

STRATEGIC USES OF INFORMATION TECHNOLOGY **(IN THE CITY OF RIVERSIDE COMMUNITY)**

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BROADBAND TECHNOLOGY

SmartRiverside Citywide WiFi

Public private partnership

Project began in 2006

Description

The City of Riverside is managing and operating a citywide municipal Wireless-Fidelity (WiFi) network with the help of its new wireless Internet provider, US Internet (USI), a leading provider of high-speed broadband Internet access connection. The USI partnership allows the City to serve citizens more efficiently, improve connectivity and take advantage of cutting-edge broadband technology.

The citywide wireless network has three components, a 2.4 GHz network for City business at 1Mbps, a 4.9 GHz network for Public Safety only (1 Mbps), and a 1Mbps network that is free to residents, businesses, and visitors.

Free Internet Access: In 2007 the City partnered with AT&T and SmartRiverside to build a Public Safety and Community WiFi network to include free internet access for all residents. This unique network has more than 1400 access points throughout the City's 55 square mile developed area and is one of the nation's largest wireless Local Area Networks designed for free public and municipal use.

Video Security Projects: A variety of applications have been implemented for parks, railroad crossings, city facilities, graffiti locations and intersections. This is achieved through the use of permanent and mobile cameras placed where/when needed. The cameras can be set to trigger recording by a series of events. Video is transmitted to the data center where it is stored and available for authorized viewing.

In Car Video: Public safety video is transmitted over the 4.9 GHz network to police headquarters where events are stored and available for review by authorized police records management staff.

Traffic Signal Control: The City's traffic management system is designed to view signals for the progression of light timing to ensure a smoother traffic flow during peak traffic times and to signal real-time controls when traffic congestion exists.

Results

78% of the City has WiFi coverage. Any resident with a desire to access the internet can do so. More than 70,000 unique sessions per month are realized over this free community network.

30 intersections are Wi-Fi enabled. This allows real-time connectivity with the City's Traffic Management Center located in City Hall. From this location, the City can monitor traffic and, in real time, change traffic settings to keep traffic moving smoothly during peak traffic hours, avoid construction areas, and reduce accidents by better managing special events. Traffic flows have improved significantly with average commuter time reductions of up to 30%. Most of the traffic signals are not hard-wired with communication links. Without WiFi, central control would have been cost prohibitive.

The 4.9 GHz network is currently in use by 250 Police and Fire Vehicles. A Ubiquity card in each Panasonic Toughbook is used to communicate with the City Hall network to transmit real time Computer Aided Dispatch (CAD) data, e-mail, and web based applications. In addition, each Police vehicle is equipped with a Coban in car video recording device enabling videos to be displayed and transmitted so they can be viewed centrally by Police Records Management staff. Previous communications to Police and Fire vehicles were over a Motorola RDLAP 9600 baud radio connection. Downloading of video was impossible over those speeds as was internet access to web based applications.

25 wireless cameras are also being used to transmit video over both 2.4 GHz and 4.9 GHz (depending on location and interference) to help monitor gang and graffiti activity at key locations. 12 wireless cameras are monitoring the City's railroad crossings to ensure trains do not cause traffic or safety problems in Riverside. The analytics count the more than 125 trains each day that travel from the coastal ports to distribution centers in the mid-west and alert both the railroad and the City when problems arise.

SmartRiverside Digital Inclusion

Description

SmartRiverside's Digital Inclusion Center has become one of the most outstanding centers in the United States. It is managed by a computer services company under the direction of the City of Riverside's CIO, hires and trains troubled youth for staff operations, is a California certified e-waste collector and operates several successful community programs.

SmartRiverside provides 8 hours of free certified technology training, free Microsoft Office Software, free refurbished computers, free internet access devices and free internet access (though WiFi) to Riverside's low income families (approximately 10% of population) at the rate of 100+ per month. This is being done in partnership with Riverside and Alvord K through 12 unified school districts, the County department of aging, the Salvation Army, Project Bridge (gang prevention youth program) and others.

Digital Inclusion Staff is comprised of full-time information technology professionals and part time employees provided through the Riverside Project Bridge program. Project Bridge (Building Resources for the Intervention and Deterrence of Gang Engagement) is a gang prevention, intervention, and suppression program, the goal of which is to reduce the incidence of youth gang violence, gang membership and gang related activities in the City of Riverside. The program provides various services to participants between the ages of 12 and 22.

This program is made possible through donations of computers, monitors and other electronic equipment by large local firms, educational institutions and the public; The IT Department's annual fundraising golf tournament; collection and reimbursement for "e-waste"; eBay sales of items with residual value, and Inland Empire Technology week.

Results

More than 4000 families have completed training and received free PCs, software and internet access. La Sierra University randomly surveyed 120 families and found 87% still using their computer. 45% indicated it was their first experience using a PC.

Riverside Virtual School

Description

Riverside Virtual School (RVS) is an accredited, tuition-free, public school offering high-quality, technology-rich interactive online classes for students within the Riverside Unified School District (RUSD) attendance area as well as elsewhere in Southern California through their expanding partnership program.

RVS students benefit from the flexibility that online learning provides, including opportunities for course acceleration, unique enrichment programs, online mentors, virtual clubs and organizations, and access to learning 24 hours per day, seven days per week.

Local RVS students also have the opportunity to participate in athletic team sports and fine arts programs (band, orchestra, theater) at RUSD's comprehensive high schools, a unique opportunity not commonly available to students attending online schools.

Riverside Virtual School links include the North American Council for Online Learning (NOCOL) who facilitate collaboration, advocacy, and research to enhance quality K-12 online teaching and learning; and the University of California Riverside's (UCR) digital resource program with websites, social networking and learning management all in one place.

Technology courses include Cisco Academy, AP Computer Science, Web Design, Programming C++, and Programming Visual Basic. All RVS courses meet the entrance requirements for the University of California.

RVS has the same graduation requirements as those attending any RUSD high school, satisfying both the UC and CSU entrance requirements.

Results

In addition to achieving mastery of grade-level and/or content area standards, every student becomes an effective communicator, skilled problem solver, informed career planner, engaged community member and proficient technology user.

Parent quotes include:

This class was a Godsend for us!!

I hope that other students and parents have similar experiences and success like we did with this course.

I found the parent portal to be extremely helpful. I was actually able to view what my son was doing and get on him for what he wasn't doing. I wish I could do this at his high school.

What a great teacher! This is something we will definitely do again!! What I like the best...my child actually gained more self-discipline from this experience, which was definitely needed!!

