



COUNTY OF RIVERSIDE  
ASSESSOR-COUNTY CLERK-RECORDER



# ANNUAL REPORT

2019/2020



“

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

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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

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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

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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 (ACR) provides a set of fundamental services that are extremely important to our community. Each year, our employees work 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. As the assessment roll increases, more tax dollars are available for these vital services.

Steady growth in Riverside County's real estate market led to another record high Assessment Roll for Riverside County. Riverside County's Assessed Valuation now stands at over \$302 billion; a 5.86% increase from the last assessed value, and an increase of almost \$100 billion over the last 10 years. The median sale price of homes increased by 3.5% during the period used to establish the current assessment roll. Appreciation in all sectors of the commercial real estate market contributed as well, with e-commerce and logistics 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.

This year's completion of the Assessment Roll is particularly distinctive since it is the first year using our new property tax system. The County of Riverside Enterprise Solutions for Property Taxation (CREST) initiative, in partnership with Thomson Reuters, has modernized the procedures of property assessment. Riverside County has paved the way into the future by implementing Thomson Reuters integrated property tax software, replacing a 46-year old legacy system that was on its way to becoming a major liability. The new platform, called Aumentum, unites the three major property tax departments—the Assessor, Auditor-Controller, and Treasurer-Tax Collector—creating better cooperation and collaboration between the departments. It condenses processes and makes data and records easily available through one point of access for our employees.

Property owners rely on our County Clerk-Recorder operations to maintain a system of controls that keep 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.

Our Recorder's Office recorded 505,543 documents in 2018, an 8% decrease from the prior year. Document recording for 2019 should remain fairly steady, on track for a less than

1% increase. In 2018, 483 maps were recorded, consistent with 2017 map recordings of 482. While the past two years have remained stable, based on year-to-date information we are anticipating a minor decrease for 2019.

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 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.

Our department is continuously finding ways to innovate and create a better experience for the public and our employees. As such, we promote independent thinking in our office. Recently, we established the Ideas Committee, which has spawned many great ideas and supports a culture of inventiveness. New ideas include the ARC GIS Hub, a platform that centralizes information from various divisions of the Assessor-County Clerk-Recorder. This platform efficiently connects our widely dispersed staff to important data, which allows for greater service to the public.

The ACR has developed new Key Performance Indicators (KPIs) in order to increase efficiency and effectiveness across all departments. They provide an analytical outlook on work processes, offering insights into the details of



Our department is continuously finding ways to innovate and create a better experience for the public and our employees.





otherwise overlooked data. Utilizing Microsoft Power BI, these KPIs are now visually represented in easily consumable reports and dashboards leading to better analysis and decision-making.

The Assessor-County Clerk-Recorder also looks to be an example to the community and other County offices. We care about the environment and the well-being of our employees. In order to address these concerns, we have implemented a trial of telecommuting in our Recorder division. Telecommuting, as a practice, is not new. However, new technology now allows us to create a virtual office from home, where communication is seamless, quality controls exist, and production is measured. This program has already proven to yield remarkable results in that it has saved the ACR and its staff money, significantly reduced daily commute time, cut down on the emission of CO2, increased attendance rates, drastically improved production rates, reduced stress, and ultimately increased employee morale and engagement.

I would like to express my gratitude to the other elected property tax department heads, Auditor-Controller, Paul Angulo and Treasurer-Tax Collector, Jon Christensen, with whom I have worked side by side to develop and implement our new integrated property tax system. I would also like to thank the Board of Supervisors, the County Executive Office, the Office of County Counsel, and Riverside County Information Technology, whose continued support has helped make this achievement possible.

Lastly, and most importantly, I would like to thank the employees of the Assessor-County Clerk-Recorder. Their hard work, commitment, resilience and grit during this challenging year was remarkable. They come to work each day with the intention of providing exemplary public service, and through teamwork and service to each other, they continue to lift our office to new levels of success. They are truly the heart and soul of our office.

**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: 2.44 M

Number of Cities: 28



**Kevin Jeffries**

First District



**Karen Spiegel**

Second District



**Chuck Washington**

Third District

**V. Manuel Perez**

Fourth District

**Jeff Hewitt**

Fifth District







# ACR Executive Management

Expenditures: \$47,728,724  
Number of Employees: 354



**Peter Aldana**  
Department Head

**Michele Martinez-Barrera**  
Assistant ACR  
County Clerk-Recorder



**David Montgomery**  
Assistant ACR  
Valuation



**Kan Wang**  
Assistant ACR  
Administration, I.T.





# ASSESSOR

David Montgomery - Assistant ACR

Expenditures: \$25,959,406

Employees: 172

## 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

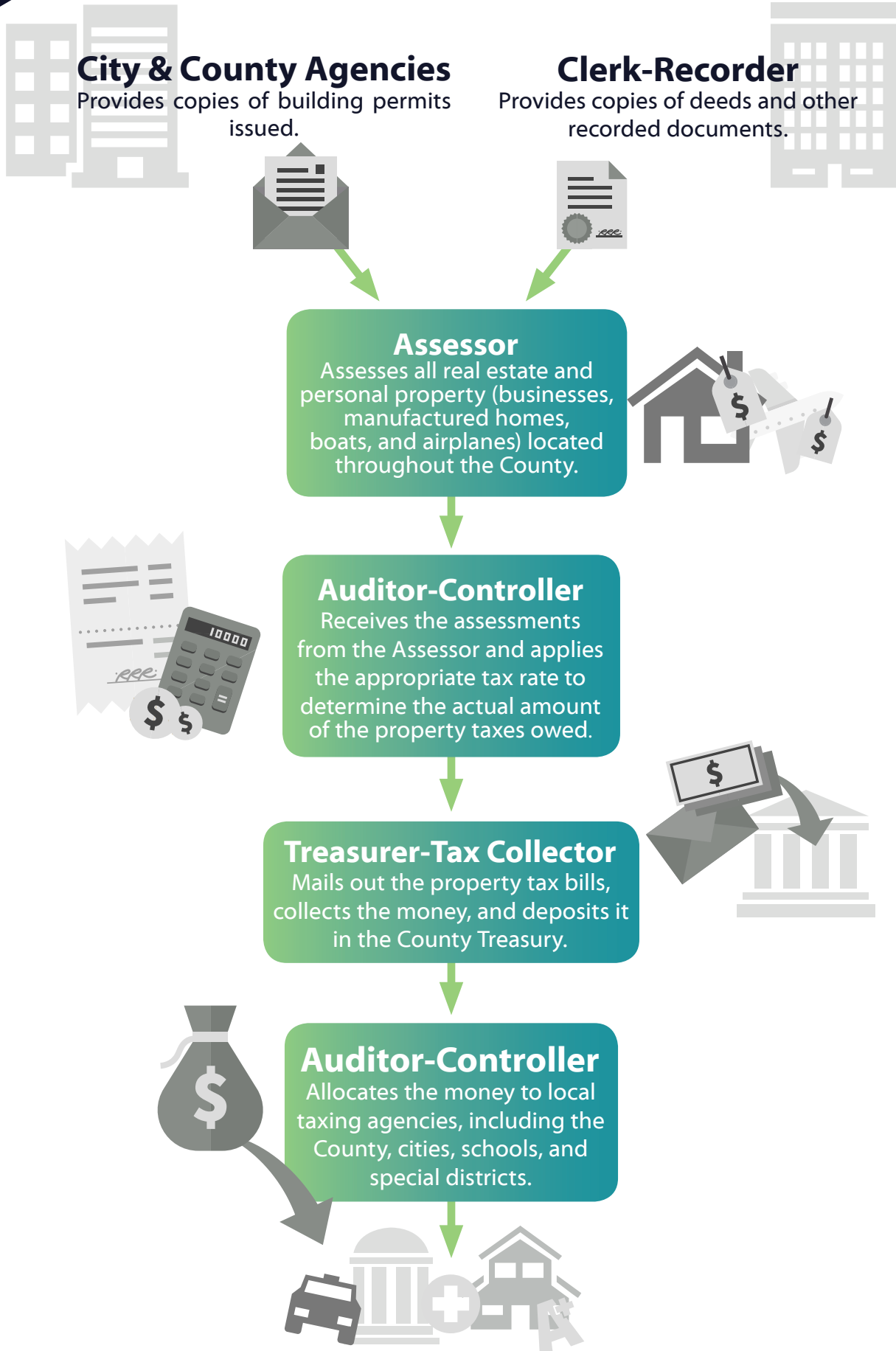
(In Billions)

