

**AGENDA**  
**RECREATION COMMITTEE MEETING**  
**Wednesday, April 7, 2021 at 9:00 A.M.**  
**District Headquarters, Board Room, First Floor**  
**1701 N. Lombard Street, Oxnard, CA 93030**

Meeting attendees should be aware that the meetings of the Committee are, as required by law, open to the public and the District has very limited powers to regulate who attends Committee meetings. Therefore, attendees must exercise their own judgement with respect to protecting themselves from exposure to COVID-19, as the District cannot ensure that all attendees at public meetings will be free from COVID-19.

In addition to its public meeting, people may choose to participate virtually using the Webex video conferencing application. To participate in the Recreation Committee Meeting via Webex, please click on this link:

<https://unitedwaterconservationdistrict.my.webex.com/unitedwaterconservationdistrict.my/j.php?MTID=md1e1bda2d0b5378a4db5db278d537ac1>

**Meeting number:** 126 761 2071

**Password:** CampFish (22673474 from phones)

**To join by phone:** 1-408-418-9388 (audio only, toll rates apply)

**Access code:** 126 761 2071

**OPEN SESSION 9:00 A.M.**

**Committee Members Roll Call**

**1. Public Comment**

The public may address the Recreation Committee on any matter not on the agenda within the jurisdiction of the Committee. All comments are subject to a five-minute time limit.

**2. Approval of Minutes**

**Motion**

The Committee will review the Minutes from the March 3, 2021 meeting.

**3. UWCD Board of Directors Motion Items (April 14, 2021 Meeting)**

The Committee will review and discuss the following agenda items to be considered for approval at the April 14, 2021 Board of Directors meeting. The Committee will also formulate a recommendation to the entire Board based on the discussions with staff.

**3a. Board Agenda Item 4.2: Resolution 2021-08 Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program, and Reservation/Cancellation/Refund Guidelines**

**Motion**

The Board will consider approving Resolution 2021-08, establishing Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program and Reservation/Cancellation/Refund Guidelines



4. **Economic Update**  
**Information Item**

The Committee will receive an oral report and presentation from staff on the visitation and revenue figures associated with Recreation Area.

5. **Monthly Operational Update**  
**Information Item**

The Committee will receive and review the monthly report. Additionally, the Committee will receive an oral report and presentation from staff which includes ongoing tasks and activities from the Lake Piru Recreation Area for the month of March 2021.

6. **Future Agenda Items**

The Committee will suggest issues or topics of discussion they would like added to future agendas.

**ADJOURNMENT**

**Directors:**

Chair Sheldon G. Berger  
Mohammed A. Hasan  
Edwin T. McFadden III

**Staff:**

Mauricio E. Guardado, Jr.  
Clayton Strahan  
Josh Perez  
Zach Plummer  
Jackie Lozano

*The Americans with Disabilities Act provides that no qualified individual with a disability shall be excluded from participation in, or denied the benefits of, the District's services, programs, or activities because of any disability. If you need special assistance to participate in this meeting, or if you require agenda material in an alternative format, please contact the District Office at (805) 525-4431. Notification of at least 48 hours prior to the meeting will enable the District to make appropriate arrangements.*

Approved: \_\_\_\_\_

  
General Manager Mauricio E. Guardado, Jr.

Posted: (Date) April 2, 2021

(time) 3:00p.m.

(attest) Jackie Lozano

At: United Water Conservation District Headquarters, 1701 N. Lombard Street, Oxnard, CA 93030

Posted: (Date) April 2, 2021

(time) 3:00p.m.

(attest) Jackie Lozano

At: [www.unitedwater.org](http://www.unitedwater.org)

**MINUTES**  
**RECREATION COMMITTEE MEETING**  
**Wednesday, March 3, 2021 at 9:00 a.m.**  
**UWCD Headquarters, Board Room**  
**1701 N. Lombard Street, Oxnard, CA 93030**

(In addition to its public Recreation Committee Meeting, the public could also choose to participate virtually using the Webex video conferencing application.)

**Committee Members Present:**

Chair Sheldon G. Berger  
Mohammed A. Hasan  
Edwin T. McFadden III

**Staff Present:**

Mauricio E. Guardado, Jr., general manager  
Clayton Strahan, chief park ranger  
Josh Perez, human resources manager  
Zachary Plummer, IT administrator  
Jackie Lozano, administrative assistant  
Kurt White, park ranger  
Peter Witman, park ranger  
Maryam Bral, chief engineer

**Public Present:**

None

**OPEN SESSION 9:02 a.m.**

Chair Berger called the meeting to order at 9:02 a.m.

**Committee Roll Call**

Clerk called the roll. Directors McFadden and Berger were participating via WebEx as well as Director Hasan who joined the meeting at 9:19 a.m.

**1. Public Comment**

Chair Berger asked if there were any public comments. None were offered.

**2. Approval of Minutes**

Motion to approve the Committee Minutes from February 3, 2021, Director McFadden; Second, Director Berger. Two ayes (McFadden, Berger); none opposed, one absent (Director Hasan). Motion carried 2/0/1.

**3. Administrative Update**

Chief Park Ranger Clayton Strahan provided an overview and presentation to Committee on the visitation and revenue of the Recreation Area through the month of February.



Information Item. No comments or questions from the Committee, and no action was taken.

