



City of Arts & Innovation

News Release

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City of Riverside Continues Re-Opening Facilities on April 15 and Beyond

Payment centers, passport facility, libraries and community centers all included in plan

RIVERSIDE, Calif. – As Riverside works its way through the State of California’s process for re-opening facilities closed or limited during the COVID-19 pandemic, the City has announced increased hours at some facilities and the re-opening of others.

“These changes are a testament to the resolve of Riversiders’ increased vaccinations and adherence to important health protocols,” Mayor Patricia Lock Dawson said. “I look forward to seeing our city open up even more as we continue to make this important progress.”

Riverside Public Utilities payment centers will be open 9 a.m. to 5 p.m. weekdays, starting Thursday (4/15), at both the Downtown Customer Service Center and the Casa Blanca Customer Resource Center.

Riverside ratepayers who need assistance with customer benefit programs can get help by appointment by calling 311 or (951) 782-0330. More information about RPU Assistance Programs can be found at RiversidePublicUtilities.com/Assistance.

The City Clerk’s Passport Acceptance Facility at 3025 Madison Street will be by appointment only between 8 a.m. and 4:30 p.m. weekdays. Appointments can be made by calling (951) 351-6334.

The city’s One Stop Shop, which process most development requests, will return to normal hours on Thursday – 9 a.m. to 4 p.m. weekdays except Wednesday and 10 a.m. to 4 p.m. on Wednesdays.

Libraries are opening in stages around the city. Services will be limited in the beginning to: Library-to-Go curbside, materials browsing, self-check-out, computers with limited assistance and sessions up to one hour, free Wi-Fi, iPad check-outs, copy machine and printing, and limited reference services.

Customers will be encouraged to follow safety protocols, including taking your temperature as you enter the building; wearing a face covering over your mouth and nose at all times (ages 2 and up); maintaining six feet of physical distancing from others at all times; emphasizing speed and efficiency

during visits; enjoying food and drink before entering the library; and staying home if you have any symptoms of COVID-19, including cough, sneezing or fever.

On May 4, four libraries -- Arlanza, SSgt Salvador J. Lara Casa Blanca, SPC Jesus S. Duran Eastside, and Marcy -- will open to the public with Library-to-Go hours of noon-6 p.m. Tuesday-Thursday and 11 a.m. to 5 p.m. Friday/Saturday. Inside services will be provided from 2-5 p.m. Tuesday and Thursday and 11 a.m. to 2 p.m. Saturday.

On May 18, three libraries -- Arlington, La Sierra, and Orange Terrace -- will open to the public with Library-to-Go hours of noon-6 p.m. Tuesday-Thursday and 11 a.m. to 5 p.m. Friday/Saturday. Inside services will be provided 2-5 p.m. Tuesday and Thursday and 11 a.m. to 2 p.m. Saturday.

On June 1, location hours will change, with Library-to-Go available noon-6 p.m. Tuesday-Thursday and 11 a.m. to 5 p.m. Friday/Saturday. Inside Services will be provided: Tuesday-Thursday 2pm-5pm and Friday-Saturday 11am-2pm.

Community centers operated by the Parks, Recreation and Community Services Department will open in stages for people registered for programs and classes. Use of the community centers for social purposes will remain closed for now. Attendance will be limited to 50 percent of capacity, and emphasis will be placed on sanitation and cleanliness.

The Arlanza, Cesar Chavez and Ysmael Villegas community centers are scheduled to open on weekdays starting May 3.

On June 1, Orange Terrace, Stratton, Youth Opportunities Center and Youth Innovation Center will open. Hours and programs will vary at each center.

La Sierra and Dales senior centers will open June 15, with hours and programs specific to each site.

The Ameal Moore Nature Center, as well as Reid and Nichols parks, will reopen Aug. 9.

Shamel, Hunt, Sippy Woodhead, Villegas and Islander pools will reopen for pool parties on May 1 and swimming lessons on June 1. Recreational swim will return to all but Islander on June 14.

Limitations are expected to be removed on June 15 if the State of California lifts restrictions as planned. If state restrictions are not lifted, local limitations will remain in place.

“Riversiders are eager to return to normalcy, and these steps are an important part of that process,” Mayor Pro Tem Jim Perry said. “Hopefully, with vaccinations and continued adherence to the COVID-19 protocols, the entire state can breathe easier by mid-June.”

For the latest information and resources regarding COVID-19 -- www.RiversideCA.gov/COVID-19