



# RIVERSIDE'S ROAD TO RECOVERY

City Manager's Office

City Council  
May 15, 2020

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1

## CITY OF RIVERSIDE RESPONSE

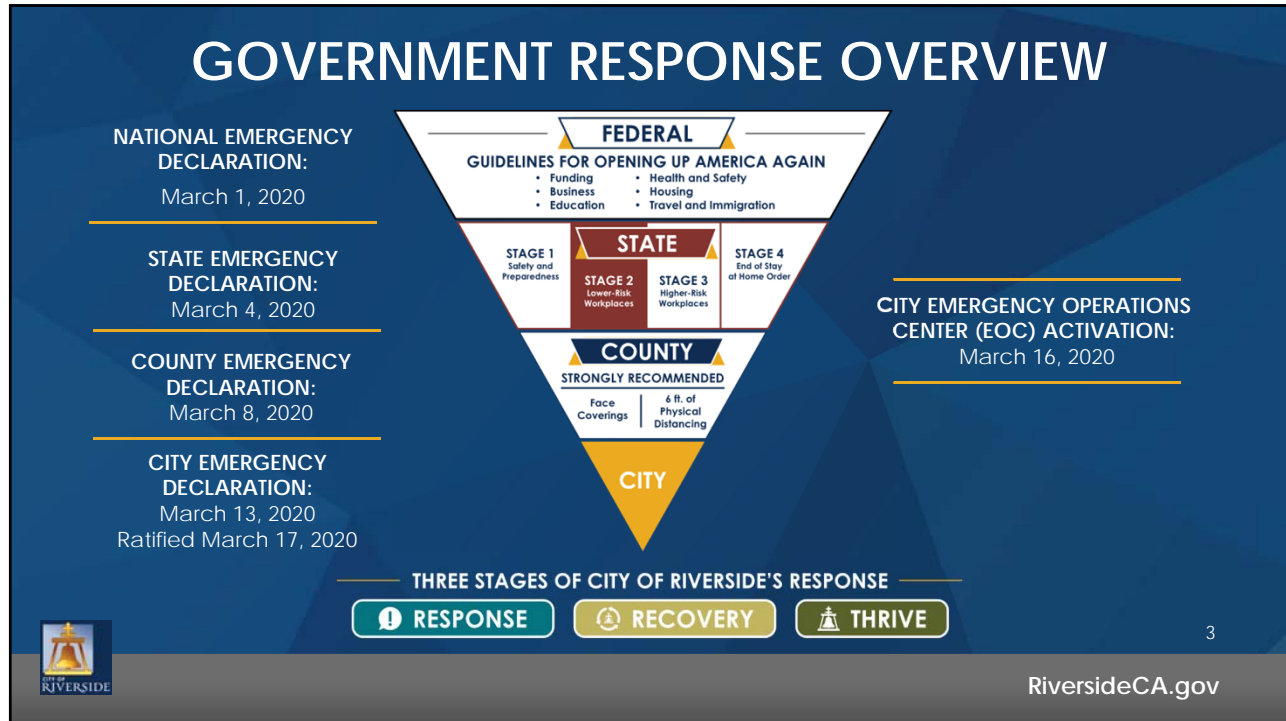
