

FINAL REPORT



SAN BERNARDINO COUNTY
CIVIL GRAND JURY
2018–2019

FINAL REPORT



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CIVIL GRAND JURY
2018–2019

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The Editorial Committee acknowledges and thanks the following individuals for their hard work and invaluable assistance in the preparation of the Final Report of the 2018–2019 San Bernardino County Grand Jury:

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GRAND JURY



COUNTY OF SAN BERNARDINO

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May 27, 2019

Honorable John P. Vander Feer, Presiding Judge
Superior Court of California, County of San Bernardino
247 West Third Street, 11th Floor
San Bernardino, CA 92415-0302

Dear Judge Vander Feer:

On behalf of the 2018-2019 Civil Grand Jury I am honored to present our final report to you, the San Bernardino County Board of Supervisors and the citizens of San Bernardino County.

This report is the result of the dedication, commitment and hard work of a diverse group of Grand Jurors who were selected from throughout the County and focused on the mission of identifying areas of improvement within the County for the benefit of its residents and governmental organizations.

The Grand Jury interviewed County, city and school employees, as well as representatives of the County Jails and the California State Prisons. In addition, the Grand chose to continue the Public Relations effort originated with the 2017-2018 Civil Grand Jury. We formed a committee and made informational presentations about the Grand Jury to several organizations. We also began updating the Grand Jury manual and if not completed during this session, will recommend that next years Grand jury continue the effort.

The Grand Jury would like to thank all those we contacted for their courtesy and cooperation. It is very reassuring to know that we have capable, committed and responsible public servants who work for the public good.

We would also like to thank you for your strong support throughout the year as well as Administrative Assistant, Norma Grosjean and Legal Counsel, Michael Dauber. That support proved to be invaluable to us.

I feel humbled working with my fellow Jurors and honored to have served as their foreperson. I thank you very much for this experience.

Respectfully,

W. J. Moore, Foreperson
2018-2019 San Bernardino Civil Grand Jury

SAN BERNARDINO COUNTY

2018–2019 CIVIL GRAND JURY

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SAN BERNARDINO COUNTY 2018–2019 CIVIL GRAND JURY



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Honorable
John P. Vander Feer

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COMPLAINTS

The San Bernardino County Civil Grand Jury receives numerous citizen complaints throughout the year. The 2018-2019 Grand Jury received a total of 60 complaints. Every complaint is carefully reviewed by the Grand Jury for issues regarding appropriate jurisdiction and importance of the complaint topic.

After completion of the initial review of a citizen complaint, the Grand Jury may approve the complaint and assign it to an appropriate committee. The committee will conduct an investigation with appropriate oversight by the full Grand Jury. A written report of the committee's findings and recommendations regarding a specific complaint may or may not be included in the year-end Grand Jury's Final Report.

The process of submitting a citizen complaint is to obtain a Confidential Citizen Complaint form from either the Grand Jury's website or by calling the Grand Jury's office at (909) 387-9120. The website is <http://wp.sbcounty.gov/grandjury/file-a-complaint/>. Once the complaint form has been completed and signed, it can be returned to the Grand Jury's office for processing. Although the Grand Jury usually does not investigate anonymous complaints, it may conduct an investigation depending on the issue.

CHILDREN AND FAMILY SERVICES

BACKGROUND

During the past several years, the San Bernardino County Civil Grand Jury investigated the Child and Family Services Department of Human Services for the County of San Bernardino. During each of the years in which the Jury investigated this Department, it has discovered problems and issues. Past Grand Juries have made a number of recommendations based on the findings of each Jury Panel. The 2018- 2019 Grand Jury is no exception.

This report focuses on issues concerning the Children and Family Services Department since the 2011-2012 Grand Jury. The authority contained in California Penal Code Section 925 authorizes the Civil Grand Jury to conduct this investigation.

Changes in laws, coupled with improvements in department operations, have led previously formed relationships, such as the Children's Network, the Children's Assessment Center, and Children's Fund in new directions. In each of the offices or facilities visited, food and snack items were available to children and were of a healthy nutritional value. Suitable clothing was on hand as well.

A notable change in recent laws from group homes under the foster care system are now Short Term Residential Therapeutic Programs (STRTP). This change is limited to serving youths who have high-level mental health needs that cannot be met in a family setting. Children and Family Services must assess children prior to placement in a STRTP environment home, due to higher placement standards.

The Children and Family Services mission statement is "to protect endangered children, preserve, to strengthen families, and develop alternative family settings." The mission of the Children and Family Services Department while working to improve services to families has been unsuccessful in meeting department's challenges, primarily due to personnel issues and large caseloads.

In 2011, The Deloitte Company was hired by the Board of Supervisors to conduct a six-month reorganization project. The results of that study was known as the “Redesign Project.” This Project was a study of organizational operations and recommended improvements. The Grand Jury was unable to learn any additional information as to the success of the reorganization project.

This Grand Jury panel was made aware of problems in management, staffing, training, and accountability. The Grand Jury learned during an interview with Senior Management, that obtaining requested documentation was difficult at times.

There are nine (9) Children and Family Services Offices throughout the County of San Bernardino. The Grand Jury visited five (5) of these offices and conducted interviews with staff and supervisors. A visit to the Coroner’s office was conducted to gather information concerning children in the care of or supervised by Children and Family Services, who died because of abuse.

The Grand Jury while reviewing caseload sustainability as outlined by the National Association of Social Workers (NASW) concept paper, found that “Social workers, managers or administrators and organizations have joint responsibilities for establishing and maintaining workloads that allow for adequate and appropriate interventions and monitoring of services and outcomes.”

The Grand Jury learned during office visits, that some of the Children and Family Services Offices were sparsely populated in terms of personnel. The Grand Jury learned that some of the offices did not have enough workers to keep up with workload demands.

The Department has tried to increase its cadre of Social Workers. However, long commutes, poor training, and poor supervision have all been factors reflective of the Children and Family Services Department.

Extremely heavy caseloads are especially a problem because of under-staffing and an increase in growth of the San Bernardino County's population. The Child Welfare League of America (CWLA) recommends caseworkers handle no more than 12 cases involving investigation, 15-17 cases of family preservation and 12-15 foster care cases.

While interviewing Caseworkers, (Social Services Practitioner staff members (SSP's), it was learned that at one of the San Bernardino County CFS Offices, the SSP's were inexperienced, compared to the average worker in that office. Because most were recently hired, some workers had lighter caseloads within that particular office. There were at least three (3) Caseworkers, in that office, who were recently hired within the past three (3) years. One of the Caseworkers interviewed stated that when the workload became too heavy, some of the case files were transferred to a neighboring office where the caseworker received help from other Children and Family Service offices. Some of the SSP's appeared to be overwhelmed and stated that they felt morale was suffering within the office in which they worked. The Social Workers also mentioned that supervisors rarely conducted field visits or provided on-site visits.

The SSP's were asked about their Work Performance Evaluation (WPE) and several of the workers stated they did not receive their WPE's from eight months to a year or longer pass their due dates. At least a few of the workers reported that as difficult as the work was, and given their diligence in performing their job duties, they were unfairly treated in the evaluations made by their respective supervisors.

During the interviews with the Social Workers, the question was asked by the Grand Jury committee, "When a child is removed from the custodial parents/guardians home, how does the social worker gain objectivity and fairness in removing the child/children?" The response about the process and how elements of subjectivity was obtained through Team Decision Making Meetings (TDM) which consists of community leaders, clergy members along with caseworkers and supervisors from CFS. There is no independent oversight committee regarding placement of children. Members of the TDM are a part of the decision making process as to whether or not it is deemed necessary to remove children and what programs may be included for child and parent for possible reunification. The TDMs are usually conducted with some of the same people who

normally attend TDMs, which would mean that they would not be able to offer a fresh new outlook on the situation.

During interviews with social workers and their supervisors, the Grand Jury focused on the training process and curriculum. The Grand Jury requested from both the Supervising Social Service Practitioner (SSSP) and the Social Service Practitioners (SSP), a record of their completed individual training. However, when asked about the required training on the subject of Commercial Sexual Exploitation of Children (CSEC), very few of the workers ever received training in identifying victims of human trafficking.

CSEC is a recently mandated course of training for caseworkers in the identification, prevention and intervention of children who have been sexually exploited or are at risk of exploitation. Only four (4) of the interviewed workers' understood the meaning of CSEC and acknowledged its significance. One of the four (4) included a supervisor. This term was not generally heard of or discussed until recent years.

The Grand Jury visited the Coroner's Office to learn how the department was documenting child deaths. The Grand Jury learned that the current record system in place was outdated, and specialized reports (reports that required various and different data elements) were difficult to produce and could not easily categorize the cause(s) of death.

Glossary

CFS: Children and Family Services

SSP: Social Service Practitioner

SSSP: Supervising Social Service Practitioner

WPE: Work Performance Evaluation

TDM: Team Decision Making Meeting

CSEC: Commercially Sexual Exploitation Children

SBC: San Bernardino County

WIC: Welfare and Institution Code

NASW: National Association of Social Workers

CMSA: Case Management Society of America

METHODOLOGY

This committee visited Children and Family Services' offices, medical facilities, and the Children's Assessment Center interviewing numerous personnel regarding their roles and expectations.

This committee interviewed personnel from the private sector and obtained documents relating to the Children and Family Services and the County Probation Department.

This committee conducted online research obtaining numerous written articles and documents relating to Children and Family Services.

This committee visited the County Coroner's Office to understand the reporting and classification methods for youth related deaths under the care of Children and Family Services or the Probation Department.

The committee reviewed the changes in the foster care system, since group homes no longer exist and the responsibilities are shared by the County Probation Department.

FINDINGS

- F-1: Social Workers rarely received a Supervisor's field visit when contacting clients.
- F-2: Social Workers' caseloads currently exceed the recommended levels due to the growth in population, work force shortages and lack of supervision.
- F-3: Not all Social Workers have received training or have knowledge in Commercial Sexual Exploitation of Children.
- F-4: The CFS training is partially funded by funds administered by the Children's Network for training and education under the CSEC's bill. This training was difficult to understand.
- F-5: Low morale was evident among the Social Workers and Supervisors interviewed.
- F-6: There was a high turnover rate among Social Workers.
- F-7: Work Performance Evaluation's (WPE), are not always received in a timely manner. Many times, when received, they were poorly written, which can contribute to low morale.
- F-8: In recent investigations involving CFS, there has been no inquiry or mention of an oversight committee to ensure they are held to task.

RECOMMENDATIONS:

- 19-1: Mandate that CFS Supervisors monitor and offer assistance to Social Service Practitioners in the field as well as the office on a daily basis.
- 19-2: CFS continue to hire qualified social workers to keep up with attrition, or create a back to work temporary program for retired social workers to fill office and court positions and free up full time employees.

19-3: Require all foster parents, social workers, regardless of position, attend Commercial Sexual Exploitation of Children training.

19-4: Given the low morale in CFS offices, it is imperative that upper management develop methods to motivate and create more positive interactions with line workers.

19-5: Additional training is necessary to enhance communication skills between Social Service Practitioners, their clients and management.

19-6: Management and Supervisors must be held accountable for the timely completion of employee evaluations and discuss it with the employee within 30 days of the evaluation's due date.

19-7: The results of research, findings and observations by the Grand Jury leads to the conclusion that a complete reorganization of Children and Family Services is needed as indicated in the Deloitte Reorganization Project.

19-8: Appoint an independent oversight committee to offer objective viewpoints, opinions and recommendations.

19-9: It is necessary that Social Service Practitioners have training in CSEC because most will inevitably be faced with the task of meeting victims of Human Trafficking and possibly managing a case or cases for the victims of Human Trafficking.

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
Children and Family Services	19-1 through 19-9	9/26/2019
SB County Board of Supervisors	19-7 and 19-8	8/27/2019

CITY OF UPLAND

BACKGROUND

A complaint was received by the Grand Jury indicating that the financial status of the City of Upland was in poor condition. The main concerns were the financial health and practices of the city along with unfunded pension liabilities. In addition, the complaint alleged the city manifested a culture of poor management, hostile work environments, and nepotism as well as possible “Brown Act,” violations.

California Penal Code Section 925a, provided the Grand Jury jurisdiction to inquire into these allegations. The Grand Jury subcommittee for the County of San Bernardino was formed to investigate the City of Upland complaint.

As this committee obtained additional information, evidence began to support various aspects of the original complaint, which also expanded to other functions and levels within the operation of the city that had been an issue for some time.

The Grand Jury did not discover sufficient evidence of poor management, hostile work environments and nepotism to make findings and recommendations at this time. The committee found no evidence of “Brown Act” violations.

The committee in its efforts to understand the city’s financial situation, contracted with a San Bernardino County approved auditing firm to conduct an independent audit of the city’s financial health. Upon conclusion of said audit, the committee learned that the City of Upland, while not in great financial shape, was no different from other California cities of like size. The City of Upland did however, have future financial issues related to employee pension payments that will be explained in the discussion section of this report.

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Glossary:

CalPERS: California Public Employee's Retirement System

OPED: Other post-employment benefits

BROWN ACT: The Ralph M. Brown Act, California Government Code 54950 et seq., is an act of the California State Legislature, authored by Assembly member Ralph M. Brown and passed in 1953, that guarantees the public's right to attend and participate in meetings of local legislative bodies.

FY: Fiscal Year

METHODOLOGY

The Grand Jury interviewed the complainant and received additional documentation and information.

The Grand Jury interviewed management personnel from the City of Upland as well as a union employee representative.

The Grand Jury researched numerous documents online and in various periodicals, as well as reviewing sister cities reports and financials.

The Grand Jury contracted with an independent auditing firm to conduct an in depth audit of the City of Upland's fiscal situation.

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DISCUSSION

The following evidence indicated a requirement for the Grand Jury to focus on the financial status of the City of Upland:

Financial Status:

The Grand Jury's investigation determined that the City of Upland's revenue is relatively flat in nature and expenditures are rising at an exponentially higher rate. The City of Upland's current overall financial status, although recently improved, still does not resolve future financial pension related issues associated with payments to other post-employment benefits (OPED) and California Public Employee's Retirement System (CalPERS) and the impact these payments have on the financial health to the City of Upland.

The Grand Jury used interviews with the City of Upland's management team and a San Bernardino County approved audit firm to assist with collecting City of Upland financial data. The interviews and audit validated that the City of Upland did not have any formal plan in place to fund future payments to both OPED and employee retiree pension payments to CalPERS.

The vast majority of the growth in current and future expenditures are associated with the increase in employee pension costs.

The Grand Jury used the graphs listed below to assist them in determining the City of Upland's financial status associated with their pension payments and the payments impact on the City of Upland.

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Table 1

FY 2013-14 - FY 2017-18 Upland Revenue and Expenditures					
	2013-14	2014-15	2015-16	2016-17	2017-18
Revenue	\$52,999,442	\$59,292,159	\$56,284,601	\$58,277,968	\$53,864,481
Expenditures	\$46,156,242	\$50,605,012	\$53,658,982	\$54,532,470	\$54,646,392
Net Revenue	\$ 6,843,200	\$ 8,687,147	\$ 2,625,619	\$ 3,745,498	\$ (781,911)

Table 1 illustrates that from FY 2013/14 – FY 2017/18 revenues were relatively flat (1.5% growth) and expenditures increased (18.2%). Note that FY 2017/18 expenditures exceeded revenue by \$781,911.

Table 2

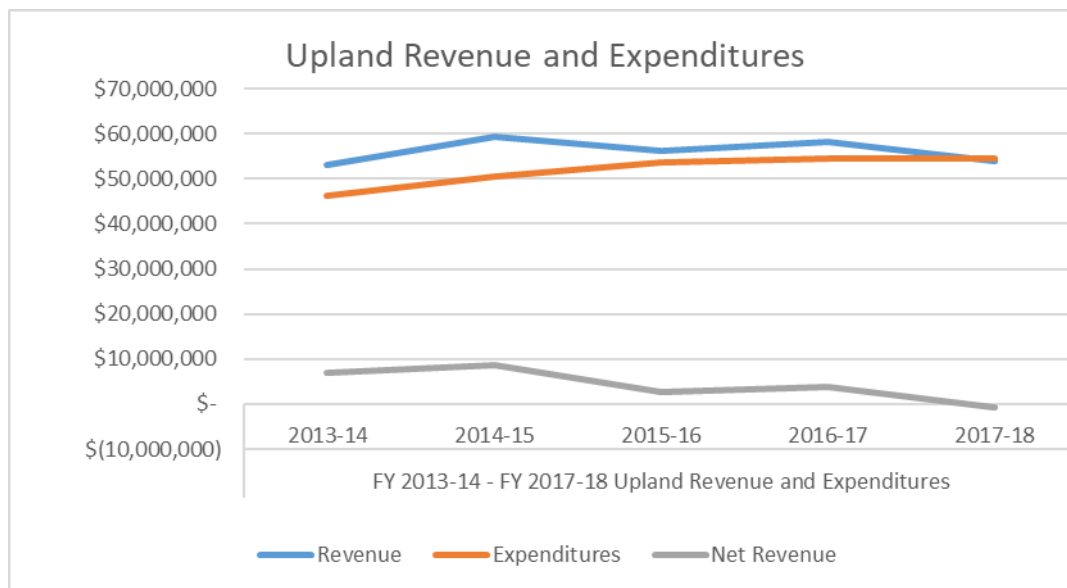


Table 2 illustrates expenditures exceeded revenue in FY 2017/18. The graph also depicts the upward trend of expenditures and the relatively flat nature of revenue from FY 2013/14 through FY 2017/18.

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Table 3

Actual	FY 2013-14		\$ 5,261,392		Projected	FY 2020-21	\$11,923,000
Actual	FY 2014-15		\$ 5,589,041		Projected	FY 2021-22	\$12,863,000
Actual	FY 2015-16		\$ 6,504,579		Projected	FY 2022-23	\$13,637,000
Actual	FY 2016-17		\$ 7,223,837		Projected	FY 2023-24	\$14,224,000
Projected	FY 2017-18		\$ 8,963,000		Projected	FY 2024-25	\$14,924,000
Projected	FY 2018-19		\$10,058,000		Projected	FY 2025-26	\$15,434,000
Projected	FY 2019-20		\$11,188,000		Projected	FY 2026-27	\$15,058,000
					Projected	FY 2027-28	\$15,661,000

Table 3 lists a combination of actual and projected City of Upland pension related annual payments. The amounts include payments to all employee pension related plans. Note that the actual annual payment in FY 2013/14 was \$5,261,392 and the projected payment in FY 2027/28 is \$15,661,000.

Table 4

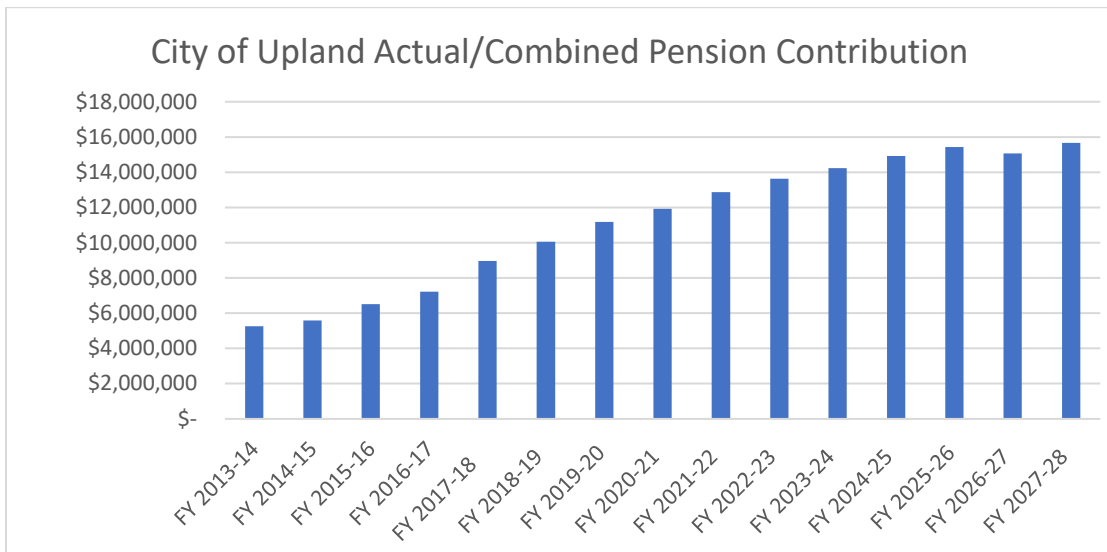


Table 4 graphically lists the growth in City of Upland's actual and projected payments to employee pension plans from FY 2013/14 through FY 2027/28. Note that FY 2018/19 through FY 2027/28 projected payments were provided by the City of Upland management team.

Additional analysis revealed that the average growth in the projected pension expenditures when compared to the base year of FY 2017/18 is \$669,800 per year through FY 2027/28, which is a mean average increase of 7.47% and a median average of 4.69%. In plain terms, the base year of FY 2017/18 employee pension cost was \$8,963,000 per year and growing to \$15,661,000 per year in FY 2027/28, while the revenue growth is only .3% per year.

The Grand Jury determined that the City of Upland does not have a formal plan in place to fund future employee pension payments. The Grand Jury recommends that the City of Upland develop an employee pension payment-funding plan that is supported by either increase in revenues, reduced pension benefits or developing an escrow account with annual deposits of funds to support future pension payments.

FINDINGS

F-1: The City of Upland's revenue grew at a flat rate of 1.5% from FY 2013/14 through FY 2017/18, which equates to an average annual growth rate of .3%.

F-2: The City of Upland's expenditures increased 18.2% from FY 2013/14 through FY 2017/18, which equates to an average annual growth rate of 3.64%.

F-3: The City of Upland's annual payments for retiree pension payments from FY 2017/18 – FY 2027/28 are projected to grow at an average annual mean rate of 7.47%, in plain terms from \$8,963,000 in FY 2017/18 to \$15,661,000 in FY 2027/28.

F-4: Based upon the San Bernardino County contracted audit team and two Grand Jury interviews with the City of Upland's management determined that the City of Upland does not have a formal plan in place to fund future payments to the employee pension plan.

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RECOMMENDATIONS

19-10: The City of Upland must develop a formal course of action to reduce their unfunded pension liability and develop a formal plan that funds future pension contributions. Increasing revenue would be from a conceptual perspective the best solution. However, increasing revenue is not an easy task. Decreasing retiree plan cost should also be considered via extending retirement dates and pension annuity payout percent. A third alternative would be to establish an escrow type account that immediately set aside funds annually that can be used to adjunct future retiree pension payments. The plan must include assumptions on how a recession and other economic conditions will affect the plan. The Grand Jury understands that the pension payment projections are just projections. Irrespective of any projection change, this does not diminish the urgency to develop a formal plan to correct the unfunded pension liability issue.

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
City of Upland	19-10	8/27/2019

SAN BERNARDINO COUNTY HOMELESSNESS – THERE IS HOPE

MISSION STATEMENT

The San Bernardino County Civil Grand Jury’s Committee on the homeless was to investigate and evaluate San Bernardino County’s continuous well-planned partnership with various social service agencies to assist homelessness within the county.

SUMMARY

Homelessness is a chronic problem. The homeless population continues to grow in San Bernardino County. To help combat this problem, the San Bernardino County Homeless Partnership Council (Interagency Council on Homelessness) was established. The ICH is assisted by the 2-1-1 Call Center, Project Hope, and various other programs. In the year of 2016, the homeless population was 1,887; in 2017 it was 1,866; in 2018 it was 2,118; and in 2019, it was 2,607.

During the investigation, the homeless committee was provided this definition of homeless from Interagency Council on Homelessness: “a homeless individual has been defined as one who lacks housing, without permanent housing who may live on the street, stay in a shelter, mission, single room abandoned building, tent or vehicle.

In addition, an individual may be considered homeless if that person is forced to stay with a series of friends and/or family members. This is called ‘double up’ from the website National Health Care for the Homeless. A previously homeless individual who may be released from a hospital or prison may be considered homeless if they do not have a stable housing situation to which they can return.”

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METHODOLOGY

The Grand Jury Homeless Committee gathered information through field visits with San Bernardino County Sheriff's Department HOPE Team, (Hope-Outreach-Proactive-Enforcement). On October 31, 2018, the Grand Jury Homeless Committee visited Seccombe Lake and Perris Hill Park. Several homeless persons were living in both of the parks using pitched tents and/or sleeping bags. In addition, throughout the city, homeless individuals were also located lying in front of or behind abandoned buildings, living in wash areas, in cars and/or recreational vehicles. On January 8, 2019, The Grand Jury Homeless Committee visited the High Desert with the San Bernardino County Sheriff's Department HOPE Team. During these visits, the Grand Jury Homeless Committee also conducted in-depth interviews with several homeless individuals living on the streets throughout San Bernardino County (please see photos 1 through 4 attached to this report for reference).

The Grand Jury Homeless Committee attended several meetings that included the San Bernardino Partnership, 2-1-1 Call Center, Annual Homeless Summit and the Board of Directors Meetings for the 2-1-1 Call Center. These organizations have various programs that are in place to assist the homeless throughout San Bernardino County. They include providing vouchers to obtain proper identification, food assistance, clothing, and permanent housing.

Grand Jury Homeless Committee investigated the county agencies that provide homeless assistance according to jurisdiction established by California Penal Code Section 925.

DISCUSSION

San Bernardino County Sheriff's HOPE Team

HOPE not only means something you can wish for but also an acronym, Homeless, Outreach, Proactive, and Enforcement. HOPE was piloted in San Bernardino County in 2014 by the San Bernardino County Sheriff's Department. Three sheriff deputies are assigned to the HOPE team. The deputies currently work Monday through Thursday 8 a.m.- 5 p.m. and no weekends. The

HOPE team travels throughout different regions of San Bernardino County contacting the homeless population offering various services available to them, so they can transition away from homelessness. Referrals are made for services such as hygiene kits, rapid re-housing (helping the homeless find and move them into a permanent home), motel vouchers that entitles the person for an exchange for goods or services, and behavioral health counselors.

The ultimate goal of the HOPE team is to reduce the rate of recidivism, incarceration, and reduce the current costs associated with homeless related crime.

2-1-1 Call Center

The 2-1-1-call center for San Bernardino County was founded in 1996 is located in Rancho Cucamonga. It operates under the Inland Empire United Way, with funding that is provided through San Bernardino County in the amount of \$350,000 annually. The mission statement of the San Bernardino County 2-1-1 call center is:

“Engaging in the community to improve the lives and futures of those in need by strategically investing in education, health, and financial stability.”

The purpose of the call center is to inform the community of programs available throughout San Bernardino County and its residents that need resources that cannot be easily found on the internet or in any phone directory. There are many referral programs available through 2-1-1 to help those in need. Examples of programs available are:

- Homeless Coordination-Housing
- Veterans
- Healthcare
- Preschool & Early Childhood
- Food
- Families & People at Risk
- Reentry Peer Navigation

- Substance Abuse Services
- Child Abuse
- Mental Health
- Transportation
- Utility Assistance
- Education
- Senior Services
- Income-Employment and Financial Management
- Cal Fresh & Medi-Cal Telephone Enrollment

The Grand Jury Homeless Committee made a field visit to the 2-1-1 call center to observe the operation in action. The call center operates 24/7. The center fields approximately 65,000 calls a year. The Grand Jury Homeless Committee was presented with an overview of the operation of the 2-1-1 call center by various employees of the 2-1-1 operation. The Grand Jury Homeless Committee was given figures of the most frequently requested services. The Grand Jury Homeless Committee discovered the three greatest demands of homeless persons are: Housing, Utilities, and Food.

After the presentation, the Grand Jury Homeless Committee was given the opportunity to monitor 2-1-1 calls that came in through the call center. The Grand Jury Homeless Committee was partnered with a phone representative who took the calls. Calls were answered in the order received and the questions that were asked by the caller in need of assistance or information where they reach out for assistance for a particular need. The caller was offered a selection of options along with a callback promise at a predetermined time (if the caller so chooses) to follow up with the progress of the caller and to offer additional information.

It was discovered by the Grand Jury Homeless Committee that prior to the visit to the 2-1-1 call center there was no option on the pre-recorded menu for “homeless”. When this shortcoming was mentioned to the management of the 2-1-1 call center, management said it would be added to the pre-recorded menu. The Grand Jury Homeless Committee made subsequent calls to 2-1-1

in the weeks that followed the visit to verify that the option was added to the menu, and it was discovered that it still was not added.

Coordinated Entry System

The purpose of the Coordinated Entry System (CES) is to maintain a database in which homeless and low-income persons can be quickly identified, assessed, and prioritized.

The CES department is incorporated within the 2-1-1 Call Center in Rancho Cucamonga. The caller's request is assessed and is given priority based on the type of assistance requested, as determined by a grading scale in place within the call center. The structure of the CES system is that a homeless or low-income person cannot receive permanent supportive housing assistance and or case management unless they are first registered and subsequently referred through the CES.

