

City of Davenport Iowa

Integrated Roadside Vegetation Management Plan (IRVM)

Adopted May 31, 2018



City of Davenport Iowa

Integrated Roadside Vegetation Management Plan

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NOTE: For ease of reference in IRVM review, references to specific Chapter Sections and Appendices are linked.

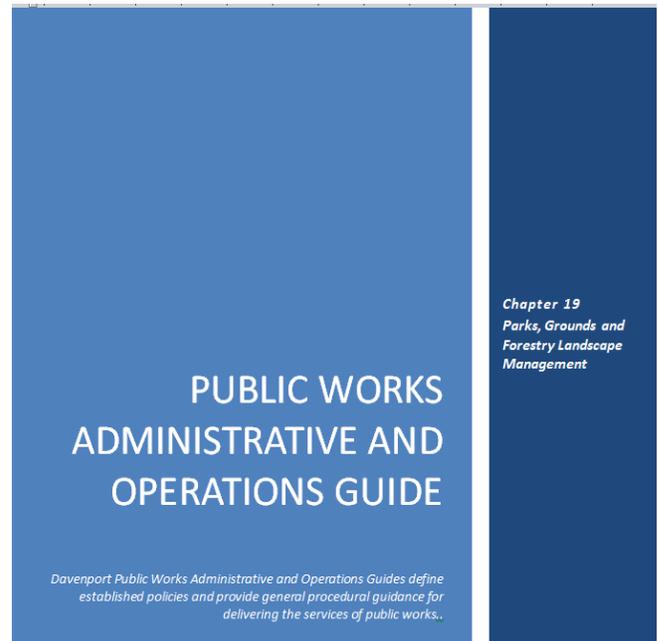


City of Davenport Public Works Standard Operating Procedures

Appendix	19B	Policy Title	Integrated Roadside Vegetation Management Plan (IRVM)		
Division	Natural Resources Division		Division Manager	Amy Kay	
Review Date	05/31/18	Effective Date	05/31/18	Reviewed By	kay,bjt,cad,rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New. Integration of IRVM Plan into comprehensive operations guide for chapter 19 landscape management.					

A. Preface

The City of Davenport’s Public Works Department has maintained a Landscape Management Plan in some form or another since becoming accredited by the American Public Works Association in October of 2007. The department has continuously improved its processes through the accreditation and re-accreditation process. As a result of continuous improvement the Department has sought to develop comprehensive administrative and operations guides for all of its accredited program areas, including landscape management. Davenport’s Integrated Roadside Vegetation Management Plan is incorporated into Public Works Administrative and Operations Guide Chapter 19, Parks, Grounds and Forestry Landscape Management.



While roadside vegetation has been addressed in prior management plans, Public Works current Administrative and Operations Guide Chapter 19, Parks, Ground and Forestry Landscape Management is the first landscape management plan to fully incorporate Integrated Roadside Vegetation Management.

Staff with background and experience in all aspects of landscape management contributed to plan development, including the city’s: City Engineer, Clean Water Manager, Forestry Manager, Parks Director, Landscape Architect, Environmental Services Supervisor, Park Manager, Park Facilities Manager, and the Communications and Preparedness Manager.

[Iowa IRVM Plan Requirements 1A and 1B]

B. Plan Contents

This plan is supplemental to Davenport Public Works Landscape Management Plan. Reference to the Iowa IRVM Plan Requirements and their location within the plan or this document are clearly identified, either by reference in brackets, or reference to Landscape Management Plan Chapter or Appendix.

[Iowa IRVM Plan Requirement 1C and 2D]

C. Executive Summary

Our Landscape Management Plan, Public Works Administrative and Operations Guide Chapter 19, more specifically chapter 19.2 and this Appendix, identifies the city's approach and goals for landscape management to include, but not limited to, the State of Iowa's Integrated Roadside Vegetation Management Standards.

[Iowa IRVM Plan Requirement 2A and 2D]

D. History

The City has a long history of using natives for recreational areas, stormwater management and stream bank buffer areas. We currently have over 121 acres of prairie plantings including no-mow areas of 27 acres on municipal golf courses; 2.5 acres of native plantings in bio-retention cells and rain gardens; and 92 acres of prairie plantings in local parks throughout the City limits. There are currently several staff members who manage new and existing prairie plantings from the Clean Water and Parks and Recreation Departments.

Reduced mowing maintenance within traditional turf right-of-way (ROW) has been, and is an on-going effort.

In short, an informal program has existed. It is through continuous process improvement that we are more formally incorporating integrated roadside vegetation management into our Landscape Management Plan.

[Iowa IRVM Plan Requirement 2B]

E. Integrated Roadside Vegetation Management Decision Making

Public Works Natural Resources Division plans and executes approved elements of the Integrated Roadside Vegetation Management Plan; including but not limited to identifying needs, budgeting for implementation, and executing plan elements based on available resources and opportunities.

Approval of elements under the program is through City Council acceptance/approval of the city's annual budget.

On occasion public information meetings may be held, and formal presentation of program elements may be made to City Council based on significance of the program element to be implemented.

Public Works Natural Resources will utilize partnerships and grant funding when the opportunity exists to do so. All grants shall be processed in accordance with City of Davenport Administrative Policy 4.4.

[Iowa IRVM Plan Requirement 2C and 3B]

F. Area Map

Refer to Section 19.6 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 2E]

G. Program Type

Refer to Section 19.4 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 2F]

H. Integrated Roadside Vegetation Management

Integrated Roadside Vegetation Management, as well as other assigned storm water and landscape management duties, shall be the responsibility of Public Works Natural Resources Division. The Clean Water Manager has overall responsibility for execution of the plan. The Manager and assigned staff have the authority to enforce or to cause enforcement of all applicable federal, state, county and city codes, administrative rules, and ordinances related to implementation of the Integrated Roadside Vegetation Management Plan. The Manager shall coordinate with the County Weed Commission, and all other applicable internal and external resources when necessary to implement the plan or enforce regulations related to roadside vegetation management.

[Iowa IRVM Plan Requirement 2F and 3A]

I. Regulatory Requirements

Refer to Section 19.5 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 3C and 3D]

J. Permits

Refer to Section 19.16 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 3E]

K. Program Structure and Staffing

Management of IRVM is described earlier in this document. Section 19.4 of Public Works Operations and Administrative Guide for Landscape Management identifies the roles and responsibilities of all who are involved in management of municipal landscapes and may be involved in supporting IRVM activities. Coordination among departments and divisions is vital to the success of the program.

[Iowa IRVM Plan Requirement 4A]

L. Staffing Needs

On-going training and education are critical to executing all municipal landscape management activities. All staff shall receive appropriate training to ensure success of IRVM activities implemented. Refer to Section 19.21 of Public Works Operations and Administrative Guide, Landscape Management for additional details.

The need for additional staff, and staffing levels, shall be identified through on-going evaluation of planned and existing IRVM and other landscape management activities.

[Iowa IRVM Plan Requirement 4B]

M. Succession Plan

Succession planning is supported:

- through periodic review, maintenance and training on public works landscape management plan, including IRVM, and
- through on-going education and training.

[Iowa IRVM Plan Requirement 4C]

N. Work Area Types

Refer to Section 19.3 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 7B]

O. Vegetation Types for Specific Uses

Refer to Section 19.3 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 7C]

P. Public Involvement

Refer to Section 19.19 of Public Works Operations and Administrative Guide for Landscape Management.

[Iowa IRVM Plan Requirement 5A, 5E, 5F, 5G and 5H]

Q. Special Projects

Special projects and opportunities may arise at any time, and may engage internal and/or external stakeholders. Staff will evaluate the benefit, expense and available resources to support such opportunities prior to participating.

[Iowa IRVM Plan Requirement 5E, 5F, and 7D]

R. Budget

Refer to Public Works' Administrative and Operations Guide Chapter 4, Finance for details on the budget process.

[Iowa IRVM Plan Requirement 11A]

S. Inventory and Analysis – Natural Resources

Refer to the to the IRVM Annual Inventory and Analysis section of this document for details.

Refer to Sections 19.3, 19.6, 19.7 and 19.10 of Public Works Operations and Administrative Guide for additional details on available resources and landscape management.

[Iowa IRVM Plan Requirement 6A – 1, 2, 3, 4, and 6]

T. Inventory and Analysis – Equipment

Refer to the to the IRVM Annual Inventory and Analysis section of this document for details.

[Iowa IRVM Plan Requirement 6B]

U. IRVM Annual Inventory and Analysis

The Clean Water Manager shall update and analyze plan resources annually during budget development to identify, plan and budget for execution of IRVM activities and improvements identified. This form shall be used for evaluation purposes.

See Page 9 and 10 for the form.

[Iowa IRVM Plan Requirement 6B and 11]

City of Davenport Natural Resources		Annual Inventory and Analysis Report for Integrated Roadside Vegetation Management _____ Fiscal Year / Page 1 of 2	
1.	Are IRVM Resources described in Chapter 19.3 and 19.6 still accurate?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If no, please describe updates needed on next page.
2.	Are there additional resources needed to support IRVM activities?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, please describe what resources would help support the IRVM and the plan to secure the resources on next page.
3.	What is the current status of the overall municipal landscape inventory? IRVM inventory?	% All _____ % IRVM _____	If not 100%, what is the plan to continue collecting data and what is the projected % of completion by August 1 st on next pg.
4.	Is the current equipment inventory described below correct?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If no, what has changed? Describe on next page.
	QUANTITY	UNIT #	DESCRIPTION
	1	T050	2014 F250 4X4 4 DOOR
	1	T051	2010 RANGER
	1	T052	2010 RANGER
	1	T053	2001 GMC 1/2 TON
	1	T054	2014 F250 4X4
	1	E055	TOOLCAT 5600 UTILITY WORK MACHINE/ WITH BUCKET AND DUMP BED
	1	C055	LANDSCAPE POWER RAKE 5B
	1	D055	PULVERIZER
	1	B055	HIGH FLOW ROTARY CUTTER
	1	E052	200 GALLON HYDRO SEEDER
	1	E058	HUSQVARNA PUSH MOWER
	2	STIHL	TRIMSAWS
	1	STIHL	LEAF BLOWER/VAC
	1	STIHL	WEED EATER
	1	STIHL	PRUNER
	1	MASTER	8 GALLON PULL/PUSH BEHIND SPRAYER W/ELECTRIC PUMP
	12	TORDON	TORDON
	2	MISC.	DRIP TORCHES
	3	BERNZOMATI	BERNZOMATIC
	2	INDIAN	SMOKECHASER BACK PACK SPRAYER
	2	MISC.	SIGN "PRESCRIBED BURN AHEAD"
	2	MISC.	FLAPPER FOR BURN CONTROL
	2	MISC.	HAND CRANK BROADCAST GRASS SEED SPREADERS
	1	MISC.	Fimco 12V 3pt 40 Gal 2.1 GPM Sprayer
	1	MISC.	Staple Gun for Erosion Control Mat
5.	Is the current equipment inventory sufficient to effectively run the IRVM program?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If no, what equipment is needed to support successful and effective implementation of the program? Describe on next page.

1.	
2.	
3.	
4.	
5.	

Other Comments

V. Annual Operations and Calendar of Activities

As previously described earlier in this document the IRVM is reviewed annually, and updated as needed during the city’s budget cycle.

Refer to Section 19.10 of Public Works Operations and Administrative Guide for Landscape Management for details on planned inspection activities.

A full calendar of IRVM activities is found below.

January	February	March
<ul style="list-style-type: none"> • Support budget process as needed. • Review specifications for contracted services related to right-of-way and native plant maintenance. Update as needed, send through bid process as needed. 	<ul style="list-style-type: none"> • Support budget process as needed. 	<ul style="list-style-type: none"> • Council approves budget for next fiscal year. • Begin prioritizing locations for controlled burns. • Conduct controlled burns as opportunity exists. • Submit Annual IRVM Plan update to Living Roadway Trust Fund.
April	May	June
<ul style="list-style-type: none"> • Begin making plans to implement next fiscal year’s activities based on approved budget. • Evaluate current fiscal year budget; identify shortfalls or overages and implement plan accordingly. • Conduct controlled burns as opportunity exists. 		
July	August	September
<ul style="list-style-type: none"> • Begin new budget year 	<ul style="list-style-type: none"> • Evaluate IRVM, begin planning for next year’s improvements and needs. 	<ul style="list-style-type: none"> • Develop budget and submit budget in form and fashion prescribed by the city’s Finance Department.
October	November	December
<ul style="list-style-type: none"> • Support budget process as needed. 	<ul style="list-style-type: none"> • Support budget process as needed. • Begin prioritizing locations for controlled burns. • Conduct controlled burns as opportunity exists. 	<ul style="list-style-type: none"> • Support budget process as needed.

[Iowa IRVM Plan Requirement 7A, 7E and 11]

W. Methods

The techniques employed by the City to install, manage and maintain the city's vegetation and tree canopy in public spaces are described throughout Public Works' Administrative and Operations Guide Chapter 19, Parks, Grounds and Forestry Landscape Management.

Specific practices related to IRVM Plan Requirement 8, A, 1-13 and 8, B, 1-13 are described maintenance specific procedures found in Appendices 19C through 19AB of the guide.

[Iowa IRVM Plan Requirement 8 ALL]

X. Material Procurement

Refer to Public Works' Administrative and Operations Guide Chapter 4, Finance for purchasing procedures. All materials shall be purchased in accordance with the City of Davenport's Purchasing Policy. Materials shall be stored safely in accordance with manufacturer recommendation.

Materials will be obtained from local sources when possible.

For prairie seed purchases, a certified natively grown seed will be specified for purchase. Proper storage is provided for in the Public Works Cold Storage facility.

Additional procurement, material handling and storage protocols are provided in maintenance specific procedures which can be found in Appendices 19C through 19AB of Public Works' Administrative and Operations Guide Chapter 19.

[Iowa IRVM Plan Requirement 9A and 9B]

Y. Approval and Authorization

This document is supplemental and complimentary to Davenport Public Works' Administrative and Operations Guide Chapter 19, Parks, Grounds and Forestry Landscape Management. The Clean Water Manager is authorized to implement by virtue of the Public Works Director's signature on the main document.

Z. IRVM Annual Report

An annual report shall be submitted to the Iowa DOT's Living Roadway Trust Fund in March of each year as necessary to provide updates and remain in compliance with the Iowa Living Roadway Trust Fund's Integrated Roadside Vegetation Management Plan requirements.

- Budget Prior Year, Current Year
- A copy of the completed Annual Inventory and Analysis Report for Integrated Roadside Vegetation Management referenced in this plan document.
- Special Project Updates, Outreach and Involvement, as applicable.
- Updated GIS layer of vegetation inventory, as applicable.

- Detail regarding any changes made to the Public Works Administrative and Operations Guide Chapter 19, Parks, Grounds and Forestry Landscape Management, to include this plan document and applicable appendices.

City of Davenport LRTF Funding History through FY 2018

DOT Project Number	Applicant	Award	FiscalYear	Description	Type
90-0C-LRTF-401	Davenport	\$ 10,000.00	1994	Greenway habitat	City
90-00-LRTF-221	Davenport	\$ 18,632.00	2002	Planting	City
90-00-LRTF-119	City of Davenport	\$ 2,667.00	2011	City street plantings	City
90-82-LR15-(401)	City of Davenport	\$ 8,917.48	2015	Northwest Boulevard planting	City

Total LRTF Funding Awarded FY1990 - FY2018	\$ 40,216.48
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PUBLIC WORKS ADMINISTRATIVE AND OPERATIONS GUIDE

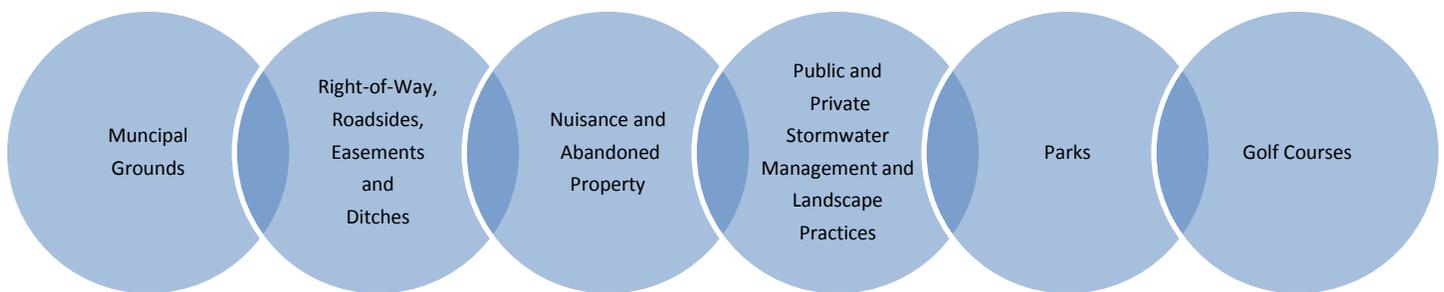
Davenport Public Works Administrative and Operations Guides define established policies and provide general procedural guidance for delivering the services of public works.

*Chapter 19
Parks, Grounds and
Forestry Landscape
Management*

19.1 Landscape Management Plan. Management of the vegetation and tree canopy in the city’s public spaces requires on-going planning, improvement, maintenance, data collection and evaluation. This plan summarizes the purpose, policies, practices, procedures, roles and responsibilities related to managing the City’s public landscapes in a manner that is effective and efficient, assures optimum vegetative ground cover, and supports safe, diversified, visually interesting, self-sustaining and ecologically beneficial plant communities on public lands.

Our landscape management plan is comprehensive, incorporates and encompasses, a Master Street Tree Plan, refer to Appendix 19A, and an Integrated Roadside Vegetation Management (IRVM) Plan, refer to Appendix 19B, as well as all other associated practices.

The plan is flexible and requires common sense interpretation with changes as necessary to fit the ever-changing and complex circumstances realized in landscape management.



[APWA 19.1]

19.2 Landscape Management Standards. Standards for management of the city’s public lands are established and systemically evaluated to ensure plan objectives. All vegetation and tree selection, installation, maintenance and management shall:

- Consider which plant and tree communities best fit the area to be managed
- Be functional, or compliment, the use of the public land
- Provide optimum ground cover, and erosion control
- Meet safety standards for sight distance and clear zone recovery areas
- Consider stormwater run-off reduction
- Support improved air quality
- Decrease chemical inputs
- Promote biological diversity
- Encourage, enhance or re-establish native plant communities
- Promote self-sustaining, diversified, visually interesting landscapes

- Support adherence to Chapter 317 of Iowa Code, Noxious Weed Law
- Incorporate the most beneficial method(s) to prevent or correct undesirable situations caused by landscape disturbance
- Provide for increased visibility of well-managed native plantings for public education purposes, when possible
- Consider the City's Comprehensive Plan
- Consider changes in Land Use and Zoning
- Address plant and tree disease
- Consider public health

[APWA 19.1]

19.3 Public Landscape Categories and Types of Vegetation. The city's public spaces generally fall in one of six categories: Municipal Grounds; Right-of-Way, Roadways, Easements and Ditches; Nuisance and Abandoned Property; Public and Private Stormwater Management & Landscape Practices; Parks; and Golf Courses. Several types of vegetation and tree cover may be found in these spaces, and within the types of vegetation and tree cover, several different species depending on the geography, nature and function of the space.

The type of new vegetation and tree cover selected for public spaces will be based on management standards, function and a number of other criteria, including but not limited to:

- Soil condition
- Available moisture, hydric, mesic and xeric
- Available sunlight
- Aesthetic values and expectations of adjacent property owners
- Sight distance requirements and safety concerns for all forms of transportation
- Planting season
- Slope
- Available planting techniques

[APWA 19.1]

19.4 Management Responsibilities. The City's public spaces are managed and maintained collaboratively by and between the City's Parks and Recreation, Public Works, and the Neighborhood Services Departments. Work may be completed by in-house staff or contracted.

See next page for details.

[APWA 19.1]

Management Activity	Municipal Facilities	Right-of-Way, Roadsides, Easements and Ditches	Nuisance and Abandoned Property	Public and Private Stormwater Management & Landscape Practices	Parks	Golf Courses
Turf Maintenance	Public Works, Facilities Maintenance	Public Works, Natural Resources	Neighborhood Services	Public Works, Natural Resources	Parks and Recreation, Park Operations	Parks and Recreation, Golf Operations
Shrubs	Public Works, Facilities Maintenance	Public Works, Natural Resources	Neighborhood Services	Public Works, Natural Resources	Parks and Recreation, Park Operations	Parks and Recreation, Golf Operations
Trees & Tree Pits	Public Works, Forestry Division	Public Works, Forestry Division	Public Works, Forestry Division	Public Works, Forestry Division	Public Works, Forestry Division	Public Works, Forestry Division
Native Plant Communities & Stormwater BMP's	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources
Erosion Control	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources
Fertilizer Applications	Public Works, Facilities Maintenance	Public Works, Natural Resources	All Qualified	All Qualified	Parks and Recreation, Park Operations	Parks and Recreation, Golf
Pesticide Applications	Public Works, Facilities Maintenance	Public Works, Natural Resources	All Qualified	All Qualified	Parks and Recreation, Park Operations	Parks and Recreation, Golf
Controlled Burns	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources	Public Works, Natural Resources

19.5 Regulatory Requirements.

- City's NPDES Permit #82-22-0-05.
- [Davenport Stormwater Management Manual, Section 8.0](#)
- [City Standard Specifications](#) (Supplemental to Iowa SUDAS)
- [City Code, Sections: 8.12, 8.14, 12.36, 13.34.160D, 15.32.110.](#)

- [Scott County Integrated Roadside Vegetation Management Plan](#), as applicable
- [Scott County Noxious Weed Program](#), as applicable
- [Iowa State Pesticide Code Chapters 44, 45 and 206](#)
- [Iowa Code, 314.17 Mowing on interstates, primary highways and secondary roads](#)
- [Iowa Code, 314.19 Reseeding open ditches](#)
- [Iowa Code, 314.21 Living roadway trust fund](#)
- [Iowa Code, 314.22 Integrated roadside vegetation management](#)
- [Iowa Code, 317 Iowa Noxious Weeds Law](#)
- [Iowa Code, 481B Endangered Plants and Wildlife](#)

[APWA 19.1, 19.3]

19.6 Landscape Management Resources. Landscape Management Resources may be intellectual, monetary or collaborative in nature.

The following are tools and landscape management resources referred to for best practice, maintenance and/or installation activities.

- [Landscape Management Map](#) NOTE: Tool and inventory under on-going development.
- [Asset Management System Inventory and Data](#)
- [City GIS Data](#), including, but not limited to: land use/zoning, aerial photography, watersheds (HUC 12 to 8), water bodies, drainage districts, property lines and easements, property owner information, elevation contours, and stormwater collection and conveyance assets
- [City of Davenport Comprehensive Plan 2035+](#)
- [SUDAS, Iowa Statewide Urban Design and Specifications](#)
- [International Society of Arboriculture](#)
- [Davenport Stormwater Management Manual](#)
- [Scott County Integrated Roadside Vegetation Management Plan](#)
- [Scott County Noxious Weed Program](#)
- [Scott County Weed Commission](#)
- [Tallgrass Prairie Center](#), and the [Tallgrass Prairie Center IRVM Technical Manual](#)
- [Iowa Living Roadway Trust Fund](#)
- [Iowa Natural Heritage Foundation](#)
- [Iowa Prairie Network](#)
- [ISU - Iowa's Noxious Weeds](#)
- [ISU - Iowa Noxious Weeds and the Iowa Weed Law](#)
- [Midwest Invasive Plant Network](#)
- [The Pesticide Bureau](#)

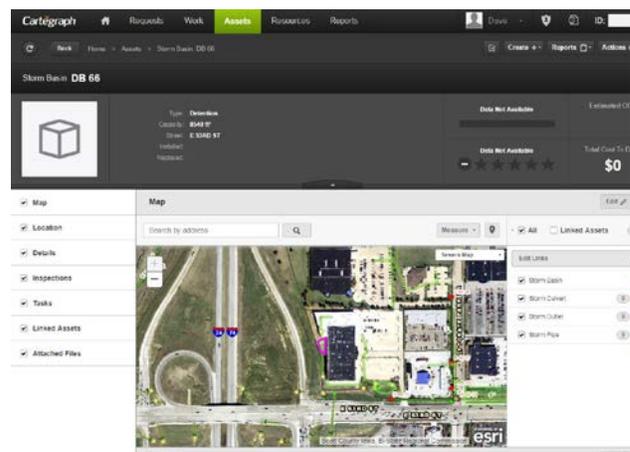
- [Iowa Pesticide Code](#)
- [Iowa Department of Natural Resources](#)
- [US Department of Agriculture, Natural Resource Conservation Service, Burn Plan](#)
- [Iowa Urban Tree Council](#)
- [ISA \(International Society of Arboriculture\)](#)
- [Midwest ISA](#)
- [SMA \(Society of Municipal Arborists\)](#)
- [Recommended Native Plant Selection for Rain Gardens, BioCells and Bioswales developed by Iowa Stormwater Education Partnership](#)

Monetary, public and other collaborative resources are fluid in nature; these resources are not described for the purpose of the landscape management plan. The city will engage stakeholders, partner organizations, and the public in special landscape management projects as the opportunity exists to do so.

19.7 Inventory and Asset Management. Recordkeeping is an important component of managing the city's public landscapes. An inventory of municipally owned grounds, right-of-way, vacant and abandoned property, and public and private stormwater management practices is maintained in public works and parks GIS based asset management system. The tree inventory is maintained in a forestry-specific GIS based asset management system.

The inventory and level of detail maintained continually grows based on data collected through the maintenance, inspection and condition assessment processes, as well as through new landscaping installations and/or addition and removal of property.

All activities conducted are recorded in public works and parks GIS based asset management system or forestry's asset management system. The inventory shall include asset description, maintenance, inspection and repair activities; any/all condition assessments; photos; labor, material and equipment costs, and all other information necessary to manage the city's municipal landscapes.



Collectively the inventory, condition assessments, maintenance, improvements, and long range plans allow for effective management of the city's green infrastructure.

[APWA 19.1, 19.2, 19.12]

19.8 Requests for Service. Citizens can report municipal landscape issues or concerns to either the Public Works or the Parks and Recreation Department. Issues reported to the improper department/division are routed to the appropriate agency by staff receiving the request.

