Hon. Mayor and Members of the City Council:

This is the report for the week ending December 11th, 2020.

1. Meeting Notes

The next City Council meeting is scheduled for Tuesday, December 15th, 2020. Closed Session begins at 5:00 P.M., followed by the Special Meeting of the Richmond Housing Authority at 6:25 P.M. The Regular Meeting of the Successor Agency to the Richmond Community Redevelopment Agency and the Richmond City Council begins at 6:30 P.M., and the agenda may be found by clicking this link: December 15th City Council Agenda.

2. Coronavirus (COVID-19) Updates

The following information is an ongoing list of resources and significant updates regarding COVID-19.
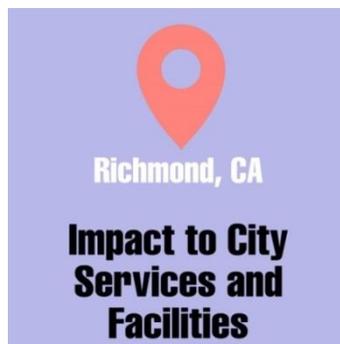
New Stay Home Order from Contra Costa County

To slow the spread of COVID-19 and prevent healthcare systems from being overwhelmed, Contra Costa County, along with five other Bay Area counties, has implemented the State's Regional Stay Home Order. The following changes are effective Sunday, December 6, 2020 at 10:00 P.M. through Monday, January 4, 2021 at

6:00 A.M. A list of impacted business and other functions can be found [here](). For the full Contra Costa County Health Order, please visit this [link]().

3. **Upcoming Events**

Richmond Main Street Virtual Downtown Holiday Festival

Since it's not safe to gather and have folks come to Santa, Richmond Main Street Initiative and East Bay Center for the Performing Arts are bringing Santa and the Downtown Holiday Festival experience to you! Grab some hot cocoa and tune in on Wednesday, December 16, at 6:00 P.M. for an evening of yuletide cheer featuring *Storytime with Santa* and *A Richmond Nutcracker.* This is a free all ages program, presented in English and Spanish. Watch live at [www.youtube.com/user/EastBayCenterArts]().

For more info, visit [www.eastbaycenter.org]().

Richmond Senior Centers on Zoom

We are missing you all here at the Senior centers. The holidays will not be the same without seeing you all. So, we decided to ask Santa to come visit and spread some holiday cheer!

Santa and his reindeer will fly into town on December 17th at 1:00 P.M. Please join us on the Launchpad link.

[https://zoom.us/j/99701549683?pwd=TzYxMi82RHRjOVFwcHd5TGpkNm9rZz09]()
Meeting ID: 997 0154 9683 Passcode: 501164

Save the Date – Celebrate the Winter Solstice December 21, 2020

The Richmond Public Library and the Friends of the Richmond Public Library will present Margaret C. Murray, local author, as she leads an online celebration of the Winter Solstice with art, music, drumming, and shares readings from her books. Stay tuned for more information on how to register to view this live streaming program.

4. <mark>City Clerk's Office</mark>

Help represent Richmond on the Contra Costa Mosquito and Vector Control District's Board of Trustees!

The application process is now open to represent the City of Richmond on the Contra Costa Mosquito and Vector Control District's Board of Trustees. The Contra Costa Mosquito and Vector Control District is a tax-funded office that provides free services to all county residents for mosquitoes, rats and mice, ground-nesting yellowjackets, ticks, and skunks. The Richmond representative on the District's Board of Trustees will represent the city's interests on matters related to mosquito and vector control. The first term of service will be two years and additional terms of service will be two or four years. Regular board meetings are held on the second Monday of every other month starting in January. Meetings are held at the District office, 155 Mason Circle in Concord at 7:00 P.M., and the meetings are open to the public. Trustees are not compensated for service but will be paid up to $100 per month for official business expenses. Mayor Butt has been tasked with nominating an applicant for the trustee position and that individual must then be confirmed by the Richmond City Council. Applicants must be a City of Richmond resident and at least 18 years of age. Please use this link to complete the online application. Please submit your completed application via email to CityClerkDept@ci.richmond.ca.us.

