

SAN RAMON SPORTING GREEN



INFORMATION FOR SPORTS TEAMS AND FIELD USER GROUPS

SAN RAMON SPORTING GREEN
PUBLISHED BY THE SAN RAMON PUBLIC SERVICES
DEPARTMENT

AUGUST 2012

The Public Services Department will be publishing the San Ramon Sporting Green twice per year to provide useful information for the co-sponsored Sports leagues and field users on the maintenance and use of fields in San Ramon.

NEW CRICKET PITCH



The City of San Ramon will install a cricket pitch at Windemere Ranch Middle School this summer. This will be the second pitch in the City's park system and will be used by the San Ramon Cricket Association and their members. The cricket pitch surface is 75' long by 10' wide and is made of concrete with a low pile outdoor carpet glued on top. The pitch will be scheduled for use by the City through the established field user guidelines and in consultation with the Sports Field User Groups and can also be used by the school programs. The distances from the home plates of each of the two fields is approximately 195' and 245' respectively therefore there will be no impact of this new cricket pitch to use of the fields by baseball and/or softball.

The California Parks and Recreation Society (CPRS) created a statewide campaign to be used by local parks and recreation agencies. The goal of the Parks Make Life Better!® Campaign is to raise awareness of the benefits of parks and recreation throughout California and to raise the status of parks and recreation as an essential community service. This campaign is a movement that relies on every staff person who has any contact with the general public to understand that his/her actions help shape the brand that is Parks Make Life Better!®.

**Parks
Make
Life
Better!**

As part of the campaign, the City of San Ramon is holding Park Clean up Days. Sign-ups can be made through the City's volunteer website at <http://citylights.volunteerhub.com/Events/Browse.aspx>.

February 25 at Alcosta Senior & Community Center Park

Forty-five volunteers of all ages, including local scout groups and the National Honor Society from Dougherty Valley High School, assisted the City park maintenance staff with debris removal, pruning, weeding, raking and spreading mulch around the park, bocce court, pathways and parking areas.



April 14, Earth Day at Forest Home Farms Historic Park

Approximately 65 teens and adults came for Parks Make Life Better program. They raked, weeded and planted along with putting out new chips around the farm to keep the weeds at bay. They also planted a fig tree to celebrate Arbor Day. A group of teens helped clean out the sheep barn.



June 2 at Boone Acres Park

A strong turnout of volunteers, about 39, were ready to tackle projects which included painting 2,000 linear feet of metal split rail fence, planting several new 15 gallon Silver Maple trees, grooming and re-grading the sand volleyball court, and adding detail to the horseshoe pit area. The task of pruning the fence line was given to the small group from Troop 882.



Parks Make Life Better! Clean Up Days:

July 28, Crow Canyon Gardens
105 Park Place
9 am to 12 noon

September 22, Central Park
12501 Alcosta Blvd.
9 am to 12 noon

October 20 at Forest Home Farms
19953 San Ramon Valley Blvd.
9 am to 12 noon



The City of San Ramon is home to 54 beautiful parks that San Ramon residents are proud of, and that thousands of people enjoy each week.

Join our professional park maintenance staff for the first of several clean up events to assist the City in maintaining neighborhood parks. Tasks may include planting, pruning, applying mulch, replacing sand box materials, painting and general clean up.

The event is open to all ages, however children under 13 must be accompanied by an adult. Volunteers are asked to bring work gloves and will need to register in advance by visiting www.citylights.volunteerhub.com or contact Bonnie Mertz at bmertz@sanramon.ca.gov or (925) 973-2608.



RICHARD FAHEY VILLAGE GREEN PARK RE-DEDICATION

On June 16th, about 80 friends and relatives of the late Richard Fahey gathered with elected officials at the Village Green to celebrate its rededication as the Richard Fahey Village Green. Mr. Fahey was a former member of the Dublin San Ramon Services District (DSRSD) Board of Directors and the San Ramon Planning Commission and was an early supporter of the City's incorporation. Guest speakers were Mayor Clarkson, Richard Fahey Jr., DSRSD Director Georgean Vonheeder, Joe Covello, Former San Ramon Parks and Community Services Commissioner and a former member of the Board of the Dublin San Ramon Services District and David Ernest, Chairperson Parks and Community Services Commission.

