

ISSUE AREA CATEGORY:

- Administration of Justice & Public Safety
- Agriculture, Environment & Natural Resources
- Government Finance, Administration & Technology
- Health & Human Services
- Housing, Land Use & Infrastructure
- Disaster / Emergency Response and Management

POPULATION CATEGORY:

- Rural County
- Suburban County
- Urban County

County Name: Los Angeles County

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TITLE OF THIS ENTRY

Disaster Services Worker Program

Executive Summary

Overview – LA County Parks Park Monitors serve as ambassadors at golf courses and trails to inform and remind park visitors of the COVID-19 public health guidelines.

Challenge – As Los Angeles County and the nation adapted to staying close to home during COVID-19, many individuals looked for respite at local LA County Parks facilities like trails and golf courses. LA County Parks experienced an influx of visitors to local trails which created crowded conditions with the potential to increase the spread of Coronavirus. As golf courses reopened, LA County Parks needed to inform and remind golfers of the limitations and restrictions according to the public health reopening protocols. In order to open and operate these locations safely, LA County Parks would need to ensure that visitors and parks users were aware of the safety guidelines and reminded of the expectations for compliance. For trails and golf courses, visitors needed to know about the requirements of face coverings and physical distancing, among other restrictions.

Solution – To ensure the safety of our park visitors and staff, LA County Parks created a Park Monitor Program utilizing the County’s Disaster Service Workers and its own staff to help support the safe re-opening of golf courses and trails. Park Monitors, identifiable by their brightly colored vests to make them visible to our visitors and outfitted with face masks and gloves, serve as ambassadors to inform and remind guests of the public health order and help park visitors follow the restricted guidelines to stay as safe as possible. For trails, Park Monitors remind guests of the use of face coverings at the parking lots, trailheads, popular destination points along the trails, and any areas where physical distancing cannot be maintained. At golf courses, they inform the public about limits for golf carts, closed areas, and physical distancing expectations, amongst other specifics. Park Monitors were particularly helpful on holiday and high visitation days at our parks —like Memorial Day Weekend, Mother’s Day and Independence Day.

Results – Through this unique program, Park Monitors have contributed to keeping the LA County Parks trail system and golf courses open with strict COVID-19 health guidelines. The Park Monitors welcome patrons, help guests feel safe when visiting parks and various facilities, and encourage the public to adhere to the new COVID-19 health guidelines. During this COVID-19 pandemic, the requirements for physical distancing of six feet, no group gatherings, and face coverings could not have been maintained without the Park Monitors.

Replicability – The Los Angeles County Park Monitors training manual has been shared with over 90 park municipalities and cities in California and across the nation.

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