No comments or questions from the public.

#### **4. Monthly Operational Update**

The Committee received and reviewed the monthly report, as provided in the agenda packet. Mr. Strahan presented an overview of the monthly activities for February 2021 (presentation attached). He also provided information on the proposals going out for the concierge service. Further mentioned, the National Marine Association reported boating sales were up in 2020 and he had seen a significant increase in boating and camping. A demonstration of the Recreation Area revenue software MySites was provided to the Committee. Director McFadden commented, it is encouraging considering COVID that the lake is thriving and how plans are moving forward for setting up for the future.

Information Item. No further comments or questions from the Committee, and no action was taken.

No comments or questions from the public.

#### **5. Future Agenda Items**

Chair Berger polled the Committee as to any future agenda items.

- Requested at some point, when safe for everyone, provide a tour of the Recreation Area for the Board/Recreation Committee highlighting what has been done and what is proposed for the future.
- Special to note, a social media blast had gone out informing the public of the reopening of the Pothole Trail to hikers. Mr. Strahan had a radio interview coming up with KCLU discussing this topic.
- Update on the Recreational Master Plan
  - Director Hasan appreciated the information provided on what is being done at the lake but would like the Committee to look beyond to ensure all tasks are following a master plan. General Manager Mauricio Guardado responded that the District currently has a master plan drafted and is working to develop a more finalized plan for the whole area to address mid-term and long-term projects. Chief Engineer Maryam Bral will provide a brief update to the Committee on their progress of securing an outside consultant and a status of progress of the master plan.
- Update on Sediment Removal
  - Director Hasan proposed to the Board that the action of addressing the silt deposits at the lake be addressed. Ms. Bral provided comment. She added sediment management at the lake is one the Districts' CIP projects and the team is working on finalizing a proposal that was received from one of their consultants for the sediment removal. Bathymetric surveys were performed in 2020 with results being compared to 2015 data. Results were presented to the Board prior to Director Hasan's appointment. Chair Berger indicated he would appreciate an update to the Committee on the sediment management. An update on the sediment survey is anticipated to be presented for the full Board at their regularly scheduled March meeting.



**ADJOURNMENT 9:34 a.m.**

Motion to adjourn the meeting, Director McFadden; Second, Director Hasan. Meeting was adjourned by Chair Berger at 9:34 a.m.

I certify that the above is a true and correct copy of the minutes of the UWCD Recreation Committee meeting of March 3, 2021.

ATTEST: \_\_\_\_\_  
Sheldon G. Berger, Chair



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## Visitation and Revenue Recap

2021 vs. 2020  
Day Use plus Camping Revenue and Visitation Comparison

Year	Day Use Revenue	Camping Revenue	Combined Revenue	Persons	Vehicles	Vessels
2021	\$27,414.50	\$10,437.00	\$37,851.50	4,284	2,054	333
2020	\$6,380.30	\$52,643.00	\$58,951.30	947	488	156

- 2021 revenue and visitation figures are current through February 23, 2021.
- 2020 figures are for entire month and were provided by PMC. To provide equivalent comparison, camping revenue and visitation are not included, as the District is not currently open for these areas.
- 330% increase in Day Use Revenue** between January 1 and February 23 (2021 vs. same period 2020)
- 313% increase in daily Camping Revenue** collected January and February (2020 vs. February 2021 collection period – \$833/day 2020 vs. \$2,609/day 2021)

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## Operational Update Irrigation System Repairs

- Contracted pacific vista landscape to perform irrigation and landscape repairs
- Three main line leak repairs
- Five lateral lines repairs
- Replaced one irrigation valve and one gate valve
- Traced 17 to 21 timer wires
- Reprogrammed all 21 DC latching nodes to restore temporary automation to the system

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## Operational Update Information Technology Purchases and Installations

- Purchased three desktops, three cash drawers and two receipt printers
- Purchased three Wi-Fi enabled credit card readers
- Repurposed four Apple iPads previously used by vessel inspectors
- Continued with Wi-Fi including
  - Radio installation
  - Installation of new poles
- Setup reservation and payment portal on all District devices

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## Operational Update Miscellaneous Maintenance

- Cleaned onsite pump barge as part of the District's annual Department of Public Health Sanitary Survey Inspection
- Repaired the hydraulic ram to the onsite dump trailer
- Performed minor plumbing repairs to the Domestic Water System

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## Operational Update

### Tree Mitigation Replacement & Repair Project



- Contracted Pacific Vista Landscape to perform services to include:
  - Replacement of 300 feet of drip line with hard piping
  - Purchase of 11 replacement sycamore trees
  - Planted the 11 replacement trees

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## Operational Update

### Signage and Repair



- Installed new Park Ordinance posters
- Purchased new Quiet Hours signs
- Purchased a new fee schedule sign
- Reset downed signs
- Reset damaged site markers

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### Operational Update

#### Park Clean-up: Resident Row & Bone Yard

- Cleaned-up residents' area to include:
  - Trimming vegetation, removing debris minor grading of sites
- Removed debris and vegetation in bone yard (ongoing)
  - Removed eight forty-yard bins to date
- Removed debris and litter along Piru Canyon Road and at Santa Felicia Dam overlook

