



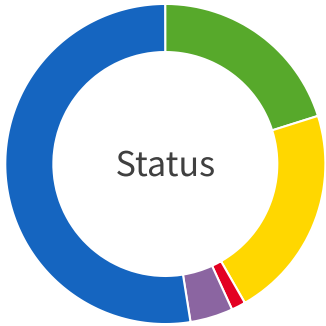
City Strategic Plan Progress Report

Current Reporting Date: Jan 11, 2024

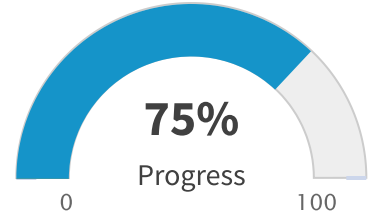
Report Created On: Oct 31, 2023

6 Strategic Goal	21 Objectives	138 Activity
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Overall Summary



	%
On Track	20.14
Work Underway	21.58
Not Started	1.44
Upcoming	4.32
Completed	52.52



Report Legend



Priority



No Update



Overdue

Strategic Goal 1 Progress 85%

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

	%	#
On Track	12.5	2
Work Underway	6.25	1
Not Started	6.25	1
Completed	75.0	12

Owner: Alex Mercado

Objectives: 2 Activity: 16

Owner: Alex Mercado

Last Update: Oct 18, 2023 19:31:04

Financial Stability Performance Report

Measure	FY23 Q1	FY24 Q1	Trend
GO Bond credit rating	AA+	AA+	↕
Outstanding debt per capita	\$2,141	\$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 77%

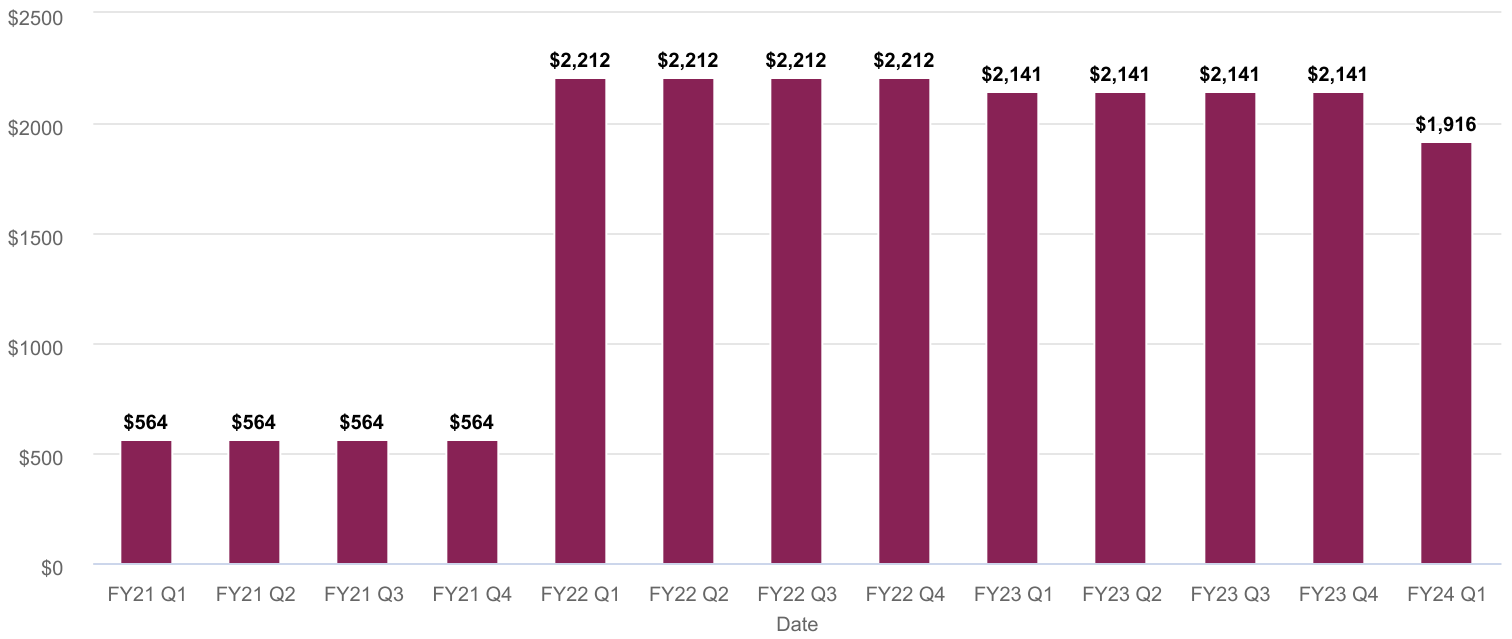
Increase Financial Stability: Strengthen the City’s long-term financial position to ensure ongoing provision of core services to all residents.

	%	#
On Track	20.0	2
Work Underway	10.0	1
Not Started	10.0	1
Completed	60.0	6

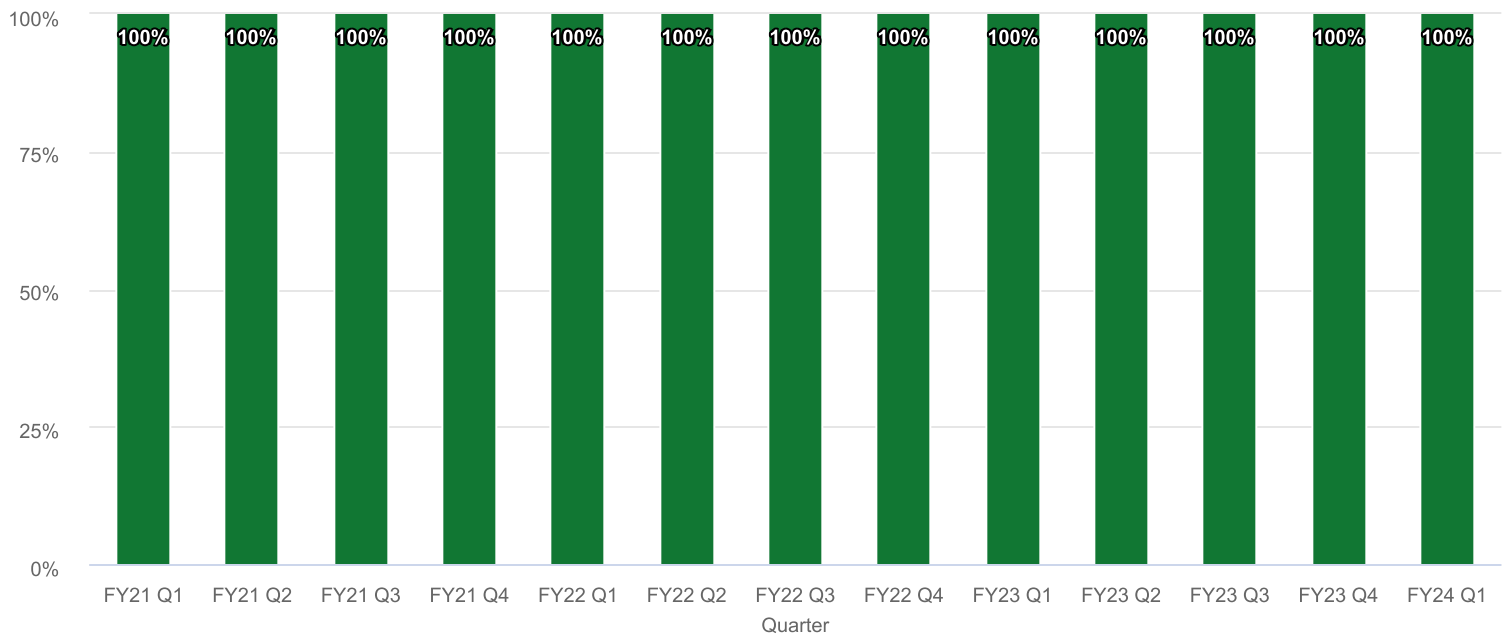
Owner: Donna Finch

Activity: 10

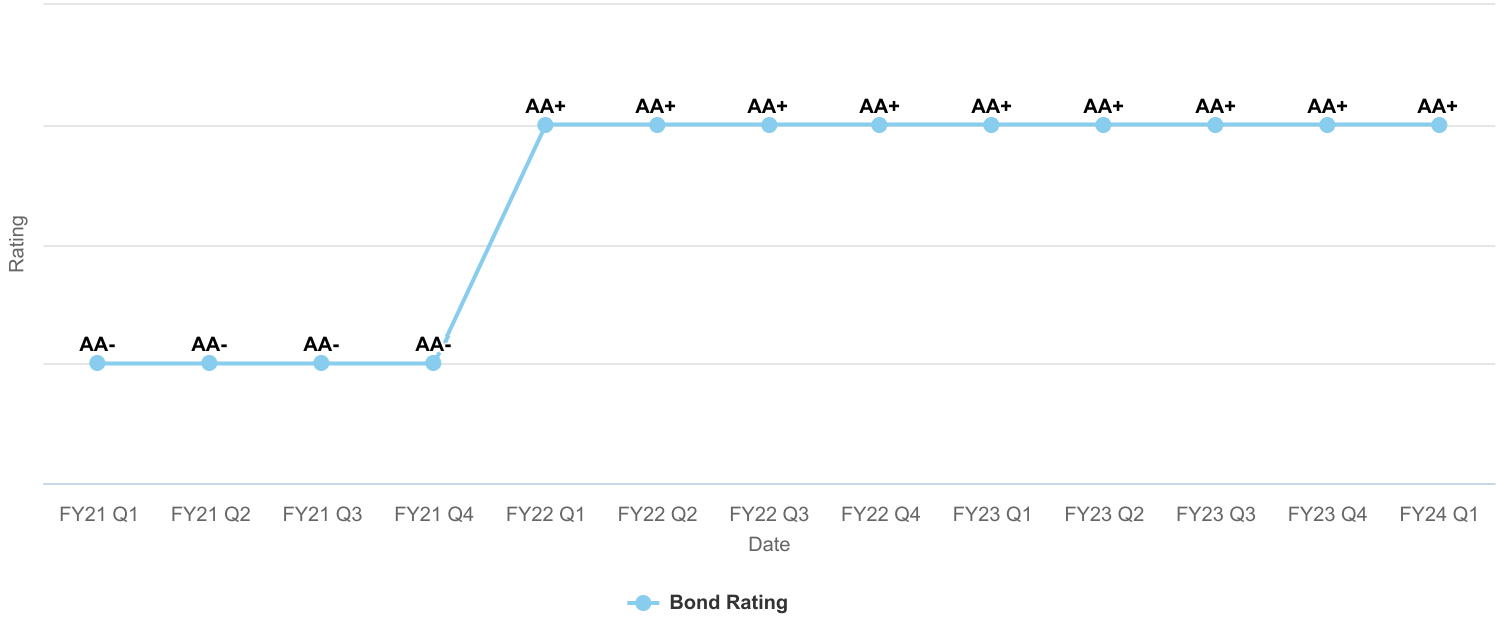
Outstanding debt per capita



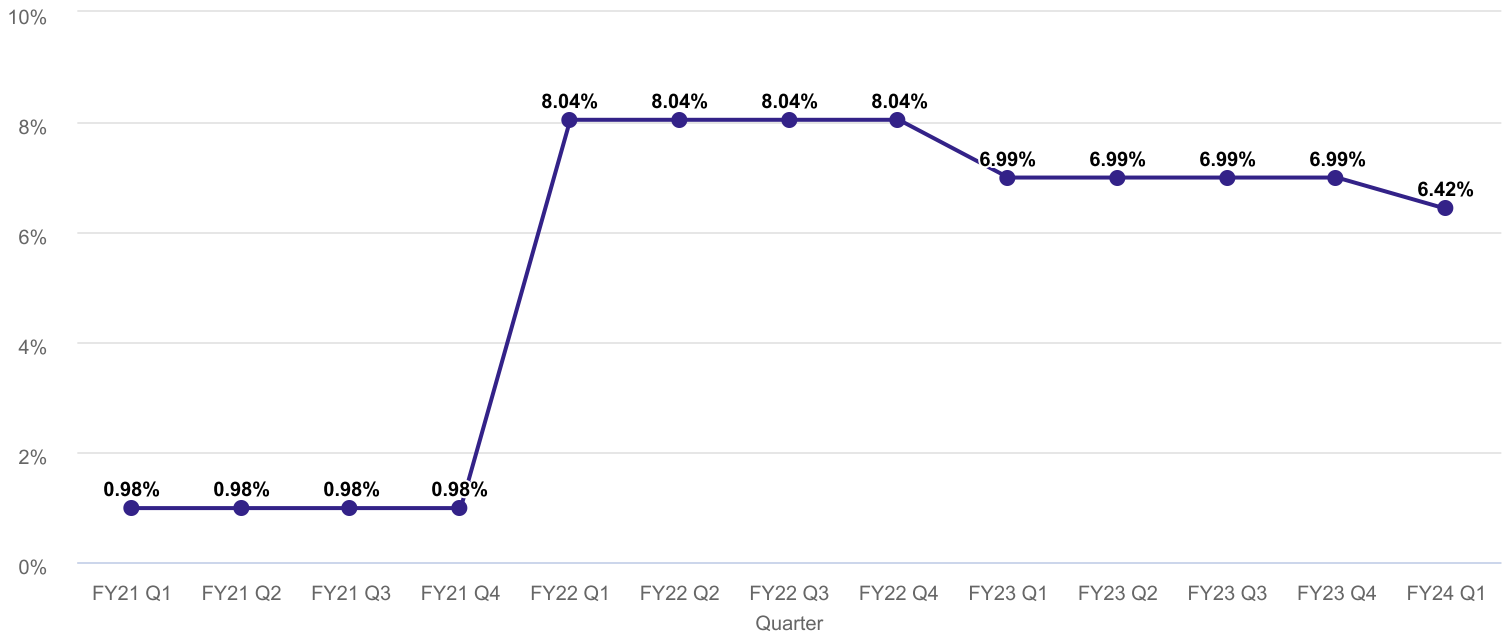
% Major Operating Funds Maintaining Minimum Fund Balance



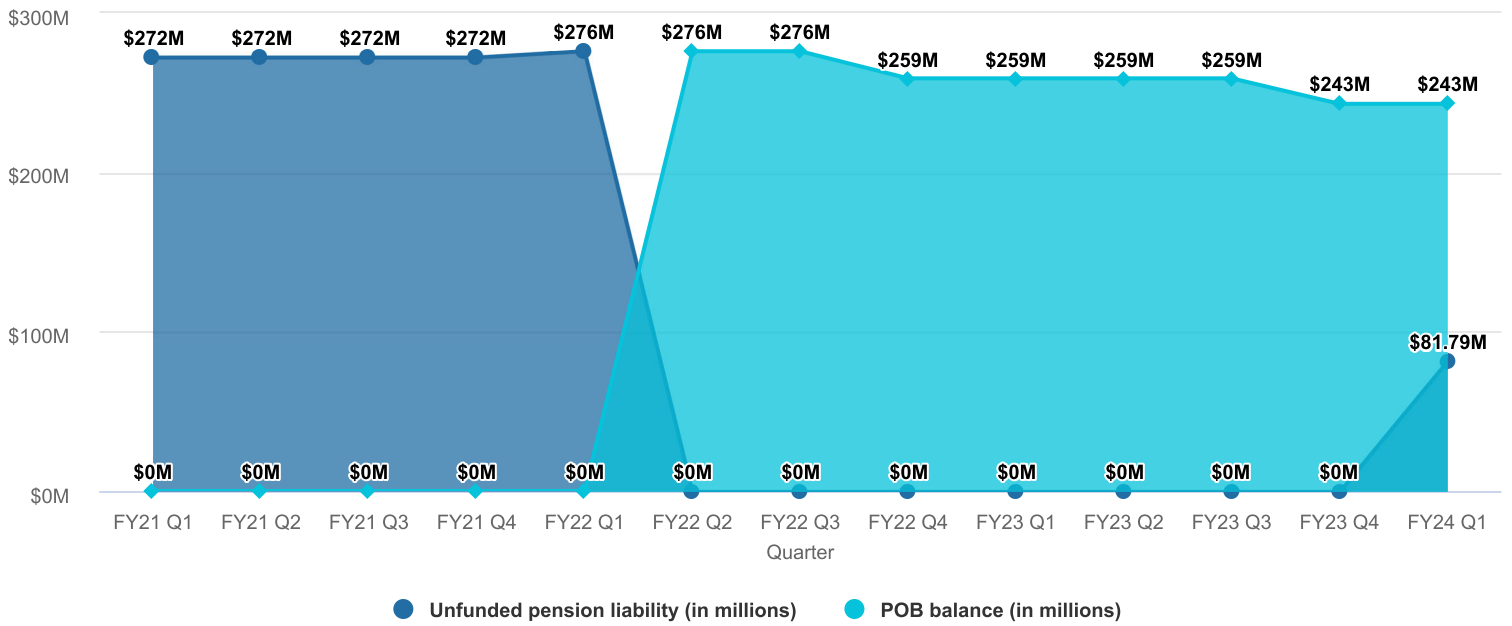
GO Bond credit rating



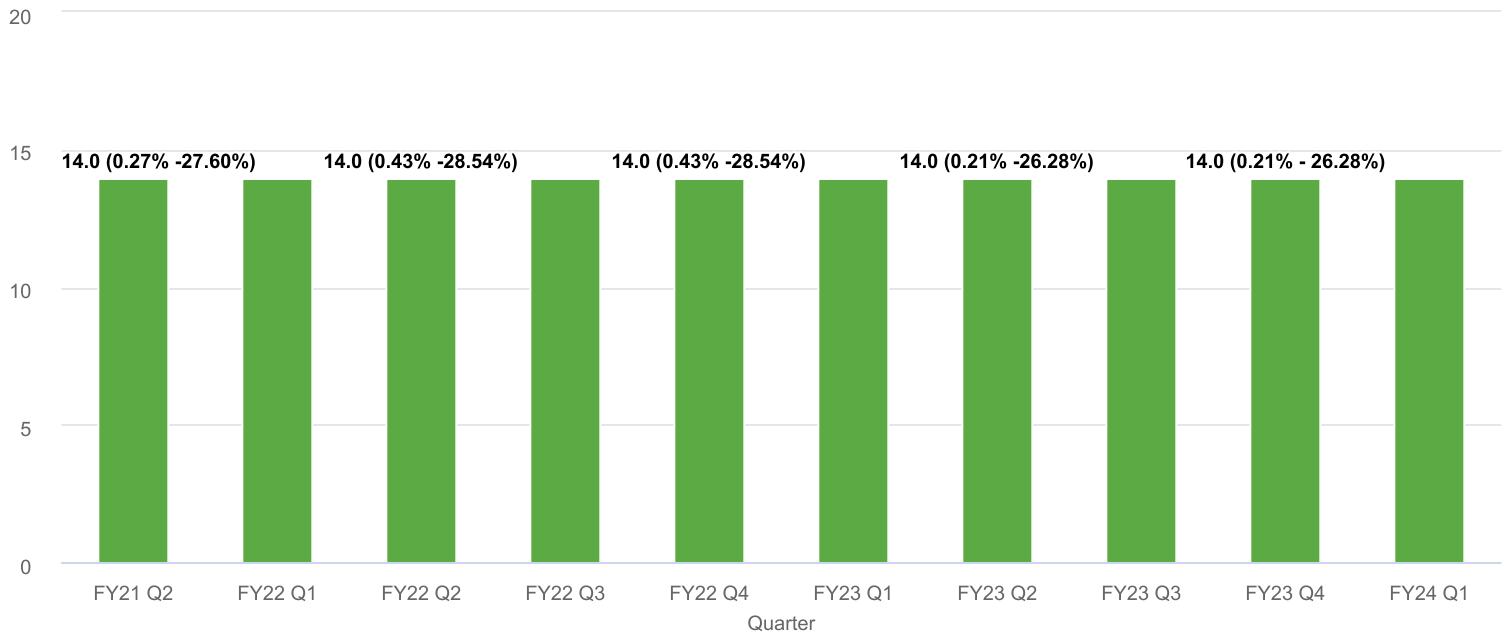
Percentage of GO Debt Capacity Used



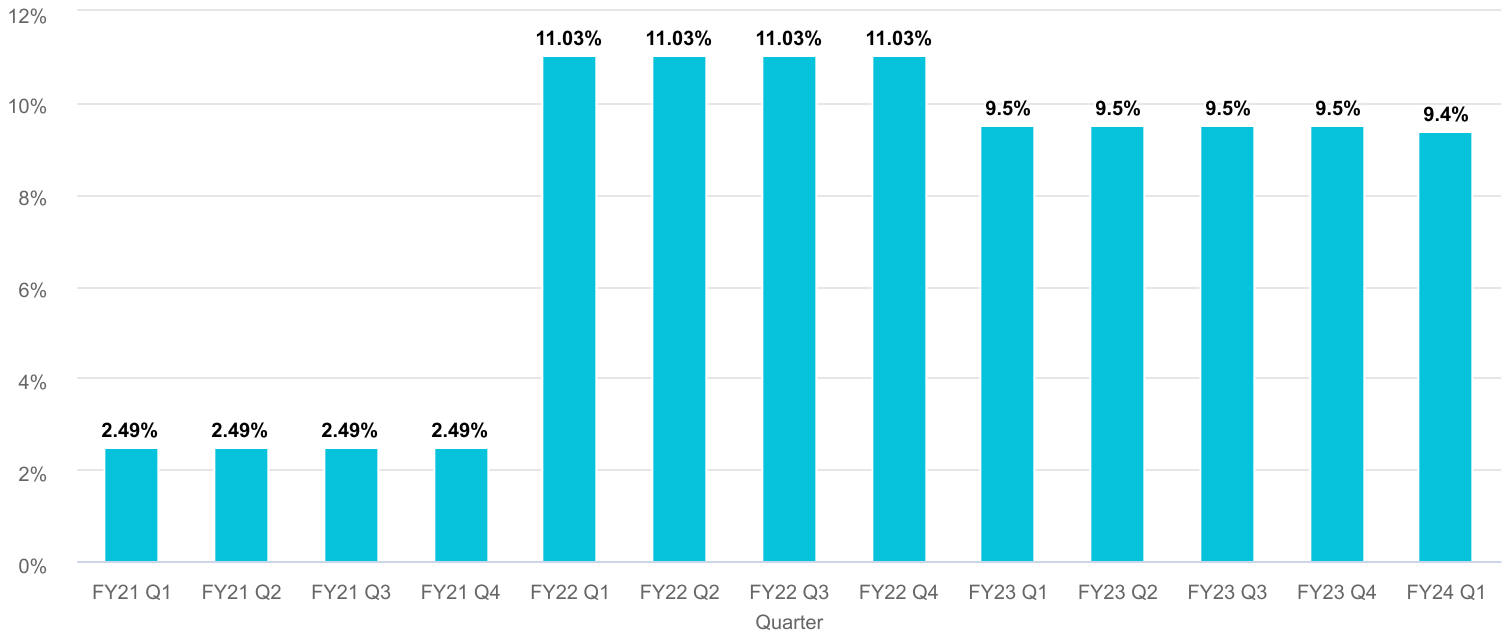
Unfunded Pension Liability/POB balance (in millions)



Diversity of revenue sources



Debt payments as a % of operating budget



Activity 1.1.1

Update provided by Kim Sitton on Oct 17, 2023 20:47:15

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 Oct 17, 2023 20:47:58

Item to be addressed in FY 2024.

Jul 01, 2023 - Jun 30, 2024 Not Started Progress 0%

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 Oct 17, 2023 20:48:22

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 Oct 17, 2023 20:49:49

Continuous item; working with departments to identify funding opportunities.

Activity 1.1.10

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

Reserve fund created in the FY22 Budget

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Kim Sitton

Objectives 1.2

Progress 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

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Kim Sitton

Activity 1.2.2

Update provided by Kim Sitton on Jul 11, 2023 19:10:02

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Kim Sitton

Activity 1.2.3

Update provided by Kim Sitton on Jul 11, 2023 19:12:26

Process to track grant funding is complete.

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

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

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Enhance opportunities for resident participation in the budget process.

