

Facilities

California State Parks is responsible for the care and maintenance of the many facilities under its stewardship. The condition and upkeep of the infrastructure leave a lasting impression on visitors to parks and protect the State's assets for future generations to enjoy.

Current Status

■ Visitor Perception

The Department now has seven consecutive years of validated data on the visitors' perceptions of our facilities. Ongoing analysis at the Department, district, and unit levels helps policy makers and managers improve facilities to better serve the public. Ongoing improvements made at local levels eventually affect the larger departmental scores.

■ Repair and Maintenance of the Infrastructure

The Department defines maintenance as the work required to ensure the effective and efficient utilization of facilities. Maintenance includes all work required to preserve a facility in a condition that allows it to be used for its intended purpose for the optimum length of time. Effective maintenance, including housekeeping, results in the best use of resources and the avoidance of lost service and high repair or replacement costs.

The Department provides maintenance services where any type of physical improvement can be assigned at any location within a state park unit or area. The Department defines its facilities in the following categories:



California Conservation Corpsmembers laying historic brick at Stanford Mansion State Historic Park



Nature trail in the North Grove of Calaveras Big Trees State Park

Measurement Rationale

The measures established for this outcome assess the degree to which the Department provides and maintains its infrastructure. The components for successful measurement include:

- Visitor perception
- Repair and maintenance of the infrastructure
- Accessibility of facilities

Buildings, Grounds, Roads/Parking, Miscellaneous Structures, Systems, and Trails. These include buildings, fences, walks, trails, trellises, water systems, sewer systems, dams, retaining walls, campgrounds, day-use areas, and more.

■ **Accessibility**

Title II of the Americans With Disabilities Act (ADA) requires places of public accommodation, commercial facilities, and certain private entities to be accessible to, and usable by, persons with disabilities.

Over the last several years, the Department surveyed all units for compliance with ADA and developed a database to monitor incremental progress toward compliance. Current efforts are directed toward the prioritization and direction of special funding to accomplish measurable outcomes in several identified areas of accessibility.

Additionally, the Department monitors visitor satisfaction with the perceived accessibility of facilities and programs.

Measures

■ **Visitor Perception**

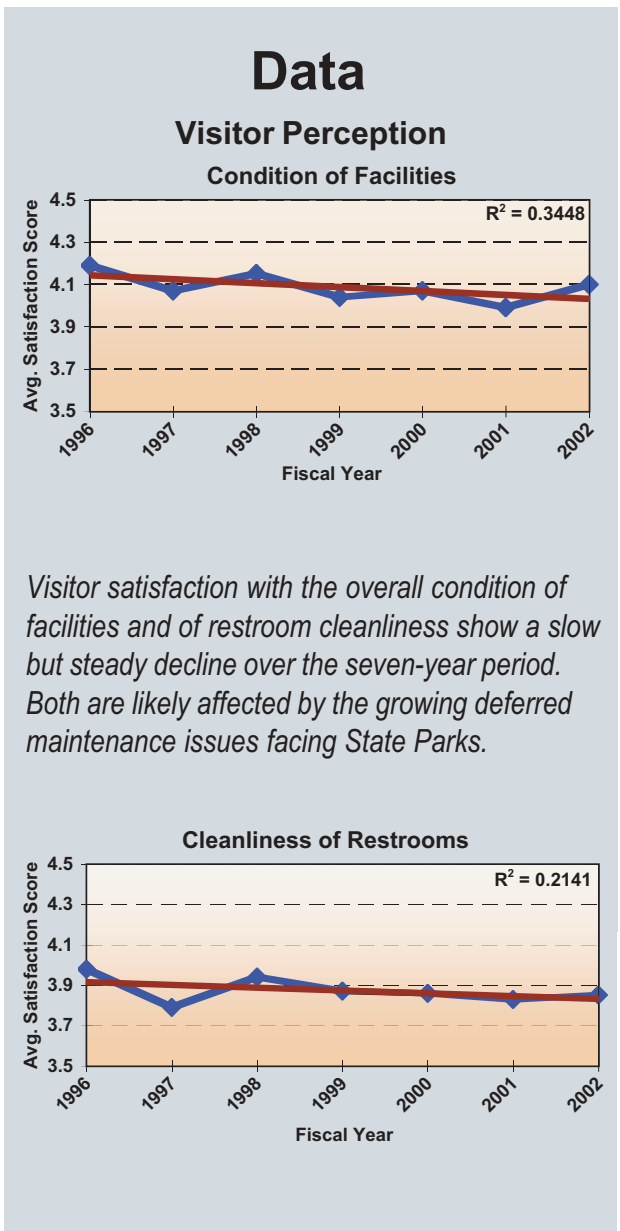
At the statewide level, the Department examines the visitors' perception of the overall condition of facilities. While the general public may not be aware of the underlying workmanship and structural integrity of the facilities, perception of quality is very important to the overall recreational experience.



