

A photograph of three people in a community setting. In the foreground, a woman with dark hair and sunglasses on her head is seated in a white wicker chair, smiling and looking towards an older man. The man, with white hair and glasses, is wearing a colorful patterned shirt and is standing. In the background, another woman is seated at a table, looking towards the man. The setting appears to be an outdoor or semi-outdoor area with orange walls, hanging plants, and decorative wall art.

Thriving Communities

City Operations

Our vision, Our purpose, Our service

City Operations

Scott Rodda, Manager City Maintenance

Noni Williams, Manager City Presentation



CITY OF
ADELAIDE

City Operations Presentation Overview

City Operations

- Who are we
 - City Maintenance
 - City Presentation
 - City Operations Support
- What do we do
- Cleansing – City Fortnightly Cleaning Services
- Events in the City
- Next Steps



City Operations Overview

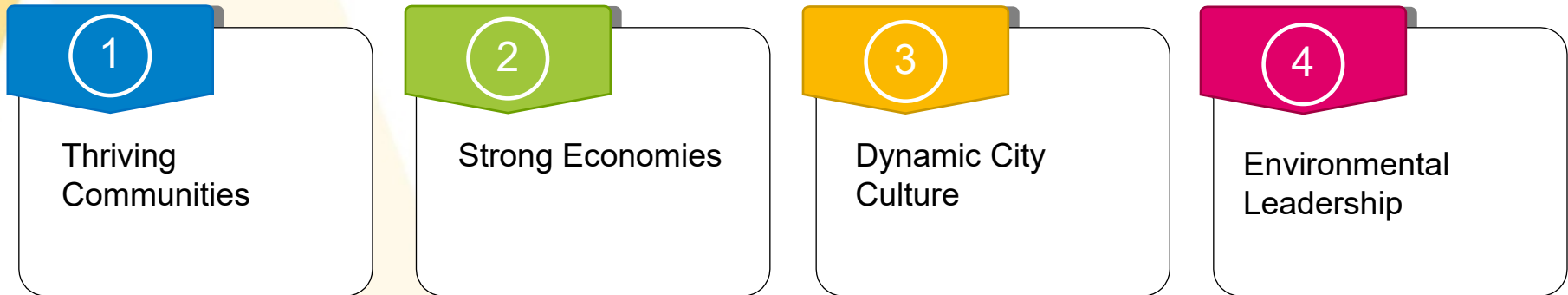
The City Operations Program ensures our City's assets, including streets, parks and other public spaces, are attractive, clean, well presented and maintained, so we all have a city to enjoy and to be proud of.



Strategic Planning Context

City of Adelaide Strategic Plan 2020 – 2024

Adelaide: the most liveable city in the world



Strategic Plans aligned to City Operations

- City of Adelaide 2020-2024 Strategic Plan
- Adelaide Park Lands Management Strategy
- City of Adelaide Cultural Strategy 2017-2023
- Resources Recovery Strategy 2020 – 2028
- Active City Strategy 2013-2023
- Water Sensitive City Action Plan 2021–2025
- Wellbeing Plan 2020 – 2025
- Community Land Management Plans - Various



Aligned Policy Documents

- Tree Management Framework
- Asset Management Plans
- Adelaide Design Manual
- Adelaide Event Guidelines 2022
- Waste and Recycling Services Policy (Current being reviewed)

City Operations – Who we are

223 FTE and 14 Trainees.

Annual Operating Budget ~ \$35m.

