



RECREATION PROGRAMMING PLAN

APRIL 2023



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



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Introduction

Riverside County Parks was originally founded in July 1926, when the Riverside County Board of Supervisors created a Board of Forestry to oversee what little open space the County had acquired up to that date. In 1990, the Parks Department became a district during a general election which formed the now Riverside County Regional Park and Open-Space District (District).

The parks and facilities administered by the District vary greatly in size and character. Current inventory includes 71,669 acres of land, 160 miles of regional trail, 7 regional parks, 5 archeological sites, 3 nature centers, 4 historic sites, and 14 wildlife reserves. The District provides a variety of recreation attractions and has a strong conviction that every child should have the opportunity to play in a safe place, explore nature, learn to swim, go fishing, follow a trail, camp under the stars, ride a bike, go boating, connect with the past, or plant a seed that drives its day to day operations.

The Recreation Programming Plan is a 2-3 year plan revised each year to support the overall District Work Plan, District Strategic Plan, new fiscal year budget, and to accomplish identified goals within the Recreation Division which further the District's Mission, Vision and Values. The Recreation Programming Plan is comprised of individual site/program ACTIONS Plans. The goals identified within the plans are evaluated at mid-year and end of the fiscal year, and major items are incorporated into the performance evaluations of assigned staff. This year has been dramatically impacted by the pandemic and recreation programs have been altered based upon Center for Disease Control (CDC) and California Department of Public Health (CDPH) guidelines and restrictions.

RivCoParks Vision

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

RivCoParks Mission and Values

Mission- “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.”

District Values- We have witnessed results through action. We believe in this so strongly, it is the anchor for our key values statement:

RivCoParks Organizational Philosophy

The District strives to meet the needs of our community and park staff by implementing A.C.T.I.O.N.S.

Adaptable – We adapt to changing circumstances, resources, and the environment.

Community-centric – We are focused on developing relationships with the public and meeting community needs.

Teamwork – We help each other and prioritize team success, sharing resources while aligning with our mission.

Inclusion – We provide equal access to opportunities and resources.

Outstanding – We are outstanding in all that we do. We do what we say we are going to do, striving to be the best and exceeding expectations.

Networking – We work collaboratively, connecting with partners to leverage our resources and maximize results.

Stewardship – We are good stewards of the land that we manage, the resources we are responsible for, and the people we serve.

The District is committed to educating the community on the benefits, values, and impact of leisure and recreation services.

Parks Make Life Better! Branding Campaign: The California Parks and Recreation Society (CPRS) developed a branding campaign based on public opinion research about public perceptions of parks and recreation. The District adopted the slogan "Parks Make Life Better!" to continue to move parks and recreation from being appreciated to being essential. The key messages are play, nature, exercise, positive spaces, gathering places, and forever. The District shares this slogan and logo along with the key messages in email taglines, program guides, presentations, newsletters, flyers, and marketing materials.

Marketing: Through a variety of mediums, the District distributes information about the benefits, value, and impact of our programs and facilities. Examples include sending press releases to the media on a variety of topics; distribution of an internal newsletter, Park Talk; email messages on programs and events to thousands of individual addresses; online social media such as Facebook and Twitter (which has a combined following of over 13,000); and program guides distributed through mail, email, local newspaper inserts, school, and park locations. Individualized flyers for a variety of different events and programs are also distributed to the public via different means such as social media, through the local school districts, or through email.

Community Outreach/Presentations: The District shares the benefits provided by parks through an outreach program by hosting a variety of different special events, programs, classes, activities and much more. Target audiences range from local schools for all ages, and non-profit organizations. In addition, the District participates and co-sponsors outreach events across the County to share information about the variety of programs and services offered throughout. The District provides recreation program guides; brochures, weddings, comprehensive campground, individual camping parks; flyers programs and events, school programs, volunteer program information, driving tour maps and phone app for our historical landmarks. Our volunteer program is extensive and reaches deep within

our communities by equipping the volunteers to build within the community, provide opportunity to connect individuals, and neighborhoods. Our volunteers take pride to help spread the word about our shared values, education and leisure.

Special Events: SART Bike Ride & Festival: The SART (Santa Ana River Trail) Bike Ride & Festival has been a huge hit for bike ride enthusiast and families alike. Through the collaborative efforts of the District and other agencies, this event has grown greatly in proportion in a short period of time. The SART Bike Ride & Festival helped spread awareness of not only healthy and physical living but also mindfulness to the Santa Ana River Trail.

Classes & Programs: Through contract classes at various Nature Centers and Historic Sites, the District has had the opportunity to effectively bring awareness and consciousness not only to the sites themselves, but also to the importance of the natural world and the positive effects that recreation has on individuals and communities.

Evaluation/Surveys: Surveys are utilized to determine effectiveness. These surveys are then compiled for further review; careful consideration is taken into the surveys on how we can better execute future events, programs or activities. Surveys are compiled and analyzed annually in the Customer Satisfaction Annual Report.

