

## Appendix D: Open Spaces Service Levels

### BACKGROUND

The purpose of this appendix is to describe service levels for the City's open space operations in response to the COVID-19 pandemic.

Each service has the following options:

- Essential Service – In general, this represents the caretaking function that can be accomplished without adding casual staff resources.
- Asset Protection – In general, this service level represents the effort and resources required to ensure there is no degradation of City assets as well as reducing the amount of time and effort required to return to normal function. Staff costs are reduced, as this is less than regular service.
- Normal Service – the level of service that would be provided in a normal summer season.

The service level to be undertaken in response to the pandemic is highlighted in green.

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<b>Department - Parks, Recreation &amp; Cultural Services</b> <b>Branch - Sport Facilities &amp; Special Events</b> <b>Service - GOLF COURSES</b>			
	Essential Service	Asset Protection	Normal Service
Course Maintenance			
Rotational Mowing/Cutting of Fairways, Greens and Rough	✓	✓	✓
Fertilizing	✓	✓	✓
Aeration	✓	✓	✓
Verticutting	✓	✓	✓
Fungicide Treatments	✓	✓	✓
Tree Pruning		✓	✓
Weed Whipping		✓	✓
Watering - Enough to Ensure Asset Protection		✓	
Watering - Full Service to be Ready For Play			✓
Irrigation System Maintenance - Enough to Ensure Asset Protection		✓	
Irrigation System Maintenance - Full Service			✓
Course Maintenance - Full Service			
Greens Cutting - Daily;			✓
Hole Relocation (Within Greens) - Daily			✓
Emptying of Garbage Receptacles - Daily			✓
Fairways Mowing - Every Two Days			✓
Mowing of Rough Areas - Weekly			✓
Capital Repair & Replacement as Determined for Each Course (Excluding Clubhouses)			✓

### DISCUSSION

Without maintaining a program of cutting and treating localized issues such as standing water and fungus growth, the golf course will grow wild. As a result, the City would be at risk of losing the entire 2020 season and potentially the start of the 2021 season as well, while remediation work is undertaken.

### PANDEMIC SERVICE LEVEL – ASSET PROTECTION

Maintaining the golf courses at this service level will enable staff to have the courses ready for play two weeks from the decision to re-open to the public. During this two-week period, an additional 20 casual staff will be recalled as operations up to the Full-Service level.

Implementation of the Asset Protection service level will occur in two phases:

Phase 1 - Monday, March 30, to Monday April 13. The six permanent staff members will begin the process of protecting the asset. This work will include: (a) evaluating course condition, (b) begin course clean-up, (c) begin removal of tarps from greens and tee boxes and (d) prepare for moving to Asset Protection mode including hiring of 10 casual staff.

Phase 2 –Tuesday, April 14 until the decision is made to re-open the courses. Once the turf begins to grow, more staff will be required to carry out the Asset Protection service level. The greens, tee-boxes

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and fairways require regular cutting to prevent them from becoming overgrown. In addition, there is an extensive irrigation system that requires maintenance.

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Department - Parks, Recreation & Cultural Services Branch - Parks & Open Space Services Service - FORESTRY	Essential Service	Asset Protection	Normal Service
Unscheduled & Emergency Pruning	Minimal	Enhanced	✓
Support Services Provided to Water, Waste & Environment Department	Minimal	Enhanced	✓
Tree Watering - Up to three year old trees to ensure survival	Minimal	Enhanced	✓
Scheduled Pruning			✓
Stumping Service			✓
Business as Usual Service Requests			✓

### DISCUSSION

Unscheduled pruning includes responding to day to day issues, such as hiring a contractor for pruning/removing at short notice due to a storm event. Scheduled Pruning can be safely deferred. The health of the urban forest will not be put at risk if this work does not proceed as planned for 2020.

### PANDEMIC SERVICE LEVEL – ASSET PROTECTION

While the list of tasks is the same between Essential Service and Asset Protection, the volume of work that can be accomplished is not. Adding a minimal number of casual staff will guard against a reduction in the health of the urban forest that needs to be remediated in following years. In addition, the additional staff contributes to public safety by providing the flexibility to respond to hazardous situations created by trees and/or branches downed by a storm event or from natural tree failure.