The Grand Jury Homeless Committee discovered that the database maintained by the Coordinated Entry System was not accessible to other service providers so that no data can be shared by each of the service providers in San Bernardino County.

Point in Time Count

The Grand Jury Homeless Committee participated in the Point in Time Count for San Bernardino County on Thursday January 24, 2019. Police command posts were set up in several cities covering Inland Empire, High Desert, and Low Desert areas. There were over 750 volunteers registered. The volunteers were broken up into teams, with a minimum of three per team and a maximum of five, to cover various areas assigned. All 24 cities and towns as well as the unincorporated areas were canvassed. The agencies involved in the count were the San Bernardino County Sheriff's HOPE Team, San Bernardino City Code Enforcement, San Bernardino County Homeless Partnership, 2-1-1 Call Center, and numerous volunteers. The data was collected by use of a web-based application designed specifically for the San Bernardino Point in Time Count. Volunteers used Smartphones to collect this data. The web application used

was developed by former employees of ESRI (Environmental Systems Research Institute). ESRI is a company that is a builder and supplier of commercial Geographical Information Systems (GIS) software. As the information was collected, it was sent directly to the command center. The information was then deleted from the volunteer's phone. The volunteers were provided maps of the County showing where the homeless encampments were located based on daily outreach visits of the San Bernardino County Sheriff's Department HOPE Team two weeks prior to the actual count.

San Bernardino County Homeless Partnership

San Bernardino County Homeless Partnership was formed in September 2007 by order of the San Bernardino County Board of Supervisors. The purpose was to develop a countywide public and private partnership and to coordinate services and resources to end homelessness. They developed a ten-year strategic (on website) plan to end chronic homelessness. The partnership is a collaboration between agencies that are non-profit, faith based, private, educational institutions, federal, state and local governments.

There are many organizations that aid the homeless in various ways, yet the homeless population continues to rise. During interviews with San Bernardino County Sheriff's HOPE Team, it was learned that some shelters are for women only, some for men only, very few for families, which often results in families being separated when housed.

San Bernardino Homeless Partnership held two major outreach projects in 2018. The first was at St. Ann's Catholic Church in Needles, California. Over 100 people attended. The second outreach project was held at the New Beginnings Church in the City of San Bernardino. Over 500 people attended. During one interview it was learned that services offered were medical screening, childcare information and services, senior services, employee services, housing, transitional assistances, legal assistance, services to help U.S. veterans and more.

During our interviews, it was learned that the High Desert residents are highly under served. Homeless persons must travel to the City of San Bernardino and the surrounding area to receive services provided by the County.

SUMMARY

There are many programs within San Bernardino County designed to help the homeless and low-income population. The 2-1-1 Call Center is the most convenient of the programs to use. The ease of “one stop shopping” makes it user friendly. With the recommendations listed in this report, the 2-1-1 Call Center would be the ultimate aide for homeless and low-income persons to obtain the help they need.

FINDINGS

F-1: HOPE Team (Homeless, Outreach, Proactive, and Enforcement) Program was started in 2014 and currently employs three San Bernardino County Sheriff’s Deputies who work 8 a.m. – 5 p.m. Monday to Thursday.

F-2: HOPE Team provides the San Bernardino County homeless community resources for vouchers for motel rooms, information from the Department of Motor Vehicles on how to obtain a new or replacement personal identification card, vouchers for permanent housing (apartments, homes) along with referrals to the 2-1-1 call center.

F-3: Annual Point in Time Count (PITC) was held on January 24, 2019 from 6 a.m. to 10 a.m., in all 24 cities and unincorporated areas within the County.

F-4: Approximately 750 volunteers registered in 2019 for the Point in Time Count. The volunteers provided over 1,500 hygiene kits to homeless.

F-5: The Grand Jury Homeless Committee received the 2019 Point in Time Count in April for 2019. The total population of the homeless in San Bernardino County as counted was 2,607.

F-6: The 2-1-1 homeless outreach program is a reactive system, which only helps the homeless that have first called in for assistance via 2-1-1.

F-7: In the 2-1-1 phone pre-recorded menu there was no option for “homeless”.

F-8: No funds are set aside for 2-1-1 to post visible signage advertising outreach to assist the homeless at most public entities for example parks, hospitals, post offices and libraries.

F-9: The homeless assistance in the High Desert/Victorville area, (housing, material goods, transportation, food, utilities and health care) is not equal in comparison to Central San Bernardino County.

F-10: Approximately one-half of the homeless interviewed by the Homeless Committee knew about the 2-1-1 call center.

F-11: The 2-1-1 call center is administered by the United Way program.

F-12: San Bernardino County designated \$350,000 each year to 2-1-1 program.

F-13: The 2-1-1 (Coordinated Entry System) and the HOPE Team do not share information that concerns the homeless.

RECOMMENDATIONS

19-11: The San Bernardino County Sheriff’s Department Hope Team be granted additional manpower to allow for increased coverage of the geographic area of San Bernardino County. This would include San Bernardino County Sheriff’s Department Hope Team working rotating shifts to cover a 24-hour period Monday through Friday, which would also include two weekends a month.

19-12: 2-1-1 call center to develop an outreach program to include one day a week community service within different homeless communities in San Bernardino County.

19-13: 2-1-1 Call Center must be more effectively promoted to the homeless and low-income community. This would include better signage and 2-1-1 cards displayed within the public areas such as grocery stores, libraries, post office, hospitals, 24-hour clinics, etc.

19-14: A shared database must be developed among the 2-1-1 Call Center, Coordinated Entry System, the San Bernardino County Sheriff's Department HOPE Team, and the various service providers so that the homeless and low-income residents can be better served.

19-15: The 2-1-1 Call Center must add a "Homeless Option" to the pre-recorded call in menu.

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
SB County Sheriff's Dept.	19-11	8/27/2019
County Administrative Office	19-12 through 19-15	9/26/2019

PHOTO 1



PHOTO 2



PHOTO 3



PHOTO 4



PRISONS AND JAILS COMMITTEE

CALIFORNIA INSTITUTION FOR MEN

Per California Penal Code 919(b), San Bernardino County Grand Jury is required as follows: “The Grand Jury shall inquire into the condition and management of the public prisons within the county.” The Grand Jury, took a guided tour conducted by facility staff for the mandated inspection of the prison housing units and the surrounding fenced land. The Grand Jury also reviewed:

- California Code of Regulations (CCR), Title 15 Crime Prevention and Corrections, Division 3;
- California Institution for Men Institution Guidebook; for the California Department of Corrections and Rehabilitation (CDCR).

The Grand Jury was also privy to Incident Reports, Inmate Complaints (602), and information concerning attempted suicides, inmate on inmate attacks, and attacks on custody staff. The Grand Jury also reviewed the Inmate Work Programs and educational opportunities. The general observations made by the Grand Jury members were helpful in its review.

Inspection Form and Observations

FACILITY NAME: California Institution for Men

INSPECTION DATE: October 23, 2018

FACILITY CAPACITY: 4200 Inmates-Current population of 3700 inmates

TYPE OF FACILITY: State Prison housing male inmates

ADDRESS: 14901 Central Avenue, Chino, CA, 91710

TELEPHONE NUMBER: 909-597-1821

California Institution for Men (CIM) opened in San Bernardino County in 1941 on 2,500 acres of land. CIM is the third oldest state prison in California after San Quentin State Prison (1852) and Folsom State Prison (1881). CIM is a large complex consisting of four separate facilities, under the administration of one warden.

Abbreviations

- AA-Alcoholic Anonymous
- AB-Assembly Bill
- ASU-Administration Segregation Unit
- CC-Correctional Councilor
- CCR-California Code of Regulations
- CDCR-California Department of Correction and Rehabilitation
- CIM-California Institution for Men
- CIW-California Institution for Women
- CRC-California Rehabilitation Center
- CRT-Crisis Response Team
- LVN-Licensed Vocational Nurse
- NA-Narcotic Anonymous
- OH-Out-patient housing
- PIA-Prison Industries Authority
- PT-Physical Therapy
- RC-Reception Center
- RN-Registered Nurse
- R&R-Receiving and Release
- SNY-Sensitive Needs Yards

Facility A

The following information was provided to the Grand Jury by the Administrative Staff. Facility A houses approximately 1100 Level II, Sensitive Needs Yard inmates (SNY – is a method to protect inmates from threats and violence). The facility consists of eight dormitory housing units and each housing unit has a capacity of 160 inmates. The California Code of Regulations defines a Level-II as consisting primarily of open dormitories with a secure perimeter, which may include armed coverage.

Facility B

The following information was provided to the Grand Jury by the Administrative Staff. Facility B has an inmate population of approximately 800 medium/maximum custody level inmates and serves as a Reception Center (RC) for receiving and processing inmates who have been newly committed to CDCR primarily from Riverside and San Diego County.

The Reception Center completes diagnostic tests, medical/mental health screening, and literacy assessments for classification in order to determine the inmate's appropriate institutional placement. In addition to the reception center mission, Facility B includes Palm and Cypress Halls as designated Administrative Segregation Units. These Administrative Segregation units receive inmates from CRC, California Rehabilitation Center, Local CDCR/Cal Fire camps, inmates serving Security Housing Unit terms, and inmates in route to court or other CDCR Institutions.

Facility B is also home to CIM's Receiving and Release (R&R) and inmate property Storage. All inmates arriving to and departing from CIM must be processed through the Receiving and Release Center.

Facility C

The following information was provided to the Grand Jury by the Administrative Staff. Facility C has an inmate population of approximately 700 Level-II, Sensitive Needs Yard (SNY) inmates, many of whom are serving life sentences. The facility consists of four housing units with a capacity of approximately 200 inmates. Facility C is located approximately two miles east of CIM's main complex. Facility C has an education department, health care clinic, chapel, visiting and a recreation yard.

Facility D

The following information was provided to the Grand Jury by the Administrative Staff member. Facility D has an inmate population of approximately 1100 general population inmates and is designated as a Secure Level-I. The facility consists of 12 housing units which are the original and the largest of the four facilities at CIM. Each housing unit has a capacity of approximately 200 inmates. The California Code of Regulations defines a Level-I as consisting primarily of open dormitories with a low security level. Inmates who are the least likely to misbehave are housed in Level-I facilities. Inmates with a designation or classification minimum custody can be housed and work outside the secure perimeter where inmates with designated as medium custody can work inside the secure perimeter and can live in a dormitory environment.

Programs

Facility D houses vocational and educational programs. Facility D is home to the Inland Valley Education Center, which is the Center of the CIM education and vocational programs. The center offers classes such as Adult Basic Education I, II, and vocational programs, such as Building Maintenance, Computer Literacy, Sheet Metal Fabrication, etc. Additionally, Facility D is the location of the CIM Main Kitchen, Out-Patient Housing Unit (OHU), Re-Entry Hub, Prison Industries Authority (PIA), Laundry, and Marine Technology Training Center.

General Information

When inmates arrive at CIM they are provided a book of rules and regulations as required by Title 15. Inmates are assigned a Correctional Counselor to provide assistance. Incoming inmates are interviewed by custody staff, and receive a medical examination for health and mental concerns.

Staffing

Information was provided to the Grand Jury by the Administrative Staff. There are 1,700 employees which includes custody staff (uniformed peace officers), ancillary, and medical personnel. Staff communicate in languages other than English and Spanish to assist the inmates if needed. Diversity of staff within CIM: White, Black, Hispanic, Asian are represented.

Volunteers

Administrative staff indicated that there are 1,000 volunteers who come to the prison on a daily, weekly, and monthly basis to teach, or be mentors for the inmates while participating in training.

Up-date on Medical Services

In the past two years the CIM has built an out-patient clinic for both medical and mental services. Inmates are provided access to Medical Physicians, Dental Professionals, Rehabilitation Technicians, Psychiatrists, Clinical Psychologists, Nurses, Ambulance Services, Pharmaceutical Staff, and off-site local hospitals for emergencies and surgeries.

At CIM there are independent facilities with full medical services at Facility A, Facility B, and Facility C. Healthcare staff and services are accessible and located within the grounds for Chronic Care, Primary Care, Episodic Care, Specially Care, Outpatient Housing and 24 hour Emergency Medical Services. The Triage and Treatment Area, Outpatient Housing Unit, and

clinics in each facility are staffed 24 hours per day with Registered Nurses (RN), Licensed Vocational Nurse (LVN), Physical Therapy Specialists (PT), and Nursing Staff. Daily sick call allows inmates to sign up to be seen the same day (Monday-Friday or next working day.) Emergencies are treated immediately.

Suicides

Administrative Medical Staff member reported that the prison had only one attempted suicide in 2018.

Proposed Mental Hospital

In 1995, a federal court (Coleman v. Wilson) in Sacramento ruled that the CDCR was not providing adequate mental health care for inmates. The case covers all prisoners with serious mental disorders housed in California state prisons. The CDCR has proposed construction of a two-story 47,000-square-foot fifty bed mental health facility for inmates, within the existing secured perimeter fenced land. Inmates would spend approximately ten days at the facility, for treatment. The State would hire 180 more custody and medical staff.

The State prison system has two mental health hospitals, one in Lancaster, California, and one in San Quentin, in northern California.

Site Tour

The Panel inspected the gymnasium which had tables set up for games. It also converts to a basketball court and has a stage for various events.

The Panel visited the kitchen and dining hall. The culinary personnel consisted of both staff and inmates. They prepare 3,500 meals, three times per day. One of those meals consists of a cold meal or "sack lunches." The dining hall can seat over eight hundred inmates. The area was clean and quiet.

The Panel observed the condition of the exterior and interior of the prison buildings noting some graffiti, peeling paint, unpleasant odors, and other signs of deterioration. The prison is 77 years old and is always in maintenance mode. The grass is brown and diseased trees are being removed for safety reasons. The atmosphere both inside the prison and outside was quiet. Inmates were either in class or working in the shops.

Escapes

The tour facilitator reported CIM has had one escape in 2018 and the inmate was recaptured. The Panel inspected the area of escape and witnessed the modification conducted on the perimeter fence.

Cells

The Panel observed that inmate cells have double bunk beds that are attached to the walls. The cells include a sink and a commode. Within each cell there are wall or free standing shelves for storage of personal items and clothing. The open dormitories consisted of double bunk beds in an organized method. Inmate personal property: clothes, books, and toiletries were on shelves next to the bunk bed. Pathways, between rows of bunk beds, were clear of objects and trash.

Marine Technology Training Center

The Marine Technology Training Center, was originally named the "Leonard Greenstone Memorial Marine Technology Training Center;" for the businessman who donated the training center in 1970. The Center is located in a minimum-security area within the prison grounds. The Center houses a swimming pool, four pressurized dive tanks and a mud tank. During the tour inmates were in the process of conducting swimming drills as part of the training.

This training course is 18 months in length and prepares an inmate for a career in Commercial Diving as well as Underwater Welding. According to an instructor at the Center, he stated that the training "Is not for the faint of heart."

Staff reported that there are 28 inmates presently in the training program. It was also reported there was an 85% drop out rate over the years in the program. The recidivism rate for the diving program is three percent, and recidivism for all prison trade programs cumulatively is about seven percent.

Dog Training

Selected inmates train dogs from "Leash on Life" dog training program. The "Leash on Life" Inc. is a non-profit prison-dog training program, dedicated to improving the life of inmates and saving the lives of dogs. The dog training program saves the lives of at-risk shelter dogs. This program teaches inmates to care for and socialize dogs to enhance their adaptability. Inmates attend workshops on life skills and job readiness, and many receive opportunities for paid internships in the animal care field when they are paroled. These dogs are selected by an outside group specializing in service dogs. Inmates qualified and selected must have no disciplinary problems. The program then places the at-risk shelter dog with the inmate for a 12-week training period which includes obedience training and socialization carried out by the inmate in order to prepare the dogs adoption by families. The dogs are housed in a single cell with their inmate trainers 24/7, forging a strong bond between the dogs and their trainers, making them highly desirable for adoption and ensuring long-term success for both humans and canines.

School Classes and Vocational Training

The following was provided by the Administrative Staff: Alcoholic Anonymous (AA), Narcotics Anonymous (NA), Afro-Columbian Drumming, Anger Management, Art Programs, American Sign Language, Buddhist meditation, Celebrate Recovery, Create a Healing Society, Creative Conflict Resolution Workshop, Criminal Gangs Anonymous, Culture Awareness, Gender Education, Family support, Place for Grace, Low Impact Fitness Team, Lifer Group, Positive

Parenting Workshop, Pre-Release, Prison Fellowship, Mexican Folk Guitar, Self-Awareness and Improvement, Veterans in Prison, Victim Awareness, Carpentry, Computing (coding), Electrical, Masonry, Plumbing, Sheet Metal, Small Engine, and Welding.

Chaffey College also works with inmates to receive their General Education Degree (GED) and college classes.

Local CDCR/Cal Fire Camps

This information was provided by the Administrative Staff: The California Department of Corrections and Rehabilitation has safely assigned thousands of inmates to fire camps since 1946.

Crisis Response Team

CIM share a Crisis Response Team (CRT) with CRC and CIW. The team consists of custody staff from all three institutions. The CRT is a highly trained team specialized to handle major disturbances, large-scale riots and hostage situations. The CRT mission is to respond to situations deemed high risk and/or that require specialized training, expertise and equipment that exceed the training and capability of regular line officers. A non-violent resolution is the ultimate goal.

Additional Areas Visited

The Panel inspected Lock up-units, Law Library, out-patient medical clinics, and walked the grounds and saw baseball fields, basketball courts, and a full size track.

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CALIFORNIA INSTITUTION FOR WOMEN

California Penal Code Section 919(b) mandates the following: “The grand jury shall inquire into the condition and management of the public prisons within the county.” The Grand Jury Panel took a guided tour by staff for the mandated inspection of the prison housing and surrounding fenced land. During the visit, the panel reviewed the California Code of Regulations (CCR), Title 15 Crime Prevention and Corrections, which includes Division 3, the California Institution for Women Institution Guidebook, California Department of Corrections and Rehabilitation (CDCR). The panel was privy to Incident Reports, Inmate Complaints (602), information concerning attempted suicides, inmate on inmate attacks, and attacks on custody staff. Inmate Work Programs and educational opportunities, and observations by the panel.

Inspection Form and Observations

FACILITY NAME: California Institution for Women

INSPECTION DATE: November 7, 2018

FACILITY CAPACITY: 1,835 Inmates (Includes Fire Camps Inmates) DESIGN

CAPACITY: 1,398

TYPE OF FACILITY: State prison housing women inmates.

ADDRESS: 16756 Chino Corona Road, Corona, CA, 92880

TELEPHONE NUMBER AND FAX: 909-597-1771; 909-606-4943

Facility History

California Institution for Women (CIW) was built in 1952 on 120 acres of land in Corona. Until 1987, CIW was California’s only prison for female felons. CIW was originally called: California Institution for Women Corona,” but Corona residents objected to the use of their city in the prison’s name and it was changed March 1, 1962 to “Frontera,” a feminine derivative of the word frontier - a new beginning. The campus-like design was in keeping with the 1950’s notion of rehabilitation.

The California Institution for Women (CIW) accommodates all custody levels of female inmates; Level I, Level II, and Level III. In addition to its large general population, CIW houses inmates with special needs such as pregnancy, psychiatric, methadone, and medical problems such as HIV infection.

CIW serves as a HUB (center of activity) at the institution for the selection and physical fitness training of female firefighters selected for camp placement. The institution also serves as a higher security facility for female inmates in Administration Segregation Unit (ASU).

Its facilities include Level I housing (“Open dormitories”), Level II housing (“Open dormitories with secure interior fences and armed coverage”), and Level III housing (“Individual cells, fenced perimeters and armed coverage”). In addition, a Reception Center “provides short term housing to process, classify and evaluate incoming inmates.”

Abbreviations

- AA-Alcoholic Anonymous
- AB-Assembly Bill
- ADA-American Disability Act
- ASU-Administration Segregation Unit
- CC-Correctional Councilor
- CCR-California Code of Regulations
- CDC-California Department of Correction and Rehabilitation
- CIM-California Institution for Men
- CIW-California Institution for Women
- CRC-California Rehabilitation Center
- CRT-Crisis Response Team
- GED-General Education Diploma
- HIV-Human Immunodeficiency Syndrome
- IST-In-service Training
- LVN-Licensed Vocational Nurse
- NA-Narcotic Anonymous

- OH-Out-patient housing
- PIA-Prison Industries Authority
- PT-Physical Therapy
- PMS-Premenstrual Syndrome
- RC-Reception Center
- RN-Registered Nurse
- R&R-Receiving and Release
- SNY-Sensitive Needs Yards
- USC-University at Southern California

General Information

There are three (3) female prisons in the State of California: Central California Women's Facility, California Institution for Women, and Folsom State Prison.

Facility Capacity

There were 1,835 total inmates. Design capacity: 1,398. It should be noted that the total inmate population includes approximately 300 female inmates assigned to Malibu Conservation Camp #13 and Rainbow Conservation Camp #2. The average length of detention is 2 years plus for determinate sentenced inmates. CIW also houses approximately 300 Lifer inmates with determinate sentences. Information only: Offenders serving determinate sentences may become eligible for a parole suitability hearing prior to their release date if they meet certain criteria. Most other offenders are sentenced under the Indeterminate Sentencing Law (ISL) and will serve a term of life with possibility of parole.

Custody Staff

Total staffing approximately 843 employees: which includes 565 Correctional Officers, 178 non-Custody staff personnel and 100 Mental Health/ Medical/ Dental.

Ratio of Custody Staff to Inmates

6 inmates to 1 staff member.

How are the inmates introduced to the Rules and Procedures upon arrival at CIW?

Upon arrival for the Orientation at the Reception Center the inmates are given a tour of the facility. Then they are provided with a copy of the Rules & Regulations per CCR Title 15. Inmates are assigned a Correctional Counselor to provide assistance. Incoming inmates are interviewed by custody staff. Medical personnel examine for health and mental concerns. They are explained the Rules and Procedures such as: Appeal Process, ADA Procedures, Parole Process, Suicide Prevention, and how to Lower Anxiety while at CIW.

What is the Grievance Process?

When a complaint has been filed it is officially documented. The inmate is to be present to discuss the grievances and assist in arriving at a solution. Some of the violations are as follows:

- Room Infractions (such as intentional flooding of cell and writing graffiti inside cell walls)
- Assault on Staff or other inmates
- Fighting
- Drug Abuse
- Verbal Abuse

What are the most common types of grievances filed by inmates?

Emergency Process: In situations where an inmate feels threaten by other inmates a request may be authorized by moving the inmate into a suitable housing unit or section for their safety.

Another common grievance is Substance Abuse Violations.

Disciplinary Process

- Verbal Admonishment – privileges taken away
- Written Report/Evaluation – all reports are placed in the inmate's personal files.
 - ◆ Review incident along with Mental Health Professional
 - ◆ Reprimand/Punishment
 - ◆ Review punishment with Mental Health Professional

Religious Services

- Jewish
- Catholic
- Protestant
- Native American
- Buddhist
- Jehovah Witness
- Wicca (Pagan Witchcraft)

Mental Health and Dental Services

Always available via an appointment.

Urgent Care Clinic on-site.

Suicides within the last 12 months

None.

The last inmate to commit suicide was on August 14, 2017.

Attempted Suicides

21 attempted suicides in 2017

16 attempts as of this year 2018 (at the time of tour).

Number 1 method of suicides is hanging, as well as cutting themselves. They are placed in the Mental Health Unit where there are 10 crisis beds to house them for a short period. During this time the inmate meets with mental health professionals and receives counseling.

Mental Health Training

All Correctional Officers and Staff receive Mental Health Training while in the Academy and then mandatory yearly In-Service Training at CIW. Part of the training includes Role Playing. According to staff, it assists the Corrections Officers to recognize and identify signs of Mental Health Issues.

Mental Health Programs at CIW

- Open group dialogue
- Message of Positivity
- Identifying Mental Health Signs
- Premenstrual Syndrome (PMS)
- General Population Guidance Center
- Suicide Prevention Week
- Game Day
- Women Advisory Council

Programs for Inmates

- Healing Trauma (Group Therapy) consisting of 6 weeks of training.
- Mock Board Hearing Training, taught by a University at Southern California (USC) Professor, to assist the inmate in preparing for a Parole Board Hearing.
- Mental Health Guidance Training: encourages the inmate to discuss issues that might interfere while serving their time at CIW.

- Self Help Programs: helps the inmate dealing with various life issues, such as: recovery, dysfunctional families, and codependency. Twelve-Step program is used at CIW.
- Adult Basic Education (ABE): provides inmates instruction in arithmetic, reading, and writing. ABE are for inmates who read below the 9th grade level. Inmates who can read at the 9th grade level move onto adult secondary education (ASE) classes. These classes prepare inmates to take tests, such as the General Education Development (GED) exam.
- English Secondary Language (ESL)
- Education, such as General Education Diploma (GED) Training
- Literacy program
- Computer Training (Coding)
- Breast Cancer Awareness
- Chaffey College (Associate Degree)
- Coastline (Associate Degree)
- Extension College Programs
- Face-to-face College Programs with Professors
- Dog Training - “Leash on Life” Program
- Fire Camp Training

Self-Help Programs

- Narcotics Anonymous
- Alcoholic Anonymous
- Victim Awareness
- Law Library Availability

Assorted Work Program/Vocational Training

- Prison Industry Authority (PIA): Clothing and textile manufacturing (shirts, shorts, jeans, smocks, aprons, bedspreads, handkerchiefs, bandanas, Nomex firefighting clothing), and construction.
- Prison Puppy Program

- Building Maintenance
- Cosmetology
- Some training programs consist of being transported to various job sites approved by CIW. Such employers are California Department of Transportation (Cal Trans), Garment Manufacturing Companies, Health Care Facilities, and California Fire (Cal Fire).

Service Dog Training

“Leash on Life” dog training program is another specialized training available to inmates. The Leash of Life is a non-profit, prison-dog training program, dedicated to improving the life of inmates and saving the lives of dogs. This is a most unique prison-dog training in the prison. The prison saves the lives of at-risk shelter dogs by training prison inmates to care for, and socialize them to enhance their adoptability. Inmates attend workshops on life skills and job readiness, and many receive opportunities for paid internships in the animal care field when they are paroled.

These dogs are selected by the “Leash on Life” dog training program. Inmates qualified and selected should have no disciplinary problems. The program then places the dog with the inmate for a 12-week training period which includes obedience training and socialization carried out by the inmate in order to prepare the dogs adoption by families. The dogs are housed to a single cell with their inmate trainers 24/7, forging a strong bond between the dogs and their trainers, making them highly desirable for adoption and ensuring long-term success for both humans and canines.

Local CDCR/Cal Fire Camps

This information was provided by the Administrative Staff member: The California Department of Corrections and Rehabilitation has safely assigned thousands of inmates to fire camps since 1946. The 3 Fire Camps are: Malibu Conservation Camp #13, Puerta La Cruz Conservation Camps #14, and Rainbow Conservation Camp #2.

Crisis Response Team

CIM share a Crisis Response Team (CRT) with CRC and CIW. The team consists of custody staff from all three institutions. The CRT is a highly trained team specialized to handle major disturbances, large-scale riots and hostage situations. The CRT mission is to respond to situations deemed high risk and/or that require specialized training, expertise and equipment that exceed the training and capability of regular line staff. A non-violent resolution is the ultimate goal.

Observations While At CIW

Since CIW opened in 1952 the facility and buildings are old, but well kept. Again, it sits on 120 acres. Dormitories and various buildings, such as classrooms are one story. The grounds are open space. Inmates walk around freely. Numerous Correctional Officers are on grounds at all time. Classrooms are maintained and decorated according to their study. Each classroom had students working on their projects with the classroom instructor present. Many of the inmates were polite as questions were asked of them.

One area on the prison ground, the panel encountered inmates who were working on a large transportation gate. Inmates were assisting in modifying the gate. Inmates were working along with a civilian construction crew. There were 8 female inmates working with them. There were civilian Construction Instructors/Personnel working alongside with the inmates. The instructor reported that the inmates receive a mandatory 6 hour class on Safety and Basic Tool usage. After the class they are put on the job with close supervision. The inmates wore blue jumpsuits, safety helmets, safety boots, safety glasses, and gloves. The instructor also reported that just recently one of his students was paroled and obtained a construction position with a company in San Diego. This was a lucrative position with great benefits. No issues were noted in this area of construction.

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GLEN HELEN REHABILITATION CENTER

The Grand Jury conducted county jail inspections under the authority of the California Penal Code Section 925. The Panel took a guided tour of the Glen Helen Rehabilitation Center conducted by the staff for the mandated inspection of the jail housing and surrounding fenced land. The Panel obtained information from the interviews of administrative staff, a guided tour of the facility, personal observations by each panel member, the San Bernardino Sheriff's Department and a review of the California Code of Regulations, Title Crim Prevention and Corrections.

