Hon. Mayor and Members of the City Council:

This is the report for the week ending November 22\textsuperscript{nd}, 2019.

1. **Meeting Notes**

The next City Council meeting is scheduled for Tuesday, November 26\textsuperscript{th}. Closed Session begins at 5:30 P.M., followed by the Regular Meeting of the Richmond City Council at 6:30 P.M. The agenda may be found by clicking this link: [November 26\textsuperscript{th} City Council Agenda](#).

2. **Upcoming Events**

**LEAP is hosting the Census on Wednesday, November 27\textsuperscript{th} from 11:00 A.M. – 2:00 P.M.**

The Literacy for Every Adult Program (LEAP) will be hosting the United States Census on Wednesday, November 27\textsuperscript{th}, from 11:00 A.M. – 2:00 P.M. We encourage local residents, organizations, school groups, neighborhood councils, businesses, and coalitions to stop by LEAP to sign up if interested in working on Census 2020 outreach and awareness. The Census is looking to fund those committed to ensuring a complete count of residents with an emphasis on hard-to-reach populations (unhoused, low income, people of color, immigrants, non-English speakers, and/or children under 5 years old).

For more information about our event please contact Yvette Williams at (510) 307-8165 or by email at [Yvette_Barr@ci.richmond.ca.us](mailto:Yvette_Barr@ci.richmond.ca.us).

**New Rich City Apparel Store - Saturday, November 30\textsuperscript{th}**

The City of Richmond is pleased to announce the R-Transit building located at 1600 Nevin Plaza, will be home to a new Richmond-based store - Rich City Apparel. The Richmond-themed retail store will sell apparel inspired by the artistic and innovative culture of the city and a variety of other items such as books written about or by Richmond residents, arts and craft created by Richmond artists, and other Richmond-themed items. The store will have a soft opening on Small Business Saturday, November 30\textsuperscript{th}, with a grand opening on December 14\textsuperscript{th}, 2019. Stop by Co-Biz and Rich City Apparel on Saturday, November 30\textsuperscript{th}, between 10:00 A.M. to 6:00 P.M., for Small Business Saturday to support your local Richmond entrepreneurs and artists.
The Community Services Department is hosting a Winter Wonderland event for young children at the Richmond Auditorium on Wednesday, December 4th, from 10:00 A.M. – 1:00 P.M. Daycare centers, schools, childcare providers, and families with children 6 & under are welcome to attend (reservations are required). Winter-themed activities, crafts, treats, and a visit from Santa Claus will provide holiday entertainment for the children. For information and reservations, please contact Paula Cooper-Tipton at paula_cooper-tipton@ci.richmond.ca.us or call at (510) 620-6831.
District Mapping Workshops - Your District, Your Map!

YOUR DISTRICT! YOUR MAP!
¡TU DISTRITO! ¡TU MAPA!

The City of Richmond is moving from at-large elections to district-based elections for City Council. We want your input on the district map!

Aprenda sobre el cambio de elecciones generales a elecciones de distritos de votación para el Concejo Municipal. ¡Queremos su opinión sobre los mapas de los distritos!

Thursday, December 5th / Jueves, 5 de diciembre
7:00 PM - 8:30 PM
Hilltop Community Church (Activity Room)
3118 Shane Dr, Richmond, CA 94806

Tuesday, December 10th / Martes, 10 de diciembre
7:00 PM - 8:30 PM
Booker T. Anderson Community Center
960 S 47th St, Richmond, CA 94804

Childcare, refreshments and translation services will be provided
Se proporcionará cuidado de niños, bocadillos, y servicios de traducción

Holiday Arts Festival, Sunday, December 8, 11:00 A.M. - 5:00 P.M.

The Holiday Arts Festival 2019 is an annual tradition at the Richmond Art Center. For 56 years, local independent artists and craftspeople have shared their best work with our community, which includes handmade arts and crafts, jewelry, ceramics, textiles, packaged goods, clothing and accessories!

Shop for handcrafted holiday gifts by artisan vendors tabled in our four main galleries. We invite shoppers to have lunch from the gourmet food trucks and relax in our holiday cafe. Our famous Ceramics Sale will take place in our ceramics studio. We feature a giftwrap station to help prepare your holiday presents in artistic style, a holiday raffle, and free art activities for kids. Local nonprofit partners will be onsite to share their work and discuss how they are impacting our communities.