- Recreational landscape issues are to be reported to the city’s Parks and Recreation Department at 563.326.7812. All requests for service are recorded in public works and parks asset management system.
- Non-recreational landscape issues are to be reported to Public Works by calling 563.326.7923 or by visiting the city’s website at www.cityofdavenportiowa.com/pwrs and submitting a request for service. All requests for service are recorded in public works and parks asset management system.
- All tree related issues on municipal land/public right-of-way can be reported by calling Public Works at 563.326.7923 or by visiting the city’s website at www.cityofdavenportiowa.com/pwrs. All requests for service are recorded in public works and parks asset management system.

Requests for service are prioritized and scheduled by respective staff.

Public Works Forestry Division also responds to emergency requests for service for trees that present hazardous conditions, such as a public or private tree laying in the traveled right-of-way. Emergency requests for service can be reported by calling 563.326.7923 24/7. During business hours public works customer experience team dispatches emergency requests for service; after hours, calls are dispatched by parks and public works’ contracted call center service. Refer to Communications Chapter 6, Appendix 6D for more details on emergency requests for service. Refer to Human Resources Chapter 2, Appendix 2O for additional detail on Forestry staff on-call procedure and availability to respond to emergency requests for service.

[APWA 19.1]

19.9 Technical Review - Development and Construction. When new development in the city occurs, Public Works’ Forestry and Clean Water Divisions shall be involved in the technical review process to ensure vegetative, storm water and tree canopy requirements are considered, and that appropriate specifications are being followed. Refer to Public Works Administrative and Operation Guide for Chapter 10 for additional details.

[APWA 19.1]

19.10 Condition Assessments and Plans for Improvement. Condition may be assessed and recorded through maintenance activities, or as a result of planned inspection. All applicable documentation shall be

recorded to support condition assessments: drawings, vegetation inventory, photographs, and inspection reports.

Where results of assessment or inspection reveal current practice does not meet the goal for the location or the landscape management standards identified in 19.2, staff shall determine the next course of action, and plan for corrective action.

- Changes in management method
- Right vegetative cover or tree for location

Planned Inspection Cycle*	Municipal Grounds	Right-of-Way, Roadsides, Easements and Ditches	Nuisance and Abandoned Property	Public and Private Stormwater Management & Landscape Practices	Parks	Golf Courses
Turf Maintenance	Annually in late spring, and upon mowing.	Annually	N/A	Municipal System Inspections are Conducted Annually, Private Systems are inspected every 5 years	Once in the spring, and once in the fall	Once in the spring, and once in the fall
Shrubs	Once in the spring, and once in the fall	Annually	N/A	Municipal System Inspections are Conducted Annually, Private Systems are inspected every 5 years	Once in the spring, and once in the fall	Once in the spring, and once in the fall
Trees	Critical trees are inspected once in the spring and once in the fall. All other trees are inspected once every 7 years.	Critical trees are inspected once in the spring and once in the fall. All other trees are inspected once every 7 years.	N/A	Critical trees are inspected once in the spring and once in the fall. All other trees are inspected once every 7 years.– Municipal Systems Only	Critical trees are inspected once in the spring and once in the fall. All other trees are inspected once every 7 years.	Critical trees are inspected once in the spring and once in the fall. All other trees are inspected once every 7 years.
Native Plant Communities & Stormwater BMP's	Annually	Annually	N/A	Municipal System Inspections are Conducted Annually, Private Systems are inspected every 5 years	Annually	Annually

*The planned inspection cycle does not preclude condition from being assessed through regular maintenance activities.

[APWA 19.1, 19.13]

19.11 Changes in Landscape Vegetation and Forestation, Design and Function. Changes in landscape vegetation and forestation, design and function may be made to:

- Address an inability to maintain landscape health due to environmental factors
- Planned outreach activities
- Discovery of a clearly recognized benefit to adjacent land, facilities or community spaces

Changes may also be the result of planned, future or changed land use. Public Works' Landscape Architect and the City's Community Planning and Economic Development Departments are consulted when landscape management is considered as part of change in land use.

[APWA 19.1]

19.12 Installation and Maintenance of Vegetation and Trees. Establishing new trees and vegetation requires:

- Site preparation appropriate to the type of material to be planted.
- Selection of the proper tree or vegetation to achieve landscape objectives.
- Planning and planting using available methods and equipment in a manner suitable and compatible with site conditions and material to be planted.
- Ensuring erosion and sediment control is in place until vegetation is established and soils are stable.
- On-going monitoring and maintenance.

Biological control of weeds and other undesirable plants using animals, insects, bacteria or virus to control plant growth may be considered. Additional research will be conducted prior to use.

Installation and management methods for maintaining landscape vegetation and trees have been established. Each location must be evaluated to determine the method(s) to be used. One or more of the following may be used.

In all cases,

- All methods shall ensure erosion control, and
- Preference will be for methods that reduce or eliminate the need for chemical applications.

All maintenance shall be conducted in accordance with all applicable: manufacturer’s written instruction, OSHA, federal, state and local regulations.

All new tree and vegetation installations and all maintenance activities shall be recorded in the applicable asset management system.

Installation and Maintenance Procedures and Associated Appendices	Municipal Facilities	Right-of-Way, Roadsides, Easements and Ditches	Nuisance and Abandoned Property	Public and Private Stormwater Management & Landscape Practices	Parks	Golf Courses
Turf Maintenance	Appendix 19C	Appendix 19D	Appendix 19E	N/A	Appendix 19F	Appendix 19G
Trees & Tree Pits	Tree Planting, Appendix 19M; Pruning, Appendix 19N; Removal, Appendix 19O; Transplants, Appendix 19P; Pests and Disease, Appendix 19Q; Nuisance Trees, Appendix 19AC					
Native Plant & Stormwater BMPs	Detention and Retention, Appendix 19R; Natural Area Installation and Maintenance, Appendix 19S					
Fertilizer Applications	Appendix 19T					
Pesticide Applications	Appendix 19U					
Controlled Burns	Appendix 19V					
Soil Quality Restoration	Appendix 19W					
Floating Islands	Appendix 19Z					
Streambank Vegetation & Buffers	Appendix 19AB					

[APWA Standard 19.1, 19.11, 19.14, 19.15, 19.19]

19.13 Irrigation Systems. The city will design and maintain its municipal landscapes in a manner that does not require permanent irrigation systems. Should a permanent irrigation system be necessary, the system will be designed, installed and maintained by qualified vendors.

Temporary irrigation may be used, when warranted, to restore turf health, establish new vegetation or tree plantings.

[APWA 19.16, 19.17]

19.14 Playgrounds. It is public works policy to routinely inspect and maintain playground facilities at assigned facilities as provided through preventive maintenance scheduling by the Facilities Maintenance Division. Refer to Appendix 19X for detail. The city's parks and recreation department is responsible for maintenance and inspection all other playground equipment not covered in Appendix 19X.

[APWA 19.20]

19.15 Recreation Amenities. All municipal recreation amenities are installed and maintained by the city's parks and recreation department. Public works may support installation and maintenance activities as required and upon request; activities include engineering and construction support as well as production of signage and providing other services.

[APWA 19.21]

19.16 Permits. There are a variety of permits related to work in the right-of-way depending on what type of work will be completed. For the purpose of IRVM, local ordinance, Iowa Statewide Urban Design and Specifications (SUDAS), the City's Supplemental Specifications to Iowa SUDAS, and contract documents call out all requirements for obtaining permits and for re-establishing vegetation following work completed in the right-of-way. Permits include: construction site erosion and sediment control, sidewalk, driveways and excavation permits. Current specifications and forms can be found at http://www.cityofdavenportiowa.com/our_community/building_land_development/applications_and_forms.

Restoration of site vegetation is generally achieved through final inspection conducted by construction and utility inspectors.

In addition to permits mentioned above, public works also maintains a registry and/or informal permitting process for private property owners who have incorporated native plant materials into their landscapes. This program exists to help us identify and inventory private stormwater BMP's as well as ensures enforcement of City Ordinance 8.14, which would cause mowing to occur on landscapes of 9 inches or more, is not enforced. Find details on the program at this link <http://cityofdavenportiowa.com/common/pages/DisplayFile.aspx?itemId=10842404>.

[Iowa IRVM Requirement 3E]

19.17 Trapping/Nuisance Wildlife. The City employs trapping and relocation as a means to manage wildlife which present hazardous conditions and/or may result in municipal property damage (e.g. beavers, raccoons, woodchucks, bats). Wildlife management activities, such as trapping, shall only be performed humanely at times outside of mating season, by an authorized contractor, public works or parks and recreation staff member. The Iowa Department of Natural Resources will be consulted for questions of

training/certification/other regulatory requirements as it relates to trapping and relocation of nuisance wildlife.

Appendix 19Y, Wildlife Management Nuisance Animal Request Form details the requirements and procedure for employing wildlife management techniques.

19.18 Endangered, Threatened, Special Concern Species. Staff shall initiate and execute all appropriate measures if/when endangered, threatened or special concern species are discovered in accordance with federal and state law.

19.19 Education, Outreach and Involvement. Landscapes can be used for a variety of education, outreach and involvement opportunities depending on the purpose and function of the landscape, and/or the ability to employ volunteers. Specific signage and campaigns may also be developed. Chapter 6 of Public Works' Administrative and Operations Guide on Communications describes procedures for conducting education and outreach, and initiating involvement projects and programs.

In addition, Public Works' manages and maintains an auxiliary club, Duck Creek Wild, to assist with natural area maintenance adjacent to Duck Creek located in the City of Davenport. Detail regarding the program can be found in Appendix 19AA.

[APWA 27.19, and IRVM Plan Requirement 5A, 5E, 5F, 5G and 5H]

19.20 Memorial Trees. The City's Parks and Recreation Department manages the memorial and tribute gift program for trees, and other park amenities such as benches. Details on the program can be found at this link, <http://cityofdavenportiowa.com/common/pages/DisplayFile.aspx?itemId=13108965>.

When the Parks and Recreation Department receives a request for a memorial tree, the requests are processed by the Parks and Recreation Department Director's Administrative Assistant. The assistant walks donors through the process of obtaining wording for the memorial plaque and location and tree species selection. Once required elements are in place (plaque printed and payment received), a request is placed with the City Arborist to install the tree. Concerns about tree species or location are discussed if necessary prior to tree and memorial plaque installation. Forestry follows the tree planting procedure described in Appendix 19M and notifies the Administrative Assistant when the installation is complete.

19.21 Training and Certification. Natural resources staff responsible to maintain, or direct the maintenance of, our native prairie and woodland, as well as stormwater management practices, must possess and maintain one of the following certifications: Certified Professional in Erosion and Sediment Control (CPESC), Certified Professional in Stormwater Quality (CPSWQ), Certified Erosion, Sediment and Stormwater Inspector (CESSWI), or other related certification, as well as Iowa Certified Rainscaper

Certification, an Iowa Pesticide Applicator Certification and a valid Driver's License. Those responsible for conducting or assisting with prescribed burns must also possess a minimum of National Wildfire Coordinating Group (NWCG) Certifications S130, S190, and S290.

Forestry staff responsible to maintain, or the direct the maintenance of trees and shrubs in the public right-of-way must possess and maintain an Iowa Pesticide Applicator Certification and a valid Driver's License. Public Works' Forestry Division also actively seeks higher training for staff through participation in International Society of Arboriculture (ISA) training and certification programs.

Parks and Recreation staff responsible to maintain landscape materials and ground using fertilizers, herbicides and pesticides shall have and maintain an Iowa Pesticide Applicator Certification.

Chapter Notes:

- APWA Standard 19.18, Titled Fences, is addressed in Chapter 3 of Public Works Administrative and Operations Guides.
- Item 19.14 addresses APWA Standard 19.20 but does not speak to specifics of playground property outside of the Public Works responsibility.
- Erosive soils are not addressed at this time.
- Locate this detail. The City of Davenport recognizes the benefits of maintaining native woodland, prairie, savannah and other natural areas within the city limits. These provide habitat diversity, enhance our greenway corridors, improve quality of life for residents, improve water quality and stream health, reduce annual mowing costs and pesticide use, along with providing other benefits.
- Capture Quad City Food Forest.
- Capture GTC for 19.13.
- Stormwater ordinance updates summer 2018.
- Tree ordinance updates to be pursued fall 2018. Subsequent updates to all tree related SOP's.
- Discuss spring litter/debris pickup on major corridors as part of mowing contracts, in lieu of volunteer cleanup, due to low turnout rate.
- Add Fire Department.
- Landscape map and asset management system inventory status. Fully managed, preserved, PM's, private storm, detention inspection, poor, fair, good grades, ditches as turf and non-turf, adaptive management. Native Roots program.
- 50/50 program add fall 2018.
- Add Native Roots Program fall 2018.
- 19.19 - update with Chapter 27 conversion. Details regarding other Public Works' current education and outreach programs related to stormwater and landscape management.
- 19.16 - Fall 2018. Check on updates to permit section.

- IRVM annual report 2019 to include technical review as finalized by e-plan review system and conversion of chapters 10 through 16. Reference 19.9.
- Add Appendix 19AD Tree Pits; update table in 19.12.
- Add Appendix 19A Master Street Tree Plan; incorporate Davey Study.
- Table 19.12. Shrubs has been removed for further discussion; Appendix 19H - L reserved until decision is made.

Modifications:

To be captured in 2019 when uploaded to APWA's Accreditation Software System in preparation for 2019 site visit.

Appendix 19H-L, Shrubs Reserved

Appendix 19AD, Tree Pits Reserved



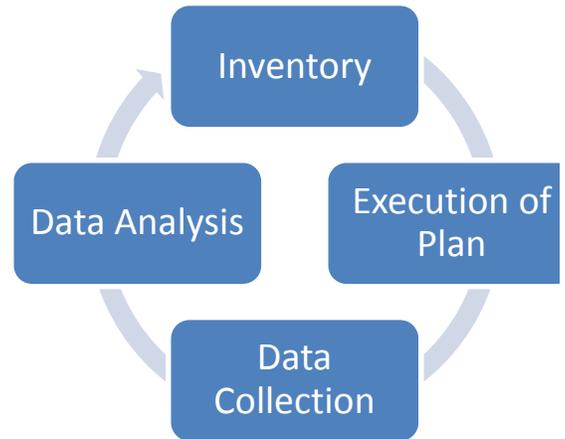
City of Davenport Public Works Standard Operating Procedures

Appendix	19A	Policy Title	Master Street Tree Plan		
Division	Forestry	Division Manager	John Vance		
Review Date	05/30/18	Effective Date	05/30/18	Reviewed By	vance/jones/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.4, as well as 19.1, .2, and .3. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

As of May 31, 2018 this SOP is incomplete. It will be updated by December 31, 2018 as part of finalizing Public Works Administrative and Operations Guide Chapter 19 for APWA Accreditation. Updates to this will be shared with IRVM plan updates in May of 2019.

Master Street Tree Plan. Management of the city’s public and private trees requires on-going planning, improvement, maintenance, data collection and evaluation. Our Landscape Management Plan, Public Works Administrative and Operations Guide Chapter 19 and applicable appendices describes the city’s overall approach, goals, policies, practices, procedures, roles and responsibilities related to management of the city’s public and private trees.





City of Davenport Public Works Standard Operating Procedures

Appendix	19C	Policy Title	Municipal Facility Turf Management		
Division	Facilities Maintenance	Division Manager		Todd Jones	
Review Date	01/16/18	Effective Date	01/16/18	Reviewed By	cdibbern/tjones/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		
If New or Revised, Why? Last review and update 11/25/15. 01/16/18 update as part of developing comprehensive operations guides. This SOP addresses APWA standards 19.10 and 19.11.					

Management of municipal facility grounds can include turf maintenance, as well as, trees, stormwater BMP's and native plant material.

Facilities Maintenance is responsible for:

- Turf maintenance at assigned city facilities,
- Coordination with the Clean Water Manager with regard to installation and maintenance of all native plant material and stormwater BMP's,
- Coordination with the City Arborist with regard to maintenance and installation of all trees, and
- Consulting the Clean Water Manager prior to modifying vegetation based on condition assessments, changes in facility use, or when other issues reveal a need or desire to modify vegetation.

This Standard Operating Procedure addresses Municipal Facility Turf Management only. Landscape Management Chapter 19 and its appendices provide other detail regarding policies and procedures for tree, shrub, native vegetation and stormwater BMP maintenance.

All maintenance and installation may be in-house or contracted. All work will be performed in accordance with OSHA, all applicable federal, state and local regulations, and manufacturer's written instruction.

Mowing, Debris Removal and Weed Cutting

1. Mowing and debris removal shall be performed weekly during the mowing season, unless otherwise noted by the Environmental Services Supervisor due to weather and other environmental conditions. Mowing season and frequency at each location shall be established by Environmental Services Supervisor.

Facilities Maintenance uses an informal approach to turf management, performing extraordinary maintenance activities such as watering, fertilization and pesticide applications only when observation and testing indicate the need for additional measures. Where extraordinary maintenance is unsuccessful in stabilizing a failing turf area, other measures are taken to restore the landscape. These measures may include reseeding, resodding, installation of other vegetation or landscape material or a combination of many measures as determined by an environmental and condition assessment of the area.

2. Prior to mowing, grounds shall be examined for debris; all debris shall be removed and legally disposed prior to performing any mowing activity.
3. Weed cutting shall be performed in concurrence with mowing activities.
4. Average turf height before mowing shall not exceed 4" maximum.
5. All lawn areas shall be cut to a uniform height of approximately 2 ½".
6. All mowing equipment shall have sharp cutting edges.
7. All mowing shall be done with chutes down to eliminate rocks and other debris from being thrown toward traffic.
8. All unsightly masses of clippings shall be removed from the site and legally disposed.
9. Mowing activities shall be performed in a manner which eliminates clippings from being depositing on the street; clippings which do deposit on the street shall be removed.
10. Mulching kits may be utilized on equipment to ensure clippings do not enter the street.
11. All sidewalks and curbs shall be edged during mowing sessions as needed throughout the growing season, with a maximum of ten (10) edgings per year unless otherwise directed by the Environmental Services Supervisor.
12. All unhealthy turf conditions noted at the time of mowing shall be reported by both in-house and contracted service to Environmental Services Supervisor for follow-up and authorization of repair or restoration activities.

Refer to Appendix 19T for information on Fertilizer and Herbicide Applications.

Refer to Appendix 19U for information on Pesticide Applications.



City of Davenport

Public Works

Standard Operating Procedures

Appendix	19D	Policy Title	Roadside Right-of-Way (ROW) and Easements		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	01/22/18	Effective Date	01/22/18	Reviewed By	Kay/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New as part of developing comprehensive operations guide.					

The City of Davenport recognizes the benefits of increasing the city’s native plant population where and when feasible along our roadside right-of-way and in easements. Native plants provide habitat diversity, enhance our greenway corridors, improve quality of life for residents, improve water quality and stream health, reduce annual mowing costs and pesticide use, along with providing other benefits.

Converting roadside right-of-way and easements from turf to native vegetation does not have a set schedule, as factors such as, funding, staff availability, stakeholder buy-in, and building proximity are all factors that must fall within certain parameters in order to have a safe and successful conversion.

Authority

Public Works’ Natural Resources Division is responsible to install and maintain all public areas planted with native vegetation throughout the city. The Division may be assisted by trained volunteers, other Departments and Divisions, as needed, and at the direction of Natural Resources staff.

Public Works’ Street Maintenance Division is responsible to maintain roadside right-of-way and easements, not adjacent to/part of private property, as turf until the opportunity exists to convert to native vegetation.

Inventory

An inventory of roadside right-of-way and easements is maintained. Inventory and asset management are referred to in Public Works Landscape Management Plan Chapter 19.

Procedure for Maintaining Public Roadside Right-of-Way and Easements as Turf

Maintenance of public roadside right-of-way and easements vegetated is contracted by the City. Specifications require turf to be cut at a uniform height of approximately 6”. Additional maintenance requirements can be found in the current specification.

Procedure for Converting Turf to Native Plants

Conversions may be conducted from March to November, during (Iowa) Statewide Urban Design and Specification (SUDAS) defined native seeding window(s) and when conditions allow, per SUDAS Section 9 – Site Work and Landscaping.

A conversion plan must be created by Natural Resources staff or a vendor contracted by Natural Resources to ensure all necessary factors are considered and to ensure the safety of all participants and adjacent property,

including the preservation of sight distance and ability for habitat to conflict with adjacent land use or vehicle traffic.

Coordination and communication with all involved/affected individuals in ROW mowing, spraying and maintenance is paramount in order to ensure a successful conversion.

Signage may be necessary to designate these areas, which will require a different maintenance regimen than surrounding turf areas.

Procedure for Installation and Maintenance of ROW Converted to Native Plants

Procedures specific to installation and maintenance of native plant material exist; refer to Appendices S, T, U and V.

The procedure for preparing the site for native plant installation follows.

PPE: High visibility shirt/vest/coat, sunscreen as necessary, insect repellent as necessary

Crew Size: two minimum preferred; dependent on scheduled work

Equipment: pesticide sprayer, tool cat, loppers, hand snips, tool cat attachments (mower, etc.), drill seeder, seed, erosion control matting

Preparatory Work:

- Review proposed conversion locations.
- Coordinate with internal and external stakeholders as needed.
- Create/update conversion plan.
- Coordinate work in the right-of-way safety signage and applicable educational signage. Refer to Appendix 9AG.2 for procedure.
- Confirm equipment and staff is available for the designated schedule.

Setup:

- Travel to site.
- Ensure all employees on site are aware of the plan for the area.
- Sign shop set's up warning signs in appropriate locations per Appendix 9AG.2 and all applicable traffic regulations.

Operation:

- Wear appropriate PPE.
- Perform necessary turf preparation (herbicide spray, repeated short mowing, tilling), refer to Appendix 19T.
- When turf prep is complete, install native vegetation (seed, plugs or plants), refer to Appendix 19S.
- Stabilize soils if necessary with hydro mulch, matting, BFM or MBFM in accordance with manufacturer's instruction.
- Record conversion in public works asset management system and schedule next maintenance reminder.
- Notify Street Maintenance Division and GIS staff to remove from ROW mowing contract and update inventory as planted native area/Natural Resources.



City of Davenport Public Works Standard Operating Procedures

Appendix	19E	Policy Title	Nuisance and Vacant Property		
Division	Neighborhood Services		Division Manager	Rich Oswald	
Review Date	05/31/18	Effective Date	05/31/18	Reviewed By	oswald/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New. Integration of IRVM Plan into, and construction of, comprehensive operations guide for chapter 19 landscape management.					

Community standards for property maintenance have been established to preserve and improve neighborhoods, and to ensure public health and safety.

The City of Davenport mows turf, weeds, and scrub trees on various private properties located throughout the city to ensure community standards as part of the nuisance abatement process.

Grass and/or weeds that are in excess of 9", and that are not classified as native plantings, will be cut by the City of Davenport when discovered and/or reported. Property owners are billed for the grass and/or weed cutting.

The city is not required to notify the property owner before mowing is conducted per [City Ordinance 8.14](#).

This program is administered by the City's Neighborhood Services Department, and the Public Works Department.

Mowing services are provided by a contracted vendor.

No chemicals shall be applied as part of the contract, and all work shall be performed in accordance with OSHA, all applicable federal, state and local regulations, and manufacturer's written instruction.

Specification requirements for this type of turf maintenance include the following:

1. Vendors must pick-up and properly dispose of any litter, trash, and debris from the entire site to be mowed prior to mowing.
2. All turf area shall be cut to a uniform height of approximately 2.5 inches.

PROPERTY MAINTENANCE

Community standards for property maintenance have been established to preserve and improve neighborhood and to ensure public health and safety. All property owners and tenants play a role in maintaining a healthy community. Maintaining property free of debris and other nuisances improves public health, safety and the curb appeal of our community, and the neighborhood you live in.

Tall Grass and Weeds

Grass and/or weeds that are in excess of 9" and that are not classified as native plantings will be cut by the City of Davenport when discovered and/or reported. Property owners are billed for the grass and/or weed cutting.

The city is not required to notify the property owner before mowing is conducted per City Ordinance 8.14.

To report grass and/or weeds in excess of 9" call 563.326.7923 or submit a request for service.

Use this link for more information on native plants, or how to register a native landscape at this link.

3. All mowing equipment shall be maintained in good operating condition and must be able to withstand cutting overgrown vegetation in excess of 9 inches.
4. All mowing shall be done with all guards/chutes in place to eliminate rocks and other debris from being thrown toward traffic and/or private property.
5. All unsightly masses of clippings shall be removed from the site and disposed of at the Davenport Compost Facility; tipping fees will be waived for all yard wastes disposed as a result of lawn and landscape management activities under this contract only.
6. Mowing activities shall be performed in a manner which eliminates clippings from depositing on the street/curb line; clippings which do deposit on the street shall be removed by vendor. Woody mass will be removed. Clumps greater than 3 inches removed. Mulching preferred. Wind Rows raked out. On some occasions the yard may need to be mowed two times on that visit to accomplish the quality expected by the City. The bid amount will cover all activities needed to accomplish the quality expected by the City
7. Mowing contractor shall be responsible for trimming along all edges of fence lines, housing foundations, garages, accessory buildings, etc. Performing only the mowing at the location is NOT acceptable.
8. Some sites will require removal of small scrub trees, bushes, etc. The contractor will be directed by the Project Manager or their representative, to remove those items. In some instances, there will be the need to utilize chainsaws. The contractor will need to be able to perform these tasks.



City of Davenport Public Works Standard Operating Procedures

Policy Number	19F	Policy Title	Park and Park Facility Turf Management		
Division	Park and Recreation Dept	Division Manager	Betsy Tubbs		
Review Date	05/31/18	Effective Date	05/31/18	Reviewed By	tubbs/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New. Integration of IRVM Plan into and construction of comprehensive operations guide for chapter 19 landscape management.					

Management of Parks grounds can include turf maintenance, as well as, trees and native plant material.

Parks and Recreation Maintenance is responsible for:

- Turf maintenance at all municipal parks,
- Coordination with the Clean Water Manager with regard to installation and maintenance of all native plant material and stormwater BMP's,
- Coordination with the City Arborist with regard to maintenance and installation of all trees, and
- Consulting the Clean Water Manager prior to modifying vegetation based on condition assessments, changes in facility use, or when other issues reveal a need or desire to modify vegetation.

This Standard Operating Procedure addresses Parks Turf Management only. Landscape Management Chapter 19 and its appendices provide other detail regarding policies and procedures for tree, shrub, native vegetation and stormwater BMP maintenance.

