SECOND FISCAL QUARTER
OCTOBER-DECEMBER 2018

PERFORMANCE REPORT
QUARTERLY
FISCAL YEAR 2018-2019

Ward 1
Mike Gardner

Ward 2
Andy Melendrez

Ward 3
Mike Soubirous

Ward 4
Chuck Conder

Ward 5
Chris Mac Arthur

Ward 6
Jim Perry

Ward 7
Steve Adams

City Attorney
Gary Geuss

City Manager
Al Zelinka

City Clerk
Colleen Nicol

Mayor
Rusty Bailey
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Dear Riverside Residents, Businesses, Employees, and Visitors,

The City of Riverside is pleased to present the Second Quarter update to the Quarterly Performance Report for Fiscal Year 2018-2019. This report tracks progress from October 1 through December 31, 2018 in implementing the City Council’s seven strategic priorities and includes updates on the City’s vital indicators, departmental accomplishments, strategic goals and performance measures, and Measure Z funding priorities.

The City Council’s strategic priorities are derived from the Riverside 2.1 Strategic Plan, which was adopted in June 2017 to advance the City’s mission of providing high quality municipal services to ensure a safe, inclusive and livable community.

A strategic plan is a living document that should be re-examined on a regular basis to determine if the goals and priorities are still applicable to the needs of the community. As such, the City will embark on an update to the Strategic Plan in 2019 to assess our progress toward achieving the City Council’s strategic priorities and identify any new priorities that should be included.

Each day, the City Team endeavors to provide the best public services in the most efficient manner – all the while reinforcing public trust in your local government. To this end, I am very proud of the collaborative work of all of our City officials and staff to bring us closer to achieving our goals. I hope this report is a useful and informative assessment of the City’s efforts to provide responsive, engaging and innovative programs and services to our residents and businesses.

On behalf of the City Team,

Al Zelinka, FAICP
City Manager
CITY STRATEGIC PRIORITIES

Approved by the City Council in February 2015; sets a foundation for the departments establishment of strategic goals and performance measures.

- ENHANCED CUSTOMER SERVICE AND IMPROVED QUALITY OF LIFE
- ECONOMIC DEVELOPMENT
- CITY TRANSPORTATION
- COMMUNITY SERVICES
- IMPROVE HOUSING DIVERSITY AND OPTIONS
- REDUCE TAXPAYER LIABILITY AND REDUCE COSTS WHENEVER POSSIBLE
- IMPROVE TEAMWORK AND COMMUNICATION
CITY VITAL INDICATORS

Reflects the overall financial health and operational performance of the City.

<table>
<thead>
<tr>
<th>Department</th>
<th>Vital Indicator</th>
<th>Target</th>
<th>Q2 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Manager’s Office</td>
<td>Average satisfaction with City services</td>
<td>Above 95%</td>
<td>93%</td>
</tr>
<tr>
<td>Finance</td>
<td>General Fund reserve level</td>
<td>Above 15%</td>
<td>19%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Difference between year-end actual General Fund expenditures and approved biennial budgeted expenditures</td>
<td>Below 2%</td>
<td>1%</td>
</tr>
<tr>
<td>Public Utilities</td>
<td>Difference between year-end actual General Fund revenues and approved biennial budgeted revenues</td>
<td>Below 2%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>General Fund pension cost percentage of total budget</td>
<td>Below 20%</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>General Fund pension cost per capita</td>
<td>Below $150</td>
<td>$152</td>
</tr>
<tr>
<td></td>
<td>Enterprise Funds’ pension costs per customer</td>
<td>Below $60</td>
<td>$68</td>
</tr>
<tr>
<td></td>
<td>General Fund outstanding debt per capita</td>
<td>Below $1,250</td>
<td>$854</td>
</tr>
<tr>
<td></td>
<td>Enterprise Funds’ outstanding debt per customer</td>
<td>Below $4,500</td>
<td>$3,601</td>
</tr>
<tr>
<td></td>
<td>Average time to fill civilian vacant positions</td>
<td>Below 95 Days</td>
<td>101 Days</td>
</tr>
<tr>
<td></td>
<td>Percentage of employees satisfied or very satisfied with citywide training program services</td>
<td>Above 90%</td>
<td>89%</td>
</tr>
<tr>
<td></td>
<td>Utility Bond Credit Rating</td>
<td>AAA</td>
<td>AAA Water AA- Electric</td>
</tr>
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</table>

FISCAL YEAR 2018-2019
DEPARTMENTAL ACCOMPLISHMENTS

Highlights of key departmental achievements during October - December 2018

CITY ATTORNEY

- CLOSURE OF 3 ILLEGAL DISPENSARIES
- 1 PENDING CLOSURE

CITY CLERK

- AVERAGE PUBLIC RECORD REQUEST COMPLETION 3.71 DAYS
- 980 PUBLIC RECORD REQUESTS PROCESSED IN SECOND QUARTER 2018/2019 (AVERAGE OF 81.6 PER MONTH)

COMMUNITY & ECONOMIC DEVELOPMENT

- AWARDED PUBLIC-PRIVATE PARTNERSHIP AWARD
- RIVERSIDE FOOD LAB
- THE GROVE VILLAGE
  - RIBBON CUTTING CEREMONY
  - DECEMBER 20, 2018
- AWARDED $3 MILLION GRANT CALIFORNIA NATURAL RESOURCES AGENCY

FINANCE

- FOURTH QUARTER FINANCIAL REPORT PRESENTED TO COUNCIL
- TWO CSMFO EXCELLENCE AWARDS FOR BUDGETING

FIRE

- ACCREDITATION PEER REVIEW RECOMMENDED FOR ACCREDITATION

GENERAL SERVICES

- 69% OF VISITORS VISITED ONE STOP SHOP

HUMAN RESOURCES

- 4,771 APPLICATIONS RECEIVED

INNOVATION & TECHNOLOGY

- COMPLETED INNOVATION LAB PILOT PROGRAM
- EMERGING LEADERSHIP ACADEMY
- 2018 DIGITAL CITIES SURVEY AWARD
- COMPLETED POLICE DEPARTMENT RECORD MANAGEMENT SYSTEM UPGRADE
- MUNICIPAL INFORMATION SYSTEMS ASSOCIATION OF CALIFORNIA EXCELLENCE IN INFORMATION TECHNOLOGY AWARD
### Library
- **172,028** Door counts
- **44,150** Computer usage hours
- **173,850** Circulation
- **34,288** Service questions (reference, directional and technical)
- **690** Programs
- **11,683** Attendees
- **11** Community room rentals
- **80** Adult
- **23** Kids
- **8** Catalogs