### THREE STAGES OF CITY OF RIVERSIDE'S RESPONSE



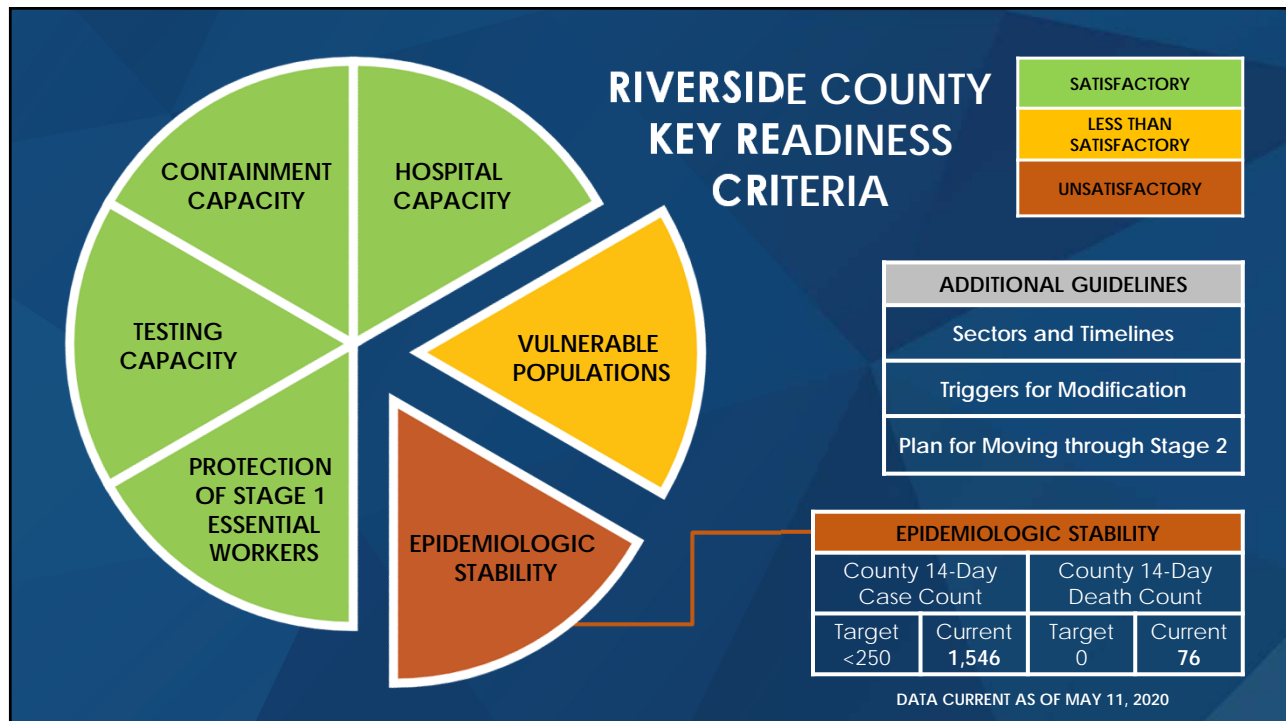
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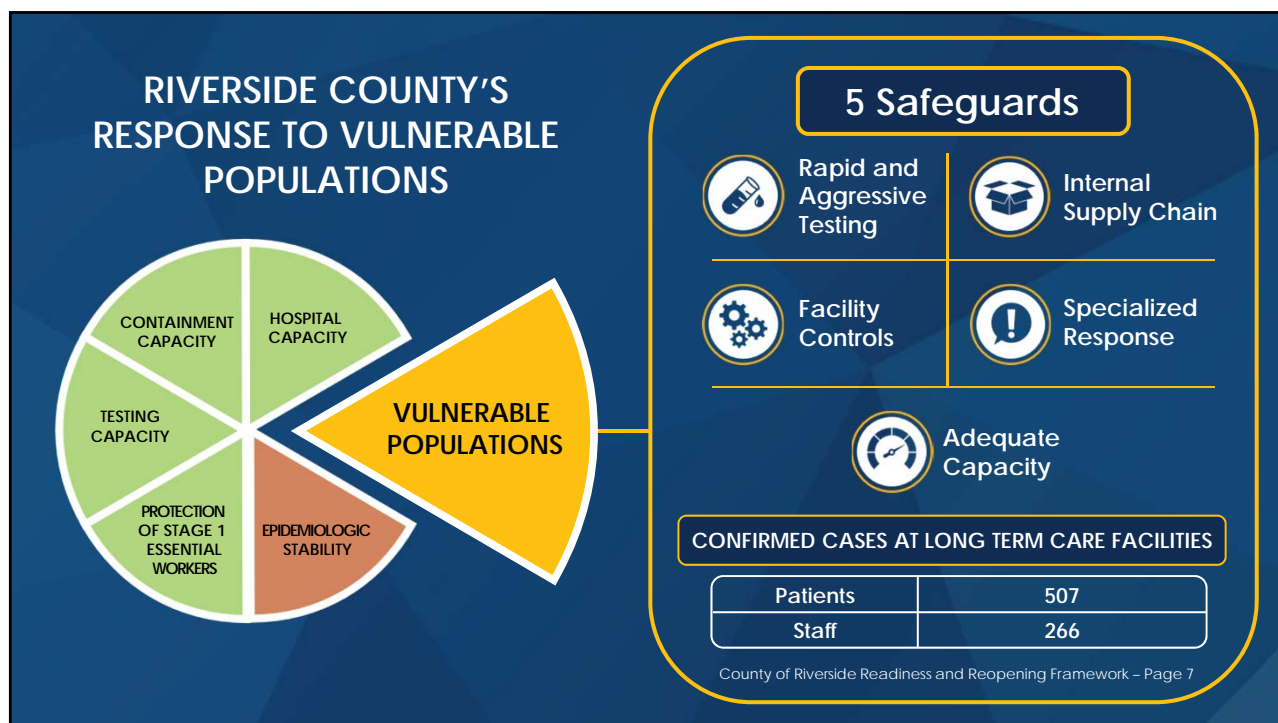
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4



