

COMMISSION FOR ACCREDITATION OF PARK AND RECREATION AGENCIES

SELF-ASSESSMENT REPORT AND VISITATION REPORT 2014 CAPRA STANDARDS, 5TH EDITION

RIVERSIDE COUNTY REGIONAL PARK & OPEN-SPACE DISTRICT
SCOTT BANGLE, PARKS DIRECTOR/GENERAL MANAGER
JURUPA VALLEY, CALIFORNIA



JUNE 3 – 14, 2019

VISITATION TEAM:
KIM K. CONRAD, CPRP, CHAIR
AUSTIN HOCHSTETLER, CPRP
KIMBERLY A. MCNEELEY, CPRP

Self-Assessment Report Introduction

Riverside County Regional Park & Open-Space District (District) is pleased to present this Self-Assessment Workbook for review by CAPRA. The self-assessment phase has been a journey complete with reflection and education for District staff, resulting in its first step toward agency re-accreditation.

In undertaking this self-assessment, staff worked as a team to meet the various standards, complete training and educational opportunities, and incorporate new methods of conducting business. During the process, staff gained a greater knowledge of the many factors of the District's operations along with an increased awareness of the various responsibilities staff hold within the District.

The District conducted its' self-evaluation process in amidst fiscal uncertainty and organizational change. In Fiscal Year 2015-16, the District was managing recreational and special use facilities such as Aquatic Centers, Community Centers, Senior Centers and Community Parks with a staff of more than 600 employees. In Fiscal Year 2016-17, the District transferred all non-mission related items to Riverside County (County) in order to focus on core services resulting in a much leaner organization with approximately 120 employees. Moreover, in 2018-19 the District returned any unused County General Fund monies to the County and became a non-general fund stand-alone department for the first time since inception. This rapid change greatly impacted the Districts standards of business, requiring a one-year extension from CAPRA to ensure the re-accreditation process would be a success built upon revisiting and revising each and every standard to reflect the new organization.

Today, staff have renewed their commitment to ensuring citizens of Riverside County are provided with well-run, safe, and clean regional parks, lakes and lagoons, historic sites, nature centers, miles of trails, and specialized sports facilities. District staff have recommitted to our vision statement, "to be the regional leaders in improving lives through people, parks, places and programs." The self-assessment phase of this re-accreditation process has assisted District staff in their goal to achieve this vision.

The District utilized PowerDMS to conduct our Self-Assessment. Access for reviewers and visitors is provided at <https://powerdms.com>, Site Key: RiversideCRP. If I can be of any assistance, or answer any questions during the review of the Self-Assessment, please do not hesitate to contact me at (951) 955-4398 or sbangle@rivco.org. Assistant Parks Director Kyla Brown also remains available at (951) 955-3956 or kylabrown@rivco.org.

Sincerely,



Scott Bangle
General Manager

Visitation Report Introduction

The visitation team will include a brief introduction about the overall context in which the team members approached their task. This might include the types of data gathering processes undertaken, the types of individuals interviewed, and materials reviewed.

AGENCY OVERVIEW

Riverside County Regional Park & Open-Space District
4600 Crestmore Road, Jurupa Valley, CA 92509

I. Community Demographics

- A. Predominant form(s) of government in the tax jurisdiction (i.e., manager, mayoral, commission):

Elected Board of Supervisors/Directors

- B. Population of tax jurisdiction:

Riverside County is experiencing rapid population growth; from the period of 1980-2016, the average growth in population per year was 46,800. Riverside is the fourth most populous county in California and the tenth most populous county in the United States. As of 2017, the population of Riverside County was **2.4 million** according to the U.S. Census Bureau (2017).

- C. Population of metropolitan service area:

N/A

- D. Age profile of tax jurisdiction:

Median Age – 35.6

Age	Percentage of Population
0-9	13%
10-19	15%
20-19	14%
30-39	13%
40-49	13%
50-59	12%
60-69	10%
70-79	6%
80+	3%

- E. Income profile of tax jurisdiction:

Median household income has been gradually improving and is back to pre-recession levels. As of 2017*, the median family income stands at \$60,807. The county's per capita personal income continues to grow, and as of 2016 it stands at \$25,700.

*Estimates according to the U.S. Census Bureau (2017)

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F. Racial diversity of the tax jurisdiction:

Race/Ethnicity	Percentage of Population*
Hispanic/Latino	49% (includes respondents of any race, may be counted twice)
White/Caucasian	35%
Black/African American	7%
Asian	7%
Native American	1.9%
Islander	0.4%
Other (Two or More Races)	3.5%

*Estimates according to the U.S. Census Bureau (2017)

II. Agency Characteristics

A. Operating budget:

\$17 Million

B. Capital budget:

\$3.7 Million

C. Full-time employees:

110

D. Part-time/seasonal employees:

10

E. Parkland acreage:

77,639

F. Significant agency awards and/or recognitions:

2014- California Greenways and Trails Award
Website Merit Award

2014- National Association of County Park and Recreation Officers Award
Starfish Program

2015- California Park and Recreation Society Award
Parks and Recreation Facility Design

2016- California Trails and Greenway Award

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Box Springs Mountain Reserve Master Plan

2016- American Society of Landscape Architects Award

Box Springs Mountain Reserve Master Plan

2016- American Planning Association Award

Box Springs Mountain Reserve Master Plan

2016- National Association of County Park and Recreation Officers Award

Box Springs Mountain Reserve Master Plan

2018- California Park and Recreation Society Award

Marketing and Communications Award – Historic Riverside County App

2018- California Trails and Greenway Award

Riverside County Comprehensive Trails Plan

III. Physical Characteristics

A. Geographic size of tax jurisdiction (square miles):

Riverside County covers an expansive, varied geography encompassing many diverse, rapidly growing communities with a wide range of public service needs. It stretches nearly 200 miles across, comprising over 7,200 square miles of fertile river valleys, low deserts, mountains, foothills and rolling plains. Riverside County shares borders with Imperial, Orange, San Diego, and San Bernardino Counties, comprising a region extending from the Pacific Ocean to the Colorado River. Riverside County is the fourth largest county in the state and tenth largest in the nation by population. The percentage of Riverside County's population residing in its 28 incorporated cities is 84 percent, 16 percent resides in the unincorporated area.

B. Describe significant rivers, lakes, mountain ranges, which influence the community:

Riverside County contains a spectacular array of diverse geographical features, including deserts, snow-capped peaks and rugged hills, deep valleys, forests, and rich agricultural lands. Set among this rich landscape is a variety of established and/or growing urban, suburban and rural communities. The physical diversity of Riverside County offers a living environment to appeal to every taste: dense urban cities, suburban enclaves, resorts, rural communities, agricultural communities, equestrian communities and sparsely populated outposts.

Riverside County is divided into eastern and western halves by the San Jacinto and Santa Rosa Mountains. A deep valley known as the San Gorgonio Pass, framed by the San Jacinto and San Gorgonio mountains, creates an accessible corridor linking these two halves. The San Bernardino and Little San Bernardino Mountains form a portion of the northern boundary while numerous mountain ranges, including those in the Santa Rosa

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Wilderness and Cleveland National Forest, among others, serve as boundaries along the southern and western edges of the County.

The Santa Ana River begins in the San Bernardino Mountains and flows through the northern portion of western Riverside County, through Orange County, and eventually into the Pacific Ocean. The San Jacinto River flows from the Santa Rosa and San Jacinto mountains, cuts through the middle of western Riverside County, and eventually into Lake Elsinore. Several man-made lakes, which provide water supplies and recreational opportunities, are located in this part of the County, including: Lake Mathews, Lake Perris, Lake Skinner, Vail Lake, and Diamond Valley Lake.

The Colorado River bounds the eastern portion of Riverside County and the Santa Rosa and San Jacinto mountains bound the eastern portion on the west. This portion is distinguished from the western portion of the County by its desert terrain. The vast majority of the eastern Riverside County population concentration is in the Coachella Valley. The Joshua Tree National Park, known for its rich desert habitat, forms a permanent natural boundary at the northern end of the Coachella Valley. The Whitewater River, a seasonal river, forms in the San Bernardino Mountain and flows through the Coachella Valley into the Salton Sea at the Valley's east end. The Coachella Valley has a rich agricultural economy and contributes to the rural character of eastern Riverside County.

A vast expanse of desert wilderness separates the Coachella Valley from the Colorado River. The Palo Verde Valley, along the Colorado River, provides the source of one of the most productive agricultural regions in the County.

IV. Cultural Characteristics

A. Significant social and/or cultural factors that influence the agency's delivery of service:

The District compiles research on trending behaviors of both a general and specific nature that influence the delivery of services. The following information is based on data and classification generalities and that help shape the three pillars of Health and Wellness, Social Equity and Conservation for the District.

Out of 57 counties ranked in California, the County of Riverside ranks 25th and 39th for health outcomes and health factors respectively. These measures reflect environmental conditions, economic and social factors, health behaviors, and availability and access to health care, all of which contribute to both the length and quality of life of county residents.

The percentage of obese adults reflects one part of the overall health and lifestyle of a community. The County of Riverside is working to improve the overall health of residents and to lower the number of people that are obese. In 2016, 33 percent of Riverside County adults were obese; of these adults, 45 percent were 45-64 years of age, and 33 percent were 25-44 years old.

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Air Quality in the Inland Empire has long been a cause for concern, partly due to weather patterns in Southern California. Ozone tends to travel eastward across the basin, becoming trapped against the mountains and settling in San Bernardino and Riverside. Despite this, in the past 15 years, air quality in Riverside County has improved according to the American Lung Association.

The median home price in the County of Riverside as of February 2018 was \$396,250 dollars, a 7.9 percent increase from the previous year. Since its lowest point in 2009, the median price of homes sold has been rising and is approaching pre-recession levels. There was a 1% percent decrease in home sales from February 2017 to February 2018. The Inland Empire offers affordable housing, which is one factor that makes Riverside County an attractive place to live.

The County of Riverside educational attainment level has seen little variation over the last six years. As of 2016, Riverside County's percent of population with a high school diploma was 81 percent and the percent of population with a bachelor's degree was 21 percent.

1.0 - Agency Authority, Role, and Responsibility

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Delineation of jurisdiction and authority are the foundation upon which the park and recreation agency is organized. Policy and rule-making functions and the development of procedures to implement policy create the organizational framework. The mission establishes the organizational purpose, and goals and objectives establish the strategic direction. Organization values affect how the agency through its leadership and staff relate to other governing bodies, agencies, organizations and how it incorporates input from citizens and staff.

1.1 - Source of Authority ★

Standard: The source of agency authority or legal basis of operation and the extent of powers shall be identified in a legal document such as the state statute, local charter, city ordinance, or park district code.

Suggested Evidence of Compliance: Provide legal citation and, if appropriate, date of resolution by local governing entity or legal authority (i.e., enabling act, support documentation, ordinance; if permissive state authority, provide charter).

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 3 - Legal Authority and Jurisdiction, pp. 41-42.

Agency Evidence of Compliance:

The legal document setting forth the authority of the State of California is the California State Public Resources Code, Division 5, Chapter 3, Article 3, Section 5506.7 (**1.1a**), which states that the formation of a District in Riverside County may be initiated by a resolution of the Board of Supervisors.

The County Board of Supervisors approved Resolution 90-396 on July 31, 1990 (**1.1b**), ordering the formation of the District, the proposed governing body of the District, the territory to be included in the District, and confirmation before the voters to approve the District through an election on November 6, 1990.

On November 6, 1990, 106,857 voters out of 174,440 approved of the District formation during the general election. The Board approved Resolution 90-717 (**1.1c**) on December 11, 1990, which confirmed the order of formation of the Riverside County Regional Park and Open-Space District and directed the Clerk of the Board of Supervisors to file a certificate copy of the Resolution with the Secretary of State.

Documentation:

- 1.1a California State Public Resources Code, Division 5, Chapter 3, Article 3, Section 5506.7.
http://leginfo.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5506.

[7.&lawCode=PRC](#)

- 1.1b Board Resolution 90-396, M.O. 3.36, 7/31/90
- 1.1c Board Resolution 90-717, M.O. 3.62, 12/11/90

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.1.1 - Approving Authority/Policy Body

Standard: The agency organizational structure shall provide for one public entity responsible for policy-making functions. This entity usually has taxing power and must approve the budget; it holds title to property. It also serves an important function in providing input to improve and expand park and recreation programs, services, and facilities.

Suggested Evidence of Compliance: Provide a chart or diagram and narrative description of the organizational structure, interrelationship of organizational components and powers of authority over policy-making; show the relationship of the agency to its approving authority and provide the approving authority bylaws or charter.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 3 - Legal Authority and Jurisdiction, pp. 38-52.](#)

Agency Evidence of Compliance:

The Riverside County Board of Supervisors serves as the District Board of Directors and determines all questions of policy, per Resolution 90-396 **(1.1.1a)**. Pursuant to Public Resources Code 5783.1. **(1.1.1b)**, if a district contains only unincorporated territory in a single county, the board of directors of that district may be elected or may be appointed by the county board of supervisors, which may appoint itself as the district board.

Pursuant to Public Resources Code 5784 **(1.1.1c)**, a legislative body known as the board of directors shall govern and establish policies for the operation of the District pursuant to Public Resources Code 5537 **(1.1.1d)**. Per the County Organizational Chart updated in October 2018 **(1.1.1e)**, the County Executive Officer (CEO) has administrative oversight of all departments and each department is grouped into a portfolio under the oversight of an Assistant CEO. The District is within the Economic and Community Development portfolio. The Department Director/General Manager, oversees the overall performance of the agency.

Documentation:

- 1.1.1a Board Resolution 90-396
- 1.1.1b State of California Public Resources Code 5783.1

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- 1.1.1c http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5783.1.&lawCode=PRC
State of California Public Resources Code 5784
- 1.1.1d http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5784.&lawCode=PRC
State of California Public Resources Code 5537
- 1.1.1e http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5537.&lawCode=PRC
County of Riverside Organizational Chart, October 2018
https://www.countyofriverside.us/Portals/0/Master%20COR%20Org%20Chart_October%202018.pdf?ver=2018-10-04-120916-100

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.1.2 - Citizen Advisory Boards/Committees

Standard: There shall be citizen boards/committees that are advisory to the agency and the approving authority that appoints them. Advisory boards engage the community and serve as advocates for the advancement of programs, facilities, and services.

Suggested Evidence of Compliance: Provide list of boards/committees with membership, authority, responsibilities and duties, terms of office, meeting minutes.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 3 - Legal Authority and Jurisdiction, pp. 53-54.

Agency Evidence of Compliance:

Board Policy A-21 and Resolution No. 2005-148 (**1.1.2a**) establishes, appoints, and governs various Board of Supervisors/Directors advisory boards and commissions/committees. The District works with the Commissions and Committee outlined below, and the District General Manager or designee serves as secretary to these Commissions and Committee.

The Riverside County District Advisory Commission (DAC) is created through Resolutions No. 2011-6 and 2011-8 (**1.1.2b**). The DAC is comprised of 11 members as seen on the current roster (**1.1.2c**) and advises the Board of Directors on planning, acquisition and development of parks and open-spaces and economical use of fish and game propagation funds as well as matters concerning planning, acquisition, development and use of off-highway vehicle recreation (OHVR) parks within the County and the District as evidenced by the meeting minutes (**1.1.2d**).

The District Trails Committee is comprised of 5 members (**1.1.2e**), established by Resolution

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No. 2017-9 (1.1.2f), as a subcommittee of the DAC and advises the Commission on acquisition, maintenance and promotion of equestrian, biking, and hiking recreation trails in Riverside County as reflected in the meeting minutes (1.1.2g).

The Riverside County Historical Commission is comprised of 11 members as seen on the roster (1.1.2h), is established by Resolution No. 2005-345 (1.1.2i) and advises the Board of Supervisors on historic matters within the County as evidenced in the meeting minutes (1.1.2j).

Documentation:

- 1.1.2a Board Policy A-21 and Resolution No. 2005-148
- 1.1.2b Board Resolution 2011-6 and 2011-8
- 1.1.2c Riverside County District Advisory Commission Roster
<https://www.rivcoparks.org/district-advisory-commission/>
- 1.1.2d District Advisory Commission Meeting Minutes
https://drive.google.com/file/d/1bm8Nk02LzLNnILqYR7jdgYluaVQXyAa_/view
- 1.1.2e District Trails Committee Roster
<https://www.rivcoparks.org/trails-committee/>
- 1.1.2f Board Resolution 2017-9
- 1.1.2g District Trails Committee Meeting Minutes
https://www.rivcoparks.org/wp-content/uploads/tc_meeting_minutes_10.24.18_signed_final.pdf
- 1.1.2h Historical Commission Roster
<https://www.rivcoparks.org/historical-commission/>
- 1.1.2i Board Resolution 2005-345
- 1.1.2j Historical Commission Meeting Minutes
https://www.rivcoparks.org/wp-content/uploads/hc_minutes_111518_final_signed.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.2 - Periodic Timetable for Review of Documents

Standard: All documents designated for periodic review shall be reviewed on a regular basis according to an established agency review schedule. For example, if the agency has determined that a document should be reviewed annually, the agency shall provide evidence that the document is reviewed annually and include a copy of the most recent annual review. Several standards in the accreditation process require that adopted plans, policies and procedures be reviewed and updated at various intervals. In those cases, the agency shall provide evidence that the document was reviewed and updates pursuant to the period specified in the standard.

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Standards with a review requirement are:

- 1.4.1 Agency Goals and Objectives
- 1.6.1 Administrative Policies and Procedures
- 2.4 Park and Recreation System Master Plan
- 2.5 Strategic Plan
- 3.4.2 Community Relations Plan
- 3.4.3 Marketing Plan
- 3.6 Records Management Policy and Procedures
- 3.6.1 Records Disaster Mitigation and Recovery Plan and Procedures
- 4.1 Personnel Policies and Procedures Manual
- 4.1.2 Recruitment Process
- 4.1.8 Compensation Plan
- 4.3 Job Analyses for Job Descriptions
- 4.5 Workforce Health and Wellness Program
- 4.6.1 Employee Training and Development Program
- 5.1.1 Comprehensive Revenue Policy
- 6.1 Recreation Programming Plan
- 6.2 Program Objectives
- 6.4 Community Education for Leisure Process
- 7.1 Parkland Acquisition Procedures
- 7.2 Area and Facilities Development Policies and Procedures
- 7.5 Maintenance and Operations Management Standards
- 7.5.1 Facility Legal Requirements
- 7.9.1 Recycling and/or Zero Waste Plan
- 8.5 General Security Plan
- 8.6.2 Emergency Risk Communications Plan
- 9.1 Risk Management Policy
- 10.4 Needs Assessment
- 10.5.1 Recreation and Leisure Trends Analysis

Suggested evidence of compliance: Provide the agency review schedule for the document, program, policy or procedure referenced in the enumerated standards.

Agency Evidence of Compliance:

The District has a periodic document review schedule (**1.2a**) for documents designated for ongoing review. The executive team works together with all supervisors in managing controlled documents, specifically district policies, plans, procedures, and forms. The executive team reviews documents on a regular basis to determine if they are acceptable and up-to-date, require revision/modification, or are obsolete. The periodic review schedule provides a record of a document's authority and dates of review.

Documentation:

1.2a Periodic Timetable for Review

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.2.1 - Document Approval Authority

Standard: All documents designated for approval by the appropriate approving authority shall be approved or adopted in a manner consistent with the agency process and procedure for adoption of policies, rules, regulations, and operational procedures, except that the agency budget and park and recreation system master plan must be adopted or approved by the entity responsible for policy-making.

Standards with an adoption or approval requirement are:

- 1.5 Vision
- 2.3.1 Community Comprehensive Plan with Park and Recreation Component
- 2.4 Park and Recreation System Master Plan
- 2.5 Strategic Plan
- 2.10 ADA Transition Plan
- 3.4 Public Information Policy and Procedure
- 4.4.1 Leadership Succession Procedure
- 5.4 Annual or Biennial Budget
- 8.1 Codes, Laws, and Ordinances
- 9.1 Risk Management Policy
- 9.1.1 Risk Management Plan and Procedures

Suggested Evidence of Compliance: Provide documentation that the agency budget and park and recreation system master plan have been duly adopted or approved by the entity responsible for policy-making and that other documents designated for approval by the appropriate approving authority have been approved in a manner consistent with the agency process and procedure for approval of policies, rules, regulations, and operational procedures.

Agency Evidence of Compliance:

The Parks Director has the sole authority to approve documents produced by and for use by the District. The Director is authorized to designate to the Assistant Director the authority to approve documents in his/her absence or at his/her discretion.

The document review authority table provides a record of a document's approval authority and date of review (**1.2.1a**).

Documentation:

1.2.1a Document review authority

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.3 - Jurisdiction

Standard: The specific geographical boundaries of the agency's jurisdiction shall be set forth by geographical description and map.

Suggested Evidence of Compliance: Provide a map with geographical boundaries of jurisdiction and service areas, including location of facilities identified.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 604-606.

Agency Evidence of Compliance:

Resolution No. 90-396 (**1.3a**), approved by the Board on July 31, 1990, ordered the formation of the Riverside County Regional Park and Open-Space District. The District territory is comprised of all unincorporated areas of the County of Riverside, lying west of a north-south line passing through Chiriaco Summit (**1.3b**).

Documentation:

- 1.3a Board Resolution 90-396
- 1.3b District Boundary and Facilities Map

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.4 - Mission 

Standard: There shall be an established mission statement that defines the direction and purpose of the agency. The agency mission is the purpose or reason for the existence of the agency and establishes the long-term direction for the agency services and activities.

Suggested Evidence of Compliance: Provide the established mission statement.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed.,

Agency Evidence of Compliance:

The District mission is “*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.*”

The District mission statement is established through County Board Policy J-03 (1.4a) adopted on December 18, 2007. The mission statement is periodically reviewed as part of the Strategic Plan’s development process. The 2020 Strategic Plan (1.4b), approved by the District Advisory Commission on March 9, 2017 (1.4c), reaffirms the mission statement.

Documentation:

- 1.4a Riverside County Board Policy J-03
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J03.pdf>
- 1.4b District Strategic Plan Report (Appendix C), page 2
<http://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 1.4c Minutes of District Advisory Commission dated March 09, 2017, Item 12.2
<http://www.rivcoparks.org/wp-content/uploads/DAC-Minutes-03-09-17-Signed.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.4.1 - Agency Goals and Objectives ★

Standard: There shall be established, measurable goals and objectives for the agency and for each organizational component within the agency. Such goals and objectives shall be directed toward accomplishing the agency mission, be reviewed periodically, and distributed to all appropriate personnel.

Suggested Evidence of Compliance: Provide the measurable goals and objectives for each organizational component, with evidence of periodic review and distribution.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, pp. 72-73; Chapter 11 – Physical Resource Planning, pp. 220-224; Chapter 15 – Public Relations, Marketing, Customer Service, p. 360.

Agency Evidence of Compliance:

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The District's 2020 Strategic Plan (**1.4.1a**) identifies its goals and objectives over the course of 3 years (2017-2020). The Vision, Mission and Values within the 2020 Strategic Plan provide the framework for the goals and objectives, which are then carried out through the Work Plan Tactics (**1.4.1b**).

The District Strategic 2020 Plan was approved by the District Advisory Commission (DAC) on March 9, 2017 (**1.4.1c**). The plan was implemented and distributed to staff and stakeholders on July 1, 2017.

The Annual Work Plan is distributed to the District Board of Directors, Commission and Committee members, and staff. Staff then develop Program ACTION(s) Plans that support the Tactics, Goals and Objectives. The ACTION(s) Plans are created to support the District Values and are developed within the structure of the approved budget to ensure efficient operations that remain on target to support the overall Strategic Plan.

The Annual Report (**1.4.1d**) highlights the year's accomplishments, summarizes the completed tactics, and shows progress on the goals and objectives.

Documentation:

- 1.4.1a District Strategic Plan (Appendix C)
<http://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 1.4.1b 2017-2018 Work Plan
<http://intranet.rivcoparks.org/wp-content/uploads/2017/05/17-18-Work-Plan.pdf>
- 1.4.1c Approval of minutes from March 9, 2017
<http://www.rivcoparks.org/wp-content/uploads/DAC-Minutes-03-09-17-Signed.pdf>
- 1.4.1d 2016-2017 Annual Report (Appendix D)
<http://intranet.rivcoparks.org/wp-content/uploads/2018/05/Annual-Report-FY-16-17-SMALL-R3.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.4.2 - Personnel Involvement

Standard: The agency shall have an established process for acquiring and considering input from personnel at various levels of the organization in the development of goals and objectives.

Suggested Evidence of Compliance: Provide examples of the methods utilized to obtain input from personnel at various levels of the organization (e.g., surveys, focus groups, etc.) and how the

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organization's goals and objectives are communicated to all personnel.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, p. 72.

Agency Evidence of Compliance:

The development of the District 3-Year Strategic Plan involves input from focus groups **(1.4.2a)** that include employees, volunteers, support groups, commissions/committees, land management groups, park/recreation/tourism groups, county department heads, and board members. Staff members and other groups are asked to identify key issues, make recommendations, and identify the District's strengths. Their input helps shape the District's goals and objectives for the next three years.

The District strives to continually improve in the area of internal communication and staff involvement. A variety of mechanisms, such as the District intranet "Ask the GM" blog **(1.4.2b)**, provides the opportunity for all District employees to share information with and ask questions directed to the General Manager. Weekly executive management meetings, monthly division manager meetings, and weekly program team meetings **(1.4.2c)** involve staff at all levels in the day-to-day process of the District.

The District develops Annual Work Plans **(1.4.2d)** that include the vision, mission, values, goals, objectives and tactics unified with the District budget. The work plans are shared with staff, volunteers, and commissions/committees through printed copies as well as on the District website. At the end of the year, the District develops an Annual Report **(1.4.2e)** that includes progress achieved in meeting the District goals and objectives. District staff is involved with providing information for this report. The Annual Report is available on the District's intranet and website.

Documentation:

- 1.4.2a Strategic Plan Focus Group Documentation (Meeting)
- 1.4.2b "Ask the GM" blog
<http://intranet.rivcoparks.org/general-manager/>
- 1.4.2c Sample of District Staff Meeting Agendas
- 1.4.2d District Work Plan 2017-18
- 1.4.2e Annual Report 2017-18

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.5 - Vision

Standard: The agency shall provide an adopted Vision Statement that is aspirational, far reaching, and states where the agency is going. It should be available to the approving authority, staff, and participants.

Suggested Evidence of Compliance: Provide evidence of adopted Vision statement that is available to the approving authority, staff, and participants.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 4 – Politics and Advocacy, p. 58; Chapter 5 – Organization Structure and Administrative Operations, pp. 72-73; Chapter 7 – Planning for Strategic Management, pp. 115-116.

Agency Evidence of Compliance:

The District vision statement is “*To be the regional leader in improving lives through people, parks, places, and programs.*”

The District vision statement was developed in 2011 and implemented into the 2011-2016 Strategic Plan (1.5a). The Strategic Plan was approved by the District Advisory Commission on May 5, 2011 (1.5b) and presented to the Board of Directors on September 13, 2011 (1.5c). The 2020 Strategic Plan (1.5d) was approved by the District Advisory Commission on March 9, 2017 (1.5e), whereupon the District vision statement was reaffirmed.

Documentation:

- 1.5a District 2011-2016 Strategic Plan Report
- 1.5b Minutes of District Advisory Commission dated May 05, 2011, Item 9.1
<http://www.rivcoparks.org/wp-content/uploads/M-5-5-111.pdf>
- 1.5c Board of Directors Resolution 2012-001D, M.O. 13.1, 9/13/11
- 1.5d District 2020 Strategic Plan Report
<http://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 1.5e Minutes of District Advisory Commission dated March 09, 2017, Item 12.2
<http://www.rivcoparks.org/wp-content/uploads/DAC-Minutes-03-09-17-Signed.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.6 - Policies, Rules, Regulations, and Operational Procedures

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Standard: There shall be delegation of responsibilities for the policy-making functions of the approving authority and the administrative functions of the chief administrator and staff.

Suggested Evidence of Compliance: Show delegation of responsibilities among approving authority, chief administrator, and staff regarding development and implementation of policies, rules, regulations, and operational procedures.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 2 – Management and the Law, p. 20; Chapter 5 – Organization Structure and Administrative Operations, p. 87.

Agency Evidence of Compliance:

The County of Riverside Board of Supervisors (BOS) is the District Board of Directors (BOD) and is responsible for establishing policies and ordinances that guide the various functions of the District's operation per Public Resources Code Section 5537 **(1.6a)**.

Board of Supervisors Policy Manual established by Policy A-1 **(1.6b)** contains all Board policies and includes such matters that are not otherwise set forth in state codes, county ordinances, and the resolutions of the Board of Supervisors. The J series policies **(1.6c)** pertain specifically to County Parks. Board Policy J-1 **(1.6d)** provides guidance to the Parks Director (General Manager) in the administration, protection and development of the regional park system. The job description of the Parks Director/General Manager **(1.6e)** identifies the position is responsible for the management of the District.

Implementation of adopted regulations and policies is the responsibility of the various County departments. All adopted BOS policies and ordinances are available to all County staff and the public and are located on the County's website **(1.6f)**.

District Policy 1.4, Policy Development and Review **(1.6g)**, provides structure and direction for the development and/or modification of District policies and procedures. The District's policies define the organization's rules, policies, and procedures and assist staff with running the operation. The District Policy Manual is located on the District's intranet **(1.6h)** and is also available by hard copy at park, interpretive, and open space sites. Hard copy revisions to these policies are distributed to site managers at monthly staff meetings for inclusion into policy books.

Documentation:

- 1.6a Public Resources Code Section 5537
http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=5537.&lawCode=PRC
- 1.6b Board Policy A-1
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A01.pdf>
- 1.6c Board J Series Policies (screenshot)
- 1.6d Board Policy J-01
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J01.pdf>
- 1.6e Parks Director/General Manager Job Description

- <https://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=1626&headerfooter=0>
- 1.6f Board Policies on County Website (Board Policy Manual)
<http://www.rivcocob.org/board-policies/>
- 1.6g District Policy 1.4
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/1.4-Policy-Development-Review-and-Implementation.pdf>
- 1.6h District Policy Manual on Intranet Site
<http://intranet.rivcoparks.org/documents/district-policies/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.6.1 - Administrative Policies and Procedures 

Standard: There shall be policies and procedures, encompassing administrative aspects of the organization that are kept up-to-date, reviewed periodically, and made available to pertinent administrative and supervisory personnel.

Suggested Evidence of Compliance: Provide access to the agency policies and procedures, demonstrate how they are made available to personnel, and provide evidence of periodic review by the approving authority and administrators.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 3 – Legal Authority and Jurisdiction, pp. 43-44; Chapter 5 – Organization Structure and Administrative Operations, pp. 87-88.

Agency Evidence of Compliance:

The District uses an electronic policy manual to guide the operations of the department. The policies in the District Policy Manual (**1.6.1a**) are located on the District’s intranet and are also available by hard copy at parks/interpretive/open-space sites.

The District uses Basecamp, a web-based project management system, to create, review, and update policies. The policies are periodically reviewed and revised as needed. Evidence of review and approval is listed at the end of each policy (**1.6.1b and 1.6.1c**). In addition, any revisions to District policies are presented at the monthly managers meeting (**1.6.1d**) to inform them of any new policies and changes to existing policies. The managers share this information with their staff and insert these policies into hard copy policy books at the various parks/interpretive/open-space sites.

Documentation:

- 1.6.1a District Policy Manual
<http://intranet.rivcoparks.org/documents/district-policies/>
- 1.6.1b District Policy 5.5
http://intranet.rivcoparks.org/wpcontent/uploads/2016/03/5.5_accepting_and_recognizing_donations_3.10.16.pdf
- 1.6.1c District Policy 7.3
http://intranet.rivcoparks.org/wp-content/uploads/2010/10/73_employee_and_volunteer_use_of_district_facilitiesfinal.pdf
- 1.6.1d Agenda for April 3, 2017 Monthly Managers Meeting (policy was discussed)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.7 - Agency Relationships ★

Standard: There shall be ongoing liaison roles with complementary organizations, such as nearby park and recreation agencies, social service organizations, and other governmental units and regulatory bodies.

Suggested Evidence of Compliance: Provide evidence of cooperative efforts, including a list of staff with liaison responsibility. This information may be evidenced through Memoranda of Agreement, Memoranda of Understanding, Cooperative Agreements, etc.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 2 – Management and the Law, p. 28; Chapter 4 – Politics and Advocacy, p. 66; Chapter 6 – Partnerships, pp. 95-110; Chapter 7 – Planning for Strategic Management, pp. 110-122.](#)

Agency Evidence of Compliance:

The District understands the importance of relationships for leveraging assets and developing partnership to meet its community objectives. The District cooperates with other groups and agencies to provide park, educational, and recreation services, and serves as a liaison to numerous organizations as seen on the Liaison List (1.7a). A few examples of this are included below.

Jurupa Valley Boxing Club – The District and Riverside County Redevelopment Agency entered into an agreement whereby the District leases property to conduct programs that provide supportive services for local youth in the art and techniques of boxing and to conduct quarterly

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boxing matches, which helps to revitalize the substandard physical and economic conditions that exist within this project area. Liaison – Scott Bangle, General Manager, Riverside County Regional Park and Open-Space District **(1.7b)**.

Lake Skinner Recreation Area – The District and The Metropolitan Water District entered into a 25-year Lease Agreement for recreational use at Lake Skinner in 1973. Further amendments were done, with the last and Fifth Amendment, a 25-year lease taking effect in January 2005 to 2030. This provides for a comprehensive recreational program for the general public. Liaison – Scott Bangle, General Manager, Riverside County Regional Park and Open-Space District **(1.7c)**.

Santa Ana River Parkway – The District and the three counties, Riverside, Orange, San Bernardino, The Wildlands Conservancy, and the Santa Ana Watershed Project Authority established a mechanism to facilitate planning, project implementation, and reporting and accountability for the parties to create a recreational parkway along the Santa Ana River. Liaison – Scott Bangle, General Manager, Riverside County Regional Park and Open-Space District **(1.7d)**.

Parks Foundation – The Riverside County Parks Foundation, founded in 2015, by a group of dedicated parks and recreation enthusiasts committed to supporting the Mission, Vision, and Values of the Riverside County Regional Park and Open-Space District, is a fledgling organization that is already creating possibilities for community members to have new experiences in outdoor education. The synergy of the team has attracted a growing board who are all interested in helping our local park system better serve the community. The Foundation focuses on partnering with other organizations tied to various parks around the County of Riverside in order to be an overarching funding arm to help build programs and support site needs **(1.7e)**.

Documentation:

- 1.7a Master List of Liaisons – Agreements/Groups/District Staff
- 1.7b Lease with Riverside County Redevelopment Agency for Jurupa Valley Boxing Club
- 1.7c Lease Agreement with Metropolitan Water District for a Recreational Program
- 1.7d Memorandum of Understanding between Riverside, Orange, and San Bernardino counties, The Santa Ana Watershed Project Authority, and The Wilds Conservancy for Coordinated Parkway Planning Among Counties along the Santa Ana River Corridor
- 1.7e The Riverside County Parks Foundation establishment

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

1.7.1 - Operational Coordination and Cooperation Agreements

Standard: There shall be established agreements with other agencies, organizations, or individuals that entail cooperative use and maintenance of facilities, programing, facility design, land development, finances, etc.

Suggested Evidence of Compliance: Provide examples of cooperative agreements.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 6 – Partnerships, pp. 109-107.

Agency Evidence of Compliance:

The District follows guidelines and internal policies for cooperative use of facilities with other agencies, which is guided by District Policy 1.3 (**1.7.1a**), Operational Coordination and Cooperative Agreements. The District has cooperative agreements (**1.7.1b-d**) with community groups and public agencies to provide services, programs, and facility design.

Documentation:

- 1.7.1a District Policy 1.3
- 1.7.1b General Cooperative Agreement between the Riverside County Regional Park and Open-Space District and the Santa Rosa Plateau Foundation
- 1.7.1c Memorandum of Understanding for Cooperative Planning and Development of the Santa Ana River Trail
- 1.7.1d Amended Memorandum of Agreement Regarding Establishment, Operation, and Use of Santa Ana River Mitigation Bank

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

VISITATION REPORT SUMMARY FOR CATEGORY 1.0 - AGENCY AUTHORITY, ROLE, AND RESPONSIBILITY

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

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Provide clarification for all unmet fundamental standards  :

2.0 - Planning

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Planning activities are essential to effective agency management. Frequently, they are the responsibility of a permanent component of the agency; however, they may be performed by staff from various units or contracted to an outside professional consultant. Complex demands for services and limited public resources require that the park and recreation agency carefully research operational alternatives and plan future programs. Precise guidelines should establish the parameters of planning tasks and responsibilities.

The strength of the planning unit's leadership is a major ingredient in a productive and effective planning effort. This competence may be reflected both in academic training and in prior professional experience. The chief administrator should be closely involved in the planning process. A direct relationship between planning personnel and the chief administrator enhances the ability for the planning personnel to collect data and make recommendations, and the chief administrator's ability to make informed decisions.

Strategic planning is vital to high performing organizations and involves organizational and community input to identify and come to agreement on vision, mission, and values that support and guide the systems, structures, and strategies as a framework for organizational progress to achieve results.

These standards examine the types of planning necessary for administrators to efficiently and effectively manage both day-to-day and long-term operations of a park and recreation agency.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 7 – Planning for Strategic Management, pp. 111-125.

2.1 - Overall Planning Function within Agency

Standard: The agency shall have planning functions with established responsibilities, including at least one staff member or consultant with planning capability.

Suggested Evidence of Compliance: Provide the responsibilities and functions of the planning entity. Provide resumes of training and experience for staff and/or consultants who have planning capabilities.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 7 – Planning for Strategic Management, pp. 120-121.

Agency Evidence of Compliance:

The planning function for the District is led by the staff of the Office of the Parks Director/General Manager (2.1a) with major responsibilities shared among the Assistant Parks Director (2.1b) and Bureau Chief – Planning and Development (2.1c). The Senior Parks Planner (2.1d) for the District has direct planning responsibilities as reflected in their job description.

Documentation:

2.1a Director/General Manager Job Description and Resume

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- 2.1b Assistant Parks Director Job Description and Resume
- 2.1c Bureau Chief – Planning and Development Job Description and Resume
- 2.1d Senior Parks Planner Job Description and Resume

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.2 - Involvement in Local Planning

Standard: The agency shall be involved in local planning, e.g. comprehensive planning, strategic planning, and capital improvement planning by reviewing development proposals, monitoring the decisions of planning and zoning boards or commissions and participating on task forces and committees that will impact parks and recreation services within the jurisdiction.

Suggested Evidence of Compliance: Demonstrate the role of the agency in local planning through personnel assignments and documentation of involvement, e.g. minutes, agendas, and cooperative agreements.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 7 – Planning for Strategic Management, p. 120.](#)

Agency Evidence of Compliance:

The District participates in multiple levels of local planning in order to engage our citizens and provide for orderly assessment and development of parks, recreational facilities, trails and open-space as deferred in Policy J-4 (2.2a).

District staff work closely with a variety of support groups, Board of Supervisors, commissions and committees, county agencies and departments, and city, state and federal officials in planning for parks, trails, open-space and recreation.

At the state and federal levels, public participation requirements are mandated within our obligations to comply with the National Environmental Policy Act (NEPA) and the California Environmental Quality Act (CEQA). On the local level, District staff are actively involved in the County General Plan update and with County Planning to plan and coordinate review and compliance functions for development throughout the county. To adhere to Board Policy J-7 (2.2b), District staff meet with community groups on a regular basis to address issues of park planning, recreation, resource management, trails and sustainability. The following are some examples of our involvement in local planning.

