



Hon. Mayor and Members of the City Council:

This is the report for the week ending June 12<sup>th</sup>, 2020.

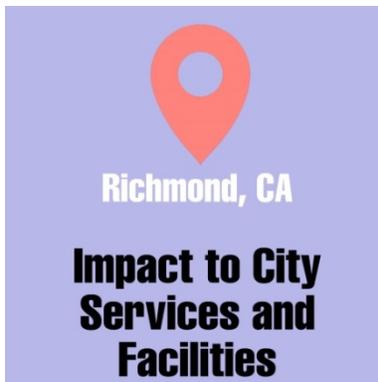


1. **Meeting Notes**

The next City Council meeting is scheduled for Tuesday, June 16<sup>th</sup>. Closed Session begins at 5:00 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: [June 16th City Council Agenda](#).

2. **Coronavirus (COVID-19) Updates**

The following information is an ongoing list of resources and significant updates regarding COVID-19.



## California Disaster Relief Assistance for Immigrants (DRAI)

# California Disaster Relief Assistance for Immigrants (DRAI)

Beginning Monday, May 18, 2020  
**Applications Accepted by Phone Only at**  
**1-415-324-1011**

### What is DRAI?

- The State of California will provide one-time disaster relief assistance to adult undocumented immigrants impacted by the COVID-19 pandemic.
- This is only for adults who are ineligible for other forms of federal unemployment or pandemic related assistance, such as the CARES act or unemployment benefits.

### What documents are needed to apply for DRAI?

- You will need to provide information and documents to verify your identity, your address, and to show you have been impacted by COVID-19.
- More information will be available after you call the toll-free number.

### How much is the assistance?

- An undocumented adult who qualifies can receive \$500 in direct assistance, with a maximum of \$1,000 per household.

### How Do I Apply?

- 1** After Monday, May 18, if you are eligible for this program, call the number above to apply for benefits.
- 2** You must apply with the nonprofit organization assigned to the county where you live. Our agency will help you complete the application and confirm your eligibility.
- 3** Help will be provided on a first come, first served basis. Funding is limited, and disaster relief application services and assistance are not guaranteed.

For more information, visit these websites [California Department of Social Services](#) and the [Guide for Immigrant Californians](#).

Catholic Charities is part of a network of trusted nonprofit organizations throughout California helping undocumented adults apply for this vital DRAI support.

- Catholic Charities East Bay is supporting residents of Alameda and Contra Costa Counties. [cceb.org](http://cceb.org)
- Catholic Charities San Francisco is supporting residents of San Francisco, San Mateo and Marin Counties. [catholiccharitiessf.org](http://catholiccharitiessf.org)
- Catholic Charities of Santa Clara is helping residents of Santa Clara County. [catholiccharitiesscc.org](http://catholiccharitiesscc.org)

 Catholic Charities East Bay  
[www.cceb.org](http://www.cceb.org)

## Coronavirus 2019 (COVID-19) Business and Worker Resources

Small businesses throughout the Bay Area, including in Richmond, have been particularly hurt due to the COVID-19 pandemic. On May 18, 2020, Contra Costa County Health Officer updated the Shelter in Place Order to allow retailers to have curbside pickup and on June 5, 2020, to allow restaurants to have outdoor dining. As businesses are allowed to open back up the [City Manager's Office, Economic Development Department](#) has compiled a list of Federal, State, and Local resources to assist small businesses to navigate these trying times

[Small Business Hotline](#) - The Workforce Development Board of Contra Costa County has started operating a hotline to connect businesses and workers to helpful federal, state, and local programs. Businesses and workers can call (833) 320-1919 to receive resources and referrals on loans, grants, unemployment insurance, payroll subsidies, and other issues of concern.

[OnwardCA.org](#) – One-stop resource for residents of California impacted by job loss due to COVID-19.

[Richmond Revolving Loan Fund](#) - The Revolving Loan Fund is a community-based program to foster local economic growth through the creation and retention of employment opportunities for Richmond residents. The program offers eligible applicants loans from a minimum of \$5,000 to a maximum of \$100,000.

[Richmond Kiva Loan Program](#) - Kiva is a small loan match program where you are required to raise to \$1,500 on the Kiva crowdfunding website. The City will match funds raised dollar-for-dollar, up to \$1,500. The maximum financing to your business under this program is \$3,000.

[CARES Act Paycheck Protection Plan \(PPP\)](#) – Recently added \$301 Billion of funding to support small businesses through loans, which the SBA can forgive if the business uses the funds to retain workers.

[Disaster Unemployment Assistance](#) - US Department of Labor, Employment & Training Administration Disaster Unemployment Assistance program provides unemployment benefits to individuals who have become unemployed as a direct result of a presidentially declared disaster.

[SBA Economic Injury Disaster Loans](#) - US Small Business Administration Injury Disaster Loans offer up to \$2 million in assistance for a small business.

[File a State Unemployment Insurance Claim](#) - Unemployment Insurance is an employer-paid program that provides partial income replacement when one becomes unemployed or has their hours reduced. Follow the link for eligibility requirements.

[Great Plates](#) - California and Contra Costa County will pay restaurant owners up to \$66 per meal delivered to seniors. They are looking for restaurants to prepare and deliver 3-meals a day to seniors during a shelter in place.

[ICA Fund Good Jobs](#) - Rapid Response Liquidity Fund will soon be offering up to \$100K loans with 0% interest for a four-year term, with no payments due for the first 12 months, and have flexible payment terms for qualified businesses.

[Co-Biz](#) - This Co-Biz Richmond guide provides residents with a reference point to find resources that are available for individuals, businesses, and the community.

## **Employment and Training**

### **Employment and Training Reopen Team Project: RichmondWORKS & YouthWORKS**

Amidst the worldwide pandemic, the Employment & Training Department's work needed to continue. We worked remotely as well as coming into the office almost daily. Seeing each other in the office wearing masks and gloves heightened our fears. But it also

created a sentiment of, “We are all in this together.” Our mission became apparent, and we knew to ease our fears, we must take action. To face COVID-19 challenges, we began the process of team development in early April. Safety measures related to COVID-19 became our foundation, and serving our customers became our core to developing the teams. Teams were established and grouped according to the primary activity services offered to the general public. Each team’s responsibility included tasks to assess our space and our services as well as research, design, and implementation dates.

The four teams include Safety /Logistics, Triage/Service, Intake/Eligibility, and Business Services/Career Planning. All of the teams developed new written policies and procedures. The staff received extensive training. We now have all the necessary safety supplies, including Plexiglas installed by RichmondBUILD. Our new format for serving our customers will consist of least four stations related to job search, career services, unemployment insurance, and resource information. We also have moved many of our services to online platforms, including social media.

The results of our team efforts created so much more than being prepared for curbside service (June 8) and reopening day (June 22). It also has alleviated stress in this COVID-19 working environment, building camaraderie, strengthening our working relationships, and, most of all, our COVID-19 safety measures show our staff and our customers that we commit to providing a safe and healthy environment.



## RichmondWORKS Curbside Service- Now Available!



### **Now Available!**

**Hours: 10am to 12pm & 2pm to 4pm**  
**RichmondWORKS – 330-25th Street, Richmond CA**

#### Curbside Services include:

- ✓ Unemployment Insurance (UI) forms
- ✓ Review of completed UI form (staff will fax to EDD)
- ✓ Assistance with EDD/unemployment general questions
- ✓ Job postings (packet of employment opportunities)
- ✓ Community resource information
- ✓ Career skills training information

#### **Follow us on**



RichmondWORKS is an equal opportunity employer/program. All qualified applicants will receive consideration for our programs, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

## **LifeLong Medical Care**

We are here for you! Call (510) 981-4100 for COVID-19 Testing. Visit <https://www.lifelongmedical.org/covid.html> for more information.

¡Estamos aquí para ayudarle! Llame al (510) 981-4100 para pruebas de COVID-19. Visite <https://www.lifelongmedical.org/covid.html> para más información.

**LifeLong  
Medical  
Care**

Health Services For All Ages  
a californihealthcenter



Medi-Cal? Medicare? Uninsured?

You can get a COVID-19  
(Coronavirus) Test at  
LifeLong Medical Care!

