

Waterloo Park Operations

End of Year Report
January 2022

Prepared by Martin Nembhard

O&M Overview

WGC Staff

Martin Nembhard (Director of Park Operations)

Layne Tuttle (Facilities Maintenance Manager) - started July 2021

Adriane Horne (Horticulture Supervisor) - started November 2021

Contracted Services (providers) - coverage

10 Park Ambassadors (Downtown Austin Alliance) - daily shift coverage

Landscaping & Arbor Care - (Cleanscapes) - 1x/week and as needed. Tree inspections 2x/year

Wet Pond Maintenance (Oteka's Water Services) - biweekly

Pest Control (ABC) - weekly and as needed

Trash Removal (Texas Disposal Systems) - daily in season, 3x/week offseason

Overnight Security (Sentry) - nightly

Waterloo Park - O&M Coverage (daily staff headcount)

	<i>Sun</i>	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>
Park Ambassadors (6am to 2pm)	4	2	2	2	2	4	4
Park Ambassadors (2pm to 10pm)	4	2	2	2	2	4	4
Overnight Security (10pm to 6am)	1	1	1	1	1	1	1
Landscaping Crew (7am to 3pm)			4				
Park Management/Admin (8am to 5pm)	as needed	3	3	3	3	3	as needed

Team Roles & Responsibilities

- Park Ambassadors: Cleaning, maintenance, public safety, visitor interaction and engagement.
- Overnight Security: Unarmed guard for observational coverage, rule enforcement and site safety.
- Landscaping Crew: 4 person landscape crew on site for weekly horticultural maintenance.

Waterloo Park Stats

(Aug 14 through Dec 31, 2021)

- Total Visitor Count: **62,744**

Note: does NOT include special events, program and concert attendees.

