



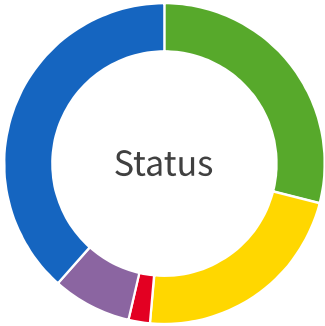
City Strategic Plan Progress Report

Current Reporting Date: Jul 12, 2023

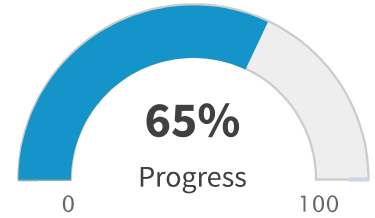
Report Created On: Apr 27, 2023

6 Strategic Goal	21 Objectives	138 Activity
----------------------------	-------------------------	------------------------

Overall Summary



	%
On Track	28.99
Work Underway	22.46
Not Started	2.17
Upcoming	7.97
Completed	38.41



Report Legend



Priority



No Update



Overdue

Strategic Goal 1 Progress 79%

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

Owner: Alex Mercado

	%	#
On Track	31.25	5
Work Underway	6.25	1
Upcoming	6.25	1
Completed	56.25	9

Objectives: 2 Activity: 16

Last Update: Apr 12, 2023 21:33:27

Financial Stability Performance Report

Measure	FY22 Q3	FY23 Q3	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 (in millions)	\$0M	\$0M	↔
POB balance (in millions)	\$276M	\$259M	↓
Diversity of revenue sources	14.0 (0.43% -28.54%)	14.0 (0.21% - 26.28%)	↔
% of assets funded for scheduled repair & replacement	Not Available	Not Available	--
% Major operating funds maintaining minimum fund balance	100%	100%	↔

Objectives 1.1 Progress 70%

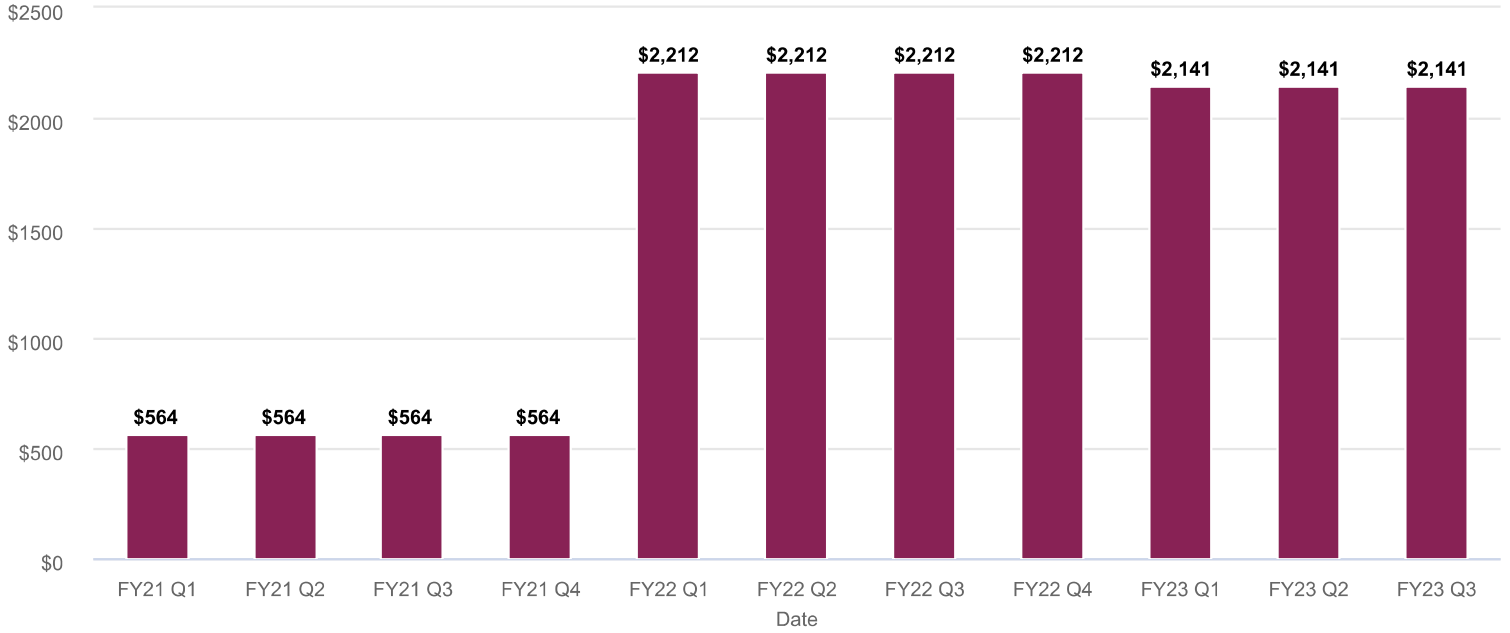
Increase Financial Stability: Strengthen the City’s long-term financial position to ensure ongoing provision of core services to all residents.

Owner: Donna Finch

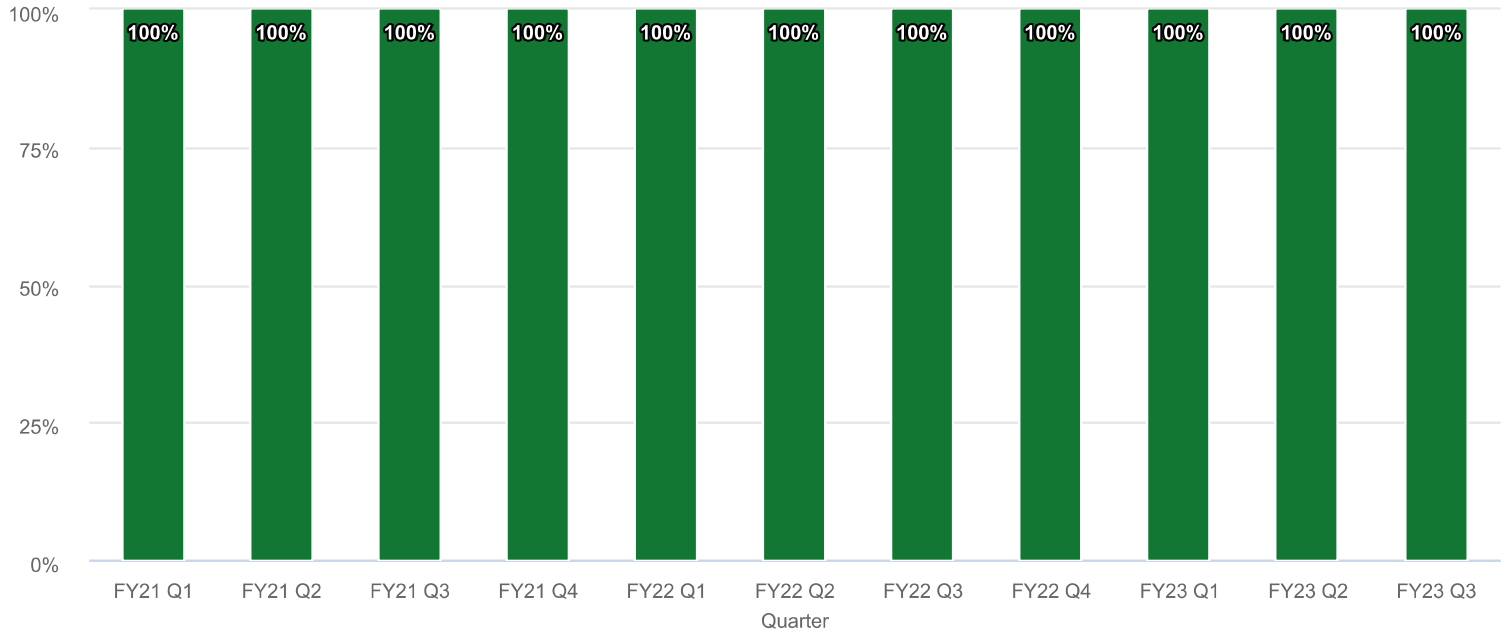
	%	#
On Track	40.0	4
Work Underway	10.0	1
Upcoming	10.0	1
Completed	40.0	4

Activity: 10

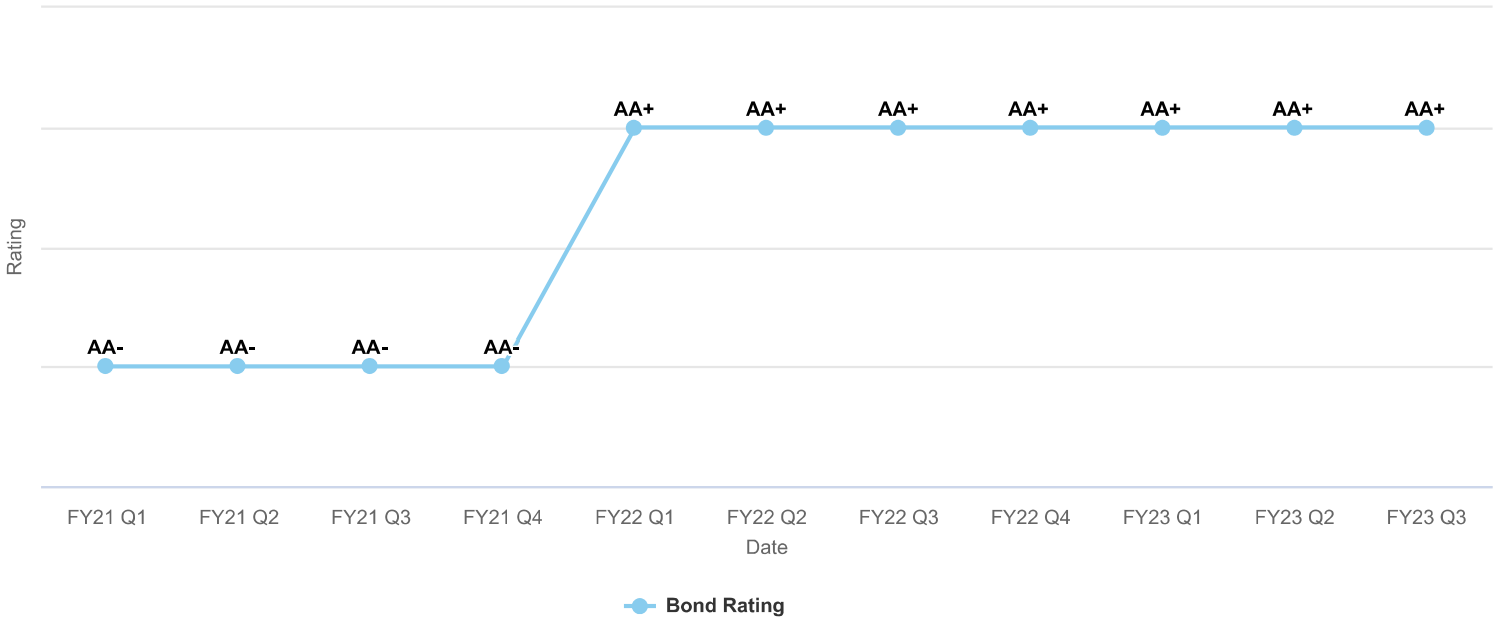
Outstanding debt per capita



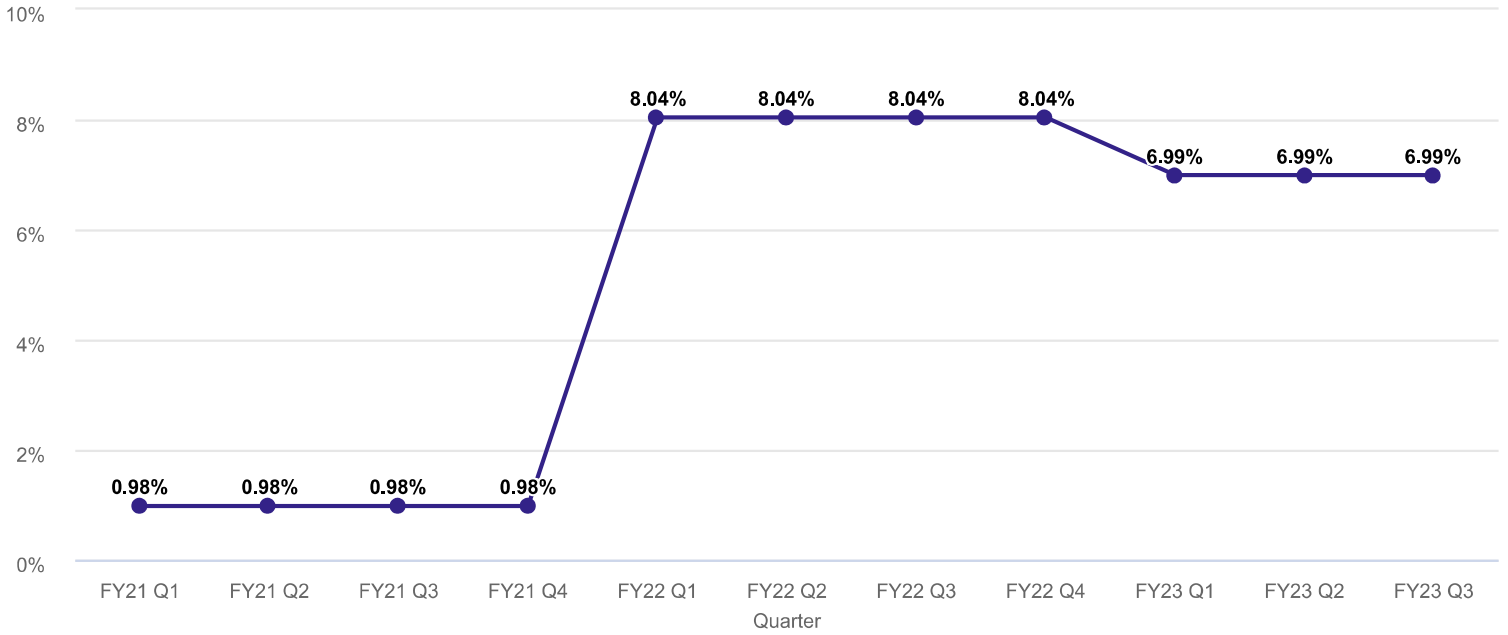
% Major Operating Funds Maintaining Minimum Fund Balance



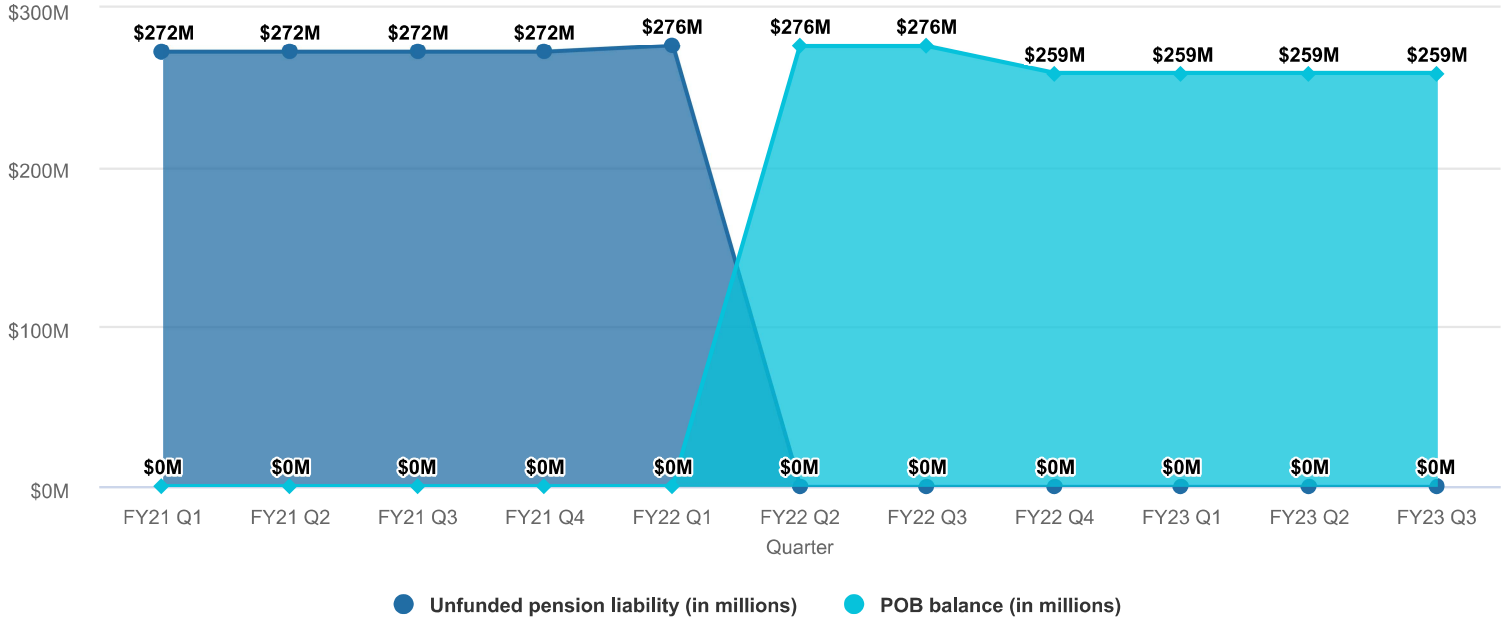
GO Bond credit rating



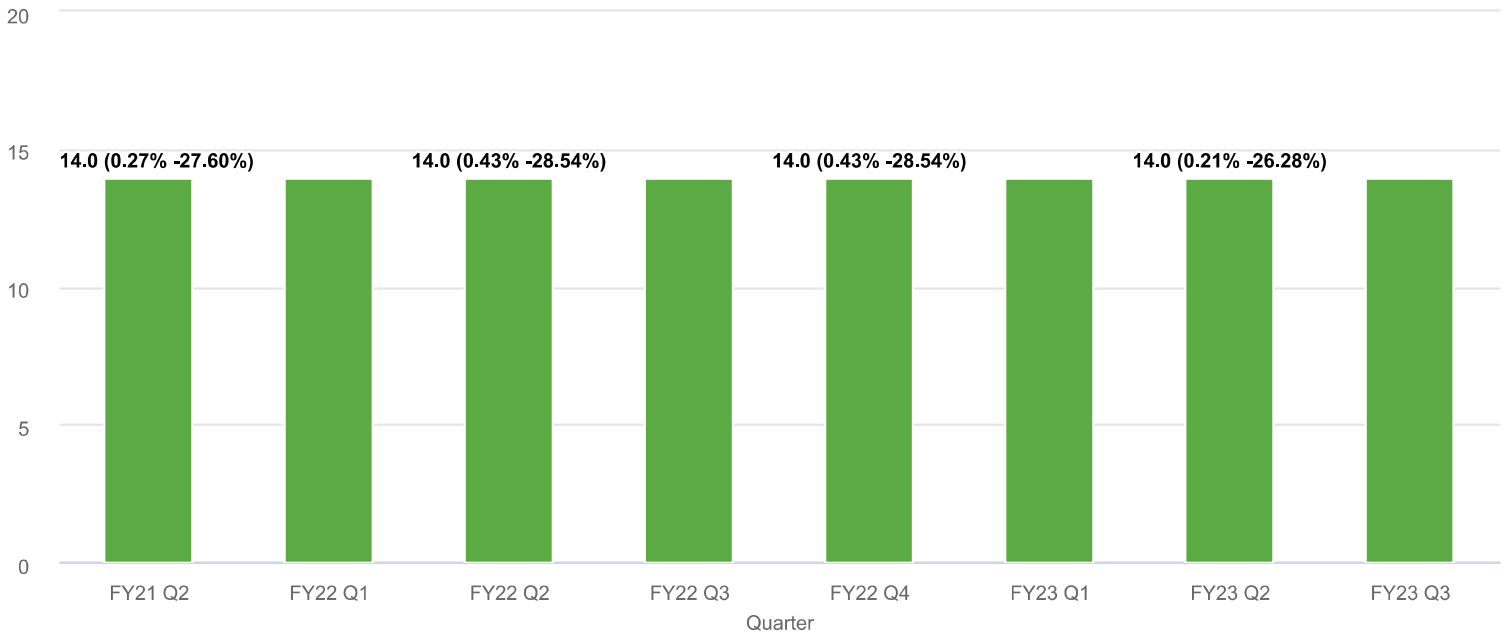
Percentage of GO Debt Capacity Used



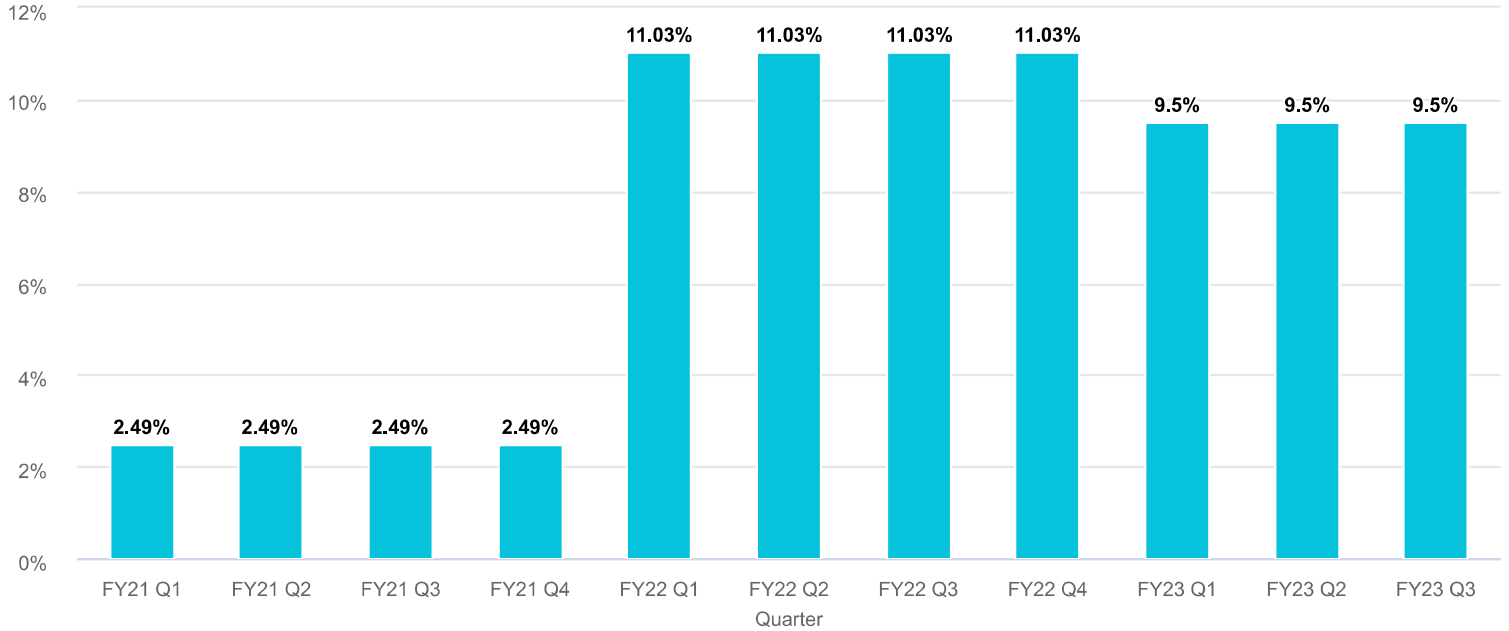
Unfunded Pension Liability/POB balance (in millions)



Diversity of revenue sources



Debt payments as a % of operating budget



Activity 1.1.1

Jul 01, 2020 - Jun 30, 2026 On Track Progress 66%

Utilize the Strategic Plan as a framework to guide future financial decisions.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:22:14

Staff review of FY 2024 budget submittals and service change requests completed. Council reviewed submittals at the Spring Financial Workshop on April 13, 2023. Continuous item to be utilized for future financial decisions.

Activity 1.1.2

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Develop a long-range financial forecasting model and plan based on needs and community assessments to ensure adequate capital reserves.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 20:49:43

Item completed in March 2021. Information to be updated and maintained on an annual basis through the budget process to ensure adequate reserves.

Activity 1.1.3

Jul 01, 2023 - Jun 30, 2024 Upcoming

Identify core services and service levels for both mandated and non-mandated services, determining resources needed to adequately support these services, and re-allocate the City budget to fully support these services.

Owner: Kim Sitton

Update provided by Alex Mercado on Nov 08, 2022 17:21:19

FY26

Activity 1.1.4

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Pursue an AAA/Aaa/AAA GO Bond credit rating from S&P and Moody's & Fitch.

Owner: Kim Sitton

Update provided by Donna Finch on Apr 20, 2023 23:11:42

Bond credit rating to be re-evaluated by rating agencies with next bond issuance.

Activity 1.1.5

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Hold annual work sessions to identify potential cost savings and cost-containment opportunities.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:47:11

FY 2024 departmental budget review meetings completed Feb/Mar 2023. Spring Financial Workshop held on April 13, 2023.

Activity 1.1.6

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Proactively manage the City's pension liability debt.

Owner: Kim Sitton

Update provided by Donna Finch on Apr 20, 2023 23:15:54

The issuance of POBs with an aggressive payoff schedule, the establishment of a section 115 pension stabilization trust, prefunding the trust with \$30M and adopting a pension management policy has effectively resolved this issue. All that is needed now is to follow the policy each year depending on new pension liability assessments from CalPERS.

Activity 1.1.7

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Regularly review revenue sources to ensure a balanced, intentional allocation of revenue sources that protect against over-reliance on any single source of revenues.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:47:38

Annual evaluation through the budget process. Process to be completed for FY24 budget by June 2023.

Activity 1.1.8

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Review and update City fees and set intentional cost recovery goals for City services.

Owner: Kim Sitton

Update provided by Donna Finch on Apr 20, 2023 23:24:47

New fee schedule adopted March 2022. Fees implemented in various systems and completed May 2022.

Activity 1.1.9

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Increase the percentage of services funded via external sources by proactively pursuing grants, partnerships, and other funding opportunities.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:21:38

Continuous item; working with departments to identify funding opportunities.

Activity 1.1.10

Update provided by Alex Mercado on Oct 26, 2022 20:13:51

Reserve fund created in the FY22 Budget

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Create strategic reserve funds (e.g. redevelopment, land acquisition, business attraction, etc.) to achieve organizational objectives.

Owner: Kim Sitton

Objectives 1.2

Progress 94%

Improve the Budget Process: Streamline the budget development process and increase residents' capacity and opportunities to participate.

On Track
Completed

%	#
16.67	1
83.33	5

Owner: Donna Finch

Activity: 6

Activity 1.2.1

Update provided by Kim Sitton on Apr 11, 2023 20:30:00

Review of department budgets completed for FY 2024. Continuous item with annual review through budget process.

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Utilize zero-based budgeting on a three-year cycle to identify cost savings, justify expenditures, and ensure well-constructed financial plans.

Owner: Kim Sitton

Activity 1.2.2

Update provided by Donna Finch on Apr 20, 2023 23:31:52

New software (Questica) utilized beginning with the FY22 budget

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Implement new budgeting software to streamline the annual budget development process, reduce the timeline and resources needed, and enhance budgeting scenario capabilities.

Owner: Kim Sitton

Activity 1.2.3



Update provided by Kim Sitton on Apr 11, 2023 23:48:01

Item to be completed by Q4 FY 2023.

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Establish a process to track total grant funding received on an annual basis.

Owner: Kim Sitton

Activity 1.2.4

Update provided by Alex Mercado on Feb 23, 2023 23:06:23

Budget available in multiple languages; full day budget workshops; community survey to guide budget priorities.

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Enhance opportunities for resident participation in the budget process.

Owner: Kim Sitton

Activity 1.2.5

Update provided by Alex Mercado on Feb 23, 2023 23:06:50

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Interactive budget implemented; continuous item.

Find ways to simplify budget information.

Owner: Kim Sitton

Activity 1.2.6

Update provided by Alex Mercado on Feb 23, 2023 23:05:39

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Interactive budget document implemented in multiple languages in Q1 FY23.

Ensure budget information is available in both English and Spanish.

Owner: Kim Sitton

Strategic Goal 2

Progress 61%

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

	%	#
On Track	15.79	3
Work Underway	42.11	8
Upcoming	5.26	1
Completed	36.84	7

Owner: Alex Mercado

Objectives: 3

Activity: 19

Last Update: Apr 20, 2023 18:46:24

Strong Economy Performance Report

Measure	FY22 Q3	FY23 Q3	Trend
# of small business grant applicants		0	--
% of small businesses that remain open one year after participating in various entrepreneurship prog		100%	--
# of businesses promoted		10	--
% of Emprendedor@s graduates that successfully launch their business		100%	--
# of site selection inquiries that resulted in business opening or expanding in Corona		1	--
# of Corona Mall properties redeveloped		0	--
% of business resources that can be accessed in Spanish		50%	--
% of commercial brokers engaged with		17%	--

Objectives 2.1

Progress 80%

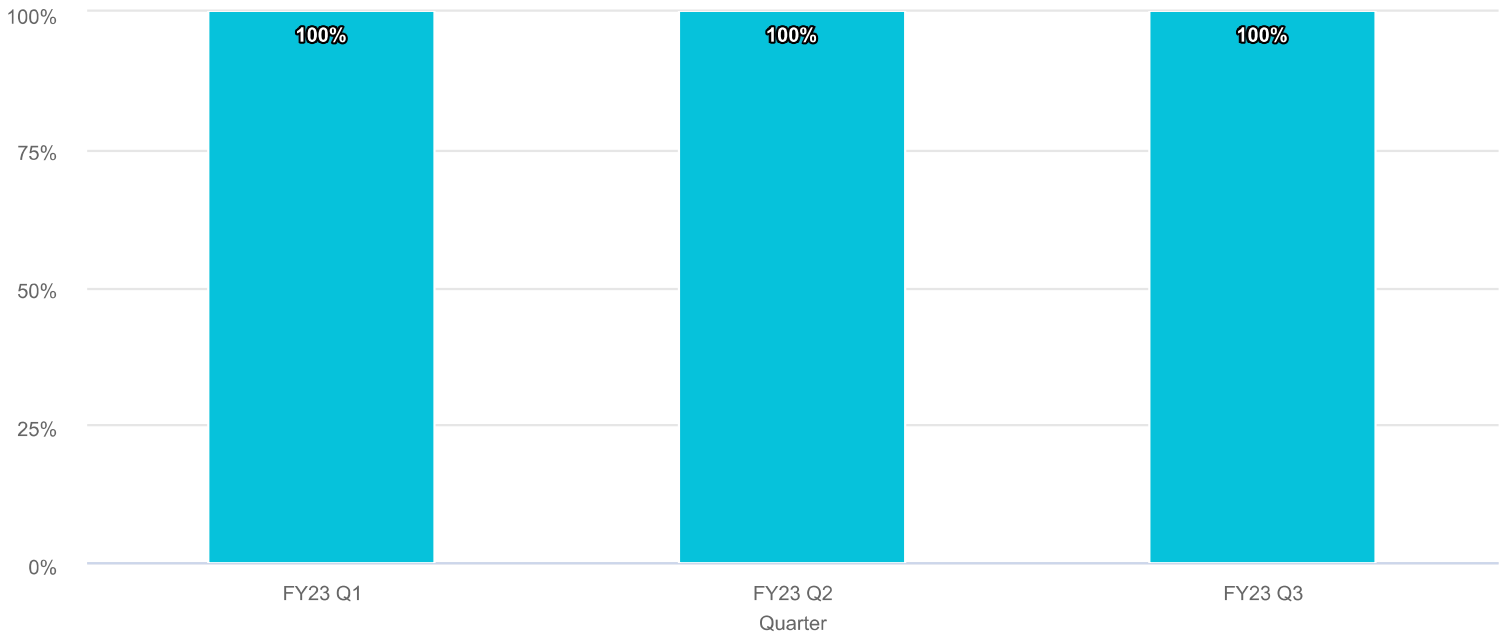
Support Local Businesses: Expand the local economy by supporting post-pandemic resilience and recovery of local businesses and attracting new enterprises to the City.