Community Opportunity/Participant Involvement

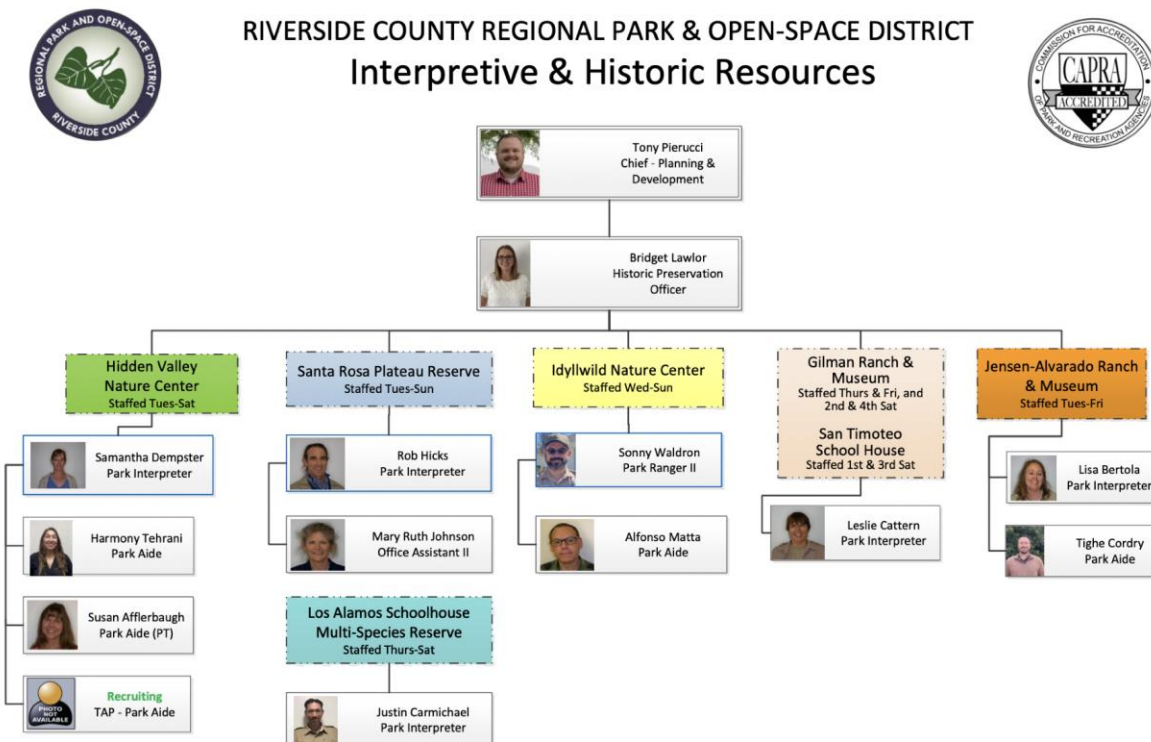
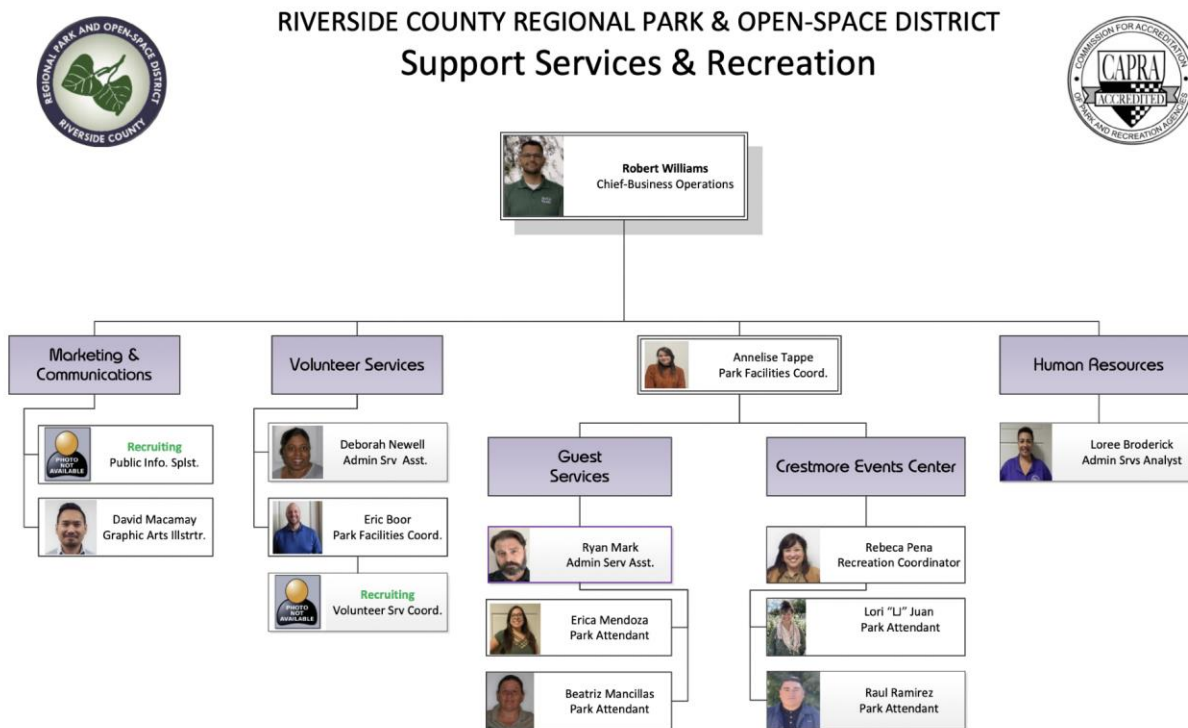
The District works cooperatively with the community and is committed to establishing and maintaining effective channels of communication between the District and other community agencies. The District hosts numerous public outreach workshops virtually to engage the community and to obtain input from future user groups. The District will continue to utilize both in-person and virtual platforms to provide ample opportunities for input on current and future programs.

Connection to Strategic Plan and Master Plan

The Districts Recreation Programming Plan builds upon the significant work that resulted from the Districts Strategic plan and interconnected with the recommendations made in the Districts Physical Resources Plan. The 2020 Strategic Plan goals focus on Health & Wellness, Conservation, and Social Equity. Each of these important goals guide the District when creating new recreational opportunities.

Additionally, the Comprehensive Plan (Master Plan) reinforces the District's vision, with an emphasis on the District being a leader in providing regional service. The Recreation Programming Plan in connection with the Comprehensive Plan allows the District to take a more inclusive and useful assessment of core services and programs.

RivCoParks Organizational Chart



Program Planning Model and Framework/Program and Services Determinants

The District utilizes a systematic and studied approach to determine what programs and services are offered. Offerings are driven primarily by the District's physical inventory, and then by the program service determinants outlined in the Programming Matrix, last updated in June 2018. The annual review of core services results in the Services Assessment Matrix which assists the District in determining if the service or program is a good fit with and whether or not services should be invested in or divested.

