



Park and Recreation Commission

City of Arts & Innovation

TO: HONORABLE COMMISSIONERS **DATE: JANUARY 30, 2023**
FROM: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT
SUBJECT: PARK MAINTENANCE 311 PROCEDURES UPDATE

ISSUE:

Presentation to the Park and Recreation Commission on the 311 Park Maintenance Procedures.

RECOMMENDATIONS:

That the Park and Recreation Commission provide feedback on the 311 Park Maintenance Procedures Presentation and receive the report for file.

BACKGROUND:

On August 15, 2022, Commission Members requested an update on the 311 Park Maintenance procedures during the Parks and Recreation Commission.

DISCUSSION:

The City's 311 Call Center is the central contact point for the public to access and report non-emergency City services, information, and service requests. The public can access and report non-emergency items to the 311 system through the City's website, mobile application, or by phone for easy access. 311 operators receive all non-emergency calls. Issues such as graffiti, vandalism, broken glass, and broken lights in the parks will be sent to the parks division staff to be resolved. Parks staff receive anywhere between 150 - 200 requests monthly generated through the 300 Call Center..

Parks division staff is working on maximizing opportunities where the 311 system can assist in streamlining the process for work order management, budget tracking, and inter-department reporting. The Parks department continues to work toward creating an efficient report system, prompt service requests processing, and a tracking system to address the ongoing needs of our park system and community.

STRATEGIC PLAN ALIGNMENT:

The 311 Park Maintenance Procedures contributes to **Strategic Priority 1 – Arts, Culture**

and Recreation and supports **Goal 1.3** – Improve parks, recreational amenities, open space development, and fulfill critical lifecycle and facility needs.

The item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – The 311-report update maintains transparency and engages the community and the Park and Recreation Commission with timely information. Activities and actions displayed in 311 serve the public interest, benefit the City's diverse populations, and result in the greater public good.
2. **Equity** – The park maintenance 311 procedure promotes equity throughout the city by enhancing safety in neighborhoods and local parks for the community.
3. **Fiscal Responsibility** – Maintaining City parks, landscapes and their infrastructure support Parks' efforts to minimize inefficiencies and maximize reliability.
4. **Innovation** – The parks maintenance 311 procedure is inventive and timely in meeting the community's changing needs concerning safety and welfare throughout parks and neighborhoods.
5. **Sustainability & Resiliency** – The parks maintenance 311 procedure is committed to meeting the needs of the present without compromising the needs of the future and ensuring the City's capacity to persevere, adapt and grow during good and difficult times.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

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Approved by: Pamela M. Galera, Parks, Recreation and Community Services Director

Attachment: Presentation