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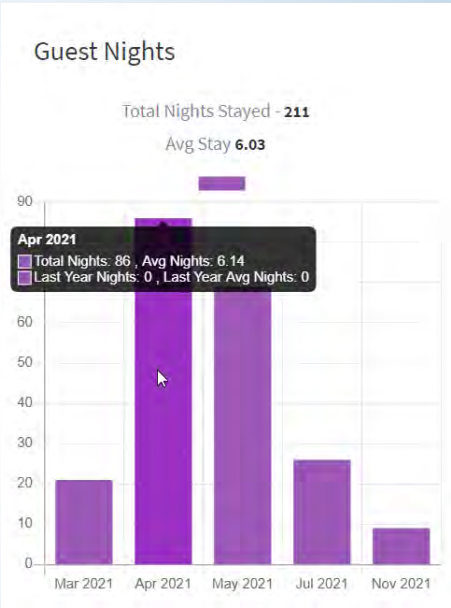


<https://lp.bookmysites.com/login>

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- 33 reservations made between February 19 and February 21, 2021.
  - 29 made via mobile app
  - 4 made on desktop

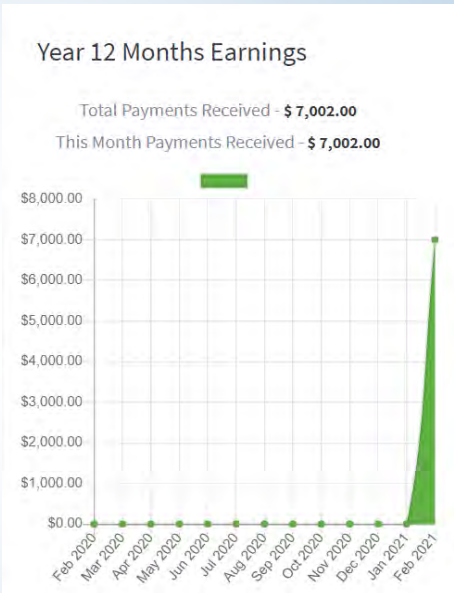
Guest Nights



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12-Months Earnings



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### **Staff Report**

**To:** UWCD Recreation Committee

**Through:** Mauricio E. Guardado, Jr., General Manager

**From:** Clayton W. Strahan, Chief Park Ranger

**Date:** March 24, 2021 (April 7, 2021 meeting date)

**Agenda Item:** 3a (Board Motion item 4.2) **Resolution 2021-08** Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program, and Reservation, Cancellation and Refund Guidelines  
**Motion**

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#### **Staff Recommendation:**

The Committee will review Resolution 2021-08, establishing Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program and Reservation/Cancellation/Refund Guidelines, and supporting documents and consider recommending approval of Resolution 2021-08 to the full Board.

#### **Discussion:**

In May of 2019, the Board received a draft fee schedule for fees at the Lake Piru Recreation as proposed by Parks Management Company (PMC), United's then concessions service provider. The fees proposed were supported by the current operations at the time. As the Board is aware, on December 31, 2020, PMC's agreement with the District expired, and on January 1, 2021, United resumed operational oversight of the facilities. Based on staff's takeover of management responsibilities of the Lake Piru Recreation Area facilities, staff has identified changes and/or additions to the existing fee schedule as noted below:

1. Propose changing the daily vehicle fee from \$14 per day currently to:
  - a) \$10 per day Non-Peak Season and \$14 per day Peak Season to maintain consistency with an unapproved change made by PMC and practiced for the past 19 months.
2. Propose changing Group Camp 2 individual site rental from \$30 per night to:
  - a) \$25 per night Non-Peak Season and \$32 per night Peak Season to be consistent with fees associated with all other basic hookup campsites in the park. PMC was not charging consistently for individual sites associated with the Group Camp 2 site.
3. Reduce the daily motorcycle fee from \$9 per day to \$8 per day, regardless of season.
4. Increase the reservation fee from \$9 to \$10, regardless of season.

**3a     Resolution 2021-08 Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program, and Reservation/Cancellation/Refund Guidelines Motion**

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5. Adopt a new \$100 refundable cleaning deposit for all group camp sites.
6. Adopt a new \$50 cancellation fee for all group camp sites.
7. Adopt new Wi-Fi fees of \$8.99 per day, \$22.99 per week, or \$39.99 per month, regardless of season.

Staff is requesting the Board approve a Loyalty Rewards and Incentives Program as part of the 2021 Lake Piru Fee Schedule to appeal to, attract and encourage greater visitation among various organizations, nonprofits, and/or military service members. Staff believes this Loyalty Rewards and Incentives Program will enhance visitation at times when the park has historically seen little to no visitation. It is assumed that these rewards and incentives will enable staff to enhance revenue growth and revenue opportunities. The proposed Loyalty Rewards and Incentives are noted below and highlighted at the bottom of Attachment A. Loyalty Rewards and Incentives apply only to camping fees. All other fees apply.