Conceptual foundations of play, recreation, and leisure:

The District is enthusiastically promoting enhancement of constituents' quality of life through environmental stewardship. The District has incorporated an Outdoor Bill of Rights that guides employees in their development and management of District programs and services and outlines ten basic "rights."

Organizational agency philosophy, mission and vision, and goals and objectives:

The District's Mission addresses the conceptual foundations of play, recreation and leisure, specifically stating its focus on preservation and conservation of developed and natural parklands and historical sites for recreation. This concept is reinforced through the District's vision "to be the regional leader in improving lives through people, parks, places and programs."

The District's vision, mission, goals and objectives are identified within the 2020 Strategic Plan. The Strategic Plan outlines specific perspectives that are critical to realizing the parks and recreation brand promise of "Parks Make Life Better™." All of the perspectives reinforce the mission and vision of the District and are carried out via the tactics of the annual Work Plan.

Constituents' interests and needs:

The District is vigilant about seeking and developing relationships to uncover and act upon community opportunities. School districts, non-profit organizations, neighboring public agencies, and private corporations are targeted to explore new program, facility or operations prospects.

As part of the District's Comprehensive Plan development, an inventory of recreation programs and services was conducted to identify gaps in services and needs being met by other providers.

As part of the strategic planning process, a needs assessment was conducted to gather data on the basic demographics of the community as well as the interests, attitudes and behaviors of citizens. In addition to the needs assessment, the District conducted focus groups, quality assurance programs as well as customer surveys, the results of which are

summarized in the annual Customer Satisfaction Report, to create a more thorough understanding of specific areas of interest as identified by constituents. Participants in programs and services are provided with opportunities to evaluate their experiences through surveys, focus groups, and social media engagement.

Creation of a constituent-centered culture:

The District relies on constituent involvement in the planning, acquisition and development, and promotion of recreational lands, services and activities. Citizens can become involved in District operations serving in an advisory capacity as a representative on either the District Advisory Commission or other Commissions/Committees created to address recreational uses and/or preservation needs or interests. The groups include the Historical Commission and Trails Committee. Each Commission/Committee is invaluable to the District operating staff in providing guidance in the development of places and programs to meet the recreational and educational needs of the District's community. Members of the public have opportunities to attend the public meetings for each of these groups to offer commentary or request more information.

Experiences desirable for clientele:

The District develops and offers programs and services that incorporate and accommodate diverse populations which promote active participation and outreach within our community.

For 2022, 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.

Community Opportunities:

The District has assisted groups in offering recreational services through provision of facility space, promotion, fund development and management oversight. The District also has a history of either providing capital or partnering with the County of Riverside to invest in recreation facilities that otherwise would not be available because of the individual community's inability to fund these facilities. The Rancho Jurupa Regional Sports Park was developed in a similar community-based fashion with a partnership between the local AYSO, the former Redevelopment Agency of Riverside County, and the District.

Program Goals

The District identifies and measures program goals by creating annual Actions Plans. During the development process, the strategic framework including financial perspective, customer perspective, internal business support perspective, and learning and growth perspective are utilized to guide District priorities. Additionally, program goals are established annually through our annual District Tactics Process. Priorities for 2022/2023 include District-wide Events, Weddings and Special Events, and Interpretive Programming.

DIVISION/TEAM/UNIT: District-wide Special Events

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

ACTIONS PLAN

INSTRUCTIONS: *On the chart below, identify **WHAT** is going to be achieved (action items), **WHO** is going to be responsible for the work, and **WHEN** the item will be completed by. Remember to set realistic dates and focus on items that support the **Work Plan** and the **District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.)** You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
Financial Perspective:		
1. Continue development of consistent pricing structure for facility rentals for special events	Coordinator	June 2023
2. Develop and implement plan to allow weddings at certain park sites	Coordinator/Supervisors	July – August 2022
3. Develop District sponsorship packet to solicit annual sponsors for all District hosted events (HLE, SART Bike Ride, Fishing Clinics, etc.)	Coordinator/ASA	June 2023
Customer Perspective:		
1. Update special events information on the website to be consistent with pricing, permitted use policies, and procedures.	Coordinator/Event Staff	Continuous
2. Respond to all inquiries for events within 72 business hours	Event Staff	Continuous
3. Grow the participation numbers for the Youth Fishing clinics	Coordinator/Event Staff	Continuous
4. Develop and implement additional events to engage new customers to camping activities.	Coordinator/Event Staff	Summer 2023

Internal Business Support Perspective:		
1. Maintain complete files for all events digitally	Coordinator/Event Staff	Continuous
2. Develop SOP for communicating event details to park staff	Coordinator/Event Staff	June 2023
Learning & Growth Perspective:		
1. Engage and network with park staff to learn more about our facilities and amenities and restrictions for special events	Coordinator/Event Staff	Continuous
2. Network with partnering county and city agencies for special events	Coordinator/Event Staff	Continuous
DRIVING FACTORS:	<p><i>Explain WHY we are providing these services or programs. WHY are you taking the above actions? WHY is it important to get these items done this year related to the District's Work Plan?</i></p> <p>There is potential to help increase the revenue at several our park sites by hosting special events put on by other entities (company BBQ's, weddings, campouts, team building, conferences/seminars, etc). The development and implementation of consistent policies, prices, and restrictions will allow the special events team to better support our individual park sites.</p> <p>Additionally, the special events team is responsible for District hosted events. They will work closely with our recreation and marketing teams to put on events that promote the District facilities, while providing park visitors recreational opportunities.</p> <p>District-wide special event needs are determined by the pillars of Health & Wellness and Social Equity. Need for events are evaluated based upon County-wide goals, partner and community member interest.</p>	

