



## Nomination for Ranger Team of the Year

### City of Bayswater Ranger and Security Team

The City of Bayswater's Ranger and Security Team was nominated for their outstanding improvement in public perception and their exceptional service despite a moderate staffing level. With 2 to 7 active officers per 24-hour period and minimal support staff, the team effectively manages approximately 100 calls daily, demonstrating high levels of friendliness, efficiency, and customer focus.

#### Training and Development:

To enhance their capabilities, the team is pursuing nationally recognised qualifications, such as Certificate IV in Local Government (Regulatory Services) and Regulatory Officer Compliance Skills (ROCS) 1 and 2. They also engage in internal training on cultural safety, customer service, and workplace behaviours, along with external training in Crime Prevention Through Environmental Design (CPTED) and Dangerous Dog handling.

#### Community Benefits:

The team provides 24/7 service, addressing complex issues with a highly trained and customer-focused approach. They stay current with industry advancements by attending seminars, workshops, and community events. Their work includes managing high-use areas and reserves, an Animal Care Facility, and ensuring fair enforcement of parking regulations. They are committed to sustainability, including adopting electric vehicles.

#### Examples of Outstanding Teamwork:

1. **Purple Benches Project:** Supported the installation of purple benches to raise awareness about domestic violence, collaborating with City Councillors, staff, and community groups.
2. **Cat Management Initiative:** Addressed excessive cat numbers through collaboration with City Health Officers, educating residents, and coordinating with Cat Haven for sterilisation and microchipping.
3. **Catio Rebate Program:** Promoted the installation of catios to protect wildlife and reduce stray cats, reflecting commitment to innovative solutions.

**Organised Building of Relationships and Partnerships:** The team has built valuable partnerships with organisations and councils to enhance community service and safety. Notable collaborations include:

- Addressing homelessness and antisocial behaviour in Maylands.
- Working with outreach services for vulnerable individuals.
- Enhancing communication with WA Police and transitioning to a wireless CCTV system.
- Supporting other councils and building relationships with rescue organisations.



## Results and Outcomes:

- **Call Volume:** 36,619 calls handled.
- **Jobs Actioned:** 11,500 jobs in CRM.
- **Infringements Issued:** Parking (6,118), Animal (304), Local Law (96), Litter (10).
- **Cautions Issued:** Parking (775), Animal (561), Local Law (30), Litter (2).
- **Dog Impoundments:** 216 dogs impounded.
- **Cat Traps:** 145 instances.
- **Bush Fire Season:** Inspected 663 vacant lots and issued 97 infringements.
- **Dog-Related Prosecutions:** 17 successful prosecutions.
- **Workplace Health and Safety:** Only 3 minor injuries in 24 months.
- **Security/Ranger Requests:** 1,662 security-related, 1,681 ad hoc patrols, 1,650 holiday watch.

Their effective teamwork and commitment to service excellence have made a significant impact on the community, addressing issues comprehensively and maintaining high service standards.

Congratulations City of Bayswater on your nomination.