



City of Austin – Parks and Recreation Department
Cemetery Scope of Work Public Input Meeting
Tuesday, December 11, 2012

Public Input Summary

Sales Administration and Management

- Allow funerals on Sundays;
 - PARD Response: Modified language on Pg. 11 B. Business Operations, **“The cemetery offices and sites are closed on Thanksgiving, Christmas Day, New Year’s Day, and Independence Day (July 4). No funerals are conducted on those days.”**
- Personnel should be allowed to eat on-site (seems harsh)
 - PARD Response: Modified language on Pg. 9 A. Administration and Management, **“Proposer shall designate eating areas (other than in the business office) for breaks and meals for its employees.”**
- Maintenance of records and preservation – system in place to gather records
 - PARD Response: Language to address concern on Pg. 12 D. Records Management. **“Proposer shall prepare, maintain and preserve, complete and accurate books, records, files, and accounts of each operational area related to the cemetery information under a resulting contract.”**
- Define “proper reverence”
 - PARD Response: Contractor and employees shall show proper courtesy and respect.
- Emergency management procedures – COA responsibilities (fires, etc.)
 - PARD Response: Site emergencies are to be addressed by the contractor, Pg. 10 Emergency Management Procedures
- Define “depositing of funds into City account on a daily or weekly basis”
 - PARD Response: Modified language on Pg. 11 Submittal of Revenue to the City. **“All revenue shall be direct deposited into the City’s account via direct deposit daily. Proposer shall remit copies of daily cash receipts to the CCM weekly by Friday at 2 p.m.”**

- Records Management / Historic Records – system in place to capture and protect records from the elements;
 - PARD Response: Modified language on Pg. 12 D. Records Management paragraph 1. **“Records no longer needed for daily business use will be boxed and moved to the City’s approved records storage facility. Records requiring permanent retention shall be provided to CCM.”**
- Records in electronic format
 - PARD Response: Modified language on Pg. 12 D. Records Management paragraph 2. **“Proposer shall enter all cemetery business information into an industry standard electronic database management system.”**
- Define “cooperatively” working with the City
 - PARD Response: Without definitive requirements the City may not demand the contractor assume unknown financial impacts beyond the current scope, at best the City will seek to encourage a cooperative relationship with the Contractor throughout the Master Planning Process. Once the Master Plan is adopted contractor support to implement the plan may require negotiations and a contract amendment for changes to the Scope of Work. Contractor and City must mutually agree and the amendment may ultimately be subject to council approval.
- Comprehensive Tree Survey and Assessment 2. U. Pg. 18 – should be more frequently
 - PARD Response: Modified language on Pg. 22 V. Comprehensive Tree Survey and Annual Tree Maintenance Work Plan **“Proposer shall conduct a Level Two Basic tree risk assessment on all trees at least once every five years and a Level 1 visual basic inspection at least once every year on all trees included in the initial survey.”**
- Strengthen “map-based management system” language – should be “shall use”
 - PARD Response: Modified language on Pg. 13 Space and Burial Records **“Proposer shall support the City’s efforts in the mapping for the cemeteries to be reconstructed from various records, maps and field review. Cemetery sales and interment records will be converted from both paper and electronic formats and moved into a new map-based Cemetery Records Management system.”**
- Connecting data to City website and public accessibility – should be “shall use”
 - PARD Response: Modified language on Pg. 13 Space and Burial Records **“Proposer shall support the conversion of all cemetery sales and interment records to a map based cemetery records management system. Once implemented,**

the City intends on bringing the data to the City website for web-based public access.”

Cemetery Operations

- Storage and Equipment – define storage area for equipment; current area should not be expanded;
 - PARD Response: Modified language on Pg. 12 C. Use of Cemetery Facilities to include **“supplies and materials necessary for cemetery operations is subject to prior authorization by the Cemetery Contract Manager (CCM), and will only be allowed at Austin Memorial Park in the areas and buildings designated by the CCM. Any supplies and materials stored within the cemetery will be screened from public view.”**
 - Citizen Concern: The RFP states that an exhibit will define the storage space and use of storage space. When will this exhibit be available to the public?
 - PARD Response:
- Fencing does not mark boundaries of Austin Memorial Park Cemetery
 - PARD Response: Modified language on Pg 17 C. Grounds Maintenance **“Proposer shall be responsible for grounds maintenance within the boundaries of the cemetery as well as to the edge of the street (including from the exterior of the fence to the street curbside).”**
- Clean-up restrooms at Austin Memorial Park
 - PARD Response: Modified language on Pg 18-19 J. Daily Custodial Services **“Proposer shall clean and sanitize all restrooms daily unless demand dictates a higher frequency.”**
- Grounds Maintenance - more attention to tree care, watering for volunteers; sprinklers equitable treatment for tree (attention similar to headstones)
- Health and Safety Code; Cities responsibility in headstone resetting
- Definition of eco-friendly; best practices
 - PARD Response: Modified language on Pg. 8 Cemetery Operations paragraph 5 **“Proposer shall provide all personnel, equipment, tools, supplies, supervision and services necessary to ensure clean and manicured premises are maintained in a manner that uses best and modern practices to reduce carbon footprint and adverse environmental impacts”**
- Allow sprinklers on end of hoses versus hand held hoses
 - Poses a Departmental cost control concern.
- Prevent damage of monuments, headstones, and trees with equipment (i.e. mowers, weed eaters)
 - PARD Response: Language to address concern can be found on Pg. 21 P. Equipment. **“Riding mowers may not be used within**

12 inches of headstones, markers, monuments, tree or other vertical surfaces. Commercial power trimmers and power edgers shall be used to trim grass from around trees, headstones, monuments, markers, etc.”

- Decrease time to correct repairs (i.e. – buildings, fencing, and signage)
 - PARD Response: Major outlay of contractor funds requires planning; City defines 24 months as a reasonable timeframe to correct.
- Historic Buildings – historic preservation office versus PARD responsibility for exterior building modifications
 - PARD Response: The buildings are owned and operated by the Parks Department, the contractor will flow all communications through PARD, It is a PARD responsibility to coordinate with Historic Preservation to insure all codes and ordinances are addresses.
 - PARD Response: Modified language on Pg. 19 Historic Buildings **“Proposer must be advised that any improvements that result in an exterior change to any building on cemetery land must be approved by the *City of Austin* to ensure that all exterior changes are appropriate and properly permitted.”**
 - PARD Response: Modification clarifies protecting historic structures is a city requirement.
- Include building improvements as a city responsibility
 - PARD Response: Modified language on Pg. 25 Major Infrastructure Development and Building Improvements **“The City of Austin shall be responsible for new major infrastructure development to include: roadway development; installation of complete new irrigation systems; platting; surveying and laying-out of new sections of cemetery land; building restorations; new buildings; and major landscaping installations of new section development.”**
- Should be “grave preparation” not funeral set-up
 - PARD Response: Modified language on Pg. 27 D. **Grave Preparation**/Funeral Set-up “Proposer shall retain ultimate responsibility for **grave preparation**/funeral set-up services”
- Prohibit Storage of Equipment from other cemeteries
 - PARD Response: Language to address concern can be found on Pg. 12 C. Use of Cemetery Facilities **“Use of property and resources shall be dedicated exclusively to municipal cemetery purposes as permitted by the City of Austin.”**
 - **“Placement and limited storage of proposed equipment, supplies and materials necessary for cemetery operations”**
- Spoils Management - define time limit for spoils removal on-site
 - PARD Response: Language addressing concern can be found on Pg. 25 Z. Spoils Management. **“Proposer shall collect, transport and dispose of all spoils daily.”**

