

**DUNBRACK STREET BOULAVARDS and ROSE HEDGES / ANNUAL MAINTENANCE PLAN – SERVICE LEVELS (Revised: October, 2010)**

<u>ELEMENT / TASK</u>	<u>ACCOUNTABILITY</u>	<u>SERVICE LEVEL</u>	<u>QUALITY STANDARD / END STATE</u>
Early Spring Clean-up	P2 Task – Winter Works Municipal Operations (MOPS)	1 <sup>st</sup> or 2 <sup>nd</sup> week of April – weather permitting Clean-up of accumulated litter /debris within Right of way including center blvd. rose hedges .	Clean and tidy (debris / litter free) upon completion of early spring clean up. Details within Winter Works Work Plan Note – commercial areas are problematic source of litter generation that migrates to RoW.
Turf Mowing & Whipping	Contract Services - MOPS	Grass contracts expire fall 2010. Service levels to be reviewed and adjusted to address trimming deficiencies. Service may become a frequency standard rather than height standard. Contractors required to pick up litter prior to mowing / trimming.	Grass mowing and trimming meets service level standards of grass contracts. Clippings and litter / debris cleaned up and removed off site.
Litter Servicing (Clean up)	Playgrounds / Greenbelts West Section - MOPS	Twice per week during summer maintenance season. Commercial areas (litter generators) need to be addressed.	Street RoW / blvds. and rose hedges free from litter upon completion of litter servicing.
Hedge Maintenance (Center blvd.)	Parks & Open Spaces Section - MOPS	Pruning of dead canes, removal of saplings – twice per season. (July / October) Replacement planting (dead / damaged sections) – spring or fall planting. Pruning for cross-walk visibility – as required to maintain safe site lines as determined by Traffic & ROW staff.	Rose hedges free of dead canes and sapling infill upon completion of servicing. Safe site lines maintained.
Street Tree Maintenance	Parks & Open Spaces Section - MOPS	Initial phased planting to replace hedges removed on sidewalk sides. (combination Councilor funding and Capital Tree Planting) Entire planting to be completed fall 2010. Tree maintenance – Service levels TBD in pending UFMP. Vandalism as reported through Hansen 490 – 4000	Street trees are vigorous and healthy. Elevation clearances and sight lines maintained. Dead or vandalized trees replaced through Capital. Timeline is pending Capital funding levels.
Park Furniture Repair	Playgrounds / Greenbelts West Section - MOPS	As required. Vandalism repairs as per Hansen r (490 – 4000) or reported by MPS patrol.	Street furniture is clean and functional with no missing or damaged parts.
Graffiti – Public Property & Right of way	Streets Section – MOPS	1 day – profanity / 3 days – non profanity Hansen (490 – 4000) or reported by MPS patrols	All graffiti located on public property and within Right of way removed within standards.
Graffiti – Private Property	Property Owner	As required. Calls to be directed to 490 - 4000 Lead is with Community Response Team	Graffiti removed as quickly as possible. (By Law Compliance)
Pot Holes	Sidewalk Section - MOPS (Asphalt)	With 14 days - Reported through Hansen (490 – 4000)	MPS (Maintenance Planning Supervisor) conduct scheduled Right of way patrols 1x per week on Main Arterials.
Heaved Sidewalks	Sidewalk Section - MOPS	Deficiencies reported to 490 – 4000 or as inspected by MPS patrols. (painted white or barricaded when inspected to make safe)	MPS patrolled 1 x per week (see above) Sidewalk surfaces maintenance within standards. Painted white or barricaded when inspected. Repairs by Operations. Replacement by Capital pending deficiency rating and funding levels.
Regulatory / Street Signage Repair / Replacement	Traffic & Right of Way Services	As required. Deficiencies reported to 490 – 4000 or as reported by MPS patrols.	Signage repairs / replacements completed applicable Traffic and Right of way Standards.
Street Light & Traffic Signal Repairs	Traffic & Right of Way Services	As required. Deficiencies reported to 490 – 4000 or as reported by MPS patrols.	Traffic lights and signal repairs / replacements completed within applicable Traffic and Right of way Standards.