During remarks by Fahey's youngest son, Richard Fahey, who recalled playing in this very spot when it was a dirt lot owned by the Eastman Kodak Company. "This lot gave rise to lots of skinned knees and elbows and even a few professional baseball players," son Fahey said. While serving two years on the San Ramon Planning Commission, Fahey served as a liaison alternate to the Architectural Review Committee, Environmental Affairs Committee, Parks and Community Services Commission and the Transportation Advisory Committee. He contributed significantly in the review and approval of a variety of office, commercial and residential projects which, because of his understanding of sound community planning practices, continue to enhance the economic viability and quality of life to the citizens of San Ramon. A heartfelt tribute to Richard Fahey was given by Joe Covello, Fahey mentored the young Covello when they were both serving on DSDRS's Board. Covello said, "This is the perfect setting, the perfect park, the perfect location, the perfect place to remember and reflect on a man who loved his community, loved people, and was completely unselfish, and until today, never got the credit he deserved for his accomplishments and the fine San Ramon and American citizen that he was." After the speeches, everyone enjoyed an ice cream bar. Richard Fahey used to own a Swensen's ice cream parlor located just around the corner from the park that now bears his name.



WATER REDUCTION STRATEGIES

In May, 2008, the East Bay Municipal Utility District (EBMUD) imposed emergency drought restrictions due to consecutive dry years and lower than average water supplies. The restrictions included a service rate increase and fee penalties charged for exceeding a mandatory 15% reduction in water use.



In response to the emergency drought restrictions back in 2008, the City implemented drought management strategies that largely remain in effect today and as a result reduced its overall cumulative water consumption between 2008 and 2012 by about 17%. However, as water rates continue to rise and City revenues remain flat, further measures may be necessary in the future. This could have a visible impact on the parks. For example, in some areas water use may be reduced by a determined percentage to help offset the cost of rising water rates which could result in noticeable stress to some of the landscape and fields. The City is prepared to prioritize areas of use as necessary should water costs become prohibitive or should drought restrictions be imposed again due to shortage of rain in the future.

The City also has water accounts with the Dublin San Ramon Services District (DSRSD) for water use in Dougherty Valley (DV). Most of the irrigation water in DV is recycled and was not subject to drought restrictions like those imposed by EBMUD during 2008/09. However, in the interest of reducing water use expenditures the City applies the same water management strategies to both re-cycled and potable water accounts. It is difficult to compare total water use from year to year in DV because numerous new accounts are transferred to City ownership as development is accepted. It is expected that total water use will increase significantly each year in DV until build out. However, it is safe to assume that water accounts in DV will reflect similar water use patterns that the City has experienced with the EBMUD water accounts. The City asks its residents and those who visit our parks to help by reporting any problems they may notice with the irrigation or water use by accessing our Citizen Request Management System (CRM) by going to the City web site at www.sanramon.ca.gov click on "Contact Us" CRM.

In 2011, the City of San Ramon spent **\$1,864,604** and used **407,651,024** gallons of water, compared to spending **\$1,858,107** and using **410,860,692** gallons of water in 2010.

Note: EBMUD implemented a 6% water rate increase beginning July 1, 2012 for all of its customers.



PARK PROJECTS

The Public Services Department has worked on several projects this year. These projects are done for safety and to enhance the appearance of park sites that field user groups and the public can enjoy.

ATHAN DOWNS BACKSTOPS

On April 24, 2012 the Public Services Department installed some temporary netting to baseball backstop at field #4 at Athan Downs. This netting was installed to help reduce the amount of foul balls that were going over the top of home plate and were falling into the adjacent yards on the third base side. The City plans to replace the current backstop with a new dome shape in the upcoming fiscal year. The replacement is part of the Parks Maintenance and Renovation Plan.



PARK PROJECTS



The backstops boards behind home plate at Athan Downs's fields 1, 2, and 3 were replaced with new 2x12 pressure treated and painted boards. Before installation of the new boards, staff had to cut, primer, paint and drill holes for new hardware (carriage bolts and nuts). This project was completed by the scheduled due date of March 1st, which was opening day of baseball.



Park Maintenance staff replaced a piece of play equipment at Monarch Park due to a bearing that failed on a spinning apparatus called a "Spica". The replacement part has upgraded bearings and should last longer than the one that previously installed. The playground at Monarch Park is 6 years old. The cost of the replacement part was \$1126.00 for upper assembly only.



Worn part, bearing fell off of the base.



New Spica installed.