	2019	2018	\$ Change	%Change
Local Roll Value Before Exemptions	\$302.77	\$286.00	\$16.77	5.86%

*Note: Figures exclude State-Assessed property.*



# PROPERTY TAX WORKFLOW



## ASSESSMENT ROLL SUMMARY

	2019	2018	Value Change	% Change
<b>Secured:</b>				
Land	\$87,440,341,720	\$83,653,869,717	\$3,786,472,003	4.53%
Structure	204,397,786,579	192,050,659,823	12,347,126,756	6.43%
Fixtures	618,753,656	611,532,477	7,221,179	1.18%
Trees & Vines	81,952,960	83,699,392	-1,746,432	-2.09%
Personal Property	905,792,403	869,624,319	36,168,084	4.16%
	<b>293,444,627,318</b>	<b>277,269,385,728</b>	<b>16,175,241,590</b>	<b>5.83%</b>
<b>Unsecured:</b>				
Land	1,773,178	1,505,748	267,430	17.76%
Structure	81,603,183	98,654,897	-17,051,714	-17.28%
Fixtures	4,219,973,996	3,958,708,105	261,265,891	6.60%
Personal Property	5,027,394,448	4,673,141,269	354,253,179	7.58%
	<b>9,330,744,805</b>	<b>8,732,010,019</b>	<b>598,734,786</b>	<b>6.86%</b>
<b>Total Value (Gross)</b>	<b>\$302,775,372,123</b>	<b>\$286,001,395,747</b>	<b>\$16,773,976,376</b>	<b>5.86%</b>
Less: Non-reimbursable Exemptions	7,340,522,939	7,010,284,819	330,238,120	4.71%
Less: Homeowners' Exemptions	2,013,806,617	2,056,419,141	-42,612,524	-2.07%
<b>Total Taxable Secured and Unsecured Value</b>	<b>\$293,421,042,567</b>	<b>\$276,934,691,787</b>	<b>\$16,486,350,780</b>	<b>5.95%</b>

Note: Figures exclude State-Assessed property.

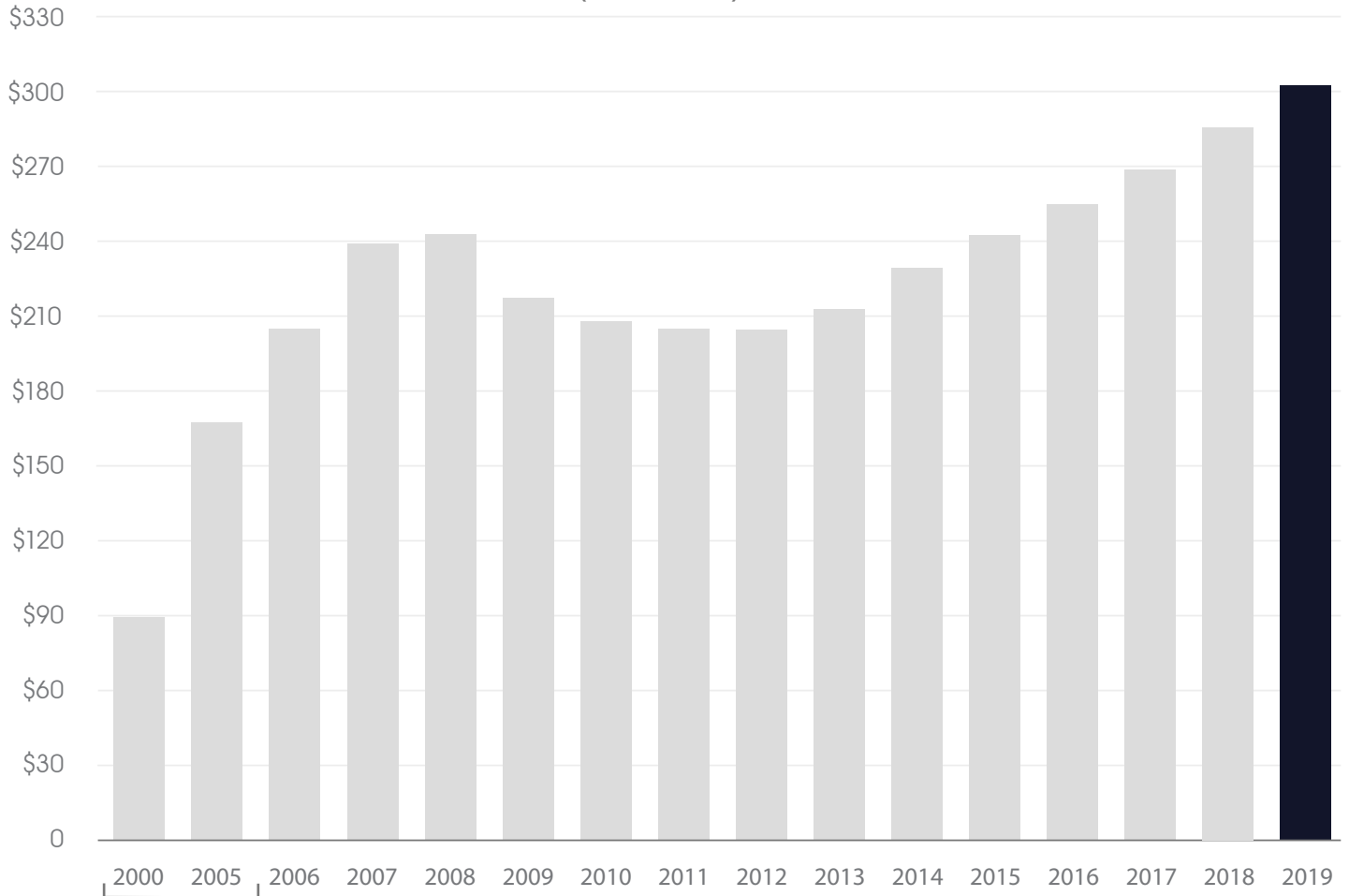
## ASSESSMENT WORKLOAD SUMMARY

	2019	2018
Real Property Assessments (secured; taxable)	934,810	931,922
Permits Processed	37,753	33,903
Proposition 8 Parcels (temporary reductions)	162,303	159,593
Ownership Title Documents	131,584	141,628
Change in Ownership (reappraisals)	75,183	78,247
Parcel Number Changes (splits, combinations, & new subdivision lots)	8,119	8,212
Parcels with Exemptions	295,756	301,768
Business Personal Property Assessments	38,074	38,738



# ASSESSMENT ROLL HISTORY

(In Billions)



## ALLOCATION OF PROPERTY TAX REVENUE

Fiscal Year Ended June 30, 2019

Agencies	Revenue Allocated	% of Allocation
Education	\$1,375,876,277	46.87%
Redevelopment Property Tax Trust Fund	\$789,930,814	26.91%
County	\$328,627,108	11.20%
Special Districts	\$233,499,598	7.96%
Cities	\$207,281,340	7.06%
<b>Total Revenue</b>	<b>\$2,935,215,136</b>	<b>100.00%</b>

