Mayor and Members of the City Council:

This is the report for the week ending January 12, 2018.

1. **Meeting Notes**

The next City Council meeting is scheduled for Tuesday, January 16th, beginning with Closed Session at 5:00 PM, followed by the Regular Meeting of the Successor Agency to the Richmond Community Redevelopment Agency and Richmond City Council at 6:30 PM. The agenda may be found by clicking this link: [Richmond City Council Agenda Packet](#).

2. **City Offices Closed on January 15th**

As a reminder, the City offices will be closed on Monday, January 15th in observance of Martin Luther King Day.

3. **MLK Day of Service and Unity Park Grand Opening on Monday, January 15th**

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**MLK Day of Service**

January 15, 2018
16th St / Richmond Greenway
8am - 3pm

Please join Friends of the Richmond Greenway, City of Richmond Community Services Department and ServiceWorks Richmond for MLK Day of Service 2018.

For more info and to sign-up: tinyurl.com/richmondmlkday2018
The Richmond Community Services Department (CSD) and ServiceWorks are working alongside Friends of the Richmond Greenway to celebrate MLK Day of Service 2018. Join us for a day of service!

Date: Monday, January 15th  
Location: 16th Street and Richmond Greenway, in Richmond  
Time: 8:00 AM – 3:00 PM

Tentative Timeline:

8:00 AM – 9:00 AM: Unity March (Starting at Richmond BART Station to 16th St./Richmond Greenway)  
8:30 AM – 10:00 AM: Registration on-site (for projects during event)  
9:00 AM – 12:00 Noon: Various Service Projects (ALL VOLUNTEERS WELCOME!)  
12:00 Noon - 1:30 PM: Festivities and Celebration

Even though 16th Street will be the site for the main event (entertainment, food, etc.), there will also be service projects between 4th Street and 8th Street on the Greenway, and at Carlson Boulevard/Richmond Greenway led by Urban Tilth, The Watershed Project, and other groups. These projects will most likely involve garden maintenance.

If you are interested in volunteering to help out with the event crew, please sign up at: tinyurl.com/richmondmlkday2018

Be a part of the Volunteer Event Team:

8:30 AM - 10:30 AM: 4 volunteers needed to help with registration (16th St./Richmond Greenway)  
11:30 AM - 1:30 PM: 10 volunteers needed to help set-up and serve food. We will have several food stations that are serving chili, BBQ, and fish. (16th St./Richmond Greenway)  
1:30 PM – 3:00 PM: 5 volunteers needed to help clean-up. (16th St./Richmond Greenway)

Follow updates on this event on our Facebook event page here.

For more information, questions, comments, etc. please contact Nick Delgado at Nicholas_Delgado@ci.richmond.ca.us.

4. Richmond Tennis Team Advances to USTA East Bay League Championship
I frequently receive reports from Richmond Tennis Association (RTA) President Garry Hurlbut with highlights from the RTA’s outstanding program.

As reported by Garry, the tennis program is more than a set of matches. RTA members serve as ambassadors for Richmond as they go to their locations for match play, and they are especially proud to host matches at Nicholl Park. Many of their opposing players have never visited Richmond before, and they leave their matches with a healthy respect for the sense of community and hospitality of Richmond players.

Richmond youth are also encouraged to lead active and healthy lifestyles through participation in several tennis programs. Every Saturday, young people (ages 3-8) are enjoying free life skills and tennis instruction at the Hurlbut Tennis Courts behind the Richmond Natatorium (Plunge), led by Maryn and Garry Hurlbut.

Additionally, RTA volunteers collaborate with City of Richmond Recreation Coordinator Tetteh Kisseh and the Community Services Department to offer youth tennis instruction on Richmond tennis courts that are nearby Richmond schools. Each Friday throughout the fall of 2017, they offered life skills and tennis instruction to over 60 elementary school youths on the tennis courts behind Kennedy High School, and they expect to expand this initiative to multiple elementary and middle schools in 2018.

