



Guidelines and Procedures Park Ranger Manual

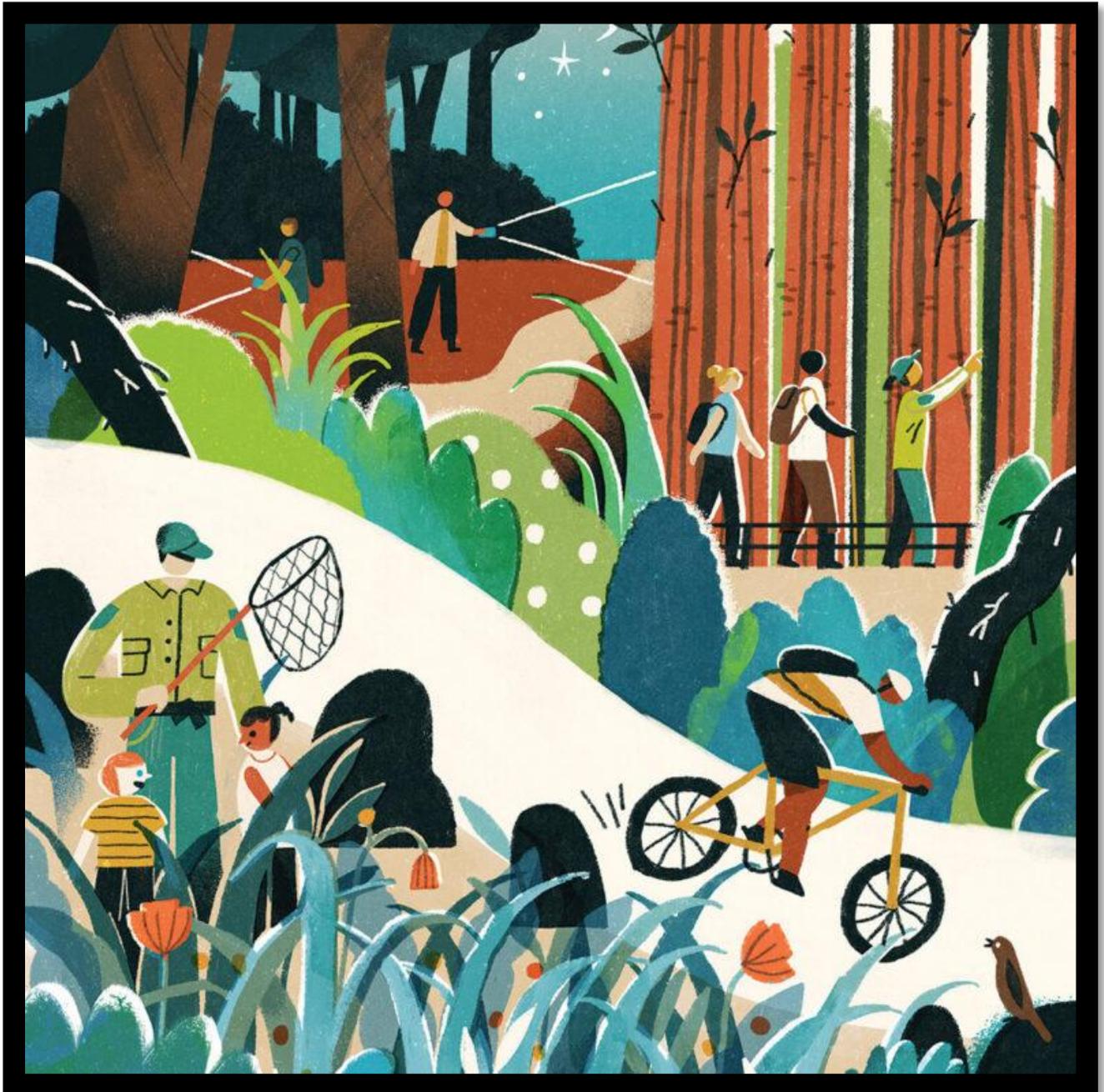


Table of Contents

INTRODUCTION	4
Welcome and Purpose of the Manual.....	4
Mission Statement	4
Vision Statement.....	4
Core Values and Expectations	4
JOB RESPONSIBILITIES	5
Daily Patrol Duties	5
Customer Service and Public Interaction	5
Incident Reporting and Documentation.....	5
Enforcing Park Rules and Municipal Codes	5
SAFETY PROCEDURES	7
Situation Awareness	7
Approaching Park Users	8
Minimizing Risk with Suspicious or Hostile Individuals.....	8
De-escalation and Safety Training.....	8
CUSTOMER SERVICE AND PUBLIC RELATIONS	8
Disagreements between Park Patrons.....	8
Providing Information to Park Patrons	9
DOCUMENTATION AND LOGS	9
Daily Activity Log	9
Incident Report Form	9
Lost and Found Protocol	10
UNIFORM AND APPEARANCE	10
Dress Code Standard Uniform	10
Style	10
Purchase	11
PROPER USE OF RADIOS AND COMMUNICATION GEAR	11
Wearing Equipment.....	11
Access Control	11
End-of-Shift Procedure.....	11
Call Signs.....	11
Radio Etiquette and Language	12

Emergency Communication Protocol	12
VEHICLE USEAGE AND MAINTENANCE	12
City Vehicle Use Policy	12
Vehicle Check.....	12
Fueling and Reporting Mechanical Issues.....	13
TRAINING AND EVALUATION	13
Required Certification	13
Onboarding Timeline	13
Performance Review Schedule	14
RESOURCES AND CONTACTS	15
Contact List	15
Murrieta Parks Map	15
Field Use Policies.....	15
Murrieta Municipal Code	15
RESOURCES AND CONTACTS DOCUMENTS	APPENDIX
Contact List	A
Murrieta Parks Map	B
Field Use Policies.....	C
Murrieta Municipal Code	D

1. INTRODUCTION

a. Welcome and Purpose of the Manual

Welcome to the City of Murrieta Park Ranger Manual, a foundational guide for Park Rangers serving at the intersection of public service, community engagement, and environmental stewardship. As a Park Ranger, your role goes beyond preserving park and open spaces; you are a frontline ambassador for the City, a resource connector, a rule enforcer, and a trusted presence in our parks. This manual is designed to equip new Park Rangers with the knowledge, protocols, and values that define our work. From assisting the Homeless Task Force in connecting individuals to vital services, to maintaining safe and welcoming park environments, to hosting Ranger Raps that build trust and educate the public, your responsibilities are as dynamic as the communities you serve.