UPCOMING PARK PROJECTS



Synthetic Turf grooming refurbishment



Flow meters

**ET2000e
IRRIGATION CONTROLLER**



Irrigation controller upgrades in various parks

- Calsense irrigation controller upgrades in the parks
- New backstop installation Athan Downs Park Field 4. Estimated cost \$57,000
- San Ramon Sports Park synthetic turf grooming and refurbishment. Estimated cost \$7,500
- Athan Downs Playground Renovation Project. Estimated cost \$500,000. Construction is expected to start in fall 2012
- Central Park restoration and improvement Phase I which will include flow meter and master valve installation that will increase irrigation and water use efficiency, promenade tree replacements and synthetic turf in raised sitting area of the playground. Estimated cost \$80,000



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playlsi.com

Proudly presented by:
Jon Bawden



The new playground design at Athan Downs will be a universally accessible concept that offers full access to each piece of playground equipment to persons with disabilities.

SOCCER FIELD RENOVATIONS

In preparation for the upcoming soccer season, Public Services staff has recently completed renovations to soccer field two at Central Park. Staff prepped and renovated soccer fields using several steps.

Soccer Field Two:

Dethatching- This procedure is done to remove dead grass such as lawn clippings from the healthy turf.

Approximately twelve yards of material was removed and placed in a receptacle for green waste only.

Slice Aerate – This process slices through the top layer of the soil to improve water and fertilizer penetration into the root zone of the turf.

Adding of Soil and rototilling- A sandy loam soil was added and mixed with native soil to low areas to ensure all areas are to grade.

Seeding- One hundred pounds of spiffire seed was spread throughout the sparse areas of the field.

Fertilizer- A 6-20-20 fertilizer mix was applied. This fertilizer is a starter fertilizer that encourages rapid germination of the seeds.

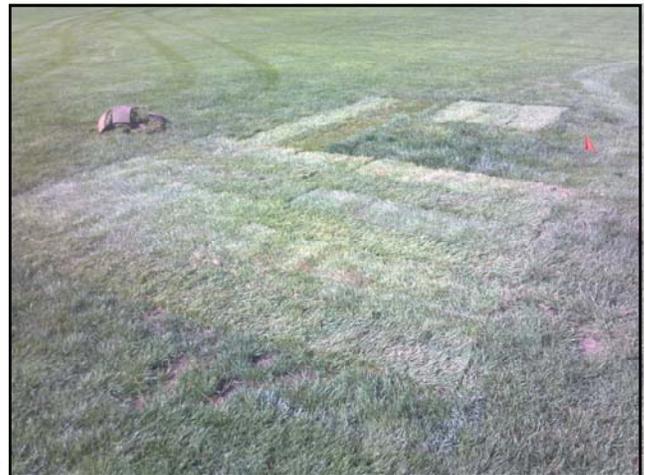
Top Dressing- Twenty-five yards of PRZ soil mix was used to cover the seed for germination. This is done to keep the seeds moist and generate heat for quicker germination. Also, this will also discourage birds from eating all of your seed.

Sod - 2600 square feet of non-netted 90/10 Kentucky Blue - Ryegrass sod was installed in the heavily used areas of the sports field. This completed process is the City of San Ramon's park maintenance standard annual procedure for renovating soccer fields.

Windemere Ranch Middle School: Soccer field scheduled use has been relocated due to the San Ramon Valley Unified School District's installation of portable classrooms. These portables run along the asphalt and part of the soccer field.

Quail Run Elementary School: The school was scheduled to receive their portables in the summer of 2012, however this is not happening.

Twin Creeks Elementary School/Park– The sports field will undergo a similar process as occurred at Central Park field #2 beginning the first week in August. The field will be closed for a few months to allow the seed to germinate and fill in to a healthy stand of turf.



Soccer Field Mowing Schedule*

* This schedule is subject to change if necessary at the discretion of the Public Services Department and/or Parks and Community Services.



