



Streamline Riverside Update

Monday, February 27, 2017

"I am amazed at how quickly my project moved in Riverside. The level of customer service demonstrated was superior to what I had experienced in other cities (e.g. Pomona, Claremont, Temecula). I am astounded by how quickly my application was scheduled for review."- Jerry Tessier (Arteco-Food Lab)

1. **Uniform Plan Check Review** *Implemented April 2016*
Aligns plan review timelines for Fire, Planning, Building & Safety, Water, Electric and Public Works so that all are on the same review schedule. Also, reduced time to review plans by at least one week.

Success Stories – Every applicant positively benefited from this change.

2. **Expedited Plan Check** *Implemented July 2016*
Cuts timelines in half at the request of the applicant.

Success Stories – In-N-Out, Bella Trattoria at the Mission Inn, Romano's and the CBU Event Center

Customer Comments - "We deal with a lot of cities but have never seen anything like this. Fantastic."- In-N-Out representative

3. **Zoning Code Amendment** *Implemented July 2016*
Reduced time, cost and uncertainty by right-sizing the final review authority for land use entitlements, modified the Permitted Land Use Table, changed development standards to reduce the number of variances, and updated/simplified standards and processes for Design Review, telecommunication equipment, and Planned Residential Developments.

Success Stories – Saved customers 1 year and 266 days of cumulative time.

4. **Development Review Committee (DRC)** *Implemented April 2016*
Established a committee that includes representatives from all City Departments involved in the review of projects to improve lines of communication with internal and external customers. Established bi-weekly project submittal deadlines that when met with a completed application, customers are issued an appointment card. These changes have made our business practices more predictable, consistent and easier to navigate for customers.

Success Stories - Held 22 DRC meetings and reviewed 153 cases. Saved customers 130 days of cumulative time.



Inland Empire Economic Partnership recognized Streamline Riverside with an award on February 23, 2017

5. **Preliminary Development Meeting** *Implemented June 2017*
Created an opportunity for applicants to meet with all Departments so a detailed analysis and review of tenant improvements or new construction plans can be completed before formally submitting to the City. This voluntary round-table review can save a business, money and time by reducing the number of plan check revisions and developing a reasonable project timeline.
Customer Comments - Participants said City staff was "very helpful," their questions were resolved and their design team was well prepared after the meeting.

6. **One-Stop-Shop** *Anticipated July 2017*
Initiative to group Building & Safety, Planning, Fire, Public Works, Business License, Public Utilities (Water, Electric and Solar) on the 3rd floor of City Hall to create a One-Stop-Shop.
Status Update – Floor plans and bids were completed in mid-February. On February 21st a training for all staff associated with this initiative took place in City Council Chamber. Construction to begin March 2017.

7. **Computronix** *Anticipated September 2017*
Implementation of development permitting software centered around GIS technology, customizable dashboards, electronic application submittal capability, tracking plan review and inspection status in real time, obtaining fee estimates and paying fees, among other features. Field staff will use smart technology to complete inspections, take photographs, upload corrections and adjust schedules in real time in order to facilitate a streamlined inspection process that is transparent to both internal staff and our community.
Status Update - Working on data conversion, software interface, web portal and meta data set up for the implementation of Phase I. Phase II is currently in the fit/gap analysis and will go live approximately six months thereafter with Plan Check, Fire, Public Works and Public Utilities Departments.

8. **Online Business License** *Implemented January 27, 2016*
New business owners in Riverside can now join existing businesses in obtaining and renewing their business tax certificate requests online, eliminating the need to do the work in person at City Hall.
Success Stories – In December, 144 out of the 316 business license applications were completed online.

9. **Residential Solar Permitting** *Anticipated Implementation August 2017*
Decreased the number of trips needed to obtain a Residential Solar Permit by streamlining the review process, which will save customers time and money. Customers typically make 7 to 11 trips to get a Solar Permit issued.

10. **Advanced Planning – Public Utilities** *Implemented January 2017*
Initiative to coordinate with Applicants project team to identify utility design requirements, system upgrades, construction conflicts, and service availability for water and electric customers. Develop conceptual plans and preliminary utility fee estimates for development driven projects. Customers benefit from early coordination with the utility to assist them develop cost effective solutions.
Success Stories – Electric service designs were initiated in February 2017 for two new residential Tracts.

What's Next

Improving our service performance is the number one goal! Please feel free to submit ideas, suggestions, critiques and/or feedback to Rafael Guzman at RGuzman@riversideca.gov.