Inspection Form and Observations

FACILITY NAME: Glen Helen Rehabilitation Center

INSPECTION DATE: February 6, 2019

TOTAL FACILITY CAPACITY: 1,326 INMATES

CURRENT CAPACITY: 968 INMATES (749 Males, 219 Females,). Plus, three off-site Fire Camps in San Bernardino County. Consisting of two 14 member male crews and one 13 member female fire crew.

TYPE OF FACILITY: Rehabilitation Center, housing both male and female inmates.

ADDRESS: 18000 Institute Road, San Bernardino, CA, 92407

TELEPHONE NUMBER: 909-708-8371

The Glen Helen Rehabilitation Center is located on nine acres of land and consists of three inmate-housing facilities. The Male Facility opened in 1960 as a work camp and had a capacity of 100 inmates in a maximum housing unit.

The original site was also used as the Sheriff's Basic Academy until it was moved to the property just north of the jail. The current facility has two Minimum Security Housing Units and a Maximum Security Housing Unit. The Rehabilitation Center houses both pretrial and sentenced county inmates.

The Glen Helen's Female Facility originally opened in 1988 with three dorm units for the housing of sentenced inmates. An additional Maximum Security Unit was added in 2003 in addition, the complex now houses both pretrial and sentenced females. The Female Facility has the capacity to house 326 inmates. The average length of detention is 126 days at the facility.

Abbreviations

- AA-Alcoholic/Narcotics Anonymous
- ABE-Adult Basic Education
- CA-Custody Assistant
- IC-Individual Counseling
- IFC-Inmate Fire Camp
- ISU-Inmate Services Unit
- MSHU-Maximum Security Housing Unit
- ROP-Regional Occupation Programs
- PACC-Parent and Child Connection
- START-Sheriff's Transitional Assistant Reentry Team
- TALK-Teaching and Loving Kids
- TR&FR-Trauma Recovery & Family Relations
- WRP-Work Release Program

Staffing

Eighty-one Custody Staff (Deputies) which includes Custody Assistants. Medical Staff includes one Physicians (MD.), eight Registered Nurses (RN), and, two Physicians (MD) On-Call. In addition two Psychiatrists and two Psychiatric Assistants, who are on grounds and on-call.

Incoming Inmates

Male and female inmates are separated upon entry into the facility in different areas to begin the administrative process. Inmates are issued jail clothing and their personal items are bagged and stored. Each inmate is given an identification badge with their photograph (to be worn at all times) and an Inmate Handbook with all the Rules and Regulations, which is also posted in all housing units.

Depending on the level of crime committed by the inmate, they are assigned a specific color of clothing for easy identification by the staff.

Grievance Procedures

- Posted in all Housing Facilities.

Transgender Inmates

- None presently at the center.

FIRE and EMERGENCY DRILLS

- Code-Red (Fire Drill} and Lockdown Drills are held monthly in different shifts and different days.

Education Programs

- Adult Basic Education
- Cognitive Skills
- English as a Second Language
- High School Diploma
- Journaling (independent study via workbook)

- Micro Office Specialist Certification
- PACC (Parent and Child reading program)
- Research Distribution

Self-Help Programs

- Substance Abuse and Individual Counseling
- Living Skills
- New Hope
- TALK

Vocational Programs

- Bakery and Pastry Arts
- Foodservice and Arts
- Custodial Occupation
- Gift-a-Quilt (providing quilts to needy and at-risk-children)

Religious Services

- Protestants
- Catholics
- Muslims
- Islamic
- Indians (Sweat Lodges)
- Chaplains, Rabbis, Imams, Priests, and other religious leaders are available upon requested.

Visiting: Procedure for Visits

Official attorney visits are held separate from the general population under staff observation. Family visits are held five days per week, Wednesday through Sundays from 8:00 am until 7:20 pm. Attorney Scheduled Probation Visits, set rules prohibit computers, cameras, recording devices and cell phones.

Grievances by Inmates

- Medical services
- Medication
- Discipline
- No money in their jail account.

Eating Regulations

15 minutes per meal, while in dining hall. No talking or sharing during meals. Breakfast is served hot. Lunch is a bagged lunch. Dinner is served hot. Maximum Security Inmates (MSI) eat in their cells.

Special Diets

Special diets are available for religious or medical reasons

Medical

- There are no mentally challenged inmates at Glen Helen.
- There are no diabetic nor seizure prone inmates.

- If an inmate displays any level of unstable mental or physical behavior, they are transferred to West Valley Detention Center.

Group Therapy Treatment Available

Arranged by Medical Staff.

Availability of a Psychiatrist or Clinical Psychologist

Onsite appointment is required.

Suicide Prevention Cells Availability

Separate housing is available when an inmate becomes violent to self or others.

Inmate Cells Structure

Usually two males per cell in the Men's Security Facility and two females per cell in the Female Security Facility. There are also four person cells. If an inmate is on Disciplinary Status, he/she is placed in a single person cell. The Captain and MD are the only persons who can approve an inmate to be housed in a single cell.

Daily Medical Attention

Health professionals are on duty 24/7 and provide a full range of services including daily physician sick call, medication administration, and treatments.

Inspection and Observation

Housing Facilities:

- Cells: are plain, with two bunks, a toilet and sink, and wall mounted shelves.
- Some areas needed painting, floors shine and are sealed for health reasons.
- No graffiti observed.
- Each secured facility is fenced in and secured properly. Some housing units have exercise yards.
- No bad odors.
- Exterior grass is brown and dry.

Kitchen and Dining Area

- Panel was invited for lunch.
- Preparation area was clean and knives were secured.
- Walls and floors were clean.
- Inmates were working and cleaning during tour.

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WEST VALLEY DETENTION CENTER

The San Bernardino County Civil Grand Jury committee on Prisons and Jails conducted a county jail inspection under the authority of the California Penal Code Section 925. The panel took a guided tour of the West Valley Detention Center conducted by the staff for the mandated inspection of the jail housing and the surrounding fenced land.

For the purpose of this report, the panel obtained information from the following sources:

- Interviews of administrative staff
- A staff guided tour of the facility
- Personal observations by the committee members
- The San Bernardino Sheriff's Department
- California Code of Regulations
- Title 15 Crime Prevention and Corrections
- Numerous daily records and incident reports

INSPECTION DATE: AUGUST 21, 2018

FACILITY NAME: WEST VALLEY DETENTION CENTER (WVDC)

ADDRESS: 9500 ETIWANDA AVENUE, RANCHO CUCAMONGA, CA 91737

TELEPHONE NUMBER: 909-463-5060

TYPE OF FACILITY: Male & Female County Jail Housing

FACILITY CAPACITY: Maximum Population 3,315 INMATES/Current Population 2,732

INMATES (on date of inspection)

General Information

The West Valley Detention Center (WVDC) opened in 1991, and is considered one of the largest county jails in the State, with a bed capacity 3,315, WVDC conducts 50,000 to 60,000 bookings and releases each year. At the time of the inspection, the county jail held 2,732 men and women.

It was reported that the jail never exceeded its maximum. At the time of the tour, there were 2,132 men and 600 women inmates. WVDC receives arrestees from many different agencies. Pre-trial inmates make up the majority of the population.

Abbreviations

- ADA-American Disability Act
- CA-Custody Assistant
- CCVC-Closed Circuit Video Court
- GP-General Population
- LVN-Licensed Vocational Nurse
- MD-Medical Doctor
- PA-Physician Assistant
- ROP-Regional Occupation Program
- RN-Registered Nurse
- WVDC-West Valley Detention Center

Staffing

On the date of our inspection, there were 819 persons assigned to various positions throughout the facility, including:

- 350 Custody Staff (Sworn Deputies) which includes Custody Assistance Officers (CA)
- 254 Medical Staff includes six Physicians (MD.) and Physicians Assistants (PA); 25 Registered Nurses (RN), and 15 licensed Vocational Nurses. Also included are three Psychiatrists and three Psychiatric Assistants.
- 215 Civilian employees, which include maintenance crews, culinary staff and a variety of support positions.

Operational Components

WVDC receives arrestees from surrounding police agencies as well as San Bernardino County Sheriff's Transportation Buses transporting pretrial inmates to the jail. Arrestees enter the facility through an enclosed area called the "Sally port'," where the inmates are escorted to the Receiving and Release area where they are searched, and begin the booking process. Men and women are separated during this process.

The pretrial inmates are escorted by officers to the Closed Circuit Video Court (CCVC) rooms located within WVDC.

Each inmate is classified, given a picture identification card to be worn at all times, and is provided appropriate jail attire. They are then escorted to the proper designated Housing Area (called Pod). Each inmate receives an Inmate Handbook with all Rules and Inmate Rights. Rules and Regulations are also posted in all dorms/pods and housing units.

Inmate crime classification is identifiable by clothing colors:

- Inmates in General Populations (GP) (Orange)
- Medium Level Inmates (Teal)
- Jail Workers (Blue)
- Protective Custody (Green)
- Severe Mental Illness - danger to self and others (Gold)
- Highest Level Dangerous Inmates (Red)

Medical Care

During the time of booking all inmates are evaluated for medical and mental health conditions, which could require continued care and treatment.

Health professionals are on duty 24/7 and provide a full range of services including daily physician sick call, medication administration, treatments, dialysis, radiology services, dental care and psychiatric care. There are two special medical/mental health-housing areas staffed around the clock with medical/mental health professionals.

There is Special Housing for inmates with behavior problems that prevent them from being assigned to General Population (GP). There are Padded Cells available for those who may injure themselves; Sobering Cells; Suicide Watch Cells and Incoming Holding Cells.

Accommodations for Americans with Disability Act (ADA) are present throughout the Jail.

Each cell has a sink and a toilet. Each housing unit has visiting rooms and an Attorney/Inmate consultation room.

All inmates are evaluated and treated for drug and alcohol withdrawal. If incoming inmates are in need of ambulatory devices such as walkers, canes, crutches, or wheelchairs are available. A gender identity and transition process exists to determine proper classification and housing. Inmates needing special mental health attention are transported to an outside hospital by order of a physician.

Inmate Rights

The jail has Closed Circuit Video Court Rooms (for arraignments), used four days per week with a Judge. The Judge will see approximately 30 inmates daily. The inmates are transported to the jail from the High Desert and San Bernardino. Present in the court proceedings are the Public Defender, Probation Officer, and Parole Officers.

Custody staff are required to keep an electronic Complaint/Grievance Log Book in each Housing unit. The Complaints/Grievances are forwarded to the proper authority.

Common complaints by inmates in the grievance process:

- mail problems
- food choices
- medical treatment
- classification related issues

Before the Electronic Complaint/Grievance process was installed, the complaints were reviewed and answered within 20 days. Currently the process is shortened. If a grievance is denied, the inmate has ten days to appeal.

Vocational Training Programs

West Valley Detention Center has a treatment modality program called the "Five Key Programs." This Program enables an inmate to enroll and obtain a High School Diploma. At the time of the inspection/tour there were 171 inmates enrolled in the program. In the last class, 35 inmates graduated from the program. Regional Occupation Program (ROP) offers training in culinary and janitorial services. Upon completion, an inmate receives a Certificate and Job Placement assistance. WVDC has a law library available for inmates four hours per day when they are representing themselves, and when they are preparing for a court appearance. Library staff are available to assist the inmate in filling out legal paperwork.

Inspection and Observation

Housing Units, Pods and Cells:

- Cells are well lighted, air conditioned, double bunks in cells.
- Cells: plain, two beds, toilet and sink, shelves, air-conditioned.
- Some areas needed painting, floors shine and sealed for health reasons.
- No graffiti was observed.

- No windows were noted in the housing units.
- Housing Units and Cells seemed quiet and organized.
- Each Housing Unit has a Recreation area where the inmates participate three hours per week.
- The Recreation Area is large and enclosed. At the widest section of the Recreation Area, is a large concrete wall topped by a fence approximately 10 feet high.
- No bad odors.
- Exterior grass was brown and dry. Little watering due to drought and no rain.

Kitchen and Culinary

- Very clean and quiet.
- Food Preparation area was also clean, and knives secured.
- Walls and floors were clean.
- Inmates were working cleaning in all hallways during tour.

Medical Area

Several medical staff were assisting an inmate who had some type of medical problem upon our entering the Jail.

The X-ray department was open and in use. There were five inmates from the fire camp waiting for their appointment in the Dental Department.

Suicides

There have been three Suicides, one attempted Suicide, and eight Deaths (other than Suicide) this past year.

SAN BERNARDINO COUNTY REGIONAL PARKS

SUMMARY

It is the view of the San Bernardino Civil Grand Jury, that the Regional Parks of San Bernardino County is an irreplaceable "Public Treasure," with the potential to impact virtually every resident and/or visitor in the County. Further, anyone entering any regional park has a reasonable expectation of finding a park in good condition.

For instance, the equipment and grounds should be maintained in a safe and clean condition and kept in proper working order for the intended safe use by the public, and that this expectation is further amplified when fee's and/or admission monies are charged.

That as the "custodian" of these irreplaceable public treasures, the San Bernardino County Board of Supervisors, have the principal burden of responsibility for the care and upkeep of the San Bernardino County Regional Parks system.

The Regional Parks Mission Statement, (found in the Regional Parks Policy Manual, Preface section, page "ii"), states:

"... the highest quality leisure (recreation) services, facilities, and open spaces for the healthful, safe convenient and enjoyable use by the public while ensuring the highest standards of environmental quality through effective conservation (preservation) and management of park resources and while providing fiscal responsibility in the planning, development, maintenance, and operations of the County's Regional Parks system."

Given that Mission, the San Bernardino County Regional Parks system is deserving of better care and attention than it has received.

Unfortunately, the San Bernardino County Regional Parks system has been subjected to a substantial amount of **neglect** over the past several years.

This **neglect** has manifested itself in both:

- Management Neglect
- Physical Neglect

It has only been within the past year that the San Bernardino County Regional Parks implemented a meaningful attempt to correct these issues.

Concerning Management

- The Department is operating with a thirty (30) year old policy manual.
- The top management staff of the department has been a virtual revolving door with three (3) different directors over the past six (6) years.
- There has been a steady and substantial decline in the total number of personnel at every level and in every classification within the department, (see chart #11 in the addendum), while at the same time, requiring them to attempt the same level of service with less personnel and no increase in training.
- In spite of the decline in staff numbers, the staff job descriptions have not been updated in ten (10) years.
- Except for one (1) park, there are no individual park-specific operational procedure manuals.
- There are no park-specific duty statements for any of the staff assigned to each position within each park.

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Physical Neglect

This is evident by the physical condition of each park, and the Grand Jury inspection conclusions are based upon our inspection of each park. The results of Grand Jury park inspections can be found in the addendum section of this report.

Given the state of each park's physical deterioration and their level of disrepair, the Grand Jury has concluded that it is the direct result of the postponement of necessary and needed preventive maintenance and/or repair associated with the policy of differed maintenance.

One investigative objective is to bring to the attention of the San Bernardino County Board of Supervisors, the executive level staff of the Regional Parks Department, and the residents of the County of San Bernardino the serious dangerous conditions that park management neglect and past practices has brought about. To that end, the Grand Jury provides a realistic and doable list of recommended solutions.

Glossary:

Benchmark: A standard or point of reference against which things may be compared or assessed.

BOS: Board of Supervisors

CIP: Capitol Improvement Project

DBC: Direct Buried Cable

Deferred Maintenance: Is the practice of postponing maintenance activities such as repairs on both real properties (infrastructure) and personal property (machinery) to save costs, meet budget funding levels, or realign available budget monies. The failure to perform needed repairs could lead to asset deterioration and ultimately asset impairment. Generally, a policy of continued

deferred maintenance may result in higher costs, asset failure, and in some cases, health and safety implications. (Source: Deferred maintenance – Wikipedia as of 3 January 2019)

EBC: Encased Buried Cable

KSA: Knowledge, Skills, and Abilities

NR: Not Rated

Operational Audit: Is a systematic review of effectiveness, efficiency, and economy of operation. An Operational Audit is a future-oriented, systematic, and independent evaluation of organizational activities. In an Operational Audit, financial data may be used, but the primary sources of evidence are the operational policies and achievements related to organizational objectives. (Source: Operational Audit – Wikipedia as of 16 May 2018)

Preventive Maintenance: Maintenance that is regularly performed on both real property (infrastructure) and personal property (machinery) to lessen the likelihood of it failing. Preventive Maintenance activities are performed while the item in question is still working so that it does not break down unexpectedly or deteriorate to the point that total replacement is required. Source: Fiix Software-maintenance-strategies what is preventive maintenance (www.fixsoftware.com)

SBC: San Bernardino County

BACKGROUND

At the investigation's inception, the San Bernardino Civil Grand Jury's focus was the pool closure at the Guasti Regional Park in Ontario, California, and the prolonged delay in completing the lake dredging operations of Lake Gregory and the reconstruction of the Lake Gregory Dam. A review of two (2) previous published Grand Jury reports revealed that while the Grand Jury did investigate Glen Helen Regional Park, those investigations, only focused on the Concert

Pavilion Contract. That report did not cover the overall operation of the Glen Helen Park itself. Nor did those investigations evaluate any possible negative impact that concert activity may have had on the normal condition and/or operation of the Park.

Jurisdictionally, the San Bernardino County Civil Grand Jury is empowered to investigate all aspects of San Bernardino Regional Parks as stated in the Penal Code in section §925, "... investigate and report on the operations, accounts, and records of the officers, departments, or functions of the county.", and that these Operational Audits may be, "conducted on some selective basis each year."

Thus, the Grand Jury decided that a comprehensive Operational Audit was needed for the San Bernardino County Regional Parks and a standardized and thorough inspection of each of the nine (9) San Bernardino County Regional Parks was in order.

METHODOLOGY

To effectively conduct this investigation, the San Bernardino County Grand Jury Investigative Committee designed a comprehensive and strategic approach for the process of reviewing San Bernardino County Regional Parks operations and a standardized method for inspecting the condition of each of the nine (9) parks within the San Bernardino County Regional Parks system. Our primary objective was to determine whether the conditions, policies, procedures, and practices in effect at the San Bernardino County Regional Parks were sufficient to produce an optimum level of efficiency and effectiveness.

To achieve that objective, the Grand Jury focused on five (5) primary evidence sources, which included:

1. Documentation
2. Park / Facility Visitations & Inspections
3. Interviews / Testimony
4. Social Media Visitor Ratings

5. Public Meetings

This investigation required the Grand Jury to review the following documents:

- The Department Policy Manual
- Any existing Individual Park Policy and/or Operational Manuals
- The Staff Work Assignment Policy and Daily Work Reports
- The Individual Park Security and Multi-Hazard Plan
- The existing Staff Training Program (hours & curricula)
- The Current Staff Job Descriptions, Duty Statements, and Job Standards / Requirements
- The Employee Evaluation, and Disciplinary System
- Current Union Contract
- The Maintenance / Repair & Replacement Process
- A review of the Budget and/or Revenue & Expense Reports
- Park Concessionaire Contracts
- Minutes for the meetings of the San Bernardino County Parks Advisory Commission
- Park customer opinions' and comments gathered from various social media web sites
- The adopted budget for San Bernardino County Regional Parks Department for the fiscal years of 2010-11, 2011-12, 2012-13, 2013-14, 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19

Park / Facility Visitations & Inspections

The Investigative Committee made an onsite visit and inspection of each of the following parks and facilities:

1. Calico Ghost Town
2. Glen Helen Regional Park
3. Guasti Regional Park
4. Lake Gregory
5. Mojave Narrows

6. Mojave River Forks
7. Park Moabi / Pirates Cove
8. Prado Regional Park
9. Yucaipa Regional Park

To standardize, coordinate and document the results of these visits, two (2) separate evaluative documents were developed and applied to each park. Those documents were:

1. A confidential Park Employee Survey conducted with each on-duty employee. This survey contains thirteen (13) "standardized" questions, plus a variety of additional questions generated as a result of the interview. A blank sample of this survey is included in the addendum portion of this report.

2. A Park Safety & Maintenance Inspection. These Inspection Surveys resulted in our most comprehensive results for this report. The inspection focused on eleven (11) specific areas which included:

- 1) Parking
- 2) Signage
- 3) Walkways
- 4) Fencing
- 5) Restrooms
- 6) Playground / Swimming Areas
- 7) Picnic Areas
- 8) Concessions
- 9) RV / Tent Camping Areas
- 10) Security
- 11) Other

Collectively, within these eleven (11) areas, forty separate categories were evaluated using a standardized five (5) level rating system as listed in the guidebook for a "Facility Condition

Assessment” published by the Federal Transit Administration of the U.S. Department of Transportation. This rating system is:

- 1= POOR: Components show critical defects affecting function, health, or safety. They are visibly in poor condition. They cannot be repaired; must be replaced. They have exceeded their useful life and warrant structural review.
- 2= MARGINAL: Components need extensive repair at a minimum. They show significant signs of cracking, sagging, rust, shifting, and decay. There are no apparent safety issues; however, while the component is functional, they have exceeded their useful lives.
- 3= ADEQUATE: Needs some repair. Is cosmetically “fair” and functioning as designed and within useful life.
- 4= GOOD: Minor improvement or cosmetic repairs is needed but can be addressed through routine maintenance. No significant visible damage.
- 5= EXCELLENT: New or near new construction with no visible defects.

Based upon the results of these surveys, a comprehensive evaluation report on each park was developed and supported by numerous on-scene photographs taken by the Grand Jury Investigation Team. Each of these individual park reports, including their individual Safety & Maintenance Inspection is included in the Addendum section of this report.

Interviews / Testimony

Park employee comments were documented on the confidential Park Employee Survey. The Grand Jury conducted several individual investigative interviews with senior level department staff.

Social Media Visitor Ratings

Park visitor opinions and comments were gathered from *Yelp and Trip Advisor, popular internet sites that specialized in capturing customer/visitor satisfaction with a business or attraction. The purpose of gathering San Bernardino County Regional Park visitor ratings was threefold:

- The first purpose was to evaluate the current level of visitor satisfaction to determine which park had the highest level of visitor satisfaction. The visitor comments provided insight why a park was rated by the visitor as being excellent, good, adequate, marginal or poor.
- The second purpose was to use the current visitor satisfaction ratings for each park as a benchmark for determining if future changes in the existing park structure had a positive impact on park visitors.
- Thirdly, to evaluate the impact on park visitor satisfaction ratings, visitor attendance and revenue when comparing parks that have closed concessions to parks that have open concessions.

*The Grand Jury elected to use Yelp and Trip Advisor as one public indicator of San Bernardino County Regional park visitor satisfaction. The Grand Jury decided not to develop a tool to measure visitor satisfaction due to the time required for data collection. The Grand Jury in no way endorses either Yelp or Trip Advisor.

Public Hearings

The Grand Jury attended four (4) Park Advisory Commission meetings and one (1) open town hall-style meeting that included general suggestions on activity enhancement at Prado Regional Park.

In addition to attending these meetings, the committee reviewed the minutes of the Park Advisory Commission for the fiscal year 2018/19, (our initial review in September of 2018, revealed that no minutes for any previous meetings had been posted on the Parks Department Website).

DISCUSSION

The Grand Jury's findings of the park's managerial and physical neglect are supported by an extensive amount of evidence that includes:

- Documentation review and analysis.
- Interviews with senior and administrative personnel and on-scene personnel at each park.
- Observations made by the Grand Jury Investigative Committee.
- Park visitor ratings.
- Photographs taken during our park inspections.

Mismanagement / Policy Manual

The first example of mismanagement is the Parks Department's current policy manual. The Grand Jury has discovered that the current policy manual has an issue date of 1989, some of the sections contained in the manual date back as far as 1976; and a spattering of dates in between those years.

This indicates that between the year 1989 and the present, not a single chief executive officer has seen fit to update, revise or otherwise modify any department policy or add the performance standards and expectations for its staff members.

Mismanagement / Regional Parks Advisory Commission

One (1) item of the San Bernardino County Regional Parks operation and policy manual that drew our attention was the Regional Parks Advisory Commission. This commission was

established on January 26, 1987, (Policy Manual section #02-01). One of the principal purposes of the Commission, as stated in that policy, is to "recommend policy regarding the development and operation of a well-balanced system of regional parks," and "assist the Board of Supervisors by keeping it, (the BOS) fully informed." To achieve these stated purposes some method for formal communication is necessary. Yet none is prescribed in that policy.

The Regional Parks Advisory Commission meetings are required by the Regional Parks policy manual to be documented by meeting minutes, the disposition or distribution of these minutes are not specified. The Grand Jury learned that the commission meeting minutes should be published on the Regional Parks website. The Grand Jury observed that as of September 2018, the Parks Advisory Commission meeting minutes were not posted on the Regional Parks website. The Grand Jury strongly recommends that the meeting minutes be published monthly on the Regional Parks website along with a notification to the San Bernardino Board of Supervisors that the minutes have been posted. The recommended posting of commission meeting minutes and notification sent to the San Bernardino Board of Supervisors must be included in the Regional Parks policy manual.

Mismanagement / Physical Neglect

The most prominent evidence of Physical Neglect is indicated by the inspection surveys the Grand Jury conducted for each of the nine (9) Regional Parks and included in the Addendum section of this report.

When interviewed by the Grand Jury, in January 2019, executive level staff attributed the current park conditions to the management philosophy of Deferred Maintenance (see glossary). A practice that is not uncommon when agencies are faced with a shortage of funding.

Unfortunately, one of the shortfalls in the application of deferring maintenance is:

“The failure to perform needed repairs could lead to asset deterioration and ultimately asset impairment. Generally, a policy of continued deferred maintenance may result in higher costs,

asset failure, and in some cases, health and safety implications.” (Source: Deferred maintenance – Wikipedia as of 3 January 2019)

The Grand Jury discovered that in fiscal year 2016/17, the San Bernardino County Adopted Budget stated that “this process has identified areas of critical concern regarding deferred maintenance, the need for standardization of staff scheduling and work flows.”

This certainly is the case with the Regional Parks. The Grand Jury’s visual inspection observed that the practice of Deferred Maintenance has been ongoing for several years, what may have once been repairable has evolved into needing replacement. Unfortunately, replacement requires department administration to submit a request for funding under the Capital Improvement Project process. A process which reportedly takes three (3) to five years (5); which only delays the repair even further and increases both the cost and extent of the repair.

Mismanagement / Park Personnel

The Grand Jury discovered that the Regional Parks incurred staff reductions for fiscal years 2010/11 thru 2017/18 were a response to reduction of budget funds. Relative to staff reductions, the Grand Jury directs the reader to Attachment #11 in the Addendum. Attachment #11 lists the total Departmental staff for the fiscal years 2010/11 through 2018/19. These figures are derived from the front page of the Adopted Budget reports for each of those fiscal years listed on the graph.

Overall, the amount of staff reduced during fiscal years 2010/11 – 2018/19 represents nearly 33% or ninety-six (96) employees and that is after the slight increase in personnel made in the first half of fiscal year 2018/19. With the most significant employee reductions (from 275 to 194) coming from the park facilities. This is a decrease of personnel whose principal duty is to maintain the parks.

The Grand Jury could not find a formal San Bernardino County Regional Parks plan in place to “streamline” and “spread amongst full-time General Service Workers” the “related

duties/responsibilities for deleted positions,” as stated in the 2011/12 Regional Parks adopted budget. The Grand Jury discovered that no revision or update was made to the staff job descriptions since 2009, nor has any park and staff specific duty statements been developed.

Mismanagement / Security Operations & Procedures

The Grand Jury discovered that at the end of the day the Regional Parks main entrance gate is closed and locked and the park ranger / staff exit the park, even when campers are present. As reported by park personnel, the incidents of vandalism and theft have increased after closing hours. During the Grand Jury inspections, we noted several areas of dilapidated and outdated perimeter fencing that enables unauthorized persons to enter the park.

Mismanagement / Comparative Analysis

The Grand Jury investigation determined that the parks with the lowest visitor satisfaction ratings were also the parks that had reduced revenue associated with the closure of concessions, and exhibited a greater level of park structure deterioration. (Reference attachment 10).

As an example, Guasti Regional Park’s revenue in fiscal year 2016/17 was \$611,269 and in fiscal year, 2017/18 was \$359,287 or a reduction of \$251,982 (41%). The Grand Jury committee concluded that there is a causal relationship between the closing of the swimming pool at Guasti and reduced revenue and the fact that Guasti Regional Park has the lowest visitor approval rating of all parks (see attachment #10).

Conclusion

The conclusion of our Discussion comments is summarized by stating that the Regional Parks management team over the past years has displayed a failure of both management and leadership and even worse, a lack of concern for the residents of San Bernardino County. Based upon this investigation the Grand Jury is making the following findings and recommendations.

FINDINGS

F-1: The Policy & Procedure Manual currently being used is dated July 1989.

F-2: Numerous areas in each park require some minor to significant maintenance and/or refurbishment. Some structures throughout the system have deteriorated to the point of needing complete replacement.

F-3: Other than Calico Ghost Town, none of the parks that are operated by the San Bernardino County Regional Parks have a park specific operational procedure manual, nor individual job duty statements for each staff position in that park.

