





## Refresh Update

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### Community & Economic Development Department

## City Council









July 1, 2025


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# DEVELOPMENT AS ECONOMIC DRIVER

## A Streamlined Permitting Process:

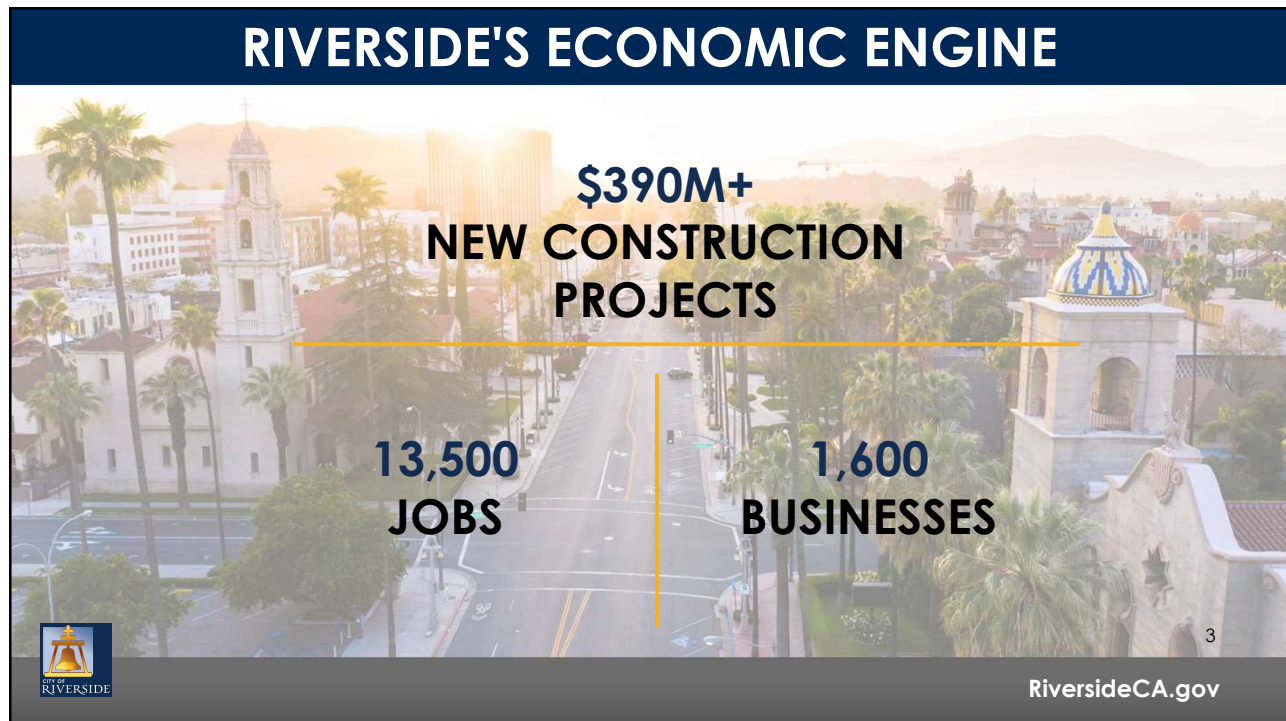
 <div>Encourages economic growth</div>	 <div>Attracts investment</div>	 <div>Fosters job creation</div>	 <div>Boosts competitiveness</div>
 <div>Supports housing development</div>	 <div>Helps meet market demand</div>	 <div>Improves planning and execution</div>	 <div>Enhances government efficiency</div>



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## THE STREAMLINE RIVERSIDE INITIATIVE

