



PORTLAND PARKS & RECREATION

Healthy Parks, Healthy Portland



Leash/Scoop Compliance Program Policy & Procedures

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EXECUTIVE SUMMARY

In April 2013, Portland City Council amended City Code Title 20.12.140 Animals to allow Portland Parks & Recreation (PP&R) to issue civil penalties for violation of leash and scoop regulations.

The amendment further authorized the Commissioner in Charge to adopt policies and procedures for implementation of civil penalties. This document outlines the processes and procedures used in administering the Leash/Scoop Compliance Program, including program scope and authority, staff roles and responsibilities, education/enforcement process, administrative process, and appeals process.

INTRODUCTION

Portland's parks, natural areas and trails are extensively used for all types of recreation, and off-leash dogs and dog waste have significant impacts on the health, safety, and usability of park lands. To keep parks enjoyable for all visitors, PP&R's Leash/Scoop Compliance Program works to increase Leash/Scoop law compliance through education, enforcement, and providing off-leash areas (OLAs) for dog-owner recreation.

SCOPE AND AUTHORITY

Leash/Scoop Compliance Program processes and procedures apply to all properties owned or managed by PP&R, and all lands for which Park Rangers have enforcement authority under City Code.

The authority for PP&R to issue citations is outlined in City Code 20.12.140 Animals, Section L which states:

Notwithstanding any other provision of this Code, any person violating Subsections 20.12.120 B., E., F. or H. is subject only to a civil penalty not to exceed \$150 for each violation. Any person assessed a civil penalty under this Subsection may appeal the citation to the Code Hearings Officer in accordance with the provisions of Title 22 of city code.

As outlined in city code, Park Rangers are able to issue citations for the following subsections in 20.12.140 Animals:

Section B: No person owning, in control of or responsible for any dog shall allow that dog to be in any Park if the dog is not held securely on a leash no greater than eight feet in length, except in such Parks or portions of Parks as the Director may designate as Off-Leash areas, or during such times as the Director may establish as Off-Leash hours; provided, however,

that a violation of any rule established by the Director governing any designated Off-Leash area or Off-Leash hours shall be a violation of this section. Nothing in this Section shall limit the authority of the Director to terminate, alter or amend the designation of any Off-Leash area or Off-Leash hours.

Section E: No person shall bring or keep any animal in any Park if the animal is not within the person's immediate reach and control.

Section F: No person owning, in control of or responsible for any animal shall allow that animal to enter or remain upon any of the following in any park:

1. Any lake, fountain, pond or stream.
2. Any tennis court, basketball court, running track or other artificial sports surface or manicured turf sports field.
3. Any sports facility enclosed by a fence or wall.
4. Any area where such animals are prohibited by the Director.

Section H: No person shall allow any animal in the person's possession, custody or control to discharge any fecal material in any Park unless the person promptly removes and disposes of the fecal material in an appropriate receptacle. No person shall allow any animal in the person's possession, custody or control to enter or remain in any Park unless the person has in the person's possession the equipment necessary to remove and properly dispose of any fecal material deposited by the animal in the Park.

The prohibitions outlined in 201.12.140 do not apply to service animals while performing their qualifying services, nor to animals while in the course of the official performance of police or rescue activities. Park Rangers and Park Officers follow the guidelines identified by the ADA.

HOURS OF OPERATION

Generally, Leash/Scoop Compliance Program efforts occur during park operating hours, most commonly 5 a.m. – 12:01 a.m. All administrative functions occur 8: 00 a.m. to 5:00 p.m., Monday through Friday.

ROLES AND RESPONSIBILITIES

Off-Leash Program Coordinator (OLC) – The Dog Off-Leash Program Coordinator (OLC) provides strategic direction to Dog Off-Leash Administrator and Outreach Staff. The OLC serves on the internal coordination team and co-supervises the Dog Off-Leash Enforcement Administrator. The OLC manages PP&R's broader dog off-leash program, which includes oversight of off-leash areas, outreach and education, communications, and community partnerships. The OLC will receive reports from the Dog Off-Leash Enforcement Administrator and monitor progress of Leash/Scoop Compliance program.

Off-Leash Enforcement Administrator (OLEA) - The Dog Off-Leash Enforcement Administrator (OLEA) monitors, tracks and coordinates the Leash/Scoop Compliance program activity in coordination with Park Rangers. The OLEA serves as the repository for all citations and provides quality assurance by reviewing all citations to ensure their accuracy and completeness. The OLEA will also track the citation through the entire process (from citation issuance to final payment of fines).

The OLEA along with Park Security Manager (PSM) presides over the Administrative Reviews and makes joint decisions on all reviews.

