

Facilities Operations & Maintenance Sub-Services

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Facility Operations	Management of daily operations necessary for the efficient functionality of Town buildings, systems, and equipment to perform their intended functions and comply with provincial legislation.	<u>Facilities List (9)</u> -Best and Bash Arena -Administration Building at 99 Advance -Selby Community Hall -North Fred Community Hall -South Fred Community Hall -Library -Train Station -12 Market Sq. -Town Hall	-Maintain safe, accessible, and user-friendly facility environments for users, customers, and staff. -Facilities to be kept in good condition in accordance with Building Condition Assessments. -Ensure Town facilities remain in good state of repair for current and future use by the community. -Building Condition Assessments completed every 5 years. -Plan for preventative facility maintenance to maximize facility asset lifecycles.	12.5 FTE's -Director (1) -Facilities Admin (1) -Facility Operators (10.5) 1 PTE -Permanent Part-time Facility Operator (1)
Cleaning and Janitorial Service	All basic cleaning in and around the facility or office building	<u>Daily</u> -Arena (7 days per week) -Library (5 days per week) -Train Station (5 days per week) <u>Contracted Service Daily</u> -Administration Building at 99 Advance	-Reduce the number of complaints from previous years. -Clean washrooms and fill bathroom stock (toilet paper, soap, paper towel)	<u>Arena</u> 9.5 FTE -Lead Hands (2) -Facility Operators (7.5) <u>All Other Facilities</u> 1 FTE -Cleaner/Maintenance

		<u>Twice Per Week</u> -Town Hall <u>Event/Rental Based</u> -Selby Community Hall -South Fred Community Hall -North Fred Community Hall -Roblin Fire Hall <u>Weekly</u> -Utilities Maintenance Garage <u>Monthly</u> -12 Market Sq.	-Empty garbage receptacles -Sweep and mop floors -Clean table tops and high touch surfaces -Dusting as needed	
Building Maintenance	Responsible for basic repairs that do not require specialized technicians. Performs routine maintenance on building systems. Assists with general upkeep of facilities. Including, but not limited to plumbing, electrical, HVAC, flooring, drywall and painting	Response to service or repair work orders prioritized based on urgency. <u>Urgent Requests</u> -Require an immediate response due to risk to health and safety, property damage or widespread disruption to facility environment. <u>Priority Requests</u> -Interference with the use of the facility but does not pose a health and safety risk or cause widespread disruption to facility environment. <u>Routine Request</u>	<u>Urgent Requests</u> -(3) Hour Response <u>Priority Requests</u> -(3) Business Day response time <u>Routine Request</u> -(10) Business Day response time	10.5 FTE - Lead Hands (2) -Facility Operators (7.5) -Cleaner/ Maintenance (1)

		-Request for minor service or repairs that do not interfere with the use of the facility.		
Testing and Inspections	Coordination of testing and regular inspections	-Security/ Alarm Systems -Refrigeration System at Arena -HVAC and Building Automation Systems -Fire Alarms and Life Safety Systems -Generators -Water Treatment Systems -Elevating Devices	<u>All Facilities</u> -Annual testing completed on sprinkler, fire, and life safety systems -Bi-Annual suppression system inspections -Quarterly testing on HVAC building automation system (99 Advance) -Spring and Fall preventative maintenance on HVAC systems -Annual ESA inspections -Annual TSSA licensing and periodic inspections -Monthly health & safety building inspections -Annual Generator inspections <u>Arena</u> -Refrigeration and ice check every (2) hours during operational hours -B Class Refrigeration Operator working	- 1 FTE - Contracted Service

			(8) hours per day during operational hours -Weekly Ice Resurfacer Inspections -Daily Maintenance Log	
Parking Lot Snow Removal	Snow removal at Municipal buildings. Plowing and salting of parking lots and shovelling and salting of entrances/exits.	<u>Priority Listing</u> 1)Best and Bash Arena 2)99 Advance Ave. 3)Train Station 4)Library 5)Conservation Park 6)Rotary Park 7)Community Halls -Selby -North Fred -South Fred 8)Town Hall /12 Market Square 9)Fairgrounds lower lot and walking track	<u>Completed by</u> 7am on same day as snow event -Best and Bash Arena -99 Advance Ave. -Train Station <u>Completed by</u> 9am on same day as snow event -Library -Conservation Park -Rotary Park -Town Hall /Market Square <u>Completed based on Events schedule</u> -Community Halls <u>Completed after all other priorities</u> -Fairgrounds lower lot and walking track	<u>Staff</u> 10.5 FTE - Lead Hands (2) -Facility Operators (7.5) -Cleaner/ Maintenance (1) <u>Equipment</u> -(3) Plow trucks -(1) Sander -(1) Skid Steer with blower attachment -(1) walk-behind snow blower

