

*****DRAFT*****

Chapter 7: Operations & Maintenance

The work that is completed routinely – daily, weekly, monthly, or annually - often defines the quality of a park system. This chapter will describe the work programs that contribute to the achievement of comprehensive park maintenance.



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7.0 Introduction

Park maintenance activities begin when a park or facility becomes the responsibility of the City of Redmond either through purchase or construction completion. Strategic, regular maintenance insures on-going quality and longevity of the park. The ability to provide successful maintenance is positively supported by: well-designed facilities; the use of high-quality materials; established maintenance practices; an adequately funded capital project renovation and replacement program; and trained, dedicated, professional maintenance staff.

Professional maintenance practices are a key factor in the long-term success of department wide goals for maintaining high quality parks for customer satisfaction in recreation programs and general drop in use of parks and trails. In addition, maintenance and operations practices fulfill goals related to resource protection through tree and landscape planting and maintenance and invasive weed removal. Park maintenance encompasses many areas including landscape, buildings, small repairs, water management, urban forestry, and sports fields.

It is often maintenance practices that define the quality of a park system. Maintenance not only determines the outward appearance and supports the daily use of parks, but also contributes to the longevity of facilities, the ability of plant materials to successfully mature, and consistent user experiences.

Park Operations employs full-time staff trained and educated in natural resources, recreation, land management, construction methods, and ecology, who, along with seasonal staff members and contractors with technical expertise, complete maintenance activities to support park use.

7.0.1 Program Descriptions

Turf Maintenance

This program encompasses best management practices in an effort to maintain healthy conditions of natural turf to support a variety of recreational activities and create a clean aesthetic. The frequency of the maintenance activities will vary, and is dependent on the intensity of use on any specific site. Activities of the Turf Maintenance program are: mowing, edging, trimming, sweeping, turf repairs, amending and fertilizing, and renovation practices such as over seeding, aeration, de-thatching, sodding, and top dressing.

Facilities Support

This work program provides for the routine maintenance of restrooms, shelters, sport courts, and park furnishings. Activities include: cleaning and stocking of restrooms, trash removal, cleaning and preparing picnic shelters, cleaning and preparing cabins, maintaining barbecues, graffiti removal, pressure washing, blowing hard surfaces, and maintaining sport court markings and nets

Turf Maintenance, ?? Park



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Urban Forestry

This program is responsible for designated street trees, park trees, and forested parklands. The department installs, prunes, waters, and maintains trees throughout the city. Forested parklands are incorporated into the Green Redmond Partnership, which uses volunteers to support the active management of urban forests through the removal of invasive plants and planting native trees and shrubs. Staff supports this program by providing ongoing training, guidance, and support.

Trail Maintenance

Forty of the 50 miles of in Redmond are maintained for access, safety, and enjoyment. Maintenance activities include: brush control, surfacing additions, signage, bridge maintenance, hazard tree mitigation, trail construction, and maintenance of culverts or other water flow devices.

Horticulture

The maintenance of ornamental landscapes in parks and other municipal buildings includes activities such as: designing, installing, pruning, mulching, watering, caring for annual and perennial plantings, fertilizing, soil testing, and adding soil amendments.

Facilities Repair

This program is responsible for repairs to structures, infrastructure, and other park facilities. This work may include electrical, plumbing, construction, concrete, or fencing repairs. Installation of park furnishings such as benches, tables, and drinking fountains is completed by this work group, as well as small-scale facility renovation projects.

Water Management

The maintenance and management of the irrigation systems in parks, rights-of-way landscapes, and municipal buildings is completed by this work program. Irrigation supports plant life and is more efficient with water and labor than hand watering. Responsibilities include:

Graffiti Removal, The Edge Skate Park



Tree Maintenance



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Planting at ?? Park



Redmond Lights, Municipal Campus



Irrigation Repair, ?? Park.



activating the irrigation systems in spring, programming troubleshooting, maintaining and repairing, and winterizing the systems. The installation of small system additions and/or small drainage projects is also completed by this work group.