# SECURED PROPERTY

## 2019 Assessment Analysis

	Gross Value	Value Percentage	Assessment Count	Assessment Percentage	Average per Assessment
Residential	\$185,370,885,393	63.17%	550,541	58.89%	\$336,706
Commercial	62,711,411,682	21.37%	39,807	4.26%	1,575,387
Condominiums	17,922,056,943	6.11%	67,910	7.26%	263,909
Apartments	10,197,772,771	3.48%	3,779	0.40%	2,698,537
Manufactured Homes	6,086,126,291	2.07%	67,675	7.24%	89,932
Agriculture	5,986,771,739	2.04%	17,638	1.89%	339,425
Vacant Land	4,776,670,425	1.63%	88,483	9.47%	53,984
Timeshares	392,932,074	0.13%	98,977	10.59%	3,970
<b>Total Value Gross</b>	<b>\$293,444,627,318</b>	<b>100.00%</b>	<b>934,810</b>	<b>100.00%</b>	<b>\$313,908</b>

### FIVE LARGEST HOMES BY SQUARE FOOTAGE

Location	Square Footage
Indian Wells	36,222
Palm Desert	23,001
Indian Wells	22,597
Rancho Mirage	21,772
Palm Desert	20,667

### FIVE HIGHEST VALUED RESIDENTIAL ASSESSMENTS

Location	Assessed Value
Coachella	\$58,277,910
Rancho Mirage	\$40,318,000
Palm Desert	\$38,099,925
Palm Desert	\$32,640,000
Palm Desert	\$30,730,013



#### Business Name

- 1 Amazon COM Services Inc
- 2 Time Warner Cable Pacific West LLC
- 3 Rohr Inc
- 4 Abbott Vascular Inc
- 5 Ross Dress For Less Inc
- 6 Skechers USA Inc
- 7 Costco Wholesale Corp
- 8 Karma Automotive LLC
- 9 Nestle Waters North America Inc
- 10 Desert Sunlight Holdings LLC

## UNSECURED PROPERTY

### 2019 Assessment Analysis

	Gross Value	Value Percentage	Assessment Count	Assessment Percentage	Average per Assessment
General Business	\$7,328,897,652	78.55%	18,806	49.39%	\$389,711
Leasing Companies / Special Prop.*	1,362,747,187	14.60%	5,915	15.53%	230,388
Non-Commercial Aircraft	160,293,521	1.72%	1,114	2.92%	143,890
Boats/Vessels	128,765,534	1.38%	8,131	21.36%	15,836
Agriculture	118,925,062	1.27%	190	0.50%	625,921
Banks/Financials	84,719,526	0.91%	452	1.19%	187,433
Direct Enrollment	56,266,375	0.60%	3,122	8.20%	18,023
Service Stations (Independents)	48,386,813	0.52%	152	0.40%	318,334
Service Stations (Oil Companies)	27,673,847	0.30%	65	0.17%	425,751
Apartments	13,003,665	0.14%	95	0.25%	136,881
Mining Claims	1,040,323	0.01%	30	0.08%	34,677
Water Companies	25,300	0.00%	2	0.01%	12,650
<b>Total Value Gross</b>	<b>\$9,330,744,805</b>	<b>100.00%</b>	<b>38,074</b>	<b>100.00%</b>	<b>\$245,069</b>

\*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, 2019

Fixture & BPP Value (\$)	Business Name	Fixture & BPP Value (\$)
375,533,755	11 Ralphps Grocery Co	70,766,166
207,088,301	12 Mountain View Power Partners IV LLC	65,943,060
122,686,908	13 Riverside Healthcare System	63,334,696
115,779,327	14 Wal Mart Stores Inc	63,269,129
105,934,993	15 Home Depot USA Inc	59,938,775
87,695,740	16 California Renewable Power LLC	53,264,827
86,395,541	17 Mountain View Power Partners LLC	53,064,900
77,941,018	18 Deckers Outdoor Corp	51,726,048
77,778,963	19 Alaska Airlines Inc	50,145,342
72,165,547	20 Stater Bros Markets	48,740,715



## 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

Prop 13 Base Year	Assessment Count	Gross Assessed Value	% of Secured Roll
2019	34,184	16,404,923,136	5.59%
2018	114,781	44,601,805,073	15.20%
2017	54,407	21,173,021,741	7.22%
2016	46,452	18,590,623,113	6.34%
2015	43,876	15,596,915,355	5.32%
2014	41,326	14,343,516,805	4.89%
2013	37,387	11,340,391,648	3.86%
2012	35,590	9,980,339,783	3.40%
2011	36,642	9,767,661,127	3.33%
2010	37,672	9,528,219,369	3.25%
2009	31,793	10,034,576,736	3.42%
2008	20,984	9,641,130,994	3.29%
2007	25,886	11,067,992,605	3.77%
2006	32,628	12,136,516,059	4.14%
2005	33,278	11,584,386,182	3.95%
2004	35,044	10,251,004,226	3.49%
2003	27,922	7,917,327,212	2.70%
2002	22,564	5,947,511,498	2.03%
2001	18,933	5,053,900,935	1.72%
2000	18,075	4,462,963,138	1.52%
1999	16,073	3,413,657,047	1.16%
1998	12,650	2,690,391,044	0.92%
1997	10,499	2,064,924,161	0.70%
1996	10,457	1,934,882,574	0.66%
1995	9,374	1,964,041,142	0.67%
1994	8,427	1,792,864,421	0.61%
1993	7,433	1,907,176,201	0.65%
1992	6,786	1,573,067,337	0.54%
1991	8,797	2,056,016,267	0.70%
1990	9,865	2,338,023,909	0.80%
1989	8,478	2,237,449,555	0.76%
1988	6,659	1,489,638,907	0.51%
1987	6,048	1,285,204,300	0.44%
1986	5,593	910,465,375	0.31%
1985	4,705	726,588,791	0.25%
1984	4,185	584,011,622	0.20%
1983	2,832	421,075,151	0.14%
1982	2,956	487,982,723	0.17%
1981	2,968	472,039,001	0.16%
1980	3,772	522,030,292	0.18%
1979	3,227	396,576,839	0.14%
1978	4,114	454,562,144	0.15%
1977	3,124	282,156,863	0.10%
1976	2,264	196,033,749	0.07%
1975	24,100	1,819,041,168	0.62%
<b>Totals</b>	<b>934,810</b>	<b>293,444,627,318</b>	<b>100.00%</b>

## 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 2019-2020 tax year, the Assessor's office independently reviewed over 80,627 single-family properties for decline in assessed value. Of those reviewed, 79,260 were reduced. The amount of reduction for single-family properties was \$9.25 billion. The total reduction including all property types was \$12.37 billion. Properties that received a reduction under Prop 8 will again be reviewed as of January 1, 2020 to determine values for the 2020-21 tax year.

