

Community & Economic Development Department

Human Resources Board
September 13, 2022

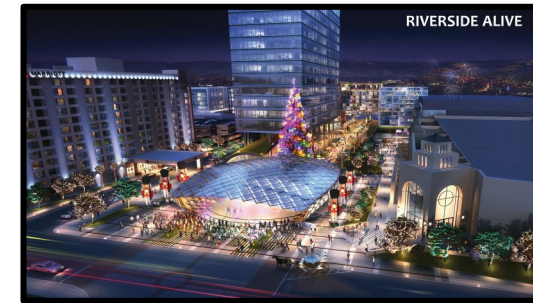
MISSION STATEMENT



Festival of Lights



The Community & Economic Development Department is committed to the highest level of public service through neighborhood enrichment, arts, innovation, safety in our built environment, and economic growth that collectively improves the quality of place for our community.



Partnerships



Business Support



COMMUNITY DEVELOPMENT
BLOCK GRANT



DEPARTMENT PURPOSE AND SERVICES

The Community & Economic Development Department exists to serve the public and is dedicated to working with residents, businesses, property owners, developers, community organizations, elected and appointed officials, and public agency staff to accomplish investment that contributes to economic development and advances our City's outstanding quality of life.

Services include:

- Create vision plans for future growth and development
- Review development projects, issue permits and ensure code compliance
- Attract, protect and increase private investment to stimulate the economy, grow jobs and elevate prosperity
- Champion and advance Riverside as the City of Arts & Innovation and as a Clean, Green, Sustainable technology hub



