

ANNUAL REPORT

2019-2020



MESSAGE FROM THE GENERAL MANAGER



The 2019-20 Annual Report reflects a reality that is quite a bit different than what was envisioned at the start of the year and what was mapped out by the 2019-20 Work Plan. The first changes to our trajectory were the back-to-back fires that raged through Santa Rosa Plateau Ecological Reserve and Rancho Jurupa Park. In September, the *Tenaja Fire* damaged sensitive reserve land and most of the outdoor educational areas. On October 31, the *46 Fire* completely destroyed the Louis Robidoux Nature Center and surrounding parkland areas. Then came the announcement of General Manager Scott Bangle's retirement. After 11 years under his leadership and direction, his departure, no doubt, could be felt. In December, I was honored to be appointed to the GM role.

In January, all employees came together at one time for our first-ever All Staff Conference. The positive energy, support and excitement from our entire team was palpable. At that time, we discussed our need to focus on investing in our aging infrastructure, seeking new sustainable sources of revenue, and focusing on our finances to ensure a long and stable future.

Fast forward to March and being thrust into the wake of a pandemic the likes of which we had never experienced before. The threat of the spread of the coronavirus forced the closure of our facilities and meant the cessation of fees we depend upon for survival. Our team was immediately forced to make some difficult decisions in order to weather the impacts as we dipped into our reserves to carry us through the downturn. Our workforce was reduced by about 20%, not including the impact to our vulnerable volunteers who were left unable to help. Not only were we reeling from such dramatic changes, we were left lamenting the loss of many dedicated and passionate employees. Despite all of this, we adopted a mantra of "Continue Mission" – to remain focused and deliver on the promises RivCoParks stands for.

Where did all these changes leave us? First, our overall composition has changed a bit. Thankfully, we were able to engage in partnerships and work with the County to find new operators to assume responsibility for some of our sites. The Jurupa Valley Boxing Club transitioned to the City of Jurupa Valley and the Rancho Jurupa Sports Park will be transitioning to the Jurupa Area Recreation and Park District in the new fiscal year to help ensure it remains open and accessible to local and regional sports leagues. Second, the shift of our priorities to new ones means we were unable to accomplish all of the Tactics we had identified at the start of the year. Rather than focusing on what was not achieved, this report highlights accomplishments over the past year, and expounds upon the vast breadth of our operations. Despite the odds this year, we have overcome much and our employees and volunteers have demonstrated their resiliency time and again. As you look through the pages that follow, I encourage you to think of the dedicated people behind each of the achievements.

Respectfully,

Kyla Brown

General Manager | Parks Director



RivCoParks CONFERENCE

2020

BOARD OF DIRECTORS/SUPERVISORS

Kevin Jeffries, First District
Karen Spiegel, Second District, Vice Chair
Chuck Washington, Third District, Chair
V. Manuel Perez, Fourth District
Jeff Hewitt, Fifth District

COUNTY EXECUTIVE LEADERSHIP

George Johnson, County Executive Officer
Lisa Brandl, County Administrative Officer
Juan Perez, Assistant County Executive Officer
– Public Works

DISTRICT EXECUTIVE LEADERSHIP

Kyla Brown, Parks Director/General Manager
(Appointed December 2019)
Scott Bangle, Parks Director/General Manager
(Retired December 2019)
Erin Gettis, Assistant Parks Director
Dustin McLain, Chief – Parks & Resources
Don Crow, Chief – Planning, Development & Finance

DISTRICT ADVISORY COMMISSION

Amie Kinne, First District (Resigned 5/08/2020)
Patricia “Trixie” Anderson, First District
(Appointed 6/16/2020)
Mark Balys, First District
Daniel Hake, Second District
Jon Christensen, Second District (Resigned 3/03/2020)
Anthony Migliore, Third District
Robin Reid, Third District, Vice Chair
Bob Grady, Fourth District, Palo Verde Valley, Chair
Daniel “Hugh” Van Horn, Fourth District
Vacant, Fourth District
Rick Croy, Fifth District
Thomas Giedroyce, Fifth District

HISTORICAL COMMISSION

Ruth Atkins, First District
Joyce Hohenadl, First District
Don Williamson, Second District
Steve Lech, Second District
Kim Jarrell Johnson, Member-at-Large, Chair
John Randall III, Third District
Corinne Awad, Third District, Vice Chair
Maureen Media Boren, Fourth District
Stephanie Renee Brown, Fourth District
Bernard Howlett, Fifth District
Mario Garai, Fifth District

TRAILS COMMITTEE (dissolved December 2019)

Patricia “Trixie” Anderson, First District
Gerald Jolliffe, Second District
Robin Reid, Third District, Vice Chair
Vacant, Fourth District
Rick Croy, Fifth District, Chair



Crestmore Manor Grand Re-Opening, October 2019

AWARDS

National Association of County Park and Recreation Officials (NACPRO)

Professional Lifetime Awards

Scott Bangle

Riverside Regional Park and Open Space District, California

Recently retired after nearly 40 years of service, Scott Bangle began his career as a park ranger in San Bernardino, and ended as Parks Director and General Manager of Riverside County Regional Park and Open Space District. He was well known for the relationships he built with elected officials, peers, and especially staff. Under his direction, the district achieved CAPRA accreditation – a distinction that capped Scott’s career, which included achievements in financial accountability and management of over 100,000 acres of public land.