Corporate Events

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Corporate Events	Planning and implementation of annual events outlined in the	7 Events: -Earth Day Seedling -Canada Day	-Plan family friendly, accessible and low-cost events	-Community Events Administrator (1)

	Corporate Events Policy	<ul style="list-style-type: none"> -Movies in the Park 3) -Trunk or Treat -Indoor Markets (2) -Light up the Park -Parade of Lights 	<ul style="list-style-type: none"> for residents of Greater Napanee and the surrounding areas to enjoy throughout the year. -Maximum 7 events per year. -Adhere to annual budget for events. -Maintain or exceed attendance levels from previous years' events. 	
Community Halls	Booking and collection of set-ups for Community Hall Rentals	5 Community Halls and 2 Lounges: <ul style="list-style-type: none"> -Roblin Hall -Selby Hall -Banquet Hall, Small Lounge, Large Lounge, North Fredericksburgh Hall & South Fredericksburgh Hall 	<ul style="list-style-type: none"> -Respond to voicemail and email enquiries within 48 business hours. -Respond to last minute event planning changes within 24 hours. -Request hall setups 1+ week in advance -Email invoices immediately after booking -Collect Damage Deposit within 5 business days of booking -Share cancellations to cleaner and operations staff within one (1) business day. -Refund Damage Deposit within 2 weeks following event 	-Community Events Administrator (1)

			-Inventory of Bar stock after each event. -Scheduling of bartenders for each event.	
Community Events	Liaison between the Town and Community groups that are hosting events on Municipal property.	Encourage a wide variety of community events on Municipal property. Ensure compliance with the Community Events Policy.	Accept and Review community event applications. Work with all departments to ensure the community event is compliant with the community events policy. Present approved applications to council for event approval.	-2 FTE -Community Events Administrator -Director

Parks, Trails, and Horticulture

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Parks Maintenance	Provide safe, clean parks facilities to the public.	Category A – Community Parks (9) -Lions Park -Conservation Park -Rotary Park -Springside Park -North Fred Complex -South Fred Complex -Selby Park -Roblin Park -Dorland Park Category B – Neighbourhood Parks (5) -King St. Park	A – -Mowing and trimming activities to a 3-inch height to occur every five (5) days. -Minor pruning of trees as dictated by species annually B – -Mowing and trimming to a height of 3-inches to occur every seven (7) days.	-9.5 FTE -9 Parks Students