All maintenance and installation may be in-house or contracted. All work will be performed in accordance with OSHA, all applicable federal, state and local regulations, and manufacturer's written instruction.

Mowing, Debris Removal and Weed Cutting

1. Mowing and debris removal shall be performed daily during the mowing season, unless otherwise noted by the Parks Managers due to weather and other environmental conditions. Mowing season shall be established by the Parks Management staff. Frequency of mowing locations is generally every 10 days.
2. Prior to mowing, grounds shall be examined for debris; all debris shall be removed and legally disposed prior to performing any mowing activity.

Parks Maintenance uses an informal approach to turf management, performing extraordinary maintenance activities such as watering, fertilization and pesticide applications only when observation and testing indicate the need for additional measures. Where extraordinary maintenance is unsuccessful in stabilizing a failing turf area, other measures are taken to restore the landscape. These measures may include reseeding, resodding, installation of other vegetation or landscape material or a combination of many measures as determined by an environmental and condition assessment of the area.

3. Weed cutting shall be performed in concurrence with mowing activities.
4. Average turf height before mowing shall not exceed 4" maximum.
5. All lawn areas shall be cut to a uniform height of approximately 3".
6. All mowing equipment shall have sharp cutting edges.
7. All mowing shall be done with chutes down to eliminate rocks and other debris from being thrown toward traffic.
8. Mowing activities shall be performed in a manner which eliminates clippings from being depositing on the street; clippings which do deposit on the street shall be removed.
9. Mulching kits may be utilized on equipment to ensure clippings do not enter the street.
10. All sidewalks and curbs shall be edged during mowing sessions as needed throughout the growing season, with a maximum of ten (10) edgings per year unless otherwise directed by the Parks Managers.
11. All unhealthy turf conditions noted at the time of mowing shall be reported by both in-house and contracted service to Parks Management staff for follow-up and authorization of repair or restoration activities.

Refer to Appendix 19T for information on Fertilizer and Herbicide Applications.

Refer to Appendix 19U for information on Pesticide Applications.



City of Davenport Public Works Standard Operating Procedures

Policy Number	19G	Policy Title	Golf Course Turf Management		
Division	Parks and Recreation Dept/Golf	Division Manager	Troy Evans		
Review Date	05/31/18	Effective Date	05/31/18	Reviewed By	evans/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New. Integration of IRVM Plan into, and construction of comprehensive operations guide for chapter 19 landscape management.					

Management of the city’s golf courses includes turf maintenance, as well as, trees, stormwater BMP’s and native plant material.

Additional consideration is taken on golf courses to ensure grounds meet general or minimal turf quality expectations needed to maintain a positive economic threshold.

Parks and Recreation Golf Division is responsible for:

- Golf course maintenance,
- Coordination with the Clean Water Manager with regard to installation and maintenance of all native plant material and stormwater BMP’s,
- Coordination with the City Arborist with regard to maintenance and installation of all trees, and
- Consulting the Clean Water Manager when incorporating native vegetation into the landscape.

This Standard Operating Procedure addresses Golf Course Turf Management only. Landscape Management Chapter 19 and its appendices provide other detail regarding policies and procedures for tree, shrub, native vegetation and stormwater BMP maintenance.

Golf courses are primarily maintained by in-house staff. Services may also be contracted as needed. All work will be performed in accordance with OSHA, all applicable federal, state and local regulations, and manufacturer’s written instruction.

Mowing, Debris Removal and Weed Cutting

1. Mowing and debris removal is providing on the following schedule, pending weather:
 - a. Greens are mowed every day to maintain .140” turf height.

The Golf Division uses an informal approach to turf management, performing extraordinary maintenance activities such as watering, fertilization and pesticide applications only when observation indicates the need for additional measures. Where extraordinary maintenance is unsuccessful in stabilizing a failing turf area, other measures are taken to restore the landscape. These measures may include reseeding, resodding, installation of other vegetation or landscape material or a combination of many measures as determined by an environmental and condition assessment of the area.

- b. Fairways are mowed every other day to maintain a turf height of .625”.
 - c. Tees are mowed every other day to maintain a turf height of .5”.
 - d. The Rough is mowed once a week for the most part, with rough closed to the fairway being mowed twice a week. The Rough is generally maintained to approximately 2”.
 - e. Out of Play areas have been designated (areas where golf balls generally should not/rarely be hit). These areas are not actively maintained, keeping turf height at 4 to 9 inches.
2. Prior to mowing, grounds are examined for debris and all debris is removed and legally disposed prior to mowing.
 3. Weed cutting shall be performed in concurrence with mowing activities. Composted – on-site
 4. All mowing equipment shall have sharp cutting edges.
 5. All mowing shall be done with chutes down to eliminate rocks and other debris from being thrown toward traffic.
 6. Mulching mowers are typically used in mowing operations. Masses of clippings that might be generated during some mowing operations are composted on-site or used as natural mulch at the base of trees.
 7. Mowing activities are performed in a manner which eliminates clippings from being depositing on the street; clippings which do deposit on the street are removed.
 8. Edging is only performed as needed.
 9. All unhealthy turf conditions noted at the time of mowing are reported to the on-site foreman or golf manager for follow-up and authorization of repair or restoration activities.

Refer to Appendix 19T for information on Fertilizer and Herbicide Applications.

Refer to Appendix 19U for information on Pesticide Applications.



City of Davenport Public Works Standard Operating Procedures

Appendix	19M	Policy Title	Tree Planting		
Division	Forestry		Division Manager	John Vance	
Review Date	05/23/18	Effective Date	05/23/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.5, as well as 19.1, .2, .3, and .4. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

Authority

Public Works’ Forestry Division is responsible to plant and maintain all trees in the public right-of-way. The Division may be assisted by trained volunteers, other Departments and Divisions, or contracted as needed at the direction of the City Arborist. The authority of the Arborist does not extend to private tree planting.

Inventory

An inventory of all trees planted is maintained in forestry’s GIS based asset management system.

Planting - General

All trees planted in the public right-of-way will be planted in accordance with ANSI Z60.1 nursery stock standard, OSHA, manufacturer’s written instruction and all other applicable regulations.

Planting - Root Zone

Planting in the public right-of-way will only be performed when a proper area for root zone is available.

- No trees shall be planted closer than 2.5 feet from the curb line. Where a curb and sidewalk exist, the distance between such curb and sidewalk shall be a minimum of 5 feet.
- In business districts where a tree lawn does not exist, planting sites must include a minimum of 300 cubic feet of soil for root development and include aeration and drainage systems. A surface treatment (tree grates, porous concrete, etc.) must also be provided.
- Where sidewalks do not exist, the city right-of-way must include a minimum of 10 feet outside the curb.
- Where underground utilities exist, plantings shall not be within 4 feet of such utilities without approval from the utility.

Planting - Crown Zone

- Planting in the public right-of-way will only be performed in manner that ensures normal mature growth can be obtained without over one-fifth of tree crowns, buildings or permanent structures conflicting for space.
- Distance from street lights or traffic regulatory devices shall be such that the normal mature growth of the tree does not conflict with their function.
- Proper distance from intersections shall be required. No trees shall be planted within 30 feet of an intersection.

- Clear zones established by the Iowa Department of Transportation will be followed where mandated.

Other Planting Requirements

- All trees planted will be not less than 1 inch in trunk diameter, at 6 inches above ground grade.
- When planting under utilities selection of tree species is very important. Large mature trees can be planted under secondary line, cable and phone. Only small and medium mature trees may be planted below primary lines. No trees shall be planted under high power transmission lines.
- Spacing between trees is dependent upon the mature size of the tree variety.

Small Trees	Medium Trees	Large Trees	Extra Large Trees	Upright/Columnar varieties
Trees with a mature spread of 25ft or less.	Trees with mature spread of 25 ft.	Trees with mature spread of 25 to 50ft.	Trees with mature spread over 50 ft.	Trees with mature spread less than 25ft.
Must only be planted in tree lawns with a width of at least ½ of the mature width of that variety to ensure clearance.	Can be planted at 25ft spacing.	Can be planted at 35ft spacing.	Can be planted at 40ft spacing.	Can be planted closer to achieve desired aesthetic, without over one-fifth of tree crowns conflicting for space.

Tree Varieties

Preferred tree species have been identified for the area, a list of preferred tree species can be found at this link, <http://cityofdavenportiowa.com/common/pages/DisplayFile.aspx?itemId=13130261>. Consideration for root zone, crown zone, mature height and other factors shall be used to when selecting a tree species to be planted.

Prohibited trees species have been identified for this area, as well. The following species and varieties shall not be planted in the city right-of-way: green ash (*Fraxinus pennsylvanica*), silver maple (*Acer saccharinum*), box elder (*Acer negundo*), certain willow species (*Salix spp.*), certain poplar species (*Populus spp.*), fruit trees (except for ornamental types or in the case of food production, i.e. pocket gardens), tree of heaven (*Ailanthis spp.*), nut trees (except for ornamental types or in the case of food production, i.e. pocket gardens), and fruiting mulberry (*Morus spp.*).

Tree Planting Procedure

PPE: High visibility shirt/vest/coat, gloves, steel toed boots, safety glasses, hearing protection.

Crew Size: Two minimum preferred; dependent on scheduled work.

Equipment: Various shovels and rakes, hand pruners, steel reinforcement “t” posts, post pounder, tree straps and wire for guying tree, various trucks for hauling dirt, mulch and trees.

Preparatory Work:

- Select planting site and species suitable with each other and the site.
- Notify adjacent property owners or park staff of estimated planting date.
- Visually inspect site and identify overhead hazards such as overhanging utilities, such as: telephone and power lines, bridges, lamp posts, signs and overhangs of buildings.

- Call Iowa One-Call to locate underground utilities such as: electric gas, water, sewer, Stormwater, communications and irrigation lines, as required by the State of Iowa at least one week in advance of planting/before excavating; 811.

Setup:

- Load trucks with appropriate tools, plant material, mulch, water and guying equipment.
- Complete CDL walk around and checklist for vehicle (s) to be used.

Operation:

- Assign crews.
- Install tree/plant material in accordance with ANSI A300 part 6 BMP (located in Forestry shop).
- Backfill holes with soil.
- Record in asset management system.
- Place on summer watering/re-inspection list (perform activity as needed for year following the planting).
- Place in tree planting schedule, to return in two years to remove posts/stakes and identification tags.



City of Davenport Public Works Standard Operating Procedures

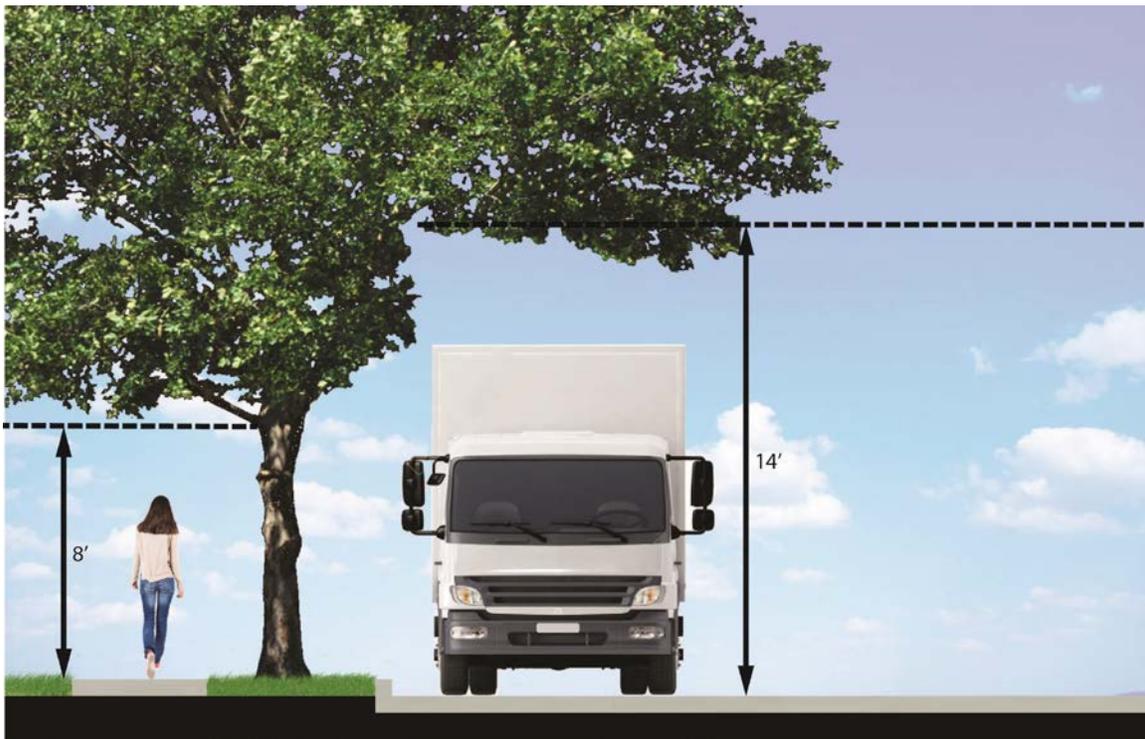
Appendix	19N	Policy Title	Tree Pruning		
Division	Forestry	Division Manager	John Vance		
Review Date	05/23/18	Effective Date	05/23/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.5, as well as 19.1, .2, .3, and .4. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

Authority

Public Works’ Forestry Division is responsible to prune and otherwise maintain all trees in the public right-of-way. The Division may be assisted by trained volunteers, other Departments and Divisions, or contracted as needed at the direction of the City Arborist.

Under City Code Chapter 8.14.280, the Forestry Division is also authorized to cause trimming of branches from private trees and shrubs that interfere with public travel, obstruct the light of any street light, or endanger public safety, and for the removal of dead, decayed or broken limbs or branches that overhang any public highway, street, alley, or public place. Refer to Appendix 19AC for additional detail on nuisance trees.



Inventory

Tree maintenance is maintained in forestry's GIS based asset management system.

Pruning Guidelines

- All deadwood, stubs, broken branches, badly formed branches, crossover branches, pest infected branches and branches interfering with public travel, lighting, existing buildings traffic signs shall be removed during the pruning operation, with consideration given to symmetry and beauty of the tree or shrub.
- Topping or heading back shall be prohibited on any tree on public property. The City Arborist may waive the provisions of this section for salvage pruning to save a tree for line clearance when removal does not best serve the public.
- All pruning cuts shall be made just outside the branch bark ridge; flush cuts and stubs are prohibited.
- All work shall be performed in accordance with ANSI Standard Z133 for safe tree pruning, OSHA, manufacturer's written instruction and all other applicable regulations.
- Elm and Oaks shall only be pruned October through March.

Pruning Procedure

PPE: Safety glasses, hard hat, steel toed boots, gloves, chainsaw protective legwear when applicable, and hearing protection.

Crew Size: 2 person minimum for ground pruning operations; 3 or more for aerial bucket or climbing operations.

Equipment: Chipper truck, chipper, aerial bucket truck, various sizes of chainsaws, ropes, climbing saddles and all applicable PPE.

Preparatory Work:

- Inspect site and tree.
- Schedule pruning and notify adjacent property owners when pruning is to occur. Letter to property owners is found on page 3 of this SOP.
- Assign task.

Setup:

- Secure active work zone with a type 1 barricade or cone and advance warning signs.
- Place truck and equipment in appropriate position.
- Visually identify overhead hazards such as overhanging utilities, such as: telephone and power lines, bridges, lamp posts, signs and overhangs of buildings.

Operation:

- Prune trees in accordance with ANSI standard Z133.
- The work site shall be cleaned up promptly and all tree trunks, limbs, branches, twigs and brush shall be disposed of in an authorized manner.
- Record in asset management system.



1200 East 46th Street • Davenport, Iowa 52807 • 563.326.7923

www.cityofdavenportiowa.com/publicworks

Resident

It has been determined that a municipally owned tree is located in the right-of-way* adjacent to your property. Maintenance of municipally owned trees, often referred to as street or boulevard trees, is the city's responsibility. You are receiving this letter as notification that city Forestry crews will be in your area in the coming weeks to inspect and prune trees in the right-of-way as needed. If it is determined by Forestry staff that work beyond this scope is required, for example, tree removal is necessary, further notification will be provided.

*The right-of-way usually consists of the boulevard area between the sidewalk and curb, but occasionally extends beyond the sidewalk.

Please contact John Vance, our Lead Forestry Technician, by phone at 563.326.7896, or by e-mail at jvance@ci.davenport.ia.us, if you have questions or concerns about tree maintenance activities to be performed.

Planting new trees in city right-of-way is something we strive to do more of each year. If you have room in the right-of-way adjacent to your property and would like another tree, you can request an additional tree by calling us at 563.326.7923 during business hours, or by submitting a request electronically at www.cityofdavenportiowa.com/pwrs.

For more information on street trees and the benefit of street trees, visit our website www.cityofdavenportiowa.com/forestry.

Sincerely,
City of Davenport
Public Works
Forestry Division



City of Davenport Public Works Standard Operating Procedures

Appendix	190	Policy Title	Tree Removal		
Division	Forestry	Division Manager	John Vance		
Review Date	05/23/18	Effective Date	05/23/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.8 and 19.9, as well as 19.1, .2, .3, and .4. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

Authority

Public Works’ Forestry Division is responsible to remove all trees in city right-of-way. The Division may be assisted by trained volunteers, other Departments and Divisions, or contracted as needed at the direction of the City Arborist. The authority of the Arborist does not extend to private tree removal unless deemed in a nuisance. Refer to Appendix 9AC Nuisance Trees for additional detail on private tree removal.

Inventory

An inventory of all trees removed is maintained in forestry’s GIS based asset management system.

Procedure for Removal

Removal of a public tree shall be complete, and the work site shall be cleaned up promptly and all tree trunks, limbs, branches, twigs and brush shall be disposed of in an authorized manner.

Stumps and all surface roots shall be removed, debris cleaned up, and the hole shall be backfilled with black soil.

PPE: Safety glasses, hard hat, steel toed boots, gloves, chainsaw protective legwear when applicable, and hearing protection.

Crew Size: 2 person minimum for ground pruning operations; 3 or more for aerial bucket or climbing operations.

Equipment: Chipper truck, chipper, aerial bucket truck, various sizes of chainsaws, ropes, climbing saddles and all applicable PPE.

Preparatory Work:

- Inspect site and tree.
- Schedule pruning and notify adjacent property owners when pruning is to occur. Letter to property owners is found on page 3 of this SOP.
- Assign task.
- Visually identify overhead hazards such as overhanging utilities, such as: telephone and power lines, bridges, lamp posts, signs and overhangs of buildings.

Setup:

- Secure active work zone with a type 1 barricade or cone and advance warning signs.
- Place truck and equipment in appropriate position.

Operation:

- All arboricultural work shall be performed in accordance with ANSI Z133 and ANSI A300 standards
- The work site shall be cleaned up promptly and all tree trunks, limbs, branches, twigs and brush shall be disposed of in an authorized manner.
- Record in asset management system; automatically scheduled for follow-up stump grinding as needed.



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www.cityofdavenportiowa.com/publicworks

Resident

It has been determined that a municipally owned Ash tree is located in the right-of-way* adjacent to your property. Maintenance and removals of municipally owned trees, often referred to as street or boulevard trees, is the responsibility of the city.

You are receiving this letter as notification that city Forestry crews have scheduled this tree for removal. The tree may be identified by a red "X" painted on the trunk of the tree. Forestry crews are removing the tree because it already is, or may become, infested by Emerald Ash Borer (EAB), an invasive pest from Central Asia. Once an Ash tree is infested by EAB, the tree will die over time and become hazardous due to a threat of falling limbs and trunk.

Upon removal, the stump will be ground and where applicable, in the absence of underground utilities, a new tree will be planted at a later date. These forestry services are provided at no cost to the property owner and may be performed by city Forestry staff, a contractor hired by the city, or a combination of both.

*The right-of-way usually consists of the boulevard area between the sidewalk and curb but occasionally extends beyond the sidewalk.

Please contact John Vance, our lead Forestry Technician, by phone at 563.326.7896, or by e-mail at jvance@ci.davenport.ia.us, if you have any questions about the forestry services to be performed.

For more information on the Emerald Ash Borer or the City Of Davenport's Forestry program, visit our website www.cityofdavenportiowa.com/forestry.

Sincerely,

City of Davenport
Public Works
Forestry Division



City of Davenport Public Works Standard Operating Procedures

Appendix	19P	Policy Title	Tree Transplant		
Division	Forestry		Division Manager	John Vance	
Review Date	05/30/18	Effective Date	05/30/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.6, as well as 19.1, .2, .3, and .4. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

Authority

Public Works’ Forestry Division is responsible for all tree transplants in the public right-of-way. The Division may be assisted by trained volunteers, other Departments and Divisions, or contracted as needed at the direction of the City Arborist. The authority of the Arborist does not extend to private trees; however, when granted permission, may remove a tree donated by a property owner from private property for transplanting onto public property.

Inventory

An inventory of all trees planted is maintained in forestry’s GIS based asset management system.

Transplant Guidelines

- Trees and shrubs should only be transplanted to meet a specific objective, such as: health, or the tree needs moved for other reasons such as new construction.
- All tree and shrub transplantation will be performed in accordance with ANSI (American National Standards Institute) A300 (part6)-2005 standards for tree and shrub transplantation, OSHA, manufacturer’s written instruction and all other applicable federal, state and local regulations.
- Tree relocation shall be in accordance with placement and installation guidelines established for tree planting, refer to Appendix 19M.
- Private tree/shrub donations shall be inspected by the City Arborist prior to acceptance. Acceptance is determined by: size, expense to move, liability/risk, free of disease/infestation, any additional standards and life expectancy.
- When removing trees, the ball size should be a diameter and depth to encompass enough of the root system as necessary for re-establishment at transplant location. Trees with a DBH of 8 inches or more will be contracted, or may be infeasible to transplant.

Preparatory Work

- At least one week in advance of transplanting, inspect both the removal and transplant site for safety hazards.
 - Visually identify overhead hazards such as overhanging utilities, such as: telephone and power lines, bridges, lamp posts, signs and overhangs of buildings.

- Call Iowa One-Call to locate underground utilities such as: electric gas, water, sewer, Stormwater, communications and irrigation lines, as required by the State of Iowa before excavating; 811.

Tree/Shrub Transplanting Procedure

PPE: High visibility shirt/vest/coat, gloves, steel toed boots, safety glasses, hearing protection.

Crew Size: Two minimum preferred; dependent on scheduled work.

Equipment: Various shovels and rakes, hand pruners, steel reinforcement “t” posts, post pounder, tree straps and wire for guying tree, various trucks for hauling dirt, mulch and trees.

Preparatory Work:

- Select planting site and species suitable with each other and the site.
- Notify adjacent property owners or park staff of estimated planting date.

Setup:

- Load trucks with appropriate tools, plant material, mulch, water and guying equipment.
- Complete CDL walk around and checklist for vehicle (s) to be used.

Operation:

- Assign crews.
- Install tree/plant material in accordance with ANSI A300 part 6 BMP.
- Backfill holes with soil.
- Record in asset management system.
- Set follow-up maintenance or inspection task? Post care PM?
- Send letter to donor notifying the private donor of where a donated tree/shrub has been relocated.



City of Davenport Public Works Standard Operating Procedures

Appendix	19Q	Policy Title	Disease and Insect Control in Trees		
Division	Forestry		Division Manager	John Vance	
Review Date	05/30/18	Effective Date	05/30/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses APWA 19.7, as well as 19.1, .2, .3, and .4. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

Authority

Public Works’ Forestry Division is responsible to identify, treat or remove trees affected by disease and/or insect infestation in the public right-of-way. The Division may be assisted by trained volunteers, other Departments and Divisions, or contracted as needed at the direction of the City Arborist. The authority of the Arborist does not extend to private tree treatment, however, information on invasive pests and disease can be shared with the public via: news articles, the website, media, social media, at neighborhood meetings and events or other means to assist in educating the citizenry about tree hazards that may exist on private property.

Inventory

An inventory of all trees planted is maintained in forestry’s GIS based asset management system.

Identification of Tree Disease or Infestation

The City Arborist maintains memberships with and subscribes to appropriate list services in the effort to stay current on issues related to the tree industry, including disease and insects. This information is shared with staff to ensure trees are inspected for disease and insects during regular maintenance and inspection cycles. Particular trees and tree species may also be targeted for additional periodic inspection to monitor for the presence of disease and/or insects as well, such as in the case of EAB.

Many trees in the public right-of-way that are affected by disease or insects are also reported by citizens.

Procedure

The procedure for treating disease and insect infestation will vary based on the disease, insect, severity of disease or infestation, available treatment options (experimental vs. proven) and rate of survival with treatment, geography, blight, existing health (tree stress), location of the tree, and other environmental factors. Determining the best course of action can be complicated, and is determined by the City Arborist. On occasion, the best treatment may be doing nothing, monitoring and planning for future removal and tree planting. Addressing tree disease and insect control requires a two-part approach.

One way disease and infestation is addressed is by maintaining a robust tree planting program, that diversifies the tree inventory and plans for future tree removal based on disease, infestation and maturity.

The other part of the two-part approach to disease and infestation is through control. Current practice for common diseases and insects found locally are described as follows. In all cases, standard operating procedures for pesticide application, tree removal and planting will be followed when these forms of treatment are identified. Refer to Appendices 19M, O and U for additional detail.

Aphids (Linden trees)	<ul style="list-style-type: none"> • Recommended treatment is no treatment until infestation becomes severe. • Injectable trunk treatments performed when infestation reaches severe level.
Bur Oak Blight	<ul style="list-style-type: none"> • Identify infected trees and remove or treat depending on severity. • Treatment options are still somewhat experimental with efficacy being monitored annually throughout Iowa and Minnesota. • Planting different Oak species where blight is suspected.
Dutch Elm Disease	<ul style="list-style-type: none"> • Identification and eradication of infected and hazardous trees. • Plant only resistant or immune varieties. • Routine pruning only during inactive season September 1 through April 1.
Emerald Ash Borer (EAB)	<ul style="list-style-type: none"> • Discontinue planting. • Monitoring, systemic ash tree removal in public right-of-way and active backfill planting plan in place. • Public trees are not treated as treatment only prolongs life. • Citizen requests/applications to preserve street ash trees were accepted early, however, no longer accepted. • Private ash tree abatement for trees deemed hazardous. Refer to Appendix 19AC.
Gypsy Moth	<ul style="list-style-type: none"> • Iowa DNR trapping effort. Davenport will cooperate with whatever efforts are led.
Japanese Beetle	<ul style="list-style-type: none"> • No treatment unless infestation is a multi-year occurrence. • We have begun to plant a species of Linden that is resistant to the beetle.
Mimoso Web Worm (Honey Locust trees)	<ul style="list-style-type: none"> • Recommended treatment is no treatment until infestation becomes severe. • Injectable trunk treatments performed when infestation reaches severe level.
Oak Wilt Disease	<ul style="list-style-type: none"> • Identification and eradication of infected and hazardous trees. • Avoid planting oaks in known areas of oak wilt infections. • Routine pruning only during inactive season September 1 through April 1.



