

## FY 2019/2020 Strategic Goal Updates - APPROVED

Department	Riverside 2.1 Strategic Goal	Proposed Update	Justification
City Clerk	AUTOMATE BOARD/COMMISSION APPLICATION/APPOINTMENT/ADMINISTRATION PROCESS	Remove goal	This project is complete
City Clerk	CONTINUE INCREMENTAL AUTOMATION OF CONTRACTS/AGREEMENTS	Remove goal	There are no departments with interest (or capacity) at this time to convert agreement types. This work can continue as the need arises.
City Manager's Office	Develop Performance Measures to assess and track effectiveness and quality of City programs and services; regularly publish results.	Remove goal	Goal completed. Performance measures have been developed and are monitored/updated on a quarterly basis.
City Manager's Office	Continue facilitating 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.	Remove goal	Internal Audit is currently un-staffed. The City Manager's Office is exploring whether to keep this service in-house or use an external firm to provide the City with Audit Services.
City Manager's Office	Develop a Biennial Report of City-wide accomplishments and efforts that have been achieved during the preceding two years	Remove goal	Goal completed. First Biennial report published in February 2018; next report due February 2020.
City Manager's Office	Grow our audience by developing a range of content that reaches a diverse audience through a variety of mediums with a focus on social, web, and email marketing.	Remove goal	Monitored through internal department PM that measures the annual growth of social account and engagement.
City Manager's Office	Maintain citywide calendar to strengthen and unify marketing efforts across the City. Implement internal calendar option for highlighting initiatives from all departments.	Remove goal	Monitored through internal department PM that measures the calendar submission number and traffic to site.
City Manager's Office	Develop video content for RiversideTV that is uniquely Riverside.	Remove goal	Marketing will continue to develop unique video content. This goal is too vague and provides zero direction.
City Manager's Office	NEW - REDUCING HOMELESSNESS BY PROVIDING AN ARRAY OF HOUSING OPTIONS AND PROGRAMS BASED ON COMMUNITY NEEDS	Transferred from CEDD	The Office of Homeless Solutions is now housed in the City Manager's Office
Community & Economic Development	ACHIEVE HOUSING ELEMENT COMPLIANCE	Remove goal	Completed
Community & Economic Development	FESTIVAL OF LIGHTS (FOL) ENHANCEMENT	Remove goal	Completed

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Community & Economic Development	CREATE A MORE RESILIENT RIVERSIDE.	Create a more resilient Riverside through public outreach, education and training.	Modified wording to include specific ways we can create a more resilient Riverside.
Community & Economic Development	ENHANCE THE CUSTOMER SERVICE EXPERIENCE THROUGH THE ONE-STOP-SHOP, UNIFORM PLAN CHECK, EXPEDITED AFTER HOURS REVIEW, DEVELOPMENT REVIEW COMMITTEE, EFFICIENT SOFTWARE APPLICATIONS, AND OTHER STREAMLINE RIVERSIDE INITIATIVES	Enhance the customer service experience through One-Stop-Shop, Plan Check processing, Development Review Committee, software applications and other streamlining initiatives including BUILD Riverside.	Added BUILD Riverside
Finance	NEW - Establish an effective Grants Administration Program that provides tracking and management tools to City departments, elected officials and the public.	Transferred from CMO	
Finance	IMPLEMENT AN EFFECTIVE AND EFFICIENT CONTRACT MANAGEMENT PROCESS APPLICABLE TO ALL CITY PROCUREMENT CONTRACTS AND AGREEMENTS	Implement an effective and efficient procurement process	Simplified language
Fire	IMPLEMENT STRATEGIC PLAN/ STANDARDS OF COVER	Remove goal	Completed
Fire	EVALUATE EMS REPORTING SYSTEM/ MOBILE DATA COMPUTERS (TECHNOLOGY)	Remove goal	Completed
Fire	IMPLEMENT THE FIRE DEPARTMENT ACCREDITATION PROCESS	Remove goal	Completed
Fire	EVALUATE THE EMS SERVICE DELIVERY SYSTEM	Remove goal	Completed
Human Resources	CREATE AN EFFECTIVE FRAMEWORK FOR TALENT MANAGEMENT THAT INCORPORATES KEY HUMAN RESOURCES POLICIES, PROGRAMS AND PROCESSES	Maintain a standard practice for updating key HR policies, programs and processes to ensure compliance.	Revised goal language
Human Resources	ENHANCE EMPLOYEE RECRUITMENT AND SELECTION	Utilize talent acquisition best practices to recruit and retain a highly skilled workforce.	Revised goal language
Human Resources	DESIGN AND DEVELOP AN INNOVATIVE AND COLLABORATIVE TRAINING PROGRAM	Foster a culture of learning and develop an innovative and collaborative training program.	Revised goal language
Museum	CONSOLIDATE CITY ARCHIVES	Define and consolidate City Archives in partnership with the Library and City Clerk's departments	This is now a shared responsibility amongst several departments
Museum	CREATE ANNUAL MAINTENANCE AND PROJECT PLANS	Remove goal	Goal completed

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Museum	SECURE RE-ACCREDITATION	Remove goal	Goal completed; accreditation completed in February 2018
Police	IMPLEMENT A BODY CAMERA PROGRAM	Remove goal	Implementation has been completed
Police	COMPLETE AND PUBLISH A NEW 5-YEAR STRATEGIC PLAN	Complete and publish a new 5-year strategic plan for 2020-2025	Adjusted publication target year to 2020 (previously 2016). Department unable to meet previous target due to budget and staffing constraints.
Police	INCREASE SERVICE TO YOUTH	Remove goal	This goal has been met
Police	ADOPT BEST PRACTICES TO COMBAT CRIME AND IMPROVE COMMUNITY LIVABILITY	Continue to assess, develop and implement innovative solutions, policies and procedures, and organizational systems that result in excellent police practices	Revised language to merge two goals into one; merged with existing goal to "Enhance customer service" (below).
Police	ENHANCE CUSTOMER SERVICE	Continue to assess, develop and implement innovative solutions, policies and procedures, and organizational systems that result in excellent police practices	Revised language to merge two goals into one; merged with existing goal to "Adopt best practices to combat crime and improve community livability" (above).