Federal Government RVS Reference: A 2009 report released by the Department of Education in Washington DC shows that students clearly benefit from the learning opportunities provided through online learning. The meta-analysis of 1,000+ empirical studies on online learning found that students performed best in blended learning classes, which combine the best of online and face-to-face instruction within a virtual learning environment that both extends and enhances the instructional program of the school.

"This new report reinforces that effective teachers need to incorporate digital content into everyday classes and consider open-source learning management systems, which have proven cost effective in school districts and colleges nationwide," said U.S. Secretary of Education Arne Duncan. "Technology presents a huge opportunity that can be leveraged in rural communities and inner-city urban settings, particularly in subjects where there is a shortage of highly qualified teachers. At the same time, good teachers can utilize new technology to accelerate learning and provide extended learning opportunities for students."

The report suggests that online learning is gaining momentum for good reason. The blended (hybrid) learning model, promoted by programs like the Riverside Virtual School, is found to have the highest effect; producing results greater than both traditional face-to-face instruction and 100% online classes.

In 2009 the Bill and Melinda Gates Foundation, in collaboration with the National League of Cities, selected Riverside as one of 7 US Cities receiving \$150,000 educational planning grants for a new initiative that will increase the number of young adults (ages 16-26) completing postsecondary degrees and credentials with value in the marketplace. In 2010 Riverside's coalition of city, school district, higher education, business and community stakeholders was selected to receive another \$3 million for plan implementation. As part of this initiative the community will establish College 311, a web-based public information function to enable round-the-clock access and serve as a hub for an array of educational, social, and community services.

KNOWLEDGE WORKFORCE

Workforce Development Center

Description:

Riverside's Workforce Development Center is a one-stop center to assist businesses and individuals with a variety of employment and business services.

Businesses can place job orders, find candidates, analyze labor market information, locate business services, and much more.

Job Seekers can get help with selecting a new career and job search assistance.

Results:

Through the Riverside County Workforce Development Center, ACS, an outsource partner of the City of Riverside, hired two Systems Technicians and a GIS Analyst receiving \$14,000 in On-the-Job Training. On-the-Job Training allows a business to hire and train new employees in skills required for the job. The savings from the program helped ACS justify the procurement of five Apple i-Phones and 6 Google Android Smart Phones. The skills training program allowed the City of Riverside applications team to develop advanced mobile applications that residents will use through Riverside Resident Connect. Riverside City Connect provides 24/7 services enabling residents to request services from City Hall.

STEP

Description:

The Science and Technology Education Partnership (STEP), a non-profit organization, was established eleven years ago by Congressman Ken Calvert to help bridge the skills gap between K-12 students and high-technology industry needs.

Every October 3,500 students from 30 Inland Empire schools attend STEP's flagship science and technology education conference at the Riverside Convention Center. This first of its kind in the region conference serves to ignite the imagination of thousands of students so that they might pursue promising careers in math, science and high-technology fields.

This year 25 high tech organizations including Kaiser Permanente, Boeing, Bourns, and the Discovery Science Center hosted stations where students participated in a variety of hands-on high-tech activities.

"What's amazing about this is the novelty of the conference," said Pamela Clute, UCR mathematics professor and executive director of the Alpha Center. "It's a three pronged approach -- the kids, the teachers and the information sessions."

Former UCR chancellor and current Director of the Energy Institute at the University of Texas, Raymond Orbach noted "The primary focus of the annual STEP Conference is not only to reinforce the importance of mathematics and science education to our young students, but also to provide a forum for us to all work together -- students, teachers, school administrators, community and business leaders, and high technology companies."

Results:

25,000 students and 2,000 teachers have participated in the STEP program.

After attending this year's STEP program, 9-year-old Joel Winn, of Beaumont, decided he wants to be an astronaut. Shane Goosby, a seventh-grader from River Heights Intermediate School in Corona, wants to be an environmental engineer because it's "important we have cleaner air to prevent lung disease."

Karen Griffith, a John F. Kennedy Elementary teacher, said science supplies and resources are so limited teachers are purchasing them. The conference helped them come up with innovative ideas for math and science lessons.

Project Bridge

Description:

SmartRiverside Digital Inclusion Center Staff is comprised of full-time information technology professionals and part time employees provided through the Riverside Project Bridge Program. Project Bridge (Building Resources for the Intervention and Deterrence of Gang Engagement) is a gang prevention, intervention, and suppression program, the goal of which is to reduce the incidence of youth gang violence, gang membership and gang related activities in the City of Riverside. The program provides various services to participants between the ages of 12 and 22. Project Bridge management works closely with the City's Parks, Recreation and Community Services Department, IT and Affiliated Computer Services (ACS), A Xerox Company, in providing work opportunities for participants.

Reformed gang members from the Project Bridge (gang prevention) program staff SmartRiversides e-waste, ebay, and PC refurbishment programs. They also staff fund-raising activities and technology conferences. This gives the Project Bridge staff opportunity to learn skills that will help qualify them for full time technology based employment at virtually any company.

Project Bridge Staff collect 20+ tons of e-waste each month, sort the components into waste, reusable parts and items that are not useful for digital inclusion but can be sold on e-bay, then rebuild PCs for donation, post and sell items on ebay, provide technology teaching assistance, troubleshoot problems, and run a help-desk (for both SmartRiverside and the new California School2Home program).

Results:

SmartRiverside has become the largest collector of e-waste in the region, generating more than \$90,000 each year to support the monthly free computer donation (100+) program for low income families. The charity golf tournament earns a similar amount and the eBay program generates enough income to pay project bridge staff salaries.

City of Riverside outsource partner, Affiliated Computer Services (ACS), A Xerox Company, manages 3 project bridge staff and has hired two former staff into full time ACS positions.

In 2010, the City of Riverside Director of Purchasing asked one of the new ACS employees to represent Riverside at the California City Purchasing Managers Expo in Anaheim, California. The Purchasing Director was delighted with the support, sent an email of praise to the CIO and ACS Director, and has asked to make this an annual occurrence. Feedback from other department leaders is equally gratifying to City and ACS management.

For former gang member Michael Camou, restoring the computers has been life changing. "It turned my life around," he said. "It keeps me off the streets. It gives me purpose." When Camou started working for Smart Riverside, he didn't know much about computers. Now the Riverside resident sees his newly acquired skill as paving the way for a full-time job in the technology industry. Camou said the job is rewarding because the computers he fixes are given to families such as his that couldn't otherwise afford one.