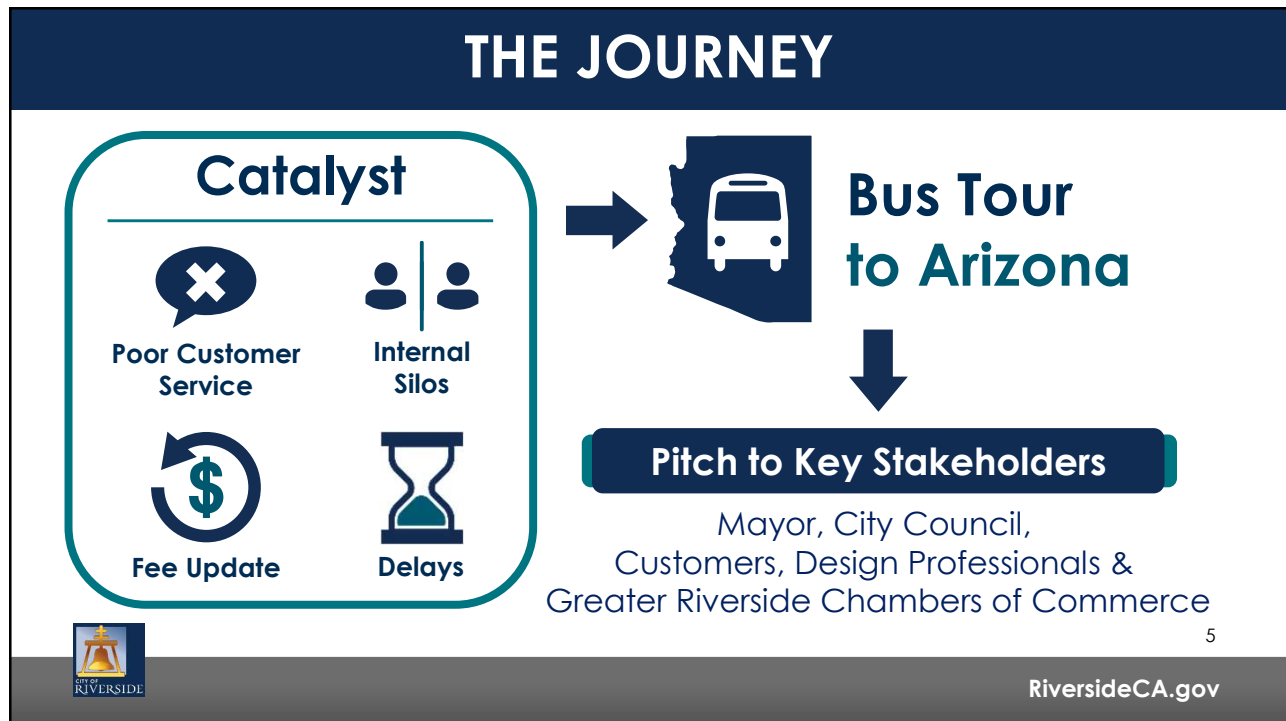
- Building a better Riverside together
- A culture of continuous improvement
- Facilitating economic growth and vitality
- Streamline Refresh: Implementation Plan underway

STREAMLINE  RIVERSIDE

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# THE GOAL: ACHIEVING EXCELLENCE

## GUIDING PRINCIPLES



Consistency



Predictability



Expediency



Transparency



Equity

**CUSTOMER "CENTRIC" SERVICE STANDARDS**


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# STREAMLINE RIVERSIDE REFRESH

## Implementation Plan Underway:

- Training and Resources
- Helpful Technology Upgrades
- Branding and Marketing
- Communication and Measuring
- Timing and Schedule
- Reset and Celebrate




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## LEARNING TOGETHER



- **Streamline Riverside Academy:** New staff and staff refresh
- **User Experience Training:** Through the lens of the customer
- **Customer Service Training:**
  - 4 training sessions
    - 2 hours per session
    - HR supported training
- **Topics Covered:**
  - Code and Software Training
  - Customer Communication Essentials
  - Solution Focused Service
  - Navigating Challenging Situations
  - Empowerment: How to get to Yes!



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## BUILDING A CULTURE

- Guiding Principles
- Onboarding Training and Toolkit
- Standard Operating Procedures (SOP)
- Enhanced Cross Training:
  - Inter-department "Shadow" training
  - Ride-Along's



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## RECENT TEAM WINS



**THE CITY OF RIVERSIDE**  
VMT MITIGATION PROGRAM

**Traffic Engineering & Street Maintenance Mapping**

**PUBLIC WORKS**



**Traffic Analysis Tools**



**FIRE PREVENTION INSPECTION HOTLINE**



**RPU EXPEDITED DESIGN SERVICES**



**DWELL RIVERSIDE**

**CEDD**



**Safety First Amnesty Program**




**POSSE e-Plan Upgrades**




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## GAME CHANGING RESOURCES




**OVER THE COUNTER DAY**




**SELF CERTIFICATION PILOT PROGRAM**




**CONCIERGE & STREAMLINE TEAM**



**HELPFUL TECHNOLOGY & VIRTUAL ASSISTANCE**



**DEVELOPMENT REVIEW COMMITTEE REFRESH**



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## HELPFUL TECHNOLOGY UPGRADES

