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Each and every customer should expect to leave the Assessor-County Clerk-Recorder's Office feeling as though they were served in a competent and professional manner.



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## **Mission**

Our mission is to fulfill the legally and locally mandated functions of the Assessor, County Clerk, Recorder, and Records Management Program in an accurate, timely, professional and courteous manner, and to ensure high quality service.

## Vision

Our vision is to uphold and protect public trust through extraordinary public service, careful stewardship of public funds, transparency and accessibility, employee empowerment, innovation, collaboration, effectiveness, and leadership in local government.



## **Commitment to Service**

The Assessor-County Clerk-Recorder of Riverside County is committed to the principle that each and every customer should always be:

- treated with courtesy and respect
- treated fairly and equitably
- provided prompt services and information
- given personal and professional attention
- provided an opportunity to have their suggestions and opinions heard and acted upon
- fully and factually informed
- referred to the appropriate department or individual in a friendly and courteous manner
- informed as to how their property is being assessed and how to appeal their value

## A Message from Peter Aldana

The Assessor-County Clerk-Recorder provides a set of fundamental services that are extremely important to our community. Each year, our Assessor division works hard to produce an accurate Assessment Roll. This roll serves as the basis for generating property tax revenue that helps fund our safe neighborhoods, good schools, and many other community-wide benefits. Riverside County's real estate market continued to grow steadily upward last year, which led to another record high Assessment Roll. Riverside County's Assessed Valuation now stands at \$286 billion, the sixth straight year it has increased. As the assessment roll increases, more tax dollars are made available for these vital services.

Median sales prices of single-family homes from December of 2016 to December of 2017 increased by over 7% to \$359,000, leading the way to a 6.26% increase in the county's Assessment Roll for fiscal year 2018–2019. Appreciation in all sectors of the Commercial real estate market contributed as well, with e-commerce continuing to encourage new construction of industrial buildings and absorption of existing industrial and office buildings decreasing vacancy rates, leading to higher rents and higher values of commercial properties.

Property owners rely on our County Clerk-Recorder operations to maintain a system of controls that keeps our property ownership records secure. We also have the important responsibility of safeguarding and making available vital records that chronicle certain life events for our residents, as well as overseeing numerous administrative processes required by law. In 2017, our Recorder's Office recorded 549,933 documents, a 6% decrease over the prior year. Document recording for 2018 is expected to be slightly lower than 2017, on track for an estimated 7% decrease. Fourhundred and eighty-two Maps were recorded in 2017, down from 486 recordings for 2016. While the past two years have remained constant, we are anticipating a small decrease for 2018, based on year-to-date information.

Riverside County Assessor-County Clerk-Recorder continues to be a leader in the area of electronic recording as co-owner of SECURE, an electronic recording system operated as a joint venture with our neighboring counties Los Angeles, Orange, and San Diego. SECURE benefits both our customers and our department through ease of use and more efficient use of resources.

The ACR is also responsible for the Records Management and Archives Program (RMAP), which establishes standards for managing county records and information in accordance with applicable laws, other county policies, and recognized best practices. To reduce the costs associated with storing paper documents, RMAP is leading the effort to develop and implement uniform countywide standards to ensure that electronic records are stored accurately and securely and remain accessible for the duration of the records' retention period.

In addition, RMAP operates the Robert J. Fitch County Archives, which identifies and preserves the historical records of our local government. By retaining and providing the public access to such information, residents are better able to understand the reasons behind significant government actions, trace land transaction and building activities, and follow the changing prosperity and landscape of this county.

Some highlights for our department last year were:

- The addition of a marriage ceremony location in Downtown Riverside. The chapel is the newly renovated and restored Seventh Day Baptist Church built in 1927 by architect G. Stanley Wilson, which we now call the Riverside Chapel. Wilson is credited with designing and building the rotunda at the St. Francis Chapel at the Mission Inn. The County Clerk provides convenient locations and options to hold ceremonies throughout Riverside County.
- The CREST Project, a joint effort with the Treasurer-Tax Collector and Auditor-Controller to replace the county's 45-year-old legacy property tax system, in partnership with software provider Thomson-Reuters, has implemented the new property tax system. This new system will create increased efficiencies for the three departments, providing our property tax paying customers a more effective and customer-friendly property tax system.
- In October 2018, we unveiled a completely new website design. The navigation is streamlined and easier for the public to use. Our new website design reflects a more modern look and feel and is more visually appealing, making it easier to find information, and access our many online services.
- The innovative use of public kiosks in our lobbies to allow customers to fill out various applications and search records more easily is another example of our commitment to excellent public service. The ACR was recognized by the County's Executive Office for our creativity, ingenuity, and commitment to improving the quality of services to our residents by the use of these kiosks.

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...our employees demonstrate daily that the greatest asset of the Assessor-County Clerk Recorder's office is our people.

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Another engaging endeavor this year was the launch
of a departmental "P3" contest; P3 stands for People,
Process and Projects. This concept is a framework that
encourages and enables an organization of continuous
improvement. Employees were encouraged to
consider everyday work processes that could be
improved/optimized. Examples included a faster way
to process marriage licenses and a more efficient way
to scan valuation data. The ideas generated by this
process demonstrated the value of empowering and
engaging our employees by recognizing their ideas for
increasing efficiency in our department.

I am proud of the good work we do and the leadership we have displayed on many fronts, but I know that we can serve the public even more effectively, efficiently, and with greater accountability. To accomplish this, I am launching a strategic plan intended to drive success across all areas of our organization. This document outlines the deliberate steps we will take over the next few years to improve the way we serve the residents of Riverside County. Over the past year, all levels of our organization have worked closely to develop a strategic plan focused on critical areas that will drive performance, now and beyond the term of this plan. Our Strategic Plan can be found on our website at https://www.asrclkrec.com/media/ACRStrategicPlan.pdf.

I would like to thank the Board of Supervisors, as well as the County Executive Office, for their continued support of my office. I would also like to thank Auditor-Controller, Paul Angulo and Treasurer-Tax Collector, Jon Christensen and their respective staffs for their efforts as well. The property tax system is a collaborative effort on the part of the ACR, ACO, and TTC and we work together to serve the citizens of Riverside County as seamlessly and effectively as possible.

Most importantly, I would like to thank the employees of the Assessor-County Clerk-Recorder's office. Through their commitment to extraordinary public service, continuous improvement, and careful stewardship of public funds, our employees demonstrate daily that the greatest asset of the Assessor-County Clerk Recorder's office is our people.

PETER ALDANA
ASSESSOR | COUNTY CLERK | RECORDER



## COUNTY OF RIVERSIDE ASSESSOR-COUNTY CLERK-RECORDER

The Assessor-County Clerk-Recorder's office consists of four major divisions required to perform a wide variety of duties. The duties of each division are summarized below.

#### **ASSESSOR**

The Assessor's primary responsibility is to value taxable property. The Assessor locates all taxable property in Riverside County, identifies the owners, and describes the property. The Assessor determines a value for all taxable property and applies all legal exemptions and exclusions. The Assessor must complete an assessment roll showing the assessed values for all property and maintain records of the above. The Assessor provides taxpayers and the public access to assessment roll information, as allowed by law.

#### **COUNTY CLERK**

The County Clerk's services range from issuing marriage licenses to filing Fictitious Business Names (FBNs). In addition, the County Clerk performs marriage ceremonies.

#### RECORDER

The Recorder is responsible for providing the public with constructive notice of private acts and creating and maintaining custody of permanent records for all documents filed and recorded in Riverside County. In addition, the Recorder provides the public access to these records, as allowed by law.

## RECORDS MANAGEMENT & ARCHIVES PROGRAM

The Records Management and Archives Program (RMAP) provides County departments with specialized records and information management services in areas such as records retention schedules, trusted systems, and records management training. The County of Riverside Robert J. Fitch Archives is open to the public by appointment. Those seeking to research historical property ownership and valuation, mining or water interests, or actions taken by the Board of Supervisors will find original documents in the Archives.



## **Riverside County Board of Supervisors**

Established: May 9, 1893

Square Miles: 7,303 Population: 2.38 mil Number of Cities: 28















## **ACR** Executive Management

Expenditures: \$ 45,746,652 Number of Employees: 349



Peter Aldana
Assessor-County Clerk-Recorder
Department Head

Michele Martinez-Barrera
Assistant ACR
County Clerk, Recorder, and Public Service



**David Montgomery** Assistant ACR Valuation

**Kan Wang**Assistant ACR
Administration, IT, and RMAP







Expenditures: \$26,457,843

Employees: 175

#### **Assessor Overview:**

By law, the Assessor must locate all taxable property in the County of Riverside, identify the owners, and describe the property. The Assessor must determine a value for all taxable property and apply all legal exemptions and exclusions. The Assessor must also complete an assessment roll showing the assessed values for all taxable property in Riverside County.

The Assessor's office consists of the following divisions that address and serve the specific needs of the property taxpayers:

- Agriculture
- Business Personal Property
- Commercial
- Manufactured Homes
- Residential

## **CURRENT ROLL VALUE CHANGE**

(In Billions)

|                                    | 2018     | 2017     | \$ Change | %Change |
|------------------------------------|----------|----------|-----------|---------|
| Local Roll Value Before Exemptions | \$286.00 | \$269.15 | \$16.85   | 6.26%   |

Note: Figures exclude State-Assessed property.

## PROPERTY TAX WORKFLOW

## **City & County Agencies**

Provides copies of building permits issued.

## Clerk-Recorder

Provides copies of deeds and other recorded documents.





#### **Assessor**

Assesses all real estate and personal property (businesses, manufactured homes, boats, and airplanes) located throughout the County.





## **Auditor-Controller**

Receives the assessments from the Assessor and applies the appropriate tax rate to determine the actual amount of the property taxes owed.



## **Treasurer-Tax Collector**

Mails out the property tax bills, collects the money, and deposits it in the County Treasury.





## **Auditor-Controller**

Allocates the money to local taxing agencies, including the County, cities, schools, and special districts.