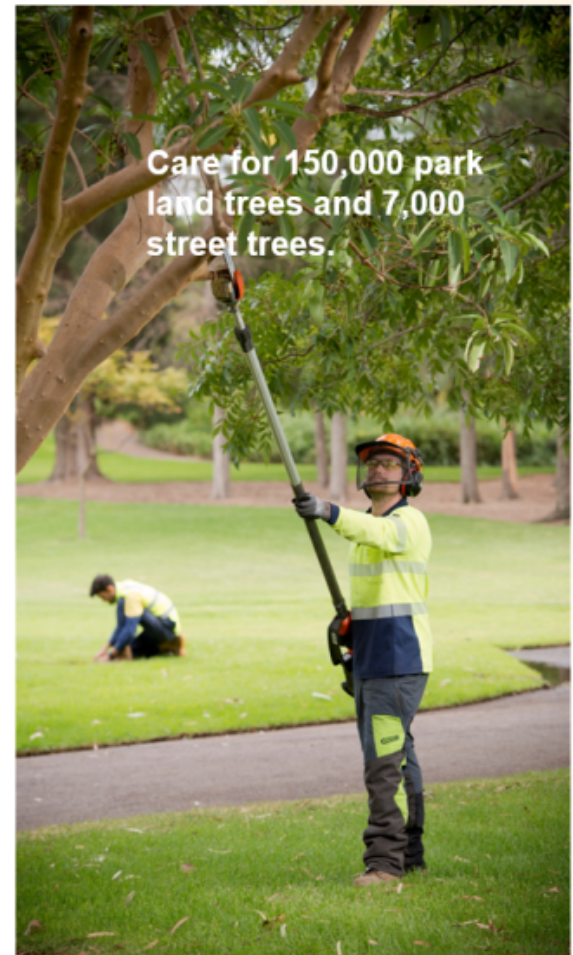
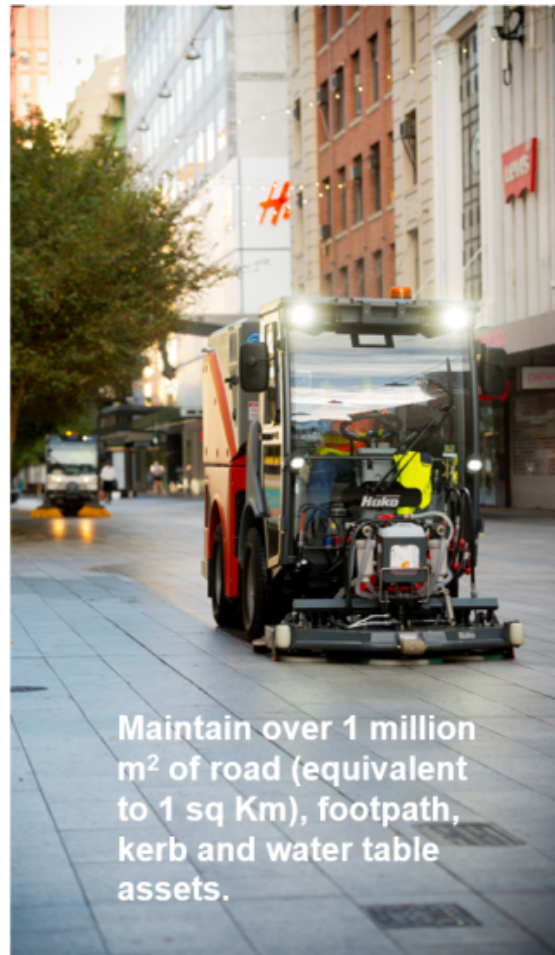
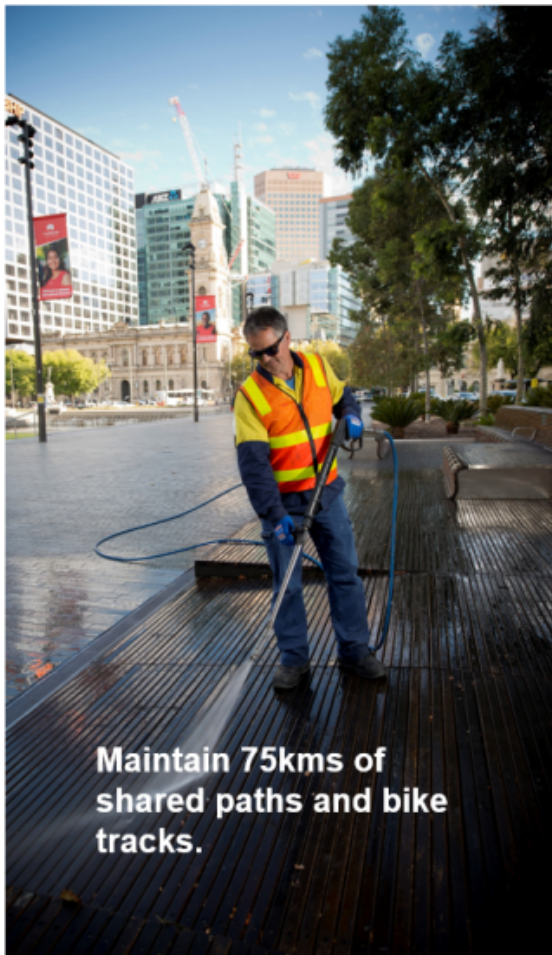
5 Primary Functional Areas:

- Horticulture
- Infrastructure Maintenance
- Cleansing and Waste
- Trades and Facilities
- Operations Support



City Operations

- We are proud of the contribution City Operations makes every day in working towards our strategic aspiration of Adelaide – the most liveable city in the world.
- Video – [We are City Operations](#)



City Operations

Our Purpose - What we do

- We work 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 consistently deliver quality outcomes in complex capital city environments, while minimising disruption to the community.

City Maintenance

Manager: Scott Rodda

- Infrastructure Maintenance
- Facilities & Trades

City Presentation

Manager: Noni Williams

- Horticulture
- Waste & Cleansing

Operations Support

Team Leader: Michelle
Reyes-Smith

- Administration
- Depot Security

Infrastructure Maintenance

The Infrastructure Maintenance Team is responsible for the maintenance and project delivery across council's hard infrastructure assets. Striving towards best practice work philosophies in an ever-changing environment

Footpath and Concrete Maintenance

- Inspections and repairs for unsealed and paved footpaths,
- Paved road pavements, kerb and water tables and civil stormwater
- Scheduled footpath maintenance inspections
- Bridge footpaths – maintenance and repairs

Roads and Stormwater Maintenance – Newly formed

- Inspections and maintenance of stormwater assets including; Gross Pollutant Trap cleaning, open earth and lined drains, and pipes and culverts
- Inspections and repairs for unsealed, paved road pavements and asphalt road pavements

Minor Civil Works / Projects

- Capital works delivery – renewals and enhancements
- Contractor Management – internally delivered projects
- Procurement Contract Management
- Assisting and advising on project designs and scope
- Quick Response to Civil Maintenance

Facilities & Trades

The Facilities and Trade team is tasked with providing ongoing support and maintenance to buildings, vehicles and urban elements across the City through proactive inspection regimes and works programming

Trade Services

- Traffic Signal Maintenance.
- Recording, coordinating and actioning of insurance claims across suite of urban element assets within the Public Realm.
- Undertaking Scheduled preventive maintenance inspections to all Urban Elements
- Undertaking above and below ground utility search locations across all footpaths, roads and parkland spaces
- Minor capital delivery & support.
- Rapid Response
- City lighting
- Flood mitigation works and emergency storm events response

Workshop

- Maintenance scheduling, service and repair of all Plant & Fleet Equipment.
- Coordination & Scheduling of Workshops equipment compliance testing
- In-Field Servicing and breakdown repairs for councils mobile and satellite operations
- Events Support – Logistics
- Victoria Square Christmas tree installation
- Metal Fabrication shop to support all teams across city operations

Facilities Maintenance

- Preventive Maintenance schedules of council owned / leased properties
- Planned & unplanned maintenance of council owned / leased properties
- Contractor management, co-ordination & engagement
- Budget planning & co-ordination
- Assist, support and advise to building operators and business units
- Triaging and actioning all Property Maintenance requests.
- Compliance and legislative testing of safety

Horticulture

The prime purpose of the Horticulture team is to maintain a clean and "green" environment for the residents, tourists, visitors and workers who visit the Park Lands, squares and public spaces of the City and North Adelaide environment.