5

## 10 LARGEST CALIFORNIA COUNTIES

10 Largest Counties		Population	1 Case per 10,000 Target	Last 14-Day Case Totals	Last 14-Day Deaths Totals
1	Los Angeles County	10,098,052	1,001	9,432	447
2	San Diego County	3,302,833	330	1,847	72
3	Orange County	3,164,182	316	1,521	36
4	Riverside County	2,383,286	238	1,513	85
5	San Bernardino County	2,135,413	214	1,225	49
6	Santa Clara County	1,922,200	192	195	27
7	Alameda County	1,643,700	164	603	21
8	Sacramento County	1,510,023	151	96	10
9	Contra Costa County	1,133,247	113	202	8
10	Fresno County	978,130	98	459	3



6  
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6

## FRAMEWORK OBJECTIVE



Build a more **sustainable** and **resilient** Riverside to **respond** to and **recover** from impacts related to this health crisis.



7

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7

## GOALS

1. Provide a **sustainable and resilient** post-crisis recovery framework for Riverside's residents, businesses, workforce, and other agencies that remains fluid to **changing response** activities and regulatory guidelines;
2. Employ the outlined strategies necessary to keep virus transmissions as low as possible while **restarting the economy**;



8

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8

## GOALS (CONT.)

3. Identify measures of **effective health protection** with gradual **relaxation of restrictions** in the social and economic environment;
4. Identify ways to **combat the pandemic** in a meaningful way, and identify responses and recovery strategies that are **appropriate to the risks** and can be sustained over necessary periods of time; and
5. Establish a strategy to guide the nimble development of **implementable actions** through a **phased approach** during the economic recovery.



9

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9

## FRAMEWORK PHASES

### RESPONSE

Essential Businesses &  
Essential Government  
Operations Only

**STAGE 1:**  
Safety and  
Preparedness

### RECOVERY

Low-Risk and Medium-Risk  
Some Non-Essential  
Businesses Operational  
with modifications

**STAGE 2:**  
Lower-Risk  
Workplaces

**STAGE 3:**  
Higher-Risk  
Workplaces

### THRIVE

High-Risk, Non-Essential  
Businesses Operational

**STAGE 4:**  
End of Stay  
Home Order



10

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10



11

## ECONOMY



**Business Support**  
Provide essential and non-essential business support

**Workforce Development**  
Coordinate with key partners to communicate available resources to assist employers and their workforce

12

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12

## BUSINESS SUPPORT STRATEGIES



### RESPONSE

- Maintain One Stop Shop operations with limited staffing and a public-free City Hall
- Communicate with businesses
- Research and disseminate information related to orders, mandates, and other necessary information
- Support local PPE production and procurement
- Help clarify essential vs. non-essential business sectors



### RECOVERY

- Open One Stop Shop to public with limitations
- Guide businesses with opening safely consistent with the State's Resilience Roadmap
- Share best management practices
- Encourage and assist businesses with development of Worksite Specific Plan per State guidelines
- Develop template for Worksite Specific Plans
- Support and promote Shop Riverside campaign
- Develop electronic forms and resources to reduce need to visit City Hall
- Create incentive program for businesses that implement successful health and safety programs.
- Re-start Ombudsman program



### THRIVE

- Implement streamlined procedures for One Stop Shop activities.
- Identify and implement no-cost development incentives
- Online customer service friendly tools and forms for easier service and flexibility
- Where appropriate, implementation of practices that prevent and control future spread of public health events.
- Fund and build a strong and thriving Shop Riverside Campaign, encouraging staff and community to buy local
- Continue to pursue a second connection to the State electrical grid to ensure power reliability
- Continue Ombudsman Program that serves:
  - Developers
  - Small Business
  - Individual Contractors
  - Creative Industry



13

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13

## STATE GUIDELINES FOR REOPENING

State is providing **Guidance** and **Checklists** to 20\* Industry Sectors

- |                                  |                       |  |   |
|----------------------------------|-----------------------|--|---|
| 1. Agriculture & Livestock       | 6. Delivery Services  | 12. Logistics & Warehousing Facilities | 17. Ports                                     |
| 2. Auto Dealerships              | 7. Energy & Utilities | 13. Manufacturing                      | 18. Public Transit & Intercity Passenger Rail |
| 3. Child Care                    | 8. Food Packing       | 14. Mining & Logging                   | 19. Real Estate Transaction                   |
| 4. Communications Infrastructure | 9. Hotels & Lodging   | 15. Outdoor Museums                    | 20. Retail                                    |
| 5. Construction                  | 10. Life Sciences     | 16. Office Workspaces                  |   |
|                                  | 11. Limited Services  |  |   |

[COVID19.CA.gov/roadmap](https://COVID19.CA.gov/roadmap)