## **ASSESSMENT ROLL SUMMARY**

|                                   | 2018              | 2017              | Value Change     | % Change |
|-----------------------------------|-------------------|-------------------|------------------|----------|
| Secured:                          |                   |                   |                  |          |
| Land                              | \$83,653,869,717  | \$79,667,531,729  | \$3,986,337,988  | 5.00%    |
| Structure                         | 192,050,659,823   | 179,594,997,996   | 12,455,661,827   | 6.94%    |
| Fixtures                          | 611,532,477       | 631,024,157       | -19,491,680      | -3.09%   |
| Trees & Vines                     | 83,699,392        | 82,076,579        | 1,622,813        | 1.98%    |
| Personal Property                 | 869,624,319       | 798,263,525       | 71,360,794       | 8.94%    |
|                                   | 277,269,385,728   | 260,773,893,986   | 16,495,491,742   | 6.33%    |
| Unsecured:                        |                   |                   |                  |          |
| Land                              | 1,505,748         | 1,336,881         | 168,867          | 12.63%   |
| Structure                         | 98,654,897        | 112,531,084       | -13,876,187      | -12.33%  |
| Fixtures                          | 3,958,708,105     | 3,814,509,957     | 144,198,148      | 3.78%    |
| Personal Property                 | 4,673,141,269     | 4,445,066,757     | 228,074,512      | 5.13%    |
|                                   | 8,732,010,019     | 8,373,444,679     | 358,565,340      | 4.28%    |
|                                   |                   |                   |                  |          |
| Total Value (Gross)               | \$286,001,395,747 | \$269,147,338,665 | \$16,854,057,082 | 6.26%    |
|                                   |                   |                   |                  |          |
| Less: Non-reimbursable Exemptions | 7,010,284,819     | 6,453,757,902     | 556,526,917      | 8.62%    |
| Less: Homeowners' Exemptions      | 2,056,419,141     | 2,072,460,188     | -16,041,047      | -0.77%   |
| Total Taxable Secured and         |                   |                   |                  |          |
| Unsecured Value                   | \$276,934,691,787 | \$260,621,120,575 | \$16,313,571,212 | 6.26%    |

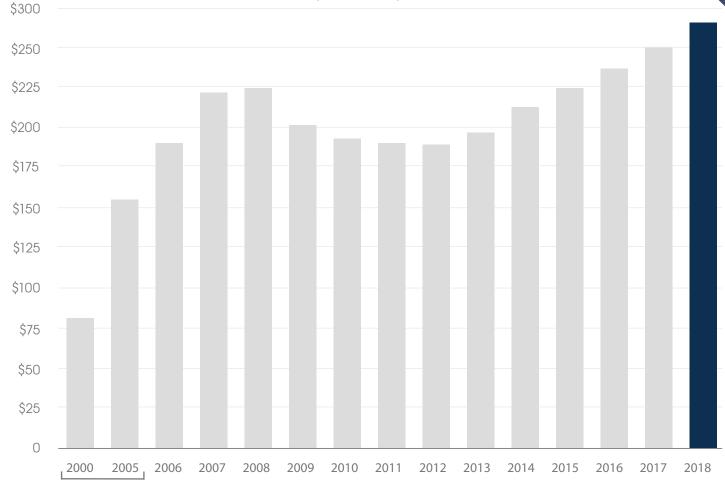
Note: Figures exclude State-Assessed property.

## **ASSESSMENT WORKLOAD SUMMARY**

|  | 2018    | 2017    |
|--|---------|---------|
| Real Property Assessments (secured; taxable)                         | 931,922 | 925,405 |
| Permits Processed  | 33,903  | 33,703  |
| Proposition 8 Parcels (temporary reductions)                         | 159,593 | 200,868 |
| Ownership Title Documents  | 141,628 | 140,976 |
| Change in Ownership (reappraisals)                                   | 78,247  | 77,876  |
| Parcel Number Changes (splits, combinations, & new subdivision lots) | 8,212   | 6,036   |
| Parcels with Exemptions  | 301,768 | 303,550 |
| Business Personal Property Assessments                               | 38,738  | 38,508  |



(In Billions)



## **ALLOCATION OF PROPERTY TAX REVENUE**

Fiscal Year Ended June 30, 2018

| Agencies                              | Revenue Allocated | % of Allocation |
|---------------------------------------|-------------------|-----------------|
| Education                             | \$1,289,482,058   | 46.22%          |
| Redevelopment Property Tax Trust Fund | 777,734,395       | 27.88%          |
| County                                | 307,967,027       | 11.04%          |
| Special Districts                     | 219,411,150       | 7.86%           |
| Cities                                | 195,316,480       | 7.00%           |
| Total Revenue                         | \$2,789,911,109   | 100.00%         |

## **SECURED PROPERTY**

2018 Assessment Analysis

|                    | Gross Value       | Value<br>Percentage | Assessment<br>Count | Assessment<br>Percentage | Average per<br>Assessment |
|--------------------|-------------------|---------------------|---------------------|--------------------------|---------------------------|
| Residential        | \$174,114,892,206 | 62.80%              | 541,965             | 58.17%                   | \$321,266                 |
| Commercial         | 54,116,679,681    | 19.52%              | 28,243              | 3.03%                    | 1,916,109                 |
| Condominiums       | 16,869,289,281    | 6.08%               | 66,951              | 7.18%                    | 251,965                   |
| Vacant Land        | 11,807,707,683    | 4.26%               | 113,144             | 12.14%                   | 104,360                   |
| Apartments         | 10,206,455,914    | 3.68%               | 5,326               | 0.57%                    | 1,916,345                 |
| Manufactured Homes | 5,847,130,133     | 2.11%               | 66,184              | 7.10%                    | 88,347                    |
| Agriculture        | 3,577,808,787     | 1.29%               | 7,852               | 0.84%                    | 455,656                   |
| Timeshares         | 729,422,043       | 0.26%               | 102,257             | 10.97%                   | 7,133                     |
| Total Value Gross  | \$277,269,385,728 | 100.00%             | 931,922             | 100.00%                  | \$297,524                 |

## FIVE LARGEST HOMES BY SQUARE FOOTAGE

| Location     | Square Footage |
|--------------|----------------|
| Palm Desert  | 20,667         |
| Indian Wells | 20,499         |
| Indian Wells | 19,213         |
| Indian Wells | 19,188         |
| Palm Desert  | 18,847         |

## **FIVE HIGHEST VALUED** RESIDENTIAL ASSESSMENTS

| Location    | Assessed Value |
|-------------|----------------|
| Palm Desert | \$37,352,869   |
| Palm Desert | \$30,127,464   |
| Palm Desert | \$18,136,985   |
| Palm Desert | \$14,509,479   |
| Palm Desert | \$14,199,463   |



## **UNSECURED PROPERTY**

2018 Assessment Analysis

|                                    | Gross Value     | Value<br>Percentage | Assessment<br>Count | Assessment<br>Percentage | Average per<br>Assessment |
|------------------------------------|-----------------|---------------------|---------------------|--------------------------|---------------------------|
| General Business                   | \$6,790,343,697 | 77.76%              | 19,340              | 49.92%                   | \$351,104                 |
| Leasing Companies / Special Prop.* | 1,321,488,132   | 15.13%              | 6,174               | 15.93%                   | 214,041                   |
| Non-Commercial Aircraft            | 173,797,048     | 1.99%               | 1,199               | 3.10%                    | 144,952                   |
| Boats/Vessels                      | 116,353,310     | 1.33%               | 7,761               | 20.03%                   | 14,992                    |
| Agriculture                        | 110,062,867     | 1.26%               | 194                 | 0.50%                    | 567,334                   |
| Banks/Financials                   | 84,470,707      | 0.97%               | 467                 | 1.21%                    | 180,879                   |
| Direct Enrollment                  | 58,744,217      | 0.67%               | 3,266               | 8.43%                    | 17,987                    |
| Service Stations (Independents)    | 38,979,455      | 0.45%               | 140                 | 0.36%                    | 278,425                   |
| Service Stations (Oil Companies)   | 23,007,249      | 0.26%               | 69                  | 0.18%                    | 333,438                   |
| Apartments                         | 13,587,405      | 0.16%               | 92                  | 0.24%                    | 147,689                   |
| Mining Claims                      | 1,150,632       | 0.01%               | 34                  | 0.09%                    | 33,842                    |
| Water Companies                    | 25,300          | 0.00%               | 2                   | 0.01%                    | 12,650                    |
| Total Value Gross                  | \$8,732,010,019 | 100.00%             | 38,738              | 100.00%                  | \$225,412                 |

<sup>\*</sup>Special properties include commercial airlines, wind energy production facilities, billboards, vending machines, model home furnishings, cellular phone towers, pagers/mobile phones, and conditional sale/special purpose leased equipment.

## **TOP 20 BUSINESSES**

Business Personal Property As of June 30, 2018

|    |   | Fixture &      |
|----|---|----------------|
|    | Business Name                               | BPP Value (\$) |
| 1  | Time Warner Cable Pacific West LLC          | 200,171,393    |
| 2  | Golden State FC LLC                         | 197,943,646    |
| 3  | Kaiser Foundation Health Plan Inc           | 151,174,819    |
| 4  | Abbott Vascular Inc                         | 121,029,322    |
| 5  | Rohr Inc                                    | 113,823,546    |
| 6  | Ross Dress For Less Inc                     | 96,540,696     |
| 7  | Skechers USA Inc                            | 83,359,254     |
| 8  | Karma Automotive LLC                        | 75,327,100     |
| 9  | Desert Sunlight Holdings LLC                | 72,165,547     |
| 10 | Nestle Waters North America Inc             | 69,945,160     |
| 11 | Mountain View Power Partners IV LLC         | 64,650,059     |
| 12 | Mountain View Power Partners LLC            | 61,214,324     |
| 13 | Google LLC                                  | 57,755,534     |
| 14 | Home Depot USA Inc                          | 57,341,053     |
| 15 | Wal Mart Stores Inc                         | 57,138,058     |
| 16 | California Renewable Power LLC              | 53,896,051     |
| 17 | Ralphs Grocery Co                           | 51,872,316     |
| 18 | Stater Bros Markets                         | 49,108,283     |
| 19 | Windpower Partners 1993 LP                  | 48,819,906     |
| 20 | Universal Health Services of Rancho Springs | 47,155,288     |

## **PROPOSITION 13**

Under Proposition 13 (Prop 13), real property is reappraised only when a change-in-ownership occurs or new construction takes place. Generally, a change-in-ownership is a sale or transfer of property, while new construction is any improvement to property that is not considered normal maintenance. Except in certain instances, real property assessments cannot be increased by more than 2% annually.

Beginning with the 1978-1979 fiscal year, Prop 13 limits the amount of property taxes that can be collected from an owner of locally assessed real property to 1% of the property's full cash value, plus bonds approved by the voters, service fees, improvement bonds, and special assessments. The 1% limit applies to all types of taxable real property.

Prop 13 rolled back the current assessed values of real property to the values shown on the 1975-1976 assessment roll. The adjusted values could then be increased by no more than 2% per year as long as the same taxpayer continued to own the property. For property that is sold or newly constructed after March 1, 1975, the assessed value would be set at the appraised (or market) value at the time of sale or construction. As a result, two identical properties with the same market value could have different assessed values for tax purposes, if one of them has been sold since March 1, 1975.

Long-time property owners benefit from lower assessments, while newer property owners are adversely impacted by assessments that can be dramatically higher than those of a similar property held for many years. Historically, the market value of real property has increased at a substantially greater rate than the assessed value.