- Spoils Management responsibility should be located under Interment and Burial Services not Cemetery Operations
 - PARD Response: Spoils Management responsibility will be the responsibility of both Interment and Burial Services and Cemetery Operations because spoils can be generated from operations separate from burial activity.
- Grave Leveling should be located under one bucket – Cemetery Operations
 - PARD Response: Grave Leveling should be under both Cemetery Operations and Interment and Burial Services to reflect initial leveling in burial and interment services and ongoing attention to leveling in cemetery operations.
 - This is addressed adequately in the Scope of Work.
- Define and strengthen “Public Safety Issue” for headstones
 - **“Proposer shall at a minimum, in January and June of each year, conduct an assessment of monuments to identify those that pose a public safety concern. Following this assessment, the City and Proposer will develop a plan to address any issue identified with the monuments, including responsibility for repairs, funding and schedule. Proposer shall level and straighten markers or memorials that endanger the health, safety, comfort or welfare of the public.”**
- General statement to reflect “Green practices” for equipment, landscaping, no herbicides (www.Greenburialcouncil.org)
 - PARD Response: Research appropriately inserted throughout the document; Contractor shall use the Integrated Pest Management Plan as stated in Cemetery Operations R. Fertilization and Weed Control.
- Litter control - define a time frame; “as needed” is subjective
 - PARD Response: Modified language on Pg. 19 N. Trash and Debris **“Proposer shall inspect and collect ground litter and maintain/empty trash cans in all cemeteries, and dispose of trash daily.”**
- Spoils Management – define and strengthen destination for spoils; off-site for all cemeteries and for all spoils
 - PARD Response: Modified language can be found on Pg. 28-29 The Interment and Burial Services Performance Standards **“All spoils are removed from site to a City of Austin approved disposal site.”**
- Define Spoils Management Plan and include brush removal
 - PARD Response: Spoils are to be removed daily to a City of Austin approved disposal site.
 - **“All wood chips, brush, limbs, and logs, unless otherwise specified and approved by the CCM, shall be disposed of at the City of Austin Hornsby Bend Processing Center to ensure that 100 percent recycling is met for woody material.”**

- Define irrigation needs at Oakwood specifically
 - PARD Response: Current language is adequate.
- Tree Maintenance - More frequent monitoring than every 7 years; decrease timeline for tree survey
 - PARD Response: Modified language on Pg. 22 V. Comprehensive Tree Survey and Annual Tree Maintenance Work Plan **“Proposer shall conduct a Level Two Basic tree risk assessment on all trees at least once every five years and a Level 1 visual basic inspection at least once every year on all trees included in the initial survey.”**
- Planting - define: “damage and destruction by negligence”; define: planting responsibilities; define: mulching goals for all trees based on best practices and industry standards
 - PARD Response: Planting responsibilities can be found on Pg. 24 Planting, language modified to **“Plant material shall be installed and maintained by the Proposer or as determined by the Cemetery Contract Manager”**
 - Negligence will be addressed in the section 0300 of the contract.
 - Mulching can be found on Pg. 24 W. Tree Maintenance, Mulch Rings, **“Mulch shall be applied to mature tree critical root zones when it does not interfere or impede monuments or cover burial sites”**

Interment and Burial Services

- Sufficient number of staff for burial teardown - 2 staff members
 - PARD Response: City cannot dictate the Proposers means and methods of performing work under the contract.
- Define superintendent role for burials
 - PARD Response: Superintendent role will be as defined in Austin City Code 10-1-3 on Pg. 30 Laws, Statutes and Governmental Responsibilities
- Decrease amount of days for clearing of grave sites - 10 days to 5 days
 - PARD Response: Modified language on Pg. 27 E. Closing of Gravesites **“New gravesites are to be cleared, tamped sunk, and leveled with the surrounding terrain within seven (7) calendar days of burial services.”**

General Comments

- Define “on-site” throughout the SOW
 - PARD Response: Technical term used in the industry.
- Roads maintenance;
 - PARD Response: Pg. 19 M. Hardscape Maintenance – Roads, Sidewalks, **“Proposer shall maintain all hardscape areas and**

provide routine pothole and minor road and walkway repairs for all cemeteries.”

- Contract term – (shorter term)
 - PARD Response: This will require an extensive capital investment; reducing term may decrease number of proposer responses.
- Define “full time” at Austin Municipal cemeteries
 - PARD Response: Modified language can be found on Pg. 4 in the Introduction, **“perform one or all aspects of the City of Austin’s cemetery services (“Cemeteries”)”**
- Define “City of Austin” cemetery operations whenever cemetery operations is mentioned
 - PARD Response: Modified language to address concern on Pg. 4 in the Introduction to include **“perform one or all aspects of the City of Austin’s cemetery services (“Cemeteries”)”**
- Include in SOW: Proposer shall respond to public concerns
- Include in SOW: Customer service / Citizen survey
 - PARD Response: Modified language can be found on Pg. 6 Cities Responsibilities **“To ensure a high level of customer satisfaction, the CCM will conduct and publish an annual customer satisfaction survey that will be used to determine quality of service and progress towards improvement, determine management, operations and community priorities, provide information regarding effectiveness of communications with the public and emerging trends.”**
- \$100 directly to Perpetual Care Fund
 - PARD Response: Department/Budget Concern
- Add flexibility in SOW to consider the to be determined Cemetery Master Plan
 - PARD Response: This is an unknown scope requirement therefore the Contractor cannot be mandated to blindly agree to the terms.
- Respect the dignity and meaning of each burial
 - PARD Response: Contractor and employees shall show proper courtesy and respect
- Concern: Evergreen not mentioned enough in SOW
 - PARD Response: Language to address concern can be found on Pg. 4 Objectives for Cemetery Management A. **“Ensure all five of the City cemeteries are treated with equal care and each is a well-maintained, dedicated burial place.”**
- Define preservation beyond historic buildings
 - Suggested language: “Forthcoming Master Plan shall furnish guidance on how to manage the entire heritage picture, cultural landscapes, archeological sites, buildings, etc.”
 - PARD Response: Modified language can be found on Pg. 15 K. Cemetery Master Planning.
- Add item G. under Objectives for Historic Preservation

- Suggested language: “Manage the City cemeteries as important historic sites of cultural landscapes in keeping with national best practices that recognize the value of the cities burying grounds for citizens, scholars, decedents, and tourist who visit Austin. Manage the City cemeteries with an eye towards preservation and promotion of heritage tourism.”
- PARD Response: Modified language can be found on Pg. 4-5 Objectives for Cemetery Management B.
- General Responsibilities Pg. 23; define and specify training for subcontractors
 - PARD Response: Language to address this concern can be found on Pg. 30 General Responsibilities, **“Proposer and its subcontractors shall be qualified and trained to do work and services outlined.”**
- Suggestion: Staff should recommend to PARB and City Council to levy an ad-velorem tax (713.006 Health and Safety Code)
 - PARD Response: Not applicable to SOW
- Publically available annual report on cemetery operations
 - PARD Response: Modified language can be found on Pg. 6 City Responsibilities , **“the CCM will conduct and publish an annual customer satisfaction survey”**
- Supporting volunteer / citizen group relationships and efforts
 - PARD Response: Modified language can be found on Pg. 5 Objectives for Cemetery Management F. **“trained and/or certified personnel and active volunteer coordination”**
- Define criteria for “memorial park”
 - Not applicable to the SOW
- Reference Rules and Regulations for Municipal Cemeteries
 - PARD Response: Modified language can be found on Pg. 13 **“Proposer shall post and distribute copies of the adopted City of Austin Cemetery Rules and Regulations at the designated cemetery business offices for public viewing.”**
 - Cemetery Rules and Regulations are referenced on Pg. 30 Laws, Statutes and Governmental Requirements.
- Clarify: Contract Manager vs. Cemetery Manager
 - PARD Response: A City employee will be designated as the Cemetery Contract Manager to serve as the oversight of the cemetery contractor(s).

Public Comment Cards

- “Please add a stipulation stating that the placement and storage of equipment is only allowed within the current configuration. The specific storage areas need to be specifically defined on the individual cemetery plat or survey. The SOW should show the location, if a vendor cannot

place all equipment in that location then they are probably not qualified.
PS – Nice Job on the meeting – Not an easy one to facilitate.”

PARD Response: The department will identify the approved storage area as an attachment within the RFP. The department is committed to not expanding the current footprint.

