



SANTA ANA RIVER TRAIL
WAYFINDING SIGNAGE PROJECT,
HIDDEN VALLEY WILDLIFE AREA



2025-2026 WORK PLAN

RIVERSIDE COUNTY REGIONAL PARK AND OPEN-SPACE DISTRICT



RIVCOPARKS



FROM OUR DIRECTOR



As we step into a new year, our annual Work Plan sets the course for bold, purposeful progress. Grounded in our five strategic perspectives, the plan reflects our shared vision for a stronger, more sustainable future.

- Customer satisfaction drives us to listen, adapt, and deliver exceptional experiences.
- Financial sustainability ensures we grow wisely, building resilience and long-term value.
- Operational efficiency empowers us to work smarter, faster, and with greater impact.
- Employee investment fuels our culture of growth, innovation, and shared success.
- Environmental sustainability commits us to doing what's right for our planet and future generations.

These perspectives are more than goals; they are commitments. Together, we will turn strategy into action and challenges into opportunities.

Respectfully,

Kyla Brown, General Manager | Parks Director

- 🏠 Nature Centers
- 🏰 Historic Sites
- 🌳 Wildlife Areas (open-space)
- ⛵ Campgrounds
- 🏢 Other Park Facilities

- 1 SANTA ANA RIVER WILDLIFE AREA
- 2 JENSEN-ALVARADO HISTORIC RANCH & MUSEUM
- 3 PARK HEADQUARTERS
- 4 BOX SPRINGS MOUNTAIN RESERVE
- 5 SAN TIMOTEO CANYON SCHOOLHOUSE
- 6 NORTON YOUNGLOVE RESERVE

- 7 GILMAN HISTORIC RANCH & WAGON MUSEUM
- 8 HIDDEN VALLEY WILDLIFE AREA
- 9 HIDDEN VALLEY NATURE CENTER
- 10 CRESTMORE MANOR
- 11 RANCHO JURUPA REGIONAL PARK
- 12 HARFORD SPRINGS RESERVE

- 13 KABIAN RESERVE / PARK
- 14 DOUBLE BUTTE RESERVE
- 15 LAWLER ALPINE CABINS
- 16 LAWLER LODGE
- 17 IDYLLWILD NATURE CENTER
- 18 IDYLLWILD REGIONAL PARK

- 19 IODINE SPRINGS RESERVE
- 20 MULTI-SPECIES RESERVE
- 21 MCCALL MEMORIAL PARK
- 22 HURKEY CREEK PARK
- 23 LAKE CAHUILLA VETERANS REGIONAL PARK
- 24 SANTA ROSA PLATEAU ECOLOGICAL RESERVE

- 25 SANTA ROSA PLATEAU VISITOR CENTER
- 26 SYLVAN MEADOWS
- 27 ALAMOS SCHOOLHOUSE NATURE CENTER
- 28 LAKE SKINNER RECREATION AREA
- 29 JOHNSON RANCH RESERVE
- 30 MAYFLOWER REGIONAL PARK

STRATEGIC PERSPECTIVES

BOX SPRINGS MOUNTAIN RESERVE

CUSTOMER SATISFACTION TO ACHIEVE OUR VISION, WE MUST SATISFY OUR CUSTOMERS	FINANCIAL SUSTAINABILITY TO SUCCEED, WE MUST HAVE FINANCIAL SUSTAINABILITY	OPERATIONAL EFFICIENCY TO IMPROVE SERVICE DELIVERY, WE COMMIT TO EXCELLENT SUPPORT	EMPLOYEE INVESTMENT TO MAINTAIN ENGAGEMENT, WE WILL HELP OUR EMPLOYEES GROW AND THRIVE	ENVIRONMENTAL SUSTAINABILITY TO ALIGN WITH OUR MISSION, WE COMMIT TO SUSTAINABLE PRACTICES
BUILD OUR BRAND	ALIGN BUDGET WITH STRATEGY	USE DATA PLANNING FOR EFFECTIVE DECISION-MAKING	DEVELOP OUR WORKFORCE	PROTECT OUR NATURAL HABITAT
BE INNOVATIVE	LEVERAGE RESOURCES	UTILIZE TECHNOLOGY TO IMPROVE SERVICE DELIVERY	MAINTAIN STRONG EMPLOYEE ENGAGEMENT	REDUCE LANDFILL WASTE
BE RESPONSIVE	MAINTAIN RESERVES FOR RESILIENCY	STREAMLINE PROCESSES	SUPPORT COLLABORATION	REDUCE OUR CARBON-BASED ENERGY
PROVIDE EQUITABLE ACCESS	USE FINANCIAL DATA TO DRIVE DECISIONS		BUILD TRUST AND POSITIVE CULTURE	REDUCE WATER USAGE



