

# PARKS & TRAILS MAINTENANCE PROGRAM

## POLICY & PRACTICE

It is the policy of the Woodstock Parks and Recreation Department to develop and implement guidelines, standards, and processes used in developing, implementing, and evaluating the maintenance and upkeep of parks and recreation facilities. The purpose of this plan is:

1. To provide each employee, volunteer, or contractor with a learning tool which will guide them in doing an effective and efficient job in the maintenance of the city’s park and trail 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 Woodstock Parks and Recreation Department.

## PROCEDURES

3. The Parks & Trails Maintenance Program is created in order to guide staff in planning efforts and serve as goals and objectives for administration to use in creating policies and procedures.

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### Woodstock Parks and Recreation



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# PARKS & TRAILS DIVISION MAINTENANCE PROGRAM

# Parks & Trails Maintenance Program



**Why we do what we do!**

## 1.0 INTRODUCTION

As the City of Woodstock demographics and recreational needs change; parks, greenspaces, facilities, and programming opportunities need to be adaptable and evaluated on a regular basis to ensure community needs are being met. Opportunities are available to evolve maintenance procedures and project planning, and to establish a vision, along with guidelines to follow when maintaining parks and recreation facilities within the City of Woodstock and along the Greenprints Trail system. This is a living plan that is reviewed and updated at least annually and is the department's guide to ensure the recreation needs of the citizens are being met, or at minimum on track to meeting this goal. Information in this plan is also referenced throughout the departments policies and procedures, as the goal is the same across the board; to provide the safest and most enjoyable experience possible.

## 2.0 STAFF BIO & PHILOSOPHY

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### MICHAEL HUFFSTETLER, DIRECTOR OF PARKS AND RECREATION

Michael came to Woodstock in June 2019 from Marietta, GA where he served as the Superintendent of Parks and Recreation. Michael has an undergraduate degree in Sport and Leisure Management from East Tennessee State University, a master's degree in Recreation Administration from Aurora University, and a certificate in Hospitality Leadership from the Culinary Arts School at Asheville Buncombe Technical Community College. In addition, he earned his (CPRP) Certified Park and Recreation Professional certification, (CPRE) Certified Park and Recreation Executive certification, and has served in several leadership roles with (NRPA) National Recreation and Park Association and continues to serve as an accreditation visitor, reviewer, and agency mentor for (CAPRA) Council for Accreditation of Park and Recreation Agencies. The Woodstock Parks and Recreation Department has been CAPRA accredited since 2013. Prior to his career in parks and recreation administration, Michael spent 12 years working around the country in the outdoor adventure industry.

***“Everything we do in our department, from customer service, planning, maintenance, and in community engagement defines the guidelines in the Parks & Trails Maintenance Program. Our goal is to create the best experience possible and continue to improve in all areas of our business to ensure that happens.”***

***Michael D. Huffstetler, CPRE  
Parks and Recreation Director***

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### JEFF ARMSTRONG, TRAIL MAINTENANCE MANAGER

Jeff “Tar” Armstrong was born and raised in Cherokee County. He started with the City of Woodstock in 2005 and has also been with the Woodstock Parks and Recreation Department since its inception. Jeff started as a Parks Maintenance Worker and now serves as the Trail Maintenance Manager, overseeing crews that maintain the Greenprints Trail System and related trailheads, including Woodstock Park.

*“I have the best job in the city. I love working outdoors and meeting new people every day on the trails. Our crews have gotten to know many people and it’s great to see more and more people using the trails on a daily basis. Again, I have the best job in the City.”*

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### ELMO PHILLIPS, PARK MAINTENANCE MANAGER

Elmo Shawn Phillips is from Woodstock and began working for the city in 2005. He has been with the Woodstock Parks and Recreation Department since the beginning and now serves as the Parks Maintenance Manager, overseeing crews that maintain parks and recreational amenities around the city. Elmo enjoys spending time with his daughter, has one dog, one cat, and likes to play softball, fish, and just being outside.

*“I have a fun job. I have met lots of people and enjoy working for the city I was born and raised in. There have been a lot of changes and we have important jobs in maintaining the parks that are so important to a lot of people”*

# Parks have community power



## 3.0 MISSION, VISION, & GOALS

In August 2019, shortly after a new Parks and Recreation Director was hired, to prepare for new leadership and planning for CAPRA re-accreditation a new Mission and Vision was approved by the Woodstock City Council. In addition, the council appointed Parks and Recreation Advisory Board approved 4 goals to accompany the new direction.

### 3.1 MISSION – WHO WE ARE AND WHAT WE DO

*Approved by Woodstock City Council 8/26/2019*

The Parks and Recreation Department sets the standard in meeting the recreation and leisure needs of the Woodstock community. Expectations are met through extraordinary customer service, strong community partnerships, top notch facilities and trails, authentic local programming, and attractive large-scale special events.

### 3.2 VISION – WHERE WE WANT TO BE

*Approved by Woodstock City Council 8/26/2019*

Woodstock is the city of choice for healthy living and high quality of life, accessible to the best recreation, leisure, and entertainment opportunities available, all connected through an extensive network of parks, trails, and natural areas.

*Established by Staff & Approved by P&R Advisory Board 8/5/2019*

**Goal #1: To manage the departments resources in a fiscally responsible manner.**

- Objective #1: Evaluate personnel priorities and current work schedules to develop a staffing plan that is balanced and allows for growth.
- Objective #2: Ensure divisional managers understand the budget and meet monthly to discuss YTD and planned expenditures/revenues.
- Objective #3: Monitor and update annually the capital improvement and replacement plan, and plan accordingly in budget planning.
- Objective #4: Seek out external funding and grants to support and complement general operating expenses and new programming.

**Goal#2: To provide a first-class park and trail system, accessible to all.**

- Objective #1: Implement a maintenance reporting system to report, track, and monitor progress on requests and projects.
- Objective #2: Update, train staff, and delegate responsibility of maintenance program plan, and develop procedures for ongoing preventative maintenance.
- Objective #3: Coordinate with staff, community stakeholders, and leadership; the location, amenities, design, and vision for current and future parks, trails, and facilities.
- Objective #4: Seek out and document barriers that prevent access to parks, trails, facilities, and recreation in the city and develop plan to address.
- Objective #5: Work toward and apply annually for the NRPA Gold Medal Award; and continue to apply when eligible.

**Goal#3: To enhance organizational capacity and create a culture of innovation.**

- Objective #1: Facilitate quarterly training workshops with staff, and coordinate participation in national and statewide parks and recreation developmental courses and conferences.
- Objective #2: Support staff in earning professional certifications in parks and recreation; CPRP, CPRE, CPSI, CAPRA, etc.
- Objective #3: Delegate responsibility for CAPRA accreditation standards; to monitor, update, and work with administration to ensure standards consistently maintain compliance.

Objective #4: Apply for annually, agency and individual awards with GRPA, NRPA, and other parks and recreation supported organizations.

**Goal#4: To facilitate authentic programs and events that are uniquely Woodstock.**

Objective #1: Plan and build a marketing support system for community engagement, marketing, and advertising.

Objective #2: Using community input, community programming inventory, and strategic partnerships, ensure current and future programs and events are unique to Woodstock and innovative.

Objective #3: Activate play throughout the city utilizing latest recreational trends, designed to highlight park amenities, trails, and local landmarks.

Objective #4: Stay current with industry calendars and coordinate national and state sponsored parks, recreation, and related events, programs, and advocacy campaigns.

### 3.4 CAPRA ACCREDITATION

Woodstock Parks and Recreation has been CAPRA (Commission for Accreditation of Park and Recreation Agencies) since 2013. This accreditation provides quality assurance and quality improvement of accredited park and recreation agencies throughout the United States by providing agencies with a management system of best practices. CAPRA is the only national certification of park and recreation agencies and is a valuable measure of an agency's overall quality of operation, management, and service to the community. Achieving CAPRA is the best way to demonstrate that the agency and the staff provides the community the highest level of service.



