RECREATION PROGRAMMING PLAN
MAY 2021

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

Kyla Brown, CPRE
General Manager/Parks Director

April 13, 2021
Date Revised
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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.
Accomplishments: delivering on what we say we are going to do and sharing our successes
Connecting: developing relationships and bringing people together
Teamwork: sharing people and resources; alignment with agency mission
Innovation: creating a culture that removes barriers and uses technology
Outstanding service: exceeding expectations
Networking: working in a collaborative approach
Stewardship: 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 District’s Recreation Programming Plan builds upon the significant work that resulted from the District’s Strategic plan and interconnected with the recommendations made in the District’s 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.
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 MANAGER:** Annelise Tappe

**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.

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

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<tbody>
<tr>
<td>1.</td>
<td>Maintain complete files for all events digitally</td>
<td>Coordinator/Event Staff</td>
</tr>
<tr>
<td>2.</td>
<td>Develop SOP for communicating event details to park staff</td>
<td>Coordinator/Event Staff</td>
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### Learning & Growth Perspective:

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<tbody>
<tr>
<td>1.</td>
<td>Engage and network with park staff to learn more about our facilities and amenities and restrictions for special events</td>
<td>Coordinator/Event Staff</td>
</tr>
<tr>
<td>2.</td>
<td>Network with partnering county and city agencies for special events</td>
<td>Coordinator/Event Staff</td>
</tr>
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**DRIVING FACTORS:**

*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?*

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. 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.

District-wide special event needs are determined by the pillars of Health & Wellness and Social Equity. Need for events are evaluated based upon County-wide goals, partner and community member interest.

**How**

**Fiscal Resources:**

*(Identify the fiscal resources in place to support the program work plan.)*

Expenditure Budget: $ Revenue Budget: $

Grants: $0 Other: $0

**Other Resources:**

*Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.*

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

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

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.*

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<th><strong>WHO</strong></th>
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<tbody>
<tr>
<td><strong>Financial Perspective:</strong></td>
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</tr>
<tr>
<td>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.</td>
<td>Event Staff</td>
<td>Continuous</td>
</tr>
<tr>
<td>5. Increase last year’s Event revenue by 5%</td>
<td>Event Staff</td>
<td>Continuous</td>
</tr>
<tr>
<td>6. Encourage customers to complete customer surveys after booking the event.</td>
<td>Event Staff</td>
<td>Continuous</td>
</tr>
<tr>
<td><strong>Customer Perspective:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Answer all guest inquiries within 72 business hours</td>
<td>All staff</td>
<td>Continuous</td>
</tr>
<tr>
<td>6. Revise FUA and contracts to reflect current Policies</td>
<td>Coordinator/ASA</td>
<td>July-August 2022</td>
</tr>
<tr>
<td>7. Encourage customers to complete customer surveys after booking their event.</td>
<td>Event Staff</td>
<td>Continuous</td>
</tr>
<tr>
<td><strong>Internal Business Support Perspective:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Continue to have weekly meetings to review schedules, address internal concerns to help streamline our operations</td>
<td>Coordinator/ASA</td>
<td>Continuous</td>
</tr>
<tr>
<td>4. Encourage staff to attend monthly CPRS meetings, workshops, classes, and other learning programs</td>
<td>Coordinator</td>
<td>Continuous</td>
</tr>
<tr>
<td>5. Work with the District and Nature/Museum sites in developing a plan to offer weddings and events at these sites.</td>
<td>Coordinator</td>
<td>September-December 2022</td>
</tr>
<tr>
<td>6. Update Special Event Manual</td>
<td>Coordinator/ASA</td>
<td>July-August 2022</td>
</tr>
<tr>
<td><strong>Learning &amp; Growth Perspective:</strong></td>
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12 | RECREATION PROGRAMMING PLAN
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

**Driving Factors:**

*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?*

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.

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.

**How**

**Fiscal Resources:** *(Identify the fiscal resources in place to support the program work plan.)*

General funds and event revenue

**Other Resources:** *(Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.)*

Revise marketing plan with new COVID-19 restrictions and modifications.
DIVISION/TEAM/UNIT: Virtual Programming

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

ACCTIONS 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.

