

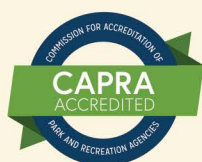
RIVERSIDE COUNTY REGIONAL PARK AND OPEN-SPACE DISTRICT

# ANNUAL REPORT

2019-2020



**Parks  
Make  
Life  
Better!**  
.....





MESSAGE FROM THE GENERAL MANAGER



The 2019-20 Annual Report reflects a reality that is quite a bit different than what was envisioned at the start of the year and what was mapped out by the 2019-20 Work Plan. The first changes to our trajectory were the back-to-back fires that raged through Santa Rosa Plateau Ecological Reserve and Rancho Jurupa Park. In September, the *Tenaja Fire* damaged sensitive reserve land and most of the outdoor educational areas. On October 31, the *46 Fire* completely destroyed the Louis Robidoux Nature Center and surrounding parkland areas. Then came the announcement of General Manager Scott Bangle’s retirement. After 11 years under his leadership and direction, his departure, no doubt, could be felt. In December, I was honored to be appointed to the GM role.

In January, all employees came together at one time for our first-ever All Staff Conference. The positive energy, support and excitement from our entire team was palpable. At that time, we discussed our need to focus on investing in our aging infrastructure, seeking new sustainable sources of revenue, and focusing on our finances to ensure a long and stable future.

Fast forward to March and being thrust into the wake of a pandemic the likes of which we had never experienced before. The threat of the spread of the coronavirus forced the closure of our facilities and meant the cessation of fees we depend upon for survival. Our team was immediately forced to make some difficult decisions in order to weather the impacts as we dipped into our reserves to carry us through the downturn. Our workforce was reduced by about 20%, not including the impact to our vulnerable volunteers who were left unable to help. Not only were we reeling from such dramatic changes, we were left lamenting the loss of many dedicated and passionate employees. Despite all of this, we adopted a mantra of “Continue Mission” – to remain focused and deliver on the promises RivCoParks stands for.

Where did all these changes leave us? First, our overall composition has changed a bit. Thankfully, we were able to engage in partnerships and work with the County to find new operators to assume responsibility for some of our sites. The Jurupa Valley Boxing Club transitioned to the City of Jurupa Valley and the Rancho Jurupa Sports Park will be transitioning to the Jurupa Area Recreation and Park District in the new fiscal year to help ensure it remains open and accessible to local and regional sports leagues. Second, the shift of our priorities to new ones means we were unable to accomplish all of the Tactics we had identified at the start of the year. Rather than focusing on what was not achieved, this report highlights accomplishments over the past year, and expounds upon the vast breadth of our operations. Despite the odds this year, we have overcome much and our employees and volunteers have demonstrated their resiliency time and again. As you look through the pages that follow, I encourage you to think of the dedicated people behind each of the achievements.

Respectfully,  
  
**Kyla Brown**  
General Manager | Parks Director



RivCoParks CONFERENCE  
2020



BOARD OF DIRECTORS/SUPERVISORS

Kevin Jeffries, First District  
Karen Spiegel, Second District, Vice Chair  
Chuck Washington, Third District, Chair  
V. Manuel Perez, Fourth District  
Jeff Hewitt, Fifth District

COUNTY EXECUTIVE LEADERSHIP

George Johnson, County Executive Officer  
Lisa Brandl, County Administrative Officer  
Juan Perez, Assistant County Executive Officer  
– Public Works

DISTRICT EXECUTIVE LEADERSHIP

Kyla Brown, Parks Director/General Manager  
(Appointed December 2019)  
Scott Bangle, Parks Director/General Manager  
(Retired December 2019)  
Erin Gettis, Assistant Parks Director  
Dustin McLain, Chief – Parks & Resources  
Don Crow, Chief – Planning, Development & Finance

DISTRICT ADVISORY COMMISSION

Amie Kinne, First District (Resigned 5/08/2020)  
Patricia “Trixie” Anderson, First District  
(Appointed 6/16/2020)  
Mark Balys, First District  
Daniel Hake, Second District  
Jon Christensen, Second District (Resigned 3/03/2020)  
Anthony Migliore, Third District  
Robin Reid, Third District, Vice Chair  
Bob Grady, Fourth District, Palo Verde Valley, Chair  
Daniel “Hugh” Van Horn, Fourth District  
Vacant, Fourth District  
Rick Croy, Fifth District  
Thomas Giedroyce, Fifth District

HISTORICAL COMMISSION

Ruth Atkins, First District  
Joyce Hohenadl, First District  
Don Williamson, Second District  
Steve Lech, Second District  
Kim Jarrell Johnson, Member-at-Large, Chair  
John Randall III, Third District  
Corinne Awad, Third District, Vice Chair  
Maureen Media Boren, Fourth District  
Stephanie Renee Brown, Fourth District  
Bernard Howlett, Fifth District  
Mario Garai, Fifth District

TRAILS COMMITTEE (dissolved December 2019)

Patricia “Trixie” Anderson, First District  
Gerald Jolliffe, Second District  
Robin Reid, Third District, Vice Chair  
Vacant, Fourth District  
Rick Croy, Fifth District, Chair



Crestmore Manor Grand Re-Opening, October 2019

AWARDS

National Association of County Park and Recreation Officials (NACPRO)

Professional Lifetime Awards

**Scott Bangle**  
Riverside Regional Park and Open Space District, California  
Recently retired after nearly 40 years of service, Scott Bangle began his career as a park ranger in San Bernardino, and ended as Parks Director and General Manager of Riverside County Regional Park and Open Space District. He was well known for the relationships he built with elected officials, peers, and especially staff. Under his direction, the district achieved CAPRA accreditation – a distinction that capped Scott’s career, which included achievements in financial accountability and management of over 100,000 acres of public land.

