



# RECREATION PROGRAMMING PLAN

MAY 2021



Riverside County Regional Park and Open-Space District  
Jurupa Valley, California



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## **Introduction**

Riverside County Parks was originally founded in July 1926, when the Riverside County Board of Supervisors created a Board of Forestry to oversee what little open space the County had acquired up to that date. In 1990, the Parks Department became a district during a general election which formed the now Riverside County Regional Park and Open-Space District (District).

The parks and facilities administered by the District vary greatly in size and character. Current inventory includes 71,669 acres of land, 160 miles of regional trail, 7 regional parks, 5 archeological sites, 3 nature centers, 4 historic sites, and 14 wildlife reserves. The District provides a variety of recreation attractions and has a strong conviction that every child should have the opportunity to play in a safe place, explore nature, learn to swim, go fishing, follow a trail, camp under the stars, ride a bike, go boating, connect with the past, or plant a seed that drives its day to day operations.

The Recreation Programming Plan is a 2-3 year plan revised each year to support the overall District Work Plan, District Strategic Plan, new fiscal year budget, and to accomplish identified goals within the Recreation Division which further the District's Mission, Vision and Values. The Recreation Programming Plan is comprised of individual site/program ACTIONS Plans. The goals identified within the plans are evaluated at mid-year and end of the fiscal year, and major items are incorporated into the performance evaluations of assigned staff. This year has been dramatically impacted by the pandemic and recreation programs have been altered based upon Center for Disease Control (CDC) and California Department of Public Health (CDPH) guidelines and restrictions.

### **RivCoParks Vision**

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

### **RivCoParks Mission and Values**

*Mission-* "To acquire, protect, develop, manage and interpret for the inspiration, use and enjoyment of all people, a well-balanced system of areas of outstanding scenic, recreational, and historic importance."

*District Values-* We have witnessed results through action. We believe in this so strongly, it is the anchor for our key values statement:

### **RivCoParks Organizational Philosophy**

The District strives to meet the needs of our community and park staff by implementing A.C.T.I.O.N.S.

**A**ccomplishments: delivering on what we say we are going to do and sharing our successes

**C**onnecting: developing relationships and bringing people together

**T**eamwork: sharing people and resources; alignment with agency mission

**I**nnovation: creating a culture that removes barriers and uses technology

**O**utstanding service: exceeding expectations

**N**etworking: working in a collaborative approach

**S**tewardship: protecting and preserving our resources

## **Commitment to Community Education for Leisure Process**

The District is committed to educating the community on the benefits, values, and impact of leisure and recreation services.

**Parks Make Life Better! Branding Campaign:** The California Parks and Recreation Society (CPRS) developed a branding campaign based on public opinion research about public perceptions of parks and recreation. The District adopted the slogan "Parks Make Life Better!" to continue to move parks and recreation from being appreciated to being essential. The key messages are play, nature, exercise, positive spaces, gathering places, and forever. The District shares this slogan and logo along with the key messages in email taglines, program guides, presentations, newsletters, flyers, and marketing materials.

**Marketing:** Through a variety of mediums, the District distributes information about the benefits, value, and impact of our programs and facilities. Examples include sending press releases to the media on a variety of topics; distribution of an internal newsletter, Park Talk; email messages on programs and events to thousands of individual addresses; online social media such as Facebook and Twitter (which has a combined following of over 13,000); and program guides distributed through mail, email, local newspaper inserts, school, and park locations. Individualized flyers for a variety of different events and programs are also distributed to the public via different means such as social media, through the local school districts, or through email.

**Community Outreach/Presentations:** The District shares the benefits provided by parks through an outreach program by hosting a variety of different special events, programs, classes, activities and much more. Target audiences range from local schools for all ages, and non-profit organizations. In addition, the District participates and co-sponsors outreach events across the County to share information about the variety of programs and services offered throughout. The District provides recreation program guides; brochures, weddings, comprehensive campground, individual camping parks; flyers programs and events, school programs, volunteer program information, driving tour maps and phone app for our historical landmarks. Our volunteer program is extensive and reaches deep within our communities by equipping the volunteers to build within the community, provide opportunity to connect individuals, and neighborhoods. Our volunteers take pride to help spread the word about our shared values, education and leisure.

Special Events: SART Bike Ride & Festival: The SART (Santa Ana River Trail) Bike Ride & Festival has been a huge hit for bike ride enthusiast and families alike. Through the collaborative efforts of the District and other agencies, this event has grown greatly in proportion in a short period of time. The SART Bike Ride & Festival helped spread awareness of not only healthy and physical living but also mindfulness to the Santa Ana River Trail.

Classes & Programs: Through contract classes at various Nature Centers and Historic Sites, the District has had the opportunity to effectively bring awareness and consciousness not only to the sites themselves, but also to the importance of the natural world and the positive effects that recreation has on individuals and communities.

Evaluation/Surveys: Surveys are utilized to determine effectiveness. These surveys are then compiled for further review; careful consideration is taken into the surveys on how we can better execute future events, programs or activities. Surveys are compiled and analyzed annually in the Customer Satisfaction Annual Report.

### **Community Opportunity/Participant Involvement**

The District works cooperatively with the community and is committed to establishing and maintaining effective channels of communication between the District and other community agencies. The District hosts numerous public outreach workshops virtually to engage the community and to obtain input from future user groups. The District will continue to utilize both in-person and virtual platforms to provide ample opportunities for input on current and future programs.

### **Connection to Strategic Plan and Master Plan**

The Districts Recreation Programming Plan builds upon the significant work that resulted from the Districts Strategic plan and interconnected with the recommendations made in the Districts Physical Resources Plan. The 2020 Strategic Plan goals focus on Health & Wellness, Conservation, and Social Equity. Each of these important goals guide the District when creating new recreational opportunities.

Additionally, the Comprehensive Plan (Master Plan) reinforces the District's vision, with an emphasis on the District being a leader in providing regional service. The Recreation Programming Plan in connection with the Comprehensive Plan allows the District to take a more inclusive and useful assessment of core services and programs.

