



MONTGOMERY COUNTY DEPARTMENT OF PARKS
THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

MCPB
Agenda Item 5A
2/22/07

February 20, 2007

MEMORANDUM

TO: Montgomery County Planning Board

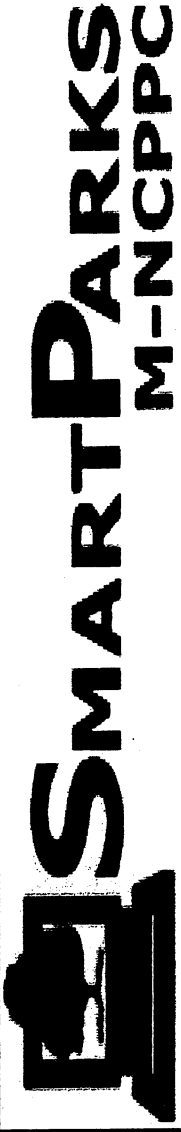
VIA: Mary R. Bradford, Director of Parks

FROM: Brian J. Woodward, Acting Chief, Horticultural Services *BW*

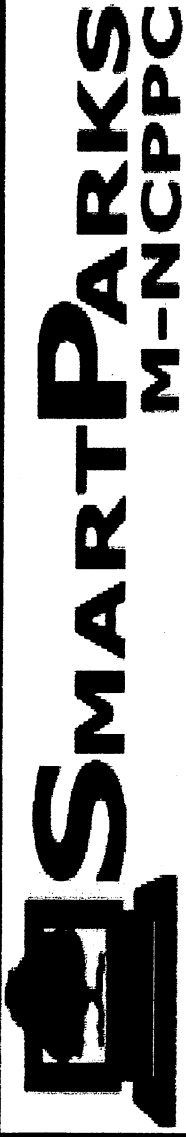
SUBJECT: SmartParks and Park Efficiencies Update

Attached, for your information, is a copy of a SmartParks Powerpoint presentation and samples of SmartParks reports. I will give the entire presentation and answer any questions you may have on Thursday.

MRB:DLF:dlf



- **Why Computerized Maintenance Mgt Software?**
 - **No Cost Accounting**
 - **Could not defend Budget Requests**
 - **No way to compare Contracting Costs**
 - **Could not Predict Operating Impacts of New Parks**
 - **Budget Cut Impacts Unknown**



Project Implementation

- **Define Goals**
- **Focus Team**
- **Business Process Re-Engineering**
- **Software Customization**
- **Training**

