One Stop Shop & Build Riverside Update

Community & Economic Development, Public Works, Fire, Parks, Recreation, and Community Services, Finance, and Public Utilities

City Council Meeting
June 1, 2021

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PANDEMIC PIVOT

Pre-Pandemic:

One Stop Shop Hours of Operation:
8 AM to 5 PM

95%
in Person Services
vs 5% Virtual

Field inspections done:
100% in-person

The Pivot:

100% **Remote Counter Services** March 2020 on/off through 2021

27% **of Inspections** Done Virtually

85% **of Projects Have Transitioned** from Paper to ePlan/Permits

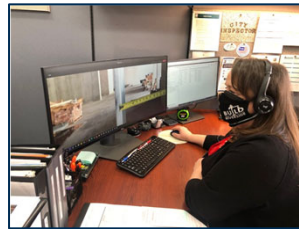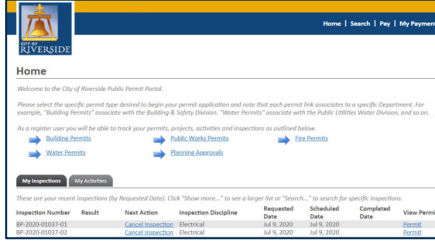**Remote Services Transition to 24/7 Virtual Public Permit Portal (Oct 2021)**

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REAL TIME MEETS FACE TIME

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AHEAD OF THE CURVE

Temporary Outdoor Flex Permit Program

Virtual City Hall

Virtual Inspections

Public Permit Portal

Virtual Development Review Committees

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5/10/2021

A TEAM EFFORT

Serve as a Model   **Best Practices**   BUILD RIVERSIDE

Building & Safety | Public Works | Planning | Customer | Public Utilities | Fire | Finance

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GAME CHANGERS

Public Permit Portal

- 24/7 Services
- No Travel
- No Paper
- No Waiting in Lines
- Pay Fees from Home
- Automated Responses
- Search Features

- All Departments Included
- A Virtual One Stop Shop
- Real Time Outcomes
- Electronic Signatures
- Promoting Sustainability (Saving Trips – Carbon Footprint)
- SCAG Grant Funded

POSSE LMS

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SUSTAINABILITY

	INDIVIDUAL PROJECTS	ALL PROJECTS (CUMULATIVE)
CUSTOMER	• **60 drive miles** saved per Plan Review • **1.5 driving hours** saved per Plan Review • **3 gal. ($11.67)** of gas savings per Plan Review • **$792 cost** of paper saved	• **180,000 drive miles** saved • **4,500 driving hours** saved • **9,000 gal. ($35,010)** of gas savings • **$2,376,000 cost** of paper saved
CITY TEAM	• **2 hours of savings** per Plan Review • **$120 of savings** per Plan Review	• **5,625 hours of savings** in Plan Review • **$359,501 of savings** in Plan Review
ENVIRONMENT	• **3 lbs.** saved of Carbon Monoxide released per plan review • **6 less car trips** per Plan Review • **0.10** trees saved	• **8,722 lbs. or 3.1 metric tons** saved of Carbon Monoxide released per year • **18,000 less car trips** per year • **307** trees saved

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GAME CHANGERS

Virtual Inspection Program (VIP)

• Use of Facetime and Zoom
• Appointment Based
• Allows for virtual progress of construction
• Saves time and money (travel, vehicles, gas, etc.)

• Maintain continuity of services in occupied buildings
• Residential, High Risk Areas (Hospitals, etc.)
• Safe for Inspectors and Customers

Virtual Development Review Committee (DRC)

173 Cases
(8 cases per meeting)

346 Weeks Saved
(2 weeks per case)

26 Meetings
(Every 2 weeks)

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BY THE NUMBERS

Solar Installations

↑ **18%**

Electric Service Panel Upgrades

↑ **20%**

Planning Case Submittals

↑ **26%**

Jan. 2020 vs. Jan. 2021

Right of Way Permit/ Plan Check Applications

↑ **16%**

Building Permits Issued

↑ **3%**

Dec. 2020 vs. Dec. 2019

Customers Served

↑ **50%**

Dec. 2020 vs. Dec. 2019

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CUSTOMER FEEDBACK

- *"Refreshing compared to other jurisdictions right now…you have your system down! Very much appreciated!"*

- *"Just want to say thanks again for being so quick, helpful and kind! The other cities have been such a nightmare working through email!"*

- *"I look forward to working with you and the city of Riverside. Super appreciate the responsiveness and the positive attitude. Believe me when I tell you, that's not universal working with the other cities and counties out there."*

- *"I've been dealing with a lot of cities online now and Riverside is definitely the most efficient. Everyone else seems lost. Thanks for all your help!"*

Lessons Learned

📞 Improved phone response times

⏱ Additional resources to speed up plan check turnaround times

🤝 Improved drop off station process

🤝 Expand OSS counter services (Customers served)

📄 Expand portal permits and workflows

💻 Software enhancements

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STRONG VITAL SIGNS

38,000+
Virtual Customers

4,000+
ePlan Checks

$300+
Million
Valuation

5,400+
Electronic
Permits Issued

63,000+
Inspections/
Virtual Inspections

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