



Nomination for Ranger Team of the Year 2024 - City of Belmont

The City of Belmont has made significant improvements to its Ranger service from 2021 to 2024, resulting in enhanced public perception and numerous benefits to the community.

Community Impact:

The City of Belmont enhanced its Ranger service to address key community concerns, including increased demand for Rangers during weekends and peak hours, a need for greater visibility within the community, and addressing localised issues like abandoned trolleys.

Key actions taken include:

- Extending Ranger operational hours to 13-15 hours per day, depending on the season.
- Increasing the number of Rangers on duty during peak demand times.
- Proactive patrolling of key areas, particularly where illegal dumping is a concern.
- Enhancing school safety by increasing Ranger presence during school drop-off and pick-up times.
- Deploying a new fleet of highly visible Ranger vehicles.
- Actively engaging with residents at community events.
- Utilising new technology for faster Ranger deployment.
- These enhancements resulted in nearly doubling the number of jobs completed in the first 12 months compared to the previous year.

Teamwork:

The City of Belmont Rangers demonstrated exceptional teamwork in several challenging situations:

- While investigating a complaint, Rangers discovered a man living in squalor and hoarding cats. The man, who had severe autism, was not receiving the necessary support services. The Rangers coordinated with the man's carers and the Department of Communities to improve his living conditions and secure the support he needed. They continue to check in on him regularly.
- The Rangers maintain a strong working relationship with the Belmont branch of the WA Police, frequently collaborating to secure dogs that pose risks to police officers during operations, such as house raids.
- In the last nine months, Rangers have assisted police on three occasions with the removal of dogs guarding deceased owners.

These examples highlight the Rangers' commitment to community safety and their ability to work effectively with other agencies.



Results:

- The enhancement of the City of Belmont's Ranger service has led to immediate and significant results. Within the first few months, key statistics doubled or tripled compared to the previous year, reflecting the success of the new team ethos focused on customer service, community engagement, and a strong work ethic.
- From February 2023 to June 2024, Ranger service jobs increased by an average of 44%, with a job completion rate of approximately 90.5% per month. Notable achievements in the first 12 months of the enhanced service include:
- Completion of 6,407 jobs, a 90% increase from the previous 12 months.
- Impoundment of 358 wandering animals, a 96% increase.
- Conducting 599 firebreak inspections, up 68% from the prior fire season.
- Additionally, the Rangers have significantly increased their involvement in community events and continue to promote responsible pet ownership, firebreak safety, and parking awareness through various media, including YouTube videos, cinema advertising, and a children's book.

Partnerships:

- Partnered with the Animal Rescue Cooperative WA to provide pet food and medication to owners facing financial hardship, supporting vulnerable residents during times of economic pressure.
- The City of Belmont's Ranger service has proactively expanded its key management agreements, including establishing a new contract with the City of South Perth for impounding animals. Over the past 18 months, the Rangers have also strengthened relationships with neighbouring local governments, including the Town of Victoria Park and the City of Bayswater. These collaborations have explored the potential benefits of combining future training programs, offering practical and financial advantages to all involved councils.
- Additionally, the Rangers have engaged with the Animal Rescue Cooperative WA (ARC), with the Senior Ranger's involvement leading to donations of pet food and medications. These resources are distributed to pet owners facing financial hardship, offering crucial support during a time when cost-of-living and housing pressures have led to an increase in homelessness and pet-related challenges. This partnership has provided vital assistance to some of the community's most vulnerable residents.

These efforts demonstrate the City of Belmont's commitment to improving Ranger services, fostering community relationships, and addressing the needs of its residents.