



PARK MAINTENANCE 311 PROCEDURES

**Parks, Recreation and Community Services
Department**

Park and Recreation Commission
January 30, 2023

311 FOR CITY SERVICES



3 Great Ways To Use 311



Mobile App



Call 311



Web Submission

[Download 311 App Now](#)

311



CITY OF
RIVERSIDE
FOR CITY SERVICES

SELECT THE TYPE OF PROBLEM YOU ARE REPORTING:

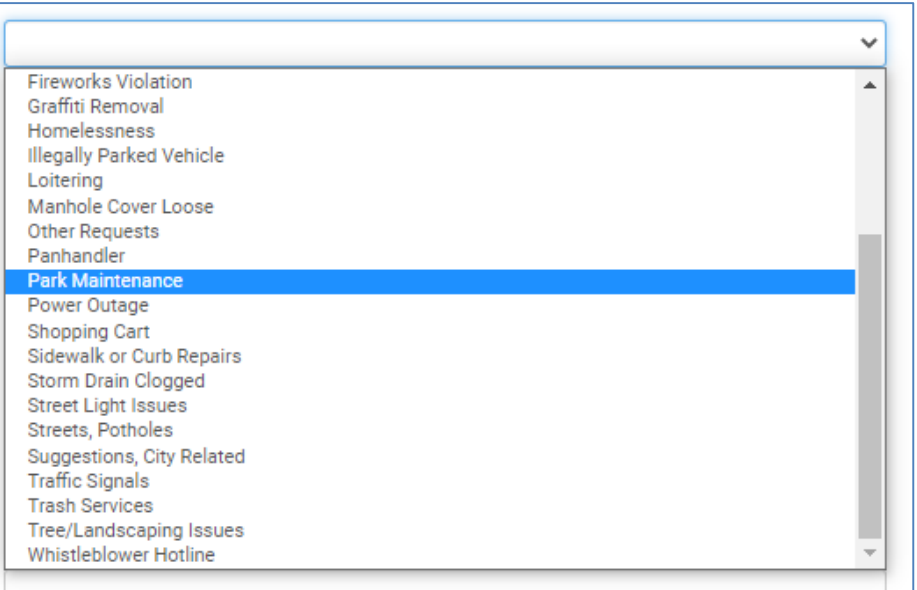
*Nature of the problem:

*Briefly describe your request: (Please provide as much detail as possible.)

*Incident Location: Please enter the street number and street name or intersection only (do not include St, Ave, Rd, etc). Click Search button to verify it.

Search

Cross Street (if applicable):



- Fireworks Violation
- Graffiti Removal
- Homelessness
- Illegally Parked Vehicle
- Loitering
- Manhole Cover Loose
- Other Requests
- Panhandler
- Park Maintenance**
- Power Outage
- Shopping Cart
- Sidewalk or Curb Repairs
- Storm Drain Clogged
- Street Light Issues
- Streets, Potholes
- Suggestions, City Related
- Traffic Signals
- Trash Services
- Tree/Landscaping Issues
- Whistleblower Hotline



311



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PLEASE PROVIDE YOUR CONTACT INFORMATION:

It will help us to contact you if we need additional details. This information will be held in the strictest confidence. Please read the City's [Website Disclaimer](#) and [Privacy Policy](#) for additional details.

*First Name:

*Last Name:

*Phone:

*Email:

PLEASE PROVIDE YOUR RESIDENTIAL INFORMATION:

*Street Address:

street number + street name only

Unit #:

apt/unit/room number, if applicable

*City:

RIVERSIDE

*State:

CA

*Zip Code:

We encourage you to register in City eService. You may login into City eService to check the service request status online, as well as, create additional service requests. You may also submit this service request as one-time user, click Submit button