1. 10% Discount on camping for all Active-Duty Military and Law Enforcement. Must present badge and/or I.D.
2. 10% Discount on camping (excluding all major holidays) for those with an active AAA, Airstream, AARP, or Good Sam Membership.
3. 5% Discount on camping for Annual Pass holders (excluding all major holidays).
4. Fall Special (October): Pay for two weeknights of camping and get one weeknight free (Non-Peak Season). Offer is valid Monday to Thursday only.
5. Thanksgiving Special (November): Pay for three nights of camping (or more) and receive one free night.
6. Holiday Special (Dec. and Jan.): Buy one night of camping and receive one-night free, limited to two free nights per visit. All additional fees apply.
7. Peaked Promotion (Peak Season): Pay for two weeknights of camping and get one weeknight free (Non-Peak Season). Offer is valid Monday to Thursday only.
8. Multiplier Promotion: Rent four or more camp sites (two-night minimum) during the Non-Peak Season and receive a 10% discount.
9. Organizational Group Rates: Organizational groups shall receive a 15% discount on all camping fees with the approval of the District's Chief Park Ranger (Scouts, nonprofits, schools, and church groups).

To align the Lake Piru operation with United's financial policies and procedures, draft Reservation, Cancellation, and Refund Guidelines were developed. The purpose of the proposed draft guidelines, attached herein, is to ensure proper cash handling practices and to protect the District from lost revenue and business. The attached guidelines provide clear direction to recreation staff involved with cash handling practices. The guidelines are further expected to provide Lake Piru guests with

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**3a     Resolution 2021-08 Lake Piru Recreation Area Fees, Fee Administration, Loyalty Rewards Program, and Reservation/Cancellation/Refund Guidelines Motion**

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a clear and concise understanding of the financial guidelines associated with services rendered at the Lake Piru Recreation Area. The attached guidelines address:

- Cancellations
- “No Show” Cancellations
- Refunds
- Reservations
- Checking-In and Checking-Out Procedures
- Deposits

It is staff's recommendation that the Board consider and approve the draft guidelines.

**Fiscal Impact:**

Staff anticipates that these changes and guidelines will facilitate improved customer service which, in turn, could have a positive fiscal impact on Lake Piru Recreation Area's future revenue.

**Attachment A – Resolution 2021-08**

**Attachment B -- Lake Piru Recreation Area Fee Schedule**

**Attachment C – Lake Piru Recreation Area Reservations/Cancellations/Refund Guidelines**

**RESOLUTION 2021-08**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
UNITED WATER CONSERVATION DISTRICT  
APPROVING THE 2021 LAKE PIRU RECREATION AREA FEE SCHEDULE,  
FEE ADMINISTRATION, LOYALTY REWARDS PROGRAM, AND  
RESERVATION/CANCELATION/REFUND GUIDELINES**

**WHEREAS**, on December 9, 2020, the Board of Directors (Board) of United Water Conservation District (District) adopted Amended and Restated Ordinance No. 15 (Ordinance No. 15), establishing rules and regulations for public use of properties owned by United, including the Lake Piru Recreation Area; and

**WHEREAS**, Section 3.1 of Ordinance No. 15 provides for the Board to establish by resolution public use fees for entering into and use of various the Lake Piru Recreation Area facilities; and

**WHEREAS**, on January 1, 2021, United resumed operational oversight of the Lake Piru Recreation Area facilities, and, based on staff's takeover of management responsibilities, identified changes and/or additions to be made to the existing fee schedule as noted herein:

1. Propose changing the daily vehicle fee from \$14 per day currently to \$10 per day Non-Peak Season and \$14 per day Peak Season.
2. Propose changing Group Camp 2 individual site rental from \$30 per night to \$25 per night Non-Peak Season and \$32 per night Peak Season.
3. Reduce the daily motorcycle fee from \$9 per day to \$8 per day, regardless of season.
4. Increase the reservation fee from \$9 to \$10, regardless of season.
5. Adopt a new \$100 refundable cleaning deposit for all group camp sites.
6. Adopt a new \$50 cancellation fee for all group camp sites.
7. Adopt new Wi-Fi fees of \$8.99 per day, \$22.99 per week, or \$39.99 per month, regardless of season.

**WHEREAS**, staff is also recommending a Loyalty Rewards and Incentives Program as part of the 2021 Lake Piru Fee Schedule to appeal to, attract and encourage greater visitation among various organizations, nonprofits, and/or military service members as noted herein:

1. 10% Discount on camping for all Active-Duty Military and Law Enforcement. Must present badge and/or I.D.
2. 10% Discount on camping (excluding all major holidays) for those with an active AAA, Airstream, AARP, or Good Sam Membership.
3. 5% Discount on camping for Annual Pass holders (excluding all major holidays).
4. Fall Special (October): Pay for two weeknights of camping and get one weeknight free (Non-Peak Season). Offer is valid Monday to Thursday only.
5. Thanksgiving Special (November): Pay for three nights of camping (or more) and receive one free night.



6. Holiday Special (Dec. and Jan.): Buy one night of camping and receive one-night free, limited to two free nights per visit. All additional fees apply.
7. Peaked Promotion (Peak Season): Pay for two weeknights of camping and get one weeknight free (Non-Peak Season). Offer is valid Monday to Thursday only.
8. Multiplier Promotion: Rent four or more camp sites (two-night minimum) during the Non-Peak Season and receive a 10% discount.
9. Organizational Group Rates: Organizational groups shall receive a 15% discount on all camping fees with the approval of the District's Chief Park Ranger (Scouts, nonprofits, schools, and church groups).

**WHEREAS**, it should be noted that the Lake Piru Recreation Area Loyalty Rewards and Incentive offers apply only to overnight camping rates and all other fees still apply.

