



# Community & Economic Development Department

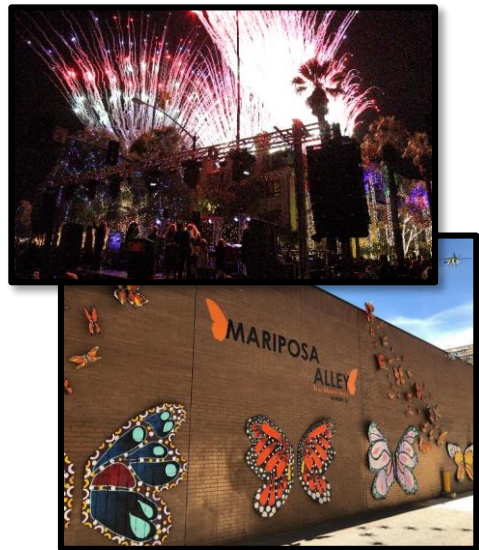
---

Human Resources Board  
November 7, 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**

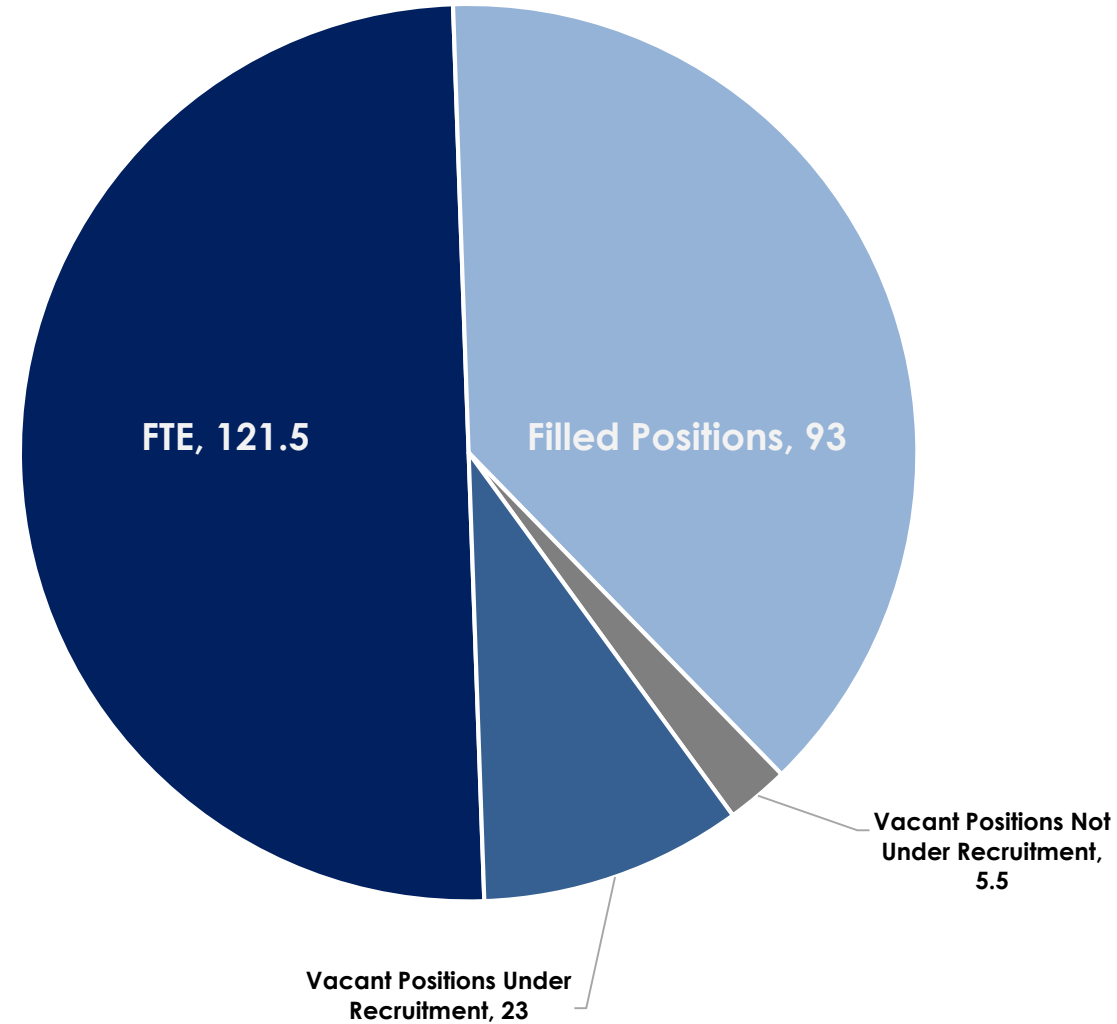


**Homeless Solutions**  
**5.00 FTE**

City Manager's Office



# Personnel Overview



# POSITIONS

## Promotions

January 2020 – September 2022 = 20



## Retirements

January 2020 – September 2022 = 11



---

## Resignations

January 2020 – September 2022 = 15

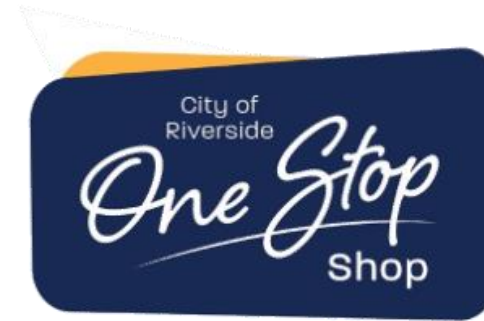
# RECRUITMENT

- 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