*Since 2013!*

## 4.0 PROGRAM OBJECTIVES (FROM THE RECREATION PROGRAM PLAN)

The program objectives are referenced from the Recreation Program Plan because everything done in the Woodstock Parks and Recreation Department serves the same purpose, and each division has its own policies and procedures to achieve those goals. The maintenance, upkeep, and thoughtful planning and of spaces directly effect and/or impact the park and trail users recreational experience.

In conjunction with the mission, vision, goals, and objectives, parks and recreation staff have developed only one overall objective for programming in the City of Woodstock. Whether it be a special event, park designed for play, senior program, or anything else that’s drives the city, that objective is:

**“To ensure that all residents and visitors to the City of Woodstock, regardless of age, ability, ethnicity, or economic and social standing; everyone has the same opportunities to enjoy themselves and have satisfying and enriching recreational experiences. Oh yeah & have fun!” – make that two objectives!**

In addition, research from outside organizations is used in conjunction with park and amenity planning and maintenance procedures. These organizations are **directly program related**, usually for passive recreation.

- **NRPA National Recreation and Park Association:** grants, resources, standards, trends, research, professional development, advocacy and education.
- **GRPA Georgia Recreation and Park Association:** grants, resources, standards, trends, research, professional development, advocacy and education.
- **IMBA International Mountain Biking Association:** trail design, trail grades, program resources, maintenance standards, and community education.
- **CPSC Consumer Product Safety Commission:** playground safety guidelines, design guidelines and considerations, program resources, and community education.
- **PDGA Professional Disc Golf Association:** course design based on skill levels, program and tournament resources, maintenance standards, and community education.
- **USTA United States Tennis Association:** facility maintenance standards, amenities, program resources, funding, and community education.
- **US DOT Federal Highway Administration:** greenway and trail design, maintenance standards, recreational resources, and community education.
- **The Greenprints Plan:** Woodstock’s own plan for greenway and trail connections, including design, maintenance standards, and park and greenspace management.



## 5.0 BACKGROUND

The Woodstock Parks and Recreation Department is in the southeast section of Cherokee County, Georgia. In 2007, the voters of Cherokee County passed a \$90 million recreation referendum to provide recreation improvements and accompanying programs throughout Cherokee County. As part of the plan, nearby athletic facilities and an aquatic center were constructed, and the City of Woodstock has made a conscious effort not to duplicate programs and services the county provides inside and within proximity to city limits. As a result, the City of Woodstock focused on recreation programs that are more passive in nature and focused on producing year-round special events within city parks. In 2007, the city completed the Greenprints Plan. This comprehensive park, trail, and greenspace plan is being utilized to plan and construct a network of trails within the city, connecting parks, shopping, downtown, and neighborhoods. The plan is managed by the Greenprints Alliance, a 501(c)(3) organization that raises funds and works with the Woodstock Parks and Recreation Department directly in planning these trails and designing recreational opportunities. In June 2008, this plan was adopted by the Woodstock City Council as part of the Comprehensive Town Plan 2030, and it consists of 60+ miles of trail and open space, and it was also awarded the 2008 “Outstanding Greenspace Plan” by the Georgia Urban Forest Council, and the 2008 “Best Planning Process” for small communities. Greenprints purpose is “to inspire people to get outdoors by creating a trail system that promotes wellness through outdoor activities and living”.

### 5.1 GREENPRINTS CORE COMPETENCIES

#### 1. Community 2. Wellness 3. Transportation 4. Connectivity

Fast forward to 2020, as plans for new parks, trails, and facilities are taking place, so is the time to rethink processes in planning, management, and guiding the Woodstock Parks and Recreation Department into the future. These guidelines are a step toward the continuous improvement and professional development of staff that is needed for success.

### 5.2 PROGRAM & SERVICE DETERMINANTS FOR END USER:

The maintenance and upkeep of parks and recreation facilities ultimately impacts the end users experience and establishes destinations for outdoor recreation. In addition to providing a well-rounded parks system that provides opportunities for every type of recreation, a focus in Woodstock is more passive and focused on activities that provide for an active, healthy, and outdoor oriented community.

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### ENVIRONMENTAL BENEFITS

Opportunities provided involve citizens in keeping the community clean, protected, and programming promotes healthy, and active outdoor lifestyles. Focusing on outdoor recreation and environmental health is a factor when planning opportunities in Woodstock. Citizens are concerned about the health of the environment. Recreation programs and well planned and maintained parks and trails can create greater knowledge, awareness, and value in protecting the environment and conserving parks, wilderness areas, and other areas of ecological importance as continued development and other environmental pressures grow.

These benefits are highlighted in the adopted Greenprints Plan, adopted CAPRA (Council for Accredited Parks and Recreation Agencies) documents, and as priorities for the City of Woodstock Community Development team when approving new developments and requiring the installation of trailheads, greenspaces, and trail connections. The City of Woodstock is committed to preserving greenspace, sustainable practices, and connecting the city through trails.



Outdoor Recreation in Woodstock

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#### GEORGIA CHILDREN'S OUTDOOR BILL OF RIGHTS

An important aspect of planning for recreational opportunities, either structured or unstructured in the City of Woodstock parks is the Georgia Children's Outdoor Bill of Rights. These guidelines created by GRPA (Georgia Recreation and Park Association) are kept in the parks and recreation administrative offices and always referenced. This doesn't apply to children only, the parks and recreation staff hope to program these opportunities into the parks so everyone through recreation, play, and leisure, will have an opportunity to:

1. Discover Georgia's past: Senior Tours and Programs, Olde Rope Mill Park Historical Markers
2. Splash in the water: Olde Rope Mill Park ADA Kayak Launch, Little River Swimming Holes, Gold Swim Team (city owned property), Cherokee Aquatic Center (County)
3. Play in a safe place: City Playgrounds, Secure Events
4. Camp under the stars: No Campgrounds "Yet"! Cherokee County Recreation Camp Outs.
5. Explore nature: All City Parks, Cherokee County Outdoor Recreation Programs, Trail System
6. Learn to swim: Gold Swim Team (city owned property), Cherokee Aquatic Center (County)
7. Play on a team: Cherokee County Recreation Athletics, Upward Sports, Cherokee County Schools
8. Follow a trail: Greenprints Trail System, Olde Rope Mill Park, Dupree Park
9. Catch a fish: Olde Rope Mill Park, Dupree Park, Cherokee County Outdoor Recreation
10. Celebrate their heritage: Special Events, Festivals, Trips, Historical Markers

All 10 of these Bill of Rights are met in the city, either through the efforts of the Woodstock Parks and Recreation Department or another outside agency. The important thing is that the community is exposed to the benefits of recreation; individual, community, economic, and environmental.

### 5.3 ADDITIONAL BACKGROUND INFORMATION

The Parks & Trails Division also will oversee beginning in 2020 an Adopt-A-Trail/Park program and participate in cleanup events organized by both the City of Woodstock and outside organizations, when involving any city parks, trails, or facilities. In addition to clean up days, several outside organizations organize trail building days, workdays, and aid during and after drastic events, such as storms, floods, and search and rescue. The City of Woodstock has a MOU (Memorandum of Understanding) with SORBA Woodstock for the construction, maintenance, and upkeep of the Taylor Randahl Memorial Mountain Bike Trails located at Olde Rope Mill Park. SORBA has been given the authority to open and close the mountain bike trails due to weather and coordinate special circumstances with the Woodstock Parks and Recreation Department. This relationship takes a burden off Parks & Trails Division staff and ensures a properly built trail system that meets IMBA (International Mountain Biking Association) standards for safety, challenge, and skills progression.

