

Parks Safety Council

Meeting Summary

Monday, January 24, 2022,

Ed Ball Bldg., 214 N. Hogan Street, 8th Floor Conference Rm. 851

Meeting Attendance

PSC Members: Bruce J. Tyson, Mary Jane Brewer, Walter Bryant, Kim Stephens-Perry

Zoom:

Visitors:

Staff and Elected Officials: Keith Meyerl, Chiquita Moore, James Taylor, Michelle Godwin-Ware, Jennifer Pope

Zoom: Lisa Ransom, Magnus Wallen

Meeting Summary

1. Call to Order/Verify Quorum: Bruce J. Tyson, Park Safety Council Chair, called the meeting to order at 11:00 a.m. Michelle Godwin-Ware verified that a quorum was present. The November meeting summary was approved by the Park Safety Council.

2. Presentation: None

3. Public Comments: Park Safety Council members and staff introduced themselves.

4. Staff Report:

Keith Meyerl - Parks, Recreation, and Community Services reported that:

- Parks, Recreation, and Community Services (PRCS) receives a monthly park inspection report that lists all the parks that Mr. Taylor has reviewed. Mr. Meyerl provided a partial copy of the park inspection report to the Park Safety Council (PSC) prepared by Park Facility Officer James Taylor for the week of January 7, 2022, through January 14, 2022. At the time of inspection Mr. Taylor sends a report regarding the park that was inspected to the appropriate PRCS District Managers for that Park, as well as the appropriate maintenance personnel so the items reported can be resolved. As the items are completed, they are sent back to Mr. Taylor and noted on the master spreadsheet as completed. Mr. Meyerl explained that the park inspection report is a running list.

Chiquita Moore - Neighborhood Department - Chiquita Moore reported that:

- She had no report but was present to support Mr. Meyerl, answer any questions, and note any recommendations that the Park Safety Council (PSC) may have. Ms. Moore also stated that if the staff cannot answer the PSC questions, she will take them back to get an answer or response.

5. Chair's Report:

Chair Tyson had no report but made the following statement and asked the following questions:

- **Chair Tyson** asked for clarification on what the Park Safety Council (PSC) is supposed to be establishing as far as the park safety standards? Are there specific rules or standards for the different parks? The City of Jacksonville and the Parks Department are much more qualified to create safety standards than the PSC seeing as the PSC are volunteers that don't have the knowledge for creating safety standards. The PSC will need to rely on someone with the knowledge and expertise to assist with ensuring the standards are acceptable. While the PSC was provided the Public Playground Safety Handbook and Playground Audit Guide, who is in fact responsible for those safety standards?
- **Chiquita Moore** stated that the PRCS department works closely with the Risk Management Division. The intent is for the PSC to look at what is already in place and to make any recommendations based on the PSC's knowledge of the parks and the Community Centers. The individuals in PRCS and Risk Management who have the expertise in Park Safety Standards will inform the PSC whether their recommendations are plausible or not.
- **Chair Tyson** asked the following additional questions regarding equipment, permits, signage, test equipment, Park Safety Manual, and additional safety staff:
 - Do we have the test equipment to use for testing access points, the size of the openings in ladder, netting, and pinch points on the play equipment?
 - Are permits required for large gatherings such as birthday parties, weddings, etc.? If so, are there special rules concerning such gatherings and where can they be located? Who, if anyone, is responsible for ensuring compliance with the rules?
 - Are signs with rules and requirements posted at parks with special types of equipment such as slides, swings, climbing features, etc.?
 - Are signs posted with warning about hazards of equipment located in a park or other city location such as a community center, swimming pool, etc.?
 - Do we have the proper test equipment to ensure installed equipment meets the safety requirements such as minimum opening size, dimensions, height, etc.?
 - Is there an updated Parks Department Safety Program Manual that provides information on the requirements for use of the Parks Department facilities, the safety requirements of each piece of equipment and who is allowed to use them?
 - Are additional safety personnel needed? Perhaps formal inspections should be increased on larger parks and facilities. Currently each park may only get a formal inspection once a year.
 - Are use zones identified in parks with multiple pieces of equipment?
 - Are all material maintenance issues (repairs, replacement, etc.) inspected by a qualified inspector prior to being returned to the PSC? Does the Parks Division have certified inspectors?

