

# City of Stamford

## Beaches & Park Enforcement

# FY 2018-19 Budget Presentation





# ***Department Introduction & Brief History***

**This program provides for the patrolling and monitoring of all City parks and beaches throughout the year to ensure security for all residents and visitors.**

<b>Program (s)</b>	<b>Services Provided (include volume - if applicable)</b>
<b>Critical &amp; Mandated Programs Services</b>	Patrolling and monitoring of all City parks and beaches throughout the year at all Park and Beach locations
<b>Basic Services Quality of Life Programs</b>	Providing a safe and secure environment for all the City resident and visitors.



# ***Department Introduction & Brief History, Contd.***

- ***Five Year History of Major Department Improvements***
  - How the department is delivering better service
    - In coordination with the Stamford Police Department increased response time to emergency and unsafe situations.
  - How the department has reduced costs
    - Elimination of one park police position.
  - How the department has increased productivity
    - Due to the inability to fund a vacant position, the Program plans on instituting an outsourced Park Ranger Program with 24/7 coverage during the extended Beach and Park season to provide a more secure and safe environment for the vast growing use of the City's parks and beaches.



# ***Department Introduction & Brief History, Contd.***

- ***Five Year History of Major Department Improvements***
  - How the department is more efficient
    - The Department is not performing in a proficient manner like they should due to the inability to fund the vacant position and handle the growing use of the parks and beaches.
  - How the department improved customer service
    - The two current park police officers enforce the park rules and regulations to the best of their ability with the constraints that they have to deal with through the way of overtime and some days going without coverage, hence putting the City residents and visitors at risk.



# ***This is how well we do it*** (2017-18 Highlights)

## ***What are the most significant accomplishments made & challenges faced by the department in the last FY?***

- Improving service delivery
  - Due to the inability to fund a vacant position, this Program was unable to improve the delivery of service to the City's residents and/or visitors on a daily basis.
- Improving customer satisfaction (citizens and/or internal customers)
  - This Program was unable to make any improvements due to financial and staffing constraints.



# ***This is how well we do it*** (2017-18 Highlights)

## ***What are the most significant accomplishments made & challenges faced by the department in the last FY?-(cont.)***

- New services that were added
  - No services were added but are planned to be added for the upcoming fiscal year should funding be made available.
- Actions taken to increase productivity and make department more efficient
  - Institution of an outsourced Park Ranger Program which will provide 24/7 coverage to all parks and beaches through the April 1<sup>st</sup> through October 31<sup>st</sup> season.



# ***Key Performance Indicators (KPI) Performance Metrics***

- ***Using the appropriate data, explain:***
  - **How well your department is performing**
    - The department is underachieving overall with the vacant position during the calendar year but still providing enforcement with (2) Senior Park police officers to the best of their ability to enforce quality of life at all Park and Beach locations
  - **How it is achieving its mission**
    - It is providing as much of a secure environment as possible with the helpful coordination from the Stamford Police Department but due to severely understaffing and financial situation makes it impossible to protect not only the residents but the City property as well on a normal shift basis.



# ***Key Performance Indicators (KPI) Performance Metrics***

- ***Benchmarking Department Performance - How well is your department doing relative to other cities, groups, agencies (in and outside of CT)***
  - Stamford currently has 2 Permanent Part Time Patrol Officers for all parks, fields and beaches with a budgeted amount of \$185,779. They are responsible for patrol of 58 parks, fields and beaches.
  - Trumbull currently has 1 Full Time Chief Park Ranger, 1 Full Time Assistant Chief Park Ranger (night shift) and 10 Seasonal Employees (20-25 hours/week) with an allocated \$152,000 for the seasonals. They are responsible for patrolling 36 parks including trails, greenbelts and assisting Trumbull Police Department and EMS on all park related calls.





# ***Department Management***

## ***Key Program/Department Challenges (exclude the impact of staffing)***

- Include factors that drive program/department costs
  - Covering the hours of the vacant position through means of overtime and seasonal funds
  - Extended beach/park season
  - Usage of all parks and beaches by City residents and visitors
- Include factors that might impact productivity
  - Aging Fleet
  - Inability to staff the vacant position



# *Department Management*

## *Budget Scenarios*

- In the event of significant budget reductions describe the impact the reduction would have?
  - Decrease in enforcement of all Parks and Beaches rules and regulations to ensure a safe and secure environment.
  
- If additional funding could be realized how would department services be expanded or enriched?
  - If the Beaches and Park Enforcement Division would be granted additional funds, they would be able to institute an outsourced Park Ranger Program (as outlined attached) for tighter security and much improved coverage of all beaches and parks to protect the safety and security of the residents and visitors to the City.



# ***This is what is coming***

## ***Major changes planned for the department***

- Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel
  - If the Beaches and Park Enforcement Division would be granted additional funds, they would be able to institute and outsourced Park Ranger Program (as outlined attached) for tighter security and much improved coverage of all beaches and parks to protect the safety and security of the residents and visitors to the City



# ***This is what is coming***

## ***Major changes planned for the department-(cont.)***

- Describe what management is doing to reduce department costs or eliminate services that are no longer critical
  - At the present moment there is nothing that the Department is able to do to reduce costs as it is understaffed and underfunded for the volume of the residents and visitors to the City.



# 2018-2019 Goals

*What are your department goals and plans for 2018-19?*

*What is the Department's/Program's budget? (highlight changes)*

- List goals and priorities for your department in 2018-19
  - Improving the quality of life in all City parks and beaches
- Describe in detail the plan to achieve them
  - Instituting an Outsourced Park Ranger Program
- What are the obstacles to attaining your goals?
  - Not obtaining proper funding



# 2018-2019 Goals

*What are your department goals and plans for 2018-19?*

*What is the Department's/Program's budget? (highlight changes)-  
(cont.)*

- How will you measure your success?
  - Success of this program will be measured by responses to Citizen Requests and Citations issued
- Budget highlights
  - Reduction in staff from 3 City Park Police Officers to 2
  - Addition of an outsourced contractor to 8-10 Park Rangers to provide 24/7 coverage for the period of 5/1 through 10/31