Support services such as business operations and administration, secretarial support, marketing and information, park planning, special projects, reservations from department managed facilities, and resource development fall under the Parks & Recreation Administration staff, and the auspices of the Parks and Recreation Director and at times, the Parks & Recreation Advisory Board. Recreation facility management, program development and implementation, and recreation service delivery are the responsibility of the Recreation Division and key staff.

The division utilizes the City Reporter Inspection cloud-based program for work order/inspection management system. This system manages and documents regularly scheduled inspections and completed repairs for playgrounds, outdoor fitness equipment, disc golf course, tennis courts, fishing docks, boardwalks, ponds, landscaping, parking lots, pavilions, walking paths, nature trails, greenway trails, restrooms, dog park, gardens, trash cans, drinking fountains, benches, bike racks, fountains, amphitheater, turf systems, ADA assessments, general observation of issues, and citizen complaints. It is a thorough system that streamlines the workflow and communication of the division's staff, and administrative reports and is a great resource for planning capital expenses.

Items that are not entirely in the scope of the Woodstock Parks and Recreation Department's scope for work include downtown landscaping and maintenance, maintaining trails located on private and/or business property, and general facility maintenance, such as electrical, plumbing, HVAC, and most facility repairs. These are handled internally through the Building & Facilities Division of Public Works. Parks and recreation staff are expected to perform these duties to be best of their ability, but no more than they are able. Facility repairs not completed with the Parks & Trails Division needs to be forwarded to Public Works for follow up.



## 6.0 PARK TYPES & ACREAGE

The National Recreation and Park Association no longer has established standards for the different types of parks and required acres and amenities. Woodstock Parks and Recreation utilizes the NRPA Parks Metrics comparisons to aid in decision making for park planning, and utilizes each staff person, city leadership, and the community to determine how each park is distinguished and maintained.

## 6.1 LIST OF PARKS AND TYPES

The parks and trails below are maintained by the Woodstock Parks and Recreation Department, there are other parks and maintained properties in Woodstock managed by HOA's, Cherokee County Recreation and Parks, Public Works, as well as private and club parks that maintain amenities available to the community.

Neighborhood Park	Community Park	Regional Park	Greenprints Trail
Downtown Playground, .61 acres Springfield Park, 2 acres	Dupree Park, 27.05 acres Community Garden, 2.45 acres Woofstock Park, 5.35 acres Park @ City Center, 3.77 acres	Olde Rope Mill, 267.5 acres	Noonday Creek, 1.48 mi Towne Lake Pass, 1.94 mi Rubes Creek, .7 mi Trestle Rock, .47 mi Serenade, .24 mi
<b>2.61 acres</b>	<b>38.62 acres</b>	<b>267.5 acres</b>	<b>4.83 miles / 5.85 acres</b>

Undeveloped Land	Biking & Hiking Trail	Recreation Facility	Other Property
Rubes Creek Extension, 22 acres Dupree Park Extension, 2 acres Little River Park, 99.43 acres Meritage Trailhead, .33 acres Johnston Property, 16 acres Noonday Creek Extension, 2.5 mi Trestle Rock Extension, 1.22 mi Dobbs Road, 2.99 acres	Taylor Randahl MTB, 12.08 mi <ul style="list-style-type: none"> <li>• Avalanche, 5.05 mi</li> <li>• Explorer, 2.57 mi</li> <li>• The Mill, 4.46 mi</li> </ul> Family Mountain Bike, .9 mi <ul style="list-style-type: none"> <li>• Lions, .37 mi</li> <li>• Tigers, .22 mi</li> <li>• Bears, .16 mi</li> <li>• Oh My, .15 mi</li> </ul> Other Dupree Trails, .69 mi <ul style="list-style-type: none"> <li>• Walking Path, .35 mi</li> <li>• Fitness Loop, .34 mi</li> </ul>	Senior Center Grounds Administration Grounds Maintenance Shop	Trail Corridor, 5-10 acres <ul style="list-style-type: none"> <li>• LOS Dependent</li> </ul> Empty Lots, 2 acres
<b>146.47 acres</b>	<b>13.67 miles / 4.97 acres</b>	<b>N/A</b>	<b>7-12 acres</b>

Greenprints Trail = 10ft wide (concrete)

Biking & Hiking Trail – 3ft wide average (natural)

## 7.0 PARK & PROPERTY MAINTENANCE LEVELS

The purpose of this section is to set maintenance standards for all parks, trails, and other properties maintained by the Woodstock Parks and Recreation Department, with the goal of providing safe, functional, and aesthetically appealing parks and facilities. Properties are divided into service levels which take into consideration the level and type of park usage, location, type and size of landscapes, amenities, and facilities. Standards are considered 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.

### 7.1 SERVICE LEVEL #1

Service Level #1 standards are high visibility parks that get a lot of usage. Some parks and trails have areas that are both Service Level #1 & #2 due to floodplain issues and/or are developed in an environmentally conscious area. Not all parks have all the amenities listed in the service level matrix below, but the standards are the same across the board for parks and trails that are in this category.

**LOS #1 standards apply to all develop park and trail areas.**

#### SERVICE LEVEL #1 STANDARDS

Maintenance Task	Frequency
City Reporter Inspection	Monthly
<b>Basketball Courts</b>	
Sweep/Blow	Once per week, Spring thru Fall, as needed during Winter
Pressure/Soft Wash	Once per year, Spring
Rim/Net Inspection	Once per month year-round
<b>Bleachers</b>	
Pressure/Soft Wash seating areas (pad)	Twice per year, Spring & Summer
Pressure/Soft Wash Bleachers/Benches	Twice per year, Spring & Summer
Sweep/Blow seating areas (pad)	Twice per month, Spring thru Fall, as needed during Winter
<b>Drinking Fountains</b>	
Clean (remove debris, wipe down)	Once per week, Spring thru Fall, as needed during Winter
<b>Grills</b>	
Clean	Once per week, Spring thru Fall, as needed during Winter
<b>Irrigation</b>	
Turf watering, up to 1" per week, or as needed	Spring thru Fall, where irrigation is provided
Field watering, up to 1.5" per week, or as needed	Spring thru Fall, where irrigation is provided
<b>Landscape Maintenance</b>	
Prune	Twice per year, Spring & Summer
Weed	Once per month, Spring thru Fall, as needed during Winter

Mulch/Pine Straw	Once per year, EWF mulch in play areas
<b>Leaf &amp; Tree Fruit Removal</b>	
Leaf Removal/Mulching	Once per week, Fall thru Winter
Tree Fruit Removal (Orchard)	As needed, once per week during harvest
<b>Litter</b>	
Police entire area, collect litter	3-5 times per week, Spring thru Fall, as needed during Winter
Empty trash cans/replace liners	Once per day, Spring thru Fall Minimum once per week, or as needed during Winter.
<b>Park Benches/Picnic Tables</b>	
Clean/Wipe as required with disinfectant	Once per week, Spring thru Fall, as needed during Winter
Pressure/Soft Wash	Twice per year, Spring & Summer
Remove Graffiti	Within 5 days, or when notified by PD
Paint/Stain/Sand	Once per year, or as needed
<b>Playgrounds</b>	
Inspect Monthly	Year-round
Rake/turnover mulch	Once per week, Spring thru Fall, as needed during Winter
Remove Graffiti	Within 5 days, or when notified by PD
<b>Restrooms</b>	
Clean & Sanitize	Once per day, Spring thru Fall 3-5 timer per week, or as needed during Winter
Remove Graffiti	Within 5 days, or when notified by PD
<b>Shelters/Pavilions</b>	
Sweep/Blow	Once per week, Spring thru Fall Prior to reservations as applicable
Pressure/Soft Wash	Once per month, Spring thru Fall
Remove Graffiti	Within 5 days, or when notified by PD
<b>Tennis Courts</b>	
Sweep/Blow	Twice per month, Spring thru Fall, as needed during Winter
Pressure/Soft Wash	Once per year, early Spring
Leaf Removal	Once per week, Fall thru Winter
<b>Outdoor Fitness Stations</b>	
Clean/wipe as required with disinfectant	Once per week, Spring thru Fall, as needed during Winter
Sweep/Blow	Once per week, Spring thru Fall, as needed during winter
<b>Trees</b>	
Prune	Once every three years, or as needed
Remove Stumps	Within 30 days of tree removal