Throughout 2017, all of the RTA’s 136 players on 16 teams (9 men, 5 women, 2 mixed) represented Richmond extremely well as they played matches against teams from the prestigious Berkeley Tennis Club, Claremont Resort and Spa and other teams from Oakland, Alameda, El Cerrito, San Leandro and San Lorenzo. They play home matches at Richmond's Nicholl Park and away matches at their location.

Four RTA teams made it to their respective League playoffs, and 3 of those teams went on to play in their League Championship match. They now have five teams competing in the winter/spring 2018 USTA season, and they fully expect us to be well represented in those leagues.

Now for the recent match highlights:

Last Saturday, the Richmond Tennis Association (RTA) 6.5 Men's Team moved into the finals of the US Tennis Association (USTA) East Bay League Championship Playoffs by upsetting and defeating the team from the Claremont Resort and Spa. The playoff match was constituted of 3 lines of doubles play, where the winner must win at least 2 lines. This match demonstrated the fortitude and focus of RTA players as they initially fell well behind in 2 of the lines. Not to be denied, the RTA players fought back to even the score and, finally, prevailed by winning 3 tiebreakers and sweeping all 3 lines. They play the League Championship match in Alameda on Saturday, January 20th.
Garry reports that, “We are proud of the impact that the Richmond and RTA tennis players are having within our community and beyond.” Congratulations to this outstanding group.

5. **City Manager Chronicles**

I have listed below some of the topics for meetings that I attended during the past week in the hope that it provides an idea of the varied issues with which our organization deals routinely.

Meetings and events of note during the past week included:

- Attended a meeting among School Superintendent Matt Duffy and the five West County city managers to discuss various issues of mutual interest;
- Attended a meeting of staff from various city departments to discuss development of a sidewalk maintenance policy;
- Attended a meeting of staff from various city departments with the Mayor to discuss revisions to the false alarm ordinance;
- Attended my monthly check-in meeting with the general manager and staff from the Chevron Richmond refinery;
- Participated in a check-in call with HUD Region IX staff, along with Finance Director Belinda Warner, consultant Tia Ingram, and special counsel;
- Attended the monthly Public Management Association (Contra Costa city managers) meeting;
- Attended the monthly Contra Costa Mayors Conference, together with Mayor Butt;
- Participated in discussions with Baykeeper concerning projects and financing for the City of Richmond wastewater system, together with special counsel, Senior Deputy City Attorney Everett Jenkins, Finance Director Belinda Warner, Water Resource Recovery Manager Ryan Smith, Senior Administrative Analyst Mary Phelps, and representatives from Veolia;
- Met, together with Mayor Butt and staff member Alex Knox, with University of California Berkeley Chancellor Carol Christ and members of her staff to discuss the Richmond Field Station.

These meetings were in addition to attending the regular management staff meeting, agenda planning, reviewing staff reports to the City Council, doing department head “check-ins,” having discussions on various personnel matters, and having short discussions with staff, community members, members of the press, etc.

6. **Rent Program Community Workshops Calendar 2018**

Community education is a core component of the services provided by the Richmond Rent Program. The Rent Program will host monthly Community Workshops on Saturday mornings to educate tenants, landlords, and others on the requirements of the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance.

Please see below for additional information.

**Rent Program Community Workshops Calendar 2018**

City Council Chambers  
440 Civic Center Plaza  
Richmond, CA 94804  
10:00 AM - 12:00 PM

Space is limited – RSVP today: [https://rentprogram.eventbrite.com](https://rentprogram.eventbrite.com)

<table>
<thead>
<tr>
<th>WORKSHOP</th>
<th>DATE (Saturday)</th>
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<tbody>
<tr>
<td>Landlord 101 in Richmond</td>
<td>January 13th</td>
</tr>
<tr>
<td>Tenant 101 in Richmond</td>
<td>February 17th</td>
</tr>
<tr>
<td>Evictions 101 <em>(Landlord Oriented)</em></td>
<td>March 17th</td>
</tr>
<tr>
<td>Evictions 101 <em>(Tenant Oriented)</em></td>
<td>April 21st</td>
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Security Deposits – Rights and Responsibilities (Landlord Oriented) May 12th