	%	#
On Track	20.0	1
Work Underway	20.0	1
Completed	60.0	3

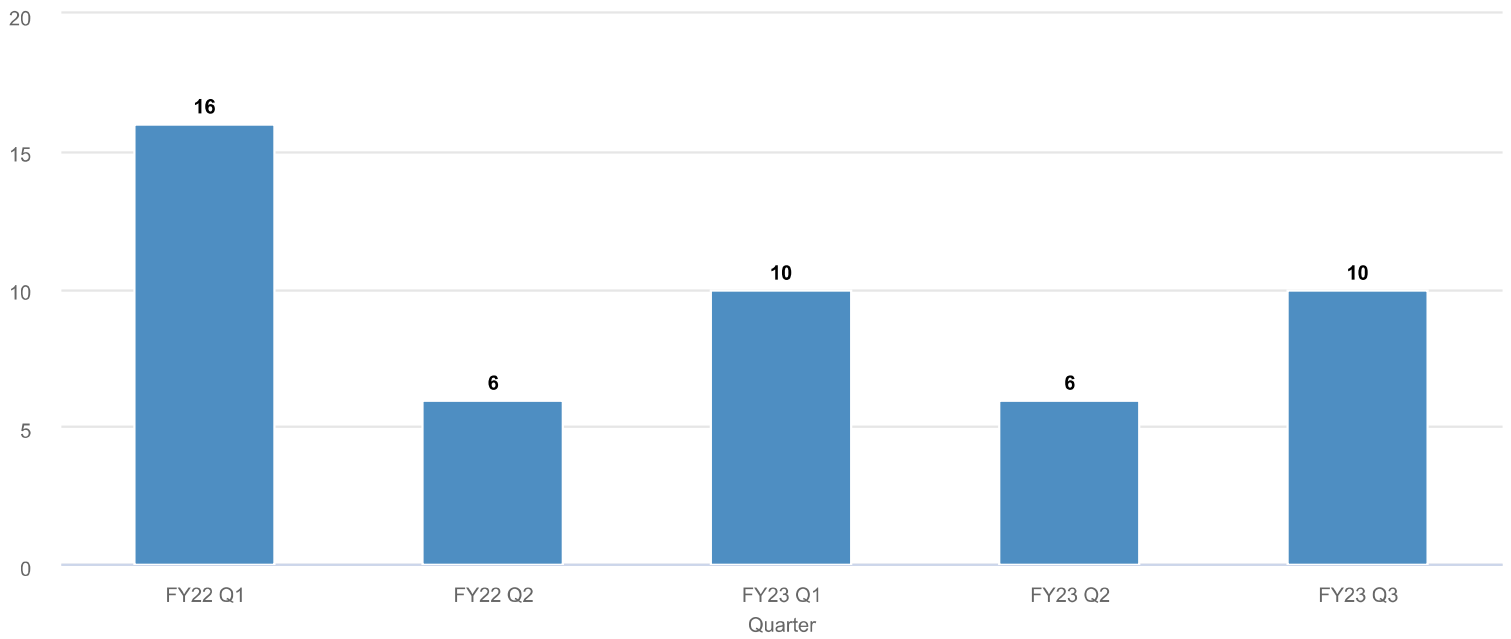
Owner: Donna Finch

Activity: 5

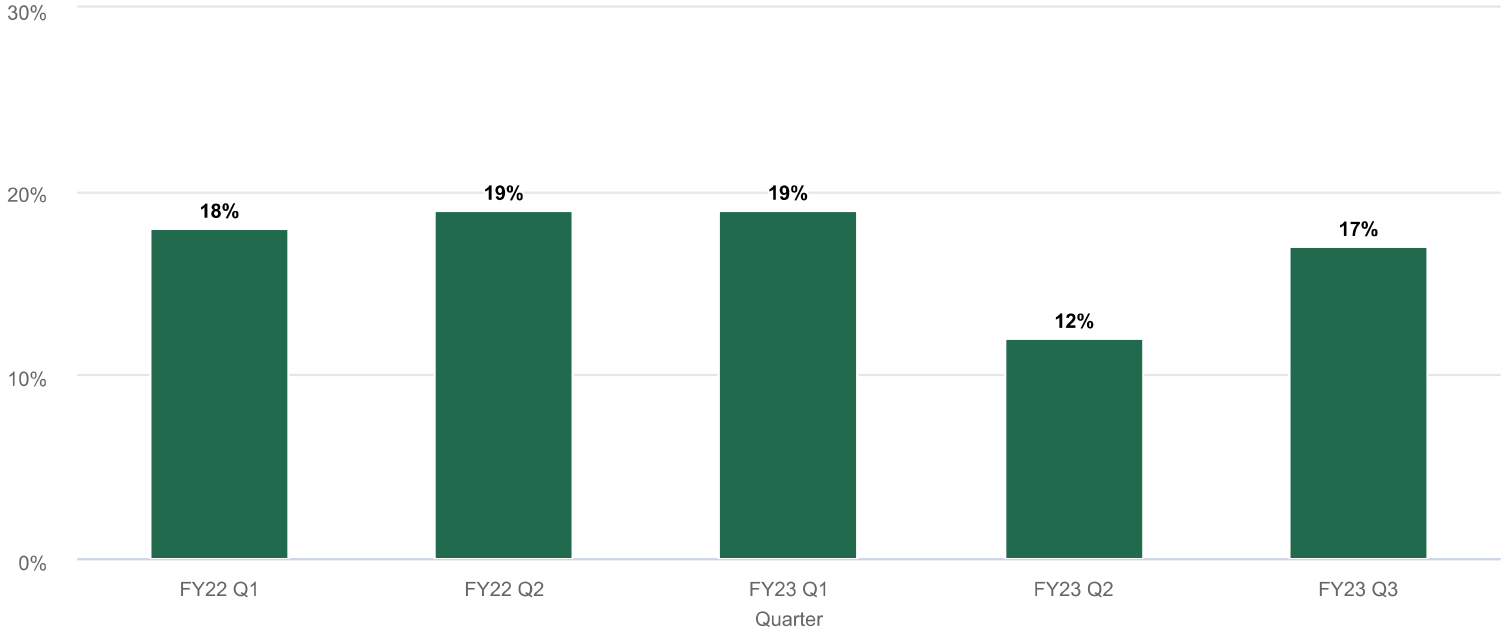
% of small businesses that remain open one year after participating in various entrepreneurship programs



of businesses promoted



% of commercial brokers engaged with



Activity 2.1.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Develop and implement an Economic Development Strategic Plan that provides a vision and framework for business attraction, expansion, development, and retention.

Owner: Amanda Wicker

Update provided by Alex Mercado on Feb 23, 2023 23:07:35

Plan adopted in August 2022. Efforts underway include planning for broker communications strategy, broker outreach, and grants program development.

Activity 2.1.2

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Improve transparency and trust by creating a development handbook that explains the development review and approval process to community members and business owners.

Owner: Joanne Coletta

Update provided by Donna Finch on Apr 21, 2023 00:18:40

Department has completed several flow charts on the permit process and entitlement process. Completed flow charts are posted on the city's website. Remaining flow charts to be completed in Q4.

Activity 2.1.3



Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Review and update the City's purchasing process to ensure it follows best practices and provides better opportunities for local vendors.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:48:25

Update to City Council occurred at Spring Financial Workshop on April 13, 2023; staff to continue discussions with the Council at a future meeting.

Activity 2.1.4

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Create a Police Officer Business Liaison program to engage local businesses, provide advice on crime prevention, and respond to concerns.

Owner: Dan Bloomfield

Update provided by Donna Finch on Apr 21, 2023 01:01:32

The program was rolled out in June 2021. To date, there are over 130 businesses registered in the program.

Activity 2.1.5

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Establish a process to promote local businesses as part of the City's ongoing communication and outreach efforts.

Owner: Amanda Wicker

Update provided by Alex Mercado on Oct 26, 2022 20:17:43

"Business Spotlight" e-newsletter launched April '21; dedicated marketing campaigns ongoing

Objectives 2.2

Progress 55%

Increase Job Opportunities: Reduce local unemployment and increase the number of living-wage jobs within the City.

	%	#
Work Underway	66.67	4
Completed	33.33	2

Owner: Donna Finch

Activity: 6

Activity 2.2.1

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Partner with the Chamber in its Corona 2030 Plan for local job creation to reduce local unemployment.

Owner: Amanda Wicker

Update provided by Donna Finch on Apr 21, 2023 01:04:39

Formal planning for this effort will not commence for a few years. In the meantime, the City continues to partner with the Corona Chamber on business events, outreach, and co-promotion of Live Work Corona, the City's workforce development initiative.

Activity 2.2.2

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Partner with regional workforce development boards to increase job opportunities.

Owner: Ashley Zaragoza

Update provided by Donna Finch on Apr 21, 2023 01:05:34

Partnership with RCWDB through the Manufacturing Assistance Program and Live Work Corona. Job fair with Chamber of Commerce planned for May 2023.

Activity 2.2.3

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

Craft an incentive strategy for businesses to locate in Corona.

Owner: Amanda Wicker

Update provided by Donna Finch on Apr 21, 2023 01:06:23

Staff is researching incentives offered from other California municipalities and developing an incentive strategy matrix for consideration of different incentives.

Activity 2.2.4

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

Develop entrepreneurial workshops and trainings that can be offered in English and Spanish.

Owner: Amanda Wicker

Update provided by Alex Mercado on Oct 26, 2022 20:18:39

Launched Emprendedor@s program in 2021 (90+ graduates to date); partnered with SCORE on English trainings; additional trainings planned for FY23.

Activity 2.2.5

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Explore the creation of an economic development corporation in partnership with the Western Riverside Council of Governments (WRCOG).

Owner: Amanda Wicker

Update provided by Alex Mercado on Oct 26, 2022 20:19:07

WRCOG voted not to proceed in May '21.

Activity 2.2.6

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Build partnerships and programs that support youth and adult development to ensure a prepared and skilled local workforce.

Owner: Ashley Zaragoza

Update provided by Donna Finch on Apr 21, 2023 01:08:54

Ongoing partnership with LAUNCH, CNUSD, CMTC, and local employers. Development of a Corona Innovation Center is currently underway with local and regional partnerships to create a center that supports current and future workforce, innovation, and entrepreneurship.

Objectives 2.3

Progress 54%

Revitalize Downtown: Invest in redevelopment of the downtown to create a thriving destination for residents and visitors.

Owner: Donna Finch

	%	#
On Track	25.0	2
Work Underway	37.5	3
Upcoming	12.5	1
Completed	25.0	2

Activity: 8

Activity 2.3.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Develop a Downtown Revitalization Plan (including new design guidelines & streetscape enhancements)

Owner: Jess Garcia

Update provided by Alex Mercado on Feb 23, 2023 23:09:48

Plan adopted in Sept. 2022. Implementation underway, including codifying Downtown Specific Plan to incorporate DRP vision and working with depts to carry out Action Plan

Activity 2.3.2

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Redevelop the Corona Mall Properties.

Owner: Jess Garcia

Update provided by Donna Finch on Apr 21, 2023 01:14:19

Lab commenced construction on South Mall properties in August 2022; construction improvements anticipated to be complete by early Summer 2023, with internal tenant improvements beginning shortly after. City interdepartmental team coordinating parking lot improvements and utility upgrades have been completed to replace waterline at the South Mall.

Activity 2.3.3

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 66%

Explore the feasibility of a facade improvement program.

Owner: Amanda Wicker

Update provided by Donna Finch on Apr 21, 2023 01:15:43

Downtown Commercial Beautification Grant program guidelines have been drafted and routed for internal review. Staff is working through procurement process to secure an administrative grant partner that will develop application portal and conduct review. Still on track to launch program by Q4 FY23.

Activity 2.3.4

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Explore the feasibility of establishing a program to assist long-time Corona restaurants to open smaller scale operations in the downtown area.

Owner: Amanda Wicker

Update provided by Donna Finch on Apr 21, 2023 01:20:28

Staff will be launching small business grant programs to support business retention and expansion in Corona and will encourage established Corona restaurants to explore a second location in the Downtown. Additionally, staff continues to research comparable programs offered by other California municipalities.

Activity 2.3.5

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Review and update the City's historic building guidelines and explore the establishment of a Historic Building Ordinance with clear preservation guidelines.

Owner: Joanne Coletta

Update provided by Donna Finch on Apr 21, 2023 01:21:14

Recommended updates discussed with City Council at the study session on April 19, 2023.

Activity 2.3.6

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Explore the benefits and feasibility of a discounted development fee structure for "historic home" infill developments in the Circle and historic areas within the redevelopment area.

Owner: Joanne Coletta

Update provided by Alex Mercado on Feb 23, 2023 23:10:46

Ordinance on discounted feed reduction approved by City Council in Q2.

Activity 2.3.7

Jul 01, 2021 - Jun 30, 2024

On Track

Progress 66%

Take steps to increase crime prevention within the downtown business district, including exploring the deployment of additional dedicated police officers.

Owner: Adam Roulston

Update provided by Donna Finch on Apr 21, 2023 01:22:17

Scheduling model will be deployed by June '23.

Activity 2.3.8

Jul 01, 2025 - Jun 30, 2026

Upcoming

Explore opportunities to bring in additional hotels to support larger conferences, gatherings, and events.

Owner: Amanda Wicker

Update provided by Alex Mercado on Nov 08, 2022 17:21:30

FY26

Strategic Goal 3 Progress 50%

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

Owner: Alex Mercado

Objectives: 3 Activity: 16

	%	#
On Track	37.5	6
Work Underway	18.75	3
Not Started	6.25	1
Upcoming	18.75	3
Completed	18.75	3

Last Update: Apr 26, 2023 01:33:11

Sound Infrastructure Performance Report

Measure	FY22 Q3	FY23 Q3	Trend
Capital asset and building condition ratings			--
Net investment in capital assets (in Millions)	\$63.2M	\$31.5M	↓
% of city facility assets replaced per schedule in the Asset Management Plan			--
% of street signs replaced within target timeframes (30 days)	98.25%	97.5%	↓
Town-wide average street PCI rating	70	70	↔
Miles of trails per 1,000 residents	0.17	0.17	↔
% of residents rating recreation facilities as good or excellent		59%	--
% of residents rating the availability of paths and walking trails as good or excellent		58%	--
% of residents rating the bike lanes as good or excellent		50%	--
% of residents rating the quality of public parks as good or excellent		65%	--
Total acres of parks and green space owned/managed by the City	873.17	873.17	↔
Average level of service for key intersections during AM and PM peak hours			--
% of housing within walking distance of commercial centers & public transportation			--
% of signalized intersections using AI or advanced detection systems	0		--

Objectives 3.1 Progress 39%

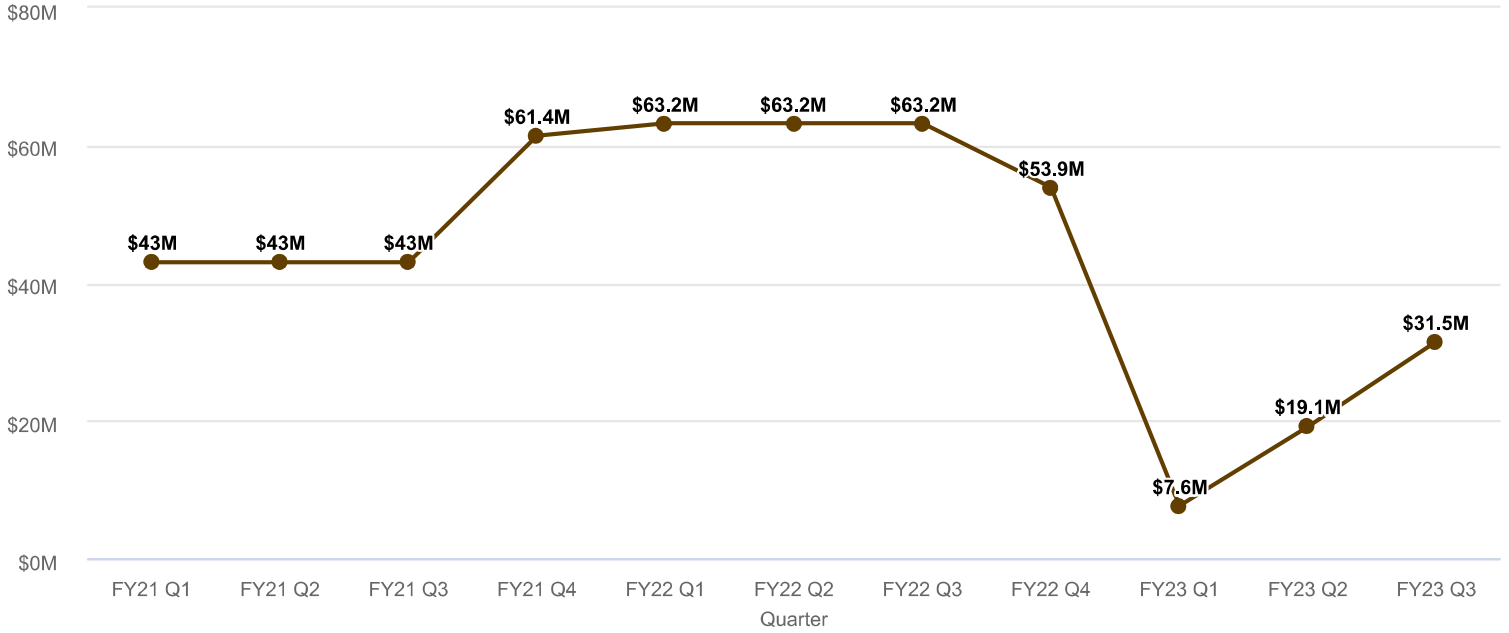
Strengthen City Infrastructure: Ensure that City infrastructure—including streets, municipal facilities, water and wastewater systems, and technology—is well-maintained for current and future generations.

Owner: Donna Finch

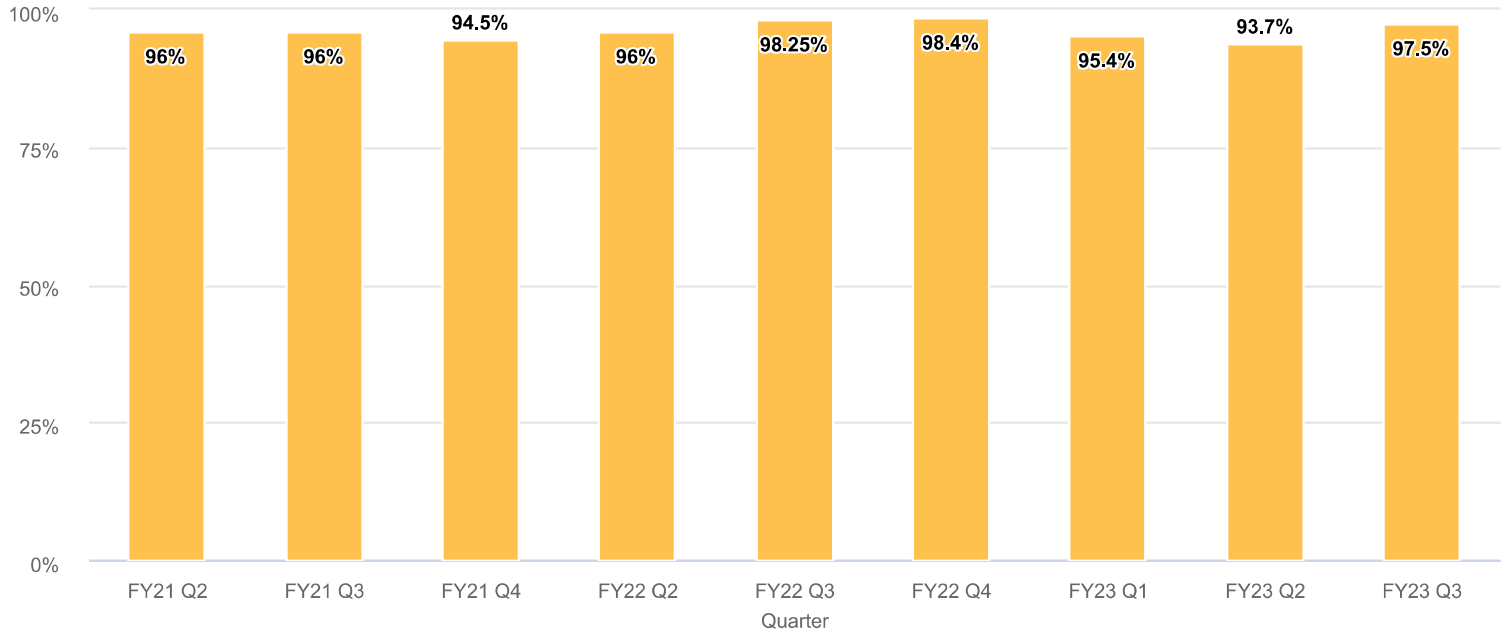
Activity: 6

	%	#
Work Underway	16.67	1
Not Started	16.67	1
Upcoming	33.33	2
Completed	33.33	2

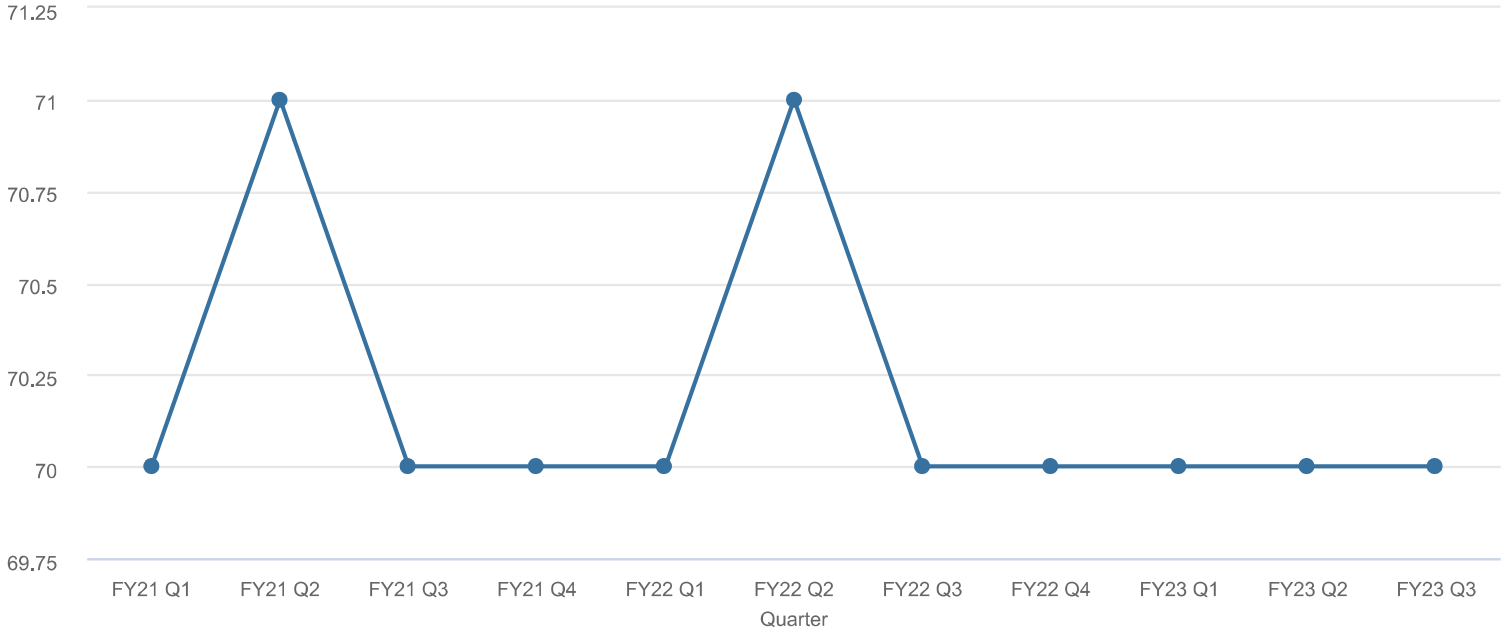
Net investment in capital assets (in Millions)



% of street signs replaced within target timeframes (30 days)



Town-wide average street PCI rating



Activity 3.1.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Review and revamp the Capital Improvement Plan (CIP) program to include all potential capital improvement projects (including street and sidewalk maintenance), whether funded or not, utilizing, a 10-year time horizon, and develop a prioritized implementation plan.

Owner: Kim Sitton

Update provided by Donna Finch on Apr 21, 2023 01:26:19

CIP revamp process is complete with revised project criteria, prioritized ranking system, and 10-year timeline; CIP document was revised to remove over 200 programs and projects that do not meet the new criteria.

Activity 3.1.2

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Develop an asset management program for all city infrastructure, including condition assessments, lifecycle determinations, and preventative maintenance program for major capital assets— including City buildings—to extend their lifecycle.

Owner: Kenny Nguyen

Update provided by Donna Finch on Apr 26, 2023 17:24:10

Asset Management Coordinator position is currently in recruitment. Public Works is coordinating with Finance Department to gather available data. Once the position is filled, the coordinator will continue to work with departments to create an inventory of all City assets and develop a program for managing and maintaining assets moving forward. The development of the asset management program depends on the available asset inventory, which can take over one year to complete.

Activity 3.1.3

Jul 01, 2022 - Jun 30, 2023

Not Started

Progress 0%

Develop a long-term capital reserve/asset management funding policy for maintaining and replacing infrastructure assets.

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Apr 26, 2023 02:34:01

Once the asset management plan (including condition assessments, lifecycle determination, and other tasks) is developed, a long-term capital reserve/asset management funding policy can be established, which can take six months to develop.

Activity 3.1.4

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Develop a Fiber Optic Master Plan to guide the design, implementation, and management of the City's fiber optic assets and related infrastructure.

Owner: Chris McMasters

Update provided by Alex Mercado on Oct 26, 2022 20:26:41

SIFI Contract approved Dec '21

Activity 3.1.5

Jul 01, 2023 - Jun 30, 2024

Upcoming

Build an up-to-date Geographic Information System (GIS) inventory of all utility infrastructure.

Owner: Chris McMasters

Update provided by Alex Mercado on Oct 26, 2022 22:18:33

FY24 Project

Activity 3.1.6

Jul 01, 2025 - Jun 30, 2026

Upcoming

Develop a Corporate Energy Management Plan to reduce costs and improve energy efficiency.

Owner: Donna Finch

Update provided by Alex Mercado on Oct 26, 2022 22:18:51

FY26 Project

Objectives 3.2

Progress 42%

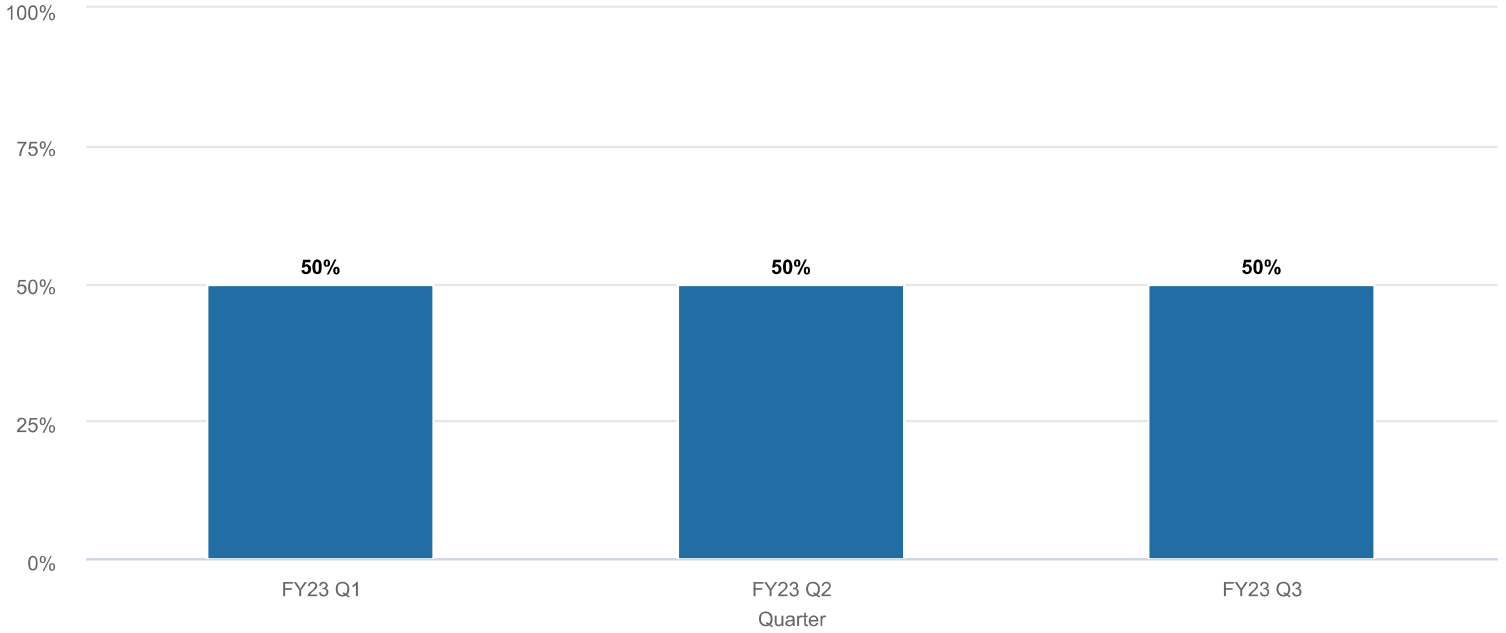
Reduce Negative Impacts of Traffic: Reduce traffic congestion and optimize traffic flows.

Owner: Donna Finch

	%	#
Work Underway	50.0	2
Upcoming	25.0	1
Completed	25.0	1

Activity: 4

% of residents rating the bike lanes as good or excellent



Activity 3.2.1

Jul 01, 2025 - Jun 30, 2026

Upcoming

Update provided by Alex Mercado on Oct 26, 2022 22:19:11

FY26 Project

Develop long-term multi-modal transportation plan for traffic improvements, mitigation efforts, and expansion of alternative transportation options (including bicycle and pedestrian) to reduce reliance on fossil fuels.

Owner: Rosalva Ureno

Activity 3.2.2

Jul 01, 2022 - Jun 30, 2023

Work Underway

Update provided by Donna Finch on Apr 26, 2023 17:33:27

Advance Traffic Management System Phase 3 almost ready to bid; once construction begins, AI software and hardware updates can occur.

Progress 33%

Modernize traffic cameras and explore utilization of Artificial Intelligence with traffic cameras to optimize traffic flows and improve responsiveness of traffic lights.

Owner: Rosalva Ureno

Activity 3.2.3

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Advocate with Riverside County Transportation Commission (RCTC) and the State for transportation improvements that impact congestion within Corona.

Owner: Savat Khamphou

Update provided by Donna Finch on Apr 26, 2023 01:48:41

Information on priority transportation projects submitted to RCTC; outreach is ongoing with State and Federal legislators to advocate for transportation funding priorities.

Activity 3.2.4

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Continue efforts to embrace mixed-use developments that would place housing within walking distance of commercial centers and public transportation.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Apr 04, 2023 23:07:04

City Council in Q3 approved objective development standards and design guidelines for High Density Residential and Mixed Use projects located within the city's commercial corridors and within access to public transportation.

Objectives 3.3

Progress 66%

Enhance Parks and Recreation Facilities: Develop and enhance parks, trails, and recreational facilities to better serve residents.

