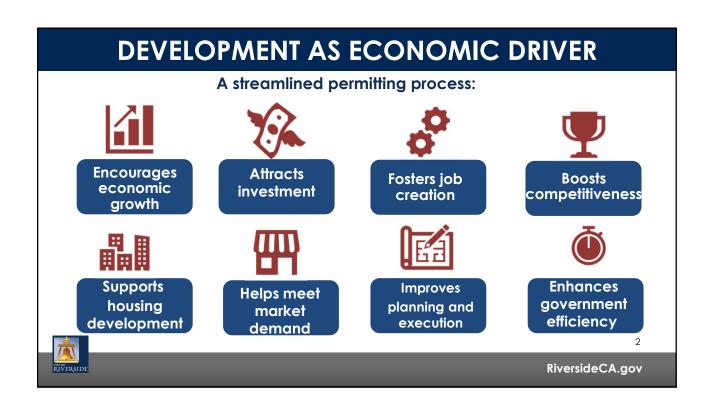


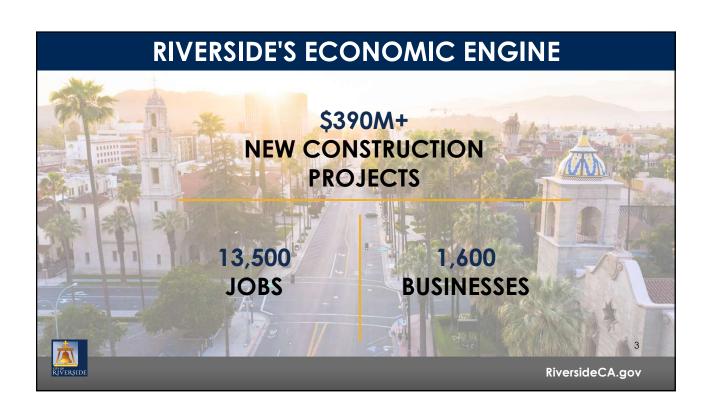


Refresh Update

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

Economic Development Committee May 22, 2025











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
 - o 2 hours per session
 - o 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
 - o Inter-department "Hybrid" training
 - o 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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STREAMLINE RIVERSIDE ROADMAP SHORT TERM 3-6 Months **IMMEDIATE MID TERM LONG TERM** 12+ Months Building Plan Check Self Staff Customer Service Online Virtual Assistant/ Permit Software Upgrade: Certification Pilot Program Training Internal Environment and Virtual Permit Portal Permit Software Update: Building and Fire Code Triennial Updates Expedited Reviews and POSSE 7 4 Inspections OSS Major Remodel New Data Reporting Tool Concierge/Streamline OSS Website/ Data Team Pilot Program User Fee Study: Add Dashboard Adaptive Reuse Ordinance resources (8 FTE – Public Works, Planning and ADU Standard Plans OSS Minor Remodel • RPU Expedited Design and Building & Safety Safety First Program Inspections Customer Training Videos: OSS lobby and website ■ Phone System Over the Counter Day Marketing Video **Enhancements** Al Plan Check Assistance Data Dashboard DRC Refresh Streamlined Zoning Code Rebranding our Image Standard Operating • Economic Development Procedures (SOP) Incentive Programs ■ Final Concierge and ADU Garage Conversion Standard Plans Onboarding Toolkit and Streamline Riverside Ombudsman Programs **Academy Training** Al Chatbot Queuing System **Enhancements** RiversideCA.gov









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







Equity



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RECOMMENDATIONS

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



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