

Refresh Update

Community & Economic Development Department
 Fire Department
 Public Works Department
 Riverside Public Utilities
 Finance Department

Economic Development Committee
 May 22, 2025

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DEVELOPMENT AS ECONOMIC DRIVER

A streamlined permitting process:



Encourages
economic
growth



Attracts
investment



Fosters job
creation



Boosts
competitiveness



Supports
housing
development



Helps meet
market
demand



Improves
planning and
execution



Enhances
government
efficiency



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RIVERSIDE'S ECONOMIC ENGINE

\$390M+
NEW CONSTRUCTION
PROJECTS

13,500
JOB

1,600
BUSINESSES



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STREAMLINE RIVERSIDE INITIATIVE

- Building a better Riverside together
- A culture of continuous improvement
- Facilitating economic growth and vitality
- Streamline Refresh: Phase 2 - Implementation Plan underway



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STREAMLINE RIVERSIDE HISTORY

Expedited / Uniform Plan Check Program

One Stop Shop

Helpful Technology

STREAMLINE

RIVERSIDE

Code and Policy Updates

Metrics and Data

Development Review Committee (DRC)



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THE GOAL: ACHIEVING EXCELLENCE

GUIDING PRINCIPLES



Consistency



Predictability



Expediency



Transparency



Equity

CUSTOMER "CENTRIC" SERVICE STANDARDS



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STREAMLINE RIVERSIDE REFRESH

Phase II Implementation Plan Underway:

- Training and Resources
- Helpful Technology Upgrades
- Branding and Marketing
- Communication and Measuring
- Timing and Schedule
- Reset and Celebrate!



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LEARNING TOGETHER



- **Streamline Riverside Academy:** New staff and staff refresh
- **User Experience Training:** Through the lens of the customer
- **Customer Service Training:**
 - 4 training sessions
 - 2 hours per session
 - HR supported training
- **Topics Covered:**
 - Moments that Matter
 - Customer Communication Essentials
 - Solution Focused Service
 - Navigating Challenging Situations
 - How to get to Yes!



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BUILDING A CULTURE

- Guiding Principles
- Onboarding Training and Toolkit
- Standard Operating Procedures (SOP)
- Enhanced Cross - Training
 - Inter-department "Hybrid" training
 - Ride-alongs



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GAME CHANGING RESOURCES



**Over the Counter
Day**



**Self Certification Pilot
Program**



**Concierge &
Streamline Team**



**Helpful Technology
& Virtual Assistance**



**ADU Standard Plans
& Safe Structures
Program**



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HELPFUL TECHNOLOGY UPGRADES

- **Permit Tracking Software Upgrades:**
Internal and Public Portal
- **Phone System Enhancements**
- **Virtual Service Assistant/Messenger:**
communicate with customers in real time
- **AI: Chatbot and Plan Check Support**



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BRANDING AND MARKETING



- Dedicated Webpage
- New Gear/Branding
- Updated promo video
- Amplified Social Media
- Customer Training Tools
- Revitalize/Refresh the OSS

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COMMUNICATION AND REPORTING



- Regular updates to Staff, Committee, City Council & our External Partners – 2025
- Create measurement tools and reports to message out monthly and support the decision-making process
- Data Driven Dashboard



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STREAMLINE RIVERSIDE ROADMAP

IMMEDIATE	SHORT TERM 3-6 Months	MID TERM 6-12 Months	LONG TERM 12+ Months
<ul style="list-style-type: none"> ▪ Staff Customer Service Training ▪ Expedited Reviews and Inspections ▪ Concierge/Streamline Team Pilot Program ▪ ADU Standard Plans ▪ Safety First Program ▪ Over the Counter Day ▪ DRC Refresh ▪ Standard Operating Procedures (SOP) ▪ Onboarding Toolkit and Training 	<ul style="list-style-type: none"> ▪ Building Plan Check Self Certification Pilot Program ▪ Permit Software Update: POSSE 7.4 ▪ New Data Reporting Tool ▪ Adaptive Reuse Ordinance ▪ RPU Expedited Design and Inspections ▪ Marketing Video ▪ Data Dashboard ▪ Economic Development Incentive Programs ▪ Streamline Riverside Academy Training ▪ AI Chatbot 	<ul style="list-style-type: none"> ▪ Online Virtual Assistant/Messenger ▪ Building and Fire Code Triennial Updates ▪ OSS Website/ Data Dashboard ▪ OSS Minor Remodel ▪ Customer Training Videos: OSS lobby and website ▪ AI Plan Check Assistance ▪ Streamlined Zoning Code Updates ▪ ADU Garage Conversion Standard Plans ▪ Queuing System Enhancements 	<ul style="list-style-type: none"> ▪ Permit Software Upgrade: Internal Environment and Virtual Permit Portal ▪ OSS Major Remodel ▪ User Fee Study: Add resources (8 FTE – Public Works, Planning and Building & Safety) ▪ Phone System Enhancements ▪ Rebranding our Image ▪ Final Concierge and Ombudsman Programs



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RESET AND CELEBRATE!

PARTNERSHIP

EFFICIENCY

DREAM

TRANSPARENCY



STREAMLINE

INVEST

BUILD

WOW

PLAN



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A TEAM EFFORT

Serve as a Model



Best Practices



Building & Safety



Public Works



Planning




Customer



Public Utilities



Fire



Finance

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STRATEGIC PLAN ALIGNMENT



Strategic Priority 3 - Economic Opportunity

Goal 3.3 – Cultivate a business climate that welcomes innovation, entrepreneurship and investment



Strategic Priority 5 – High Performing Government

Goal 5.3 Enhance communication and collaboration with community members to improve transparency, build public trust, and encourage shared decision-making

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



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RECOMMENDATIONS

- Receive and file an update on the Streamline Riverside Refresh effort and its Implementation Plan.



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