On Track

%
100.0

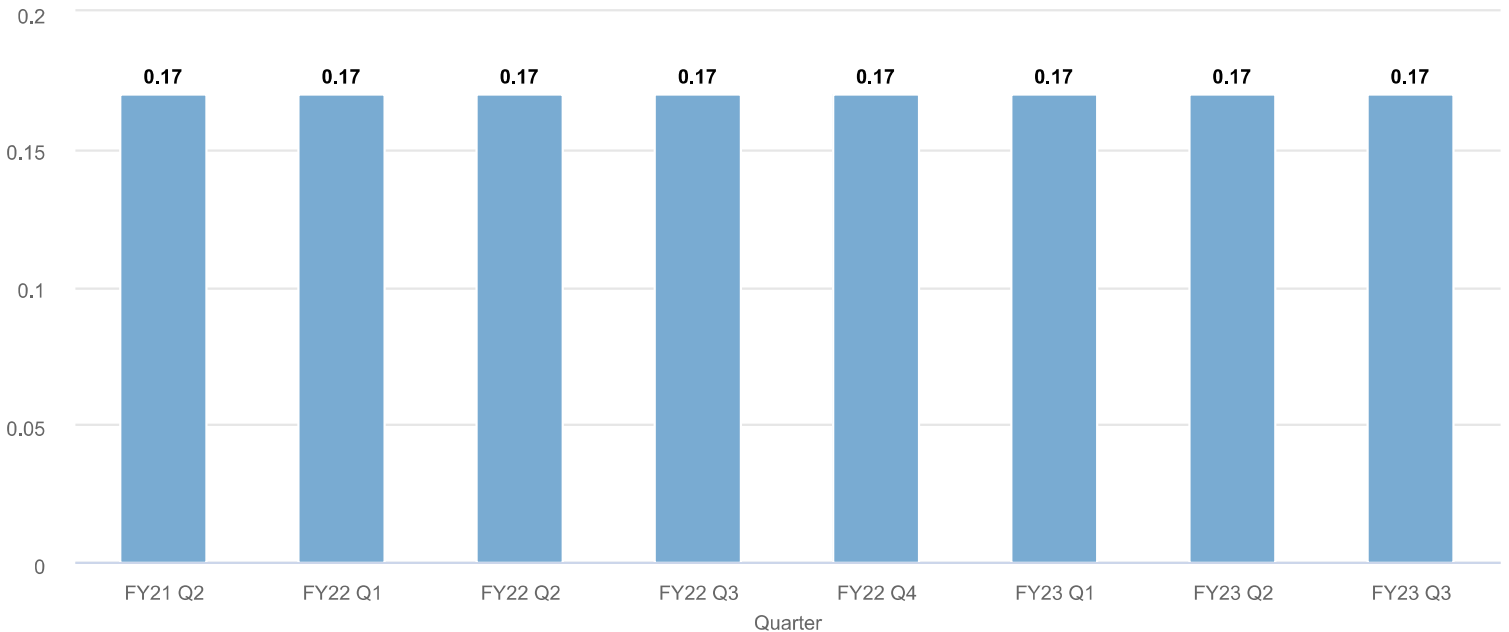
6

Owner: Donna Finch

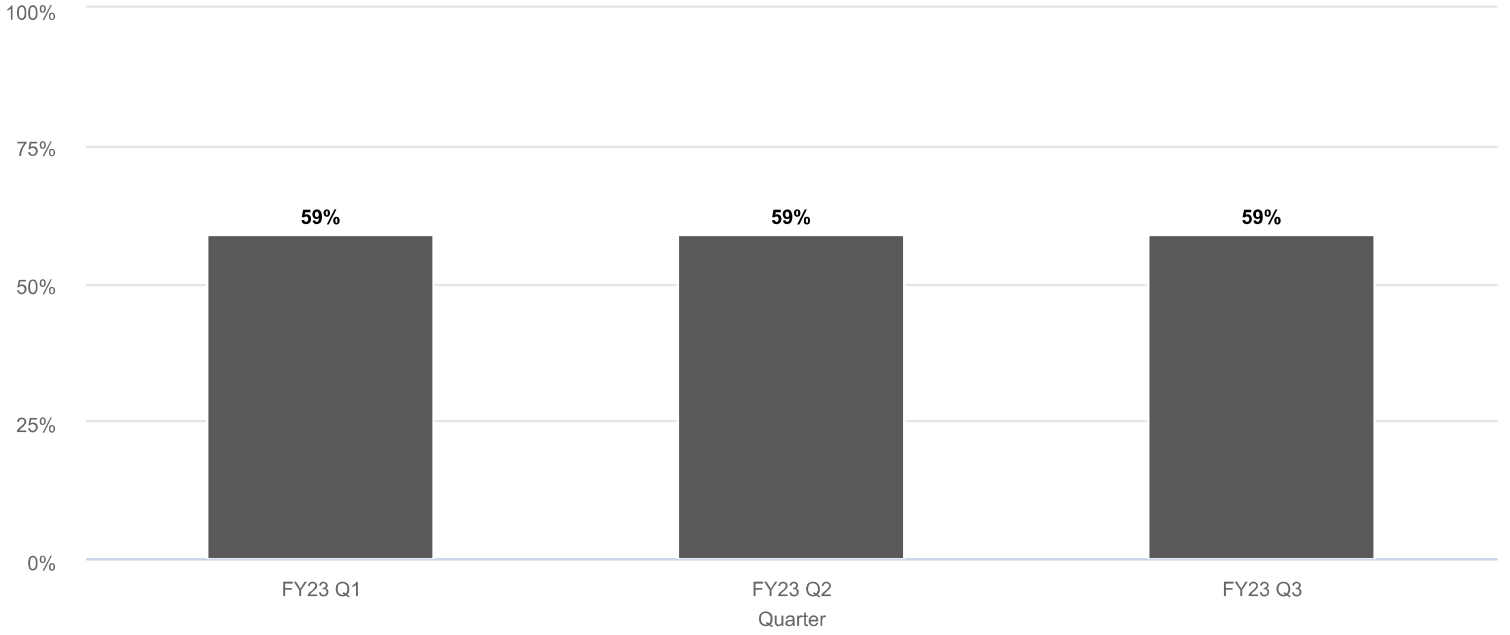
Activity: 6

Last Update: Apr 05, 2023 14:33:21

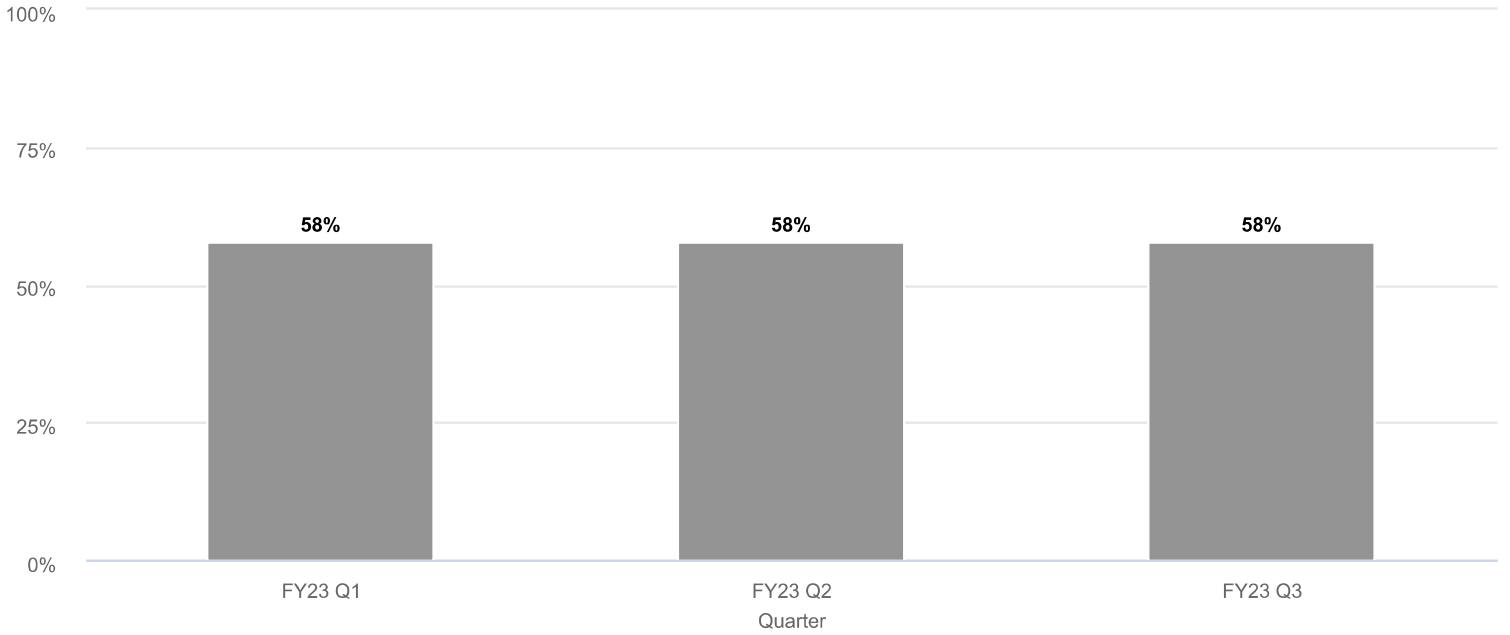
Miles of trails per 1,000 residents



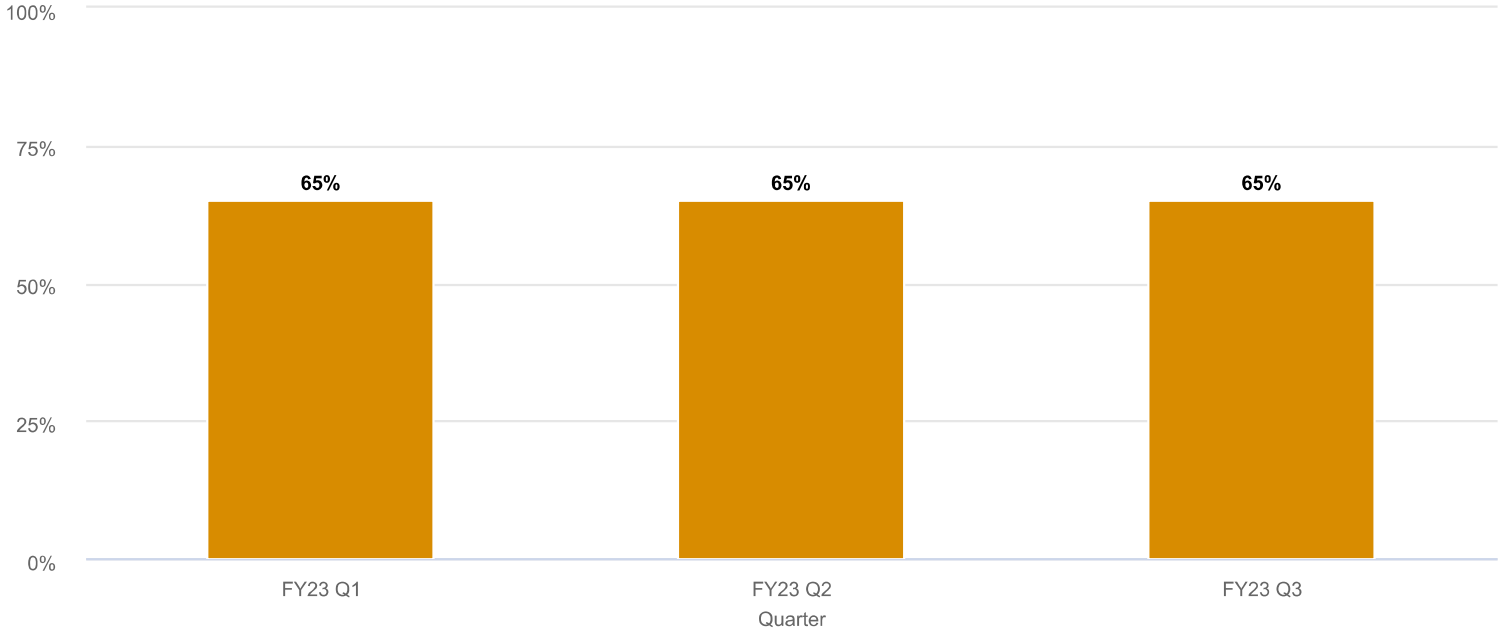
% of residents rating recreation facilities as good or excellent



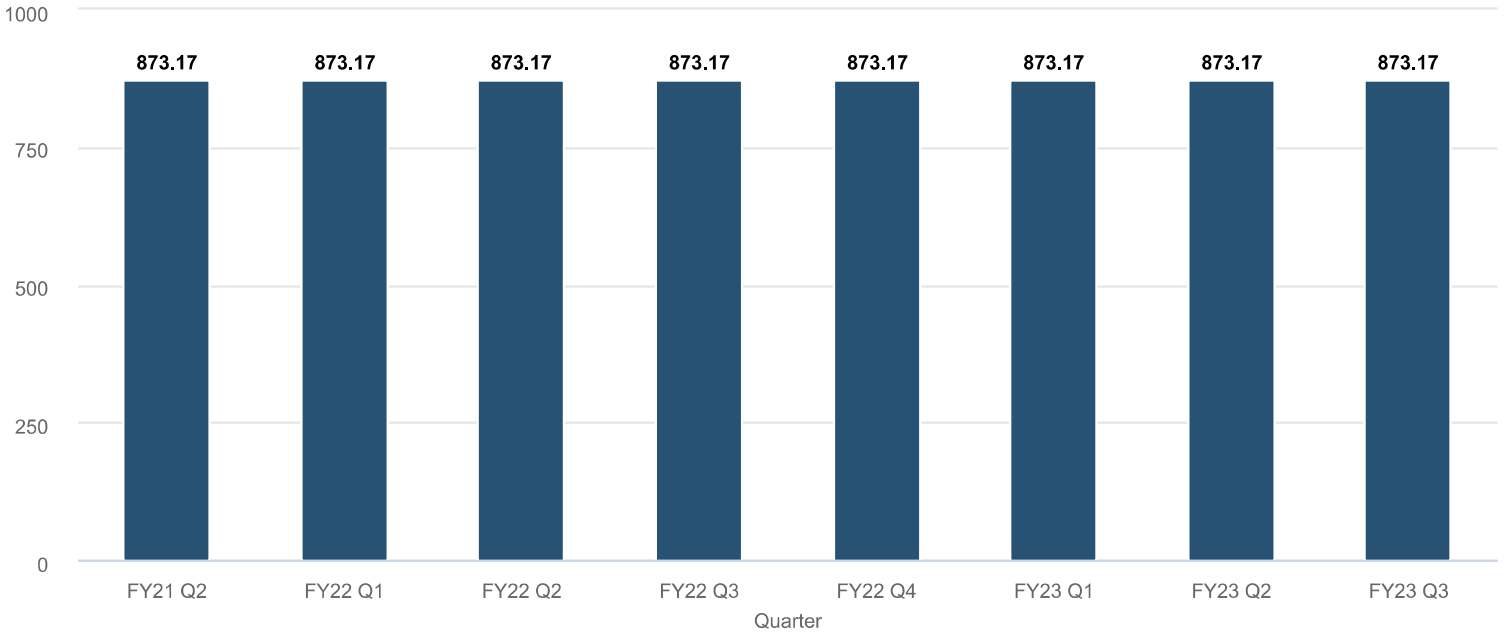
% of residents rating the availability of paths and walking trails as good or excellent



% of residents rating the quality of City parks as good or excellent



Total acres of parks and green space owned/managed by the City



Activity 3.3.1

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Develop a Parks and Recreation Master Plan

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 14:43:30

Community Services staff worked with 110%, the sub-consultant for the financial viability of projects and priorities outlined in the Master Plan. All financial data has been provided to the consultant as of November 2022. Two surveys have been conducted and results are being finalized and compiled by MIG to draft a gap analysis of where Corona is not meeting its standard to provide equitable amenities to all Corona residents in all 4 quadrants. Plan is on target to be delivered to Committee of the Whole in September 2023.

Activity 3.3.2

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Develop Trails Master Plan for the City, including safety planning and planning for access points to Cleveland National Forest.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 14:44:42

Two Trails Working Group meetings were held on January 19th and March 30, 2023, focusing on trail heads and amenities to enhance the trail and user experience. ALTA Planning created a draft plan and will deliver a final plan in August. Staff will be bringing additional updates to the Parks and Recreation meetings on April 27th and May 9, 2023. Plan is on target to be delivered to Committee of the Whole in August 2023.

Activity 3.3.3

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Establish consistent quality and maintenance standards for City park and recreation facilities.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 14:58:37

The Community Services Team is working with our consultant as part of the Parks and Recreation Master Plan to create equitable standards for all our parks sites which will include both maintenance and amenity standards.

Activity 3.3.4

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 66%

Utilize an asset management program to ensure that condition assessments, maintenance activities, and upgrades for park and recreation facilities are prioritized and completed in a timely manner.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 15:38:53

Staff for both Building Maintenance and Park Maintenance perform regular inspections and document all proactive or corrective maintenance items in Nex-Gen the City's Assets Management System. These inspections and reports help provide resources for budgetary and Capital Improvement request. This program tracks all repairs and services to the assets and tracks the useful life of the piece of equipment.

Activity 3.3.5

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Institute regular park inspections to proactively identify needed repairs, improvements, and required maintenance to ensure a consistent high-quality experience and develop an easy-to-read report card.

Owner: Moses Cortez

Update provided by Donna Finch on Apr 24, 2023 23:17:15

The Community Services Maintenance team has been utilizing the Nex-Gen asset management program to assign and track regular inspections. This program allows the Maintenance area to evaluate its assets to identify needed repairs, improvements, and required maintenance. Staff are in the development phase of creating an easy-to read report card/dashboard that is public facing.

Activity 3.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Continue efforts to implement "park sponsorships" to increase funding and community support for parks.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 15:05:32

The Park Adoption program is underway with Corona High School and Centennial High School adopting Victoria Park as part of the six-month pilot program. Staff will be meeting with the Rotary Club on April 12, 2023, to promote interest in the program and build momentum with local businesses through the organization's various resources.

Strategic Goal 4 Progress 73%

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

Owner: Alex Mercado

Objectives: 5 Activity: 24

Last Update: Apr 11, 2023 21:33:33

	%	#
On Track	54.17	13
Work Underway	12.5	3
Completed	33.33	8

Public Safety Services and Emergency Response Times

Measure	FY22 Q3	FY23 Q3	Trend
Avg. Police response time to Priority 1 calls	00:05:35	00:05:45	↑
Avg. Police response time to 90% of Priority 1 calls	00:04:44	00:04:48	↑
Avg. response time to all fire incidents	00:05:11	00:05:24	↑
Avg. response time to 90% of fire incidents	00:07:53	00:07:46	↓
Avg. response time to all medical calls	00:05:00	00:04:50	↓
Avg. response time to 90% of medical calls	00:07:09	00:07:46	↑

Measure	FY22 Q3	FY23 Q3	Trend
Violent crimes	80	84	↑
Clearance Rate (Violent crimes)	49%	48%	↓
Property crimes	980	825	↓
Clearance Rate (Property crimes)	6%	7%	↑
Homicides	0	1	↑
% of residents feeling very safe in their neighborhoods during the day		86%	--
% Community satisfaction rating of public safety efforts		59%	--
Suicides	0	1	↑
Traffic fatalities	5	2	↓
Traffic accidents	282	256	↓
Drug/alcohol related traffic collisions	24	18	↓
% of community members who report they are prepared for an emergency		83%	--
Annual number of residents taking part in emergency preparedness trainings. Events include CERT training and CPR classes.	0	177	↑
Number of homeless individuals within the City	109	110	↑
% Community satisfaction rating of the City's efforts to reduce homelessness		25%	--
First time Homeless	26	12	↓
Emergency Shelter Beds Available	40	35	↓
Average length of homelessness (years)	3.75	1.8	↓
Annual returns to homelessness	2	0	↓
Number of affordable housing units	1,384	1,384	↔
Number of permanent supportive housing units under development	90	90	↔
Number of code compliance/property maintenance citations or warnings	491	489	↓
Median annual household income	\$88,434	\$95,268	↑
Median single family home cost		\$530,100	--
% of residents rating the overall cleanliness of Corona as good or excellent		50%	--
% of residents rating the overall appearance of Corona as good or excellent		52%	--
Total number of trees in City owned parks and rights of way	57,184	58,603	↑
Avg. number of days to replace dead or damaged trees	28	28	↔

Objectives 4.1 Progress 62%

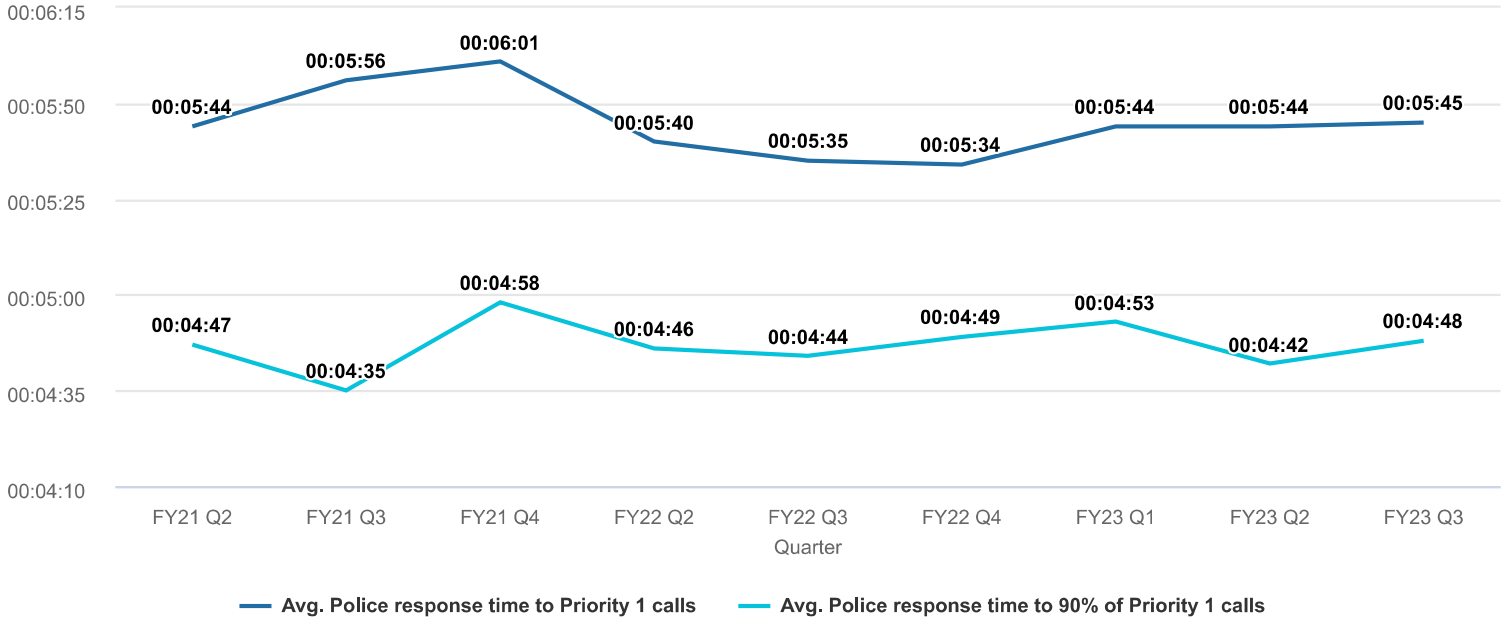
Improve Public Safety Services and Emergency Response: Improve the response time and increase the capacity of the City's emergency response teams.

Owner: Donna Finch

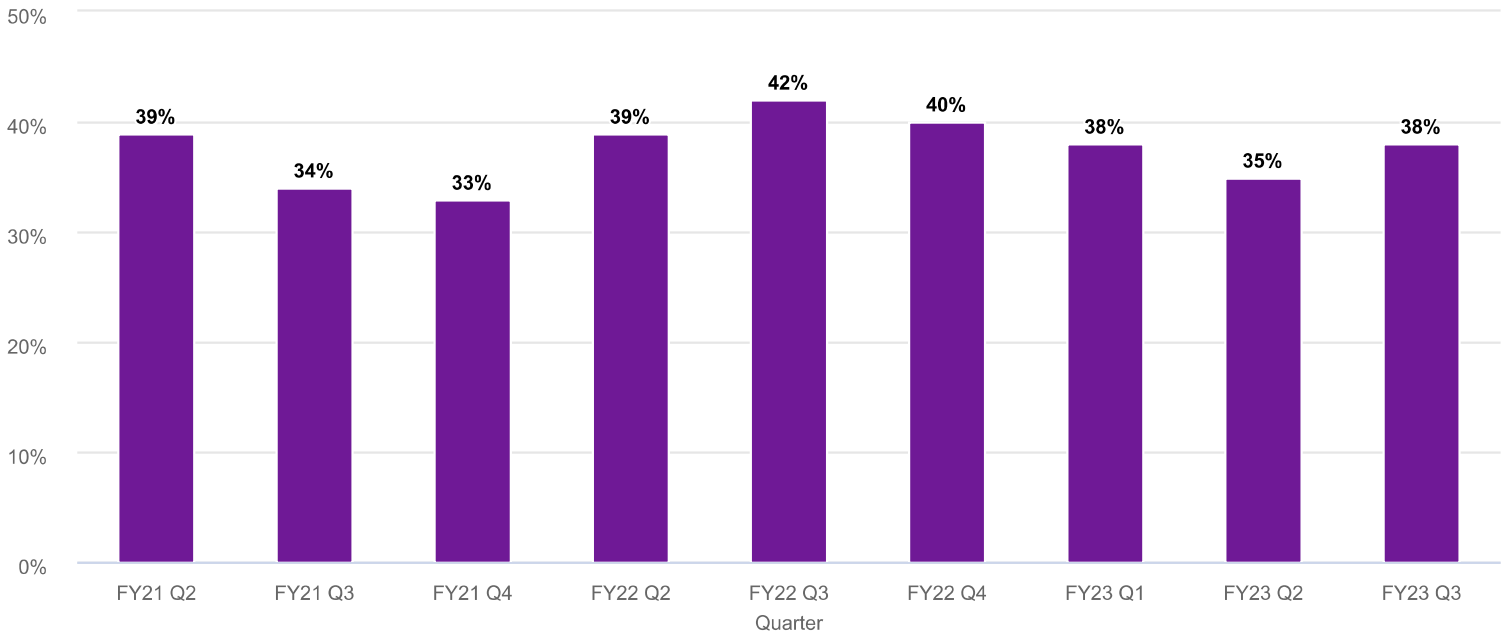
Activity: 8

	%	#
On Track	62.5	5
Work Underway	25.0	2
Completed	12.5	1

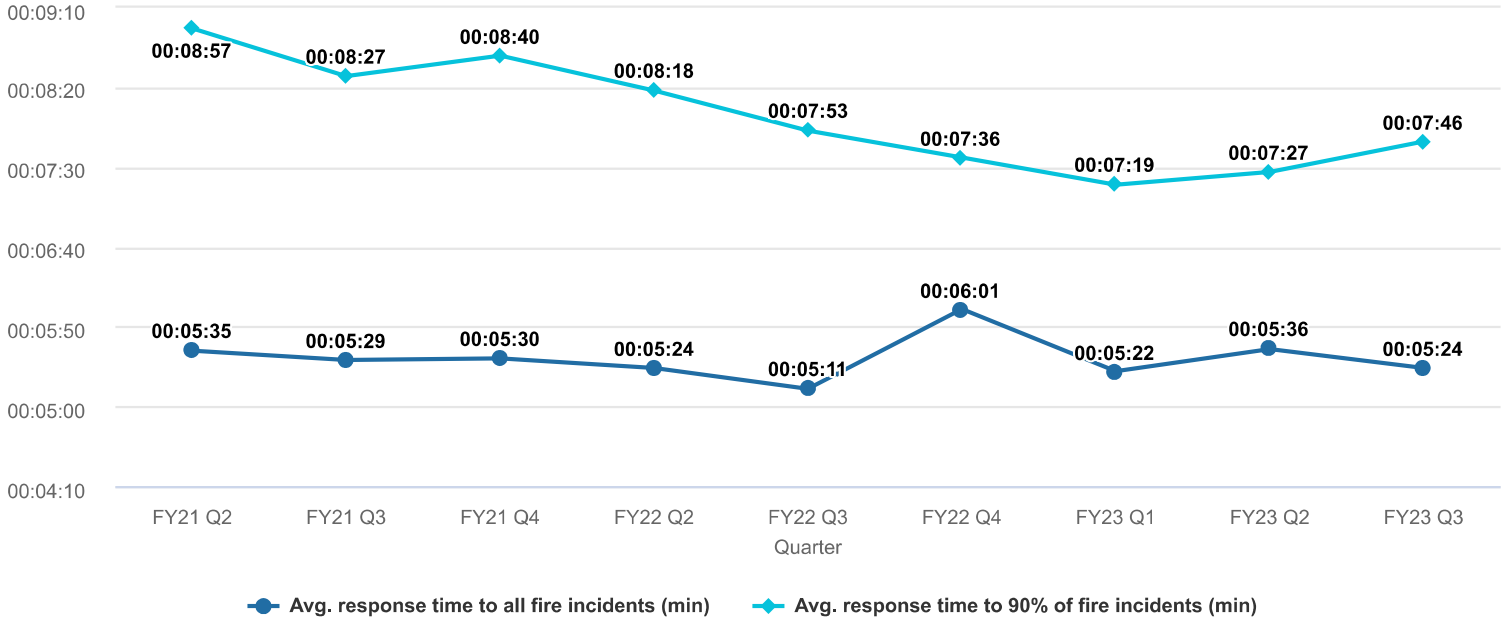
Average Police Response Times (minutes)



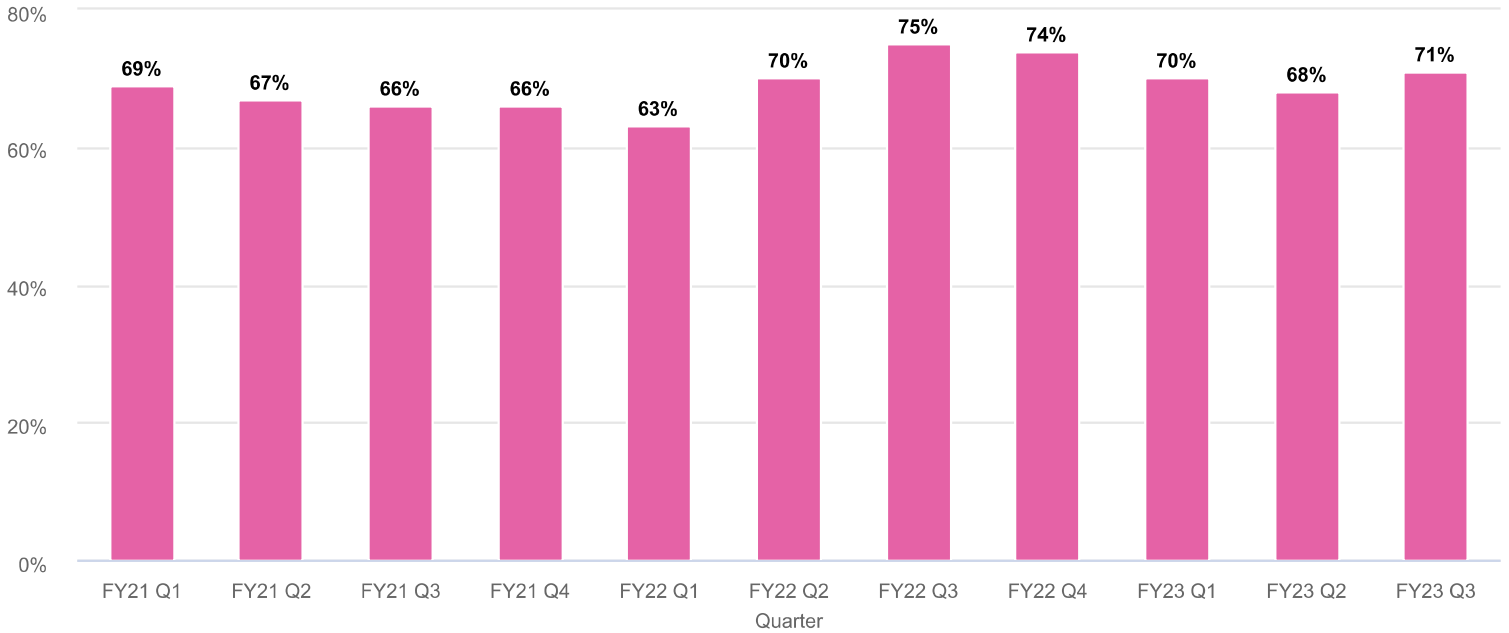
% of Police arrival times within 5:00 min. of all Priority 1 calls