Owner: Kim Sitton

Activity 1.2.5

Update provided by 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 72%

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

	%	#
On Track	5.26	1
Work Underway	36.84	7
Upcoming	5.26	1
Completed	52.63	10

Owner: Alex Mercado

Objectives: 3

Activity: 19

Last Update: Oct 18, 2023 19:31:04

Strong Economy Performance Report

Measure	FY23 Q1	FY24 Q1	Trend
# of small business grant applicants		0	--
% of small businesses that remain open one year after participating in various entrepreneurship prog	100%	100%	↔
# of businesses promoted	10	10	↔
% of Emprendedor@s graduates that successfully launch their business	100%	100%	↔
# of site selection inquiries that resulted in business opening or expanding in Corona	1	0	↓
# of Corona Mall properties redeveloped		6	--
% of business resources that can be accessed in Spanish	30%	60%	↑
% of commercial brokers engaged with	19%	78%	↑

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

Objectives 2.1

Progress 85%

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

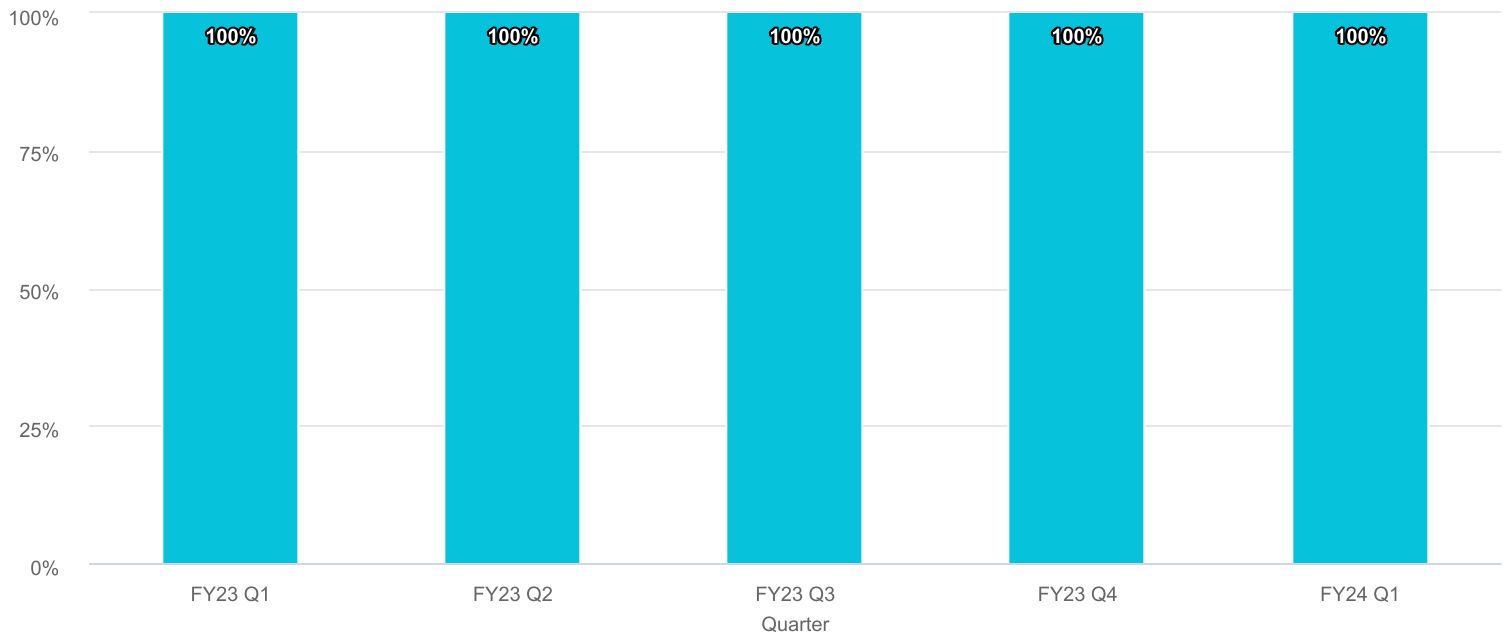
	%	#
On Track	20.0	1
Work Underway	20.0	1
Completed	60.0	3

Owner: Donna Finch

Activity: 5

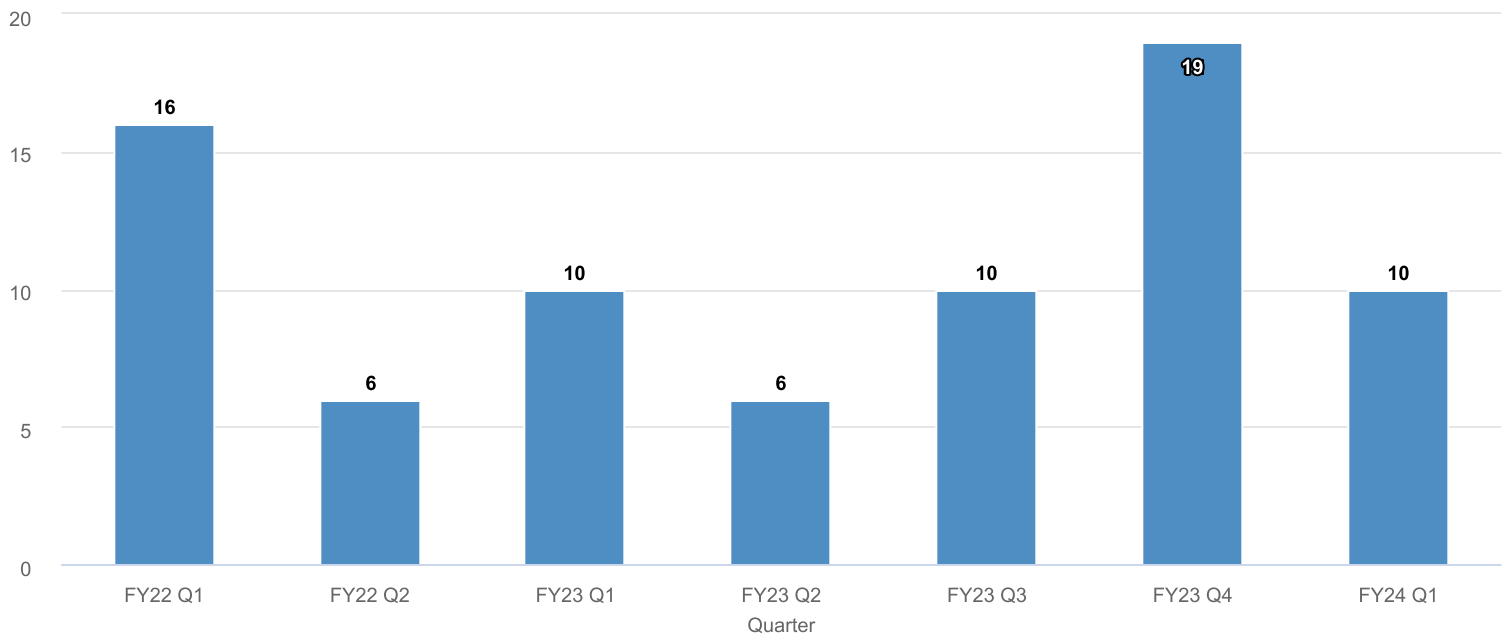
Last Update: Oct 12, 2023 17:31:03

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

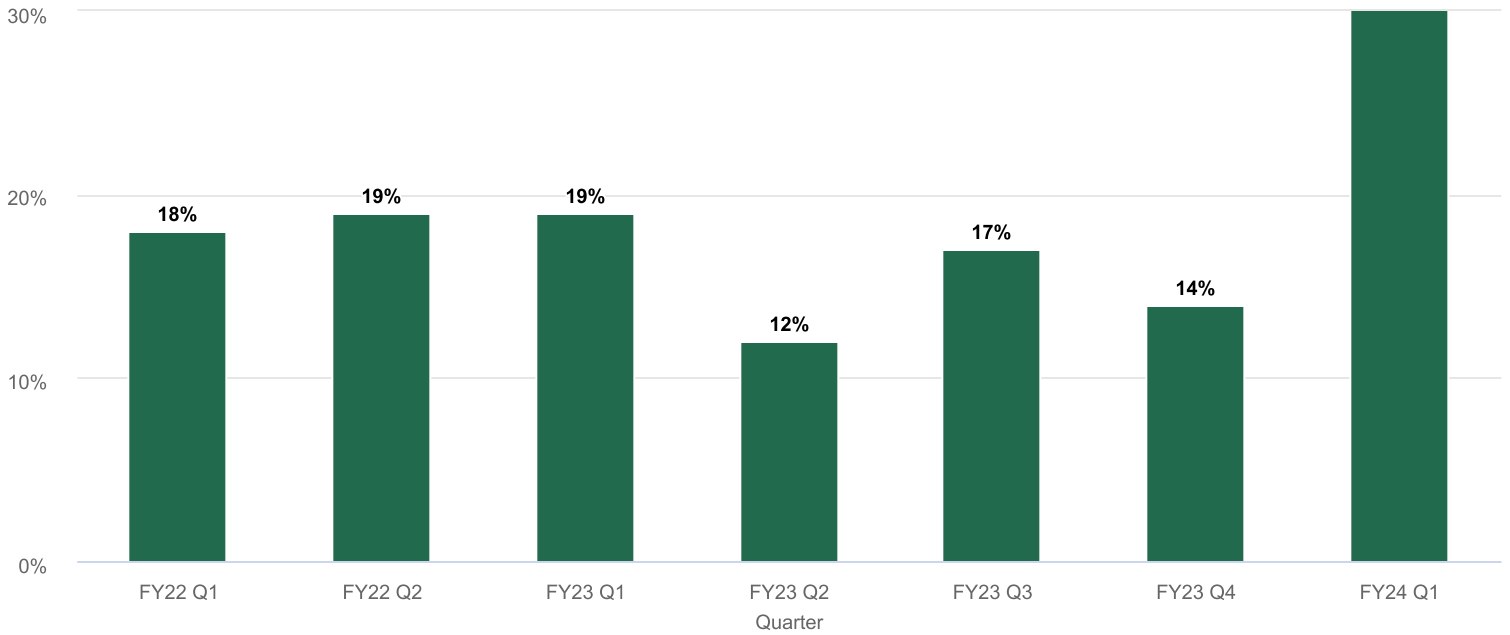


Last Update: Oct 12, 2023 17:31:04

of businesses promoted



% of commercial brokers engaged with



Activity 2.1.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Amanda Wicker

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

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

Activity 2.1.2



Jul 01, 2022 - Jun 30, 2023

On Track

Progress 90%

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

Owner: Joanne Coletta

Update provided by Joanne Coletta on Oct 03, 2023 22:23:17

Majority of development and plan review flow charts are completed. Completed flow charts are currently available on-line. Anticipate remaining flow charts to be done by December 2023.

Activity 2.1.3



Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Kim Sitton

Update provided by Kim Sitton on Oct 17, 2023 20:51:44

Evaluation of current processes is underway.

Activity 2.1.4

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Dan Bloomfield

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

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

Activity 2.1.5

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Amanda Wicker

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

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

Objectives 2.2

Progress 63%

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

	%	#
Work Underway	66.67	4
Completed	33.33	2

Owner: Donna Finch

Activity: 6

Activity 2.2.1



Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 35%

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

Owner: Amanda Wicker

Update provided by Arlene Hernandez on Oct 12, 2023 17:02:56

Staff has actively participated in the Chamber's multiple industry committees to support this effort. Formal planning for this effort will not commence for a few years. In the meantime, the City continues to partner with the Corona Chamber on business events, outreach, and Manufacturing Month to encourage workforce development and career pathways in manufacturing.

Activity 2.2.2



Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 50%

Partner with regional workforce development boards to increase job opportunities.

Owner: Ashley Zaragoza

Update provided by Arlene Hernandez on Oct 12, 2023 16:59:18

City has established an ongoing partnership with RCWDB through the Manufacturing Assistance Program and Live Work Corona. We continue to partner on events and supportive services for current and incoming businesses and job seekers.

Activity 2.2.3



Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 50%

Craft an incentive strategy for businesses to locate in Corona.

Owner: Amanda Wicker

Update provided by Arlene Hernandez on Oct 12, 2023 17:03:37

Staff has been developing an incentive strategy matrix and will formalize the strategy in FY 24.

Activity 2.2.4

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

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

Owner: Amanda Wicker

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

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

Activity 2.2.5

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Amanda Wicker

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

WRCOG voted not to proceed in May '21.

Activity 2.2.6



Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 40%

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

Owner: Ashley Zaragoza

Update provided by Arlene Hernandez on Oct 12, 2023 17:01:12

Staff held a Corona MAP Apprenticeships webinar with speakers from CNUSD CTE, Corona College, and LAUNCH Apprenticeship Network. Development of a Corona Innovation Center is currently underway with local and regional partnerships to create a center that supports current and future workforce, innovation, and entrepreneurship. Staff is currently selecting a location and has secured \$2.5 million in grant funding from the State of California for the Center.

Objectives 2.3

Progress 72%

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

Owner: Donna Finch

	%	#
Work Underway	25.0	2
Upcoming	12.5	1
Completed	62.5	5

Activity: 8

Activity 2.3.1

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Jess Garcia

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

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

Activity 2.3.2



Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 40%

Redevelop the Corona Mall Properties.

Owner: Jess Garcia

Update provided by Arlene Hernandez on Oct 12, 2023 17:05:59

Lab commenced construction on South Mall properties in August 2022; construction improvements are currently underway and expected to be complete in 3 months. Tenants have submitted for tenant improvement spaces. 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, cafe, tavern, craft beer bottle shop, music venue, wine bar, barbership and mexican restaurant.

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 Oct 12, 2023 17:04:22

Downtown Commercial Beautification Grant program guidelines were approved by City Council. Staff secured Charitable Ventures as our administrative grant partner for this program. On track to launch program mid FY24.

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 33%

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

Owner: Joanne Coletta

Update provided by Joanne Coletta on Oct 03, 2023 22:25:22

Process was initiated but due to staffing, the project is delayed. Next updated is expected in February 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 fee 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 55%

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	31.25	5
Upcoming	12.5	2
Completed	18.75	3

Objectives: 3 Activity: 16

Last Update: Oct 19, 2023 17:30:46

Sound Infrastructure Performance Report

Measure	FY23 Q1	FY24 Q1	Trend
Capital asset and building condition ratings			--
Net investment in capital assets (in Millions)	\$7.6M	\$2.5M	↓
% of city facility assets replaced per schedule in the Asset Management Plan			--
% of street signs replaced within target timeframes (30 days)	95.4%	97.8%	↑
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 48%

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

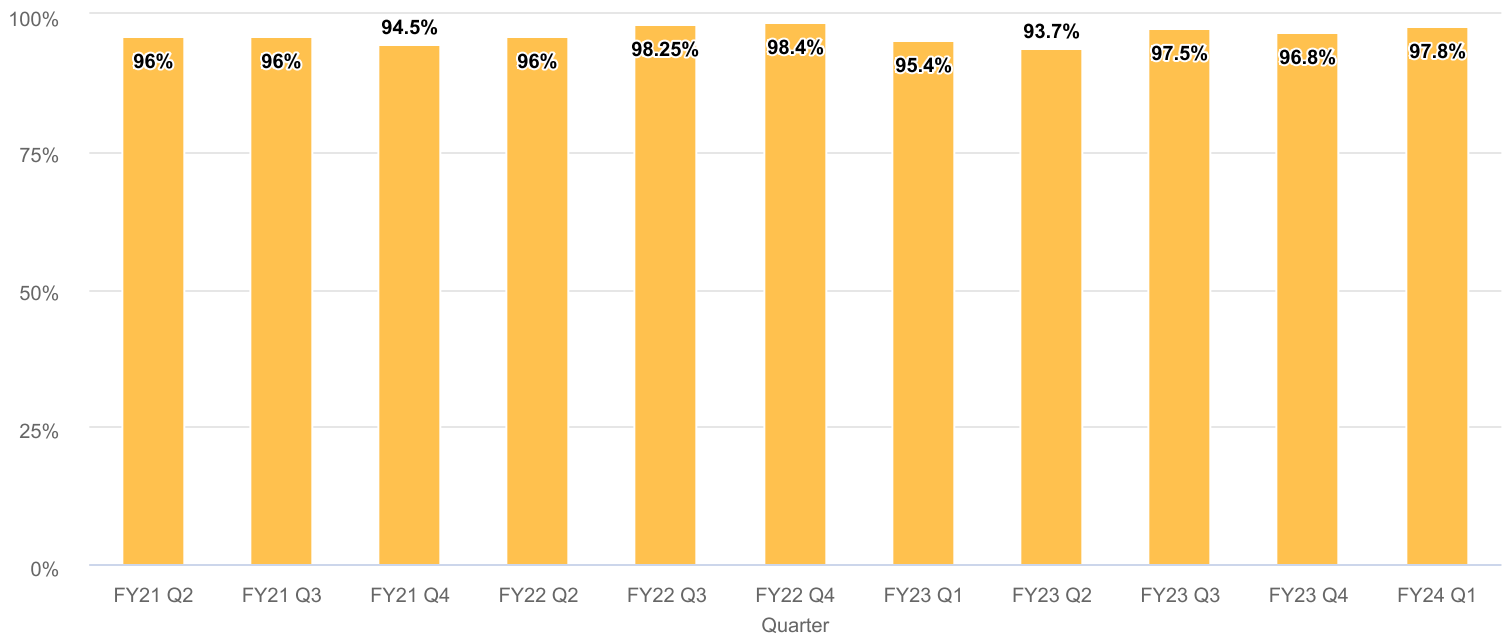
	%	#
Work Underway	50.0	3
Upcoming	16.67	1
Completed	33.33	2

Activity: 6

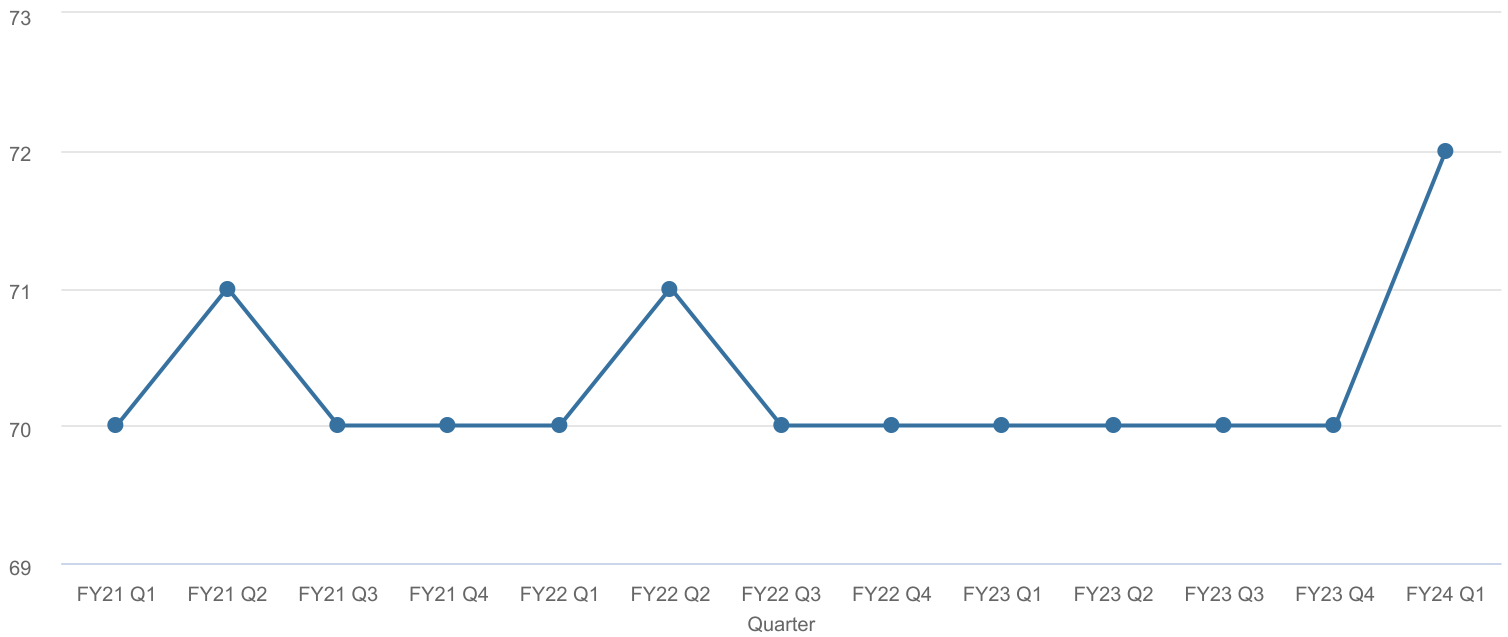
Net investment in capital assets (in Millions)



% 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 34%

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 Oct 11, 2023 20:14:22

Update of process flows for each division/ department by completion of shadow days. Requirement gathering for asset plan to assess current software. Data collection of asset categories and hierarchies to build or rebuild software. Working with IT department to collaborate current projects with vendor to get new updated quote and future timelines

Activity 3.1.3 

Jul 01, 2022 - Jun 30, 2023 Work Underway

Progress 7%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Oct 11, 2023 20:20:28

Asset management coordinator is working with IT department to collaborate current projects with vendor to get new updated quote and future timelines to develop the asset management funding policy.

Activity 3.1.4

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

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

Owner: Chris McMasters

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

SIFI Contract approved Dec '21

Activity 3.1.5

Jul 01, 2023 - Jun 30, 2024 Work Underway

Progress 45%

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

Owner: Greg Beringer

Update provided by Greg Beringer on Oct 17, 2023 15:28:32

Utility data updates are now 95% complete with 100% completion expected Q1 2024.

Implementation of Utility Network for Potable Water underway.

Activity 3.1.6

Jul 01, 2025 - Jun 30, 2026 Upcoming

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

Owner: Aminah Mears

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

FY26 Project

Objectives 3.2 Progress 48%

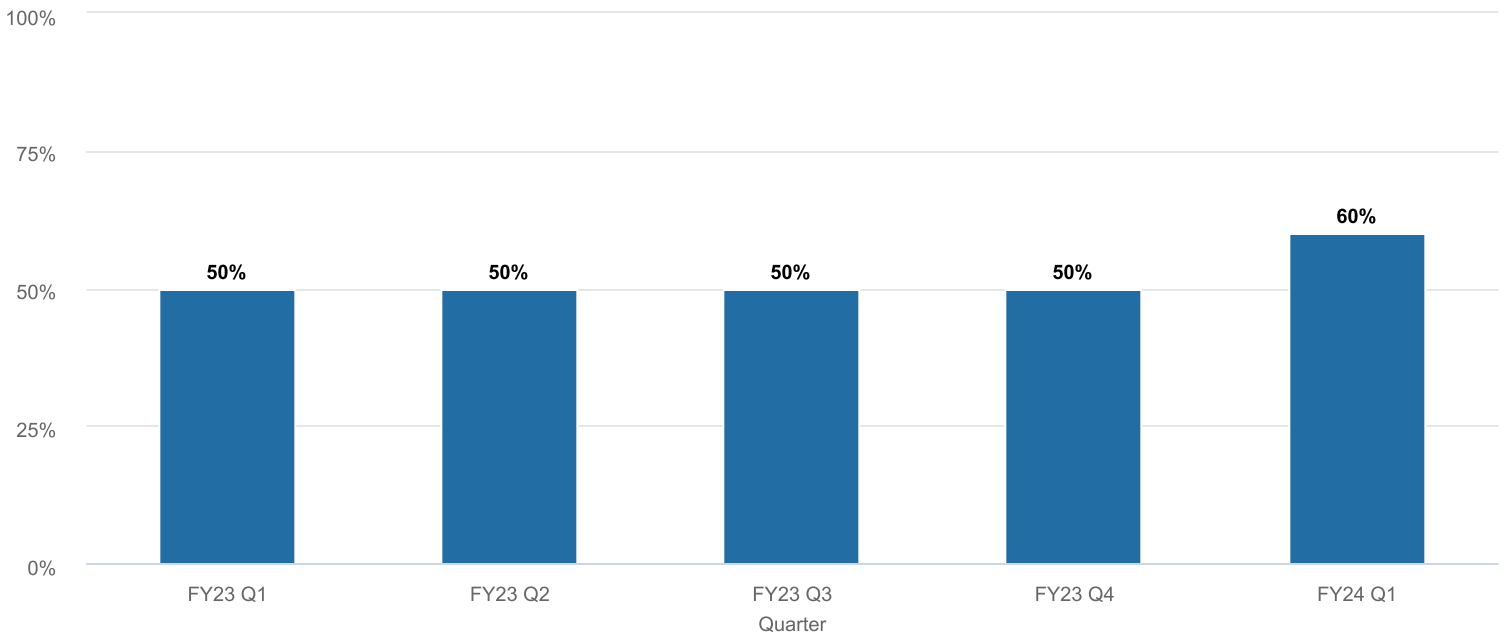
Reduce Negative Impacts of Traffic: Reduce traffic congestion and optimize traffic flows.

