

Comprehensive Parks Maintenance and Operations Plan



Approval

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Date

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100: Purpose and Scope

Welcome to Roanoke Parks and Recreation's Parks Division. This Comprehensive Parks Maintenance and Operations Plan is intended for use by employees, volunteers and administrative staff as a source of important information about the Parks Division and its' operations.

The purpose of this manual is two-fold:

1. To provide each employee or volunteer with a learning tool which will guide them in doing an effective and efficient job in the maintenance of Roanoke's park system.
2. To provide all personnel with a guide for interpreting policies and procedures related to the delivery of services within parks and facilities managed by the Parks Division.

Some of the information contained herein can also be found in the *Administrative Policies and Procedures Manual*. Employees and volunteers have the responsibility of keeping up with updates and revisions to policies and procedures. Upon complete review, the employee or volunteer will sign a compliance statement attesting to understanding the material and will be held accountable to all policies and procedures outlined within this document.

200: Department Mission, Vision and Leadership Philosophy

201: Vision Statement

The City of Roanoke's Parks and Recreation Department seeks to be positioned as a premier "best in class" parks and recreation system that provides high quality, well maintained parks, recreation facilities and programs that are accessible and cost effective, as well as support the citizens' vision for cultural unity and a livable and healthy lifestyle that creates high economic impact and value for living and working in Roanoke.

202: Mission Statement

Our Mission is to maximize all available resources to deliver parks, recreation facilities and programs that are attractive, clean, accessible and provide memorable experiences. The Department will serve citizens of all ages to create a desirable community to live, work and play. We measure our success by customer satisfaction, efficiency, and community development of our public spaces and recreation services that meet the values and needs of our citizens and visitors.

203: Leadership Philosophy

The Roanoke Parks and Recreation Leadership Team is a group of dedicated professionals who value honesty, integrity, respect, trust and diversity as their core values, utilizing these as well as thorough and timely communication procedures and positive leadership to propel the organization forward to fulfill our vision and mission.

300: Executive Summary

The Parks Division consists of 55 full-time and up to 15 part-time/seasonal staff who manage four (4) major operational sections: Horticulture; Urban Forestry; Athletics, Parks and Greenways; and Construction/Development. Additional Key Businesses include waterway and riparian area maintenance, as well as community event support. The Division has a budget of approximately \$3.5 million dollars annually, and maintains more than 70 parks, greenways, athletic venues and open spaces covering more than 1,750 acres. Collectively more than 55 miles of natural trails, as well as 13 miles of paved greenway trails are offered to citizens and visitors. Additionally, approximately 12,543 acres comprise the Carvins Cove Natural Area. Located in Botetourt and Roanoke Counties, Carvins Cove represents the largest city-owned park parcel east of the Mississippi River, and the second-largest municipally-owned park in the nation.

Over 20 game fields are used for a variety of athletic contests, serving youth recreation clubs, school teams, youth “pay for play” clubs such as Roanoke Star soccer, adult leagues and a variety of tournaments each year. Roanoke staff is also proud of a horticulture program that is the benchmark program in western Virginia, and is consistently rated among the highest service provided by our citizens in annual citizen surveys. Hanging baskets, colorful spring bulbs, and summer flower annual plantings are commonly found in all areas of the city. The City of Roanoke also actively promotes improved tree canopy, and has been a “Tree City USA” member for more than 12 years. The department also services more than 100 community events each year, bringing vitality and a variety of events to city parks. A simplistic breakout of service delivery includes:

Horticulture

- Maintenance of Mode One park properties
- Roanoke River Parks (from Crystal Spring to Ghent Hill)
- Annual and perennial flower bed plantings within parks and medians
- Spring-flowering bulb plantings
- Median shrub plantings
- Hanging basket program
- Adopt-A-Park program

Urban Forestry

- All tree care and tree planting within parks, streets and city-owned public spaces, including the Central Business District (CBD)
- Emergency response for downed trees
- Blueway corridor maintenance
- Tree City USA, Arbor Day, Earth Day and Commemorative Tree Programs

Athletics/Parks/Greenways

- Maintaining parks within Maintenance Modes Two through Five
- Athletic fields maintenance (practice, game and tournament-level)
- Greenways including the Lick Run Greenway, Tinker Creek Greenway, Murray Run Greenway, Mill Mountain Greenway and the Roanoke River Greenway

Construction/Development

- Responsible for all “non green and growing” park amenities, including:
- Tennis and basketball courts
- Park entrance and directional signs
- All trash cans, picnic tables, grills, benches and pet waste stations
- Park trash collection and shelter cleaning and maintenance
- Playground and skatepark inspection and maintenance
- Small to medium sized park construction projects
- Department community event support.

The Parks Division also oversees key volunteer programs, including the Adopt-A-Park program, the Fall Waterways Cleanup and Celebration, Earth Day and Arbor Day celebrations, painting projects and relevant Eagle Scout projects. Division staff assists with a myriad of park and greenway cleanup projects, trail building and maintenance, and other park improvement projects. Many of these projects and programs are coordinated with the city’s Volunteer Coordinator, allowing all volunteers to be covered under the City’s volunteer insurance umbrella, as well as documenting the number of annual volunteer hours.

Support services such as business operations and administration, secretarial support, marketing and information, park planning, special projects, reservations for department-managed facilities, and resource development fall under the Administration Division and the auspices of the Parks and Recreation Director and key staff. The empowerment of youth, Youth Services Citizen Board, youth nutritional and wellness programs, Youth Commission, youth leadership development and youth informational resource programs are under the direction of the Youth Services Superintendent and key staff. Recreation facility management, leisure program development and implementation, and recreation service delivery are the responsibility of the Recreation Superintendent and key staff.

The Parks Division utilizes the *Datastream* work order/work management system to track all maintenance tasks performed by department staff. This system is also used by Facilities Maintenance staff to facilitate work orders, allowing work orders to be initiated and/or completed by either department.

Items that currently are not included in the Division’s scope include maintenance of city school properties. The department is currently investigating if maintenance of school properties makes good fiscal sense. The maintenance of athletic field and park lighting, general electrical and plumbing repairs, and most facility repairs are handled internally through the Facilities Maintenance Division of the General Services department.

400: Park Types and Acreage

401: Pocket Parks/Plazas (<=1 acre) (10 locations, 5.2 acres)

- 1) Andrews (.3)
- 2) Argonne Circle (.5)
- 3) Century Plaza (.5)
- 4) Entranceway (1.0)
- 5) Gateway (.3)

- 6) Harkrader (.5)
- 7) Lee Plaza (.5)
- 8) Suntrust Plaza (1.0)
- 9) Triangle (.3)
- 10) Wachovia Plaza (.3)

402: Neighborhood Parks (1-10 acres, with one major experience 31 locations, 149.7 total acres)

- 1) Bowman (2.0)
- 2) Brown-Robertson (11.0)
- 3) Breckenridge Ballfields (5.4)
- 4) Crystal Spring (4.0)
- 5) Fern (9.1)
- 6) Garden City (5.2)
- 7) Garden City Center (3.4)
- 8) Garden City Blvd. open space (portion purchased 2001) (6.7)
- 9) Ghent Hill (10.0)
- 10) Golden (4.0)
- 11) Grandin Court Center (1.0)
- 12) Horton (4.2)
- 13) Hurt (9.5)
- 13) Loudon (1.2)
- 14) Mason Mill (6.3)
- 15) Melrose (3.6)
- 16) Memorial Bridge (4.5)
- 17) Mountain View (3.9)
- 18) Overland (2.2)
- 19) Perry (2.5)
- 20) Piedmont (4.0)
- 21) Preston (9.7)
- 22) Preston Ballfields (4.6)
- 24) Raleigh Court (9.0)
- 25) Ridgewood (2.3)
- 26) Staunton (2.8)
- 27) Sunrise (1.4)
- 28) Valley Avenue (3.1)
- 29) Villa Heights (5.7)
- 30) West End (1.4)
- 31) Woodlawn Park (6.0)

403: Community Parks (usually 10-100 acres, with two or more major experiences-18 locations, 520.8 total acres)

- 1) Eastgate (59.0)
- 2) Eureka (14.9)
- 3) Fallon (68.0)
- 4) Fishburn (43.0)
- 5) Highland (33.0)
- 6) Huff Lane (11.5)

- 7) Jackson (23.0)
- 8) Kennedy (26.0)
- 9) Lakewood (18.0)
- 10) Morningside (26.0)
- 11) Norwich (11.0)
- 12) Shrine Hill (21.5)
- 13) Smith (10.1)
- 14) Strauss (36.8)
- 15) Thrasher (23.0)
- 16) Wasena (41.0)
- 17) Washington (41.0)
- 18) West Side Ball Fields (14.0)

404: Regional Parks (Three + major experiences per park-3 locations, 691.5 acres)

- 1) Mill Mountain Park (652.0 acres) (incorporates acreage from Yellow Mountain Park [84.0 acres], which is contiguous and is listed as one entity.)
- 2) River's Edge Sports Complex (32.0 acres, which also includes Reserve Avenue and Maher Fields)
- 3) Elmwood (7.5 acres) Events draw patrons from the entire SW Virginia region and beyond)

405: Paved Trails within Linear Parks/Greenways (includes Bennington Park mileage/acreage) (11.6 miles) (74.8 acres) (Acreage reflects all Parks Division-maintained areas OUTSIDE established city parks)

- 1) Roanoke River Greenway (13th street parking lot to Wasena Park) (4.8 miles) (28.3 acres)
- 2) Mill Mountain Greenway to Railwalk (1.8 miles) (1.8 acres)
- 3) Lick Run Greenway (Valley View Mall to Railwalk) (3.5 miles) (26.8 acres)
- 4) Tinker Creek Greenway (1.5 miles) (17.9 acres)

406: Special Use Areas-none (0.0 acres)

407: Natural/Preservation Areas (1) (12,543.0 acres)

- 1) Carvin's Cove (12,543.0 acres)

408: Natural Trails (includes gravel, mulch, natural trails) (54.7 miles)

- 1) Carvin's Cove (40.0 miles)
- 2) Mill Mountain Natural Trails (11.5 miles)
- 3) Murray Run trail (2.5 miles)
- 4) Fishburn Park wooded trails (.7 miles)

Total Park Acreage within City Limits (1,750.0 acres)

500: Park and Property Maintenance Modes

501: Maintenance Modes Overview

The purpose of this section is to set maintenance standards for all parks and other properties maintained by the Parks and Recreation Department, with the goal of providing safe, functional and aesthetically appealing parks and facilities. Properties are divided into maintenance service levels or “modes”, which take into consideration the level and type of park usage, location, type and size of landscapes, amenities and facilities, athletic fields and hardscape items. Standards were then established for all maintenance activities within these maintained properties. It is important to note that all maintenance modes are considered to be optimal, and assumes that all needed resources and manpower are available. Actual maintenance levels may be lower than listed, and may fluctuate due to the availability of resources.

By grouping the properties into modes, and setting standards for each maintenance category in each mode, all properties will be clean, well maintained, and in proper working condition for use by the public. In addition, properties that are used the most will receive the highest levels of maintenance. Some properties may cross over between two or more modes, depending upon amenities available at that park. An example of this is Fishburn Park. Overall, this is a Mode 2 property, but the tennis courts are considered Mode 1 due to high levels of open play.

