

# BID BULLETIN

Riverside Downtown Business Improvement District



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## RDP LUNCHEON

*There is no RDP Luncheon in May due to the holiday.*

*Join us for the RDP luncheon on*

*Tuesday, June 23, 2026*

*at Taco Station*

*Call the RDP office at 951-781-7335*

*for reservations*



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www.RiversideDowntown.org

## May Events Downtown

**The 26th Annual Show and Go Car Show for Charity** takes place on Saturday, May 2nd. The event is a cruising car show organized by the Riverside East Rotary Club and the Old Farts Racing Team, a group of more than 2,200 hot rod enthusiasts. The event starts with a pancake breakfast at 7 am hosted by local volunteers, and then a Grand Marshall Parade starting at 12:30 pm. At 4 pm there will be a trophy presentation with trophies awarded in numerous categories. The classic cars, hot rods, imports, and motorcycles cruise down Market Street with loops down side streets. Public admission is free. For more information and an event map, visit [www.showandgo.org](http://www.showandgo.org) or contact [info@showandgo.org](mailto:info@showandgo.org) or call 951-295-0534.



**La Tardeada Banda Festival** takes place at White Park on Saturday, May 9th from 2 pm to 11 pm. The biggest Banda festival in Riverside features live music, food, and top-tier Banda performances, plus food, art vendors, and kids activities. For more information, visit <https://www.tardeadafest.com/>

**The West Coast Thunder Memorial Day Motorcycle Ride**, one of Riverside's most moving traditions, will take place on Monday, May 25th. Riders will set off from Riverside Harley-Davidson and make their way through the city, passing Riverside National Cemetery before concluding with a concert at the Riverside Municipal Auditorium. This annual event is a stirring tribute to unity and remembrance of those who served and gave the ultimate sacrifice. In its 24th year, West Coast Thunder Memorial Day Motorcycle Ride will honor the 21st Anniversary of the dedication of the National POW/MIA Memorial at Riverside

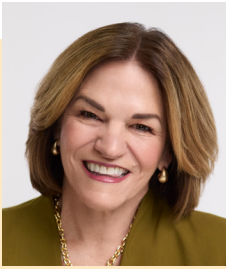
National Cemetery. Proceeds from the West Coast Thunder events benefit the Riverside National Cemetery Support Committee via the West Coast Thunder Foundation. West Coast Thunder is the major contributor of funds to Riverside National Cemetery, the largest in the United States National Cemetery System. These financial gifts have funded cemetery projects, including purchasing flower cones and assisting in the monthly burials of indigent and unaccompanied homeless Veterans, and funding each July for the Concert for Heroes.



**Riverside Inland Pride Festival** takes place on Saturday, May 30th from Noon to 9 pm at White Park. The event includes performances, art displays, and exhibits from LGBTQIA+ oriented and friendly organizations and companies. Gates open at Noon with main stage performances starting at 1 pm. There is a Youth Zone from Noon to 6 pm dedicated to youth 17 and under. From 7 pm to 10 pm is 18 and over.

For more information, visit <https://www.riversideprideie.org/our-events/2025-05-10/>.

**Anime Riverside** returns to the Riverside Convention Center on Saturday, May 30th and Sunday, May 31st for its fifth year. The event includes vendors, artists, exhibits, cosplay contests and more. The Anime Riverside convention has attracted over 15,000 anime devotees in its past years, many frequenting downtown shops and restaurants in their favorite anime character costume. Visit [www.animeriverside.com](http://www.animeriverside.com) for more information and event details.



# Mayor's Message

*Contributed by Mayor Patricia Lock Dawson*

## **Positioning Riverside for Opportunity**

In my State of the City, I spoke about how Riverside is leveling up our economic opportunities. Our economy is growing in new ways with new opportunities.

I often share that I am the only one in my family who stayed in Riverside. Everyone else had to leave to pursue careers that weren't available here at the time. That experience stayed with me, and it is one of the reasons I ran for Mayor. I wanted to ensure that the next generation of Riverside residents would not have to leave home to build meaningful careers.

