



Dallas Park & Recreation

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

PARK RANGER PROGRAM

GOALS:

- PUBLIC SAFETY
- COMPLIANCE
- EDUCATION
- CUSTOMER SERVICE

DALLAS
PARK RANGER PROGRAM

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”

PARK RANGER PROGRAM

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



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DALLAS PARK RANGER RECENT ACCOMPLISHMENTS

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

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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



PARK RANGER PROGRAM

“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

PARK RANGER PROGRAM

“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

PARK RANGER PROGRAM

“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



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"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

PARK RANGER DAILY WORK LOG

Name: _____ DUES: _____

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							

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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

DAILY/WEEKLY WORK LOG				
Project:		Name of Contractor:		
WEATHER		TEMPERATURE	Contact	
DATE		TIME	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				

PARK RANGER PROGRAM

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

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, Etc.

911 / 311 (City Park Property)

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



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