### Museum
- **800** Attendees
- Behind the Black Veil

### Parks, Recreation and Community Services
- **172,028** Door counts
- **44,150** Computer usage hours
- **173,850** Circulation
- **34,288** Service questions (reference, directional and technical)
- **690** Programs
- **11,683** Attendees
- **11** Community room rentals
- **80** Adult
- **23** Kids
- **8** Catalogs

### Police
- **150** Participants
- Active shooter drill

### Public Utilities
- **MOU approved**
- for recycled water improvements
- Riverside Water Quality Control Plant

### Public Works
- **10.5 Tons** Homeless camp cleanups
- **5,354** Trees trimmed
- Dynamic speed feedback sign installation completed
- **199.61 Tons** of trash
- **16.11 Tons of scrap metal**
- **5.8 Tons of tires**
- **2.4 Tons of inert**
- **1.76 Tons of inert**
- **1,264** Residents
- at Cure Event

### Fiscal Year 2018-2019

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**Art float photo**
- Featured in National Recreation and Parks Association’s 2019 Premier Calendar
Reduce outside counsel costs

2nd Quarter Status: Nine new lawsuits were received this quarter; 0 were sent to outside counsel and all are being handled by staff attorneys.

Enhance the quality of life in the city through participation in the community livability program

2nd Quarter Status: Four new marijuana dispensaries illegally opened; three have been shut down and fourth is in process of closing with full closure anticipated in early 2019.

Performance Measures

Actual dollars spent on outside legal costs
- Maintain Below $2,500,000
- Actual Annual Performance: $1,400,000
RIVERSIDE 2.1 STRATEGIC GOALS

Continue incremental automation of contracts/agreements

2nd Quarter Status: Public Utilities continues work on automation of additional contract types.

Automate Board/Commission application/appointment/administration process

2nd Quarter Status: The automation process is complete; 45 applications were received through the portal for the Charter Review Committee.

Achieve and maintain prompt responses across all City departments for routine public records requests

2nd Quarter Status: 185 public records requests were processed through the Riverside Records Portal during this quarter with an average response of 3.71 days.

Grow and diversify Board/Commission applicant pool

2nd Quarter Status: Significant community outreach resulted in 44 applications submitted for the Charter Review Committee and 74 new applications for various City boards and commissions this quarter.

PERFORMANCE MEASURES

Number of days to fulfill routine public records requests

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<tr>
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<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain Below 6 Days</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>3.3</td>
<td>3.7</td>
</tr>
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CITY CLERK
Continue facilitating a culture of continuous improvement and innovation in the workplace through regular process improvement activities, rewarding innovative practices and regular review of department operations on a triennial basis

Establish an effective Grants Administration Program that provides tracking and management tools to City departments, elected officials and the public

Continue leading a Citywide customer service initiative that instills a culture of helpfulness throughout all departments and employees

Develop performance measures to assess and track effectiveness and quality of City programs and services; regularly publish results

Develop a Biennial Report of City-wide accomplishments and efforts that have been achieved during the preceding two years

2nd Quarter Status: A new Quality of Life survey will be conducted during Q3 FY 2019 to compare and measure the data from the two previous surveys conducted by the same organization.

2nd Quarter Status: First Quarter Performance Report (July - Sept. 2019) was presented to City Council on November 27, 2018. The report is available online at RiversideCA.gov/transparency/results.

2nd Quarter Status: To reestablish core value-added mission and services and reflect division responsibilities, the Office of Organizational Performance and Audit has changed its name back to the Internal Audit Division. A staff retirement necessitated a revised work plan, which will be presented for approval in mid-2019.

2nd Quarter Status: The City’s Grants Management website is accessible at RiversideCA.gov/internalaudit/grants-info-reports. The site is updated at end of each quarter for all active grants.

2nd Quarter Status: Real time Happy or Not results are available on the City website; 93% of customers had a positive experience across all departments this quarter.

2nd Quarter Status: A Biennial Report highlighting citywide accomplishments was published in January 2018. The City Manager’s Office will update this report again in January 2020.
Coordinate legislative and intergovernmental efforts with key local agencies

Grow our audience by developing a range of content that reaches a diverse audience through a variety of mediums with a focus on social, web, and email marketing

Maintain citywide calendar to strengthen and unify marketing efforts across the City and implement internal calendar option for highlighting initiatives from all departments

Develop video content for RiversideTV that is uniquely Riverside

Conduct feasibility reviews of proposed community facilities analyzing demand, location, design, cost estimates and financing alternatives including grants and public-private partnerships

Strengthen external media communications with targeted outreach efforts to showcase the activities of the City

2nd Quarter Status: Staff convened meetings with the Mayor, City Council, Department Heads, and our legislative advocacy team, to begin updating the City’s legislative platform, to be presented for Council consideration in early 2019. The proposed update will ensure the legislative platform reflects the current priorities of the City.

2nd Quarter Status: New Project Assistants for both social media and email marketing were hired in November 2018. After a complete review of the existing communication efforts on these platforms, new metrics will be determined and published in Spring 2019.

2nd Quarter Status: The new Community Calendar platform is still under development as the team continues to build and test functionalities of the modules. Expected launch is Spring 2019. The current Community Calendar continues to be maintained with a 29% growth in submissions from Q1 FY 2019.

2nd Quarter Status: RiversideTV continues to produce unique content including live stream of High School Football, events such as Festival of Lights switch on ceremony, Bike Riverside, ribbon cuttings and grand openings. The Flavor of Riverside TV show began featuring local businesses in the City.