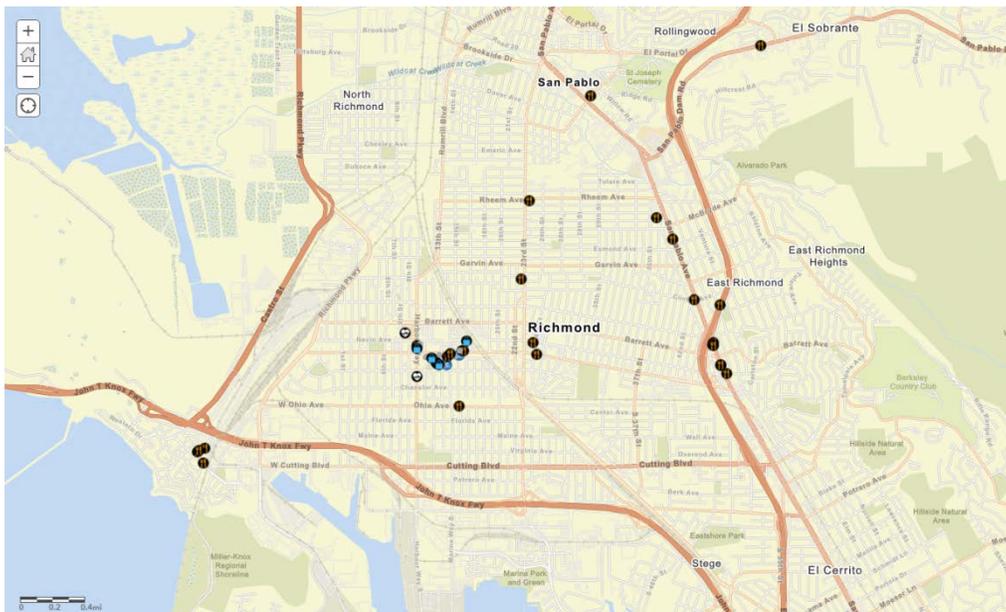
**CALL (510) 981-4100**

**FOR APPOINTMENT  
AND INFORMATION**

## **Please Support our Small Businesses in Richmond!**

Restaurants and retail in Richmond have been particularly hurt due to closures or changes in their business operation during the COVID-19 pandemic. On June 5, 2020, the Contra Costa County Health Services released an [update](#) to the [Shelter in Place Order](#) to allow for outdoor dining. As Richmond Businesses begin to open, the City of Richmond City Manager's Office, Economic Development Department, Richmond Main Street, and Richmond Chamber of Commerce are collecting an inventory of open businesses to help community members locate and support Richmond businesses. To find local restaurants and retail spaces, please explore the [interactive map](#) to find a business that is right for you. If you are a small business that is open or will soon open and are not included in the map, please fill out the following [survey](#) to have your business added to the map. This [interactive map](#) will be periodically updated.

If you have any questions about this map please reach out to Thomas Omolo, Management Analyst, City Manager's Office, Economic Development by emailing [thomas\\_omolo@ci.richmond.ca.us](mailto:thomas_omolo@ci.richmond.ca.us).



## **Richmond Promise Response to COVID 19**

During this time of uncertainty, the [Richmond Promise](#) and our incredible college access partners are committed to supporting our college students and high school students through the summer as they transition to college and continue to pursue their dreams.

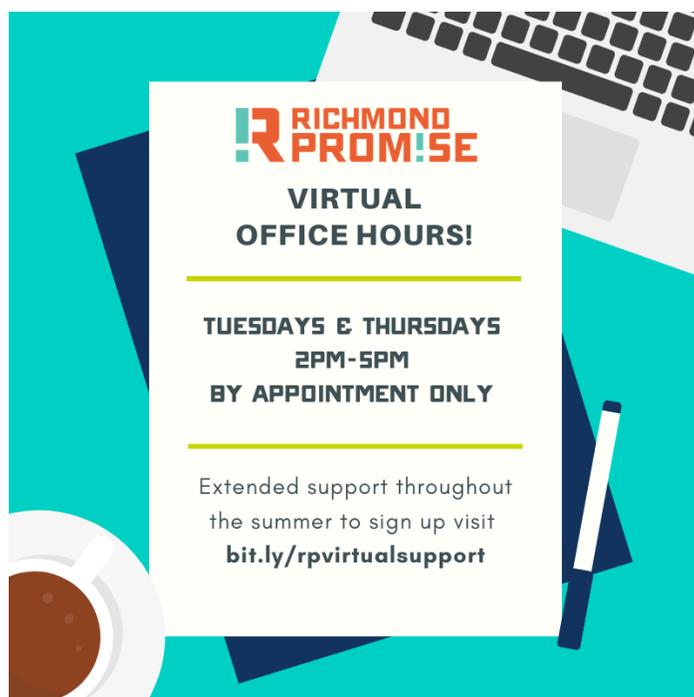
Read below for key resources and the ways we are working together with partners to adapt our programming to virtually support Richmond college students. The Richmond Promise team is fully present and virtual. With any questions or requests for support, reach out to [info@richmondpromise.org](mailto:info@richmondpromise.org) or call us at (510) 230-0422

## Virtual Support for High School Seniors & College Students Through the Summer

Richmond Promise is offering virtual coaching to current & future college students who may need support with their college enrollment process. We can assist students who need supporting completing to-do list item for their college portals, financial aid, or enrollment to our local community college institutions.

Contact our Outreach Team to make an appointment:

- Miguel Molina: [mmolina@richmondpromise.org](mailto:mmolina@richmondpromise.org) (530) 794-8326
- Ana Perez: [aperez@richmondpromise.org](mailto:aperez@richmondpromise.org) (510) 775-1067



## Richmond Promise Scholar Support

Do you know a Richmond Promise college student in need? Since March 13, we have provided students with support for groceries, computers and Wi-Fi access and travel home. If you know a Richmond Promise College Scholar who needs support, encourage them to [fill out this form](#). If you and your family have everything you need, please consider donating to our relief fund and helping us support our community [by clicking here](#).

COVID [FAQ for College Students](#), courtesy of the [Northern California College Promise Coalition](#). Check out our RP Specific [College Access Resource guide](#) for the most up-to-date information on direct resources and supports within our community.

## **Solid Waste Services- Updates**

Republic Services: <https://www.republicservices.com/municipality/wccc-ca>

Republic Services notified the City that On-Call Curbside Bagged Clean-Ups of Bagged Material and Bulky Household Items will resume beginning May 18<sup>th</sup>. To schedule an appointment please call (510) 262-7100.

## **RecycleMore (West Contra Costa Integrated Waste Management Authority)**

RecycleMore staff is working remotely and are still available to answer questions via email. For more information visit, <http://recyclemore.com/>

Open Services:

- Mattress Drop-off at 101 Pittsburg Ave, Richmond, CA
- West County Household Hazardous Waste Facility

\*Operating under regular business hours

Wednesday-Saturday 9:00 A.M. - 4:00 P.M. (closed for lunch 12 NOON -12:30 P.M.)

101 Pittsburg Avenue in Richmond

Please call (888) 412-9277 for more information

- El Cerrito Recycling Center- The El Cerrito Recycling Center, as well as the Household Hazardous Waste Collection is open with modified hours. For more information, visit <https://www.el-cerrito.org/533/Recycling-Environmental-Resource-Center>.

## **Suspended Services- Effective Monday, March 30<sup>th</sup>, until further notice**

- Door-to-Door Household Hazardous Waste Collection for seniors and the disabled is temporarily suspended during the shelter in place.
- West County Resource Recovery- the Compost give-away on the first Wednesday of the month will be temporarily suspended during the shelter in place.

The City of Richmond, RecycleMore, and Republic Services continue to work hard to keep the community clean and safe, ensure high quality service with minimal service disruption while facing a unique challenge that requires a dedicated focus on public health and safety. For more information regarding the available programs visit, [www.ci.richmond.ca.us/1709/Waste-Recycling-Compost-Services](http://www.ci.richmond.ca.us/1709/Waste-Recycling-Compost-Services).

## Report Illegal Dumping

Watch the city's "How To" video for instructions on how to download the free City of Richmond app: <https://youtu.be/i4W1wVvB9fw>

**Feb 2020**

**OPTIONS TO REPORT ILLEGAL DUMPING**  
**OPCIONES PARA REPORTAR DE BASURA TIRADA ILEGALMENTE**

**BEST OPTION / MEJOR OPCIÓN**  
**CITY OF RICHMOND APP**  
**APLICACION DE CIUDAD DE RICHMOND**

**OTHER OPTION / OTRA OPCIÓN**  
**ILLEGAL DUMPING HOT LINE**  
**LÍNEA DIRECTA PARA REPORTAR BASURA TIRADA ILEGALMENTE**  
**(510) 965-4905**

**IN PROGRESS / EN PROGRESO**  
**CALL (510) 233-1214**  
**LLAME (510) 233-1214**  
**\*Stay safe. Do not confront perpetrators**  
**\*Cuidado. No confrontar a los ofensor**

Download the FREE app! Search "Richmond California" in the App Store or Play Store  
Descargue la aplicación GRATIS! Busque "Richmond California" en el App Store de Apple o en Play Store

**Richmond**  
**CalRecycle**

### **3. Upcoming Events**

#### **San Francisco Bay Ferry service on the Richmond Route Resumes Monday, June 15<sup>th</sup>**

The City Manager's Office, Economic Development Department in collaboration with the San Francisco Bay Area Water Emergency Transportation Authority (WETA) is pleased to announce the restart of Ferry service on the Richmond route.

