

## OPERATIONAL PERFORMANCE HIGHLIGHTS Q1 BY THE NUMBERS

### COMMUNITY SERVICES

Trees Planted	+ 658
Recreation Activity Participants	+ 248,500
Corona Cruiser Ridership	+ 24,944
Library Program Participants	+ 12,084

### HOMELESSNESS

Calls for HOPE Team Assistance	+ 1,769
Cubic Yards of Debris Removed	+ 640
Emergency Shelter Clients Served	+ 125

### COMMUNITY ENGAGEMENT

Social Media Impressions	+ 6,560,266
Emails Opened	+ 182,290
Total Video Views	+ 896,743

### SEE CLICK FIX

Total Tickets	+ 1,809
Avg. Days to Acknowledge	+ 1.4
Avg. Days to Close	+ 7.5

### ECONOMIC DEVELOPMENT

New Businesses	- 284
Businesses Retained	+ 981
People supported by Grow Your Biz. Series	+ 160

### PLANNING & DEVELOPMENT

Planning Applications Processed	+ 338
Dev. Services Plan Check/Permits Issued	+ 663
Building Inspections	+ 3,695
Building Plan Checks/Permits Issued	+ 2,157
Code Cases Closed	+ 392

### PUBLIC WORKS

Traffic Work Orders Completed	+ 51
Active CIP Projects	+ 77
Street Work Orders Received/Completed	+ 1,043/1,050
Fleet Scheduled vs. Unscheduled Repairs	+ 196/325

### PUBLIC SAFETY

Fire Calls for Service	+ 4,096
Fire Inspections	+ 343
Goats Acres of Land Cleared	+ 0
Police Calls for Service	+ 23,301
Police Arrests	+ 868

### UTILITIES

Customer Service Calls	+ 9,122
Work Orders Received/Closed	+ 629/922
Time Power is On	+ 99.98
Water Treated	+ 1.823 Bil. Gal.

### INTERNAL SUPPORT

Invoices Processed	+ 9,522
HR Jobs Posted	+ 60
Purchasing Contracts Executed	+ 227
Clerk's Public Records Requests	+ 275
Total Cyber Attacks Deflected	+ 8,048,436

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



# CITY OF CORONA Strategic Plan Quarterly Report

FISCAL YEAR 2023, 1<sup>ST</sup> QUARTER  
(JULY - SEPTEMBER 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 first quarter of Fiscal Year 2023 (July - September 2022) and incorporates operational performance metrics to help quantify the great work the City is doing. Visit [www.CoronaCA.gov/StrategicPlan](http://www.CoronaCA.gov/StrategicPlan) to view the full Strategic Plan Quarterly Report for FY23Q1.

## 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



Check  
out our  
progress!

## 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
- ➔ Identify potential cost savings/containment opportunities
- ➔ Establish process to track grant funding
- ➔ Enhance opportunities for resident participation in budget process



PERFORMANCE REPORT	FY22 Q1	FY 23 Q1	TREND
GO Bond credit rating	AA-	AA+	↑
Outstanding debt per capita*	\$569	\$2,047	↓
% of GO debt capacity used*	0.98%	8.04%	↓
Debt payments as a % of operating budget	11.03%	9.5%	↑
Unfunded pension liability/POB balance*	\$272M/\$0M	\$0/\$238M	↑↑
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 SAFE COMMUNITY

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

### PROGRESS HIGHLIGHTS

- ➔ Create a Fire Safe Council
- ➔ Update and Maintain the City's 911 System
- ➔ Determine appropriate staffing for effective Emergency Response
- ➔ Implement Homeless Strategic Plan
- ✔ Expand resident engagement in Police and Fire support efforts



PERFORMANCE REPORT	FY22 Q1	FY 23 Q1	TREND
Avg. Police response time to Priority 1 calls	5:46	5:44	↑
Avg. response time to all fire incidents	5:32	5:22	↑
Property crimes/clearance rate	785 / 6%	982 / 6%	↓
Violent crimes/clearance rate	75 / 61%	97 / 33%	↓
Homicides	2	3	↓
Traffic fatalities	2	1	↑
Traffic accidents	334	299	↑
Drug/Alcohol related traffic collisions	46	22	↑