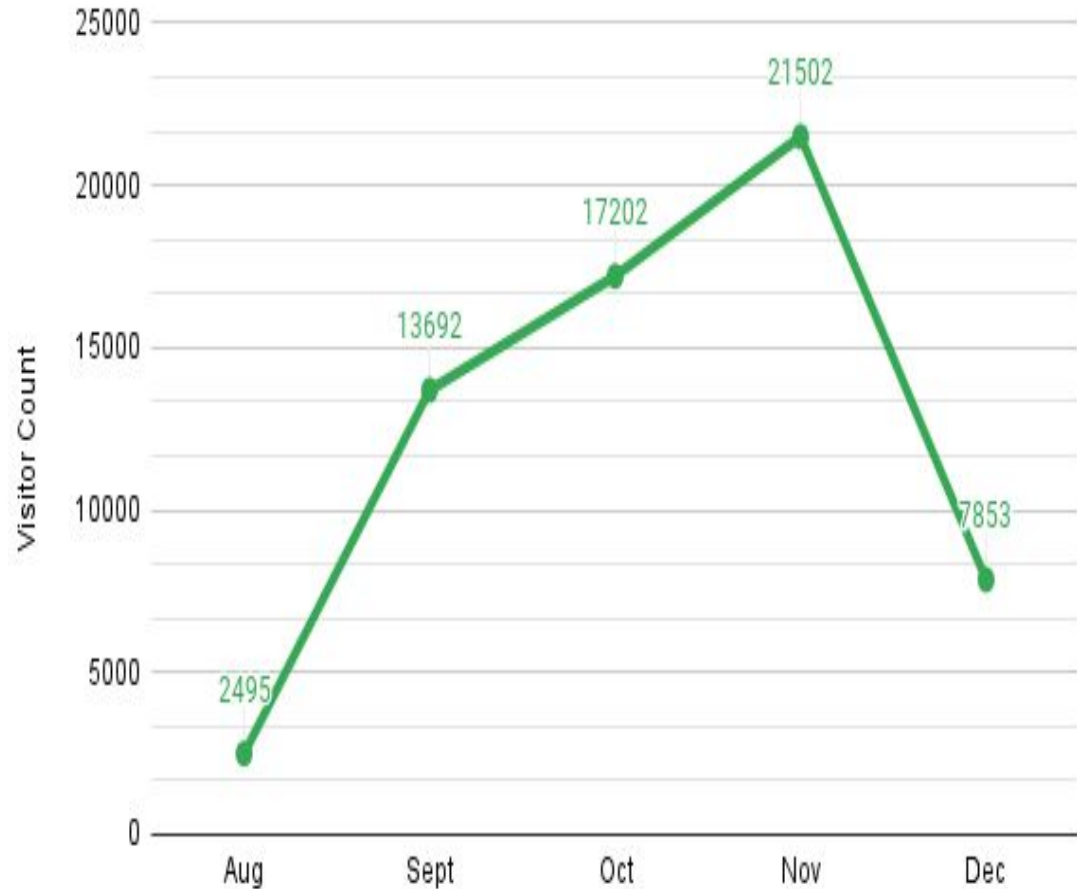
- Trash Volumes

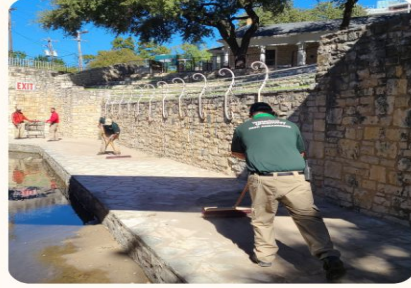
Recycling - 4,114 lbs

Landfill - 11,305 lbs

- Average restroom clean:
22x/day ~ 1.3x/hr

Waterloo Park 2021





Facilities Maintenance

Completed projects (2021)

- Replace flushometers throughout venue and parkland RR's- original flushometers not compatible w/ reclaimed water.
- FCU's (fan coil units) in venue condensation pump filters clogged- Disassembled, cleaned and reassembled units
- Installed temporary Skate stops on stair railing around park to deter skateboarders from damaging park property.
- Installed door stops throughout venue
- Repaired irrigation at Symphony Square - system was disconnected during freeze/snow event in February 2021
- Replaced all faucets @ parkland restroom area sink. - original faucets not durable enough to stand up to public use
- Installed temporary sewer vent line in loading dock area @ Amphitheater to reroute sewer gases. Also pumped out grease trap

Facilities Maintenance

Open Projects

- Loading Dock roll down gate repair - Gate was damaged during Creek Show in November and we are awaiting replacement parts
- Install trash/recycle compactor (due to be installed Feb. 1, 2022)
- Adjust parkland restroom gate - difficult to operate and needs modifications to design.
- Address multiple electrical issues w/ Alterman throughout park and venue - from lighting to in-ground power issues, to breaker issues, etc.
- Ongoing irrigation repair and adjustments - repair irrigation lines, heads, valves, etc., as necessary due to normal wear and tear, vandalism, incidental damage due to events, landscape maintenance, etc.
- Elevator door control - install keypad/key control to limit access into box office/security area within venue building.

Facilities Maintenance

Upcoming Projects (2022)

- Inspect, maintain playground equipment and EWF - will coordinate with PARD on this item. Fluff and/or add to or replace EWF as necessary
- Label irrigation, electrical and any other types of in-ground control boxes throughout the venue/parkland
- Develop a more robust preventive maintenance program for park and venue systems.
- Reconcile expiring warranties and replace with service maintenance contracts.

Horticulture

Completed Projects (2021)

- Tree Uplift - pruning, ball moss removal and old light removal completed in Aug 2021. Work was coordinated and supervised by PARD Forestry.
- Fire Ant Treatment - worked with Cleanscapes to apply PARD IPM approved treatments at affected areas throughout the park.
- Trap and release program for Nutria at Wetland Terrace

Horticulture

Upcoming Projects (2022)

- Topdressing and aerification of lawns - using cleanscapes to perform the annual application of topsoil and aerification of lawns to maintain the health and vitality of the grass. Work scheduled for Jan 24 - Feb 22
- Cut back of native grasses - annual maintenance of native grasses. Included in Cleanscapes contract, and will be used as an opportunity to engage volunteers
- Add stone path in Hill Country Garden - building a new section of matching limestone path to resolve a high traffic desire line in the landscape
- Mulching of all landscape beds and tree rings.
- Collaborate with design team to strategically replace/replenish areas of landscape.

Ops Admin

2021 Highlights

- Opened the Park to the public on August 14, 2021!
- Onboarding and site specific training for staff and Park Ambassadors - strong emphasis on hospitality and engagement through the lenses of diversity, equity and inclusion.
- Developed curriculum for and hosted Public Space Internship. This is expected to be an annual program.
2021's deliverable was a public facing Plant ID system
Please visit:
<https://waterloogreenway.org/plants/>
- Developed effective traffic, parking and security plans for large events and programs hosted at Waterloo Park.
- Created visible branding for staff uniform and equipment items.
- Ongoing collaboration with PARD, Watershed and other partner City agencies.

Ops Admin

2022 Plans/Goals

- Increasing professional development opportunities for staff through trainings and cross-functional opportunities.
- Expand curriculum for Public Space Internship.
- Develop and host an engaging volunteer program, primarily focused on landscaping needs..
- Expanded headcount - hire 2 Operations Coordinators to provide coverage for events and programs.
- Adding regular operational coverage of Waller Creek pathways from 10th to 12th Streets.
- Produce monthly Operations reports for Waterloo Park, to be shared with partner agencies.