PERSONNEL



Administration
9.00 FTE



**Arts & Cultural
Affairs**
6.00 FTE



Building & Safety
22.00 FTE



CDBG
4.00 FTE



Code Enforcement
27.00 FTE



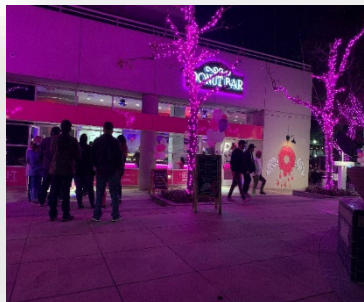
**Economic
Development**
6.50 FTE



**Neighborhood
Engagement**
4.00 FTE



Planning
25.00 FTE



**Real Property
Services**
5.00 FTE



Successor Agency
3.00 FTE



Housing Authority
8.00 FTE

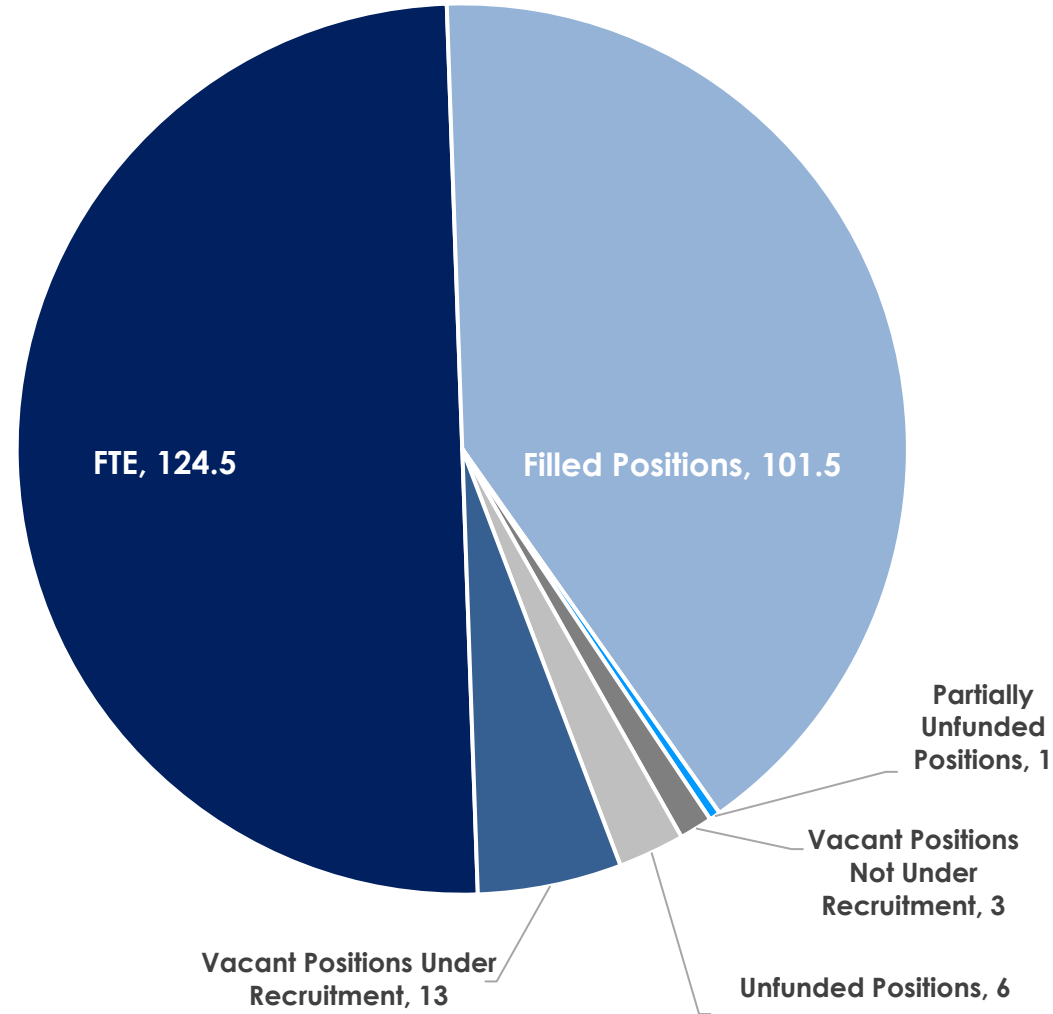


Homeless Solutions
5.00 FTE

City Manager's Office



Personnel Overview



POSITIONS

Promotions

January 2020 – January 2021 = 4
February 2021 – February 2022 = 6

Retirements

January 2020 – January 2021 = 3
February 2021 – February 2022 = 5

Resignations

January 2020 – January 2021 = 5
February 2021 – February 2022 = 4

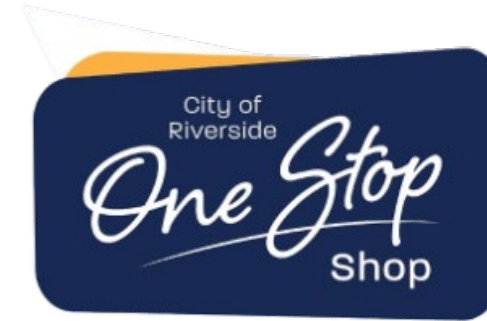
RECRUITMENT

- CEDD adheres to the Human Resources Policy and Procedure Manual for recruiting. Opportunities are posted on the City's website, at local colleges and universities, on professional websites and ads are placed in professional magazines.
- Employment Challenges
 - Competitive salaries and Benefits
 - Qualified candidates
 - Difficult to recruit positions

PERFORMANCE/ ONE STOP SHOP

One Stop Shop (OSS) Pivot to Virtual Services

- Virtual development services now offered to customers:
 - Apply for permits and planning projects
 - Pay fees online
 - Submit electronic plans instead of paper
 - Get real-time project status and updates
 - Schedule inspections and see results
 - Easily communicate with city staff
 - Perform extensive search capabilities
- 40,000+ virtual customers served over the past year
- 80% electronic plan submittals vs. 20% paper, 11,000+ reviews completed virtually
- 94% on time with plan check services
- 6,000+ electronic permits issued
- 10% increase in total OSS customers served (FY 19/20 vs. FY 20/21)
- 56% of customers remain virtual since fully reopening the OSS on 03/2021



EMPLOYEE DEVELOPMENT & TRAINING

Regulatory Requirements

- California Building Officials (CALBO) Annual Business Meeting (required by AB717) and Code Training for Plan Checkers, Inspectors and Building Officials

Conferences

- Engaging Local Government Leaders
- Leading Equitable Communities: Respond, Recover and Rebuild
- American Planning Association State and National Conferences
- Neighborhoods USA
- CalFest
- Catersource + The Special Event Conference
- International Council of Shopping Centers - RECON
- International Economic Development Council
- California Association for Local Economic Development (CALED)
- Industrial Asset Management Council (IAMC)



In-House Training

- Software Systems (Computronix and POSSE, GIS, etc.)



AWARDS/RECOGNITION

Neighborhoods USA Best Neighborhood Program of the Year Award 2020

- First Place - Neighbor Fest
- First Place - Small Sparks

IDC Smart Cities National Award 2021

- * Runner Up: Public Permit Portal

Public Relations Society of America: Inland Empire 2021

- Polaris Award for Main Library Activities, Program and Art

Inland Empire Economic Partnership - Turning Red Tape into Red Carpet 2021

- Winner - Canyon Springs Healthcare Campus: Real Estate Development and Reuse
- Runner Up - Outdoor Flex Space Program
- Honorable Mention - RISE! Mural
- Honorable Mention – Main Library Artwork



Questions