- “Pg 10 last paragraph “fencing” – must change this so does not state that fence @ AMP defines AMP boundaries.”

PARD Response: Modified language on Pg. 17 C. Grounds Maintenance
“Proposer shall be responsible for grounds maintenance within the boundaries of the cemetery as well as to the edge of the street (including from the exterior of the fence to the street curbside).”

- “There are some of the same old problems on wording just like it was in the old scope of work. The words are too general and not specific enough to enforce, are not quantifiable. A few subject are not complete in scope. Add that contractor needs to be flexible on hours of work. It would be great if all contractors stored equipment, etc off site. Take existing parking area and make it beautiful-park-flowers-fountains-stream-etc.”

Email Input and Comments

- At the public meeting on 12/11/12, city representatives stated that they "did not expect the storage areas to need expansion beyond their current location." I would contend that if they do not need to expand, then there should be no problem identifying and defining those areas. My fear is that when a new management is found, they may decide to move their equipment with little regard to those of us who have homes that abut the cemetery. When my husband and I bought our home fifteen years ago, we were assured by the cemetery management that we would not have equipment behind our house. I am simply asking that you hold true to this statement by making sure the storage areas stay where they are.

Please define the equipment storage area in its current location area before the RFP.

PARD Response: The department will identify the approved storage area as an attachment within the RFP. The department is committed to not expanding the current footprint.

- My family and I have lived adjacent to the cemetery for about 13 years. We are located at 5302 Turnabout Lane. Far end of the street on the left side.
- 1) My main concern is that the placement and limited storage of equipment is only allowed at AMP in areas and buildings designated (TBD). I do not see a reason that the SOW cannot limit the area to what currently exists. It brings up a host of questions and concerns if we do not expressly limit expansion or new locations. It has been my experience that when something is left TBD on a document it is either due to a lack of time or the desire for flexibility. If someone on the committee wants the flexibility to relocate equipment to new areas they need to express that desire and state the new locations. I realize this may sound dramatic however our bedroom is literally 12 to 15ft away from the cemetery property line.

I worry that someone's interpretation of the cemetery aesthetics will be used to upset the current balance that the people on Turnabout enjoy. As I mentioned in the meeting someone on the South end of the street that was trying to sell their house once convinced the cemetery to move the cement mixer further North. I was able to successfully fight to get the mixer put back in its original spot however it would have been much easier had I been able to reference a document showing the allowable locations.

The RFP states that an exhibit will define the storage space and use of storage space. When will this exhibit be available to the public?

PARD Response: The department will identify the approved storage area as an attachment within the RFP. The department is committed to not expanding the current footprint.

- 2) My second but related concern involves the spoils removal. Taking rocks from the pile has become somewhat of a cottage industry in Austin as I can see people almost every weekend removing some rocks for some reason. I have no problem with the current setup where they pile the rocks and shrubs up until an a cost effective amount accumulates and then they haul them off. I see no reason for them to run a dump truck out every three days in order to remove the spoils. Half is rock and half is soil. Or some percentage. It rains and the soil stays and the rocks can get removed at a later date.

PARD Response: The removal of the spoils will be done at the time of grave closing.

My fear is that the location these spoils are stored, which hasn't change in at least 20 years, we be moved. Moving them will affect the North end of Turnabout. There is enough heavy equipment being driven around that any change to the current setup needs to take the concerns of the citizens

living at the edge of the cemetery into account more than the residents or visitors inside the cemetery.

Please let the committee members know that they are welcome to come by and see it from the outside looking in. I have been in contact with several neighbors and we would be happy to let you into our backyards.

Email Input and Comments

- At a one-time, short meeting on Tuesday(Dec. 11th) we the public were given our first and only opportunity to express any concerns and/or objections we may have relating to the Austin Memorial Cemetery and its future operations under a "plan" presented by PARD.

I did not attend personally, however, I have read the cover letter giving notice of the meeting and I have also reviewed the contents of the "plan" as was presented by PARD.

I have some problems with parts of the "plan"; specifically the incorrect definition contained therein as to the boundary lines of the Austin Memorial Park...It is NOT defined by the "fence lines" as implied, but are as those shown within the Tx Dot map, which map has been accepted and acknowledged by the City Attorney of Austin as the true and accurate description of the Cemetery boundary lines. Also, with respect to the "Equipment Maintenance", it is unclear as to whether the existing home/location of the storage building is to remain as is or possibly the equipment may be moved to within another location within the Cemetery.

PARD Response regarding "fence lines": Modified language on Pg. 17 C. Grounds Maintenance **"Proposer shall be responsible for grounds maintenance within the boundaries of the cemetery as well as to the edge of the street (including from the exterior of the fence to the street curbside)."**

PARD Response regarding "Equipment Maintenance and Storage": **The department anticipates a review of the use of all cemetery properties through the upcoming master planning process in which the public will play a major role. There are no immediate plans to move the approved storage area outside of the master planning process.**

This ambiguity needs to be clarified and made more readable since some of the property owners who reside on the East side of the Cemetery could perhaps be affected if/when the equipment is moved into a location much closer to their residences.

The bottom line: We the residents of the City of Austin were not given adequate time nor opportunity to read and study the SOW Cemetery Plan presented by PARD, and I, for one having relatives buried in AMP, feel that more time needs to be given for us to read and totally digest the "plan" for the AMP as proposed by PARD.

Email Input and Comments

- I write as a friend of the Austin Memorial Park Cemetery(hereinafter referred to as AMP). I was at the meeting this last Tuesday at Zilker. While there are many details and aspects to getting this SOW done correctly and in the best interests of The Cemeteries themselves, I herein want to speak to only one issue, the issue to which I spoke at the meeting: and that is the misstatement in the ROW handed out at meeting concerning the blanket statement that, excepting Plummer, all cemetery boundaries are defined by fencing (your page 10, last paragraph, being part of Section C).

I cannot speak for the other two, but this is patently incorrect for AMP. And that has been addressed multiple times and the correct boundaries are shown in that TxDOT map in possession of and filed of record by the Texas Historical Commission, a copy of which has been supplied to PARD on multiple occasions and acknowledged as true and correct at a meeting in early September between a City attorney, a representative of TxHisComm and an attorney from the AG's office. This map correctly shows the AMP property extending eastwards beyond the fencing all the way to Shoal Creek.

The language of your second paragraph in section C must, therefore, be rewritten to state that the fences define only the boundaries of the work contract and do not define cemetery boundaries at Plummer and AMP, at minimum. This document is not the place for legal descriptions of cemetery boundaries, but a false statement speaking to boundaries cannot be allowed into this official City of Austin document.

This change is necessary, not optional.

PARD Response regarding "fence lines": Modified language on Pg. 17 C. Grounds Maintenance **"Proposer shall be responsible for grounds maintenance within the boundaries of the cemetery as well as to the edge of the street (including from the exterior of the fence to the street curbside)."**

