



OPERATIONS AND MAINTENANCE (O&M) MANUAL FOR PUBLIC PARKS SERVICES

ENERGY MANAGEMENT AND OPERATION & MAINTENANCE OF 16
SELECTED MCs SERVICES INFRASTRUCTURE ASSETS PROJECT

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**PITCO**

PITCO (PRIVATE) LIMITED

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1 INTRODUCTION

1.1 Background

The prevailing attitude among key elected officials in local government within the Punjab Province has typically been to overlook the operation and maintenance of existing facilities and opting instead to focus on new developments to enhance their standing with voters. This approach has resulted in an allocation of scant resources for the operation and maintenance of services, leading to a gradual decline and degradation of these facilities. Consequently, the quality-of-service delivery has steadily deteriorated, negatively impacting the daily lives of ordinary citizens in urban areas.

This mindset of key personnel of the MCs requires transformation. They need to be made aware of the significance of effective operation and maintenance, and the detrimental effects of subpar service delivery on the life of an average citizen, to persuade them to assign more resources towards efficient operation and maintenance. Though this appears to be a challenging task, it can be achieved through increased engagement, dialogue, and public meetings with elected representatives. Providing them with case studies that illustrate the ultimate costs to the public due to poor operation and maintenance could be an effective method for persuading them.

The current funding strategies within MCs must be reevaluated to emphasize the importance of operation and maintenance of existing utilities. This shift requires a thorough and accurate estimation of operation and maintenance costs. Simply allowing a minor increase based on previous year's allocations for each operation and maintenance sector is not a sufficient approach. It's essential to convey to key personnel that their traditional indifference towards operation and maintenance can tarnish the reputation of service providers and lead to a steady decline in service delivery levels if not properly addressed.

To ensure adequate funding, detailed projections of operation and maintenance expenses should be meticulously calculated. These projections must then be used to persuade key personnel to make necessary budget allocations for these expenses in future budgets.

1.2 Objective of Manual

The primary objective of this Operations and Maintenance (O&M) manual for public parks services is to provide an effective and efficient framework for the consistent management and upkeep of the park facilities. By clearly outlining all necessary procedures and best practices, the manual aims to standardize the care and maintenance of the park's resources, thereby enhancing the overall performance and longevity of the facilities. This operational consistency ensures the continuity of services and amenities, as well as the safety and enjoyment of the park's visitors.

Another objective of the O&M manual is to facilitate regulatory compliance and proper risk management. It outlines the regulations and guidelines that should be followed, encompassing environmental standards, public safety protocols, and emergency response procedures. This also includes instructions on the use, storage, and disposal of various materials and substances, ensuring adherence to environmental and safety norms. The manual helps in identifying potential risks, mitigating them proactively, and managing them efficiently if they arise. Overall, the O&M manual aims to promote the responsible and sustainable use of public park services, contributing to a cleaner, safer, and more enjoyable environment for the community.

2 PARK OVERVIEW

2.1 Park Description

Municipal parks are public spaces designed and maintained by local governments for the enjoyment and recreational activities of the community. These parks can vary in size, features, and amenities based on the needs and resources of the municipality. Below is the table containing parks and their types.

Table 2-1 Parks and their types

Parks	Types of Parks
Urban Parks	These parks are typically located in urban areas and serve as green spaces within the cityscape. They often feature lawns, trees, and walking paths, providing a peaceful retreat from the hustle and bustle of the city. Urban parks may also include amenities such as benches, picnic areas, playgrounds, and sports facilities.
Neighborhood Parks	Neighborhood parks are smaller in size and are strategically placed within residential areas to provide recreational opportunities for residents. They often include playgrounds, open spaces for picnics and gatherings, sports courts, and walking paths. These parks play a vital role in fostering community interaction and providing a safe space for children and families.
Regional Parks	Regional parks are larger in size and serve a broader community or even multiple municipalities. These parks can span several acres or even hundreds of acres and are designed to accommodate a wide range of recreational activities. They may offer hiking and biking trails, nature reserves, camping areas, fishing ponds, sports fields, and more. Regional parks often have dedicated facilities for hosting events, such as amphitheaters or pavilions.
Nature Parks	Nature parks focus on preserving and showcasing natural ecosystems and wildlife. They are designed to provide visitors with opportunities to explore and appreciate the natural environment. These parks may have nature trails, observation points, bird-watching areas, educational exhibits, and interpretive signage to enhance visitors' understanding of the local flora and fauna.
Waterfront Parks	Waterfront parks are located near bodies of water such as rivers, lakes, or oceans. They offer recreational activities such as boating, fishing, swimming, and water sports. Waterfront parks often feature promenades, docks, piers, and beach areas. They provide stunning views and opportunities for relaxation and outdoor recreation.
Historic Parks	Historic parks are designed to preserve and showcase historical landmarks or significant cultural sites. These parks often include monuments, memorials, gardens, and interpretive centers that educate visitors about the historical significance of the area. They may also host events and reenactments to bring history to life.
Botanical Gardens	Botanical gardens are parks that focus on the cultivation and display of a wide variety of plants and flowers. These parks provide educational opportunities about different plant species, horticulture, and

Parks	Types of Parks
	conservation. They often feature themed gardens, greenhouses, walking paths, and sometimes include art installations and sculptures
Sports Parks	Sports parks are designed to cater to various athletic activities and organized sports. They feature multiple sports fields, courts, and facilities for activities like soccer, baseball, tennis, basketball, and more. Sports parks may also have running tracks, bleachers, and spectator seating areas for tournaments and events.

2.2 Park Legislation and Regulation

Park Legislation and regulation, as updated by the government and implemented, needs to be clear as to how the Powers and Duties of Park Officials are going to be distributed and in what ways are they responsible for parks O&M and any process/work/service related to Public Parks:

- Park Officials must prevent and intervene, if necessary, to prevent the violation
- If a person commits such an act, the Park Official can expel them immediately.
- If the Park Official suspects a person is a repeat offender, he may bar them from the park If an animal threatens the public, park dwellers, or zoo residents, the Park Official must arrange for its capture or destruction as soon as practicable.
- If an animal dies, the Park Official may use the remains for park use or dispose of them as authorised by the Local Government.
- The Park Official will handle Park Produce as ordered by the Local Government.
- When necessary, the Superintendent may reserve the entire park, including playgrounds and related buildings, and suitable notices shall be placed.

Prohibition of Trading by Park Officials states that the Park officials are prohibited from trading park produce or becoming personally involved in the sale, purchase, exchange, or lease of park produce or park land, whether as principal or agent. Further, any domestic animals should be prohibited to enter park without proper and formal authorisation from the Local Government to keep domestic animals in the park. Fishing in the Park is prohibited without explicit permission from Park Officials, and not only limited to fishing but as to hunting, trapping, or killing wildlife in the park is prohibited. Also, prohibiting Lighting Fires, without prior permission from Park Officials, no one may light fires, burn stoves, build up hearths, or engage in any activity involving open flames in the Park Keeping in view the Park Operating Hours, the Local Government shall define the Parks' operating hours and post them at visible places in the park, including entry and exit., for which the conditions are detailed and significantly given below:

- Render or conduct any social or religious service on any day or special occasion without the Local Government's express approval.
- Unauthorised entry into the park.
- Climb any park gates, poles, or barriers.
- Enter or attempt to enter an enclosed plantation, reserved corner, temporary in closure, restricted area, or high tower.
- Stay in the park after gates close.
- Bring animals unless approved by the Local Government.
- Give Park animals harmful food. Offer or throw non-food items like sticks, bottles, mirrors, glass, medications, fragrances, matches, or tobacco to park animals.

- Drive, ride, or wheel any animal, vehicle, or cycle only on roadways and do not leave them outside approved zones.
- Bring large cars, tractors, and other heavy machinery into the park.
- Ride bikes or cars.
- Remove or damage any statues, canopies, fountains, posts, chains, railings, fences, seats, barriers, gates, cages, notice boards, tables, play articles, scientific objects, or other park-related items, or deface them by pasting bills, play-cards, notices, or by cutting, writing, stamping, printing, or drawing on them.
- Cultivate land, cut, pluck, harm, or remove trees, shrubs, bushes, wood, flowers, plants, or vegetables.
- Chase, catch, trap, or snare animals or place nets, hooks, or traps.
- Launch boats, tanks, ponds, or lakes.
- Use firearms, fireworks, catapults, air guns, air pistols, or explosives in the park.
- Sing, dance, play music, or beat drums except with permission.
- Argue, fight, use foul language, or cause a disturbance.
- Litter, spit, hurl trash, discharge human waste, or leave garbage in the park.
- Bathe or wash clothing in park water bodies, fountains, ponds, tanks, rivers, or lakes.
- Swim or bathe in park fountains, ponds, tanks, rivers, or lakes.
- Do anything immoral, lewd, or indecent in the park.
- Commercially photograph, film, or video without permission.
- Sleep, lie down, or sit on the grass in public locations.
- Distribute pamphlets, handbills, or notifications without authority.
- Cook, ignite fires, burn stoves, or put-up hearths without authorisation from Park Officials.

Public Park rules and regulations are essential for fostering safe, enjoyable, and sustainable environments for all park users. They provide structure, promote fairness, protect natural resources, and enhance the overall park experience. By understanding and abiding by these guidelines, individuals contribute to the preservation and continued availability of these invaluable community spaces for generations to come.

2.3 Park Layout and Features

The accessibility of a public park should be considered at every stage of the planning process. Wheelchair ramps and accessible paths must be installed throughout the park, and other amenities like wheelchair-accessible play structures and seating places must also be included. Accessibility for people with disabilities, such as mobility issues, visual impairments, and others, should be a priority during the design process.

Incorporating green infrastructure elements in the park design helps create a sustainable and environmentally friendly space. This can include features such as rain gardens, bioswales, and permeable pavement to manage storm water runoff. Additionally, the use of native plants and trees can enhance biodiversity, improve air quality, and provide habitats for local wildlife. Parks used by the public should be flexible enough to serve several purposes.

The incorporation of multi-purpose areas promotes adaptability and scalability. For instance, providing locations for resting, exercising, and socialising, as well as open lawns that can be used for picnics, sports, or community activities. This adaptability guarantees that the park can cater to a wide range of guests with varying interests and tastes.

The park's identity can be strengthened, and the community's cultural heritage reflected through the incorporation of artistic and cultural components into the park's design. Sculptures, murals, and installations showcasing local artists and historical references are great ways to accomplish this. Visitors will enjoy the park even more if it plays host to events and performances that highlight regional artistic and cultural achievements.

The satisfaction and well-being of parkgoers depend on the park's continued good design and security. The landscaping, sidewalks, and playground apparatus must be maintained routinely. Visitors to the park should feel comfortable and secure, so adequate lighting and security measures are required, especially for use after dark.

Community participation in park planning and design increases local pride and ownership. Gathering community members' thoughts and opinions requires organising seminars, questionnaires, and meetings. By involving the local community in the planning process, we can create a park that serves the interests of everyone who lives there.

The park's energy consumption and its negative effects on the environment can be reduced by installing energy-efficient lighting equipment. Pathway, seating, and leisure area lighting can all benefit from the installation of energy-efficient, low-maintenance LED lighting fixtures. Lighting that responds to the time of day and the number of people in a given space can be controlled automatically using smart lighting controls.

Municipal parks offer a range of amenities and features to cater to the diverse needs and preferences of visitors. These parks typically have designated entrances or gates, often accompanied by signage, park rules, and information boards to guide visitors. Inside the parks, a network of paved or gravel pathways and walking trails allows visitors to explore the surroundings and enjoy leisurely walks, with some trails being wheelchair accessible. The parks are characterized by open green spaces and lawns, providing ample areas for relaxation, picnics, and recreational activities. These spaces are perfect for families and groups to engage in outdoor games like frisbee, soccer, or flying kites.

The parks are adorned with trees, shrubs, flowers, and other plants, carefully landscaped to create a visually appealing environment. Besides their aesthetic appeal, these green elements also contribute to the overall ecological health of the park. To cater to younger visitors, many parks include well-designed playgrounds with swings, slides, climbing structures, and other play equipment. These playgrounds promote physical activity and offer children an opportunity for fun and social interaction. Additionally, parks often provide designated picnic areas equipped with tables, benches, and sometimes barbecue grills, allowing families and friends to enjoy outdoor meals and gatherings. In addition to above, public parks can play an important role as learning environments for the promotion of sustainable lifestyles and responsible environmental stewardship. The park's biological features, wildlife habitats, and conservation activities can all be better understood with the use of interpretive signage. Visitors to the park can help make the neighbourhood greener and more environmentally aware by recycling, composting, and engaging in other sustainable practises.

