

# Del Valle Pilot Project Update

**Board of Directors Meeting**  
November 19, 2024

Seleney Sanchez, Park Supervisor - Unit 1

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# Objectives

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Improve Visitor Experience

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Reduce Wait Times

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Improve Safety

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Improve Access for Neighbors  
and District Staff





## Cross-District Departmental Collaboration

- Business Services
  - Reservations
- Finance
- Information Services
- Interpretive and Recreation Services
- Park Operations
- Public Safety
- Public Affairs



## 2024 Timeline

- April
  - Pilot Project Scoped
- May
  - Issued a Press Release about the Pilot
- Memorial Day
  - Pilot Begins
- July
  - Update to Board Operations Committee
- Labor Day
  - Conclusion of Pilot
- Fall
  - Compiled visitor input on the Pilot

# Pilot Fee Changes

Park Entry Fees Increased - \$6 to \$10

On Weekends and Holidays

Between May 25 and September 2

Campground Kiosk Check-in





# East Beach Information Tabling





**A visitor survey  
was conducted  
through**



## Summary

- Distributed to Del Valle Stakeholders
- Total of 56 responses received
- 15 responses indicated they wanted to be contacted about their experience
- Overall responses were positive

# Survey Questions

**Please rate your satisfaction with the following:**

- Entry wait time
- Cost
- Customer Service
- Information before your visit
- Information while in the park
- Visitor Center





# Lessons Learned

- City Rise Contract
- Staffing
- Fee Changes
- Communications
- Traffic Improvements



# Thank You!

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