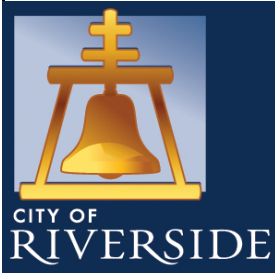

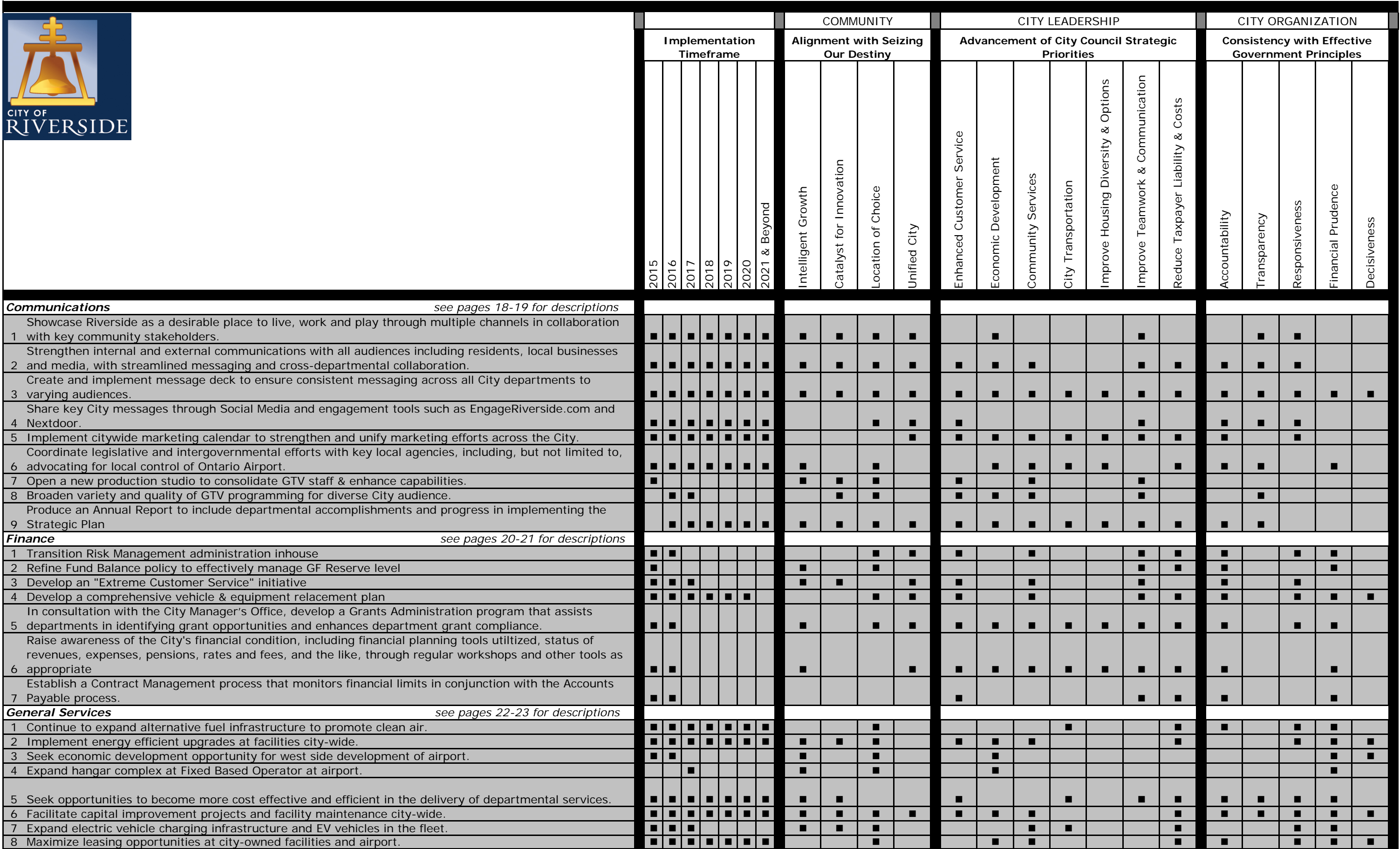


## Riverside 2.0: Taking Riverside's quality of life to the next level.

# Attachment 1



 CITY OF RIVERSIDE								COMMUNITY				CITY LEADERSHIP							CITY ORGANIZATION					
	Implementation Timeframe							Alignment with Seizing Our Destiny				Advancement of City Council Strategic Priorities							Consistency with Effective Government Principles					
	2015	2016	2017	2018	2019	2020	2021 & Beyond	Intelligent Growth	Catalyst for Innovation	Location of Choice	Unified City	Enhanced Customer Service	Economic Development	Community Services	City Transportation	Improve Housing Diversity & Options	Improve Teamwork & Communication	Reduce Taxpayer Liability & Costs	Accountability	Transparency	Responsiveness	Financial Prudence	Decisiveness	
ADMINISTRATION: Stewardship of Community & Public Resources																								
City Attorney see page 14 for descriptions																								
1 Continue to implement Neighborhood Livability program																								
2 Continue to support City departments to accomplish objectives																								
City Clerk see page 15 for descriptions																								
1 Transfer board/commission legislative records to transparency portal																								
2 Automate workflow for contracts/agreements with electronic signatures																								
3 Automate board/commission application/appointment/administration process																								
4 Showcase transparency initiatives to community organizations																								
5 Centralize public records requests/launch tool on transparency portal																								
City Manager see pages 16-17 for descriptions																								
1 Implement a customer service initiative to instill a culture of helpfulness throughout all departments and employees.																								
2 Establish regular survey processes to (1) obtain feedback from residents, businesses and customers regarding City services and activities; (2) identify community needs and priorities; (3) inform the City's economic development program on business opportunities and losses; and (4) understand the perspectives of City employees.																								
