

## SERVICE LEVEL AGREEMENT BETWEEN RPU AND THE OFFICE OF COMMUNICATIONS – BIANNUAL UPDATE

City Manager's Office of Communications

Board of Public Utilities  
March 11, 2019

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### LAST 6 MONTHS



#### Reliability & Resiliency

- Outage Notification
- RTPP Support



#### Strong Workforce

- Hired 2 of 3 FT Positions
- Video: Day in the Life Series
- Trade/Industry Publication



#### Customer Experience

- Increased Social Media Presence



#### Operational Excellence

- Hive Tracking & Project Flow
- Brand Refinement
- Weekly Staff Coordination
- Transition of PIO Duties



#### Affordability

- Expanded Communication Capabilities



#### Sustainability

- Established framework for water bottle replacement strategy



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## NEXT/IN-PROGRESS



### Reliability & Resiliency

- 2.0 Campaign
- RTP Support



### Strong Workforce

- Hire last FT position
- Video: Day in the Life Series
- Trade/Industry Publication



### Customer Experience

- Improved Project Communication
- Utility 101 Videos
- RPU Website Transition



### Operational Excellence

- Brand Refinement
- Divisional Meeting Roadshow
- Marketing Committee Expansion
- KPIs & Goal Review
- Execution of Communications Plan



### Affordability

- Demonstrating Value
- Program/Service Support



### Sustainability

- Revamp of GreenRiverside & Citywide Sustainability Communication
- Execute Water Bottle Replacement Strategy

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## COMMUNICATIONS ACCOUNTABILITY



# 275

Total Projects for RPU



# 2048

Total Hours on RPU Projects



# 251K / 210K

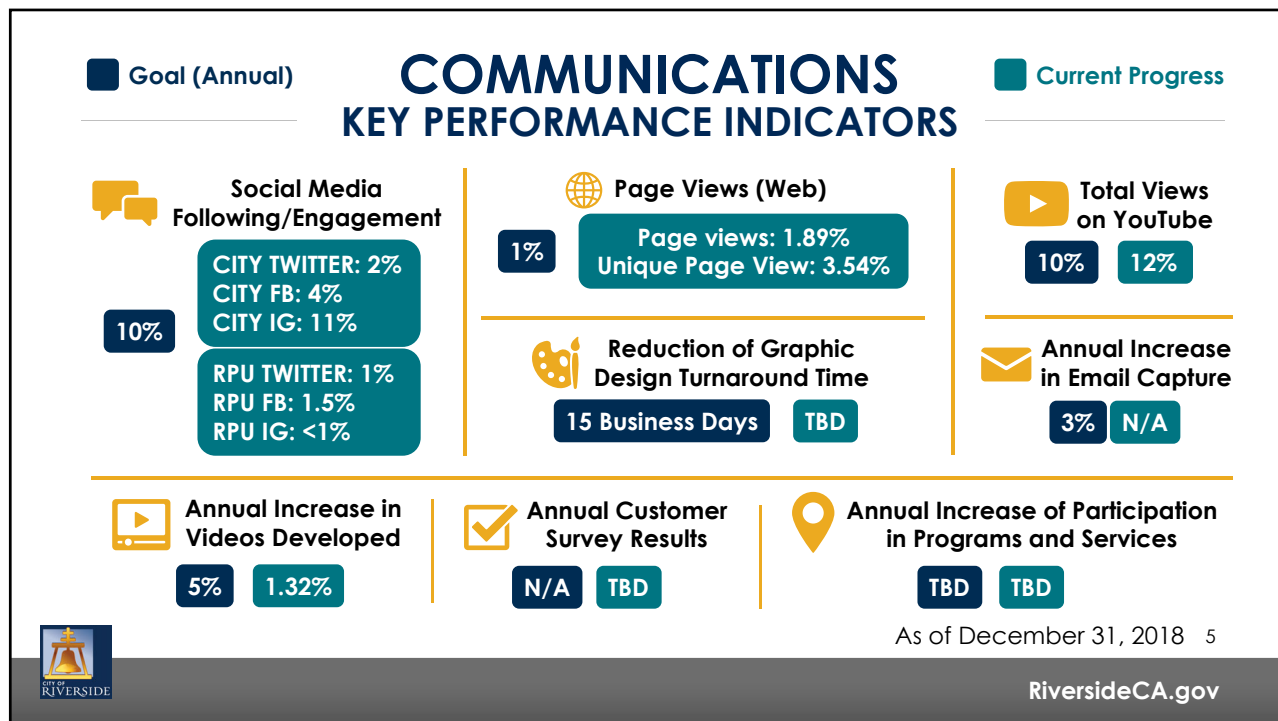
# 119%

Total Project Dollars / Allocated RPU Funding



As of December 31, 2018 4

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## RECOMMENDATION

That the Board of Public Utilities receive an update on the Service Level Agreement between the Public Utilities Department and the City Manager's Office of Communications.



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# THANK YOU

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Questions?



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