

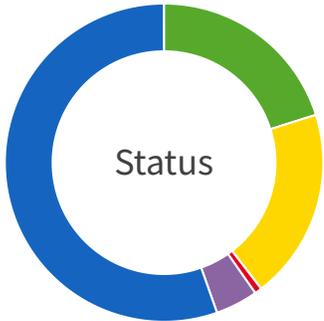


## **City Strategic Plan Progress Report**

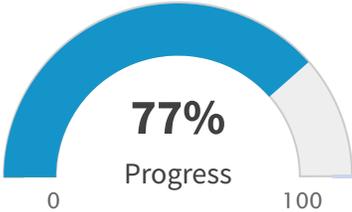
Report Created On: Jan 31, 2024

<b>6</b> Strategic Goal	<b>21</b> Objectives	<b>138</b> Activity
----------------------------	-------------------------	------------------------

### Overall Summary



	%
● On Track	20.14
● Work Underway	19.42
● Not Started	0.72
● Upcoming	4.32
● Completed	55.4



Report Legend Priority No Update Overdue

**Strategic Goal 1**

Progress 87%



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

Owner: Alex Mercado

	%	#
On Track	12.5	2
Work Underway	12.5	2
Completed	75.0	12

Objectives: 2

Activity: 16

Owner: Alex Mercado

Last Update: Jan 24, 2024 00:30:55

## Financial Stability Performance Report

Measure	FY23 Q2	FY24 Q2	Trend
GO Bond credit rating	AA+	AA+	↔
Outstanding debt per capita	\$2,069	\$1,916	↓
% of GO debt capacity used	6.99%	6.42%	↓
Debt payments as a % of operating budget	9.5%	9.4%	↓
Unfunded pension liability (in millions)	\$0M	\$81.79M	↑
POB balance (in millions)	\$259M	\$243M	↓
Diversity of revenue sources	14.0 (0.21% -26.28%)	14.0 (0.25% - 25.01%)	↔
% of assets funded for scheduled repair & replacement	Not Available	Not Available	--
% Major operating funds maintaining minimum fund balance	100%	100%	↔

"--" signals that there is no prior or current value to compare to.

**Objectives 1.1**

Progress 80%



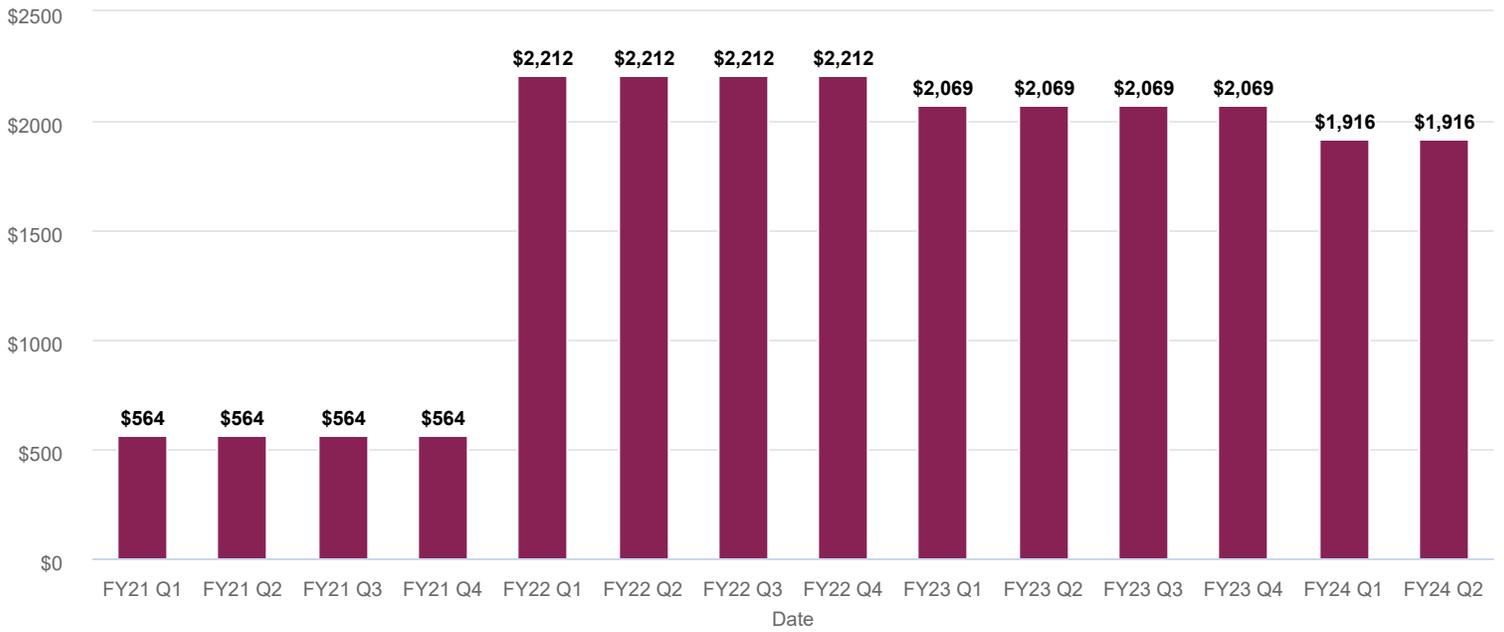
**Increase Financial Stability:** Strengthen the City's long-term financial position to ensure ongoing provision of core services to all residents.

Owner: Donna Finch

	%	#
On Track	20.0	2
Work Underway	20.0	2
Completed	60.0	6

Activity: 10

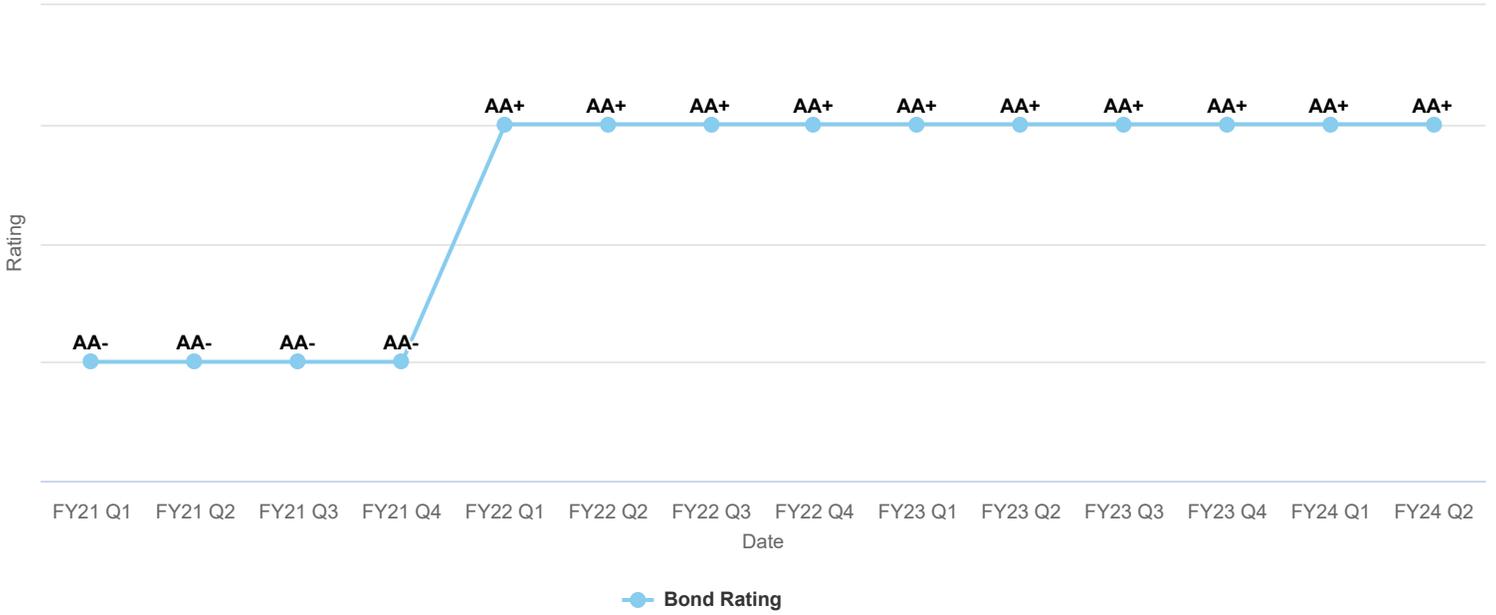
### Outstanding debt per capita



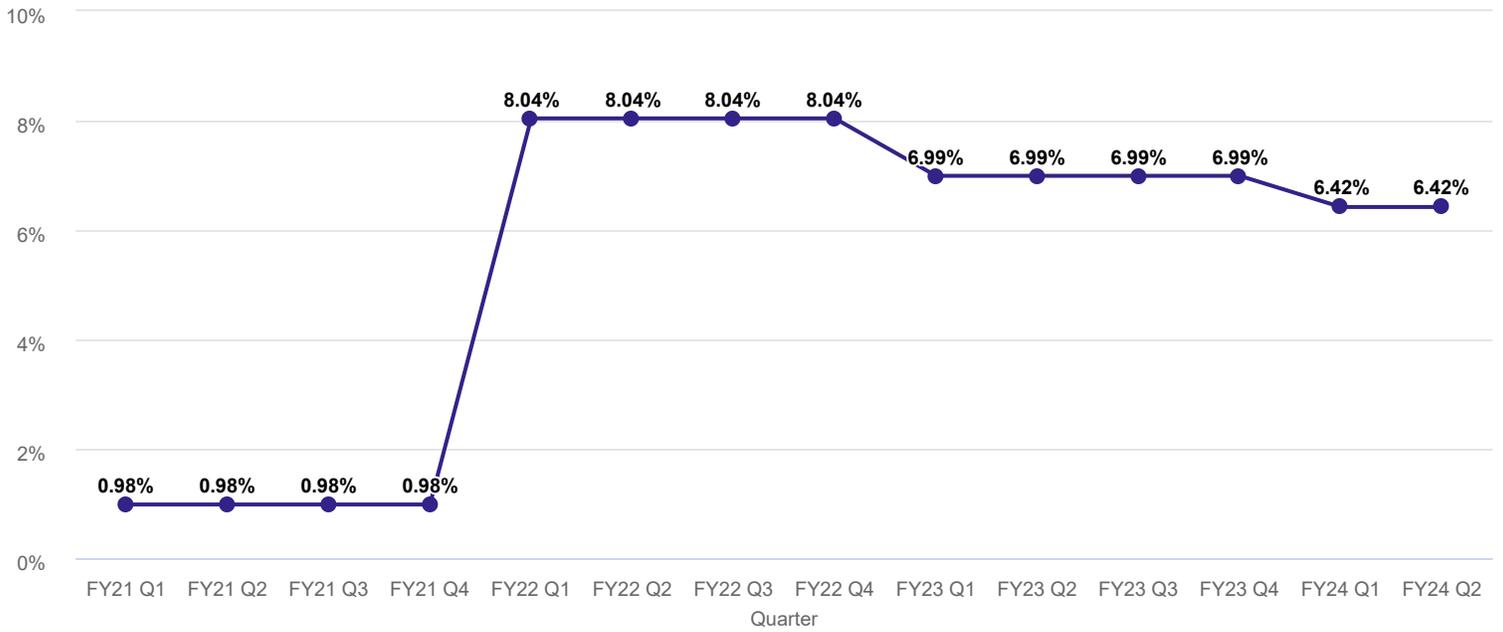
### % Major Operating Funds Maintaining Minimum Fund Balance



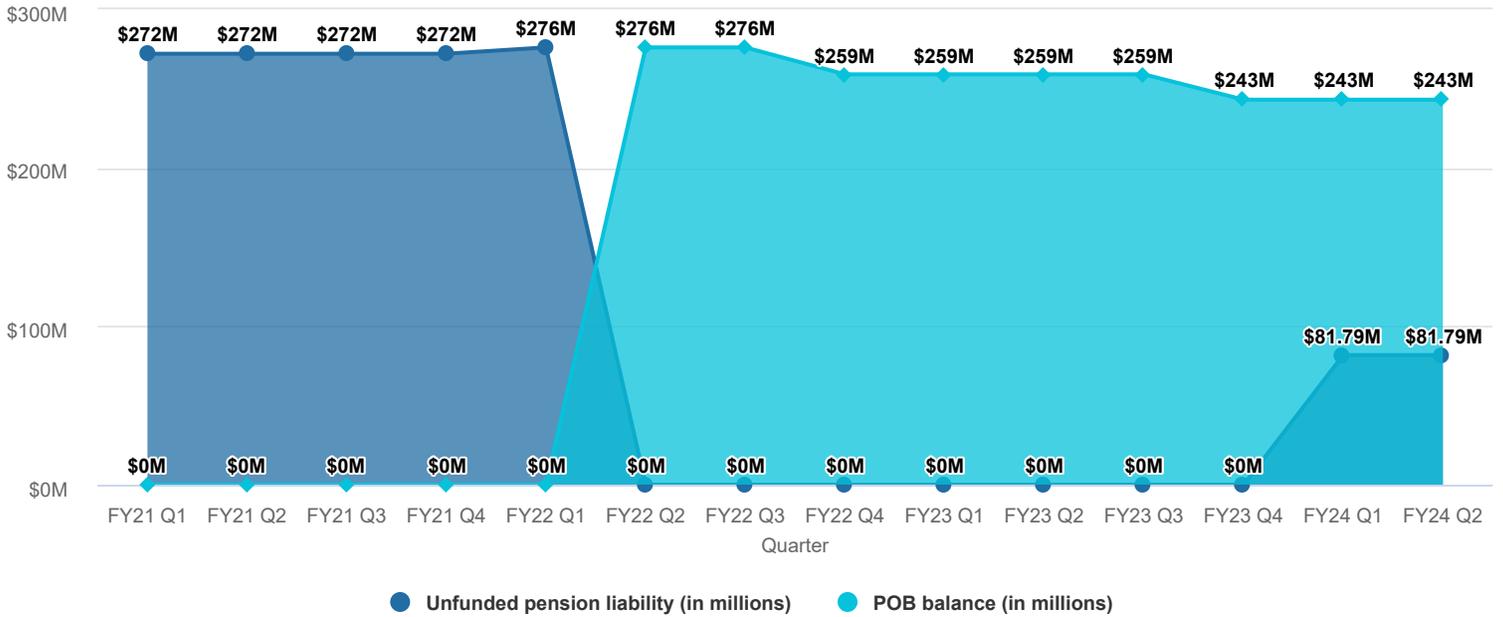
## GO Bond credit rating



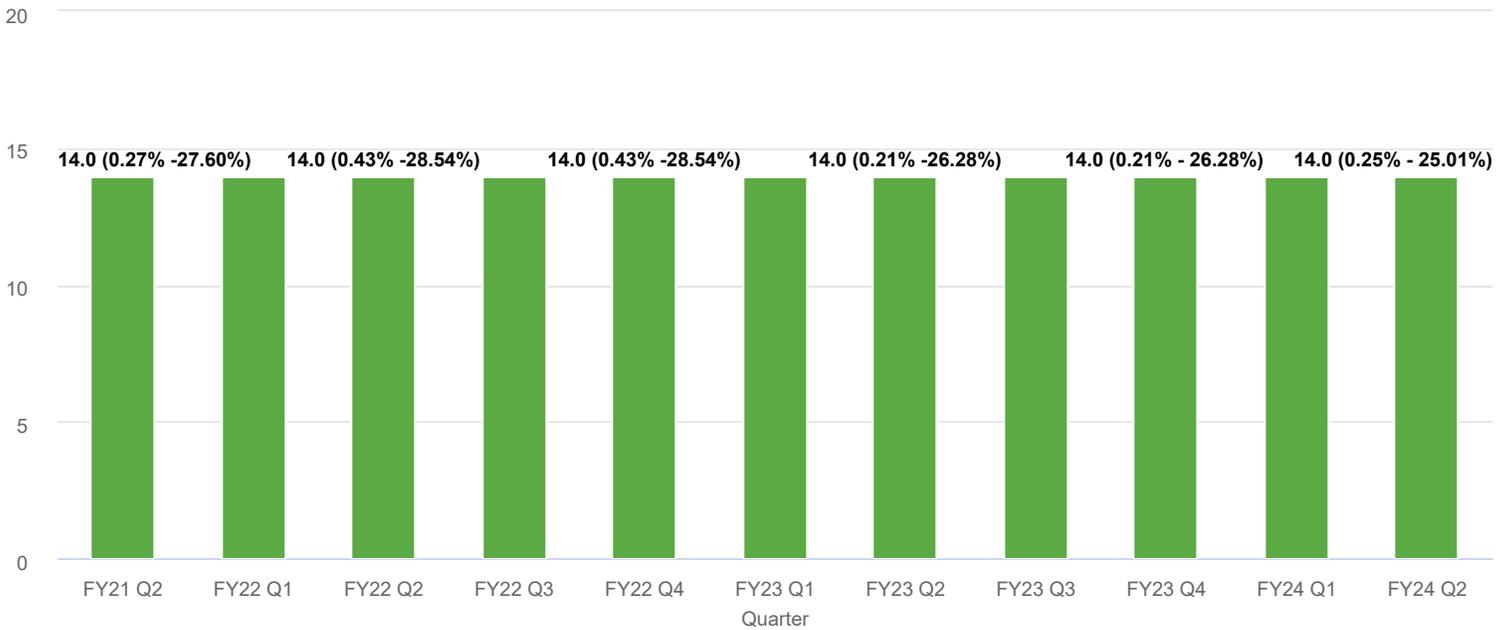
## Percentage of GO Debt Capacity Used



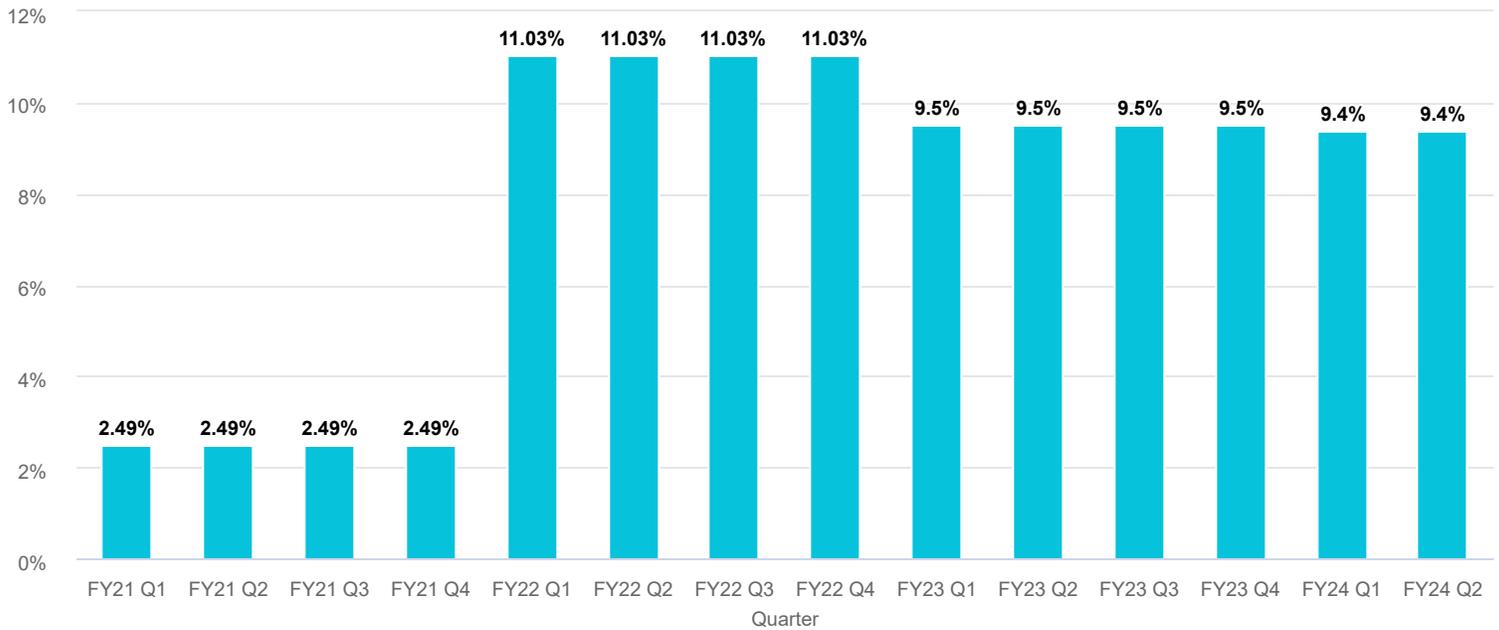
### Unfunded Pension Liability/POB balance (in millions)



### Diversity of revenue sources



## Debt payments as a % of operating budget



### Activity 1.1.1

Update provided by Aminah Mears on Jan 11, 2024 23:25:37

Per KS: Continuous item. On track for FY 2024.

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

### Activity 1.1.2

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.

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

### Activity 1.1.3

Update provided by Kim Sitton on Jan 11, 2024 23:35:08

Item to be addressed in FY 2024 during budget process for FY 2025.

Jul 01, 2023 - Jun 30, 2024

Work Underway

Progress 33%

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

#### 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 Kim Sitton on Jan 11, 2024 23:35:36

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

#### Activity 1.1.5

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Kim Sitton

Update provided by Kim Sitton on Jul 11, 2023 19:03:58

Department budget review meetings completed Feb/Mar 2023. Spring Financial Workshop held on April 13, 2023. FY 2024 budget process completed with City Council budget adoption on June 21, 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 Kim Sitton on Jul 11, 2023 19:06:21

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. Each fiscal year, the new CalPERS pension liability will be reviewed and addressed per the Pension Management Policy.

#### Activity 1.1.7

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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 Aminah Mears on Oct 31, 2023 21:42:48

Annual evaluation through the budget process. FY 2025 revenue sources will be evaluated during the budget process, by June 30, 2024.

#### 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 Kim Sitton on Jul 11, 2023 19:07:46

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 Jan 11, 2024 23:36:41

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

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Reserve fund created in the FY22 Budget

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

Owner: Kim Sitton

### Objectives 1.2

Progress 100%

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



● Completed

%	#
100.0	6

Owner: Donna Finch

Activity: 6

### Activity 1.2.1

Update provided by Kim Sitton on Jul 11, 2023 19:09:29

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

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 Kim Sitton on Jul 11, 2023 19:10:02

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

New software (Questica) utilized beginning with the FY 2022 budget.

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 Jul 11, 2023 19:12:26

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Process to track grant funding is complete.

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

Owner: Kim Sitton

### Activity 1.2.4

Update provided by Kim Sitton on Jul 11, 2023 19:12:47

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Enhance opportunities for resident participation in the budget process.

Owner: Kim Sitton

### Activity 1.2.5

Update provided by Kim Sitton on Jul 11, 2023 19:13:08

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 Kim Sitton on Jul 11, 2023 19:13:40

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 76%

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

Owner: Alex Mercado

Objectives: 3

Activity: 19

Last Update: Jan 24, 2024 00:30:55



	%	#
Work Underway	36.84	7
Upcoming	5.26	1
Completed	57.89	11

## Strong Economy Performance Report

Measure	FY23 Q2	FY24 Q2	Trend
# of small business grant applicants		183	--
% of small businesses that remain open one year after participating in various entrepreneurship prog	100%	100%	↔
# of businesses promoted	6	15	↑
% of Emprendedor@s graduates that successfully launch their business	100%	100%	↔
# of site selection inquiries that resulted in business opening or expanding in Corona	0	1	↑
# of Corona Mall properties redeveloped	0	6	↑
% of business resources that can be accessed in Spanish	50%	60%	↑
% of commercial brokers engaged with	12%	11%	↓

"--" signals that there is no prior or current value to compare to.