Owner: Donna Finch

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

Activity: 4

% of residents rating the bike lanes as good or excellent



Activity 3.2.1

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 Aminah Mears on Oct 31, 2023 21:50:59

Design phase on track for Traffic Signal Optimization Project.

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 40%

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 Oct 11, 2023 18:17:02

Established Quarterly meetings with Caltrans and discussed priority projects within the City of Corona and Caltrans projects along the Interstate 15 Freeway; ongoing meetings with Caltrans Planning and Local Assistance Department to discuss upcoming grant and partnership opportunities with the State.

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.

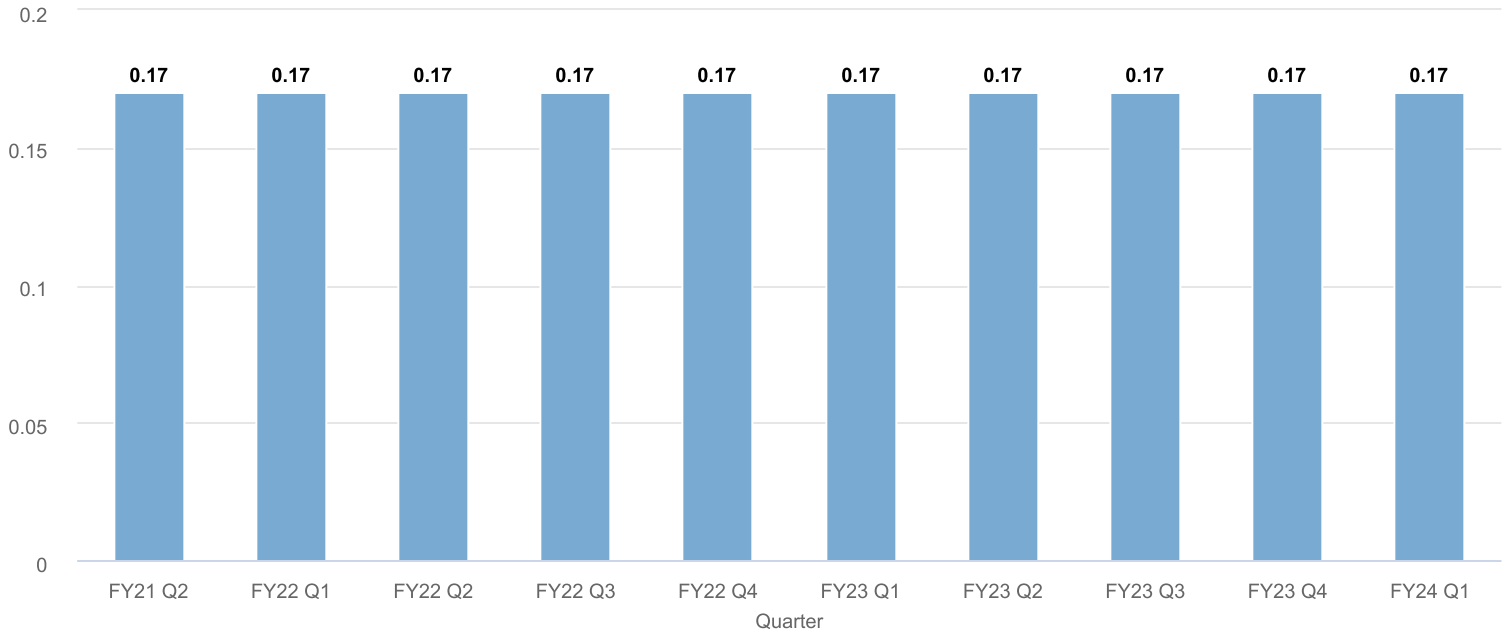
	%	#
On Track	66.67	4
Work Underway	33.33	2

Owner: Donna Finch

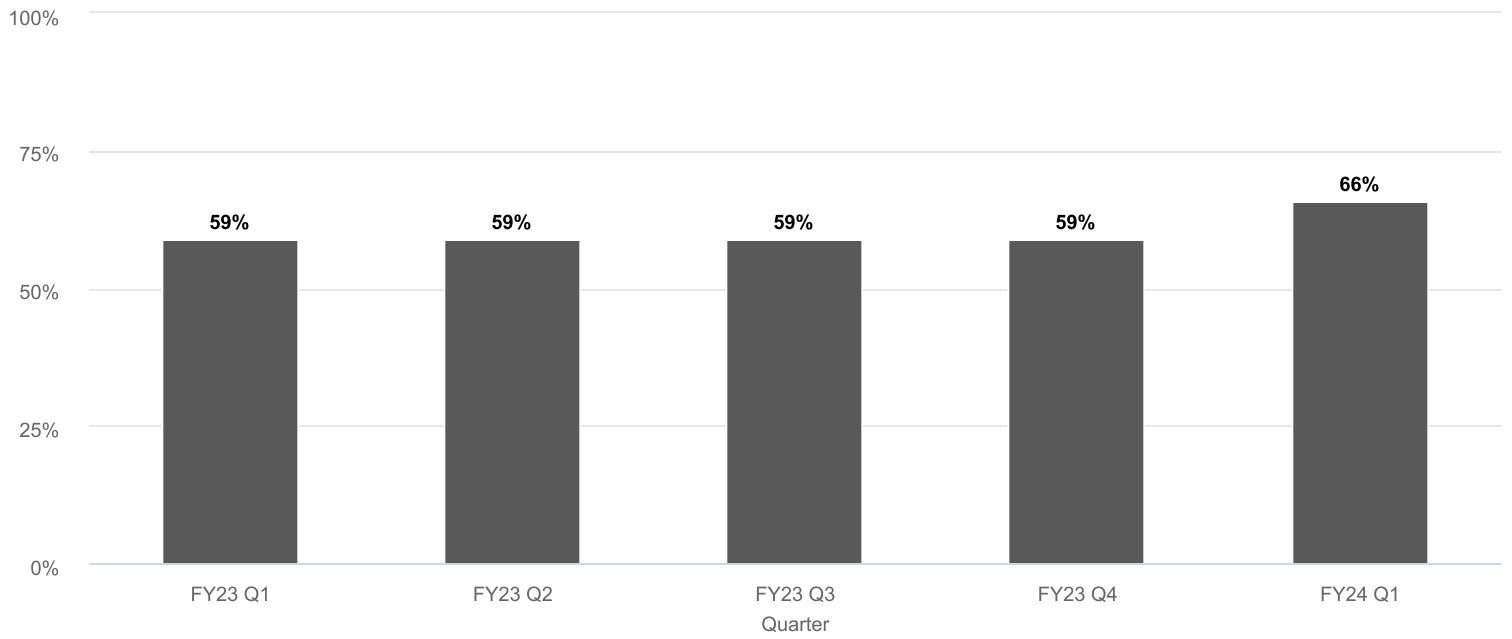
Activity: 6

Last Update: Oct 09, 2023 18:30:33

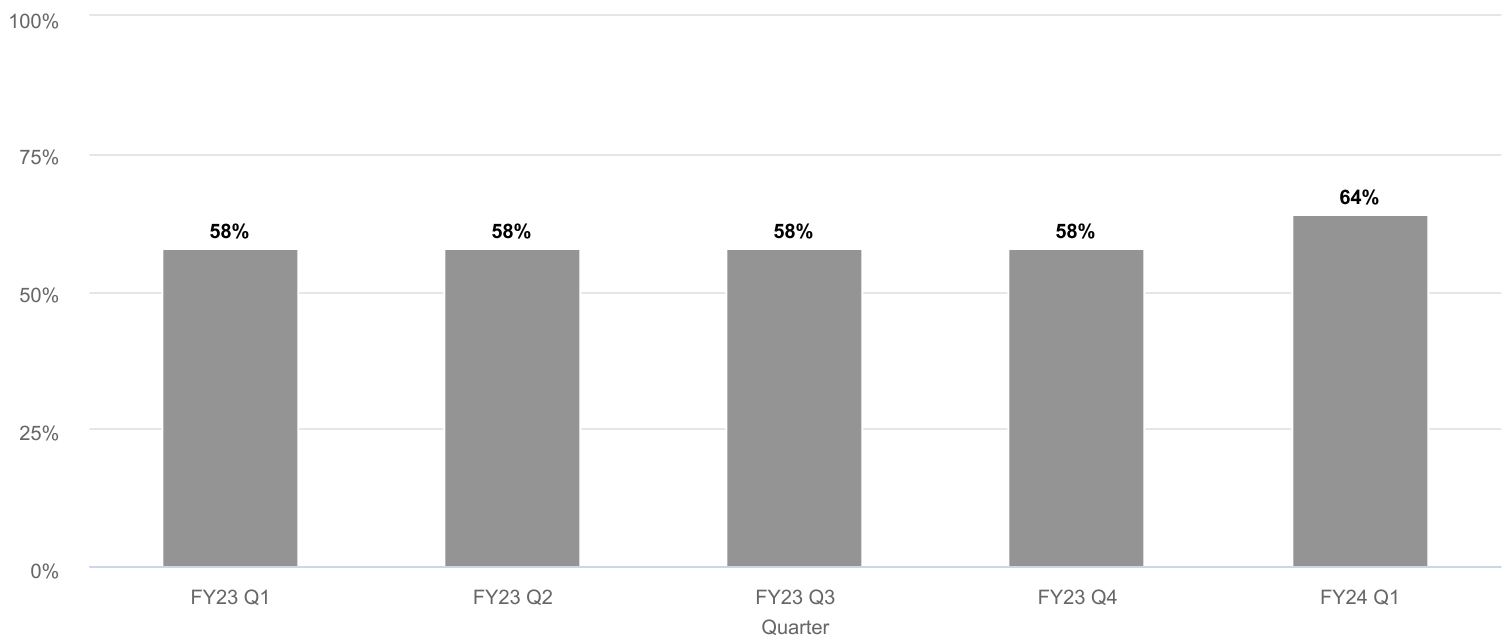
Miles of trails per 1,000 residents



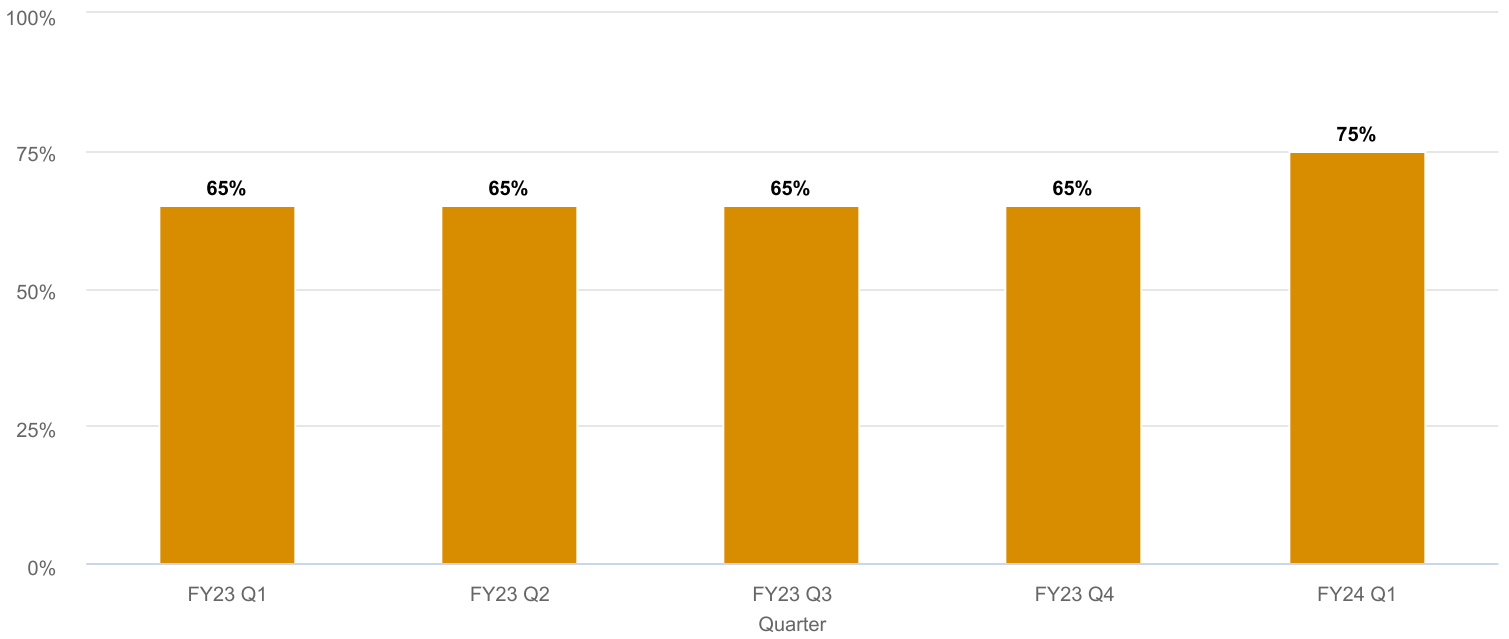
% of residents rating recreation facilities as good or excellent



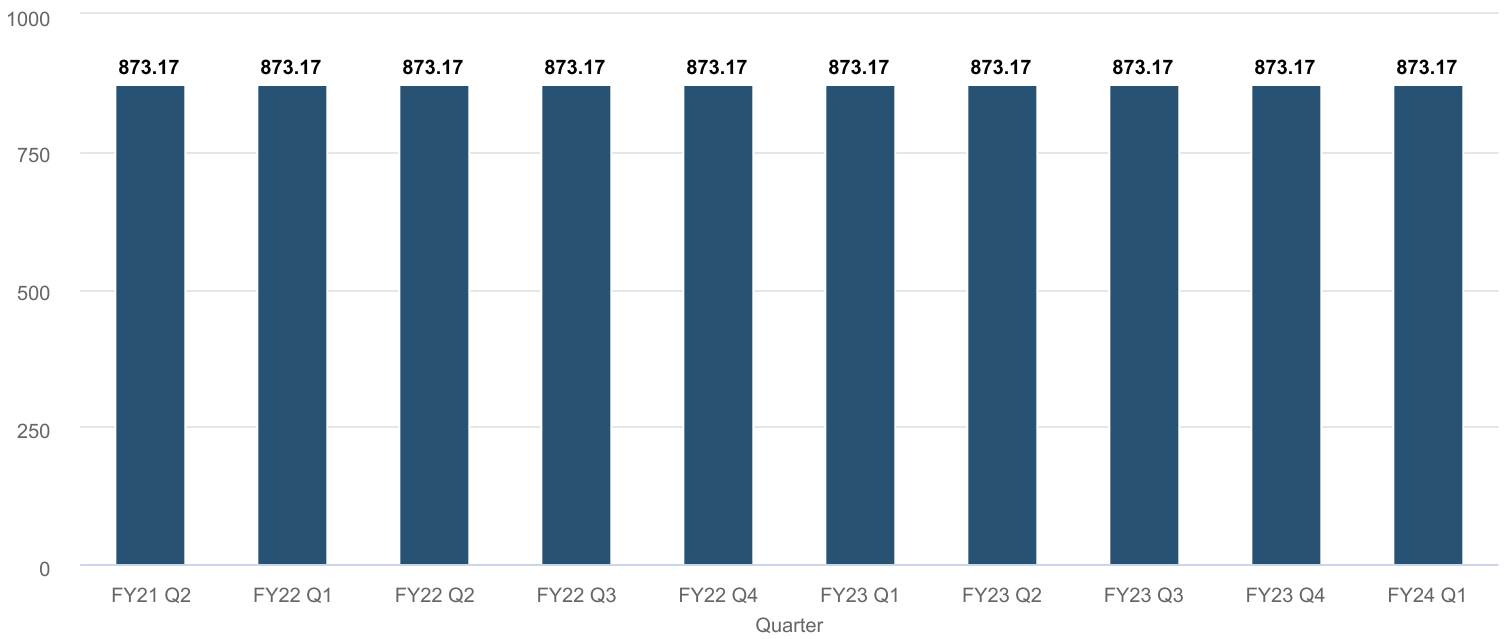
% of residents rating the availability of paths and walking trails as good or excellent



% 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 Aminah Mears on Oct 31, 2023 21:49:29

The Parks Commission received an update from our consultants, MIG, at the October 10th Parks and Recreation Commission meeting. They were provided with a PowerPoint presentation in addition to a Recommendations summary, Park Recommendations, Criteria Observations as well as Design and development guidelines. Their feedback was noted and passed on to MIG to incorporate into the next phases of the Master Plan process.

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 Aminah Mears on Oct 31, 2023 21:50:27

The Trails Master Plan was presented to Parks Commission as well as the City Council. Feedback was given to provide a less dense and user-friendly guide with detail provided in the appendices. The Community Services Department and City Manager's Office has been working on getting this document reformatted and will be seeking community feedback. Staff will be attending several community events and engaging with the residents and getting their feedback on the report. We will also be holding a special meeting with the Parks Commission to go over the plan in detail and obtain their feedback.

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 Oct 11, 2023 17:38:58

The Community Services Department is working with both our internal staff and our Master Plan consultants on creating maintenance standards that will be equitable and consistent for all Corona parks.

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 Oct 11, 2023 17:59:10

The Community Services Department has been working with Public Works asset manager to go over the current uses of Nex-Gen and what assets are in Nex-Gen as well as what items are needing to be updated. Public Works is working with staff on this and looking into a full asset management program.

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 Oct 11, 2023 18:29:44

The Community Services Maintenance team continues to utilize the Nex-Gen system for regular park and building maintenance inspections. Staff will create work orders for items identified that are in need of repair or replacement. In addition, we just started the building evaluation and assessment project, which will entail reviewing all city-wide buildings and developing a 10-year maintenance plan.

Activity 3.3.6 

Update provided by Moses Cortez on Oct 11, 2023 19:03:36

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

The Park Adoption program continues to grow and was just shared with the Parks Commission at their October 10 meeting. The program has garnered several applicants interested in adopting Corona parks. We will also be looking to develop a program that will explore sponsorship opportunities for local businesses.

Strategic Goal 4 Progress 82%

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

Owner: Alex Mercado

	%	#
On Track	41.67	10
Work Underway	8.33	2
Completed	50.0	12

Objectives: 5

Activity: 24

Last Update: Oct 18, 2023 19:31:04

Public Safety Services and Emergency Response Times

Measure	FY23 Q1	FY24 Q1	Trend
Avg. Police response time to Priority 1 calls	00:05:44	00:05:32	↓
Avg. Police response time to 90% of Priority 1 calls	00:04:53	00:04:40	↓
Avg. response time to all fire incidents	00:05:22	00:05:33	↑
Avg. response time to 90% of fire incidents	00:07:19	00:07:52	↑
Avg. response time to all medical calls	00:05:08	00:04:35	↓
Avg. response time to 90% of medical calls	00:07:17	00:06:31	↓

Measure	FY23 Q1	FY24 Q1	Trend
Violent crimes	97	98	↑
Clearance Rate (Violent crimes)	33%	53%	↑
Property crimes	982	721	↓
Clearance Rate (Property crimes)	6%	7%	↑
Homicides	3	1	↓
% of residents feeling very safe in their neighborhoods during the day	86%	80%	↓
% Community satisfaction rating of public safety efforts	59%	67%	↑
Suicides	0	3	↑
Traffic fatalities	1	3	↑
Traffic accidents	299	282	↓
Drug/alcohol related traffic collisions	22	19	↓
% 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.	1,275	1,497	↑
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	35	112	↑
Emergency Shelter Beds Available	35	123	↑
Average length of homelessness (years)	2.4	5.5	↑
Annual returns to homelessness	0	0	↔
Number of affordable housing units	1,384	1,384	↔
Number of permanent supportive housing units under development	90	90	↔
% of affordable housing within walking distance of commercial centers & public transportation			--
Number of code compliance/property maintenance citations or warnings	459	1,086	↑
Median annual household income	\$88,434	\$105,204	↑
Median single family home cost		\$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	58,497	59,432	↑
Avg. number of days to replace dead or damaged trees	28	28	↔

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

Objectives 4.1 Progress 80%

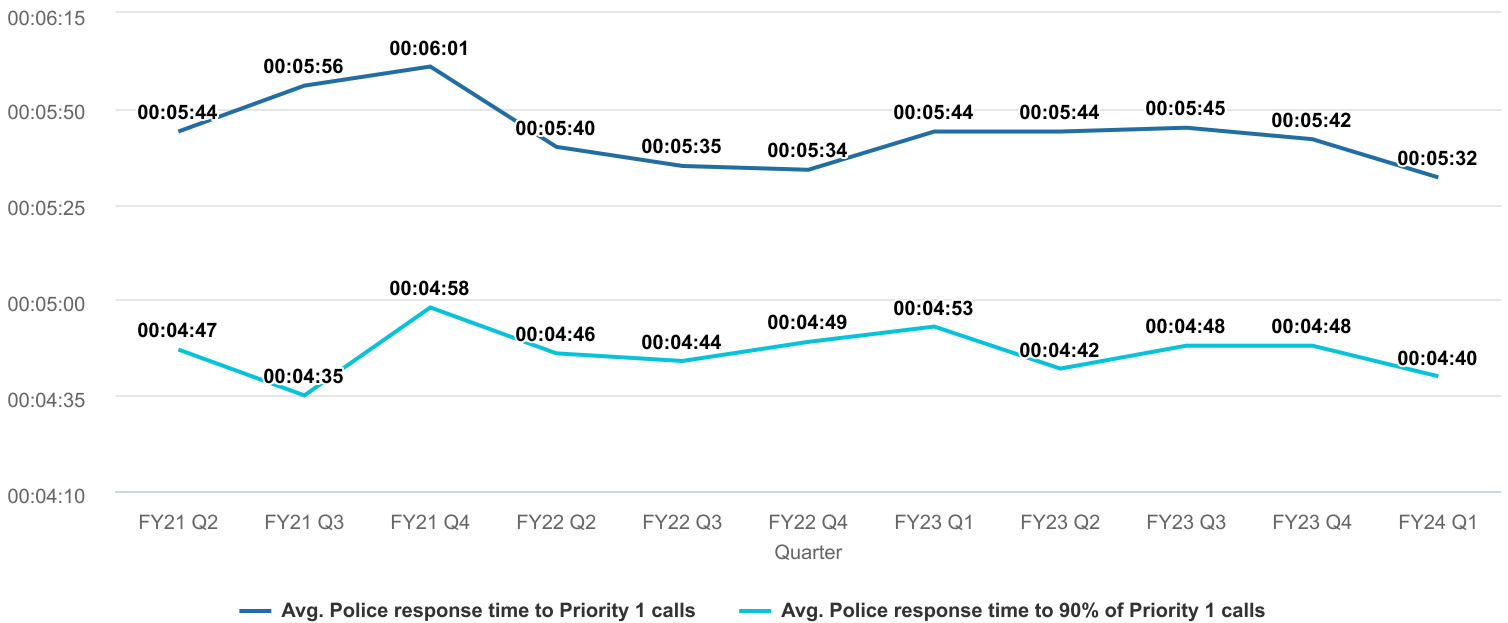
Improve Public Safety Services and Emergency Response: Improve the response time and increase the capacity of the City's emergency response teams.