## ASSESSED VALUE BY BASE YEAR **Secured Roll**

|                      | 500                 | area iton               |                     |
|----------------------|---------------------|-------------------------|---------------------|
| Prop 13<br>Base Year | Assessment<br>Count | Gross Assessed<br>Value | % of<br>Secured Rol |
| 2018                 | 72,237              | \$27,625,560,773        | 10.00%              |
| 2017                 | 61,994              | 23,341,415,490          | 8.40%               |
| 2016                 | 54,386              | 20,268,475,317          | 7.30%               |
| 2015                 | 48,848              | 17,123,776,954          | 6.20%               |
| 2014                 | 45,502              | 15,522,079,069          | 5.60%               |
| 2013                 | 41,283              | 12,299,830,057          | 4.40%               |
| 2012                 | 38,872              | 10,726,034,678          | 3.90%               |
| 2011                 | 39,905              | 10,487,508,272          | 3.80%               |
| 2010                 | 41,146              | 10,157,781,612          | 3.70%               |
| 2009                 | 34,576              | 10,742,824,970          | 3.90%               |
| 2008                 | 23,064              | 9,886,579,182           | 3.60%               |
| 2007                 | 28,020              | 11,649,560,563          | 4.20%               |
| 2006                 | 35,197              | 12,805,991,519          | 4.60%               |
| 2005                 | 36,022              | 12,281,324,246          | 4.40%               |
| 2004                 | 37,718              | 10,872,347,767          | 3.90%               |
| 2003                 | 30,022              | 8,518,066,569           | 3.10%               |
| 2002                 | 24,127              | 6,253,817,436           | 2.30%               |
| 2001                 | 20,319              | 5,368,398,795           | 1.90%               |
| 2000                 | 19,350              | 4,706,824,146           | 1.70%               |
| 1999                 | 17,212              | 3,611,342,333           | 1.30%               |
| 1998                 | 13,543              | 2,881,196,422           | 1.00%               |
| 1997                 | 11,243              | 2,165,997,312           | 0.80%               |
| 1996                 | 11,097              | 2,043,258,418           | 0.70%               |
| 1995                 | 9,983               | 2,099,978,743           | 0.80%               |
| 1994                 | 8,922               | 1,889,664,659           | 0.70%               |
| 1993                 | 7,966               | 2,066,763,421           | 0.70%               |
| 1992                 | 7,238               | 1,667,781,486           | 0.60%               |
| 1991                 | 9,445               | 2,177,105,658           | 0.80%               |
| 1990                 | 10,594              | 2,491,552,531           | 0.90%               |
| 1989                 | 9,067               | 2,352,127,859           | 0.80%               |
| 1988                 | 7,145               | 1,610,222,581           | 0.60%               |
| 1987                 | 6,503               | 1,375,854,258           | 0.50%               |
| 1986                 | 6,104               | 955,537,282             | 0.30%               |
| 1985                 | 5,040               | 754,885,893             | 0.30%               |
| 1984                 | 4,531               | 614,632,243             | 0.20%               |
| 1983                 | 3,021               | 448,999,668             | 0.20%               |
| 1982                 | 3,177               | 531,407,825             | 0.20%               |
| 1981                 | 3,183               | 496,888,573             | 0.20%               |
| 1980                 | 4,055               | 551,729,749             | 0.20%               |
| 1979                 | 3,496               | 413,540,553             | 0.10%               |
| 1978                 | 4,431               | 842,186,186             | 0.30%               |
| 1977                 | 3,375               | 304,372,095             | 0.10%               |
| 1976                 | 2,414               | 245,390,214             | 0.10%               |
| 1975                 | 26,549              | 2,038,772,351           | 0.70%               |
| Totals               | 931,922             | \$277,269,385,728       | 100.00%             |

## **PROPOSITION 8**

Proposition 8 (Prop 8), enacted in 1978, requires the Assessor to annually enroll either a property's Proposition 13 value (factored for inflation no more than 2% annually) or its current market value as of January 1 (lien date) of each year, whichever is less. When the current market value replaces the higher Proposition 13 value on the roll, that lower value is commonly referred to as a "Prop 8 Value."

For the 2018-2019 tax year, the Assessor's office independently reviewed over 83,000 single-family properties for decline in assessed value. Of those reviewed, 79,901 were reduced. The amount of reduction for single-family properties was \$10.29 billion. The total reduction including all property types was \$13.93 billion. Properties that received a reduction under Prop 8 will again be reviewed as of January 1, 2019 to determine values for the 2019-20 tax year.

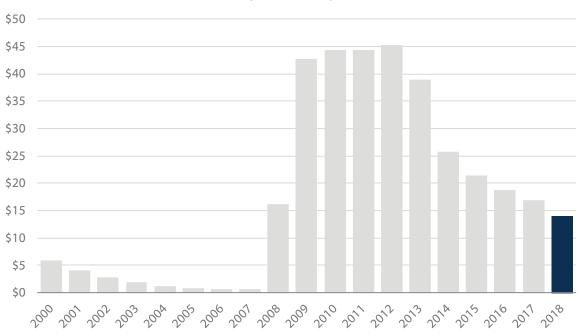
#### **PROP 8 REDUCTIONS**

by Property Type

| Use          | Assessments<br>Reduced | Assessed Value Reduction | Average<br>Reduction |
|--------------|------------------------|--------------------------|----------------------|
| Timeshares   | 71,569                 | \$670,682,610            | \$9,371              |
| Residential  | 60,023                 | 8,490,829,760            | 141,460              |
| Condos       | 10,817                 | 1,311,499,933            | 121,244              |
| Mobilehomes  | 9,061                  | 485,041,714              | 53,531               |
| Vacant Land  | 5,570                  | 1,158,425,101            | 207,976              |
| Commercial   | 2,021                  | 1,621,917,984            | 802,532              |
| Agriculture  | 361                    | 147,156,842              | 407,637              |
| Apartments   | 171                    | 46,537,971               | 272,152              |
| County Total | 159,593                | \$13,932,091,915         | \$87,298             |

## **TOTAL PROP 8 VALUE REDUCTIONS**

(In Billions)





The most common exemption is the homeowners' exemption. Generally, a dwelling occupied by an owner as a principal residence is eligible for the homeowners' exemption.

Property used exclusively for a church, college, cemetery, museum, school, or library may qualify for an exemption. Properties owned and used exclusively by a non-profit religious, charitable, scientific, or hospital corporation are also eligible.

Exemptions are not automatic and require a claim form to be filed for approval.

## **QUALIFYING EXEMPTIONS**

As of June 30, 2018

| Exemption Type             | Quantity | Total Value     | % of Total Value |
|----------------------------|----------|-----------------|------------------|
| Homeowners'*               | 294,082  | \$2,056,419,141 | 22.68%           |
| Veterans'                  | 5,559    | 747,187,552     | 8.24%            |
| Charities                  | 980      | 3,091,032,029   | 34.10%           |
| Religious & Church         | 760      | 1,063,535,857   | 11.73%           |
| Historical Aircraft        | 198      | 21,188,900      | 0.23%            |
| Public Schools             | 68       | 186,379,603     | 2.06%            |
| Colleges                   | 50       | 451,701,728     | 4.98%            |
| Private Schools            | 30       | 181,198,647     | 2.00%            |
| Hospitals                  | 22       | 1,244,313,493   | 13.72%           |
| Museums                    | 11       | 4,887,595       | 0.05%            |
| Cemeteries                 | 8        | 18,859,415      | 0.21%            |
| Totals                     | 301,768  | \$9,066,703,960 | 100.00%          |
| *Daimahuuraad bu tha Ctata |          |                 |                  |

# 2018 Riverside ACR Annual Report

## **ASSESSMENT APPEALS**

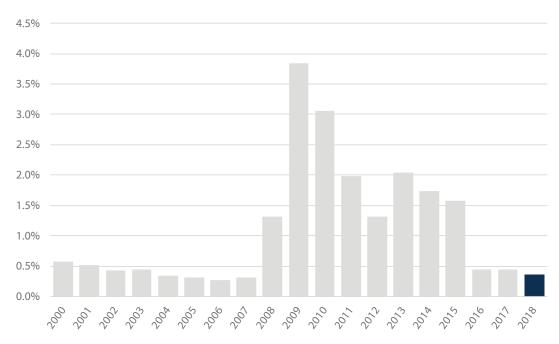
Taxpayers have the right to appeal their property's valuation. There are five independent Assessment Appeals Boards to handle differences in opinion of values between the taxpayer and the Assessor. Each board is composed of three private citizens appointed by the County Board of Supervisors. The Hearing Officer or Appeals Board must consider all evidence presented by the property owner and the Assessor's office, and then determine the value of the property in question.

### APPEALS BY FISCAL YEAR

| Year | Appeals | Total Assessments | % of Total |
|------|---------|-------------------|------------|
| 2018 | 3,526   | 970,660           | 0.4%       |
| 2017 | 4,274   | 963,911           | 0.4%       |
| 2016 | 4,206   | 957,310           | 0.4%       |
| 2015 | 15,013  | 949,396           | 1.6%       |
| 2014 | 16,416  | 943,102           | 1.7%       |
| 2013 | 19,194  | 942,074           | 2.0%       |
| 2012 | 12,388  | 940,641           | 1.3%       |
| 2011 | 18,641  | 941,884           | 2.0%       |
| 2010 | 28,775  | 943,264           | 3.1%       |
| 2009 | 36,191  | 943,527           | 3.8%       |
| 2008 | 12,330  | 939,827           | 1.3%       |
| 2007 | 2,909   | 922,021           | 0.3%       |
| 2006 | 2,476   | 896,998           | 0.3%       |
| 2005 | 2,733   | 859,413           | 0.3%       |
| 2004 | 2,809   | 831,610           | 0.3%       |
| 2003 | 3,475   | 791,348           | 0.4%       |
| 2002 | 3,342   | 766,964           | 0.4%       |
| 2001 | 3,691   | 718,765           | 0.5%       |
| 2000 | 3,957   | 690,694           | 0.6%       |

## PERCENTAGE OF TOTAL ASSESSMENTS APPEALED

by Fiscal Year



#### RIVERSIDE COUNTY CITIES AND UNINCORPORATED AREAS

2018 Assessed Values and Prop 8 Reductions



**BANNING** - The City of Banning is strategically located astride Interstate 10 in the San Gorgonio Pass. The City, incorporated in 1913, has a rich and colorful history. Initially, Banning served as a stagecoach and railroad stop between the Arizona territories and Los Angeles. Today,

Banning is home to nearly 30,000 residents and features clean air, ample water supplies and the memorable and inspiring scenic views of Mt. San Gorgonio and Mt. San Jacinto.

The City has seen significant economic development with the recent approval of nearly 8,000 new residences, the addition of four major retailers, and continued business growth in the historic downtown community. Banning looks to continue this trend by providing an environment that supports new business development and the successful growth of existing local businesses.

Banning's motto is "Stagecoach Town USA: Proud History, Prosperous Tomorrow." With its beautiful scenic vistas, unique western culture, welcoming business environment, and commitment to community programs and services, Banning is an ideal place to raise a family and enjoy a high quality of life.

#### **Banning Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$2,290,786,848 | \$2,173,137,397 | 5.41%    | 0.80%          |
| 2018 Prop 8 Red | luction Total:  |          | \$84,489,554   |
| Total Assessmen | nts Reduced:    |          | 1.021          |



**BEAUMONT** - Beaumont provides the very best of rustic, rural beauty and charm, combined with the planned growth, abundant recreational opportunities and rich community life offered by the finest Southern California cities.

Housing is available to accommodate all lifestyles and is readily available in new planned communities as well as established neighborhoods. The city boasts two gated communities as well as two 55+ communities. The City contains 16 parks, including a 20-acre sports park and a municipal pool, as well as an extensive trails system; roughly one-third of Beaumont has been set aside for permanent open space. The city is rounded out with various local service clubs, a new state of the art community recreation center, a library, two four-star golf courses, and multiple churches.

Strategically located at the intersection of Interstate 10, Highway 60, and Highway 79, Beaumont offers exceptional development opportunities to new or expanding businesses. The city's immediate market area population currently exceeds 120,000 (15 mile radius) and with strong growth projected to occur for several more decades, Beaumont will remain a highly desirable location for new investments. Air transportation is currently available from Ontario International Airport, just 40 miles to the west, and the Palm Springs Airport, 35 miles to the east. The Banning Municipal Airport is seven miles to the east and provides a convenient location for private planes. Union Pacific Railroad main line runs east-west along the commercial and industrial zone of the city.

