

City Virtual Platform

City of Riverside



Description

The Riverside pilot project created a "one-stop-shop" virtual platform to facilitate public and City staff access to the Planning Division's numerous requests, applications, and operations. The online service, which gained significant traction before and continued after the Covid-19 pandemic, enabled the community to conduct their business remotely, eliminating the need to travel to City Hall. The platform's enduring popularity, even post-pandemic, shows its effectiveness in reducing VMT and streamlining municipal services.



Vehicle Trips

Vehicle Miles Traveled (VMT/year)

146,943 mi

Number of Trips

11,748

Average Trip Length

12.5 mi



Air Quality Improvements (pounds/year)



Socio-economic Benefits

Cost Effectiveness

\$65k

annualized direct project cost

\$0.44

per VMT saved

Cost Savings

20%

reduced hourly effort by staff

\$41,702

savings from reduced hourly effort by staff

Number of Users Served

253

users per month

Resource Utilization

82%

Submission rate increased

37%

total increase from paper application submissions

Customer Satisfaction

4,900

gallons of gas mitigated

\$23,000

dollars worth

Disadvantaged Communities Impacts

We estimate that **41%** of users come from disadvantaged areas. The program reduces VMT throughout the City of Riverside and in neighboring cities, which improves quality of life through reductions in local pollutants and decongestion of the street network.