti** is a clean and safe City by removing items that present a physical safety hazard and by eradicating promptly graffiti with messages of hate or violence.

Description

Hazardous items are to be disposed of by qualified response personnel. Items might include discarded needles, broken glass, weapons or toxic substances. Marking the site with barricades or signs without direct supervision is unacceptable.

The intent of graffiti clean up is to provide priority to eradicate graffiti depicting messages of hate or violence.

Standard

If hazardous items are discovered during an inspection they should not be left unattended. The person carrying out the inspection (unless qualified and equipped) should remain on site until a hazards clean-up crew arrives.

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.

Service Level


Response times are as follows:

- hazardous items:
 - 1 hour during weekdays (during regular work hours)
 - 2 hours during weekdays (after regular work hours)
 - 2 hours during weekends and holidays
- graffiti (hate or violence): 24 hours

Other forms of graffiti, such as “tagging”, are to be removed subject to availability of resources. Graffiti located within a Council approved “zero-tolerance” zone shall be eradicated in accordance with the Council directive.

Related Standards

- 106.04 CLEANUP – Hazardous Items and Graffiti (Right-of-Way)
- 202.01 INSPECTIONS – General Visual
- 206.03 CLEANUP – Collection of Litter Containers (Parks and Sports Fields)

	<i>Public Works and Services</i> MAINTENANCE QUALITY STANDARDS		
Status: Recommended for Council Approval	SPORTS FIELDS Infield Maintenance		
Date: Sept 3, 2004	Page 1 of 1	Reference 207.01	Rev. No. 0

Outcome

The main outcome of **infield maintenance** is safe and functional playing surfaces for baseball/softball infields and warning tracks.

Description

This standard involves grooming by mechanically raking (gilling) and hand raking of the granular/soil mix in the infields and warning tracks to provide a smooth, level, weed-free playing surface, free of puddles and suitably loosened for play.

Maintenance activities include:

- Gilling of infield;
- Topping up granular/soil mix as required;
- Hand raking around bases and pitcher's mound;
- Gilling of warning track (less frequently than infield).

Additional raking may be provided by the sports leagues. Bases and line marking are the responsibility of the leagues.

Standard

The infields and warning tracks should be smooth, level, weed free and loosened to facilitate play. The level of grooming may vary subject to soil type and condition.

Service Level

The grooming frequency of infields is defined in Table 207.01.01.


Related Standards

202.01 INSPECTIONS – General Visual

Table 207.01.01 - Sports Fields Infield Maintenance

Facility Classification		Description	Grooming of Infield
1	A	City Level	5 times per week
	B		
2	A	Community Level	3 times per week
	B		
3	A	Neighbourhood Level	1 time per week
	B		

Note: - Refer to Table 201.01.02 for description of sports field classes.

	Public Works and Services MAINTENANCE QUALITY STANDARDS
Status: Recommended for Council Approval	SPORTS FIELDS Irrigation Systems
Date: Sept 3, 2004	Page 1 of 1 Reference 207.02 Revision No. 0

Outcome

The main outcome of maintaining **irrigation systems** is adequate operating systems to provide an appropriate supply of water to sports fields, thus improving the overall health of the turf and providing safer playing surfaces.

Description

High-level sports fields have heavy athletic demands placed on them. In order for turf to withstand the intensity of athletic use it requires irrigation, particularly in dry periods. Along with other ITM activities, irrigation will improve the overall health of turf and provide for an appropriate and safer playing surface at these levels of play.

Maintenance activities include:

- Seasonal inspection and testing;
- Removal of water before freeze-up;
- Monitoring and adjustment of water quantities in response to rainfall.

Standard

Fields require approximately 25 mm of water per week, or enough to thoroughly soak turf to the depth of the root zone. This requires monitoring of the turf, soil moisture and inspection of irrigation equipment as well as periodic adjustment of watering times and duration in response to seasonal conditions.

Service Level

The service level is defined as follows:

- inspect and test each spring;
- monitor soil moisture weekly and adjust system as required;
- replace damaged or missing sprinkler heads;
- schedule fall blow-out before October 30th.


Related Standards

202.01 INSPECTIONS – General Visual

203.01 TURF MAINTENANCE – Mowing and Trimming

206.01 CLEANUP – Spring Cleanup

206.02 CLEANUP – Fall Cleanup

	Public Works and Services MAINTENANCE QUALITY STANDARDS
Status: Recommended for Council Approval	CENOTAPH Site Maintenance
Date: Sept 3, 2004	Page 1 of 1 Reference 208.01 Revision No. 0

Outcome

The main outcome of **Cenotaph Site Maintenance** is safe and aesthetically pleasing cenotaph areas maintained to the appropriate levels of service applicable to the site-specific attributes.

Description

The intent of this standard is to provide cenotaph areas that are in safe and aesthetically pleasing condition and to maintain the surrounding area so that it is clear of potential hazards while ensuring site-specific attributes are maintained to the appropriate levels of service.

Where flowerbeds or planters with flowers are present, floral displays will be maintained as required to ensure healthy growth and remove unsightly weeds.

Visual inspections of surrounding areas will record and report items to be remediated and ensure all attributes are in appropriate condition.

Regular Grass Cutting is intended to maintain grassed areas at levels appropriate with the type and use of the grass and remedial turf repairs are intended to restore damaged turf areas.

Shrub Maintenance is intended to ensure healthy and aesthetically pleasing shrub beds.

Cleanup is intended to ensure clean areas free of deleterious materials and to remove graffiti (Spring, Fall, Collection of Litter, Hazardous Items and Graffiti)

Standard

All Cenotaph areas will be adequately maintained as appropriate.

Service Level

The type, frequency and level of service will be in accordance with the applicable level of service specific to the attributes situated at each site.

Related Standards

- 202.01 INSPECTION - General Visual
- 203.01 TURF MANAGEMENT – Mowing and Trimming
- 204.04 REMEDIAL REPAIRS – Turf
- 205.01 SHRUBS – Shrub Beds
- 206.01 CLEANUP – Spring Cleanup
- 206.02 CLEANUP – Fall Cleanup
- 206.05 CLEANUP – Hazardous Items and Graffiti
- 107.03 SAFETY AND TRAFFIC CONTROL DEVICES - Guide Rails and Barriers