

Aquatic Maintenance Report

FY2025 Quarter 4: November 1 – December 31, 2024

Submitted by:

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Management Specialist I

Aquatic Maintenance Overview

Aquatic maintenance operations is responsible for the care and maintenance of all aquatic facilities.

1 PARTICIPATION STATISTICS

n/a

2 SURVEY RESULTS & ANALYSIS

The unit did not facilitate any surveys this quarter.

3 UNIT SUCCESSES & CHALLENGES

Areas where the unit succeeded this quarter include: 1) Winterizing all outdoor aquatic facilities; 2) Maintaining indoor pools at Smith Aquatic & Fitness Center and Crow Recreation Center; 3) Preventive maintenance for all indoor and outdoor aquatic facilities; and 4) Year-end repairs and inventory for all outdoor facilities.

Aquatic Maintenance crews are maintaining daily operations and chemicals for indoor pools located at Smith Aquatic & Fitness Center and Crow Recreation Center. Smith Aquatic & Fitness Center is open daily for aquatic programs, swim team practices, and open public swims. The pool at Crow Recreation Center is currently closed to the public but may be available for leased swim and diving team practices and for lifeguard certifications. All outdoor facilities have been winterized and are being monitored with limited maintenance. The outdoor facilities will be maintained throughout the winter at a limited capacity to keep pools clean, maintain chemicals to protect pool shells, and to prevent freezing of pipes.

Areas where the unit were challenged are as follows: 1) not operating at a fully staffed capacity (and lack of seasonal workers)

The Aquatic Maintenance team has been operating without an Aquatic Maintenance Supervisor since September 2024. The Management Specialist I has been acting as the maintenance supervisor since that time. The position was posted and interviews held in December 2024. An offer was made and accepted for the Aquatic Maintenance Supervisor position. Once this position has been filled, the maintenance crew will need to fill two seasonal positions. Seasonal staff are vital to maintain pool operations at the City's two indoor pools, two outdoor pools, and four spraygrounds during the summer months.

4 COLLABORATIONS

Annual only: n/a

5 BUDGETARY ANALYSIS

Annual only: n/a

6 UNIT OPPORTUNITIES

Three growth opportunities over the next quarter: 1) Development of SOPs for all aquatic facilities; 2) OSHA and CPR/First Aid training for all staff members in the unit by the end of the year; and 3) Have all new employees hired and fully trained for aquatic maintenance and daily operation of facilities before summer.

Downtown Mall Maintenance, Parks Custodial Operations, General Maintenance, & Building Maintenance Report

FY2025-Quarter 4: November 1- December 31,2024

Submitted by:

Clifton Doods

Management Specialist I

Downtown Mall Maintenance Overview

The Downtown Mall Maintenance unit oversees the day-to-day maintenance and custodial responsibilities of the Downtown Mall, UVA Corner District, and the three downtown area parks known as McGuffey, Market, and Court Square Parks.

Parks Custodial Operations Overview

The custodial unit provides the day-to-day cleaning of the parks, thoroughfares, prepares shelter reservations, and assistance with debris collection from the RTF system. In addition, this unit provides supplemental equipment support, such as chairs, tables, tents, and staffing for special events housed throughout the City of Charlottesville.

General Maintenance Overview

The General Maintenance unit oversees and executes small projects and repairs throughout the Parks system based on the internal Parks & Recreation ticket system. In addition to general maintenance, this unit manages grave marking for the City-owned graveyard, ballfield maintenance, and special event requests.

Building Maintenance Overview

The building maintenance unit oversees the preventative maintenance and repairs of assets located inside of Parks & Recreation facilities. This unit also addresses concerns or tickets submitted from the internal ticket system that pertain to areas not serviced by Facilities Maintenance.

1 PARTICIPATION STATISTICS

N/A

2 SURVEY RESULTS & ANALYSIS

The listed units did not facilitate or conduct any surveys for the quarter.

3 UNIT SUCCESSES & CHALLENGES

Downtown Mall, Custodial, General, & Building Maintenance Units

Areas where the units found success during the quarter include:

- 1) **Mall Maintenance:** During the review period, the Mall unit was successful at completing the maintenance associated with the transition to cooler weather. Maintenance during the quarter included leaf collection, winterization of the Downtown Mall (including all visual fountains, drinking fountains, and hose bibs), offboarding of seasonal staffing (12/6/24 departure date), and inclement weather equipment preparations. In addition to the preventative maintenance measures, the Mall unit coordinated its efforts for seasonal garland and banner installations to align with the Grand Illumination and Friends of Downtown Charlottesville uplighting project's press release ([Downtown Holiday Lights | Downtown Charlottesville](#)). Mall Maintenance has adhered to the previous quarter created maintenance plan.
- 2) **Custodial Unit:** For the Custodial unit, peak season has ended, signified by shelter reservations ending and deep cleaning and winterization of freestanding restrooms. Coordination with the cleaning contractors, General Maintenance unit, and the Custodial Unit held extreme importance for the completion of the winterization of the restrooms. Seasonal staff were separated from the unit in late November, reducing the crew to the three FTEs. One FTE will continue to conduct weekend work (Saturdays and Sundays).
- 3) **General Maintenance:** The General Maintenance Unit saw temporary transition of management during the quarter. With the notion of increasing efficiency, transparency, and workload management, the unit saw changes to how work was scheduled and digested from the Parks & Recreation internal ticket system. In addition, this unit played a significant part in the Grand Illumination. Staff conducted the transportation of the community tree, installation, decorations, and the associated electrical work to support the tree, mall garland, and Friends of Downtown Charlottesville uplighting/topiary light project. For the restroom winterization, the unit collaborated with both the Custodial and Mall Maintenance Units. Currently, there are two vacancies for the unit (Maintenance Specialist III & I) with Kenny Estes being promoted to a Maintenance Specialist IV for Building Maintenance. Daily ticket system work was completed per usual.

- 4) Building Maintenance: In addition to General Maintenance, Building Maintenance also saw a transition of management while also receiving a transferred employee from General Maintenance (Kenny Estes). The Building Maintenance unit shares the workload presented from the ticket system for internal building maintenance. The importance of communication was discussed and well received by this unit creating clarity on completed, current, and future projects or repairs and the ability to track this information. The Building Maintenance Unit collaborated with the General Maintenance Unit for the Grand Illumination needs and winterization throughout the parks system. Daily ticket system work was completed per usual for the unit.

Areas where the units were challenged are as following:

- 1) Variables such as lead time, supply availability, and equipment resulted in changes to initial scheduling.
- 2) Prior to the Grand Illumination, significant electrical work was needed to allow the Mall garland, uplighting, and community tree to be illuminated. Assessment of needs required collaboration between The Friends of Downtown Charlottesville and Mall Maintenance, with General Maintenance completing the task.
- 3) For the Custodial Unit, there have been continued efforts to address the debris left behind by the unhoused. Due to the uncertainty of personal articles or items to be disposed of, patience is essential and standard practice until the approval to collect can be obtained. In addition, and to avoid altercation and confusion on the said items to be collected, CPD has been continuously contacted for support. Encampments on the Riverview Trail, like many other wooded areas (e.g., Meadow Creek Disc Golf), continue to grow in number and size. This has a direct impact on this unit's workload.

4 COLLABORATIONS

Grand Illumination (General, Building, & Mall Units)

Friends of Downtown Charlottesville light (General& Mall Units)

Freestanding restroom winterization -internal/ external (General, Mall, & Custodial Units)

5 BUDGETARY ANALYSIS

Annual budgeting for these units. Constant monitoring of the budget is conducted to ensure overages are predicted and potentially avoided.

6 UNIT OPPORTUNITIES

For the applicable units, continuation with transparent communication, scheduling, and workload management would provide essential room for growth. In the coming year, the expectation of each unit's supervisor to gain control of the daily planner will be explored.

The creation of documented standards for how routine work is conducted is needed for each unit. A collective effort is needed from all applicable stakeholders for accomplishment.

Gauging if cross-unit efforts are possible to achieve a streamlined approach to the workload (e.g., General Maintenance assisting the Custodial Unit with heavy equipment for abandoned unhoused camps)

The General Maintenance Unit has two vacancies. There is an opportunity to change crew composition and culture in a progressive manner.



Quarterly Programming Report

November – December 2024

Clinic Programming ended 10/31/2024, returning in April 2025.

Participation - Private Lessons: ages 9+, 1hr+ each

Individual

November: 11 6

December: 3 4

Special Circumstances

Weather conditions, less daylight, end of playing season and the Holidays reduce the interest in golf related activities.

Golf Tournaments

- City Amateur 4 Ball
 - 11/02 & 03: 14 Teams, 28 participants
 - This Event had 60 participants in 2023

***NOTE: This Tournament was rescheduled twice due to poor course conditions. Originally scheduled for 8/10-11/24

Collaboration

- CPRD now has a working Agreement with AnyTime Golf – Charlottesville. Agreement provides access/use of their indoor studio which utilizes the Trackman 4 Simulator. Participants will pay a User Fee \$30 – single and \$40 couple directly to AnyTime Golf. CPRD will provide instruction and reserve the Simulator Bay.

Unit Opportunities

- Attended and completed Level 3.1 PGA/PGM Seminar, required for PGA Class A Certification

- 11/18 – 11/22, 8am – 5pm
 - 24 hours Facility Management 1
 - 16 hours Teaching & Coaching 1
- Continuing follow-up assignments