

TRAILWATCH

San José Trail Program



M o n i t o r - R e p o r t - S u p p o r t



Department of Parks, Recreation and Neighborhood Services
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San José, CA 95113
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About Trail Watch

What is Trail Watch?

Trail Watch recruits and encourages volunteers to:

1. **Monitor:** Volunteers commit to regularly visit trail systems and monitor the condition of infrastructure, including the condition of pavement, striping, signage, and surrounding natural and landscaped areas.
2. **Report:** Volunteers are asked to report maintenance via email (Park.Concerns@sanjoseca.gov) so that staff can shift their time from detection to resolution of maintenance needs (Please be aware that, depending on staff workload the maintenance team may not be able to immediately correct the problem. However you can be assured that by reporting the problem, you have now placed it on their “to do list” for follow up).
3. **Support:** Volunteers provide additional “eyes and ears” along the trails to monitor other trail users, assist users in a limited fashion and increase the sense of public safety by their presence. Crime prevention can be effective through passive means. A strong message is sent to persons breaking posted rules, unwelcome visitors and criminals when trails are well used and individuals like Trail Watch volunteers demonstrate “ownership” of a trail system through their presence.

Trail Watch volunteers may travel along the trail through any permitted means; walking, running, biking, skating, horseback riding.

San Jose has initiated Trail Watch to supplement the limited resources for management of trails and encourage the community to take “ownership” of these important facilities.

This document outlines the basic volunteer activities.

What is the Trail Watch mission?

Trail Watch is a volunteer program that seeks to enhance public use, enjoyment and safety along San Jose’s Trail Network through monitoring, reporting and support for operations staff.

Tasks are intended to be simple and easily accomplished as part of a volunteer’s regular trail visit.

Volunteer duties have been structured to minimize risks for participants. Trail Watch does not seek volunteers to actively support the Police or Park Rangers. Volunteers are not asked, required or encouraged to intervene in conflicts, investigate conditions outside of the defined trail boundary, or pursue any investigation or interaction that makes them uncomfortable.

Is Trail Watch the same as Adopt-A-Trail?

Trail Watch volunteers assume roles that are distinct from Adopt-A-Trail volunteers. The Trail Watch volunteer is not asked to participate in litter pick-up or weed removal, but nothing prevents them from doing so.

Trail Watch volunteers provide valuable support for Park Maintenance staff by identifying and reporting maintenance needs. The volunteer’s efforts help Park Maintenance staff focus their time on needed repairs or management of operations along the trails.

Who can volunteer?

Trail Watch volunteers must be at least 18 years of age and may participate as teams in order to share duties.

What is the volunteer’s role?

The Trail Watch volunteer will be responsible for three primary services with some specific outcomes:

Monitor	Report	Support
<ul style="list-style-type: none">• Identify, photograph and locate:<ul style="list-style-type: none">• maintenance needs• safety hazards• signs of trespassing• illegal activities (photograph not required)	<ul style="list-style-type: none">• Report maintenance and trespassing issues to Park.Concerns@sanjoseca.gov• Report on-going hazards or incidents requiring immediate attention to 911	<ul style="list-style-type: none">• Call for assistance (911) when finding persons in distress• Respond to trail user questions and encourage appropriate and polite behavior• Model safe trail usage• Encourage others to follow posted rules

Common maintenance issues can be reported on-line (Park.Concerns@sanjoseca.gov) and include but are not limited to:

- Trail erosion
- Illegal dumping
- Vandalism and Graffiti
- Damaged equipment



- Injured or dead animals

Hazardous issues can be reported on-line (Park.Concerns@sanjoseca.gov) and include but are not limited to:

- Homeless encampments
- Storm damage
- Missing signs
- Deteriorated infrastructure

Hazardous issues that should be reported immediately to 911 include but are not limited to:

- Injuries
- Dangerous individuals (real or perceived)
- Mountain lion sightings

Who uses the data that I'm collecting?

Data collected online (via Park.Concerns@sanjoseca.gov) will be routed immediately to the Trail Maintenance Team. Please be aware that, depending on staff workload the maintenance team may not be able to immediately correct the problem. However you can be assured that by reporting the problem, you have now placed it on their "to do list" for follow up.