Operational Facility Award

**Crestmore Manor – Park District Headquarters**  
Riverside Regional Park and Open-Space District, California  
Crestmore Manor, the 1950s colonial revival home of local restaurateur and horse rancher W.W. “Tiny” Naylor, has served as the parks department headquarters since the 1970s. The addition of new construction in 2019 incorporates the original mansion, improvements made to the campus over four decades, as well as the beauty of the site itself adjacent to the Santa Ana River and Rancho Jurupa Park created a highly desirable and idyllic setting to work, meet, and celebrate.

SHINING STARS

**Employee of the Year – Mitchell “Mitch” Daudert**  
Park Ranger II Natural Resources/Open-Space Division, Hidden Valley Wildlife Area  
**Volunteer(s) of the Year – Bonnie and Sam Gutierrez**  
Camp Hosts/Caretakers – Regional Parks Division, McCall Equestrian Park

General Manager’s Awards

**Employee – Michael Alferez**  
Supervising Accountant Finance, Contracts & Grants Division  
**Volunteer/Support Group – Ginger Greaves**  
Executive Director of the Santa Rosa Plateau Nature Education Foundation – Santa Rosa Plateau Ecological Reserve

TACTICS / NARRATIVE

ACCOMPLISHMENTS (\*indicates impacted by COVID-19)

- CAPRA – Maintain all standards; Celebrate Accreditation Renewal
- Implement ADA Transition Plan/Schedule (Annual)
- Implement Agriculture Land Plan
- Develop Experiences & Packages to Improve Marketing Efforts\*
- Support County-Wide Homeless Outreach/Intervention Effort\*
- Expand Classification Options to Allow for Employee Growth\*
- Improve Capital Improvement Program (CIP) deliverables by 10% over previous year
- Conduct Enforcement and Safety Study\*
- Explore Funding Opportunities for Open-Space & Habitat Programs\*
- Adapt with Trends for Website & Information Sharing to Maximize Marketing\*
- Identify and Apply for State Grants through New Park Bond Program (Prop 68)\*
- Actively measure workforce engagement\*

INCOMPLETE TACTICS (\*indicates impacted by COVID-19)

The below items were either re-prioritized or eliminated due to organizational restructuring and affects of the pandemic:

- Develop New/Update Strategic Plan (3-5 year plan)\*
- Utilize Data from New POS System and Share Findings with Public to Enhance Transparency
- Master Plan – Develop and Implement Community Outreach Plan\*
- Apply for California Special District Association (CSDA) Transparency Certificate\*
- Revise/Update Ordinance 328\*
- Develop Capital Asset Replacement Schedule
- Develop Cost Recovery Policy
- Conduct Strategic Planning Session with Foundation to identify alternative revenue opportunities\*
- Enhance the work order system\*

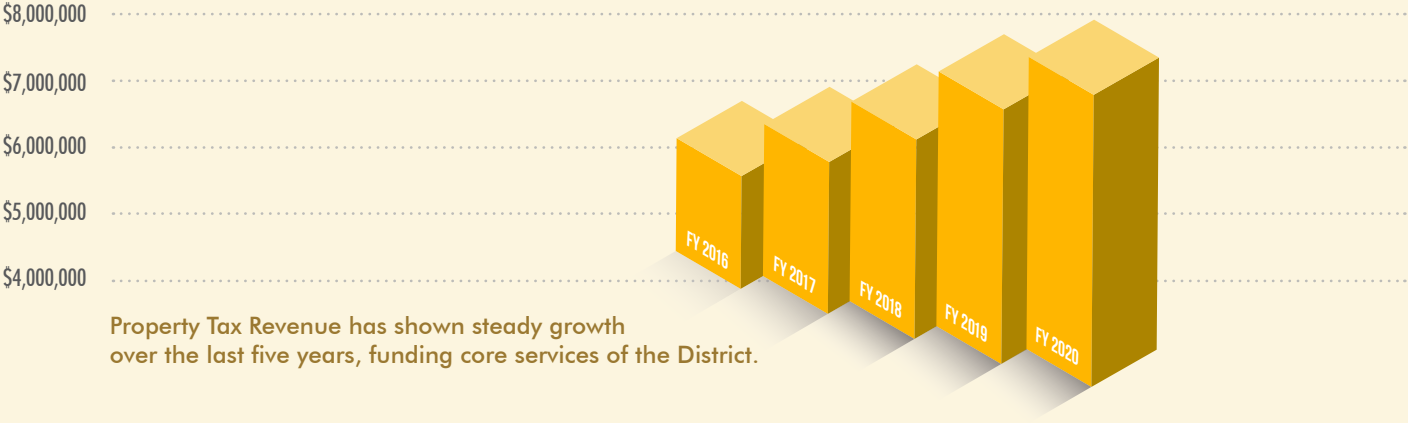
COMPLETED UNPLANNED/NEW TACTICS

In order to respond and adapt to the impacts of staffing and pandemic-related changes, RivCoParks added the following accomplishments:

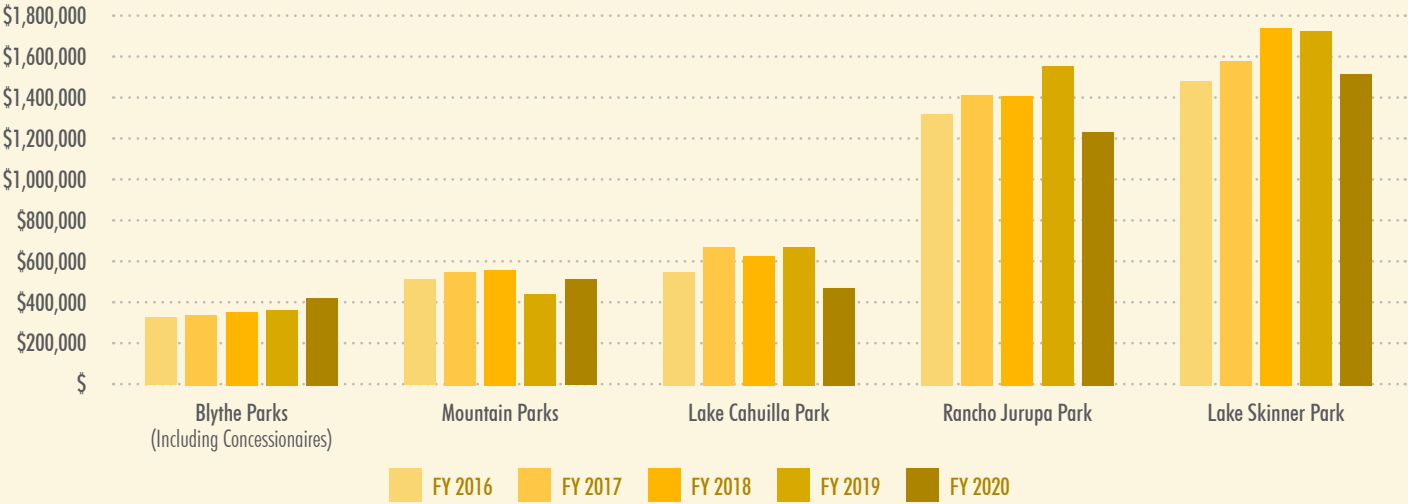
- Implemented a Department Re-organization and Workforce Reduction Plan.
- Updated the Continuity of Operations (COOP)/Continuity of Government (COG) Plan in conjunction with the Emergency Management Department.
- Developed a Re-opening Plan with new standard operating procedures in compliance with public health and Center for Disease Control recommendations.
- Accelerated Divestment of Properties/Partnership Plans
- Executed Financial Support Agreements
- Developed a new marketing and communications plan to keep the public informed of operational changes as a result of COVID-19.