Today, we are no longer waiting for opportunities to find Riverside, we are creating clear pathways for them.

Last year, I attended the SelectUSA Investment Summit with our Community and Economic Development Team. At this event, thousands of international investors gathered to decide where to locate their businesses in the United States and Riverside was there, proudly sharing our story.

The organizers were so impressed with Riverside's momentum and vision that they selected our city as one of the host locations for the SelectUSA Roadshow in Southern California. This two-day event on April 29th and 30th will highlight Riverside's industry-ready sites, public-private partnerships, and workforce programs, making it a prime destination for international businesses.

This work is critical because the United States is facing growing global competition, particularly in the energy and transportation sectors. Demand for advanced manufacturing, including electric vehicles, hydrogen rail, energy storage, and power infrastructure, is accelerating worldwide. Cities like Riverside are at the center of that competition.

Mayors across the country are actively working to attract manufacturers in emerging industries, while federal priorities around energy independence, artificial intelligence, and expanded power supply are creating both new opportunities and new challenges. Riverside wants to be part of the solution.

And we already are.

In the past two years, Riverside has successfully attracted six international manufacturers in green transportation industries, including electric bus manufacturing, autonomous vehicle technology, hydrogen rail development, battery supply, and EV charging infrastructure. These investments are helping position Riverside as a hub for next-generation manufacturing.

Alongside our growing green technology sector, we are also building momentum in aerospace and defense manufacturing; industries that create high-quality, high-paying jobs.

Earlier this year, we hosted an industrial real estate forum

in partnership with commercial real estate brokerage firm SVN Vanguard, where we shared a clear message: Riverside represents one of the best values in California for advanced manufacturing investment. Our focus is not on expanding traditional warehouse logistics, but on attracting advanced manufacturing companies that bring innovation, skilled jobs, and long-term economic value.

One of the reasons companies continue choosing Riverside is because we offer practical advantages that help businesses succeed from day one. The ENTIRE city of Riverside is a Foreign Trade Zone which is a huge incentive for international businesses because it allows them to reduce tariff costs and operate more competitively. We also operate our own municipal utilities, providing one of the lowest rates in the state and giving us greater flexibility to streamline development timelines and support industry growth.

And at the heart of every successful industry is one critical ingredient: talent.

Cities across the country are facing a growing challenge known as "brain drain," where talented young people leave their hometowns in search of opportunity. Riverside is working to reverse that trend.

The growth of green technology, aerospace, and defense manufacturing in Riverside is helping us retain and attract talent at every level. Our universities provide cutting-edge research and produce engineers and innovators. Our community colleges prepare students for careers in skilled trades and technical manufacturing. Our high schools are building career pathways that connect students directly to industry opportunities.

Riverside is not only pro-business, we are pro-workforce.

To continue building on this momentum, we must also think strategically about how we position Riverside in an increasingly global economy.

As we continue welcoming international companies, we are beginning to explore ways to better support foreign direct investment, often referred to as FDI. If you'd like to learn more about foreign direct investment, or FDI, visit the FAQ on the City's website.

We've already seen the benefits of international investment, and taking a more coordinated approach to attracting and supporting global investment will help us better understand where opportunities exist.

Riverside is working to become only the third accredited economic development organization in California through the International Economic Development Council (IEDC). This accreditation represents the highest standard of excellence in

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the economic development profession and demonstrates that an organization meets rigorous benchmarks for performance, transparency, and strategic alignment.

IEDC accreditation provides international recognition of excellence, strengthens stakeholder confidence, and enhances our ability to attract investment. Most importantly, it signals that Riverside is committed to continuous improvement and

delivering best-in-class service to businesses and residents alike.

The decisions we make today will shape the opportunities available in Riverside for decades to come. We are growing our economy and building opportunity: Creating careers that allow our children and grandchildren to stay here, build their futures here, and contribute to the continued success of our city.

## SECURITY CORNER

### How to Prevent Phishing in Business

Over 90% of cyber incidents begin with phishing, primarily through deceptive emails that trick users into clicking malicious links, downloading infected attachments, or revealing credentials, making human error and social engineering the leading entry points for attackers to breach networks and steal data. A significant portion of these attacks (around 75%) start with a deceptive email, delivering malware, stealing credentials, or conducting impersonation scams.