- **Permit Tracking Software:** Internal environment and the Public Portal
- Phone System Enhancements
- **Virtual Services Assistant:** Communicate with customers in real time
- **AI:** Chatbot and Plan Check Support



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## BRANDING AND MARKETING



- Dedicated Webpage
- New Gear/Branding
- Updated Promo Video
- Amplified Social Media
- Customer Training Tools
- Third Floor Remodel

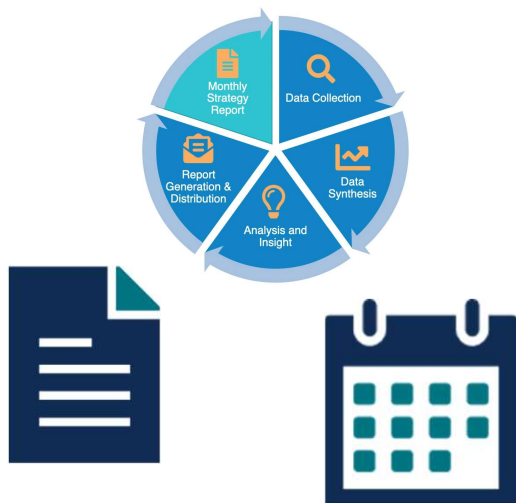


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## COMMUNICATION AND REPORTING



- Regular updates to Staff, Committee, City Council & our External Partners – 2025
- Create measurement tools and reports to message out monthly and support the decision-making process
- Data Dashboard



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## STREAMLINE RIVERSIDE REFRESH ROADMAP

IMMEDIATE	SHORT TERM 3-6 Months	MID TERM 6-12 Months	LONG TERM 12+ Months
<ul style="list-style-type: none"> <li>▪ Staff Training</li> <li>▪ Expedited Reviews and Inspections</li> <li>▪ Concierge/Streamline Team Pilot Program</li> <li>▪ ADU Standard Plans</li> <li>▪ Safety First Program</li> <li>▪ Over the Counter Day</li> <li>▪ DRC Refresh</li> <li>▪ Standard Operating Procedures (SOP)</li> <li>▪ Rebranding our Image</li> <li>▪ Tenant Improvement Innovation Program (TI-IP)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Building Plan Check Self Certification Pilot Program</li> <li>▪ Permit Software Update: POSSE 7.4</li> <li>▪ New Data Reporting Tool</li> <li>▪ Adaptive Reuse Ordinance</li> <li>▪ RPU Expediting Services and Resources</li> <li>▪ Marketing Video</li> <li>▪ Data Dashboards</li> <li>▪ Economic Development Programs and Resources</li> <li>▪ Academy Training</li> <li>▪ AI Chatbot</li> <li>▪ Onboarding Training/Toolkit</li> </ul>	<ul style="list-style-type: none"> <li>▪ Online Virtual Assistant/Messenger</li> <li>▪ Building and Fire Code Triennial Updates</li> <li>▪ OSS Website/ Data Dashboard</li> <li>▪ OSS Minor Remodel</li> <li>▪ Customer Training Videos: OSS lobby and website</li> <li>▪ AI Plan Check Assistance</li> <li>▪ Streamlined Zoning Code Updates</li> <li>▪ ADU Garage Conversion Standard Plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ Permit Software Upgrade: Internal Environment and Virtual Permit Portal</li> <li>▪ OSS Major Remodel</li> <li>▪ User Fee Study: Add resources (8 FTE – Public Works, Planning and Building &amp; Safety)</li> <li>▪ Phone System Enhancements</li> <li>▪ Queuing System Enhancements</li> <li>▪ Final Concierge and Ombudsman Programs</li> </ul>



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# RESET AND CELEBRATE

**PARTNERSHIP**

**EFFICIENCY**

**DREAM**

**TRANSPARENCY**



**STREAMLINE**

**INVEST**

**BUILD**

**WOW**

**PLAN**






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# A TEAM EFFORT

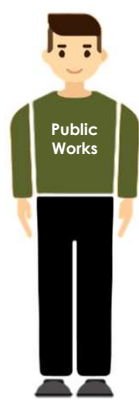
Serve as a Model




Best Practices



Building & Safety




Public Works



Planning



Customer




Public Utilities



Fire



Finance



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## STRATEGIC PLAN ALIGNMENT



### Strategic Priority No. 5 – High Performing Government

Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the City.



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## RECOMMENDATION

Receive and file an update on the Streamline Riverside Refresh effort and its Implementation Plan.



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