		<ul style="list-style-type: none"> -Kinsmen Park -Winchester Park -Cherrywood Park -Huron Park <p>Category C – Parkette (11)</p> <ul style="list-style-type: none"> -29 West St. -Westdale Park -JJ O’Neil -Grange Cres. Park -Centre St. Boat Launch -Heritage Park -Brooks Ferry Landing -3rd Concession Boat Launch -Upper Gap Park -Cuthill Lane Boat Launch -Sherman’s Point Boat Launch <p>Category D – Other Areas (44)</p> <ul style="list-style-type: none"> -99 Advance Ave. -Fire Station 1 -Stone Steps/Water St. -Train Station -Cty Rd 8 Road Allowance -Bracken St./Eden St. -Palace Rd Ditch -Huffman St. Road Allowance -Cardiff Lane -Centre St. Road Allowance -Centre St. Underpass -Hwy 2 Blvds -Business Park Sign 	<ul style="list-style-type: none"> -Minor pruning of trees as dictated by species every two (2) years <p>C –</p> <ul style="list-style-type: none"> -Mowing and trimming to a 3-inch height to occur every seven (7) days. -Minor trimming and pruning of trees as dictated by species every three (3) years <p>D -</p> <ul style="list-style-type: none"> -Mowing and trimming to a 3-inch height to occur every ten (10) days. -Minor trimming and pruning of trees as dictated by species every three (3) years <p>E –</p> <ul style="list-style-type: none"> -Mowing and trimming to a height of 3-inches to occur every seven (7) days. -Minor trimming and pruning of trees as dictated by species annually 	
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		-Donald St. Ditch -Beverley St. Stormpond -Simcoe Circle -Thomas St. Walkway -York St. Road Allowance -Fairgrounds and culring club -Dundas St. Road Allowance -Town Hall -Church St. Lot -Thomas St. Cemetery -Library -Cherrywood Stormpond -Cherrywood Pipeline -Best and Bash Arena -Vanluven Rd. -Selby Cemetery -Windover Cemetery -401 Sign East -401 Sign West -Empey Hill Cemetery -Loyst Cemetery -Trumpour Cemetery -Shenk St. Lot -Adolphustown Cemetery -Sandhurst Shores -Ebenezer Cemetery -Parks Cemetery - McCabe/Sandhill Cemetery -Carscallen Cemetery		
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		-Quaker Cemetery -Big Creek Cemetery Category E – Utilities Property Maintenance (14) -WPCP -Cadet Park/WPCP Hill -Utilities Maintenance Garage -East St. Water Tower -A.L. Dafoe -Water Tower (PW yard) -Clarke Ave Pumping Station -Sandhurst Water Plant -Community Rd. Pumping Station -Raw Water Reservoir -Jim Kimmett Pumping Station -Enviro Park Lane Pumping Station -Dundas St. W Pumping Station -McCabe St. Pumping Station		
Garbage Removal	Emptying of garbage receptacles in parks and outdoor facilities	<u>42 Total Garbage Receptacles</u> Seasonal (26) -Ball Diamonds (15) -Centre St. Boat Launch (1) -Kinsmen (1) -King St. (1) -Rotary park (4) -Bracken St. at the trail (1) -Huron (1)	-Seasonal receptacles in place mid-April to end of September. -Emptied and/or checked daily	-1 FTE or Seasonal Employee depending on time of year

		<ul style="list-style-type: none"> -Cuthill Lane boat launch (1) -Gap Park (1) Year-Round (16) <ul style="list-style-type: none"> -Springside (5) -Conservation (3) -Sherman's Point (1) -Rotary Park (1) -Winchester (1) -Westdale (1) -Fairgrounds (2) -Grange Cres. (1) -Train Station (1) 		
Trails Maintenance	Basic maintenance of multi-use recreational trails.	<ul style="list-style-type: none"> -Napane River Trail -Cherrywood Park Nature Trail -Belleville Rd. to Beverly St. Trail 	<ul style="list-style-type: none"> -No winter maintenance. -All trails shall be visually inspected once per month May-September. -Any deficiencies noted at time of inspection or reported by public will be marked and repaired within 5 business days. -Adjacent trees to the trail shall be trimmed back every two years and as needed. -Debris on the trail should be removed as soon as possible once staff are notified. -Vegetation control will take place twice each summer using trackless 	-9.5 FTE -9 Parks Students

			<p>machine and flail mower.</p> <p>-Noxious weed spraying will occur every spring at Napanee River Trail ONLY.</p>	
Boat Launches and Docks	Maintenance of Municipal boat launch properties and installation/removal of seasonal docks	<p><u>Municipal Boat Launches (4)</u></p> <p>-Centre St.</p> <p>-Sherman's Point</p> <p>-Cuthill Lane</p> <p>-Adolphustown</p>	<p>-Docks installed no later than May 1st.</p> <p>-Docks removed by end of November.</p> <p>-Dock maintenance and repair within 5 business days of being reported.</p>	-9.5 FTE
Horticulture & Beautification	Maintenance, upkeep, and watering of community park gardens and flower beds. As well as being responsible for the beautification of the downtown core and market square.	<p><u>In Partnership with Communities in Bloom (22)</u></p> <p>-Conservation Park (6)</p> <p>-Centre St. Boat Ramp Planter</p> <p>-Limestone Corner</p> <p>-South Fred Community Hall</p> <p>-Springside Park (8)</p> <p>-Best and Bash Arena (2)</p> <p>-Train Stations Planters (3)</p> <p><u>In Partnership with L&A Horticultural Society (1)</u></p> <p>-Library grounds</p> <p><u>Community Gardens (12)</u></p>	<p>-Weeding and cleanup begins in May.</p> <p>-Top soil and mulch delivery as needed.</p> <p>-Watering begins in June. Watering is based on a rotating schedule aiming to water gardens and flower beds twice per week.</p> <p>-Watering of Downtown flowers to occur Monday-Saturday.</p> <p>-Hanging flower baskets and bridge baskets on display mid-June.</p>	2 Horticulture Summer Students (May-August)

