



CITY OF
SAN JOSE
PARKS, RECREATION &
NEIGHBORHOOD SERVICES

PARK RANGER PROGRAM ANNUAL REPORT

*Neighborhood Services and
Education Committee
October 12, 2023*

Avi Yotam, Deputy Director of Parks, Recreation and Neighborhood Services
Shannon Heimer, Division Manager
Pam Helmke, Supervising Park Ranger



Recruitment & Retention

The Park Ranger Program continues to seek out diverse and highly qualified applicants.

Part-time Park Ranger was reclassified to part-time Park Ranger Assistant to differentiate the sworn and non-sworn.

CLASSIFICATION	BUDGETED FTE	FILLED FTE	VACANT FTE	VACANCY RATE
Supervising Park Ranger	2.00	1.00	1.00	50%
Senior Park Ranger	4.00	1.00	3.00	75%
Park Ranger Full-time	11.00	5.00	6.00	55%
Park Rangers Part-time Benefited	2.25	1.50	0.75	33%
All Benefited Rangers	19.25	8.50	10.75	56%

CLASSIFICATION	BUDGETED FTE	WORKED FTE	UNUSED FTE	UNUSED RATE
Park Rangers Part-time Unbenefited	3.68 (7,654 hours)	2.89 (6,003 hours)	0.79 (1,651 hours)	21%
TOTAL Budgeted FTE	22.93			





Current Hiring Status

The Department is actively seeking qualified applicants in a nationwide recruiting effort. Park Ranger & Senior Ranger are currently in recruitment, open until filled. Supervising Park Ranger will open soon.

RECRUITMENT CYCLE	Batch 1	Batch 2
Number of Applicants	41	57
Number Interviewed	6	5
Number to Background	3	pending
Number to Conditional Job Offer	pending	pending
Number to Medical and Psychological Evaluation	pending	pending
Number to Final Offer	pending	pending
Number Hired	pending	pending
Expected Start of Academy	January 2024	
Expected Solo Patrol	Starting fall 2024	



Juntos Initiative at Japanese Friendship Garden



PRAGNYA First Responder at Kelley Park

Viva Calle in Willow Glen



Program Highlights

The Park Ranger Program utilized a Park Ranger-specific academy to train new hires in 2023.

The City and POPRA agreed to a body worn camera policy prior to completing a full duty manual.

Park Rangers together with park maintenance staff responded to flooding of Alum Rock Park.

Rangers continue to support Activate SJ guiding principles of Nature and Stewardship through interpretive programming.



Public Safety

TYPE OF RESPONSE	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022	2022 - 2023
Fire Responses	30	33	78	156	76	70
Medical Events	104	84	71	55	82	74
Search and Rescue / Missing Person	22	12	5	11	5	2
Total	156	129	154	222	163	146

Park Rangers conducted 2,596 enforcement contacts during 2022-2023, with 99% closing with education and warnings, reflecting the program’s philosophy using the lowest appropriate level of enforcement.





2023-2024 Work Plan

- The Department is focusing on a multi-year rebuilding process to staff up and reclaim a Park Ranger presence in City parks.
- The 2023-2024 Adopted Operating Budget added a Parks Manager position that will serve as the first ever "Chief Ranger."
- The Department continues to prioritize Park Ranger hiring and recruitment.
- The Department is working with the Bay Area Community College Consortium to develop a Park Ranger Apprentice Program.
- The City is reviewing a comprehensive draft Park Ranger Duty Manual.



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