

CITY OF CORONA

Strategic Plan

Quarterly Report

FISCAL YEAR 2022, 4TH QUARTER
(APRIL - JUNE 2022)



The City of Corona Strategic Plan for 2021-2026 was adopted by the City Council on February 17, 2021 and sets a course of action by establishing priority goals, outlining actions to achieve those goals, and setting up a framework to report our progress to the public. This Quarterly Report includes highlights of key activities for each goal that occurred during the fourth quarter of Fiscal Year 2022 (April - June 2022) and incorporates operational performance metrics to help quantify the great work the City is doing. Visit www.CoronaCA.gov/StrategicPlan to view the full Strategic Plan Quarterly Report for FY22 Q4.

OUR VISION

“Corona will be a safe, vibrant, family friendly community”





OUR PURPOSE

“To create a community where everyone can thrive”

OUR VALUES

- + We are Bold
- + We are Driven
- + We are Kind
- + We are Humble
- + We are Honest
- + We are a Team

OUR GOALS

-  Financial Stability
-  Strong Economy
-  Sound Infrastructure
-  Safe Community
-  Sense of Place
-  High-Performing Government





STRATEGIC GOAL FINANCIAL STABILITY

Ensure the City has adequate and sustainable funding to deliver high-quality services to residents.

PROGRESS HIGHLIGHTS

- ➔ Bilingual Budget (English & Spanish)
- ✔ Simplify Budget Information
- ✔ Proactively Manage the City's Pension Liability Debt
- ✔ Review and Update City Fees
- ✔ Create Strategic Reserve Funds
- ✔ Implement New Budgeting Software



PERFORMANCE REPORT

	FY21 Q4	FY 22 Q4	TREND
GO Bond credit rating	AA-	AA+	↑
Outstanding debt per capita*	\$564	\$2,047	↓
% of GO debt capacity used*	0.98%	8.04%	↓
Debt payments as a % of operating budget	2.49%	11.03%	↓
Unfunded pension liability/POB balance*	\$272M/\$0M	\$0/\$259M	↑ ↓
Diversity of revenue sources	#14	#14	–
Major operating funds maintaining minimum fund balance	100%	100%	–

* Actual debt reflects an accounting change resulting from the issuance of the Pension Obligation Bond (POB)



STRATEGIC GOAL STRONG ECONOMY

Expand the local economy by supporting local businesses, providing opportunities for new businesses, and ensuring there are ample opportunities for job seekers.

PROGRESS HIGHLIGHTS

- ✔ Develop a Business Spotlight E-Newsletter
- ✔ Develop Entrepreneurial Workshops in English & Spanish
- ✔ Develop a Downtown Revitalization Plan
- ➔ Develop an Economic Development Strategic Plan
- ⚙️ Redevelop the Corona Mall Properties



STRATEGIC GOAL SOUND INFRASTRUCTURE

Sustain high quality service delivery by investing in public infrastructure, including parks, buildings, equipment, roads, and technology.

PROGRESS HIGHLIGHTS

- ✔ Institute Regular Park Inspections
- ⚙️ Revamp the Capital Improvement Plan Program
- ➔ Develop Asset Mgmt. Program for City Infrastructure
- ➔ Optimize traffic flows and light responsiveness
- ➔ Establish consistent quality and maintenance standards



PERFORMANCE REPORT

	FY21 Q4	FY 22 Q4	TREND
Net investment in capital assets	\$61.4 M	\$53.9 M	↓
Street signs replaced within 30 day target timeframes	94.5%	98.4%	↑
Town-wide average street PCI rating	70	70	–
Miles of trails per 1,000 residents	.17	.17	–
Total acres of parks & green space owned/managed by the City	873.17	873.17	–

PROGRESS HIGHLIGHTS KEY:

⚙️ Work Underway ➔ On Track ✔ Project Complete



STRATEGIC GOAL

SAFE COMMUNITY

Protect our quality of life by ensuring the community is safe and clean.

PROGRESS HIGHLIGHTS

- ➔ Create a Fire Safe Council
- ✔ Enhance City's Graffiti Removal Program
- ➔ Improve Emergency Response Times
- ✔ Enforce Anti-Camping and Trespassing Ordinances
- ➔ Expand CERT Trainings



PERFORMANCE REPORT

	FY21 Q4	FY 22 Q4	TREND
Avg. Police response time to Priority 1 calls	6:01	5:34	↑
Avg. response time to all fire incidents	5:30	6:01	↓
Property crimes/clearance rate	741 / 6%	1,035 / 6%	↑ -
Violent crimes/clearance rate	80 / 51%	51 / 43%	↑ ↓
Homicides	1	3	↓
Traffic fatalities	2	5	↓
Traffic accidents	265	282	↓
Drug/Alcohol related traffic collisions	27	24	↑



STRATEGIC GOAL

SENSE OF PLACE

Build community through celebrating our rich heritage, increasing access to recreational and cultural activities, and improving the relationship between the city and residents.