City parks are living spaces, places where people gather, rest, play, and seek refuge. As a Park Ranger, you help ensure these spaces remain inclusive, safe, and vibrant. You are not just a guardian of nature, but a steward of civic well-being. This manual will guide you through the core duties, expectations, and best practices of your role. It will also reflect the heart of our mission: to serve with empathy, uphold the law with fairness, and foster meaningful connections with every person who steps into our parks.

Welcome to the team!

b. Mission Statement

The mission of Murrieta's Community Services Department is to provide safe, clean, beautiful, and accessible facilities, parks and open spaces as well as offer diverse leisure activities for all people in the areas of recreation, education, and culture.

c. Vision Statement

We create community through people, parks, and programs.

d. Core Values and Expectations

The values Park Rangers are expected to uphold sets expectations for conduct both in uniform and while representing the City:

- i. **Integrity:** We are ethical, honest, and fair in all we do.
- ii. **Public Service:** We deliver responsive and caring services to our community, customers, and colleagues, and region.
- iii. **Professionalism:** We exemplify professionalism through our knowledge, accountability, initiative, and dedication.
- iv. **Teamwork:** We encourage leadership, guide stewardship of resources, and cultivate a vision for the future.

2. JOB RESPONSIBILITIES

The diverse responsibilities of Murrieta Park Rangers include park security and safety, visitor services, resource management, and interpretive programs.

a. Daily Patrol Duties

Park Rangers patrol City parks daily, enforcing City ordinances and park rules, inspecting for unsafe conditions, and addressing maintenance concerns. Park Rangers patrol all City

facilities and perform after-hour checks for open doors and windows, vandalism, alcohol and skateboard violations, and hazardous settings.

b. Customer Service and Public Interaction

As the public face of the City, Park Rangers are responsible for providing helpful information and fostering a positive visitor experience; educating the public about the usage of the City's parks and open spaces; making classroom visits to local schools, leading park tours and Ranger Raps, and meeting with park users in everyday contacts; monitoring park, reservations and public events in City parks; and assisting the Homeless Outreach Task Force in finding resources for the unhoused individuals found in within the city limits.