FINANCE

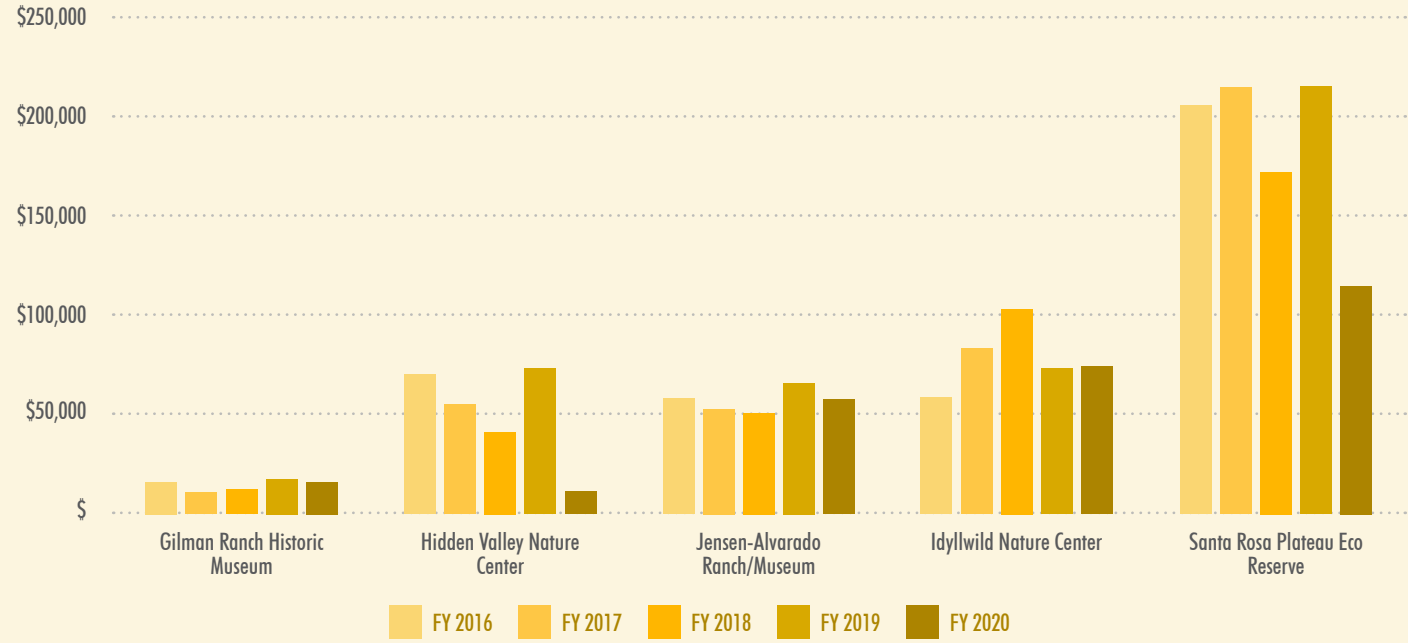
ANNUAL PROPERTY TAX REVENUES



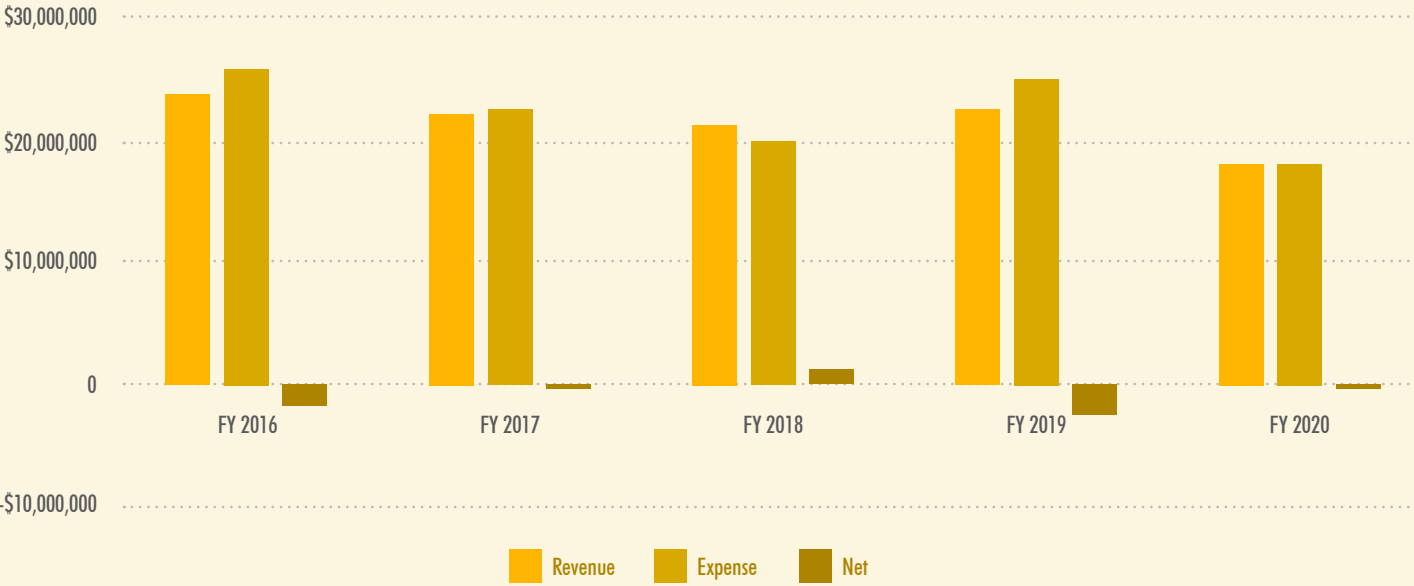
REGIONAL PARK ANNUAL REVENUES



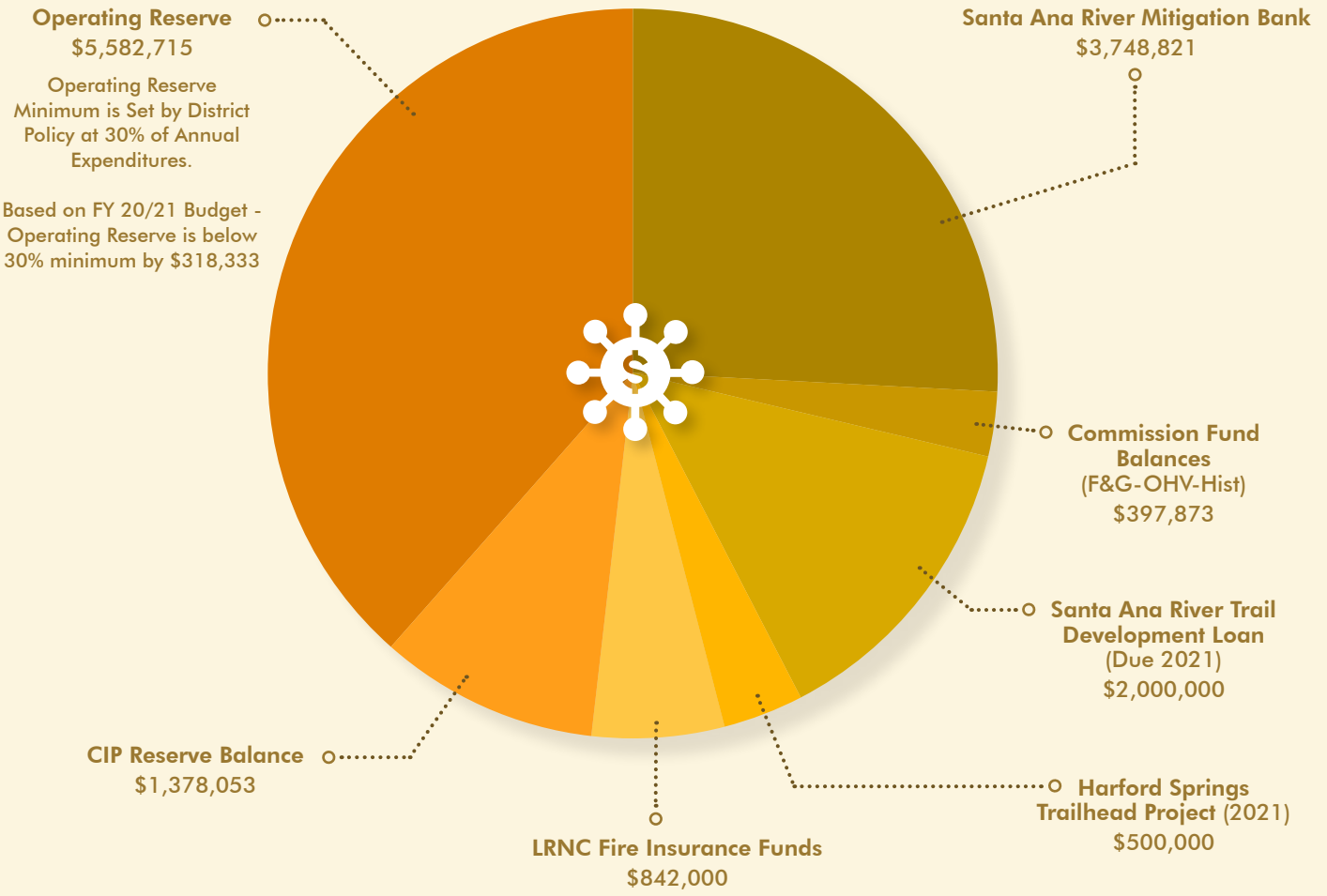
INTERPRETIVE & HISTORIC SITE REVENUES



REVENUE vs EXPENSE ANNUALLY