Read more about the artisan vendors, community partners and food vendors participating this year at the Holiday Arts Festival 2019!
The Richmond Rent Program Community Workshop is Presenting – Navigating the Eviction Process in Richmond

As part of its continuing outreach to Tenants and Landlords who would like to learn more about rental housing rules and regulations, the City of Richmond Rent Program is offering the following workshops:

Handling Habitability Problems (Landlord-focused Workshop)
Saturday, December 14, 2019
10:00 A.M. - 12:00 P.M.
City Council Chambers
440 Civic Center Plaza
Richmond, CA 94804

This workshop is designed for Tenants and Landlords who would like to learn more about handling habitability problems.

Topics for discussion will include:

• Housing Inspections
• Relocation Payment Assistance (Substantial Repairs)
• Rent Adjustment Petitions
• Tenant Responsibilities Under the Law
• Termination of Tenancy for Breach of Lease/Nuisance
• Providing and Receiving Lawful Entry to Rental Units
• Documentation and Providing Written Notice
• Landlord Responsibilities Under the Law
Space is limited - RSVP today: https://rentprogram.eventbrite.com

[Please note the following: To locate future community workshop dates, you may access the Rent Program Community Workshop calendar at www.richmonдреnt.org.]
Community Services Department’s 4th Annual Holiday Food Drive

The Community Services Department’s (CSD) 4th Annual Holiday Food Drive has launched! We are collecting non-perishable goods for the holiday season, with all donations benefiting the Bay Area Rescue Mission. Most needed items include: stuffing mix, canned vegetables, cranberry sauce, cooking oil, coffee, sugar, honey, maple syrup, and spices. Until December 20th, food drive barrels will be located at various city facilities in Richmond, as listed below:

- Booker T. Anderson Community Center
- Community Services Building 440 Civic Center Plaza
- Developing Personal Resources Center (DPRC)
- May Valley Community Center
- Nevin Community Center
- Parchester Village Community Center
- Recreation Complex
- Richmond Annex Senior Center
- Richmond City Hall
- Richmond Memorial Auditorium
- Richmond Public Library (Bayview Branch)
- Richmond Public Library (West Side Branch)
- Richmond Senior Center
- Richmond Swim Center

3. **Acknowledgements**

**Wendell Park Soccer Pitch Ribbon-Cutting**

On Saturday morning, November 9th, local residents, community members, City staff, Target employees, and elected officials came together to celebrate the opening of Wendell Park’s two new soccer fields. This new amenity to Wendell park follows a
series of park enhancements that have been implemented over the past few years by the City of Richmond and particularly from KaBOOM!

There was a fabulous turn-out with roughly 125 attendees. Our very own Vice Mayor Ben Choi and Councilmembers Nat Bates, and Melvin Willis came out to speak on behalf of the City. Target provided a generous amount of refreshments for the community to enjoy. There were local soccer teams performing demonstrations in the new soccer pitches, along with a host of family and community members.

Thanks again to City of Richmond Community Services Department, Parks and Landscaping Division, U.S. Soccer Foundation, and Target for making this possible. We are enriching our community!

**Spirit of Collaboration Award**

The City of Richmond was honored last week with a Spirit of Collaboration Award recognizing the contributions of the City of Richmond IT Department for connecting Richmond youth to the power and fun of STEM (Science, Technology, Engineering and Math) education.

The City thanks Building Blocks for Kids (BBK) staff, Executive Director Sheryl Lane, and all those responsible for the nomination and consideration for this “Community Partner Award.”

On behalf of the City of Richmond and LaShonda White, the Director of the Department of Children and Youth, the City of Richmond is committed to making
Richmond the best it can be, and the work that BBK fosters is aligned with that vision.

Richmond Police Department Retirement Announcements

Officer Raymundo “Ray” Hernandez retires from the Richmond Police Department after having served as a police officer for 19 years.

Officer Hernandez began his career on January 3rd, 2000, spending the first several years patrolling the streets of Richmond. As one of most proactive officers during that time, in 2006 he transferred to the West Contra Costa County Narcotics Enforcement Team (WEST-NET) where he served as a Narcotics detective. In 2008, he transferred to De Jean Middle School as a School Resource Officer.

