



Ambassador Information Packet

- Reminders
- Supervisor phone list
- Volunteer schedule
- Park Facility Operations Hours

Three Rivers Website

Main Page - www.threeriversparks.org

Location of helpful information on the website:

- **About Us:** www.threeriversparks.org/page/about-us
- **Contact Us:** www.threeriversparks.org/page/contact-us
- **Construction:** www.threeriversparks.org/page/construction-projects
- **Parks & Trails:** www.threeriversparks.org/locations
- **PDF Park Maps:** www.threeriversparks.org/page/park-map-pdfs
- **Park District News:** www.threeriversparks.org/news-archive
- **Public Safety & Park Rules:**
www.threeriversparks.org/page/public-safety
- **Trail Conditions, Trails Open or Closed:** Click on "Things to do", click on activity (horseback riding, cross-country skiing, mountain biking) then view page.

Volunteer Page - www.threeriversparks.org/volunteer

Click on the Volunteer Resource Center:

- **Volunteer Recruitment Publications**
- **General Volunteer Materials** (volunteer handbook, work-related injuries flowchart, volunteer hours log, Volunteer Fun Pass fact sheet)
- **VicNet** (Link to VicNet login, instruction guide)

Other Sources of Information:

- Park maps – in park brochure racks and online
 - Avenza information:
<https://www.threeriversparks.org/news/three-rivers-geopdf-maps-available-avenza>
- Hennepin County Bike Map
- System Map (printed 2023)



Reminders

Volunteer Park Ambassadors

Please review the **Volunteer Handbook** posted on the Volunteer Resource Center at www.ThreeRiversParks.org/volunteer. Also review Park District information for your park. Any questions that you have may be directed to park staff, your unit supervisor or Volunteer Office staff.

Procedures Summary

Schedule Shifts Before Volunteering

- Schedule all patrol shifts in advance using VicNet or email. If you don't have access to VicNet speak directly with unit supervisor (phone or in person). (See attached supervisor contact list.)

Report Hours After Patrolling

- VicNet is preferred. Ambassadors new to a park must contact the unit supervisor before using VicNet for their park(s). Go to: www.threeriversparks.org/volunteer/resource-center.aspx for a link to VicNet and instructions. Your logon is your email. Create your own password.
- Other options:
 - VicTouch, a computer clock in/out system, is used at some sites. You will need your pin which is your volunteer number.
 - Volunteers who don't have computer access may discuss options for reporting hours with the site supervisor.

Identify yourself as a Park District Park Ambassador volunteer

- See below.

Carry information and phone.

Report any safety concerns.

- Email your supervisor for any trail or safety concerns.

Communicate with your Supervisor

- Get to know your unit supervisor and park staff! When you volunteer, check with staff and report what you see on park trails and ask any questions or offer suggestions that you may have.

Clothing and Equipment

Ambassador Clothing

- Wear a name tag and maroon Ambassador bib, t-shirt, or other maroon with ambassador patches. Ambassador bibs and name tags may be checked out at designated locations. *A complimentary volunteer T-shirt is provided to new*

- volunteers. Engraved nametags are provided after 50 hours.*
- _ All clothing must be neat in appearance.

Information Packs

- _ Please carry maps and park information with you that will help you answer questions.
- _ You will occasionally have access to fun give away items that you can hand out as you wish.
- _ Carrying of additional items (ie bandaids) for handout is at your discretion.

Cell Phones

- _ Please carry a cell phone. If you are willing to receive calls from facility staff or Park Police, please give park staff your cell phone number.

Recreation Equipment

- _ Volunteers are expected to provide own equipment maintained in safe operating order. Volunteers may use park rental equipment while patrolling if equipment is available. Rental is free of charge while volunteering; however, volunteers should follow regular rental procedures (bring your driver's license. Ask the Park Operations Supervisor at each park for procedures. Park rental equipment must stay in the park where it is rented. Horses are not available for rent. Horse Patrollers must provide own horse, tack and transportation to park.

Miscellaneous Info

Ambassador hours and locations

- _ Refer to the attached schedule. Schedules are determined according to the needs of each park. Contact unit supervisors with any questions about patrol hours for the parks/trails under their supervision.

Trail Passes

- _ Trail fees are waived for volunteer ambassadors while on-duty, in uniform and scheduled in advance. Passes are required when not on duty.
- _ Active volunteers earn park privileges through the Volunteer Fun Pass Program which is mailed to volunteers each November. For details review the Volunteer Fun Pass Program Fact Sheet online.
- _ **Site Orientation:** New ambassadors or ambassadors from another park should contact the volunteer supervisor for the park and arrange a site orientation to become familiar with procedures and information for that park. These visits will need to occur during a slow time of day.

