



# **SERVICE LEVEL AGREEMENT (SLA)**

**between**



**and**

**City of Aurora  
Parks, Recreation & Open Space Department**

**for**

**Operation and Maintenance**

**of**

**Aurora Water Irrigated Turf**

**January 2013**



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## **Purpose**

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between the Aurora Water Department (AW) and City of Aurora Parks, Recreation & Open Space Department (PROS) to operate and maintain, at an agreed-upon cost, irrigated turf areas currently owned, operated and maintained by Aurora Water's Stormwater Division.

This SLA provides details for operation and maintenance services and approved improvements to be provided by the Parks O&M Division.

## **Scope of Agreement**

AW (through the Stormwater Division) currently is responsible for approximately 96 acres of irrigated turf located in various drainage tracts throughout the City. AW also is responsible for the irrigation systems for these turf areas. A complete listing of the irrigated turf areas is presented in Appendix A.

PROS currently is responsible for 8,500 acres at various parks, golf courses and open space properties. Through the Parks O&M Division is approximately 1,250 acres of maintained and irrigated properties. PROS has demonstrated that the most cost effective method of maintaining the irrigated turf areas within the drainage areas be accomplished by the Parks O&M Division along with all other city owned turf areas.

## **Services Covered Under This Agreement**

The following services are to be provided by Parks O&M to Aurora Water:

1. Maintenance of Irrigated Turf Areas: Provide routine and periodic maintenance, including mowing, trimming, edging, weed control, insect and disease control, tree and shrub care, aeration, fertilization, trash removal, general cleanup, and other necessary maintenance to keep areas looking consistent with surrounding landscaping (i.e. similar to adjacent park or other landscaped area ) Furnish all labor and materials to perform maintenance operations in accordance with the requirements stipulated herein. Specific services to be provided include the following:
  - a. Mowing, trimming/edging weekly for Westerly Creek, Hutchinson Channel, 681 Sable, Jewell Wetlands, Carson Pond (non-native), 17627 E. Loyola.
  - b. Mowing twice per month at other sites or as needed.
  - c. Fertilization and aeration once annually at all sites except native areas.
  - d. Trash removal weekly at all sites.
  - e. Chemical control of weeds and insects on an as needed basis.
  - f. Pruning of deciduous and evergreen shrubs and trees on a routine basis or as needed for aesthetics and to maintain access.

- g. Weed removal in landscaped beds, including adding mulch as needed and fall cleanup after the growing season.
  - h. Leaf removal in fall.
  - i. Pet Waste bags to be replenished weekly in select areas.
2. Operation and Maintenance of Irrigation System: Provide operation of the irrigation system to keep turf areas sufficiently irrigated. Provide routine and periodic maintenance and repairs to keep irrigation system functional, including backflow assembly, testing and maintenance. Monitor irrigation system timers to prevent over/under irrigation. Also monitor irrigation system for leaks and missing heads and make timely repairs for optimum water conservation. Furnish all labor, materials, and equipment to perform maintenance operations in accordance with the requirements stipulated herein. Specific services to be provided include the following:
- a. Inspect and repair irrigation system at all sites on a continual basis throughout the entire year as weather and working conditions allow.
  - b. Test backflow assemblies annually as required by The State of Colorado and City of Aurora ordinances.
  - c. Modifications / enhancements to existing system will be completed in addition to the costs associated with providing basic maintenance services and based on authorization / approval by AW Department. The Parks O&M Division will provide a property analysis and inventory of anticipated projects and expenses prior to commencing on any task other than agreed upon maintenance services.
  - d. Hutchinson Channel: Parks O&M will irrigate channel to maximum system capacities. AW accepts the service level that this will provide.
3. Response to Complaints: Parks O&M will respond to all citizen and staff complaints associated with these irrigated turf areas within 24 hours of receipt of complaint. Emergencies such as water line breaks or malfunctions that impact the public will be addressed immediately. Complaints received by AW will be referred to the Parks O&M Division.

### **Services Not Covered Under This Agreement**

The following services are to be provided by Aurora Water:

- 1. Payment for Water: AW will continue to pay for potable water used to irrigate turf areas. Parks O&M will be responsible to monitor monthly water expenditures and not exceed the annual water budget of \$175,000 dollars.
- 2. Graffiti Removal: AW will be responsible for graffiti removal.
- 3. Pet Waste bags: AW will pay for pet waste bags to be utilized at all AW areas.

4. Tree Removal and Replacement: AW will provide all new and replacement trees as required. AW will provide supplemental watering of trees for irrigated turf areas as necessary.
5. Hutchinson Pump Station: AW will operate and maintain the pump station. Parks O&M will be required to operate and maintain the irrigation controller.
6. Channel Maintenance: AW will provide debris, trash and sediment removal in the drainage channels. Any turf damage incurred while performing channel maintenance will be paid for by AW.