During Officer Hernandez’s career, he spent many years in the Police Explorer Program as an Advisor. This program allowed him to mentor young men and women, who explored their interests in the field of law enforcement. His influence helped our youth stay focused on participation in school and academics, and fostered positive relationships within the community.

In 2012, Officer Hernandez transferred back to patrol for a short period of time. In 2014, he was reassigned to the School Resource Unit where he was able to utilize his talent from being an Explorer Adviser. Officer Hernandez identified several students in the schools and Richmond community whom he mentored, and who went on to become officers in the Richmond Police Department.
Officer Hernandez’s dedication to his work can be seen through the many Letters of Commendations’ and Appreciation he received throughout his career.

Officer Ray Hernandez, thank you for your 19 years of service with the Richmond Police Department.

Sergeant Terry Ellis retires from the Richmond Police Department after having served as a police officer for nearly 27 years.

Sgt. Ellis is an Air Force reserve veteran who began his tour of service with the Richmond Police Department in April of 1993. He was an active and productive police officer, Police Training Officer (PTO), and Community Policing Officer. During Sergeant Ellis’ career, he spent many years as a detective in the Property Crime, Robbery, and Homicide units. Continuing his military roots, Sgt. Ellis was a member of the Honor Guard Unit, paying homage to officers who have given the ultimate sacrifice in the line of duty.

Sgt. Ellis was promoted to the rank of sergeant in 2009, where he held leadership positions in patrol, investigations, and Internal Affairs. His influence and experience in these positions, allowed him to develop, mentor, and help many officers within RPD. In 2012, he graduated a very intensive leadership development program at the Sherman Block Supervisory Leadership Institute and utilized those skills to better serve and direct his teams.

In each of his assignments, Sgt. Ellis was awarded several Letters of Commendation and Appreciation for his outstanding service and dedication to serving the community.

Sgt. Ellis - we thank you for your service in the USAF and with the Richmond Police Department. We wish you the very best in retirement!
New Police Officers and Cadets Sworn in

Meet the newest members of the RPD family. This morning we held a swearing-in ceremony for our new officers and professional staff.

New Police Officers:
• Officer Woody
• Officer Sequeira
• Officer Smith

Professional Staff:
• Parking Enforcement Officer Ly
• Crime Scene Technician Michelle Marin
• Police Cadet Adilene Vargas
• Police Cadet Rosaisela Salmeron

We are so excited and lucky to have them on the team. Welcome to the RPD family!
**RPD Awarded Traffic Education and Enforcement Grant from Cal Office of Traffic Safety.**

The City of Richmond Police Department received a $235,000 grant from the California Office of Traffic Safety (OTS), through the National Highway Traffic Safety Administration, for a one-year enforcement and education program. The money will fund various activities intended to reduce deaths and injuries on California roads.

We are excited and proud to partner with Cal OTS to address traffic related issues within our city. The funds will assist us in having more officers on the street to focus on enforcement related to DUI and traffic infractions. Our goal is to achieve an overall reduction in the number of collisions that occur on our city streets.

The grant-related activities are for the 2020 federal fiscal year, which runs from October 1, 2019 to September 30, 2020.

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**Richmond-San Rafael Bridge Bike and Pedestrian Lane Now Open!**

The opening of the Bay Trail across the Richmond-San Rafael Bridge was a huge success with about 5,000 one-way trips taken, according to the Metropolitan Transportation Commission. Check out these links for coverage from CBS and NBC News.

Whether coming on foot or by bicycle, car or public transit, be sure to CLICK HERE for a detailed access map and information on trail distances and points of access on foot, bicycle and public transit.

*Courtesy of Trails for Richmond ActionCommittee (TRAC)*
Richmond-San Rafael Bridge
Bay Trail Now Open!

A 10’ Wide, Barrier-separated Route for Walking, Jogging & Bicycling

Richmond Access From Stonemark Drive Exit from I-680 and Tewksbury Ave. at Castro St. Across from Bus Stop

Five miles to E. Francisco Blvd. in San Rafael

An Option to Walk or Jog in One Direction for Recreation & Exercise
Golden Gate Transit Bus AM Stops at Each End of Bridge Trail
Castro St. & Stonemark Drive in Richmond and E. Francisco Blvd & Main St. In San Rafael at San Quentin Village

For Maps and Other Information, See
http://www.roadrichmond.com/baytrail/baytrailmap.htm

Photos courtesy of Bruce Brubaker
4. **City Manager’s Office**

**Bay Area SunShares Deadline Extended to November 30th**

The Environmental and Health Initiatives Division is excited to announce the deadline for the Bay Area SunShares program has been extended to November 30th, 2019!

