

One Stop Shop and Streamline Riverside Update

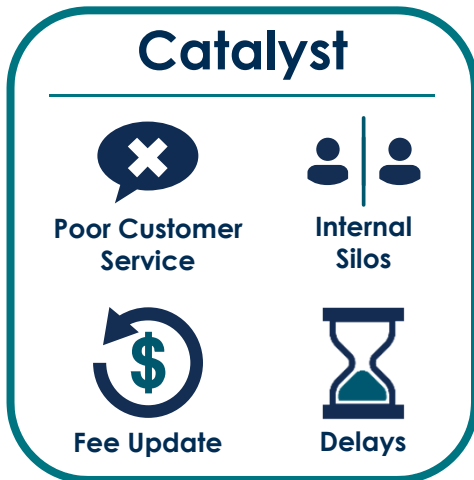
Community & Economic Development, Public Works, Fire, Public Utilities, Finance, Parks Recreation and Community Services, General Services, Innovation & Technology, Police

City Council Meeting

January 21, 2020

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LAUNCHING AN INITIATIVE



Bus Tour to Arizona



Pitch to Key Stakeholders

Mayor, City Council, Customers, Design Professionals & Greater Riverside Chambers of Commerce

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DEVELOPING BEST PRACTICES

GUIDING PRINCIPLES


Consistency


Certainty


Expediency


Transparency


Equity

CUSTOMER "CENTRIC" SERVICE STANDARDS



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IMPLEMENTING CHANGE



Design



Logistics



Culture

Collaborative Spirit
Ownership of Projects



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STREAMLINE RIVERSIDE

Development Review Committee



Uniform Plan Check Turnaround

Code Update and Helpful Technology

Expedited Plan Check Program

One-Stop-Shop



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A TEAM EFFORT

Serve as a Model



Best Practice Tours



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DEVELOPMENT REVIEW COMMITTEE



26 Meetings
(Every 2 weeks)



173 Cases
(8 cases per meeting)



346 Weeks Saved
(2 weeks per case)

QUICK HITS | CONCEPTUAL DESIGN REVIEW | CONSIDERATION ITEMS



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REGULATORY UPDATES

— PRESENT —



— FUTURE —



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CONSISTANT SERVICES

Uniform Plan Check



2 Weeks – Small Projects
4 Weeks – Large Projects

After Hours Expedited Review



Half the Uniform Plan Check Time
(Average of 2 per day)



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HELPFUL TECHNOLOGY



QLess
Queue Management and Reporting Software



COMPUTRONIX
Permit Tracking Software
Phase 1 launched in July 2019



e-Plan Review
Online Electronic Plan Submittal



HAPPY OR NOT
Happy or Not Customer Experience Feedback System



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PERFORMANCE METRICS

105,000 CUSTOMERS SERVED



92%
18,188 resp.



4%
847 resp.



1%
224 resp.



3%
505 resp.

18 minutes
Average Total Time Per Visit

27%
Return Customers

96% Positive Ratings

40% Perfect Days

20% Response Rate

100% Compliant
Expedited After Hours Review

81%
Standard Plan Checks
Completed On Time



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AMAZING NUMBERS - 2019



40,000
Counter Visits

\$375
Million
Valuation
FY 18/19



12,000
Plan Checks



7,000
Permits Issued



72,000
Inspections



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RECOGNITION

Media Coverage

Forbes Billionaires Innovation Leadership Money Consumer Industry

Avoiding Real Estate Development Landmines

✓ **Conference Presentations**

✓ **Best Practice Tours**

Award Winning Team



10 Awards



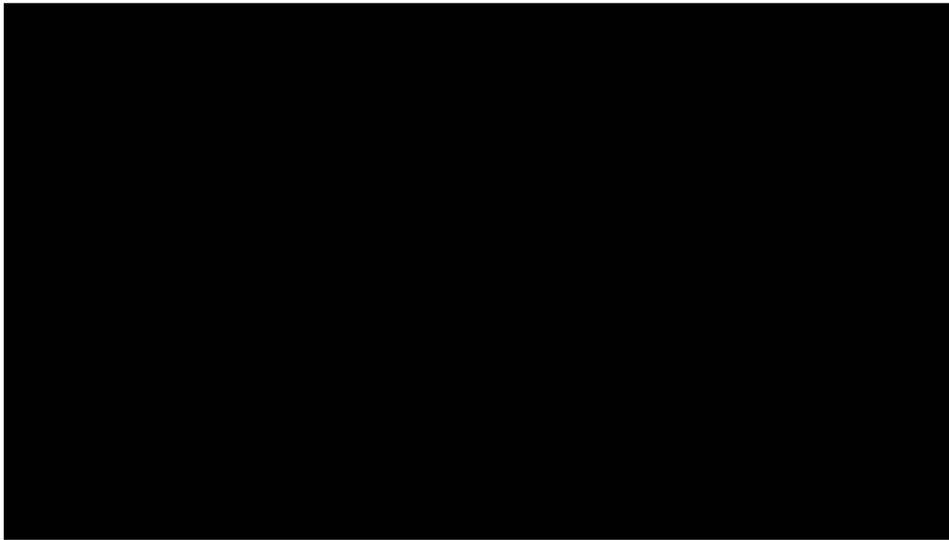
✓ **Positive Customer Feedback**



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MARKETING



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CONTINUOUS IMPROVEMENT



**Staff Action
Committee**

Frequent Flyers

**General Plan
Update**

Computronix

**Public Portal
24/7**

