

Grounds Maintenance Coordination and Quality Assurance

May 2022

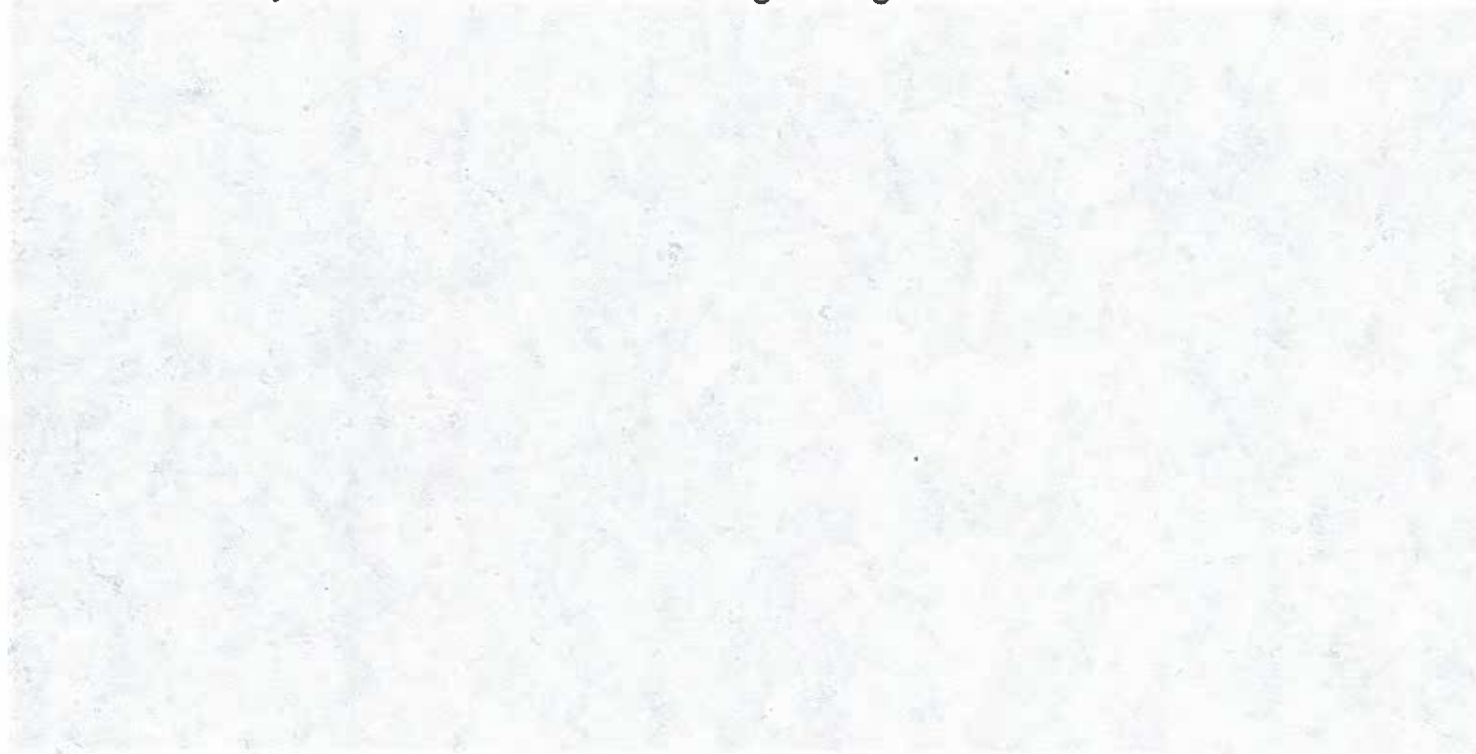
MowMap



Brandon M. Scott
Mayor

MowMap Overview and Purpose

- Provide a common operating picture of grounds maintenance-related work that needs to be completed within the City of Baltimore for the 2022 growing season



MowMap



- Includes citizen generated service requests and scheduled work
- Focuses on current and active work orders



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Quality Assurance and CleanStat



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Departments responsible for grounds maintenance and mowing

	Recreation & Parks (BCRP)	General Services (DGS)	Transportation (DOT)	Public Works (DPW)
Location Types	Parks	City owned properties	Medians and soft shoulders	Varies
No. of Locations	262	47	DOT: ~87 Vendor: ~350	n/a
Approx. Volume of Work	2,092 acres	28.1 acres	DOT: 50.6 acres Vendor: 361.3 acres	DPW: Varies Vendor: 400 work orders per month
Cycle Duration	1 week	2 weeks	2 weeks	2 weeks
Service Provider	BCRP Staff Vendor	Vendor	DOT Staff Vendor	DPW Staff Vendor



Grounds Maintenance Quality Assurance Overview and Purpose

- Since the 2021 growing season, citywide grounds maintenance quality assurance processes have been refined and consolidated to:
 - Implement standard practices and expectations around grounds maintenance quality assurance within the agencies who are responsible for grounds maintenance
 - Facilitate agencies developing quality assurance processes, including the use of photos, to assess the quality of service delivery
 - Implement processes and procedures for ongoing evaluation of grounds maintenance services in CleanStat



Citywide Grounds Maintenance Quality Assurance Process



- 1 Department Quality Assurance Procedures**
Regular, in-person inspections of work performed by in-house staff and contractors

- 2 CleanStat Inspections**
Biweekly inspections of randomly selected properties and grounds maintenance-related service requests using a combination of in-person and photo-based inspections

