

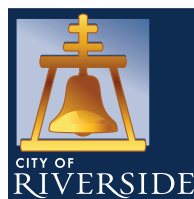


# TOP 25 QUARTERLY UPDATES

## 3RD CALENDAR QUARTER

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JULY - SEPTEMBER 2016



# CITY CLERK'S OFFICE



**147** PUBLIC RECORDS REQUESTS  
6 DAYS AVERAGE COMPLETION



**1,843**  
PASSPORT APPLICATIONS PROCESSED  
**\$60,459** IN REVENUE

## COMMUNITY AND ECONOMIC DEVELOPMENT



### EXPEDITED AFTER-HOURS PLAN CHECK

General Manager of Mission Inn & Hotel Spa submitted for plan check **expecting 5 business day turnaround** and the City **returned in 3 days**.

Corrections were submitted the next day and the City approved the same day. It took **only 4 cumulative days** for two rounds of review.

### EXPEDITED AFTER-HOURS PLAN CHECK

In-N-Out **requested a permit in 30 days** and did not think the City was capable of carrying out, so they moved the construction schedule one year out.

The Department convinced In-N-Out Burger to give the City the opportunity to complete within the required timeframe. The City met and exceeded every deadline, the Project Manager from In-N-Out Burger did not think it was possible because they have never seen a city review plans so quickly.



### IMPERIAL HARDWARE LOFTS

Historic façade shoring underway

Groundbreaking was on October 11, 2016



## TOP 25 QUARTERLY UPDATES



## NORTHSIDE SPECIFIC PLAN

Selection of **Rick Engineering** as the **consultant firm** to prepare the Northside Neighborhood & Pellissier Ranch Inter-Jurisdictional Specific Plan (**Northside Specific Plan**) and Program Environmental Impact Report (**PEIR**).

Amendment of the approved Riverside Public Utilities FY 2016-18 budget to fund project up to

**\$813,000**

Approval of appropriations from the Riverside Public Utilities Water and Electric Funds to Water and Electric Professional Services Accounts

## FIRE DEPARTMENT



CUSTOMER  
SERVICE  
EXCELLENCE



### WILDLAND FIRE MUTUAL AID RESPONSES

With the extended fire season this year, the fire department actively participated in the State Master Mutual Aid system in providing fire personnel and equipment to assist in putting out these fires.



**9**

**FIRES PUT OUT THROUGHOUT THE CITY**

Each deployment could last up to 2 weeks.

## INNOVATION AND TECHNOLOGY



RIVERSIDE 2.0



**2,000** EMPLOYEES AT  
**CYBERSECURITY TRAINING**

Approximately 500 more employees will be finishing their required training over the next few weeks. This is a yearly program.

## LIBRARY



**365**

**POKÉMON GO LIBRARY  
EVENT ATTENDEES**

September 9, 17, 20



**TOP 25 QUARTERLY UPDATES**



**122,284**  
DOOR COUNTS



**25,953+**  
COMPUTER HOURS



**222,831**  
CIRCULATION



**34,677**  
SERVICE QUESTIONS



**315**  
PROGRAMS



**9,791**  
PROGRAM ATTENDANCE



**81** COMMUNITY  
ROOM RENTALS

## PARKS, RECREATION AND COMMUNITY SERVICES



**playful  
city  
usa  
of the  
MONTH**

**Riverside Awarded  
Playful City USA  
of the Month  
August 2016**

The City was featured in Kaboom!'s Playability Report, "Riverside is a long time Playful City that has used extensive health initiatives to make their community more vibrant. They have collaborated with multiple partners to ensure that play proximity is more than just a concept."



