Development Committee Memorandum

City of Arts & Innovation

TO: DEVELOPMENT COMMITTEE

DATE: SEPTEMBER 21, 2017

FROM: COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT

WARDS: ALL

SUBJECT: STREAMLINE RIVERSIDE PROGRAM UPDATE - DIRECT SUBMITTAL

ISSUE:

Receive an update on the Streamline Riverside program.

RECOMMENDATION:

That the Development Committee 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. Strategic Plan. 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. The City Council approved the Streamline Riverside Program on May 17, 2016.

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.

Streamline Riverside has received awards from: 1) the Inland Empire Economic Partnership, February 23, 2017, for "Business Retention & Expansion", 2) the Greater Riverside Chambers of Commerce Chairman's Award on March 23, 2017, and 3) the Inland Empire Section American Planning Association, May 18, 2017, for "Best Practices" and 4) the California Chapter of American Planning Association "Award of Merit". The attached "Streamline Riverside Update" provides an overview of program accomplishments, as well as planned improvements, including the forthcoming implementation of the Computronix permitting software.

The Fire Chief, General Manager of Public Utilities, Director of Public Works and Acting Chief Financial Officer/City Treasurer concur with this report.

<u>FISCAL IMPACT</u>:

There is no fiscal impact associated with this update.

Prepared by: Rafael Guzman, Community & Economic Development Director
Certified as to
availability of funds: Adam Raymond, Chief Financial Officer/City Treasurer
Approved by: Al Zelinka, FAICP Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney

Attachments:
1. Streamline Riverside Update
2. Presentation