Larger parks may feature sports facilities such as soccer fields, baseball diamonds, basketball courts, tennis courts, or volleyball courts. These amenities cater to individuals or teams interested in engaging in organized sports activities. Some parks also boast water features such as ponds, lakes, or fountains, providing opportunities for fishing, boating, or simply enjoying the tranquil ambiance. Fountains may serve as decorative elements, enhancing the visual appeal and creating a soothing atmosphere.

To ensure visitor comfort, parks typically provide restroom facilities. Depending on the park's size and purpose, additional amenities like drinking fountains, concession stands, visitor centers, or community

buildings for hosting events may be available. Shelters or gazebos are often present, offering shaded areas and protection from inclement weather. These structures may include benches or picnic tables, making them suitable for small gatherings or events.

Some parks incorporate sculptures, statues, or art installations, adding to the aesthetic charm and providing points of interest for visitors. In urban areas, designated dog parks are common within municipal parks, allowing dog owners to bring their pets for socialization and off-leash play in a secure environment. Overall, municipal parks are thoughtfully designed to offer a wide range of features and amenities, creating inclusive spaces for recreation, relaxation, social interaction, and appreciation of natural beauty.

3 ORGANIZATIONAL STRUCTURE

3.1 Overview of Municipal Parks Services

Municipal parks provide a variety of services to cater to the needs and preferences of the community. These services are designed to enhance the visitor experience, promote recreation and leisure activities, and contribute to the overall well-being of individuals and the community as a whole. Here is a detailed overview of the services typically offered by municipal parks:

- **Facility Rentals:** Many municipal parks offer the rental of facilities within the park for special events, gatherings, or sports activities. These facilities may include community centers, pavilions, picnic areas, sports fields, or amphitheaters. By providing rental services, parks enable individuals and groups to host parties, celebrations, meetings, sports tournaments, concerts, and other events within a beautiful outdoor setting.
- **Program and Activity Offerings:** Parks often organize and host a wide range of programs and activities for people of all ages and interests. These programs may include fitness classes, sports leagues, arts and crafts workshops, nature walks, educational sessions, summer camps, and cultural events. By providing diverse programming, parks promote community engagement, learning, and healthy lifestyles.
- **Sports and Recreation:** Municipal parks frequently offer sports and recreation opportunities to encourage physical activity and healthy living. These services may include organized sports leagues, open play sessions, sports clinics, and fitness equipment or trails. Parks may provide spaces and resources for activities such as soccer, baseball, basketball, tennis, swimming, jogging, cycling, and more.
- **Environmental Education:** Many parks have educational programs and initiatives focused on environmental awareness, conservation, and nature appreciation. These services may include guided nature walks, workshops on sustainable practices, wildlife observation, and interpretive exhibits. Parks serve as outdoor classrooms, teaching visitors about the local ecosystem, biodiversity, and the importance of environmental stewardship.
- **Nature Conservation and Restoration:** Municipal parks often play a crucial role in preserving and restoring natural habitats and ecosystems. They may undertake initiatives such as reforestation, wetland restoration, wildlife management, and invasive species control. Parks engage in conservation efforts to protect biodiversity, maintain ecological balance, and provide a healthy environment for plants, animals, and visitors.
- **Volunteer Opportunities:** Parks often provide opportunities for community members to get involved through volunteer programs. These programs allow individuals or groups to contribute their time and skills towards park maintenance, trail maintenance, tree planting, clean-up events, and other initiatives. By involving the community, parks foster a sense of ownership, pride, and engagement in maintaining and improving park spaces.
- **Park Maintenance and Safety:** Municipal parks ensure regular maintenance of facilities, green spaces, and amenities. They conduct upkeep activities such as landscaping, mowing, garbage collection, restroom maintenance, and repairs. Parks also prioritize safety by implementing measures such as regular inspections, security patrols, well-lit pathways, and signage to ensure a safe and enjoyable environment for visitors.
- **Community Engagement and Events:** Parks often serve as gathering spaces for community events and celebrations. They may organize seasonal festivals, concerts, art exhibits, farmers' markets, and other community-driven activities. These events foster community cohesion, cultural exchange, and a sense of belonging among residents.

- **Accessibility Services:** Providing accessible services guarantees that people with disabilities will be able to take advantage of all the park has to offer. Wheelchair rentals, disabled parking spots near entrances, and paved walkways are all examples of amenities that help make a park more accessible. These accommodations make it possible for people with mobility impairments to freely explore the park and take part in its many offerings.
- **Park Rangers or Interpretive Guides:** Visitors' enjoyment of a park greatly benefits from the expertise of park rangers and other interpretive guides. They can educate guests about the park's history, flora, and fauna, and ecological value by giving tours, delivering speeches, and offering other forms of help. These experts not only teach parkgoers but also help keep them safe, which makes for a more fulfilling and memorable day at the park overall.
- **Community Garden: Public** Parks should offer community gardens where locals can rent or be assigned allotments or plots to grow their own food. These community gardens serve multiple purposes. Firstly, they provide an opportunity for individuals or families without access to gardening space to grow their own produce. Secondly, community gardens foster a sense of neighborhood and community as people come together to work on their plots and share gardening tips and experiences. Along with that, they promote sustainable food practices by encouraging people to cultivate their own organic food, reducing reliance on commercially produced crops.

3.2 Staff Roles and Responsibilities

The performance of the workforce in a park holds paramount significance. It is not solely the quantity of workers, but also the manner in which they are directed to work that can enhance maintenance efficiency. For improved operations, the following measures can be implemented:

- Instruct the supervisor to delegate various tasks among the workers, with each individual held accountable for completing their assigned job within the specified timeframe. To facilitate this, the supervisor should prepare a duty roster that designates various tasks to different individuals. They should daily monitor each worker's progress and report any noncompliance to senior management.
- Each worker's output should be inspected by the supervisor at the end of the day, and departure from the park should be contingent upon the successful completion of assigned targets.
- The supervisor should reassess the delegated tasks on a weekly basis to optimize the use of workers in achieving the best possible results in landscaping and other aspects of park maintenance.
- Weekly reports prepared by the supervisor should be submitted to a higher-ranking officer such as the Chief Officer or MO (I&S) (whichever is in charge of park O & M).
- The officer responsible for overseeing the park should make weekly visits to monitor any changes or improvements from the previous week. This officer should constantly aspire to witness progress.
- During these visits, the supervisor and the officer in charge should engage in mutual discussions to further enhance management strategies. This practice should be ongoing and progressive.

3.3 Communication Channels

Maintaining an effective communication channel is paramount to improving public park services. It enables real-time exchange of information, feedback, and ideas between all stakeholders, including park management, maintenance staff, elected officials, and the public. Here's an overview of how to maintain such communication channels:

- **Internal Communication:** Clear communication within the team is crucial. Regular meetings, emails, or digital communication platforms can be used to relay information, discuss issues, and strategize for improvements. Task distribution, progress tracking, and performance reviews should be clearly communicated.
- **Interdepartmental Communication:** Departments like maintenance, security, landscaping, and waste management should interact regularly to coordinate their activities. Cross-functional meetings or an interdepartmental communication platform can help in this regard.
- **Communication with Elected Officials:** Regular reports and meetings should be held with elected officials to update them about park conditions, ongoing initiatives, and necessary budget allocations. They can be informed about the public's needs and their feedback to ensure effective decision-making
- **Public Communication:** Active engagement with park users and the wider community is critical. This can be done through public meetings, suggestion boxes in the park, social media platforms, emails, or a dedicated section on the park's website. This helps in receiving feedback, addressing complaints, and understanding the community's needs
- **Stakeholder Communication:** It's important to maintain dialogue with other stakeholders, such as suppliers, contractors, or local businesses. They can provide valuable insights, services, and support for park improvements.
- **Emergency Communication:** A clear protocol for emergency situations, including who to contact, how to respond, and how to communicate with the public, should be in place.

In all these communication channels, transparency, responsiveness, and clear articulation of thoughts and instructions should be emphasized. Regular training and updates on communication skills could also be beneficial for all personnel. These communication strategies, when properly implemented, can greatly contribute to the improvement and efficient maintenance of public park services.

4 OPERATIONS

4.1 Park Opening and Closing Procedures

The opening and closing procedures of a municipal park may depend on their usage and guidelines set by Municipal Committee. However general opening and closing procedure of parks are as follows:

4.1.1. Opening Procedures:

Table 4-1 Opening procedure of parks

Procedure	Description
Unlocking gates	The park staff arrives at the designated time and unlocks the gates to allow public access
Facility inspections	Staff members inspect the park's facilities, such as restrooms, playgrounds, picnic areas, and sports fields, to ensure they are clean, functional, and safe for public use.
Turning on utilities	Utilities such as water fountains, electrical outlets, and lighting systems are turned on to make them operational
Checking for hazards	Staff members check the park grounds for any potential hazards like fallen trees, broken equipment, or debris, and take necessary actions to mitigate them
Setting up signage	If there are any temporary notices, event announcements, or safety signs that need to be displayed, park staff sets them up in visible locations.
Staff presence	Park staff members are stationed at entrances or central locations to provide information, monitor activities, and ensure visitor safety.

4.1.2. Closing Procedures:

Table 4-2 Closing procedure of parks

Procedure	Description
Announcement	Park staff announces the closing time over a public address system or through signage, giving visitors a heads-up that the park will be closing soon
Clearing facilities	Staff members ensure that all park facilities, including restrooms, picnic areas, and sports fields, are vacated by visitors
Turning off utilities	Water fountains, electrical outlets, and lighting systems are switched off to conserve resources and ensure safety

Securing the park	Staff members conduct a final check to ensure that all gates and entrances are properly locked, preventing unauthorized access
Cleaning and maintenance	Park staff may perform cleaning tasks, such as picking up litter, emptying trash cans, and maintaining general cleanliness throughout the park
Security rounds	Staff members may conduct a final security sweep of the park grounds to ensure that no one is left behind and that the park is secure

4.2 Routine Park Inspection and Monitoring

The MO (I&S) should have regular visits to see the snags, the problems confronting the supervisor and workers and find out their solution in consultation with supervisor and workers. Help of Chairperson and other elected representative may need be sought in this context. Endeavors should always be made to bring out better environment which should attract visitors.

All games, fountains, waterfalls, lights, toilets, swings, children’s outdoor games and other fixtures should be regularly inspected by a qualified electrician and mechanic who are experienced in this field. A schedule of such inspection should be chalked out and approved by key personal such as CO or MO (I&S). This schedule of inspection should be strictly followed. Any defects noticed should be repaired. The record of inspection and repairs / maintenance should be kept properly.

The tube rods or bulbs of the illuminating or decorative lights should be regularly inspected and replaced whenever required. The electrician and sub engineer concerned should keep a regular record of electricity consumption by recording the reading of each energy meter every month when Electricity Distribution Company (DISCO) official take this reading. In other words, a joint inspection to take reading of these meters with DISCO will bring about good results. A record of energy consumed every month should be kept. Over charging by DISCO should not be allowed.

4.3 Waste Management Procedures

The waste management procedure of municipal parks typically involves a systematic approach to collecting, separating, and disposing of waste generated within the park. Here are the general steps involved:

- **Waste receptacles:** Park authorities strategically place waste receptacles, such as trash cans or bins, throughout the park to encourage visitors to dispose of their waste properly.
- **Waste segregation:** Parks often provide separate bins or containers for different types of waste, such as general trash, recyclables (e.g., plastic bottles, cans, paper), and organic waste (e.g., food scraps, leaves). These bins are clearly labeled to guide visitors on proper waste segregation.



