

Memorandum



CITY OF DALLAS

DATE April 3, 2017

TO Honorable Members of the Quality of Life & Environment Committee: Sandy Greyson (Chair),
Tiffinni A. Young (Vice Chair), Rickey D. Callahan, Mark Clayton, Philip T. Kingston, B. Adam McGough

SUBJECT **Park Ranger Program**

On Monday, April 10, 2017, you will be briefed on the Park Ranger Program. The briefing materials are attached for your review.

Please feel free to contact me if you have any questions or concerns.

A handwritten signature in black ink, appearing to read 'Willis Winters'.

Willis C. Winters, FAIA, Director
Park and Recreation Department

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Theresa O'Donnell, Interim Chief of Economic Development &
Neighborhood Services

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Park Ranger Program

Quality of Life & Environment Committee Meeting

April 10, 2017



Dallas Park & Recreation

Willis Winters

Director

Park and Recreation Department

City of Dallas



Presentation Overview

- Background of Park Police and Park Rangers
- Discuss Recent (Last 6 Months) Accomplishments
- Provide Top Three (3) Priorities to fulfill program purpose/goals
- Compare “Current” vs. “Future” snapshots of program
- Next steps

Background

- Park Police were hired for patrolling city parks as early as 1894
- By 1980s, 80 officers were assigned to 23 parks from 8:00 a.m. to midnight



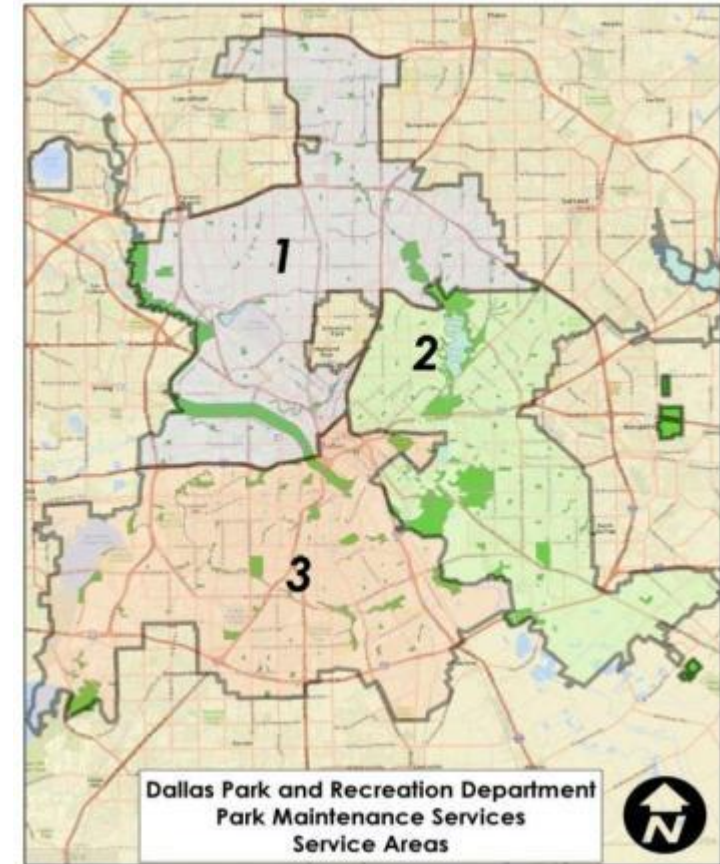
Background

- On July 23, 1986, in an effort to streamline services and save costs, the City Council voted to consolidate the Park Police force with the Dallas Police Department (effective October 1, 1986)
- Impacts
 - Security in parks changed from preventive/proactive to reactive
 - Loss of park emphasis



Park Ambassadors

- Previously the department had three Park Ambassadors
 - One ambassador per service area
- Five day work schedule weekend/evenings
- Responsibilities
 - Public Safety
 - Compliance
 - Customer Service



Park Rangers

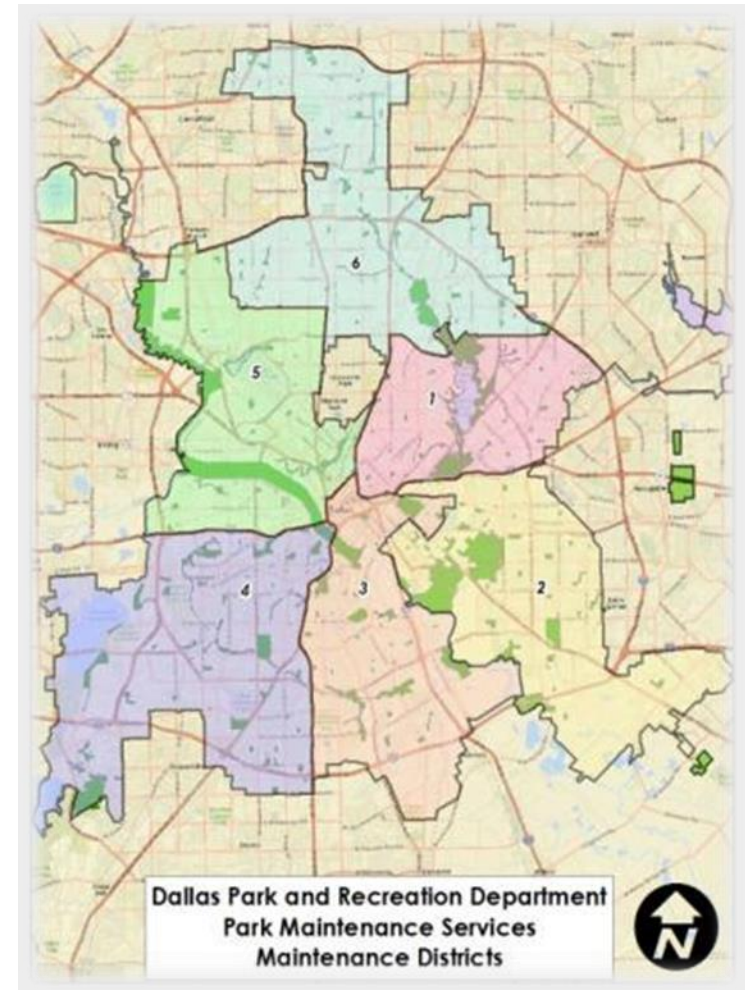


PURPOSE:

To support the department mission by providing efficient and effective services to park visitors that embody public safety and security, while fostering environmental stewardship

Background

- All seven (7) employees (6 Service Agents & 1 Supervising Park Ranger) are based in Park Maintenance District 4's office



Background

- Seasonal Hours of Operation
 - SUMMER (May – August)
 - Monday – Sunday 1:30PM – 10PM
 - Saturday/Sunday 10AM – 6:30PM
 - SPRING/FALL
(March – April/September – November)
 - Monday – Saturday 11:30AM – 8PM
 - Saturday and Sunday 10AM – 6:30PM
 - WINTER (December- February)
 - Monday – Sunday 10:30AM – 7PM

Background

- Peer City Comparisons of Staffing

City of Austin

- One Supervisor
- 23 full-time Park Rangers

City of Houston

- One Supervisor
- 36 full-time Urban Park Rangers



Background

- Park Rangers
 - Rogue/Illegal Play on Athletic Fields
 - Unauthorized Motor Vehicles
 - Amplified Sound Issues
 - Illegal Parking on Park Property
 - Group Use Concerns
 - Educational Outreach – Smoking Ban, Off-Leash Dogs, Littering, Use of Alcohol

Background

- 311/911
 - Homelessness Issues
 - Aggressive/Loose Dogs
 - Fights
 - Fires
 - Vehicle Accidents
 - Theft
 - Damage to Park Buildings/Structures/Property
 - Illegal Dumping
 - Drug / Alcohol Related Matters

Accomplishments

- Class A (Dress) & Class B (Work) Uniforms Provided
- Park Ranger Vehicles upgraded and wrapped (new logo/design)
- GPS units installed in Park Ranger Vehicles
- Park Ranger Manual provided for each Park Ranger Vehicle (SOP'S, contact information, policies and procedures, etc.)
- Park Ranger Web Page developed
- Portable radios provided

Accomplishments

- Animal Services Training (ACS)
- Crisis Intervention Training (DPD)
- VIP Training (DPD)
- Canine Encounters (DPD Police Academy)
- Interacting w/ Deaf And Hard of Hearing (DPD)
- Fourth Amendment (DPD)
- Self Defense Tactics (DPD)
- Crime Scene Safeguarding/First on Scene (DPD)
- Report Writing

Priorities

- Locate and establish a stand-alone report to work facility
- Develop an actual “Park Ranger” job specification for all future hires
- Develop a database system to effectively collect, track and provide information derived from Park Ranger Daily Logs

Priorities

- Establishing separate work facility
 - Difficult to establish program identity
 - Lack of office space, storage and program space
 - Confidential/privacy concerns
 - General issues common when two distinctly different operation share one common space
- Department identifying stand alone central work site for Rangers

Priorities

- Park Ranger job specifications provided to Human Resources Department that meet the purpose, goals and objectives of the program
- Future Park Rangers may be required to have additional qualifications to better be able to meet the demands of the Park and Recreation Department



Priorities

- Windows based format that is submitted via e-mail or hard copy
- No capabilities to be automatically submitted to a database where information can be requested/generated

PARK RANGER DAILY WORK LOG

Name: _____ Date: _____
Agency: _____

| Time | SUN | MON | TUE | WED | THU | FRI | SAT |
|----------|-----|-----|-----|-----|-----|-----|-----|
| 7:00 am | | | | | | | |
| 8:00 am | | | | | | | |
| 8:30 am | | | | | | | |
| 9:00 am | | | | | | | |
| 9:30 am | | | | | | | |
| 10:00 am | | | | | | | |
| 10:30 am | | | | | | | |
| 11:00 am | | | | | | | |
| 11:30 am | | | | | | | |
| 12:00 | | | | | | | |

Priorities

- Develop database system to improve long-term effectiveness
- Used in conjunction with surface Tablets/Toughbooks in vehicles
- Park Rangers send to Database and information is automatically collected
- Reports can be generated from information within daily logs

| DAILY/WEEKLY WORK LOG | | | | |
|-----------------------|-----------------|-------------|----------------------------------|--------------------|
| Project: | | TEMPERATURE | | Name of Contractor |
| WEATHER | | TIME | | Contact |
| DATE | | | | Cell Phone |
| DAY | | | | Contract No. |
| | | | | Project No. |
| BRANCH OF WORK | SKILLED WORKERS | HOURS | LOCATION AND DESCRIPTION OF WORK | |
| ELECTRICAL | | | | |
| | | | | |
| | | | | |
| MECHANICAL | | | | |
| | | | | |
| | | | | |
| TOTAL | | | | |
| | EQUIPMENT | FORCE | DELIVERY OF MATERIALS | |
| SATISFACTORY | | | | |
| UNSATISFACTORY | | | | |

Next Steps

- Continue program priorities and developing partnerships with Dallas Police Department, Crisis Intervention, ACS and Code
- Continue to be a bridge between park maintenance staff and park related matters after hours and on weekends
- Public outreach
- Generic Park Ranger Cards, Customer Service Cards, etc.

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