Why are volunteer hours tracked?

Trail Watch volunteers are asked to report hours for the following reasons:

- Justifies the need for more supplies when submitting reports to City Council and Budget Office.
- Accounts for total donated time to the City for annual statistic reports.
- Helps the program recognize volunteers for their valuable service.
- Helps program staff to monitor service demand and advocate for resources when warranted.

Why must volunteers register to participate?

The City seeks to track the number of volunteers to determine the value of donated time and identify the resources made available in order to better budget funds for all services pertaining to trail operations and maintenance.

The City requests that volunteers identify the trails they monitor in order to best deploy existing city staff. Trails that are regularly monitored by Trail Watch volunteers may require fewer inspections by staff, allowing them to visit less travelled trails and spend time on necessary maintenance activities.

The desired outcome is receipt of regular reports on trail maintenance and safety issues so that the network of trail systems is operated and maintained to a common standard.

What are benefits of volunteering?

- Do well for the community while getting exercise.
- Enhance safety and reduce hazards along San Jose Trails
- Certain individuals may be eligible for community service credits

The City intends to provide high visibility acknowledgement to active volunteers in order to sustain high levels of participation. Acknowledgement occurs at an annual volunteer celebration and other means.

What is the volunteer commitment?

The City requires volunteers to dedicate 2 hours per month, as part of regular enjoyment and use of their favorite trail, and be willing to do so for at least 1 year.

What are the minimum requirements?

Volunteers must:

- Be at least 18 years of age
- Carry a cell phone
- Carry a digital camera (2 megapixel resolution minimum) to report incidents
- Provide own transportation (bike, skates, footwear, horse)
- Sign a Volunteer Waiver and Release form, and sign and abide by the Volunteer Agreement.

(Program does not make available phones, cameras or other equipment, nor offer reimbursement for their use or loss).

What supplies are provided to a volunteer?

No supplies are provided to the volunteer. However, staff is happy to mail a Bikeways Map or respond to any questions or concerns.

What kind of recognition can I expect?

Trail Watch volunteers receive:

- An invitation to the Annual Recognition Event. The event is a community-wide barbeque with fun games and activities, and public acknowledgement of the hard work, enthusiasm, and dedication of volunteers.



What steps do I take if I can no longer participate?

When you are no longer able to volunteer on your trail, we ask that you send a letter of resignation to Trail Watch staff.

How else can I volunteer in support of trails and parks?

Learn more about Trail Watch and other volunteer opportunities by calling (408) 793-4190 or visit: www.sjparks.org/trails/Trail_Volunteers_Zone.asp

How do I learn more about specific duties and my role?

The City's Adopt-A-Trail coordinator will meet with volunteers to provide training and address questions prior to their first assignment.

Where can I learn more about trails in San Jose?

For maps of San Jose's trail systems and network, visit www.sjparks.org/trails

What behaviors should I demonstrate and encourage?

The Trail Watch volunteer not only documents and reports issues of concern, he or she also demonstrates safer usage of the trail network by adhering to the following:

- Greet trail users and use the opportunity to remind them of trail rules as necessary. Do observe all trail rules and signs.
- Be courteous to other trail users.
- Minimize trail erosion. Avoid short cuts and muddy trails.
- Carry a cell phone in case of emergency.
- Always wear a helmet when biking or skating.
- Slow down when approaching other trail users or street crossings.
- Anticipate riders around corners.
- Give an audible warning before blind turns and when passing others, use a bell or horn, or call.
- When cycling on street to a trail, cyclists must ride in the same direction as traffic.
- Helmets must be worn at all times when biking.



- Bikes must be ridden in a safe, predictable, and considerate manner.
- Bikes must have all legally required headlights and taillights¹ for use in early morning or at dusk.

Volunteers should review the “Tips” page on the Trail Program website (www.sjpark.org/trails) for additional information that can keep you safe.

How do I get started?

Review, sign and return the attached Volunteer Service Agreement and review the supporting attachments.

Notice of Discrimination

The City of San José prohibits discrimination on the basis of race, color, national origin, age, sex, or handicap in its programs or activities. If anyone believes he or she has been discriminated against in any department activity, program or facility, a complaint may be filed with the City’s Affirmative Action Office or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C. 20240.