DIGITAL INCLUSION

Why Implemented

Riverside is an inclusive community. "Building a More Inclusive Riverside Community" is showcased outside the Mayor's office in City Hall and is based on the belief that all Riversides should collectively assume the responsibility of facing the challenges and embracing the opportunities created by diversity.

Digital Inclusion is a top priority of the Mayor, City Council and Management to ensure that every Riversider has access to computers, broadband internet and digital technologies so they have equal opportunity in pursuing their dreams.

Riverside's more than 30,000 low income families do not normally have the available resources to take advantage of new technologies that can assist in improving their education and overall quality of life. To bridge this "digital divide" the City offers some of the best digital inclusion programs available in the US through SmartRiverside, Riverside Virtual School, School2Home, Cybraries and Riverside Unified School Districts with their affiliations with the City's universities. These programs are highlighted in this document.

Two important goals of these programs are to provide a higher number of high school and higher education graduates and a more technology savvy workforce that will prosper with higher paying jobs and lower unemployment rates.

Salvation Army

Description:

The Salvation Army community center in Riverside offers social services, food, referrals for clothing and shelter, spiritual guidance, and worship.

As a partner of SmartRiverside they also provide free technology training, free Internet access (using free citywide WiFi), and free PCs to low income seniors (55+). The free certified technology training is provided by Riverside County's Department on Aging.

In addition, the organization has added a "Text to Give" messaging campaign for the 2010 holiday season. Director of Operations Clarissa Glasco's generation is used to texting to make contributions for TV appeals and other fundraisers. She hopes people will find it easy to use their cell phones to contribute a one-time gift of \$10 and help the center bring Christmas gifts to 1,700 children and meals to 1500 families.

Results

250 seniors graduated from the program in 2010 and now are accessing the internet using their PCs.

Cybraries

Description:

The Riverside Public Library (RPL) dates back to 1888 and consists of a main Library, six branches and two Cybraries (libraries without physical books). The Cybraries are part of Riverside's remarkable Renaissance program (2007-2011) that has generated \$1.6 billion to restore the City's infrastructure, parks, and facilities and reestablish Riverside as the capital city of the Inland Empire.

Wireless internet access is available throughout the sites. The Cybraries provide technology access to all residents in need and are linked to UC Riverside and Riverside Community College programs. These programs provide undergraduate students with college credit for helping young people with computer training, homework assistance, math and science activities, mentoring, and accessing an enormous amount of online information.

With its collection of 600,000 books, annual circulation of 1.23 million and 1.5 million website page visits each year, RPL has become a major provider of online information services and cultural programs for California's Inland Empire. Visit the Eastside Cybrary at: [http://www.riversideca.gov/library/loc_eastside.asp]

Results:

The Library now has more than 300 PCs for public use. More than 100 residents used the Eastside Cybrary every day in November 2010 accounting for more than 4000 sessions and 3500 hours of computer time. According to Councilwoman Nancy Hart, in a recent YouTube video, Cybraries are a key component of the City's continued investment in lifelong learning for Riverside's diverse population.

The Cybrary program has earned many awards including the Helen Putnam Award from the League of California Cities in the category of Arts and Quality of Life, the Digital Steppingstones Award as one of the 25 exemplary programs nationwide from the Tomas Rivera Policy Institute, a national Award for Excellence from the Young Adult Library Services Association of the American Library Association for service to youth, and an award from Senator Barbara Boxer for excellence in education. In addition, the National League of Cities has included the Cybrary program in its database of model programs.

Riverside Unified School District Digital Inclusion

Description:

Riverside Unified School District (RUSD) has partnered with SmartRiverside to actively market the digital Inclusion program to help ensure that no student goes without technology and internet access, regardless of their economic level. SmartRiverside provides computer labs for the schools and the schools provide certified trainers for SmartRiverside. The schools use the labs during the day and provide training at no cost to low income families when school is not in session.

RUSD digital inclusion programs that directly benefit students and families also include one of the most innovative "virtual high schools" in the State, and the first district wide digital textbook initiative in California (bringing free, comprehensive online resources to high schools).

The District has 47 schools and 44,000 K-12 students. Recognition includes 26 California Distinguished Schools, 3 National Blue Ribbon Schools, 6 Federal Title I High Achieving Schools and the largest AVID (Advancement via Individual Determination) program in the world.

Results:

More than 4000 low income families have received free certified technology training, free PCs, and free internet access.

In 2010 the Association of California School Administrators recognized the SmartRiverside/Riverside Unified School District partnership with its "Partners in Educational Excellence Award" for educating low income families.

INNOVATION

Why Important

For several years, the City of Riverside has made creating an innovation ecosystem a fundamental part of its economic development strategy. From supporting the Riverside Technology CEO Forum and the Innovation Economy Initiative to the creation of SmartRiverside, the City has created several policies promoting innovation.

Riverside understands that it must be able to innovate, and to grow new firms to augment its economic base as older firms stagnate or disappear. It is the entrepreneurial base that creates economic dynamism. Entrepreneurs are necessary visionaries of the economic potential of new technologies and how to apply them to innovative business applications. Entrepreneurial capacity and economic diversity are prime drivers of job creation and economic growth.

Three out of four residents say the Inland Empire needs more high-skill jobs, and eighty-two percent want to increased economic development to attract high technology opportunities. And most are willing to pay for these tech-related jobs. Two thirds of residents surveyed said they would continue to support governments push for high technology opportunities, even if it means additional taxes are needed. Accompanying this ground-swellling call for technology jobs is an opportunity for change. Economic changes in and outside the city have created unprecedented opportunities for high technology economic development. There is a surplus of highly skilled professionals, managers, administrators and entrepreneurs as a result of the recent economic crisis. Large amounts of venture capital, previously frozen are now searching for profitable ventures as the result of the real estate market crash.

For these reasons and many others, we believe that it is of the utmost importance to develop an innovation infrastructure that fosters and supports the development of high-growth start-up companies.

LOCAL GOVERNMENT INNOVATION

311 and Riverside Resident Connect

Description:

Riverside residents can now dial just three digits -- 311 -- to reach the "one-call-does-it-all" center for non-emergency services and information (they can also use (951) 826-5311, a PC www.riversideca.gov, or their Smartphone).

The 311 call center was created as a centralized point of contact for Riverside residents to call for city services or information. Instead of searching the yellow pages, residents can call 311 to get questions answered and service requests processed. An informative YouTube video explains it all at <http://www.youtube.com/watch?v=9sQ4uEHqALM>

With 311, callers don't have to know what department or person they need, the center will find out for them and they have capability to communicate in any language.

