CITY OF RIVERSIDE HUMAN RESOURCES BOARD

Innovation and Technology Department

Human Resources Board
March 4, 2024

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OUR MISSION

The mission of the Innovation & Technology Department is to work collaboratively with other departments and organizations to improve the quality of life in the City through economic development; achieve innovative, practical, and reliable solutions to City problems, optimize processes through information technology leadership and professional services; and provide an exciting, challenging, and rewarding environment where team members derive satisfaction from challenging assignments, and the success of City of Riverside departments in meeting their operational and service objectives.

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OVERVIEW

- Full Service 24/7 Department

- 7 Divisions

- Service 14 Departments including Public Safety and RPU
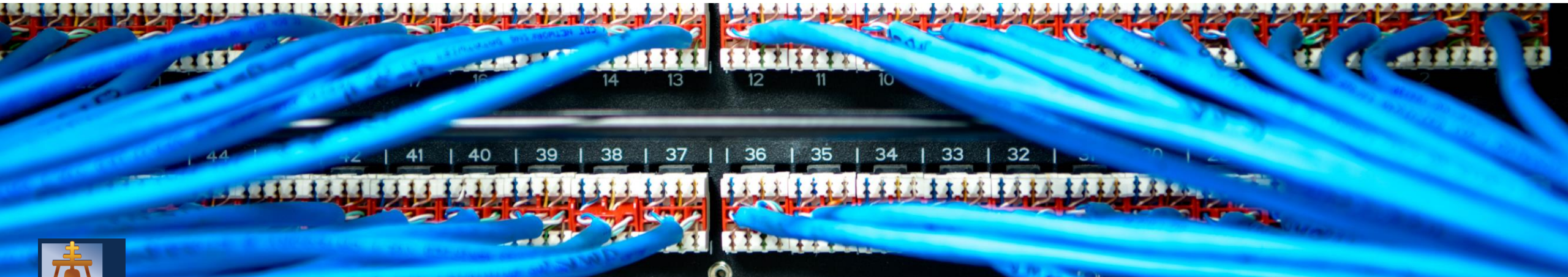
FY 2023 BY THE NUMBERS
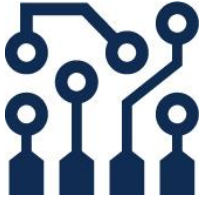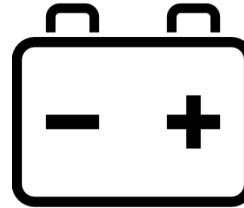
266+ Wiring Closets
managed across 57 locations

9,000+
Connected Devices Managed Daily

16,107
Tickets Completed

>93%
Excellent Service Rating
per surveys of completed tickets

232
12v 20ah Backup Batteries Replaced
(for uninterruptible power)

57
Projects Completed
(including new system implementations, upgrades, development, etc.)

1,200,000+
Cyberattacks Prevented

63
Full-time staff

CITY OF RIVERSIDE

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ORGANIZATIONAL CHART

George Khalil
Chief Innovation Officer

Innovation

Strategic Initiatives

Cybersecurity

Administration

Prasad Mahale
Deputy Chief Innovation Officer

- Innovation
- Business Process Automation
- Data Analytics
- GIS
- Project & Portfolio Management
- Client Services
- Awards & Recognition

Chris Tilden
Deputy Chief Innovation Officer

- Applications
- Database
- Enterprise Resource Planning
- Network Services
- Operations
- Video Security
- Web Apps

Vacant
Chief Innov. Security Officer

- Identify, protect, detect, respond and recover from cybersecurity events

Jessica Gordon
Admin Services Manager

- Budget
- Contracts
- Personnel
- Policy
- Purchasing
- Special Projects

BUDGET INFO

Budget Summary by Expenditure Category - All Funds

EXPENDITURE CATEGORY	Actual FY 2019/20	Actual FY 2020/21	Adopted FY 2021/22	Adopted FY 2022/23	Adopted FY 2023/24	Note
Personnel	$ 7,994,789	$ 7,727,267	$ 8,523,086	$ 8,813,166	$ 8,961,142	
Non-Personnel	4,495,139	4,160,394	5,151,255	5,624,198	6,278,271	
Equipment Outlay	568,007	3,052,997	930,231	930,606	924,334	
Debt Service	273,351	-	-	-	-	
Capital Outlay	1,313,964	1,415,081				
Charges From Others	21,540	-	-	2,549	2,276	
Charges To Others	(1,861,435)	(2,840,995)	(1,994,732)	(2,214,756)	(2,344,720)	
Debt Transfers Out	-	256,160	256,160	93,200	-	
Total Budget	**$ 12,805,355**	**$ 13,770,904**	**$ 12,866,000**	**$ 13,248,963**	**$ 13,821,303**	