| SOW Page # | Statement of Work | COA SOW Wording | AustinRAMP Comments and rewording | PARD Responses |
|------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Section Ref. | | | |
| 1 | Introduction | Term 5 yr initial with 2 five yr extensions | Reword: term is 2 yrs with optional 1 yr term if proposer's performance is satisfactory. | This Scope of Work will require a substantial capital investment; reducing the term may decrease number of responses to the RFP. |
| | | 85 | Austin Memorial Park has 96.75 acres | Modified language can be found on pg 4 Introduction (Cemetery Property Chart) |
| 2 | City's Responsibilities | Master Plan as result of 2012 Bond package | No bond money used for Master Plan | Continues to be an option. |
| | |annual facilities and grounds condition assessments... | should be 6 month intervals | Facilities and Grounds assessments are conducted annually in conjunction with the COA budget preparation process to identify funding for repairs, improvements etc. To conduct a bi-annual assessment would not be a responsible use of City resources. |
| 4 | Sales and Marketing | ...headstone re-setting | headstone leveling and straightening is required under Tx Health and Safety Code Sec. 713.011 and the responsibility of the COA. This should not be listed under sales. Move this to Operations | Modified language can be found on Pg 17. Fee-Based Headstone Resetting |
| 4 | Cemetery Operations |cleaning headstones | should be cleaning headstones after proper training | Proposor shall be responsible for training and will adhere to standard safety precautions. Language can be found on Pg 10. Personnel Management in the 2nd paragraph. |
| | | ...eco-friendly | define this term | Replaced term with inserted language found on Pg 8. Cemetery Operations in paragraph 5 . |
| | |per regulating requirements | define these requirements | Requirements are listed in City Code and the Texas Health and Safety Code. |
| | |supports and reflects best practices and industry standards. | cite the standards and where can they be located. | Industry standards are located on Pg. 31, Laws, Statues and Governmental Requirements. |
| 5 | Sales and Administration | A. Administration and Management:....full time administrator on-site at Austin Memorial... | this position should be a city employee. | This position will be a city employee designated as the Cemetery Contract Manager (CCM) for cemetery contractor(s) oversight. |
| 5 | | A.3. ...proper reverence | define | Contractor and employees shall show proper courtesy and respect. |
| 5 | | Proposer shall employ a full-time grounds maintenance crew.... | Add this wording:....full-time at Austin City cemeteries.... | Modified language can be found on Pg. 4 1st paragraph of the Introduction. |
| 6 | Emergency Management Procedures |fighting fires... | delete this wording. | Site emergencies are to be addressed by the contractor. |
| 6 | Routine and Special Reports |receipts.... | Reword: Proposer should receive funds and submit them to city weekly | Modified language can be found on Pg. 11 Submittal of Revenue to the City. |
| | |reports on a quarterly and annual basis | reword: monthly | Modified language can be found on Pg. 10 Routine and Special Reports |
| 6 | Business days and Hours of operation |no funeral on Sundays.... | delete this wording. | Modified language can be found on Pg. 11 B. Business Operations 1st paragraph |
| | |Cemetery gatesopened at 8am and locked at 7pm each day during day light saving.... |Cemetery gatesopened at 7am and locked at 8pm each day during day light saving.... | Modified language can be found on Pg. 11 B. Business Operations 2nd paragraph |
| | |Cemetery gatesopened at 8am and locked at 7pm each day during central standard time.... |Cemetery gatesopened at 7am and locked at 6pm each day during central standard time.... | Modified language can be found on Pg. 11 B. Business Operations 2nd paragraph |
| 6 | Sales | Proposer shall manage and operate an office at Austin Memorial Park.... | Reword: Proposer shall manage and operate an office at Austin Memorial Park and pay rent to City of Austin.... | No rent payment. Management and Operation of the office are componets of the cemetery operations. |
| 7 | | Proposer shall collect, record, remit and report all sales, receipts, funds, time sales and refunds into accounts and in reports as prescribed by the City.... | Reword: this should be City accounts only | The City will prescribe accounts to be used for remittance of funds. |
| 7 | Customer Sales and Information Packet |a copy of cemetery map.... | What maps are being given out? | Not applicable to the Scope of Work. |
| 7 | Use of cemetery facilities | Placement and storage of equipment.....only at Austin Memorial | Why only Austin Memorial? Facilities should not be used for storage. There is plenty of space at Evergreen too. Reword: any needed equipment may to stored at any COA cemetery. | Will address this concern if other options arise. |
| 8 | Records Management |in which the City has a material interest under this contract.... | everything to do with records management is material. Delete this language. | Suggested language has been deleted from the scope of work. |
| | |a map of each cemetery.... | What maps? Will the correct map filed at the County Clerk's Office be given out at Austin Memorial Park? | Not applicable to the Scope of Work. |
| 8 | |COA local government records control schedule for cemetery unit approved and adopted 5/18/09.....Texas State Library Commission. | Provide this document or correct website address. Reword: Texas State Library and Archives Commission. | Modified language can be found on Pg. 13, Space and Burial Records 2nd paragraph |

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| 8 | | ...utilize existing records...to all prior transactions.....moving forward | What will happen to previous records? | Preservation concerns will be addressed as the Department develops a Cemetery Records Management Strategic Plan. |
| 8 | | ...efforts in the mapping for the cemeteries to be reconstructed from various records, maps and field review..... | What is being mapped? Austin Memorial Park Cemetery has already been mapped. Reword: except Austin Memorial Park that is already mapped. | Not applicable to the Scope of Work. |
| 8 | | ...computer based cemetery management system..... | Who owns the system? Reword: City will own equipment | The City will automatically own this equipment. The City will buy this system. |
| 8 | Rules and Regulation Monitoring and Enforcement | ...enforce cemetery rules and regulations.... | Reword:enforce cemetery rules and regulations and not waive any requirements under those rules or regulations.... | Concern is addressed on Pg. 13 E. Rules and Regulations Monitoring and Enforcement . The proposer shall enforce cemetery rules and regulations |
| 9 | Complaints... | ...submit a monthly report.... | To whom? | Reports will be submitted to the Cemetery Contract Manager (CCM) |
| 9 | Monument Marker and Headstone Coordination |of full payment.... | What full payment? | Full payment of the monument. |
| | |storage and installation of monuments and headstones..... | Why would stones be stored? For how long? | Due to damage or other circumstances. |
| 10 | Cemetery Operations | | | |
| 10.B | Monument Marker and Headstone Installation | Proposer is responsible for monument installation..... | This excludes other companies. Reword this to say "installer must coordinate with operations staff". | Modified language can be found on Pg. 16C. Monument, Marker and Headstone under Installations . |
| | | ...operations standards for headstone memorials....processing request through order, manufacture, delivery of headstones ... to the ongoing maintenance of the headstone/marker. | Change to: Proposer should not be ordering headstones and seeing that they are manufactured. This is a family decision. | Modified language can be found on Pg. 16 C. Monument, Marker and Headstone under Installations . |
| | Maintaining Headstones and Markers |City and Proposer will develop a plan to address any issue identified with the monuments including responsibility for repairs, funding and schedule. | City is responsible for this under H&S Code 713.011. | Concern is addressed on Pg. 30 Laws, Statutes and Governmental Requirements |
| 10.C. | Grounds Maintenance | ...turf should be healthy, trees and scrubs should be properly maintained..... | Define | "Healthy" - described as well-maintained |
| | | ...with the exception of Plummers Cemetery, the boundaries of the cemeteries are fenced..... | This is not a true statement. The Texas Historical Commission. Attorney General's Office and the City Attorney have all agreed that the boundaries of Austin Memorial Park Cemetery are not fenced. The fenced portion will be the responsibility of the proposer but the boundaries at Austin Memorial are established by historical documentation and a map is filed at the Travis County Clerk's Office. Reword: Proposer will maintain within the fences of COA cemeteries and be responsible from fence line to the street. | Modified language to address this concern can be found on Pg. 17 D. Grounds Maintenance paragraph 3 . |
| 11 | Grounds Maintenance | - "...the need to prevent damage to tombs, stones, and monuments, trees and bushes." | | |
| 11 | Irrigation | ...proposer shall schedule irrigation for all irrigated areas weekly | Strike weekly. Change to: "...for all irrigated areas based on EvapoTranspiration (watering efficiently only as needed) to prevent loss of plant material when necessary" | Suggested language would dictate to the Contractor means and methods of performing work. The COA would like the contractor to perform work to accomplish identified standards of the contract. |
| 12 | Watering by the Public |public may hand water..... | Reword:.....public may hand water or set hose end sprinklers..... | Hose end sprinklers cause a cost control concern for the COA. Hand watering within COA water conservation regulations is allowed. Language can be found on Pg 18. Watering by the Public |
| 12 | Clearing Live Vegetation |over-grown shrubs.....headstones.....that could be damaged by these elements. | Reword:.....over-grown shrubs.....headstones.....will be removed by proposer. | Modified language can be found on Pg. 18 I. Clearing Live Vegetation |
| 12 | Clearing Live Vegetation | Undesirable vegetation in or near headstones, curbs, fence lines, and other objects shall be cleared as needed but no less than quarterly, by chemical or mechanical means. | Strike "chemical means". Add: "Do not use herbicides in lieu of mechanical trimming (environmental damage and negative impact to trees). Soil sterilants may never be used on the cemetery property." | Modified language can be found on Pg. 18, I. Clearing Live Vegetation |
| 12 | Daily Custodial Services |subcontract..... | Reword: subcontract with approval by City. | In accordance with COA Standard Purchase Terms and Conditions, the "Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors..." Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor..." |