c. Incident Reporting and Documentation

- i. **Purpose:** To ensure accurate and timely documentation of all incidents including injuries, vandalism, and suspicious activity as well as to promote safety, accountability, and transparency across all parks and facilities.
- ii. **Definitions:**
 - (1) *Incident:* Any unexpected or unusual event such as personal injury, property damage, theft, or suspicious behavior.
 - (2) *Suspicious Activity:* Behavior that appears out of the ordinary and may indicate a threat or illegal conduct.
 - (3) *Vandalism:* The deliberate destruction or damage to property.
- iii. **Immediate Response:**
 - (1) *Ensure Safety:* Assess and secure the scene, prioritize life safety, and call emergency services if needed (i.e., 9-1-1 for urgent matters).
 - (2) *Notify Supervisor:* Inform immediate supervisor or designated contact of the situation as soon as possible.
- iv. **Information to Collect:**
 - (1) *Basic Details:* Date and time of incident, exact location (Park name, area, or address), and type of incident.
 - (2) *Individuals Involved:* Names, addresses, and contact numbers (if applicable), roles (e.g., victim, witness, suspect), and staff names and titles that might be on site.
 - (3) *Narrative Description:* Include an objective account of what occurred, a sequence of events, and actions taken by staff.
 - (4) *Supporting Evidence:* If applicable, include photos or video, witness statements, any recovered items (e.g., graffiti tools, debris).
- v. **Reporting Process:**
 - (1) *Complete Incident Report Form:* Fill out the official City of Murrieta Incident Report Form within 24 hours, attaching relevant evidence.
 - (2) *Submit Report:* Submit the completed form and relevant evidence to Supervisor and Community Services Manager. Please note that for serious incidents such as injury requiring Emergency Medical Services (EMS) or law enforcement involvement, also notify Risk Management and Human Resources (HR).
 - (3) *Follow-up:* Track status of repairs if applicable and document any follow-up actions taken.
 - (4) *Confidentiality:* Incident reports are confidential and should only be shared with authorized personnel, not the public or unauthorized staff.

d. Enforcing Park Rules and Municipal Codes

- i. **Purpose:** To establish clear procedures for enforcing City of Murrieta park rules and municipal codes; to provide for consistency, safety, and public awareness in addressing rule violations; to serve as ambassadors of the Community Services Department by informing visitors of park rules in a professional and courteous manner.
- ii. **Process:**
 - (1) *Monitor Compliance:* Regularly patrol parks, trails, and public spaces to observe and identify rule violations.
 - (2) *Educate the Public:* Serve as ambassadors of the Community Services Department by informing visitors of park rules in a professional and courteous manner.
 - (3) *Enforce Rules:* Take appropriate action when rules or codes are violated, using discretion and prioritizing voluntary compliance when possible.
- iii. **Common Violations to Monitor:** Park Rangers are responsible for enforcing select sections of the Municipal Code and park regulations, and for having a thorough familiarization of the applicable codes. Commonly enforced codes include, but are not limited to the following:
 - (1) *Alcohol or Drug Use:* Prohibited unless approved by a permit; look for open containers or signs of intoxication.
 - (2) *Unleashed Pets:* Pets must remain leashed unless in a designated off-leash area; enforce leash laws per City ordinance.
 - (3) *Park Hours Violations:* Parks are closed from dusk to dawn unless otherwise posted or permitted.
 - (4) *Unauthorized Vehicle Access:* Vehicles must stay on paved roads and designated parking. No food trucks permitted on sidewalks within parks.
 - (5) *Smoking and Vaping:* Not allowed in park areas, especially near playgrounds and athletic fields.
 - (6) *Littering or Dumping:* Illegal disposal of trash, furniture, or green waste within City maintained boundaries, including parks, open spaces, or trails.
 - (7) *Amplified Sound:*
 - (8) *Vandalism or Graffiti:* Any damage or destruction of City maintained boundaries, including parks, open spaces, or trails.
 - (9) *Use of Fields or Facilities:* Organized activities such as athletics play, fitness groups, gatherings of 25 or more at shelters, etc. require a permit.
 - (10) *Commercial Activity:* Vending units at public parks is by permit only.
 - (11) *E-Bike Use:* E-bikes may be restricted in certain park areas, trails, or walkways.
 - (a) Monitor for speed violations, unsafe operation, or use in prohibited zones.
 - (b) Reference local Municipal Code for specific guidelines and signage.
- iv. **Enforcement Procedure:**
 - (1) *Observe and Assess:* Remain calm and assess the severity of the violation before approaching.
 - (2) *Engage the Individual(s):* Politely inform them of the rule or code being violated and request voluntary compliance.
 - (3) *Document the Interaction:* Record details of the violation and actions taken in the daily activity log or incident report. If needed, take photos of the vandalism, unauthorized dumping, etc.