**38,904**  
Recreational  
Swimmers



RIVERSIDE 2.0



CUSTOMER  
SERVICE  
EXCELLENCE



RIVERSIDE 2.0



CUSTOMER  
SERVICE  
EXCELLENCE



**2,159**  
Swim Lessons



RIVERSIDE 2.0



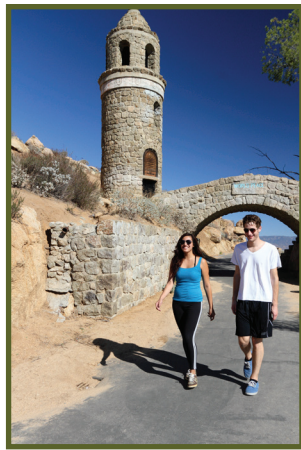
CUSTOMER  
SERVICE  
EXCELLENCE



**1,667**  
Grant Funded  
Swim Lessons



**TOP 25 QUARTERLY UPDATES**



**110,806**  
**Mt. Rubidoux**  
**Visitors**  
**July-August**

## POLICE DEPARTMENT



**2,000**  
**DOWNTOWN**  
**EVENT ATTENDEES**  
July 15



**OPERATION HOLE LAKE**  
**JUNE 29 - JULY 1**  
**50**  
**PARTICIPANTS** | **72**  
**TONS OF DEBRIS**



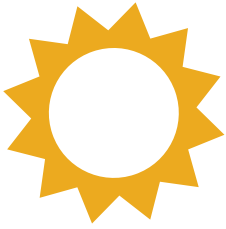
POLICE • COMMUNITY PARTNERSHIPS

**3,000**  
**REGISTERED RESIDENTS**  
**JULY 30 - AUGUST 2**



# TOP 25 QUARTERLY UPDATES

# PUBLIC UTILITIES



## TWO NEW SOLAR OPERATIONS SUMMER SOLAR AND ANTELOPE BIG SKY RANCH

| **20 MW** OF RENEWABLE  
ENERGY GENERATE |



**150,975**

**CALLS ANSWERED**  
July - September

# PUBLIC WORKS



## WARD 1 BEAUTIFICATION AND CLEAN UP PROJECT

September 24

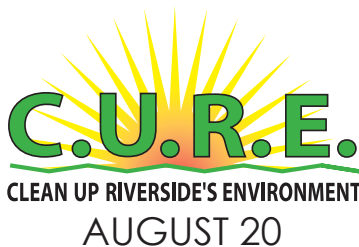
 **488**  
VOLUNTEERS

 **2,000**  
HOURS OF SERVICE

 **100**  
BOUGAINVILLEA  
VINES PLANTED

 **33,200**  
LBS OF LITTER PICKED UP

 **500**  
GRAFFITI TAGS  
REMOVED



 **519**  
VEHICLES

 **91.63**  
TONS OF BULKY ITEMS

 **730** LBS OF BATTERIES/BULBS



## TOP 25 QUARTERLY UPDATES





## NINTH STREET SEWER REPLACEMENT PROJECT

# \$2.4 MILLION

INVESTMENT

**9,370** LINEAR FEET OF SEWER MAIN LINES

**3,130** FEET OF PUBLIC SEWER LATERAL LINES

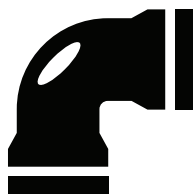
The project replaced the undersized 6-inch and 10-inch sewer mains on sections of Ninth Street, Park Avenue, Sedgwick Avenue, Twelfth Street, and in the alleys south of Ninth, Tenth, and Eleventh Street with 8-inch and 12-inch sewer pipes. This project also constructed new sewer manholes, replaced 4-inch and 6-inch sewer laterals with similar size PVC sewer services, and installed sewer clean outs.



## FUEL CELL FACILITY NOW COMPLETE

The newly constructed fuel cell facility is now 100% operational, converting bio-gas from generated at the Water Quality Control Plant into 1.4 mega watts of power for the Water Quality Control Plant.

Overall electrical rates are at or below market with a first year savings estimated at \$29,000.



**127.93**  
MILES OF  
SEWER LINES  
CLEANED



**25.76**  
MILES OF  
SEWER LINES  
INSPECTED



**3.4** MILES OF  
STORM DRAINS  
INSPECTED  
AND CLEANED



**5**  
SEWER LINES  
REPAIRED



# TOP 25 QUARTERLY UPDATES