From fake emails from your CEO to phony invoices, phishing comes in all shapes and sizes. Phishing has evolved into a targeted, sophisticated, and terrifyingly convincing method of attack. In fact, in 2024, nearly half of all malware incidents were initiated by phishing—incidents that often result in ransomware infections, data theft, and financial fraud. Phishing can't be ignored—it's a big-time threat that warrants serious attention and aggressive action.

### Phishing prevention best practices:

*Do employees go through regular cybersecurity awareness training?*

Your first line of defense against phishing attacks is your employees, who just so happen to be your biggest risk as well. Regular cybersecurity awareness training equips employees with the keen eyes they need to spot phishing emails, recognize social engineering tricks, and avoid clicking suspicious links or attachments.

### Do we have email security on lockdown?

The vast majority of phishing attacks are deployed via email, making email security best practices a must. A few ways to prevent phishing attempts include:

- Multi-factor authentication (MFA): It's not all that challenging for threat actors to get login credentials—MFA provides a key extra layer of security that can totally stop unauthorized access attempts.
- Email filtering and anti-phishing tools: Comprehensive email security solutions can automatically detect and block phishing attempts before they reach employees' inboxes.

Going back to awareness, teaching employees to always "hover before clicking" is an easy way to reveal the sketchy URLs lurking behind harmless-looking text.

### What specific policies do we have to protect against phishing?

Like every approach to cybersecurity, multiple layers are always best. A well-trained workforce is a good start, but there should be specific policies to protect against phishing:

- Financial transitions: No employee should be able to approve payments based on email alone—financial transactions must require verification.
- Reporting processes: There should be no ambiguity when it comes to reporting incidents—if an employee catches a phishing attempt, there should be clear guidelines for how to report it.

### Are our systems and software updated regularly?

Outdated systems and software are the open gates that invite the wolves right in. Regular updates and patches close security vulnerabilities that attackers love to exploit. Close these gaps by setting automatic updates for:

- Email security solutions
- Antivirus and anti-malware software
- Web browsers and operating systems
- Any third-party software your business relies on

### How to mitigate phishing attacks when prevention fails

Phishing attacks can still slip through the cracks. Another important aspect of your strategy is how to mitigate phishing attacks when prevention fails, whether it's human error or a bad software update.

If it happens, acting swiftly and effectively is the name of the game:

- Isolate the infected device by disconnecting it from the network.
- Change the compromised credentials and reset all passwords.
- Investigate the breach, identify how it happened, and take steps to prevent a repeat incident.
- Alert employees—if one person can fall for a phishing scam, others might, too.

## RDP Welcomes New Businesses to Downtown

Black Lantern Barber Co  
Citrus Care Hospice  
Corner Occasions (Property Rental)  
Eloquest (General Services)  
Grow Vision (Advertising)  
M&I Maids LLC  
Paradise Premier Pools and Spa  
Wayfinder Water Policy Consulting

# ARTS CORNER

## La Tardeada Banda & Arts Festival

Contributed by Rachael Dzikonski, Executive Director,  
Riverside Arts Council

There is something timeless about community events that bring people together through music, food, and shared memories. In Riverside, La Tardeada Banda & Arts Festival does exactly that—creating a space where families, friends, and neighbors can gather to celebrate culture, enjoy live entertainment, and reconnect with traditions that have been passed down for generations. La Tardeada is more than just a festival; it captures the feeling of those classic park gatherings many people grew up with and brings that spirit back to life in the heart of Downtown Riverside.

The inspiration for La Tardeada comes from the banda festivals of the late 1980s and early 1990s, when families would gather in the park for Mother's Day celebrations, birthdays, reunions, and long afternoons filled with homemade food and dancing. For many, parks were where memories were made. La Tardeada brings that same feeling of nostalgia back while creating new memories for today's generation.

