

Subject: Beautification Service Standards for Parks Maintenance

Recommendation:

BE IT RESOLVED THAT Council receive Report #2024-0187 Beautification Service Standards for Parks Maintenance, for information;

AND THAT Council Endorse Service Standards 30601 Service Standards for Beautification – Parks Maintenance.

Background:

Public Works Operations is responsible for maintaining the Town of Pelham's transportation system, water distribution and wastewater collection system, cemeteries, municipal grounds, play structures, forestry, horticulture, fleet, and facilities.

The Public Works Supervisory Staff assign and prioritize daily work activities based on several factors including, Federal and Provincial legislation, Provincial Licences and Permits, Technical Safety Standards, Municipal By-laws, Corporate and Departmental Policies, User Agreements, Collective Agreements, Staff and Budget availability, as well as Best Practices.

Service Standards combine the guiding legislation, municipal by-laws and policy to define the outcome of a given service, including timing and the extent of a particular maintenance item. As a result, service standards provide Council, staff, and the citizens of Pelham with a reference of expectation of the services provided.

The work completed by Roads staff is largely prescribed by the provisions found within O. Reg. 239/02: MINIMUM MAINTENANCE STANDARDS FOR MUNICIPAL HIGHWAYS. Pelham's Water/Wastewater Operators maintain the drinking water system in accordance with the procedures developed under the Town's Drinking Water Quality Management System, which are based on several acts of legislation, as well as Provincial Water Distribution System Licensing and the Town's Drinking Water Permit. The Beautification Division has historically followed past practices to conduct and schedule maintenance activities. While the other divisions and operational groups will also require service standards that will be brought to Council for endorsement through future reports, this report focuses on parks maintenance.

Analysis:

The Service Standard for Parks Maintenance (attached) intend to define the desirable service level that the Town will aim to achieve under normal circumstances with the following objectives:

- To provide safe, dependable, and affordable service levels.
- To preserve the infrastructure assets.
- To protect the natural environment.
- To enhance the appearance of the health of the community.
- To provide a reference framework to measure performance.
- To provide Council, staff, and residents with a reference of expectations.

By defining the timing, extent, and objective of a maintenance activity, the Service Standards provide a measurable outcome. It should be noted that the standards are not prescriptive to how a service is delivered, as the method of realizing the objectives may evolve with changes in equipment, materials, technology, and safety standards. The next phase of this initiative will be to develop a set of operating procedures based on the standards to form an Operating Manual, which can be used to communicate and inform staff of what they do, and how they do it.

Public Works Service Standards are written with the following headings:

- **Purpose:** Defines the main purpose and outcome of the maintenance activity from the user's perspective.
- **Description:** Describes the intent and scope of the standard.
- **Standards:** Defines the outcome of the standard.
- **Service Level:** Defines the frequency or response time to achieve the desired standard.
- **Related Standards:** Defines other standards that provide related information.

Financial Considerations:

In general, Service Standards are developed based on current practices and would not require additional resources without direction from Council to increase a given level of service. However, through Public Works Report 2024-0179 Soccer Field Maintenance Report, staff outlined several maintenance items to increase the current services provided to sports fields in Pelham. As such, Aeration, Fertilization, and Overseeding have been added to the Service Standards for Parks Maintenance. Topdressing has also been added with the service level defined as either spot treatment or "as required" depending on the field classification.

Staff have reduced the service levels of these items from those described in Public Works Report 2024-0179 which has resulted in a proposed Beautification Operating Budget increase of \$21,500, and a \$7000 capital purchase of a plug aerator, which would provide a modest but impactful increase to the maintenance provided to both Soccer and Baseball fields.

Alternatives Reviewed:

The Service Standards for Parks Maintenance may be amended at any time based on the approved 2025 Operating and Capital Budgets. Council may also direct staff to increase or decrease the service level prescribed in the Service Standards for Parks Maintenance.

Strategic Plan Relationship: Infrastructure Investment and Renewal

Service Standards for the maintenance of municipal assets define the desirable level of service and objective of a given service. Planning and executing the service levels prescribed in these standards provide safe, dependable, and cost-effective services that extends the life of the asset.

Consultation:

The Town of Pelham Supervisor of Beautification

Other Pertinent Reports/Attachments:

Service Standards for Parks Maintenance

Public Works Report 2024-0179 Soccer Field Maintenance Report

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