Figure 1 Recycling & Waste Receptacle Practices for Public Parks

- **Regular waste collection:** Park staff regularly empty the waste receptacles to prevent overflow and maintain cleanliness. The frequency of collection depends on the park's visitor volume and waste generation rate. To keep public parks clean and safe, regular trash pickup is essential. The following policies and procedures detail how public park trash is properly collected:
 - Set a collection plan for trash, taking into account the park's activities, visitor volume, and other factors that contribute to the accumulation of trash.
 - Make Sure There Are Enough Trash Cans Put trash cans in strategic locations around the park so that people can easily find them.
 - Separate trash cans into several categories, such as "regular trash," "recycling," and "organics," to promote eco-friendly disposal practices.
 - Post simple, easy-to-understand signs next to trash cans to help visitors learn how to properly dispose of trash.
 - Assign Park employees or waste management workers to routinely inspect trash cans throughout the park.
 - Make sure all trash is properly disposed of in accordance with city ordinances on garbage disposal, number eight on the list. Transport and processing of the garbage should be coordinated with the proper authorities or private companies handling waste management.
 - Educate and Inform Park Visitors Proper garbage disposal and the environmental impact of visitors' behaviour through educational campaigns and signage. Visitors should be encouraged to help maintain the park and to report any problems they encounter.

- **Recycling programs:** Many municipal parks implement recycling programs to reduce the amount of waste going to landfills. Collected recyclables are often taken to recycling facilities for proper processing.

- **Composting:** In parks that have composting initiatives, organic waste collected from designated bins is composted instead of being sent to landfills. Composting facilities can turn this organic waste into nutrient-rich compost that can be used for park landscaping or gardening. Following techniques can be implemented for Composting:
 - **Traditional Composting:** Making a compost pile or bin where organic waste can degrade naturally is the traditional method of composting. This trash might include things like grass clippings, leaves, plant trimmings, and food leftovers. The compost pile should be turned at regular intervals by park employees or volunteers to promote air flow and efficient decomposition. This method calls for a dedicated composting space within the park, as well as frequent upkeep to keep things running smoothly.
 - **Vermicomposting:** Worms are used in vermicomposting to help decompose compostable materials. Build worm bins or a worm farm for vermicomposting in the park. Composting worms, such as red wigglers, should be introduced to the bins after they have been filled with bedding materials like shredded paper or leaves. Visitors and employees of the park can use the bins to dispose of food leftovers, and the worms will transform them into nutrient-rich worm castings. Vermicomposting bins are space-efficient and simple to clean.
 - **Composting with bokashi** uses a unique kind of bran that has been injected with helpful microbes and through an anaerobic fermentation process. Visitors to the park can use bran-filled, sealed containers to dispose of their meal scraps. The waste is decomposed by the microorganisms in the bran, which then ferment into a nutrient-dense beverage called "bokashi tea." To finish the decomposition process, the fermented waste can be buried in specified sections of the park or added to conventional compost piles.
 - **Community Composting:** Visitors to the park should be encouraged to take part in local composting efforts. Visitors to the park should be able to dispose of their food leftovers in designated composting containers or locations. The compost made can be used in the park's landscaping or given out to local residents to use in their own gardens.

Make sure there is adequate signage and educational materials to inform park visitors about the composting program and the sorts of organic waste that can be accepted. To ensure proper decomposition and utilization of organic waste inside the park, it is crucial to regularly monitor and maintain composting systems.

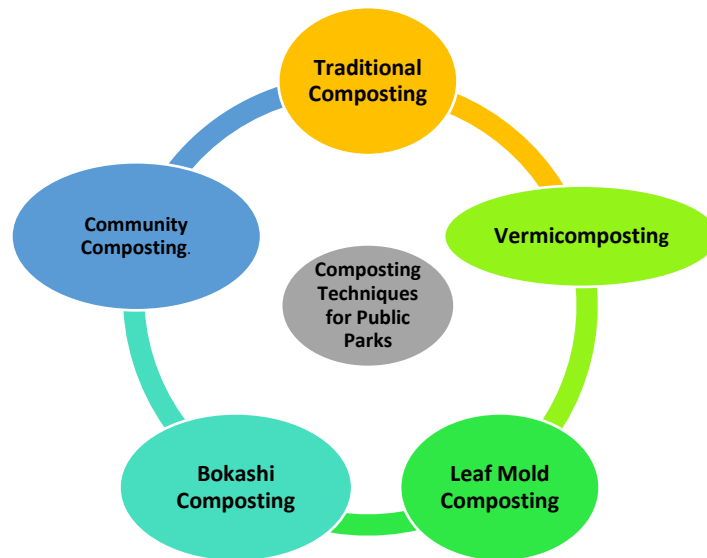


Figure 2 Composting Techniques for Public Parks

- **Waste disposal:** non-recyclable and non-compostable waste is disposed of according to local waste management regulations. This usually involves transporting the waste to an appropriate landfill or waste treatment facility.
- **Litter removal:** Park staff regularly patrol the park to pick up any litter or debris that may have been improperly discarded. They ensure that the park remains clean and aesthetically pleasing.
- **Education and awareness:** Park authorities may also implement educational programs and signage to raise awareness among visitors about the importance of proper waste disposal and the benefits of recycling and composting

4.4 Landscaping and Gardening Procedures

The attractiveness and usefulness of a park primarily depend on the quality and condition of its landscaping and plant life. Even if a park offers all other amenities, if its landscaping is poorly maintained, it will not attract a large number of visitors. Therefore, emphasis should be placed on selecting the right type of landscaping and plantings. To enhance the park's appeal, the following actions may be necessary:

- Repair any faulty water sources to ensure an adequate water supply for watering lawns, grass beds, and plantings.
- Fix any issues with the distribution system to ensure water reaches every plant and grass bed.
- Allocate and deploy the necessary manpower within the park.
- Instruct the supervisor to assign various tasks to the workers and hold each individual accountable for completing their assigned task within the given time frame. The supervisor should inspect the work of each worker daily and report any non-compliance to higher authorities.
- Ensure proper watering of all grass beds, lawns, and plantings according to their specific requirements.
- Make changes to certain areas of the landscaping.
- Remove certain types of plantings and replace them with species that are better suited to the prevailing climatic conditions.

- Adjust the height of certain lawns or grass beds.
- Regularly perform tasks such as grass cutting, hoeing, and other related maintenance activities to maintain the landscaping at a high standard.

To achieve these objectives, it is advisable to consult landscaping experts who can provide valuable advice on the necessary changes. The recommendations and proposals put forward by these experts should be costed to estimate the associated expenses by MO (I&S) or CO. It is important to ensure that the proposed changes are cost-effective and do not burden the park management. Only changes that significantly transform the park's appearance should be implemented.

4.5 Maintenance of Park Amenities (Playgrounds, Slides, jogging track, etc.)

The maintenance tasks involved in preserving the park amenities include:

- Repairing and repainting civil structures such as the cafeteria, indoor game halls, shops, guard rooms, boundary walls, gates, and any other structures within the park.
- Repairing, replacing, and painting fixtures such as swings, outdoor play equipment for children (if managed by the park management).
- Repairing, replacing, and painting walkways, bridges, culverts, flooring, aprons, parking lots, drainage piping, and toilets as needed.
- Repairing, replacing, and painting all lights, poles, masts, garden lights, and decorative lights.
- Increasing the water source capacity to ensure an adequate supply of water for maintaining the park's lush greenery and attractiveness. This may involve installing additional tube wells, laying additional pipelines, or repairing/replacing existing pipelines connected to the public water supply.
- Grading and leveling specific areas of land within the park to optimize watering efficiency.
- Improving the water distribution system for irrigating lawns, grass beds, and plantings. This may require repairing/replacing certain pipelines or installing additional pipelines for better water distribution. Introducing sprinkler irrigation instead of flooding methods may be necessary to conserve water, especially in water-scarce areas where the park is located.
- If there are vendors working within the park, they should be held to strict restrictions and agreements governing the upkeep and cleanliness of their respective leased spaces. Maintain constant lines of communication with your suppliers in order to quickly resolve any problems.

Repairing water structures such as lakes, fountains, tanks, waterfalls, or brooks (if present).

4.6 Special Event Management

Special event management in municipal parks refers to the planning, coordination, and execution of various events and activities that take place within the park grounds. These events are often organized by external individuals or groups, such as community organizations, nonprofit entities, or private businesses, with the approval and support of the park authorities. Here are some key aspects of special event management in municipal parks (**Annexure-C**):

- **Event planning and permits:** Individuals or organizations interested in hosting an event in a municipal park typically need to go through a permitting process. This involves submitting an application, specifying event details such as date, time, expected attendance, setup requirements, and any special requests. Park authorities review the application and, if approved, issue the necessary permits.
- **Logistics and coordination:** Once the event is approved, event organizers work closely with park staff to coordinate logistics. This may involve determining the event site within the park,

arranging for necessary infrastructure (e.g., tents, stages, seating), coordinating parking and transportation, and ensuring compliance with safety regulations

- **Amenities and services:** Park authorities may provide amenities and services to support the event, such as restroom facilities, electrical outlets, water access, and waste management provisions. Event organizers may coordinate with park staff to ensure these amenities are available and meet the event's specific requirements.
- **Safety and security:** Park authorities and event organizers collaborate to develop a comprehensive safety plan. This may include crowd management strategies, emergency preparedness measures, first aid services, and coordination with local law enforcement or emergency services, if necessary.
- **Promotion and marketing:** Event organizers are often responsible for promoting their events to attract attendees. However, park authorities may assist by featuring the event on their website, social media platforms, or park signage to help increase awareness and attendance.
- **Financial considerations:** Depending on the nature of the event, there may be associated fees or costs, such as permit fees, rental fees for park facilities, or charges for additional services provided by the park. Event organizers typically handle these financial arrangements.
- **Post-event evaluation and cleanup:** After the event concludes, park staff and event organizers assess its success, gather feedback from attendees, and evaluate any impacts on the park's infrastructure or environment. They coordinate cleanup efforts to restore the park to its original condition, ensuring proper waste disposal and removal of any event-related equipment or structures

4.7 Park Rules and Regulation

The rules and regulations of a municipal park can vary depending on the specific Municipal Committee of the relative park. However, here are some common rules and regulations that you may find in many municipal parks:

- **Park hours:** Parks typically have designated opening and closing hours. Visitors are expected to abide by these hours and not enter or remain in the park outside of the designated operating hours.
- **Leash laws:** Many parks require dogs to be on a leash at all times to ensure the safety and comfort of other park visitors. There may be designated areas within the park where dogs are allowed off-leash, but they must still be under control and supervised by their owners.
- **Smoking and alcohol:** Some parks prohibit smoking and the consumption of beverages to promote a healthy and family-friendly environment. Others may have designated areas or specific rules regarding smoking or alcohol consumption.
- **Picnic and barbecue areas:** Parks often have designated picnic and barbecue areas. Visitors may be required to reserve these areas in advance or adhere to specific guidelines, such as cleaning up after themselves and properly extinguishing charcoal or fire.
- **Noise regulations:** Parks may have rules to maintain a peaceful environment and minimize noise disturbance to other park users or nearby residents. These rules may include restrictions on loud music, amplified sound systems, or excessive noise levels.
- **Vandalism and littering:** Parks generally prohibit acts of vandalism, defacing property, and littering. Visitors are expected to dispose of their waste in designated bins and maintain the cleanliness of the park by not damaging or littering the facilities, vegetation, or natural areas.

- **Respect for nature and wildlife:** Parks often have rules to protect the natural environment and wildlife. Visitors may be required to stay on designated trails, avoid disturbing wildlife, refrain from feeding animals, and adhere to any additional regulations for the preservation of flora and fauna.
- **Sports and recreational activities:** Parks may have specific rules regarding sports activities, including rules for organized sports leagues, usage of sports fields, and adherence to safety guidelines. Some parks may also have restrictions on certain recreational activities, such as skateboarding, rollerblading, or drone flying.
- **Permits for events or commercial activities:** Organizing events or engaging in commercial activities within the park may require obtaining permits and following specific guidelines set by the park authorities or local jurisdiction. These regulations are in place to ensure proper planning, safety, and fairness in the use of park facilities.