Dirt removal at Will Rogers State Historic Park



"SS Relief," a floating restroom at Lake Oroville State Recreation Area



Independent studies from both public and private industry show that perception of restroom cleanliness is indicative of the overall impression of the entire facility. Improving negative perceptions can be difficult during peak visitation and where remote locations prohibit the placement of modern facilities. While restroom renovations or increased staffing may be the best solution, increasing regular maintenance or initializing the innovative improvement processes proves to be of value, especially during tight budgetary times.

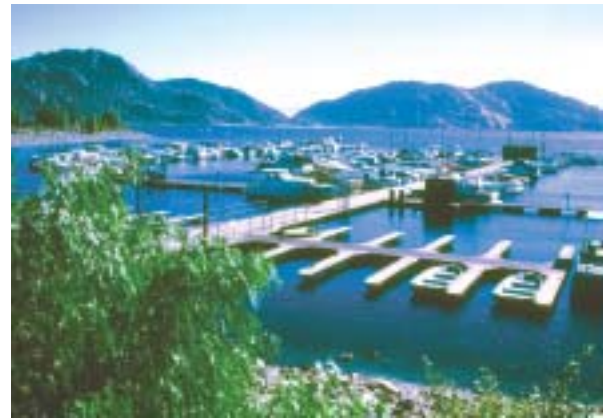
■ Repair and Maintenance of the Infrastructure

A statewide web-based preventative maintenance application called “MAXIMO” is now being actively used to identify the department’s ongoing maintenance needs. MAXIMO enables the Department to budget for, schedule, and track maintenance tasks effectively and efficiently. The application identifies preventative maintenance activities, helps ensure more consistent maintenance throughout the state, and manages work orders and the impact of these maintenance activities. By actively managing assets, the Department expects to save substantial costs through reduction in the growth of the deferred maintenance backlog and through administrative efficiencies.

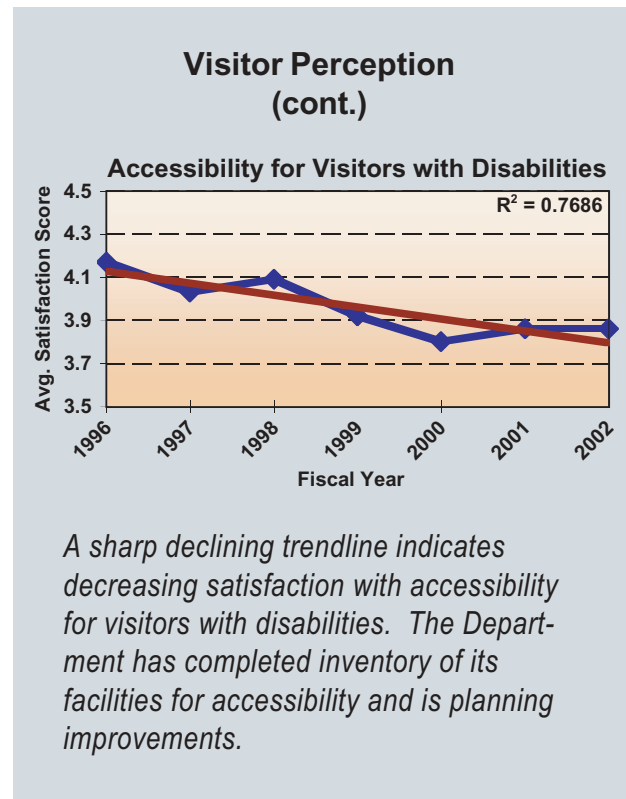
An annual condition assessment that will measure the impact of the achievement of, or lack of, maintenance to a facility is currently being implemented. This assessment ranks the facility based on facility type, intended usage, and present condition. This helps prioritize work orders to ensure efficient and effective utilization of funds and resources. The evaluation gives the Department the ability to identify the most effective maintenance to avoid costly deferred maintenance or replacement.