## **Payment for Services**

### **Payment**

AW will pay Parks O&M annually for services provided. Parks O&M will hire necessary staff and pay all costs associated with mowing and irrigation system maintenance. These costs will be reimbursed by AW as part of the annual payment in December of each year.

### **Equipment**

All equipment, per the 2012 SLA, has been transferred to Parks O&M and is now subject to general fund replacement protocols. Therefore, all replacement, operations and maintenance of the equipment is the responsibility of Parks O&M.

### **Service Cost Calculation**

All irrigation, mowing and equipment related costs will be calculated as a cost per acre for 2013. Appendix A has been amended to remove select areas that have been transitioned to natural areas. This reduces the total areas that require maintenance to 96.15 acres. Effective in 2013 a base cost of \$1,096 dollars per acre plus 1.7% as a consumer price index (CPI) increase which results in cost per acre of \$1,115 dollars. Any cost increases above the base cost per acre and established CPI will be agreed upon prior to final payment in 2013.

## **Changes to Service Level Agreement (SLA)**

### **Termination of Agreement**

AW may terminate this agreement without penalty if Parks O&M repeatedly violates the terms of this agreement. In such an event AW shall give Parks O&M 30 day's written notice of intent to terminate.

### Amendment to Agreement

Additional locations may be added or deleted in the future. Any changes to this agreement will require the approval of AW and PROS Administration. There will be an opportunity on an annual basis to make adjustments to this SLA provided that both parties agree to the changes.

### SLA Funding Agreement

Billing for services provided under this agreement will be accomplished through interdepartmental transfer from AW to the PROS Department by December 15<sup>th</sup> of each year.

### Addenda

There are currently no addenda to this agreement. Any future addenda will be referenced in the Appendix.

## General Terms and Conditions


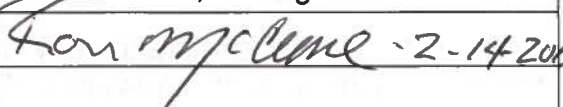

### Terms of Agreement

This agreement is in effect for year 2013 through 2018 and will be reviewed on an annual basis and automatically renew for 5 years, unless either party contacts the other notifying of intent to terminate, as stipulated in this agreement.

### Organizations

This agreement is between AW and the PROS Department, as named on the cover of this agreement.

### Key Contacts:

Aurora Water	Parks
Mark Donelson, Manager of Wastewater/Stormwater	Ron McCune, Manager - Parks
	 - 2-14-2013
Tom Ries, Manager of Transmission and Distribution	
	

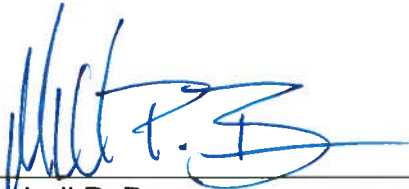


**Acceptance of Agreement**

Accepted this 13<sup>th</sup> day of FEBRUARY, 2013

**AURORA WATER**

**AURORA PARKS, RECREATION  
& OPEN SPACE DEPARTMENT**

BY:   
Marshall P. Brown  
Director, Aurora Water

BY:   
Tom Barrett  
Director, Parks, Recreation & Open Space





## Appendix A

### Irrigated Turf Areas

<b>Location</b>	<b>Area (sq. ft.)</b>	<b>Area (Acres)</b>
681 Sable (6th Ave. & Sable NW)	41,612	0.96
Jewell Wetlands (Wheeling Way)	56,192	1.29
19202 E. 22 <sup>nd</sup> . PL (East Park 70)	33,977	0.77
Big Muddy (Westerly Creek- Iliff to E. Pacific Cir.)	77,972	1.79
Westerly Creek (Mexico to Exposition)	738,774	16.96
Sand Creek-28th&30th Ave. Wheeling to Sable	192,032	4.41
13941 E. Arkansas Ave. (Arkansas Det. Pond)	14,501	0.33
Hutchinson Channel - Buckley to Iliff	408,592	9.38
Hutchinson Channel - Iliff to Pond	797,148	18.30
Hutchinson Channel -Pond to (south of) Hampden	891,673	20.47
Carson Pond	296,643	6.81
Mission Channel	382,900	8.79
2471 S. Kittridge (Cherry Creek Spillway)	218,235	5.01
17627 E. Loyola (Loyola & Mansfield)	<u>37,897</u>	<u>0.87</u>
<b>TOTAL</b>	<b>4,188,148</b>	<b>96.15</b>