Preventative Maintenance

This program area covers a wide range of maintenance and small repair tasks with the goal of maintaining facilities to achieve their optimum useful life. Maintenance activities include: cleaning roofs and roof gutters, stenciling of parking areas and painting curbs, maintenance of drinking fountains and water features, building and security lighting, maintenance and repair to park furnishings, fencing, playground maintenance and monthly safety inspections, and small repairs or park improvement projects.

Community Park Management

The maintenance activities in community parks are conducted in support of programmed recreation activities, sports leagues, picnics, and drop-in use. The care and maintenance of natural turf and synthetic athletic fields, tennis courts, basketball and pickle ball courts, play grounds, picnic shelters, restrooms, pathways, parking areas, trails, and landscaped areas are all performed by Park staff. Staff members work closely with Recreation programming staff and user groups to facilitate a positive experience for park users

Events and Arts Support

The activities associated with supporting ongoing Recreation programs and scheduled events are diverse and dynamic. Activities range from participating in event planning, delivering supplies and materials, supporting event set-up, constructing custom displays, coordinating electrical support, and responding to emerging issues.

Contract Administration

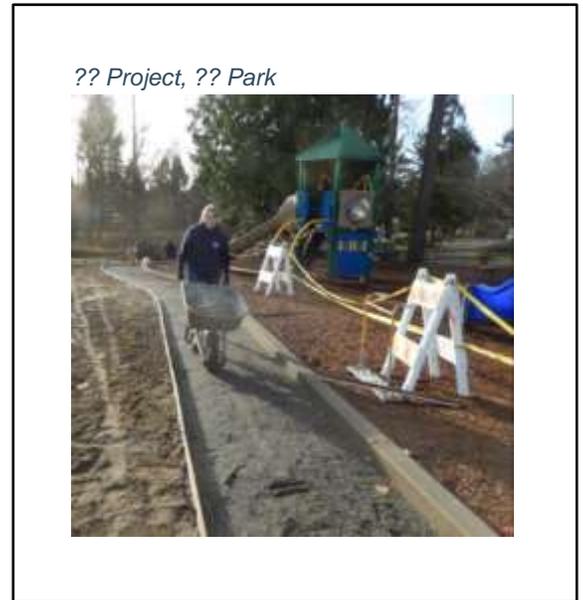
The coordination of on-going contracts (landscape maintenance of rights-of-way areas, security, and pest control) as well as developing and administering the contracted services to complete small park improvements or large-scale maintenance activities are included in

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this area. Examples of projects include: fencing renovations, synthetic turf replacement, lighting upgrades, asphalt overlays, and building renovations.

Park Improvement Projects

Small-scale improvements are designed to improve safety; decrease maintenance requirements; and enhance the customer experience. These projects are continuously identified, prioritized, and completed. Examples of past projects are: landscape renovations; the installation of concrete walkways to areas of high pedestrian activity; installation of barbecues, picnic tables, and benches; installation of play equipment; and trail development.



7.1 Goals

Park maintenance is essential to maintaining a welcoming and user-friendly park and trail system. Community members provided direction to staff as part of the PARCC Plan visioning process during public meetings, focus groups, and surveys. The following is a summary of their ideas:

- In a citywide statistically valid survey, maintenance of parks was a high priority. When asked to define a quality park, respondents stated the top three characteristics of a quality park were:
 1. Cleanliness – 99%
 2. Lots of plants and trees – 91%
 3. Modern and in good repair – 87%

7.2 Inventory

The Park Operations Division provides maintenance and operations services to all parks, trails, and many recreation facilities. The only exceptions are the four recreation buildings (Old Redmond Schoolhouse Community Center, Old Fire House Teen Center, Redmond Senior Center and Redmond Pool at Hartman Park), which are maintained by the Public Works Facilities Division.