<b>Athletic Field/Amphitheater Turf</b>	
Aerate	Four times per year, Spring thru Fall
Fertilize	Three times per year, Spring thru Fall
Mow	Once per week, Spring thru Fall, as needed during Winter
Weed Control/Chemical Application	Seven rounds per year, performed by Tru-Green
Repair Skinned Areas	As needed
Overseeding	Once per year after last aeration
<b>Park, Trail, and Open Space Turf</b>	
Aerate	Twice per year, Spring & Fall
Fertilize	Twice per year, Fall
Mow	Once per week, Spring thru Fall
Weed Control/Chemical Application	Twice per year, Spring & Fall, areas not serviced by Tru-Green
Repair Skinned/Flood Damaged Areas	As needed
Overseeding	Once per year after last aeration
Remove sticks, rocks, debris, etc.	Once per month, or as needed
<b>Fountains</b>	
Drain, clean, and refinish	Once per year, Winter season
Clean, inspect, refill, and turn on for the season	Spring

## 7.2 SERVICE LEVEL #2

Service Level #2 standards are more relaxed because of floodplain issues and/or other environmental concerns. These areas are highly visible but maintain a sense of nature and being outdoors, away from the city and is relaxing. Areas that fall into this category are:

1. Greenprints Trail System (Parks and Recreation Maintained)
  - a. Noonday Creek
  - b. Towne Lake Pass
  - c. Rubes Creek
  - d. Little River Park (future)
2. Fishing Ponds
3. Nature Paths
4. Stream banks

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### SERVICE LEVEL #2 STANDARDS

Greenprints trails at minimum, follow Service Level #1 standards for mowing and upkeep for 3'-5' on either side of the trail system, and then extended or shorted as needed based on feedback from the parks and trail staff, city leadership, citizens, and/or the parks and recreation director's discretion. In reverse, 3'-5' from a

streambank, fishing pond bank, streams, and creeks will follow Service Level #2 standards. These standards not only project the feeling of being in nature, but also help protect watersheds and control erosion. Native grasses and plantings over time, when funded, will be used in these areas to assist with the environmental efforts and beautify the areas.

Maintenance Task	Frequency
City Reporter Inspection	Monthly, up to 90 days as deemed necessary
<b>Drinking Fountains</b>	
Clean (remove debris, wipe down)	Once per week, Spring thru Fall, as needed during Winter
<b>Landscape Maintenance</b>	
Prune	Twice per year, Spring & Summer
Weed	Once per month, Spring thru Fall, as needed during Winter
Mulch/Pine Straw	Once per year, EWF mulch in play areas
<b>Leaf &amp; Tree Fruit Removal</b>	
Leaf Removal/Mulching	Once per week, Fall thru Winter
Tree Fruit Removal (Orchard)	As needed, once per week during harvest
<b>Litter</b>	
Police entire area, collect litter	3-5 times per week, Spring thru Fall, as needed during Winter
Empty trash cans/replace liners	Once per day, Spring thru Fall Minimum once per week, or as needed during Winter.
<b>Park Benches/Picnic Tables</b>	
Clean/Wipe as required with disinfectant	Once per week, Spring thru Fall, as needed during Winter
Pressure/Soft Wash	Twice per year, Spring & Summer
Remove Graffiti	Within 5 days, or when notified by PD
Paint/Stain/Sand	Once per year, or as needed
<b>Restrooms</b>	
Clean & Sanitize	Once per day, Spring thru Fall 3-5 timer per week, or as needed during Winter
Remove Graffiti	Within 5 days, or when notified by PD
<b>Shelters/Pavilions</b>	
Sweep/Blow	Once per week, Spring thru Fall Prior to reservations as applicable
Pressure/Soft Wash	Once per month, Spring thru Fall
Remove Graffiti	Within 5 days, or when notified by PD
<b>Trees</b>	
Prune	Once every three years, or as needed
Remove Stumps	Within 30 days of tree removal

Park, Trail, and Open Space Turf	
Aerate	Twice per year, Spring & Fall
Fertilize	Twice per year, Fall
Mow	Once per week, Spring thru Fall (LOS #1 areas) Once per month, 4"-6" grass is acceptable Under discretion, based on appearance, mow as needed
Weed Control/Chemical Application	Once per year, Fall, as needed in areas not serviced by Tru-Green
Repair Skinned/Flood Damaged Areas	As needed
Overseeding	Once per year after last aeration (LOS #1 areas)
Remove sticks, rocks, debris, etc.	Once per month, or as needed, if in (LOS #1 areas)

### 7.3 LEVEL OF SERVICE #3

Service Level #3 standards apply to undeveloped areas that the Woodstock Parks and Recreation Department maintains. These areas are typically not accessible to the public. Maintenance is conducted as needed to maintain safety and accessibility of parks and trail staff, contractors, and consultants who are working on master planning for the areas. Consistent maintenance helps control wildlife, homeless camps, trespassing, and keeps an appearance that shows the properties are care for thoughtfully, though not as pristine as the other parks and trail areas. Mowing and upkeep is done monthly at minimum, or as needed and decided by staff to institute a comfort level of accessing the property.



An excerpt from Municipal Recreation Programming: A Resource Guide for Recreation, Parks and Conservation is included as final thoughts for the Parks & Trail Maintenance Program. Maintenance programs impact the user experience and the public's recreational opportunities in parks, trails, and greenspaces. Enjoy!

Recreation is an aspect of American Life rooted in the Declaration of Independence. As we work to protect life and liberty, we can't neglect the third right which is just as important a part of our heritage – the pursuit of happiness.

Recreation programming is an important municipal service. It isn't fun and games; it's serious business. Recreation programming provides the balance people need in their lives. Many people don't get satisfaction enrichment from work. They seek identity, self-esteem, personal growth and fulfillment in their leisure hours. Recreation experiences are essential for the healthy development of our children. Neighbors meet neighbors at recreation programs. Recreation programs get citizens involved in community life. It gets people off the couch, helping them be more physically active and healthy. It can be the catalyst that brings residents out to visit your parks for the first time. It positively impacts your community by improving your local economy, encouraging preservation and conservation of the environment and building community pride.

Recreation is a necessity, not a luxury. It should be supported by public funds in order that all citizens may participate in quality recreation experiences regardless of income or ability.

Good recreation programming doesn't just happen through hard work. The planning process begins months before the first participant ever arrives. Strong leadership is necessary during the activity itself and then, careful evaluation makes the program better the next time it's offered.

Your recreation department will be the most effective when it stays closely in touch with all the recreation providers in your community. Recreation is a field in which a municipal recreation department shouldn't operate independently. Municipal recreation programs will be more successful when the programs of all community agencies and groups that deal with the recreation interests of your citizens are interwoven with those of your public recreation department in a unified way.

Recreation programming is the most people-oriented service your municipality provides. Public support and program success are highest when citizens are involved in the planning and decision-making process. Find out what recreation programs your citizens would like you to offer. Then, in the words of the old Nike ad, just do it. Go for it and let your program successes energize you to do more. Don't be afraid to take risks. Be creative and innovative. Make your programs dynamic. You'll be helping your residents make special memories that will last a lifetime.

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# PARKS & TRAILS DIVISION MAINTENANCE STANDARDS

## 9.0 PARK MAINTENANCE STANDARDS & OPERATING PROCEDURES

Maintenance of all items listed below include 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 allows for consistent, high quality customer service.

