PARK RANGER PROGRAM

Dallas Park and Recreation Board
January 26, 2017
# PARK RANGER PROGRAM

## PROGRAM REVIEW

- Review Purpose and Goals
- 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
GOALS:
- PUBLIC SAFETY
- COMPLIANCE
- EDUCATION
- CUSTOMER SERVICE

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”
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DALLAS PARK RANGER
RECENT 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
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DALLAS PARK RANGER
RECENT ACCOMPLISHMENTS

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

* SUMMER (May – August)
  Monday – Sunday 1:30PM – 10PM
  Saturday/Sunday 10AM – 6:30PM

* SPRING/FALL (March/April/September/October/November)
  Monday – Sunday 11:30AM – 8PM
  Saturday/Sunday 10AM – 6:30PM

* WINTER (December - February)
  Monday – Sunday 10:30AM – 7PM
TOP THREE PRIORITIES

1. Locate and establish a stand-alone report to work facility
2. Develop an actual “PARK RANGER” job specification for all future hires
3. Develop a database system to effectively collect, track and provide information derived from Park Ranger Daily Logs
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“CURRENT” WORK LOCATION SNAPSHOT

All seven (7) employees (6- Service Agents & 1- Supervising Park Ranger) report to the headquarters for Park Maintenance District #4.

- 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
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“FUTURE” WORK LOCATION
SNAPSHOT

Space For Future Program Growth
• Employees
• Vehicles & Equipment
• Office Space
• Storage
• Locker /Restrooms
• Kitchen
• Meeting/Work Space

Proposed New Location
4114 Frank Street 75210
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“PREVIOUS” SERVICE AGENT SNAPSHOT

• Current employees were hired as Service Agents and job specifications / responsibilities have shifted over the years
• Title and responsibilities are not conducive to the Park Ranger Program
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“CURRENT” PARK RANGER SNAPSHOT

- Park Ranger job specifications have been provided 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.
“FUTURE” PARK RANGER SNAPSHOT

- 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
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“FUTURE” PARK RANGER SNAPSHOT

- 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

Dallas Park & Recreation
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NEXT STEPS

• Generic Park Ranger Cards, Customer Service Cards, etc.
• Continue developing partnerships with Dallas Police Department (Crisis Intervention, DAS & Code)
• Various future trainings will be scheduled
• Continue to be a bridge between park maintenance staff and park related matters after hours and on weekends
• Public outreach
## PARK RANGER PROGRAM

**NEXT STEPS**

**Budget Enhancement Request for FY17-18**
- Two (2) Additional Rangers
- Four (4) Bike Patrol Rangers
- Four (4) Vehicles (Trucks & SUV’s)
- Program Related Equipment & Supplies
  - Bike/Bike Racks/Helmets
  - Surface Tablets/Toughbooks
  - Uniforms (Full Compliment)
  - Cell Phones/Portable Radios
  - Vehicle Wraps
# PARK RANGER PROGRAM

## DALLAS PARK RANGER PROGRAM

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