502: Park and Property Maintenance Modes and Standards

502A: MODE 1

Maintenance Task	Frequency
Overall	Park Inspection completed monthly
Basketball Courts	
Sweep/blow as needed	1/week – March 1 – November 30
Pressure wash	1/year – Spring
Net inspection	1/month year round
Bleacher/Players’ Bench Areas	
Pressure wash concrete pads	2/year – March & July
Pressure wash bleachers/benches	2/year – March & July
Sweep/blow concrete pads	2/month – March 1 – November 30
Inspect	1/week – March 1 – November 30
Drinking Fountains	
Clean (Remove debris, wipe)	1/week – March 1 – November 30
Grills	
Inspect	1/week – March 1 – November 30
Clean	1/week – March 1 – November 30
Irrigation	
Park turf watering-up to 1”/week as needed	March 15 – November 30
Athletic turf watering-up to 1.5”/week as needed	March 15 – November 30
Landscape Maintenance	
Prune	2/year – early Spring, Summer (depend upon species)
Inspect for Disease/Insects	1/month – March 1 – November 30
Weed	1/month – March 1 – November 30

Mulch (specify type)	1 application/year with double-shredded mixed hardwood
Leaf & Tree Fruit Removal	
Leaf removal/mulching	1/week (7 day cycle) – November 1 – December 31
Ginkgo fruit removal	1/week – September 1 – November 30
Litter	
Police entire area/collect litter	3-5/week – March 1 – November 30 2/week – December 1 – February 28
Empty trash cans/replace liners	1/day – March 1 – November 30 1/week – December 1 – February 28
Empty trash cans @ athletic fields	1/day – March 1 – November 30 (early morning) 2/month – December 1 – February 28
Park Benches/Picnic Tables	
Inspect	1/week – March 1 – November 30
Clean/wipe as required w/ disinfectant	1/week – March 1 – November 30
Pressure wash	2/season – March & July
Remove graffiti	Within 5 days of notification of existence
Paint/stain/sand	1/year
Playgrounds	
Inspect all playgrounds monthly	Year round
Restrooms	
Clean (Peak Season)	1/day – March 1 – November 30
Clean (Off Season-open restrooms only)	3-5/week-December 1-February 28
Remove graffiti	Within 5 days of notification of existence
Shelters	
Sweep/blow	1/week – March 1 – November 30 and/or prior to reservations
Pressure wash	1/month – March 1 – November 30
Remove graffiti	Within 5 days of notification of existence
Tennis Courts	
Sweep/blow	2/month – March 1 – November 30
Pressure wash	1/year – early Spring
Net inspection	1/month year round
Leaf removal	1/week - November 1 - December 31
Trees	
Prune	1/three years
Remove stumps	Within 30 days of tree removal
Inspect	1/three years
Turf/Grounds	
Athletic Turf	
Aerate	4/year between April 1 – October 31
Fertilize	3/year between April 1 – October 31
Mow	1/week – March 1 – November 30 (tall fescue, bluegrass) 3/week – May 1– September 30 (Bermuda grass) 1/week - October 1-November 1 (Bermuda grass)
Weed control/chemical applications	3/season (spring, summer, fall)
Athletic Field Covers	Covered December 1-March 1 (tall fescue, bluegrass) Covered December 1-March 1

	(overseeded Bermudagrass) Covered December 1-April 1 (bermudagrass-dormant)
Repair skinned areas	1/day - game fields - March 1 - November 15 1/week - practice fields - March 1 - November 15
Park/Open Space Turf	
Aerate	2/year - Fall and Spring
Fertilize	2/year - Fall
Weed control	2/year - Spring and Fall
Mow/trim	1/week - March 15 - November 15
Remove sticks/rocks/debris/etc.	1/month year round (as needed)

502B: MODE 2

Maintenance Task	Frequency
Overall Inspection	1/month year round
Basketball Courts	
Sweep/blow as needed	1/week - March 1 - November 30
Pressure wash	1/two years - Spring
Net inspection	1/month year round
Bleacher/Players' Bench Areas	
Pressure wash bleachers/benches	1/season - March
Pressure Wash concrete pads	1/season - March
Sweep/blow concrete pads	2/month - March 1 - November 30
Inspect	2/month - March 1 - November 30
Drinking Fountains	
Clean (Remove debris, wipe)	2/month - March 1 - November 30
Grills	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Irrigation	
Park turf watering	Not applicable
Athletic turf watering (up to 1.5"/week as needed)	March 15 - November 30
Landscape Maintenance	
Prune	2/year - early Spring, Summer (depending upon species)
Inspect for Disease/Insects	1/month - March 1 - November 30
Weed	1/month - March 1 - November 30
Mulch (specify type)	1 application/year with double-shredded mixed hardwood or chip mulch
Leaf & Tree Fruit Removal	
Leaf removal/mulching	3/month (10 day cycle) - November 1 - December 31
Ginkgo fruit removal	Not applicable
Litter	
Police entire area	2/week - March 1 - November 30 1/week - December 1 - February 28
Empty trash cans/replace liners	3/week - March 1 - November 30 1/week - December 1 - February 28
Empty trash cans @ athletic fields	1/day - March 1 - November 30 (early morning) 2/month - December 1 - February 28

Park Benches/Picnic Tables	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Pressure wash	1/season - March
Remove graffiti	Within 5 days of notification of existence
Paint/stain/sand	1/year
Playgrounds	
See Playground Maintenance Standards	
Restrooms	
Clean	3-7X/week - March 1 - November 30
Remove graffiti	Within 5 days of notification of existence
Shelters	
Sweep/blow	1/week - March 1 - November 30 and/or prior to reservations
Pressure wash	1/year - March
Remove graffiti	Within 5 days of notification of existence
Tennis Courts	
Sweep/blow	2/month - March 1 - November 30
Pressure wash	1/year - Spring
Net inspection	1/month year round
Leaf removal	1/week - October 1 - December 31
Trees	
Prune	1/four years
Remove stumps	Within 60 days of tree removal
Inspect	1/four years
Turf/Grounds	
Athletic Turf	
Aerate	3/year between April 1 - October 31
Fertilize	2/year between April 1 - October 31
Mow	1/week - March 1 - November 30 (tall fescue, bluegrass, mixed turf)
Weed Control	2/year - Spring and Fall
Repair skinned areas	1/month (game fields - March 1 - November 15) 1/week - practice fields - March 1 - November 15
Park/Open Space Turf	
Aerate	1/year - Fall
Fertilize	1/year - Fall
Weed Control	1/year - Fall
Mow/trim	7 or 10 days/cycle between March 15 - November 15
Remove sticks/rocks/debris/etc.	1/late winter or early spring; other time(s) if needed

502C: MODE 3

Maintenance Task	Frequency
Overall Inspection	1/month year round
Basketball Courts	
Sweep/blow	1/week - March 1 - November 30
Pressure wash	1/two years - Spring
Net inspection	1/month year round
Bleacher/Players' Bench Areas	
Pressure wash bleachers/benches	1/season - March

Sweep/blow concrete pads	2/month - March 1 - November 30
Pressure wash concrete pads	1/season - March
Inspect	2/month - March 1 - November 30
Drinking Fountains	
Clean (Remove debris, wipe)	2/month - March 1 - November 30
Grills	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Irrigation	
Park turf watering	Not applicable
Athletic turf watering	Not applicable
Landscape Maintenance	
Prune	1/year
Inspect for Disease/Insects	1/two months - March 1 - November 30
Weed	Approx. 1/two months - March 1 - November 30
Mulch (specify type)	Up to 1 application/year with recycled, ground wood or chip mulch
Leaf & Tree Fruit Removal	
Leaf removal/mulching	2/month - November 1 - December 31
Ginkgo fruit removal	Not applicable
Litter	
Police entire area	1/week - March 1 - November 30 2/month - December 1 - February 28
Empty trash cans	3/week - March 1 - November 30 1/week - December 1 - February 28
Empty cans at athletic (practice) fields	3/week - March 1 - November 30 2/month - December 1 - February 28
Park Benches/Picnic Tables	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Pressure wash	1/season - March
Remove graffiti	Within 5 days of notification of existence
Paint/stain/sand	1/year
Playgrounds	
See Playground Maintenance Standards	
Restrooms	
Clean	Up to 4x/week March 1 - November 30
Remove graffiti	Within 5 days of notification of existence
Shelters	
Sweep/blow	2/month - March 1 - November 30 and/or prior to reservations
Pressure wash	1/year - March
Remove graffiti	Within 5 days of notification of existence
Tennis Courts	
Sweep/blow	1/month - March 1 - November 30
Pressure wash	1/two years - Spring
Net inspection	1/month year round
Leaf removal	2/month - November 1 - December 31
Trees	
Prune	1/four years
Remove stumps	Within 90 days of tree removal
Inspect	1/four years
Turf/Grounds	
Athletic Turf	
Aerate	2/year between April 1 - October 31

Fertilize	1/year - Fall
Mow	1/week - March 1 - November 30
Weed Control	1/year - Fall
Repair skinned areas	1/day - game fields - March 1 - November 15 1/week - practice fields - March 1 - November 15
Park/Open Space Turf	
Aerate (higher priority areas only)	1/two years - Fall
Fertilize (higher priority areas only)	1/year - Fall
Mow/trim	14 days/cycle between March 15 - November 15
Weed Control	1/ year (High use open areas only within select locations)
Remove sticks/rocks/debris/etc.	1/late winter or early spring

502D: MODE 4

Maintenance Task	Frequency
Overall Inspection	Quarterly
Basketball Courts	
Sweep/blow	Not applicable
Pressure wash	Not applicable
Net inspection	Not applicable
Bleacher/Players' Bench Areas	
Pressure wash bleachers/benches	Not applicable
Sweep/blow concrete pads	Not applicable
Pressure wash concrete pads	Not applicable
Inspect	Not applicable
Drinking Fountains	
Clean	Not applicable
Grills	
Inspect	Not applicable
Clean	Not applicable
Irrigation	
Park turf watering	Not applicable
Athletic turf watering	Not applicable
Landscape Maintenance	
Prune	1/year where applicable
Inspect for Disease/Insects	1/year where applicable
Weed	2-3/year where applicable
Mulch (specify type)	Up to 1 application/two years with recycled, ground wood mulch or chip mulch, where applicable
Leaf & Tree Fruit Removal	
Leaf removal/mulching	Up to 2/month - October 1 - December 31
Ginkgo fruit removal	Not applicable
Litter	
Police entire area	2/month year round
Empty trash cans	Up to 1/week year round
Clean trash cans	2/year
Park Benches/Picnic Tables	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Pressure wash	1/season - March

Remove graffiti	Within 5 days of notification of existence
Paint/stain/sand	1/year
Playgrounds (if available)	
See Playground Maintenance Standards	
Restrooms (if available)	
Clean	2/week in season (March through November) 1/week out of season (December through February)
Remove graffiti	Within 5 days of notification of existence
Shelters (if available)	
Sweep/blow	1/month, or prior to rental
Pressure wash	1/year (spring)
Remove graffiti	Within 5 days of notification of existence
Tennis Courts	
Sweep/blow	Not applicable
Pressure wash	Not applicable
Net inspection	Not applicable
Leaf removal	Not applicable
Trees	
Prune	1/five years (low profile areas may not be pruned unless emergencies dictate otherwise)
Remove stumps	Within 120 days of tree removal (high profile areas; in low profile/wooded areas, stumps may not be removed)
Inspect	1/five years
Turf/Grounds	
Athletic Turf	
Aerate	Not applicable
Fertilize	Not applicable
Mow	Not applicable
Repair skinned areas	Not applicable
Park/Open Space Turf	
Aerate	None
Fertilize	None
Mow/trim	14 day cycles between March 15 - November 15; low maintenance areas 3x/year
Weed Control	Selective control in highest profile areas only
Remove sticks/rocks/debris/etc.	1/year

502E: MODE 5

Maintenance Task	Frequency
Overall Inspection	Biannually
Basketball Courts	
Sweep/blow	Not applicable
Pressure wash	Not applicable
Net inspection	Not applicable
Bleacher/Players' Bench Areas	
Pressure wash bleachers/benches	Not applicable
Sweep/blow concrete pads	Not applicable
Pressure wash concrete pads	Not applicable
Inspect	Not applicable

Drinking Fountains	
Clean	1/week between March and November (winterized late November through early March)
Grills	
Inspect	2/month in season
Clean	2/month in season
Irrigation	
Park turf watering	Not applicable
Athletic turf watering	Not applicable
Landscape Maintenance	
Prune	Not applicable
Inspect for Disease/Insects	Not applicable
Weed	Not applicable
Mulch (specify type)	1/every 2 years, and only for highest profile locations using chip mulch
Leaf & Tree Fruit Removal	
Leaf removal/mulching	Not applicable
Ginkgo fruit removal	Not applicable
Litter	
Police entire area	2/month in season (1/month December through February)
Empty trash cans	1/week in season (2/month December through February)
Clean trash cans	2/year
Park Benches/Picnic Tables	
Inspect	2/month - March 1 - November 30
Clean	2/month - March 1 - November 30
Pressure wash	1/season - March
Remove graffiti	Within 5 days of notification of existence
Paint/stain/sand	1/year
Playgrounds	
Not applicable	
Restrooms (If Available)	
Clean	2/week in season (March through November) 1/week out of season (December through February)
Remove graffiti	Within 5 days of notification of existence
Shelters (If Available)	
Sweep/blow	1/month, or prior to rental
Pressure wash	1/year (spring)
Remove graffiti	Within 5 days of notification of existence
Tennis Courts	
Sweep/blow	Not applicable
Pressure wash	Not applicable
Net inspection	Not applicable
Leaf removal	Not applicable
Trees	
Prune	1/five years
Remove stumps	Within 180 days of tree removal-high profile areas only (wooded areas-no stump removal)
Inspect	1/five years
Turf/Grounds	
Athletic Turf	

Aerate	Not applicable
Fertilize	Not applicable
Mow	Not applicable
Repair skinned areas	Not applicable
Park/Open Space Turf	
Aerate	None
Fertilize	None
Mow/trim	14 day cycle between March 15 and Nov. 1 (high profile areas only); low maintenance areas 2-3 cycles/year
Weed Control	None
Remove sticks/rocks/debris/etc.	None

503: Listing of Parks and Property by Mode

503A: Mode 1 Locations (19):