The OLEA implements outreach plans in low-compliance parks, before the Leash/Scoop Compliance Ranger Team begins zero-warning patrols. The OLEA works closely with Leash/Scoop Compliance Ranger Team to assess the effectiveness and impact of enforcement efforts. OLEA will report monthly to Parks Security Manager, Park Ranger Supervisor and Dog Off-Leash Program Coordinator the results and progress of the Leash/Scoop Compliance Program.

Park Security Manager (PSM) – The Park Security Manager leads strategic direction of the Leash/Scoop Compliance Program and co-supervises the OLEA. The Park Security Manager provides oversight of Park Rangers and Park Ranger Supervisor, receiving reports from PRS on performance of Park Rangers. The PSM along with OLEA presides over the Administrative Reviews and makes joint decisions on all reviews. The PSM leads the internal coordination team.

Park Ranger Supervisor (PRS) – The Park Ranger Supervisor provides day-to-day supervision of the Park Rangers and monitors their performance through Ranger Daily Activity Reports (DAR). The PRS serves on the internal coordination team. The PRS in conjunction with OLEA assigns Rangers to low-compliance parks. Additionally, the PRS coordinates with the OLEA to determine if strategies being used are successful and develop strategies to better deploy Ranger resources to gain voluntary compliance.

Park Rangers – Park Rangers provide day-to-day patrols in parks on a detail assigned by PRS. Park Rangers are an ambassador to the public in parks while educating park users on the rules to provide a safe, healthy, and usable environment for all park users. Park Rangers on day-to-day patrols will issue warnings, exclusions, and citations for rule violations in parks.

Leash/Scoop Compliance Rangers – These Park Rangers focus on parks with low leash/scoop compliance rates as designated by the PSM, PRS, and OLEA. Rangers issue citations in designate parks for any violation of 20.12.140 during their patrols. Rangers report their activities to PRS in the DAR and provide the OLEA with copies of all citations issued and reports on these contacts.

SECTION 1: APPROACH--EDUCATION/ENFORCEMENT PROCESS

The Leash/Scoop Compliance Program seeks to engage and educate park users about the importance of complying, with the goal of gaining future compliance with leash/scoop regulations.

PP&R employs two approaches to gain compliance. The **general approach** consists of all Park Rangers engaging park users regarding leash/scoop laws during their routine patrols. The **focused approach** consists of an Off-Leash Enforcement Administrator working in conjunction with Ranger teams dedicated specifically to leash/scoop enforcement.

GENERAL APPROACH

Each week the Park Ranger Supervisor assigns a Park Ranger team to patrol parks within a specific service zone. Each team serves as an ambassador for PP&R and responds to Calls for Service (CFS) within each zone.

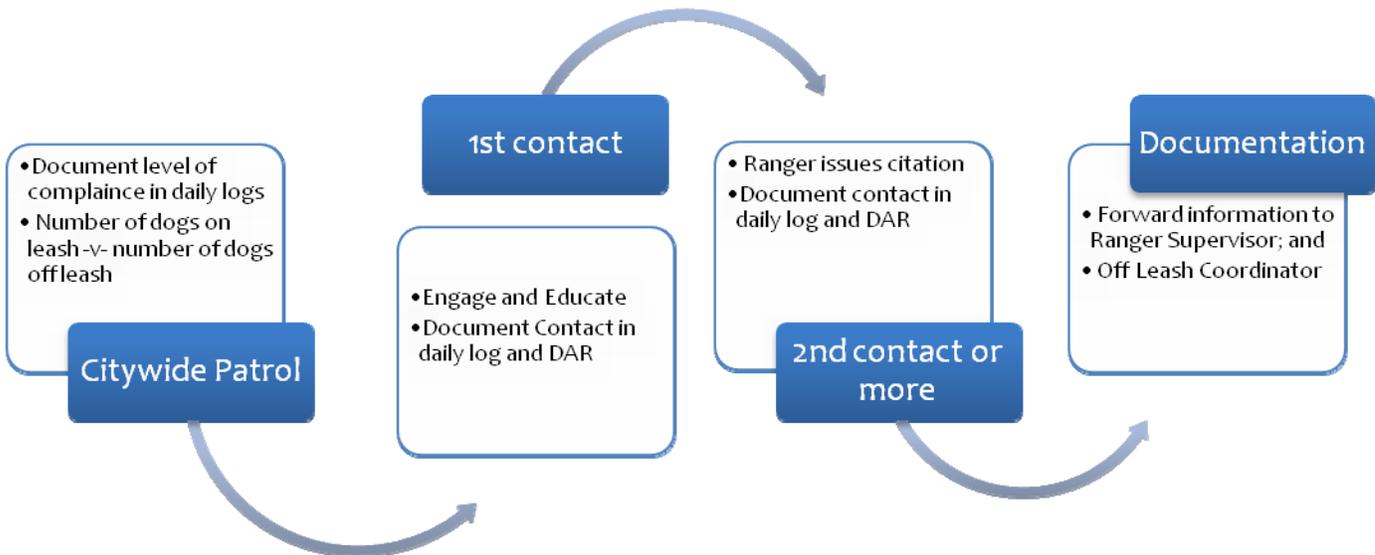
One of the primary tasks of the Park Rangers is to walk through the park and engage in positive contacts with park users. During each visit in a park, Park Rangers observe and document the condition of the park, which includes the number of dog owners in or out of compliance with Leash/Scoop laws. When on patrol, the goal of the Park Rangers is to gain voluntary compliance from the park user to comply in the future with Title 20.

