

25

Riverside's 25 Best Practices 2012



City of Arts & Innovation

THE OFFICE of the MAYOR



Riverside's 25 Best Practices 2012

THE OFFICE of the MAYOR



MESSAGE from the MAYOR

Best practices in the City of Riverside illustrate and explain why we are among the "Best Cities." In my thirty two years in elected office (first on the Council and then as Mayor), I visited many places and talked to their local leaders. These conversations resulted in an exchange of innovative ideas, or "best practices." These ideas have become the core of some of Riverside's best practices.

As a way of saying thanks, I will highlight 25 of Riverside's "Best Practices."

We are known as a City of Arts & Innovation and our best practices range from Economic Development, to Clean & Green to Technological Innovation and the Arts. I hope sharing these practice will contribute to and continue our mutual quest for the good of the city.

Ronald O. Loveridge



- ECONOMIC DEVELOPMENT Renaissance
 - Seizing Our Destiny
 - International Programs
- CIVIC ENGAGEMENT Commission on Aging
 - Riverside Youth Council
 - Government TV
- FIT, FRESH & FUN Employee Wellness
 - Walk with the Mayor
 - Accessible Playground
- CLEAN & GREEN Green Action Plan
 - KRCB
 - Grease to Gas
 - Go Transit
 - Solar
 - C.U.R.E.
- TECHNOLOGY Mobile 311
 - City Web site
 - SmartRiverside
- ARTS & INNOVATION Arts Plan
 - Center for A&P
- NEIGHBORHOOD Livability
 - Mayor's Night Out
 - Historic Preservation
- PUBLIC SAFETY CFMH
 - Neighborhood Academy

Riverside Renaissance

OVERVIEW

Riverside Renaissance is undeniably one of the most crucial investments the City of Riverside will make in the 21st Century. Approved by the City Council in 2006 and substantially completed in 2011, the five-year \$1.57 billion project has been responsible for improving traffic flow, replacing aging infrastructure, and improving public facilities such as police/fire stations, parks and libraries, touching every ward in the City.

INITIATIVES & OUTCOMES

The Renaissance included the undertaking of over 370 projects throughout the City, making it indisputably the City's most ambitious project yet. These projects range from the renovation of the historic Fox Performing Arts Center to library improvements to the expansion of roads. These investments were necessary in order to accommodate and attract explosive growth and update aging infrastructure. And residents have noticed the difference, commenting frequently the city 'looks good!' As the Riverside Renaissance initiative comes to a close, the Mayor and Council will be looking forward to more than simple maintenance of what was achieved but rather will be focusing on the possibility of a "Neighborhood Renaissance" to improve infrastructure at a neighborhood level.

FOR MORE INFORMATION

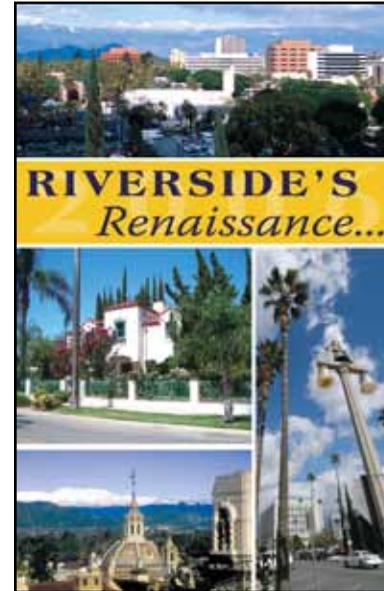
Staci Sullivan, Principal Analyst

City Manager's Office

(951) 826-2381

ssullivan@riversideca.gov

RiversideRenaissance.org



Seizing Our Destiny

OVERVIEW

Seizing Our Destiny is an economic development strategy premised on quality of life as the key lever for a successful city. This community-driven campaign is the City's guiding plan to improve quality of life, attract diverse and dynamic people, encourage innovation and work together for the common good. This aspirational plan was crafted with leadership by the Dean of Business at UC Riverside and reflects both short- and long-term goals.

