TOP 25 QUARTERLY UPDATES

3RD CALENDAR QUARTER

JULY - SEPTEMBER 2016

CITY OF RIVERSIDE

CITY CLERK'S OFFICE

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

147 PUBLIC RECORDS REQUESTS
6 DAYS AVERAGE COMPLETION

CUSTOMER SERVICE EXCELLENCE

PASS

1,843
PASSPORT APPLICATIONS PROCESSED
$60,459 IN REVENUE

COMMUNITY AND ECONOMIC DEVELOPMENT

CUSTOMER SERVICE EXCELLENCE

The Mission Inn HOTEL & SPA
A NATIONAL HISTORIC LANDMARK

EXPEDITED AFTER-HOURS PLAN CHECK

General Manager of Mission Inn & Hotel Spa submitted for plan check **expecting 5 business day turnaround** and the City **returned in 3 days.**

Corrections were submitted the next day and the City approved the same day. It took **only 4 cumulative days** for two rounds of review.

CUSTOMER SERVICE EXCELLENCE

IN-N-OUT BURGER

EXPEDITED AFTER-HOURS PLAN CHECK

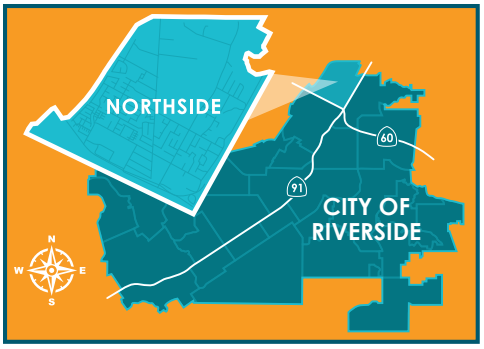
In-N-Out **requested a permit in 30 days** and did not think the City was capable of carrying out, so they moved the construction schedule one year out.

The Department convinced In-N-Out Burger to give the City the opportunity to complete within the required timeframe. The City met and exceeded every deadline, the Project Manager from In-N-Out Burger did not think it was possible because they have never seen a city review plans so quickly.

IMPERIAL HARDWARE LOFTS

Historic façade shoring underway

Groundbreaking was on October 11, 2016



NORTHSIDE SPECIFIC PLAN

Selection of **Rick Engineering as the consultant firm** to prepare the Northside Neighborhood & Pellissier Ranch Inter-Jurisdictional Specific Plan **(Northside Specific Plan)** and Program Environmental Impact Report **(PEIR).**

Amendment of the approved Riverside Public Utilities FY 2016-18 budget to fund project up to

$813,000

Approval of appropriations from the Riverside Public Utilities Water and Electric Funds to Water and Electric Professional Services Accounts

FIRE DEPARTMENT

CUSTOMER SERVICE EXCELLENCE

WILDLAND FIRE MUTUAL AID RESPONSES

With the extended fire season this year, the fire department actively participated in the State Master Mutual Aid system in providing fire personnel and equipment to assist in putting out these fires.

9 **FIRES PUT OUT THROUGHOUT THE CITY**
Each deployment could last up to 2 weeks.

INNOVATION AND TECHNOLOGY

RIVERSIDE 2.0

2,000 EMPLOYEES AT CYBERSECURITY TRAINING

Approximately 500 more employees will be finishing their required training over the next few weeks. This is a yearly program.

LIBRARY

365 POKÉMON GO LIBRARY EVENT ATTENDEES

September 9, 17, 20

122,284 DOOR COUNTS

25,953+ COMPUTER HOURS

222,831 CIRCULATION

34,677 SERVICE QUESTIONS

315 PROGRAMS

9,791 PROGRAM ATTENDANCE

RENT **81** COMMUNITY ROOM RENTALS

PARKS, RECREATION AND COMMUNITY SERVICES

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

playful city usa of the MONTH

Riverside Awarded Playful City USA of the Month August 2016

The City was featured in Kaboom!'s Playability Report, "Riverside is a long time Playful City that has used extensive health initiatives to make their community more vibrant. They have collaborated with multiple partners to ensure that play proximity is more than just a concept."

38,904 Recreational Swimmers

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

2,159 Swim Lessons

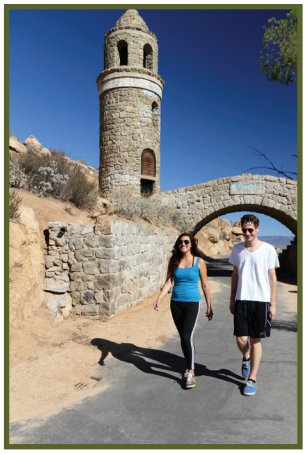
RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

1,667 Grant Funded Swim Lessons

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE



110,806

Mt. Rubidoux

Visitors

July-August

POLICE DEPARTMENT

CUSTOMER SERVICE EXCELLENCE

Pokémon GO

2,000

DOWNTOWN EVENT ATTENDEES

July 15

OPERATION HOLE LAKE

JUNE 29 - JULY 1

50 PARTICIPANTS

72 TONS OF DEBRIS

CUSTOMER SERVICE EXCELLENCE

2016 NATIONAL NIGHT OUT

POLICE • COMMUNITY PARTNERSHIPS

3,000

REGISTERED RESIDENTS

JULY 30 - AUGUST 2

PUBLIC UTILITIES

RIVERSIDE 2.0

TWO NEW SOLAR OPERATIONS

SUMMER SOLAR AND ANTELOPE BIG SKY RANCH

20 MW OF RENEWABLE ENERGY GENERATE

CUSTOMER SERVICE EXCELLENCE

150,975 CALLS ANSWERED
July - September

PUBLIC WORKS

CUSTOMER SERVICE EXCELLENCE

WARD 1 BEAUTIFICATION AND CLEAN UP PROJECT

September 24

488 VOLUNTEERS | **2,000** HOURS OF SERVICE

100 BOUGAINVILLEA VINES PLANTED

33,200 LBS OF LITTER PICKED UP

500 GRAFFITI TAGS REMOVED

CUSTOMER SERVICE EXCELLENCE

C.U.R.E.
CLEAN UP RIVERSIDE'S ENVIRONMENT
AUGUST 20

519 VEHICLES | **91.63** TONS OF BULKY ITEMS

730 LBS OF BATTERIES/BULBS

CUSTOMER SERVICE EXCELLENCE

NINTH STREET SEWER REPLACEMENT PROJECT

$2.4 MILLION
INVESTMENT

9,370 LINEAR FEET OF SEWER MAIN LINES

3,130 FEET OF PUBLIC SEWER LATERAL LINES

The project replaced the undersized 6-inch and 10-inch sewer mains on sections of Ninth Street, Park Avenue, Sedgwick Avenue, Twelfth Street, and in the alleys south of Ninth, Tenth, and Eleventh Street with 8-inch and 12-inch sewer pipes. This project also constructed new sewer manholes, replaced 4-inch and 6-inch sewer laterals with similar size PVC sewer services, and installed sewer clean outs.

RIVERSIDE 2.0

CUSTOMER SERVICE EXCELLENCE

FUEL CELL FACILITY NOW COMPLETE

The newly constructed fuel cell facility is now 100% operational, converting bio-gas from generated at the Water Quality Control Plant into 1.4 mega watts of power for the Water Quality Control Plant.

Overall electrical rates are at or below market with a first year savings estimated at $29,000.

127.93 MILES OF SEWER LINES CLEANED

25.76 MILES OF SEWER LINES INSPECTED

3.4 MILES OF STORM DRAINS INSPECTED AND CLEANED

5 SEWER LINES REPAIRED