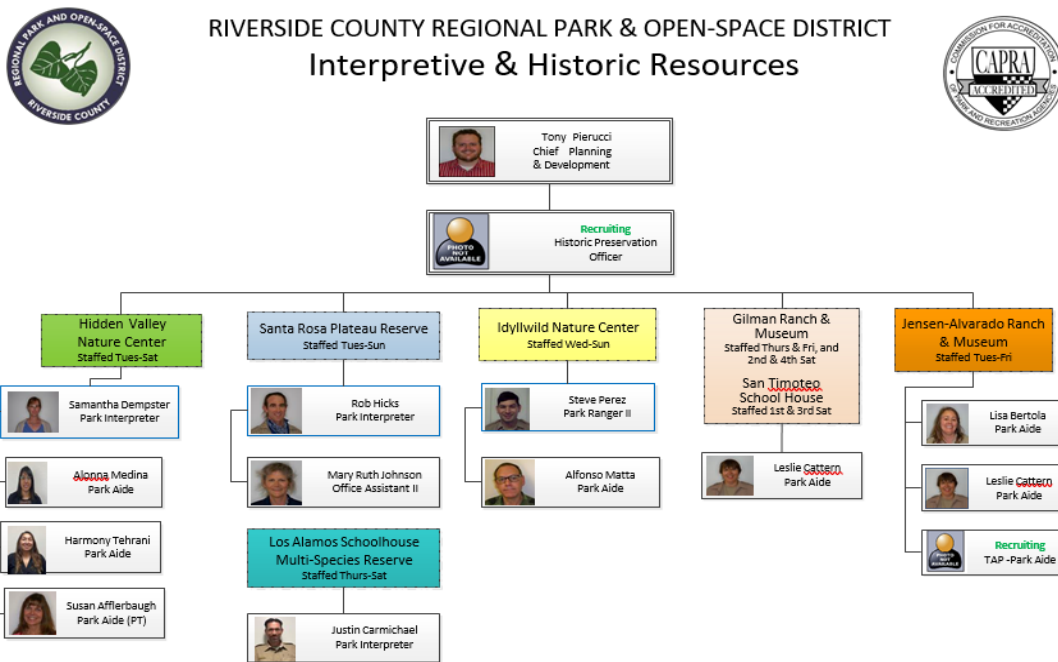
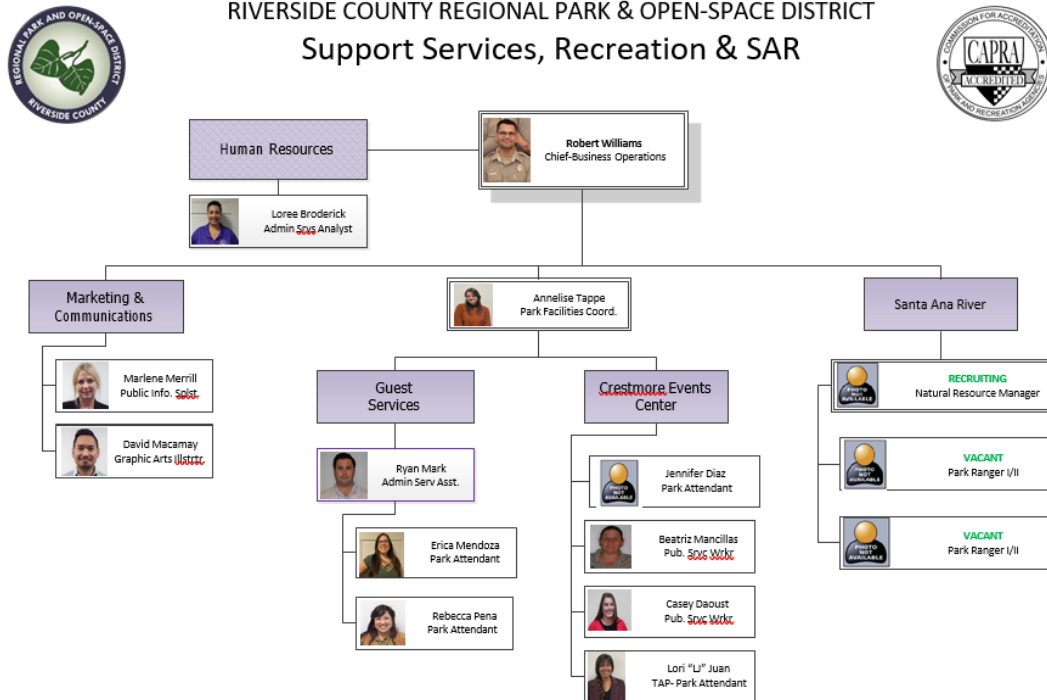
### **COVID-19 Pandemic Impact**

Due to changes in the State of California Public Health Order and impacts to recreation programming and services provided by the District, modifications were implemented to continue providing opportunities to the community. The District increased online content

by posting video content on RivCoParks.org and social medial platforms. Interpretive Services provided virtual educational opportunities to local school districts.

Additionally, the District launched a new website called “The Hive-Virtual Adventures.” The virtual platform provides users with access to educational material including nature education videos, activities, and resources. The California Parks & Recreation Society (CPRS) recently presented the District with an award of excellence for our online educational portal. The District continues to remain flexible during these challenging times and are committed to providing the community with virtual recreation opportunities.

# RivCoParks Organizational Chart



## **Program Planning Model and Framework/Program and Services Determinants**

The District utilizes a systematic and studied approach to determine what programs and services are offered. Offerings are driven primarily by the District's physical inventory, and then by the program service determinants outlined in the Programming Matrix, last updated in June 2018. The annual review of core services results in the Services Assessment Matrix which assists the District in determining if the service or program is a good fit with and whether or not services should be invested in or divested.

### Conceptual foundations of play, recreation, and leisure:

The District is enthusiastically promoting enhancement of constituents' quality of life through environmental stewardship. The District has incorporated an Outdoor Bill of Rights that guides employees in their development and management of District programs and services and outlines ten basic "rights."

### Organizational agency philosophy, mission and vision, and goals and objectives:

The District's Mission addresses the conceptual foundations of play, recreation and leisure, specifically stating its focus on preservation and conservation of developed and natural parklands and historical sites for recreation. This concept is reinforced through the District's vision "to be the regional leader in improving lives through people, parks, places and programs."

The District's vision, mission, goals and objectives are identified within the 2020 Strategic Plan. The Strategic Plan outlines specific perspectives that are critical to realizing the parks and recreation brand promise of "Parks Make Life Better™." All of the perspectives reinforce the mission and vision of the District and are carried out via the tactics of the annual Work Plan.

### Constituents' interests and needs:

The District is vigilant about seeking and developing relationships to uncover and act upon community opportunities. School districts, non-profit organizations, neighboring public agencies, and private corporations are targeted to explore new program, facility or operations prospects.

As part of the District's Comprehensive Plan development, an inventory of recreation programs and services was conducted to identify gaps in services and needs being met by other providers.

As part of the strategic planning process, a needs assessment was conducted to gather data on the basic demographics of the community as well as the interests, attitudes and behaviors of citizens. In addition to the needs assessment, the District conducted focus groups, quality assurance programs as well as customer surveys, the results of which are



summarized in the annual Customer Satisfaction Report, to create a more thorough understanding of specific areas of interest as identified by constituents. Participants in programs and services are provided with opportunities to evaluate their experiences through surveys, focus groups, and social media engagement.

Creation of a constituent-centered culture:

The District relies on constituent involvement in the planning, acquisition and development, and promotion of recreational lands, services and activities. Citizens can become involved in District operations serving in an advisory capacity as a representative on either the District Advisory Commission or other Commissions/Committees created to address recreational uses and/or preservation needs or interests. The groups include the Historical Commission and Trails Committee. Each Commission/Committee is invaluable to the District operating staff in providing guidance in the development of places and programs to meet the recreational and educational needs of the District's community. Members of the public have opportunities to attend the public meetings for each of these groups to offer commentary or request more information.

Experiences desirable for clientele:

The District develops and offers programs and services that incorporate and accommodate diverse populations which promote active participation and outreach within our community.

For 2018, programs and events included Healthy Living Extravaganza, Youth Fishing Clinics, Harvest Festival, Santa Ana River Trail Bike Festival, Duck Daze, Trail of the Acorn, and many more. A post event analysis is performed after each event to ensure goals and objectives are being met. The Harvest Festival and Healthy Living Extravaganza analysis reports indicate strong community involvement and desire for programming and events.

Community Opportunities:

The District has assisted groups in offering recreational services through provision of facility space, promotion, fund development and management oversight. The District also has a history of either providing capital or partnering with the County of Riverside to invest in recreation facilities that otherwise would not be available because of the individual community's inability to fund these facilities. The Rancho Jurupa Regional Sports Park was developed in a similar community-based fashion with a partnership between the local AYSO, the former Redevelopment Agency of Riverside County, and the District.

## Program Goals

The District identifies and measures program goals by creating annual Actions Plans. During the development process, the strategic framework including financial perspective, customer perspective, internal business support perspective, and learning and growth perspective are utilized to guide District priorities. Additionally, program goals are established annually through our annual District Tactics Process. Priorities for 2021/2022 include District-wide Events, Weddings and Special Events, and Virtual Programming.