Park Operations also maintains more than 2,000 street trees and many landscaped street right of ways. These improvements create a welcoming aesthetic within the city. Trees provide many environmental and health benefits. Landscaped right of ways help control traffic and provide more beautiful entryways into the city. The following exhibits show the inventory of those assets.

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Exhibit 7-1: Street Tree Inventory Map

Map coming soon as appendix

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Exhibit 7-2a: Landscaped Right of Way Inventory Map

Map coming soon as appendix

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7.3 Need & Demand

Maintenance of the parks system is essential for the City to:

- Be accountable to the community in preserving the value of our parks and recreation assets,
- Allow community members continued safe access to those amenities,
- Provide proactive maintenance that prevents replacement of a park asset at a much higher cost
- Maintain the quality of life in Redmond.

Exhibit 7-3: Redmond Citizens Value Quality Parks

- 87% of survey respondents value facilities that are modern and kept in good repair
- 99% value clean parks and trails
- 91% value parks with trees and plants
- 78% value parks with grassy open areas

Source: PARCC Plan Survey 2016

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7.4 Level of Service

The City of Redmond supports a consistent focus on core park maintenance activities thereby:

- Providing great customer service
- Maintaining aesthetic appeal and
- Preserving park safety.

The department aims to provide proactive management and maintenance of parks, providing timely response to emerging issues such as graffiti, broken facilities, downed trees, or failing utilities. All park assets (buildings, infrastructure, and amenities) are proactively managed to provide longevity. In addition, the City maintains safe parks by routinely assessing the conditions of and addressing needed maintenance or repairs to playground areas, hard surfaces, trees, sports fields, furniture, and park structures.

Maintenance frequencies and levels of service are defined for the individual maintenance activities within each work program. Levels of service for routine maintenance activities are influenced by such things as park use, resources available, and park quality. For example, more resources are directed towards Grass Lawn Park, which is one of the busiest and most popular parks in the system, and fewer resources are allocated to address maintenance needs at undeveloped, less heavily used, or non-irrigated parks. The defined levels of service for routine maintenance activities are listed below with an example of each.

Exhibit 7-4: Maintenance Level of Service Approach

None	Reactive	Managed	Proactive	Comprehensive
<ul style="list-style-type: none">• Service is not provided	<ul style="list-style-type: none">• Service issues are addressed only as they arise (e.g.; graffiti removal)	<ul style="list-style-type: none">• Use of a planned approach to meeting defined service levels (e.g.; mowing)	<ul style="list-style-type: none">• Strategic approach with focus on infrastructure protection and prevention of deterioration, safety, liability, and customer service (e.g.; hard surface repairs)	<ul style="list-style-type: none">• Integrated approach across multiple business lines to best achieve broader City objectives (e.g.; asset management plan).

7.5 Implementation

The department will prioritize projects using the following criteria. These criteria are used for general maintenance activities that are prioritized by the Park Operations Supervisors on a weekly basis. In addition, these criteria are used to prioritize small capital maintenance projects for the Parks Capital Investment Program budget prioritization. Small capital projects are more than \$25,000 to approximately \$500,000, depending on the complexity of the permitting, inspection, and project management.

Small capital maintenance projects (under \$25,000) are identified and prioritized annually, then scheduled for completion during the winter months. These are prioritized with a 1-3 ranking using the following criteria.

Exhibit 7-5: Prioritization of Small Capital Maintenance Projects

Safety and liability

- Does the project address a safety or liability concern?

Asset Preservation

- Will the project provide protection and longevity to the asset?

Increased Efficiencies

- Will the project result in an increase in efficiencies for staff?

Customer Service

- Does the project provide an improvement to the customer experience?

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The following exhibit shows the small capital maintenance projects prioritized using the above criteria.

