

MEMORANDUM



Bellevue Parks &
Community Services

Date: September 28, 2022
To: Parks & Community Services Board
From: Laura Harper, Park Ranger
Jammie Kingham, Environmental Programs Supervisor
Subject: 2022 Summer Ranger Program

BACKGROUND

The Parks & Community Services Department established the Park Ranger Program in 1987 with the development of the Lake Hills Greenbelt and Phantom Lake Management Plan. Park Rangers play an integral role in public communication, outreach, customer service, and safety. Park Rangers are stationed at visitor centers located in the Lake Hills Greenbelt, Lewis Creek Park, and Mercer Slough Nature Park. With increased park visitation during the busy summer months, the Park Ranger Program expands with additional seasonal staff from Memorial Day – Labor Day.

RANGER DUTIES

Summer Park Rangers are Seasonal Assistant Park Rangers who are uninformed, front-line ambassadors providing a daily presence in the parks from 8am – 12am. Rangers work cooperatively with Bellevue Police and other agencies to help increase user safety, prevent resource degradation, and improve park user satisfaction. Rangers perform daily park patrols to provide education on park rules, reduce user conflicts, and decrease undesirable behavior. In addition, rangers lead environmental programs designed to increase knowledge and understanding of Bellevue's natural and cultural resources. Rangers collect park use data, assist with maintenance activities including placement/replacement of social distancing signage, litter pick up, and graffiti removal. Other duties include the following:

- Coordinated with state and local agencies on wildlife issues
- Assisted with Lake-to-Lake Bike Ride, Movies in the Park, and 4th of July events
- Staffed visitor centers
- Maintained updated information in the park kiosk system
- Performed park visitation studies, monitored use, and solicited user feedback
- Documented and reported code violations to appropriate enforcement agencies
- Maintained accurate records, reports, and statistics on park use
- Hiked trail system and reported trail conditions, vandalism, user counts, etc.
- Worked with Police and outreach services to address unlawful camping on parks property
- Patrolled Phantom Lake per the LHGB Management Plan



2022 SUMMER RANGER ACTIVITY REPORT

The table below summarizes data collection and outreach efforts during the 2022 Summer Park Ranger Program.

Park Ranger Collected Data	May	Jun*	Jul*	Aug*	Sept**	YTD
Activity Highlights						
Parks Patrolled	77	572	779	985	175	2,588
Parks Locked	24	60	71	279	55	489
Parking Notice Issued	2	32	45	47	6	132
Illegal Camping	1	2	7	3	5	18
Vandalism	0	13	6	8	1	28
Immediate Response Requested	0	7	13	7	7	34
Other	7	16	339	101	57	520
User Contacts						
Goodwills	1537	18967	68925	18769	2149	110,347
Provided Assistance	20	68	908	119	19	1,134
Dogs Off-Leash and/or in Beach Parks	23	331	461	280	53	1,148
In Park After Hours	28	303	939	1126	91	2,487

** = Partial month data until 9/26/22.

* = Demonstrates full month of Summer Park Ranger program data collection.

Illegal Camping = ranger response to issues related to unlawful encampments.

Other = all contacts made that are not otherwise captured such as Parking Notices, dumping, and unusual calls.

Goodwill = all patrons whom rangers spoke to, made eye contact with, or otherwise were reasonably aware of the ranger presence.

Dogs Off-Leash and/or in Beach Park = All dogs observed without a leash. In most occurrences rangers speak with the patron(s).

Immediate Response Requested = Direct responses to patron or city employee phone calls requesting immediate ranger support to address issue(s). Issues may include but are not limited to dogs off-leash or in beach parks causing problems, launching or landing watercraft from inappropriate areas, or other park rules violations that would benefit from education.

MEYDENBAUER PUBLIC DOCK STAFFING

The City has provided summer ranger staffing from Memorial Day – Labor Day at the Meydenbauer Marina since 2014. This season the ranger was onsite Wednesday- Sunday from 1:30pm-10:00pm. Marina rules allow free day-use moorage at the guest dock for up to 4-hours from dawn to 9:00pm. Drop-in overnight moorage is not permitted. Summer Rangers interacted with visitors from 920 boats this season and provided the following services:

- Greeted and assisted marina visitors
- Addressed noise complaints
- Managed marina parking lot
- Provided education on Marina and park rules
- Coordination with on-site security contractors

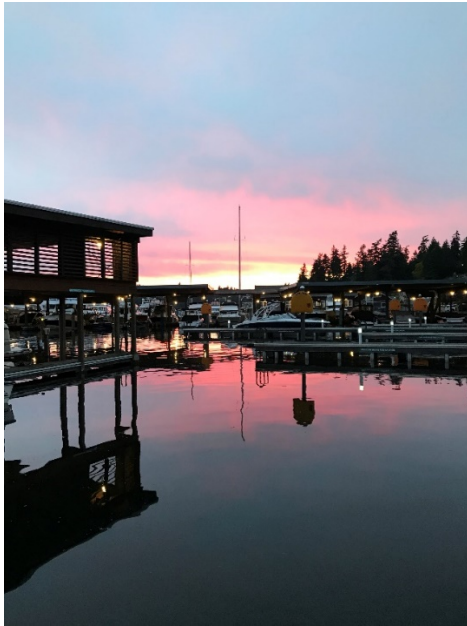
2022 MARINA SUMMARY DATA

The table below summarizes data collected by the Marina Ranger at Meydenbauer Bay during the 2022 season.

Marina Ranger Collected Data '22	May	*June	*July	*August	September	Total
Number of boats	5	166	577	542	92	1290
Number of Pick-ups/ Drop-offs	0	32	238	265	24	535
Boats After 5pm	3	106	405	316	58	830
Boats After Hours	0	5	29	31	2	65

Most of the visitation was during the evening hours.

** = Demonstrates full month of Summer Park Ranger program data collection.*



CONCLUSION

The Summer Park Ranger Program serves as a valuable link between the City of Bellevue and its park patrons. Rangers provide a friendly, approachable face that helps ensure safe and enjoyable park patron experiences. The Summer Park Ranger Program is just one example of how Bellevue Parks provides an elevated level of customer service making Bellevue a world-class city.

RESPONSIVE GOVERNMENT:

- Addressed community needs including park use data collection, park maintenance, park conflicts, and park rules education/outreach.
- Reached **110,347 patrons**, assisted **1134 patrons**, and provided **34** immediate responses.

HEALTHY & SUSTAINABLE ENVIRONMENT

- Educated Park users about Bellevue's natural environment and fostered environmental awareness among Bellevue park patrons.

SAFE COMMUNITY

- Increased safety throughout Bellevue parks with regular ranger presence, evening sweeps and gate locking, and providing timely quality assistance
- Coordinated with Bellevue emergency services when needed

QUALITY NEIGHBORHOODS/INNOVATIVE, VIBRANT, AND CARING COMMUNITY

- Educated park patrons and neighbors while offering a friendly face to the City.

CC: Michael Shiosaki, Parks & Community Services, Director
Shelly McVein, Parks & Community Services, Deputy Director
Geoff Bradley, Natural Resource Division Manager