F-4: No review, revision or reaffirmation of the staff Job Descriptions has occurred since 2009.

F-5: Beyond the basic eight (8) hour orientation program, there is no training requirements or standards listed in the policy manual.

F-6: Given the reduction in the number of park staff, there is no plan to spread the workload out among the remaining employees.

F-7: It takes three (3) to five (5) years to fund a Capital Improvement Project.

F-8: Until recently, the minutes of the Regional Parks Advisory Commission meetings had not been posted on the Regional Parks web site.

F-9: The Regional Parks Advisory Commission Charter is outdated and requires an update.

F-10: The County of San Bernardino Regional Parks has failed to keep faith with its mission statement. Particularly in the areas of providing "... the highest quality leisure... facilities, ... for the healthful, safe, use by the public... effective... management of park resources and... fiscal

responsibility in the planning, development, maintenance, and operations of the County's Regional Parks system."

F-11: Other than Lake Gregory, Calico Ghost Town, and Park Moabi, most concession stands are closed in all the parks with many being allowed to fall into an extreme state of disrepair.

F-12: Based upon the rise in the incidents of vandalism and the potential hazards to park visitors, the current security program is inadequate.

F-13: The Grand Jury investigation revealed that no process exists, within the department that monitors and measures visitor satisfaction with San Bernardino County Regional Parks.

RECOMMENDATIONS

19-16: By December 31, 2019; re-write and update every section of the San Bernardino County Regional Parks policy manual and issue the new manual to all supervisory personnel and place a copy in all parks or facilities. Develop and conduct a twenty-four (24) hour training course for all staff on the contents of the new manual. Include in the new policy manual a provision for a three (3) year mandatory manual review, revision and re-issue requirement.

19-17: Within sixty (60) days, of the issuance of this report, initiate the following actions:

1. Request that county building and structural engineers immediately conduct a safety and structure inspection of every structure and building within the San Bernardino County Regional Parks system.
2. Initiate an intensive maintenance and repair program throughout the San Bernardino County Regional Parks to include the following PARK SPECIFIC items:

- Calico: Repair building foundations (safety issue), leaky roofs, broken picnic benches and concessionaire building light switches. Install a reverse osmosis water purification system.
- Glen Helen: Repair the chlorine leak in the swimming lagoon area and the broken water slide. Replace or repair the sewage system for the entire park, the various dysfunctional electrical fixtures in the interior of the park, and refurbish the restroom facilities and park roads. Improve the summer swimming pool staffing process, which requires more focus during peak months. Re-open food and pedal boat concessions and open island area (needs sewage system repair).
- Guasti: Repair and/or replace the swimming pool, fishing docks, and waterslides. Refurbish concession facility and fumigate snack bar due to insect infestation. Improve the summer swimming pool staffing process, which requires more focus during peak months. Re-open food and pedal boat concessions.
- Lake Gregory: Repair the boat dock, lodge roof leak, and concrete walkways. Expedite dam repair, and develop a better lake dredging process.
- Camp Moabi (Pirates Cove): Repair the roads in the older section of the park. Update peninsula RV sites to fifty (50) amp electrical hookups.
- Mojave Narrows: Repair the showers and restrooms that have been vandalized. Replace perimeter fencing adjacent to railroad tracks. This requires immediate replacement due to safety and vandalism issue. Replace playground/splash park flooring and repair road/potholes. Open food, equestrian, pedal boat concessions.
- Mojave River Forks: Repair and refurbish all bathroom facilities. Secure older concrete block/rock building with a metal roof (safety issue during wind event). Enforce unauthorized fire pit rules.

- Prado: Replace playground/splash park flooring. Repair irrigation systems. Refurbish most restrooms and repair drinking fountains. Improve the restroom/shower cleaning process to include removing dead insects from plastic light covers. Open food and pedal boat concession.

- Yucaipa: Many picnic shelters require repair and/or replacement. This is a safety issue and requires immediate action. Refurbish most restroom/shower facilities, irrigation systems, and repair drinking fountains. Some areas in the park have no electricity. Refurbish concession buildings and roads. Open food and pedal boat concessions.

3. Replace all Direct Buried Cable with specially designed Encased Buried Cable as applicable throughout each park (to be completed in all parks by June 30, 2020).

4. Replace the practice of Deferred Maintenance with a fully funded program of Preventive Maintenance.

5. Outsource maintenance requirements such as painting and road/parking upkeep.

19-18: By December 31, 2019:

1. Develop a San Bernardino Regional County Parks Organization Chart delineating a formal “Chain-of-Command” structure.

2. Develop a "park specific" operational procedure manual for each park, facility or functional section in the department.

3. Develop a clearly defined “park specific” duty statement for each staff position within each park, facility or operational section in the department.

Include each and all of the above in the revised/updated San Bernardino County Regional Parks policy manual.

19-19: Update the job descriptions for every staff position within the San Bernardino County Regional Parks and include in the revised/updated policy manual.

19-20: Develop and initiate a well-designed and documented expanded training program that provides each staff with the necessary Knowledge, Skills and Abilities to satisfactorily perform their required duties. Include each component of the training program in the revised/updated policy manual.

19-21: Develop and initiate a prescribed daily “park specific” maintenance and activity schedule for each staff position and court furlough work crew.

19-22: There is an urgent need to accelerate the process for Capital Improvement Projects. It is recommended that by December 31, 2019, the Board of Supervisors grant full-funding for each of the repairs and/or replacements identified by:

1. The San Bernardino County Regional Parks Administration
2. San Bernardino County Regional Parks supervisory staff
3. The previously recommended safety inspections
4. Those areas listed elsewhere in this report.

19-23: Improve the manner and method of the Regional Parks Advisor Commission communications with the Board of Supervisors and the general public by:

1. Ensuring that the review, modification, and approval of the Regional Parks Advisory Commission meetings minutes are completed within thirty (30) days following a meeting.
2. Posting the approved minutes of the meeting within seven (7) working days of the minute’s approval on the Regional Parks website.

3. Forwarding a copy of the approved minutes to every supervisory level staff within the Regional Parks.

4. Forward to each member of the Board of Supervisors a copy of the approved minutes.

19-24: Revise and update the goals, duties and objectives of the Park Advisory Commission to include:

1. Redefine their annual "tour" of each park as a formal yearly structured inspection based upon the same maintenance and inspection format used by the Grand Jury Investigative Committee.

2. Each of these formal inspections are to be conducted by an inspection team composed of the following personnel:

- The Department Director
- The Department's Chief of Operations
- The Commissioner whose district is associated with the visited park.
- The Supervisor of each visited park
- Persons invited by the Department Director to participate

Their findings are to be reported in writing to the San Bernardino County Board of Supervisors.

3. To hold a minimum of one (1) Parks Advisory Commission meeting per year in each of the five (5) supervisory districts at such hours that is convenient for public attendance and provides a full written report of the result to the SBC Board of Supervisors.

19-25: Address the following issues and/or revise as part of the new Policy Manual.

1. Emphasize the SBC Regional Parks Mission Statement in the new training program.

2. Prominently post the Mission Statement in each park office and employee break room.
3. Establish measurable performance objectives focused on attaining this mission in each employee's job description and duty statement.
4. Incorporate the measurable results in meeting these performance objectives as part of every training program, employee probation report and annual performance appraisal.

19-26: Open all concessions that have been closed in SBC Regional Parks. Actively solicit contractors to operate the concessions. Initiate a cost-sharing startup agreement between SBC Regional Parks and the concessionaire that would incentivize private sector involvement.

19-27: Establish the following programs, policies, and procedures by 12/31/2019:

1. Establish a 24/7 security patrol for each park that has RV/tent camping.
2. Replace all barbed wire (cattle fencing) perimeter fencing currently installed at SBC Regional Parks with a security rated fencing material/type.
3. Post and prominently display "No Trespassing" and/or "No Unauthorized Entry" notices as specified in the Penal Code along the entire perimeter fencing of each park.
4. Establish with the San Bernardino Sheriff's Department a three (3) times per day / once per shift drive through patrol procedure for each park.
5. Require those fishing to visibly display a current and valid fishing permit on their person at all times while fishing or cleaning fish.

19-28: Develop a procedure that monitors and measures SBC Regional Park's visitor satisfaction ratings for each park.

Update monthly and use results to measure visitor satisfaction. The park visitor satisfaction data can also be used to measure park improvements with regard to visitor perception of these improvements and correlation to increase / decrease in attendance levels. (Reference attachment #10 this report for example).

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
SB County Regional Parks	19-16 through 19-28	9/26/2019

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ATTACHMENT 1

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CALICO GHOST TOWN, (Supervisory District #1...Inspected in November 2018)

General Review:

Approximately 200,000 people visit Calico Ghost Town yearly. There are five (5) original buildings still standing which include the Saloon, (now serving as the Park office), the *Lucy Lane House*, the *Zenda Mining Company*, and the *Lane General Store*.

Today, there are more than thirty (30) attractions and shops in the town. All are wooden structures constructed in the architectural style of the era and dispersed among the town's original buildings. The County of San Bernardino is the landlord to all of the attraction owners and all repairs to the buildings and grounds are the responsibility of the county. The age of the buildings do present some maintenance challenges to the staff.

The park has eleven, (11) employees which includes one (1) Supervising Superintendent, five (5) Ranger class, four (4) full-time General Service Worker (GSW) employees, and one (1) part-time GSW employee.

The main parking lot capacity is over four hundred (400) vehicles. There are separate areas designated for tourist bus parking, Handicap parking, Motor Homes/RV's and a separate area for motorcycles.

The park has over three hundred (300) campsites, of which two hundred forty-two (242) have power. Campsites are rocky but level. All have individual or central water sources. The newer bathroom facilities are clean and in good working order.

The walking surfaces at the park are not free from hazards. Rocky dirt, crumbling stairs, and primitive handrails pose tripping and falling conditions in areas other than the main street. The park brochure states, "*Due to the historic nature of the town, not all areas are ADA accessible.*"

Most of the bathroom facilities inspected were rated as being adequate, and in good repair.



Minerals on Evaporative cooler

Maintenance Issues & Concerns:

Some vendors must use the main switch in the breaker box to control the on / off power function to their store.

The minerals in the water clog evaporative cooler filters and tank-less water heaters with salt-rich deposits. One of the regular duties of the staff is to scrape mineral deposits off the filters to make them functional.

Parking lot lines and roadway directional arrows are faded and in need of painting.

Area E, used for self-contained RV dry camping, is in the lowest canyon and floods when it rains. After it rains, which at times may cause flooding throughout the park, driving surfaces become hazardous and must be cleared of rocks. It is the staff's responsibility to keep the roadway free of such hazards, and a sweeper machine is used to clear the park's roads.

Some of the building foundation support require a foundation support wall or repair, this is a significant safety issue.



Eroded Building Foundation

Several picnic benches require replacement.

One of the Restrooms in the RV/camping area is closed, and a new restroom was built approximately twenty (20) feet from closed one.

Park Visitor Ratings:

The Years 2017 and 2018 had a visitor rating of 4.25 out of 5, which is higher than the average rating for the past ten (10) years.



Park Bench Requires Replacement

Safety & Security Concerns:

Calico has 24-hr., seven (7) days a week security patrol. A fire drill was recently conducted with the vendors. All were given maps, and an evacuation was conducted with them, (the public was not involved). How often such evacuation drills are required is not specified in the policies.

Conclusion: Calico is a very attractive park that has both tourist and camper appeal. The presence of concessionaires adds to the appeal of the park as being a fun and exciting place to visit.

Most of what we observed was clean and functional. One restroom sink facet required repair all else was clean and working. The RV Park had cabins, RV hookup sites, and a "dry" camping area. Several picnic benches did, however; require repair.

The most pressing issues were the hardness of the water that requires constant maintenance on park water systems to include evaporative air coolers and the

requirement to support the foundation on some of the concessionaire buildings and the electrical system in some of the concessionaire buildings. **Reference Note:** Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report.

Calico RP Avg Rating for 2017/18 4.25

<u>Trip adviser</u>	<u>835 reviews</u>	<u>Percent</u>	<u>Avg rating</u> <u>3.5</u>
Excellent	236	28.3%	
Very good	323	38.7%	
Average	179	21.4%	
Poor	54	6.5%	
Terrible	43	5.1%	
835			

<u>Yelp</u>	<u>290 Reviews</u>	<u>Percent</u>	<u>Avg rating</u> <u>3.5</u>
5 stars	98	33.8%	
4 stars	109	37.6%	
3 stars	57	19.7%	
2 stars	26	9.0%	
1 star	23	7.9%	
290			

Rating Details

Monthly Trend

2018

2017

2016

2015

2014



Monthly Trend

2018

2017

2016

2015

2014



We calculate the overall star rating using only reviews that our automated software currently recommends. [Learn more.](#)

Park Safety and Maintenance Inspection Sheet

RATING SCALE 0 - 5

PARK NAME: Calico

LOCATION:

Yermo

(0 - 1) POOR, (2) MARGINAL

INSPECTOR: Parks Committee

DATE:

11/16/2018

(3) ADEQUATE (4) GOOD
(5) EXCELLENT (N/A) NO APPLICATION

Item to be Checked:	Rating 0 - 5	COMMENTS
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	3	RV park most required
3. Adequate Parking in park	3	
4. Adequate overflow parking	2	
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	3	
3. Park fishing rules posted clearly	N/A	
4. State fishing contamination guidelines posted	N/A	
C. Walkways		
1. Even walking surface, clear of debris.	1 & 3	In park bad (rustic) RV park Adequate
2. Ground level flushes with walking surface.	1 & 3	In park bad (rustic) RV park Adequate
D. Fencing		
1. Good condition, no openings.	N/A	
2. Top/Bottom of fence has no protruding, sharp edges.	N/A	
3. Playground separated from traffic lane by fencing.	2	Fencing old but is a ghost town park
E. Restrooms		
1. Faucets/Dispensers in good condition.	4	One exception
2. Floors dry/free of debris.	3	
3. Door latch hardware in good condition.	3	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	N/A	
2. Age-appropriate signage present.	N/A	
3. Ground cover well maintained.	N/A	
4. Swimming area clean/safe	N/A	
5. Water slides etc. in good repair/safe	N/A	
6. Public shower equipment in good repair/clean	N/A	
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	2	Most picnic table tops require replacement
2. Water fountains in good condition; no broken hardware	None Observed	
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	
5. Landscaping well maintained.	3	Natural
6. Sprinkler system in good condition.	N/A	
7. Rental Shelters	N/A	
H. Concessions		
1. Food concessions clean and rated by county	4	Some Building roofs did however; require repair

2. Store stocked and priced fairly	4	
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	
4. Bait Shop clean and well stocked	N/A	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	4	
2. RV sites level and clear	3	
3. RV sites wide enough for slides outs	3	
4. RV hook ups working and in good repair	2	Water stand pipes eroded out base
5. Tent sites level and clear	3	
6. Tent sites access to water	3	
7. Camping area bathrooms and showers clean and working	3	Best we have seen to date.
J. Security		
1. Overall rating of security (this requires comments as example	4	Park has 24 hour security made up of
homeless issue etc.)		park staff and private security guards.
H. OTHER CONCERNS:	1	At least two buildings will require
		support due to eroding foundation.

ATTACHMENT 2

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GLEN HELEN REGIONAL PARK, (Supervisory District #5...Inspected in October 2018)

General Review:

Glen Helen Regional Park is a multi-use facility requiring the coordination and integration of three different and vastly diverse operations.

The first and central to our report and review is the public park operation. The second concern was the Glen Helen Pavilion, (an occasional use outdoor concert Amphitheater), and the third was the Glen Helen Raceway. A campground facility is also available but is primarily used during raceway events.

Both the Amphitheater and Raceway are leased out to private companies for operation.

As with our other park tours understaffing is a problem. Here, the staff consists of one (1) Park Ranger III and two (2) Park Ranger II, there are no permanently assigned General Service Workers (GSW).

The Grand Jury investigation revealed that the summer always brings new employees to staff the pool and the park. The Grand Jury discovered that this year, none of the ten (10) new employees stayed on after the season. This investigation also revealed that the county had discontinued the court furlough worker's program three (3) years ago, so those temporary workers are no longer available.

Additionally, the Grand Jury discovered that the hiring problems began, approximately three (3) years ago after a centralized hiring system was initiated. Especially concerning the hiring of summer lifeguards.

The pool area called the lagoon has chlorine that leaks through the valves up to the cement surface. This creates a toxic fume issue, unhealthful for employee and guests. Also, only one (1) of the two (2) water slides were working this past summer. The water slides were erected in 1988. At first, water slide maintenance was done by the pool staff. But eventually, contractors were hired for water slide maintenance. However, at thirty-one (31) years of use, their useful life may have come to an end. The snack bar in the pool area is closed.



Closed Island Building

The park has two (2) fishing lakes, that are stocked regularly and fishing is allowed with a park permit. A California fishing license is also required for those over sixteen (16). All guests are asked about fishing upon entry to the park. If there is suspicion the guest does not have a permit, another ranger is radioed to assist with the validation of a fishing permit. Most of the time the fishing permits are not checked due to limited staff. Periodically, California State Fish and Game checks for fishing licenses.

Maintenance Issues & Concerns:

The septic system pipe runs under the lakes into a leach field. The septic system sometimes fails, so portable toilets are placed throughout the park and Amphitheater. Due to these water and septic issues, the Island area has been closed and there is no concession operation at the Island facility.

Many of the older bathroom facilities need paint. The Grand Jury discovered that there is electricity in some of the restrooms, but no power to restrooms in the interior part of the park. All of the wiring was a direct burial and, in some locations, has failed. Light fixtures are broken and have not been repaired. Most of the water fountains near the older restroom facilities did not work, and some of the toilets did not flush.

The newer facilities are built of concrete block. The water fountains next to the new shelter are in working order.

When the Amphitheater has an event that requires additional parking, the entire park is reserved by the vendor, and any reservation for shelters are canceled. All park space is used for parking and designated with chalk lines marked on the grass.



Restroom Requires Painting

Safety & Security Concerns:

The RV park/campground has a campground host that checks in guests after hours if necessary. The RV Park has one (1) restroom with showers.

The Grand Jury discovered the local Fire Department responds quickly to medical type requirements. The Police, however, only respond quickly when a weapon is involved. But are not timely at all with regards to any other type of disturbance. With regards to an emergency exit plan, no formal procedure was in place.

Park Visitor Ratings:

The years 2017 and 2018 do not have enough respondents to provide a statistically reliable rating.



Broken Light Fixture

Conclusion:

The Grand Jury investigation revealed that most of the park infrastructure is failing or has failed due to lack of maintenance.

Most buildings in the interior of the park need to be painted. Restroom lights do not work or are broken, and the sewage system does not work when the park is at capacity due to septic tank and leach line problems. As a result, the electricity has been turned off to the interior park area and the Island structure in the center of the park closed.

The park roads need repair, and overall, like most of the other regional parks, lots of TLC is required. During certain shifts only one park ranger is on site.

The pool has a leak, and the waterslides need significant repair or replacement. At the moment only one (1) of the two (2) slides are functional. Pool attendance is a substantial source of revenue for the park, and if the pool has to be closed due to equipment and staffing issues, this has a detrimental impact on positive cash flow. The park staff does not have an expense vs. revenue statement available, so the financial status of the park cannot be established. On a positive note, the green belt area is mostly green, the most positive note is that the staff likes what they do and have a positive attitude.

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

GLEN HELEN PARK VISITORS RATING

Traveler Advisor rating		Percent
Excellent	9	32%
Very good	11	39%
Average	5	18%
Terrible	2	7%
Poor	0	4%
Total	28	100%

*Yelp Rating		Percent
5 Stars	3	50%
4 Stars	1	16.6%
3 Stars	1	16.6%
2 Stars	1	16.6%
1 Stars	0	0%
Total	6	100%

*** Not statistically accurate due to the small sample size**

NO GRAPH DUE TO SMALL SAMPLE SIZE

MOST YELP/TRIP ADVISOR RATINGS WERE AMPHITHEATER RELATED.

Park Safety and Maintenance Inspection Sheet

PARK NAME: Glen Helen
INSPECTOR: Park Committee

LOCATION:
DATE:

San Bernardino
10 20 18

RATING SCALE 0 - 5
(0 - 1) POOR, (2) MARGINAL
(3) ADEQUATE (4) GOOD
(5) EXCELLENT (N/A) NO
APPLICATION

<u>Item to be Checked:</u>	Rating 0 - 5	<u>COMMENTS</u>
A. Parking		
1. Even concrete/asphalt surface.	2 - 3	Lots of potholes, not resurfaced in a while
2. Adequate lighting (if park opens in the evenings).	0	No lighting around lakes
3. Adequate Parking in park	3	
4. Adequate overflow parking	3 - 4	Use park lawn for event parking
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	4	
3. Park fishing rules posted clearly	0	did not observe
4. State fishing contamination guidelines posted	0	Not posted
C. Walkways		
1. Even walking surface, clear of debris.	3	Old but service able
2. Ground level flushes with walking surface.	3	Most ok but not all
D. Fencing		
1. Good condition, no openings.	3	
2. Top/Bottom of fence has no protruding, sharp edges.	3	
3. Playground separated from traffic lane by fencing.	4	
E. Restrooms		
1. Faucets/Dispensers in good condition.	1	At least 50% not working
2. Floors dry/free of debris.	3	Floors clean but no power to restrooms
3. Door latch hardware in good condition.	3	Doors have graffiti but functional
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	4	Playground equipment good
2. Age-appropriate signage present.	0	Non observed
3. Ground cover well maintained.	3	
4. Swimming area clean/safe		
5. Water slides etc. in good repair/safe	2	Both slides require repair 1 slide not functional
6. Public shower equipment in good repair/clean	N/A	Locked did not observe
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	Most were concrete the wooden tables needed to be replaced. Fortunately very few.
2. Water fountains in good condition; no broken hardware	1	Most water fountains did not work
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	Old but serviceable

5. Landscaping well maintained.	3	
6. Sprinkler system in good condition.	N/A	All however, appear to be working based upon condition of ground cover etc.
7. Rental Shelters	4	Shelters and tables very nice. Restrooms close to shelters have power and all facilities are working. Only place in park that has workable water fountains.
H. Concessions		
1. Food concessions clean and rated by county	N/A	All Closed
2. Store stocked and priced fairly	N/A	All Closed
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	All Closed
4. Bait Shop clean and well stocked		
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	3	
2. RV sites level and clear	3	
3. RV sites wide enough for slides outs	3	
4. RV hook ups working and in good repair	3	
5. Tent sites level and clear	3	
6. Tent sites access to water	3	
7. Camping area bathrooms and showers clean and working	4	Facility appears to be a recent construction
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	3	Security during normal hours appears to be ok. When there is an event at the park security is provided by event concessionaire and is focused upon what is happening at venue not in the park.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		

ATTACHMENT 3

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GUASTI REGIONAL PARK, (Supervisory District #4...Inspected in Oct 2018)

General Review: Although listed as Cucamonga-Guasti Regional Park, this venue is actually in the City of Ontario. The park is almost entirely surrounded by residential areas, light industrial zones, and warehousing or transportation facilities have given the area's close access to Interstate Highway-10 and the Ontario International Airport.

Park hours are 7:00 a.m. to 5:30 p.m., seven (7) days a week. There is no camping at Guasti and the land area surrounding the lakes is relatively limited. The two (2) natural lakes are used for fishing only.

On the day of our visit, there was constant rain and very few park guests. However, there was a full complement of staff. While there are seven (7) employee positions assigned to Guasti consisting of six (6) full-time and one (1) part-time position, the park is staffed according to projected guest attendance. Wednesdays, for example, are staffed with three (3) employees, while weekends are staffed with six (6). Collectively, this contingent of the staff consists of two (2) Park Ranger II and five (5) General Service Workers employees (GSW). The staff is also assisted in the trash and clean-up duties by court furlough workers. A daily work assignment schedule and a new daily work report are distributed and completed each day. Other than an eight (8) hour orientation course, no formal training is required except for backhoe training for operators, and a Qualified Application License (QAL) to spray insecticide. Some management training is available occasionally, but not mandatory.

The park's two (2) lakes, are stocked with fish weekly and a California State Fishing License and daily park fishing permit is required. The grounds appear cared for, grass seeding is apparent throughout the park. Restroom facilities were adequate, and the restroom light covers were clean of debris and dead insects. Stall maintenance was needed in one (1) of the restrooms on the east end of the park. The brightly colored playground has many physical and educational activities. A few feet from the playground is a water play pad with lots of spouts for family fun. All look in good condition.

Although smaller in comparison to the other regional parks in the system, Guasti suffers from virtually the same functional problems that prolonged "Deferred Maintenance" can cause. Most prominent of which is the pool closure that has lasted since July 2018.



Empty Swimming Pool

Maintenance Issues & Concerns: The park has some significant issues in this category. The pool closure is but one. This closure is due to a leak that allows water to enter an underground electrical control room. The leak in turn caused a short in the electrical control board that regulates the pool filtering system. Thus, creating a closure to both the pool and the waterslide attractions. Both of which are the primary generator of income for the park. At the time of our visit, no repair date was available.

In addition to the pool closure, one of the two (2) fishing docks is closed and unable to be used, and as with the other parks, concession operations have been halted. The snack bar that is next to the larger of the two (2) lakes is infested with insects and is in desperate need of attention.



Snack Bar Infested with Insects

Park Visitor Ratings: The years 2014 and 2018 had a customer rating of 2.4 out of 5, which is lower than the average score for the past 10 years.

Safety & Security Concerns: Our investigation did not reveal any immediate security concerns and there was limited security camera coverage in certain parts of the park.



Closed Fishing Dock

Conclusion: The Guasti park staff did exhibit a good understanding of what it takes to make a park function well. The supervisory personnel seemed to have a good command of what the staff were doing and have the ability to hold the staff accountable. Aided by a recently established work schedule which helped the park staff stay focused on a consistent day-to-day basis.

However, as the third park on our list of parks to be inspected, a pattern of problems began to emerge. A pattern of long-term neglect which would remain consistent with all our inspections. Amplified

in the case of Guasti Park by the pool closure, the concession closure, fishing docks in need of repair, and the inconsistency in enforcing the fishing permit requirement.

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

Guasti RP Avg Visitor Rating for 2017/18 2.4

Trip Adviser 40 reviews Percent Avg Rating 3.6

Excellent	11	27%
Very good	13	33%
<u>Average</u>	9	25%
Poor	3	10%
Terrible	2	5%

40

Yelp 64 Reviews Avg Rating 2.9

5 stars	12	19%
4 stars	17	27%
3 stars	8	12%
2 stars	8	12%
1 star	19	30%

64

10/15/2018

Cucamonga-Guasti Regional Park - 178 Photos & 64 Reviews - Parks - 800 N Archibald Ave, Ontario, CA - Phone Number - Yelp



Rating Details

Monthly Trend

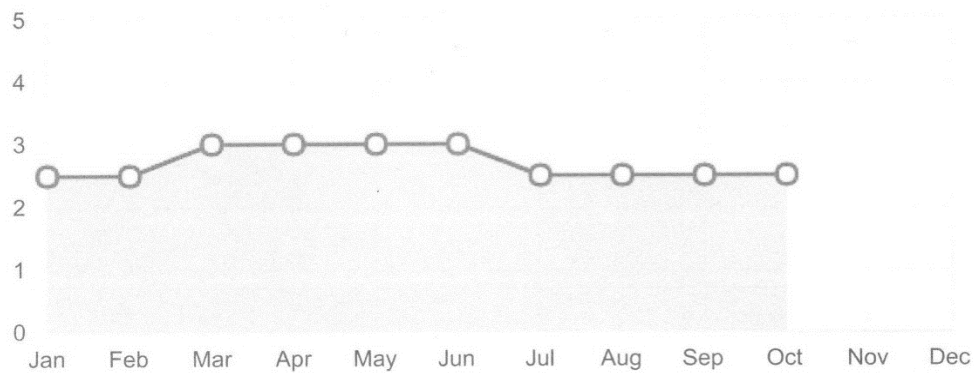
2018

2017

2016

2015

2014



Understand how a business' rating changes month-to-month. [Learn more.](#)

Rating Details

Monthly Trend

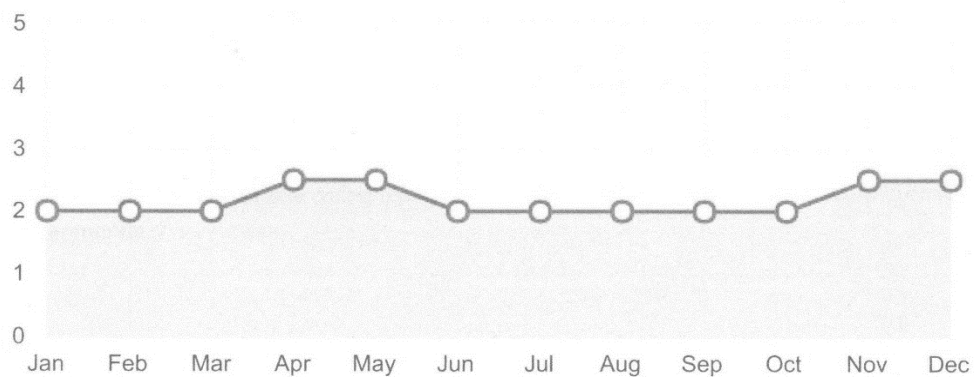
2018

2017

2016

2015

2014



Understand how a business' rating changes month-to-month. [Learn more.](#)

Park Safety and Maintenance Inspection Sheet

RATING SCALE 0 - 5

PARK NAME: Guasti

LOCATION:

Ontario CA

(0 - 1) POOR, (2) MARGINAL

INSPECTOR: Park Committee team

DATE:

10/13//2018

(3) ADEQUATE (4) VERY GOOD

(5) EXCELLENT (N/A) NO APPLICATION

<u>Item to be Checked:</u>	<u>Rating 0 - 5</u>	<u>COMMENTS</u>
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	3	
3. Adequate Parking in park	3	
4. Adequate overflow parking	3	
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	3	
3. Park fishing rules posted clearly	3	
4. State fishing contamination guidelines posted	0	Not Posted
C. Walkways		
1. Even walking surface, clear of debris.	3	Some cracking but ok
2. Ground level flushes with walking surface.	3	
D. Fencing		
1. Good condition, no openings.	3	
2. Top/Bottom of fence has no protruding, sharp edges.	3	
3. Playground separated from traffic lane by fencing.	4	
E. Restrooms		
1. Faucets/Dispensers in good condition.	4	One bathroom facility in rear of park needs TLC others very good. See photos.
2. Floors dry/free of debris.	4	
3. Door latch hardware in good condition.	4	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	4	
2. Age-appropriate signage present.	4	
3. Ground cover well maintained.	3	Some bare spots but appears reseeding is in progress
4. Swimming area clean/safe	0	Pool empty in need of repair.