## Objectives 2.1

Progress 87%

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

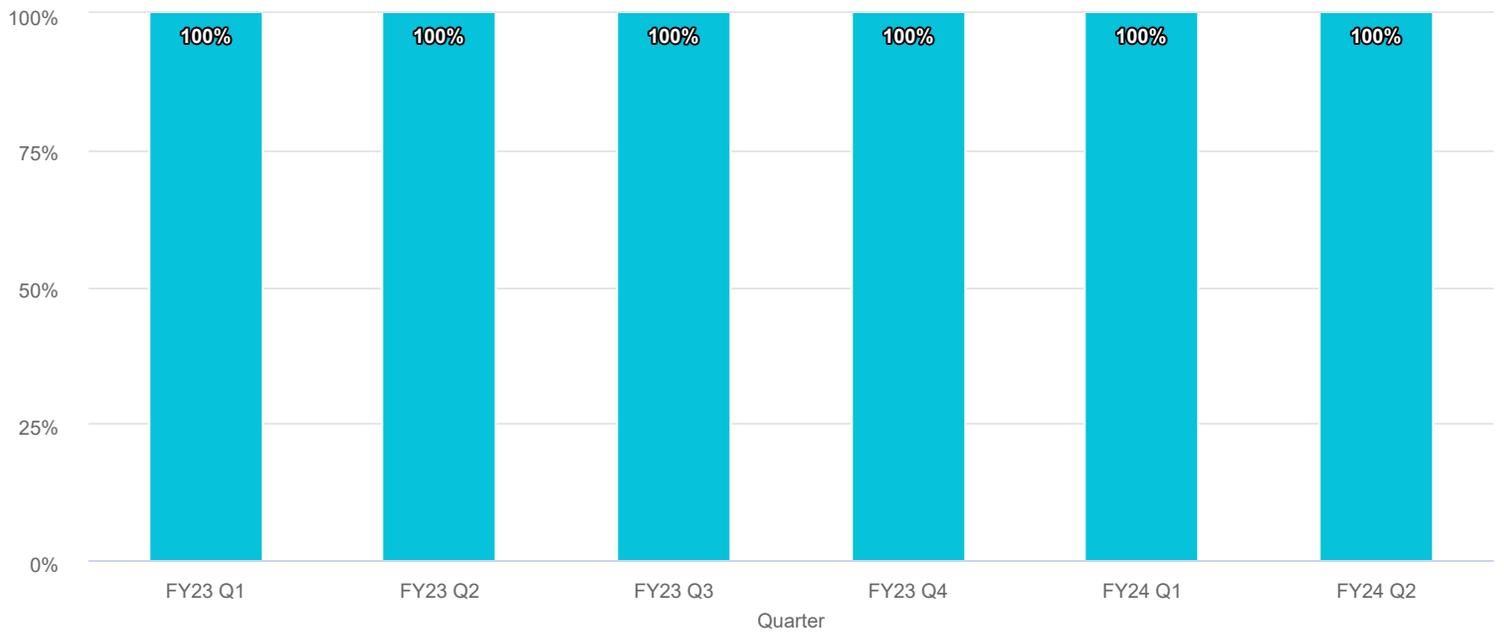
Owner: Donna Finch

Activity: 5

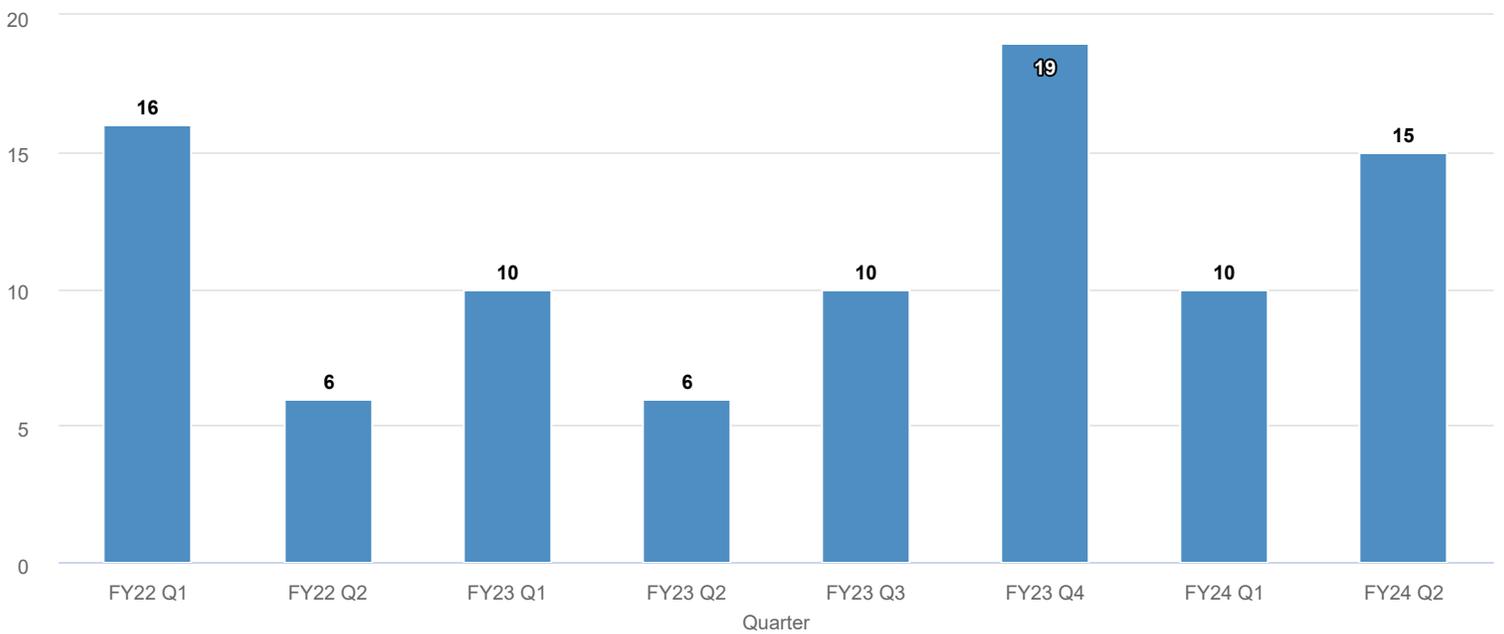


	%	#
Work Underway	20.0	1
Completed	80.0	4

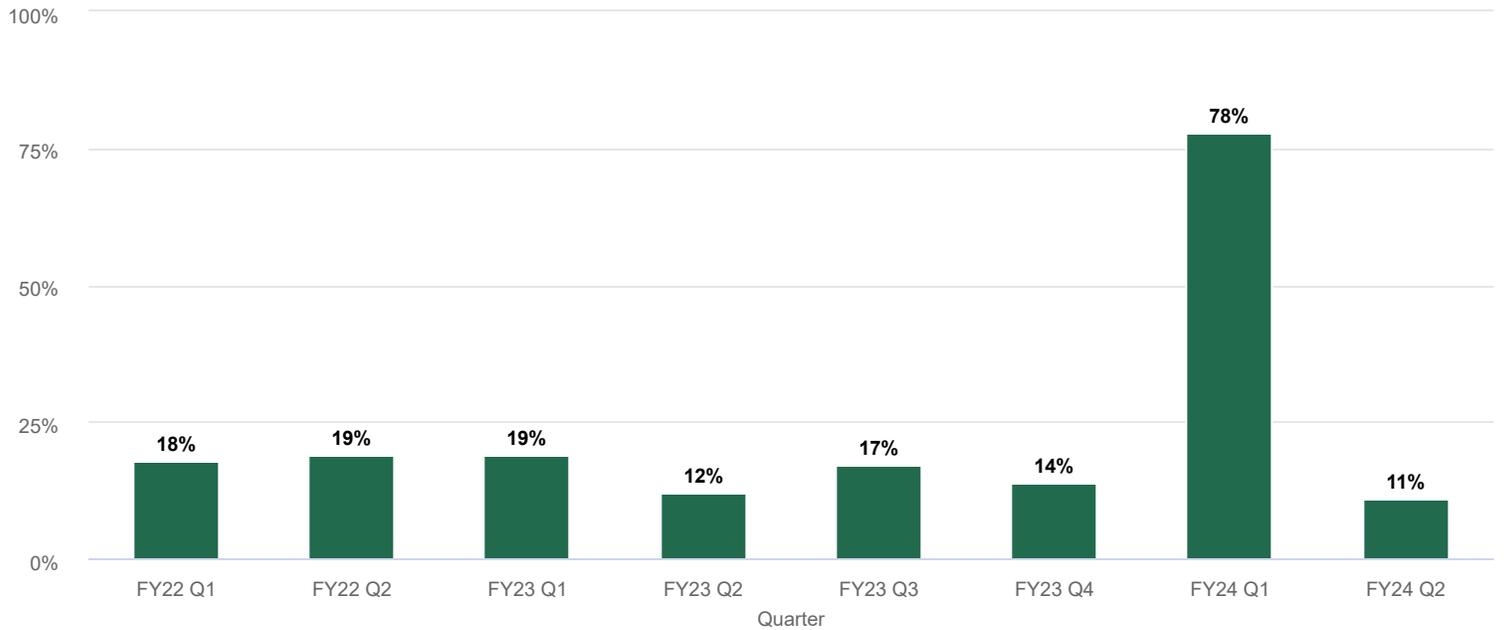
### % of small businesses that remain open one year after participating in various entrepreneurship programs



### # of businesses promoted



## % of commercial brokers engaged with



### Activity 2.1.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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.

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

Owner: Amanda Wicker

### Activity 2.1.2

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Update provided by Joanne Coletta on Dec 21, 2023 23:36:32

All flow charts have been completed and posted online.

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

### Activity 2.1.3



Jul 01, 2022 - Jun 30, 2023

Work Underway

Update provided by Kim Sitton on Jan 11, 2024 23:37:09

Evaluation of current processes is 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

### Activity 2.1.4

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

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: Adam Roulston

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

### Activity 2.1.5

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

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

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

### Objectives 2.2

Progress 68%

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

Owner: Donna Finch

Activity: 6



	%	#
Work Underway	66.67	4
Completed	33.33	2

### Activity 2.2.1



Update provided by Arlene Hernandez on Jan 12, 2024 00:38:40

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 40%

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

Owner: Amanda Wicker

Staff continues to partner with Chamber on it's industry committees and even presented at a Manufacturing Council in October 2023. The City also partnered with the Chamber on several business events, outreach, and Manufacturing Month during Q2.

### Activity 2.2.2

Update provided by Arlene Hernandez on Jan 12, 2024 00:37:03

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 60%

Partner with regional workforce development boards to increase job opportunities.

Owner: Ashley Zaragoza

Staff continue to partner on events and supportive services for current and incoming businesses and job seekers in partnership with the Riverside County Workforce Development Board. As incoming and current employers seek workforce support, City staff facilitate introductions and ensure employers are aware of the vast opportunities offered internally and through our partners.

### Activity 2.2.3

Update provided by Arlene Hernandez on Jan 12, 2024 00:39:24

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 60%

Craft an incentive strategy for businesses to locate in Corona.

Owner: Amanda Wicker

Staff routing incentive strategy matrix internally. Plans to finalize strategy for internal use in FY 24 Q4.

### Activity 2.2.4

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

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

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

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

Owner: Amanda Wicker

### Activity 2.2.5

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

WRCOG voted not to proceed in May '21.

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

Owner: Amanda Wicker

### Activity 2.2.6

Update provided by Arlene Hernandez on Jan 12, 2024 00:38:06

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 45%

Staff held preliminary conversations with CNUST CTE, LAUNCH Apprenticeship, and Norco College to determine programmatic elements for creation of an innovation center that will be focused on developing the workforce of tomorrow within the fields of STEM. Staff also held conversations with private industry to best understand needs and opportunities to partner.

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

Owner: Ashley Zaragoza

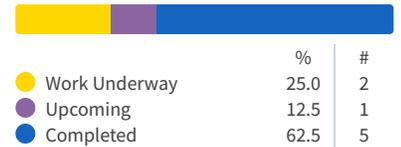
### Objectives 2.3

Progress 75%

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

Owner: Donna Finch

Activity: 8



### Activity 2.3.1

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

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

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

Owner: Jess Garcia

### Activity 2.3.2

Update provided by Arlene Hernandez on Jan 12, 2024 00:42:53

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 50%

Lab commenced construction on South Mall properties in August 2022; façade construction improvements are currently underway and expected to be complete in the next couple of months. Tenants have submitted for tenant improvement spaces with expected completion of Summer/Fall 2024. Utility work underway with an expected switch gear installation of in April 2024. The South Mall spaces are 90% leased bringing new tenants such as a brewery, café, tavern, craft beer bottle shop, music venue, wine bar, barbershop and Mexican restaurant.

Redevelop the Corona Mall Properties.

Owner: Jess Garcia

### Activity 2.3.3

Jul 01, 2022 - Jun 30, 2024

Completed

Progress 100%

Explore the feasibility of a facade improvement program.

Owner: Amanda Wicker

Update provided by Arlene Hernandez on Jan 12, 2024 00:40:12

Downtown Commercial Beautification Grant program set to launch in January 2024.

### Activity 2.3.4

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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 Amanda Wicker on Jul 13, 2023 22:06:24

Staff has determined a program would be feasible, but would need to identify a viable funding source. In FY 24, 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 50%

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 Joanne Coletta on Dec 21, 2023 23:37:38

Completed draft amendments to ordinance. Scheduled for discussion at City Council study session in March 2024.

### 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

Completed

Progress 100%

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 Adam Roulston on Oct 03, 2023 21:22:15

Additional deployments were distributed after January shift change. Crime trends will continue to be monitored.

### 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 59%



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

Owner: Alex Mercado

	%	#
On Track	37.5	6
Work Underway	25.0	4
Upcoming	12.5	2
Completed	25.0	4

Objectives: 3

Activity: 16

Last Update: Jan 24, 2024 00:30:55

## Sound Infrastructure Performance Report

Measure	FY23 Q2	FY24 Q2	Trend
Capital asset and building condition ratings			--
Net investment in capital assets (in Millions)	\$19.1M	\$12.7M	↓
% of city facility assets replaced per schedule in the Asset Management Plan			--
% of street signs replaced within target timeframes (30 days)	93.7%	98.2%	↑
Town-wide average street PCI rating	70	72	↑
Miles of trails per 1,000 residents	0.17	0.17	↔
% of residents rating recreation facilities as good or excellent	59%	66%	↑
% of residents rating the availability of paths and walking trails as good or excellent	58%	64%	↑
% of residents rating the bike lanes as good or excellent	50%	60%	↑
% of residents rating the quality of public parks as good or excellent	65%	75%	↑
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 signalized intersections using AI or advanced detection systems	0	0	↔

"--" signals that there is no prior or current value to compare to.

**Objectives 3.1**

Progress 59%



**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

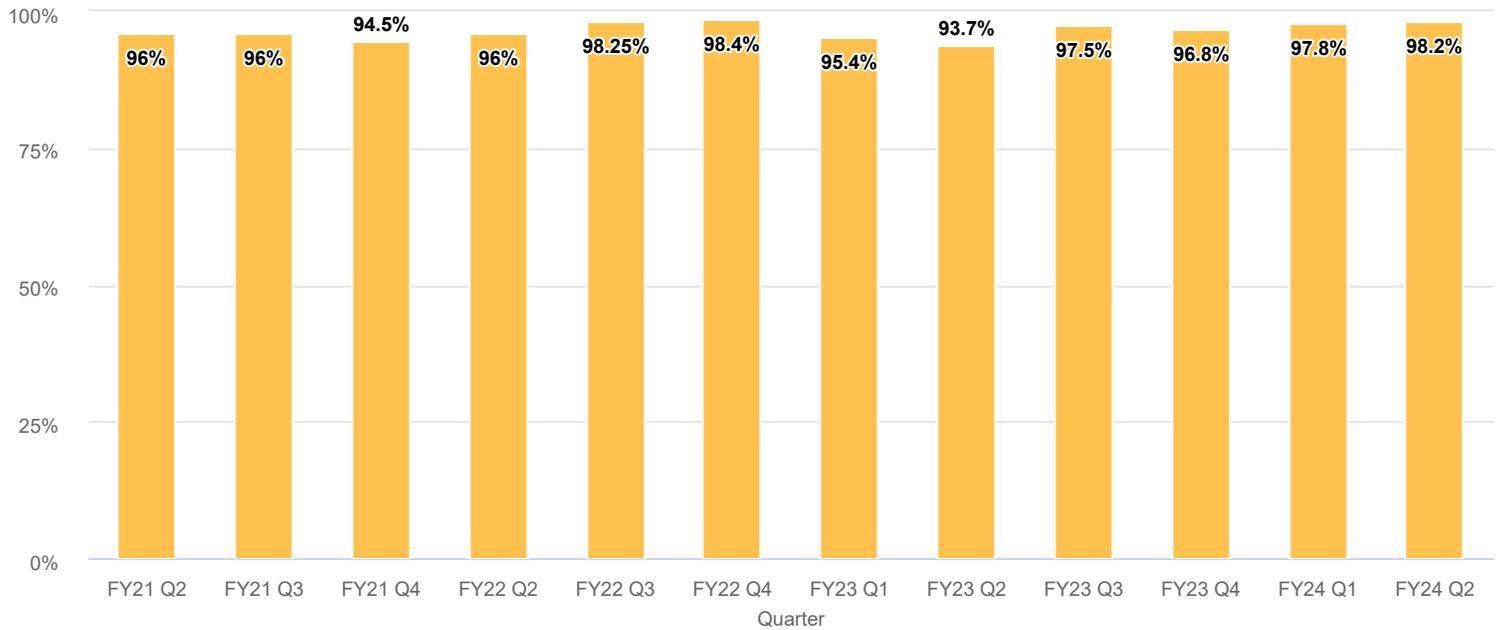
	%	#
Work Underway	33.33	2
Upcoming	16.67	1
Completed	50.0	3

Activity: 6

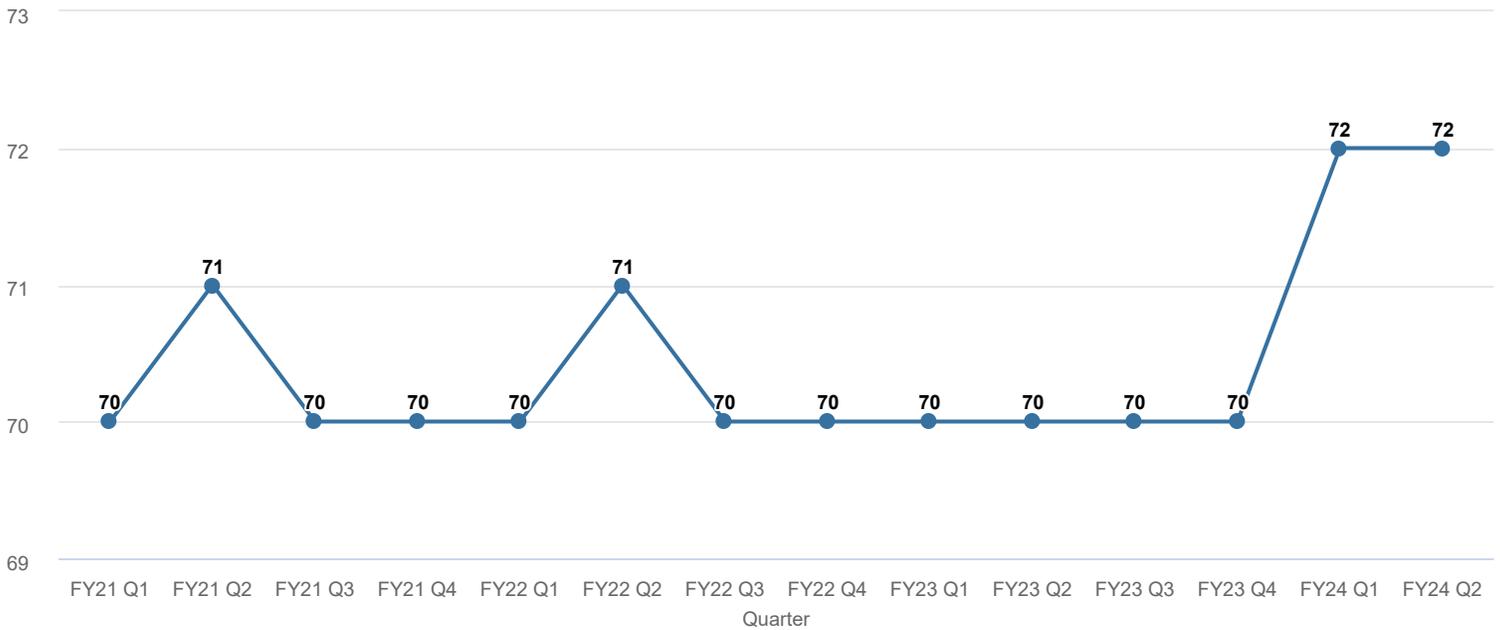
### Net investment in capital assets (in Millions)



### % 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 Kim Sitton on Jul 11, 2023 19:15:01

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. FY 2024 budget process completed with City Council budget adoption on June 21, 2023.

### Activity 3.1.2



Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 45%

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 Kenny Nguyen on Jan 11, 2024 23:28:06

Draft of Development Plan submitted to department Director and ACM for finalization. Assessment of Asset Software near completion and identification of all assets within GIS Completed. Full completion of Asset Management Program to complete in Q2 FY 25

### Activity 3.1.3

Update provided by Kenny Nguyen on Jan 11, 2024 23:34:37

Jul 01, 2022 - Jun 30, 2023

Work Underway

Once Asset Management Program completion in Q2 FY 25 and a data capture of infrastructure assets completed, Long-term capital reserve/ AM funding policy can be created.

Progress 10%

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

Owner: Kenny Nguyen

### Activity 3.1.4

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

SIFI Contract approved Dec '21

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

### Activity 3.1.5

Update provided by Greg Beringer on Jan 11, 2024 23:34:00

Jul 01, 2023 - Jun 30, 2024

Completed

Progress 100%

All utility data is considered up to date. The project has been completed.

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

Owner: Greg Beringer

### Activity 3.1.6

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

Jul 01, 2025 - Jun 30, 2026

Upcoming

FY26 Project

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

Owner: Aminah Mears

### Objectives 3.2

Progress 50%

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

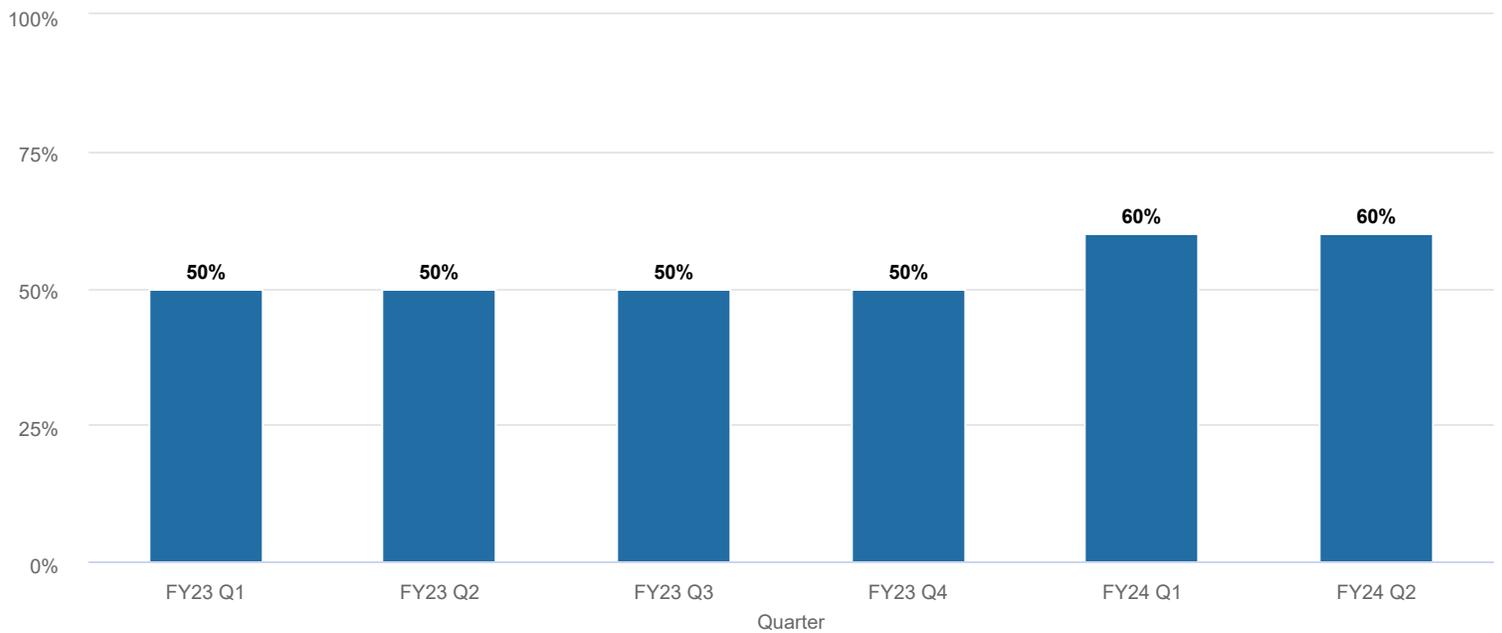
Owner: Donna Finch

Activity: 4



Category	%	#
On Track	50.0	2
Upcoming	25.0	1
Completed	25.0	1

## % of residents rating the bike lanes as good or excellent



### Activity 3.2.1

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

FY26 Project

Jul 01, 2025 - Jun 30, 2026

Upcoming

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



Update provided by Rosalva Ureno on Jan 12, 2024 00:02:42

Design phase on track for Traffic Signal Optimization Project.

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 50%

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

Update provided by Savat Khamphou on Jan 03, 2024 00:11:43

Council Member Wes Speake and State Assemblyman Bill Essayli successfully got the California Department of Transportation to initiate a \$14 million traffic congestion relief project to install a southbound non-toll deceleration lane just north of the Ontario Avenue off-ramp. The project will be fully funded by the State. Coupled with this project, Caltrans also initiated a project to eliminate the southbound lane drop on the I-15 just before the Cajalco bridge.

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 50%

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

Owner: Savat Khamphou

### Activity 3.2.4

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

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

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.