4.8 Park Safety and Security

The procedure for ensuring safety and security in a municipal park involves various measures and protocols to protect park visitors, property, and the overall well-being of the park environment. Here are some common elements of park safety and security procedures:

- **Park surveillance:** Many municipal parks have surveillance systems in place, such as security cameras strategically located throughout the park. These cameras help monitor activities and deter potential criminal behavior. Park staff may also conduct regular patrols to ensure compliance with park rules and regulations.
- **Emergency preparedness:** Park authorities develop emergency response plans that outline procedures for different types of emergencies, such as severe weather, medical incidents, or acts of violence. These plans include protocols for evacuation, communication, and coordination with local emergency services.
- **Safety signage:** Park areas may have signage indicating rules, safety guidelines, and emergency contact information. This helps visitors understand park regulations and provides essential information in case of emergencies.
- **Lighting:** Adequate lighting is crucial for ensuring safety in a park, particularly during evening hours or in areas with limited visibility. Park authorities ensure that lighting fixtures are installed and maintained to provide a well-lit environment and deter criminal activities.
- **Public assistance and information:** Park staff members are often stationed at key locations within the park to provide assistance, answer questions, and offer information to visitors. They may be trained in basic first aid and emergency response procedures.
- **Collaboration with law enforcement:** Park authorities maintain a collaborative relationship with local law enforcement agencies. This includes coordinating patrols, sharing information, and working together to address safety concerns or incidents that may occur within the park.
- **Risk assessment and management:** Park authorities conduct regular risk assessments to identify potential safety hazards and address them proactively. This includes evaluating playground equipment, inspecting pathways and structures, and ensuring compliance with safety standards.
- **Crowd management:** During busy events or peak visitor periods, park staff may implement crowd management strategies to maintain order, prevent overcrowding, and ensure the safety of park visitors. This may involve regulating access to certain areas, establishing designated entry and exit points, and implementing temporary barriers or crowd control measures.

- **Reporting and response mechanisms:** Visitors are encouraged to report any safety concerns, suspicious activities, or emergencies to park staff or the appropriate authorities. Park authorities have procedures in place to respond promptly to such reports and take necessary actions to mitigate risks or address incidents.

5 MAINTENANCE

The resources in MC are limited and the parks need to be maintained within the available resources. Hence the operation and maintenance needs are to be planned in such a way that the cost of annual O & M is minimum possible with maximum results. The following steps need to be taken for economizing O & M.

Timely repairs of structures, fixtures, lights etc. be done to eliminate their deterioration and costing heavily for rehabilitation.

In order to achieve the objectives, we need to develop a strategy for which we need to concentrate on the following factors

- 1 Identify the constraints both physical and financial that are hampering the good O & M.
- 2 Initial assess meant of the problems in parks and identification of the causes.
- 3 Immediate action plan.
- 4 Long term strategy

Each one of these is discussed as under.

5.1 Routine Maintenance Activities

Routine maintenance activities in a municipal park involve regular tasks aimed at preserving the cleanliness, functionality, and aesthetic appeal of the park. These activities help ensure a safe and enjoyable environment for visitors. Here are some common routine maintenance activities in a municipal park:

Table 5-1 Routine maintenance activities

Maintenance Activities	Description
Groundskeeping	This includes mowing and trimming grass, pruning trees and shrubs, maintaining lower beds, and removing weeds. It helps to keep the park's landscape tidy and visually pleasing.
Irrigation and watering	Park authorities manage the irrigation systems to ensure that lawns, gardens, and plantings receive adequate water. This may involve adjusting irrigation schedules, repairing broken sprinklers, or monitoring water usage
Trash and litter management	Park authorities manage the irrigation systems to ensure that lawns, gardens, and plantings receive adequate water. This may involve adjusting irrigation schedules, repairing broken sprinklers, or monitoring water usage
Restroom maintenance	Park restrooms require regular cleaning, restocking of supplies such as toilet paper and soap, and ensuring proper functioning of plumbing fixtures. This is important to provide visitors with clean and well-maintained restroom facilities

Pathway and trail maintenance	Park staff inspect and repair pathways, trails, and walkways to ensure they are safe and accessible. This may involve filling potholes, repairing damaged surfaces, and clearing debris or fallen branches
Playground equipment maintenance	Playground equipment undergoes regular inspections to identify any safety concerns or damage. Park staff performs repairs, tightens loose bolts, replaces worn-out components, and ensures that playgrounds meet safety standards
Park furniture and amenities	Maintenance activities involve cleaning and repairing benches, picnic tables, signage, bike racks, and other park amenities. This ensures that visitors can enjoy the park's facilities in a safe and functional manner
Lighting and electrical systems	Park authorities inspect and maintain lighting fixtures, electrical outlets, and other electrical systems within the park. They replace faulty bulbs, repair wiring issues, and ensure proper functioning of lighting for safety and visibility
Pest control	Park staff may conduct routine pest control measures to manage insects, rodents, or other pests that may affect the park environment or visitor experience. This may include monitoring, baiting, and addressing pest-related issues
Equipment Maintenance	Park maintenance often involves servicing and maintaining equipment used for park operations, such as lawnmowers, irrigation systems, utility vehicles, and tools. Regular maintenance ensures the efficiency and longevity of equipment

5.2 Seasonal Maintenance Activities

Seasonal maintenance activities in a municipal park involve specific tasks that are carried out during different seasons of the year to address seasonal challenges and maintain the park's functionality and attractiveness. Here are some common seasonal maintenance activities in a municipal park:

Table 5-2 Seasonal maintenance activities (season wise)

Maintenance Activities (Season Wise)	Description
Spring	
Aeration and overseeding	Spring is a suitable time for aerating the park's turf to promote healthy root growth. Overseeding helps replenish bare or thin areas.
Flowerbed planting	Spring is an ideal time to plant flowers and ornamental plants in the park's flowerbeds to add color and vibrancy

Maintenance Activities (Season Wise)	Description
Irrigation system check	Park authorities inspect and adjust the irrigation system to account for changing weather conditions and ensure proper watering
Playground safety inspection	Playgrounds are thoroughly inspected for any damage, wear, or potential safety hazards. Repairs and maintenance are conducted to ensure safe play areas for children.
Pathway and trail repair	Winter weather may cause damage to pathways and trails. Spring is a time to repair potholes, cracks, or erosion, ensuring safe and smooth walking surfaces
Summer	
Lawn and landscape maintenance	Regular mowing, edging, and trimming of grass and vegetation are performed to maintain a neat appearance
Pest control	Summer months may require increased efforts to manage pests, such as mosquitoes, ticks, or ants, which are more active during this season
Irrigation system management	Park staff monitors and adjusts the irrigation system to accommodate higher temperatures and increased water demands
Tree and shrub pruning	Pruning of trees and shrubs is often conducted during the summer to shape growth, remove dead branches, and promote overall plant health
Fall	
Leaf and debris removal	As trees shed their leaves, park staff collects and removes fallen leaves and other debris to keep the park clean and prevent clogging of drainage systems
Tree inspection	Fall is a suitable time to assess the health of trees, identify any potential hazards, and schedule necessary tree maintenance or removal
Winterizing infrastructure	Park facilities, such as water fountains, restrooms, and irrigation systems, are prepared for colder weather to prevent damage from freezing temperatures
Bulb planting	Fall is the time to plant bulbs for spring-blooming flowers. Park staff may plant bulbs in designated areas to enhance the park's visual appeal during the following spring
Winter	
Snow and ice management	Park staff clears snow and ice from walkways, parking areas, and other high-traffic areas to ensure safe passage for visitors

Maintenance Activities (Season Wise)	Description
Equipment maintenance	Winter is often a time for maintenance and servicing of equipment used for park operations, ensuring they are in good working condition for the upcoming seasons.
Planning and preparation	Park authorities use the winter months to evaluate the previous year's maintenance efforts, develop maintenance plans for the following year, and prepare for upcoming projects or events

5.3 Corrective Maintenance Procedures

Corrective maintenance procedures for public park services involve identifying, reporting, and resolving issues that hinder the functionality and aesthetics of the park. Here's a general outline of such procedures:

- I. **Problem Identification:** This is the first step in corrective maintenance, which involves identifying any malfunction or degradation in park facilities. Regular inspections by maintenance staff are crucial to spot these problems early. The severity and relevance to park visitors of individual reported issues may vary widely. Create a method for ranking problems according to severity, taking into account things like the impact on park operations and the risk of injury if problems go unfixed. This allows for more effective resource distribution and faster response times for urgent matters.
- II. **Problem Reporting:** Once an issue is identified, it should be reported immediately. The use of a digital maintenance management system can streamline this process, allowing staff to quickly and accurately report issues.
- III. **Issue Assessment:** After reporting, maintenance supervisors or engineers should assess the reported problem. They'll need to confirm the issue, determine its severity, and decide on the appropriate course of action.
- IV. **Task Assignment:** Based on the assessment, a task is assigned to the appropriate team or individual. A work order is typically generated, outlining what needs to be done, who is responsible, and the expected timeframe for completion.
- V. **Repair or Replacement:** The next step is to carry out the necessary repairs or replacements. This could involve simple tasks like replacing a broken bench, or more complex ones like repairing the irrigation system. If specialized skills or equipment are needed, external contractors may be engaged.
- VI. **Verification:** Once the repair or replacement work is done, it should be inspected and verified by a supervisor or an engineer. This ensures the issue has been adequately resolved and the facility is safe and ready to use.
- VII. **Documentation:** All corrective maintenance work should be documented. This includes what the problem was, what actions were taken to resolve it, who carried out the work, when it was completed, and any notable observations. This documentation is crucial for accountability and for future reference.

- VIII. Review and Feedback:** Post-maintenance, a review of the process should be conducted to identify any gaps or areas for improvement. Feedback should be taken from all involved parties and used to improve future maintenance operations.
- IX. Budget Allocation:** Provision of adequate resources and funding for preventative and remedial maintenance. Maintain a schedule of regular assessments of repair needs and allocate resources accordingly. With sufficient funds, repairs and replacements can be made on time, lowering the probability of additional degradation or safety issues in the park.
- X. Preventive Maintenance:** Preventive maintenance is crucial because it helps eliminate potential difficulties before they even arise, while corrective maintenance addresses already-existing faults. Start inspecting and maintaining your equipment on a regular basis and take preventative measures before any problems arise. This can reduce the need for costly and time-consuming repairs.

These procedures should be regularly reviewed and updated as necessary to ensure they align with current best practices and regulatory requirements. Proper implementation of these corrective maintenance procedures helps ensure that park facilities are well-maintained, safe, and enjoyable for all users.

5.4 Emergency Maintenance Procedures

Emergency maintenance procedures in a municipal park are designed to address urgent and unforeseen situations that require immediate attention to ensure the safety of park visitors, protect park property, or mitigate potential damage. Here are the key steps involved in emergency maintenance procedures:

- **Report and assess the emergency:** Park staff or visitors who witness or become aware of an emergency situation within the park should immediately report it to the appropriate authorities, such as park management, park rangers, or emergency services. The nature of the emergency could vary widely, such as fallen trees, flooding, vandalism, fire, or accidents.
- **Safety and evacuation:** If the emergency pose an immediate threat to the safety of park visitors or staff, evacuation procedures may be initiated. This may involve sounding alarms, notifying visitors, and directing them to safe locations outside the affected area.
- **Mobilize emergency response team:** Park authorities will activate their emergency response team, which may include park staff, maintenance crews, security personnel, and other relevant personnel. They will coordinate their efforts to respond to the emergency.
- **Assess risks and establish priorities:** Upon arrival at the emergency site, the response team will assess the risks and prioritize actions based on the severity and potential impact of the situation. This includes identifying immediate hazards, evaluating the extent of damage, and determining the necessary actions to mitigate risks.
- **Contact external resources:** Depending on the nature and scope of the emergency, park authorities may need to contact external resources for assistance. This could involve notifying local fire departments, law enforcement agencies, environmental authorities, or specialized contractors, depending on the specific requirements of the situation.
- **Implement emergency repairs or interventions:** The response team will take appropriate measures to address the emergency. This may involve clearing fallen trees or debris, controlling a fire, repairing damaged infrastructure, or taking other necessary actions to minimize the immediate impact of the emergency.
- **Communicate with stakeholders:** Effective communication is vital during an emergency. Park authorities will provide updates and instructions to park visitors, staff, and other relevant

stakeholders. This includes disseminating information about the emergency, evacuation procedures, alternative park access, and any temporary closures or restrictions.

- **Document and report:** It is important to document the details of the emergency, including photographs, videos, and written reports. This information helps in the investigation, insurance claims, and future prevention or response efforts. Incident reports may need to be filed with appropriate authorities or regulatory agencies.