- (4) *Issue Warnings or Citations if applicable:* Use verbal or written warnings for minor infractions for a first offense, but for repeated or serious violations, issue a formal citation as permitted by the City's Municipal Code.
 - (5) *Contact Law Enforcement if Needed:* Call Murrieta Police Department (MPD) in cases of aggressive behavior, illegal activity, or when safety is at risk.
 - (a) Clearly state your call sign, location, and situation.
 - (b) Stay on scene if it is safe to do so.
 - (c) Complete an incident report following the situation.
- v. **Citing Process and Citation Book Reference:** While Park Rangers are non-sworn personnel, they may issue written warnings and administration citations when warranted. Citation books and warning forms are located in the Park Ranger office and must be logged when issued.
- (1) *Confirmation:* Include the identity of the individual as well as the violation.
 - (2) *Demeanor:* Be professional, calm, and direct; explain the reason for the citation or warning.
 - (3) *Logging:* Complete all sections of the citation form clearly and legibly.
 - (4) *Interaction:* Document the interaction in the daily activity log.
- vi. **When to Call Law Enforcement:** Park Rangers should contact MPD or Animal Control (Animal Friends of the Valley) in the following circumstances and never attempt to physically detain individuals. Safety and de-escalation are the priority in all enforcement interactions.
- (1) *Criminal Activity:* Examples include vandalism, drug use, physical altercations.
 - (2) *Certain Behavior:* Examples include aggressive or threatening behavior toward Park Rangers or the public, refusal to abide by Murrieta Municipal Codes or park regulations.
 - (3) *Animals:* Stray, aggressive, or injured animals in the park.
 - (4) *Miscellaneous:* Any situation that escalates beyond the Ranger's authority or training.
- vii. **Department Communication and Reporting:**
- (1) *Daily Logs:* Record all violations, contacts made, and any warnings/citations issued.
 - (2) *Notification to Supervisor:* Report serious or repeated violations to supervisor.
 - (3) *Incident Reports:* Complete for all incidents involving confrontation, law enforcement response, or property damage.
- viii. **Public Relations and Safety/Core Knowledge Review:**
- (1) Municipal Code updates.
 - (2) Prioritize conflict resolution and de-escalation techniques.
 - (3) Citation procedures and documentation standards.

3. SAFETY PROCEDURES

Park Ranger duties often involve public interaction and solo patrols, making personal safety a top priority. The following guidelines are designed to help minimize risk and promote confident, professional conduct in the field.

a. Situational Awareness

- i. **Surroundings:** Always stay alert and observant of your surroundings.
- ii. **Hazards:** Continuously scan for potential hazards (e.g., unsafe terrain, aggressive individuals, unattended bags).
- iii. **Positioning:** Use natural surveillance and position yourself in well-lit, visible areas whenever possible.
- iv. **Precautions:** Trust your instincts; if something feels off, take precautionary action or request assistance.

b. Approaching Park Users

- i. **Demeanor:** Approach individuals calmly, confidently, and with a respectful demeanor.
- ii. **Distance:** Maintain a safe distance and avoid blocking exits or movement paths.
- iii. **Body Language:** Keep your hands visible and remain mindful of your body language.
- iv. **Identify:** When coming up on a group or individual, identify yourself by name and explain the purpose of the contact.
- v. **Tone:** Avoid confrontational tones. Instead, use polite, clear communication.

c. Minimizing Risk with Suspicious or Hostile Individuals

- i. **Tone and Manner:** When confronted with agitated groups or individuals, remain calm and avoid arguing or engaging emotionally. Do not escalate a situation.
- ii. **Escalated Situation:** If a group or individual becomes aggressive or noncompliant, create distance and disengage.
- iii. **Backup:** Call for backup or notify MPD when safety is compromised.
- iv. **Detention:** Never attempt to physically detain or restrain an individual under any circumstance.
- v. **Logging:** Document all encounters involving threatening behavior even if resolved without incident.

d. De-escalation and Safety Training

Park Rangers are encouraged to complete routine de-escalation and safety training offered by the City and through other avenues to stay current with best practices.