Since City applications are integrated, email requests get quickly routed and processed electronically. Residents can also communicate problems or requests online using Riverside Resident Connect, a new free online addition to 311 for iPhone users (Android users will be added in 2011).

This application allows anyone to take a picture of a problem and email it to the 311 Call Center with their comments. The GPS location where the photo was taken is added automatically. Problems regarding code violations, graffiti, missing trash pickup, potholes, broken streetlights, damaged trees, and other issues are electronically routed to the appropriate department for correction.

The 311 iPhone application can be downloaded for free through the App Store icon on any iPhone. Search for City of Riverside, Riverside 311, or Riverside Resident Connect to locate the application.

Results:

The center receives 150,000+ non-emergency calls each year regarding a wide variety of city services.

Duplicate work requests are a thing of the past. Productivity and responsiveness have improved dramatically and 311 makes it easy to track and monitor communications, contacts, and service delivery to the City's diversified population.

Graffiti Abatement Tool

The City of Riverside departments of Information Technology, Public Works, Police, and City Attorney have worked closely together to develop and implement one of the most successful graffiti abatement solutions in the U.S.

City staff remove graffiti within 24 hours, document removal costs via special digital GPS cameras and then share the information with the Police Department and City Attorney for crime analysis, prosecution and offender fee collection.

Vandals sign their work with a moniker, allowing the Graffiti Abatement tool (GAT) to be used to track every piece of graffiti in the city. The digital cameras are used to record incidents, images, locations and monikers. This data is then sent electronically to a police database used to create a GIS map of the graffiti locations with links to the pictures and stored data about the incident. GAT tracks information such as the style of graffiti, tools used to create it; removal method, materials used, and the hours of labor that went into getting rid of it.

The Police Department's Graffiti Task Force uses the images to search for other instances of graffiti by the same "tagger" by searching through monikers the vandals use to sign their work. If the graffiti is associated with a street gang or tagging crew, police can determine where the groups are active.

The GAT is also used to create a proper chain of evidence (with timestamps, digital images and locations) the City Attorney can use for prosecution. It also calculates the cost associated with a tagger's work. If the costs are more than \$400 the tagger can face felony prosecution, a \$2500 fine and up to a year in jail.

To learn more about the GAT, visit: <http://www.youtube.com/watch?v=nWhWA3HZsLI>

Results

The GAT has enhanced the City's ability to identify criminals and investigate criminal activity by linking vandals to each crime scene and building a chain of evidence against them. There are more than 200,000 images and associated information in Riverside's central police database, with the number increasing by up to 500 each week.

Since 2007, when the GAT was developed, the city has collected more than \$150,000 in restitution.

The GAT is just one example of the leading-edge technology initiatives by the City of Riverside designed to improve the quality of life in our community," according to Steve Reneker, Chief Information Officer for the City of Riverside. "The GAT has made us more efficient, enabled us to save taxpayer money and help keep our city clean."

Traffic Management Center

Description:

The City of Riverside's advanced Traffic Management Center features six large video screens that can be used separately or as one enormous screen to monitor and instantly change signal lights to ease heavy traffic on 275 intersections and 12 railroad crossings.

The Traffic Management Center enables staff to view many locations at one time. The goal is to give more green lights to drivers on the main streets. More than 100 trains pass through Riverside every day.

Traffic signal coordination patterns are set for average conditions during the day but when extreme or unusual conditions arise, adjustments can be made instantly. Operators can move cameras to look in any direction and zoom up to a half a mile. WiFi data transmission technology is used to communicate with controllers at the intersections to change signals in real time.

In 2011 the center will tie into neighboring city Corona and Caltrans District 8. This will allow the center to see freeway incidents and adjust adjacent street signal timings so traffic will flow quickly through multiple intersections until the freeway incident is cleared.

Results:

Visitors from all over the world visit the center to see the huge video wall and how the City integrates signal timing capabilities, close circuit cameras at intersections, video feeds from Red Light Photo Enforcement cameras, real time traffic status maps and traffic news cameras.

If a train crawls through Magnolia Center, holding up traffic, a technician in the center can make a few computer commands and clear out the backed-up vehicles after the train is gone. The technician can then re-set the signals to their previous timing once the vehicles have moved on.

The city can program the timing of signals to change even if no one is in the center. If a major nighttime event is going to take place downtown, such as the Festival of Lights, the technicians can set the signals to accommodate the expected traffic.

LOCAL BUSINESS INNOVATION

OmniPlatform

Description:

OmniPlatform, a Riverside software company is revolutionizing the way emergency room physicians do their work by embedding technology into their daily work processes. Results are changing the way they do their job, improving their productivity and removing stress from their workday.

OmniPlatform is one of the fastest growing hi-tech companies in Riverside. They offer business process consulting, advanced application development, web design, content analysis, and much more. Solutions are built with OmniWeaver, their leading edge development platform for rapidly building and integrating comprehensive easy to use applications that start with what end users do and process. They have an extraordinary team and track record of producing results in record times.

In healthcare they offer a truly special solution for emergency department physicians (TAPSemr). This unique real-time emergency room touch activated panel system is the only one of its kind. It was developed in partnership with practicing ER physicians William Park of Hoag Hospital in Newport Beach and Paula Gonella of Marina Del Rey Hospital. It is an intuitive, content rich solution for physicians (or scribe assistants) to use while seeing the patient.

When the physician arrives at the emergency room, he (or she) checks out a computer tablet. Physicians don't need paper. The system has built in intelligence from end to end to help the physicians do their jobs more efficiently while eliminating their administrative burden. The system enables immediate patient record creation by the physician; diagnosis guidance with an easy to use one touch interface that auto generates comprehensive professional documentation; and provides instant access to an endless amount of medical, lab, and research information. Electronic medical records are created and updated in real-time as the physician does his (or her) job.

The systems uses dynamic work flows, child friendly diagrams and figures for easy problem identification, and automatic generation of professional physician language text from a single touch. It even produces billing documents as soon as the physician completes work so billing organizations have no wait time (first to bill speed). If you are an ER Physician you must see this system!

Results:

CEO/President Drew Jorgenson moved headquarters to Riverside in order to capitalize on the large number of resources available to help him grow his company worldwide. He has already become an influential member of Riverside's hi-tech collaborative community, CEO forum, and SmartRiverside. He is also leveraging the City's extensive research and development resources, hi tech business incentives, and university/college pool of more than 50,000 students. Visit OmniPlatform at <http://www.omniplatform.com/>.

OmniPlatform references include Walt Disney, Medtronic, Amgen, Discovery Toys, Mattel, The Rundown, City of Riverside and most recently Union Hospital and Wahiawa General Hospital.