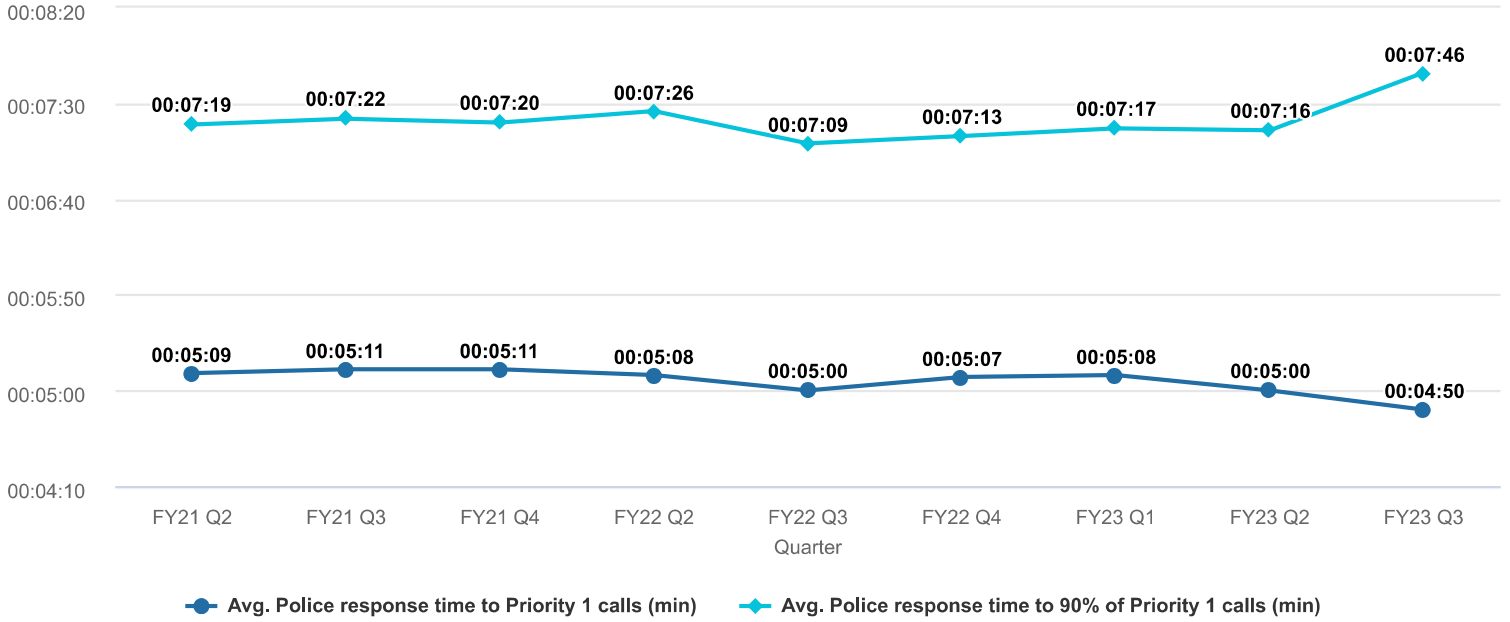
Average response time to all fire incidents



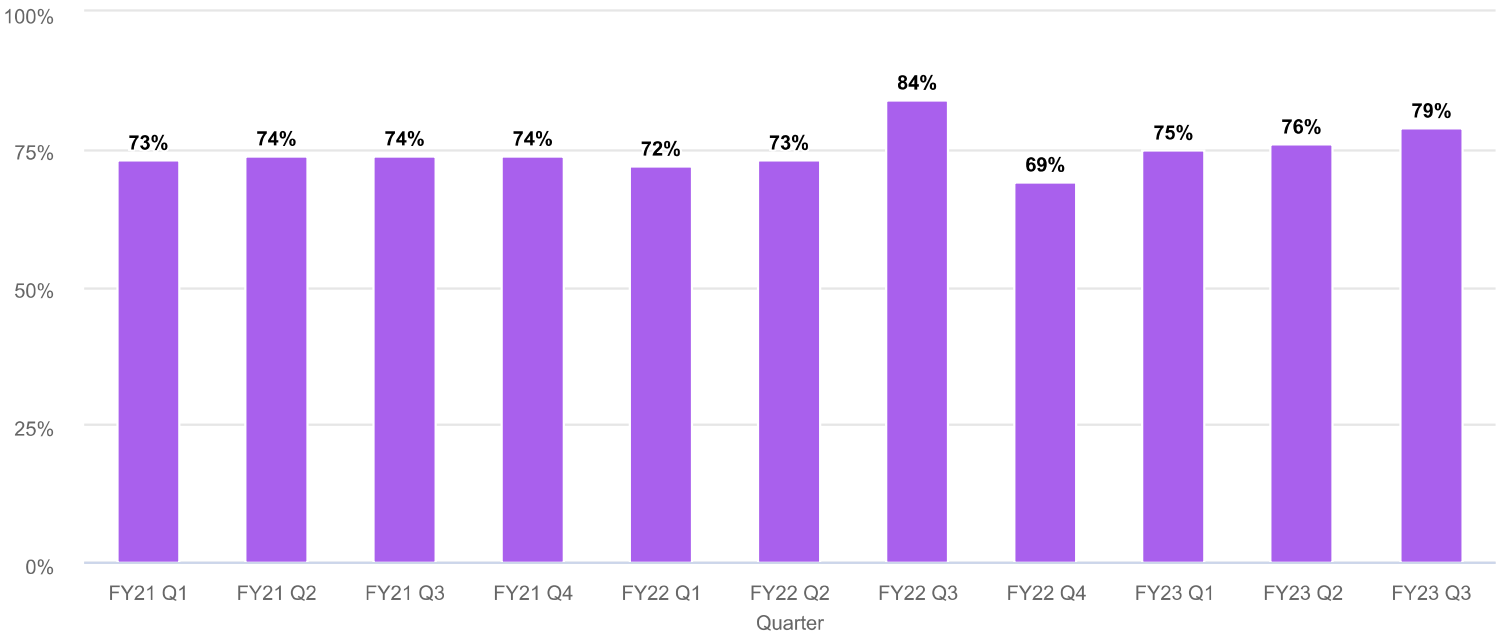
% of Fire arrival times within 6:00 min. to fire incidents



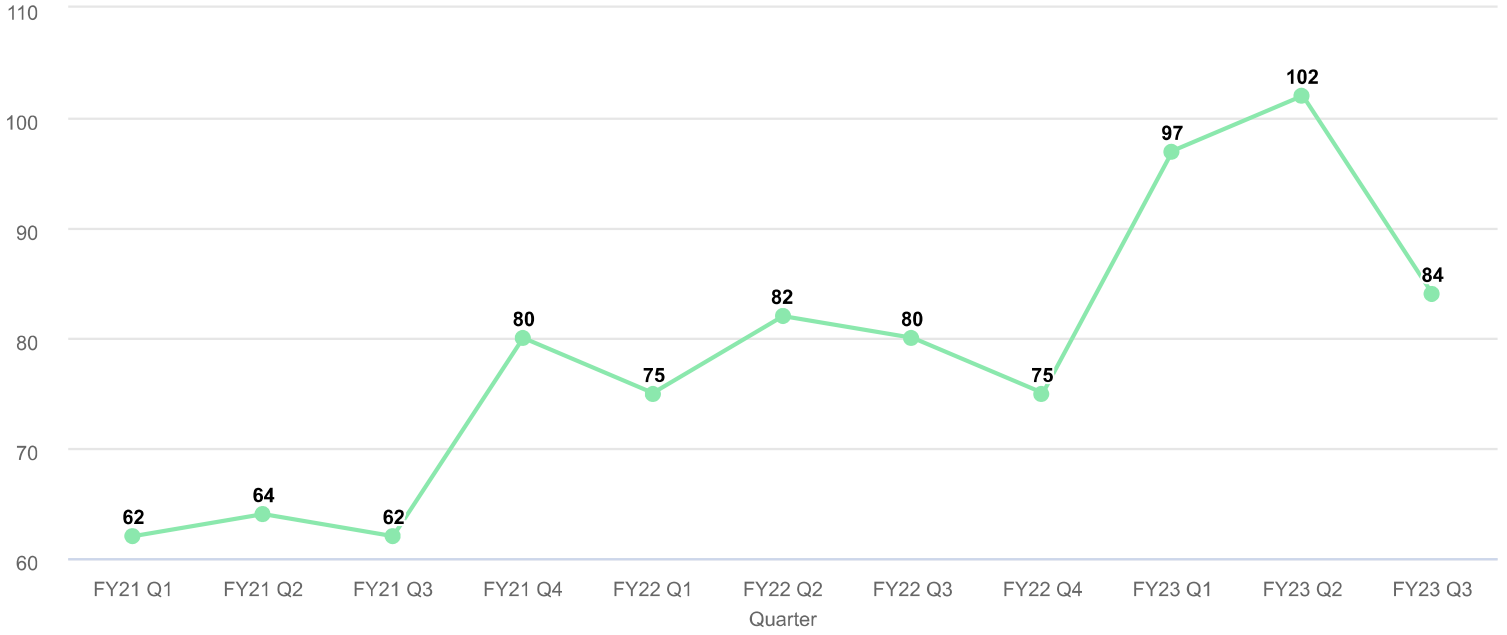
Average response time to all medical calls



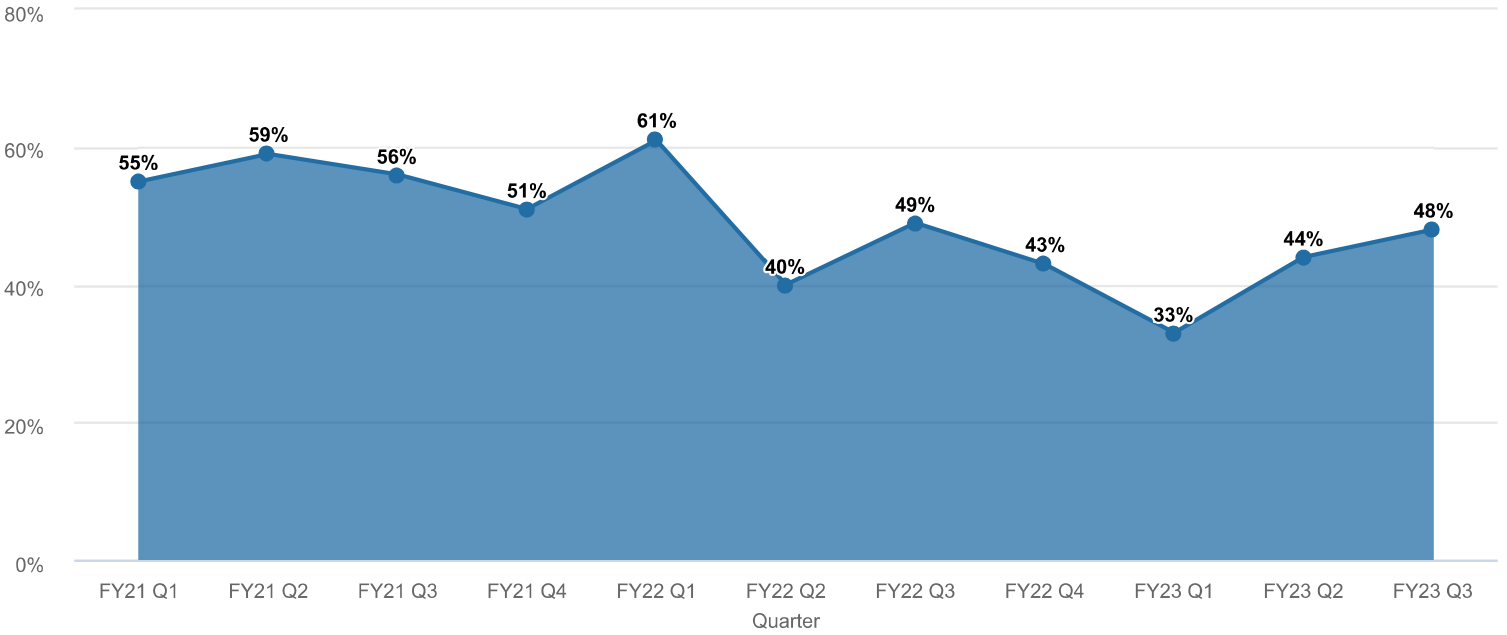
% of Fire arrival times within 6:00 min. to medical calls



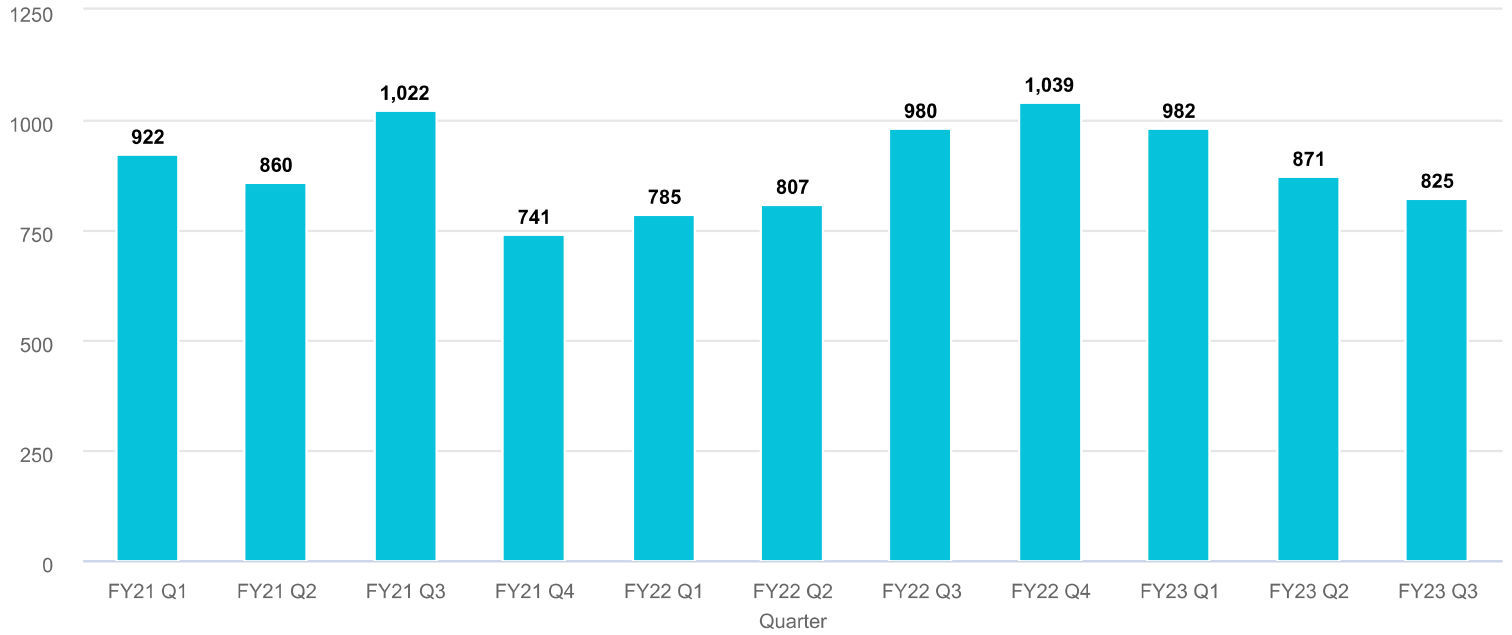
Violent crimes



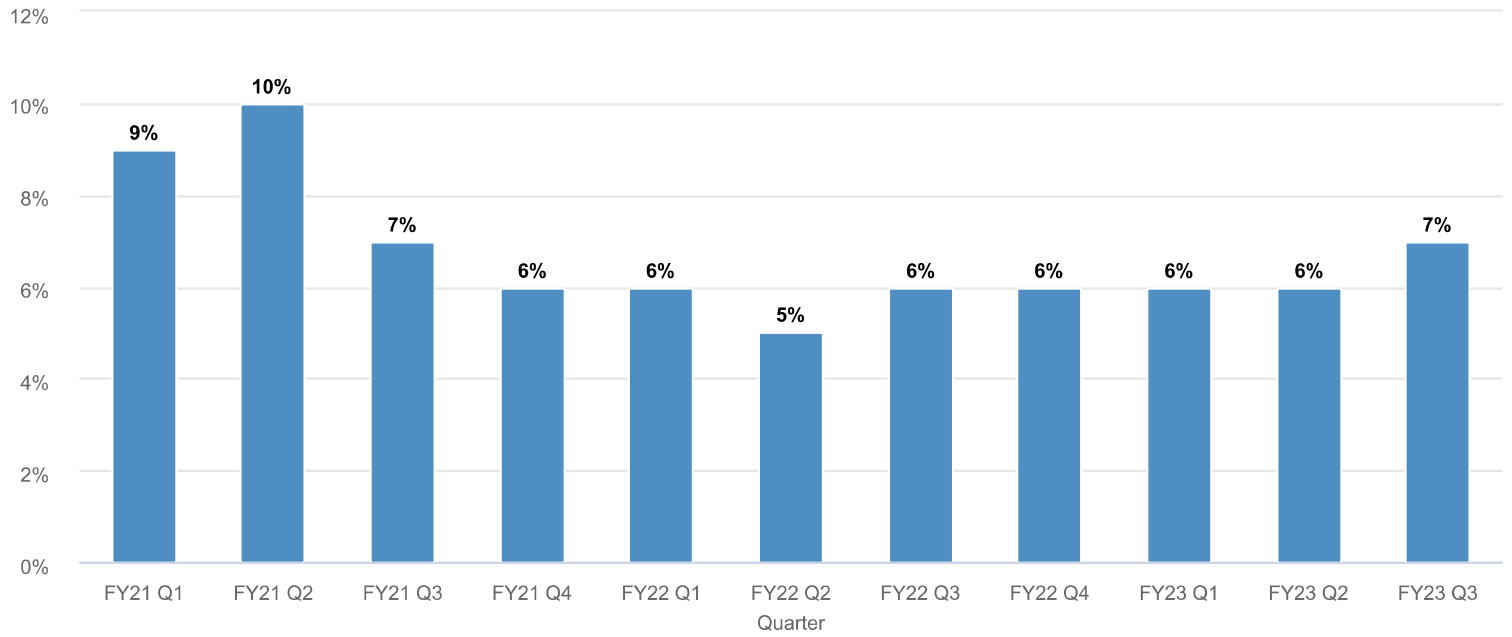
Violent crimes clearance rate (percent)



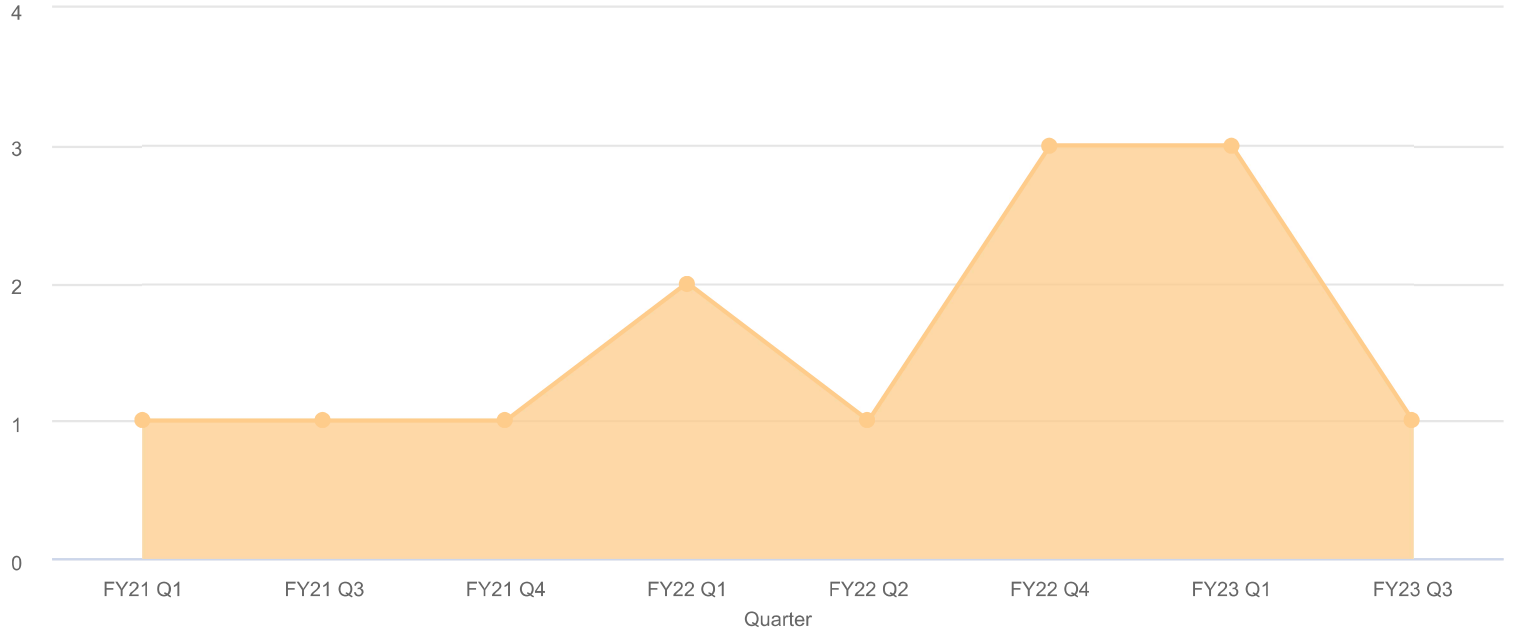
Property crimes



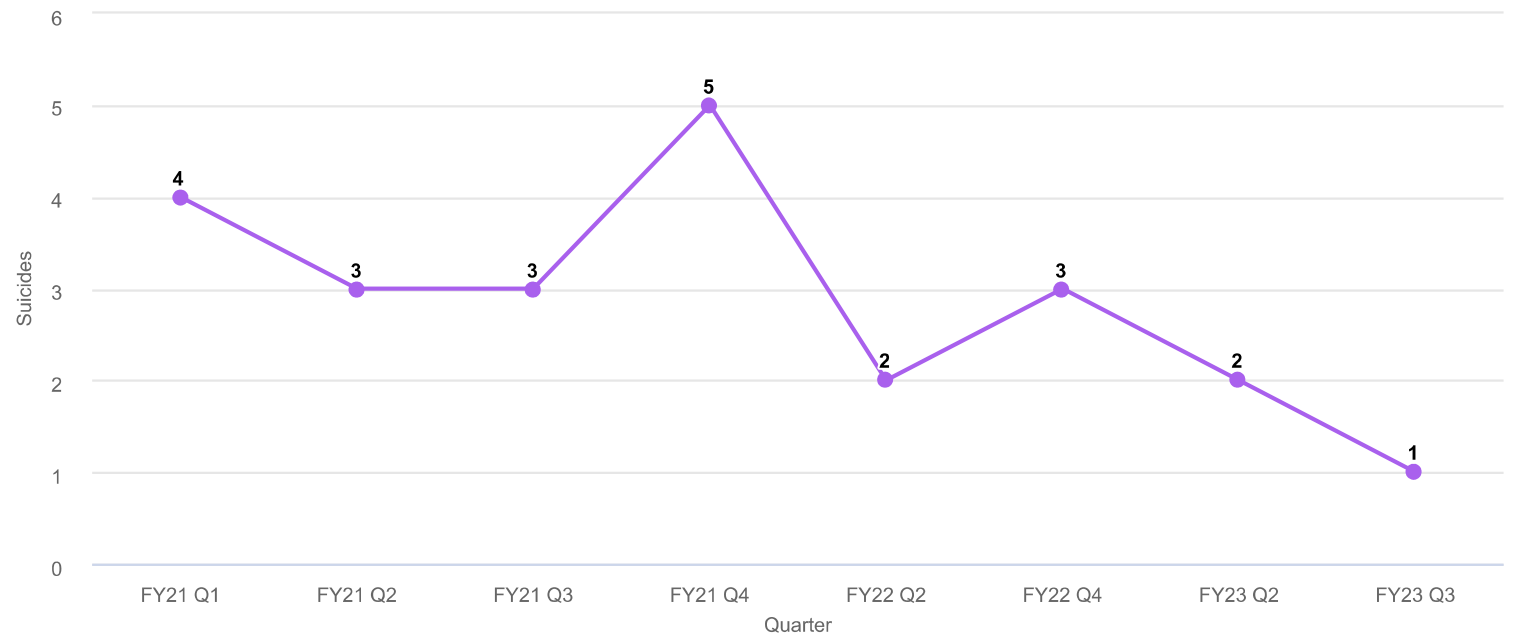
Property crimes clearance rate (percent)