Owner: Donna Finch

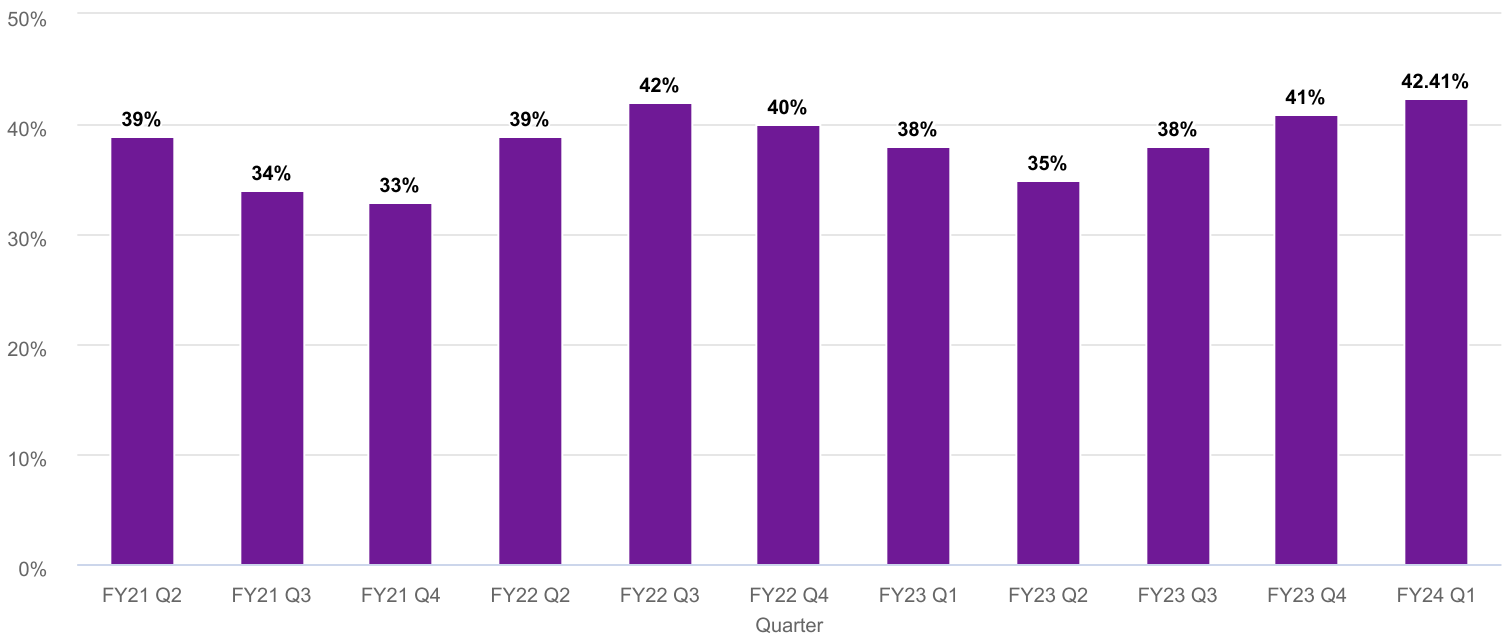
	%	#
On Track	37.5	3
Work Underway	12.5	1
Completed	50.0	4

Activity: 8

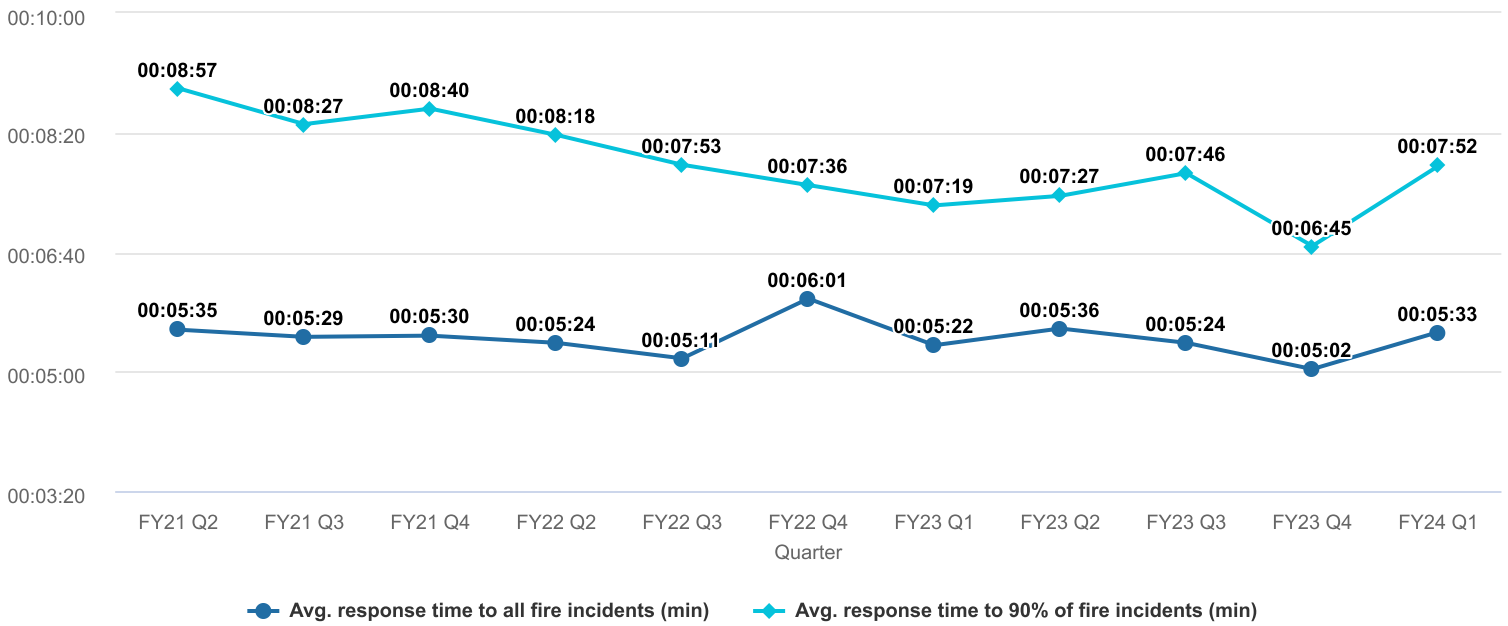
Average Police Response Times (minutes)



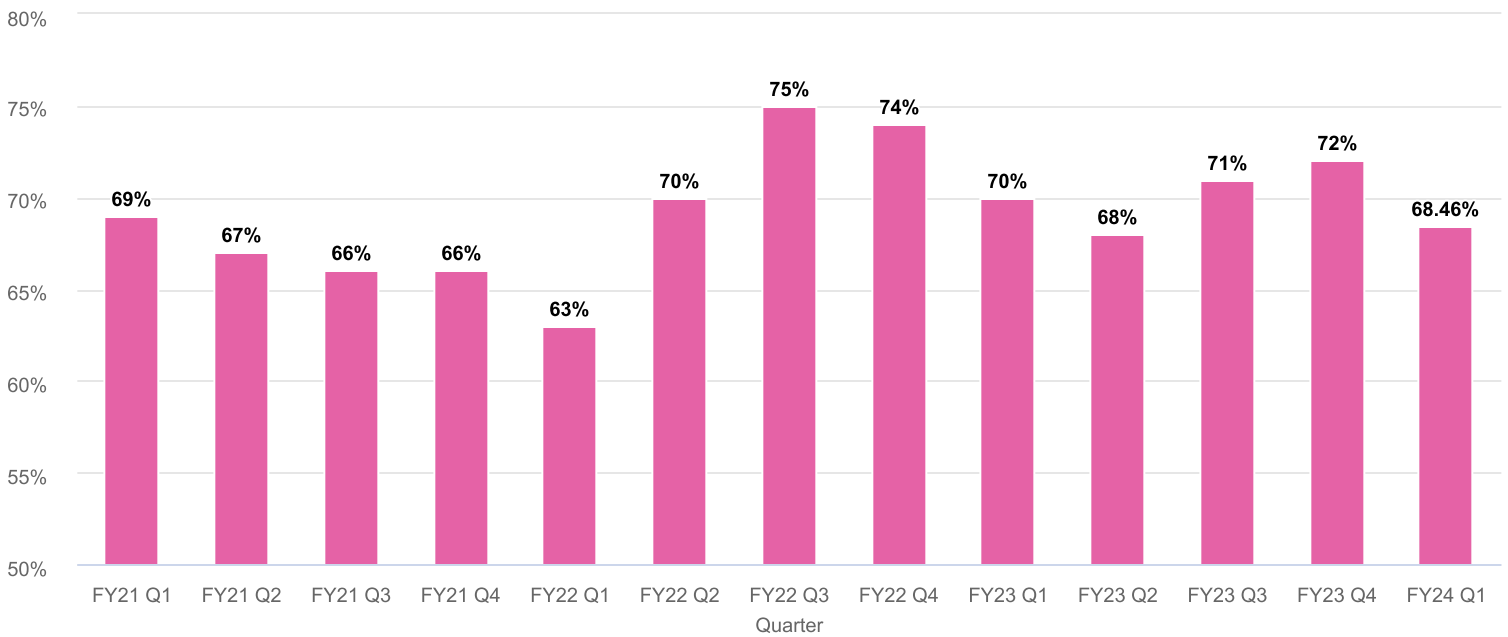
% of Police arrival times within 5:00 min. of all Priority 1 calls



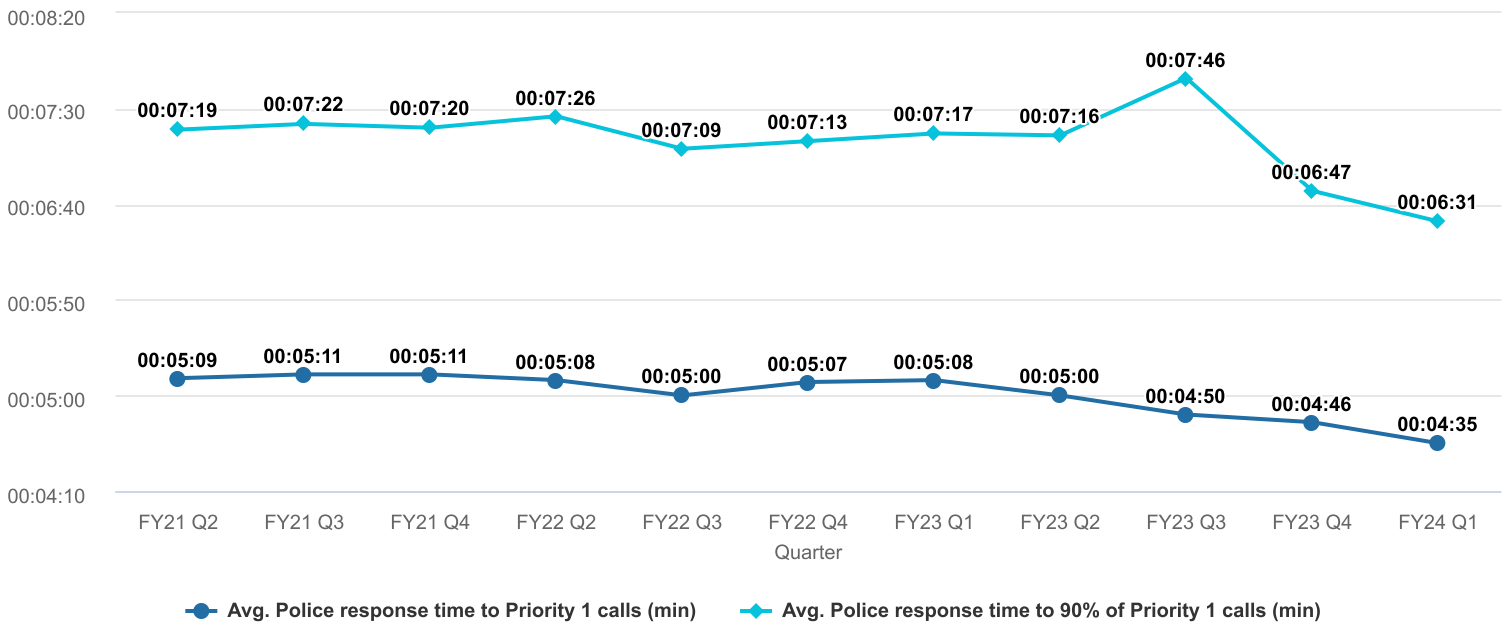
Average response time to all fire incidents



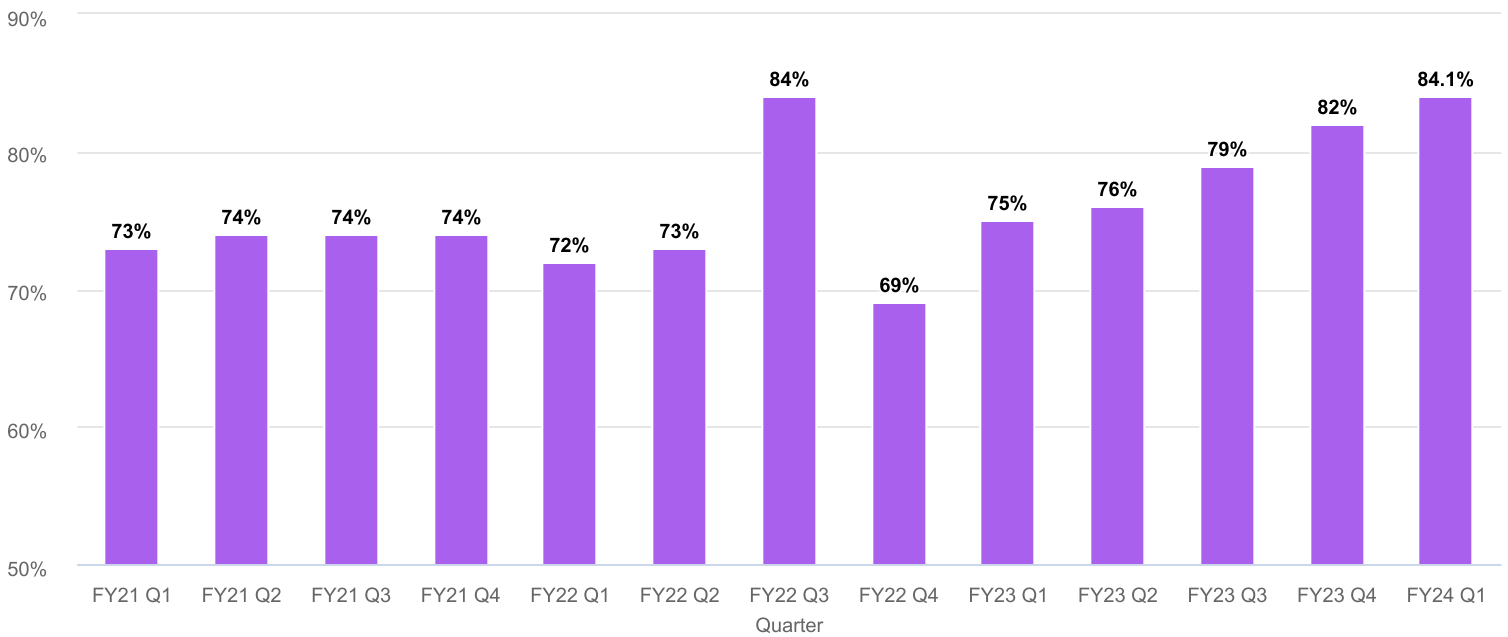
% of Fire arrival times within 6:00 min. to fire incidents



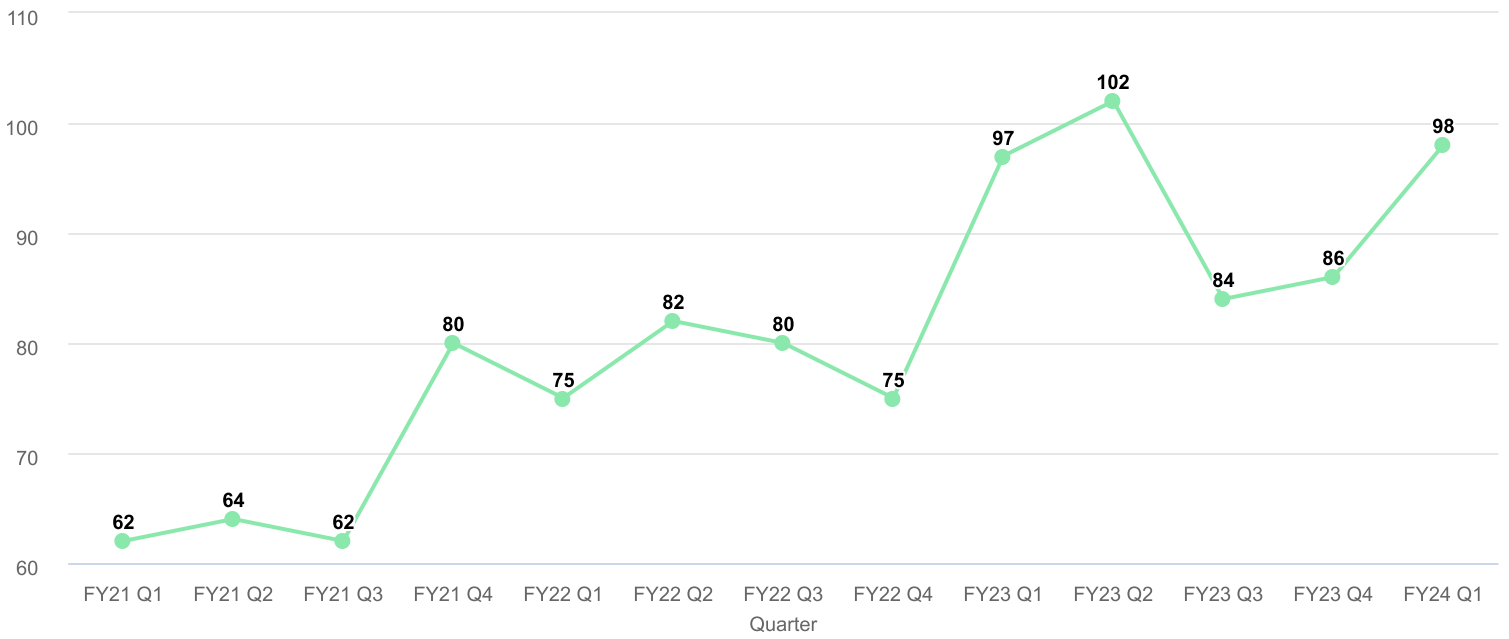
Average response time to all medical calls



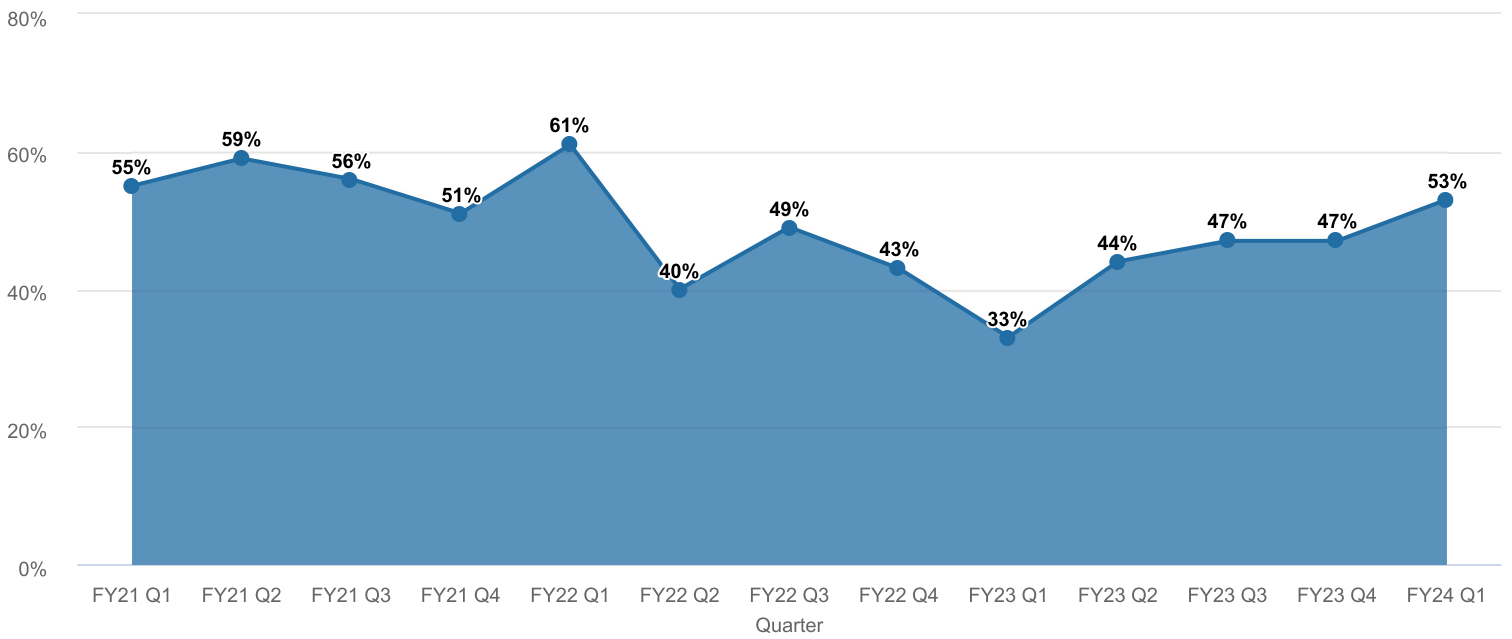
% of Fire arrival times within 6:00 min. to medical calls