**WHEREAS**, the Lake Piru Recreation Area operations align with District financial policies and procedures, draft Reservation/Cancellation/Refund Guidelines have also been developed with respect to the public use fees, the purpose of which is to ensure proper cash handling practices and to protect the District from lost revenue and business. These guidelines provide clear direction to recreation staff involved with cash handling practices and further provide Lake Piru guests with a clear and concise understanding of the financial guidelines associated with services rendered at the Lake Piru Recreation Area. The guidelines address:

- Cancellations
- "No Show" Cancellations
- Refunds
- Reservations
- Checking-In and Checking-Out Procedures
- Deposits

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of United Water Conservation District approves the 2021 Lake Piru Recreation Area fee schedule, fee administration, loyalty rewards program, and reservation/cancellation/refund guidelines.

**PASSED, APPROVED AND ADOPTED** this 14<sup>th</sup> day of April, 2021.

ATTEST: \_\_\_\_\_  
Michael W. Mobley, President

ATTEST: \_\_\_\_\_  
Sheldon G. Berger, Secretary/Treasurer

## 2021 Lake Piru Recreation Area Fee Schedule

Location/Unit	Term	PROPOSED Non-Peak	PROPOSED Peak Season
Day Use- Access to Marina and Day Use Areas- NOT campground			
Vehicle - Day Use	Per Vehicle, Per Day	\$10	\$14
Senior - Day Use (Monday - Thursday Only)	Per Vehicle, Per Day	\$10	
R.V. and Bus - Day Use	Per Bus/RV, Per Day	32 + \$5 pp over 8 persons (Not yet approved)	
Motorcycle - Day Use	Per Motorcycle, Per Day	\$8	
Annual Permit - Regular Day Use	Per Vehicle, Per Year	\$130	
Annual Permit - Senior Day Use (62+)	Per Vehicle, Per Year	\$75	
Annual Permit - Day use - Extra Vehicle	Per Vehicle, Per Year	\$50	
Annual Permit - RV (5% Off Camping) - NOT VALID ON HOLIDAYS	Per RV, Per Year	\$150	
Annual Permit - Motorcycle	Per Motorcycle, Per Year	\$120	
Walk in/Bicycle/Extra Person (Hiker/Biker/Walk In)	Per Person/Bike, Per Day	\$5	
Pets	Per Pet, Per Day	\$3	
Annual Pet Pass - Per Pet	Per Pet, Per Year	\$25	
Boating and Watercraft			
Daily Vessel Permit (Motorized)	Per Vessel, Per Day	\$8	
Daily Vessel Permit ( Non - Motorized)	Per Vessel, Per Day	\$5	
Daily Personal Water Craft (PWC) Permit	Per PWC, Per Day	\$8	
Annual Vessel Permit (Motorized)	Per Vessel, Per Year	\$130	
Annual Vessel Permit (Non - Motorized)	Per Vessel, Per Year	\$50	
Annual Vessel Permit - Senior (62+)	Per Vessel, Per Year	\$75	
Non Emergency Vessel Tow	Per Occurence	\$50	
Camping			
Basic - No Hookups	1 Vehicle, 4 ppl, Per Night	\$25	\$32
Electric - Electric Hookup	1 Vehicle, 4 ppl, Per Night	\$28	\$38
Full Hookup - Water, Sewer, Electric	1 Vehicle, 4 ppl, Per Night	\$40	\$50
Extra Vehicle - 2nd Vehicle	Per Night (Max 4 ppl)	\$15	
Weekly - Basic	1 Vehicle, 4 ppl, Per Week	\$140	\$180
Weekly - Electric	1 Vehicle, 4 ppl, Per Week	\$170	\$210
Weekly - Full Hookup	1 Vehicle, 4 ppl, Per Week	\$230	\$290
Weekly - Extra Vehicle	Per Week, Per Car	\$75	\$85
Monthly - Electric	1 Vehicle, 4 ppl, Per Month	\$600	-
Monthly - Full Hookup	1 Vehicle, 4 ppl, Per Month	\$900	-
Monthly - Extra Vehicle	Per Vehicle, Per Month	\$300	-
Cancellation Fee	Per Occurrence	\$10	
Site Change Fee	Per Occurrence	\$10	
Reservation Fees (\$7 reservation fee and \$3 processing fee)	Per Reservation	\$10	
Group Pic-Nic			
Group Pic-Nic (Up to 100 people)	Per Reservation	\$150	
Reservation Fee (Non Refundable)	Per Reservation	\$40	
Deposit - Refundable Cleaning Deposit	Per Reservation	\$100	
Group and Overflow Camping (2 Night Minimum and 3 Night Minimum on Holidays)			
Group Camp #1 (50 people, 8 Vehicles) up to 4 extra vehicles	Per Night	\$250	
Group Camp #2 ( Up to 125 people, 12 vehicles) up to 8 extra vehicles	Per Night	\$450	\$525
Group Camp #2 (Individual Site Charges) 2 vehicles and 8 person max	Per Night	\$25	\$32
Extra Vehicle Fee	Per Night, Per Vehicle	\$15	
Overflow Camping	Per Vehicle, Per Night	\$25	
Deposit - Refundable Cleaning Deposit	Per Reservation	\$100	
Cancellation Fee	Per Reservation	\$50	
Reservation Fee (Non Refundable Monday - Thursday)	Per Reservation	\$30	
Storage and Miscellaneous Fees			
Monthly Dry Storage	Per Unit, Per Month	\$100	
Monthly Wet Storage	Per Vessel, Per Month	\$105	
Marina Slip Rental	Per Vessel, Per Day/Weel	\$15 p/d and \$70 p/w	
Dump Fee	Per Use	\$9	
Wi-Fi Fee	Per use	\$8.99 p/d and \$22.99 p/w and \$39.99 p/m	
Sports Equipment Deposits	Per Item	\$10	

### \*\*\*Loyalty Rewards\*\*\*

Loyalty Rewards and Incentives apply only to camping fees. All other fees apply.