**DIVISION/TEAM/UNIT:** District-wide Special Events

**ACTION PLAN** *WHO is responsible for monitoring the work completed and ensuring it is done on time?*  
**MANAGER:** Annelise Tappe

### ACTIONS PLAN

**INSTRUCTIONS:** *On the chart below, identify **WHAT** is going to be achieved (action items), **WHO** is going to be responsible for the work, and **WHEN** the item will be completed by. Remember to set realistic dates and focus on items that support the **Work Plan** and the **District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.)** You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
<b>Financial Perspective:</b>		
1. Continue development of consistent pricing structure for facility rentals for special events	Coordinator	June – July 2022
2. Develop and implement plan to allow weddings at certain park sites	Coordinator/Supervisors	July – August 2022
3. Develop District sponsorship packet to solicit annual sponsors for all District hosted events (HLE, SART Bike Ride, Fishing Clinics, etc.)	Coordinator/ASA	June - July 2022
<b>Customer Perspective:</b>		
1. Update special events information on the website to be consistent with pricing, permitted use policies, and procedures.	Coordinator/Event Staff	Continuous
2. Respond to all inquiries for events within 72 business hours	Event Staff	Continuous
3. Grow the participation numbers for the Youth Fishing clinics	Coordinator/Event Staff	Continuous
4. Develop and implement additional events to engage new customers to camping activities.	Coordinator/Event Staff	Summer 2022

<b>Internal Business Support Perspective:</b>		
1. Maintain complete files for all events digitally	Coordinator/Event Staff	Continuous
2. Develop SOP for communicating event details to park staff	Coordinator/Event Staff	June - July 2022
<b>Learning &amp; Growth Perspective:</b>		
1. Engage and network with park staff to learn more about our facilities and amenities and restrictions for special events	Coordinator/Event Staff	Continuous
2. Network with partnering county and city agencies for special events	Coordinator/Event Staff	Continuous
<b>DRIVING FACTORS:</b>	<p><i>Explain WHY we are providing these services or programs. WHY are you taking the above actions? WHY is it important to get these items done this year related to the District's Work Plan?</i></p> <p>There is potential to help increase the revenue at several our park sites by hosting special events put on by other entities (company BBQ's, weddings, campouts, team building, conferences/seminars, etc). The development and implementation of consistent policies, prices, and restrictions will allow the special events team to better support our individual park sites.</p> <p>Additionally, the special events team is responsible for District hosted events. They will work closely with our recreation and marketing teams to put on events that promote the District facilities, while providing park visitors recreational opportunities.</p> <p>District-wide special event needs are determined by the pillars of Health &amp; Wellness and Social Equity. Need for events are evaluated based upon County-wide goals, partner and community member interest.</p>	

<b>How</b>	
<b>Fiscal Resources:</b>	<p><i>(Identify the fiscal resources in place to support the program work plan.)</i></p> <p>Expenditure Budget: \$ Revenue Budget: \$</p> <p>Grants: \$0 Other: \$0</p>
<b>Other Resources:</b>	<p><i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i></p> <p>Sponsorships, permit fees and vendor fees will be obtained to offset overall cost of providing events/activities. Volunteers will be utilized to plan and execute all recreation activities.</p>

**DIVISION/TEAM/UNIT:** Weddings and Special Events

**ACTION PLAN** *WHO is responsible for monitoring the work completed and ensuring it is done on time?*  
**MANAGER:** Annelise Tappe

**ACTIONS PLAN**

**INSTRUCTIONS:** *On the chart below, identify **WHAT** is going to be achieved (action items), **WHO** is going to be responsible for the work, and **WHEN** the item will be completed by. Remember to set realistic dates and focus on items that support the **Work Plan** and the **District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.)** You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
<b>Financial Perspective:</b>		
4. Reach out to local businesses by way of phone and/or mail to inform them of the venue. Additionally, provide information so they may conduct meetings or other special events at Crestmore Manor.	Event Staff	Continuous
5. Increase last year's Event revenue by 5%	Event Staff	Continuous
6. Encourage customers to complete customer surveys after booking the event.	Event Staff	Continuous
<b>Customer Perspective:</b>		
5. Answer all guest inquires within 72 business hours	All staff	Continuous
6. Revise FUA and contracts to reflect current Policies	Coordinator/ASA	July-August 2022
7. Encourage customers to complete customer surveys after booking their event.	Event Staff	Continuous
<b>Internal Business Support Perspective:</b>		
3. Continue to have weekly meetings to review schedules, address internal concerns to help streamline our operations	Coordinator/ASA	Continuous
4. Encourage staff to attend monthly CPRS meetings, workshops, classes, and other learning programs	Coordinator	Continuous
5. Work with the District and Nature/Museum sites in developing a plan to offer weddings and events at these sites.	Coordinator	September-December 2022
6. Update Special Event Manual	Coordinator/ASA	July-August 2022
<b>Learning &amp; Growth Perspective:</b>		

3. Attend and participate in various seminars, meetings, and events to enhance skills and to network and promote Crestmore Manor.	Coordinator/Event Staff	Continuous
4. Ensure all training courses are completed on time	Event Staff	Continuous
5. Encourage staff to attend monthly CPRS meetings, workshops, classes, and other learning programs	Coordinator	Continuous
6. Ensure that all employees are using the work-order system to understand the scope of the District as a whole.	Coordinator	Daily

<b>DRIVING FACTORS:</b>	<p><i>Explain <b>WHY</b> we are providing these services or programs. <b>WHY</b> are you taking the above actions? <b>WHY</b> is it important to get these items done this year related to the District's Work Plan-</i></p> <p>Providing a high quality and affordable venue for community gatherings and events is a priority for the District. Crestmore Manor has proven to be a popular venue and meets the needs of community members with training, public and private event space.</p> <p>With the pandemic still affecting use of Crestmore Manor for indoor and large-scale events, care must be taken in communicating space use options and outdoor event considerations. It is necessary to ensure the proper staff support, cleaning and sanitization procedures, and sufficient equipment available to support event needs. Providing services outlined in the Action Plan will make the property available and safe for guests that utilize our property.</p>
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<b>How</b>	
<b>Fiscal Resources:</b>	<p><i>(Identify the fiscal resources in place to support the program work plan.)</i></p> <p>General funds and event revenue</p>
<b>Other Resources:</b>	<p><i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i></p> <p>Revise marketing plan with new COVID-19 restrictions and modifications.</p>

**DIVISION/TEAM/UNIT:** Virtual Programming

**ACTION PLAN** *WHO is responsible for monitoring the work completed and ensuring it is done on time?*  
**MANAGER:** Marlene Merrill

**ACTIONS PLAN**

**INSTRUCTIONS:** *On the chart below, identify **WHAT** is going to be achieved (action items), **WHO** is going to be responsible for the work, and **WHEN** the item will be completed by. Remember to set realistic dates and focus on items that support the **Work Plan** and the **District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.)** You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
<b>Financial Perspective:</b>		
7. Increase public awareness of park facilities and amenities, leading to increased visitation.	Marketing	Continuous
8. Create virtual tours of Trails, Regional Park, and Reserve	Marketing/Park Staff	
<b>Customer Perspective:</b>		
8. Increase internet-based surveys for The Hive, RivCoParks.org, and social media accounts	Marketing	Continuous
9. Contact local school Districts and non-profit organizations for new material and ideas for programming	Interpretive	September 2022
10. Continue to rebrand RivcoParks.org, The Hive, and individual site logos	Marketing	Continuous
<b>Internal Business Support Perspective:</b>		
7. Create a streamline process for submitting virtual programming material	Marketing	October 2022
8. Utilized new software, programs, and social media platforms to increase efficiencies within the District and increase community outreach opportunities	Marketing/Interpretive	
9. Provide a storage repository to District staff to expand the effectiveness of virtual programming and inspire new material	Marketing	December 2022
10. Provide guidelines and for evaluating programs	Marketing/Interpretive	December 2022
<b>Learning &amp; Growth Perspective:</b>		
1. Train District staff on new technologies and social media platforms	Marketing	Continuous
2. Engage and support new ideas and talents from Regional Park and interpretive staff	Marketing	Continuous

3. Provide feedback to content creators from program evaluations to strengthen the quality of programs	Marketing	Continuous
<p><b>DRIVING FACTORS:</b>          Due to the ongoing COVID-19, in-person recreational opportunities have decreased significantly. This is having an impact both physically and mentally on our community. The goal of the District is to shift programming to a virtual platform, where users are still able to experience our parks. Increasing virtual content will provide educational material for our youth and improve the quality of life for our entire community.</p> <p>Long-term development of new programs and material will support the Districts vision to be the regional leader in improving lives through people, parks, places and programs.</p>	<p><i>Explain <b>WHY</b> we are providing these services or programs. <b>WHY</b> are you taking the above actions? <b>WHY</b> is it important to get these items done this year related to the District's Work Plan?</i></p> <p><i>Financial Perspective –          Customer Service –          Internal Business Support -          Learning &amp; Growth –</i></p>	
<b>How</b>		
<b>Fiscal Resources:</b>	<i>(Identify the fiscal resources in place to support the program work plan.)</i> Review grant opportunities. General funds.	
<b>Other Resources:</b>	<i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i>	

## **Program and Services Statistics**

The District, in compliance with the District Policy 10.1, maintains statistics on individual programs, facility rentals, camping reservations, special events, park visits, and school field trip programs. Information is collected via print and electronic surveys and entered into a database for tracking, reporting and analysis purposes. The data analyzed on an annual basis and is then utilized for the following:

- Determine program elements, including cost, days, times, etc.
- Determine if programs and services are meeting the needs of customers
- To determine if marketing efforts have been successful (return on investment)
- To determine if facilities are being maintained adequately (from the customer perspective)
- To determine demand for more or different types of programs or services
- To improve customer service
- To improve service delivery
- To determine if program goals were met
- To justify program/service expansion or reduction
- As a resource when developing Maintenance Management Plans and Capital Improvement Plans
- To track performance measures for Grant funded programs

In addition, a Customer Satisfaction Annual Report is sent to the County Executive Office summarizing customer satisfaction ratings. This report includes any actions taken in response to customer feedback.



