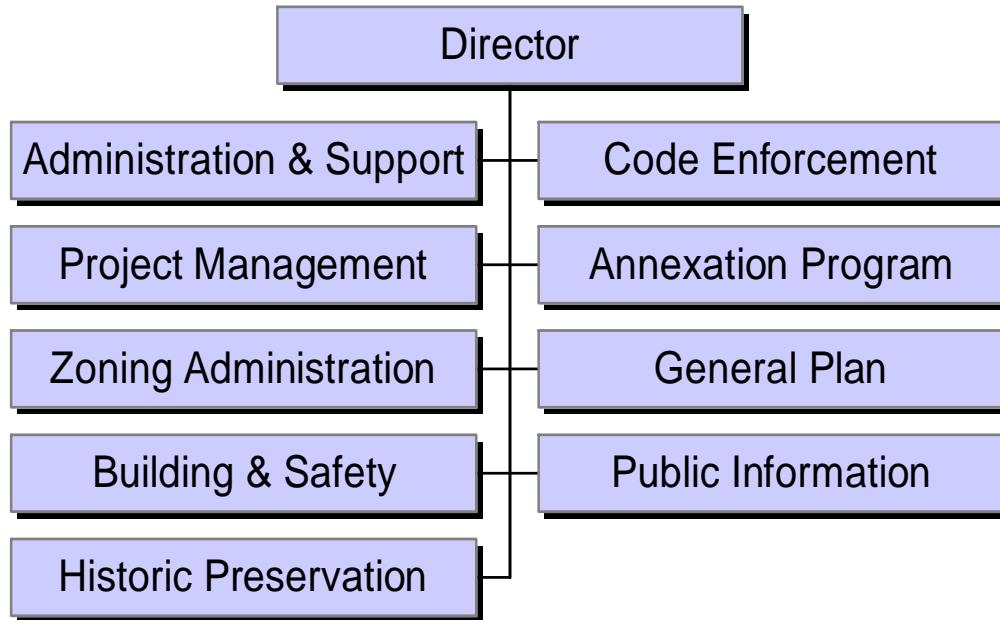


## Community Development



### Description of the Service

The Community Development Department's activities are guided by state laws and such documents as the General Plan, Zoning Code, Subdivision Ordinance, Cultural Preservation Ordinance, specific plans, community plans and environmental impact documents. The Community Development Department is responsible for the preparation and administration of these documents. In Addition, the Code Enforcement Division resolves approximately 13,000 violations a year.

The Department uses these documents along with its professional planning experience to advise the City's decision makers on such matters as General Plan amendments, annexations, rezonings, variances, conditional use permits, planned residential development permits, land divisions, design review cases, ordinance amendments, and historic preservation matters.

Boards and commissions supported by the Community Development Department include the Planning Commission, Cultural Heritage Board, and several ad hoc planning committees.

The Community Development Department coordinates and monitors the entire city plan check process. It is also responsible for the administration of the building, electrical, housing, and plumbing codes, including the issuance of permits and field inspections of construction work for compliance with applicable codes. The Department has implemented a proactive code enforcement program that has increased the level of compliance throughout the City with applicable health and municipal codes aimed at improving neighborhood safety and livability. Code enforcement issues include private sites in need of weed abatement, removal of abandoned vehicles, and elimination of buildings in dangerous disrepair.

# Community Development

## Mission Statement

The mission of the Community Development Department is to protect and enhance the City of Riverside's natural and man made environment, its economic base and its neighborhoods by providing our customers with timely and accurate planning and building services, and providing code enforcement in the most effective, efficient and responsible manner.

## Strategic Plan Priorities Addressed

- Neighborhood Livability
- Growth and Annexation
- Transportation

## Major 2005/06 Priorities

- Update the General Plan, Zoning Code, Subdivision Ordinance, and Design Guidelines
- Continue to improve development review and plan check processes through integration with state-of-the-art automated permit tracking system.
- Continue implementation of Imaging-Technology Project.
- Process annexation requests and coordinate with the County and other agencies on projects within our sphere of influence.
- Continue to identify process and customer service improvement opportunities.
- Enhance Code Enforcement capabilities by increased automation, municipal code revisions, and process streamlining.

## **Programs and Program Goals**

### **FY 2005/06**

**General Plan:** To help citizens and decision makers formulate and implement the City's vision for a balanced, natural, cultural, and built environment through the development and maintenance of the General Plan.

**Project Management:** To provide guidance and direction in the review of City Planning Commission level development proposals to assure conformance with the General Plan and Zoning Code as well as to facilitate the development review process.

**Zoning Administration:** To provide guidance and direction in the review of administrative level proposals to assure conformance with the General Plan and Zoning Code as well as to facilitate the development review process.

