

Chapter 5.0

Parks management

5.1 Management

The RPP is designed to assist with future park management, noting the links between recreation parks planning, operational management and maintenance which are vital to the long-term sustainability of the recreation parks network. Through a review of current levels of provision and service, including identified over-service and shortfalls, the RPP is essential to manage council's recreation park assets. Council's existing management framework consists of capital works programs, asset management plans, local laws and maintenance service levels.

Capital works programs

Council's capital works programs deliver funding for strategic land acquisition and development of recreation parks on an annual basis. They also include plans for the renewal or replacement of existing parks infrastructure. To achieve the outcomes outlined in council's strategic policies the funding and scheduling of these programs should align with the priorities outlined in this plan and other endorsed policy documents.

Male blue-faced honey eater

Asset management

Asset management planning is a comprehensive process that ensures services and infrastructure are delivered in a financially sustainable manner. Asset management plans provide information about infrastructure assets and the actions required to provide an agreed level of service in the most cost-effective manner. These plans define the services to be provided, how the services are delivered and what funds are needed to deliver the services.

Council has developed a Parks and Gardens Asset Management Plan 2017/18 – 2022/23 that covers the SCC's recreation park infrastructure assets. These assets include recreation parks throughout the Sunshine Coast that enable people to use the region's open space network. The Parks and Gardens Asset Management Plan 2017/18 – 2022/23 is used to guide and demonstrate responsive and sustainable management of park assets, including:

- the services provided by park assets
- compliance with regulatory requirements
- strategies and funding required to provide the required levels of service.

Modelling within this plan is completed to represent a 10 year planning period. A full revision of the RPP is required every five years (minimum) with financial information updated annually.

This plan will also assist Council during asset renewals by providing a framework to determine whether the asset is still required to support park function. Demographic information found in the documents that support this plan will also help to determine whether the asset is still appropriate for the intended user catchment, and if not, will help guide provision of a new, more appropriate asset.

Local laws

Local laws have a significant role in the management and regulation of open space from animal management to environmental health and safety. Enacted under the Local Government Act 2009 (Qld), local laws reflect community needs and ensure good governance.

Local laws assist Council with the management of our parks by providing additional regulation for particular park uses (ie. dog exercise). This ensures enjoyment of our recreation parks by the entire community.

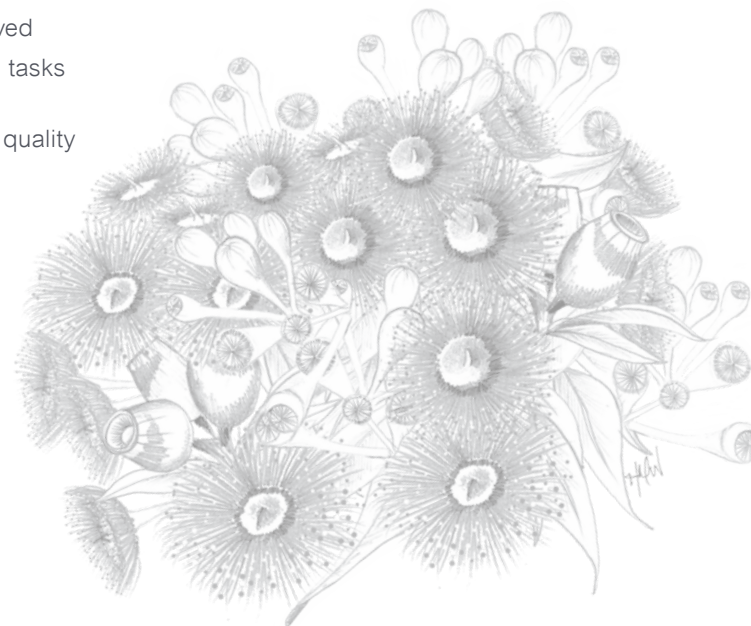
Service levels

Recreation park service levels and specifications guide the maintenance of parks assets. These service levels are based on the categories of parks established in the ELS, including:

- amount and frequency of maintenance
- maintenance standards and outcomes achieved
- specification of operational and maintenance tasks for contractors and internal crews
- monitoring of maintenance performance and quality evaluation
- CRM response times and targets.

The key to managing future demand and accommodating growth is delivering operational maintenance services more efficiently. Council conducts reviews of service levels to achieve efficiency, balance maintenance performance, manage service costs and mitigate risks. Modelling of service costs and reviewing service levels, schedules and quality standards, enables the best use of resources within financial constraints. Service level reviews include analysis of the following:

- unit rates for delivery of maintenance services
- resources for management areas
- costs for current levels of service
- historic growth in assets and service costs
- forecast growth and future demand.



Service standards

P&G service standards define the frequency of maintenance and are an assessable guide for the operation and management of park assets.

P&G service levels, standards and specifications influence:

- service level and frequency of maintenance
- maintenance standards and outcomes achieved
- specification of operational and maintenance tasks for contractors and internal crews
- monitoring of maintenance performance and quality
- CRM response times and targets.

Service planning

Delivery of operational services by P&G is informed by modelling and analysis of service outcomes, resource requirements and costs.

P&G service planning enables:

- development of schedules and programming of operational activities
- integration with council's geographical information system (GIS) and asset information systems
- modelling of service outcomes and labour, plant and resource requirements
- analysis of costs and budget forecasting.

Table 19: Service standards and planning

 <p>Service levels and CRM response</p>	<p>Levels of service matrix</p> <p>Site assessment framework, service frequencies and response times for asset maintenance in Parks and Gardens management areas</p>
 <p>Service standards and specifications</p>	<p>Assessable quality standards</p> <p>Defined maintenance outcomes, service specifications, quality standards and operating procedures</p>
 <p>Performance and quality evaluation</p>	<p>Service evaluation criteria and checklists</p> <p>Service quality evaluation tools, performance auditing and reporting mechanisms</p>
 <p>Service schedules</p>	<p>Schedules and programming</p> <p>Parks operations, asset maintenance and condition auditing schedules and programs</p>
 <p>Mapping and asset information</p>	<p>Mapping and asset information</p> <p>Service delivery mapping and asset information integrated into GIS and strategic asset management systems</p>
 <p>Cost analysis and financial forecasts</p>	<p>Cost analysis and budget forecasting</p> <p>Service cost and growth modelling, budget analysis and long term financial forecasting</p>



Figure 9: Service level planning flow chart