Tenant 101 in Richmond June 9th

Realtor and Property Manager Focused Workshop July 14th

Handling Habitability Issues (Tenant Oriented) August 18th

Handling Habitability Issues (Landlord Oriented) September 15th

How to Handle Difficult Tenant Situations (Landlord Oriented) October 20th

How to Handle Difficult Housemate Situations (Tenant Oriented) November 10th

Evictions 101 (Landlord Oriented) December 8th

7. Rent Program Holiday Closure and Modified Office Hours January 8, 2018 – March 2, 2018

Staff of the now one-year old Rent Program are extremely busy putting systems in place to handle the initial registration for landlords. To allow for staff training and further program development during this implementation period, the Rent Program
office will operate on a modified office hour schedule from Monday, January 8th through Friday, March 2nd:

Monday: 9:00 AM – 12:00 noon & 1:00 PM – 4:00 PM  
Tuesday: CLOSED   
Wednesday: 9:00 AM – 12:00 noon & 1:00 PM – 4:00 PM  
Thursday: CLOSED   
Friday: 9:00 AM – 12:00 noon & 1:00 PM – 4:00 PM

We appreciate your patience as this program continues to progress.

8. **Free Clipper Card Giveaway in Downtown**

Did you know that there is a new surcharge on paper BART tickets? Now is the perfect time to start using the Clipper Card. Come Downtown to the SparkPoint Conference Room (1000 Macdonald Avenue, #D) on Thursday, January 25th from 5:30 PM -7:30 PM to get a FREE Clipper card, learn how to use Clipper and save money on BART, and apply for a Youth or Senior Clipper Card (please bring proof of birth date).
There is no need to RSVP. Just drop in to pick up your FREE card, learn how to use it, and get all your questions about Clipper answered.

A BART Title VI Mitigation outreach event; Sponsored by Richmond Main Street.

9. **Holiday Tree Disposal and Recycling Options**

   Residents have several options to properly dispose of holiday trees. Please read the summary below or access the Republic Services flyer for more information.

   a) If you have not already used your two annual allocated On-Call Curbside Clean-up(s), call Republic Services Customer Service to arrange for no cost curbside pick-up at (510) 262-7100. Unscheduled pickups are subject to a $16.44 service fee by RSS; **OR**

   b) On any of your regular green waste collection days, cut your unflocked, natural tree to fit in your yard waste cart. Trees must be 6 inches or less in diameter and cut to no more than 3 feet in length. Please be sure to remove the stand and all decorations. Artificial trees should be put into the trash bin; **OR**
c) With proof of residency (driver’s license or California ID), RSS customers can take Christmas trees to the Golden Bear Transfer Station (1 Parr Blvd, Richmond; Monday - Friday, 7:00 AM - 5:00 PM; Saturday - Sunday, 9:00 AM - 5:00 PM) through the first weekend in February at no cost for compostable trees; $11.00 disposal fee for non-compostable tree, or no proof of residency.

Thanks for taking the time to properly dispose of your tree in an environmentally responsible manner.
The Richmond Public Library is inviting the children to join in the excitement for our children’s program, STEAM Fun. After a very fun – but messy – October, with colored slime and frosting on haunted houses, we offered cleaner, engineering fun. In November, kids created pasta cars and ran them down different size and inclines of ramps. They found out where they needed to have the most weight in the car (front or back or center distribution). They also made balloons propel along a rope. A few enterprising kids tried propelling their cars with balloons! 21 people participated! We hope to increase attendance again in the spring.
The program will be available on the first weekend of the month through April 2018.

Saturday, February 3rd; Friday, March 2nd, and Friday, April 6th

Pass on the news to friends with kids – hope to see you there!