The festival brings the energy all day long with two live stages featuring nonstop music and entertainment. This year's lineup includes Voces del Rancho, La Kultura, Banda Imperio, Los Del Grande, Desde Cero, and Los Plebes de Sinaloa, along with more performers throughout the day. From banda and norteñas to DJs spinning cumbias, perreo, and regional club edits, La Tardeada celebrates Latin music across generations and styles.

The festival also highlights cultural traditions through Baile Folklórico performances from local groups, showcasing the beauty and pride of traditional Mexican dance. With vibrant costumes, rhythmic footwork, and storytelling through movement, these performances are always a crowd favorite.

Another popular attraction is the return of Lucha Libre, bringing excitement and entertainment to the park. Fans can cheer on their favorite luchadores as classic técnico versus rudo rivalries play out with dramatic moves, flips, and plenty



of crowd energy.

La Tardeada is truly a family event, with activities for all ages throughout the day. A dedicated Kids Art Workshop gives younger attendees the chance to paint, create, and explore with guidance from local artists and community leaders. Families can also enjoy a variety of food vendors and shop with local artisans and small businesses throughout the festival grounds.

Taking place at White Park on March 9 from 2:00 p.m. to 11:00 p.m., La Tardeada is a full-day cultural festival that blends live music, family activities, food, art, and community pride into one unforgettable experience. Tickets are \$25 per person.

La Tardeada is more than just a festival—it is a celebration of culture, community, and the traditions that continue to bring people together in Riverside.

For more information about La Tardeada Banda & Arts Festival, visit [www.latardeadafestival.com](http://www.latardeadafestival.com) or @latardeadafest on IG.

## Guest Column

### From Murals to Music: How Arts Drive Downtown Economies

by Susan Freeman

#### The Arts & Culture Catalyst

Walk down Main Street on a First Thursday Artswalk or step into the plaza during the Festival of Lights, and you'll feel it: a city alive with energy. Art isn't just decoration for downtown Riverside — it's a powerful catalyst for economic growth. From murals that transform blank walls into landmarks, to concerts that fill the Fox Performing Arts Center, cultural investments create a ripple effect that supports small businesses, draws visitors, and defines the city's identity.

#### Cultural Events as Economic Engines

Events like the Riverside Artswalk bring thousands of people downtown each month. Visitors might come to see a gallery opening or performance, but they rarely stop there. They grab dinner before the show, shop at a boutique, or stay for dessert after. Every time foot traffic increases, the local economy gets a boost.

Studies of similar arts events in other cities show that attendees spend an average of \$30–\$40 beyond the cost of admission — money that goes directly into local restaurants, shops, and

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## GUEST COLUMN, continued from page 4

services. Multiply that by the thousands who attend Riverside's recurring cultural events, and you see why the arts are not just an amenity but an engine of commerce.

Festivals, too, play this role. Whether it's music on the plaza, cultural celebrations, or seasonal markets, they draw crowds that keep cash registers ringing. For small businesses, these surges of activity can make the difference between breaking even and thriving.

### Anchors That Ripple Outward

Riverside is fortunate to have cultural anchors that attract visitors year-round.

- The Cheech Marin Center for Chicano Art & Culture has become a national destination for art lovers, scholars, and tourists. Visitors to The Cheech often explore downtown restaurants and shops before or after their museum experience.
- The Fox Performing Arts Center not only brings Broadway shows, concerts, and comedy acts to Riverside, but also fills hotel rooms, parking structures, and nearby dining establishments on performance nights.

Economists call this the "spillover effect." When people come downtown for one attraction, their spending spills into other businesses. A family coming for an exhibit may stay overnight at a hotel, grab breakfast at a café, and discover a new boutique. Each step of their visit multiplies economic impact.

### Arts, Placemaking, and Tourism

Public art and placemaking are equally important. Murals, sculptures, and creative design elements do more than beautify spaces — they transform downtown into a destination.

- Murals become photo backdrops, social media magnets, and recognizable landmarks. They encourage people to explore parts of downtown they might otherwise overlook.
- Public performance spaces turn sidewalks into stages, inviting spontaneous music and dance that enrich the visitor experience.
- Cultural districts create a sense of identity, signaling that downtown is not just a place to shop but a place to belong.