5.5 Equipment and Tool Maintenance

The equipment and tool maintenance procedure in a municipal park involves regular inspection, cleaning, servicing, and repair of the equipment and tools used for park operations. Proper maintenance ensures that the equipment remains in good working condition, extends its lifespan, and promotes safe and efficient park maintenance activities. Here are the key steps involved in the equipment and tool maintenance procedure:

- **Establish an inventory:** Create a comprehensive inventory of all the equipment and tools used in the park, including lawn mowers, trimmers, hand tools, irrigation systems, vehicles, and other specialized equipment. This inventory helps in tracking the maintenance needs and scheduling.
- **Develop a maintenance schedule:** Determine a maintenance schedule for each piece of equipment based on manufacturer recommendations, usage frequency, and environmental conditions. The schedule may include routine tasks, such as daily inspections, weekly cleanings, and periodic servicing.
- **Conduct routine inspections:** Regularly inspect all equipment and tools for signs of wear, damage, or malfunction. Check for loose parts, leaks, broken components, or any other issues that may affect performance or safety. Inspections should be carried out before and after each use, as well as during scheduled maintenance.
- **Cleaning and lubrication:** Clean the equipment and tools after use to remove dirt, debris, and other contaminants. Use appropriate cleaning agents and tools for each equipment type. Lubricate moving parts and mechanisms as specified by the manufacturer to ensure smooth operation and prevent rust or corrosion.
- **Sharpening and blade maintenance:** Sharpen cutting blades and edges regularly to maintain their effectiveness. This includes sharpening mower blades, trimmer lines, pruning shears, and other cutting tools. Replace blades or cutting attachments that are worn out or damaged beyond repair.
- **Fluid checks and replacements:** Check fluid levels, such as oil, coolant, and fuel, as specified by the manufacturer. Replace fluids at recommended intervals or when they appear dirty or degraded. Proper fluid maintenance helps optimize equipment performance and prevents engine damage.
- **Battery maintenance:** For equipment powered by batteries, monitor battery health, clean terminals, and recharge or replace batteries as needed. Follow manufacturer instructions for proper battery maintenance to ensure optimal performance and longevity.
- **Servicing and repairs:** Schedule periodic servicing of equipment and tools as recommended by the manufacturer. This may involve professional inspections, tune-ups, or repairs performed by qualified technicians. Address any identified issues promptly to prevent further damage and ensure safe operation.

- **Record maintenance activities:** Maintain detailed records of all maintenance activities performed on each equipment or tool. This includes dates of inspections, cleaning, repairs, parts replacements, and any other relevant information. Proper documentation helps track maintenance history, identify recurring issues, and plan future maintenance needs.
- **Training and education:** Provide training and guidance to park staff on proper equipment operation, maintenance procedures, and safety protocols. This ensures that equipment is used correctly, reduces the risk of accidents or damage, and promotes a culture of responsible equipment maintenance.

5.6 Facility Maintenance

The procedure for facility maintenance in a municipal park involves a systematic approach to inspect, clean, repair, and manage the various facilities within the park. Facilities can include buildings, restrooms, picnic areas, shelters, sports fields, playgrounds, and other structures. Here are the key steps involved in facility maintenance:

- **Establish an inventory:** Create an inventory of all the facilities within the park, including buildings, restrooms, shelters, sports facilities, and other structures. This inventory helps in tracking maintenance needs and prioritizing tasks.
- **Routine inspections:** Conduct regular inspections of the facilities to identify any maintenance or repair needs. Inspect the overall condition of the structures, including roofs, walls, doors, windows, flooring, and electrical or plumbing systems. Inspections may be scheduled periodically or conducted on a more frequent basis for high-use facilities.
- **Cleaning and sanitation:** Develop a cleaning schedule for each facility based on usage patterns and health and safety requirements. Regularly clean and sanitize restrooms, remove trash, sweep floors, and maintain a clean and inviting environment. Use appropriate cleaning agents and techniques for each facility type.
- **Repair and maintenance:** Address identified maintenance needs promptly. This includes repairing or replacing damaged or worn-out components, fixing leaks, replacing light bulbs, repairing plumbing fixtures, and ensuring structural integrity. Maintain proper functioning of doors, windows, locks, and other hardware.
- **Grounds maintenance:** Coordinate with the groundskeeping team to ensure that the areas surrounding the facilities are well-maintained. This includes lawn care, weed control, pruning trees or shrubs near buildings, and maintaining pathways and parking areas.
- **Safety inspections:** Conduct regular safety inspections to identify and address potential hazards. This includes checking playground equipment for damage or wear, inspecting sports fields for hazards, and ensuring compliance with safety regulations.
- **Pest control:** Implement pest control measures to manage insects, rodents, or other pests that may affect the facilities. This may involve regular inspections, sealing entry points, using traps or baits, or working with professional pest control services.
- **Accessibility compliance:** Ensure that facilities meet accessibility standards and regulations. Regularly review accessibility features such as ramps, handrails, parking spaces, and signage to ensure compliance with accessibility guidelines.
- **Record maintenance activities:** Maintain detailed records of all maintenance activities performed on each facility. This includes dates of inspections, repairs, cleaning, and any other relevant information. Proper documentation helps track maintenance history, identify recurring issues, and plan future maintenance needs.

- **Plan for upgrades and renovations:** Develop a long-term plan for facility upgrades and renovations. This includes identifying priority areas for improvements, estimating costs, and scheduling major projects to enhance the park's facilities over time.

Please refer to **Annexure – A** for detailed O&M tasks to be carried out for public parks.

6 HEALTH AND SAFETY

Health and safety in a municipal park is a paramount concern that focuses on creating a safe and secure environment for park visitors, employees, and the public. It involves a range of measures and practices aimed at identifying and mitigating potential hazards, promoting safe behavior, and ensuring the well-being of all park users. Key aspects of health and safety in municipal parks include regular risk assessments to identify potential hazards within the park, routine maintenance and inspections of facilities and infrastructure, emergency preparedness plans to address various situations, clear signage and communication to inform visitors about park rules and potential risks, and the availability of first aid facilities and medical assistance.

Additionally, accessibility features are incorporated to cater to individuals with disabilities, and efforts are made to maintain a clean and healthy environment through waste management, pest control, and monitoring of water quality. Public education and awareness campaigns play an essential role in informing visitors about park safety guidelines, environmental conservation, and respecting park rules. By prioritizing health and safety, municipal parks aim to provide a welcoming and secure space for recreation, leisure activities, and community engagement. These efforts contribute to the enjoyment and well-being of park visitors while ensuring that everyone can experience the benefits of spending time in a well-maintained and safe outdoor environment.

6.1 Staff Safety Guidelines

Staff safety guidelines in a municipal park are essential to ensure the well-being and protection of park employees. These guidelines outline measures and practices that staff members should follow to minimize the risk of accidents, injuries, or other safety hazards while performing their duties. Here are some common staff safety guidelines in a municipal park:

- **Risk Assessment and Management:** Set up a procedure to systematically locate, evaluate, and control potential dangers in the park. To reduce or eliminate risks, it is important to conduct regular risk assessments to identify potential hazards.
- **Personal protective equipment (PPE):** Staff members should wear appropriate personal protective equipment based on the nature of their tasks and potential hazards present in the park. This may include items such as helmets, safety glasses, gloves, high-visibility vests, steel-toed boots, or respiratory protection.
- **Training and education:** Park staff should receive proper training and education on safety protocols and procedures relevant to their roles and responsibilities. This may include training on equipment operation, emergency response, first aid, handling hazardous materials, and any specific safety measures required for park maintenance activities.
- **Hazard identification and reporting:** Staff members should be vigilant in identifying potential hazards or unsafe conditions within the park and report them promptly to their supervisors or the designated authority. This includes reporting damaged infrastructure, unsafe playground equipment, fallen trees, or any other hazards that could pose a risk to staff or visitors.
- **Safe work practices:** Staff should adhere to safe work practices and guidelines specific to their tasks. This may involve proper lifting techniques, safe use of tools and equipment, adherence to established procedures for operating machinery or vehicles, and compliance with occupational health and safety regulations.

- **Mental Health and Well Being of Staff:** Create a workplace that values mental health and supports its employees. Promote work-life balance, make tools available, and encourage people to seek help when required. Employers should ensure that staffing levels are adequate to handle the workload, and staff members should be encouraged to take breaks and rest as needed.
- **Communication and teamwork:** Effective communication among staff members is crucial for maintaining a safe working environment. Staff should be encouraged to communicate and share information regarding potential hazards, equipment issues, or any safety concerns. Collaboration and teamwork ensure that everyone is aware of risks and can collectively address them.
- **Emergency procedures:** Staff should be familiar with emergency procedures and know how to respond in case of emergencies such as fires, severe weather, or medical incidents. This includes knowing evacuation routes, the location of emergency equipment, and designated meeting points.
- **Regular maintenance and inspections:** Staff members responsible for maintenance activities should conduct regular inspections of equipment, tools, and facilities to identify any potential safety issues. They should promptly report and address any maintenance or repair needs to prevent accidents or injuries.
- **Adequate staffing and workload management:** Proper staffing levels and workload management are important to prevent fatigue-related accidents or errors. Employers should ensure that staffing levels are adequate to handle the workload, and staff members should be encouraged to take breaks and rest as needed.
- **Worksite security and personal safety:** Staff members should be trained to be aware of their personal safety and security while working in the park. This includes following protocols for locking and securing facilities, being vigilant about personal belongings, and reporting any suspicious activities or security concerns.
- **Regular safety meetings and training updates:** Regular safety meetings should be conducted to discuss safety topics, address concerns, and reinforce safety protocols. Training updates should be provided to staff members whenever there are changes in safety procedures or new risks are identified.

6.2 Public Safety Guidelines

Public safety guidelines for a municipal park are crucial to ensure the well-being and security of park visitors. These guidelines aim to promote a safe and enjoyable environment for individuals and families to engage in recreational activities. Here are some common public safety guidelines for a municipal park:

- **Observe Park rules and regulations:** Visitors should familiarize themselves with the park rules and regulations and abide by them. These rules may include guidelines for appropriate use of facilities, designated areas for specific activities, leash laws for pets, restrictions on alcohol consumption or smoking, and operating hours.
- **Stay on designated pathways and trails:** Visitors should use designated pathways and trails within the park to ensure their safety and prevent damage to sensitive natural areas. Venturing off-trail can pose risks such as encountering uneven terrain, hazardous vegetation, or disturbing wildlife habitats.
- **Supervise children and vulnerable individuals:** Parents and guardians should closely supervise children and ensure their safety while in the park. Extra care should be taken to

supervise vulnerable individuals, such as the elderly or those with disabilities, to prevent accidents or wandering.

- **Practice proper waste management:** Visitors should dispose of waste properly in designated trash or recycling receptacles. Littering not only harms the environment but can also create safety hazards or attract wildlife. Park-goers should follow any specific waste management guidelines in place within the park.
- **Stay hydrated and protect against weather conditions:** Visitors should stay hydrated, particularly during hot weather, by carrying and consuming an adequate amount of water. They should also take precautions against extreme weather conditions such as sun protection (sunscreen, hats, sunglasses) or wearing appropriate clothing in cold or inclement weather.
- **Be cautious around water bodies:** Visitors should exercise caution around lakes, rivers, ponds, or swimming areas within the park. It is essential to follow any posted signs or warnings regarding water safety, such as designated swimming areas, depth markers, or hazards like strong currents or submerged objects.
- **Report emergencies or suspicious activities:** Visitors should promptly report emergencies, accidents, or any suspicious activities to park staff or the appropriate authorities. This includes medical emergencies, fires, unsafe conditions, or any illegal or suspicious behavior observed within the park.
- **Use designated parking areas and secure personal belongings:** Visitors should park their vehicles only in designated parking areas and secure their personal belongings to prevent theft or damage. Valuables should not be left unattended or visible in parked vehicles.
- **Follow COVID-19 safety guidelines:** During periods of public health concerns such as the COVID-19 pandemic, visitors should follow any specific guidelines or restrictions provided by health authorities or park management. This may include maintaining physical distancing, wearing masks when required, and practicing proper hygiene.

6.3 First Aid Procedures

The first aid procedure for municipal parks involves providing immediate medical assistance and care to individuals who have sustained injuries or are experiencing medical emergencies within the park. Prompt and appropriate first aid can help stabilize the injured person's condition and prevent further harm until professional medical help arrives. Here are the general steps involved in the first aid procedure for municipal parks:

- **Establishment of Designated First Aid Station:** Identify an ideal location within the park where a first aid station can be installed and make sure it's easily accessible. This station has to be well-stocked with critical first aid materials, including bandages, antiseptics, gloves, and any other items that may be required in an emergency. It also needs to be easy to access.
- **Communication with near emergency services / Local Service:** Establish a working connection with the local emergency services, such as firefighters or paramedics and inform them about the park's layout, entrances, and any potential access issues they may experience in the event of an emergency. This will prepare them to handle the situation effectively.
- **Maintenance of First Aid Kit:** It is important to carry out routine checks and restock the first aid kits located throughout the park to ensure that they are in good condition and do not include any outdated supplies. Take into consideration the particular requirements of the park, such as antidotes for insect bites, sunscreen, and certain medicines for treating common disorders and allergies.