5. Water slides etc. in good repair/safe	0	Not able to inspect
6. Public shower equipment in good repair/clean	0	Not able to inspect
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	4	
2. Water fountains in good condition; no broken hardware		
3. Trash receptacles placed throughout park.	4	
4. Barbecue grills in good condition.	3	
5. Landscaping well maintained.	3	Some bare spots but appears reseeding in progress
6. Sprinkler system in good condition.	N/A	Not inspected
H. Concessions		
1. Food concessions clean and rated by county	0	Closed and very dirty, needs overall cleaning. See photos
2. Store stocked and priced fairly	0	Closed
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	No rental equipment
4. Bait Shop clean and well stocked	3	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	N/A	No RV Camping Sites at Guasti
2. RV sites level and clear	N/A	No RV Camping Sites at Guasti
3. RV sites wide enough for slides outs	N/A	No RV Camping Sites at Guasti
4. RV hook ups working and in good repair	N/A	No RV Camping Sites at Guasti
5. Tent sites level and clear	N/A	No RV Camping Sites at Guasti
6. Tent sites access to water	N/A	No RV Camping Sites at Guasti
7. Camping area bathrooms and showers clean and working	N/A	No RV Camping Sites at Guasti
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	3	May have rated higher will return to revisit.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		

ATTACHMENT 4

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LAKE GREGORY REGIONAL PARK, (Supervisory District #2. Inspected in November 2018)

GENERAL REVIEW: Lake Gregory is a man-made lake in Crestline California. While the lake and surrounding property is owned by San Bernardino County, the park is leased to and exclusively operated by the California Park Company (CPC). Besides the Lake Gregory concession, CPC runs several parks throughout the southwest region.

Lake Gregory Regional Park consists of the lake, a Swiss-themed building south of the lake used as a reception or meeting hall called the San Moritz Lodge. A good-sized boathouse, the Cove Café (snack bar), a water park, and a separate skate park and playground area. There are also private cabanas and loungers available for rent near the Cove Café. These appear to be new or of near new construction.

There are no Regional Park's Department staff, or any other County employee involved in the operation of the park. California Park Company (CPC) employees are responsible for the day to day operations and general maintenance of the property. They are also required to notify the county of any safety concerns. CPC employees consist of a General Manager, an Office Manager plus ten (10) full-time employees. During the summer season, as many as fifty to eighty (50-80) part-time and full-time employees are on staff. Summer staffing requirement is based on water park visitor attendance and county regulations. Particularly the lifeguard to swimmer ratio regulation which has increased from 1/50 to 1/20. New beach attendants are given at least eight (8) hours of orientation which includes harassment training and money handling, as well as, four (4) hours of on the job training. A manager approves which job an employee is cleared to do and what equipment an employee is authorized to operate. The Grand Jury discovered that there is a monthly safety meeting for all employees and a weekly managers meeting. Lifeguards receive training on how to handle emergencies with the swimmers and guest regularly throughout the season.

The lake is stocked in the offseason with fish by the concessionaire due to concerns of the water temperature. The lake's water is tested weekly by the concessionaire. Checking of fishing permits is done daily. There are no Regional Parks Department staff on site.

The Water Park season runs from Memorial Day to Labor Day. The low level of lake water this season required the water park activities to be moved from the west end of the lake to a small cove on the south side of the lake near the swim slides.

Up the main road from the lake are a skate park, playground, and both tennis and basketball courts. The remote location and unsecured access to the children's park shows less attention and monitoring than the rest of the park. Upon inspection the bathrooms were not clean however; all of the fixtures were functional.



Lake Level see water line at boat house



Ramp from Patio to Beach

Maintenance Issues & Concerns: Major reconstructive work on the dam is currently in progress to retrofit the dam for earthquake safety. Since the water level is low because of dam retrofit construction, much of the shore is not utilized.

Dredging operations have not been performed for quite some time. A large mound of sand from the dredged lake is on the baseball field across from the Moritz Lodge.

The Cove Café was closed this past summer because of the low water level. The beach near the Cove Café was closed since the area had no water. The boat docks and the St. Moritz Lodge roof are in need of repair, and the

swim area is now in need of dredging. Walkway and parking areas require an upgrade with areas of broken concrete replaced. Restrooms were all old and needed minor refurbishment. Cal OSHA Amusements and Rides Unit monitor the water slides. The wooden fencing around the water slide requires repair.

Safety & Security Concerns: The park is accessible to the community and some of the metal in skate park structures have been vandalized and removed thus making sleeping spaces for vagrants. There is a debris catch basin next to the skate park that at times functions as a tent area for transients.

Park Visitor Ratings: The years 2017 and 2018 had a customer rating of 3.46 out of 5 which is higher than the average score for the past ten years.



Lodge Side of Dredging pile

Conclusion: Except for the skate park, the rest of the park is clean and maintained on a daily basis. Staffing does not appear to be an issue or the attitude of the employees we met. The repair of the dam, the dumping of dredging debris on a baseball field, the lack of repair on the boat dock and Moritz Lodge roof as well as not upgrading the walkways and parking areas may impact the future financial viability of the park. With the water level of the lake and removal of dredging debris being the most significant factors since without an adequate water level there is no lake at Lake Gregory.

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

Lake Gregory Avg. Visitor Rating for 2017/18 3.46

**Avg
Rating
3.8**

Trip Advisor	174 Reviews	Percent
Excellent	72	41.4%
Very good	54	31.0%
Average	19	10.9%
Poor	7	4.0%
<u>Terrible</u>	<u>22</u>	12.6%

174

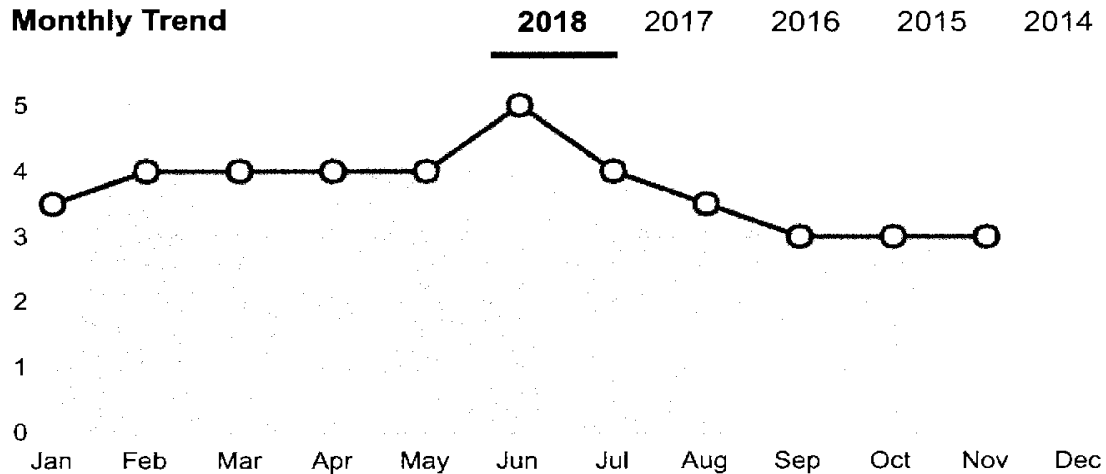
**Avg
rating
3.41**

Yelp	262 reviews	Percent
5 stars	89	34.0%
4 stars	65	24.8%
3 stars	30	11.5%
2 stars	21	8.0%
<u>1 star</u>	<u>57</u>	21.8%

262

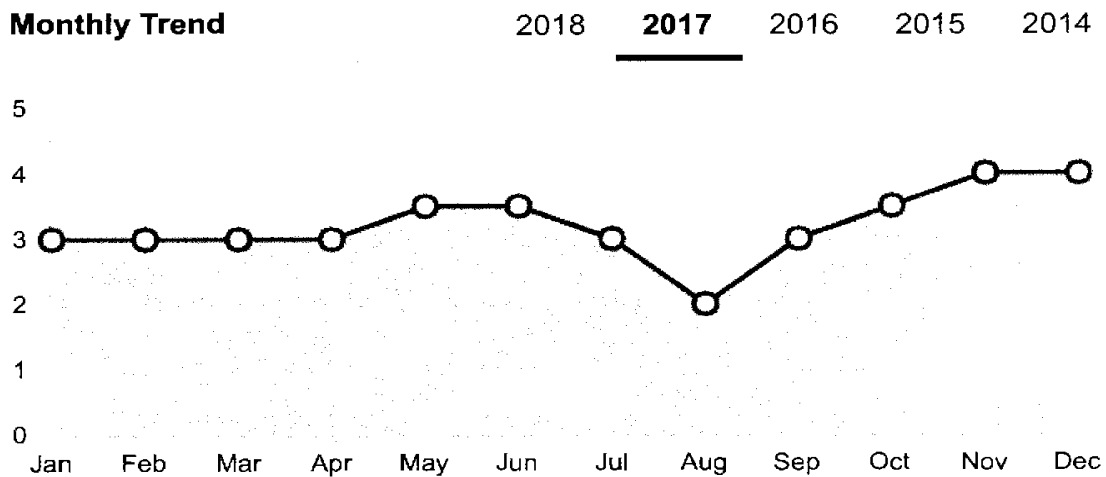
Rating Details

Monthly Trend



Understand how a business' rating changes month-to-month. [Learn more.](#)

Monthly Trend



Understand how a business' rating changes month-to-month. [Learn more.](#)

RATING SCALE 0 - 5

PARK NAME: Lake Gregory LOCATION:
INSPECTOR: Parks Committee DATE:

Crestline
11/3/2018
(0 - 1) POOR, (2) MARGINAL
(3) ADEQUATE (4) VERY GOOD
(5) EXCELLENT (N/A) NO
APPLICATION

<u>Item to be Checked:</u>	<u>Rating 0 - 5</u>	<u>COMMENTS</u>
A. Parking		
1. Even concrete/asphalt surface.	2	All in need of repair
2. Adequate lighting (if park opens in the evenings).	3	
3. Adequate Parking in park	3	
4. Adequate overflow parking	2	Must park on surface streets
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	2	Could be much better
3. Park fishing rules posted clearly	2	Were posted but not clearly
4. State fishing contamination guidelines posted	Not posted	
C. Walkways		
1. Even walking surface, clear of debris.	2	No debris but needed repair
2. Ground level flushes with walking surface.	2	needed repair
D. Fencing		
1. Good condition, no openings.	3	
2. Top/Bottom of fence has no protruding, sharp edges.	3	
3. Playground separated from traffic lane by fencing.	3	
E. Restrooms		
1. Faucets/Dispensers in good condition.	3	See photo older but very functional
2. Floors dry/free of debris.	3	
3. Door latch hardware in good condition.	3	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	3	
2. Age-appropriate signage present.	4	They were posted in the swim slide area
3. Ground cover well maintained.	3	
4. Swimming area clean/safe	N/A	Swimming area was closed
5. Water slides etc. in good repair/safe	3	Inspected by Cal Osha
6. Public shower equipment in good repair/clean	3	Outdoor showers for rise off
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	all were in good condition
2. Water fountains in good condition; no broken hardware		
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	Old but functional
5. Landscaping well maintained.	3	
6. Sprinkler system in good condition.	N/A	
7. Rental Shelters	3	All were in good condition
H. Concessions		
1. Food concessions clean and rated by county	N/A	Concessions were closed due to water level
2. Store stocked and priced fairly	N/A	

3. Condition of rental equipment i.e. boats, kayaks etc.	3	
4. Bait Shop clean and well stocked	3	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	N/A	No camping in the park
2. RV sites level and clear	N/A	
3. RV sites wide enough for slides outs	N/A	
4. RV hook ups working and in good repair	N/A	
5. Tent sites level and clear	N/A	
6. Tent sites access to water	N/A	
7. Camping area bathrooms and showers clean and working	N/A	
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	3	No evidence of lack of security. Staff was aware of issues and response appeared to be appropriate
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		
Park was the best we have reviewed. Some structures were in need of repair but that was a county issue. All areas that were to be maintained by concessionaire appeared to be done on a timely basis. Not perfect but functional. The county by working with the concessionaire could make this park a very nice place to visit.		

ATTACHMENT 5

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MOABI REGIONAL PARK, (Supervisory District #1...Inspected in Nov./ Dec. 2018)

General Review:

Moabi Regional Park resides within the historic floodplain of the Colorado River. Thirteen miles south of Needles, California.

The park encompasses one-thousand and twenty-seven (1,027) acres. The land on which the park is located has two landowners. Those being the California State Lands Commission and the USBR (United States Bureau of Reclamation). It is from these two (2) entities that the County of San Bernardino, through the Regional Parks Department leases the park property and up until 2008 operated a campground and boat launch facility titled "Park Moabi."

In 2008 the San Bernardino County Regional Parks Department leased Park Moabi to the Turtle Cove Marina, a California Limited Liability Corporation (LLC), doing business as Pirate Cove Resort & Marina. Or commonly referred to as Pirates Cove.

Pirates Cove offers a restaurant, overnight and extended stay accommodations, a general store and boutique, dry storage for boats and a two hundred fifty (250) slip marina facility. The marina also has a twenty-four (24) hour gas dock for boats and a seven (7) lane boat launch ramp.

Accommodations include tent and RV camping, rental condos or cabins and there is also a limited stay mobile home park. The campsite locations range from the sandy shoreline (older section) to the asphalted RV parking.

The campground features one hundred twelve (112) full RV hookups and an abundance of tent/dry camping sites. Prices, as well as, amenities differ from the county-run parks. Moabi charges \$20 (twenty) for dry/tent



Riverfront RV Site Older Section



RV Sites New Section

camping that might not include flushing toilets and nearby showers. Riverfront campsites in the older section of the campground are restricted to RV's only and cost \$70 (seventy) per night with full hookups. Full and partial hookup RV camping on the newer asphalt paved area range from \$55 (fifty-five) to \$60 (sixty) per night.

The luxury six (6) sleeper, two (2) TV, two (2) story cabins at Moabi range from \$250- \$500 a

night, depending on the season. A shuttle bus is available for guests transport throughout the park. Pirates Cove offers half day or full day rental of both boats and off-road vehicles. With direct access to over one hundred sixty (160) acres of open area and more than four (4) miles of Off-Highway-Vehicle (OHV) access trails.

Only a California Fishing license is required to fish at Moabi.

Maintenance Issues & Concerns:

The roads in the older park section need immediate refurbishment and are one step above a dirt road. The electrical hookups in the older section are only 30 amp, so if you have a dual Air Conditioners on your RV, you can only use one AC unit at a time. The areas surrounding the actual RV parking spots are composed of very soft sand, and an RV or two have been known to get bogged down when trying to back-up or maneuver.



Park Visitor Ratings:

Old Section Road and Sand Traps

Years 2017 and 2018 had an average customer rating of 3.5 out of 5. Which is higher than the average rating for the past 10 years.

Safety & Security Concerns:

The park has onsite security and a San Bernardino County Sheriff station is located in Needles with a sub-station at Moabi Regional Park. For emergencies staff call 911. They also have an emergency evacuation plan that was used in 2015/16 due to a large desert brush fire.

Conclusion: Moabi Regional Park, has two distinctive sections. One being an upscale resort (Pirates Cove) and the other being the older, original regional park campground area. The newer section rated good and the older section marginal.

From a Grand Jury perspective, the most pressing issue would be the refurbishment of interior roads in the older section of the park.

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

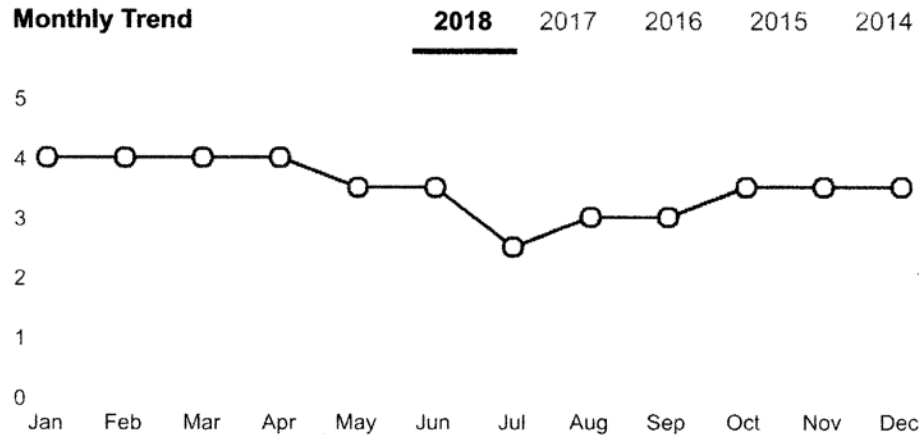
Moabi RP DBA Pirates Cove Visitor Rating 3.5

<u>Trip</u> <u>Advisor</u>	<u>125 Reviews</u>	<u>Percent</u>	Avg. rating 4.0
Excellent	56	44.8%	
Very good	35	28.0%	
Average	12	9.6%	
Poor	9	7.2%	
Terrible	13	10.4%	
125			

<u>Yelp</u>	<u>217 reviews</u>	<u>Percent</u>	<u>Avg</u> <u>Rating</u> <u>3.0</u>
5 Stars	56	25.8%	
4 stars	59	27.2%	
3 stars	27	12.4%	
2 stars	29	13.4%	
1 star	46	21.2%	
217			

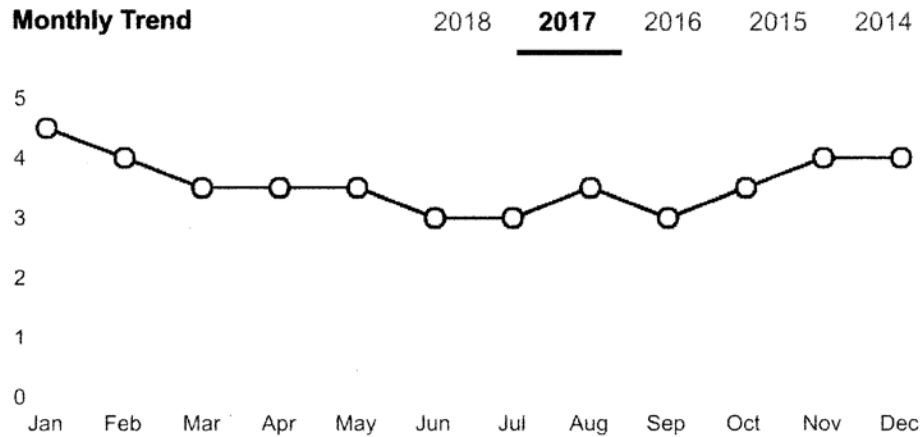
Rating Details

Monthly Trend



Rating Details

Monthly Trend



Understand how a business' rating changes month to month.

PARK NAME: Moabi (Pirates Cove)
 LOCATION:
 INSPECTOR: Regional Parks Committee
 DATE:

RATING SCALE 0 - 5

Needles CA	(0 - 1) POOR, (2) MARGINAL
11/30-12/1	(3) ADEQUATE (4) GOOD
	(5) EXCELLENT (N/A) NO APPLICATION

Item to be Checked:	Rating 0 - 5	COMMENTS
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	3	
3. Adequate Parking in park	3	
4. Adequate overflow parking	3	
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	3	
3. Park fishing rules posted clearly	3	
4. State fishing contamination guidelines posted	N/A	
C. Walkways		
1. Even walking surface, clear of debris.	3	
2. Ground level flushes with walking surface.	3	
D. Fencing		
1. Good condition, no openings.	N/A	
2. Top/Bottom of fence has no protruding, sharp edges.	N/A	
3. Playground separated from traffic lane by fencing.	0	No fencing, free standing facilities
E. Restrooms		
1. Faucets/Dispensers in good condition.	4	
2. Floors dry/free of debris.	4	
3. Door latch hardware in good condition.	4	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	4	
2. Age-appropriate signage present.	N/A	
3. Ground cover well maintained.	3	
4. Splash Park area clean/safe	3	
5. Water slides etc. in good repair/safe	N/A	
6. Public shower equipment in good repair/clean	N/A	
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	
2. Water fountains in good condition; no broken hardware	N/A	None observed
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	Old but usable
5. Landscaping well maintained.	3	Desert landscape not much upkeep required
6. Sprinkler system in good condition.	N/A	
7. Rental Shelters	3	
H. Concessions		
1. Food concessions clean and rated by county	4	

2. Store stocked and priced fairly	4	
3. Condition of rental equipment i.e. Off road vehicles	3	
4. Bait Shop clean and well stocked	4	
I. RV/Tent Camping Area and Marina		
1. Access to RV/Tent camping	between 2/3	Roads to all peninsula camp sites were very old and in need of repair. The roads were functional but had many pot holes.
2. RV sites level and clear	between 2/3	Asphalt sites are rated 3, peninsula sites are rated 2 since they could be very difficult to egress due to drifting sand. Easy to get RV or vehicle stuck in sand in peninsula at RV sites due to soft sand areas.
3. RV sites wide enough for slides outs	3	
4. RV hook ups working and in good repair	between 2/3	All peninsula RV sites only had 30 amp receptacles. Asphalt sites had both 30 and 50 amp service
5. Tent sites level and clear	2	Tent camping sites were un marked and as a result left it up to camper to find a spot. Could be a source of disagreement among campers.
6. Tent sites access to water	2	Some access but not close to all sites
7. Camping area bathrooms and showers clean and working	4	
8. Boat ramp in good repair and clean of obstacles	4	
9. Boat slips in good repair with appropriate boat protection	3	
10. Marina beach area	4	
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	4	Security was provided 24 hours a day seven days a week. We observed patrols on several occasions.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		
Mobile home sites individually owned, owners are permitted to make improvements, are permitted to occupy site/home 6 months a year. Owners pay a fee for each site.		
Roadways, landscaping and sprinkler system within mobile home park area are maintained by Pirates Cove.		

ATTACHMENT 6

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Mojave Narrows Regional Park, (Supervisory District #1...Inspected in November 2018)

General Review:

The Mojave Narrows Regional Park is located in the city of Victorville alongside an old riverbed in the high desert. The parks hours of operation are 7:30 AM to 4:00 PM, Thursday through Tuesday. They are closed Tuesday and Wednesday except for Annual or Veteran discount pass holders on a walk-in basis only. Additionally, no fishing is allowed on Thursday for stocking.

Any campers staying the week are given a gate access code to get in and out of the park when park is closed.

Vehicle entrance fee is eight dollars (\$8) on weekdays and ten dollars (\$10) on weekends. Walk-in entry is three dollars (\$3) per person, dogs one dollar (\$1) each and since the park is available for equestrian day use, horses are eight dollars (\$8) each per day. The park offers both hiking trails and equestrian trails.

There are forty-two (42) full hook-up RV campsites available at forty dollars (\$40) per night and at least thirty-three (33) dry/tent sites at thirty dollars (\$30) per night. Every camp space is numbered and has a metal picnic table and a grill. Camping spots along the lake allow for convenient fishing. Coyote proof trash cans are placed in central locations. Well maintained shelters are available for rent. However, Mojave Narrows Stables are not in use, but outdoor corrals and an exercise circle are available.



Playground Mat Requires Replacement

Wooden structures are sturdy and had been recently painted. Two (2) lakes, Horseshoe and Pelican Lakes, connected by a waterway crossing the park, bridges are located in at least three locations to accommodate the watercourse. A daily fishing permit is ten dollars (\$10), and fishing permits are checked at least once a day. A California fishing license is also required. There are two (2) playgrounds and a zero-depth water park. The water "saloon" in the water park is a play area with lots of activities built into the structures. There is also an obstacle course that includes seven (7) foot artificial rocks to climb.

Maintenance Issues and Concerns:

While the bathroom and shower facilities were clean, the fixtures were old and in need of an update. Many coin boxes in the pay showers have been vandalized. The staff has started replacing them with free showers which require less maintenance. Some of the water fountains



were not working. The perimeter fence is made of railroad ties covered in barbed wire and repaired with chicken wire. The perimeter fence is in need of replacement or update and indicate a lack of repair. The boathouse and snack bar are closed. The flooring on the zero-depth water park and playground requires replacement. All concessions have been closed which at one time included a snack bar, peddle boat rentals and equestrian stables/rides. Staff indicated that painting projects are underway. Most park roads require repair.

Safety & Security Concerns:

Either San Bernardino County Sherriff or Victorville police respond to emergencies. A citizen patrol and a CHP volunteer group patrol regularly. There is no volunteer host at Mojave Narrows.

The park does have a significant safety issue due to the perimeter fence not being in good repair.

Park Road Needs Refurbishment

Park Visitor Ratings:

Years 2017 and 2018 had a visitor rating of 2.75 out of 5, which is lower than the ratings for the past 10 years.

Conclusion:

The park is well managed and the staffing level adequate and each staff is given a daily work assignment. The buildings have been painted and rental shelters are in good order, with one (1) shelter requiring repair. The flooring in the playground area is in need of replacement.

However, fifty percent (50%) of the pay-showers are not in working order. The restroom fixtures are old but functional.

The RV Park and campsites are adequate for their purpose. The park does have a significant safety issue due to the perimeter fence not being in good repair and should be replaced with a taller, sturdier fence. A barrier is needed to keep small children from entering railroad tracks and unauthorized persons from entering park. These unauthorized persons have been caught removing items from campsites. The fence replacement should increase children safety and reduce vagrant entry concern.