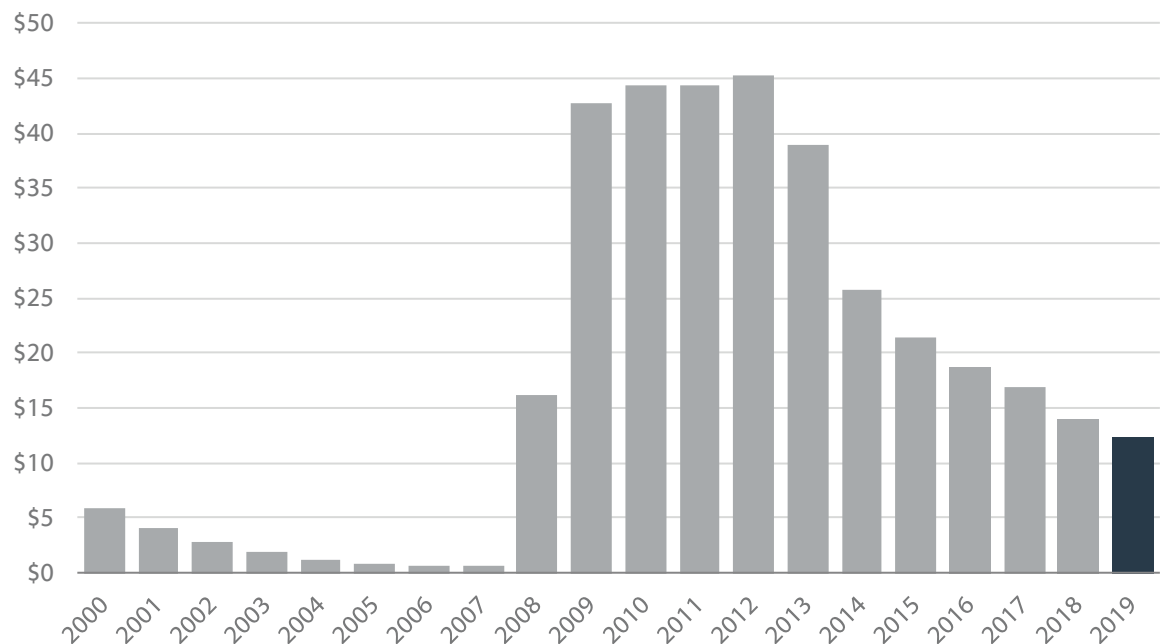
### PROP 8 REDUCTIONS

by Property Type

Use	Assessments		Average Reduction
	Reduced	Assessed Value Reduction	
Timeshares	77,924	\$563,666,866	\$7,234
Residential	57,422	7,578,747,200	131,983
Mobilehomes	12,156	533,075,132	43,853
Condos	9,682	1,137,724,903	117,509
Vacant Land	2,753	777,344,960	282,363
Commercial	1,732	1,540,115,602	889,212
Agriculture	508	200,475,051	394,636
Apartments	126	36,817,223	292,200
<b>County Total</b>	<b>162,303</b>	<b>\$12,367,966,937</b>	<b>\$76,203</b>

### TOTAL PROP 8 VALUE REDUCTIONS

(In Billions)







## EXEMPTIONS

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, 2019

Exemption Type	Quantity	Total Value	% of Total Value
Homeowners <sup>**</sup>	287,770	\$2,013,806,617	21.53%
Veterans'	5,868	792,786,343	8.48%
Charities	980	3,540,810,352	37.85%
Religious & Church	759	1,075,133,069	11.49%
Historical Aircraft	196	19,504,868	0.21%
Public Schools	65	191,570,779	2.05%
Colleges	49	494,879,288	5.29%
Private Schools	28	116,628,347	1.25%
Hospitals	22	1,079,437,233	11.54%
Museums	11	10,652,971	0.11%
Cemeteries	8	19,119,689	0.20%
<b>Totals</b>	<b>295,756</b>	<b>9,354,329,556</b>	<b>100.00%</b>

*\*Reimbursed by the State*



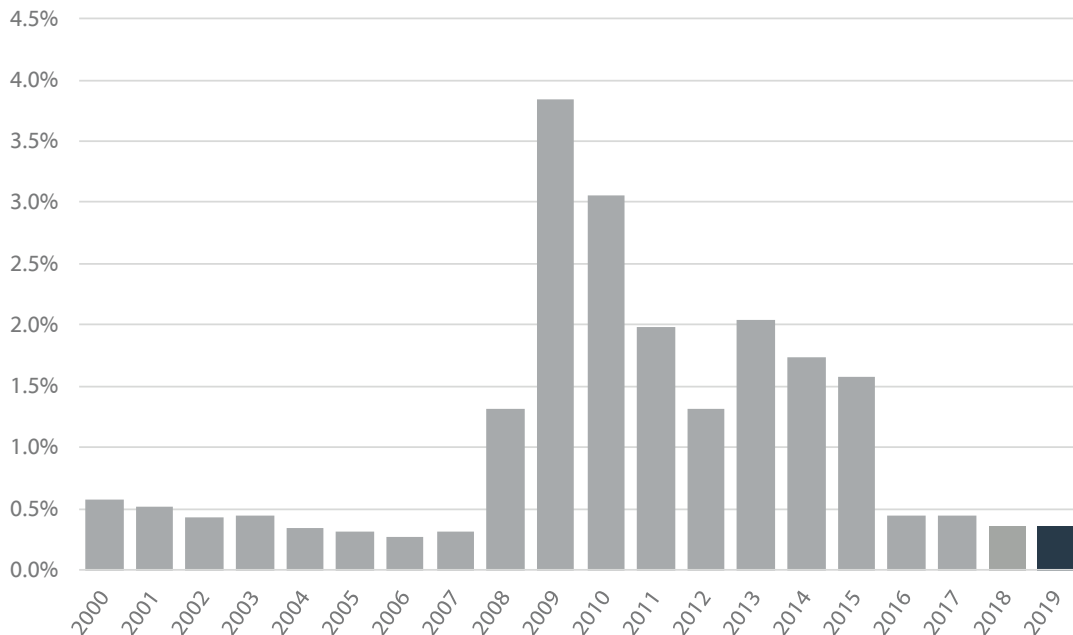
# ASSESSMENT APPEALS

Taxpayers have the right to appeal their property’s valuation. There are three 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 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
2019	3,441	972,884	0.4%
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

## 2019 Assessed Values and Prop 8 Reductions



**BANNING** - The City of Banning is strategically located along several miles of Interstate 10 freeway frontage, within the greater San Geronio Pass Region. Settled about 30 minutes from both downtown Riverside or Palm Springs, the City of Banning serves thousands of I-10 motorist each year. Banning incorporated in 1913 and boast a rich and colorful history of being one of the original stagecoach stops between Arizona and Los Angeles; hence our City moto "Stagecoach Town USA." Presently, Banning is home to 31,282 residents with anticipated growth to 56,000 within the next decade. Banning features more diversity than most Riverside County cities, with our own municipal airport, water and electric utility departments, and our own Police force. The housing stock in Banning is also widely diverse, from large-lot equestrian housing to active adult communities; apartments to traditional single-family homes; brand new construction to historic homes built to last.

Banning recently approved two master planned communities that include over 8,000 new homes. The City promotes an active downtown lifestyle with retail shopping to match. Banning is minutes from the popular Cabazon outlets and next door to the Morongo Casino; making our community attractive to new commercial, industrial, and retail development opportunities. 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)

2019	2018	% Growth	% Current Roll
\$2,397,267,294	\$2,290,786,848	4.65%	0.79%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$77,289,733</b>	
<b>Total Assessments Reduced:</b>		<b>1,024</b>	



**BEAUMONT** - Beaumont proudly offers a rich history and rural charm. Originally settled in the mid-1800s as a stop along the Southern Pacific Railroad, people drawn to the beautiful mountain views, crisp air, and abundance of apple orchards remained in the area and the City of Beaumont was incorporated on November 18, 1912.

Beaumont is a vibrant City whose charm is exceeded only by the remarkable people who call it home. While times have changed, the friendliness and hospitality that recall a simpler era have not. In Beaumont, residents enjoy a way of life that includes not only the charming characteristics of a small town, but all of the amenities of a dynamic suburban environment.

Beaumont's continued growth can be attributed to a dedicated and visionary City government and staff, coupled with involved community members and vibrant businesses working together to prepare Beaumont for the future. The City's exceptional services and public safety, excellent school system, and 16 scenic parks and recreation areas ensure that Beaumont is a great place to live, work, and explore.

Strategically located at the intersection of Interstate 10, Highway 60, and Highway 79, Beaumont provides access to all of Southern California. The convenient location draws a growing number of people excited to call Beaumont home, along with businesses seeking to capitalize on new opportunities.