Owner: Donna Finch

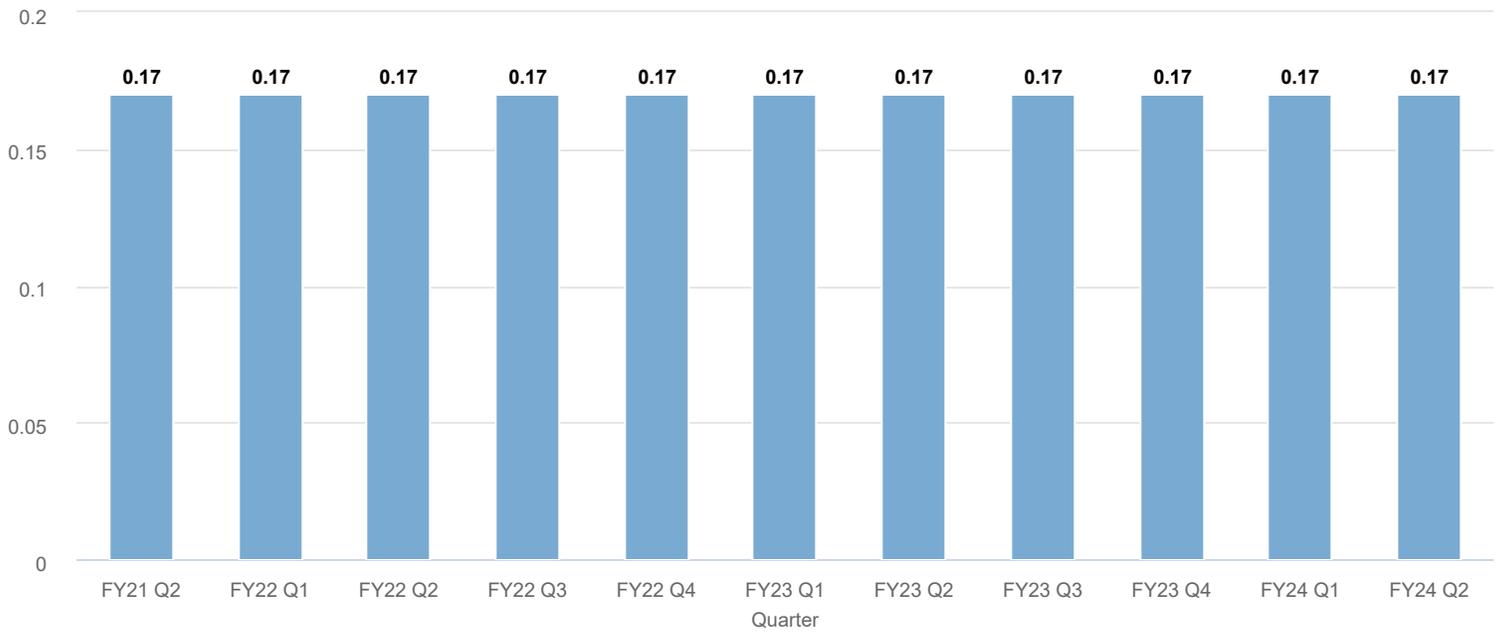
Activity: 6

Last Update: Jan 12, 2024 17:31:02

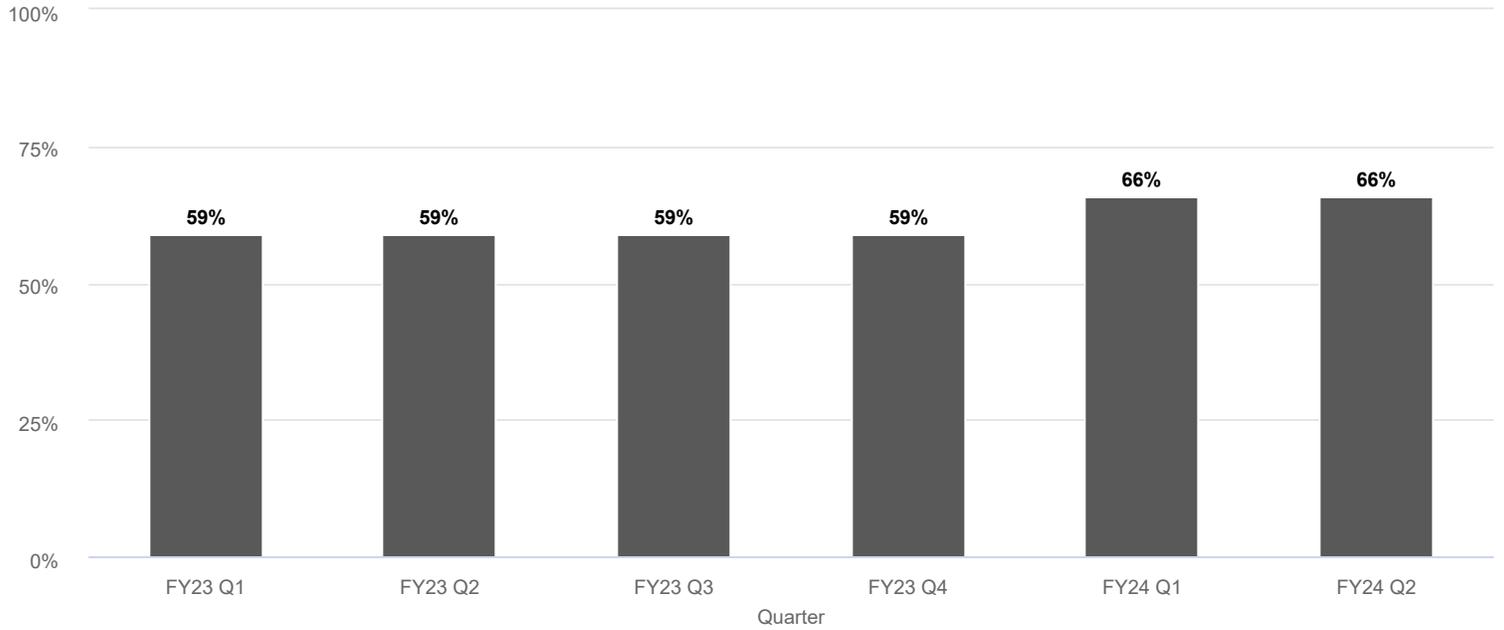


	%	#
On Track	66.67	4
Work Underway	33.33	2

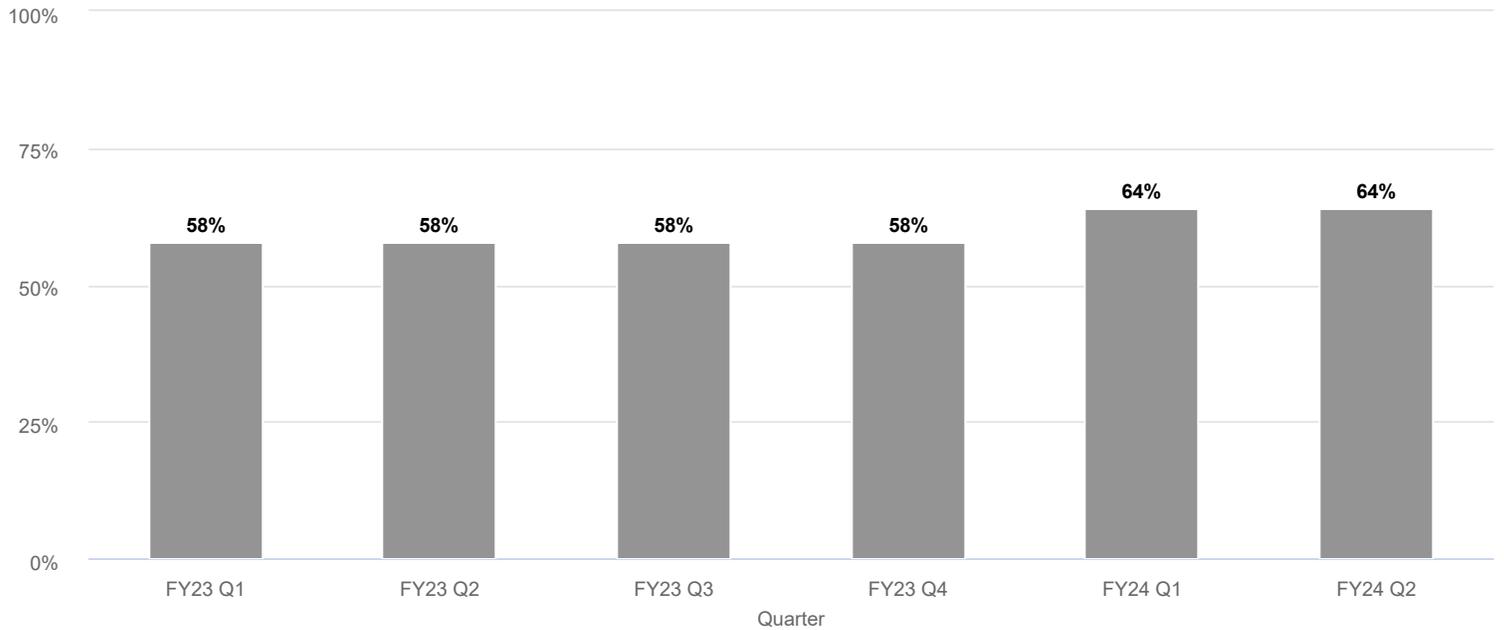
## Miles of trails per 1,000 residents



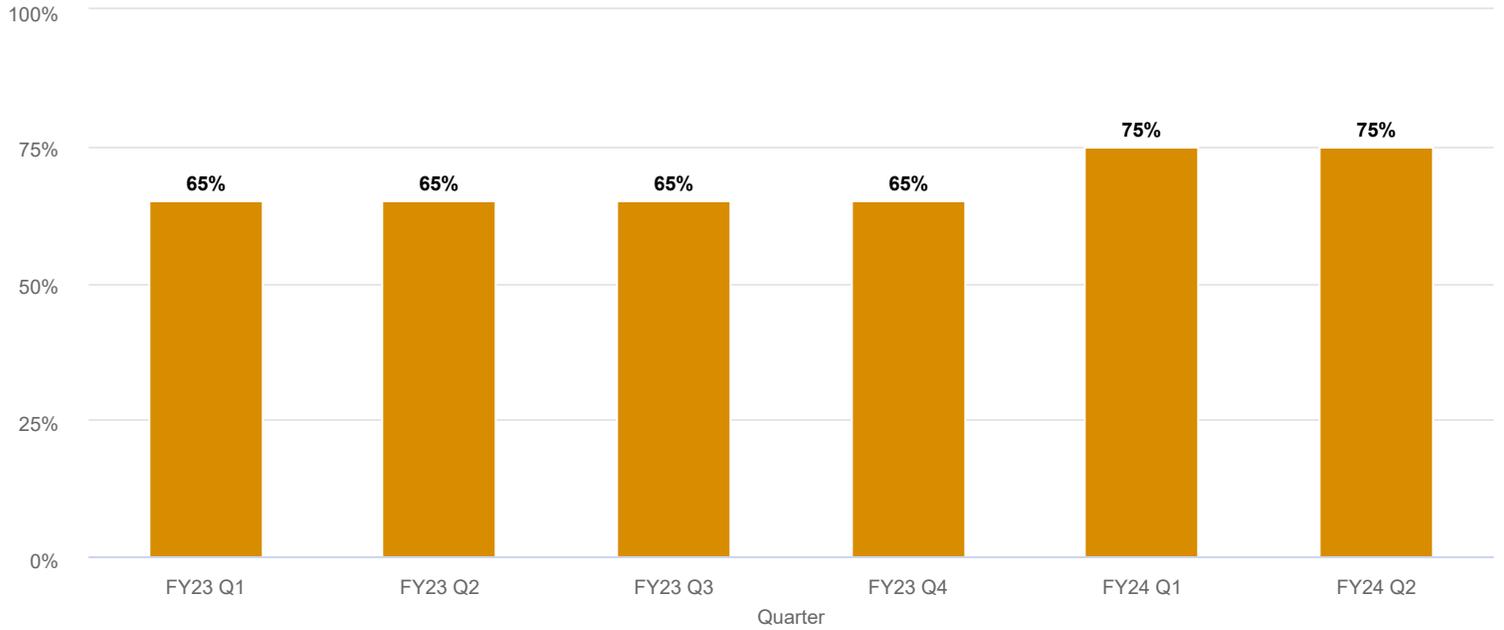
## % of residents rating recreation facilities as good or excellent



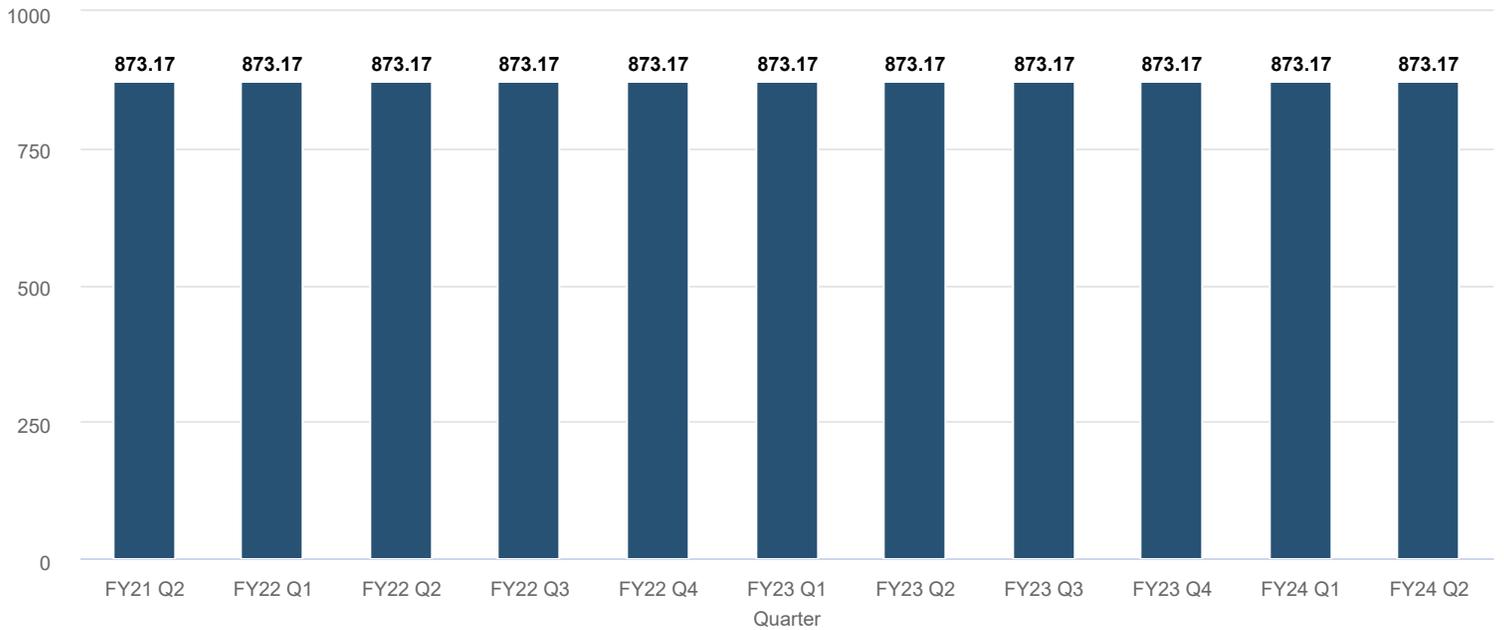
## % of residents rating the availability of paths and walking trails as good or excellent



## % 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

Work Underway

Progress 66%

Develop a Parks and Recreation Master Plan

Owner: Moses Cortez

Update provided by Moses Cortez on Jan 12, 2024 17:13:18

The Parks Commission received an update from our consultants in December on the draft Master Plan. It was approved by the Commission and is now set to go to City Council study session on January 17th for their approval and adoption.

### Activity 3.3.2

Jul 01, 2021 - Jun 30, 2023

Work Underway

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 Moses Cortez on Jan 12, 2024 17:16:29

The Trails Master Plan was presented to Parks Commission at the January Commission meeting. The plan reflected the updates and feedback we received at previous meetings. The plan was approved by Commission and is now scheduled to go to City Council study session.

### 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 Moses Cortez on Jan 10, 2024 00:41:03

The Community Services Department continues to work with both internal staff and our Master Plan consultants to complete our maintenance standards. This is currently scheduled to be adopted this Spring when the PRMP is finalized.

### 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 Moses Cortez on Jan 12, 2024 17:09:26

The Community Services Department continues to work with the Public Works asset manager to review citywide assets. This will also align with the assets listed in Nex-Gen and will help us track the life and maintenance of the asset.

### 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 Moses Cortez on Jan 10, 2024 00:43:48

The Community Services Parks Maintenance staff continues to utilize Nex-Gen to complete its weekly and monthly maintenance inspections. We are also utilizing the system to generate and track work orders as we perform the regular inspections.

### 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 Moses Cortez on Jan 12, 2024 17:19:45

The Community Services Department continues to grow the Park Adoption program and we have had several local businesses adopt or show interest in the program. Staff will continue to promote the program throughout the year and expand on opportunities.

Strategic Goal 4

Progress 83%



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

Owner: Alex Mercado

Objectives: 5

Activity: 24

Last Update: Jan 24, 2024 00:30:55

Public Safety Services and Emergency Response Times

Measure	FY23 Q2	FY24 Q2	Trend
Avg. Police response time to Priority 1 calls	00:05:44	00:05:54	↑
Avg. Police response time to 90% of Priority 1 calls	00:04:42	00:04:50	↑
Avg. response time to all fire incidents	00:05:36	00:05:22	↓
Avg. response time to 90% of fire incidents	00:07:27	00:07:42	↑
Avg. response time to all medical calls	00:05:00	00:04:46	↓
Avg. response time to 90% of medical calls	00:07:16	00:06:48	↓

Measure	FY23 Q2	FY24 Q2	Trend
Violent crimes	102	90	↓
Clearance Rate (Violent crimes)	44%	52%	↑
Property crimes	871	779	↓
Clearance Rate (Property crimes)	6%	6%	↔
Homicides	0	0	↔
% of residents feeling very safe in their neighborhoods during the day	86%	80%	↓
% Community satisfaction rating of public safety efforts	59%	67%	↑
Suicides	2	0	↓
Traffic fatalities	3	3	↔
Traffic accidents	301	294	↓
Drug/alcohol related traffic collisions	18	29	↑
% of community members who report they are prepared for an emergency	83%	87%	↑
Annual number of residents taking part in emergency preparedness trainings. Events include CERT training and CPR classes.	1,158	1,015	↓
Number of homeless individuals within the City	110	65	↓
% Community satisfaction rating of the City's efforts to reduce homelessness	25%	38%	↑
First time Homeless	21	37	↑
Emergency Shelter Beds Available	35	71	↑
Average length of homelessness (years)	2.2	4	↑
Annual returns to homelessness	0	0	↔
Number of affordable housing units	1,384	1,384	↔
Number of permanent supportive housing units completed / under development	90	90	↔
% of affordable housing within walking distance of commercial centers & public transportation			--
Number of code compliance/property maintenance citations or warnings	530	896	↑
Median annual household income	\$95,268	\$105,204	↑
Median single family home cost	\$530,100	\$530,100	↔
% of residents rating the overall cleanliness of Corona as good or excellent	50%	60%	↑

% of residents rating the overall appearance of Corona as good or excellent	52%	64%	↑
Total number of trees in City owned parks and rights of way	58,023	59,443	↑
Avg. number of days to replace dead	28	28	↔

"--" signals that there is no prior or current value to compare to.

### Objectives 4.1

Progress 84%

**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

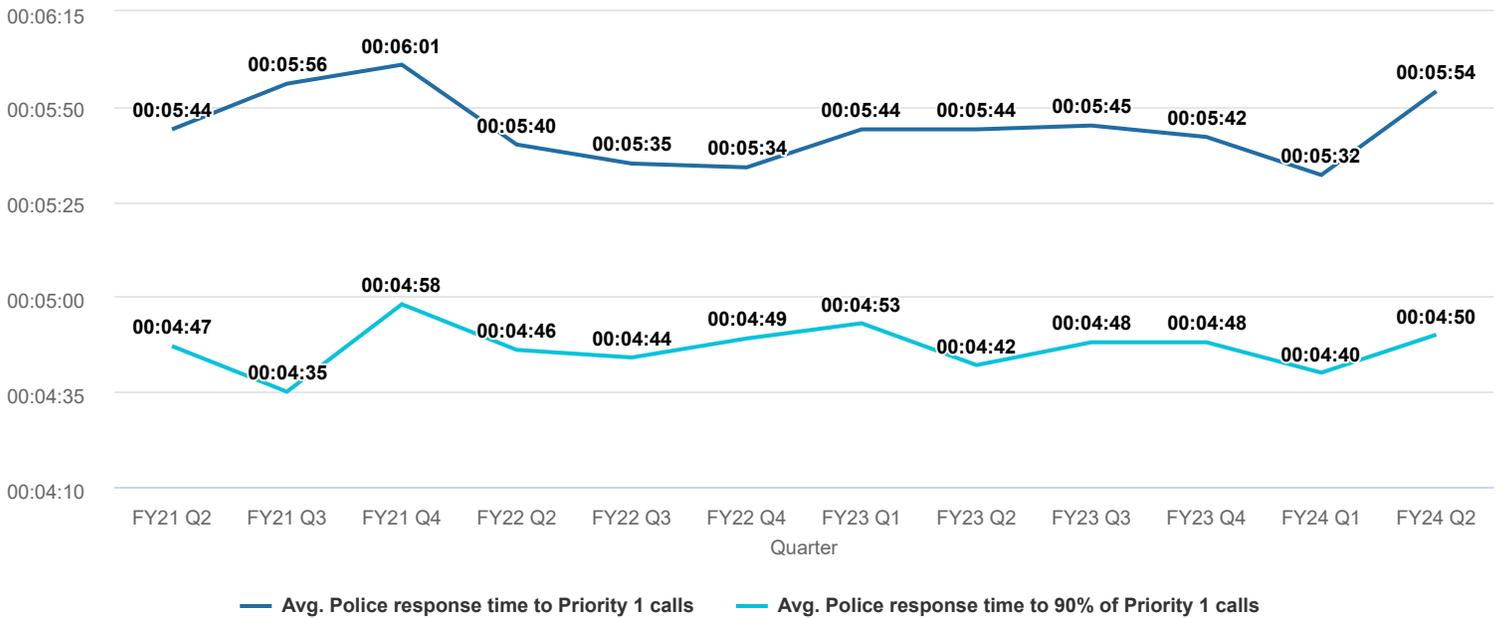
Activity: 8

Last Update: Jan 11, 2024 00:30:52

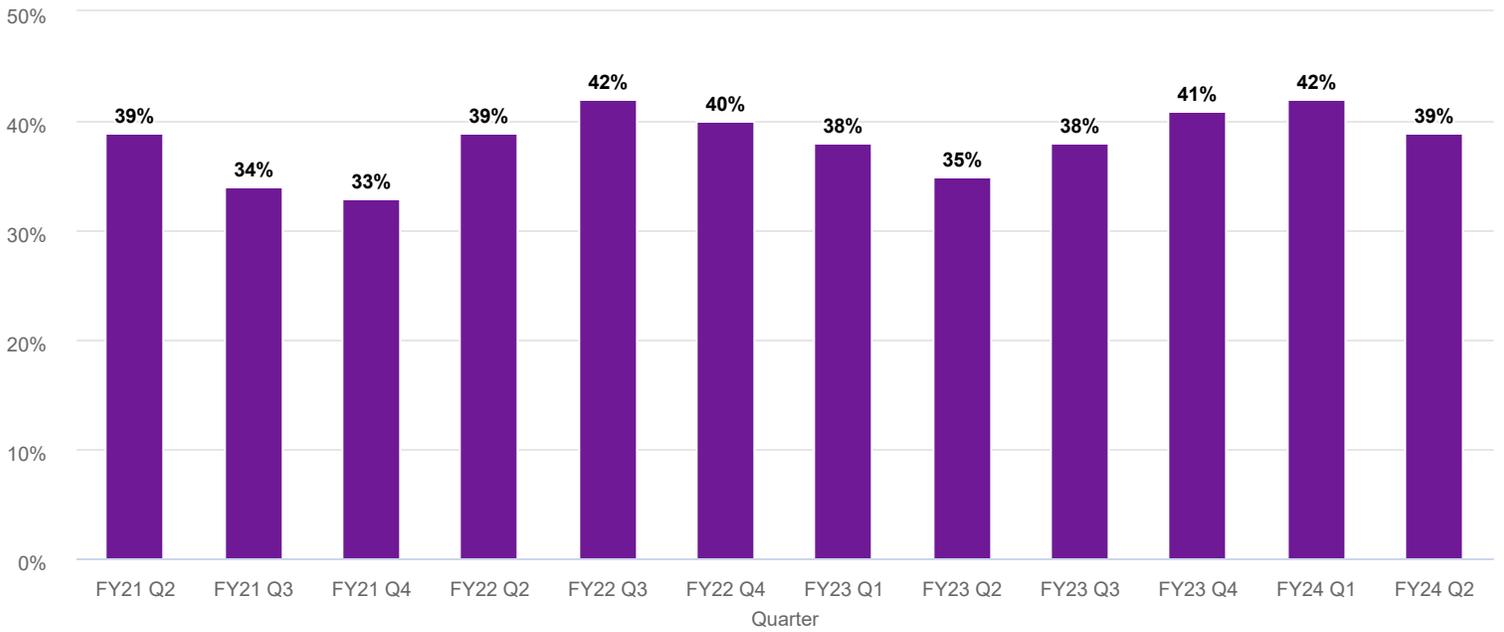


	%	#
On Track	25.0	2
Work Underway	12.5	1
Completed	62.5	5

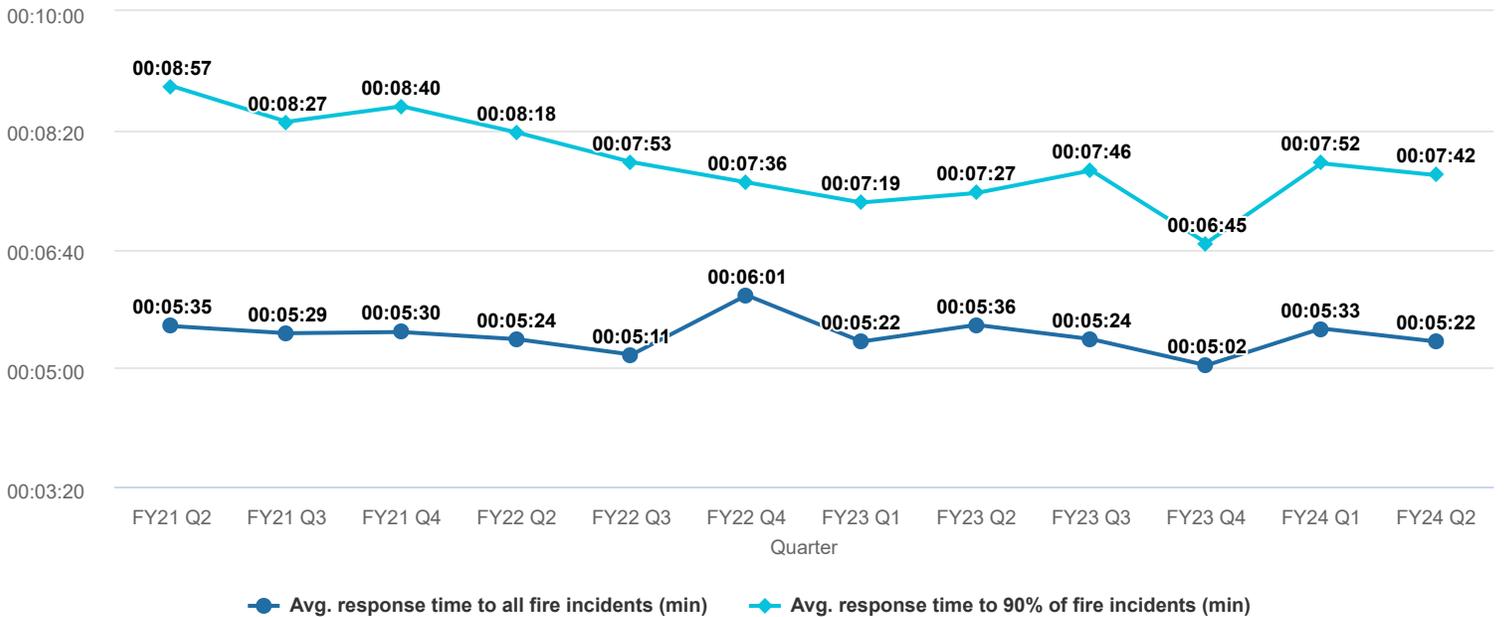
## Average Police Response Times (minutes)



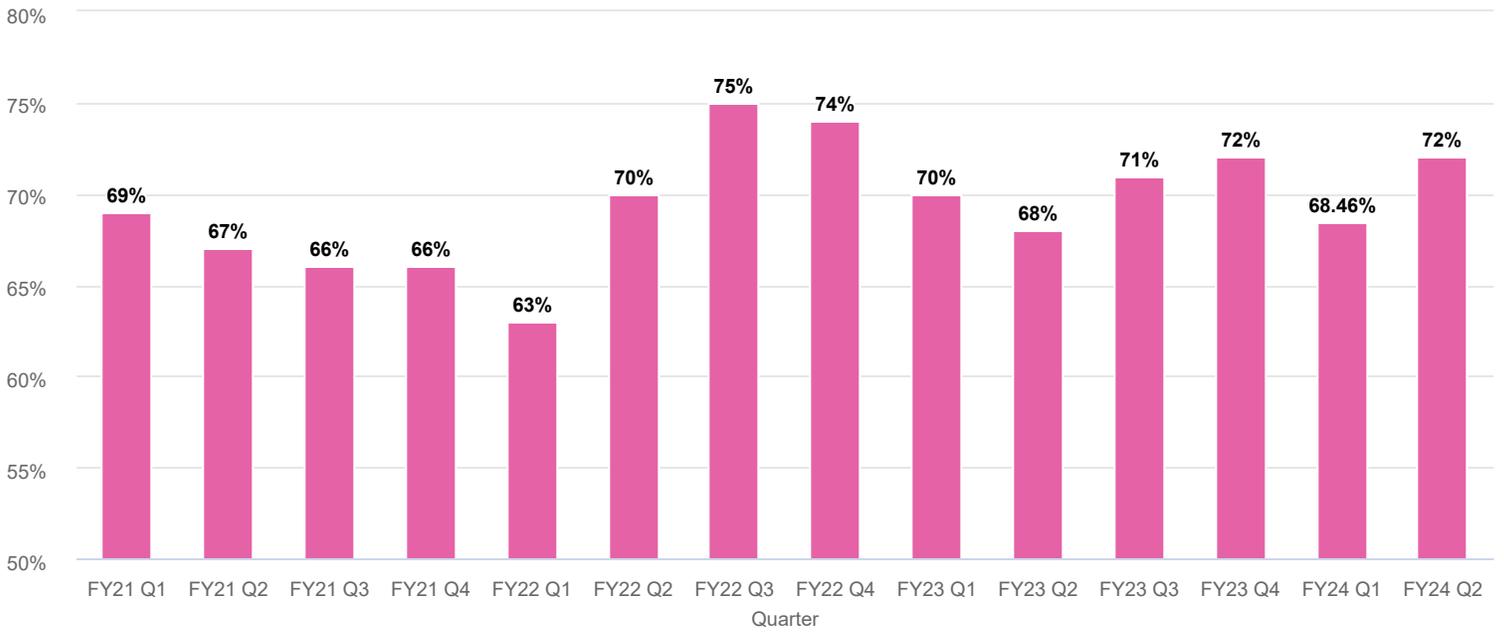
## % of Police arrival times within 5:00 min. of all Priority 1 calls



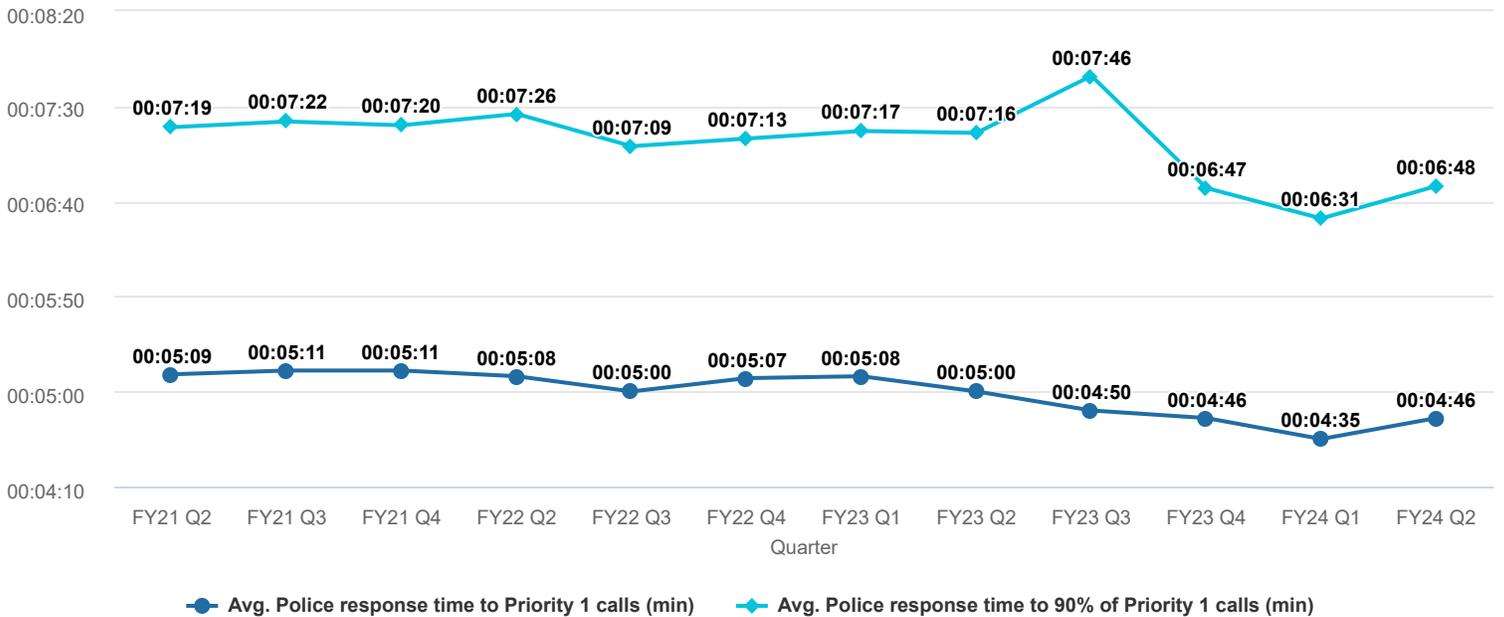
## Average response time to all fire incidents



