



City of Arts & Innovation

News Release

FOR IMMEDIATE RELEASE:

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City of Riverside Facilities Officially Reopen for In-Person Visits

Online services still remain and are encouraged during return to new normal operations

RIVERSIDE, Calif. – Beginning on Monday, June 21, 2021, the City of Riverside, its facilities and services will reopen after Governor Newsom recently terminated executive orders that put into place the Stay Home Order and Blueprint for a Safer Economy for California. Except for specific hours due to current staffing levels and with limited restrictions related to face coverings, all City departments are now open to the public for in-person services, including all meetings for City Council, boards, and commissions. As a reminder, please use a face covering inside all City facilities unless you are fully vaccinated. If a face covering is needed, one will be provided during your visit. Below are the updated hours of operation for City departments and facilities.

CITY HALL: City Hall is open for all in-person visits Monday through Friday from 8:00 a.m. to 5:00 p.m. Visitors will still be required to check in at the lobby kiosk for their temporary picture badge while conducting business at City Hall, and signs will be readily visible throughout each floor and other city facilities to make your visit more convenient and safe.

ONE STOP SHOP: One Stop Shop is open on a first-come, first-serve basis from 9:00 a.m. to 4:00 p.m., Monday through Friday, except on Wednesday when open from 10:00 a.m. to 4:00 p.m. The One Stop Shop is located on the 3rd floor in City Hall at 3900 Main Street. For more information, click [HERE](#).

Additionally, the Code Enforcement counter on the 2nd floor will be open from 7:30 a.m. to 5:00 p.m. Monday through Friday.

BRANDON'S JR. DINER: Located inside the lobby at City Hall, Brandon's Diner Jr. is open daily from 7:30 a.m. to 3:00 p.m. Click [HERE](#) to see their menu.

RIVERSIDE PUBLIC UTILITIES CUSTOMER RESOURCE CENTERS: Customers can visit RPU Customer Resource Centers in the Downtown and Casa Blanca neighborhoods from 9:00 a.m. to 5:00 p.m., Monday through Friday. The RPU Customer Service and 311 Call Center phone hours are from 7:00 a.m. to 6:00 p.m. Monday through Friday and Saturday from 8:00 a.m. to 1:00 p.m. For assistance with customer benefit programs, customers may speak with a representative in person during business hours or by phone at (951) 782-0330.

- Downtown Customer Resource Center is located at 3901 Orange Street.
- Casa Blanca Customer Resource Center is located at 3025 Madison Street.

For even faster and easier convenience, public utility payments can still be made online by visiting [HERE](#).

PASSPORT SERVICES: By appointment only, customers may visit the Customer Resource Center in the Casa Blanca neighborhood from 9:00 a.m. to 3:00 p.m., Monday through Friday, for adult and children passport services. To schedule an appointment online, click [HERE](#). The Customer Resource Center is located at 3025 Madison Street.

PARKS, RECREATION AND COMMUNITY SERVICES (PRCSD): The following PRCSD locations will have extended hours of operations. Please visit [HERE](#) for a list of all city parks and recreation facilities and services.

- Stratton Community Center at Bordwell Park: 9:00 a.m. to 8:00 p.m.
 - *(Cooling Center open from 11:00 a.m. to 7:00 p.m.)*
- Cesar Chavez Community Center at Bobby Bonds Park: 8:00 a.m. to 5:00 p.m.
 - *(Cooling Center open from 11:00 a.m. to 7:00 p.m.)*
- Bobby Bonds Park Gymnasium: 3:00 p.m. to 8:00 p.m.
- Renck Community Center at Hunt Park: 3:00 p.m. to 8:00 p.m.
- Arlanza Community Center at Bryant Park: 9:00 a.m. to 8:00 p.m.
- La Sierra Community Center at La Sierra Park: 11:00 a.m. to 8:00 p.m.
 - *(Cooling Center open from 11:00 a.m. to 7:00 p.m.)*
- Ismael Villegas Community Center at Villegas Park: 9:00 a.m. to 8:00 p.m.
 - *(Cooling Center open from 11:00 a.m. to 7:00 p.m.)*

PUBLIC LIBRARIES: All public library locations are open Tuesday through Thursday from 2:00 p.m. to 5:00 p.m., and on Fridays and Saturdays from 11:00 a.m. to 2:00 p.m. As of July 1st, the hours will expand Tuesday through Saturday from 11:00 a.m. to 5:00 p.m., with curbside services available from 3:00 p.m. to 5:00 p.m. Additionally, reservations will be accepted for use of community rooms at the Arlanza, La Sierra, and SSgt. Salvador J. Lara Casa Blanca libraries beginning August 1st. As a reminder, the grand opening for the new Main Library will be on Saturday, June 26th at 10:00 a.m. More information about our public libraries can be found [HERE](#).

MUSEUM OF RIVERSIDE: The Heritage House, located at 8193 Magnolia Avenue, will open on Friday, September 10, 2021. Click [HERE](#) for all information about the Museum of Riverside.

RIVERSIDE POLICE DEPARTMENT: The front counter lobbies will be open for walk-in services Tuesday through Thursday from 8:00 a.m. to 11:30 a.m. Appointments are required from 11:30 a.m. to 4:30 p.m. and all day on Mondays and Fridays.

- Orange Street Station is located at 4102 Orange Street.
- Magnolia Avenue Station is located at 10540 Magnolia Avenue.

Information about the police department and its services can be found [HERE](#).

RIVERSIDE FIRE DEPARTMENT: The Fire Prevention Unit is part of the One Stop Shop and open from 9:00 a.m. to 4:00 p.m., Monday through Friday, except on Wednesday when open from 10:00 a.m. to 4:00 p.m. For all other services including tours and public education needs, visit their website [HERE](#).

Online services and phone appointments are encouraged and can still be made to assist our community members, businesses, and visitors as we return to the new normal city operations. For more information about the City of Riverside and all its services and programs, visit our website at www.RiversideCA.gov.