■ Accessibility of Facilities

The Department completed an inventory of its facilities for compliance with the ADA and is now prioritizing projects to deliver the most compliance. Visitor surveys over the past seven years show a declining satisfaction with accessibility. It is anticipated that as projects are completed, satisfaction should rise over time.



Marina at Lake Perris State Recreation Area



Park maintenance staff and mower at Marshall Gold Discovery State Historic Park

Visitor Comments on Facilities

From the California State Parks Visitor Survey 2000-2002

"It's obvious the staff here really cares about the park and goes out of their way to be helpful."

China Camp State Park, Summer 2002

"Thank you for buying recycled products: bench and toilet paper. Would be nice to have explanations on benches and more recycling bins. Great/efficient restroom setup. Need soap."

Año Nuevo State Reserve, Summer 2001

"Overall the park facilities have greatly improved in appearance and cleanliness."

Mount Diablo State Park, Summer 2001

"I have come here to camp at least twice a year for 3-4 years. Bathrooms at both museum and campground always immaculate despite heavy 'kids' use."

Indian Grinding Rock State Historic Park, Spring 2001

"One of the best group camps around."

Caswell Memorial State Park, Fall 2002

"Very neat and clean. Disabled can walk and enjoy. Park areas clean and no dust. Appreciate how sites are level and marked, easy to get to."

San Luis Reservoir State Recreation Area, Spring 2001

"Deterioration of building (wood and adobe) from weather and insects is a great concern. Some parts are in great need of (historically accurate) restoration."

Petaluma Adobe State Historic Park, Summer 2002

"I think they are well kept. Everyone visiting California should see this park and the ones that live here are so lucky."

Fremont Peak State Park, Summer 2000

"We loved the disks set in the sidewalk that guided us on our walk. RE: restrooms: Yes, thank you, in progress."

Monterey State Historic Park, Spring 2002

"Appreciate very much supply of doggies bags!! And trash cans."

Monterey State Beach, Summer 2000

"The new restroom is a great improvement!"

Marina State Beach, Spring 2001

"One or two more restrooms/showers will be most helpful. The shower hot water close to our campsite was broken. No repairs during our stay. Had to go far to get hot water."

Manresa State Beach, Summer 2001

"For porta-potties, these have to rate very high. No odor other than the freshener chemicals. Toilet paper is always available."

Moss Landing State Beach, Spring 2000

"Each of the sites had something unique or nice about it. There was no garbage or trash anywhere, very nice!"

Pfeiffer Big Sur State Park, Winter 2001

"Trail improvement (Sea Lion Point Trail) very well done. My mom is 91, she could take the trail now that it's smoother. Also appreciate benches for elderly!!"

Point Lobos State Reserve, Winter 2000

"We were extremely impressed with the condition of all facilities — hard to achieve with crowds. Especially impressed with condition of trails and markers."

Big Basin Redwoods State Park, Summer 2001

"Well designed sites, great systems to bear-proof trash cans."

Castle Crags State Park, Fall 2001

"Too few restrooms, especially for group campsite, two showers and restrooms for 80 people and they have to share with park."

Refugio State Beach, Summer 2001