

CITY OF CORONA

Strategic Plan

Quarterly Report

FISCAL YEAR 2022, 3RD QUARTER
(JANUARY - MARCH 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 third quarter of Fiscal Year 2022 (January - March 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 Q3.

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)
- ✅ Develop long-range financial forecasting model
- ✅ Proactively manage the City's pension liability debt
- ➡ Review and Update City Fees
- ✅ Create strategic reserve funds
- ✅ Implement new budgeting software



PERFORMANCE REPORT

	FY21 Q3	FY 22 Q3	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/\$276M	↑ ↓
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

- ✅ Establish a process to promote local business
- ➡ Build partnerships and programs for workforce development
- ➡ 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

- ✅ City Wide Fiber Optic Agreement
- ➡ Develop a Trails Master Plan
- ➡ Develop a Parks & Recreation Master Plan
- ➡ Optimize traffic flows and light responsiveness
- ➡ Establish consistent quality and maintenance standards



PERFORMANCE REPORT

	FY21 Q3	FY 22 Q3	TREND
Net investment in capital assets	\$43 M	\$63.2 M	↑
Street signs replaced within 30 day target timeframes	96%	98.25%	↑
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

- ➔ Address Chronic Staffing Issues in Dispatch
- ✓ Enhance City's Graffiti Removal Program
- ✓ Implement the Community Wildfire Protection Plan
- ✓ Enforce camping and trespassing ordinances
- ➔ Implement the Homeless Strategic Plan



PERFORMANCE REPORT

	FY21Q3	FY 22 Q3	TREND
Avg. Police response time to Priority 1 calls	5:56	5:35	↑
Avg. response time to all fire incidents	5:29	5:11	↑
Property crimes/clearance rate	1,022 / 7%	980 / 6%	↑ ↓
Violent crimes/clearance rate	62 / 56%	80 / 49%	↓ ↓
Homicides	1	0	↑
Traffic fatalities	2	5	↓
Traffic accidents	265	282	↓
Drug/Alcohol related traffic collisions	18	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

- ⌚ Community Events & Gatherings
- ✓ Full-Time Special Event Coordinator Hired
- ➔ Reimagine the City's Brand, Identity, and Story
- ✓ Community Volunteer Events
- ⌚ City Website Improvements

PERFORMANCE REPORT

	FY21Q3	FY 22 Q3	TREND
Total annual number of participants in City recreation programs	65,001	147,327	↑



STRATEGIC GOAL

HIGH-PERFORMING GOVERNMENT

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

PROGRESS HIGHLIGHTS

- ✓ Develop Annual Department Workplans
- ➔ Community Satisfaction Survey
- ✓ Management Cycle Calendar
- ✓ Digital Engagement Roadmap
- ➔ Resident Input in Major Planning Efforts
- ✓ Standard Annual Performance Reporting



PERFORMANCE REPORT

	FY21Q3	FY 22 Q3	TREND
Number of social media engagements	346,735	317,574	↓
Number of social media impressions	5,218,553	6,433,629	↑
Percent of major City services that are offered virtually	60%	80%	↑

PROGRESS HIGHLIGHTS KEY:

⌚ Work Underway ➔ On Track ✓ Project Complete

OPERATIONAL PERFORMANCE HIGHLIGHTS

Q3 BY THE NUMBERS

COMMUNITY SERVICES

	Trees Planted	777
	Recreation Activity Participants	33,500
	Corona Cruiser Ridership	23,813
	Library Program Participants	12,795

HOMELESSNESS

	Calls for HOPE Team Assistance	1,275
	Cubic Yards of Debris Removed	380
	Emergency Shelter Clients Served	121

COMMUNITY ENGAGEMENT

	Social Media Impressions	6,433,629
	Emails Opened	235,507
	Total Video Views	271,675

SEE CLICK FIX

	Total Tickets	1,626
	Avg. Days to Acknowledge	0.9
	Avg. Days to Close	5.1

ECONOMIC DEVELOPMENT

	New Businesses	319
	Businesses Retained	1,187
	People supported by Live Work Corona	60

PLANNING & DEVELOPMENT

	Planning Applications Processed	304
	Dev. Services Plan Check/Permits Issued	436
	Building Inspections	3,540
	Building Plan Checks/Permits Issued	1,408/1,061
	Code Cases Closed	355

PUBLIC WORKS

	Traffic Work Orders Completed	46
	Active CIP Projects	80
	Street Work Orders Received/Completed	1,032/1,027
	Fleet Scheduled vs. Unscheduled Repairs	194/288

PUBLIC SAFETY

	Fire Calls for Service	3,715
	Fire Inspections	97
	Goats Acres of Land Cleared	10
	Police Calls for Service	22,473
	Police Arrests	672

UTILITIES

	Customer Service Calls	9,070
	Work Orders Received/Closed	1,300/1,294
	Time Power is On	99.96%
	Water Treated	2.514 Bil. Gal.

INTERNAL SUPPORT

	Invoices Processed	6,597
	HR Jobs Posted	50
	Purchasing Contracts Executed	60
	Clerk's Public Records Requests	257
	Total Cyber Attacks Deflected	1,302,104

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