5. <mark>Information Technology</mark>

Transparent Richmond

Check out Transparent Richmond (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.
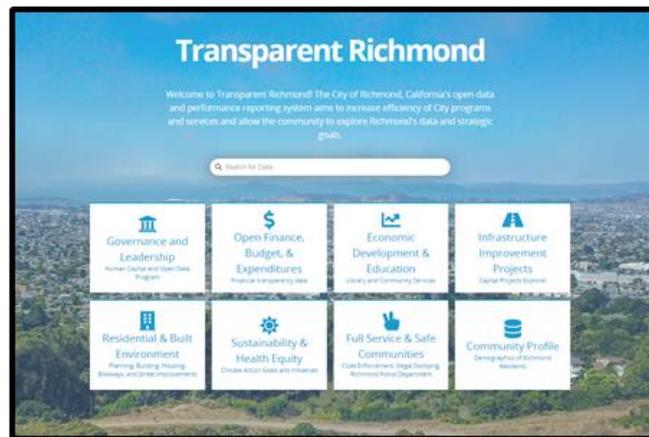
Transparent Richmond aims to accomplish the following:
- Improve the collective understanding of all city services.
- Automate performance data to help track and meet budget and service goals.
- Leverage evidence-based analysis to develop innovative solutions that improve the quality of city services.

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

Top 10 Pageviews for Current Week
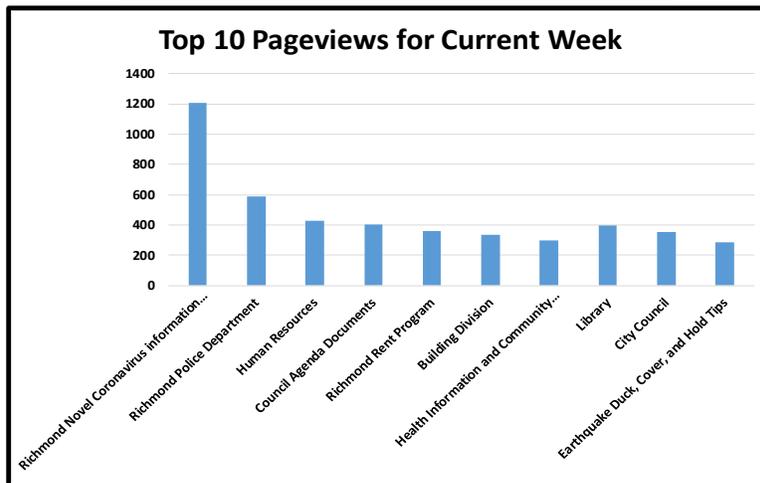
KCRT DATANET FOR THE WEEK

STAY AT HOME ORDER
DECEMBER 6 - JANUARY 4

The State of California has issued a Regional Stay At Home Order.

The current order prohibits private gatherings of any size, closes sector operations except for critical infrastructure and retail, and requires 100% masking and physical distancing.

STOP Stay Home

Need your input on how we can work together to improve the ability of the local workforce system to meet the workforce and education needs of the community.

| Strategies to ensure equal access to regional sector pathways for unserved / underserved populations | Coordination with partners to improve access to high quality education and training | Ways to use technology to deliver services remotely |

Richmond Workforce Development Board Local Planning Session

Wed, December 16th – 3:00pm-5:00pm

For info and how to RSVP: (510) 307-8023

Public input sessions to inform our regional and local planning will be held via Zoom

KCRT TV Channel 28 – New Episodes of Current Programming

"NewsBytes" premiered a segment of the Michelle Obama Virtual Grand Opening (video courtesy of WCCUSD). Staff showed a limited run Medicare presentation from HICAP. Current recent specials are "RPD Virtual Halloween ," "Virtual National Night Out," "National Electric Drive Week"; "Chat with Chief French," "NAACP Policing Forum," the GRID Alternatives' and City of Richmond's "No-Cost Solar Workshop," and the City's Mask Videos.