Field/Day	MON	TUE	WED	THU	FRI
CP1				X	
CP2				X	
CP3				X	
CP4				X	
CP5				X	
AD1				X	
AD2				X	
AD3				X	
AD4				X	
Arlington	X				
Bollinger	X				
Country Club			X		
Coyote Creek			X		
Coyote Crossing					X
Creekside	X				
East Branch			X		
Gale Ranch #1			X		
Gale Ranch #2			X		
Golden View					X
Hidden Hills			X		
Hidden Valley			X		
Live Oak					X
Monarch (Cricket Pitch)					X
Montevideo				X	
Neil Armstrong W.			X		
Neil Armstrong E.			X		
Old Ranch			X		
Pine Valley #1			X		
Pine Valley #2			X		
Quail Run W.		X			
Quail Run E.		X			
San Ramon Sports Park #1					X
San Ramon Sports Park #2					X
Valley View	X				
Village Green			X		
Walt Disney			X		
Windermere MS #1		X			
Windermere MS #2		X			

Park	Frequency Peak Season 3/1 - 11/15	Frequency Off Season 11/16 - 2/28
Athans Downs	7	5
Central Park	7	5
Memorial Park	7	5
San Ramon Sports Park	7	5
Arlington	5	3
Boone Acres	5	3
Coyote Crossing	5	3
Valley View	5	3
Village Green	5	3
Creeside	5	3
Crow Canyon Gardens	5	3
East Branch	5	3
Gale Ranch MS	5	3
Hidden Valley	5	3
Iron Horse MS	5	3
Monarch	5	3
Old Ranch	5	3
Pine Valley MS	5	3
Six Pillars	5	3
Ramona	5	3
Red Willow	5	3
Windemere Ranch MS	5	3
Bollinger Canyon	3	2
Country Club	3	2
Coyote Creek School	3	2
Montevideo	3	2
Neil Armstrong	3	2
Golden View School	3	2
Limerick	3	2
Piccadilly	3	2
Souyen	3	2
Twin Creeks School	3	2
Walt Disney School	3	2
Hidden Hills School	3	2
Live Oak	3	2
Quail Run School	3	2
Fire Truck	3	2
Bellingham Square	3	2
Hidden Crest	3	2
Del Mar Dog Park	3	3
Bark & Ride	3	3
Inverness Park	3	2
Centennial Park	3	2
Mill Creek Hollow	3	2
Country Faire	3	2
Sherwood	3	2
Compass Point	3	2
Summit View	3	2
Windy Hills	3	2



Maintenance Frequency is based on typical peak season park usage from March through October. Some schedules may be reduced from 7 to 5 day or 5 day to 3 day during the winter months of November through February based on usage and maintenance requirements.

WEEKEND PARK MAINTENANCE

During the summer months, parks and facilities use increases. The parks are full of patrons including picnic rentals for groups and birthday parties, sports field user groups as well as special events or permit users. The Public Services Department has increased its staffing levels for the weekends during the busy season (May to October) to meet the needs of the increased patronage of the parks and facilities. On any given weekend during the peak season, thousands of people are using San Ramon parks and facilities; from corporate or private picnic rentals to organized sports league tournaments, matches or swim meets. Increased staffing on the weekend during peak season was necessary since park and facility use can extend into the afternoons and evenings.

The City of San Ramon is staffing parks and pools with one Maintenance Coordinator and five Maintenance Technicians on Saturdays and Sundays. Weekend staffing covers all of the major parks and facilities one or more times a day depending on the level of activity. Parks maintenance staff uses a weekend maintenance checklist for specific parks and facilities to visit during the day. Their duties in the parks include basic maintenance tasks such as, safety inspections of playground equipment, cleaning and stocking restrooms, emptying garbage and recycle containers, picking up trash and inspection and repair of the irrigation systems.

The Aquatics Maintenance staff will perform safety inspections, cleaning of pool decks, chemical checks and adjustments at the participatory fountain located at Central Park and at the San Ramon Olympic Pool and Dougherty Valley Aquatic Center.

On the weekends, staff will be on duty from 7:00 AM to 4:50 PM. The Weekend Maintenance Coordinator will respond to issues or questions from park and facility users and coordinate staff availability with the permit users; re-assign staff as needed for large events or emergency situations, respond to calls for service from the Stand By/Call Out Supervisor to remedy any issue that arise while staff are on duty. The weekend Maintenance Coordinator can be reached by phone **(925) 766-3962**.

NEW FEE RESOLUTION



The City of San Ramon Resolution No. 2012-049 establishes new fees and charges for various municipal charges such as baseball and soccer field reservation fees, City facility and Gymnasia rental fees, picnic reservation fees and special event staffing and call out fees. There is a 2% increase in the fees due to the rising costs of maintaining our fields. The new fees take effect on July 1, 2012 and repeals Resolution No. 2011-047 for Fiscal year 2012-2013.