On June, 8, 2020, WETA announced that it will resume San Francisco Bay Ferry service on the Richmond route and double service on the Vallejo route beginning on Monday, June 15.

WETA has also adopted a six-point Passenger and Crew Safety Plan, formalizing safety measures put into effect to help prevent spread of COVID-19 in the Bay Area.

"As the region gets back to work, San Francisco Bay Ferry provides a safe, clean and comfortable way to cross the Bay," said Jim Wunderman, chair of the WETA Board of Directors. "WETA's safety plan is geared toward protecting passengers and crews while helping as many commuters as possible avoid the traffic congestion that's already beginning to return."

The safety plan includes:

- Enhanced cleaning

- All ferries and terminals are being cleaned thoroughly and frequently using coronavirus-killing products.
- Social distancing
  - Maximum capacity restrictions on ferries are in place to allow plenty of space for passengers. Social distancing is required at terminals.
- Face coverings
  - All crews and passengers are required to wear masks or face coverings on the ferry and at terminals.
- Hand sanitizer
  - Hand sanitizer and clean, stocked bathrooms are available on every ferry.
- Healthy crews
  - Vessel crews' temperatures are checked before reporting to work. All ferry and facility staff are provided personal protective equipment.
- Touchless payment
  - Clipper, Hopthru and the Vallejo monthly pass are highly recommended for fare payment.

**Additional details on WETA's Passenger and Crew Safety Plan can be found at [sfbf.mobi/bestwayback](https://sfbf.mobi/bestwayback).**

**WESTBOUND**  
**Richmond ➤ San Francisco**

Depart Richmond	Arrive Downtown S.F.
6:30 AM	7:05 AM
8:00	8:35
9:30	10:05
4:45 PM	5:20 PM
6:15	6:50

**IN EFFECT JUNE 15, 2020**

**EASTBOUND**  
**San Francisco ➤ Richmond**

Depart Downtown S.F.	Arrive Richmond
7:15 AM	7:50 AM
8:45	9:20
4:00 PM	4:35 PM
5:30	6:05
7:00	7:35

sfbf.mobi/bestwayback





## **Award-Winning Summer Camps ACHIEVE and ELEVATE are Going Virtual**

Join us for a summer of fun!

Spend the summer with your favorite recreation staff and teachers from Booker T. Anderson, Parchester, Nevin, Shields-Reid, May Valley, and the Rec Complex in a virtual camp setting!

Summer Camps will run from 10:00 A.M. to 4:00 P.M., Monday through Friday from June 15 - August 7, 2020. Grades eligible for camp are from Kindergarten through 6th grade.

AM: Campers will pick up activity packets at their local community center for online guidance (Zoom/Google) by school district teachers. PM: Campers will check in with recreation staff (Zoom/Google) for fun and engaging activities. Registered families will have a weekly schedule with instructions on how to navigate our fun and interactive camp.

Reminder: Due to the current health order we will not be providing on-site childcare this summer. However, staff will be on-site at all community centers to answer questions by phone. Lunches will also be available at select centers. Activity packets can be done at home with or without internet access. All Zoom classes can be listened in by phone as well.

Free walk-in registration at community centers starts Friday, May 22<sup>nd</sup> at 9:00 A.M. or you can register online for a \$20 registration fee. Call (510) 620-6793 or visit <http://online.activenetwork.com/richmond>.



**VIRTUAL ACHIEVE & ELEVATE SUMMER CAMPS**

Spend the summer with your favorite recreation staff and teachers from Booker T. Anderson, Parchester, Nevin, Shields-Reid, May Valley, and the Rec Complex in a virtual camp setting.

**June 15 - August 7, 2020** | **Grades: K - 6th**  
**10:00 am to 4:00 pm**

Free walk-in registration at community centers starting Friday, May 22 **OR** \$20 one-time online registration fee.

**CAMPAMENTOS DE VERANO VIRTUALES: ACHIEVE Y ELEVATE**

¡Pase el verano con su personal de recreación y maestros de Booker T. Anderson, Parchester, Nevin, Shields-Reid, May Valley y el Rec Complex favoritos en un campamento virtual!

**Junio 15 - Agosto 7, 2020** | **Grados: K - 6th**  
**10:00 am - 4:00 pm**

Registro gratuita sin cita previa en los centros comunitarios a partir del viernes 22 de mayo o \$20 cuota de registro en línea.

**Richmond Library Starts Front Door Service -Monday June 15, 2020**

WE'RE READY TO LEND YOU BOOKS AND DVDS!

WHERE: Main/Civic Center Branch

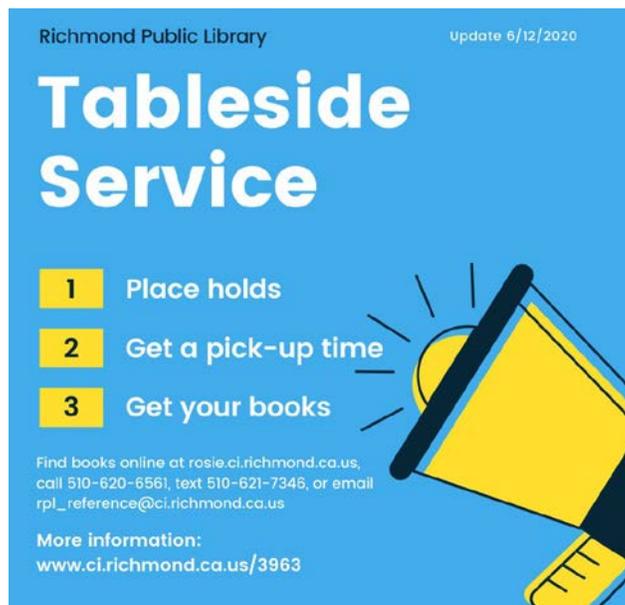
WHEN: Monday - Friday 10:00 A.M. -4:00 P.M. - Pick-up by Appointment Only

HOW: Holds may be placed on line, by phone, email or text. To get started Call 510-620-6561 or Visit [www.richmondlibrary.org](http://www.richmondlibrary.org)

Main Library Book Drop Now Open for Returns 24 hours,7 days/week  
 No Late Fees Through June!

eBooks and audiobooks

Checkout eBooks and audiobooks at home or on the go with Libby  
 The one tap reading app available on iTunes and Google Play



Richmond Public Library update 6/12/2020

# Tableside Service

- 1** Place holds
- 2** Get a pick-up time
- 3** Get your books

Find books online at [rosie.ci.richmond.ca.us](http://rosie.ci.richmond.ca.us), call 510-620-6561, text 510-621-7346, or email [rpl\\_reference@ci.richmond.ca.us](mailto:rpl_reference@ci.richmond.ca.us)

More information:  
[www.ci.richmond.ca.us/3963](http://www.ci.richmond.ca.us/3963)

#### 4. **Acknowledgements**

##### **LEAP: It's Time to Celebrate our 2020 Graduates**

The Literacy for Every Adult Program is so proud of our six graduates! Although we were unable to hold an in-person ceremony this year, LEAP is impressed with their resiliency and commitment to their end goal and congratulates our graduates.

Message to our graduates- Let these experiences and uncertain times be a testament that your determination and hard work proves that you truly **CAN** do anything you set your mind to.

Since the Shelter-in-Place in March, LEAP has shifted to distance learning and has continued to serve our clients using Zoom for online instruction, teaching by telephone, and mailing literacy lessons. LEAP has maintained a level of service that allows our clients to keep their eye on the prize in light of the COVID-19 challenges. If you are interested in pursuing your GED or finding out more about the programs LEAP offers, please contact us at 510-307-8084 to schedule an appointment. Please be mindful that we are unable to accommodate walk-ins at this time.