Unit Supervisors contact list

as of 4-14-23

Park/ Education sites Unit (Recreation Areas – XC ski/snowshoe/walking/biking/skating): Facility Staff										
Winter	Summer	primary contact	Park	Facility for check- in	Main facility number	Staff name	Title	Email	Office number	Cell number
	x	x	Baker	Campground office	763-694-7662	Jane Thompson	Park Service Assistant	jane.thompson@threeriversparks.org	763-694-2028	612-490-0923
	x		Baker	Campground office	763-694-7662	Bri Koch	Park Operations Supervisor	Bri.Koch@threeriversparks.org	763-694-7663	612-704-0770
x		x	Baker	Chalet	763-694-7660	Jane Thompson	Park Service Assistant	jane.thompson@threeriversparks.org	763-694-2028	612-490-0923
x			Baker	Chalet	763-694-7660	Bri Koch	Park Operations Supervisor	Bri.Koch@threeriversparks.org	763-694-7663	612-704-0770
x	x	x	Carver	Lowry Nature Center	call direct #	Darren Dummer	Park Operations Supervisor	Darren.Dummer@ThreeRiversParks.org	763-694-2012	612-290-0106
	x		Carver	Lowry Nature Center	call direct #	Emily Liebo	Facility Supervisor	Emily.Liebo@threeriversparks.org	763-694-2075	612-290-0116
x	x	x	Crow-Hassan	none	See Baker	See Baker	Baker Staff			
x	x	x	Coon Rapids Dam	Visitor Center	763-694-7790	Ashley LeVoir	Interpretive Naturalist	Ashley.Smith@threeriversparks.org	763-694-7694	
x	x		Cleary	Visitor Center	763-694-7777	Tom Balk	Park Operations Supervisor	Thomas.Balk@threeriversparks.org	763-694-7777	
x	x	x	Cleary	Visitor Center	763-694-7777	Shaun Mertes	Facility Supervisor	Shaun.Mertes@threeriversparks.org	763-694-7777	
x			Eagle Lake	none	call direct #	Brian Pabst	Golf Program Supervisor	Brian.Pabst@threeriversparks.org	763-694-7698	
x			Eagle Lake	none	call direct #	Troy Nygaard	Park Operations Supervisor	Troy.Nygaard@threeriversparks.org	763-694-7697	763-528-1730
x	x	x	Elm Creek	Chalet: Dec.-Mar.; Concession: summer; Eastman NC: spring & fall	763-694-7894	Bruce Bolduan	Park Operations Supervisor	Bruce.Bolduan@threeriversparks.org	763-694-7895	612-290-0112
	x		Fish Lake	Pavilion	See French	See French	French Staff			
x	x	x	French	Visitor Center	763-694-7750	Bruce Bolduan	Park Operations Supervisor	Bruce.Bolduan@threeriversparks.org	763-694-7751	612-290-0112
x	x	x	French	Visitor Center	763-694-7750	David Baker	Facility Coordinator	david.baker@threeriversparks.org		
	x		Gale Woods Farm	Visitor Center	763-694 2001	Andi Anderson	Program Coordinator	Andi.Anderson@threeriversparks.org	763-694 2007	
X	X	X	Hyland	Richardson Nature Center	763-694-7676	Kimi Aisawa Romportl	Naturalist	Kimi.aisawaromportl@threeriversparks.org	763-694-7679	
x	x	x	Hyland	Visitor Center	763-694-7687	Mel Gromatka	Facility Coordinator	Melissa.gromatka@threeriversparks.org	763-694-7606	612-490-0860
x	x		Hyland	Visitor Center	763-694-7687	Dario De Paz	Park Operations Supervisor	dario.depaz@threeriversparks.org	763-694-7689	612-490-0866
x	x	x	Kingswood	none	See Carver	See Carver	Carver staff			
x	x	x	Lake Minnetonka	none	See Carver	See Carver	Carver staff			
x	x	x	Lake Rebecca	Boat rental (summer)	See Baker	See Baker	Baker Staff			
X	X	X	Mississippi Gateway	Visitor Center	763-694-7790	Ashley LeVoir	Naturalist	Ashley.levoir@threeriversparks.org	763-693-7694	
x	x	x	Murphy	Trailhead	See Cleary	See Cleary	Cleary Staff			
x	x	x	Silverwood Park	Visitor Center	763-694-7707	Seth Eberle	Silverwood Educator	seth.eberle@threeriversparks.org	612-508-6217	612-508-6217
x	x	x	Spring Lake Park	none	See Cleary	See Cleary	Cleary Staff			
			District-wide			Lynn Stoltzmann	Director of Facilities Services	Lynn.Stoltzmann@threeriversparks.org	763-559-6702	