JAAL

Description:

StopTheHacker.com (Jaal LLC), a Riverside based start-up, provides a comprehensive and unique suite of website health-care services that safeguard websites.

The company targets a serious growing problem: it is reported that 90% of the total 75M websites have serious vulnerabilities, while 6000 new websites are blacklisted by Google everyday. Web-based protection is today where the anti-virus market was in 1999. The company promises to safeguard the reputation of a website and the technology can help prevent, detect and recover from a web-based intrusion.

A key novelty is that the services are fully automated and they are offered on Software as a Service (SaaS) basis outside the firewall. There is no software to install, and no need for the customer to change anything. The technology fills a gap in the current security services: it is complementary to, but different from firewalls, anti-spam, anti-virus, and web-access filtering services.

Results:

StopTheHacker received the 2010 award in the "Most Innovative Company" category from Securing our eCity at the 1st Annual Cybersecurity Awards and Cybersecurity Symposium II in San Diego.

They have also received a Small Business Innovation Research grant from the National Science Foundation titled "Making the Internet safer one website at a time".

In 2010 they prevented a significant website and revenue problem at a premier Inland Empire entertainment site on the very first day of implementation.

"Following two major virus attacks, and blacklisting by Google on our website www.props-n-frocks.co.uk, we had to look for a company who could provide a professional and reliable virus scan to protect our customers and our site in the future. I am so happy with stopthehacker.com that we intend to use them for two other sites that we have as well. I might also add that it's nice to have the piece of mind that we are notified daily whether or not we are attacked" (Adele Wiseman).

Surado

Description:

Surado's vision is to be a dominant CRM player in the SMB market by providing cutting-edge, sensible solutions that help businesses grow and prosper.

Established more than a decade ago, they are an emerging innovator featured regularly through national publications, sales and marketing university textbooks used throughout the US and internationally; and TV and Radio.

Surado has products in all 50 US states and 64 countries worldwide. They offer large, powerful, complex systems as well as out-of-the-box easy to use CRM solutions. They provide both web and mobile-based software solutions. Their mobile offering has won Pepcom's prestigious *MobileFocus Award* as one of the most outstanding products in the mobile computing and wireless arena.

Surado's new Corporate Center, a 36,000 sq ft office building located in the prestigious University Research Park in Riverside California, is quite a change from the 400 square foot home office in 1995. The new corporate facilities will meet Surado's current and near term West-coast expansion requirements and also provide enough incubation space for several new start-up companies.

Surado CEO Sundip Doshi attended local college, began his career as an intern, is Chairman of Riverside's CEO forum, a significant contributor in the development of Riverside's Economic Development Strategy and is the one who recommended Riverside become "The City of Arts and Innovation".

Results:

Surado both gives and gets incentives. They have taken advantage of City mortgage incentives, tenant improvement programs, energy rebates, chamber of commerce roundtables, and countless collaborations with city leaders and the community's high tech businesses.

"As Surado continues to grow, it is our mission to bring successful entrepreneurs to the community to bring about a new generation of entrepreneurs." Sundip R. Doshi, Chairman & CEO of Surado Solutions, Inc.

With City support, Surado has created 15,000 square feet of office space and shared labs with significant incentives for new startup companies. A software development company and document management startup took advantage of this incubation opportunity in 2010. Visit Surado at

BUSINESS ATTRACTION AND GROWTH

In 2008, the **Riverside Technology CEO Forum** re-examined Riverside's competitive advantages, and recommended new focus on global competition, embracing technology businesses to also bring growth to traditional industry sectors (including retail, entertainment and hospitality businesses), and charting a clear path to sustainable economic growth through strategic use of technology and innovation.

Strategic Recommendations Included:

1. Prioritize Sectors for Economic Development (IT, communications, renewable energy, biotech & medical technologies, and water & transportation infrastructure)
2. Nurture Local Technology Businesses
3. Create New Technology Businesses
4. Capitalize on Local Talent Pool
5. Technology Businesses and City Hall:
 - Explore City Hall Technology Enhancements
 - Create a "Tech City Think Tank"
 - Engage Local Educational Institutions
6. Build Tech City Infrastructure

In 2009 the City Council branded Riverside as the **"City of Arts and Innovation"** and in 2010 approved **"Seizing our Destiny"**, The agenda for Riverside's Innovative Future" as the City's strategic plan and roadmap to the future.

Business attraction and growth are top City of Riverside priorities. The City's Development Director leads the Seizing our Destiny community task force and presents progress quarterly to the City Council, Mayor, City Manager and residents publicly on the following business retention and expansion programs: site location assistance, commercial improvement, technology business & ombudsman services, fast-track permitting, development liaison activities, financing resources (SBA, SBDC), local Angel investors group activity, workforce development & skills training, internship opportunities, utility incentive effectiveness, and marketing campaigns (such as \$hop Riverside).

Acorn Technology, a local technology business, is a large cloud computing center with services that are actively marketed as part of the business attraction function of the City's Development Department. The Development Department also promotes Omniplatform's web design services for businesses looking for an on-line presence. The Mayor, other City Department Directors, the CIO, Technology Ombudsman, Chamber President, and other City leaders also promote these and other local high tech company offerings to help them grow and in their efforts to attract others to the community.

PRIVATE SECTOR AND NONPROFIT INNOVATION INCENTIVES

Technology Incubators:

The Riverside technology incubation centers at Surado and Avisio serve as an innovation hubs and launch pads for emerging life science and software companies. By attracting entrepreneurs developing life science and software solutions and providing them with wet lab space, business mentoring, domain expertise, a network of contacts, and business assistance programs, they have become centers for innovation and growth for the biotechnology and software companies in the region.

TriTech Small Business Development Center offers free consulting:

TriTech helps Riverside high-tech high-growth companies compete in the marketplace by providing early, high level consulting, training, introductions and advice on securing capital.

In 2007, Riverside Community College (RCC) created the TriTech Small Business Development Center. This organization has been able to establish a "Tech Coast Angels" venture capitalist group in Riverside. On a quarterly basis, workshops are held where startup companies get assistance writing business plans, obtaining legal assistance, and creating presentations for the Angel group's investment opportunities. To date over \$2.8M in Angel Group investment dollars have been acquired by local companies through the use of these resources.

High Technology Ombudsman Services:

In 2006 Greg Lee was hired to be the high technology business attraction and retention "Concierge" as recommended by the CEO Forum's High Technology Task Force (HTTF). As the single point of contact for all high technology business, Mr. Lee serves as the ombudsman for technology business promotion and development in the City of Riverside. Greg attends CEO Forum meetings and activities and is their point of contact for City. He is charged with implementing the HTTF action plans identified in question 20 above.