**Public Information:** To provide plan, code and review process information and assistance to the general public.

**Code Enforcement:** To provide timely and cost effective enforcement of property maintenance issues within the City of Riverside for the revitalization and stabilization of neighborhoods.

**Historic Preservation:** To document and preserve the City's prehistoric, historic, and cultural resources.

**Annexation:** To process annexations and coordinate with the County and other agencies on projects within our sphere of influence.

# Community Development

**Building and Safety/Plan Check:** To conduct reviews of building plans to assure conformance with applicable plans and codes.

**Building and Safety/Building Inspection:** To provide inspections of construction activities for builders and consumers.

**Building and Safety/Building Permit Issuance:** To issue and archive building permits and provide permit related information to the general public.

**Performance Measures**

	<b>Actual 2003/04</b>	<b>Estimated 2004/05</b>	<b>Target 2005/06</b>
% of case reports generated within designated timeframes	N/A	N/A	95%
% of customers surveyed who rate Project Management services overall as "excellent"	N/A	95%	95%
% of counter service requests with wait time <15 minutes	85%	96%	95%
% of telephone calls returned within 24 hours	95%	99%	99%
% of building inspections conducted on same day scheduled	100%	100%	100%
% of General Plan update scheduled milestones completed on time	100%	100%	100%
% of Zoning Administrator cases completed within scheduled timeframe	100%	100%	100%
# of properties cleared of weeds	433	400	400
# of miles of sewer lines cleaned	518	480	624

**Recent Accomplishments**

- Continued implementation of customer service improvements for processing plans, issuing permits, and completing inspections.
- Streamlined the Utility Clearance Process for Tract Homes.
- Created Manufactured and Factory-Built Home Informational Handout.
- Published public review draft of General Plan 2025.
- Began public hearings on General Plan 2025.
- Continued to enhance Department website for improved functionality.
- Developed Live/Work Unit standards and guide for Developers and Property Owners.
- Redesigned Disabled Access Complaint/Investigation Procedure.
- Developed Family Day Care Home Permit program and guide.
- Created separate Zoning Administration Division for more streamlined case processing.
- Responded to an average of 100 phone and 80 service requests per day at Planning counter.
- Responded to an average of 82 service requests per day at Building counter.
- Opened an average of 150 Planning cases per month.
- Issued an average of 494 Building permits per month.
- Increased proactive code enforcement by 10 percent.

Community Development

# Department Summary

<b>Budget Summary</b>	<b>Actual 2003/04</b>	<b>Budget 2004/05</b>	<b>Approved 2005/06</b>	<b>Projected 2006/07</b>	<b>Change</b>
Personnel Services	4,115,159	4,265,260	8,009,938	8,279,481	87.8%
Non-Personnel	1,443,793	525,567	1,700,093	1,718,299	223.5%
Special Projects	116,045	0	0	0	---
Equipment Outlay	17,354	0	0	0	---
<i>Direct Operating</i>	<u>5,692,351</u>	<u>4,790,827</u>	<u>9,710,031</u>	<u>9,997,780</u>	<u>102.7%</u>
Debt Service	0	0	0	0	---
Capital Outlay	0	0	0	0	---
Charge From Others	1,950,840	1,768,116	2,847,071	2,964,878	61.0%
<i>Gross Budget</i>	<u>7,643,191</u>	<u>6,558,943</u>	<u>12,557,102</u>	<u>12,962,658</u>	<u>91.5%</u>
Charge To Others	<u>(226,820)</u>	<u>(209,667)</u>	<u>(416,869)</u>	<u>(422,099)</u>	<u>98.8%</u>
<b>Net Budget</b>	<b>7,416,371</b>	<b>6,349,276</b>	<b>12,140,233</b>	<b>12,540,559</b>	<b>91.2%</b>

## Expenditure Summary (Net Budget)

Planning-Administration	1,553,607	1,886,452	2,205,855	2,270,534	16.9%
Planning-Annexation	0	0	250,325	252,453	---
Planning-Public Information	1,219,801	799,562	811,822	836,395	1.5%
Planning-Zoning Administration	0	0	533,148	563,875	---
Planning-General Plan	1,255,385	292,862	342,906	353,409	17.1%
Planning-Historic Preservation	18,200	0	182,804	186,764	---
Planning-Project Management	1,384,247	1,333,746	1,661,065	1,737,980	24.5%
Building and Safety	1,985,131	2,036,654	2,762,994	2,847,234	35.7%
Code Enforcement	0	0	3,389,314	3,491,915	---
<b>Expenditure Total</b>	<b>7,416,371</b>	<b>6,349,276</b>	<b>12,140,233</b>	<b>12,540,559</b>	<b>91.2%</b>

<b>Personnel Summary</b>	<b>53.35</b>	<b>54.35</b>	<b>86.73</b>	<b>86.73</b>	<b>32.38</b>
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## Program Summary