Damaged Fencing near RR Tracks

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

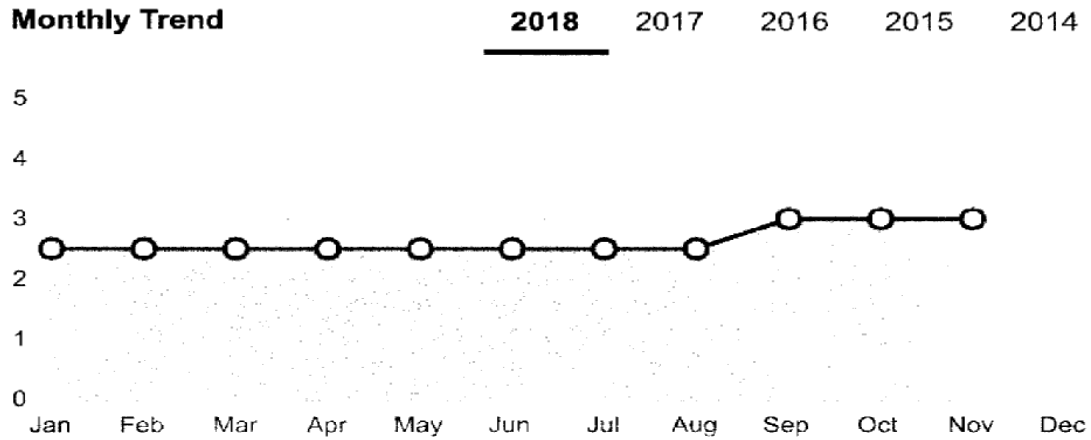
Mojave Narrows Avg Rating for 2017/18 2.5

Trip Adviser	44 reviews	Percent	Avg Rating 3.6
Excellent	11	25.0%	
Very good	16	36.4%	
Average	10	22.7%	
Poor	4	9.1%	
Terrible	3	6.8%	
44			

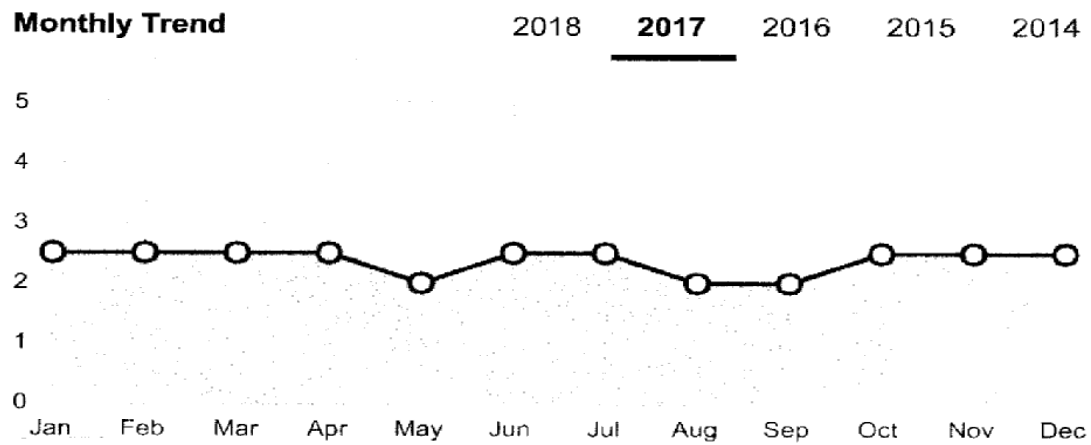
Yelp	30 Reviews	Percent	Avg Rating 2.7
5 Stars	4	13.3%	
4 Stars	7	23.3%	
3 Stars	6	20.0%	
2 Stars	3	10.0%	
1 Star	10	33.3%	
30			

Mojave Narrows Regional Park Yelp Rating Graph 2018/17

Monthly Trend



Monthly Trend



Park Safety and Maintenance Inspection Sheet

RATING SCALE 0 - 5

PARK NAME: Mojave Narrows

LOCATION:

Victorville

(0 - 1) POOR, (2) MARGINAL

INSPECTOR: RP Committee

DATE:

11/10/2018

(3) ADEQUATE (4) GOOD

(5) EXCELLENT (N/A) NO APPLICATION

<u>Item to be Checked:</u>	<u>Rating 0 - 5</u>	<u>COMMENTS</u>
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	N/A	
3. Adequate Parking in park	3	Striping however; is poor.
4. Adequate overflow parking	3	
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	3	
3. Park fishing rules posted clearly	3	
4. State fishing contamination guidelines posted	N/A	
C. Walkways		
1. Even walking surface, clear of debris.	3	
2. Ground level flushes with walking surface.	3	
D. Fencing		
1. Good condition, no openings.	1	
2. Top/Bottom of fence has no protruding, sharp edges.	1	
3. Playground separated from traffic lane by fencing.	1	
E. Restrooms		
1. Faucets/Dispensers in good condition.	2	Not all showers were functional and some faucets required repair
2. Floors dry/free of debris.	3	
3. Door latch hardware in good condition.	3	Some required repair
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	Between 1 and 4	Play ground equipment was good but flooring requires replacement
2. Age-appropriate signage present.	4	
3. Ground cover well maintained.	1	Flooring requires replacement
4. Swimming area clean/safe	4	Splash park no pool

5. Water slides etc. in good repair/safe	N/A	
6. Public shower equipment in good repair/clean	1	Not all showers are functional
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	
2. Water fountains in good condition; no broken hardware	3	
3. Trash receptacles placed throughout park.	4	
4. Barbecue grills in good condition.	3	
5. Landscaping well maintained.	2	Lots of bare spots
6. Sprinkler system in good condition.	N/A	Where they have sprinklers grass is green
7. Rental Shelters	3	
H. Concessions		
1. Food concessions clean and rated by county	N/A	All closed
2. Store stocked and priced fairly	N/A	All closed
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	All closed
4. Bait Shop clean and well stocked	4	Stocked gate house kiosk
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	3	
2. RV sites level and clear	3	
3. RV sites wide enough for slides outs	3	
4. RV hook ups working and in good repair	3	
5. Tent sites level and clear	3	
6. Tent sites access to water	3	
7. Camping area bathrooms and showers clean and working	2	Not all showers are functional. Facilities are well painted but fixtures are old and need to be updated.
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	2	A better barrier between rail tracks and park needs to be installed.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		

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ATTACHMENT 7

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Mojave River Forks (Supervisory District #1...Inspected in November 2018)

General Review:

Located in the Summit Valley of Hesperia, just north of the San Bernardino Mountains on State Highway #173 Mojave River Forks Regional Park is owned and operated by the San Bernardino County Regional Parks Department.

Camping is the parks principle attraction in comparatively wide-open spaces away from city noises and lights. Numerous horseback trails are also available using personally owned horses. There are twenty-five (25) dry tent sites and twenty-five (25) full hook-up RV sites. Also, there are three (3) group camping areas also available.

Entry fees and Camping fees are the same as the other county-operated parks. Upon our arrival, no park staff was present at the gate. Instructions were posted for visitors to insert required fees in a lock box at the gate.

Restroom and hot shower facilities were conveniently located throughout the park. Showers are free, clean, well maintained but very outdated. The water fountains were in working order.

Maintenance Issues & Concerns:

All of the restrooms are functional but fixtures are outdated.

Safety and Security Concerns:

A rock building with a metal roof had roof damage with loose metal roofing lying around, which would be hazardous in a windy condition. Open fires in non-secured areas can be hazardous during windy conditions. No ranger was on site when we visited. Fencing is a non-entity but fits the locations open space ambiance.

Park Visitor Ratings:

Years 2017 and 2018 do not have enough respondents to provide a statistically reliable rating.



Rock Building with Roof Damage



Conclusion:

Due to its more rustic and remote location and limited available activities this park is not used as often as the other parks.

No park staff were on site when we visited. The rock building with a metal roof had roof damage and could be dangerous in a windy condition. Open fires in non-secured areas are also hazardous during windy condition.

Illegal Fire Pit

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

Park Customer Ratings:

Yelp and Trip Advisor had a total of 8 ratings for Mojave River Folks, sample size not large enough to provide an accurate rating of park. Based upon the few ratings available customers gave an average of 3.5 out of 5 with 5 being best.

Park Safety and Maintenance Inspection Sheet

RATING SCALE 0 - 5

PARK NAME: Mojave River Forks LOCATION: Hesperia (0 - 1) POOR, (2) MARGINAL
 INSPECTOR: Parks Committee DATE: 11 - 10 - 18 (3) ADEQUATE (4) GOOD
 (5) EXCELLENT (N/A) NO APPLICATION

Item to be Checked:	Rating 0 - 5	COMMENTS
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	N/A	
3. Adequate Parking in park	3	
4. Adequate overflow parking	3	
B. Signage		
1. Park name identification sign.	3	
2. Park hours of operation/rules posted clearly.	3	
3. Park fishing rules posted clearly	N/A	
4. State fishing contamination guidelines posted	N/A	
C. Walkways		
1. Even walking surface, clear of debris.	3	
2. Ground level flushes with walking surface.	3	
D. Fencing		
1. Good condition, no openings.	3	No fencing other than at park entrance
2. Top/Bottom of fence has no protruding, sharp edges.	3	
3. Playground separated from traffic lane by fencing.	N/A	
E. Restrooms		
1. Faucets/Dispensers in good condition.	2	ALL require replacement they work but are ugly
2. Floors dry/free of debris.	3	
3. Door latch hardware in good condition.	3	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	N/A	
2. Age-appropriate signage present.	N/A	
3. Ground cover well maintained.	N/A	
4. Swimming area clean/safe	N/A	
5. Water slides etc. in good repair/safe	N/A	
6. Public shower equipment in good repair/clean	N/A	
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	
2. Water fountains in good condition; no broken hardware	3	
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	
5. Landscaping well maintained.	N/A	
6. Sprinkler system in good condition.	N/A	

7. Rental Shelters	3	
H. Concessions		
1. Food concessions clean and rated by county	N/A	
2. Store stocked and priced fairly	N/A	
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	
4. Bait Shop clean and well stocked	N/A	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	4	
2. RV sites level and clear	4	
3. RV sites wide enough for slides outs	4	
4. RV hook ups working and in good repair	4	
5. Tent sites level and clear	4	
6. Tent sites access to water	4	
7. Camping area bathrooms and showers clean and working	2	Components are functional but have exceeded there useful lives.
J. Security		
1. Overall rating of security (this requires comments as example homeless issue etc.)	2	The park is rustic at best, very open without any barriers to intruders. The best barrier however, is it is a very remote location. Not sure how security can be improved since the park is designed to be remote.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		

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ATTACHMENT 8

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PRADO REGIONAL PARK, (Supervisory District #5...Inspected in September 2018)

General Review:

Prado Regional Park is a 2,000-acre park in Chino, California. Of the nine (9) parks within the San Bernardino County Regional Park system, Prado is the largest with the most activities available to visitors of them all.

Staffing however; is a problem. Current staff positions consist of six (6) full-time positions and two (2) part-time positions. However, at the time of our inspection, there were currently three (3) vacant full time positions. This is fifty percent (50%) of the current staff allocation. The Grand Jury discovered that at one time there would be as many as fourteen (14) park employees assigned to Prado.

The Grand Jury investigation revealed that park staff had learned to depend on the 8-10 court furlough workers that they would receive each day for general maintenance. However, that has been reduced to 1-2 workers during the week and sometimes 8-10 workers on weekends. On the day of our visit, a Saturday, there were at least ten (10) court-trustees assembled in the maintenance yard area. Later in the day, we saw some of the workers doing brush/tree trimming work.

Upon arrival, guests are asked if they will be fishing and if they have a California State fishing license. At that time a park fishing permit (green) is sold to the guests. Once again, checking permits is random, inconsistent and unreliable. People fishing are asked to show their green permit while fishing and not required to keep them on display.

The RV park is well designed. Forty-four (44) RV camping sites are available at \$40 (forty) per night, \$50 (fifty) per night on holidays and twenty-six (26) tent camping sites at \$5 (five) per person. Camp fees are in addition to entrance fees. All hookups worked, and most of the non-paved areas were bare of grass, with very few trees.



Torn Mat at Bottom of Slide

Maintenance Issues & Concerns:

Bathroom facilities are concrete block with metal roofs. Surface rust indicates that painting is needed. While restrooms are functional, there were spiders on walls and shower lighting fixtures were filled with dead insects. Trash receptacles are needed in the women's toilet stalls. The pay showers were clean, although lights were not operating in at least two (2) shower stalls.

The playground/splash park area was popular with guests with children, however; parts of the foam surface in the play area showed wear (at the bottom of the slides) and is a safety concern. One of the water spouts in the splash park did not work. All water drinking fountains were operating except for one (1), which was located in the splash-park area.

Park Visitor Ratings:

In 2017 and 2018 Prado had an average customer rating of 3.1 out of 5. Which is lower than the average rating for the past ten (10) years.

Safety & Security Concerns:

In the event of an emergency, park staff respond and if necessary, call 911. Local police and fire departments have access codes to the park. The Grand Jury discovered that the park staff do have an emergency response plan and utilize exits that are generally not used during operating hours. But no emergency response plans were posted.

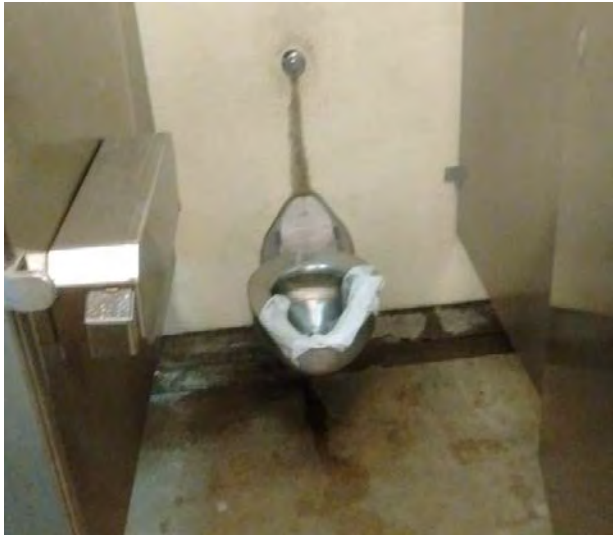
Grand Jury discussion with park staff indicated that at times people enter the park without paying and are asked to leave.

After park normal operating hours, emergencies are usually handled by the campers calling 911 or contacting on site park staff.



Dying Grass

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.



Dirty Toilet

Conclusion: Playground flooring needs repair, bathrooms although clean needed lots of TLC, i.e., spiders on walls, shower lighting fixtures filled with dead insects, lights in showers not working some water faucets broken.

The grass in the green belt areas is good in some areas and practically non-existent in others.

Prado Avg Rating for 2017/18 3.1

46		Percent	Avg Rating 4.1
Trip Advisor	Reviews		
Excellent	16	34%	
Very good	21	48%	
Average	5	10%	
Poor	4	8%	
Terrible	0	0%	
46			

77		Percent	Avg Rating 3.4
Yelp	Reviews		
5 stars	21	27.3%	
4 stars	22	28.6%	
3 stars	10	13.0%	
2 stars	11	14.3%	
1 star	13	16.9%	
77			



Rating Details

Monthly Trend

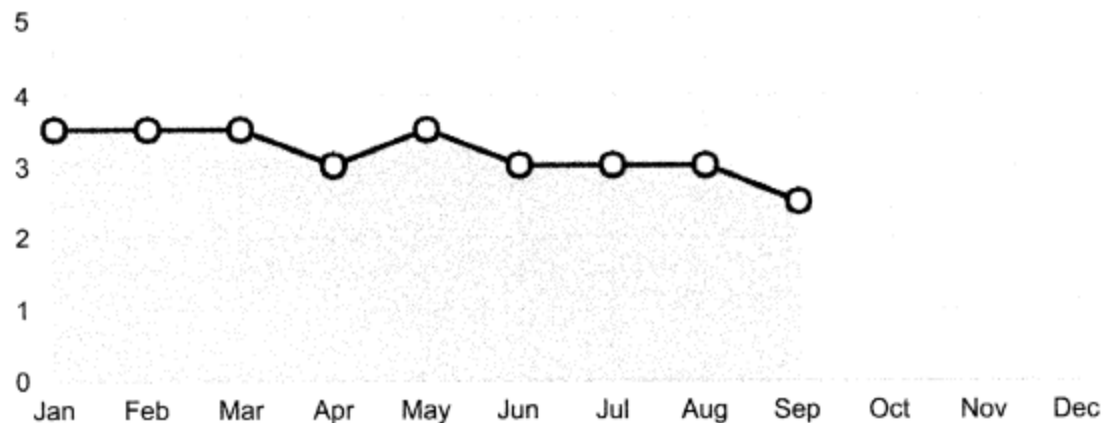
2018

2017

2016

2015

2014



Understand how a business' rating changes month-to-month. [Learn more.](#)



Rating Details

Monthly Trend

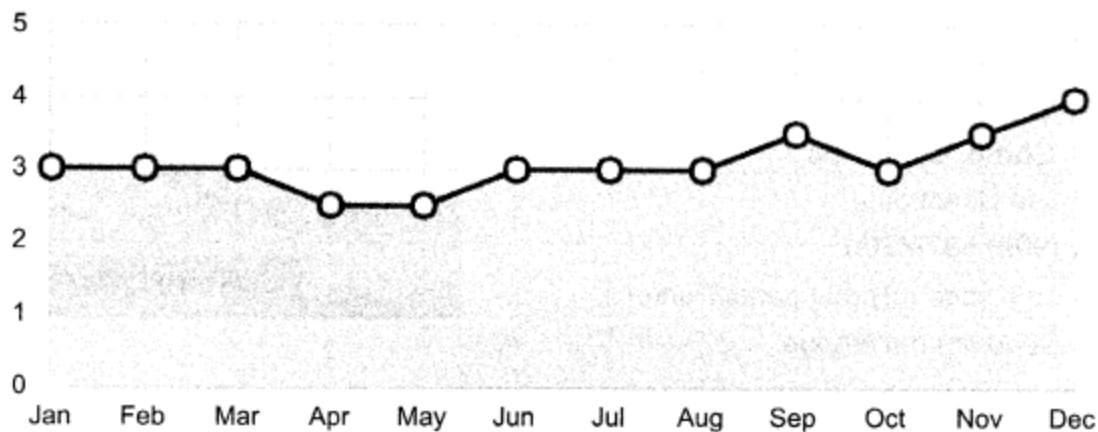
2018

2017

2016

2015

2014



Understand how a business' rating changes month-to-month. [Learn more.](#)

Park Safety and Maintenance Inspection Sheet

RATING SCALE 0 - 5

PARK NAME: Prado RP

LOCATION: Chino

(0 - 1) POOR, (2) MARGINAL

INSPECTOR: Regional Park Committee

DATE: 9/15/2018

(3) ADEQUATE (4) GOOD

(5) EXCELLENT (N/A) NO APPLICATION

Item to be Checked:	Rating 0 - 5	COMMENTS
A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	3	
3. Adequate Parking in park	3	
4. Adequate overflow parking	4	
B. Signage		
1. Park name identification sign.	4	
2. Park hours of operation/rules posted clearly.	4	
3. Park fishing rules posted clearly	0	
4. State fishing contamination guidelines posted	0	
C. Walkways		
1. Even walking surface, clear of debris.	3	
2. Ground level flushes with walking surface.	3	Some potholes are concrete walkways
D. Fencing		
1. Good condition, no openings.	3	
2. Top/Bottom of fence has no protruding, sharp edges.	3	
3. Playground separated from traffic lane by fencing.	3	
E. Restrooms	#1 #2 #3	
1. Faucets/Dispensers in good condition.	3 3 1	See notes on last page
2. Floors dry/free of debris.	3 3 2	See notes on last page
3. Door latch hardware in good condition.	3 3 2	See notes on last page
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	3	Two water faucets did not work and hole in swing area foam matting needs repair
2. Age-appropriate signage present.	4	
3. Ground cover well maintained.	2	Many barren spots
4. Swimming area clean/safe	N/A	
5. Water slides etc. in good repair/safe	N/A	
6. Public shower equipment in good repair/clean	3	
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	3	
2. Water fountains in good condition; no broken hardware	3	
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	
5. Landscaping well maintained.	2	
6. Sprinkler system in good condition.	2/3	some areas ok other areas not watered or ?, Many barren spots
H. Concessions		
1. Food concessions clean and rated by county	N/A	

2. Store stocked and priced fairly	N/A	
3. Condition of rental equipment i.e. boats, kayaks etc.	N/A	
4. Bait Shop clean and well stocked	N/A	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	4	
2. RV sites level and clear	4	
3. RV sites wide enough for slides outs	4	
4. RV hook ups working and in good repair	4	
5. Tent sites level and clear	3	sort of level but functional
6. Tent sites access to water	3	
7. Camping area bathrooms and showers clean and working	3/4	Tent camping restrooms clean, no bugs. Showers on coin timers. One shower light not working
J. Security		
1. Overall rating of security (this requires comments as example Homeless issue etc.)	4	
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		
#1 Osprey Shelter Restroom: no seat cover dispenser, unused tissue seat covers lying on floor in stall. Numerous spiders on walls.		
#2 Restroom near RV site 28: Two of four shower lights not working. Bugs in shower lights. Numerous spiders on restroom walls. Water on floor in restroom.		
#3 Restroom near RV site 55: Sinks no water, faucets appeared to be broken. Shower lights functioning but full of bugs.		

ATTACHMENT 9

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YUCAIPA REGIONAL PARK, (Supervisory District #3...Inspected in Sept. & Oct. 2018)

General Review:

Yucaipa Regional Park is a sprawling facility nearly surrounded on all sides by residential and/or commercial/retail development.

The Park has ten (10) employees plus one (1) Supervising Superintendent. These employees include the following classifications; five (5) Ranger class, four (4) full-time General Service Workers (GSW), one (1) part-time General Service Workers (GSW).

Park personnel are supplemented on a seasonal basis with workers for the pool and by temporary, (temporary meaning 1-month) court-furlough/community service workers for necessary litter cleanup. All vehicle maintenance is provided by the county fleet maintenance department and the lawns are maintained by a contract service provider.



Upon entry, one's first impression is that of a park filled with beautiful lakes and scenery. With no visible litter or graffiti. However, upon closer inspection one discovers that many of the stand-alone wooden picnic pavilion structures appear to be on the verge of collapse and could pose a significant safety hazard to anyone using the facility. Likewise, the wooden structures in the pool area are also a safety hazard and require immediate repair; including replacing the ripped and faded canvas shade covers.

The direction of traffic throughout the park is confusing. The few painted arrows on the asphalt are faded and very difficult to see. While there is a general counter-clockwise flow to the traffic, and the campground area has a one-way road, we observed traffic going in the wrong direction. Better signage, as well as surface paint would certainly help alleviate this problem.

Picnic Shelter Rotted Support Column

Yucaipa Regional Park has forty-two (42) RV sites and nine (9) tent sites. Most of the older bathroom structures are wooden and are located in the RV area, these structures are in need of refurbishment. There is no electricity in at least two (2) of the bathrooms in the campground area and all drinking fountains need repair.

Playgrounds have nice modern playground structures and foam surfaces with lots of climbing and sliding apparatuses. Outdoor showers near the pool area are in good working order. Year-round fishing is available in three (3) lakes. A park fishing permit,

(sold at park) is required as well as a California Fish and Game Department fishing license, (not sold at the park) for those sixteen (16) years of age and older. Fish stocking is done on Thursdays, and two (2) lakes of the three (3) lakes are stocked at that time. There is night fishing, and fishing contests (children included) are scheduled as well. The Grand Jury discovered that staff do not check for park fishing permits on a consistent basis.

Maintenance Issues & Concerns:

The lack of watering and native weeds is evident in many areas. Twice we found standing water accumulating on the ground. The Grand Jury discovered that manual operation of the watering systems is necessary due to lack of electricity in specific locations within the park. In some cases, sprinkler heads need to be replaced.

Wooden structures/covers are a safety hazard. Some patio covers are very dangerous and could collapse. The pool area has wooden structures and shelters that require immediate repair. The Grand Jury discovered that all direct burial electrical lines need to be replaced, and in areas 4-A and 4-B have not worked for years. Most nighttime lights do not work; RV areas 3 and 4 have direct burial that may fail at any time. The Grand Jury discovered that the park was short-handed all summer long. Seven (7) park employees are needed to keep the park maintained adequately (sometimes temporary workers are used). The Grand Jury discovered that by the time the temporary worker is trained their assignment ends. The temporary worker cannot drive park vehicles and must be driven to their assignment by park employees. Some maintenance projects are delayed, and only *Trash, Litter and Restrooms* are the priority when staffing is low.



Pool Area Shade Cover with Split Support Beam

Safety & Security Concerns:

The park does not have twenty-four (24) hour ranger coverage. The park is locked after 5:30 PM and a volunteer is utilized for general oversight of the park during the night. Guests are instructed to call the ranger station or 911 in case of an emergency. The fire department has the code for the gate to enter after hours.

Park Visitor Ratings:

In 2017 and 2018 Yucaipa park had an average customer rating of 3.5 out of 5, which is higher than the average rating for the past 10 years.

Conclusion: Yucaipa Regional Park restroom facilities (exception swimming pool area) are in need of a complete refurbishment. Many of the patio shade covers are structurally unsafe throughout the park and require immediate replacement. Outdoor plumbing and drinking fountains are not functional, and have been neglected for a long time and need to be replaced. Leaking/nonfunctioning irrigation, faulty electrical connections are a significant problem to the entire park. The park has no open concessions.

Reference Note: Please review the individual park *Visitor Ratings* and *Safety / Maintenance Inspection* sections of this report. For park location and available activities, please refer to the SB County Regional Park Web site.

Yucaipa Yelp Avg Rating for 2017/18 3.5

	68		Avg Rating 4.5
Trip Advisor	Reviews	Percent	
Excellent	40	58.8%	
Very good	23	33.8%	
Average	4	5.9%	
Poor	0	0.0%	
Terrible	1	1.5%	
	68		

	92		Avg Rating 3.5
Yelp	Reviews	Percent	
5 stars	28	30.4%	
4 stars	32	34.8%	
3 stars	8	8.7%	
2 stars	7	7.6%	
1 star	17	18.5%	

92

Rating Details

Monthly Trend

2018

2017

2016

2015

2014



Rating Details

Monthly Trend

2018

2017

2016

2015

2014



RATING SCALE 0 - 5

RATING SCALE 0 - 5

PARK NAME: Yucaipa Regional Park

LOCATION:

Yucaipa

(0 - 1) POOR, (2) MARGINAL

INSPECTOR: Park Committee

Date Updated **10/22/2019**

9/8/2018

(3) AVERAGE (4) VERY GOOD

(5) EXCELLENT (N/A) NO APPLICATION

<u>Item to be Checked:</u>	<u>Rating 0 - 5</u>	<u>COMMENTS</u>
----------------------------	---------------------	-----------------

A. Parking		
1. Even concrete/asphalt surface.	3	
2. Adequate lighting (if park opens in the evenings).	1	According to park staff. Most lighting not working
3. Adequate Parking in park	4	
4. Adequate overflow parking	4	
B. Signage		
1. Park name identification sign.	4	
2. Park hours of operation/rules posted clearly.	4	
3. Park fishing rules posted clearly	0	Not Posted
4. State fishing contamination guidelines posted	0	Not posted, not aware of any issues
C. Walkways		
1. Even walking surface, clear of debris.	3	
2. Ground level flushes with walking surface.	3	
D. Fencing		
1. Good condition, no openings.	3	
2. Top/Bottom of fence has no protruding, sharp edges.	3	Fencing was Avg, some in need to repair
3. Playground separated from traffic lane by fencing.	4	
E. Restrooms		
1. Faucets/Dispensers in good condition.	2	Some restroom faucets did not work. No power to locations 4A/4B. None of outdoor drinking fountains were working. Some urinals were plugged, More comments in RV camping section
2. Floors dry/free of debris.	4	
3. Door latch hardware in good condition.	3	
F. Playground/Swimming Area		
1. Playground equipment in good condition, well-maintained.	5	Appeared to be new
2. Age-appropriate signage present.	4	
3. Ground cover well maintained.	2	Ground cover in several locations was not maintained, this is not just in pool area but thru out the park.
4. Swimming area clean/safe	1	Wooden Patio structures urgent need of repair
5. Water slides etc. in good repair/safe	4	Everything was working/clean and functional
6. Public shower equipment in good repair/clean	3	Drinking faucets were not working, some urinals were plugged.
G. Picnic Area		
1. Picnic tables in good condition; no splinters or broken hardware	1	Most wooden Patio structures urgent need of repair
2. Water fountains in good condition; no broken hardware	1	Water fountains did not work
3. Trash receptacles placed throughout park.	3	
4. Barbecue grills in good condition.	3	

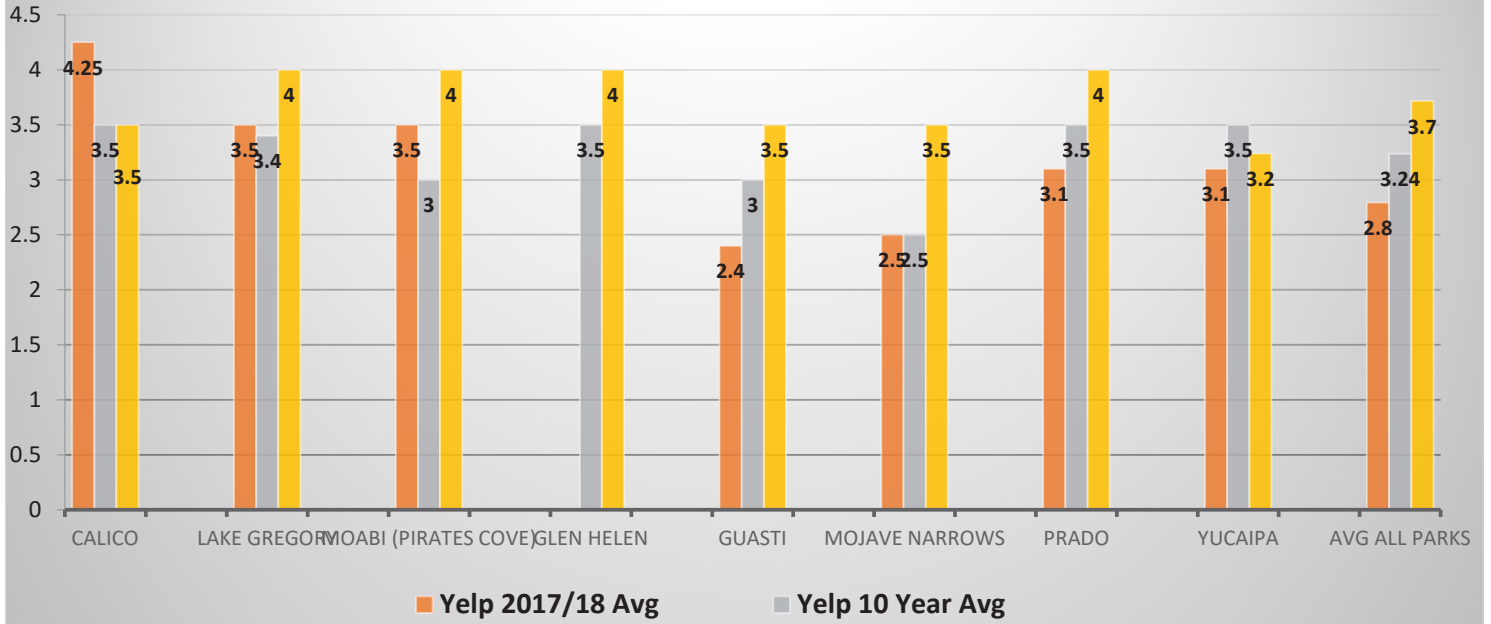
5. Landscaping well maintained.	2	
6. Sprinkler system in good condition.	2	
H. Concessions		
1. Food concessions clean and rated by county	N/A	Closed
2. Store stocked and priced fairly	N/A	Closed
3. Condition of rental equipment i.e. boats, kayaks etc.	n/a	
4. Bait Shop clean and well stocked	n/a	
I. RV/Tent Camping Area		
1. Access to RV/Tent camping	4	
2. RV sites level and clear	4	However, grass around sites dead
3. RV sites wide enough for slides outs	4	
4. RV hook ups working and in good repair	3	
5. Tent sites level and clear	3	
6. Tent sites access to water	3	
7. Camping area bathrooms and showers clean and working	2	Although the showers and bathrooms worked and were clean the restroom building in general requires of lots of maintenance. Observation is that facilities have not been painted in several years, bottom of some shower doors are rusted thru and need to be replaced. Outside of restroom buildings near RV site 11 wood is beginning to rot. Outside sinks had no water and were very dirty. Restroom near rv site 38 had similar issues
J. Security		
1. Overall rating of security (this requires comments as example Homeless issue etc.)	4	No observation of any issues, guest we talked to felt safe.
H. OTHER CONCERNS: (List them in a separate sheet of paper and attach it to this list.)		
One way drive signs in camping area were not clear. Observed two vehicles going in work direction. Talked with guest and they said this is a common occurrence.		
Some areas looked over watered some areas have not been watered enough. Sprinkler system does not appear to be working properly.		
One way drive signs in camping area were not clear. Observed two vehicles going in work direction. Talked with guest and they said this is a common occurrence.		
Some areas looked over watered some areas have not been watered enough. Sprinkler system does not appear to be working properly.		

