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
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 at 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 district 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

Shining Stars

For their contributions to the parks community, the following were honored:

Professional Lifetime Awards
Scott Bangle
Riverside Regional Park and Open Space District, California

Operational Facility Award
Crestmore Manor
Riverside Regional Park and Open Space District, California

Employee of the Year
Mitchell “Mitch” Daudert
Park Ranger II Natural Resources/Open-Space Division, Hidden Valley Wildlife Area

Volunteer of the Year
Bonnie and Sam Gutierrez
Camp Hosts/Caretakers – Regional Parks Division, McCall Equestrian Park

DISTRICT ADVISORY COMMISSION

Amie Kinne, First District (Resigned 5/08/2020)
Patricia "Trixi" Anderson, First District (Resigned 6/16/2020)
Mark Baya, First District
Daniel Hake, Second District
Jon Christiansen, Second District (Resigned 3/03/2020)
Anthony Migliore, Third District
Robin Reed, Third District, Vice Chair
Bob Grady, Fourth District, Palo Verde Valley, Chair
Daniel “Hugh” Van Horn, Fourth District
Vacant, Fourth District
Rick Cray, Fifth District
Thomas Giedroyce, Fifth District

HISTORICAL COMMISSION

Kath Atkins, First District
Joye Hohensaid, First District
Don Williamson, Second District
Steve Lech, Second District
Kim Jarrell Johnson, Member-at-Large, Chair
John Randall III, Third District
Caroline Awd, Third District, Vice Chair
Maureen Media Boren, Fourth District
Stephanie Renee Brown, Fourth District
Bernard Howlett, Fifth District
Maria Gasar, Fifth District

TRAILS COMMITTEE [dissolved December 2019]

Patricia "Trixi" Anderson, First District
Gerald Jolliffe, Second District
Robbin Reed, Third District, Vice Chair
Vacant, Fourth District
Rick Cray, Fifth District, Chair

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.
### ANNUAL PROPERTY TAX REVENUES

Property Tax Revenue has shown steady growth over the last five years, funding core services of the District.

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2016</td>
<td>$8,000,000</td>
</tr>
<tr>
<td>FY 2017</td>
<td>$7,000,000</td>
</tr>
<tr>
<td>FY 2018</td>
<td>$6,000,000</td>
</tr>
<tr>
<td>FY 2019</td>
<td>$5,000,000</td>
</tr>
<tr>
<td>FY 2020</td>
<td>$4,000,000</td>
</tr>
</tbody>
</table>

### REGIONAL PARK ANNUAL REVENUES

<table>
<thead>
<tr>
<th>Park</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blythe Parks (Including Concessionaires)</td>
<td>$800,000</td>
<td>$600,000</td>
<td>$400,000</td>
<td>$200,000</td>
<td>$100,000</td>
</tr>
<tr>
<td>Mountain Parks</td>
<td>$7,000,000</td>
<td>$6,000,000</td>
<td>$5,000,000</td>
<td>$4,000,000</td>
<td>$3,000,000</td>
</tr>
<tr>
<td>Lake Cahuilla Park</td>
<td>$1,800,000</td>
<td>$1,600,000</td>
<td>$1,400,000</td>
<td>$1,200,000</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Rancho Jurupa Park</td>
<td>$1,400,000</td>
<td>$1,200,000</td>
<td>$1,000,000</td>
<td>$800,000</td>
<td>$600,000</td>
</tr>
<tr>
<td>Lake Skinner Park</td>
<td>$800,000</td>
<td>$600,000</td>
<td>$400,000</td>
<td>$200,000</td>
<td>$100,000</td>
</tr>
</tbody>
</table>

### INTERPRETIVE & HISTORIC SITE REVENUES

<table>
<thead>
<tr>
<th>Site</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gilman Ranch Historic Museum</td>
<td>$30,000</td>
<td>$20,000</td>
<td>$10,000</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Hidden Valley Nature Center</td>
<td>$7,000,000</td>
<td>$6,000,000</td>
<td>$5,000,000</td>
<td>$4,000,000</td>
<td>$3,000,000</td>
</tr>
<tr>
<td>Jensen-Alvarado Ranch/Museum</td>
<td>$1,800,000</td>
<td>$1,600,000</td>
<td>$1,400,000</td>
<td>$1,200,000</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Idyllwild Nature Center</td>
<td>$1,400,000</td>
<td>$1,200,000</td>
<td>$1,000,000</td>
<td>$800,000</td>
<td>$600,000</td>
</tr>
<tr>
<td>Santa Rosa Plateau Eco Reserve</td>
<td>$800,000</td>
<td>$600,000</td>
<td>$400,000</td>
<td>$200,000</td>
<td>$100,000</td>
</tr>
</tbody>
</table>

### REVENUE vs EXPENSE ANNUALLY

- Revenue: $30,000,000
- Expense: $20,000,000
- Net: $10,000,000

### RESERVE FUND BALANCE BREAKDOWN YEAR-END 2019-20

- **Santa Ana River Mitigation Bank**: $2,748,821
- **Commission Fund Balances (F&G-OHV-Hist)**: $397,873
- **Santa Ana River Trail Development Loan (Due 2021)**: $2,000,000
- **Horford Springs Trailhead Project (2021)**: $500,000
- **LRNC Fire Insurance Funds**: $842,000
- **CIP Reserve Balance**: $1,378,053
- **Operating Reserve**: $5,582,715
  - Operating Reserve Minimum is Set by District Policy at 30% of Annual Expenditures.
  - Based on FY 20/21 Budget - Operating Reserve is below 30% minimum by $318,333

