



Governmental Processes Committee

City of Arts & Innovation

TO: GOVERNMENTAL PROCESSES COMMITTEE

DATE: NOVEMBER 18, 2025

FROM: COMMUNITY AND ECONOMIC DEVELOPMENT

WARDS: ALL

**SUBJECT: CITYWIDE COMMUNITY ENGAGEMENT POLICY AND CITYWIDE COMMUNITY
ENGAGEMENT TOOLKIT**

RECOMMENDATION: Review the Citywide Community Engagement Policy and Citywide Community Engagement Toolkit.

BACKGROUND:

Riverside has not had the benefit of a formal Community Engagement Policy to ensure consistent public participation prior to major initiatives and the overall decision-making. Creating and implementing a Citywide Community Engagement Policy provides a consistent and predictable public participation process applicable to future programs, projects and initiatives. Most importantly, the City has a strong commitment to and has built a culture for effective community engagement and was looking for a tool to grow the efforts to build trust between the City and the community, while identifying values, concerns and input in the process and overall service delivery.

On August 5, 2020, the Inclusiveness, Community Engagement & Governmental Processes Committee directed staff to:

- Initiate a Citywide Community Engagement framework;
- Identify key elements for a Community Engagement Policy;
- Conduct community outreach to inform the framework; and
- Return to the Committee with a draft for review before Council consideration.

On December 7, 2022, the Committee received an update on the draft Framework including the input from the community. The Committee directed staff to continue engaging the community and report back on their progress.

Next on May 16, 2023, the City Council engaged in a Workshop on the Community Engagement Framework to review the document, the process and the details of the Toolkit. In general, the City Council shared their satisfaction with the work of the Committee, the public and the staff team to bring together this living document. The Council directed staff to prepare the final document by removing any duplicative information and including any editorial changes to improve the look and feel of the document.

Finally, October 17, 2023, the Community and Economic Development Department presented the Citywide Community Engagement Policy and Toolkit to the City Council.

DISCUSSION:

The purpose of the Policy is to create a clear, streamlined and predictable public participation process. The document outlines the City Council and staff's commitment to engaging the community using appropriate and effective practices. This effort was to build on the strong culture of engaging with the public and to improve the process by encouraging a consistent approach and continual learning while expanding the range of engagement methods.

The Policy identifies the following:

Riverside's Commitment to the Community

Why We Engage – Benefits of Community Engagement

Who We Engage – individuals and groups who live, work, play, visit, study, invest or pass through our City.

When We Engage – (Citywide plans, budgets, Regional Agreements, General Plan Amendments)

How We Engage - Toolkit

Since 2023, City staff have been working diligently to implement the vision and intention of the Community Engagement Policy and has built on the Toolkit with additional resources. Recent examples include:

- Fall 2025: Budget Engagement Public Outreach Efforts
- October 2024: General Plan and CAAP Kick Off Event and Outreach Opportunity
- October 2025: General Plan and CAAP Land Use Outreach Event
- January 8, 2024: Economic Development Summit of Excellence
- May 2024: Priority Based Budget Outreach Efforts
- October 16, 2025: Faith based Summit

FISCAL IMPACT:

There is no fiscal impact associated with this report.

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Certified as to availability of funds:	Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by:	Mike Futrell, City Manager
Approved as to form:	Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. Community Engagement Policy
2. Community Engagement Toolkit
3. Presentation