New episodes of series programming are "The Jet Set," "Creature Features," and "Sidewalks Entertainment."

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

6. <mark>Internal Services</mark>

Finance

Open Requests For Bids/Request For Proposals

Public Works	Castro Ranch Road Rehabilitation Project	Due: 12/17/20
Public Works	Hilltop & Marina Landscape Maintenance Assessment Districts Annual Engineer's Report	Due: 1/14/21
Public Works	1st St. Relief Sewer And Pipeline Rehabilitation Project	Due: 1/19/21
Public Works	Macdonald Avenue And 33rd Street Intersection Project	Due: 1/21/21

7. <mark>Library and Community Services</mark>

Community Services (Recreation)

The City of Richmond Community Services Department Proudly Presents the Virtual Snow Ball King & Queen $2,500 Scholarship!

The Community Services Department is seeking outstanding seniors with academic achievement of 3.5 accumulative GPA, community dedication, and talent to compete for a $2,500 scholarship. Winning Snow Ball King and Queen will be crowned on the 68th Annual Snow Ball Crowning Ceremony.

Requirements: Winning contestants from each school must attend three phases of meetings before the Snow Ball celebration.

Kings & Queens Orientation Friday, November 20, 2020, 4:00 P.M. to 5:00 P.M. Meet & Greet, via Zoom ID - 723 439 1724 PC - 950552. Judging of Contestants Saturday, December 12, 2020, 10:00 A.M. to 3:00 P.M. Judged by a distinguished panel of judges.

Three-minute categories: Speech, Talent, Personal Interviews. Crowning Ceremony Saturday, December 19, 2020, 1:00 P.M. to 2:30 P.M. at the Richmond Memorial Auditorium

For additional questions, contact your school Activity Director/Leadership Teacher or Sharolyn Babb at 510-620-6814 and check out the video explaining the details: https://youtu.be/0n4kmOpQr14

Virtual Cooking Decorating Contest

1) Bake or decorate your favorite holiday cookie! Is baking not your thing? Download any cookie coloring sheet or use the coloring page provided or draw your own holiday cookie!

2) Snap a pic of your cookie creation!

3) Share your picture with us on our Facebook or Instagram (@richmondcsd), using #RichmondVirtualHolidays by Friday, December 18, 2020 at 11:59 P.M. Please tag us in your photo and also DM us your post if your profile is private.

The contest begins Tuesday, December 1, 2020, and ends on Friday, December 18, 2020, at 11:59 P.M. Ten people will be randomly selected to win holiday goodies! Winners will be announced on our social media accounts on Monday, December 21, 2020, by 5:00 P.M. One submission per social media account per day.

Join us for Pickleball!

Virtual Zumba at Community Services Department (Recreation)

Starting December 8, the Community Services Department will begin a mid-morning virtual Zumba class. All Tuesdays and Thursdays virtual evening classes will still be maintained.

Program Schedule
Saturdays: 9:00 A.M. to 10:00 A.M.
Tuesdays and Thursdays: 10:00 A.M. to 11:00 A.M. (Mid-Morning)
Tuesdays and Thursdays: 6:30 P.M. to 7:30 P.M. (Evening)
Cost: $5 per person per class*
Online prepaid participants ONLY

Register and pay online at: https://apm.activecommunities.com/richmond
Please see below a link to our first Zumba class: https://youtu.be/1LkMozN1_nA

Virtual Sports Programs

Join us for our first ever virtual sports programs! There is still time for the last session! Find a spot outdoors, and you'll be able to master all the skills you need in soccer, tennis, or basketball! For more information, contact the Recreation staff listed in the flyer.

City of Richmond
Community Services Department

VIRTUAL SPORTS PROGRAM (TENNIS, SOCCER AND/OR BASKETBALL)

Dates:

Session IV (3 weeks)
November 30 - December 19

Fees:
$10 per virtual session

Grades:
1st to 8th grade

Days/Times:
Monday to Saturday
2:30 PM - 5:30 PM

Registration Online Only
https://apm.activecommunities.com/richmond

Phone: (510)620-6793
Fax: (510)620-6583
Monday-Friday 9:00am – 4:00pm

First ten (10) registered participants for tennis and soccer will receive one of the following: tennis racket and tennis ball or soccer ball.