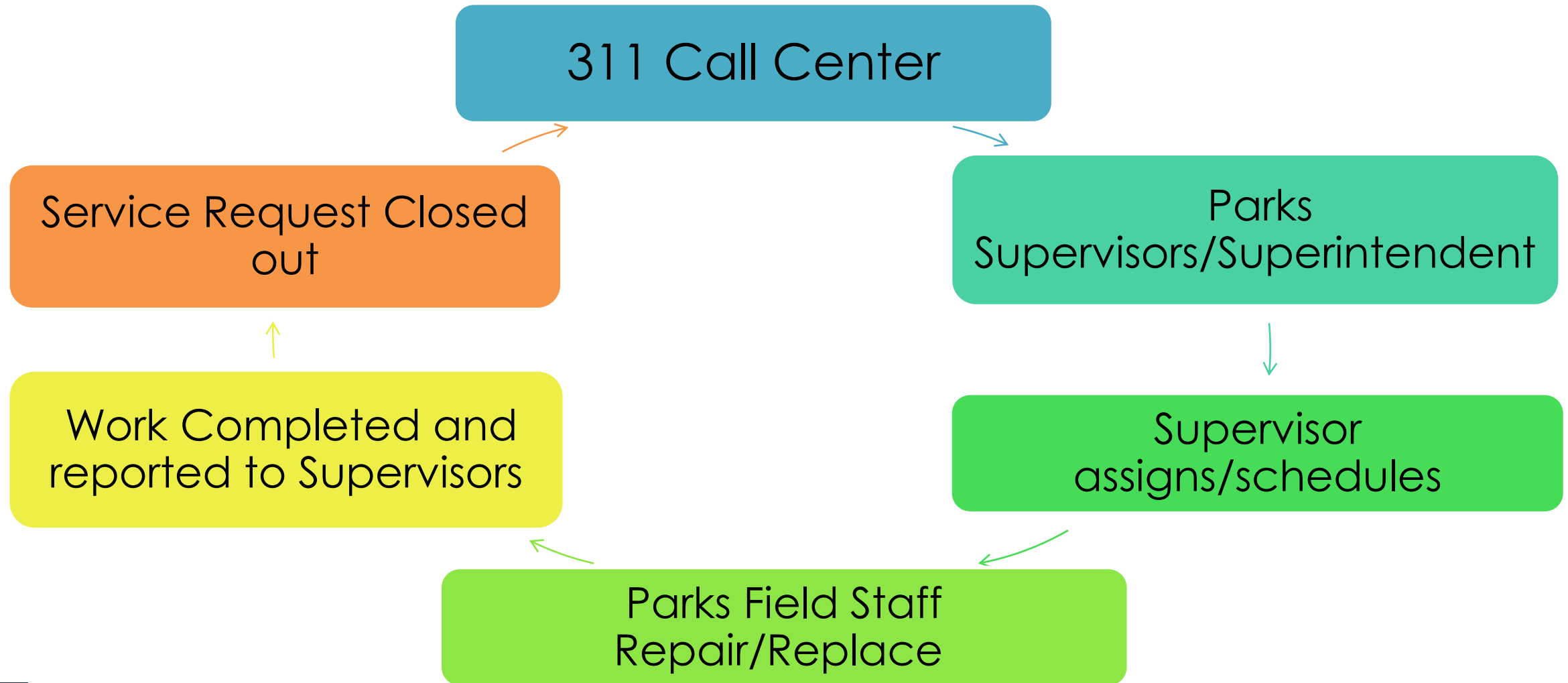
- ☒ Submit it with my contact information. I will get email notification.
☐ Submit it as an anonymous user. I will not get any email notification.

Submit

Reset



Parks Process



311 Benefits for Parks

- Allows public to report issues found in the parks system.
- Immediate notification to Parks staff
 - Graffiti removals
 - 24 – 48 hours
 - Others
 - Scheduled accordingly

Monthly: 311 Reports

Service Requests are tracked through the City's 311 (Oracle system)
311 Tracks Monthly totals for graffiti, lighting, vandalism, etc.

Solution	October	November	December
Graffiti, City Park	58	52	49
Parks, Emergency Expedited	6	13	8
Parks, Field Lights, Malfunction	12	12	7
Parks, Landscaping	1	0	0
Parks, Park Maintenance Request	61	64	46
Parks, Playground Equipment, Damaged	1	1	1
Parks, Pools	1	0	0
Parks, Sprinklers	21	8	6
Parks, Tree	9	3	1
Total	170	153	118

311 Tracked by Ward (December)

WARD	Graffiti, City Park	Parks, Emergency Expedited	Parks, Field Lights, Malfunction	Parks, Park Maintenance Request	Parks, Playground Equipment, Damaged	Parks, Sprinklers	Parks, Vandalism	Total
Ward - 1	11	0	2	7	0	1	0	21
Ward - 2	3	2	0	2	1	1	0	9
Ward - 3	6	1	3	4	0	0	0	14
Ward - 4	3	0	0	2	0	0	0	5
Ward - 5	6	1	0	2	0	1	0	10
Ward - 6	6	1	0	2	0	0	0	9
Ward - 7	6	2	0	12	0	3	0	23
Blank	8	1	2	15	0	0	1	27
Total	49	8	7	46	1	6	1	118

Potential Opportunities

Working with 311:

- Collaboration with other City departments



- Streamline Process
- Budget Tracking
- Work Order Creation
- Inter-department Reporting

The Future of Parks

The Parks Department continues to work towards:

- Creation of efficient reporting system
- Prompt service requests handling
- Tracking to address the ongoing needs of our park system and community.

STRATEGIC PLAN ALIGNMENT

Envision Riverside 2025 Strategic Plan Priorities



#1 Arts, Culture and Recreation Goal 1.3

Cross-Cutting Threads



Community
Trust



Fiscal
Responsibility



Sustainability &
Resiliency



Equity



Innovation

RECOMMENDATION

That the Park and Recreation Commission provide input as appropriate and make a motion to receive the report for file.