For a copy of the City of San Ramon Resolution No. 2012-049 , visit [Resolution No. 2012-049 \(271 kb file size\)](#)

**CITY OF SAN RAMON
FY 2012-13 FEE RESOLUTION**

**PARKS & COMMUNITY SERVICES
BASEBALL AND SOCCER FIELDS – CENTRAL PARK
AND ATHAN DOWNS RESERVATION FEES**

DESCRIPTION OF SERVICE	APPROVED FEE
Turf Fields	
Youth Co-Sponsored Organizations and San Ramon Valley Unified School District	\$6.53/Hr
Adult Co-Sponsored Organizations, San Ramon Residents and Non-Profit Organizations	\$13.06/Hr
Youth Co-Sponsored Organizations and San Ramon Valley Unified School District – Special Event Fee	\$117.30/Field Day
Commercial Resident	\$18.67/Hr
Extra Fee	\$127.50
Non-Resident	\$25.50/Hr
Light Fee at Sports Fields	
Co-Sponsored Organizations and San Ramon Valley Unified School District	\$20.40/Hr
San Ramon Residents and Non-Profit Organizations	\$20.40/Hr
Commercial Resident	\$40.80/Hr
Non-Resident	\$40.80/Hr
Synthetic Fields	
Co-Sponsored Organizations and San Ramon Valley Unified School District	\$30.60/Hr
San Ramon Residents and Non-Profit Organizations	\$40.80/Hr
Commercial Resident	\$51.00/Hr
Non-Resident	\$102.00/Hr

FIELD LIGHTING

As of April 30, the City of San Ramon is managing, controlling and monitoring the field lights at the San Ramon Sports Park (Tiffany Roberts and Sports Park Field#1) and Central Park (Diamonds 2 & 3 and Soccer Field#1), with a web based program. This cost effective system will eliminate the need for field user groups to manually switch on and off the field lights prior to and following field use. The field lights will be programmed by City staff according to the approved field use permits, eliminating the need for field user groups, and sports fields organizations to assume this responsibility.



FIELD USER GROUP QUARTERLY MEETINGS

The City of San Ramon has established partnerships with local sports organizations in the community. The City maintains and provides 28 active parks in San Ramon. In those 28 parks, we provide three baseball/softball-only fields, ten soccer-only fields and 35 multi-use fields for the community and these organizations to enjoy and use. From July 2011 to June 2012, the City of San Ramon co-sponsored eleven different youth and adult organizations meeting the needs of over 6,000 participants. With this partnership, the co-sponsored organizations used over **48,907** hours of field time in our City parks. The City of San Ramon meets with these co-sponsored organizations throughout the year. These meetings provide the opportunity for the field users to discuss field use issues, policies, logistics and any other topics regarding field conditions or scheduling. The City of San Ramon is very proud of the relationship it has built with the sports field users and acknowledges it's organizations like these who are providing vital services to create a well-rounded healthy community.

LOST AND FOUND

Any items found by City staff at any park site will be returned to the closest City facility: San Ramon Community Center at Central Park, Alcosta Senior & Community Center, Dougherty Station Community Center Station and San Ramon Olympic Pool and can be claimed during business hours.



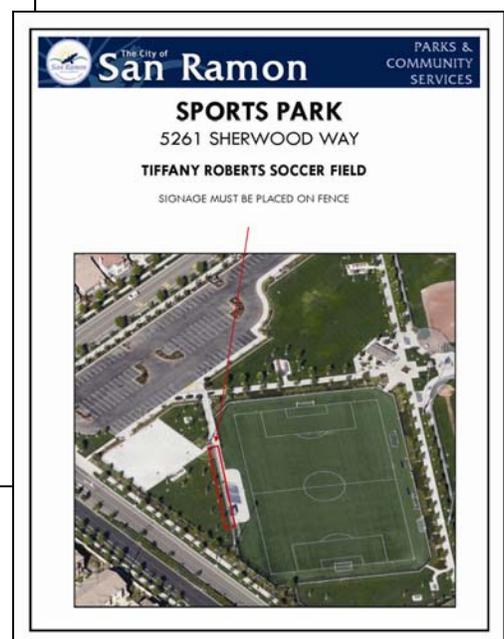
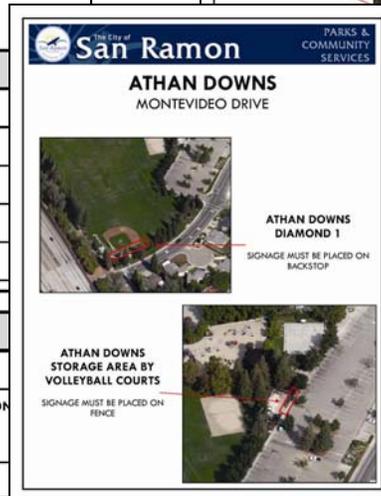
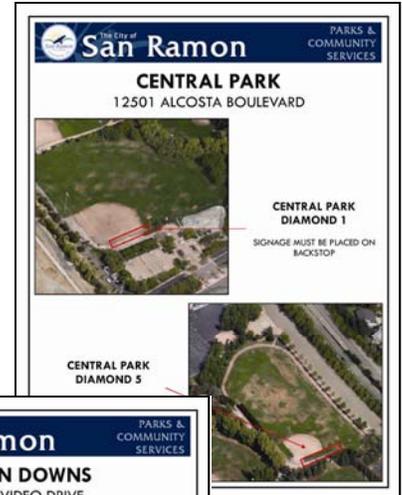
No Smoking Signs in City Parks