Operational Facility Award

Crestmore Manor – Park District Headquarters

Riverside Regional Park and Open-Space District, California

Crestmore Manor, the 1950s colonial revival home of local restaurateur and horse rancher W.W. “Tiny” Naylor, has served as the parks department headquarters since the 1970s. The addition of new construction in 2019 incorporates the original mansion, improvements made to the campus over four decades, as well as the beauty of the site itself adjacent to the Santa Ana River and Rancho Jurupa Park created a highly desirable and idyllic setting to work, meet, and celebrate.

SHINING STARS

Employee of the Year – Mitchell “Mitch” Daudert

Park Ranger II Natural Resources/Open-Space Division, Hidden Valley Wildlife Area

Volunteer(s) of the Year – Bonnie and Sam Gutierrez

Camp Hosts/Caretakers – Regional Parks Division, McCall Equestrian Park

General Manager’s Awards

Employee – Michael Alferex

Supervising Accountant Finance, Contracts & Grants Division

Volunteer/Support Group – Ginger Greaves

Executive Director of the Santa Rosa Plateau Nature Education Foundation – Santa Rosa Plateau Ecological Reserve

TACTICS / NARRATIVE

ACCOMPLISHMENTS (*indicates impacted by COVID-19)

- CAPRA – Maintain all standards; Celebrate Accreditation Renewal
- Implement ADA Transition Plan/Schedule (Annual)
- Implement Agriculture Land Plan
- Develop Experiences & Packages to Improve Marketing Efforts*
- Support County-Wide Homeless Outreach/Intervention Effort*
- Expand Classification Options to Allow for Employee Growth*
- Improve Capital Improvement Program (CIP) deliverables by 10% over previous year
- Conduct Enforcement and Safety Study*
- Explore Funding Opportunities for Open-Space & Habitat Programs*
- Adapt with Trends for Website & Information Sharing to Maximize Marketing*
- Identify and Apply for State Grants through New Park Bond Program (Prop 68)*
- Actively measure workforce engagement*

INCOMPLETE TACTICS (*indicates impacted by COVID-19)

The below items were either re-prioritized or eliminated due to organizational restructuring and affects of the pandemic:

- Develop New/Update Strategic Plan (3-5 year plan)*
- Utilize Data from New POS System and Share Findings with Public to Enhance Transparency
- Master Plan – Develop and Implement Community Outreach Plan*
- Apply for California Special District Association (CSDA) Transparency Certificate*
- Revise/Update Ordinance 328*
- Develop Capital Asset Replacement Schedule
- Develop Cost Recovery Policy
- Conduct Strategic Planning Session with Foundation to identify alternative revenue opportunities*
- Enhance the work order system*

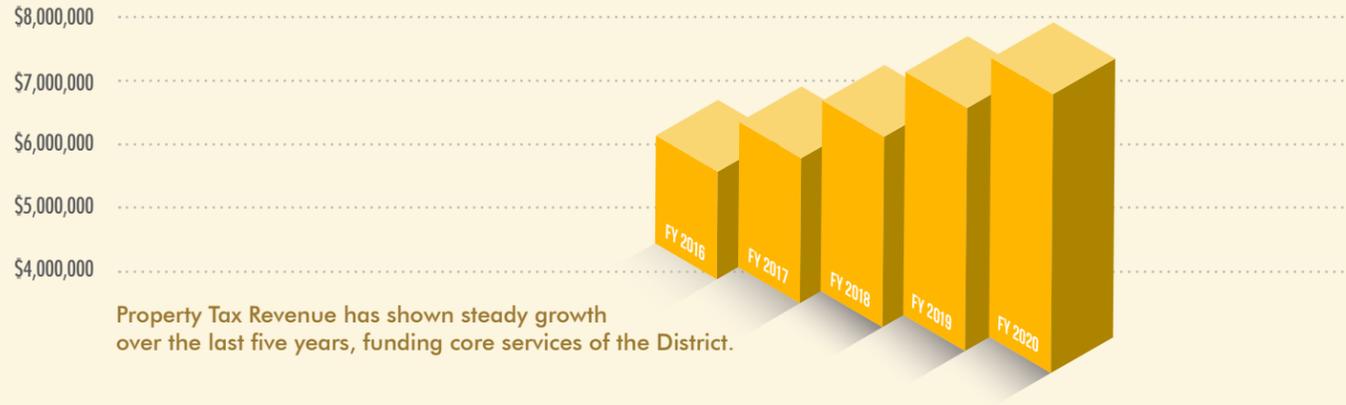
COMPLETED UNPLANNED/NEW TACTICS

In order to respond and adapt to the impacts of staffing and pandemic-related changes, RivCoParks added the following accomplishments:

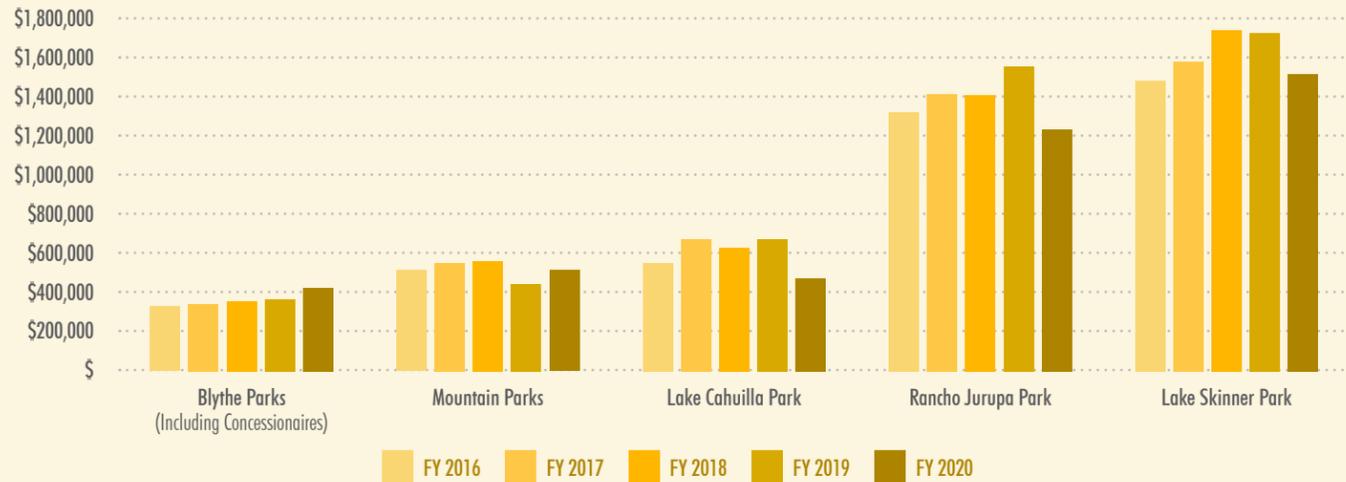
- Implemented a Department Re-organization and Workforce Reduction Plan.
- Updated the Continuity of Operations (COOP)/Continuity of Government (COG) Plan in conjunction with the Emergency Management Department.
- Developed a Re-opening Plan with new standard operating procedures in compliance with public health and Center for Disease Control recommendations.
- Accelerated Divestment of Properties/Partnership Plans
- Executed Financial Support Agreements
- Developed a new marketing and communications plan to keep the public informed of operational changes as a result of COVID-19.