INITIATIVES & OUTCOMES

Seizing Our Destiny is a road map with eleven strategic routes that lead to the future Riverside desires. It is particularly notable for its extensive community involvement, and thus ownership in the results. Designed with hundreds of hours of input from the business, education, faith and community sectors, each Route has a number of designated Champions who meet regularly with their elected advisor and city staff to move the specific action items forward. A Quality of Life Index has been created and annual surveys monitor and report on improvements in quality of life.

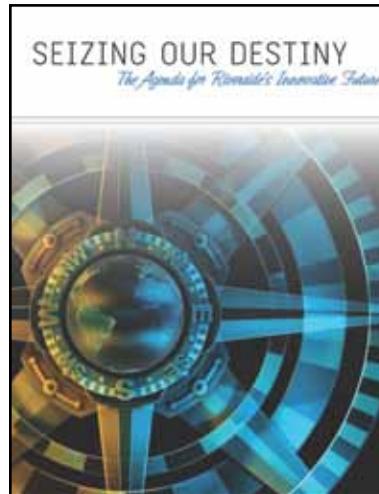
FOR MORE INFORMATION

Tricia Hinckley, Director of Strategic Initiatives

(951) 826-5403

thinckley@riversideca.gov

SeizingOurDestiny.com



International Programs

OVERVIEW

The City of Arts & Innovation is also a city that embraces globalism. With eight international sister cities, Riverside's Sister City relationships are premised around the tenets of an international strategic plan that seeks mutual benefits in economic development, education and cultural arenas. Global trade strategies, including EB-5 investment zone, to increase export and import opportunities are also being sought. Sister City relationships are primarily facilitated by the International Relations Council of Riverside, a non-profit organization, with staff support from the Office of the Mayor.

INITIATIVES & OUTCOMES

The success of Riverside's Sister City program is largely due to initiatives that are uniquely tailored to fit each relationship, such as the 50+ year relationship with Sendai, Japan, based primarily on a research relationship between Sendai's Tohoku University and the University of California, Riverside, as well as arts exchanges. The City was able to raise and donate nearly \$590,000 to Sendai to assist with its recovery after the devastating tsunami and earthquake.

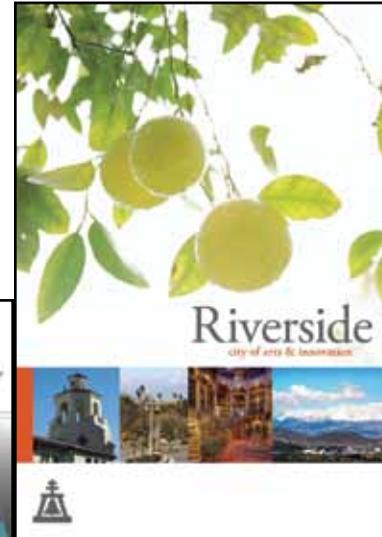
FOR MORE INFORMATION

Lalit Acharya, International Relations Officer

(951) 826-5692

lacharya@riversideca.gov

RiversideCa.gov/Mayor/International.asp



4 Mayor's Commission on Aging

OVERVIEW

As one of the City's 11 official Boards & Commission, the mandate of the Mayor's Commission on Aging (MCOA) is to act as an advisory body on all matters pertaining to senior residents and their needs. But this official edict belies the verve of this dynamic body of residents aged 55 and older whose passion for senior issues is supported by staffing from the Office of the Mayor. The MCOA does not simply meet monthly to dialogue on engaging seniors in the civic life of Riverside, it also studies local senior issues and projects future needs.



INITIATIVES & OUTCOMES

Designated a Senior-Friendly Community, the MCOA fundraises independently to facilitate volunteer opportunities for seniors through a partnership with the United Way known as Senior Corps. It hosts a senior photography competition annually with dozens of submissions of art work and a juried selection process. The senior nutrition campaign is seeking ways to educate seniors on healthy eating, connected to the City's larger Fit, Fresh & Fun outlook. In addition to other opportunities for recreation like the Spring Fling reception, the MCOA presents the Mayor's Lifetime Achievement and the Senior Citizen Awards to outstanding seniors in recognition of their community service.