4. CUSTOMER SERVICE AND PUBLIC RELATIONS

Park Rangers are not only enforcement personnel, they are also ambassadors of the City of Murrieta. Providing respectful, informed, and friendly service enhances public trust and contributes to a welcoming park experience.

a. Disagreements between Park Patrons

Park Rangers will often encounter disagreements between park user groups and/or individuals over field use, reservations, rude behavior, disruptions, etc., which may further escalate circumstances when rule enforcement is applied. In such situations, remember to de-escalate immediately.

- i. **Tone and Manner:** When confronted with hostility between groups or individuals, remain calm and neutral. Do not take sides. Use a calm, steady voice and maintain professional body language.
- ii. **Modus Operandi:** Acknowledge concerns without promising outcomes such as “I understand you’re frustrated, let me help you with that...” Avoid blame and instead

focus on solutions or available options. Do not argue. If hostility increases, step back, offer to contact a supervisor, or call MPD for assistance.

- iii. **Logging:** Document the encounter including names, date, time, and description of the situation.

b. Providing Information to Park Users

Park Rangers are often the first point of contact for visitors seeking help.

- i. **Demeanor:** Park Rangers should be approachable and courteous, greeting all park users with a positive tone.
- ii. **Be Prepared:**
 - (1) Know the *park rules* such as operating hours.
 - (2) Be familiar with *park features, upcoming events, and department programs*.
 - (3) Understand the *surrounding area* in case directions to other City resources or commercial businesses are requested.
 - (4) *Direct* the public to the department's landing page on the *website* for further information at www.MurrietaCA.gov/CSD.
 - (5) Have relevant information handy in *printed format* as needed.
- iii. **Addressing Complaints and Feedback:** All complaints or constructive feedback, whether in person, by phone, or online, must be handled respectfully and taken seriously. Maintaining positive relationships with the public builds credibility and supports long-term stewardship of Murrieta's parks.
 - (1) *Listen* actively without interrupting or dismissing concerns.
 - (2) *Log* the complaint in the daily report, including the individual's name (if given), nature of the issue, and any actions taken.
 - (3) *Forward the issue* to the Park Ranger supervisor or follow the appropriate protocol in reporting parks maintenance issues or other City safety concerns (e.g., streetlight outage).
 - (4) *Ensure* the issue is being addressed and thank the community member for bringing the concern forward.

5. DOCUMENTATION AND LOGS

Accurate documentation is essential for accountability, communication, and maintaining park safety and standards. All Park Rangers are expected to complete daily logs and reports thoroughly and on time.

a. Daily Activity Log

Park Rangers must complete a Daily Activity Log during each shift. This record helps track patrols, observations, and interactions with the public. Include the following for each log:

- i. **Times:** Start and end times for each shift.
- ii. **Locations:** The various parks patrolled should be noted and time stamped.
- iii. **Issues:** Specify notable maintenance issues such as broken irrigation or graffiti, public interactions such as assistance provided or enforcement actions taken, and suspicious activity or rule violations.
- iv. **Weather:** Note anything relevant about the weather.
- v. **Submission:** Logs should be turned in digitally by the end of each shift and retained per department recordkeeping guidelines.

b. Incident Report Form

Park Rangers must complete the Incident Report Form for the follow types of situations. Note that the Park Ranger Supervisor reviews all Incident Reports and may be forwarded the report to MPD or Risk Management as needed.

- i. **Injuries:** Damage or harm to the body of visitors or staff.
- ii. **Property Damage:** Physical harm or destruction to real (City) property, which was a result from negligence, a willful act, or natural events (e.g., non-arson fire).
- iii. **Criminality:** Any behavior that is contrary to or forbidden by criminal law.
- iv. **Aggressive Human Behavior:** Any confrontation manifesting as direct physical actions like fighting, or verbal attacks.
- v. **Aggressive Animal Behavior:** Any threatening or harmful action directed toward an individual or group such as growling, lunging, or biting.
- vi. **Emergency Response:** The immediate, systematic action taken to address a dangerous event to save lives, protect property, and mitigate harm to the environment. It includes initial actions by first responders, providing medical care, evacuating people, and implementing a pre-established plan to contain the threat and restore normalcy.
- vii. **Include** the following:
 - (1) *Date, time, location.*
 - (2) *Detail narrative of what occurred.*
 - (3) *Names and contact information of involved parties or witnesses.*
 - (4) *Photos if applicable.*
 - (5) *Actions taken or follow-up needed.*

c. Lost and Found Protocol

Items found in the park should be handled with care and logged in the Lost and Found Log using the following procedure:

- i. **Tag:** Ensure that the item is labeled with the date, time, and location.
- ii. **Secure:** Place item in the designated Lost and Found bin at the Park Ranger office.
- iii. **Log:** Include information about the item in the Lost and Found logbook, including a brief description and initials.
- iv. **Claiming:** Verify the owner's identity, log the return, and have the individual sign the logbook.
- v. **Valuables:** Wallets, phones, credit cards, IDs must be placed in a locked drawer or secure storage and reported to the Park Ranger supervisor immediately.

6. UNIFORM AND APPEARANCE

To ensure a neat, clean, and professional appearance that aligns with the organization's image, discipline, and values.

a. Dress Code Standard Uniform

- i. **Pants:** Dark brown.
- ii. **Shirt:** Class A with all required insignia.
- iii. **Work Boots:** Choice of black or brown.
- iv. **Duty Belt:** Equipped with all necessary gear.
- v. **Jacket:** Choice of black or brown for cold or inclement weather.

b. Style

- i. **Uniforms** must be kept clean, neatly pressed, and worn correctly during each shift.

- ii. **Grooming** standards include well-kept hair, neutral or minimal accessories, and overall cleanliness.
- c. Purchase
 - i. Uniform items are purchased **online** through the City's approved uniform vendor.
 - ii. Park Rangers should contact their supervisor for **ordering instructions** and current vendor information.

7. PROPER USE OF RADIOS AND COMMUNICATION GEAR

Park Rangers are required to carry and properly secure their radio and communication equipment at all times during their shift. The following guidelines must be followed.

- a. Wearing Equipment

Radios should be worn on the duty belt or securely clipped to the uniform. Ensure all gear is fastened properly to prevent loss or damage. Equipment must remain on your person and accessible at all times; do not leave radios unattended.
- b. Access Control

Radios and communication devices must only be used by assigned personnel. Do not share or allow others to access your issued gear.
- c. End-of-Shift Procedure

All radios and communication equipment must be returned to the Park Ranger office at the Community Center at the end of each shift. Ensure the following:

 - i. **Storage:** Radios are stored properly in their designated location.
 - ii. **Charging:** Devices are plugged in and charging for the next day's use.
 - iii. **Damage:** Any damaged or malfunctioning equipment is reported immediately to a supervisor for replacement or repair.
- d. Call Signs
 - i. **Call Signs:** Each Park Ranger is assigned a unique call sign used for radio communication. These identifiers ensure clear and organized transmissions:
 - (1) *Park 2* – Ranger Price
 - (2) *Park 3* – Ranger Orozco
 - (3) *Park 4* – Ranger Melendez
 - ii. **Radio Language Systems:** All Park Rangers are required to use their assigned call signs when transmitting over the radio. Communication should remain clear and professional at all times. Park Rangers will utilize the following radio language systems for consistency and interoperability.
 - (1) *Revised Official APCO 10-Codes:* Be familiar with the most common 10-codes, 11-codes, and emergency response priority codes (e.g., 10-4 "message received," 11-24 "abandoned vehicle," Code 2 "urgent," Code 3 "emergency, lights and sirens").
 - (2) *California State Criminal Codes:* Be familiar with the most common Penal Codes (e.g., 211 for robbery, 459 for burglary, 242 for battery).
 - (3) *California State Police Codes:* Be familiar the local customs for radio codes (e.g., California often uses 211 for robbery rather than the corresponding 10-code).

(4) *NATO phonetic alphabet*: This alphabet is a standardized spelling alphabet used to avoid confusion during voice communication over radio or telephone (e.g., A=Alpha, B=Beta, C=Charlie, D=Delta, ...Z=Zulu).

e. Radio Etiquette and Language

Ensure that communication on the radio is professional and reflects the integrity of the park Ranger program. The following guidelines apply:

- i. **Voice:** Speak clearly and concisely.
- ii. **ID:** Make sure you identify yourself by call sign before transmitting (e.g., Park 2, Park 3, Park 4).
- iii. **Remarks:** Avoid using slang, personal chatter, or unprofessional remarks.
- iv. **Transmission:** Avoid interrupting the transmission unless there is an emergency.