Pursuant to San Ramon Municipal Code B6-73 Ordinance 307, smoking is prohibited within any city owned park, trail or outdoor recreation areas if posted at the discretion of the city manager with a "No Smoking" or "Smoke Free" sign.

TEMPORARY SIGN APPLICATION

The Co-Sponsored Field User Temporary Signage Application provides the field users with an easier streamlined approach to getting league signage postings approved. The locations for league signage are limited to the following locations: Athan Downs, Central Park and Sports Park. The signs size must be no larger than 30" x 24" and the approved length of time for sign placement is 14 days. The sports league representatives have the application and location information and will submit this to the City.





CITY OF SAN RAMON
CO-SPONSORED FIELD USER
TEMPORARY SIGN APPLICATION
PARKS AND COMMUNITY SERVICES DEPARTMENT
12501 ALCOSTA BOULEVARD, SAN RAMON, CA 94583

I. APPLICANT INFORMATION	
APPLICANT NAME:	_____
ORGANIZATION NAME:	_____
ORGANIZATION ADDRESS:	_____
CITY, STATE AND ZIP:	_____
APPLICANT PHONE NUMBER & E-MAIL:	_____
II. SIGN DESCRIPTION	
SIGN LOCATION:	_____
	ATHAN DOWNS, CENTRAL PARK & SPORTS PARK ONLY SEE MAPS FOR EXACT LOCATION
SIGN CONTENTS:	_____
SIGN DIMENSIONS:	_____
	SIGN IS TO NOT EXCEED 30" WIDE x 24" HEIGHT
DATE OF INSTALLATION:	_____
DATE OF REMOVAL:	_____
	TO NOT EXCEED 14 DAYS FROM INSTALLATION DATE
III. FOR OFFICE USE ONLY	
RECEIVED BY:	_____
DATE:	_____
SIGNATURE:	_____

THIS APPLICATION DOES NOT GUARANTEE APPROVAL. YOU MUST RECEIVE WRITTEN APPROVAL FROM THE PARKS & COMMUNITY SERVICES DIRECTOR PRIOR TO THE PLACEMENT OF THE REQUESTED SIGNAGE.

SPORTS FIELD CONDITIONS

HOME CITY COUNCIL DEPARTMENTS SERVICES CALENDAR CONTACT US SEARCH



- Quick Links
- E-SanRamon Updates
 - Meetings & Notices
 - City Council Meeting Video
 - Mayor's Report Video
 - Business Resources
 - Citizen Request Mgmt
 - City Newsletters
 - Community Events
 - Community Profile
 - Recreation Guide
 - Register Online
 - Organization Charts
 - Performing Arts Tickets
 - Emergency Alerts
 - 911 Cellular Phone Info
 - 1610am Emergency Radio
 - Employment Opportunities
 - Requests for Proposals
 - Resident Information
 - 2011 Salary Report
 - Shop San Ramon First
 - Volunteer Opportunities
 - Street Work & Closures
 - Zoning Ordinance
 - Website Disclaimer

Please Select

WHAT'S NEW IN SAN RAMON



- ### CITY NEWS
- Watch the Mayor's Report Online
 - City Report Summer Newsletter
 - Sign up now for Government 101
 - Adopted 2012-2013 City Budget
 - Bollinger Canyon Road Improvements



4TH OF JULY COMMUNITY FORUM

Share ideas on Sept 13 to shape the 4th of July event in 2013 and beyond. >>Download the flyer

Click Here to see how San Ramon celebrated the Fourth this year!!