- Andrews Park
- Century Plaza
- Crystal Springs Park
- Downtown Park
- Elmwood Park
- Entranceway Park
- Gateway Park
- Harkrader Park
- Lee Plaza
- Mill Mountain Park
- Municipal Complex
- Parks & Recreation Office
- Railside Linear Walkway
- Roanoke River Greenway (portion)
- River's Edge Sports Complex (Includes Reserve Avenue Fields and Maher Field)
- Smith Park
- SunTrust Plaza
- Wachovia Plaza
- Wasena Park

503B: Mode 2 Locations (23):

- Brown-Robertson Park
- Eureka Park
- Fallon Park
- Fishburn Park
- Gainesboro Library
- Garden City Park
- Health Department
- Highland Park
- Huff Lane Park
- Jackson Park
- Lakewood Park
- Kennedy Park
- Melrose Library
- National Guard Armory
- Preston Park
- Raleigh Court Library

- Raleigh Court Park
- Ridgewood Park
- Roanoke River Greenway (portion)
- Strauss Park
- Thrasher Park
- Washington Park
- Williamson Road Library

503C: Mode 3 Locations (28):

- Argonne Circle
- Breckinridge Middle School Entrance
- Bowman Park
- Church Avenue, S.W. & Fifth Street, S.W. Parking Lot
- East Gate Park
- Fern Park
- Garden City Recreation Center
- Ghent Hill Park
- Golden Park
- Grandin Court Recreation Center
- Horton Park
- Hurt Park
- Lawson Building Parking Lot
- Lick Run Greenway
- Loudon Park
- Mason's Mill Park
- Melrose Park
- Morningside Park
- Norwich Park
- Perry Park
- Piedmont Park
- Shrine Hill Park
- Staunton Park
- Sunrise Park
- Triangle Park
- Villa Heights Park
- West End Park
- Westside Park

503D: Mode 4 Locations (10):

- Garden City Flood Lots
- Memorial Park
- Mill Mountain Greenway-old trail
- Mill Mountain Star Trail
- Murray Run Greenway
- Overland Park
- Tazewell Avenue Cemetery
- Tinker Creek – Mason's Mill Park to SPCA
- Tinker Creek Greenway
- Valley Avenue Park

503E: Mode 5 Location (3):

- Carvins Cove
- Woodlawn Park

- (Yellow Mountain Park (wooded property along Yellow Mountain Road, now considered to be part of Mill Mountain Park)

504: Listing of Major Park Amenities by Location-Shelters (18 rentable):

1. Brown Robertson
2. Eastgate
3. Eureka
4. Fallon
5. Fishburn
6. Garden City
7. Golden
8. Jackson
9. Melrose
10. Mill Mountain
11. Ridgewood
12. Smith
13. Strauss
14. Thrasher
15. Wasena (Brick)
16. Wasena (Stone)
17. Washington Upper
18. Washington Lower
19. Horton (small-not rented)
20. Mason Mill (small-not rented)
21. Wasena (small shelter adjacent to skatepark-not rented)

505: Listing of Major Park Amenities by Location-Tennis Courts (57):

	<u>Location</u>	<u># courts</u>	
1.	Crystal Springs	6	
2.	Eureka	4.5	
3.	Fallon	2	
4.	Fishburn	2	
5.	Golden	2	
6.	Highland	3	
7.	Huff Lane	4	
8.	Jackson	2	
9.	Preston	4	
10.	Raleigh Court	2	
11.	Rivers Edge	6.5	
12.	Shrine Hill	3	
13.	Strauss	2	
14.	Thrasher	2	
15.	Wasena	4	
16.	Washington Upper	4	
17.	Washington Lower	2	
18.	Morningside	2	(counted but currently out of service)

506: Listing of Major Park Amenities by Location -Basketball Courts (33.5):

	<u>Location</u>	<u>number/size</u>
1.	Brown Robertson	1 Full
2.	Eastgate	1 Half
3.	Eureka	1 Full
4.	Fallon	2 Full
5.	Garden City Rec.	1 Full
6.	Golden	1 Full
7.	Grandin Court	1 Full
8.	Highland	1 Full
9.	Horton	2 Full
10.	Huff Lane	1 Full
11.	Hurt	1 Full
12.	Jackson	1 Full
13.	Lakewood	1 Full
14.	Loudon	1 Full
15.	Melrose	3 Full
16.	Morningside	1 Full
17.	Norwich	1 Full
18.	Perry	1 Full
19.	Preston	2 Full
20.	Raleigh Court	1 Full
21.	Staunton	1 Full
22.	Strauss	1 Full
23.	Sunrise	1 Full
24.	Thrasher	1 Full
25.	Villa Heights	1 Full
26.	Wasena	1 Full
27.	Washington Upper	2 Full
28.	Washington Lower	1 Full

507: Listing of Major Park Amenities by Location-Other courts (1):

1. Garden City Park 1 Full (Roller Hockey)

508: Listing of Major Park Amenities by Location-Playgrounds (37)

1. Bowman
2. Brown Robertson
3. Eastgate
4. Eureka
5. Fallon
6. Fern
7. Fishburn
8. Garden City Park
9. Garden City Rec.
10. Golden

11. Grandin Court
12. Highland
13. Horton
14. Huff Lane
15. Hurt
16. Jackson
17. Lakewood
18. Loudon
19. Melrose
20. Morningside
21. Norwich
22. Perry
23. Piedmont
24. Preston
25. Rivers Edge
26. Raleigh Court
27. Ridgewood
28. Smith
29. Staunton
30. Strauss
31. Sunrise
32. Thrasher
33. Villa Heights
34. Wasena
35. Washington Upper
36. Washington Lower
37. West End

600: Park Maintenance Standards and Operating Procedures

Maintenance of all items listed below includes all standards of performance, which help guide staff members and volunteers to the level of performance expected in the performance of all maintenance duties. This will allow for consistent, high quality customer service.

601: Annual Flowers and Spring-Flowering Bulbs

Annual flowers provide seasonal color and interest to high visibility landscaped medians, rights-of-way and other public property. To do this, summer annual flower beds are established and maintained in these areas throughout the city from approximately May 1 - October 15. Winter annuals (pansies) are planted between November 15 and April 15.

Locations for beds are identified by Dept. Horticulturist, and the bed size and shape is staked out. Once the area has been checked for underground utility lines, the bed is dug out to a depth of approximately two (2) feet, and filled with silt-loam topsoil. Soil testing is done prior to initial planting, and then on an "as needed" basis, usually every three years. A planting plan is created for each bed during the winter, with plant bids awarded by January 15th for May 1 planting; August 1 for November 15th plantings. The beds must be designed with plants

that will not get too tall as to create sight clearance problems, yet must provide bright splashes of color that can be visible as motorists and pedestrians pass by. Most of the plants are contract-grown, but others, such as cannas, are grown in the City's greenhouse.

Prior to planting, beds are fertilized with granular 10-10-10 fertilizer and rototilled. Half-hardy annuals can be planted approximately a month before the last frost date in the spring, but the tender annuals must not be planted until all danger of frost is past (usually May 1-10 in this area). After planting, according to appropriate horticultural practices, the beds are treated with a pre-emergent herbicide and mulched. These procedures should provide optimum growing conditions to provide bright, colorful flower beds.

Maintenance is done on a weekly basis, and includes watering, weeding, inspection for insects and disease, edging and dead-blooming and supplemental fertilizing with a water soluble 20-20-20 fertilizer mixed in with the water. Spraying for weeds, insects or disease is done on an as needed basis, and must be done when the temperature is above 50 F and below 85° F, and the wind is not blowing to prevent drift.

All planting should be completed by Memorial Day weekend. Flower beds should be in full bloom by July 1, and continue to bloom until frost. Any flowers in the beds that decline to a point where they no longer provide an aesthetically pleasing appearance should be removed immediately. All other plants should be removed by the middle of October, unless an early frost dictates earlier removal. Once all of the plants are removed from the beds, a public give-away is held (usually on a Friday from 7:00 AM - 1:30 PM in the parking lot of the Roanoke Civic Center). The giveaway is advertised by flyers, the public access television channel, the City's web site and through Public Service Announcements.

Spring flowering bulbs include tulips, daffodils and hyacinths. Tulips and hyacinths are used as annuals, and are removed after they finish blooming. Daffodils are often dug up and re-planted in permanent locations within the parks. Iris, crocus, alliums and daffodils are planted for long-term color, and should be left in their planting beds. The foliage on these plants should not be removed until it turns yellow and dies. Once all of the bulbs that are going to be removed are dug up, they and any pansies that have been pulled up, are given away to interested citizens. A very small giveaway is conducted at the Fishburn Home one weekday each April, which is coordinated by the department's Horticulturist.

602: Athletic Fields

The primary focus of athletic field maintenance is to maintain and ensure safe and uniform playing conditions. Maintenance is scheduled with a close eye on field wear and unsafe playing conditions throughout the scheduled sports year. Top-dressing, rolling, and reseeded are performed as needed, with standards identified by the Parks Superintendent. Fertilizer and weed, insect and fungal controls are scheduled for all game fields, primarily through outside vendors. Practice fields are not maintained as intensively, but must still provide a safe playing surface. A field may be totally renovated if it is deemed to be in unplayable or unsafe condition. "Field resting" (full field renovations) should

preferably occur in the fall, and requires 12-18 months of rest before it is again scheduled for league play.

Bermudagrass may be used on high profile, Game or Premier athletic fields. This aggressive turf grows best in the hot, humid summer months. It should be protected from harsh winter temperatures with turf blankets, which help retain daytime heating and keep soil temperatures slightly higher than uncovered turf. While Bermudagrass requires higher maintenance levels, it rewards the user with a carpet-like uniform surface. Bermudagrass should be mowed at approx. 5/8"-3/4", beginning in mid-April. From May through September, Bermudagrass should be mowed three times per week, which helps force horizontal growth, keeping the grass full and thick. In the fall and early spring, mowing once per week is sufficient. In the early fall (about mid to late September), raise mowing height for Bermudagrass to about 1.5" to help store additional carbohydrate reserves, and retain turf canopy as growth slows and the turf cannot recuperate. Bermudagrass should be vertically mowed during the middle of summer, beginning in the second to third year after installation to keep thatch to a minimum. A fertility, insect and weed control program is established for all Bermudagrass turf areas.

In other areas, Tall Fescue, Kentucky Bluegrass, Perennial Ryegrass or a blend of two or more of these seed types may be utilized, depending upon location, wear and use patterns, and funding available.

Athletic fields are maintained "in season" as follows:

- All fields with lines painted in grass are marked once per week w/ 4" white lines, with lines painted and clearly visible to referees/umpires. Strings are pulled to assure straight lines
- All infields are marked day of game with 4" lines of white marking lime, applied with a drop line marker. Strings are pulled to assure straight lines.
- All divots and holes are fully filled and tamped
- Check all jock boxes so they match existing infield grades or infield soils so that no part of the jock box is exposed at any time to eliminate dangerous sliding hazards.
- Cool season turf is mowed at least once a week, including Bluegrass, Tall Fescue, and Ryegrass, as well as blends of these grasses at 3" between late March and early November with a rotary mower.
- Bermudagrass is mowed up to 3 times per week during peak growing season, (usually May through September) at 5/8" to 3/4", and once per week in April and October at 1.5", preferably with a reel mower. A rotary mower may be used if necessary
- Grass is edged, with unwanted vegetation removed from the warning track and skinned infields once per month on premier and game fields
- All goals are securely anchored, nets fully attached and goal posts straight
- All damaged nets, base anchors, toeplates and homeplates are replaced as needed if safety or functionality is compromised.
- Infield lips are removed prior to start of spring practices to facilitate smooth transitions from skinned infield to outfield grass.
- Warning track material is checked and added as needed prior to each season's games, and after heavy rains. If damage is evident, drag and back fill warning track areas.
- All game and premier fields are aerated 3X per year, with a core aerator. Cores are allowed to dry and are then dragged in to the field.

- Premier fields may be top-dressed annually with 100 tons or more of sand/peat mix, applied at a rate of 1/4" lifts.
- Mode 1 game fields are covered each winter with lightweight covers between December 1 and March 1 for cool season grasses, and December 1-April 1 for Bermudagrass to add cold weather protection and encourage early spring growth and green-up

All playing fields are scheduled for applications of fertilizer herbicide, pesticide or fungicide treatment each year as needed. See the current fertilizer/insecticide/weed control contract listed in Section 1100 (Addenda) for further information.

603: Barbecue Grills

Our goal is to provide clean and accessible barbecue grills. Grills are cleaned and inspected on a routine basis and just before a reservation, and are available for use year round, with peak usage occurring from April through October. Standards include:

- Cleaned once each week or as needed before any reservations or large scheduled events at a specific park location. Routine cleaning includes cleaning of the grill and removal of any trash in or around the grill area.
- Inspection is done to check for grill stability, broken or damaged equipment, and/or graffiti. If problems are noted that cannot be resolved, the appropriate Maintenance Supervisor is notified, a work order is generated and the grill is scheduled for repair or replacement, and is marked as unusable by wrapping with yellow caution tape.
- These tasks are performed on between March 1 and November 30.

