



## Department Update & Team Recognition

General Services Department

City Council  
November 1, 2016

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### GENERAL SERVICES

**71.25**



Employees

**7**



Divisions

**\$4.5m**



Total GF Budget

**#32**



Of Top 100 Best Fleets



2

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## GENERAL SERVICES – BY FUNCTION



Admin



Airport



Building  
Services



Capital Projects



Fleet



Property  
Services



Publishing



3

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## DEPARTMENT INITIATIVES

### Customer Service

- Survey Benchmarking

### Efficiency Improvements & Performance Metrics

- Fleet Preventive Maintenance Program at Special Transit, Fire Maintenance & Main Shop
- Improved Capital Project Tracking

### Staff Recognition

- Rewards Programs



4

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## SPECIAL RECOGNITION



5

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## PUBLISHING QUICK FACTS

3  
EMPLOYEES



1  
SUPERVISOR

576,000  
MAIL PIECES PROCESSED

1.58 M  
UTILITY BILLS PROCESSED

453,620  
COPIES MADE



6

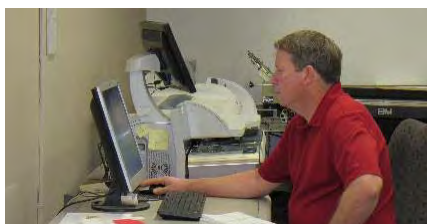
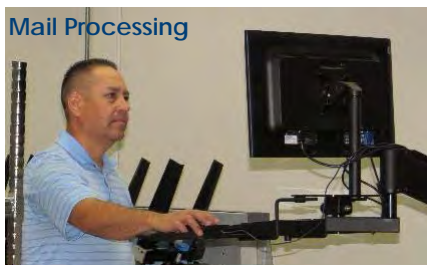
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## Behind the Curtain

Council Packets



Mail Processing



7

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## Behind the Curtain

28 Stops Per Day



8

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## Customer Service

"Everything Speaks"



9

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Please join us in thanking the  
City of Riverside  
Publishing Services Team.

Ron Ostman

Larry Andersen

John Bonnell

Leo Lizaola



10

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