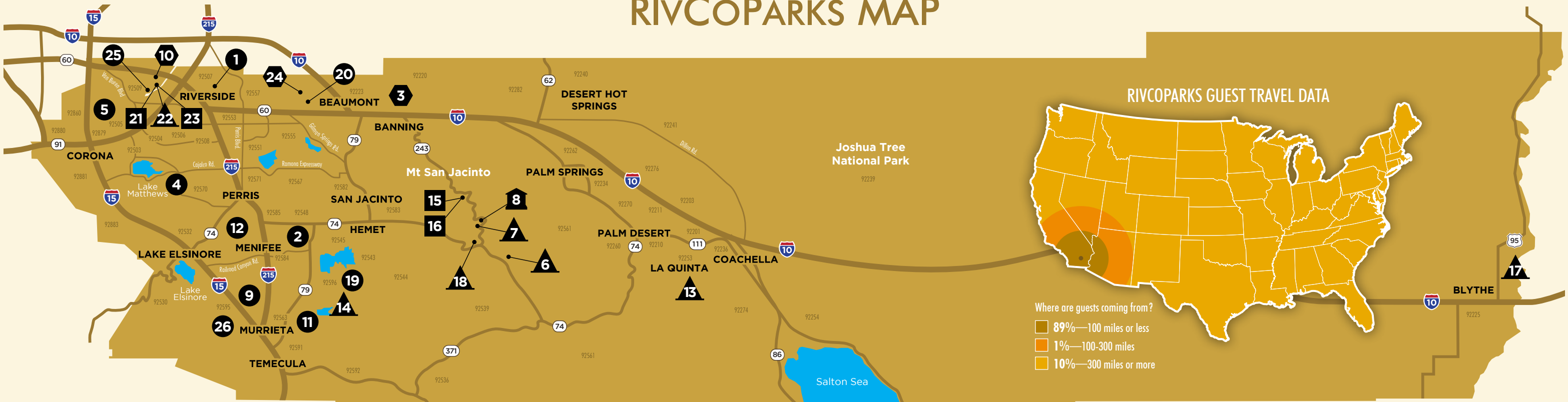


RESERVE FUND BALANCE BREAKDOWN  
YEAR-END 2019-20





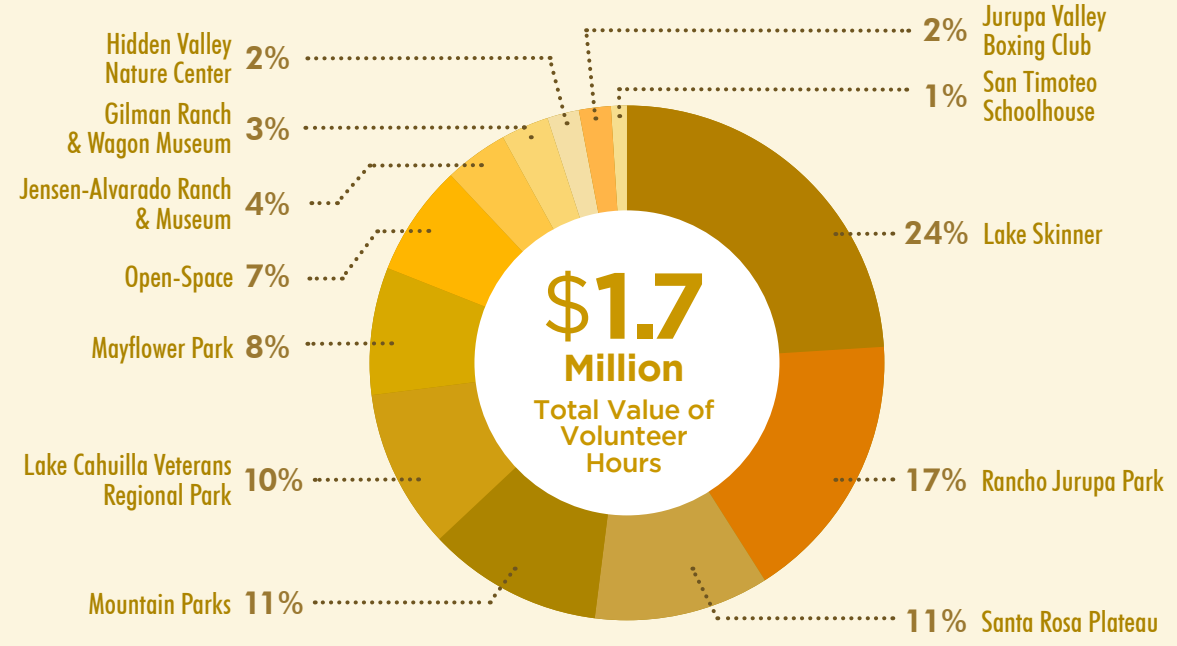
# RIVCOPARKS MAP



🏠 Nature Centers   🏡 Historic Sites   ● Wildlife Areas (open-space)   ▲ Campgrounds   ■ Other Park Facilities