FOR MORE INFORMATION

Samantha Miller, Volunteer & Internship Coordinator

(951) 826-5372

smiller@riversideca.gov

RiversideCa.gov/Mayor/Aging.asp

5 Riverside Youth Council

OVERVIEW

This award winning program was created in 2004 to provide Riverside youth with the opportunity to participate in city governance. Composed of representatives from each of Riverside's 10 public and private high schools, the Riverside Youth Council (RYC) meets twice monthly under the tutelage of a staff member in the Mayor's Office known as the Youth & Education Coordinator. The RYC mission is "youth advocating youth with integrity and purpose." Goals of the council include providing youth with a forum for civic engagement in Riverside, creating opportunities for youth involvement in the community, teaching leadership skills, and engaging youth in participatory governance through the establishment of Youth Liaisons to City Boards and Commissions.

INITIATIVES & OUTCOMES

The RYC is a lead partner in another award winning program, the Riverside Youth Court. Designed to provide an innovative approach to juvenile justice and as an early intervention for first-time offenders of misdemeanor crimes, Youth Court allows eligible youth to have their case heard in a courtroom with other youth serving as attorneys, clerks, bailiffs and jurors. While an actual judge presides over the hearing, the youth jury ultimately determines the sentence. This program has been successful in educating youth about the juvenile justice system and increasing their respect for the judicial process. The RYC also works to create a culture of service by hosting and sponsoring volunteer opportunities with prizes for achieving volunteering goals.

FOR MORE INFORMATION

Lizette Navarette, Youth & Education Coordinator

(951) 826-2436

lnavarette@riversideca.gov

RiversideYouthCouncil.com

GTV

OVERVIEW

The City of Riverside's Government TV channel (GTV) is a multi-faceted resident engagement tool that has been expanded significantly to create vibrant promotional and educational programming. Initially designed to allow viewers the opportunity to view City Council meetings directly from their home, it now features not only council meetings but 24-7 programming, public service announcements and videos covering subjects from historic places to fitness and nutrition initiatives in the City. GTV is also available online for those who wish to tune in on a computer.



INITIATIVES & OUTCOMES

The Riverside Today Show is a highlight of GTV, featuring monthly documentary style news shows on Riverside's top events, programs and happenings. The City recently purchased a mobile van allowing live coverage of events, greatly adding to the timeliness and relevance of the programming. The van enables city crews to bring live sporting events and other live events to our viewers. During emergency operations it will ensure informational outreach instantly. And GTV has recently launched the new sponsorship program which offers PBS-style sponsorships for selected programs to local businesses – a Riverside network for Riverside businesses.

FOR MORE INFORMATION

Austin Carter, Media Production Manager

Riverside GTV

(951) 826-5964

gtv@riversideca.gov

RiversideCa.gov/Video/

Employee Wellness Program

OVERVIEW

The City of Riverside's Wellness Program was launched in 2009 and focuses on four essential elements of wellness: physical, emotional, career and financial. These four aspects are key to ensuring that employees have the tools and resources necessary to support them in their personal lives and career. The program does not utilize City funding, but rather is administered by Human Resources staff through donations from a variety of community organizations referred to as "Wellness Partners." During this difficult economic time, the City has found that the program promotes "employee engagement," which translates to increased employee morale.

INITIATIVES & OUTCOMES

Continually enhanced through active input from an internal committee and departmental "Wellness Ambassadors," this program offers many tools and resources to improve all aspects of the lives of City employees. Discounts on gym memberships, a variety of Healthy Living Workshops, access to health and wellness fairs, financial/home ownership and career counseling, and many other activities are available. The program also features a bi-annual "Get Fit Challenge" weight loss competition. The first such event in 2011 resulted in over 200 participants who lost a combined total of 1,243 pounds. The interactive Web site and online community provides comprehensive resources catering to all aspects of health and wellness.