If you would like to read about our graduates' success stories please follow our LEAP Facebook at <https://www.facebook.com/LEAPRICHMONDCA>



#### 5. **City Manager's Office**

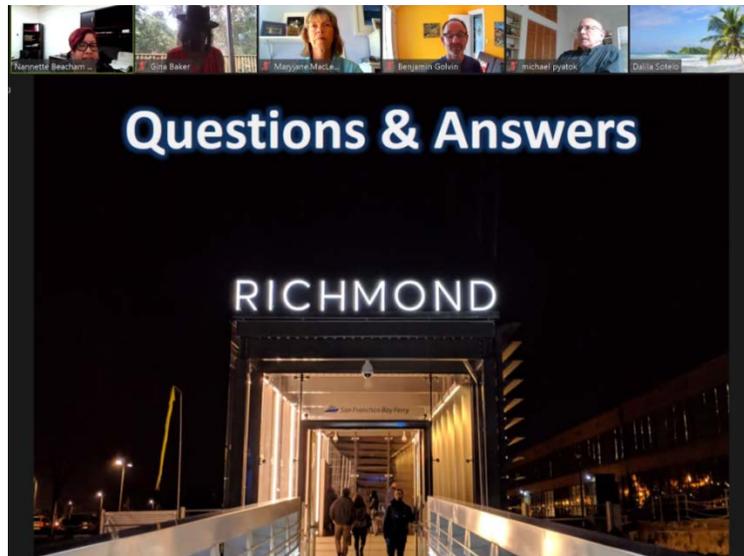
##### **Economic Development**

###### **Nystrom Village Redevelopment and Operation – Pre-proposal Meeting**

The City Manager's Office, Economic Development and Richmond Housing Authority hosted a pre-proposal meeting for the redevelopment and operation of Nystrom Village, a four block site situated between Florida and Virginia Ave (North to South) and South 13 St. and South 16 St. (East to West), on Wednesday, June 10, 2020. This virtual Zoom Meeting had over 40 participants in attendance to gain a deeper understanding of the Nystrom Village Request for Proposal's (RFP) expectations. Nannette Beacham, Executive Director of Richmond Housing Authority, led the meeting providing background and information related to development trends of the City and described the goals and expectations for the site. Roberta Feliciano, Senior Planner in the Planning

Division described current development projects and an overview of the City's land use regulations. To end, Gina Baker, Program Manager in the Employment and Training Department and Nannette Beacham shared City ordinances that may apply for the redevelopment and operations of Nystrom Village.

This mandatory pre-proposal meeting was the first step in the process to transfer the operation of Nystrom Village to a development firm. More information is available on [Richmond's Opportunity Site webpage](#) and proposals for the [RFP](#) are due on July 10, 2020 at 2:00 P.M.



### City of Richmond Energy Reach Code Effective June 10, 2020

The City of Richmond has followed the lead of thirty cities in California that have passed local amendments to the 2019 California Energy Code (California Code of Regulations, Title 24, Part 6). The City of Richmond's local amendments require electricity as the sole fuel source for newly constructed buildings (not natural gas), with certain exceptions. These amendments exceed the requirements of the 2019 California Energy Code and are therefore referred to as a reach code. This ordinance was approved by City Council on March 3, 2020 and is effective as of June 10, 2020, the date of approval by the California Energy Commission. This energy reach code is applicable to building permit applications filed after June 10, 2020 as noted in the Ordinance.

According to the City of Richmond's 2012 Greenhouse Gas (GHG) Inventory, natural gas accounted for 39.8% percent of all residential GHG emissions. Natural gas makes up 72% of the total energy emissions in Richmond, while electricity makes up only 28%. The benefits of utilizing electricity rather than natural gas in newly constructed buildings include reduction in greenhouse gas emissions, improved indoor air quality, elimination of potential gas leaks, CO2 and combustion risks, no gas hookup fees, no monthly gas meter fee, potential lower utility bills (with onsite solar), elimination of need for gas piping work, and future-proof building design.

For information on specific requirements, FAQs, and additional resources, visit:

<https://www.ci.richmond.ca.us/3951/Energy-Reach-Code>.



## 6. **Community Development**

### **Census 2020 is Underway! Don't miss being Counted!**

The future of our communities starts with Census 2020. The Census count comes once a decade, to count every person living in the United States. Not only does the count determine congressional districting, it is also used to allocate critical funding for our communities for roads, affordable housing, schools, parks, and healthcare – which has been proved to be so essential for everyone during COVID-19 pandemic.

As of June 1, 2020, **63.2% of Richmond households have responded to Census 2020 –a 1.7% increase** compared to May 12th. **Two Richmond neighborhoods still have a self-response rate below 50%** - Iron Triangle (48.8%) and North Richmond, including Shields-Reid (46.7%).

The following table has the response rate by neighborhood and the response rate growth in the last three weeks:

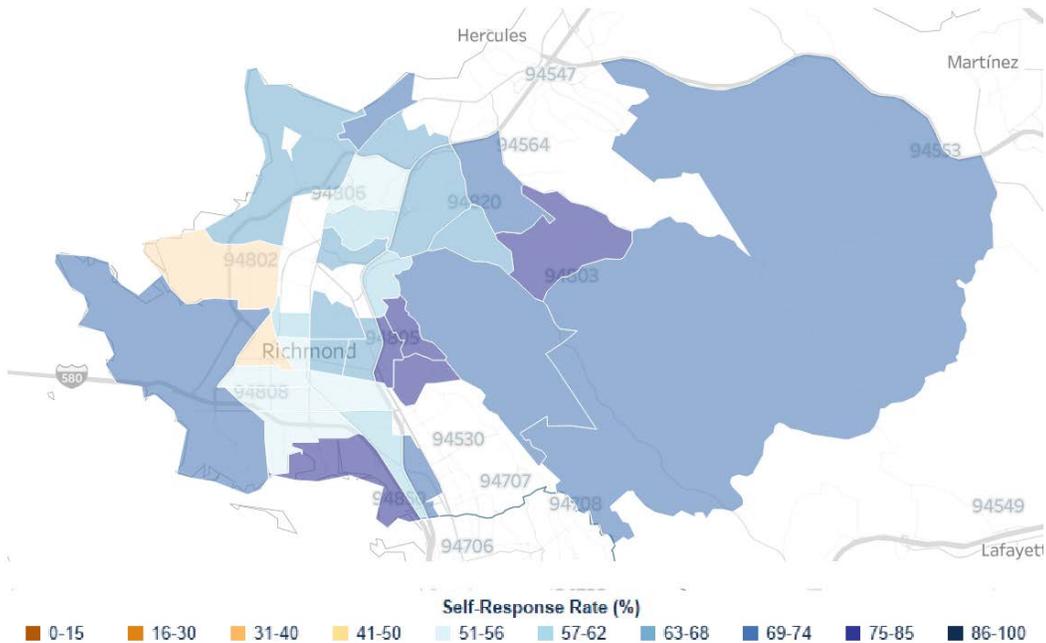
**Table 1. Census 2020 response-rate by neighborhood in the City of Richmond as of June 1<sup>st</sup>.**

<b>NEIGHBORHOODS</b>	<b>Response rate (%)</b>	<b>Increase (%)</b>
<b>City of Richmond</b>	63.2	1.7
ATCHISON VILLAGE	54.8	2.7
BELDING WOODS	52.6	1.7
CARRIAGE HILLS NORTH	77.2	1.2
CARRIAGE HILLS SOUTH	74.4	2.0
CASTRO HEIGHTS (COUNTRYSIDE)	74.4	2.0
CORONADO	53.3	2.0
CORTEZ/STEGE	55.4	1.2
COUNTRY CLUB VISTA	70.0	2.0
EASTSHORE	59.8	2.0
EL SOBRANTE HILLS	77.2	1.2
FAIRMEDE HILLTOP	59.2	1.8
GREENBRIAR	77.2	1.2
GREENRIDGE HEIGHTS	69.8	2.0
HILLTOP DISTRICT	56.4	1.7
HILLTOP BAYVIEW	56.4	1.7
HILLTOP GREEN	65.9	1.8
HILLTOP VILLAGE	56.4	1.7
<b>IRON TRIANGLE</b>	<b>48.8</b>	<b>2.9</b>
LAUREL PARK	59.8	2.0

NEIGHBORHOODS	Response rate (%)	Increase (%)
MARINA BAY	76.5	1.4
MAY VALLEY	74.7	1.7
NORTH & EAST	64.6	1.2
<b>NORTH RICHMOND (SHEILDS-REID)</b>	<b>46.7</b>	<b>1.5</b>
PANHANDLE ANNEX	59.8	2.0
PARCHESTER VILLAGE	65.2	1.3
PARK PLAZA	56.9	2.1
PARKVIEW	59.8	2.0
POINT RICHMOND	70.0	2.0
PULLMAN	56.9	2.1
QUAIL HILL	69.8	2.0
RICHMOND ANNEX	74.9	1.4
RICHMOND HEIGHTS	75.3	1.8
RICHMORE VILLAGE/METRO SQUARE	56.9	2.1
SANTA FE	53.3	2.0
SOUTHWEST ANNEX	74.9	1.4

Census Bureau. Response rate comparison between May 12<sup>th</sup> and June 1<sup>st</sup> 2020.

**Map 1. City of Richmond. Census 2020 Self- Response rate by census tract. June 1<sup>st</sup>, 2020.**



Census Bureau. <https://2020census.gov/en/response-rates.html#>

Every person missed in the Census count is estimated to result in a \$2,000/year loss in federal funds for communities. If Contra Costa County undercounts by 5%, it's expected to lose \$1.1 billion of funding over the next ten years.