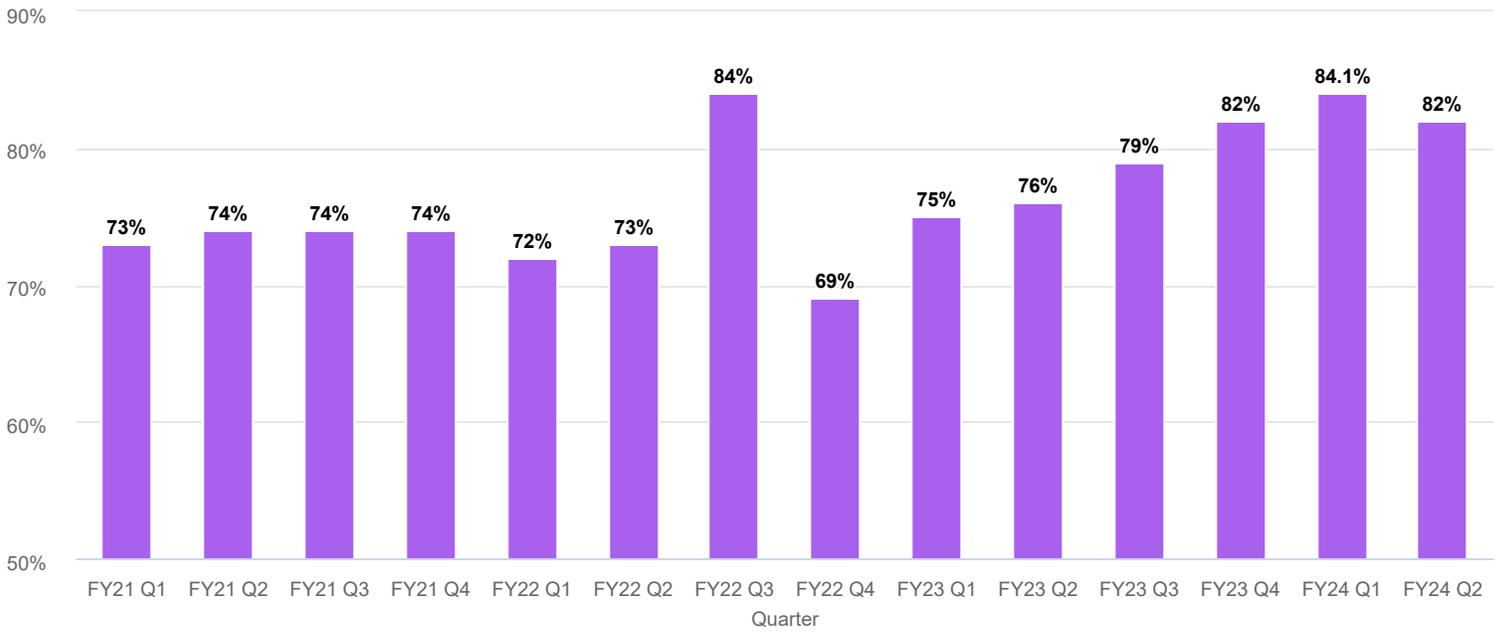
## % of Fire arrival times within 6:00 min. to fire incidents



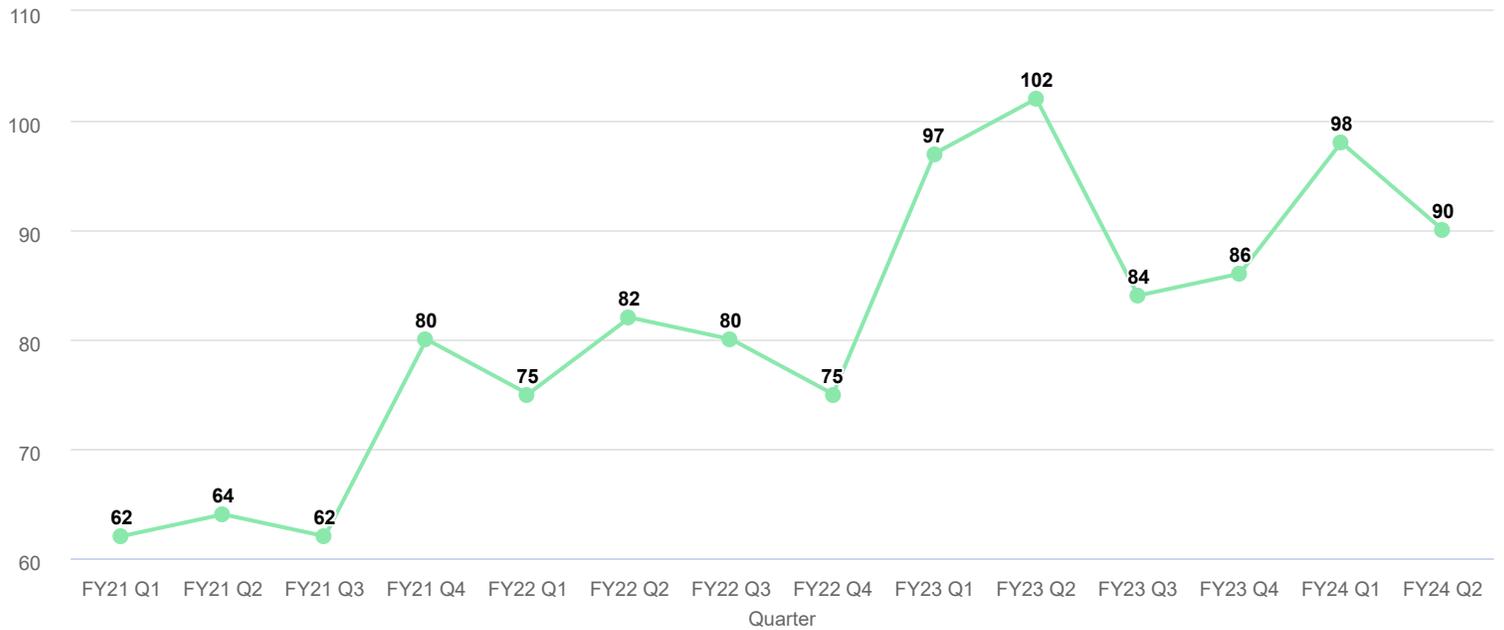
## Average response time to all medical calls



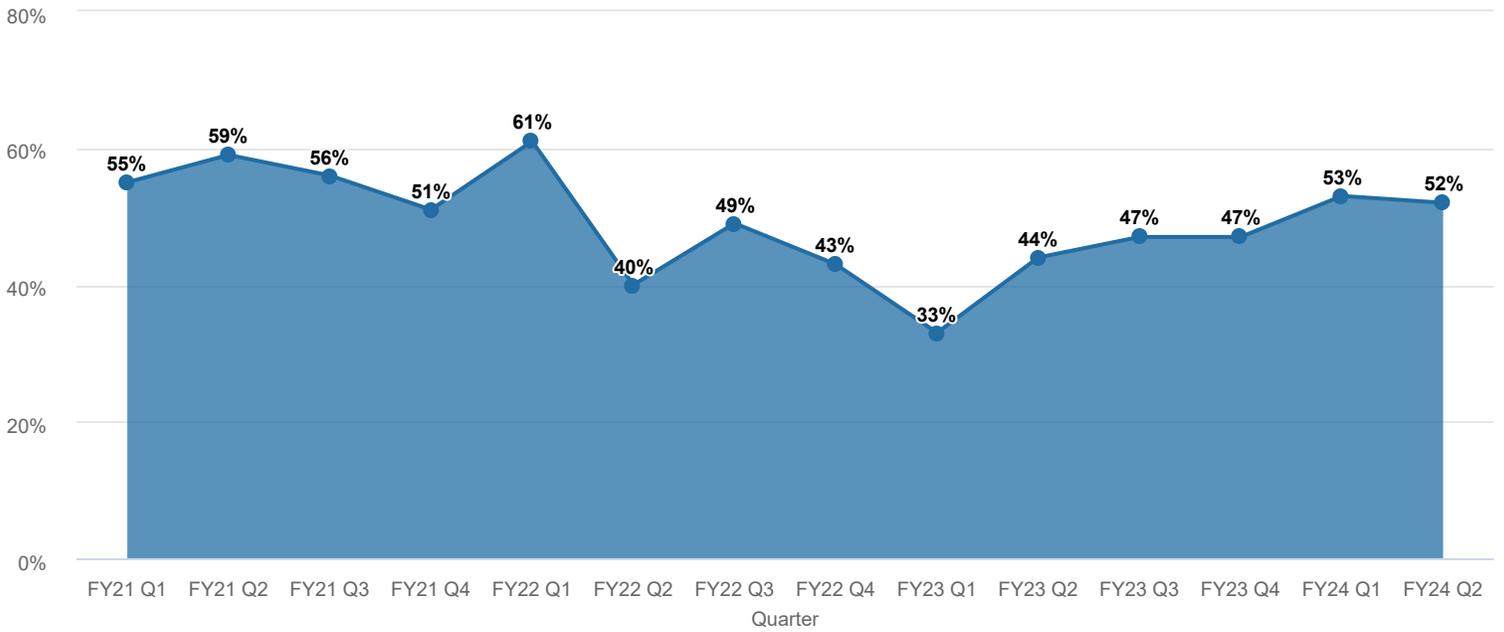
## % of Fire arrival times within 6:00 min. to medical calls



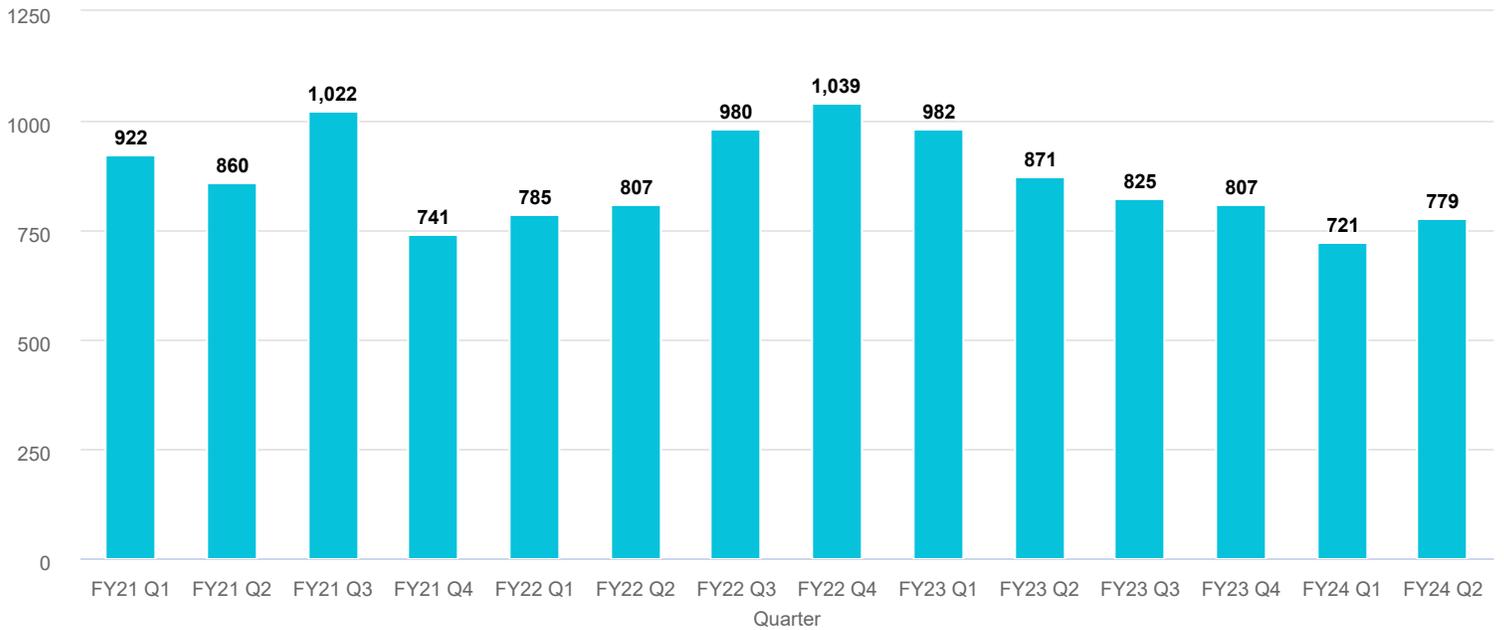
## Violent crimes



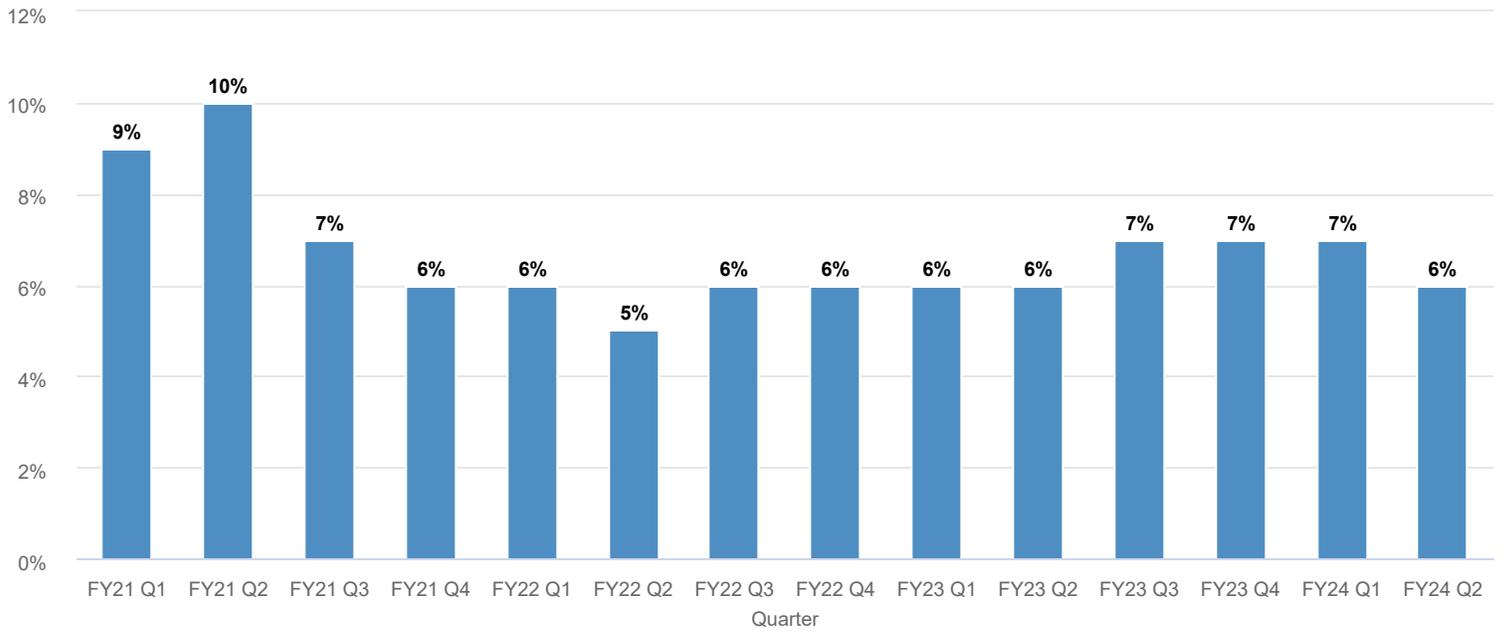
### Violent crimes clearance rate (percent)