### Beaumont Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$5,379,437,269	\$4,844,342,427	11.05%	1.78%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$276,439,469</b>	
<b>Total Assessments Reduced:</b>		<b>2,413</b>	



**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)

2019	2018	% Growth	% Current Roll
\$811,732,630	\$804,538,279	0.89%	0.27%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$40,420,795</b>	
<b>Total Assessments Reduced:</b>		<b>524</b>	



**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)

2019	2018	% Growth	% Current Roll
\$991,635,831	\$924,865,117	7.22%	0.33%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$33,916,368</b>	
<b>Total Assessments Reduced:</b>		<b>491</b>	



**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)

2019	2018	% Growth	% Current Roll
\$1,879,353,063	\$1,799,006,113	4.47%	0.62%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$74,214,827</b>	
<b>Total Assessments Reduced:</b>		<b>408</b>	



**CATHEDRAL CITY** – Awarded as one of the “Most Livable” cities in America, Cathedral City is home to many fine resorts, dining options, shopping venues, art galleries and family-centered recreational facilities. Travelers say its hometown vibe, desert flora, and scenic golf courses continually draw them back while its festivals and special events make them want to stay.

Namely, the Downtown Arts and Entertainment District which features the Mary Pickford Theatre, CVRep Playhouse, Town Square Park with its famous Mayor Gregory S. Pettis Fountain of Life, the new Festival Lawn and Cathedral City Community Amphitheater play host to a growing list of events that includes the vividly colorful Cathedral City Hot Air Balloon Festival, Taste of Jalisco, Cathedral City LGBT Days, a portion of the Palm Springs International Film Festival, Halloween Spooktacular, and Easter Kidapalooza. During the Holidays, families also enjoy the North Pole Village at Snow Fest and the delightful “Candy Cane Lane,” the annual display of seasonal lights mounted by residents of Minerva Road in the Panorama neighborhood.

Discover its exemplary and award-winning schools, neighborhood parks, and the first segment of future 40-mile CV Link. Discover these great attributes and so much more at DiscoverCathedralCity.com.

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

2019	2018	% Growth	% Current Roll
\$4,956,120,231	\$4,709,714,327	5.23%	1.64%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$282,012,442</b>	
<b>Total Assessments Reduced:</b>		<b>2,521</b>	



**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)**

2019	2018	% Growth	% Current Roll
\$2,152,078,955	\$2,053,703,506	4.79%	0.71%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$94,309,106</b>	
<b>Total Assessments Reduced:</b>		<b>606</b>	



**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)**

2019	2018	% Growth	% Current Roll
\$22,342,844,806	\$21,286,474,222	4.96%	7.38%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$513,756,944</b>	
<b>Total Assessments Reduced:</b>		<b>3,184</b>	



**DESERT HOT SPRINGS** - Desert Hot Springs is a 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 aquifers, 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)**

2019	2018	% Growth	% Current Roll
\$1,970,816,515	\$1,808,982,593	8.95%	0.65%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$153,879,833</b>	
<b>Total Assessments Reduced:</b>		<b>1,564</b>	



**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, well-appointed 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.

**Eastvale Assessment Roll (Gross Values)**

2019	2018	% Growth	% Current Roll
\$10,431,597,592	\$9,814,147,237	6.29%	3.45%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$313,650,712</b>	
<b>Total Assessments Reduced:</b>		<b>2,701</b>	







**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, and 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 the best City to live in 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)

2019	2018	% Growth	% Current Roll
\$6,346,535,966	\$6,083,758,641	4.32%	2.10%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$313,668,249</b>	
<b>Total Assessments Reduced:</b>		<b>3,896</b>	



**INDIAN WELLS** - A robust tourism industry, 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)

2019	2018	% Growth	% Current Roll
\$6,194,543,608	\$5,960,097,998	3.93%	2.05%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$486,754,466</b>	
<b>Total Assessments Reduced:</b>		<b>1,000</b>	



**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 Hampton Inn, Maya Cinemas, Golden Corral, Dutch Bros. Coffee, Courthouse Grill, Buzz Box, Chipotle, Burlington, Ulta, Five Below, and Revivals. 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 beautiful 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 2,700 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)

2019	2018	% Growth	% Current Roll
\$9,063,564,065	\$8,653,959,849	4.73%	2.99%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$520,691,469</b>	
<b>Total Assessments Reduced:</b>		<b>6,394</b>	



**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 482<sup>nd</sup> City in California and the 28<sup>th</sup> City in Riverside County. It covers a 44-square mile area encompassing the 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)

2019	2018	% Growth	% Current Roll
\$10,652,725,573	\$9,852,623,493	8.12%	3.52%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$218,390,140</b>	
<b>Total Assessments Reduced:</b>		<b>1,900</b>	



**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 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 Desert Classic, as well as the IRONMAN 70.3 Indian Wells La Quinta, which brings over 3,000 athletes and their entourage from all over the world to the Coachella Valley. Other events welcoming visitors and residents throughout the year include Brew in LQ, a craft beer and arts event; Art on Main Street that brings open-air galleries to the charming streets of Old Town La Quinta; and many other community focused events.

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 2021 – 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)

2019	2018	% Growth	% Current Roll
\$14,188,439,434	\$13,558,972,919	4.64%	4.69%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$1,052,930,058</b>	
<b>Total Assessments Reduced:</b>		<b>4,249</b>	



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

2019	2018	% Growth	% Current Roll
\$6,664,305,019	\$6,252,612,542	6.58%	2.20%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$223,299,993</b>	
<b>Total Assessments Reduced:</b>		<b>1,765</b>	



**MENIFEE** - The City of Menifee (Riverside County's 26th City), is an award-winning City that spans across 46.6 square miles and is known for its scenic vistas, prime upper-scale housing options, increasing retail and restaurant amenities, mild climate, and easy access to entertainment, recreation, and wine country. Menifee is committed to supporting business growth, and coupled with its central location, vibrant growth and unmatched opportunity, Menifee has quickly become recognized as one of the fastest growing City in Riverside County and 7th in all of California (as of 2019). While public safety remains one of the city's main priorities, the City has started their own Municipal Police Department with a proposed roll-out date of July 1, 2020. The Menifee City Council has also approved an aggressive Capital Improvement Program (CIP) that focuses on the investment of infrastructure, which complements the existing needs of the community coupled with the incoming growth, as a way to continue to encourage commercial, advanced manufacturing, high-tech research and development, educational and entertainment opportunities that Menifee is prime for. Menifee is working in overdrive to continue to provide NEW amenities and BETTER municipal services to enhance the quality of life of its residents, businesses, and visitors, so that they can live out their BEST life in the City of Menifee!

### Menifee Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$10,573,706,835	\$9,768,468,940	8.24%	3.49%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$369,133,886</b>	
<b>Total Assessments Reduced:</b>		<b>3,474</b>	



**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)

2019	2018	% Growth	% Current Roll
\$17,499,548,028	\$16,127,797,725	8.51%	5.78%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$413,219,463</b>	
<b>Total Assessments Reduced:</b>		<b>3,936</b>	



**MURRIETA** - The City of Murrieta is located at the junction of I-15 and I-215. Consistently ranked as one 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 City-owned 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)

2019	2018	% Growth	% Current Roll
\$14,538,446,236	\$13,892,789,606	4.65%	4.80%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$488,917,064</b>	
<b>Total Assessments Reduced:</b>		<b>3,661</b>	



**NORCO** - The City of Norco offers a lifestyle that combines old-fashioned rural values with the cultural amenities of a major metropolitan area. Its official trademark of "Horsetown USA" reinforces the community's equestrian values, further represented by a Sixth Street commercial district featuring tack shops, Western apparel stores, boutiques offering souvenirs from Western artisans, and charming cowboy cafés.

But that is only one side to Norco, which also offers cosmopolitan pursuits, a diverse business community, and a vibrant social scene. Every year, more than 1.5 million people visit SilverLakes Sports Park for soccer and other field sports, equestrian events, culinary and cultural festivals, and concerts ranging from marquee Country and Western stars to award-winning jazz artists. The municipally-operated George Ingalls Equestrian Event Center hosts world-class rodeos, equestrian competitions, regional fairs, and is even a stop on the international dog show circuit.