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ATTACHMENT 10

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Park Visitor Ratings 1 to 5 with 5 being Excellent

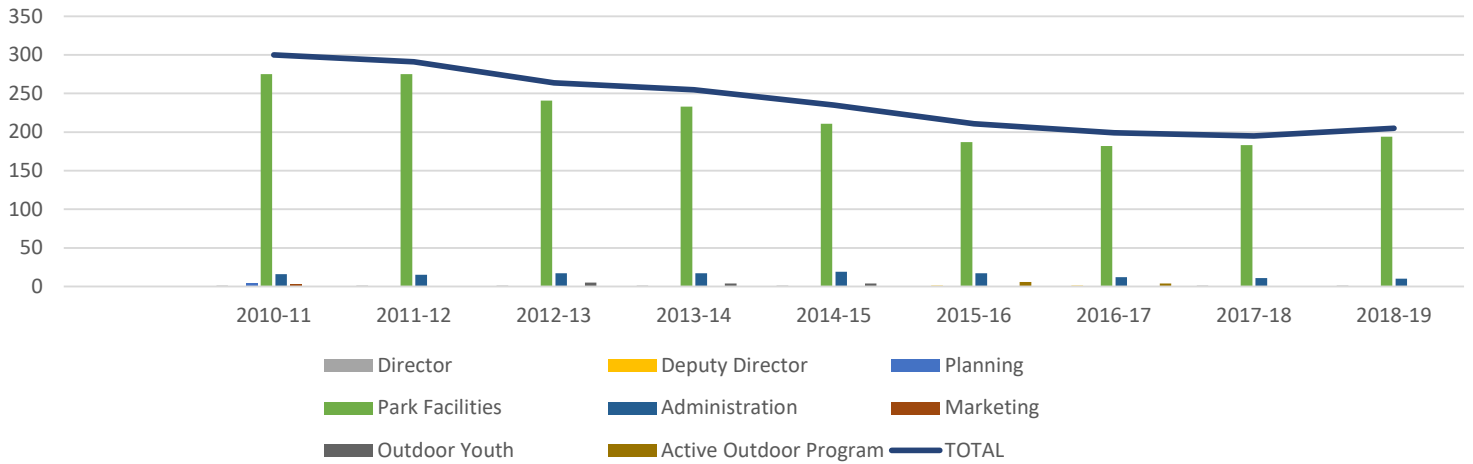


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ATTACHMENT 11

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Budgeted Staff Positions 2010/11 - 2018/19



Adopted Budget		2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Director		1	1	1	1	1	0	0	1	1
Deputy Director		1	1	1	1	1	1	1	0	0
Planning		5	0	0	0	0	0	0	0	0
Park Facilities		275	275	241	233	211	187	182	183	194
Administration		16	15	17	17	19	17	12	11	10
Marketing		3	0	0	0	0	0	0	0	0
Outdoor Youth		0	0	5	4	4	0	0	0	0
Active Outdoor Program		0	0	0	0	0	6	4	0	0
TOTAL		301	292	265	256	236	211	199	195	205

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ATTACHMENT 12

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PARK STAFF/EMPLOYEE SURVEY

Date Surveyed:

Employee Surveyed:

BY: Regional Park Committee

Park Surveyed: Guasti

Age:

What is your Title/Position?	
How long have you worked at this facility?	
What is your education level?	
Any specialized courses required?	
Have you worked with other County Departments?	
Parks....	
How is this job different from the others?	
How many hours training does the Department provide? Basic/new hire? Annual Refresher	
What is the typical wait time for work orders or requests for repair	
Are there any issues with security?	
Any problems with the transient, vagrant or homeless persons	

Any specific issue or problem you would like us to be aware of?	
On a scale of zero to 5 how would you rate your overall experience of working at the is park?	
Other questions:	

Do you have a age limit on RV'S	
Is the park supervised 24 hours per day 7 days. What are your days off?	
How are emergencies responded to? Do you have an evacuation plan? Do you have a multi hazard emergency plan?	
Is the lake water and fish tested for contaminates? Are fishing permits checked?	

Is underground electrical wiring encased? If yes with what type of encasement. Or underground piping associated with irrigation system. Any problem with irrigation line being broken by rodents etc.	
---	--

Any issues with equipment i.e. swim slides etc.	
---	--

Are you aware of a report that indicates expense and revenue for this facility?	
---	--

Do you meet regularly with other park Supt	
Who is the event coordinator for RP	

SCHOOL SAFETY

KINDERGARTEN - 12TH GRADE SCHOOLS

SUMMARY

April 2017, an intruder entered a San Bernardino school resulting in the death of a student and the student's teacher. Another student survived the shooting¹.

The San Bernardino County Civil Grand Jury in response to this tragedy and numerous national incidents such as the school shooting at Marjory Stoneman Douglas High School chose to investigate the level of preparedness in schools across San Bernardino County to mitigate the chance of an intruder doing harm.

The Grand Jury investigated the following:

1. Physical deterrents currently in use at schools across San Bernardino County;
2. Plans, and procedures covering ways for school staff to better Detect, Delay and Deter, the chance of intruders entering schools;
3. Mandated Comprehensive School Safety Plans in San Bernardino County; and
4. The availability of comprehensive, school-centered mental health programs in San Bernardino County schools to help identify troubled students.

The scope of the investigation and report is limited to, traditional public, kindergarten through 12th grade (K-12) schools within San Bernardino County.

Penal Code Section 933.5 provides jurisdiction for this investigation.

¹ [HTTPS://nytimes.com/2017/04/10/us/san-bernardino-school-shooting.html](https://nytimes.com/2017/04/10/us/san-bernardino-school-shooting.html)

BACKGROUND

Detect, Delay, And Deter:

Detect, Delay, and Deter, is a multi-layered process involving many ideas and concepts that flow across each element of school safety.

1. Detect: determine, discover²

a. **School Safety DETECT:** Locate the intruder or possible intruder before that person does harm on a school campus. Cultivate a positive school climate facilitating communications within the school and the community, stressing “Say Something,”³ establish School-Centered Mental Health Programs to identify troubled students possibly mitigating student violence,⁴ install electronic security systems, barriers such as fencing, to help to detect an intruder;

“Say Something Successes”

Two San Bernardino County schools avoided tragedy when students did “**SAY SOMETHING.**” High school students in both Oro Grande and Redlands took proactive action possibly avoiding deadly gun violence.^{5 6}

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² <https://www.merriam-webster.com/dictionary/detect>.

³ <https://www.sandyhookpromise.org/bringsaysomething>.

⁴ <https://www2.ed.gov/documents/school-safety/school-safety-report.pdf>. Page 28.

⁵ <https://ktla.com/2018/08/30/student-arrested-for-alleged-threat-to-shoot-high-school-in-oro-grande-guns-seized/>.

⁶ <https://ktla.com/2019/02/01/student-15-arrested-after-allegedly-bringing-gun-to-high-school-in-redlands-showing-it-to-friend/>.

2. Delay: hinder, slow⁷

a. **School Safety DELAY:** Slow an intruder or a vehicle using: fencing, vehicle barrier, electrically-locked and monitored single point of entry, shatter or bullet-resistant glass at the entry point, locked back and side doors, Lockout⁸ or Lockdown;

3. Deter: inhibit, prevent from doing something⁹

a. **School Safety DETER:** Lockout, school resource officers and or assigned law enforcement officers, locked gates, electronically-monitored and locked exterior doors, closed and locked classroom doors;

Detect is the first element of a layered approach to school safety. Preventing an intruder from entering a school is not always possible. Therefore, Delay and Deter must also be aspects of the school safety plan to minimize loss of life.

Comprehensive School Safety Plans

The Grand Jury found little evidence of proactive guidance covering how to Detect, Delay, and Deter an intruder from entering a school as written in the California Department of Education (CDE) “Compliance Tool for a Comprehensive School Safety Plan.”¹⁰

The Grand Jury learned “Each school district and county office of education is responsible for the overall development of all comprehensive school safety plans for its schools operating kindergarten or any of grades 1 to 12, inclusive.”¹¹

⁷ www.merriam-webster.com/dictionary/delay.

⁸ <https://www.pps.net/cms/lib8/OR01913224/Centricity/Domain/70/pareninfo.pdf>.

⁹ <https://www.merriam-webster.com/dictionary/deter>.

¹⁰ <https://www.cde.ca.gov/ls/ss/vp/safeschlplanning.asp>.

¹¹ https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=EDC§ionNum=32281

The Grand Jury found that the County Superintendent of Schools is mandated to oversee or “superintend” the 33 local superintendents and, “Visit and examine each school in his or her county at reasonable intervals to observe its operation and to learn of its problems...”.¹²

The drive to the County Superintendents office from either Needles, Trona or Baker School Districts may exceed four (4) hours. The San Bernardino Grand Jury learned visits to outlying districts by the County Superintendent and staff are infrequent. The vastness of San Bernardino County, the largest county in America¹³, has inhibited regular face-to-face meetings by the San Bernardino County Superintendent of School’s staff.

Glossary:

1. Fence: a wall, a barrier, railing, or other upright structure, to control entry.¹⁴
2. Mandatory school safety plans are written by the School Site Council¹⁵ at each school.
3. Best Practice “is a method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means....”.¹⁶
4. Closed-circuit television (CCTV), also known as video surveillance.¹⁷
5. Superintend: to direct, supervise and oversee.¹⁸

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¹² http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=EDC§ionNum=1240.

¹³ https://en.m.wikipedia.org/wiki/San_Bernardino_County,_California

¹⁴ <https://www.merriam-webster.com/dictionary/fence>.

¹⁵ <https://www.cde.ca.gov/ls/ss/vp/safeschlplanning.asp>

¹⁶ https://en.wikipedia.org/wiki/Best_practice.

¹⁷ https://en.wikipedia.org/wiki/Best_practice.

¹⁸ www.merriam-webster.com/dictionary/superintend.

METHODOLOGY

Research

The Grand Jury researched articles from many online sources. A Policeone.com article, “An action plan for school safety” summarized the content of these articles with a simple recommendation for what should be in place at all schools across San Bernardino County. “The most important thing law enforcement can teach the public is that school safety requires a layered defense....”.¹⁹

The Grand Jury searched:

- The California Department of Education (CDE) website for guidance directing the County Superintendent and school district superintendents on how to best prepare school staff to Detect, Delay, and Deter intruder threats.
- Both the San Bernardino County Superintendent of Schools and local school superintendents’ web pages for written plans and procedures.
- Articles at the Federal level for guidance on school intruder mitigation from: the Federal Bureau of Investigation (FBI), Federal Emergency Management Agency (FEMA), Department of Education, and the United States Secret Service.

Research led the Grand Jury to a Department of Homeland Security (DHS) survey, K12-School-Security-2018.xlms.²⁰ This security survey formed the basis for a short checklist to use on fact-finding visits to schools and an email survey distributed to principals mirroring the content of the checklist.

¹⁹ <https://www.policeone.com/police-products/communications/articles/471540006-An-action-plan-for-school-safety/>.

²⁰ www.dhs.gov/sites/default/files/publications/K12-School-Security-Survey-2018.xlsm.

The Department of Education, “Final Report of the Federal Commission on School Safety”²¹ provided insight into many school safety issues such as Mental Health and Counseling, and Best Practices for School Building Security.

Investigative Process

The Grand Jury interviewed the following:

1. Various school law enforcement officers who were familiar with safety preparations at their respective schools, and school districts; and
2. School Safety professionals.

The Grand Jury traveled extensively across San Bernardino County to schools on fact-finding visits. These visits covered:

1. A sample of the 33 districts and some of the approximately 550 schools;
2. Schools across elementary, middle and high school grade levels;
3. School populations of various sizes and ethnic diversities;
4. Older and newer schools; and
5. School diversity by:
 - a. Reported poverty level;
 - b. Urban school area;
 - c. Rural school area; and
 - d. Isolated, and unincorporated areas.

The Grand Jury emailed an anonymous Grand Jury survey (Attachment 2) to all K-12 principals across San Bernardino County. These survey questions mirrored those the Grand Jury asked during visits to various schools.

²¹ <https://www.ed.gov/school-safety>.

The Grand Jury presented two (2) “Town Hall Meetings” to gather parents’ and guardian’s views on the safety of their student(s) at school.

DISCUSSION AND FACTS

“Every school is different and therefore the protective measures in place will vary based on the characteristics of the site, district, and location as well as time, resources, and personnel available to the task over time. What works in a rural school may not be feasible in the inner city....”.²²

Interviews

The Grand Jury began interviews with School Resource Officers²³ (SROs) and School District Police Chiefs (Chiefs). Interviews included representatives from both the High Desert and the San Bernardino region of the Inland Empire. The Grand Jury learned there were no written directives or plans from the San Bernardino Superintendent of Schools covering Detect, Delay and Deter intruders entering schools.

The Grand Jury learned:

1. School gates are sometimes left unlocked;
2. Fencing at some schools is inadequate;
3. A single point of entry is not used at all schools;
4. Classroom doors are checked regularly;
 - a. Some doors are found open or unlocked;

²² <https://www.dhs.gov/sites/default/files/publications/K12-School-Security-Guide-2nd-Edition-508.pdf>, Page 14, 5.2.

²³ <https://nasro.org/frequently-asked-questions>

5. Some schools have recorded CCTV;
6. In one (1) school district, every school has extensive CCTV coverage with two (2) added benefits:
 - a. CCTV reduces the need for additional security personnel; CCTV is their "force multiplier" reducing personnel costs;
 - b. CCTV has reduced vandalism and losses at district schools;
7. The Grand Jury learned that during night and weekends, contracted security and city police respond to alarms; SRO availability is enhanced during school hours; and
8. The Grand Jury learned that "facial-recognition and similar technology" is desired for better detection of potential intruders.

State Audit of Comprehensive Safe School Plans

The Grand Jury obtained a public copy of the California State Auditor report, "School Violence Prevention" dated August 2017. In this report, comprehensive safe school plans were audited both in San Bernardino County Office of Education schools and, San Bernardino City Unified School District.²⁴ The Auditor wrote, "These districts and county offices are failing to monitor schools appropriately to ensure that they have procedures in place to operate in a safe manner. This lack of oversight may put students and staff at risk, because they may not know how to properly respond to an emergency.... deficiencies in the safety plans we tested were the result of lax oversight by the district and county offices we reviewed, as well as inadequate statewide guidance and oversight."²⁵

The Grand Jury found that within the structure of 33 local school district offices and the office of the San Bernardino County Superintendent, the County Superintendent is mandated to oversee

²⁴ <http://www.auditor.ca.gov/pdfs/reports/2016-136.pdf>. Page 2.

²⁵ [Ibid page 16](#)

the compliance of school safety plans. If not, according to the Auditor, students of this county will continue to be at risk.

Visits to Schools

The Grand Jury found on all school visits that principals, staff and local district superintendents, appeared to be committed to the safety of students and staff. All school management and staff cooperated with the Grand Jury investigation.

The Grand Jury used a two-page checklist at each school (Attachment 1).

At each school, the Panel drove around as much of the school as possible completing many listed items. Next, we walked toward the designated entry or check-in point, checking details on the way into the school. After entering the school, school staff assisted the Panel by answering the fact-finding questions on the checklist and by providing copies of the School Safety plan and Site Council minutes.

What the Grand Jury Observed and Determined

Using the School Safety checklist and driving around a school, the Grand Jury parked in front of these classrooms. Photo 1, below is an example of missing elements of Detect, Delay and Deter.



Missing Elements:

- No Fencing or Gate
- No Single Point of Entry
- No Vehicle barriers
- No CCTV

The entire school campus was open, and many classrooms were separated from the school offices. The Grand Jury could have been intruders and would not have been visible from the administration offices.

Using the checklist, the Grand Jury learned:

1. Fences, typically enclosed the entire school campus:
 - a. The most common was chain-link fencing, five (5) feet or higher:
 - i. Two (2) schools visited were partially surrounded by fencing;
 - ii. A few fences were greater than six (6) feet high; and
 - iii. One school was fixing small gaps intruders could slip through.
 - b. Most fences appeared to be maintained.
2. Most gates were closed and locked or chained.
3. Side and back doors on buildings were closed:
 - a. Most side and back doors were not alarmed; and
 - b. Inconsistent CCTV coverage of side and back doors.
4. CCTV coverage was inconsistent limiting effectiveness:
 - a. Not typically motion sensitive;
 - b. About half of the schools visited had coverage of entry and administration areas; and
 - c. Limited CCTV coverage of hall and common areas.

5. Vehicle barrier protection of the single point of entry varied:
- a. Some schools, because of terrain and landscapes, had a protected entry point; and
 - b. Some schools lacked barriers of any kind.
6. Most schools had a “single point of entry” except at the two (2) schools that were partially fenced:
- a. All schools had a visitor check-in policy, but procedures varied:
 - i. Some were written log books;
 - ii. One (1) school created a unique card to identify authorized persons for visits and student pickup; this school also separated entry from check-in;
 - iii. Most used electronic computer-based logs;
 - iv. Not all issued visitor tags; and
 - v. A few escorted visitors.
 - b. At one (1) school two (2) entry doors were open because of construction;
 - c. Manually locking of the entry door was most common; and
 - d. Two (2) schools separated the visitor ID check area and their electronically secured entry point.
7. The requirement for locking classroom doors varied from district to district and from school to school in the same district. The classroom door is the last chance to Delay and Deter an intruder:
- a. Many schools have multiple classroom doors that must be locked from the outside;
 - b. Classroom doors were observed to be open when a school district and the school principal’s policies required them to be closed and locked; and
 - c. The Grand Jury learned some principals allow doors to be open or unlocked even though the district policy requires them to be locked.
8. Student arrival and dismissal from school, with one (1) exception, were not observed by the Grand Jury:

a. The Grand Jury learned school personnel tasked with monitoring arrival and dismissal varied by school; and

b. The one (1) school at which the Grand Jury observed the arrival time of students, students lined up against a wall at the end of an unguarded, uncontrolled, parking lot awaiting entry to the school.

9. As a result of false fire alarms preceding and contributing to deadly incidents in some past school tragedies, the Grand Jury inquired into school fire alarm procedures. The Grand Jury learned:

a. In some schools with older alarm reporting systems, many principals evacuate right away;

b. Some elementary school principals, because of the young age of their students, evacuate immediately; and

c. At middle and high schools with alarm systems that communicate alarm.

10. Lockdown Drill frequency was inconsistent:

a. Lockdown practices at schools varied from only one (1) to many lockdown practices per year; and

b. Some principals do not perform lockdown drills.

11. Classroom communications devices were inconsistent:

a. Many school phone systems fail if the building power fails;

b. Many phones do not have a single button emergency call to staff;

c. Some schools do not have two-way intercom; and

d. One (1) school district bought smartphones with programmed features to overcome the above faults;

12. The Grand Jury investigated how many mental health specialists and psychiatric social workers were on staff; and if student counselors have training in mental health fields:

- a. Many schools visited had adopted and practice Positive Behavioral Intervention & Support (PBIS);²⁶
- b. Except at schools where students and staff have suffered recent traumatic events, there were no mental health professionals on staff; and
- c. The Grand Jury learned of a need for mental health professionals to be on staff to help identify and provide counseling to troubled students.

13. Safe school plans received from visited schools were found to be noncompliant, in some instances. These plans did not meet all the criteria of the CDE "Compliance Tool for a Comprehensive School Safety Plan."

Summation of Fact-Finding Visits and Grand Jury Research

The Grand Jury found little dissemination of ideas or measures that may better prepare school staff to detect, delay, and deter the chance of an intruder successfully entering their school. Also, there is no overall supervision of the districts as they attempt to produce Comprehensive School Safety Plans.

1. There were no written best practices covering detect, delay, and deter intruders disseminated from the County Superintendent's staff.
2. There is no consistency in Detect, Delay, and Deter preparations in schools visited and learned from the results of survey responses:
 - a. Identifying troubled students, mitigation of potential violent actions, and reaching out to the families, was limited by the lack of mental health professionals on staff;
 - b. Electronic video surveillance and monitored exterior door alarm systems were the most inconsistent element associated with Detect and Deter;
 - c. Lack of vehicle barriers as well as electrically-locked single point of entry were the most inconsistent Delay elements; and

²⁶ <https://www.pbis.org>

- d. Inconsistent Classroom door policies and in many cases disregard for district or principal directives is a major issue associated with Delay and Deter:
- i. Many classroom doors cannot be locked from inside the classroom; and
 - ii. Classroom doors with locks that must be locked from the outside expose teachers, students, and staff to intruders in lockdown situations.

In Contrast

The Grand Jury observed the San Bernardino County Superintendent's office building exhibited maximum intruder Detect, Delay, and Deter elements. Items observed were associated with fencing and single point of entry control:

- The office building fencing was wrought iron topped with pointed barbs; the pointed barbs were not seen at schools visited;
- Visitor signage was clear unlike many schools visited;
- There was a foyer type, single entry point, which was not observed at any school visited;
- Check-in was done electronically by an attendant in a separated enclosure; a picture ID was issued by the attendant through a slot that could be closed;
- The Grand Jury observed approximately one (1) inch thick acrylic/glass separating the check-in assistant from the foyer;
- There was monitored camera coverage of the foyer area and other locations, not seen at most of the schools visited;
- Interior foyer doors were electrically-locked requiring the attendant to buzz the Grand Jury into the building; and

- Inner foyer doors were constructed of multi-layered glass. This was not observed at any of the schools visited.

The Grand Jury observed none of the schools visited across the County were afforded the same level of protection against an intruder entering a school, as the County Superintendent of Schools and staff have at their office building.

Town Hall Meetings

Town hall meetings provided the Grand Jury the opportunity to work with the public. At both meetings, some attendees took Citizen Complaint forms.

1. The Grand Jury learned that an entry gate previously monitored by security personnel is now unmonitored.
2. Attendees, at one (1) meeting, recommended that parents and guardians be included in lockdown training drills, to better prepare them for an actual lockdown.

Detect, Delay, and Deter Intruders Using Collaboration between All Superintendents

California Department of Education Code, Section 35160.1 (b),

“In enacting Section 35160, it is the intent of the Legislature to give school districts, county boards of education, and county superintendents of schools broad authority to carry on activities and programs, including the expenditure of funds for programs and activities which, in the determination of the governing board of the school district, the county board of education, or the county superintendent of schools are necessary or desirable in meeting their needs and are not inconsistent with the purposes for which the funds were appropriated. It is the intent of the Legislature that Section 35160 be liberally construed to effect this objective.”²⁷

²⁷ http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=EDC§ionNum=35160.

The Grand Jury finds this Legislative action to be the heart of how collaboration between all local school superintendents and the County Superintendent to research best practices for future Detect, Delay and Deter planning can be accomplished. Equally significant is the knowledge gained through collaboration has equal importance for all school districts in San Bernardino County.

FINDINGS

F-1: There are no written San Bernardino County Superintendent of Schools plans and procedures to Detect, Delay, and Deter intruders.

F-2: Not all schools across San Bernardino County have perimeter fencing encircling the school campus creating a single point of entry. (Photo 1)

F-3: Detect, Delay and Deter procedures were inconsistent between school districts and between schools within the same school district.

F-4: Visits to schools highlighted the need for an impartial new perspective to evaluate current Detect, Delay, and Deter elements across county schools.

F-5: Schools consistently lacked current technologies such as: motion-sensitive, high-definition, video cameras, electronic door alarms and other technologies associated with modern, monitored alarm systems.

F-6: Mental Health professionals to help in the early detection of troubled students were not on staff at most schools visited.

F-7: The distance between some school districts and the San Bernardino County Superintendent's office inhibits frequent face-to-face meetings.

F-8: There is no single individual responsible for School Safety Plans in the San Bernardino County Superintendent of Schools office. There is no Director of School Safety reporting directly to the Superintendent.

F-9: There is no San Bernardino County Superintendent of Schools safety staff, available to monitor safety programs at 33 districts and 550 schools across the County.

F-10: The CDE “Compliance Tool for Comprehensive School Safety Plan” does not contain guidance on how to Detect, Delay, and Deter intruders from entering schools.

F-11: Some Comprehensive School Safety Plans reviewed on school visits, did not cover all required elements in accordance with the CDE, “Compliance Tool for Comprehensive School Safety Plan”.

F-12: The framework in CDE Code, Section 35160.1 (b) provides great latitude to superintendents in their effort to create County-wide “Best Practices” for Detect, Delay, and Deter.

RECOMMENDATIONS

19-29: Each District School Board and District Superintendent of Schools must ensure all school perimeters in their district are fenced to create a Single Point of Entry. The Single Point of Entry must be electronically locked and monitored.

19-30: The San Bernardino County Superintendent of Schools, with the collaboration of all 33 local superintendents, must establish a County written policies and procedures manual of Detect, Delay, and Deter “Best Practices” for dissemination to schools within the County.

19-31: Individual school principals and the school site councils must adopt Detect, Delay, and Deter “Best Practices” from the written policies, and procedures manual most appropriate to their school environment.

19-32: The San Bernardino County Superintendent of Schools must take a more proactive leadership position by organizing a technological team to include students and staff from school districts. This team should be directed to research and define a video surveillance and door alarm system to meet the needs of schools across the County.

19-33: The San Bernardino County Superintendent of Schools, in collaboration with all 33 local superintendents, must act on the technological team's recommendation, by researching the most efficient way to install these systems in all schools in San Bernardino County.

19-34: A clear communication chain of command must be established for each school. The chain of command must be included in the safe school plan. Schools must practice the chain of command during mandatory emergency drills.

19-35: The San Bernardino County Superintendent of Schools must create an executive safety team to train all local district superintendents and school site councils in the correct use of the CDE, "Compliance Tool for Comprehensive School Safety Plan".

19-36: Local school district superintendents must establish written procedures to review individual School Safety Plans in their district as mandated.

19-37: The County Superintendent of Schools must require local district superintendents to forward to the San Bernardino County Superintendent updated School Safety Plans for a compliance review as part of the requirement to "superintend" districts.

19-38: The San Bernardino County Superintendent of Schools in cooperation with the San Bernardino County Board of Supervisors must establish a School-Centered Mental Health program to provide all principals one (1) or more mental health professionals including a minimum of one (1) Psychiatric Social Worker for each school.