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| 13 | Building Fencing and Signage | Initial Conditions Assessment.... | Reword:.....Initial needs...value \$5,000 or less completed within 12 months..... | 24 months is a reasonable amount of time to complete repairs identified in the initial conditions assessment |
| 13 | Historic Buildings |Proposerexterior changes on building approved by Parks and Recreation Department. | Reword: Parks and Recreation does not approve this. Historical preservation officials do approve. Reword: Historic Preservation Officials will approve... | Modified language can be found on Pg 19, <i>Historic Buildings</i> . |
| | trash and debris management | bush and limbs disposed of on a monthly basis | Where will brush be accumulated? Remove brush from all cemeteries (do not move brush from one cemetery to another cemetery). Why does exhibit A have pricing options for trash and debris removal for 3, 6 and 12 cycles per year if trash is supposed to be removed monthly? | Modified language to answer question regarding brush can be found on Pg 24, <i>Brush Removal</i> . Trash and debris removal has been deleted from the pricing options matrix. |
| 14 | Turf Care |superior condition.... | define | Superior Condition is defined as Healthy and well-maintained |
| | | mowing and trimming shall be accomplished on an average 7-14 day cycle adjusted for seasonal demands | Add: "... only during the growing season. Never remove more than 1/3 of the grass blade." | Turf Maintenance is addressed on Pg. 20 Q. <i>Turf Maintenance</i> |
| 14 | Turf care | "...turf aeration shall be conducted twice per year in all areas..." | This contradicts statement in page 15, Aeration/De-Thatching: "proposer shall aerate non-burial areas once per year." Change to: "...once per year..." | Modified language can be found on Pg. 20 P. <i>Turf Care paragraph 1</i> |
| | | prevent trimmer lines from coming into contact with stones, tombs and monuments | Change to: "...tombs, monuments, tree trunks and bushes." | Modified language can be found on Pg. 20 Q. <i>Turf Maintenance paragraph 1</i> |
| | standard | no mower will be operated within 12 inches of any marker, monument, headstone, footstone, or other memorial | Change to: "...other memorial, young tree trunk or bush, and within 3 ft. of any large tree trunk. Do not mow over tree buttress roots." | Modified language can be found on Pg. 21 <i>Turf Maintenance Standard paragraph 4</i> . |
| | aerification/de-thatching | Aerification shall not cause damage to surrounding vegetation or structures to include but not limited to sprinkler heads, vases, valve boxes, control markers, etc. | Change to: "...Aerification shall not cause damage to surrounding trees, vegetation or structures to include but not limited to sprinkler heads, vases, valve boxes, control markers, etc. Turf aeration shall not be deeper than 4 inches under the trees canopies (to not damage tree roots)." | Modified language can be found on Pg. 21 S. <i>Aerification</i> |
| | weed control | Weeds and other undesirable vegetative growth in gravel roads, gravel pads, walkways, sidewalks, retaining walls and fence lines shall be removed by mechanical or chemical means during each mow cycle | Strike "chemical means". Change to: "Do not use herbicides in lieu of mechanical trimming (environmental damage and negative impact to trees). Soil sterilants may never be used on the cemetery property." | Modified language can be found on Pg. 22 <i>Weed Control</i> |
| 15 | Equipment | Proposer acquire and own.... | Proposer should not own equipment city land pays for. The City should take ownership of the equipment. Reword: Any equipment bought by the Proposer after the contract is initiated will be owned by the COA. | City can only own NEW infrastructure |
| | |tied to cemetery operations... | Change to: "...tied to COA's cemetery operations" | Modified language can be found on Pg. 4 <i>Introduction</i> |
| 16 | Existing Gravesites |an assessment that will provide a professional review.... | What does this mean? | Modified language can be found on Pg. 22 <i>Leveling of Existing Graves</i> |
| 16 | Tree Care & Monitoring | "all tree work shall be directly supervised or performed by an ISA certified arborist..." | Add: "Proposer shall obtain all tree care permits prior to performing any tree work and shall abide by all city tree regulations (protected and heritage tree ordinance, the Environmental Criteria manual, chapter 3, and Chapter 6-3 Trees and Vegetation). | Modified language can be found on Pg. 22 W. <i>Tree Maintenance</i> |
| | Tree , Shrub, planting Bed Maintenance |canopies and ground level branches to at least 8 feet from the ground.... | Strike "at least". Change to: "...canopies and ground level branches up to 8 feet from the ground depending on location." | No change. |
| 17 | Damaged trees and shrubs... | Proposer shall perform the work.... | Change to: "Proposer shall hire certified arborist to perform or supervise work" | Modified language can be found on Pg. 22 W. <i>Tree Maintenance</i> |
| 17 | Pruning/Trimming | Trees....monitored every seven (7) years.... | Strike:"7 years". Change to: "Trees should be monitored weekly for dangerous conditions and fully inspected by an arborist every year." | Modified language can be found on Pg 22.V. <i>Comprehensive Tree Survey and Annual Tree Maintenance Work Plan</i> |
| | | No more than 25% of live foliage should be removed from any tree unless prescribed by an ISA certified arborist.... | Strike this. Per city ordinance, no more than 25% of live foliage can be removed, even if prescribed by an ISA certified arborist. Change to: "No foliage or green wood shall be removed unless prescribed by an ISA certified arborist who supervises or performs the work." | Modified language can be found on Pg 23. <i>Pruning/Trimming</i> |