#### **Beaumont Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$4,844,342,427 | \$4,387,491,383 | 10.41%   | 1.69%          |
| 2018 Prop 8 Rec | luction Total:  |          | \$312,865,176  |

Total Assessments Reduced:



**BLYTHE** - The City Blythe's rich history dates back to its incorporation year of 1916. With a focus on Economic Development and the addition of the Cannabis industry, Blythe is poised for enormous expansion and growth. Blythe is primarily known for its agricultural production; but due to its location on Interstate 10 along the Arizona/California border it's the perfect setting for a number of industries.

Blythe provides numerous types of recreational activities such as hunting and off-roading in the desert or water sports and fishing along the Colorado River. Blythe is also known for its family orientated community offerings such as the largest Blue Grass Festival west of the Mississippi River, a spectacular 4th of July fireworks show and an 18-hole championship golf course. With wide open spaces, Blythe has a vast area of real estate that is just right for a new business venture or corporation looking to expand.

#### **Blythe Assessment Roll (Gross Values)**

| 2018            | 2017           | % Growth | % Current Roll |
|-----------------|----------------|----------|----------------|
| \$804,538,279   | \$778,520,334  | 3.34%    | 0.28%          |
| 2018 Prop 8 Rec | luction Total: |          | \$39,606,098   |
| Total Assessmer | nts Reduced:   |          | 527            |



**CALIMESA** - The City of Calimesa, incorporated December of 1990, has developed its own unique zoning codes and standards, and sought to retain its open space characteristics. The City's General Plan provides for neighborhoods and businesses that reflect that concept. The City is governed

by a five-member City Council and a form of government small enough to respond to citizen concerns yet experienced enough to maintain the unique Calimesa lifestyle.

The City's climate, fresh air and canyon views give rise to four golf resorts and extensive hillside trail systems. Within a few minutes of the City's center are the Calimesa Country Club, Oak Valley Golf Club, Yucaipa Valley Golf Club, and the Tukwet Canyon PGA Golf Club of Southern California at Oak Valley. Calimesa's hills and valleys host miles of hiking, biking, and equestrian trails and are part of a larger regional trail system, including a wide range of surfaces and elevations.

The City of Calimesa is dedicated to remaining a community that honors its beautiful natural setting through open space preservation, wildlife corridors, and extensive trail systems, as well as enriching the quality of life for Calimesa through sensitive planning that creates increased business activity, local jobs, new parks, and schools.

#### Calimesa Assessment Roll (Gross Values)

| 2018 2017 % Growth % G                                      |                   |
|---|-------------------|
|   | Current Roll      |
| \$924,865,117 \$845,045,492 9.45%                           | 0.32%             |
| 2018 Prop 8 Reduction Total: \$: Total Assessments Reduced: | 33,788,770<br>344 |



2,585

**CANYON LAKE** - If Canyon Lake had to be described in one word, that word would be unique. One of only five gated cities in California, Canyon Lake began as a master-planned community developed by Corona Land Company in 1968.

The Lake was originally formed in 1927 after Railroad Canyon Dam was built. It covers 383 acres and has 14.9 miles of shoreline. The City of Canyon Lake was incorporated on December 1, 1990. The City has just under 11,000 residents and geographically spans 4.6 square miles. By planning for the future today, Canyon Lake is working to protect the amenities and quality of life enjoyed by its residents, businesses, and visitors alike.

#### **Canyon Lake Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$1,799,006,113 | \$1,719,536,355 | 4.62%    | 0.63%          |

2018 Prop 8 Reduction Total: \$87,480,813 Total Assessments Reduced: 452



CATHEDRAL CITY - Awarded as one of the "Most Livable" cities in America, Cathedral City offers residents and visitors alike a real place to live, shop, work and play. Discover Cathedral Cathedral City City's exemplary and distinguished public schools. Discover its wonderful parks including the Fountain of Life, Dennis Keats

Soccer Fields, Big League Dream Sports Park, and its very own "Bark Park." Discover the variety of shopping opportunities from large national retailers to charming boutique stores. Discover its auto center representing more than 20 luxury and competitive brands. Discover hiking trails, desert flora, scenic golf courses, and annual art, music and food festivals. Discover exceptional public safety services and health care providers. Discover real people who value integrity and hard work, who embrace diversity, and who celebrate family. Discover Cathedral City.

#### **Cathedral City Assessment Roll (Gross Values)**

| 2018                             | 2017            | % Growth | % Current Roll         |
|----------------------------------|-----------------|----------|------------------------|
| \$4,709,714,327                  | \$4,487,636,334 | 4.95%    | 1.65%                  |
| 2018 Prop 8 Re<br>Total Assessme |                 |          | \$307,555,026<br>2,507 |



**COACHELLA** - The City of Coachella enjoys an ideal location on the I-10 Freeway, the primary transportation corridor between Los Angeles and Phoenix. Additionally, State Route 86S, also known as the NAFTA Highway, runs through the city providing access to Mexico through the Imperial Valley and

Mexicali. Within city limits, 1,700 acres are zoned for light and heavy industrial. A business-friendly city government provides municipally owned water and wastewater services. A large portion of the city is located in a federal trade zone where manufacturers can export goods free of duty and excise tax. The city's prime location and easy access to transportation combined with state and federal incentive programs make it a great location for manufacturing, warehousing, and distribution.

In 15 years, the city has significantly grown with the population now over 45,000. This growth has spurred commercial development as new residents provide a market for retail services. The city has developed a visioning process for a Commercial/Entertainment District that includes restaurants, hotels, and sports venues. Also, it has completed an economic development strategy to attract investment to the city. Further, the city transformed its downtown into a pedestrian friendly "Old Town" district.

#### **Coachella Assessment Roll (Gross Values)**

| 2018                             | 2017            | % Growth | % Current Roll       |
|----------------------------------|-----------------|----------|----------------------|
| \$2,053,703,506                  | \$1,931,276,228 | 6.34%    | 0.72%                |
| 2018 Prop 8 Re<br>Total Assessme |                 |          | \$131,198,894<br>643 |



CORONA - Corona, incorporated in 1896, gained historic significance with its rich history in agriculture earning the title "Lemon Capital of the World." Today Corona has become a booming metropolis of high-end residential, commercial, and industrial development, paving the path of success for

the inland region. Now boasting a population of more than 168,000, Corona has become a great place to own property, raise a family, own a business and enjoy the first-class amenities rivaled by neighboring Orange County cities. With the city's close proximity to Los Angeles, Orange and San Diego counties, professionals and businesses across the nation look at Corona as the premier location in Southern California. Corona's location at the intersection of SR-91 & I-15 in conjunction with its business friendly philosophy has allowed the City to grow its job base to nearly 82,000. Like its neighboring counties, Corona is heavily invested in its infrastructure, boasts high-end residential and commercial development, and offers a high quality of life, making the city a major economic powerhouse and leading location in Southern California.

#### **Corona Assessment Roll (Gross Values)**

| 2018             | 2017             | % Growth | % Current Roll |
|------------------|------------------|----------|----------------|
| \$21,286,474,222 | \$20,229,793,965 | 5.22%    | 7.44%          |

2018 Prop 8 Reduction Total: \$563,617,902 Total Assessments Reduced: 3,239



**DESERT HOT SPRINGS** - Desert Hot Springs is growing city with more than 28,000 residents. It is located off I-10 at the western end of the Coachella Valley in the foothills of the San Bernardino Mountains and Joshua Tree National Park, overlooking Palm Springs. Desert Hot Springs is a beautiful

and unique city of internationally recognized spas and resorts. The city rests over two aguifers, one delivering the world's finest natural hot mineral water and the other providing the best naturally tasting award-winning municipal drinking water. Clean air, magnificent scenery, and views of the resort valley below with easy access to world-class events and attractions make Desert Hot Springs a destination city. Also, the City Council has recently approved several Medical Marijuana Cultivation projects currently totaling approx. 1.7 million square feet in the Industrial Zones. These facilities are projected to bring hundreds of jobs, increased demand for additional housing and increased revenues from property and sales taxes. Increased revenues from these projects are anticipated to help the city provide programs and services that are needed in the community including public safety, additional public parks, new streets, street lights and public facilities. Higher education opportunities exist at nearby College of the Desert, CSU San Bernardino, and UCR.

#### **Desert Hot Springs Assessment Roll (Gross Values)**

| 2018                             | 2017            | % Growth | % Current Roll         |
|----------------------------------|-----------------|----------|------------------------|
| \$1,808,982,593                  | \$1,673,398,501 | 8.10%    | 0.63%                  |
| 2018 Prop 8 Re<br>Total Assessme |                 |          | \$164,050,926<br>1,671 |



**EASTVALE** - The City of Eastvale, incorporated on October 1, 2010, is proud to be the 27th City in Riverside County. The City is 13.1 sq. miles poised between I-15 and CA-91, 60, and 71, making access easy for residents, visitors, and businesses. Residents and visitors find nearby Ontario International Airport to be a metropolitan advantage

yet enjoy the small-town, neighborly charm of our young and dynamic community. Eastvale, which is adjacent to Orange County, boasts the highest median household income in Riverside County and offers choices of housing options with most of the nation's top ten residential developers choosing Eastvale for new housing. The landscape of the community has changed over the years from a former dairy enclave to a diverse, wellappointed community with desirable amenities creating a high quality of life. Eastvale has experienced continued growth in residential and commercial development. The current construction of the Goodman Commerce Center is one of the largest mixed use developments in SoCal. Spanning 200 acres, the Center will provide logistics, retail, medical and business park facilities. The project is expected to employ 4,000 people, provide \$28 million of public improvements and have an end value of over \$500 million.

#### Fastvale Assessment Roll (Gross Values)

| Edstraic Assessment Roll (d1035 values) |                 |          |                |  |
|---|-----------------|----------|----------------|--|
| 2018                                    | 2017            | % Growth | % Current Roll |  |
| \$9,814,147,237                         | \$9,080,156,957 | 8.08%    | 3.43%          |  |
| 2018 Prop 8 Re                          | duction Total:  |          | \$347,872,969  |  |
| Total Assessme                          | nts Reduced:    |          | 2.761          |  |







**HEMET** - The City of Hemet is located in the beautiful San Jacinto Valley, with 340 days of sunshine annually. Hemet is centrally located between San Diego, Palm Springs & Orange County and offers a wide range of home ownership opportunities, including gated single family and 55+

communities, equestrian estates, townhomes and mobile homes. The City of Hemet was voted best City to live 2017 in The Press-Enterprise 22nd Annual Readers' Choice Poll.

Hemet is the gateway to outstanding natural and man-made outdoor resources and activities including Diamond Valley Lake and Lake Hemet which offer various boating, kayaking and fishing activities. The City operates 12 Parks which fulfill community recreational needs and serve to enrich the quality of life for the local community with more than 30 miles of hiking and biking trails.

Hemet is home to historical performing arts venues including the Ramona Bowl amphitheater, home of "Ramona", California's Official Outdoor Play and the longest continuously running outdoor drama in the United States. Hemet Unified School District includes California Distinguished Schools with some of the highest academic performances in Riverside County. Hemet's economy is steadily growing with new housing and retail developments in various stages of completion. Hemet is the ideal location to live, work and play.

#### **Hemet Assessment Roll (Gross Values)**

|                            | 2018            | 2017            | % Growth | % Current Roll |  |
|----------------------------|-----------------|-----------------|----------|----------------|--|
| ĺ                          | \$6,083,758,641 | \$5,746,797,021 | 5.86%    | 2.13%          |  |
|                            | 2018 Prop 8 Re  | duction Total:  |          | \$353,131,708  |  |
| Total Assessments Reduced: |                 |                 |          | 3,768          |  |



INDIAN WELLS - A robust tourism industry, INDIAN WELLS progressive municipal government and thriving business enterprises all contribute to the success of this premier residential resort community.

