



Thriving Communities

City Operations

Our vision, Our purpose, Our service

Presented by

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City Operations

Key Messages

Adelaide – The most liveable City in the World

City Operations

- Who are we?
- What do we do?
- What is our impact?



City Operations

Who we are

- City Operations (previously called Public Realm).
- 223 FTE and 10 Trainees.
- Annual Budget ~ \$30m.
- 5 Primary Functional Areas:
 - Park Lands and Horticulture.
 - Infrastructure Maintenance.
 - Cleansing and Waste.
 - Trades and Facilities.
 - Operations Support.



City Operations

Our Purpose - What we do

- We are proud to present and maintain the City of Adelaide as the most liveable city in Australia.
- We do this by working together to ensure the Assets of our City are clean, green, safe, well presented and maintained.
- Our assets include Streets, Footpaths, Buildings, Lighting and Electrical, Urban Elements (seating, fountains, bins, barbecues, playgrounds, statues, memorials etc) Park Lands and Squares, (and all other public spaces), River and Torrens Lake.
- We strive to deliver with minimal disruption on our community and to deliver consistent, repeatable and high quality outcomes and in doing so, offering exemplary and unique customer experiences.
- One simple target that aligns to our values is;
 - Create Value – deliver quality, do what you say you will do and then do the little extra things that delight customers and demonstrate value for money.

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Park Lands Maintenance

- Maintain 776ha of park lands, open space and garden beds
- Roughly twice the size of Central Park in New York and five times the size of Hyde Park in London!



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Park Lands Maintenance

- Care for 150,000 park land trees and 7,000 street trees.
- Prune in excess of 25,000 rose bushes per annum.
- 80,000 annuals are grown and planted each year.
- Mow 540ha of turf and edge over 151kms of turf.
- Maintain 75kms of shared paths and bike tracks.
- Look after 10,500 sprinkler heads on irrigation systems.
- Recycle in excess of 600m³ of Green Organics (fortnightly).
- 11 Playgrounds.
- 2 Dog Parks.
- 3 Fitness Tracks.



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Infrastructure Maintenance

- Maintain over 1 million m² of road (equivalent to 1 sq Km), footpath, kerb and water table assets.
- Maintain over 125 stormwater infrastructure assets and 4,000 catch pits.
- Ensure our roads and paths are in good service providing for safe and inclusive modes of thoroughfare throughout our beautiful city.
- Deliver Minor Projects and Renewal Projects as required.



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Cleansing and Waste

- Service over 800 public litter bins and 250 butt out bins.
- Cleanse over 97kms of roads and 87kms of footpaths daily.
 - Equivalent to driving from Tarntanyangga (Victoria Square) to Hahndorf six times.
- Compost over 900 Tonnes of street sweepings.
- Recycle 12,000kg of e-waste each year.
- Over 5,000m³ cardboard from businesses recycled annually.
- Maintain / Clean 50 BBQ's.
- Proactively remove graffiti across the city (internally recognised as an example of great teamwork – TAG Award).



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Trades and Facilities Maintenance

- Maintain and clean over 146 CCTV cameras.
- Maintain 1,600 seats.
- Care for over 197 buildings.
- Maintain over 300 parking ticket machines.
- 19 Gross pollutant traps help to collect pollutants ensuring rubbish and debris is removed from our waterways and prevented from reaching the ocean.



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Operations Support

- Radio Room and asset monitoring (Weir).
- Stores warehousing and logistics.
- Facilitate recruitment and onboarding of staff and contractors.
- Contract management support.
- After Hours customer service for CoA.
- Centralised administration for City Operations.
- Co-ordination of training, licencing and mandatory accreditation.
- Asset Management Systems support.



City Operations

Current Issue : Impacts of COVID-19

- Whilst COVID-19 has impacted teams, flexibility and adaptability has been key in providing continued service and business continuity.
- Teams have reorganised themselves noting the impacts of Covid and close contact with the implementation of split shifts – commencing 15 minutes apart to ensure no over-crowding in buildings or beginning/end of shifts.
- In order to further reinforce the team to address this issue, we have been engaging additional temporary labour resources if and when required to support our services.



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Autumn: Seasonal Leaf Fall Activity

- Leaf fall is a priority for the Waste and Cleansing team. All available resources (machinery and team members) are directed to keeping the streets as clean and free of leaf as possible.
- Greater than normal this year due to climatic conditions and regular rainfall during the warmer months created ideal growing conditions.
- We operate a dedicated truck operating on catch pit cleaning, operating sweepers and blowers to clear as much leaf fall as possible (primarily to avoid drainage blockages).
- We are completing up to 10 loads per sweeper per day, which is a significant undertaking.
- To increase productivity, we are utilising Veale Gardens and the Nursery as priority tip off points for sweepers to achieve shorter turn-a-round times increasing the number of loads of leaves removed from streets each day.
- It is anticipated leaf fall will continue until late June.



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Considerations

- High design specifications = high maintenance.
 - e.g. black granite paving and granite/slate paving have higher than average maintenance costs.



City Operations

Highlights

Preparation for ANZAC Day.

- Consisting of a few weeks' worth of intensive preparation.
- Team members dedicate their weekends and commence work as early as 2am to undertake preparatory cleansing and maintenance tasks including but not limited to:
 - preventative measures to protect the city from graffiti attacks.
 - attending to public toilets.
 - undertake leaf blowing/removal and street sweeping.
 - garden and tree maintenance.
 - annual bed preparation.
 - street furniture maintenance and repair.
 - litter removal.
 - footpath and roadway repairs as required.



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Highlights

- Fringe.
- East End Unleashed.
- Australian International 3 Day Event.
- Street Parties.
- Christmas in the City.



What our community is saying

We wish to compliment those who are responsible for maintaining our beautiful city parks. Most days we walk through Rundle Park & realise how fortunate we are to live near these lovely gardens.

- Peggy & Paul

I was staying recently in North Adelaide and had the chance to visit many of the parks and squares. I would like to compliment your gardeners and keepers on the lovely green spaces particularly Wellington square. After months of drought and dust it was a joy to see green grass and beautiful trees and roses. Yes all European and exotics but looked after well. It was so nice to walk the dog or just sit under a tree with a book and enjoy. Thankyou.

- Ingrid

We just wanted to say thank you for the work completed on the river bank and the laying of pavers at the side of the Café.....both look amazing. People are using the terraced steps on the river bank to sit on which is great to see. We are receiving many compliments from the public about the paving and singing Council's praises in our responses.

- Christine

A brief note to thank the team of workers who look after the grounds of Tulya Wardlie (Bonython Park). I am there every day and love the surroundings. I see the team working hard with new plantings and maintaining the old, and appreciate the skill and effort in getting it right. They are also always courteous to the users of the park, of which there are many. So, a big thanks to you all.

- Pam

Great job on landscaping that section of Prospect Road, it really makes it nice to drive through and I can't wait for the jacarandas to grow big and flower.

- Elizabeth