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19R	Policy Title	Stormwater BMP Inspection and Maintenance		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	01/22/18	Effective Date	01/22/18	Reviewed By	kay/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New as part of developing comprehensive operations guide.					

The City of Davenport recognizes the value in ensuring public and private stormwater best management practices (BMPs) function as intended. This is done through periodic inspection and maintenance of stormwater BMPs within city limits.

Authority

Public Works’ Natural Resources Division is responsible to ensure inspection of public and private stormwater BMPs is conducted once every five years, at minimum, and that BMPs are maintained to ensure satisfactory function.

Inventory

An inventory of public and private stormwater BMPs is maintained. Inventory and asset management are referred to in Public Works Landscape Management Plan Chapter 19.

Inspection and Maintenance Standards Public BMPs. Public stormwater BMPs are inspected, at minimum, on a five year schedule. The (Iowa) Statewide Urban Design and Specifications (SUDAS), the Iowa Stormwater Management, and the Davenport Stormwater Management Manuals are referenced for specific BMP inspection schedules and maintenance requirements.

Private BMPs. After 2014, most private inspection and maintenance standards are outlined in recorded and submitted Maintenance and Repair Agreements (M&RA) which prescribe inspection schedules, documentation and maintenance requirements consistent with SUDAS, the Iowa Stormwater Management and the Davenport Stormwater Management Manual.

Private BMPs that lack a recorded M&RA will be inspected by staff on the city’s 5 year schedule, at minimum. Property owners will be advised of maintenance and documentation needs consistent with SUDAS, the Iowa Stormwater Management and the Davenport Stormwater Management Manual.

The results of inspection and maintenance shall be recorded in public works asset management system.

Procedure

All inspection and maintenance activities conducted by in-house staff or a contractor shall be performed in accordance with all applicable federal, state and local regulations.

PPE: High visibility shirt/vest/coat, sunscreen as necessary, insect repellent as necessary

Crew Size: for inspections - one minimum; for maintenance - two minimum preferred; dependent on scheduled work

Equipment: for inspections paper and writing utensil or tablet for recording inspection observations; for maintenance refer to SUDAS, the Iowa Stormwater Management Manual and the Davenport Stormwater Management Manual, or related SOPs

Preparatory Work:

- For public and private BMPs, locate and review any documentation including plans, specs, M&RA and other information in public works asset management system or other electronic municipal files.

Operation:

- Wear appropriate PPE.
- Visit site.
- Conduct inspection.
- Record inspection in public works asset management system.
- Based on inspection results, notify private property owner(s) of findings and needed maintenance as applicable, or schedule maintenance activities as needed for public BMPs.



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19S	Policy Title	Natural Area Installation and Maintenance		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	01/18/18	Effective Date	01/18/18	Reviewed By	akay/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New as part of developing comprehensive operations guide.					

The City of Davenport recognizes the benefits of maintaining native woodland, prairie, savannah and other natural areas within the city limits. These provide habitat diversity, enhance our greenway corridors, improve quality of life for residents, improve water quality and stream health, reduce annual mowing costs and pesticide use, along with providing other benefits.

A component of natural areas is native plants.

Authority

Public Works’ Natural Resources Division is responsible to install and maintain all public areas planted with native vegetation throughout the city. The Division may be assisted by trained volunteers, other Departments and Divisions, as needed, and at the direction of Natural Resources staff.

Inventory

An inventory of natural areas is maintained. Inventory and asset management are referred to in Public Works Landscape Management Plan Chapter 19.

Installation

All areas where native plants are to be installed, will be prepared in accordance with current industry standards and may include SUDAS, Tallgrass Prairie Center guidelines and DOT specifications. Native seed and plant materials shall primarily be locally sourced, with Iowa ecotype considered. Equipment will vary based on installation method; pesticide applicator, broadcast spreader, drill seeder, hand plug tools, etc. All work shall be performed in accordance with OSHA, manufacturer’s written instruction and all other applicable regulations.

Maintenance

A variety of methods are used to maintain natural areas and their native plant populations. Maintenance may be performed by in-house staff or contracted. Controlled burns, herbicides and pesticides are just a few of the tools used to maintain natural areas. Details and procedures for these applications can be found in Appendices 19V, 19T, and 19U respectively.

This procedure specifically addresses mechanical maintenance methods to include: removal of invasive species, removing and treating undesirable tree growth, and mowing.

Mowing, removal of invasive species, and the removal and spot treating of undesirable tree growth are performed as schedules and weather allows; maintenance is not performed during active heavy precipitation, or when temperatures are below 20 degrees.

Mowing	Removal of Invasive Species	Undesirable Tree Growth
Spring or Fall – to no less than 9". Certain native area vegetation can provide over-wintering habitat in which case a spring mow is appropriate and encouraged.	As per asset management system schedule and in accordance with Iowa Weed law and Appendices 19T, U and/or V.	When undesirable tree growth is encountered, loppers or chain saws may be used to remove the bulk of the material per Forestry or Natural Resources direction. Removal is followed by spot treatment with herbicide or pesticide as necessary.

PPE: High visibility shirt/vest/coat, sunscreen as necessary, insect repellent as necessary, protective clothing suitable for chain saw and other equipment use including but not limited to safety glasses, face masks, ear protection, gloves, reinforced leg coverings, SDS or manufacturer recommended PPE

Crew Size: two minimum preferred; dependent on scheduled work

Equipment: chain saw, pesticide sprayer, tool cat, loppers, hand snips, tool cat attachments (mower, grapple claw, etc.,) chipper, trucks to haul mulch

Preparatory Work:

- Review Natural Resources records and maintenance plans for work.
- Confirm equipment and staff is available for the designated schedule.
- Coordinate with Parks to confirm there are no scheduled races along trails where work is to be done (if vehicles will be required to be on the trails or if trails will be closed).
- Request signage if trails will be partially closed due to work.
- E-mail Parks and Communications and Preparedness Manager if park trails will be partially or fully closed due to work.

Setup:

- Travel to site
- Set up signage, as needed.
- Ensure all employees on site are aware of the plan for the area.

Operation:

- Wear appropriate PPE.
- Perform designated work.
- Record maintenance details in public works asset management system.
- Set follow-up maintenance or inspection task in public works asset management system.



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19T	Policy Title	Fertilizers and Herbicides		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	05/21/18	Effective Date	05/21/18	Reviewed By	kay/bjt/dw/tae/vance/cad/rrd

This policy **Remained Unchanged** **Was Revised** **Is New**

If New or Revised, Why? 05/21/18. Modified to incorporate Parks/Golf policies/procedures. 01/16/18. This SOP is new as part of developing comprehensive operations guides. The SOP addresses APWA standard 19.14, as well as other regulatory and clean water standards. This SOP will be maintained by Natural Resources, however applies to Facilities Maintenance, Forestry, Neighborhood Services, Parks and Golf Operations.

Alternatives to chemical applications shall be considered prior to use of chemicals.

Chemical applications shall be preceded by soil testing to ensure only the chemicals necessary to maintain vegetative health are applied when it is determined chemical applications are necessary.

Evaluation and Determination

Soil testing results (as applicable to size of area), vegetation condition, size and location of area of concern, weather, and the presence or absence of invasive species or noxious weeds shall be taken into consideration when determining whether chemical application or alternative methods for improving nutrient levels should be used. Additional consideration is taken on golf courses to ensure grounds meet general or minimal turf quality expectations needed to maintain a positive economic threshold.

Root stimulator for trees may be utilized when planting newer trees in areas where soil quality is of concern.

Alternatives

- Soil quality restoration, Refer to Appendix 19W.
- Organic options, when available.
- Plan and budget for significant work: re-seeding, re-landscaping.

Authorization

Chemical applications shall only be applied at the direction of the Clean Water Manager, City Arborist, Environmental Services Supervisor, Golf Managers and Supervisors, or Parks Managers and Supervisors based on necessity, evaluation and determination.

Chemical Consideration

While the preference is for chemical alternatives, fertilizers and herbicides can be a can be valuable tools for controlling undesirable plants on a short-term basis. When chemicals are necessary, selection shall be based on their label constraints and residual effects on the environment. They will be monitored to document their

effectiveness and impacts upon target and non-target species.

Application

- Sites shall not be treated regularly, rather they shall be spot treated based on need.
- All fertilizers and herbicides shall be applied by trained and licensed personnel or contracted professionals in accordance with manufacturer’s written instruction and Safety Data Sheet. All City of Davenport and contracted herbicide applicators shall be certified by the State of Iowa as public applicators in categories 1A and 6.
- Fertilizers and herbicides shall not be applied in proximity to waters including streams, groundwater and wetlands.
- Where applicable, application equipment shall be pre-checked and monitored for proper calibration to ensure products are applied according to manufacturer’s written instruction.
- Chemical storage:

Facilities Maintenance	Natural Resources	Parks and Recreation Golf Operations	Vendor
<p>Chemical applications shall not be stored on-site. In-house staff shall purchase only the quantity required for application.</p>	<p>When small amounts of chemical are needed, in-house staff shall purchase only the quantity required for application.</p> <p>When purchased in volume, all fertilizers and herbicides ordered by the city shall be delivered by the distributor, and stored in a locked building designed for storage with secondary containment of potential spills, and adequate ventilation. Keys will be provided to only those with authorized access. The building shall be clearly labeled as a pesticide storage area, including required NFPA placards. On-site emergency eye wash station(s) and spill response kit(s) shall be inspected monthly for location and damage, and replaced when necessary.</p>		<p>Vendors shall not store products on Owner site.</p>
Forestry			
<p>Chemicals are generally purchased in limited quantities once a year to address anticipated seasonal needs. Inventory is generally depleted at the end of the season, however residual quantities of 5 gallons or less may be maintained and properly stored in a chemical cabinet.</p>			



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19U	Policy Title	Pesticides		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	05/21/18	Effective Date	05/21/18	Reviewed By	kay/bjt/tae/dwa/jvance/cad/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? 05/21/18 Updated to incorporate golf requirements. 01/16/18. This SOP is new as part of developing comprehensive operations guides. The SOP addresses APWA standard 19.14, as well as other regulatory and clean water standards. This SOP will be maintained by Natural Resources, however applies to Facilities Maintenance, Forestry, Neighborhood Services, Parks and Golf Operations.					

Alternatives to chemical applications shall be considered prior to use of chemicals.

Evaluation and Determination

Infestation level, type of pest, damage caused by pest, vegetation condition, size and location of area of concern, weather, long-term effectiveness, and the presence or absence of invasive species or noxious weeds shall be taken into consideration when determining whether chemical application or alternative methods should be used for pest control. Additional consideration is taken on golf courses to ensure grounds meet general or minimal turf quality expectations needed to maintain a positive economic threshold.

Alternatives

- Organic options, as available.
- Biological controls.
- Plan and budget for significant work: re-seeding, re-landscaping.
- Tree or shrub removal.

Authorization

Chemical applications shall only be applied at the direction of the Clean Water Manager, City Arborist, Environmental Services Supervisor, and Parks and Golf Managers and Supervisors based on necessity, evaluation and determination.

Chemical Consideration

When chemicals are necessary, selection shall be based on their label constraints and residual effects on the environment. They will be monitored to document their effectiveness and impacts upon target and non-target species.

Application

- Sites shall not be treated regularly, rather they shall be spot treated based on need.
- All pesticides shall be applied by trained and licensed personnel or contracted professionals in accordance with manufacturer’s written instruction and Safety Data Sheet. All City of Davenport and

contracted pesticide applicators shall be certified by the State of Iowa as public applicators in categories 1A and 6.

- Where applicable, application equipment shall be pre-checked and monitored for proper calibration to ensure products are applied according to manufacturer’s written instruction.
- Pesticides shall not be applied in proximity to waters including streams, groundwater and wetlands.
- Chemical storage:

Facilities Maintenance	Natural Resources	Parks and Recreation Golf Operations	Vendor
<p>Chemical applications shall not be stored on-site. In-house staff shall purchase only the quantity required for application.</p>	<p>When small amounts of chemical are needed, in-house staff shall purchase only the quantity required for application.</p> <p>When purchased in volume, all fertilizers and herbicides ordered by the city shall be delivered by the distributor, and stored in a locked building designed for storage with secondary containment of potential spills, and adequate ventilation. Keys will be provided to only those with authorized access. The building shall be clearly labeled as a pesticide storage area, including required NFPA placards. On-site emergency eye wash station(s) and spill response kit(s) shall be inspected monthly for location and damage, and replaced when necessary.</p>		<p>Vendors shall not store products on Owner site.</p>
Forestry			
<p>Chemicals are generally purchased in limited quantities once a year to address anticipated seasonal needs. Inventory is generally depleted at the end of the season, however residual quantities of 5 gallons or less may be maintained and properly stored in a chemical cabinet.</p>			



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19V	Policy Title	Controlled (Prescribed) Burn Program		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	04/26/18	Effective Date	04/26/18	Reviewed By	kay/rrd
This policy	<input type="checkbox"/>	Remained Unchanged	<input checked="" type="checkbox"/>	Was Revised	<input type="checkbox"/>
If New or Revised, Why? 04/26/18, add door hanger. Last update 11/25/15 New SOP #. Current modifications being made as part of the move to comprehensive guide format, and new manager. Addresses APWA Standard 19.19. Natural Resources implements and manage this program for all applicable city division's and departments.					

The City of Davenport recognizes the benefits of using prescribed fire as a maintenance tool for areas planted with native vegetation. Historically fire was the only means available to control growth on native prairies. Fire continues to be useful in removal of unwanted noxious weeds from areas planted in native vegetation. This document describes our Controlled (Prescribed) Burn program.

It is the policy of the City of Davenport to conduct controlled burns of native vegetation on public lands as needed to promote growth of native plant species, and to control noxious weeds, invasive and other undesirable plants, in accordance with all applicable federal, state and local regulations and this procedure.

The City's Uniform Fire Code, specifically Code 15.32.110 C.2.c, provides specific detail regarding local regulation of Open Fires and Burning.

Authorization

To ensure the safety of all participants and adjacent property, only Natural Resources Division staff is authorized to:

- Conduct, or contract, controlled burns of native vegetation. Qualified staff assistance may be requested from other departments and division as needed.
- Create, or contract creation, of controlled burn plans.

Controlled burns shall only be conducted when the following conditions are met:

- Weather conditions are favorable per NRCS Prescribed Burn Plan; air temperature 40 to 70 degrees F, relative humidity 30 to 60%, soil damp to touch, wind speed 5 to 15mph within acceptable wind direction provided in Burn Plan.
- Burn plans have been submitted to the Fire Department and the Fire Department has authorized the controlled burn to be conducted.

Inventory

Inventory and asset management are referred to in Public Works Landscape Management Plan Chapter 19.

Scheduling

The City’s Controlled Burn program does not have a set schedule as factors such as need, humidity, plant moisture level, wind speed and direction, and building proximity are all factors that must fall within certain parameters in order to have a safe and successful burn.

Burns are scheduled based on need when weather conditions are favorable between March and November.

Training

Controlled burns shall only be conducted by staff, or contractors, when a Certified Burn Boss is present.

Natural Resources uses an adaptive management approach to maintenance of stormwater best management practices. This approach recognizes the uncertainty of how natural ecosystems will respond to human intervention and involves setting expectations, measurement, analysis of results, understanding those results and making changes to action plans.

Procedure

PPE: High visibility shirt/vest/coat, sunscreen as necessary, insect repellent as necessary, cotton clothing only, fire retardant clothing

Crew Size: four minimum

Equipment: chain saw, burn fuel (1 gallon gasoline to 4 gallons of diesel fuel), back pack sprayers, flat shovels, drip torches, flapper, leaf blower (depending on situation), matches or other ignition source, burn plan, cell phones or two-way radios, weather meter, burn permit, smoke signs

Preparatory Work:

2 Weeks in Advance	1 Week in Advance	1 Week to 3 Days in Advance
<ul style="list-style-type: none"> • Create Burn Plan, See Page 5 • Review Burn Plan with Staff • Submit Burn Plan to Fire Department for Authorization 	<ul style="list-style-type: none"> • Notify adjacent property owners by mail, Template on Page 4, or using Door Hanger, Template on Page 5 • Either e-mail or submit Appendix 6L to Communications and Preparedness Manager to initiate public notification 	<ul style="list-style-type: none"> • Monitor atmosphere conditions (wind direction, wind speed, temperature and humidity). • Notify fire Marshall of intended date and location(s) for burn. • Cut or ensure that burn breaks have been installed or maintained.

Day of Burn:

- Load equipment and travel to site.
- Place smoke warning signs in appropriate locations per the burn plan.
- Take atmospheric measurements and ensure they meet conditions of burn permit.
- Meet with burn crew and fire department to go over burn plan.

- Stage equipment and put on appropriate PPE.
 - Ignite fire per burn permit.
 - Monitor and suppress fire as necessary.
 - After fire is out monitor area to ensure no hot spots are present.
 - Extinguish all hot spots and ensure there is no smoke before leaving burn area.
 - Record burn information on records form.
 - Record burn details in public works asset management system: burn date, time, success rate, etc.
- Within six weeks following the burn, revisit the site to clear and treat any large woody growth in the burn area and evaluate effectiveness. When this work has been completed, schedule the next inspection for six months later in the public works asset management system. Utilizing this inspection schedule and an adaptive management approach, schedule the next inspection sequence, and when appropriate, schedule the next preventive maintenance burn.



1200 East 46th Street • Davenport, Iowa 52807 • 563.326.7923
www.cityofdavenportiowa.com/publicworks

Controlled Burn of Native Habitat in Davenport

The City of Davenport Public Works, Fire, and Parks Departments, in cooperation with local supporting agencies, will be conducting controlled burns of prairie and/or woodland vegetation adjacent to your property when weather and site conditions are favorable during the week of XXXXXXXX.

The burns are being conducted to control the spread of invasive plant species, and promote the health of prairie plant materials. You can find out more about controlled burns at this link, www.cityofdavenportiowa.com/controlledburn.

The Fire Department has authorized the Prescribed Burn Plan for this work.

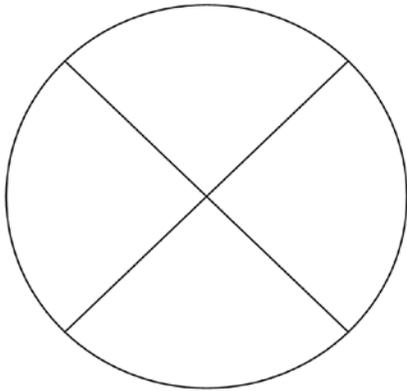
Direct notification will be attempted the day of the burn, and signs will also be in place near the adjacent roads/ access areas.

If you are present when the controlled burn is taking place please avoid the burn area. Weather conditions will be monitored to provide wind conditions that conduct smoke away from occupied buildings; however, closeness of some buildings to the burn areas means that smoke will be present and may enter buildings despite best efforts to prevent it. It is recommended that persons with smoke allergies or asthma keep their windows closed during the burn period and afterwards for several hours. These persons may also wish to leave their homes if they are able during the burn to avoid smoke inhalation.

If you have any questions please contact one of the following:

Amy Kay
Natural Resources Manager
Public Works Center
1200 E. 46th Street
Davenport, IA 52807
Natural Resources Manager
563.327.5160
akay@ci.davenport.ia.us

Billy Fisher
Urban Conservationist
Public Works Center
1200 E. 46th Street
Davenport, IA 52807
Natural Resources Manager
563-888-2107
wfisher@ci.davenport.ia.us

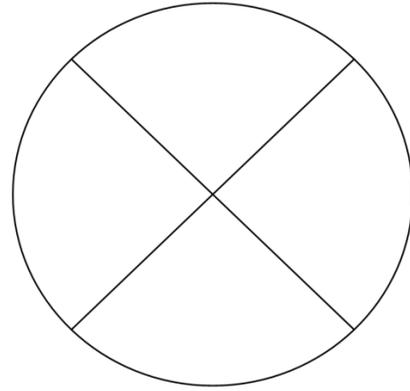


The burn is being conducted to control the spread of invasive plant species and promote the health of prairie plant materials. Details at www.cityofdavenportiowa.com/controlledburn.

The Fire Department has authorized the Prescribed Burn Plan for this work.

If you are present when the controlled burn is taking place, please avoid the burn area.

Proximity of some buildings to the burn areas means that smoke will be present and may enter buildings despite best efforts to prevent it. Persons with smoke allergies or asthma are encouraged to keep their windows closed during the burn period and afterwards for several hours. These persons may also wish to leave their homes if they are able during the burn to avoid smoke inhalation.



A controlled (prescribed) burn of native vegetation and/or woodland vegetation is scheduled to take place near your property when weather and site conditions are favorable this week.

See Reverse Side for Additional Information

Questions? Call Davenport Public Works at 326.7923



Burn Plan

Public Works uses the controlled burn template developed by the US Department of Agriculture, Natural Resource Conservation Service, the form and additional controlled burn resources can be found at this link: https://efotg.sc.egov.usda.gov/references/public/IA/Prescribed_Burning_338_JS_2008_09.pdf.



**City of Davenport
Public Works
Standard Operating Procedures**

Appendix	19W	Policy Title	Soil Quality Restoration (Compost and Aeration)		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	01/24/18	Effective Date	01/24/18	Reviewed By	kay/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New as part of developing comprehensive operations guide.					

The City of Davenport recognizes the benefits of healthy soils. They provide biodiversity below ground, infiltrate stormwater and support more robust vegetation. Soil quality restoration can improve soil quality in a variety of situations, including existing turf lawns, and is a requirement in new construction. Methods range from aeration and compost application in existing soils to complete reconstruction of a healthy soil profile after mass grading operations.

Public Works' Natural Resources staff shall be responsible to conduct soil assessments, and to cause soil quality restoration to be performed based on soil assessment. Methods for assessment, installation and inspection shall be per the Davenport Stormwater Management Manual, Iowa Storm Water Management Manual Chapter 5, Section 6, and city ordinance Section 13.34.340.

Soil quality restoration prescribed may be conducted by in-house staff or contracted, and shall be performed by qualified individuals in with all applicable regulations, including but not limited to, the Davenport Stormwater Management Manual, Iowa Storm Water Management Manual Chapter 5, Section 6, and city ordinance Section 13.34.340.

All activities related to soil quality restoration shall be recorded in public works asset management system.

Soil Inspection and Assessment Procedure

PPE: High visibility shirt/vest/coat, sunscreen as necessary, insect repellent as necessary, gloves, steel toe boots

Crew Size: one

Equipment: shovel, penetrometer, soil sampler

Preparatory Work:

- Review soil quality restoration plan, or Natural Resources records for site soil requirements.

Setup:

- Travel to site

Operation:

- Wear appropriate PPE.
- Test soil depth and density per site requirements and/or soil quality restoration plan.
- Record inspection and assessment results in public works asset management system. Schedule follow-up inspection as needed.



City of Davenport Public Works Standard Operating Procedures

Appendix	19X	Policy Title	Playground Inspection and Maintenance Plan		
Division	Facilities Maintenance	Division Manager		Todd Jones	
Review Date	01/10/18	Effective Date	01/10/18	Reviewed By	jones/ldk/cad/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		
If New or Revised, Why? Previous review and update 11/25/15. Modified to better reflect activities and meet the applicable APWA standard, 01/18/16. Slightly modified and moved to Operations Guide Chapter 19 as Appendix 19X 01/16/18. Covers APWA Standard 19.20. Addresses Public Works Facilities Maintenance Division only, this procedure does not address Parks and Recreation Operations.					

It is the policy of Facilities Maintenance to routinely inspect and maintain playground facilities at assigned city facilities as provided through preventive maintenance scheduling.

Regulatory Requirements. All playground design and installation shall meet or exceed the standards of the American Society for Testing Materials (ASTM) Standard F1487 and the Consumer Product Safety Commission (CPSC) Guideline Handbook for Playground Safety.

Responsibility. The Parks and Recreation Department’s Safety and Training Officer serves as the City’s Certified Playground Inspector. Only staff trained in playground inspection by a Certified Playground Inspector (the Parks and Recreation Department’s Safety and Training Officer) shall complete playground inspections. When technical questions related to condition and acceptable standards arise, the Parks and Recreation Safety and Training Officer shall be consulted for next steps/resolution of issue.

Inventory and Asset Management. Public Works current inventory of playground equipment consists of one facility, Scattered Site Housing location 745/747 W 61st Street. The condition, work orders, inspection and related information regarding the asset are maintained in public works asset management system.

Requests for Service. Citizens and tenants of the Scattered Site Housing located at 745/747 W 61st may make requests for service and/or report playground deficiencies by contacting Facilities Maintenance or the Office of Assisted Housing. Contact information for the Division and the Office of Assisted Housing are located within Scattered Site Housing Units.

Preventive Maintenance, Inspection and Repair. Playground equipment features and play areas are inspected monthly, weather permitting, using the Playground Inspection Form found on the following page. All deficiencies identified upon inspection or response to a request for service shall be corrected in accordance with ASTM, CPSC and/or manufacturer’s written guidelines.

Should playground equipment become damaged or unsafe and no longer meet ASTM, CPSC standards for use, the equipment may be considered for replacement under the City’s Capital Improvement Program or removed from service.