Ombudsman Services are designed to meet the specific and often unique needs of today's growing technology-sector companies. Assistance begins with a phone call or site visit to discuss company plans and challenges. The response is then customized, bringing in the key partners and program facilitators best suited to provide the guidance and services needed

RECENT VENTURE CAPITAL INVESTMENTS:

Ambryx Technology, Bio-Technology, Tech Coast Angels

Avisio, Software, Crescent Financial Partners

Olfactory Lab, Bio-Technology, Crescent Financial Partners

MARKETING AND ADVOCACY

All initiatives and successes are posted on-line and featured in the Riverside Outlook, a monthly newsletter that goes out to almost 100,000 Riverside households. The SmartRiverside website at www.smartriverside.org highlights all of the non-profit corporation's awards and programs. This is where City Digital Inclusion and Wireless efforts and program materials are posted. The City's portal at www.riversideca.gov has won top 10 in the nation for the past five years and is where awards and workforce development programs are placed and marketed. Electronic signage is also placed in two locations of the City to point residents to the appropriate web sites and, for more information, to contact 311. The Mayor promotes these programs at his monthly Mayor's night out and at his annual State of the City each January. Three TV broadcast stations are in place (Verizon FiOS, AT&T U-Verse and Charter Cable) to highlight video clips of all of the programs and awards in the City. Excellent newspaper (Press Enterprise, SUN, LA Times) and TV coverage exists, which covers all major programs and successes. Videos are also posted on YouTube and shown in City facilities on High Definition TVs. These TVs are also used for presentations and broadcasts

As an example, the following BLOG is featured on Riverside Virtual School's Website: Riverside has been identified as one of 21 Smart Cities in the world for 2010. This is in large measure due to SmartRiverside programs. The Riverside Virtual School is proud to be partnered with the City of Riverside in several technology initiatives that support our school program. Click on this link to read about the 21 cities honored this year. <http://rvsupdate.blogspot.com/>

Business Resource Guide

<http://www.riversideca.gov/econdev/pdf/SBRG.pdf> - The Business Resource Guide provides contacts for business development and features City programs including information about technology, utility & mortgage incentives, fast track permitting, workforce development, international trade, financing and more.

Riverside Today Show/City Video Productions

City residents and other stakeholders interested in City services, activities, projects and decisions today are provided with full motion video of council proceedings, coverage of major events and activities, Renaissance project updates and a host of informative news stories about City of Riverside services and things to do. All this is provided by the City's Advanced Video and Image Studio located in the Riverside City Council Chamber. They also integrate productions from Riverside Today, the Press-Enterprise and a host of media sources. Check out City videos at: <http://www.riversideca.gov/city-video.asp>

video productions are an entertaining and news-providing highlight of the City's award winning internet site. The City's video crew regularly collaborates with the IT Department web services team. Their creations can be seen on almost every City web page. All clips shown on the charter cable and AT&T U-Verse stations are posted online for view on demand on the City internet pages and are also loaded on the official YouTube Channel for the City of Riverside: <http://www.youtube.com/riversidecagovective> companies know what high technology initiatives are going on in the City of Riverside.

SmartRiverside

<http://www.smartriverside.org> - SmartRiverside is a non-profit corporation chaired by the Mayor, directed by the Chief Information Officer. The board includes 25 High Technology executives that market intelligent Community initiatives and successes.

SmartRiverside's mission is to attract and retain technology businesses and graduates; strengthen Riverside's technology community; create technology jobs through collaboration with local businesses and education institutions, help bridge the digital divide through digital inclusion, and promote greater awareness of technology as a means to economic prosperity.

To ensure this happens SmartRiverside recruited an active board of directors that includes leaders from the City of Riverside, other local government agencies, high technology businesses, community organizations, universities, high tech hardware, software and services companies, and venture capitalists. SmartRiverside's annual IE Tech Week promotes the community as an innovation center, helps attract new businesses to the area, provides knowledge of local high tech career paths and showcases high tech companies and their technology. .

MARKETING STRATEGY FOR INTELLIGENT COMMUNITY RECOGNITION

The Development Department will use the Top Seven designation in all marketing materials, web sites, and would also produce video content for our TV Services (AT&T U-Verse, Verizon FiOS, and Charter Cable), video on-demand offerings and uploads to HD YouTube channels. SmartRiverside and the CEO Forum are local organizations that will use this designation to attract technology companies to the region and also capture grants and funding to expand Digital Inclusion efforts outside of the City and to other cities and counties. The Mayor of Riverside is past president of the National League of Cities in the United States and he will use this designation to promote Riverside nationally as a City that values innovation and encourages technology firms to consider Riverside as an excellent location for their business.

INCENTIVES TO ATTRACT LEADING-EDGE BUSINESSES

SmartRiverside Tenant Improvement/Rent Abatement Program

In keeping with its goal of attracting and fostering both new and existing technology companies in the City of Riverside, SmartRiverside has developed the Technology Tenant Improvement/Rent Abatement Program. Under this Program, \$20,000 grants may be awarded to small to mid-size technology companies in Riverside with sales of less than \$20 Million per year. The program is designed to help offset tenant improvement costs or rent for small technology companies, allowing them to redirect capital.

Riverside Public Utilities Economic Development Rate

In addition to competitive rates and reliable power, the City of Riverside Public Utilities Department offers a multi-year, reduced rate tariffs to large or high-tech customers within the City of Riverside. Open to new or expanding customers, the Economic Development Rate provides 40% electric rate reductions in year one and 20% in year two of a four-year agreement.

Employee Relocation

This program pays high-tech employees \$1,000 if they move into City limits and close escrow in order to work for a high technology company.

BUSINESS ATTRACTION SUCCESS STORIES

Innovation Economy Initiative/Avisio

Avisio, Inc., a Riverside-based technology company, has partnered with the **City of Riverside** and **UCR** to form the Innovation Economy Initiative.

The initiative's goal is to establish the City of Riverside as the innovation center of Inland Southern California by bringing together ideas, resources, people, money and processes to attract new high technology businesses, incubate new start up technology companies, and create high paying local career opportunities in technology, bio-medicine, and environmental science.

A publicly traded technology commercialization company, Avisio's mission is to acquire high-potential assets and transform them into high-value businesses. By leveraging their experienced management team, best-of-breed commercialization processes and resources, and access to worldwide markets, they build each business to a highly profitable level, and then exit the company by selling it or taking it public.