FOR MORE INFORMATION

Miriana Gonzalez, Sr. Human Resource Analyst

(951) 826-5808

mgonzalez@riversideca.gov

RiversideCa.gov/Human/Wellness/

8 Walk with the Mayor

OVERVIEW

A key part of Riverside's "Fit, Fresh & Fun" initiative is being physically active. In recognition that walking is one of the best ways to get fit Mayor Ron Loveridge leads a monthly walk. Riverside residents are encouraged to lace up their walking shoes and join the Mayor as he takes a walk through the City's university grounds, shopping and entertainment zones, trails, and neighborhoods. The walk gives residents the opportunity to chat with Mayor Loveridge, and his special VIP guest, while simultaneously promoting a healthy lifestyle.

INITIATIVES & OUTCOMES

Aside from the healthy benefit of a one-hour walk, Mayor Loveridge believes that walking is one of the best ways to experience and engage with a neighborhood. Rotating most recently throughout Riverside's 26 community neighborhoods, walkers hear from local experts about neighborhood assets.

FOR MORE INFORMATION

Brenda Flowers, Assistant to the Mayor

951.826.5813

bflowers@riversideca.gov

RiversideCa.gov/Mayor



9 Universally Accessible Playground

OVERVIEW

The playground at Fairmount Park, a Riverside Renaissance Project, is specifically designed to be all-inclusive. Exceeding all ADA requirements, it is universally accessible to children of all ages and physical abilities. With features such as ramp access, play panels at ground level, and surfacing that accommodates walkers and wheelchairs, everyone is welcome. Children with hearing or vision impairments are provided with a sensory-tailored experience that includes dance chimes in the floor, sensory walls and drums. Since Fairmount Park is a historical park, the City worked closely with the community and our Cultural Heritage Board to insure that the improvements were consistent with the original design of the park.

INITIATIVES & OUTCOMES

The City is one of 151 communities in the country designated as a Playful City USA for improving playgrounds and making play a priority in the community. Two non-profits are collaborating to develop a monthly Play Day where children with disabilities can play with children of similar abilities for the benefit of both. The park helps children learn about diversity, awareness, compassion and acceptance.

FOR MORE INFORMATION

Ralph Nunez, Director of Parks,
Recreation & Community Services

(951) 826-2000

rnunez@riversideca.gov

Riversideca.gov/parks_rec



Green Action Plan

OVERVIEW

The City of Riverside's commitment to being a clean, green and sustainable city is demonstrated through both word and deed. The Riverside Green Action Plan (GAP) is an ever evolving document composed by a Mayor-appointed Task Force. Improving air quality, reducing traffic congestion and increasing the use of recycled water are just several of the 18 goals that the GAP lays out. To advance these goals and others that develop, a committee of stakeholders meets monthly to monitor and stimulate progress on measurable goal accomplishment. As well as being named the State's first Emerald City, green programs have won several awards for energy efficiency programs that include the Environmental Stewardship Award and Award For Sustainable Development.

INITIATIVES & OUTCOMES

Administered by the Riverside Public Utilities Commission (RPU), the Whole House Rebate Program is one of the top green programs offered. Whole House is a one-stop shop for customers to apply for a variety of efficiency rebates when crafting a more environmentally friendly home.

To reduce the usage of electric cooling systems, the City of Riverside has successfully achieved its goal of planting over 100,000 canopy trees. Known as the Tree Power Initiative, it helps explain why Riverside was previously called the City of Trees.

FOR MORE INFORMATION

Mike Bacich,
Assistant General Manager/Customer Relations for RPU

(951) 826-5422

mbacich@riversideca.gov

GreenRiverside.com



Keep Riverside Clean & Beautiful

OVERVIEW

Keep Riverside Clean & Beautiful (KRCB) is a community beautification program sponsored by the City of Riverside's Public Works Department and housed and administered by the Greater Riverside Chambers of Commerce. Their formula for success is simple: instilling a sense of community pride through hands-on volunteerism by the community. Since 1992, KRCB has provided hands-on stewardship for volunteers with Litter Prevention, Graffiti Eradication, Green Walls for Graffiti, Rose Planting Along Victoria Avenue and Tree Planting in Riverside's Parks. These projects and many others engage and promote sustainability while raising awareness of residents in the value of volunteerism and pride in our community.