2nd Quarter Status: Construction bids for the New Main Library were within budget and will be brought to Council with financing options on Feb. 5, 2019. Several meetings have occurred on the Police Headquarters; it was determined that a more formal approach to location citing is required and will commence in early 2019.

2nd Quarter Status: Working with RPU to communicate the important role the utility plays in helping residents and businesses; fully engaged with the utility’s social media, resulting in impressive gains in online engagement. Efforts ongoing to tell the “Riverside Story” through internal media and outreach to regional TV stations, radio, Internet sites and print media. Working with a consultant to convey the importance of the Riverside Transmission Reliability Project.

**PERFORMANCE MEASURES**

Customer satisfaction with City Hall concierge services

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Score</th>
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<tbody>
<tr>
<td>Q1 2018</td>
<td>90</td>
</tr>
<tr>
<td>Q2 2018</td>
<td>94</td>
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<tr>
<td>Q3 2018</td>
<td>95</td>
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<tr>
<td>Q4 2018</td>
<td>93</td>
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<tr>
<td>Q1 2019</td>
<td>96</td>
</tr>
<tr>
<td>Q2 2019</td>
<td>98</td>
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Maintain Above 80%
RIVERSIDE 2.1 STRATEGIC GOALS

Accomplish Successor Agency Disposition

Build and grow local partnerships to support tech and entrepreneurship, stimulate local investment, sustain vital infrastructure, tell the unique Riverside story and focus on a place based economic development strategy

2nd Quarter Status: One property sold at 4019 Mission Inn Avenue; 16 properties currently remaining.

Achieve consistency between General Plan land use designations and zoning map designations

2nd Quarter Status: With SB1333 adopted, the City is required to ensure consistency. A Consultant will be hired in early 2019 to include additional criteria that will be used in conjunction with the General Plan Consistency Matrix. The target completion is Spring 2019.

Achieve Housing Element compliance

2nd Quarter Status: Goal Completed - Housing Element was adopted by City Council on June 7, 2018. State HCD reviewed and indicated compliance on July 18, 2018.

Promote and maintain a safe and desirable living and working environment

2nd Quarter Status: Softened uniform look to present a more friendly, approachable appearance. Revised warning notice to encourage a higher rate of voluntary compliance. Created “Thank you” postcard to distribute to properties that show exemplary pride of ownership. Drafted Code Enforcement Operational Policy for Council approval. Hired 1 Senior Office Specialist.

Reduce homelessness by providing an array of housing options and programs based on community needs

2nd Quarter Status: Staff helped 25 homeless individuals exit life from the streets and move directly into housing. Nine homeless individuals are being processed for rental assistance through the Downtown Pilot Project.

Develop the local food and agricultural economy

2nd Quarter Status: City awarded $3 million for Northside Heritage Meadows (urban ag) project. RUSD awarded $489K to incubate food hub. Soft launch of Farmer Training Program. Refrigerated van purchased with grant funds to support food rescue programs. Ambassador of Food Rescue & Food Waste Prevention launched.

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Create a more resilient Riverside

Integrate neighborhood based outreach

Enhance Festival of Lights (FOL)

Enhance the customer service experience through the One-Stop-Shop, uniform plan check, expedited after hours review, the Development Review Committee, efficient software applications and other Streamline Riverside initiatives

2nd Quarter Status: BUILD Riverside initiative is underway, with a tentative launch planned for Summer 2019. Resilient Riverside Committee established; first meeting held October 2018. RFP to solicit structural engineering firms who specialize in surveying is underway.

2nd Quarter Status: “Love Riverside event had 29 projects and 562 volunteers. Participated in Kindness Rocks project. Attended 17 community mtgs/events. Held 5 events with 713 attendees. NEOP offered 38 series classes with 928 attendees and 5 single sessions with 47 attendees; held 19 events with 4361 participants.

2nd Quarter Status: Successful & safe event in 2018 with 85,000 attendees at Switch-On ceremony, $34,000 in sponsorships, new light attractions, and $800,000+ in projected revenue. Voted USA Today’s 10 Best Public Light Display in U.S. Expanded Footprint along Mission Inn. Ave.

2nd Quarter Status: “Happy or Not 96% positive rating; 100% positive rating on 43% of business days. Multiple One Stop Shop tours requested by other cities. Started an update to Streamline/Build Riverside website with a “projects map.” Continued the creation of a streamlined development application checklist.”

PERFORMANCE MEASURES

Percentage of Code Enforcement complaints responded to within 5 days

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<th>Quarter</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>84</td>
<td>84</td>
<td>92</td>
<td>96</td>
<td>96</td>
<td>89</td>
</tr>
</tbody>
</table>

Increase Above 90%

Average customer satisfaction rating with department services

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tr>
<td>Average rating</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>96</td>
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</table>

Maintain Above 80%

Percentage of standard plan checks completed on time by all participating One-Stop-Shop departments/divisions

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
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<tr>
<td>Percentage</td>
<td>75</td>
<td>85</td>
<td>85</td>
<td>83</td>
<td>86</td>
<td>85</td>
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</table>

Increase Above 90%

Number of businesses assisted through site selections, permitting assistance, resource referrals, and research

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>Number of businesses</td>
<td>49</td>
<td>56</td>
<td>47</td>
<td>42</td>
<td>61</td>
<td>52</td>
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</tbody>
</table>

Increase Above 68 Businesses

Number of homeless people placed in a housing program

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2018</th>
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<tbody>
<tr>
<td>Number of homeless people</td>
<td>13</td>
<td>33</td>
<td>45</td>
<td>60</td>
<td>49</td>
<td>49</td>
</tr>
</tbody>
</table>

Increase Above 60 People
Streamline process to improve customer service and operations efficiency in Risk Management

2nd Quarter Status: Successfully brought the City current in payment of fees to the State of California Department of Toxic Substances Control by paying overdue 17/18 fees. We are working to increase monies collected through subrogation.

Implement an effective and efficient contract management process applicable to all City procurement contracts and agreements

2nd Quarter Status: 559 contracts have been entered from existing purchase orders with corresponding agreements.