Indian Wells is home to the award-winning Indian Wells Golf Resort, Indian Wells Tennis Garden, four luxury hotel properties, Indian Wells Chamber of Commerce, Indian Wells Arts Festival and, along with Palm Desert, The Living Desert Zoo and Botanical Garden. Considered one of the nation's prime vacation and retirement spots, Indian Wells is widely recognized for its diverse range of community programs and services and an unsurpassed quality of life.

#### **Indian Wells Assessment Roll (Gross Values)**

|                            | 2018            | 2017            | % Growth | % Current Roll |
|----------------------------|-----------------|-----------------|----------|----------------|
| ĺ                          | \$5,960,097,998 | \$5,598,667,927 | 6.46%    | 2.08%          |
|                            | 2018 Prop 8 Re  | duction Total:  |          | \$489,503,462  |
| Total Assessments Reduced: |                 |                 |          | 1,198          |



INDIO - Indio is the "City of Festivals" and ranked the No. 1 City in the Nation for Live Music. As the second seat of Riverside County, Indio is the center for business, government and entertainment in the Coachella Valley. A leading global destination, nearly 1.4 million people visit Indio annually to experience its world-famous arts, food, and music festivals such as the Coachella Valley Music & Arts Festival, Stagecoach Country Music Festival, and Indio

International Tamale Festival.

Spectacular murals in downtown and visits to the Coachella Valley History Museum, Indio Performing Arts Center, and Coachella Valley Art Center highlight Indio's rich art, culture, and history. The Empire and Eldorado Polo Clubs attract thousands to watch national sporting and competition events, including world-class polo matches, the Sand Storm Lacrosse Festival, and Palm Springs Kennel Club Dog Show. The luxurious Fantasy Springs Resort Casino provides culinary delights, gaming and premier entertainment. Indio is also home to the only night-lighted golf course in the Coachella Valley – the Lights at Indio Golf Course.

Indio is enjoying an economic upswing, welcoming a variety of new commercial developments, including new hotels, restaurants, shops, and a 12-plex movie theater north of the I-10 freeway. There are plans to transform the Indio Fashion Mall on Highway 111 to an exciting multi-use development. Downtown Indio is undergoing a renaissance with the opening of the beautiful brand new Loma Linda University Children's Health Clinic and planned campus expansion of the College of the Desert. Downtown Indio is also home to the California Desert Trial Academy College of Law, the only law school in Riverside County.

Indio was named one of the Top 20 Best Cities for Young Families in California due to its nationally recognized public safety services; exceptional schools; parks and hiking trails; active senior, teen and recreational centers; and housing affordability with more than 3,000 new housing units planned or under construction. The future is bright for Indio with exceptional amenities, boundless economic opportunities and a superior quality of life.

| Indio Assessment Roll (Gross Values) |                 |          |                |  |
|--------------------------------------|-----------------|----------|----------------|--|
| 2018                                 | 2017            | % Growth | % Current Roll |  |
| \$8,653,959,849                      | \$8,212,503,817 | 5.38%    | 3.03%          |  |
| 2018 Prop 8 Reduction Total:         |                 |          | \$568,388,459  |  |

Total Assessments Reduced:

JURUPA VALLEY - The City of Jurupa Valley was incorporated on July 1, 2011, by a group of passionate community volunteers. It is proud to be the 482nd City in California and the 28th City in Riverside County. The City covers a 44-square mile area encompassing the

6,706

communities of Jurupa, Mira Loma, Glen Avon, Pedley, Sky Country, Indian Hills, Belltown, Sunnyslope and Rubidoux. The City borders San Bernardino County to the north, Riverside and Norco to the east and south and Eastvale to the west. Portions of the Santa Ana River traverse the southern portion of the City.

The City of Jurupa Valley today reflects an equestrian lifestyle that is a mix of high and low density residential development, rural farming and other agricultural activities, and a mix of commercial retail and industrial activity.

The City of Jurupa Valley has significant capacity for expansion of both residential and commercial development activity. Two primary transportation corridors traverse the City, Interstate 15 which runs north and south, and State Highway 60, which runs east and west. It has been in recent years that residential development and economic activity has increased in particular in the areas adjacent to the I-15 and Hwy 60.

| Jurupa Valley Assessment Roll (Gross Values)               |                 |          |                        |  |
|--|-----------------|----------|------------------------|--|
| 2018   | 2017            | % Growth | % Current Roll         |  |
| \$9,852,623,493  | \$9,183,068,320 | 7.29%    | 3.44%                  |  |
| 2018 Prop 8 Reduction Total:<br>Total Assessments Reduced: |                 |          | \$230,957,989<br>1,732 |  |



LA QUINTA - Known for its championship golf, stunning views and spectacular trails, the City of La Quinta is nestled at the base of the Santa Rosa Mountains and blends historic La Quinta charm with modern amenities – including an expansive wellness center, a museum featuring traveling exhibits and

the breathtaking Civic Center Campus featuring a lake, meandering walk ways and public art.

Each year, La Quinta shines in the national spotlight as the host of the area's only PGA TOUR event in the region, the CareerBuilder Challenge, as well as the nationally-acclaimed La Quinta Arts Festival. Other events welcoming visitors and residents throughout the year include community block parties and Art on Main Street open-air galleries.

A variety of premier hospitality experiences exist in La Quinta, and soon, it will welcome new venues for residents and visitors to enjoy at SilverRock Resort. The Montage La Quinta and Pendry La Quinta are expected to open in 2019 - which will also bring an upscale spa, residences, an expansive catering and conference facility, a state-of-the-art recreation center, multiple food and beverage outlets and a mixed-use village.

Through prudent planning and high standards for maintaining this quaint community, La Quinta has grown to become a mecca for abundant recreational activities, its resort lifestyle, and extraordinary housing, economic and business development opportunities.

#### La Quinta Assessment Roll (Gross Values)

| 2018             | 2017             | % Growth | % Current Roll  |
|------------------|------------------|----------|-----------------|
| \$13,558,972,919 | \$13,077,462,204 | 3.68%    | 4.74%           |
| 2018 Prop 8 Rec  | duction Total:   |          | \$1,317,227,941 |

DREAM EXTREME

Total Assessments Reduced:

LAKE ELSINORE - The City of Lake Elsinore is among LAKE & LSINORE the top ten fastest-growing cities with populations over 30,000, in Riverside County. Coined the "Action

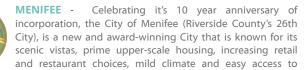
4,951

Sports Capital of the World," Lake Elsinore is home to a renowned motocross track, world-class skydiving, championship minor league baseball, Southern California's only high speed boating zone, a championship golf course and much more.

Strategically located along the "I-15 Corridor" of Southwest Riverside County, the City of Lake Elsinore is poised for continued economic growth. In 2014, the City was also rated the 5th best City in California for homeownership. Lake Elsinore also boasts a top-rated school system, unequaled recreational opportunities, wide variety of affordable housing, excellent business opportunities and a business friendly City Hall.

#### **Lake Elsinore Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$6,252,612,542 | \$5,698,461,980 | 9.72%    | 2.19%          |
| 2018 Prop 8 Rec | luction Total:  |          | \$251,158,884  |
| Total Assessmer | nts Reduced:    |          | 1,726          |



entertainment and recreation. Menifee spans across 46.6 square miles, and includes the communities of Sun City, Quail Valley, Romoland, and Paloma Valley. Menifee is committed to supporting business growth, and coupled with its central location, vibrant growth and unmatched opportunity, Menifee has quickly become recognized as the fastest growing City in Southwest Riverside County, 5th in Riverside County, and 7th in Southern California (as of 2017). Menifee has moved forward an ambitious \$100 million Capital Improvement Program (CIP) aimed at encouraging high quality development that is community-sensitive. The core of this program's focus is on improving existing and incoming circulation, while also simultaneously building amenities through creative development that will showcase Menifee's viability as a commercial, educational and residential market in high demand. Menifee's is working in overdrive to continue to provide NEW amenities, and BETTER municipal services, while enhancing the quality of life of residents, businesses and visitors, so that they can live their BEST life in the City of Menifee. Menifee is NEW. BETTER. BEST.

#### **Menifee Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$9,768,468,940 | \$8,955,585,519 | 9.08%    | 3.42%          |
| 2018 Prop 8 Red |                 |          | \$423,416,361  |
| Total Assessme  | nts Reduced:    |          | 3,619          |



MORENO VALLEY - Incorporated in 1984, the City of Moreno Valley is a dynamic City home to more than 210,000 people and 4,500 businesses. Inland Southern California's economic hub, Moreno Valley is the second

largest city in Riverside County with a population projected to reach 215,000 by 2020. In 2017, Moreno Valley was recognized nationally as the third most financially stable City in the country. Fiscal prudence has resulted in a balanced budget for six straight years, including the 2017-18 fiscal year which included additional police and fire services and a new City satellite library. Numerous national and international companies including Amazon, Procter & Gamble, Karma Automotive, Skechers USA, Aldi Foods, Deckers Outdoor, Walgreens,

and Fisher and Paykel, have selected Moreno Valley as their ideal business location. More than 14,000 jobs have been created in Moreno Valley over the last four years. The City's Hire MoVal program provides businesses with incentives in exchange for hiring Moreno Valley residents. Just over half of the 51.5-sq. mile community is built-out, leaving plenty of room for continued growth. In 2015, the City Council approved the World Logistics Center, a 40.6 million sq. ft. industrial business park anticipated to create more than 20,000 jobs. Moreno Valley continues to enjoy unparalleled growth in its industrial, commercial, medical and residential sectors reflecting the City's commitment to moving at the speed of business.

#### **Moreno Valley Assessment Roll (Gross Values)**

| 2018                               | 2017             | % Growth | % Current Roll         |
|------------------------------------|------------------|----------|------------------------|
| \$16,127,797,725                   | \$15,102,639,755 | 6.79%    | 5.64%                  |
| 2018 Prop 8 Red<br>Total Assessmen |                  |          | \$474,011,681<br>4,108 |



MURRIETA - The City of Murrieta is located at the junction of I-15 and I-215. Consistently ranked as one Murrieta of the safest cities in the nation, Murrieta is proud of the City-owned Police and Fire Departments, is the home to a high-achieving school district, and

is quickly becoming the healthcare hub of Southwest Riverside County. Murrieta's location at the center of Southern California has recently drawn businesses like CarMax, hotels by Marriott and Hampton Inn, and healthcare projects that will positively impact the lives of the region's residents. Those include Rady Children's Health Services expanding from San Diego, Kaiser Permanente, Anthem Memory Care, and more joining the existing Loma Linda University Medical Center – Murrieta campus and Rancho Springs Medical Center. Murrieta is also a key medical technology incubator, with the opening of the region's first genomics lab, Murrieta Genomics, and the region's first clinical trial laboratory, Alliance Research Center in the Cityowned Murrieta Innovation Center. The City's Historic Downtown is thriving with new restaurants and retail shops, and is home to the planned Wyndham Timeshare property. Unemployment is among the lowest in the county, and people seek out the city for the tight-knit community, the parks and trails, community events such as the Annual Birthday Bash and Holiday Magic, and the opportunities for children and adults alike!