<table>
<thead>
<tr>
<th>Financial Perspective:</th>
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<tbody>
<tr>
<td>7. Increase public awareness of park facilities and amenities, leading to increased visitation.</td>
<td>Marketing</td>
<td>Continuous</td>
</tr>
<tr>
<td>8. Create virtual tours of Trails, Regional Park, and Reserve</td>
<td>Marketing/Park Staff</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Customer Perspective:</th>
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<tbody>
<tr>
<td>8. Increase internet-based surveys for The Hive, RivCoParks.org, and social media accounts</td>
<td>Marketing</td>
<td>Continuous</td>
</tr>
<tr>
<td>9. Contact local school Districts and non-profit organizations for new material and ideas for programming</td>
<td>Interpretive</td>
<td>September 2022</td>
</tr>
<tr>
<td>10. Continue to rebrand RivcoParks.org, The Hive, and individual site logos</td>
<td>Marketing</td>
<td>Continuous</td>
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<table>
<thead>
<tr>
<th>Internal Business Support Perspective:</th>
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<tbody>
<tr>
<td>7. Create a streamline process for submitting virtual programming material</td>
<td>Marketing</td>
<td>October 2022</td>
</tr>
<tr>
<td>8. Utilized new software, programs, and social media platforms to increase efficiencies within the District and increase community outreach opportunities</td>
<td>Marketing/Interpretive</td>
<td></td>
</tr>
<tr>
<td>9. Provide a storage repository to District staff to expand the effectiveness of virtual programming and inspire new material</td>
<td>Marketing</td>
<td>December 2022</td>
</tr>
<tr>
<td>10. Provide guidelines and for evaluating programs</td>
<td>Marketing/Interpretive</td>
<td>December 2022</td>
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</tbody>
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<thead>
<tr>
<th>Learning &amp; Growth Perspective:</th>
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<tbody>
<tr>
<td>1. Train District staff on new technologies and social media platforms</td>
<td>Marketing</td>
<td>Continuous</td>
</tr>
<tr>
<td>2. Engage and support new ideas and talents from Regional Park and interpretive staff</td>
<td>Marketing</td>
<td>Continuous</td>
</tr>
</tbody>
</table>
3. Provide feedback to content creators from program evaluations to strengthen the quality of programs

<table>
<thead>
<tr>
<th>Marketing</th>
<th>Continuous</th>
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**DRIVING FACTORS:**
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.

Long-term development of new programs and material will support the District's vision to be the regional leader in improving lives through people, parks, places and programs.

| 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? Financial Perspective – Customer Service – Internal Business Support - Learning & Growth – |

<table>
<thead>
<tr>
<th><strong>How</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Fiscal Resources:</strong> (Identify the fiscal resources in place to support the program work plan.) Review grant opportunities. General funds.</td>
</tr>
<tr>
<td><strong>Other Resources:</strong> Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Park or Facility Name</th>
<th>Inventory Category</th>
<th>Service Area: Category</th>
<th>Interpretive/Education</th>
<th>Open Space Management</th>
<th>Land Management</th>
<th>District Events</th>
<th>Boating Club</th>
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<tbody>
<tr>
<td>Box Springs Mountain Park</td>
<td>Open-Space</td>
<td></td>
<td></td>
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<tr>
<td>Bowes Property</td>
<td>Open-Space</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Crestmore Manor</td>
<td>Other</td>
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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.
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

<table>
<thead>
<tr>
<th>Activities by site</th>
<th>Demographic</th>
<th>Scope of Opportunity</th>
<th>Participation Level</th>
<th>Proficiency Level</th>
<th>Degree of Physical Involvement</th>
<th>Primary Function</th>
<th>Program Delivery Model</th>
<th>Program Service Determinants</th>
<th>Partner Agency Offering</th>
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<td>PM, PI, EM, EI</td>
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<td>The Hive</td>
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<th>Conceptual Foundations of play, recreation and leisure</th>
<th>Constituent Interest and Needs</th>
<th>Community Opportunities</th>
<th>Agency Philosophy and Goals</th>
<th>Experience Desirable for Clientele</th>
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Appendices

Appendix A: Agency Organizational 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.