Project, monitor and manage the City’s major revenues and expenditures and provide financial indicators in order to provide a comprehensive view of the City’s financial health

2nd Quarter Status: FY 17/18 4th Quarter Financial Report presented to the BEC and City Council this quarter. A thorough vetting of unexpended FY 17/18 funds was undertaken by the CMO and Departments; carryover priorities were established and funding was set aside for the GIS project and long-term management of CalPERS.

Transform Business Tax administration to enhance customer service and improve compliance through proactive and business-friendly practices

2nd Quarter Status: Effective November 01, 2018, a 5% discount is available for both online and mail-in renewals with an expiration date of November 30, 2018 or beyond when paid or postmarked on or before the expiration date.

Streamline Finance business processes to maximize revenue, realize cost savings and improve customer service

2nd Quarter Status: Budget Office rolled out a new quarterly financial review process to departments, focusing on the identification of risk areas and key financial developments. The process is more efficient, and at the same time allows Finance to expand the breadth of financial analysis and reporting.
Ensure effective management of the City’s investment portfolio with a goal of increasing returns on investment.

2nd Quarter Status: As the current market continues to fluctuate, the City’s rate of return continues to increase. Current yield is approximately 2.005%.

Ensure a reliable financial system

2nd Quarter Status: Financial system has been reliable. A upgrade to the system took place in December 2018. A new assessment will be provided in the third quarter as any upgrade typically encounters issues that need to be corrected. A lot of issues were identified upon conversion, none of them of a serious nature.

PERFORMANCE MEASURES

<table>
<thead>
<tr>
<th>Percent of businesses paying business tax on or before the expiration date</th>
<th>Maintain Above 85%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2018</td>
<td>57</td>
</tr>
<tr>
<td>Q2 2018</td>
<td>43</td>
</tr>
<tr>
<td>Q3 2018</td>
<td>50</td>
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<tr>
<td>Q4 2018</td>
<td>79</td>
</tr>
<tr>
<td>Q1 2019</td>
<td>87</td>
</tr>
<tr>
<td>Q2 2019</td>
<td>72</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual investment rate of return</th>
<th>Maintain Above 0.75%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2018</td>
<td>1.21</td>
</tr>
<tr>
<td>Q2 2018</td>
<td>1.293</td>
</tr>
<tr>
<td>Q3 2018</td>
<td>1.42</td>
</tr>
<tr>
<td>Q4 2018</td>
<td>1.64</td>
</tr>
<tr>
<td>Q1 2019</td>
<td>1.78</td>
</tr>
<tr>
<td>Q2 2019</td>
<td>1.89</td>
</tr>
<tr>
<td>RIVERSIDE 2.1 STRATEGIC GOALS</td>
<td></td>
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<tr>
<td>--------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Implement a comprehensive fireworks education and enforcement campaign</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: The Fire Marshal presented an update to City Council in December 2018 regarding the Fireworks task force initiative to reduce firework activity during New Years and the upcoming 4th of July Holiday.</td>
<td></td>
</tr>
<tr>
<td><strong>Ensure Fire inspections completed as planned</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: A reconciled inspection list was sent out to Fire Operations and Prevention personnel in October 2018 (80% complete - Oct, 2018). Fire prevention personnel have worked diligently this quarter to complete required hazardous materials inspections prior to their Feb 5th deadline.</td>
<td></td>
</tr>
<tr>
<td><strong>Implement Vehicle Replacement Program</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: Fire purchased 16 new fire apparatus. During this quarter, the department put two new squads into service as front line fire apparatus.</td>
<td></td>
</tr>
<tr>
<td><strong>Fire Department emergency response times</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: Fire Administration worked with Fire Communications to implement a GPS based emergency response program throughout the City. Calls are now being dispatched based off of the closest unit instead of station district. This use of technology is expected to reduce response times.</td>
<td></td>
</tr>
<tr>
<td><strong>Implement Strategic Plan / Standards of Cover</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: Made significant changes to the Standards of Cover document, which expands on the services the department provides. The document proved to be appropriate for the departments recent site visit for the Accreditation audit.</td>
<td></td>
</tr>
<tr>
<td><strong>Evaluate EMS Service delivery system</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter Status: Fire completed the 911 franchise application process with AMR in November and is currently working under the terms and conditions of the new five year contract.</td>
<td></td>
</tr>
</tbody>
</table>
Implement the Fire Department accreditation process

2nd Quarter Status: In October, Fire hosted a site visit with representatives from the Center of Public Safety Excellence. At the conclusion of the one week site visit, the PEER Review team recommended the City for Accreditation. The department will be evaluated for final approval in March 2019.

Evaluate EMS Reporting System/ Mobile Data Computers (Technology)

2nd Quarter Status: The IT department programmed and deployed two of the 13 MDC’s that were recently received. In addition, Fire purchased 25 tablets to replace existing tablets on front line fire apparatus. IT is currently working with the EMS Coordinator to deploy all of the new devices.

PERFORMANCE MEASURES

Percent of vehicle fleet that meets the National Standard (start phasing out apparatus over 15 years old)

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<thead>
<tr>
<th></th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>70</td>
<td>71</td>
<td>71</td>
<td>71</td>
<td>71</td>
<td>71</td>
<td>71</td>
</tr>
</tbody>
</table>

*In process of purchasing new Fire apparatus that meets national standards.
### General Services

#### Riverside 2.1 Strategic Goals

<table>
<thead>
<tr>
<th>Goal</th>
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</thead>
<tbody>
<tr>
<td>Expand city’s alternative fuel infrastructure to promote clean air</td>
</tr>
<tr>
<td>Improve cost effectiveness and efficiency in the delivery of departmental services</td>
</tr>
<tr>
<td>Implement a citywide facility maintenance, repair and construction program to maximize occupant safety and optimize facility condition</td>
</tr>
<tr>
<td>Become a general aviation airport destination for pilots and corporate tenants</td>
</tr>
<tr>
<td>Implement and maintain exceptional customer service</td>
</tr>
</tbody>
</table>

**2nd Quarter Status**:
- Methane detection project completed. E85 fuel island expansion project initiated. Preliminary interviews have been held with the prospective vendors and project negotiations are underway.
- Employee cross-training efforts are ongoing.
- RFP for Design Services for Rehabilitation and Expansion of the Museum was issued; 8 companies were invited to interview on Dec. 11 & Dec. 13, 2018; recommendation slated for City Council approval in Feb. 2019. Bids received from 5 companies for construction of new Main Library; bid award slated for City Council approval in early Feb. 2019.
- New assignment and assumption lease agreement negotiated for operation of the Airport Café.
- City Hall visitors rated the concierge services 97% positive for the period 10/1/18 - 12/28/18. A customer satisfaction survey was administered to RPD to gauge the level of satisfaction with in-house fleet maintenance services, with an overall satisfaction rate of 89%.
- Methane detection project completed. E85 fuel island expansion project initiated. Preliminary interviews have been held with the prospective vendors and project negotiations are underway.