Homicides



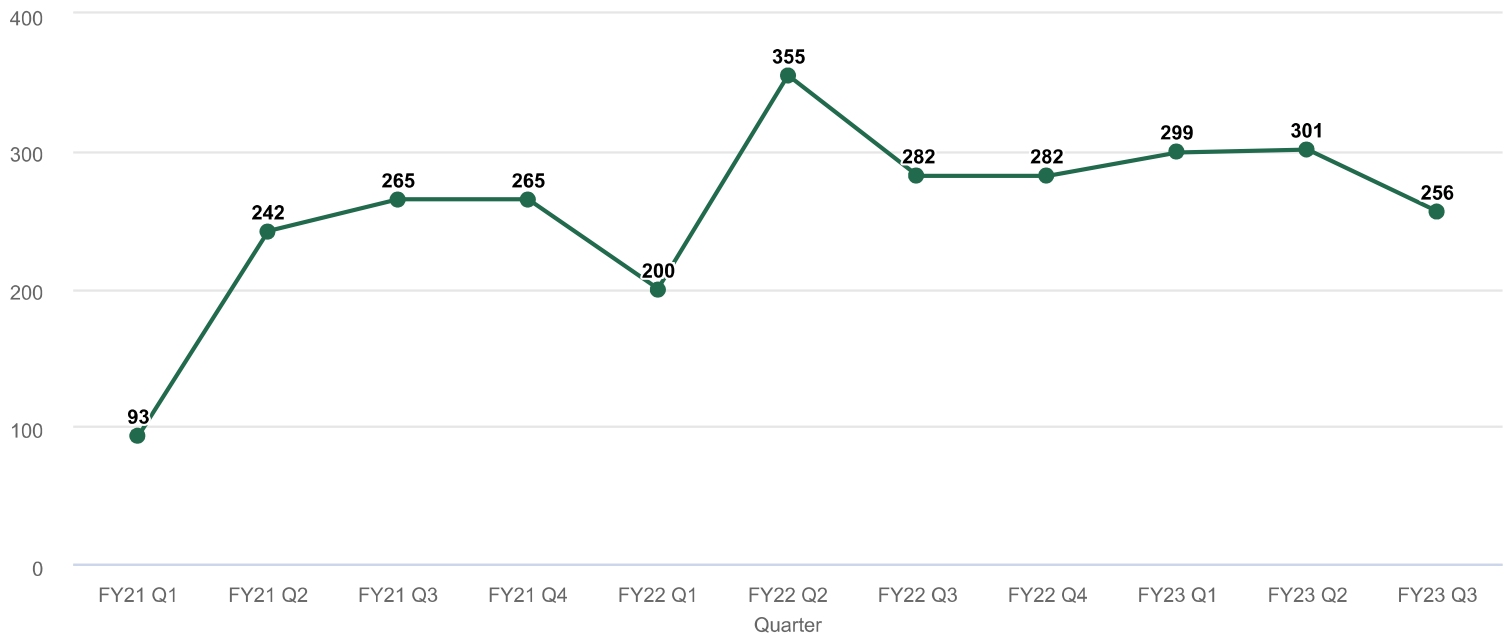
Suicides



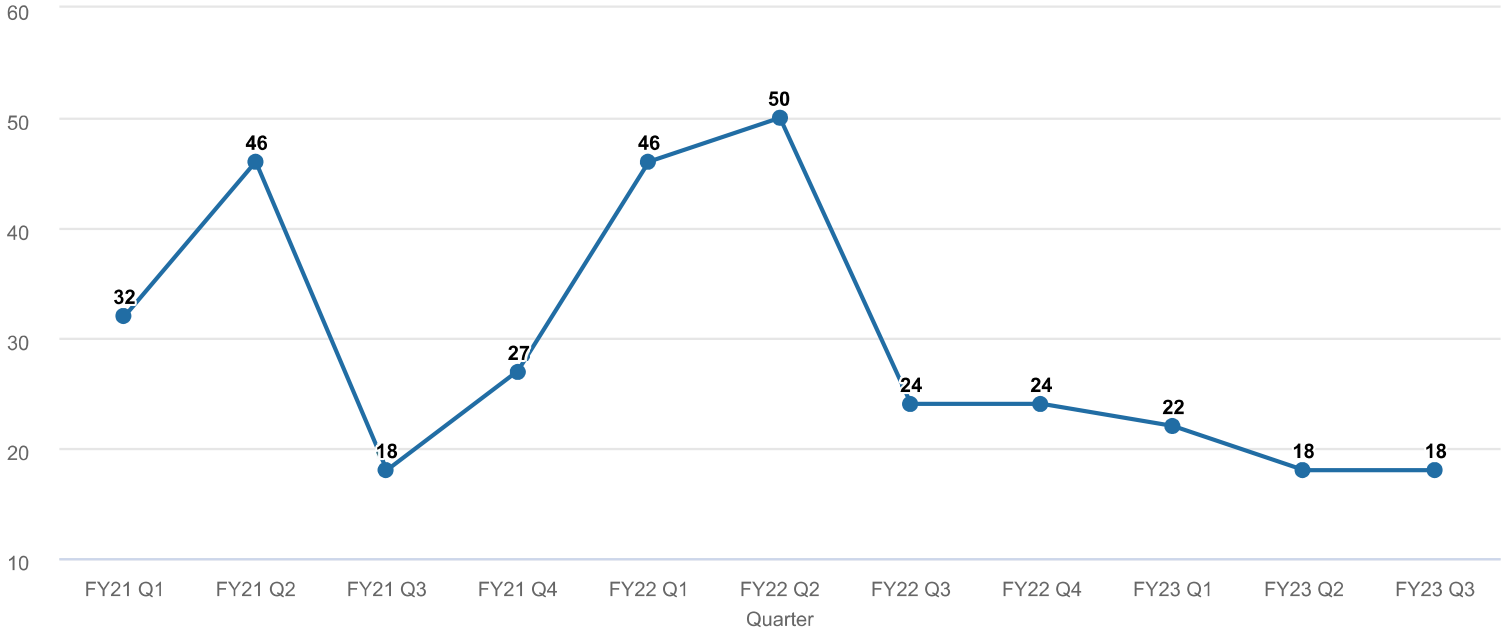
Traffic fatalities



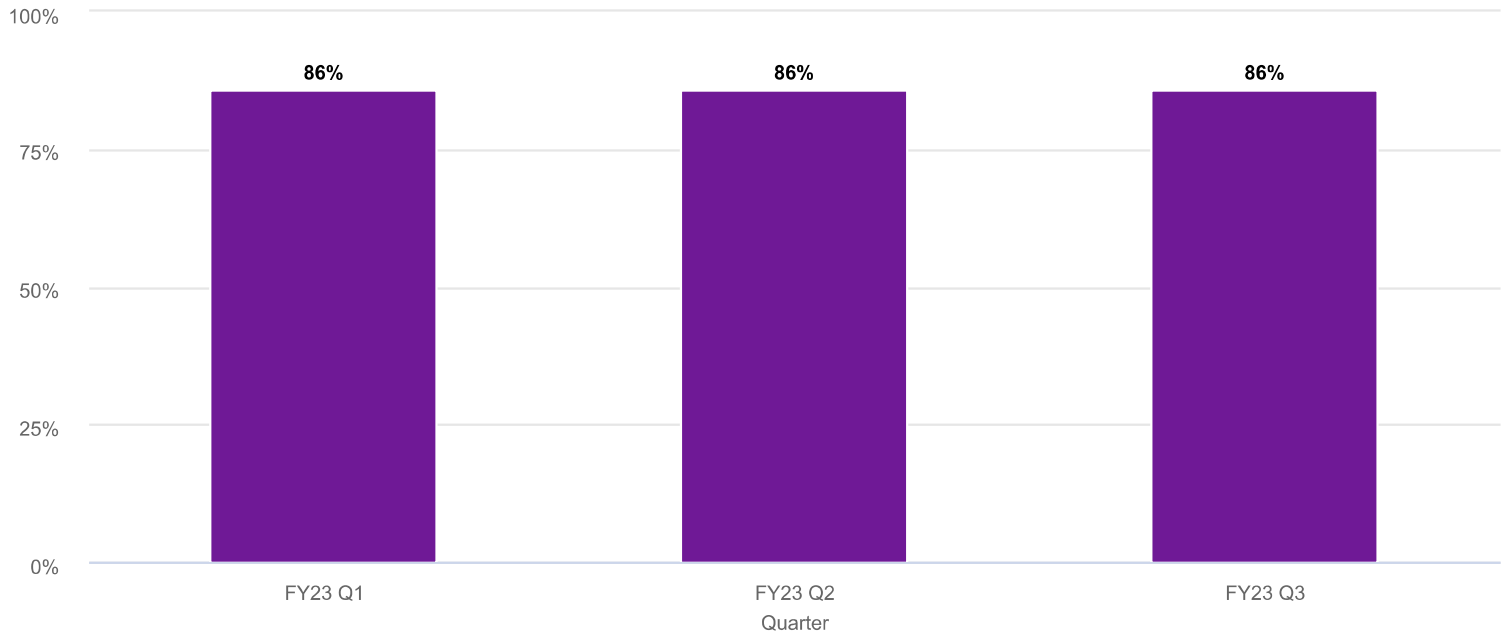
Traffic accidents



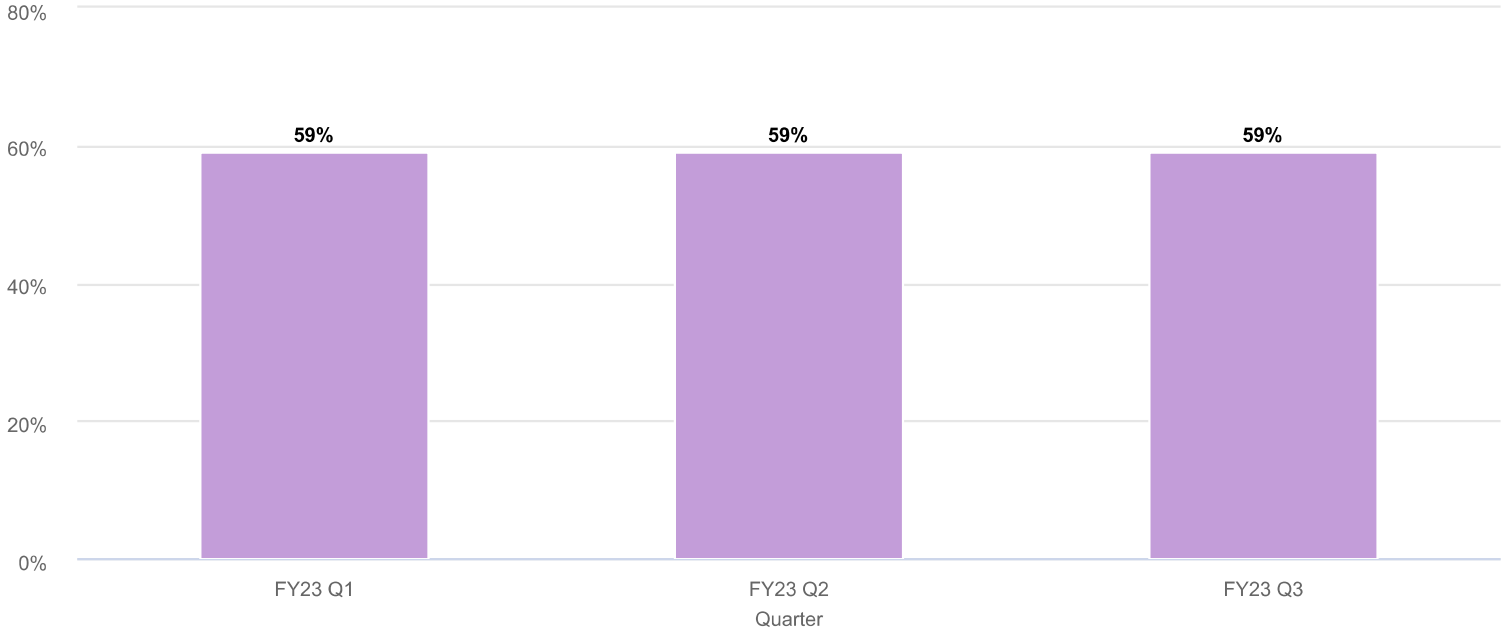
Drug/alcohol related traffic collisions



% of residents feeling very safe in their neighborhoods during the day



% Community satisfaction rating of public safety efforts



Activity 4.1.1

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Upgrade and maintain the City's 911 system to ensure reliable emergency response.

Owner: Paul Mercado

Update provided by Matthew Windish on Apr 11, 2023 21:31:05

The NG-911 process has been delayed, with vendors unable to clear the state labs. At this time, there are only three vendors to select that have passed the testing. The plan is to request funds on or around July 2023 to purchase a new 911 call-handling platform for the Communications Center.

Activity 4.1.2

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Identify the obstacles to reducing response times, implement solutions to meet or beat national benchmarks, track results, and report out publicly.

Owner: Brian Young

Update provided by Robert Newman on Apr 11, 2023 20:17:52

PD Dispatch amended protocols to more rapidly deploy units to calls for service. PD benchmarks are being met and regularly reported via Annual Report and through the City's Quarterly Reports.

Activity 4.1.3

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Determine appropriate staffing levels for effective emergency response capability and address understaffing.

Owner: Robert Newman

Update provided by Donna Finch on Apr 24, 2023 23:28:35

PD developed a one-day testing event for new police officer candidates and held this event three times since January 2023. Currently, there are six police officer vacancies and 14 full-time Professional staff vacancies, eight of which are dispatchers. Dispatch hiring has steadily improved, with internal promotions of a call-taker and animal control officer being promoted to dispatcher. The personnel division developed a recruitment strategy at local high schools and college campuses to attract new hires.

Activity 4.1.4

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Develop a process to scale emergency response to call type and need (i.e. low acuity response model in Fire).

Owner: Brian Young

Update provided by Donna Finch on Apr 24, 2023 23:29:25

Apparatus anticipated for delivery in Q4. Full implementation with dispatch planned FY24 Q1.

Activity 4.1.5

Jul 01, 2021 - Jun 30, 2024

On Track

Progress 66%

Explore opportunities to adopt best practices and computer aided dispatch systems.

Owner: Paul Mercado

Update provided by Donna Finch on Apr 24, 2023 23:30:41

Staff is working with Spillman to resolve ongoing issues with the frequent crashing of the CAD system. IT is working on building and improving existing infrastructure and the build of new PC's within the dispatch center. We have weekly meetings with Spillman Support to address the unreliability of their CAD system. Spillman has assigned Support Team, Level 2 to address the ongoing issues.

Activity 4.1.6

Jul 01, 2020 - Jun 30, 2023

On Track

Progress 66%

Develop a plan to address chronic staffing issues in the dispatch call center.

Owner: Robert Newman

Update provided by Donna Finch on Apr 24, 2023 23:33:44

While filling current vacancies remains a recruitment priority for the department, the dispatch team developed a new schedule that limits mandatory work for dispatchers on their days off. The dispatch training program was modified to shorten the total time and allow for an accelerated opportunity to graduate from the training program. The call-taker position is a proven success in recruitment, as one call-taker was already promoted to a full dispatcher.

Activity 4.1.7



Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Develop a long-term funding strategy—including capital and operating reserve funds—for emergency service assets.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 20:56:59

Fire facilities plan added to scope of work for city facilities assessment and is currently in contracting phase; fire apparatus replacement plan is currently underway and included in both the FY 2023 and upcoming FY 2024 budget.

Activity 4.1.8

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Expand resident engagement and involvement in police and fire support efforts (e.g., Citizens on Patrol, Neighborhood Watch)

Owner: Dan Bloomfield

Update provided by Donna Finch on Apr 24, 2023 23:34:43

The Police Community Outreach Team hosted or participated in 29 events (i.e., Neighborhood Watch, Dog Walker Watch, Business Liaison assessments, etc.) this quarter. This was higher than the number of events in Quarter 2.

Objectives 4.2

Progress 100%

Increase the City's Cleanliness and Appearance: Enhance the experience of residents, business owners, and visitors by ensuring the City is visibly clean.

Completed

%

100.0

#

3

Owner: Donna Finch

Activity: 3

Activity 4.2.1

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Continue and enhance the City's Graffiti Removal program.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 15:40:55

The Facilities, Parks, and Trails Division is in the process of expanding the City of Corona's contract with graffiti removal vendor. Additional funding requests have been made for fiscal year 2024 to accommodate the growing need for graffiti removal services.

Activity 4.2.2

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Improve the use of the SeeClickFix app to report issues.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 18:22:31

With the recent integration of QR codes in public outreach for the various master plans, the Maintenance area is seeking to expand QR code use to direct and encourage residents to report issues via SeeClickFix.

Activity 4.2.3

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Enforce current anti-camping and trespassing ordinances.

Owner: Adam Roulston

Update provided by Alex Mercado on Oct 26, 2022 20:40:39

City now enforcing no camping as needed.

Objectives 4.3 Progress 75%

Strengthen Emergency Preparedness: Improve residents' capacity to prepare and respond to a major emergency or natural disaster.

	%	#
On Track	75.0	6
Completed	25.0	2

Owner: Donna Finch

Activity: 8

Activity 4.3.1

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Implement the Community Wildfire Protection Plan.

Owner: Brian Young

Update provided by Alex Mercado on Oct 26, 2022 20:38:14

Will be used as foundation for Fire Safe Council

Activity 4.3.2

Jul 01, 2022 - Jun 30, 2024 On Track Progress 66%

Promote community involvement in identifying hazards and effective measures to reduce impacts.

Owner: Brian Young

Update provided by Donna Finch on Apr 24, 2023 23:59:29

Recovery Plan was completed and implemented. The Local Hazard Mitigation Plan was completed and is awaiting County, State, and Federal approval.

Activity 4.3.3

Jul 01, 2020 - Jun 30, 2026 Completed Progress 100%

Hold annual safety drills for various emergency situations (e.g., fire, earthquake, or active shooter) for both staff and residents.

Owner: Lee Shin

Update provided by Alex Mercado on Feb 23, 2023 23:16:52

Schedule established for safety drills. Multiple exercises scheduled for Spring of 2023.

Activity 4.3.4

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Raise public awareness of local hazards and risks via a communication initiative.

Owner: Lee Shin

Update provided by Donna Finch on Apr 25, 2023 00:07:22

Comprehensive databases are being created to provide timely notification to the community in the event of a catastrophic event. This will allow us to keep our citizens informed. Social media was utilized to inform citizens of potential local hazards including additional planning, flood-plain protection, and preparedness. Additional emergency response training will be conducted.

Activity 4.3.5

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Expand Community Emergency Response Team (CERT) trainings and build neighborhood-based CERT Teams.

Owner: Lee Shin

Update provided by Donna Finch on Apr 25, 2023 00:30:35

Corona Fire will facilitate an English CERT class on September 9-10, 2023. A Spanish CERT class will be offered on October 14-15, 2023. Additionally, in partnership with Corona-Norco Unified School District, Teen CERT classes will be provided beginning in the Summer of 2023, and into the Fall school semester.

Activity 4.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Provide preparedness training courses and certifications.

Owner: Lee Shin

Update provided by Donna Finch on Apr 25, 2023 00:37:33

Courses include the integration of the community and the CERT teams into real exercises. The next exercise will be the 2023 Great Shakeout Exercise, as well as a Full-Scale earthquake exercise that will include utilization of communications, light search and rescue, and rapid impact surveys to assess damage. Preparedness training courses being offered include Incident Command System (ICS) 100-200, 700-800.

Activity 4.3.7

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Host events that put preparedness skills to use.

Owner: Lee Shin

Update provided by Donna Finch on Apr 25, 2023 00:42:16

On March 18, 2023, Corona Fire in partnership with American Red Cross and 76 volunteers from the community installed 170 smoke alarms in vulnerable neighborhoods. Additional events will integrate our citizens into real time activities including the Great Shakeout Exercise in October, and full-scale exercises that will allow citizens to integrate skills learned from preparedness classes taken.

Activity 4.3.8

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Create a Fire Safe Council to better equip residents to mitigate impacts of natural disasters.

Owner: Brian Young

Update provided by Donna Finch on Apr 25, 2023 00:42:53

501(c)3 in progress. Grant-funded web design and marketing strategy development underway.

Objectives 4.4

Progress 66%

Reduce Homelessness: Develop a transformational system of services, shelter, and housing for Corona's homeless neighbors.

On Track

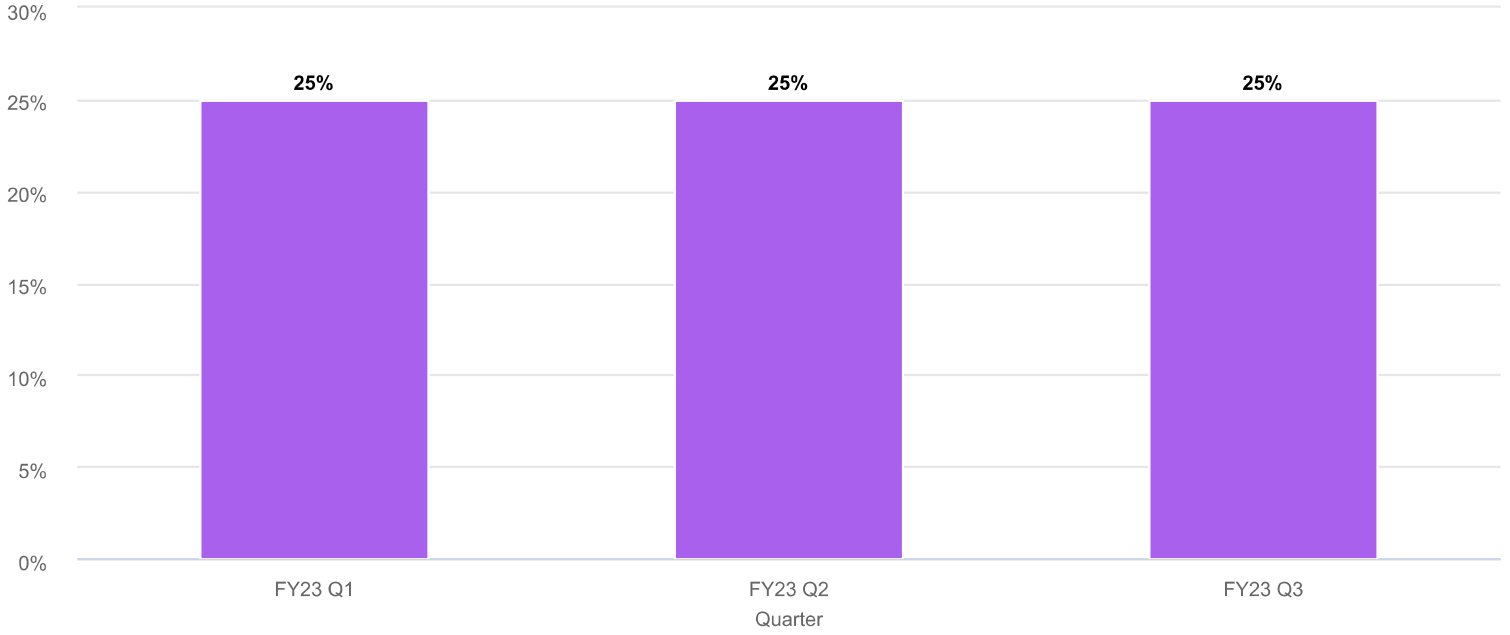
%
100.0

1

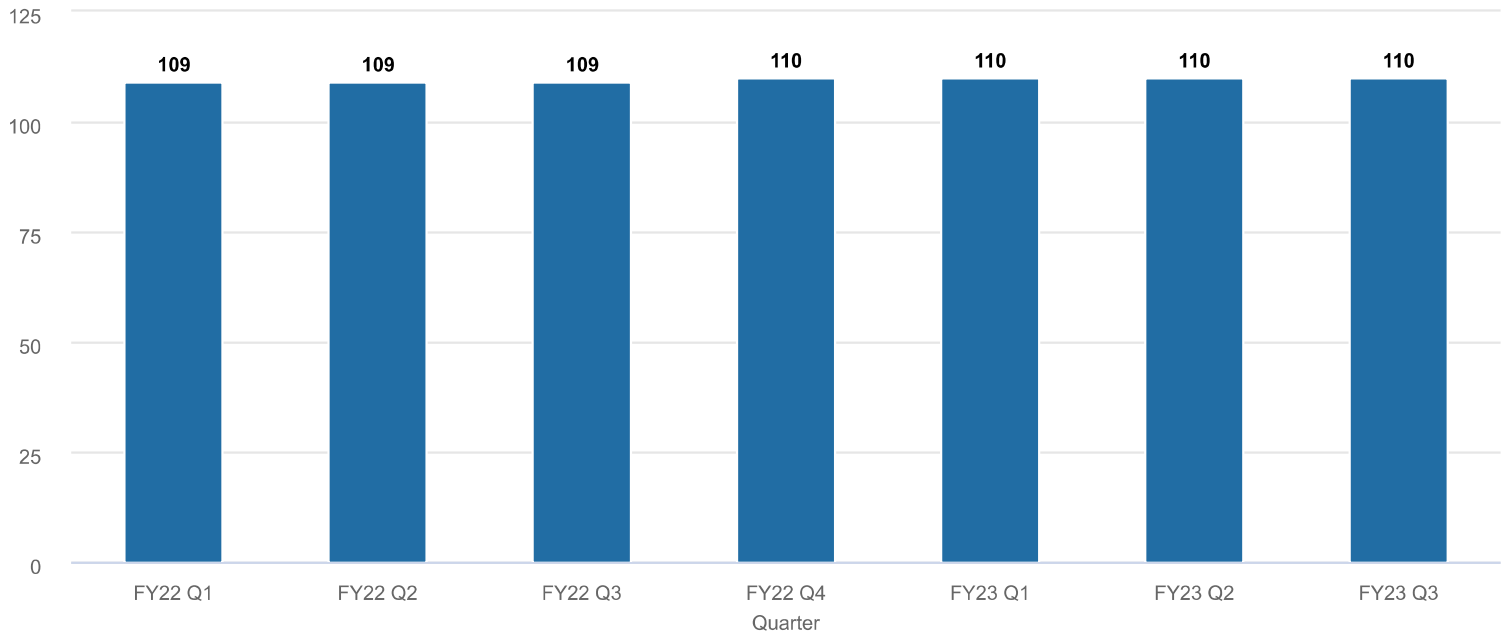
Owner: Donna Finch

Activity: 1

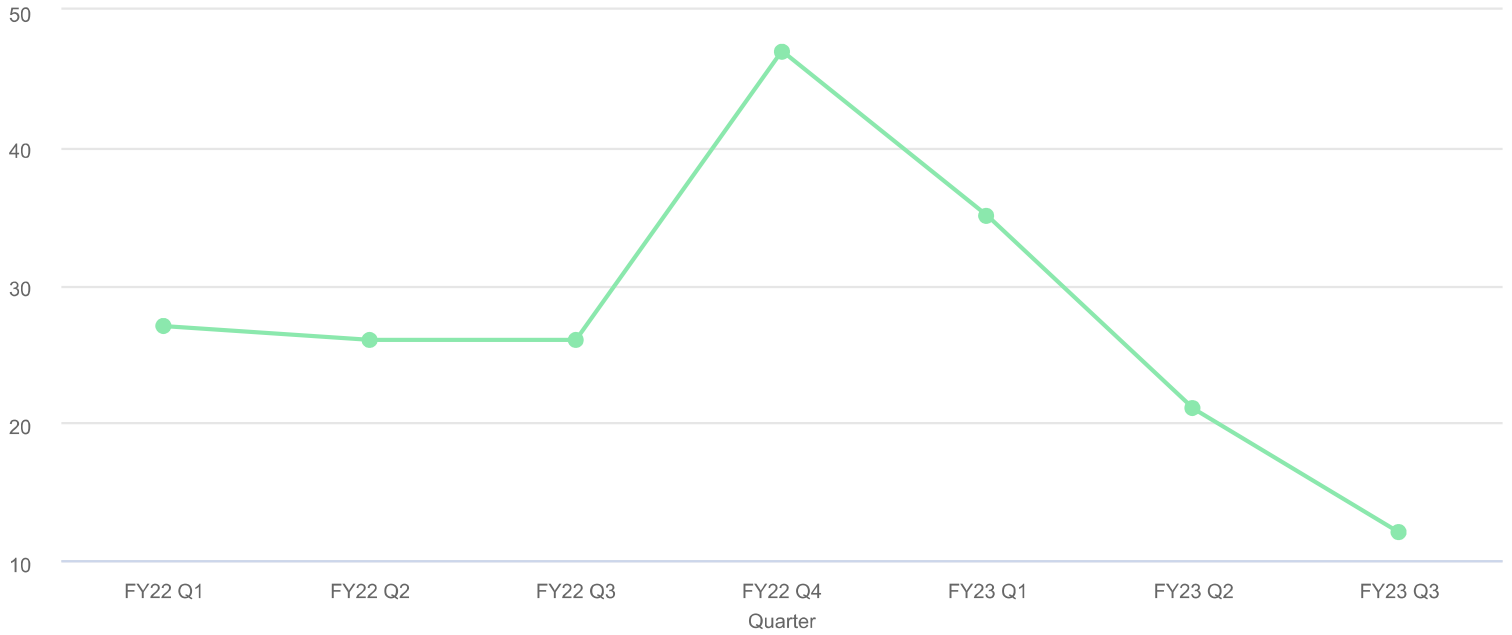
% Community satisfaction rating of the City's efforts to reduce homelessness



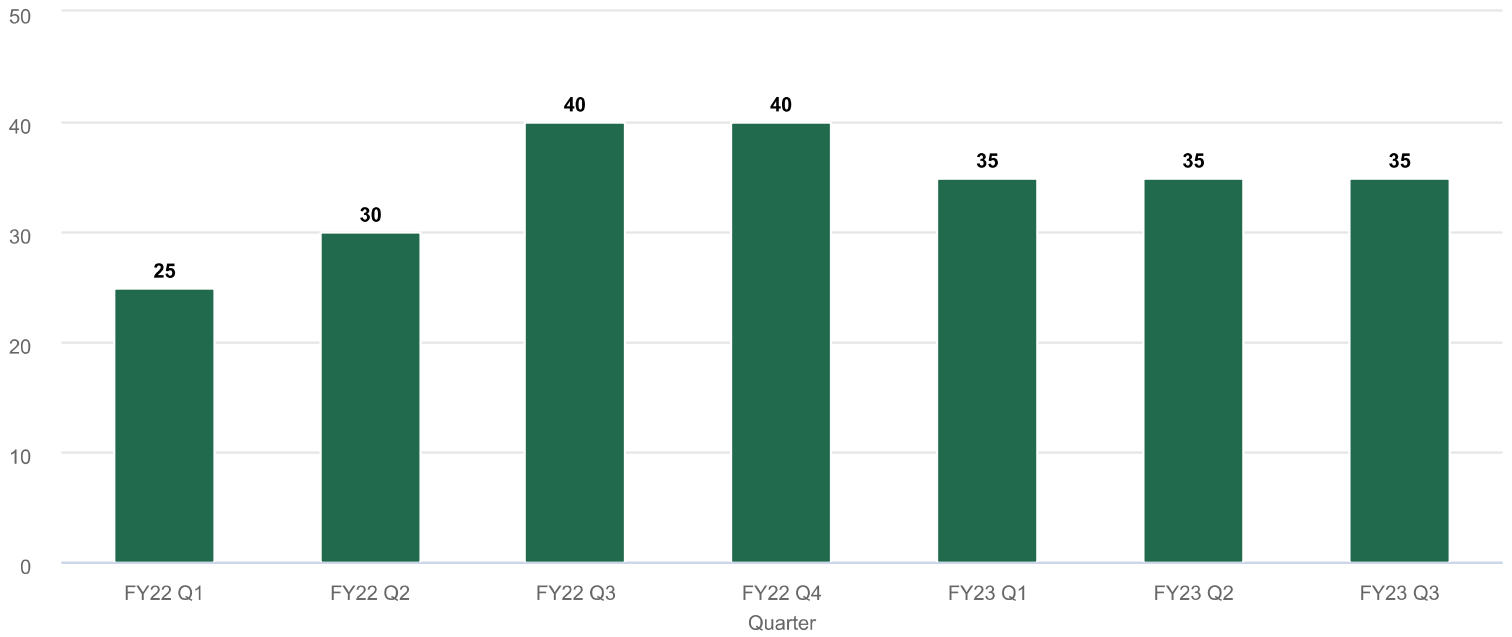
Number of homeless individuals within the City



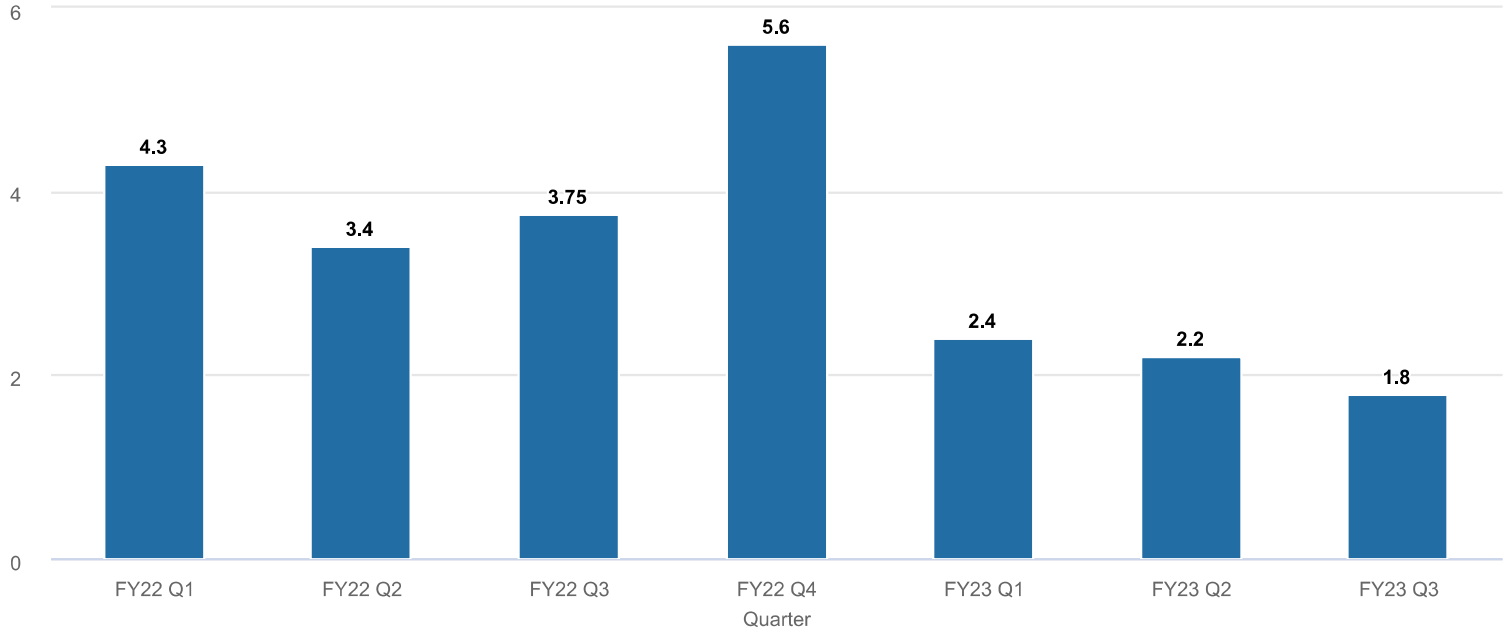
First time Homeless



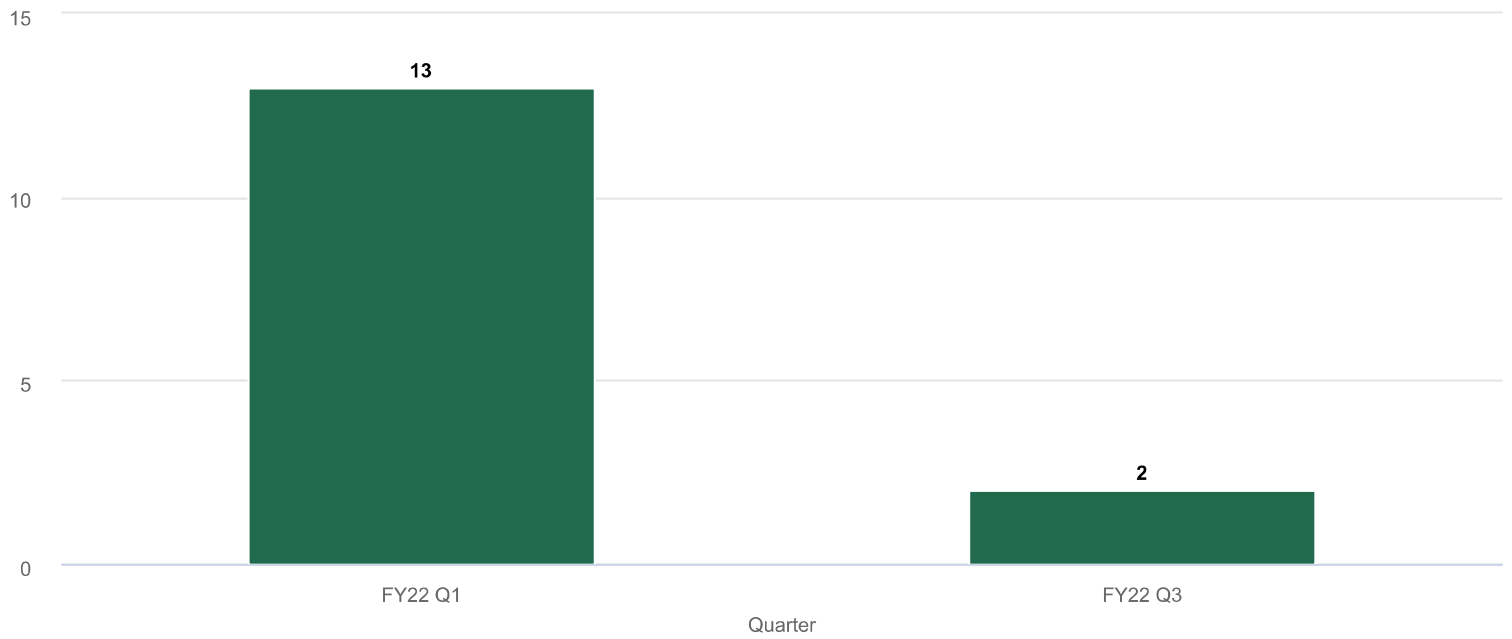
Number of emergency shelter / motel voucher beds



Average length of homelessness (years)



Annual returns to homelessness



Activity 4.4.1

Update provided by Donna Finch on Apr 25, 2023 00:43:53

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Mercy House is in the process of hiring 48 positions to implement the five different shelter, service, and housing programs approved by City Council on 12/7/22. The target date to open the shelter and housing programs is May 2023.

