SANTA CLARA COUNTY
DEPARTMENT OF PARKS AND RECREATION

TRAIL WATCH GUIDELINES
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I. DUTIES AND RESPONSIBILITIES

1. Duties

County Parks Trail Watch volunteers assist park staff in providing an enhanced public safety presence in County Parks. Working independently, Trail Watch volunteers act as the “eyes and ears” of park staff, providing valuable information for park visitors, and acting as a vital link in emergency medical response (EMR) situations.

As a Trail Watch volunteer, you have a unique opportunity to provide a vital connection between the public and the park. Through your actions you can demonstrate correct park use and trail etiquette to educate new park users, and to build a fundamental bond with visitors that will last a lifetime.

General duties of a Trail Watch volunteer are as follows:

a. Conduct general or special patrols within a County Park(s), with emphasis on multi-use trails, in an “Observe, Report, and Educate” role.
   
   (1) Trail Watch volunteers have no law enforcement authority and the scope of their role is limited to observing and reporting violations.
   
   (a) Trail Watch volunteers identify potential hazards or emergencies and report suspicious activities to Park Ranger staff via a radio or a cell phone.
   
   (b) Park Rangers are instructed to gain visitor compliance with park rules and regulations through information and education as opposed to immediately pursuing a law enforcement option. Similarly, Trail Watch volunteers may educate visitors about County Parks rules and regulations, and model safe trail use and etiquette.

b. Educate visitors about park resources, facilities, activities and programs.

c. Administer first aid, perform basic life support, and activate EMS as needed.

d. Provide Search and Rescue (SAR) support as directed.

e. Assist with Special Events.

f. Document all observations including hazardous conditions, unusual visitor activity or violations, wildlife interactions, or other notable incidents in your online SCC Volunteer patrol log.

2. Patrol Requirements

a. To become a Trail Watch volunteer, you must complete the following:

   i. Live Scan© criminal background check.

   ii. 3-hour Trail Watch Academy including:
           
           County Parks Philosophy; patrol practices; visitor compliance; civil liabilities; and radio operations.

   iii. American Red Cross First Aid (Pediatric, Child & Adult) and CPR training.
iv. 1-hour online Sexual Harassment, Discrimination and Bullying Prevention training

b. To remain active each Trail Watch volunteer must:
   i. Log a minimum of 48 hours of volunteer service per year.
   ii. Maintain American Red Cross First Aid and CPR certification (renewal every 3 years).

II. PATROL PLANNING

1. We encourage you to perform your Trail Watch duties during peak park usage periods, such as holidays and weekends, but you may fulfill your hourly commitment any time during regular park hours. Identify park specific needs prior to your patrol by talking to park staff.

2. Notify the Volunteer Liaison or another designated staff member 12 hours prior to your patrol via an email or a voicemail at the Ranger Office.

3. In your message include a brief description of your patrol plan: the approximate time you will begin and end your patrol, and where you’ll be patrolling. Also include a phone number where you can be reached.

4. If you wish to use a park radio, notify Park Ranger staff at least 48 hours in advance. Each park has a limited number of available radios, and on occasion a radio may not be available. Cell phones may be used as an alternative to the handset radios.

5. On all patrols carry your department-issued Trail Watch First Aid Kit (or your own kit, which must contain the authorized items listed below.)

TRAIL WATCH FIRST AID KIT

1 – Red Biohazard Plastic Bag
1 – Roll, 1” Medical Tape
1 – Eye Shield
1 – Reflective Shock Blanket
1 – Personal Protective Gown
1 – Ice pack
2 – Pairs, Latex Exam Gloves
1 – BLOOD STOPPER Dressing
1 – Antibacterial Skin Wipe Towelette
5-10 -- Band-Aids
1 – Pocket Mask or CPR Face Shield
2 – Each, Gauze pads & Triangular Bandages
1 – Bottle, Antimicrobial Hand Cleaner
1 – Notebook to write down incident details

a. To replace disposable items used from your kit:
   i. Ask any emergency medical services (EMS) personnel at the scene such as a paramedic, fire fighter or park ranger to replace the used item from their supplies.
   ii. Request replacement items from the Volunteer Program Coordinator.
b. Remember that you can only provide treatment up to your level of certification!