#### Performance Measures

<table>
<thead>
<tr>
<th>Percentage of Work Orders that are preventive maintenance in nature</th>
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<tbody>
<tr>
<td>Maintain Above 40%</td>
</tr>
<tr>
<td>Q1 2018</td>
</tr>
<tr>
<td>3.75</td>
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<tr>
<td>1.24</td>
</tr>
</tbody>
</table>

*Percentage will increase as deferred maintenance items are addressed with Measure Z funds.*
Enhance employee recruitment and selection

2nd Quarter Status: High level recruitments completed for 5 positions. Collaborated with Public Works to ensure fairness in employment testing. Conducted benchmark survey on Public Utilities number of days to hire. 6 participants employed through Riverside at Work, a job training program for formerly homeless clients. Developed survey to gauge satisfaction with hiring process.

Design and develop an innovative and collaborative training program

2nd Quarter Status: Facilitated Sexual Harassment training for 169 supervisors and managers; City is 100% compliant. 25 employees graduated from Emerging Leaders Academy. Coordinated situational awareness training for Parks & Rec; developed leave management training that will soon be rolled out citywide.

In collaboration with all City departments, develop an effective citywide succession plan

2nd Quarter Status: Worked with local youth centers on RESET to bring youth into the workforce. Evaluating improvements for phase 2 of Emerging Leaders Academy. Made significant changes to standardize current Performance Improvement Plan; evaluation rates increased due to new annual evaluation process. 81 openings available for 48 unique Intern positions for local college students.
**RIVERSIDE 2.1 STRATEGIC GOALS**

**Improve cybersecurity defenses to protect citywide infrastructure**

*2nd Quarter Status:* The City hosted the Annual 2018 Riverside Cyber Security Symposium; approximately 300 people attended. This symposium provides city staff training and creates cyber security awareness. Multiple agencies attended sharing best practices, including students from the region.

**Create a Citywide Comprehensive Continuity of Operations Plan (COOP)**

*2nd Quarter Status:* This project is in Phase-II to create a business continuity plan for the core departmental services identified in Phase-I. IT met with remaining departments, except RPU, City Attorney, and City Clerk, and completed documenting the action plan on the Hive. It will focus on closing Phase-II in Q3.

**Modernize citywide information systems and infrastructure to improve efficiency and security**

*2nd Quarter Status:* The financial system upgrade to OneSolution v16.2 provides enhanced reporting capabilities, streamlines processes, and improves cyber security. Completed the upgrade of the Police Department’s Record Management System (RMS) taking police reporting operations to an electronic paperless system.

**Expand government transparency efforts through technology and innovation**

*2nd Quarter Status:* MISAC Excellence Award 2018 winner and 2018 Digital Cities Survey Award for using technology to tackle social challenges, enhance cyber security and improve transparency. Completed Innovation Lab Pilot Program with Emerging Leaders Academy focusing on finding solutions using data as evidence.

**Provide excellent customer service to internal City technology users**

*2nd Quarter Status:* GIS Day is an annual celebration of work completed by organizations around the world demonstrating real-world applications of GIS technologies and maps. This IT led event brought together GIS users from across the city to showcase and share the use of GIS technologies to solve real world problems.

**PERFORMANCE MEASURES**

Satisfaction surveys sent upon service request closure - Average percentage of “Excellent” ratings for overall satisfaction question

<table>
<thead>
<tr>
<th></th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>Q1</td>
<td>97</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>96.3</td>
<td>95.5</td>
</tr>
</tbody>
</table>

*Maintain Above 90%*
Implement and maintain superior customer service at all Library locations

2nd Quarter Status: HappyOrNot reporting and online customer service surveys. Percentage of customers ranking services above average. In October, 3,183 responses reflected 83% as “Very Positive”. In November, 2,513 responses reflected 83% “Very Positive” and in December, 2,457 responses reflected 84% “Very Positive”

Increase customers’ digital literacy levels

2nd Quarter Status: Provided digital literacy programs to 1,076 participants. Attendance included 93 for scratch coding, 389 for minecraft, 2 for teen gaming, 535 for STEAM and 57 for adult computer classes. Staff continue to obtain surveys on the iPads.

Increase summer reading program participant outcomes

2nd Quarter Status: Planning in progress for 2019 Summer Reading Program.

PERFORMANCE MEASURES

Percentage of customers noting an increase in knowledge of and confidence in using digital resources

Maintain Above 80%
Actual Annual Performance: 84%

Percentage of participants noting an increase in reading for pleasure

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Q2</td>
<td>88</td>
<td>92</td>
</tr>
<tr>
<td>Q3</td>
<td>93</td>
<td>94</td>
</tr>
<tr>
<td>Q4</td>
<td>88</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of customers served ranking Library Department services above average

2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>83</td>
<td>85</td>
</tr>
<tr>
<td>Q2</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>Q3</td>
<td>84</td>
<td>81</td>
</tr>
<tr>
<td>Q4</td>
<td>83</td>
<td></td>
</tr>
</tbody>
</table>
RIVERSIDE 2.1 STRATEGIC GOALS

Expand and enhance strategic partnerships

2nd Quarter Status: Developed partnerships in support of forthcoming citrus exhibit at Arlington branch library. Continuing partnerships (lenders and host institution) for Tlatilco exhibition. Three university internships continuing in support of anthropology and history functions.

Upgrade to Argus.net

2nd Quarter Status: New software vendor has not released update. Goal remains pending.