604: Basketball Courts

The optimum service frequency for the basketball courts can be found in the Landscape Maintenance Modes. Prior to any large community events, the basketball courts are either swept or blown off, nets are inspected and replaced if needed, and visible damages are repaired. In addition, the areas around the courts are policed for glass and/or trash. Regularly scheduled maintenance includes:

- Courts are pressure-washed once each year in the spring.
- Routine maintenance is primarily done between March 1 - November 30, and includes sweeping/blowing off of all courts, general inspection, and removal of any trash, graffiti, and inspection for damage to surfaces, fences, and benches.
- Fallen leaves are removed between November and January
- Net inspection is done each month, year round. Any problems are repaired or nets/hardware replaced.
- Surfaces are crack filled when conditions warrant, and re-sealed approximately once every 10 years, if funding is available. For maximum effectiveness, crack filling can only be performed during warm weather months; primarily between the months of May and September.

605: Drinking Fountains

Drinking fountains are available for use from approximately the second week of March through the second week of November. Facilities Maintenance staff are

responsible for the draining and winterizing of fountains. Some units are “frost-free” and may be available year-round. It is the goal of the department to replace all older units with “frost free” units as funding is available.

- Drinking Fountains are cleaned once each week and as needed before any reservations or scheduled activity at a specific park location. Routine cleaning includes wiping down the bowl with cleaning solution, removing any contaminants, and removal of any trash at or around the area.
- Inspection is done by operating the fountain and looking for any leaks, broken equipment, damage, and/or graffiti. If such problems are found and not repairable by the cleaning staff then Facilities Maintenance staff is notified at X 2677, a work order is generated and the fountain is marked for repair.
- These tasks are performed on a regular basis between March 1 and November 30. The optimum service frequency for the drinking fountains in the various parks can be found in the Landscape Maintenance Modes.

606: Gates/Fences/Bollards

Our goal is to provide and maintain appealing and functional gates/fences/bollards in the park and greenway areas, which restrict access to citizen/visitor vehicles, therefore potentially reducing vandalism while increasing safety for all park patrons. To do this, gates/fences/bollards are inspected on a routine basis. Parks are open year round; therefore inspection and maintenance is done throughout the year.

- Gates/fences/bollards are inspected with each park cleaning visit and during all park inspection visits. Inspection is done to check for stability, broken equipment, damages, and/or vandalism. If such problems are noted, the appropriate Maintenance Supervisor is notified, a work order generated and the problems scheduled for repair or replacement. These tasks are performed on a regular basis year round on all parks and greenways.

607: Greenway Trails – Hard Surfaces

Our goal is to provide safe, attractive, and functional pathways for recreational, alternative transportation and fitness uses. Users will be provided with smooth, level, and hard surfaces on which to walk, run, skate, and bicycle. These trails will be maintained to allow for travel by individuals of all abilities. Maintenance activities will prevent deterioration of the hard surface and will remove obstructions.

- Hard surface trails are inspected weekly, with obstructions such as litter, fallen tree debris, stones, gravel, sand, and grass clippings are removed from the surface.
- Snow and mud are removed as soon as possible following completion of other assigned snow routes.
- Entry gates and bollards are maintained and kept secure to prevent unauthorized access to the trail by motor vehicles or other equipment that could damage trail surfaces or interfere with the experience of the trail user.
- Painted lines, signs and other trail markings are inspected and repaired/renovated as needed. If signs need replacement, the Maintenance Supervisor will contact the Sign Shop to create an appropriate replacement sign.

608: Greenway Trails – Natural

Our goal is to provide safe and functional pathways for recreational and fitness uses. Trail surfaces are typically dirt, stone or mulch pathways maintained to a width sufficient enough to allow two individuals to pass by one another without having to step off the trail. Due to existing terrain and other conditions, some trails may be more narrow, and be designated as single-directional trails. Users will be provided with clearly marked and relatively unobstructed paths through wooded and meadow areas. These trails will be maintained to allow for foot travel, mountain bike or horseback. Maintenance activities will prevent erosion of the path surface and vegetative overgrowth of the pathway.

- Maintenance is performed primarily by volunteers, with assistance by city personnel on an as-needed basis.
- Inspection of natural greenway trails will be performed by trained volunteers, as well as department personnel.
- Erosion control designs and devices such as outsloped surfaces, drainage dips, and water bars will be installed and maintained to protect the integrity of the trail and to prolong its useful life. This is primarily done by trained volunteers.
- Pruning of encroaching vegetation will be performed in a natural manner on an as needed basis. Blazes and other trail signage will be inspected, maintained and replaced in a timely manner as needed, primarily by trained volunteers.

609: Hanging Baskets

Hanging baskets provide seasonal color and interest to high visibility streets in the Central Business District, the Historic Gainesboro area, the Market area, the Grandin Road business district and on highly traveled bridges. Baskets are hung from light poles in these areas from approximately May 15 – October 15 each year.

Locations and materials used within all hanging baskets are identified by early December each year. Bids are requested, with successful bidder(s) notified before Christmas. All baskets are contract grown. Some areas that cannot successfully support live baskets will have artificial baskets installed using silk plant material secured from a local wholesale floral supplier. Examples are bridges' whose light poles are situated too high to safely maintain the baskets, and areas under trees that provide too much shade for optimum growing conditions. Baskets are generally 20" in size, although larger baskets may be used for very sunny and/or windy areas. Baskets should be showing color when they are hung on the poles, and will continue to provide color until frost. Any baskets that decline to a point where they no longer provide an aesthetically pleasing appearance should be removed immediately, and rejuvenated in the City's greenhouse, if possible. All other baskets should be removed by the middle of October, unless an early frost dictates earlier removal. Once all of the baskets are taken down, they are included in the public give-away, along with annual flowers. (see Annual Flowers for further information).

Maintenance is done on an almost daily basis, and includes:

- Watering: Watering is completed by a two-person crew using a 600-1000 gallon water tanker, usually on third shift (between 10:30pm and 7am). Each basket should be watered for approximately one minute, or until water begins to pour from the bottom of the basket

- Weeding, dead-blooming, pruning is accomplished every two (2) weeks. A basket is properly pruned, dead bloomed and weeded when all weeds and dead flowers are removed; basket is properly pruned when all irregularly shaped growths have been removed or reduced.
- Supplemental fertilizing with a water soluble 20-20-20 fertilizer mixed in with the water is performed every two weeks by the watering crew. Fertilizer is mixed according to label directions into the water tanker and is applied through normal watering procedures.
- Treatments for insects or disease are done on an as-needed basis by trained division personnel, following label directions for all treatments. All treatments with registered pesticides are recorded per Virginia Department of Agriculture and Consumer Services standards.
- If spraying is required, it must be done when the temperature is below 85° F, the wind is not blowing and pedestrians are not around.

610: Irrigation within Parks and Athletic Fields

Our goal is to ensure that all Mode One athletic field and park turf and landscaped areas are adequately watered, applying up to one inch of water weekly in times of drought and less than optimal rainfall. Without irrigation, turf goes dormant, or is stressed, allowing weeds and other unwanted vegetation, which creates less safe and less desirable turf. Unfortunately, many park areas are not irrigated at this time, with only Mode 1 athletic fields and some Mode 1 properties containing irrigation systems. Additional systems will be added as funding allows.

Current irrigation systems primarily utilize Toro equipment, utilizing two types of irrigation valve systems – hydraulic and electric. Both systems have different styles of irrigation heads depending on their applications. We use pop-up style rotary heads and pop-up spray heads or mist heads. Some are full circle while others are adjustable style heads.

All irrigation systems are installed at least 18 inches below the turf or below the freeze line for the landscaped areas. Most of our systems are controlled by irrigation clocks, giving us the capabilities to run the system on programs and/or manually. Additionally, water cannons are used on some fields, which require a 2” water connection, or fire hydrant. Remember that all water must be metered; if no meter is visible (at fire hydrants), one must be obtained from the Western Virginia Water Authority (WVWA) for proper billing.

- Authorized personnel shall check irrigation systems weekly between April and October to verify proper operation
- All sprinklers not properly functioning (head is stuck in one position, does not pop up or is stuck in the “up” position) should be repaired prior to any scheduled athletic contest to protect all players. If repairs cannot be made by in-house staff, the appropriate Maintenance Supervisor is notified, who notifies a contracted irrigation specialist to schedule any repair(s) needed.
- All systems shall be winterized prior to December 1st each year by qualified staff. Winterizing requires compressed air to be blown into each line, fully removing all water and minimizing chance for damage.
- Water cannons shall be utilized between midnight and 10AM only, unless emergency conditions dictate. Cannons shall be winterized at the end of each season, similar to in-ground irrigation systems, by qualified staff.

611: Landscaped Areas (Shrubs, Perennials, Ornamental Grasses)

Our goal is to insure that all landscapes in medians, rights-of-way and on other public property are maintained in an aesthetically pleasing manner. When new landscapes are planned, trees, shrubs and other plants are chosen that will provide the needed shape, form and size for the area. When the landscapes are in median strips, rights-of-way or near intersections, plant material must be chosen that will not get too tall as to create sight clearance problems. Plant material is obtained from a commercial grower, and installed by department personnel, or via a contractor.

Shrubs, trees and other plant material can be planted in spring between February and June. Fall planting can be accomplished from early September until late December in most years. Once the plant material is installed, (according to standard horticultural methods), a pre-emergent herbicide and mulch is added. These practices should provide optimum growing conditions to provide landscapes that will provide interest for many years. Perennial plants and ornamental grasses are used in permanent landscapes as companion plants to trees and shrubs. These may include native species, and are usually very hardy and require lower maintenance levels than many shrubs.

All landscapes will be maintained in the following manner during the growing season and includes watering (until established), weeding, pruning, mulching, inspection and pest management.

- Landscaped areas are considered properly maintained when they are free or relatively free of weeds, and all plant material kept appropriately pruned so as to avoid sight clearance/lane impediment throughout the growing season. Pruning may include selective cutting or shearing. Plant material will be pruned or renovated at the appropriate time of the year, using correct horticultural pruning practices. When properly trimmed, the plant material will look natural, and be proportionate to the area in which it is growing. If a plant produces blooms, it must be determined whether it is a spring, summer or fall flowering plant in order to prune at the appropriate time so as to not disturb the bloom period.
- Perennials and ornamental grasses will be cut to the ground (or close to the ground) in late winter to rejuvenate them for the next season. See the Horticulturist or Crew Supervisor for appropriate pruning times and techniques.
- Mulching is completed annually, using mulch approved by the Horticulturist at a depth of not more than 2". Mulch should not be piled at the base of shrubs or trees; mulch rings shall be utilized on all newly planted shrubs and trees to help collect and hold rainwater and supplemental water.
- Inspection for insects and disease is done by trained staff members. Frequency is based upon type of shrub(s) or trees and their propensity for harboring insects or disease, general condition of the planting, and location. All problems are noted and discussed with the Horticulturist, with recommendations for corrective action made within a timely manner.
- Spraying for weeds, insects or disease is done on an as needed basis by qualified personnel only, and must be done when the temperature is below 85° F, and the wind is not blowing. All treatments with registered pesticides are recorded per Virginia Department of Agriculture and Consumer Services standards.

612: Mulching

Our goal is to insure that all landscapes in medians, rights-of-way and on other public property are mulched in an aesthetically pleasing manner. Mulch reduces weed growth, insulates during cold and hot weather, conserves moisture and adds aesthetic beauty to provide a finished look to landscapes.

When new landscapes are installed, mulch will be added after planting. Existing landscapes will be re-mulched on a regular basis based upon maintenance modes (see 502-Maintenance Modes). Depending on what is to be mulched, and where it is located, different mulches may be used. Mulch types include triple-shredded mixed hardwood, double-shredded mulch available from the Trash Transfer station, or chip mulch made available through the Urban Forestry crews from chipped trees and brush. Additional acceptable mulch types include pine straw. The type of mulch to be used in specific locations is noted within the Landscape Maintenance Modes. Proper techniques include:

- Mulching is completed annually, using mulch approved by the Horticulturist at a depth of not more than 2". Mulch should not be piled at the base of shrubs or trees; mulch rings shall be utilized on all newly planted shrubs and trees to help collect and hold rainwater and supplemental water.

613: Parking Areas

Our goal is to provide clean, safe, and accessible parking areas for the public to use. To do this, parking areas are cleaned of any trash on a routine basis and prior to facility reservations. Parks are open year round; therefore routine maintenance and cleaning are done on the parking areas throughout the year. Cleaning schedules are based upon park size, frequency of use, and number of amenities within the property, and are noted within Section 502: Maintenance Modes.

Routine maintenance includes:

- Emptying trash cans, and replacing the trash can liner
- General cleaning of all trash in open spaces
- graffiti removal and glass removal.