- List of Commissions and Committee membership, meeting minutes and agenda:

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- The District Advisory Commission (2.2c)
- The County Historical Commission (2.2d)
- The Trails Committee (2.2e)

- Resource Management Planning:
 - The Santa Rosa Plateau Reserve Management Committee
 - The Multi-Species Reserve Management Committee (2.2f)
 - The Riverside County Habitat Conservation Agency, Reserve Managers Committee

- Trails and Park Related Groups as defined in Policy J-11 (2.2g):
 - Santa Ana River Trail, Technical Advisory Committee
 - Municipal Advisory Committees
 - Park and Recreation Districts/Trails Committees
 - Friends/Support Groups
 - Diamond Valley Lake Committee (2.2h)

Documentation:

- 2.2a Board Policy J-4
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J04.pdf>
- 2.2b Board Policy J-7
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J07.pdf>
- 2.2c District Advisory Commission Sample Meeting
- 2.2d Historical Commission Sample Meeting
- 2.2e Trails Committee Sample Meeting
- 2.2f Reserve Management Committee Sample Meeting
- 2.2g Board Policy J-11
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J11.pdf>
- 2.2h Diamond Valley Lake MOI Committee Sample Meeting

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.3 - Planning with Regional, State, and Federal Agencies

Standard: The agency shall have a working relationship with the regional, state, and federal agencies to ensure the coordination of planning efforts that affect the delivery of parks and recreation services within the jurisdiction.

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Suggested Evidence of Compliance: Define the role of agency personnel and documentation of involvement (minutes, agendas, cooperative agreements) in regional, state, and federal agencies planning.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 7 – Planning for Strategic Management, p. 120.

Agency Evidence of Compliance:

The District works diligently toward shared goals with regional, state, and federal agencies along with a host of non-governmental groups to deliver and enhance park services throughout our area. Listed below are several key examples. Agency executive staff and key personnel in Planning and Resource Management work directly or in liaison capacities with all of the agencies or groups listed. The District maintains cooperative, operations and maintenance agreements as well as meeting minutes and agendas with many of these agencies, including but not limited to:

Agency	Role of Agency Personnel
<i>Regional Agencies and Groups:</i>	
Rancho California Water District	The District works with regional water districts as partners on several regional projects and grant opportunities. In addition, the District serves as lessee and provides management and oversight for Multi-Species Reserve Land and Lake Skinner Recreational Area (2.3a).
Metropolitan Water District of Southern California (MWD)	
Eastern Municipal Water District (EMWD)	
The Nature Conservancy (TNC)	The District partners and holds Memorandums of Understanding with many conservancy groups to ensure coordinated protection of biological, cultural and historical resources.
The Wildlands Conservancy	
The Rivers and Land Conservancy (RLC)	
The Riverside Corona Resource Conservation District (RCRCD)	
Western Riverside County Regional Conservation Authority (RCA)	For example, the District contracts with RCA on Cooperative Management Agreement for the management of wildlife habitat properties acquired in support of the Western Riverside County Multiple Species Habitat Conservation Plan (WRCMSHCP) and maintains a Memorandum of Understanding with the RLC for the El Casco Regional Park (2.3b).
MSR Reserve Management Committee	
Santa Ana Watershed Project Authority (SAWPA)	
Plateau Management Committee	
Santa Ana River Trail and Parkway Partnership	These Regional groups were established with the purpose of advising and making recommendations concerning the planning, acquisition, development, and use of parks and open space and all multi-use trails in unincorporated portions of Riverside County
District Advisory Commission	
Riverside County Trails Committee	

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	for the District during regularly scheduled public meetings (2.3c) .
<i>State Agencies</i>	
California Department of Fish and Game	In addition to Cooperative Agreements with this state agency the District works with the agency for permitting for annual fish stocking and streambed alterations at our parks (2.3d) .
California Coastal Conservancy	This state agency has been a partner in identifying funding and assisting with the planning and development of the Santa Ana River Trail (2.3e) .
California Department of Transportation (Caltrans)	This state agency works with the County in planning coordination for trails projects such as the Salt Creek Trail and Santa Ana River Trail Project. In addition, the District uses their Highway Design Manual for Bikeway Planning and Design Guidelines (2.3f) .
Department of Parks and Recreation Division of Boating and Waterways	The District has partnered as grantee with this state agency on several projects throughout Riverside County as well as attends regular Commission meetings (2.3g) .
<i>Federal Agencies</i>	
U.S. Army Corps of Engineers	This federal agency has been a partner to the County in planning and construction of trails through Betterment Agreements for the Santa Ana River Trail and other projects (2.3h) .

Documentation:

- 2.3a MWD Lease and Management Agreement
- 2.3b RCA and SRP Cooperative Management Agreements and RLC MOU
- 2.3c Regional Advisory Groups Agenda and Minutes
- 2.3d CDF&G Permits
- 2.3e California Coastal Conservancy Grant Agreement
- 2.3f Caltrans Agreement and Design Manual
- 2.3g DBW Grant Agreement & Meeting Agenda
- 2.3h Betterment Agreement with OCFWD for ACOE

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.3.1 - Community Comprehensive Plan with Park and Recreation Component

Standard: The jurisdiction with land use authority within which the agency operates shall have a comprehensive plan adopted by the governing authority that dictates public policy in terms of transportation, utilities, public facilities, land use, recreation, and housing. In some jurisdictions the comprehensive plan is called the general plan or the land use plan. Zoning for the jurisdiction is based upon the comprehensive plan. To meet this standard, the comprehensive plan shall have a park and/or recreation component that discusses how the jurisdiction intends to meet the needs for parkland and public recreation facilities in concert with other land use priorities.

Suggested Evidence of Compliance: Provide the current plan, with date of official approval.

Agency Evidence of Compliance:

The District is covered under the County of Riverside’s General Plan **(2.3.1a)** which includes zoning regulations.

The Circulation Element **(2.3.1b)**, pages C-8 through C-36 define trails and multi-purpose recreational trails and provides guidance on implementing trails into the future. Figure C-6 shows a map of existing and planned trails.

The Housing Element 2013-2021 **(2.3.1c)** pages H-72 to H -81 include demographic and employment trends. Also included are listings of housing affordability, low-income households overpaying for housing, a housing affordability by income level, and senior homes indicating concern for lower income households and senior living facilities.

The Land Use Element **(2.3.1d)** includes an Open Space, Habitat and Natural Resource Preservation element on page LU-27. This Element also includes policies to protect open-space which require developers to protect this valuable resource.

The Multipurpose Open Space Element **(2.3.1e)**, page OS-46 discusses environmentally sensitive lands, wildlife corridors, fuel modification zones and lighting requirements to prevent impacts to wildlife.

The Recreation Element **(2.3.1f)** on page OS-51 defines what developers must submit whenever cultural, paleontological or sensitive resources are identified on a site for future development and serves to protect parklands and scenic resources for people of all socioeconomic status regardless of ethnicity or physical capabilities. This Element also discusses the District’s responsibilities in providing recreational opportunities and provides a map of existing facilities (Figure OS-3).

Each of the nineteen Specific Area Plans found in Area Plan Volume 1 **(2.3.1g)** and Volume 2 **(2.3.1h)** show trails and bikeways, emphasizing the importance of these facilities to the respective communities.

Documentation:

- 2.3.1a County of Riverside General Plan
<http://planning.rctlma.org/ZoningInformation/GeneralPlan.aspx>
- 2.3.1b Circulation Element, pages C-8 through C-36
http://planning.rctlma.org/Portals/0/genplan/general_plan_2016/elements/Ch04_Circulation_120815.pdf?ver=2016-04-01-100756-397
- 2.3.1c Housing Element 2013 – 2021, pages H-72 to H -81
http://planning.rctlma.org/Portals/0/genplan/general_Plan_2017/elements/Ch08_Housing_120615.pdf?ver=2017-04-14-081722-620
- 2.3.1d Land Use Element, page LU-27
http://planning.rctlma.org/Portals/0/genplan/general_plan_2016/elements/Ch03_Land_Use_121515.pdf?ver=2016-07-19-160047-820
- 2.3.1e Multipurpose Open Space Element, page OS-46
http://planning.rctlma.org/Portals/0/genplan/general_plan_2016/elements/Ch05_MOSE_120815.pdf?ver=2016-04-01-100801-367
- 2.3.1f Recreation Element, page OS-51
- 2.3.1g Specific Area Plans, Area Plan Volume 1
http://planning.rctlma.org/Portals/0/genplan/general_plan_2016/area_plans/EAP_120815m.pdf?ver=2016-04-01-100900-973
- 2.3.1h Specific Area Plans, Area Plan Volume 2
http://planning.rctlma.org/Portals/0/genplan/general_plan_2016/area_plans/MVAP_120815m.pdf?ver=2016-04-01-101006-473

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.4 - Park and Recreation System Master Plan 

Standard: The agency shall have a comprehensive park and recreation system plan that provides recommendations for provision of facilities, programs and services; parkland acquisition and development; maintenance and operations; and administration and management. The plan shall be officially adopted by the policy-making body, updated periodically and linked with a capital improvement budget and a phased development program. The system master plan shall implement policies adopted in the comprehensive plan for the jurisdiction. Interested and affected agencies, organizations, and groups shall be engaged in the planning process.

Suggested Evidence of Compliance: Provide the current plan with documentation of official approval; describe update process; and describe a phased implementation program with linkage to the agency's capital improvement budget. The system master plan shall include:

- a. Agency mission (1.4);

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- b. Agency objectives (1.4.1);
- c. Recreation and leisure trends analysis (10.5.1);
- d. Needs assessment (10.4);
- e. Community inventory (10.5.2); and
- f. Level of service standards (10.3.1).

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 7 – Planning for Strategic Management, p. 120.

Agency Evidence of Compliance:

The District’s Comprehensive Park, Resources and Recreation Service Plan (CP) was originally reviewed and adopted by the District Advisory Commission (DAC) on January 10, 2013 and accepted by the Board of Directors (2.4a) July 30, 2013. The CP (2.4b) was updated and approved by the DAC in July 2018 (2.4c). It contains a complete District inventory (2.4d) of parks, campgrounds, recreation sites, cultural and historic sites, open-space, and regional trails. This inventory documents the system-wide parks and recreation infrastructure and land holdings owned or managed by the District.

The recreation program section includes a trends analysis (2.4e), documents the District’s current programs, and identifies alternative service providers for similar programs or services in order to identify overlapping areas of expertise, facilities, programs and services as wells gaps in coverage. This service analysis and attendant recommendations are summarized in a Needs Index Report (2.4f).

The historical, cultural and natural resource sections contain inventories and broad recommendations for the management of each resource category. The CP also includes Level of Service Standards (2.4g).

The CP is designed to be consistent with the 2011 District Strategic Plan (2.4h) which was updated with the 2020 Strategic Plan (2.4i) approved by the DAC (2.4j) on March 9, 2017 and is in furtherance of the relevant sections of the County General Plan (trails, open-space, cultural and historic resources, etc.). The Strategic Plan adopts the District’s mission and objectives.

The District Capital Improvement Plan (CIP) (2.4k) reflects linkage with the CP. The CP is one of several tools that inform and guide the CIP. Where appropriate, the Physical Resources Plan of the CP is also used to shape our annual District’s Annual Work Plan and Tactics (2.4l).

Documentation:

- 2.4a Comprehensive Park, Resource and Recreation Service Plan - Board Acceptance
- 2.4b Comprehensive Park, Resource and Recreation Service Plan, 2018 Update
- 2.4c Comprehensive Park, Resource and Recreation Service Plan, 2018 Update – DAC Approval
https://www.rivcoparks.org/wp-content/uploads/a_110118_final.pdf
- 2.4d District Inventory, CP pages 13 – 15
- 2.4e Trends Analysis, CP pages 2-7
- 2.4f Needs Index Report, CP pages 145 – 159

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- 2.4g Level of Service Standards, CP pages 159 - 173
- 2.4h 2011 District Strategic Plan
- 2.4i 2020 District Strategic Plan
<https://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 2.4j 2020 District Strategic Plan – DAC Approval
http://www.rivcoparks.org/wp-content/uploads/12.2_sb_strategic_plan.pdf
- 2.4k District Capital Improvement Plan
- 2.4l 2017/2018 Work Plan, page 1
<http://intranet.rivcoparks.org/wp-content/uploads/2017/05/17-18-Work-Plan.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.5 - Strategic Plan 

Standard: An agency shall have a strategic plan, approved by the approving authority, stating how the agency will achieve its mission, goals, and objectives over an extended period of time, typically three to five years. The strategic plan shall be reviewed annually. The goals and objectives of the plan shall be measurable to demonstrate progress and results. The strategic plan shall support the priorities and initiatives of the whole organization. The strategic plan is a tool to implement the Parks and Recreation System Master Plan.

Suggested Evidence of Compliance: Provide the agency's strategic plan, date of approval by approving authority, evidence of last review, and indicate progress being made in implementing the plan.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 7 – Planning for Strategic Management, pp. 114-120.

Agency Evidence of Compliance:

The Riverside County Regional Park and Open Space District’s Three-Year Strategic Plan was approved by the District Advisory Commission (DAC) on March 9, 2017 (2.5a). The plan was implemented and distributed to staff on July 1, 2017 and Strategic Objectives are included in annual Work Plans (2.5b). Staff reviews progress of the plan regularly and incorporates required changes throughout the year utilizing an online project management tool (Basecamp) (2.5c).

Documentation:

- 2.5a 2020 Strategic Plan with Approving Agenda Item
http://www.rivcoparks.org/wp-content/uploads/12.2_sb_strategic_plan.pdf
- 2.5b Work Plan 2018-2019

2.5c <http://intranet.rivcoparks.org/wp-content/uploads/2017/05/17-18-Work-Plan.pdf>
Basecamp Tracking of 17-18 Tactics

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.6 - Feasibility Studies

Standard: Studies shall be conducted to determine the feasibility of proposed facilities.

Suggested Evidence of Compliance: Provide examples of recent feasibility studies such as market, cost benefit, site, transportation, environmental and economic analyses.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 215-215.

Agency Evidence of Compliance:

Since its last accreditation, the District has completed a number of significant feasibility studies including the Comprehensive Park, Resources and Recreation Service Plan Update (**2.6a**). The District also completed trail feasibility plans including the Comprehensive Trails Plan, July 2018 (**2.6b**); the Box Springs Comprehensive Trails Master Plan, November 2015 (**2.6c**), and Analysis and Feasibility of a Trail between Diamond Valley Lake and Lake Skinner Park (**2.6.d**).

In addition, the District completed the Environmental Impact Report for the Santa Ana River Parkway Extension Project, August 2016 (**2.6e**), and the Environmental Assessment for May Valley Non-Motorized Trails Project, June 2016 (**2.6.f**). The facility feasibility studies for Historic Building Assessment for the Crestmore Manor Building, June 2014 (**2.6.g**), and Lawler Lodge Assessment, August 2015 (**2.6.h**), were also completed.

Documentation:

- 2.6a Comprehensive Park, Resources and Recreation Service Plan, 2018 Update
- 2.6b Riverside County Comprehensive Trails Plan
[http://www.rivcoparks.org/wp-content/uploads/Riverside_County_Comprehensive_Trails_Plan_Draft_\(Combined\).pdf](http://www.rivcoparks.org/wp-content/uploads/Riverside_County_Comprehensive_Trails_Plan_Draft_(Combined).pdf)
- 2.6c Box Springs Comprehensive Trails Master Plan, November 2015
http://www.rivcoparks.org/wp-content/uploads/Box_Springs_Mt_Trails_MP--Final.pdf
- 2.6d Analysis and Feasibility of a Trail between Diamond Valley Lake and Lake Skinner

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- 2.6e Environmental Impact Report for the Santa Ana River Parkway Extension Project, August 2016
http://www.ocpublicworks.com/ds/planning/projects/3rd_district/3rd_district_archive_d/santa_ana_river_parkway_extension_project
- 2.6f Environmental Assessment for May Valley Non-Motorized Trails Project, June 2016
- 2.6g Historic Building Assessment for the Crestmore Manor Building, June 2014
- 2.6h Lawler Lodge Assessment, August 2015

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.7 - Site Plans

Standard: There shall be site plans to guide the use of existing and the development of future areas and facilities. A site plan is a depiction of a park site of that is drawn to scale and delineates features such as building and facility locations, roads and trails, use areas and utility easements.

Suggested Evidence of Compliance: Provide a representative sampling of the agency's area and facility site plans.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 230-232.

Agency Evidence of Compliance:

Site plans for recent projects include Rancho Jurupa Trail Improvements (**2.7a**), Hidden Valley Santa Ana River Trail Preliminary Site Plan (**2.7b**) Lake Skinner Recreation Area Park Site Plan (**2.7c**), Headquarters Expansion Project (**2.7d**), and Santa Ana River Trail- Phase 1 (**2.7e**).

Documentation:

- 2.7a Ranch Jurupa Trail Improvement Site Plan
- 2.7b Hidden Valley Santa Ana River Trail Preliminary Site Plan
- 2.7c Lake Skinner Recreation Area Park Site Plan
- 2.7d Headquarters Expansion Site Plan
- 2.7e Santa Ana River Trail- Phase 1

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.8 - Historical and Cultural Resource Management Plans

Standard: Historical and cultural plans include an inventory of historical, cultural resources and strategies for how they will be managed. These resources may be addressed as part of the jurisdiction’s comprehensive plan or the agency’s park and recreation system master plan.

Suggested Evidence of Compliance: Provide the historical and cultural plan(s).

Agency Evidence of Compliance:

The District Comprehensive Park, Resources, and Recreation Services Plan, 2018 (2.8a) includes an integrated “Historical, Cultural and Natural Resources Management Plan.” This section includes an inventory of current District owned/managed historical, cultural and natural resources with management recommendations and guidelines for each resource category.

District owned/managed historic resources are preserved according to the appropriate Secretary of Interior’s Standards for the Treatment of Historic Properties (2.8b). District staff serve as technical support to the County Historical Commission in the performance of its duties in designating County Historic Preservation Districts (2.8c) and Historic Landmarks (2.8d). For cultural and paleontological resources, management practices comply with the all applicable federal and state laws and County General Plan policies set forth in 2003 (2.8e) and 2008 (2.8f).

Documentation:

- 2.8a District Comprehensive Park, Resources, and Recreation Plan, 2018
- 2.8b US Secretary of the Interior’s Standards for the Treatment of Historic Properties
<https://www.nps.gov/history/tps/standards/four-treatments.htm>
- 2.8c Board Ordinance 578.5
<http://www.rivcocob.org/ords/500/578.4.pdf>
- 2.8d Riverside County Historical Commission, Historic Landmarks Criteria
<http://www.rivcoparks.org/wp-content/uploads/landmarks-application-instructions-and-descriptions-1-15-09.pdf>
- 2.8e Riverside County General Plan, Chapter 5, Multipurpose Open Space Framework
http://planning.rctlma.org/Portals/0/genplan/general_plan_2013/1%20General%20Plan/Chapter%205-Multipurpose%20Open%20Space%20Adopted-Final%20Clean.pdf
- 2.8f Riverside County General Plan, Environmental Impact Report, Volume I
<http://planning.rctlma.org/Portals/0/genplan/content/eir/volume1.html>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.9 - Community Involvement 

Standard: The agency shall include community involvement in the planning process that includes ongoing and systematic outreach to include the entire community. It is critical that the diversity of individuals (i.e., all cultures, ages, and abilities) and local, regional, and national non-governmental community organizations, agencies, businesses, and service providers such as the Red Cross, Sierra Club, Trust for Public Land, YMCA/YWCA, Boys and Girls Club, and local foundations and employers are afforded opportunities for input.

Suggested Evidence of Compliance: Describe how the diverse interests (community organizations, businesses and individuals) of the community were involved in the planning process.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 11 – Physical Resource Planning, p. 220](#)

Agency Evidence of Compliance:

The District continues to take a proactive approach to community engagement by soliciting input from our stakeholders and encouraging participation in our regularly scheduled meetings (2.9a). District Staff also attend community meetings for scouting groups, service clubs, and neighborhood associations in order to solicit volunteer participation and be accessible and informative to the public. The District embraces community involvement at all levels including program planning and evaluation, park development and safety, customer service, education, and future offerings.

Community feedback is solicited in the form of special event evaluations (2.9b), public review of documents (2.9c) and online feedback forms (2.9d). The District encourages public involvement and discourse by partnering with local municipalities community groups to form and direct activities of local planning groups (2.9e) and assist in developing the District’s Strategic Plan Report (2.9f). All future projects will include a community engagement component. The District formed and managed an ad-hoc committee for Bogart Park (2.9g) comprised of local stakeholders to work on the operational needs of the park. Additionally, the District worked cooperatively with the County’s Trails Committee to complete the Comprehensive Trails Plan (2.9h) which was adopted by the County Board of Supervisors on June 5, 2018.

Documentation:

- 2.9a List of regularly scheduled meetings
- 2.9b Special event evaluation samples

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- 2.9c Public Review survey sample
- 2.9d Online Feedback Form
<https://www.quicktapsurvey.com/survey/db47bc1145c97168ad449886bf730267>
- 2.9e List of local planning groups
- 2.9f District Strategic Plan Report, 2017-2020, Chapter Two, “Public Input During DAC Meetings”
- 2.9g Bogart Park Ad-Hoc Assessment Report
- 2.9h Comprehensive Trails Plan pgs. 1 - 7

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

2.10 - ADA Transition Plan

Standard: The agency shall develop and adopt a phased plan for the removal of barriers at existing recreation facilities, parks, and amenities owned or operated by the agency, pursuant to the requirements of the US Department of Justice Title II regulation issued September 14, 2010 and effective March 15, 2011.

Suggested Evidence of Compliance: Submit minutes of the approving authority meeting approving the transition plan, or a copy of the plan noting the dates and times when plan tasks were completed.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 9 – Program Services and Event Management, p. 188; Chapter 11 – Physical Resource Planning, p. 236; Chapter 12 – Physical Resource Management, p. 253; Chapter 13 – Management Operations, pp. 288 and 400.

Agency Evidence of Compliance:

In March of 2018, pursuant to US Department of Justice requirements, the District completed the ADA Transition Plan Update 2018 (**2.10a**) that covers approximately 41,000 acres of regionally focused park and open space lands and 19 parks related buildings.

The ADA Transition Plan Update 2018 was accepted by the District Advisory Commission (DAC) on July 12th of 2018 per Agenda Item 12.6 (**2.10b**). This 2018 ADA Transition Plan Update is a living document which will be maintained and updated to ensure the District remains in compliance with Federal and State ADA access requirements, more specifically the 2010 Americans with Disabilities Act (ADA) Standards for Accessible Design and to the 2016 California Building Code.

Documentation:

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- 2.10a Accessibility Compliance Report 2018
- 2.10b Accessibility Compliance Report 2018 - DAC Approval
http://www.rivcoparks.org/wp-content/uploads/12.6_EG_2018-Accessibility-Compliance-Report-Update.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 2.0 - PLANNING**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

3.0 – Organization and Administration

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

The organizational structure provides alignment of responsibility and delegation of authority to enable the agency to carry out its mission. The roles, responsibilities and structure should be clearly understood by staff and the public.

Administrative reporting systems provide management information on the activities of the agency. Properly designed administrative reports will reflect comparative data and trends on activities. An effective administrative reporting system ensures communications throughout the chain of command.

Public information, community relations, and marketing are complementary functions within the agency. The functions overlap because they all deal with an organization's relationships and employ similar communication tools. While they have the same ultimate purpose of helping assure an organization's success, the purpose of each differs and each approaches the task from a different perspective.

To operate effectively, a park and recreation agency must have the support of its community. An agency can obtain such support by informing the public and news media of events that affect the lives of citizens in the community. By providing the news media and the community with information on agency administration and operations, a relationship of mutual trust, cooperation, and respect can be maintained.

An agency should make use of the many community organizations that exist in its jurisdiction and establish relationships with them. The park and recreation agency should play an active role in organizing community groups where they do not exist. By establishing such links with the community, the park and recreation agency learns of issues, needs, and opportunities and responds to them before they become problems. A well-organized community relations effort can act as an effective means of eliciting public support and can serve to identify problems in the making.

Effective market research, planning, product and program development, strategies, and objectives for delivering demand-driven, high quality programs and services contribute to successful park and recreation operations. Marketing is a process for accomplishing agency mission and objectives by developing, pricing, making accessible, and providing accurate and timely information about recreational opportunities that satisfy the wants/desires of target markets.

All park and recreation agencies perform certain marketing functions; the scope of their work however, depends on their size and mandate. Among the functions are user inquiry, development of an agency marketing philosophy and marketing plan, and development of operational procedures and policy guidelines to implement that philosophy. The complexities of marketing and related research functions require that all agency staff be appropriately educated about marketing and its application across functions.

3.1 - Organizational Structure

Standard: The agency shall establish a staff organizational structure that reflects its methods of operation, its relationship to the community, and the relationships among the different organization components.

Suggested Evidence of Compliance: Provide a chart showing the agency’s organizational structure, interrelationships among organizational components, and the function of each component. Organizational components are the major subdivisions of the organization, e.g. departments and divisions. Indicate how this information is made available to staff and the public.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, pp. 73-87.

Agency Evidence of Compliance:

The Riverside County Regional Park and Open-Space District’s (District) organizational chart (3.1a) reflects the assignment of positions by division and/or location under the leadership of the General Manager/Director and supported by the executive team. The executive team is comprised of the General Manager, Assistant Director, two Bureau Chiefs, and a Fiscal Manager, who direct day-to-day operations and business administration functions. The District divisions include: Administration, Planning & Development, Parks & Resources, and Support & Recreation Services. Each division is led by a member of the executive team as necessitated by each division’s function. The District’s organizational chart is a living document that is updated regularly as changes in personnel occur.

The District also develops a functional organization chart (3.1b) which illustrates the relationships among the divisions/functions and the public. The organizational charts are shared with staff via email announcements and updates to the District Intranet site (3.1c) and made available to the public under the “About Us” page on the District website (3.1d).

Documentation:

- 3.1a District Organizational Chart
http://intranet.rivcoparks.org/wp-content/uploads/2018/07/orgchart_71918.pdf
- 3.1b Functional Organizational Chart
https://www.rivcoparks.org/wp-content/uploads/2019_functional_org_chart.pdf
- 3.1c Intranet page with Organizational Chart links (under Human Resources tab)
<http://intranet.rivcoparks.org/documents/>
- 3.1d Link to organizational charts on District Website
<https://www.rivcoparks.org/about-us/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.2 - Administrative Offices

Standard: The agency administrative offices shall be accessible to the public and staff. There shall be administrative, meeting and storage space, and equipment adequate to perform the agency's functions and responsibilities.

Suggested Evidence of Compliance: Provide documentation that describes the types of office space and administrative equipment used by the agency and how access is provided to the staff and the public.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, p. 90.](#)

Agency Evidence of Compliance:

District Headquarters (HQ) is located at 4600 Crestmore Road, Jurupa Valley, CA 92509. This approximately 8,000 square foot office location is divided up between two buildings, the Manor and the Carriage House, and provides ample office space and two conference rooms to the executive, administrative, and managerial staff. Parks HQ is open to the public Monday through Friday 8:00 a.m. to 4:00 p.m. The public check in with the Guests Services Office (temporarily located in the portable building in the parking lot as the campus is under expansion) and are routed to other locations from there.

Prior to construction, the Manor (**3.2a**) consists of: offices (12), office cubicles (8), storage rooms (4), break/lunch room (1), lobby area (1), and a kitchen (1). The Carriage House (**3.2b**) consists of: conference rooms (1), offices (6), office cubicles (14), storage rooms (1), kitchen (1), work/print rooms (1), and a reception area (1). Each office and cubicle is wired with phone and data connections for personal computer and program access to the internet and network printers. The programs installed on all computers consist of the full suite of Microsoft Office applications consistent with County operations. Copy machines, scanners, and fax machines are provided. Depending on the position, laptops, iPads, and/or cell phones are issued. Both the Manor and the Carriage House are equipped with WiFi capability that is available to staff and the public. One conference room in the Carriage House has full conference-type connections, including computer connection, overhead display, and conference call capabilities.

Additionally, five County/District vehicles are assigned to Headquarters to allow regular business transportation to offsite meetings, training, or other facility visitation.

Documentation:

- 3.2a Floor plan of District Headquarters office space, Manor
- 3.2b Floor plan of District Headquarters office space, Carriage House

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.2.1 - Support Services

Standard: Sufficient and appropriate equipment, technology, clerical and administrative staff shall be provided to enable the professional staff to perform their appropriate functions.

Suggested Evidence of Compliance: Describe the equipment, technology, and services used to support professional staff.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, pp. 90-91.](#)

Agency Evidence of Compliance:

The use of technology and equipment including computers, shredders, cameras, scanners, and projectors create support solutions that automate office functions, increase communications with residents and employees, as well as allow for electronic storage and transfer of information. The District provides staff members with access to desktop computers iPads/tablets **(3.2.1a)** and smart phones **(3.2.1b)**. Employees also have access to various applications and software technology to remote access the District’s network via virtual private network (VPN) **(3.2.1c)**, contribute to basecamp projects **(3.2.1d)**, and monitor business operations with staff, residents, and vendors.

Documentation:

- 3.2.1a Parks Tablet Deployment
- 3.2.1b Cell Phone Inventory
- 3.2.1c Staff VPN Access List
- 3.2.1d Basecamp Access List

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.3 - Internal Communication 

Standard: A communication system shall be established to ensure the accurate and timely transfer of internal information among staff.

Suggested Evidence of Compliance: Provide a communication matrix illustrating how internal communications are managed by the agency.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 5 – Organization Structure and Administrative Operations, pp. 86-87.

Agency Evidence of Compliance:

The District Internal Communication Matrix (3.3a) illustrates the flow of information within the District and the County.

Documentation:

3.3a Communication Matrix

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.4 - Public Information Policy and Procedure 

Standard: The agency shall have approved policies that govern what information shall be released, when it should be released, and by whom it should be released and that demonstrate the agency’s commitment to inform the community and news media of events involving the agency.

Suggested Evidence of Compliance: Provide the written statement of policy and procedure, indicating approval by the proper authority.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 375-377.

Agency Evidence of Compliance:

The Board of Supervisors policy A-44, Media Relations (3.4a), states:

“that open, productive and responsible media relations serve the best interests of the County and its residents”.

District Policy 3.3, Media Contact (3.4b), assigns the Assistant Parks Director as the District’s public information liaison. This individual works in conjunction with the County Public Information Officer to discuss District activities in a concise, factual and balanced fashion with

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the members of the press. Other District staff may be authorized to comment to the media based upon the nature of the information and is determined on a case by case basis. In the absence of the assigned Assistant Parks Director, available Bureau Chiefs shall be designated as the District public information liaison.

All public relations activities for the District are centralized under the Administrative Services Supervisor and directed by the District's Strategic Communication and Marketing Plan (3.4c).

Documentation:

- 3.4a Board Policy A-44
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A44.pdf>
- 3.4b District Policy 3.3
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/3-3%20media%20contact-final.pdf
- 3.4c 2018-19 Strategic Communications and Marketing Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.4.1 - Public Information and Community Relations Responsibility

Standard: A specific position in the agency shall be designated to direct the public information and community relations functions. The position serves as a point of control for information dissemination to the community and the media. The intent of the standard is to establish the authority and responsibility for developing and coordinating the agency's community relations function in an identifiable position.

Suggested Evidence of Compliance: Provide the position description that reflects responsibilities for public information and community relations functions.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 375-377.

Agency Evidence of Compliance:

The County's Public Information Officer (PIO) oversees all internal and external communications with the media (television, newspapers, website, etc.) and the public. The PIO assists all County departments and Districts with correspondence.

The District has a designated position which directs the immediate public information and community relations function of the District. The Assistant Parks Director (3.4.1a) is the media

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contact person for the District. The Assistant Parks Director establishes relationships with appropriate people in the media, including reporters and editors in television, radio, newspaper, and the internet community. This position also works closely with the County PIO (**3.4.1b**) to coordinate departmental public information and community relations functions to ensure continuity throughout the County.

The Public Information Specialist – Parks (**3.4.1c**) works closely with District staff to coordinate all District public information and community relations functions, including but not limited to: radio, television, print media interviews, website management, protocol guidelines, District signage and graphics, flyers and mailers.

Documentation:

- 3.4.1a Assistant Parks Director job specification
<http://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=90840&headerfooter=0>
- 3.4.1b Public Information Officer job specification
<http://agency.governmentjobs.com/riverside/default.cfm?action=viewclassspec&classSpecID=1054&agency=9&viewOnly=yes>
- 3.4.1c Public Information Specialist – Parks job specification
<http://agency.governmentjobs.com/riverside/default.cfm?action=viewclassspec&classSpecID=829876&agency=9&viewOnly=yes>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.4.2 - Community Relations Plan

Standard: The agency shall have an established community relations plan that identifies and addresses community needs for all segments of its service population, which is evaluated periodically for effectiveness.

Suggested Evidence of Compliance: Provide the community relations plan and latest evaluation. The community relations plan shall address the following:

- a. Community relations policies for the agency;
- b. Process and procedure for establishing contact with community organizations and other community groups;
- c. Training needs for staff and community.

The community relations plan and marketing plan is often included in a single document.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed.,

Agency Evidence of Compliance:

The Community Relations Plan is included as part of the District’s Strategic Communication and Marketing Plan (3.4.2a) which is reviewed and updated annually. The Community Relations Plan focuses on identifying and addressing community needs of the service population through a variety of communication tools. The District makes use of the many community organizations that exist within our jurisdiction and has established positive relationships that continue to build upon the brand.

The District works closely with assigned Commissions/Committees, City Chambers, and municipal Advisory Committees to elicit public support and provide two-way communication. Moreover, the District has taken a leadership role in providing regional conferences/training and continues to invite City/Special District Park agencies, Land Management agencies, and Utility agencies, in order to solve larger regional issues that the community identifies as problems.

Documentation:

3.4.2a 2018-19 Strategic Communications and Marketing Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.4.3 - Marketing Plan

Standard: The agency shall have an established marketing plan, based on market research that is evaluated periodically for effectiveness. The fundamental principle of marketing is to gain an understanding of customer needs, wants, concerns and behaviors. The marketing plan addresses the appropriate mix of communications tools to promote agency programs, facilities, events and services and to provide accurate, timely and useful information to the various segments of the target audience.

Suggested Evidence of Compliance: Provide the plan and latest evaluation. The plan shall include:

- a. Marketing objectives;
- b. Situation assessment, to include:
 1. Examination of demographic trends
 2. Economic climate
- c. Market coverage by alternative providers;
- d. Segmentation, targeting, and positioning;
- e. Marketing mix;
- f. Marketing methods

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g. Evaluation criteria and methods.

Research is important to support segmentation, targeting, and positioning. Common evaluation methods include surveys, focus groups, customer comment cards, and mystery shopping.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 359-377.

Agency Evidence of Compliance:

The District reviews and updates the Strategic Communication and Marketing Plan annually (3.4.3a). This is a comprehensive document that outlines the District's marketing and communications strategies based upon recent trends, the economic climate, target market(s) and survey feedback. It is broad-based to include a best practices approach focused on branding the District's services in a consistent and inviting message.

Documentation:

3.4.3a 2018-2019 Strategic Communications and Marketing Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.4.3.1 - Marketing Responsibility

Standard: A specific position shall be designated to direct the marketing function. Marketing functions shall be the responsibility of a permanent position of the agency that works closely with all agency units in developing, coordinating, and implementing the agency marketing plan.

Suggested Evidence of Compliance: Provide the position description that includes responsibility for marketing.

Agency Evidence of Compliance:

The position designated to direct the marketing functions for the District is the *Public Information Specialist – Parks [PIS]* (3.4.3.1a). The PIS reports to the Administrative Services Supervisor overseeing Support Services, who reports directly to the Assistant General Manager.

Documentation:

3.4.3.1a Position Description: Public Information Specialist – Parks
<http://agency.governmentjobs.com/riverside/default.cfm?action=viewclassspec&classSpecID=829876&agency=9&viewOnly=yes>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.5 - Utilization of Technology

Standard: Technology shall be used to enable the agency to operate more efficiently and effectively. The agency should research and apply such resources progressively.

Suggested Evidence of Compliance: Provide examples of progressive adoption, upgrade, installation, and/or use of technology. Examples could include but are not limited to communications and security systems, energy and records management systems, data management and sharing systems, lighting and irrigation systems, work orders and work assignment applications, financial systems, and class registration systems.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 14 – Information Technology Management, pp 305-345.](#)

Agency Evidence of Compliance:

The District uses various technologies for efficiency and control at various degrees across all divisions. Systems used include:

Rivcoparks.org: The District's web site provides information to the public about the District, its parks and facilities. The site is updated frequently with program information and facility conditions.

Windows Server 2003, Microsoft Office 365: Domain, file, and print servers at the District are powered by a Microsoft Windows 2003 Server. Email services are provided by Microsoft Exchange 2007 software.

Microsoft Windows and Office: All District desktop computers are running Microsoft Windows XP (Riverside County Standard) operating system. The current productivity software in use by the District is Microsoft office 2007/2010.

PeopleSoft: The District's financial and budget functions, and human resources information are managed and maintained through components of PeopleSoft software. An employee self-service component also exists for staff to log in to obtain bi-weekly paystubs.

Job Gateway: Facilitated through the County Human Resources Department, Job Gateway is the software used to electronically coordinate logistics for job recruitment.

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RIVCO PRO: Contract management software that is managed by Central Purchasing and allows for active management and review of contracts.

Employee Performance Manager: Facilitated through the County Human Resources Department, Employee Performance Manager is the software used to electronically develop, track and maintain employee performance evaluations. The software also allows an employee to access past and current evaluations for review and/or rebuttal.

Learning Management System: Facilitated through the County Human Resources COR Learning Center, the Learning Management System is used by employees to track, maintain and enroll in classes required for employment.

Basecamp: This software is a web-based project-management tool used by the District to collaborate on a multitude of projects allowing staff to manage projects and organize documents in one place for sharing across teams.

Zendesk: Zendesk provides web-based help desk software with a support ticket system and a self-service customer support platform through which work orders for District staff are created and managed. The reporting function of this software allows for task process measurement.

Sharepoint/Cloud Services: Provides web-enabled access to email, important documents, contacts, and calendar on almost any device. With the ability to access email and documents remotely, staff no longer is bound to District headquarters to collaborate with other staff. The District is currently evaluating options such as office 365 Google Cloud services as part of a County pilot program.

GIS: District Park Planners use GIS as a tool to view, edit, create, and analyze geospatial data. ArcMap allows staff to explore data within a data set, and configure data sets to include a variety of information.

AutoCAD: Drafting software used for reading and viewing plans from contractors.

Adobe Creative Suite Applications: A collection of graphic design, video editing, and web development applications in use by specific members of District staff assigned desktop publishing and design duties. The applications from Adobe consist of Photoshop, Acrobat, and InDesign.

PLUS: Software maintained and controlled by the Riverside County Transportation Land Management Agency. District uses the software for the review and conditioning of cases for the Planning Department.

Fleetmate vehicle management: This software serves as a ready resource for fleet service and maintenance history, fuel usage, and all expenses associated with operating the District's fleet of motor vehicles and other mechanical assets.

Alarm Systems: All park kiosks and offices have monitored alarm systems.

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Climate Control: Various systems throughout the District set to county standards relating to climate control.

Auto-lighting: Lights throughout the District use various brands of automatic timer systems. Newer systems installed include cellphone-satellite control.

Hunter Irrigation Systems: Currently in the process of transitioning all irrigation systems to Hunter Irrigation and Management Software. IMMS uses cost-effective local sensors, combined with local station database of plant & soil types to create water-saving irrigation programs for each park. IMMS continuously measures the moisture level in soil reservoirs and schedules just enough irrigation to replace what plants need. IMMS can track climate history according to local sensors and document how it has responded with irrigation adjustments.

Keyless Entry: Code actuated door and gate accesses at various District locations are programmable for either single codes for ingress/egress of staff and/or patrons.

Splashpad Systems: A variety of automated controllers are used to turn systems on and off, disinfect and heat water, and respond to system failures, including emergencies.

Recreation Dynamics: This software is an enterprise-wide reservation and point of sale (POS) system with real-time integration of Central Reservations, Online (Public Reservation System), and Point of Entry (gatehouse) modules.

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.5.1 - Management Information Systems

Standard: The Agency shall have management information systems that can produce reliable statistical and data summaries of agency activities, such as daily, monthly, and annual reports for use in management decision-making. The reports shall provide comparative data and statistics.