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Department - Parks, Recreation & Cultural Services Branch - Parks & Open Space Services Service - PEST CONTROL	Essential Service	Asset Protection	Normal Service
Wildlife Control (Skunks badgers etc.)	✓	✓	✓
Rodent Control (example rat control Landfill)	✓	✓	✓
Dead Animal Control (Pickup)	✓	✓	✓
Mosquito Control - Health District Monitoring Only	✓	✓	
Mosquito Control - Full Services			✓
Cankerworm Control - Spot Spraying Only		✓	
Cankerworm Control - Full Program			✓
Dutch Elm Disease Control - Monitoring Only		✓	
Dutch Elm Disease Control - Full Services			✓
Tree Inspections - Developer		✓	✓
Gopher Control			✓
Aphid Control			✓
Fall Herbicide Program			✓
Spurge Control			✓

### DISCUSSION

Mosquito Control - Health District Monitoring Only refers to the monitoring of mosquito populations for the presence and prevalence of the mosquito species that acts as a vector for West Nile Virus. City staff monitor traps and report the number and species present to the Health Region. This program is for survey and identification. It does not include treatment such as application of insecticide.

Tree Inspections - Developer refers to the inspection of newly planted trees for pests such as the emerald ash borer that may harm the urban forest.

### PANDEMIC SERVICE LEVEL – ASSET PROTECTION; RAMP UP TO NORMAL SERVICE AS NEEDED

The asset protection option provides the Province and Saskatchewan Health Region with needed information regarding population levels of mosquitos that can carry the West Nile Virus. It also reduces risk to the urban forest by maintaining the collection of information regarding the presence of Dutch Elm disease and Cankerworms. This function cannot be accomplished at the Essential Service level.

The asset protection service will be the base level of service provided. However, it is recognized that changes in the environment over the course of the outdoor season may require an increase in service levels as dictated by an evaluation of the conditions at the time.

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Department - Parks, Recreation & Cultural Services Branch - Parks & Open Space Services Service - <b>HORTICULTURE</b>	Minimal Service	Partial Service	Normal Service
Support to Regina Garden Associates	✓	✓	✓
City Hall Flower Beds - Full Service		✓	
Other Flower Beds - Rototilling For Weed Control Only		✓	
Flower Pots - Mosaic Stadium Only		✓	
Flower Beds - Full Service (Installation & Maintenance)			✓
Flower Pots - Full Service (Installation & Maintenance)			✓

### DISCUSSION

This program is focused on the aesthetics of the City’s open spaces. There is minimal risk to City wide assets by scaling the program down to a minimal level.

### PANDEMIC SERVICE LEVEL – MINIMAL SERVICE

The minimal service option was recommended as a cost savings. As well, availability of plant material is unknown at this time.

The Regina Floral Conservatory is operated and maintained by volunteers of the Regina Garden Associates (RGA) in partnership with the City of Regina. In response to the COVID-19 pandemic, the RGA has suspended its activities and the Conservatory is closed to the public.

This service level protects the assets located at the Conservatory. These assets include a permanent collection of a variety of trees (from figs to Norfolk pines), shrubs and other plants (birds of paradise, succulents, cacti, and more).

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Department - Parks, Recreation & Cultural Services			
Branch - Parks & Open Space Services			
Service - CEMETERIES	Essential Service	Asset Protection	Normal Service
Interments	✓	✓	✓
Business Office - Service by Telephone Only	✓	✓	
Business Office - Full Service (Open to Public for In Person Service)			X
Maintenance - Minimal Mowing & Watering Only	Minimal	Enhanced	
Maintenance - Full Service			✓
Chapel Service			X

### DISCUSSION

Essential Service assumes that the number of interments remains at the level experienced during a normal year.

### PANDEMIC SERVICE LEVEL – NORMAL SERVICE (Chapel & Business Office Closed to the Public)

Enhancing the permanent staff compliment with the addition of a minimal number of casual staff provides the flexibility to perform basic maintenance functions while also ensuring that there are enough staff on hand to support an increased need for interments should the circumstances arise.