## **Recreation and Leisure Trends Analysis**

The District analyzes local, regional, state, and national societal trends through a variety of sources and updates Trends Analyses through the strategic planning process every 5-10 years and the Comprehensive planning process every 3-5 years.

The July 2011 Strategic Plan Report contains a “Demographics and Trends Analysis.” That study was reviewed during the 2017 Strategic Plan Update process and updated in the Comprehensive Plan Update in 2018. The Comprehensive Plan looks at existing District park and recreation services (parks, facilities, programs, and leisure experiences) along with those of alternative providers.

The District and alternative provider inventory were used in conjunction with the trends data to inform the Annual Work Plan.

## **Community Inventory**

The District offers a set of diverse parks, preserves, wildlife areas, recreation facilities/services, and programs. The District maintains a comprehensive inventory of its own resources and programs that includes legal locations, park names, unique facilities, programs, and services as well as the specific components of each area/facility. An alternative service providers' inventory is also maintained. Alternative providers offer like or similar programs, services, or facilities. They include: other government agencies, schools, for-profit operators, and not-for-profit organizations. These inventories are a part of the District's "Physical Resource Plan", a section of the Comprehensive Plan. The inventory is updated when new facilities are opened and is summarized annually. This information is used for capital project planning through the Capital Improvement Plan, capital maintenance equipment needs, as well as staffing requirements for budget cycles. The annual inventory update is performed prior to the budget process. It is internally analyzed with respect to overlapping service areas, needs analysis based on the demographics of the area, and use of existing and planned resources. In addition, the information is used to ensure park and recreational opportunities are adequately distributed across the District.

**Table 4: Asset Categorization Matrix**

Park or Facility Name	Inventory Category	Service Area Category	Camping Facility Rentals	Retail/Concessions Facility Rentals	Non-District Events	Trails	Park Management (Day Use)	Fishing/Boating	Interpretative /Education	Open Space Management	Land Management	District Events	Boxing Club
Box Springs Mountain Park	Open-Space												
Bowes Property	Open-Space												
Crestmore Manor	Other												
Devil's Garden Preserve	Open-Space												
Double Butte Park	Open-Space												
Dow and Oak Valley Preserve	Open-Space												
Fish Traps Archeological Site	Cultural/Historical												
Gilman Historic Ranch	Cultural/Historical												
Goose Flats Wildlife Area	Open-Space												
Green Acres	Other												
Harford Springs Park	Open-Space												
Hidden Valley Wildlife Area	Open-Space												
Hurkey Creek Park	Campground												
Idyllwild Park and Nature Center	Campground												
Iodine Springs Reserve	Open-Space												
Jensen-Alvarado Historic Ranch and Museum	Cultural/Historical												
Johnson Ranch	Open-Space												
Jurupa Valley Boxing Club	Other												
Kabian Park	Open-Space												
Lake Cahuilla Recreation Area	Campground												
Lake Skinner Recreation Area	Campground												
Lawler Lodge and Alpine Camp	Campground												
Mayflower Park	Campground												
Maze Stone Park	Cultural/Historical												
McCall Memorial Equestrian Campground	Campground												
McIntyre Park	Campground												
Miller Park	Other												
Mockingbird Canyon Archeological Site	Cultural/Historical												
Multi-Species Reserve	Open-Space												
Pine Cove Park	Other												
Prado Park and Crossroads Riverview Park	Other												
PVID Fishing Access	Other												
Rancho Jurupa Park	Campground												
Rancho Jurupa Regional Sports Park	Other												

Park or Facility Name	Inventory Category	Service Area Category										
		Camping Facility Rentals	Retail/Concessions Facility Rentals	Non-District Events	Trails	Park Management (Day Use)	Fishing/Boating	Interpretative / Education	Open Space Management	Land Management	District Events	Boxing Club
The Cove RV Resort	Campground											
Ringing Rock Archeological Site	Cultural/Historical											
San Jacinto River SBKR Site	Open-Space											
San Timoteo Canyon Conservation Area	Open-Space											
San Timoteo Canyon Schoolhouse	Cultural/Historical											
SAR Regional Park/ Louis Robidoux Nature Center	Open-Space											
SAR Wetlands Mitigation Bank	Open-Space											
Santa Rosa Plateau Ecological Reserve	Open-Space											
Santa Rosa Plateau Sylvan Meadows Unit	Open-Space											
Stoufer Property	Open-Space											
Trujillo Adobe Park	Cultural/Historical											
Valley Hi Oak Park	Open-Space											
Warmington Mitigation Site	Open-Space											

## **Fees and Charges Policy and Schedules**

California Public Resources Code 5506.7(b)(2) provides the legal authority for charging park and recreation user fees noting “...all powers and authority of the District shall be vested in the Board of Supervisors in its capacity as the governing body of the District”. The Board communicates their direction for District fees and charges through Board Policy J-5, last updated August 21, 2014, directing staff to collect public use fees and charges for park operations. Fees cannot exceed the amount reasonably necessary to recover costs and shall be reviewed against the amounts charged by other public agencies in southern California.

Rates are developed based on policy and reviewed by the District Advisory Commission. The last review was completed September 3, 2020. Recommended rates are forwarded to the Board of Directors in a coordinated effort to implement fees, fee ranges, and charges to begin on July 1st of every year. These fees, fee ranges, and charges are established by resolution and were last updated in Resolution No. 2019-02 on September 4, 2020.

## Programs and Services Management Matrix

The District Recreation Program Matrix comprises of recreational opportunities at Crestmore Manor and Rancho Jurupa Sports Park, and includes various special events and virtual programming offered by the District. Due to the size and scope of the County and the number of alternate providers that overlap District jurisdiction, the community inventory is updated on a 3-5 year basis within the Comprehensive Recreation Services Plan. The District is currently reviewing and updating Recreation Program Matrix based on community needs, national trends, social equity, and health & wellness.

### Recreation Program Matrix

Activities by site	Demographic	Scope of Opportunity	Participation Level	Proficiency Level	Degree of Physical Involvement	Primary Function	Program Delivery Model	Program Service Determinants	Partner Agency Offering
<b>Crestmore Manor Weddings/Events</b>									
Private Wedding/Event	A, S, SN	CU	G			SO	GS, FB	CIN, APG	N
Public Event	Y, T, A, S, SN	CU	G			SO	GS, F, FB	CIN, CO, APG	Y
Bridal Show	A, S	CU	G			SO, CR	SL	CIN, CO, APG, EDC	N
Facility Tours	A, S	CU	G			SO, CR	SL	CIN, CO, APG, EDC	N
<b>Rancho Jurupa Sports Park* (Transitioned to Jurupa Area Recreation &amp; Park District for Operation &amp; Management)</b>									
Open (Drop In)	Y, T, A, SN	SD, PD	I	B, I, A	PM, PI, EM, EI	PH, SO	GS, FB	FOP, CIN, CO, EDC	N
Youth Sports Leagues	Y, T	SD, PD, CL	G	B, I, A	PM, PI, EM, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Adult Sports Leagues	A, S	SD, PD, CL	G	B, I, A	PM, PI, EM, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Tournaments	Y, T, A, S, SN	SD, PD, CL, T	G	B, I, A	PI, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Clinics/Events	Y, T, A, S, SN	SD, PD	I, G	B, I, A	PM, PI, EM, EI	PH, SO	SL, F, FB	FOP, CIN, CO, APG, EDC	Y
<b>Recreation Activities (Special Events at Regional Park Sites)</b>									
Regional Special Events	Y, T, A, S, SN	SD, PD, CU	I, G		PM, EM	PH, ED, SP, CR	GS, SD, F	FOP, CIN, CO, APG, EDC	Y
Clinics/Workshops	Y, T, SN	SD	I, G	B, I	EM	ED, SO, CR	GS, SL, F	FOP, CO, APG	Y
<b>Virtual Programming (Events and Activities Offered Virtually via Website)</b>									
The Hive	Y, T, A, S, SN	SD, CU	I, G	B, I	PM, EM	ED, CR	SD, F	FOP, CIN, CO, APG, EDC	Y