MAYFLOWER REGIONAL PARK

FINANCIAL SUSTAINABILITY

- Develop a long-term financial sustainability strategy to address aging infrastructure, deferred maintenance, and expansion needs of the District.
- Expand partnerships with incorporated cities to assume maintenance of community and regional trails.
- Identify funding priorities with the Riverside County Parks Foundation and other support groups for mutually beneficial outcomes.
- Successfully complete all capital improvement projects currently under construction.
- Initiate development of District-wide standards (SOP) for park operations, maintenance, and infrastructure development to ensure consistency, quality, and efficiency across all sites.

EMPLOYEE INVESTMENT

- Implement expansion of health and wellness initiatives for employees.
- Replace or rehabilitate natural resources management office space at Hidden Valley.
- Redesign the District intranet site to align with current organizational needs, enhance usability, and improve access to important resources.
- Expand internal training opportunities between divisions and units.

TACTICS

OPERATIONAL EFFICIENCY

- Examine records retention procedures for optimization.
- Complete renewal of all support agreements for interpretive sites.
- Develop preventative maintenance plans for interpretive sites.
- Develop a District long-range master plan and needs analysis encompassing all parks and open spaces.
- Develop standards and system improvements for volunteer management.
- Investigate a cloud-based collections management platform and ensure all holdings across interpretive sites are digitized and cataloged.

CUSTOMER SATISFACTION

- Improve the point of sale system to better support internal operations and customer needs.
- Enhance accessibility features to improve the trail experience.
- Improve customer experience by providing Wi-Fi at District sites.
- Implement a streamlined service ticketing system designed to ensure timely identification and resolution of immediate facility concerns.

ENVIRONMENTAL SUSTAINABILITY

- Finalize recertification of Santa Ana River Mitigation Bank.
- Initiate development of the RivCoParks Climate Action Plan.
- Develop invasive species management plans for regional park & interpretive facilities.
- Develop districtwide Hazardous Material Management Plan.

PROGRAM GOALS

FINANCE

- Enhance Financial Transparency and Reporting – Utilize interactive Power BI dashboards for real-time budget tracking, park attendance, and personnel related metrics.
- Develop Finance Training for Field Staff – Create accessible videos covering procurement, accounts payable, Pcard, and cash handling.
- Improve Capital Project Budget Tracking – Build a database to monitor budgets and expenditures efficiently.

PLANNING & PROJECTS

- Advance the development of the Trujillo Adobe site through rehabilitation and expansion with the goal of activating the Trujillo Adobe as a significant cultural and historical site.
- Acquire adjacent land to the Jensen-Alvarado property to support future growth, expand program capacity, and strengthen long-term financial sustainability.
- Finalize the construction of all projects funded by the American Rescue Plan Act (ARPA) on schedule and within budget to maximize funding utility and community impact.
- Develop inclusive outreach strategies for all planning and development projects.

SARB

- Manage agreements to their full capacity to ensure the SARB Unit's outcomes are met.
- Develop Field Maps for the San Jacinto River to capture data on the unsheltered community.
- Continue conducting abandoned encampment cleanups after the team has successfully transitioned individuals beyond homelessness.



ALAMOS SCHOOLHOUSE

NATURAL & HISTORICAL INTERPRETATION

- Review and improve the design, content, and user experience of all interpretive site webpages to align with accessibility, branding, and engagement goals.
- Develop consistent systems, signage, and processes to improve guest interaction and fee collecting.
- Develop standard operating procedure within the interpretive division to improve accountability, communication, and efficiency.
- Finish all planned interior enhancements for Hidden Valley Nature Center, creating an upgraded and functional space that meets the needs of the community and programs.
- Enhance visitor engagement by implementing interactive, digital, and multimedia interpretive tools across all sites.