- ### TRANSPORTATION NEWS
- County Connection Photo Contest
 - Map Bike Routes
 - County Connection Summer Youth Passes Available



- ### POLICE NEWS
- San Ramon Resident Arrested in Fatal Hit and Run Accident
 - San Ramon Police Department presents a comprehensive view of the previous year's police efforts



- ### NORTH CAMINO RAMON SPECIFIC PLAN
- Project Information Page
 - Draft EIR
 - Final EIR
 - Mitigation Monitoring & Reporting Program for the Final EIR



2226 Camino Ramon
San Ramon, CA 94583
Phone: (925) 973-2500
Fax: (925) 866-1436
Monday to Friday
except Holidays
8:30 am - 5:00 pm
[Locations & Maps](#)
[Driving Directions](#)



UPDATES

- [Boards, Committees & Commission Openings](#)
- [City Center](#)
- [Climate Action Plan](#)
- [General Plan 2030](#)
- [Open Space Task Force](#)
- [Oversight Board](#)
- [Restaurant Guide](#)
- Sports Field Conditions**



The Sports Field Conditions are now online. For visiting teams, who would like to find out if the sports fields are open or closed, and do not want to subscribe to E-SanRamon Updates, they can visit the City's website and click on the "Sports Field Conditions" link on the homepage. The link will send them to <http://www.sanramon.ca.gov/publicsvc/alerts.htm> where the most recent 10 bulletin alerts are posted.

SPORTS FIELD CONDITIONS

The City of San Ramon provides daily information on sports field conditions using a free email and digital subscription service. Once you subscribe, information on fields that are open, closed or under repair will be sent in real time by email or to your wireless device (phone or PDA) and can be updated as often as necessary to keep field users informed as to the status of fields, particularly during inclement weather. The Sports Field Conditions are sent out at 2:00 pm, Mondays through Fridays and at 8:00 am on Saturday and Sundays. **We request your assistance in asking all of your league representatives [parents, coaches, managers, referees, etc.] to subscribe to this service.** Signing up is free, easy and risk-free. Subscriptions can be changed and cancelled at anytime. To date, there are **2746** email subscribers and **317** wireless (SMS) subscribers to the Sports Field Conditions.

To subscribe, go to www.SanRamon.ca.gov and click on "E-SanRamon Updates" 



We value our relationship with you and do not want to send you unwanted email. Current subscribers can remove their phone number from receiving further updates by texting **STOP** to **45156** or <https://public.govdelivery.com/accounts/CASRAMON/subscribers/new?preferences=true> to enter your email address to **CANCEL/UPDATE your subscriptions** or modify your password/email address at any time. If you have questions or problems with the subscription service, please contact support@govdelivery.com.

SAN RAMON SPORTING GREEN

Subscribe to the San Ramon Sporting Green

The Public Services Department strives to provide ongoing communication to residents on a variety of topics through e-newsletters.

The San Ramon Sporting Green is published twice a year to provide useful information for the co-sponsored Sports leagues and field users on the maintenance and use of fields in San Ramon. These are forwarded to the co-sponsored Sports leagues for posting on their league website. To date, there are **541** subscribers to the San Ramon Sporting Green. To view the past issues, go to <http://www.sanramon.ca.gov/publicsvc/newsletter.htm>