For more information, contact
Tetteh Kisseh, (510)620-6919
tetteh_kisseh@ci.richmond.ca.us
Maurice Range, (510)620-6960
maurice_range@ci.richmond.ca.us

Community Services - EnRICHing Our Community

Virtual After-School Camps - ACHIEVE and ELEVATE

After-school camps are happening now! You can still join us! We'll have lots of fun and games with your favorite recreation staff and fellow campers. Register online at tinyurl.com/richmondrecreation.

ACHIEVE AND ELEVATE AFTER-SCHOOL PROGRAMS

Spend your out-of-school time with your recreation friends and staff from Booker T. Anderson, May Valley, Nevin, and the Shields-Reid Community Center in a fun and engaging virtual program setting.

Log in at 3:00 pm for our Afternoon Message, then visit your favorite recreation center for Homework Time and Help. Each day, we will provide fun activities, art & crafts, games, and movement. Our format will be similar to a condensed "Achieve and Elevate Summer Camp" for those attended this past summer. Register online or in-person at the Community Centers!

Starting
Aug. 17 – Dec. 18, 2020
Monday – Friday
3:00 pm to 6:00 pm

Cost
$20 per month
August is free!

Grades:
K – 6th

510.620.6793
tinyurl.com/richmondrecreation

ACHIEVE Y ELEVATE PROGRAMAS DESPUÉS DE LA ESCUELA

Pase su tiempo fuera de la escuela con sus amigos y personal de recreación de Booker T. Anderson, May Valley, Nevin y el Centro Comunitario Shields-Reid en un entorno de programa virtual divertido y atractivo.

Inicie sesión a las 3:00 p. M. Para recibir nuestro Mensaje de la tarde, luego visite su centro de recreación favorito para la tarea y Ayuda. Cada día, se proporcionarán actividades divertidas, arte y manualidades, juegos y movimiento. Nuestro formato será similar a un "Campamento de verano para alcanzar y elevar" condensado para los asistentes al verano pasado. ¡Regístrese en línea o en persona en los Centros Comunitarios!

Comenzando
Agosto 17 – Diciembre. 18, 2020
Lunes – Viernes
3:00 pm – 6:00 pm

Costo
$20 por mes
¡Agosto es gratis!

Grad0s:
K – 6th

510.620.6793
tinyurl.com/richmondrecreation

New Adopt-a-Senior Program to Serve Residents Over 55

After all of the interest and support we received from residents in May, Richmond Love Your Block is excited to present: **Adopt-A-Senior**! We are connecting community volunteers and seniors in Richmond and North Richmond.

If you are over 55 and would like to receive FREE maintenance services for your property, go to tinyurl.com/SeniorAdoptionRequest to be adopted! Services may include: cleaning up debris and litter; removing weeds and tall grass; trimming and pruning plant; painting; and more. Eligibility requirements apply.

If you would like to BE a volunteer and adopt a senior to help them maintain their property go to tinyurl.com/AdoptaSeniorVolunteer. (The Adopt-A-Senior program does not provide any home repairs or other services that take place inside of the home.)

Help us spread the word so we can connect as many seniors and volunteers as possible!

Library Updates

Flannel Fridays Every Friday!

Do you like rhymes and songs? Great! Then come join us for Flannel Fridays with Miss Janelle. Every Friday there is a new flannel board performed with a song or rhyme for a little educational fun to start the weekend! These videos are suitable for all ages but children, infants to 8-years-old, might enjoy them a bit more. We hope that you'll join us on our Facebook page or YouTube channel!

Visit Our Virtual Library!