11. Richmond Promise Office Hours at WCCUSD High Schools & RPAL

Need help with your financial aid applications? Need help with the Richmond Promise Scholarship Application? Have questions about college? Richmond Promise College Access Coordinator Gaby Urías will be hosting weekly office hours at the following schools to assist students with financial aid and scholarship applications:

- **El Cerrito High School**: Monday – 11:30 AM - 12:00 PM
- **Richmond High School**: Monday – 12:30 PM - 1:30 PM
- **Richmond Police Activities League (RPAL)**: Tuesday – 5:00 PM - 6:00 PM
- **De Anza High School**: Wednesday – 1:50 PM - 2:30 PM
- **Greenwood High School**: Thursday – 1:00 PM - 2:00 PM
- **Kennedy High School**: Thursday – 2:30 PM - 3:30 PM

The 2017-18 Richmond Promise Scholarship Application is open and can be found at [www.richmondpromise.org](http://www.richmondpromise.org). Please share this opportunity with eligible students in your life!

Questions or want to request a workshop? [Info@richmondpromise.org](mailto:Info@richmondpromise.org) // 510-761-7231
12. The Color of Law: A Book Talk on Housing Discrimination and Segregation in Richmond, the Bay Area, and Nationally

The Richmond Museum of History and the Richmond Public Library will be hosting a book talk with author, Richard Rothstein. Mr. Rothstein will discuss the impact of government policies that created racially explicit inequalities in the development of housing communities in Richmond, the Bay Area, and nationally as outlined in his new book, “The Color of Law: A Forgotten History of How Our Government Segregated America”, which was a finalist for the 2017 National Book Award in nonfiction.

The free event will take place on Saturday, January 20th, 2:00 PM – 4:00 PM at the Richmond City Council Chambers located at 440 Civic Center Plaza. Following the program, there will be a question and answer forum. Books will be available for purchase and complimentary light refreshments will be provided.

For additional information, contact Angela Cox at (510) 620-5516 or Melinda McCrary at Melinda@richmondmuseum.org.
13. Get Covered Richmond! Health Care Enrollment Event

Do you know what health care options are available to you for 2018? Do you need help to re-enroll or enroll for the first time in health care coverage? Join us on Saturday, January 20th for a special event to make sure you have the right coverage for the year ahead! The Affordable Care Act is STILL here, which means you still have several options for care that fit you and your family, such as:

- **Covered CA** in the Gold, Silver, or Bronze category. 90% of people who apply get financial aid.
- **Medi-Cal** coverage if you qualify! Youth under 19 can get coverage under Medi-Cal.
- **Contra Costa Cares**, a program of basic medical services available to county residents REGARDLESS of age, condition, or immigration status.

**Date/Time:** Saturday, January 20th, 10:30 AM – 2:30 PM  
**Location:** City of Richmond Recreation Complex  
3230 Macdonald Avenue  
Richmond, CA 94804

Please RSVP online at [www.getcoveredrichmond.eventbrite.com](http://www.getcoveredrichmond.eventbrite.com)

Things you'll need to bring to the event:

- Piece of mail, which should be an actual household or credit card bill;
• Paystubs for at least 2 months;
• Tax returns for tax year 2016;
• Identity: Photo ID, driver’s license, or U.S. passport for each adult applying.

The **Open Enrollment Deadline for Covered CA is January 31st.**
If you have any questions you can email gabino_arredondo@ci.richmond.ca.us or call (510) 620-6606. You can also visit [www.RichmondHealth.org](http://www.RichmondHealth.org).

14. **Apply for Your U.S. Passport at Richmond City Hall!**

The City of Richmond City Clerk’s Office is accepting passport applications on behalf of the United States Department of State. United States citizens planning international travel may apply for their passport at 450 Civic Center Plaza, Suite 300, during the following hours by appointment only:

- **Monday:** 10:00 AM to 4:00 PM
- **Wednesday:** 10:00 AM to 4:00 PM
- **Friday:** 10:00 AM to 2:00 PM

(Closed 12:00 PM to 1:00 PM – days of operation only)
Please recognize that the area is an operational executive office, and a quiet zone. No drop in service for same day appointments or scheduling future appointments is available at this time; you **must** call (510) 620-6786 to schedule all appointments.