III. PATROL OPERATIONS

In performance of your general duties you should always be prepared to assist park staff with reporting and information gathering, EMS and victim care, risk management (reporting and/or removing hazards), crowd control, search and rescue (SAR) operations, or other tasks requested by park staff.

The following guidelines apply to your general duties as a Trail Watch volunteer.

1. Gaining Compliance with Park Rules and Regulations

The Trail Watch volunteer should familiarize themselves with the park rules and regulations. If in the course of your duties you observe a visitor in violation of these rules, you may:

a. Identify yourself as a County Parks Trail Watch Volunteer.

b. Educate the visitor in a constructive manner about the nature of the violation and the importance of obeying park rules and/or why that rule is in place (i.e. for the protection of the person, the person’s property and/or the park resources).

c. Ask for their help in preserving and protecting the park through compliance. Please remember that most visitors break rules out of ignorance and are unaware of the damage that may result from their actions. Creating awareness in a positive manner encourages future compliance.

d. Never put yourself in physical danger, and never threaten a park visitor.

e. If a visitor becomes verbally abusive or angry, do not pursue the matter: separate yourself from the visitor and notify a Park Ranger or another staff member.

f. When in doubt, trust your instincts and do not approach a park visitor. Report suspicious behavior to park staff.

2. Incident Response

As a Trail Watch volunteer, you may encounter a variety of situations that require some type of a response. We ask that you follow several guidelines when you encounter these scenarios.

a. Always know your location.

b. If the situation can be easily remedied, simply do so (i.e. move a fallen tree limb blocking a trail).

c. If you cannot resolve the situation, contact park staff.

d. When necessary, keep visitors away from the scene (by verbal means only, do not attempt to use physical restraint).
e. When necessary, collect pertinent information such as names, contact information, scene description, and location.

f. Responding park staff will assume authority of the scene.

You may encounter potentially dangerous circumstances, including:

- Injured or ill persons, including staff and personal injuries
- Wildland fires or fires in undesignated areas
- Visitors in violation of park rules
- Missing persons
- Injured animal (consider any injured animal as a dangerous animal)
- Drunk or troublesome visitors
- Hazardous waste (NEVER touch under any circumstances)
- Poachers or persons carrying a weapon (DO NOT approach; leave the scene immediately, note the location, description of the subject and any associated vehicles, and contact a park ranger).

3. Medical Emergencies

a. First and always, carefully survey the scene.

b. Use the park issued radio or your cell phone to notify the Park Ranger or County Communications or ask a bystander for help. Do not transmit personal information over the radio.

c. When reporting an emergency be sure to state the nature of the emergency; the exact location of the victim including the nearest cross-street, trail or landmark; how much time has passed since the injury occurred; the victim’s gender and approximate age; and signs and symptoms (i.e., “head laceration”, “loss of consciousness”, “complains of right ankle pain”, “difficulty breathing”).

d. Remain calm, courteous and professional.

e. Tactfully ask for the name, address, and phone number of the victim(s) and witness(es). Write down the information. Make note of any factor that may have caused the injury.

f. Do not enter into a dispute over the cause of the accident.

g. Do not reprimand anyone at the scene.

h. Do not speculate out loud as to the cause of the accident.

i. Do not offer to pay for medical expenses.

j. Do not admit responsibility.

k. Do not mention insurance.

l. Do not discuss the accident with anyone other than responding park staff.

4. Job Related Injuries
Most injuries can be avoided by following safety measures listed in these guidelines and the *Volunteer Program Guidelines* manual, but if you are injured while volunteering please do the following:

a. Report your injury immediately to park staff.
b. Qualified park staff will administer necessary first aid or activate EMS.
c. If necessary, go to an appropriate care facility, based on your personal medical insurance guidelines and requirements. Note: The County does not provide Worker’s compensation to volunteers, as they are not considered County employees.
d. Your supervisor (i.e., Park Ranger) will complete an accident report form. Volunteers properly registered and approved may be reimbursed up to $5,000.00 toward medical bills if no personal medical coverage is available.

5. **Reporting Hazards or Park Maintenance Issues**

If you notice a maintenance problem or a potential hazard, contact or leave a note for park staff as soon as possible. Explain in detail the nature of the problem. If the problem is urgent call the nearest park staff person by phone or radio.

Do **NOT** under any circumstances endanger the safety of yourself or any visitor by entering an unsafe area. Secure or barricade the area to prevent visitors from entering.