FINANCE

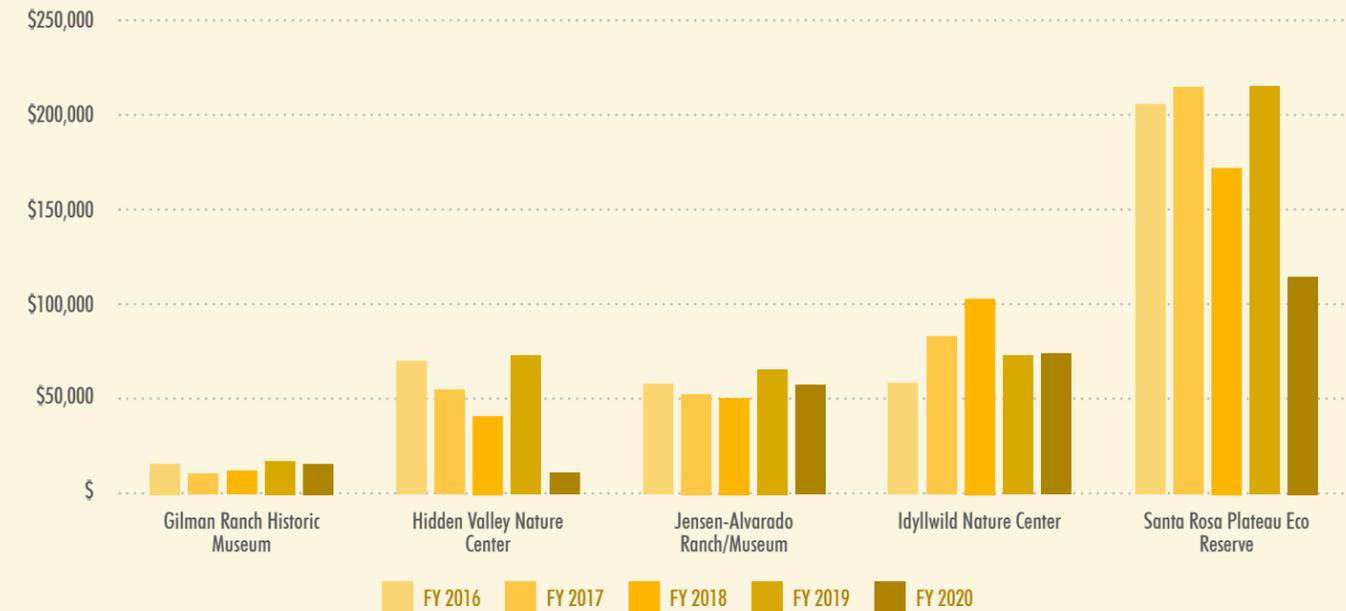
ANNUAL PROPERTY TAX REVENUES



REGIONAL PARK ANNUAL REVENUES



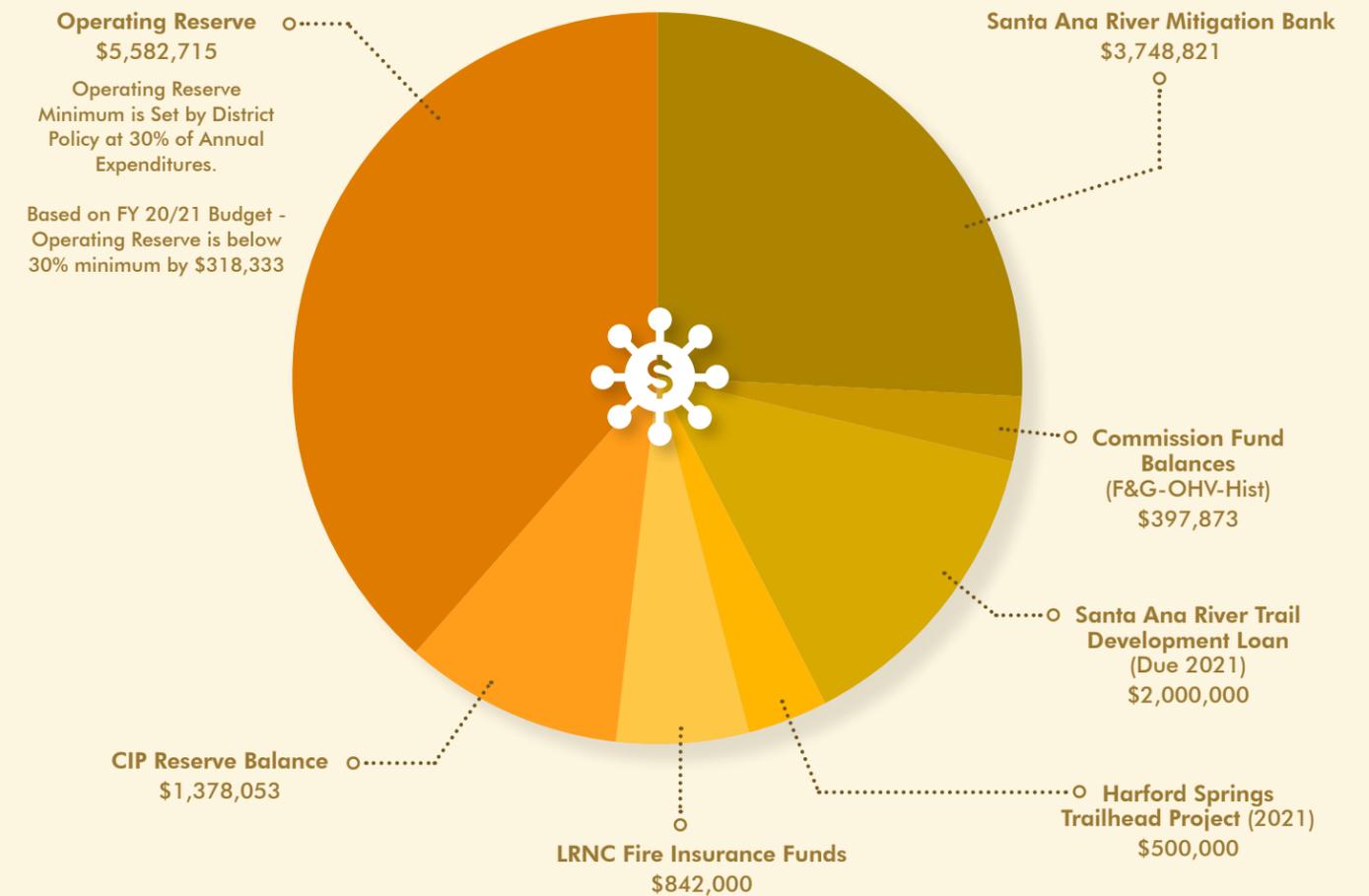
INTERPRETIVE & HISTORIC SITE REVENUES



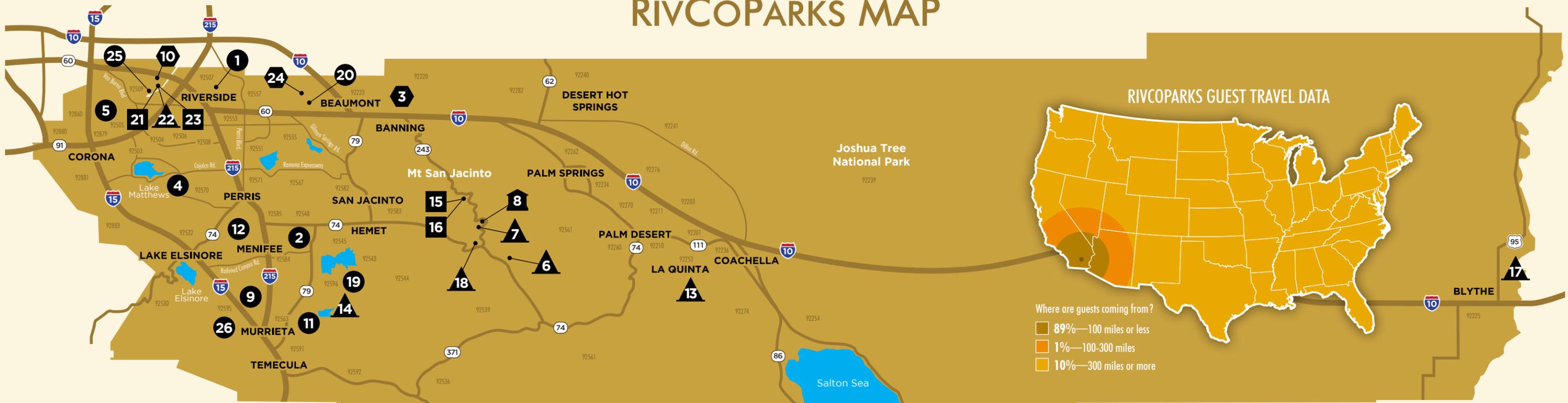
