



City of Riverside Administrative Manual

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Approved:

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Michael D. Moore (Nov 21, 2022 10:06 PST)

Department

City Manager

SUBJECT:

City Offices Operation, Appearance and Security

PURPOSE:

To provide for economy in operation, service to the public, protect city property and promote good appearance in City offices and buildings.

POLICY:

Department heads are responsible for ensuring that offices are operated efficiently, and buildings and other premises and equipment under their control are adequately secured and protected, and kept neat and clean so as to conserve energy, be safe, and present an outstanding appearance, including City branding imagery.

Appearance

Representing the City brand consistently in all facility locations is essential. While each facility location may differ, every public lobby, building entry, and public common area represents an opportunity to display a message(s) to our customers/employees and reinforce our brand/story. All public spaces should be inviting, free of clutter, clean and convey the City in the best possible way. City departments are encouraged to work with the Office of Communications on visual design elements that support the storytelling, image, marketing, and branding of the City that may encompass permanent and/or temporary design elements, not limited to the following:

- Raincross etched in glass
- Vinyl Wraps with graphics/branding installed on:
 - o Elevator doors
 - o Walls
 - o Windows
 - o Doors
- Interior facility signage
- Directional stickers
- Digital signage for monitors in lobbies

All imagery, marketing, and branding graphics shall be reviewed and approved by the Office of Communications and designed in accordance with the City's branding standards.

Service

The public is entitled to prompt, courteous and efficient service. It shall be the responsibility of each department head to instruct those in his/her department who come in contact with the public in the proper way to handle complaints and requests for service.

During open hours, every city office shall be adequately staffed, whether in-person or by remote (telecommuting) depending on the type of services provided, to serve the public and handle normal business. Staff will be available by phone or virtual meeting during open hours to assist and support in-person staff. Additionally, remote customers should receive timely customer service by in-person or remote staff during open hours. Note that Telecommuting shall be approved and in accordance with *Human Resources Policy II-11: Telecommuting*.

City departments are encouraged to review staffing plans routinely to ensure quality of customer service. Periodic review of services provided, volume of requests, and customer base will help with determination of resources and effectiveness of in-person and remote (telecommuting) staffing. Departments should consult with Human Resources for guidance when developing a hybrid work plan and are encouraged to have a hybrid work plan in place for emergency response and preparedness.

Energy Conservation

In order to conserve energy and protect property, office lights, where practical, shall be turned off when not in use, especially at the close of the days business. This should be done in conjunction with General Services group as the process of turning on and off the lights is not easily identifiable by location. Additionally, for safety purposes certain lights should stay on until the end of the business day.

Security

Windows and doors leading to lobbies, halls or other places of public access shall be closed and locked, and security alarms shall be "armed" at the end of each workday.

Meal and Rest Breaks

Employees may be allowed to eat their lunches or take their work breaks on the premises provided it does not detract from the appearance of the office or distract fellow employees who are working. In offices that have designated break areas (such as City Hall), employees shall take their breaks in these areas. Meal or rest breaks shall not be taken in lounges or reception areas set aside for use by the public. Reference *Human Resources Policy II-5: Rest and Meal Breaks*.

Solicitations

Solicitations for charitable or other purposes, selling of tickets, magazines or merchandise of any kind are prohibited in city-owned buildings without the permission of the City Manager.

Bulletin Boards

Posting of notices shall be only on approved bulletin boards provided by the City.

SOURCE OF AUTHORITY: City of Riverside Charter, Section 601