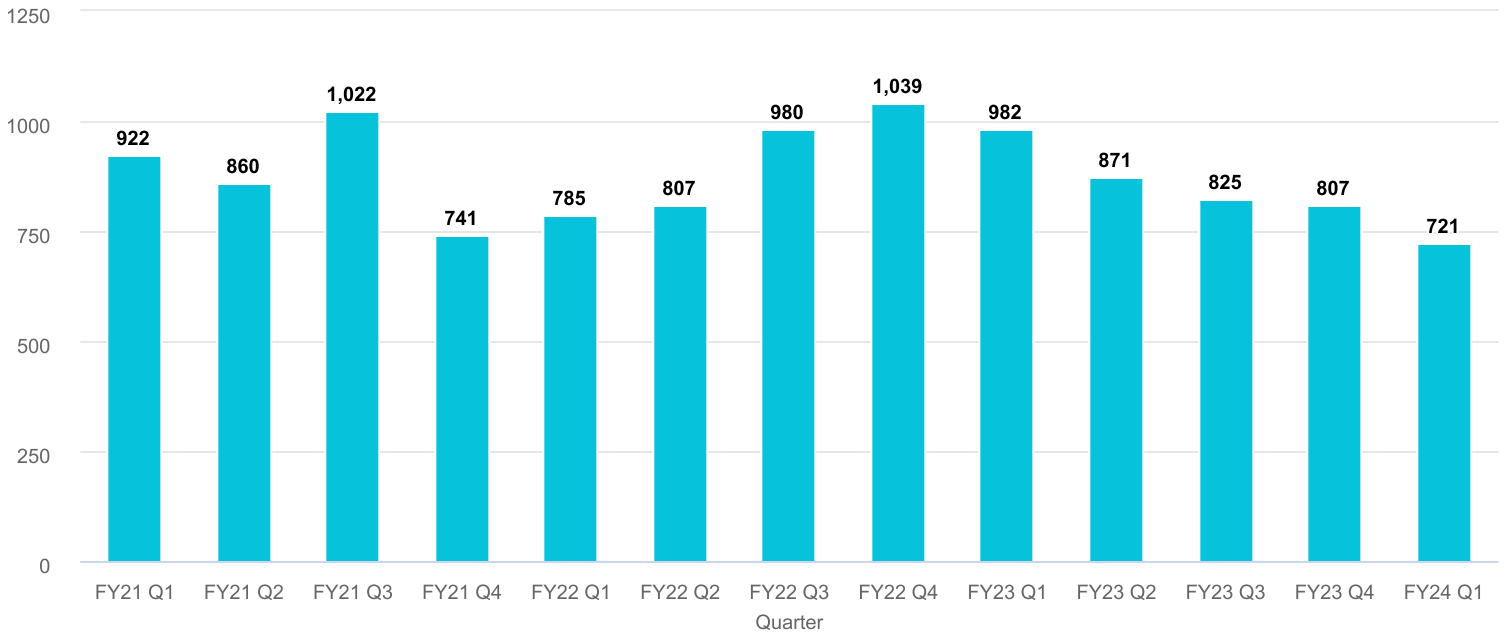
Violent crimes



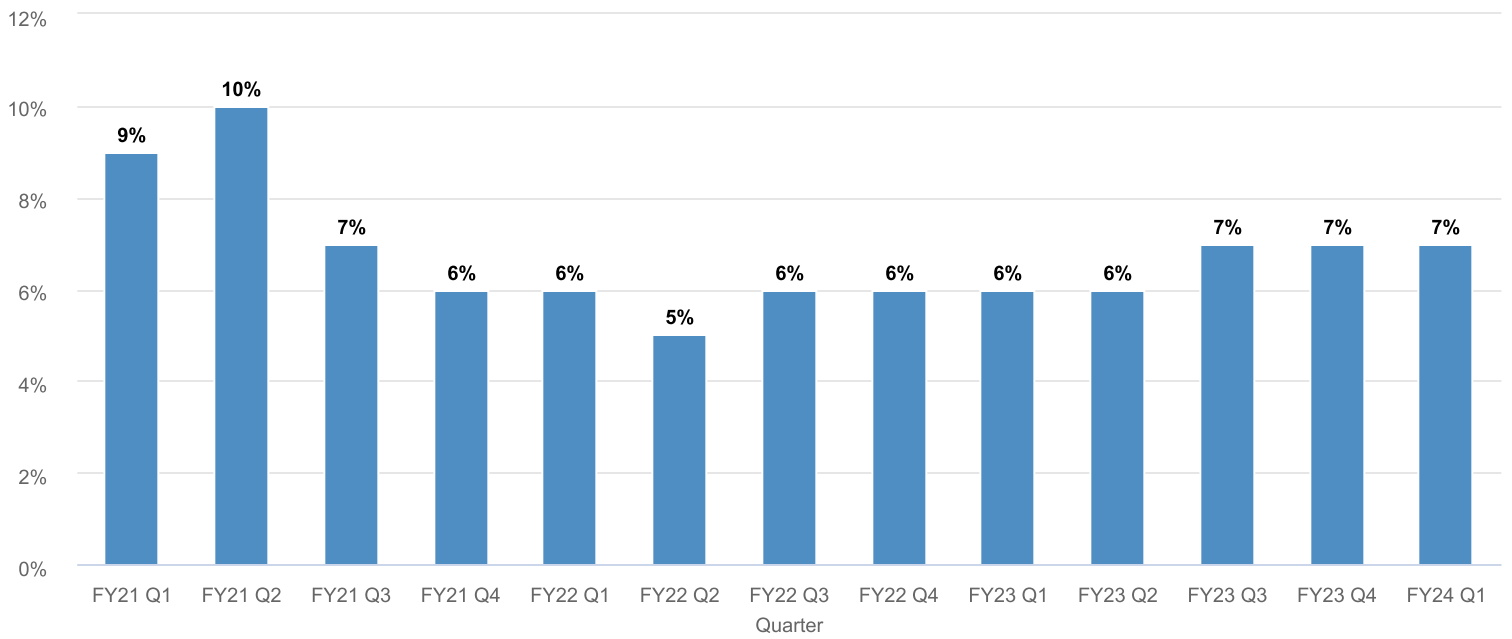
Violent crimes clearance rate (percent)



Property crimes

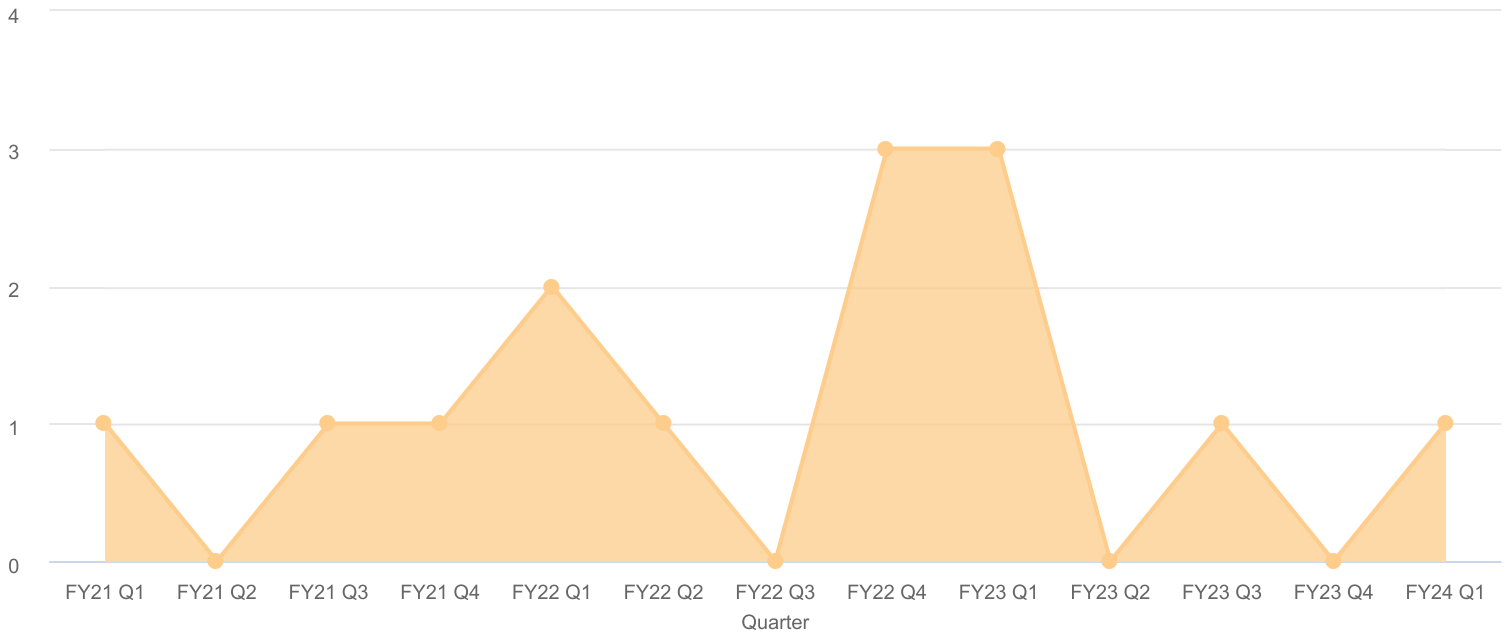


Property crimes clearance rate (percent)



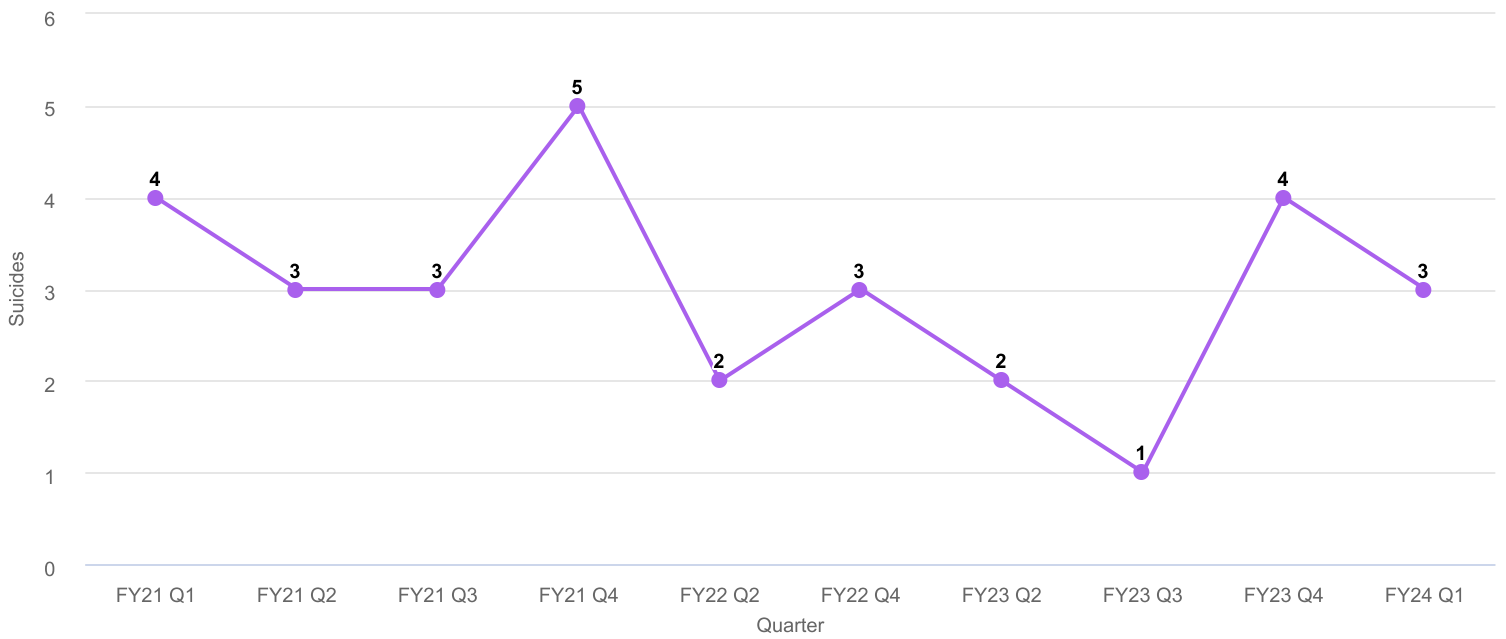
Last Update: Oct 07, 2023 00:30:27

Homicides

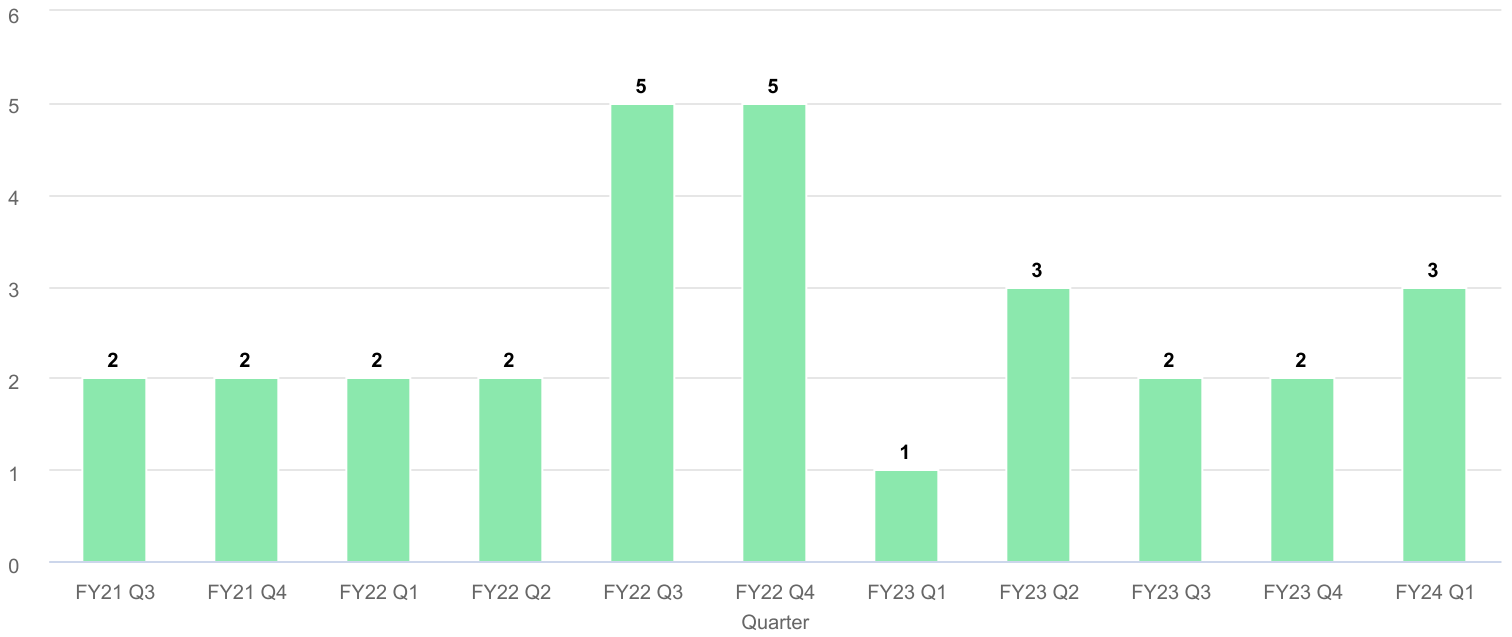


Last Update: Oct 07, 2023 00:30:27

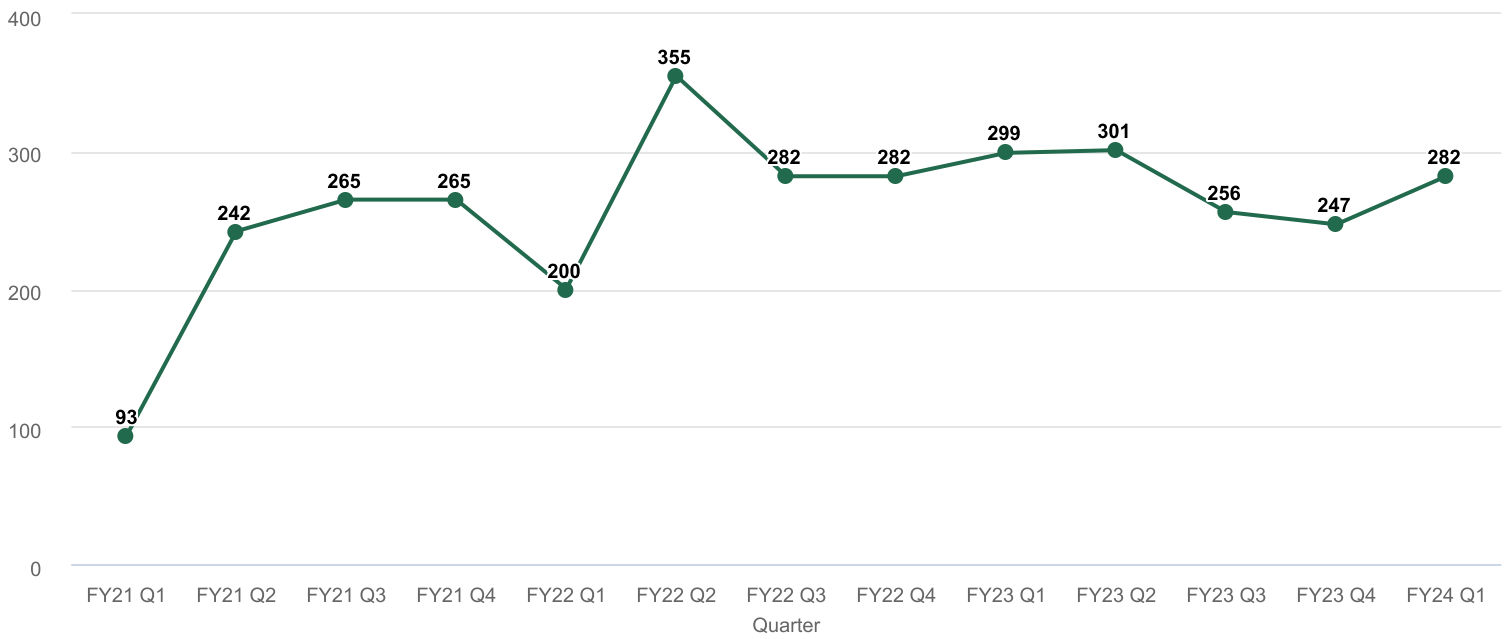
Suicides



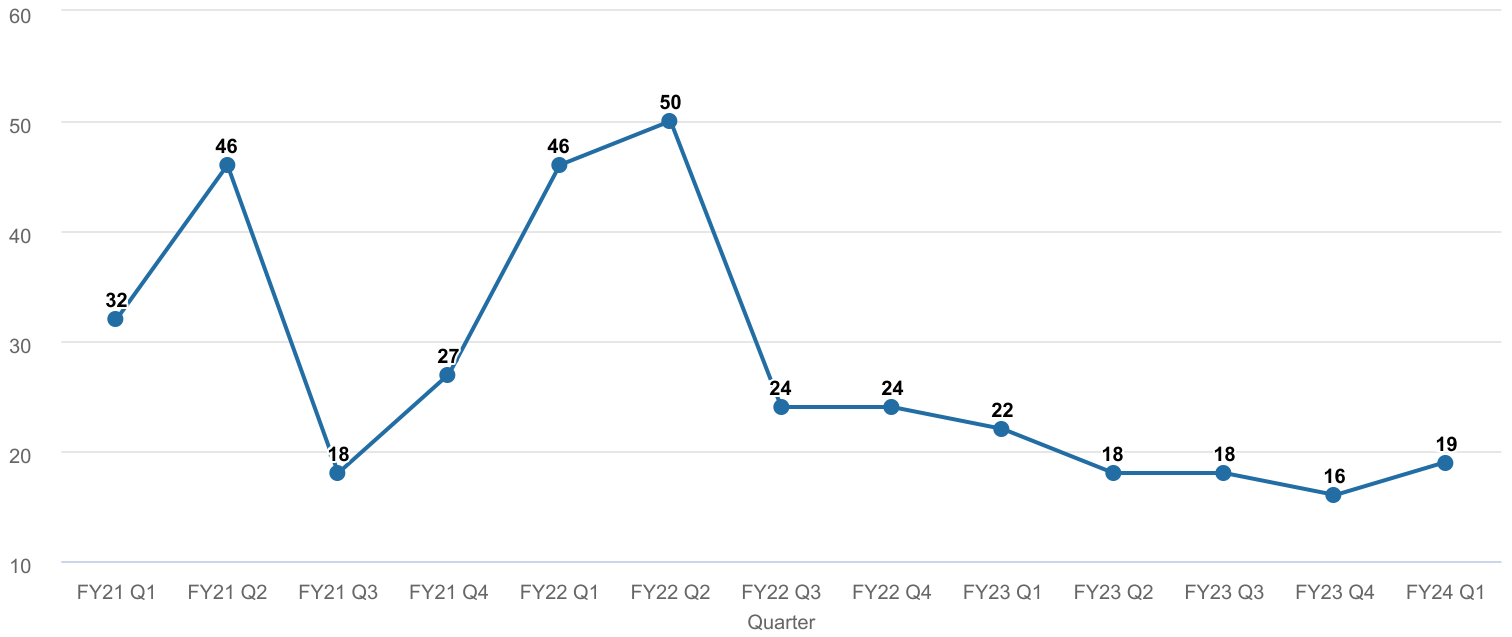
Traffic fatalities



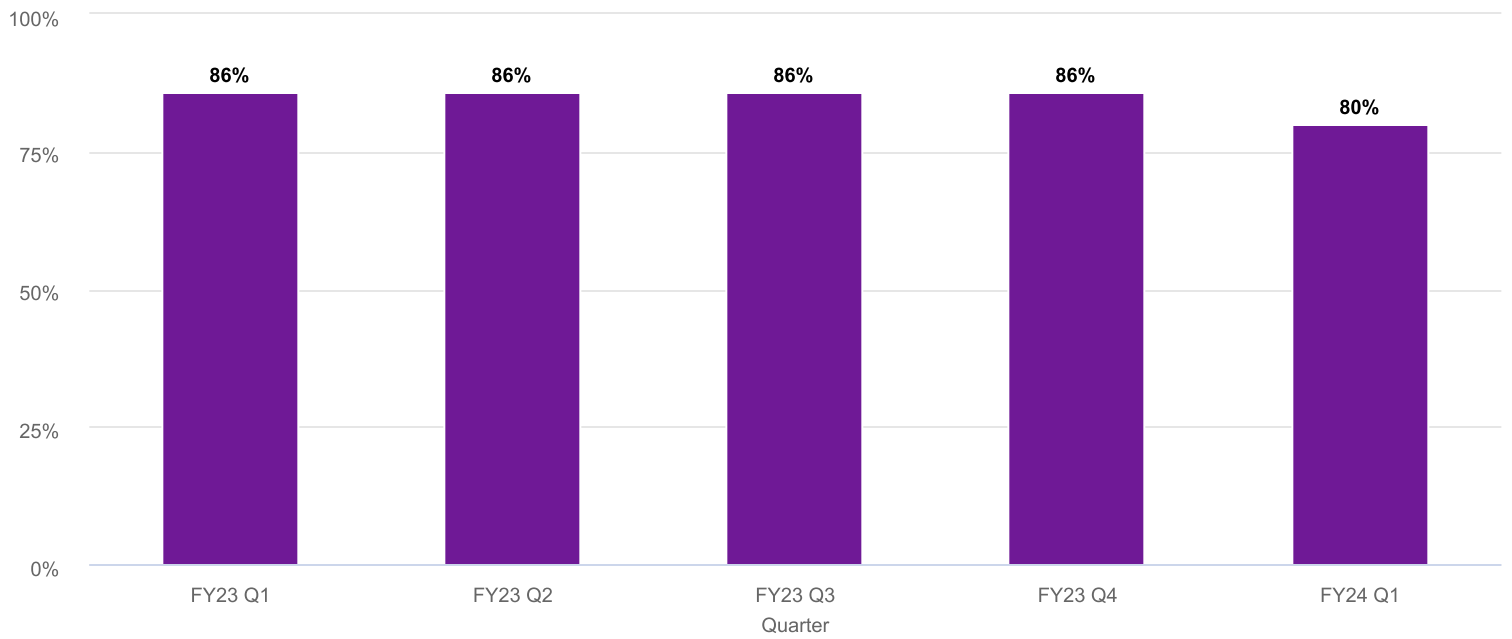
Traffic accidents



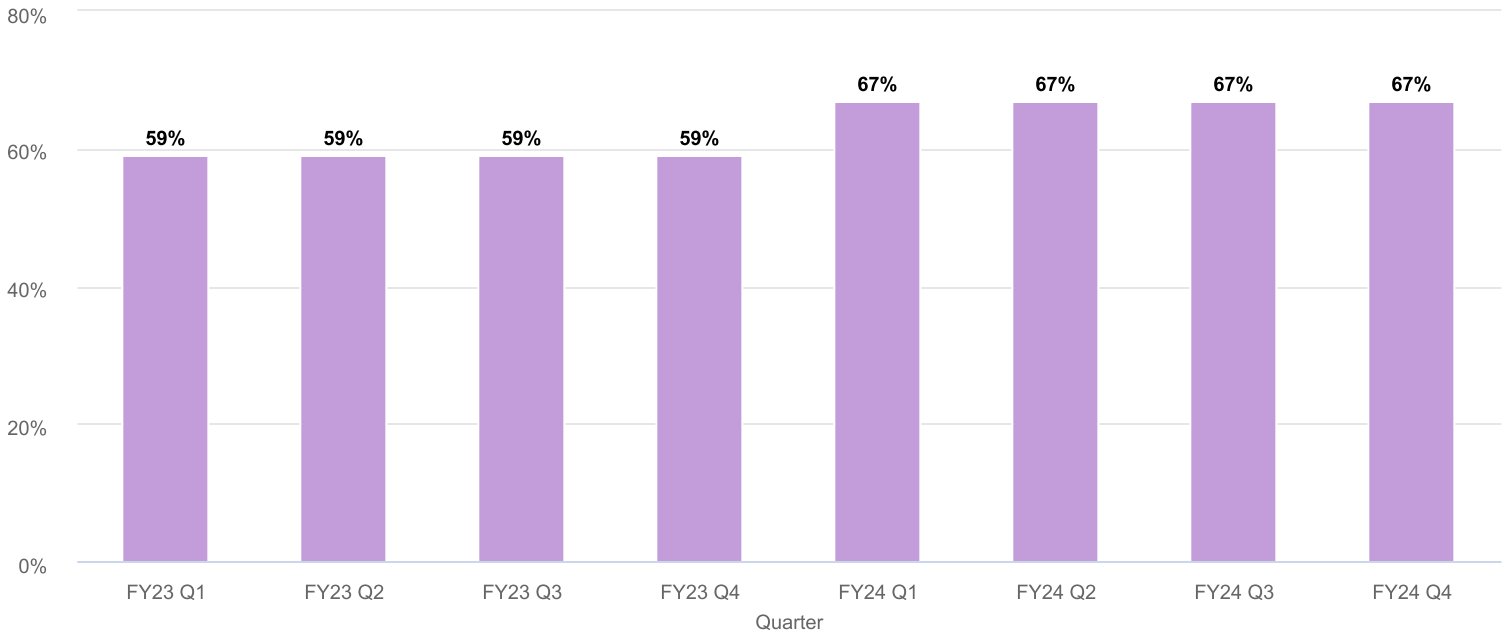
Drug/alcohol related traffic collisions



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



% Community satisfaction rating of public safety efforts



Activity 4.1.1



Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Paul Mercado

Update provided by Paul Mercado on Oct 13, 2023 00:09:28

No change. Still waiting for the state to accept/approve NG-911 vendors.