## 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

- ⚙️ Partner with Chamber of Commerce for Local Job Creation
- ⚙️ Craft Incentive Strategy for Businesses to Locate to Corona
- ✔ Develop a Downtown Revitalization Plan
- ✔ Develop an Economic Development Strategic Plan
- ⚙️ Explore the Feasibility of a Facade Improvement Program

PERFORMANCE REPORT	FY22 Q1	FY23 Q1	TREND
# of businesses promoted	16	10	↓
% of business resources that can be accessed in Spanish	N/A	30%	↑
% of commercial brokers engaged with*	18%	19%	↑
% of small businesses remaining open for one year after participating in entrepreneurship programs	N/A	100%	↑

\*Based on commercial brokers that are active in Corona over the past year, with at least one commercial transaction



## 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

- ⚙️ Utilize volunteer led hikes to engage residents in parks and trails
- ⚙️ Develop an Equal Opportunity Employment Plan
- ➔ Reimagine the City's Brand, Identity, and Story
- ⚙️ Develop on demand registration capabilities
- ⚙️ Highlight LatinX, Asian, Indigenous, & Black Residents

PERFORMANCE REPORT	FY22 Q1	FY23 Q1	TREND
Total annual # of participants in City recreation programs	65,001	54,687	↓
% of residents rating Corona as a place to live as good/excellent	N/A	83%	-
% of residents rating the community's openness and acceptance toward people of diverse backgrounds as good or excellent	N/A	57%	-
% of residents rating the quality/# of places to recreate, socialize, meet and connect with others as good or excellent	N/A	37%	-
% of residents rating the sense of community in Corona as good or excellent	N/A	56%	-

## STRATEGIC GOAL SOUND INFRASTRUCTURE

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

### PROGRESS HIGHLIGHTS

- ➔ Revamp the Capital Improvement Plan Program
- ➔ Optimize traffic flows and light responsiveness
- ➔ Establish consistent quality/maintenance standards
- ➔ Develop a Trails Master Plan
- ⚙️ Place Housing within walking Distance of Commercial and Public Transportation



PERFORMANCE REPORT	FY22 Q1	FY 23 Q1	TREND
Net investment in capital assets	\$5.5 M	\$7.6 M	↑
Street signs replaced within 30 day target timeframes	94.5%	95.4%	↑
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:

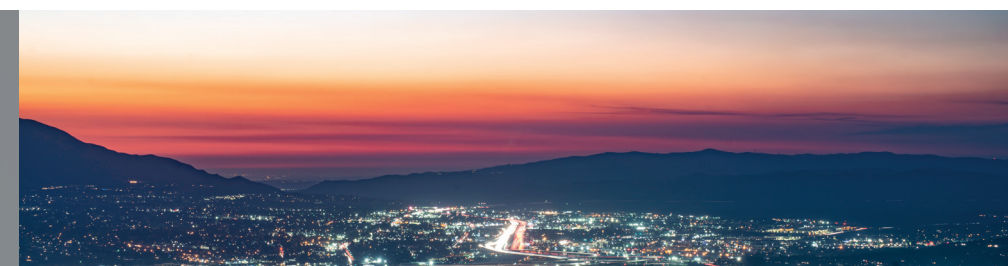
- ⚙️ Work Underway
- ➔ On Track
- ✔ Project Complete

## STRATEGIC GOAL HIGH-PERFORMING GOVERNMENT

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

### PROGRESS HIGHLIGHTS

- ➔ Increase resident engagement and feedback
- ➔ Community Satisfaction Survey
- ✔ Develop annual performance evaluations for all staff
- ⚙️ Replace enterprise resource mapping system
- ⚙️ Increase the # of online options for all city services



PERFORMANCE REPORT	FY22 Q1	FY 23 Q1	TREND
Number of social media engagements	401,625	514,237	↑
Number of social media impressions	5,650,266	6,560,266	↑
Percent of major City services that are offered virtually	60%	80%	↑
% residents rating direction the City is taking as good/excellent	N/A	51%	-
% residents rating overall quality of services as good/excellent	N/A	62%	-

### PROGRESS HIGHLIGHTS KEY:

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