Suggested Evidence of Compliance: Provide examples of recent statistical and data summaries and describe their use in management decision-making.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 14 – Information Technology Management, pp 310-313.](#)

Agency Evidence of Compliance:

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The District uses multiple resources in its management information system. The District's financial and human resources information are managed and maintained through components of PeopleSoft software. Financial reports **(3.5.1a)** are provided to managers and supervisors on a monthly basis via the District's Intranet site. Quarterly financial reports are presented and reviewed with the District Advisory Commission (DAC). Accounts Payable performance statistics **(3.5.1b)** are reported monthly and show a variety of statistics such as quantity, oldest invoice, average age, % of invoices paid on time, and included comparative statistics for the previous 2 years.

The District produces an annual report **(3.5.1c)** each year. It is a comprehensive report on the District's activities throughout the preceding fiscal year. The annual report provides Board members, DAC, staff and other interested people information about the District's activities and financial performance. The annual report also includes our Balanced Scorecard which aligns District activities to the vision and strategy of the District and monitors organization performance to strategic goals identified in the 5 year strategic plan.

Weekly personnel reports **(3.5.1d)** are created by District HR staff and provided to management and finance staff on a weekly basis. This report provides information on unfilled positions, open recruitments and leaves/injuries. This report is instrumental in position control and personnel planning. Monthly reporting is done on the hours completed by volunteers and court workers throughout the District and is reported in the annual report as well.

The County Human Resources Center for Government Excellence, maintains the Learning Management System. This system is used by employees to track, maintain and enroll in classes required for employment and professional growth. This system provides a report **(3.5.1e)** that is used by District supervisors and human resources staff to ensure that all required trainings are successfully completed in a timely manner. The County Human Resources Department maintains the Employee Performance Manager software used to electronically develop, track and maintain employee performance evaluations. The software emails supervisors reminders of upcoming staff evaluations and send notices up the chain of command on overdue evaluations. The system allows an employee to access past and current evaluations for review and/or rebuttal. In addition, a variety of reports **(3.5.1f)** can be run to show compliance and data summaries.

The District utilizes Zendesk to provide web-based help desk software with a support ticket system and a self-service customer support platform through which work orders for District staff are created and managed. The reporting function **(3.5.1g)** of this software allows for task process measurement.

Incident reports are collected, reviewed and signed off by the respective supervisor and the Assistant Parks Director. These incidents reports are compiled into a log **(3.5.1h)** by calendar year and sorted by month providing date, time, location, reported by, and description of incident to determine similarities or concerning patterns and direct appropriate corrective action as warranted.

Operations area managers and their supervisors provide Weekly Reports **(3.5.1i)** to the Executive Assistant on their areas of responsibility. These reports are combined into one report

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that is sent out to the management team. These reports include information such as fees collected, amount of fencing repaired, incidents and accomplishments, visitor numbers, and areas patrolled.

Documentation:

- 3.5.1a District financial reports
<http://intranet.rivcoparks.org/district-budget-2/>
- 3.5.1b Examples of AP performance statistics
- 3.5.1c FY 2016-17 Annual Report (Appendix D)
- 3.5.1d Example of Weekly Personnel Report
- 3.5.1e Example of LMS report
- 3.5.1f Example of Performance Manager report
- 3.5.1g Example of Zendesk Statistics
- 3.5.1h Incident report
- 3.5.1i Example of Weekly Operations report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.6 - Records Management Policy and Procedures

Standard: The agency shall have established policy and procedures for control, maintenance, and retention of records that are periodically reviewed. Records management policies and procedures address retention, disposal, access, disclosure and distribution of documents, including freedom of information requests, and they must be consistent with legal requirements.

Suggested Evidence of Compliance: Provide records management policy and procedures and a copy of the most recent review.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 14 – Information Technology Management, pp 312-313.](#)

Agency Evidence of Compliance:

The County of Riverside Board of Supervisors (BOS) Policy A-43 **(3.6a)**, County Records Management and Archives Policy, establishes a program that provides consistent records retention throughout the County. The policy provides information on how this is accomplished and reiterates that each department is responsible for creating its own records retention schedule **(3.6b)** for those records that do not fall under the General Records Retention Schedule (GRRS) as set forth by the BOS. The District has an approved Departmental Records Retention Schedule

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(DRRS) (3.6c), which was last reviewed and revised on August 23, 2016.

BOS Resolution 2016-126 (3.6d), Pertaining to the Management, Retention, Destruction or Disposition of County Records, provides guidelines for controlling records creation, maintenance, usage, and disposition in a legal and professional manner in accordance with BOS Policy A-43.

Documentation:

- 3.6a BOS Policy A-43 County Records Management and Archives Policy
<http://www.rivcocob.org/wp-content/uploads/2013/05/A-43-05.24.16.pdf>
- 3.6b General Records Retention Schedule (GRRS_2016_Rev10)
http://rmap.asrclkrec.org/forms/GRRS_2016_Rev10_BOS.pdf
- 3.6c District Records Retention Schedule (DRRS_PARK_2016_Rev2)
http://rmap.asrclkrec.org/forms/DRRS_PARK_2016_Rev02.pdf
- 3.6d Board Resolution 2016-126
http://rivcocob.org/agenda/2016/05_24_16_files/03-03.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

3.6.1 - Records Disaster Mitigation and Recovery Plan and Procedures

Standard: There shall be an established records disaster mitigation and recovery plan and procedures that are periodically reviewed for protecting records, storing them and recovering critical information after a disaster.

Suggested Evidence of Compliance: Provide the records disaster mitigation and recovery plan and procedures and a copy of the most recent review.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 14 – Information Technology Management, pp 325-330.

Agency Evidence of Compliance:

In accordance with Government Code §12168 et seq., the County recognizes the need to adopt uniform countywide standards for the purpose of storing and recording both permanent and temporary records in electronic media. Riverside County Board of Supervisors Policy A-58 (3.6.1a) requires all Departments to protect information in accordance with applicable laws, governmental regulations and accepted best practices to minimize information security risk, while still ensuring that information is available to the right people at the right time. To guarantee that uniform countywide standards remain current and relevant, the County adopts

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appropriate standards established by the American National Standards Institute, the Association for Information and Image Management, or other generally recognized standard-setting organizations as applicable. The standards include a requirement that a trusted system be utilized.

The District has made significant strides in records management, which includes mitigation and recovery. The District recently entered into a contract with the County Assessor-Clerk-Recorder's office to participate in the County Records Management Program/County Archives (to be known collectively as RMAP) and the Riverside County Information Technology (RCIT) department to manage electronic records. RCIT adheres to Riverside County Board of Supervisors Policy A-43, section C-5 (**3.6.1b**), which provides guidance in regards to official electronic records preservation. RCIT has developed written standards (**3.6.1c, 3.6.1d, 3.6.1e, 3.6.1f, 3.6.1g, 3.6.1h, 3.6.1i, 3.6.1j**) based upon policy, as well as procedures to follow, should recovery be required.

Documentation:

- 3.6.1a Board Policy A-58
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A58.pdf>
- 3.6.1b Board Policy A-68
<http://www.rivcocob.org/wp-content/uploads/2013/05/A-43-05.24.16.pdf>
- 3.6.1c Riverside County Information Security Standard V1.0, November 12, 2013
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Information_Security_Standard_v1.0.pdf
- 3.6.1d Riverside County Active Directory Security Specification, November 12, 2013
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Active_Directory_Security_Specification.pdf
- 3.6.1e Riverside County Cloud Services Security Specifications, March 27, 2014
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Cloud_Services_Security_Specification.pdf
- 3.6.1f Riverside County Facilities Security Specification, November 12, 2013
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Facilities_Security_Specification.pdf
- 3.6.1g Riverside County Malicious E-mail Mitigation Security Specification, December 13, 2013
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Malicious_Email_Mitigation_Security_Specification.pdf
- 3.6.1h Riverside County Mobile Device Security Specification, September 18, 2014
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Mobile_Device_Security_Specification.pdf
- 3.6.1i Riverside County Social Media Security Specification, October 16, 2013
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_Social_Media_Security_Specification.pdf
- 3.6.1j Riverside County WLAN Security Specification, September 18, 2014
http://infosec.rivcoit.org/Standards-Specifications/Riverside_County_WLAN_Security_Specification.pdf

[Specifications/Riverside County WLAN Security Specification.pdf](#)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 3.0 – ORGANIZATION AND ADMINISTRATION**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

4.0 - Human Resources

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

To produce the level of quality that customers have come to expect, organizations must employ qualified employees. Qualified personnel bring to the organization the knowledge, skills, and abilities in specialized areas that are needed to design and deliver the benefits that customers seek from recreation and park experiences. Organizations that employ quality individuals who are capable of packaging and delivering experiences can attract and retain a strong and satisfied customer base; organizations that compromise on hiring quality may face difficulties in remaining competitive.

Employing qualified individuals is not only one of the most important functions of recreation, park, and leisure services organizations; it is also one of the most expensive. Generally, more than half of the operational expenditures of recreation and park organizations are allocated to personnel salaries and benefits. Considering the vital importance of hiring quality employees and the associated expense, it is essential for management to have a working knowledge of the principles, practices, and procedures for employing personnel in the recreation, park, and leisure services field. A well-prepared personnel policies and procedures manual provide a consistent road map for human resources decision making as well as standardized procedures. The development of a personnel policies and procedures manual may include a systematic and comprehensive outline of how the organization administers the policies and procedures for both the professional and non-professional employees, fair employment practices, and how it communicates to all employees the specific expectations of employment and finally, how the organization deals with complaints, grievances, and morale problems.

4.1 - Personnel Policies and Procedures Manual ★

Standard: There shall be established policies that are reviewed periodically and govern the administration of personnel procedures for both professional and nonprofessional employees. The personnel policies and procedures manual shall be available to each employee, as appropriate to the position.

Suggested Evidence of Compliance: Provide the personnel policies and procedures manual and the date of latest review. The personnel practices shall include procedures for

- a. Selection, hiring, and dismissal;
- b. Benefits including retirement, insurance, leaves, and other benefits;
- c. Salary schedule;
- d. Incentive system; and
- e. Staff development program.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 17 – Human Resource Management, pp 443-444; Compendium Section 17-7.](#)

Agency Evidence of Compliance:

Human Resources uses electronic policies and procedure formats by topic, and no longer utilizes a paper manual. Human resource practices for departments within the County of Riverside are governed by a number of policies and procedures. Sources include: County Board of Supervisors policies with review dates reflected on each individual policy (4.1a); Ordinance 440, last

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reviewed, January 5, 2016 **(4.1b)**; multiple Labor Memorandums of Understanding, Management Resolution each with review dates reflected within the memorandums **(4.1c)**; County Human Resources (HR) policies and procedures documented in sections below; and District policies and procedures available on the District intranet site, each with review dates reflected on the last page of each policy **(4.1d)**.

Selection and hiring is processed through a combined effort between County HR and District HR, as described in District Policy 4.1, updated September 10, 2018 **(4.1e)**. Each section of the County HR website provides information, procedures, and forms related to the various divisions of Human Resources which are updated on an as-needed basis. Section titles include:

- Recruitment and Selection **(4.1f)**
- Benefits **(4.1g)**
- Classification and Compensation **(4.1h)**
- Risk Management
- Safety
- Resources and Training **(4.1i)**
- Disability Access Office
- Employee Assistance Services
- Workers' Compensation
- Leave Forms & Information **(4.1j)**
- Commuter Services & Forms
- COR Learning **(4.1k)**
- Culture of Health **(4.1l)**
- Educational Support **(4.1m)**
- Employee Services **(4.1n)**

The Benefits section provides an overview of the benefits provided, FAQ's, links to and contact information for benefit providers, benefits enrollment packages, CalPERS retirement guides, and a variety of benefits forms.

The salary schedule is found in the Classification and Compensation section as the *Class & Salary Listing* **(4.1o)** and was last updated on January 1, 2018. The Salary Step Table **(4.1p)**, also updated on January 1, 2018, demonstrates the number of steps and dollar amounts associated with each job class title.

The Resources & Training section provides information on topics such as: Alcohol & Drug Abuse Related Issues, Equal Employment Opportunity Program, Employee Relations Related Training, Outside Employment Guidelines, Performance Management, Sexual Harassment and Discrimination, Layoff Process Information, and Workplace Violence information.

The County Human Resources Department maintains the County HR website (RIVCO1HR). The newly branded RIVCO1HR website is under on-going construction during 2018 to accommodate connection of the new Workday Onboarding program expected to go live in 2019. The website offers a contact email in the event that a user is unable to locate the desired information. In addition, if the assistance of an HR professional is needed, contacts may be searched and selected from a drop down menu.

Website information is provided to staff during their initial employee on-boarding process. RIVCO1HR and the District Intranet are demonstrated, and information is accessed for the new hires throughout the orientation process. Staff are referred back to RIVCO1HR and the District's Intranet as requests arise.

Documentation:

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- 4.1a Board of Supervisor Personnel Policies (Section C)
<http://www.rivcocob.org/board-policies/>
- 4.1b Board Ordinance 440 [Relating to Salaries] (Appendix B)
<http://www.rc-hr.com/Portals/2/Salary%20Ordinance%20440%201762.pdf?ver=2016-01-28-142800-000>
- 4.1c MOU Resolutions & Ordinances
<http://www.rc-hr.com/HR-Services/Employee-Relations/MOUs-Resolutions-and-Ordinances>
- 4.1d District Personnel Policies and Procedures
<http://intranet.rivcoparks.org/documents/district-policies/>
(See policies 3.1, 3.2, 3.3, 3.5, 4.1, 4.3, 4.4, 4.5, 4.7, 4.9, 7.2, 7.3, 7.5)
- 4.1e District Policy 4.1
http://intranet.rivcoparks.org/wp-content/uploads/2010/10/4.1_recruitment_and_selection.pdf
- 4.1f Recruitment and Selection
<http://www.rc-hr.com/HR-Services/Administrative/Recruitment-and-Selection>
- 4.1g Benefits
<http://benefits.rc-hr.com/>
- 4.1h Class and Compensation
<http://www.rc-hr.com/HR-Services/Administrative/Classification-and-Compensation>
- 4.1i Resources & Trainings
<http://www.rc-hr.com/HR-Services/Employee-Relations/Resources-Training>
- 4.1j Leave Forms & Information
<http://www.rc-hr.com/HR-Services/Employee-Services/FMLA-CFRA-Leaves>
- 4.1k COR Learning
<http://corlearning.rc-hr.com/>
- 4.1l Culture of Health
<http://cultureofhealth.rc-hr.com/>
- 4.1m Educational Support
<http://esp.rc-hr.com/>
- 4.1n Employee Services
<http://www.rc-hr.com/HR-Services/Employee-Support/Employee-Services>
- 4.1o Class and Salary Listing
<http://www.rc-hr.com/Portals/2/PeopleSoft%20Class%20%26%20Salary%202018%20Jan%201.pdf>
- 4.1p Salary Step Schedule
http://www.rc-hr.com/Portals/2/Salary%20Step%20Table%2001-01-18%20%288_5x11%29.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.1 - Code of Ethics

Standard: There must be an established statement of ethical principles for agency personnel that provide a clear understanding of ethical responsibility involving issues as related to the park and recreation system, business dealings with other entities, interrelationships with other organizations and agencies, and interactions with participants.

Suggested Evidence of Compliance: Provide the code of ethics.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp 422-423.

Agency Evidence of Compliance:

The Board of Supervisors (BOS) expects that all employees and volunteers will conduct themselves professionally, honestly, and with utmost integrity, in a manner that reflects positively upon their department and the County as a whole. As such, the County of Riverside has multiple policies which address ethics in the workplace. The county Code of Ethics (**4.1.1a**) was approved on January 29, 1991, by the Board of Supervisors per Minute Order 3.17.

Documentation:

4.1.1a Board of Supervisors M.O. 3.17, 1/29/91, Establishing Code of Ethics
[4.1.1a MO establishing Code of Ethics.pdf](#)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.1.1 - Staff Acceptance of Gifts and Gratuities

Standard: The agency shall have an established policy for the acceptance of gifts and gratuities by staff members.

Suggested Evidence of Compliance: Provide the policy on acceptance of gifts and gratuities by staff members.

Agency Evidence of Compliance:

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The Board of Supervisors (BOS) policy C-35 Standards of Ethical Conduct to Address Fraud, Waste and Abuse prohibits solicitation of gifts or loans (**4.1.1.1a**). The policy also prohibits gifts in excess of the annual gift limitation amount pursuant to Government Code 89503. In addition, District policy 5.11 Acceptance of Gratuities prohibits staff from accepting gratuities of any kind from customers or vendors (**4.1.1.1b**).

Documentation:

- 4.1.1.1a Board Policy C-35
<http://www.rivcocob.org/wp-content/uploads/2013/05/C-35.pdf>
- 4.1.1.1b District policy 5.11
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/5.11-Acceptance-of-Gratuities.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.2 – Recruitment Process

Standard: There shall be a comprehensive recruitment process to attract qualified personnel that is based upon established recruitment procedures with specific recruitment objectives that are reviewed periodically. It is understood that in certain cases an agency is required to handle its personnel through a state or local civil service merit system, and is, therefore, linked to that system in the recruitment of its park and recreation personnel. Agencies are obligated to comply with all applicable statutes and policy statements.

Suggested Evidence of Compliance: Provide recruitment procedures, recruitment objectives, and last review.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 404-406.

Agency Evidence of Compliance:

The District seeks to attract the best-qualified candidates who support the mission, vision, and values of the District. The District is committed to equal opportunity and follows recruitment and selection practices that comply with all applicable employment laws and County Human Resources (HR) policies and procedures. County HR is responsible for countywide recruitment efforts, including: advertising, finding the best qualified candidates, testing for positions as needed, accepting applications and resumes through the Job Gateway system, and issuing certified lists of qualified candidates to the District hiring authority for interview and selection.

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Countywide recruitment procedures and forms are found on the County HR website under “Recruitment and Selection” (4.1.2a). Additional countywide procedures for recruitment and selection are included in Ordinance 440 (4.1.2b). The District’s recruitment procedures are identified in District policy 4.1 Recruitment and Selection (4.1.2c).

The County of Riverside uses the Job Gateway System, an online application system that utilizes screening capabilities through the requirements specific to an advertised position. On Job Gateway applicants may view current job postings, apply for openings, post their resume, and track their progress through the recruitment process. The County HR website login links to Job Gateway, along with topic links: *Current Job Opportunities, Login Instructions, Applicant Workshops, Information for Veterans, Testing, Help & FAQs, Job Seeker Resources, and Employee Referral Program* (4.1.2d).

Temporary assignment needs are recruited through the County HR Temporary Assignment Program (TAP). TAP positions fill the need for seasonal work, special projects, temporary needs, and when a regular employee is on an extended leave (4.1.2e).

County and District recruitment processes are reviewed as needed. The last review/update for the District procedures was April 18, 2018.

Documentation:

- 4.1.2a Riverside County HR Website Find a Job Tab.
<http://www.rc-hr.com/Find-A-Job/Job-Searching/County-Job-Openings>
- 4.1.2b Riverside County HR Website – Recruitment Forms & Procedures
<http://www.rc-hr.com/HRTtoolbox/RecruitmentandSelection.aspx>
- 4.1.2c Board Ordinance 440, (Appendix B – Section 3. Classification Plan, pages 6 – 8; Section 4. Positions allowed, pages 8-9; Section 5. Employment Procedures, page 9-11)
<http://www.rc-hr.com/Portals/2/Salary%20Ordinance%20440%201762.pdf?ver=2016-01-28-142800-000>
- 4.1.2d District Policy 4.1
http://intranet.rivcoparks.org/wp-content/uploads/2018/10/4.1_recruitment_and_selection_final.pdf
- 4.1.2e County HR Temporary Assignment Program (TAP) Job Order Forms and Information
<http://www.rc-hr.com/Find-A-Job/Job-Searching/Temporary-Medical-Assignment-Program>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.3 - Equal Opportunity Employment and Workforce Diversity

Standard: There shall be an established policy regarding diversity with evidence of implementation that assures equal opportunities for employment, promotion, and equity in employment working conditions and that complies with the American Disabilities Act.

Suggested Evidence of Compliance: Provide the equal opportunity and workforce diversity policy and show evidence of implementation.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 16 – Human Resource Employment, pp 437-438.](#)

Agency Evidence of Compliance:

The County of Riverside has several policies and procedures which address equal employment opportunities. Examples of these include: Board of Supervisors (BOS) policy C-25 (4.1.3a), County of Riverside ADA Complaint Resolution Procedure (4.1.3b), and County of Riverside Disability Access Office Programmatic Accessibility Directives (4.1.3c).

On June 18, 2010, the Department of Justice reviewed and approved the County of Riverside Equal Employment Opportunity Plan (4.1.3d).

The New Employee Handbook, page 19 (4.1.3e), last updated August 2015, contains a section on Merit System and Equal Opportunity.

On August 10, 2005, the BOS adopted a mandatory compliance training for County employees and supervisors regarding County obligations under the disability provisions of California’s Fair Employment & Housing Act (FEHA) and the Americans with Disabilities Act (ADA) (4.1.3f). All permanent employees are required to attend Disability Awareness training (4.1.3g). This 1.5 hour training defines nondiscrimination in the context of equal opportunity and equal access, and familiarizes staff with County procedures and policies designed to provide equal access to people with disabilities. All supervisory and management staff are required to attend FEHA/ADA training (4.1.3h); his 1.5 hour class covers the employment aspects of California’s Fair Employment and Housing, the ADA and the Americans with Disabilities Amendment Act.

To coordinate compliance efforts, the BOS established a County Disability Access Coordinator who is the Human Resources Manager over the Disability Access Office (DAO) (4.1.3i). Complaints, concerns or recommendations regarding disability discrimination in the County of Riverside hiring or employment practices are directed through DAO resources.

Documentation:

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- 4.1.3a Board Policy C-25
https://www.rivcocob.org/wp-content/uploads/2013/05/C-25_10-28-14.pdf
- 4.1.3b County of Riverside ADA Complaint Resolution Procedure
<http://dao.rc-hr.com/Portals/16/ADA%20Complaint%20Resolution%20Procedure%20Form%201-31-18.pdf?ver=2018-01-31-133821-173>
- 4.1.3c County of Riverside Disability Access Office Programmatic Accessibility Directives
<http://dao.rc-hr.com/Portals/16/ADA%20Notification%20English%20-%20Spanish%209-27-18.pdf?ver=2018-09-27-162811-793>
- 4.1.3d EEOP for the County of Riverside
- 4.1.3e New Employee Handbook, page 19
- 4.1.3f Board of Supervisors Minute Order 3.59 from August 10, 2005, board meeting
- 4.1.3g County of Riverside Disability Awareness (employee training overview)
<http://thecentertp.rc-hr.com/TPOnline/TPOnline.dll/Public%20Course/COURSENO=COUR2008032419102700737394>
- 4.1.3h County of Riverside Fair Employment & Housing Act/Americans with Disabilities Act (supervisor/management training overview)
- 4.1.3i Human Resources website (DAO Office)
<http://dao.rc-hr.com>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.4 - Selection Process

Standard: There shall be comprehensive procedures for hiring personnel. The agency shall also have a role in determination of skills and the personal attributes required for positions.

Suggested Evidence of Compliance: Provide selection process procedures and evidence that procedures are being followed. The procedures shall include information about the purpose, development, validity, utility, fairness, adverse impact, administration, scoring, and interpretation of all elements used in the selection process.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 408-414.

Agency Evidence of Compliance:

The County operates under a local merit system of employment, meaning that hiring and promotions for regular positions are competitive, with equal opportunity, and are based on each

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person's qualifications for the position. Employment decisions are made without regard to race, color, national origin, ancestry, religion, sex, age, disability, medical condition, marital status, pregnancy, sexual orientation, or veteran status. Appointments and promotions are made on the basis of merit and ability.

The selection process for hiring employees is primarily directed by the policies outlined in standard 4.1.2 Recruitment Process. Board Ordinance 440 (**4.1.4a**), County Human Resources (HR) Recruitment and Selection (**4.1.4b**), and District Policy 4.1 Recruitment and Selection (**4.1.4c**), provide specific direction as to the selection of candidates.

County HR is responsible for processing and designing recruitment requests and providing the District with the Official Hiring Certification List. The candidates listed are authorized and certified for hire in conformance with County Merit System requirements. The District is responsible for interviewing (**4.1.4d**), selecting, and ensuring selected candidates successfully complete all pre-employment requirements prior to beginning employment.

All employment offers are contingent upon fulfillment of established medical standards for the position. A pre-employment physical examination, including drug and alcohol testing, and background check are required of all selected candidates.

Documentation:

- 4.1.4a Board Ordinance 440 (Appendix B, Section 5, p7-9, Employment Procedures)
<http://www.rc-hr.com/Portals/2/Salary%20Ordinance%20440%201762.pdf?ver=2016-01-28-142800-000>
- 4.1.4b County HR Recruitment & Selection
<http://www.rc-hr.com/HR-Services/Administrative/Recruitment-and-Selection>
- 4.1.4c District Policy 4.1
<http://intranet.rivcoparks.org/documents/district-policies/>
- 4.1.4d Example of Interview/Selection Packet

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.5 - Background Investigation

Standard: The agency process for hiring personnel shall include procedures for a national background investigation prior to appointment, including verification of a candidate's

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qualifying credentials, review of a candidate's civil and criminal record, particular attention to drug and child/adult-abuse records, and driving record for employees assigned to operate motor vehicles.

Suggested Evidence of Compliance: Provide the background investigation procedures and examples of background checks completed.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 412-413.

Agency Evidence of Compliance:

The County requires a criminal background investigation of all permanent and temporary employees, as well as volunteers. Requirements and procedures for background investigations are identified in Board Ordinance 440 (4.1.5a), Board of Supervisors Background Check Policy C-33 (4.1.5b), and Resolution No. 2011-258 for Background checks and Live Scan Services (4.1.5c). These investigations are administered prior to the start of employment as a precondition and include verification through the California Department of Justice and FBI via Live Scan fingerprint checks (4.1.5d). Background checks for the District include Sexual Assault screening by Accurate Background Checks for employees and the Sex Offender Registry for volunteers (4.1.5e). DMV checks are performed for those who will drive on County business (4.1.5f). In addition, the hiring authority completes verification of the employment history of candidates prior to the extension of a conditional offer of employment (4.1.5g). County HR sends an email notification (4.1.5h) when the background check is complete. County HR does not maintain a list of disqualifying convictions as these vary depending on position and department, but do follow the requirements of California Public Resources Code Section 5164 (4.1.5i).

Documentation:

- 4.1.5a Board Ordinance 440 (Appendix B, Section 5. Page 7. Employment Procedures)
<http://www.rc-hr.com/Portals/0/ClorissaFolder/Salary%20Ordinance%20440%201762.pdf?ver=2016-01-28-144131-823>
- 4.1.5b Board Policy C-33
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C33.pdf>
- 4.1.5c Board Resolution 2011-258 http://rivcocob.org/agenda/2011/10_18_11/03.25.pdf
- 4.1.5d County HR Memo and Live Scan & Accurate Background Package Instructions. (Sent by HR Recruiters.)
<http://backgroundchecks.rc-hr.com/>
- 4.1.5e Sex Offender Registry (for Volunteers)
<https://www.nsopw.gov/>
- 4.1.5f Authorization to Drive Form 30
<http://safety.rc-hr.com/safety/Portals/23/Forms/Form%2030%202013%20Revised.pdf?ver=2014-03-12-000000-000>
- 4.1.5g Department Reference Check Authorization Form
<http://intranet.rivcoparks.org/wp-content/uploads/2010/12/Reference-Check->

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[Authorization-County-Form.pdf](#)

4.1.5h Email notification of completion of background check

4.1.5i California Public Resources Code Section 5164.

http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PRC§ionNum=5164

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.6 - Employee Benefits

Standard: There shall be an established employee benefits plan. Each of the benefits provided to employees shall be described in terms of what is provided, under what conditions, and the extent of the benefit. Types of benefits often include administrative leave, holiday leave, sick leave, vacation leave, retirement program, health insurance program, disability and death benefits program, liability protection program, provision of clothing and equipment used by employees in performing park and recreation functions, employee education benefits, if any, and personnel support services to employees.

Suggested Evidence of Compliance: Provide the employee benefits plan.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 16 – Human Resource Employment, pp 416-422.](#)

Agency Evidence of Compliance:

The County offers a comprehensive benefits package to permanent full time and part time employees that is referenced in both the SEIU Terms and Conditions imposed on December 20, 2018 (**4.1.6a**) and the Management Resolution, updated in 2018 (**4.1.6b**). The employees benefit information is also listed on the Benefits website (**4.1.6c**) through County Human Resources.

Documentation:

- 4.1.6a Service Employees International Union (SEIU), Local 721: Terms and Conditions (December 20, 2018), Benefits information pages
[hr.com/Portals/2/SEIU%20Terms%20%26%20Conditions%20of%20Employment.pdf](http://www.rc-hr.com/Portals/2/SEIU%20Terms%20%26%20Conditions%20of%20Employment.pdf)
- 4.1.6b Resolutions and Ordinances: Exempt Management, Management, Confidential & Unrepresented Resolution 2018-192, Benefits information pages
<http://www.rc-hr.com/Portals/2/Management%20Resolution%202018-192%20Final.pdf>

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4.1.6c Employee Benefits website:
<http://benefits.rc-hr.com/Home.aspx>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.7 - Supervision

Standard: There shall be constructive and effective supervision of all personnel to help them grow professionally and improve programs and services. Supervision is an on-going and systematic process that is helpful for the well-being of the individual and agency. Important characteristics of effective supervision are the ability to communicate expectations, delegate authority commensurate with the assigned tasks, provide feedback, and motivate. There should be supervisory processes, procedures, or tools that highlight staff orientation, staff coaching, mentoring and training, performance review, and human resource policies affecting supervision of staff such as those dealing with harassment and discipline.

Suggested Evidence of Compliance: Provide examples of processes, procedures, or tools used to assure constructive and effective employee supervision.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 18 – Supervision of Personnel, pp 461-484.

Agency Evidence of Compliance:

An online Human Resources website, with Resources and Training for Supervisors (**4.1.7a**) is available to all staff through County of Riverside Human Resources Department. This site provides managers and supervisors access to information and forms relating to services provided by the various divisions of Human Resources. The site includes links to presentations on supervisory related topics as well as policies, procedures and other helpful information.

County Managers and Supervisors are required to complete mandated training courses (**4.1.7b**) to ensure consistency throughout the organization. In addition, The County of Riverside Learning Center (COR Learning) offers Supervisory Excellence Academy (**4.1.7c**), a 14-week series of classroom lectures and activities that provide Supervisors with the tools to meet modern day management challenges, such as employee selection, conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration and team/employee development.

Board Policy C-21 Employee Performance Evaluation Reports (**4.1.7d**) is a policy providing agency/department heads, managers, and supervisors with methods and procedures to evaluate

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the performance of employees. Competency based evaluations are required on an annual basis at a minimum to ensure good communication about performance expectations and goals utilizing the Employee Performance Management (EPM) system (4.1.7e). Supervisors meet with staff during the evaluation process to discuss and identify training needs, create development plans, address performance issues, and to encourage career growth.

The County has established guidelines for the supervision of employees through Board of Supervisors Policy C-23 Disciplinary Process Policy (4.1.7f) and the County of Riverside Managers and Supervisors Disciplinary Process Manual (4.1.7g).

Documentation:

- 4.1.7a Resources and Training Website
<http://rc-hr.com/HR-Services/Employee-Relations/Employee-Relations-Resources-Training>
- 4.1.7b Mandated Supervisor and Manager Training
<http://corlearning.rc-hr.com/mandatedtraining>
- 4.1.7c Supervisory Excellence Academy
<http://corlearning.rc-hr.com/Products-Solutions/COR-Academies/Supervisory-Academy>
- 4.1.7d Board Policy C-21
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C21.pdf>
- 4.1.7e Employee Performance Manager System (screenshots of performance tracking and competency based evaluations)
- 4.1.7f Board Policy C-23
<https://www.rivcocob.org/boardpolicies/policy-c/POLICY-C23.pdf>
- 4.1.7g Disciplinary Process Manual (Updated May 24, 2016) (Hardcopy Only)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.8 - Compensation Plan

Standard: There shall be an established compensation plan and that establishes equity of compensation among units within the agency that is reviewed periodically. The compensation plan for an agency shall take into account agency employment standards, agency skill needs, and compensation levels offered by other local employers.

Suggested Evidence of Compliance: Provide the compensation plan and a copy of its most recent review or update.

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Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 414-422.

Agency Evidence of Compliance:

The District follows County Salary Ordinance No. 440 (**4.1.8a**). Salary Ordinance No. 440 provides structure for provisions such as step placement, adjustments in pay range, and work period. The Class and Salary Listing (**4.1.8b**) and the Salary Step Schedule (**4.1.8c**) outline pay ranges for each classification as well as step placement within the range. Human Resources last review and update of the salary listing and salary step schedule was January 1, 2018.

The County Human Resources Department Class and Compensation Unit engages in cyclical studies to review classification, compensation and comparisons to other positions and employers. The most recent study parameters and timeline are outline on the memorandum titled Human Resources Cyclical Study Process (**4.1.8d**), dated December 21, 2018. In addition, the District initiates market and salary studies if salary or market disparity is suspected. The Park Ranger Market and Salary Data Report (**4.1.8e**) dated January 21, 2019 is a recent example of such a study.

Documentation:

- 4.1.8a Board Ordinance 440.1762 (Appendix B)
<http://www.rc-hr.com/Portals/0/ClorissaFolder/Salary%20Ordinance%20440%201762.pdf?ver=2016-01-28-144131-823>
- 4.1.8b Class and Salary Listing (effective January 1, 2018)
<http://www.rc-hr.com/Portals/2/PeopleSoft%20Class%20%26%20Salary%202018%20Jan%201.pdf>
- 4.1.8c Salary Step Schedule (effective January 1, 2018)
http://www.rc-hr.com/Portals/2/Salary%20Step%20Table%2001-01-18%20%288_5x11%29.pdf
- 4.1.8d Human Resources Cyclical Study Process 2019
- 4.1.8e Park Ranger Market and Salary Data Report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.9 - Performance Evaluation

Standard: There shall be a fair and systematic procedure for annual or periodic appraisal of job

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performance. Personnel evaluation shall be utilized for the development and improved quality of the individual's performance on the job, as well as a basis for promotion, monetary increments, and dismissal. Although evaluation is a day-by-day process, there shall be periodic specific reviews with the employee. An employee's personnel file shall include a written annual evaluation.

Suggested Evidence of Compliance: Provide the procedures and a sample of completed performance evaluations without identifying personal information.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp 445-448.

Agency Evidence of Compliance:

Board policy C-21 **(4.1.9a)** Employee Performance Evaluation Reports, defines procedures required of all County Departments, Districts and Agencies. The District utilizes the County Employee Performance Manager **(4.1.9b)** evaluation system for evaluations. An Employee Performance Manager User Guide **(4.1.9c)** is available online to assist supervisors in the preparation and writing of performance evaluations. The Employee Performance Manager Process flowchart **(4.1.9d)** clarifies the responsibilities of supervisors and managers relating to the issuance of employee performance evaluations.

The District has created templates **(4.1.9e)** for each job classification. Each template consist of 6 or 7 core competencies, based on the “FYI For Your Improvement” book by Lominger International, as well as an area for supervisors to rate current yearly goals and objectives, and define the next years goals and objectives.

Supervisors receive system-generated emails notifications **(4.1.9f)** of upcoming evaluations that are due and any overdue evaluations Once an evaluation is overdue the Managers receive notification via email as well. In addition, supervisors and managers can log onto the evaluation system to see completed or due evaluations for their direct reports **(4.1.9g)** or those in their chain of command. Employees can log on and view all completed evaluations for themselves and have the ability to add employee comments for 30 days once the evaluation has been issued.

Documentation:

- 4.1.9a Board Policy C-21
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C21.pdf>
- 4.1.9b Employee Performance Manager Program
<http://www.rc-hr.com/HR-Services/Employee-Relations/Employee-Performance-Manager>
- 4.1.9c Employee Performance Manager User Guide, Version 3
<http://www.rc-hr.com/Portals/2/HR%20Toolbox/EPM/EPMUserGuideV3.pdf?ver=2016-07-13-135230-867>
- 4.1.9d District Employee Performance Manager Process
<http://intranet.rivcoparks.org/wp->

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content/uploads/2018/05/employee_performance_manager_process_41918.pdf

- 4.1.9e Sample Employee Performance Review
- 4.1.9f Sample system generated email reminder
- 4.1.9g Evaluation compliance report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.10 - Promotion

Standard: There shall be an established policy and procedures available to all employees defining the promotion process and the agency's role. The park and recreation agency may rely upon a state or local civil service commission, or other public or private external organization to administer one or more elements of the process in accordance with legal, professional, and administrative requirements.

Suggested Evidence of Compliance: Provide the policy and procedures, and indicate how they have been communicated to employees.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp 445-448.

Agency Evidence of Compliance:

The guidelines for promotion are listed in both the SEIU Terms and Conditions of Employment (2018), pages (4.1.10a) and the Management Resolution (4.1.10b). The District supports and encourages internal promotional opportunities for all staff.

When a District opportunity becomes available, an email notification (4.1.10c) is sent to all staff announcing the opportunity and providing pertinent information Employees also have access to openings within other County Departments by logging into Job Gateway (4.1.10d). Promotions are processed through the County of Riverside’s recruitment and selection policies and procedures as defined in standards 4.1.2 and 4.1.4. The New Employee Handbook, Personnel Practices section provides information on opportunities for promotion and transfer on pages 21-22 (4.1.10e).

Documentation:

- 4.1.10a SEIU Terms & Conditions of Employment, pgs. 31-39
- 4.1.10b Management Resolution 2018-192, pgs. 18-23
- 4.1.10c Sample Email Notification of Job Opportunity
- 4.1.10d Job Gateway

<http://rc-hr.com/Careers/HowtoApply.aspx>

4.1.10e New Employee Handbook pg. 21-22

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.11 - Disciplinary System

Standard: There shall be an established disciplinary system based on the code of conduct and performance. The system shall specify the conduct expected of employees. Prohibitions should be specific, whereas approved behavior may be stated in general terms (e.g., courtesy, punctuality).

Suggested Evidence of Compliance: Provide the code of conduct and performance and the policies and procedures that guide the disciplinary system and how this information is communicated and made accessible to employees. Include copies of disciplinary action steps included in collective bargaining agreements, if applicable. This system shall address the following topics:

- a. Compliance with agency statements;
- b. Unbecoming conduct;
- c. Appropriate appearance;
- d. Use of alcohol and drugs;
- e. Acceptance of gratuities, bribes, or rewards;
- f. Abuse of authority; and
- g. Proper care and maintenance of equipment.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 423-427.

Agency Evidence of Compliance:

The disciplinary process for employees of the County is governed by BOS policy C-23 Disciplinary Process Policy (**4.1.11a**). Agency department heads, managers, and supervisors are required to attend a Disciplinary Process Training program (**4.1.11b**) administered by County Human Resources within 90 days of appointment to the position. For permanent regular employees, the County utilizes a progressive disciplinary process as provided in the Disciplinary Process Manual (**4.1.11c**) wherein coaching, performance feedback, and increasing levels of discipline are imposed as warranted.

Specific prohibited behaviors and direction on code of conduct for discipline of represented staff is contained in the SEIU Terms and Conditions of Employment (2018), pages 55-62 (**4.1.11d**); Management Resolution 2018-192, pages 53-63 (**4.1.11e**); and BOS policies C-10 Drug and

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Alcohol Policy (4.1.11f); C-25 Discrimination and Harassment (4.1.11g); C-27 Workplace Violence, Threats & Securities (4.1.11h); and C-35 Standards of Ethical Conduct (4.1.11i).

This information is communicated and made accessible to employees via the Employee Handbook, pages 23 and 90 (4.1.11j), MOUs, and various polices signed during new hire orientation (4.1.11k), and mandated training (4.1.11l). In addition, this information is available via the County Human Resources website (4.1.11m).