INITIATIVES & OUTCOMES

KRCB's numbers speak for themselves. In FY 2010-11 more than 14,000 volunteers participated, giving more than 33,538 volunteer hours; over 150,000 pounds of litter and illegal dumping was collected; and 866 project sites across the city were served. KRCB's signature programs include: Adopt-A-Street, Clean Campus Competition, Great American Cleanup and the Seven City Ward Projects.

FOR MORE INFORMATION

Connie Librenjak, Executive Director

(951) 683-7100

clibrenjak@riverside-chamber.com

krcb.com

Grease to Gas

OVERVIEW

The Grease to Gas initiative eliminates waste in the most cost-efficient and environmentally friendly way – by turning it into energy! Through this project, the City of Riverside intends to reduce dependence on purchased energy. Grease discharge from restaurants used to be a major cause of sewer overflows. With limited options, the City of Riverside successfully crafted an award-winning alternative to dispose of this waste. The Grease to Gas project uses grease collected from restaurants and adds it to the anaerobic digestion process. This process allows microorganisms to feed on the solids of sewer and grease waste in order to create methane gas that can be treated and used for power.

INITIATIVES & OUTCOMES

It has been reported that sewer overflows caused by restaurant grease blockages have gone from 30% of complaint calls to less than 1%. And it has further been reported that the increase in methane gas production has been substantial, producing enough gas in one day to heat 1,213 Riverside homes for a month. The daily generation of 1.6 megawatts is also notable – enough to power 1,203 Riverside homes for a month. The project's first year alone saved the City nearly \$1 million dollars and the savings have only continued to add up.

FOR MORE INFORMATION

Gary Valladao, Wastewater Systems Manager for Public Works

(951) 826-5311

gvalladao@riversideca.gov

Riversideca.gov/Sewer/Project-Grease.asp



Go Transit

OVERVIEW

Recognizing that successful cities provide cost effective, eco-friendly alternatives to the car as a means for their residents to get around, the Riverside Go Transit Program was created. The Riverside Go Transit Program is an incentive for City residents to use public transportation. It offers both residents and the more than 55,000 university and college students a discount of up to 30% on specified Riverside Transit Agency bus passes. Public transportation provides residents a link to all parts of the community and offers stress-free commuting, while reducing vehicle trips and the resulting emissions throughout the City.

INITIATIVES & OUTCOMES

Given life through AB 2766 funds, this program combined with an effective public transportation system provides residents a link to all parts of the community at a price that is cost-efficient for them. Go Transit has been successful in encouraging the reduction of vehicle trips and thereby reducing the resulting emissions throughout the city.

FOR MORE INFORMATION

Kevin Street, Regulatory Programs and Compliance Manager for Public Works

(951) 351-6140

kstreet@riversideca.gov

RiversideGoTransit.com



Model Solar City

OVERVIEW

A key element of the Green Action Plan, the City of Riverside has made tremendous strides in the past decade towards becoming a model solar city. The solar power generated from various projects and facilities throughout Riverside has now surpassed three megawatts. The City is on track to generate 33% of its energy from renewable resources by 2020.

INITIATIVES & OUTCOMES

Riverside's very first solar project was a carport structure at the City's Utilities Operation Center that began operations in 2001. Today there are over 240 solar projects running that include residential systems, commercial systems and utilities-funded systems. Projects began to proliferate when the City began offering rebates to residences and then years later to commercial customers. More and more, the residents and businesses of Riverside are becoming committed to the use of alternative energy resources.

FOR MORE INFORMATION

Mike Bacich,
Assistant General Manager/Customer Relations for RPU

(951) 826-5422

mbacich@riversideca.gov

Riversideca.gov/Utilities/Resi-pv-Incentive.asp



CURE

OVERVIEW

Cleaning Up Riverside's Environment (CURE) is a comprehensive waste management program that focuses on promoting the value of a clean city, raising consciousness of litter habits, and improving overall community pride and involvement. Administered by the Public Works Department, and started in 1993, CURE also ensures the effective handling and disposing of divertible and hazardous waste.