## Key

<b>Demographic</b>	Youth	Teen	Adult	Senior	Special Needs
	Y	T	A	S	SN

<b>Scope of Opportunity</b>	Skill Development	Physical Development	Cultural	Clubs	Tournament
	SD	PD	CU	CL	T

<b>Participation Level</b>	Individual	Group
	I	G

<b>Proficiency Level</b>	Beginner	Intermediate	Advanced
	B	I	A

<b>Degree of Physical Involvement</b>	Physical Moderate	Physical Intense	Emotional Moderate	Emotional Intense
	PM	PI	EM	EI

<b>Primary Function</b>	Physical	Educational	Social	Creative
	PH	ED	SO	CR

<b>Program Delivery Model</b>	General Supervision	Structured Leadership	Self Directed	Facilitated	Fee Based
	GS	SL	SD	F	FB

<b>Program Service Determinants</b>	Conceptual Foundations of play, recreation and leisure	Constituent Interest and Needs	Community Opportunities	Agency Philosophy and Goals	Experience Desirable for Clientele
	FOP	CIN	CO	APG	EDC

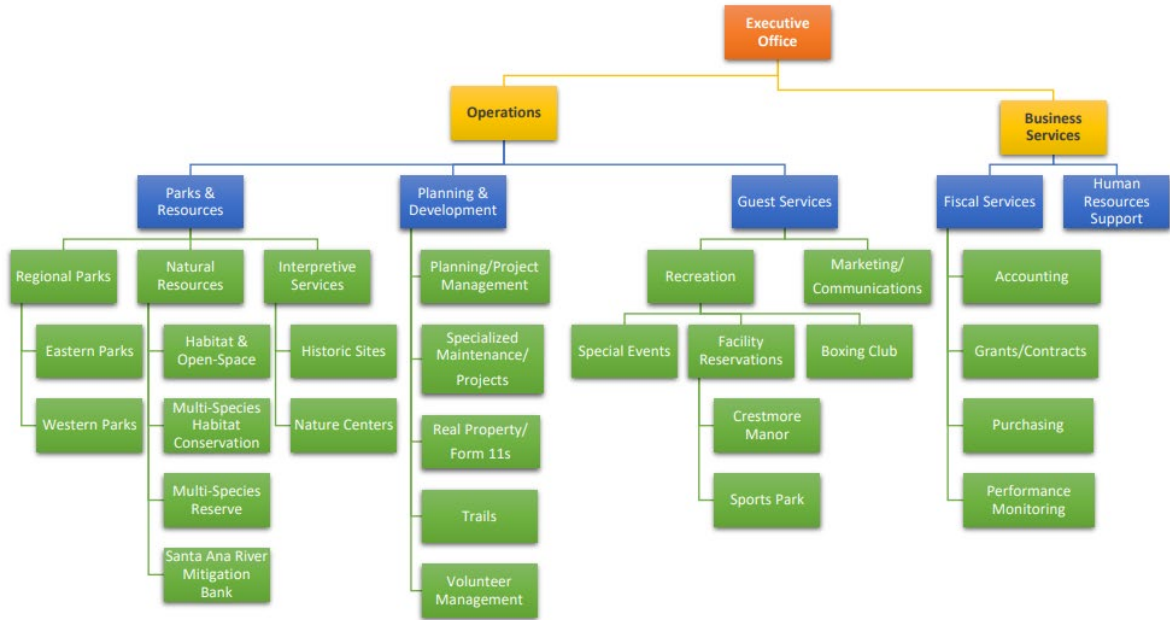
<b>Partner Agency Offering</b>	Yes	No
	Y	N

# Appendices

## Appendix A: Agency Organizational Chart



Riverside County Regional Park & Open-Space District  
**Functional Organization Chart**





## Appendix B: Evaluation Forms



**Idyllwild Nature Center**

*Participant Survey*



Thank you for providing feedback on this interpretive program, activity, craft, workshop, or presentation. We value your honest assessment as it will help guide our offerings for future park visitors.

---

Did this program give you a better appreciation of the Idyllwild Nature Center?

1    2    3    4    5

Definitely not

Absolutely yes

---

Was the presenter knowledgeable?

1    2    3    4    5

Definitely not

Absolutely yes

---

Was the presenter friendly and welcoming?

1    2    3    4    5

Definitely not

Absolutely yes

---

Was your program/ect...

Timely?

Yes |  No

Interesting?

Yes |  No

Enjoyable?

Yes |  No

---

Was the material presented in a logical order?

1    2    3    4    5

Definitely not

Absolutely yes

---

Did you find our park and facilities clean and orderly?

1    2    3    4    5

Definitely not

Absolutely yes

---

Please rate your overall experience

1    2    3    4    5

Disappointing

Exceptional

---

Would you recommend our Nature Center and programs to friends & Family?

If yes, please do!    Yes |  No

**Please share any additional comments and suggestions on the other side of this form. Write down your name and email address if you would like to receive our monthly newsletter!**

# Hidden Valley Nature Center Survey

RivCoParks is applying for Prop 68 grant funding to improve the visitor experience at Hidden Valley Nature Center, and we want to hear from YOU! Give us your input on what kind of project you would like to see. **Thank you!**

RivCoParks está solicitando fondos de subvención de la Proposición 68 para mejorar la experiencia de los visitantes en Hidden Valley Nature Center, ¡y queremos saber de USTED! Danos tu opinión sobre qué tipo de proyecto te gustaría ver. **¡Gracias!**

1. What activities do you enjoy at RivCoParks? ¿Qué actividades disfrutas en RivCoParks?

- |  |  |
|--|--|
| <input type="checkbox"/> Hiking Senderismo                 | <input type="checkbox"/> Bicycling Andar en bicicleta  |
| <input type="checkbox"/> Camping Acampar                   | <input type="checkbox"/> Birding Observación de aves   |
| <input type="checkbox"/> Fishing Pesca                     | <input type="checkbox"/> School Trips Viajes escolares |
| <input type="checkbox"/> Horseback Riding Montar a caballo | <input type="checkbox"/> Day Visits Visitas de un día  |

2. Have you or any member of your household visited Hidden Valley Nature Center during the past 12 months? ¿Ha visitado usted o algún miembro de su hogar Hidden Valley Nature Center durante los últimos 12 meses?

- Yes Si       No No

3. What is your favorite part of Hidden Valley Nature Center?

¿Cuál es tu parte favorita de Hidden Valley centro de la naturaleza?

---

4. What are the top five new amenities you would most like to see at Hidden Valley Nature Center? (please select five). ¿Cuáles son las cinco principales comodidades nuevas que más le gustaría ver en Hidden Valley Nature Center? (seleccione cinco).