Documentation:

- 4.1.11a BOS Policy C-23 - Disciplinary Process
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C23.pdf>
- 4.1.11b Disciplinary Process Training
- 4.1.11c Riverside County Disciplinary Process Manual
(Full Manual available in hard copy. No electronic copy available)
- 4.1.11d SEIU Terms & Conditions of Employment (2018), pages 58 – 62
- 4.1.11e Management Resolution 2018-192, pgs. 53-63
- 4.1.11f BOS Policy C-10 - Alcohol and Drug Abuse Policy
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C10.pdf>
- 4.1.11g BOS Policy C-25 - Discrimination and Harassment Policy and Complaint Procedure
http://www.rivcocob.org/wp-content/uploads/2013/05/C-25_10-28-14.pdf
- 4.1.11h BOS Policy C-27 - Workplace Violence, Threats and Securities
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C27.pdf>
- 4.1.11i BOS Policy C-35 - Standards of Ethical Conduct to Address Fraud, Waste and Abuse
<http://www.rivcocob.org/wp-content/uploads/2013/05/C-35.pdf>
- 4.1.11j County of Riverside Employee Handbook pg. 23 and pg. 90
- 4.1.11k Mandated Policies Signature Page
- 4.1.11l Mandated training for employees, supervisors and managers
<http://corlearning.rc-hr.com/mandatedtraining>
- 4.1.11m County Human Resources website, Employee Relations page
<http://www.rc-hr.com/HR-Services/Employee-Labor-Relations/Employee-Relations>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.12 - Grievance Procedures

Standard: There shall be an established grievance procedure, available to all employees. The procedure shall identify matters that are grievable; establish time limitations for filing or presenting the grievance; establish steps and time limitations at each step in the grievance

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procedure; and establish criteria for employee representation. Formal grievance procedures shall be written in clear, concise terms.

Suggested Evidence of Compliance: Provide the grievance procedures and indicate how the procedures have been communicated to the employees. Include grievance procedures included in collective bargaining agreements, if applicable.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 16 – Human Resource Employment, pp 427-430.

Agency Evidence of Compliance:

Grievance procedures for represented employees are set forth in Article 13, Grievance Procedures, of the current SEIU Terms and Conditions of Employment (2018), page 68-73 (4.1.12a). In addition, employees can address grievances by contacting their union representative (4.1.12b). Grievance information is found in the County of Riverside Employee Handbook, page 23 (4.1.12c). The information is also available on the County Human Resources and the SEIU Local 721 websites.

Documentation:

4.1.12a SEIU Terms and Conditions of Employment (2018), pages 68 – 73

4.1.12b Union representative contact information

<http://www.rc-hr.com/Portals/2/ClorissaFolder/Grievance%20-%20Union%20Contact.pdf>

4.1.12c New Employee Handbook, pg. 23

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.1.13 - Termination and End of Employment

Standard: There shall be established policies and procedures for termination and end of employment.

Suggested Evidence of Compliance: Provide the termination and end of employment policies and procedures, and indicate how they have been communicated to employees.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 16 – Human Resource Employment, p. 426.

Agency Evidence of Compliance:

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The District will obtain written resignation and retirement notices from the employee, and provide written termination letters for employees released during probation, layoffs, or for other purposes as stated in the District's Policy 4.4 Resignation and End of Employment (**4.1.13a**). An exit interview will be offered to all employees ending employment with the District, in compliance with Board of Supervisors Policy C-22 Exit Interviews (**4.1.13b**), and applicable County Human Resources policies and procedures.

Information regarding terminations is communicated to employee during New Hire Orientation. The exit interview form and policy is given to each employee when they terminate and is also available on the Riverside County Clerk of the Board website (**4.1.13c**).

Documentation:

- 4.1.13a Policy 4.4 Resignation/End of Employment
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/4-4-Resignation-End-of-Employment.pdf>
- 4.1.13b Board Policy C-22
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C22.pdf>
- 4.1.13c Riverside County Clerk of the Board website
<http://www.rivcocob.org/board-policies/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.2 - Staff Qualifications

Standard: The agency shall employ staff qualified to develop and operate programs and services in furtherance of goals and objectives. Staff shall be qualified for the positions as provided in the job descriptions and possess specified licenses and certificates. Park and recreation personnel shall have certification and/or educational training appropriate to the position.

Suggested Evidence of Compliance: Provide job descriptions for a representative sample of key positions and resumes for the current incumbents.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, p. 451.

Agency Evidence of Compliance:

The District has several professional classifications in which incumbents are required to meet the

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minimum qualifications indicated in the respective classification specification. Examples of these include: General Manager/Parks Director (4.2a); Assistant Parks Director (4.2b); Bureau Chief (4.2c); Fiscal Manager (4.2d); Senior Planner (4.2e); Natural Resources Manager (4.2f); Area Park Manager (4.2g); and Curator of History (4.2h). Job descriptions and resumes for each position are provided below.

Documentation:

- 4.2a General Manager/Parks Director Job Description and Incumbent Resume
- 4.2b Assistant Parks Director Job Description and Incumbent Resume
- 4.2c Bureau Chief Job Descriptions and Incumbent Resumes
- 4.2d Fiscal Manager Job Description and Incumbent Resume
- 4.2e Senior Planner Job Description and Incumbent Resume
- 4.2f Natural Resources Manager Job Description and Incumbent Resume
- 4.2g Area Park Manager Job Description and Incumbent Resume
- 4.2h Curator of History Job Description and Incumbent Resume

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.3 - Job Analyses for Job Descriptions

Standard: Established job descriptions for all positions shall be based on the job analysis and reviewed periodically.

Suggested Evidence of Compliance: Provide a job description for a full-time, part-time, temporary and internship position, and, if applicable, an example of a job analysis with last review. The job descriptions shall include, at a minimum:

- a. Duties of each position;
- b. Responsibilities of each position;
- c. Tasks of each position; and
- d. Minimum level of proficiency necessary in the job-related skills, knowledge, abilities, and behaviors.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp.439-441.

Agency Evidence of Compliance:

Job specifications for all classifications within the County are created, reviewed, and updated by County Human Resources. These specifications include: the purpose and distinguishing

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characteristics of the position; creation and last review dates; essential functions; knowledge, skills, and abilities needed; education requirements; and minimum qualifications. All job classifications may be filled as full-time (4.3a), part-time or seasonal (4.3b), or temporary (4.3c), based upon the needs of the District. The County also has a separate job specification for internship positions (4.3d). The status of the position is identified during the recruitment process and the essential duties remain consistent, regardless of the status.

Class specifications are derived from job analysis conducted by County Human Resources. County Human Resources strives to conduct 5-year cyclical reviews of all job classifications as indicated by the 16/17 List of Classifications (4.3e) scheduled for review. The job specification analysis reviews the salary range, position duties, education and experience requirements and their relationship to other classifications within the County of Riverside. Classification exception study requests (4.3f) and classification amendment requests to be completed outside of the cyclical study schedule can be made by departments to Human Resources as needed.

Documentation:

- 4.3a Job Description for Full-Time Position (Park Ranger II)
<https://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=1632&headerfooter=0>
- 4.3b Job Description for Part-time position (Lifeguard)
<https://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=1651&headerfooter=0>
- 4.3c Job Announcement and Job Description for Temporary Position (Park Maintenance Worker)
- 4.3d Job Description for Student Intern
<http://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=75438&headerfooter=0>
- 4.3e Human Resources Cyclical Study 2016-2017 Schedule
- 4.3f Recent Classification Study and Adjustment

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.4 - Chief Administrator

Standard: The agency shall have a chief administrator responsible to the approving authority for the management, direction, and control of the operations and administration of the agency and with authority to perform such responsibilities. The chief administrator shall be employed full-

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time, year-round, and be qualified by experience, education, certification, and/or training in park, recreation, leisure services, tourism, or related disciplines. These qualifications shall be verified and demonstrated specifically as to how it is related to park and/or recreation management.

Suggested Evidence of Compliance: Provide the chief administrator position description and the resume of the current incumbent. If she/he is from a related discipline, provide a summary of how the person's qualifications relate to park and/or recreation management.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 433-438.

Agency Evidence of Compliance:

The Parks Director/General Manager is appointed by the Board of Supervisors and reports to the County CEO. This position is responsible for planning, organizing, managing, and directing all activities of the District (**4.4a**). The Board of Supervisors delegates authority to the Director/General Manager to plan, organize, manage, and direct all activities of the District. The Director/General Manager is responsible for parks, recreations, natural, cultural and historical services for a system serving 2.1 million residents spanning 7,200 square miles. The District includes 3 commissions, one committee, five support group, and two foundations.

The current Parks Director/General Manager of the District is Scott Bangle (**4.4b**). Mr. Bangle has over 30 years of public sector experience in parks, maintenance, operations, planning, and construction including management, executive and elected level involvement. Mr. Bangle holds a Master of Science in Recreation, Sports, and Tourism. He is currently a fellow on the American Academy for Park and Recreation Administration (AAPRA) and a Director on the National Association of County Park and Recreation Officers (NACPRO).

Documentation:

- 4.4a Parks Director/General Manager Job Classification
<https://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=1626&headerfooter=0>
- 4.4b Resume of District Director/General Manager

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.4.1 - Leadership Succession Procedure

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Standard: The agency shall have an established procedure to ensure that leadership is available when the agency's chief administrator is incapacitated, off duty, out of town, or otherwise unable to act.

Suggested Evidence of Compliance: Provide the written procedure, such as continuity plan, which indicates approval by the proper authority.

Agency Evidence of Compliance:

The District has a formally approved Policy 4.10 - Leadership Succession (**4.4.1a**), which was approved by the District Advisory Commission on July 12, 2018. The Policy provides the system to ensure leadership continuity, should the General Manager not be able to serve as the Director for the District.

Documentation:

4.4.1a Leadership Succession Policy
http://intranet.rivcoparks.org/wp-content/uploads/2018/08/4.10_leadership_successionfinal.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.5 - Workforce Health and Wellness Program

Standard: The agency shall have an employee health and wellness program showing periodic evaluation of the program status.

Suggested Evidence of Compliance: Provide evidence of the agency's employee health and wellness program, level of participation and most recent evaluation.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 441-442.

Agency Evidence of Compliance:

The County and District believe employees should enjoy good health and well-being and provide many programs and benefits to improve employees' health and reduce stress in everyday life.

In 2015, the County Human Resources Department created the Culture of Health, an employee wellness program. This new program focuses on social, financial, community, and physical health. Employees of the District were introduced to the County program through a series of e-

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mails and a website (4.5a). The website offers healthy recipes, links to smoking cessation classes (4.5b), and information on Amwell-Telehealth (4.5c). Employees have been introduced to a plethora of wellness opportunities such as: on-line trackers, wellness resources, and farmers markets. The Culture of Health also offered several events in which employees could challenge their co-workers as a team or individual. These included *Healthy Trails* in 2015 and 2016, *Feel Like a Millionaire* in 2017, and *Slam Dunk Wellness* in 2018. One of our employees also volunteered to become a Culture of Health Ambassador in order to share information with the department and help organize events.

The County of Riverside understands that employees face challenges in their lives such as job stress and family conflicts. The County established the Employee Assistance Services (EAS) (4.5d) program in 1983 as an innovative employee family assistance program. The program is free of charge and designed to help employees and their family members with personal and work-related concerns which affect their happiness, general well-being and work functioning. EAS staff includes licensed psychologists and marriage and family therapists that provide confidential face-to-face, telephonic and short-term counseling, referrals, educational workshops, and training on various topics.

The District also officially and unofficially encourages active lifestyles by participating in various team-type events as appropriate. Additionally, the District sponsors various events such as the Mission Inn Run and the Superhero run, and employees are sometimes offered free registration to participate in these events. Currently, 10.4% of the District staff is participating in Slam Dunk Wellness an online nutrition and exercise game in which department teams compete against other departments. This percentage is up 6% from the 2017 *Feel Like a Millionaire Challenge*.

The District Executive Team believes in modeling healthy behaviors and incorporates certain practices into everyday activity. Noting that sedentary-type jobs are typically assigned at District Headquarters, several experimental programs, such as a walking club, have been implemented. In addition, an on-site retail center includes healthy options such as protein bars, fruit drinks, and sandwiches, in order to entice employees to stay clear of drive through restaurants throughout the area.

Evidence of employee participation is not available for public review due to employee privacy rights.

Documentation:

- 4.5a Riverside County Culture of Health
<http://cultureofhealth.rc-hr.com/Resources>
- 4.5b Riverside County Culture of Health Smoking Cessation Classes
<http://cultureofhealth.rc-hr.com/Resources/Smoking-Cessation>
- 4.5c Riverside County Amwell-Telehealth
<http://cultureofhealth.rc-hr.com/amwell>
- 4.5d Riverside County Employee Assistance Service (EAS) Program
<http://eas.rc-hr.com/>

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Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.6 - Orientation Program

Standard: There shall be an orientation program for all personnel employed by the agency.

Suggested Evidence of Compliance: Provide outline of the orientation program and a representative example of materials distributed at an orientation. The orientation program should include:

- a. Philosophy, goals, and objectives;
- b. The history and development of the agency;
- c. Pertinent sociological and environmental factors of the community and specific neighborhoods in which the individual is to serve (environmental scan); and
- d. Review of program/parks policies and procedures manuals, job duties, staff procedures, first aid and safety concerns and guidelines and forms review.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 442-443.

Agency Evidence of Compliance:

The District conducts departmental orientations for all new hires. This orientation includes a PowerPoint presentation (**4.6a**) with information about the District, including the Mission Statement, Vision, Values, the history and development of the agency, policies and procedures, an overview of the current annual work plan, resources, and general expectations of the staff. The new employee processing checklist (**4.6b**) outlines the information provided.

Temporary employees brought on through the County Human Resources Temporary Assignment Program (TAP) receive orientation through County Human Resources during their TAP hiring process, and supervisors may request an optional District orientation (**4.6c**) for them as well.

Supervisors provide all new employees and volunteers a site-specific orientation (**4.6d**) within 30 days of employment, addressing items unique to the site and duties/job description. The orientation includes information about the District, policies and procedures, first aid and safety, an overview of the current annual work plan, resources, and general expectations.

New permanent employees attend a 2 hour online New Employee Orientation (**4.6e**) presented by County Human Resources (HR). This orientation addresses countywide material such as benefits, structure, and policies. County Human Resources provides a New Employee Handbook (**4.6f**) in electronic format. Parks Human Resources emails the New Employee Handbook link to

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new employees so they have access to needed information before they receive their employee identification number.

Documentation:

- 4.6a District New Employee Orientation Power Point.
- 4.6b New Employee Processing Checklist
- 4.6c TAP Employee Orientation Checklist
- 4.6d Supervisors Checklist for New Employee\Volunteer
- 4.6e Online New Employee Orientation Course information
- 4.6f New Employee Handbook

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.6.1 - Employee Training and Development Program

Standard: There shall be a program of employee development which is available to employees throughout the agency. It should be based on needs of individual employees, future organizational needs, and is evaluated and updated periodically. The program must notify personnel of available and/or required training, maintain training records, and assure that required training programs are attended. The program should incorporate in-service training and succession planning to ensure the continued effective performance of the organization after the departure of key staff.

Suggested Evidence of Compliance: Describe the scope and components of the employee development and training program, provide an outline of training offered (mandatory and discretionary), and provide lists of participants for the prior calendar year, and last review.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 17 – Human Resource Management, pp. 448-451.](#)

Agency Evidence of Compliance:

The County offers a variety of training classes through the COR Learning Training Center (4.6.1a). A list of classes is given to new employees showing mandated training for non-supervisory employees and Management level staff (4.6.1b). COR Learning sends Mandated Training Reports (4.6.1c) to the department the first of each month. District Human Resources (HR) sends a monthly email reminder to staff who need to complete a class.

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The Safety Office provides classes such as Drivers Training, CPR\First Aide\AED, Blood Borne Pathogens, etc. These classes are available through the COR Learning program; however, their class listings are limited. Therefore, the District has an in-house instructor certified in teaching the CPR\First Aide\AED\Epi Pen and Blood Borne Pathogens training. The training classes are tracked in an Access Database (**4.6.1d**). A list of Access monitored classes is attached (**4.6.1e**).

Documentation:

- 4.6.1a COR Learning Center link
<http://corlearning.rc-hr.com/>
- 4.6.1b County Mandated Training Lists
- 4.6.1c Recent COR Learning Report
- 4.6.1d Recent Access Database Report
- 4.6.1e List of classes monitored in Access Database

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.6.2 - Professional Certification and Organization Membership

Standard: Professional staff shall be active members of their professional organization(s) and pursue professional certifications within their respective disciplines. "Active" means more than holding membership, including attendance at meetings, making presentations, participating in committee work, holding elected and appointed positions, and participation in educational opportunities.

Suggested Evidence of Compliance: Provide a list of staff with professional certifications and also provide a list of staff that have actively participated in a professional organization during the prior calendar year, indicating the nature of participation. The following are examples for park and recreation professionals e.g. Certified Park and Recreation Professional (CPRP), Certified Park and Recreation Executive (CPRE), Certified Therapeutic Recreation Specialist (CTRS) for park and recreation professionals.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, p. 451.

Agency Evidence of Compliance:

Professional Certifications:

Currently, the District has two employees with CPRE (Assistant Parks Director, **4.6.2a**) and CPRP (General Manager, **4.6.2b**) certifications. In addition, the Assistant Parks Director is a Credentialed County Executive Leader through the California State Association of Counties

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(CSAC) (4.6.2c), a Certified Park & Recreation System Master Planner (4.6.2d) and a Certified Tourism Planner for Park & Recreation Agencies (4.6.2e). Four members of the management team have Environmental Leadership Academy Certificates from California State University – San Marcos (4.6.2f). The District’s Fiscal Manager is a Certified Government Financial Manager (4.6.2g) and a Certified Internal Auditor (4.6.2h). Additional certifications include Certified Interpretive Guide (4.6.2i) and California Naturalist (4.6.2j). A full list of certifications and licenses by type and staff member are found on the attached Certifications & Memberships List (4.6.2k).

Professional Organization Involvement:

The District is a Premiere Member or Agency Member of several organizations including the National Park & Recreation Association (4.6.2l), California Park & Recreation Society (4.6.2m), and Park Ranger Association of California (4.6.2n). In addition, the Executive Team are members of the California Special Districts Association (4.6.2o) and National Association of County Park & Recreation Officials (NACPRO) (4.6.2p). Several staff attend and/or teach educational sessions at the annual congress or conference for each association as noted on the attached Certifications & Memberships List, under “nature of participation.”

The District also has one staff member, Assistant Director Kyla Brown, who served on the California Park and Recreation Society (CPRS) State Board as the Region 4 Representative (4.6.2q) from 2017 – 2019, as well as served as a Regent on the CPRS Maintenance Management School Board (4.6.2r) from 2013 to 2019. Assistant Director Brown attends state board meetings, school board meetings, hosts and speaks at events throughout the year, and actively works on task forces for the improvement of the profession.

Documentation:

- 4.6.2a CPRE Certificate – Assistant Parks Director
- 4.6.2b CPRP Certificate – Parks Director/General Manager
- 4.6.2c CSAC Executive Leadership Credential
- 4.6.2d Park & Recreation System Master Planning Certificate
- 4.6.2e Tourism Planning for Park & Recreation Agencies Certificate
- 4.6.2f Environmental Leadership Academy Certificates
- 4.6.2g Certified Government Financial Manager
- 4.6.2h Certified Internal Auditor
- 4.6.2i Certified Interpretive Guide
- 4.6.2j California Naturalist Certification
- 4.6.2k Certifications & Memberships List
- 4.6.2l National Park & Recreation Association Premiere Agency Membership
- 4.6.2m California Park & Recreation Society Agency Membership
- 4.6.2n Park Rangers Association of California Agency Membership
- 4.6.2o California Special Districts Association Membership Listing
- 4.6.2p National Association of County Park and Recreation Officials (NACPRO) Membership
https://nacpro.org/Member_Agencies
- 4.6.2q CPRS State Board of Directors webpage

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<http://www.cprs.org/p/cm/ld/&fid=60>

4.6.2r CPRS Maintenance Management School Board of Regents (see highlight)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7 - Volunteer Management

Standard: There shall be a volunteer management function within the agency, including a comprehensive volunteer management manual that includes policies and procedures related to the management of volunteers.

Suggested Evidence of Compliance: Provide the volunteer management manual.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 454-458.

Agency Evidence of Compliance:

The County of Riverside supports and encourages the utilization of volunteers by departments when and where appropriate. Board of Supervisors Minute Order 3.35 (4.7a) defined the formalization of countywide and departmental Volunteer Resource Programs. Board Policy 440 (4.7b) defines “Volunteer Workers” along with departmental coordination with County Human Resources, including but not limited to coordinated policies and monthly reporting.

The District operates and maintains the volunteer program coordinated between internal human resources staff and District site supervisors. This includes the full life cycle of volunteer engagement, recruitment, screening, placement, onboarding, placement, evaluation, retention, and separation.

The District's volunteer management manual (4.7c) was initially developed and distributed to District staff and continues to be updated to meet programmatic operations. This manual encompasses guidelines related to the management of volunteers. Additionally, the District utilizes a comprehensive volunteer administration database (4.7d) to coordinate volunteer activities, monitor volunteers, track hours, and maintain volunteer files.

Documentation:

- 4.7a BOS M.O. 3.35, 12/16/97, Establishing Volunteer Resources Program
- 4.7b Board Ordinance 440 (Section 11 Volunteer Workers), pages 34-36
<http://rc-hr.com/Find-A-Job/Explore-Opportunities/Volunteers>
- 4.7c District Volunteer Management Manual
- 4.7d District Volunteer Management Database
<https://app.betterimpact.com/Enterprise/Main>

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Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7.1 - Use of Volunteers

Standard: Volunteers shall be used by the agency in a variety of positions.

Suggested Evidence of Compliance: Provide list of functions in which agency volunteers are used, the extent of use, and examples of volunteer position descriptions.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 455-456.

Agency Evidence of Compliance:

Volunteers represent two thirds of overall staff and serve the District in a variety of ways including but not limited to park maintenance, park and recreation operations, historical and natural interpretation, and natural resource conservation. The full list of Volunteer Openings and Locations/Programs (4.7.1a) is found on the District Volunteer Website (Better Impact). Volunteer commitments range from short-term projects of only a few hours for a special events to long-term commitments of at least a year while living in a park or open-space area. Position Descriptions (4.7.1b) exist for each position and are found on the District’s Volunteer webpage (4.7.1c).

Documentation:

- 4.7.1a District Volunteer Website (Better Impact) List of Openings and Locations
<https://app.betterimpact.com/PublicEnterprise/74ab07c6-2292-4cf2-877e-807c3e6e76c9>
- 4.7.1b Volunteer Position Descriptions (sample)
<https://www.rivcoparks.org/wp-content/uploads/CAMP-HOST-Position-Description-Revised-11-22-17.pdf>
- 4.7.1c District’s Volunteer Webpage Listing Positions (select “Volunteer Positions” tab)
<https://www.rivcoparks.org/volunteers/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7.2 - Volunteer Recruitment, Selection, Orientation, Training, and Retention

Standard: There shall be an on-going function within the agency for the recruitment, selection, orientation, training and retention of volunteers, including procedures on background screening. Background investigations shall be made for all volunteers who work routinely with vulnerable populations, especially youth, senior adults, and persons with disabilities.

Suggested Evidence of Compliance: Provide the agency's recruitment, selection, orientation, training, and retention procedures. Provide the agency's background investigation procedures for volunteers and evidence of implementation.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 17 – Human Resource Management, pp. 456-457.](#)

Agency Evidence of Compliance:

The District continually recruits for camp hosts, resident caretakers, and short-term and long-term volunteers using the District website (**4.7.2a**), social media, partnering organizations, community fairs, Volunteer Match (**4.7.2b**), an established volunteer clearinghouse, and word of mouth through existing volunteers and employees. The District Volunteer Program Management Manual, Section 5 (**4.7.2c**) outlines the steps in the recruitment process, which include: identifying individual site volunteer needs, identifying strategies for reaching targeted audiences, and developing a calendar for implementing the strategies.

Potential volunteers are required to submit a volunteer application (**4.7.2d**) to begin the screening process. The Administrative Services Assistant (ASA) reviews the application and sends the applicant's contact information to a site supervisor for an interview. If the applicant performs favorably, the supervisor informs the ASA to move forward with the selection process per the established Volunteer Screening Procedure within District Policy 4.7 (**4.7.2e**). The new volunteer is then required to complete a Department of Justice Background Check pursuant to Ordinance 440 (**4.7.2f**) and Board Policy C-33 (**4.7.2g**) prior to performing any volunteer work. Supervisors receive an email notifying them of when a volunteer has completed their screening successfully (**4.7.2h**).

Site supervisors provide onsite orientation and ongoing training per Volunteer Program Manual, Section 6 (**4.7.2i**). Strategies for the retention of volunteers include an annual program audit, annual program satisfaction survey, staff involvement, continuous training and development, Volunteer of the Month/Year awards, and the annual Employee and Volunteer Recognition Luncheon (**4.7.2j**).

Documentation:

4.7.2a Volunteer Openings and Locations from Website

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- <https://app.betterimpact.com/PublicEnterprise/74ab07c6-2292-4cf2-877e-807c3e6e76c9>
- 4.7.2b Volunteer Match website
<https://www.volunteermatch.org/>
- 4.7.2c District Volunteer Program Management Manual, Section 5
- 4.7.2d Volunteer Application Packet
https://www.rivcoparks.org/wp-content/uploads/Application-Packet_02-14-19-final.pdf
- 4.7.2e District Policy 4.7
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/4.7-Volunteer-Interest-Recruitment-Screening-and-Selection.pdf>
- 4.7.2f Board Ordinance 440 (Section 11 Volunteer Workers, pages 32-34)
<https://www.rivcocob.org/wp-content/uploads/2018/08/440.1763.pdf>
- 4.7.2g Board Policy C-33
<http://www.rivcocob.org/boardpolicies/policy-c/POLICY-C33.pdf>
- 4.7.2h Email Notification of Successful Completion of Screening Process
- 4.7.2i District Volunteer Program Management Manual, Section 6
- 4.7.2j Annual Recognition Luncheon Itinerary

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7.3 - Supervision and Evaluation of Volunteers

Standard: Agency volunteers shall be monitored, shall receive supervisory visits, and be evaluated regarding performance. Supervision and evaluation of volunteers is important to ensure adequate training is provided and to verify satisfactory conduct and performance. The degree to which the agency supervises and evaluates volunteers may vary depending on the role of the volunteers.

Suggested Evidence of Compliance: Provide written description of the monitoring system including current practices for supervisory visits, and examples of evaluations.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, p. 457.

Agency Evidence of Compliance:

The District provides regular supervision and written evaluations (**4.7.3a**) for all on-site volunteers and regularly discusses performance and agency goals. Supervisors provide various forms of supervision directly or indirectly through designated employees. Supervision includes

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training and development in specialized tasks, holding regular staff meetings that include both employees and volunteers, developing a positive working environment to mitigate potential conflicts, recognizing the contributions of volunteers, and providing constructive feedback when necessary. Additionally, the District utilizes a comprehensive volunteer management database (4.7.3b) to: coordinate volunteer activities, monitor volunteers, track hours, and maintain volunteer administrative files.

Supervisors and/or designee meet with camp host and resident caretaker volunteers annually to renew their Caretaker Occupancy Agreement (4.7.3c) and verbally discuss previous year performance, review position description, consider changes to the scope of work if deemed appropriate, provide information on County and/or District updates, and communicate goals for the upcoming year.

Documentation:

- 4.7.3a Volunteer Performance Evaluation
[volunteer performance evaluation 2016.pdf](#)
- 4.7.3b District Volunteer Management Database
<https://app.betterimpact.com/PublicEnterprise/74ab07c6-2292-4cf2-877e-807c3e6e76c9>
- 4.7.3c Caretaker Occupancy Agreement

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7.4 - Recognition of Volunteers

Standard: There agency shall recognize volunteers for their contributions. Recognition may take many forms, depending on the nature of volunteer roles.

Suggested Evidence of Compliance: Provide a description of the recognition program and recognitions given over the past calendar year.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 17 – Human Resource Management, pp. 457-458.](#)

Agency Evidence of Compliance:

The District acknowledges volunteers time and work efforts in numerous ways. On the spot recognition consists of issuing verbal praise, written thank you cards, and positive emails providing the recognition for work well done. The District also offers a monthly recognition

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form for peers and supervisors to nominate a volunteer of the month through an online submission process (4.7.4a). The recognition is published in the *RivCoParks Talk* (4.7.4b) newsletter monthly publication. An annual recognition event is held for volunteers and employees. The Annual Volunteer of the Year recipient is recognized at the annual Employee/Volunteer Recognition Luncheon (4.7.4c) and receives a certificate and plaque/trophy.

Documentation:

- 4.7.4a Employee/Volunteer of the Month Nomination 2018
- 4.7.4b RivCoParks Talk Newsletter
<https://mailchi.mp/3eeb1c0844d6/rivcoparks-talk-september-1680661>
- 4.7.4c Annual Employee & Volunteer Appreciation Luncheon Invitation

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.7.5 - Liability Coverage for Volunteers

Standard: Agency volunteers shall be covered for negligence liability.

Suggested Evidence of Compliance: Provide documentation indicating coverage of volunteers for negligence liability.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, p. 458.

Agency Evidence of Compliance:

All individuals who volunteer with the County of Riverside are enrolled in the Volunteer Insurance Program as described in the Brochure (4.7.5a) and Flyer (4.7.5b) per Board of Supervisors Memorandum Order 3.35 (4.7.5c) and County Ordinance No. 440, Section 11 (4.7.5d) which provides coverage for volunteers in the areas of Excess Medical, Excess Volunteer Liability, and Excess Automobile Liability. As described, each of the coverage's is in excess of the volunteer's personal coverage. The County of Riverside Human Resources Risk Management Division is responsible for managing and administering the program.

Documentation:

- 4.7.5a Volunteer Insurance Program Brochure
- 4.7.5b Volunteer Insurance Program Flyer
- 4.7.5c Board of Supervisors M.O. 3.35, 12/16/97, Establishing Volunteer Resources Program

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4.7.5d Board Ordinance 440 (Section 11 Volunteer Workers, amended Nov 2009)
<https://www.rivcocob.org/wp-content/uploads/2018/08/440.1763.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

4.8 - Consultants and Contract Employees

Standard: The agency shall have policies and procedures regarding the use of consultants and contract employees.

Suggested Evidence of Compliance: Provide the agency's policies and procedures regarding the use of consultants and contract employees.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 17 – Human Resource Management, pp. 458-459.

Agency Evidence of Compliance:

The use of consultants and contract employees is governed by Board of Supervisors policies A-18 (**4.8a**), Procedures for Contracting for Professional or Personal Services and H-7, Selection of Architectural, Engineering and Real Estate Related Services (**4.8b**). Procedures for selecting contractors and procuring consultants are outlined in these policies. The County Purchasing Department has developed a County Purchasing Policy Manual updated in 2016 (**4.8c**) that provides assistance in the practical application of these policies.

Documentation:

- 4.8a BOS policy A-18, Procedures for Contracting for Professional or Personal Services
<https://www.rivcocob.org/boardpolicies/policy-a/POLICY-A18.pdf>
- 4.8b BOS policy H-7, Selection of Architectural, Engineering and Real Estate Related Services
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H07.pdf>
- 4.8c County of Riverside Purchasing Policy Manual, September 2016
<http://intranet.rivcoparks.org/wp-content/uploads/2016/11/Purchasing-Manual-September-2016.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 4.0 – HUMAN RESOURCES**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

5.0 - Financial Management

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Financial management is the process of planning for, acquiring, and using funds to achieve predetermined organizational goals and objectives. The increasing demand for more and better services, continuing upward spiral of costs, increasing emphasis on fiscal responsibility and accountability, and the unwillingness of taxpayers support higher taxes, are all forcing park and recreation organizations to become more effective and efficient in all aspects of their financial operations. Parks and recreation managers must possess the ability to secure, organize, and control the financial resources of the organization to assure the success and survival of their organizations.

Formal fiscal control and monitoring procedures enable an agency to establish accountability, to comply with funding authorizations and restrictions, to ensure that disbursements are for designated and approved proposes and to alert agency management to possible problems.

5.1 - Fiscal Policy ★

Standard: Fiscal policies setting guidelines for management and control of revenues, expenditures, and investment of funds shall be set forth clearly in writing, and the legal authority must be clearly established.

Suggested Evidence of Compliance: Provide fiscal policies and legal authority.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 487-494.

Agency Evidence of Compliance:

The County Board of Supervisors sets all policy for the County departments and Special Districts based upon Board Policy A-01 (**5.1a**). The County Chief Executive Officer (CEO) is responsible for managing the operation of County programs and services consistent with Board of Supervisors policies per County Ordinance 442 (**5.1b**). Policies include specific guidance regarding cash management in Board Policy B-14 (**5.1c**), investments in Board Policy B-21 (**5.1d**), debt management in Board Policy B-24 (**5.1e**), pension management in Board Policy B-25 (**5.1f**), and fund balance and revenue in Board Policy B-30 (**5.1g**).

The District Business Services Bureau is responsible for the development and monitoring of fiscal matters including budget, payroll, purchasing, accounts receivable, accounts payable, revenue, expenditures, fund balance, grants accounting and billing, capital expenditures and improvements, accounting, auditing, financial reporting, and internal controls. The District adheres to County Policy and provides additional clarifying guidance through District Policy 5.1 (**5.1h**). District policy remains consistent with County Policy and provides additional information for staff in order to ensure compliance.

Documentation:

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- 5.1a Board Policy A-01
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A01.pdf>
- 5.1b Board Ordinance 442
<http://www.rivcocob.org/ords/400/442.3.pdf>
- 5.1c Board Policy B-14
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B14.pdf>
- 5.1d Board Policy B-21
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B21.pdf>
- 5.1e Board Policy - B-24
<http://www.rivcocob.org/wp-content/uploads/2013/05/B-24.pdf>
- 5.1f Board Policy B-25
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B25.pdf>
- 5.1g Board Policy B-30
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B30.pdf>
- 5.1h District Policy 5.1
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/5.1-Fiscal-Policy.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.1.1 - Comprehensive Revenue Policy

Standard: There shall be an established revenue policy that is periodically updated regarding fees and charges for services and the strategies and methodologies for determining fees and charges and levels of cost recovery.

Suggested Evidence of Compliance: Provide the policy on fees and charges, the current fee schedules or cost-recovery procedures, and the most recent review or update.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 500-515.

Agency Evidence of Compliance:

California Public Resources Code 5506.7(b)(2) (**5.1.1a**) 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 December 18, 2007 (**5.1.1b**), directing staff to collect public use fees and charges for park

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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 March 9, 2017 (**5.1.1c**). 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. 2017-04 on April 11, 2017 (**5.1.1d**).

The District also charges fees for a variety of other services, such as mitigation fees, plan check fees, and contract fees for service. Development impact fees are extracted to mitigate the impacts of development. Riverside County Ordinance 659, updated September 12, 2006 (**5.1.1e**) provides the legal authority for collecting expansion fees for Regional Park and Regional Multipurpose Trail facilities. These fees are based upon 10-year planning cycles and vary by planning areas, with unit pricing for single family, multi-family, industrial, surface mining, and commercial development. Through Riverside County Ordinance 671, last updated August 20, 2013 (**5.1.1f**), the District receives fees for plan check services, primarily related to costs associated with Regional Trail planning.

Documentation:

- 5.1.1a California Public Resources Code 5506.7 (b)(2)
https://leginfo.ca.gov/faces/codes_displaySection.xhtml?lawCode=PRC§ionNum=5506.7.
- 5.1.1b Board Policy J-5
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J05.pdf>
- 5.1.1c District Advisory Commission Approval of Use Fees - March 9, 2017
http://www.rivcoparks.org/wp-content/uploads/13.1_kb_201617_use_fees.pdf
- 5.1.1d Board Resolution 2017-04
http://rivcocob.org/proceeds/2017/p2017_04_11_files/13.03001.pdf
- 5.1.1e Board Ordinance 659
<http://www.rivcocob.org/ords/600/659.7.pdf>
- 5.1.1f Board Ordinance 671
<http://www.rivcocob.org/ords/600/671.18.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.1.2 - Agency Acceptance of Gifts and Donations

Standard: The agency shall have an established policy for the acceptance of gifts and donations.

Suggested Evidence of Compliance: Provide the policy on acceptance of gifts and donations.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 511-514.

Agency Evidence of Compliance:

The District has established Policy 5.5 Accepting and Recognizing Donations (**5.1.2a**) to ensure a uniform and consistent method of accepting and recognizing various donations in accordance with Board Resolution No. 2004-2 (**5.1.2b**). This policy outlines proper procedures for acceptance and recognition of gifts/donations in the form of money, real property, and/or trees.

Documentation:

- 5.1.2a District Policy 5.5
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/5-5%20accepting%20and%20recognizing%20donations-final.pdf
- 5.1.2b Board Resolution 2004-2

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.1.3 - Grants Procedures

Standard: Where feasible and appropriate, the agency shall procure regional, state, federal and/or other applicable agency grants to supplement funding through an established procedure to research, coordinate and implement grant opportunities. Prior to grant procurement, agencies shall evaluate how application, approval, implementation and management processes will be coordinated.

Suggested Evidence of Compliance: Provide the procedure to procure grants along with a summary of grants received by the agency for the past five years, including identification of the following: project descriptions, grantor, date awarded, grant amount and agency match.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 508-509.

Agency Evidence of Compliance:

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The District continuously seeks grant opportunities in which federal, state and other sources are utilized to fund programs and capital improvement projects.

District Policy 5.8 (**5.1.3a**) and Board Policy A-30 (**5.1.3b**) provides the framework that the District utilizes when applying for grant funding. The policy dictates that the department heads may submit any pre-application, grant letter of intent, grant renewal, or grant amendment to any federal, state, or other grantor agency on behalf of the county provided that:

- It pertains to the function of the District;
- The Executive Office is notified by the department head prior to submittal;
- Obligated funds are specifically budgeted in the current fiscal year, or there are no obligated funds for the grant.

A list of grants received in the past 5 years (**5.1.3c**) demonstrates the types and amounts grant funding utilized by the District.

Documentation:

- 5.1.3a District Policy 5.8
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/5.8-Governmental-Grants.pdf>
- 5.1.3b Riverside County Board of Supervisor Policy A-30
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A30.pdf>
- 5.1.3c List of Grants for the past 5 years

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.1.4 - Private, Corporate, and Non-Profit Support Procedures

Standard: Where feasible and appropriate, the agency shall solicit private, corporate, and non-profit support to supplement agency funding through an established procedure to research, coordinate and implement alternative funding options. Prior to acceptance of support the agency shall evaluate the terms of acceptance and how the implementation and management process will be coordinated.

Suggested Evidence of Compliance: Provide the procedure to solicit private, corporate and non-profit support along with a summary of such support received by the agency for the past five years including identification of the following: project descriptions, grantor/sponsor, date awarded, and value of the contribution and method of recognition.

Agency Evidence of Compliance:

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Sponsorships are encouraged through policy and adhere to District Policy 5.5, Accepting and Recognizing Donations (**5.1.4a**), as well as County Policy A-52, Sponsorships (**5.1.4b**). The District has received considerable financial support from private, corporate, and non-profit sources, and established its own non-profit organization, Riverside County Parks Foundation (**5.1.4c**) to advocate for continued support of the District through fundraising, collaborations, sponsorships, and promotions of various District projects and events.

The District Assistant Director screens all support proposals for potential conflicts of interest and possibilities for negative publicity prior to accepting support or establishing a Partnership. The District maintains a summary of support activity (**5.1.4d**) which includes project descriptions, grantor/sponsors, dates awarded, value of contributions, and applicable recognition.

Documentation:

- 5.1.4a District Policy 5.5
http://intranet.rivcoparks.org/wp-content/uploads/2016/03/5.5_accepting_and_recognizing_donations_3.10.16.pdf
- 5.1.4b Board Policy A-52
<http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A52.pdf>
- 5.1.4c Riverside County Parks Foundation website
<http://www.rivcoparksfoundation.org/who-we-are.html>
- 5.1.4d 2013-2018 Summary List of Donation/Support

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.2 - Fiscal Management Procedures

Standard: There shall be established procedures for the fiscal management of the agency.

Suggested Evidence of Compliance: Provide the procedures for the fiscal management of the agency.