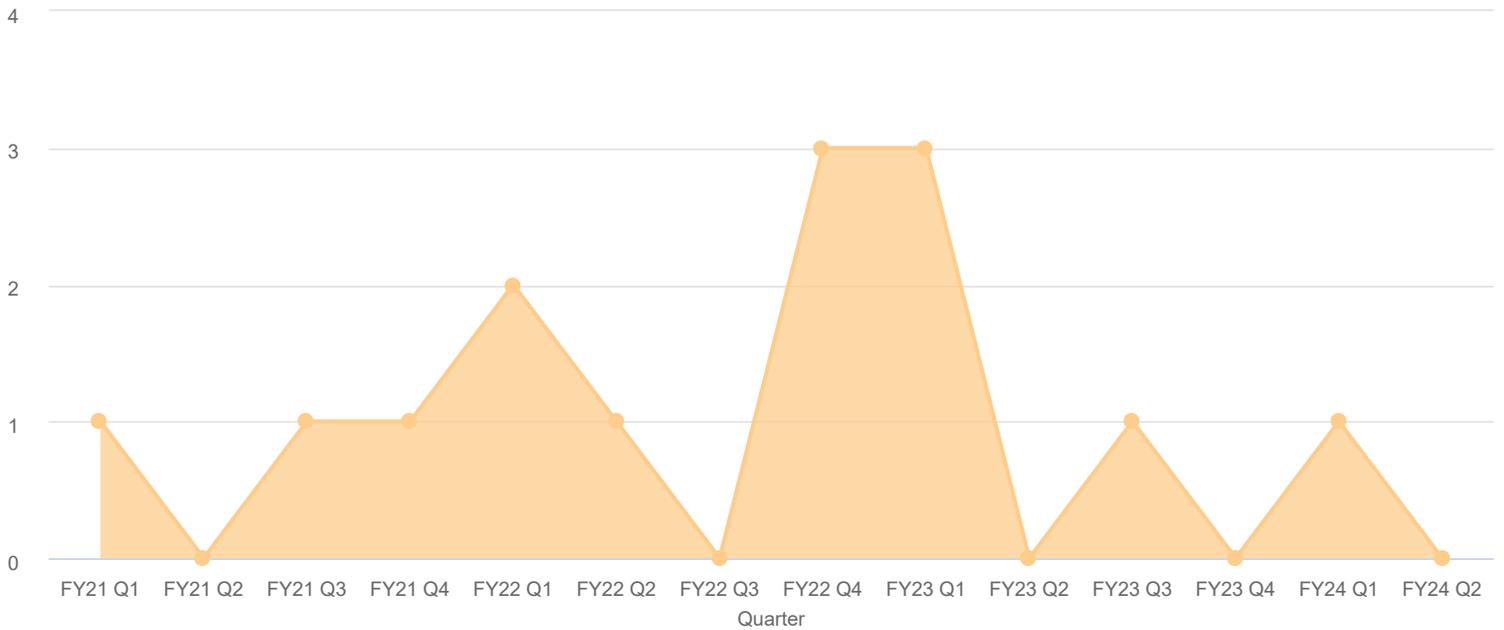
### Property crimes



## Property crimes clearance rate (percent)



## Homicides



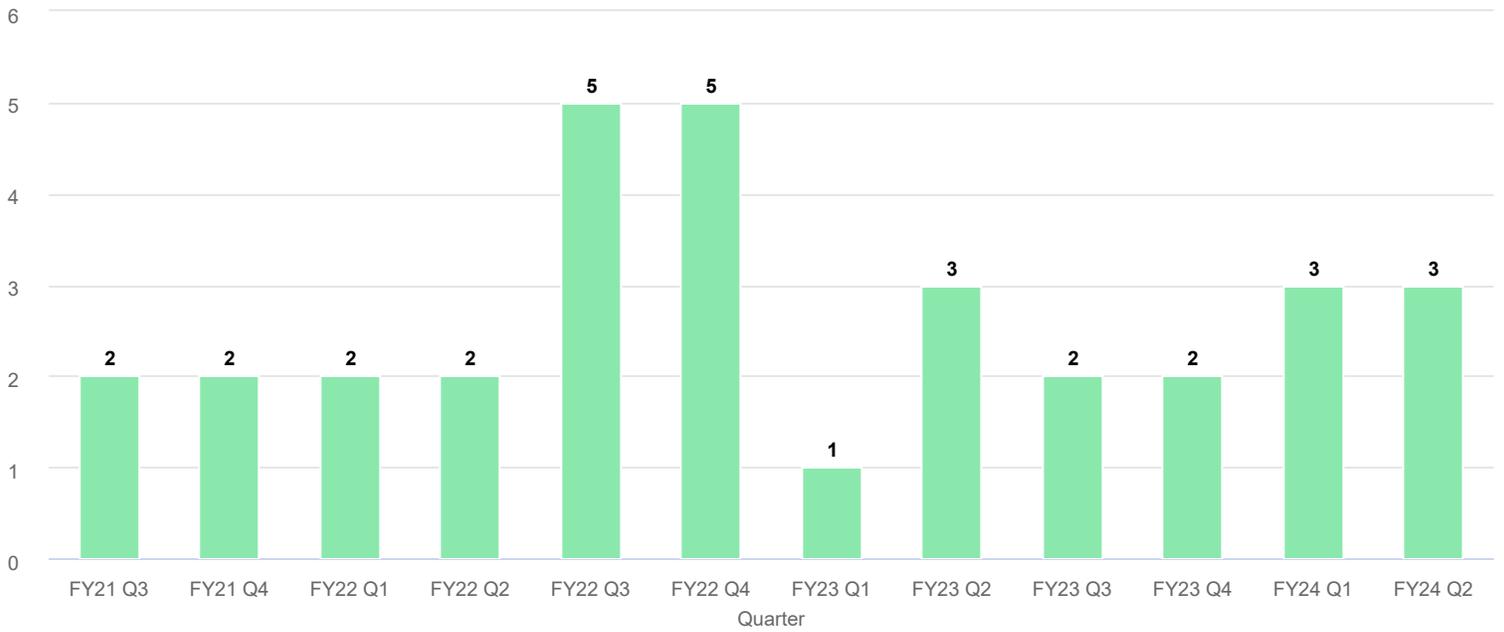
Last Update: Jan 09, 2024 00:30:54

## Suicides

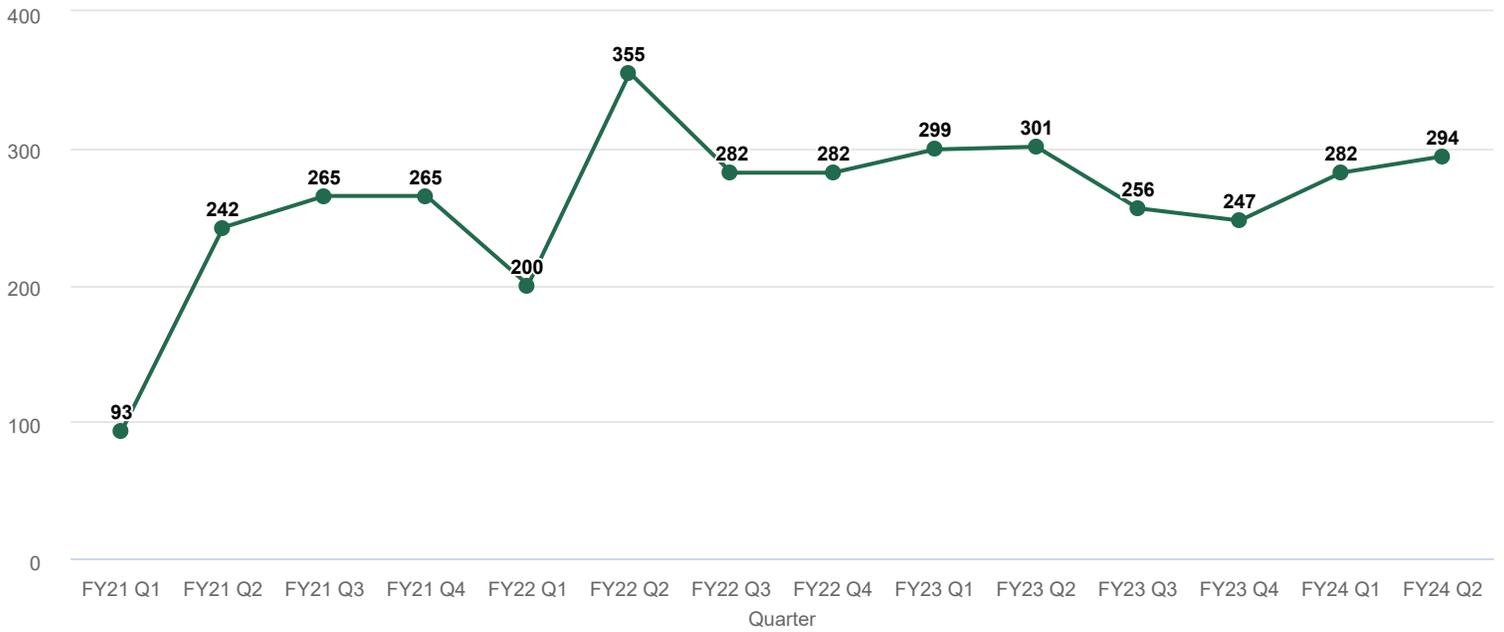


Last Update: Jan 10, 2024 21:30:45

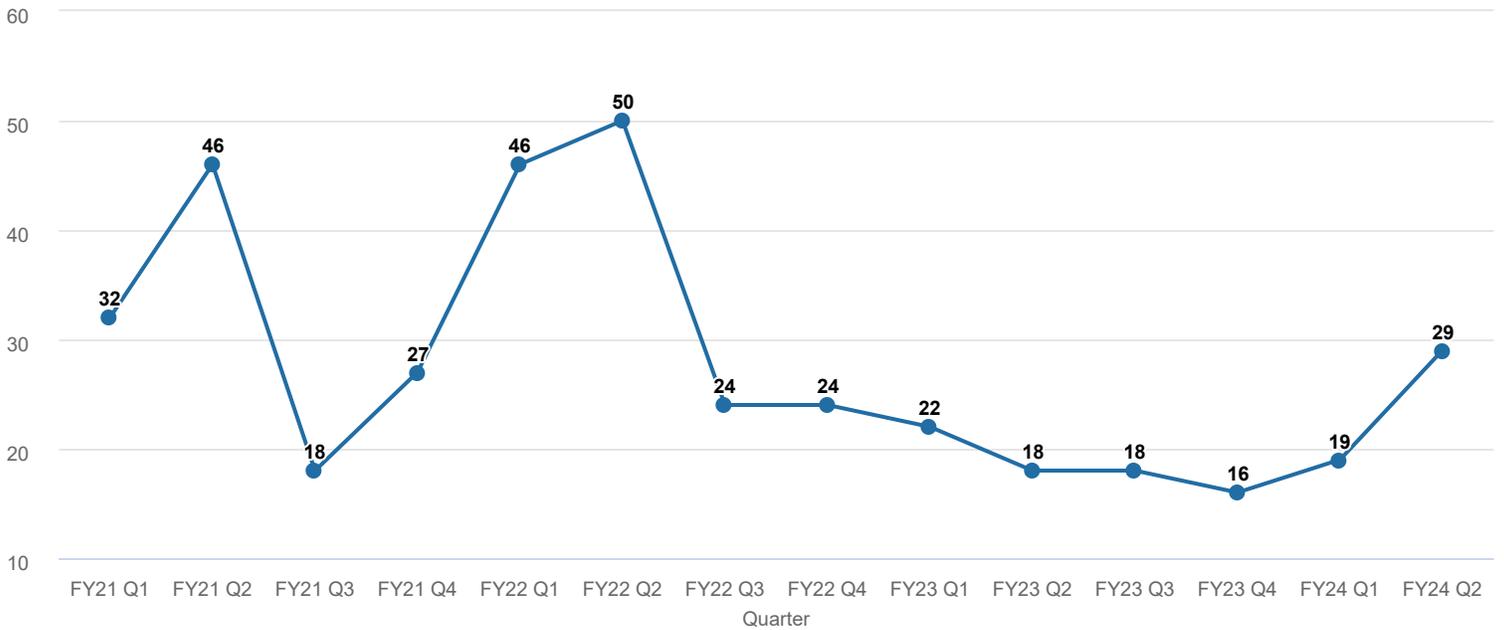
## Traffic fatalities



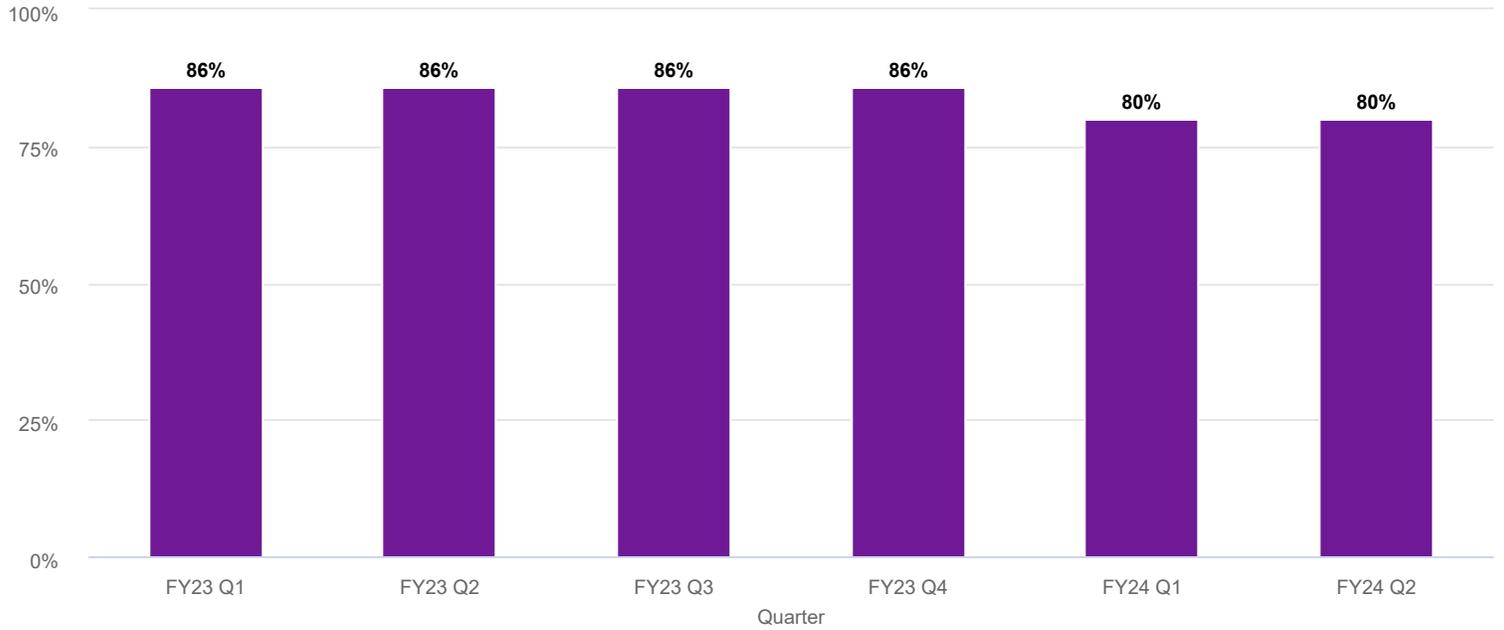
### Traffic accidents



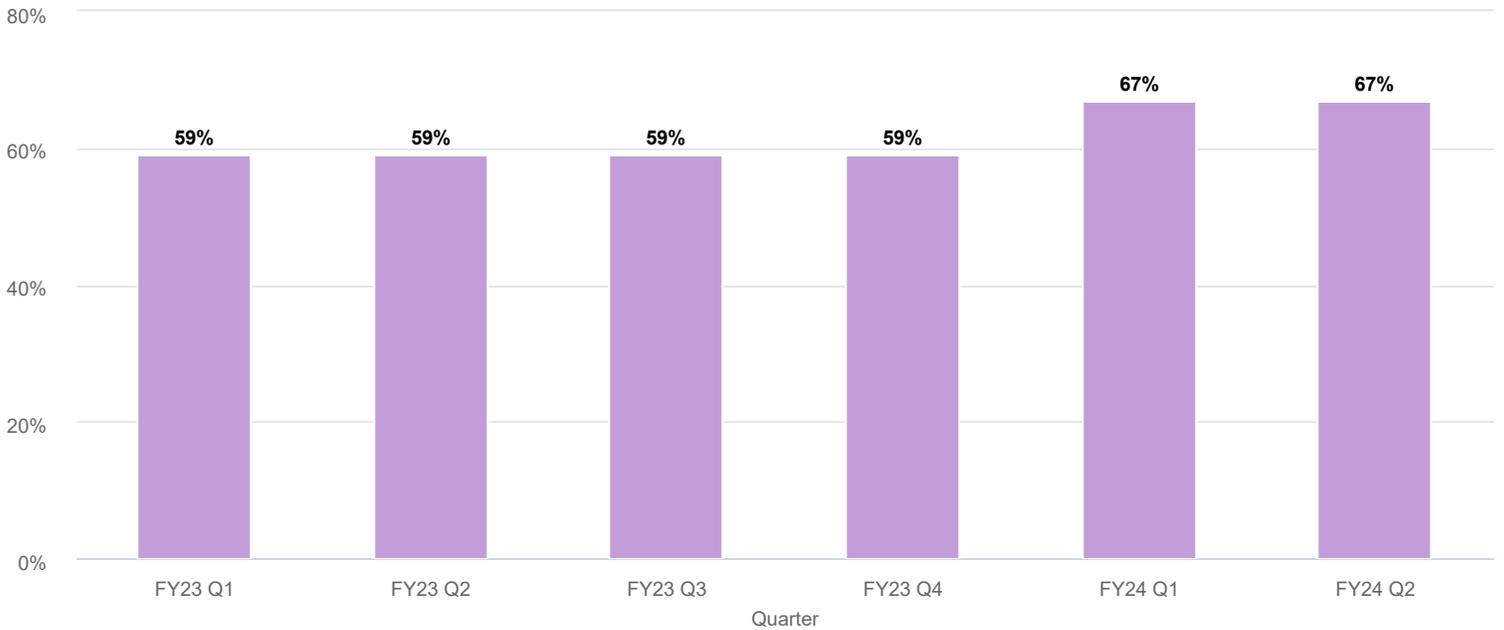
### Drug/alcohol related traffic collisions



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



### % Community satisfaction rating of public safety efforts



#### Activity 4.1.1

Update provided by Paul Mercado on Jan 12, 2024 01:13:04

No change. Still waiting on the state.

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

#### Activity 4.1.2

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.

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

#### Activity 4.1.3

Update provided by Aminah Mears on Oct 31, 2023 21:54:10

Police can now determine the percentage of time patrol officers are available for proactive service. The data shows officers' available time is hovering around 35%, which is consistent with data from 2019, indicating staffing levels are status quo. A goal will be to increase the availability so officers can continue to proactively patrol high crime areas and engage in significant community outreach and policing efforts. Staffing will constantly be evaluated to ensure the patrol response times are at or near five minutes for Priority 1 calls for service.

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Robert Newman

#### Activity 4.1.4

Update provided by Andrew Kim on Jan 11, 2024 23:30:40

Project completed.

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Brian Young

#### Activity 4.1.5

Update provided by Paul Mercado on Jan 12, 2024 01:13:40

Still waiting on the state.

Jul 01, 2021 - Jun 30, 2024

On Track

Progress 66%

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

Owner: Paul Mercado

#### Activity 4.1.6

Update provided by Aminah Mears on Oct 31, 2023 21:55:00

Although staffing and mandatory overtime in dispatch remains challenging, we are actively recruiting and have several potential new team members in the hiring process. Additionally, two team members are in the training program; they are scheduled to complete their field training within the next several months.

Jul 01, 2020 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Robert Newman

### Activity 4.1.7

Update provided by Aminah Mears on Oct 31, 2023 21:55:56

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Kim Sitton

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

Update provided by Adam Roulston on Jan 02, 2024 19:04:01

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 70%

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

Owner: Adam Roulston

Administrative Sergeant was appointed 12/30/23 and will become part of the PIO / Social Media Team to continue advancement in technology, ideas, and scope of work.

### 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.

Owner: Donna Finch

Activity: 3



	%	#
Completed	100.0	3

### Activity 4.2.1

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Continue and enhance the City's Graffiti Removal program.

Owner: Moses Cortez

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

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Improve the use of the SeeClickFix app to report issues.

Owner: Moses Cortez

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

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Enforce current anti-camping and trespassing ordinances.

Owner: Adam Roulston

City now enforcing no camping as needed.

### Objectives 4.3

Progress 81%

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

Owner: Donna Finch

Activity: 8



	%	#
On Track	62.5	5
Completed	37.5	3

#### Activity 4.3.1

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

Will be used as foundation for Fire Safe Council

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Implement the Community Wildfire Protection Plan.

Owner: Brian Young

#### Activity 4.3.2

Update provided by Andrew Kim on Jan 11, 2024 23:31:24

On track. Continuing efforts for this activity.

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 80%

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

Owner: Brian Young

#### Activity 4.3.3

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

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

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

#### Activity 4.3.4



Update provided by Lee Shin on Jan 16, 2024 22:11:18

Provided as part of the Local Hazard Mitigation Plan Update. This is also done at Community Events.

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

#### Activity 4.3.5

Update provided by Lee Shin on Jan 16, 2024 22:12:16

This will continue into 2024 with two trainings for the Community, an English and Spanish CERT class. A CERT Field Day will occur in the Spring of 2024.

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

#### Activity 4.3.6

Update provided by Lee Shin on Jan 16, 2024 22:13:38

Multiple preparedness training courses will be offered in 2024. This will include Mass Care and Shelter, and opportunities for the public such as First Aid and CPR training.

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Provide preparedness training courses and certifications.

Owner: Lee Shin

#### Activity 4.3.7

Update provided by Lee Shin on Jan 16, 2024 22:14:27

A CERT Field day is scheduled for Spring of 2024. This will allow residents to use the skills they have acquired in training classes.

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Host events that put preparedness skills to use.

Owner: Lee Shin

### Activity 4.3.8

Update provided by Carmen Zambrano on Oct 12, 2023 23:25:36

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Brian Young

Bylaws, policies, and strategic plan complete. Website is now live FireSafecorona.org. Grant-funded marketing and education plan in development.

### Objectives 4.4

Progress 67%

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

Owner: Donna Finch

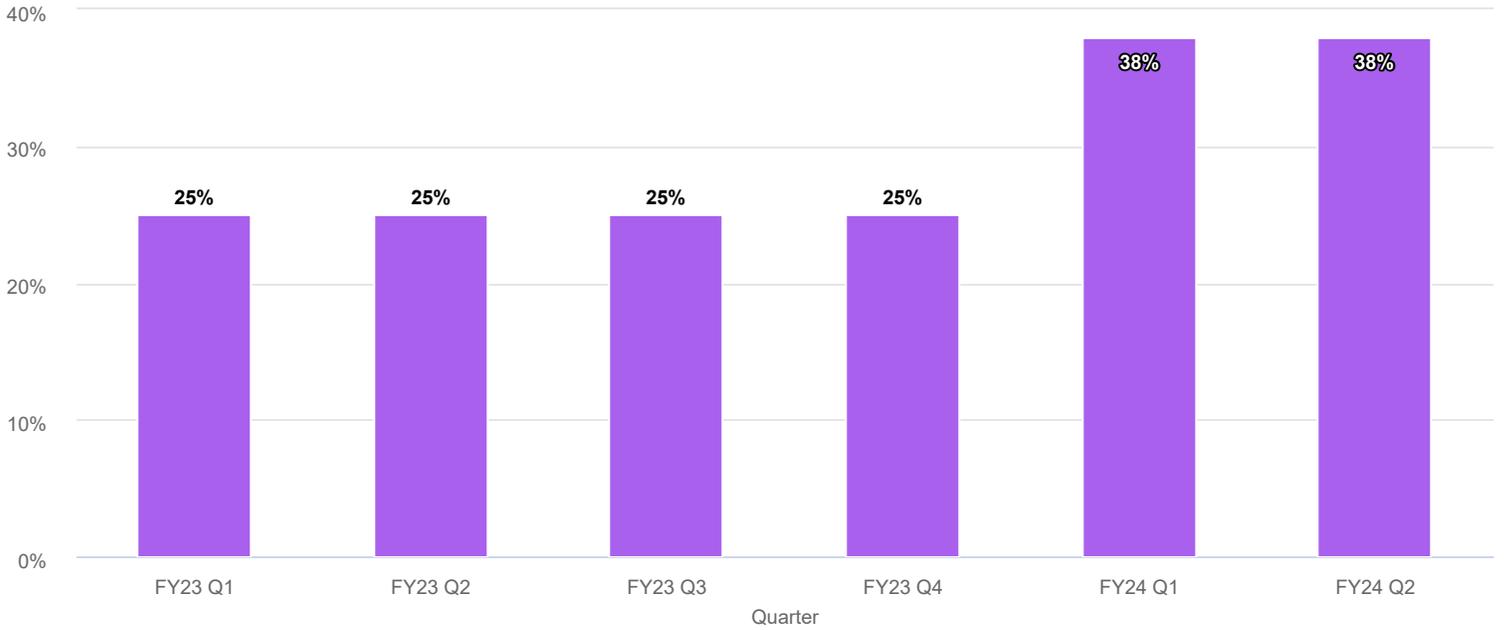
Activity: 1

Last Update: Nov 15, 2023 19:51:52

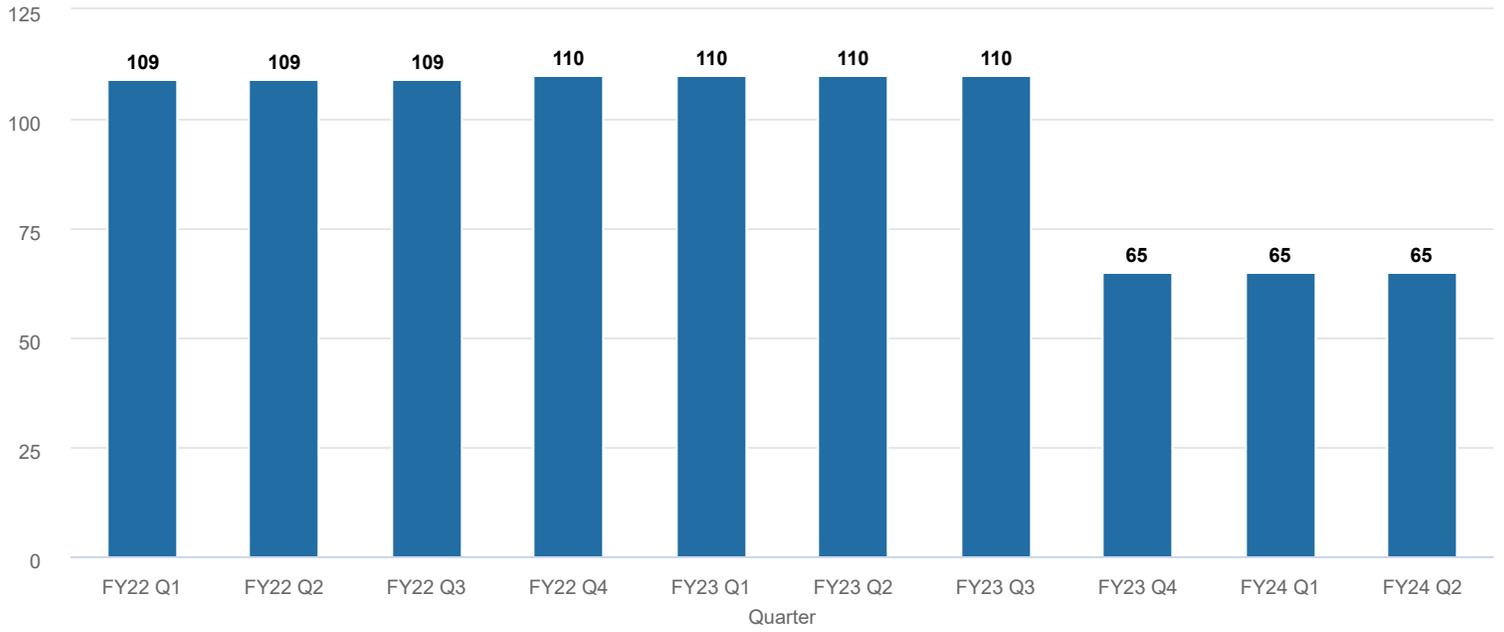


● On Track	%	#
	100.0	1

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



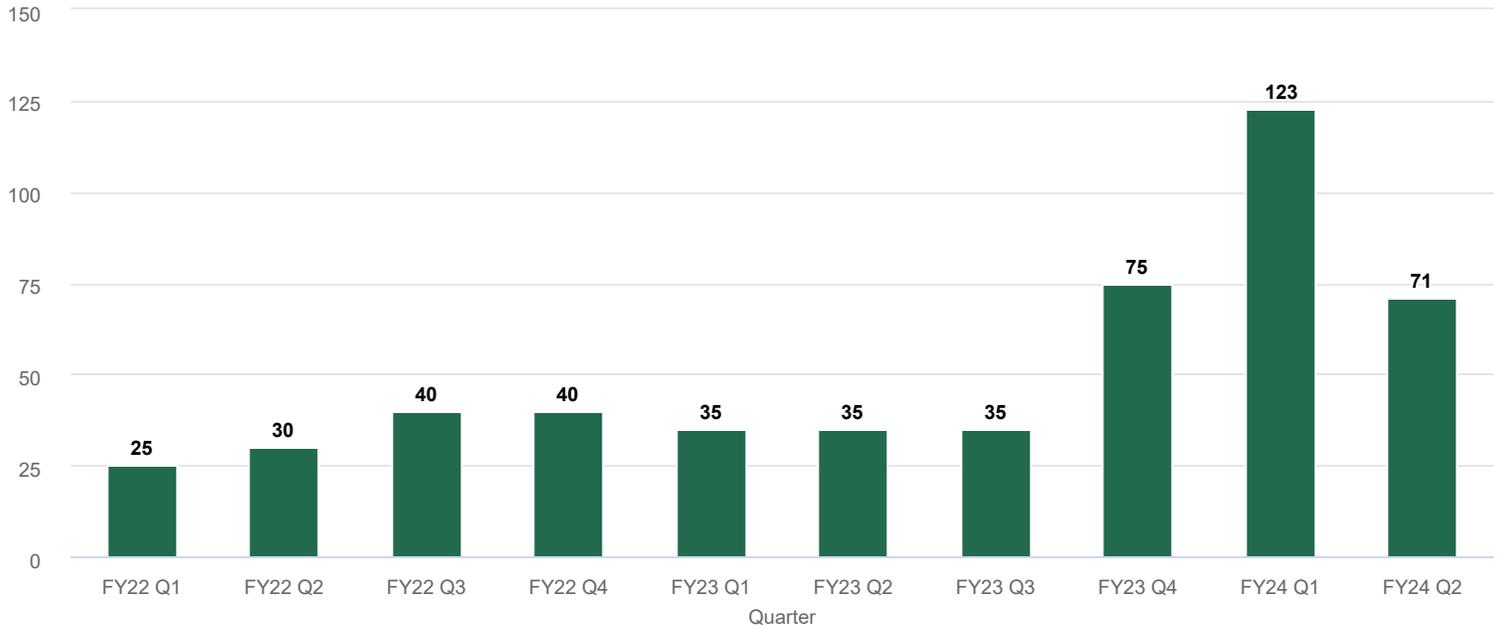
## Number of homeless individuals within the City



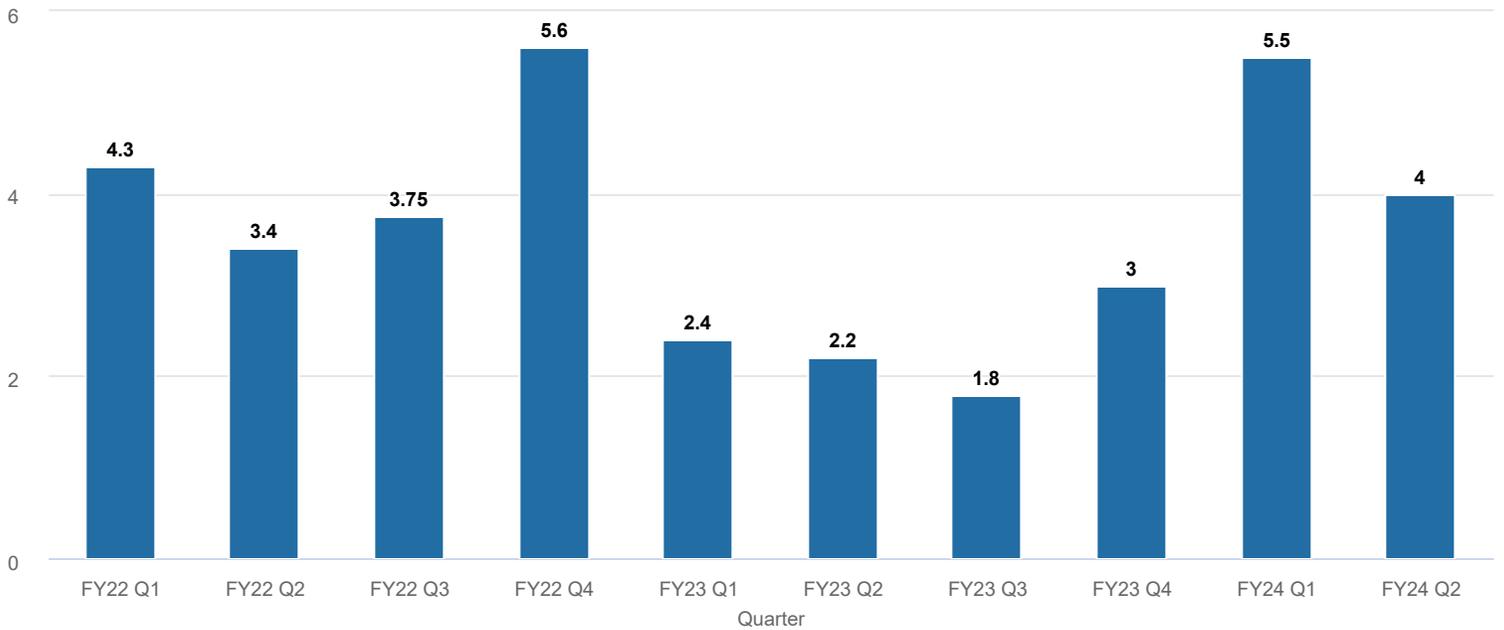
## First time Homeless



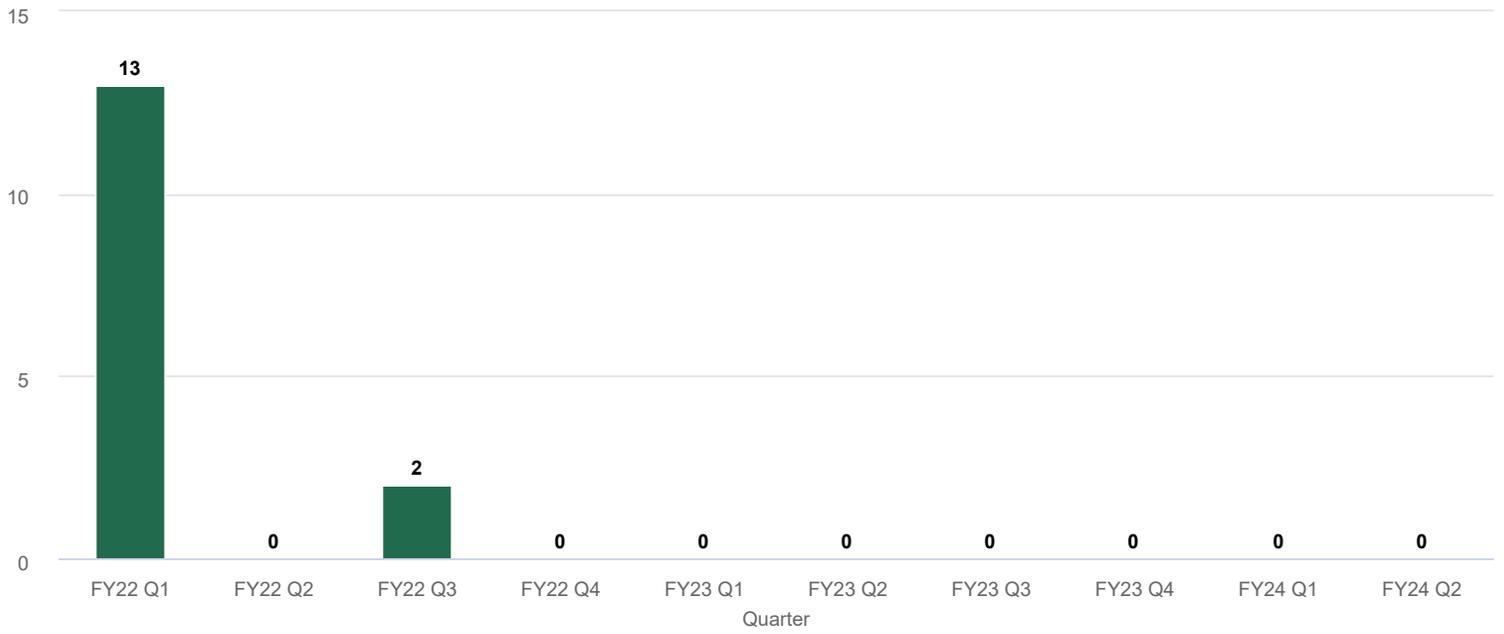
## Number of emergency shelter / motel voucher beds



## Average length of homelessness (years)



## Annual returns to homelessness



### Activity 4.4.1

Update provided by Karen Roper on Jan 19, 2024 02:08:51

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 67%

#### Implement the City's Homelessness Strategic Plan

Owner: Karen Roper

- In October 2023, City Homeless Solutions assisted the City of Norco in completing the final phases of the Federal SAMHSA grant of \$800,000 to expand outreach, shelter, supportive services, and housing in the City of Norco. The SAMHSA funds will be incorporated into the City Net Agreement. The City of Corona earns administrative fees to manage Norco's Programs thus reducing cost impacts to the City of Corona.
- In December 2023, City Homeless Solutions, Mercy House, City Net, and 2nd Mile Homeless Ministry collaborated to launch the Transportation/Meal program to move meal services out of City Park and into the Harrison Hope Center. The first client that was served immediately said yes to placement at the Harrison Hope Center Shelter/Navigation Center. The goal will be to replicate these outcomes with the rest of the street homeless that have been enrolled in the program.
- In December 2023, City Homeless Solutions and Mercy House received the proposed Housing Assistance Payment (HAP) contract to provide project-based vouchers for 11 of the 12 permanent supportive housing units located on 5th Street in Corona. The HAP agreement will provide 20 years' worth of housing subsidy valued at \$5,140,560.
- In December 2023, City Council approved a 2nd Amendment to the City Net Agreement totaling \$7,051,817 (\$4,601,527 for the City of Corona and \$2,450,290 for the City of Norco) to provide expanded outreach, engagement, case management, supportive services, and housing resources in the cities of Corona and Norco. Council action also included approval of a 2nd amendment to the Corona/Norco MOU.
- During the months of October – December 2023, the Homeless Solutions Manager chaired and facilitated numerous regional meetings as the Chair of the Riverside County Continuum of Care. In this role, Corona has a major influence on regional policy and funding that is allocated to address homelessness in the region.