Norco's traditional ambiance, an homage to the Golden State's rich frontier heritage, makes the City a refreshingly different weekend destination just an hour from downtown Los Angeles. Meanwhile, Norco's strategic location provides travelers with easy access to Orange County theme parks, mountain resorts, and Palm Springs. As a result, the City is attracting new hotel development, as well as drawing new technology enterprises that complement the programs at Norco College and the cutting-edge science employed at the Naval Surface Warfare Center, a facility that the entire U.S. Navy fleet depends upon for the latest advancements in weaponry.

In an era of cookie-cutter subdivisions, families are attracted to Norco's low-density neighborhoods and high quality of life that includes award-winning schools and superb public safety services. Businesses, meanwhile, value the City's strategic location—positioned on I-15 in the heart of a rapidly-growing Inland Empire market—and the entrepreneurial attitude of local leaders.

### Norco Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$3,579,980,567	\$3,401,752,154	5.24%	1.18%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$124,308,891</b>	
<b>Total Assessments Reduced:</b>		<b>652</b>	



**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.

### Palm Desert Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$15,864,946,733	\$15,237,145,161	4.12%	5.24%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$1,435,264,195</b>	
<b>Total Assessments Reduced:</b>		<b>61,276</b>	



**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 soon. 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.

### Palm Springs Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$14,027,122,353	\$13,217,594,282	6.12%	4.63%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$467,329,735</b>	
<b>Total Assessments Reduced:</b>		<b>12,159</b>	



**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)

2019	2018	% Growth	% Current Roll
\$6,947,287,698	\$6,328,852,094	9.77%	2.29%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$206,101,449</b>	
<b>Total Assessments Reduced:</b>		<b>1,801</b>	

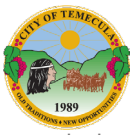


**RANCHO MIRAGE** - The "Heart of the Palm Springs Valley" shines as a premier luxury destination that offers something for everyone - hiking, golf, tennis, dining, shopping and top name entertainment and world-class resorts like The Ritz Carlton Rancho Mirage, Omni Rancho Las Palmas Resort and Spa, 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 annual events - Broadway style Theater and Music in the Park series which showcases top name entertainment; the Rancho Mirage Art Affaire, where patrons can purchase a variety of art from selected artists while enjoying live smooth jazz. One of the Desert's premiere wine events, the Rancho Mirage Wine and Food Festival, is back in its third year. 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 Sunnyslands, 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)

2019	2018	% Growth	% Current Roll
\$9,707,519,403	\$9,306,247,283	4.31%	3.21%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$698,504,434</b>	
<b>Total Assessments Reduced:</b>		<b>11,907</b>	





**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 continue to improve an already outstanding quality of life.

### Riverside Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$33,352,318,341	\$31,616,767,284	5.49%	11.01%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$670,769,710</b>	
<b>Total Assessments Reduced:</b>		<b>5,455</b>	



**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 for 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)

2019	2018	% Growth	% Current Roll
\$3,336,400,035	\$3,117,753,130	7.01%	1.10%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$164,454,293</b>	
<b>Total Assessments Reduced:</b>		<b>1,696</b>	



**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)

2019	2018	% Growth	% Current Roll
\$17,071,318,518	\$16,376,821,531	4.24%	5.64%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$400,875,332</b>	
<b>Total Assessments Reduced:</b>		<b>2,926</b>	



**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)

2019	2018	% Growth	% Current Roll
\$3,690,565,796	\$3,501,297,073	5.41%	1.22%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$149,075,041</b>	
<b>Total Assessments Reduced:</b>		<b>1,159</b>	

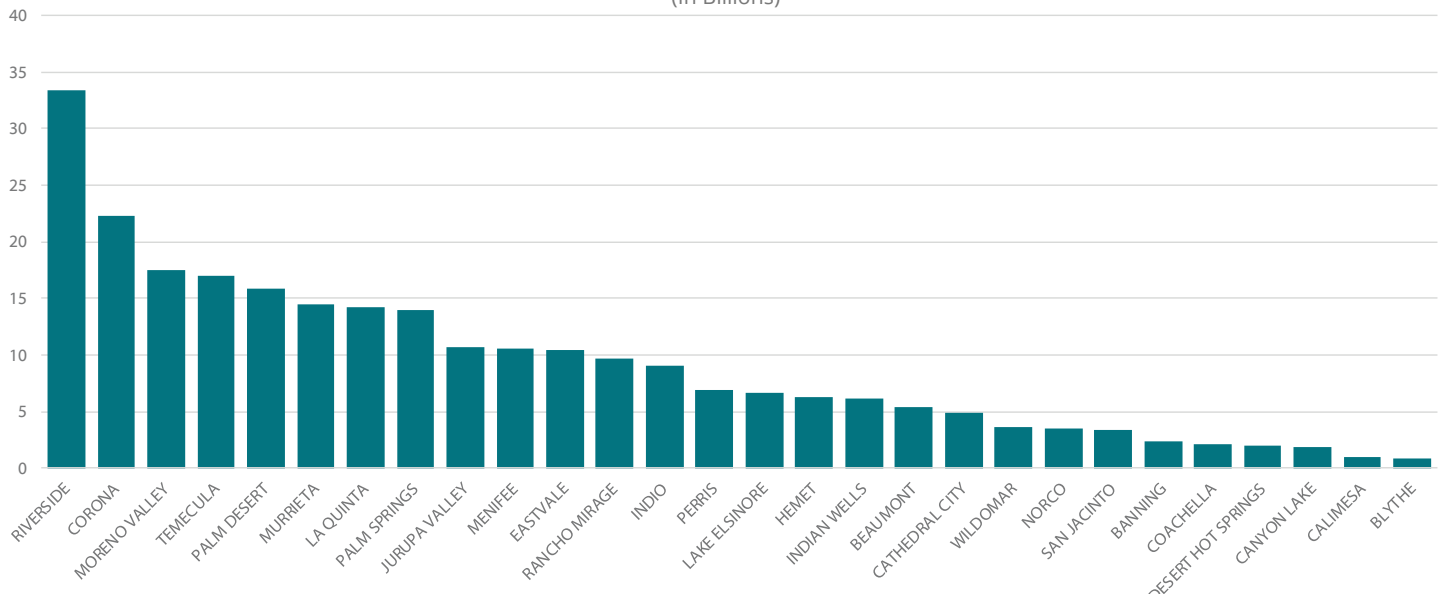
### UNINCORPORATED RIVERSIDE COUNTY

#### Unincorporated Assessment Roll (Gross Values)

2019	2018	% Growth	% Current Roll
\$46,163,213,729	\$43,409,523,373	6.34%	15.24%
<b>2019 Prop 8 Reduction Total:</b>		<b>\$2,104,388,840</b>	
<b>Total Assessments Reduced:</b>		<b>17,561</b>	

## ASSESSED VALUE BY CITY

(In Billions)





# COUNTY CLERK

Michele Martinez-Barrera - Assistant ACR

Expenditures: \$21,503,068

Employees: 171

*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

	2018	2017
Public Marriage Licenses	11,002	11,751
Confidential Marriage Licenses	1,201	1,562
Marriage Ceremonies	4,904	5,790
Fictitious Business Names	16,557	16,444
Notary Public Registrations	2,462	2,752
Fish & Game Filings	1,660	1,659

## 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: \$21,503,068

Employees: 171

*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 may be purchased at any one of our office locations or on our website.

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. Many of these records are also held in the Robert J. Fitch County Archives in original books.

The Recorder is also the local registrar of public 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. Certified copies of all of these vital records are available for purchase in all of our office locations.

The number of official records recorded decreased by 8% from calendar year 2017 to 2018. The number of vital record copies issued decreased by 1% 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 2.1 million documents electronically. Currently, the Recorder receives documents from 49 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 2020.