Agency Evidence of Compliance:

As a component unit of the County, the District must adhere to the procedures set forth by both the County of Riverside Executive Office (EO) and Auditor-Controller's Office (ACO). The

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ACO enforces the Board of Supervisors' policies related to accounting through their Standard Practice Manual (5.2a), while the EO enforces those related to budget through published Budget Instructions (5.2b).

The District's Finance Division prepares the District's annual budget and conforms to instructions and guidelines established in the annual budget package distributed by the EO. All accounting activities, such as payroll, accounts payable/receivable, asset management, and month/year end closing, are conducted according to the procedures contained in the ACO's Standard Practice Manual and Year-End Manual (5.2c).

The District's internal procedures for purchasing and accounting activities are contained within the Accounting Procedure Manual (5.2d) and the Quick Reference Guide to Purchasing and Accounting Procedures (5.2e). The Finance Division holds bi-monthly training courses for all District staff on purchasing and accounting procedures, using the Quick Reference Guide as training material.

Documentation:

- 5.2a County Auditor-Controller Standard Practice Manual
[http://www.auditorcontroller.org/StandardPracticeManual\(SPM\)/StandardPracticeManual.aspx](http://www.auditorcontroller.org/StandardPracticeManual(SPM)/StandardPracticeManual.aspx)
- 5.2b County Executive Office Budget Instructions
<http://esd.co.riverside.ca.us/Budget-Administration-System-for-Enterprise>
- 5.2c County Auditor-Controller Year-End Manual
http://www.auditorcontroller.org/Portals/0/Documents/publications/yearend/2018/FY17-18_YE_Manual_Final.pdf?ver=2018-07-24-121229-020
- 5.2d District Accounting Procedure Manual
- 5.2e District Quick Reference Guide to Purchasing and Accounting Procedures
http://intranet.rivcoparks.org/wp-content/user_uploads/documents/finance/Quick%20Reference%20Guide_Acctg%20Procedures.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.2.1 - Authority and Responsibility for Fiscal Management

Standard: The agency's chief administrator shall be designated as having the authority and responsibility for the fiscal management of the agency. Although an agency's chief

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administrator is ultimately responsible for all agency fiscal matters, the size and complexity of the agency may dictate the need to delegate responsibility for fiscal management functions to an identifiable person or component within the agency.

Suggested Evidence of Compliance: Provide documentation demonstrating clear delegation of fiscal authority for the agency.

Agency Evidence of Compliance:

California Public Resources Code 5538 **(5.2.1a)** states a General Manager, appointed by the Board, is the Chief Administrative Officer and Controller of the District. Section 5549 **(5.2.1b)** states the General Manager, among other duties, shall prepare and submit the annual budget to the Board.

District Resolution 91-2 **(5.2.1c)** appointed the County Parks Department Director as the District General Manager. The Parks Director supervises all activities of the District and is responsible for fiscal management policies, procedures, internal controls, directives, mandates, and any other related instructions. The Director, as described in the General Manager Job Description **(5.2.1d)** prepares and submits the District’s budget and has full authority and responsibility for the fiscal management and performance of the District.

Documentation:

- 5.2.1a California Public Resources Code 5538
<http://law.onecle.com/california/public-resources/5538.html>
- 5.2.1b California Public Resources Code 5549
<http://law.onecle.com/california/public-resources/5549.html>
- 5.2.1c District Resolution 91-2: Authorizing the Appointment of Officers of the Riverside County Regional Park and Open-Space District (8/13/1991)
- 5.2.1d Parks Director/General Manager Job Description
<http://agency.governmentjobs.com/riverside/default.cfm?action=viewclassspec&classSpecID=1626&agency=9&viewOnly=yes>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.2.2 - Purchasing Procedures 

Standard: Agencies shall have established procedures for the requisition and purchase of agency equipment, supplies, and services.

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Suggested Evidence of Compliance: Provide the procedures for the requisition and purchase of agency equipment, supplies, and services, including:

- a. Bidding procedures;
- b. Criteria for the selection of vendors and bidders; and
- c. Procedures for disbursement of petty cash and issuance; and
- d. Use of procurement cards, if applicable.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 515-517.

Agency Evidence of Compliance:

County Ordinance 459 (**5.2.2a**) establishes the Purchasing Department and designates the Director of Purchasing as the Purchasing Agent for the County of Riverside. The County Purchasing Agent has delegated his/her purchasing authority up to \$50,000 per contract to the District's Buyer II. Contracts and purchase orders between \$50,000 and \$100,000 must be approved by the County Purchasing Agent, and the Board of Directors must approve all contracts and purchase orders above \$100,000. Specific procurement procedures are included in the County of Riverside Purchasing Manual (**5.2.2b**), and Board Policy A-18 (**5.2.2c**) provides specific procedures for the procurement of personal or professional services.

The District participates in the County Purchasing Department's Procurement Card (P-card) Program. Certain District employees as designated by management are issued P-cards with which to make specific, low-value purchases in order to make procurement for those items more efficient. P-card holders are required to follow the procedures outlined in the Procurement Card Program Procedure Handbook (**5.2.2d**).

The District follows all policies and procedures outlined in the County of Riverside Purchasing Policy Manual. Additionally, the District's Finance Department created a Purchasing Procedures Manual that includes detailed internal procedures for procurement activities, as well as a Quick Reference Guide to Purchasing and Accounting Procedures (**5.2.2e**).

District Finance issues small Petty Cash funds to District sites to provide a means to make small, incidental purchases. Procedures and guidelines for the use of Petty Cash are contained in the District's Quick Reference Guide to Purchasing and Accounting Procedures. Supervisors at sites that have been issued Petty Cash must submit a monthly Petty Cash Balance report to the District Finance team as described in the District Supervisor's Cash Handling Manual (**5.2.2f**).

Documentation:

- 5.2.2a Board Ordinance 459
<http://www.rivcocob.org/ords/400/459.5.pdf>
- 5.2.2b County Purchasing Policy Manual
<http://intranet.rivcoparks.org/wp-content/uploads/2016/11/Purchasing-Manual-September-2016.pdf>
- 5.2.2c Board Policy A-18

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- 5.2.2d <http://www.rivcocob.org/boardpolicies/policy-a/POLICY-A18.pdf>
County Procurement Card Program Procedure Handbook
<http://intranet.rivcoparks.org/wp-content/uploads/2016/11/Procurement-Card-Manual-Rev-8-2016.pdf>
- 5.2.2e District Quick Reference Guide to Purchasing and Accounting Procedures
http://intranet.rivcoparks.org/wp-content/uploads/2014/10/quick_reference_guide_acctg_procedures_2016.pdf
- 5.2.2f District Supervisor's Cash Handling Manual
<http://intranet.rivcoparks.org/wp-content/uploads/2014/10/Supv-Cash-Handling-Procedures.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.2.2.1 - Emergency Purchase Procedures

Standard: There shall be established procedures for emergency purchases within the agency to secure equipment or services in a swift and efficient manner.

Suggested Evidence of Compliance: Provide the procedures for emergency purchases.

Agency Evidence of Compliance:

The County Purchasing Procedures Manual (**5.2.2.1a**) defines a valid emergency and includes specific procedures for the handling of purchases during emergency situations.

The District's Finance Division has created Emergency Purchase Procedures (**5.2.2.1b**), which conforms to the guidelines set forth in the County of Riverside's Purchasing Procedures Manual and provides clarification and guidance to staff.

Documentation:

- 5.2.2.1a County Purchasing Procedures Manual
<http://intranet.purchasing.co.riverside.ca.us/Portals/0/WebsiteFiles/Documents/Manuals/Purchasing%20Manual%202016%20FINAL.pdf?ver=2016-09-06-104433-607>
- 5.2.2.1b District Emergency Purchase Procedures
<http://intranet.rivcoparks.org/wp-content/uploads/2010/12/EMERGENCY-PROCEDURES.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.3 - Accounting System 

Standard: The agency shall have a comprehensive accounting system to ensure an orderly, accurate, and complete documentation of the flow of funds. The accounting system shall facilitate rapid retrieval of information on the status of appropriations, expenditures and revenue any time the information is required.

Suggested Evidence of Compliance: Provide a description of the accounting system.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 517-519.

Agency Evidence of Compliance:

Riverside County Information Technology (RCIT) manages the implementation and operation of the PeopleSoft software system (**5.3a**), which is utilized by the District for budgeting, financial processes, and human capital management. PeopleSoft modules consist of General Ledger, Assets, Cash Management, Projects and Grants, Payables, Receivables, Inventory, Purchasing, and Human Capital Management.

Real time data can be extracted from the system by authorized users. System access for District employees is managed by the District’s Security Liaison, a role that is assigned by the Assistant Director. The Security Liaison prepares and submits all requests for user access (**5.3b**) to RCIT, and RCIT establishes access within PeopleSoft. Designated approvers can access their worklist within the system, which lists all transactions that have been entered and are awaiting their approval.

The Auditor-Controller’s Office General Accounting Division (**5.3c**) is responsible for maintaining the chart of accounts and general financial configurations within PeopleSoft.

Documentation:

- 5.3a PeopleSoft Budget Administration System for Enterprise
<http://esd.co.riverside.ca.us/Budget-Administration-System-for-Enterprise>
- 5.3b RCIT Service Center for New User Requests
<http://esd.co.riverside.ca.us/RCIT-Service-Center>
- 5.3c Auditor-Controller’s Office General Accounting Division Responsibilities
<http://www.auditorcontroller.org/Divisions/GeneralAccountingDivision.aspx>

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Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.3.1 - Financial Status Reports

Standard: The agency shall periodically, monthly at a minimum, provide financial status reports. Each appropriation and expenditure shall be classified according to function, organizational component, activity, object, and program.

Suggested Evidence of Compliance: Provide financial status reports for the previous three months.

Financial status reports shall include, at a minimum:

- a. Initial appropriation for each account (or program);
- b. Balances at the commencement of the regularly defined period;
- c. Expenditures and encumbrances made during the period;
- d. Unencumbered balances; and
- e. Revenue status.

Agency Evidence of Compliance:

The District's Finance Division prepares monthly financial status reports (**5.3.1a**) using recorded data from the PeopleSoft general ledger. These reports are distributed to District managers and supervisors via email and are also posted on the District's Intranet (**5.3.1b**).

The reports summarize the District's revenues, expenditures, and fund balance on a District-wide and Program-level basis and compares actual results to budgeted revenues and appropriations.

Documentation:

- 5.3.1a FY 18-19 Monthly Budget Reports (Sample)
<http://intranet.rivcoparks.org/wp-content/uploads/2019/01/FY18-19-BUDGET-vs-Actual-DEC-DISTRICT.pdf>
- 5.3.1b FY 18-19 Access to Financial Status Reports on Intranet
<http://intranet.rivcoparks.org/documents/district-budget-2/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.3.2 - Position Authorization Procedures

Standard: The agency shall have established procedures for maintaining control over the number and type of authorized filled and vacant positions to ensure that persons on the payroll are legally employed and that positions are in accordance with budget authorizations.

Suggested Evidence of Compliance: Provide the position authorization procedures and budgeted positions.

Agency Evidence of Compliance:

Position changes, additions, and deletions are authorized through the annual budgetary process, quarterly status reports, or on an as-needed basis. During the annual budget process, the District's Budget Unit enters the anticipated position needs for the upcoming fiscal year into the budgeting module of PeopleSoft, known as BASE. The District's Executive Office Analyst reviews the requested positions, and submits the request as part of the Recommended Budget to the Board of Supervisors for approval. For any approved changes to the existing personnel count, the District's Budget Unit prepares and submits a Budget Position Reconciliation (BPR) (5.3.2a) to County Human Resources to summarize those changes.

For position additions/deletions/changes occurring outside the annual budget process, District Human Resources prepares and submits a Classification Transaction Request (CTR) (5.3.2b) form to County Human Resources. The CTR form allows Human Resources, with the Executive Office's approval, to add/delete/exchange vacant positions within the District, provided sufficient funds are available within the budget.

The HRMS system provides query reports on budgeted positions (5.3.2c). These reports are reconciled to the District's payroll reports on a regular basis.

Documentation:

- 5.3.2a Budgeted Position Reconciliation (BPR) Form
<http://esd.co.riverside.ca.us/Budget-Administration-System-for-Enterprise/Budget-Workshop-Information/FY-18-19>
- 5.3.2b Classification Transaction Request (CTR) Form
<http://www.rc-hr.com/HR-Services/Administrative/Classification-and-Compensation>
- 5.3.2c Sample Budgeted Positions Report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.3.3 - Fiscal Control and Monitoring Procedures

Standard: The agency shall have established procedures used for collecting, safeguarding, and disbursing funds. The procedures shall enhance security and accountability of all monies received by the agency.

Suggested Evidence of Compliance: Provide the fiscal control and monitoring procedures. The fiscal control and monitoring procedures shall include:

- a. Maintenance of an allotment system, if any, or records of appropriations among organizational components;
- b. Preparation of financial statements;
- c. Conduct of internal audits; and
- d. Persons or positions authorized to accept or disburse funds.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 20 – Budgeting, pp. 572-576.

Agency Evidence of Compliance:

The District is required to follow the accounting and control procedures for all financial transactions as defined in the Auditor-Controller’s Standard Practice Manual (**5.3.3a**). The District has developed a Cash Handling Procedures Manual (**5.3.3b**) which provides guidelines for staff and complies with Auditor-Controller standards and requirements to ensure proper safeguarding and recording of cash and negotiable items that are collected in the normal course of business.

The District is a Component Unit of the County of Riverside’s Comprehensive Annual Financial Report (CAFR) (**5.3.3c**), which is prepared by the Auditor-Controller’s General Accounting Division (GAD). The GAD is responsible for ensuring that the CAFR is reliable, accounting records reflect the actual financial transactions, public funds are adequately safeguarded and used for their intended purposes, and all accounting transactions and related reports are in compliance with applicable laws. The District prepares and submits required financial reports to the GAD as part of the year-end closing process (**5.3.3d**).

The Auditor-Controller’s Internal Audit Division (IAD) conducts audits in conformance with Government Auditing Standards, Internal Auditing Standards, or Generally Accepted Auditing Standards, as circumstances require. The IAD publishes the resulting Audit Reports (**5.3.3e**) on the Auditor-Controller’s public website.

Documentation:

- 5.3.3a County Auditor-Controller Standard Practice Manual
[http://www.auditorcontroller.org/StandardPracticeManual\(SPM\)/StandardPracticeManual.aspx](http://www.auditorcontroller.org/StandardPracticeManual(SPM)/StandardPracticeManual.aspx)
- 5.3.3b District Cash Handling Procedures Manual
<http://intranet.rivcoparks.org/wp-content/uploads/2018/07/Cash-Handling->

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- 5.3.3c [Procedures-revJuly2018.pdf](#)
Comprehensive Annual Financial Report
http://www.auditorcontroller.org/Portals/0/Documents/publications/FinancialPub/cafr/CAFR_2018/CAFR_FINAL_FY18.pdf?ver=2019-01-16-121630-320
- 5.3.3d FY17-18 Year-End Manual
http://www.auditorcontroller.org/Portals/0/Documents/publications/yearend/2018/FY17-18_YE_Manual_Final.pdf?ver=2018-07-24-121229-020
- 5.3.3e Internal Audit Division website
<http://www.auditorcontroller.org/Divisions/AuditsandSpecializedAccounting/InternalAuditReports.aspx>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.3.4 - Independent Audit 

Standard: There shall be an independent audit of the agency's fiscal activities conducted annually or at a time stipulated by applicable statute or regulation. The audit may be performed by the government's internal audit staff (external to the agency being audited) or by an outside certified public accounting firm.

Suggested Evidence of Compliance: Provide the most recent independent audit and management letter, or most recent Comprehensive Annual Financial Report (CAFR) and provide the response to the audit recommendations.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 19 – Financial Management, pp. 520-523.

Agency Evidence of Compliance:

The District is subject to audits such as program, fiscal, and internal control audits by the State, Federal, and other funding agencies pursuant to the Single Audit Act of 1984 as described in Circular No. A-133, Audits of States, Local Governments, and Non-Profit Organizations **(5.3.4a)**.

The District is subject to audit by an external independent auditing firm on an annual basis **(5.3.4b)**. The firm observes the District's operations, assesses the District's level of risk of fraud, waste, and abuse, performs tests of internal controls on fiscal activities, reviews compliance with applicable fiscal laws and regulations, and provides an opinion on the District's Financial Statements which are prepared according to generally accepted accounting principles as set forth by the Governmental Accounting Standards Board (GASB). The District provides a response to

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any findings (5.3.4c).

Additionally, the District is included in the County of Riverside Auditor-Controller's Comprehensive Annual Financial Report (CAFR) (5.3.4d) as a dependent component unit. An annual audit of the CAFR is performed by an external entity to ensure compliance with GASB.

Documentation:

- 5.3.4a OMB Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations
https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/circulars/A133/a133_revised_2007.pdf
- 5.3.4b District 2018 Financial Statements and Independent Auditor's Report
- 5.3.4c FY 17-18 Management Letter and District Response
- 5.3.4d Comprehensive Annual Financial Report FY 17-18
http://www.auditorcontroller.org/Portals/0/Documents/publications/FinancialPub/cafr/CAFR_2018/CAFR_FINAL_FY18.pdf?ver=2019-01-16-121630-320

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.4 - Annual or Biennial Budget

Standard: There shall be an annual or biennial operating and capital improvements budgets, including both revenues and expenditures. Operating budgets include both capital and operating expenses, cover a one-year or two-year period and capital improvements may extend five or six years with annual review. The nature of an agency's budgetary system may be determined by the kind of system in use by its governmental authority.

Suggested Evidence of Compliance: Provide the current and approved operating and capital improvements budgets.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 20 – Budgeting, pp. 527-576.

Agency Evidence of Compliance:

The District prepares an operating and capital budget on an annual basis that includes both revenues and expenditures for the upcoming fiscal year (July 1 to June 30) (5.4a). The District's budget is considered and approved during the County Budget hearing by the Board (5.4b).

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Capital projects identified through the Capital Improvement Program (CIP) are ranked according to priority, and only those projects classified as critical for the upcoming fiscal year are budgeted (5.4c). For multi-year capital projects, only those expenses expected to be incurred during the coming fiscal year are budgeted.

Documentation:

- 5.4a District Adopted Budget FY 18/19
<http://intranet.rivcoparks.org/wp-content/uploads/2018/07/FY18-19-BUDGET-DISTRICT.pdf>
- 5.4b County Budget Hearing 18/19
http://riversidecountyca.iqm2.com/Citizens/Detail_LegiFile.aspx?Frame=&MeetingID=1817&MediaPosition=&ID=7227&CssClass
- 5.4c FY18-19 District CIP Budget
<http://intranet.rivcoparks.org/district-budget-2/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.4.1 - Budget Development Guidelines

Standard: The agency shall establish guidelines to inform the heads of organizational components of the essential tasks and procedures relating to the budget preparation process. The guidelines shall include instructions for preparing budget request documents and for providing adequate justification for major continuing expenditures or changes in continuing expenditures of budget items. Information should be included regarding operating impact.

Suggested Evidence of Compliance: Provide the budget development guidelines.

Agency Evidence of Compliance:

The County of Riverside Executive Office (EO), under the direction of the Chief Financial Officer, formulates and implements the County's annual budget. The EO prepares and distributes an annual Budget Schedule (5.4.1a), with due dates for annual budget requests and quarterly review analyses. At the beginning of each budget cycle, the Executive Office holds a Budget Workshop (5.4.1b) wherein the budget instructions and related supporting information is provided to guide budget development.

The Budget Unit of the District's Finance Division utilizes Basecamp (5.4.1c) to distribute budget instructions, tools, information, and deadlines to staff during the budget process.

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The EO monitors the budget on a continual basis and, with the participation of Departments and Districts, prepares quarterly budget status reports (**5.4.1d**) for the Board of Supervisors. In addition, the EO must review, approve, and sign off on all requests for adjustments to the budget.

Documentation:

- 5.4.1a Long Range Budget Schedule
<http://esd.co.riverside.ca.us/Portals/0/PDFS/Budget/18-19/Budget%20Schedule%20-%20Long-range.pdf>
- 5.4.1b FY18-19 Executive Office Budget Workshop Information
<http://esd.co.riverside.ca.us/Budget-Administration-System-for-Enterprise/Budget-Workshop-Information/FY-18-19>
- 5.4.1c FY18-19 Budget Basecamp Project
<https://riversidecountyparks.basecampHQ.com/projects/14061560-fy18-19-budget/posts>
- 5.4.1d FY18-19 First Quarter Budget Report
http://riversidecountyca.igm2.com/Citizens/Detail_LegiFile.aspx?Frame=&MeetingID=1830&MediaPosition=1842.726&ID=8361&CssClass=

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.4.2 - Budget Recommendations

Standard: Major organizational components shall provide recommendations, based on operational and activity analysis, for use in the development of the agency's budget.

Suggested Evidence of Compliance: Provide examples of agency component recommendations and evidence of their consideration in the budgeting process. Recommendations shall include:

- a. Assessment of current and future personnel needs;
- b. Costs per program element;
- c. Line items.

Agency Evidence of Compliance:

To obtain ideas, input, and recommendations from all Program supervisors, managers, and Chiefs, the Budget Unit prepares budget workbooks (**5.4.2a**) for operations which include the current fiscal year's budget and actual expenditures by line item through December for each Program Area. The Budget Unit also prepares separate payroll workbooks and a personnel matrix (**5.4.2b**) to be used for analyzing and allocating current and future staffing needs.

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The operations and payroll workbooks are uploaded to Basecamp along with budget instructions (5.4.2c) and guidance from the Director according to the District's Budget Calendar. The Budget Unit schedules appointments (5.4.2d) with the managers/supervisors of each Program Area to perform a thorough operational review and analysis and assist with the development of budget recommendations. During these review sessions, staff work closely with the Budget Unit to critically analyze current expenditures, adjust staffing and other expenditure requests, and ensure budget requests are aligned with the Strategic Plan.

The Budget Unit compiles all Program Area budget requests into the Consolidated District Budget Request (5.4.2e) for review, adjustment, and approval by the District's Executive Team. The final version approved by the Executive Team is then input into the District' Financial System as the Recommended Budget to be presented to the Board.

If an unplanned budget need arises outside of the annual budget process, staff prepare a Supplemental Budget Request (5.4.2f) form for review by their Chief and Assistant Parks Director. If the request is approved, it is forwarded to the Budget Unit for inclusion with the next quarterly budget adjustment request to the Executive Office.

Documentation:

- 5.4.2a FY18-19 District Budget Workbooks by Program Area
<https://riversidecountyparks.basecamp.com/projects/14061560-fy18-19-budget/posts/104527180/comments>
- 5.4.2b FY 18-19 Personnel Matrix
- 5.4.2c FY18-19 District Budget Instructions
<https://riversidecountyparks.basecamp.com/projects/14061560-fy18-19-budget/posts/104193056/comments>
- 5.4.2d Sample Budget Unit Review Appointments by Program Area
- 5.4.2e FY 18-19 Consolidated District Budget Request
- 5.4.2f FY18-19 Supplemental Budget Request Forms
<http://intranet.rivcoparks.org/district-budget-2/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.5 - Budget Control Procedures

Standard: The agency shall have procedures for budget control with periodic reporting of revenues and expenditures, and continuous management review.

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Suggested Evidence of Compliance: Provide the procedures for budget control within the agency and examples of periodic reports.

Agency Evidence of Compliance:

Fund Balance Projections and Analyses (**5.5a**) are periodically made by the Budget Unit of the District's Finance Division to ensure actual expenditures and revenues during the fiscal year remain on target with respect to the budget. The results of Quarterly Projections and Analyses (**5.5b**) are reported to the Executive Office along with any requests for budget increases.

The Budget Unit provides monthly reports necessary for each District Program to manage its own budget. Each Program assigns supervisors to monitor and be accountable for its spending to ensure that they are operating within the budget allocated to each Program Area. Additional oversight is provided by the Finance Division by monitoring revenue received, reviewing purchase requisitions for proper coding and approvals, and determining if line item or appropriation budget adjustments are necessary.

Documentation:

- 5.5a Fund Balance Analysis (page 4)
<http://intranet.rivcoparks.org/wp-content/uploads/2019/01/FY18-19-BUDGET-vs-Actual-DEC-DISTRICT.pdf>
- 5.5b FY 18-19 Parks Q1 Budget Adjustment

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.5.1 - Supplemental/Emergency Appropriations Procedures

Standard: The agency shall have established procedures for requesting supplemental or emergency appropriations and fund transfers to meet circumstances that cannot be anticipated by prior fiscal planning efforts. Mechanisms of adjustment may include transferring funds from one account to another and/or requesting that additional funds be granted for agency needs.

Suggested Evidence of Compliance: Provide the supplemental/emergency appropriations procedures.

Agency Evidence of Compliance:

During the course of the fiscal year, it may be necessary to either reallocate existing appropriations or request an increase in appropriations for any unforeseen events that could result in additional expenditure requirements.

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Budget appropriations may be transferred within a fund at any time during the fiscal year as the need arises. The Budget unit of the District's Finance division prepares the Request for Transfer within a Fund (5.5.1a) and submits it to the Executive Office for review and approval. The approved request is then forwarded to the Auditor-Controller's Office, where the General Accounting Office will post the transfer in the financial system and notify the District upon completion of the transaction.

The District may request an increase in budgeted appropriations through two methods: Agenda Item submittal to the Board (5.5.1b) or a budget increase request to the Executive Office with the Quarterly Status Report (5.5.1c).

The District's Budget unit prepares and submits a Quarterly Status Report to the Executive Office according to the Budget Schedule. If the District anticipates a need for additional appropriations at that time, the report will include a request for increased appropriations. Each request for an increase must be matched by a revenue source or use of existing available fund balance in order for it to be approved. The Executive Office presents the quarterly status report (5.5.1d) and budget requests for the County as a whole to the Board of Supervisors for review and approval. Upon approval, the Auditor-Controller will post the budget increases in the financial system and notify the District upon completion of the transaction.

Documentation:

- 5.5.1a Request for Transfer within a Fund form
<http://www.auditorcontroller.org/ReportsPublications.aspx>
- 5.5.1b Board Agenda Item with Budget Appropriation Adjustment (Item 13.1)
http://riversidecountyca.iqm2.com/Citizens/Detail_Meeting.aspx?ID=2030
- 5.5.1c District FY18-19 First Quarter Budget Report to EO
- 5.5.1d County of Riverside FY18-19 First Quarter Budget Report
http://riversidecountyca.iqm2.com/Citizens/Detail_LegiFile.aspx?Frame=&MeetingID=1830&MediaPosition=1842.726&ID=8361&CssClass=

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

5.5.2 - Inventory and Fixed Assets Control

Standard: The agency shall have established procedures for inventory control of property, equipment, and other assets to prevent losses and unauthorized use, and to avoid both inventory excesses and shortages. There shall be a complete and current listing of agency assets.

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Suggested Evidence of Compliance: Provide procedures for inventory and fixed asset control.

Agency Evidence of Compliance:

The General Manager is responsible for all District property as designated by Government Code Section 24051 (5.5.2a) and described in the County of Riverside Auditor-Controller’s (ACO) Standard Practice Manual Section 5: Capital Asset Policies (5.5.2b).

The District is required to conduct a complete physical inventory of all capital assets on an annual basis according to the procedures outlined in ACO Standard Practice Manual Policy 515: Capital Asset Certifications (5.5.2c).

Board Policy H-26 (5.5.2d) governs the treatment of non-capital assets, which is defined as “equipment costing less than \$5,000 and with fair market value of at least \$200 that are small, mobile and easily converted for personal use (“walk-away assets”).”

Documentation:

- 5.5.2a Government Code Section 24051
<http://www.search-california-law.com/research/ca/GOV/24051./Cal-Gov%27t-Code-Section-24051/text.html>
- 5.5.2b ACO – Standard Practice Manual- Section 5: Capital Asset Policies
[http://www.auditorcontroller.org/StandardPracticeManual\(SPM\)/StandardPracticeManual.aspx](http://www.auditorcontroller.org/StandardPracticeManual(SPM)/StandardPracticeManual.aspx)
- 5.5.2c ACO Standard Practice Manual Policy 515: Capital Asset Certifications
http://www.auditorcontroller.org/Portals/0/Documents/county_internal/SPM/500%20Capital%20Assets/515%20Capital%20Asset%20Certification.pdf?ver=2017-10-23-115301-230
- 5.5.2d Board Policy H-26
<http://www.rivcocob.org/boardpolicies/policy-h/POLICY-H26.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 5.0 – FINANCIAL MANAGEMENT**

RIVERSIDE COUNTY REGIONAL PARK & OPEN-SPACE DISTRICT

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

6.0 - Programs and Services Management

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

A program is a means to leisure and recreation as well as a vehicle to deliver benefits to participants. High-quality programming is a dynamic process that continues as the recreation experience unfolds. A systematic and well-researched analysis should be completed in determining what programs and services should be provided by the agency. The public park and recreation program should be coordinated with related programs of other governmental, for-profit and non-profit organizations in the community, such as schools, voluntary agencies, and churches, to provide maximum coverage with a minimum of duplication, as well as to reduce competition.

The primary responsibility of the park and recreation professional is to provide programs by which leisure and recreation experiences and environments enhance the well-being and quality of life for participants. Certain program and service determinants give direction to what is provided and assessed. These determinants are: conceptual foundations of play, recreation, and leisure; agency philosophy, goals and objectives; constituent interests and desired needs; and community opportunities for the public. Program and service objectives must be benefits-focused. Many agencies put objectives in “SMART” format (specific, measurable, achievable, realistic, and timed) to assure that objectives are measurable and they use logic modeling to focus their objectives on outcomes and impacts.

The recreation programming plan includes all elements and services of the public park and recreation agency’s programming functions, including activity selection, type and scope of programs and outreach initiatives. While related to a master or comprehensive plan, the recreation programming plan shall be an outgrowth of other strategic and program forecasting tools.

Park and recreation agencies should have a program that educates the public about the intrinsic and extrinsic benefits that leisure (time, activity, experience) and participation in self-directed and leader-directed recreation activities provide. It should include the three (3) behavior domains: psychomotor (manipulation and coordination of physical skills and abilities), affective (interests, appreciations, attitudes and values) and cognitive (intellectual skills and abilities).

A leisure education program consists of six (6) components:

1. Awareness of self in leisure;
2. Appreciation of leisure;
3. Understanding self-determination in leisure;
4. Making decisions regarding leisure participation;
5. Knowledge and use of resources for facilitating leisure; and
6. Promoting social interaction.

Examples include:

- Cooperative agreements with local schools to develop classes, workshops or events to inform children and adolescents of leisure benefits.
- Community presentations regarding leisure benefits at libraries, senior citizen centers, special recreation associations, and at business and industry meetings.
- Distributing a “benefits” CD or website hyperlink to educate, publicize, and inform of agency programs and services through various social media outlets (Facebook, Twitter, etc.) and public

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cable TV channels.

- Organizing and categorizing agency publications and photos according to the benefits associated with targeted programs and services, e.g., benefits of nature walks for senior populations and benefits of outdoor play for children.
- Marketing and advertising the benefits message in agency telephone messages, employee newsletters, and policy manuals, on staff apparel, facility and vehicle signage.
- Including benefit statements in brochures and program descriptions so that prospective participants will see what they can gain from participating in programs.
- Including the question of “*How have you benefited from this program?*” in program evaluations, causing the participant to reflect on the benefits of the program.
- Including the benefits of programs and services on agency websites and in email/e-blasts, press releases and public service announcements.
- Conducting benefits-based program research studies.
- Conducting and reporting follow-up assessments and data analyses.

6.1 - Recreation Programming Plan

Standard: The agency shall have a recreation programming plan covering 3-5 years that is updated periodically and a current-year implementation plan. The plan shall address all programs and services of the agency’s programming functions, including activity selection, type and scope of programs and outreach initiatives.

Suggested Evidence of Compliance: Provide the current recreation programming plan and describe the update process. This plan shall address how the agency delivers services to persons of all ages and abilities, how it develops program offerings and it shall include the following elements:

- a. Program objectives (6.2);
- b. Program and service statistics (10.5);
- c. Program and service determinants (6.1.1);
- d. Recreation and leisure trends analysis (10.5.1); and
- e. Community inventory (10.5.2).

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 8 – Recreation Program Planning, pp. 137-138.](#)

Agency Evidence of Compliance:

The District’s recreation programming planning effort includes a long-range plan and more in-depth current year plans.

Long-range Plan:

Specific to recreation, the District has developed a long-range Comprehensive Park, Resources and Recreation Service Plan (Comprehensive Plan) (**6.1a**), which was updated in 2018. Within the District’s Comprehensive Plan, the Recreation Program Services Plan provides an evaluation of current recreation programming efforts and makes recommendations for programs and services to be developed or modified to meet community needs. The Comprehensive Plan includes:

- Demographics and Trends (pages 2-6)
- Program and Service Assessment (Statistics) (pages 8-11)
- Physical (Community) Inventory (pages 13-135)

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- Program and Service Determinants (pages 137-172)

Current Year Plan:

The current year Recreation Programming Plan, last updated July 2018 (**6.1b**) is an annual plan that identifies specific areas of focus (such as sites or program areas) as determined through the comprehensive planning effort, participant involvement efforts, and program participation statistics. Each focus area contains a high-level overview to include a narrative justification of the work to be conducted and the audience to be impacted and program objectives to be met. In addition, specific objectives, goals and completion dates are assigned to employees. All items are developed with resources in mind, including overall budget, staffing levels, and available grants, donations or partnerships.

Documentation:

- 6.1a Comprehensive Park, Resources, and Recreation Services Plan – Pages 2-6, 8-11, 13-135, 137-172
- 6.1b 2018-19 Recreation Programming Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.1 - Program and Service Determinants

Standard: A systematic and studied approach shall be taken in determining what programs and services shall be provided by the agency.

Suggested Evidence of Compliance: Provide documentation and examples demonstrating that the six (6) program and service determinants are used in providing programs and services. The programs and services provided by the agency shall be based on the

- a. Conceptual foundations of play, recreation, and leisure;
- b. Organizational agency philosophy, mission and vision, and goals and objectives;
- c. Constituent interests and desired needs;
- d. Creation of a constituent-centered culture;
- e. Experiences desirable for clientele; and
- f. Community opportunities.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 155-159.](#)

Agency Evidence of Compliance:

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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 **(6.1.1a)**, last updated in June 2018. The annual review of core services results in the Services Assessment Matrix **(6.1.1b)** 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 **(6.1.1c)** 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 **(6.1.1d)**. 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 **(6.1.1e)**.

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.

In 2011, 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 **(6.1.1f)**, 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 **(6.1.1g)** or other Commissions/Committees created to address recreational uses

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and/or preservation needs or interests. The groups include the Historical Commission (6.1.1h) and Trails Committee (6.1.1i). 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 (6.1.1j) and Healthy Living Extravaganza (6.1.1k) 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. One example of this is our Jurupa Valley Boxing Club (6.1.1l). The Boxing Club has a committed group of members and promotes a healthy active lifestyle at a low, or no cost, for eligible youth.

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 (6.1.1m) 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.

Documentation:

- 6.1.1a District Programming Matrix
- 6.1.1b Service Assessment Matrix
- 6.1.1c California Children's Outdoor Bill of Rights
http://www.calroundtable.org/Copy_of_cobor.htm
- 6.1.1d 2020 Strategic Plan (Mission, Vision, Goals & Objectives), page 2
<https://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 6.1.1e 2018-2019 Work Plan, page 1
<http://intranet.rivcoparks.org/wp-content/uploads/2019/02/Work-Plan-Design-Final.pdf>
- 6.1.1f Customer Satisfaction Annual Report (2017)
- 6.1.1g District Advisory Commission webpage
<http://www.rivcoparks.org/district-advisory-commission/>
- 6.1.1h Historical Commission webpage
<http://www.rivcoparks.org/historical-commission/>
- 6.1.1i Trails Committee webpage

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- 6.1.1j <http://www.rivcoparks.org/trails-committee/> Harvest Festival 2018 Survey Results
- 6.1.1k Healthy Living Extravaganza Survey Results
- 6.1.1l Jurupa Valley Boxing Club webpage
<http://www.rivcoparks.org/jurupa-valley-boxing-club/>
- 6.1.1m Regional Jurupa Regional Sports Park webpage
<http://www.rivcoparks.org/rancho-jurupa-regional-sports-park/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.2 - Participant Involvement

Standard: The development of agency programs and services shall involve participants.

Suggested Evidence of Compliance: Describe the process and provide examples of how the agency obtains and utilizes participant input. Participants shall have involvement in:

- a. Recommending policy;
- b. Planning activities;
- c. Conducting activities; and
- d. Sponsoring activities.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 176-177.

Agency Evidence of Compliance:

The District utilizes surveys to collect information from guests, potential guests, event participants, and other community members regarding the programs and services currently provided and those being considered for the future. Survey data is collected through our website (**6.1.2a**), email campaigns, in-person staff contact, informational booth activities, and social media campaigns. Survey data is compiled annually in the Customer Satisfaction Report (**6.1.2b**) and provided to the District Executive team, District Advisory Commission, and County Executive Office.

Additionally, the District invites public comment on policy, planning activities, and general operations activities through interaction at regularly scheduled District Advisory Commission (DAC) (**6.1.2c**), Trails Committee, and Historic Commission meetings. Members of these groups represent the public interest and are appointed by the District Board of Directors to provide guidance and direction to the District Executive team.

For specific projects, community meetings (**6.1.2d**) are held to gather community input.

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The District works with sponsors and partners to host a number of special events annually. Working with sponsors for events (6.1.2e) organized by the District and acting as a sponsor for non-profit groups, such as the Temecula Valley Balloon and Wine Festival (6.1.2f), utilizing our facilities, the District is able to involve our constituents in multiple levels of the program development.

Documentation:

- 6.1.2a District Guest Survey
<https://www.quicktapssurvey.com/survey/aaaebddd3f2013ddfacc83a33392309d4>
- 6.1.2b Customer Satisfaction Survey Report
- 6.1.2c District Advisory Commission Minutes
<https://www.rivcoparks.org/wp-content/uploads/DAC-Minutes-05-03-18-Signed.pdf>
- 6.1.2d Example Community Meeting Invitation
- 6.1.2e Healthy Living Extravaganza Info Page
<https://www.rivcoparks.org/event/hle-aha/>
- 6.1.2f Temecula Valley Balloon and Wine Festival Sponsor Page
<https://www.tvbwf.com/about-us/sponsors/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.3 - Self-Directed Programs and Services

Standard: The agency shall offer self-directed recreation opportunities for individuals and groups to participate without leadership, under only general supervision. Examples include picnic facilities, tennis courts, roadways in scenic areas, bridle trails, self-guiding nature trails, and open playgrounds.

Suggested Evidence of Compliance: Provide examples of how the agency provides self-directed recreation opportunities, including a list of such opportunities.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, p. 161.](#)

Agency Evidence of Compliance:

Riverside County residents and visitors enjoy numerous opportunities for self-directed recreation throughout the park and open-space system. Patrons can find information about recreational opportunities at our sites and facilities through our website (6.1.3a) and on printed brochures

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(6.1.3b) available at our staffed facilities. Examples of self-directed recreational opportunities include, but are not limited to:

Outdoor Park and Open-Space Facilities:

- Hiking, biking and equestrian trails
- Interpretive signage and trail heads
- Nature reserves
- Campgrounds
- Fishing and boating lakes
- Picnic areas
- Playgrounds
- Historic sites
- Multi-use fields
- Amphitheater
- Splash pads and pools
- Pickle ball courts
- Miniature golf course
- Disc golf course

Indoor Recreation Facilities:

- Nature centers
- Museums
- Cabins and Lodges

Documentation:

6.1.3a District Website, see “Plan Your Visit” and “Things to Do” menus
www.rivcoparks.org

6.1.3b District Facility Brochure

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.4 - Leader-Directed Programs and Services

Standard: The agency shall offer leader-directed recreation opportunities that provide recreation opportunities where participant involvement is directed by a leader, including skills instruction classes. Examples include tennis, crafts, dance; synchronized swimming performance; creative dramatics for children.

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Suggested Evidence of Compliance: Provide examples of how the agency provides leader-directed recreation opportunities, including a list of such opportunities.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 9 – Program Services and Event Management, p. 161.