- **Assess the situation:** Evaluate the scene for any potential hazards or dangers that may pose a risk to your safety or the safety of others. Ensure that it is safe to approach and provide assistance to the injured person.
- **Call for help:** If the injury or medical condition is serious or requires professional medical attention, immediately call emergency services or instruct someone else to call for assistance. Provide clear and accurate information about the location and nature of the emergency.
- **Approach the injured person:** Approach the injured person calmly and reassure them that help is on the way. Introduce yourself and obtain their consent to provide first aid assistance.
- **Perform initial assessment:** Conduct a primary assessment to quickly identify any life-threatening conditions. Check for responsiveness, breathing, and signs of severe bleeding. If any life-threatening conditions are found, address them immediately. If the injured person is unconscious and not breathing, begin CPR (cardiopulmonary resuscitation) if you are trained to do so.
- **Provide appropriate care:** Based on the nature of the injury or medical condition, provide the necessary first aid care. This may include:
- **Comfort and reassure the injured person:** Offer emotional support and reassurance to the injured person throughout the first aid process. Stay with them until professional medical help arrives, unless it is unsafe to do so.
- **Document and report:** Maintain accurate records of the first aid provided, including details of the injury, the care provided, and any medications administered. Report the incident to the appropriate park management or authorities as per the established reporting procedures.

6.4 Incident Reporting and Response

The procedure for incident reporting and response in municipal parks involves a systematic approach to documenting and addressing any incidents, accidents, or safety concerns that occur within the park premises. This procedure ensures that incidents are appropriately documented, investigated, and necessary actions are taken to prevent future occurrences. Here are the key steps involved in the incident reporting and response procedure for municipal parks:

- **Identification and assessment of the incident:** When an incident occurs within the park, park staff or witnesses should promptly identify and assess the situation. This includes ensuring the safety of individuals involved, securing the area if necessary, and assessing the severity and nature of the incident.
- **Immediate response and first aid:** If immediate medical attention or first aid is required, park staff should provide assistance or arrange for medical professionals to address any injuries or medical emergencies. The safety and well-being of individuals involved should be prioritized during the response.
- **Incident documentation:** Detailed documentation of the incident is essential for accurate reporting and future reference. Park staff or designated personnel should record relevant information, including the date, time, location, individuals involved, witnesses, and a description of the incident. Photos or any other supporting evidence can be included, if available.
- **Incident reporting:** The incident should be reported to the appropriate authority within the park management or municipality. This may involve notifying supervisors, park managers, or the designated safety officer. The incident report should be submitted as per the established reporting procedures and within the designated timeframe.
- **Investigation and analysis:** After the incident report is submitted, an investigation may be conducted to determine the cause, contributing factors, and any underlying issues related to

the incident. The investigation may involve interviews with witnesses, review of documentation, analysis of relevant data, and site inspections.

- **Corrective actions and preventive measures:** Based on the findings of the investigation, appropriate corrective actions should be implemented to address any identified deficiencies, hazards, or risks. This may involve updating safety protocols, improving training procedures, repairing or replacing equipment, or modifying park facilities to prevent similar incidents in the future.
- **Follow-up and communication:** Effective communication is crucial throughout the incident reporting and response process. The individuals involved, witnesses, and relevant stakeholders should be informed of the incident, investigation findings, and any implemented corrective measures. Clear communication ensures transparency and helps maintain trust among park users and staff.
- **Documentation and record-keeping:** All incident reports, investigation findings, and related documentation should be properly maintained and archived. This documentation serves as a reference for future analysis, regulatory compliance, and continuous improvement efforts.

7 ENVIRONMENTAL MANAGEMENT

7.1 Water Conservation

Water conservation is an integral aspect of environmental sustainability and holds great significance in the management of public parks. These parks demand substantial water usage for several purposes, such as landscape maintenance, restroom facilities, and water features. The adoption of water conservation best practices can dramatically decrease water usage, result in cost savings, and support community sustainability.

An effective measure in conservation involves installing efficient irrigation systems. Systems such as drip irrigation or soaker hoses are advantageous as they deliver water directly to plant roots, mitigating evaporation and overspray. The use of smart irrigation controllers, which adjust watering based on weather data, can further augment water efficiency.

The integration of native and drought-tolerant plants into park landscapes can also play a pivotal role in water conservation. These plants are inherently adapted to local climate conditions and generally necessitate less water compared to non-native species. The timing of watering schedules is also crucial. Optimal times for watering are during the early morning or late evening when temperatures are cooler, thus minimizing evaporation. It's also beneficial to avoid watering during windy conditions to prevent water waste due to evaporation and runoff.

The use of organic mulch around plants is another recommended practice. Mulching aids in reducing evaporation, suppressing weeds, and enhancing soil health, thereby helping plants retain water more effectively. Regular maintenance of irrigation systems is crucial to ensure operational efficiency. This involves routine leak checks, ensuring proper function and alignment of sprinkler heads, and adjusting watering schedules based on seasonal weather changes.

Implementation of rainwater harvesting systems that capture and store rainwater for park irrigation can also contribute significantly to water conservation. Public education is another key aspect. Providing Park visitors with information about the importance of water conservation and the measures being taken in the park to conserve water can foster community involvement and understanding.

Installing water-efficient fixtures in restrooms, such as low-flow faucets and toilets, and sensor-activated taps, can reduce water waste. Water-wise turf management practices, including hydrozoning, aeration, and leaving grass clippings on the lawn, can further aid in water conservation in turf areas. By adhering to these best practices, public parks can make a substantial contribution to water conservation efforts, while still maintaining aesthetically pleasing and healthy landscapes for the community to enjoy.

7.2 Energy Efficiency

Public parks provide numerous opportunities for implementing energy efficiency measures, which can reduce energy costs, decrease the carbon footprint, and improve the overall sustainability of the park. Here are some typical energy efficiency measures that can be implemented:

- 1 **LED Lighting:** Replacing traditional incandescent or fluorescent lighting with LED lighting can significantly reduce energy consumption. LED lights not only use less energy but also last longer, reducing maintenance costs. This applies to both indoor facilities like restrooms and outdoor areas like pathways, parking lots, and sports fields.

- 2 **Smart Lighting Controls:** Implementing smart lighting controls like motion sensors, timers, and dimmers can help to ensure that lights are only on when needed, further reducing energy usage. For outdoor lighting, photosensors can be used to automatically turn lights on at dusk and off at dawn.
- 3 **Energy-Efficient Buildings:** For any buildings within the park, such as visitor centers, restrooms, or maintenance facilities, energy efficiency can be improved through better insulation, energy-efficient windows, and high-efficiency HVAC systems. Green building design principles, such as passive solar design, can also be incorporated to reduce energy needs.
- 4 **Solar Power:** Installing solar panels on park buildings or other suitable locations can generate renewable energy, reducing reliance on the grid. Solar power can be used for lighting, powering electric maintenance vehicles, charging stations for electric vehicles, and more.
- 5 **Energy-Efficient Equipment:** Choose energy-efficient models when purchasing new equipment, such as lawn mowers, leaf blowers, or electric maintenance vehicles. This not only reduces energy usage but can also reduce noise pollution within the park.
- 6 Water Conservation has already been discussed above.
- 7 **Educating the Public:** As with water conservation, educating park visitors about energy conservation can help to engage the community in the park's sustainability efforts. This might involve signage about the park's energy-saving measures, information on park websites, and educational events or programs.

7.3 Biodiversity Conservation

Biodiversity conservation in municipal parks refers to the deliberate efforts and practices undertaken to protect and preserve the diverse array of plant and animal species, ecosystems, and natural habitats within the park's boundaries. It involves recognizing the value and importance of biodiversity and taking measures to maintain and enhance it for the benefit of both the environment and the community. Here are some key aspects of biodiversity conservation in municipal parks:

- **Habitat preservation:** Municipal parks play a crucial role in providing habitats for a wide range of plant and animal species. Biodiversity conservation involves identifying and preserving important habitats within the park, such as wetlands, forests, meadows, or other ecologically significant areas. These habitats serve as homes and breeding grounds for various species, and their preservation ensures the long-term survival of diverse ecosystems.
- **Native species protection:** Municipal parks often strive to protect and promote native species that are naturally found in the region. This includes identifying and conserving native plant species, as well as protecting habitats that are important for supporting native wildlife populations. Efforts may include invasive species management, reforestation programs, and the establishment of native plant gardens or meadows.
- **Ecological restoration:** Biodiversity conservation in parks often involves ecological restoration projects aimed at restoring degraded or damaged ecosystems. This may include restoring wetlands, re-establishing native vegetation, or reintroducing certain species that have become locally extinct. Ecological restoration helps improve ecosystem health, biodiversity, and resilience.
- **Education and public awareness:** Municipal parks can play a significant role in raising awareness among the public about the importance of biodiversity conservation. Educational

programs, interpretive signage, guided tours, or community events can help promote understanding and appreciation for local ecosystems and their conservation. By engaging visitors and residents, parks can inspire individuals to become advocates for biodiversity conservation in their daily lives.

- **Collaborative partnerships:** Biodiversity conservation often requires collaboration among various stakeholders, including park management, local communities, conservation organizations, and government agencies. Partnerships and collaborations can facilitate the sharing of resources, expertise, and knowledge, leading to more effective conservation initiatives and long-term sustainability.
- **Sustainable management practices:** Municipal parks can adopt sustainable management practices to minimize their impact on biodiversity. This includes environmentally friendly practices such as responsible waste management, water conservation, using native or non-invasive plant species in landscaping, and reducing the use of chemicals or pesticides that may harm wildlife or ecosystems.

7.4 Waste Reduction and Recycling

Waste reduction and recycling in municipal parks are important initiatives aimed at minimizing the environmental impact of park activities, promoting sustainability, and encouraging responsible waste management practices. By implementing waste reduction and recycling programs, municipal parks can help conserve resources, reduce landfill waste, and create a cleaner and more sustainable environment. Here are some key aspects of waste reduction and recycling in municipal parks:

- **Waste reduction strategies:** Municipal parks can implement waste reduction strategies to minimize the generation of waste in the first place. This includes promoting practices such as reducing packaging waste, encouraging the use of reusable items (such as water bottles or picnicware), and discouraging single-use items or disposable products.
- **Recycling infrastructure:** Parks can provide well-placed recycling bins and containers throughout the park premises to encourage visitors to separate recyclable materials from general waste. These bins should be clearly labeled and conveniently located to make recycling easy and accessible.
- **Education and signage:** Effective communication and education play a crucial role in waste reduction and recycling efforts. Parks can install informative signage and posters that explain the importance of recycling and provide guidelines on what can and cannot be recycled. Visitors can be educated through brochures, website content, or interpretive programs to raise awareness about proper waste disposal and recycling practices within the park.
- **Composting:** Municipal parks can establish composting programs to manage organic waste generated within the park. Composting can include collecting food scraps, yard waste, and other compostable materials, which can be converted into nutrient-rich compost for park landscaping or distributed to local gardeners or community projects.
- **Collaborations with waste management services:** Parks can collaborate with waste management services or local recycling organizations to ensure proper collection, sorting, and processing of recyclable materials. This can involve regular pickups of recyclables, coordinating recycling initiatives, and partnering with organizations that specialize in recycling or waste diversion programs.
- **Monitoring and evaluation:** Regular monitoring and evaluation of waste management practices within the park can provide valuable insights and identify areas for improvement. Parks can track recycling rates, waste diversion metrics, and visitor feedback to assess the

effectiveness of their waste reduction and recycling programs and make necessary adjustments.