614: Planter Boxes

All planter boxes in medians, rights-of-way and on other public property are to be maintained in an aesthetically pleasing manner, so as to provide attractive landscapes within difficult to plant areas without impeding sight clearances.

Planter boxes must have drainage holes in them. If the box is to be set on an impervious surface, then the holes must be in the sides of the bottom of the box. If drainage is available below the box, the drainage holes can be in the bottom of the boxes. When new planter boxes are planned, shrubs, perennials, bulbs and other plants are chosen that will provide the needed shape, form and size for the area. When the planter boxes are in median strips, rights-of-way or near intersections, plant material must be chosen that will not get too tall as to create sight clearance problems. Plant material is obtained from a commercial

grower, and installed by department personnel. Follow all maintenance procedures as outlined below:

- Planter boxes are considered properly maintained when they are free or relatively free of weeds, and all plant material kept appropriately pruned so as to avoid sight clearance/lane impediment throughout the growing season. Pruning may include selective cutting or shearing. Plant material will be pruned or renovated at the appropriate time of the year, using correct horticultural pruning practices. When properly trimmed, the plant material will look natural, and be proportionate to the area in which it is growing. If a plant produces blooms, it must be determined whether it is a spring, summer or fall flowering plant in order to prune at the appropriate time so as to not disturb the bloom period.
- Perennials and ornamental grasses will be cut to the ground (or close to the ground) in late winter to rejuvenate them for the next season. See the Horticulturist or Crew Supervisor for appropriate pruning times and techniques.
- Mulching is completed annually, using mulch approved by the Horticulturist at a depth of not more than 2". Mulch should not be piled at the base of shrubs or flowers; mulch rings shall be utilized on all newly planted shrubs to help collect and hold rainwater and supplemental water.
- Inspection for insects and disease is done by trained staff members. Frequency is based upon type of shrub(s) or trees and their propensity for harboring insects or disease, general condition of the planting, and location. All problems are noted and discussed with the Horticulturist, with recommendations for corrective action made within a timely manner.
- Spraying for weeds, insects or disease is done on an as needed basis by qualified personnel only, and must be done when the temperature is below 85° F, and the wind is not blowing. All treatments with registered pesticides are recorded per Virginia Department of Agriculture and Consumer Services standards.

615: Playground Areas

Playgrounds provide clean, safe and enjoyable experiences for children between the ages of 2-12. To do this, playground areas are cleaned, inspected and maintained on a regular basis. Playgrounds are open year round; therefore routine maintenance and cleaning are done throughout the year, which includes:

- Loose trash pick-up, graffiti and glass removal in and around all play surfaces and fall zones at least once per week; more on high use areas.
- Casual Playground Inspections (checking the play equipment for obvious safety hazards and vandalism) by staff when collecting/checking for trash and hazards.
- Mulch is maintained within the fall zone to a minimum depth of 9" (compacted); greater depths may be maintained depending upon specific recommendations for a playground component.
- Mulch is raked back into swing areas, slide exits, and fall zones at least once per month; more frequently if time allows.
- Playground mulch is "fluffed" at least once per year using a mini-rototiller.
- Thorough safety inspections are done on each playground area once per month, following a prescribed checklist for entrapment and entanglement hazards.
- Safety violations and hazards are documented and then immediately addressed and repaired by staff. If an item cannot be immediately addressed,

the playground is marked closed with caution tape, or specific (damaged) parts are removed.

- Appropriate signage indicating the target age group for the apparatus is required at each location, and should be clean and easy to read without graffiti or defacing present.
- All playground inspection records are maintained by the Maintenance Supervisor, and follows all city records management guidelines.

616: Restrooms

Our goal is to provide clean, sanitary, appealing and well-supplied restrooms for the public. To do this, restroom cleaning is performed from April 1 until November 1 each year in all locations. Some restroom locations are open earlier in the spring, close later in the fall, or are open year-round to provide the best possible level of customer service. Currently, year-round restrooms are located at Wasena Park, River's Edge Sports Complex, Mill Mountain Park and Carvin's Cove. Ultimate opening/closing dates should take athletic and other events and shelter reservations into consideration, as well as the average temperature to provide maximum customer service, but minimize damage to the facility through the freezing of pipes. Currently, restroom cleaning is performed by a private contractor. When necessary, supplemental cleaning will be accomplished by the park maintenance crews. Specific cleaning standards are outlined within the current custodial contract. A summarized version is listed below:

- Restrooms must be cleaned, sanitized and stocked by the contractor on a regular basis, with service frequency for the various parks can be found within the custodial contract, as well as within the Landscape Maintenance Modes.
- Cleaning involves sweeping the floor and behind the doors, removing cobwebs, sanitizing all surfaces (toilet, sink, handrails, doors, and walls) and washing the floors. If toilets or sinks are stopped up, and can be unstopped by plunging, then the contractor should do so. Burned-out light bulbs are to be replaced upon notification or inspection. Broken fixtures and other problems that cannot be solved by the contractor shall be reported immediately to the Maintenance Supervisor at X5231, and to the Facilities Maintenance Division at X2677, with completion by Facilities Maintenance. All restrooms shall be stocked with toilet tissue. New restrooms are being equipped with soap dispensers and hand blow dryers. These restrooms should be stocked with soap in the dispensers as well. A copy of the cleaning contract can be found in the addenda of this document, and within the Parks Superintendent, Operations Superintendent and the Park Maintenance Supervisor's offices.

Additional restroom maintenance completed by Park Division staff includes:

- Graffiti removal-removed within five (5) days of notification of its existence. If sandblasting is required, Facilities Maintenance is notified, and a work order is created for its completion.
- Spot painting of any graffiti is accomplished upon inspection, with full painting completed by Facilities Maintenance staff.
- Restrooms located near a shelter are spot-checked for cleanliness and toilet paper by the park maintenance crews prior to any shelter reservations at that location. Toilet paper is added if levels are insufficient for the event(s)

scheduled at that location. All problems are called directly to the cleaning contractor for immediate completion.

617: Shelters

Shelters shall be barrier-free to all patrons and conform to all ADA standards, and be safe, clean and inviting. To do this, shelters are cleaned on a routine basis, as well as prior to reservations. Shelters can be reserved between April 1 until November 1 each year, and are also available for use at no charge on a first come, first served basis year round. Reservations are taken by the secretarial staff at 853-2236, and recorded on RecTrac. Reservation notices are posted at reserved shelters each week by the parks maintenance staff.

Maintenance at shelters includes:

- Shelters and picnic tables are pressure-washed at least once a year, more often at high use locations
- Wooden picnic tables are either painted or stained once a year.
- Routine cleaning (as well as cleaning prior to reservations) includes sweeping/blowing off the shelter floor, raking around the perimeter of the shelter, emptying and wiping off trash cans, picking up loose trash, removing graffiti, cleaning grills and wiping off picnic tables. These tasks are performed on a regular basis between April 1 and November 1. The optimum service frequency for the shelters in the various parks can be found in Section 502: Park Maintenance Modes.

618: Sidewalks and Walkways

Sidewalks and walkways may be constructed of concrete, asphalt, or natural materials such as stone. They should be barrier-free and conform to all ADA standards where feasible. Routine maintenance is done on sidewalk areas throughout the year. Routine Maintenance includes:

- Emptying trash cans in the area, loose trash pick-up, graffiti and/or glass removal, and checking for vandalism or damage.
- Any damages and/or concerns found during inspections are reported to the Maintenance Supervisor, a work order is generated, and repairs are scheduled.

619: Signs

Our goal is to provide attractive, consistent and correct informational signage throughout our park and greenway network. Signs maintained by Parks Division staff are mounted to a 4" x 4" wooden post. These are found within, as well as adjacent to park locations. Signs that are mounted on metal posts are maintained by Public Works' Sign Shop staff. Many of the signs within our parks are made to order from the city's Sign Shop. Others, such as park entrance signs, are made by specialty vendors. Signs are inspected on a routine basis throughout the year. Inspection includes:

- Check for stability, damage and/or vandalism. If such problems are noted, the appropriate division Maintenance Supervisor or Parks Superintendent is notified.
- Repairs, graffiti removal and/or painting are to be completed by division staff when feasible, giving this work a high priority for completion within 1-5

days when feasible. All sign damage that cannot be completed with in-house staff is contracted to a local sign fabricator for completion.

620: Tennis Courts

Courts should be safe, clean, and in good condition for the public to use. To do this, tennis courts are cleaned and inspected on a routine basis, as well as prior to scheduled tournaments. Tennis courts are available for use year round, and may be reserved for special events. Tournaments and lessons are scheduled by the Recreation Division's Athletics Section. All special events, tournaments and lesson schedules are communicated to the Maintenance Supervisor so staff may perform proper cleaning prior to the event. Maintenance tasks performed by staff include:

- High use courts (Modes One and Two) are pressure-washed once each year in the spring. Mode Three courts are pressure washed every other year as time allows.
- Routine maintenance is completed weekly (greater in some Mode One high use locations, including River's Edge and Crystal Spring courts) between March 1 and November 30, and includes sweeping/blowing off the courts, removal of any trash or graffiti, and checking for damages to surfaces, fences, windscreens and benches. Damage is to be reported to the Maintenance Supervisor for remedy.
- Net inspection is done each month, year round.
- Net tightening is completed during net inspections, and if needed between inspections as needed.
- Court surfaces are checked annually each spring for cracking which would impede play. Cracks are filled annually between May and September, as the material requires warm-hot weather for proper adhesion.
- Courts are overlaid on an approximate 10-year schedule, depending upon funding. Overlays include crack filling, adding several layers of sealant and colorant, and repainting of all lines.
- Leaf removal is done on a bi-weekly basis from November 1 – December 31, and once in the early spring to remove leaves accumulated during winter.

Prior to a large scheduled (rental) event, the tennis courts are either swept or blown off, nets are inspected and tightened, and visible damages are repaired. Lastly, the areas around the courts are policed for glass and/or trash. Cracks within the court surfaces are repaired on a priority basis, with high use "Mode One" courts receiving the most frequent repairs. It is the goal of maintenance personnel to provide safe and aesthetically pleasing playing surfaces at all times.

621: Trash Cans and Park Litter

Parks and green spaces should have adequate, clean trash cans for the public to use. Trash cans are provided in all parks, near shelters, in park parking lots and near athletic fields and playgrounds. Trash is picked up within parks and trash cans are emptied and cleaned on a routine basis year round. Routine maintenance includes:

- Removal of trash can liner, and replacement of liner. Unless there is very little trash in the can, the plastic bag is changed each time the trash is emptied. Small amounts of trash may be picked out of the can, and the plastic bag left.

- Trash cans are wiped down with a cleaner such as Greased Lightning on a bi-weekly basis in high use parks; monthly in low use locations
- graffiti is removed within five (5) days of notification of its existence.
- Loose litter in turf areas is picked up according to schedule, as well as just before mowing. The optimum service frequency for cleaning and emptying trash cans and picking up litter in the various parks can be found in the Landscape Maintenance Modes.
- Staff members involved in picking up trash are supplied with gloves to protect their hands. Appropriate hand washing shall be completed after completing trash collection.
- Sharps containers are provided in each truck for disposal of any needles or other sharp objects they encounter while cleaning parks.
- Barrels, drums or other closed metal container of any type found while cleaning should not be touched. Staff are to call the Maintenance Supervisor, who will notify the City's Environmental Coordinator to determine its contents. If deemed to be hazardous, staff are no longer involved in the process of removal. All hazardous materials are removed via a contractor properly equipped to handle such issues.

622: Trees

Our goal is to provide healthy shade and ornamental trees to city property. Roanoke currently is striving to attain a 40% tree canopy throughout the City. To do so, hundreds of trees are planted each year. Trees maintained by department staff are located in parks, along residential streets, in medians, and in other public spaces.

Trees are planted as replacement plantings or as new plantings. Often, as trees die or have to be removed, replacement trees will be ordered and planted. As budgets allow, new or additional trees are planted to meet tree canopy goals. Locations and tree types are selected by the urban forester, with input from a variety of sources. Trees are obtained, on the most part, from commercial nurseries and are planted by city personnel.

Trees can be dug during dormancy and planted during both spring and fall seasons, ideally from March 1 through May 31 in the spring and from November 1 to December 30 in the fall. Once trees are planted, mulch is added and trees are staked. Treegators (green bags located at the base of each newly planted tree) are used to deliver adequate moisture, increasing the likelihood of their survival. Treegators reservoirs hold 15 to 20 gallons of water, and allow it to slowly trickle out to the roots of a newly planted tree. Treegators can be filled quickly, allow watering personnel to water more trees per day. Pruning is typically not recommended during the first growing season following planting.

Trees are watered at the time of planting and during the first growing season following planting. Residential street trees are watered by adjoining homeowners or residents. All other trees are watered by city personnel. Fall planted trees require less watering than trees planted in Spring, but should be monitored and watered as needed during the first year of establishment.