Exhibit 7-6: Prioritization of Small Capital Maintenance Projects

Location	Project Description	Priority	Estimated Budget
Anderson	Adair House and restroom roofs replacements	1	\$24,000
Anderson	Adair House kitchen and restroom renovation	1	\$65,000
Anderson	Adair, Fullard, restroom log preservation treatment	1	\$20,000
Anderson	Concrete pathways (extensive repairs)	1	\$75,000
Anderson	Domestic waterline replacement	1	\$18,000
Anderson	Plaza renovation, brick replacement	1	\$35,000
Anderson	Renovate interior/exterior of restroom structure	1	\$85,000
Cascade View	Asphalt trail repairs	1	\$8,000
Cascade View	Replace black rubber tile - entrance large playground	1	\$10,000
Conrad Olson	Renovate interior/exterior of house	1	\$175,000
Dudley Carter	Renovate interior/exterior of Hiada House	1	\$20,000
FM	Add more lighting to the main parking lot	1	\$65,000
FM	Asphalt overlay around buildings	1	\$15,000
FM	Fencing. Arena entrance gates and fence	1	\$5,000
FM	Large bollard replacement in main parking lot	1	\$5,000
FM	Paint all buildings (Farrel House done in 2016)	1	\$12,000
FM	Replace brick plaza by large hay barn	1	\$12,000
FM	Replace domestic water supply	1	\$45,000
FM	Replace electrical wiring in buildings to meet code	1	\$70,000
FM	Resurfacing of arenas	1	\$55,000
Grass Lawn	148th parking lot- overlay/ coating/ striping	1	\$60,000
Grass Lawn	Asphalt path replacement/overlay	1	\$25,000
Grass Lawn	Create vendor location	1	\$5,000
Grass Lawn	Dome Shelter replace/rehab	1	\$351,000
Grass Lawn	Dome Shelter roof replacement	1	\$28,000
Grass Lawn	Rubber playground surfacing replacement	1	\$18,000
Grass Lawn	Topdress p.i.p. soft surfacing in playgrounds	1	\$6,000
Hartman	Add soccer ball nets at the N & S ends of fields 5 & 6	1	\$17,000
Hartman	Building Exterior renovations (all structures)	1	\$90,000
Hartman	Field 5 & 6 perimeter fence replacement	1	\$40,000
Hartman	Field 5 & 6 perimeter path replacement	1	\$40,500
Hartman	Fields 5 & 6 drainage system repairs	1	\$38,000
Hartman	Lift Station control/alarm panel replacement	1	\$3,000
Hartman	LL Field #1 concession stand renovation	1	\$20,000
Hartman	Pool bleachers replacement	1	\$12,000
Idylwood	Fencing. 3 rail fence replacement	1	\$18,000
Idylwood	Fencing. North fence line is rough in spots	1	\$10,000
Idylwood	Parking lot curb replacement, overlay, seal coat, and striping	1	\$45,000