If you haven't completed your questionnaire, or want to assist your neighbors, family, or friends to complete their census, remember it can be done through one of the following options:

- **Online.** Click this link and start your questionnaire: <https://my2020census.gov/>  
The census questionnaire can be responded to online in 12 languages, besides English.

- **Phone.** Every day from 4:00 A.M. to 11:00 P.M. on the following phone lines:

- English: 844-330-2020
- Spanish: 844-468-2020
- 

Monday through Friday from 5:00 A.M. to 7:00 P.M. for the following languages on the following phone lines:

- Chinese (Mandarin): 844-391-2020
- Chinese (Cantonese): 844-398-2020
- Vietnamese: 844-461-2020
- Korean: 844-392-2020
- Russian: 844-417-2020
- Arabic: 844-416-2020
- Tagalog: 844-478-2020
- Polish: 844-479-2020
- French: 844-494-2020
- Haitian Creole: 844-477-2020
- Portuguese: 844-474-2020
- Japanese: 844-460-2020

- **Mail.** Since April 8<sup>th</sup>, if a household has not responded to their census, a paper census questionnaire will be mailed. Completed questionnaires, should be mailed to:

**U.S. Census Bureau  
National Processing Center  
1201 E 10th Street  
Jeffersonville, IN 47132**

### **¡El Censo 2020 está sucediendo! ¡No olvide contarse!**

El futuro de nuestras comunidades empieza con el Censo 2020. El Censo se realiza una vez cada década, para contar a cada persona viviendo en los Estados Unidos. El conteo no solo define los distritos electorales, también se usa para determinar el presupuesto de nuestras comunidades incluyendo carreteras, vivienda accesible, escuelas, parques y acceso a la salud – algo que ha demostrado ser esencial para todas las personas durante la pandemia de COVID-19.

Al 1 de junio, **63.2% de los hogares han respondido al Censo 2020** en la Ciudad de Richmond – un **aumento de 1.7%** comparado con los datos del 12 de mayo. **Dos vecindarios de Richmond se encuentran aún debajo del 50% de respuesta** - Iron Triangle (48.8%) y North Richmond, incluyendo Sheilds-Reid (46.7%).

A continuación, se presenta una tabla con el porcentaje de respuesta de cada vecindario de la ciudad y el crecimiento de la tasa de respuesta en las últimas 3 semanas:

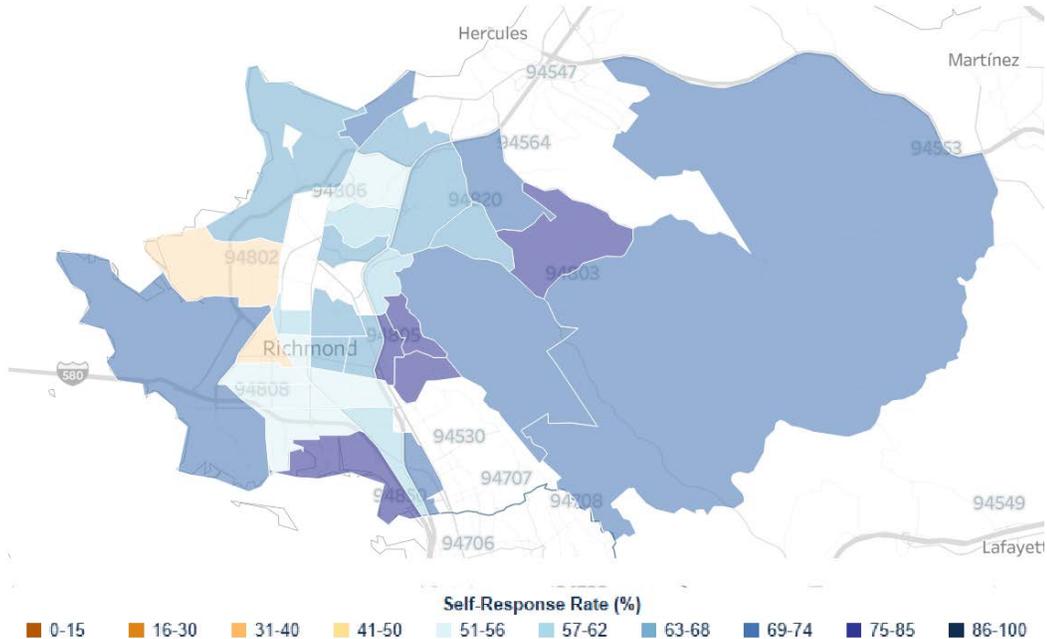
**Tabla 1. Porcentaje de respuesta del Censo 2020 por vecindario en la Ciudad de Richmond al 1 de junio.**

<b>NEIGHBORHOODS</b>	<b>Respuesta (%)</b>	<b>Crecimiento (%)</b>
<b>City of Richmond</b>	63.2	1.7
ATCHISON VILLAGE	54.8	2.7
BELDING WOODS	52.6	1.7
CARRIAGE HILLS NORTH	77.2	1.2
CARRIAGE HILLS SOUTH	74.4	2.0
CASTRO HEIGHTS (COUNTRYSIDE)	74.4	2.0
CORONADO	53.3	2.0
CORTEZ/STEGE	55.4	1.2
COUNTRY CLUB VISTA	70.0	2.0
EASTSHORE	59.8	2.0
EL SOBRANTE HILLS	77.2	1.2
FAIRMEDE HILLTOP	59.2	1.8
GREENBRIAR	77.2	1.2
GREENRIDGE HEIGHTS	69.8	2.0
HILLTOP DISTRICT	56.4	1.7
HILLTOP BAYVIEW	56.4	1.7
HILLTOP GREEN	65.9	1.8
HILLTOP VILLAGE	56.4	1.7
<b>IRON TRIANGLE (SHEILDS-REID)</b>	<b>48.8</b>	<b>2.9</b>
LAUREL PARK	59.8	2.0
MARINA BAY	76.5	1.4
MAY VALLEY	74.7	1.7
NORTH & EAST	64.6	1.2
<b>NORTH RICHMOND</b>	<b>46.7</b>	<b>1.5</b>
PANHANDLE ANNEX	59.8	2.0
PARCHESTER VILLAGE	65.2	1.3
PARK PLAZA	56.9	2.1
PARKVIEW	59.8	2.0
POINT RICHMOND	70.0	2.0
PULLMAN	56.9	2.1
QUAIL HILL	69.8	2.0
RICHMOND ANNEX	74.9	1.4
RICHMOND HEIGHTS	75.3	1.8
RICHMORE VILLAGE/METRO SQUARE	56.9	2.1
SANTA FE	53.3	2.0
SOUTHWEST ANNEX	74.9	1.4

NEIGHBORHOODS	Respuesta (%)	Crecimiento (%)

Census Bureau. Comparación de la tasa de respuesta entre el 12 de mayo y el 1 de junio.

**Mapa 1. Ciudad de Richmond. Respuesta al Censo 2020 por zona censal al 1 de junio.**



Census Bureau. <https://2020census.gov/en/response-rates.html#>

Cada persona que no sea contada en el Censo se estima que represente un costo de \$2,000 al año en pérdida de fondos federales para las comunidades. Si el Condado de Contra Costa no cuenta al 5% de la población, perdería aproximadamente \$1.1 mil millones de dólares de financiamiento en los siguientes 10 años.

Si no ha respondido su cuestionario, o quiere ayudar a sus vecinos, amigos o familiares a completar su cuestionario, recuerde que se puede realizar a través de las siguientes opciones:

- **Internet.** Dé click en este link e inicie su cuestionario: <https://my2020census.gov/>  
El cuestionario del censo puede responderse en línea, en 12 idiomas, además de inglés.
- **Teléfono.** Todos los días de 4:00 A.M. a 11:00 P.M. en los siguientes números:
  - Inglés: 844-330-2020
  - Español: 844-468-2020
  -

Lunes a viernes, de 5:00 A.M. a 7:00 P.M., para los siguientes idiomas en los siguientes teléfonos:

- Chino (Mandarín): 844-391-2020
- Chino (Cantonés): 844-398-2020

- Vietnamés: 844-461-2020
  - Portugués: 844-474-2020
  - Ruso: 844-417-2020
  - Francés: 844-494-2020
    - Tagalo: 844-478-2020
  - Coreano: 844-392-2020
  - Creole Haitiano: 844-477-2020
  - Japonés: 844-460-2020
  - Polaco: 844-479-2020
  - Árabe: 844-416-2020
- **Correo.** Si un hogar no ha respondido al censo, a partir del 8 de abril recibirá una forma por correo. Los cuestionarios completos deberán enviarse a la siguiente dirección:

**U.S. Census Bureau  
National Processing Center  
1201 E 10th Street  
Jeffersonville, IN 47132**

## 7. **Fire Department**

The Richmond Fire Department takes every precaution to help protect you and your property from wildland fire. However, in a major wildland fire event, there simply may not be enough resources or firefighters to defend every home.