f. Emergency Communication Protocol

In the event of an emergency, the following communication protocol must be followed:

- i. **Clear the Channel:** Announce “Emergency Traffic Only” to prioritize urgent communication.
- ii. **State the Emergency:** Provide your call sign, location, nature of the emergency, and any immediate needs (e.g., medical, law enforcement).
- iii. **Notify Dispatch of MPD if Necessary:** If the situation requires outside assistance (e.g., police, fire, EMS), notify your supervisor and request the proper agency through the approved channels.
- iv. **Maintain Radio Silence:** Only those directly involved in the emergency should communicate until the situation is resolved.
- v. **Documentation:** All emergencies must be documented in an incident report and reported to a supervisor immediately after the situation is under control.

8. VEHICLE USEAGE AND MAINTENANCE

a. City Vehicle Use Policy

Only authorized Park Rangers with a valid California driver’s license and those that have completed the City’s vehicle operator training may operate City vehicles.

- i. **Use:** Vehicles are only for official City business only. Personal use, including errands, is not permitted.
- ii. **Laws:** Park Rangers must follow all traffic laws and City driving policies.
- iii. **Parking:** Place vehicles in designated areas when they are not in use and ensure they are locked and secured.
- iv. **Incidents:** Any traffic violations, collisions, or incidents involving City vehicles must be reported immediately to a supervisor.

b. Vehicle Check

Perform a comprehensive assessment of a vehicle’s safety and operational systems on a regular basis to ensure it is roadworthy and to catch potential problems before they become serious.

- i. **Tires:** Check tire pressure and overall tire condition.
- ii. **Fuel:** Maintain a fuel tank at least half full at all times.
- iii. **Lights:** Test headlights, brake lights, and turn signals.
- iv. **Alerts:** Ensure horns and sirens as well as public address systems are in proper working order.

- v. **Communications:** Confirm radio and communication equipment is functional.
- vi. **Visual Inspection:** Check for visible damage, leaks, or unusual smells.
- vii. **Supplies:** Inspect emergency gear such as first aid kits, fire extinguisher, cones, tools, etc. to ensure they are properly stocked.
- viii. **Document:** Report any issues or concerns to your supervisor before taking the vehicle into the field.

c. Fueling and Reporting Mechanical Issues

- i. **Fueling:** Use the assigned City fuel card when refueling with assigned pin code. Record mileage and vehicle number.
- ii. **Mechanical Issue:** If a vehicle is not operating properly, do not use it. Immediately notify your supervisor.
- iii. **Maintenance Needs:** Minor concerns should be noted and scheduled for routine service. Urgent issues should be escalated right away to avoid field risk.

9. TRAINING AND EVALUATION

New hire and ongoing training as well as regular performance evaluations ensure Park Rangers are well-prepared, knowledgeable, and aligned with City standards. Park Rangers are expected to complete all required training and actively participate in professional development.

a. Required Certification

Park Rangers must maintain current certifications in the following areas:

- i. **CPR, First Aid, and AED:** These required certificates must be obtained within the first 30 days of hiring and kept valid throughout service.
- ii. **PC 832:** This required certificate must be obtained within the first six (6) months of employment and kept valid throughout service.
- iii. **Mandated Reporter:** This training is required for all staff coming in contact with children.
- iv. **City Onboarding:** This introduction includes an overview of the City policies required throughout staff's tenure on harassment prevention, workplace safety, ethics, and general City protocols.
- v. **Radio and Safety Equipment:** This training provides an overview and basic understanding of the protocol for the use of City radios, emergency procedures, and defensive safety practices (e.g., pepper spray, flashlights).
- vi. **Miscellaneous City Training:** Additional training may be assigned based on your role, seasonal needs, or department updates. Throughout the course of the year, the City Manager's Office may forward links to various training videos relating to such topics as Ladder Safety, De-escalation, Blood Borne Pathogen Protocol, Active Shooter, and the like. Follow the link, stay attentive to the material, take the comprehension quiz (if applicable), and provide the certificate to your supervisor.

b. Onboarding Timeline

New Park Rangers follow a structured onboarding process designed to introduce duties, familiarize each with department policy, and ensure readiness.

i. **First 30 Days:**

- (1) *Certifications:* Complete those trainings or obtain those certificates required.
- (2) *Park Ranger Manual:* Review and ask follow-up questions as needed.