Consolidate City archives

2nd Quarter Status: New Main Library construction schedule progressing. No change in Museum Department’s expectations.

Develop museum membership program

2nd Quarter Status: Deferred during period of downtown Museum site closure.

Create annual maintenance and project plans

2nd Quarter Status: New housekeeping protocols under development for Heritage House. Redevelopment of Integrated Pest Management (IPM) program for all sites projected for 3rd quarter.

Secure re-accreditation

2nd Quarter Status: Completed as of February 2018.
RIVERSIDE 2.1 STRATEGIC GOALS

Consistently deliver outstanding customer service and value

2nd Quarter Status: Special Transit achieved a 97% on-time performance for the quarter. La Sierra Senior Center received 95% positive feedback via Happy or Not. The Aquatics Team was recognized by receiving the Citywide Going the Extra Mile (G.E.M.) Award for their effort during Summer 2018.

Provide a variety of recreation and community service programs and events that are in high demand

2nd Quarter Status: Mariachi Festival held in collaboration with Live Nation at Riverside Municipal Auditorium on Nov. 10. Winter Wonderland held in collaboration with Arlington Business Partnership at Arlington Heights Sports Park on Dec. 1. Patterson Park Posada Beatification Project with 29 creative ideas submitted by residents to redecorate receptacles.

Prolong the life and usefulness of facilities through timely completion of maintenance and repair work

2nd Quarter Status: Upper playground at Orange Terrace Community Park temporarily closed to replace the rubberized surfacing and install a shade sail structure.

Preserve, expand, and reclaim Park property for public use and benefit

2nd Quarter Status: Construction began on the Youth Innovation Center at Arlington Park; anticipated completion in July 2019. Staff reviewed Draft Comprehensive Park Master Plan and provided comments to consultants; comments have been incorporated into the plan and Staff is preparing draft plan for public review and approval.

Provide a world class Park and Recreation system that is nationally ranked and recognized

2nd Quarter Status: Art Float featured in the National Recreation and Park Association Calendar and December magazine issue in the “Park Bench” section.

PERFORMANCE MEASURES

Trust for Public Land (TPL) ParkScore ranking

Maintain Above 58 Rating
Actual Annual Performance: 57 Rating

Percent of customer responses with positive rating for overall customer service

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>92</td>
<td>91</td>
</tr>
<tr>
<td>Q2</td>
<td>90</td>
<td>92</td>
</tr>
<tr>
<td>Q3</td>
<td>90</td>
<td>97</td>
</tr>
</tbody>
</table>

Class or program offerings fill rate

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>68</td>
<td>80</td>
</tr>
<tr>
<td>Q2</td>
<td>57</td>
<td>60</td>
</tr>
<tr>
<td>Q3</td>
<td>59</td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>63</td>
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</tbody>
</table>

Maintain Above 80%
## RIVERSIDE 2.1 STRATEGIC GOALS

<table>
<thead>
<tr>
<th>Goal</th>
<th>2nd Quarter Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find location, funding, and build replacement Police headquarters</td>
<td>Discussion ongoing for potential Police Headquarters site.</td>
</tr>
<tr>
<td>Implement a body camera program</td>
<td>Body Camera Program implementation complete.</td>
</tr>
<tr>
<td>Complete and publish a new 5-year strategic plan</td>
<td>Working on content for new 5-year strategic plan.</td>
</tr>
<tr>
<td>Adopt best practices to combat crime and improve community livability</td>
<td>Holiday Enforcement Program (H.E.P) was developed to provide high visibility patrol and sting operations in areas that tend to have a rise in crime during the holidays. The program ran from 11/24 - 01/04. During this operation, several arrests were made and several items recovered.</td>
</tr>
<tr>
<td>Enhance customer service</td>
<td>Finalized MOU with Riverside University Health System to respond to 911 calls involving mental health issues and decrease adverse incidents. A plan to enhance police services in the Downtown Entertainment District is underway to increase the number of officers, provide more time for proactive contacts, develop productive relationships with business operators, and work with stakeholders to address operating conditions.</td>
</tr>
<tr>
<td>Increase service to youth</td>
<td>Explorer Post 714 program hosted 3rd Annual Explorer Competition at Hillcrest High School Oct. 6-7. Roughly 150 participants ages 14-21 represented 24 different law enforcement agencies within the State. Explorers build character, leadership skills &amp; gain an appreciation for community service.</td>
</tr>
</tbody>
</table>
PERFORMANCE MEASURES

Ensure the development of future leaders

Increase staffing level for sworn personnel

2nd Quarter Status: Newly promoted Sgt’s and Lt’s attended Supervision & Mgmt training. Expanded command staff attended a training presentation on police corruption. A Lt and Sgt attended an Accountability course and 2 Lt’s attended a Women Leaders Training Symposium.

2nd Quarter Status: During the quarter, 9 officers hired with Measure Z funding. Sworn staffing as of 12/31/18 is 367.

Number of additional net positions added to sworn force
Increase by 60 Officers Over 5 Years
Actual Q2 Performance: 9 Officers*

*FY18/19 goal to hire 16 officers
RIVERSIDE 2.1 STRATEGIC GOALS

**Renew, replace and modernize utility infrastructure to ensure reliability and resiliency**

2nd Quarter Status: Initiative underway to replace 58 large compound water meters with industry leading ultrasonic meters. Replacements will reduce future maintenance costs and better capture low-flow use, increasing revenue.

**Keep water and electricity prices affordable and comply with Fiscal Policy**

2nd Quarter Status: Achieved unmodified audit opinions on Electric and Water FY 17/18 Financial Statements. SHARE program enhancements implemented.

**Meet internal sustainability goals and external compliance targets related to efficient use of resources**

2nd Quarter Status: 35% of Riverside’s retail sales were served using renewable energy.

**Provide world-class customer-centered service**

2nd Quarter Status: Happy or Not Kiosk at 3901 Orange Street = 1,439 responses with a 93% satisfaction rate. Water outages added to customer facing Outage Map to improve visibility and allow for improved reporting. Rebates administered by WMD; estimated annual savings $400,000.
Achieve excellence and continuous improvement in all aspects of operations

2nd Quarter Status: Implemented electric rate changes in customer billing system. 100% start reliability and 100% overall reliability at RERC and Clearwater.