- Are follow-up inspections on newly installed equipment conducted according to the manufacturer's requirements? If items are installed by contractors, is the contractor held responsible for the installation for a period after the installation?
- **Chair Tyson** suggested that:
 - The PRCS ensures all installation records, maintenance records, inspection records are completed with all necessary information to properly identify issues, corrective action (to include materials used), and inspections completed after the issue is resolved. This will allow tracking of re-occurring issues and assist in determining if changes in material or other items need to be changed.
 - Multiple levels of inspections be done to make sure everything is done correctly by qualified and certified staff.
- **Chair Tyson** asked for clarification of the term "no findings" in the status portion of the park inspection report.
- **John Taylor** advised that "completed" means everything was taken care of from that inspection, and "no findings" means when the inspectors visited the park, no safety deficiencies could be found.
- **Chair Tyson** inquired who gets the general public's big issue complaints, and where do they go? Will the PSC only review Mr. Taylor's report, or will the PSC be reviewing complaints from the public and the results of those complaints?
- **Keith Meyerl** advised that the complaints from the public are received in different methods. The primary way is through MyJax Customer Service System. Others come by phone calls and emails directly to the director's office, his office, or directly to the maintenance supervisor. The issues that are received by Director Joseph or Chief Meyerl are documented by sending an email to the specific maintenance personnel that will attend to those items. A spreadsheet is not used to track the issues, but the issues are maintained internally, and as they are completed the emails are closed as well as any MyJax tickets.
- **Chair Tyson** asked how will the PSC be made aware of the service requests that are still open or are completed from MyJax, emails and phone calls made to the PRCS Director and park maintenance staff? The constituents may inquire about an issue with a PSC member, but PSC is not aware of this information and has no access to this information.
- **Mary Jane Brewer** asked about incident reports and how they are documented. Ms. Brewer stated that it is important for the PSC to know what types of incidents have occurred in the parks, as well as the follow up to ensure that the hazards have been rectified.
- **Kim Stevens-Perry** stated she believes everything should go through the MyJax Customer Service System regardless of the issue being reported by a phone call or email to the parks department. This will allow a comprehensive report to be created, identifying the source of the information. There is a need to have some type of audit in the event an incident does occur somewhere. This will assist in knowing that the issue has been logged with the City, and what steps have been taken from a City perspective.

There may be too many entry points, no real consolidation of information. The MyJax system would be a good source to consolidate the reporting of incidents.

- **Chiquita Moore** stated that Ms. Stevens-Perry idea was good. Constituents are encouraged to go through the MyJax system, but many times people who have access to a staff member want things done immediately. Ms. Moore stated that the Neighborhood Department is encouraged to enter issues in MyJax when received via email or a phone call. Doing so assists with creating a record of the issues and the action taken on the issue. Ms. Moore stated that Ms. Stevens-Perry's recommendation will be taken back to Director Joseph.
- **Keith Meyerl** stated that the athletic associations have been instructed that they must input their issues in MyJax regardless of an email being sent to the PRCS office. The MyJax system is the tool used to assign the work to the proper person and tracks how long it takes to rectify an issue, providing the citizen with a follow up email to communicate the completion of the issue. MyJax is a good avenue, the process of who will enter the issues when received by email or a phone call will have to be worked out.
- **Chiquita Moore** asked if an additional column to insert the original complaint could be added to Mr. Taylor's Park inspection report. This would be a great way to track progress from quarter to quarter.
- **James Taylor** advised that the report handed out at today's meeting were not formulated by complaints but are scheduled inspections of structures. Structures may be inspected in alphabetical order, but each park is visited at least once sometimes twice a year.
- **Chiquita Moore** asked if there is a complaint driven report in place.
- **Keith Meyerl** advised there is not a report in place specifically like Mr. Taylor's, but he will reach out to Ms. Monica Cichowlas with 630City to find out if the new system will allow a report like Mr. Taylor's to be generated through MyJax. Mr. Meyerl advised that an incident report is received in multiple ways. One way is through the athletic associations or community partners that are in the parks building. The athletic association is required through their license agreement to submit incident reports to PRCS if someone is hurt while using the sporting fields during a game. A report is kept on file with the PRCS department and tracked by risk management using Origami Risk Management software. The Origami system stores the information from an incident to assist with claims. Staff members may also fill out an incident report and submit that to be entered into the Origami Risk Management system.
- **Mary Jane Brewer** asked if an incident investigation is completed to identify any hazards that might have contributed to the incident?
- **Keith Meyerl** answered yes, any time an incident report from an association, partner, or internally it is investigated and then mitigated.
- **Mary Jane Brewer** stated that perhaps something like the investigation reports will be helpful for the PSC to review to provide an idea of what hazards have been present in the past. Maybe as the PSC is looking at visiting parks or looking at the reports, PSC can keep those hazards in mind.
- **Chair Tyson** stated that the investigation reports may assist the PSC in identifying a