The Social Security Truncation Program is ongoing. In April 2019, we completed the redaction of social security numbers on historic official records dating back to 1979. The law behind the program intends to protect against identity theft by requiring local agencies to redact social security numbers from records prior to disclosing them to the public.

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 sight 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, we have been able to demonstrate the value of telecommuting for the Indexing and Examining sections of the Recorder's office. The Telecommuting program launched with the Indexing section staff on October 11, 2018. The Examining staff followed, beginning to telecommute on April 29, 2019. The benefits of telecommuting are evident in that less work space is needed, usage of sick time banks has minimized, productivity has increased, and employee flexibility has improved.

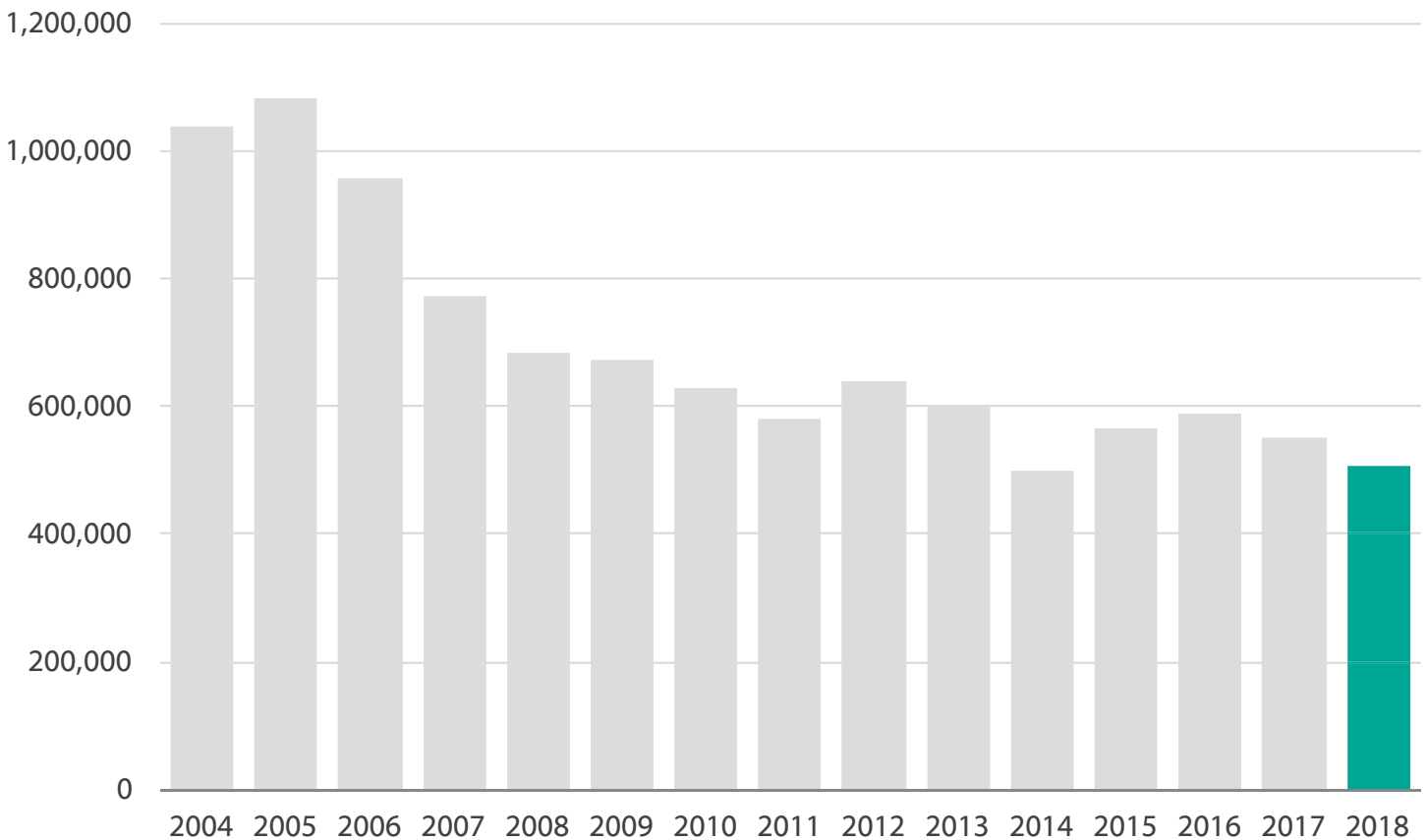
We are always striving to improve the end user's experience. We have expanded many of our online services to interface with our CARDS system, such as applications for vital records, official records, marriage licenses, and fictitious business name statements.

Riverside County is an active participant in the County Clerk and Recorder associations at the state level. We co-chair 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 Industry Association (PRIA), a statewide association. PRIA 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

	2018	2017
Official Records Recorded	505,543	549,937
Vital Record Copies Issued	89,084	90,248
Official Record Copies Issued	20,255	21,856

## 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: \$266,250

Employees: 2

## RMAP Overview:

The Records Management and Archives Program (RMAP) provided two major functions to County departments during the reporting period: professional information management guidance and archives services. Professional information management services entail maintaining uniform standards for records management, guiding county departments through records retention schedule maintenance, and supporting document destruction services. The County Archives identifies, preserves, and makes available to the public County records of enduring value.

### Records Management Program

The Records Management and Archives Program successfully moved all county document storage to lower cost and more efficient storage facilities. Staff continue to develop records retention schedules (completing the revision of six departmental schedules for FY 18/19) and routinely maintain the county's general records retention schedule.

Records storage facilities managed 28,093 County boxes for consignment to storage. During this same period, County departments destroyed or removed 2,460 boxes from storage. It remains imperative to amend and update departmental records retention schedules to ensure that records of short-term value are disposed of in accordance with changing legislation and best practice.

The Robert J. Fitch County Archives processed 367 public inquires received via email or telephone resulting in an estimated 548 hours of online research performed by archives staff to satisfy the requests. In addition, 197 researchers visited the archives in person, resulting in 428 hours committed to assisting these researchers. The archives staff conducted 37 outreach programs, which included the distribution of flyers to various public libraries and higher learning institutions within the county, as well as giving presentations at Riverside County Historical Societies. Also, the Robert J. Fitch Archives has teamed with local partners to develop an Inland Empire Memory in an effort to provide better public access to archived records while adhering to strict document preservation practices ensuring records stay intact for future generations. 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 Management Services

- Administer records storage services with vendors
- Maintain county General Records Retention Schedule (GRRS)
- Assist county departments in the development, implementation, and maintenance of Departmental Records Retention Schedule (DRRS)

### Records Storage and Destruction Services

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

## RMAP STATISTICS

by Fiscal Year

	2019	2018
Certified Destruction or Removal (boxes)	2,460	550
Boxes Stored	193,076	167,443



# CREST

Krista Rovello - Information Technology Officer II

Total Project Members: 25

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

## CREST Overview:

The CREST Project (County of Riverside Enterprise Solutions for Property Taxation) united the offices of the Assessor-County Clerk-Recorder, Auditor-Controller, and Treasurer-Tax Collector in a cooperative endeavor to replace Riverside County's 46-year-old mainframe property tax administration system and numerous supporting ancillary systems with a new Integrated Property Tax Management System (IPTMS), capitalizing on the latest technological advancements and designs to meet the business and operational needs of the County's three property tax departments.

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. The CREST Team completed the testing of functionality required for go-live and began the implementation phase, which included conversion of nearly 20 years of property tax data, validation of the converted data,

and training of approximately 400 end users. A major milestone was achieved when a phased go-live commenced on October 26th, 2018 and core functionality for the three departments was put into the production environment. Another major accomplishment was realized when the Assessor certified the first Assessment Roll in the new system on July 1, 2019.

