

Response to Grand Jury Report Form

Report Title: Ventura County Campgrounds Park Host Program

Report Date: March 24, 2014

Response by: General Services Agency Title: Director, General Services Agency

FINDINGS

- I (we) agree with the findings numbered: FI-04
- I (we) disagree wholly or partially with the findings numbered: FI-03

RECOMMENDATIONS

- Recommendations numbered R-01, R-02, R-04, R-05, R-06 have been implemented.
(Attach a summary describing the implemented actions.)
- Recommendations numbered R-03 have not yet been implemented, but will be implemented in the future.
(Attach a timeframe for the implementation.)
- Recommendations numbered N/A require further analysis.
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.)
- Recommendations numbered N/A will not be implemented because they are not warranted or are not reasonable.
(Attach an explanation.)

Date: 6/3/14 Signed: _____

Number of pages attached 2

Ventura County Campgrounds Park Host Program
County of Ventura General Services Agency

DATE: June 24, 2014

SUBJECT: Responses to 2013-2014 Grand Jury Final Report "Ventura County Campgrounds Park Host Program" dated March 24, 2014

GSA (FI-03, FI-04, R-01, R-02, R-03, R-04, R-05, R-06)

FINDINGS

FI-03. It is difficult for the Park Hosts to leave their campgrounds in the event of personal emergencies.

RESPONSE: Partially disagree. Hosts may leave the campground when they have personal emergencies. The Parks department requests they provide as much information to the operations supervisor as possible so arrangements can be made.

FI-04. Providing visibility to Park Hosts by supplying shirts and ball caps identifying them as Park Hosts would demonstrate their authoritative capacity to campers.

RESPONSE: Agree.

RECOMMENDATIONS

R-01. The Grand Jury recommends that GSA hire additional full-time, daytime service only, Park Services Rangers to assist Park Hosts in enforcing campground regulations such as check-out times.

RESPONSE: Implemented. On December 23, 2012 the Parks Department obtained an additional Parks Services Ranger I allocation in order to more efficiently run Parks operations, to enhance contact and communications with customers, and allow for Parks Services Rangers to visit each park daily.

R-02. The Grand Jury recommends that the Parks Director continue to maintain performance metrics and action item follow-up procedures to ensure that County campgrounds continue to improve the camping experience for residents and visitors.

RESPONSE: Implemented. Parks staff will continue to implement resources to gather customer feedback to help the Parks Department make informed decisions. Currently Parks utilizes several means of information gathering

including customer comment cards, feedback from Park Hosts and staff as well as an automated email that is sent to the customer through Parks' reservation system. The data gathered from these efforts assist in determining the effectiveness of County staff, park facilities as well as the reservation system.

R-03. The Grand Jury recommends that the Parks Department institute a more formal orientation program using the Park Host Operations Manual as its basis to ensure that Park Hosts understand their responsibilities.

RESPONSE: To be implemented. The Parks Department shall institute an annual Park Host orientation workshop to refresh and reacquaint the skills outlined in the *Park Host Operations Manual*. This will create an additional platform for Park Host review and dialogue of responsibilities. The next scheduled workshop is in September 2014.

R-04. The Grand Jury recommends that the Parks Department design and procure, at a minimum, shirts and ball caps emblazoned with the County logo and the words "Park Host".

RESPONSE: Implemented. The Parks Department has green baseball style caps with "PARK HOST" in white letters on the cap front, distributed to each Host. In addition, light green tee shirts with the Ventura County Park logo on the upper left front, are given to each Host at the beginning of the assignment. Replacement caps and shirts are available upon request. The Park Operations Supervisor and Parks staff will inspect for hat and shirt compliance on a regular basis.

R-05. The Grand Jury recommends that the Parks Department develop a program of qualified Park Host substitutes, who could be called upon to relieve Park Hosts when necessary.

RESPONSE: Implemented. The Parks Department has utilized traveling campers who have expressed interest in a temporary exchange of services for a fee-free campsite. The successful completion of the prospective host background check has found several temporary hosts filling a Park Host vacancy until the new Host arrived. The Parks Department will continue to seek improving the existing program.

R-06. The Grand Jury recommends that the Parks Department work with experienced Park Hosts to develop a standard organization for campground bulletin boards so campers can find similar information, including rules and regulations, at the same location on any County campground bulletin board.

RESPONSE: Implemented. The Parks Department has a standard for bulletin boards per the Parks Field Manual Policy 11-A-20, dated 6-9-11 and will ensure some consistency in bulletin boards at all County campgrounds.