



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: JUNE 1, 2021**

FROM: COMMUNITY & ECONOMIC DEVELOPMENT **WARDS: ALL**
DEPARTMENT, FINANCE DEPARTMENT,
FIRE DEPARTMENT, PARKS, RECREATION
AND COMMUNITY SERVICES, PUBLIC UTILITIES
AND PUBLIC WORKS DEPARTMENT

SUBJECT: ONE STOP SHOP AND BUILD RIVERSIDE UPDATE

ISSUE:

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

RECOMMENDATIONS:

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

BACKGROUND:

Providing world-class customer service as a high-performing government remains a top priority of the City Council, the City team, and the development community. With significant feedback and collaboration between the City and its stakeholders, multiple programs were successfully implemented over the past several years to further this mission, including multi-award-winning Streamline Riverside, and One Stop Shop, as well as, the BUILD Riverside initiative. Collectively, these efforts have cultivated an environment of customer “centric” services, enabled “wow” moments, and foster a mindset of continuous improvement throughout the organization. Each program plays a key role that facilitates project development, implementation and review, construction, inspections, and ultimately, safe occupancy that promotes new business, a growing economy, and quality of place for our residents and visitors.

The Streamline Riverside initiative is multi-faceted and consists of several elements like the One Stop Shop, uniform plan review, expedited after-hours plan review, comprehensive permit software updates, development code changes, the Development Review Committee, and performance metrics. The One Stop Shop and Streamline Riverside initiatives have been recognized with ten awards and have been written about in many national publications, as well as, highlighted at numerous conferences. The One Stop Shop has become a best-practices tour stop for cities, counties, utilities, and universities around the country. In addition, the State of California studied and implemented many of the elements in their development services. 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. Building upon the success of the One Stop Shop, the first-ever Build Riverside initiative was created. Where the One Stop Shop focuses on every step from application intake to permit issuance, Build Riverside closes the loop by providing all necessary services from picking up the issued permit, completing the inspection process, and ultimately receiving a certificate of occupancy.

DISCUSSION:

The One Stop Shop and Build Riverside initiative is a collaboration of the Community & Economic Development, Fire, Public Works, Parks, Recreation, and Community Services, Public Utilities, Innovation and Technology, Finance, and General Services departments. It is also worth noting the customer is a key stakeholder and that the collection of parts is designed to be customer centric.

A presentation on the One Stop Shop and Build Riverside initiatives will be provided, along with an update on our new virtual services through the Public Permit Portal. One of the silver linings during the pandemic was the unexpected success of a virtual program and several positive benefits including a 50% increase in customers. The virtual program led to many customer benefits including saved paper costs (\$2.3M), decreases in gas expenses (\$35,000) and time saved driving (4,500 hours of driving time). Fewer vehicle trips led to the elimination of 58 metric tons of carbon dioxide released per year and 307 trees saved with virtual plan submittals.

The Fire, Public Works, Parks, Recreation and Community Services, Public Utilities, Innovation and Technology, Police, Finance, General Services Departments and Office of Sustainability all concur with this report and presentation. The One Stop Shop and Build Riverside programs are consistent with Envision Riverside 2025 Strategic Plan cross cutting threads of Equity, Community Trust, Fiscal Responsibility, Sustainability and Resiliency, and Innovation, as well as, demonstrate the strategic priority of High Performing Government.

FISCAL IMPACT:

There is no fiscal impact 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:	Kristi J. Smith, Interim City Attorney

Attachment: Presentation