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<thead>
<tr>
<th>Question</th>
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<td>Did this program give you a better appreciation of the Idyllwild Nature Center?</td>
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<td>[ ] 2</td>
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<tr>
<td>Absolutely yes</td>
<td>Definitely not</td>
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<tr>
<td>Was the presenter knowledgeable?</td>
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<tr>
<td>Absolutely yes</td>
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<tr>
<td>Was the presenter friendly and welcoming?</td>
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<tr>
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<td>Was your program/ect...</td>
<td>Timely?</td>
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<tr>
<td>Absolutely yes</td>
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<tr>
<td>Was the material presented in a logical order?</td>
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<tr>
<td>Absolutely yes</td>
<td>Definitely not</td>
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<tr>
<td>Did you find our park and facilities clean and orderly?</td>
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<td>[ ] 2</td>
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<tr>
<td>Absolutely yes</td>
<td>Definitely not</td>
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<td>Please rate your overall experience</td>
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<td>Exceptional</td>
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<tr>
<td>Would you recommend our Nature Center and programs to friends &amp; Family?</td>
<td>If yes, please do!</td>
<td>[ ] Yes</td>
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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?
   - Hiking  Senderismo
   - Camping  Acampar
   - Fishing  Pesca
   - Horseback Riding  Montar a caballo
   - Bicycling  Andar en bicicleta
   - Birding  Observación de aves
   - School Trips  Viajes escolares
   - 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  Sí
   - 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? (selecciona cinco).
   - Rehabilitation of Educational Pond  Rehabilitación de estanque educativo
   - Enhanced Birding Opportunities  Oportunidades mejoradas para la observación de aves
   - Observation Deck at Educational Pond  Plataforma de observación en Educational Pond
   - Outdoor Covered Classroom Space  Espacio de aula cubierto al aire libre
   - Educational Water Lab Classroom  Aula educativa del laboratorio de agua
   - Natural Playground  Zona de juegos natural
   - Native American Village enhancements  Mejoras de Native American Village
   - New Interpretive trail with audio tour  Nuevo sendero interpretativo con audioguía
   - Public Art Feature  Característica de arte público
   - Interpretive Displays on the History of the Santa Ana River  Muestra interpretativas sobre la historia del río Santa Ana
   - Picnic Area  Área de picnic
   - Restrooms and drinking fountain  Baños y bebodero

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.

- Stormwater Management:
  How to capture & reuse stormwater instead of sending it down a storm drain or sewer.
  Gestión de aguas pluviales:
  Cómo capturar y reutilizar las aguas pluviales en lugar de enviarlas por un desagüe pluvial o alcantarillado.

- Bioswales:
  A form of stormwater management to hold stormwater run-off and remove pollutants and debris which can be landscaped with native plants.
  Bioswales:
  Una forma de gestión de aguas pluviales para contener la escorriente de aguas pluviales y eliminar contaminantes y escombros que se pueden aplanar con plantas nativas.

- Catch Basins:
  Typically found in parking lots as a way to collect rainwater and treat the water.
  Coger cuencas para agua:
  Normalmente se encuentran en los estacionamientos como una forma de recolectar el agua de lluvia y tratarla

- Watersheds:
  Hidden Valley Nature Center is located within the Santa Ana River watershed which helps supply water to the area.
  Cuenca hidrográfica:
  Hidden Valley Nature Center está ubicado dentro de la cuenca del río Santa Ana, lo que ayuda a suministrar agua al área.