How	
Fiscal Resources:	<p><i>(Identify the fiscal resources in place to support the program work plan.)</i></p> <p>Expenditure Budget: \$418,000 Revenue Budget: \$</p> <p>Grants: \$418,000 Other: \$0</p>
Other Resources:	<p><i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i></p> <p>We received a grant from the federal government through the American Recovery Plan Act (ARPA) to waive some fees for events taking place at our sites. We also received funds to help offset the cost of our Coordinator position. Other sources of revenue to include sponsorships,</p>

	permit fees and vendor fees that will be obtained to offset overall cost of providing events/activities. Volunteers will be utilized to plan and execute all recreation activities.
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DIVISION/TEAM/UNIT: Weddings and Special Events

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

ACTIONS PLAN

INSTRUCTIONS: *On the chart below, identify **WHAT** is going to be achieved (action items), **WHO** is going to be responsible for the work, and **WHEN** the item will be completed by. Remember to set realistic dates and focus on items that support the **Work Plan** and the **District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.)** You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
Financial Perspective:		
1. Reach out to local businesses by way of phone and/or mail to inform them of the venue. Additionally, provide information so they may conduct meetings or other special events at Crestmore Manor.	Event Staff	Continuous
2. Increase last year’s Event revenue by 5%	Event Staff	Continuous
3. Encourage customers to complete customer surveys after booking the event.	Event Staff	Continuous
Customer Perspective:		
1. Answer all guest inquires within 72 business hours	All staff	Continuous
2. Revise FUA and contracts to reflect current Policies	Coordinator/ASA	July-August 2022
3. Encourage customers to complete customer surveys after booking their event.	Event Staff	Continuous
Internal Business Support Perspective:		
1. Continue to have weekly meetings to review schedules, address internal concerns to help streamline our operations	Coordinator/ASA	Continuous
2. Encourage staff to attend monthly CPRS meetings, workshops, classes, and other learning programs	Coordinator	Continuous

3. Work with the District and Nature/Museum sites in developing a plan to offer weddings and events at these sites.	Coordinator	September-December 2022
4. Update Special Event Manual	Coordinator/ASA	July-August 2022
Learning & Growth Perspective:		
1. Attend and participate in various seminars, meetings, and events to enhance skills and to network and promote Crestmore Manor.	Coordinator/Event Staff	Continuous
2. Ensure all training courses are completed on time	Event Staff	Continuous
3. Encourage staff to attend monthly CPRS meetings, workshops, classes, and other learning programs	Coordinator	Continuous
4. Ensure that all employees are using the work-order system to understand the scope of the District as a whole.	Coordinator	Daily
DRIVING FACTORS:	<p><i>Explain WHY we are providing these services or programs. WHY are you taking the above actions? WHY is it important to get these items done this year related to the District's Work Plan-</i></p> <p>Providing a high quality and affordable venue for community gatherings and events is a priority for the District. Crestmore Manor has proven to be a popular venue and meets the needs of community members with training, public and private event space.</p> <p>With the pandemic still affecting use of Crestmore Manor for indoor and large-scale events, care must be taken in communicating space use options and outdoor event considerations. It is necessary to ensure the proper staff support, cleaning and sanitization procedures, and sufficient equipment available to support event needs. Providing services outlined in the Action Plan will make the property available and safe for guests that utilize our property.</p>	

How	
Fiscal Resources:	<p><i>(Identify the fiscal resources in place to support the program work plan.)</i></p> <p>General funds and event revenue</p>
Other Resources:	<p><i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i></p> <p>N/A</p>

DIVISION/TEAM/UNIT: Interpretive

ACTION PLAN *WHO is responsible for monitoring the work completed and ensuring it is*

MANAGER: *done on time?*

Bridget Lawlor, Historic Preservation Officer

ACTIONS PLAN

INSTRUCTIONS: *On the chart below, identify WHAT is going to be achieved (action items), WHO is going to be responsible for the work, and WHEN the item will be completed by. Remember to set realistic dates and focus on items that support the Work Plan and the District 1) Perspectives, 2) Objectives, 3) Tactics, 4) other adopted plans (Business Plans, CIP, Marketing & Communications Plan, etc.) You may list as many Action Items per perspective as you want, but you do not have to include items in each perspective.*

WHAT	WHO	WHEN
Financial Perspective:		
1. Increase revenue through programming by 15% across the division.	All Staff	Continuous
2. Update fee structure for school tours	Historic Preservation Officer (HPO)	June 2023
Customer Perspective:		
1. Update customer surveys	HPO	January 2023
2. Contact local school Districts and non-profit organizations for new material and ideas for programming	Site Supervisors	September 2022
Internal Business Support Perspective:		
1. Create interpretive plans for half of the sites	HPO/Site Supervisor	June 2023
Learning & Growth Perspective:		
1. Train District staff on new technologies and social media platforms	Marketing	Continuous
2. Have staff attend conferences for continued education	All Staff	Continuous
DRIVING FACTORS: Although the Park District is committed to subsidizing the interpretive division’s educational activities, it is important for our programs to be sustainable financially. Therefore, we have set a goal of achieving a 40% cost recovery model for our programming. The goals set out above will help us achieve this goal while maintaining high quality programs.	<i>Explain WHY we are providing these services or programs. WHY are you taking the above actions? WHY is it important to get these items done this year related to the District’s Work Plan?</i>	

<p>Long-term development of new programs and material will support the District’s vision to be the regional leader in improving lives through people, parks, places and programs.</p>	<p><i>Financial Perspective – Customer Service – Internal Business Support - Learning & Growth –</i></p>	
How		
<p>Fiscal Resources:</p>	<p><i>(Identify the fiscal resources in place to support the program work plan.)</i> Review grant opportunities. General funds.</p>	
<p>Other Resources:</p>	<p><i>Identify other resources (non-monetary) to help offset the cost of providing this program, i.e., specific volunteer groups, etc.</i></p>	

Program and Services Statistics

The District, in compliance with the District Policy 10.1, maintains statistics on individual programs, facility rentals, camping reservations, special events, park visits, and school field trip programs. Information is collected via print and electronic surveys and entered into a database for tracking, reporting and analysis purposes. The data analyzed on an annual basis and is then utilized for the following:

- Determine program elements, including cost, days, times, etc.
- Determine if programs and services are meeting the needs of customers
- To determine if marketing efforts have been successful (return on investment)
- To determine if facilities are being maintained adequately (from the customer perspective)
- To determine demand for more or different types of programs or services
- To improve customer service
- To improve service delivery
- To determine if program goals were met
- To justify program/service expansion or reduction
- As a resource when developing Maintenance Management Plans and Capital Improvement Plans
- To track performance measures for Grant funded programs

In addition, a Customer Satisfaction Annual Report is sent to the County Executive Office summarizing customer satisfaction ratings. This report includes any actions taken in response to customer feedback.