While our buildings remain closed, we offer many opportunities for eLearning. Build valuable job skills or work on your resume, get one-on-one tutoring and homework help, all from your home using your library card. We've got you covered. Visit: http://www.ci.richmond.ca.us/1537/Electronic-Resources

Libby

Download *Libby* the reading app for eBooks and eAudiobooks, developed by Overdrive. If you don't already have a library card, you can get an Overdrive Instant Digital Card. It just takes a few seconds to sign up using your mobile number and start borrowing free digital titles.

Pronunciator

Pronunciator is a fun and free way to learn any of 163 languages with personalized courses, movies, music, and more. Includes a new COVID-19 language course in 101 languages. Learn online, either on your desktop computer or mobile device!

Brainfuse's **Job**Now & **Vet**Now

- Resume Assistance: Prepare your resume with help from JobNow resources including resume templates; receive expert feedback via live interaction or the resume lab.

- <u>Prepare for Your Interview</u>: Review interview tips and resources; connect with a job coach to practice interviewing.
- <u>Career Resources</u>: Begin your job hunt with JobNow's powerful tools.

Library staff can answer account questions and help with information about online resources. Call the Reference Librarians at (510) 620-6561.

<u>Customized Reading Lists</u>

Do you want things to do while you spend more time at home? Maybe for the holidays? We would love to help you find books, DVDs and/or audio materials.

Not sure what to read next? Please call us between 10:00 A.M. and 4:00 P.M., Monday through Friday. For adult materials, call us at (510) 620-6561. For children's materials, call us at (510) 620-6557.

If it's easier for you, fill out our online form to tell us your likes and dislikes, books you read recently, etc. For instance, "I like mysteries, but not too much violence," or "No sappy relationships," or "African American and Latinx authors." One person asked for a few books on martial arts, a few on training dogs, and more thrillers like Dean Koontz.

To access the online form, please go to our website at:
https://www.ci.richmond.ca.us/forms.aspx?fid=239 or email the Reference Librarians at rpl_reference@ci.richmond.ca.us

Kids Activity Kits to Go

Our Children's Librarians have put together December activity kits for kids, with a DIY ornament, stickers, ribbons, a paperclip helicopter, and other activities. Call (510) 620-6557!

December Activity Kit for Kids

Tableside Service Update

The Richmond Public Library began its Tableside Service on June 15th in an effort to make library materials available to the community while our buildings themselves remain closed. Since this service has been available, the Richmond Public Library has had 1,904 successful appointments, getting thousands of books, magazines, DVDs, craft kits, and more into the hands of our community.

Remember: our Tableside Service is available by appointment 10:00 A.M. to 4:00 P.M., Monday through Friday, at the Main Library and 1:00 P.M. to 4:30 P.M., Tuesdays and

Thursdays, at the Bayview and West Side branches. Call us at (510) 620-6561 for more information or visit us online at http://richmondlibrary.org.

Below are representations of our running total of appointments and the weekly totals for the first 25 weeks with a 4-week running average.

