

Riverside Park and Neighborhood Specialist (PANS)*

The presence of the Park and Neighborhood Specialist will enable the City of Riverside to make parks, public spaces and neighborhoods safer and more welcoming. They will serve as public stewards of parks, public spaces and buildings, and neighborhoods, providing assistance and information to all, reinforcing the appropriate use and care of parks and public spaces, and, when necessary, keeping the peace by taking responsible actions ranging from warning and counseling individuals, to writing citations, or in some instances calling upon sworn personnel to resolve more serious situations. Their assignment to the parks and public spaces helps prevent vandalism and facility abuse through their on-site presence and their regular contact and close relationships with visitors to parks and public spaces, neighborhood residents and City staff. This ongoing interaction will enable the City to continually receive feedback to improve the condition and functioning of parks and public spaces.

The Park and Neighborhood Specialists will have an important and unique function. Their sole function is to improve the quality of life in parks, public spaces and adjacent neighborhoods and areas. They will monitor the parks 7 days a week, and patrol on foot and electric/pedal-assist bicycles. Vehicles will only be utilized when significant distances need to be travelled. They are primarily responsible for any duties within parks and public spaces and are "specialists" at increasing park and public space usage through making the parks safer and more inviting to our citizens. They may assist with issues which occur in neighborhoods and areas adjacent to parks and public spaces. They will advance geographic equity by regularly patrolling all parks throughout each ward and working to improve safety in all areas of the City.

As part of the Riverside Police Department, team members will attend daily briefings and will be knowledgeable in everything that happens in their assigned parks and public spaces, and the neighborhoods and areas surrounding their parks. They will also attend Neighborhood Watch Meetings and Block Parties in the neighborhoods and areas surrounding the parks. To further the atmosphere of making the parks welcoming and safe, and to encourage neighborhood usage, as weather permits, some of the Neighborhood Watch Meetings will be held in the park. The Park and Neighborhood Specialist will be assigned to the Community Engagement Bureau (CEB) and will actively coordinate with other CEB teams, such as the Public Safety Engagement Team, Problem Oriented Policing Team, Community Behavioral Assessment Team and the Downtown Entertainment District Team.

DUTIES AND RESPONSIBILITIES

Park and Neighborhood Specialists will be responsible for a number of assigned duties. The primary duties of a Park and Neighborhood Specialist include the following:

1. **COURTESY SERVICES** — Park and Neighborhood Specialists will provide park patrons with general information regarding facilities use.
2. **SAFETY SERVICES** — Park and Neighborhood Specialists will provide services directly or indirectly which affect the patron's health and safety. These services include the identification and/or elimination of hazards.

3. RULES ENFORCEMENT — Park and Neighborhood Specialists will inform the public of various rules and regulations related to the use of public parks and their facilities.

Some of their duties and responsibilities include:

- Providing helpful community-related information to visitors of parks and public spaces.
- Attending community and City events in the parks.
- Collaborating with the Parks, Recreation and Community Services Department, Community Services Bureau and Riverside Police Foundation to support youth activities in the parks.
- Monitoring park activities and users.
- Enforcing Municipal and Penal Code violations.
- Handling parking related issues in the parks.
- Investigating and attempting to resolve citizen complaints in and around the parks.
- Maintaining order by acting upon violations of the law, either by issuing a warning, a citation, or having sworn personnel handle the situation.
- Keeping a close watch and dealing with issues in the park that tend to drive families away. These issues include but are not limited to gang activity, homeless persons, and individuals using drugs and/or alcohol.
- Recognizing suspicious behavior and acting upon it to prevent a crime from occurring.
- Reporting unsafe or unsanitary conditions to the appropriate departments. (i.e.: Fire, Public Works, Health Department, etc.)
- Providing assistance in emergency situations; Park and Neighborhood Specialists are trained in CPR but will notify police and fire.
- Providing the public with information regarding the proper use of parks.
- Having a consistent presence will enable them to observe and determine if a certain park needs a stronger presence.
- Enforcing the proper use of permits for parties, sporting activities, and other park events.
- Providing assistance with City Events (i.e.: Festival of Lights, 4th of July Fireworks Shows, etc.).
- Partnering with School Resource Officers to attend and/or assist with school activities or functions.
- Writing a variety of reports including:
 - Burglary reports
 - Vandalism
 - Petty Thefts
 - Grand Thefts
 - Auto Thefts
 - Various Municipal Code Violations
 - City Property Damage Reports
 - Miscellaneous Incident Reports
 - Fall on City Property Reports
 - Other Accident Reports

