



TENANT IMPROVEMENT PROGRAM

Community & Economic Development

Economic Development Committee

November 20, 2025

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PURPOSE

- Provide an update on efforts to streamline the tenant improvement process for businesses
- Align improvements with the City's Streamline Riverside initiative.



2

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BACKGROUND

- Businesses are vital to Riverside's economy, supporting local jobs and community vitality.
- Many encounter challenges navigating the City's codes, policies, and processes during startup or buildout.
- Common issues include complex entitlements, navigating the plan check process, and inspection requirements.
- These can lead to delays, unexpected costs, and frustration among applicants.



3

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BUSINESS FEEDBACK

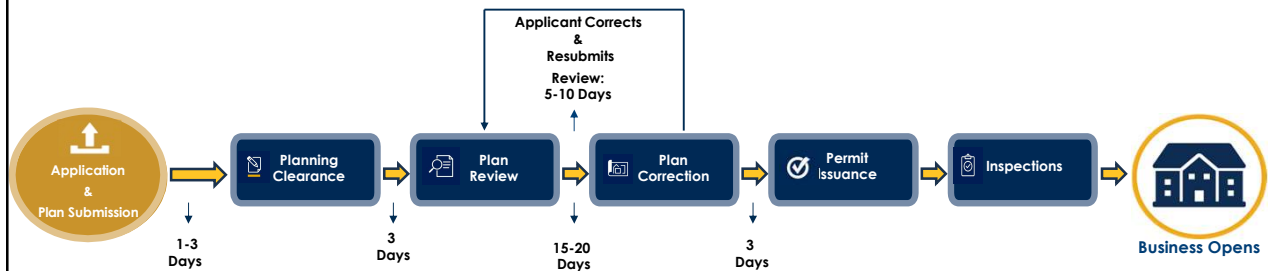
- Need for clearer guidance and predictable timelines.
- Desire for stronger communication and interdepartmental coordination.
- Importance of consistent interpretation of codes.



4

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FLOW CHART



5

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PLANNING DIVISION

Common Challenges

- Late identification of site or land-use issues
- Complex entitlement and zoning processes
- Dated code requirements for certain uses



Streamline Strategies

- Early Coordination
- Clearer guidance materials and checklists for applicants
- Solution building
- Regular code updates for common challenges
- Active communication & meeting coordination to streamline feedback



6

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BUILDING & SAFETY DIVISION

Common Challenges

- Incomplete or unclear design documents
- Missing structural or accessibility details
- Resubmittals due to misunderstanding of standards
- Inconsistent feedback
- Misunderstanding of Standards

Streamline Strategies

- Pre-design consultations with reviewers and inspectors
- QR-Code Inspection Scheduling for quick and flexible appointments.
- Expedited Review Pathways for qualifying remodels and projects.
- Over-the-Counter Reviews for simple projects
- Self-Certification Program for qualified professionals
- Temporary Certificate of Occupancy (TCO) allows safe early occupancy for minor pending items
- Pilot AI-Assisted Plan Screening to flag common errors and improve first-cycle approvals



7

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FIRE PREVENTION

Common Challenges

- Occupancy changes without permits or inspections
- Omitted fire-safety details in plans
- Limited awareness of ongoing code obligations



Streamline Strategies

- Free Fire Clearance Inspections for early compliance
- Pre-design Meetings to clarify fire-code expectations
- Guidance Materials and handouts for applicants
- Cross-Department Coordination with Planning and Building
- Education & Outreach for owners and contractors



8

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PUBLIC WORKS

Common Challenges

- Missing plumbing or wastewater details
- Late discovery of grease-control or pretreatment needs
- Varying interpretation of plumbing codes



Streamline Strategies

- Pre-Application Consultations on discharge requirements
- Concurrent Plan Reviews with Building & Safety
- Standardized Forms for common business types
- Published Criteria for pretreatment and interceptors
- Cross-Training to align reviewer
- Case by Case solutions for specific needs



9

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Sewer Public Benefits Program (SPBP)

Program Benefits & Innovations

- Reimbursement up to 50% of approved system costs
- Technical support for system sizing and installation
- Targeted outreach to increase awareness and participation
- Performance tracking showing 80% reduction in sewer overflows since 2011
- Program expansion through new grants and funding partnerships



Common Challenges

- High upfront costs for grease-interceptor systems
- Complex installation and retrofit requirements
- Limited awareness of program benefits
- Low participation due to lengthy application process



10

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RECOMMENDATIONS

That the Economic Development Committee:

1. Receive and file the Tenant Improvement Program report



11

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