- 10% Discount on camping for all Active-Duty Military and Law Enforcement. Must present badge and/or I.D.
- 10% Discount on camping (excluding all major holidays) for those with an active AAA, Airstream, AARP, or Good Sam Membership.
- 5% Discount on camping for Annual Pass Holders (excluding all major holidays).
- Fall Special (October): Pay for two weeknights of camping and get one night of camping free (Non-Peak Season). Offer is valid Monday to Thursday only.
- Thanksgiving Special (November): Pay for three (or more) nights of camping and receive one night free.
- Holiday Special (Dec. and Jan.): Buy one night of camping and receive one night free. Maximum two free nights per stay. All additional fees apply.
- Peaked Promotion (Peak Season): Pay for two weeknights of camping and get one night free (Non-Peak Season). Offer is valid Monday to Thursday only.
- Multiplier Promotion: Rent four or more sites during the Non-Peak Season (two-night minimum) and receive a 10% discount.
- Organizational Group Rates: Organizational groups shall receive a 15% discount on all camping fees with the approval of the District's Chief Park Ranger (Scouts, non profits, schools, and church groups).



## LAKE PIRU RECREATION AREA GUIDELINES

<b>Name:</b>	<b>Lake Piru Reservations, Cancellations, and Refund Guidelines</b>		
<b>Approval Authority:</b>	General Manager	<b>Adopted:</b>	04/14/2021
<b>Responsible Executive:</b>	Chief Park Ranger	<b>Revised:</b>	
<b>Responsible Office:</b>	Park and Recreation	<b>Contact:</b>	Clayton Strahan (805) 790-4311

### 1. Cancellation Guideline

This set of guidelines has been established to protect the District from lost revenue and business associated with guest cancellations for camping accommodations at the Lake Piru Recreation Area and to protect the guest from unwarranted cancellations associated with a planned stay. It is the District's recommendation that all cancellations for camping must be received 72 hours prior to arrival. Cancellations must be made by phone by contacting (805) 521-1500.

In addition to the above, the following applies:

- The District will provide a full refund for all cancellations received 72 hours prior to arrival but will retain the original \$10 non-refundable processing/reservation fee.
- If a guest cancels a reservation with less than 24 hours before their arrival date, the first night's campsite fee is forfeited for each site and the guest will be charged a \$10 cancellation fee per site.
- If a guest must leave the park one or more days early, the guest must notify the staff at the Park's entry kiosk. In such occurrences a guest will forfeit the site fee for the date of departure and be refunded any site fees for the duration of their stay. The guest will be charged a \$10 cancellation fee per site when a refund is applied for additional days.
- If a guest is unable to honor their reservation due to a medical emergency or death in the family, a cancellation fee of \$10 per site will be applied to the cancellation and in addition the District will retain the \$10 nonrefundable processing/reservation fee.
- In cases of inclement weather, when the campground remains open, but a guest chooses to leave, refunds will not be allowed unless a declared evacuation or emergency procedures force a closure of the campground.
- If an emergency or disaster forces closure of a campground, the District will make every effort to notify visitors in advance. All fees, including the reservation fee, will be refunded.
- **Group camp** reservations must be canceled with a minimum of 14 days' notice and will be charged a \$50 cancellation fee in addition to the retention of the \$30 nonrefundable

processing/reservation fee. Group camp reservations canceled with less than 14 days' notice will be charged the \$30 cancellation fee and forfeit the first night's use fee.

## 2. No-Show Cancellation Guidelines

This set of guidelines has been established to protect the District from lost revenue and business associated with guest cancellations for camping accommodations at the Lake Piru Recreation Area and to protect the guest from unwarranted cancellations associated with a planned stay. It is the District's recommendation that a campsite reservation will be held for a guest until 12 p.m. the day after the initial arrival date for a multi-day stay. If a guest does not call the park before that time, they will be considered a "no-show," and the park will cancel the reservation. The following will apply:

- The guest will not be refunded the amount paid for the campsite.
- Those with one-night reservations that do not arrive and do not call to cancel the reservation will not be refunded any amount.
- Those with multiple night reservations that do not arrive and do not call to cancel the reservation will not be refunded any amount and, after 24 hours, will forfeit the site and the site may be re-rented for use. The guest must notify the park of their intent to arrive late before the check in time of 2:00 p.m. on the second day of their stay.
- If a guest misses the first day, but plans to arrive later, the guest must call the park each day to hold the remainder of the guest's reservation.