Activity 4.1.2

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Brian Young

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

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

Activity 4.1.3

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Robert Newman

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.

Activity 4.1.4

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 75%

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

Owner: Brian Young

Update provided by Carmen Zambrano on Oct 12, 2023 23:24:00

Apparatus arrived and outfitted. Squad 1 and Squad 3 go in service late October 2022. Full implementation with tiered dispatch planned early 2024

Activity 4.1.5

Jul 01, 2021 - Jun 30, 2024

On Track

Progress 66%

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

Owner: Paul Mercado

Update provided by Paul Mercado on Oct 13, 2023 00:12:04

Still working with IT and Spilman to stabilize our CAD system. Motorola/Spillman is building a team to address our ongoing CAD challenges. The Spillman team came on-site and identified issues with the CAD system. They are developing a patch to help reduce the crashing of the CAD system.

Activity 4.1.6

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

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.

Activity 4.1.7

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

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

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

Activity 4.1.8

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Dan Bloomfield

Update provided by Dan Bloomfield on Oct 02, 2023 15:26:39

Our Community Outreach and Recruitment teams continue to find new events and opportunities to engage with our community.

Objectives 4.2 Progress 100%

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

Completed

%
100.0

3

Owner: Donna Finch

Activity: 3

Activity 4.2.1

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Continue and enhance the City's Graffiti Removal program.

Owner: Moses Cortez

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

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

Activity 4.2.2

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Improve the use of the SeeClickFix app to report issues.

Owner: Moses Cortez

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

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

Activity 4.2.3

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Enforce current anti-camping and trespassing ordinances.

Owner: Adam Roulston

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

City now enforcing no camping as needed.

Objectives 4.3

Progress 81%

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

	%	#
On Track	62.5	5
Completed	37.5	3

Owner: Donna Finch

Activity: 8

Activity 4.3.1

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Implement the Community Wildfire Protection Plan.

Owner: Brian Young

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

Will be used as foundation for Fire Safe Council

Activity 4.3.2

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 80%

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

Owner: Brian Young

Update provided by Lee Shin on Oct 17, 2023 16:09:02

Continue community involvement in the 2023-2028 Local Hazard Mitigation Planning cycle.

Activity 4.3.3

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Lee Shin

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

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

Activity 4.3.4

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

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

Owner: Lee Shin

Update provided by Lee Shin on Oct 17, 2023 16:10:32

Through the 2023-2028 Hazard Mitigation Planning cycle, Emergency Services will continue work with the public in providing awareness of local hazards. This will be done with outreach events, and through our new Alert and Warning system CivicPlus.

Activity 4.3.5

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Lee Shin

Update provided by Lee Shin on Oct 17, 2023 15:59:47

Two CERT classes were conducted in September and October of 2023, additional training will continue into Spring/Summer of 2024.

Activity 4.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Provide preparedness training courses and certifications.

Owner: Lee Shin

Update provided by Lee Shin on Oct 17, 2023 16:02:01

Preparedness training courses will be continued into 2024/2025. These will include Mass Care and Shelter, Evacuation, and the 2023 Great Shakeout Exercise.

Activity 4.3.7

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Host events that put preparedness skills to use.

Owner: Lee Shin

Update provided by Lee Shin on Oct 17, 2023 16:01:10

Community events continue on a monthly basis into 2024/2025. These will include preparedness events that provide information to residents that include Emergency Kits, and Evacuation Routes.

Activity 4.3.8

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

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

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

Objectives 4.4 Progress 66%

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

On Track

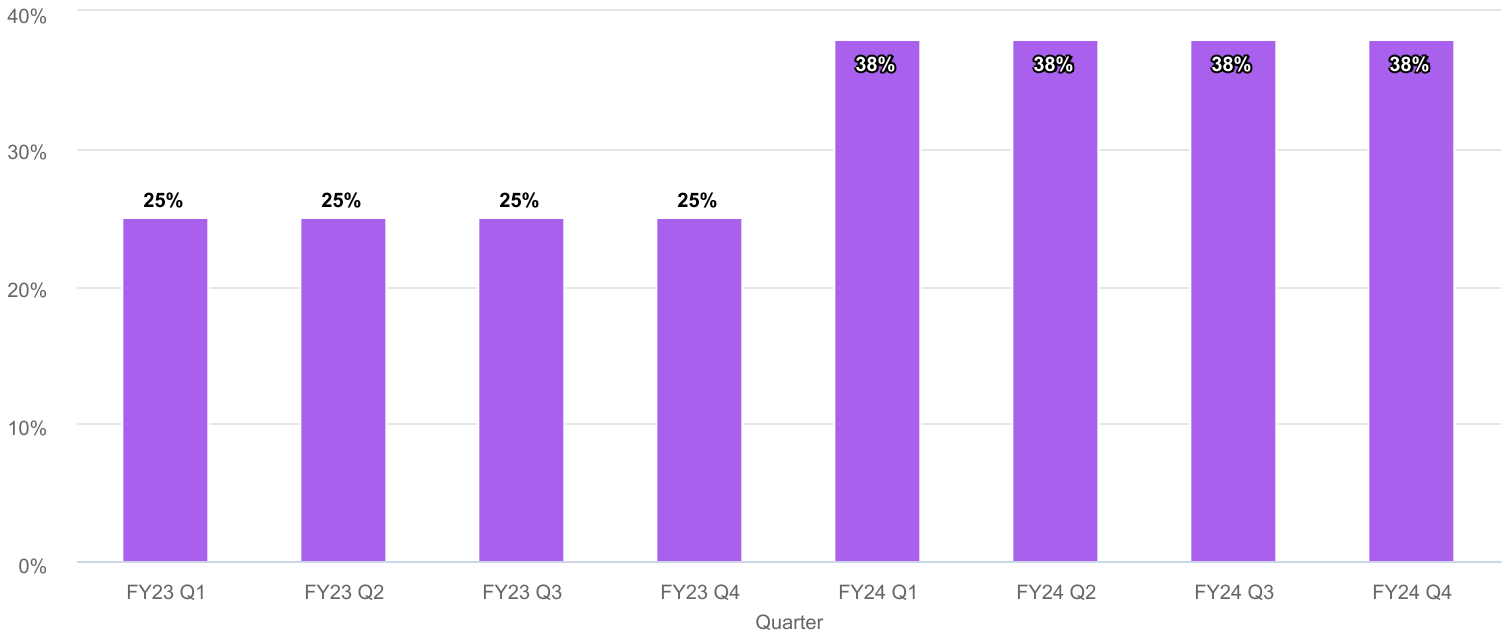
%	#
100.0	1

Owner: Donna Finch

Activity: 1

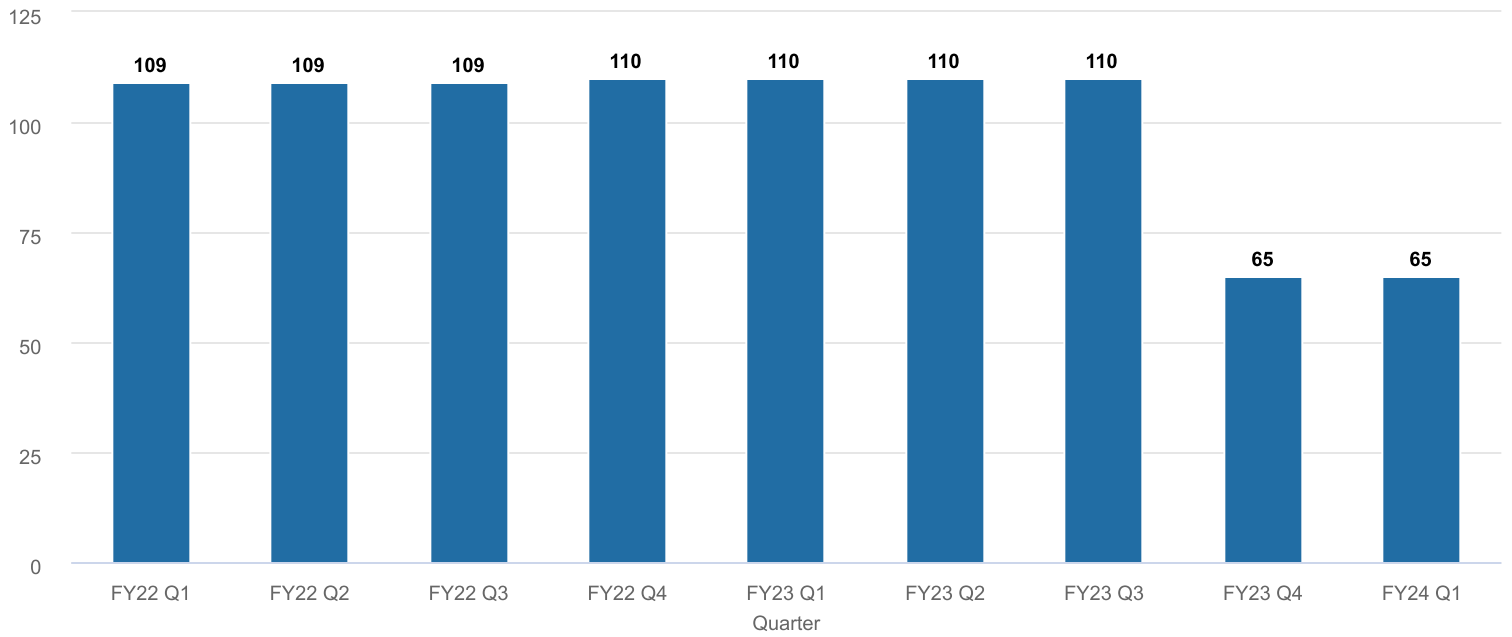
Last Update: Oct 16, 2023 20:30:52

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



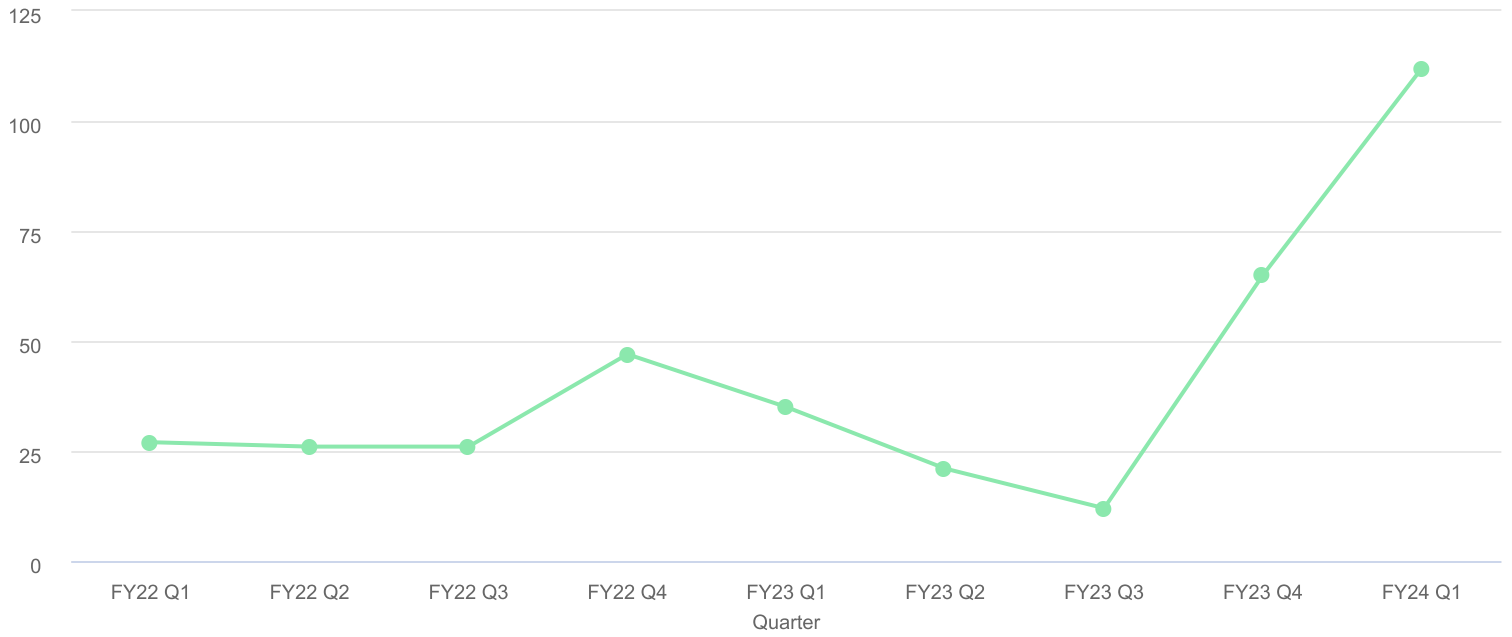
Last Update: Oct 11, 2023 22:30:59

Number of homeless individuals within the City



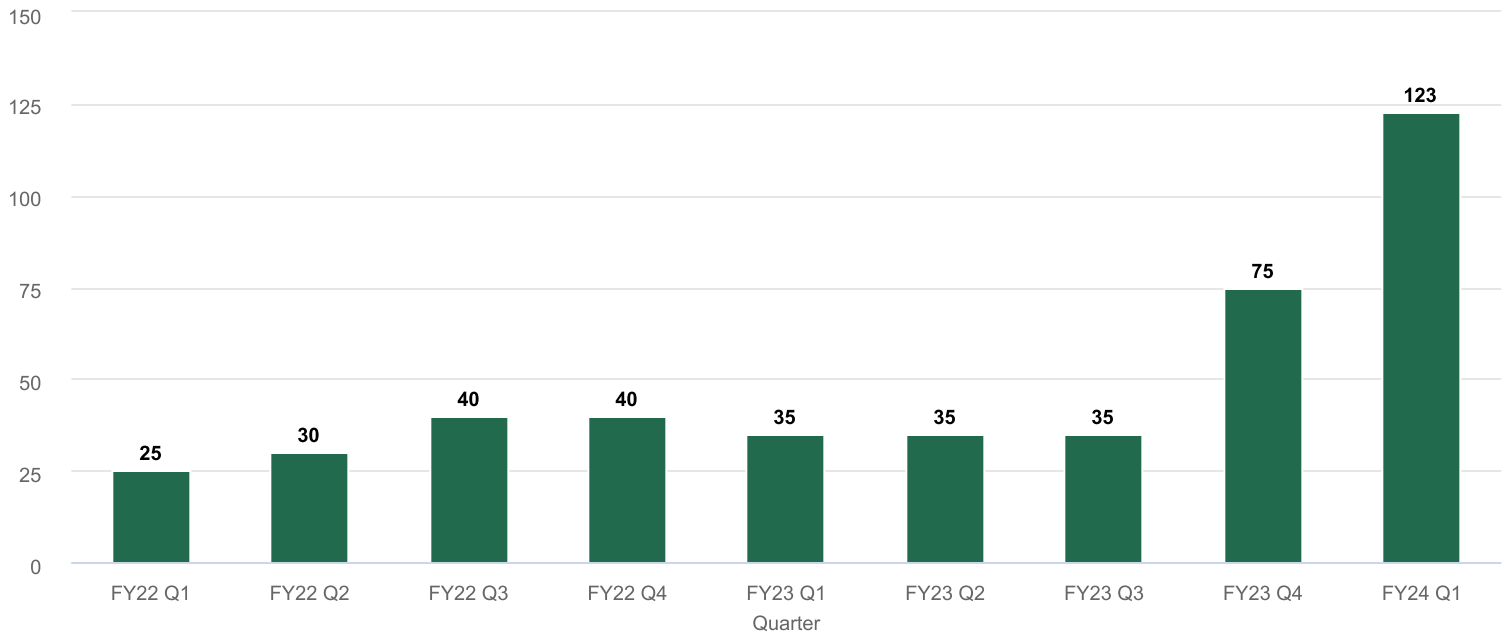
Last Update: Oct 11, 2023 22:30:59

First time Homeless

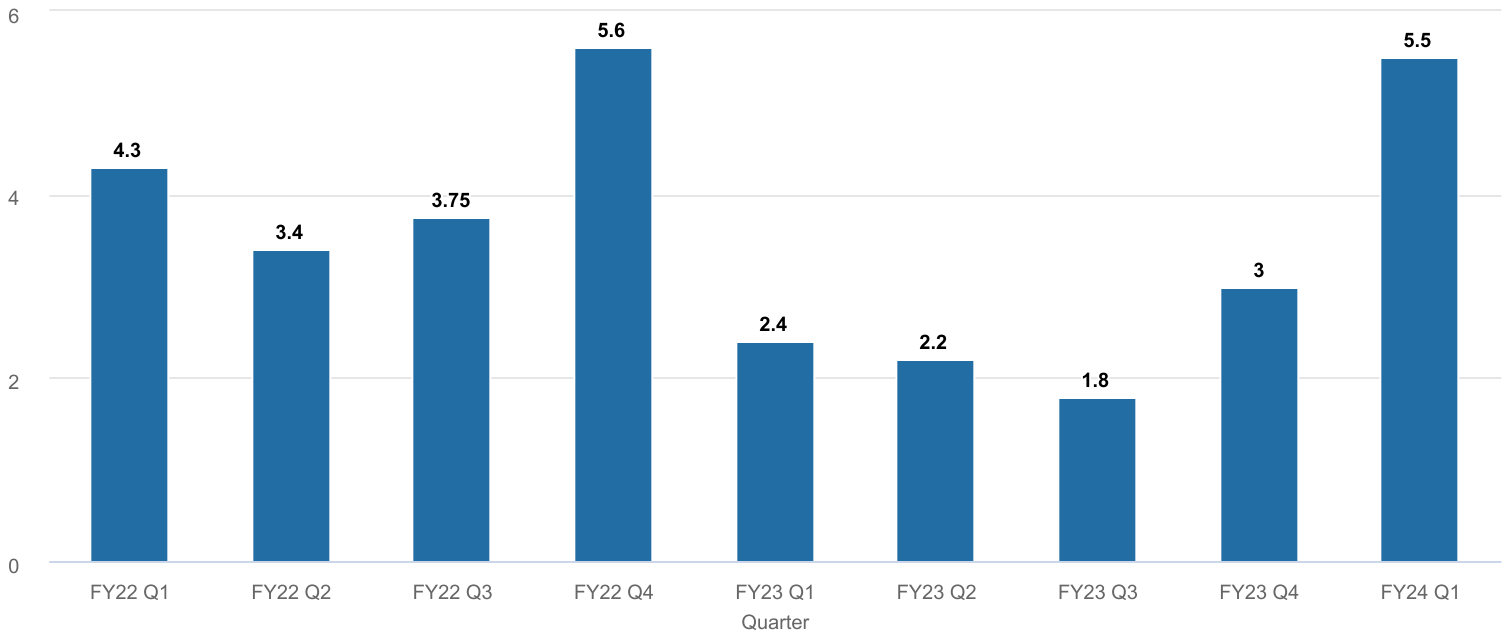


Last Update: Oct 23, 2023 20:31:11

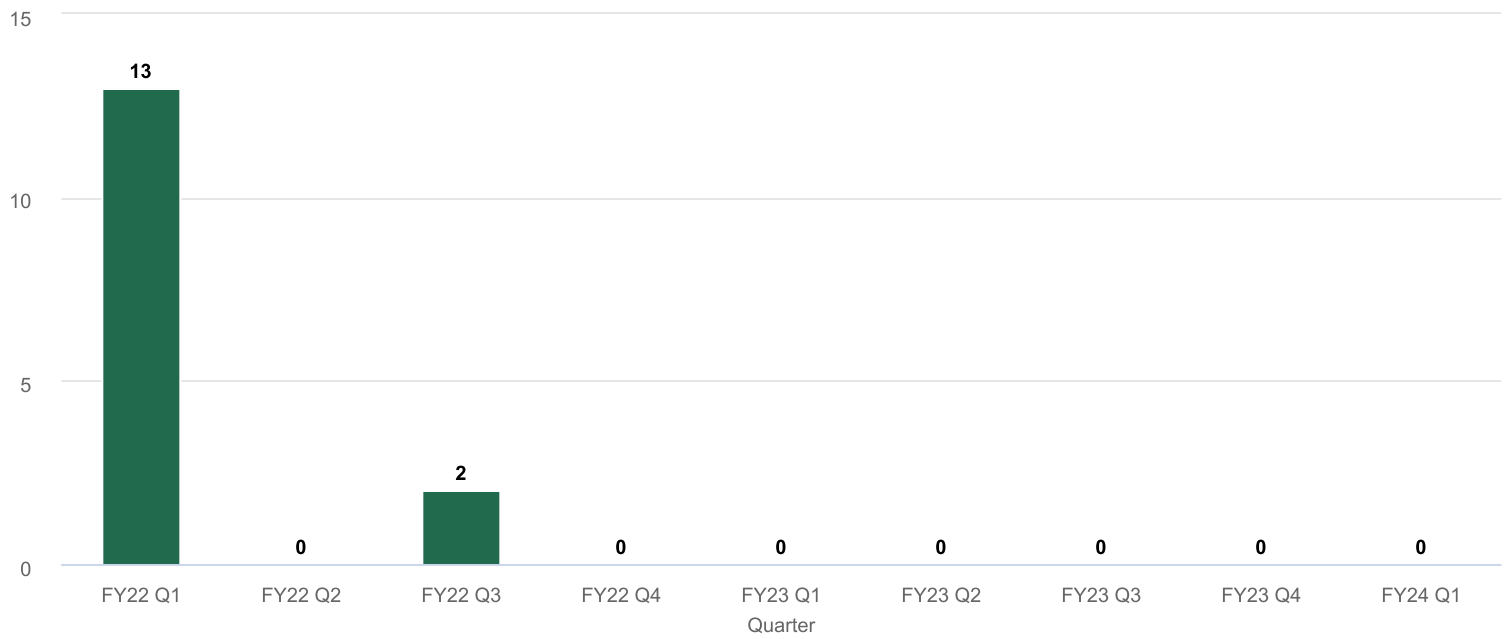
Number of emergency shelter / motel voucher beds



Average length of homelessness (years)



Annual returns to homelessness



Activity 4.4.1

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Implement the City's Homelessness Strategic Plan

Owner: Karen Roper

Update provided by Karen Roper on Oct 18, 2023 01:27:55

Homeless Strategic Plan milestone achievements include:

- In July 2023, City Council approved a lease agreement with Centro Medico Community Clinic. Since that time, Mercy House and clinic staff have been working together to connect clients to medical, behavioral health, and dental services.
- Renovation work on the 5th Street Permanent Supportive Housing units was completed in August 2023. Furnishing the units is in the final phase. Approval of the Project Based Voucher contract with the County is pending. City Net and Mercy House are currently developing a list of eligible clients for potential placement in the units.
- To prepare for the launch of the pilot meal/transportation program, Homeless Solutions, City Net, and Mercy House have been working in collaboration with 2nd Mile Homeless Ministry to enroll City Park clients in the program and facilitate screening and training of volunteers to transition them from serving meals in City Park to the Harrison Hope Center.
- In August 2023, Mercy House completed a market assessment to establish rent payment standards and launched the Homeless Prevention and Housing Assistance Tenant-Based Rental Assistance Program.
- In July 2023, Homeless Solutions secured a \$1,000,000 ARPA Grant and a \$400,000 HHIP grant that will be used to expand services at the Harrison Hope Center.