- |  |   |
|--|---|
| <input type="checkbox"/> Rehabilitation of Educational Pond<br>Rehabilitación de estanque educativo            | <input type="checkbox"/> Natural Playground<br>Zona de juegos natural   |
| <input type="checkbox"/> Enhanced Birding Opportunities<br>Oportunidades mejoradas para la observación de aves | <input type="checkbox"/> Native American Village enhancements<br>Mejoras de Native American Village                                       |
| <input type="checkbox"/> Observation Deck at Educational Pond<br>Plataforma de observación en Educational Pond | <input type="checkbox"/> New Interpretive trail with audio tour<br>Nuevo sendero interpretativo con audioguía                             |
| <input type="checkbox"/> Outdoor Covered Classroom Space<br>Espacio de aula cubierto al aire libre             | <input type="checkbox"/> Public Art Feature<br>Característica de arte público Interpretive Displays on the History of the Santa Ana River |
| <input type="checkbox"/> Educational Water Lab Classroom<br>Aula educativa del laboratorio de agua             | <input type="checkbox"/> Picnic Area Área de picnic   |
| <input type="checkbox"/> Other (please specify)<br>Otro (especifique por favor)                                | <input type="checkbox"/> Restrooms and drinking fountain<br>Baños y bebedero  |

---

If selecting a new feature or improvement, where would you like to see these located?  
Si selecciona una nueva característica o mejora, ¿dónde le gustaría verlas ubicadas?

---

5. Water Conservation is an important element in the State of California and in Riverside County. Part of our grant efforts are to design and educate with Water Conservation in mind. Which **WATER CONSERVATION** topics could you benefit from learning more? Check **ALL** that apply. La conservación del agua es un elemento importante en el estado de California y en el condado de Riverside. Parte de nuestros esfuerzos de subvenciones son diseñar y educar teniendo en cuenta la conservación del agua. ¿Qué temas de **CONSERVACIÓN DE AGUA** podría beneficiarse de aprender más? Marque todo lo que corresponda.

- |   |  |
|---|--|
| <p><input type="checkbox"/> Stormwater Management:<br/>How to capture &amp; reuse stormwater instead of sending it down a storm drain or sewer.<br/>Gestión de aguas pluviales:<br/>Cómo capturar y reutilizar las aguas pluviales en lugar de enviarlas por un desagüe pluvial o alcantarillado.</p> <p><input type="checkbox"/> Catch Basins:<br/>Typically found in parking lots as a way to collect rainwater and treat the water.<br/>Coger cuencas para agua:<br/>Normalmente se encuentra en los estacionamientos como una forma de recolectar el agua de lluvia y tratarla</p> <p><input type="checkbox"/> Watersheds:<br/>Hidden Valley Nature Center is located within the Santa Ana River watershed which helps supply water to the area<br/>Cuencas hidrográficas:<br/>Hidden Valley Nature Center está ubicado dentro de la cuenca del río Santa Ana, lo que ayuda a suministrar agua al área.</p> | <p><input type="checkbox"/> Bioswales:<br/>A form of stormwater management to hold stormwater run-off and remove pollutants and debris which can be landscaped with native plants.<br/>Bioswales:<br/>Una forma de gestión de aguas pluviales para contener la escorrentía de aguas pluviales y eliminar contaminantes y escombros que se pueden ajardinar con plantas nativas.</p> <p><input type="checkbox"/> Native Plants:<br/>A demonstration garden of plant species that are Native to the Santa Ana River Watershed<br/>Plantas autóctonas:<br/>Un jardín de demostración de especies de plantas nativas de la cuenca del río Santa Ana</p> <p><input type="checkbox"/> Is there a topic we missed that you may be interested in learning more about?<br/>¿Hay algún tema que nos perdimos y que pueda estar interesado en aprender más?</p> <hr/> |
|---|--|

6. Other Water Conservation Topics you would like to learn about?  
¿Otros temas de conservación del agua que le gustaría conocer?

---

7. Other Great Ideas! We want to hear them all! ¡Otras grandes ideas! ¡Queremos escucharlos a todos!

---

Name \_\_\_\_\_ E-mail Address \_\_\_\_\_  
Nombre \_\_\_\_\_ Correo electrónico \_\_\_\_\_


Age Group  Under 18 Menores de 18 años Household Size \_\_\_\_\_  
Grupo de edad  18-64 years 18-64 años Tamaño del hogar \_\_\_\_\_  
 65+ years 65+ años

# RivCoParks Guest Survey


\* 1 ☰ Thank you for spending time with RivCoParks! Tell us what site you visited? ▼  
Answer 1: Lake Skinner Recreation Area  
Answer 2: Rancho Jurupa Regional Park  
Answer 3: Lake Cahuilla Veterans Regional Park  
Answer 4: Idyllwild Regional Park  
Answer 5: Hurkey Creek Park  
Answer 6: McCall Memorial Equestrian Campground  
Answer 7: Mayflower Regional Park  
Answer 8: Kabian Park  
Answer 9: Hidden Valley Nature Center  
Answer 10: Santa Rosa Plateau Visitor Center  
Answer 11: Idyllwild Nature Center  
Answer 12: Historic Alamos Schoolhouse  
Answer 13: Jensen-Alvarado Historic Ranch and Museum  
Answer 14: Gilman Historic Ranch and Museum  
Answer 15: Historic San Timoteo Canyon Schoolhouse  
Answer 16: Open-Space Reserves/Trails System  
Answer 17: Crestmore Manor Events Center







\* 2 🇺🇸 Which best describes your visit? ▼  
Answer 1: Overnight Camping Guest  
→ Skips to question 3  
Answer 2: Single Day Visitor  
→ Skips to question 10  
Enable Answer Randomization: No


\* 3 🇺🇸 How did you make your camping reservation? ▼  
Answer 1: Through our online reservation system  
→ Skips to question 4  
Answer 2: By calling our Guest Services team at 800-234-7275  
→ Skips to question 6  
Answer 3: In person at the Kiosk when you arrived at the park  
→ Skips to question 8  
Enable Answer Randomization: No

\* 4 😊 How would you rate your experience with our online reservation system? ▼  



5 abc Any comments to share about your online reservation experience? ▼  
→ Skips to question 10  
Maximum Characters: N/A



\* 6 😊 How would you rate your experience with our Guest Services staff member who assisted with your reservation? ▼  


7	abc	Any comments to share about your reservation experience with us? → Skips to question 10 Maximum Characters: N/A	▼
* 8		How would you rate your experience interacting with our staff at the kiosk when you checked in to the park? 	▼
9	abc	Any comments to share about your reservation experience with us? Maximum Characters: N/A	▼
* 10		What brought you to our park for this recent visit? Minimum responses: N/A Maximum responses: N/A Answer 1: Fishing Answer 2: Boating Answer 3: Hiking Answer 4: Splash Pad Answer 5: To enjoy nature & natural beauty of the site Answer 6: To improve mental health Answer 7: For exercise, fresh air & sunshine Answer 8: Family Gathering, Party or Celebration Answer 9: Shade Shelters / BBQ Areas Answer 10: Children Playground Answer 11: Visiting a camping guest Answer 12: Special Event Answer 13: Snow-Play Area Answer 14: Other* Enable Answer Randomization: Yes	▼
* 11		Were our park staff helpful, courteous, and professional during your visit? Answer 1: Totally, they went above and beyond! Answer 2: They took care of everything I needed. Answer 3: Didn't have much interaction, but no complaints. Answer 4: Could have been better for sure. Answer 5: I expect way more from the staff.	▼
12	abc	Any comments to share about your with us about your interactions with our staff? Maximum Characters: N/A	▼
* 13		What was the most important factor in choosing the RivCoParks site you visited? Answer 1: Convenient Location Answer 2: Park Features/Amenities Answer 3: Price/Value Answer 4: Special Park Event Answer 5: Other* Enable Answer Randomization: No	▼
* 14-20		How would you rate the following aspects of the Regional Park you visited? → Skips to question 43 Scale Option 1: Absolutely Awesome Scale Option 2: Pretty Great Scale Option 3: Good Scale Option 4: Poor Scale Option 5: Needs Improvement ASAP Item 1: Park Features and Amenities Item 2: Park Cleanliness Item 3: Park Maintenance Item 4: Grounds and Landscaping Item 5: Value / Price Item 6: Special Park Event	▼

- \* 21  Did you participate in a school tour, special event or program while you were at the site? ▼


Answer 1: Yes  
→ Skips to question 22

Answer 2: No  
→ Skips to question 23
- \* 22  Please tell us how satisfied you are with the quality of the tour / program. ▼



- \* 23  What was the greatest influence on your decision to visit this RivCoParks site? ▼