Park Rangers use the following guidelines when on patrol:

1. Strive to make a positive impression and develop a positive level of trust and rapport with each contact. Each Park Ranger will approach a park user in a non-threatening manner and introduce themselves as a City of Portland Park Ranger. The Park Ranger will state the reason for stopping the park user i.e. dog off-leash.
2. Engage and educate the park user about the importance of complying with the rule. During the initial contact the Park Ranger explains to the park user why the leash/scoop law needs to be followed; i.e. health, safety, ecology, and usability. Rangers use the Leash/Scoop compliance talking points, attached as Appendix B.
3. Upon contact the Park Ranger will check the Park Ranger database to confirm if the park user has received previous warnings for having their dog off leash. Upon each contact the Park Ranger will use the following procedure:
 - If first contact for Leash/Scoop violations, the park user will receive a written warning. A written warning acknowledges and records that a Park Ranger or Park Officer has made contact with the individual and provided education to the park user about the Leash/Scoop law. During this contact the park Ranger

- If the contact is the second or more with a park user regarding off-leash and scoop violations, the Park Ranger will issue a written violation of the Leash/Scoop laws to the park user. The Ranger will explain the amount of the citation, payment process, and appeals process to the park user. A copy of the citation form is contained in attached Appendix C.
 - The amount of the citation on second contact is: \$50
 - The amount of the citation on third contact is: \$150
 - On each contact it is important for the Park Ranger to explain and educate the park user on off-leash opportunities and the purpose of the written warning or citation is to encourage the user to comply with the leash and scoop laws. The Ranger will provide the park user a copy of the Dog Off-Leash Program informational flyer and any compliance request issued by Ranger.
4. Each day Park Rangers note their observations and contacts made in each park visited, including the number of dogs off and on leash. Park Rangers will document their observations in their daily log book after each visit.
 5. Park Rangers will document the total number of contacts they make, including the number of contacts made with dog owners, in the Daily Activity Report (DAR).
 6. Park Rangers will document the total number of park warnings and citations issued to dog owners out of compliance with Leash/Scoop laws.
 7. Should the Park Rangers encounter dangerous or aggressive dogs, they will contact Multnomah County Animal Control Services or the police to request assistance with the dangerous dog.
 8. The Park Ranger Supervisor will send the information recorded on the DAR and the number of warnings and citations issued by the Park Rangers to the Off-Leash Enforcement Administrator at the end of each week.

GENERAL APPROACH



FOCUSED APPROACH ON LOW-COMPLIANCE PARKS

Each quarter the Leash/Scoop Compliance coordination team determines which parks have a low level of Leash/Scoop compliance. This team is comprised of the Dog Off-Leash Program Coordinator, Administrator, Park Security Manager, Park Ranger Supervisor and the Park Rangers assigned to the Focused Patrol.

The goal of the focused approach is to combine intensive outreach and education with consistent, focused enforcement. Prior to any enforcement efforts by Park Rangers, the OLC and OLEA will develop and implement an intensive outreach and education program for parks with the most severe non-compliance. After this period of intensive education and outreach, the Park Ranger team assigned to the Leash/Scoop Compliance Team will issue citations on first and/or subsequent contacts.

METHODOLOGY TO DETERMINE LOW-COMPLIANCE PARKS

The Leash/Scoop Compliance coordination team will determine in which parks to implement the Focused Approach, using criteria including:

- The number and severity of complaints received by PP&R from the public regarding Off-Leash or Scoop violations through ParkScan, Dog Information Line, emails or phone calls forwarded to program staff, Track-it, PDX Reporter, and the Portland Parks Dog Facebook page
- Park staff (maintenance and recreation) observations, including impacts on park land and health/safety issues created by leash/scoop non-compliance
- Park Rangers DAR data (observed on-leash versus off-leash dogs)
- Ranger Calls for Service

- History of compliance (number of park warnings, citations, etc.)