Cityscapes

- The care, maintenance, cultivation and propagation of plants for Streetscapes and Biodiversity sites
- Manage Green Organics collection facility operations
- Manage Pest control obligations under the *Landscape South Australia Act 2019*
- Maintain Lakes and Waterways in the Park Lands

Arboriculture

- Care and maintenance of new and existing Park Lands and Street trees
- New and replacement tree planting in Park Lands, Streets and Squares
- Establishment watering programs for new trees
- Installation of root barriers and other infrastructure for private and public asset protection
- Protect and enhance tree habitat for fauna and invertebrates

Park Lands

- The care, maintenance, cultivation and propagation of plants, e.g., 80,000 annuals are grown and planted each year
- Plant, establish, maintain and remediate turf for various locations, including; recreation, formal, event spaces and sports grounds
- Pest and weed control in Park Lands, Streets and Squares
- Daily safety inspections of Play-spaces, Skate Park, BMX Track and fitness equipment
- Irrigation systems control, Design, installation, repairs and preventative maintenance

Waste & Cleansing

Waste and cleansing services provide a clean, healthy and hygienic environment for residents, tourists, visitors, and works, who visit the CBD, city environments, and North Adelaide daily. By providing effective waste management and cleaning services, we help to keep public spaces looking presentable and attractive.

Essential Services

- Public Conveniences and Urban Elements Cleaning – City and Park Lands
- Rundle Mall presentation
- Footpath scrubbing – Deep Cleaning Graffiti & Gum Removal and pressure cleaning

Cleansing and Waste Contracts and Planning

- Waste customer requests response
- Site visits and inspections – multi-unit dwellings, Residential, Businesses
- Contract Management of major Collection and Disposal Contracts

Street Services

- Street and Footpath sweeping
- Street litter bin Collection
- Side Entry Pit Cleaning
- Illegal dumping
- Torrens lake water/waste management
- Flooding Response
- Emergency clean ups - Spillages, accidents

Operations Support

The team's role is to support City Operations by providing quality and timely administration, technical, depot security and store management services.

Depot Security

- 7 day a week 7am – 12am depot security
- After hours CoA customer service
- First point of contact for operations visitors and contractors
- Alarm and weir monitoring
- Coordination of pool vehicles
- Custodian of depot site access, keys and registers

Administration

- Event support coordination
- Facilitation of all recruitment and onboarding of new staff
- Coordination of all training, licensing and mandatory accreditations
- Contract Management advice and support
- Procurement and Finance support
- Systems Support
- WHS Support

Stores

- Store management
- Managing and maintaining over 700 inventory items
- Coordination of uniform ordering
- Periodic stocktakes
- Coordination of periodic mandatory safety checks of equipment including fire extinguishers, slings, ladders and first aid kits

City Fortnightly Cleansing Services

O'Connell Street

Road / Street Sweeping – 12
Footpath Scrubbing – 1
Litter Bin Servicing – 14

Melbourne Street

Road / Street Sweeping – 14
Footpath Scrubbing – On request
Litter Bin Servicing – 14