PROGRESS HIGHLIGHTS

- ➔ Engage Community in Development of Plans
- ⌚ Develop an Equal Opportunity Employment Plan
- ➔ Reimagine the City's Brand, Identity, and Story
- ➔ Promote the Use of Public Space for Arts and Culture
- ✔ City Services Accessed in English and Spanish

PERFORMANCE REPORT

	FY21 Q4	FY 22 Q4	TREND
Total annual number of participants in City recreation programs	65,001	851,142	↑



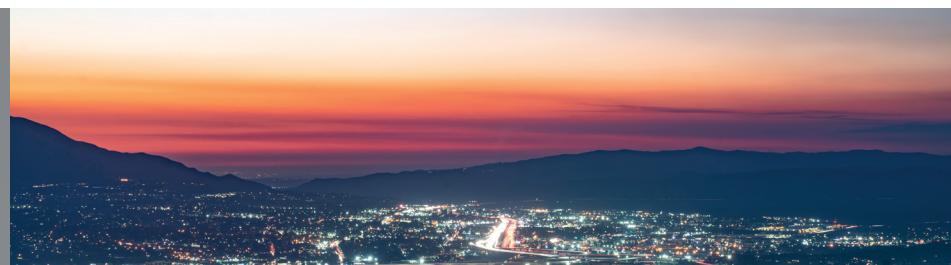
STRATEGIC GOAL

HIGH-PERFORMING GOVERNMENT

Improve the efficiency and effectiveness of the City's services to bring government into the 21st century.

PROGRESS HIGHLIGHTS

- ⌚ Streamline and Simplify Recruitment Process
- ➔ Community Satisfaction Survey
- ➔ Conduct Annual Employee Engagement Survey
- ✔ Review Strategic Plan Annually
- ➔ Resident Input in Major Planning Efforts
- ⌚ Establish Staff Recognition Program/Policy



PERFORMANCE REPORT

	FY21 Q4	FY 22 Q4	TREND
Number of social media engagements	335,871	460,233	↑
Number of social media impressions	5,642,247	7,038,402	↑
Percent of major City services that are offered virtually	60%	80%	↑





PROGRESS HIGHLIGHTS KEY:

- ⌚ Work Underway
- ➔ On Track
- ✔ Project Complete




OPERATIONAL PERFORMANCE HIGHLIGHTS

Q4 BY THE NUMBERS




COMMUNITY SERVICES

 Trees Planted	+ 1,285
 Recreation Activity Participants	+ 246,651
 Corona Cruiser Ridership	+ 27,962
 Library Program Participants	+ 7,897




HOMELESSNESS

 Calls for HOPE Team Assistance	+ 1,374
 Cubic Yards of Debris Removed	+ 430
 Emergency Shelter Clients Served	+ 168




COMMUNITY ENGAGEMENT

 Social Media Impressions	+ 7,039,367
 Emails Opened	+ 246,624
 Total Video Views	+ 281,922






SEE CLICK FIX

 Total Tickets	+ 2,497
 Avg. Days to Acknowledge	+ 1.1
 Avg. Days to Close	+ 5.3





ECONOMIC DEVELOPMENT

 New Businesses	- 319
 Businesses Retained	+ 1,205
 People supported by Grow Your Biz. Series	+ 100






PLANNING & DEVELOPMENT

 Planning Applications Processed	+ 365
 Dev. Services Plan Check/Permits Issued	+ 463
 Building Inspections	+ 3,650
 Building Plan Checks/Permits Issued	+ 1,896/1,384
 Code Cases Closed	+ 331





PUBLIC WORKS

 Traffic Work Orders Completed	+ 56
 Active CIP Projects	+ 88
 Street Work Orders Received/Completed	+ 887/855
 Fleet Scheduled vs. Unscheduled Repairs	+ 237/300






PUBLIC SAFETY

 Fire Calls for Service	+ 3,735
 Fire Inspections	+ 394
 Goats Acres of Land Cleared	+ 9
 Police Calls for Service	+ 24,253
 Police Arrests	+ 875

UTILITIES

 Customer Service Calls	+ 9,277
 Work Orders Received/Closed	+ 1,337/1,294
 Time Power is On	+ 99.99%
 Water Treated	+ 1.673 Bil. Gal.

INTERNAL SUPPORT

 Invoices Processed	+ 6,276
 HR Jobs Posted	+ 45
 Purchasing Contracts Executed	+ 65
 Clerk's Public Records Requests	+ 279
 Total Cyber Attacks Deflected	+ 5,759,310

Together,
we're creating a
community where
everyone can
thrive.