Objectives 4.5

Progress 78%

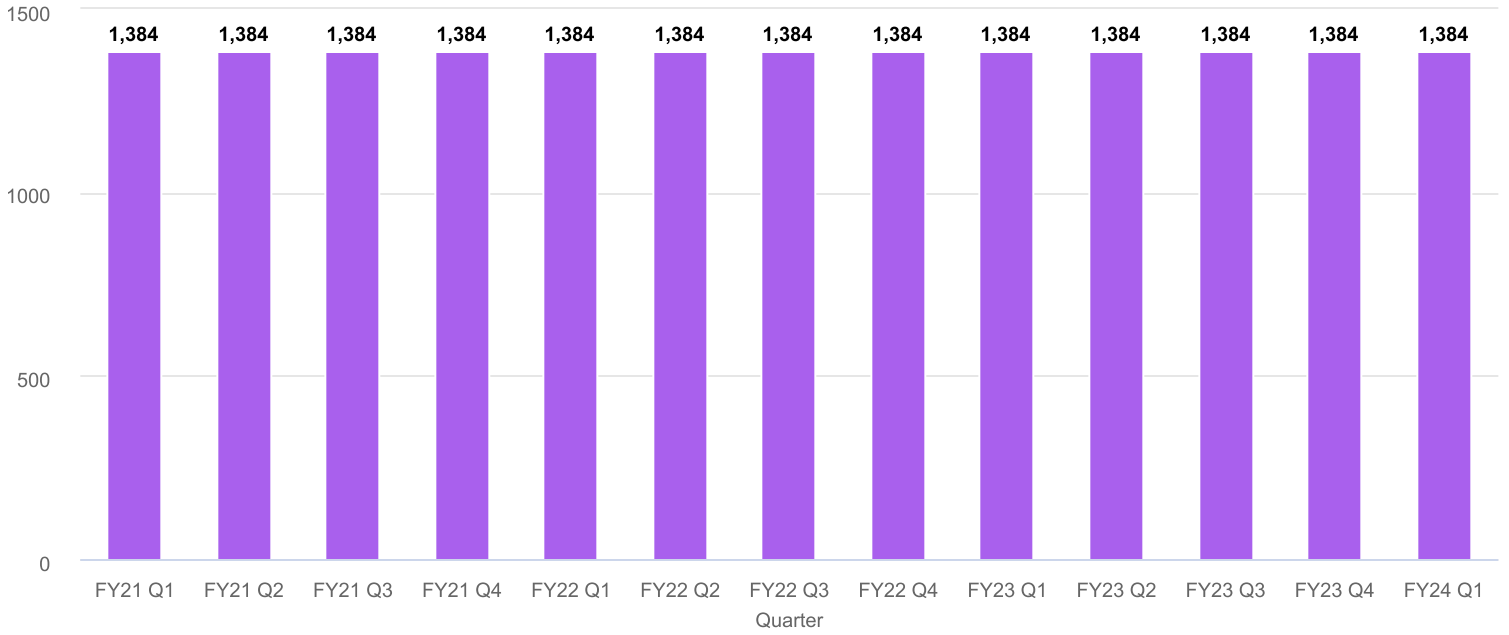
Increase Access to Affordable Housing: Ensure an adequate supply of housing that is affordable and accessible for current and future generations.

Owner: Donna Finch

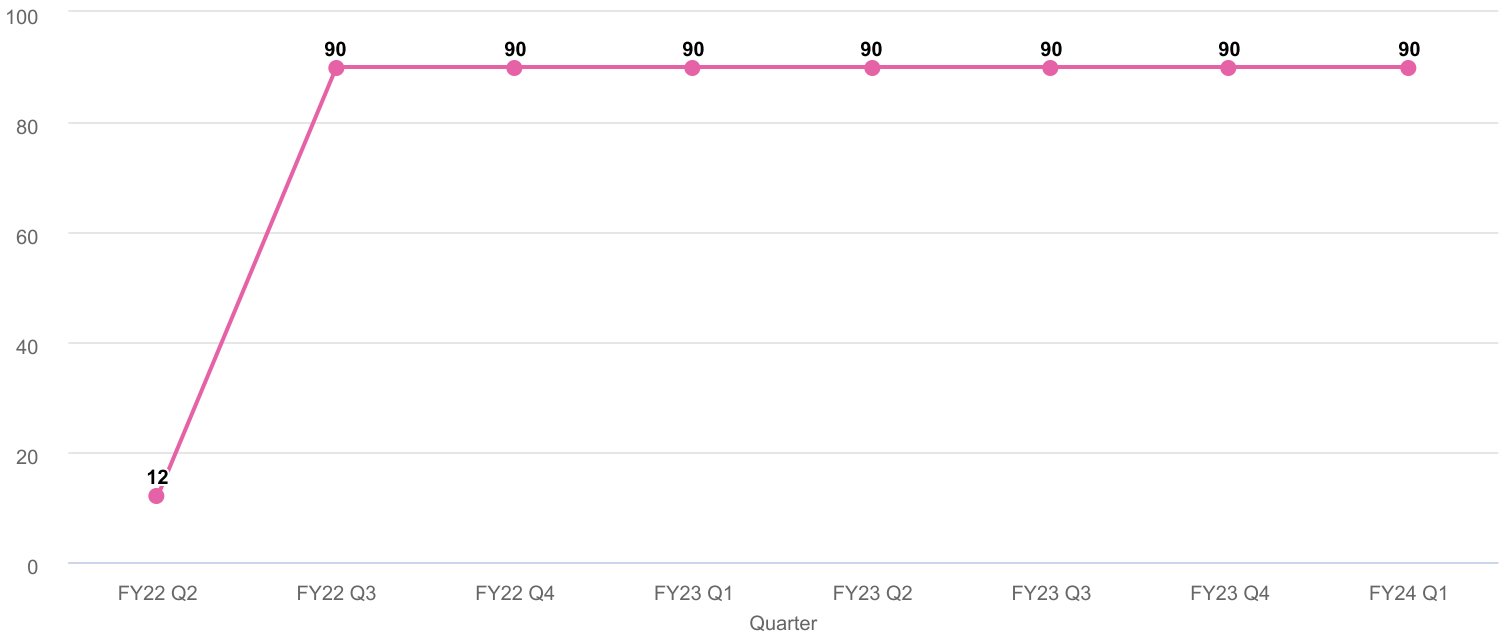
	%	#
On Track	25.0	1
Work Underway	25.0	1
Completed	50.0	2

Activity: 4

Number of affordable housing units



Number of permanent supportive housing units under development



Activity 4.5.1

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 80%

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

Owner: Joanne Coletta

Update provided by Joanne Coletta on Oct 03, 2023 22:26:30

Phase 2 of the City's Housing Element rezoning expected to be done by June 30, 2024.

Activity 4.5.2

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Joanne Coletta

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

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

Activity 4.5.3

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

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

Owner: Cynthia Lara

Update provided by Laura Huerta on Oct 03, 2023 18:08:29

No updates at this time.

Activity 4.5.4

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

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.

Strategic Goal 5 Progress 68%

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

Owner: Alex Mercado

	%	#
On Track	31.58	6
Work Underway	36.84	7
Completed	31.58	6

Objectives: 3

Activity: 19

Sense of Place Performance Report

Measure	FY23 Q1	FY24 Q1	Trend
Recreation Activity Participants	248,500	153,225	↓
% 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		0.3%	--
% 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 Progress 62%

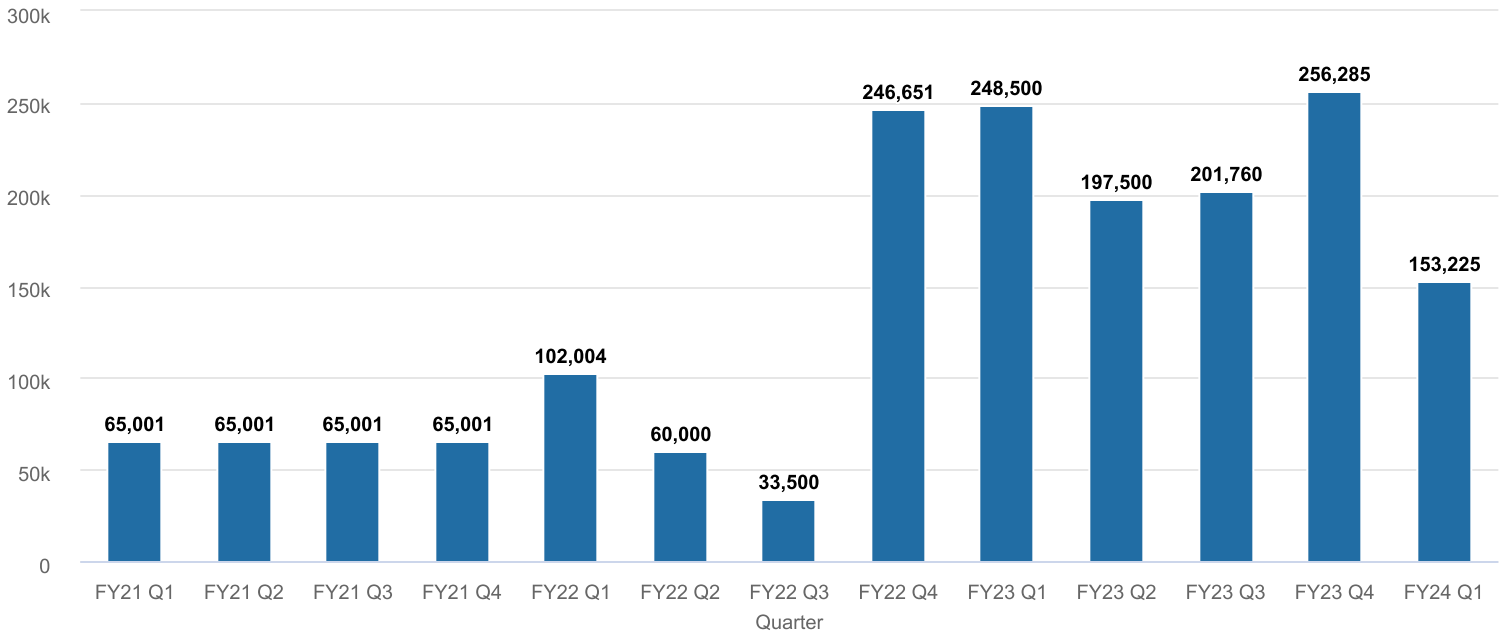
Increase Access to Arts, Culture, and Recreational Activities: Develop and expand opportunities and access to art, culture, and recreational activities.

On Track	42.86	3
Work Underway	42.86	3
Completed	14.29	1

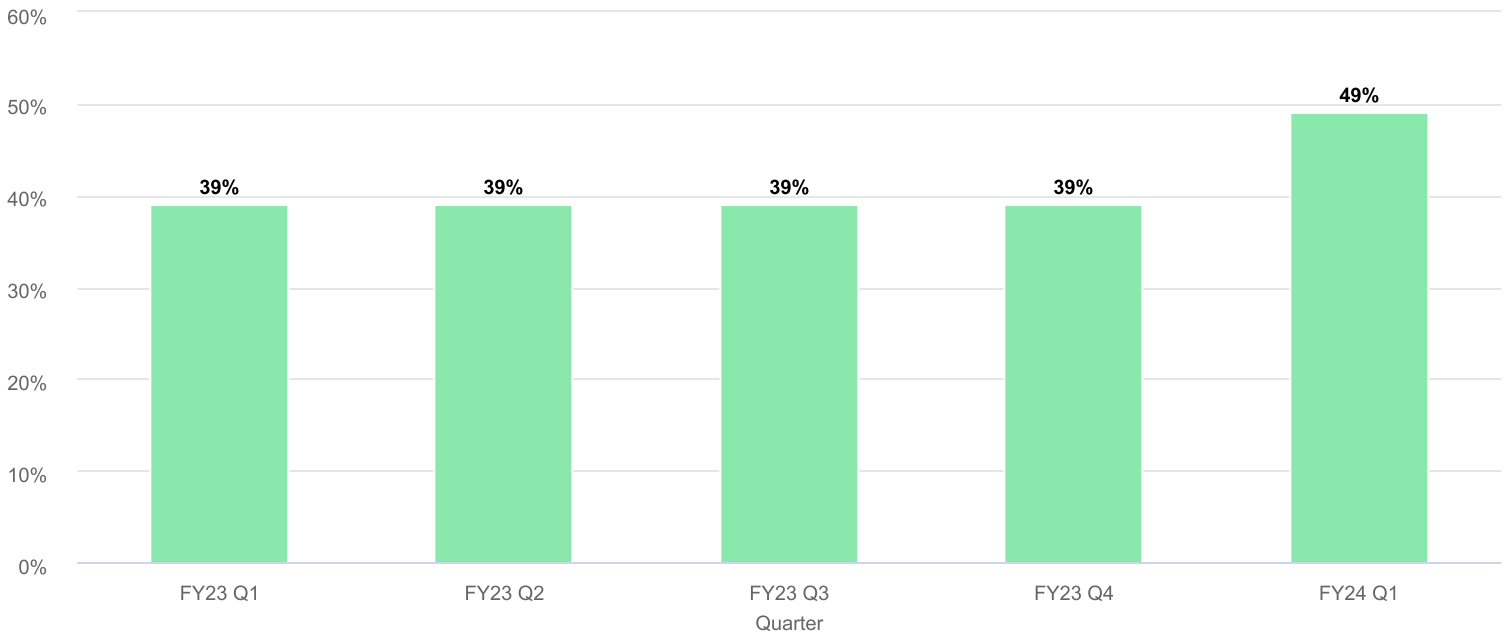
Owner: Donna Finch

Activity: 7

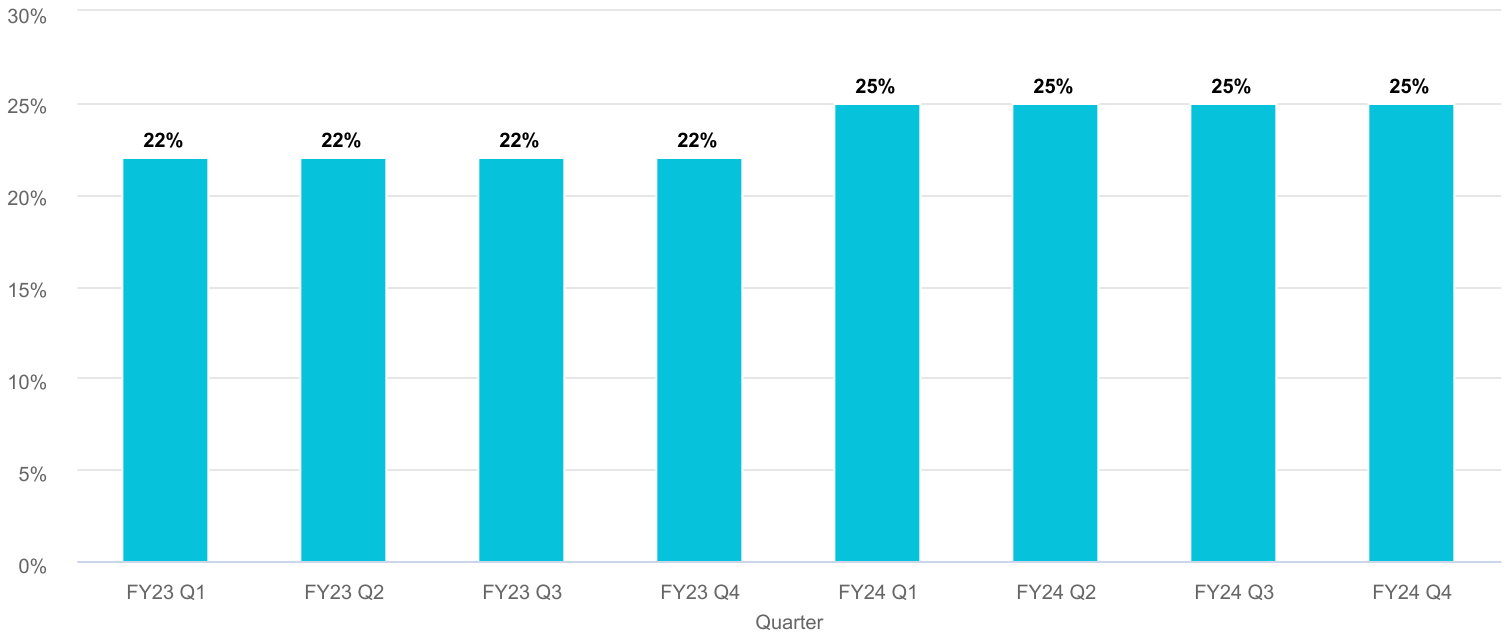
Total annual number of participants in City recreation programs



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



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



Activity 5.1.1



Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 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 Oct 10, 2023 22:50:24

Began meeting to explore concepts refinement of existing City Signature Events, new concepts, and partnership opportunities for recommendation for FY 25.

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 Oct 10, 2023 22:03:01

The Community Services Department has put together a comprehensive Volunteer-led Hike program. There are several themed hikes that will include and educate residents on animals and plants that are native to our local Cleveland National Forest. The first set of hikes is set for this coming Fall with the Park ranger Team.

Activity 5.1.4

Jul 01, 2022 - Jun 30, 2023

On Track

Progress 66%

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

Owner: Jason Lass

Update provided by Jason Lass on Oct 10, 2023 22:52:14

Continued exploration of streamlined insurance options and on demand service opportunities for third-service providers. Preparing to launch indoor room reservations online through CivicRec for 24/7 room availability and application submissions.

Activity 5.1.5

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 50%

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

Owner: Jason Lass

Update provided by Jason Lass on Oct 10, 2023 22:56:30

Phase I complete, tentatively scheduled to go to Council as part of Study Session on Wed., Nov. 15. Council feedback required on proposed facility options and whether to pursue Phase II of the project.

Activity 5.1.6

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

Update provided by Laura Huerta on Oct 03, 2023 18:08:50

No updates at this time.

Activity 5.1.7

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Jason Lass

Update provided by Jason Lass on Oct 10, 2023 22:59:03

Introduced a Centennial Program to the HCC Theater subsidizing existing community use dates with intentional programming to pilot interest in expanded culture and arts programming. Continuing exploration of opportunities with commercial event promoters and incentive programs.

Objectives 5.2 Progress 83%

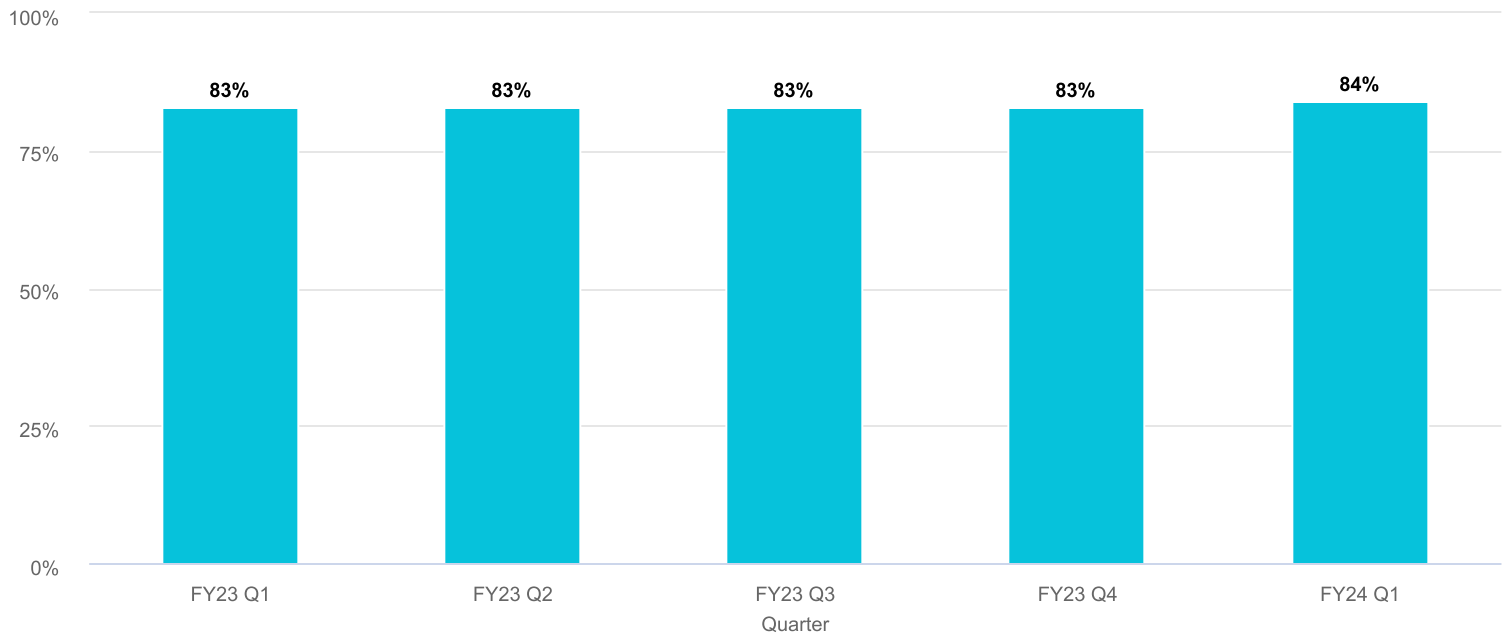
Celebrate the Community's Rich and Diverse Cultural Heritage: Enhance the relationship between the City, its neighborhoods, and residents to celebrate the community's rich and diverse cultural heritage.