Budget Summary by Fund

FUND	Actual FY 2019/20	Actual FY 2020/21	Adopted FY 2021/22	Adopted FY 2022/23	Adopted FY 2023/24	Note
101 - General Fund	$ 10,848,022	$ 9,165,043	$ 11,866,000	$ 12,248,963	$ 12,821,303	
110 - Measure Z	643,369	468,862	1,000,000	1,000,000	1,000,000	
401 - Capital Outlay	1,278,083	1,813,744	-	-	-	
420 - Measure Z - Capital Projects	35,881	2,323,255	-	-	-	
Total Budget	**$ 12,805,355**	**$ 13,770,904**	**$ 12,866,000**	**$ 13,248,963**	**$ 13,821,303**	

EMPLOYEE STATISTICS*

Positions	
Funded	63.00
Filled	54.00
Vacant	9
Unfunded	0

Classifications	
Exempt	20.6%
Non-Exempt	79.4%

Funded Positions by Division	
Admin	6
Network	6
Operations	9
Applications	19
Client Services	12
Cybersecurity	2
Innovation	9

Position Types	
Full Time	63
Part Time	0
Temp Agency	1
Intern	4

*based on budgeted numbers (with the exception of Temp and Intern positions which are current as of 2/14/24)

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EMPLOYEE DIVERSITY*

Ethnicity	Female		Male		Total	
Asian	1	1.9%	9	16.7%	40	18.5%
Black	1	1.9%	5	9.3%	6	11.1%
Hispanic	1	1.9%	12	22.2%	13	24.1%
Other	1	1.9%	2	3.7%	3	5.6%
White	4	7.4%	18	33.3%	22	40.7%
Total	**8**	**14.8%**	**46**	**85.2%**	**54**	**100.00%**

*based on filled positions as of 2/14/24

CITY OF RIVERSIDE

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FYE TURNOVER STATISTICS

	2018-19	2019-20	2020-21	2021-22	2022-23
End of Temporary	-	-	-	-	-
Probationary Release	-	-	1	1	-
Layoff	-	-	-	-	-
Resignation	4	3	-	1	2
Retirement	-	-	1	3	-
Termination	-	-	-	-	-
Termination of Contract	-	-	1	-	1
Deceased	1	-	1	-	-
Overall %*	**8.0%**	**10.0%**	**6.0%**	**8.0%**	**5.6%**

*percentages based on filled positions at FYE

- Kelvin Recinos, Intern to Technician I

- Joshua Watler, Technician I to Technician II

- Chris Ming, Technician II to Sr. Technician

- Daniel Perez, Technician I to Technician II

- Maria Russey, Sr Admin Asst (IT) to Admin Analyst (GS)

- Jesus Barraza, Analyst I (IT) to Sr Systems Analyst (RPU)

EMPLOYMENT OPPORTUNITIES

- 2 – Principal IT Analyst (Network & Applications)

- 3 – IT Analyst II (Applications & Cybersecurity)

- 2 – IT Technician I (Client Services)

- 1 – IT Technician II (Client Services)

- 1 – Chief Innovation Security Officer (Cybersecurity)

RECRUITMENT OUTREACH

- Targeted Online Ads (NeoGov, LinkedIn, MISAC, etc.)

- Internship Programs (with local colleges and universities)

- Job Fairs

- College Hosted Career Days

- STEM Outreach

- Referrals

Employees receive training/development in the following areas:

- Career Growth
- Cross Training within Department
- Industry Specific Training
- Personnel Procedures
- Safety
- Professional Licenses/Certifications
- Regulatory Requirements
- Supervision/Management Skills

RIVERSIDE 2.1 GOALS

- Improve cybersecurity defenses to protect Citywide infrastructure

- Create a Citywide Comprehensive Continuity of Operations Plan

- Modernize Citywide information systems and infrastructure to improve efficiency and security

- Expand Government transparency efforts through technology and innovation

- Provide excellent customer service to internal City technology users

EMPLOYEE RECOGNITION & MORALE

- Employees recognized daily via positive public and/or internal feedback

- Employee morale and recognition events held throughout the year

- Annual Awards provided for Employee of the year, Customer Service and Years of Service

- Yearly Anonymous Surveys for CIO & Managers

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AWARDS

2022 finalist for a Red Tape to Red Carpet Award for "Start/Stop" and "PulsePoint" projects by the Inland Empire Economic Partnership

2023 Award of Excellence (16th Consecutive Year) from the Municipal Information Systems Association of California

2022 Government Experience Award finalist for Cities over 250,000 citizens from the Center for Digital Government

2022 4th place award by the Center for Digital Government digital cities survey

- Employee Retention and Morale

- Recruitment

- Succession Planning

- Knowledge Sharing and Cross Training

- Maintaining level of service with continued low staff levels continues to be challenging

THANK YOU