

OVERVIEW

Santa Barbara has a rich horticultural heritage as reviewed in Attachment A of the *Parks Employee Orientation Manual*. The vision, dedication and hard work of past generations of park arborists and horticulturists resulted in one of the most beautiful parks systems in the world. Local citizens and tourists alike, appreciate the beauty, diversity and expanse of our public spaces. Both current and future generations are dependent upon Park's staff to preserve and enrich this community treasure.

Our mission is that "our parks are a place where people want to come to enjoy their recreation and leisure." To achieve this mission, it is up to each of us to carry the torch of our rich horticultural heritage and to strive to meet the high goals and maintenance standards set forth in this manual. Parks Division staff is accountable for these standards as it pertains to their job and is to use this manual in conjunction with the following:

- ***Parks Employee Orientation Manual*** orients staff to the City of Santa Barbara, the Parks and Recreation Department, and the Parks Division. It reviews our organizational structure, key roles and responsibilities, and policies and, procedures related to employment, public service, and City facilities and equipment.
- ***Parks Division Safety Manual*** is designed to help employees prevent accidents and injury through job hazard and safety awareness and safety policies and procedures.
- ***Integrated Pest Management (IPM) Strategy*** defines the policies and procedures for the City's IPM program.
- ***Parks Division Driver Manual*** provides policies and procedures for driving on the job and operating City vehicles.

PARK MAINTENANCE STANDARDS, PRIORITIES & P³'S

Each site maintained by the Parks Division is assigned one of the Maintenance Service Levels (MSL) reviewed on the next page. Level 1 is assigned to our most visible and popular sites and Level 5 is assigned to most open spaces and undeveloped parks. Maintenance frequency and quality standards are defined for maintenance tasks for each MSL throughout this manual. These standards define **minimum** maintenance levels. They help to clearly define expected outcomes of staff's efforts and to establish consistency through the entire park system. Standards have been set by evaluating the quality or work that can be achieved with available resources.

Our Goals

- *To maintain a high degree of horticultural standards characteristic of our horticultural heritage.*
- *To incorporate the latest practices and innovations to make us more effective.*
- *To create a working atmosphere of mutual respect and trust.*
- *To endeavor to provide a safe environment.*
- *To strive for the highest quality in workmanship.*
- *To contribute to the community by making our City the most beautiful in the world.*
- *To create a working environment that develops staff to their fullest potential.*
- *To develop a strong relationship with the community that fosters a spirit of Volunteerism.*
- *To remain sensitive to the community needs and interests, and attempt to meet our motto: "To Enhance and Beautify."*

	MSL-1	MSL-2	MSL-3	MSL-4	MSL-5
Site Maintenance Quality	Very High	High	Mod-High	Moderate	Open Space
Maintenance Visits	3 – 7 weekly	3 – 5 weekly	2 – 3 weekly	1 weekly – 1 monthly	As defined per site
Inspect Playgrounds & Clean Restrooms	Daily	Daily	Daily	N.A.	N.A.

The goal should always be to achieve established standards on each maintenance visit. However, this may not always be possible due to unplanned challenges and circumstances. Plan work appropriately so standards may be consistently achieved. When unexpected events obstruct these plans, respond positively with a can do spirit and provide the best care possible. Always make safety the number one priority. This includes personal safety and the safety of co-workers and the public. Staff shall abide by the *Parks Division Safety Manual* and safety training provided. When working with chemicals, pesticides or hazardous substances, staff shall read the Material Safety Data Sheets (MSDS) which are posted in the lunch room, and have their Supervisor review hazards and safety protocols with them. Parks field staff should always wear work shoes for all tasks (as reviewed in the *Employee Orientation Manual*) and any supplemental personal protective equipment specified for the task.

Our Priorities

- SAFETY** for the public and staff is always our 1st priority. Always make safety first.
- KEEP IT CLEAN.** After safety, focus on inspecting & cleaning restrooms, then clean parks and facilities.
- KEEP IT GREEN** Routine parks maintenance and improvement projects.

Our priorities are reviewed in more detail in the Employee Orientation & Training Manual.

In 2002, the City implemented a performance management system. Employees named this system the “P³” program (Paradise Performance Program). The P³ program places an increased focus on the mission of each program. Each fiscal year, performance objectives are developed and incorporated into the annual budget. These objectives relate to high customer satisfaction and program effectiveness and efficiency. Progress is monitored with quarterly status reports which are available on the City’s Intranet or through the Supervisor. Quarterly status reports are reviewed by City Council and are available to the public and all City staff.

Specific performance objectives for the Parks Division have been defined. These standards are annually updated and distributed to Parks staff. It is important we work together effectively to achieve our P³ objectives. This will help us to gain the support of the public and City Council that we need to do our jobs.

MAINTENANCE TASKS

TASK FREQUENCY STANDARDS

The table below lists key maintenance tasks performed by Park's staff with the frequency each task is performed for each MSL designation. In some cases, frequencies may vary by site, season or at the discretion of the Park Superintendent. Variations are noted in detailed task procedures which follow this table.

Task Name	MSL-1	MSL-2	MSL-3	MSL-4
Inspect or Check Sites				
Inspect Site	3-7 weekly	3 – 5 weekly	2 – 3 weekly	1 weekly - Monthly
Drive By & Visual Site Inspections	2 weekly	Weekly	Weekly	Weekly
Monthly Park Site Safety Inspection	Monthly	Monthly	Monthly	Monthly
Site Clean-up				
Service Restrooms	Daily	Daily	Daily	Daily
Inspect & Clean Restrooms	Daily	Daily	Daily	Daily
Detail Restrooms	Weekly	Weekly	Weekly	Weekly
Clean Outside Showers	Weekly	Weekly	Weekly	Weekly
Abate Graffiti	Within 3 days	Within 3 days	Within 3 days	Within 3 days
Pickup Litter	3 weekly or when full	2 weekly or when full	Weekly or when full	Monthly or when full
Raking	As needed	As needed	As needed	As needed
Blow off/Sweep Hardscapes	Weekly	Weekly	Monthly	Work Order
Empty Trash Cans	2 weekly or when full	Weekly or when full	Weekly or when full	Weekly or when full
Empty Ash Cans	Weekly	Weekly	Weekly	Weekly
Inspect/Clean Picnic Tables	Weekly	Weekly	Weekly	2 monthly
Clean Benches	Monthly	Monthly	Monthly	Monthly
Clean Barbeques	2 monthly	2 monthly	2 monthly	Quarterly
Remove Illegal Encampments	As needed	As needed	As needed	As needed
Irrigation				
Inspect irrigation system	2 monthly	Monthly	Monthly	Monthly
Repair Irrigation System	As needed	As needed	As needed	As needed
Test Soil Moisture with Soil Probe	2 monthly	Monthly	Monthly	Monthly
Process Satellite Alarm Report	Daily (M-F)	Daily (M-F)	Daily (M-F)	Daily (M-F)
Supplemental Irrigation	As needed	As needed	As needed	As needed
Maintain Turf				
Mow Turf	Weekly	Weekly	2 x Monthly	2 x Monthly
Edge Turf	2 x Monthly	2 x Monthly	2 x Monthly	Monthly
Weed Whip Valve Boxes	Monthly	Monthly	Monthly	Monthly
Aerate Turf	Work Order	Work Order	Work Order	Work Order
De-thatch Turf	Work Order	Work Order	Work Order	Work Order
Fertilize Turf	Work Order	Work Order	Work Order	Work Order