Public Works, Facilities Maintenance Playground Inspection Form			
Date		Inspected By	
Structural Features			
Type	Qty	Problem (if any) and location	Priority High/Low
Sidewalks (Adjacent and Approach)	-		
Stairways	1		
Play Features			
Type	Qty	Problem (if any) and location	Priority High/Low
Age sticker/sign	1		
Composite double slide	1		
Corkscrew climber	1		
Arch climber	1		
Transfer station	1		
Decks	2		
Turf Areas			
Type	Qty	Problem (if any) and location	Priority High/Low
Mulch	-		
Holes	-		
Ruts	-		
Park/Play Area Cleanliness			
Type	Qty	Problem (if any) and location	Priority High/Low
Graffiti	-		
Natural Debris	-		
Litter	-		
Comments			



Nuisance Details

Wildlife Nuisance Location/Area			
Type of Wildlife			
Type of Nuisance	<input type="checkbox"/> Sick/Diseased <input type="checkbox"/> Damage to Property <input type="checkbox"/> Safety/Health <input type="checkbox"/> Other:		
Has the City's Wildlife Management Provider been Consulted?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the DNR contacted by the City's Wildlife Management Provider regarding the situation?			<input type="checkbox"/> Yes <input type="checkbox"/> No

Background and Wildlife Control Plan Proposed

--

Safety Controls to be Placed/Implemented

--

Abatement Requested By

Abatement Requested By		Phone		Date	
------------------------	--	-------	--	------	--

Authorization to Proceed

Department Director Authorizes Requestor to Proceed with Wildlife Control Plan. If no, provide comment or next steps to resolve.	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Comments, if applicable.

Director's Signature		Department		Date	
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City of Davenport
Public Works
Standard Operating Procedures

Appendix	19Z	Policy Title	Floating Islands		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	1/12/18	Effective Date	1/12/18	Reviewed By	kay/rrd

This policy **Remained Unchanged** **Was Revised** **Is New**

If New or Revised, Why? SOP added as part of developing comprehensive operations guide and introduction of new water quality management practice. Natural Resources to maintain this SOP; applicable to NR and the Parks and Recreation Department.

The City of Davenport recognizes the benefits of using a variety of best management practices to improve water quality. Floating islands remove bacteria and other nutrients in water bodies through microbial action on the root systems of plants and uptake of nutrients into the root systems. This practice not only supports improved water quality but provides wildlife habitat and increased biodiversity.

Authority

With proper permitting, where applicable, Natural Resources and the Parks and Recreation Department have authority to install floating island on waterways located within City limits.

Location and Inventory

Siting of floating islands is done on a project-specific basis, where interest, staff time, funding and/or local support is available. The current inventory of floating island is maintained in public works asset management system and city GIS.

Performance Measurement

Water quality monitoring may be included as part of ongoing maintenance. When conducted, monitoring results will be recorded in public works asset management system.

Installation and Maintenance

Installation and maintenance of floating island shall be in accordance with manufacturer’s written instruction, safety data sheets, and all applicable federal, state and local regulations and the following procedure.

New installations involve ordering: a floating foundation, adequate compost and topsoil, native plants and protective measures to protect young plants during maturation, as well as identifying anchoring requirements and ordering appropriate anchoring components. Installations shall avoid using small opening, non-rapid biodegradable netting as it has a tendency to trap water snakes and other wildlife.

Islands are to be anchored in place with slack in the lines to allow for fluctuating water levels.

Annual inspections of vegetation and soils, and the island body will be conducted to evaluate condition.

Winter removal is not necessary, except when required per manufacturer instruction.

Procedure New Installation

Equipment and PPE: canoe, kayak or small boat (2), cable, cable cutter, metal clamps to secure cable ends, clamping tool, manufactured mats, sunscreen as necessary, insect repellent as necessary, clothing suitable for water, life jacket

Setup:

- Travel to site.
- Deliver all materials to site.
- Meet with installation crew to go over safety parameters, soil, planting and protection installation plan and launch plan.

Operation:

- Set up mats along shoreline to aid in mat launch.
- Chain together mats and secure weight/anchor systems.
- Install soils.
- Install plants.
- Install plant protection component (bamboo stakes, wide natural fiber netting, etc.).
- Float the island to its designated location, set line and weighted anchor.

Procedure Maintenance

Equipment and PPE: canoe, kayak or small boat (2), sunscreen as necessary, insect repellent as necessary, clothing suitable for water, life jacket, additional material and equipment as identified through inspection

Maintenance:

- Annually inspect plant survival rate and replace as necessary.
- Biannually inspect for weed growth and remove as necessary.
- Remove plant protection measures after plants have sufficiently matured to a size that will prevent goose traffic and nesting on the mats. This generally occurs after the first full year of growth.
- Remove/repair mats if they become damaged.
- If a shift in location is observed during annual or biannual inspection, re-evaluate anchor weight and effectiveness. Pull up anchor and add additional weight or anchors if necessary to hold islands in place.



City of Davenport Public Works Standard Operating Procedures

Appendix	19AA	Policy Title	Duck Creek Wild Auxiliary Club		
Division	Facilities Maintenance	Division Manager		Amy Kay	
Review Date	02/16/18	Effective Date	02/16/18	Reviewed By	akay/backerland/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? Document new volunteer initiative and associated rules. Supports Appendix 19B IRVM Plan, Communications Chapter 6, and Stormwater Chapter 27.					

Duck Creek Wild Auxiliary Program and Guidelines

Duck Creek Wild is an auxiliary club administered by the City of Davenport’s Public Works Department, Natural Resources Division.

Purpose. The purpose of the program is to support education and enhancement of Duck Creek’s riparian areas within Davenport city limits by encouraging and providing involvement opportunities to interested community members.

Program Objectives. The primary objective of Duck Creek Wild will include the eradication of invasive and non-native plant species followed by reintroduction of native plant species. Secondary objectives include educational meetings, grant writing, scientific research, and group discussion.

Program Coordination and Management. The Public Works Natural Resources Technician, Public Works Clean Water Manager or their designee, shall manage and have authority over club activities and membership. Referred to as the Program Coordinator.

While management and authority over the club rests with City staff, members are welcome and encouraged to participate in program coordination.

Membership.

- All individuals with an interest in supporting the purpose and objectives of the Duck Creek Wild Program are eligible to become members upon submission of a completed Duck Creek Wild Member Waiver and Hold Harmless Agreement. Membership shall be renewed annually in January of each year. A parent or guardian signature is required on the waiver and hold harmless agreement for all individuals under the age of 18.
- Membership in Duck Creek Wild is voluntary and without fee.
- As an auxiliary program, members of Duck Creek Wild are not compensated for labor/services rendered.
- Members are encouraged to:
 - Attend educational and planning meetings held;
 - Participate in field days;
 - Assist in identifying focus areas and development of work plans;
 - Participate in discussion and planning efforts;
 - Serve on special committees that may be developed;

- Lead special projects that may be identified;
- Network, collaborate and partner with other Duck Creek Wild Members.

Membership may be revoked for failure to comply with covenants of the Duck Creek Wild Member Waiver and Hold Harmless Agreement, or other evidence of unlawful or undesirable activity.

Membership Meetings. Meetings shall be scheduled as determined by the Program Coordinator in consultation with the membership.

Drop-In Volunteers. The Program Coordinator and/or membership may recruit drop-in volunteers for specific projects and field days. Drop-in volunteers are welcome with a completed Duck Creek Wild Drop-In Volunteer Waiver and Hold Harmless Agreement. A parent, guardian or other authorized adult must accompany all youth age 14 and under.

Field Days. The Program Coordinator will review work plans and safety instruction with all members and drop-in volunteers prior to performing work on field days.

Recordkeeping. The activities of Duck Creek Wild will be recorded in public works asset management system under an annually created work order with associated tasks and activities. Staff and volunteer hours, as well as a description of work accomplished, will be recorded in the asset management system. Activities of Duck Creek Wild such as work plans, safety instruction, training, pictures, meeting minutes, data collected, grant information, member lists, and copies of completed Duck Creek Wild Member and Drop-In Waiver and Hold Harmless Agreements will be maintained on Natural Resources shared drive, "[N:\Duck Creek Wild](#)".

Public Access. Information about the program and work days will be disseminated to the general public and members as described in Public Works' Operations and Administrative Guide Chapter 6. A direct website URL has been established for disseminating information to the general public. The URL is www.cityofdavenportiowa.com/dcwild.

See following pages for Member and Drop-In Waiver and Holder Harmless Agreements as well as Work Plan Template to include standard safety instruction.

Duck Creek Wild Member Waiver and Hold Harmless Agreement

Thank you for your interest in promoting stewardship, education and enhancement of Duck Creek’s riparian areas. We greatly appreciate your involvement and commitment to improving the Duck Creek Watershed and the City through environmental stewardship.

Description of Work. Members will assist education and enhancement of Duck Creek’s riparian areas by participating in planning, scheduling, coordination, grant writing, scientific research, group discussion, and use of hand tools in removal of invasive species and planting native plants.

Equipment. All necessary personal protective equipment and hand tools such as shovels, pruners, loppers and hand broadcasters will be provided and used in field operations.

Member Agreements. In signing this Agreement, I agree that I:

- am willingly volunteering, and that I shall receive no compensation for labor rendered during my participation;
- understand the possibility exists, however slight, for injury to occur while removing invasive species, planting, bending, lifting, walking on rough terrain and on slippery surfaces, and for exposure to allergens;
- am responsible for and agree to wear clothing and footwear appropriate to weather conditions and consistent with safety training provided;
- to use tools provided safely and according to instructions I receive;
- to behave in a courteous, responsible manner;
- am in adequate physical condition to engage in the activities I participate and agree to only perform work that I am comfortable doing and that I feel I can accomplish safely;
- will not participate in activities of Duck Creek Wild while under the influence of alcohol or drugs;
- will maintain an work environment free of violence, discrimination and harassment;
- understand my membership may be revoked for failure to comply with covenants of this agreement, or other evidence of unlawful or undesirable activity.

Waiver & Hold Harmless. I hereby waive any claim, cause, loss, cost, damage whatsoever that I may acquire against City of Davenport, its officers, employees, or agents as a result of or arising in conjunction with my volunteer work described to me. Further, by signing below, I agree to defend and hold harmless the City, its officers, employees, or agents against any claim, cause, loss, cost, or damage whatsoever, including attorney fees, that result from or arise in conjunction with my volunteer work.

Permission-Use of Photographs. I give my permission for my likeness captured on video, photo or digital camera during this program to be used for purpose of promoting and documenting involvement in Duck Creek Wild on the web or in other promotional or reporting material and publications, and waive any rights of compensation or ownership.

Release. I hereby release all sponsoring organizations, their officers, employees and agents or any other volunteer from any and all claims that may arise from or result in any expenses, personal injury, loss or damage incurred to me or by me during my participation on Duck Creek Wild projects.

By my signature, I acknowledge that I have read, understood, and agree to: the terms of Membership in Duck Creek Wild, and to abide by the established policies and safety guidelines provided by the City of Davenport, and to the terms identified in this Liability Release.

Name _____ Signature _____ Date _____

Signature of Parent or Guardian if Member under Age 18 _____ Date _____

Duck Creek Wild Drop-In Volunteer Waiver and Hold Harmless Agreement

Thank you for your interest in promoting stewardship, education and enhancement of Duck Creek's riparian areas. We greatly appreciate your involvement and commitment to improving the Duck Creek Watershed and the City through environmental stewardship.

To participate in this project, you must read and sign this release. A parent or guardian is required to sign for volunteers under 18 years of age. A parent, guardian or other authorized adult must accompany all youth age 14 and under.

Description of Work. Volunteers sign up to remove invasive species, plant native plants, or other general landscape type maintenance such as picking up litter. These activities require some lifting, bending, shoveling. The equipment to be used may include hand tools such as shovels, pruners, loppers and hand broadcasters. Equipment will be provided and used in field operations.

Volunteer Agreements. In signing this Liability Release, I agree that I:

- am willingly volunteering to remove invasive species, plant native plants, or other general landscape type maintenance such as picking up litter, and that I shall receive no compensation for labor rendered during my participation.
- understand the activity I am about to engage in is one where the possibility exists, however slight, for injury to occur while removing invasive species, planting, bending, lifting, walking on rough terrain and on slippery surfaces, and for exposure to allergens.
- acknowledge and understand that I am responsible for my own protective clothing and safety wear and that I have been advised that it is not recommended that I participate wearing open-toed shoes. I further acknowledge that I have been advised that I should wear clothing appropriate to the weather conditions and I am responsible for my own clothing choices while engaged in volunteer activities.
- agree to use tools provided safely and according to instructions I receive.
- agree to behave in a responsible manner and to adhere to safety training provided.
- am in adequate physical condition to engage in this activity and agree to only perform work that I am comfortable doing and that I feel I can accomplish safely.

Waiver & Hold Harmless. I hereby waive any claim, cause, loss, cost, damage whatsoever that I may acquire against City of Davenport, its officers, employees, or agents as a result of or arising in conjunction with my volunteer work described to me today. Further by signing below, I agree to defend and hold harmless the City, its officers, employees, or agents against any claim, cause, loss, cost, or damage whatsoever, including attorney fees, that result from or arise in conjunction with my volunteer work.

Permission-Use of Photographs. I give my permission for my likeness captured on video, photo or digital camera during this program to be used for purpose of promoting and documenting involvement in Duck Creek Wild on the web or in other promotional or reporting material and publications, and waive any rights of compensation or ownership.

Release. I hereby release all sponsoring organizations, their officers, employees and agents or any other volunteer from any and all claims that may arise from or result in any expenses, personal injury, loss or damage incurred to me or by me during my participation on Duck Creek Wild projects.

By my signature, I agree to abide by the established policies and safety guidelines provided by the City of Davenport and to the terms identified in this Liability Release.

Signature	Printed Name	Name of Youth Under Age 18, if applicable	Date

Work Plan and Safety Instruction Template

GOALS

Objectives	Planned Action	Leader / Groups	Safety Instruction and PPE
			Closed Toe Shoes Bending/Lifting Hydration Tools to be Used Be Courteous & Have Fun!



City of Davenport
Public Works
Standard Operating Procedures

Appendix	19AB	Policy Title	Stream Buffer Installation and Maintenance		
Division	Natural Resources		Division Manager	Amy Kay	
Review Date	01/18/18	Effective Date	01/18/18	Reviewed By	akay/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? New as part of developing comprehensive operations guide.					

The City of Davenport recognizes the benefits of maintaining stream buffer areas within the city limits. These provide habitat diversity, enhance our greenway corridors, improve quality of life for residents, improve water quality, stream health and stability, and reduce annual mowing costs and pesticide use, along with providing other benefits.

Authority

Public Works’ Natural Resources Division is responsible to install and maintain all stream buffers throughout the city when located on city property. The Division may be assisted by trained volunteers, other Departments and Divisions, as needed, and at the direction of Natural Resources staff.

Inventory

An inventory of natural areas is maintained. Inventory and asset management are referred to in Public Works Landscape Management Plan Chapter 19.

Installation

All areas where buffers are to be installed will be prepared in accordance with Statewide Urban Design and Specifications, the Iowa Stormwater Management Manual, and industry standard practice for stream buffer areas.

Native seed and plant materials shall be sourced through Iowa nurseries whenever practical.

If grading is necessary, aggregate, bioengineering and/or other stabilization methods will be used during buffer installation. These items shall be constructed, inspected and installed per construction plans, per manufacturer written instruction or per the guidance of Natural Resources personnel. Equipment will vary based on installation method; broadcast spreader, drill seeder, etc. All work shall be performed in accordance with OSHA, manufacturer’s written instruction and all other applicable regulations.

Maintenance

A variety of methods are used to maintain buffer areas and their potential native plant populations. Refer to Appendix 19S for details on maintenance.



City of Davenport Public Works Standard Operating Procedures

Appendix	19AC	Policy Title	Nuisance Trees		
Division	Forestry		Division Manager	John Vance	
Review Date	05/30/18	Effective Date	05/30/18	Reviewed By	vance/tmj/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input checked="" type="checkbox"/> Was Revised	<input type="checkbox"/> Is New		

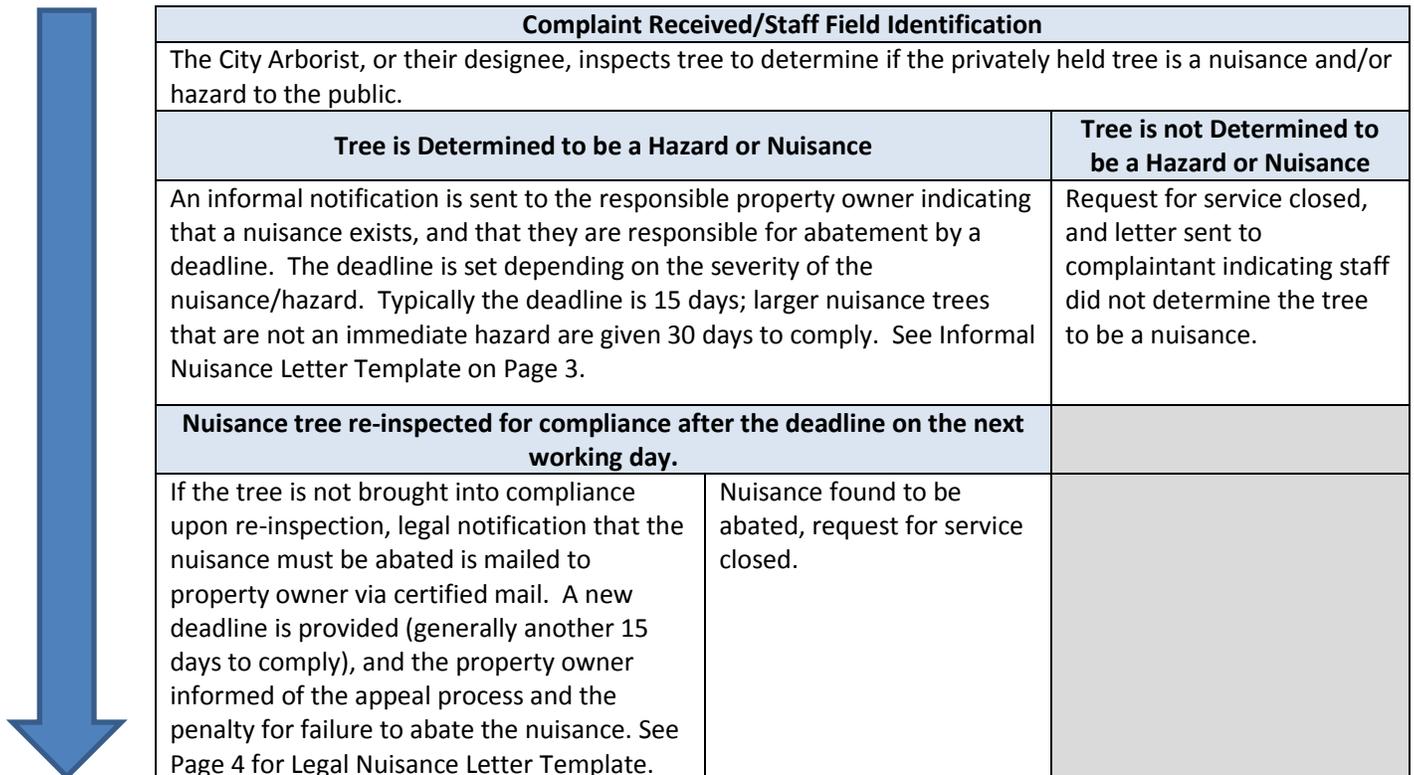
If New or Revised, Why? Last update 11/25/15. Current update moves information out of a prior Forestry Operations Guide into an Appendix as part of the comprehensive operations guide for the Landscape Management Chapter, addresses portions of 19.3. Extensive modifications made reference ordinance updates, procedure format, and procedural changes.

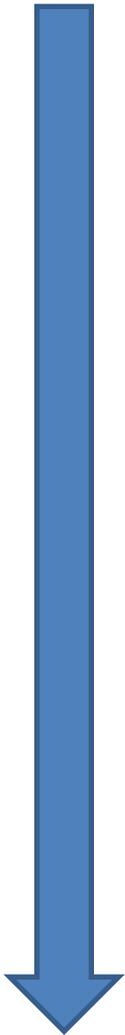
Authority

Public Works' Forestry Division is responsible to follow-up on complaints about private trees causing hazardous conditions. Authority to cause correction of identified nuisances is provided to the City Arborist under City Code Chapter 8.12. City Code defines nuisance as, *"Nuisance" means whatever: poses an unreasonable threat to health or safety; interferes with the comfortable enjoyment of life or property in an unreasonable manner; or causes annoyance or distress to a reasonable person of normal sensitivities."*

Nuisance Abatement Process

The nuisance abatement process begins with either a citizen complaint or as identified in the field by staff.





Nuisance tree re-inspected for compliance after the deadline on the next working day.			
A letter notifying the owner that because the nuisance has not been abated, the City will abate the nuisance and charge the property owner. The abatement is either performed by in-house staff or contracted and is scheduled as soon as possible. See Page 5 for Abatement Notification Template.	Nuisance found to be abated, request for service closed.		
After work is complete and vendor invoice received, submit bill request to Finance Department at this link, https://intranet.ci.Davenport.ia.us/BillRequest.php . The bill request shall include all labor, equipment, fees and material costs associated with the abatement. The Finance Department then invoices and collects revenue from the property owner.			



Forestry Division
Davenport Public Works
1200 E 46th St Davenport, Iowa 52807

Re:

Parcel:

Courtesy Notice Letter: Trees/Bushes Restricting Right-of-Way Vehicle Movement

Dear Property Owner(s):

It is believed that the above referenced property has one or more trees or shrubs currently in violation of Davenport Municipal Code Section 8.14.280. Tree or shrub limbs from your property are encroaching into the city right-of-way which are striking vehicular and/or pedestrian traffic.

Please abate by pruning these limbs so they are no longer encroaching the right-of-way or so they are a minimum of 14 feet above the ground surface. If this is not corrected within 14 days, the City will reserve the right to hire a contractor to do this work and bill back the homeowner at a minimum cost of \$145.

While no citation is being issued at this time, future violations may be punishable by fines ranging from \$150 to \$250 per violation. We appreciate your cooperation on this matter. If you have questions, please feel free to visit the City website at www.cityofdavenportiowa.com.

If you have any questions regarding this letter, feel free to contact Public Works. Thank you.

Sincerely,

Public Works, Forestry Division
1200 E 46th St
Davenport, Iowa 52807
563-326-7896
Ref #18-28387



Forestry Division
Davenport Public Works
1200 E 46th St Davenport, Iowa 52807

DAVENPORT IA 52801

Re:

Parcel:

Nuisance Tree Abatement

Dear Property Owner(s):

It is believed that the above referenced property has one or more trees or shrubs currently in violation of Davenport Municipal Code Section 8.14.280. Tree or shrub limbs from your property are encroaching into the city right-of-way which are striking vehicular and/or pedestrian traffic.

The Abatement Order is as follows: large oak tree in the rear of property has fallen apart. the remainder of the tree is structurally unsound and at risk of further damaging neighboring property and power lines. have this tree removed by 6/23/2018.

The existence of nuisance trees on your property is a violation that may result in a municipal infraction citation or simple misdemeanor with a fine of \$50-\$150 for the first offense. Failure to abate within the timeline designated above may result in the city performing the work and billing the cost to the owner.

Pursuant to Davenport Code §8.12.070, you may request a hearing to appeal the nuisance abatement order in front of the City's hearing officer. **A valid appeal request may be made within 10 days from the date of this notice and shall be submitted in writing, to City Hall located at 226 W 4th St, Davenport, IA 52801.** The appeal request shall include a copy of this notice, a statement regarding the basis for the appeal, and payment of \$100 administrative hearing fee. The hearing is informal and you will be given an opportunity to present evidence and question the City's evidence. Failure to request a hearing within ten days from the date of the notice shall constitute a waiver of the right to a hearing and the notice will be in effect and enforceable.

If the nuisance is not abated as ordered and no request for hearing is made within the timeline designated above, the city may take actions to abate the nuisance and assess the costs against you, the property owner, at a rate of \$145 per hour.

If you have any questions regarding this letter, feel free to contact Public Works. Thank you.

Sincerely,

Public Works, Forestry Division
1200 E 46th St
Davenport, Iowa 52807
563-326-7896
Ref #18-28387



Forestry Division
Davenport Public Works
1200 E 46th St Davenport, Iowa 52807

DAVENPORT IA 52801

Re: Nuisance Tree Abatement at 420 W 12TH ST

Parcel:

Dear Property Owner(s):

The above referenced property has one or more trees or shrubs currently in violation of Davenport Municipal Code Section 8.14.350, and is hereby declared a nuisance due to the following:

The Abatement Order is as follows:

large oak tree in the rear of property has fallen apart. the remainder of the tree is structurally unsound and at risk of further damaging neighboring property and power lines. have this tree removed by 6/23/2018.

The existence of nuisance trees on your property is a violation that may result in a municipal infraction citation or simple misdemeanor with a fine of \$50-\$150 for the first offense. Failure to abate within the timeline designated above may result in the city performing the work and billing the cost to the owner.

Pursuant to Davenport Code §8.12.070, you may request a hearing to appeal the nuisance abatement order in front of the City's hearing officer. **A valid appeal request may be made within 10 days from the date of this notice and shall be submitted in writing, to City Hall located at 226 W 4th St, Davenport, IA 52801.** The appeal request shall include a copy of this notice, a statement regarding the basis for the appeal, and payment of \$100 administrative hearing fee. The hearing is informal and you will be given an opportunity to present evidence and question the City's evidence. Failure to request a hearing within ten days from the date of the notice shall constitute a waiver of the right to a hearing and the notice will be in effect and enforceable.

If the nuisance is not abated as ordered and no request for hearing is made within the timeline designated above, the city may take actions to abate the nuisance and assess the costs against you, the property owner, at a rate of \$145 per hour.

If you have any questions regarding this letter, feel free to contact my office. Thank you.

Sincerely,

Forestry Division
563-326-7896
Ref #18-28387

PUBLIC WORKS ADMINISTRATION OPERATIONS GUIDE

Davenport Public Works Administration and Division specific Operations Guides define established policies and provide general procedural guidance for delivering the services of public works.