REVENUE vs EXPENSE ANNUALLY



RESERVE FUND BALANCE BREAKDOWN YEAR-END 2019-20



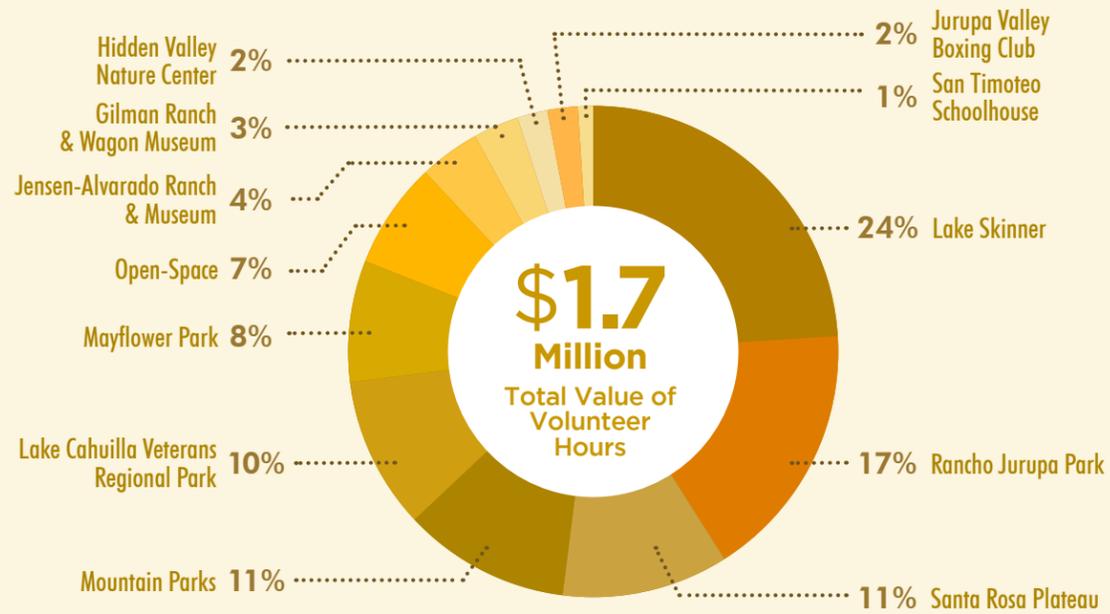
RIVCOPARKS MAP



Nature Centers
 Historic Sites
 Wildlife Areas (open-space)
 Campgrounds
 Other Park Facilities