Successfully preparing for a wildland fire enables you to take personal responsibility to protect yourself, your family, and property. In this guide, we provide the tips and tools you need to prepare for a wildland fire threat, to have situational awareness when a fire starts, and to act early as directed by local officials.

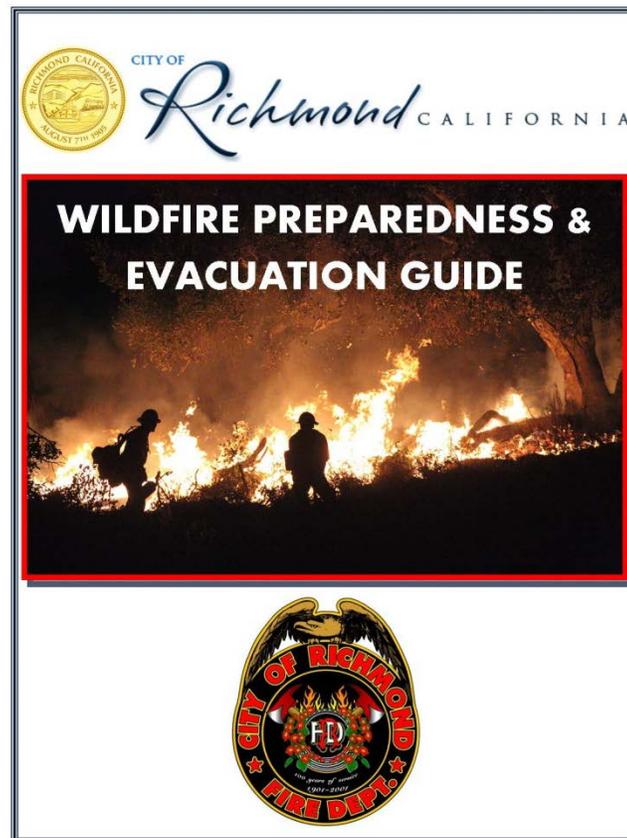
This guide works in collaboration with other existing wildland fire public education efforts, but attempts to capture pertinent information into one document for your convenience. Additional resources are listed within this document for further information.

**You are a key leader to creating change.** You and the members of your community can take simple steps to increase your wildland fire preparedness. Your knowledge and actions may empower others to follow your lead, increasing their safety and potentially decreasing property loss and damage. Being prepared for a wildland fire is vital, as responders' resources can be spread thin quickly during a wildfire event. Taking advanced personal action can result in improved safety for all involved.

Fire is, and always has been, a natural occurrence. Hills, canyons, and forests burned periodically long before homes were built. Wildland fires are fueled by a build-up of dry vegetation and driven by seasonal hot and dry winds, called "Diablo winds." These winds can quickly spread wildfires, making them extremely dangerous

and difficult to control. Many people have built homes in the wildland urban interface, or “WUI,” without fully understanding the impact a wildfire may have on their lives. Few have adequately prepared their families and homes for a timely evacuation in the event of a wildland fire.

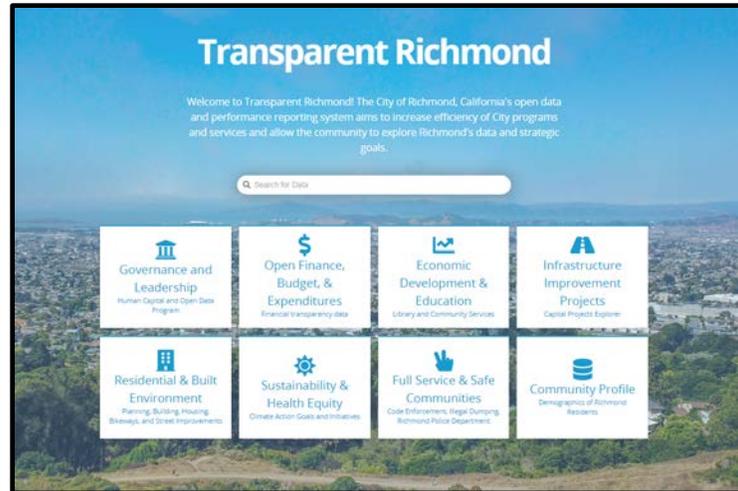
It is not a question of if the next major wildfire will occur, but when. Through advanced planning, understanding, and preparation, we can all be partners in the wildland fire solution. The tips on the following pages are designed to help create awareness and a safer environment for you, your family, and the Richmond Fire Department.



## 8. **Information Technology**

### **Transparent Richmond**

Check out Transparent Richmond ([www.transparentrichmond.org](http://www.transparentrichmond.org)), the City of Richmond’s citywide open data and performance reporting system. The open data platform currently spans 11 city departments and contains over 300 datasets, visualizations, and performance measures, many of which feature monthly, weekly or daily updates.

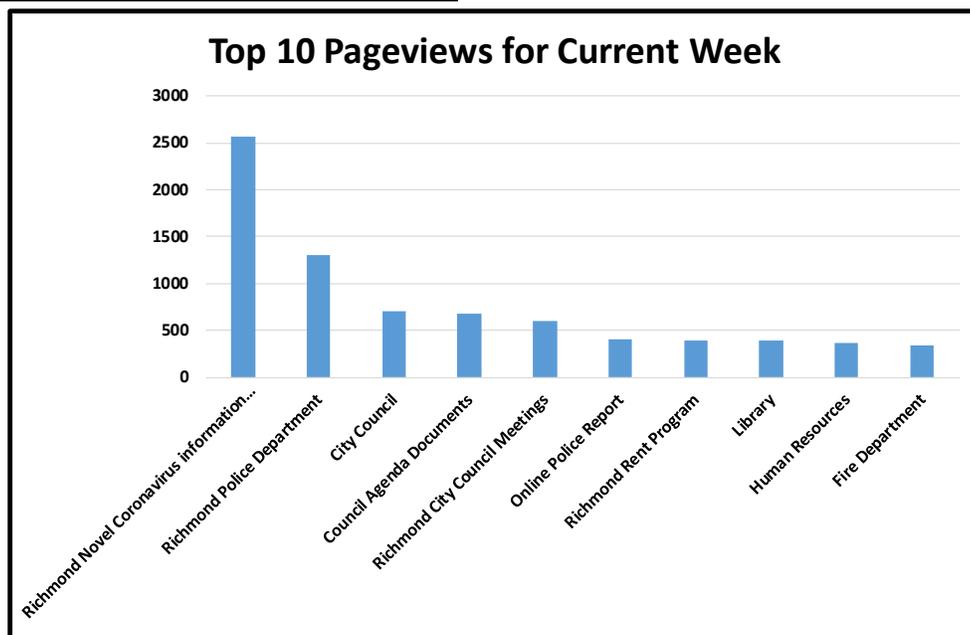


**Transparent Richmond aims to accomplish the following:**

- Improve the collective understanding of all city services
- Automate performance data to help track and meet budget and service goals
- Leverage evidence-based analysis to develop innovative solutions that improve the quality of city services

The city plans to add more datasets and visualizations over time and invites the community to propose additional information for the site. To nominate new data and visualizations, visit <https://www.transparentrichmond.org/nominate>.

**Social Media Statistics for this Week**



Facebook and Tweets Visits are UP!

**KCRT Datanet for the Week**



**Richmond Ferry Service is back!**

**WESTBOUND**  
Richmond > San Francisco

Depart Richmond	Arrive Downtown S.F.
6:30 AM	7:05 AM
8:00	8:35
9:30	10:05
4:45 PM	5:20 PM
6:15	6:50

**IN EFFECT JUNE 15, 2020**

**EASTBOUND**  
San Francisco > Richmond

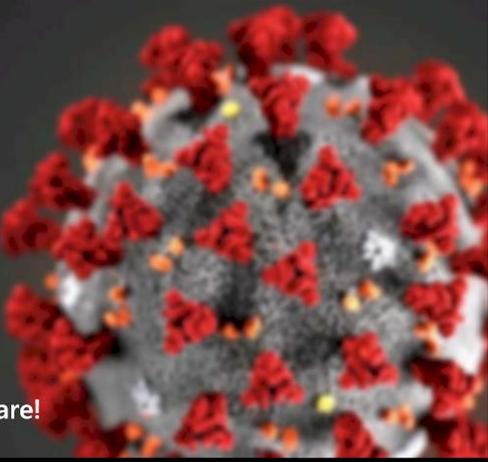
Depart Downtown S.F.	Arrive Richmond
7:15 AM	7:50 AM
8:45	9:20
4:00 PM	4:35 PM
5:30	6:05
7:00	7:35

**sfbf.mobi/bestwayback**



**Medi-Cal?  
Medicare?  
Uninsured?**

You can get a  
COVID-19  
(Coronavirus)  
Test at  
LifeLong Medical Care!