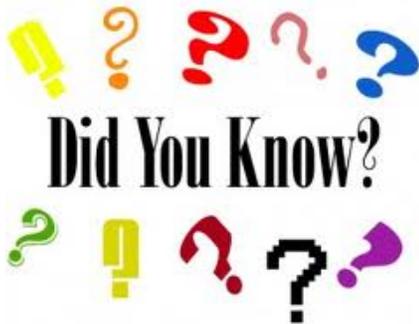
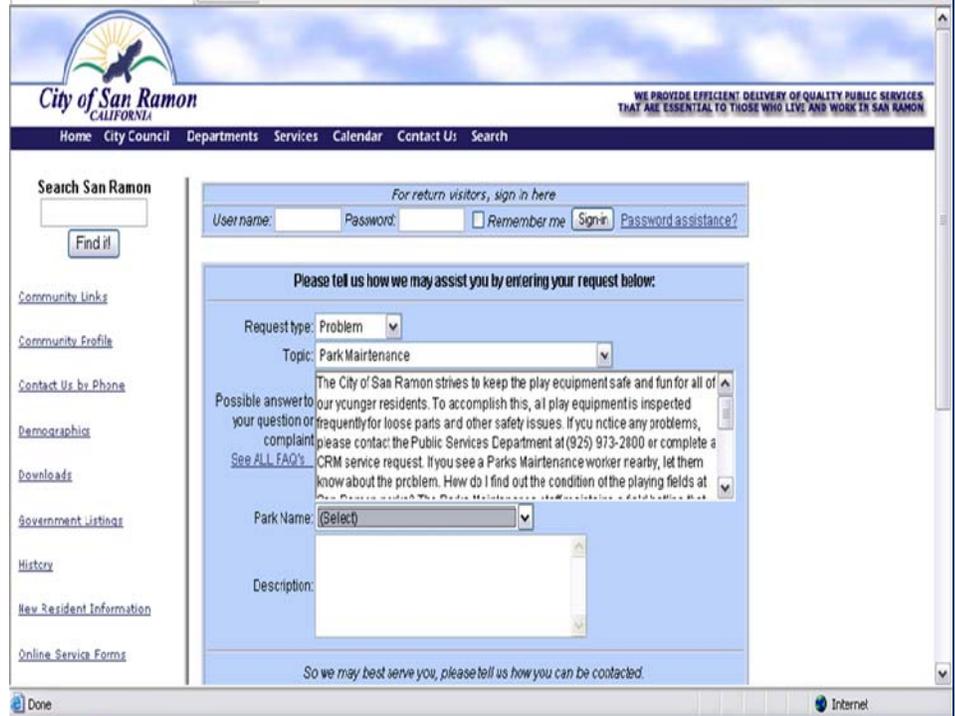


To subscribe, go to www.SanRamon.ca.gov and click on "E-SanRamon Updates" 

THE BEST WAY TO REACH US

Go to www.SanRamon.ca.gov and click on **“Contact Us”**

- Requests are reviewed and monitored daily
- Requests cannot be “lost in the system”
- Requests are automatically assigned to the staff responsible for the topic
- Requests are managed when supervisors are out of the office or on vacation
- A response is provided for each request
- Correspondence can be sent to requestor from City staff for more information



Any citizen, parent, coach or league representative can

- Request for maintenance and repairs
- Advise us of a problem
- Request for a Special Service

Department	Opened	Closed
AS - Central Services	9	9
AS - Employee Services	9	9
AS - Finance	13	13
AS - Information Technology	35	35
City Clerk	63	59
City Manager	15	15
Economic Development	36	35
Engineering Services	152	158
Miscellaneous	35	35
Parks & Community Services	277	274
Planning Services	371	371
Police Services	430	430
Public Services	2155	2140

MAINTENANCE REQUESTS

From August 1, 2011 to August 1, 2012, the Public Services Department received 2155 requests and closed 2140 requests.

REACHING US AFTER HOURS

After hours are defined as

- Weekdays after 5 pm
- Weekends starting at 5 pm Friday through 6 am Monday morning
- Holidays— starting at 5 pm the previous business day through 6 am the following business day

Examples of Problems requiring Immediate Attention:

- Plugged restroom
- Sports field light timers not functioning
- Broken quick coupler
- Irrigation valve stuck on
- Unauthorized use of field when field is booked by user group
- Main line break

A Public Services Supervisor is on call 24 hours a day, 7 days a week.

The Supervisor can:

- Dispatch standby staff
- Make contact with staff on duty during weekends and holidays and dispatch them to your location
- Make contact with Department management as needed
- Make contact with contractors to make repairs as needed



To reach a Public Services After Hours Standby Staff and Supervisor, call Police Dispatch at (925) 973-2779. Police Dispatch will contact our Stand By Staff.

“There’s an app for that.”

GORequest Mobile offers a simple way to tap right into the City of San Ramon and quickly submit a request while on the go. With **GORequest** Mobile, a photo and the GPS coordinates allow us to efficiently find exactly where problems are occurring and fix issues. You can download this free application on your iPhone, Android phone or any smartphone.

Benefits:

- Easily report about issues like overgrown trees, unsafe sidewalks, graffiti, or potholes
- GPS and camera features built into the mobile devices make it simple to send the City a photo and location of the issue
- Conveniently check the status of issues reported, even if you reported them anonymously

