



City of Arts & Innovation

# News Release

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## FOR IMMEDIATE RELEASE:

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## City of Riverside Prepares to Reopen Additional Facilities on Tuesday

*Move coincides with county's improvement from widespread tier to substantial tier on state matrix*

RIVERSIDE, Calif. – Additional city facilities that have been closed due to the COVID-19 pandemic will reopen on Tuesday, Oct. 6, and in-person public comment will return to City Council meetings. City staff will continue to provide services virtually in many departments to customers who prefer to not enter a building.

The move comes after Riverside County improved from the widespread tier to the substantial tier on the state's matrix for determining the severity of COVID-19.

“The City of Riverside is committed to providing high-quality services in a safe environment for the public and our employees,” Mayor Rusty Bailey said. “I encourage everyone to continue observing the safety measures that have allowed us to progress to this point.”

The City facilities reopening include:

- [One Stop Shop](#) at City Hall, 3900 Main Street, which processes development requests, initially will be open 10 a.m. to 2 p.m. An online public portal, available 24 hours per day, will open on Thursday, Oct. 8. Information can be found at [www.RiversideCA.gov/publicpermitportal](http://www.RiversideCA.gov/publicpermitportal)
- [Riverside Public Utilities payment centers](#) at 3901 Orange St. and 3025 Madison St. will be open for in-person service from 10 a.m. to 2 p.m. Assistance online and over the phone will remain available during regular business hours.
- [Passport Acceptance Facility](#) in the Casa Blanca Resource Center at 3025 Madison Street. Call 951-351-6334 to make an appointment.
- [Riverside Police Department lobbies](#)
- [Playgrounds at most city parks](#)

The facilities will reopen with measures necessary to ensure everyone's health and safety, including requiring the use of face coverings, maintaining physical distancing, requiring temperature checks to enter facilities and limiting capacities and hours as necessary.

With the return of in-person public comment at City Council meetings, members of the public will still be able to provide e-comments, submit emails and letters, and call in by phone. Public seating will remain prohibited but could be facilitated in the future. The agenda for the City Council meeting can be found at [EngageRiverside.com](https://www.engageRiverside.com).

"I believe Riverside has done a tremendous job providing opportunities for community input, while ensuring safety and wellness as a key priority," Mayor Pro Tem Steve Hemenway said. "I am pleased we are able to resume in-person public comment as one method, among many, for elected representatives to hear from residents."

Riverside Public Utilities also is accepting appointments from people who want to apply for Assistance Programs. More information can be found online at [RiversidePublicUtilities.com/Assistance](https://www.RiversidePublicUtilities.com/Assistance). Customers can call 951-782-0330 to schedule an appointment, with the first appointment available on Oct. 6th. Anyone experiencing symptoms of illness should call 951-782-0330 to reschedule.

Customers who have an appointment should arrive ten minutes prior to the appointment time. Arriving late will forfeit the appointment reservation and require rescheduling. Customers who are prepared with all documentation and fees will have a better chance of receiving same-day service.

For the latest information and resources regarding COVID-19 -- [www.RiversideCA.gov/COVID-19](https://www.RiversideCA.gov/COVID-19)