PATROL DUTIES & STRATEGIES

Park and Neighborhood Specialists will be assigned to foot beat, vehicle patrol, and bicycle patrol. Patrol duties involve working in the parks to provide access to the park patrons and to enhance the Park and Neighborhood Specialists' opportunities to observe visitor behavior and general park conditions. Some of the primary purposes of Park and Neighborhood Specialists in the parks are to:

1. Patrol the park and observe patron behavior
2. Serve as a deterrent to inappropriate behavior
3. Protect park resources
4. Provide direct communication with the Riverside Police Department

Park and Neighborhood Specialists should be constantly alert to the needs of the park patrons and the park. They should remind patrons to take sensible precautions to avoid becoming injured and seek solutions to correct potentially hazardous conditions or situations. The key patrol responsibility of the Park and Neighborhood Specialist is observation. In the event that a response from sworn personnel is appropriate, the Park and Neighborhood Specialists' function is to observe and report criminal activity.

Patrol strategy, the patrol system, and methodology employed within the parks, is dependent upon several factors including:

1. The time of day
2. The time of year
3. The park's facilities, i.e. pools, recreation/meeting rooms, presence on athletic fields
4. The characteristics and needs of the visitors
5. Park and Neighborhood Specialist staffing

Patrol strategies involve the deployment of patrols in such a manner as to most effectively and efficiently patrol the park and provide assistance to the park patrons. This involves selection of patrol methods, personnel assignments, continuous monitoring of park events, the compiling of crime analysis statistics, and a periodic review of patrol effectiveness.

Generally, park patrol should be continuously varied as to method, route, and schedule. Park and Neighborhood Specialists on patrol should periodically stop at points providing an overview of their patrol area. All facilities within the patrol area should be checked as frequently as possible. All unusual circumstances should be checked as they occur or as they are observed. Caution, common sense, and courtesy should prevail during any contacts with park patrons. The results of all observations should be recorded on the Park and Neighborhood Specialists' daily activity log. Those observations considered significant should be documented appropriately and referred to the Sergeant assigned to the Park and Neighborhood Specialists.

Patrol provides for high visibility, which tends to deter illicit patron behavior and at the same time, increase the patron's accessibility to the Park and Neighborhood Specialist.

*Important Note: The position's official title, salary and minimum education and experience requirements will be determined in collaboration with the Human Resources Department based on a review of the City's Labor Market basket. Establishing of the formal job classification and salary will require City Council approval.

Strategic Plan Alignment

The Park and Neighborhood Specialists (PANS) program aligns closely with the priorities and goals of the Envision Riverside 2025 Strategic Plan. Specifically, the program will help to achieve the City Council's strategic goals in the following priority areas:

- **Arts, Culture and Recreation:**

Goal 1.4 – Prioritize safety at parks, trails, arts, cultural and recreational facilities.

The sole function of the Park and Neighborhood Specialists is to facilitate peaceful activity within, as well as improve the safety and quality of life in, parks, public spaces, and adjacent neighborhoods. They will prioritize safety by monitoring the City's parks seven days a week and reinforcing the appropriate use and care of parks and public spaces. When necessary, the Park and Neighborhood Specialists will keep the peace by providing information and guidance taking responsible actions including, but not limited to, warning and counseling individuals, issuing written citations, and calling upon sworn personnel to resolve more serious situations, if needed.