This publication can be made available upon request in alternative formats, such as Braille, large print, audio tape, or computer disk. Requests can be made by calling (408) 794-1383.



Printed on recycled paper.

Attachment A: Volunteer Service Agreement & Release Volunteer Code of Ethics



Adopt-A-Park

*Parks, Recreation and
Neighborhood Services*

PERSONAL CONTACT INFORMATION

Name _____

Address _____ City _____ Zip _____

Phone _____ Email Address _____

Please check: Yes, I would like to receive emails concerning volunteer opportunities with the City of San Jose.

Emergency Contact/Relationship/Phone _____

Medical Background – Please note any physical or medical conditions that should be considered in your assignment.

I, _____, agree to volunteer my services to the CITY OF SAN JOSE ("City") and to comply with the City's volunteer Code of Ethics.

I acknowledge that there is no salary or other compensation, or prizes of any kind to be provided by the City for my services as a volunteer. Rewards or prizes for volunteer service to the City may be offered by other persons; however, the City is not responsible for the payment of any such reward or prize to me.

I understand that during the course and scope of my (or my child's) volunteer services to the City, I (or my child) will be covered under the City's Workers' Compensation self-insurance. I also understand and agree that my sole remedy for any injury that I (or my child) may sustain during the course and scope of my (or my child's) volunteer services to the City, which is covered by Workers' Compensation, shall be through the City's Workers' Compensation self-insurance coverage. I waive any other right or remedy that I (or my child) may have against the City of San Jose, its employees, officer, and agents (collectively referred to as "City") available to me for an injury as described above (including an injury arising out of the City's negligence). Further, I release the City from all other liability arising from my (or my child's) volunteer service or activities as provided hereunder.

I understand that the City of San Jose may photograph or videotape the volunteer events or activity in which I am (or my child is) participating. I give my permission for the City to use photographs or videotape of me (or my child) for the purpose of promoting the City of San Jose and its services/ programs. I give my permission with the following understanding: **No compensation of any kind will be paid to me (or my child) at this time or in the future for the use of my (or my child's) likeness.**

Please turn over

I also acknowledge and agree that my (or my child's) services are provided for the convenience of the City and may be terminated for any reason or for no reason and at any time by the City without prior

notice or hearing. I, the undersigned, certify that the information stated on this agreement and release is true, complete and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a basis of rejection for this application or termination of volunteer services.

This agreement shall remain in effect until terminated in writing by either party. Additional information may be provided on the attachments.

City of San José Volunteer Code of Ethics Agreement

Volunteers are an important asset of the City's workforce and make it possible for the City to deliver services to San José residents. As a volunteer, you represent the City of San José. As such, it is important that you adhere to the City's Volunteer Code of Ethics.

I, _____, as a volunteer with the City of San José agree to:

- Conduct myself in a professional manner; maintaining high standards of integrity and honesty.
- Treat all members of the public, employees, and other volunteers with respect and courtesy.
- Avoid any activity that could be seen as a conflict of interest, such as accepting gifts or favors from individuals or businesses that could be seen to be an attempt to influence a City decision.
- Respect confidential information that is available to me as a result of my volunteer work with the City, and refrain from using it for personal gain or for personal, non-City business related reasons. Bring any violation of this confidentiality to my supervisor.
- Promptly raise questions and concerns regarding possible violations of City policy or local, State or Federal law with my immediate supervisor or another manager within my department.
- Reinforce the City of San José's commitment to equal employment opportunity and a work environment free of discrimination and harassment, including sexual harassment. Please see Section 1.1.1., titled Discrimination and Harassment Policy, in the City Policy Manual.

I understand that I may be released from my volunteer position with the City of San José for not adhering to the above Code of Ethics.

Volunteer Signature

Parent/Guardian if under 18 yrs old

Date

Date

Department

Position/Department

Attachment B: City of San José Park and Trail Ordinances

As a Trail Watch Volunteer, you have no authority to enforce the following park and trail ordinances. The following is provided as information only,

Definitions

“Park” means all grounds, buildings, improvements, and areas dedicated to use by the public for park, recreation or open space purposes and over which the city has acquired right of use for such purposes. (S.J.M.C. 13.44.014)

“Vehicle” means any wheeled device or conveyance, whether propelled by motor, animal or human power. The term “vehicle” excludes city service vehicles, baby strollers and wheelchairs. (S.J.M.C. 13.44.018)

Ordinances

Vehicles - Operation and parking procedures and restrictions.