particular organization or partner that is experiencing an excessive number of incidents within their organizations park. Chair Tyson asked; per the PSC Executive Order, the only thing the PSC is required to review is the report put out by Mr. Taylor, the public safety officer? Will the Park Condition report be reviewed by someone in the PRCS before the report is submitted to the mayor, and City Council? Who is to submit the Park Condition report to the Mayor, City Council, and the Media once it is completed and reviewed?

- **Chiquita Moore** stated that the initial recommendations would come from the Park Safety Council then be reviewed by Director Joseph and the administration. They would move forward with presenting the report to the Mayor, City Council, and media.
- **Magnus Wallen** asked if the PSC will be creating safety standards?
- **Chair Tyson** advised that the PSC will not per the Park Safety Council Executive Order. The PSC is to review the report created by the public safety officer, comment on the report, forward the report to Director Joseph and his administration, who will then forward the report to the Mayor, City Council, and the media.
- **Keith Meyerl** advised that many of the issue's received by email or phone do not rise to the level of being considered safety issues. There are levels upon which issues fall under: citizens request and safety issue. Safety issues are escalated to Mr. Meyerl, Director Joseph, or Chief Enz are taken care of immediately. Items entered into MyJax may be addressed in three days. The items that require quotes or material may be given an estimated completion date of 30 days. Sorting out safety issues would need to take place if we are to add the items from MyJax to Mr. James report.
- **Kim Perry-Stevens** offered to send Mr. Meyerl recommendations that may assist with obtaining information from customers and generating a safety report from customers concerns.
- **Chiquita Moore** stated that questions can be customized in the MyJax system and offered to find out what series of questions are asked when a call regarding a park is received, to determine the level of severity of the issue.
- **Keith Meyerl** asked how often would the PSC like to receive the park inspection report and for what period?
- **Chair Tyson** requested the report be provided to the PSC monthly dating back to December of 2021. Chair Tyson asked when did the PSC's report need to be submitted to the Mayor, City Council, and the media?
- **Chiquita Moore** advised that the PSC may determine when they would like to submit their report.
- **Chair Tyson** suggest that PSC should submit their report to PRCS quarterly the month prior to the City's quarter, giving the PRCS time to review the report before it is forwarded to the Mayor, City Council, and the media. The PSC will submit their finding monthly to allow for the PRCS to address the PSC's findings and concerns.

6. **Public Comments:** None
7. **Subcommittees and Liaisons:** None
8. **Chair Tyson, Park Safety Council Chair adjourned the meeting at 11:58 a.m.**

NEXT MEETING: Monday, February 28, 2022, at 11 a.m.

LOCATION: Ed Ball Bldg., 214 N. Hogan Street, 8th Floor Conference Rm. 851

Meetings are recorded. A copy of the audio recording can be obtained through a public records request at MyJAX.Com. or 630.CITY

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