



# Parks and Open Space Management

*Saskatchewan Parks and Recreation Association Inc.*

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## Deficiencies Handbook





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## Introduction and Disclaimer of Liability for Use of the Document

This Parks and Open Space Management Handbook, provides a description of procedures associated with maintenance activities performed within park settings.

The concept of maintenance standards requires the application of best practices within the local operation system. To assist with the establishment of such standards, this resource provides guidelines to aid staff in addressing their daily management operations. There are, however, situations where the standards outlined may require revision by those staff implementing the procedure, to best meet their needs. Specific site conditions, operating budgets, available human resources, and capacity to offer training associated with the practices outlined in this document may warrant alterations to the procedures.

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## Acknowledgments

This resource was produced and developed by AHZ Learning Technologies Inc. in consultation with the city of Regina. These organizations have generously provided Saskatchewan Parks and Recreation Association the rights to modify and distribute this material to its members.

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## Deficiencies Introduction



Deficiencies in Parks and Open Space can be defined as anything that detracts from the safety, beauty or enjoyment of the park or open space area.

When entering and working in an open space work site, you should constantly be on the lookout for cosmetic or structural deficiencies, as well as anything out of the ordinary, or anything that could be hazardous.

Parks and open spaces are extensively used, and are thus subject to wear and tear, storms, rodents, vandals and other causes of dangerous or unsightly conditions. As a member of the community, you are an ambassador for both community citizens, and the visitors to your community. An important part of your job is to ensure that our parks and open spaces are both sources of pride and enjoyment for everyone. The community is depending on you to fix what needs fixing, and to report anything that requires additional attention.

Awareness and common sense are essential skills for spotting deficiencies. Be constantly aware of your surroundings and look for any changes. Observe the area around you as you would your own home and yard. What looks out of place? What might be damaged? What is in need of repair or replacement? What could be hazardous to your family, friends or pets?





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## Moments of Truth

A Moment of Truth is every episode where someone comes in contact with any aspect of the community and gets an impression of its service.

In any given service situation there are hundreds to thousands of possible Moments of Truth.

These Moments of Truth can be:

**POSITIVE**

**NEUTRAL**

or

**NEGATIVE**

People experience these *Moments of Truth* on an intensely personal basis. Their positive and/or negative perceptions of these moments can affect their attitudes, opinions and decisions regarding all aspects of the community.





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# MOMENTS OF TRUTH

**Location**      **Time on Hold**

**Friendliness**

**Costs**

**Staff Interaction**

**Knowledge**

**Cleanliness**

**Additional Services**

**Hours**





# Hazards

Hazards are deficiencies that pose safety issues. These include such things as:

Hazard	1	2	3	4
Tree limbs overhanging walks				
Holes and indentations in the ground				
Cracked or uneven walking surfaces				
Dead and injured wildlife				
Needles and sharp objects				
Protruding objects (stumps, irrigation risers, sprinkler heads, stakes)				
Bent or broken fences				
Broken glass, furniture or play equipment				
Exposed electrical wires				
Other:				

1 = Fix it Personally

2 = Notify Your Supervisor

3 = Notify the Park's Office

4 = Notify the MIS Administrator





## Some Hazards Found in our Parks



Here you'll notice an uncapped receptacle that holds electrical wires.



This exposed pin could cause significant damage to a mower or trimmer.

Raised water valves such as this one can easily be hidden by tall grass or weeds.







# Structural Deficiencies

Structural deficiencies are structures (e.g. buildings, steps, waterfalls, benches, etc.) that, through wear or damage, have become unsafe or unsightly. These include such things as:

Structural Deficiency	1	2	3	4
Irrigation leaks or breaks				
Open space lighting is on during the daylight hours				
Damage to new sod or established turf				
Dead Trees				
Broken tree limbs				
Damage to buildings or park structures				
Fires and fire damage				
Erosion near storm channels, creeks or ponds				
Malfunctioning waterfalls or water fountains				
Other:				

1 = Fix it Personally

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## Some Structural Deficiencies Found in our Parks



This significant irrigation leak had flooded a large area of the park, which has made it a hazard to mow the area.