No person shall stop, park, or leave standing or unattended any vehicle, trailer or boat in any park or recreation area of the city, except in an area or space designated for parking of such objects by the Director of the Department of Recreation, Parks and Community Services, or upon any portion of any street or highway upon which the parking of such objects is permitted, or in excess of the time prescribed therefore by any city ordinance, resolution of the city council, or permit issued by the director. No person shall stop, park or leave standing or unattended any vehicle, trailer or boat in any area or space designated for parking of such objects by the director so that any part of such object is within the right-of-way of any street or highway within the limits of any park or recreation area of the city. The director is hereby directed to post signs giving notice hereof in such and so many portions of city parks and recreation areas as may be affected hereby.

No person shall operate a vehicle, except as authorized by the director, in any public park or recreation area within the city except upon any publicly owned street or highway which is open for public vehicular traffic within such park or recreation area. No person shall operate any vehicle on any road, street, trail or highway in any city park or recreation area at a speed greater than the speed limit established by ordinance or resolution of the city council and posted on such road, street, trail or highway, or if no speed is posted, at a speed greater than fifteen miles per hour.

The Director may designate areas, paths, roads or trails in any city park or recreation area where the riding of bicycles, motorcycles, mini-bikes, or like vehicles may be permitted. No person shall ride or take any bicycle, motorcycle, mini-bike or like vehicle upon or in any area, path, road or trail in any city park or recreation area unless such activity is permitted by notices posted by the director. (S.J.M.C. 13.44.100)

Dog Ordinance

Dogs must be on a leash and kept under control at all times. Dog owners are required to immediately clean up and remove any and all excrement left by their dog. (S.J.M.C. 7.08.590 / 7.08.410b)

Smoking Prohibition

No person shall ignite or smoke any tobacco or tobacco product, or any other material, on any park trail, bridle path, park restroom, or in any fire risk area, nor in any area additionally designated by the Director of the Department of Parks, Recreation and Neighborhood Services. (S.J.M.C. 13.44.130)

Intoxicating Beverages—Prohibitions and Conditions

No person shall consume any intoxicating beverages in any area of any City park or facility where prohibited or in violation of any limitation. (S.J.M.C. 13.44.140)

Amplified Sound Restrictions

No person shall in any City park operate or allow to be operated any loud-speaker or sound amplified device, unless such operation is permitted by the Chief of Police under Section 10.16.030 and Section 10.16.040 of this code and follows the conditions set by the Director of the Department of Parks, Recreation and Neighborhood Services. (S.J.M.C. 13.44.150)

Powered Models—Operated Restrictions

No person shall operate in any park any model airplane, boat, car, rocket, or other device that is powered by a rocket motor, an internal combustion engine, or other power source, except in an area and at such times as are designated for such use by the Director of the Department of Parks, Recreation and Neighborhood Services. (S.J.M.C. 13.44.160)

Golfing

No person shall hit any golf ball or use any golfing equipment in any City park except in an area designated for such use by the Director of Parks, Recreation and Neighborhood Services. (S.J.M.C. 13.44.170)

Doing Business Prohibited-Exception

No person shall practice, carry on, conduct or solicit for any occupation, business of profession in any City park, or sell or offer for sale therein any service, merchandise, article, or anything whatsoever, unless pursuant to a contract with or a permit issued by the City of San José.

The Director of the Department of Parks, Recreation and Neighborhood Services may issue a permit or may enter into and execute any contract for and on behalf of the City of San José without prior approval of the City Council to allow such doing of business in a City park by a nonprofit organization.