6. **Lost and Found Items**

a. A volunteer who finds an item in the park is encouraged to turn that item over to park staff. If a park visitor gives you a found item, turn the item over to park staff. A volunteer should not, under any circumstances, retain a found item.
b. Attach the following information to the item and give it to park staff: name, address and phone number of the person who found the item, a description of the item and the date and location where the item was found. If you found an item yourself, write down your own name along with the additional information before giving the item to park staff.
c. If a visitor reports a lost item, write down the person’s name, address, phone number, the date, where they think they lost the item and a **VERY** accurate description of the item. Advise the visitor to check with a Park Ranger and provide them with the office phone number if they wish to follow up.

7. **Search and Rescue and Missing Persons Operations**

As a Trail Watch volunteer, you may be the first official contact for the reporting party (RP) in a missing or a lost person scenario, or you may be asked by park staff to assist in a SAR operation. When approached by a person reporting a missing or lost person (the Subject) in the park follow these guidelines:
a. Contact a park ranger or County Communications immediately. Follow their instructions; it’s likely they will ask you to remain at your current location until they arrive, and to keep the reporting party there with you.

b. Once you have initiated a response it is important that you keep the reporting party with you until the ranger arrives. First get the RP’s contact information, especially their name and phone numbers. If the RP can provide the same information for the missing person, record that as well. This information may prove vital if the RP insists on leaving the scene before help arrives.

c. Continue to collect information from the RP, including:
   i. How long has the Subject been missing?
   ii. When and where was the Subject last seen? Have the RP be as specific as possible with this information.
   iii. Obtain descriptors for the Subject. Get a full name, age, height and weight (you many have to settle for approximations). One rule of thumb when asking for descriptors is to work from head to toe, for example: color of eyes and hair color and length; any facial hair; wearing a hat and description of hat; shirt style and color; pants or shorts style and color; footwear; any other distinguishing features. Write these down for the next responder.
   iv. Ask if the Subject has any at risk factors such as a medical condition.

d. It is likely the RP will be asked these same questions and more by the responding ranger, so don’t push for any answers or draw your own conclusions when recording their information.

8. Special Events

Trail Watch volunteers are often requested to assist at large special events in parks. Under the direction of a Park Ranger your primary duties are to assist with parking, traffic, and crowd control, and to provide leadership to other volunteers.

IV. COMPLETING YOUR PATROL

1. Trail Watch volunteers are responsible for completing an online Trail Watch Log via SCC Volunteer for each patrol.

2. Return the issued items such as the radio to park staff.

V. TRAIL WATCH VOLUNTEER ATTIRE

1. Trail Watch volunteers must wear a Department issued T-shirt or vest and name tag. Ball caps and wide brimmed bucket hats are additionally available as optional uniform items.
2. Initial items are issued at no charge by the Volunteer Program Office. Volunteers must maintain their attire in a clean and non-worm condition. Lost or damaged items will be replaced at no charge to volunteers if loss or damage is not recurrent or due to negligence. Uniform items may be replaced on a periodic basis free of charge due to normal wear and tear.

3. All uniform items shall be returned to the Volunteer Program when the volunteer leaves the program.

VI. RADIO USE GUIDELINES

1. Radio Configuration
The standard portable two-way radio for County Parks is the Motorola HT 1000. This hand pack provides up to 16 selectable channels; you will only use channels 1-4.

   a. Parks Primary (Channels 1 & 4)
      i. These are Santa Clara County Parks Department’s primary channels which are referred to as “Parks Primary.” Most park staff use Channel 1 for their Parks Primary radio traffic.
      ii. Parks Primary uses a repeater system that relays the signal to County Communications (Parks Dispatch). Hence Parks Primary channels should only be used to contact County Communications, outside of the range of the Parks Tactical channel, or to advise park staff to switch to Parks Tactical.
      iii. When calling County Communications, address your traffic to Control 12.

   b. Parks Tactical (Channels 2 & 3)
      i. These channels are the preferred method of communication with park staff but are limited to “line of sight” communication.
      ii. Tactical channels vary depending on the park. Find out which channel is used in the park you are patrolling.