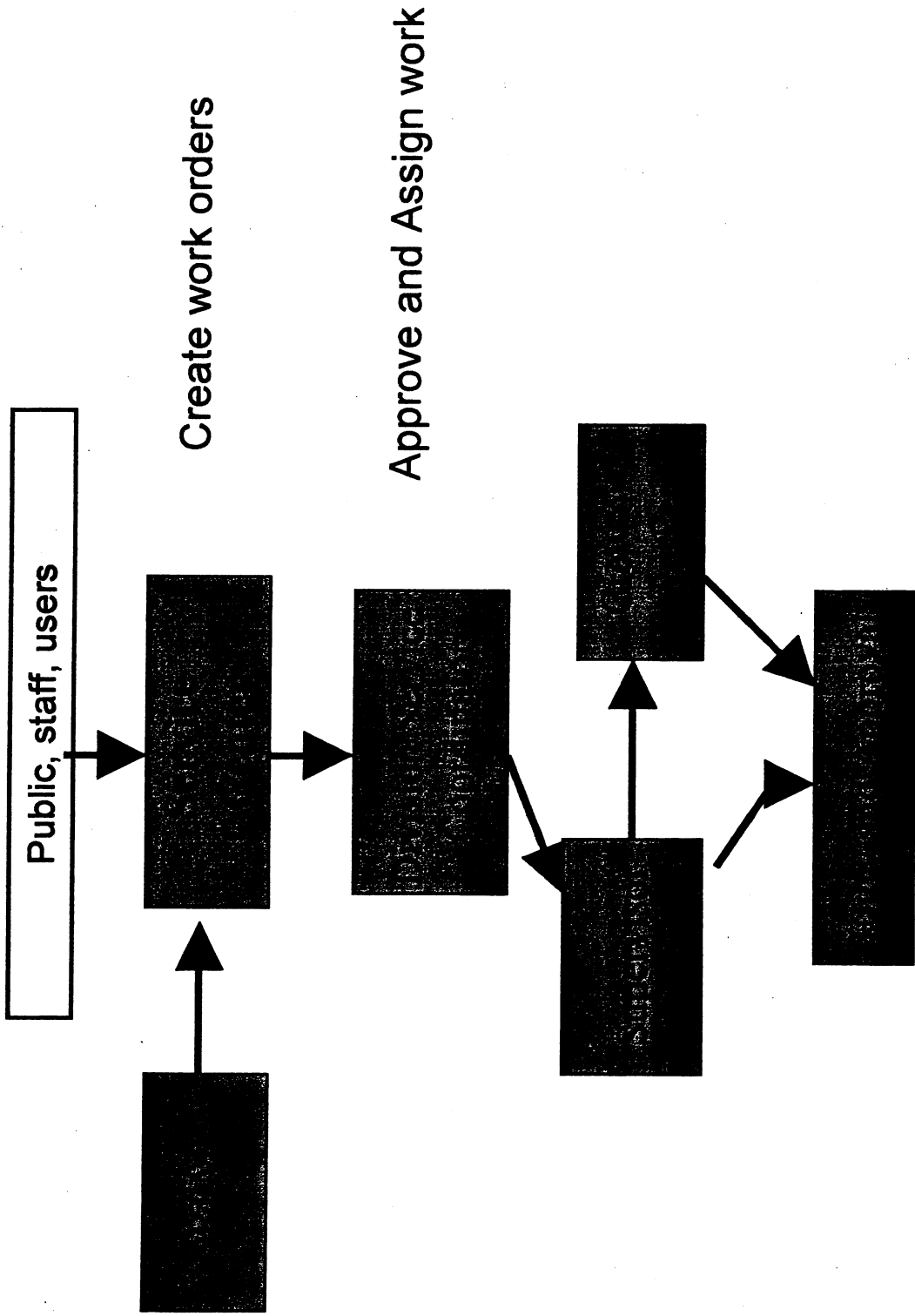


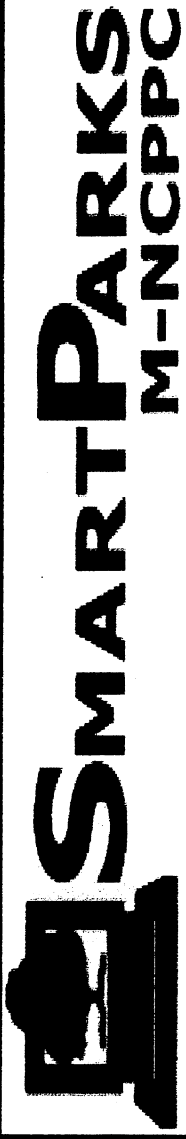
- **Goals of Implementing SmartParks**
- Accurate accounting of costs by park
- Consistent data tracking
- Logical and efficient work processes
- Centrally managed park inventories (assets, nursery, etc)
- CAPRA Certification
- Effective utilization of resources

- **Business Process Review/
Workflow Analysis**
- **Who – Roles and Responsibilities**
- **What – The actual tasks that need to be done**
- **When – Inputs, Outputs, dependencies**
- **How – The transfer mechanism (paper, phone call, etc)**
- **Why – The Business Rule.**