Water Pollution

No person shall throw, discharge, or otherwise deposit or cause or permit to be placed into the waters of any fountain, pond, lake, stream, bay, pool, or any body of water in or adjacent to any City park, or any tributary stream, storm sewer, sanitary sewer, or drain flowing into such waters, any substance, matter or thing, liquid, solid, or gas, which materially impairs the usefulness of such water for persons or the habitability of such water for any animal, bird, fish, or reptile which drinks, swims in, or otherwise uses said water. (S.J.M.C. 14.44.190)

Littering

No person shall deposit, drop, or scatter any garbage, trash, or rubbish, including, but not by way of limitation, any glass, paper, cans, ashes, leaves and cuttings, furniture, appliances, or concrete in any

City park except in a receptacle designed and placed to receive the same; nor shall any person import into or deposit in any City park or any other place any such, garbage, trash, or rubbish. (S.J.M.C. 13.44.230)

Rules and regulations - Compliance required

No person shall disobey or fail to observe any rule, regulation or lawful direction promulgated or made by the Director of the Department of Recreation, Parks and Community Services pursuant to the following authorization, of which such person has actual notice, however given, or of which reasonable notice has been given by appropriate sign or notice in a park.

Attachment C - Trail Visit Checklist



This checklist does not need to be turned in, but serves as a guideline for the type of notes you should take to support accurate reporting.

About today's visit	
Date	___ / ___ / ____
Time spent on trail	
Trail System visited:	

Trail Conditions:

Landscaping	Examples	Approximate Location
Damaged landscape plant material	Fallen tree limb, uprooted hedges, damaged turf	
Evidence of regular watering	Plants in decline	
Failed irrigation systems	Flooding, dry turf, fast growing turf, overflow of water to gutters	
Damaged mitigation plant material	Missing cages, dead plants	
Evidence of missing mitigation plants	Vacant space	
Evidence of trespassing	Damage from foot traffic	
Pavement Condition		
Potholes, Cracking?		
Graffiti	Paint tagging, etching, carving	
Debris	litter, dumping	
Tripping hazard	lifted pavement, gap in pavement, other damage	
Related infrastructure		
Chain link fencing	cut, bent, missing, otherwise damaged	
Split rail fencing	broken, missing, otherwise damaged	
Signage		
Missing signs	Lost/stolen sign, illegible sign	
Center line and warning stripe	faded stripe, otherwise damaged	
Graffiti on signs		
Litter Collection		
Trash can collection	Overflowing trash can	

Litter on trail, or adjacent landscape		
Missing trash can		
Shopping carts		
Social Issues		
Evidence of encampments	Tents, supplies, clothing	
Are users following posted rules?		
Loitering	Regular observance of persons "hanging out" with no purpose	
Potential gang activity	Tagging, loitering, intimidation	

Attachment D: Important Phone Numbers

The following are services provided by the City of San José, which may be of assistance to you:

City of San José Information Line

535-3500

For general information and referral on City services.

Park and Trail Concerns, PRNS

793-5510

To report maintenance concerns such as graffiti and broken sprinkler heads, and hazards such as broken swings and illegal dumping. You may email your park concerns to Park.Concerns@sanjoseca.gov.
Special note: hazards/concerns needing immediate attention after hours and/or on weekends call City of San José call center at 535-3500, for emergency assistance dial 911 or from a cell 277-8911.

Parks Division, PRNS

793-5500

For information on neighborhood and regional parks, picnic reservations, air jumper requests, dog parks, skateboard parks, special park use (i.e. reserve wedding sites).

Homeless Encampments

277-4937

To report homeless encampments contact officer William R. Miller of the Environmental Design Detail, Police Community Services Division.

Animal Care & Services, PRNS

578-PAWS (7297)

To report stray, injured, dead animals, or barking dogs.

Adopt-A-Street, Department of Transportation

975-3728

Volunteers maintain City-landscaped parcels.

Anti-Graffiti and Litter Program, PRNS

277-3208

To report graffiti or to volunteer to remove graffiti (except at parks). To assist with litter pick-up in your neighborhood, sign-up for the Anti-Litter Program.

Department of Transportation

535-3850

To report illegal dumping on public property or any street related problem.

Environmental Enforcement, Environmental Services Department

945-3000

To report the dumping of pollutants into the storm drain system.

Citizen CPR and First Aid Classes

277-4084

Classes are available to the general public and have a nominal fee.

Gang Hotline

293-4264

To leave anonymous information about gang activity.

Code Enforcement

277-4528

To report problems, such as weeds and litter on private property.

Crime Prevention, Police Department

277-4133

To learn about programs that educate residents about crime prevention and safety measures.