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

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	I		leme imefr				-		with Se Destiny	-	Advancement of City Council Strategic Priorities								Consistency with Effe Government Princi			
CITY OF RIVERSIDE						your	Growth	Innovation	Choice		Customer Service	Development	y Services	Transportation	Housing Diversity & Options	Teamwork & Communication	Taxpayer Liability & Costs				Prudence	
	2015	2016 2017	2017 2018	2019	2020 2021 • Boy		Intelligent	Catalyst for	Location of	Unified City	Enhanced (	Economic [	Community	City Transp	Improve H	Improve Te	Reduce Ta	Accountability	Transparency	Responsiveness	Financial P	Decisiveness
ADMINISTRATION: Stewardship of Community & Public Resources																						
City Attorney         see page 14 for descriptions           1 Continue to implement Neighborhood Livability program         See page 14 for descriptions																						
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																						
Implement a customer service initiative to instill a culture of helpfulness throughout all departments and 1 employees.																						
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 2 perspectives of City employees.	-						-		•	-	-							-	•	•		
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 3 triennial basis.	-										-				-		-					
<ul> <li>Undertake process improvement initiatives in the following areas: Communication tools such as Gov Delivery; California Public Records Act responses; Entitlement processes; Claims process; Employee</li> <li>Recruitment and Selection; Permit Processing/One Stop Counter and Virtual Assistance; Virtual Meetings.</li> </ul>	-										-							-	•	•		-
Create economic development focus areas for process improvement, updated specific plans, and focused 5 attraction/retention/expansion with Downtown, University and the Marketplace as the first phase.	-						-							•					•	•		
<ul> <li>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;</li> <li>6 Music School; Golf Course Re-Use</li> </ul>	-						-														-	
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.	-						-			•								-				

## Attachment 1

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Communications         see pages 18-19 for descriptions									-													
Showcase Riverside as a desirable place to live, work and play through multiple channels in collaboration																						
1 with key community stakeholders.																				╞╼┛		
Strengthen internal and external communications with all audiences including residents, local businesses 2 and media, with streamlined messaging and cross-departmental collaboration.				_   _		_ 1				_						_	_					
Create and implement message deck to ensure consistent messaging across all City departments to		-				-	-						-			-			<b>—</b>	<b> </b> /		
3 varying audiences.				╸╵╸		-					-					-		- 1				-
Share key City messages through Social Media and engagement tools such as EngageRiverside.com and																						
4 Nextdoor.																		-				
5 Implement citywide marketing calendar to strengthen and unify marketing efforts across the City.																						
Coordinate legislative and intergovernmental efforts with key local agencies, including, but not limited to,						_	_		_			_	_	_	_						_	
<ul><li>6 advocating for local control of Ontario Airport.</li><li>7 Open a new production studio to consolidate GTV staff &amp; enhance capabilities.</li></ul>					•		-									_			┝━━	┝───┘		
8 Broaden variety and quality of GTV programming for diverse City audience.							-													<u> </u>		
Produce an Annual Report to include departmental accomplishments and progress in implementing the																						
9 Strategic Plan											-				•	-	-		-			
Finance         see pages 20-21 for descriptions																						
1 Transition Risk Management administration inhouse				_														-				
2 Refine Fund Balance policy to effectively manage GF Reserve level			_															-	<u> </u>	<u>                                     </u>		
<ul><li>3 Develop an "Extreme Customer Service" initiative</li><li>4 Develop a comprehensive vehicle &amp; equipment relacement plan</li></ul>																			<u> </u>		-	_
In consultation with the City Manager's Office, develop a Grants Administration program that assists									-				-			-	-			<u> </u> /	-	
5 departments in identifying grant opportunities and enhances department grant compliance.									-			-			-	-	-					
Raise awareness of the City's financial condition, including financial planning tools utiltized, status of																						
revenues, expenses, pensions, rates and fees, and the like, through regular workshops and other tools as																						
6 appropriate				_																Ļ'		
Establish a Contract Management process that monitors financial limits in conjunction with the Accounts											_					_	_				_	
7 Payable process.         General Services         see pages 22-23 for descriptions						-					-					-	-				-	
1 Continue to expand alternative fuel infrastructure to promote clean air.																						
2 Implement energy efficient upgrades at facilities city-wide.																						
3 Seek economic development opportunity for west side development of airport.																						
4 Expand hangar complex at Fixed Based Operator at airport.																						
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<ul><li>5 Seek opportunities to become more cost effective and efficient in the delivery of departmental services.</li><li>6 Facilitate capital improvement projects and facility maintenance city-wide.</li></ul>					╏┛		-			-											-	
<ul> <li>Facilitate capital improvement projects and facility maintenance city-wide.</li> <li>7 Expand electric vehicle charging infrastructure and EV vehicles in the fleet.</li> </ul>							-															-
8 Maximize leasing opportunities at city-owned facilities and airport.							_	_						_							-	