Chapter 4 Finance

*Budget Authority
Budget Process
Division and Capital
Improvement Budget
Development
Budget Variances
Rate Setting
Public Works Rates
Purchasing and Contracts
Operating Inventory
Capital and Fixed Asset
Management
Routine or Monthly Reports
Revenue*

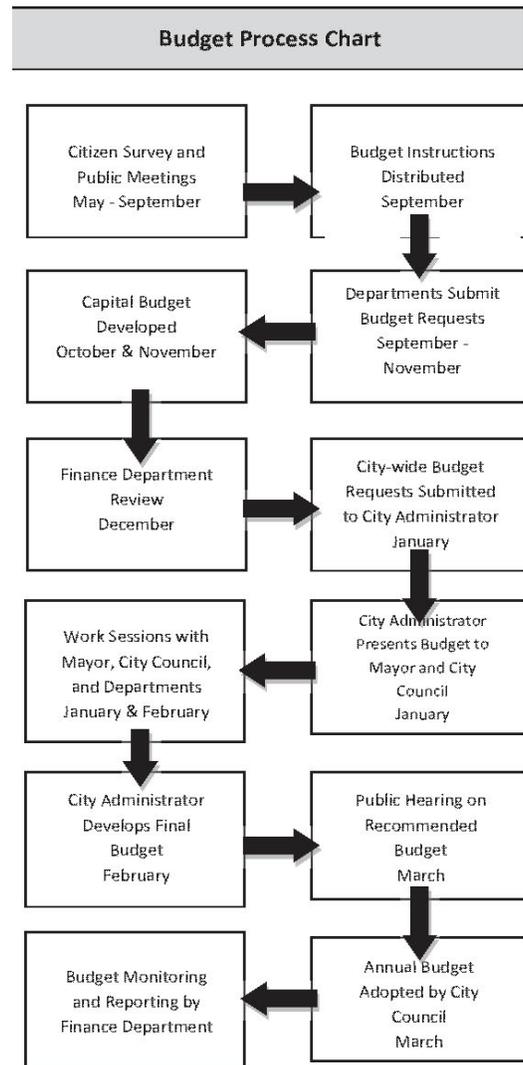
4.1 Authority. Per City Ordinance 2.12.02, *“the department of finance shall be responsible for budget preparation and monitoring, collection and disbursement of all city monies, investments, accounting, financial reporting, purchasing, and other related activities”*. Public Works staff shall follow the financial policies and procedures established by the Finance Department. [APWA Chapter 4.1]

4.2 The Budget Process. The budget process consists of five stages:

1. Completion of the Bi-annual Citizen Survey
2. Development of the Base Budget
3. Presentation of the Current Service Level Budget and Discretionary Process
4. Adoption of the Annual Budget
5. Amending the Adopted Budget

All budgetary planning shall be completed as directed by the City’s Finance Director. The Finance Department holds an annual Budget Kick-off Meeting to explain the status for the budget, revenue projections, shortfalls and areas where conservation may be necessary. Following the Budget Kick-off meeting, the Finance Department submits instruction on the approved budget method and form to all involved City staff/Directors and Division Managers. All involved Public Works staff is responsible to submit division budgets in the approved method and form set by the City Administrator and/or Chief Financial Officer in accordance with prescribed timelines.

The City's Finance Department then City Operating and Capital Budgets and submits to the City Administrator for presentation to Council. Subsequent public meetings are held to review the budget with Council. The Public Works Director shall participate in presentation of the Operating and Capital Budgets at these meetings. Division Managers may also be requested to attend.



All presentation, preparation steps and responsibilities are detailed further in the City’s

current [budget book](#). See Appendix 4A [APWA Chapter 4.2, 4.3, 4.5, 4.7] for Operating Budget Details and Appendix 4B [APWA Chapter 4.2, 4.3, 4.5, 4.7, 4.8 and 4.9] for Capital Improvement Budget Details.

4.3 Budget Variances. Division Managers are responsible to maintain and monitor their respective annual budget(s) and when necessary make adjustments in services provided or request revisions to the budget based on extraordinary circumstances.

When budget revisions are necessary, the Division Manager's must justify actual or predicted overage(s) in memo format to the Budget Manager. The Budget Manager has the authority to allow expenditures that exceed established budgets and to create the necessary documentation for a budget revision that may be included in a budget amendment.

In accordance with City Ordinance and Iowa State Statute 384.18, budget amendments are prepared by the Finance Department once a year and approved by City Council, which includes a public hearing. Division Managers shall submit necessary documentation or forecasts as assistance to the Budget Manager in this function.

[APWA Chapter 4.4]

4.4 Rate Setting. A number of Public Works services are fee based. The City's Finance Department is responsible to establish fees or rates of service based on applicable regulations and best practices. External rates for goods and services are established through ordinance or resolution by City Council.

The general procedure for establishing or amending rates, fees or other charges is to:

1. Establish levels of service and costs of service or goods.
2. Conduct a rate study based on need for program(s) and funding sources, as applicable.
3. Provide an opportunity for community input, if applicable.
4. Work with City Council to establish the rate structure associated with the service or goods, if applicable.

All revenue captured through utility or enterprise funds shall adhere to Iowa Statute 384.84. When setting or modifying a rate or fee under a utility or enterprise fund, an ordinance must either establish the new utility or enterprise fund or existing ordinances must be amended to reflect rate modifications. Public Works currently provides services associated with the following utility/enterprise funds:

- Stormwater Management/Clean Water Fee. Established by City Ordinance 13.33.070.
- Wastewater Facilities/Sewer Fee. Established by City Ordinance 13.16.105.
- Solid Waste Fee. Established by City Ordinance 8.08.105.

Other fees may be charged for the cost of service. All such fees shall be established using best practices and set by ordinance when applicable. Public Works currently provides the following services using a fee structure:

- Permit Fees for building, mechanical, plumbing and electrical
- Permit Fees for excavation in the right-of-way
- Permit Fees for sidewalks repair/reconstruction
- Internal cost of service rates for services provided by Facilities Maintenance

[APWA Chapter 4.6]

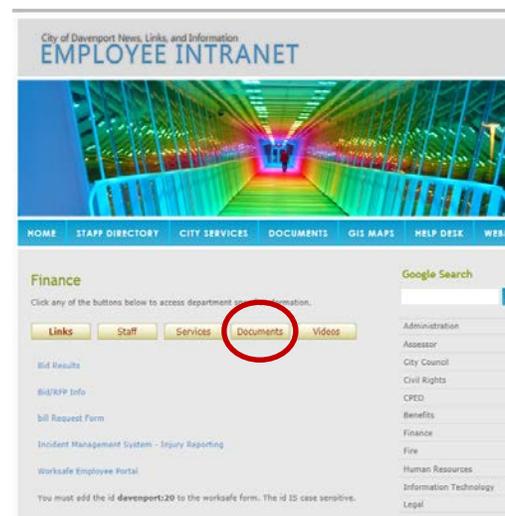
4.5 Purchasing and Contracts. Per City Ordinance 2.12.02, *“the department of finance shall be responsible for budget preparation and monitoring, collection and disbursement of all city monies, investments, accounting, financial reporting, purchasing, and other related activities”*. City Ordinance 2.12.070, further defines purchasing thresholds and levels of review.

The City’s Finance Department has established a City Purchasing Policy Manual to guide the City’s procurement activities and ensure all procurement and accounting methods meet all applicable federal, state and local regulations. The City’s Purchasing Policy Manual, as well as related forms and resources, is available to all employees at <http://intranet.ci.davenport.ia.us/finance.php>.

Further procedures have been developed to guide and control purchasing within the Public Works Department. Public Works staff shall follow the financial policies and procedures established by the Finance and Public Works Departments.

All Public Works staff responsible to make purchases for the City shall receive training on purchasing policies and procedures.

All contracts issued as a result of the purchasing process are produced by the Purchasing Department in cooperation with the Engineer, Project Engineer or Division Manager.



The City's Finance Department contracts for or conducts audits to ensure compliance with established procurement policies and all applicable federal, state and local regulations.

Refer to Appendix 4C for Public Works Purchasing Policy and Process and Appendix 4D for the Non-assessment Project Checklist for construction contracts over \$50,000.

[APWA Chapter 4.7, 4.10, 4.11, 4.13, 4.15 and Chapter 13 in its entirety]

4.6 Operating Inventory. Most general supplies are ordered and inventoried by Fleet Management through its Central Stores program. Refer to Appendix C, Public Works Purchasing Process and Policy.

Fleet Management shall practice uniform procedures in acquiring, storing and distributing parts, materials and supplies per Department needs.

- When supplies ordered arrive, the associated packing slip is verified to the order received.
- Receipt of the supplies is then entered into an inventory management system to track and charge department expense accounts when the material is used.
- When a division or department requests supplies the orders are filled, the inventory subsequently updated with the removal of inventory and the requesting division or department is charged for the expense of their order.

Part #, type of part/supply, price, purchase dates, part/supply usage, price and location are all records maintained within Fleet's inventory management system. This information can be used to manage stock, provide re-order points and verify inventory.

Materials and supplies not considered general supplies are considered those items ordered for division specific use in fulfilling services provided. These materials and supplies are tracked in the City's Financial Management system. Most material/supply purchases of this nature are ordered and used as needed; inventory is not generally maintained unless there is: a cost benefit to doing so, available storage, an expectation the material will not be stored beyond useful life and/or will be used in a short period of time.

Special order parts may be stocked by Fleet Management or individual divisions in those instances where expedient response time is necessary. Division Managers may use division specific programs or spreadsheets as deemed necessary for tracking inventory for performance measurements, keeping items stocked or any other reason deemed necessary.

[APWA Chapter 4.12 and 18.17]

4.7 Capital and Fixed Asset Management and Reporting. Public Works Division Managers and assigned staff shall adhere to policies and procedures established by the City's Finance Department for capital and fixed asset record management.

Capital Assets

The City's Comprehensive Annual Financial Report (CAFR), issued by the Finance Department, is the City's procedure regarding capital assessment. Capital assets are depreciated using a straight-line method of depreciation that meets GASB 34 standards.

City Departments and Divisions participate in asset management by maintaining accurate inventories of fixed assets, their condition and life expectancy and reporting on those assets as directed by the Finance Department. The Finance Department has set a threshold for assets tracked at a value of \$5,000 or greater. Some departments or divisions may track assets under \$5,000 however no requirements have been issued.

The Public Works' Engineering Division provides Finance with information regarding new infrastructure such as sanitary and storm sewers and paving as it is added. Finance follows-up with all other Departments and Divisions for asset reporting such as traffic signals, equipment and vehicles and buildings annually as per established policies.

Both the Finance Department and responsible Departments and Divisions maintain records related to each asset inventoried; those records include:

- Assigned identification or tag number
- Description
- Serial number (parcel #)
- Provider
- Equipment id # (if there is one)
- Life of the asset
- Depreciation
- Dates
- Costs
- Improvements

Capital Assets

Capital assets, including land, buildings, improvements, infrastructure, and equipment, are reported in the applicable governmental or business-type activities columns in the government-wide financial statement and proprietary fund financial statements. In the governmental funds capital assets (capital outlay) is reported as expenditures and no depreciation is recognized. Generally, capital assets purchased in excess of \$5,000 are capitalized if they have an expected useful life of one year or greater. Assets are recorded at historical cost if purchased or constructed. Donated capital assets are recorded at estimated fair value on the date donated.

Major outlays for capital assets and improvements are capitalized as projects are constructed. Interest incurred during the construction phase of capital assets of business-type activities is included as part of the capitalized value of the assets constructed. Capitalized interest was \$1,011,127 in the Sewer Operations Fund and \$4,783 in the Clean Water Fund.

Capital assets are depreciated using the straight-line method of depreciation over the following estimated useful lives:

Buildings	40-50 years
Improvements	10-20 years
Equipment and vehicles	3-15 years
Sanitary sewers	40 years
Streets and roads	10-30 years
Storm sewers	30 years
Traffic signals	20-40 years
Bridges	25-50 years
Seawalls	30-50 years
Tunnels	20-40 years

The City's collection of works of art, library books and other similar assets are not capitalized. These collections are unencumbered, held for public exhibition and education, protected, cared for and preserved and subject to a City policy that requires proceeds from sale of these items to be used to acquire other collection items.

[APWA Chapter 4.16 and 4.18]

4.8 Routine or Monthly Reports. The City's Finance Department is generally responsible for most financial reporting. The Public Works Department shall provide the Finance Department the necessary information to

complete these reports upon request.

Annual reporting includes, but is not limited to:

- The Comprehensive Annual Financial Report. The Management’s Discussion and Analysis section of the CAFR describes the accomplishments of the city and the progress made for the year.
- The Operating and Capital Budget. The budget book describes accomplishments, progress, future needs, performance measures and possible difficulties facing the city.
- The State required Road Use Tax Fund Report, which is submitted in conjunction with the finance department. This report is required by Iowa Code 312.5.

Monthly reporting includes, but is not limited to:

- Monthly revenue and expenditure reports to City Council. This report may cover issues regarding actual versus budget revenue and expenditures and possible forecasts for the actual budget.
- Public Works Division Managers, Project Managers and Project Engineers also attend monthly Public Works CIP Project Review Board meetings. Monthly monitoring allows for better management of CIP projects and the overall CIP program as it relates to Public Works activities; target budget, status and other information reviewed allows public works to be flexible with project funding, adjust project schedules as needed and plan for CIP projects in future years.

In addition to participating in annual and monthly reporting, the Public Works Director, Division Managers and direct reports may also periodically be requested to attend meetings or provide reports on public works or division specific activities

[APWA Chapter 4.8, 4.9, 4.17]

Modifications

None since adoption



City of Davenport
Public Works
Standard Operating Procedures

Appendix	4A	Policy Title	Development of Public Works' Division Base Budgets		
Division	Public Works Administration		Division Manager	Director Clarke	
Review Date	08/27/15	Effective Date	08/27/15	Reviewed By	gleason/merritt/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? Former SOP 4.3, additional detail necessary for move to comprehensive operations and maintenance guides.					

All involved Public Works staff is responsible to submit division budgets in the approved method and form set by the City Administrator and/or Finance Director in accordance with prescribed timelines.

As established in City Ordinance 2.34.040, the Public Works Director shall *“Supervise and direct all employees of the department (including budget preparation and management). Develop policies, plans and budgets for consideration by the city council.”*

Funding thresholds, performance measures, as well as city-wide goals all play a role in developing the City’s Capital and Operating Budget.

Financial or line item related budget elements are submitted using the City’s financial management software and performance measures are submitted separately in the format prescribed.

Public Works Mission, Vision, Values, Strategic Plan, Organizational Charts and business plans shall be reviewed and updated as appropriate to changes in service levels, Council Goals, or as needed based on review.

Budget Development

As part of the annual budget process City Council defines goals for the city. Public Works reviews its Mission, Vision, Values and Strategic Plan in conjunction with this process to ensure the agency’s direction remains consistent, complimentary and current with the City’s overall goals, strategies and agency responsibilities. The method and manner used to conduct strategic planning is defined by the Public Works Director and shall encourage input from all Public Works staff. The result of strategic planning aligns division services with City Council goals and supports the budget process.

As part of the budget kick-off, the Finance Department and City Administrator develop and present a City-wide forecast of projected revenues.

Division Managers are responsible to develop and submit for approval an annual budget based on current and projected service needs. Consideration of future expenses, forecasted and actual revenues are elements of developing the annual budget.

A cost of service, level of service, annual and long-term project needs is to be determined based on a number of factors:

- Costs to provide the prior year's services
- Available funding
- The level of service the division expects to provide
- Changes expected in coming years
- Work order history
- Technological changes
- Useful life, or lifecycle data
- Regulations
- Staffing requirements
- Council Goals and Priorities
- Studies
- Citizen Surveys
- Public Safety and Health
- Bench Marking and Performance Measures

Alternate methods of service delivery should be considered as part of continuous process improvement. All Divisions Managers are expected to continuously look for new and better ways to deliver public works services. This may be performed by teams, involve conducting a study and can/may involve a period of testing to ensure expected efficiencies are/can be achieved prior to full implementation. The cost of changing the service, service level changes, quality of work after changes, effects on emergency response by the City and loss of institutional knowledge are all considered prior to implementation of proposed alternatives. [APWA Chapter 4.14]

The Finance Department provides Division Managers with access to a number of financial reporting tools and information, to review and compare costs and funding. The tools and information provided include but are not limited to:

- Business Plan
- Purchasing and General Ledger Inquiries and Reports
- Various labor and material cost detail inquiries and reports
- General Ledger Revenues & Expenditures
- Budget Analysis Reports
- Personnel and Indirect Cost Allocations

Budget Steps

- Identify the costs of maintaining existing service levels and align service levels with information gathered from council goal-setting sessions, citizen satisfaction surveys and public meetings.
- Review and update performance measures. Performance measures are submitted in a Business Plan format and are utilized to support requested budgets and include: key performance measures, core services and short and long terms goals. Efficiency and effectiveness are favored over input/output performance measures.
- Develop base operating budget.

- The Public Works Director will schedule meetings with individual Division Managers to review their budget and performance measures prior to entering budgets into the City's financial management system (Munis).
- Submit performance measures and budget in the format prescribed by the City Administrator and/or Budget Manager.

Involved staff may be requested to attend council presentations in support of budget requests.

Travel

Division Managers shall submit requests for travel budgets to the Assistant Director. The Public Works Director and Senior Managers will develop Department's travel budget based on requests, available funding, training and certification requirements. Out-of-state travel shall be pre-approved by the City Administrator.

[APWA Chapters 1.1, 1.2, 1.3, 1.6, 1.7, 4.2, 4.3, 4.5, 4.7, 4.14]



City of Davenport
Public Works
Standard Operating Procedures

Appendix	4B	Policy Title	Public Works Capitol Improvement Budget Development		
Division	Public Works Administration		Division Manager	Director Clarke	
Review Date	08/27/15	Effective Date	08/27/15	Reviewed By	gleason/merritt/rrd
This policy	<input type="checkbox"/> Remained Unchanged	<input type="checkbox"/> Was Revised	<input checked="" type="checkbox"/> Is New		
If New or Revised, Why? Former SOP 4.8, 4.9, 4.9a and 4.9b					

The City Administrator has the overall responsibility for the CIP process. The proposed program sent to the City Council is the City Administrator’s proposal. The City Administrator creates a list of participants, responsibilities and procedures for city-wide CIP planning.

All Public Works Division Managers, Engineering Project Managers and Engineers are responsible to plan for and submit proposed CIP projects annually in the approved method and form set by the City Administrator and/or Chief Financial Officer in accordance with prescribed timelines. Public Works project candidates are first submitted by all involved Public Works staff to Public Works Management Analyst for review and internal prioritization prior to city-wide project review by the CIP Technical Committee.

As established in City Ordinance 2.34.040, the Public Works Director shall *“Supervise and direct all employees of the department (including budget preparation and management). Develop policies, plans and budgets for consideration by the city council.”*

Capital Improvement Program Budget Development

At the Budget Kick-off meeting the Finance Director provide guidance regarding the financial forecast.

- Following the Budget Kick-off meeting, the Finance Department submits instruction on the approved budget method, form and timeline to all involved City staff, Directors and Division Managers.
- A CIP Technical Committee is established by the City Administrator. The Public Works Management Analyst chairs the city-wide CIP Technical committee. The Finance Director, the Public Works Director, as well as other Department Directors and staff appointed by the City Administrator comprise the CIP Technical Committee.

Agenda

1:00PM –2:00PM

- **Welcome & Handouts**
- **Open Checkbook Demonstration**
- **Review of FY 2014 Year-End Condition**
- **Review of FY 2015 Budget and FY 2016 Projections**
- **Departmental Shout-Outs**
- **Account Training**
- **FY 2016 Budget Timeline**
- **FY 2016 Budget Development Information**
- **CIP Request Process Overview**
- **Next Year Budget Entry Overview**



- The City’s CIP Technical Committee is charged with reviewing each project submitted for CIP funding with the appropriate department. The Committee uses their judgment to make recommendations based on department input, need and available funding. The Committee then presents a list of proposed CIP projects to the City Administrator for review and recommendation to the City Council.
- Further detail on the city’s Capital Improvement Program can be found in the city’s annual Operating and Capital Improvement at <http://www.cityofdavenportiowa.com/department/division.php?structureid=163>.

Public Works Capital Improvement Program Budget Development

Public Works internal CIP review, prioritization and selection process is managed by the Public Works Management Analyst and completed prior to project review by the city-wide CIP Technical Committee.

In general, prioritization within programs, includes:

- Review of prior fiscal year CIP Project list
- Review of projects identified during most recent fiscal year
- Consideration of current studies and reports on file, including but not limited to:
 - condition assessments
 - life cycle
 - regulatory
 - safety
 - improved process/efficiency
 - operation cost reduction
- Consideration of available funding and grants
- Staff expertise
- Consideration of Council goals

Public Works CIP Programs. Please refer to the following pages for a list of Public Works current CIP programs and prioritization details.

Project Category	Program	Description	Prioritization Method
Airport	Pavement Maintenance Program	This is an annual concrete pavement maintenance program that is required to maintain FAA minimum standards for airports surfaces. This program matches 50/50 FAA funding.	The Airport Manager, along with Engineering staff, determine which concrete panels are slated for replacement based on regulatory standards and condition. The panels, or sections of pavement, are reviewed and approved by the FAA prior to construction. (Airport Manager and Engineering)

Project Category	Program	Description	Prioritization Method
Airport	No Annual Program	The Airport Manager may apply for CIP funding based on the Airport's master plan and/or for funding necessary to remodel or renovate facility and facility components.	Projects are submitted based on need. Need is identified based on: inspection, condition, life cycle, building/occupant safety, available rebates and the ability to lower maintenance costs and the Airport Master Plan. Prioritization is informal based on allocated/available funding. For example if limited funds are available a leaky roof will have priority over a study.
Bridges	Bridge Maintenance Program	This program provides funding approximately every two years to develop and construct major maintenance projects for bridges.	Prioritization is based bi-annual bridge inspections conducted per Iowa Code. The inspection identifies needed repairs which are used to determine which structures should receive repair and order of need. (Engineering)
Building Safety	Demolition Program	This is an annual program designed to demolish dilapidated and abandoned homes that are in disrepair throughout the city.	A criteria weighted matrix is used to prioritize demolitions. Structural integrity, neighborhood support, public health and safety, neighborhood reinvestment, site access and historic preservation are considerations within the matrix. (Code and Safety Enforcement)
Forestry	Emerald Ash Borer Program	This is an annual program for ash-tree removal, replacement and treatment.	This program includes an aggressive tree planting plan to reduce the impact of ash tree removal. Trees removed are prioritized based on condition, proximity to other ash trees (groups), location and age. Treatment will be conducted as/if additional funding becomes available. (Forestry)
Forestry	Reforestation Program	This is an annual program for the replanting of the city's urban forest.	Replanting is prioritized based on citizen inquiry for street trees and need identified throughout the city based on removal of dead/dying trees. (Forestry)
General Government	Water Service Repair Program	This is an annual program that provides water service maintenance to areas where the property owners are unable to afford proper repairs to the infrastructure.	The project list for this program is based off of emergency water main ruptures and requests for funding assistance. (Engineering)
Pedestrian Transportation	Civic Access Program (Pedestrian Ramp Construction)	This is an annual program for the construction of ADA ramps throughout the City.	The project list for this program was identified by the Department of Justice, prioritization from the list is determined based on assessment of location, along with citizen, alderman and mayor request. (Engineering)

Project Category	Program	Description	Prioritization Method
Pedestrian Transportation	Sidewalk Repair Program	This is an annual program that replaces damaged sidewalk throughout the City.	The project list for this program is determined based on assessment of locations along with citizen, aldermen and mayor request. (Engineering)
Pedestrian Transportation	Sidewalk Construction Program	This is an annual program for the construction of new sidewalks. Funding fluctuates.	The project list for this program is determined based on assessment of locations along with citizen, aldermen and mayor request. CPED/Development, Neighborhood programs (Engineering)
Pedestrian Transportation	Curb, Curb Ramps and Blvd Repair Program (Repair Program)	This is an annual program for the repair of ADA ramps throughout the City.	The project list for this program is determined based on assessment of locations along with citizen, aldermen and mayor request. (Engineering)
Pedestrian Transportation	Retaining Wall Repair Program	This program is to repair or replace existing city-owned retaining walls.	Walls are selected based on condition, safety, and requests from the public. (Engineering)
Sewers	Sanitary Sewer Lining Program	This annual program lines various sections of aged sewers throughout the city with a cured-in-place pipe in an effort to prevent failures and extend the life of sewer infrastructure.	Projects are prioritized based on the findings and recommendations provided in the inflow and infiltration studies of the City's sanitary sewer basins. (Engineering)
Sewers	Contract Sewer Repair Program	This project is an annual program to repair failed sanitary sewer mains. The emphasis of this program is on emergency point repairs.	The project list for this program is based off of emergency point repairs. (Sewer Maintenance)
Sewers	Contract Sewer Repair Program	This project is an annual program to repair failed storm sewer mains. The emphasis of this program is on emergency point repairs.	The project list for this program is based off of emergency point repairs. (Sewer Maintenance)
Sewers	Lateral Sewer Repair Program	This program is for the repair of sanitary sewer laterals between the property owner's home and the city's sewer main.	This program provides funding for the repair/replacement of eligible sanitary sewer laterals between the property owner's home and the city's sewer main up to \$10,000 per lateral. Refer to program application for additional details. http://bit.ly/1WOF9Ns (Engineering)

Project Category	Program	Description	Prioritization Method
Sewers	Manhole Rehabilitation Program	This annual program repairs existing manholes that are structurally deficient.	The project list is based on the findings and recommendations provided in the inflow and infiltration studies of the City's sanitary sewer basins. (Engineering)
Sewers	Sanitary Lift Station Rehabilitation Program	This annual program provides for the rehabilitation and upgrading of sanitary sewer lift stations throughout the City.	A study of the City's lift stations is underway and will prioritize the lift stations that are in need of rehabilitation. (Sewer Maintenance)
Sewers	Stormwater Lift Station Rehabilitation Program	This annual program provides for the rehabilitation and upgrading of storm water sewer lift stations throughout the City.	A study of the City's lift stations is underway and will prioritize the lift stations that are in need of rehabilitation. (Sewer Maintenance)
Sewers	Oversized Payments Program	This annual program provides city reimbursement to developers for the cost of pipe materials in excess of 8 inches.	This program is based on developer-City agreements. (Engineering)
Sewers	Additional I&I Removal Program	This is an annual program that provides additional funding mechanism for the removal of inflow and infiltration to the City's sanitary sewer system.	The project list is based on the findings and recommendations provided in the inflow and infiltration studies of the City's sanitary sewer basins. (Engineering)
Sewers (Sewers and Stormwater)	Manhole / Intake Boxout Repair Program	This annual program allows for the repair of manholes and intake paving block outs.	The projects in this program are determined by assessment performed by the Sewer Division.
Sewers	Sewer Televising Program	This annual program will clean and inspect the city-owned sanitary sewer and manholes in order to monitor their structural integrity and pipe capacity.	The project list is based on the findings and recommendations provided in the inflow and infiltration studies of the City's sanitary sewer basins.
Streets	Street Restriping Program	This annual program funds the street restriping as detailed in the Davenport-In-Motion Study.	The projects listed in this program were prioritized in the Davenport-In-Motion Study. Program documents can be found at http://bit.ly/1hYGwsS . (Engineering)
Streets	Street Resurfacing Program	This annual program provides funding for street asphalt, or composite, street resurfacing.	Street resurfacing is prioritized based on based on age, deterioration curve, cost, average daily traffic and other indicators. (Engineering and Street Maintenance)

Project Category	Program	Description	Prioritization Method
Streets	Full Depth Patching Program	This annual program is for full-depth patching of concrete streets throughout the city.	Street resurfacing is prioritized based on based on age, deterioration curve, cost, average daily traffic and other indicators. (Engineering and Street Maintenance)
Streets	Street Maintenance 101 Program	This annual project that covers the in-house street maintenance program.	Street Maintenance prioritizes streets for this program based on available funding, asset management system reports, # of potholes, complaints, age cost, average daily traffic and other indicators. Items that cannot be completed by in-house staff are submitted to the Engineering Division.
Traffic Control	Traffic Signal Controller Upgrade Program	This annual program provides systemic funding to replace/upgrade older traffic signal controllers at signalized intersections throughout the City.	The project list for the program is based on a replacement schedule (age).
City Facilities	No Annual Program	Facilities Maintenance applies for CIP funding as necessary to remodel or renovate facility and facility components.	Projects are submitted based on need. Need is identified based on: inspection, condition, life cycle, building/occupant safety, available rebates and the ability to lower maintenance costs. Prioritization is informal based on allocated/available funding. For example if limited funds are available a leaky roof will have priority over a study. Refer to Chapter 17 for additional details. (Facilities Maintenance)
City Fleet	No Annual Program	Fleet Management applies for CIP funding as necessary to replace equipment and vehicles.	Based on prior experience, the expertise of Fleet Management staff and industry standards, the division has developed a replacement schedule for vehicles and equipment to aid budgetary planning for replacements. These estimations are not absolute, but give divisions and departments the ability to plan ahead. The replacement schedules, along with condition assessments, are presented by Fleet Management to Department and Division Managers annually during the budget process to evaluate the current replacement program. Refer to Chapter 18 for additional details. (Fleet Management)
Project Category	Program	Description	Prioritization Method

Stormwater	No Annual Program	Natural Resources identifies projects for completion with consideration of available funding.	Natural Resources uses a prioritization matrix to identify projects to be completed for the year.
Wastewater	No Annual Program	Water Pollution Control applies for CIP funding as necessary to renovate the facility and facility equipment and components.	The Water Pollution Control Plant utilizes the DNR consent order, as well as its Equipment and Facilities Condition Report to plan for annual Capital Improvement and Operating Budget needs.
Parking	No Annual Program	Parking will submit for CIP funding based on recognized need.	Structural and condition assessments will be used to prioritize parking needs.
Transit	No Annual Program	Transit funding is based on available funding after grants cover operational needs. Long-term priority projects are eligible for an 80/20 split with FTA funds and busses are eligible for an 85/15 split.	Funds are expended based on long-term planning, equipment condition/needs. Bus shelters and benches are installed based on condition, need, routes and citizen use/need/request volume.