#### **Murrieta Assessment Roll (Gross Values)**

| 2018                               | 2017             | % Growth | % Current Roll         |
|------------------------------------|------------------|----------|------------------------|
| \$13,892,789,606                   | \$13,114,332,945 | 5.94%    | 4.86%                  |
| 2018 Prop 8 Rec<br>Total Assessmen |                  |          | \$567,554,837<br>4,003 |



NORCO - The City of Norco offers a lifestyle that combines old-fashioned rural values with the cosmopolitan amenities of a major metropolitan area. Its official trademark of "Horsetown USA" reinforces the community's equestrian roots, further represented by a Sixth Street commercial

district featuring tack shops, Western apparel stores, boutiques offering souvenirs from Western artisans, and charming cowboy cafés. That rustic ambiance not only pays homage to the Golden State's rich frontier heritage but also contributes to Horsetown USA's increasing popularity as a visitors' destination—the perfect family weekend getaway. Norco's bustling Hamner Avenue corridor, zoned entirely for commercial and hospitality uses, represents another dimension to multifaceted Norco, providing exceptional development opportunities for freeway-oriented parcels. The municipallyoperated George Ingalls Equestrian Event Center hosts world-class rodeos and equestrian shows, while SilverLakes Sports Park drew nearly 1 million visitors in its first year of operation. A public-private partnership located on 130 acres in Norco, SilverLakes accommodates cultural festivals and concerts as well as premier soccer and equestrian events. In an era of cookie-cutter communities, families are attracted to Norco's low density neighborhoods and high quality of life. Businesses, meanwhile, value the City's strategic location—positioned on I-15 in the heart of a massive Inland Empire market and the entrepreneurial attitude of local leaders.

| Norco Assessment Roll (Gross Values) |                 |          |                |  |  |
|--------------------------------------|-----------------|----------|----------------|--|--|
| 2018                                 | 2017            | % Growth | % Current Roll |  |  |
| \$3,401,752,154                      | \$3,207,943,774 | 6.04%    | 1.19%          |  |  |
| 2018 Prop 8 Reduction Total:         |                 |          | \$137,969,720  |  |  |

Total Assessments Reduced:

PALM DESERT - The City of Palm Desert is experiencing exciting changes as plans for a reimagined and revitalized downtown are resulting in new development across the community.

Hotel Paseo is a new 150-room, boutique hotel that opened in March 2018. The four-star property features a pool, spa, dining, an underground parking garage, and a vintage Airstream luxury trailer.

In addition to the aforementioned three-story hotel, the City's new General Plan has opened the door to other multi-story and mixed-use projects that will bring more energy and activity to Palm Desert's downtown, including El Paseo, the region's most celebrated shopping destination.

Vacant storefronts on El Paseo are already being filled with new shops and empty lots are being purchased for developments that will combine retail, office, and residential uses.

Development activity has not been confined to the hospitality and retail sectors as Palm Desert continues to establish itself as the region's education center. The City's University Neighborhood Specific Plan has laid the groundwork for a range of housing types to accommodate students, new families, and young professionals. Developer BlackRock has already submitted a site plan for nearly 1,100 homes to be built in a variety of configurations on lots as small as 6,000 square feet near the Palm Desert's Cal State and University of California satellite campuses.

The University Neighborhood Specific Plan underscores the City's commitment to the expansion of the university campuses that will bring greater access to higher education for Coachella Valley residents and spur regional economic growth.

Another tangible example is the City's work to create an Innovation Hub in Palm Desert. The City has partnered with the Coachella Valley Economic Partnership with the goal of using the universities' high speed broadband system to attract new technologies and related jobs, thereby expanding our economy.

#### Palm Desert Assessment Roll (Gross Values)

| 2018                       | 2017             | % Growth | % Current Roll  |
|----------------------------|------------------|----------|-----------------|
| \$15,237,145,161           | \$14,628,116,715 | 4.16%    | 5.33%           |
| 2018 Prop 8 Re             | duction Total:   |          | \$1,557,621,314 |
| Total Assessments Reduced: |                  |          | 57,864          |

PALM SPRINGS - The past several years have marked a historic economic transformation for Palm Springs. The newly redeveloped downtown includes the sleek new 153-room Rowan Palm Springs by Kimpton and rooftop bar along with a host of exciting new retail and restaurants such as West

Elm, H&M, Kiehl's, Mac, Johnny Was, Free People, Francesca's, Tommy Bahama Marlin Bar, Blaze Pizza, Starbucks Reserve and coming soon -- Haus of Poke and a new Full Cycle spin club. In addition, a new Downtown Park for residents and visitors is currently under development and a new Virgin Hotel is slated to begin construction in 2020. Under construction right now in the heart of downtown is a new 150-room Andaz Hotel by Hyatt, anticipated to open 2019. Tourism continues to thrive in Palm Springs as a result of a more than \$200 million reinvestment made through the City's Hotel Incentive Program, which facilitated openings of ultra-cool properties like the Arrive Hotel. Other hip new lodging properties include Marriott Autograph Collection's Triada Hotel in the City's retro Uptown Design District. Sophisticated new boutique properties like La Serena Villas, L'Horizon Resort & Spa, Sparrows Lodge and Holiday House are also receiving acclaim. Palm Springs International Airport continues to enjoy tremendous ongoing success, in part due to its Airline Marketing Incentive Program. The City Council's \$1 million commitment to the program led to West Jet expanding service followed by Air Canada, United, Alaska, and Jet Blue.

| Paim Springs Assessment Roll (Gross Values) |                  |          |                |  |
|---|------------------|----------|----------------|--|
| 2018  | 2017             | % Growth | % Current Roll |  |
| \$13,217,594,282                            | \$12,472,645,548 | 5.97%    | 4.62%          |  |

\$548,876,024 2018 Prop 8 Reduction Total: Total Assessments Reduced: 10,964



PERRIS - Perris, located in the heart of a fast-growing region in Southern California, between San Diego and Los Angeles, is named in honor of Fred T. Perris, chief engineer of the California Southern Railroad. Perris officially incorporated as a city in 1911. According to the U.S. Census, the City's

estimated population in 2016 was 76,331 residents, a substantial increase of 110 percent since 2000. As it strides boldly into its second century, the City continues to transform into a regional economic center for employment and high quality housing opportunities. A downtown revitalization effort has resulted in the creation of the Perris Station Apartments and the Mercado/ Verano Apartments, two mixed use affordable housing developments which anchor the north and southern ends of the downtown. Another feature of the downtown revitalization is the City's name sake commuter stations on the Metrolink Perris Valley Line. Boasting two stations, one in downtown and the other in South Perris, the City's rail stations link Perris to Riverside stretching 24 miles with service to Los Angeles and Orange County. Other noteworthy developments include the opening of a new Walmart Supercenter; and two new e-commerce fulfillment centers by Wayfair and Home Depot. The City is the regional hub for outdoor recreation boasting the Lake Perris State Recreational area, Big League Dreams Sports complex, the Orange Empire Railway Museum, and the world famous Skydive Perris. Perris is a leading community for quality residential, business opportunities and recreation.

#### Perris Assessment Roll (Gross Values)

|                            | 2018            | 2017            | % Growth | % Current Roll |
|----------------------------|-----------------|-----------------|----------|----------------|
|                            | \$6,328,852,094 | \$5,706,512,235 | 10.91%   | 2.21%          |
|                            | 2018 Prop 8 Re  | duction Total:  |          | \$226,226,806  |
| Total Assessments Reduced: |                 |                 | 2,002    |                |



RANCHO MIRAGE - The "Heart of the Palm Springs Valley" shines as a premier luxury destination that offers something for everyone - hiking, golf, tennis, dining, shopping and top name entertainment and

world-class resorts like The Ritz Carlton Rancho Mirage, Omni Rancho Las Palmas Resort and Spa, Westin Mission Hills Golf Resort and Spa and Agua Caliente Casino Resort Spa. Rancho Mirage is home to world-renowned health facilities such as Eisenhower Health, Hazelden Betty Ford Foundation and Barbara Sinatra's Children's Center. The ANA Inspiration, the LPGA's first major tournament of the year, has been played here at Mission Hills Country Club since 1972 and is globally televised. The award-winning Rancho Mirage Writer's Festival is a world-class gathering of writers, thinkers and people contributing to the intellectual vitality of our time. Founded in 2014, the festival has featured authors who are recipients of the Pulitzer Prize and the National Book Award, among other honors. The City's state-of-the-art Rancho Mirage Amphitheater, located in Rancho Mirage Community Park, is host to several of the City's free annual events - Music in the Park series which showcases top name entertainment from all music genres; the Rancho Mirage Art Affaire, where patrons can purchase a variety of art from selected artists while enjoying live smooth jazz; and Cinema Under the Stars, which showcases a series of classic and box office hit movies outdoors. Additionally, 2018 welcomed one of the Desert's premiere wine events, the Rancho Mirage Wine and Food Festival, to the ever-expanding list of events held at the Rancho Mirage Community Park. The City's award-winning Library campus is home to the recently opened Rancho Mirage Observatory. This is the first time an observatory has ever shared a library campus in the state of California. The addition of this extraordinary facility to our community is a first-of-its-kind, research level facility in the Coachella Valley, providing an opportunity for experts and novices alike to explore our universe. The Annenberg Retreat at Sunnylands, also known as "The Camp David of the West", continues to solidify itself as a globally recognized destination for leaders to meet and discuss both national and international issues.

#### Rancho Mirage Assessment Roll (Gross Values)

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$9,306,247,283 | \$9,034,307,333 | 3.01%    | 3.25%          |

2018 Prop 8 Reduction Total: \$803,281,378 Total Assessments Reduced: 10,820



**RIVERSIDE** - As the Inland Empire's City of Arts & Innovation, Riverside has a population in excess of 325,000, ranks as the 12th largest city in California and 6th in Southern California, and is the largest city in one of the fastest growing regions in the United States. It is also one of the few cities in the State that

reaps the benefits of city-owned electrical, water, and wastewater systems. Riverside has a vibrant downtown and is home to four internationally-recognized universities and colleges which support a growing student population of more than 50,000. Its economy is thriving due to a variety of industries including advanced manufacturing, quality retail and services, four major medical facilities and a growing base of technology companies. As an important financial and professional center, Riverside offers the support of numerous legal, accounting, brokerage, architectural and engineering firms, as well as banking institutions. Local businesses and residents benefit from an exceptional freeway system, BNSF and UP rail access, Metrolink commuter rail connections, proximity to Ontario International Airport and a large corporate jet and general aviation airport within the City.

Riverside draws interest and investment from a diverse population of creative and entrepreneurial residents, employees, business owners and visitors. Riverside's excellence in embracing technology, workforce development, digital inclusion, arts, innovation, collaboration and social capital continues to improve an already outstanding quality of life.

#### **Riverside Assessment Roll (Gross Values)**

| 2018             | 2017             | % Growth | % Current Roll |
|------------------|------------------|----------|----------------|
| \$31,616,767,284 | \$29,727,806,803 | 6.35%    | 11.05%         |

2018 Prop 8 Reduction Total: \$731,121,041
Total Assessments Reduced: 5,542



**SAN JACINTO** - The City of San Jacinto, incorporated in 1888, is located approximately 80 miles east of Los Angeles, 90 miles north of San Diego. Residents enjoy an average of 342 days of sunshine each year with an average temperature

range of 45-80°F. Major housing developers, as well as excellent local builders have built quality homes and convenient retail development in San Jacinto. It is a city of parks, with more than 32 available to serve community recreational needs, as well as providing the setting of traditional community events such as a Veteran's Day ceremony, 4th of July Parade and Celebration, Patriots Day, and the annual holiday tree lighting ceremony.

