



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: JANUARY 21, 2020**
FROM: COMMUNITY & ECONOMIC DEVELOPMENT **WARDS: ALL**
DEPARTMENT
SUBJECT: ONE STOP SHOP AND STREAMLINE RIVERSIDE UPDATE

ISSUE:

Receive and file an update on the One Stop Shop and Streamline Riverside.

RECOMMENDATIONS:

That the City Council receive and file an update on the One Stop Shop and Streamline Riverside.

BACKGROUND:

Outstanding customer service remains a top priority of the City Council and our community. With direction from City Management, the City development services teams have been hard at work fostering a culture of customer “centric” services and a philosophy of continuous improvement. A stellar example is the Streamline Riverside initiative, which created a more transparent, reliable, efficient and expedited experience for our customers.

The award-winning Streamline Riverside initiative is multi-faceted and consists of development tools like uniform plan review, expedited after hours plan review, comprehensive permit software updates, development code changes, the development review committee, performance metrics that include customer satisfaction ratings, and the One Stop Shop. The City recently hosted its 100,000th customer in the One Stop Shop, since opening in May of 2017.

The One Stop Shop and Streamline Riverside initiatives have been recognized with ten awards, been written about in numerous national publications, and are a staple of statewide conferences. However, the biggest achievement has been with our customers who consistently self-report their satisfaction via our Happy or Not metrics. As of January 1, 2020, the overall customer satisfaction rating has been 96% since opening over two and a half years ago. Another noteworthy aspect is the One Stop Shop has become a best practices tour for cities, counties, utilities, universities and the State of California. These best practice tours are requested so other agencies and organizations who wish to model themselves in a similar fashion can understand, study and take away ideas to implement in their own communities.

DISCUSSION:

The One Stop Shop is a collaboration of various departments that include Community & Economic Development, Fire, Public Works, Parks, Recreation and Community Services, Riverside Public Utilities, Innovation and Technology, Police, General Services and Finance, all who serve and support our development services. Another critical collaboration that makes the One Stop Shop and Streamline Riverside initiatives meaningful is the critical stakeholder input provided by our local design professionals, developers, builders, the Greater Riverside Chambers of Commerce and our customers.

A presentation on the One Stop Shop and the future of our development services will be provided along with an overview of each Streamline Riverside program.

The department head of each department that participates in the One Stop Shop and Streamline Riverside initiative concurs with this report and presentation.

FISCAL IMPACT:

There is no fiscal impact to the General Fund associated with this update.

Prepared by: David Welch, Community & Economic Development Director
Certified as to availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Rafael Guzman, Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney

Attachment: Presentation