The new IPTMS is the core system that manages and calculates over \$300 billion in property values and over \$4 billion in property tax billings and collections, as well as handles the distribution of hundreds of millions of dollars to local governments and jurisdictions annually. This new IPTMS serves 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. 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 2018, our offices served more than 140,000 walk-in customers. Additionally, our office received more than 246,000 telephone calls, and we answered more than 17,000 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 2018, the Assessor-County Clerk-Recorder received over 1,500 customer survey cards. Of the survey cards submitted, 96.4% were favorable and 3.6% were fair to unfavorable.

We continue to set the bar for public service. Last year the county's Executive Office honored us for our creativity, ingenuity, and commitment to improving the quality of our services. This year we built upon that success with the launch of our Public Access Online Services portal.

Our customers desire to conduct more business online, at a time and place that is convenient for them. Our Public Access Online Services portal delivers this with up-to-date web-based property information and applications. Our customers may now research property characteristics, transaction histories, applied exemptions and value histories, and complete change of mailing address requests, homeowner's exemptions and decline in value applications on our website.

Additionally, we launched a new application on our website that maps recent property transactions. Customers may use this tool to research recent property sales in their area, run robust property reports, and view recorded property maps.

As always, our website remains an informative first-stop destination to learn about our functions, file applications and conduct your business. For a complete list of all the services available, please visit our website at [www.riversideacr.com](http://www.riversideacr.com). We also have the property tax portal website, [www.riversidetaxinfo.com](http://www.riversidetaxinfo.com), which is available to help provide answers for your most common property tax questions.



**1,506**  
customer survey  
cards received



**96.4%**  
favorable  
survey cards



**Email**  
17,477 emails



**In Person**  
140,803 walk-ins



**Standard Mail**  
231,336 pieces



**Telephone**  
246,021 calls



### Riverside (Downtown)

4080 Lemon St., 1st Floor  
Riverside, CA 92501

### Riverside (Gateway)

2724 Gateway Dr.  
Riverside, CA 92507

### Palm Desert

38686 El Cerrito Rd.,  
Palm Desert, CA 92211

### Hemet

880 N State St., Suite B-6  
Hemet, CA 92543

### Temecula

41002 County Center Dr.,  
Suite 230  
Temecula, CA 92591

## Important Dates

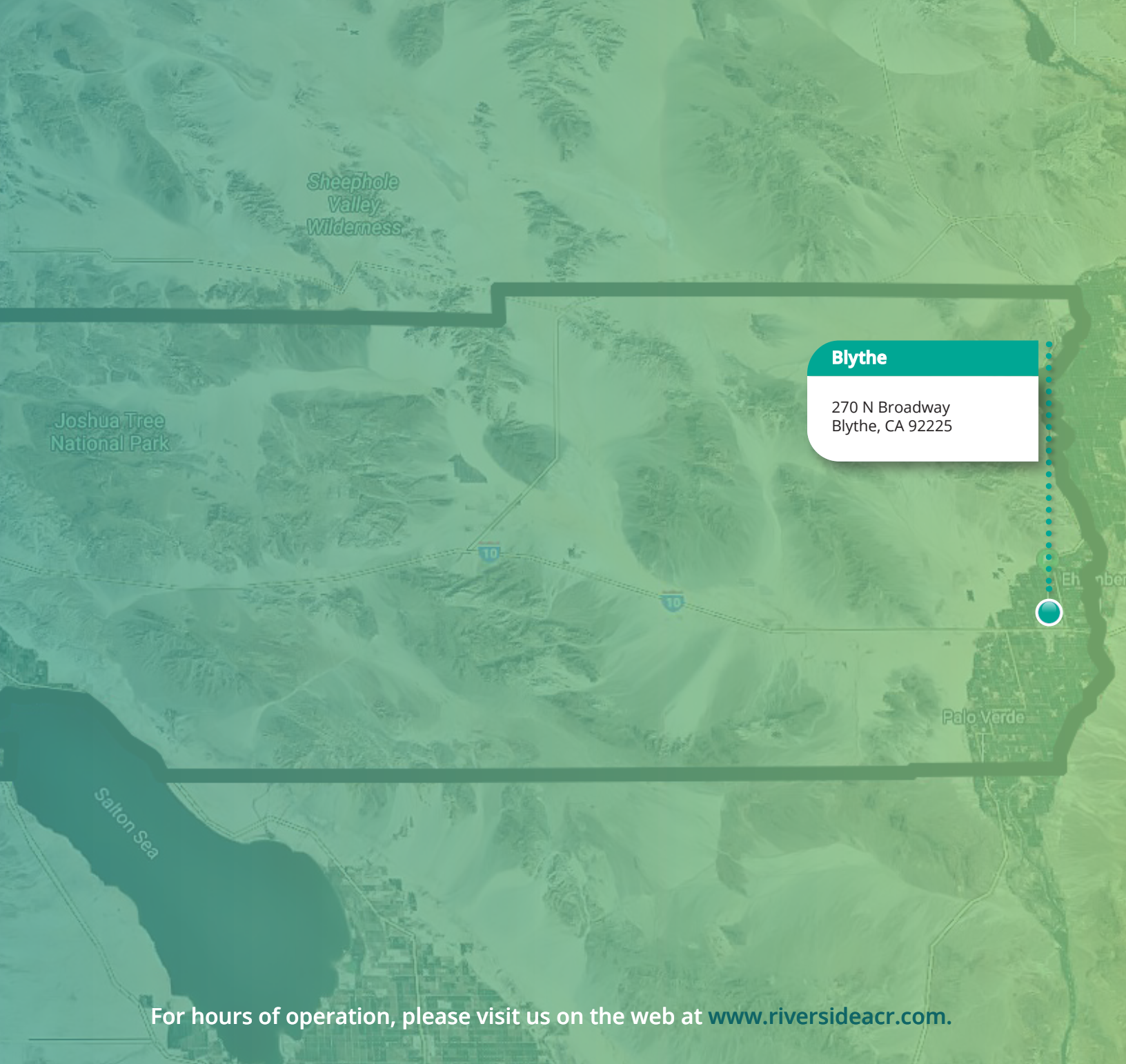
- JAN 1** Lien Date - the date when taxes for the next fiscal year become a lien on the property.
- FEB 15** Exemption Claims Deadline - deadline for filing Veterans, Homeowners, Church, Religious, Welfare Exemptions, Historical Aircraft, and other institutional exemptions.\*
- APR 1** Date Business Personal Property, Boat, and Aircraft Statements due.

**APR 10** Last day to pay second installment of property taxes without penalty.\*

**MAY 7** Last day to timely file a business personal property statement without penalty.\*

**JUL 2 - NOV 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)\*





**Blythe**

270 N Broadway  
Blythe, CA 92225

For hours of operation, please visit us on the web at [www.riversideacr.com](http://www.riversideacr.com).

**AUG 31** Last day to pay unsecured property taxes without penalty.\*

**NOV 1** Last day to file a Decline-in-Value Reassessment Application to request a review of assessed value.\*

**DEC 10** Deadline for late filing of Homeowners, Veterans, and Disabled Veterans Exemptions; Last day to pay first installment of property taxes without penalty.\*

*\*If the date falls on a weekend or holiday, the deadline is extended to the next business day.*

# Contact Us

ACR Website: [www.riversideacr.com](http://www.riversideacr.com)  
Property Tax Portal: [www.riversidetaxinfo.com](http://www.riversidetaxinfo.com)  
E-mail: [accrmail@asrclkrec.com](mailto: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:

Riverside County Tax Collector ..... (951) 955-3900

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:

Appointments and Information ..... (951) 486-7327

E-mail: [countyofriversidearchives@asrclkrec.com](mailto:countyofriversidearchives@asrclkrec.com)

# Acknowledgment

Peter Aldana would like to thank Anna Alivio, Billy Faulkner, and Wendy Myers 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.









# ANNUAL REPORT

2019/2020

**Address:**

PO Box 751  
Riverside, CA 92502-0751

Phone: 951-955-6200  
[www.riversideacr.com](http://www.riversideacr.com)