



Streamline Riverside *Update*

Tuesday, August 8, 2017

"The City of Riverside is truly a place of innovation with Streamline Riverside, the One Stop Shop, and all of the other cool features. No other cities in California are doing anything like it. This is truly amazing."

~ Lt. Governor Gavin Newsom visit to the One Stop Shop on 6-30-17



1. **Expedited Plan Check**

Implemented July 2016

Cuts plan check turnaround times in half at the request of the applicant.

Success Stories – Bella Trattoria at the Mission Inn, Romano's and the CBU Event Center. 510 customers participated. "We deal with a lot of cities but have never seen anything like this. Fantastic." - In-N-Out representative



DRC Conference Room

2. **Development Review Committee** *Implemented April 2016*

Established a committee comprised of all City Departments involved in the review of projects to improve lines of communication with internal and external customers. Customers are issued an appointment card, parking pass and cup of coffee upon submittal of complete application.

Success Stories - Held 32 DRC meetings and reviewed over 200 cases over past year. Saved years of cumulative time.

3. **Uniform Plan Review**

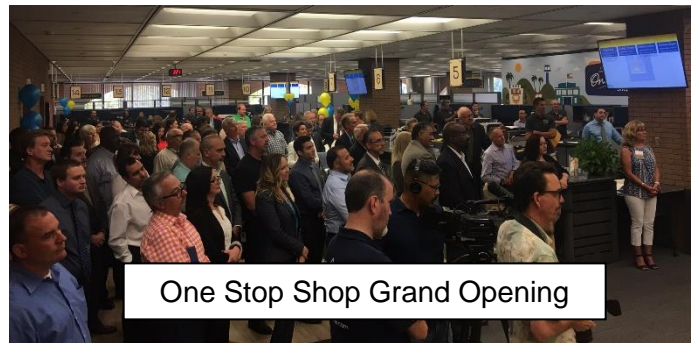
Implemented April 2016

Aligns plan check review timelines across all departments for every applicant.

Customer Comment – "Nobody does it as good as the folks at the City of Riverside." (8-8-17)

4. **One-Stop-Shop** *Opened May 31, 2017*

Combined Building & Safety, Planning, Fire, Public Works, Business License and Public Utilities (Water, Electric and Solar) on the 3rd floor of City Hall. Moved over 100 staff.



One Stop Shop Grand Opening

5. **Queless** *Implemented May 2017*

Monitors and controls the flow of customers through each department while providing them with accurate wait times via TV displays and text messaging.

Facts – 3,329 customers served in July. Average wait time for customers was 7 minutes and average time spent serving a customer at the counter in July was 9 minutes. 3,329 customers served in July.



6. **Happy or Not** *Implemented February 2017*

Customers are able to give instant feedback on our service by pressing the smiley (see photo) that best corresponds to their experience.

Success stories – Positive feedback reported 93% of the time on average; the week of 8-7-17 customers reported 98% positive feedback; an average of 27% of customers report 100% positive feedback; all results meet and exceed customer service performance standards adopted by City Council on 6-20-17.



7. **Preliminary Development Meeting**

Implemented June 2017

Applicants can meet with all Departments before formally submitting to the City. This voluntary review can save a business, money and time by reducing the number of plan check revisions and developing a reasonable project timeline. Participants said City staff was “very helpful,” their questions were resolved and their design team was well prepared after the meeting.

8. **Online Business License**

Implemented January 27, 2016

Business owners can obtain and renew their business license online.

Success Stories – 195 out of 404 (48.3%) new Business licenses were received online.

9. **Advanced Planning – Public Utilities**

Implemented January 2017

Initiative to coordinate with Applicants project team to identify utility design requirements, system upgrades, construction conflicts, and service availability for water and electric customers. Develop conceptual plans, preliminary utility fee estimates and customers benefit from early coordination with the utility to assist them develop cost effective solutions.

10. **Computronix**

Anticipated January 2018

Implementation of development permitting software with 24 hours a day/7 days a week web based technology, customizable dashboards, and electronic application submittal capability, tracking plan review and inspection status in real time.

11. **Zoning Code Amendments**

Implemented July 2016

Several hundred amendments were approved by the City Council to reduce time, cost and uncertainty by right-sizing the final review authority, modifying the Use Table and changing key development standards. Saved customers years of cumulative time.

12. **Recognition**

Streamline Riverside was recognized by the California Chapter of the American Planning Association. This is the fourth award for the program.



What's Next

Improving our service performance is the number one goal! Please feel free to submit ideas, suggestions, critiques and/or feedback to Rafael Guzman at RGuzman@riversideca.gov.

