



*City of Arts & Innovation*

# City Council Memorandum

**TO: HONORABLE MAYOR AND CITY COUNCIL** **DATE: APRIL 18, 2017**

**FROM: COMMUNITY & ECONOMIC DEVELOPMENT** **WARDS: ALL**  
**DEPARTMENT**

**SUBJECT: STREAMLINE RIVERSIDE PROGRAM UPDATE**

## **ISSUE:**

Receive an update on the Streamline Riverside program.

## **RECOMMENDATIONS:**

That the City Council receive this update on the Streamline Riverside program.

## **BACKGROUND:**

Streamline Riverside is a City-initiated program supporting the goals and policies of Riverside 2.0. Streamline Riverside is intended to facilitate investment by removing obstacles at all levels of the development review process, develop and implement new business practices to improve the customer experience and foster a culture of continual improvement within the City's development review departments. The guiding principles behind this effort include simplifying processes and procedures, reviewing processes through the eyes of customers, creating certainty, and facilitating the City's General Plan and Specific Plan development goals.

## **DISCUSSION:**

The Streamline Riverside program is a collaboration of departments including Community & Economic Development, Fire, Public Works, Riverside Public Utilities, Parks & Recreation and Finance. Staff has worked closely with the Greater Riverside Chambers of Commerce, design professionals, developers and business owners to solicit feedback on the development review process and to formulate recommendations to improve the process. A working group of stakeholders continues to meet to provide critical input and support for the program.

On February 23, 2017, Streamline Riverside was awarded the "2017 Turning Red Tape to Red Carpet" award by the Inland Empire Economic Partnership. The award recognizes the City's efforts to invest in the economic prosperity of the region. The attached "Streamline Riverside Update" provides an overview of program accomplishments, as well as planned improvements, including the forthcoming opening of a One Stop Shop for development services on the 3<sup>rd</sup> Floor of City Hall, and implementation of the Computronix permitting software.

**FISCAL IMPACT:**

There is no fiscal impact associated with this update.

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availability of funds: Scott G. Miller PhD, Chief Financial Officer/City Treasurer  
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Approved as to form: Gary G. Geuss, City Attorney

Attachments:

1. Streamline Riverside Update
2. Presentation