Wear on these steps at a local park could soon become a safety hazard.



Dead trees are not only unattractive, they can also pose a safety concern during high winds or storms



Unfortunately, this damage to newly laid sod is not only costly and unsightly it was also caused by a community truck.





# Cosmetic Deficiencies

Cosmetic deficiencies are anything that takes away from the physical beauty and enjoyment of the parks. Examples of cosmetic deficiencies include:

Cosmetic Deficiency	1	2	3	4
Litter				
Filled or overfilled trash receptacles				
Graffiti or vandalism				
Damaged, bent or missing signs				
Peeling paint				
Unsightly weeds				
Ruts, wet spots or overly dry spots				
Sand or pea stone spread on hard surfaces around play areas				
Dog droppings				
Private vehicles or goods stored on public land				
Other:				

1 = Fix it Personally

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# Cosmetic Deficiencies Found in Our Parks



Studies have shown that speedy removal of graffiti in an area is a deterrent for this type of future behavior.

Tall weeds along sidewalks or boulevards need to be trimmed or pulled before they reach this stage.



This table in one of our parks is not only in need of a fresh coat of paint, the checkerboard top is no longer visible and needs to be removed or replaced.



Some weeds are lower so very few that use them.





# Inappropriate Behaviour or Activities

Other deficiencies that should be dealt with or reported include:

<b>Inappropriate Behaviour or Activities</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Organized athletic play in passive park spaces				
Unauthorized play on athletic fields				
Vandals at work				
Hitting golf balls in a park				
Large groups loitering in parks				
Blatant drinking or drug use in open space area				
Disturbing wildlife				
Excessive noise in parks				
Activity in parks after closing time				
Unauthorized activity with vehicles or animals in parks				
Other:				

**1 = Fix it Personally**

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**3 = Notify the Park's Office**

**4 = Notify the MIS Administrator**





# Deficiencies

## Hazards

**1 = Fix it Personally**  
**3 = Notifv the Park's Office**

**2 = Notify Your Supervisor**  
**4. = Notifv the MIS Administrator**

#		1	2	3	4
1.	Bent or broken fences.				
2.	Broken & rotting wood decks, walks and rails.				
3.	Broken glass, furniture or play equipment.				
4.	Cracked or uneven walking surfaces.				
5.	Dead and injured wildlife.				
6.	Exposed electrical wires.				
7.	Holes and indentations in the ground.				
8.	Needles and other sharp objects.				
9.	Protruding objects (stumps, sprinkler heads etc.).				
10.	Tree limbs hanging over walks.				
11.	Other.				

## Structural

**1 = Fix it Personally**  
**3 = Notifv the Park's Office**

**2 = Notify Your Supervisor**  
**4. = Notifv the MIS Administrator**

#		1	2	3	4
1.	Irrigation leaks and breaks.				
2.	Open Space lighting on during daytime.				
3.	Damage to new sod or other turf.				
4.	Dead trees.				
5.	Broken tree limbs.				
6.	Damage to buildings or park structures.				
7.	Fires and fire damage.				
8.	Erosion near storm channels, creeks, ponds.				
9.	Other.				





# Deficiencies

## Cosmetic

**1 = Fix it Personally**

**2 = Notify Your Supervisor**

**3 = Notifv the Park's Office**

**4. = Notifv the MIS Administrator**

#		1	2	3	4
1.	Damaged, bent or missing signs.				
2.	Dog droppings.				
3.	Graffiti or vandalism.				
4.	Litter.				
5.	Peeling paint.				
6.	Private vehicles or goods stored on public land.				
7.	Ruts, wet spots, dry spots in turf.				
8.	Sand or pea stone spread on hard surfaces around play areas.				
9.	Weeds.				
10.	Other.				
11.	Damaged, bent or missing signs.				
12.	Dog droppings.				
13.	Graffiti or vandalism.				
14.	Litter.				
15.	Peeling paint.				
16.	Private vehicles or goods stored on public land.				
17.	Ruts, wet spots, dry spots in turf.				
18.	Sand or pea stone spread on hard surfaces around play areas.				
19.	Weeds.				
20.	Other.				