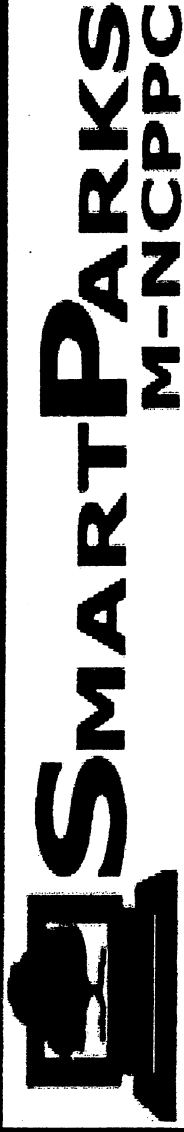
SMART PARKS M-NCPPC





Establish new roles for consistency:

- **Service Center** – Central area to manage work
- **Service Coordinator** – Designated by Focus Team to maximize communication channels
- **Routine Park Maintenance (RPM) Coordinator** – Guarantees an effective service program by park using standards-based work schedules.



Park Issues for Implementation

- Facility Focus is an off the shelf product
- Not designed for parks
- Used by Universities and State Facility Agencies

Parks Presented Unique Issues

- Natural and Historical Resources
- Unique Facilities
- Geographic Information Needs



- **Geographic Information Systems (GIS)**
 - From Map to Work Order or Property record
 - From Work Order to Map
 - Visual Reminder of Total Inventory, such as Endangered species, Underground utilities, Context of park, or project.
 - Dispatch Help



BRING THE ORGANIZATION ALONG (It's still about our people)

- Changing Work Culture
- Apprehension about Technology
- Training and Support



Where We Are Today

- Kick-Off July 2004
- Work Orders used by 400 Workers
- Inventory substantially complete - adding depth
- Still training, still updating equipment
- Still improving data collection process – data accuracy
- Learning to produce reports
- Maintenance Standards developed and validated
- Condition assessment module and inventory

7/1/2006 to 1/12/2007

WORK REQUEST DATE	WORK REQUEST #	PHASE	PHASE DESCRIPTION	LABOR HOURS	LABOR COST	MATERIAL COST	EQUIPMENT COST	TOTAL COST
CABIN JOHN REGIONAL ATHLETIC AREA (M24)								
TENNIS COURTS								
BLDG ELEC MAINT								
08/24/2006	06-096137	001	REPAIR/REPLACE LIGHT OUT ON TENNIS CT A2	4.00	118.48	50.00	0.00	168.48
09/28/2006	06-099302	001	SEVERAL TENNIS CT LIGHTS ARE BROKEN	0.00	0.00	70.00	0.00	70.00
10/27/2006	06-101691	001	INSTALL INDICATOR LIGHTS PER ATTACHED E-	3.00	103.65	0.00	0.00	103.65
10/30/2006	06-101789	001	CITIZEN REPORTS THAT TENNIS COURT LIGHTS	7.00	222.13	120.00	0.00	342.13
BLDG ELEC MAINT TOTAL								
COURTMAINT								
07/14/2006	06-092522	001	EMPTY & DEPOSIT MONEY BOXES	2.50	68.23	0.00	0.00	68.23
08/22/2006	06-093964	001	EMPTY TENNIS COURT COIN BOXES & MAKE DEPOSIT	2.50	68.23	0.00	0.00	68.23
11/29/2006	06-104188	001	REPLACE CENTER STRAP-TENNIS NET-CT.A-2	2.50	68.23	0.00	0.00	68.23
COURTMAINT TOTAL								
LOCKS								
10/19/2006	06-101257	001	CANNOT OPEN COIN BOXES @TENNIS CT METERS C1 AND C3	2.50	86.28	0.00	0.00	86.28
10/19/2006	06-101257	002	CANNOT OPEN COIN BOXES @TENNIS CT METERS C1 AND C3	5.50	175.73	0.00	0.00	175.73
LOCKS TOTAL								
PARK SIGN MAINT								
08/08/2006	06-094884	001	INSTALL COURT # SIGNS AT TENNIS COURT SEE J.D. FOR DETAILS	2.50	68.23	270.00	0.00	338.23
PARK SIGN MAINT TOTAL								
Total for: TENNIS COURTS								
				20.00	620.60	390.00	0.00	1,010.60
Total for CABIN JOHN REGIONAL ATHLETIC AREA (M24)								
				31.50	934.44	390.00	0.00	1,324.44