3 Create a culture of continuous improvement and innovation in the workplace through regular process improvement activities, rewarding innovative practices and regular review of department operations on a triennial basis.																								
4 Undertake process improvement initiatives in the following areas: Communication tools such as Gov Delivery; California Public Records Act responses; Entitlement processes; Claims process; Employee Recruitment and Selection; Permit Processing/One Stop Counter and Virtual Assistance; Virtual Meetings.																								
5 Create economic development focus areas for process improvement, updated specific plans, and focused attraction/retention/expansion with Downtown, University and the Marketplace as the first phase.																								
6 Conduct feasibility reviews of proposed community facilities analyzing demand, location, design, cost estimates and financing alternatives including grants and public-private partnerships to allow the City Council to prioritize new projects such as: Baseball Urban Youth Facility; New Action Parks; Science, Technology, Engineering and Nature Center Downtown; Sports Arena; Main Library; Soccer Complex; Music School; Golf Course Re-Use																								
7 Develop Metrics to measure Community and City progress, include community in identification of key measures, leverage academic resources in Riverside and evaluate measurement tools such as STAR Communities and Seizing Our Destiny in the development process. Tie metrics to survey processes and publicize the results.																								





**Human Resources**

*see pages 24-25 for descriptions*

1 Talent Management/Succession Planning/Workforce Development	■	■					
2 Improve Recruitment & Selection/Hiring Process	■	■					
3 Collaboration with Finance & Leadership on HR Decisions	■	■					
4 Team Building (Retreats/Training/Morale) with Employee Organizations	■	■					
5 Technology Growth & Improvement	■	■	■	■	■	■	■
6 Develop a plan to conduct classification studies, including salary review, for all positions	■	■	■	■	■	■	■

