



# Riverside County Regional Park and Open-Space District

Kyla Brown, Parks Director / General Manager

**DATE:** August 7, 2023  
**TO:** Kyla Brown, General Manager  
**FROM:** Robert Williams, Bureau Chief  
**RE:** FY 2022/2023 Customer Satisfaction Annual Report

Pursuant to Board Policy A-49 (Customer Satisfaction Performance Policy), please find the results of the customer satisfaction surveys collected at park sites, special events, interpretive sites, and park reservations for fiscal year 2022/2023.

During the reporting year, the District collected 2,066 customer satisfaction surveys from patrons of our Regional Park and Open-Space facilities. Of these surveys, 83% were completed by customers who utilized our online reservation system to book their campsite reservation. Guest were asked to rate their experiences in 5 categories: Cleanliness and Condition, Check-in Experience, Staff Helpfulness, Site Recommendation, and Reservation Process. The table listed below expresses the past years results:

## Regional Parks

Cleanliness and Conditions	Exceeds/Meets Expectations	Below Expectations	Total
Lake Skinner Recreation Area	611	37	648
Rancho Jurupa Regional Park	439	18	457
Lake Cahuilla Veterans Regional Park	266	6	272
Idyllwild Regional Park	104	8	112
Hurkey Creek Park	153	7	160
McCall Memorial Campground	4	0	4
Mayflower Regional Park	53	5	58
<b>Total</b>	<b>1630</b>	<b>81</b>	<b>1711</b>
<b>Percentages</b>	<b>95%</b>	<b>5%</b>	

Check-in Experience	Exceeds/Meets Expectations	Below Expectations	Total
Lake Skinner Recreation Area	636	12	648
Rancho Jurupa Regional Park	455	2	457





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Lake Cahuilla Veterans Regional Park	265	7	272
Idyllwild Regional Park	103	9	112
Hurkey Creek Park	154	6	160
McCall Memorial Campground	4	0	4
Mayflower Regional Park	54	4	58
<b>Total</b>	<b>1671</b>	<b>40</b>	<b>1711</b>
<b>Percentages</b>	<b>98%</b>	<b>2%</b>	

Staff Helpfulness	Exceeds/Meets Expectations	Below Expectations	Total
Lake Skinner Recreation Area	634	14	648
Rancho Jurupa Regional Park	453	4	457
Lake Cahuilla Veterans Regional Park	265	7	272
Idyllwild Regional Park	104	8	112
Hurkey Creek Park	155	5	160
McCall Memorial Campground	4	0	4
Mayflower Regional Park	53	5	58
<b>Total</b>	<b>1668</b>	<b>43</b>	<b>1711</b>
<b>Percentages</b>	<b>97%</b>	<b>3%</b>	

Site Recommendation	Very Likely/Likely	Very Unlikely/Unlikely	Total
Lake Skinner Recreation Area	593	55	648
Rancho Jurupa Regional Park	412	45	457
Lake Cahuilla Veterans Regional Park	251	21	272
Idyllwild Regional Park	109	3	112
Hurkey Creek Park	153	7	160
McCall Memorial Campground	4	0	4
Mayflower Regional Park	50	8	58
<b>Total</b>	<b>1572</b>	<b>139</b>	<b>1711</b>
<b>Percentages</b>	<b>92%</b>	<b>8%</b>	





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## Guest Services

Overall Satisfaction- Reservations	Exceeds/Meets Expectations	Below Expectations	Total
Guest Services	56	1	57
Itinio POS	222	7	229
<b>Total</b>	<b>278</b>	<b>8</b>	<b>286</b>
<b>Percentages</b>	<b>97%</b>	<b>3%</b>	

## Special Events

Overall Satisfaction- Special Events	Exceeds/Meets Expectations	Below Expectations	Total
Overall Satisfaction	69	0	69
Cleanliness and Conditions	69	0	69
Staff Helpfulness	69	0	69
Site Recommendation	69	0	69
<b>Total</b>	<b>69</b>	<b>0</b>	<b>276</b>
<b>Percentages</b>	<b>100%</b>	<b>0%</b>	

