TACTICS

Complete Comprehensive Plan
Complete policy and procedures update
Implement Volunteer Management Plan
Implement system-wide Customer Service Program
Initiate cost-of-service study
Implement capital asset replacement schedule
Complete Human Resources Plan
Complete CAPRA self-assessment report
Complete maintenance management standards for all major parks
Develop and implement Records Retention Program
Implement Sports Park Business Plan
Implement realignment of interpretive services as part of HR Plan
Secure funding for Mayflower Park infrastructure project
Implement 2012 events program
Complete SART construction documents
Complete Hidden Valley improvements (roadway and well)
Complete 7-mile Trail Acquisition and Business Plan
Complete partnership agreements with all support groups and foundations

VALUES

Accomplishments
Connecting
Teamwork
Innovation
Outstanding Service
Networking
Stewardship

RivCoParks
4600 Crestmore Road
Jurupa Valley, CA 92509
(951) 955-4310
www.rivcoparks.org

"Knowing trees, I understand the meaning of patience. Knowing grass, I can appreciate persistence.

~ HAL BORLAND
INTERNAL BUSINESS SUPPORT PERSPECTIVE:
TO SATISFY OUR CUSTOMERS, WE MUST COMMIT TO EXCELLENT SUPPORT PROCESSES

Simplify Processes and Policies
º Develop an internal communication process and set of guidelines to ensure timely communication (short-term)
º Develop standards for more consistent service delivery (mid-term)
º Review and revise policies in alignment with strategy (annually)

Be Responsive
º Identify future customer requirements based on trend research, benchmarking information, and survey data from current customers (long-term)

Build Our Brand
º Implement Strategic Communication and Marketing Plan (short-term)

CUSTOMER PERSPECTIVE:
TO ACHIEVE OUR VISION, WE MUST SATISFY OUR CUSTOMERS

Build Quality
º Monitor and evaluate the quality of programs, services, areas, and facilities from the customer perspective (mid-term)

Improve Financial Reporting
º Improve the financial reporting system to include real time results and projected performance (short-term)
º Develop a cost-of-service study (mid-term)
º Review and improve the fees and charges policy (mid-term)
º Establish cost recovery targets for core programs, facilities, and services (long-term)

Use Technology to Improve Service
º Expand the work order system (mid-term)
º Develop a Technology Plan (long-term)

Use Data and Planning for Effective Decision Making
º Develop a Comprehensive Plan (short-term)
º Obtain CAPRA Accreditation (long-term, annually)
º Develop a Human Resources Plan identifying future positions based on future strategy (mid-term)
º Review the benchmarking information and utilize results to drive improvements (mid-term)

GOALS AND OBJECTIVES

FINANCIAL PERSPECTIVE:
TO SUCCEED, WE MUST HAVE FINANCIAL SUSTAINABILITY

Align Budget and Strategy
º Perform an annual review of core/non-core services (annually)
º Develop a capital asset replacement schedule (mid-term)
º Develop a long-term CIP (mid-term)
º Increase the percentage of alternative revenues such as grants, donations, foundations, and sponsorships through an annual strategy process to identify opportunities (long-term)

Improve Financial Reporting
º Improve the financial reporting system to include real time results and projected performance (short-term)
º Develop a cost-of-service study (mid-term)
º Review and improve the fees and charges policy (mid-term)
º Establish cost recovery targets for core programs, facilities, and services (long-term)

LEARNING AND GROWTH PERSPECTIVE:
TO BECOME SUSTAINABLE, WE WILL CHANGE AND IMPROVE ON EMPLOYEE GROWTH AND WORK CULTURE

Strengthen Morale
º Simplify and improve the Performance Management System (short-term)
º Strengthen the volunteer program, including recruitment, retention, and recognition (mid-term)
º Communicate with and reward successes of employees (short-term)

Lifelong Learning
º Develop a system-wide customer service training program (short-term)
º Develop a training program for future positions as identified in the Human Resources Plan (long-term)

Employee Engagement
º Strengthen the on-boarding process that includes job specific and District information (short-term)

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

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.

"We aim above the mark to hit the mark."  ~ Ralph Waldo Emerson

From left to right: Lydon Hernandez, Lori Norris, Stormy Ballejos, Keith Herron, Cesar Quinones, Maureen Gayk, Hope Holden, Christopher Castillo, and Bobby Westbrook - RivCoPark Employees