Horse Trails Unit- see Parks and Education Sites unit

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Regional Trails Unit (Apr. 15-Oct. 31)

	x	x	Regional trails	none	call direct #	Danny McCullough	Regional Trails Manager	Danny.McCullough@threeriversparks.org	763-559-6746	651-271-7590
		x				Becca Conser	Volunteer Coordinator	volunteer@threeriversparks.org	763-694-2070	

Hyland Hills Ski Area Unit (formerly Mountain Host Unit)

x		x	Hyland Hills Ski Area	Chalet	call direct #	Bill Kauffman	Facility Coordinator	Bill.kauffman@threeriversparks.org	763.694.7669	
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Staff providing overall coordination and management of volunteer program

x	x	x	District-wide	Volunteer Office	call direct #	Becca Conser	Volunteer Coordinator	Rebecca.Conser@threeriversparks.org	763-694-2070	
			District-wide	Volunteer Office	call direct #	Katie Brom	Volunteer Coordinator	Katherine.Brom@threeriversparks.org	763-559-6704	

**2023 Schedule
Spring/Summer/Fall
Volunteer Park Patrol**

Park Education Sites Unit	Patrol hours	max # patrollers	Peak patrol hours / max # patrollers	Peak	Supervisor
Baker	Daylight hours	No limit	Weekends and Holidays, 10am-7pm	No limit	Bri Koch and Jane Thompson
Crow-Hassan & Rebecca	Daylight hours	No limit	Daylight hours	No limit	
Carver, Kingswood, Lake Minnetonka	Daylight hours	4 per shift	Daylight hours	4 per shift	Darren Dummer and Emily Liebo
Coon Rapids Dam	Daylight hours	No limit	Daylight hours	No limit	Ashley LeVoir
Cleary	Daylight hours	No limit	Daylight hours	No limit	Tom Balk Shaun Mertes
Murphy-Hanrehan -Hiking trails -Mtn Bike trail	Daylight hours	No limit	Daylight hours	No limit	
Spring Lake	Daylight hours	No limit	Daylight hours	No limit	
Elm Creek -Mt Bike trail -paved trails	Daylight hours*	No limit	Weekends, mid mornings	No limit	Bruce Bolduan
French	Daylight hours*	2 per shift	Weekday late afternoon, early evenings & weekend days	2 per shift or 3 when busy on weekend days	Bruce Bolduan and David Baker
Hyland	Daylight hours*	4 per shift	9am-5pm May; 9am-7pm Memorial Day-Labor Day, 7-days per week	4 per shift	Dario De Paz Mel Gromatka
Horse Trails Unit					
All	Daylight hours	No limit	Daylight hours	No limit	Facility Staff & Sgt. Jurgenson
Regional Trails Unit					
All	Daylight hours	No limit	Daylight hours	No limit	Danny McCullough & Volunteer Office

*Notes:

-Volunteer patrollers will only be scheduled during daylight hours or at sites with lighted trails.

-For equipment checkout, see Park Patrol Needs Table for base location. Building hours change throughout the seasons. Check the spring-fall facility hours handout.

SPRING 2023 FACILITY HOURS
March, April, May

Cleary Lake Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	9:00 am – 5:00 pm	Daily	March
	8:00 am – 8:00 pm	Daily	April - May

Basswood and Redpine Campsites Open April 26, 2019

Cedar Lake Farm – Park is Open 5:00 am – 10:00 pm Year-Round

Hyland Lake Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	9:00 am – 5:00 pm	Daily	March
	9:00 am – 5:00 pm	Daily	April
	9:00 am – 5:00 pm	Daily	May
	9:00 am – 8:00 pm	Weekend	May 25-27

French Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	9:00 am – 5:00 pm	Daily	March
	9:00 am – 5:00 pm	Daily	April
	9:00 am – 5:00 pm	Mon – Fri	May
	9:00 am – 8:00 pm	Sat – Sun	May
*Gatehouse:	9:00 am – 5:00 pm	Weekends	May