- | | | | | |
|--|---|---|------------------------------------|--|
| 1 BOX SPRINGS MOUNTAIN RESERVE | 6 HURKEY CREEK PARK | 11 JOHNSON RANCH RESERVE | 16 LAWLER LODGE | 21 PARK HEADQUARTERS / CRESTMORE MANOR |
| 2 DOUBLE BUTTE RESERVE | 7 IDYLLWILD PARK | 12 KABIAN RESERVE | 17 MAYFLOWER PARK | 22 RANCHO JURUPA REGIONAL PARK |
| 3 GILMAN HISTORIC RANCH & WAGON MUSEUM | 8 IDYLLWILD NATURE CENTER | 13 LAKE CAHUILLA RECREATION AREA | 18 MCCALL MEMORIAL PARK | 23 RANCHO JURUPA REGIONAL SPORTS PARK |
| 4 HARFORD SPRINGS RESERVE | 9 IODINE SPRINGS RESERVE | 14 LAKE SKINNER RECREATION AREA | 19 MULTI-SPECIES RESERVE | 24 SAN TIMOTEO CANYON SCHOOLHOUSE |
| 5 HIDDEN VALLEY WILDLIFE AREA / NATURE CENTER | 10 JENSEN-ALVARADO HISTORIC RANCH & MUSEUM | 15 LAWLER ALPINE CABINS | 20 NORTON YOUNGLOVE RESERVE | 25 SANTA ANA RIVER WILDLIFE AREA |
| | | | | 26 SANTA ROSA PLATEAU ECOLOGICAL RESERVE / SLYVAN MEADOWS |

VOLUNTEER HOURS



FOUNDATION SUPPORT

SANTA ROSA PLATEAU NATURE EDUCATION FOUNDATION

\$16,062
Education Program Support

\$78,541
Tenaja Fire Restoration

RIVERSIDE COUNTY PARKS FOUNDATION

\$7,168
Direct support

1,645
Surveys Collected

12k
Total Education Program Participants

2.74
Rangers per 10k acres managed

14,202
Facebook fans
172 posts

1,274
Twitter followers
93 posts

316
Instagram followers
59 posts

>5
Million Touchpoints

SURVEY RESPONDENT PROFILE

94% Camping

31% Fishing

17% Other

14% Hiking

12% Special Events

9% Splash Pad

6% Picnicking

5% Boating

3% Visiting Camp Guest

95%
Satisfaction rate overall

84%
Used Online reservation system

ADDRESSING HOMELESSNESS



MSHCP (RCA Lands)



PARTNERED with

- Calimesa PD
- Calimesa Code Enforcement
- Murrieta PD
- Murrieta Community Outreach Dept
- Center for Natural Lands Management
- US Bureau of Land Management
- Lake Elsinore Code Enforcement

OPEN-SPACE



28
ENCAMPMENTS
documented

6

Vehicles
towed from Santa Ana
River (SAR)

7

Fires
Responded to in SAR

823

Hours
of patrol

328

Hours
of clean up and
maintenance repairs



**OUTREACH
EFFORTS**

25+

ENCAMPMENTS
w/ H.O.T. Team

1

46 Fire
outreach event

19

Encampments
w/ Path of Life

1

Hole Creek Clean-up
w/ the City of Riverside
& H.O.T. Team

11

Encampments
w/ County
Homelessness Team



>15
TONS

of trash removed
from SAR

2

SAR Evacuations
for Rain/Flood Events

44

Encampments
Cleared/Cleaned up

5

Large-Scale
Clean-ups in the Santa
Ana River Area

10

Tons
of trash/debris removed

20

Encampments
Cleared/Cleaned up

39

Individuals
engaged

20

Encampments
documented

Double Butte Reserve

OPEN SPACE



8k
Hours
of Patrol



>103
Miles of trails
patrolled



32
Calls for law
enforcement

RCA MSHCP UNIT

3.5k

Patrol Hours
(56% of ranger time)

>58

Miles
of trails patrolled

9

Vehicles
towed

12

Tons
of trash removed



242

Contacts/Warnings
illegal OHV
activities

2.2

Acres
illegal marijuana
grows cleared

OPEN-SPACE UNIT

4.5k

Patrol hours

>45

Miles
of trails patrolled

7

Acres
of arundo donax
removed

9

Vehicles
towed



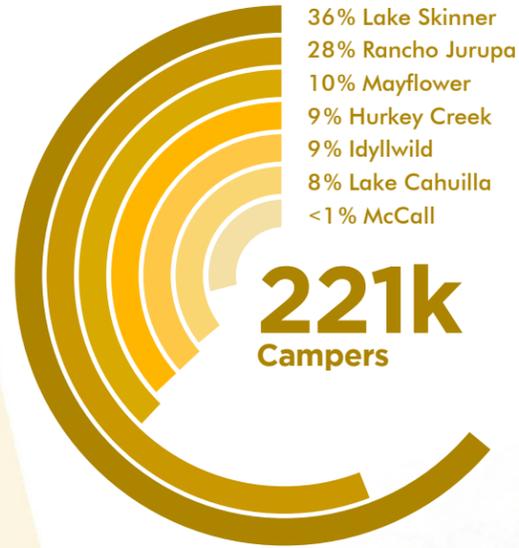
750

Plants Restored
(Native Vegetation)

