

# Parks and Amenity Service Levels from 1 July 2008

## What are Service Levels?

In this context, service levels are the minimum maintenance standards that the Council agrees with the community to deliver via its staff and contractors. They are what the community can reasonably expect will be undertaken by the council and its contractors for a given level of rates funding.

Service levels are being reviewed now in order to establish new specifications for contracted services commencing 1 July 2008. Many service levels are proposed to be increased to reflect the increase demand on facilities, higher community expectations and health and safety requirements.

Increases in service levels will result in greater costs to the community unless efficiencies are gained in the delivery of services. Service levels on less critical facilities may need to be decreased to offset increases in service to critical facilities. Service levels may also need to be reduced once tenders are received for the delivery of services post 1 July 2008 to accommodate the budget approved in the 2008/09 Annual Plan.

## Proposed service levels

The following are a plain language summary of the key service levels proposed. They are not contract specifications. The contract specifications detail the measurable inputs and/or outputs that the service provider contracts with the council to deliver. A series of maintenance maps and schedules has been produced. Where different levels of service apply to an asset type (eg lawn mowing) reference can be made to the maintenance map to determine what grade is proposed for each facility.

## Grass Maintenance

Lawns and other grassed areas will be maintained according to use and amenity requirements. There will be six grades of Mowing Standard:

Grade	Type	Length Range	Cuts p.a.
MS1	High Profile Amenity Turf	15mm – 25mm (arisings removed)	32
MS2	Sports Turf	15mm – 25mm	32
MS3	General Park Turf	25mm – 75mm	26
MS4	Amenity areas	50mm - 100mm	18
MS5	Meadow	100mm – 250mm	3
MS6	Fire/Weed Suppression	100mm – 400mm	1

All loose litter and debris will be collected prior to mowing.

A plant free edge no greater than 150mm shall be maintained around all obstructions, fences, trees, garden plots etc. All edges on grade MS1 will be edged mechanically.

## Gardens

All gardens will be kept mulched and weeded to keep garden beds 90% weed free with no weeds greater than 50mm in height or diameter.

### **Rose Beds**

Rose beds will provide a high quality display with plants in good health, vigour and form to provide full flowering in season.

### **Annual Bedding**

There will be spring and summers displays in all annual bedding plots.

### **Re-vegetation areas**

Areas planted for re-vegetation purposes will be maintained for the first five years by releasing grass growth around new plants twice per annum.

### **Noxious Weed Control**

Noxious pest plants (as identified by the ORC) but including wilding conifers, buddleia, rosehip, lupin and Spanish heath will be controlled as follows:

Maintained parks and reserves	all weeds shall be poisoned and/or completely removed on an on-going basis
Forest and Natural Areas outside of routine maintenance contracts	weeds will only be controlled by targeted programmes subject to specific annual funding
Formed Arterial and Urban Roads	weeds will be poisoned and/or completely removed annually
Formed Rural Roads	weeds will be poisoned annually
Unformed Legal Road	weeds will be poisoned or mulched every five years

### **Pest Control**

The Council will maintain an on-call service for the control of goats, possums and rabbits in reserves adjoining urban areas.

### **Lighting**

All lanterns shall be checked and cleaned every 12 months. Faulty lights will be repaired as follows:

Car parks and designated safe walking routes	within 24 hours of reporting
General park and amenity lighting	within five days of reporting.

### **Litter**

Loose litter will be removed from lawn areas and gardens prior to routine maintenance of lawns or gardens.

Where provided rubbish bins will be emptied according to use to avoid overflowing bins.

### **Fly-tipping**

Fly-tipping will be removed within five days from notification.

## Graffiti

Graffiti on public assets will be removed within 24 hours of notification.

## Street trees

All trees shall receive an inspection and pruning to remove deadwood and promote health and form of tree once every three years. Health and safety issues will be attended to in 24 hours. Repairs to staking will be undertaken within 5 days of notification.

Council will consider applications with respect to tree works in accordance with Council's Tree Policy. Applications will be responded to within 10 days.

## Public toilets

Toilets will be cleaned and sanitised according to the seasonal demand placed on the facility. Toilets will be open 24 hours per day/seven days per week.

### Cleaning

Very High Use (over 200 users per day)	1 additional clean per additional 100 users
High Use (100 - 200 users per day)	2 times per day
Moderate Use (15 - 100 users per day)	1 per day
Low Use (less than 15)	1 per week

### Sanitising

High and Very Use (greater than 400 users per day)	1 per day
Low and Moderate use	1 per week

## Track Maintenance

Tracks will receive routine maintenance in October and February each year to maintain the track surface, structures, drainage and trim overhanging vegetation. Windfalls are to be cut within two days of notification.