**Innovation & Technology**

*see pages 26-27 for descriptions*

1 Improve Cybersecurity Defenses to Protect Citywide Infrastructure	■	■	■	■	■	■	■
2 Create a Citywide Comprehensive Continuity of Operations Plan (COOP)	■	■	■				
3 Modernize the City's Geographic Information Systems (GIS)	■	■	■	■			
4 Advocate for Residents/Businesses to Attain Faster Internet Access Options	■	■	■	■	■	■	■
5 Expand EngageRiverside.com With New Features, such as Open Data Sets and Dashboards	■	■	■	■	■	■	■

**PEOPLE: Community Safety, Enrichment & Well-Being**

**Fire**

*see pages 28-29 for descriptions*

1 Implement Strategic Plan/ Standards of Cover	■						
2 Evaluate EMS Reporting System/ Mobile Data Computers (Technology)	■	■	■	■	■	■	■
3 Implement the Fire Department Accreditation process		■					
4 Evaluate the EMS Service delivery system	■	■	■	■	■	■	■
5 Implement Computer Aided Dispatch (CAD)/ Records Management Systems	■	■	■	■	■	■	■

**Library**

*see page 30 for descriptions*

1 Complete Main Library Rehabilitation Project	■	■	■				
2 Implement ABCD Service Delivery Initiative	■	■					
3 Open Veterans Resource Center	■	■	■				
4 Open Library Makerspace	■	■					
5 Complete and Implement Library Department Strategic Plan		■					

**Museum**

*see pages 31-32 for descriptions*

Implement an updated Riverside Arts Plan including enhancing partnerships with City Departments, educational institutions, Native Nations, arts community, artists and business (local and regional) and							
1 elevating arts & culture for and in the community	■	■	■	■	■	■	■
2 Identify, develop and implement feedback tools for customer service and program planning purposes	■	■	■				
3 Provide public access to Museum collection through ARGUS.NET	■	■					
4 Relocate Museum Archives to consolidate with Library, City Clerk and Public Utilities to enhance public access and provide additional exhibit potential			■	■			
5 Develop museum membership program whereby individuals and organizations can support and engage with Museum			■				
6 Enhance stewardship of historic sites through annual maintenance and project plans		■	■	■	■	■	■