### 9.1 ANNUAL FLOWERS & SPRING FLOWER BULBS

Services are performed by a professional contractor, Parks & Trails Maintenance Staff, and volunteers.

Annual flowers provide seasonal color and interest to high visibility landscaped medians, right of way and other public property. Summer annual beds are established and maintained in these areas throughout the city from approximately May thru October. Winter Annuals are planted between November thru April.

1. Planting beds are already established in all parks and are established as needed along the Greenprints Trail System. Once a new planting bed is identified and after all utilities have been checked, the bed is dug out to a depth of 2' and filled with top-soil. 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 but is subject to change and the amount and type of plantings vary based on staff discretion, input from experts, and funding availability.
2. Prior to planting, beds are fertilized with granular 10-10-10 fertilizer and rototilled. After planting, the beds are treated with a pre-emergent herbicide and mulched. These procedures provide optimum growing conditions to provide bright, colorful flower beds.
3. Maintenance is done on a weekly basis, mostly thru observation and reporting issues if the bed is maintained by a selected outside contractor, or volunteer group. Maintenance includes watering, weeding, inspection for insects and disease, edging, dead blooming, and supplemental fertilizing with a water soluble 20-20-20 fertilizer mixed in with water. Spraying for weeds, insects, or disease is done on an as needed basis, and must be done when the temperature is above 50 degrees Fahrenheit and below 85 degrees Fahrenheit. Staff also ensures that this is applied on a non-windy day to prevent drift.
4. 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 that is not aesthetically pleasing, should be removed immediately. All other plants are removed by the middle of October, unless an early frost dictates earlier removal.
5. Spring flowering bulbs include tulips, daffodils, hyacinths, or others as determined by input from selected outside contractors, volunteers, and citizen input. Tulips and hyacinths are often used as annuals and removed after they finish blooming. Daffodils are often dug up and re-planted in permanent locations within the parks and/or trail system. 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 the bulbs that are going to be removed are dug up, they and any pansies that have been pulled up, can be given away to seniors, citizens, employees, and/or volunteers, as directed.

## 9.2 ATHLETIC FIELDS & AMPHITHEATER LAWN

The City of Woodstock only has one park that has a field used for athletics. The closest turf resembling well-taken care of athletic fields is the turf within the Northside Hospital Cherokee Amphitheater. The goal is to over-time, re-establish the turf at the Dupree Park field as a safe and well taken care of athletic space. The fields located on the master plan for the future Little River Park also has three multi-purpose fields that will be maintained to the same standard.

1. The primary focus of athletic field maintenance is to maintain and ensure safe and uniform playing conditions. Maintenance is scheduled with a close eye of field wear and unsafe playing conditions throughout the year. Top-dressing, rolling, and reseeding are performed as needed. Fertilizer and weed, insect and fungal controls are scheduled for fields, primarily through outside vendors. Mowing and regular maintenance, with the use of selected outside contractors, ensures the safest possible area for users.
2. The fields at Dupree Park and at the Amphitheater are heavily used, though the appearances differ. Although there are soccer practices and pickup activities at Dupree Park, maintenance is limited to keeping safe and at the same time maintain as a passive park. There are no strict maintenance regimens such as there are for fields at sports complexes and stadiums. Safety and general park appearance are top priority.
3. The amphitheater is a highly visible downtown amenity located in The Park at City Center. The turf is maintained by a selected outside contractor, as well as the chemical program. The amphitheater is more manicured and maintained to withstand a lot of compaction during concerts and events.

## 9.3 PARK GRILLS

The goal is to provide clean and accessible grills for users at the parks, where available. Grills are cleaned and inspected on a routine basis, and just before a reservation or special event, as needed. The grills are available year-round, with peak usage occurring from April thru October. Regular scheduled maintenance includes:

1. Grills are cleaned each week or as needed.
2. Routine cleaning includes cleaning the grills, removal of ash, and removing any trash in the area.
3. Inspection checks for grill stability, broken or damaged equipment, and/or graffiti.
4. If grill is deemed unsafe, or can't be repaired quickly, create a work order and wrap the grill with caution tape until repaired.

5. If the grill needs replaced, remove and replace when a new grill is available.

#### 9.4 BASKETBALL COURTS

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

1. Pressure/Soft wash once per year in the Spring.
2. Routine maintenance is typically Spring thru Fall, and then as needed.
3. Tasks include sweeping, blowing, inspection, removal of trash and graffiti, and repair of damages to surfaces, fences, and benches.
4. Fallen leaves are removed Fall thru Winter.
5. Net inspection is done each month, year-round. Repairs and replacements done as needed.
6. Surfaces are crack filled when conditions warrant, and re-sealed approximately every 10 years. This can be done in house, but most likely will be contracted out.

#### 9.5 DRINKING FOUNTAINS

Drinking fountains, where available, are in use from approximately the second week on March thru the second week on November. Maintenance staff are responsible for the draining and winterizing of fountains. It is the goal of the Woodstock Parks and Recreation Department to replace all older units with frost free ones as funding is available. Regular scheduled maintenance includes:

1. Fountains are cleaned once each week and as needed before any events at the specified location.
2. Routine cleaning includes wiping down the bowl with cleaning solution, removing contaminants, and removal of trash in the immediate area.
3. Inspection is done by operating the fountain and looking for leaks, broken equipment, damage, and/or graffiti.
4. If damages are not repairable immediately, a work order is created, and the fountain is marked for repair.
5. These tasks are performed regularly Spring thru Fall.

6. The optimum service frequency for drinking fountains can be found in the service levels.

#### 9.6 GATES, FENCES, & BOLLARDS

The goal is to provide and maintain appealing and functional gates, fences, and bollards in the parks and along the Greenprints Trail System, which restrict vehicles, therefore potentially reducing vandalism while increasing safety for everyone. These items are inspected on a routine basis. Parks and trails are open year-round; therefore, inspections are done year long. Regular scheduled maintenance includes:

1. These items are inspected during regularly scheduled park inspections.
2. Inspections check for stability, broken equipment, damages, and/or vandalism.
3. If damages are found, a work order is created, and next steps are taken to repair and/or replace.

#### 9.7 GREENWAY TRAILS – HARD SURFACES

The goal is to provide safe, attractive, and functional pathways for recreational, alternative transportation, and fitness uses. Users are provided a smooth, level, and hard surface on which to walk, run, skate, and bicycle. Trails are maintained to allow for travel by individuals of all abilities. Maintenance activities prevent deterioration of the hard surface and will remove obstructions. Regular scheduled maintenance includes:

1. Trails are inspected weekly, with obstructions such as litter, fallen tree debris, stones, gravel, sand, and grass clippings are removed from the surface.
2. Mud (snow if applicable) is removed as soon as possible following a storm, flood, or runoff.
3. Entry gates and bollards are maintained and kept secure to prevent unauthorized access to the trail by vehicles or other equipment that could damage trail surfaces or interfere with the experience of the trail user.
4. Painted lines, signs, and other trail markings are inspected and repaired/renovated as needed. If signs need replaced, a work order is submitted, and a new sign will be ordered.
5. These tasks are performed year-round.

#### 9.8 NATURAL TRAIL RECOMMENDATIONS

Natural trails that are not maintained specifically to IMBA standards (Taylor Randahl Mountain Bike Trails at Old Rope Mill Park maintained by SORBA Woodstock), are maintained according to the following standards.

The goal is to provide safe and functional pathways for recreation and fitness uses. Trail surfaces are typically dirt, some may be 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 narrow, and be designated as single directional trails. Users are provided with clearly marked and relatively unobstructed paths through wooded and meadow areas. These trails will be maintained to allow for multi-use activities such as foot travel, mountain biking, and even horseback riding in places. Maintenance activities will prevent erosion of the path surface and vegetative overgrowth of the pathway.