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|------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18 | | ...dismember and fell trees.... | Strike this. Proposer should not dismember and fell trees. This needs sub contracting to a tree company. Change to: "Proposer shall <u>sub-contract to an experienced tree company to dismember and fell trees. Stones, monuments, grave markers, etc. shall be protected and not damaged during these activities.</u> " | No change. All tree maintenance shall be performed by ISA certified arborist, covered Pg. 22 W. Tree Maintenance and Pg. 23-24 Pruning/Trimming. |
| 18 | Planting | ...donated plant material....approved by Contract manager.....Installed by proposer. | Strike this. Volunteers should be able to plant flowers during volunteers days. Change to: "Any donated trees offered for installation shall be from an <u>approved plant species list provided by the city to the proposer</u> " | Modified language can be found on Pg 24 Planting. |
| | | ...1 inch of precipitation.... | Strike "1 inch of precipitation". Change to: " <u>Recently planted trees should be watered for 3 years after planting. weekly during the year except for twice weekly when outdoor temperatures are above 90 F. to provide 1 inch of rain weekly including that provided by rain. with approximately 5 gallons of water per inch of trunk diameter applied slowly at the root ball.</u> " | No change. |
| | mulch | "...mulch rings shall be constructed around any newly planted trees and young trees..." | Change to: "...mulch rings shall be constructed around <u>all trees and shrubs growing in lawn areas...</u> " | Modified language can be found on pg 24. Mulch Rings |
| | mulch | "...mulch material shall be at least 2 inches from the base of tree.." | Change to: "...mulch material shall be at least <u>3 inches from the base of tree...</u> " | Modified language can be found on pg 24. Mulch Rings |
| | mulch | "...mulch material shall be at least 2 inches from the base of tree.." | Change to: "...mulch material shall be at least <u>3 inches from the base of tree and monuments, stones, etc...</u> " | Modified language can be found on pg 24. Mulch Rings |
| | mulch | "... The ring shall be filled and maintained with no less than 2 inches of double shredded hardwood mulch..." | Change to: "... The ring shall be filled and maintained with <u>2-3 inches of double shredded hardwood mulch...</u> " | No change. |
| 19 | City of Austin Responsibilities Major Infrastructure Development and Improvements | City responsible for new major infrastructure.... | Add: ... building improvements | Modified language can be found on pg 25. |
| 21 | Interments & Burial Services | | | |
| 21.B | Space Opening/Closing | Proposer will superintend the burial of the body... | What does this mean? Scratch this language. Funeral homes do this. | The proposer is considered the superintendent under the Texas Health and Safety Code.Modified language can be found on pg. 27 B. Space Opening/Closing, Interments and Burial Services |
| 21.D | Funeral Set-up | Proposer shall retain ultimate responsibility for funeral set-up services. | This is not funeral setup. Its grave preparation. | Modified language can be found on pg. 27. D. Grave Preparation/Funeral Set-Up |
| 21.E | Clearing of gravesites | ...(10) ten calendar days.... | ...(5) five calendar days.... | Modified language can be found on pg. 27. E. Closing of gravessites |
| 21.I. | Tent Set-up Removal and Storage | ...Proposer is responsible for gravesite tent set-up.... | Why is proposer responsible? Why not Funeral Homes? | This is a function of Interment and Burial Services. |
| 22 | Tear Down | ...one member from the burial crew remains on-sight until the family has left the cemetery.... | What does this mean? | At least one crew member is to remain on-site to remove equipment. |
| 22 | Equipment | Proposer shall acquire and own all equipment... City may grant the right to store certain equipment on site that is exclusively used for. ... cemetery operations. | Reword: Proposer shall acquire equipment but city will own the equipment purchased after the contract is initiated.... Used for City of Austin Cemeteries. | City does not own the Contractors equipment. |
| 23 | Laws, Statutes and Governmental Requirements | Health and Safety Code..... | Health and Safety Code at Texas Legislature online...section 711 through 713 | Addressed on Pg. 30 Laws, Statutes and Governmental Requirements |
| 24 | Timeline | | By what authority does PARD have at the present time to solicit this RFP? | COA Purchasing Office |
| 25 | Exhibit A | | | |
| 25 | Exhibit A, Tree, Shrub, Planting Bed Maintenance, Pruning/trimming | | It is not necessary to prune trees more than once per year, and repeat once every few years only to remove dead wood. Why are there pruning options for 3, 6, and 12 pruning cycles per year? | Trees are pruned and assessed as needed. |
| Additional | | | Add: Proposer shall respond with respect to the public concerns. | Addressed on Pg. 14 G. Customer Service and Complaints Resolution. |
| | | | Add: Proposer will be monitored by City employee for appropriate performance under this contract. Appropriate performance means good reviews by PARD and a survey completed by citizens. | This position will be a city employee designated as the Cemetery Contract Manager (CCM); Concern regarding citizen survey is addressed on pg. 6 City Responsibilities, 2nd paragraph |

Please, find below the AHTF comments for the proposed cemetery SOW:

- The introductory letter attached to SOW, “Sow was developed using input from...national and regional cemetery operating standards...”

The national and regional cemetery operating standards are not listed in page 23 that lists the standards.

What are these national and regional standards and where can they be found?

PARD Response: A list of cities and organization used to research cemetery management and operation national standards and best practices is provided in the titled “Cemetery Management and Operations Research List”. You may find this document posted on the Cemeteries website <http://www.austintexas.gov/department/cemeteries>.

- Page 11, Grounds Maintenance: “...the need to prevent damage to tombs, stones, and monuments.”

Change to: “stones, monuments, **trees and bushes**.”

PARD Response: Addressed

- Page 11, Irrigation: “...proposer shall schedule irrigation for all irrigated areas weekly”

Strike “weekly.”

Change to: “...proposer shall schedule irrigation for all irrigated areas **based on EvapoTranspiration (watering efficiently only as needed)** to prevent loss of plant material when necessary”

Background: Proposer should irrigate when needed, efficiently to conserve water, using EvapoTranspiration (ET) techniques such as is done at the Zilker Great Lawn. These techniques involve using affordable sensors to determine when the soil needs water and how much.

PARD Response: No change. Evapotranspiration monitoring equipment is not installed at any cemeteries as it is on the Zilker Great Lawn. Installation of this equipment will be considered in the Cemetery Master Plan.

- Page 12, Watering by the Public: “...public may hand water”:

Change to “...public may hand water **or set hose end sprinklers**...”

Background: Most people who water are elderly and/or handicapped. It would be inhumane to ask them to hold a hose to water. They are watering currently and will be very upset if they are prevented from watering their plots by PARD requiring them to hold a hose.

PARD Response: Hose end sprinklers cause a cost control concern for the COA. Hand watering within COA water conservation regulations is allowed. Language can be found on Pg 18. Watering by the Public

- Page 12, Clearing Live Vegetation, “...Undesirable vegetation in or near headstones, curbs, fence lines, and other objects shall be cleared as needed but no less than quarterly, by chemical or mechanical means.”

Strike “chemical”

Change to: “by mechanical means. **Do not use herbicides in lieu of mechanical trimming (due to environmental damage and negative impact to trees). Soil sterilants may never**

be used on the cemetery property."

Background: **This contradicts pg. 2 where it is stated that one of the objectives for cemetery management is to ensure that landscape areas are well maintained...healthy trees...in an environmentally friendly manner."** Go green. Avoid using herbicides instead of mechanical trimming, which is maintenance that needs to be done repeatedly and can be done by mechanical means. Repeated herbicide use damages trees. Herbicides should be reserved for the most difficult cases only.

PARD Response: All pest control and vegetation management will be conducted according to the Parks and Recreation Department's Integrated Pest Management Plan, which prioritizes the least environmentally harmful methods. See Sections J, T

- Page 13, Trash and Debris Management: "Proposer shall collect and dispose of brush, limbs and other turf debris on a monthly basis"

Where will brush be accumulated? Remove brush from all cemeteries (do not move brush from one cemetery to another cemetery).

PARD Response: See page 25 Y. Brush Removal

Why does exhibit A have pricing options for trash and debris removal for 3, 6 and 12 cycles per year if trash is supposed to be removed monthly?

PARD Response: Modified language to answer question regarding brush can be found on Pg 24, Y Brush Removal. Trash and debris removal has been deleted from the pricing options matrix

- Page 14, Turf Care: "...mowing and trimming shall be accomplished on an average 7-14 day cycle adjusted for seasonal demands..."

Change to: "... adjusted for seasonal demands **only during the growing season. Never remove more than 1/3 of the grass blade.**"

Background: This needs to be more explicit and clear. Parks are mowed only during the growing season. Mowing an average of 7-14 days may allow mowing too often and removing more than 1/3 of the grass blade which is unnecessary, bad for the environment and against city policies for sustainability.

PARD Response: Turf Maintenance is addressed on Pg. 20 Q. Turf Maintenance

- Page 14, Turf Care: "...turf aeration shall be conducted twice per year in all areas..."

Strike "twice"

Change to: "...in all areas **once** per year..."

This contradicts statement in page 15, Aerification/De-Thatching: "proposer shall aerate non-burial areas once per year."

PARD Response: Addressed

- Page 14, Turf Maintenance: "...prevent trimmer lines from coming into contact with stones, tombs and monuments

Change to: "...tombs, monuments, **tree trunks and bushes.**"

PARD Response: Addressed. See page 20, Turf Maintenance

- Page 15, Turf Maintenance, standard: "...no mower will be operated within 12 inches of any marker, monument, headstone, footstone, or other memorial"

Change to: "...other memorial, **young tree trunk or bush, and within 3 ft. of any large tree trunk. Do not mow over buttress roots of existing large trees.**"

Background: Larger trees typically get the most damaged from lawn mowers, whether it is a push type or riding mower, because the mowers run over the buttress roots that extend 3 ft. from the trunk. These large trees should be mulched to keep the mowers away, but reality is that weeds and Bermuda grass will grow through the mulch and the trees will continue to get damaged by mowers unless specified for mowers to stay 3 ft. away from larger trees and to not mow over buttress roots.