Recreation and Leisure Trends Analysis

The District analyzes local, regional, state, and national societal trends through a variety of sources and updates Trends Analyses through the strategic planning process every 5-10 years and the Comprehensive planning process every 3-5 years.

The July 2011 Strategic Plan Report contains a “Demographics and Trends Analysis.” That study was reviewed during the 2017 Strategic Plan Update process and updated in the Comprehensive Plan Update in 2018. The Comprehensive Plan looks at existing District park and recreation services (parks, facilities, programs, and leisure experiences) along with those of alternative providers.

The District and alternative provider inventory were used in conjunction with the trends data to inform the Annual Work Plan.

Community Inventory

The District offers a set of diverse parks, preserves, wildlife areas, recreation facilities/services, and programs. The District maintains a comprehensive inventory of its own resources and programs that includes legal locations, park names, unique facilities, programs, and services as well as the specific components of each area/facility. An alternative service providers' inventory is also maintained. Alternative providers offer like or similar programs, services, or facilities. They include: other government agencies, schools, for-profit operators, and not-for-profit organizations. These inventories are a part of the District's "Physical Resource Plan", a section of the Comprehensive Plan. The inventory is updated when new facilities are opened and is summarized annually. This information is used for capital project planning through the Capital Improvement Plan, capital maintenance equipment needs, as well as staffing requirements for budget cycles. The annual inventory update is performed prior to the budget process. It is internally analyzed with respect to overlapping service areas, needs analysis based on the demographics of the area, and use of existing and planned resources. In addition, the information is used to ensure park and recreational opportunities are adequately distributed across the District.

Table 4: Asset Categorization Matrix

Park or Facility Name	Inventory Category	Service Area Category	Camping Facility Rentals	Retail/Concessions Facility Rentals	Non-District Events	Trails	Park Management (Day Use)	Fishing/Boating	Interpretative /Education	Open Space Management	Land Management	District Events	Boxing Club
Box Springs Mountain Park	Open-Space												
Bowes Property	Open-Space												
Crestmore Manor	Other												
Devil's Garden Preserve	Open-Space												
Double Butte Park	Open-Space												
Dow and Oak Valley Preserve	Open-Space												
Fish Traps Archeological Site	Cultural/Historical												
Gilman Historic Ranch	Cultural/Historical												
Goose Flats Wildlife Area	Open-Space												
Green Acres	Other												
Harford Springs Park	Open-Space												
Hidden Valley Wildlife Area	Open-Space												
Hurkey Creek Park	Campground												
Idyllwild Park and Nature Center	Campground												
Iodine Springs Reserve	Open-Space												
Jensen-Alvarado Historic Ranch and Museum	Cultural/Historical												
Johnson Ranch	Open-Space												
Jurupa Valley Boxing Club	Other												
Kabian Park	Open-Space												
Lake Cahuilla Recreation Area	Campground												
Lake Skinner Recreation Area	Campground												
Lawler Lodge and Alpine Camp	Campground												
Mayflower Park	Campground												
Maze Stone Park	Cultural/Historical												
McCall Memorial Equestrian Campground	Campground												
McIntyre Park	Campground												
Miller Park	Other												
Mockingbird Canyon Archeological Site	Cultural/Historical												
Multi-Species Reserve	Open-Space												
Pine Cove Park	Other												
Prado Park and Crossroads Riverview Park	Other												
PVID Fishing Access	Other												
Rancho Jurupa Park	Campground												
Rancho Jurupa Regional Sports Park	Other												

Park or Facility Name	Inventory Category	Service Area Category										
		Camping Facility Rentals	Retail/Concessions Facility Rentals	Non-District Events	Trails	Park Management (Day Use)	Fishing/Boating	Interpretative / Education	Open Space Management	Land Management	District Events	Boxing Club
The Cove RV Resort	Campground											
Ringing Rock Archeological Site	Cultural/Historical											
San Jacinto River SBKR Site	Open-Space											
San Timoteo Canyon Conservation Area	Open-Space											
San Timoteo Canyon Schoolhouse	Cultural/Historical											
SAR Regional Park/ Louis Robidoux Nature Center	Open-Space											
SAR Wetlands Mitigation Bank	Open-Space											
Santa Rosa Plateau Ecological Reserve	Open-Space											
Santa Rosa Plateau Sylvan Meadows Unit	Open-Space											
Stoufer Property	Open-Space											
Trujillo Adobe Park	Cultural/Historical											
Valley Hi Oak Park	Open-Space											
Warmington Mitigation Site	Open-Space											

Fees and Charges Policy and Schedules

California Public Resources Code 5506.7(b)(2) provides the legal authority for charging park and recreation user fees noting “...all powers and authority of the District shall be vested in the Board of Supervisors in its capacity as the governing body of the District”. The Board communicates their direction for District fees and charges through Board Policy J-5, last updated August 21, 2014, directing staff to collect public use fees and charges for park operations. Fees cannot exceed the amount reasonably necessary to recover costs and shall be reviewed against the amounts charged by other public agencies in southern California.

Rates are developed based on policy and reviewed by the District Advisory Commission. The last review was completed September 3, 2020. Recommended rates are forwarded to the Board of Directors in a coordinated effort to implement fees, fee ranges, and charges to begin on July 1st of every year. These fees, fee ranges, and charges are established by resolution and were last updated in Resolution No. 2019-02 on September 4, 2020.