1. Maintenance is performed by parks and trail staff, volunteers, and/or outside organizations.
2. Inspection of natural trails are performed by trained personnel and expert volunteers.
3. Erosion control designs and devices such as out-sloped surfaces, drainage dips, and water bars will be installed and maintained to protect the integrity of the trail and to prolong its useful life.
4. Pruning of encroaching vegetation will be performed in a natural manner on an as needed basis.
5. Blazes and other trail signage will be inspected, maintained, and replaced in a timely manner as needed.

#### 9.9 IRRIGATION WITHIN PARKS & ATHLETIC FIELDS (AMPHITHEATER)

Currently the only park with irrigation is City Park in the amphitheater. Little River Park, the Downtown Playground, and in the future as funding is available, the Dupree Park field will have irrigation.

The goal is to ensure that all Service Level #1 fields, turf, and landscaped areas are adequately watered, applying up to 1 inch of water 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, with the exception of the amphitheater which is regularly irrigated. Additional systems will be added as funding is available.

All irrigation systems are installed at least 18 inches below the turf or below the freeze line for the landscaped areas. The systems should be controlled by irrigation clocks, giving the capability of operating either by program, or manually. Regular scheduled maintenance includes:

1. Authorized personnel shall check irrigation systems weekly, Spring thru Fall, to verify operation.
2. All sprinklers not properly functioning (head is stuck in one position, does not pop up, or is stuck in the up position) is repaired immediately to prevent further damage or injury to persons.
3. Systems are winterized, as needed, by qualified staff in the wintertime.

## 9.10 LANDSCAPED AREAS (SHRUBS, PERENNIALS, ORNAMENTAL GRASS)

These areas are planned and maintained by both the parks and trail staff, selected outside contractors, and some areas are maintained by the Public Works department, and/or volunteers.

The goal is to ensure that all landscapes in medians, right of ways, 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 needed shape, form, and size of the area. When the landscapes are in median strips, right of ways, or near intersections (trail crossings, park entry/exits), plant material must be chosen that will not get too tall as to create sight clearance problems. Plants are obtained from a commercial grower, and selected by parks and recreation staff, and/or selected outside contractor, city leadership, citizen input, and/or volunteers.

Shrubs, trees, and other plant material can be planted in Spring between February and June, in Fall from early September thru late December, or at a time recommended by local horticulture experts. Once plant material is installed, a pre-emergent herbicide and mulch is added. These practices 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 include native species and are usually very hardy and require lower maintenance than many shrubs.

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

1. 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.
2. Pruning may include selective cutting or shearing. Plant material will be pruned or renovated at the appropriate time of the year. When properly trimmed, the plant material will look natural, and be proportionate to the area in which it is growing.
3. If a plant produces blooms, it is determined whether it is a spring, summer, or fall flowering plant in order to prune at the appropriate time, to not disturb the blooming period.
4. Perennials and ornamental grasses are cut to the ground in late winter to rejuvenate them for the next season.
5. Mulching is done annually, at a depth of 2 inches maximum. Mulch should not be piled at the base of shrubs or trees. Mulch rings are used on newly planted plants and trees to collect and hold water.
6. Spraying for weeds, insects, or disease is as needed, and must be done when the temperature is below 85 degrees Fahrenheit, and when the wind is not blowing.

7. Chemical application is only done by qualified personnel, usually an outside vendor.

#### 9.11 MULCHING

The goal is to ensure that all landscapes in parks and along trails are mulched in an aesthetically pleasing manner. Mulch reduces the 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 are re-mulched on a regular basis, based upon the recommended Service Level. Depending on what is to be mulched, and where the landscape is located, different mulches may be used. Mulch types include double and triple shredded hardwoods, chips, pine straw, and/or chipped brush. Proper techniques include:

1. Mulching is done annually, at a depth of no more than 2 inches.
2. Mulch should not be piled at the base of shrubs or trees.
3. Mulch rings shall be utilized on all newly planted shrubs and trees to collect water.

#### 9.12 PARKING AREAS

The goal is to provide clean, safe, and accessible parking areas for the public to use. Parking areas are cleaned of trash routinely, and prior to events taking place. Parks and trails are open year-round, so these tasks are done regularly throughout the year. Cleaning schedules are based upon the size, frequency of use, and number of amenities within the property, and based upon the area's service level. Routine maintenance includes:

1. Emptying trash cans and replacing the trash can liner.
2. General cleaning of all trash in open spaces.
3. Graffiti and glass removal, as needed.

#### 9.13 PLAYGROUND AREAS

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

1. Loose trash pickup, graffiti and glass removal as often as needed, with a focus on high use areas.
2. Casual (daily) inspections, including visual checks of equipment.
3. Mulch is maintained within the fall zone to a minimum depth of 9 inches. Greater depths can be maintained if the potential fall height warrants it.

4. Mulch is raked back into swing sets, slide exits, and fall zones at least once per month, and if needed daily or weekly.
5. Playground mulch is fluffed (turned over) at least once per year using a mini rototiller.
6. High Frequency Inspections are conducted once per month.
7. Low Frequency Inspections are conducted every 6 months.
8. Safety violations are documented and then immediately addressed by the Parks & Trails staff.
9. Items that cannot be immediately addressed, the playground is marked closed with caution tape or other means, or specific sections of the playground is closed.
10. Appropriate signage indicating appropriate ages is required at each location and is easily read.
11. All playground inspection records are recoded in the cloud-based City Reporter inspection program. Reports are printed, reviewed, and approved by the Parks & Recreation Director.

#### 9.14 RESTROOMS

The goal is to provide a clean, sanitary, and appealing and well supplied restrooms for the public. Cleaning is performed year-round in all locations, pending any closures for wintery conditions. Restrooms are performed by Parks & Trails Maintenance Staff, and at times a selected outside contractor. A summarized version of restroom cleaning standards are as follows:

1. Restrooms are cleaned once daily, twice daily as needed.
2. Cleaning involves sweeping the floor and behind doors, removing cobwebs, sanitizing all surfaces (toilet, sink, handrails, doors, and walls), and washing floors.
3. Toilet paper, hand soap, and paper towels are restocked.
4. New restrooms are equipped with hand dryers, restrooms without hand dryers should be added to the capital needs and planned for accordingly.

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#### MISCELLANEOUS RESTROOM MAINTENANCE

1. Toilets are unstopped by plunging or other means, as needed.
2. Burned out light bulbs are to be replaced by notification or inspection.

3. Graffiti must be removed within 5 days of notification, or as directed by the Woodstock Police Department.
4. Spot painting of any graffiti is accomplished if approved prior by the Woodstock Police Department, if not, then once WPD gives notice to proceed, full painting is accomplished and all receipts relating to the job is saved in case needed for evidence.
5. Portable toilets are used during special events and is maintained by a selected outside contractor.
6. Restrooms are inspected weekly, and sometimes monthly utilizing the City Reporter inspection system.
7. Any other maintenance needs follow the same procedure.

#### 9.15 SIDEWALKS & 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 completed throughout the year, and includes:

1. Emptying trash in the area, loose trash pickup, graffiti and/or glass removal, and checking for vandalism or damage.
2. Any damages and/or concerns found, a work order is created, and repairs are scheduled.

#### 9.16 SIGNS

The goal is to provide attractive, consistent, and correct informational signage throughout the park and greenway network. Signs maintained by the Parks & Trails Division staff are typically mounted to a 4x4 post, either recycled plastic or cedar wood. A plan is being developed city-wide for signage that would be used in all new parks and facilities, as well as replace current signage. Some signs are also mounted on metal posts and if they are located in a park or along a trail, then the signs are maintained by parks and recreation. Signs are regularly inspected. Inspections include:

1. Check for stability, damage and/or vandalism. If such problems noted, record in the inspection and plan accordingly for repair and/or replacement.
2. Repairs, graffiti removal and/or painting are to be completed by Parks & Trails Maintenance Staff, giving the work high priority for completion within 1-5 days when feasible.
3. All sign damage that cannot be completed in-house will be completed by a selected outside contractor, pending availability of funds.