Based on the criteria above, the Leash/Scoop Compliance coordination team will identify as many as ten parks every quarter as low-compliance parks.

LOW-COMPLIANCE OUTREACH & EDUCATION

An intensive outreach and education plan will be developed for each low-compliance park; the plan template is attached as Appendix D. Outreach methods include:

- Focused outreach in the designated park to educate visitors about Leash/Scoop laws
- Installation of additional temporary outreach signage
- Articles in neighborhood newsletters
- Attendance and presentations at neighborhood meetings, PTA meetings, community events, and other constituent group meetings to reach a broad swath of the local park users

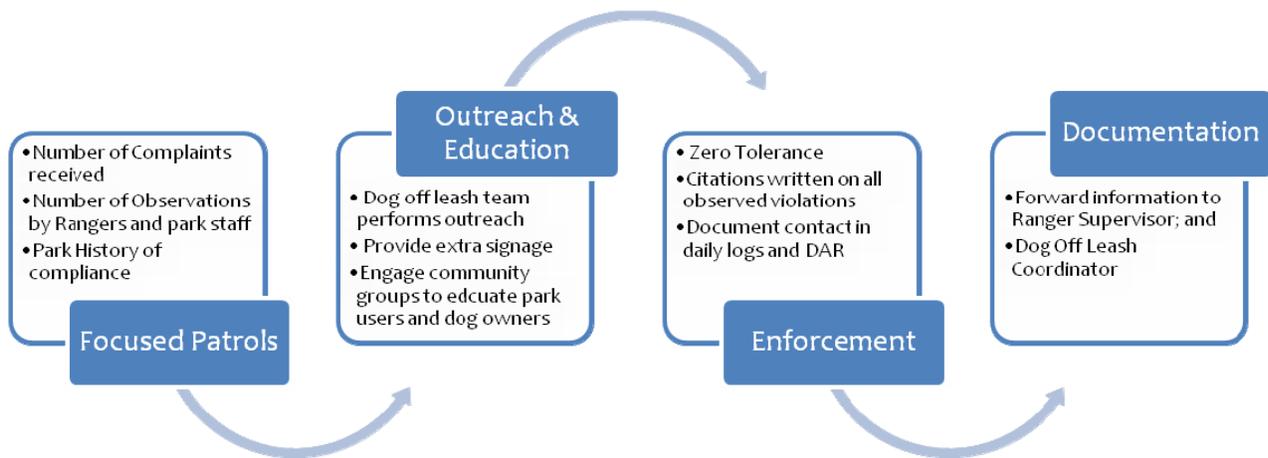
PATROLS

After the outreach and education period is complete, Rangers will begin patrols. Upon each contact, Park Rangers will use the following procedure in focused parks:

1. Upon contact the Park Ranger will check the Park Ranger database to confirm if the park user has received previous warnings for having their dog off leash. Upon each contact the Park Ranger will use the following procedure:
 - If first contact for Leash/Scoop violations, the park user will receive a written warning. A written warning acknowledges and records that a Park Ranger or Park Officer has made contact with the individual and provided education to the park user about the Leash/Scoop law. During this contact the park Ranger will record information on both the dog's and owner name. The Park Ranger will explain the process of appeals to the park user and provide a copy of the warning citation.
 - If the contact is the second or more with a park user regarding off-leash and scoop violations, the Park Ranger will issue a written violation of the Leash/Scoop laws to the park user. The Ranger will explain the amount of the citation, payment process, and appeals process to the park user. A copy of the citation form is contained in attached Appendix C.
 - The amount of the citation on second contact is: \$50
 - The amount of the citation on third contact is: \$150
2. The amount of the citation on first contact is: \$50

3. The amount of the citation on second and all subsequent contacts is: \$150
4. Each day Park Rangers note their observations and contacts made in each low-compliance park they patrol, including the number of dogs off and on leash. Park Rangers will document their observations in their daily log book after each visit.
5. Park Rangers will document the total number of contacts they make, including the number of contacts made with dog owners, in the Daily Activity Report (DAR).
6. Park Rangers will document the total number of park warnings and citations that were issued for Leash/Scoop violations.
7. Should the Park Rangers encounter dangerous or aggressive dogs, they will contact Multnomah County Animal Control Services or the police to request assistance with the dangerous dog.
8. The Park Ranger Supervisor will send the information recorded on the DAR and the number of warnings and citations issued by the Park Rangers to the Off-Leash Enforcement Administrator at the end of each week.