		-Rotary Park & Splash Pad -Best and Bash Arena -Fairgrounds Ball Complex Entrance -401 East & West Sign Gardens -North Fred Hall and Flagpole Garden -Selby Community Hall -Town Hall -King St. Memorial Garden -Westdale Park -HWY #2 Boulevards -Cherrywood Park -99 Advance Ave. <u>Downtown Beautification</u> -Hanging Flower Baskets (48) -Grey Concrete Planters (14) -Black Oval Troughs (6) -Bridge Baskets (18) -Small Square Planters (14)	-Planters on display late-June. -Downtown flower displays removed by end of September.	
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Cemetery Operations & Maintenance

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Cemetery Administration & Operations	<u>Administrative</u> In charge of daily operations and the direct subordinate personnel to	<u>Cemetery List Active (4)</u> -Riverview -Riverside -Roblin -Sandhill	-The Town of Greater Napanee ONLY maintains cemeteries where they are	1 FTE -Cemetery Administrator (1) 2 PTE -Cemetery Operator (1)

	<p>schedule all burial services. -Handle all administrative work such as processing invoices and payment, scheduling burials, work directly with families to purchase or transfer plots, record keeping and mapping</p> <p>Other -Work directly with the province (BAO) in regard to cemetery transfers, licencing and annual reporting -contact with Solicitors when required</p>	<p><u>Cemetery List In-Active (36)</u> -Garrison -Smith -Alkenbrack -Trumpour -Big Creek -Shorey Burial Place -Diamond -Arnold's Farm -Jaynes -Empey Hill -Brown -Oliver -Markle -Spook Horn -Sicker Hill -Hazelton Spencer -Bygott -Loyst -Hay Bay -Aboriginal Peoples' Cemetery -St.Mary Magdalene -Kaiser -Vanderwater -Fisher -Quaker -Baird -Westplain -Luthern -Old Woodstock -Carscallon -Rombough -Watson Family Plot -Windover -Private Cemetery on Mr. H. Benn Land -Sexsmith -Selby</p>	<p>the licensed operator. -To operate and administer cemeteries in accordance with Provincial Legislation and Municipal By-laws, Policies and Procedures. -Maintain zero infraction rate. -Work with families, funeral homes and monument companies to meet their needs and timelines. -Work with different Town departments when required.</p>	<p>-Cemetery Lead Hand (1)</p>
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Cemetery Maintenance	Responsible for the operation and upkeep of municipal cemeteries. Operations include grass cutting, tree maintenance, land clearing, ground leveling, burials, foundation and corner stone installation, cemetery layouts, monument restoration, and cemetery beautification. Winter operations plowing and sanding laneways as needed and as time permits. Assist contractors with burials when needed. Monitor contractors work to make sure satisfactory work is completed.	Priority List Cemetery List Active (4) 1-Riverview 1-Riverside 2-Roblin 3-Sandhill Cemetery List In-Active (36) 1-Windover 1-Empty Hill 1-Big creek 1-Loyst 1-Carscallen 1-Bygott 1-Trumpour 1-St. Mary 1-Lutheran 1-Selby 1-Quaker 1-Woodstock 1-Sandhill 1-Upper gap 2-Kaiser 2-Hay Bay 2-Brown 2-Sexsmith 2-Alkenbrack 2-Watsons 3-Arnold Farm 3- Westplain 4-Sicker Hill 4-Rombough 4-Oliver 4-Fisher 4-Garrison 4-Diamond 4-Baird 4-Jaynes 4-Shorey 4-Vanderwater 4-Hazelton 4-Smith 4-Markle 4-Cemetery on benns	<u>Active 1</u> Cemeteries are priority with staff on site daily. Grass is cut and trimmed weekly. Staff respond to issues and service requests that arise 1-3 days. <u>Active 2 & 3</u> Cemeteries are priority but staff are not on site daily but are checked weekly. Grass is cut and trimmed weekly. Staff respond to issues or service requests 1-5 days. <u>In-active 1</u> cemeteries are cut and trimmed once a week by parks staff. Cemetery staff respond to issues or service request 1-14 days. Sites are checked monthly by cemetery staff April-nov. <u>In- active 2</u> Grass cutting is done by property owners. Sites are checked periodically by cemetery staff. <u>In-active 3</u> Are cut using weed eaters due to difficult area to get to 2-3	2 FTE -Cemetery Lead Hand (1) 7 months in Cemeteries, 5 months in Public Works -Cemetery Operator (1) 6 months in Cemeteries, 6 months in Facilities
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			<p>times a season by cemetery staff.</p> <p><u>In- active 4</u></p> <p>No maintenance done at this time. Cemeteries are in various types of condition and are on private property with little to no access. We are currently working on trying to get access to sites and get plans together.</p>	
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Programming, Rentals, And Bookings