### Objectives 4.5

Progress 78%

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

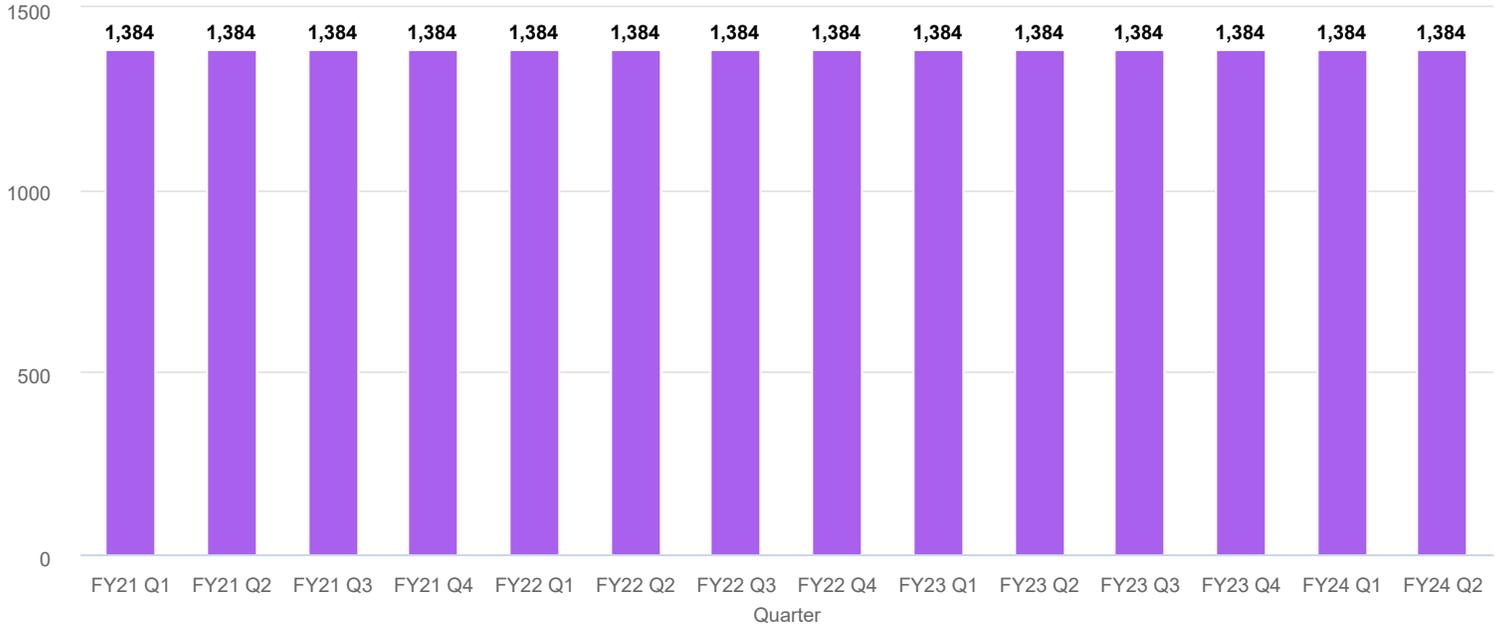
Owner: Donna Finch

Activity: 4

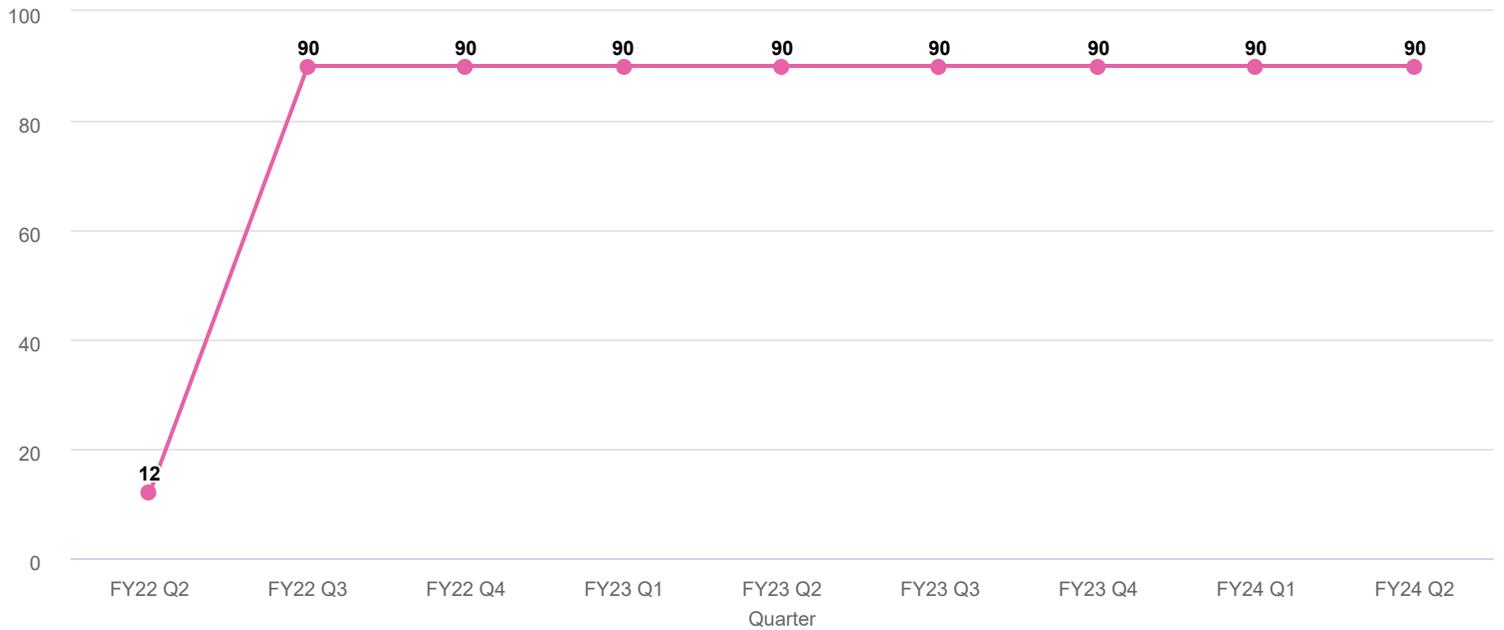


	%	#
On Track	25.0	1
Work Underway	25.0	1
Completed	50.0	2

## Number of affordable housing units



## Number of permanent supportive housing units under development



### Activity 4.5.1

Update provided by Joanne Coletta on Dec 21, 2023 23:38:50

Rezoning anticipated to go to hearing in March/April 2024.

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 80%

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

Owner: Joanne Coletta

### Activity 4.5.2

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.

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

### Activity 4.5.3

Update provided by Cynthia Lara on Dec 27, 2023 18:24:00

No new updates.

Staff is focusing on the current housing projects. New Construction: Second Street (PSH and Multifamily), and S. Main at Chase (Senior Housing), and Rehabilitation: Corona del Rey and Corona de Oro.

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

### Activity 4.5.4

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

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.

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

## Strategic Goal 5

Progress 70%

**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

Objectives: 3

Activity: 19



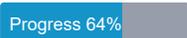
	%	#
On Track	42.11	8
Work Underway	26.32	5
Completed	31.58	6

## Sense of Place Performance Report

Measure	FY23 Q2	FY24 Q2	Trend
Recreation Activity Participants	197,500	12,141	↓
% of City facilities that are ADA compliant			--
% of City services that can be accessed in Spanish		100%	--
% of persons who view the job posting on diversityjobs.com	8%	0.0016%	↓
% of residents rating Corona as a place to live as good or excellent	83%	84%	↑
% of residents rating Corona as a place to raise a child as good or excellent	76%	79%	↑
% of residents rating the community's openness and acceptance towards people of diverse backgrounds as good or excellent	57%	74%	↑
% of residents rating the overall image or reputation of Corona as good or excellent	57%	69%	↑
% 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%	49%	↑
% of residents rating the sense of community in Corona as good or excellent	56%	62%	↑
% of residents rating variety and frequency of community events as good or excellent	39%	49%	↑
% of residents very likely to recommend living in Corona to someone who asks	81%	88%	↑
% of residents who say, given the chance to start over, they would choose to live in Corona again	80%	83%	↑
% of residents who volunteered time to some group/activity in Corona at least once in last 12 months	22%	25%	↑

"--" signals that there is no prior or current value to compare to.

### Objectives 5.1



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

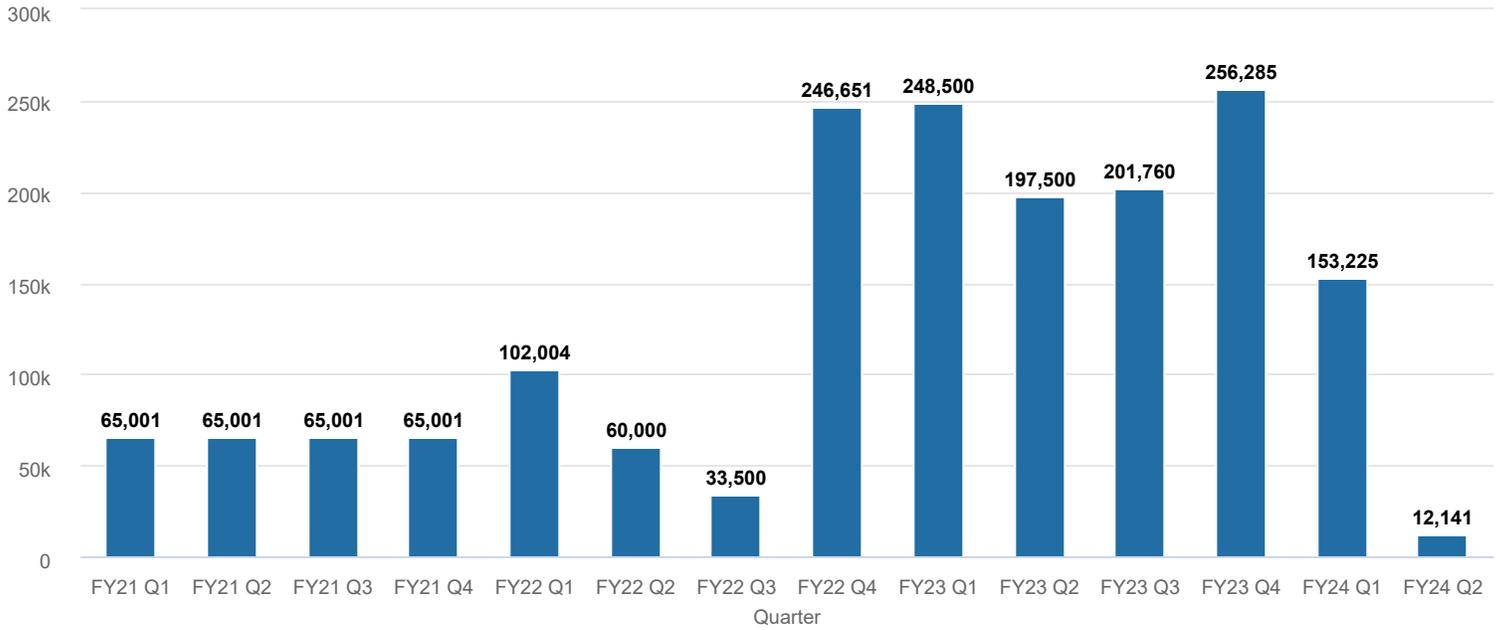
Owner: Donna Finch

Activity: 7

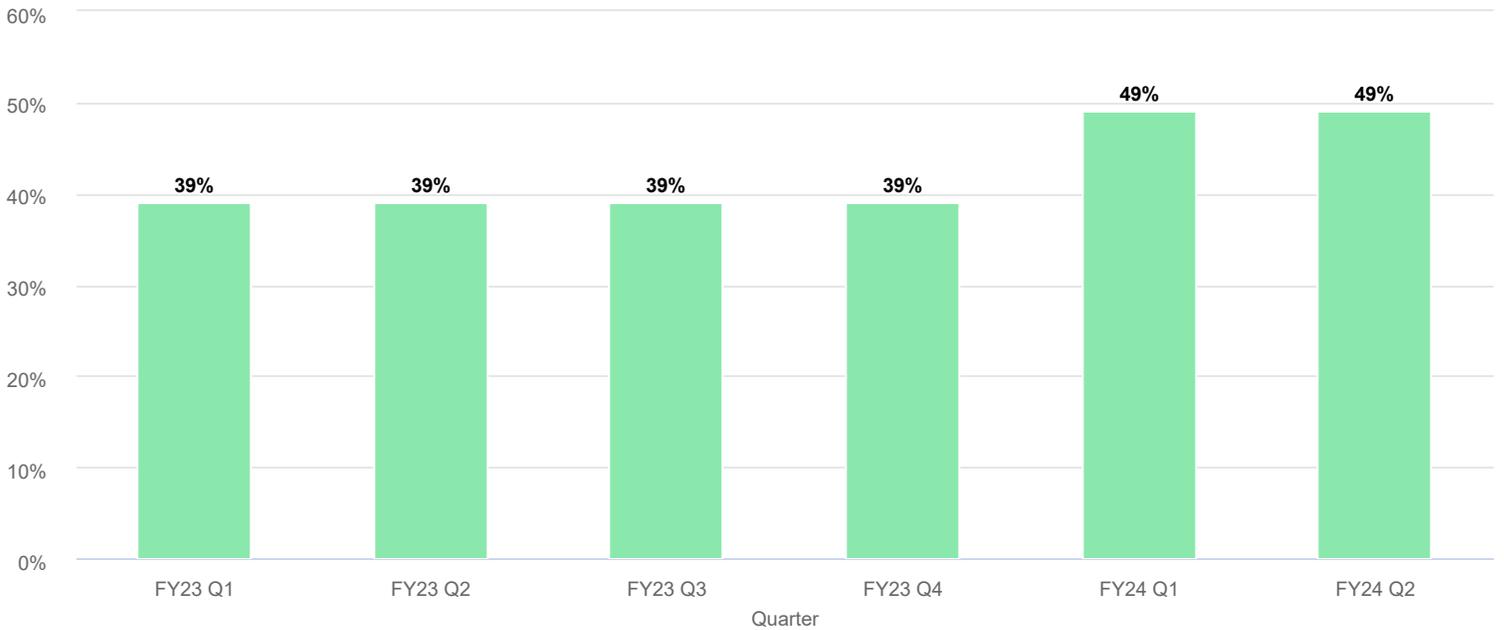


	%	#
On Track	71.43	5
Work Underway	14.29	1
Completed	14.29	1

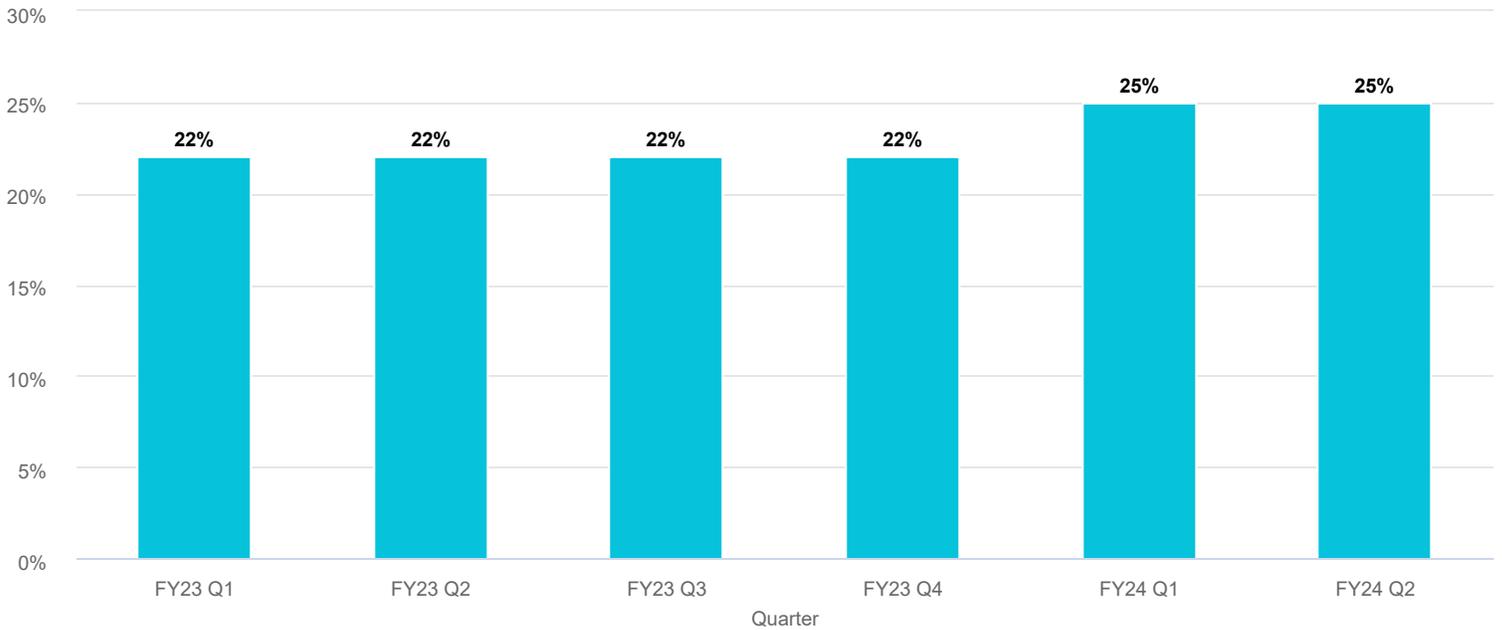
## Total annual number of participants in City recreation programs



## % 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

On Track

Progress 50%

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 Jason Lass on Jan 08, 2024 22:15:24

FY 25 recommendations anticipated to go to Council Spring Financial Workshop (TBD).

### 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 Jason Lass on Jul 13, 2023 18:18:40

Proposed year two Special Events division growth with additional staff, larger events, enhanced entertainment, and community engagement capacity.

### 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 Moses Cortez on Jan 10, 2024 00:48:21

The Community Services Department has kicked off its volunteer lead hike program, the first hikes were a great success and staff has lined up our Winter and Spring hikes.

### Activity 5.1.4

Update provided by Jason Lass on Jan 08, 2024 22:19:30

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

Indoor Room Reservations at the Circle City Center now available in CivicRec as of November 2023. On Demand Vendors with Verified Insurance List continues to expand. Residents have commented that they appreciate the convenience.

### Activity 5.1.5

Update provided by Jason Lass on Jan 08, 2024 22:22:53

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 66%

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

Phase I findings were presented to City Council on Wed., Nov. 15. Staff received direction to proceed with Phase II and begin looking at both the restoration of the existing Historic Civic Center Theater and conduct initial site fits to determine locations options for a brand new Performing Arts Center in Corona.

### Activity 5.1.6

Update provided by Cynthia Lara on Dec 27, 2023 18:22:29

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Cynthia Lara

In Q2, staff was informed that non-art users may remain through March 31, 2026, which is CN United Way's lease term; this will create parity amongst the three (3) non-art tenants at the HCC. Non-art users are the Stephan Center, Inspire, and CN United Way.

Stephan Center's lease will expire in Q3 on March 31, 2024. They have been informed of the option to remain and have elected to stay. In Q3, staff will draft a new lease for the Stephan Center and schedule it for Council consideration.

### Activity 5.1.7

Update provided by Jason Lass on Jan 08, 2024 22:23:46

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

Preparing for FY 25 Co-Sponsorship program.

### Objectives 5.2

Progress 88%

**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.

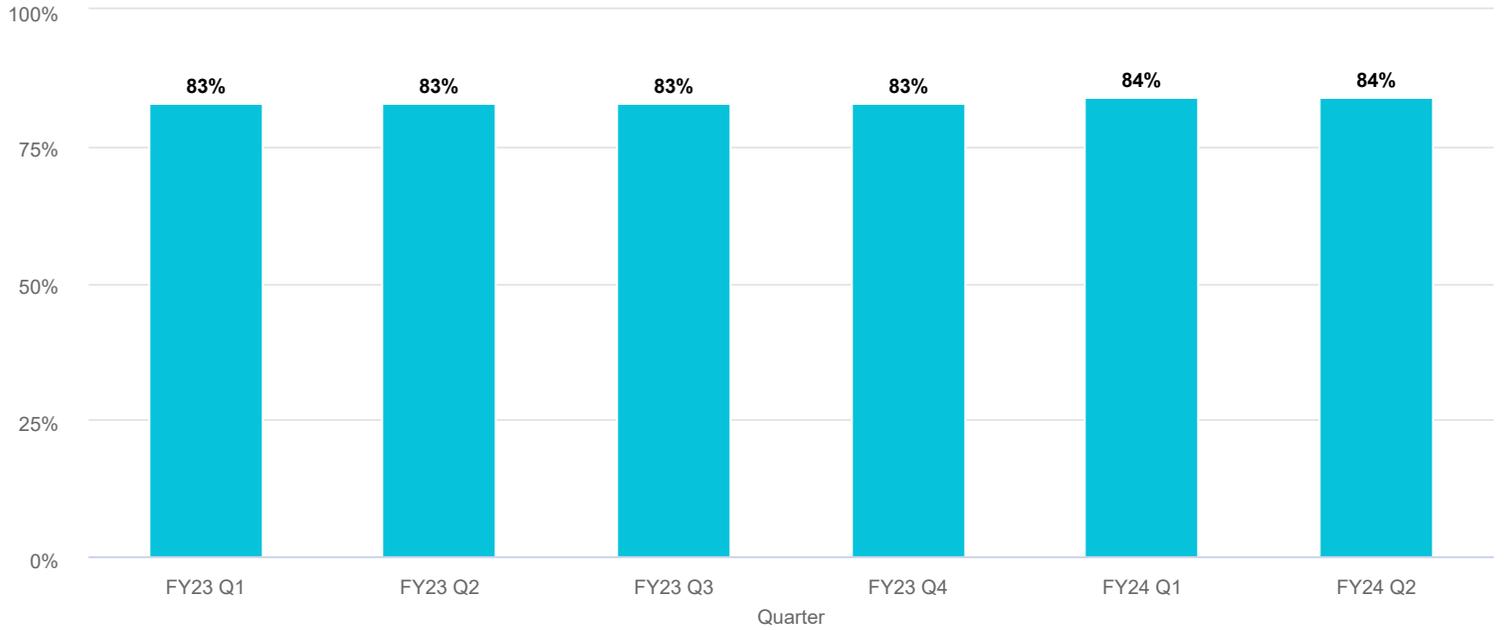
Owner: Donna Finch

Activity: 4

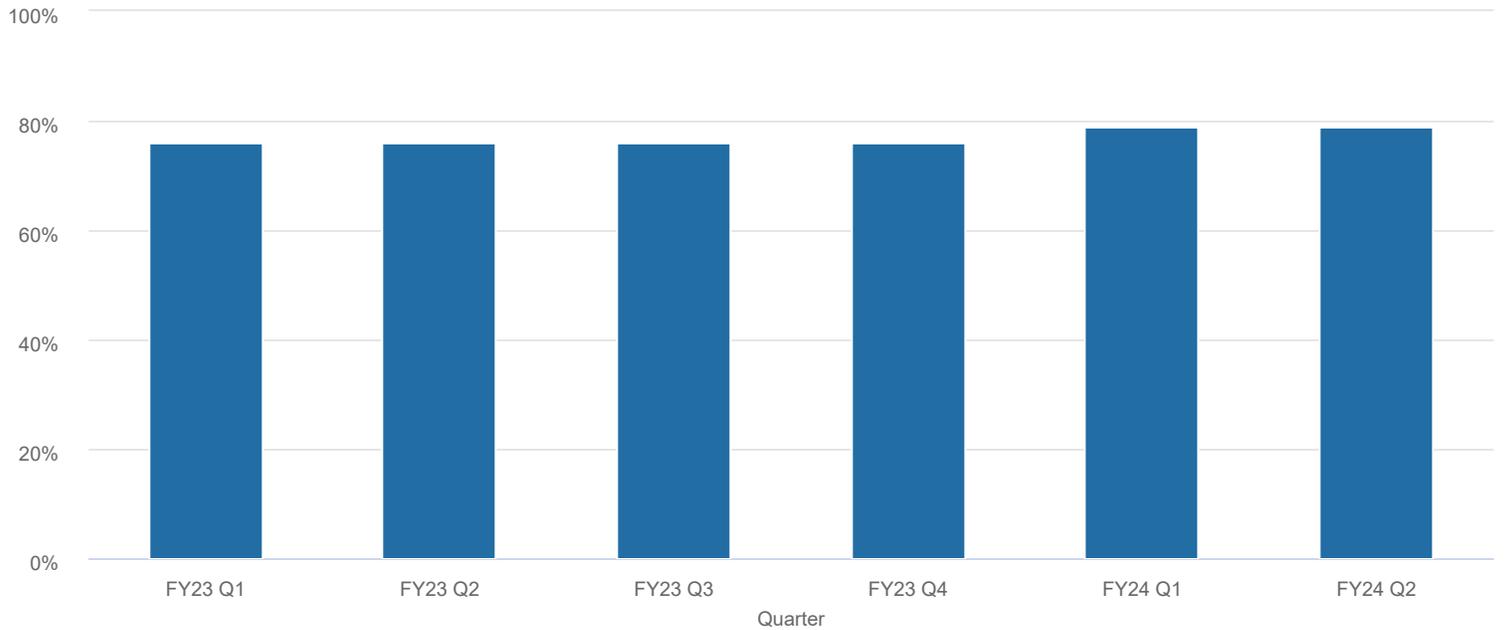


	%	#
Work Underway	25.0	1
Completed	75.0	3

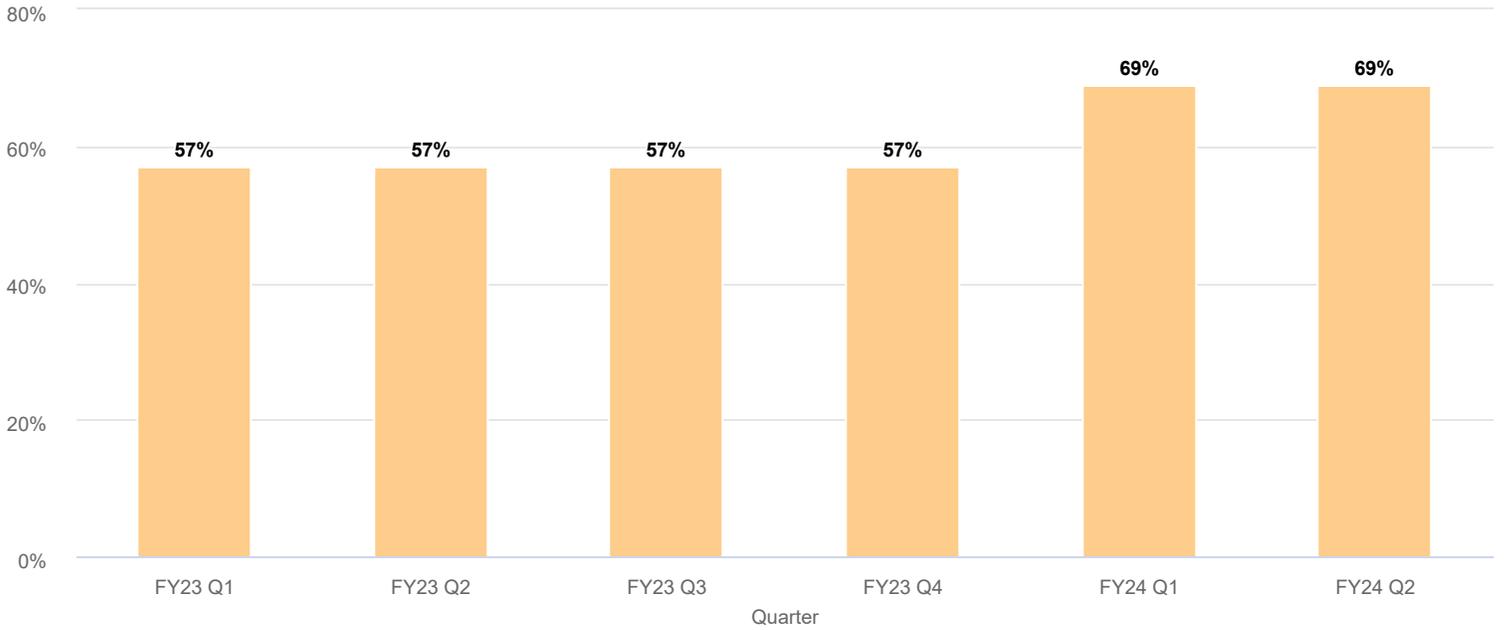
## % of residents rating Corona as a place to live as good or excellent