2. Radio Communication Model
   a. Identify who you are calling
   b. Identify yourself
   c. Wait for acknowledgement
   d. Proceed with message
   e. Wait for acknowledgement
   f. Clarify, if necessary

3. General Procedures
a. Microphone Use
   i. Key-Pause-Talk. After pressing the transmit button, pause prior to speaking, allowing the repeater to activate properly. Speaking immediately will cut off the first part of your transmission.

b. Use Plain Language
   i. Don’t use code language as not all code systems are the same.

c. Emergency Situations
   i. When reporting a life-threatening situation, use Parks Primary to contact Control 12 and include the term, “Code 3 Traffic” in your first transmission. (Example: “Control 12, Grant Park Volunteer, Code 3 traffic.”)
   ii. Request for Assistance: law enforcement or medical
   iii. Location
   iv. Nature of the incident
   v. Additional Information

d. Fire
   i. Location
   ii. Nature (i.e., wild land, structure or vehicle)
   iii. Size
   iv. Additional Information

4. Pak Set Operation
   a. For optimal transmission quality, it is best to keep the radio slightly angled across your face, a couple of inches from your mouth.
   b. Speak in a clear, normal voice. If your transmissions don’t seem to be received try moving a few feet, this may move you out of a “dead” area. If you are in a canyon or behind a hill, you may have difficulty transmitting, because the radio waves may not be able to reach another unit or the repeater.

5. Call Sign Breakdown

The County Park’s Call Signs are a five (or six) part call sign that identifies the Region, Department, Position, Park within a unit, and a number representing the position in the job class for that park that person holds. You should be able to identify the caller’s primary location by their call sign.

<table>
<thead>
<tr>
<th>Position- 1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
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<tbody>
<tr>
<td>Example-</td>
<td>2</td>
<td>8</td>
<td>L</td>
<td>1</td>
</tr>
</tbody>
</table>
- Position 1 = 2 for Region 2
- Position 2 = 8 for County Parks Department
- Position 3 = L for permanent Park Ranger
- Position 4 = First digit of individual ID: 1 for the Ed Levin/Alviso Unit
- Position 5 = 2nd digit of individual ID: 5 for specific ranger

6. Trail Watch volunteers are not assigned call signs.

7. Rules for Radio Use
   a. Compose your message prior to speaking. Speak in a conversational tone. Pronounce words distinctly and at a moderate speed. Avoid indications of impatience, anger, sarcasm, or humor.
   c. Use “affirmative” for yes and “negative” for no. This reduces confusion. 10-4 is not an indication of affirmative or negative: it simply acknowledges receipt of transmission.
   d. Avoid long transmissions.
   e. Monitor the frequency prior to transmitting. This prevents interruption of urgent traffic.
   f. Dispatchers or rangers may not copy your first transmission. If you are not promptly acknowledged, wait a few seconds and retransmit your message.
   g. Do not broadcast private information over the air.
   h. Be aware of Code 22 or other restricted traffic.

VII. OPERATIONS AND MAINTENANCE DIVISION CONTACT INFORMATION

Operations Division

<table>
<thead>
<tr>
<th>REGION 1</th>
<th>REGION 2</th>
<th>REGION 3</th>
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<tbody>
<tr>
<td>Park Ranger Supervisor</td>
<td></td>
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<tr>
<td>Frank Weiland 408-335-9774</td>
<td></td>
<td></td>
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<tr>
<td>Park Ranger Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park Ranger Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ed Levin, Alviso, Penitencia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>408-867-3654 (Stevens Creek)</td>
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<td></td>
</tr>
<tr>
<td>408-867-9959 (Sanborn)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vasona, Lexington, Los Gatos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>408-262-6980 (Ed Levin)</td>
<td></td>
<td></td>
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<tr>
<td>Joseph D. Grant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coyote Lake, Bear, Mendoza</td>
<td></td>
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<tr>
<td>408-842-7800</td>
<td></td>
<td></td>
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<tr>
<td>Mt. Madonna, Uvas Canyon, Chitactac</td>
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<td></td>
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</tbody>
</table>
Creek  
408-356-2729
Calero, Almaden Quicksilver  
408-268-3883
408-274-6121 (Grant)
Hellyer, Santa Teresa, Coyote Creek Trail (north of Metcalf Rd.)
408-225-0225
Field Sports Park
408-463-0769
408-842-2341 (Mt. Madonna)
408-779-9232 (Uvas)
Anderson Lake, Coyote Creek Trail (south of Metcalf Rd.)
408-779-3634 (Anderson)
Motorcycle Park
408-226-5223