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
   Nombre

   E-mail Address
   Correo electrónico

   Age Group
   Grupo de edad
   - Under 18
   - 18-64 years
   - 65+ years

   Household Size
   Tamaño del hogar
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: Kibbie 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
   - Answer 2: Single Day Visitor
   - Enable Answer Randomization: No

3. How did you make your camping reservation?
   - Answer 1: Through our online reservation system
   - Enable Answer Randomization: No

4. How would you rate your experience with our online reservation system?

5. Any comments to share about your online reservation experience?
   - Enable Maximum Characters: N/A

6. How would you rate your experience with our Guest Services staff member who assisted with your reservation?
<table>
<thead>
<tr>
<th>Question</th>
<th>Text</th>
<th>Answer Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>How would you rate your experience interacting with our staff at the kiosk when you checked in to the park?</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Any comments to share about your reservation experience with us?</td>
<td>Maximum Characters: N/A</td>
</tr>
</tbody>
</table>
| 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: Sheds 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 | Any comments to share about your visit about your interactions with our staff? | Maximum Characters: N/A |
| 13 | What was the most important factor in choosing the RV/CoParks 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 23  
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: Blundered 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

26 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
RECREATION PROGRAMMING PLAN
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.

Answer: N/A

Can you please tell us your zip / postal code?

Answer: 10

What are the most common places you look for or learn about local activities, events, promotions, etc?

Answers: N/A

1. Web Searches / Websites
2. Facebook
3. Twitter
4. Instagram
5. Nextdoor
6. Friends / Word of Mouth
7. Emails
8. Clubs or Groups (including Facebook groups)
9. Flyers / Banners Around Town
10. Libraries
11. Schools
12. Radio
13. Other*

Enable Answer Randomization: No

Which clubs or groups (including Facebook groups) do you find out about activities, events or promotions? (put n/a if none)

Answer: N/A

What apps, websites, or groups (including Facebook groups) do you find out about trails, campgrounds, and outdoor events? (put n/a if none)

Answer: N/A

Do you rely on online reviews when deciding what park sites to visit?

Answers: N/A

1. Yes, I rely on Google My Business Info and reviews
2. Yes, I rely on Yelp Info and reviews
3. Do you rely on other online resources? If yes, please share which ones in the "other" space below.
4. I consider online reviews somewhat, but other information is important too
5. No, I do not rely on these kinds of sites to make decisions about where I might visit

Answer: Other*

Enable Answer Randomization: No

If RV/CoParks 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

Answers: N/A

1. RV (Recreational Vehicle) Camping Facilities
2. Tent Camping Facilities
3. Splash Pads / Water Play Activity Areas
4. Playgrounds
5. Off-Road Vehicle Park
6. Day Use / Shade Structures / BBQ Areas
7. Hiking/Skiing Trails
8. Equestrian Amenities
9. Nature and Outdoor Education Programs for Kids
10. Historic and Museum Sites
11. Natural Habitat Preservation Areas
12. Park Beautification - Aesthetics / Landscaping
13. Birching programs and amenities
14. Fishing programs and amenities
15. Other*

Enable Answer Randomization: Yes
<table>
<thead>
<tr>
<th>Question</th>
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</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>None</td>
</tr>
<tr>
<td>51 - Will you answer four quick questions about demographics for us? (for statistical purposes only, we will not share your information)</td>
<td>Answer 1: Yes, Answer 2: No</td>
</tr>
<tr>
<td>53 - What is your gender?</td>
<td>Answer 1: Male, Answer 2: Female, Answer 3: Other*</td>
</tr>
<tr>
<td>54 - What is your ethnic origin?</td>
<td>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*</td>
</tr>
<tr>
<td>55 - Did any children accompany you on this visit?</td>
<td>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</td>
</tr>
</tbody>
</table>

Thank you! We appreciate your time.

Subtitle: [Note]
### Temecula Valley Balloon and Wine Festival Survey

1. What is your email address for our camping pass drawings?  
   - Answer 1: Yes, I did.  
   - Answer 2: No, I did not.

2. What is your ZIP code?

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

4. Have you ever visited any other RivCoParks Regional Park?
   - Minimum response: No.

5. Have you ever visited any of RivCoParks historic or nature center sites?
   - Minimum response: 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 response: No.

7. What is the most common place you look for or learn about local activities, events, promotions, etc. (Please choose top 2)
   - Minimum response: 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 ongoing 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.

Participant Print Name

Participant Signature

Date