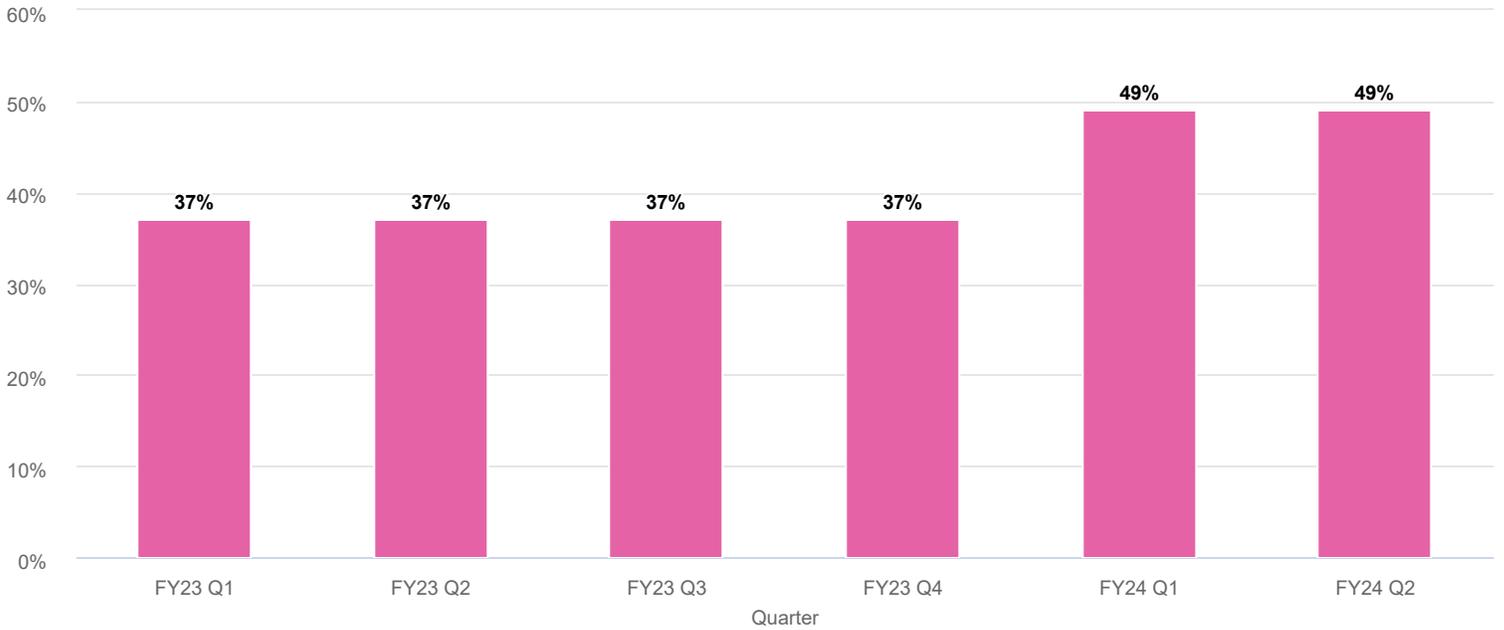
## % of residents rating Corona as a place to raise a child as good or excellent



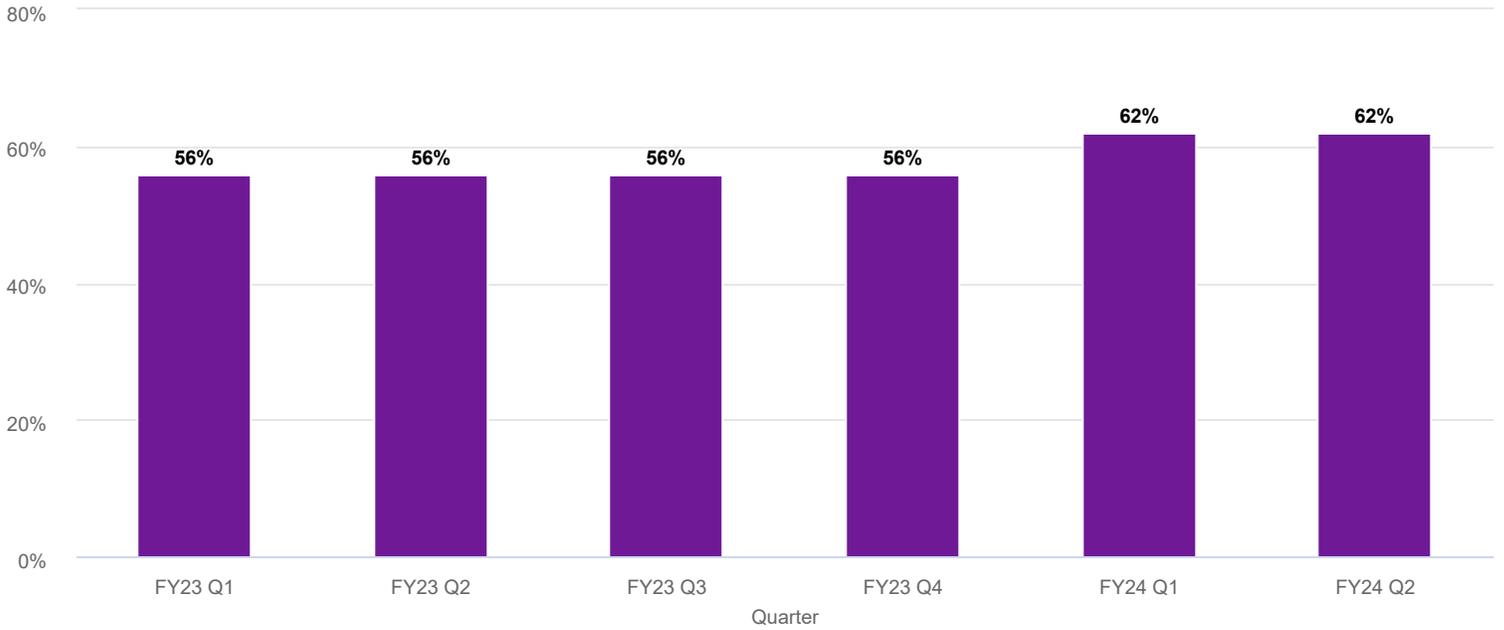
### % of residents rating the overall image or reputation of Corona as good or excellent



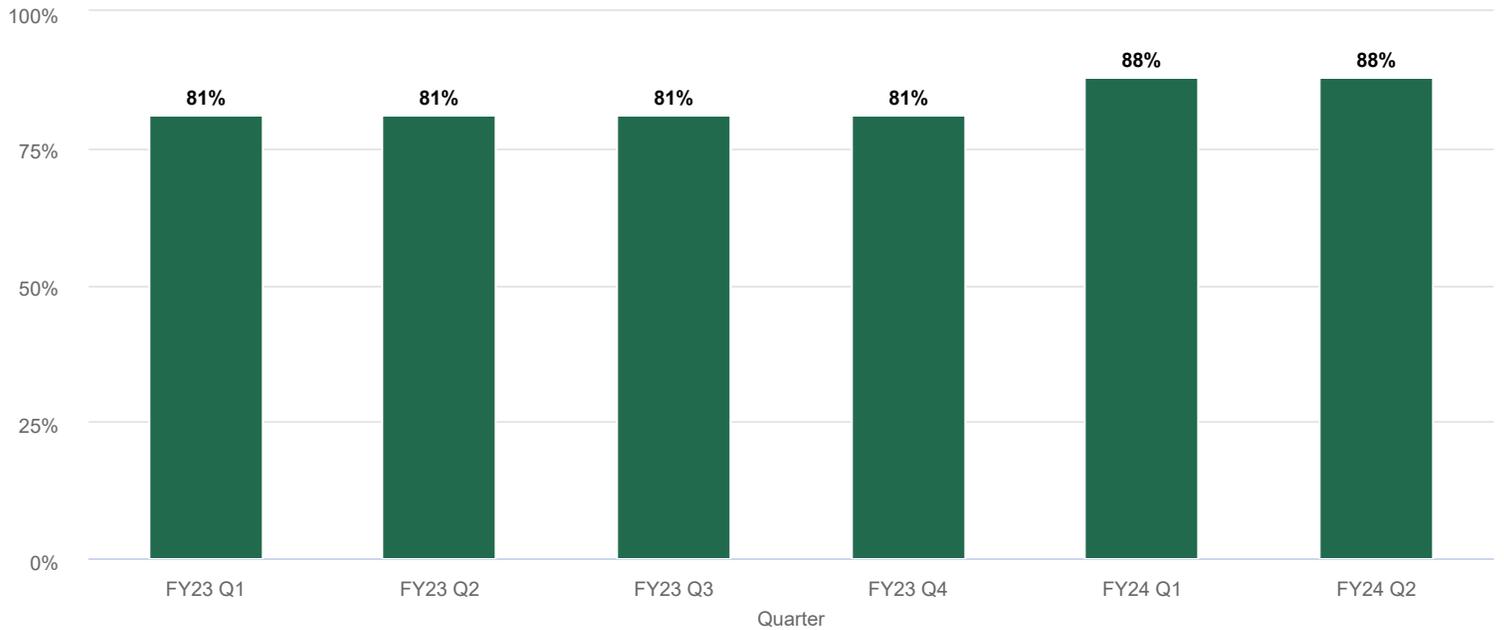
### % of residents rating the quality and number of places to recreate, socialize, meet and connect with friends, neighbors, and family as good or excellent



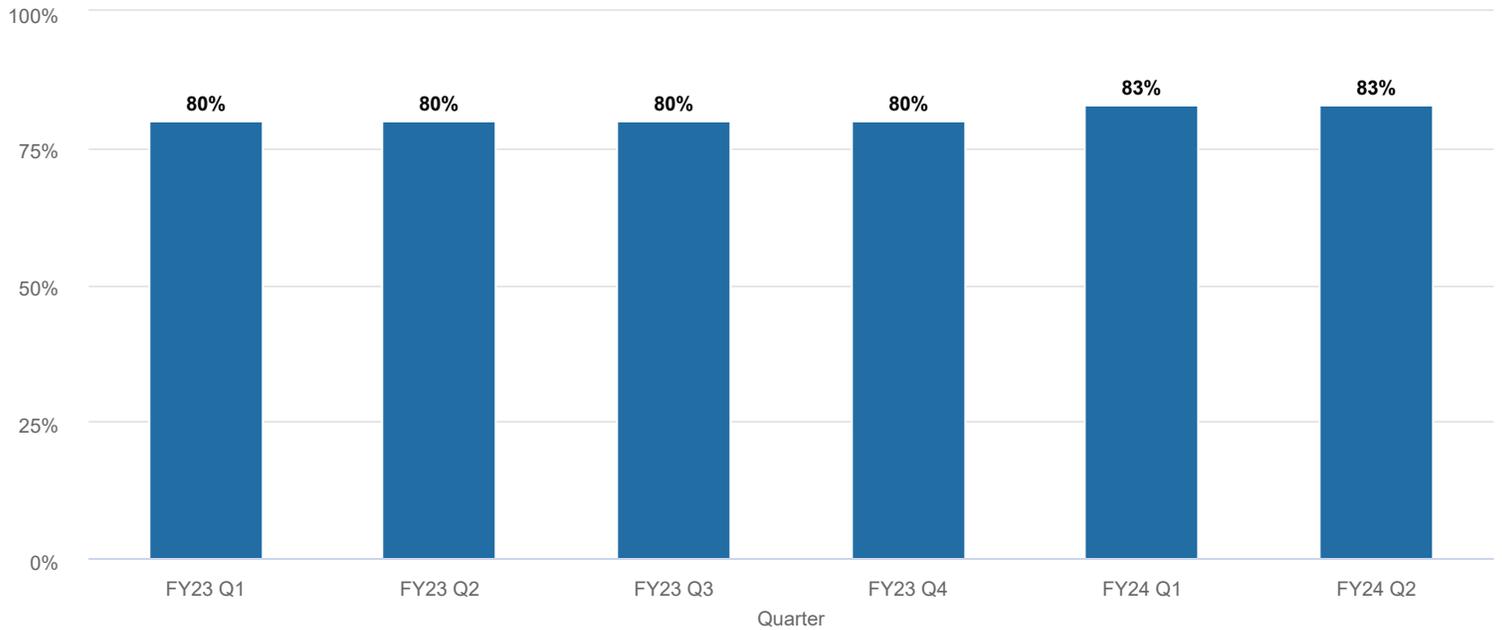
### % of residents rating the sense of community in Corona as good or excellent



### % 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 50%

Update the Mills Act Landmark list.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Dec 21, 2023 23:39:38

Scheduled for City Council study session in March 2024.

### Activity 5.2.3

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

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 Oct 12, 2023 15:11:53

On September 20th, Corona City Council provided final desired art direction of the City Seal. On October 4th, the Corona City Council reviewed the proposed Ordinance to amend the municipal code and adopt a new Corporate City Seal. The second reading will take place on October 19th, and the new City Seal will take effect 30 days later on November 17. Implementation will follow.

### 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.

Owner: Jason Lass

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

### Objectives 5.3

Progress 68%



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

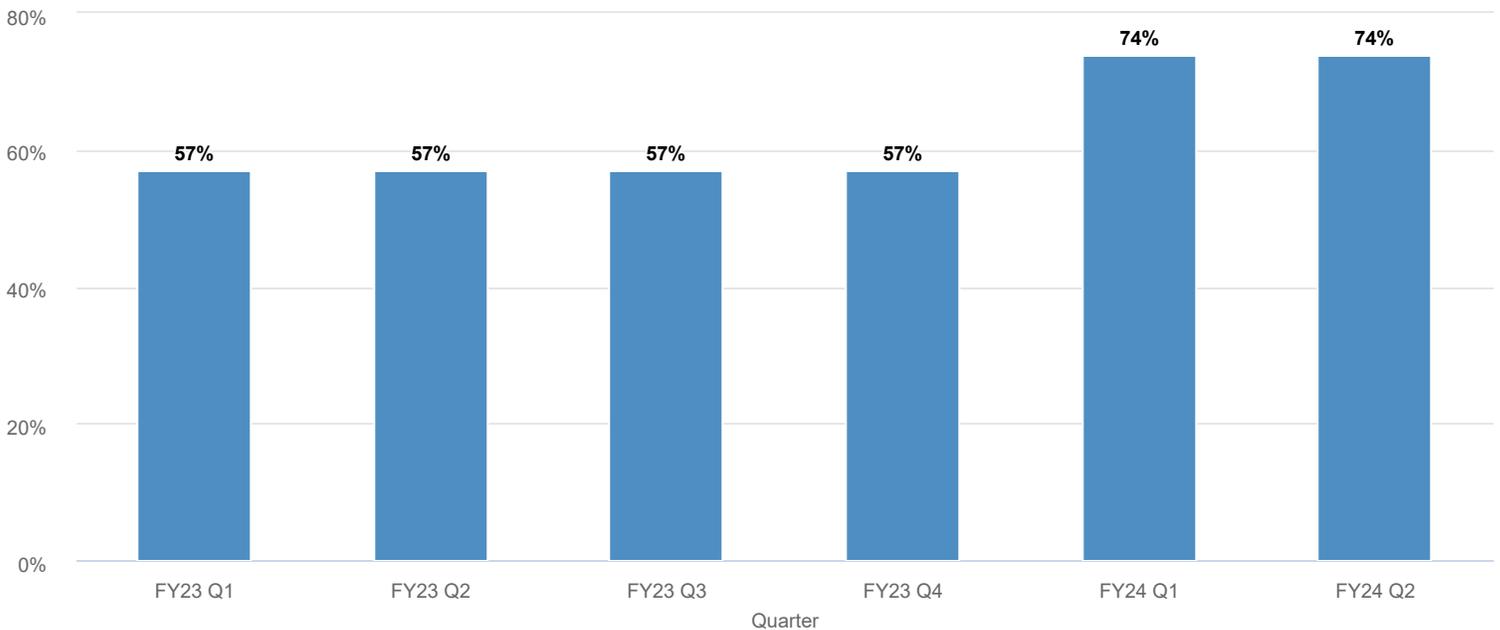
Owner: Donna Finch

Activity: 8

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

Last Update: Jan 23, 2024 23:31:09

## % 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.

Owner: Cindy Solis

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

### Activity 5.3.2

Jul 01, 2020 - Jun 30, 2022

Work Underway

Progress 50%

Improve the City website for ease of use.

Owner: Shaughn Hull

Update provided by Andrew Kim on Jan 16, 2024 20:41:22

Per Shaughn Hull, this project is still "work underway" as his department continues to work on this task.

### Activity 5.3.3

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 68%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Jan 12, 2024 00:09:56

Phase 3 construction will begin in February 2024. Need on-call contract to proceed with Phases 4 and 5.

### Activity 5.3.4

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 40%

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 Jan 11, 2024 23:23:07

Kickoff meeting with Consultant on January 11, 2024 to detail the schedule. Plan to finalize the inventory by end of Q3 FY 24 and finalize the ADA Improvements Plan by end of Q1 FY 25.

### 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 Moses Cortez on Jan 12, 2024 17:23:50

The Parks and Recreation Master Plan is nearing adoption and will identify opportunities to install inclusive play features. The Community Services Department also is working on grant funded project at Sheridan Park that will include an inclusive playground, shade structure and rubber surfacing.

### 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 Moses Cortez on Jan 10, 2024 00:59:44

The Community Services Department has been working with the Master Planning consultants to rate and list all park assets and amenities to ensure they are listed and documented as assets. This will help us maintain and replace assets that have reached their respective life expectancy.

### Activity 5.3.7

Jul 01, 2021 - Jan 01, 2025

Work Underway

Progress 50%

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

Owner: Aminah Mears

Update provided by Aminah Mears on Jan 11, 2024 23:13:39

Per PW: The Veteran's Memorial Enhancement Project is currently in the design phase. Council provided direction on a modified concept plan and also gave direction to staff to include removal of two sets of archways that was not originally in the scope. Staff requested a proposal from the consultant for this work and is currently working with Purchasing to process the associated amendment and change order. Development of the design will continue and construction drawings will be developed over the next several months.

**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 79%



**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	6.82	3
Work Underway	15.91	7
Not Started	2.27	1
Upcoming	6.82	3
Completed	68.18	30

Last Update: Jan 24, 2024 00:30:56

**High Performing Gov't Progress Report**

Measure	FY23 Q2	FY24 Q2	Trend
Social Media Engagements	388,441	260,838	↓
Social Media Impressions	6,744,171	5,885,869	↓
% of major City services that are offered virtually	80%	82%	↑
% of residents expressing confidence in city government	40%	51%	↑
% of residents rating the overall direction the City is taking as good or excellent	51%	56%	↑
% of residents who believe all City residents are treated fairly	51%	65%	↑
% of residents rating overall quality of City services as good or excellent	62%	65%	↑
% of residents rating value of services as good or excellent	43%	48%	↑
% of employees agreeing or strongly agreeing that they would recommend the City as a place to work	75%	100%	↑
Employee turnover rate	7.1%	4.49%	↓
Number of City awards/certifications earned	1	0	↓

**Objectives 6.1**

Progress 78%



**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
Upcoming	16.67	1
Completed	66.67	4

### Activity 6.1.1

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Quarterly and Annual Reporting process now in place.

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

Owner: Aminah Mears

### 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: Aminah Mears

### Activity 6.1.3

Update provided by Aminah Mears on Jan 11, 2024 23:15:29

Jul 01, 2021 - Jun 30, 2026

On Track

Progress 65%

All department workplans have been uploaded to Enviso. Enviso rep provided and conducted training on how to navigate the department specific workplans. Worplans for FY 24 are underway.

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

Owner: Aminah Mears

### Activity 6.1.4

Update provided by Aminah Mears on Oct 31, 2023 22:06:30

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Quarterly reports ongoing; the first Annual Report was published on October 10, 2023. FY24 qtr 1 report completed.

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

Owner: Aminah Mears

### Activity 6.1.5

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

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

Owner: Chris McMasters

### Activity 6.1.6

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Performance indicators established for major services.