FOCUSED APPROACH



SECTION 2: ADMINISTRATIVE PROCESS

SCHEDULE OF CITATION FINES

Park Warning – a park warning is not a fine but is a notice that a Park Ranger has engaged and educated the park user about Title 20.12.140 Animals. A park warning is good for a two-year period from the date the initial written warning is received. At the end of two years, if the individual has not had any contact with a Park Officer related to the violation, then the name of the individual is removed from the Park Ranger database by the OLEA. If the person received a citation within the two-year time period they will not be removed from the database.

First Violation – Park Warning

Second Violation –\$50

Third and Subsequent Violations -\$150

DOCUMENTATION OF VIOLATIONS

- Park Rangers will record contacts made with a park user in violation of the City Code 20.12.140 Animals subsection the user violated.
- Rangers will record park user’s information on the Dog Citation. A copy of the warning or citation will be provided to the park user. In the event the park user declines the citation, the Park Ranger should follow the Park Ranger Standard Operating Procedures (SOP) to determine the course of action that should be taken to gain compliance.
- Off Leash Enforcement Coordinator will review warnings issued to ensure a citation was not warranted. If a park user who received a warning is found in the database, the OLEA will change the warning to a citation. The park user in question will be notified of the change in enforcement and will be responsible for the fine incurred. The park user will be notified of the change by mailer.
- Park Rangers will record information regarding leash compliance/non-compliance activity into Ranger DAR.

SECTION 3: APPEALS PROCESS

Any park user given a citation shall have the right to appeal that citation, according to the appeals process established in this section. Every park user will receive information on the appeals process from the Park Ranger issuing the citation. Information on the appeals process will also be provided on the back of the citation.

ADMINISTRATIVE REVIEW

All appeals will first consist of an Administrative Review by the Park Security Manager (PSM). The PSM will review the citation to determine whether Park Rangers properly followed procedures. The PSM can dismiss or reduce the fine amount given to the park user.

The factors that the PSM will consider include, but are not limited to:

- Financial hardship or inability to pay
- Incomplete citation form
- Improper procedure followed by the Park Ranger
- Misconduct by the Park Ranger
- The dog was a service animal

The required information for an administrative review **must be in writing**. The appeal shall be electronically produced or legibly hand-printed. **The appeal must be emailed to ParksSecurity@portlandoregon.gov or mailed, as confirmed by postmark, no more than 10 days after citation date of issuance** to Park Security Manager at 1120 SW 5th Ave, Ste. 1302, Portland, OR 97204.

The appellant should provide the following information:

- A legible copy of the citation, OR the following information from the citation re-stated in the written appeal:
 - citation number
 - date of issuance
 - the violation indicated
 - the amount of the fine
 - the location where the citation was issued; and
 - the name of the Ranger who issued the citation.
- The name, address and telephone number of the appellant.
- The reason(s) the appellant believes the appellant is not guilty of the alleged violation of the Code or that the citation or penalty is:
 - Objectionable
 - Incorrect or not lawfully provided
 - Financial Hardship

- Ranger Misconduct

However, an objection to the enforceability, legality or constitutionality of Portland Parks & Recreation's use of Title 20 Section 20.12 Prohibited Conduct, specifically 20.12.140 subsections B, C, E, H and J shall not be a basis for appeal under these Administrative Procedures.

- The signature of the appellant, representative or legal counsel. Any minor under the age of 18 who is a Responsible Party must have a parent or guardian sign the notice of appeal and provide their name, address, and telephone number in addition to the minor's information.

If, in the opinion of the PSM, the appeal substantially meets the requirements above, the appeal shall be reviewed and responded to within 5 days. If the appeal does not meet the requirements, the OLEA shall contact the party and inform them of their deficiency, in order to provide the appellant the ability to provide the correct information in the given timeframe.

Upon receipt of an appeal, the PSM will review the appeal and the information written by the Park Ranger on the citation by the Ranger who issued the citation. The citation report should detail:

- The contact and the section of Title 20.12.140 that was violated
- The park and the location in the park where the citation was issued
- The time the citation was issued
- Was the citation received in a low-compliance park
- Any other enforcement actions taken during the contact

The information written on the citation, whether the citation was recorded in the Citation Tracking Database, and the information detailed in the appeal by the appellant will be used to determine the decision by the PSM.

The PSM shall provide a written explanation of the decision to either uphold or overturn the citation. If the appellant's administrative review is denied by the PSM, they may request a code hearing with the Code Hearings Office (CHO). Instructions on how to file with the CHO will be included in the written explanation provided by the PSM to the appellant.