Agency Evidence of Compliance:

The District provides numerous leader-directed programs at recreation as well as interpretive sites. These activities vary to meet the interests and needs of the community served and are offered throughout the year. Leader-directed activities are conducted by full or part-time staff, volunteers, community partners, and contracted instructors.

Leader-directed programs and services include, but are not limited to the following:

- Environmental Education (Hidden Valley Nature Center) **(6.1.4a)**
- Youth Education (Knee High Naturalists) **(6.1.4b)**
- Guided Walks and Tours
- Specialty Youth Camps
- Adopt-A-Trail Cleanups **(6.1.4c)**
- CPR and First Aid Training
- Arts and Crafts
- Health and Fitness Activities (Jurupa Valley Boxing Club) **(6.1.d)**
- Special Events (Healthy Living Extravaganza) **(6.1.4e)**

Documentation:

- 6.1.4a Environmental Education Examples (Listing of Programs and Services at Hidden Valley Nature Center)
<https://www.rivcoparks.org/hidden-valley-nature-center/>
- 6.1.4b Youth Education Example (Knee High Naturalist Class Descriptions)
<https://www.rivcoparks.org/wp-content/uploads/Knee-High-Class-Descriptions-Jan-April-2019.pdf>
- 6.1.4c Adopt-A-Trail Program
<https://www.rivcoparks.org/adopt-a-trail/>
- 6.1.4d Health and Fitness Activities (JVBC Website)
<https://www.rivcoparks.org/jurupa-valley-boxing-club/>
- 6.1.4e Special Event Example (Healthy Living Extravaganza Website)
<http://www.healthylivingextravaganza.com/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.5 - Facilitated Programs and Services

Standard: The agency shall facilitate assistance to individuals and groups of individuals that provide or want to provide recreation programs and leisure services independently from the agency. An example of facilitated programs and services is an individual or group that wishes to start a community theater organization; the agency may help initially by providing a meeting place, some administrative help in publicity, and "seed money" with the intent that the organization will become self-sustaining. Demonstration projects may be utilized for this purpose.

Suggested Evidence of Compliance: Provide examples of how the agency provides facilitated recreation opportunities, including a list of such opportunities.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 161-162.](#)

Agency Evidence of Compliance:

The District provides a number of opportunities for groups, nonprofit organizations and public agencies to utilize facilities or services while operating independently from the District. These groups, nonprofit organizations and public agencies offer valuable services and programs to the community and provide varied offerings to meet specific needs and interests of the community.

Facilitated Programs and Services include, but are not limited to the following:

Special Events:

- Temecula Valley Balloon & Wine Festival (6.1.5a)
- AYSO Fall Festival
- American Heart Association 5K and Kids Run (6.1.5b)
- HITS Desert Triathlon
- United Way Superhero Run
- Ironman Triathlon
- Lake Elsinore 2018 "Just For Kids Fishing Derby" (6.1.5c)

Programs and Services:

- Scouts BSA Programs
- Beaumont High School Mountain Bike Team
- Community Clean-Up Events (6.1.5d)
- Running & Cycling Clubs

Documentation:

- 6.1.5a Temecula Valley Balloon & Wine Festival Business Plan
- 6.1.5b America Heart Association Facility Use Agreement

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6.1.5c Lake Elsinore 2018 “Just For Kids Fishing Derby”

6.1.5d Community Clean-Up Event Flyer

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.1.6 - Cooperative Programming

Standard: The agency shall enter into cooperative agreements with public, commercial, and nonprofit entities to provide programming.

Suggested Evidence of Compliance: Provide current examples of cooperative programming with documentation, such as Memoranda of Understanding (MOU), Memoranda of Agreement (MOA), or partnership agreements.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 6 – Partnerships, pp. 98-102; Chapter 7 – Planning for Strategic Management, p. 159.](#)

Agency Evidence of Compliance:

The District cooperates both formally and informally with public, private and non-profit groups through MOU’s, Cooperative Agreements, and programming agreements. The Santa Rosa Plateau Foundation Cooperative Agreement (**6.1.6a**) is an example of an agreement with a non-profit group that offers a wide range of activities within the community that inspire nature, such as concerts on the plateau, and an annual art show. The District has an agreement with the Jurupa Valley Boxing Club Foundation (**6.1.6b**) to provide programming and assist with volunteer coaching. In addition, the District develops agreements with other non-profits and private organizations to provide local services. A Memorandum of Intent (**6.1.6c**) with Beaumont Cherry Valley Recreation & Park District and Beaumont Cherry Valley Water District is in place to offer programming and manage operations of the Bogart Park for more local relevance.

Documentation:

6.1.6a General Cooperative Agreement with Santa Rosa Plateau Nature Education Foundation

6.1.6b General Cooperative Operations Agreement with Jurupa Valley Boxing Club Foundation

6.1.6c Memorandum of Intent...Regarding Bogart Park

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.2 - Program Objectives 

Standard: There shall be specific objectives established for programs and services that are reviewed periodically. Objectives shall be specific and measurable as to the actual outcome or impact desired by the program or service so that progress on meeting objectives can be evaluated (see standard 10.2 Outcomes Assessment). Objectives shall be defined by program area, such as nature, dance, music, sports, fitness, special events and they can be further defined into levels such as beginner, intermediate and advanced.

Suggested Evidence of Compliance: Provide measurable objectives for each program and service area and the last review.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 165-172.](#)

Agency Evidence of Compliance:

Educational and recreation programs offered by the District have specific objectives developed as part of the annual ACTIONS Plans and/or program plans, including the Recreation Programming Plan (6.2a).

Nature programs and events are offered at our interpretive sites throughout the county. Educational objectives for the programs are developed with the District’s strategic framework to encourage learning and provide measurable metrics of success. The Santa Rosa Plateau (SRP) 3rd grade outreach and field trip program knowledge gain results (6.2b), obtained through pre and post quizzes (6.2c), provides feedback for our staff and partner foundation that is used to develop lessons for this program. Educational goals for the SRP program are aligned with the California State Dept. of Education elementary science requirements.

Recreational programming at the Jurupa Valley Boxing Club (JVBC) is focused on providing opportunities to underserved youth in the Jurupa Valley area. In partnership with the Jurupa Valley Boxing Club Foundation (Foundation), the District is able to offer a low cost recreational program to community youth. Program objectives for the JVBC are developed annually through the ACTIONS Plan (6.2d). District staff work with volunteer coaches and the Foundation to meet the goals of membership, sportsmanship, skill development, and citizenship.

Special Events are hosted regularly at District Regional Parks, Historic Sites, and Interpretive Centers. Goals and objectives for outreach, attendance, programming, amenities, and community support/engagement are developed for each event through the event plan (6.2e). Post event analysis (6.2f) is conducted by staff for each event to assist in the development of future events.

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In addition to specific program objectives, the operational goals of District sites are based on the objectives within the four perspectives of the Annual Work Plan **(6.2g)**.

Documentation:

- 6.2a Recreation Programming Plan
- 6.2b SRP Knowledge Gain Results
- 6.2c SRP Pre-Quiz 2018-19
- 6.2d Jurupa Valley Boxing Club ACTIONS Plan 2018-19
- 6.2e Event Plan Guide and Template
- 6.2f Harvest Fest Post Event Analysis
- 6.2g 2018-19 Work Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.3 - Scope of Program Opportunities

Standard: The content of agency programs shall be related directly to stated program objectives and shall provide for individual differences of interests, abilities (mental, social, physical), and backgrounds. Activities selected shall be suited to and contribute toward fulfillment of the basic physical, emotional, social, and intellectual requirements of individuals. The agency should take into consideration the total community offerings; some opportunities may be offered by other organizations, private, public, and non-profit.

Suggested Evidence of Compliance: Provide a matrix or listing of programs by fields, demonstrating clearly how the agency provides opportunities for proficiency levels, socioeconomic levels, racial and ethnic backgrounds, ages, and genders.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 163-165, 174-179.](#)

Agency Evidence of Compliance:

The community's diverse demographic, wide ranging socioeconomic levels, and varying cultural and ethnic backgrounds has allowed the District to provide programs that enrich the lives of all people in the communities served.

The variety of programs is shown in the District Programming Matrix **(6.3a)** which indicates proficiency level, socioeconomic level, target age group, etc.

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The annual review of core services results in the Services Assessment Matrix (6.3b) 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.

Documentation:

- 6.3a District Programming Matrix
- 6.3b Service Assessment Matrix

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.3.1 - Outreach to Diverse Underserved Populations

Standard: The agency shall proactively extend programs and services to residents who may be underserved in the community. To encourage participation in parks and recreation programs and services, agencies shall identify and address barriers that may limit access including physical, social and mental abilities and financial, geographic and cultural barriers. Financial barriers may be addressed through reduced fees and scholarships. Agencies should offer inclusionary support services to ensure access to programs and services for people of all abilities and socioeconomic status.

Suggested Evidence of Compliance: Identify underserved populations (provide methodology and data used for this analysis), describe specific barriers within the community that limit participation and provide examples of outreach programs and services offered by the agency to meet the needs of these populations and overcome barriers to access.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 8 – Recreation Program Planning, p. 139; Chapter 9 – Program Services and Event Management, p. 177.](#)

Agency Evidence of Compliance:

The District offers recreational and leisure opportunities to support a healthy and active lifestyle for all community members. Opportunities include organized programs and outdoor experiences. There are options for community members of all ages, backgrounds and socio-economic classes.

Data Analysis:

Underserved populations are identified through the analysis of established databases and reports, which are used to determine the statistics, trends, and needs of the communities.

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Examples of these include:

- US Census Bureau **(6.3.1a)**
- Riverside County Regional Park and Open-Space District Strategic Plan **(6.3.1b)**
- US Department of Commerce- Bureau of Economic Analysis **(6.3.1c)**
- Riverside County Special Education Local Plan Area (SELPA) **(6.3.1d)**

Based upon the analysis of this data and community survey feedback, underserved populations are determined to be individuals with disabilities, at-risk youth, and those facing economic barriers to recreational participation.

The following programs target and serve those underserved populations:

- Jurupa Valley Boxing Club (6.3.1e)- Located in Jurupa Valley, the Jurupa Valley Boxing Club provides low to no-cost boxing instruction to local at-risk and economically disadvantaged youth. Volunteer coaches provide instruction for the grant-funded program, which provides approximately 3,800 lessons each year.
- Free Special Events (6.3.1f)- Located at various District facilities, free events are offered to allow low-income and at-risk populations' access to parks, nature, historic and recreation venues. Programs include health fairs, interpretive events and events that promote physical activity.
- Discount Passes for individuals with disabilities, seniors, and veterans (6.1.3g) – The District offers discount annual passes to regional parks, discounts on day use and general admission to parks, nature centers and recreation facilities.
- Veterans Recognition and Free Admission (WAIVE Pass) (6.3.1h) – The District supports the County of Riverside Board of Supervisors V.A.L.O.R. program which honors and “recognizes the contributions of our veterans and the sacrifices of their families. The Board of Supervisors offers free entrance or admission to current and former military personnel, family members, and guests at many county events and facilities. This includes free parking at many of our buildings and facilities.”

Documentation:

- 6.3.1a US Census Bureau QuickFacts Riverside County
<https://www.census.gov/quickfacts/riversidecountycalifornia>
- 6.3.1b 2011 Strategic Plan Report
- 6.3.1c US Department of Commerce- Bureau of Economic Analysis
www.bea.gov/
- 6.3.1d Riverside County SELPA
<http://www.rcselpa.org/>
- 6.3.1e Jurupa Valley Boxing Club information (see Rules and Fees tab)
<http://www.rivcoparks.org/jurupa-valley-boxing-club/>
- 6.3.1f Healthy Living Extravaganza webpage
<http://healthylivingextravaganza.com/>
- 6.3.1g Discount Pass information
http://www.rivcoparks.org/wp-content/uploads/Day-use-discount-pass-application-revised-7_22_15-1.pdf

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6.3.1h W.A.I.V.E. Pass information (see W.A.I.V.E. Pass information at bottom of listing)
<https://www.rivcoparks.org/annual-pass/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.4 - Community Education for Leisure Process

Standard: The agency shall have a process to educate the general citizenry about the use of leisure time and the outcomes, benefits, values, and positive impacts of leisure and recreation services. The process shall be periodically evaluated for effectiveness. Educating the public about leisure and recreation shall be ongoing and systematic and should be done in cooperation with the community, e.g., schools, other leisure agencies, business, industry, and commercial recreation establishments.

Suggested Evidence of Compliance: Provide examples of the methods utilized by the agency to educate the community on the benefits, values, and impacts of leisure and recreation services to a diverse range of participants and non-participants. Provide the last review of effectiveness.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 9 – Program Services and Event Management, pp. 172-174.](#)

Agency Evidence of Compliance:

The District Mission Statement includes our commitment to education, “The mission of the Park District is to . . . interpret for the inspiration, use and enjoyment of all people . . . places of outstanding scenic, recreational, and historic importance.” Policy in this area is shared by County leaders in their directive to provide, “Interpretive and Information Services”. The District increases public awareness and appreciation for the natural world and the positive effects that recreation has on individuals and communities by communicating the benefits of parks and recreation, connecting people to important information about health and fitness, teaching about environmental sustainability and the County's natural, historic, and cultural resources, and marketing County parks as tourist attractions. Listed are examples of how this goal is accomplished.

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 (**6.4a**) and logo along with the key messages in email taglines, program guides,

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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 (**6.4b**) 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 (**6.4c**). 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 (6.4d): 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 (**6.4e**) 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 (**6.4f**).

Documentation:

- 6.4a Sample Flyer with Parks Make Life Better Branding Campaign
- 6.4b District Facebook Page
<https://www.facebook.com/pages/Riverside-County-Park-and-Open-Space-District/149273868449250>

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- 6.4c District Historic Map Tour
<https://play.google.com/store/apps/details?id=com.esri.HistoricRiversideCounty>
- 6.4d SART Bike Ride & Festival Website
<http://sartbikefestival.org/>
- 6.4e District Webpage, Education/Hidden Valley
<http://www.rivcoparks.org/hidden-valley-wildlife-area/>
- 6.4f Customer Satisfaction Annual Report (2017)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.4.1 - Community Health and Wellness Education and Promotion

Standard: The agency shall have policies, procedures, or programs to educate and promote health and wellness in the community.

Suggested Evidence of Compliance: Provide the agency's policies, procedures, or programs to educate and promote health and wellness in the community such as:

- a. Physical activity;
- b. Healthy food and beverage offerings;
- c. Nutrition education;
- d. Substance abuse prevention.

Also provide examples of implementation.

Agency Evidence of Compliance:

In 2009 The Riverside County Health Coalition (RCHC) **(6.4.1a)** was formed. The mission is to promote, improve and sustain social and physical environments for healthy eating behaviors and active lifestyles for wellness through policy development and advocacy, environmental change and community empowerment within Riverside County.

Because of this mission, health and wellness of the community has become a priority of the District as well. "RivCoParks is a proud partner and supporter of (RCHC), dedicated to improving opportunities for being active, access to healthy foods, the build environment, and working towards a tobacco free Riverside County." – District Strategic Plan 2020.

Health and wellness has become such an importance for overall health at Riverside County, they also established a new wellness program known as Culture of Health **(6.4.1b)** in 2015. This program focuses on a healthy work environment, provide resources, and even some all-around health friendly competitions between departments.

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Physical Activity:

- **Trails:** The District has a trail for every fitness level and personal objective. With the opportunity to experience the beauty of natural creeks, seasonal vernal pools, native foliage and mountains that surround the Inland empire, getting on a trail is the best way to set out for some physical activity.
- **SART Bike Ride & Festival (6.4.1c):** SART Bike Ride & Festival: The SART (Santa Ana River Trail) Bike Ride & Festival has been a huge hit for bike ride enthusiasts 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. Spreading awareness of not only healthy living but also mindfulness to the Santa Ana River Trail.
- **Rancho Jurupa Regional Sports Park (6.4.1d):** With 32 acres of natural and synthetic turf fields, picnic shelters, a walking path, restrooms a snack bar and two playgrounds, the Rancho Jurupa Regional Sports Park is available by reservation for many outdoor recreational activities. The Rancho Jurupa Regional Sports Park is in high demand from local organizations renting it out on a regular basis for the use of not only adults but also children's recreational games and activities.
- **Jurupa Valley Boxing Club (6.4.1e):** The award-winning Jurupa Valley Boxing club offers conditioning and training services for beginning and advanced level boxers. Dedicated to encouraging active lifestyles and maximum community access, the boxing club offers low cost membership fees for income eligible youth made possible by a grant-funded program.
- **Healthy Food and Beverage Offerings:** The District highlights the importance of healthy eating at all the special events it hosts by bringing in local food vendors who offer healthy food options for the event participants. The District also supports and encourages staff to attend the weekly farmer's market for healthier food options.

Nutrition Education:

Riverside County supports developing healthier neighborhoods by encouraging constituents to utilize nearby parks to get outside and be active. This is evidenced by the adoption of Resolution No. 2011-025: Healthy Riverside County (6.4.1f) and Board Policy H-35 (6.4.1g).

- **Healthy Living Extravaganza (6.4.1h):** With the importance of health and wellness the District makes it a priority to bring in speakers and information booths at our special events that can enlist assistance to those participants looking for information and resources on nutrition education, how to live a more active lifestyle. By attending this event, local residents have the opportunity to gain much needed information from over 100 different information booths and vendors which emphasize on health and wellbeing. Activities that get you moving are available for the whole family as well as healthy dishes from local vendors.

Substance Abuse Prevention:

In accordance with Board Policy 19c (6.4.1i), smoking is prohibited within 100 feet of all entrances to Riverside County facilities. It is the responsibility of the department head and departmental supervisors to enforce the non-smoking policy to ensure that everyone is in compliance. The District strives in working towards a tobacco free Riverside County.

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Documentation:

- 6.4.1a Riverside County Health Coalition (RCHC)
<http://www.healthyriversidecounty.org/Coalition/About-Us>
- 6.4.1b Riverside County; Culture of Health
<http://cultureofhealth.rc-hr.com/>
- 6.4.1c SART Bike Ride & Festival Event Website
<http://sartbikefestival.org/>
- 6.4.1d Rancho Jurupa Regional Sports Park Website
<http://www.rivcoparks.org/rancho-jurupa-regional-sports-park/>
- 6.4.1e Jurupa Valley Boxing Club Website
<http://www.rivcoparks.org/recreation/boxing-club/jurupa-valley-boxing-center/>
- 6.4.1f Board Resolution 2011-025
http://www.healthyriversidecounty.org/Portals/0/DOWNLOADS/Healthy_Riverside_County_Resolution/Healthy%20Riverside%20County%20Resolution.pdf
- 6.4.1g Board Policy H-35
<http://www.rivcocob.org/wp-content/uploads/2013/05/H-35.pdf>
- 6.4.1h Healthy Living Extravaganza Event Website
<http://healthylivingextravaganza.com/>
- 6.4.1i Board Policy 19-c
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/19-c-smoking-rev.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

6.5 - Participant and Spectator Code of Conduct

Standard: The agency shall have “code of conduct” guidelines for appropriate participant and spectator conduct at programs and events, and the agency shall proactively inform and remind staff, coaches, participants and spectators about the code of conduct.

Suggested Evident of Compliance: Provide the code of conduct for participants and spectators and describe how program participants, coaches, and spectators are informed of the code of conduct. The agency should collaborate with affiliate groups providing training for youth and coaches to inform and educate about the participant and spectator code of conduct.

Agency Evidence of Compliance:

Code of Conduct has been established and implemented for the sole purpose of creating a fun, safe

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and rewarding environment for all involved in the activities, programs and classes that the District offers.

The District has high levels of expectations from all involved in the recreation activities, programs and classes offered. In order to uphold these expectations, the District has implemented the Code of Conduct which needs to be reviewed and signed by all whom participate in any activity deemed appropriate by the District.

Within the General Participant Code of Conduct (**6.5a**), the rules, regulations and expectations are clearly defined with specific penalties to be imposed for breaching the Code of Conduct while participating in a District activity, program or class. This document covers the majority of programs the District offers however, the Rancho Jurupa Sports Park (**6.5b**) and Jurupa Valley Boxing Club (**6.5c**) have specific codes of conduct that take in account the unique environment participants participate in.

Participants are required to review and sign the Code of Conduct while enrolling for their chosen activity, program or class online or in person. Codes of Conduct are also posted at facilities where activities take place.

Documentation:

- 6.5a General Participant Code of Conduct
- 6.5b Jurupa Boxing Club Participant Code of Conduct
- 6.5c Rancho Jurupa Sports Park Participant Code of Conduct

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

VISITATION REPORT SUMMARY FOR CATEGORY 6.0 – PROGRAMS AND SERVICES MANAGEMENT

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

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7.0 - Facility and Land Use Management

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Physical resource planning is a process focusing on physical resources. The planning process conforms to the vision and mission statement of the controlling agency. Natural resources planning stretches across a continuum that has strict preservation at one end and complete modification at the other.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 207-238.

The planning, development and management of physical resources are functions of all park and recreation managers, whether they are in the public, nonprofit, or for-profit sectors. Physical resources include natural undeveloped lands and waters, and developed areas including urban parks, special complexes (such as sports and aquatics), and buildings of various functions (such as fitness centers, community centers and interpretive centers).

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 12 – Physical Resource Management, pp. 239-266.

Ready access to accurate land and facility records is a basic requirement for program planning and facility management. Floor plans with square foot areas for each program space allow programmers and facility managers to determine how to most efficiently use program spaces. Building plans and specifications are invaluable for facilities management and capital programming because they provide insight into the design, materials, and equipment used in construction. Information from these documents is often used to determine the remaining useful life of building systems. Grants to purchase parkland and construct recreation facilities from such programs as the 1965 Land and Water Conservation Act (LAWCON) and the 1978 Urban Park and Recreation Recovery Act (UPARR) place restrictions on use and disposition.

High-performing maintenance operations organizations ensure quality experiences through well-managed spaces and places. Customized systems' approaches and solutions to operations management satisfy accreditation standards through the development, consistent use, and periodic review of management plans, policies, programs, and procedures as well as inspections and assessment schedules and records.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 13 – Management Operations, pp. 267-304.

7.1 - Parkland Acquisition Procedures

Standard: The agency shall have established policies and procedures for the acquisition of lands for park, recreation, conservation, and historical-cultural purposes that are backed by legal authority and periodically reviewed. This authority usually originates in state enabling acts, is delegated to local governments and is implemented through local charters and ordinances.

Suggested Evidence of Compliance: Provide policy and procedures for land acquisition, the citation of legal authority to acquire lands, and last review.

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Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 207-229.

Agency Evidence of Compliance:

The District's authority to acquire lands derives from the California Government Code 6950-6954 (**7.1a**) and the California Public Resources Code Division 5, Chapter 1.691, Article 1 and 2, Sections 5096.225-5096.232 (**7.1b**).

The District implements acquisition authority through County Ordinance No. 619, adopted 8/13/85 (**7.1c**), Board Policy B-8, Leasing of Real Property, last reviewed 4/10/07 (**7.1d**), and Board Policy J-3, Parks Department Functions, last reviewed 12/18/07 (**7.1e**). In addition, District Policy 7.1, Acquisition of Land, updated on 6/3/13 (**7.1f**) and Policy 5.5, Accepting and Recognizing Donations, last updated on 3/10/16 (**7.1g**) provides guidance on land acquisition. In areas where there are no willing sellers, the District employs conservation easements, trail easements, or joint use agreements as mechanisms to provide recreational opportunities that would otherwise be unavailable.

Documentation:

- 7.1a California Government Code 6950-6954
http://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?division=7.&chapter=12.&lawCode=GOV&title=1.
- 7.1b California Public Resource Code Division 5, Chapter 1.691, Article 1 and 2, Sections 5096.225-5096.232
http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?lawCode=PRC&division=5.&title=&part=&chapter=1.691.&article=1.&goUp=Y
- 7.1c Board Ordinance 619
<http://www.rivcocob.org/ords/600/619.htm>
- 7.1d Board Policy B-8
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B08.pdf>
- 7.1e Board Policy J-3
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J03.pdf>
- 7.1f District Policy 7.1
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/7.1-Acquisition-of-land.pdf>
- 7.1g District Policy 5.5
http://intranet.rivcoparks.org/wp-content/uploads/2016/03/5.5_accepting_and_recognizing_donations_3.10.16.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.2 - Areas and Facilities Development Policies and Procedures

Standard: The agency shall have established policies and procedures for the development of park and recreation land and facilities that are reviewed periodically. Policies and procedures should consider market projections, applicable open space and design standards and coordination with overall planning for the jurisdiction.

Suggested Evidence of Compliance: Provide land development policies and procedures, with the last review.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 230-236.](#)

Agency Evidence of Compliance:

The development of District areas and facilities is directed through a series of documents: The Riverside County General Plan, the California Building Code, the Riverside County Board of Supervisors Policies, and District Trails Plans and Design Standards. The County General Plan which provides the framework for a variety of Goals and uses of County Land owned by County agencies as well as all land outside of incorporated Cities. Several chapters (called elements) of the County General Plan cover areas with direction specific to Riverside County Park and Open Space District, include: the Land Use Element, revised July 11, 2017 **(7.2a)**, Circulation Element, revised December 13, 2016 **(7.2b)**, Multi-Purpose Open Space Element, revised December 8, 2015 **(7.2c)**, and the corresponding Implementation Program, revised October 3, 2017 **(7.2d)** for all of these elements.

The California Building Code, Title 24 **(7.2e)**, and County Policies that guide the development of parks lands, recreation facilities, and applicable open-space projects, such as the Policy A-42 for the Internal Review of County Projects, updated November 7, 2006 **(7.2f)**, the Management of Building Space Policy H-9, updated on December 18, 2007 **(7.2g)**, the Sustainable Building Policy H-29, updated on February 10, 2009 **(7.2h)**, Parks Planning Policy J-4, updated December 18, 2007 **(7.2i)**, and Regional Trails Policy J-11, updated on December 18, 2007 **(7.2j)**.

The District's Comprehensive Trail Plan (Trail Plan), approved on June 5, 2018 **(7.2k)** builds on the Circulation Element of the General Plan and provides guidelines for trail development. These guidelines inform the District's own Trail Development Standards, updated in July 2009 **(7.2l)**. Public involvement and annual review are accomplished through the planning coordination and consultation efforts outlined in the General Plan Implementation Program, and the Trail Plan, which calls for collaboration with stake holders and connection to existing systems throughout the County in Chapters 1 and 2. Appendices A and D **(7.2m)** of the Trail Plan further describes how input was sought from the public in a variety of ways throughout the development of the plan.

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Documentation:

- 7.2a Riverside County General Plan, Chapter 3, Land Use Element
http://planning.rctlma.org/Portals/0/genplan/general_Plan_2017/elements/OCT17/Ch03_Land_Use_July2017.pdf?ver=2017-10-06-093429-517
- 7.2b Riverside County General Plan, Chapter 4, Circulation Element
http://planning.rctlma.org/Portals/0/genplan/general_Plan_2017/elements/OCT17/Ch04_Circulation_121316.pdf?ver=2017-10-11-093743-433
- 7.2c Riverside County General Plan, Chapter 5, Multipurpose Open-Space Element
http://planning.rctlma.org/Portals/0/genplan/general_Plan_2017/elements/OCT17/Ch05_MOSE_120815.pdf?ver=2017-10-11-102103-833
- 7.2d Riverside County General Plan, Implementation Program, Appendix K
http://planning.rctlma.org/Portals/0/genplan/general_Plan_2017/appendices/Appendix%20K-2_Oct%202017.pdf?ver=2017-10-23-153612-963
- 7.2e California Building Standards Code, 2016 Triennial Edition (California Code of Regulations, Title 24)
<https://www.dgs.ca.gov/BSC/Codes>
- 7.2f Board Policy A-42
<https://www.rivcocob.org/boardpolicies/policy-a/POLICY-A42.pdf>
- 7.2g Board Policy H-9
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H09.pdf>
- 7.2h Board Policy H-29
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H29.pdf>
- 7.2i Board Policy J-4
<https://www.rivcocob.org/boardpolicies/policy-j/POLICY-J04.pdf>
- 7.2j Board Policy J-11
<https://www.rivcocob.org/boardpolicies/policy-j/POLICY-J11.pdf>
- 7.2k District Comprehensive Trail Plan
<https://www.rivcoparks.org/wp-content/uploads/Riverside-County-Comprehensive-Trails-Plan-FINAL-S-USE.pdf>
- 7.2l District Trail Development Standards
<http://www.rivcoparks.org/wp-content/uploads/Trails-Development-Standard-Small.pdf>
- 7.2m District Comprehensive Trail Plan Appendices
<https://www.rivcoparks.org/wp-content/uploads/Riverside-CTP-Appendices-FINAL-s.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.2.1 - ADA Existing Facility and Site Access Audit

Standard: The agency shall complete an access audit of all existing sites and facilities. Pursuant to the US Department of Justice Title II regulation at 35.105, the agency must evaluate its existing facilities and sites against the most current final and enforceable Standard for Accessible Design.

Suggested Evidence of Compliance: Submit completed checklists, digital images and site reports as evidence of completion of the access audit.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 226 and 236; Chapter 12 – Physical Resource Management, pp. 253 and 263; Chapter 13 – Management Operations, p. 288.

Agency Evidence of Compliance:

The Riverside County Regional Park and Open Space District is committed to eliminating discrimination on the basis of disability in all offered services, programs and activities, in accordance with Title II of the Americans with Disabilities Act (ADA) and the more stringent California Building Standards Codes related to Physical Access Regulations.

In March of 2018, pursuant to US Department of Justice requirements, the District completed the Accessibility Compliance Report Update, completed May 31, 2018 (**7.2.1a**) that covers approximately 41,000 acres of regionally focused park and open space lands and 19 parks related to existing buildings.

Documentation:

7.2.1a Accessibility Compliance Report Update 2018

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.3 - Defense Against Encroachment Procedures

Standard: The agency shall have procedures for protecting park and recreation lands and facilities from encroachment. The procedures should include progressive steps to address escalated encroachment issues.

Suggested Evidence of Compliance: Provide the procedures regarding defense against encroachment.

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Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 208 and 224.

Agency Evidence of Compliance:

The District has responsibility for ensuring that park, open-space and contractual lands are protected from encroachment. For lands owned by the District, staff works with the support of the Riverside County Counsel Department to resolve any issues as soon as they are identified. For lands that are owned by others and managed under contract, issues involving encroachment are reported to the appropriate contract liaison and records are kept to provide a full and comprehensive chain of custody in the event that future actions require staff involvement.

District Policy 7.9 (**7.3a**), Encroachments in Parks and Open-Space Areas, includes specific directives to guide staff in enforcing encroachment issues. Riverside County Board Policy J-1, Parks General Policy (**7.3b**) provides broad policy direction which states in part “...to do everything possible to preserve existing parklands and not allow them to be used for conflicting purposes...” County Ordinance 328.1 (**7.3c**) provides the legal authority for the District to enforce encroachment issues on District lands. Contracts on file, example shown between District and RCA (**7.3d**) provide the authority for District personnel to identify and notify agencies when encroachment issues are identified on lands not included in the District inventory.

Documentation:

- 7.3a District Policy No. 7.9
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/7-9%20Encroachments%20in%20Park%20and%20Open%20Space%20Areas.pdf
- 7.3b Board Policy J-1
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J01.pdf>
- 7.3c Board Ordinance 328.1
<http://www.rivcocob.org/ords/300/328.1.pdf>
- 7.3d Sample Contract on file (Riverside Conservation Authority and District)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.4 - Disposal of Lands Procedures

Standard: The agency shall have established procedures regarding the disposal of park and recreation lands to ensure that public recreational benefits are not diminished through the sale or transfer of parkland.

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Suggested Evidence of Compliance: Provide the procedures for disposal of park and recreation land.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 208, 210-213; Chapter 12 – Physical Resource Management, p. 250; Chapter 13 – Management Operations, pp. 286 and 290.

Agency Evidence of Compliance:

The California Public Resources Code (CPRC) governs the disposal of park and recreation lands for all District real property. The CPRC Section 5540 (**7.4a**) sets forth the process to convey any real property or interest in real property that had not been “actually dedicated” by Board of Directors’ resolution, so long as the proceeds of the sale were used for the 1933 Act’s purposes, i.e. “for the purpose of acquiring, improving, and maintaining parks, playgrounds, beaches, parkways, scenic drives, boulevards and other facilities for public recreation.”(Stats. 1933, ch.1043, p.2664.) (See also Public Resources Code 5563 (**7.4b**) [authorizing district to sell surplus property “subject to the provisions of Section 5540” so long as the sale proceeds are used for District purposes].).

In addition, the Supreme Court of California in the 2009 case between Gerard Ste. Marie v. Riverside County Regional Park and Open-Space District (**7.4c**) further clarifies the provisions of Section 5540 in regards to disposal of land.

The County of Riverside Auditor-Controller Office has established policies and procedures regarding the disposition of capital assets. The County of Riverside Auditor-Controller’s Policy 922, Asset Retirements (**7.4d**) provides guidance for disposing and recording the disposal of assets.

Documentation:

- 7.4a California Public Resources Code (PRC) Chapter 3, Article 3, Section 5540
Conveyance of any interest in any real property
http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PRC§ionNum=5540.
- 7.4b California Public Resources Code (PRC) Chapter 3, Article 3, Section 5563
Authorization to sell surplus property subject to the provisions of Section 5540
http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PRC§ionNum=5563.
- 7.4c *Gerard Ste. Marie v. Riverside County Regional Park and Open-Space District (2009)*
Cal. 4th 282. No. S159319, 09 C.D.O.S. 5875, 2009 DJDAR 6919. Filed May 14, 2009.
<http://caselaw.findlaw.com/summary/opinion/ca-supreme-court/2009/05/14/163630.html>
- 7.4d Auditor-Controller Office, Standard Practice Manual – Section 9 Asset Management (Policy No. 922 Asset Retirement)
http://www.auditorcontroller.org/Portals/0/Documents/county_internal/procedure/policies/922AssetRetirements.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.5 - Maintenance and Operations Management Standards

Standard: The agency shall have established maintenance and operations standards that are reviewed periodically for management of all park and recreation areas and facilities, including specialty facilities such as marinas, ice rinks, golf courses, zoological facilities, equestrian facilities, aquatic or athletic facilities, nature centers, where applicable. Parks, facilities and other recreational elements should be identified according to the intended use of the area, ranging from heavily used and high developed areas to those that are lightly used and less developed via a park classification or maintenance classification system. Each of these areas should be assigned an appropriate set of maintenance standards including both recommended frequency and acceptable quality.

Suggested Evidence of Compliance: Provide the maintenance standards for all parks, facilities and specialty areas, including evidence of park maintenance classification according to the intended use of the area, ranging from heavily used and high developed areas to those that are lightly used and less developed. Provide the most recent review or update.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 12 – Physical Resource Management, pp. 253 and 263; Chapter 13 – Management Operations, pp. 290-300.](#)

Agency Evidence of Compliance:

The District has developed and follows general Maintenance and Operations Standards, last updated in February 2013 (**7.5a**) for parks and facilities divided into six modes, including:

- Mode I - State of the art maintenance applied to a high-quality diverse landscapes;
- Mode II - High level maintenance associated with well-developed park areas with reasonable high visitation;
- Mode III - Moderate level maintenance associated with locations with moderate to low levels of development and visitation;
- Mode IV - Moderately low-level maintenance usually associated with low level of developed, low visitation, undeveloped areas or remote parks;
- Mode V- High visitation natural areas usually associated with large urban or regional parks, and;
- Mode VI - Minimum maintenance level associated with low visitation natural area or large urban parks that are undeveloped.

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The District utilizes these standards and plans to create Maintenance Management Plans (MMPs) for each District facility. MMPs identify the resources required to maintain a facility by utilizing a systematic asset-based planning model. The model helps to determine labor costs, distribution of labor and equipment resources, and supply needs, and creates a work plan and plan budget. The MMP (7.5b) for Lake Cahuilla Recreation Area is attached as an example.

Documentation:

7.5a District Maintenance and Operations Standards
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/Maintenance-Management-Standards-rev.-1-bh.pdf>

7.5b Lake Cahuilla Recreation Area Maintenance Management Plan (MMP)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.5.1 - Facility Legal Requirements

Standard: There shall be a regular review of legal requirements related to facilities, such as licenses, sanitary regulations, fire laws, and safety measures, and inspections of adherence thereto. Special attention should be given aquatic facilities, child care facilities, concessions, kitchens, and zoos.

Suggested Evidence of Compliance: Provide a matrix showing a representative sample of facilities and the types of regulatory permits, licenses or inspections that are required including copy of last review or update.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 208-210, 214-216, 225-227, 231; Chapter 12 – Physical Resource Management, pp. 251, 259, 263; Chapter 13 – Management Operations, pp. 267, 269, 286, 291.

Agency Evidence of Compliance:

The District participates in comprehensive inspection and review programs which verify that facilities are operated and developed in compliance with all applicable local, state, and federal codes and ordinances. All concessions at District managed facilities are operated by private concession vendors under contract with the District. All concession vendors are required to comply with all laws, permits, and health guidelines established by the County or State of California and they are also required by their contract to have liability insurance. The verification of all contractually required permits and insurance is performed annually by

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District staff.

Park/Facility	Legal Requirement	Regulatory Agency	Date of Last Review/Update
All Facilities	Fire Alarm Inspections	Riverside County Fire	2018
All Facilities	Fire Extinguisher Inspections	State Fire Marshal	2018
All Facilities (7.5.1a)	AED Inspections	Safety Division, County Human Resources	2018
All Facilities (7.5.1b)	Storm Water and Water Treatment Inspections	Building and Safety Department	2018
All Facilities	Land Use Requirements	Planning Department	2018
Facilities with Pools/Splash Pads (7.5.1c)	Environmental Health Permit	Department of Environmental Health	2018
Facilities with Wells/Drinking Water Systems (7.5.1d)	Groundwater Extraction and Diversion of Water Notices	Water Districts/Providers	2018
	Backflow Prevention	Department of Environmental Health/ Water Districts/Providers	2018
	Water Quality Testing	Department of Environmental Health/ Water Districts/Providers	2018
Facilities with Playgrounds (7.5.1e)	Playground Safety Inspections	State of California	2018
Facilities with Septic/Sewer Systems	Environmental Health Permit	Department of Environmental Health	2018
Facilities with Backflows	Backflow Preventer Inspection	Water Districts/Providers	2018
Facilities with Food Concessionaires (7.5.1f)	Food Handlers Permit	Department of Environmental Health	2018

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	Environmental Health Permit		
Rancho Jurupa Regional Sports Park (7.5.1g)	Initial Health Inspection and Annual Health Permit for Snack Bar	Department of Environmental Health	2012 – Initial Inspection Annually (AYSO)

Documentation:

- 7.5.1a AED Policy and Inspection Procedure Manual
- 7.5.1b Storm Water and Water Treatment Inspection for Rancho Jurupa Sports Complex
- 7.5.1c Lake Skinner Splash Pads: Environmental Health Permit
- 7.5.1d Domestic Water Supply Permit for McCall Parks
- 7.5.1e Completed Playground Inspection Checklist
- 7.5.1f Concessionaire Agreement for Rancho Jurupa Park
- 7.5.1g Initial Health Inspection Report – Rancho Jurupa Sports Park Snack Bar

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.5.2 - Preventative Maintenance Plan

Standard: There shall be a comprehensive preventative maintenance plan to provide periodic, scheduled inspections, assessment and repair, and replacement of infrastructure, systems and assets. This includes certifying, checking or testing for optimum operation based on applicable industry standards, local guidelines, city requirements and/or manufacturer’s recommendation for maintenance and replacement of parks, with the intent to ensure that park assets are maintained for optimum use and safety and have the ability to reach or extend its full life cycle and expected return on investment.

Suggested Evidence of Compliance: Provide the preventative maintenance plan and examples of detailed preventative maintenance programs for identified parks, recreation areas and facilities with special attention given to playground equipment, aquatic facilities, pedestrian pathways, building infrastructure and other high impact assets, along with copies of completed, recent inspections and safety checks for a sampling of facilities/areas.