## 9.17 TENNIS COURTS

Courts should be safe, clean, and in good condition for the public to use. Tennis courts are cleaned and inspected routinely, as well as prior to any events, practices, or other reserved times for use. Tennis courts are available year-round, and may be reserved at times, under the discretion of the Parks & Recreation Director. Maintenance tasks performed by Parks & Trails staff include:

1. Courts are pressure/soft washed once per year in the Spring, or as needed.
2. Routine maintenance is completed weekly, Spring thru Fall, and as needed during the winter months.
3. Tasks include sweeping/blowing, removal of trash and/or graffiti, and checking for damages to surfaces, fences, windscreens, and benches. Damages are reported, a work order created, and appropriate follow up and repair is required.
4. Net inspection is done each month, year-round.
5. Net tightening is completed during net inspections, and as needed between inspections.
6. Court surfaces are checked annually each Spring for cracking which would impede play. Cracks are filled as needed annually, Spring thru Fall, as the material requires warm-hot weather for proper adhesion.
7. Courts require permanent crack repair and resurfacing every 5 years. The process includes crack filling, adding several layers of sealant and colorant, and repainting all lines.

Prior to scheduled events and/or reserved times, the courts are either swept or blown off, nets 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 courts receiving the most frequent repairs. It is the goal to provide a safe and aesthetically pleasing playing surface at all times.

## 9.18 TRASH CANS & PARK LITTER

Parks and greenspaces should have adequate, clean trash cans for the public to use. Trash cans are provided in all parks, along the trails and at trailheads for natural trails, near pavilions, in parking lots, and near multi-use fields and playgrounds. Trash is picked up and cans are emptied and cleaned on a routine basis, according to the appropriate Service Level. Regularly scheduled maintenance includes:

1. 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, if needed, and the plastic bag left.

2. Trash cans are wiped down with a cleaner such as “Greased Lightning” on a bi-weekly basis in high use areas, and monthly in lower use areas.
3. Graffiti is removed within 5 days of notification, or as directed by the Woodstock Police Department.
4. Loose litter in turf areas is picked up according to schedule, as well as just before mowing. The optimum frequency for cleaning and emptying trash cans and picking up litter is found in the Service Levels.
5. Staff involved in picking up trash are supplied with gloves to protect their hands. Appropriate handwashing shall be completed after completing trash collection.
6. Sharps containers are provided in each truck for disposal of any needles or other sharp objects they encounter while cleaning parks.
7. Barrels, drums, or other closed metal container of any type found while cleaning should not be touched. WPD must be contacted and if deemed hazardous, Parks & Trails Maintenance Staff are no longer involved in the process of removal. All hazardous materials are removed via a contractor properly trained and equipped to handle such issues.

#### 9.19 TREES

The goal is to provide healthy shade and ornamental trees to parks, trails, and greenspaces. The City of Woodstock Community Development maintains the city’s sustainability plan, tree canopy, and employs an Arborist. Parks & Trails Maintenance Staff maintain trees located in areas of responsibility with consultation from the City Arborist.

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 committee, including the Parks and Recreation Director, City Arborist, and Park/Trail Maintenance Manager. Trees are obtained, on the most part, from commercial growers and are planted by city staff and/or selected outside contractor.

1. Trees can be dug during dormancy and planted during the Spring and Fall seasons, ideally from March 1 thru March 31 in the Spring, and November 1 thru December 30 in the Fall. Once trees are planted, mulch is added, and trees are staked. Watering bags may be used to deliver adequate moisture, increasing the likelihood of the tree’s survival. Watering bag reservoirs hold 15 – 20 gallons of water and allow it to slowly trickle out to the roots of a newly planted tree. Watering bags can be filled quickly, allowing more trees to be watered per day. Pruning is typically not recommended during the first growing season following planting.

2. 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. Fall planted trees require less watering than trees planted in the 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.
3. Established trees are inspected on average every four years and pruned by Parks & Trails Maintenance Staff on the same cycle, or on an as needed basis. 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. It injures the tree and is not practiced by the Woodstock Parks and Recreation Department. Cabling, bracing, bark tracing, cavity work, and other tree surgery practices will be performed by both Parks & Trails Maintenance Staff, and by selected outside contractor, as recommended. Spraying and fertilization applications will be performed by Parks & Trails Maintenance Staff on an as needed basis, or by a selected outside vendor contract.
4. Tree removal decisions are made by committee, including the Parks & Recreation Director, City Arborist, and appropriate Park/Trail Manager. A selected outside vendor will be used for large trees. Trees removed in-house will adhere to strict safety standards. Improper use of tree care equipment performed by untrained staff can lead to serious injury or death. All staff utilizing chain saws must have the appropriate chain saw chaps, face shield, and helmet. Parks & Trails Maintenance Staff 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.
5. Commemorative trees are donated to the city and/or labeled in honor of a retired city employee. Each commemorative tree has a marker that identifies the honoree. The markers should remain clean, intact, and presentable. Notify appropriate personnel if a marker is damaged, destroyed, or missing.

#### 9.20 TURFGRASS AREAS

The 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, pest, weed, and plant disease management is important to maintain proper turf health. Soil tests are performed periodically to determine nutrients. Regular visual inspections are done to identify pest and disease issues. Parks & Trails Maintenance Staff perform these inspections routinely, as well as work with a selected outside vendor in the maintenance of these areas, in certain parks and facilities. Regular maintenance of turf includes:

1. Mowing heights are adjusted according to turf type and season. Fescues, bluegrass, and ryegrass (as well as a blend of these turf types) generally are mowed at 3.5"-4" year-round. The mowing height helps turf to recover from wear and tear, reduces weed pressure, and helps reduce hot summer stress.
2. Mowers shall have blades that are sharp, with blades changed out at least twice per week.

3. Mulch mowing is performed in open areas each Fall between November thru January to grind up fallen leaves, helping to increase organic matter and nutrient levels in the soil.
4. Aeration is most successful after receiving rain fall. Most open spaces are aerated once per year, Spring or Fall. High use areas may be aerated twice per year, Spring and Fall. Several passes in different directions should be made, pulling plugs as deep as possible.
5. Renovations/seeding: Most open space areas will use a 90% tall Fescue/10% Kentucky Bluegrass blend. Seed should be applied at a rate of 5-8 pounds per 1,000 square feet, with a starter fertilizer (10-20-10 or similar) applied at seeding. All seed should be raked and dragged in, with a thin cover of hydro-mulch or straw to help conserve moisture. Amphitheater turf and City Park has its own turf program, as well the turf maintenance is performed by a selected outside vendor.
6. Edging and string trimming helps detail proper turfgrass maintenance. All curbs, sidewalks, shrub beds, and trees should be maintained without causing structural damage. Never use a string trimmer directly against a tree, especially young trees, as it will damage and likely kill the tree. Mulch rings should be provided around all trees.
7. Clippings are cleared and blown from sidewalks and roadways, back into the turf to complete the mowing process.
8. 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.

## 10.0 MISCELLANEOUS DEPARTMENT RESPONSIBILITIES

Maintenance of all items listed below include 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 allows for consistent, high quality customer service.

### 10.1 MAINTENANCE OF PARK & ATHLETIC LIGHTING

Lights are maintained by a combination of Georgia Power and Parks & Trails Maintenance Staff. Tennis court and lighting in playgrounds, facilities, and park structures are maintained by the Woodstock Parks and Recreation Department, while street style lights along the trails and within parks are maintained by Georgia Power, with assistance at times from Public Works. Georgia Power lights should be marked with a location number and telephone number. If problems are found, the parks and recreation office is contacted. For lighting maintained by Parks & Trails Maintenance Staff, a work order is created, then repairs and/or replacement is completed.

