



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Julie Edmonds-Mares

SUBJECT: SEE BELOW

DATE: December 9, 2011

Approved

Date

12/9/11

SUPPLEMENTAL

**SUBJECT: SUPPLEMENTAL REPORT ON REQUEST FOR PROPOSAL FOR
LANDSCAPING MAINTENANCE SERVICES FOR SMALL PARKS AND
CIVIC GROUNDS**

REASON FOR SUPPLEMENTAL

This supplemental memorandum provides an update on the status of implementing a contracted services delivery model for small park and civic grounds landscape maintenance. Pursuant to MBA #41 entitled *Alternative Service Delivery Proposals – Parks Landscape and Custodial Services*, the Department of Parks, Recreation and Neighborhood Services (PRNS) executed an interim landscape maintenance agreement on July 1, 2011, to provide these services. The interim agreement allowed the City to realize the cost-savings expected under the new model, while PRNS and the Finance Department conducted a formal Request for Proposals (RFP) process to secure a long-term vendor.

That RFP process is complete and staff's recommendation to contract with Bayscape Landscape Management, Inc., has already been submitted to the Mayor and City Council via separate report.

Despite this recommendation, it is important to note that staff's experience with the interim landscape contractor has been positive and that a similar experience is expected to continue with the new vendor. For the past five months, PRNS worked closely with the contractor to implement and validate the new service delivery model at the City's small parks and civic grounds. That effort has been highly successful, with the contractor providing routine landscape maintenance services (mowing, edging, leaf-blowing, etc.) and City staff providing more technical maintenance services (irrigation repair, playground repair, etc.) as needed. The City expects to continue to rely on staff to address non-routine landscape repairs and maintenance services in the future, which prove to be more costly when provided by the vendor. This approach is efficient and cost-effective and is supported by both the City's experience and Jensen's summary of performance to date.

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Summary of Performance

Overall, the contractor has provided acceptable services, displaying their strengths in delivering routine maintenance services and responding to customer complaints and issues. Initially, their quality and response times were lower than expected; however, their performance improved significantly over time, with a current 24-48 hour response time on newly reported issues. As would be expected of any new vendor, the need for assistance in identifying 97 park and civic ground locations, developing service schedules, and understanding the scope of the City's maintenance work presented some initial challenges that have since been resolved. Despite these challenges, only 10 resident complaints were submitted through PRNS' Park Concerns program (parkconcerns@sanjoseca.gov, 408-793-5510) over the past five months:

- Overflowing garbage cans
- Turf not mowed
- Pruning debris left in park
- Work starting prior to 7 a.m.
- Irrigation leaks
- Turf browning
- Graffiti

When City staff performed the service, approximately 18 similar complaints were received during this seasonal period in 2010. In addition, PRNS staff observed the following issues, which the contractor promptly addressed:

- Litter present
- Browning turf
- Overflowing trash cans
- Excessive leaf debris
- Graffiti
- Mowing of turf needed
- Reports of mid-day irrigation activity
- Irrigation breaks
- Excessive irrigation
- Weeds present
- Excessive rodent activity
- Lack of playground inspection

It is important to note that the majority of these issues occurred during July and August, which are high-use periods for City parks. In that context, the vendor followed prescribed maintenance schedules that called for servicing parks one to three days per week. When residents voiced concerns on non-scheduled days, staff relayed these to the vendor for immediate resolution. In the end, all concerns were adequately addressed by the vendor.

Staff expects similar success in the City's transition to Bayscape Landscape Management, Inc., with improved understanding and efficiency in managing implementation issues in the future.

/s/

JULIE EDMONDS-MARES
Acting Director of Parks, Recreation and
Neighborhood Services

For questions please contact Mike Will, Parks Manager, at 408-535-3582.