INITIATIVES & OUTCOMES

CURE has successfully discouraged vandalism, graffiti, littering and even crime, and has been instrumental in keeping the City clean and well-maintained. Specific projects include facilitating periodic neighborhood trash cleanup efforts, free door-to-door used motor oil and filter collections, and providing free curbside appliance pick-up and free drop-off days at a designated facility. As part of CURE, electronic waste is accepted on an on-going basis at a SmartRiverside facility. This recycling of electronic waste goes towards funding for SmartRiverside.

FOR MORE INFORMATION

Jeff Smith, Field Services Operations Manager

(951) 351-6125

jcsmith@riversideca.gov

RiversideCa.gov/Cure



311 - Mobile 311

OVERVIEW

Mobilizing residents and providing them with an easy to use tool for reporting problems within the city allows them to become part of the solution to a clean and well maintained city. The City's 24-7 Call Center (311 One Call Does It All) and online web submission is complemented by a free smartphone application, Mobile 311. Upon discovering a pothole, graffiti or other problem, residents simply open the application on their phone and following quick and easy prompts take a photo of the problem and send it along to the City's 311 Call Center. A service request is automatically generated, the issue is taken care of, and the resident is thanked and notified by phone.

OUTCOMES & INITIATIVES

Of the more than 400,000 calls to 311 annually, 195,590 automatically create work orders for our field crews from entries in the 311 system or from the online web form and 2,161 are from smartphones using Mobile 311. The application is available for free download on iPhones, Androids and Blackberry's by searching 'Riverside 311'.

FOR MORE INFORMATION

Donna Arrechea, Customer Service Supervisor for RPU

(951) 826-5311

darrechea@riversideca.gov

RiversideCa.gov/311



City Web site

OVERVIEW

A good Web site is a 21st century imperative for any city. Riverside has fashioned its award winning Web site as a virtual City Hall, giving access to hundreds of forms and applications, making most transactions easy and available online 24-7. The Web site uses the latest technologies to allow navigating virtually anywhere within 2-3 clicks. The home page is simple with no clutter of programs and links, only displaying those items that get the most hits year after year. All video content is driven away from the home page to make it a fast loading page regardless of the broadband connection.

OUTCOMES & INITIATIVES

As a five-time winner of the Best of the Web and Digital Cities Survey Award as well as a winner of the Top City Government Web site Award, the Web site stays fresh and competitive. New applications are added to the e-services pages, we ensure all pages are section 508 compliant for those with disabilities (such as deaf and blind), and all pages are continually updated with the latest content that also feeds social media applications. Year over year growth in accessing the City's Web site is about 30% with 2010 representing 151.7 million unique visitors.

FOR MORE INFORMATION

Steve Reneker, CIO

(951) 826-5446

sreneker@riversideca.gov

RiversideCa.gov



SmartRiverside

OVERVIEW

Developing high technology programs and initiatives that benefit businesses, schools, governments, and residents is the mission of SmartRiverside. A nimble, innovative non-profit organization, it's run by the City's Chief Information Officer with a volunteer Board of Directors comprised of the highest level of tech and business professionals and chaired by Mayor Loveridge. It is largely funded through self-sustaining revenue sources such as e-waste. SmartRiverside provides residents with a free Wi-Fi network that currently stretches to over 78% of the City's developed areas.

INITIATIVES & OUTCOMES

SmartRiverside has had a pivotal role in putting the innovation in Riverside's Arts & Innovation moniker. SmartRiverside's award-winning Digital Inclusion Program is designed to bridge the 'digital divide' by providing low-income families with free, refurbished computers, training and internet access. With revenues from e-waste and donations, the Digital Inclusion program recently celebrated its 5,000th family to graduate and benefit from the program.