These investments pay dividends in tourism. Visitors increasingly seek authentic, arts-rich destinations. A thriving cultural scene feeds hotels, convention bookings, and retail tourism. When conventions select cities, they ask: What will attendees do after sessions? Riverside's downtown arts and culture scene provides a compelling answer.

## BUSINESS BUZZ

### Why Small Businesses Need to Digitize Documents

by Julie Thompson

*Learn about the benefits of digitizing your documents and how to do it.*

#### What are the greatest risks of not digitizing documents?

As your business grows from a startup into a more established operation, the amount of paper you deal with tends to grow right along with it. Filing cabinets fill up, paperwork takes over valuable space and finding the document you need can become frustrating and time-consuming.

One solution is to move toward a paperless office. By using digital conversion tools, businesses can turn paper documents

### Arts as a Quality-of-Life Magnet

Beyond tourism, arts and culture are magnets for talent. Companies scouting new headquarters often look for cities where employees will want to live. A vibrant downtown filled with concerts, galleries, and cultural experiences signals quality of life — a deciding factor for young professionals and families.

The presence of arts also helps retain residents. When people feel connected to cultural life, they are more likely to put down roots, buy homes, and invest in the community. Arts create not just jobs but belonging.

### Riverside's Competitive Advantage

Riverside is uniquely positioned to leverage arts as an economic driver:

- Our monthly Artswalk is a proven draw, mixing established institutions with emerging artists.
- The Cheech is a national cultural treasure that sets Riverside apart from peer cities.
- The Fox Performing Arts Center anchors a growing district of dining, nightlife, and hospitality.
- Public art and murals continue to enliven the pedestrian mall and surrounding neighborhoods.

Together, these assets create a compelling "package" for visitors, investors, and residents alike. They make downtown Riverside more than a location — they make it an experience.

### Closing Thought: Culture as Currency

Economists can quantify how many dollars are spent at a restaurant on performance night, or how much hotel occupancy increases during a festival. But the arts' true impact is even broader.

Culture is currency. It shapes how outsiders see us, how residents feel about their city, and how businesses decide to invest. Every mural, concert, or gallery opening is not just an artistic achievement — it's an economic one.

From murals to music, Riverside's arts scene doesn't just reflect who we are. It drives where we're going. And if we continue to invest in culture as catalyst, our downtown will remain the best stage for a thriving future.

*Susan Freeman is a lover of all things Riverside. She is also a strategic communicator, equity advocate, and civic leader. She can be reached at [Susan@FreemanMeansBusiness.com](mailto:Susan@FreemanMeansBusiness.com).*

into electronic files that are stored in the cloud or on a local server. We'll walk through what document digitization involves and explain how it can help businesses stay organized, reduce costs and run more efficiently.

#### What is document digitization?

Document digitization is the process of capturing images of paper documents and converting them into digital files using scanning and capture software. OCR, or optical character recognition, turns those scanned images into searchable, editable text. You may also hear this process referred to as document scanning or

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## **BUSINESS BUZZ, continued from page 5**

document imaging.

Once documents are digitized, businesses can add more information, known as key index fields or metadata, to help better organize and manage files. This helps meet data retention requirements and supports storing documents in a computerized filing system.

After documents have been scanned, checked for accuracy and made editable, many paper originals can be destroyed. Some records, however, must remain in physical form to comply with state record retention laws (such as paycheck recordkeeping requirements) or other legal stipulations.

The best document management software helps businesses store digital files in one central location, with features like advanced search, security controls and workflow automation to keep documents organized and easy to access.