For application forms, information on documentation required, fees, and a wealth of other passport and international travel information, visit the only official website for passport information – [travel.state.gov](http://travel.state.gov).

For more information about the City of Richmond Passport Acceptance Facility, please visit [http://www.ci.richmond.ca.us/passports](http://www.ci.richmond.ca.us/passports).

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**Apply for your U.S. Passport at Richmond City Hall!**

**BY APPOINTMENT ONLY**
**NO WALK-IN SCHEDULING OF APPOINTMENTS**
**YOU MUST CALL (510) 620-6786**

Go to: [www.ci.richmond.ca.us/passports](http://www.ci.richmond.ca.us/passports) for application forms and information

City of Richmond
City Clerk’s Office
450 Civic Center Plaza, Ste. 300
Richmond, CA 94804

**PASSPORT SERVICE HOURS**
Monday: 10:00 a.m. to 4:00 p.m.
Wednesday: 10:00 a.m. to 4:00 p.m.
Friday: 10:00 a.m. to 2:00 p.m.
(Closed 12:00 p.m. to 1:00 p.m.)

**BY APPOINTMENT ONLY - NO WALK-INS**
**YOU MUST CALL (510) 620-6786**

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**15. Community Services Highlights**
Upcoming Events

4th Annual Youth Job Fair, Ages 15-24

Whether you like spending time outdoors, working with children, aquatics, or public safety, there's something for you with the East Bay Regional Park District! Learn about the wide variety of job opportunities for youth and students while exploring the many jobs available for the summer and in the near future. Free lunch and shuttle provided. Pre-registration is not required; drop-in event.

Date, Time & Location:
Saturday, January 27, 2018 at 10:00 AM – 12:00 PM

Richmond Memorial Auditorium and Convention Center
403 Civic Center Plaza
Richmond, CA

Schedule for Event
10:00 AM - Doors Open!
10:00 AM - 11:00 AM - Job Fair
11:15 AM - 11:45 AM - Workshops
12:00 PM - Farewell!

*Free Shuttle from El Cerrito del Norte BART leaves at 9:45 AM, final drop off is at 12:15 PM*

Follow us on Facebook and stay updated on our Facebook event page here. Can’t make it? There is another Youth Job Fair event scheduled in Livermore at the Robert Livermore Community Center on January 20, 2018.

Warriors Game Fundraiser
The Ed Fund, in collaboration with the West Contra Costa Unified School District, invites you to see the Golden State Warriors play on February 22nd at 7:30 PM at the Oracle Arena in Oakland. The proceeds will go to support the Ed Fund and their mission to serve as a resource that aligns with the efforts of our partners to ensure that all our students succeed in college, career, and life.

For more information, check out and RSVP on the Facebook event page. Deadline to order tickets is February 1st. Promo code: WCCUSD.

The Ed Fund has invested nearly 4 million dollars to help bridge the opportunity gap for our students. Recently, The Ed Fund awarded $22,000 in Bradley Arts grants to support 22 schools around the district to help fund their art projects.
More Opportunities

Seeking Mural Artists

CALL FOR MURAL APPRENTICES
Stipend pay included! Apply by Friday January 19, 2018

TWO WAYS TO APPLY

ONLINE: VISIT THE LINK
TINYURL.COM/RANCHOMARKETMURAL

IN PERSON: PICK UP A PAPER
APPLICATION AT RANCHO MARKET @ 500 MARKET AVE.

For questions contact Richard at rmurosalazar@gmail.com or (510) 221-7221.
The apprenticeship is supported by the Richmond Arts and Culture Commission Neighborhood Public Art Grant.

The Love Your Block program (coordinated through the Richmond Community Services Department) is looking for five (5) motivated Richmond residents to be a mural apprentice under the guidance of two Richmond-based artists, Richard Muro Salazar and Agana Espinoza.

As an art apprentice, you will facilitate the design process, gain support from community members, and install a mural at Rancho Market. This is a great opportunity for people who have some art background, or are interested in community-based visual arts.