If the Park User's administrative review is denied and an appeal is not made to the CHO, then the park user is responsible to pay the fine under payment guidelines.

CODE HEARINGS

If the park user chooses to appeal the administrative review to the CHO, the appeal must be made to the CHO. The CHO will schedule a date for the appeal hearing and will notify the park user and PP&R of the hearing date.

The park user and the Ranger who issued the citation will attend the hearing to present the case to the Code Hearings Officer. Once the CHO has received the evidence, he/she will issue a decision. All decisions by the CHO are final.

APPEAL PROCESS



DATA TRACKING

The Park Ranger Supervisor and the OLEA will review citations for accuracy and quality assurance purposes, maintaining the integrity of the citation process. The OLEA will review warnings issued to ensure a citation was not warranted. If a park user who received a warning is found in the database, the OLEA will change the warning to a citation. The park user in question will be notified in writing of the change in enforcement and will be responsible for the fine incurred. The park user will be notified of the change by mailer. The OLEA will track the number of citations issued by Park Rangers while recording the information in the Citation Tracking Database. Additionally, the Park Ranger Supervisor will review citations as part of overall Park Ranger performance tracking.

The OLEA will provide a monthly report, containing the following information:

- Level of Compliance (LOC) for each park within Portland
- The number and percentage of citations issued
- The number of citations appealed by individuals receiving a citation
- The outcome of each appeal, including decisions of PSM Administrative Review and the CHO
- The time and costs associated with appeals heard by the PSM and/or CHO

SECTION 4: COLLECTION PROCESS

ADMINISTRATIVE COLLECTION RULES

Individual park users have a range of options to remit fines once they are issued a citation for violation of 20.12.140 Animals. Below are the steps of the OLEA in the collection of Off-Leash and Scoop fines:

1. After a citation has been issued and a copy has been provided by the Park Ranger, the OLEA will enter the information into the Citation Tracking Database and into the Systems, Applications, and Programs (SAP) Accounts Receivable.
2. The OLEA will provide the Customer Service Center (CSC) with the citation information. To ensure proper internal controls as per **City of Portland Accounting Administrative Rule 6.10 Cash**, fines levied for violation of City Code 20.12.140 will be collected by the CSC.
3. The OLEA mails a confirmation letter out to the park user issued the citation.
4. The park user can pay the fine by mail, by phone or in person at the CSC, which is located at 1120 SW 5th Portland, OR 97204 in the Portland Building on the first floor.
5. Upon receipt, the CSC will deposit revenue collected and notify the PP&R Finance department and the OLEA of deposit and related details.
6. After receiving notification from the CSC, the OLEA records payment in the Citation Tracking Database.
7. The Finance department will record deposits into SAP in the General Ledger against Parks general operating revenue.
8. CSC will notify Central Accounting and Finance of details of the SAP Accounts Receivable portion in their daily deposit.
9. The Finance department will do an entry into the General Ledger to move dollars out of general operating revenues to AR cash clearing.
10. The Finance department will confirm entries with Central Accounting and ensure Central Accounting agrees with details from monthly deposit reports, cross-checking the number of credit card, check, and cash payments made for the month.
11. Central Accounting will process the clearing of deposits in Accounts Receivable.
12. PP&R will accept check and money order by mail, all major credit cards by phone, or check, money order, credit card or cash if paid in person at the CSC.

13. The OLEA will routinely monitor the transactions and reconcile differences between Citation Database and Accounts Receivable.
14. If the individual has not paid the fine within 30 days, the OLEA will mail out a “Notice of Delinquency” letter.
15. The OLEA will mail out additional “Notice of Delinquency” letters at the 60, 90, and 6-month mark.
16. The 6-month “Notice of Delinquency” will state the account is being turned over to Bureau of Financial Service -Accounting Division.
17. The OLEA will track customer accounts to assure payments are made in the timeframe set forth by PP&R.

APPENDIX A

Definitions

1. **Level of Compliance:** The number of dogs’ on-leash versus the number of dogs off-leash as observed in a Park.
2. **Citation:** An official summons to pay a fine in lieu of court.
3. **General Patrol:** Rangers usual daily route within the zone to which they are assigned.
4. **Focused Park with low compliance rate:** A park designated for focused efforts to increase compliance based factors that include complaints from staff and public, level of compliance, health and safety impacts, and park use history.
5. **Contact:** An interaction with a park user by a PP&R employee.
6. **Park User Appeal Process:** Steps a park user must follow to file an appeal once they are issued a citation.
7. **Ranger Process:** Steps a Ranger must follow to issue a citation and once a citation is issued.
8. **Administrative Review:** Review conducted at the request of the park user who is contesting a citation issued for off-leash /scoop law violation.