- (3) *MMC Title 12*: Review and ask follow-up questions as needed.
- (4) *Increase your Knowledge Base*: Become familiar with patrol zones and radio protocols.
- (5) *Ride Along*: Shadow senior Park Rangers during their patrols.
- (6) *City's Vehicle Operator Training*: The Park Ranger supervisor will assist in coordinating this training with Administrative Services.

ii. **By 60 Days:**

- (1) *Certifications*: Complete those trainings or obtain those certificates required for this timeframe.
- (2) *Logging*: Demonstrate proficiency in daily logging and incident reporting.
- (3) *Solo Patrols*: Work toward solo patrols with supervisor check-ins.
- (4) *Increase competence* with enforcement procedures and communication expectations.

iii. **By 90 Days:**

- (1) *Certifications*: Complete those trainings or obtain those certificates required.
- (2) *Onboarding*: Complete onboarding evaluation with Park Ranger supervisor.
- (3) *Murrieta Municipal Code*: Demonstrate a full understanding of the City's Municipal Code, particularly Title 12: Streets, Sidewalks, and Public Places.
- (4) *Public Engagement*: Display the capability to manage public interactions independently.

iv. **By 180 Days:**

- (1) *PC 832*: Will have obtained this certification.
- (2) *Firm grasp of department policies, protocols, codes, guidelines, and patrol areas*.

c. Performance Review Schedule

All Park Rangers receive regular performance evaluations to provide feedback, recognize strengths, and identify areas for growth. The Park Ranger supervisor may also provide informal feedback throughout the year to support ongoing improvement.

- i. **Initial Probationary Review (informal)**: Conducted at the 90-day mark by the Park Ranger Supervisor to gauge knowledge base.
- ii. **City Probationary Review (formal)**: Conducted at the 180-day mark (six months) by the Park Ranger Supervisor to gauge proficiency based on certain establish metrics.
- iii. **Annual Review**: Conducted annually after the six-month review by the Park Ranger Supervisor to gauge job performance based on certain establish metrics such as the following:
 - (1) *Professionalism and communication*.
 - (2) *Reliability and punctuality*.
 - (3) *Patrol effectiveness and public engagement*.
 - (4) *Accuracy of logs and incident reporting*.
 - (5) *Compliance with policies and safety standards*.
- iv. **Performance Improvement Plan (if warranted)**: A Performance Improvement Plan (PIP) is a structured document that outlines specific performance deficiencies, the expected improvements, a timeline for achieving those goals, and the consequences of not meeting them. It is a tool to give a valued employee an opportunity to improve performance and succeed, but it serves as a formal warning

and can lead to disciplinary action, up to and including termination, if performance doesn't meet the set standards.

10. RESOURCES AND CONTACTS

This section provides essential reference materials, contract information, and documentation regularly used by the Park Rangers to support field operations, enforce park rules, and assist the public. All Park Rangers should be familiar with the contents and know where to access these materials during their shifts.

a. Contact List

- i. **MPD:** Non-emergency, duty sergeant
- ii. **Parks Maintenance:** On-call/after hours
- iii. **Municipal Services:** Includes facilities and roads on-call
- iv. **Various Departments:** General business numbers
 - (1) *Parks and Recreation:* (951) 304-PARK
 - (2) *City Hall:* (951) 304-CITY
 - (3) *Library:* (951) 304-BOOK
 - (4) *MPD:* (951) 304-COPS
 - (5) *Murrieta Fire & Rescue:* (951) 304-FIRE
 - (6) *Municipal Services/Public Works:* (951) 304-YARD

b. Murrieta Parks Map

- i. **Digital Copy:** Located on the shared drive and TEAMS channel.
- ii. **Printed Copy:** Keep as reference in patrol vehicle.
- iii. **Updates:** Completed annually or as needed (e.g., with the addition of new park features or the acceptance of a new park).

c. Field Use Policies

- i. **Digital Copy:** Located on the shared drive and TEAMS channel.
- ii. **Printed Copy:** Keep as reference in patrol vehicle.

d. Murrieta Municipal Code (MMC)

- i. **Digital Copy:** Located as link via the [City Clerk landing page](https://codelibrary.amlegal.com/codes/murrieta/latest/overview) on City's website:
<https://codelibrary.amlegal.com/codes/murrieta/latest/overview>
- ii. **Printed Copy:** Keep Title 12 as reference in patrol vehicle.