## 3. Refund Policy Guidelines

This set of guidelines has been established to provide the park's guests with security of knowing that the District's behinds the products and services we offer while protecting the District from lost revenue and business:. Cancellations made with less than 24 hours will be refunded the balance of the reservation less the cost of one night's use fee, less the non-refundable processing/reservation fee, and less the \$10 cancellation fee per site.

- Refunds for day use shall NOT be granted to a guest whose boat or vessel breaks down.
- Refunds for day use guests shall not be granted based on a customer's dissatisfaction with the water levels, water conditions or shoreline conditions.
- Refunds for Day Use guests shall not be granted to a guest having been in the park more than 15 minutes.
- Refunds for Day Use guests may be granted for those having experienced a medical emergency and/or family emergency that requires them to leave.
- Refunds WILL NOT be granted to a visitor who has been asked to leave the facility or removed from the facility for physical security compliance issues.
- Refunds will not be granted to those who are dissatisfied with the quality of the overflow camping area.

## 4. Reservation Guidelines

This set of guidelines has been established to provide the guarantee of service to park our guests while simultaneously protecting the District from lost revenue and business. Reservation using



[www.explorelakepiru.com](http://www.explorelakepiru.com) are for personal use only. The resale, transfer or use for profit activity of any reservation or memberships is strictly prohibited and will be subject to immediate cancellation without notice, refund, or reimbursement. If a guest attempts or participates in any prohibited or unlawful activity, a guest's account may be blocked, canceled, and voided without notice and the guest may not be allowed to make any reservations or open new accounts. There are currently no approved vendors to operate as third-party partners at Lake Piru. Reservations will be accepted as follows:

- Reservations will be accepted online at [www.explorelakepiru.com](http://www.explorelakepiru.com) seven (7) days a week.
- Reservations must be made online 5 days prior to the scheduled stay. Reservations made with less than five (5) days' notice will be required to be made over the phone with a Lake Piru Recreation Area guest service employee.
- Phone reservations will only be accepted Monday through Thursday 8:00 a.m. to 4:00 p.m.
- A reservation is required to camp at the Lake Piru Recreation Area.
- All reservations will be charged a nonrefundable \$10 processing reservation fee.

#### **4a. Check-In and Check-Out Guidelines**

This set of guidelines has been established to provide a guest with the parameters for services associated with staying at the Lake Piru Recreation Area and to ensure protection from liability for the District. A guest may check in to a campsite no sooner than 2:00 p.m. on the day of the scheduled arrival. Upon arrival, the guest should present the reservation number to the kiosk employee or work camper on duty, along with a photo ID. The guest will be required to sign a copy of the reservation invoice acknowledging the terms of the stay and will be provided with the appropriate passes to be displayed. Guests checking in after-hours may self-check-in using the confirmation email sent on the day of the scheduled arrival. A guest services employee will provide passes for the next day. Check out time is 12:00 p.m.

#### **4b. Cleaning Deposit Policy Guidelines**

This set of guidelines has been established to protect the District from lost revenue, business and time associated with the misuse of the facilities located within the Lake Piru Recreation Area. Group Camp 1 and Group Camp 2 will be charged a \$100 cleaning deposit at the time of making a reservation. This one-time charge will be refunded at the time of check-out upon satisfactory inspection of the site. The following items will lead to unsatisfactory inspection: litter, vandalism, missing items, pet waste, and/or property damage.



### **Staff Report**

**To:** UWCD Recreation Committee

**Through:** Mauricio E. Guardado, Jr., General Manager

**From:** Clayton W. Strahan, Chief Park Ranger

**Date:** March 28, 2021 (April 7, 2021 Meeting)

**Agenda Item:** 5 Monthly Park and Recreation Department Report  
**Information item**

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#### **Staff Recommendation:**

The Committee will receive this staff report and a presentation from the Park and Recreation Department staff regarding its activities for the month of March 2021.

#### **Discussion:**

The month of March brought increased traffic, more temperate weather, and new developments to the Lake Piru Recreation Area. Many guests could be found testing out their boats and personal watercrafts in preparation for the coming summer. On March 1, after several years of planning and assistance from the United States Forest Service and UWCD Engineering, Operations & Maintenance, and Environmental Services Divisions, we were able to open the Pothole Trailhead Parking Area to the public. This has proven to be exceedingly popular with the public, with 81 passes issued for the area thus far. Since opening, staff has spent approximately 30 hours patrolling the trailhead/access road and cleaning/maintaining the facilities.

On March 11, we welcomed our first guests back to the campground. Despite working through some minor issues that might be expected with a new reservation system and processes, as well as some unexpected minor operational difficulties, the return of camping to the Lake Piru Recreation Area has been a welcomed development. Already, a strong, positive energy has resulted. The initial reservations process has been effective and efficient and produced exceptional results. In addition, we welcomed several new staff members to the team to help operate the entry kiosk and campground. The typical pace of daily routines, maintenance, and patrol activities kept our staff extremely busy throughout the month.

#### **1. Staff Tasks and Activities**

- **March 1:** With assistance from O&M staff, worked together to remove and replace a frozen valve on the outlet from the irrigation water storage tank.
  - **March 1, 2:** With assistance from O&M staff, isolated and repaired a hose spigot in the campground after it was struck by a vehicle, causing significant water loss.
  - **March 4, 5:** Provided boat transportation and safety patrols for contract divers conducting
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maintenance and research on quagga mussels.