Maintenance Services Division

<table>
<thead>
<tr>
<th>REGION 1</th>
<th>REGION 2</th>
<th>REGION 3</th>
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<tbody>
<tr>
<td>Park Maintenance Supervisor</td>
<td>Park Maintenance Supervisor</td>
<td>Park Maintenance Supervisor</td>
</tr>
<tr>
<td>Dan Hill 408-355-2292</td>
<td>John McClendon 408-355-2212</td>
<td>Henry Teixeira 408-355-2284</td>
</tr>
<tr>
<td>Stevens Creek, Sanborn</td>
<td>Ed Levin, Penitencia, Alviso</td>
<td>Coyote, Bear, Mendoza</td>
</tr>
<tr>
<td>408-867-6922 (Stevens Creek)</td>
<td>408-263-4622</td>
<td>408-842-9798</td>
</tr>
<tr>
<td>408-867-4642 (Sanborn)</td>
<td>Joseph D. Grant 408-238-7112</td>
<td>Mt. Madonna, Uvas Canyon, Chitactac</td>
</tr>
<tr>
<td>Vasona, Lexington, Los Gatos Creek</td>
<td>Hellyer, Santa Teresa 408-629-7222</td>
<td>408-842-8781 (Mt. Madonna)</td>
</tr>
<tr>
<td>408-356-2036</td>
<td></td>
<td>408-779-6273 (Uvas)</td>
</tr>
<tr>
<td>Calero, Almaden Quicksilver</td>
<td></td>
<td>Anderson Lake, MCP</td>
</tr>
<tr>
<td>408-927-0815</td>
<td></td>
<td>408-782-6256 (Anderson)</td>
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<tr>
<td></td>
<td></td>
<td>408-972-0810 (Motorcycle)</td>
</tr>
</tbody>
</table>

Park staff email Addresses:  firstname.lastname@prk.sccgov.org

To contact the Parks and Recreation Department’s Administrative Office, call 408-355-2200, Monday through Friday, 8:00 a.m. to 5:00 p.m.

To contact the Santa Clara County Parks Volunteer Program Office, call 408-918-4930 or email volunteer@prk.sccgov.org.
VIII. COUNTY PARK RULES

Thousands of people visit Santa Clara County's regional parks each year. We ask that visitors preserve the natural beauty of our parklands and ensure everyone's safety by complying with the following rules. Trail Watch volunteers need to familiarize themselves with these rules to educate park visitors and ask for compliance based on the guidelines outlined in this manual. A more comprehensive and detailed list of rules and regulations is included in the County’s Ordinance Code, enforced by Park Rangers.

<table>
<thead>
<tr>
<th>Park Hours:</th>
<th>Park hours are between 8am until sunset. Trail hours are sunrise to sunset.</th>
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</thead>
<tbody>
<tr>
<td>Alcohol:</td>
<td>Permitted in picnic areas. Not permitted in parking lots.</td>
</tr>
<tr>
<td>Dogs/Pets:</td>
<td>Allowed on certain trails. Must be controlled on a 6-foot (or less) leash at all times.</td>
</tr>
<tr>
<td>Fires:</td>
<td>Permitted in designated barbecue pits only. No fires on open ground. No wood gathering.</td>
</tr>
<tr>
<td>Fishing:</td>
<td>License required for all persons over 15 years old. All state fish and game laws apply.</td>
</tr>
<tr>
<td>Garbage:</td>
<td>Place in receptacles provided.</td>
</tr>
<tr>
<td>Geocaching:</td>
<td>Geocaching is permitted in county parks when practiced according to the policy.</td>
</tr>
<tr>
<td>Plants &amp; Wildlife:</td>
<td>Collection of plant specimens and feeding of birds or animals is not permitted.</td>
</tr>
<tr>
<td>Swimming:</td>
<td>Prohibited in all lakes, streams and reservoirs.</td>
</tr>
<tr>
<td>Vehicles:</td>
<td>Observe posted speed limits. Stay on designated roadways and in designated areas.</td>
</tr>
<tr>
<td>Weapons:</td>
<td>Firearms, air guns, archery equipment EXCEPT within specifically designated archery areas in Mt. Madonna, Santa Teresa and Stevens Creek parks, and paint ball guns are prohibited.</td>
</tr>
</tbody>
</table>