City of Davenport
Public Works
Standard Operating Procedures

Appendix	4D	Policy Title	Public Works Purchasing Policy and Process		
Division	Public Works Administration		Division Manager	Director Clarke	
Review Date	07/15/15	Effective Date	07/15/15	Reviewed By	mclarke/rrd/gleason
This policy	<input type="checkbox"/>	Remained Unchanged	<input type="checkbox"/>	Was Revised	<input checked="" type="checkbox"/> Is New
If New or Revised, Why? Added as part of developing comprehensive operations guides.					

Public Works has placed additional purchasing controls to:

- Create consistency in order entry
 - Enable usage tracking
 - Streamline workflow/process steps
 - Follow government purchasing regulations
- Control where money is spent
 - Economies of scale with preferred vendors
 - Spending local when economically feasible
 - Create contracts for common purchases
- Save money and spend better!

Safety Supplies

A vending system for safety supplies and common expendables (such as batteries) has been established at the Public Works Center to provide 24/7 easy access to commonly used materials.

- Items available via vending MUST be obtained from the vending machine.
- Items not available in the machine should follow the process for purchases under \$1,000 and/or work with the Safety and Training Officer.

General Supplies

General supplies, such as maintenance supplies, light bulbs, batteries, cleaning supplies and items where competitive pricing can be achieved through bulk pricing and other purchasing agreements shall be purchased by, and sourced from, Fleet Management Central Stores program.

General supplies are not considered those materials ordered by divisions to fulfill the services specific to each division, such as: rock, asphalt, concrete, signs, plumbing and carpentry materials, and should be purchased directly by the Division.

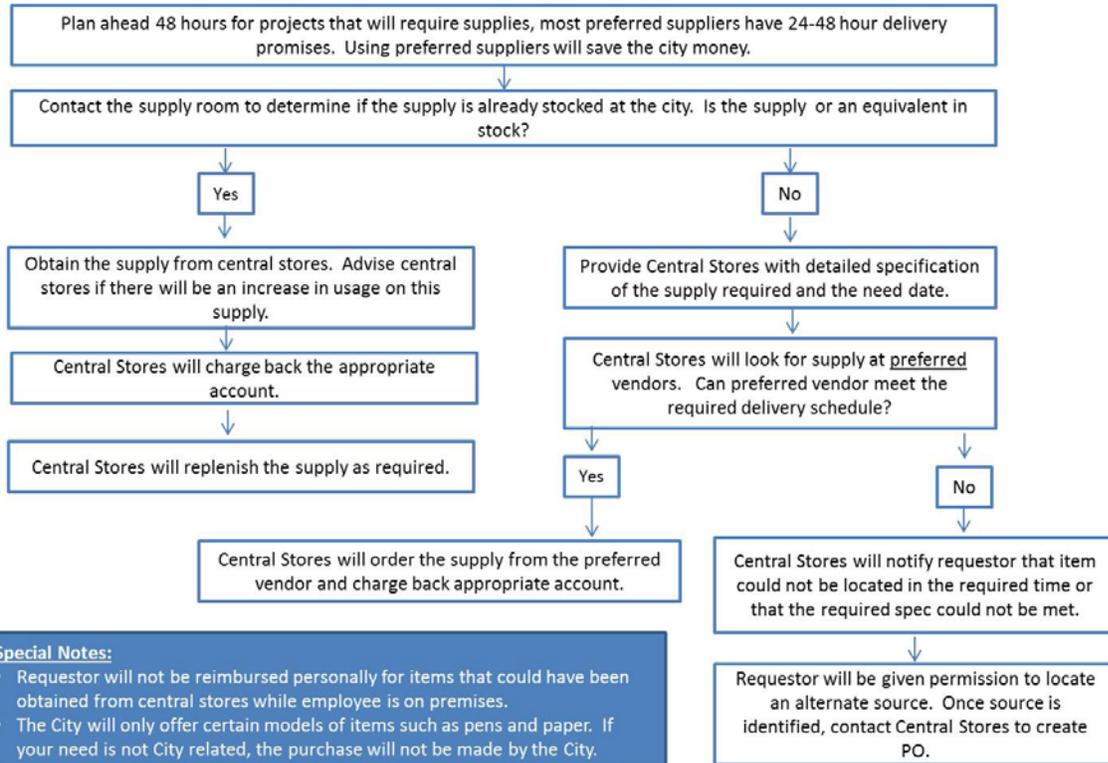
Recycled and Reclaimed Products

The Public Works Department shall base its selection of products to be purchased on need, then cost, value and, when it is possible, recycled or reclaimed properties.

Purchasing Thresholds and Process

The process for purchases at each monetary threshold is detailed on the following pages.

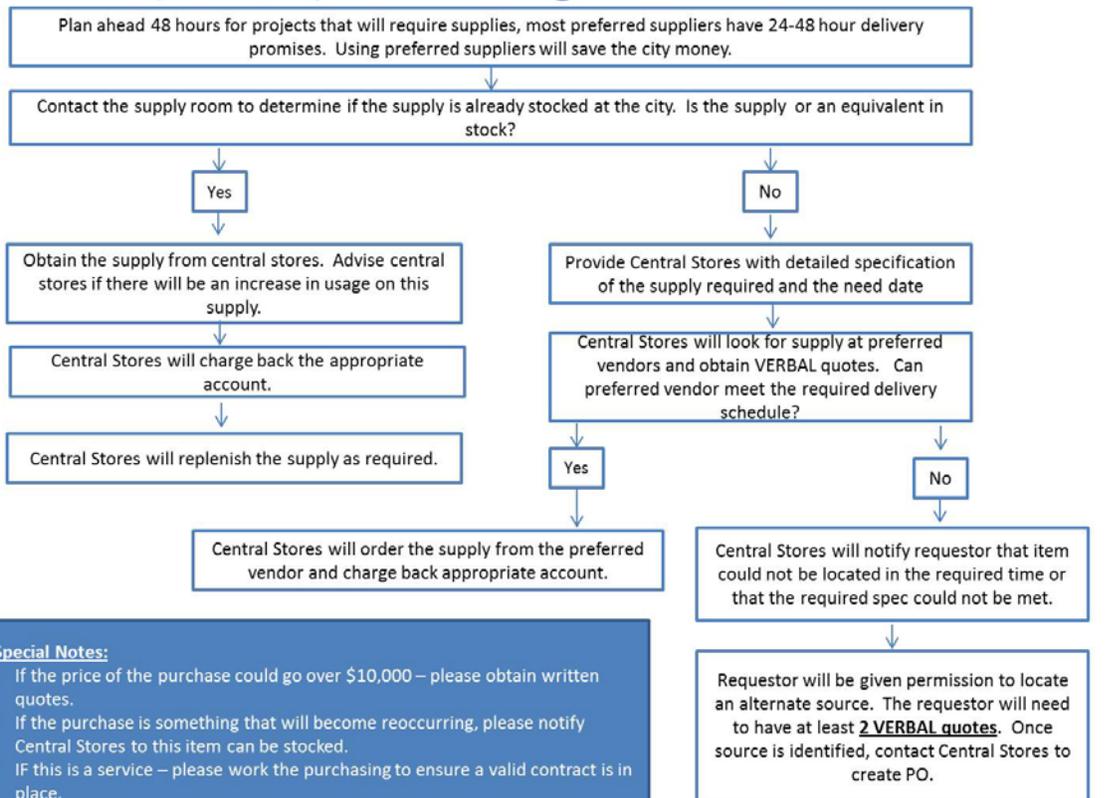
Under \$3,000 Purchasing Process – Public Works



Special Notes:

- Requestor will not be reimbursed personally for items that could have been obtained from central stores while employee is on premises.
- The City will only offer certain models of items such as pens and paper. If your need is not City related, the purchase will not be made by the City.
- Preferred vendors need to be used when possible to avoid unnecessary added expense to the city.

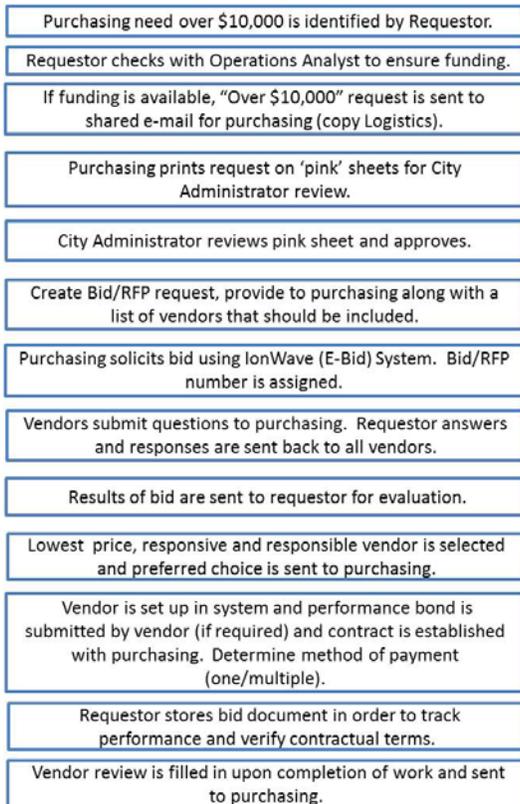
\$3,000 - \$10,000 Purchasing Process – Public Works



Special Notes:

- If the price of the purchase could go over \$10,000 – please obtain written quotes.
- If the purchase is something that will become reoccurring, please notify Central Stores to this item can be stocked.
- IF this is a service – please work the purchasing to ensure a valid contract is in place.

Over \$10,000 Purchasing Process - Stakeholder



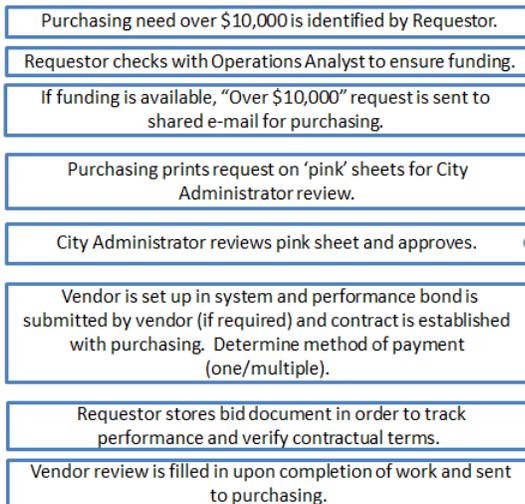
Additional Steps required for purchases over \$50,000

Purchases over \$100,000 require a Notice of Public Hearing posted in the QC Times. Requestor coordinates this with purchasing and requestor prepares the Public Hearing.

Purchases over \$50,000 must have a greensheet on a committee agenda. They will be presented at Committee of the Whole and then the City Council meeting for approval. The next day, Purchasing will prepare contracts for the mayor's signature. If this passes council, proceed to the next step.

Over \$10,000 Purchasing Process – Professional Services

Professional Services *MAY* not require the formal bid process. For certain highly specialized engineering or architecture projects, a known vendor may be selected without an RFP. If you are not sure, please contact purchasing on a case by case basis.

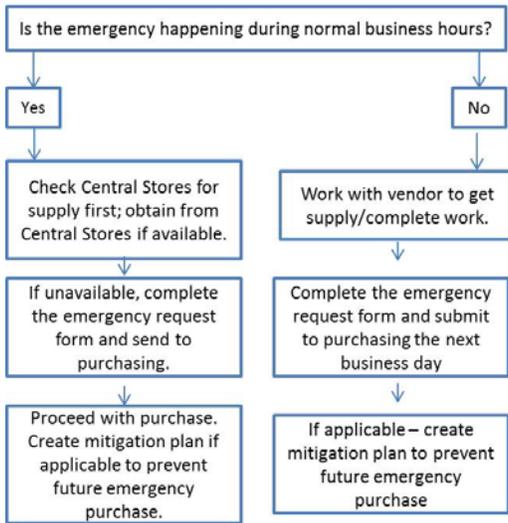


Additional Steps required for purchases over \$50,000

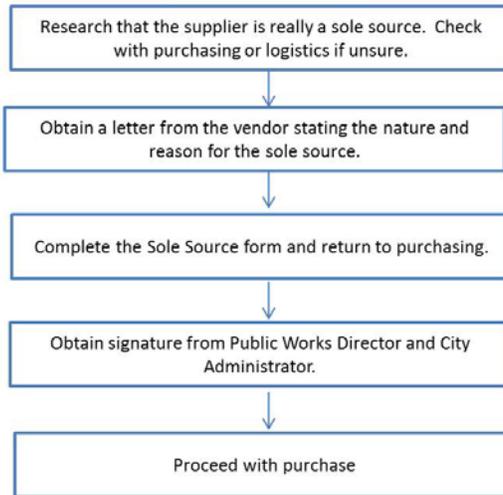
Purchases over \$50,000 must have a greensheet on a committee agenda. They will be presented at Committee of the Whole and then the City Council meeting for approval. The next day, Purchasing will prepare contracts for the mayor's signature. If this passes council, proceed to the next step.

Supplies – Emergency or Sole Source Purchases

Emergency



Sole Source



Special Notes:

- Use **PURCHASING FORMS** for Emergency and Sole Source items. These are on the Intranet.
- If the emergency or sole source work could be reoccurring, create a bid request and establish a contract for future work (see the over \$10,000 slide)

Purchasing Contacts

- **Public Works, Central Stores**
 - Larry Hart, x.5118
 - Russ Mandrell, x.7290
 - Jeff Duex, x.5132
- **Water Pollution Control Plant**
 - Tom Leonard, x.7931
- **Logistics**
 - Nicole Gleason, x.5150
- **Purchasing (Located at City Hall)**
 - Kris Keller, x.2077
 - Cindy Whitaker, x.2267

PUBLIC WORKS ADMINISTRATIVE AND OPERATIONS GUIDE

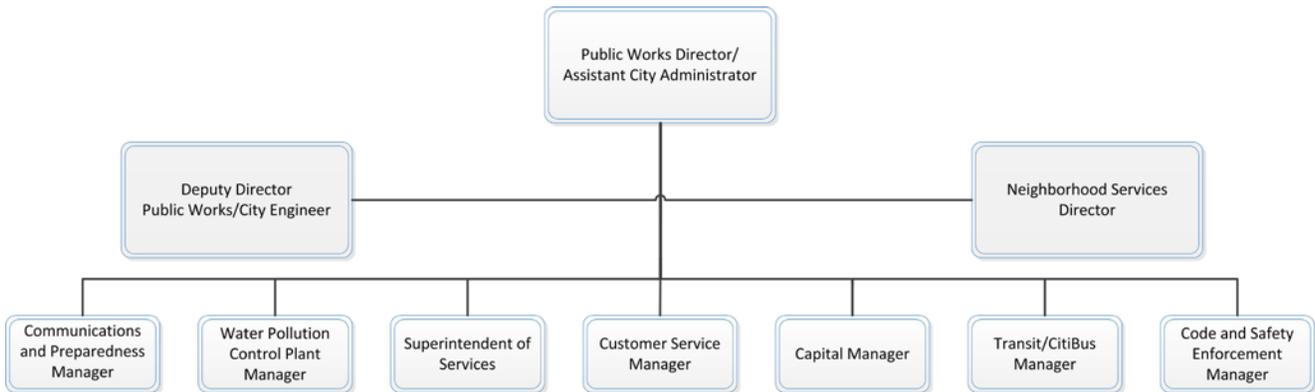
Davenport Public Works Administrative and Operations Guides define established policies and provide general procedural guidance for delivering the services of public works.

Chapter 6 Communications

*Communication with
Governing Boards
Communication with the
Media
Public Communication and
Strategic Outreach,
Communication Tools,
Strategies, Media
Releases, Public
Participation
Outreach, Education and
Involvement
Inter and Intra-agency
Coordination
Requests for Service
Emergency and Non-
Emergency Coordination
and Communication
Resources
Access to Records*

6.1 Communication with Governing Boards. The City of Davenport has City Council form of government comprised of a Mayor and a board of ten Aldermen (Council). Communication with the Mayor and City Council can be both formal and informal.

Public Works employees shall not formally communicate with the Mayor and Council members in the capacity of their position unless authorized by the Public Works Director and/or the Deputy Director of Public Works. In the event both Directors are unavailable, and the need for formal communication is urgent, then agreement for need between any two managers will constitute authorization. It is acceptable for Public Works employees to informally communicate with the Mayor and Council. Examples of such communication follow.

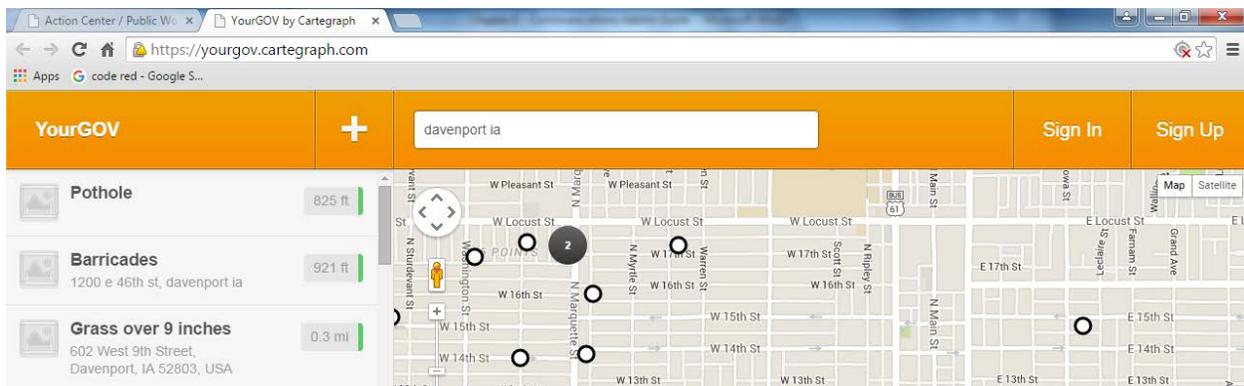


6.1.1 Council Updates and Memorandums. All Mayor and Council updates such as CIP and project progress reports, as well as, communication on the status of programs, services or emergency events may be submitted to the City Administrator or Public Works Director for distribution to the Mayor and Council. Communication to the City Administrator shall be approved and authorized by the Public Works Director and/or Deputy Director of Public Works prior to submission. See Appendix 6A for Public Works Memorandum Template.

6.1.2 Public Hearings. The Public Works Director, Deputy Director of Public Works, Senior Managers, Division Managers and selected staff may be called upon to present information to the Mayor and Council. Public Works presentations shall be prepared and delivered at the direction of the City Administrator or Public Works Director with the approval of the Public Works Director and/or the Deputy Director of Public Works. Refer to Appendix 6B for details on submitting items for Committee of Whole and Council agenda's using greensheets.

6.1.3 Meetings with Council. Meetings with the Mayor and Council must meet all FOIA laws and must be at the direction of the City Administrator with the approval of the Public Works Director and/or the Senior Managers. Meetings with Council should be kept to arenas meant for good and open government, like Council Chambers, the Public Works Center, a job site or neighborhood/ward meetings. Examples of these types of meetings include: ward meetings, special project or program meetings and committee meetings. Staff must report outcomes of such meetings to the City Administrator, Director and Senior Managers.

6.1.4 Requests for Service. The Mayor and Council primarily make requests for public works services through the Council Secretary, who in turn distributes the request for service through the public works asset management system. The Mayor and Council may also enter these requests electronically at www.cityofdavenportiowa.com/pwrs, <https://yourgov.cartegraph.com/> or by calling the Public Works main phone line, 563.326.7923. Requests received via the main phone line shall be entered into the asset management system, as are other requests.



On occasion, these requests may also be sent via e-mail to Division Managers and Supervisors or via verbal conversation. It is the responsibility of Division Managers and staff who receive such requests to enter the requests into the public works asset management system. If unusual circumstances are related to the request for service, the responsible Supervisor or Manager must notify the Director, Deputy Director of Public Works and the City Administrator of the conversations and results to ensure continuity with the Department's practices, policies and procedures.

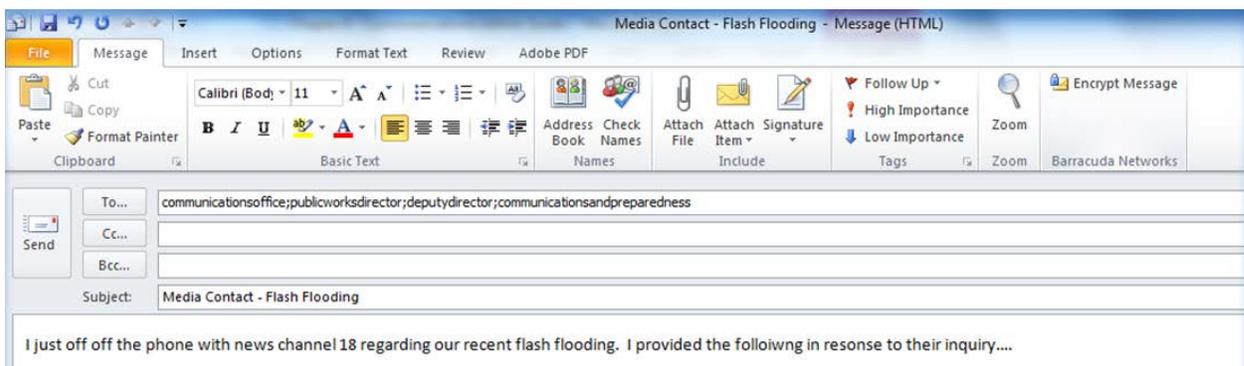
Where requests for service or information do not fall within the service areas covered by the public works asset management system, the request for service shall be tracked via e-mail

or other work order system, such as in the case of, Airport, CitiBus, and Fleet.

- 6.1.5** Proclamations. Public Works proclamations shall be submitted to the Public Works Director, the Deputy Director of Public Works, the Public Works Director’s Administrative Assistant, and the Communications and Preparedness Manager at least four weeks in advance of the date the proclamation is to be read. Approved proclamations will be forwarded via e-mail to the City Clerk and the Mayor’s Secretary. Proclamations are generally read at the City Council meetings, which take place on the 2nd and 4th Wednesday’s of each month. The Public Works Director shall identify who will be in attendance to accept the proclamation.
- 6.1.6** Ribbon Cuttings/Groundbreaking. Ribbon cuttings, ground breaking, and other events the Mayor and Council may present, shall be coordinated with the Mayor’s Office, the Communications Office and the Communications and Preparedness Manager. See Appendix 6C for additional instruction.
- 6.1.7** Special Events. On occasion Public Works may host a special event such as an open house. Invitations to such events shall be distributed to Council through the Council Secretary. Special events shall be authorized by the Public Works Director and shall be coordinated with/or by the Communications and Preparedness Manager.

[APWA Chapter 6.1]

- 6.2 Communication with the Media.** Authorized Public Works staff shall make every attempt to respond promptly, fairly and accurately to all media inquiries whether directly from the media or through the City's Communication Office, as stated in City Administrative Policy 3.4. Staff shall also follow-up with the City's Communication Office, the Public Works Director, the Deputy Director of Public Works and the Communications and Preparedness Manager following all media inquiries; follow-up shall include content of interview and other pertinent details.



The Public Works Director, Deputy Director of Public Works, Senior Managers, Division Managers and staff issuing media releases have the authority to respond to media inquiries regarding the media release sent.

It is recognized media inquiries may not be the result of media release. In these cases, the Public Works Director, Deputy Director of Public Works, Senior Managers, Division Managers and Supervisors have the authority to speak to the media if the staff member is the individual with direct knowledge of the issue, event, project or program.