Implement the City's Homelessness Strategic Plan

Owner: Karen Roper

Objectives 4.5

Progress 75%

Increase Access to Affordable Housing: Ensure an adequate supply of housing that is affordable and accessible for current and future generations.

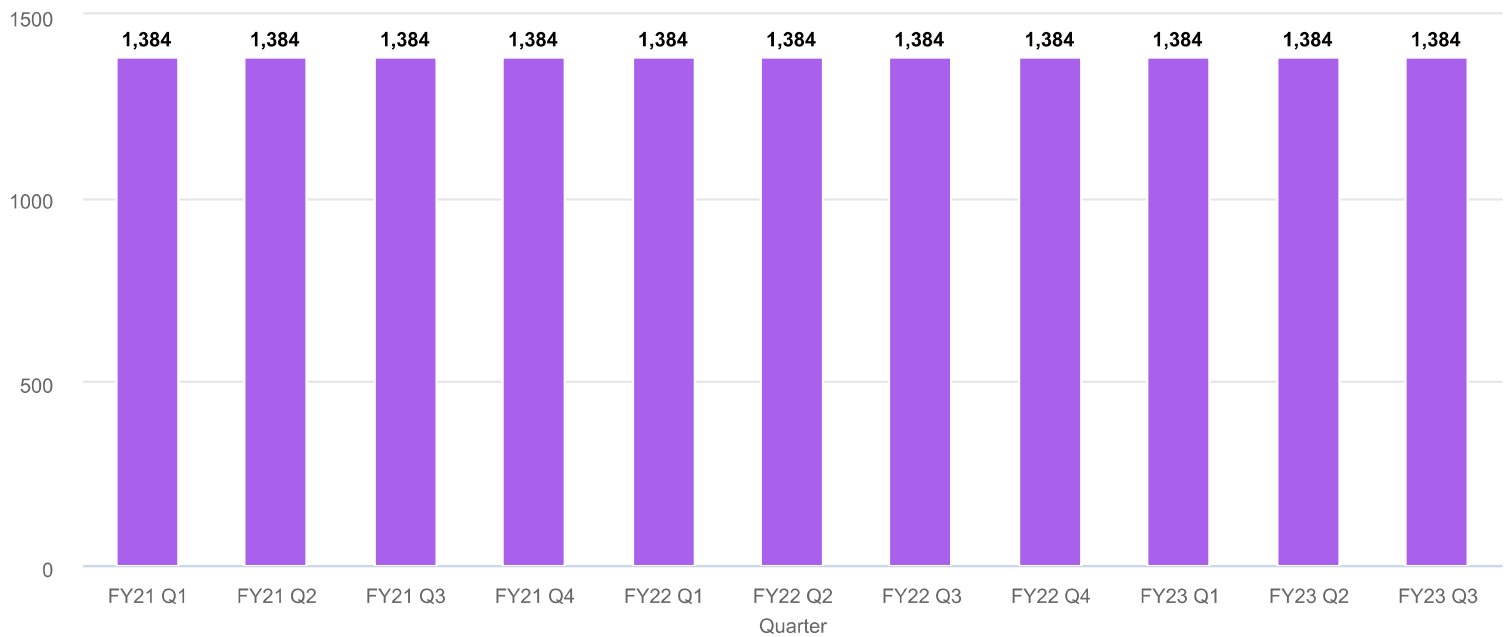
	%	#
On Track	25.0	1
Work Underway	25.0	1
Completed	50.0	2

Owner: Donna Finch

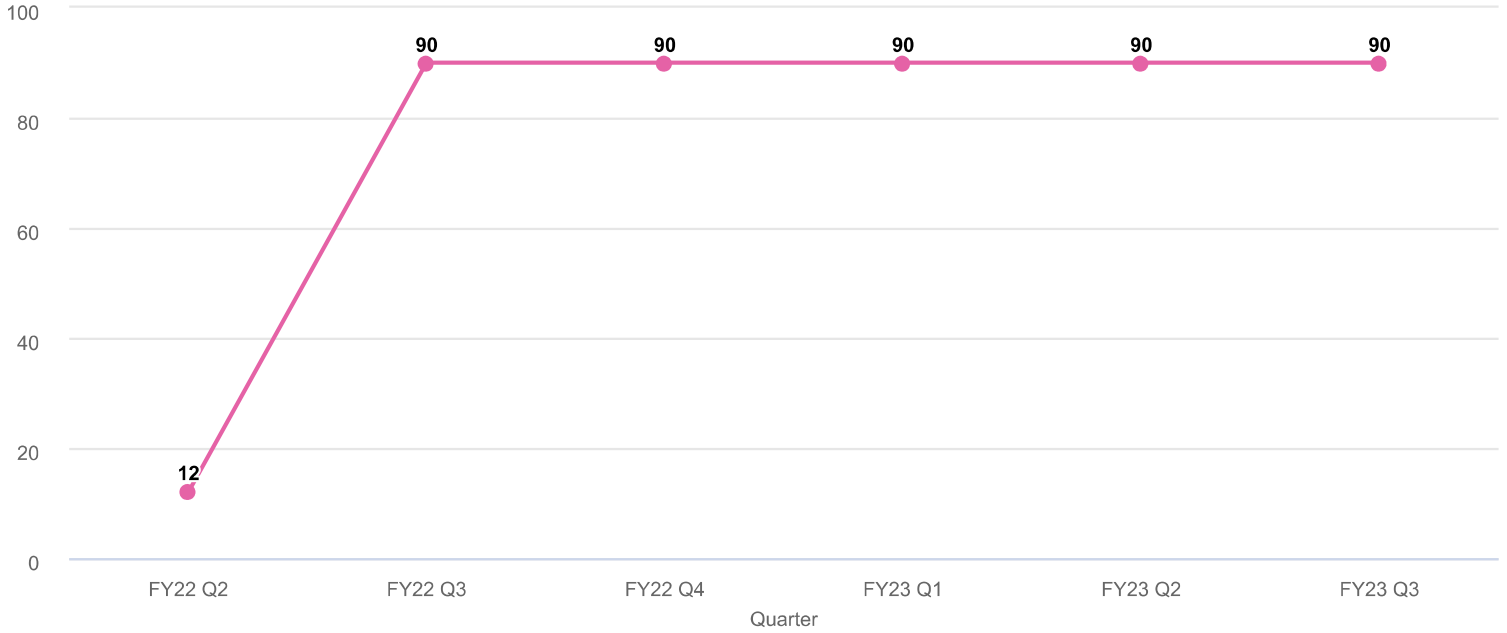
Activity: 4

Last Update: Apr 26, 2023 17:32:58

Number of affordable housing units



Number of permanent supportive housing units under development



Activity 4.5.1

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Develop a strategy to meet the mandated Regional Housing Needs Assessment residential unit numbers.

Owner: Joanne Coletta

Update provided by Donna Finch on Apr 25, 2023 00:44:25

City Council in Q3 approved Phase 1 of the City's Housing Element Rezoning program to meet its RHNA allocation. Phase 2 is expected to be completed in Q2 of FY24.

Activity 4.5.2

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Adopt a policy to approve and encourage high-density housing within designated areas of the City.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Apr 04, 2023 23:10:13

City Council in Q3 approved an Affordable Housing Overlay zone and rezoned properties to allow high density residential and mixed use developments.

Activity 4.5.3

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Look for opportunities to facilitate the acquisition of sites to develop affordable housing for lower income households.

Owner: Cynthia Lara

Update provided by Donna Finch on Apr 26, 2023 17:23:17

Staff continues to work with developer of property at Buena Vista and Second Street on housing development contracts for 110 family units and 25 permanent supportive housing units. Work is also underway with developer of property at Chase and Main Street to process site entitlements and secure project funding for 65-70 senior units.

Activity 4.5.4

Update provided by Joanne Coletta on Apr 04, 2023 23:11:58

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Develop affordable housing in areas that are within walking distance of public transportation and commercial services.

Owner: Joanne Coletta

City Council in Q3 approved an Affordable Housing Overlay Zone and rezoned properties to allow high density residential that would set aside units for low income households.

Strategic Goal 5

Progress 61%

Sense of Place - Building community through celebrating our rich heritage, increasing access to recreational and cultural activities, and improving the relationship between the city and residents.

Owner: Alex Mercado

	%	#
On Track	36.84	7
Work Underway	31.58	6
Not Started	5.26	1
Completed	26.32	5

Objectives: 3

Activity: 19

Last Update: Apr 26, 2023 00:32:53

Sense of Place Performance Report

Measure	FY22 Q3	FY23 Q3	Trend
Recreation Activity Participants	33,500	201,760	↑
% of City facilities that are ADA compliant			--
% of City services that can be accessed in Spanish			--
% of persons who view the job posting on diversityjobs.com		100%	--
% of residents rating Corona as a place to live as good or excellent		83%	--
% of residents rating Corona as a place to raise a child as good or excellent		76%	--
% of residents rating the community's openness and acceptance towards people of diverse backgrounds as good or excellent		57%	--
% of residents rating the overall image or reputation of Corona as good or excellent		57%	--
% of residents rating the quality and number of places to recreate, socialize, meet and connect with friends, neighbors, and family as good or excellent		37%	--
% of residents rating the sense of community in Corona as good or excellent		56%	--
% of residents rating variety and frequency of community events as good or excellent		39%	--
% of residents very likely to recommend living in Corona to someone who asks		81%	--
% of residents who say, given the chance to start over, they would choose to live in Corona again		80%	--
% of residents who volunteered time to some group/activity in Corona at least once last month		22%	--

Objectives 5.1

Progress 52%

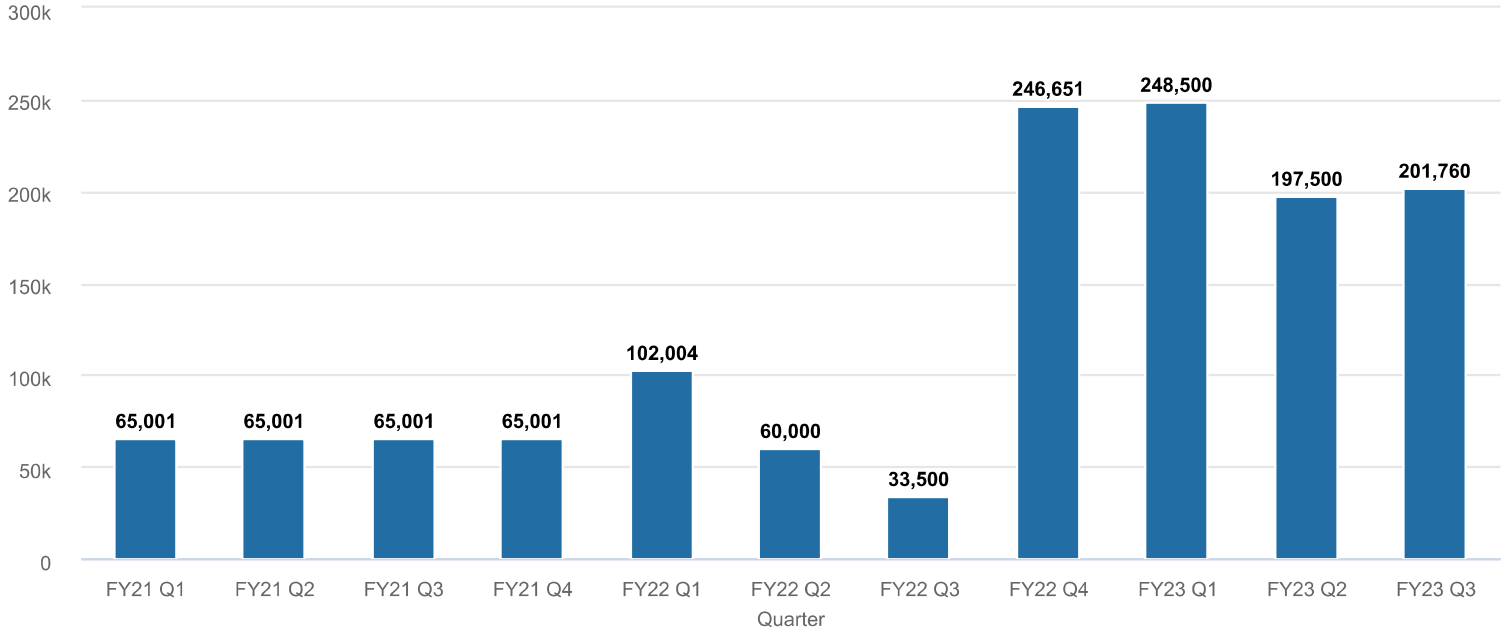
Increase Access to Arts, Culture, and Recreational Activities: Develop and expand opportunities and access to art, culture, and recreational activities.

Owner: Donna Finch

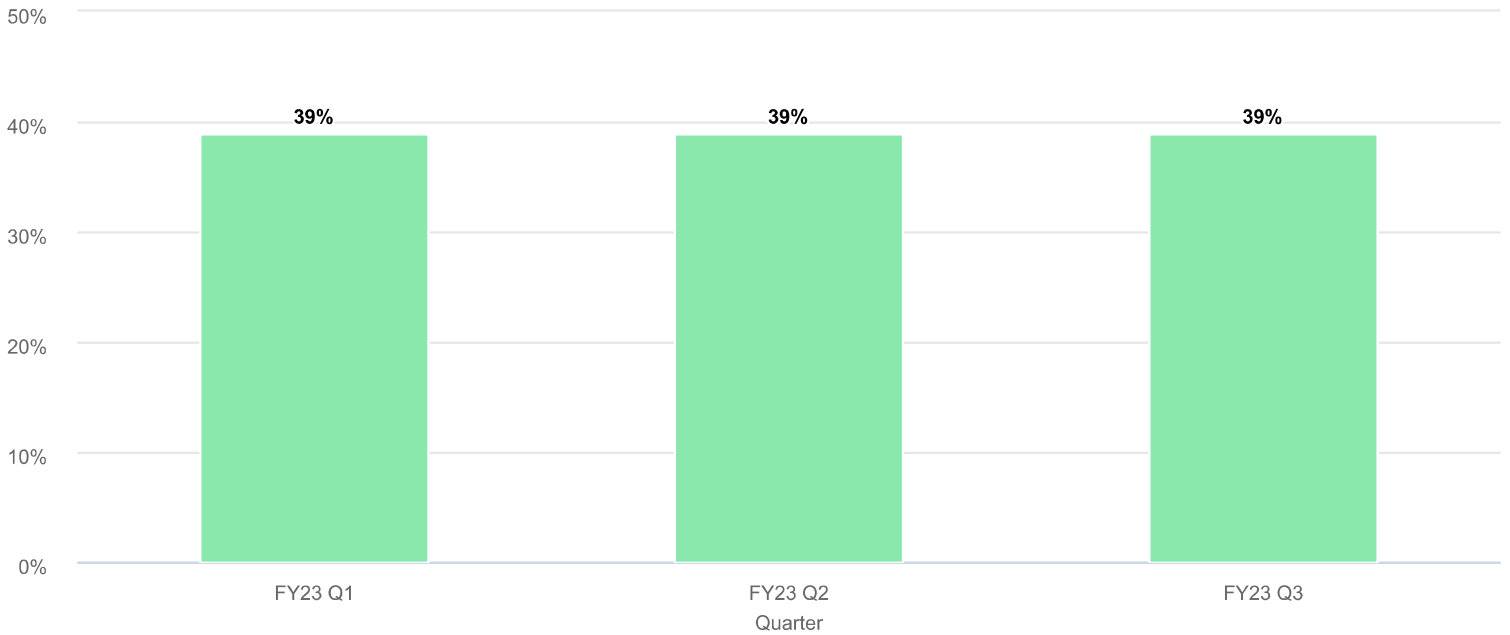
	%	#
On Track	42.86	3
Work Underway	28.57	2
Not Started	14.29	1
Completed	14.29	1

Activity: 7

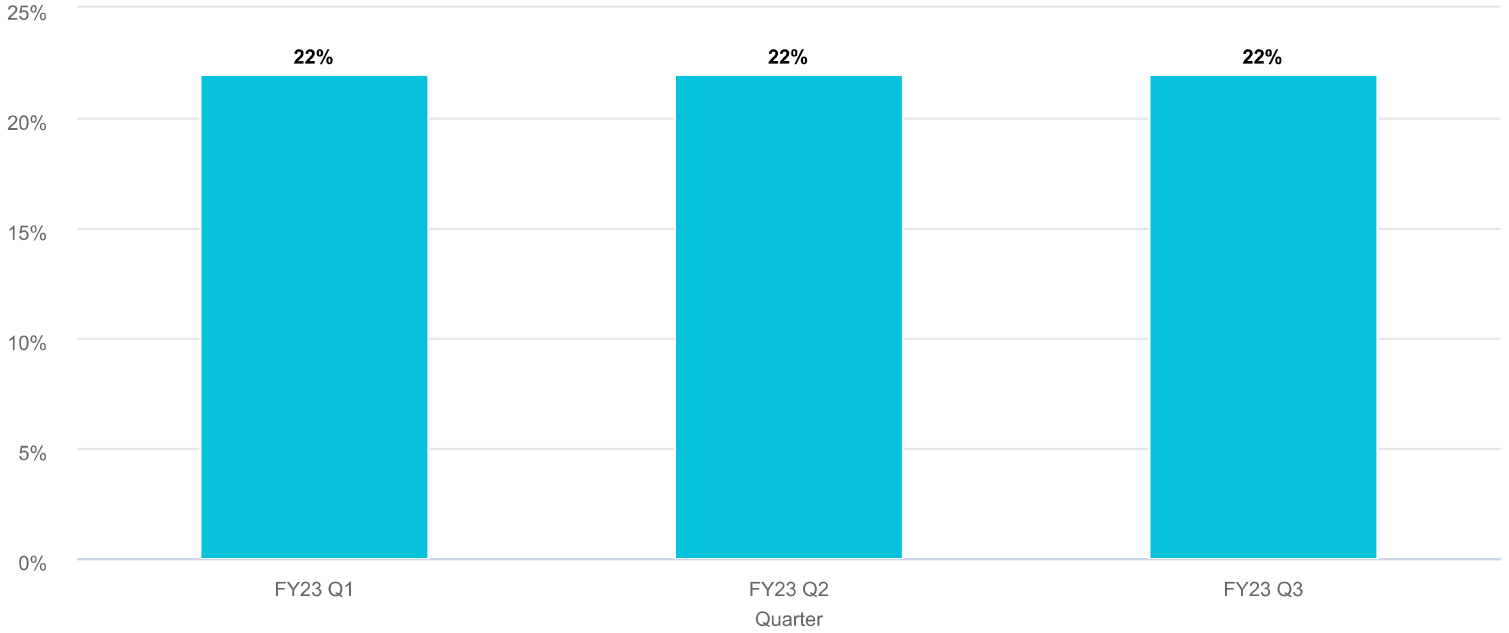
Total annual number of participants in City recreation programs



% of residents rating variety and frequency of community events as good or excellent



% of residents who volunteered time to some group/activity in Corona at least once last month



Activity 5.1.1

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Increase large-scale recreation events (sports themed, food, etc.) that provide both social and economic benefits to the community.

Owner: Jason Lass

Update provided by Donna Finch on Apr 25, 2023 01:03:43

Recommended funding and additional event ideas submitted as part of FY 24 budget.

Activity 5.1.2

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Explore the option of forming a special event unit within the Community Services Department.

Owner: Jason Lass

Update provided by Alex Mercado on Oct 26, 2022 20:42:40

Instituted Sept '21.

Activity 5.1.3



Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Utilize volunteer-led hikes to help residents become familiar with trail and park opportunities in the community.

Owner: Moses Cortez

Update provided by Bailey Ward on Apr 12, 2023 17:09:36

Community Services staff are in the development phase of the creation of Volunteer-Led Hikes Program. The team is preparing physical materials for the program as well as a QR code that will link participants with online information. The volunteer led hikes are anticipated to begin in the fall of 2023.

Activity 5.1.4

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Develop "on demand" registration capabilities to provide onsite registration or reservations at parks, fields, or facilities.

Owner: Jason Lass

Update provided by Donna Finch on Apr 25, 2023 01:06:19

Staff are currently developing a "Ready to Serve" Vendor List for pre-approved parks and reservations based vendors (ex. party rentals) and on demand insurance options to bypass having to purchase outside of the checkout process. Documents are currently in draft and being reviewed with Legal and Risk Management. CivicRec will be modified to allow for 24/7 access and same day reservation options. Goal is anticipated to be complete for FY 24 Q1.

Activity 5.1.5

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

Develop an additional performing arts venue within the City and/or renovating the Historic Civic Center to become the City's premier performing and visual arts center.

Owner: Jason Lass

Update provided by Donna Finch on Apr 25, 2023 01:07:09

Staff are in the process of securing a third-party consultant to contact the Performing Arts Center Feasibility Project. RFP 23-029RH posted November 3, 2022 and closed December 15, 2022. Proposals were reviewed and an award of contract will be presented to City Council April 19, 2023.

Activity 5.1.6



Jul 01, 2022 - Jun 30, 2023

Not Started

Progress 0%

Designate the Historic Civic Center as Corona's center for the arts and relocate all non-arts lessees.

Owner: Jason Lass

Update provided by Bailey Ward on Apr 12, 2023 15:14:32

No new updates; All non-art tenants remain under active leases.

Activity 5.1.7

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Promote the use of public spaces for certain festivals or shows to showcase arts and culture.

Owner: Jason Lass

Update provided by Donna Finch on Apr 25, 2023 01:08:57

The City is in the process of creating the budget for co-sponsored events taking place in Fiscal Year 2024. Applications were shared with community non-profit organizations on February 20, 2023. Applications closed on March 30, 2023. Funding recommendations will be shared with the Committee of the Whole in May 2023.

Objectives 5.2

Progress 75%

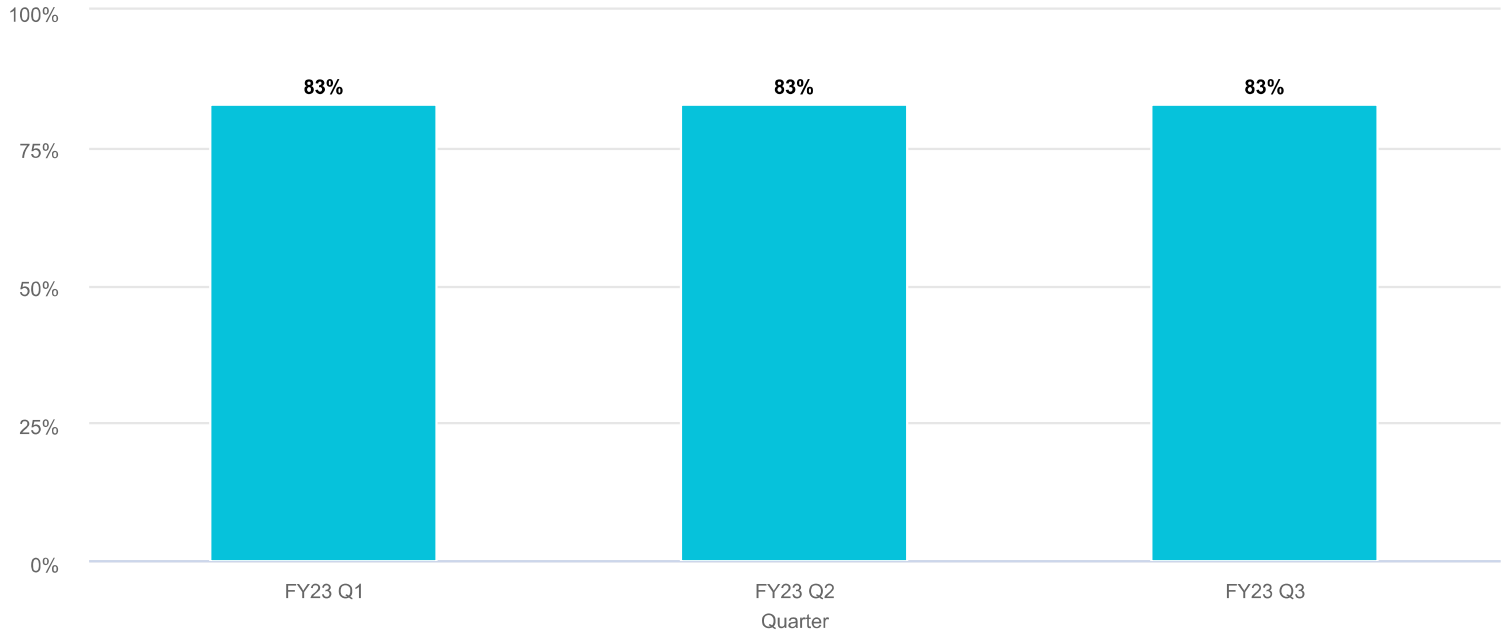
Celebrate the Community's Rich and Diverse Cultural Heritage: Enhance the relationship between the City, its neighborhoods, and residents to celebrate the community's rich and diverse cultural heritage.

Owner: Donna Finch

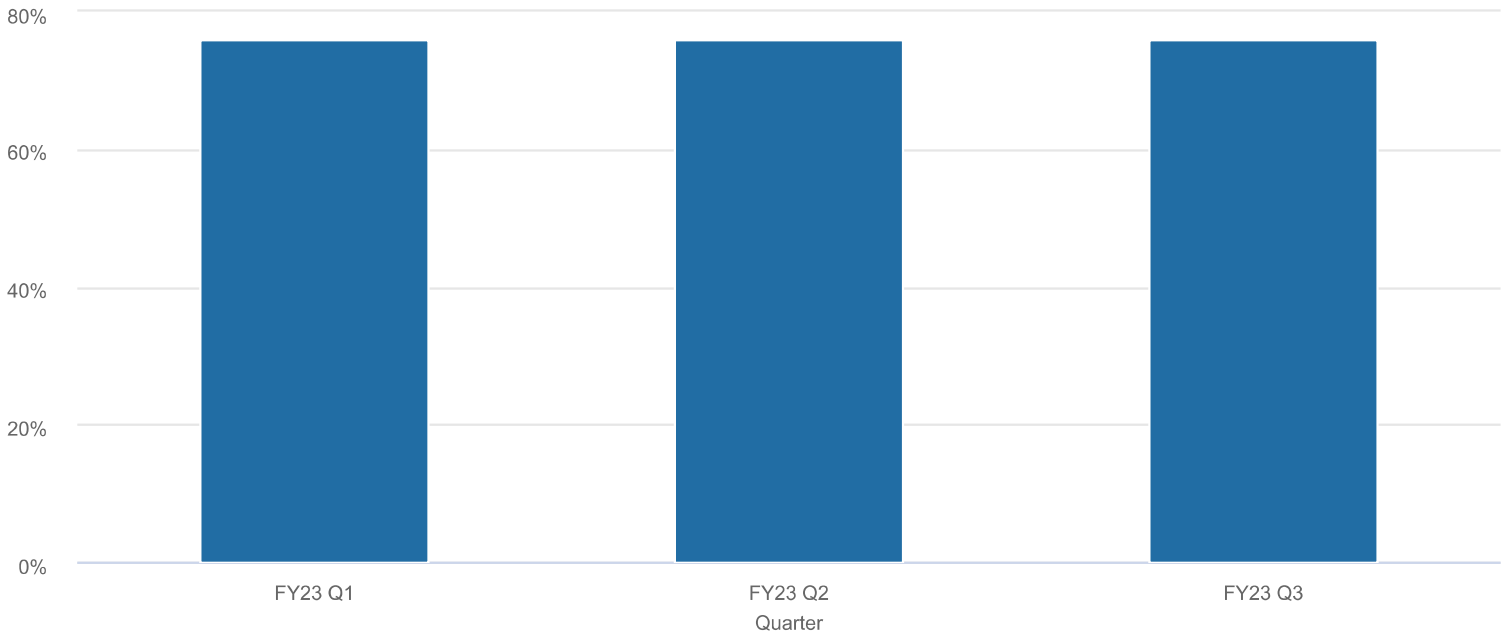
	%	#
On Track	25.0	1
Work Underway	25.0	1
Completed	50.0	2

Activity: 4

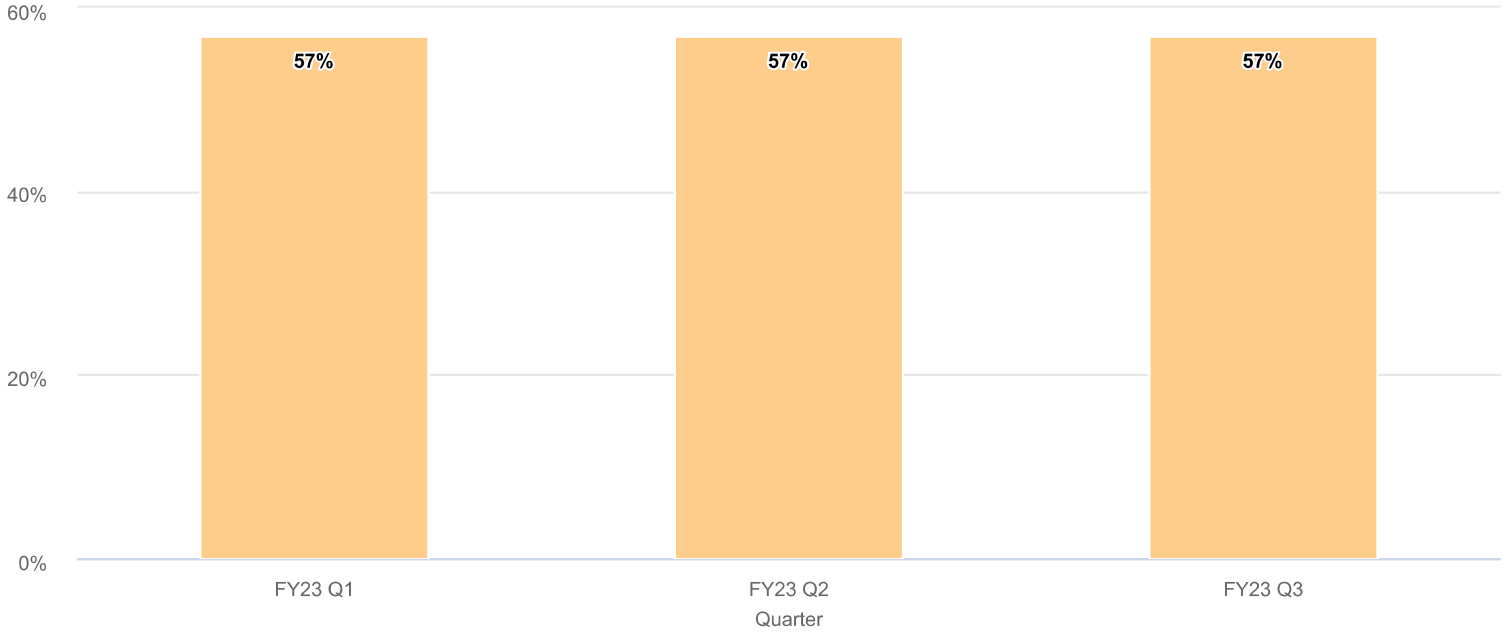
% of residents rating Corona as a place to live as good or excellent