2005 Storm Damage Costs

Grand Total Of All Storms: \$40,021.17

As of: 9/27/2005

2005 Storm Summary

	Storm 1	Storm 2	Storm 3	Storm 4	Totals
Central Maintenance Total Costs:				\$127.30	\$127.30
Natural Resources Total Costs:	\$1,910.78	\$916.40	\$5,903.94	\$27,843.03	\$36,574.15
Northern Regions Total Costs:	\$23.97			\$95.88	\$119.85
Southern Regions Total Costs:	\$2,540.66			\$659.21	\$3,199.87
PPD Total Costs:					
Total Costs :	\$4,475.41	\$916.40	\$5,903.94	28,725.42	\$40,021.17

**Athletic Field Maintenance Cost
(July 1, 2005 to September 30, 2005)**

		<u>LABOR HOURS (includes Mowing Hours for whole Park)</u>	<u>LABOR COST (includes Mowing Cost for whole Park)</u>	<u>% of TOTAL MOWING (To adjust Mowing Cost)</u>	<u>ATHLETIC FIELD MAINT. LABOR COST</u>	<u>MATERIALS COST</u>	<u>TOTAL ATHLETIC FIELD MAINT. COST</u>	<u># of Fields</u>	<u>Cost per Field</u>
NORTH									
BH									
CEDAR CREEK LOCAL PARK E84									
	BALLFIELDMAINT								
	INSTALL HUBS & GOALS	21.00	400.61		400.61				
	STANDING-CEDAR CREEK LP-BALLFIELD PREPARATION	26.50	633.40		633.40				
	STANDING-CEDAR CREEK LP-SOCCER FIELD PREPARATION	35.75	739.49		739.49				
	Total for BALLFIELDMAINT	83.25	1,773.49		1,773.49				
	TURF CARE								
	AERATE CEDAR CREEK OVER SEED FIELD	1.50	35.96		35.96				
	STANDING-MOWING	45.50	848.42	0.70	593.89				
	Total for TURF CARE	48.50	920.33		665.80				
	Total for CEDAR CREEK LOCAL PARK E84	131.75	2,693.82		2,439.29	388.75	2,828.04		
DICKERSON LOCAL PARK D33									
	BALLFIELDMAINT								
	STANDING-DICKERSON LP-BALLFIELD PREPARATION	25.75	620.95		620.95				
	Total for BALLFIELDMAINT	25.75	620.95		620.95				
	TURF CARE								
	STANDING-DICKERSON LP-MOWING	40.00	812.00	0.70	568.40				
	Total for TURF CARE	40.00	812.00		568.40				
	Total for DICKERSON LOCAL PARK D33	65.75	1,432.95		1,189.35	388.75	1,578.10		
FOUNTAIN HILLS LOCAL PARK E71									
	BALLFIELDMAINT								
	STANDING-FOUNTAIN HILLS LP-BALLFIELD PREPARATION	11.75	266.97		266.97				
	STANDING-FOUNTAIN HILLS LP-SOCCER FIELD PREPARATION	15.50	320.16		320.16				
	Total for BALLFIELDMAINT	27.25	587.12		587.12				
	TURF CARE								
	STANDING-FOUNTAIN HILLS LP-MOWING	79.00	1,511.95	0.70	1,058.37				
	Total for TURF CARE	79.00	1,511.95		1,058.37				
	Total for FOUNTAIN HILLS LOCAL PARK E71	106.25	2,099.07		1,645.49	388.75	2,034.24		
GUNNER'S BRANCH LOCAL PARK D52									
	BALLFIELDMAINT								
	STANDING-GUNNERS BRANCH LP-BALLFIELD PREPARATION	17.50	376.68		376.68				
	Total for BALLFIELDMAINT	17.50	376.68		376.68				
	TURF CARE								
	STANDING-GUNNERS BRANCH LP-MOWING	34.00	633.96	0.50	316.98				
	Total for TURF CARE	34.00	633.96		316.98				
	Total for GUNNER'S BRANCH LOCAL PARK D52	51.50	1,010.64		693.66	388.75	1,082.41		
GUNNER'S LAKE LOCAL PARK D53									
	BALLFIELDMAINT								
	STANDING-GUNNERS LAKE LP-SOCCER FIELD PREPARATION	28.00	601.43		601.43				
	Total for BALLFIELDMAINT	28.00	601.43		601.43				
	TURF CARE								
	OVERSEED SOCCER FIELDS AND PICK UP TRACT	2.00	50.36		50.36				
	STANDING-GUNNERS LAKE LP-MOWING	64.00	1,181.76	0.65	768.14				
	Total for TURF CARE	66.00	1,232.12		818.50				
	Total for GUNNER'S LAKE LOCAL PARK D53	94.00	1,833.55		1,419.93	388.75	1,808.68		