\*As of 05/13/2020  
Sectors Being Added Regularly

14

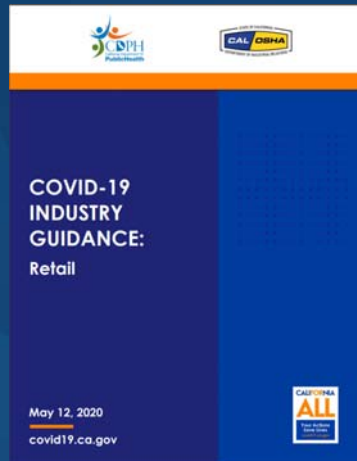


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14



## INDUSTRY SPOTLIGHT: RETAIL



[COVID19.CA.gov/roadmap](https://COVID19.CA.gov/roadmap)



15

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## STATE GUIDELINES FOR REOPENING (CONT.)



Worksite  
Specific  
Plan



Topics for  
Employee  
Training



Physical  
Distancing  
Guidelines



Individual Control  
Measures and  
Screening



Cleaning and  
Disinfecting  
Protocols

[COVID19.CA.gov/roadmap](https://COVID19.CA.gov/roadmap)



16

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16



## ECONOMY (CONT.)



### Housing Affordability

- Access to affordable housing for all residents
- Connecting to resources
  - Examples: Fair Housing of Riverside County, Rental Assistance Programs
- Homeowner FAQs on website
  - Examples: What can I do if I can't pay mortgage?



17

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17

## COMMUNITY



### Equitable Resources

Maximize resources and dissemination of information to achieve equitable outcomes



18

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## COMMUNITY (CONT.)



### Community Vitality

Encourage continuity and stability within the community to adjust to change with success



19

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19

## COMMUNITY SUPPORT STRATEGIES



### RESPONSE

- Coordinate access to resources for disadvantaged individuals, families, neighborhoods, and businesses.
- Monitor food systems at local and regional levels to respond to disruptions between growers/producers/distributors and stores/consumers.
- Maintain information current and communicate available resources to the community.



### RECOVERY

- Establish a network of nonprofit organizations that provide social services to the most vulnerable
- Initiate Post-disaster community visioning to create a shared vision for a healthier, resilient, and sustainable community.
- Health promotion through local health activities
- Maintain information on services and communicate up to date status to stakeholders.



### THRIVE

- Work with key food systems partners at local and regional levels to ensure continuity in food distribution and food access.
- Provide timely and flexible access to resources and information.
- Perform periodic evaluations of community needs and cultivation of partnerships with service providers.
- Increase community engagement
- Develop a program to establish a successful community response team for non-physical disasters with community participation.



20

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20

## INTERNAL ORGANIZATION RESPONSE



### Flexible Scheduling

Identify best alternative work schedules & telecommuting

### Staffing

Prepare and execute staffing changes

### Employee Safety

Ensure employee health through safety protocols and training



21

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21

## RETURN TO WORK PLAN



### Each Department has been working on

Establishing a Priority Order of Return

Promoting Employee Physical Safety

Addressing Employee Re-entry Stress

Revising Processes to Minimize Physical Contact Where Feasible

Focusing Heavily on Long-Term Telecommuting Rotation Schedules



22

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22

## COMMUNICATION



Release **coordinated** and **proactive** information about COVID-19 through a **variety of channels** to a **diverse audience**.



23

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## COMING SOON

### Economic Dashboard

- Unemployment

- ERAP Applications

- Small Business Emergency Microloan (CDBG)

- Housing & Rental Market (Foreclosures, Median Housing Price, Rental On-time Payment, etc.)

### Opportunities for Community Feedback & Participation

- Return to Work Plan (City Facilities)

- Second/Future Wave Plan

- Additional State Guidance & Direction



24

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# RECOMMENDATIONS

That the City Council:

1. Receive a report on Riverside's Road to Recovery Framework;
2. Direct staff to comprehensively integrate Riverside's Road to Recovery Framework in all City departments;
3. Review and/or approve the following top priorities upon announcements and guidance released from the state and county officials to reopen the economy:
  - a) Facilitate restoration of economic activities in a manner that enables business to operate safely and viability, maintains public health objectives, and keeps COVID-19 transmissions very low.
  - b) Ensuring the response, recovery and thrive phases are centered on the safety, equity and inclusion of our community.
  - c) Facilitate city activities that keeps the workforce safe, provide public services that ensure public health, safety and welfare.
4. Direct staff to return monthly with updates to City Council that addresses specific programs, resources, etc. that are being implemented with and for the community.



25

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25

## WE'RE ALL IN THIS TOGETHER



### RESPONSE



### RECOVERY



26

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26