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Department - Parks, Recreation & Cultural Services					
Branch - Parks Maintenance					
Service - PARKS MAINTENANCE		Essential Service	Asset Protection	Enhanced Asset Protection	Normal Service
Mow and Trim					
Athletic Fields		1 x Per Week	1 x Per Week	1 x Per Week	2 x Per Week
Class A Parks & Open Space		1 x Per Month	2 x Per Month	1 x Per Week	2 x Per Week
Class B Parks & Open Space		1 x Per Month	2 x Per Month	1 x Per Week	1 x Per Week
Class C Parks & Open Space (Unirrigated)		1 x Per Year	1 x Per Year	1 x Per Month	1 x Per Month
Class D Parks & Open Space (Naturalized)		1 x Per Year	1 x Per Year	1 x Per Year	1 x Per Year
Watering					
Athletic Fields		.75 Inches Per Week	.75 Inches Per Week	1.0 Inch Per Week	1.5 Inches Per Week
Class A & B Parks		None	sites reduced 50%; no manual watering sites	1.0 Inch Per Week; park sites only	1.0 Inch Per week
Irrigation Maintenance					
Spring System Priming & Fall Blowouts		To Support Watering Service Level Above Only	To Support Watering Service Level Above Only	✓	✓
Repairs As Required		To Support Watering Service Level Above Only	To Support Watering Service Level Above Only	✓	✓
Aerate & Fertilize					
Athletic Fields		1 x Per Year	2 x Per Year	2 x Per Year	3 x Per Year
Class A & B Parks		None	None	1 x Per Year	2 x Per Year
Topdress/Overseed Athletic Fields		None	1 x Per Year	1 x Per Year	1 x Per Year
York Rake ball diamonds and related		None	Reduced	As required	As Required
Line Painting Athletic Fields		None	None	None	As Required
Playground Inspections		None	None	None	9 x Per Year
Playground Repair		None	None	None	As Required
Gravel Pathway Maintenance (Boxcutting & Weed Control)		None	Reduced	As Required	As Required
Trash and Litter Pickup					
Athletic Fields		Reduced Frequency	Reduced Frequency	5 x Per Week	5 x Per Week
Class A Parks		Reduced Frequency	Reduced Frequency	5 x Per Week	5 x Per Week
Class B Parks		Reduced Frequency	Reduced Frequency	1 x Per week	1 x Per week
Class C Parks		Reduced Frequency	Reduced Frequency	8 x Per Year	8 x Per Year
Class D Open Space		Reduced Frequency	Reduced Frequency	4 x Per year	4 x Per year
Herbicide		None	Reduced Frequency	As Required	As Required
Shrub Bed Maintenance and Weeding					
Class A Parks		None	Reduced Frequency	7 x Per Year	7 x Per Year
Class B Parks		None	Reduced Frequency	5 x Per Year	5 x Per Year
Class C Parks		None	Reduced Frequency	2 x Per Year	2 x Per Year
Class D Parks		None	Reduced Frequency	1 x Per Year	1 x Per Year
Benches, Posts, Signs, Bollards Maintenance and Refresh		Safety Related Maintenance Only	Safety Related Maintenance Only	As Required	As Required
Tree/Shrub Pruning		Safety Related Pruning Only	Safety Related Pruning Only	As Required	As Required

### DISCUSSION

The primary difference between Enhanced Asset Protection and Normal levels of service is that athletic fields will not be maintained at a standard that allows for regular use.



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### **PANDEMIC SERVICE LEVEL – ENHANCED ASSET PROTECTION**

The community has limited recreation options at this time and parks are one of the few recreation outlets still available to them. With this being the case, maintaining parks at near normal levels allows people full use of the space.

Parks serve both as places to go for recreation and as places where just being there, is recreation. Studies show that people believe that parks/recreation benefit the public good by increasing quality of life, emotional well-being, community cohesiveness and spirit, and provide opportunities for physical activity, entertainment and fun. Research has shown that recreation and parks improve physical and mental health.