**(510) 981-4100**  
 FOR APPOINTMENT AND INFORMATION



### **KCRT TV Channel 28 – New Episodes of Current Programming**

#### **Production**

In production, Richard R. Lee directed the Community Budget Session #2 and edited the two sessions for air. Additionally, Richard was technical support on Police Commission and Housing Advisory Commission, with Brian Bland taking care of audio portions for online use. Christian Wimmer has been shooting some videos for the Fire's Academy.

#### **Programming**

New episodes are "Creature Features," "The Jet Set," and "Sidewalks Entertainment," as well as Public Safety Awards and two "Community Budget Meetings" made its premiere on the schedule. Additionally, "NewsBytes" presented two new segments: "Lara's Fine Dining Ribbon Cutting" and "Diversity Flag Raising." Richard R. Lee is preparing episodes of "The Jet Set," "Creature Features," and "Sidewalks Entertainment."

All of the above shows have encore runs throughout the week.

You may find the full schedule at <http://www.ci.richmond.ca.us/3176/Schedule>

**9. Internal Services**

**Finance**

Fiscal Year (FY) 2020-21 Budget Development

During this week’s City Council meeting on June 9, 2020, departments presented their justifications to fill certain vacant positions. The City Council voted to freeze 17 vacant positions in addition to the 34 previously frozen. Staff continued evaluating budget balancing strategies and will be submitting a final recommended proposal to the City Council at its June 16, 2020 meeting.

Open Requests For Bids/Request For Proposals

Finance	Actuarial Services RFP	Due: 6/19/20
City Manager	Request for proposal redevelopment, ownership and operations of Nystrom Village	Due: 7/10/20

**10. Public Works**

**Abatement**

Abatement crews performed weed abatement on various public right of ways and city owned properties, completed abatement of Terminal 1, removed debris and graffiti from various locations throughout the City.





*Terminal 1 Maintenance*





*Right of Ways & City Lot Maintenance*



*Graffiti Abatement*



*Illegal Dumping*

### Facilities Maintenance

Stationary Engineers performed daily pool maintenance and Civic Center Plaza boiler inspections, began installation of a pull down attic ladder at the Richmond Swim Center, replaced the apparatus exhaust hose at Fire Station #64, boarded up the Recreation Complex, cleared the main sewer back-ups at Fire Station #64 and the Bayview Library, repaired hose cart wheels, completed safety inspection suggestions in the Pt. Richmond Community Center, repaired the toilet at Fire Station #64 and fixed the air conditioning unit at the Communications Center.



*Apparatus Exhaust Hose Replacement*

### Parks and Landscaping

General fund crews removed debris from all west side parks, weed whipped State Court Park, began weed abatement at the Kennedy Swim Center and on Carlson Boulevard from Broadway Avenue to Cutting Boulevard, removed illegal dumping from Ells Pathway, weed abated Booker T. Anderson Park, trimmed trees at Crescent Park, weeded the bus stop on Amend Road, weeded medians on Castro Ranch Road, repaired an irrigation valve at Nicholl Park, removed debris from the Greenway, replaced basketball nets at Humboldt Park, began the process of clearing fire trails, weeded areas of 33<sup>rd</sup> Street, and performed pest control and irrigation repairs at multiple parks.



*Carlson Boulevard Maintenance*

*Irrigation Valve Repair*

Tree crews cut or removed trees on: South 8<sup>th</sup> Street, 10<sup>th</sup> Street, 21<sup>st</sup> Street, 36<sup>th</sup> Street, South 55<sup>th</sup> Street, Clinton Avenue, Lowell Avenue and McLaughlin Street.



*Tree Trimming on South 8<sup>th</sup> Street*

Marina District crews continued maintenance of all parks and parking lots, raised the canopies on the Willow trees at Marina Bay Park, hand weeding on the planters on the Bay Trail, weed abatement medians along Marina Way, maintenance on the planters in Melville Square, weed abated and installed new benches on Bay Trail, rose maintenance at Lucrecia Edwards Park.



*Maintenance on Flax*

Hilltop District crews continued general maintenance around the business area, removed debris from all parks, began weed abatement on the Richmond Parkway from Parr Boulevard to the Causeway and completed weed abatement on Richmond Parkway from San Pablo Avenue to the Causeway.



*Richmond Parkway Maintenance*

Pavement Maintenance

Paving crews grinded and paved on 35<sup>th</sup> Street, installed cement barriers, addressed complaints and worked from the outstanding pothole list.





*35<sup>th</sup> Street Paving*



*Barrier Installation*

Street Sweeping crews swept the following Neighborhood Council districts on the second Monday through Friday in; May Valley, Vista View, Clinton Hill I – IV and East Richmond.

Traffic Signs and Lines staff fabricated 27 signs, installed eight signs, installed a pole, repaired signs, removed a sign, installed stop messages, and painted red and white pavement markings in various locations.



*Pavement Markings*



*Stop Message Installation*

## Water Resource Recovery Department

### Macdonald & Virginia Wet Weather Improvement Projects

Local contractor is continuing work on this project. See pictures and descriptions below.



*Local contractor is excavating to access a sewer pipe and performing final paving on Barrett Avenue.*



*Local contractor is paving on 25<sup>th</sup> Street and Macdonald Avenue after installing sewer pipe.*

## 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.



**Sewer Lateral Grant Program Application Guidelines**

Application and copies of the required documents listed below must be submitted in person at:  
Water Resource Recovery Center - 430 Civic Center Plaza, 7<sup>th</sup> Floor, Richmond, CA 94804  
Costal Hours: Monday-Friday 9:00am-4pm

The City of Richmond recommends obtaining estimates from at least three (3) contractors.

**Eligibility:**

- Repairs served by the City of Richmond Sanitary Municipal Sewer District.
- Sewer lateral replacement must be completed **BEFORE** working for the Sewer Lateral Grant Program.
- A full line replacement must be completed during the fiscal year July 1, 2019 to June 30, 2020.
- If you have previously received a Sewer Lateral Grant reimbursement, you will not be eligible to apply.

**Required Documents:**

- Only Lateral Grant Applications dated 6/30/2019 or newer will be accepted.
- Contractor's final paid in full invoice.
- Proof of payment (copy of canceled check, credit card receipt, or bank statement are accepted).
- Certificate of Lateral Compliance (issued by the City after attachment permit inspections are approved).
- Grant Deed (change of ownership takes place within last 3 months and/or if property is under a Trust).
- Tax-exempt organizations must submit proof of tax-exempt status.

**Award Limits:**

- Each fiscal year the City allocates sewer lateral grant funds to be awarded for private sewer lateral replacement.
- The program can be suspended at any time without prior or advanced notification or posting.
- Property successful are eligible for **ONE (1)** sewer lateral grant reimbursement award in a lifetime on a first come first serve basis until all sewer lateral funds are exhausted.
- Starting July 1, 2019 and ending June 30, 2020, the complete sewer lateral grant reimbursement amount is \$1,800 per application.
- Incomplete applications will **NOT** be accepted.
- All applications **MUST** be submitted in person. Any applications submitted via email or mail will **NOT** be accepted.
- No applications will be accepted after the sewer lateral grant funds are exhausted.
- Reimbursement may take approximately 3 weeks from the date the completed application is received and approved by the City.

**PLEASE NOTE**  
Sewer Lateral Grant Program for Fiscal Year 2019-2020  
**ONLY** work completed during the fiscal year (7/1/2019 - 6/30/2020) will be eligible for sewer lateral grant reimbursements.