Apprentices will be paid a stipend and receive credit for their work. Priority consideration will be given to residents of North Richmond.

The deadline to apply is Friday, January 19th at 11:59 PM.

For more information and to access the online application, visit tinyurl.com/ranchomarketmural

This project is funded by the Richmond Arts & Culture Commission Neighborhood Public Arts Mini-grant.

ServiceWorks Richmond – Volunteers Needed
ServiceWorks, in conjunction with the City of Richmond Community Services Department, Points of Light, AmeriCorps and Citi Foundation, is actively recruiting volunteers to assist with groundbreaking programming. Their primary goal is to engage young adults (16-24 years of age) and bring educational modules that drive Skill Building, Volunteering, and Success Coaching as strategies to help address barriers to youth economic opportunity.

ServiceWorks offers the opportunity for participants, also known as Service Scholars, to gain valuable college and career experience to which they may not otherwise have easy access. Through developing their own service projects and team exercises, Service Scholars have the opportunity to gain a range of skills.

Volunteers are vital to the success of this program. ServiceWorks is also looking for those who wish to make a positive impact on the lives of the youth within their community. Whether it’s for a week, a day or even just a few hours in a month, volunteers can help empower the Service Scholars to face any obstacle that may block their path.

ServiceWorks gives youth the keys to unlock their future; we are looking for volunteers who will give them the means to open the door.

For more information, please contact: Nicholas Delgado (510) 621-1834 or email: Nicholas_Delgado@ci.richmond.ca.us
16. Information Technology

KCRT DATANET OF THE WEEK

#GETCOVERED!
HEALTH CARE ENROLLMENT EVENT IN RICHMOND!
Saturday, January 20th - 10:30 AM - 2:30 PM
City of Richmond Recreation Facility
3230 Macdonald Avenue
What to bring with you, RSVP and questions? (510) 620-6606

GET HELP RE-ENROLLING, OR ENROLLING FOR THE FIRST TIME!
Talk with certified enrollment counselors. Choose the option that works best for you and your family.
17. Engineering/CIP Departments

Engineering Projects:
The Richmond Greenway “Greening the Last Mile” Project is continuing on schedule. After grading has been completed, ground cover and planting continues.
Construction of ADA ramps along Carlson Boulevard continues and is progressing well.
Streets Division:
Paving crews performed a base repair on portions of 32\textsuperscript{nd} and 34\textsuperscript{th} Streets and worked from the outstanding pothole list in various locations around the City.
Street sweeping staff performed residential sweeping services for the second Monday through Friday in the May Valley, Vista View, Clinton Hill I, Clinton Hill II, Clinton Hill III, Clinton Hill IV and East Richmond neighborhood council areas.

Signs and Lines repaired 11 signs and poles, installed 10 new signs, and painted 20’ of curbs and zoning.

18. Infrastructure Maintenance and Operations

Abatement:
Abatement crews installed a fence at 447 “A” Street lot to avoid illegal dumping, abated watershed located at lower area of Richmond Greenway, continued removing tons of illegal dumping and graffiti throughout the City.
Code Enforcement:
After multiple years of issues from the subject property on “B” Street; red tags, squatters, emergency board ups, abatement warrants, blight and visually being in ill repair, Code Enforcement Officer Ewing worked with the owners to board and secure the property. Debris was removed from the interior and exterior to address the blight citations. The property is currently going through probate and has a potential buyer. Until the property is sold or an ownership change takes place, it will be maintained by the next of kin.
Code Enforcement Officer Ewing also responded to complaints from residents in regards to an oversized vehicle being parked in the front yard of 2704 Wiswall Drive. The property owner received a verbal warning, a notice, and multiple citations prior to complying with removal of the vehicle.
Facilities Maintenance Division:
Carpenters repaired sharp edges on the counter tops in City Hall, relocated the storage for the former Police Commissioner, and fixed the brick wall to the handicapped ramp in front of the Main Library.
Stationary Engineers conducted daily building and pool checks, repaired the sliding roof panel at the Recreation Complex, fixed the furnace to the Childcare area of the Recreation Complex, replaced the exhaust fans at Police Department, and removed rain water from the rear of the Main Library.