Watering may be necessary during the second growing season, particularly for trees on dry sites or during times of drought or very dry conditions.

Established trees are inspected on average every four years and pruned by city personnel on this same cycle on an as needed basis. Downtown trees are inspected and pruned on a three-year cycle. Pruning is performed in compliance with the national pruning standards. Trees are pruned for the purposes of removing large dead limbs, raising to keep clear of vehicular and pedestrian traffic, and for sight clearance at intersections. Topping is not an acceptable pruning method, is injurious to the tree, and is not practiced by the city. Cabling, bracing, bark tracing, cavity work and other tree surgery practices will be performed by city personnel at the recommendation of the urban forester. Spraying and fertilization applications will be performed by city personnel on an as needed basis.

Tree removal decisions are made by the urban forester and trees are removed by city personnel. All limbs will be chipped on site and wood transported to a central location and made available to the public for firewood. Diseased elm trees and other infected or infested trees will be entirely disposed of at the trash transfer site for burial in the regional landfill. Trees will be removed in a safe and expeditious manner and stumps will be removed in a timely manner following tree removal. Stumps will be ground out below grade and the area re-graded and seeded by city personnel. All facets of tree care are recorded and completed via Datastream work orders, as well as through the SERVICE centralized call-center system utilized by the city.

All specific tree maintenance tasks are determined by the Urban Forester, Forestry Inspector, and Crew Supervisors, following ANSI standards for tree care. Improper use of tree care equipment performed by untrained staff can lead to serious injury or death. All staff utilizing chain saws must have appropriate chain saw chaps, face shield and helmet. Forestry staff members are expected to utilize all appropriate PPE. All work zone safety protection equipment, including the flashing arrow board, appropriate lane closures, signage and/or flagging operations should be in place at every job site.

Commemorative trees are donated to the city in memory or in honor of a loved one. Each Commemorative tree has a marker that identifies the honoree. These markers should remain clean, intact, and presentable. Notify the Urban Forester should a marker become damaged, destroyed, or is missing.

623: Turfgrass Areas

Our goal is to ensure that all turfgrass areas are properly mowed and maintained at the highest quality level possible. Turf may be replaced via sod or seed. Proper fertility and pest, weed and plant disease management is important to maintain proper turf health. Soil tests are performed to determine nutrient needs. Regular visual inspections identify pest and disease issues. Routine maintenance of turf includes:

- Mowing heights are adjusted according to turf type and season. Fescues, bluegrass and ryegrass (as well as blends of these turf types) generally are mowed at 3.5 to 4" year-round. This mowing height helps turf to recover from wear and tear, reduces weed pressure, and helps reduce hot summer stress.

- Mowers shall have blades that are sharp, with blades changed out at least twice per week.
- Mulch mowing is performed in open areas each fall between November and January to grind up fallen leaves, helping to increase organic matter and nutrient levels in the soil
- Aeration: Aeration is most successful after receiving rainfall. Most open spaces are aerated once per year, in spring or fall. High use areas may be aerated twice (once each in spring and fall). Several passes in different directions should be made, pulling plugs as deep as possible.
- Renovations/seeding: Most open space areas will use a 90% tall fescue/10 % Kentucky Bluegrass blend, with varieties suggested by staff from Virginia Tech based upon research. Seed should be applied at a rate of 5-8 pounds/1000 square feet, with a starter fertilizer (10-20-10 or similar) applied at seeding. All seed should be raked/dragged in, with a thin cover of hydromulch or straw to help conserve moisture. Athletic fields and key park open space turf has a fertility and weed control program which is administered by in-house and contracted staff.
- Edging and string trimming helps detail proper turfgrass maintenance. All curbs, sidewalks, shrub beds and trees should be maintained without damaging the obstacles in which you are edging. Never utilize a string trimmer directly against a tree, especially young trees, as it will damage and likely kill the tree. Mulch rings should be provided at all trees.
- Clippings are cleared and blown from sidewalks, roadways back into the turf to complete the mowing process.

All fertilizing should be done in the fall within un-irrigated parks and landscaped areas. One to three pounds of nitrogen should be applied at one, two or three split applications in the fall or before winter approaches on all cool season turf. See the fertilizer/insecticide/weed control contract in the addenda for further information.

700: Miscellaneous Department Responsibilities

701: Maintenance of Park and Athletic Field Lighting

Lights are maintained by Facilities Maintenance, and by American Electric Power (AEP). All lighting located at athletic fields, as well as some decorative park lighting is maintained by Facilities Maintenance staff. Report all problems to the Facilities Maintenance work planner at 853-2677. Many of the decorative post lights, all flood lights within parks, as well as all of the street lights along roadways and within parks are maintained at no charge to Parks and Recreation by AEP. They can be reached at (800) 956-4237. You will need to report the pole number for all lights. This can be located on each service pole at approximately eye level.

702: Maintenance of Restrooms, Picnic Shelters, and Recreation Facilities

These facilities, including all electrical and plumbing, as well as most structural issues are primarily maintained by Facilities Maintenance staff. Please call the Facilities work planner at 853-2677 to report problems. Other items are maintained by internal staff or via a contractor. Stand alone shelters, such as ones located at Ridgewood Park, Garden City Park, and the small shelter at the Roanoke Valley Skate Park within Wasena Park are maintained by Parks and Recreation staff. Bathrooms are currently cleaned via a contractor on a specific

schedule. Some are open year round, while others are opened seasonally; usually from March to November. If a bathroom requires immediate cleaning or attention, please contact your supervisor, who will contact the appropriate person for cleaning. Bathroom cleanliness is one of the most likely causes for complaint from our citizens/customers, so it is important that these issues are handled in a timely fashion.

703: Low Water Bridges and Park Bridges

Logs and debris are removed from low water bridges and waterway bridge abutments by Public Works. Public Works staff members are also responsible for opening/closing low water bridges, which affects the roadway and greenway within Smith Park. Contact the Department of Public Works at 853-2741 to report a high water or log/debris problem.

704: Ponds/Waterways within Parks

Most waterway issues are handled within Parks and Recreation. If mosquito breeding is possible due to standing water within ponds, mosquito control “dunks” should be applied per label directions. If a pond’s algae levels accumulate to unacceptable levels, an algaecide should be applied per label instructions. If drain pipes which channel water into or out of ponds are clogged, they should be cleaned in a timely manner to prevent blockages and flooding. These items are handled through the Parks Division Construction/Development Maintenance Supervisor. Trees along waterways are maintained by the department’s Urban Forester. All issues involving trees within waterways should be forwarded to the Urban Forester at 853-1994 and/or the Parks Superintendent at 853-1133, who will determine the appropriate course of action.

705: Flagpoles

All flagpoles and flags are maintained by Facilities Maintenance staff with the exception of the flag located in front of Parks and Recreation’s Headquarters at 210 Reserve Avenue. Flags should be properly lighted if flown at night, otherwise they must be removed each day. Report damaged flags, burned out lights, etc. to the work planner in Facilities Management at 853-2677. Tree City USA flags are the responsibility of the Urban Forester, who can be reached at 853-1994.

706: Roanoke Valley Skatepark

This facility, located within Wasena Park, is a joint venture between Roanoke Parks and Recreation and Roanoke County Parks, Recreation and Tourism. Daily maintenance/cleaning is provided by City of Roanoke Parks Division staff. Larger maintenance projects and upgrades are planned in conjunction with Roanoke County Parks’ staff to share costs and labor requirements. Programming and promotional activities are the responsibility of the Outdoors section within the City of Roanoke’s Recreation Division. Monthly comprehensive inspections are completed by staff within the City of Roanoke Construction/Development crew within the Parks Division.

707: Sheriff Work Crews

The Sheriff's Department has multiple prison inmate crews which perform a variety of skilled and unskilled tasks for Parks and Recreation, including mowing and trimming, trash collection, debris collection, athletic field cover installation, etc. These crews are scheduled by your Supervisor, and are restricted to certain task and locations. For example, they are not allowed to work at or near schools while in session. If you have any ideas which may benefit our Department as to how these crews can be used, please discuss this with your Supervisor.

708: Adopt-A-Park Program

This key volunteer program allows citizens, businesses, churches or service groups an opportunity to assist with keeping parks clean, or improving amenities found within a park. Groups agree to complete at least four cleanups annually in an adopted property. In turn, Parks and Recreation erects a sign at the park acknowledging the donation. This agreement is in effect for two years, and then is renewed. Currently more than 25 park properties and greenways have been adopted. This program is managed by the department's Horticulturist.

800: Emergency/Weather Response Operations

801: Flood Response

Our goal is to protect Department property and equipment. Department headquarters and storage areas are located in the flood plain of the Roanoke River. A detailed flood response plan, entitled, "Parks and Recreation Flood Evacuation Plan", has been developed and is included in the addenda of this document. All department staff are subject to assist in the various evacuation steps called for in the plan. The degree of evacuation is dependent on the predicted and actual water level of the river during any given event.

802: Snow Removal within Streets

Parks Division staff assists the Public Works' Transportation Division in ensuring the effective removal of snow and ice from city streets as well as sidewalks. Parks Division staff are responsible for cleaning all streets on the South side of the city (including the Central Business District), sidewalks in front of city-owned property, in parks and on bridges as well as several parking lots in the Central Business District, and at libraries, recreation centers and greenways.

The South side of the city is divided into nine (9) sections, plus the Central Business District. Personnel and equipment are equally distributed into the sections to provide equal street snow and ice removal to all areas. Streets in each section are prioritized, and cleaned in the following order: major arterial and collector highways and trouble spots, Valley Metro bus routes, school bus routes and then all remaining residential streets. Personnel are divided into two (2) twelve (12) hour shifts so that streets are being cleaned 24 hours a day.

Beginning in October of each year, snow equipment is thoroughly checked and all repairs and maintenance completed. In addition, during this month, classroom training is held for all personnel involved in snow and ice removal.

After the training is completed, all employees drive their assigned route to familiarize themselves with the streets and any problem areas.

Upon receiving a forecast of a 50 percent probability of snow, all equipment is readied and at least one chemical spreader and one plow for each section is manned and put on stand-by. As the probability increases, more equipment is manned. Anti-icing agents and/or chemicals may be applied to bridges and trouble spots before actual snow and/or ice falls. Snow equipment used includes snow blowers or snow throwers, skid steer loaders, ATV and other tractors. The supervisor in charge will assign personnel to specific crews and designated areas. During non-working hours crews will be called in when deemed necessary and assigned to working areas, or directed to stand-by positions.

A copy of the complete Snow and Ice Removal Program is available for review with each Parks Division supervisor. A copy of the listing of South side sections, including the equipment allocated to each section and the operators of the equipment, plus the sidewalk sections, including manpower and equipment, is attached to this manual.

By providing equal snow and ice removal service throughout the city, and cleaning streets, sidewalks and parking lots according to the priority schedule, citizens should be able to travel around the city within 24 hours after the last snow or ice falls.

803: Sidewalk Snow and Ice Removal

The Department of Parks and Recreation shall designate one or more supervisory personnel to oversee the City's sidewalk snow and ice operation. The sidewalks and parking lots are divided into six (6) sections and personnel and equipment are equally distributed into the sections to provide equal service. These crews typically work ten (10) to twelve (12) hour days.

Weather bulletins are received from the Transportation Division Manager or Superintendent, or designated Supervisors from Public Works. The Communications Control Center also receives weather bulletins as a backup for nights and weekends. Upon receiving a forecast for 50 percent probability of snow, ice and/or freezing rain, one or more trucks may be readied for operations. The truck will be equipped with ice melting materials, shovels and related tools. Cleaning of all sidewalks around public buildings, bridges and sidewalks will begin with the next regular shift after snow has stopped falling, except around certain critical buildings such as the Municipal Complex, which is cleaned as soon as possible. As a general rule the removal of snow and ice from steps going into City buildings will be addressed at the same time as the sidewalks.

All sidewalks and steps around the Municipal Complex are cleaned and treated within two hours of arriving on site. The Main Library and all branch library sidewalks and steps should be cleaned and treated within three hours of the completion of the Municipal Complex. The branch library sidewalks are cleaned by the Building Maintenance Division of the General Services Department. Cleaning of the Central Business District sidewalks, plazas, bridge sidewalks, right of way sidewalks, Parks and Recreation Centers and other public property within the CBD will begin immediately following the completion of the Municipal

Complex. Cleaning of Parks sidewalks and other outlying areas will begin after the completion of all the above areas.

804: Storm Damage

Timeliness is the goal of staff assisting in storm damage response and repair. Staff protects public safety and city-owned assets by ensuring passable roadways and sidewalks. Response to tree related damage, such as that which occurs as the result of a wind or ice storm, is a responsibility of the Parks Division. The urban forestry section staff maintains an on-call system designed to provide 24 hour response for tree related emergencies. Such emergencies include trees falling and blocking streets and essential alleys, or any tree related matter requiring an immediate response from the City. All tree related emergency response operations, both small and large scale, are coordinated by the urban forester. Initial response begins with the urban forestry crews and expands to include additional Parks Division staff when necessary. Large scale events can expand to require response assistance from Public Works Department staff, principally the Transportation Division. Response crews typically work twelve (12) hour shifts, and divide their ranks to continue efforts twenty-four (24) hours a day if necessary. Cleanup operations following the initial response to a large scale storm are performed under the lead of the Solid Waste Division.