- **Community Well-Being:**

Goal 2.4 – Support programs and innovations that enhance community safety, encourage neighborhood engagement, and build public trust.

The Park and Neighborhood Specialists will enhance safety in the parks and be knowledgeable in everything that happens in their assigned parks and public spaces, as well as in the neighborhoods and areas surrounding their parks. They will encourage neighborhood engagement by attending Neighborhood Watch Meetings and Block Parties in the areas surrounding their park and build relationships with the community to enhance public trust.

- **Environmental Stewardship:**

Goal 4.6 – Implement the requisite measures to achieve citywide carbon neutrality no later than 2040.

The Park and Neighborhood Specialists will help reduce the City's carbon footprint by patrolling mostly on foot and electric/pedal-assist bicycles. When significant distances need to be travelled, they will utilize electric or alternative fuel vehicles, which will contribute to the expansion of the City's use of zero and low-emission fleet.

In addition to advancing the strategic goals discussed above, the Park and Neighborhood Specialists program will adhere to the City's five cross cutting threads as follows:

- 1) Build **community trust** by being on foot and bicycles, facilitating relationship building with park users and neighborhood residents, as well as working closely with neighborhood groups to learn about resident concerns and provide regular updates on the team's activities to improve safety in the parks and surrounding neighborhoods;
- 2) Advance geographic **equity** by regularly patrolling ALL parks throughout each ward and working to improve safety in all areas of the City;

- 3) Maintain **fiscal responsibility** by utilizing a team of trained civilian personnel under the direction of sworn officers, as well as using foot and bicycle patrols rather than motorized vehicles, to help reduce costs;
- 4) Identify **innovative** solutions to improve public safety by forming PANS based on effective programs in Riverside and other communities, as well as coordinating with other Community Engagement Bureau teams, such as the Public Safety Engagement Team, Problem Oriented Policing Team, Community Behavioral Assessment Team, and the Downtown Entertainment District Team; and
- 5) Apply **sustainable and resilient** practices such as patrolling on foot and electric pedal-assist bicycle and utilizing electric/hybrid vehicles when needed.

PANS COST VALIDATON

(AS OF 05/21/2021)

PERSONNEL (20.00 FTE)	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Salary	1,279,200	1,343,264	1,410,240	1,423,552	1,423,552
Benefits	468,663	473,639	471,185	468,726	464,455
Overtime	100,000	100,000	100,000	100,000	100,000
TOTAL PERSONNEL	1,847,863	1,916,903	1,981,425	1,992,278	1,988,007
Non-Personnel					
Uniform and Pepper Spray	6,724	-	-	-	-
Radio	137,052	15,680	15,680	15,680	15,680
Ballistic Vests	10,800	-	-	-	-
Body Worn Cameras	19,900	-	-	-	-
Training	20,000	20,000	20,000	20,000	20,000
TOTAL NON-PERSONNEL	194,476	35,680	35,680	35,680	35,680
VEHICLES					
Electric Bicycles (22)	110,000	-	-	-	-
Car Bike Racks (10)	10,000	-	-	-	-
Electric/Alternate Fuel Vehicles (5)	225,000	-	-	-	-
Annual Vehicle maintenance (5)	5,760	5,760	5,760	5,760	5,760
TOTAL VEHICLES	350,760	5,760	5,760	5,760	5,760
ANNUAL TOTALS	2,393,098	1,958,343	2,022,865	2,033,718	2,029,447

PANS COST PER FTE					
PER FTE	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Salary	63,960	67,163	70,512	71,178	71,178
Benefits	23,433	23,682	23,559	23,436	23,223
TOTAL	87,393	90,845	94,071	94,614	94,400
NON-PERSONNEL					
Uniform and Pepper Spray	336	-	-	-	-
Radio	6,853	784	784	784	784
Ballistic Vests	540	-	-	-	-
Body Worn Cameras	995	-	-	-	-
TOTAL NON-PERSONNEL	8,724	784	784	784	784
TOTAL PER FTE	96,117	91,629	94,855	95,398	95,184

