



Streamline Riverside Update

Friday, April 7, 2017

"The biggest improvement that I have seen, from the private side, is the attitude. They are here to serve us. They are part of our team. I am really excited the City has taken this step"
Charles Brown – Architect

- 1. Uniform Plan Review** *Implemented April 2016*
Aligns plan review timelines for all departments. Also, reduced time to review plans by at least one week.
Success Stories – Every applicant positively benefits.
- 2. Expedited Plan Check** *Implemented July 2016*
Cuts timelines in half at the request of the applicant.
Success Stories – In-N-Out, Bella Trattoria at the Mission Inn, Romano's and the CBU Event Center.
Customer Comments - "We deal with a lot of cities but have never seen anything like this. Fantastic."- In-N-Out representative
- 3. Zoning Code Amendment** *Implemented July 2016*
Reduced time, cost and uncertainty by right-sizing the final review authority for land use entitlements, modified the Permitted Land Use Table, changed development standards to reduce the number of variances, and updated/simplified standards and processes for Design Review, telecommunication equipment, and Planned Residential Developments.
Success Stories – Saved customers 1 year and 266 days of cumulative time.
- 4. Development Review Committee (DRC)** *Implemented April 2016*
Established a committee that includes representatives from all City Departments involved in the review of projects to improve lines of communication with internal and external customers. Customers are issued an appointment card upon submittal of complete application.
Success Stories - Held 24 DRC meetings and reviewed 163 cases. Saved customers 180 days of cumulative time.
- 5. Preliminary Development Meeting** *Implemented June 2017*
Created an opportunity for applicants to meet with all Departments so a detailed analysis and review of tenant improvements or new construction plans can be completed before formally submitting to the City. This voluntary round-table review can save a business, money and time by reducing the number of plan check revisions and developing a reasonable project timeline.
Customer Comments - Participants said City staff was "very helpful," their questions were resolved and their design team was well prepared after the meeting.



6. **One-Stop-Shop**

Anticipated July 2017

Initiative to group Building & Safety, Planning, Fire, Public Works, Business License and Public Utilities (Water, Electric and Solar) on the 3rd floor of City Hall to create a One-Stop-Shop.

Status Update – Code Enforcement completed move from 3rd floor to make way for One-Stop-Shop staff. Construction to begin April 2017.

7. **Computronix**

Anticipated September 2017

Implementation of development permitting software centered around GIS technology, customizable dashboards, electronic application submittal capability, tracking plan review and inspection status in real time, obtaining fee estimates and paying fees, among other features.

Status Update - Working on data conversion, software interface, web portal and meta data.

8. **Online Business License**

Implemented January 27, 2016

New business owners in Riverside can now join existing businesses in obtaining and renewing their business tax certificate requests online, eliminating the need to visit City Hall.

Success Stories – From December 2016 through February 2017, 412 out of the 976 (42%) business license applications were completed online.

9. **Residential Solar Permitting**

Anticipated Implementation August 2017

Decreased the number of trips needed to obtain a Residential Solar Permit by streamlining the review process, which will save customers time and money. Customers typically make 7 to 11 trips to get a Solar Permit issued. In the short term adjustments made have reduced visits by half. Proposed changes aim to reduce visits to no more than one visit.

10. **Advanced Planning – Public Utilities**

Implemented January 2017

Initiative to coordinate with Applicants project team to identify utility design requirements, system upgrades, construction conflicts, and service availability for water and electric customers. Develop conceptual plans and preliminary utility fee estimates for development driven projects. Customers benefit from early coordination with the utility to assist them develop cost effective solutions.

Success Stories – Electric service designs were initiated for two new residential Tracts.

11. **Happy or Not**

Implemented February 2017

Customers are able to give instant feedback on our service by pressing the smiley (see photo) that best corresponds to their experience.

Success stories - Positive feedback reported 93% of the time; 753 customers reporting.



These changes have made our business practices more predictable, consistent and easier to navigate for customers.

What's Next

Improving our service performance is the number one goal! Please feel free to submit ideas, suggestions, critiques and/or feedback to Rafael Guzman at RGuzman@riversideca.gov.