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**SUPERINTENDENT'S STANDARDS
NORTHERN AND SOUTHERN REGIONS**

STATEMENT OF STANDARD/Maintenance Activity	Park Type	FREQUENCY TARGET	Actual FY 05	CURRENT FY 06 AVERAGE	PROPOSED FY 07 AVERAGE
TURF – Maintenance of turf within the park system shall be routinely mowed, trimmed, seeded, sodded and/or replaced based upon the needs of the level of maintenance for the park and the season of the year. All turf areas within the park system shall be aesthetically pleasing and appropriate for each park setting.					
Turf Maintenance: Fertilizing, over seeding and aeration: using mechanical means, aerate, fertilize and over seed athletic fields and areas adjacent.	Regional / Recreational	3X per year.	2x per year	2x per year	3x per year
Turf Maintenance: Fertilizing, over seeding and aeration: using mechanical means, aerate, fertilize and over seed (as needed) all turf areas including athletic fields and adjacent areas	Local Parks	2X per year.	1x per year	1x per year	1.5x per year
Turf Maintenance: Mowing – Maintain the turf in a horticulturally sound manner keeping the height of grass between 3-5.5 inches.	Local Parks	28 cuts per season	23 cuts per season	24 cuts per season	25 cuts per season
Turf Maintenance: Mowing – Maintain the turf in a horticulturally sound manner keeping the height of grass between 3-5 inches.	Regional and Recreational Parks	34 cuts per season	33 cuts per season	33 cuts per season	34 cuts per season
ATHLETIC FIELDS – All athletic fields shall be safe and maintained to support the level of play identified for public use, the amenities developed to support the activity, and the age of the users and/or the level of play.					
Athletic Fields - Regional Parks and Recreational Parks: maintenance of all areas within fenced area of athletic field. Dragging, leveling and lining of infield, maintenance of plates, bases and pitchers mound where appropriate.	Regional / Recreational	Daily	Daily	Daily	Daily
Athletic Fields - Local Parks: Dragging, leveling and lining of infield, maintenance of plates, bases and pitchers mound where appropriate.	Local Parks	Weekly	Weekly	Weekly	Weekly
Athletic Field Mowing – Regional/Recreational Parks Maintain the turf in a horticulturally sound manner keeping the height of grass between 2.5-4.0 inches. Twice a week mowing (Apr. – Nov.)	Regional / Recreational	62 cuts per season	62 cuts per season	62 cuts per season	62 cuts per season
PLAYGROUNDS – All playgrounds shall be inspected, maintained, repaired and/or replaced in order to be safe and comply with national safety guidelines. The frequency level of maintenance shall also support the level of public use of each playground within the park system.					
Playground Inspection: Inspect playground facilities to insure compliance with Consumer Product Safety Council guidelines, to include inspection for head entrapment potential, checking of wood, protrusion of bolts or other sharp objects, proper depth of surfacing and overall condition of equipment. Request repairs or replace as appropriate based on results of inspection.	Regional, Recreational, Local, Neighborhood and Stream Valley Parks.	Monthly	Every 2 months	Every 2 months	Every 6 weeks
CUSTODIAL MAINTENANCE– All restrooms and recreation buildings within the park system shall be safe and maintained in a clean and sanitary condition for the park user.					
Restrooms: General cleaning of restrooms to include sweeping, mopping, washing and paper replacement. Routine inspection for excessive wear and tear or abuse.	Regional / Recreational	Daily	Daily	Daily	Daily
Recreation Buildings: General cleaning of restrooms, meeting spaces and kitchens to include sweeping, mopping, washing and paper replacement. Routine inspection for excessive wear and tear or abuse.	Local Parks	Daily	Daily	Daily	Daily