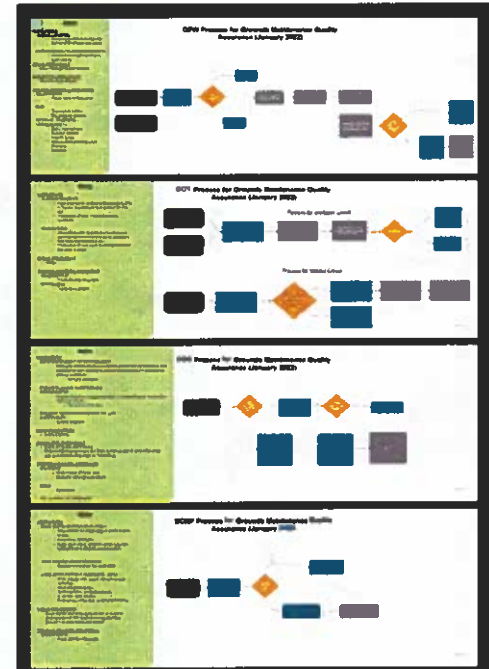


Department Quality Assurance Procedures



Agencies have developed in-house quality assurance standard operating procedures that address each of the following areas

- Inspections of serviced locations
 - Tracking work that is completed
 - Tracking which locations are inspected and when
 - Minimum number of locations to be inspected each cycle
 - How inspections are conducted
- Collection, storage, and use of photos in inspections
 - Before/after photo expectations
- Inspection findings
 - Addressing issues identified in department inspections, including follow-up inspections
 - Closure of work orders
- Communication and staffing
 - Identify assigned staff and responsibilities
 - How services from partner agencies are requested



CleanStat Inspections



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CleanStat Inspections: Criteria

Assessed Factors

- Evidence that grass was mowed to some degree
- Evidence that grass was mowed in all areas
- Evidence that grass edges was trimmed
- Evidence that flowerbed/tree pits were serviced
(Vegetation within the tree pit is not overgrown, litter is not present in the tree pit)
- No evidence of overgrown trees/shrubs
- Area was clear of grass/tree trimmings
- Area was clear of trash and litter
- Sidewalks are free of weed growth
- Area overall looks clean
- No evidence of other cleanliness issues in proximity to serviced area
(Overflowing trash cans, dirty streets, other dirty alleys, high grass and weeds, vacant buildings, etc.)
- Service area is near public transportation
- No public safety concerns in the vicinity of serviced area
(Anything that the city can address)

Pre Service Visits

Objective: To determine the initial state of the locations

Timeframe: Within 2 business days of the scheduled service date.

Applicable Agencies: BCRP, DGS

Outcome: Photos, filled out template, service requests

Post Service Visits

Objective: To determine if locations were serviced, the quality of the service, and the effectiveness of the Agency QA/QC process

Timeframe: Varies based on the Agencies QA/QC SOP

Applicable Agencies: DPW, DOT

Outcome: Photos, filled out template, service requests

Documentation

Collection Method: Photos, inspection template



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2021 Mowing Season: Sample Inspection Findings



BCRP Mowing: Inspection Findings

Source: CleanStat 14 - October 7, 2021

Measure	CleanStat 11 Post-Service Findings	Pre-Service Findings	Post-Service Findings
Evidence that grass was mowed to some degree	4/4 Locations	2/5 Locations	5/5 Locations
Evidence that grass was mowed in all areas	0/4 Locations	0/5 Locations	5/5 Locations
Evidence that grass edges were trimmed	4/4 Locations	2/4 Locations	4/5 Locations
Evidence that flowerbed/tree pits were serviced	1/4 Locations	0/5 Locations	4/5 Locations
No evidence of overgrown trees/shrubs	1/4 Locations	0/5 Locations	5/5 Locations
Area was clear of grass/tree trimmings	1/4 Locations	0/5 Locations	5/5 Locations
Area was clear of trash and litter	2/4 Locations	2/5 Locations	5/5 Locations
Sidewalks are free of weed growth	0/4 Locations	1/5 Locations	4/5 Locations
Area overall looks clean	4/4 Locations	3/5 Locations	5/5 Locations
No evidence of other cleanliness issues in proximity to serviced area	4/4 Locations	5/5 Locations	4/5 Locations
Service area is near public transportation	0/4 Locations	2/5 Locations	2/5 Locations
No public safety concerns in the vicinity of serviced area	4/4 Locations	5/5 Locations	4/5 Locations
Photos from Lorenz	4/4 Locations	0/5 Locations	5/5 Locations

Overall Findings:

Improvement in service can be seen through the repeat inspections of 4 parks where none of the parks appeared to be mowed completely in the CleanStat 11 inspections to all appearing to be mowed completely in the post service and 2 appearing to mowed in the pre-service inspection.

Weeding and trash removal also appears to have improved over time along with a decline in overgrown trees/shrubs.

Slide updated 9/28/21 with information obtained through CitiStat inspections.



BCRP Mowing Inspections: Druid Hill Park

Source: CleanStat 16 - November 10, 2021

Neighborhood: Druid Hill
 Scheduled Service Date: Wednesday, October 27
 Serviced by Lorenz

Specific address is 3001 East Drive

October 26 Observations

- Green spaces near courts and administration building are in good condition
- Some leaves on ground

October 27 - Scheduled Service Date Weather

27



Cloudy
Actual

73° | 52°

0 in

October 28 Observations

- Green spaces near courts and administration building remain in good condition
- Leaves noticeably absent in some areas

Codemap:



October 26 (Pre Service)



October 28 (Post Service)



Thank you!



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