- |   |  |                                  |                             |   |
|---|--|----------------------------------|-----------------------------|---|
| 1 BOX SPRINGS MOUNTAIN RESERVE                | 6 HURKEY CREEK PARK                        | 11 JOHNSON RANCH RESERVE         | 16 LAWLER LODGE             | 21 PARK HEADQUARTERS / CRESTMORE MANOR                    |
| 2 DOUBLE BUTTE RESERVE                        | 7 IDYLLWILD PARK                           | 12 KABIAN RESERVE                | 17 MAYFLOWER PARK           | 22 RANCHO JURUPA REGIONAL PARK                            |
| 3 GILMAN HISTORIC RANCH & WAGON MUSEUM        | 8 IDYLLWILD NATURE CENTER                  | 13 LAKE CAHUILLA RECREATION AREA | 18 MCCALL MEMORIAL PARK     | 23 RANCHO JURUPA REGIONAL SPORTS PARK                     |
| 4 HARFORD SPRINGS RESERVE                     | 9 IODINE SPRINGS RESERVE                   | 14 LAKE SKINNER RECREATION AREA  | 19 MULTI-SPECIES RESERVE    | 24 SAN TIMOTEO CANYON SCHOOLHOUSE                         |
| 5 HIDDEN VALLEY WILDLIFE AREA / NATURE CENTER | 10 JENSEN-ALVARADO HISTORIC RANCH & MUSEUM | 15 LAWLER ALPINE CABINS          | 20 NORTON YOUNGLOVE RESERVE | 25 SANTA ANA RIVER WILDLIFE AREA                          |
|   |  |                                  |                             | 26 SANTA ROSA PLATEAU ECOLOGICAL RESERVE / SLYVAN MEADOWS |

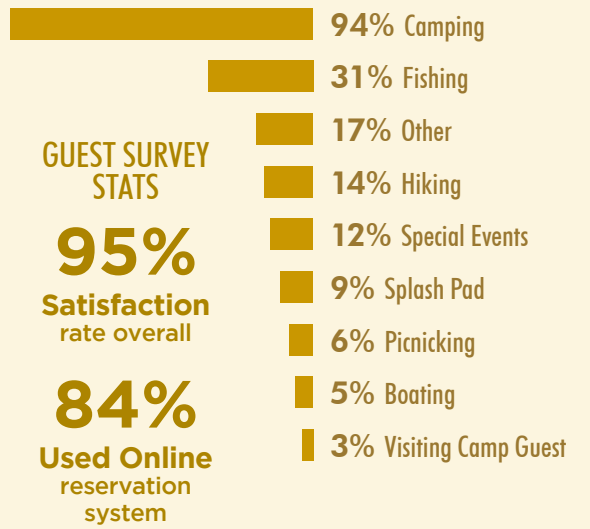
## VOLUNTEER HOURS



## FOUNDATION SUPPORT



## SURVEY RESPONDENT PROFILE





ADDRESSING HOMELESSNESS



MSHCP  
(RCA Lands)



- PARTNERED** with
- Calimesa PD
  - Calimesa Code Enforcement
  - Murrieta PD
  - Murrieta Community Outreach Dept
  - Center for Natural Lands Management
  - US Bureau of Land Management
  - Lake Elsinore Code Enforcement

