DEPARTMENT OVERVIEW AND EMPLOYEE RECOGNITION

Innovation & Technology Department

City Council Meeting
September 20, 2022

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DEPARTMENT MISSION

- 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, continued professional growth, personal accomplishments, and the **success of City of Riverside departments** in meeting their operational and **service objectives**.

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EMPLOYEE RECOGNITION PROGRAM

Five Annual Awards:
- Employee of the Year
- Service Awards
- Innovation & Technology Officer (ITO) Awards
- CIO Award for Outstanding Leadership
- People's Choice Award (temporary hiatus)

Quarterly/Periodic:
- Employee of the Quarter

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STAFF PRODUCTIVITY
FISCAL YEAR 2021/2022

- 526 Citywide technology Orders
- 475 Purchase Requisitions
- 150+ Citywide software contract renewals
- 800+ Invoices for citywide technology purchases
- 15,966 service requests were completed
- 91% extremely satisfied with service request response, communication, knowledge, and service

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SERVICE AWARDS

2019 Service Award
- CJ Smith – 5 Years

2020 Service Awards
5 Years
- Rosalinda Acosta
- Steve Crunk
- George Khalil
- Prasad Mahale
- Chris Tilden

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2021 SERVICE AWARDS

Emely Dacara – 20 Years

Five Years

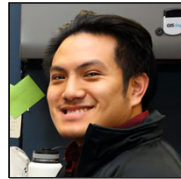|			
• Ken Althiser • Jesus Barraza • Darryl Batten • Brian Castillo • Chris Davidson • Thomas Dominguez	• Louis Felder • Jason Ha • Harry Huang • Bryan Johnson • Vijay Mali • James Mariner • Antonio Moise • Andy Montes	• Daniel Perez • Nghi Quach • Lisa Pierce • Paul Anthony Rivera • Jesse Silva • Gurjot Singh • Carlos Robles	• Raphael Song • Arian Tay • Nehemiah Willis • Tim Wilson

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INNOVATION & TECHNOLOGY OFFICER (ITO) AWARDS 2019

Bryan Johnson

Nghi Quach

Carlos Robles

CJ Smith

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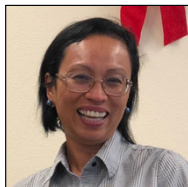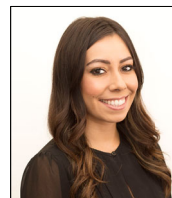## INNOVATION & TECHNOLOGY OFFICER (ITO) AWARDS 2020

Andy Montes

Ken Althiser

CLIENT SERVICES TEAM
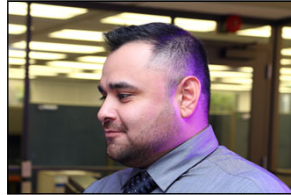
Emely Dacara

Angela Morales

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INNOVATION & TECHNOLOGY OFFICER (ITO) AWARDS 2021

Daniel Perez

INNOVATION & TECHNOLOGY
2020 CIO Award for Outstanding Leadership

CJ Smith

Ted Cronin

INNOVATION & TECHNOLOGY
2021 CIO Award for Outstanding Leadership

Steve Crunk

Chris Davidson

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EMPLOYEE OF THE QUARTER

2019 Quarter4
Daniel Perez

2020 Quarter 1
Emely Dacara

2020 Quarter 2
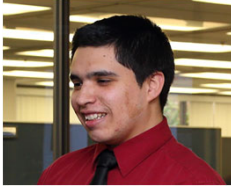Arian Tay

2020 Quarter
Ken Althiser

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EMPLOYEE OF THE QUARTER

2020 Quarter 4
Thomas
Dominguez

2021 Quarter 1
Chris Tilden

2021 Quarter 2
Nghi Quach
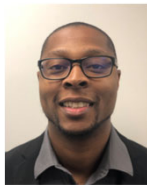
2021 Quarter 3
Angela Morales

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EMPLOYEE OF THE QUARTER

2021 Quarter 4
Bryan Johnson

2022 Quarter 1
James Mariner

2022 Quarter 2
Gurjot Singh

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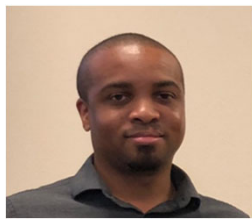# 2019 EMPLOYEE OF THE YEAR

Carol Carr

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2020 EMPLOYEE OF THE YEAR

Nehemiah Willis

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2021 EMPLOYEE OF THE YEAR

Andy Montes

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2019 DEPARTMENT AWARDS

2019 AWARD OF EXCELLENCE

1st in the **Government Experience Award**

AMONG TOP 5
in **"Equipt to Innovate"**
National Survey of Cities

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2020 DEPARTMENT AWARDS

DIGITAL CITIES SURVEY

6th in the **Digital Cities Award** for Cities over 250,00 Citizens

MISAC ANNUAL CONFERENCE

2020 AWARD OF EXCELLENCE

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2021 DEPARTMENT AWARDS

DIGITAL CITIES SURVEY

6th in the **Digital Cities Award** for Cities over 250,00 Citizens

MISAC ANNUAL CONFERENCE

2021 AWARD OF EXCELLENCE

DIGITAL CITIES SURVEY

20th Anniversary Participation Award

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RECOMMENDATION

That the City Council receive and file an overview of the Innovation and Technology Department, including recognition of the Department's employees.

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