2020 PARK CALLS FOR SERVICE & POLICE ACTIVITY

(sorted by total incidents at Park in descending order)

<i>NPC</i>	Park	Citizen Generated	Officer Initiated	Total	<i>Total</i> <i>1/4 mi around park</i> <i>(includes park cfs)</i>
N	FAIRMOUNT PARK	369	564	933	3,864
N	RYAN BONAMINIO PARK	177	408	585	2,113
N	REID PARK	115	410	525	1,243
C	HUNT PARK	100	340	440	2,780
W	LA SIERRA PARK	176	245	421	1,810
E	ORANGE TERRACE PARK	97	322	419	962
N	SHAMEL PARK	40	345	385	2,522
E	SYCAMORE HIGHLANDS PARK	113	258	371	1,114
E	BOBBY BONDS PARK	111	253	364	4,296
E	BORDWELL PARK	68	289	357	1,563
N	MARTHA MCLEAN/ANZA NARROWS PARK	103	217	320	1,820
E	ANDULKA PARK	78	202	280	763
C	NICHOLS PARK	62	201	263	1,585
N	WHITE PARK	83	173	256	7,396
N	HUNTER PARK	87	147	234	939
W	BRYANT PARK	115	92	207	2,018
C	VILLEGAS PARK	56	136	192	1,537
N	CARLSON PARK (DOG PARK)	78	112	190	872
E	PATTERSON PARK	53	123	176	4,443
N	MT RUBIDOUX PARK	112	51	163	2,624
E	BERGAMONT PARK	11	142	153	1,577
C	DON DERR PARK	26	115	141	1,066
C	ARLINGTON PARK	35	103	138	2,767
W	DOTY TRUST PARK	67	69	136	882
N	STREETER PARK	93	31	124	921
E	TAFT PARK	11	108	119	373
E	LINCOLN PARK	32	78	110	1,856
C	ARLINGTON HEIGHTS SPORTS PARK	33	65	98	368
C	WASHINGTON PARK	33	61	94	757
C	DON JONES PARK	13	77	90	1,165
E	THUNDERSKY PARK	15	55	70	593
W	MYRA LINN PARK	23	30	53	1,014
E	SYCAMORE CYN WILDERNESS PARK	38	14	52	3,405
N	AB BROWN SPORTS COMPLEX	27	23	50	1,205
E	CASTLE VIEW PARK	13	24	37	946
W	COLLETT PARK	15	21	36	940
W	RANCHO LOMA PARK	30	4	34	642
W	CHALLEN PARK	23	9	32	2,318
C	HARRISON PARK	12	19	31	451
E	VASQUEZ PARK	9	17	26	1,407
N	MT VIEW PARK	21	3	24	983
C	DON LORENZI PARK	15	6	21	1,994
W	HOLE LAKE	5	14	19	2,152
W	RIVERWALK BARK PARK	16	0	16	1,635
E	HIGHLAND PARK	12	3	15	1,043
W	VICTORIA-CROSS PARK	8	3	11	283
E	ISLANDER PARK	9	0	9	674
W	EL DORADO PARK/OPEN SPACE	7	1	8	638
N	LORING PARK	2	5	7	864
E	MISSION RANCH PARK	5	1	6	161
C	CITRUS STATE PARK	4	1	5	371
E	SWANSON PARK	5	0	5	521
E	NORTH PARK	2	1	3	2,920
N	LOW PARK	2	0	2	2,528
N	MT RUBIDOUX TRAILHEAD	1	0	1	1,039
N	NEWMAN PARK	1	0	1	3,297
N	PARENT NAVAL ORANGE TREE	0	1	1	1,979
W	RUTLAND PARK	1	0	1	972
TOTAL		2,868	5,992	8,860	94,971

2020 PARK CALLS FOR SERVICE & POLICE ACTIVITY
(1/4 Mile Around Park)