Programs and Services Management Matrix

The District Recreation Program Matrix comprises of recreational opportunities at Crestmore Manor and Rancho Jurupa Sports Park, and includes various special events and virtual programming offered by the District. Due to the size and scope of the County and the number of alternate providers that overlap District jurisdiction, the community inventory is updated on a 3-5 year basis within the Comprehensive Recreation Services Plan. The District is currently reviewing and updating Recreation Program Matrix based on community needs, national trends, social equity, and health & wellness.

Recreation Program Matrix

Activities by site	Demographic	Scope of Opportunity	Participation Level	Proficiency Level	Degree of Physical Involvement	Primary Function	Program Delivery Model	Program Service Determinants	Partner Agency Offering
Crestmore Manor Weddings/Events									
Private Wedding/Event	A, S, SN	CU	G			SO	GS, FB	CIN, APG	N
Public Event	Y, T, A, S, SN	CU	G			SO	GS, F, FB	CIN, CO, APG	Y
Bridal Show	A, S	CU	G			SO, CR	SL	CIN, CO, APG, EDC	N
Facility Tours	A, S	CU	G			SO, CR	SL	CIN, CO, APG, EDC	N
Rancho Jurupa Sports Park* (Transitioned to Jurupa Area Recreation & Park District for Operation & Management)									
Open (Drop In)	Y, T, A, SN	SD, PD	I	B, I, A	PM, PI, EM, EI	PH, SO	GS, FB	FOP, CIN, CO, EDC	N
Youth Sports Leagues	Y, T	SD, PD, CL	G	B, I, A	PM, PI, EM, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Adult Sports Leagues	A, S	SD, PD, CL	G	B, I, A	PM, PI, EM, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Tournaments	Y, T, A, S, SN	SD, PD, CL, T	G	B, I, A	PI, EI	PH, SO	GS, SL, FB	FOP, CIN, APG, EDC	Y
Clinics/Events	Y, T, A, S, SN	SD, PD	I, G	B, I, A	PM, PI, EM, EI	PH, SO	SL, F, FB	FOP, CIN, CO, APG, EDC	Y
Recreation Activities (Special Events at Regional Park Sites)									
Regional Special Events	Y, T, A, S, SN	SD, PD, CU	I, G		PM, EM	PH, ED, SP, CR	GS, SD, F	FOP, CIN, CO, APG, EDC	Y
Clinics/Workshops	Y, T, SN	SD	I, G	B, I	EM	ED, SO, CR	GS, SL, F	FOP, CO, APG	Y
Virtual Programming (Events and Activities Offered Virtually via Website)									
The Hive	Y, T, A, S, SN	SD, CU	I, G	B, I	PM, EM	ED, CR	SD, F	FOP, CIN, CO, APG, EDC	Y

Key

Demographic	Youth	Teen	Adult	Senior	Special Needs
	Y	T	A	S	SN

Scope of Opportunity	Skill Development	Physical Development	Cultural	Clubs	Tournament
	SD	PD	CU	CL	T

Participation Level	Individual	Group
	I	G

Proficiency Level	Beginner	Intermediate	Advanced
	B	I	A

Degree of Physical Involvement	Physical Moderate	Physical Intense	Emotional Moderate	Emotional Intense
	PM	PI	EM	EI

Primary Function	Physical	Educational	Social	Creative
	PH	ED	SO	CR

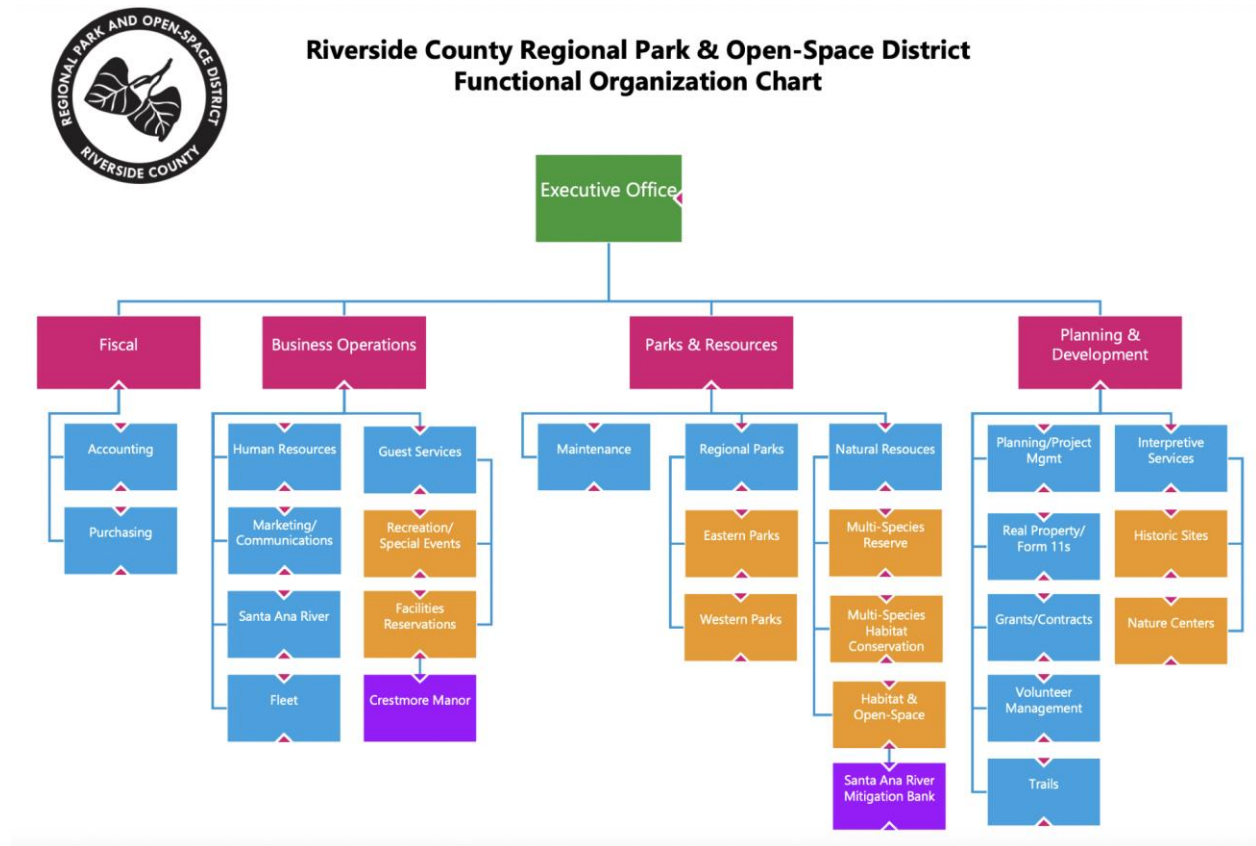
Program Delivery Model	General Supervision	Structured Leadership	Self Directed	Facilitated	Fee Based
	GS	SL	SD	F	FB