9. Appeal: A hearing held with the Code Hearings Officer to determine if the citation was valid.
10. Appellant: A park user issued a citation who wishes to appeal the citation.
11. Responsible Party: means a person (including a minor under the age of 18) who, or an entity which, has been cited for violating the Code; a parent or guardian of a minor under the age of 18 who has been cited for violating the Code.
12. Park Security Manager (PSM): the Manager in charge of PP&R security and co-supervisor of OLEA
13. Park Ranger Supervisor (PRS): the supervisor of PP&R Rangers
14. Dog Off-Leash Coordinator (OLC): Dog Off-Leash Area Program Administrator and co-supervisor of OLEA
15. Dog Off-Leash Enforcement Administrator (OLEA): monitors, tracks and coordinates the Off-Leash Enforcement program activity in coordination with Park Rangers. Reports directly to Park Security Manager and Dog Off-Leash Coordinator.
16. Customer Service Center (CSC): Located on the ground floor of the Portland Building, the Customer Service Center will be the payment station for fines resulting from citations for Leash/Scoop violations.
17. Systems, Applications, and Programs (SAP): the City's current financial system for recording transactions and transaction reporting.

APPENDIX B

Basic Ranger Dog Contact Talking Points

Dog Off-Leash

- Hello, I'm NAME, a Ranger with Portland Parks & Recreation.
- I wanted to talk to you about your dog; I observed that your dog was off-leash.
- Dogs must be on-leash at all times in this part of the park / at all times in this park.
- The Off-Leash area is WHERE IN THE PARK or there is an off-leash area PROVIDE LOCATION OF THE PARK?

The reasons for keeping your dog on leash are:

- Obeying leash laws keeps the park safe and healthy for other people, other dogs, and protects park land and wildlife.
- IF APPLICABLE: Park users and neighbors are also reporting concerns with off-leash dogs in this park.
- Because we are trying to improve the compliance among park users I would like to get some information (either ask for the information verbally or ask to see their ID) (Begin filling out the warning/citation at this point).
- Ask if they have previously received a warning. Inform them you will check our Dog Enforcement database to see you or your dog have a previous warning.
- I'm documenting that we spoke about leash laws today, and I am going to issue you a park warning; or I am issuing you a citation and explain the appeal and payment process.
- Your information will be kept on file. If you have your dog off-leash again, you will be issued a \$50 citation.
- Would you like a list of all the off-leash areas in the City? Do you have any questions?
- Thank you and thanks for enjoying Portland Parks.

Basic Ranger Dog Contact Talking Points continued

Scoop

- Hello, I'm NAME, a Ranger with Portland Parks & Recreation.
- In Portland Parks dog owners are required to scoop dog waste and dispose of it properly.
- Dog poop is essentially raw sewage, and leaving it on the ground can have serious impacts on the health of people, dogs, and the environment.
- Obeying scoop laws keeps the park healthy and enjoyable for all.
- Because we are trying to improve the compliance among park users I would like to get some information (either ask for the information verbally or ask to see their ID.) (Begin filling out the warning/citation at this point).
-
- Ask if they have previously received a warning. Inform them you will check our Dog Enforcement database to see you or your dog have a previous warning.
- I'm documenting that we spoke about Scoop laws today, and I am going to issue you a park warning; or I am issuing you a citation and explain the appeal and payment process.
- Your information will be kept on file. If this happens again, you will be issued a \$50 citation.
- Do you have any questions?
- Thank you and thanks for enjoying Portland Parks.

APPENDIX C

Citation: Front

Citation: Back



NOTICE OF ANIMAL WARNING OR CITATION

Portland City Code 20.12.140

Park:		Issue Date:		Time:	
Issued to: Last		First		DOB:	
Sex:	Race:	Height:	Weight:	Eye Color:	Hair Color:
Address & City:				State & Zip:	
Dog Name:			Dog License #		
Dog Breed & Description:					
20.12.140:			Warning <input type="checkbox"/> Citation <input type="checkbox"/>		
20.12.140:			Fine Total: \$		
20.12.140:			Fine Due Date:		
<p>Appeal process: If you received this fine and believe you were not in violation of the code at the time cited, you may contact PP&R in writing at the email or physical address on the bottom of the form within 10 days of issue date to request a appeal.</p> <p>I request an appeal. Signature: _____ Date: _____</p> <p>I swear/affirm that I have sufficient grounds to have served the above person a citation for listed code violations.</p>					
Ranger Signature:		Ranger Printed:		DPSST:	
<p>Make checks or money order payable to Portland Parks & Recreation. All fines must be paid or payment arrangements made by date above unless an appeal has been filed.</p>					

Portland Parks & Recreation
1120 SW Fifth Ave, Suite 1302, Portland, OR 97204
Email: ParksSecurity@PortlandOregon.gov

If you have questions call 503-823-3647

A complete list of dog off-leash areas can be found at
www.PortlandOregon.gov/parks/dogs

Serial Number: _____

Paying or Appealing Your Citation

If you receive a citation for violation of City Code 20.12.140, you must do one of the following or the citation will be delinquent. If the citation becomes delinquent, it will be assigned to the Department of Revenue for collection.