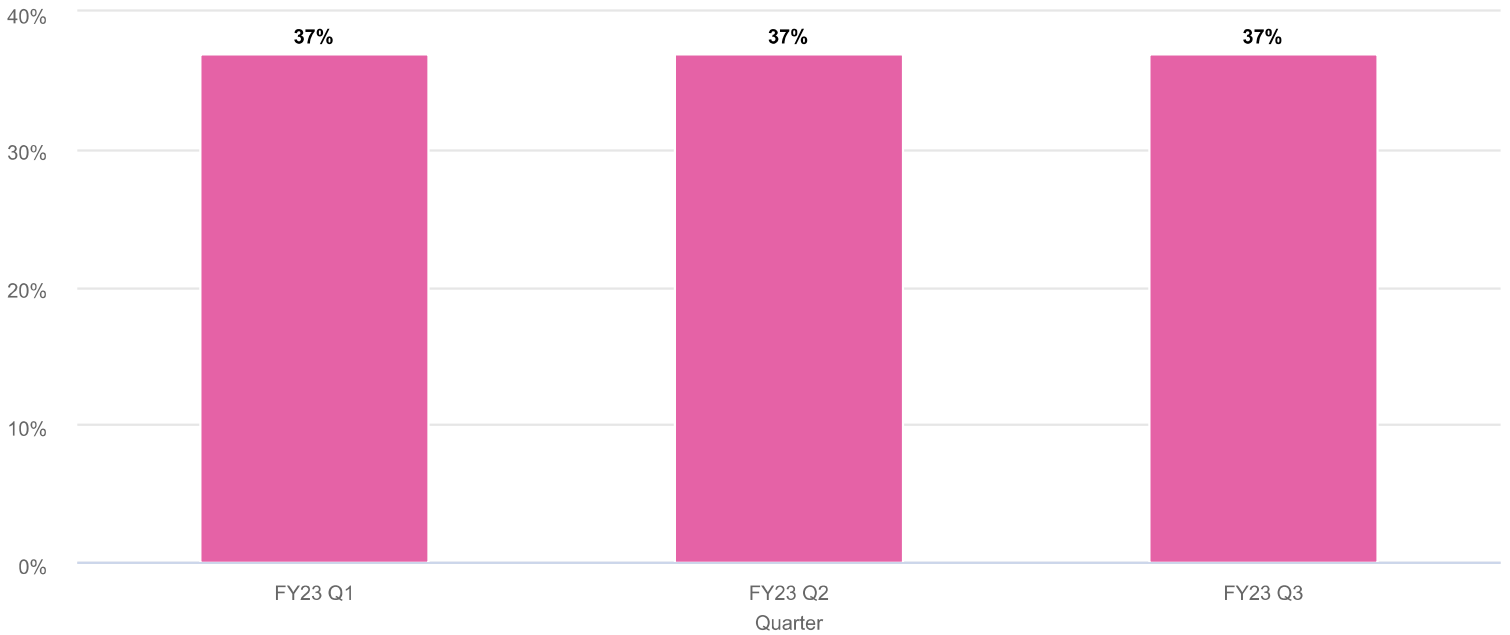
% of residents rating Corona as a place to raise a child as good or excellent



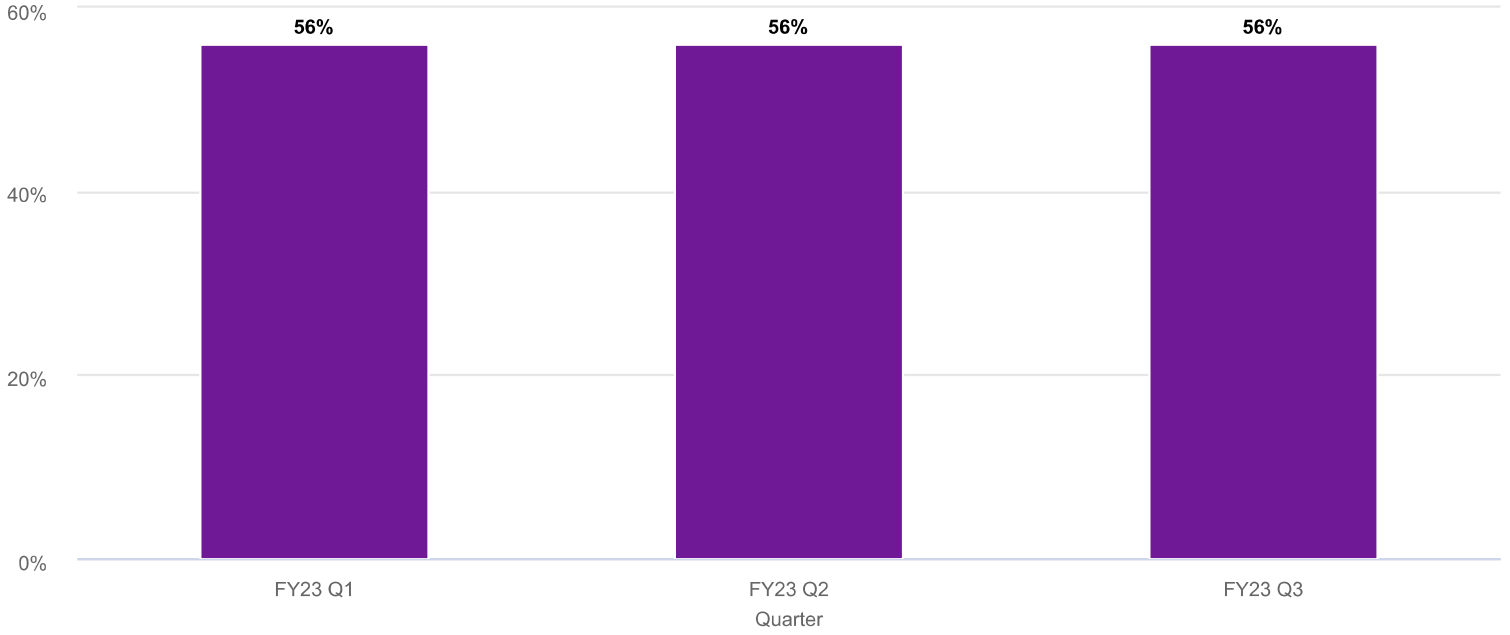
% of residents rating the overall image or reputation of Corona as good or excellent



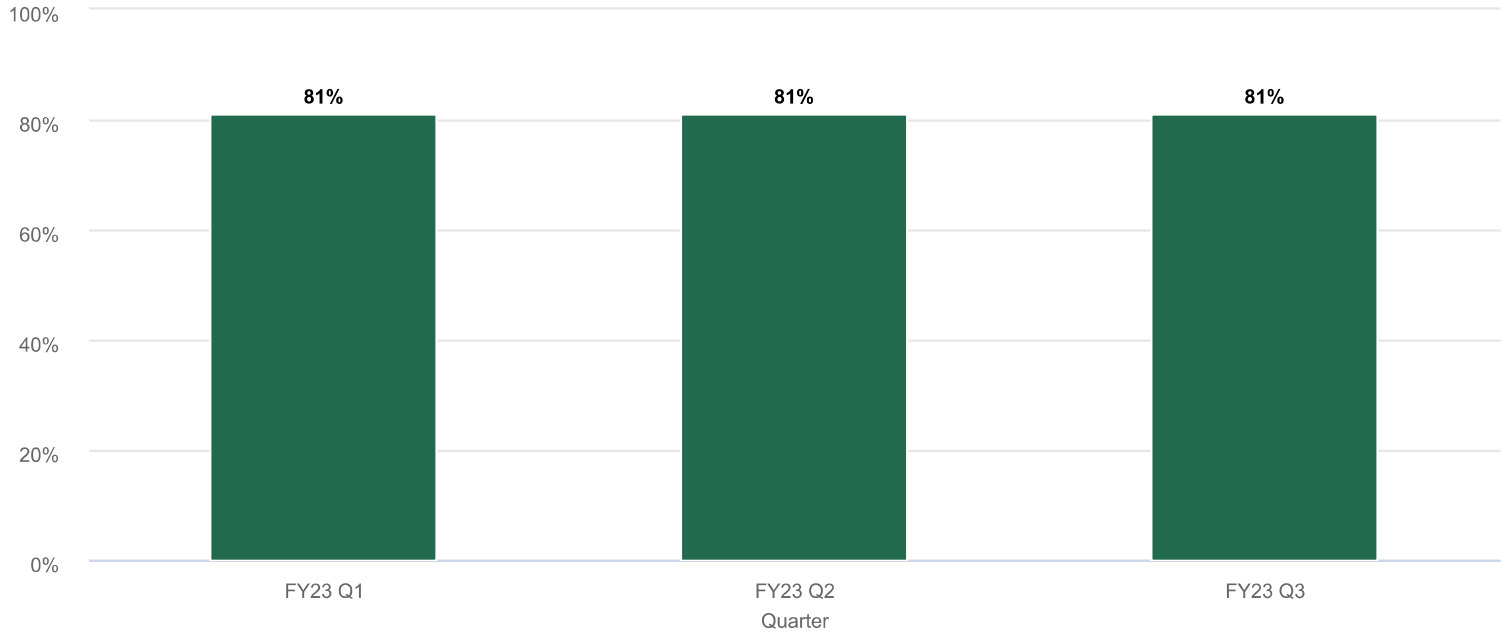
% of residents rating the quality and number of places to recreate, socialize, meet and connect with friends, neighbors, and family as good or excellent



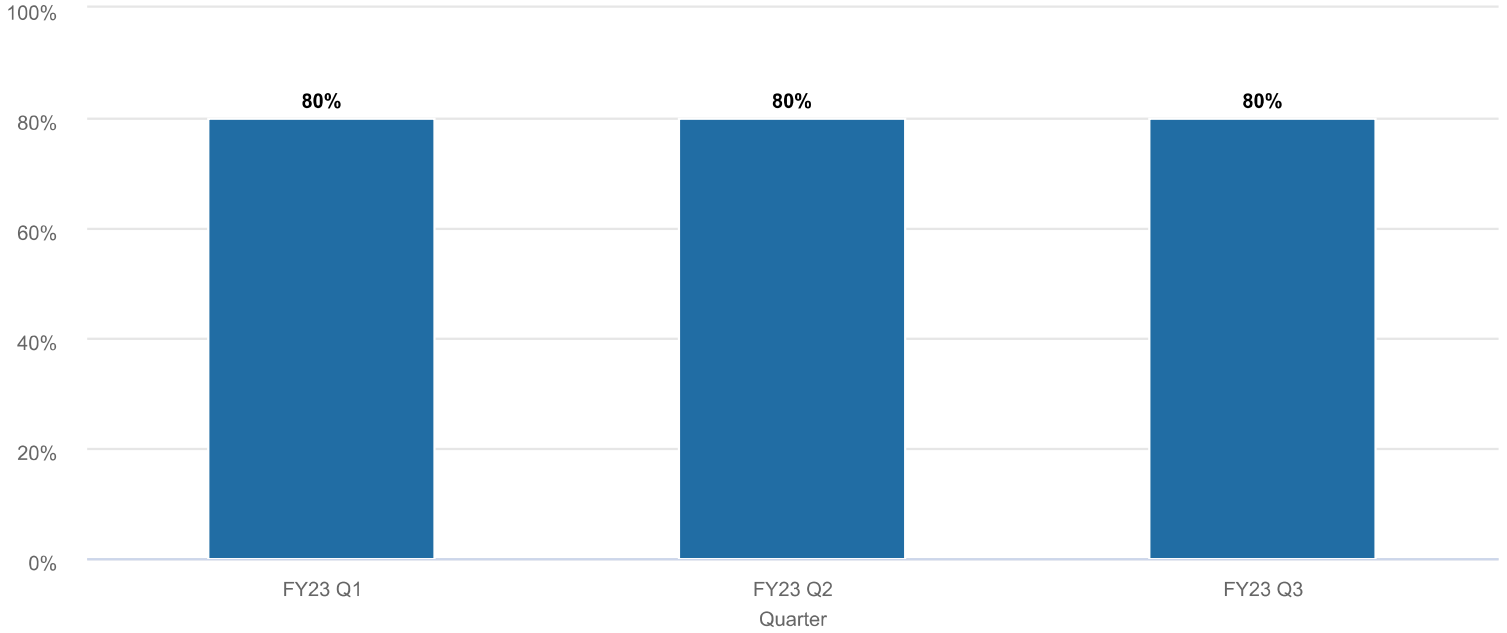
% of residents rating the sense of community in Corona as good or excellent



% of residents very likely to recommend living in Corona to someone who asks



% of residents who say, given the chance to start over, they would choose to live in Corona again



Activity 5.2.1

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

Review and revamp the City's calendar of signature community events to clarify the City's role, determine potential partners, and identify opportunities to celebrate diverse cultures.

Owner: Jason Lass

Update provided by Jason Lass on Apr 11, 2023 20:22:52

A revised and revamped City event calendar was presented to the Committee of the Whole on November 9, 2023. Staff have made recommendations for enhancement to the City's event schedule as part of the Fiscal Year 2024 budget.

Activity 5.2.2

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Update the Mills Act Landmark list.

Owner: Joanne Coletta

Update provided by Donna Finch on Apr 25, 2023 01:10:43

This aligns with the city's update to its Historic Resources Ordinance. Discussion scheduled in Q4 at the City Council study session on April 19, 2023.

Activity 5.2.3



Jul 01, 2020 - Jun 30, 2022

On Track

Progress 66%

Reimagine the City of Corona's brand, identity, and story, and identify opportunities to brand City facilities to instill a sense of pride and make them more welcoming.

Owner: Shaughn Hull

Update provided by Cindy Solis on Apr 11, 2023 20:07:34

Visual Brand Identity was presented to Council on February 15th. The City Seal design will be presented at the May Study Session. Progress continues on track.

Activity 5.2.4

Update provided by Bailey Ward on Apr 12, 2023 15:24:33

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

Pursue opportunities to highlight the contributions of Latinx, Asian, Indigenous, and Black residents to Corona's history, culture, and current community.

The Community Services Department have held Community Conversations for Hispanic Heritage and Black History Months. The City held its Community Conversations event for Black History Month on February 16, 2023. The next Community Conversations event will celebrate Asian American Pacific Islander (AAPI) Heritage Month and will be held on May 11, 2023

Owner: Jason Lass

Objectives 5.3

Progress 62%

Increase Accessibility: Ensure all residents have equitable access to City services and spaces.

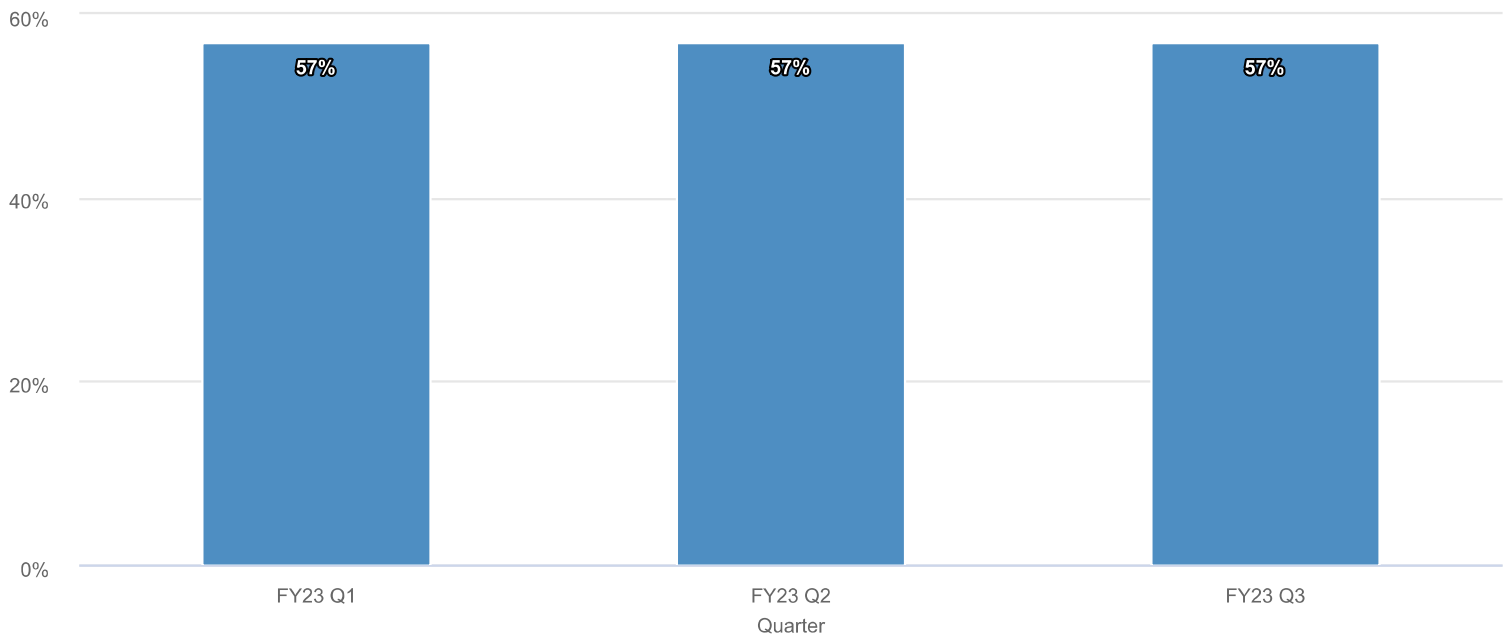
	%	#
On Track	37.5	3
Work Underway	37.5	3
Completed	25.0	2

Owner: Donna Finch

Activity: 8

Last Update: Apr 26, 2023 00:32:46

% of residents rating the community's openness and acceptance towards people of diverse



Activity 5.3.1

Update provided by Alex Mercado on Oct 26, 2022 20:44:46

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Ensure that City services can be accessed in both English and Spanish.

Website translation, budget, Spanish and English PSAs, expanded bilingual pay.

Owner: Cindy Solis

Activity 5.3.2

Jul 01, 2020 - Jun 30, 2022

Work Underway

Progress 33%

Improve the City website for ease of use.

Owner: Shaughn Hull

Update provided by Cindy Solis on Apr 11, 2023 23:34:26

Staff beginning work with Purchasing for selection of Website Refresh vendor.

Activity 5.3.3

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 66%

Identify opportunities to increase access to City services and spaces for people with disabilities.

Owner: Kenny Nguyen

Update provided by Donna Finch on Apr 25, 2023 01:12:01

Currently in Phase 4 of 5 to improve ADA access at park facilities citywide.

Activity 5.3.4

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 33%

Develop an implementation plan for ADA improvements to City facilities and ensure ADA-required improvements are included as part of the City's Capital Improvement Program planning.

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Apr 26, 2023 02:42:40

The Request for Proposals to solicit qualified consultant to assess citywide sidewalks and curb ramps is planned for advertisement in late May 2023. The assessment is estimate to complete in spring 2024. The inventory will be utilized to develop the ADA improvements and transition plan within public right-of-way.

Activity 5.3.5

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 66%

Explore the feasibility of expanding inclusive playground equipment across the City.

Owner: Moses Cortez

Update provided by Donna Finch on Apr 25, 2023 01:13:49

As a part of the Parks and Recreation Master Plan, staff will work with the park planning team to incorporate an inclusive play structure in each quadrant of the city. In addition, staff will incorporate this into the 5-year ADA upgrades currently underway with the Public Works team. A special Parks and Recreation Commission meeting will be held on April 27 to provide in-depth updates on the progress of the master plan.

Activity 5.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Ensure robust engagement with a broad cross section of all segments of the community when developing plans for new or renovated parks and facilities.

Owner: Moses Cortez

Update provided by Viola Van on Apr 11, 2023 22:44:00

The Community Services Department will hold a special Parks and Recreation Commission meeting on April 27 to provide in-depth updates on the progress of the master plan.

Activity 5.3.7

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 33%

Increase the City's support, coordination, and partnerships to enhance veteran services and programs.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 01:14:35

Vets Connect program at Library connects veterans with resources, benefits, programs.

Activity 5.3.8

Update provided by Angela Rivera on Mar 09, 2023 19:34:32

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

The EEOP is complete and has been communicated to all employees.

Develop an Equal Employment Opportunity plan to ensure the City workforce reflects the racial and gender diversity of the community.

Owner: Angela Rivera

Strategic Goal 6

Progress 64%

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

Owner: Alex Mercado

Objectives: 5

Activity: 44

	%	#
On Track	13.64	6
Work Underway	22.73	10
Not Started	2.27	1
Upcoming	13.64	6
Completed	47.73	21

Last Update: Apr 26, 2023 00:33:01

High Performing Gov't Progress Report

Measure	FY22 Q3	FY23 Q3	Trend
Social Media Engagements	317,574	459,101	↑
Social Media Impressions	6,433,629	7,550,035	↑
% of major City services that are offered virtually	80%	80%	↔
% of residents expressing confidence in city government		40%	--
% of residents rating the overall direction the City is taking as good or excellent		51%	--
% of residents who believe all City residents are treated fairly		51%	--
% of residents rating overall quality of City services as good or excellent		62%	--
% of residents rating value of services as good or excellent		43%	--
% of employees agreeing or strongly agreeing that they would recommend the City as a place to work		75%	--
Employee turnover rate		4.22%	--
Number of City awards/certifications earned			--

Objectives 6.1

Progress 67%

Enhance City Strategy: Leverage dynamic planning and a data-driven approach to ensure City activities are strategic.

Owner: Donna Finch

Activity: 6

	%	#
On Track	16.67	1
Work Underway	16.67	1
Upcoming	16.67	1
Completed	50.0	3

Activity 6.1.1

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Review the Strategic Plan annually and track goals through established performance indicators to provide a framework for budget decisions.

Owner: Donna Finch

Update provided by Jacob Ellis on Dec 20, 2022 15:28:05

Quarterly and Annual Reporting process now in place.

Activity 6.1.2

Jul 01, 2024 - Jun 30, 2025

Upcoming

Fully revise the Strategic Plan every four years and include multiple stakeholders in the planning process.

Owner: Donna Finch

Activity 6.1.3

Jul 01, 2021 - Jun 30, 2026

Work Underway

Progress 33%

Develop annual department work plans based on the Strategic Plan and the City's budget.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 01:18:55

Complete workplans for every department in the city are still being worked on. Workplans will be migrated into Envisio for updates and monitoring beginning in Q4.

Activity 6.1.4

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Ensure annual reporting on Strategic Plan and departmental work plan milestones and performance measures.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 01:19:10

Quarterly reports ongoing; first Annual Report to be published at the end of FY 2023.

Activity 6.1.5

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Use the open data portal to increase transparency and help residents engage with City government.

Owner: Chris McMasters

Update provided by Alex Mercado on Feb 23, 2023 23:23:15

Ongoing updates are made to the open data portal; recent changes have been made to community development and homeless dashboard pages.

Activity 6.1.6

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Quantify results from programs to drive process improvements and evaluation efforts.

Owner: Donna Finch

Update provided by Alex Mercado on Oct 26, 2022 21:16:14

Performance indicators established for major services.

Objectives 6.2 Progress 93%

Strengthen Resident Involvement: Increase public trust in City government by focusing on accountability and transparent engagement with the community.