Agency Evidence of Compliance:

The District is responsible for operating and maintaining a wide range of park and recreation facilities. The District maintains standard Maintenance Management Plans (MMP) **(7.5.2a)** for each type of facility. The Riverside County Risk Management Division conducts annual safety

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inspections of facilities. These inspections (7.5.2b) involve District staff, and deficiencies are immediately corrected

The District also contracts with specialists to do required safety checks at all playground facilities (7.5.2c) districtwide on an annual basis or as required by the District Playground Maintenance and Inspection Policy 8.10 (7.5.2d) often doing them monthly. The District will inspect and maintain playgrounds in compliance with Consumer Product Safety Commission (CPSC) Public Playground Safety Handbook (publication #325) guidelines (7.5.2e), the current American Society for Testing and Materials (ASTM) F1487-11 Standard Consumer Safety Performance Specification for Playground Equipment for Public Use, and any local, state, and federal laws.

In addition, the District adopted Maintenance Management Standards (7.5.2f) and continues to work with the identified modes. The District continues to invest heavily in sending staff to the school, and each first year graduate from the school begins participating in development of a site specific MMP.

Documentation:

- 7.5.2a Completed MMP – Lake Cahuilla June 2018
- 7.5.2b Completed Safety Evaluation Report – Lake Skinner
- 7.5.2c Completed Playground Inspection Report – Hurkey Creek Park
- 7.5.2d District Policy 8.10
http://intranet.rivcoparks.org/wp-content/uploads/2015/02/8.10_playground_maintenance_and_inspection.pdf
- 7.5.2e Consumer Product Safety Commission Public Playground Safety Handbook Guidelines (publication #325)
<https://www.cpsc.gov/s3fs-public/325.pdf>
- 7.5.2f District Maintenance and Operations Standards
<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/Maintenance-Management-Standards-rev.-1-bh.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.6 - Fleet Management Plan

Standard: The agency shall have an established fleet management plan comprised of an inventory of all vehicles, rolling stock and other major equipment and inspection and replacement schedules.

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Suggested Evidence of Compliance: Provide the fleet management plan.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 13 – Management Operations, pp. 296-297, 299-300.](#)

Agency Evidence of Compliance:

The District developed and implemented a fleet maintenance program to ensure high level maintenance for all District owned, rented and/or leased vehicles in the Fleet Maintenance Program Plan (7.6a) adopted in March 2018. The plan includes an inventory of all District fleet (7.6b) as well as a 20-year cost projection to replace vehicles (7.6c) when they have reached their useful limit. The District fleet management committee reviews previous year's assumptions during the budget process and an annual Vehicle Replacement Schedule (7.6d) is developed each fiscal year.

Documentation:

- 7.6a Fleet Maintenance Program Plan
- 7.6b District Fleet Inventory
[\\PARKS-16FP01.rivcoca.org\Shared_Data\AdminShared\2018 CAPRA\Self-Assessment Report\2017 Parks Vehicles \(2\).xlsx](\\PARKS-16FP01.rivcoca.org\Shared_Data\AdminShared\2018 CAPRA\Self-Assessment Report\2017 Parks Vehicles (2).xlsx)
- 7.6c 20-Year Fleet Projection Budget Schedule
- 7.6d FY 18-19 Vehicle Replacement List

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.7 - Agency-Owned Equipment, Materials, Tools, and Supplies Policies and Procedures

Standard: There shall be policies and procedures for the management of and accountability for agency-owned equipment, materials, tools, and supplies, including procedures for purchase and distribution to authorized persons, proper training of appropriate personnel in use of equipment, safe and secure storage of equipment, and maintenance of all equipment in operational readiness and working order. Such property includes supplies, materials, tools, expendable items, vehicles, installed and mobile equipment, and personal wear items used by agency personnel.

Suggested Evidence of Compliance: Provide policy and procedures regarding agency-owned equipment and property.

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Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 213, 217, 229, 236; Chapter 12 – Physical Resource Management, pp. 251, 253-255, 259-259, 261, 264; Chapter 13 – Management Operations, pp. 267, 277-278, 282-284, 292-293, 295-300.

Agency Evidence of Compliance:

County officers and department heads have the responsibility for all County property (assets) in their charge, including (fixed) capital assets and minor equipment. These responsibilities include the identification and control of these assets, the filing of inventories and the submission of reports. County Board Policy H-26 (**7.7a**) provides guidance for the accountability of county property considered non-capitalized assets (all assets having a value under \$5,000). Specific to electronic devices, Board Policy A-50, Electronic Media and Use Policy (**7.7b**) and Board Policy A-55, Electronic Government Policy (**7.7c**) provide guidance.

All County employees complete a required training course in vehicle safety according to Board Policy D-2, Use and Purchase of County Vehicles (**7.7d**) and District Policy 7.2, Use of Park Vehicles (**7.7e**).

The District has several additional policies that govern the use of District-owned assets and equipment:

- District Policy 3.5 Use of Electronic Devices (**7.7f**)
- District Policy 8.3 Use of Pepper Spray (**7.7g**)
- District Policy 8.4 Use of Bite Sticks (**7.7h**)
- District Policy 16a Uniforms (**7.7i**)

All employees are responsible to prevent waste of resources, including damage to property and equipment according to Board Policy C-35, Standards of Ethical Conduct to Address Fraud, Waste and Abuse (**7.7j**).

Documentation:

- 7.7a Board Policy H-26
<http://www.rivcocob.org/boardpolicies/policy-h/POLICY-H26.pdf>
- 7.7b Board Policy A-50
<http://rivcocob.com/policy-a/POLICY-A50.pdf>
- 7.7c Board Policy A-55
<http://rivcocob.com/policy-a/POLICY-A55.pdf>
- 7.7d Board Policy D-2
<http://www.rivcocob.org/boardpolicies/policy-d/POLICY-D02.pdf>
- 7.7e District Policy 7.2
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/7-2%20use%20of%20park%20vehicles.pdf
- 7.7f District Policy 3.5
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/3-5%20use%20of%20electronic%20devices.pdf
- 7.7g District Policy 8.3

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http://intranet.rivcoparks.org/wp-content/user_uploads/policies/8-3%20Use%20of%20Pepper%20Spray-final.pdf

7.7h District Policy 8.4

<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/8.4-Use-of-Bite-Sticks.pdf>

7.7i District Policy 16a

<http://intranet.rivcoparks.org/wp-content/uploads/2010/10/16a-uniforms.pdf>

7.7j Board Policy C-35

<https://www.rivcocob.org/wp-content/uploads/2013/05/C-35.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.7.1 - Building Plans and Specifications

Standard: The agency shall have on file floor plans, specifications, and/or as-built drawings for major facilities constructed since 1965. These records contain information necessary for efficient programming, quality facility maintenance and effective capital project programming. Projects funded with funds from governmental grant programs such as LAWCON and UPARR place restrictions on use and disposition.

Suggested Evidence of Compliance: Provide evidence that plans and specifications for facilities with greater than 10,000 square feet of indoor space constructed since 1965 are on file.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 8 – Recreation Program Planning, pp. 139-141; Chapter 12 – Physical Resource Management, pp. 239, 243, 250-256; Chapter 13 – Management Operations, pp. 267, 276-275, 278-288, 299.

Agency Evidence of Compliance:

Over the last few years, the District has worked on many projects requiring plans and specifications and it is typically standard to request as-built drawings. As-builts are intended to represent actual locations of improvements, they represent a solid clarification of where things lie, this is especially critical for underground improvements. All plans and specification are maintained on file at Park Headquarters in the Planning Divisions Files and are available for viewing on-site. The 2005 Headquarters Expansion Project (**7.7.1a**) is the only facility built since 1965 that is greater than 10,000 square feet of indoor space and required full plans and specifications.

Documentation:

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7.7.1a Headquarters 2005 Expansion As-Built

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.7.2 – Land and Lease Records

Standard: The agency shall have records on file of all lands owned or property leased by or for the agency. Each record shall include ownership, leases, legal description, and easements and covenants that restrict use or disposition. The records shall also include date and manner of acquisition. The manner of acquisition can limit right to use and dispose of parkland, for example acquisitions funded with funds from governmental grant programs such as LAWCON and UPARR place restrictions. Gifts and bequests often contain restrictive covenants that reflect the desires of donors.

Suggested Evidence of Compliance: Provide evidence that land records for land acquired since 1965 are on file.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 208-213, 216-217.

Agency Evidence of Compliance:

Comprehensive property records are kept on file at Parks Headquarters (7.7.2a) of all real property owned and leased in Riverside County. Each record includes ownership timeline, grant deed, legal description, easements, use and disposition restrictions, and types of funding associated with the property. The records also include the date, manner of acquisition, associated costs, and acreage (7.7.2b).

Property records are maintained on a continual basis and are subject to the District Records Retention Policy (7.7.2c).

Documentation:

- 7.7.2a Files at Parks Headquarters Building
Building A & Building C
- 7.7.2b Land & Lease Records Spreadsheet
- 7.7.2c District Records Retention Policy
http://rmap.asrclrec.org/forms/DRRS_PARK_2016_Rev02.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.8 - Environmental Sustainability Policy and Program

Standard: The agency shall have an established policy on environmental sustainability that states the agency position on energy and resource conservation. The policy should address sustainable product purchasing; reduction and handling of waste; wise use and protection of land, air, water and wildlife; and sustainable design/construction of buildings and facilities.

Suggested Evidence of Compliance: Provide the agency's environmental sustainability policy and examples of projects and initiatives that demonstrate the agency's commitment to implementation. Examples include ecosystem and green infrastructure plans/programs, capital improvements utilizing green/sustainable designs, carbon footprint analysis and reduction goals, internal/external communication and outreach programs.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 210, 215-216, 226, 232-233, 236; Chapter 12 – Physical Resource Management, pp. 240, 247; Chapter 13 – Management Operations, pp. 286-295.](#)

Agency Evidence of Compliance:

The County of Riverside has established numerous policies and ordinances demonstrating a strong commitment to green infrastructure buildings through Board Policy H-29 (7.8a), storm water management through County Ordinance 754 (7.8b), water efficient landscape through Board Policy H-25 (7.8c), energy conservation through Board Policy H-4 (7.8d), air quality improvement County Ordinance 706 (7.8e), and noise reduction through County Ordinance 847 (7.8f). The District follows all County policies regarding sustainability. Examples of implementation include:

- *Lake Skinner Splashpad Project*- The District replaced a large one-acre concrete lagoon with a theme-based recirculating splash pad. The splash pad was built in 2012 and includes features and amenities that share the story of water and its journey from Northern California to Southern California, eventually ending at the world's largest interactive faucet measuring approximately 20 feet high. The project resulted in a savings of one-million gallons of water annually. In 2017, the District renovated the splash pad by removing all of the rubber surface, replacing with sustainable textured and colored concrete.
- *Lake Skinner Turf Reduction Project*- The District initiated plans to remove large sections of turf and irrigation at the park. Mulch will be installed to cover the bare land and estimated water savings is calculated at 300,000 gallons per year.

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- *Park Projects*- All park projects include a storm water management review which includes new amenities to capture storm water in order to replenish precious aquifers. Projects are also reviewed to ensure that energy conservation opportunities are strongly considered, and that equipment meets the latest green industry standards.
- *Technological Enhancements*- The County is taking bold steps to reduce waste associated with paper systems and filing. The County recently integrated an electronic system to post, track and approve agenda items for Board meetings. Currently, the County is implementing an electronic program referred to as Workday to manage the workforce by eliminating burdensome paperwork through automation. This effort is coupled with an eProcurement system which will automate purchasing activities and ensure that sustainable product purchasing is a priority. These efforts will provide for a more effective and efficient operation, resulting in the reduction of paperwork and wasted travel by placing the ability to perform daily functions in the palm of the employees' hands (mobile applications).
- *Maintenance Activities*- The District outsources turf management and tree trimming activities, requiring contractors to implement best management conservation practices. Turf mowing equipment is required to be recycling, removing the need to haul tons of grass clippings to land fill operations. Tree trimming brush is recycled as mulch and larger limbs are milled for lumber and/or used for fire wood.

Documentation:

- 7.8a Board Policy H-29
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H29.pdf>
- 7.8b Board Ordinance 754
<https://www.rivcocob.org/ords/700/754.2.pdf>
- 7.8c Board Policy H-25
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H25.pdf>
- 7.8d Board Policy H-4
<https://www.rivcocob.org/boardpolicies/policy-h/POLICY-H04.pdf>
- 7.8e Board Ordinance 706
<https://www.rivcocob.org/ords/700/706.2.pdf>
- 7.8f Board Ordinance 847
<https://www.rivcocob.org/ords/800/847.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.9 Natural Resource Management Plans and Procedures

Standard: There shall be natural resource management plans for environmentally unique or sensitive areas such as valuable wetlands, riverbanks and woodlands and there shall be environmental protection procedures, such as for erosion control, conduct of nature studies, wildlife and habitat preservation, and protection of water supply reservoirs and water recharge areas. Even if the agency does not own or control the natural resource, there shall be procedures to encourage and ensure environmental stewardship through volunteer steward programs and/or interpretive education and other learning opportunities. The agency should work with other agencies to meet and promote environmentally sound maintenance and land management standards.

Suggested Evidence of Compliance: Provide the natural resource management plan(s) and procedures and examples of outreach and education.

Agency Evidence of Compliance:

The District works to integrate sound environmental policies, practices and procedures into its planning, development, and operational goals. Central to the mission of natural resource protection is the Natural Resources Division which manages and oversees all the environmentally sensitive areas and conservation areas under District control.

The District follows three major management plans approved by federal, state and local partners for the management of County controlled lands that are designed to meet different species objectives throughout the County and the region.

The first major management plan is the Western Riverside County Multi-Species Habitat Conservation Plan (MSHCP) (7.9a). The MSHCP is a 150,000-acre plan that provides regulatory approval and management guidance for the protection and management of 146 regionally important species. Adaptive land management practices, species monitoring, educational outreach and enforcement of land use regulations are completed by the Districts' Natural Resources Division and other participating agencies.

The second major management plan is the Southwestern Multi-Species Habitat Conservation Plan for the Multi-Species Reserve (MSR) (7.9b). The MSR Plan is a 13,000-acre plan that provides management guidance for the protection and management of 24 regionally important species. Adaptive land management practices, species monitoring, enforcement of land use regulations and educational/interpretive services are completed by the Districts' Natural Resources Division and the Interpretive Services Program.

The third major management plan is the Santa Rosa Management Plan for the Santa Rosa Plateau Ecological Reserve (SRPER) (7.9c). The SRPER Plan is an 8,300-acre plan that provides management guidance for the protection and management of regionally important species. Although the District does not serve as the land manager, it does provide primary Ranger enforcement of rules and regulations and oversees the day to day operations of the visitor center, volunteer stewardship and the interpretive outdoor educational program.

Documentation:

- 7.9a Western Riverside County Multi-Species Habitat Conservation Plan (MSHCP), 2003
<http://www.wrc-rca.org/about-rca/multiple-species-habitat-conservation-plan/mshcp-volume-one-the-plan/>
- 7.9b Southwestern Multi-Species Habitat Conservation Plan
- 7.9c Santa Rosa Cooperative Management Plan, 1991

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.9.1 - Recycling and/or Zero Waste Plan

Standard: There shall be a recycling and/or zero waste plan for park and recreation facilities and administrative offices that is systematically monitored and periodically reviewed. The plan shall also include an educational component for both users and employees. The recycling and/or zero waste plan should include all major products suitable for recycling in the given region with an emphasis on making the recycling process easy and convenient for park and recreation users.

Suggested Evidence of Compliance: Provide a description of the recycling and/or zero waste plan for facilities and administrative offices and provide the last review with statistics on the amounts of materials recycled or the percent of total waste recycled for the most recent reporting period.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 13 – Management Operations, pp. 290-292.

Agency Evidence of Compliance:

The District has approved Policy 7.17 Recycling and Waste Diversion (**7.9.1a**) to comply with requirements for recycling California redemption value material, organic waste, monofilament fishing line, and other recyclable material at District owned and operated facilities.

The District utilizes employees and volunteers for the positions of Recycling Coordinator and Recycling Leader (**7.9.1b**). These positions are responsible for overseeing all recycling activities at their given site. These positions are responsible for overseeing all recycling activities at their given site. This includes collection, sorting, storage, transportation, and redemption of recyclable beverage containers and collecting data for CRV Recycling Reports (**7.9.1c**).

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Additionally, the District participates as a Department with Riverside County Recycles Program sponsored by the Department of Waste Resources (7.9.1d).

Documentation:

- 7.9.1a District Policy 7.17
- 7.9.1b Recycling Leader and Volunteer Training
<https://app.betterimpact.com/PublicEnterprise/EnterpriseActivity?enterpriseGuid=74ab07c6-2292-4cf2-877e-807c3e6e76c9&activityGuid=9e6215c8-d59b-4d70-ab72-58c523ebed6f&searchUrl=https%253a%252f%252fapp.betterimpact.com%252fPublicEnterprise%252fEnterpriseSearch%253fEnterpriseGuid%253d74ab07c6-2292-4cf2-877e-807c3e6e76c9%2526SearchType%253dOrganization%2526SearchId%253d14374>
- 7.9.1c CRV Recycling Reports
- 7.9.1d Riverside County Recycles Recycling Curriculum

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.10 - Maintenance Personnel Assignment Procedures

Standard: The agency shall have procedures for the assignment of competent personnel with clearly defined duties for routine maintenance, repairs, and improvement of areas, facilities, and equipment, including responsibility for general cleanliness and overall attractiveness. Effective maintenance of grounds and facilities requires the selection, training, and supervision of workers in a wide variety of tasks ranging from seasonal laborers to skilled trades. Supervisory staff must be able to focus on maintenance management, such as workload control, as well as supervise the technical details of maintenance work.

Suggested Evidence of Compliance: Provide examples of methods used by the agency to assign staff.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 12 – Physical Resource Management, pp. 254 and 259; Chapter 13 – Management Operations, pp. 284 and 295.](#)

Agency Evidence of Compliance:

The District has developed and follows Maintenance Personnel assignment procedures for parks and facilities. The assignments fall into two categories, 1) planned maintenance and 2) unplanned maintenance.

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Planned maintenance is assigned based upon Maintenance Management Plans (MMPs) (7.10a) for each District facility and overall Maintenance and Operations Management Standards (7.10b). Unplanned maintenance is assigned based upon tickets generated by the Zendesk ticket program (7.10c). Zendesk is a Computer tracking system accessible by all District personnel and available on the District's intranet for input. Managers may assign tasks input to Maintenance personnel and each ticket is closed out once complete.

Documentation:

7.10a Sample Maintenance Management Plan (Lake Cahuilla)

7.10b Maintenance and Operations Management Standards

7.10c Zendesk example

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

7.11 - Capital Asset Depreciation and Replacement Schedule

Standard: The agency shall have an established depreciation and replacement schedule for all park and recreation capital assets including buildings, facilities, and equipment that have predictable life cycles. Schedules should identify the useful life of each element and the associated costs of replacement. Capital asset depreciation and replacement schedules, including projected costs of replacement, should be reflected in the agency's financial plan.

Suggested Evidence of Compliance: Provide the capital asset depreciation and replacement schedule.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 208, 213-215, 217-218, 220, 225-259, 231; Chapter 12 – Physical Resource Management, pp. 240 and 247; Chapter 13 – Management Operations, pp. 289 and 294.

Agency Evidence of Compliance:

The District's schedule of capital assets and calculation of depreciation and net book value (7.11a) is created annually by the Auditor-Controller's Office (ACO) Specialized Accounting Division and reviewed by the District Fiscal Manager. The schedule data are summarized and reported in the District's Annual Financial Statements.

Replacement and/or renovation of buildings and facilities are provided through the Capital Improvement Program (CIP) Plan (7.11b). Requests for replacement or repair of facilities are based upon facility condition assessments and/or failure to serve their original purpose. Project

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requests are documented in the CIP Plan and scheduled for funding by priority assignment.

Purchase or replacement of other equipment and assets is addressed annually during the budget process, where staff submit requests for funding to repair or replace aging equipment.

Documentation:

7.11a Capital Asset Depreciation Schedule, FY17-18

7.11b District Capital Improvement Program

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 7.0 – FACILITY AND LAND USE MANAGEMENT**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

8.0 - Public Safety, Law Enforcement, and Security

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Laws and ordinances provide the foundation for controlling activities and behavior within the jurisdiction of the agency. General municipal codes, laws and ordinances and state and federal laws are applicable to parks and recreation areas and facilities. However, these laws generally have broad application and lack specificity as they relate to the control and management of parks and recreation areas and facilities. Special laws and ordinances may be enacted to specifically address and guide public use and behavior and may delegate authority to issue and enforce permits, licenses, rules and regulations applicable to parks and recreation areas and facilities.

Agency staff are first-in-line to gain compliance with ordinances, rules and regulations. Regardless of whether the agency employs law enforcement officers or contracts for law enforcement services, agency staff have responsibility to educate patrons on the proper use of parks, recreation areas and facilities. However, when patrons fail to comply, enforcement becomes the responsibility of sworn law enforcement officers.

For agencies relying on the services of law enforcement officers from other jurisdictions or departments, it is essential that formalized liaison relationships be established between agency staff and the official law enforcement organization.

Particular attention should be given to national, state and local emergency plans and procedures directed toward large-scale natural disasters, such as earthquakes, tornadoes, hurricanes, forest fires, and floods. Plans should include evacuation procedures, inventories and locations of equipment and materials, displacement plans for facility residents and activities, and provision of psychological aid for staff affected by emergencies.

8.1 - Codes, Laws, and Ordinances ★

Standard: Public safety and law enforcement within parks and recreation areas and facilities shall be governed by codes, laws, and ordinances, some of which may be enacted specifically for the control and management of parks and recreation areas and facilities. The codes, laws and ordinances shall be posted or readily available to park patrons.

Suggested Evidence of Compliance: Provide documentation of the codes, laws, and ordinances that pertain specifically to areas and facilities under the jurisdiction of the agency and describe how they are posted or otherwise readily available to park patrons.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 2 – Management and the Law, pp. 19-22.](#)

Agency Evidence of Compliance:

Pursuant to County Board of Supervisors policy J-3 (8.1a), all areas of outstanding scenic, recreational, and historical importance remain in trust of the District. The District owns, leases, and manages a diverse collection of properties that include areas for active and passive recreational use, sport centers, open-space areas, ecological reserves, trails, historical sites, and

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archeological sites. The District manages, maintains, and protects these properties for public benefit. Through County Ordinance 328 (**8.1b**), regulations exist for the safe and orderly use of properties for which the District is responsible.

Ordinance 328 is distributed to all field staff and available for review on the District intranet and the County website. Additionally, the ordinance is posted at selected public facilities in order to remind the public of the laws.

Documentation:

- 8.1a Board Policy J-3
<http://www.rivcocob.org/boardpolicies/policy-j/POLICY-J03.pdf>
- 8.1b Board Ordinance 328
<http://www.rivcocob.org/ords/300/328.1.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.1.1 - Staff Liaison to Law Enforcement Officers

Standard: There shall be established liaison assignments for agency staff to the official law enforcement officers providing public safety and law enforcement service to the agency.

Suggested Evidence of Compliance: Provide current documentation of staff liaison assignment(s) with the law enforcement authority responsible for enforcement of laws and ordinances within the parks and recreation areas and facilities.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, p. 604.

Agency Evidence of Compliance:

The District General Manager, Assistant Directors, Bureau Chiefs, Area Managers and Natural Resources Managers are the primary liaisons to the Sheriff's Department, depending on the level of cooperation needed or the nature of the business. The District assigns the Assistant Director to serve as the liaison to the County Emergency Management Department (EMD) to develop emergency plans and actions in response to actual or potential disasters, which may impact all or part of Riverside County (**8.1.1a**). Currently, the District does not employ deputized personnel or issue citations. Riverside County Sheriffs are contacted for any situation requiring enforcement of laws rules and regulations when District staff cannot obtain compliance.

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Riverside County Ordinance 328.1a (Enforcement) **(8.1.1b)** describes the liaison relationship between the District and the Riverside County Sherriff's Department:

"The District general manager shall have the primary responsibility for enforcement of this Ordinance. The County Sheriff's Department and other law enforcement agencies are hereby given permission to enter the public and restricted parts of all County or District parks and open-space areas to maintain public order or to prevent, remedy, or take other appropriate action with regard to violations of the provisions of this Ordinance or of other applicable laws or regulations (Ord. 328.1a, effective date 4/13/2000)".

District Policy 6.1 describes the local law enforcement review process required for all special events which may require extra public safety presence or traffic control **(8.1.1c)**.

"Riverside County Sheriff's Department (RCSD): All Major special events and any Intermediate or Minor special events which are determined to need law enforcement or traffic control on RCSD patrolled roads. Law Enforcement provided by the RCSD is upon prior arrangement and RCSD command approval of responsibilities. Traffic control by the RCSD may be provided based upon prior arrangement. Costs are determined based upon the current approved extra-duty rate."

The Chief of Parks and Resources is scheduled to meet **(8.1.1d)** no less than twice per year with the Riverside County Assistant Sherriff and other assigned personnel to discuss relevant issues pertaining to special events, scheduled activities and parks, recreation and open-space regulations to improve overall enforcement efforts .

Documentation:

- 8.1.1a Current Emergency Management Department Emergency Operations Center position list
- 8.1.1b Board Ordinance 328.1a
<http://www.rivcocob.org/ords/300/328.1.pdf>
- 8.1.1c District Policy 6.1
http://intranet.rivcoparks.org/wp-content/uploads/2010/10/policy_6.1_special_events_and_interim_use_of_district_facilities.pdf
- 8.1.1d Scheduled meeting with Chief

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.2 - Authority to Enforce Laws by Law Enforcement Officers

Standard: The authority of law enforcement officers to enforce laws and ordinances pertaining specifically to activity within parks, recreation areas, and facilities shall be clearly established to ensure that enforcement actions are upheld. Authority to enforce laws and ordinances within parks and recreation areas and facilities must be established through assignment within the agency, by contract with another agency, or by policy of the government jurisdiction in which the agency operates.

Suggested Evidence of Compliance: Provide documentation that establishes the authority of law enforcement officers to enforce laws and ordinances within parks, recreation areas, and facilities.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 606-612.

Agency Evidence of Compliance:

Powers of the District Board of Directors are derived from the State of California Public Resources Code, Division 5, Chapter 3, Article 3, Section 5560.1 (8.2a). This State Statute provides the Board authority to designate, who may issue citations for misdemeanor and infractions violations of state law, county ordinances', and district regulations or ordinance. The Riverside County Regional Park and Open-Space District Board of Directors has adopted Ordinance 328 (8.2b) which provides guidance for proper park usage. The Board of Directors delegates' primary responsibility for enforcement of the park ordinances to the District General Manager (8.2c). Additionally, the County Sheriff's Department and other law enforcement agencies are granted permission to enter the public and restricted parts of the District in order to take appropriate action with regard to violations of the ordinance or other applicable laws and regulations.

District employees assigned by the General Manager to enforce the park ordinance, rules, and regulations do not issue citations or make arrests. District employees are to make every attempt through effective communications to obtain voluntary compliance. If voluntary compliance cannot be obtained, staff on duty is required to summon assistance from law enforcement or other authorities to obtain compliance when the situation is deemed sufficiently compelling.

Documentation:

- 8.2a California State Public Resources Code, Division 5, Chapter 3, Article 3, Section 5506.7.
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PRC§ionNum=5506.7.
- 8.2b Board Ordinance 328
<http://www.rivcocob.org/ords/300/328.1.pdf>
- 8.2c Riverside County Job Description for Parks Director/General Manager.
<http://agency.governmentjobs.com/riverside/default.cfm?action=specbulletin&ClassSpecID=1626&headerfooter=0>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.3 - Law Enforcement Officer Training

Standard: Law enforcement officers with the authority to enforce laws within areas and facilities under the jurisdiction of the agency must have proper training in order to carry out their roles and responsibilities.

Suggested Evidence of Compliance: Provide a summary of the current training program for law enforcement officers having jurisdiction within the parks and recreation agency, including provision for refreshers and updates.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 612-616.

Agency Evidence of Compliance:

The current Basic Training Program for Deputy Sheriffs (**8.3a**) with jurisdiction in the County of Riverside is through the Commission on Peace Officer Standards and Training (POST) Legislative Mandated Training (**8.3b**). Cadets attend the Ben Clark Training Center which includes classroom study and examinations in Arrest and Firearms, Blood Borne Pathogens, Carcinogenic Materials, Weaponry, Child Abuse Investigation, Civil Disobedience, Domestic Violence, First Aid, CPR, Gang and Drug Enforcement, Hate Crimes, Hearsay Testimony, Vehicle Pursuits, Missing Persons, Racial and Cultural Diversity, Sexual Assault, Sexual Harassment in the Workplace, Sudden Infant Death Syndrome, Stalking, Tear Gas, Emergency Response, and Traffic Accident Investigation.

On-going and annual refresher training is completed as required by POST training standards and is regulated by the Sherriff's Department Perishable Skills Department Directive #12-028 (**8.3c**).

Documentation:

- 8.3a Basic Training Program for Deputy Sheriff's
<http://www.clarktraining.org/catalog/index.asp>
- 8.3b POST Legislative Mandated Training
<https://post.ca.gov/legislative-mandated-training>
- 8.3c Sherriff's Department Perishable Skills Department Directive #12-028

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.4 - Public Information on Laws, Ordinances, Rules, Regulations, and Policies

Standard: Agency staff shall participate in educating and informing the public on laws, ordinances, rules, regulations, and policies that apply to parks and recreation areas and facilities. This role shall be established through policy directive.

Suggested Evidence of Compliance: Provide documentation that defines the role of agency staff in providing public information and education on laws, ordinances, rules, regulations, and policies. Provide examples of education and provision of information.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 616-617.

Agency Evidence of Compliance:

District staff has a responsibility to protect the welfare of the public and the property of the citizens of the County of Riverside, and enforce all applicable rules and regulations including, but not limited to: Department Rules and Regulations, County Ordinances, State Ordinances, Statutes, Codes, and Federal Ordinances, Statutes, Codes, pursuant to District Policy 8.6 **(8.4a)**.

Any behavior or conditions not in the interest of the public or District is corrected by staff on site. The responsibility for determining what behavior or conditions are inappropriate rests with field staff, who are required to exercise sound judgment based on policy, to safeguard the public and top see that park use conforms with adopted regulations governing use of park facilities. Information about specific Ordinances, rules and regulations are posted on signs in public areas **(8.4b)** and made available on the site-specific web pages **(8.4c)**.

Documentation:

- 8.4a District Policy 8.6
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/8-6%20enforcement%20of%20rules%20and%20regulations-final.pdf
- 8.4b Signage communicating rules and ordinances (images)
- 8.4c Park Rules – site specific web page (select “Park Rules and Fees” tab)
<https://www.rivcoparks.org/lake-skinner-recreation-area/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.4.1 - In-Service Training for Staff on Public Safety and Law Enforcement

Standard: Agency staff shall understand their role in public safety and law enforcement and relationships with law enforcement officers having jurisdiction within parks and recreation areas and facilities. The purpose of this training to ensure that staff understand where their authority ends and when an incident should be referred to law enforcement. In-service training shall be extended to front line staff such as lifeguards and park attendants to assure they are fully prepared to respond to law-enforcement incidents.

Suggested Evidence of Compliance: Provide documentation of most recent in-service training for agency staff, defining their role in public safety and law enforcement, including agendas and attendance rosters

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, p. 614.

Agency Evidence of Compliance:

Park Rangers are required to attend the Arrest component of the PC 832 Arrest and Firearms (8.4.1a) course offered by the Commission on Peace Officers Standards and Training. The Arrest component has a 40-hour requirement, and is divided into 14 individual topics that contain the minimum required foundational information for prospective peace officers. Additionally, all Ranger staff members are provided training according to the Training for Rangers Onboarding Matrix (8.4.1b) for various tools and equipment related to Law Enforcement such as pepper spray, bite stick, off-highway vehicle, incident reports and self-defense techniques. Training and Licensures are tracked in the Employee Performance Management (EPM) System (8.4.1c) and reviewed annually by supervisors.

Staff in the Park Ranger classification receives training, including current information, policy and standard implementation from one of the appointed members on the Public Safety, Law Enforcement and Security team (8.4.1d). This team includes one member from the Park Ranger Classification in each of the District sub areas. Additional “just in time” training is offered to all staff members when a gap is identified and all staff will receive initial and refresher training as required.

Documentation:

- 8.4.1a PC 832 Arrest and Firearms Course
<http://www.post.ca.gov/pc-832-arrest-and-firearms-course.aspx>
- 8.4.1b Training for Rangers On-Boarding Matrix
- 8.4.1c EPM Training & Licensure Tracking

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8.4.1d Public Safety, Law Enforcement and Security Team Meeting

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.4.2 - Handling of Disruptive Behavior Procedures

Standard: There shall be established procedures for agency staff on response to disruptive behavior at agency areas and facilities. Procedures shall identify the role of staff in intervention when an incident occurs, documentation of behavior and delineation of law enforcement roles in handling behavioral issues.

Suggested Evidence of Compliance: Provide current procedures regarding handling of disruptive behavior.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 620-624.

Agency Evidence of Compliance:

It is the policy of the District that its employees protect the welfare of the public in areas under the District’s jurisdiction, ensuring that public use of District facilities conforms to District standards, and enforcing all applicable rules and regulations.

District employees are to make every attempt through effective communications to obtain voluntary compliance when disruptive behavior is noted, guided by Policy 8.7- Handling Disruptive Behavior (**8.4.2a**). Should behavior be more serious in nature, District employees are directed to refer to Policy 8.6-Enforcement of Rules and Regulations for proper protocol (**8.4.2b**).

Documentation:

8.4.2a District Policy 8.7
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/8-7%20handling%20disruptive%20behavior%20final.pdf

8.4.2b District Policy 8.6
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/8-6%20enforcement%20of%20rules%20and%20regulations-final.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.4.3 - Traffic Control, Parking Plans, and Crowd Control

Standard: The agency shall coordinate with the official law enforcement agency having jurisdiction on large-scale events hosted or facilitated by the agency that require planning and coordination of traffic, parking and crowd control. Plans shall specifically define the roles of the event sponsor, agency staff, and the law enforcement agency regarding traffic layouts at the venue, traffic routes and personnel assignments.

Suggested Evidence of Compliance: Provide a recent example of coordination with law enforcement on traffic control, parking plans and crowd control for activities and events hosted or facilitated by the agency.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 624-637.

Agency Evidence of Compliance:

Large-scale events that are either hosted or facilitated by the District require different permits and agreements per District Policy 6.1 (8.4.3a) depending on their size and impact on the community. In all cases, the District abides by standards set forth in the California Manual on Uniform Traffic Control Devices for Streets and Highways (8.4.3b).

If the event will require County road closures or usage, the event coordinator must submit a special event application and work with District staff to develop an agreement and business plan (8.4.3c), which includes a clearly stated Public Safety Plan (8.4.3d) to address logistics, traffic and crowd control requirements. The applicant is required to work with the District and local law enforcement agencies to ensure adequate notification and communication is occurring between all involved parties when road closures or modifications are required.

When an event takes place within park boundaries and does not meet the thresholds described above, a concessioner agreement is customized with the proposed event details. In this situation, traffic and crowd control are the responsibility of the site supervisor at the respective facility, coordinated together with the event coordinator. When expected traffic exceeds the capacity of the parking areas within the park, such as the Santa Rosa Plateau (SRP) Summer Concert Event (8.4.3e), special arrangements such as shuttles and buses are utilized to relieve traffic congestion.

Documentation:

8.4.3a District Policy 6.1
http://intranet.rivcoparks.org/wp-content/uploads/2010/10/policy_6.1_special_events_and_interim_use_of_district_fac

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[ilities.pdf](#)

- 8.4.3b California Manual on Uniform Traffic Control Devices for Streets and Highways
http://www.dot.ca.gov/trafficops/camutcd/docs/2014r2/CAMUTCD2014_rev2.pdf
- 8.4.3c Sample Event Agreement & Business Plan
- 8.4.3d Sample Public Safety Plan
- 8.4.3e SRP Summer Concert Special Event Packet

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.4.4 - Handling of Evidentiary Items Procedures

Standard: Procedures shall be established that guide agency staff in the preservation and handling of evidence until transferred to the appropriate law enforcement authority. Procedures shall be established in coordination with the appropriate law enforcement agencies to define staff roles in ensuring that evidentiary items are preserved until the proper law enforcement agency assumes command of the scene.

Suggested Evidence of Compliance: Provide the procedures defining the role and responsibility of agency staff in the discovery, preservation and handling of evidentiary items.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 622-623.

Agency Evidence of Compliance:

District staff is trained to leave evidentiary items where they lie, stay with them until trained personnel arrive to manage the scene, and prevent the public from accessing the items in the meantime. Every Ranger is trained in proper handling of evidentiary items when completing P.C.832 (Arrest and Firearm) California Post Commission and Peace Officer training (**8.4.4a**), a mandatory requirement in order to obtain their Ranger II classification and badge. Additionally, every District employee is guided on how to handle evidentiary items through policy directive 8.8, Handling of Evidentiary Items (**8.4.4b**). County of Riverside Sheriff's employees are designated to handle evidence when an incident involves a District facility pursuant to internal (confidential and unavailable) procedures and also receive training through P.C. 832 (Arrest and Firearm) California Post Commission and Peace Officer Training.

Documentation:

- 8.4.4a PC-832 Arrest and Firearms Training Specifications
<https://www.post.ca.gov/pc-832-arrest-and-firearms-training-specifications.aspx>

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8.4.4b Policy 8.8-Handling of Evidentiary Items.
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/8-8%20handling%20of%20evidentiary%20items.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.5 - General Security Plan

Standard: The agency shall have a comprehensive general security plan addressing areas, buildings and facilities under its jurisdiction that is updated periodically. Plans for each major area, building or facility should be available at each site. The general security plan may be a compilation of security plans from each major area, building or facility. Hazardous or flammable materials storage areas should be clearly identified in plans and at each specific site. Signage at each site should be installed in accordance with the unified signage system. To be effective, the security plan should be updated when a new area, building or facility is added, security systems are modified or when legislation requires change.

Suggested Evidence of Compliance: Provide the agency's general security plan or compilation of security plans from each major area, building or facility with the most recent review or update. At a minimum, these plans should include:

- a. Locking key systems and associated assignments;
- b. Alarm system and assignment of security codes;
- c. Opening and closing procedures;
- d. Fire alarm and fire suppression systems;
- e. Emergency evacuation procedures; and
- f. Critical incident response procedures.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 627-637.](#)

Agency Evidence of Compliance:

For the District, general security plans can be found in the District Security and Emergency Response Plan, updated October 2018 (**8.5a**), which is an adaptive compilation plan that encompasses Emergency Action Plans from each major Park and Recreation Area. The Security and Emergency Response Plan is annually updated in the fall of each year.

Site Specific Emergency Action Plans (last updated September 2018) (**8.5b**) includes information such as facility description and location maps, emergency contacts, hazard type and location, and a list of utility companies and organizations involved at each facility. Each Emergency Action Plan serves as a quick reference to resolve security issues, prioritizes public

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safety and evacuation procedures, and ensures that essential District functions proceed without interruption.

Specific information about locking systems, alarm systems and security codes is highly sensitive and confidential. As a result, the assignment and location information is found in the After Hours Emergency “writeboards” within Basecamp and only accessible to assigned staff **(8.5c)**.

Documentation:

- 8.5a District Security and Emergency Response Plan, October 2018
- 8.5b District Emergency Action Plan for Hurkey Creek Park, September 2018.
- 8.5c After Hours Emergency information Sample

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.6 - Emergency Management Planning

Standard: The agency shall be aware of emergency operations planning within their jurisdiction and its role in emergency management systems. Roles may vary depending on the scope of services provided by the agency and the location of its facilities. Recreation agencies, having roles in emergency management systems within their local jurisdiction, shall be aware of the applicable operations plan. The agency’s specialized staff, buildings and equipment may be integral to the plan and may be deployed in the event of a large-scale emergency. The U. S. Office of Homeland Security provides guidance and support for the preparation and maintenance of emergency management plans.