Program Service Determinants	Conceptual Foundations of play, recreation and leisure	Constituent Interest and Needs	Community Opportunities	Agency Philosophy and Goals	Experience Desirable for Clientele
	FOP	CIN	CO	APG	EDC

Partner Agency Offering	Yes	No
	Y	N

Appendices

Appendix A: Agency Organizational Chart













Appendix B: Evaluations

Jensen-Alvarado Historic Ranch Exhibition Evaluation (2nd Graders)

Lina

Jensen Alvarado Museum Exhibit Survey

Please respond by circling a smile face if you agree or a sad face if you disagree with the statement.











1. I liked the topics covered in the exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 
2. I learned more about the Jensen Alvarado Family.	<input checked="" type="radio"/> 	<input type="radio"/> 
3. The exhibit made me think about my own family traditions.	<input checked="" type="radio"/> 	<input type="radio"/> 
4. The exhibit panels were easy to read.	<input type="radio"/> 	<input checked="" type="radio"/> 
5. I would tell my friends and family about this exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 

What would do you think would make this exhibit better?

If we can ride horses,

Jensen Alvarado Museum Exhibit Survey

Please respond by circling a smile face if you agree or a sad face if you disagree with the statement.









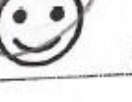
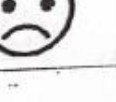
1. I liked the topics covered in the exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 
2. I learned more about the Jensen Alvarado Family.	<input checked="" type="radio"/> 	<input type="radio"/> 
3. The exhibit made me think about my own family traditions.	<input checked="" type="radio"/> 	<input type="radio"/> 
4. The exhibit panels were easy to read.	<input type="radio"/> 	<input checked="" type="radio"/> 
5. I would tell my friends and family about this exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 

What would you think would make this exhibit better?

If we could touch certain areas,

Jensen Alvarado Museum Exhibit Survey

Please respond by circling a smile face if you agree or a sad face if you disagree with the statement.

1. I liked the topics covered in the exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 
2. I learned more about the Jensen Alvarado Family.	<input checked="" type="radio"/> 	<input type="radio"/> 
3. The exhibit made me think about my own family traditions.	<input checked="" type="radio"/> 	<input type="radio"/> 
4. The exhibit panels were easy to read.	<input checked="" type="radio"/> 	<input type="radio"/> 
5. I would tell my friends and family about this exhibit.	<input checked="" type="radio"/> 	<input type="radio"/> 

What would do you think would make this exhibit better?

If there was more animals

How would you rate your recent stay with RivCoParks?

Please take a moment to share your thoughts regarding your recent stay with RivCoParks!

If you wish to be entered into our monthly drawing for two (2) overnight camping passes, please provide your email at the end of this survey.

At which park did you recently stay?*

How satisfied were you with the cleanliness and conditions of the facilities in which you visited?*



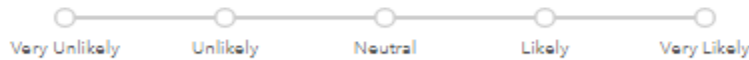
How would you rate your check-in experience at the park?*



How would you rate the friendliness and helpfulness of park staff?*



How likely would you be to recommend RivCoParks to a friend?*



Please elaborate on any of the above, or provide additional comments regarding your recent visit:

300 //

DEMOGRAPHIC QUESTIONS

The following demographic questions help us better understand who our constituents are and allow us to identify how we can better serve the community through grants, events and programming.

To which gender do you most identify?*

<input type="radio"/> Male
<input type="radio"/> Female
<input type="radio"/> Trans male/trans man
<input type="radio"/> Trans female/trans woman
<input type="radio"/> Non-binary/Non-conforming
<input type="radio"/> Prefer not to answer


Please specify your ethnicity:*

<input type="radio"/> White
<input type="radio"/> Hispanic or Latino
<input type="radio"/> Black or African American
<input type="radio"/> Native American or American Indian
<input type="radio"/> Asian / Pacific Islander
<input type="radio"/> Other
<input type="radio"/> Prefer not to answer

Temecula Valley Balloon and Wine Festival Survey

Collapse All Questions

Start Screen - Image



* 1 What is your email address for our camping pass drawings?
Enable Auto Reply: False

* 2 What is your ZIP code?