Minimum responses: N/A  
Maximum responses: N/A


Answer 1: A thirst for knowledge about nature and/or history!  
Answer 2: Something to do for the kids that was not screen time.  
Answer 3: Site was recommended to me.  
Answer 4: Stumbled upon it and wandered in.  
Answer 5: Other\*


Enable Answer Randomization: No
- 24-27  How would you rate the following aspects of the Nature Center or Historic Site you visited? ▼

Scale Option 1: Absolutely Awesome  
Scale Option 2: Pretty Great  
Scale Option 3: Good  
Scale Option 4: Poor  
Scale Option 5: Needs Improvement ASAP

Item 1: Facility Maintenance  
Item 2: Facility Cleanliness  
Item 3: Value / Price
- \* 28  How would you rate the quality of our exhibits and displays? ▼

Answer 1: They are awesome!  
Answer 2: Very informative.  
Answer 3: They get the job done, but could use some updating.  
Answer 4: Disappointing.  
Answer 5: Need a complete reworking to be effective.
- \* 29  Were our site staff helpful, courteous, and professional during your visit? ▼

Answer 1: Totally, they went above and beyond!  
Answer 2: They took care of everything I needed.  
Answer 3: Didn't have much interaction, but no complaints.  
Answer 4: Could have been better for sure.  
Answer 5: I expect way more from the staff.
- 30  Any comments to share about your visit to our Nature Center or Historic Site? ▼

Maximum Characters: N/A
- \* 31  Would you be interested in volunteer opportunities at this site? ▼

Answer 1: Yes - I would love to help as a regularly scheduled guide for youth programs and school tours, please contact me.  
→ Skips to question 43

Answer 2: Yes, I would love to be a Docent at the site, welcoming and providing information to guests, please contact me.  
→ Skips to question 43

Answer 3: Yes - I would love to help with maintenance, exhibits, gardens, or trails, please contact me.  
→ Skips to question 43


Answer 4: Yes, I would love to help with occasional special events hosted at the site, please contact me.  
→ Skips to question 43


Answer 5: Yes - I would love to know more about volunteering opportunities general  
→ Skips to question 43


Answer 6: No Thank You  
→ Skips to question 43


Answer 7: Other\*  
→ Skips to question 32


Enable Answer Randomization: No


- \* 32  Was your visit to Crestmore Manor for a... ▼


Answer 1: Wedding or other Social Event  
 Answer 2: Corporate or Business Event  
 Answer 3: Other\*  
 Enable Answer Randomization: No
- \* 33  What was your role at this event? ▼

Answer 1: The host of an event (Booked the venue and made arrangements for the event)  
 → Skips to question 34  
 Answer 2: A coordinator / assistant helping to organize or run the event.  
 → Skips to question 36  
 Answer 3: A guest or participant of an event.  
 → Skips to question 36  
 Enable Answer Randomization: No
- \* 34  How was your experience with our staff in the coordination and booking of your event? ▼




Answer 1: They were AWESOME! Couldn't ask for more.  
 Answer 2: Definitely above average.  
 Answer 3: Got the job done.  
 Answer 4: I expected more.  
 Answer 5: Very disappointed.
- \* 35  Were our site staff helpful, courteous, and professional during your visit? ▼

Answer 1: Totally, they went above and beyond!  
 Answer 2: They took care of everything I needed.  
 Answer 3: Didn't have much interaction, but no complaints.  
 Answer 4: Could have been better for sure.  
 Answer 5: I expect way more from the staff.
- \* 36-40  How would you rate the following aspects of the Crestmore Manor Event Center? ▼









→ Skips to question 43  
 Scale Option 1: Absolutely Awesome  
 Scale Option 2: Pretty Great  
 Scale Option 3: Good  
 Scale Option 4: Poor  
 Scale Option 5: Needs Improvement ASAP  
 Item 1: Maintenance of the Facility  
 Item 2: Condition of the Grounds and Landscaping  
 Item 3: Cleanliness of the Facility  
 Item 4: Ambiance and Vibe
- \* 41  We are glad to hear you were out enjoying nature and the wonderful outdoor spaces available at RivCoParks. Can you tell us what specific area you visited? ▼

Answer 1: Box Springs Mountain Reserve  
 Answer 2: Harford Springs Reserve  
 Answer 3: Santa Ana River Trail  
 Answer 4: Salt Creek Trail  
 Answer 5: Western Riverside County Multi-Species Reserve  
 Answer 6: Sylvan Meadows Multi-Use Area  
 Answer 7: Hidden Valley Wildlife Area  
 Answer 8: Santa Rosa Plateau Wildlife Area  
 Answer 9: Mary Tyo Staging Area  
 Answer 10: Other\*  
 Enable Answer Randomization: No
- \* 42  How would you describe your use of our Open-Space Trail Site? ▼

Answer 1: Hiking / Walking / Jogging  
 Answer 2: Cycling  
 Answer 3: Horseback Riding  
 Answer 4: Site Seeing / Nature Exploring  
 Answer 5: Other\*  
 Enable Answer Randomization: No

43	abc	Additional Comments? If you had a great experience, or a not so great experience, please tell us about it so that we can properly recognize our amazing staff or address any issues. Maximum Characters: N/A	▼
* 44	abc	Can you please tell us your zip / postal code? Maximum Characters: 10	▼
* 45		What are the most common places you look for or learn about local activities, events, promotions, etc? Minimum responses: N/A Maximum responses: N/A Answer 1: Web Searches / Websites Answer 2: Facebook Answer 3: Twitter Answer 4: Instagram Answer 5: Nextdoor Answer 6: Friends / Word of Mouth Answer 7: E-mails Answer 8: Clubs or Groups (including Facebook groups) Answer 9: Flyers / Banners Around Town Answer 10: Libraries Answer 11: Schools Answer 12: Radio Answer 13: Other* Enable Answer Randomization: No	▼
* 46	abc	Which clubs or groups (including facebook groups) do you find out about activities, events or promotions? (put n/a if none) Maximum Characters: N/A	▼
* 47	abc	What apps, websites, or groups (including facebook groups) do you find out about trails, campgrounds, and outdoor events? (put n/a if none) Maximum Characters: N/A	▼
* 48		Do you rely on online reviews when deciding what park sites to visit? Minimum responses: N/A Maximum responses: N/A Answer 1: Yes, I rely on Google My Business info and reviews Answer 2: Yes, I rely on Yelp info and reviews Answer 3: Do you rely on other online resources? If yes, please share which ones in the "other" space below. Answer 4: I consider online reviews somewhat, but other information is important too Answer 5: No, I do not rely on these kinds of sites to make decisions about where I might visit Answer 6: Other* Enable Answer Randomization: No	▼
* 49		If RivCoParks won the Lotto, what areas, programs, or amenities do you think would be most beneficial for us to expand or improve? Choose up to 3 Minimum responses: 1 Maximum responses: 3 Answer 1: RV (Recreational Vehicle) Camping Facilities Answer 2: Tent Camping Facilities Answer 3: Splash Pads / Water Play Activity Areas Answer 4: Playgrounds Answer 5: Off-Road Vehicle Park Answer 6: Day Use / Shade Structures / BBQ Areas Answer 7: Hiking /Biking Trails Answer 8: Equestrian Amenities Answer 9: Nature and Outdoor Education Programs for Kids Answer 10: Historic and Museum Sites Answer 11: Natural Habitat Preservation Areas Answer 12: Park Beautification - Aesthetics / Landscaping Answer 13: Birding programs and amenities Answer 14: Fishing programs and amenities Answer 15: Other* Enable Answer Randomization: Yes	▼




- 50  Would you like to win FREE RivCoParks SWAG, Camping/Day Use Passes, and other special prizes? If so, input your email address for a chance to win our monthly drawing of survey respondents.  
Enable Auto Reply: False
- \* 51  Will you answer four quick questions about demographics for us? (for statistical purposes only, we will not share your information)  
Answer 1: Yes  
Answer 2: No
- \* 52  What is your age?  
Answer 1: Under 25  
Answer 2: 25-40  
Answer 3: 41-60  
Answer 4: Over 60  
Enable Answer Randomization: No
- \* 53  What is your gender?  
Answer 1: Male  
Answer 2: Female  
Answer 3: Other\*  
Enable Answer Randomization: No
- \* 54  What is your ethnic origin?  
Answer 1: Latina or Latino  
Answer 2: White  
Answer 3: Black or African American  
Answer 4: Native American or American Indian  
Answer 5: Asian / Pacific Islander  
Answer 6: Other\*  
Enable Answer Randomization: No
- \* 55  Did any children accompany you on this visit?  
Answer 1: Yes - All under the age of 7  
Answer 2: Yes - All between the ages of 7-13  
Answer 3: Yes - All over the age of 13  
Answer 4: Yes - With some in multiple age ranges  
Answer 5: No  
Enable Answer Randomization: No
-   Thank You! We Appreciate Your Time  
Subtitle: [None]

# Temecula Valley Balloon and Wine Festival Survey

Collapse All Questions

Start Screen - Image



\* 1 What is your email address for our camping pass drawings?  
Enable Auto Reply: False

\* 2 What is your ZIP code?