### 10.2 MAINTENANCE OF RESTROOMS, PAVILIONS, AND RECREATION FACILITIES

These facilities, including some electrical and plumbing, as well as most structural issues are primarily maintained by the Parks & Trails Maintenance Staff, although for projects and/or repairs out of the scope of the staff's abilities, the Building Coordinator in the Public Works Department is contacted. Pavilions and park restrooms are both maintained by the Parks & Trails Maintenance Staff on a year-round basis, unless closed for wintery conditions. Bathroom cleanliness is one of the most likely causes for complaint and a priority in customer service for the department, so it is important that all restroom and cleanliness issues are addressed in a timely fashion.

### 10.3 LOW WATER BRIDGES AND PARK BRIDGES

Logs and debris are removed from low water bridges and waterway bridges as necessary. Log jams must be removed to ensure proper water flow through parks and along trails, and to help alleviate flooding. Parks & Trails Maintenance Staff use Jon boats, pulleys, and other means to remove jams, at times with assistance from other city departments.

### 10.4 PONDS & WATERWAYS WITHIN PARKS

Most waterways are handled within parks and recreation, at times guidance and assistance is needed from the US Army Corp of Engineers as it relates to Olde Rope Mill Park and the Trestle Rock Trail. The Woodstock Water Department within Public Works also assists with waterways and projects relating to remediation. Ponds and other waterways within parks and greenspaces are maintained by Parks & Trails Maintenance Staff.

1. If mosquito breeding is possible due to standing water within ponds, mosquito control dunks are applied per label instructions.

2. If a pond's algae levels accumulate to unacceptable levels, an algaecide should be applied per label instructions.
3. If drainpipes which channel water into or out of ponds are clogged, they should be cleaned in a timely manner to prevent blockages and flooding.
4. Trees along the water ways maintained by the Parks and Trails Maintenance Staff, with guidance and assistance for the City Arborist. All issues with trees are reported to the Parks and Recreation Director and also to the City Arborist to implement an action plan.

#### 10.5 FLAGPOLES

All Flagpoles are maintained by other city departments, with the exception of the flagpole in City Park, and any future poles added to new parks and trails. Flags should be properly lighted if flown at night, otherwise the flag must be removed each day. The flags and associated lights are maintained by the Parks & Trails Maintenance Staff.

#### 10.6 ADOPT-A-PARK AND/OR TRAIL PROGRAM

The Adopt-A-Park/Trail program is a new program for the Woodstock Parks and Recreation Department and combines elements from the Trail Watch program that was in place in the past. More details of the program will be in another section and added to this Parks & Trails Maintenance Program.

The Adopt-A-Park/Trail program is a key volunteer program for the department that allows citizens, businesses, churches, and service groups an opportunity to assist with keeping parks, trails, and greenspaces clean, and/or improving amenities within a park. Groups agree to complete at least four cleanups annually in an adopted property. In turn, the Woodstock Parks and Recreation Department erects a sign or other means of recognition in the adopted location to acknowledge the donation. The agreement is in effect for two years and then renewed. The program administration will be managed by the Recreation Division, but coordinated with Parks & Trails Managers for scheduling, maintenance, assistance, and guidance for special projects.

#### 10.7 FLOOD RESPONSE

The goal is to protect property and equipment while keeping the public safe during flooding. The majority of parks and all trails are located in the flood plain. If needed for a major flood response requiring evacuations, all parks and recreation staff will assist fire, police, and other emergency related agencies in these efforts. Typical flood response requires the closure of trails and/or parks, and not re-opening until cleanup is completed. Olde Rope Mill Park can be closed for a month or longer each winter, and the trails during heavy rains typically close for 2-3 days, but each situation is different and requires the water to recede, inspections, repairs, and major cleanup before re-opening.

## 10.8 STORM DAMAGE

Timeliness is the goal of staff assisting with storm damage response and repair. City staff protects public safety and city owned assets by ensuring passable roadways, sidewalks, and trails. Response to tree related damage, such as that which occurs as the result of wind, ice, or snow, is the responsibility of the Parks & Trails Division, with assistance from Public Works, pending availability. The Taylor Randahl Memorial Mountain Bike Trails are maintained by SORBA Woodstock, with assistance from the Parks & Trails Maintenance Staff during storms.

Large scale storm damage outside of parks and trails that hinders the basic operation of the city, and travel for commuters is considered a high-level response. During high level responses, all city departments that can assist with removal works longer shifts and daily until damage is cleared and safe. Parks & Trails Maintenance Staff assist with these efforts and if needed, will ensure high level priorities are completed before clearing storm damage in parks, trails, and greenspaces.

## 10.9 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 of Woodstock's overall Emergency Response Plan, which is managed outside of the Woodstock Parks and Recreation Department. Emergencies of this magnitude generally require a coordinated response, utilizing Federal Emergency Management Agency's (FEMA) Incident Control Measures (ICM). A copy of the City of Woodstock's Emergency Response Plan is located in the Woodstock Parks and Recreation Department's administration office.

## 11.0 VEHICLES & EQUIPMENT

Employees (and the public) should drive and park only in designated areas. 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 causes compaction, and tire ruts create safety issues. Often times, the public wishes to park directly next to a park structure, such as a pavilion. If this is seen by Parks & Trails Maintenance Staff, they will approach the persons driving the vehicle and in a positive manner, ask them to move the vehicle, and call police if any issues arise.

The appearance, cleanliness, and safety of the Parks & Trails Division's vehicle fleet reflects the pride each employee takes in the day to day performance of their jobs, and the positive image the Woodstock Parks and Recreation Department wishes to exhibit toward the public. On a similar note, employees emphasize the need to need to properly operate and care for the mechanical condition of the fleet. 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. Most vehicles are pre-assigned to individuals or crews. Many of the vehicles require a CDL license and cannot be utilized by holders of regular driver's licenses.

### 11.1 VEHICLE SAFETY & INSPECTION

Vehicle inspection is a critical component required for a safe trip that also provides good customer service. Use of the appropriate vehicle checklist form documents vehicle condition. Each driver is responsible for the proper operation of vehicles. Vehicles are inspected at least monthly, or as deemed necessary.

If the vehicle feels unsafe for any reason, usage stops immediately. If the repair is beyond the ability of the Parks & Trails Maintenance Staff, then arrangements are made with a local shop for the repair.

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#### INSPECTION PROCEDURES

- Brakes & Belts
  - Push brake pedal to floor. There should be resistance.
  - Check brake fluid reservoir to ensure it is full.
  - Check to see that all belts are in place, and not twisted, worn, or frayed.
  
- Emergency/Safety Equipment
  - Fire extinguisher is in "green" and secured to bracket.
  
- Tire/Wheel/Lug Nuts
  - Tires are properly inflated to correct pressure.
  - Tread is not worn or uneven.
  - There are no cracks in wheel surface.
  - Lug nuts are in place and tightened.

- Battery
  - Secured on battery shelf.
  - Connections are tight and secure.
  - There is minimal corrosion on terminals.
- Exhaust System
  - Listen for excessive noise.
  - There are no 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 functioning properly.
  - No warning indicator lights.
  - Horn is working properly.
- Fluid Levels and Leaks
  - Check oil, water, brake, transmission, steering, and windshield wiper fluids.
  - Check engine 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.
  - No outside, oil, mud, or other debris on side of vehicle
- Steering
  - Turn steering wheel.
  - Wheel should turn easily.
  - 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 to ensure the hitch has a secure connection to the vehicle.
  - Ensure that all wire connections are clean.
  - Ensure that all wires are not frayed or hanging too low to be damaged.
  - Ensure that emergency chains are secure.
- Clean Interior
  - Ensure that all windows, seats, floor, and other surfaces are clear of food, trash, and other debris.