8 COMMUNITY ENGAGEMENT

8.1 Volunteer Programs

A volunteer program in municipal parks involves the recruitment and engagement of community members who willingly offer their time, skills, and resources to assist with various park-related activities and initiatives. These programs rely on the dedication and commitment of volunteers to enhance the quality and sustainability of the park environment, improve visitor experiences, and foster community involvement. Here is a brief description of a volunteer program in municipal parks:

- **Recruitment:** Municipal parks actively seek out individuals who are interested in volunteering their time and efforts. They may promote volunteer opportunities through community outreach, online platforms, local organizations, or volunteer recruitment events. The goal is to attract a diverse group of volunteers with different backgrounds, skills, and interests.
- **Orientation and training:** Once volunteers express their interest, they are typically provided with an orientation session that familiarizes them with the park's mission, goals, rules, and safety protocols. Additionally, training may be provided to equip volunteers with the necessary skills and knowledge for their specific roles. This could include training on park resources, visitor services, environmental conservation, or specific tasks such as trail maintenance or wildlife monitoring.
- **Volunteer roles and activities:** Volunteer programs offer a range of roles and activities based on the needs of the park. These may include trail maintenance, invasive species removal, planting and gardening, event assistance, educational programming, visitor services, or park administration tasks. Volunteers are assigned tasks based on their skills, preferences, and availability.
- **Scheduling and coordination:** Volunteer programs often have a designated coordinator or staff member who manages volunteer scheduling and coordination. They match volunteers with available tasks and ensure that there is proper supervision and support during volunteer activities. Scheduling can be flexible to accommodate volunteers' availability, whether they prefer one-time volunteering or ongoing commitments.
- **Recognition and appreciation:** Recognizing and appreciating the contributions of volunteers is an important aspect of volunteer programs. Municipal parks may show appreciation through volunteer recognition events, certificates of appreciation, thank-you letters, or social media acknowledgments. Recognizing volunteers' efforts fosters a sense of pride, motivation, and continued engagement.
- **Evaluation and feedback:** Volunteer programs often have mechanisms in place to gather feedback from volunteers. This can be done through surveys, feedback forms, or group discussions. Evaluating the program's effectiveness and gathering volunteers' input helps identify areas for improvement and ensures that the program meets the needs and expectations of both volunteers and the park.

8.2 Community Events

Community events in a municipal park serve as organized gatherings that unite local community members for various activities and celebrations. These events are designed to cultivate a sense of community, encourage social interaction, and provide avenues for entertainment, education, and engagement. Here is a descriptive overview of community events in a municipal park:

- **Types of events:** Community events hosted in municipal parks encompass a wide array of interests, age groups, and themes. They may consist of festivals, concerts, art shows, cultural

celebrations, sports tournaments, picnics, movie nights, educational workshops, charity fundraisers, or holiday-themed gatherings. The diverse range of events ensures inclusivity and encourages participation from a broad spectrum of community members.

- **Event planning and organization:** Organizing community events in municipal parks necessitates collaborative efforts among park staff, event coordinators, community organizations, and volunteers. This involves defining the event's purpose, establishing goals, securing necessary permits, coordinating logistical aspects such as stage setup, seating arrangements, sound systems, managing vendor or food concessions, and ensuring adherence to safety regulations.
- **Promotion and communication:** Effective promotion and communication are vital to the success of community events. Municipal parks employ various channels like social media, local news outlets, park websites, flyers, and community newsletters to create awareness and generate excitement about upcoming events. Clear and concise information regarding the event's date, time, location, activities, and any specific participation requirements or guidelines is shared with the community.
- **Activities and entertainment:** Community events in municipal parks offer a diverse range of activities and entertainment to engage event attendees. These can include live performances by local artists or bands, cultural displays and demonstrations, sports competitions or exhibitions, children's games and activities, craft vendors, food trucks, educational booths, or interactive workshops. The aim is to provide an enjoyable and immersive experience for participants of all ages.
- **Community engagement and involvement:** Community events serve as platforms for active community participation and contribution. Community members have the opportunity to volunteer at the event, showcase their talents or skills, organize community-led activities or performances, or participate in interactive workshops or discussions. Involving the community fosters a sense of ownership, pride, and strengthens social connections, ultimately promoting a vibrant community spirit.
- **Safety and accessibility:** Ensuring the safety and accessibility of community events is of paramount importance. Municipal parks implement safety measures such as appropriate lighting, signage, crowd control mechanisms, first aid stations, and compliance with fire codes. Moreover, efforts are made to make events accessible to all community members, considering factors such as wheelchair accessibility, accessible parking, and inclusive programming.
- **Evaluation and feedback:** Following the event, evaluation and feedback mechanisms are employed to assess its success and identify areas for improvement. Surveys, feedback forms, or post-event discussions are utilized to gather feedback from participants, volunteers, and organizers. This feedback plays a crucial role in shaping future event planning, enhancing the overall experience, and aligning events with the community's expectations and desires.

8.3 Feedback Mechanisms

Performance targets provide a clear indication of what improvements in operation and maintenance are intended to achieve. To be useful, they must be measurable and must be defined in terms of some form of objectively verifiable indicator (OVI).

Some of the OVI are given as following. You should select those indicators which are easily measurable by your organization. Do not select indicators which cannot be measured.

1. No of people visiting MC parks in a particular period.

2. Percent of citizen who reported using MC park (by each park and by user's age)
3. Percent of citizen satisfied with the restoration of city parks
4. Percent of citizen rating the condition of MC parks as good with respect to: -
 - (a) Amount of equipment
 - (b) Condition of equipment
 - (c) Cleanliness
 - (d) Condition of grass
 - (e) Presence of trees
 - (f) Number of trash bins
 - (g) Safety during the day
 - (h) Safety during the night
 - (i) Toilet facility
5. Overall rating of park by trained observer
6. Number of hazards (rusted equipment, broken glass) found in the MC park by trained observer (by type of hazard, location of park)

(Programming should be developed in consultation with the community to ensure, it meets their needs (Senior, Special, Youth Events))

These engagements need to give a comprehensive approach after surveys/Community response of each park – Programme Evaluation Procedures)

Community Services and Engagement Form is given in **Annexure B**.

9 RECORD KEEPING AND REPORTING

9.1 Maintenance Logs

Maintenance logs are an essential part of park management, as they document all regular and ad-hoc maintenance tasks performed on park facilities. These logs typically include information such as the date of the maintenance activity, the type of task performed (cleaning, repair, replacement, etc.), the person or team responsible, any equipment or materials used, and notes about the condition of the facility before and after the maintenance.

Table 9-1 Maintenance logs and activities

Sr. No	Date of Activity	Type of Activity	Description (Typical Examples)
1		Cleaning	<ul style="list-style-type: none">• Swept and removed debris from the area/structure.• Cleaned surfaces using appropriate cleaning agents.• Emptied trash bins and disposed of waste properly.• Removed any stains or marks from surfaces.• Inspected and cleaned fixtures, equipment, and amenities.• Ensured cleanliness and tidiness of the area/structure
2		Repair	<ul style="list-style-type: none">• Identified the specific issue requiring repair.• Assessed the extent of damage or malfunction.• Gathered necessary tools, equipment, and materials.• Conducted repairs according to established procedures.• Tested the functionality or structural integrity after repair.• Ensured that the repaired area/structure is safe and functional.
3		Replacement	<ul style="list-style-type: none">• Identified the item or component requiring replacement.• Verified compatibility and suitability of the replacement.• Procured the necessary replacement item.• Removed the old or damaged item/component.

			<ul style="list-style-type: none"> • Installed the new item/component following proper procedures. • Checked functionality or appearance after replacement
4		Any other task	

This data is valuable in tracking the frequency and quality of maintenance work, identifying patterns in facility degradation, and forecasting future maintenance needs. Maintenance logs also help in ensuring accountability among the maintenance team, promoting efficient use of resources, and demonstrating compliance with maintenance standards. These logs should be updated consistently and kept in a secure, easily accessible format—either digitally or in a physical logbook.

The supervisor should review the assigned tasks weekly and weekly reports should be submitted by the supervisor to higher officer say Chief Officer or MO (I&S) (whoever is responsible for O & M of parks).

9.2 Incident Reports

Incident reports are used to document any unusual or unexpected events in the park that negatively impact safety, operations, or user experience. This can include accidents, damage to facilities, security issues, environmental incidents, and more. An incident report should provide a comprehensive account of the incident, including the date and time, a detailed description of what happened, the people involved, any witnesses, the response actions taken, and any resulting injuries or damage. Photographs or other evidence should be included where possible.

These reports help in identifying risks and vulnerabilities in the park, inform improvements in safety measures and protocols, and serve as a record in case of legal or insurance claims. Incident reports should be completed as soon as possible after the incident, and kept in a secure, organized system for easy retrieval when needed.

9.3 Annual Reports

Annual reports provide a summary of the park's operations, achievements, challenges, and financial performance over the past year. This report generally includes sections such as an overview of the park's services and facilities, major maintenance and improvement activities carried out, incidents and responses, visitor statistics, community engagement activities, financial statements, and future plans. The report provides valuable insights for park management, elected officials, and the public about the park's performance and progress towards its goals. It also helps in strategic planning, resource allocation, and demonstrating transparency and accountability to the public.

Preparing the annual report involves gathering and analyzing data from various sources, including maintenance logs, incident reports, financial records, visitor surveys, and more. The report should be written in a clear, concise, and professional manner, and made publicly accessible—such as on the park's website or at the park office.

10 TRAINING AND DEVELOPMENT

10.1 Staff Training Programs

All of manpower belong to a special trade and professions. If trained professionals are not available, then the existing workers will have to be trained for doing their job skillfully. The training needs for different personnel can be identified and training programmes chalked out. Different organizations are available who can conduct training of such workers.

The supervisor and the "malies"/gardeners should be trained in maintenance of parks and horticulture because they are to dress up the parks and they play the most important role in development and maintenance of a park. The other professions such as electricians, mechanics, and plumbers are available in market and no problem will be experienced in procurement of such a manpower.

The officer in charge may chalk out the training needs of such persons and search an organization in the market which can impart such trainings.

10.2 Professional Development Opportunities


11 EQUIPMENT AND TOOLS

The common equipment and tools used for maintenance of part are listed in Table 11-1 below.

Table 11-1: Equipment and Tools

Name	Description	Picture
<p>Mowing Equipment</p>	<p>Lawnmowers are essential for maintaining the grassy areas of the park. There can be different types of mowers, like push mowers, riding mowers, or large-scale mowers for vast areas.</p>	
<p>Leaf Blowers</p>	<p>These are used to remove leaves and other debris from the park grounds, paths, and play areas.</p>	
<p>Edgers and Trimmers</p>	<p>These are used to maintain neat edges around paths, flower beds, trees, and fences.</p>	
<p>Pruning Tools</p>	<p>Hand pruners, loppers, pruning saws, and pole pruners are used to maintain and shape the trees and shrubs.</p>	

Name	Description	Picture
<p>Garden Tools</p>	<p>Shovels, rakes, hoes, and trowels are used for planting, weeding, and general ground maintenance.</p>	
<p>Sprinklers/Irrigation Systems</p>	<p>These are used to ensure the plants are watered adequately.</p>	
<p>Trash Management Tools</p>	<p>Garbage cans, recycling bins, and trash pickers are used for maintaining cleanliness in the park.</p>	
<p>Safety Equipment</p>	<p>Personal protective equipment (PPE) such as gloves, safety glasses, and sturdy boots are necessary for the safety of the maintenance crew.</p>	

Name	Description	Picture
Shredder	<p>Chipper Shredders In parks where there is a lot of trees trimming debris and other woody waste, chipper shredders are frequently utilized.</p> <p>Leaf Shredders For parks that experience a large influx of leaves during specific times of the year, leaf shredders are a great choice.</p> <p>Green Waste Shredders In order to make composting and mulching easier, these shredders are optimized for processing a wide variety of green waste.</p>	

11.1 Storage and Security of Tools

The storage and security of tools in municipal parks are crucial to ensure their safety, longevity, and availability for park maintenance and operational activities. Here are some considerations and procedures related to the storage and security of tools in municipal parks:

- I. **Dedicated storage area:** Municipal parks typically have designated storage areas or facilities where tools are kept when not in use. These storage areas may include tool sheds, storage rooms, or lockable cabinets specifically designed to accommodate various types of tools. The storage area should be secure, well-organized, and easily accessible to authorized personnel.
- II. **Controlled access:** Access to the tool storage area should be limited to authorized park staff or maintenance personnel. This helps prevent unauthorized individuals from tampering with or misusing the tools. Park management should establish protocols and mechanisms to ensure that only trained and responsible personnel have access to the storage area.
- III. **Locking mechanisms:** Storage areas should be equipped with secure locking mechanisms, such as padlocks, combination locks, or keycard systems, to prevent theft or unauthorized access. Keys or access codes should be provided only to authorized personnel and kept secure. Regular inspection and maintenance of the locks are necessary to ensure their effectiveness.
- IV. **Inventory management:** It is essential to maintain an updated inventory of all tools and equipment stored in the park's storage area. This inventory should include details such as tool descriptions, quantities, serial numbers (if applicable), and their assigned locations. Regular checks and audits should be conducted to verify the inventory and identify any missing or damaged tools.
- V. **Organization and labeling:** Tools should be properly organized and labeled within the storage area. This makes it easier for park staff to locate specific tools when needed and helps prevent loss or confusion. Grouping tools by type or function and using clear labels or markings on shelves, drawers, or storage containers can enhance efficiency and organization.
- VI. **Maintenance and care:** Regular maintenance and care of tools are essential to ensure their longevity and optimal functionality. Tools should be cleaned, inspected, and repaired or replaced as needed. Proper storage conditions, such as protecting tools from exposure to moisture, extreme temperatures, or direct sunlight, should be maintained to prevent damage.