\* 3 Did you know the home of TVBWF, Lake Skinner Recreational Area, is a RivCoParks Regional Park?  
Answer 1: Yes, I did.  
Answer 2: No, I did not.  
Enable Answer Randomization: No

\* 4 Have you ever visited any other RivCoParks Regional Park?  
Minimum responses:  
Maximum responses:  
Answer 1: No, but that sounds like a good idea!  
Answer 2: Hurkey Creek Park  
Answer 3: Idyllwild Regional Park  
Answer 4: Lake Cahuilla Veterans Regional Park  
Answer 5: Lake Skinner Recreational Area  
Answer 6: Mayflower Regional Park  
Answer 7: McCall Equestrian Memorial Park  
Answer 8: Rancho Jurupa Regional Park  
Enable Answer Randomization: No

\* 5 Have you ever visited any of RivCoParks historic or nature center sites?  
Minimum responses:  
Maximum responses:  
Answer 1: No, but maybe I should  
Answer 2: Santa Rosa Plateau  
Answer 3: Hidden Valley Nature Center  
Answer 4: Idyllwild Nature Center  
Answer 5: Gilman Ranch and Wagon Museum  
Answer 6: Jensen Alvarado Ranch  
Answer 7: Alamos School House at Lake Skinner  
Answer 8: San Timoteo Canyon School House  
Answer 9: Crestmore Manor at Regional Park Headquarters  
Enable Answer Randomization: No

\* 6 If RivCoParks won the Lotto, what areas, programs, or amenities do you think would be most beneficial for us to expand or improve? (Please Choose Top 2)  
Minimum responses:  
Maximum responses:  
Answer 1: Regional Park Camping Facilities - RV and/or Tent  
Answer 2: Regional Park Day Use Amenities - Splash Pads / Playgrounds / Shade Structures / BBQ Areas  
Answer 3: New Off Road Vehicle Park  
Answer 4: Hiking / Biking Trails  
Answer 5: Equestrian Amenities  
Answer 6: Nature and Outdoor Programs for Kids  
Answer 7: Historic and Museum Sites  
Answer 8: Other\*  
Enable Answer Randomization: No

\* 7 What is the most common place you look for or learn about local activities, event, promotions, etc. (Please choose top 2)  
Minimum responses:  
Maximum responses:  
Answer 1: Facebook  
Answer 2: Instagram  
Answer 3: Twitter  
Answer 4: Nextdoor  
Answer 5: Websites/Web Searches  
Answer 6: Apps  
Answer 7: Magazine / Newspaper  
Answer 8: Radio  
Answer 9: Flyers / Banners Around Town  
Answer 10: Friends / Word of Mouth  
Answer 11: Email Subscriptions / Campaigns  
Answer 12: Other\*  
Enable Answer Randomization: No

- 8 What is your age?  
Answer 1: Under 18  
Answer 2: 18 - 26  
Answer 3: 27-35  
Answer 4: 36-45  
Answer 5: 46-55  
Answer 6: 56-65  
Answer 7: Over 65  
Enable Answer Randomization: No
- 9 Are you...  
Answer 1: Male  
Answer 2: Female  
Answer 3: Other\*  
Enable Answer Randomization: No
- 10 What is your household income range?  
Answer 1: under \$15k  
Answer 2: \$15k-\$25k  
Answer 3: \$25k-\$35k  
Answer 4: \$35k-\$50k  
Answer 5: \$50k-\$65k  
Answer 6: \$65k-\$80k  
Answer 7: over \$80k  
Enable Answer Randomization: No
- 11 We offer a range of volunteer opportunities from single events to on-going projects. Are you interested in volunteering at parks?  
Answer 1: Yes  
Answer 2: No

## Appendix C: Participant Code of Conduct



### Riverside County Regional Park and Open-Space District Participant Code of Conduct

*Riverside County Regional Park and Open-Space District adheres to the highest standards of integrity and honesty in all public and personal activities to inspire public confidence and trust. RivCoParks is helping build thriving communities interpretive programming, recreation activities, and special events.*

Recreation programs are designed to offer participants an opportunity to meet other people with similar interests and try out an activity in a fun, safe environment. All participants in recreation programs must abide by these basic behavior standards. We encourage parents or guardians to review and discuss the behavior standards with their children who participate in our programs. Adult participants in our programs are held to the same standards. Your voluntary participation in our programs is your consent to follow these behavior standards and consequences.

#### **Expectations:**

- Every participant in the program is expected to exercise respect. This includes, but is not limited to themselves, other participants, staff members, instructors, other park users and school district staff.
- Participants must be respectful of District property, and abide by site rules, which are otherwise listed on site.
- Every participant in the program is expected to be an active listener.
- Every participant in the program is expected to know and understand the rules associated with the activity and follow them. Ask the staff member, instructor or volunteer if you are unaware of the rules regarding the activity.
- Every participant in the program is expected to cooperate with program operations.
- Every participant in the program is expected to communicate in an appropriate manner. Harsh verbal words, tone of voice, foul language, sexually inappropriate behavior, or gestures will not be tolerated.
- Every participant in the program is expected to express civil conduct. If physical contact is made with another person, it must be a welcome gesture and appropriate. Horseplay, unwelcome teasing, pushing, kicking, hitting or fighting, etc., will not be tolerated and may result in suspension or expulsion from the program.
- Participants have the right to participate in an environment where all participants can achieve their full potential without being impeded by discrimination or harassment based on race, religion, national origin, age, sex, marital status, political affiliation, veteran's status, disability, sexual orientation, or any other status protected by applicable federal, state or local nondiscrimination laws.
- Every participant in the program is expected to exercise an attitude that elicits good will toward others and program activities.
- Every participant in the program is expected to promote and support a safe, fun, and healthy environment through productive participation.



Riverside County  
Regional Park and Open-Space District  
**Participant Code of Conduct**

**Consequences:**

Any participant who engages in discriminatory, harassing, or otherwise objectionable behavior is subject to disciplinary action and removal from the program. When a participant's behavior, adult or child, is deemed inappropriate, they will be dealt with using the following steps:

1. If a participant displays inappropriate behavior, staff members will verbally request that the behavior be discontinued. Adults are expected to comply with the request. If the participant is a child, and the behavior does not stop, the staff will implement a time-out. Time-outs are given appropriate to the child's age, ability and the severity of the inappropriate behavior. If the child's behavior reoccurs or escalates, the parents will be notified immediately and the child will be removed from the program for that day.
2. If a participant's unacceptable behavior continues on a regular basis, staff members, the instructor and the participant (and their parent if the participant is a minor) will meet. A written report will be filed, stating the inappropriate behaviors already demonstrated and the expected changes for the next program meeting date.
3. One more incidents of unacceptable behavior will result in the participant's removal from the program for a specified period of time, or permanently, depending on the severity of the behavior.

\*\*In extreme cases of unacceptable behavior that is physically threatening to other participants or staff, the District reserves the right to immediately remove a participant from a program.

By signing below, I acknowledge that I have read and understand the code of conduct and agree that the user group I represent will abide by its contents.

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Participant Print Name

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Participant Signature

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Date