### **What are the business benefits of digitizing documents?**

Document digitization can bring businesses the following advantages:

- **Share documents easily:** It's faster to share digital documents than paper ones. Files can be emailed or shared online, so more than one person or team can access the same document at the same time, which makes workplace collaboration easier, especially for remote or hybrid teams.
- **Store information safely:** Digitized documents make it easier to store and protect records securely. Digital files can be backed up on remote servers and protected with access controls and security measures. Unlike paper documents, digital files are far less likely to be lost, misplaced or damaged, and they're easier to archive and manage in an organized way.
- **Incorporate digital elements:** Scanning allows information to be captured from paper files, films, tapes and other physical media. Data can also be read from barcodes, RFID tags, QR codes or other scannable sources. The scanned information can then be used with document management systems, ERP software, management information system software, the best CRM software and other business applications.
- **Save time and money:** Digitizing documents eliminates the need to search through file rooms or store paper records in warehouses. Instead, documents can be accessed with just a few clicks. Cutting back on paper use, storage space and manual handling can lead to meaningful cost savings over time. In fact, some estimates suggest that storing and managing a paper document can cost more than 200 times as much as keeping a digital one, underscoring how much businesses can save by going paperless.
- **Improve customer service:** Digitized documents can be indexed with key index fields or metadata, making it easier and faster to find the information needed to help customers. Jennifer Graham, co-founder of Total Document Solutions, agrees that quick searches are a major time-saver for customer service teams. "With the benefit of OCR or ICR, the ability to search for key text or information strings comes within seconds," Graham noted.
- **Minimize storage space:** Moving away from paper records reduces the need for filing cabinets and storage rooms. "This opens possibilities for repurposing the area for more

productive, revenue-generating activities," Graham pointed out.

- **Meet compliance regulations:** Some industries require certain records to be maintained in digital form. Document scanning can help businesses meet these compliance requirements quickly and cost-effectively.
- **Reduce paper waste:** Digitizing documents can cut down on paper use dramatically, helping businesses reduce waste and support a more sustainable business model.
- **Increase file accessibility:** Digital files can be stored in the cloud or shared securely, so authorized users can access them whether they're in the office or working remotely. Because the files are searchable and editable, it's much easier to find what you need.
- **Create automation opportunities:** Digitizing documents can streamline day-to-day operations by reducing manual tasks. Graham noted that many businesses are surprised by how easily they can automate processes like sorting documents, managing approvals and sending reminders.

File management best practices include choosing a clear, consistent naming system to make documents easier to find through search. For example, files can be organized by project name or date.

### **What documents can you digitize?**

There's no real limit to the types of documents you can digitize. That said, if you're planning a larger effort to convert paper records into electronic files, it helps to start with documents that are used most often or take up the most space, such as:

- Official correspondence
- Financial papers
- Contractual agreements
- Medical records
- HR files
- Bills and invoices
- Survey maps
- Other large documents

Once documents are scanned, the next step is adding descriptive information so they're easy to identify and retrieve later. Using OCR or ICR (Intelligent Character Recognition) technology, scanned images can be converted into readable text that can be searched, shared and used across different applications.

### **How are documents digitized?**

The following tools can help you digitize your documents.

#### **Multifunction devices**

If your documents don't require high-resolution scanning, a multifunction device you already have in the office may be enough. For example, an office printer with scanning capabilities lets employees digitize paper documents quickly without added cost.

#### **Dedicated scanners**

For businesses that scan documents frequently or in large volumes, a dedicated scanner can be a better fit. These devices typically offer higher resolution, faster scanning speeds and more flexibility for handling different paper sizes and document types.

#### **Scanning apps**

If you don't have a scanner or need to scan documents on the go,

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a smartphone app can be a practical option. It uses your phone's camera to capture clear images and keep paperwork organized.

If you use a scanning app for business documents, take time to review its storage options, search features and security measures to make sure it meets your needs before downloading.

### Document scanning services

Outsourcing document scanning can make sense for businesses with a large backlog of paper files. Professional scanning services handle the time-consuming work of preparing, scanning and indexing documents, which can help companies digitize records efficiently without pulling internal staff away from other responsibilities.