PARD Response: Buttress roots are part of the above ground portion of a tree. Mower operation will be 12 inches or more away. "Trees" added. See Section Q. Turf Maintenance

- Page 15, Equipment, "...certain equipment on site that is exclusively used for the performance of responsibilities tied to cemetery operations..."

Change to: "...tied to **City of Austin's** cemetery operations"

Background: InterCare was allow to store equipment at COA's cemeteries that was used at other cemeteries that did not belong to the city, as long as the equipment was used partially at COA's cemeteries. This resulted in InterCare storing an excessive amount of equipment at AMP, some of which was not used at COAs' cemeteries, according to reports from many neighbors who observed some of the equipment being driven out of AMP before dusk on a routinely basis.

- Page 15, Aerification/de-thatching: "Aerification shall not cause damage to surrounding vegetation or structures to include but not limited to sprinkler heads, vases, valve boxes, control markers, etc."

Change to: "...Aerification shall not cause damage to surrounding **trees**, vegetation or structures to include but not limited to sprinkler heads, vases, valve boxes, control markers, etc. **Turf aeration shall not be deeper than 4 inches under the trees canopies (to not damage tree roots). Large machinery shall not be driven under tree canopies.**"

Background: Trees roots are 4-12 inches below the ground and could be damaged by aeration equipment and techniques that make holes deeper than 4 inches. Large aeration equipment driven under tree canopies will increase soil compaction that will make it harder for tree roots to grow and for water to penetrate the compacted soil. This will result is tree decline.

PARD Response: Addressed. See page page 21, Aerification. The once-per-year aerification is required for the desired turf condition.

- Page 16, Weed Control: "Weeds and other undesirable vegetative growth in gravel roads, gravel pads, walkways, sidewalks, retaining walls and fence lines shall be removed by mechanical or chemical means during each mow cycle, but no less that every 14 calendar days."

Strike "chemical means."

Change to: "every 14 calendar days. **Do not use herbicides in lieu of mechanical trimming (due to environmental damage and negative impact to trees). Soil sterilants may never be used on the cemetery property.**"

Background: **This contradicts pg. 2 where it is stated that one of the objectives for**

cemetery management is to ensure that landscape areas are well maintained...healthy trees...in an environmentally friendly manner.” Go green. Herbicides should not be used for maintenance because repeated herbicide use damages trees and the environment.

PARD Response: All pest control and vegetation management will be conducted according to the Parks and Recreation Department’s Integrated Pest Management Plan, which prioritizes the least environmentally harmful methods. See Sections J, T

- Page 16, Tree Care & Monitoring, “all tree work shall be directly supervised or performed by an ISA certified arborist...”

Change to: “...ISA certified arborist. **Proposer shall obtain all tree care permits prior to performing any tree work and shall abide by all city tree regulations (protected and heritage tree ordinance, the Environmental Criteria manual, chapter 3, and Chapter 6-3 Trees and Vegetation).**”

Background: The SOW mentions in a different section that all city regulations need to be followed, but it needs to state clearly that proposer shall obtain all tree permits and abide by all tree regulations since trees are routinely damaged by many contractors.

PARD Response: Addressed. Tree permit requirements added.

- Page 16, Tree Care & Monitoring, Tree, Shrub, planting Bed Maintenance: “...prune and trim trees to raise canopies and ground level branches to at least 8 feet from the ground.”

Strike "at least."

Change to: "...to raise canopies and ground level branches **up to 8 feet** from the ground **depending on location and tree size.**"

Background: **This statement is against COA’s and Forestry’s BMP and standards of care.** If the SOW states that trees can be pruned at least 8 ft. from the ground, then trees could be legally be pruned more than 8 ft. from the ground (serengetti trees, lion tailing) and this is not necessary and will damage the trees.

It’s important to state “up to 8 ft.” and **NOT** “to 8 ft.” because some trees are located in undeveloped areas or with backing into fences, walls or areas not used by people, and don’t need to be automatically pruned TO 8 ft. for clearance.

Some tree species will not support raising canopies to 8 ft., or the tree may be too young to be raised.

PARD Response: Addressed. Note added regarding 8 foot clearance for ADA compliance. Non-designated ADA accessibility routes will not require 8 foot clearance.

- Page 17, Tree Care & Monitoring, Tree Shrub, Planting Bed Maintenance, “Damaged trees and shrubs that pose an imminent safety risk...Proposer shall perform the work as specified with ANSI Z133...”

Change to: “safety risk...Proposer **shall hire certified arborist to perform or supervise work as specified with ANSI Z133**”

Background: This statement should make it clear that even under imminent safety risk conditions, removing a damaged or dead tree needs to be done by a certified arborist to **comply with COA’s and Forestry’s BMP and standards for tree care.** It may be misunderstood that for emergencies, proposer can send his regular maintenance crew to

prune the trees because ANSI Z133 standard is about crew techniques to remove trees, like rigging to climb the tree. Even under emergency situations, trees must be removed by experienced personnel to prevent damage to other trees, stones, monuments, graveyard markers, etc.

PARD Response: Per page 23, W. Tree Maintenance, “All tree work shall be directly supervised or performed by an ISA certified arborist.”

- Page 17, Tree Care & Monitoring, Tree Shrub, Planting Bed Maintenance, “Branches that could pose a safety hazard in visually prominent areas are removed immediately”

Change to: “are removed immediately **by a certified arborist supervising or performing the work and with pruning cuts done per ANSI 300 standards.**”

Background: Same explanation as before. Emergency conditions should not allow improper pruning done by untrained or inexperienced crews. **This statement is against COA’s and Forestry’s BMP’s and standards for tree care.**

PARD Response: Per page 23, W. Tree Maintenance, “All tree work shall be directly supervised or performed by an ISA certified arborist” and “If damaged trees and shrubs pose an imminent safety risk to staff and visitors, the Proposer shall secure the fall zone area immediately, and take corrective action within three (3) days.”

- Page 17, Pruning/Trimming: “All trees shall be monitored by an ISA certified arborist (provided by the proposer) at least once every seven (7) years...”

Strike: “at least once every seven (7) years.”

Change to: “All trees shall be monitored by an ISA certified arborist (provided by the proposer) **weekly for dangerous conditions and fully inspected by an arborist every year.**”

Background: The average goal of nationwide municipal Forestry’s departments is to work (prune) public trees every 7 years. This is called the maintenance cycle target. This statement is NOT about pruning but to MONITOR. PARD Forestry monitors public trees at least once per year. Some trees considered to pose a higher risk are monitored twice per year.

PARD Response: Addressed. See page 22, V. Comprehensive Tree Survey and Annual Tree Maintenance Work Plan.

- Page 17, Pruning/trimming: “No more than 25% of live foliage should be removed from any tree unless prescribed by an ISA certified arborist...”

Strike this entire sentence.

Change to: “**No foliage or green wood shall be removed unless prescribed by an ISA certified arborist who supervises or performs the work.**”

Background: Per city ordinance, no more than 25% of live foliage can be removed, even if prescribed by an ISA certified arborist.

PARD Response: Permit requirements added. While pruning more than 25% of live foliage is generally not advisable, it may be prescribed in special situations. It is allowed with an approved Tree Ordinance Review Application for protected-size trees.

- Page 18, Pruning/trimming: “...proposer must dismember and fell trees using recognized

forestry rigging practices as stated in the most current version of ANSI Z133..."

Change to: **"Proposer shall sub-contract to an experienced tree company to dismember and fell trees** using recognized forestry rigging practices as stated in the most current version of ANSI Z133. **Stones, monuments, grave markers, etc. shall be protected and not damaged during these activities."**

Background: Proposer should not dismember and fell trees. This needs sub-contracting to an experienced tree company and the work needs to be supervised or performed by an ISA certified arborist.

PARD Response: Per page 23, W. Tree Maintenance, "All tree work shall be directly supervised or performed by an ISA certified arborist."

