



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: DECEMBER 10, 2024**
FROM: GENERAL SERVICES DEPARTMENT **WARDS: ALL**
SUBJECT: GENERAL SERVICES DEPARTMENT UPDATE AND EMPLOYEE RECOGNITION

ISSUE:

Receive an update from the General Services Department, including employee recognition.

RECOMMENDATION:

That the City Council receive and file an update from the General Services Department, including employee recognition.

DISCUSSION:

The mission of the General Services Department is to provide timely, quality, and efficient internal support services to City departments. These services include Property Management, Facilities Maintenance, Fleet Management, Publishing Services, and Capital Projects. In addition to providing support services to other City departments, the General Services Department serves the public through the oversight of the independent Raincross Hospitality Corporation, which manages the activities of the Riverside Convention Center, Visitor’s Bureau, and Sports Commission.

The primary goals of the General Services Department are to:

- Ensure that the City’s facilities are safe, functional and comfortable.
- Provide outstanding service to all customers.
- Coordinate the City’s printing needs.
- Develop a clean fleet and fuel strategy for City vehicles and the public.
- Actively support economic development through business-friendly leasing strategies at the City-owned Magnolia Shopping Center and cell-tower sites throughout the City.

A brief overview of each General Services Department division and a summary of the highlighted accomplishments is presented below.

Property Management

The Property Services Division, consisting of one full-time employee, is responsible for managing and leasing the City-owned Magnolia Place Shopping Center and cell towers throughout the city, as well as coordinating maintenance and clean-ups as needed for surplus City properties.

Recent accomplishments include:

- Completed multiple lease modifications/site upgrades for the Cell Tower Program.
- Completed deferred maintenance repairs at the Magnolia Place Shopping Center including parking lot asphalt repairs, and in-ground parking lot water leak repairs.
- Replaced all roofing at the Magnolia Place Shopping Center.

Facilities Maintenance

The Building Service Division, consisting of 20 full-time employees, maintains the function, appearance and security of over 1.4 million square feet of City buildings. This Division also provides project management services for improvements to existing facilities.

Recent accomplishments include:

- Completed multiple Measure Z – Annual Deferred Maintenance funded projects totaling over \$1,000,000 at various city facilities, including City Hall, police and fire stations, libraries, Riverside Public Utilities buildings, Museum facilities and the Corporation Yard. Deferred maintenance projects include roof repairs and/or replacements, heating, ventilation and air conditioning (HVAC) repairs and chiller replacements, and major plumbing and electrical systems replacement and/or repairs.
- Closed out approximately 350 emergency and routine preventive maintenance work order requests submitted for HVAC, electrical, plumbing, doors and other facilities repairs.
- Implemented contracted downtown security foot patrols, and hybrid foot/vehicle security patrols in the Magnolia Corridor and Wards 5 and 6 to help alleviate safety concerns from residents, businesses and visitors related to increased transient activity.

Fleet Management

The Central Garage Division, consisting of 42 full-time employees, is responsible for purchasing and maintaining the City's fleet vehicles and managing the motor pool and auto stores functions. The Division provides alternative, energy efficient fueling options for City vehicles and the public.

Recent accomplishments include:

- Utilizing cooperative purchasing agreements, facilitated the replacement of approximately 107 vehicles, including medium and heavy-duty rolling stock for various City departments, including utility trucks, towing vehicles, dump trucks, aerial lifts, refuse trucks, street sweepers, and vector trucks.
- Performed required repairs and preventative maintenance on fleet vehicles, including police and fire, to ensure vehicles are in safe operating condition and in compliance with state and local emissions regulations.
- Completed the Zero-Emission Fleet Transition plan, a planning guide for the future electrification of the City's medium and heavy-duty fleet through 2040, which was presented to the City Council on October 22, 2024.

Publishing Services

The Publishing Services Division, consisting of three full-time employees, processes the City's mail and daily routing and assists with printing materials.

Recent accomplishments include:

- Printed and compiled agenda packets for City Council meetings, City Council Standing Committee meetings, Boards and Commission meetings and other public meetings.
- Printed all monthly Riverside Public Utilities billings and inserts.

Capital Projects

The Capital Projects Division, consisting of three full-time employees, provides project management services for various City departments. This team manages minor capital projects, such as small roof repairs, flooring replacements and facility rehabilitation, and plans and oversees major capital projects such as renovation and construction of essential city facilities.

Recent accomplishments include:

- Completed project design for the new Eastside Library.
- Finalizing Architectural Phase 1 Design Services for the new Police Headquarters.
- Progressing to seismic design for Architectural Design Services for the renovation of the Cesar Chavez Community Center.
- Completed Architectural Construction Drawings for the Museum Renovation and Expansion project.

General Services Employee Recognition

The General Services Department holds a “Spring Fling” luncheon celebration each year to recognize employee service milestones, department accomplishments and to name one or more employees of the year. The 2024 General Services Department Employees of the Year is Airport Operations Analyst Michael Dean, who was selected for his consistently outstanding work and positive contribution to the Airport’s operations. The Airport transitioned from General Services to the Office of the City Manager’s oversight effective August 2024, and we wish Michael, and the Airport continued success.

STRATEGIC PLAN ALIGNMENT:

The General Services Department contributes to **Strategic Priority 4 – Environmental Stewardship** and Goal 4.6 – Implement the requisite measures to achieve citywide carbon neutrality no later than 2040, as well as **Strategic Priority 6 – Infrastructure, Mobility & Connectivity** and Goal 6.2 – Maintain, protect and improve assets and infrastructure within the City’s built environment to ensure and enhance reliability, resiliency, sustainability and facilitate connectivity.

This item aligns with *EACH of the five Cross-Cutting Threads* as follows:

1. **Community Trust** – General Services projects are discussed and considered in a public forum at a City Council, Board or Commission meeting, helping to ensure transparency and accountability.
2. **Equity** – The General Services Department provides equitable support services to City departments as needed.
3. **Fiscal Responsibility** – Competitive procurements are used to secure the lowest cost for materials/services, and in-house management of the City’s maintenance and capital projects provides a budget savings.
4. **Innovation** – General Services works collaboratively with City departments to leverage

resources and save time on maintenance and capital projects.

5. **Sustainability & Resiliency** – Sustainability is factored into all capital projects managed by General Services, with the use of environmentally friendly fixtures, equipment and systems that support conservation. In addition, The City of Riverside is nationally recognized as a Green Fleet leader, as recognized by the National Association of Fleet Administrators.

FISCAL IMPACT:

There is no fiscal impact associated with this presentation.

Prepared by:	Carl Carey, General Services Director
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Attachments: Presentation