King William Street

Road / Street Sweeping – 10
Footpath Scrubbing – 2
Litter Bin Servicing – 14

Rundle Street

Road / Street Sweeping – 14
Footpath Scrubbing – 2
Litter Bin Servicing – 28

Hindley Street

Road / Street Sweeping – 14
Footpath Scrubbing – 2
Litter Bin Servicing – 28

Grote Street

Road / Street Sweeping – 10
Footpath Scrubbing – 2
Litter Bin Servicing – 14

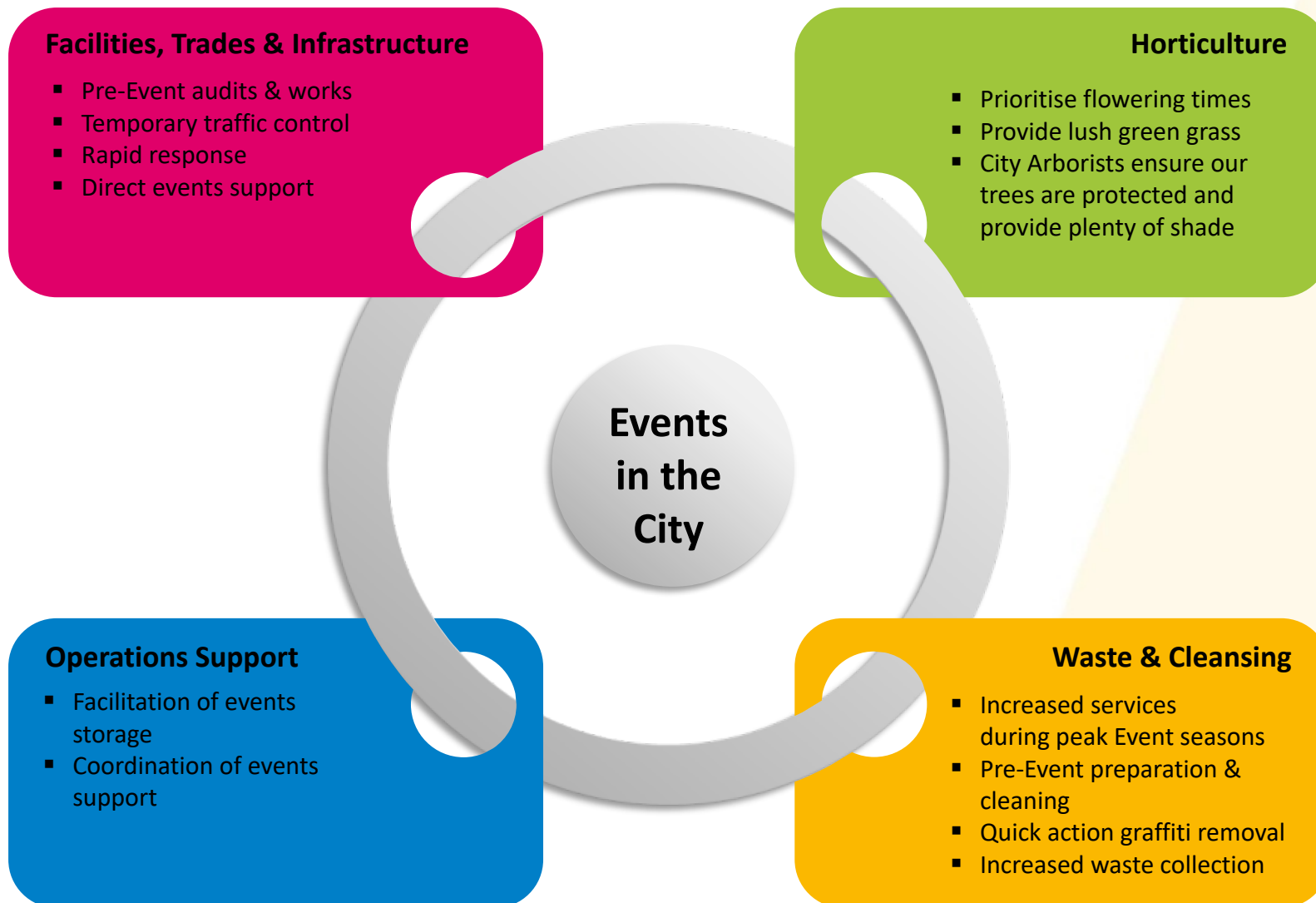
Gouger Street

Road / Street Sweeping – 10
Footpath Scrubbing – 2
Litter Bin Servicing – 14

Hutt St

Road / Street Sweeping – 1
Footpath Scrubbing – 1
Litter Bin Servicing – 14

This map provides an overview of the frequency of cleansing services undertaken in key streets within the city



City Operations

Autumn: Seasonal Leaf Fall Activity

- It is anticipated leaf fall will occur from April until late June.
- 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.
- 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).
- Anticipated 10 loads per sweeper per day, which is a significant undertaking. 55 loads per week, equalling over 320 cubic metres. This would fill the Colonel Light Room to capacity weekly.
- Approximately 3,800 cubic metres of leaves collected over the Autumn season.





City Operations

Upcoming presentation

- Service Standards (May)