Tableside Service Statistics
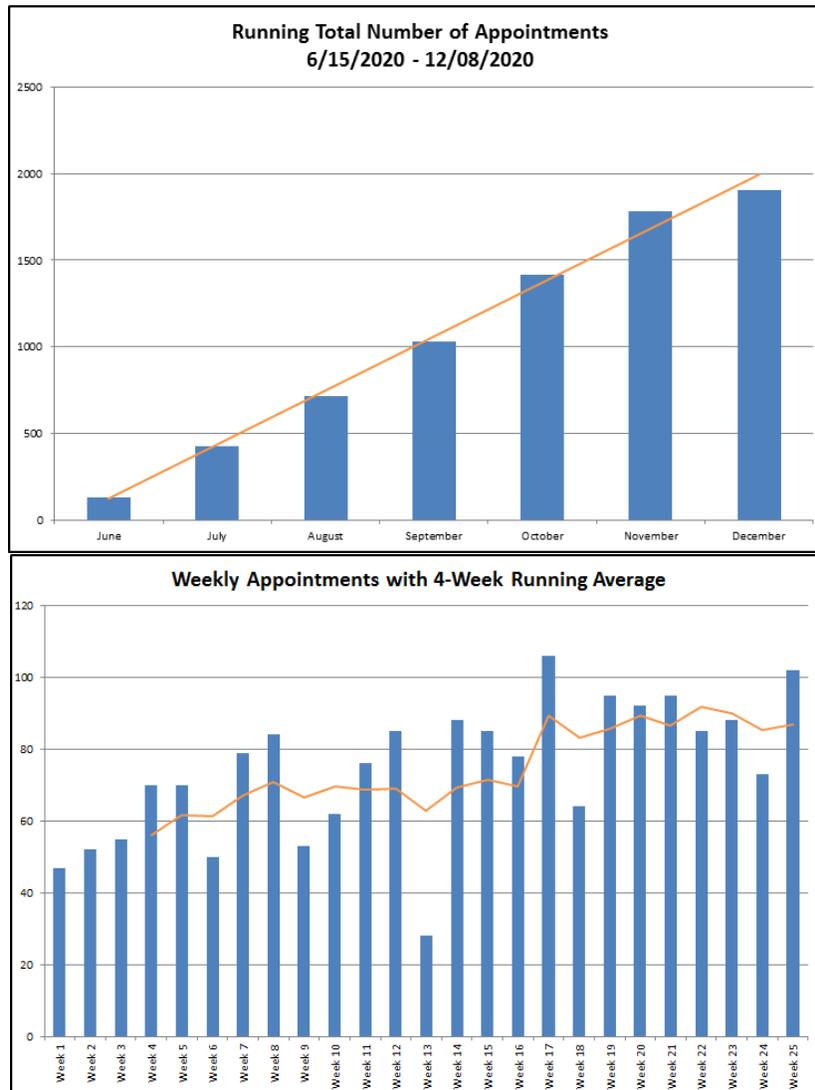
Literacy for Every Adult Program- Career Online High School Program

In these times of economic turmoil, education matters more than ever. Through the California State Library-sponsored Career Online High School (COHS) program, the Literacy for Every Adult Program (LEAP) can provide a pathway for Californians ages 19 and up to achieve an accredited high school diploma. Over 1760 state residents

have already graduated from COHS through their local libraries and LEAP is proud to be counted among them.

You can become Career-Ready! Available by scholarship through the LEAP, Career Online High School offers adults the opportunity to complete their high school education and gain career training through a self-paced, supportive, and accredited online program.

High school graduates earn almost $200,000 more over a life-time than those without a diploma, according to the U.S. Census Bureau. With Career Online High School, students will earn an accredited high school diploma while preparing for a career in one of eight high-demand, high-growth fields and gain career readiness with a portfolio including a resume, cover letter, and job preparation support.

If you are interested in supporting LEAP by donating for the Career Online High School program or getting involved in volunteer opportunities please contact us at (510) 307-8084 or visit our website at https://www.ci.richmond.ca.us/788/Literacy-Program-LEAP to schedule an appointment. Please be mindful that we are unable to accommodate walk-ins at this time.

8. <mark>**Public Works**</mark>

Abatement

Abatement crews hosted the bi-annual Parkview Neighborhood Clean-up event and collected 12 40-yard dumpsters of debris, provided assistance for seniors and disabled citizens, abated homeless encampments from public right of ways, abated walkways, removed illegally dumped debris and removed graffiti from various locations.

Park View Neighborhood Clean-Up/Senior Assistance

Homeless Encampment Removal

Walkway Clean-Up

Illegal Dumping and Graffiti Abatement

Facilities Maintenance

Staff has begun the rebuiling of the fire damaged Booker T. Anderson Community Center. This week the burned area was stripped, inspected and the shore up process of the frame work was started.

Booker T. Anderson Community Center Fire Damage

Crews also completed work on the Corporation Yard Administrative building/Carpenter Shop. The roof needed repair as well as some of the outside fascia. Staff also replaced damaged caulking and the soffet of the Recreation Complex.