Lake Minnetonka Park – Park is Open 6:00 am – 10:00 pm

Rental Facility: (Visitor Center)	Open for reservations only		April 1 – Oct 31
*Gatehouse:	9:00 am – 5:00 pm	Weekends	May

Elm Creek – Park is Open 5:00 am – 10:00 pm

Rental Pavilion:	Available through Reservations or online		
Disc Golf Pro Shop:	10:00 am – 6:00 pm	Weekends	Mid-April, May
Camper Cabins:	Available through Reservations and online		
			May 13–Mid October

Baker Park – Park is Open 5:00 am – 10:00 pm

Campground opens April 28, 2023

Campground Office:

10:00 am – 6:00 pm	Sunday-
	Thursday
9:00 am - 9:00 pm	Friday -
	Saturday

Carver Park – Park is Open 5:00 am – 10:00 pm

Campground opens April 22, 2022

Campground Office/Boat Rental (weather permitting):

12:00 pm – 8:00 pm	Friday	April 22 – May 27
9:00 am – 8:00 pm	Saturday	April 22 – May 27

Fish Lake Park – Park is Open 5:00 am – 10:00 pm

***Gatehouse:** 7:00 am – 5:00 pm Weekends May

Bryant Lake – Park is Open 5:00 am – 10:00 pm

***Gatehouse:** 9:00 am – 5:00 pm Weekends April/May

***Gatehouse hours are tentative.**

SUMMER 2023 FACILITY HOURS

June, July, August

(May 29 – September 4)

Clear Lake Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	7:00 am – 9:00 pm	Daily	June – July
	7:00 am – 8:00 pm	Daily	Mid-August
Boat Rental:	10:00 am – 8:00 pm	Daily	Memorial – Labor Day
Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day

Cedar Lake Farm – Park is Open 5:00 am – 10:00 pm

Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day
Boat Rental:	10:00 am – 8:00 pm	Fri/Sat/Sun	Memorial – Labor Day

Hyland Lake Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	9:00 am – 5:00 pm	Weekdays	June 3-7
	9:00 am – 8:00 pm	Weekdays	June 10 – July 12
	9:00 am – 9:00 pm	Weekends	June – July 14
Gatehouse:	9:00 am – 1:00 pm	Daily	Memorial – July 12
Boat Rental:	11:00 am – 8:00 pm	Weekdays	June 10 – July 12
	9:00 am – 8:00 pm	Weekends	May 25 – July 14

*Note: Road and parking lot rehab is scheduled throughout the summer. Park entrance will close approximately July 15.

Bryant Lake Park – Park is Open 5:00 am – 10:00 pm

Gatehouse:	7:00 am – 8:00 pm	Weekdays	Memorial – Labor Day
	7:00 am – 8:00 pm	Weekends	Memorial – Labor Day
Concessions:	11:00 am – 6:00 pm	Weekdays	Memorial – Labor Day
	11:00 am – 6:00 pm	Weekends	Memorial – Labor Day
Boat Rental:	12:00 am – 8:00 pm	Weekdays	June 10 – Aug 23
	10:00 am – 8:00 pm	Weekends	Memorial – Labor Day
	10:00 am – 7:00 pm	Weekends	Aug 31 – Sept 2
Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day

French Park – Park is Open 5:00 am – 10:00 pm

Visitor Center:	9:00 am – 9:00 pm	Daily	June – July
	9:00 am – 8:00 pm	Daily	August
*Gatehouse:	7:00 am – 7:00 pm	Weekdays	Memorial – Labor Day
	7:00 am – 9:00 pm	Weekends	Memorial – Labor Day
Boat Rental:	10:00 am – 8:00 pm	Daily	Memorial – Labor Day
Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day

Lake Minnetonka Park – Park is Open 6:00 am – 10:00 pm

*Gatehouse:	9:00 am – 5:00 pm	Daily	Memorial – Labor Day
Beach Concession:	9:00 am – 8:00 pm	Daily	Memorial – Labor Day
Rental Facility: (Visitor Center)	Open for reservations only		April 1 – Oct 31
Swim Pond:	9:00 am – 8:00 pm	Daily	Memorial – Labor Day
	Guarded 11:00 am – 7:00 pm daily (subject to change due to staffing levels)		
	No guards: May 30-31 June 1-3 Aug 15-Sept 5		