Here are the different types of document scanning services and some of the use cases they specialize in:

1. **Bulk scanning:** Bulk-scanning services use high-quality devices to scan large volumes of documents quickly. There is no need to convert each page individually, which significantly reduces the scanning time.
2. **Large-format scanning:** This type of scanning service specializes in capturing superior-quality images of large physical documents, such as those measuring 54 x 72 inches. You can customize the scanned documents' color, size, resolution and file type. Examples of such files include posters, maps and architectural plans.
3. **OCR processing:** OCR processing services provide fully editable scanned image files. OCR technology converts scanned images into text-searchable documents, allowing you to edit text easily without affecting the original font style.
4. **Microfiche and microfilm scanning:** These services convert data stored on tapes and microfilms to indexable digital files, making it easier to share, store, access and retrieve digital files.
5. **Off-site and on-site scanning:** Off-site scanning services digitize documents at their facilities. If you entrust classified or sensitive documents to such a service, verify that it passed numerous clearances, such as FBI background checks and fingerprinting. Alternatively, you can choose an on-site service to perform such scans. However, on-site scanning can be slower and more expensive than off-site scanning, as high-volume equipment is usually too large and sensitive to transport to a client location.
6. **Medical record scanning:** When it comes to paper vs. electronic medical records, there's no question that electronic records are more convenient and secure. Still, any provider you select to scan medical records must comply with HIPAA laws.
7. **HR, accounting and legal:** Specialized departments can benefit from document scanning services that securely organize highly confidential employee documents, detailed bookkeeping records, and legal files in one place. Scanned documents can be accessed exclusively by the appropriate department or shared for collaboration when permissions are enabled within the document repository.

Building a customized Microsoft document management system can be a convenient solution for companies that work predominantly with Microsoft applications.

### What are the biggest barriers to digitizing documents?

Small companies often want to go digital but hesitate because of what's involved — and what's at stake. Graham noted that small businesses face several common challenges when considering document digitization. "The biggest barrier to convincing a small company to digitize its documents often comes down to a mix of perceived costs, lack of familiarity with the process and resistance to change," Graham explained.

- **Cost concerns:** Digitizing documents can feel overwhelming for a small business, especially when budgets are tight. Expenses like hiring a scanning provider, paying for a cloud storage service and not seeing an immediate return can cause hesitation. "Many small companies perceive digitization as expensive due to the cost of scanning hardware, software solutions and cloud storage," Graham noted. "Some worry about recurring costs like subscription fees for document management systems or data migration services."
- **Awareness of the process:** Many small businesses don't have a clear picture of how digitization works, which can make the process seem more complicated than it really is. Without that understanding, it's easy to focus on perceived costs instead of the benefits. Graham said educating businesses about the process can help highlight advantages like improved efficiency, stronger security and long-term cost savings.
- **Resistance to change:** Small businesses may be comfortable with their existing paper-based systems and hesitant to adopt something new. While that's understandable, Graham said concerns about learning new technology or disrupting daily routines shouldn't stop companies from taking advantage of the benefits that digitization offers.

### What are the greatest risks of not digitizing documents?

Putting off digitization can leave your business exposed to several avoidable risks, including the following:

- **Document loss:** Physical documents are easy to misplace and vulnerable to damage or human error. "Unlike digital files, physical documents often have no backup, making recovery sometimes impossible," Graham cautioned.
- **Decreased efficiency:** Searching for, filing and managing paper documents takes time and can require additional staff just to stay organized. Relying on paper can slow communication, delay decision-making and disrupt workflows. "Many physical filing systems cannot manage version control," Graham warned. "This becomes especially challenging when a small company needs to produce an 'official' record during an audit or legal review."
- **Higher operational costs:** Maintaining a paper-based system often leads to ongoing expenses that add up over time, such as:
  - o Physical space for filing systems, including office space or off-site storage
  - o Office supplies like paper, ink and folders for printing and copying
  - o Additional staff time or overtime spent managing paper documents
  - o Security measures to protect sensitive physical records
  - o Environmental costs tied to paper use and disposal

<https://www.business.com/articles/document-digitization-for-small-businesses/>



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Inland Empire  
**PRIDE**

SAT · MAY 30, 2026 - WHITE PARK

Find us on social @RiversideLGBTQ

**RSVP for free tickets** → [riverside.lgbt/festival26](http://riverside.lgbt/festival26)

120+ Vendors · Food · Beer Garden · Music · DJ · Drag · Youth Zone · Workshops