Attain a high level of employee performance, safety and engagement


PERFORMANCE MEASURES

Overall customer satisfaction rating

<table>
<thead>
<tr>
<th></th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>Q2</td>
<td>92</td>
<td>92</td>
<td>91</td>
<td>93</td>
<td>94</td>
<td>93</td>
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<tr>
<td>Q3</td>
<td>92</td>
<td>92</td>
<td>91</td>
<td>93</td>
<td>94</td>
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<tr>
<td>Q4</td>
<td>92</td>
<td>92</td>
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<td>93</td>
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<td>Q1</td>
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<tr>
<td>Maintain Above 90%</td>
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Percent of renewable energy sources in our power portfolio

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<tr>
<th></th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
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<tr>
<td>Q1</td>
<td>24</td>
<td>33</td>
<td>38</td>
<td>39</td>
<td>27</td>
<td>35</td>
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<tr>
<td>Q2</td>
<td>24</td>
<td>33</td>
<td>38</td>
<td>39</td>
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<td>Percent of renewable energy sources in our power portfolio</td>
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Average duration of an electric outage

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<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>Q1</td>
<td>16.63</td>
<td>10.12</td>
<td>20.65</td>
<td>17.57</td>
<td>29.21</td>
<td>21.93</td>
</tr>
<tr>
<td>Q2</td>
<td>16.63</td>
<td>10.12</td>
<td>20.65</td>
<td>17.57</td>
<td>29.21</td>
<td>21.93</td>
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<tr>
<td>OSHA incident rate per 100 FTEs</td>
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<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
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<tbody>
<tr>
<td>Q1</td>
<td>12.5</td>
<td>8.6</td>
<td>6.3</td>
<td>5.5</td>
<td>8.6</td>
<td>2.3</td>
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<tr>
<td>Q2</td>
<td>12.5</td>
<td>8.6</td>
<td>6.3</td>
<td>5.5</td>
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</table>

Maintain Below 50 Min

Maintain Below 7.8
Implement enhancements to the public parking program based on the Public Parking Strategy findings over the next two years

2nd Quarter Status: Safety-Hide/Lock/Take signs installed. Cameras upgraded at Garages 1 & 2. Funding not identified for LED upgrade. Wayfinding-Garage 7 done. Garages 1,2,3,6 no funding identified. Council asked for more info on Garage 7 & on-street meter use; staff to present to Transportation Committee on 2/14.

Improve mobility within the City to promote efforts that support walkability, bicycling, accessibility and congestion relief on the transportation system

2nd Quarter Status: Traffic signals in Magnolia/Market Fiber Optic project brought online with 5 CCTV cameras; signal coordination now easier to monitor and deploy and can support advanced traffic signal control systems & autonomous vehicle infrastructure. Third Street Grade Separation Agreement finalized for preliminary engineering and environmental documents.

Research opportunities that support development of recycled water and green power generation

2nd Quarter Status: Working with RPU to develop a Wastewater Resource Recovery and Sustainability Policy to include projects/programs that address organics management, biogas production, and energy generation. UCR received a grant for a pilot project to increase digester gas production at the WQCP; staff is working with UCR to implement a demonstration project.

Promote best practices, increase diversion and enhance customer service for refuse program

2nd Quarter Status: Staff included a customer service survey with November’s billing and had less than a 1% response. Staff is also conducting a greenwaste contamination campaign and developing recycling messaging to encourage waste reduction via social media and other print media.

Increase the City’s Pavement Condition Index (PCI) through effective implementation of the new Pavement Management Program

2nd Quarter Status: Staff will provide a report to Council in Spring 2019 to discuss maintenance funding sources.
Invest in the sustainability of Riverside’s urban forest by improving the grid trimming cycle

2nd Quarter Status: 5,354 street trees have been trimmed (FYTD) with three grids currently underway.

Continue focusing on providing high quality customer service by providing an initial response to all customers within one business day and achieving an average service request closure rate of less than five business days (except street trees)

2nd Quarter Status: Public Works continues to respond to all Service Requests within 1 business day, and is closing 64% of all service requests within 5 business days. The nature of the work involved does not always allow for a 5-day closure, though all requests are being handled as expeditiously as possible.

PERFORMANCE MEASURES

![Percent of customer concerns closed within five business days](chart)

Maintain Above 90%

<table>
<thead>
<tr>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>84</td>
<td>65</td>
<td>82</td>
<td>82</td>
<td>66</td>
</tr>
</tbody>
</table>

![Percent of street tree service requests completed within 60 days](chart)

Maintain Above 90%

<table>
<thead>
<tr>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>95</td>
<td>95</td>
<td>93</td>
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</table>

![Percent of pot holes filled within one business day from receiving notification](chart)

Maintain Above 95%

<table>
<thead>
<tr>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>2019</th>
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<tr>
<td>52</td>
<td>50</td>
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<td>51</td>
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<td>82</td>
</tr>
</tbody>
</table>
Increase revenue generation from Fox Performing Arts Center and Riverside Municipal Auditorium

2nd Quarter Status: Fox and RMA are on track to be on budget. Additional holiday shows were added this year and oversaturated the market, so some did not do as well. RMA entered into a new partnership with Parks & Recreation for the Mariachi Festival. Special events were slightly lower this fall.

**PERFORMANCE MEASURES**

- **Number of annual Broadway shows produced**
  - Q1 2018: 2, Q2 2018: 5, Q3 2018: 5, Q4 2018: 0
  - Q1 2019: 1

- **Number of events promoted in fiscal year at the Municipal Auditorium**
  - Q1 2018: 12, Q2 2018: 46, Q3 2018: 82, Q4 2018: 32
  - Q1 2019: 10, Q2 2019: 38

- **Number of culturally diverse programs offered at the Fox and RMA annually**
  - Q1 2018: 8, Q2 2018: 17, Q3 2018: 30, Q4 2018: 23
  - Q1 2019: 20

- **Number of shows promoted in fiscal year at the Fox**
  - Q1 2018: 16, Q2 2018: 49, Q3 2018: 76, Q4 2018: 50
  - Q1 2019: 27, Q2 2019: 23

- **Number of family/children’s programming presented at the Fox and RMA**
  - Q1 2018: 6, Q2 2018: 11, Q3 2018: 18, Q4 2018: 21
  - Q1 2019: 11, Q2 2019: 13
RIVERSIDE 2.1 STRATEGIC GOALS

Implement and maintain exceptional customer service at Riverside Convention Center

2nd Quarter Status: Q2 Results = 93.6% Overall Satisfaction and 98.7% likely to return.