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

* 4 Have you ever visited any other RivCoParks Regional Park?
Minimum responses:
Maximum responses:
Answer 1: No, but that sounds like a good idea!
Answer 2: Hurkey Creek Park
Answer 3: Idyllwild Regional Park
Answer 4: Lake Cahuilla Veterans Regional Park
Answer 5: Lake Skinner Recreational Area
Answer 6: Mayflower Regional Park
Answer 7: McCall Equestrian Memorial Park
Answer 8: Rancho Jurupa Regional Park
Enable Answer Randomization: No

* 5 Have you ever visited any of RivCoParks historic or nature center sites?
Minimum responses:
Maximum responses:
Answer 1: No, but maybe I should
Answer 2: Santa Rosa Plateau
Answer 3: Hidden Valley Nature Center
Answer 4: Idyllwild Nature Center
Answer 5: Gilman Ranch and Wagon Museum
Answer 6: Jensen Alvarado Ranch
Answer 7: Alamos School House at Lake Skinner
Answer 8: San Timoteo Canyon School House
Answer 9: Crestmore Manor at Regional Park Headquarters
Enable Answer Randomization: No

* 6 If RivCoParks won the Lotto, what areas, programs, or amenities do you think would be most beneficial for us to expand or improve? (Please Choose Top 2)
Minimum responses:
Maximum responses:
Answer 1: Regional Park Camping Facilities - RV and/or Tent
Answer 2: Regional Park Day Use Amenities - Splash Pads / Playgrounds / Shade Structures / BBQ Areas
Answer 3: New Off Road Vehicle Park
Answer 4: Hiking / Biking Trails
Answer 5: Equestrian Amenities
Answer 6: Nature and Outdoor Programs for Kids
Answer 7: Historic and Museum Sites
Answer 8: Other*
Enable Answer Randomization: No

* 7 What is the most common place you look for or learn about local activities, event, promotions, etc. (Please choose top 2)
Minimum responses:
Maximum responses:
Answer 1: Facebook
Answer 2: Instagram
Answer 3: Twitter
Answer 4: Nextdoor
Answer 5: Websites/Web Searches
Answer 6: Apps
Answer 7: Magazine / Newspaper
Answer 8: Radio
Answer 9: Flyers / Banners Around Town
Answer 10: Friends / Word of Mouth
Answer 11: Email Subscriptions / Campaigns
Answer 12: Other*
Enable Answer Randomization: No

- 8 What is your age?
Answer 1: Under 18
Answer 2: 18 - 26
Answer 3: 27-35
Answer 4: 36-45
Answer 5: 46-55
Answer 6: 56-65
Answer 7: Over 65
Enable Answer Randomization: No
- 9 Are you...
Answer 1: Male
Answer 2: Female
Answer 3: Other*
Enable Answer Randomization: No
- 10 What is your household income range?
Answer 1: under \$15k
Answer 2: \$15k-\$25k
Answer 3: \$25k-\$35k
Answer 4: \$35k-\$50k
Answer 5: \$50k-\$65k
Answer 6: \$65k-\$80k
Answer 7: over \$80k
Enable Answer Randomization: No
- 11 We offer a range of volunteer opportunities from single events to on-going projects. Are you interested in volunteering at parks?
Answer 1: Yes
Answer 2: No

Appendix C: Participant Code of Conduct



Riverside County
Regional Park and Open-Space District
Participant Code of Conduct

Riverside County Regional Park and Open-Space District adheres to the highest standards of integrity and honesty in all public and personal activities to inspire public confidence and trust. RivCoParks is helping build thriving communities interpretive programming, recreation activities, and special events.

Recreation programs are designed to offer participants an opportunity to meet other people with similar interests and try out an activity in a fun, safe environment. All participants in recreation programs must abide by these basic behavior standards. We encourage parents or guardians to review and discuss the behavior standards with their children who participate in our programs. Adult participants in our programs are held to the same standards. Your voluntary participation in our programs is your consent to follow these behavior standards and consequences.

Expectations:

- Every participant in the program is expected to exercise respect. This includes, but is not limited to themselves, other participants, staff members, instructors, other park users and school district staff.
- Participants must be respectful of District property, and abide by site rules, which are otherwise listed on site.
- Every participant in the program is expected to be an active listener.
- Every participant in the program is expected to know and understand the rules associated with the activity and follow them. Ask the staff member, instructor or volunteer if you are unaware of the rules regarding the activity.
- Every participant in the program is expected to cooperate with program operations.
- Every participant in the program is expected to communicate in an appropriate manner. Harsh verbal words, tone of voice, foul language, sexually inappropriate behavior, or gestures will not be tolerated.
- Every participant in the program is expected to express civil conduct. If physical contact is made with another person, it must be a welcome gesture and appropriate. Horseplay, unwelcome teasing, pushing, kicking, hitting or fighting, etc., will not be tolerated and may result in suspension or expulsion from the program.
- Participants have the right to participate in an environment where all participants can achieve their full potential without being impeded by discrimination or harassment based on race, religion, national origin, age, sex, marital status, political affiliation, veteran's status, disability, sexual orientation, or any other status protected by applicable federal, state or local nondiscrimination laws.
- Every participant in the program is expected to exercise an attitude that elicits good will toward others and program activities.
- Every participant in the program is expected to promote and support a safe, fun, and healthy environment through productive participation.



Riverside County
Regional Park and Open-Space District

Participant Code of Conduct

Consequences:

Any participant who engages in discriminatory, harassing, or otherwise objectionable behavior is subject to disciplinary action and removal from the program. When a participant's behavior, adult or child, is deemed inappropriate, they will be dealt with using the following steps:

1. If a participant displays inappropriate behavior, staff members will verbally request that the behavior be discontinued. Adults are expected to comply with the request. If the participant is a child, and the behavior does not stop, the staff will implement a time-out. Time-outs are given appropriate to the child's age, ability and the severity of the inappropriate behavior. If the child's behavior reoccurs or escalates, the parents will be notified immediately and the child will be removed from the program for that day.
2. If a participant's unacceptable behavior continues on a regular basis, staff members, the instructor and the participant (and their parent if the participant is a minor) will meet. A written report will be filed, stating the inappropriate behaviors already demonstrated and the expected changes for the next program meeting date.
3. One more incidents of unacceptable behavior will result in the participant's removal from the program for a specified period of time, or permanently, depending on the severity of the behavior.

**In extreme cases of unacceptable behavior that is physically threatening to other participants or staff, the District reserves the right to immediately remove a participant from a program.

By signing below, I acknowledge that I have read and understand the code of conduct and agree that the user group I represent will abide by its contents.

Participant Print Name

Participant Signature

Date