805: Other Emergency Response

While unlikely, emergencies such as chemical spills, fires, train wrecks or other catastrophic man-made disasters may occur. Key department staff is included in the city's overall Emergency Response Plan, which is managed through the Environmental and Emergency Management office. Emergencies of this magnitude generally require a coordinated response, utilizing the Federal Emergency Management Agency's (FEMA) Incident Control Measures (ICM). A copy of the City's Emergency Response Plan can be located on the Employee Portal, and is located within the Addenda section below.

900: Vehicles and Equipment

901: Vehicle Fueling Procedures:

Parks and Recreation has two underground storage tanks located within the fenced compound at 210 Reserve Avenue; one each for gasoline (mid-grade-89 Octane) and diesel fuel. Each holds up to 12,000 gallons. Gasoline currently is blended with up to 10% ethanol, and diesel is blended with up to 20% bio-diesel. The tanks are refilled when levels approach 7,500 gallons. A container of absorbant materials is located on the island if a spill was to occur, and a full spill containment kit is located in the Parks Division office area if needed.

The tanks service all Parks and Recreation vehicles, as well as any other city vehicles needing fuel, including all City of Roanoke public school buses. Fuel is not to be dispensed into private or unauthorized vehicles. Fuel usage is monitored by the "Gasboy" system, which requires all users to utilize a swipe card to gain access to the pump. Users then insert vehicle information such as vehicle number and mileage. The pumps will automatically lock out if incorrect information is input. An well marked emergency shutdown switch is located

within 30' of the pumps, on the outside of the main headquarters building. All fuel purchases are monitored by the Fleet Division of General Services, which sends each department a monthly detail report showing each vehicles' fuel usage with dates, times and gallons used, as well as price paid per gallon and price paid overall. This service area is one of two within the City; the Public Works facility has similar fuel islands, with greater capacity.

902: Driving within Park Properties

Employees (and customers) should drive/park within designated areas only. Vehicles should not be operated outside of designated parking areas or service drives unless required by the task at hand (for example, a bucket truck trimming trees in a park). Employees should not drive or park on curbs or sidewalks. Vehicles operated within parks cause compaction, and tire ruts can create safety issues. Our customers often wish to park directly next to a park facility, such as a picnic shelter. Employees seeing customer's vehicles within a park should approach them in a positive manner and ask them to move their vehicle, and call the Police if any issues arise.

903: Vehicle Use, Vehicle Checklists and Sign-Out

The appearance and cleanliness of Roanoke's vehicular fleet should be a reflection of the pride each one of us takes in the day-to-day performance of our jobs and the positive image we want to exhibit toward the citizens of Roanoke. On a similar note, we also need to emphasize the need to properly operate and care for the mechanical condition of the fleet.

All City of Roanoke Vehicles are to be appropriately checked out prior to their first use each day. The driver must fill out an entry within the vehicle's log book, noting any problems and getting the vehicles appropriately shopped for any items deemed safety issues. Vehicles requiring a Commercial Driver's License (CDL) must be checked each time a new driver utilizes the vehicle, even if on the same day.

There are limited vehicles available to staff to use and therefore a reservation process is in place. Keys, reservation calendar, and key sign out/sign in sheets are located in the Clerical work area and are available during regular business hours. Should you need a vehicle after 5:00 p.m. or on weekends, you will need to make arrangements to pick up the keys before 5:00 p.m. There are extra sets of keys in order to accommodate staff needs. It is staff's responsibility to cancel any vehicle reservation in a timely manner so as to free it up for others to use. Be courteous-remember to fuel the vehicle upon completion of use, remove all items and clean/sweep out the vehicle if appropriate.

In the Parks Division, most vehicles are pre-assigned to individuals or crews. Many of these vehicles require a CDL license, and cannot be utilized by holders of "regular" driver's licenses. Remaining Parks Division vehicles may be available for use; please see the Parks Superintendent or other Parks Division Leadership Team member if you wish to borrow a vehicle assigned to the Parks Division.

Use of a city vehicle is a privilege and one that can be removed should an employee exhibit abuse of the privilege and of the vehicle. Request for reimbursement for mileage in personal vehicle can be done by use of proper

form and whenever a City vehicle is not available. Regulations on where, when, and who can operate or be present in the vehicle can be found in Personnel Operating Procedures #23.

Staff may not use City vehicles for personal use or for personal advantage. You may not take a City vehicle home for any reason unless approved by the Department Director.

904: Vehicle Safety and Inspection

Vehicle inspection is a critical component required for a safe trip that also provides good customer service. Use the appropriate Vehicle Checklist form to document vehicle condition. Each user is responsible for the proper operation of that vehicle. If the operator feels that the vehicle is unsafe, do not use it and initiate repairs immediately. If a problem is discovered during a weekend, the staff person should contact their immediate Supervisor and find a replacement vehicle or cancel the trip.

Procedures:

- Contact the supervisor responsible for that vehicle
- Responsible supervisor coordinates repairs with the Fleet Management Division
- Equipment Checked:
- Brakes and Belts
 - Push brake pedal to floor. Should feel resistance.
 - Check brake fluid reservoir to insure it is full
 - Check to see that all belts are in place
 - Check for twisted, worn or frayed belts
- Emergency/Safety Equipment
 - Fire extinguisher
 - Filled indicator in “green”
 - Secured to bracket
- Tires/Wheels/Lug Nuts
 - Tires properly inflated (see handbook for air pressure)
 - Excessive wear on tires (tread that is worn or uneven)
 - Cracks in wheel surface
 - Lug nuts all in place and tight
- Battery
 - Secured on battery shelf
 - Connections are tight and secure
 - Minimal green corrosion on terminals
- Exhaust System
 - Listen for excessive noise
 - Look for any hanging pieces or broken brackets
- Seat Belts
 - Accessible to passenger
 - Secured to floor
 - Buckles fasten properly
 - Clean of oil, food, etc.
- Gauges/Instruments/Horn
 - All function properly
 - No red warning indicator lights
 - Blows
- Fluid Levels and Leaks

- Check oil, water, brake, transmission, steering and windshield wiper fluids
 - Check engine and under vehicle for any fluid leaks
 - Streaks on engine parts or fluid puddle under vehicle
- Lights and Outside Appearance
 - Check headlights, signal, brake and reverse lights
 - Outside, oil, mud or other debris on side of vehicle
- Steering
 - Turn steering wheel
 - Ease of turning
 - Listen for high-pitched whine
- Windshield Wipers
 - Turn on the “cleaning” operation for effectiveness
 - Check for worn or torn blades
- Suspension/Springs
 - Look for any broken springs or suspension parts
- Trailer Hitch and Lights
 - Check insure that the hitch has a secure connection to the vehicle
 - Insure that all wire connections are clean
 - Insure that all wires are not frayed or hanging too low to be damaged
 - Insure that emergency chains are secure
- Clean Interior
 - Insure that all windows, seats, floor and other surfaces are clear of food, trash and other debris

905: Equipment Care and Use

The purpose of this section is to ensure that all equipment care and equipment use is handled in a professional manner. Use the owner’s manual to read and understand the operating functions of each piece of equipment. Understand the equipment’s proper functions and limitations, as well as operator’s safety and the safety of others around you. Become familiar with all levers, switches and controls. Know what it takes to shut down the machine in case of an emergency. Make sure to keep all shields, safety devices and warning decals in place. If a shield or safety device or decal is malfunctioning, illegible or damaged then repair or replace it before operating the machine. Look for damaged equipment, leaks and/or other visual damage. Check all fluids, lubricants and grease fittings. Make sure to fill or add any necessary items. Start your equipment and make sure it is in proper running order before leaving for your work location.

If repairs need to be addressed, notify your supervisor. If you need to shop your equipment, fill out a work order for the repairs. Never misuse or abuse equipment, only use your equipment for its intended use. Verify with your supervisor what Personal Protective Equipment (PPE) is required for each piece of equipment.

All accidents involving a motor vehicle shall be documented using the Motor Vehicle Accident Report form. This report is to be filled out ASAP by the driver/operator and the immediate supervisor, signed by the appropriate division Superintendent, as well as the department Director, and received by Risk Management and copied to Fleet Management within 24 hours of the incident.

1000: Facilities

1001: Opening of Facilities

Staff members are expected to report no later than 15 minutes before their scheduled starting time. Staff should disarm alarm system, if applicable, and unlock all doors as directed, especially the fire exits. The employee will turn on the interior lights and, if appropriate, turn off exterior lights. The bathrooms must be checked, making sure they are unlocked, clean and in working order. Facility should be checked for minor repairs, such as broken locks on doors or burned out lights, especially exit and exterior lights. The employee should report any needed repairs to the appropriate department immediately so they have time to respond before the end of their work day, generally 3:30 p.m. (see Section 800 for the appropriate department).

Employees are responsible for minor clean up inside and outside the facility, such as trash, glass, grass on sidewalks, etc. If applicable, staff should check the answering machine for any messages.

Staff assigned to facilities and areas that contain playground equipment should perform an inspection of the equipment after the facility inspection. Any damaged or vandalized equipment should be reported to your supervisor immediately. Children should not be allowed on playground equipment that is damaged or broken.

1002: Closing of Facilities

Employee should begin by touring the inside of building, checking all restrooms and making sure the TV, VCR, and/or DVD player are locked in a secure area and all participants and visitors have left the building. Staff should place all equipment in its proper place, lock all doors, and turn off all lights, with the exception of security lighting. If applicable, the security system needs to be enabled. Be sure to recheck the door(s) to make sure it is locked. Finally, if the facility has an entrance gate that requires locking, it should be locked as employees are leaving.

1003: Emergency Facility Closing

After an accident or incident only the supervisor, Recreation Superintendent, or Department Director will be responsible for determining whether the center will be closed. If that decision is made, proceed with the following:

- Call any persons or organizations that were scheduled to use the facility and advise them of the closing.
- Post a sign stating "This center has been closed and will reopen at (give time/date). Call 853-2236 for further information."

Refer any questions from the media to the Marketing and Information Specialist at 853-1260 or a properly designated departmental spokesperson.

1004: Inclement Weather Procedure

Superintendent of Youth Services and Programmers will consult with the Director and a decision will be made by 10:00 a.m. if community recreation centers will be open for activities from 1:00 – 5:00 p.m., the special snow day hours of operation. A decision will be made by 4:00 p.m. if the evening activities will be held or rescheduled.

The Athletic Coordinator and Outdoor Recreation Coordinator will consult with the Recreation Superintendent and a decision will be made by 4:00 p.m. if their activities will take place for the evening. The Athletics Weather Hotline number is 777-6495.

The Recreation Coordinator and Recreation Programmers will consult with the Recreation Superintendent as early as possible regarding Mountain View Center's programs (generally begin at 9:00 a.m.) and will confer with school personnel by 2:00 p.m. regarding the Fitness Centers.

On weekends, holidays, and during school vacation periods, each Coordinator or Programmer will contact their respective Superintendent by 8:30 a.m. to determine closings.

The Marketing and Information Specialist will be responsible for providing information to the radio and television stations. The Recreation Coordinators will handle this responsibility if the Marketing and Information Specialist is unavailable.

The Recreation Programmers will contact staff regarding whether or not to report to work. Recreation Programmers will also contact clubs, organizations, and rentals if facilities will not be open.

1005: Maintenance of Facility and Equipment

For all of the following, see Section 800 for contact information for reporting problems. When opening a facility, employees should check the playground area for damaged equipment. If damage is found, staff should report it immediately. Employees should check the area immediately surrounding the building for glass and trash. Clean up what can be done and call for assistance if it's too extensive for one individual to complete. Staff should check outside lights and report any not in working order. All equipment including pool tables, furnishings, and any other equipment used on a daily basis, should be routinely checked and reported if any damage is found.

1006: Facility Cleaning Reports

In the Parks Division, the Maintenance Supervisor who oversees contracted facility cleaning shall review all monthly reports submitted by the cleaning contractor prior to payment. In the Recreation and Youth Services Divisions, Cleaning Reports are a required part of the routine paperwork assigned to each facility. These reports are used to help monitor the daily upkeep of the centers. Staff should immediately report any problems to their supervisor so the cleaning crew can be contacted to correct the problem. Staff must utilize notebooks at each facility to document problems or needs.

The reports should be filled out daily according to staff's inspection of the facility. Please note all spaces must be completed if they apply. If the section does not apply, please mark with "NA" (not applicable) in the appropriate block. These reports should be submitted weekly along with the time sheets. Please make sure reports are signed daily and dated.