In either case staff shall follow-up with the City's Communications Office, the Public Works Director, the Deputy Director of Public Works, and the Communications and Preparedness Manager following all media inquiries; follow-up shall include content of interview and other pertinent details.

Speaking with the Media

When speaking to the media, just remember to:

- *Keep it factual*
- *Prepare talking points in advance of the interview*
- *Ask if the interviewer can provide you with the questions they plan to ask before the interview*

If you feel uncomfortable or unprepared, remember you can ask that you get back to them. Don't know the answer? Tell the interviewer you will check on it and follow-up. Need a little time to prepare, let the interviewer know, and schedule the interview accordingly.

A spokesperson for a particular event or issue may be identified for a specific event or issue. In these cases, staff shall be notified that such inquiries are to be forwarded to the spokesperson identified.

Non-management staff may be approached by the media in-person. Non-management staff is informed on their authority to respond to media inquiries during the orientation process and instruction received on City Administrative Policy 3.4. Non-management staff shall have the ability to "respond directly to an inquiry regarding routine factual information relating specifically to their function. If the inquiry involves policy issues, the staff member may only respond after direction to do so from his or her Department Director and with the Department Director's knowledge of the response."

[APWA Chapter 6.3 and 6.4]

6.3 Public Communication and Strategic Outreach. With support from the City's Information Technology Department, the Public Works Department and the City's Communications Office shall cooperatively use a variety of means to inform the media and the community about public works programs and services, changes to service, emergency operations, public input opportunities and

events that may impact public health and safety.

Staff may be called upon to assist with public communication or media relations.

Staff is trained, instructed and shall adhere to Public Works policies and Administrative Policy 3.4, 3.9, 3.10, 3.12 and 3.24 regarding public communication, media relations, phone etiquette and use of communication equipment and social media.

The Public Works Director or Deputy Director of Public Works may provide talking points, offer guidance or restrictions as deemed necessary.

6.3.1 General Operational Communication Tools.

Primary Phone	Website
<p>Public Works 24/7 phone line, 563.326.7923, is answered Monday-Friday, 7am to 4:30pm except Holidays. After hours this line is answered by a contracted answering service.</p> <p>Refer to Appendix 6D for details on after hours coverage.</p> <p>The phone line also provides the ability to change wait time messaging. Messaging is updated by the Customer Experience and Projects Manager in coordination with the Public Works Director.</p>	<p>A city website is maintained to communicate information about city events, programs and services. A direct URL link to public works portion of the website can be found at www.cityofdavenportiowa.com/publicworks.</p> <p>Public Works information is maintained by the Communications and Preparedness Manager in cooperation with staff. The Manager periodically reviews and updates the website. Staff may also identify needed updates. Staff shall submit requests for updates to the Communications and Preparedness Manager. Communications and IT staff may also support this function in the Manager’s absence.</p> <p>Additional direct URL’s exist, and may be added for ease in communicating website location of often referenced material. Permanent direct URL’s exist for: airport, citibus, closures, compost, energy, flood, forestry, dpwnn (news), pwrs (service requests), naturalresources, parking, petwaste, sewer, street, solidwaste, and winter.</p>

Davenport Public Works Administrative Operations Guide

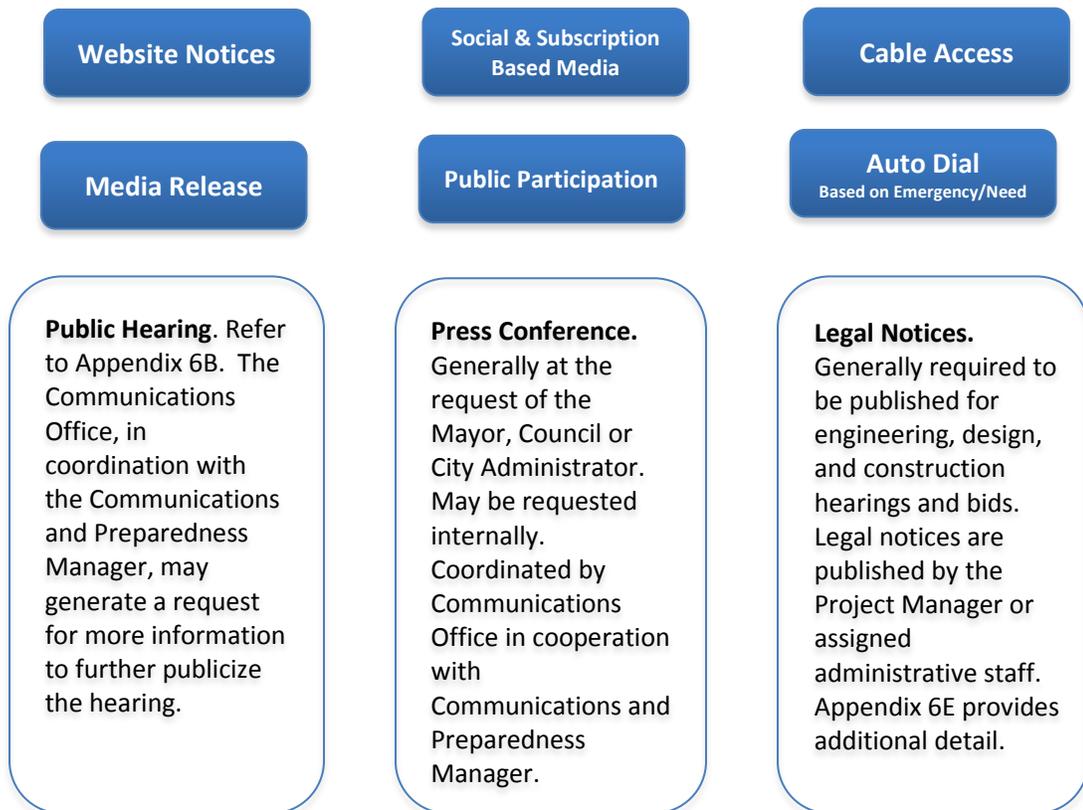
Chapter 2 – Human Resources

Last Revision 12/29/16, rrd

Mail		Door Hanger/Leaflet	
<p>The City mails letters to inform the public and/or private individuals and organizations of possible city ordinance violations, other property specific notifications, as well as, in response to information requests, changes to fees or ordinances, et al. Each division is responsible for their own mailings.</p> <p>At Public Works, out-going mail is collected by 2pm daily for distribution via a contracted postage/parcel agency. Mail must be bundled with a completed “mail slip” which can be found in the drawer below the out-going mail tray. Questions related to mail, certified mail and receipts should be directed to the Public Works Director’s or Finance Director’s Administrative Assistants.</p>		<p>When time does not allow direct mailing, notice of work or other events which impact the public may be placed door-to-door with either a door hanger or leaflet. Door hangers/leaflets are primarily used when a small area will be affected. The Division responsible for the work, or who is managing the event conducts this activity. This means of communication is intended to be a courtesy notification of events that may adversely impact residents and businesses in a given area.</p>	
E-mail	Signage	Council Meetings	
<p>Electronic communication is a tool often used to communicate with the public, internal and external agencies as well as the media. Specific guidance on it is use is provided in Administrative Policy 3.14.</p>	<p>On-site construction notices are placed as advance information on road projects. Refer to Appendix 6I for additional details.</p>	<p>Council meetings can be attended directly or viewed on the City’s cable access channel. Council Meeting agenda and dates are posted on the website at www.cityofdavenportiowa.com.</p>	
City Newsletter			
<p>The City publishes a quarterly newsletter that is distributed to residents with their quarterly sewer, solid waste and clean water fee invoice. The Communications and Preparedness Manager coordinates Public Works’ submission for the quarterly newsletter with the City’s Communication Office. Senior Managers and Division Managers interested in including an item in the quarterly newsletter are to coordinate with the Communications and Preparedness Manager. Submissions are generally made two months in advance of the quarter, for example, Jan/Feb/Mar newsletter submissions are due in November. Submissions must be applicable throughout the duration of the newsletter. For example articles that pertain to the month of January only must be submitted for</p>			

the Oct/Nov/Dec newsletter.

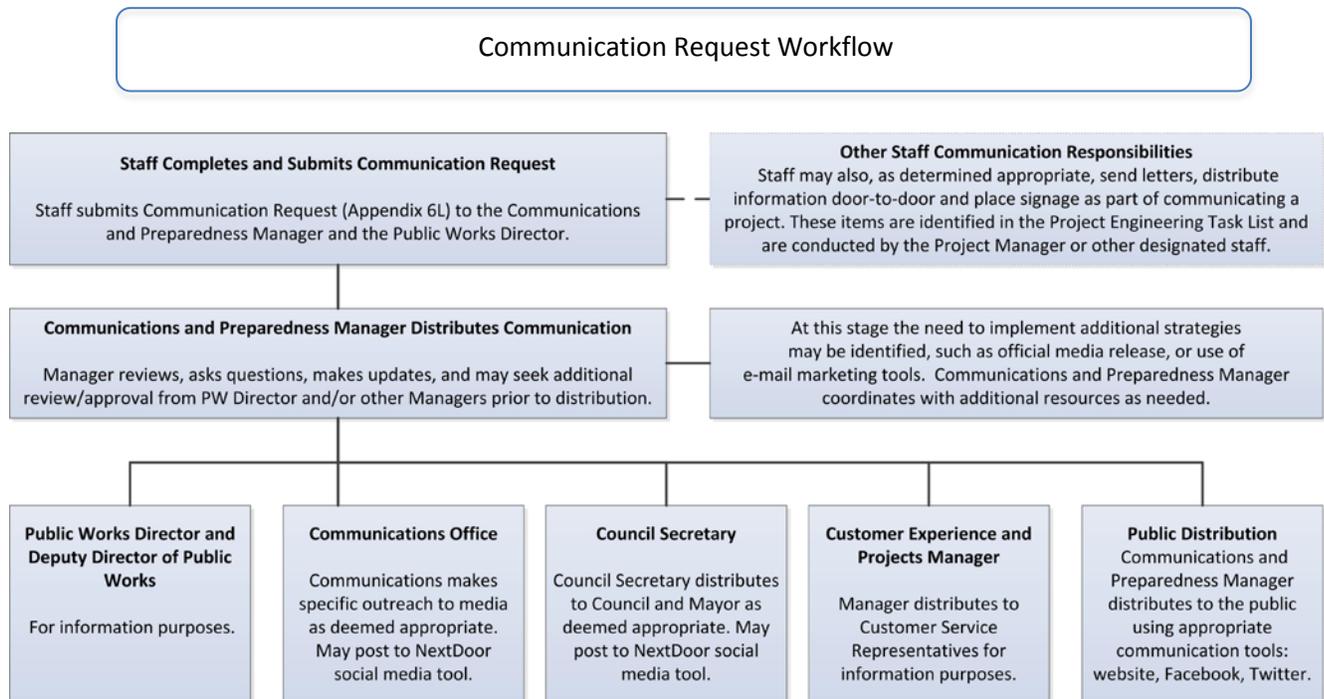
6.3.2 Other Communication Tools and Strategies. Other methods used to communicate with the media and the community is selected based on the scale and complexity of the event, program or project and the projected impact on the community. Communications tools may also be selected to promote or enhance Public Works image in the Community by sharing information on process improvements, efficiencies, and other good news. Refer to Appendix 6E for details on specific communication tools.



To ensure accurate, comprehensive and consistent messaging is provided to the community and

the media, a procedure for initiating a communication strategy has been established. To initiate a communication strategy using available tools complete and submit the Communications Request Form and submit to the Communications and Preparedness Manager and the . Refer to Appendix 6L for Communication Request Form.

Submission of a request form may result in additional coordination with the Communications Office, for example initial requests may generate development of a specific communication plan or strategy due to the predicted impact of event, examples are major construction projects, bus route changes and fee/rate increases.



A backup has been identified for the Communications and Preparedness Manager and the Council Secretary. Backup exists within the Communications Office.

Staff should be aware that the media may not cover all projects/programs communicated by public works.

Specific communication strategies have been developed for:

- Winter weather events, Refer to Appendix 6F
- Other extreme weather events – heavy rainfall, high winds, Refer to Appendix 6G
- Engineering design and construction projects, Refer to Appendix 10TBD Engineering Project Task List

- Road closures, lane reductions and detours, Refer to Appendix 6I
- Special Events, Refer to Appendix 6I.1
- CitiBus Rider Alerts, Refer to Appendix 6J

Requests for communication on a project or program may also generate from the City's Communication Office. On those occasions, the Communications Office will reach out to the Communications and Preparedness Manager and the Public Works Director. The Manager will initiate the Communication Request with the appropriate staff member(s) and move the request through the process identified above.

[APWA Chapters 6.2, 6.3, 6.4, 6.5]

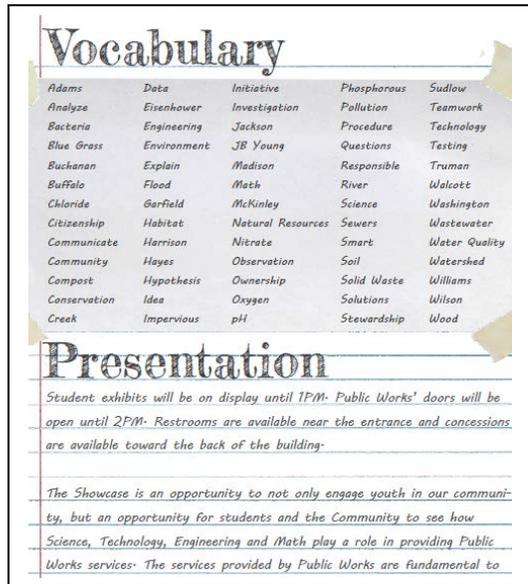
6.4 Outreach, Education and Involvement. Public Works shall promote an informed citizenry and foster stewardship by participating in and providing education, engagement and involvement programs and opportunities.



To reduce duplication of effort, ensure accurate, comprehensive and consistent messaging, and to maintain good partnerships with internal and external stakeholders, public works outreach, education and involvement opportunities shall be coordinated with the Communications and Preparedness Manager, unless otherwise identified. The Manager will engage the Communications Office, Public Works Director, Deputy Director of Public Works, Senior Managers, Division Managers and staff as necessary to promote such programs and opportunities as needed.

6.4.1 School Collaboration. The Communications and Preparedness Manager is authorized to collaborate with the Davenport Community School District, and other educational institutions falling under the umbrella of the Mississippi Bend Area Education Agency, as well as, secondary education institutions and other support institutions such as Junior Achievement, the SAFER Foundation and Quad City Career Cruising. Collaboration may include development of education tools and activities for classroom use, topic specific presentations, tours, career exploration presentations as well as teacher professional development opportunities. Staff may be called upon to directly support the offerings provided. The Manager will consult the Public Works Director should the value of a requested presentation require excessive staff time and/or the program requested does not align well with Public Works Mission and Goals.

6.4.2 Special Events. On occasion Public Works may host a special event such as an open house. Special events shall be authorized by the Public Works Director and coordinated with/or by the Communications and Preparedness Manager.



6.4.3 Workshops, Clinics and Conferences. Development and origination of a workshop or clinic may be at the request of staff or initiated by the Communications and Preparedness Manager with the approval of the Public Works Director. Programs shall be coordinated with the Manager. Evaluation of cost vs. value and benefits shall be considered prior to conducting such programs.

6.4.4 Tours.

- The Communications and Preparedness Manager shall be responsible to deliver tours of the Public Works facility upon request. The Manager may request other staff to conduct tours with the knowledge and approval of the Public Works Director, Deputy Director of Public Works or Senior Managers. Tours delivered will be captured in public works' asset management system to allow tracking of

this form of outreach.

- The Wastewater Treatment Plant Manager shall be responsible to deliver, or assign staff to deliver tours of the Wastewater Treatment Plant. Delivery of such tours shall be communicated to the Communications and Preparedness Manager to allow tracking of the program and to identify areas where more formal collaboration with requesting organizations might lead to development of educational activities.
- The Compost Facility Supervisor shall be responsible to deliver, or assign staff to deliver tours of the Compost Facility. Delivery of such tours shall be communicated to the Communications and Preparedness Manager to allow tracking of the program and to identify areas where more formal collaboration with requesting organizations might lead to development of educational activities.

6.4.5 Surveys. Public Works services are often included in citywide citizen surveys, and public works may conduct public works specific surveys, as well as, survey participants in particular programs, workshops and clinics. Participation in the citywide survey shall be with the knowledge of the Public Works Director and Deputy Director of Public Works. Public Works specific customer satisfaction and participant surveys shall be coordinated by the Public Works Director in coordination with the Customer Experience and Projects Manager and the Communications and Preparedness Manager.

Other surveys may be conducted to evaluate a program or service, such as public transportation. These types of surveys shall be conducted with the approval of the Public Works Director and delivered in cooperation with the City's Communication Office, Customer Experience and Projects Manager and the Communications and Preparedness Manager.

6.4.6 Volunteer Opportunities. Volunteer opportunities are offered where utilizing unpaid individuals and organizations can be conducted safely, efficiently and where the use of unpaid individuals and organizations can fill a gap, educate and enhance a program or service.



Volunteer opportunities and requests for volunteers shall be coordinated with/by the Communications and Preparedness Manager. Requests for volunteers are communicated in a number of ways, including but not limited to distribution of flyers;

posting on the City’s website; posting to the City’s Facebook, Twitter and NextDoor social media accounts; via e-mail marketing tools; the City quarterly newsletter; QC Career Connections and through other individuals and partner organizations.

Public Works is also responsible to maintain the City’s Davenport Volunteer Connection Website, refer to Appendix 6N for details.

6.4.7 Speaking Engagements. Public Works Division Managers and staff may be asked to speak at conferences or at special service club meetings from time to time. Staff must first gain the permission of the Public Works Director and inform them of what they will be presenting, to whom and why. The Communications and Preparedness Manager should be notified to allow tracking of this form of outreach and education.

6.4.8 Citywide and Neighborhood Meetings. Staff may be requested by the City Administrator, other departments or other members of the public to attend citywide or neighborhood meetings. Staff requests to attend such meetings shall be authorized by the Public Works Director and/or Deputy Director of Public Works. The Director may also assign a spokesperson to attend such meetings as appropriate. The Communications and Preparedness Manager should be notified to allow tracking of this form of outreach and education.

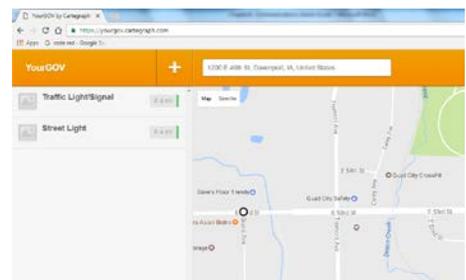
[APWA Chapters 6.2, 6.3, 6.4, 6.5]

6.5 Intra-and Interagency Communication and Coordination. The Public Works Department will communicate and cooperate with surrounding local governments, utilities, planning agencies and other departments of the City when planning, maintaining or constructing its infrastructure. Depending on the complexity of the project, inter-agency communication can vary in format. This operations guide discusses some of the many ways communications are conducted. The most commonly used procedures exist in Public Works Engineering Chapter 10, Appendix 10TBD Engineering Project Task List, and Appendix 6I Road Closures, Detours and Lane Reductions.

[APWA Chapter 6.7]

6.6 Requests for Service. The Public Works Department shall maintain a means for receiving internal, external, emergency and non-emergency requests for service.

The primary means used to request service are:



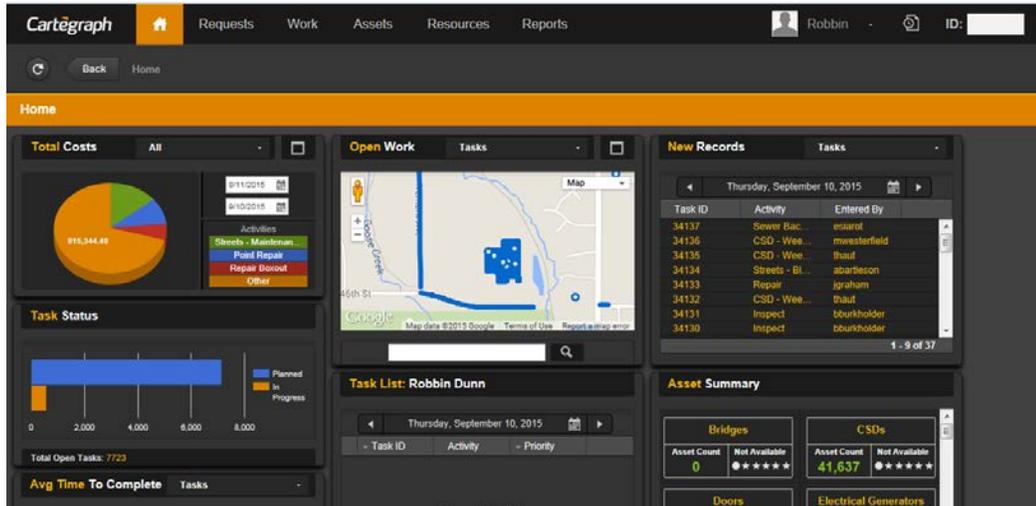
- The Public Works main phone line, 563.326.7923. The phone line is answered Monday-Friday, 7am to 4:30pm, except Holidays. After hours this line is answered by a contracted answering service. Refer to Appendix 6D for details on after hours coverage.
- Electronic submission via the websites www.cityofdavenportiowa.com/pwrs and <https://yourgov.cartograph.com/>.

Other ways requests are received:

- Requests for service may come via e-mail, direct phone call to staff, the answering service, or staff identification of a maintenance need.
- On occasion the City’s Communication Office may receive public works inquiries or requests for service via e-mail to the city webmaster. All such requests shall be forwarded to the Public Works’ Director’s Administrative Assistant. The assistant will route the request either via e-mail or through the public works asset management system as applicable to the request received. The assistant shall also inform the webmaster of action taken.

The Communications Office may also receive public works inquiries or requests for service via social media accounts. It is the policy of public works not to communicate or respond to requests for service originating from posts on the City’s Facebook Page or the City’s Twitter account; these platforms are not avenues to request service from public works or to inquire about its services. When deemed necessary, the Communications Office will respond to such requests and inquiries by directing the individual to make the request for service, or to inquire about the service, by calling 563.326.7923, by visiting the website www.cityofdavenportiowa.com/pwrs or visiting www.cityofdavenportiowa.com/publicworks.

Public Works employees who receive notice or requests for Public Works’ services, both internal and external, shall be responsible for entering the request into the appropriate public works’ asset management system, refer to Appendix 6K for details.



Division staff assigned requests shall be responsible to generate a task, schedule the work, forward to other division(s) as necessary, or respond to requests received, and to record response activities and outcome of work completed in association with the request.

All asset management systems maintained by Public Works shall include the name, address, phone and other pertinent contact and request details. Historical reports on service, service location/equipment, calls/requests for service and other details can be generated from the asset management systems maintained by Public Works. To ensure data integrity and prevent loss of data, all requests are recorded with unique request numbers and no request can be deleted. The data maintained in Public Works asset management systems, and subsequent ability to run reports, allows Public Works to monitor performance and customer service.

All staff involved in taking requests for service and answering calls from the public have access to appropriate tools to efficiently and accurately address a caller’s needs.

[APWA Chapter 6.6, 6.10]

6.7 Emergency and Non-Emergency Coordination and Communication Resources. Protocols have been established to respond to emergency and non-emergency needs. Where activation of an emergency response plan is required, the Director, or their designated representative, shall lead coordination of internal and external resources.

It is the policy of Public Works to ensure all responsible personnel, external departments and agencies, as well as the answering service, have access to the resources necessary to assign/route, respond or re-direct requests for service, both emergency and non-emergency.

Resources provided include access to maps, personnel lists and contact numbers as applicable to staff duties. Communication tools such as: cell phones, pagers and two-way radios are additional resources provided managers, supervisors and other field personnel as applicable to their duties.

Public Works, and contracted, staff responsible to answer requests for service both during and outside of office hours shall be provided additional resources as necessary to assign/route, respond or re-direct requests for service, both emergency and non-emergency.

All staff and contracted staff who receive emergency and non-emergency requests for service are instructed to take down as much information as possible from the caller, including: problem being reported, call information (name, address, phone or other contact information).

Public Works and contracted staff who receive misdirected emergency calls shall be responsible to relay information to the appropriate agency.

Refer to Appendix D for additional details on protocols associated with 24/7 phone coverage.

Refer to Chapter 2, Appendices 2O and 2O.1 for additional details on on-call procedures and staff resources.

[APWA Chapter 6.10, 6.11, 6.12, 6.13, 6.14]

- 6.8 Access to Records.** The Public Works Department shall follow both City Ordinance 2.82 on Public Record Management and Administrative Policy 5.1 which are in conformance with state and federal statutes regarding public records and requests.

Administrative Policy 5.1 states:

It is the policy of the City of Davenport to meet all requests for information and documents within the constraints of Iowa Code Chapter 22. The purpose of this policy is to fix fees for public examination and photo copying and to prevent the interference with an orderly office routine.

PROVISIONS:

1. *This policy is not intended to preclude verbal responses to routine requests for information.*

2. *Every Department Director, or the designee, is the lawful custodian of public records kept by that department. The Deputy City Clerk is the lawful custodian of all Council and Administration public records'.*
3. *If the number of pages to be copied exceeds fifty (50) pages, or if the staff time involved in providing the records exceeds sixty (60) minutes, the following fee schedule shall apply...*

6.8.1 Routine Requests for Information. Public Works staff shall promptly respond to all *routine* requests for information providing the record or information requested does not exceed fifty (50) pages or sixty (60) minutes of staff time. Response may be made verbally, electronically or in print.

6.8.2 Maps. Public Works maintains mapping for all of the city's infrastructure. Hard copies from the plat books or printouts from GIS are available to the public for a printing fee. Refer to Appendix 6M. [APWA 12.18]

6.8.3 All Other Requests for Information. All other requests for information shall be considered those which exceed fifty (50) pages or sixty (60) minutes of staff time and/or those requests for records or information which are *not routine* in nature. For all other requests for information, staff shall direct the requestor to the City's website, http://www.cityofdavenportiowa.com/egov/documents/1202161512_882324.pdf, Public Information Request Form. Once received the City Clerk will route the request to appropriate staff. Refer to Administrative Policy 5.1 for additional detail.

[APWA Chapter 6.9]

Modifications

Appendix 6H Removed, Located in Chapter 10