1. **Pay Your Citation.** Include your citation and mail a check or money order payable to Portland Parks & Recreation to 1120 SW 5th Ave, Suite 1302, Portland OR 97204. Or pay in person or by phone through the PP&R Customer Service Center at 1120 SW 5th Ave, first floor, 503-823-2525. Payment must be received within 30 days of infraction.
2. **Appeal Your Citation.** If you believe you were not in violation of the code at the time cited, you may appeal the citation. Appeals must be mailed, as confirmed by postmark, within 10 days of infraction to 1120 SW 5th Ave, Suite 1302, Portland, OR 97204, or email ParksSecurity@PortlandOregon.gov. The appeal *must* include a written explanation of why you are appealing the ticket and a copy of the citation with the appeal request line (on front) signed and dated.
3. **Request Financial Hardship Consideration.** If you are unable to pay your citation due to financial hardship, contact Portland Parks & Recreation 503-823-7529 or email ParksSecurity@PortlandOregon.gov to request financial hardship consideration.

Citation Narrative/Summary:

City Code 20.12.140 Animals -

B. No person owning, in control of or responsible for any dog shall allow that dog to be in any park if the dog is not held securely on a leash no greater than eight feet in length, except in such parks or portions of parks as the Director may designate as off-leash areas, or during such times as the Director may establish as off-leash hours; provided, however, that a violation of any rule established by the Director governing any designated off-leash area or off-leash hours shall be a violation of this Section. Nothing in this Section shall limit the authority of the Director to terminate, alter or amend the designation of any off-leash area or off-leash hours.

E. No person shall bring or keep any animal in any park if the animal is not within the person's immediate reach and control.

F. No person owning, in control of or responsible for any animal shall allow that animal to enter or remain upon any of the following in any park: 1. Any lake, fountain, pond or stream. 2. Any tennis court, basketball court, running track or other artificial sports surface or manicured turf sports field. 3. Any sports facility enclosed by a fence or wall. 4. Any area where such animals are prohibited by the Director.

H. No person shall allow any animal in the person's possession, custody or control to discharge any fecal material in any park unless the person promptly removes and disposes of the fecal material in an appropriate receptacle. No person shall allow any animal in the person's possession, custody or control to enter or remain in any park unless the person has in the person's possession the equipment necessary to remove and properly dispose of any fecal material deposited by the animal in the park.

APPENDIX D

Better Leash and Scoop Team (BLAST) Education & Outreach Model

About BLAST

BLAST is an intensive period of outreach and education for parks that have chronic, high levels of leash and scoop law non-compliance. It’s designed to precede a zero-warning enforcement period at a park. The goals of BLAST are:

- Increasing dog owner awareness and understanding of leash and scoop laws
- Increasing general park user awareness and understanding of leash and scoop laws
- Informing dog owners that Park Rangers will be patrolling in the park and issuing citations for leash/scoop violations
- Rewarding dog owners who are modeling good behavior

Timeline

One month before BLAST is scheduled

- Submit article to neighborhood newsletter
- Send letter to neighborhood association and other identified park stakeholders
- Request agenda time on neighborhood/community organization meetings

One week before BLAST is scheduled

- Social media posts re: BLAST in-park outreach visits

BLAST week

- Put up signs
- Perform weeklong in-park outreach & education at BLAST sites

In-Park Outreach Schedule						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM – Park A	AM – Park B	AM – Park C	AM – Park A	AM – Park B	AM – Park C	AM – Park B
MD – Park B	MD – Park C	MD – Park A	MD – Park B	MD – Park C	MD – Park A	MD – Park C
PM – Park C	PM – Park A	PM – Park B	PM – Park C	PM – Park A	PM – Park B	PM – Park A

Staffing

Staff type: Outreach staff

Staff needed: One team of four per three parks covered

Materials

- Signs – Stake and Corex
- Outreach Staff Talking Points
- Leash/Scoop FAQ
- Letter to Neighborhood Associations and Stakeholders
- Article for Neighborhood Newsletter
- Social Media Posts