Elm Creek – Park is Open 5:00 am – 10:00 pm

Beach Concession:	11:00 am – 8:00 pm	Daily	Memorial – Labor Day
Rental Pavilion:	Available through Reservations and online		
Swim Pond:	9:00 am – 8:00 pm	Daily	Memorial – Labor Day
	Guards on duty: Noon-8pm (subject to change due to staffing levels)		
	No guards: May 30-31 June 1-3 Aug 15-Sept 5		
Camper Cabins:	Available through Reservations		May 13 – Mid October
Disc Golf:	10:00 am – 6:00 pm	Weekends	Memorial – Labor Day and holidays

Baker Park – Park is Open 5:00 am – 10:00 pm

Campground Office:	10:00 am – 6:00 pm	Sun–Thurs	Memorial – Labor Day
	9:00 am – 9:00 pm	Friday	Memorial – Labor Day
	9:00 am – 9:00 pm	Saturday	Memorial – Labor Day
Launch :	9:00 am – 7:00 pm	Weekends	Memorial – Labor Day
	10:00 am – 6:00 pm	Weekdays	Memorial – Labor Day
Boat Rental:	11:00 am – 7:00 pm	Thur-Sun.	Memorial – Labor Day
Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day

Lake Rebecca – Park is Open 5:00 am – 10:00 pm

Swimming Beach: (Unguarded)	9:00 am – 8:00 pm	Daily	Memorial – Labor Day
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Fish Lake – Park is Open 5:00 am – 10:00 pm

*Gatehouse:	7:00 am – 5:00 pm	Weekends	May
	6:00 am – 8:00 pm	Daily	Memorial – Labor Day
Boat Rental:	12:00 pm – 8:00 pm	Weekdays	Memorial – Labor Day
	10:00 am – 8:00 pm	Weekends	Memorial – Labor Day

Carver Park – Park is Open 5:00 am – 10:00 pm

Campground Office/Boat Rental (weather permitting):	12:00 pm – 8:00 pm	Thursday	May 27 – Sept 5
	9:00 am – 8:00 pm	Friday	May 27 – Sept 5
	9:00 am – 8:00 pm	Saturday	May 27 – Sept 5
	9:00 am – 8:00 pm	Sunday	May 27 – Sept 5

***Gatehouse hours are tentative**

2023 SPRING/SUMMER/FALL

SCHEDULE AND OVERVIEW

Trail Ambassadors

A major role of Park and Trail volunteering is educating the public, so all park and trail users have a positive, safe experience. Trail Ambassadors play an important role in the daily operations of our Regional Trail system by promoting trail etiquette and sharing information about the system with the public. Visitors feel safer when they see a Three Rivers representative, and ambassadors are often the first to report safety issues or maintenance deficiencies.

Trail Counts- Metropolitan Council

Each year the Metropolitan Council requires the park district to document visitation counts to our parks and trails. Over the last several years many of you have assisted us with Regional Trail visitation counts. This has been extremely helpful to the park district as we have limited seasonal staff to complete this task. We are asking each trail volunteer to please consider assisting us and sign up for at least one 2-hour trail count during the summer. A big thank you to all the volunteers that have helped with this in the past.

The data is used to monitor trends and plays a huge role in future funding of new bicycle facilities. With over 150 miles of Regional Trail, it is a very labor-intensive project. Counting trail users may sound a bit boring, however you would be surprised how many users will stop and ask you for information while you are stationary.

In addition to the trail counts, we will be doing additional visitor counts within our parks.

If you are interested in getting involved in either visitor count project, contact:

Tyler Thompson Tyler.Thompson@threeriversparks.org

Electric Bicycles

E-bikes are allowed anywhere in the Park District that a bicycle is allowed, including our single-track trails. New state statutes recently gave a classification system to e-bikes (Class 1,2,3) and specifically defined them as allowable where bicycles are allowed. For more information about this law update contact: danny.mccullough@threeriversparks.org

Major Construction Projects and Closures:



Check the Three Rivers Park District website occasionally to check for dates and details on construction projects and trail closures. As always there will be resurfacing projects and temporary closures during outdoor construction season:

Cedar Lake Regional Trail- - Segments between Excelsior Blvd and 11th avenue are open. Additionally, Wooddale Avenue to Beltline Blvd is open. More segments are anticipated to open up in late summer 2023. Additionally, the Hopkins Depot coffee shop is closed to the public. The grounds at the Depot will still be maintained as a trailhead however no access to the building will be made for public use.

Trails Getting microsurfacing this summer:

NE Diagonal

Nine Mile Creek Update- the boardwalk and underpass of TH 169 in Edina should be completed by June. Stay tuned for more information