17

Citations
issued

REGIONAL PARKS



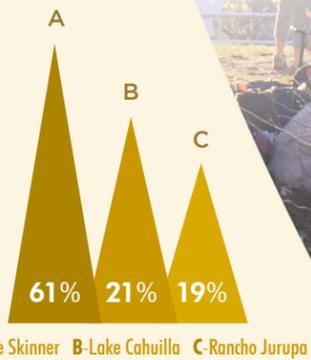
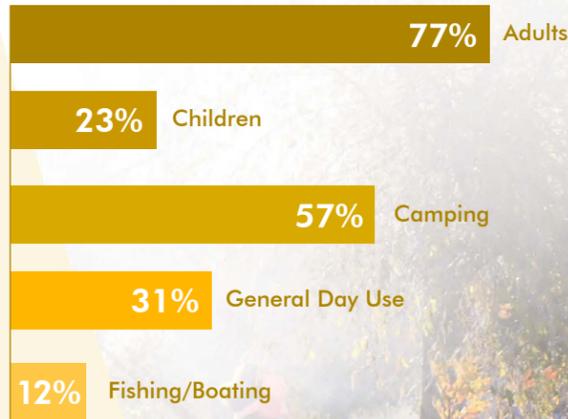
>80k
Nights Booked

23.4%
Occupancy Rate

361k
Pounds
of material recycled

37.3k
Pounds
of fish stocked

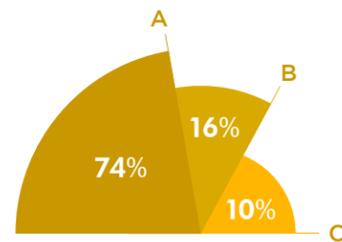
PARK USERS



45k
Fishing/Boating
Attendance

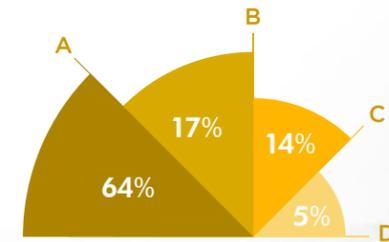
85% Adults
15% Children
12 and under

NATURE CENTERS



Site Program

A-Drop in day visit
B-Education programs at Nature Centers
C-Special events



Site Visits

A-Idyllwild Nature Center B-Hidden Valley Nature Center
C-Santa Rosa Plateau D-Alamos Schoolhouse

4,482
Event Attendees

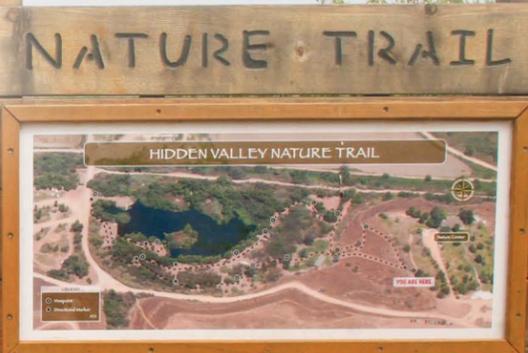
33k
General Visitorship

7k
Students Educated

>2.7k
Volunteer Hours

300
Participants
in Knee High Naturalist
Program

2k
People
enjoyed snow play



Hidden Valley Wildlife Area

HISTORIC SITES / MUSEUMS

Historic Sites*



>7k
Volunteer
hours

2,364
Event Attendees

8k
General
Visitorship

5k
Students
educated

Historic Preservation



>\$75k
Investment
In preservation
of Historic sites

>1k
Historic Photos
digitized

8
Historic Board /
Commission
Meetings
supported

4
Environmental
Projects
reviewed

Regional Leadership & Outreach



>17k
People
engaged through
Social Media

36
Social Media Posts
published

7
Inter-agency
collaborations

San Timoteo Canyon Schoolhouse



*San Timoteo Schoolhouse, Jensen-Alvarado Ranch and Museum, Gilman Ranch and Wagon Museum