#### San Jacinto Assessment Roll (Gross Values)

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$3,117,753,130 | \$2,886,596,356 | 8.01%    | 1.09%          |

2018 Prop 8 Reduction Total: \$192,977,448
Total Assessments Reduced: 1,798



**TEMECULA** - Temecula, Southern California's Wine Country: Over the past three decades, the City of Temecula has evolved into an innovative, dynamic City and a regional economic center for Southwest Riverside County, all while retaining its small town feel and character that residents cherish. Offering

the finest quality of life, Temecula is listed as one of the safest cities in the United States per FBI statistics. Residents enjoy the highest rated School District in Riverside County for its outstanding academic scores, a vast array of beautifully manicured parks and trails, diverse shopping, and dining options including the region's shopping destination Promenade Temecula, higher education opportunities, and picturesque residential communities.

#### Temecula Assessment Roll (Gross Values)

|                              |                  |                  | •        | · ·            |  |
|------------------------------|------------------|------------------|----------|----------------|--|
|                              | 2018             | 2017             | % Growth | % Current Roll |  |
|                              | \$16,376,821,531 | \$15,679,708,794 | 4.45%    | 5.73%          |  |
| 2018 Prop 8 Reduction Total: |                  |                  |          | \$532,680,537  |  |
| Total Assessments Reduced:   |                  |                  |          | 3,185          |  |



WILDOMAR - Wildomar is Riverside County's 25th city, celebrating its incorporation on July 1, 2008. The community of Wildomar is a mix of old and new. Founded in 1886 with the establishment of the Post Office and Elementary School, the name "Wildomar" was coined from the names of its three founders: "WIL" from William Collier, "DO" from Donald Graham,

and "MAR" from Margaret Collier. Wildomar was an outpost for the pony express and a stop for the Southern California Railroad.

Set in a scenic region near the Cleveland National Forest in the southwest area of Riverside County, Wildomar offers spacious rural living charm but also has several new residential developments. This area offers small-town charm with easy access to shopping, cultural activities, entertainment, and recreation. The City's location along the I-15 corridor places it in an advantageous position for future business and commercial development.

#### **Wildomar Assessment Roll (Gross Values)**

| 2018            | 2017            | % Growth | % Current Roll |
|-----------------|-----------------|----------|----------------|
| \$3,501,297,073 | \$3,281,249,266 | 6.71%    | 1.22%          |
| 2018 Prop 8 Red | duction Total:  |          | \$165,863,823  |
| Total Assessmer | nts Reduced:    |          | 1,240          |

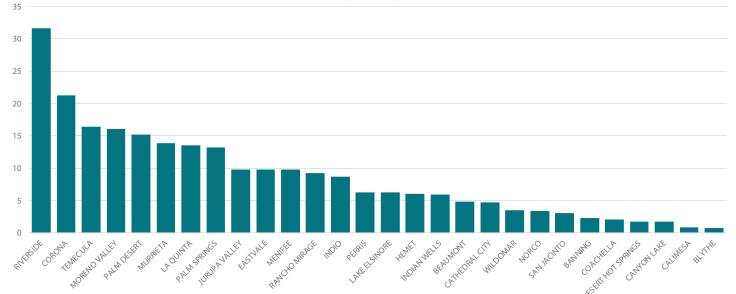
#### UNINCORPORATED RIVERSIDE COUNTY

#### **Unincorporated Assessment Roll (Gross Values)**

| Cimicol polatica / issossinche iton (Cross values)         |                |          |                           |
|--|----------------|----------|---------------------------|
| 2018   | 2017           | % Growth | % Current Roll            |
| \$43,409,523,373   | 40,526,939,407 | 7.11%    | 15.18%                    |
| 2018 Prop 8 Reduction Total:<br>Total Assessments Reduced: |                |          | \$2,287,596,374<br>17,924 |

#### ASSESSED VALUE BY CITY

(In Billions)





## Michele Martinez-Barrera - Assistant ACR

Expenditures: \$17,726,748

Employees: 154

Note: County Clerk and Recorder expenditures as well as employee amounts are combined.

## **County Clerk Overview:**

The County Clerk is responsible for a variety of services including issuing marriage licenses, conducting civil marriage ceremonies, and registering notary public commissions/oaths. The County Clerk accepts fictitious business name statements, proofs of publication of such statements, and withdrawal of partnership and abandonment statements for filing. Additional responsibilities include registration of Process Servers, Legal Document Assistants, and Unlawful Detainers. The number one goal of the County Clerk is to provide excellent, friendly, customer service.

The County Clerk provides convenient locations and options to hold ceremonies. We offer ceremony services at all our locations. Gateway, Palm Desert, and Hemet offices have dedicated wedding ceremony rooms to provide this service, while our Temecula location has an outdoor courtyard (weather permitting). The ceremony rooms at the Gateway and Palm Desert offices are very

spacious and tastefully decorated. In addition, we have expanded our ceremony locations to include the new chapel on 14th Street in Downtown Riverside. The chapel is the renovated and restored Seventh Day Baptist Church built in 1927 by architect G. Stanley Wilson. Wilson is also credited with designing and building the rotunda at St. Francis Chapel at the Mission Inn. The chapel is now known as the Riverside Chapel and began performing ceremonies in January 2018.

Our "Deputy Marriage Commissioner for the Day" services continue to grow each year. This personal service allows an individual to legally perform the marriage ceremony at a friend's or family member's wedding. We have a Volunteer Deputy Commissioner of Civil Marriages Program that has been in place for the last eight years, and it is still going strong. We would like to thank our many volunteers for their assistance in performing several thousands of civil ceremonies since this program commenced.

## **COUNTY CLERK STATISTICS**

by Calendar Year

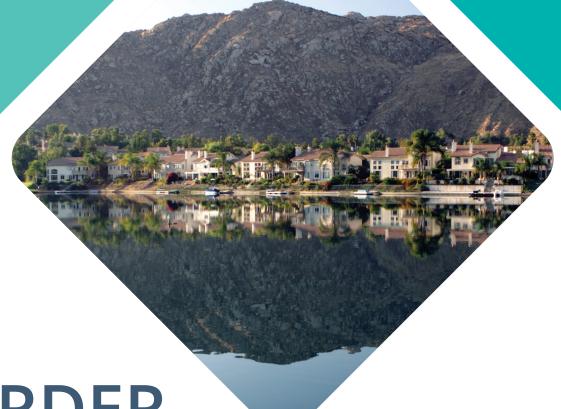
|                                | 2017   | 2016   |
|--------------------------------|--------|--------|
| Public Marriage Licenses       | 11,751 | 11,771 |
| Confidential Marriage Licenses | 1,562  | 1,637  |
| Marriage Ceremonies            | 5,790  | 5,443  |
| Fictitious Business Names      | 16,444 | 15,994 |
| Notary Public Registrations    | 2,752  | 2,047  |
| Fish & Game Filings            | 1,659  | 1,497  |

#### **COUNTY CLERK SERVICES**

- Files fictitious business name statements
- Files statements of abandonment of use of fictitious business name
- Files withdrawals from partnerships operating under fictitious business names
- Issues public marriage licenses
- Issues confidential marriage licenses
- Performs civil marriage ceremonies (by appointment only)
- Registers notary public oaths and commissions

- Authenticates notary public signatures
- Provides certified copies of confidential marriage licenses (with proper identification)
- Receives and posts environmental impact reports such as: negative declarations, notices of determination, and notices of exemption
- Receives admitted surety insurer statements
- Files surety insurer powers of attorney
- Maintains roster of elected and appointed county officials





# RECORDER

## Michele Martinez-Barrera - Assistant ACR

Expenditures: \$17,726,748

Employees: 154

Note: County Clerk and Recorder expenditures as well as employee amounts are combined.

## **Recorder Overview:**

The Recorder's Office is charged with the responsibility of examining, recording, imaging, indexing, and archiving all official records that are recorded and filed within the County of Riverside. This includes maintaining custody of permanent records as well as providing public access to information regarding land and land ownership.

California laws set out the role of the Recorder and identifies those documents that are recordable.

Recorded documents are considered public records and are open to public inspection. An index is created by our staff so that the records are locatable. The documents are indexed by the names of the principal parties and by document type, in addition to the date of recording and document number. The index also contains information on various types of maps. The public may view the index and the public images free of charge at any one of our locations throughout the County. Copies are available for purchase.

Currently, the index and the public record images are available in our office by computer from 1974 to present via the Clerk and Recorder Document System (CARDS)

program. The index and images for records from 1973 back to 1893 are available on microfilm/microfiche.

The Recorder is also the local registrar of marriages and maintains copies of all births, deaths, and marriages that occur in Riverside County. All birth, death, and marriage records from the inception of our county in 1893 have been converted from microfilm to electronic images. All of these vital records are available in our office. Confidential marriage records represent a small percentage of the total marriage records. They are not public records but rather are available only to the parties of the marriage.

The conversion of the confidential marriages has been completed now that the Clerk and Recorder Document System has been implemented. This will make all vital records from 1893 to present available in electronic format.

The number of official records recorded decreased by 6% from calendar year 2016 to 2017. The number of vital record copies issued increased by 4% during the same period.

As a result of the State of California passing the Electronic Recording Delivery Act (ERDA), the County of Riverside has worked with the California Attorney General's Office, which oversees electronic recording, to ensure compliance with requirements.

Riverside County commenced electronic recording in 2010. Since that time, we have recorded over 1.8 million documents electronically. Currently, the Recorder receives documents from 43 authorized submitters. Electronic recordings account for 55% of the total number of documents recorded annually. In 2018, we started working with our vendor to develop an electronic recording system that has the capability to receive Government-to-Government electronic recordings, which we intend to go live with in the first quarter of 2019.

In 2016, we completed the redaction of social security numbers on historic official records dating back to 1980. Since then, a new law has passed allowing us to go back even further on historic records.

The Recorder continues to work in partnership with the Riverside County District Attorney in an effort to reduce the number of fraudulently recorded documents.

On November 3, 2017, as a benefit of the CARDS system, we implemented the use of the auto indexing module on seven various document types. Auto Indexing

automatically generates all or a portion of the index and reduces keystrokes, which increases productivity. This information is site verified by our indexers to ensure the accuracy of the index.

In 2016/2017, we began working on key performance indicators (KPI). With KPIs developed, one of the benefits could be the use of telecommuting for various sections of the office. The benefits of telecommuting would require less work space needed, minimize usage of sick time banks, greater productivity, reduces the number of cars on the road, and an increase of employee morale.

We are always striving to improve the end user's experience. We have expanded many of our online services to interface with our CARDS system, such as applications for vital records, official records, marriage licenses, and fictitious business name statements.

Riverside County is an active participant in the County Clerk and Recorder associations at the state level. We cochair and are involved in various legislative committees to ensure that the residents of our great county have a voice. The County Recorder is also a member of Property Records Education Partners (PREP), a statewide association. PREP networks with real estate industry members and other related government agencies to share information in all aspects of real property matters and to provide outreach to the community.