								COMMUNITY				CITY LEADERSHIP							CITY ORGANIZATION				
Implementation Timeframe								Alignment with Seizing Our Destiny				Advancement of City Council Strategic Priorities							Consistency with Effective Government Principles				
2015	2016	2017	2018	2019	2020	2021 & Beyond		Intelligent Growth	Catalyst for Innovation	Location of Choice	Unified City	Enhanced Customer Service	Economic Development	Community Services	City Transportation	Improve Housing Diversity & Options	Improve Teamwork & Communication	Reduce Taxpayer Liability & Costs	Accountability	Transparency	Responsiveness	Financial Prudence	Decisiveness
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	Implementation Timeframe							COMMUNITY				CITY LEADERSHIP							CITY ORGANIZATION				
								Alignment with Seizing Our Destiny				Advancement of City Council Strategic Priorities							Consistency with Effective Government Principles				
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7 Enhance Festival of Lights	■	■	■							■			■								■		
8 Complete Museum Department accreditation process	■	■							■				■						■				
9 Increase revenue generation from Fox Performing Arts Center & Riverside Municipal Auditorium	■							■		■		■	■	■				■			■	■	■
<b>Parks, Recreation &amp; Community Services</b>	see pages 33-34 for descriptions																						
1 Reduce Deferred Maintenance Liability	■	■	■	■	■	■	■	■		■		■	■	■							■	■	
2 Update Park Master Plan & Recreation Needs Assessment		■						■				■								■			■
3 Enhance the Operations of Riverside Arts Academy		■						■	■	■		■		■							■		
4 Build, Open and Fund the Arlington Youth Innovation Center		■						■	■	■		■		■							■	■	
5 Identify and Implement, Park and Facility Asset Maintenance Software System	■	■						■	■			■					■		■	■	■	■	
6 Increase Stewardship of Natural Resources	■	■	■	■	■	■	■	■	■			■						■	■		■	■	■
7 Advance Health and Wellness Initiatives	■	■	■	■	■	■	■		■	■	■	■		■			■	■	■		■		
8 Formalize a Professional Development and Retention Program	■	■	■	■	■	■	■	■	■			■		■			■	■	■	■	■	■	■
9 Expand Programming and Services at Fairmount Park	■	■							■	■		■	■	■	■	■	■				■	■	
<b>Police</b>	see page 35 for descriptions																						
1 Replace the existing communications/dispatch system		■						■				■	■	■	■			■	■	■	■		
2 Find location and funding for replacement for police headquarters			■								■	■	■	■			■				■	■	■
3 Implement a body camera program	■													■					■				
4 Complete and publish a new 5-Year Strategic Plan		■						■			■	■	■	■			■	■	■	■	■	■	■
PLACE: Community Investment, Sustainability & Infrastructure																							
<b>Community &amp; Economic Development</b>	see pages 36-37 for descriptions																						
1 Achieve Consistency in Implementation of General Plan & Zoning Code	■	■									■	■	■	■		■		■	■	■			■
Implement the Riverside Food Systems Alliance Food Policy to develop the Local Food & Agricultural Economy		■	■	■				■	■	■	■		■				■				■		
2 Reach Housing Element Compliance	■							■					■			■			■	■			
4 Accomplish Successor Agency Disposition	■	■						■		■			■			■	■	■	■	■			■
5 Realize the Chicago Linden Neighborhood Improvement			■	■	■	■	■	■	■	■	■		■	■		■	■		■	■			■
6 Implement neighborhood-and district-based planning		■	■	■	■	■	■	■		■	■	■		■		■	■		■	■			
Annually Review and Implement Economic Development Action Plan to increase employment in the City and better connect jobs, housing, and mobility (including multiple modes such as pedestrian and bicycling facilities)	■	■	■	■	■	■	■	■			■	■	■		■	■	■				■	■	■
Coordinate with RTA, RCTC and City departments to develop and implement a comprehensive mass transit system plan that equitably serves the City of Riverside	■	■	■	■	■	■	■	■				■	■		■							■	
Complete Phase 1 Implementation of Smart Code Specific Plan focused on Downtown, Marketplace, University Avenue and environs as applicable	■	■						■		■	■	■	■	■	■	■	■			■	■		



Develop and implement a plan with Caltrans, RCTC, RTA, City departments, and the community for a multi-modal transit center on Vine including bike share program and potential cross-91 pedestrian bridge and 10 other pedestrian connections to Downtown

**Public Works** *see page 38 for descriptions*

- 1 Work with RPU on Recycled water and green power generation
- 2 Improve refuse service, i.e., reduce complaints regarding cans, manual routes
- Adopt a complete streets policy and continue implementation of walkability, bicycling, accessibility and congestion relief on the transportation system
- 3
- 4 Purchase the first vacuum sweeper for improved street sweeping performance
- 5 Continue enhanced pavement maintenance Program

**Riverside Public Utilities** *see pages 39-41 for descriptions*

- 1 Implement Workforce Development Plan
- 2 Implement Long Range Space Plan
- 3 Implement Renewable Portfolio Standard Power Implemementation Plan
- 4 Implement Integrated Power Resources Plan
- 5 Design and Construct Riverside Transmission Reliability Project
- 6 Implement Water Infrastructure Plan & Roadmap
- 7 Implement Electric Infrastructure Plan & Roadmap
- 8 Design and Construct Recycled Water Plan
- 9 Implement Integrated Water Management Plan
- 10 Implement Conservation/Efficiency Plan
- 11 Implement Strategic Technology Plan
- 12 Implement Fiber Business Plan
- 13 Implement Ten Year Financial Pro Forma

Implementation Timeframe								Alignment with Seizing Our Destiny				Advancement of City Council Strategic Priorities							Consistency with Effective Government Principles				
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