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Customer Service	<ul style="list-style-type: none"> -Respond to front counter inquiries -Public hospitality and tourism support -Respond to phone and email inquiries -Payment processing 	<ul style="list-style-type: none"> -Best and Bash Arena front counter reception office -Monday-Friday, 8:30am-4:30pm 	<ul style="list-style-type: none"> -Ensures a positive and welcoming experience and environment for the public and staff attending facilities. -Provide excellent customer service to all members of the public, clients, user groups, tenants, contractors, and staff. -Customer satisfaction survey to be completed annually. 	<ul style="list-style-type: none"> -Community Recreation Administrator (1) -Community Events Administrator (1)

			-Maintain or exceed customer satisfaction from the year previous. -Process, record, and balance payments. Reconciled deposit completed weekly. -Manage outstanding invoices by running monthly report.	
Planning and Scheduling	-Advanced planning, scheduling, and booking of sports fields and recreational facilities - Collaborate with the facilities operational staff on all space permits and requests for service - Collaborate with the communications staff in advertising and promotion of community activities	- Best & Bash Arena; Goodyear & Home Hardware Rinks - Ball diamonds; Fairgrounds, (RD &RP), Selby, North & South Fred, Roblin, Dorland - Soccer pitches; 99 Advance Ave, Alcorn-Francis, North & South Fred, King Street & Kinsmen - Community Halls; Best and Bash Arena, Roblin, Selby, North & South Fred	-Follow Allocation policy: Spring/Summer Ice requests sent by Dec. 15 th , returned by Jan. 30 th . Winter Ice requests sent by Apr. 30 th , returned by May 31 st . Soccer and Ball diamond requests sent by Jan. 31 st , returned by Mar. 1 st . - Confirmations to be sent to user groups within 4 weeks. Daily updating and confirming bookings.	-Community Recreation Administrator (1)

			Weekly / monthly as needed.	
Mobile Vendor Permits	Review and allocate permit requests.	Available sites where mobile vendor units are permitted: -Springside Park -Conservation Park -Market Square -Gap Park -Selby -Roblin -South Fred -North Fred -Train Station	Requests for applications are advertised mid March for review. Confirmation in April ahead of season beginning in late April / early May.	-Community Recreation Administrator (1)
Advertising	Organization and management of all advertising contract agreements. Invoicing and payment processing.	-Best and Bash Arena Naming rights agreements. -Goodyear and Home Hardware rink ice and board advertisements. -Business Park sign (located at 401 & 41) advertisements.	Ice Ads: - Renewals of existing and new adverts requests sent May 31 st . confirmation by June 30th for manufacture before installation. Board Ads: -Annual renewal process completed by Sept. 1 st of each year (start of hockey/skating season). Business Park Sign: -Annual Renewal completed by Sept. 1 st of each year. -Ads installed within 4 weeks of delivery (install not available in winter months).	-Community Recreation Administrator (1)

