



City of Riverside Administrative Manual

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Prepared by: City Manager

Approved:

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Department
City Manager

SUBJECT:

City Offices Operation, Appearance and Security

PURPOSE:

To provide for economy in operation, service to the public, protect city property and promote good appearance in city offices and buildings.

POLICY:

Department heads are responsible for ensuring that offices are operated efficiently; buildings and other premises and equipment under their control are adequately secured and protected and are kept neat and clean so as to conserve energy and present a good appearance.

Staffing

During open hours, every city office shall be adequately staffed to serve the public and handle normal business.

The public is entitled to prompt, courteous and efficient service. It shall be the responsibility of each department head to instruct those in his/her department who come in contact with the public in the proper way to handle complaints and requests for service.

Energy Conservation/Security

In order to conserve energy and protect property, office lights, where practical, shall be turned off when not in use, especially at the close of the days business; windows and doors leading to lobbies, halls or other places of public access shall be closed and locked at the end of the work day.

Meal and Rest Breaks

Employees may be allowed to eat their lunches or take their work breaks on the premises provided it does not detract from the appearance of the office or distract fellow employees who are working. In offices that have designated break areas (such as City Hall), employees shall take their breaks in these areas. Meal or rest breaks shall not be taken in lounges or reception areas set aside for use by the public.

Solicitations

Solicitations for charitable or other purposes, selling of tickets, magazines or merchandise of any kind are prohibited in city-owned buildings without the permission of the City Manager.

Bulletin Boards

Posting of notices shall be only on approved bulletin boards provided by the City.

Distribution: Regular