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

Owner: Aminah Mears

### Objectives 6.2

Progress 100%

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

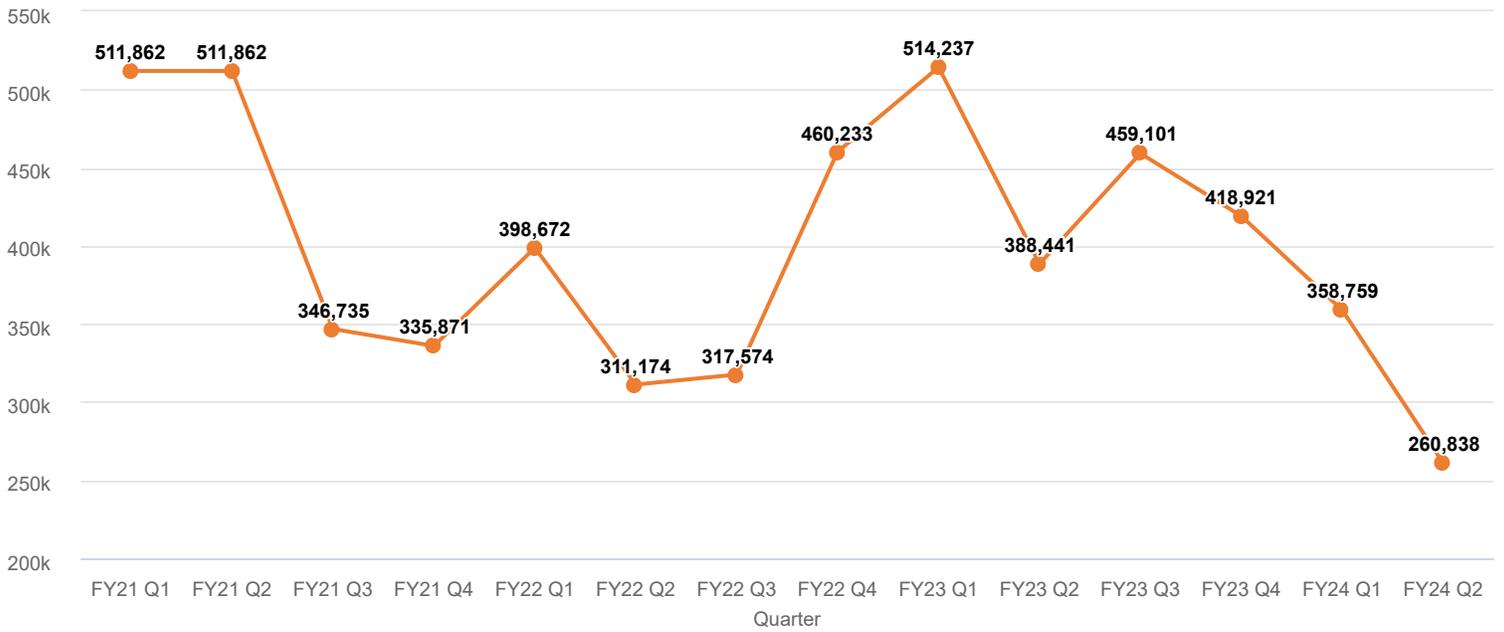
Owner: Donna Finch

Activity: 5

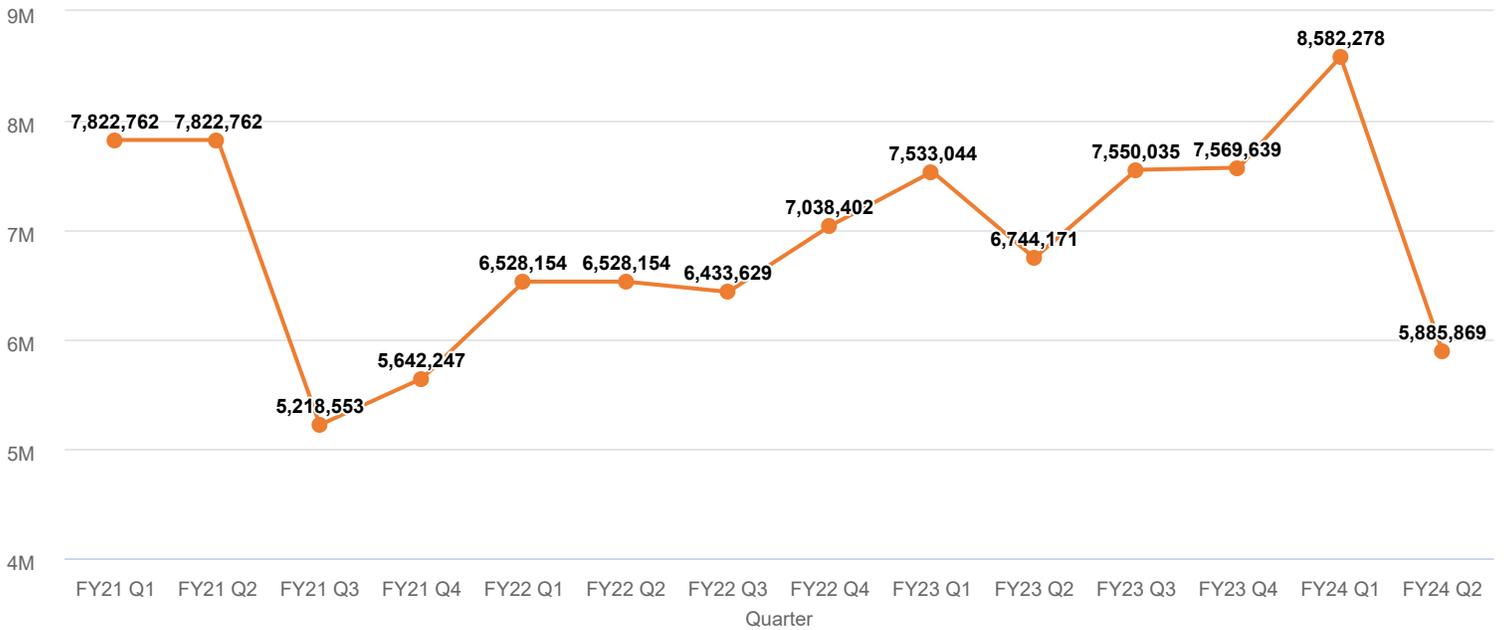


	%	#
Completed	100.0	5

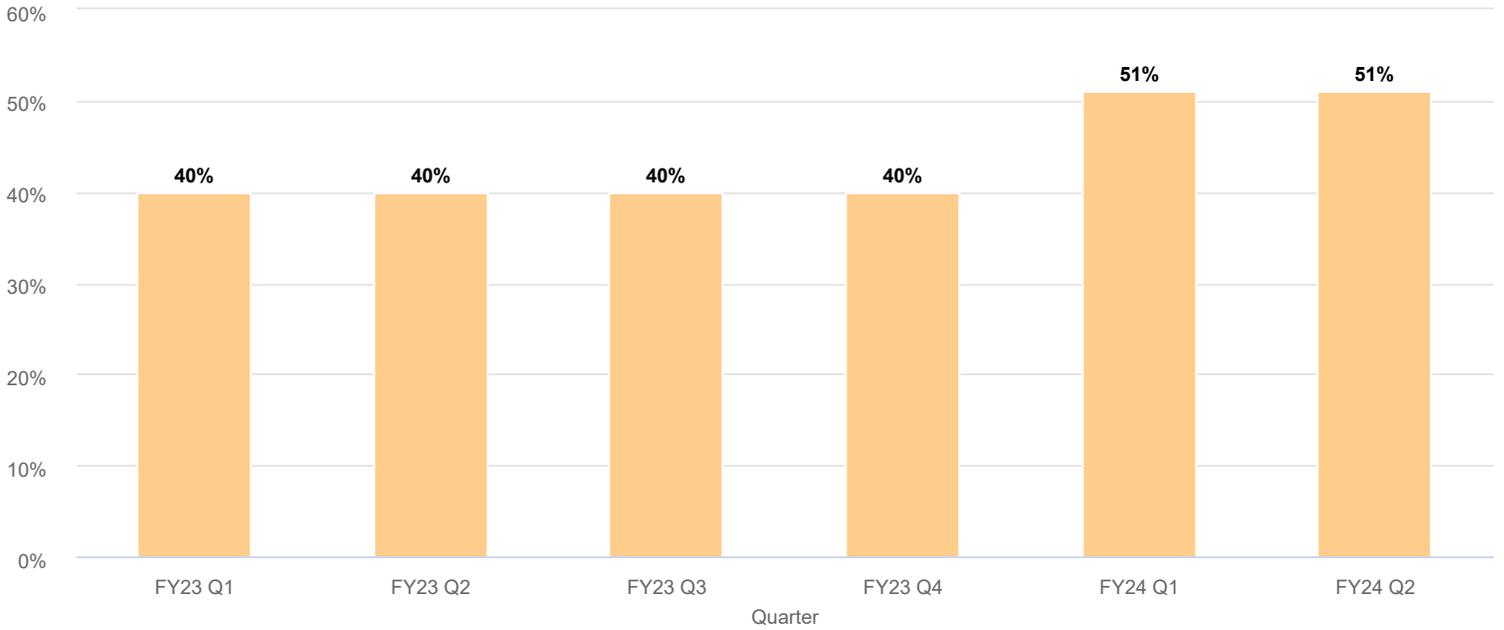
## Social Media Engagements



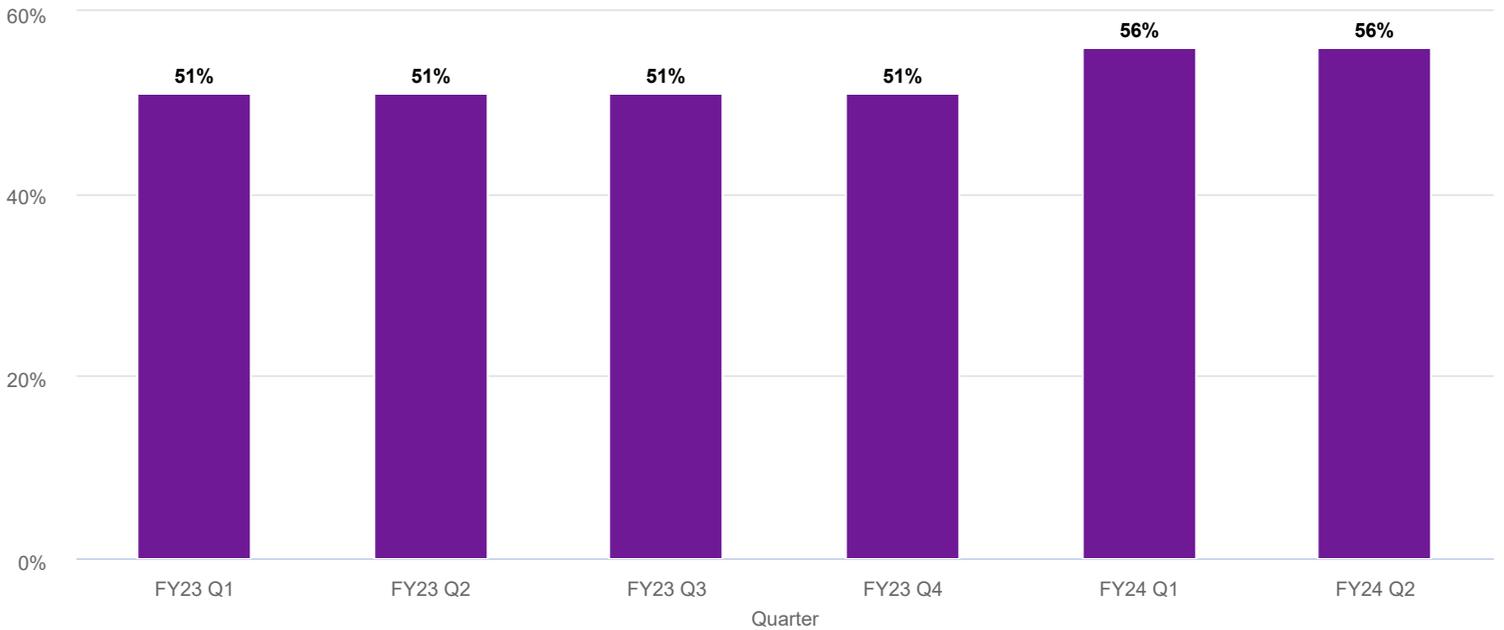
## Social Media Impressions



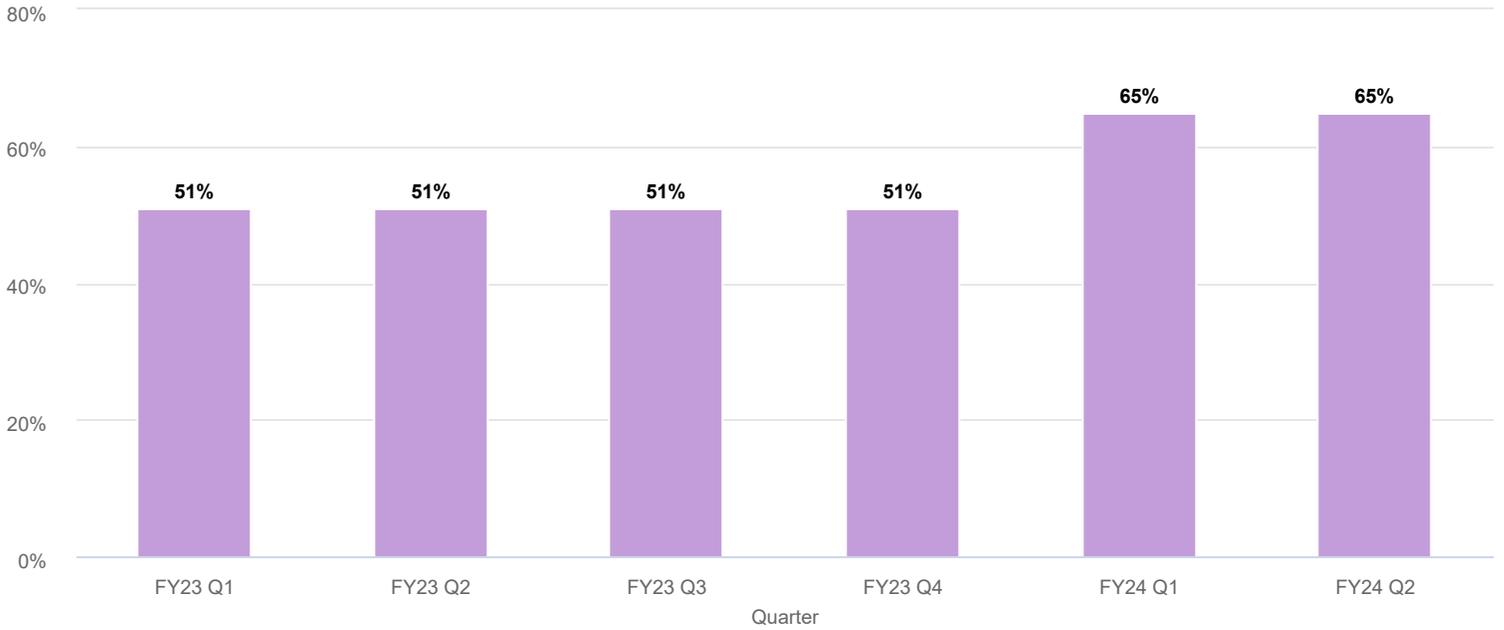
## % of residents expressing confidence in city government



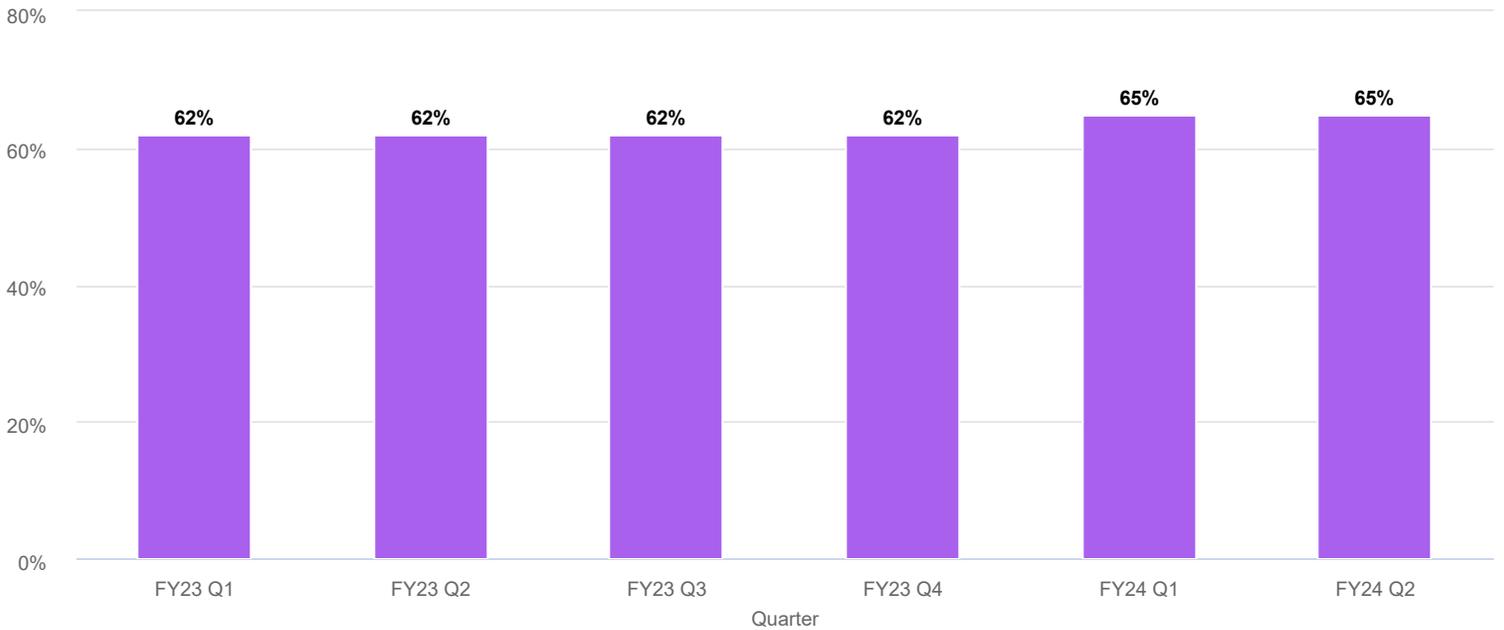
## % of residents rating the overall direction the City is taking as good or excellent



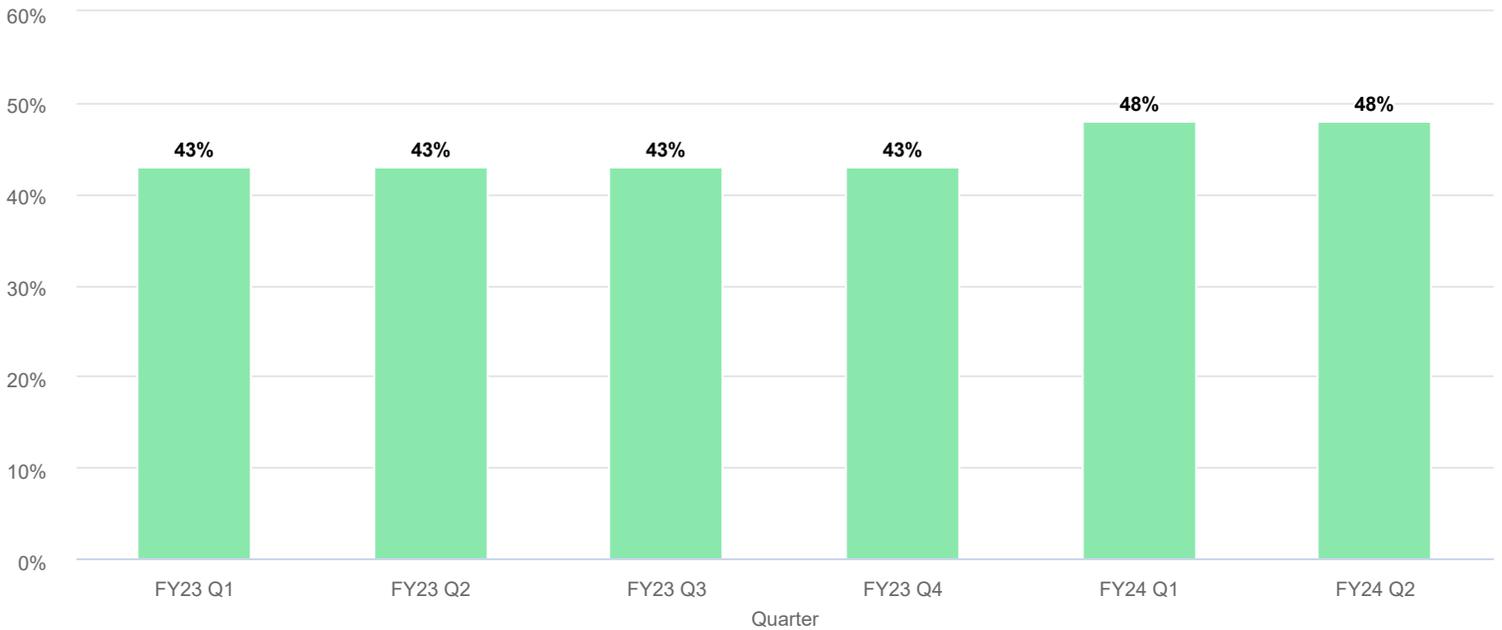
### % of residents who believe all City residents are treated fairly



### % 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: Aminah Mears

Update provided by Justin Tucker on Jan 02, 2024 15:45:49

2023 Community Survey completed in Fall 2023 with 972 responses. Survey results were presented to City Council in October 2023.

### 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

Update provided by Andrew Kim on Jan 16, 2024 20:40:31

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

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

Per Shaughn Hull, this activity is complete as it is ongoing and his department continues to improve the output of his department.

### Activity 6.2.5

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

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

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 95%



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

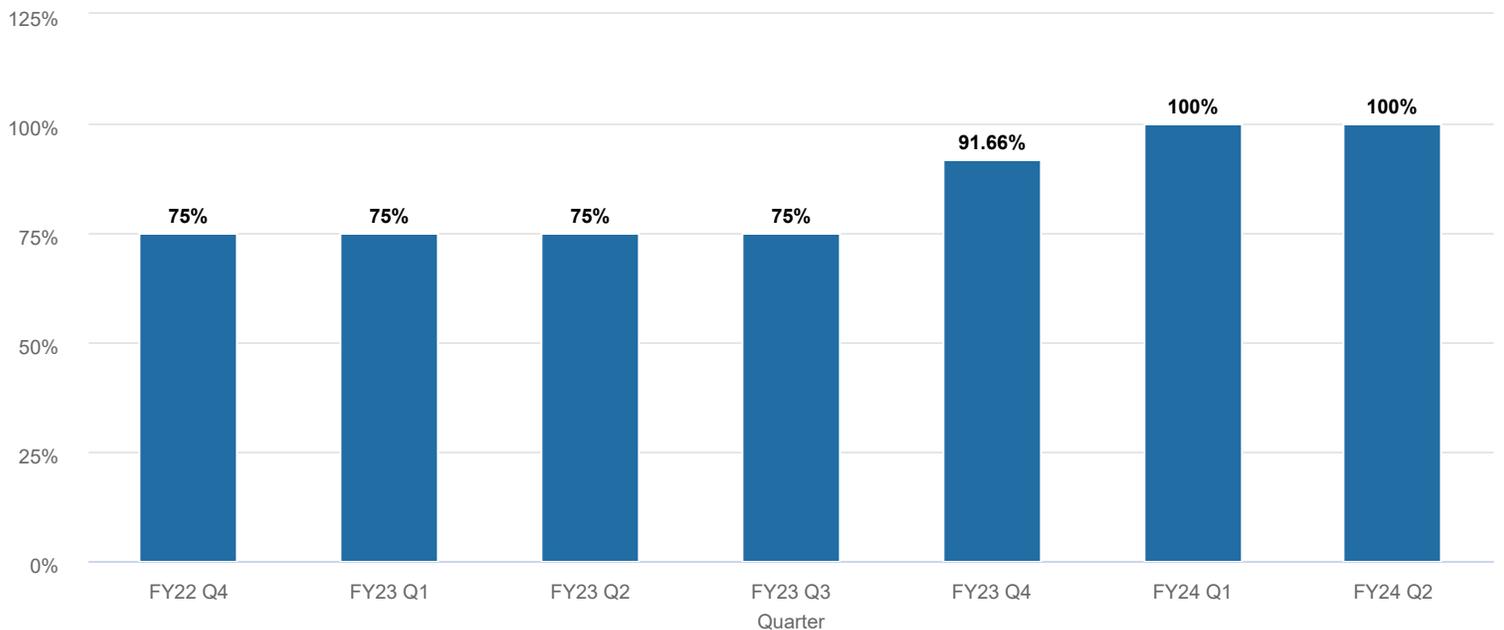
Owner: Donna Finch

	%	#
On Track	9.09	1
Work Underway	9.09	1
Completed	81.82	9

Activity: 11

Last Update: Jan 18, 2024 20:31:03

## % 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

Completed

Progress 100%

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 Alejandro Martinez on Jul 12, 2023 23:08:33

Program content was reviewed by Assistant City Manager Brett Channing and updates were made to the program. On 7/6/23 he said that the program is ready to go.

### Activity 6.3.6

Jul 01, 2023 - Jun 30, 2024

On Track

Progress 75%

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

Owner: Kelsey Kenz

Update provided by Andrew Kim on Jan 17, 2024 00:12:04

Per Kelsey Kenz:

Progress Highlights: On 12/6 Assistant City Manager Brett Channing, and City Manager Jacob Ellis reviewed mentorship program power point, activities, flyer, sign up form, and mentor and mentee guidelines.

Next Steps: Presenting program to directors at leadership meeting on 1/23

### Activity 6.3.7

Update provided by Angela Rivera on Jul 20, 2023 16:17:14

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

The wellness program is established, and a committee has been created for every category.

Review and revamp the employee wellness program.

Owner: Angela Rivera

### Activity 6.3.8

Update provided by Kelsey Kenz on Jun 26, 2023 15:47:35

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

New Hire Orientation complete. Launched 6/27/23.

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

Owner: Alejandro Martinez

### Activity 6.3.9



Update provided by Andrew Kim on Jan 17, 2024 00:19:25

Jul 01, 2022 - Jun 30, 2023

Work Underway

Per Kelsey Kenz:

Progress Highlights: Policies identified.

Issues (if applicable):

Next Steps: developing and implementing revisions.

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

### Activity 6.3.10

Update provided by Kelsey Kenz on Jul 03, 2023 16:31:42

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Hiring Guide submitted for approval.

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

Owner: Kelsey Kenz

### Activity 6.3.11

Update provided by Angela Rivera on Jul 20, 2023 16:15:35

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Employee recognition is complete.

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

### Objectives 6.4

Progress 68%

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

Owner: Donna Finch

Activity: 17



	%	#
On Track	5.88	1
Work Underway	29.41	5
Not Started	5.88	1
Upcoming	5.88	1
Completed	52.94	9

#### Activity 6.4.1

Update provided by Kim Sitton on Jan 11, 2024 23:37:40

Jul 01, 2020 - Jun 30, 2026

Not Started

Progress 0%

Item to be completed on an as-needed basis

Conduct periodic third-party audits in key service areas.

Owner: Kim Sitton

#### Activity 6.4.2

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

Jul 01, 2025 - Jun 30, 2026

Upcoming

FY26

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

Owner: Aminah Mears

#### Activity 6.4.3

Update provided by Aminah Mears on Jan 11, 2024 23:16:49

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Ongoing; services and programs continue to be reviewed annually; modifications are implemented as needed.

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

Owner: Aminah Mears

#### Activity 6.4.4

Update provided by Jim Aukerman on Jan 12, 2024 03:35:59

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 40%

Will be working with departments to identify specific phone requirements/needs to ensure new system is able to support all functions

Move Voiceover IP Operations to the Cloud.

Owner: Jim Aukerman

#### Activity 6.4.5

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

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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.

Develop a concierge program for building permits.

Owner: Joanne Coletta

#### Activity 6.4.6

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

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

Survey auto generated for every customer.

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

Owner: Joanne Coletta

#### Activity 6.4.7

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

Jul 01, 2021 - Jun 30, 2026

Completed

Progress 100%

First meeting in 2022. Additional meetings to be scheduled.

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

Owner: Joanne Coletta

#### 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: Aminah Mears

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: Aminah Mears

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: Aminah Mears

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

Completed

Progress 100%

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

Owner: Aminah Mears

Update provided by Carmen Zambrano on Aug 14, 2023 20:40:37

New federal lobbyist now under contract and beginning onboarding with Council and Staff. Additionally, supporting departments with grants.

#### Activity 6.4.13

Jul 01, 2021 - Jun 30, 2026

Work Underway

Progress 45%

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 Justin Tucker on Jan 16, 2024 19:05:04

FY24 Q2: No new awards

### Activity 6.4.14

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

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Mgmt. cycle calendar completed and reviewed regularly

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

Owner: Jacob Ellis

### Activity 6.4.15

Update provided by Alex Mercado on Jan 17, 2024 17:45:26

Jul 01, 2022 - Jun 30, 2025

Work Underway

Progress 33%

Proposals were received and reviewed by staff. Shortlisted vendors will be conducting onsite demonstrations the weeks of February 12th and March 11th.

Replace the Enterprise Resource Planning (ERP) system.

Owner: Mike Enriquez

### Activity 6.4.16

Update provided by Alex Mercado on Jan 17, 2024 17:51:52

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

We are exploring expanding our existing Laserfiche implementation to multiple departments. City staff are focusing on the ERP project and further staff involvement in this project will continue once an ERP vendor is selected.

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

Owner: Mike Enriquez

### Activity 6.4.17



Update provided by Mike Enriquez on Jan 17, 2024 17:37:06

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 35%

The city continues to automate manual processes and upgrade existing processes to improve usability and security. Current projects include the upgrade of the Utility Billing system which will provide a modern portal for customers to view and manage their utility accounts.

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

Owner: Mike Enriquez

### Objectives 6.5

Progress 67%

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

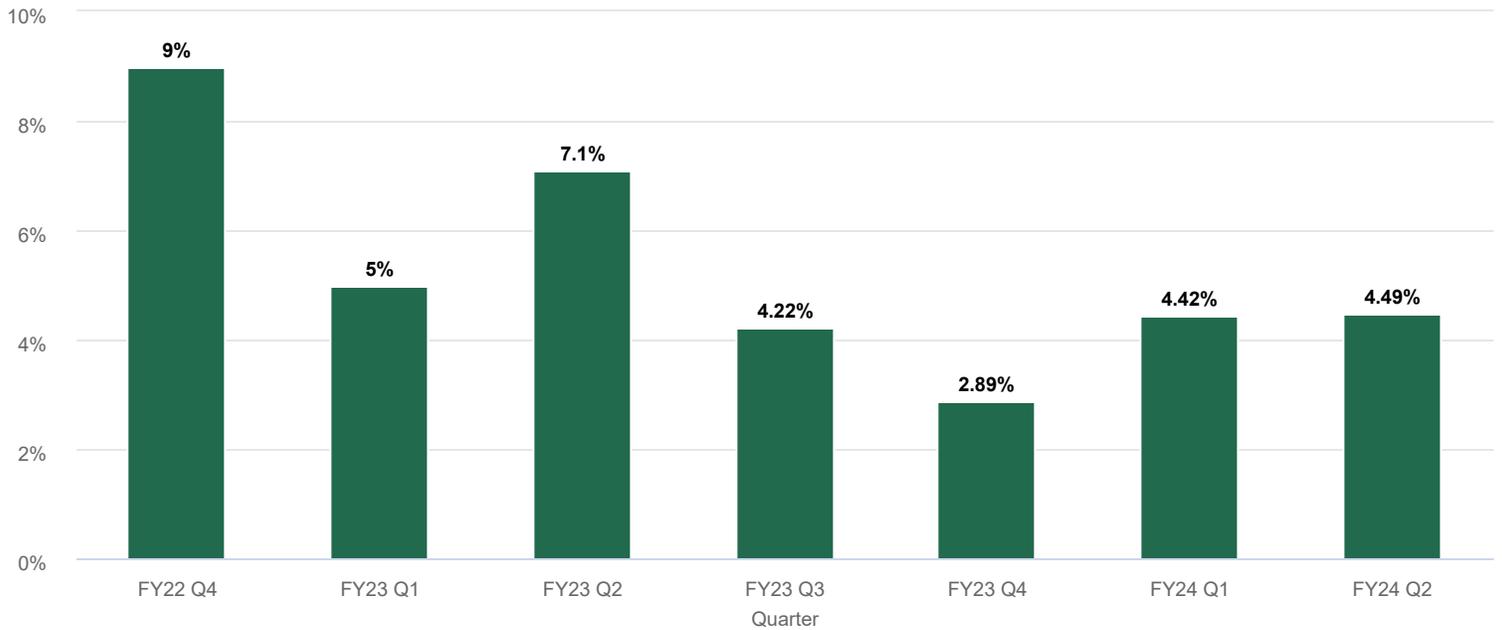
Owner: Donna Finch

Activity: 5



Category	%	#
Work Underway	20.0	1
Upcoming	20.0	1
Completed	60.0	3

## Employee turnover rate



### Activity 6.5.1

Jul 01, 2023 - Jun 30, 2024

Work Underway

Progress 33%

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

Owner: Kelsey Kenz

Update provided by Andrew Kim on Jan 17, 2024 00:21:01

Per Kelsey Kenz:

Progress Highlights: Researched programs provided by neighboring cities.

Issues (if applicable): Funding

Next Steps: Start framework of our program.

### 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

Completed

Progress 100%

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

Owner: Kelsey Kenz

Update provided by Kelsey Kenz on Oct 02, 2023 16:10:21

Customer Service training was held 9/12-9/14.

### 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: Aminah Mears

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: Aminah Mears

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

FY25