Pre-School Skating Program	-Program offers a 20-minute lesson by a certified skating instructor and the opportunity for practice before and after class time.	-6-week program per session. -3 sessions per year (Fall, Winter, Spring) -Program days are Monday, Tuesday, Saturday.	-Advertising of the program 6 weeks in advance of start date. -Registration opens 5 weeks prior to start date. -Ice time allocated as part of the winter ice schedule.	-Community Recreation Administrator (1) -Part-time certified skating instructor (1)
Skating Opportunity Sponsorships	Sponsorships accepted to cover the costs of all skating opportunities at the Best and Bash Arena. Allows program participants to access recreational activities free of charge.	Full season or half season sponsorship opportunities for: -Adult Skate -Senior Skate -Public Skating -Parent n' Tot Skate -Shinny Hockey -Shift Worker's Hockey	Advertising and renewal requests to be sent June prior to season starting September.	-Community Recreation Administrator (1)

Sports Fields and Playground Maintenance

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Soccer Field Maintenance	General maintenance and upkeep of soccer fields.	<u>Soccer Field Locations (9):</u> -Alcorn-Francis Memorial Field -Best and Bash North Mini-Fields -Best and Bash South Mini-Fields -King St. Park -Kinsmen Park -North Fred Full Field -North Fred Mini-Fields	-Soccer fields open May 1 st each year. -Litter pickup, mowing, and trimming to a height on 3-inches be completed once every 5-7 working days. -Line Marking: Responsibility of the Greater	-9.5 FTE -9 Summer Students

		-South Fred Fields -99 Advance Ave. Field	Napanee Soccer Club.	
Ball Diamond Maintenance	General maintenance and upkeep of ball diamonds.	<u>Ball Diamond Locations (9):</u> -Fairgrounds Ball Complex (Richard Dickson and Robert Paul diamonds) -North Fred Sports Complex (Diamond #1, #2, and t-ball diamond #3) -Selby -Roblin -South Fred -Eddie Gallagher (Dorland)	-Ball Diamonds open May 1 st each year. -Litter pickup, mowing, and trimming to a height of 3-inches be completed once every 5-7 working days. -Infield grooming and line marking daily (subject to rental schedule). -Change over in the evenings will occur at NF (Mon & Wed) and FG (Tues & Thurs). -Irrigation (Fairgrounds ONLY): May – September. Monthly maintenance. -National and Provincial tournaments will be appropriately staffed throughout the event.	-2 FTE -3 Summer Students
Outdoor Courts	General maintenance and repair of the outdoor tennis/pickleball courts at North Fred Sports Complex, Basketball Courts at	<u>North Fred</u> -Two (2) regulation size tennis courts. -Six (6) regulation size pickleball courts. <u>Cherrywood Park</u> -One (1) sport court intended	-Courts open May 1 st each year. -Remove debris once every 5-7 working days using soft-bristle broom or blower. -Visually inspect drainage areas	

	Cherrywood Park and 99 Advance Ave.	for ball hockey, basketball. <u>99 Advance Ave.</u> -One (1) small basketball court with portable nets.	once every 5-7 working days. -Monthly inspection looking for small cracks or chips, uneven areas or discoloration, work line markings, and damage to netting or fences.	
Playgrounds	General maintenance, repair, and inspections of all Town playground equipment.	<u>Playground Locations (15):</u> -Rotary Park -South Fred -North Fred -King St. Park -Winchester Park -Selby Park -Roblin Park -Sherman's Point -Fairgrounds -Kinsmen Park -Huron Park -Grange Cres. -Dorland Park -Cherrywood Park -99 Advance Ave.	-Annual comprehensive 3 rd party inspection including drop testing. Completed in the Spring of each year. -Monthly (May – Sept.) documented inspection completed by certified staff. -Weekly maintenance checks at each location (May – Sept.) -No maintenance or inspections will be performed from October – April.	
Splash Pad	General maintenance and operation of the Splash Pad.	<u>Splash Location:</u> Rotary Park	-Splash Pad opens June 1 st each year and will close Sept. 30 th . -Water activation button operates from 9am-7pm daily.	

			-Washroom building cleaned daily. -Washrooms open and lock on a timer. Open 7am and close 8pm.	
Skate Park	General maintenance and upkeep of the Skate Park.	Skate Park <u>Location:</u> Springside Park	-No Winter Maintenance -Weekly and monthly inspections. -Daily garbage removal from May-September.	