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STATEMENT OF STANDARD/Maintenance Activity	Park Type	FREQUENCY TARGET	ACTUAL FY 05	CURRENT FY 06 AVERAGE	PROPOSED FY 07 AVERAGE
LANDSCAPE MAINTENANCE – Flower beds and park entrance areas which form landscaped areas will be kept attractive, weed-free, trash-free and insect-free, and aesthetically pleasing					
Landscape Maintenance: Mowing, trimming, pruning and mulching and replacement of plant material. Seasonal rotation of plants. IPM scouting for disease and insect damage. Tree planting. Pesticide application as necessary.	Urban Parks	Weekly	Quarterly	Monthly	Monthly
Landscape Maintenance: Mowing, trimming, pruning and mulching and replacement of plant material. Seasonal rotation of plants. IPM scouting for disease and insect damage. Tree planting. Pesticide application as necessary.	Local Parks	Monthly	Quarterly	Quarterly	Quarterly
MONTHLY PARK INSPECTIONS – Each Park will be visually inspected to assure the safety and utility of all park amenities and use areas.					
TRAILS – All hard and natural surface trails shall be routinely maintained in order to be safe to use, clear of debris, clearly marked and graded for public use, easily accessible for a wide range of trail users within the park system.					
Natural Surface Trails Inspection and Maintenance: Visually inspect trail surface and adjacent areas for hazards, excessive wear and tear, vandalism, washouts, etc and repair as appropriate.	All Park Areas	Monthly	Every 4 months	Every 4 months	Every 2 months
Hard Surface Trails Inspection and Maintenance: Visually inspect trail surface and adjacent areas for hazards, excessive wear and tear, vandalism, etc and repair as appropriate.	All Park Areas	Weekly	Monthly	Monthly	Monthly
Park Roads and Parking Lots: Inspect for damage, erosion, drain systems, signage and striping.	All Park Areas	Monthly	Monthly	Monthly	Monthly
Courts Inspection: to include tennis, basketball, volleyball and multi-use courts. Inspect court surface for hazards, proper lining. Inspect hardware, including nets, standards, backboards, cranks, etc. for hazards, wear and tear, or vandalism. Inspect fencing for hazards, wear and tear, or vandalism. Request appropriate repairs or replacements as dictated by the result of the inspection.	Regional, Recreational, Local and Neighborhood Parks	Monthly	Monthly	Monthly	Monthly
TRASH REMOVAL – the removal of trash within the park system shall support the need to keep all parks clean and trash free. The level of trash removal maintenance shall support the level of public use and accessibility assigned to each park type.					
Trash Removal: Empty all trash cans within Regional or Recreational Park facility into trash packer and pick up ground litter within 10 feet of cans and as otherwise seen.	Regional / Recreational	Daily (in season) 3 x Week (out)	6X per week 3 x Week	6X per week 3 x Week	Daily 3 x Week
Trash Removal: Empty all trash cans within Local, Neighborhood and Stream Valley facilities into trash packer and pick up ground litter within 10 feet of cans and as otherwise seen.	Local Parks	4 x Week (in) 2 x Week (out)	0 (CICO) 0	0 (CICO) 0	3 x week 2 x Week
Trash Removal: Empty all trash cans along Parkways into trash packer and pick up ground litter within 10 feet of cans and as otherwise seen.	Parkways	Daily (in) 4 x Week (out)	3 x week 3 x week	3 x week 3 x week	3 x week 3 x week