SunShares is a limited-time group-buying procurement program that provides discounts on residential solar and electric vehicles. Visit the [Bay Area SunShares website](http://www.bayareasunshares.org) for information on discounts on installing solar and purchasing an electric vehicle. When you sign up you can choose to receive:

- 15% discount on installing solar
- A free, no obligation solar evaluation of your home by a pre-vetted solar installer.
- Discount on select electric vehicles

**Sign up at [www.bayareasunshares.org](http://www.bayareasunshares.org) before November 30th!**

**Transportation Services Division Updates**

Are you interested in learning more about what services the City of Richmond’s Transportation Services Division is working on for you?

Or Go To: [http://www.ci.richmond.ca.us/2876/Transportation](http://www.ci.richmond.ca.us/2876/Transportation)
Community Services Department

Candy Cane Tournament is back!

IBX Fitness

Get ready to sweat it out with a new program in Richmond!

IBX Fitness is a new boot camp fitness program located at the Booker T. Anderson Community Center. Our workouts are designed to scale as you do, and we welcome people of all athletic abilities! We’re a community-focused group with a diverse staff of instructors who know how to make you sweat and feel welcome! We offer drop-in, class packages, and monthly memberships.

For more details, check out ibxfitness.com and follow @ibx.fitness on social media!

Classes are offered Mondays and Wednesdays from 7:00 P.M. - 8:30 P.M., and Saturday from 9:30 A.M. - 11:00 A.M. Looking forward to working out together!

For more information, contact Maurice Range at maurice_range@ci.richmond.ca.us
Richmond Annex Senior Center Thanksgiving Lunch

On Friday, November 15th, the Richmond Annex Senior Center had its annual Thanksgiving lunch. It was catered by the Contra Costa College Culinary Arts Program, who provided meals for our 55 patrons who came for our luncheon. After lunch, we held a sing-along and enjoyed music and line dancing to work off our meal. It was great time to remember the things that we are thankful for in our lives. Thank you for joining us!
6. **Engineering and Capital Improvements Department (ECIP)**

**Streets Division**

Paving crews ground, prepped, and paved View Drive from Parkside Drive to North Parkside Drive, and sealed cracks on Barth Avenue and Capitol Hill Avenue.

*Crack Sealing on Barth and Capitol Hill Avenues*

*Paving Operations on Mount Street*
Street sweeping staff performed commercial and residential sweeping services for the third Monday through Thursday and fourth Friday in the North Richmond, Iron Triangle, North Belding Woods, Atchison Village, South Belding Woods, Richmond Annex, Parkview, Panhandle Annex, and Eastshore neighborhood areas.
Traffic Signs and Lines

Traffic Signs and Lines staff installed 18 signs, fabricated 12 new signs, painted 310’ of curbs and zoning, and installed 180’ of thermoplastic for pavement messaging.

Street Sweeping

Bike Path Sign Fabrication

New Sign Installation
7. **Fire**

**Richmond Community Emergency Response Teams (CERTs) Take Part in the First Contra Costa County Communications Exercise**

On Saturday, November 16, 2019, a county-wide CERT emergency response and communications exercises were underway transmitting messages originating from CERTs at the street level via radio from the neighborhood, to the city, and to the county. The goal of the messaging was to provide rapid situational awareness to local city and county officials.

The exercise scenario was based on a magnitude 7.0 earthquake along the Hayward Fault centered in San Pablo Bay. CERTs activated and reported to their district Incident Command Post, joined a field team, walked and drove around their neighborhoods to assess emergency situations including checking on neighbors who needed help.

The exercise, Light Up the Bay (LUTB), included CERT participants from Crocket/Port Costa, El Cerrito/Kensington, El Sobrante, Hercules/Rodeo, Lamorinda, Martinez, Pinole, Pleasant Hill, Richmond, San Pablo, San Ramon, and Walnut Creek.