- Page 18, Planting: "Any donated plant material offered for installation shall be approved by Contract manager..."

Strike "shall be approved by contract Manager."

Change to: **"Any donated plant material offered for installation shall be from an approved plant species list provided by the city to the proposer"**

Background: Volunteers should be able to plant from a specified plant list. Currently, volunteers donate and plant plants to improve the cemeteries. Do not add a layer of delay and confusion that irritates the community. The rules need to be clear and equally applied to all and all cases, therefore PARD should issue a list of approved plants and locations to plant, and eliminate the need for case by case approval from the Contract Manager. Having to get approvals on a case by case basis from the Contract Manager delays the process and could be seen as discriminatory, depending on the outcome.

PARD Response: Addressed. See page 24, W. Tree Maintenance (Planting)

- Page 18, Planting: "The proposer shall provide the equivalent of 1 inch of precipitation per week of irrigation to newly planted trees for a period of 3 years after planting"

Strike "1 inch of precipitation."

Change to: "The proposer shall provide **recently planted trees for 3 years after planting**, the equivalent of 1 inch of **water, including that provided by rain, applied slowly at the root ball, weekly during the year, except for twice weekly when outdoor temperatures are above 90 F. This can be done with approximately 5 gallons of water per inch of trunk diameter for trees up to a 15 inch trunk diameter DBH (4.5 ft. from the ground).**"

Background: More details are needed to avoid overwatering trees.

PARD Response: No change

- Page 18, Mulch: "...mulch rings shall be constructed around any newly planted trees and/or young trees..."

Change to: "...mulch rings shall be constructed around **all trees and shrubs growing in lawn areas**..."

Background: All trees and mulched need to be mulched, not only the young trees. It is important to mulch larger trees because they have buttress roots that get damaged by lawn mowers and trimmers.

PARD Response: Modified language can be found on pg 24. Mulch Rings

- Page 18, mulch: "...mulch material shall be at least 2 inches from the base of tree..."

Strike "at least 2 inches"

Change to: "...mulch material shall be **3 inches** from the base of tree..."

Background: **This is against COA's and Forestry's BMP's and standards for tree care.** Forestry's Grow Green video states to mulch 3 inches away from the trunk. Mulching too close or too far from the trunk is bad. This mulching rule is called 3-3.

PARD Response: Modified language can be found on pg 24. Mulch Rings

- Page 18, Mulch: "...mulch material shall be at least 2 inches from the base of tree..."

Change to: "...mulch material shall be at least 3 inches from the base of tree **and monuments, stones, etc...**"

Background: Mulch damages monuments and stones.

PARD Response: Modified language can be found on pg 24. Mulch Rings

- Page 18, Mulch: "...The ring shall be filled and maintained with no less than 2 inches of double shredded hardwood mulch..."

Change to: "...The ring shall be filled and maintained with **2-3 inches** of double shredded hardwood mulch..."

Background: **This is against COA's and Forestry's BMP's and standards for tree care.** Forestry's Grow Green video states to mulch 2 inches deep. Mulching with "no less than 2 inches" allows mulching deeper than 2 inches. The deeper the mulch layer, the more water will be absorbed by the mulch layer and the less water will reach the tree roots. Consequently, shallow rain events will not provide water to the roots, and more supplemental water will have to be applied to penetrate pass the mulch layer. One additional inch of mulch depth means approximately one more hour of supplemental watering when using portable sprinklers.

PARD Response: Modified language can be found on pg 24. Mulch Rings

- Page 25, exhibit A, Tree, Shrub, Planting Bed Maintenance, Pruning/trimming

Why are there pruning options for 3, 6, and 12 pruning cycles per year?

Background: **This is against COA's and Forestry's BMP's and standards for tree care.** It would be very cost prohibitive. Established trees should only be pruned to raise canopy and remove dead wood and safety hazards. It is not necessary to prune established trees more than once per year. After that initial pruning, pruning needs to be repeated once every few years (3-5) and only to remove dead wood. Instead of pruning, the money should be spent on watering and applying compost and mulch to have healthy trees. Trees should be monitored for safety issues yearly, twice a year better.

Young trees should be pruned yearly for 3 years to establish structure, and only with an ISA certified arborist supervising or performing the work.

PARD Response: Addressed. Per page 22, V. Comprehensive Tree Survey and Annual Tree Maintenance Work Plan, the Cemetery Contract Administrator and the City's Urban Forester will approve annual tree work plans and ensure that the same trees are not pruned multiple times per year unnecessarily. Dead wood pruning may be needed more frequently than live foliage pruning.

Additional:

- **The SOW and contract shall not exclude volunteers work at the cemeteries. This SOW excludes volunteers with the following items:**
 - **The Contract Manager has to approve any donated planting material (Pg. 18). This complicates and delays the process. Instead, require that donated material be from a list of plants approved by the city. Include an approved general plant location (front flower beds, within plots, etc.)**

Background: Currently, volunteers donate and plant plants to improve the cemeteries. Don't add a layer of delay and confusion that irritates the community. The rules need to be clear and equally applied to all and all cases, therefore PARD should issue a list of approved plants and locations to plant, and eliminate the need for case by case approval from the Contract Manager. This case by case approval from the Contract Manager could be seen as discriminatory, depending on the outcome.

PARD Response: Addressed. See page 24, W. Tree Maintenance (Planting)

- **The public may only hand water (Page 12). Change this to allow volunteers to set hose end sprinklers that are turned on only while under plot owner supervision.**

Background: Currently, many plot owners water by setting a sprinkler while they visit their graves. From the people who water, a large number are elderly and/or handicapped plot owners. It would be inhumane to require them to hold a hose to water their graves.

It is unreasonable to restrict watering to only holding hoses because that will result in more trees and grass dying. The responsibility to water should be shifted to the cemetery contractor over time, and when the contractor waters in a satisfactory manner, the plot owners will not have to water their plots. But in the mean time, many trees and grass will die and this will cause a great deal of stakeholder dissatisfaction, mostly because the areas affected will be areas that plot owners took care of for many years. This will be extremely bad PR for PARD.

PARD Response: Hose end sprinklers cause a cost control concern for the COA. Hand watering within COA water conservation regulations is allowed. Language can be found on Pg 18. Watering by the Public

- **Explicitly state that there will be penalties for trees that are damaged, so that the proposer can provide a good estimate of the cost to maintain that level of quality.**

Background: It is not unusual that trees get damaged by contractors' lawn mowers and trimmers, or die from lack of watering and the city does not complain or enforce penalties. This is the current situation with InterCare.

- It is unrealistic to expect the proposer to water the grass and trees at Oakwood with the irrigation system broken. It should be clear that proposer will have to water the grass and the trees that were not marked for additional watering by Forestry with portable sprinklers if the expectation is to have grass and live trees at Oakwood after next Summer. The trees that were not selected by Forestry for additional watering survived because they were getting some water from the irrigation system that was intended for the grass. After the irrigation broke, those trees survived because there was some rain, but meteorologists are expecting a dry Winter and Spring, and for the drought to return next Summer. A new irrigation system funded with the \$2M approved bonds should be prioritized.

It is incorrect to state that the trees at Oakwood are dying because it is an old cemetery. The size distribution of dead trees does not support that conclusion. There are young, medium and old trees dying. It is also incorrect to state that trees at Oakwood died because the roots were cut. There are many trees that died in the last 23 years that are surrounded by graves dug in 1020. A tree dies from root cuts within the following 5-15 years, not 80 years. More than 400 trees have died at Oakwood due to lack of water. One hundred trees died at Oakwood in 2011. By comparison, not a single tree that was watered by Forestry and volunteers in 2010 in a section of the Polo Fields died, while over 50 died in an adjacent section that was not watered. It is critical to water trees during the drought.

PARD Response: See page 30, Laws, Statutes, and Governmental Requirements. Proposer shall comply with Austin City Code, Chapter 6-3, Trees and Vegetation, which addresses damage to public trees.