Avisio CEO Amro Albana has created multiple startup technology businesses and has many years of experience managing and growing public and private companies. Amro is a strategic executive advisor and specializes in capital formation growth via M&A and joint ventures, strategic planning, global sales and marketing, and business development in North America, Europe, Asia, and the Middle East.

Results:

Nano Engineered Applications, Inc. (NEA), a majority owned subsidiary of Avisio and new start-up company located in Riverside, announced in 2010 that they have acquired an exclusive license to a patent pending chemical detection technology from UC Riverside.

Funded in part by a grant from the U.S. Department of Defense and developed by Nosang Myung, Ph.D., an associate professor in the Department of Chemical and Environmental Engineering, the technology addresses the key chemical and gas detection needs of a broad spectrum of industries, including commercial, industrial, security and the military.

"This is an example of a great success story and partnership," said Craig Sheward, Assistant Vice Chancellor for Technology Commercialization at UCR. "A local commercialization company (Avisio), funding a start-up company (NEA) which will be located in Riverside, based on UCR's intellectual property, all for the benefit of bringing the technology to market and assisting in the economic development of Riverside.

OIFactor Laboratories, Inc., also a majority-owned subsidiary of Avisio, Inc., was formed last year to commercialize patented technology for a radically new approach and easier to deploy, more cost-effective tools in the fight against the transmission of infectious diseases caused by blood-feeding insects.

Developed by Anandasankar Ray, Ph.D., Assistant Professor of UC Riverside's Department of Entomology, the technology can be used as either a repellent by inhibiting the detection of CO₂ or as a lure by stimulating the detectors of CO₂, depending on the formulation.

Technology Incubators

The City of Riverside has supported the creation of a number of local technology incubators designed to promote and foster the development of new companies and emerging technologies. The Incubators offer wet lab space, business mentoring, domain expertise, a network of contacts, and broad range of business assistance programs.

- Surado Bio & Office Incubator: A 15,000 SF facility with flexible office space and shared labs. This facility is scheduled to be open fall 2011.
- ISCA Incubator: 6,000 SF shared space lab space.
- Innovation Center: 6,000 SF of Class A office space housing the Innovation Economy Initiative, the Inland Empire Small Business Development Center, the TriTech Small Business Development and several other service providers.

Riverside Technology CEO Forum (<http://riversideceos.org/>)

The Riverside Technology CEO Forum was formed in 2004 to advance Riverside's high technology business environment for companies through collaboration with each other, UCR, City of Riverside, and the community.

Members must hold the position of CEO, President, COO, General Manager, Group Executive or Chairperson of an Engineering and/or Technology company located in the city of Riverside. The CEOs are active community leaders, regularly sponsor high tech events, mentor students, and generate high tech funding.

The Riverside Technology CEO Forum provides an arena for Technology CEOs to network, discuss relevant topics and issues, and develop and deploy programs and action items of importance to the growth and prosperity of the technology industry and community:

- Create network of intelligent resources, and seek collaboration and support among Riverside technology companies.
- Establish high profile, mutually rewarding programs and provide an open forum for dialogs to foster and advance a high technology business environment.
- Build mutually beneficial relationships between industry and government, by serving as an expert resource and creating supportive infrastructure systems.
- Forge a strong industry-academic partnership with UC Riverside.
- Advocate for a supportive technology based industry environment, and enhance long-term advancement and success of technology industry in Riverside

INNOVATION IN HEALTHCARE

Riverside Medical Clinic

Riverside Medical Clinic (RMC) was established in 1935 at Riverside's Historic Mission Inn. Modeled after the Mayo Clinic, it joins primary physicians, specialty physicians, and medical professionals into one healthcare organization. RMC's more than 90 medical professionals serve a community of over half a million in five locations throughout the Riverside area.

Riverside Medical Clinic's specialty is multi-specialty. The Clinic offers virtually every outpatient service the community might need from a single source. President and COO Judy Carpenter points out that patients like having their own doctor and they like the convenience of coming to one clinic for everything. The clinic maintains one common chart for all of its patients.

RMC is one of the oldest and most successful healthcare organizations in the Inland Empire. Success factors include their very high level of patient satisfaction, maintaining their own procedures and standards, and keeping their doctors focused on patient care (administrators handle all managed care procedures and other administrative tasks).

The Riverside Medical Clinic serves 226,000 patients, provides high tech medical care and is on the forefront of medical innovation.

Electronic Prescriptions: To maximize efficiency and patient satisfaction RMC has implemented a wireless electronic prescription solution. This tablet based solution enables doctors to write electronic prescriptions right in the exam room, and then print those prescriptions or instantly send them by e-mail or fax to the patient and/or the pharmacy.

RMC tried both PDAs and notebook computers. Doctors found PDA screens too small to see and notebooks too bulky to carry around from room to room.

The wireless tablets are lightweight, about the same size as a conventional doctor's chart, and have a viewable area large enough for easy use. Because nothing is actually stored on the device, this solution complies with HIPPA regulations. Both older and younger doctors at the Riverside Medical Center are adopting this new approach to writing prescriptions.

Innovative Healthcare Community (March LifeCare): Riverside Medical Clinic, March HealthCare Development, LLC, Catholic Healthcare West, and St. Bernardine Medical Center have signed a cornerstone agreement to create a new healthcare model for the future at March LifeCare, a \$3.3 billion, 6 million square foot development project on surplus land of the former March Air Force Base.

Riverside Community Hospital

The Riverside community has excellent choices for healthcare including four hospitals and a number of local clinics, care facilities and offices. Near the center of town is Riverside Community Hospital (RCH).

Founded in 1901, Riverside Community Hospital is a 373 licensed bed, full-service acute care hospital in the heart of the Inland Empire. With over 500 physicians on staff, representing over 200 specialties and over 1,700 employees, RCH is an Inland Empire leader in providing advanced, comprehensive health care to the Inland region.

Riverside Community Hospital's ER and Trauma Center is the largest in the County and also one of the most efficient. Developed by physicians, the "Rapid Medical Examination™" process, used at RCH assures that most patients can be seen within 15 minutes of arrival.

RCH along with City police and fire dispatch, emergency medical response teams, and the emergency operations center all use advance technology and real-time communications for collaboration, treatment, and business processes. A few examples are noted below.

