

## OPERATIONAL PERFORMANCE HIGHLIGHTS Q2 BY THE NUMBERS

### COMMUNITY SERVICES

Trees Planted	+ 850
Recreation Activity Participants	+ 197,500
Corona Cruiser Ridership	+ 30,290
Library Program Participants	+ 21,368

### HOMELESSNESS

Calls for HOPE Team Assistance	+ 1,589
Cubic Yards of Debris Removed	+ 1,250
Emergency Shelter Clients Served	+ 86

### COMMUNITY ENGAGEMENT

Social Media Impressions	+ 6,746,176
Emails Opened	+ 196,155
Total Video Views	+ 838,345

### SEE CLICK FIX

Total Tickets	+ 1,408
Avg. Days to Acknowledge	+ 1
Avg. Days to Close	+ 6

### ECONOMIC DEVELOPMENT

New Businesses	+ 209
Live Work Corona Pledges	+ 15
Business Licenses Renewed	+ 1,186

### PLANNING & DEVELOPMENT

Planning Applications Processed	+ 350
Dev. Services Plan Check/Permits Issued	+ 456
Building Inspections	+ 3,174
Building Plan Checks/Permits Issued	+ 2,117
Code Cases Closed	+ 315

### PUBLIC WORKS

Traffic Work Orders Completed	+ 13
Active CIP Projects	+ 70
Street Work Orders Received/Completed	+ 854/874
Fleet Scheduled vs. Unscheduled Repairs	+ 263/291

### PUBLIC SAFETY

Fire Calls for Service	+ 4,163
Fire Inspections	+ 438
Goats Acres of Land Cleared	+ 40
Police Calls for Service	+ 22,023
Police Arrests	+ 675

### UTILITIES

Customer Service Calls	+ 8,239
Work Orders Received/Closed	+ 1,325/1,248
Time Power is On	+ 99.94
Water Treated	+ 2,533 Bil. Gal.

### INTERNAL SUPPORT

Invoices Processed	+ 8,736
HR Jobs Posted	+ 55
Purchasing Contracts Executed	+ 179
Clerk's Public Records Requests	+ 259
Total Cyber Attacks Deflected	+ 6,798,280

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



# CITY OF CORONA Strategic Plan Quarterly Report

FISCAL YEAR 2023, 2<sup>ND</sup> QUARTER  
(OCTOBER - DECEMBER 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 second quarter of Fiscal Year 2023 (October - December 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

- ✔ Public Budget available in 132 Languages
- ✔ 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 Q2	FY 23 Q2	TREND
GO Bond credit rating	AA+	AA+	–
Outstanding debt per capita*	\$2,212	\$2,141	↑
% of GO debt capacity used*	8.04%	6.99%	↑
Debt payments as a % of operating budget	11.03%	9.5%	↑
Unfunded pension liability/POB balance*	\$0M/\$276M	\$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 SAFE COMMUNITY

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

### PROGRESS HIGHLIGHTS

- ➔ Determine appropriate staffing for effective Emergency Response
- ➔ Implement Homeless Strategic Plan
- ✔ Expand resident engagement in Police and Fire support efforts
- ✔ Identify obstacles to reducing response times
- ✔ Hold annual safety drills for emergency situations

PERFORMANCE REPORT	FY22 Q2	FY 23 Q2	TREND
Avg. Police response time to Priority 1 calls	5:40	5:54	↓
Avg. response time to all fire incidents	5:40	5:36	↑
Property crimes/clearance rate	807 / 5%	871 / 6%	↓ ↑
Violent crimes/clearance rate	82 / 59%	102 / 44%	↓ ↓
Homicides	1	0	↑
Traffic fatalities	2	3	↓
Traffic accidents	355	301	↑
Drug/Alcohol related traffic collisions	50	18	↑

## 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 Regional Boards to increase Job Opportunities
- ✔ Develop a Downtown Revitalization Plan
- ✔ Develop an Economic Development Strategic Plan
- ✔ Explore the Feasibility of a Facade Improvement Program
- ⚙️ Redevelop the Corona Mall Properties

PERFORMANCE REPORT	FY22 Q2	FY23 Q2	TREND
# of businesses promoted	6	6	–
% of business resources that can be accessed in Spanish	N/A	50%	–
% of commercial brokers engaged with*	19%	12%	↓
% 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

- ➔ Develop an Equal Opportunity Employment Plan
- ➔ Develop on demand registration capabilities
- ✔ Highlight contributions of Latinx, Asian, Indigenous, & Black residents to Corona.
- ➔ Increase access to city services and spaces for people with disabilities
- ➔ Ensure robust engagement with community when developing plans.

PERFORMANCE REPORT	FY22 Q2	FY23 Q2	TREND
Total annual # of participants in City recreation programs	102,004	119,379	↑
% 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
- ➔ Place Housing within walking Distance of Commercial and Public Transportation
- ➔ Advocate for improvements that impact traffic congestion
- ➔ Develop a Parks and Recreation Master Plan
- ✔ Establish quality maintenance standards for parks and facilities

PERFORMANCE REPORT	FY22 Q2	FY 23 Q2	TREND
Net investment in capital assets	\$19.1 M	\$19.1 M	–
Street signs replaced within 30 day target timeframes	93.7%	94.3%	↑
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

- ✔ Establish regular Community Satisfaction surveys
- ✔ Conduct annual Employee Engagement survey
- ✔ Develop a concierge program for building permits
- ➔ Review and revamp Employee Wellness Program
- ⚙️ Streamline and simplify recruitment process

PERFORMANCE REPORT	FY22 Q2	FY 23 Q2	TREND
Number of social media engagements	322,556	388,491	↑
Number of social media impressions	6,055,853	6,744,171	↑
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:

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