Rancho Jurupa Park Fishing Clinic, January 2020

PLANNING AND DEVELOPMENT

GRANTS

8*
Applied for
* Awaiting results of 2

4
Awarded

CalHumanities
Historic Programs
General Operating
Support

Coastal
Conservancy
SART Hammer
Bridge

CA Dept of
Parks & Rec
OHVMVR
Kabian
Restoration

CalFire
Open Space
Tractor

\$3,454,000
Awarded

CAPITAL IMPROVEMENT PROGRAM

FUNDING

\$1,137,743
Total Spent

8%
Region Specific CIP

PROJECTS

4 Projects Completed

- Rancho Jurupa Park Splashpad Improvements
- Lake Skinner Sewer Improvement Project
- Jensen-Alvarado Ranch - Lead Abatement & Repainting
- Santa Rosa Plateau ADA Improvements

11 Projects in Progress

- Santa Rosa Plateau Fencing
- Santa Rosa Plateau Amphitheater Replacement
- Hidden Valley Shade Shelters
- Santa Ana River Trail (multiple phases)
- Lake Skinner Boat Launch
- Lake Skinner Lift Station #1 Replacement
- Mayflower Sewer Project
- Cal OES Repairs at McCall & Hurkey Creek
- Kabian OHV Restoration Project
- Salt Creek Trail
- OHV Feasibility Study



Santa Rosa Plateau
ADA Improvements



DIF Funded Rancho Jurupa Park
Splashpad Improvements

51%
DIF
Development
Impact Fees

11%
CIP

30%
Grant



BALANCED SCORECARD

	YEAR	FY17-18 RESULTS	FY18-19 RESULTS	FY19-20 TARGET	FY19-20 RESULTS	DASHBOARD
CUSTOMER PERSPECTIVE						
Customer Satisfaction Rating		99%	98%	98%	95%*	●
Marketing Touchpoints		2,154,480	5,922,619	3,500,000	5,071,752	●
FINANCIAL PERSPECTIVE						
Non-Property Tax Revenue		\$14,061,578	\$14,572,977	\$10,000,000	\$11,100,000	●
CIP Met		78%	106%	90%	39%*	●
Operations Reserve		36.6%	41%	30%	38%*	●
Expenditure Budget Target		90%	92%	100%	82%*	●
Volunteer Hours		94,327	99,232	90,000	63,593*	●
PROCESS PERSPECTIVE						
Support Group Agreements		6	4	4	4	●
Acres Under Management		77,639	78,647	80,000	101,085	●
Regional Trails Miles		169	170	185	175	●
CAPRA Standards Current		75	151	145	151	●
Tactics Completed		15	17	20	12*/18 adjusted	●/●
Recognition Events		6	5	3	2*	●
Staff Readiness Index		85%	94%	90%	95%	●
LEARNING & GROWTH PERSPECTIVE						
Preventable Employee Accidents		11	10	5	4	●
Performance Evaluations on Time		100%	97%	100%	95.4%	●
Training Hours		2,213.5	2,474	2,000	2,092	●

● 95% or better than target ● 85% to 94% of target ● 84% or less than target ● Data not available or target not set *Metrics impacted by COVID-19 pandemic

A ♦ C ♦ T ♦ I ♦ O ♦ N ♦ S

ACCOMPLISHMENTS

CONNECTING

TEAMWORK

INNOVATION

OUTSTANDING SERVICE

NETWORKING

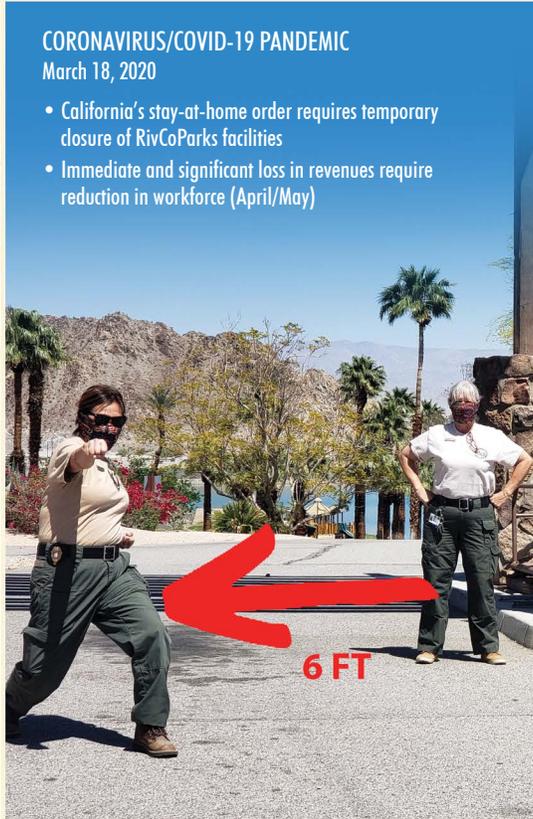
STEWARDSHIP

MISSION STATEMENT

To acquire, protect, develop, manage and interpret for the inspiration, use, and enjoyment of all people, a well-balanced system of park related places of outstanding scenic, recreational, and historic importance.

VISION

To be the regional leader in improving lives through people, parks, places and programs.



www.RivCoParks.org

Parks Headquarters
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951.955.4310