## Structures

Structures (wharves, boat ramps, bridges and viewing platforms) will receive a visual inspection in October and February each year and an qualified engineering inspection in June each year.

## Playgrounds

All playgrounds will receive an inspection regime in accordance with the New Zealand Standards and based on the use and nature of the facility.

High use playgrounds (Roy's Bay, Rose Douglas Park, Marine Parade, Lake Hayes Estate) will receive a *routine visual inspection* each day from Labour weekend to Easter inclusive to check for hazards that result from vandalism, use or weather conditions.

All other playgrounds will receive a weekly routine visual inspection (including high use playgrounds from Easter until Labour Weekend)

In addition, all playgrounds will receive a *monthly operational playground* inspection to check the operation and stability of the equipment.

In addition, all playgrounds will receive an *annual main playground* inspection to check the overall level of safety of the equipment, foundations and surfaces.

## **Town Centre Cleaning**

The town centres of Queenstown, Arrowtown and Wanaka will receive:

### **Queenstown and Wanaka**

Paving will be cleaned/scrubbed by mechanical and/or hand sweeping daily.

Chewing gum will be removed from footpaths every three months.

Loose litter will be collected twice per day increasing to four times per day during events and holiday periods.

Litter bins will be emptied three times per day increasing to four times per day during events and holiday periods.

Furniture will be cleaned every two weeks. Signs will be cleaned as required.

### **Arrowtown**

Paving will be cleaned/scrubbed by mechanical and/or hand sweeping weekly.

Chewing gum will be removed from footpaths every three months.

Loose litter will be collected twice per day increasing to four times per day during events and holiday periods.

Litter bins will be emptied twice per day increasing to four times per day during events and holiday periods.

Furniture will be cleaned every month. Signs will be cleaned as required.

## **Burial Services**

A location service for grave and memorial plots will be provided on-line by 1 July 2009.

Requests for burials or ash internments will be confirmed within 24 hours of request. Graves will be excavated no less than 3 hours prior to internment. The grave will be backfilled immediately after the funeral party has left the cemetery.

One staff member will be provided by the Council to assist the funeral party as required during the burial .

## **Beach Cleaning**

Beaches noted below will be cleaned of detritus and logs after storm events and prior to the summer holiday period.

Queenstown Bay  
Frankton Foreshore  
Roy's Bay

## **Monitoring Service Levels**

Service levels will be monitored by the most practical means for each service.

Monitoring will take the following forms:

- Cyclical audit
- Routine inspection patrols
- Contractor reporting
- Staff reporting
- Community reporting
- Electronic certification

### **Cyclical Audit**

Formal audits will be included in each service delivery contract. These will generally occur at six monthly intervals and will be used to assess the overall performance of the service delivery as well as identify any immediate issues for rectification. Audits will take the form of a random sample of the total service delivery. These may include independent auditors engaged by the Council and the Contractor.

### **Routine Inspection Patrols**

Patrols undertaken by or on behalf of Council staff will undertake a cyclical inspection of all assets and service standards.

### **Contractor Reporting**

Each service delivery contract will have a requirement for each contractor to report issues requiring action on a global basis. For example a mowing contractor will be required to report vandalism to a toilet. Each service delivery contract will also have its own internal inspection requirements.

### **Council Reporting**

Each council staff member has a duty to report issues requiring attention to the contract manager regardless if the issue is within their portfolio of responsibility.

### **Community Reporting**

The Council will also actively encourage and facilitate the reporting of faults or failures to meet agreed service levels identified by the general public and community associations.

### **Electronic Certification**

For some assets the Council will implement payment certification via GPS tracking and or Radio Frequency Identification Tags. These enable the Contractor to certify that the contractor visited the asset but do not control the quality of the work undertaken on that visit.

The following table shows the relevant monitoring method proposed for each service deliverable.

Service Level	Cyclical Audit	Routine Patrols	Contractor Reporting	Staff Reporting	Community Reporting	Electronic Certification
Grass Maintenance	•	•	•	•	•	•
Street Trees	•		•	•	•	
Garden Maintenance	•	•	•	•	•	
Noxious Weed Control	•		•	•	•	
Pest Control	•		•	•	•	
Lighting	•	•	•	•	•	
Litter	•	•	•	•	•	
Flytippng			•	•	•	
Graffiti	•	•	•	•	•	
Public Toilets	•	•	•	•	•	•
Track Maintenance	•		•	•	•	
Structures	•		•	•	•	•
Playgrounds	•	•	•	•	•	•
Town Centre	•	•	•	•	•	
Burials	•		•	•	•	