To attract new, and foster existing, tech companies in the City, SmartRiverside created the High Technology Tenant Improvement Program and the Employee Relocation Program. Grants may be awarded under these incentive programs to small technology companies with sales of less than \$20 million per year, helping them to offset employee relocation and tenant improvement costs.

FOR MORE INFORMATION

Steve Reneker, CIO, Executive Director of SmartRiverside

(951) 826-5446

smartriverside@riversideca.gov

SmartRiverside.org

Riverside Arts Plan

OVERVIEW

While a stated commitment to advancing arts and culture in the city is an important step, the best of intentions go nowhere without a road map of goals and how to get there. To capitalize on an excellent array of arts amenities, the Riverside Arts Plan was written by city staff under the guidance of the Cultural Arts Performance (CAP) committee. This strategic plan for the arts main components include developing organizational structure in the arts community, engaging the universities and college, widely promoting cultural arts events and increasing funding opportunities for arts organizations. It also includes the branding campaign designating Riverside as a "City of Arts & Innovation."

INITIATIVES & OUTCOMES

Regularly monitored by the CAP group, the Arts Plan goals have been adopted by the champions of the larger strategic plan guiding Riverside – Seizing Our Destiny. The branding campaign for Riverside as the City of Arts & Innovation launched in 2010 and is ongoing. Fifteen Favorites was created and implemented as a communication tool to over 110,000 emails providing fifteen cultural entertainment activities each week. Under the Arts Plan, Artswalk on First Thursdays has experienced an increase in vendors and participants and the marketing has been enhanced. We have also seen the celebration and success of many cultural events including the Grand Opening of the Fox Performing Arts Center, Grand Opening of the Culver Center of the Arts and the 50th Season of the Riverside County Philharmonic to name a few.

FOR MORE INFORMATION

Margie Haupt, Arts & Cultural Affairs Manager

(951) 826-2391

mhaupt@riversideca.gov

RiversideCa.gov/Arts



Center for Arts & Philanthropy

OVERVIEW

Responding to the desire of some of the City's biggest arts and cultural organizations for better office space, shared facilities and the opportunity to support and collaborate with other arts groups, in 2011 the City created the Center for Arts & Philanthropy. The Center hosts four organizations which lease the space from the City in a historic downtown building. The Riverside County Philharmonic, the Community Foundation, California Riverside Ballet and the Riverside Arts Council have separate offices within the building and share conference and other facilities.

INITIATIVES & OUTCOMES

In keeping with the Riverside Arts Plan intent of supporting and building cooperation among arts organizations, benefits of this shared space will include the ability to increase grant and private funding from sources looking for collaborative projects in which to invest.

FOR MORE INFORMATION

Margie Haupt, Arts & Cultural Affairs Manager

(951) 826-2391

mhaupt@riversideca.gov

RiversideCa.gov/Arts



Neighborhood Livability Program

OVERVIEW

In 2003, a Neighborhood Livability Program was created by City Council. The Mayor and City Council maintain a strong position on the importance of preserving and improving the safety and livability in Riverside's neighborhoods. As proposed by the City Attorney's Office in cooperation with the Community Development, Fire, Police and Public Works Departments, the program began via a task force of representatives from the key departments to identify and prioritize the most serious quality of life issues in the City. Such properties have been identified in terms of geographically defined areas ("focus neighborhoods", single, problematic properties, "worst of the worst") and specific problems occurring in multiple locations in the City.

INITIATIVES & OUTCOMES

Major progress to date includes: 146 "transitional housing/group home" complaints resolved; 69 problem board-up demolitions; 281 voluntary property rehabilitations; 30 judicial foreclosures/receiverships; 410 graffiti cases; and \$243,035 collected in settlements and judgments.

FOR MORE INFORMATION

Gregory P. Priamos, City Attorney

951-826-5567

gpriamos@riversideca.gov

RiversideCa.gov/Code/Programs.asp

Mayor's Night Out

OVERVIEW

A traveling town hall, Mayor's Night Out (MNO) gives residents of Riverside a chance to meet and speak with city elected and appointed officials. Rotating monthly through each of the City's 26 community neighborhoods, the Mayor, the Ward Councilmember, the City Manager and various department representatives gather at public venues to respond to questions and provide information.