Utility Workers removed debris from the rear of Main Library, removed debris from the outside of the branch library in Point Richmond, set up various rooms for meetings/events, and maintained City-owned buildings.
Parks and Landscaping Division:
General maintenance crews repaired the irrigation at the Art Center, conducted irrigation repairs on Carlson Meadow, removed graffiti at John F. Kennedy Park, augured holes on the Greenway for tree planting, removed the dead pine from LaMoine Park, and performed maintenance on the bus stop at San Pablo and Clinton Avenue.
Hilltop District crews continued maintenance around Hilltop Mall business area, continued with installation of irrigation at Vista Del Mar Park, and continued weed abatement on Atlas Road.

Marina District crews performed graffiti removal, removed debris from the right of ways, cleaned gutters and drains, installed irrigation at Big Green Park, performed maintenance at Big Green Park, and performed general maintenance throughout.
Feel free to contact me if you have any questions or comments about these or any other items of interest to you.

*Have a great week!*
You can sign up to receive the City Manager’s weekly report and other information from the City of Richmond by visiting: [www.ci.richmond.ca.us/list.aspx](http://www.ci.richmond.ca.us/list.aspx)

See the next page to see options for connecting with the City of Richmond.
Connecting with the City of Richmond

Richmond Residents

Want to report a service concern or issue?
Use CORConnect to contact City of Richmond

You can use the CORConnect button on the City’s website to report a concern, pose a question, or acknowledge the City’s work in some way.

ci.richmond.ca.us
Connect with the City of Richmond

To contact us by phone:

The City’s website (http://www.ci.richmond.ca.us/) provides a department and staff directory at http://www.ci.richmond.ca.us/Directory.aspx.

If you’re not sure which department you need to contact, or, if you don’t receive a call back (which should not happen) from your original call or message, we encourage you to phone the City Manager’s office at (510) 620-6512.
Using the CORConnect Application on the City’s Website:

You can use the **CORConnect** button on the City’s website (http://www.ci.richmond.ca.us/) to report a concern, pose a question, or acknowledge the City’s work in some way. These **CORConnect** issues go directly to the responsible department, and the city manager reviews reported issues on a regular basis to determine if City staff members are responding appropriately. If you do not feel that you have received a satisfactory response, please contact the City Manager’s office at (510) 620-6512.

To access **CORConnect** select the CORConnect button on the homepage of the City website.

Alternatively you can select the **COR Connect** button on any other webpage on the left hand side of the page.

On the next screen under Report an Issue select Report Issue/Concern to create a report or Search Issue/Concerns to look up a previously reported issue. You can also look up previously submitted issues to check on the current status if you provided you name, phone number or email when you submitted it.

On the page, you can also look up information on a parcel, see permits issued and look up business license information. If you have a current business license you can pay to renew it online with a credit card.
The recommended browsers are: **Microsoft Edge**, or **Microsoft Internet Explorer version 11** using the compatibility mode. It can be found in the upper right corner of Internet Explorer: click on the "gear" icon and select Compatibility View Settings, then add the site to the list and click “Close”.

The City of Richmond is looking forward to feedback from the community on **CORConnect**. We welcome your comments at **webservices@ci.richmond.ca.us**

**Using the City of Richmond Mobile Application:**

The City of Richmond mobile app provides Richmond’s community members with one-stop access to City services and information via mobile devices. The app allows quick and real-time reporting of neighborhood-related issues; viewing the City’s events calendar; finding addresses and phone numbers of local businesses, city departments and council members. The City of Richmond’s mobile phone app is available on the Apple App store and Google Play store.

QR Codes are available for easy downloading of this APP:  
**Apple version of APP**  
[QR Code](#)  
**Android version of APP**  
[QR Code](#)  

We welcome your comments at **webservices@ci.richmond.ca.us**