OPEN-SPACE

  
**28**  
ENCAMPMENTS  
documented

**6**  
Vehicles  
towed from Santa Ana  
River (SAR)

**7**  
Fires  
Responded to in SAR

**823**  
Hours  
of patrol

**328**  
Hours  
of clean up and  
maintenance repairs

  
**OUTREACH  
EFFORTS**  
**25+**  
ENCAMPMENTS  
w/ H.O.T. Team

**1**  
46 Fire  
outreach event

**19**  
Encampments  
w/ Path of Life

**1**  
Hole Creek Clean-up  
w/ the City of Riverside  
& H.O.T. Team

**11**  
Encampments  
w/ County  
Homelessness Team

  
**>15**  
TONS  
of trash removed  
from SAR

**2**  
SAR Evacuations  
for Rain/Flood Events

**44**  
Encampments  
Cleared/Cleaned up

**5**  
Large-Scale  
Clean-ups in the Santa  
Ana River Area

**10**  
Tons  
of trash/debris removed

**20**  
Encampments  
Cleared/Cleaned up

**39**  
Individuals  
engaged

**20**  
Encampments  
documented

Double Butte Reserve

OPEN SPACE



  
**8k**  
Hours  
of Patrol

  
**>103**  
Miles of trails  
patrolled

  
**32**  
Calls for law  
enforcement

RCA MSHCP UNIT

**3.5k**  
Patrol Hours  
(56% of ranger time)

**>58**  
Miles  
of trails patrolled

**9**  
Vehicles  
towed

**12**  
Tons  
of trash removed

  
**242**  
Contacts/Warnings  
illegal OHV  
activities

**2.2**  
Acres  
illegal marijuana  
grows cleared

OPEN-SPACE UNIT

**4.5k**  
Patrol hours

**>45**  
Miles  
of trails patrolled

**7**  
Acres  
of arundo donax  
removed

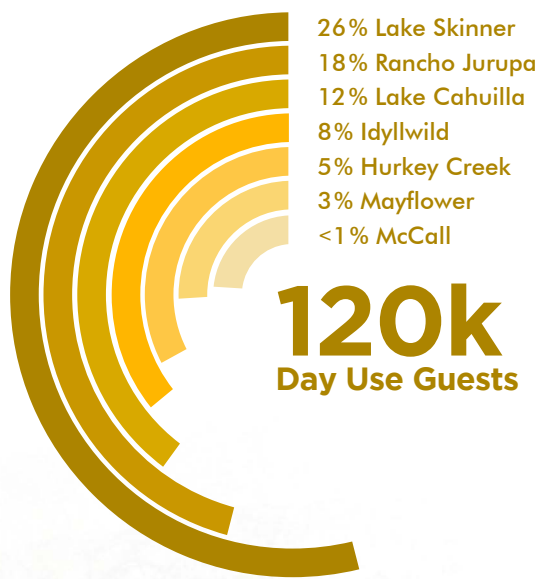
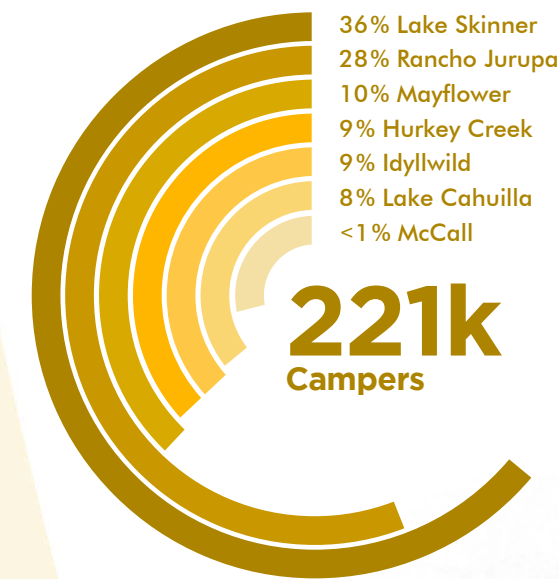
**9**  
Vehicles  
towed

  
**750**  
Plants Restored  
(Native Vegetation)

**17**  
Citations  
issued



REGIONAL PARKS

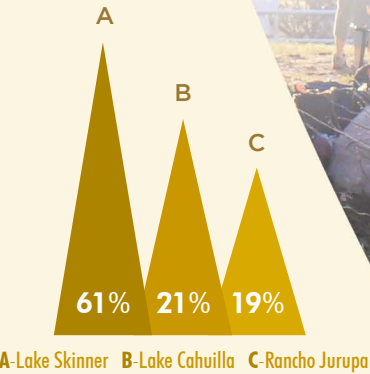
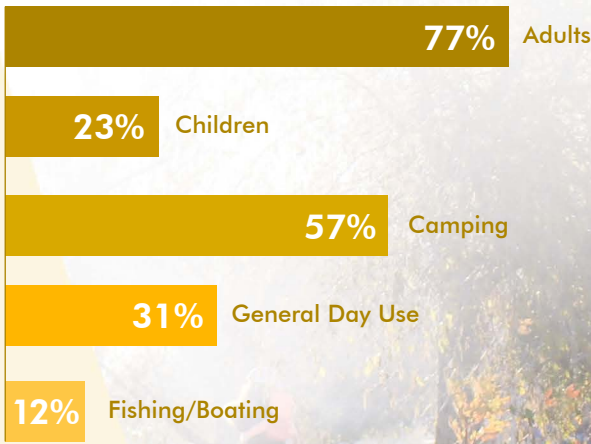


  
**>80k**  
Nights Booked  
**23.4%**  
Occupancy Rate

  
**361k**  
Pounds  
of material recycled

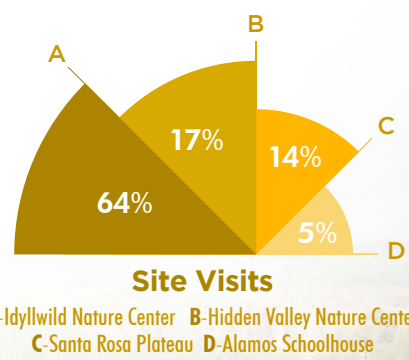
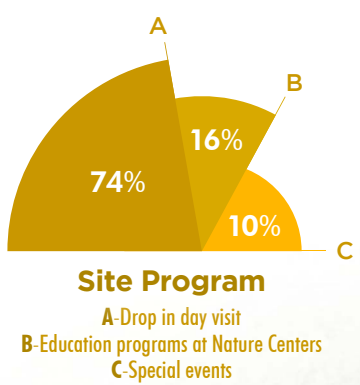
  
**37.3k**  
Pounds  
of fish stocked

PARK USERS



**45k**  
Fishing/Boating  
Attendance  
**85%** Adults  
**15%** Children  
12 and under

NATURE CENTERS



**4,482**  
Event Attendees  
**33k**  
General Visitorship  
**7k**  
Students Educated  
**>2.7k**  
Volunteer Hours  
**300**  
Participants  
in Knee High Naturalist  
Program  
**2k**  
People  
enjoyed snow play



HISTORIC SITES / MUSEUMS

Historic Sites*	Historic Preservation	Regional Leadership & Outreach
 <b>&gt;7k</b> Volunteer hours <b>2,364</b> Event Attendees <b>8k</b> General Visitorship <b>5k</b> Students educated	 <b>&gt;\$75k</b> Investment In preservation of Historic sites <b>&gt;1k</b> Historic Photos digitized <b>8</b> Historic Board / Commission Meetings supported <b>4</b> Environmental Projects reviewed	 <b>&gt;17k</b> People engaged through Social Media <b>36</b> Social Media Posts published <b>7</b> Inter-agency collaborations