INITIATIVES & OUTCOMES

Mayor's Night Out has been a 16-year success by providing residents access to their city government, increasing the visibility of City Hall by directly introducing residents to the personnel who operate the City of Riverside, and raising resident awareness of the resources available to them. Over the course of 159 visits, the City has been able to effectively engage residents about city projects and programs and help neighbors connect with neighbors. In addition to providing immediate responses at the event, written responses to the questions raised at MNO are provided to attendees within 30 days of the visit.

FOR MORE INFORMATION

Brenda Flowers, Assistant to the Mayor

(951) 826-5813

bflowers@riversideca.gov

RiversideCa.gov/Mayor/Nightout.asp



Historic Preservation

OVERVIEW

Home to 110 protected historic landmarks, an important part of Riverside's appeal is its abundance of historic resources. Preservation of these properties has fostered civic and neighborhood pride throughout the community. All new construction and alterations to historic properties must first be approved by the Cultural Heritage Board, an official City board which meets monthly to monitor and guide historic preservation efforts.

INITIATIVES & OUTCOMES

For over three decades the commitment and participation of the City, community organizations, business leaders and homeowners has ensured the success of Riverside's Historical Preservation Program. Among Riverside's most notable landmarks are the Mission Inn, the Fox Performing Arts Center and Benedict Castle.

FOR MORE INFORMATION

Erin Gettis, Historic Preservation Specialist

(951) 826-5463

egettis@riversideca.gov

RiversideCa.gov/Historic

Crime Free Multi-Housing

OVERVIEW

The Crime Free Multi-Housing (CFMH) Program is a collaborative certification process designed to help managers, owners and residents improve their living environment by keeping drugs and illegal activities out of their rental communities. The three phase process begins with an eight-hour seminar for property owners, managers, leasing agents, security and maintenance workers. During the class, multiple agencies are brought in to instruct on various topics including: civil liability, recognition of gang and narcotic activity, fire safety, Fair Housing law, the role of police and dispatch, crime prevention through environmental design, applicant screening and rental criteria. Phase 2 involves certifying the property has met the security requirements, while in Phase 3 tenants learn about the program.

INITIATIVES & OUTCOMES

The CFMH Program has resulted in a more satisfied resident base, improved personal safety, lower maintenance costs, increased demand for rental units, increased property values, more appreciative neighbors, and most importantly, the peace of mind that comes from spending less time on crisis control. Police calls for service are typically reduced by 70% through incorporation of the CFMH practices.

FOR MORE INFORMATION

Officer Celeste Neiman, RPD

951-826-5147

cneiman@riversideca.gov

RiversideCa.gov/RPD/CFMH/



Neighborhood Watch Academy

OVERVIEW

Training a new generation of neighborhood leadership is vital to making communities safer and improving quality of life. The Riverside Police Department Community Services Bureau provides a comprehensive training approach to equip neighborhoods with the necessary tools to impact crime in their communities and develop lasting partnerships between residents, law enforcement and other city agencies. Training is provided to neighborhood volunteers at no cost. Classes include neighborhood organizing, leadership development, personal, home and vehicle safety strategies. Presentations on awareness of gang, narcotics and graffiti issues, and working with Police and City government are also included.

INITIATIVES & OUTCOMES

Neighborhood Watch has proven successful in reducing crime and increasing a sense of well-being in Riverside communities. Particular emphasis is placed on supporting the needs of our elders, including curtailing physical abuse and helping prevent identity theft and common scams targeting the elderly.

FOR MORE INFORMATION

Karen Havercamp, Police Program Supervisor for RPD

951-826-5644

khaver@riversideca.gov

Riversideca.gov/RPD/Pubedu/Nwatch.htm



"25 Best Practices 2012"

THE OFFICE of the MAYOR



City of Arts & Innovation

3900 Main Street, 5th Floor
Riverside, CA 92522

877-RIV-SIDE

www.riversideca.gov