Exceed annual budgeted operating revenue for Riverside Convention Center

2nd Quarter Status: Revenues for Q2 are estimated at 14.35% or $321,025 above the budget for the quarter.

Increase economic impact from Convention Center operations

2nd Quarter Status: Focus on local employment, local vendor spend and revenue generation = to or greater than budget. Based on revenues, the Center is tracking to exceed goal.

Increase economic impact from Riverside Convention & Visitor’s Bureau (RCVB) operations

2nd Quarter Status: In Q2, the RSC team attended Connect Sports - Pacific Northwest in Seattle, WA; and the RCVP team attended 4 trade shows developing key leads for future business.

PERFORMANCE MEASURES

Percentage of customers rating Riverside Convention Center above average
Maintain Above 90%
Actual Annual Performance: 93.6%
**FINANCIAL DISCIPLINE/RESPONSIBILITY**

- **20% General Fund Reserve**
  - Reserves currently at 19%

- **$2 Million Contingency Funds**
  - Intact; no current plan to spend

- **50% Self-Insurance Fund Reserves**
  - On-Track for FY 2020/21

- **Payoff Pension Obligation Bond**
  - Annual payments occurring as scheduled

**QUALITY OF LIFE**

- **Maximize Roads / Streets (Pavement Condition Index - PCI)**
  - City’s PCI: 61/100; Projects approved by Council on 9/11/18; Next PCI study anticipated in FY 2019/20

  - Arterial and Minor Streets Maintenance: Construction began in December 2019; Estimated completion in May 2019

  - Selkirk Avenue Sidewalks: Construction schedule to begin in January 2019; Expected completion in May 2019

- **Tree Trimming**
  - 2,940 Q1 18/19
  - 1,270 Q2 18/19

- **Last Season: Recreation - Summer Pools**
  - 22 Additional Swim Sessions
  - 8,335 Guests Served

  - Pools will re-open in May 2019

- **Ward Action Team - Deputy City Attorney II**
  - 5 marijuana dispensaries closed; 105 active assignments

- **Ward Action Team - City Manager’s Office**
  - Vacant; internal assessment of position is being conducted.

- **Arlington Youth Innovation Center**
  - Furniture, Fixtures, Equipment

  - Youth Innovation Center is under construction; July 2018 groundbreaking; August 2019 estimated completion. Measure Z funding will be utilized in February/March 2019.
### PUBLIC SAFETY

**Police Positions**
- **60** Additional Sworn Police Positions
  - 2018: 17
  - 2019: 16
  - 2020: 14
  - 2021: 13
  - 30 Hired to Date

**RPD Vehicle Replacement & Maintenance**
- **51** Vehicles Purchased
- **1** Fixed-Wing Airplane
- **5** Motorcycles Purchased
- **13** Crown Victorias Refurbished

**Dispatcher Positions**
- **8** Additional Dispatcher Positions
  - 2018: 2
  - 2019: 2
  - 2020: 2
  - 2021: 2
  - 3 Hired to Date

**Fire Vehicles**
- **16** Fire Vehicles Ordered
  - 2 vehicles in-service

**Fire Radios**
- **190** Radios purchased and pending delivery

**Fire Equipment**
- Purchasing process in progress for firefighter turnouts and HazMat monitors

3 Firefighters will be hired in Quarter 3; Recruitment underway

### TECHNOLOGY

**Technology Improvements Underway**
- Network Refresh Projects
- Replacement of defective cameras
- New Projects for QTR2: New HelpDesk system and Microsoft 365

**Technology Improvements Completed**
- Purchase of Dell PowerEdge Servers
- Installation of wireless radios at Doty Trust Park
- Vendor remote access solution replacement
- Online technology subscription and training for staff
FACILITY CAPITAL NEEDS

New Downtown Main Library & Archives
Spring 2020
Bids received for construction; Anticipated Council action on February 5, 2019; Opening anticipated in Spring 2020.

Museum Expansion and Rehabilitation
Architect selected by Evaluation Committee; Presentation to Council will follow

Eastside Library Site Selection
Cesar Chavez Community Center parking area selected.

New Police Headquarters
Site options being considered.

Downtown Parking Garage
Project is in conceptual stage.

Annual Deferred Maintenance (Existing Facilities)

- Improvements at various City facilities include: new roofs, HVAC repair and replacements, and installation of LED lighting
- Installed new HVAC units at Fire Stations 7 & 10 and Lincoln Police Station
- New Sump Pump at City Hall
- LED Lighting at City Hall and City Corporation Yard parking lots
- Complete electrical upgrades to Riverside Municipal Auditorium
- Expanded Facility Condition Assessment

CRITICAL UNFUNDED NEEDS

General Plan Update
Continuing to scope and develop the RFP for the General Plan Update; list of potential consultants is being prepared; target to release the RFP in FY 2018/19, 3rd Quarter.

Homeless Services

- Grove Tiny House Project
Tenants expected to move in in QTR3

- Housing First Plan

- Social Work Internship Program

Ongoing items are on-track:
- Funding Gap
- Budget Engagement
- Commission Support

Completed

- Reinstatement of Fire Squad
- Reinstatement of Captains (Training and Arson)
- Reinstatement of Battalion Chief
- Public Safety Non-Sworn Position and Recruitment Costs
- Refurbish PD Vehicle (Pilot Program)

- Fleet Facility Capital Repairs Needed
- Additional Fleet Mechanics for Police Department (2)
- Additional Fleet Mechanics for Fire Department (2)
- Principal Management Analyst - City Manager’s Office