- VII. **Training and supervision:** Park staff should receive proper training on the safe handling, storage, and maintenance of tools. They should be familiar with the specific procedures and protocols established by the park management for tool storage and security. Regular supervision and monitoring can help ensure compliance with these procedures and identify any potential issues or concerns.
- VIII. **Reporting and incident response:** In the event of theft, damage, or loss of tools, a clear reporting and incident response procedure should be in place. Park staff should promptly report any incidents to the appropriate authorities and document the details, including the type of tool, serial number (if applicable), and any relevant information that could aid in recovery or insurance claims.

11.2 Equipment/Tools Inspection

Equipment and tool inspection in municipal parks is an important aspect of maintenance and safety protocols. Regular inspections help identify any issues or defects with the equipment and tools used in park operations, ensuring their proper functioning, and minimizing the risk of accidents or failures. Here are some considerations and procedures related to equipment and tool inspection in municipal parks:

- I. **Inspection schedule:** Establish a predetermined schedule for equipment and tool inspections. The frequency of inspections may vary depending on factors such as the type of equipment, frequency of use, and manufacturer's recommendations. Regular inspections may be conducted monthly, quarterly, or annually, with more frequent inspections for critical or high-risk equipment.
- II. **Inspection checklist:** Develop a comprehensive checklist that covers all relevant aspects of equipment and tool inspection. The checklist should include items such as physical condition, cleanliness, functionality, safety features, proper labeling, and any specific criteria relevant to the equipment being inspected. This helps ensure that all essential components are examined during the inspection process.
- III. **Trained inspectors:** Assign trained personnel who are familiar with the equipment and tools to conduct inspections. These individuals should have a good understanding of the inspection checklist, safety standards, and the specific requirements of each piece of equipment. Training may include manufacturer-provided guidelines, industry best practices, and any regulatory requirements.
- IV. **Visual inspection:** Perform a visual inspection of each piece of equipment or tool. Examine the physical condition, including any signs of wear and tear, damage, rust, or corrosion. Check for loose or missing parts, frayed cables or cords, and signs of tampering. Ensure that safety labels and warning signs are intact and legible.
- V. **Functional inspection:** Test the functionality of the equipment and tools. Verify that they are operating as intended and performing their designated tasks effectively. This may involve starting engines, testing power tools, checking battery levels, or operating safety features. Pay attention to any abnormal noises, vibrations, or malfunctions during the inspection.
- VI. **Documentation:** Document the results of each equipment and tool inspection. Maintain a record that includes the inspection date, inspector's name, equipment/tool identification or serial numbers, findings, and any corrective actions taken. Documentation helps track the maintenance history of the equipment and serves as a reference for future inspections.
- VII. **Repair and maintenance:** If any issues or defects are identified during the inspection, initiate appropriate repair or maintenance procedures promptly. This may involve replacing damaged parts, lubricating mechanisms, cleaning filters, or scheduling professional repairs when

needed. Follow manufacturer recommendations and guidelines for maintenance and repair tasks.

- VIII. **Compliance with regulations:** Ensure that all equipment and tools meet relevant safety regulations, standards, and certifications. This may include adherence to local, state, or federal guidelines, as well as industry-specific requirements. Regular inspections help identify any non-compliant equipment, allowing for necessary actions to bring them into compliance.

11.3 Inventory

Maintaining an accurate and up-to-date inventory of equipment and tools is crucial for effective management and maintenance of public park services. Here are some best practices:

- I. **Cataloging Equipment:** All equipment and tools should be clearly cataloged. The catalog should include details such as the item's name, model, serial number, purchase date, expected lifespan, location, and the person responsible for it. If the item requires regular maintenance or inspections, these details should also be included.
- II. **Use of Technology:** Consider using inventory management software to keep track of your equipment. These systems can automate many of the inventory management processes, making it easier to add new items, check equipment status, schedule maintenance, and generate reports. Barcoding or QR coding equipment can make it quick and easy to update the system.
- III. **Regular Audits:** Conduct regular inventory audits to ensure your records match the actual state of your equipment. This will help you identify any missing, damaged, or excess equipment, and ensure that all items are in their proper locations.
- IV. **Maintenance and Inspection Records:** Keep detailed records of all maintenance and inspections performed on each piece of equipment. This can help you track the equipment's condition, plan for future maintenance, and identify when it might be time to replace it.
- V. **Proper Storage:** Store equipment properly to prolong its lifespan and ensure it is ready to use when needed. This might involve cleaning the equipment before storage, storing it in a dry and secure location, and organizing it in a way that makes it easy to find and access.
- VI. **Training:** Ensure that all staff are trained in proper equipment use, storage, and maintenance. This not only prolongs the life of the equipment but also ensures the safety of the staff.
- VII. **Disposal of Equipment:** When equipment reaches the end of its useful life or is no longer needed, have a process in place for disposing of it safely and responsibly. This could involve selling it, donating it, recycling it, or disposing of it according to environmental regulations.
- VIII. **Procurement Planning:** Use your inventory data to plan for future equipment needs. Look at the lifespan of your current equipment, consider upcoming projects or changes in park services, and budget for necessary purchases.

Following these best practices can help you manage your equipment more efficiently, save money, improve park maintenance, and ensure the safety of your staff and park visitors.

11.4 Equipment/Tool Maintenance Records

Maintaining detailed and accurate records for equipment and tool maintenance is critical for the smooth operation of public park services. These records help to track the condition of the equipment, plan for future maintenance or replacement, ensure safety, and demonstrate compliance with maintenance standards and regulations. Here are some best practices for keeping these records:

- I. **Consistent Documentation:** Document every maintenance activity, no matter how small. This includes routine inspections, cleaning, repairs, replacements, and any other actions taken to maintain the equipment. The documentation should include the date of the activity, the person responsible, a description of what was done, and any observations or issues noted.
- II. **Use of Technology:** Utilize maintenance management software or a computerized maintenance management system (CMMS) to automate and streamline record-keeping. These systems can store all maintenance data in one place, make it easy to update and retrieve records, automate scheduling of preventive maintenance, and generate useful reports.
- III. **Standardized Format:** Use a standardized format for all maintenance records. This makes it easier to compare data over time and across different pieces of equipment. The format should include fields for all necessary information, such as equipment details, the type and date of maintenance, any parts used, and notes on the equipment's condition.
- IV. **Tracking Lifespan:** Keep track of each piece of equipment's age and expected lifespan. This can help you anticipate when the equipment might need major repairs or replacement, and budget for these costs.
- V. **Safety Checks:** Record all safety inspections and any actions taken to address safety issues. This is particularly important for equipment such as playground structures, machinery, and vehicles, where safety is a major concern.
- VI. **Training Records:** Document any training given to staff on equipment maintenance. This helps to ensure that all staff are competent in maintaining the equipment and can also be useful in case of audits or inspections.
- VII. **Review and Update:** Regularly review and update your maintenance records to ensure they remain accurate and useful. This might involve checking for any missing or incorrect information, updating the status of equipment after maintenance, or adding new pieces of equipment to the system.
- VIII. **Secure and Back Up:** Keep your maintenance records secure to protect against data loss or unauthorized access. This might involve password-protecting your digital records, keeping physical records in a locked location, and regularly backing up your data.

By following these best practices, you can keep your park equipment in good condition, ensure safety, optimize your maintenance operations, and make informed decisions about equipment management.

12 ANNEXURES

12.1 Annexure – A

Table 12-1 O&M tasks and check time period

O & M Tasks		Check time period
1	Watering & Irrigation	
1.A	Tube well	D
1.B	Water Supply from municipal system	D
1.C	Underground water tank	M
1.D	Pumping unit	D
1.E	Distribution pipelines	M
1.F	Valves	M
1.G	Sprinkler system	M
2	Landscaping & Plantation	
2.A	Grass beds	D
2.B	Flower beds	D
2.C	Hedges	D
2.D	Plants	D
2.E	Pesticides spray	As per need
3	Lights	
3.A	Poles and masts	M
3.B	Cables	3M
3.C	Brackets and lights	M
3.D	Bulbs and tubes	D
3.E	Control units	M
4	Structures	
4.A	Buildings	3M
4.B	Fountains & water fall structure	3M
4.C	Walkways	3M
4.D	Bridges & culverts	3M
4.E	Boundary wall & gate	6M
4.F	Toilets	3M

O & M Tasks		Check time period
4.G	Lakes & brooks	3M
5	Mechanical equipment	
5.A	Pumping units	D
5.B	Swings	W
5.C	Children games	W
5.D	Fixtures	W
5.E	Benches	M
6	Sanitation & water supply	
6.A	Litter bins	D
6.B	Toilet fixtures	W
6.C	Sewerage system	3M
6.D	Vegetation cuttings & disposal	D
6.E	Drinking water	D
6.F	Water pipes	3M

D-Daily, W-Weekly, M-Monthly, 3M-Quarterly

The results of checking and inspections should be properly recorded, and steps taken to maintain and repair the components which behave abnormally. Speedy repair and replacement of the components should be done.

12.2 Annexure – B

Community Services and Engagement Form

Date: _____

Community Services and Engagement Initiatives

Name of Initiative: _____

Description: _____

Target Community: _____

Goals and Objectives: _____

Planning and Preparation

Timeline: _____

Resources Required: _____

Budget Allocation: _____

Stakeholder Collaboration

Stakeholder Name: _____

Role and Contribution: _____

Implementation

Activities and Events

Activity/Event Name: _____

Date and Time: _____

Description: _____

Volunteers

Volunteer Recruitment: _____

Volunteer Roles and Responsibilities: _____

Volunteer Training: _____

Communication Channels

Website: _____

Social Media Platforms: _____

Flyers/Posters: _____

Marketing and Promotion

Strategies: _____

Target Audience: _____

Evaluation and Feedback

Evaluation Criteria

Effectiveness of the Initiative: _____

Community Feedback: _____

Impact on the Community: _____

Feedback Collection Methods

Surveys: _____

Focus Groups: _____

Interviews: _____

Analysis and Reporting

Data Collection and Analysis: _____

Report Preparation: _____

Recommendations for Future Initiatives: _____

Lessons Learned

Key Takeaways: _____

Successes and Challenges: _____

Improvements for Future Initiatives: _____

12.3 Annexure – C

Special Event Management Form for Public Parks

Event Details:

Event Name: _____

Event Date: _____

Event Time: _____

Event Duration: _____

Expected Number of Attendees: _____

Event Purpose/Description: _____

Organizer Details:

Organization Name: _____

Contact Person: _____

Contact Email: _____

Contact Phone Number: _____

Event Setup:

Preferred Park Area for the Event: _____

Event Setup Start Time: _____

Event Teardown End Time: _____

Event Activities:

Description of Activities: _____

Equipment/Supplies Needed: _____

Safety and Security:

Security Measures: _____

Emergency Contact Person: _____

Additional Requirements:

Waste Management Plan: _____

Noise Control Measures: _____

Parking Arrangements: _____

Accessibility: _____

Acknowledgment:

By submitting this form, the event organizer agrees to comply with all park regulations and guidelines, as well as any additional requirements set forth by the park authorities. The organizer also assumes responsibility for any damages or incidents that may occur during the event and agrees to indemnify the park and its management from any liability.

Signature: _____

Date: _____