19-39: The County Board of Supervisors must provide funding for a Countywide School-Centered Mental Health program to help troubled students, on campus and in the surrounding communities. Board of Supervisors funding is required to hire a sufficient school safety staff to oversee school safety issues across 33 districts and 550 plus public K-12 schools in the County.

19-40: The San Bernardino County Superintendent of Schools must improve communication throughout the County, local school districts, and schools, by using professional online video conferencing software. All districts and schools in San Bernardino County should use the same software and be able to participate online.

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
SB County Superintendent of Schools	19-29 through 19-40	8/27/2019

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ATTACHMENT 1

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Items to Inspect	Condition or In Place	YES	NO	Comments
Ma	Entire Perimeter?			
	Height <5' ! >6'			
	Gates Locked			
Parking Area(s)	Staff Separate			
	Student Separate			
	Visitor Separate			
Entry	Single Entry			
	Vehicle Barriers			
	Remote Lock			
	Visitor ID Required			
	Visitor Tag Issued			
Back and Side Doors	Locked During School			
	Alarmed or Key Card			
	Tamper Resistant			
CCTV	Perimeters			
	Back and Side Doors			
	Entry			
	Halls			
	Other Common Areas			
Classroom Doors During Class	Auto Close and Lock			
	Locked by Teacher			
	Hallway Monitored Between Classes			
	Between Buildings			
	Locked During Class			
Who Monitors Arrival and Dismissal	Teachers			
	Staff			
	Security Personnel			

Master Checklist

Used on fact-finding visits to schools

Exhibit 1

Items to Inspect	Condition or In Place	YES	NO	Comments
Principal & Staff Requests to Provide	A Copy of Your Safe School Plan			
	Site Counsel Minutes for the Past Year			
Fire Alarm First Actions	Confirm Actual Fire			
	Begin Evacuations			
Practice Active Shooter Drills	Start of School Year			
	Monthly			
	Quarterly			
Classroom Devices	Intercom			
	Phone			
	FOB			

What Process is used to Identify Troubled Students in your school?

How Many Psychiatric Social Workers are on Staff

Mental Health Counselors

Do you or your District Mandate Classroom doors be Locked

What is your biggest concern?

ATTACHMENT 2

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This form was sent to principals for their input to the School Safety investigation

San Bernardino County Grand Jury Questionnaire												
Place an X to the right to Select Your School Grade Level			High School			Your School District						
			Middle School									
			Elementary School									
Who Monitors Arrival and Dismissal	Law Enforcement Personnel?	Yes	No	School Safety Personnel?	Yes	No	School Staff?	Yes	No			
Perimeter Fencing	Entire Campus Enclosed?	Yes	No	Fence Height in Feet	5'	6'	7'	Gates Locked?	Yes	No		
Parking Area(s) if Applicable	Staff Decal Issued			During School Hours is there a Single Entry Point?	Yes	No	Is the Entry Protected by Vehicle Barriers?	Yes	No			
	Student Decal											
	Visitor Separate											
Entry point Continued	Locked Inner and Open Outer Door type Entry?	Yes	No	Are Entry Point Door(s) remote Lockable?	Yes	No	Is Entry Point Glass Shatter Resistant	Yes	No			
Visitor Procedures	Electronic Visitor ID Check?	Yes	No	Is the Visitor Issued a Visitor ID TAG?	Yes	No	Are Visitors Escorted?	Yes	No			
Back and Side Doors	Are They Locked During the School Day?	Yes	No	If Opened, is an Alarm Sent?	Yes	No	Is Door Status Monitored	Yes	No			
School CCTV & Camera Coverage	Does your School Have CCTV?	Yes	No	Is the CCTV Monitored?	Yes	No	Is CCTV Recorded?	Yes	No			
	CCTV Coverage of Parking Areas?	Yes	No		CCTV Coverage of the Entry Point?	Yes		No	CCTV Coverage in Halls?	Yes	No	
Classroom Doors During Class Periods	Do Classroom Doors Close Automatically?	Yes	No	Are Teachers Required to Keep Doors locked?	Yes	No	Must a Teacher Open a Door to Lock it?	Yes	No			
Practice Active Shooter Drills	At the Start of the School Year?	Yes	No	How many Drills per Year?	2	4	6	Trauma Kits in Classrooms	Yes	No		
Classroom Devices	Emergency Device (FOB) for Teachers?	Yes	No	Emergency Phone or Intercom?	Yes	No	Does Phone Work if Power is Lost?	Yes	No			
How Many Psychiatric Social Workers are on your Staff?					Enter #s to the Right							
How many Trained Mental Health Counselors are on your staff?												

SENIOR SERVICES CENTERS – ON THE HORIZON

SUMMARY

The Grand Jury investigated senior centers within San Bernardino County under the authority of California Penal Code Section 925a. The investigation randomly selected two (2) senior centers from each of the five (5) Districts of San Bernardino County. There are a total of fifty-two (52) senior centers located within the county.

The Grand Jury investigated and inspected the inside and outside of the selected senior centers. The Grand Jury noted safety complications, which could harm the seniors, visitors and employees in the visited senior centers. The Grand Jury assessed the visited centers to see if the environment was conducive to a safe and healthy place to congregate.

The Grand Jury expects the county to maintain consistent and more frequent inspections of all senior centers, along with the required building maintenance and necessary repairs.

BACKGROUND

After searching other past Grand Jury Final Reports, the Grand Jury discovered there were no previous investigations of the senior centers. This study included: physical inspection (inside/outside) of the centers, safety inspections of the centers, and supervisorial management of the centers. The Grand Jury report provides recommendations that would ensure that our seniors have a safe and stress-free environment.

METHODOLOGY

The Grand Jury made physical on-site visits to selected senior centers within San Bernardino County. The investigation included:

- Physical On-Site Inspections

- Employee Interviews
- County/City Officials' Interviews
- Environmental Health Services Department Employees' Interviews

The evidence gathered through the Grand Jury investigation supported the evaluation of how the senior centers operate and assess the attitude of the seniors visiting the centers. Pictures, documents, and interviews support the subcommittee's findings and recommendations.

DISCUSSION

In general, evidence revealed these areas of concern:

- The Physical Condition (Structural and Outside Areas)
- Emergency Evacuation Procedures
- Health and Safety Inspections
- The Complaint Process
- Supervision

Asbestos Discovered at a Senior Center

This center has been in operation since 1969. During an on-site inspection, the Grand Jury observed a damaged ceiling in the lunchroom/game room of the senior center. Specifically, a piece of the ceiling was missing with several 1/4-inch holes surrounding the larger hole. The holes were located approximately eighteen (18) feet from the dining tables. As a result of this observation, the Grand Jury immediately reported this to the responsible agency. These items were tested by an independent contractor who reported asbestos.

Air Curtain/Fly Fan in Food Service Areas Not Working

“An air curtain is a fan-powered device that creates an invisible air barrier over the doorway to efficiently separate two (2) different environments without limiting the access of the people. It

keeps the atmosphere clean from pests and insects, airborne pollution and odors.” One (1) senior center had a fly fan that was not working. Rust was observed.

Employee Restroom in the Kitchen

A senior center had an employee restroom in the kitchen area with a door that opens into the kitchen approximately fifteen (15) feet from a food preparation area. The restroom did not have a window or a working ventilation fan. The Grand Jury’s concern is that gaseous odors may contaminate the food. The Grand Jury highly recommends that the door be moved to an area not adjacent to the kitchen.

One (1) of the visited senior center’s door leading into the food preparation area would not automatically close as designed. This could allow vermin to enter the food preparation area.

Outside Safety Hazards

The Grand Jury observed the senior centers’ surrounding outdoor area. One (1) center had elevated breaks in the sidewalk leading to the front door of approximately two (2) inches in height. Potholes were observed in the driveway approximately one (1) foot in diameter. This was a potential tripping hazard.

Emergency Evacuation Procedures Need Improvement

The safety of all occupants of the senior centers must be a top priority. The Grand Jury discovered that safety and evacuation drills were not conducted regularly. There were numerous attendance sheets located throughout the senior centers but the sign-in process was not enforced with any consistency. It was not possible to get an accurate representation of who is in the building at any given time. It would be difficult to conduct the safety and evacuation duties under these conditions. It was also observed, with the exception of one (1) visited senior center, that multiple evacuation charts were posted throughout the buildings.

Also, except for one (1) center, there was no record of safety and evacuation drills being conducted. The Great American Shakeout, which is a countywide earthquake drill conducted in October, had limited participation by the visited senior centers.

No Regular Safety Inspections Were Performed

The Grand Jury learned of a complaint of a cockroach infestation at a senior center, on September 11, 2018, which resulted in a six (6) day closure of the center. After six (6) days, the center was reopened. Upon reopening an inspection took place, and it was noted that additional inspections would be required. The Grand Jury Senior Citizens Committee visited the center in November 2018. During that visit, roaches on the ceiling in the card game room were observed by two (2) members of the Grand Jury. There was a county inspection scheduled in December of 2018, but due to the holiday season, it was not completed. The next recorded inspection wasn't completed until March 18, 2019, nearly six (6) months after the initial closing. The Grand Jury discovered through an Environmental Health Services employee interview, that the lack of trained inspectors, along with the departure of certified inspectors, had a significant impact on the regularity of the inspections. Also, the health permit had expired and was renewed during the thirty (30) day grace period. No inspection was done during that period. Consistent inspections are required by San Bernardino County of all the senior centers. It was discovered that frequent inspections of the senior centers have gone unaddressed by various San Bernardino County departments. The Grand Jury Senior Committee discovered fire safety violations that had not been addressed for four (4) years (2-2-2015 until 1-29-2019). Some violations listed were combustible materials and non-functional fire extinguishers. The Grand Jury discovered that re-inspections only happen once a year depending on the severity of the violations. The Grand Jury recommends re-inspections be conducted more frequently.

The Complaint Process for Seniors Is Inadequate

With the exception of one (1) facility, the Grand Jury found no formal complaint process in place. It is important to have such a process in place which would allow concerned seniors and guests to place an anonymous complaint without fear of retaliation. Several senior centers had

complaint forms at the front desk. This is not an effective method due to the lack of anonymity. One (1) of the centers had a complaint box in place, but the Grand Jury did not find the box labeled, nor were there any blank complaint forms. These forms were only in English.

Lack of Supervision

It was not apparent to a person entering a senior center who was the person in charge of the facility. At each center visited, the Grand Jury did not observe any information identifying a person in charge of any particular senior center. Business cards should be available at the front desk, but the Grand Jury did not see any business cards, phone numbers, or photographs at the front desk. The Grand Jury experienced frustration in locating the accountable or responsible person who oversees San Bernardino Community senior centers.

Other Items of Disrepair

The Grand Jury noted these other areas of concern:

One (1) center had a large piece of paint, approximately 12 x 18 inches falling off the ceiling within approximately five (5) feet from the dining area. In several of the senior centers, the exit signs were not illuminated, and the Grand Jury observed that none of the centers visited had an exit sign at floor level.

One (1) visited center had entertainment equipment on the premises. The entertainment equipment (billiard tables, billiard balls, cues) used in this center were in a state of disrepair and did not have all the components to enjoy the game as originally intended. There were billiard balls scattered on the floor approximately five (5) feet from the dining area, and the possibility of a fall was noted.

There was a cart of eight (8) acrylic paint containers, one being open, approximately twenty (20) feet from the dining area. Tables and chairs in one (1) center were too close together which did not allow ease of access of the seniors which require the use of a wheelchair or a walker. The van

used for the inter-center delivery was found to be dirty and serving trays transported were not protected from the elements.

Sexual Orientation Questions as a Requirement to Eat

The meals are available to all seniors upon completion of a required questionnaire. The questionnaire had to be completed prior to lunch being served. One (1) of the questions required the seniors to identify his or her sexual preference, which the Grand Jury found to be offensive. The Grand Jury could not understand why the question of sexuality is important to get a meal.

CLOSING

In 2011 the first of the baby boomers turned sixty-five (65) and make up a “silver tsunami” to hit the state roadways. There will be an additional 7,000-10,000 new seniors each and every day between now and 2030. It is essential that the senior centers follow the lead of the California Department of Motor Vehicles as they prepare for the pressing increase of our seniors.

FINDINGS

F-1: Potholes were observed in the driveway approximately one (1) foot in diameter leading to the food delivery area.

F-2: Breaks in the sidewalk observed approximately two (2) inches elevated leading to the front door.

F-3: No information posted identifying the director or supervisor of each center visited.

F-4: Senior sign-in attendance sheets are not accurately kept.

F-5: Roaches at one senior center were observed.

F-6: Non Family Services Association (FSA) van used to transfer lunches from one center to another was not clean in the area where food was transported.

F-7: Food trays that were transported from one center to another were exposed to unsanitary conditions inside the van.

F-8: One senior center the tables and chairs were too close together in the lunchroom, which hindered the mobility of seniors using wheelchairs and walkers.

F-9: Activity calendars are posted listing monthly activities and programs.

F-10: Print on the activity calendars was small and not easily readable.

F-11: Activity calendars were not bilingual.

F-12: A large piece of ceiling material was missing over dining and game room area with several ¼-inch holes surrounding the larger hole.

F-13: The Grand Jury was informed asbestos was found.

F-14: The San Bernardino County Department of Aging and Adult Services questionnaire required to be filled out before the seniors can receive lunch was found to contain inappropriate sexual orientation questions.

F-15: There were billiard balls scattered on the floor approximately five feet from the dining area.

F-16: There was a cart of eight (8) acrylic paint containers, with one (1) open, approximately twenty (20) feet from the dining area.

F-17: One (1) billiard table at one (1) senior center was covered with a craft project material which included paper, boxes, marking pens and a roll of twine.

F-18: The felt on the top of the billiard table was torn and mended with duct tape.

F-19: A large section of peeling paint approximately 12x18 inches was hanging from the ceiling approximately five (5) feet from the dining area.

F-20: All the visited senior centers, with the exception of one (1), had multiple emergency evacuation charts posted though out the center.

F-21: There is no record of any emergency or safety evacuation drills being conducted.

F-22: Except for one (1) facility, the Grand Jury Senior Committee found no formal complaint process in place allowing seniors to make anonymous complaints.

F-23: The complaint forms were not bilingual.

F-24: One (1) senior center had complaint forms on the premises, but not readily accessible to individual seniors.

F-25: With the exception of one (1) senior center visited, there was no method to keep track of the senior citizens' complaints.

F-26: Exit signs over the majority of doors were not illuminated.

F-27: There were no exit signs at floor level in case of a smoke-filled room and a person must crawl to exit the building.

F-28: Employees handling food were observed wearing hairnets and gloves.

F-29: Food was checked with a thermometer for proper temperature.

F-30: Some of the senior centers utilized the Meals on Wheels program which coordinated meals to be delivered to seniors who were homebound.

F-31: Not all the fly fans at the senior centers were working correctly. One (1) senior center did not have a fly fan installed.

F-32: One (1) senior center food delivery door was not able to close automatically.

F-33: A food delivery door was propped open approximately ten (10) feet from a full, open trash dumpster during a food delivery.

F-34: An employee restroom was observed in the kitchen area with a door that opens out into the kitchen approximately fifteen (15) feet from a food preparation area.

F-35: The same restroom mentioned in F-34 did not have a working exhaust fan or window inside the restroom.

F-36: Fire safety inspections are only tentatively scheduled once a year.

RECOMMENDATIONS

19-41: The grounds surrounding each senior center be free of tripping hazards.

19-42: The Senior Services Centers be maintained to a level that does not allow seniors or visitors any harm.

19-43: Each senior center must post, at the front desk, a picture, name and phone number of each supervisor or responsible accountable person of said senior center.

- 19-44: All persons on the premises must be signed in by a staff member.
- 19-45: Employee responsibilities must be assigned and documented as to what tasks are to be performed during a safety evacuation.
- 19-46: A safety evacuation drill be performed and documented at least twice a year by the supervisor of each senior center.
- 19-47: Lunch vans used for intra-center delivery of food and supplies must be kept clean and sterile.
- 19-48: Lunch trays that are shipped intra-center must be placed in a sterile and sealed transporting containers.
- 19-49: Immediately remove the asbestos that was found and documented in one (1) senior center.
- 19-50: All senior centers be checked for asbestos and removed if found.
- 19-51: Billiard tables in need of repair either be repaired, replaced or removed.
- 19-52: Billiard tables should not be used for any other purpose.
- 19-53: Supervisor must ensure each senior center be cleaned and organized.
- 19-54: All fly fans should be operational.
- 19-55: All kitchen doors should function properly.
- 19-56: All dumpsters must be closed and stored in their designated location away from food.

19-57: The restroom door that opens into the kitchen area be relocated and an appropriate, working fan or window be installed in the restroom.

19-58: A third party be assigned to administer a formal complaint process. This would include a locked, complaint box with an initial contact by a third party, with the results provided to the Senior Center director and the Board of Supervisors.

19-59: All exit signs must be illuminated at all senior centers.

19-60: Establish a centralized administrative structure to direct and oversee the operation of all Senior Service Centers in San Bernardino County.

19-61: Bi-annual fire and safety inspections be performed by the San Bernardino County Fire Marshal at all Senior Service Centers.

19-62: An inspection for vermin to be done by San Bernardino County Environment Health Services weekly at all Senior Service Centers in which an infestation has been observed.

<u>AGENCY</u>	<u>RECOMMENDATIONS</u>	<u>DUE DATE</u>
San Bernardino City Parks & Recreation	19-41 through 19-62	9/26/2019

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EXHIBIT 1

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EXHIBIT 2

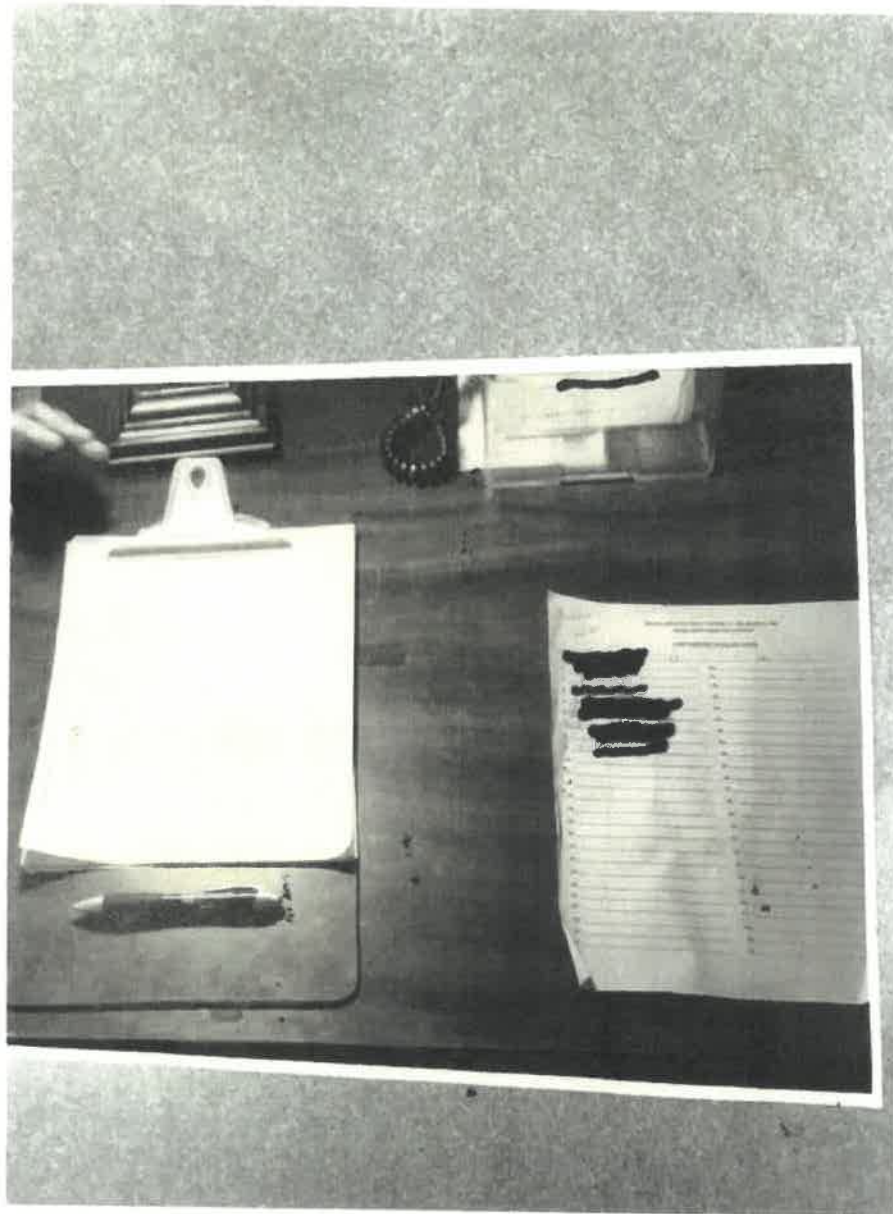
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EXHIBIT 3

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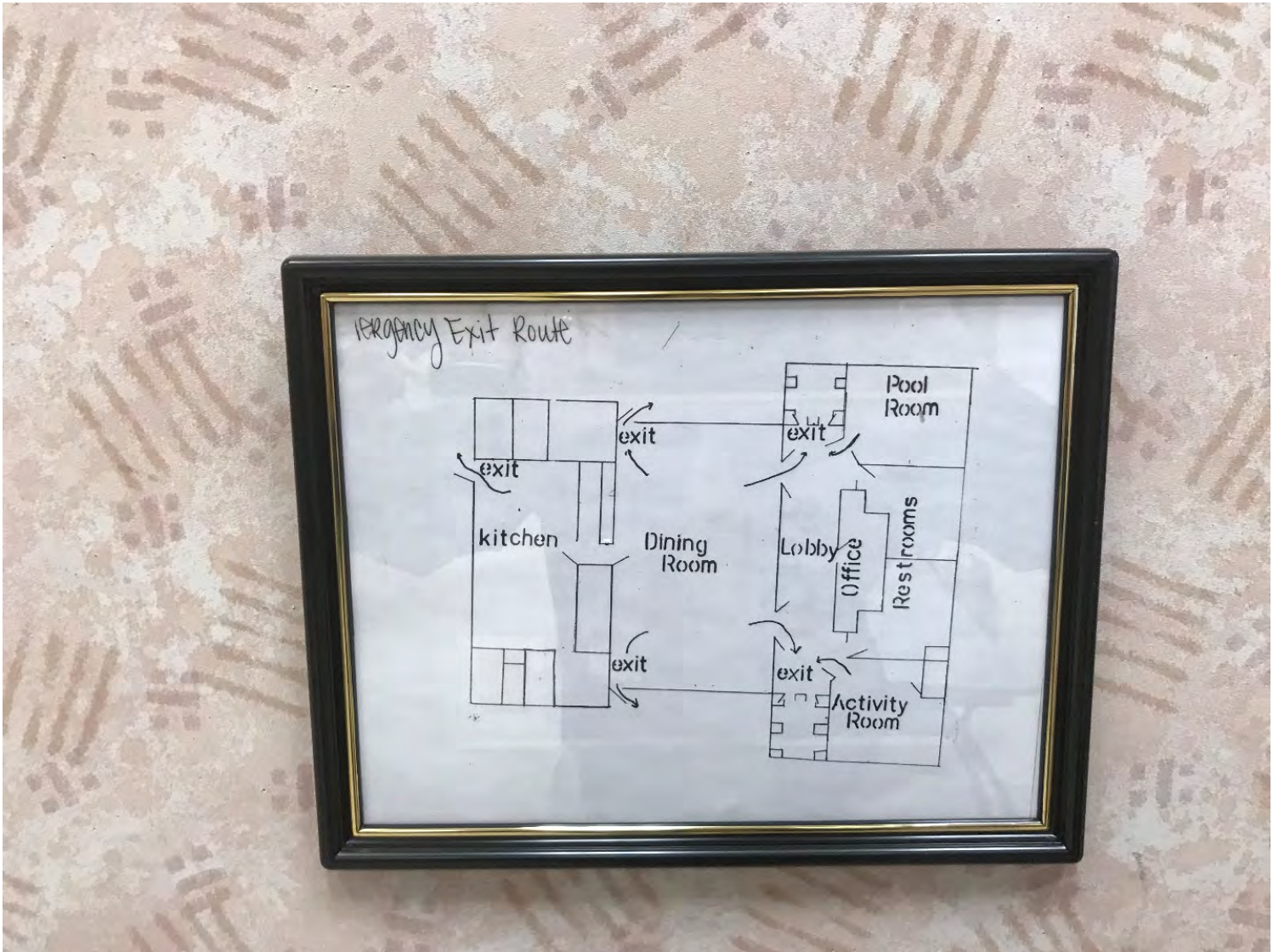
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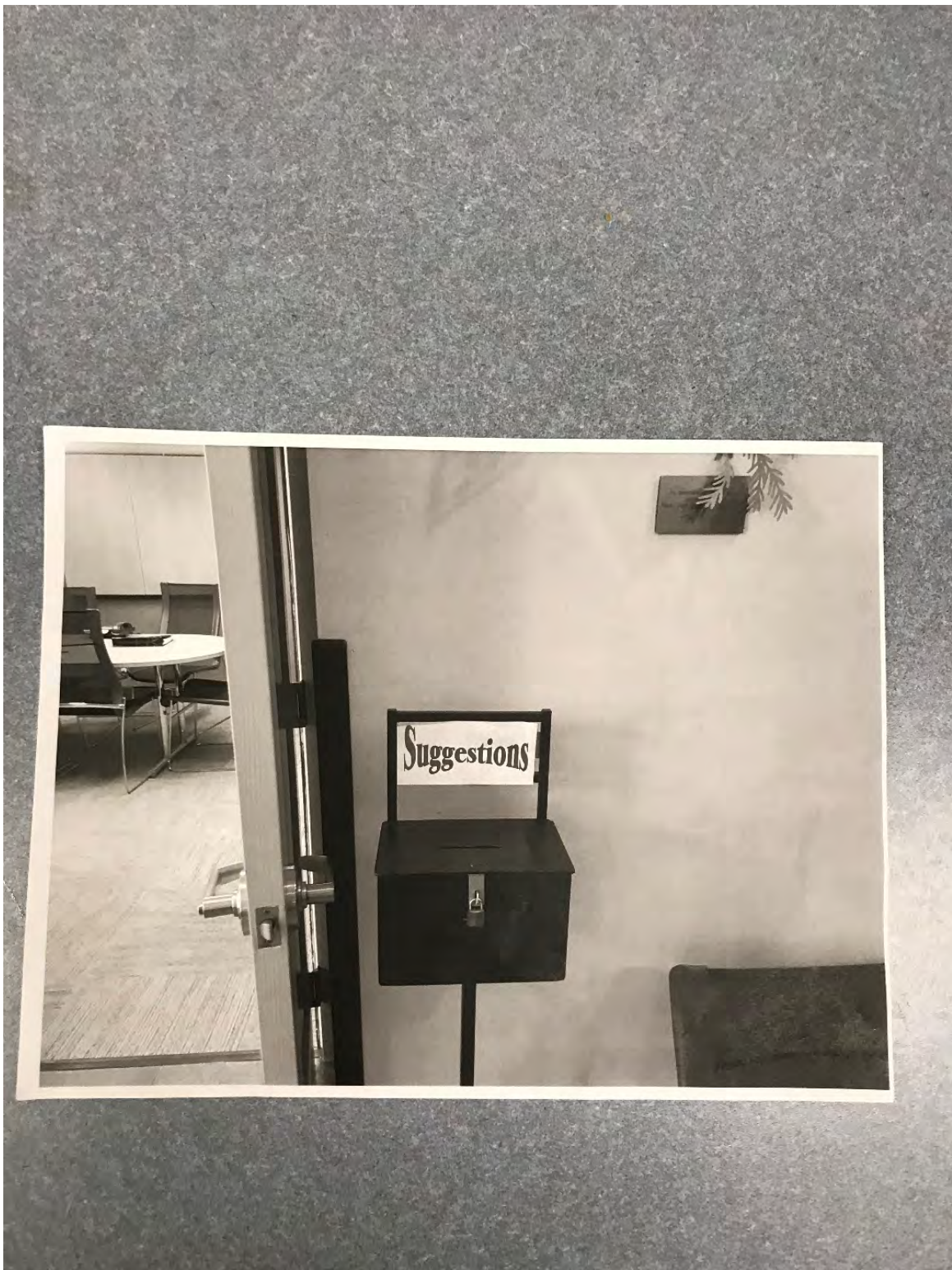
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EXHIBIT 18

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Information regarding the
San Bernardino County Grand Jury
or an application to serve on the Grand Jury
can be obtained by contacting the

Office of the Grand Jury
172 West Third Street, Second Floor
San Bernardino, CA 92415-0243

Office: (909) 387-9120

Information is also provided on the website at <http://cms.sbcounty.gov/grandjury/Home.aspx>