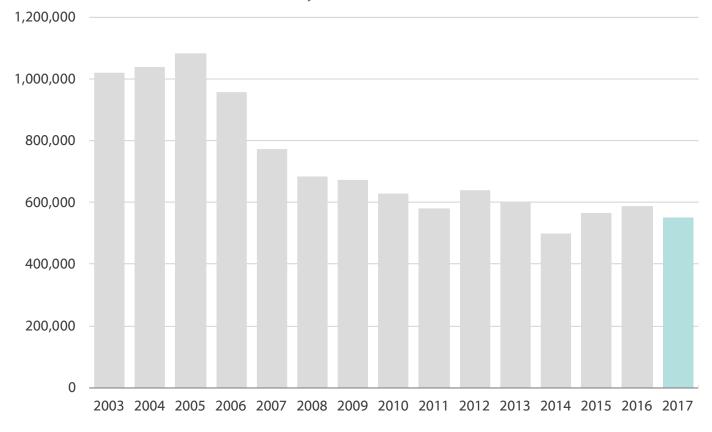
#### **RECORDER STATISTICS**

by Calendar Year

|                               | 2017    | 2016    |
|-------------------------------|---------|---------|
| Official Records Recorded     | 549,933 | 586,600 |
| Vital Record Copies Issued    | 90,248  | 86,662  |
| Official Record Copies Issued | 21,856  | 23,268  |

#### OFFICIAL DOCUMENTS RECORDED

by Calendar Year



The Recorder's office is responsible for providing constructive notice of private acts and creating and maintaining custody of permanent records for all documents filed and recorded in Riverside County.







RMAP
Kan Wang - Assistant ACR

Expenditures: \$1,562,061

Employees: 11

## **RMAP Overview:**

The Records Management and Archives Program (RMAP) provided a wide-range of information management and archives services to County departments during the reporting period. RMAP consists of three major service areas: professional records management services; records storage and destruction services; and the County Archives, which identifies, preserves, and makes available to the public County records of enduring value.

## **Records Management Program**

The Records Management and Archives Program continued its work with trusted systems policy and regulations in order to advance this initiative countywide. Leadership in several key departments helped this project gain momentum, which continues into the new fiscal year. Staff provided training to county departments and continue to develop records retention schedules completing two new departmental records retention schedules, revising eight departmental schedules and revising the county's general records retention schedule.

The County Records Center offered point-to-point, secure tracking of all records stored by county departments. The Records Center received 2,852 boxes for consignment to storage. During this same period, the Records Center destroyed or removed from storage 161,288 boxes. It remains imperative to develop departmental records retention schedules in order to ensure that records of short-term value are disposed of in accordance with the law and best practice.

#### **County Archives**

The Robert J. Fitch County Archives processed 321 public inquires received via email or telephone. An estimated 591 hours were committed to online research requests by archives staff. In addition, 183 researchers visited the archives in person. An additional 401 hours were committed to assisting these researchers. The archives staff conducted 27 outreach programs, which included the distribution of flyers to various public libraries within the county and presentations to Riverside County Historical Societies. Archives staff continued to serve as the liaison to the Robert J. Fitch Archives Commission, whose members are appointed by the Board of Supervisors.

#### RMAP SERVICES

#### **County Archives**

- · Identify and protect records of permanent historical and research value
- Provide a centralized location for county archival records
- Provide access to these unique historical records to county staff and the public
- · Serve as a valuable resource center for the study of Riverside County history

#### **Records Storage and Destruction Services**

- Certified destruction of records once the retention period has expired
- Secure online access to records and account information

#### **Records Management Services**

- · Consult on all records management matters
- Develop and provide educational workshops and classes
- · Maintain county General Records Retention Schedule
- · Assist county departments in the development, implementation, and maintenance of Departmental Records Retention Schedule (DRRS)

#### RMAP STATISTICS

by Fiscal Year



# **CREST**

## Krista Rovello - Information Technology Officer II

Total Project Members: 28

*Note: Project members include staff from the Assessor-County Clerk-Recorder, Auditor-Controller, Treasurer-Tax Collector, and contractors.* 

#### **CREST Overview:**

The County of Riverside continues to advance in its commitment to modernize the County's 45-year-old mainframe property tax administration system. The County of Riverside Enterprise Solutions for Property Taxation (CREST) Project unites the County's three property tax departments in this cooperative venture. The goal is to capitalize on the latest information technology advancements and designs and implement a new Integrated Property Tax Management System (IPTMS) to meet the business and operational needs of the Assessor-County Clerk-Recorder, Auditor-Controller, and Treasurer-Tax Collector departments.

Throughout the year, Thomson Reuters' product, design, engineering and implementation consultants continued to work closely with the CREST team to develop and test the IPTMS functions and features necessary to meet the nearly 6,000 business and technical requirements of Riverside County's property tax departments. In the coming year, the CREST Team expects to complete the testing of functionality required for go-live and begin the implementation phase, which will include conversion of nearly 20 years of property tax data, validation of the converted data, and training of approximately 400 end users.

The new IPTMS will be the core system to manage and calculate \$286 billion in property values and \$2.7 billion in property tax billings and collections, as well as handle the distribution of hundreds of millions of dollars to local governments and jurisdictions annually. This new IPTMS will serve as the foundation to help protect the county's fiscal stability as it optimizes the county's revenue generation efficiency. It will help lower the high operational costs and overhead associated with the existing outdated property tax system. By removing manual processes, minimizing costly errors, and eliminating inefficiencies through new information technology and system automation capabilities, the new Integrated Property Tax Management System will provide financial savings to the county over future decades. It will offer operational benefits through improved public services, enforcement of legal mandates, more extensive online services, and more efficient property tax administration.



# **PUBLIC SERVICE**

## Michele Martinez-Barrera - Assistant ACR

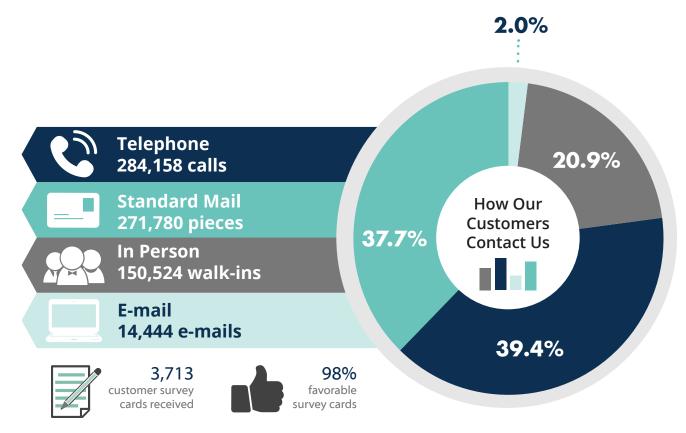
Public Service staff sees the convergence of the Assessor, County Clerk, and Recorder functions and must be knowledgeable in all these areas to efficiently serve our customers. We offer a variety of avenues to assist the public: six locations open to walk-in customers; an Interactive Voice Response Telephone system; e-mail; website; and public outreach via various speaking engagements. In calendar year 2017, our offices served over 150,000 walk-in customers. Additionally, our office received over 280,000 telephone calls, and we answered over 14,000 e-mail inquiries.

Our public service staff strives to provide the best customer service possible. The Assessor-County Clerk-Recorder's office carefully monitors feedback received from the public regarding the quality of our public service. In 2017, the Assessor-County Clerk-Recorder received over 3,700 customer survey cards. Of the survey cards submitted, 98.6% were favorable and 1.4% were fair to unfavorable.

We continually monitor all of our systems in order to better serve our customers. For example, in October 2018 the Assessor-County Clerk-Recorder's office went live with a completely new website design. The navigation is streamlined and easier for the public to use. In addition, the design reflects a modern look and feel making it more visually appealing.

Our website provides information and services online and is frequently updated to advise the public of potential fraudulent activities, procedural updates, and changes in law. In addition, it offers the ability to search for Fictitious Business Names, look for recorded documents via the Records Search Index, and view and file marriage applications online. For a complete list of all the services available, please visit our website at www.riversideacr.com. We also have the property tax portal website, www.riversidetaxinfo.com, which is available to help provide answers for your most common property tax questions.

In addition, our department was recognized by the County's Executive office for our creativity, ingenuity, and commitment to improving the quality of services to our residents. This award was to acknowledge the creation of public kiosks that are stationed in all our lobbies. The kiosks allow the public to fill out various applications and search Assessor records more easily and efficiently.







## **Important Dates**

- Lien Date the date when taxes for the next fiscal year become a lien on the property.
- Veterans, Homeowners, Church, Religious, Welfare Exemptions, Historical Aircraft, and other institutional exemptions.
- Date Business Personal Property, Boat, and Aircraft Statements due.

- 4/10
- Last day to pay second installment of property taxes without penalty.\*
- 5/7
- Last day to timely file a business personal property statement without penalty.\*
- 7/2

11/30

Taxpayers may file a formal assessment appeal application with the Clerk of the Board to reduce the assessed value of property (Other filing periods may apply for supplemental assessments and escape assessments)\*

# **Public Service Locations**



Palm Desert
38686 El Cerrito Rd.,
Palm Desert, CA 92211
Assessor: (760) 863-7800
Clerk-Recorder: (760) 863-7490



**Blythe** 270 N Broadway Blythe, CA 92225 (760) 921-5050

Hemet 880 N State St., Suite B-6 Hemet, CA 92543 (951) 766-2500

For hours of operation, please visit us on the web at www.riversideacr.com.



Last day to pay unsecured property taxes without penalty.\*



Last day to file a Decline-in-Value Reassessment Application to request a review of assessed value.\*



Deadline for late filing of Homeowners, Veterans, and Disabled Veterans Exemptions; Last day to pay first installment of property taxes without penalty.\*

#### Contact Us

ACR Website:
Property Tax Portal:
E-mail:

www.riversideacr.com www.riversidetaxinfo.com accrmail@asrclkrec.com

#### **Riverside County Assessor Information:**

| General Public Information | (951) 955-6200 |
|----------------------------|----------------|
| Business Personal Property | (951) 955-6210 |
| Exemptions                 | (951) 413-2890 |
| Mapping                    | (951) 955-0400 |

#### **Assessor's Interactive Voice Response System:**

Through this system, which is available 24 hours a day, you may:

- Obtain assessment and tax payment information
- Obtain information on transferring base year values for seniors and displaced property owners
- Obtain Assessor's office locations and hours
- Obtain information regarding exemptions
- Make a request to review property value

Metropolitan Riverside area ......(951) 955-6200

Outside this area, but within

the (951) and (760) area codes ......(800) 746-1544

To speak with a technician, call during regular phone service hours, Monday through Friday from 8am to 5pm.

For information regarding a tax bill, payment, delinquency, or the phone number of the appropriate agency

to contact about a special assessment:

For detailed information on a special assessment, call the appropriate agency's phone number (on the tax

bill) or contact:

Riverside County Auditor-Controller.....(951) 955-3800

#### **Riverside County Clerk-Recorder Information:**

General Public Information ......(951) 486-7000

Outside this area, but within

the (951) and (760) area codes ......(800) 696-9144

Certified copies can be ordered through our website using American Express, Discover, MasterCard or Visa credit cards only.

Birth, Death, and Marriage Certificates ..... (951) 486-7000

Wedding appointments are required. To schedule an appointment, call the applicable number:

Riverside (Gateway) (951) 486-7406
Palm Desert (760) 863-7490
Hemet (951) 766-2500

#### **Riverside County Robert J. Fitch Archives Information:**

E-mail: countyofriversidearchives@asrclkrec.com

## Acknowledgment

Peter Aldana would like to thank Wendy Alvarado, Anna Alivio, and Billy Faulkner from the Quality Assurance section of the Assessor-County Clerk-Recorder's office. Their hard work in compiling and designing this year's report is greatly appreciated.