- **March 5:** Installed eyewash stations at the cleaning chemical storage location to provide a safe working environment in compliance with State regulations.
- **March 7:** Acquired and programmed new handheld radios for new personnel at the Recreation Area to enable more efficient communication.
- **March 7, 8:** Pressure washed the interior and exterior of all restrooms within the Recreation Area to ensure a good experience for guests upon reopening of camping.
- **March 10:** With assistance from Mather Bros Ice, facilitated installation of two ice machines within the Olive Grove Campground to offer ice sales to our guests.
- **March 14, 17:** Cleaned, reorganized, and relocated the contents of two on-site storage containers.
- **March 14:** Cleared several clogged shower drains to provide a better experience for our guests.
- **March 15:** Coordinated the repair and inspection of the Recreation Area gasoline pump by California Service Station Maintenance, allowing staff to fill their vehicles more conveniently.
- **March 16:** Installed safety signs at the Water Treatment Plant to ensure emergency responders can easily see what chemicals are in use at the plant.
- **March 17:** With assistance of O&M staff, isolated, excavated, and repaired a leak in the domestic water line in the Lower Oaks Campground.
- **March 18:** Coordinated with T&T Crane to arrange for the transportation of two storage containers to a more convenient location within the Recreation Area.
- **March 19:** Installed a new fee and hours sign at the entry kiosk.
- **March 19, 20:** Coordinated with Pacific Vista Landscape to install 18 new Sycamore trees in the Day Use and Group 2 Camping area, as well as new irrigation to supply the trees.
- **March 21:** Installed ADA-compliant hand sanitizer stations in all restrooms throughout the Recreation Area.
- **March 22:** Painted the storage containers to provide a more professional appearance for our guests.
- **March 24:** Installed a fishing line recycling tube on the courtesy dock in a partnership with California Department of Boating and Waterways to reduce the amount of fishing line and tackle that is dumped into the lake.
- **March 24:** Received six Yamaha utility carts to allow camp hosts and other staff to move around the Recreation Area more efficiently and transport supplies.
- **March 24:** Began a project to refurbish the large log sign near the entry gate to provide a more professional and inviting appearance to guests.
- **March 26:** Installed Firewood Sales and Fuel Log storage boxes in the Recreation Area to provide accountability and inventory tracking.
- **March 27:** With assistance from O&M staff, installed a new Y strainer in the irrigation line feeding the Day Use area to provide better water flow and protect the irrigation infrastructure in the picnic area.

## 2. Staff Training/Meetings/Events

- **March 1:** Met with producers from Evolution Media regarding potential filming locations within the Recreation Area.

- **March 2:** Met with members of the Engineering team regarding upcoming CIP renovations of the Condor Point area.
- **March 6:** Provided safety patrols on the lake for an early morning bass tournament.
- **March 10:** Received training from representatives of House Sanitary Supply regarding the safe and effective use of cleaning chemicals within the Recreation Area.
- **March 12:** Facilitated filming with Evolution Media on the marina – the first filming event of 2021.
- **March 22:** Rangers completed training on District policies & procedures through Lexipol.
- **March 26:** Participated in a departmental meeting with management to receive updates on district policy related to operations at the entry gatehouse and Recreation Area.

### 3. Revenue and Visitation Recap

2021 Day Use Revenue Recap and Comparison	
2021 Day Use Revenue (Jan. 1-March 27, 2021)	\$ 48,559.50
2020 Day Use Revenue (Jan. 1-March 31, 2020)	\$ 9,731.25
Total Revenue Increase/Decrease from Prior Year	<b>\$ 38,828.25</b>
Annual Increase in %	<b>399%</b>
2021 Camping Revenue Recap and Comparison	
2021 Camping Revenue (Feb. 19-Mar. 27, 2021)	<b>\$54,843.60**</b>
2020 Camping Revenue (Jan. 1-Mar. 31, 2020)	\$49,321.80

*\*\* Camping Revenue has been impacted by the park closure order due to COVID-19. Camping reservations resumed on February 19, 2021.*

2021 Total Visitation Figures				
Month	# Nights/Sites	# People	# Vehicles	# Vessels
January	0	2627	1196	219
February	0	2047	1049	155
March (1-27)	203	2899	1451	334

### 4. Incidents/Arrests/Medicals

- **March 23:** Rangers took custody of a mallard duck with a fishhook and line stuck in its mouth and facilitated transfer to members of the Santa Barbara Wildlife Care Network, who will provide medical treatment to the duck and release it back to the wild.
- **March 28:** Rangers responded to a report of a dumpster fire within the Olive Grove Campground and were able to safely extinguish a small fire within the dumpster using backpack water pumps. No injuries to guests or staff occurred, and no property was damaged beyond the dumpster itself. The cause of the fire was not determined but is likely a result of guests depositing coals or other burning material into the dumpster.

### 5. Citations/Enforcement Summary

Throughout March, Rangers began the process of issuing warnings and educating the public regarding continued trespassing for the purposes of fishing in the Bobcat Cove area as well as other areas of the Recreation Area, particularly after hours. Enforcement activity in this area will continue.



**6. Grants**

Staff is continuing to actively monitor and evaluate all available grant opportunities. There is currently nothing to report on this matter.