\*San Timoteo Schoolhouse, Jensen-Alvarado Ranch and Museum, Gilman Ranch and Wagon Museum



Rancho Jurupa Park Fishing Clinic, January 2020



PLANNING AND DEVELOPMENT

GRANTS



8\*

Applied for

\* Awaiting results of 2



4

Awarded

CalHumanities  
Historic Programs  
General Operating  
Support

Coastal  
Conservancy  
SART Hammer  
Bridge

CA Dept of  
Parks & Rec  
OHVMVR  
Kabian  
Restoration

CalFire  
Open Space  
Tractor

\$3,454,000  
Awarded

CAPITAL IMPROVEMENT PROGRAM

FUNDING

\$1,137,743  
Total Spent

PROJECTS

4

Projects Completed

- Rancho Jurupa Park Splashpad Improvements
- Lake Skinner Sewer Improvement Project
- Jensen-Alvarado Ranch - Lead Abatement & Repainting
- Santa Rosa Plateau ADA Improvements

11

Projects in Progress

- Santa Rosa Plateau Fencing
- Santa Rosa Plateau Amphitheater Replacement
- Hidden Valley Shade Shelters
- Santa Ana River Trail (multiple phases)
- Lake Skinner Boat Launch
- Lake Skinner Lift Station #1 Replacement
- Mayflower Sewer Project
- Cal OES Repairs at McCall & Hurkey Creek
- Kabian OHV Restoration Project
- Salt Creek Trail
- OHV Feasibility Study

8%

Region Specific CIP

51%

DIF  
Development  
Impact Fees

11%

CIP

30%

Grant



Santa Rosa Plateau  
ADA Improvements



DIF Funded Rancho Jurupa Park  
Splashpad Improvements



BALANCED SCORECARD

YEAR	FY17-18 RESULTS	FY18-19 RESULTS	FY19-20		DASHBOARD
			TARGET	RESULTS	
CUSTOMER PERSPECTIVE					
Customer Satisfaction Rating	99%	98%	98%	95%*	●
Marketing Touchpoints	2,154,480	5,922,619	3,500,000	5,071,752	●
FINANCIAL PERSPECTIVE					
Non-Property Tax Revenue	\$14,061,578	\$14,572,977	\$10,000,000	\$11,100,000	●
CIP Met	78%	106%	90%	39%*	●
Operations Reserve	36.6%	41%	30%	38%*	●
Expenditure Budget Target	90%	92%	100%	82%*	●
Volunteer Hours	94,327	99,232	90,000	63,593*	●
PROCESS PERSPECTIVE					
Support Group Agreements	6	4	4	4	●
Acres Under Management	77,639	78,647	80,000	101,085	●
Regional Trails Miles	169	170	185	175	●
CAPRA Standards Current	75	151	145	151	●
Tactics Completed	15	17	20	12*/18 adjusted	● / ●
Recognition Events	6	5	3	2*	●
Staff Readiness Index	85%	94%	90%	95%	●
LEARNING & GROWTH PERSPECTIVE					
Preventable Employee Accidents	11	10	5	4	●
Performance Evaluations on Time	100%	97%	100%	95.4%	●
Training Hours	2,213.5	2,474	2,000	2,092	●

● 95% or better than target

● 85% to 94% of target

● 84% or less than target

● Data not available or target not set

\*Metrics impacted by COVID-19 pandemic



# A ♦ C ♦ T ♦ I ♦ O ♦ N ♦ S

ACCOMPLISHMENTS

CONNECTING

TEAMWORK

INNOVATION

OUTSTANDING SERVICE

NETWORKING

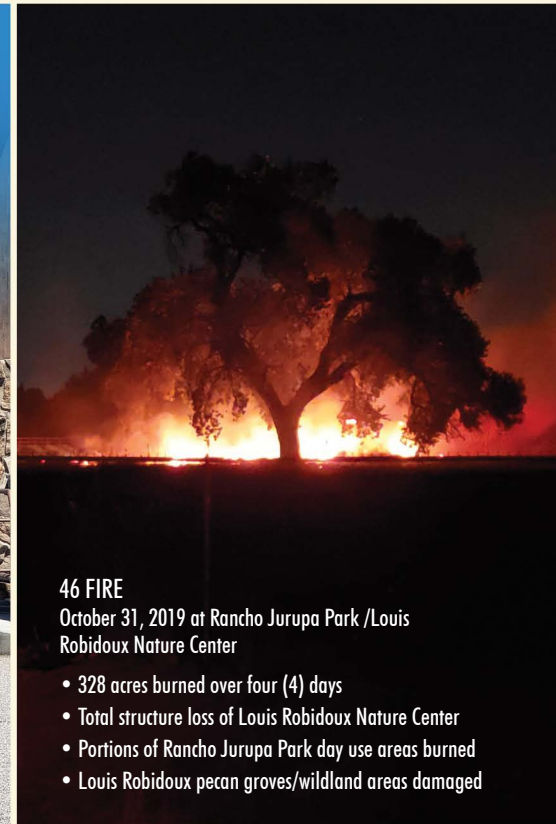
STEWARDSHIP

## MISSION STATEMENT

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.

## VISION

To be the regional leader in improving lives through people, parks, places and programs.



[www.RivCoParks.org](http://www.RivCoParks.org)

**Parks Headquarters**

4600 Crestmore Road, Jurupa Valley, CA 92509

951.955.4310