

Department Highlights & Recognition

Parks, Recreation and
Community Services Department

City Council
July 11, 2017

RiversideCA.gov

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PARKS
R
RECREATION
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COMMUNITY
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SERVICES
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DEPARTMENT



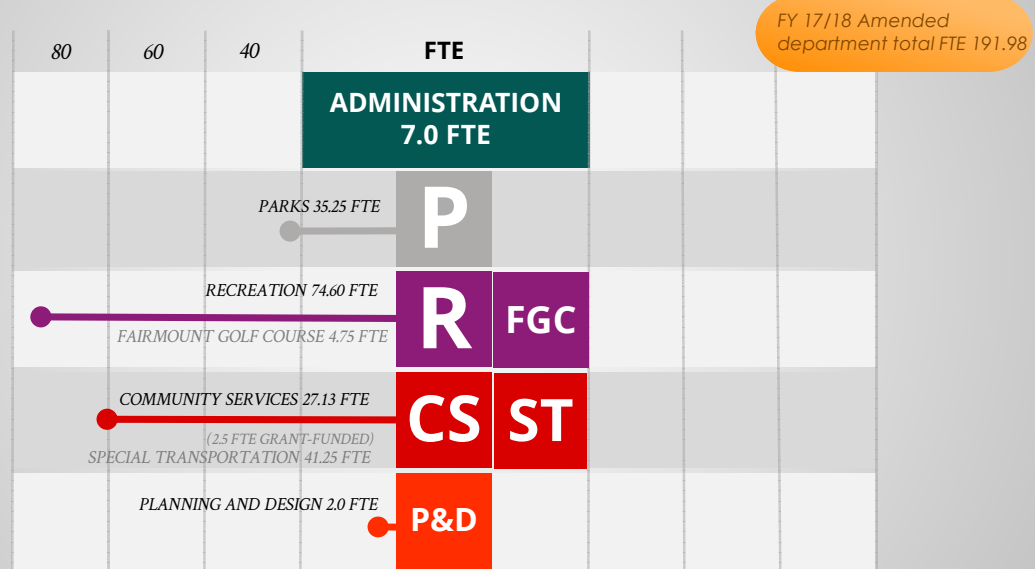
Parks
Make
Life
Better!



DEPARTMENT MISSION

The mission of the Parks, Recreation and Community Services Department is to provide innovative recreational experiences and social enrichment opportunities to address the changing needs for people of all ages and cultures, in a variety of safe and attractive parks, trails, landscapes, and facilities.

ORGANIZATIONAL STRUCTURE



DIVISIONS – WHAT WE DO

**A**

ADMINISTRATION

1. ADMINISTRATIVE SUPPORT
2. BUDGET & ACCOUNTING
3. GRANTS, CONTRACTS & AGREEMENTS
4. PARK AND RECREATION COMMISSION

PLANNING & DESIGN

1. CITY PLAN CHECK REVIEW
 - a) REVIEW PARK IMPACTS AND COMPLIANCE WITH RMC, GENERAL AND MASTER PLANS
2. ACQUISITION, PLANNING AND CONSTRUCTION MANAGEMENT OF PARK IMPROVEMENTS

**P&D**

DIVISIONS – WHAT WE DO

**P**

PARKS

1. PARKS MAINTENANCE
2. FACILITIES MAINTENANCE
3. TRAILS AND OPEN SPACE

DIVISIONS – WHAT WE DO

RECREATION

1. COMMUNITY CENTERS/CAMP & AFTER-SCHOOL PROGRAMMING
2. AQUATICS PROGRAMS
3. FACILITY ACCESS
4. CITY-WIDE SPECIAL EVENTS
5. CONTRACT CLASSES
6. MARKETING/SPONSORSHIP & WEB-BASED REGISTRATION SYSTEM
7. YOUTH & ADULT SPORTS AND FITNESS PROGRAMS
8. GRANTS AND PARTNERSHIPS
9. FAIRMOUNT GOLF COURSE

R

DIVISIONS – WHAT WE DO

COMMUNITY SERVICES

1. SENIOR AND DISABLED PROGRAMS
2. SPECIAL PROGRAMS AND EVENTS
3. CESAR CHAVEZ & YOUTH OPPORTUNITY CENTERS
4. RIVERSIDE ARTS ACADEMY
5. GRANTS AND PARTNERSHIPS
6. SPECIAL TRANSPORTATION SERVICES

CS



**EMPLOYEE OF
THE YEAR**

RECOGNITION

The department has 120 benefitted employees who are eligible to receive Employee of the Year. In 2016, there were 8 nominees, but there were two very specific reasons why Julie Phillips was chosen. Apart from Julie being a very productive employee, who consistently goes above and beyond to ensure her duties are completed successfully. Plus she's always willing to take on new challenges and responsibilities, and has accepted the lead role in many responsibilities to improve each one with updated policies and procedures. There are two areas where Julie is head-and-shoulders above all standards:

1. Her lead in the division's volunteer program has allowed the program to grow tremendously. She has coordinated 2,000+ hours of volunteer work with churches, non-profit groups, schools, private corporations and individuals; and
2. Julie's customer service is outstanding. She handles all inquiries so effortlessly; it amazes her supervisors to watch her handle each customer with such ease. She exemplifies the customer service the City Manager asks of all City employees.

**JULIE PHILLIPS -
ACCOUNT TECHNICIAN
PARKS DIVISION**

RECOGNITION

Within the three years that Cynthia has been an Office Specialist, she has always completed her assigned duties above standard. Cynthia has trained about 15 rotating part-time employees, every year, due to low staffing levels in the Clerical Section; all has been done while accomplishing the following tasks concurrently:

- 179 – Additional tasks requested from supervisors and colleagues;
- 456 – Public emails responded to within 24 business hours;
- 3,471 – Walk-in internal and external customers;
- 7,186 – ActiveNet transactions; and
- 17,939 – Phone-calls



**DIRECTOR'S
CHALLENGE
AWARD**

**CYNTHIA CARLOS -
OFFICE SPECIALIST
ADMIN DIVISION**



PROFESSIONAL SERVICE ORGANIZATION AWARDS

2016 Playful City, USA – for its 10th Concurrent Year
 2016 California Park and Recreation Society Awards:

- Marketing and Communications Award of Excellence, Public Reports
- Facility Park Design Award of Excellence, Ysmael Villegas Community Center

GRANT PROCUREMENT

Kaiser Permanente Operation Splash Grant • \$49,500
 Red Cross Centennial Grant • \$14,000
 LA 84 Grant • \$4,000
 Good Sports Inc. Grant • \$10,000
 Summer Food Program • \$198,000
 NEOP Phase 2 • \$260,000
 HEAL Zone Phase 2 • \$261,552



YEARS OF SERVICE AWARDS



ANDY EMERY



ROBIN METZ

SHARON THOMAS



BRAD MCGREW

SUSIE KANG

WILLIAM FEARN

MICHAEL BUTLER

DARREN RAMSEY



VICENTE ALVAREZ

ROSE ANDERSON

NICOLAS AVILA

RYAN GIBSON

DESIREE GURROLA

STEVE SYOBODA



CHERYL CHRISTIAN

VALERIE DAVILA

KEVIN FIGUEROA

FREDDIE HISATAKE

MIREYA NORWOOD

PHELICIA PATRICK

30

20

15

10

5

GOALS AND PERFORMANCE MEASUREMENTS



THE TEAM



THE TEAM



THE TEAM



THE TEAM



THE TEAM



THE TEAM



THE TEAM



THE TEAM



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