Advanced Emergency Medical Dispatch System (EMD):

When someone in the City places a medical emergency call, the City's highly trained fire dispatchers use a number of integrated technologies to locate and engage the closest unit; monitor travel (on a digital map) to the location; quickly identify and resolve response delays; and communicate with the caller and fire medical response team using a business intelligence system that guides the dispatcher on what questions to ask to identify the problem, what actions the caller should take, and what preparations the fire medical team should make in order to take control as soon as they arrive. City dispatchers are incented to improve their skills with up to a 5% pay raise when they earn appropriate software certifications.

The software includes an interface between the City's Motorola CAD and EMD systems and facilitates the process for dispatchers and 911 call-takers to evaluate and diagnose medical emergencies over the phone. The Fire Department's mobile data computers in vehicles also provide Fire units with the ability to access department and City resources wirelessly, including through the internet using the City's WiFi network.

iTriage:

Riverside Community Hospital's iTriage solution gives patients actionable healthcare information on thousands of symptoms, diseases and medical procedures immediately through any internet capable smart phone or computer so they can quickly pinpoint symptoms and search through possible causes to learn more. From there they can determine which facility (hospital ER, urgent care, retail clinic or physician) can most appropriately treat the cause.

iTriage can then pinpoint their location and give them turn-by-turn directions to the facility. As they sit in the waiting room, they can access quality reports on the facility or doctor they are waiting to see and obtain more information about the possible treatment they will likely receive.

iTriage also provides standard treatments, access to Riverside Community Hospital's Consult-A-Nurse 24/7 hotline, video and images about diseases, social media discussions, and latest disease research.

March LifeCare

Developers have begun building March LifeCare, one of the most unique and beautiful health care campuses in the world. It will be a one-stop location where patients of all ages will be treated and healed.

This medical campus is being built on 144 acres of the former March Air Force Base and is seen as the major catalyst to make up for the fifteen thousand jobs that disappeared when the base closed in 1996. Benefits include increased medical services, more jobs and a stronger tax base.

March LifeCare is expected to cost \$3.3 billion and include 6 million square feet of healthcare related development. It has been called the largest healthcare project in the Western United States. At total build out, it will have a hospital, medical office buildings, retail, skilled nursing facilities, a continuum of services for seniors, ambulatory care facilities, a hotel and healing institute, and education, research and training facilities. Patient treatment starts in 2012 and completion of the entire project is expected to take less than 10 years.

The campus is projected to create 12,700 construction jobs, 7,200 full-time permanent jobs, \$614,000 in annual sales tax, \$18.6 million in land sales, and an average annual salary of more than \$137,000.

Partners include March Healthcare Development, Catholic Healthcare West, St. Bernardine Medical Center, and Riverside Medical Clinic, Cal Baptist University, Riverside Community College (dental program) and the new UC Riverside medical school.

INNOVATIVE HEALTHCARE SOLUTIONS

TAPSemr

In healthcare OmniPlatform offers a truly special solution for emergency department physicians (TAPSemr). This unique real-time emergency room touch activated panel system is the only one of its kind. It was developed in partnership with practicing ER physicians William Park of Hoag Hospital in Newport Beach and Paula Gonella of Marina Del Rey Hospital. It is an intuitive, content rich solution for physicians (or scribe assistants) to use while seeing the patient.

When the physician arrives at the emergency room, he (or she) checks out a computer tablet. Physicians don't need paper. The system has built in intelligence from end to end to help the physicians do their jobs more efficiently while eliminating their administrative burden. The system enables immediate patient record creation by the physician; diagnosis guidance with an easy to use one touch interface that auto generates comprehensive professional documentation; and provides instant access to an endless amount of medical, lab, and research information. Electronic medical records are created and updated in real-time as the physician does his (or her) job.

The systems uses dynamic work flows, child friendly diagrams and figures for easy problem identification, and automatic generation of professional physician language text from a single touch. It even produces billing documents as soon as the physician completes work so billing organizations have no wait time (first to bill speed). If you are an ER Physician you must see this system!

Electronic Patient Care Reporting

The City of Riverside Fire Department is implementing ePCR, a software as a service (SaaS) records system (Sansio HealthEMS) for emergency medical service (EMS) data entry.

This solution will integrate with the City's Fire and Police Computer Aided Dispatching (CAD) system and be used at all 14 Fire Stations.

ePCR (electronic patient care reporting) will provide:

- A remote-hosted field data collection, management, and reporting solution proven to help Fire and EMS providers improve patient care and financial performance.
- Two-way information flow to dramatically improve the accuracy and timeliness of information needed to support billing and clinical decision making.
- A complete, accurate, and detailed description of pre-hospital care as the foundation for the patient's eChart.
- Integration and centralization of CAD, EKG, and Billing data to empower users throughout the organization with timely, accurate information.
- Enables EMT / Paramedics to collect standardized information on a variety of mobile hardware devices or intelligent scannable forms.
- Utilizes the power of wireless and mobile devices to seamlessly connect the crew in the field with the rest of the organization, and the ER, to help facilitate communications. This real-time environment incorporates a number of unique features never before available to Fire and EMS responders:
 - ePCR Scripting and Integration: Intuitive logic and scripting, quick vital entry, and barcoding, combined with the ability to import CAD and previous patient data significantly minimizes data entry by the crew, helps assure that the data is consistent and correct, and provides decision support at the scene.
 - ePCR Sharing: This allows first responders to share their in-progress ePCR's securely within the organization, allowing for continuity of care using the power of the Internet. Sharing assists with integrated data capture and supports overall improvement in quality of data captured and the care delivered to the patient.
 - ePCR Delivery Services: Eliminate printing ePCRs by choosing more efficient, secure, and timely electronic delivery methods. ePCR data can be electronically faxed to receiving facilities, and alerts can be sent to receiving facilities about incoming transports, supporting critical treatment decisions prior to patient arrival.

ER Texting Program

Riverside Community Hospital (RCH) recently launched its new ER texting program. The new ER texting program is the only one of its kind in the area, and was implemented to help local residents determine average wait times at the ER so they know what to expect.

By simply texting 'ER' to 23000 from your cell phone, and replying with your zip code, a person can receive the average time to be seen at RCH, along with a number to call to speak with a nurse. By texting "healthy" to 23000 you can also receive occasional health information and updates on upcoming hospital events.

"Text messaging today is the fastest way of communicating. When a person is ill and in need of medical assistance, they are expecting to be seen quickly." With this new program, a patient can know what to expect before they come to Riverside Community Hospital. Wait times are generally less than 15 minutes so they are happy to share this information with the community. The text message program works using a technology that links the computer system in the emergency room with the texting abilities of cell phones. Using this system, texters can see how long recent patients have waited to be seen by the physician. In a true medical emergency, patients should call 9-1-1 for assistance.