



## Greenway Ambassador Program

### **Mission and Services**

The Roanoke Valley Greenway Commission, City of Roanoke Police Department, in cooperation with the Roanoke Parks and Recreation Department, have developed the Greenway Ambassadors Program. This program is designed to engage current greenway users to help with greenway monitoring and maintenance concerns.

Greenway Ambassadors will be the eyes and ears for the City of Roanoke Police and Parks & Recreation departments. Greenway volunteers signed up as Ambassadors will help monitor conditions on the City Greenways, as well as report activity.

The City of Roanoke greenways are part of the Roanoke Valley Greenway System, and include paved and unpaved trails that connect residential communities with City parks, open spaces and commercial areas.

Greenway Ambassadors will:

- Promote greenway courtesy and safety.
- Provide general information to greenway users.
- Assist when help is needed.
- Set a good example by obeying greenway rules and guidelines.
- Provide interpretive and geographical information.
- Watch for greenway conditions that may be hazardous.
- Advise greenway users of rules and regulations.
- Provide safety information.
- Use good judgment and common sense.
- Report problems to appropriate management partners.

## **Job Description**

### **GREENWAY AMBASSADOR VOLUNTEER**

Greenway Ambassadors will strive to enhance the user experience by sharing the knowledge of routes, available resources, etiquette, and respect for other users. Their goal is to assist users of all ages and experience levels to have a safe, fun, outdoor experience.

#### **Qualifications:**

- 18 years of age
- Outgoing, with good communication skills
- Safety-oriented
- Willing to register as a City volunteer
- Willing to attend training
- Willing to provide several hours of volunteer service per month.

Greenway Ambassador volunteers do not need to act as a volunteer every time they use a greenway.

#### **Volunteers are expected to:**

1. Commit to several hours of volunteering per month
2. Complete Greenway Ambassador training with Roanoke Parks and Recreation and Roanoke Police Department
3. Attend quarterly Greenway Ambassador Meetings
4. Be familiar with Greenway resources and location
5. Provide education and awareness in a non-confrontational manner
  - User etiquette, custom, consideration
  - Resource location—bathrooms, water fountains, play grounds, restaurants, trail heads, routes, information kiosks
6. Provide directions to other routes and trails
7. Be available for user interaction
8. Provide Greenway eyes and ears for Roanoke Parks and Recreation and Roanoke Police Department
9. Contact appropriate emergency personnel when needed
10. Complete feedback report to Coordinator each month with hours, sections patrolled, and issues addressed