1007: Facility Safety

This summary list identifies the key safety responsibilities for recreation and youth facilities. Each facility will have specific requirements and special elements unique to that site. Use this summary as a guide and basis for each area. Key items that identify safety solutions are noted in italics.

- Administration
 - Staff Training Records
 - See Staff Training Matrix
 - Up to date and on file
 - Emergency Phone Numbers and "call back" list
 - Up to date and on file
 - Emergency Evacuation Plans
 - Procedures on file
 - Other Possible Emergency Actions
 - Flooding or other natural disasters
 - Procedures on file
 - Fire and Burglar Alarms
 - Procedures on file
 - MSDS Books
 - Up to date
 - Accessible to all staff
- Outside of Facility
 - List of Areas:
 - Activity Area
 - Shelter
 - Parking
 - Walkway or other feature
 - Lighting
 - Entrance
 - Activity Areas
 - Parking Areas
 - At each of these points identify:
 - Proper Candlepower
 - Directional for Most Effectiveness
 - Cleanliness
 - All areas cleaned up
 - Glass
 - Trash
 - Bio-Hazards
 - Trash Cans are available and not overflowing
 - Access control
 - Bollards
 - Fencing
 - Gates
 - All are in good repair and operational

- Able to shut
- Secure with latch, lock, chain or other implement
- Opens and closes properly
- Does not have any hard or sharp edges or projections
- Inside Building
 - List of Rooms
 - Activity Area
 - Administration
 - Storage
 - Emergency Exits
 - Clear
 - Easily identifiable
 - No trash or furniture blocking the exit
 - "Exit" light functioning
 - 8.5" x 11" placards showing emergency routes
 - Fire Extinguishers
 - Accessible
 - Properly Inspected
 - Proper Storage
 - Cleaning and program fluids/chemicals
 - Adequate lighting
 - Adequate ventilation
 - Sturdy containers and storage shelves
 - All fluids labeled with MSDS criteria
 - First Aid Kits
 - Properly stocked
 - Accessible

1008: Burglary and Vandalism Procedures

In case of burglary at a facility, staff should call the police immediately and indicate the locations of entry. Employees should not enter the facility until the police arrive. Staff should list any missing items on the form provided for this purpose. The form must be completed in its entirety to ensure that an accurate assessment of damages can be reported to the police. Staff should give the police an accurate detailed account of missing items. Upon completion of the report, staff should always ask the police for a copy of the official police report. The employee should call the Coordinator/Superintendent for their Division and they will contact Facility Management to repair any structural damage such as broken locks or windows, among other things. Staff should then notify their supervisor immediately and prepare a detailed report in writing. A copy of the report and the police report must be submitted to the supervisor with copies of these reports staying on file at the facility as well. The employee should contact Police Records or Risk Management to obtain the report. Vandalism of facilities and park property should be reported as soon as possible and corrective action taken to restore damaged areas to their original state.

1009: Building or Property Damage

Employees should immediately report building damage such as broken doors or windows (see Section 800). In case the building cannot be properly secured during work hours, staff should contact Facility Maintenance at 853-2042, informing them of the situation so that they can send someone to secure the

facility. In this case, staff must stay in the building until work is completed. The supervisor must be contacted to assess the safety of having participants in the facility.

1010: Keys and Locks

It is important that all offices, recreation facilities and storage locations are locked at the end of each business day. Facility access is restricted through the issuance of a very limited number of keys; appropriate staff is given keys to access locations within their span of control. Keys should not be loaned to anyone else. Keys are issued by the Parks Division Superintendent or his/her designee, and are logged within a journal to manage key issuance. Staff issued keys are responsible for their safekeeping; lost keys may require out-of-pocket expenditures to re-key areas where security has been compromised. Likewise, keys issued to customers must also be appropriately logged. At many parks, bollards or chains block vehicle access. Park gates and bollards are to be locked each time a vehicle/employee enters or exits the facility, to restrict access by non-authorized users. Substantial damage may occur if people drive vehicles on athletic fields, or drive near places children are present, such as playgrounds. Recreation Centers shall be appropriately locked, with all security systems activated when closing the facility each day. Alert your supervisor if locks are cut or missing, or if you cannot appropriately secure a location. By assigning responsibility for securing our buildings, parks, and storage areas, we are proactive in protecting valuable equipment, tools, vehicles, and supplies. Parks Division supervisors prepare a lock-up schedule for all division storage areas, for appropriate locking of headquarters and Quonset storage areas. This responsibility is rotated among division supervisors.

1011: Regular Work Orders (Other than Emergency Situations)

Work order forms are to be used when there is a need for minor repairs at the facility and should be given to the supervisor as soon as the problem is identified. The supervisor will assess which procedure to follow whether it's written or call in, to have the problem corrected. This form should be used to provide the supervisor with all pertinent information.

Both Facilities Maintenance and the Parks Division utilize Datastream, an enterprise work order system which tracks all work and service calls made to either division. To initiate a work order within Facilities Maintenance, call the Work Planner at 853-2653. In the Parks Division, see the appropriate Division Supervisor (Horticulturist, Urban Forester or Maintenance Supervisor) to initiate a work order, or call the Superintendent at 853-1133.

Staff overseeing facilities may send an email request detailing the exact problem, location of the repair requested, approximate date of damage, and the cause of the damage, if known, and any additional information that the staff deem appropriate to the respective Division Coordinator as a request for repair. The Coordinator will then contact and copy the Superintendent of all Facility Management requests.

1012: Division-Specific Inventories

Non-consumable equipment (including equipment with electric powered motors) with a value of \$100 or more shall be inventoried by all divisions twice per year,

by March 31 and September 30. Parks Division gasoline powered equipment shall be inventoried once per year, by December 31. Each Division Superintendent identifies a key staff member who is responsible for completing this inventory. All serial numbers, make and model numbers, license plate number (if applicable) date of purchase, purchase price, etc. shall be recorded on the appropriate inventory form.

The Department of Finance completes an annual inventory of all city owned assets with a value of \$5,000 or more each winter, which is verified by Division Superintendents for accuracy. No consumable inventories are required by department staff at this time. Consumable items are generally less than \$100 in cost, and are used in a timely manner. Examples of consumable items include paints, lumber, metal fasteners, gloves, food items, small give-away department logo items designed for youth service programs, etc. For further information, consult Administrative Policy #3.13: Management and Accountability for Agency-Owned Property and Equipment

1013: Facility Rental/Use of Areas

Recreation Division staff (full-time and part-time) may accept rental reservations at Mountain View Center and the Discovery Center if payment is cash or check. Persons wishing to make a reservation for a rental using a credit card can only do so in person or via telephone at the Main Office. Reservations for a community recreation center are only accepted at the Main Office of Parks and Recreation. If a citizen requests a rental form from staff, the employee is to provide the proper form and assist the citizen in completing the form, if needed. The citizen must mail in or hand deliver the application form (with payment) or call in the registration or rental using a credit card number as payment. Please inform the participant that the rental forms must be completed in their entirety and paid in full to guarantee reservation of the date requested. Forms submitted without payment cannot be processed. Be sure all blocks are completed. If employees have questions, they should contact the Main Office Clerical Staff for assistance. See Addenda for copies of rental forms for specific locations.

1014: Athletic Field Rental and Use

All field rental requests are to be input to the RecTrac system for scheduling purposes by the Athletic Coordinator (or designee). It is incumbent that the Athletic Coordinator (or designee) regularly reviews field rental schedules. This information must be made available to the Parks Maintenance Supervisor and his/her respective staff a minimum of five (5) business days prior to requests for field use to allow for properly scheduled maintenance. Monthly (or more frequent if deemed necessary) meetings shall be held between the Athletic Coordinator and the Maintenance Supervisor to schedule the commencement and completion of each season's games, as well as for all tournament play.

Under normal conditions, premier and game fields shall be made ready for use no less than one (1) hour prior to their scheduled use by Parks Maintenance staff. If fields are to remain open or reopen after inclement weather, staff shall work diligently to prepare premier and game fields for play as soon as possible after the game's original scheduled start time.

All field use changes with less than five (5) days' notice shall immediately be brought to the attention of the Parks Maintenance Supervisor or their designee.

All scheduled field use requests shall be recorded and displayed by the Parks Maintenance Supervisor so staff can easily obtain maintenance requests.

All field usage is governed by weather conditions prior to and during the day of scheduled use. It is incumbent upon the Athletic Coordinator to adequately give a minimum of four (4) hours appropriate notice through the department game cancellation hotline, or to the school Athletic Director (if the scheduled game involves school teams' use) or both if a field(s) is closed due to inclement weather conditions. "MyRoanoke" should also be utilized to alert athletic patrons that fields have been closed. It is incumbent upon the field user(s) to check this hotline to see if games are cancelled and fields are closed prior to playing on them. It is the responsibility of the Athletic Coordinator to contact Police Cadets when premier, game, and practice fields are to be closed, so they may monitor these fields, reducing damage through play on closed fields.

Decisions to cancel, whether prior to or during tournaments, will be made by the Parks Superintendent or designee. A department representative will arrive on site a minimum of one (1) hour prior to any tournament play to inspect field conditions and make contact with the Tournament Director, and remain on site throughout the tournament. It is incumbent upon the Tournament Director to maintain contact with department staff for any changes in field availability due to changing weather conditions. It shall be the responsibility of the Parks Superintendent to have all appropriate signage (in English and Spanish) at premier and game fields, alerting patrons to rules and regulations governing their use.

It shall be the responsibility of the Parks Superintendent, Recreation Superintendent, Athletic Coordinator, and Parks Maintenance Supervisor to meet at least quarterly to discuss field scheduling, field resting and all other concerns regarding premier, game, or practice fields within the City of Roanoke.

1015: Facility Rentals/Use of Park or Recreation Facilities by Other City Departments

Interdepartmental usage of Parks and Recreation facilities must be approved by the Director of Parks and Recreation or designee. Use of a center by a department for a meeting, training seminar, staff retreat, etc. can be done during the center's operating hours at no cost. Department activities will take priority over requests by City departments. A reservation form and fee waiver form would need to be submitted to Parks and Recreation at least two (2) weeks in advance.

If a city department desires to use the facility beyond the operating hours for a meeting, training seminar, staff retreat, etc., arrangements can be made to provide that department with a key. The key will be issued to the person designated to be responsible for opening and closing, set up, and clean up so as to leave the facility ready for public use. This person will need to visit the site prior to the date of usage in order to be oriented as to what is required of them. A reservation form and fee waiver form would need to be submitted to Parks and Recreation at least two (2) weeks in advance.

If the City department does not wish to designate a responsible person, then the Parks and Recreation will provide staff at a cost of \$9.00 per hour. The City department utilizing the facility is still responsible for their own set up and

clean up, leaving the facility ready for public use. The facility staff will let the group know what tasks need to be done to make this possible.

If a City department desires to use the facility for a social function such as a reception or holiday celebration, that department will be assessed a staff cost of \$9.00 per hour of use. This usage will be treated the same as a non-profit organization. A reservation form and fee waiver form will need to be submitted at least two (2) weeks in advance for non-alcohol events. If the event is to include alcohol and it is permitted at that particular facility, the City department will also be responsible for any applications and fees associated with obtaining alcohol permits, both from the City as well as from the Virginia ABC Board. Forms are available through Parks and Recreation and the City department should allow a minimum of 30 days prior to requested usage for these to be processed. No reservation involving fees will be considered confirmed until payment is received by Parks and Recreation.

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1016: Permit Requirements/Application Procedure

Currently Parks and Recreation participates in the application process for Assembly Permits as well as City Alcohol permits. City Code outlines the requirements of these permits (Article V.I.-Section 30-101-108 for Assembly Permits and Article IV-Section 24-97 for Alcohol permits). Parks and Recreation's participation in the processing/administering the applications for these permits is as follows:

Assembly Permits-if the event involves the use of a City of Roanoke park, plaza, or other public property, the applicant must contact the department liaison (Clerical Supervisor) to reserve the location and obtain written approval on the Assembly Permit Application. The application is routed as directed on the form, with the final approval by the Director of Public Works. Copies of the approved applications are provided by the Director of Public Works to Parks and Recreation.

Alcohol Permits-The serving and consumption of alcohol is limited to Mountain View, Discovery Center, and Elmwood Park. Applicants must obtain the city permit prior to receiving the permit from the Virginia ABC Board. There is \$50 fee for the city permit. Once the form is completed by the applicant and fee is paid, the form is submitted for routing within the Parks and Recreation Department, with the final signature within the department by the Director. The application is then routed to the City Manager for the final approval. Attached to the fees to rent the facility where the alcohol will be served is a refundable damage deposit; fee varies depending upon whether an indoor or outdoor facility is being used. Copies of both the city and state permits must be provided to Parks and Recreation at least 5 days prior to the event and must be posted on the day of the event. Events which do not have the proper permits will not be permitted to take place.