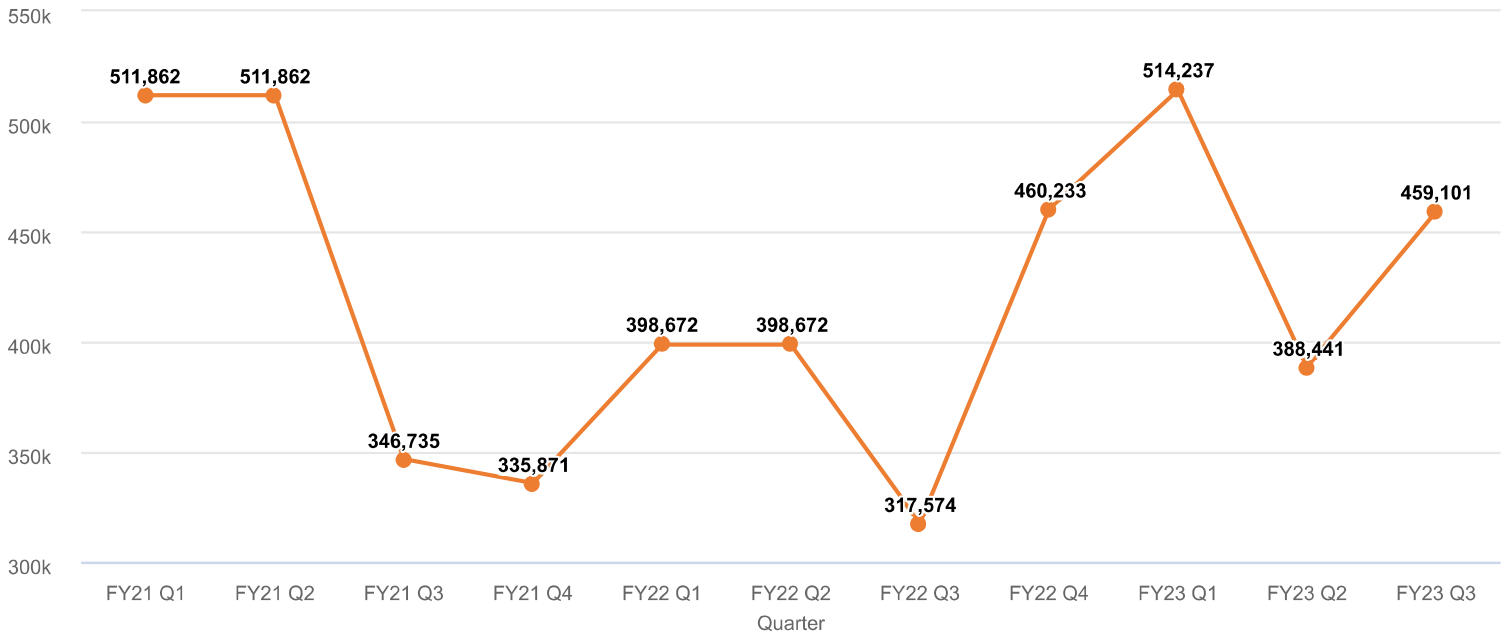
	%	#
On Track	20.0	1
Completed	80.0	4

Owner: Donna Finch

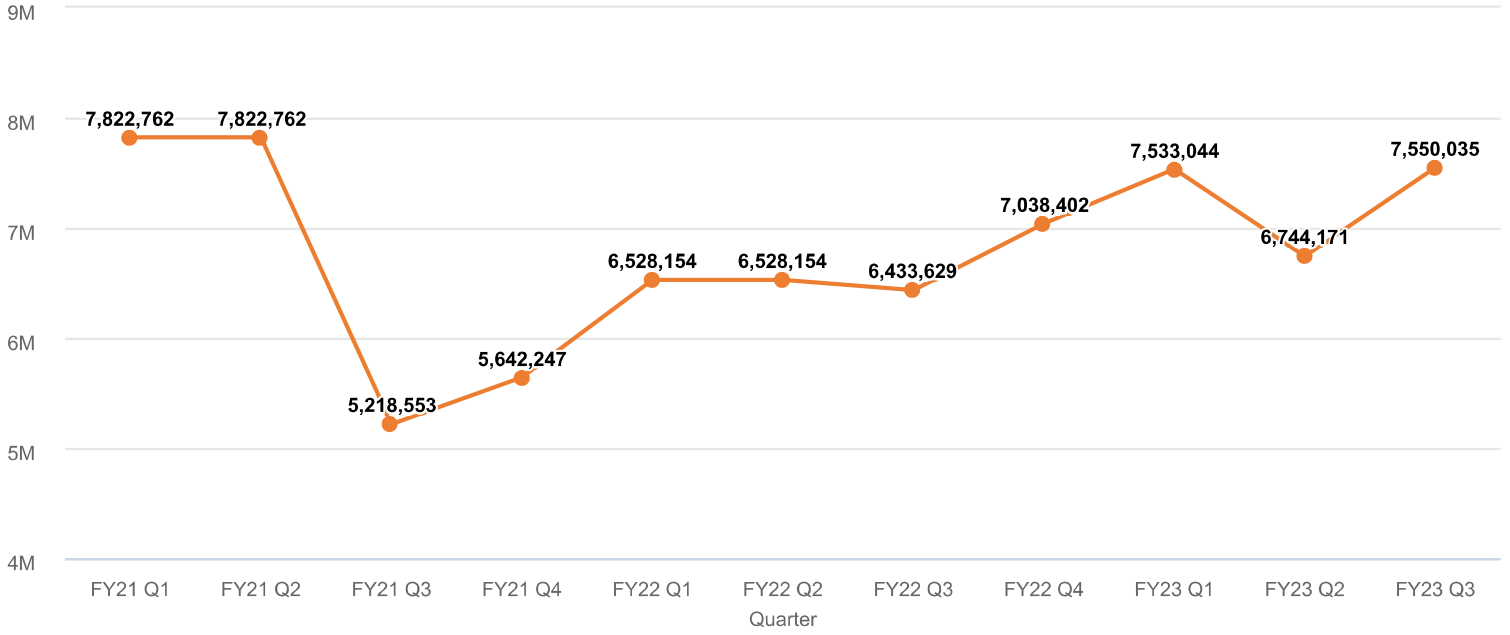
Activity: 5

Last Update: Apr 26, 2023 15:32:33

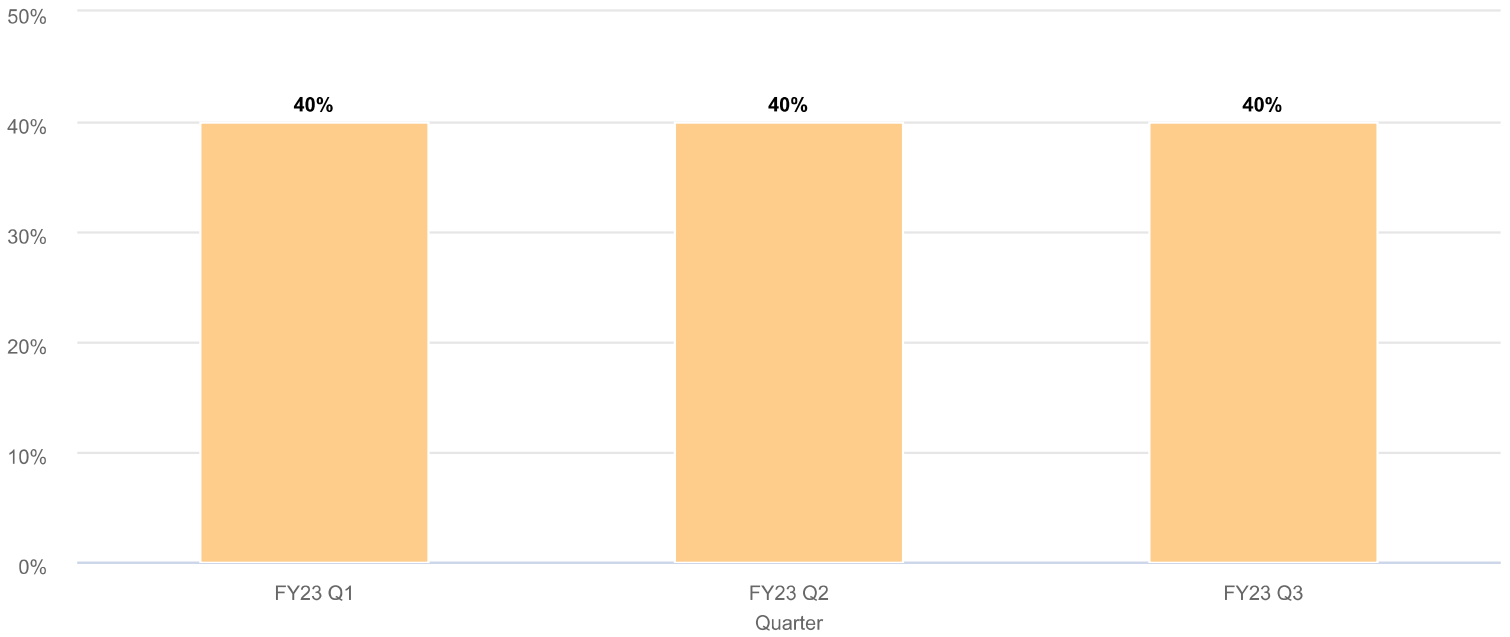
Social Media Engagements



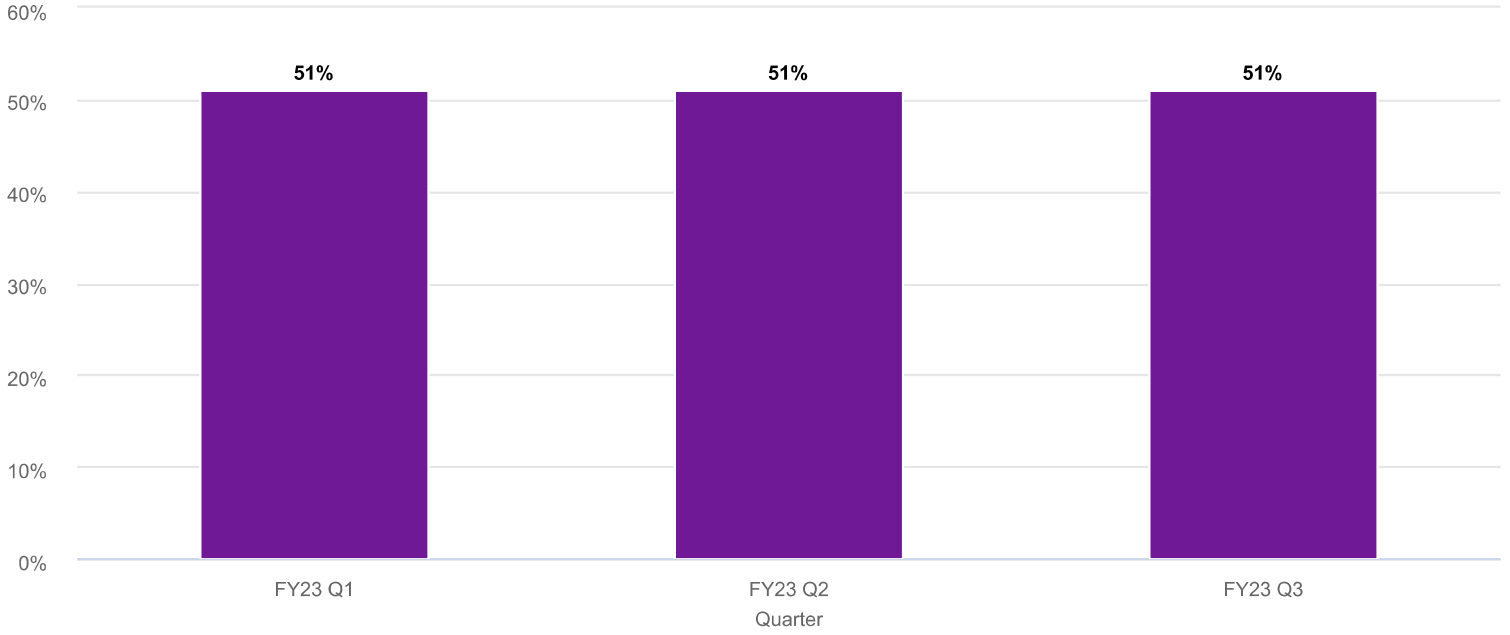
Social Media Impressions



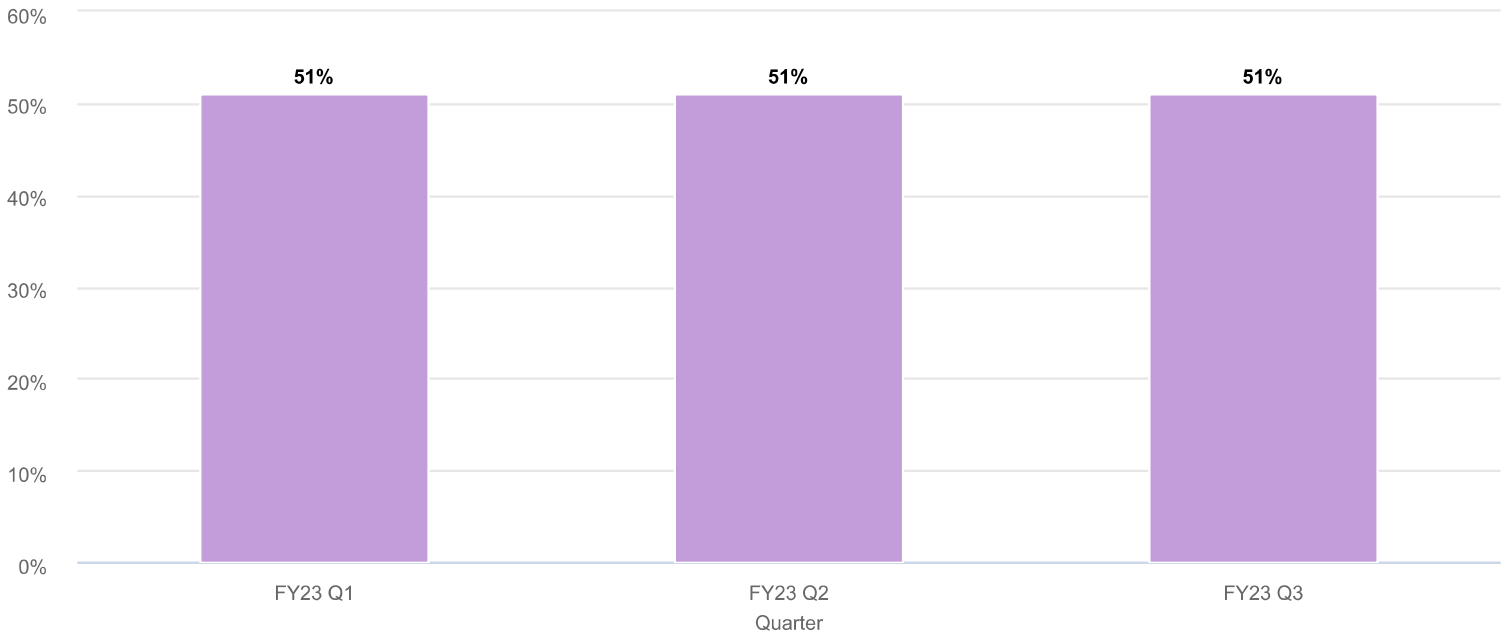
% of residents expressing confidence in city government



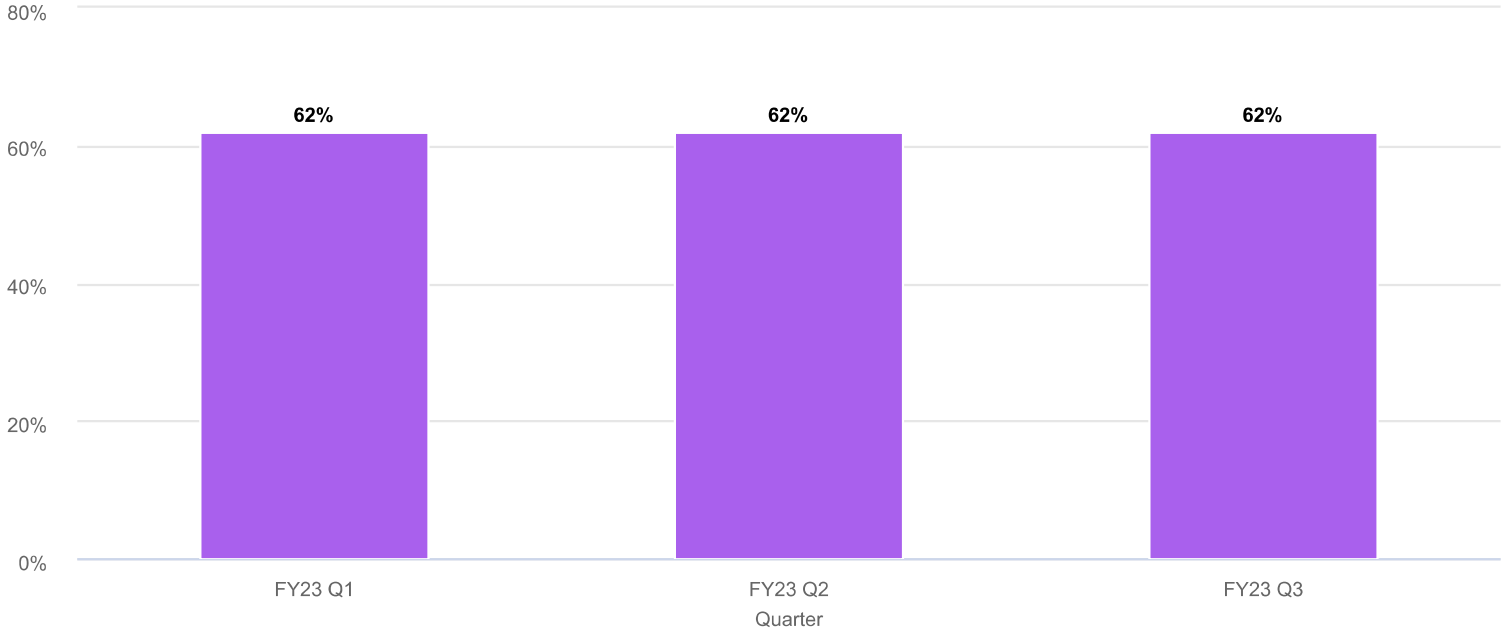
% of residents rating the overall direction the City is taking as good or excellent



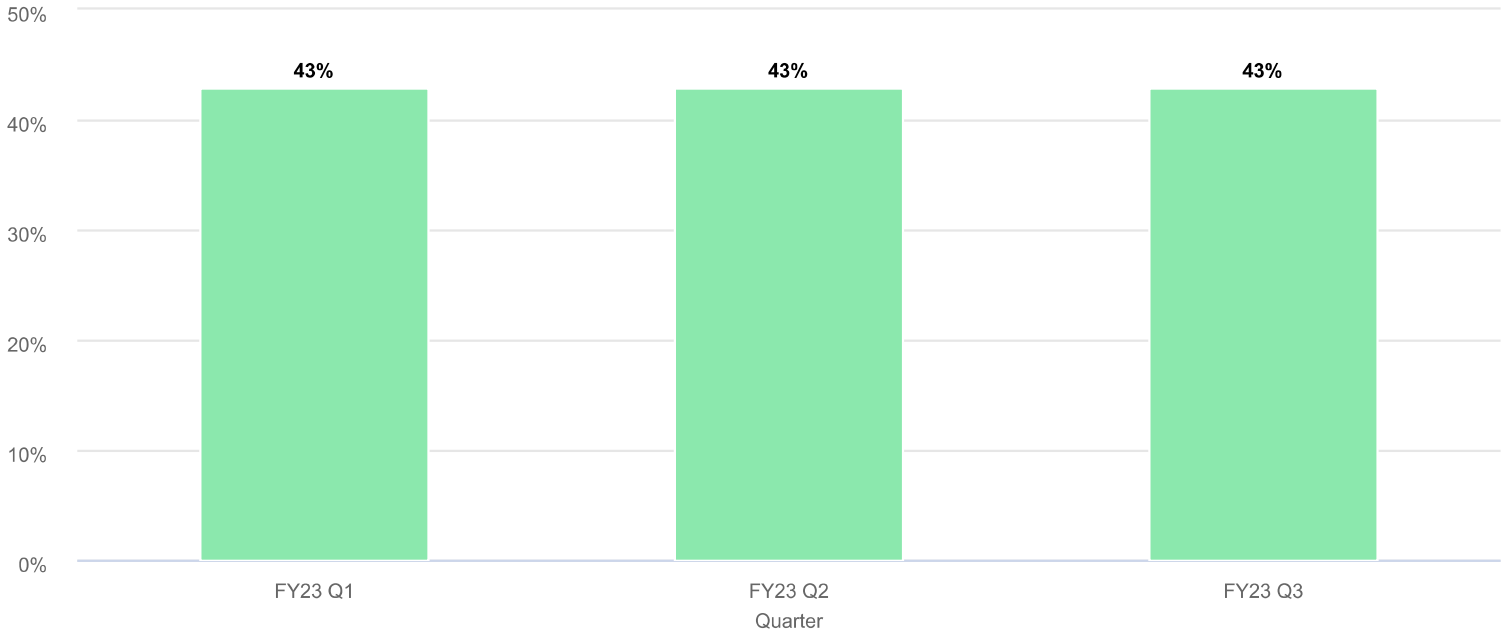
% of residents who believe all City residents are treated fairly



% of residents rating overall quality of City services as good or excellent



% of residents rating value of services as good or excellent



Activity 6.2.1

Jul 01, 2020 - Jun 30, 2022 Completed Progress 100%

Develop an external communication plan to tell our story, build trust between the City and residents, help people get to know their City on a personal level, remember our history, and build a sense of pride by leveraging social media, internet, print, and other forms of two-way communication and engagement with residents.

Owner: Shaughn Hull

Update provided by Alex Mercado on Oct 26, 2022 21:10:41

Plan presented at the May '21 Council Study Session.

Activity 6.2.2

Jul 01, 2020 - Jun 30, 2022 Completed Progress 100%

Establish regular community satisfaction surveys to gather statistically significant data, track residential concerns over time, and ensure that services and service levels are consistent with community needs and wants.

Owner: Donna Finch

Update provided by Alex Mercado on Feb 23, 2023 23:22:57

National Community Survey initiated in Spring 2022 with 714 responses; survey results presented to City Council in Oct. 2022; follow-up surveys will be conducted on an annual basis.

Activity 6.2.3

Jul 01, 2020 - Jun 30, 2026 Completed Progress 100%

Proactively pursue, and incorporate, resident input into all major planning efforts.

Owner: Anne Turner

Update provided by Anne Turner on Apr 11, 2023 20:25:48

All planning efforts by the Community Services Department have incorporated significant input from the Corona Community. Multiple surveys were launched for each initiative, including but not limited to electronic surveys, paper surveys, social media engagement, leaves in the parks, pop-up events, and door-knocking. Regular discussions are also held with the Parks and Recreation Commission, the Library Board of Trustees, and the Trails Work Group.

Activity 6.2.4

Jul 01, 2020 - Jun 30, 2022 On Track Progress 66%

Increase the frequency, quality, and quantity of resident feedback and engagement that better reaches the “silent majority,” as well as diverse and historically underrepresented communities.

Owner: Shaughn Hull

Update provided by Cindy Solis on Apr 12, 2023 00:56:21

Staff is working on the implementation of Salesforce. Go-Live projected for Q4 of FY 2023, pending IT Data Connection

Activity 6.2.5

Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Promote volunteerism through the creation of a volunteer strategy and recognition program to encourage, recognize, support, and enhance volunteer efforts.

Owner: Jason Lass

Update provided by Bailey Ward on Apr 12, 2023 15:28:14

New Volunteer Program Coordinator position established in Community Services Department; monthly volunteer orientations hosted in person; website updated with all city volunteer opportunities; volunteer recognition event held in September 2022; continuing to grow volunteerism in Corona.

Objectives 6.3 Progress 60%

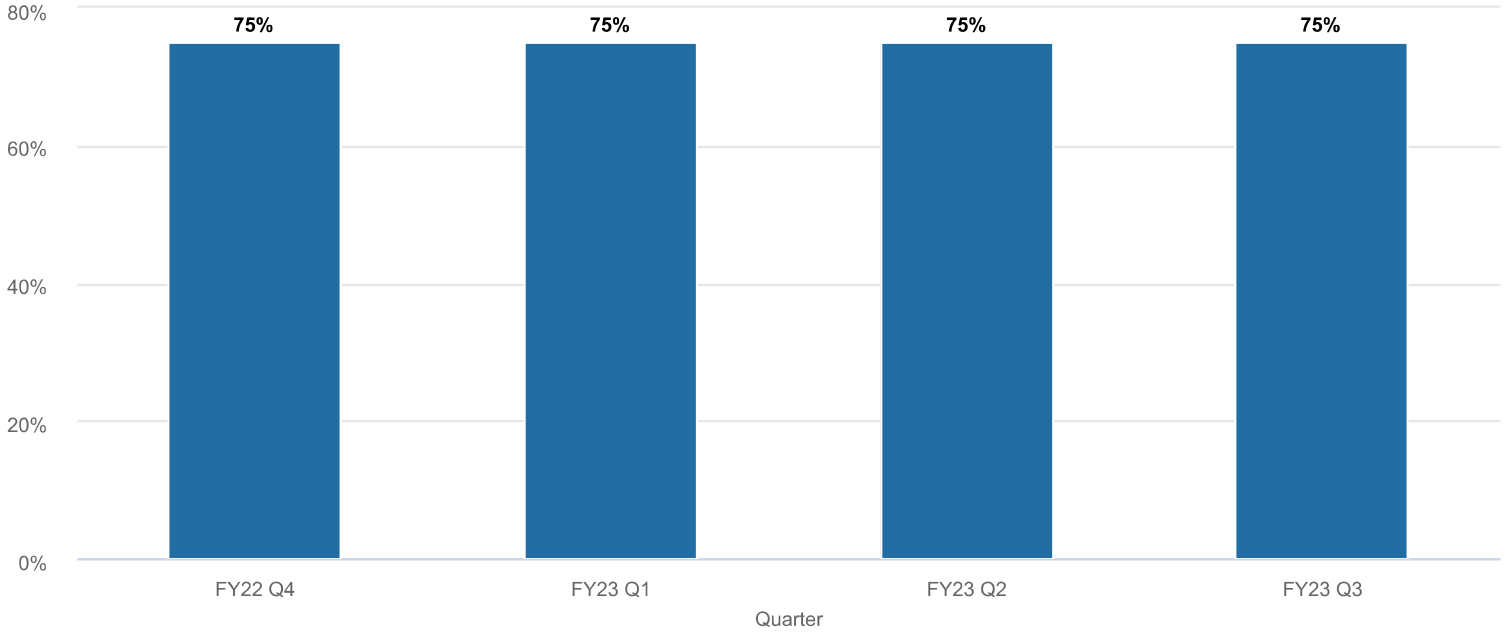
Increase Employee Engagement: Ensure that employees are engaged, recognized, and given opportunities to grow.

Owner: Donna Finch

	%	#
On Track	18.18	2
Work Underway	36.36	4
Upcoming	9.09	1
Completed	36.36	4

Activity: 11

% of employees agreeing or strongly agreeing that they would recommend the City as a place to work



Activity 6.3.1

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Conduct annual employee engagement surveys and establish standard internal metrics to track engagement.

Owner: Angela Rivera

Update provided by Alex Mercado on Feb 23, 2023 23:24:08

Employee Engagement Survey completed June '22; results shared with Directors; Department Action Plans developed to address challenges.

Activity 6.3.2

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

Ensure competitive salaries and benefits by reviewing classification and compensation every three to five years and make appropriate adjustments based on data.

Owner: Rebecca Christopher

Update provided by Alex Mercado on Oct 26, 2022 21:15:11

Class and Comp. Study completed.

Activity 6.3.3

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Develop stronger performance management processes, including consistent annual performance evaluations for all staff to ensure accountability, professional conduct, and adaptation to change.

Owner: Rebecca Christopher

Update provided by Alex Mercado on Feb 23, 2023 23:24:18

Electronic Performance Evaluation launched, and training completed by Managers and Supervisors.

Activity 6.3.4

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Establish career development plans for all staff members.

Owner: Rebecca Christopher

Update provided by Alex Mercado on Feb 23, 2023 23:24:27

Career development plans developed and included in annual performance evaluation process.

Activity 6.3.5



Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 33%

Create a formalized staff training and development program on a wide range of topics, with a focus on increasing management skills for supervisors.

Owner: Alejandro Martinez

Update provided by Donna Finch on Apr 25, 2023 22:25:30

Training & Development Officer has drafted several training courses that align with DEIB, Supervisory Training, and Career Pathway Training.

Activity 6.3.6

Jul 01, 2023 - Jun 30, 2024

Upcoming

Explore the option of instituting an employee mentoring program that pairs new staff with seasoned mentors.

Owner: Kelsey Kenz

Update provided by Kelsey Kenz on Apr 11, 2023 20:53:42

This is noted as a FY24 goal and has not been started.

Activity 6.3.7

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Review and revamp the employee wellness program.

Owner: Tanesha Coronado

Update provided by Donna Finch on Apr 25, 2023 22:26:18

Established a Wellness Committee under each program component. Developed criteria for roles/responsibilities, time commitments and meeting frequencies. Created a "Wellness Program Calendar" template for internal distribution.

Activity 6.3.8

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

Develop a new Employee Orientation that reinforces organizational values, goals, and helps provide an exciting onboarding experience.

Owner: Alejandro Martinez

Update provided by Donna Finch on Apr 25, 2023 23:22:53

New Employee Orientation is being finalized. Video welcome from City Manager to be completed in June 2023.

Activity 6.3.9

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Review, revise, and simplify personnel policies to improve readability, reduce the number of policies, and embrace forward-thinking employment policies and practices that will enhance the City's ability to attract, reward, and retain top talent.

Owner: Angela Rivera

Update provided by Donna Finch on Apr 25, 2023 23:24:21

The review of policies is ongoing, with particular attention being given to policies that have a direct impact on Collective Bargaining Agreements. These policies have been revised to align with any legal changes and to reflect the outcomes of Labor Negotiations. Additionally, work is currently underway to update other policies.

Activity 6.3.10

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Streamline and simplify the process for recruiting and hiring new employees to reflect best practices.

Owner: Kelsey Kenz

Update provided by Donna Finch on Apr 25, 2023 23:25:53

A streamlined process that reflects best practices has been mapped out. This process will be shared with City admin staff and leadership before implementation. It should be noted the process for Public Safety positions, such as Police Officer have been streamlined and implemented as of January 2023.

Activity 6.3.11

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

Establish a staff recognition program/policy and a retiring employee recognition program/policy to recognize the amazing efforts across the organization and thank long-time employees who are retiring from service.

Owner: Rebecca Christopher

Update provided by Donna Finch on Apr 25, 2023 23:26:22

Employee Recognition was launched in Jan 2023. A program for Retiree Recognition is currently being mapped out.

Objectives 6.4

Progress 65%

Improve City Services: Increase the efficiency and effectiveness of City's services.

Owner: Donna Finch

	%	#
On Track	11.76	2
Work Underway	29.41	5
Not Started	5.88	1
Upcoming	5.88	1
Completed	47.06	8

Activity: 17

Activity 6.4.1



Jul 01, 2020 - Jun 30, 2026

Not Started

Progress 0%

Conduct periodic third-party audits in key service areas.

Owner: Kim Sitton

Update provided by Kim Sitton on Apr 11, 2023 23:48:53

Item to be completed on an as needed basis.

Activity 6.4.2

Jul 01, 2025 - Jun 30, 2026

Upcoming

Clearly define levels of service and develop metrics to gauge the City's success or failure at meeting or improving upon service levels.

Owner: Donna Finch

Update provided by Alex Mercado on Nov 08, 2022 17:23:06

FY26

Activity 6.4.3

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Implement quality improvements, service modifications, or program closures as needed.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 23:42:39

Services and programs reviewed annually during budget development process; modifications implemented as-needed.

Activity 6.4.4

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Move Voiceover IP Operations to the Cloud.

Owner: Jim Aukerman

Update provided by Donna Finch on Apr 27, 2023 18:09:38

Staff is in the process of identifying all the attributes inherent in our existing Cisco telephone system and formulating a comprehensive SOW with the aim of releasing an RFP.

Activity 6.4.5

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Develop a concierge program for building permits.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Apr 04, 2023 23:16:42

The Department successfully recruited full time positions at the permit counter to assist customers with permits and to monitor review times on plan reviews based on the city's established review times.

Activity 6.4.6

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

Utilize customer survey reviews where possible, including for plan check and building inspections.

Owner: Joanne Coletta

Update provided by Alex Mercado on Oct 26, 2022 21:11:38

Survey auto generated for every customer.

Activity 6.4.7

Jul 01, 2021 - Jun 30, 2026

Completed

Progress 100%

Meet periodically with representatives of the local building and development industry to discuss issues of mutual concern.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Apr 04, 2023 23:18:06

First meeting in 2022. Additional meetings to be scheduled.

Activity 6.4.8

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Build a high-performing team between Council and City management.

Owner: Jacob Ellis

Update provided by Alex Mercado on Oct 26, 2022 21:16:53

Orientations, workshops, and more implemented and ongoing.

Activity 6.4.9

Jul 01, 2020 - Jun 30, 2025

Completed

Progress 100%

Review and clarify roles and responsibilities of the Council, staff, Commissions, and Committees.

Owner: Donna Finch

Update provided by Alex Mercado on Feb 23, 2023 23:26:43

Orientation materials updated for new elected and appointed officials; orientation to take place after the addition of new Council members following an election.

Activity 6.4.10

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Increase accountability by establishing standard annual performance reporting to Council

Owner: Donna Finch

Update provided by Alex Mercado on Oct 26, 2022 21:14:13

Regular quarterly reports implemented in Q1 '22.

Activity 6.4.11

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Hold bi-annual Council workshops for policy making and financial planning.

Owner: Donna Finch

Update provided by Alex Mercado on Feb 23, 2023 23:27:17

Workshops held Fall '20, Spring '21, Fall '21, Spring '22, Fall '22, Spring '23.

Activity 6.4.12

Jul 01, 2020 - Jun 30, 2023

On Track

Progress 66%

Enhance state and federal advocacy efforts using contract lobbyists and dedicated staff support.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 23:49:09

State lobbyist retained in FY22. RFP currently underway for Federal lobbyist with award anticipated in Q4.

Activity 6.4.13

Jul 01, 2021 - Jun 30, 2026

Work Underway

Progress 33%

Pursue meaningful award and certification opportunities to evaluate municipal services and better demonstrate the talent, commitment, outcomes achieved by the City for its residents.

Owner: Justin Tucker

Update provided by Donna Finch on Apr 25, 2023 23:50:29

List of awards created. Awards being added to the list as discovered. IT won the IDC Smart Cities North America award for the project "Government for the People Through Digital Engagement." Community Services applied for Helen Putnam Award.

Activity 6.4.14

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Develop a management cycle calendar to ensure effective, efficient sequencing of key annual organizational processes.

Owner: Jacob Ellis

Update provided by Alex Mercado on Oct 26, 2022 21:14:33

Mgmt. cycle calendar completed and reviewed regularly

Activity 6.4.15

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

Replace the Enterprise Resource Planning (ERP) system.

Owner: Mike Enriquez

Update provided by Donna Finch on Apr 27, 2023 18:11:56

Staff has completed the "as-is" and "to-be" process mappings and are now working on the RFP, with plans to release it in FY24 Q1.

Activity 6.4.16

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Finalize the development of the Electronic Document Management System (EDMS).

Owner: Mike Enriquez

Update provided by Donna Finch on Apr 27, 2023 18:13:01

Kick-off meeting for the selection of a new EDMS system is planned for Q4.

Activity 6.4.17

Update provided by Donna Finch on Apr 27, 2023 18:13:58

Jul 01, 2021 - Jun 30, 2023

Work Underway

Qualtrics is being utilized to survey the public and gather and analyze customer journey information to improve processes.

Progress 33%

Increase the number of online options for all major City services that can be offered virtually

Owner: Mike Enriquez

Objectives 6.5

Progress 40%

Create a High-Performing Organizational Culture: Increase innovation, teamwork, and creativity.

Upcoming
Completed

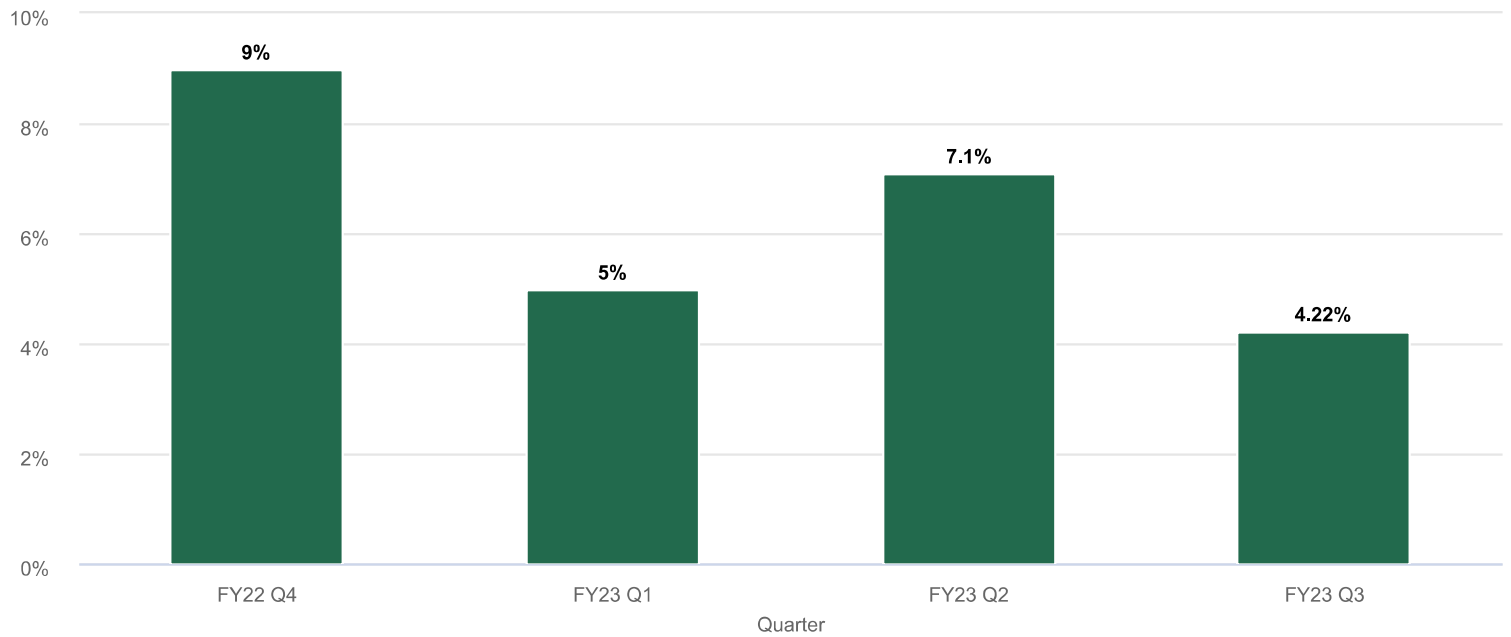
%	#
60.0	3
40.0	2

Owner: Donna Finch

Activity: 5

Last Update: Apr 12, 2023 01:32:50

Employee turnover rate



Activity 6.5.1

Update provided by Alex Mercado on Oct 26, 2022 22:19:47

Jul 01, 2023 - Jun 30, 2024

Upcoming

Not Started

Develop a program to recognize and reward innovations and efficiency gains created by employees.

Owner: Rebecca Christopher

Activity 6.5.2

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Review and restructure City departments as needed to improve efficiency and achieve organizational objectives.

Owner: Jacob Ellis

Update provided by Alex Mercado on Oct 26, 2022 21:18:04

Major restructure completed Q1 FY22.

Activity 6.5.3

Jul 01, 2023 - Jun 30, 2024

Upcoming

Improve the quality and consistency of customer service, by training staff on basic standards.

Owner: Kelsey Kenz

Update provided by Alex Mercado on Nov 08, 2022 17:24:20

FY24

Activity 6.5.4

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Promote collaboration by forming more cross-departmental teams to help solve problems, manage large projects, and get people working together.

Owner: Donna Finch

Update provided by Donna Finch on Apr 25, 2023 23:53:22

Cross-departmental teams formed for several projects and programs, including CIP Revamp, Business Process Mapping project, and Wellness Committee.

Activity 6.5.5

Jul 01, 2024 - Jun 30, 2025

Upcoming

Evaluate workspace layouts in the building to identify ways to improve teamwork, collaboration, and information sharing through better physical layout.

Owner: Donna Finch

Update provided by Alex Mercado on Nov 08, 2022 17:24:28

FY25