

Service Levels for Landscape Management & Grounds

UIUC SERVICE LEVEL DEFINITION

We utilize the APPA Attention Levels as a basis for our service levels.

UIUC SERVICE LEVELS

Service Level designations are evaluated regularly to reflect changes in the campus and reductions or increases in the grounds maintenance budget.

UIUC LEVEL 1: *State-of-the-art maintenance applied to a high-quality, diverse landscape. Associated with high-traffic urban areas such as public squares, malls, government grounds, or college/university campuses.*

Based on funding constraints we do not currently provide Level 1 service on our campus.

UIUC LEVEL 2: *High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.*

TURF CARE. Grass cut once every five working days. Aeration as required but no less than two times per year. Reseeding or sodding when bare spots are present. Weed control practiced when weeds present a visible problem or when weeds represent 5 percent or more of the turf surface. Some pre-emergent products may be used at this level.

FERTILIZER. Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils, and rainfall. Rates should correspond to at least the lowest recommended rates. Distribution should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorous, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should receive fertilizer levels to ensure optimum growth.

IRRIGATION. Most level 2 areas maintained for base budget are irrigated. University Housing, which is Level 2, does not have irrigation. Sprinkler irrigated-electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length and demands of plant material.

LITTER CONTROL. Minimum of once per day, five days per week. Offsite movement of trash depends on size of containers and use by the public. High use may dictate daily or more frequent cleaning.



PRUNING. Usually done at least once per season unless species dictates more frequent attention. Sculpted hedges or high-growth species may dictate a more frequent requirement than most shrubs in natural-growth plantings.

DISEASE AND INSECT CONTROL. Usually done when disease or insects are inflicting noticeable damage, are reducing vigor of plant material, or could be considered a bother to the public. Some preventative measures may be used, such as systemic chemical treatments. Cultural prevention of disease problems can reduce time spent in this category. Some minor problems may be tolerated at this level. Refer to the Integrated Pest Management Plan.

SNOW REMOVAL. Snow typically removed within 24 hours following snowfall. Snowmelt may be used to reduce ice accumulation.

SURFACES. Should be cleaned, repaired, repainted, or replaced when their appearances have noticeably deteriorated.

REPAIRS. Should be done whenever safety, function, or appearance is in question.

INSPECTIONS. Inspections are conducted by staff at least once a day when regular staff is scheduled. Typically this is on an informal basis. Grounds workers are trained to continuously observe conditions and report or address issues.

FLORAL PLANTINGS. Normally, extensive or unusual floral plantings are part of the design. These may include ground-level beds, planters, or hanging baskets. Often, multiple plantings are scheduled, usually for at least two blooming cycles per year. Some designs may call for a more frequent rotation of bloom. Maximum care is necessary, including watering, fertilizing, disease control, disbudding, and weeding. Weeding of flower and shrub plantings is done a maximum of once per week. The desired standard is essentially weed-free.

UIUC LEVEL 3: *Moderate-level maintenance. Associated with locations that have moderate-to-low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.*

TURF CARE. Grass cut once every five work days or as needed. Normally not aerated unless turf quality indicates a need or in anticipation of fertilizer. Reseeding or sodding done only when noticeable or major bare spots appear. Weed control measures normally used when 50 percent or more of small areas are weed infested, or when 15 percent or more of the general turf is infested with weeds.

FERTILIZER. Select locations designated as Level 3 are fertilized per the following: Applied when needed to maintain moderate to good turf vigor. Refer to Partial Fertilizer and Weed Control for Non-Irrigated Turf Program.

IRRIGATION. No irrigation for Level 3.

LITTER CONTROL. Minimum service of two to three times per week. High use may dictate higher levels during the warm season.

PRUNING. When required for health or reasonable appearance. Usually done at least once every two to three years, unless species planted dictates more frequent attention.

DISEASE AND INSECT CONTROL. Done only to address epidemics or serious complaints. Control measures may be put into effect when the health or survival of the



plant material is threatened, or when public comfort is an issue. Refer to the Integrated Pest Management Plan.

SNOW REMOVAL. Snow typically removed within the 24 hour period following snowfall. Snowmelt may be used to reduce ice accumulation.

SURFACES. Cleaned on a complaint basis. Repaired or replaced as budget allows.

REPAIRS. Should be done whenever safety or function is in question.

INSPECTIONS. Inspections are conducted once per week. Typically this is on an informal basis. Grounds workers are trained to continuously observe conditions and report or address issues.

FLORAL PLANTINGS. Normally, no more complex than two rotations of bloom per year. Care cycle is usually at least once per week with watering being typically 3 times per week. Health and vigor dictate cycle of fertilization and disease control. Beds essentially kept weed free. Includes annuals, perennials, flowering trees, and shrubs.

UIUC LEVEL 4: *Moderately low-level maintenance. Associated with locations where a less intensive approach is deemed appropriate and/or locations affected by budget restrictions that cannot afford a high level of maintenance.*

TURF CARE. Low-frequency mowing scheduled based on species. Low-growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds.

FERTILIZER. Not fertilized.

IRRIGATION. No irrigation.

LITTER CONTROL. Once per week or less. Complaints may increase level above one servicing.

PRUNING. No regular trimming. Safety or damage from weather may dictate actual work schedule.

DISEASE AND INSECT CONTROL. None, except when the problem is epidemic, and the epidemic condition threatens resources to the public.

SNOW REMOVAL. Snow typically removed within the 24 hour period following snowfall. Snowmelt may be used to reduce ice accumulation.

SURFACES. Replaced or repaired when safety is a concern and when a budget is available.

REPAIRS. Should be done whenever safety or function is in question.

INSPECTIONS. Typically this is on an informal basis. Grounds workers are trained to continuously observe conditions and report or address issues.

FLORAL PLANTINGS. None. May have wildflowers, perennials, flowering trees, or shrubs in place.