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*RivCoParks | 2019-2020 ANNUAL REPORT*
**ADDRESSING HOMELESSNESS**

**OUTREACH EFFORTS**
- 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

**OPEN SPACE**

**RCA MSHCP UNIT**
- 3.5k Patrol Hours (56% of ranger time)
- >58 Miles of trails patrolled
- 242 Contacts/Warnings illegal OHV activities
- 750 Plants Restored (Native Vegetation)
- 4.5k Patrol hours
- >45 Miles of trails patrolled
- 7 Acres of arundo donax removed
- 17 Citations issued

**OPEN-SPACE UNIT**
- 8k Hours of Patrol
- >103 Miles of trails patrolled
- 32 Calls for law enforcement

**MSHCP (RCA Lands)**
- >15 TONS of trash removed
- 25+ Encampments w/ H.O.T. Team
- 46 Fire outreach event
- 19 Encampments w/ Path of Life
- 1 Hole Creek Clean-up w/ the City of Riverside & H.O.T. Team
- 10 Tons of trash/debris removed
- 44 Encampments Cleared/Cleaned up
- 20 Encampments Cleared/Cleaned up
- 5 Large-Scale Clean-ups in the Santa Ana River Area
- 39 Individuals engaged
- 20 Encampments documented

**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

**DOUBLE BUTTE RESERVE**
- 750 Plants Restored (Native Vegetation)

**RivCoParks**
- 2019-2020 ANNUAL REPORT
REGIONAL PARKS

221k Campers
120k Day Use Guests

26% Lake Skinner
28% Rancho Jurupa
10% Mayflower
9% Idylwild
9% Hurkey Creek
8% Lake Cahuilla
8% Idylwild
5% Hurkey Creek
3% Mayflower
<1% McCall

NATURE CENTERS

Hidden Valley Wildlife Area
San Timoteo Canyon Schoolhouse

Rancho Jurupa Park Fishing Clinic, January 2020

REGIONAL PARKS

74% Adults
23% Children
57% Camping
31% General Day Use
12% Fishing/Boating

PARK USERS

>80k Nights Booked
23.4% Occupancy Rate

NATURE CENTERS

>45k Fishing/Boating Attendance
85% Adults
15% Children 12 and under

Historic Sites / Museums

>7k Volunteer hours
$75k Investment in preservation of Historic sites
>1k Historic Photos digitized
17k People engaged through Social Media

Regional Leadership & Outreach

36 Social Media Posts published
7 Inter-agency collaborations

HISTORIC SITES / MUSEUMS

>4,482 Event Attendees
33k General Visitation
7k Students Educated
>2.7k Volunteer Hours
300 Participants in Knee High Naturalist Program
2k People enjoyed snow play

Ranchero Jumaa Park Fishing Clinic, January 2020

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

221k Campers
120k Day Use Guests

361k Pounds of material recycled
37.3k Pounds of fish stocked

Adults
Children
Camping
General Day Use
Fishing/Boating

61% 21% 19%
A Lake Skinner
B Lake Cahuilla
C Rancho Jurupa

45k Fishing/Boating Attendance

A A B C
D

Regional Parks

NATURE CENTERS

Historic Sites*
Historic Preservation
Regional Leadership & Outreach

>17k People engaged through Social Media

4 Environmental Projects reviewed
8 Historic Board / Commission Meetings supported
>1k Historic Photos digitized

2,364 Event Attendants
8k General Visitation
5k Students educated

>14k Historic Photos digitized
36 Social Media Posts published
### Balanced Scorecard

**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
- 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

### Grants
- Applied for: 8*
- Awarded: 4
- $3,454,000 Awarded

### Capital Improvement Program
- **Funding**: $1,137,743 Total Spent
- **Projects**
  - 4 Projects Completed
    - Rancho Jurupa Park Splashpad Improvements
    - Lake Skinner Sewer Improvement Project
    - Jensen-Akiyama Ranch - Livestock Abatement & Repairing
    - Santa Rosa Plateau ADA Improvements
  - 11 Projects in Progress
    - Santa Rosa Plateau Fencing
    - Santa Rosa Plateau Amphitheater Replacement
    - Hidden Valley Shot Put/Erect
    - Lake Skinner SRP 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

### Planning and Development
- 8% Applied for
- 4 Awarded
- 51% DIF Development Impact Fees
- 11% CIP
- 30% Grant
- Santa Rosa Plateau ADA Improvements
- Coastal Conservancy SART Hammer Bridge
- CalHumanities Historic Programs General Operating Support
- CalFire Open Space Tractor

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*Data not available or target not set
*Metrics impacted by COVID-19 pandemic
*Awaiting results of 2
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.

VALUES

TENAJA FIRE
September 4, 2019 at the Santa Rosa Plateau Ecological Reserve
- 1,926 acres burned over ten (10) days
- Education and outdoor interpretation areas damaged
- Outdoor stage destroyed
- Forced trail closures for public safety and habitat restoration/fire recovery

CORONAVIRUS/COVID-19 PANDEMIC
March 18, 2020
- California’s stay-at-home order requires temporary closure of RivCoParks facilities
- Immediate and significant loss in revenues require reduction in workforce (April/May)

46 FIRE
October 31, 2019 at Rancho Jurupa Park /Louis Robidoux Nature Center
- 328 acres burned over four (4) days
- Total structure loss of Louis Robidoux Nature Center
- Portions of Rancho Jurupa Park day use areas burned
- Louis Robidoux pecan groves/wildland areas damaged

www.RivCoParks.org
Parks Headquarters
4600 Crestmore Road, Jurupa Valley, CA 92509
951.955.4310