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Human Resources         see pages 24-25 for descriptions           1         Telept Management (Supposed in Planning (Workforce Development)								-	-	_								_				_
Talent Management/Succession Planning/Workforce Development     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			-	_	_	1		-	_
<ol> <li>Improve Cybersecurity Defenses to Protect Citywide Infrastructure</li> <li>Create a Citywide Comprehensive Continuity of Operations Plan (COOP)</li> </ol>			┋┤╹					-														
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																						
DEODIE: Community Sofoty, Enrichment & Well Deing																						
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 Accredidation process			_   _	-			-															
4 Evaluate the EMS Service delivery system     5 Implement Computer Aided Dispatch (CAD)/ Records Management Systems																						
Library see page 30 for descriptions						Т																
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						т	_						_									
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											_					_		-				
<ul> <li>2 Identify, develop and implement feedback tools for customer service and program planning purposes</li> <li>3 Provide public access to Museum collection through ARGUS.NET</li> </ul>								-														
Relocate Museum Archives to consolidate with Library, City Clerk and Public Utilities to enhance public		-					-															
4 access and provide additional exhibit potential											-											
Develop museum membership program whereby individuals and organizations can support and engage																						
5 with Museum											-											
6 Enhance stewardship of historic sites through annual maintenance and project plans																						

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7 Exhance Factivel of Lights							-	Ŭ							_	_						ليت	
<ul><li>7 Enhance Festival of Lights</li><li>8 Complete Museum Department accreditation process</li></ul>									-									-		-			
9 Increase revenue generation from Fox Performing Arts Center & Riverside Municipal Auditorium		-						-														-	
Parks, Recreation & Community Services see pages 33-34 for descriptions																							
1 Reduce Deferred Maintenance Liability																							
2 Update Park Master Plan & Recreation Needs Assessment				+			•		_				_							_			
<ul><li>3 Enhance the Operations of Riverside Arts Academy</li><li>4 Build, Open and Fund the Arlington Youth Innovation Center</li></ul>																							
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 Police 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																							
r Enez. community investment, oustainability a minastructure																							
Community & Economic Developmentsee 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 2 Economy								-								_					_		
3 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																							
7 facilities)					-										-								
Coordinate with RTA, RCTC and City departments to develop and implement a comprehensive mass transit																							
8 system plan that equitably serves the City of Riverside																							
Complete Phase 1 Implementation of Smart Code Specific Plan focused on Downtown, Marketplace, 9 University Avenue and environs as applicable		_				_					_	_	_	_	_	_			-				
- Oniversity Avenue and environs as applicable		-																					

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Develop and implement a plan with Caltrans, RCTC, RTA, City departments, and the community for a m																						
modal transit center on Vine including bike share program and potential cross-91 pedestrian bridge and																			/	1		
0 other pedestrian connections to Downtown																						
See page 38 for description						1 -	_				_											
Work with RPU on Recycled water and green power generation		╡┢		┝┻┼╯							_								<b>└──</b> ┘		┍╼┛┥	
2 Improve refuse service, i.e., reduce complaints regarding cans, manual routes			4	$\vdash$		-			-		-							<b></b> '	<b>└───</b> ′			
Adopt a complete streets policy and continue implementation of walkability, bicycling, accessibility and 3 congestion relief on the transportation system		_   _			_   _														/			
<ul> <li>Purchase the first vacuum sweeper for improved street sweeping performance</li> </ul>				╞═┾╯					-		-			-		_						
5 Continue enhanced pavement maintenance Program																-						
viverside Public Utilities see pages 39-41 for description.						-	-				-											
I Implement Workforce Development Plan																				<u>г</u>		
2 Implement Long Range Space Plan				$\vdash$						-												
3 Implement Renewable Portfolio Standard Power Implemementation Plan																						
Implement Integrated Power Resources Plan																		_				
5 Design and Construct Riverside Transmission Reliability Project								-														
5 Implement Water Infrastructure Plan & Roadmap																		_				_
7 Implement Electric Infrastructure Plan & Roadmap																						
3 Design and Construct Recycled Water Plan																		_	-			
9 Implement Integrated Water Management Plan										_	_											
0 Implement Conservation/Efficiency Plan																		-				
1 Implement Strategic Technology Plan											-							-				
2 Implement Fiber Business Plan																						
3 Implement Ten Year Financial Pro Forma																						