The exercise gave local CERTs the opportunity to practice how they would organize in a major event and how well they can communicate up and down the chain in compliance with the State of California’s Standardized Emergency Management System (SEMS).

Exercise participants will complete an after-action survey to note what went well and recommendations for improvements for future CERT communications exercises.

In Richmond, our hard-working and capable CERT communications exercise coordinators were Diane Richwine, David Roth, and David Swanson. Kudos to the team for their valuable time, expertise and commitment to community readiness.
The participating CERT Neighborhood Teams were Atchison Village, Brickyard Cove, Hilltop Green, Marina Bay, North & East Burg Park, Pt. Richmond, East Richmond Heights-Amador Incident Command Post, and East Richmond Heights Bernhard Incident Command Post.

Congratulations to our dedicated CERT Neighborhood Teams who are very important conduits in transmitting key neighborhood information to the city and county. For more information about Richmond’s CERT teams, please email cert@ci.richmond.ca.us or call (510) 620-6866.
Marina Bay CERT Communications Team

East Richmond Amador CERT Communications Team

Richmond Emergency Communications location.
8. **Information Technology**

**Website Statistics for the week of November 22, 2019**

![Pie chart showing total time spent by visitors]

**KCRT DATANET FOR THE WEEK**

![Image of Scholarship Sponsors Needed]

9. **Infrastructure and Maintenance Operations (DIMO)**

**Abatement**

Abatement crews abated homeless encampments, responded to Police and Fire Department after-hours requests for emergency board-ups, and removed trash and graffiti from various locations throughout the city.
Homeless Encampment Removal
After Hour Emergency Board-Up
Illegal Dumping Removal

Graffiti Removal
Facilities Maintenance

Stationary Engineers performed daily pool maintenance and Civic Center Plaza boiler inspections, repaired a shower mixing valve at the Richmond Swim Center, restored a pipe in the break room in the Police Department, repaired the handicap access button to the Finance Department, replaced the boiler float switch at the Main Library, cleared the main sewer line at Fire Station #64, replaced a faucet in the men’s room at the Corporation Yard, and replaced a thermostat at Fire Station #67.

Sweep Clean-out Installation at Police Department

Utility Workers pressured washed the Transit Station, raised the flag for Transgender Day, cleaned and set-up the Council Chamber for a special meeting, set-up meeting rooms, and serviced 29 city-owned facilities.

Transit Center Cleaning
Parks and Landscaping

General fund crews cleaned and performed maintenance on Carlson Boulevard, abated weeds at multiple parks, removed berry vines at Judge Carol Park, removed trash from all westside parks, performed irrigation repairs at the Plunge and at Parchester and Lucas Parks, repaired irrigation at the Virginia Playlot, installed a catch basin at South Side Park, removed graffiti at Mira Vista Park, installed dog bag stations at Mira Flores, performed maintenance around the Recreation Complex, repaired a fence at the Port.

Marina District crews performed weed abatement on the Regatta Boulevard island and in the lot near the Harbor Master’s office, removed trash from the lawns, pruned shrubs, performed ground cover maintenance at Shimada Park, prepared Marina Bay Park area for new landscaping, and removed tree leaves.
Hilltop District crews continued general maintenance around the business area, continued weed abatement at Country Club Vista Park, completed homeless camp abatement, and continued shrub removal on San Pablo Avenue.

10. **Library and Cultural Services**

**The Richmond Public Library Webpage**

The Richmond Public Library webpage ([www.richmondlibrary.org](http://www.richmondlibrary.org)) has been refreshed! The main page is now interactive, featuring a moving carousel of recent arrivals, as well as links to catalog searches for new material. Links throughout the page have been simplified and consolidated.

Additionally, the links on the left-hand side have been simplified, and pages throughout the site are new, refreshed, or being updated. Our monthly themed book display has gone digital as well!

We hope that this helps you discover the many FREE resources of the Richmond Public Library! This includes newly acquired access to the K-12 resources Britannica School and Britannica Escolar, as well as the K-12 teaching resource TeachingBooks.net. All you need is a Richmond library card! Need one? Stop in at any of our branches.
11. Planning Department

Get Information about Census 2020 through Text Message!

Census Day 2020 will be on April 1, 2020. The census has the objective of counting each person living in the United States. One Census form should be completed for all residents by household. If we don’t count ourselves and our
families, billions of dollars assigned for housing, healthcare, schools, children, and transportation could be at risk. Contra Costa County and the City of Richmond want to ensure every resident is counted in Census 2020!