Corporation Yard Building

Scaffold Placement at Recreation Complex

Stationary Engineers performed daily pool maintenance and Civic Center Plaza boiler inspections, cleared the sink in the breakroom of the Finance Department, adjusted the front doors at 450 Civic Center Plaza, fixed the side gate key pad at Fire Station #67 and repaired a urinal at Fire Station #62.
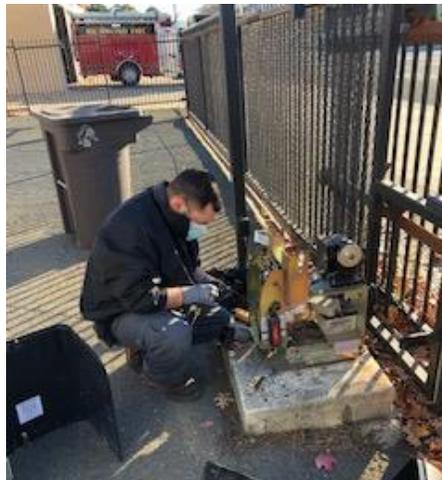
Gate Repair

Multiple locations around City buildings have been decontaminated for the safety of staff and visitors. To assist in the prevention of the spreading or possible contamination of COVID-19 there has been further cleaning of Fire Stations, 440 Civic Center Plaza and 450 Civic Center Plaza.

Decontamination

Utility Workers have completed pest control at the Recreation Complex, assembled a hose reel, performed daily disinfecting protocols of buildings and maintained 29 city owned facilitites.

Equipment Assembly

Parks and Landscaping

General fund crews mowed west side parks, removed debris from Berk Avenue, maintenance around Huntington Senior Annex, trimmed ice plants at John F. Kennedy Park and sidewalks, ornamental pruning at Booker T. Anderson Park, removed graffiti from Boorman Park, repaired fencing at the Swim Center, removed shrubs from Martin Luther King, Jr. Park and replaced the storage container at the Swim Center.

Container Replacement

Shrub Removal

Marina District crews continued maintenance of all parks and parking lots, mowed and edged lawns at Lucretia Edwards Park, removed dead blooms from plants along the Bay Trail, repaired irrigation systems at Shimada and Marina Bay Park, mowed and cleaned the playground at Barbara J. Vincent Park, replaced animal waste bags and string cut weeds along the Bay Trail.

Irrigation Repair

Park Maintenance

Hilltop District crews continued general maintenance around the business area, continued with the replanting project Bay Vista Park, continued tree and shrub removal at Hilltop Lake, weed abatement at Bay Vista and Country Club Vista Park, abated medians on Hilltop Drive and maintenance on the Richmond Parkway on and off ramps.

Richmond Parkway Maintenance

Pavement Maintenance

Paving crews completed hotmix patching on; Castro Ranch Road 37th Street, Chanslor Avenue and Marine Street; addressed complaints and worked from the outstanding pothole list.

Hotmix Patching

Street Sweeping crews swept the following Neighborhood Council districts on the first Monday and the second Tuesday through Friday in; Parchester Village, Hilltop Bayview, Hilltop Green, Fairmede/Hilltop, Clinton Hill II-IV and Richmond Heights.

Traffic Signs and Lines crews fabricated 16 signs, installed 23 signs, reset a pole, installed six new poles and installed blue and white pavement markings and the Holiday ornaments along Macdonald Avenue.

Sign Repair

Ornament Installation

Water Resource Recovery Division

Wastewater Treatment Plant – Fats, Oils, & Grease (FOG)

PLEASE! DO NOT PUT GREASE DOWN THE DRAIN! Heavy grease has been reported at Richmond's sewer treatment plant. Grease clogs pipes and can be detrimental to the function of the plant.

For more information about Fats, Oils, and Grease (FOG), please call 510-620-6594.

Planta de Tratamiento de Aguas Residuales – Aceites y Grasas (FOG)

¡POR FAVOR! ¡NO PONGA GRASA POR EL DRENAJE! Se ha reportado grasa pesada en la planta de tratamiento de alcantarillado de Richmond. La grasa obstruye las tuberías y puede ser perjudicial para la función de la planta.