REGIONAL PARKS

- Implement “restroom radar” to allow guests to update staff on restrooms needs in real time.
- Work with Marketing to improve community outreach and family friendly events.
- Develop weekday use plan using data from guest surveys and designate lead supervisor group.
- Improve recycling efforts throughout the park to include green waste and propane cylinder recycling.
- Work with Interpretive Services division to develop camp-fire programming events.



PROGRAM GOALS CONTINUED

NATURAL RESOURCES

- Utilize volunteers to connect with community and increase productivity.
- Create succinct Natural Resources Management orientation with follow up training/cross-training organized to improve employee understanding of the unit and District.
- Construct plant nursery and develop seed storage area at Hidden Valley.
- Investigate expanding grazing program for fuels reduction and species management.
- Develop drone Standard Operating Procedure (SOP) for District employees.
- Implement use of drones for habitat monitoring and plant identification for supervisors and managers.

BUSINESS OPERATIONS

- Assess promotions for regional parks, interpretive sites, and event venues to identify potential use expansion opportunities.
- Review Records Management & Archives Program records in storage and ensure compliance with retention policies.
- Utilize ArcGIS to develop a memorial program.

BUSINESS OPERATIONS CONTINUED

MARKETING

- Leverage sponsorships with local organizations and businesses to expand partnership opportunities.
- Utilize technology and data analytics to enhance marketing strategies and increase the visibility of facilities, events, and services.
- Create video content showcasing popular trails to enhance accessibility for all users.

SAFETY

- Complete annual safety inspections at all regional parks and interpretive sites.
- Establish and implement a safety checklist system by introducing weekly and monthly safety checklists to proactively identify and mitigate potential hazards.

VOLUNTEER SERVICES

- Coordinate Better Impact, camphost, and caretaker training sessions for all supervisors and managers.
- Create an outreach program to connect with guests, volunteers, and other county agencies.

GUEST SERVICES

- Assess opportunities to enhance internal operations and improve customer service through the point-of-sale system.
- Develop a Contact Us survey inquiry log for all RivCoParks.org submissions.

BALANCED SCORECARD

CUSTOMER SATISFACTION

TARGET

Customer Satisfaction Rating	95%
Satisfaction Surveys Collected	5,000
Marketing Touchpoints	6,000,000
Occupancy Rate of Campgrounds	32%
Annual Education Program Participants	20,000
Outdoor Equity Participants	9,000

FINANCIAL SUSTAINABILITY

Fee Based Revenue	\$14,100,000
Capital Improvement Program Met	80%
Operations Reserves	30%
Budget vs Actuals	100%
Value of Volunteer Hours	\$2,500,000
Active Partnership Agreements	4

OPERATIONAL EFFICIENCY

CAPRA Standards Current	154
Tactics Completed	23
FTE per 10,000 acres	11.5
Policies and Procedures Updated	25%
Dashboards Developed/in use	3

EMPLOYEE INVESTMENT

Staff Readiness Index	>90%
Employee Safety and Index	36%
Performance Evaluations on Time	100%
Training Hours	2,200
Recognition Events	6
Internal Promotions	NA
Employee Engagement	90%

ENVIRONMENTAL SUSTAINABILITY

Acres Under Management	102,400
Regional Trails Miles	185
Water Usage Reduction (CCF)	31,000
Volume of Recyclable Materials Diverted from Landfills (lbs)	190,000
Waste Collected During Clean-ups (Tons)	150



MISSION STATEMENT

To preserve land with sensitive habitat or rich heritage within Riverside County and provide opportunities for the community to enjoy equitable access through recreation and education.

VISION

Serving our community through thoughtful and sustainable actions to inspire lifelong connections with RivCo parks, places, and programs.

OUR VALUES

A

ADAPTABLE

C

COMMUNITY-CENTRIC

T

TEAMWORK

I

INCLUSION

O

OUTSTANDING

N

NETWORKING

S

STEWARDSHIP

**Parks
Make
Life
Better!**
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RivCoParks.org | (800) 234-7275

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RANCHO JURUPA REGIONAL PARK REPAVEMENT PROJECT