If you live in the City of Richmond or another city in Contra Costa County, **you can get updates and useful information about Census 2020 by signing up to receive text messages**. The information will be provided in the following 12 languages: English, Spanish, Chinese (simplified), Tagalog, Vietnamese, Arabic, Farsi, Hindi, Japanese, Korean, Punjabi, and Telugu, so you can get information in your preferred language.

- **Text COUNT to (925) 402-4057** for updates and information about Census 2020 in English.
- **Manda CENSO al (925) 402-4057** para actualizaciones e informacion del Censo 2020 en Español.
- **Text the following words to (925) 402-4057** for updates and information about Census 2020 in any of the following languages:

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Please note when you subscribe a series of questions will be asked, so make sure you answer the questions to complete your enrollment. You will receive reminders and helpful information about the census from now to July, 2020. Message and data rates may apply. You can reply EXIT any time to stop receiving messages. United Way Bay Area (UWBA) is the non-profit organization who manages the data on a secure platform; your contact information will not be shared with anyone and will be DELETED at the end of the census.
CENSUS 2020 information by
text message!

1. text COUNT to
   925-402-4057

2. get updates and
   info about Census 2020!

send any of the following
texts for other languages:

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MESSAGE AND DATA RATES MAY APPLY. YOU CAN REPLY EXIT ANY TIME TO STOP RECEIVING MESSAGES.

Informacion del Censo 2020
por mensajes de texto!

1. manda CENSO al
   925-402-4057

2. recibe información y actualizaciones del Censo 2020!

Envía los siguientes textos para
cualquier otro idioma:

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PUEDEN APLICAR COSTOS POR MENSAJE Y ENVIO DE INFORMACION. PUEDE RESPONDER EXIT EN CUALQUIER MOMENTO PARA DEJAR DE RECIBIR MENSAJES.
12. **Police Department**

**Letters to Santa**

Have you ever helped others and then needed help? That is the story of one of the Fire and Police Toy Program participants.

She writes, “This program means a great deal to me as a single mother of five children. I am used to donating to others, and volunteering, but now that I am on the receiving end I am truly appreciative of this opportunity to help me in my time of need.”

Each year police and fire first responders, volunteers, and civic groups work to provide toys and food to over 1,500 young people and their families. This year is the same. Two weeks ago, we signed up approximately 1,500 youth for our Toy Program.

13. **Water Resource Recovery**

**Macdonald & Virginia Wet Weather Improvement Projects**

The contractor is continuing to saw cut in anticipation of excavating to replace defective pipes.

*Contractor is sawcutting the street near Macdonald Avenue and 31st Street in advance of excavation.*
Contractor is performing the sawcutting work 23rd Street and Macdonald Avenue in advance of excavation.

**Cutting/Carlson & Hoffman Wet Weather Improvement Projects**

The project work is substantially complete. The contractor is working on the completion of the easement portion of the project.

**Sewer Lateral Grant Program**

The City of Richmond’s Water Resource Recovery Department administers the Sewer Lateral Grant Program. The program reimburses eligible homeowners in the Richmond Municipal Sewer District (RMSD No. 1) for some of the cost to replace their sewer lateral.

The program is open and accepting applications for the 2019-2020 Fiscal Year.

For more information about the Sewer Lateral Grant Program, please visit [www.ci.richmond.ca.us/2130/Sewer-Lateral-Grant-Program](http://www.ci.richmond.ca.us/2130/Sewer-Lateral-Grant-Program) or call 510-620-6594.
Thank you for keeping up with the activities in the City of Richmond. Feel free to contact me if you have any questions or comments about these or any other items of interest to you.

Thank You!

Steven Falk
Interim City Manager
City of Richmond
450 Civic Center Plaza
Richmond, California 94804
(510) 620-6512

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

See below for options to connect with the City of Richmond.
Connecting with the City of Richmond

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

Android version of APP

We welcome your comments at webservices@ci.richmond.ca.us
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
To contact us by phone:

If you’re not sure which department you need to contact, 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 any comments, questions or concerns regarding the work being done by City staff. The 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.

![CORConnect button](image)

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

![COR Connect button](image)

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