Para obtener más información sobre aceites y grasas (FOG), llame al 510-620-6594.

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 2020-2021 Fiscal Year for sewer lateral work completed between 7/1/2020-6/30/2021.

For more information about the Sewer Lateral Grant Program, please visit www.ci.richmond.ca.us/2130/Sewer-Lateral-Grant-Program or call 510-620-6594.

Macdonald & Virginia Wet Weather Improvement Projects

Local contractor is nearing completion of this project. See pictures and descriptions below.

Contractor continues pavement restoration work on Nevin Avenue and Civic Center Plaza.

Contractor restores the thermoplastic striping at the roundabout on 24th Street and Nevin Avenue.

9. <mark>**Richmond Main Street Initiative**</mark>

Richmond Main Street Meal Giveaway Program

Richmond Main Street Initiative and Richmond Police Activities League (RPAL), with support from many community partners, are distributing free, healthy meals to Richmond residents. Anyone in need of a meal for themselves or family members are invited to visit the RPAL parking lot (entrance on 23rd Street) on Tuesdays and Thursdays from 11:00 A.M. – 1:00 P.M., December 1 - 24, 2020. Drive-thru and walk-in visitors are welcome; face coverings are required. For updates and more info, visit www.tinyurl.com/RichmondMainStreetMeals or call (510) 621-1221.

Call for Volunteers! Volunteers are needed Tuesdays & Thursdays, 9:30 A.M. - 1:30 P.M. to assist with set-up, distributing meals, and clean-up. Anyone interested in volunteering must sign-up ahead of time. More info and links to sign-up are available at www.tinyurl.com/RichmondMainStreetMeals
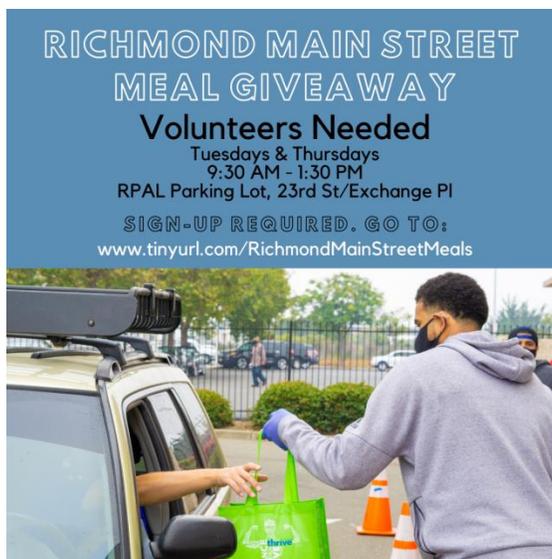
10. <mark>Richmond Promise</mark>

Early Application Deadline Approaching for Richmond Promise Scholarship!

High School Seniors and General Educational Development (GED) students who live in Richmond and attend public, private, or charter schools under the age of 24 in West Contra Costa County are highly encouraged to apply for our scholarship by the December 31st Early Application deadline. Students must also complete the Federal Application for Federal Student or the California Dream Act Application by March 2, 2021 (Cal Grant Deadline) to be eligible for the Richmond Promise Scholarship. Visit richmondpromise.org to find our application, make an appointment with our college access team for one-on-one support, and view a list of our college readiness workshops for Fall 2020.

Don't miss out on the following extended deadlines for college scholarships and applications!

1. California State University (CSU) System: Thursday, December 15, 2020 at 11:59 P.M.
2. University of California (UC) System: Friday, December 4, 2020 at 11:59 P.M.

Make a virtual appointment with our College Access team for application help with these and more at bit.ly/virtualsupport_rp

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

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

CITY OF Richmond CALIFORNIA

DEPARTMENTS   COMMUNITY   BUSINESS   GOVERNMENT   PUBLIC SAFETY

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.

Agenda Docs   Community Voice   COR Connect   Environment   Employment   KCRT Channel 28   Project & Bids

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** <u>version 11</u> 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