**CITY OF RICHMOND**  
Water Resource Recovery Department  
Richmond, CA 94804  
Phone: (510) 620-6594  
Fax: (510) 620-3910  
Email: wrr@ci.richmond.ca.us  
Website: www.ci.richmond.ca.us

**Sewer Lateral Grant Program Application**

**APPLICANT INFORMATION**

Property Owner (S. Name) (PRINT): \_\_\_\_\_  
Property Address (PRINT): \_\_\_\_\_  
Mailing Address (if different than above): \_\_\_\_\_  
Phone: \_\_\_\_\_ FAX: \_\_\_\_\_ Email: \_\_\_\_\_

Property application:  Primary Residence  Rental Property (owner question below)  Other \_\_\_\_\_  
Is the rental property currently registered with the City of Richmond Rent Program?  Yes  No \_\_\_\_\_

Contract bid amount: \_\_\_\_\_ Total amount paid to contractor: \_\_\_\_\_

**DISCLAIMER:** I certify that I have read and understand the "Sewer Lateral Grant Program and Statement". I, as the signatory to this form, as a person, public service organization, the legal representative of the owner of the subject property described above, (1) recognize the completion of the sewer lateral grant application is not a guarantee or promise by the City of Richmond to approve sewer lateral grant funds for private sewer lateral replacement at the above-described property, (2) understand the City of Richmond will approve (1) sewer lateral grant reimbursement property located in a lifetime on a first come first serve basis and (2) sewer lateral grant funds are subject to the substantially described above. I do not warrant the credit rating, rating or the above-described property in compliance with Business Model Code Chapter 12.17 and (3) the sewer lateral grant application is not approved. I do hereby not authorize a claim by the City or any other public agency for reimbursement of costs incurred to make the sewer lateral replacement described above, and (4) I understand that the City of Richmond does not guarantee the work of contractors in private sewer lateral. I hereby grant the City of Richmond all rights of priority in the subject property necessary to process the application, such right to be exercised only during normal business hours and will not exercise in compliance of the subject property.

APPLICANT NAME (PRINT): \_\_\_\_\_ DATE: \_\_\_\_\_  
APPLICANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**(FOR OFFICE USE ONLY)**

1. \_\_\_\_\_ 2. \_\_\_\_\_

**COMMENTS:**

Additional Local Section  
 Proof of Property Ownership (Photocopy Deed #104)  
 Rental Property  
 Proof of Payment  
 Certificate of Lateral Compliance

Consent/Property ownership allow both signatures:  Yes  No  
Has the applicant provided complete grant information:  Yes  No

APPROVED AND ESTABLISHED: \_\_\_\_\_ DATE: \_\_\_\_\_ COMMENTS: \_\_\_\_\_

## 11. Richmond Promise

### Become a Richmond Promise Mentor!

Interested in support a Richmond student through college? Richmond Promise is expanding its mentorship program and seeking individuals who can support our Scholars in their academic, personal, and career success.

Building on the success of our 2018-19 mentor pilot program, we aim to match mentors and mentees for the 2020-21 academic year. This goal is dependent on mentee/mentor interest and mutual fit.

The time commitment for mentors is approximately one hour per month starting in August 2020 with a minimum of a one-year commitment. If the mentee is based outside of the Bay Area, the interaction will be virtual.

If you're interested, please complete the mentor interest form at <http://bit.ly/rpmentors>

For questions, email [bquarles@richmondpromise.org](mailto:bquarles@richmondpromise.org)

“

My mentor helped me  
**BUILD**  
**CONNECTIONS**  
with professionals  
in the industries I'm  
interested in.

”

 **JEFERSON SOLANO**  
**UCLA**  
**CLASS OF 2021**



**#FindYourWhy**

Become a Mentor  
[bit.ly/richmentor20](http://bit.ly/richmentor20)

*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!**

**Laura Snideman**  
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](http://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.

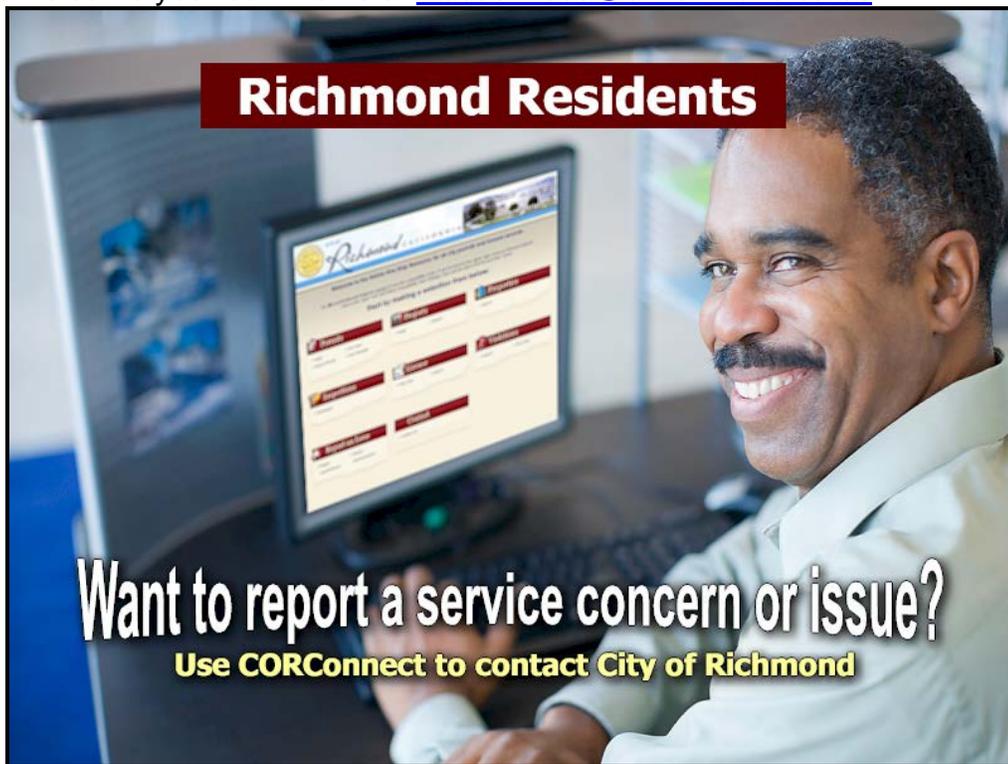
QR Codes are available for easy downloading of this APP:

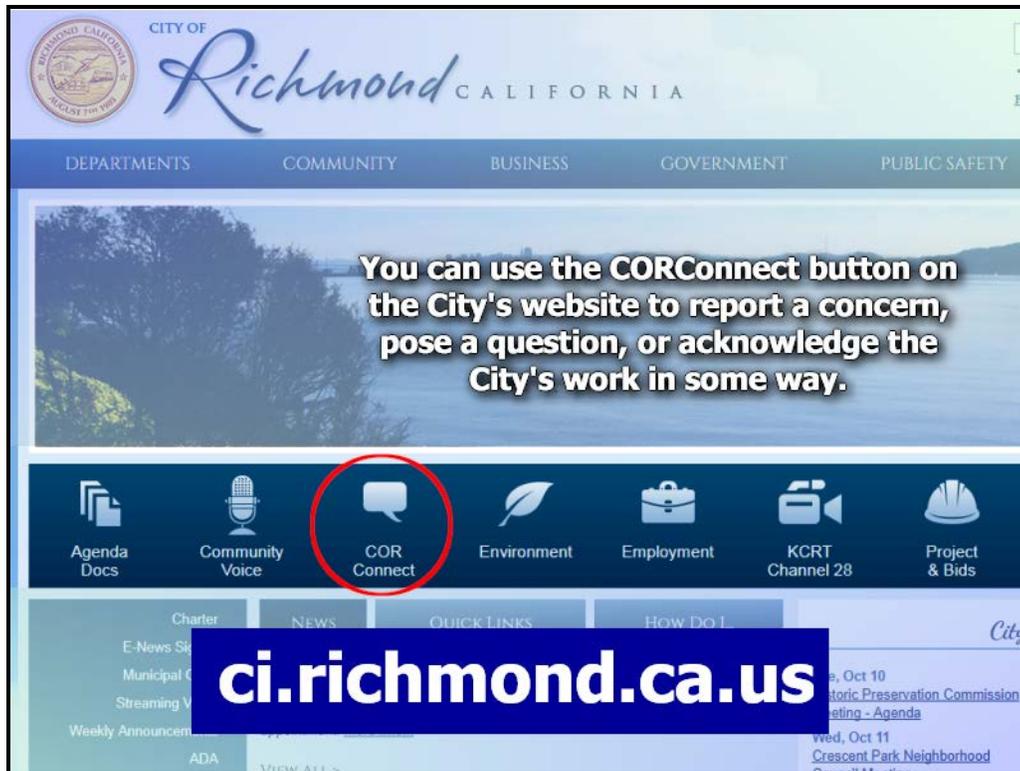
[Apple version of APP](#)

[Android version of APP](#)



We welcome your comments at [webservices@ci.richmond.ca.us](mailto:webservices@ci.richmond.ca.us)





**On the next screen, under "Report an Issue," select "Report Issue/Concern," 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.**

**Want to report a service concern or issue?**



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

Available on the iPhone  Available on Google play 

The City of Richmond mobile app provides Richmond's community members with one-stop access to City services and information via mobile devices

**E-mail your comments at [webservices@ci.richmond.ca.us](mailto:webservices@ci.richmond.ca.us)**

**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, 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.



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](mailto:webservices@ci.richmond.ca.us)