Suggested Evidence of Compliance: Provide the applicable emergency management plan with the most recent date of approval. If, due to security concerns, the emergency management plan is not available for public review, provide the emergency management plan table of contents.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 634-637.](#)

Agency Evidence of Compliance:

The County of Riverside Emergency Operations Plan (EOP), updated June 2018 **(8.6a)** serves as the main operational plan when large scale emergency situations require the activation of the Emergency Operation Center (EOC). Activation of the EOC calls upon all County Departments and Districts to participate in unified command, collaborate in mutual aid operations, and provides the frame work for a systematic approach to respond to any large scale incidents. The

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EOP defines the District's role in emergency operations and the District participates in annual EOC training to remain familiar and proficient in the process. The EOP follows closely and in unison with California Office of Emergency Services (CAL-OES) and the Federal Emergency Management Agency (FEMA).

The Continuity of Operations Plan (COOP) (not available for full plan due to sensitive information) **(8.6b)** outlines the District's responsibilities and actions in the case of emergency events. The COOP provides guidance to staff on what actions to take in the event there is a serious disruption to the District's ability to conduct normal business operations. Due to security concerns the full COOP plan is not documented in this section.

Documentation:

8.5a Riverside County Emergency Operations Plan, June 2018

8.5b District Continuity of Operations Plan, Table of Contents, September, 2018

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.6.1 - In-Service Training for Staff on General Security and Emergency Management

Standard: Through in-service training, agency personnel shall understand their role in ongoing security and emergency management. In-service training should inform staff of their role in response to critical incidents and emergencies and provide specific procedures for routine operations.

Suggested Evidence of Compliance: Provide documentation of in-service training programs on general security and emergency management, including a dated outline of the presentation topics and a roster of participants.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 22 – Law Enforcement and Security, p. 636.](#)

Agency Evidence of Compliance:

Riverside County Regional Park and Open-Space staff receive annual training at both the District Operational Level **(8.6.1a)** and the County Regional Level **(8.6.1b)**. District Operational Level training includes safety updates at the monthly Ranger Supervisor meetings and annual review of Emergency Action Plans with field staff. County Regional Level training involves annual Emergency Operations Center (EOC) Training for both newcomers and an annual refresher course for those who have already taken the EOC Responders Course.

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Documentation:

- 8.6.1a Agenda and Sign-In sheet District Operational Annual Meeting
- 8.6.1b EOC Responder Course Training Agenda

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.6.2 - Emergency Risk Communications Plan

Standard: There shall be a communications plan that is reviewed and updated periodically, to accurately and effectively communicate with the public and experts during a catastrophic event that attracts significant media attention, such as a health emergency, terrorist attack, earthquake or storm. The crisis communication plan shall delineate individuals responsible for communicating with the press, chain of command on notifying proper people of the incident and communicating status updates.

Suggested Evidence of Compliance: Provide a copy of the Emergency Risk Communications Plan and the most recent review.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 22 – Law Enforcement and Security, pp. 634-637.](#)

Agency Evidence of Compliance:

The County of Riverside Emergency Operations Plan (EOP), Updated June 2018 (**8.6.2a**) serves as the main operational plan when large scale emergency situations require all County Departments and Districts to participate in unified command, collaborate in mutual-aid operations, and provides the frame work for a systematic approach to respond to large scale incidents.

For emergency situations taking place within District owned or managed lands, the District will follow site specific emergency risk communication plans, known internally as Emergency Action Plans. Emergency Action Plans, last updated September 2018 (**8.6.2b**) establishes specific protocol to handle different catastrophic events and addresses alternate means of communication, as necessary. Each Emergency Action Plan serves as a quick reference to resolve security issues, prioritizes public safety and evacuation procedures, and ensures that essential District functions proceed without interruption.

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The Continuity of Operations Plan (COOP), last updated September 2018, **(8.6.2c)** outlines the District's responsibilities and actions in the case of emergency events. The COOP provides contact information for critical personnel and guidance to staff on what actions to take in the event there is a serious disruption to the District's ability to conduct normal business operations. Due to security concerns regarding the sensitive data within, the full COOP plan is not documented in this section, but the table of contents is provided.

Documentation:

- 8.6.2a Riverside County Emergency Operations Plan, June 2018.
- 8.6.2b District Emergency Action Plan for Hurkey Creek Park, September 2018.
- 8.6.2c District Continuity of Operations Plan, Table of Contents, September, 2018.

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

8.6.3 - Care and Shelter Procedures

Standard: There shall be procedures to coordinate with agencies designated to provide care and shelter to those in need during disasters or emergencies.

Suggested Evidence of Compliance: Provide procedures to coordinate with agencies designated to provide care and shelter during emergencies.

Agency Evidence of Compliance:

The County of Riverside Emergency Operations Plan (EOP) **(8.6.3a)** serves as the main operational plan when large scale emergency situations require the implementation of mass care and shelter procedures. During the implementation of the mass care and shelter procedures, the District works in coordination with the Emergency Management Department and will serve as a short and long term shelter locations for individuals with RV Trailers/Coaches and provide areas for sheltering large domestic animals (i.e., horses, mules, lamas, etc.) and livestock.

Documentation:

- 8.6.3a Riverside County Emergency Operations Plan, June 2018.

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 8.0 – PUBLIC SAFETY, LAW ENFORCEMENT, AND SECURITY**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

9.0 - Risk Management

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

A comprehensive risk management plan is essential to minimize legal liabilities and personal injuries. The agency shall implement approaches for identification and control of risks based on the specific needs of the agency. There is no prescriptive method for identification of all risks suitable for all entities; the method and tools used will vary. Risk management is an on-going process that must be systematically evaluated for effectiveness and adjustments made as appropriate. Responsibilities must be assigned and structure set in place to implement an effective plan. The analysis shall include the direct costs (staffing, insurance, prevention) and indirect costs (time lost from work by injured employees, damage to equipment and facilities, failure to provide services and loss of income).

In some cases, the risk management plan and function may occur outside the park and recreation agency by another government authority. Special cooperative arrangements should be in place with other public departments and agencies, private contractors, and community organizations.

9.1 - Risk Management Policy

Standard: The agency shall have a policy for risk management that sets direction and gives appropriate authority for implementing operational practices and procedures that is approved by the proper authority.

Suggested Evidence of Compliance: Provide the risk management policy including indication of approval by the proper authority.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 21 – Risk Management, pp. 579-598.

Agency Evidence of Compliance:

Board of Supervisors policy B-10, approved by the BOS by minute order 3.3 on 4/10/07 **(9.1a)** covers risk management requirements for non-county entities utilizing county owned property or facilities. District Policy 9.1, approved by the District Advisory Commission (DAC) 7/12/18 **(9.1b)** provides specific risk management procedures, assignments and responsibilities for District staff.

The Safety Division with the County Human Resources Department maintains a Standard Safety Operations Manual, last updated 7/1/18 **(9.1c)**. The manual is divided into two sections, Part 1: Safety Program Administration, and Part 2: Loss Control & Risk Management. The Manual identifies the roles and responsibilities of staff members (Section 200). Roles and responsibilities of Agencies/Department Heads **(9.1d)** includes providing safe and healthy workplaces in their organizations and they are charged with developing, maintaining, and fully supporting an effective safety and loss prevention program within their department/district.

Documentation:

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- 9.1a Board Policy B-10
<http://www.rivcocob.org/boardpolicies/policy-b/POLICY-B10.pdf>
- 9.1b District Policy 9.1
<http://intranet.rivcoparks.org/wp-content/uploads/2018/08/9.1riskmanagementfinal.pdf>
- 9.1c County Standard Safety Operations Manual
<http://safety.rc-hr.com/SafetyCenter/SafetyManual.aspx>
- 9.1d Safety Responsibilities – Department/Agency/District Heads
<http://safety.rc-hr.com/Portals/23/SafetyManual/Rev2018/203.03-Rev072018.pdf?ver=2018-06-26-143113-240>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

9.1.1 - Risk Management Plan and Procedures ★

Standard: The agency shall have an established risk management plan and operating procedures that are reviewed periodically, accessible to all agency personnel and approved by the proper authority that encompasses analysis of risk exposure, control approaches and financial and operational impact for the agency. The plan shall analyze the programs/services offered and facilities/areas managed for personal injury and financial loss potential and identify approaches to manage such injury, loss, and business and operational impact.

Suggested Evidence of Compliance: Provide the current risk management plan with approval by the proper authority, the most recent review, and indication of how the plan and procedures are available to staff. The risk management plan shall reflect all three phases of risk management:

- a. Identification and assessment;
- b. Response strategies; and
- c. Management planning.

Informational reference in the Management of Park and Recreation Agencies, (2010), 3rd Ed., Chapter 21 – Risk Management, pp. 583-596.

Agency Evidence of Compliance:

The Risk Management function within the District is multifaceted and involves all employees in the District as well as other County Departments such as; County Human Resources (Risk, Safety, and Workers Compensation Divisions), Auditor Controller, Purchasing, and County Counsel. However, the County’s Human Resources Department’s Safety Division has countywide responsibility for the risk management function.

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The District has developed a department wide Risk Management Plan that was updated and approved by the District General Manager on July 25, 2018 (9.1.1a.). The Risk Management Plan is intended to work cohesively with Board of Supervisors policies and County Human Resources Risk Management and Safety Divisions programs, policies, and procedures. This Plan is designed to assist the District in reducing risk and loss, determining approaches to control losses, keeping abreast with changing needs and capabilities of the District and capitalizing on best practices in the Parks & Recreation industry. The plan is available to all staff on the District Intranet under documents.

The risk management plan includes all three phases of risk management (Identification and assessment; Response strategies; and Management planning). This information is used to implement new programs or processes to minimize or eliminate loss and risk or injury. The plan is reviewed and updated annually.

Documentation:

9.1.1a District Risk Management Plan
http://intranet.rivcoparks.org/wp-content/uploads/2018/09/9.1.1arisk_management_planfinal2018.pdf

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

9.1.2 - Accident and Incident Report Procedures

Standard: There shall be established procedures for accident and incident reporting and analysis of accident and incident reports. There shall be an accident/incident report form available to all employees. Data shall be obtained in an appropriate manner to support planned and coordinated accident prevention programs within the agency.

Suggested Evidence of Compliance: Provide the accident/incident form(s) and the procedures for documenting and analyzing accidents and incidents. The accident/incident form(s) shall include identification information (who), specific location of accident (where), and description of accident in terms of sequence of activity (what).

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 21 – Risk Management, pp. 583-589.

Agency Evidence of Compliance:

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The County, as part of its commitment to reducing the potential for injuries and property loss resulting from accidents/incidents, requires that all employees and their supervisors complete and submit a Vehicles/Accidents incident report (9.1.2a) when accidents involving vehicles occur, and to submit an Incident/Accident (Non-Automobile) (9.1.2b) when accidents involving damage to individuals or property occur. Required reports include information on the parties involved in the incident/accident and details about how the accident/incident occurred. Incident Report Training (9.1.2c) on the reporting of accidents/incidents is provided by the District Safety Coordinator. Reports are available on the District Intranet site under Documents/Safety (9.1.2d).

Upon completion, along with the supervisor's review and signature, action/incident reports are provided to and reviewed by Safety and County Human Resources Risk Management division (Risk). In cases where the vehicle involved is owned by County Fleet Services, a copy of the report is forwarded to County Fleet Services. The County Vehicle Accident Review Board (VARB) reviews all vehicle accident reports to identify the cause of the accident, identifies trends, and determines whether the accident was preventable or non-preventable. The VARB then determines what actions may be warranted to prevent accidents of a similar nature. The determinations are forwarded to the affected department/district for final disposition.

Accident/incident reports are also reviewed and analyzed by Risk and Executive Management for analysis of trends and causes as well as determination of what actions may be warranted to prevent future accidents/incidents of similar nature. Preventative actions may include targeted trainings on specific areas of safety, trainings on proper use of pieces/types of equipment, additional driver training, or changes to procedures to minimize or eliminate the potential of future accidents.

All incidents reported are logged by the District in a tracking database for tracking and analysis.

Documentation:

- 9.1.2a County of Riverside Vehicle Accidents/Incidents Reporting form 942-6
http://safety.rc-hr.com/safety/Portals/23/Forms/Form%20942_6%20Accidents-Incidents%20Vehicle%20Only%20Report%20as%20of%2010.17.17.pdf?ver=2017-10-24-122933-477%20%0d
- 9.1.2b County of Riverside Accident/Incident (Non-Automotive) Reporting form 943
<http://intranet.rivcoparks.org/wp-content/uploads/2018/08/Non-Automobile-Incident-Accident-Report-as-of-8.22.18.pdf>
- 9.1.2c Incident Report Training
- 9.1.2d Accident/Incident Report Forms and Training on Intranet Site (under "Safety")
<http://intranet.rivcoparks.org/documents/>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

9.1.3 - Personnel Involvement and Training

Standard: The agency risk management function shall involve and train personnel at all levels on risk management procedures.

Suggested Evidences of Compliance: Demonstrate how personnel at all levels are involved and trained regarding risk management.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 21 – Risk Management, pp. 594-596.](#)

Agency Evidence of Compliance:

The District recognizes that the participation of all staff is critical to the success of any risk management program. The District provides monthly safety training **(9.1.3a)** for all field staff and provides regular safety newsletters **(9.1.3b)**. These trainings focus on workplace safety topics relevant to the tasks performed by the District field staff. The training provides an opportunity for an open dialogue between supervisors and staff on the applicability of the topic to their workplace and on how the contents of the training may be applied in the field. All staff members are required to participate in mandatory Hazardous Communication Training **(9.1.3c)**. This training is designed to provide staff with specific information related to a globally harmonized system.

Additionally, each staffed facility has a Facility Emergency Action Plan **(9.1.3d)**. These plans provide direction to staff on what to do in the event of a local or regional emergency and are available for review by all staff working at each facility. These plans provide guidance for all staff on how to respond in the event of an emergency impacting their facility.

In addition to the mandatory safety trainings, staff participates in additional training to include, but not limited to: First Aid, CPR/AED, Incident Reports **(9.1.3e)**, monthly safety trainings, and evacuation drills. All trainings are designed to involve District staff in the prevention of accidents and injuries along with the skills necessary to respond to accidents, injuries, and emergencies should they occur.

Documentation:

- 9.1.3a Example of monthly safety training
- 9.1.3b Example of Safety Newsletter
- 9.1.3c Hazardous Communication Training
- 9.1.3d Example of Facility Emergency Action Plan
- 9.1.3e Incident Reporting Training

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

9.2 - Risk Manager

Standard: A specific position within the agency shall be designated with risk management responsibility and authority to carry out the policies established for risk management.

Suggested Evidence of Compliance: Provide the position description that includes responsibility for risk management.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 21 – Risk Management, pp. 582-583.

Agency Evidence of Compliance:

Within County Human Resources, the Risk Management Division Manager (**9.2a**) is responsible for the administration of County risk management programs and staff.

To assist County Risk Management with fulfilling this function, the District’s Executive Assistant II oversees the analysis of injury/incident trends, the creation of appropriate District policies and procedures, and the creation and implementation of risk reduction training for the District.

Documentation:

9.2a County Risk Management Division Manager Job Description
<http://agency.governmentjobs.com/riverside/default.cfm?action=viewclassspec&classSpecID=813139&agency=9&viewOnly=yes>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

9.3 - ADA Compliance and Face-to-Face Resolution

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Standard: There shall be a policy or procedure available to all members of the public and staff which address issues pertaining to ADA compliance, either in a written or electronic format.

Suggested Evidence of Compliance: Provide a written policy or procedure available to the public and staff that outlines the steps to resolve questions, concerns, or complaints of accessibility along with a reasonable timeline for completion and have a process for face-to-face meetings is in place.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 12 Physical Resource Management, p. 253; Chapter 13 – Management Operations, p. 287; Chapter 16 – Human Resource Employment, p. 400; Chapter 21 – Risk Management, pp. 584-588.

Agency Evidence of Compliance:

The County’s Disability Access Office (**9.3a**) provides equal access to County employment for people with disabilities. Each job opening provides information on the ADA process. Employees are given the Reasonable Accommodation: Your Rights and Responsibilities as an Employee policy (**9.3b**) during new hire orientation.

Members of the public and employees may make a complaints through the ADA Resolution Complaint Form (**9.3c**) at dao.rc-hr.com. Within 15 days of receipt of the complaint the Disability Access Coordinator will respond in writing. Alternative means of filing complaints will be made available for persons with disabilities upon request, including but not limited to a face-to-face meeting. If the ADA complaint is not resolved by the above internal process, the complainant will be referred to the appropriate State and/or Federal agency for assistance.

Documentation:

- 9.3a County Disability Access Office
<http://dao.rc-hr.com/>
- 9.3b Reasonable Accommodation: Your Rights and Responsibilities as an Employee
<http://dao.rc-hr.com/Portals/16/H%20-%20Reasonable%20Accommodation%20Info.%20Sheet%201-30-17.pdf?ver=2017-01-30-091538-217>
- 9.3c ADA Resolution Complaint Procedure Form
<http://dao.rc-hr.com/Portals/16/ADA%20Complaint%20Resolution%20Procedure%20Form%201-31-18.pdf?ver=2018-01-31-133821-173>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 9.0 – RISK MANAGEMENT**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

10.0 - Evaluation, Assessment, and Research

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Evaluation and research are systematic processes that park and recreation professionals use to better understand the impacts of their efforts on the communities they serve. What is learned through evaluation and research is used to demonstrate the value of what is provided and to learn how to make improvements. Analyses of reliable data and qualitative information are essential to track progress in implementing master plans and strategic initiatives. Products of evaluation, measurement, and research become important components to support planning, development and programming decisions.

Benchmarking is the process of making comparisons to the processes, programs, and services of other providers. Comparisons are most frequently made to other park and recreation agencies, but benchmarking can be done also with business and non-profit organizations. The National Recreation and Park association developed PRORAGIS, which is a tool to capture uniform data on park and recreation agencies across the nation. PRORAGIS is the only national benchmarking tool for the park and recreation profession. As such, it can be successful as a reliable research tool only with broad participation from park and recreation agencies.

10.1 - Systematic Evaluation Processes ★

Standard: The agency shall have systematic processes for evaluating programs, facilities and services and operational efficiency and effectiveness.

Suggested Evidence of Compliance: Describe what is evaluated and the methods and frequency of evaluation of programs facilities and services. Evaluation is the process of determining the effectiveness of current practice and procedures.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 23 – Evaluation and Action Research, pp. 641-647.

Agency Evidence of Compliance:

The District executive management team regularly performs reviews and updates to projects, programs, budgets and personnel requirements on a weekly, monthly, quarterly and annual basis. The standards for these reviews are set by the District Strategic Plan (**10.1a**) and specifically, the Balanced Scorecard Measurements and the District Annual Report (**10.1b**). Weekly and monthly evaluation occurs informally through a project management system utilized internally and more formally through site and program specific evaluations, which are summarized into an annual Customer Satisfaction Annual Report (**10.1c**) for the County executive office.

District Annual Report:

- 1) Provides an update on the Balanced Scorecard, including Measurements
- 2) Summarizes accomplishments from previous year
- 3) Establishes comparison data from previous year to demonstrate movement toward established goals

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Riverside County Customer Service Survey:

- 1) Summarizes customer feedback and actions taken to remedy concerns, along with staff training

District Annual Work Plan (10.1d):

- 1) States yearly goals, objectives, and tactics for planning purposes
- 2) Serves as a resource for budget planning for the upcoming year
- 3) Establishes project and programming goals for the yearly

Documentation:

- 10.1a RivCoParks 2020 Strategic Plan
<https://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 10.1b 2016-2017 Annual Report
<http://intranet.rivcoparks.org/wp-content/uploads/2019/03/RivCoParks-Annual-Report-2017-2018.pdf>
- 10.1c Customer Satisfaction Annual Report (2017)
- 10.1d 2018-2019 Work Plan
<http://intranet.rivcoparks.org/wp-content/uploads/2019/02/Work-Plan-Design-Final.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.1.1 - Responsibility for Evaluation

Standard: The agency shall assign specific responsibility for managing elements of the evaluation program, including planning, training, evaluation, and analysis.

Suggested Evidence of Compliance: Provide job descriptions for the person(s) (staff or consultants) responsible for supporting and monitoring evaluation processes, including planning, training, evaluation, and analysis. If consultant services are used, provide the current contracts or service agreements. The documentation should also include the resumes of persons providing the service, including experience and training.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 23 – Evaluation and Action Research, p 644.

Agency Evidence of Compliance:

Per the job description and resume of the Parks Director/General Manager (10.1.1a) and

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Assistant Parks Director job description and resume (**10.1.1b**) the members of the executive team have the responsibility of managing elements of the evaluation program. This includes planning, training, evaluation, and analysis to ensure they are consistent with the District's Strategic Plan, Comprehensive Plan, Annual Work Plan, and ACTIONS Plans.

Documentation:

- 10.1.1a Parks Director/General Manager Job Description & Incumbent Resume
- 10.1.1b Assistant Parks Director Job Description & Incumbent Resume

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.1.2 - Staff Training on how to Evaluate Programs, Services, and Facilities

Standard: The agency shall provide training on how to evaluate programs, services and facilities for personnel involved in managing facilities and delivering programs and services.

Suggested Evidence of Compliance: Provide examples of recent evaluation trainings completed by the agency, including curriculum content, training dates and participant lists. Examples of training subjects could include but are not limited to qualitative and quantitative measurement, identification of applicable evaluation tools, data analysis and use of findings.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 23 – Evaluation and Action Research, p. 644.](#)

Agency Evidence of Compliance:

The District provides a “How to Evaluate Programs, Services, and Facilities” (**10.1.2a**) training for staff. This training is offered several times per year to lead and supervisory staff across all District divisions. Training attendance/ sign in sheets (**10.1.2b**) are completed at each training.

Documentation:

- 10.1.2a How to Evaluate Programs, Services, and Facilities Training Presentation & Handouts
- 10.1.2b Training Attendance/Sign-in Sheet(s)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.2 - Outcomes Assessment

Standard: The agency shall use evaluation results to assess the outcomes of park and recreation programs, services, and facilities and assess the operational effectiveness of the organization. Outcomes show the relationship between resource inputs and the resulting impacts and benefits of the outputs. Outcomes are measurable changes in behaviors, attitudes, knowledge, conditions or skills.

Suggested Evidence of Compliance: Provide examples of how evaluation results are used to determine levels of performance and effectiveness in the organization and how evaluation are used to determine if specific programs, services or facilities are achieving planned or projected results.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 8 – Recreation Program Planning, p. 151; Chapter 9 – Program Services and Event Management, pp. 167-171; Chapter 23 – Evaluation and Action Research, p. 642.

Agency Evidence of Compliance:

The District conducts program, service and facility evaluations (Site Surveys) **(10.2a)** in all areas on a regular basis. Results are reviewed on a quarterly basis by supervisors and adjustments are made based upon feedback. Survey results from all areas are consolidated into an annual Customer Satisfaction Report **(10.2b)**. Specific evaluations are also conducted for programs **(10.2c)** to measure specific outcomes of the program and make adjustments to curriculum where needed.

Documentation:

- 10.2a Site Survey
<https://www.quicktapsurvey.com/survey/aaaebddd3f2013ddfacc83a33392309d4>
- 10.2b Customer Satisfaction Annual Report (2017)
- 10.2c Interpretive Program Evaluation Results – Santa Rosa Plateau

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.3 - Performance Measurement

Standard: The agency shall have a procedure for tracking and monitoring data trends and measuring performance against targets linked to achievement of goals and objectives.

Suggested Evidence of Compliance: Provide performance targets and measurement in use by the agency.

Describe the process and frequency of performance measurement and cite examples for how the results have been used by the agency to affect decisions. The measures may include data gathered from the following qualitative and quantitative sources:

- a. Recreation and demographic trends;
- b. Needs assessment;
- c. Community inventory;
- d. Surveys;
- e. Program and service statistics;
- f. Inspections;
- g. Customer feedback;
- h. Program evaluation;
- i. Risk management reports; and
- j. Budget and financial reports.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 222-224; Chapter 23 – Evaluation and Action Research, p. 656.

Agency Evidence of Compliance:

The District has adopted a Balanced Scorecard (**10.3a**) approach to measuring performance as identified through the Strategic Plan. Results are reported and analyzed annually in the Annual Report (**10.3b**), which includes measurements and summarizes the accomplishments of the previous year. The Annual Report also includes comparison data from the previous year to demonstrate movement toward established goals. Each year, the results of the Balanced Scorecard are reviewed to determine how priorities might need to shift for the next year. This information is used to adjust Tactics for the following year.

The District receives customer feedback throughout the year via the Online Customer Feedback Forms (**10.3c**), in person evaluations, and via social media. The forms are tacked to ensure responses are sent and are reviewed by the District executive team in order to monitor data trends and incorporate (when applicable) operational changes into the District's goals and objectives. A summary of customer satisfaction ratings and feedback is provided annually to the County Executive Office in the Customer Satisfaction Annual Report (**10.3d**). This information is used to identify needs and adjust priorities for the following year.

Documentation:

- 10.3a District Strategic Plan (2017 – 2020), page 4
<https://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 10.3b 2017-2018 Annual Report, page 6

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<http://intranet.rivcoparks.org/wp-content/uploads/2019/03/RivCoParks-Annual-Report-2017-2018.pdf>

10.3c Online Customer Feedback Form

<https://www.quicktapurvey.com/survey/db47bc1145c97168ad449886bf730267>

10.3d Customer Satisfaction Annual Report (2017)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.3.1 - Level of Service Standards

Standard: The agency shall have level of service (LOS) standards for provision of land, facilities and services within the jurisdiction. LOS standards are a type of performance measure associated with equitable provision service, such as the number of facilities per 1,000 residents in a service area or facilities available within a designated travel distance or travel time, e.g. percent of population that have a park within a 10 minute walk. LOS standard can also address other dimensions of equitable access, such as connectivity, maintenance and affordability, e.g. percent of parkland connected to the trail network.

Suggested Evidence of Compliance: Provide the LOS standards and describe how LOS standards are used to establish facility and service priorities.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 223-224.

Agency Evidence of Compliance:

The District reviews our Level of Service Standards for the County every five (5) years in our Comprehensive Parks, Resources and Recreation Service Plan (**10.3.1a**). These facilities are mapped along with mapped Population Densities for the County and serve as a basis for establishing equitable facility and service priorities through our 5-Year Capital Improvement Plan process for the following recreational facilities:

Recreation Facility Type	Distance
Camping Facility Rental Locations	60 mile radius
Retail/Concessions Facility/Rental Locations	10 mile radius
Non-District Event Locations	10 mile radius
Trail Locations	10 mile radius
Park Management Day Use Locations	10 mile radius
Fishing Boating Locations	10 mile radius

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Interpretive/ Education Locations	10 mile radius
Open Space Management Locations	60 mile radius
District Event Locations	10 mile radius
Boxing Clubs	10 mile radius

Documentation:

10.3.1a Comprehensive Parks, Resources and Recreation Service Plan 2018 Update, pages 152-172, and 219

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.4 - Needs Assessment

Standard: The agency shall periodically conduct an assessment of assets and needs to identify existing and projected gaps in service and determine land, facility and service priorities. Need assessments are used to help determine priorities for developing services with the agency. Needs assessments can use a variety of methods to obtain input from the community, including focus groups, advisory boards, forums, and surveys.

Suggested Evidence of Compliance: Provide the current needs assessment, describe the procedural steps in conducting the assessment, describe the frequency of updates, and describe the use of the assessment in agency planning.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 5 - Organization Structure and Administrative Operations, p. 107; Chapter 8 – Recreation Program Planning, pp. 133-134; Chapter 11 – Physical Resource Planning, p. 228.](#)

Agency Evidence of Compliance:

Needs assessments for the District lands and facilities are maintained in the Comprehensive Park, Resource and Recreation Service Plan (Comp Plan) **(10.4a)**. The Comp Plan was developed in 2013 updated by District staff in 2018. The Comp Plan utilizes finding and builds upon the Strategic Plan Report (Strategic Plan) **(10.4b)** which was developed in 2011. The Strategic Plan also houses the Districts need assessments for services and programs.

The Comp Plan is updated by District staff as needed to maintain validity and functionality. The Strategic Plan was developed as a 10 year plan, and is scheduled for review in 2021. Both plans were developed in conjunction with consultants.

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The needs assessments put forth in the Comp Plan and the Strategic plan are utilized annually during the Capital Improvement Plan (CIP) budget development process, when developing and adjusting the 5 year CIP **(10.4c)**, and when contemplating any new project or service.

Documentation:

- 10.4a Riverside County Park and Open-Space District Comprehensive Park, Resource and Recreation Service Plan – Chapter 1 (Pg 13-136)
- 10.4b Riverside County Park and Open-Space District Strategic Plan Report – Chapter 4 (Pg 23-44)
- 10.4c 5 Year Capital Improvement Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.5 - Program and Service Statistics

Standard: The agency shall collect and analyze statistics on its programs and services for evaluation and future program and service development.

Suggested Evidence of Compliance: Provide examples of statistics collected, describe the frequency of updates, and describe how the agency makes use of the information.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 226-227; Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 370-372; Chapter 23 – Evaluation and Action Research, pp. 660-663.](#)

Agency Evidence of Compliance:

The District, in compliance with the District Policy 10.1 **(10.5a)**, maintains statistics on individual programs, facility rentals, camping reservations, special events, park visits **(10.5b)**, and school field trip programs **(10.5c)**. 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

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- 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 (**10.5d**) is sent to the County Executive Office summarizing customer satisfaction ratings. This report includes any actions taken in response to customer feedback.

Documentation:

- 10.5a District Policy 10.1
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/10-1%20quality%20assurance%20program.pdf
- 10.5b Camping Reservation and Park Visitation Survey Analytics-2018
<https://rivcoparks.wufoo.com/reports/visitor-survey/>
- 10.5c Interpretive Program Survey Analytics-2018
<https://rivcoparks.wufoo.com/reports/visitor-survey-programs/>
- 10.5d Customer Satisfaction Annual Report (2017)

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.5.1 - Recreation and Leisure Trends Analysis

Standard: The agency shall assess periodically societal and local recreation and leisure trends and determine how those trends impact existing and projected user populations.

Suggested Evidence of Compliance: Provide trends analysis, describe frequency of updates, and describe linkage to agency goals and objectives.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 23 – Evaluation and Action Research, p. 644.

Agency Evidence of Compliance:

The District analyzes local, regional, state, and national societal trends through a variety of

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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 (**10.5.1a**) contains a “Demographics and Trends Analysis.” That study was reviewed during the 2017 Strategic Plan Update (**10.5.1b**) process and updated in the Comprehensive Plan Update in 2018 (**10.5.1c**). The Comprehensive Plan looks at existing District park and recreation services (parks, facilities, programs, and leisure experiences) along with those of alternative providers.

This District and alternative provider inventory is used in conjunction with the trends data to inform the Annual Work Plan (**10.5.1d**).

Documentation:

- 10.5.1a Strategic Plan Report (2011), pages 9-22 and 72
- 10.5.1b RivCoParks 2020 Strategic Plan
<https://www.rivcoparks.org/wp-content/uploads/SP-2020.pdf>
- 10.5.1c Comprehensive Parks Resources and Recreation Service Plan Update 2018, Pages 2-7
- 10.5.1d 2018-2019 Work Plan
<http://intranet.rivcoparks.org/wp-content/uploads/2019/02/Work-Plan-Design-Final.pdf>

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.5.2 - Community Inventory

Standard: The agency shall compile a complete and current inventory of parkland and recreation facilities, programs and services in the service area, including those provided by the agency and those offered by schools and other alternative public, private, non-profit providers.

Suggested Evidence of Compliance: Provide a complete and current inventory of parkland, programs and services available in the community, describe the frequency of updates, and describe how the agency makes use of this information.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 8 – Recreation Program Planning, pp. 129-130.

Agency Evidence of Compliance:

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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 (10.5.2a). 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 (10.5.2b), 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.

Documentation:

- 10.5.2a Comprehensive Park, Resources, and Recreation Service Plan- Inventory (Pages 13-135)
- 10.5.2b District Capital Improvement Plan

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.5.3 - PRORAGIS

Standard: The agency shall create an online profile and enter operating data into PRORAGIS, the national park and recreation database.

Suggested Evidence of Compliance: Provide a copy of the agency Custom Report from the PRORAGIS database.

Agency Evidence of Compliance:

An online profile has been created within PRORAGIS (now known as NRPA Park Metrics) and the District's Budget Analyst is responsible for entering operating data into the database each year. The District's 2017 NRPA Agency Performance Report (10.5.3a) from the PRORAGIS database is referenced below.

Documentation:

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10.5.3a 2017 NRPA Agency Performance Report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.6 - Research Investigation

Standard: The agency shall conduct at least one experimental exploration or research investigation each year related to park and recreation operations. These are demonstration or pilot projects where performance data are collected before and after the test to determine effectiveness.

Suggested Evidence of Compliance: Provide a report on a current or recent experimental or demonstration research project designed to improve a product or to test a new process or procedure, including methods used and research findings; provide brief descriptions of other research investigations undertaken over the past five (5) years.

[Informational reference in the *Management of Park and Recreation Agencies*, \(2010\), 3rd Ed., Chapter 23 – Evaluation and Action Research, pp. 658-659.](#)

Agency Evidence of Compliance:

Each year, District staff decides upon experimental or demonstration projects based upon community need, programming gaps or voids, and/or available resources. The projects are identified through three primary methods: 1) the executive team’s annual tactic setting meeting; 2) field staff requests based upon direct customer feedback; and 3) a specific request from an elected official or one of their appointed committee/commission members. A Supplemental Request Form (**10.6a**) or direct staff request is completed in conjunction with budget development for the following year. The request form includes a description of the project, funding and staff requirements, and outcomes. At the conclusion of the project, an evaluation is conducted to determine if objectives were met and if the activity/program should continue.

The most recent experimental project conducted was the transfer of Bogart Park Operations (**10.6b**) to a local service provider. If successful, the District will save approximately \$50,000 to \$75,000 annually in operations while the community continues to benefit from the park. Baseline information includes annual budget (net expenses). The final evaluation of this experimental project will occur in January 2022.

Past Projects:

2013 – Perris-Menifee Valley Aquatic Center (DropZone)

The County build a second micro-waterpark with redevelopment funds. Based upon the

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District's operation of The Cove Waterpark, the County entered into a contract with the District for the Perris-Menifee Valley (DropZone) Waterpark. The District recognized the need for supplemental funding for both the Cove Waterpark and DropZone Waterpark and agreed to operate the facilities at a deficit until such time that either the County provided supplemental funding or the County identified an alternate operator. In 2016, based upon financial evaluations (**10.6c**), the County contracted with a private operator to assume management responsibilities.

2013 – Lightening In a Bottle Event

This private event was conducted as an experiment due to the type and size of event. While the event permittee had held the event in a neighboring county for several years, it was unknown if the facility and area would be compatible for the event due to the amount of people, noise and types of activities that could potentially occur. The post event evaluation report (**10.6d**) concluded the event was not compatible and should not be permitted again.

2014 – County Community Center Operations

The County has several community centers in unincorporated areas and desired the District to assume operations. The District agreed, pending sufficient funding could be provided by the County to subsidize operations. In 2016, the County determined it was no longer in a position to subsidize operations and they sought private/non-profit operators to assume management of the facilities.

2015 – Healthy Living Extravaganza Event (**10.6e**)

In June of 2012, County CEO Jay Orr shared a vision of changing behaviors to leave a legacy of improved health for all county residents. A goal was established to “improve health and promote livable communities.” From this, the idea for a large health fair was born. The vision was to bring county partners together with health and wellness vendors to provide resources to the community at large. The event debrief (**10.6f**) captured the results of the first event and due to its success, the event continues annually.

2016 – Special Event Parking Fee Revision

Parks historically charged a per person fee for park visitation, including during special events. The result of this practice was long lines and unsatisfied customers. A new fee was proposed per vehicle to allow for faster transactions and quicker access to the park. The result has been slightly lower revenues, but faster moving lines and higher levels of customer satisfaction.

2017 – Bogart Park Wedding

Weddings in parks have long been requested but due to low staffing resources, had not been permitted. In 2017, a request from stakeholder was received to use Bogart Park for a wedding. The event was permitted as an experiment to see if staff could successfully manage the permitting process. The event took place without incident and additional weddings may now be permitted leading to increased revenues.

2018 – Bogart Park Transfer of Operations

See description above.

Documentation:

- 10.6a 2017-18 Program Proposal/Budget Request Form (Under Forms & Documents, Budget Request Form)

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<http://intranet.rivcoparks.org/district-budget-2/>

- 10.6b Bogart Park Original Assessment, Recommendations, Memorandum of Intent and Final Lease Agreement
- 10.6c 2016 Request for General Fund Support (Evaluation of Waterpark and Center Operations)
- 10.6d Lightening in a Bottle Post Event Evaluation Summary
- 10.6e Healthy Living Extravaganza Event Planning Guide
- 10.6f Healthy Living Extravaganza Post Event Debrief

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

10.6.1 - Quality Assurance

Standard: The agency shall monitor and evaluate the quality of its programs, services and facilities from the user perspective. Examples include but are not limited to customer comment cards, secret/mystery shopper surveys, user satisfaction surveys, program evaluations and focus groups.

Suggested Evidence of Compliance: Provide recent examples of methods used to collect, monitor and evaluate quality assurance data from users.

Informational reference in the [Management of Park and Recreation Agencies](#), (2010), 3rd Ed., Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 370-372.

Agency Evidence of Compliance:

District Policy 10.1- Quality Assurance Program (**10.6.1a**) identifies standards and methods for achieving quality. Customer comment cards, online customer feedback forms (**10.6.1b**), program and site inspection forms (**10.6.1c**), and attendance/visitation statistics (**10.6.1d**) are collected and analyzed throughout the year by District supervisors and executive management. In addition, an online “Ask the GM” forum (**10.6.1e**) on the District’s Intranet is available for staff and volunteers to post comments and concerns to the General Manager. This forum is utilized to evaluate employee/volunteer satisfaction and communication effectiveness.

Customer satisfaction information is summarized in an annual Customer Satisfaction Memorandum (**10.6.1f**) to the County Executive Office and within the District Annual Report (**10.6.1g**) which is sent to all commissions, committees, Board of Directors, staff, and made available to the general public via the District website.

Documentation:

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- 10.6.1a Policy 10.1 - Quality Assurance Program 10.1
http://intranet.rivcoparks.org/wp-content/user_uploads/policies/10-1%20quality%20assurance%20program.pdf
- 10.6.1b Online Customer Feedback Form
<https://www.quicktapurvey.com/survey/db47bc1145c97168ad449886bf730267>
- 10.6.1c Sample Site Inspection Form
<https://rivcoparks.wufoo.com/forms/lake-cahuilla-park-inspection-form/>
- 10.6.1d Attendance Report
- 10.6.1e “Ask the GM” Blog
<http://intranet.rivcoparks.org/general-manager/>
- 10.6.1f Customer Satisfaction Annual Report (2017)
- 10.6.1g 2017-2018 District Annual Report

Agency Self Review: Met Not Met

Visitor Comments:

Visitor Evaluation: Met Not Met

**VISITATION REPORT SUMMARY FOR
CATEGORY 10.0 – EVALUATION, ASSESSMENT, AND RESEARCH**

Reviewed By: *(Visitor Name)*

Unmet Standards: *(List the Standard # and Name)*

Provide clarification for all unmet fundamental standards  :

OVERALL VISITATION TEAM SUMMARY

AGENCY STRENGTHS

The visitation team identified the following item(s) as being particular strengths of the agency:

AGENCY PREPAREDNESS

The visitation team assessed the preparedness of the agency in conducting the accreditation process (i.e., document accuracy and completeness, staff awareness, file system organization):

STANDARDS

- The visitation team identified the following standard(s) as unmet:
 -
- **Provide clarification for all unmet fundamental standards ★ :**
 -
- Number of standards **met**:
- Number of fundamental standards **not met**:
- Number of non-fundamental standards **not met**:
Total must equal 151

OTHER CONCERNS RELATED TO MAINTAINING ACCREDITATION

The visitation team identified the following item(s) as areas of general concern related to the agency's ability to maintain accreditation:

SIGNATURES OF VISITORS

The Visitation Team attests to its findings contained within this report.

1) _____
Team Chair Signature Date _____

2) _____
Visitor Signature Date _____

3) _____
Visitor Signature Date _____