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Idylwood	Replace asphalt trail at central access point	1	\$10,000
Idylwood	Replace garbage/dumpster enclosure	1	\$10,000
Meadow	Concrete sidewalk panels replacement (south side of park)	1	\$8,000
Meadow	Sport court renovation including resurfacing and retaining wall replacement	1	\$82,500
MOC	Add lighting along E fence/building	1	\$25,000
MOC	Expand office/meeting spaces	1	\$400,000
Reservoir	Replace concrete sidewalk panels (damaged)	1	\$35,000
Sportsfields	Artificial turf repairs- ongoing	1	\$55,000
Systemwide	Hard surface trail repairs - ongoing	1	\$75,000
Systemwide	Main Park Sign Replacements- Bike triangle, Viewpoint, Hartman Pool, Meadow, Westside, Grass Lawn 70th	1	\$28,000
Systemwide	Rights-of-way landscapes - shrub bed renovations (plants, irrigation systems, mulch)	1	\$120,000
Viewpoint	Concrete loop path replacement	1	\$40,000
Westside	Complete replacement of playground & surfacing	1	\$175,000
Avondale Rd.	Complete landscape renovation including new soil, plants, and irrigation system	2	\$95,000
Cascade View	Replace playground and ADA accessibility	2	\$200,000
Conrad Olson	Restore power and water supply to house	2	\$18,000
FM	Caretakers house - install new flooring	2	\$6,000
FM	Cow area fencing replacement	2	\$20,000
FM	Dumpster pad replacement with enclosure	2	\$8,000
FM	Fencing along Redmond Rd. (replace fabric)	2	\$13,000
FM	Fencing redesign and installation	2	\$50,000
FM	Pony pasture fencing replacement	2	\$30,000
FM	Replace all windows in all structures with energy efficient models	2	\$55,000
FM	Replace boiler system. Potentially go to forced air system	2	\$45,000
FM	Replace Hutchison shelter	2	\$45,000
FM	Replace kitchen counter/sink/cabinets in Caretaker's house	2	\$35,000
FM	Replace Mackey Creek Playground	2	\$200,000
FM	Replace Mackey Creek shelter	2	\$45,000
Grass Lawn	Tennis court light fixture replacement	2	\$186,000
Hartman	Big field bull pen replacement	2	\$15,000
Hartman	Big field concession stand remodel	2	\$16,000
Hartman	Big field dugout renovations/replacement	2	\$40,000
Hartman	Big field warning track replacement - different product	2	\$50,000
Hartman	Field 1 retaining wall replacement	2	\$175,000
Hartman	Interior park curbing replacement	2	\$8,000
Hartman	L.L. fields 1, 3, 4 warning track replacement	2	\$55,000
Hartman	Lower shop interior renovations (doors, insulation, roofing, etc...)	2	\$30,000

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Hartman	Main park sign replacement & add one additional	2	\$9,000
Hartman	Renovate play area - new play equipment, containment, softsurfacing	2	\$250,000
Idylwood	Dock replacement - expansion	2	\$150,000
Idylwood	Install exterior showers	2	\$15,000
Idylwood	Renovate restroom - interior and exterior	2	\$150,000
Idylwood	Volleyball court containment	2	\$3,000
Meadow	Asphalt pathway overlays	2	\$40,000
MOC	Add Mezzanine storage to interior shop area	2	\$70,000
MOC	Expand compressed air delivery system to shop area	2	\$4,000
MOC	Expand dust collection system	2	\$4,000
MOC	New HVAC control system	2	\$15,000
MOC	Renovate landscaping, install irrigation along NE 76th street frontage	2	\$45,000
Westside	Asphalt path replacement	2	\$18,000
Westside	Playfield renovation	2	\$120,000
Willows Creek	Install new swing set and spring toy	2	\$25,000
Cascade View	Add Irrigation to N meadow/turf area	3	\$45,000
Cascade View	Develop prop next to sub station	3	\$300,000
Conrad Olson	Barn restoration	3	\$120,000
Grass Lawn	Add lighting to the B-Ball court	3	\$50,000
Hartman	Add irrigation around fields 5 & 6	3	\$30,000
Hartman	Big field flagpole replacement	3	\$5,000
Hartman	Field 1 flag pole replacement	3	\$2,000
Hartman	Irrigation additions to non irrigated areas along NE 104th	3	\$38,000
Hartman	Main pool parking lot light standards replacement	3	\$45,000
Idylwood	Install beach bulkhead/seating wall	3	\$60,000
Idylwood	Pave overflow parking lot	3	\$150,000
Idylwood	Redo south access off WLSP (Very steep)	3	\$18,000
Idylwood	Renovate north meadow - debris removal, soil, seed, irrigation	3	\$110,000
Lukes	Shelter renovation	3	\$15,000
Martin Prop	Power pole replacement. Bring in underground	3	\$8,000
Perrigo	Add lighting to B-Ball court	3	\$50,000
Westside	Repair fencing on north side of park	3	\$5,000
FM	Install automated gate at service entrance	3	\$19,000
Systemwide	Floor restoration at GL, Idylwood, Perrigo	3	\$20,000
	TOTAL		\$6,157,000

The priority projects are proposed in the Parks Capital Improvement Program, which is described further in Chapter 10.