	%	#
Work Underway	25.0	1
Completed	75.0	3

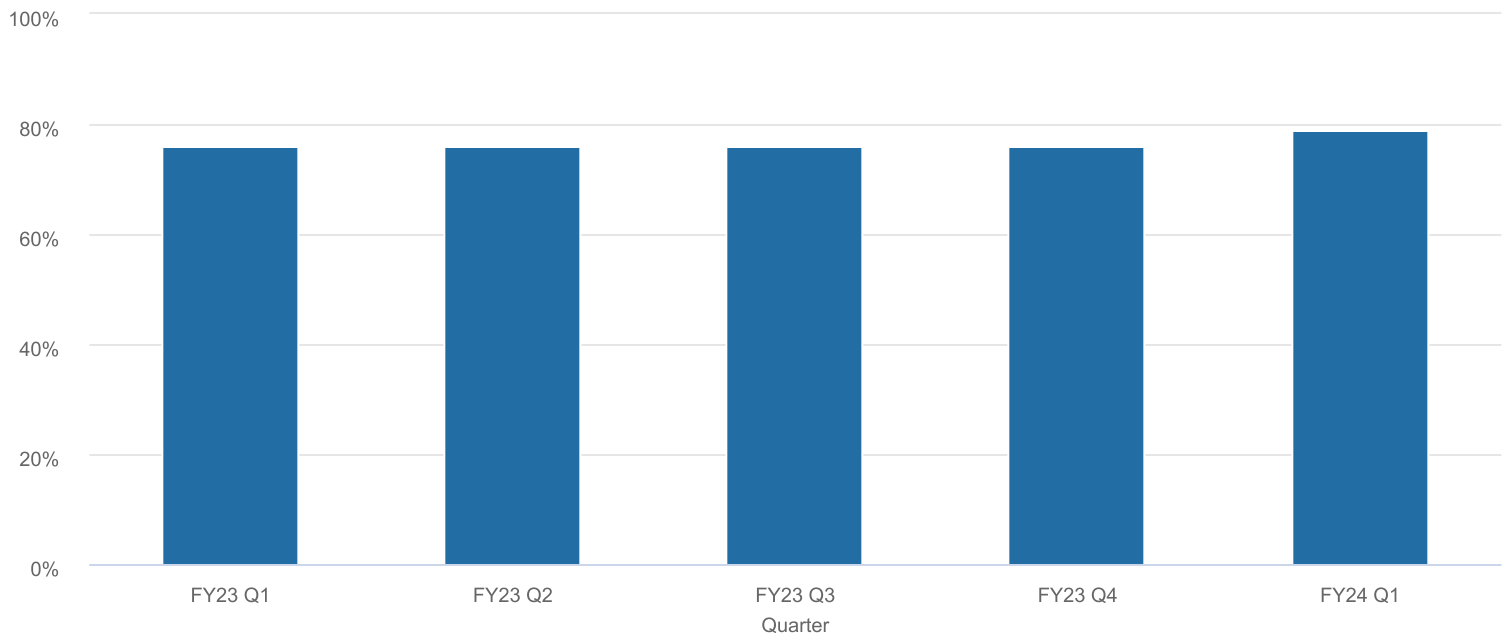
Owner: Donna Finch

Activity: 4

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

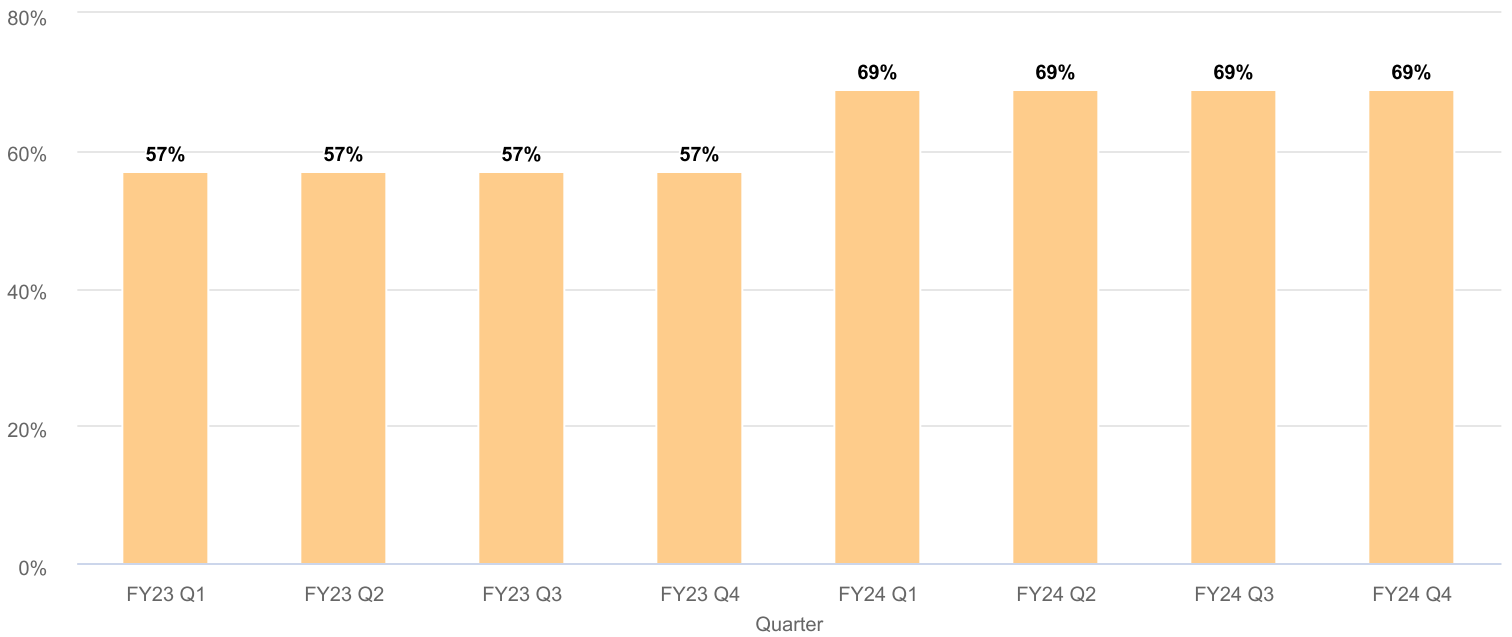


% of residents rating Corona as a place to raise a child as good or excellent



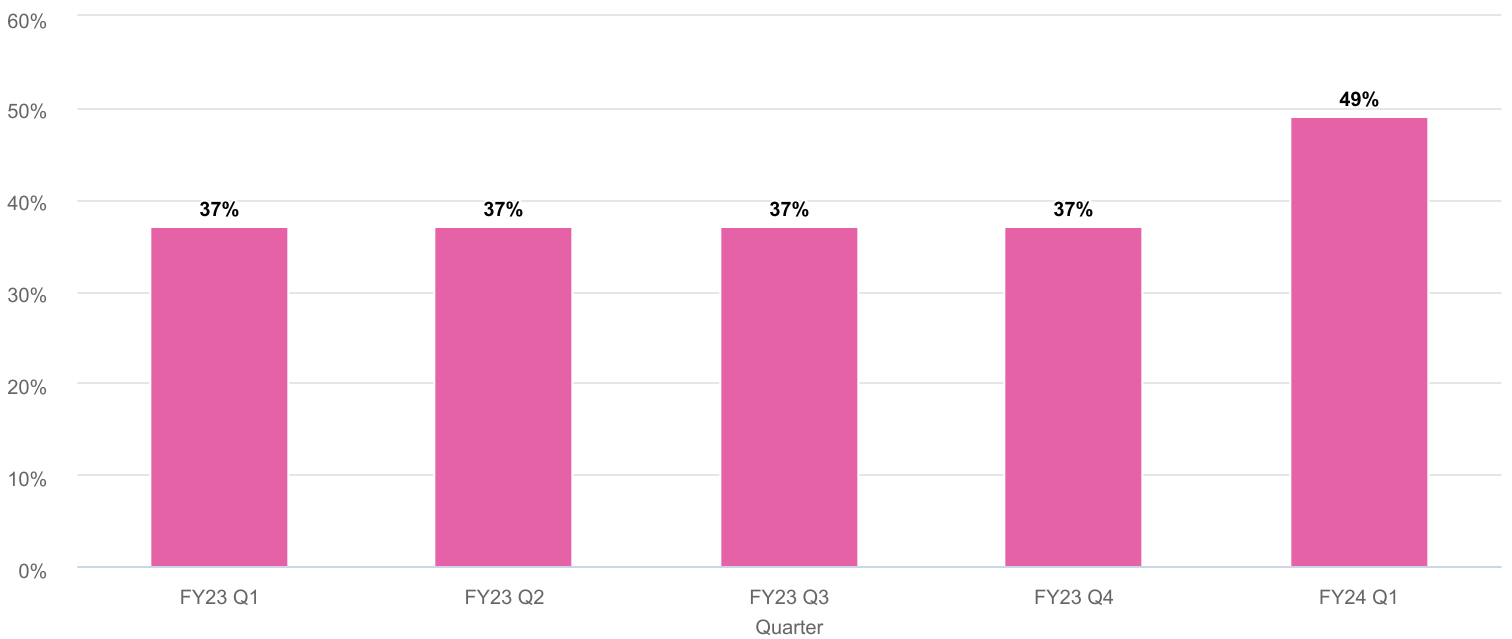
Last Update: Oct 13, 2023 00:31:01

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



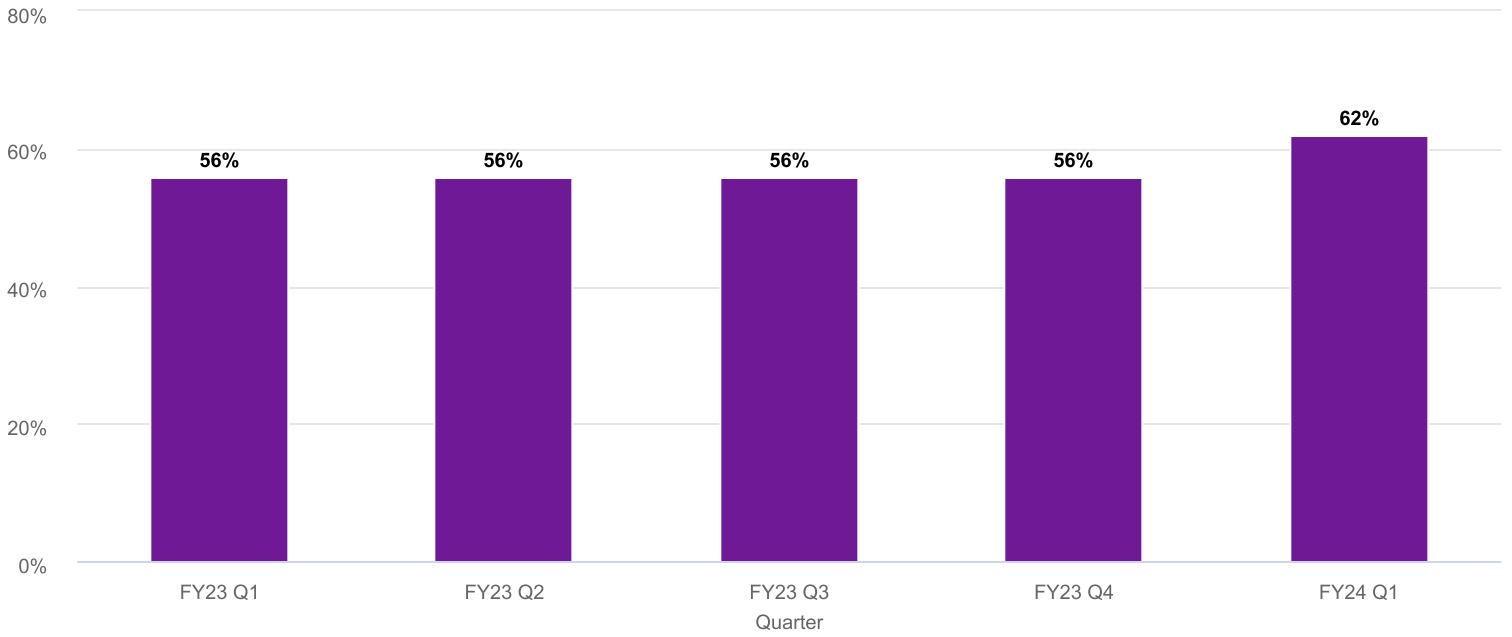
Last Update: Oct 12, 2023 21:30:28

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



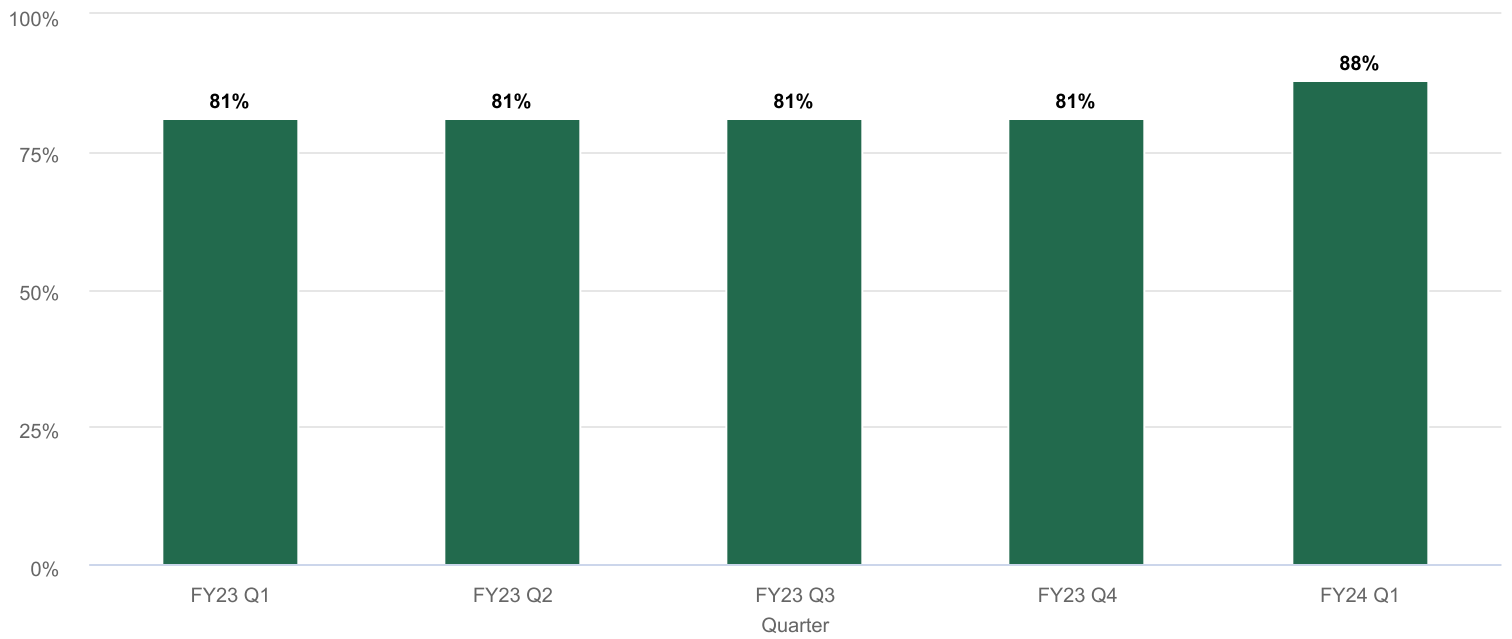
Last Update: Oct 12, 2023 21:30:28

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

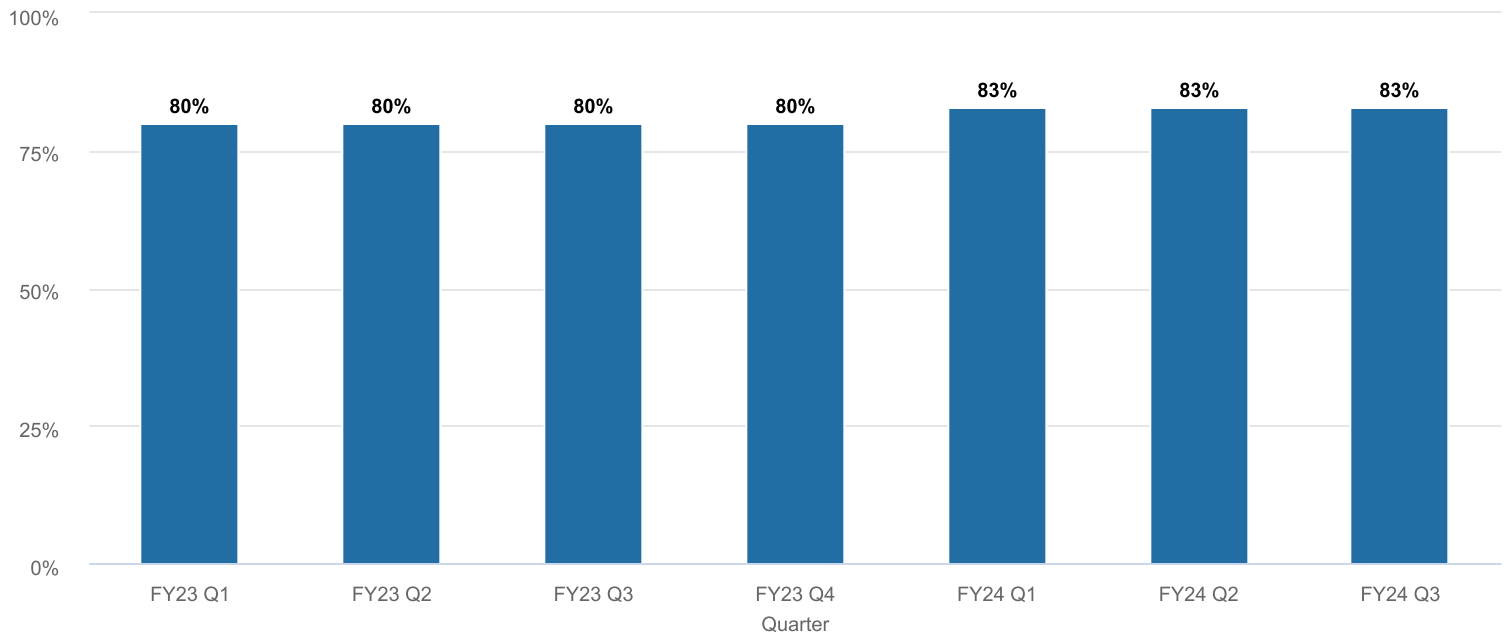


Last Update: Oct 12, 2023 23:30:25

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



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



Activity 5.2.1

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Jason Lass

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

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

Activity 5.2.2



Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

Update the Mills Act Landmark list.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Oct 03, 2023 22:28:03

This aligns with the city's update to its Historic Resources Ordinance. Draft update expected in February 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 67%

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

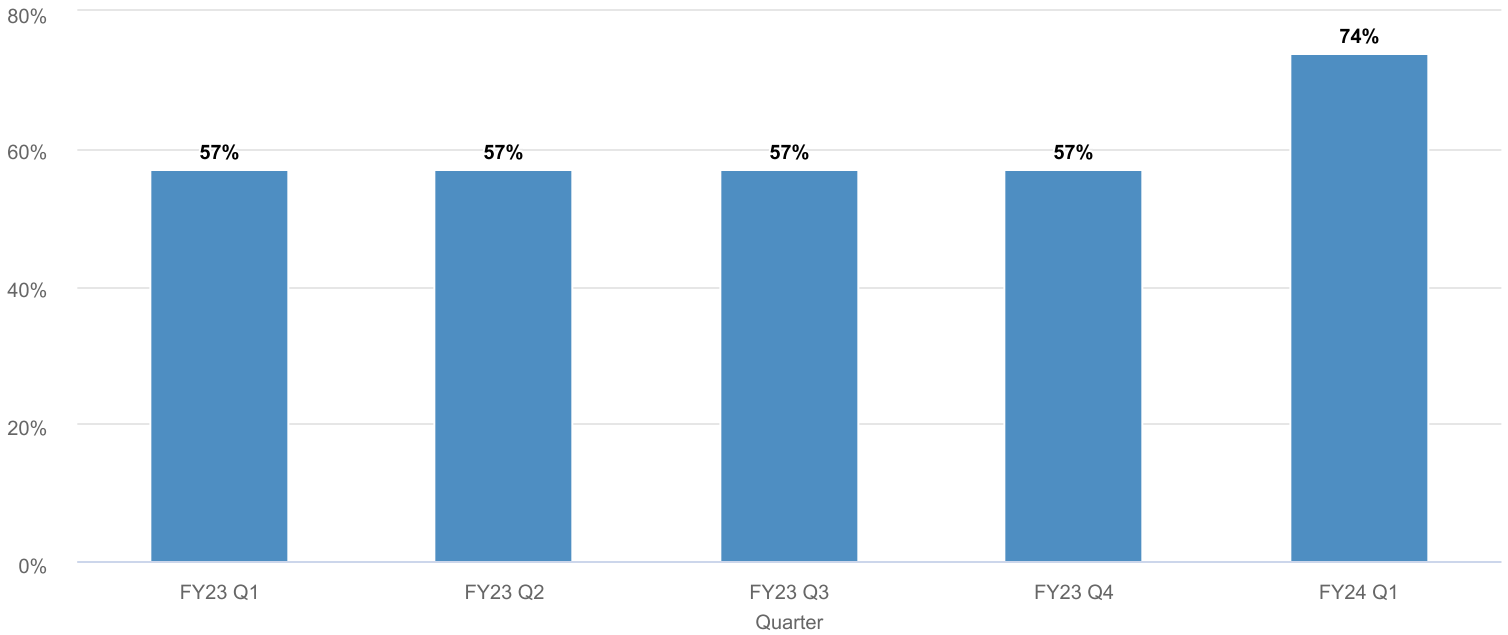
Owner: Donna Finch

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

Activity: 8

Last Update: Oct 12, 2023 01:30:53

% 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 Cindy Solis on Oct 12, 2023 01:54:53

Brand implementation on the current Website CMS Phase 1 is complete.

Work on the development of the new website utilizing Webflow CMS has begun in partnership with BX Studio.

Activity 5.3.3

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 67%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Oct 11, 2023 20:24:16

Bid for Phase 3 advertisement was released on October 6. Waiting to get contract setup to proceed with Phase 4 and 5.

Activity 5.3.4

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 34%

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 Oct 11, 2023 20:29:31

Request for Proposal is advertising on Planetbids and bids are due on 10/24.

The contract award is planned for December so the Consultant can start the works toward the end of 2023.

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 Oct 11, 2023 20:11:12

The Parks and Recreation Master Plan will include recommendations for additional amenities and will identify opportunities to install inclusive play structures in our upcoming playgrounds.

Activity 5.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Moses Cortez

Update provided by Viola Van on Oct 12, 2023 00:02:19

The Parks and Recreation Master Plan will include a list of additional amenities that are missing in several quadrants. This will include amenities that are standardized with like-features in all quadrants.

Activity 5.3.7

Jul 01, 2021 - Jun 30, 2022

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 Oct 16, 2023 15:26:50

Per Public Works, the project is in design. PW will be going back to the City Council for direction in November 2023.

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 EEO 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 78%

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

Last Update: Oct 18, 2023 19:31:04

	%	#
On Track	6.82	3
Work Underway	18.18	8
Not Started	2.27	1
Upcoming	6.82	3
Completed	65.91	29

High Performing Gov't Progress Report

Measure	FY23 Q1	FY24 Q1	Trend
Social Media Engagements	514,237	358,759	↓
Social Media Impressions	7,533,044	8,582,278	↑
% 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	5%	4.42%	↓
Number of City awards/certifications earned	1	3	↑

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 Oct 16, 2023 15:26:17

Jul 01, 2021 - Jun 30, 2026 On Track Progress 65%

workplans are currently being migrated into Envisio

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 95%

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

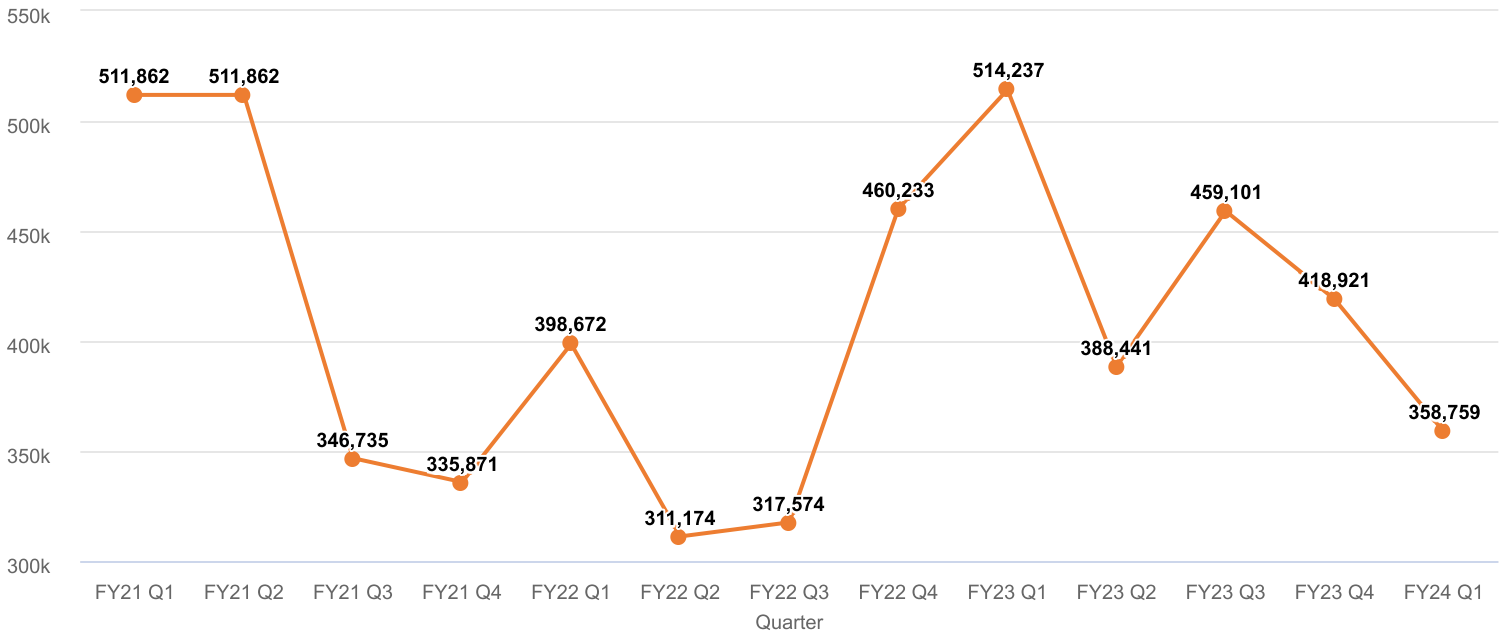
	%	#
On Track	20.0	1
Completed	80.0	4

Owner: Donna Finch

Activity: 5

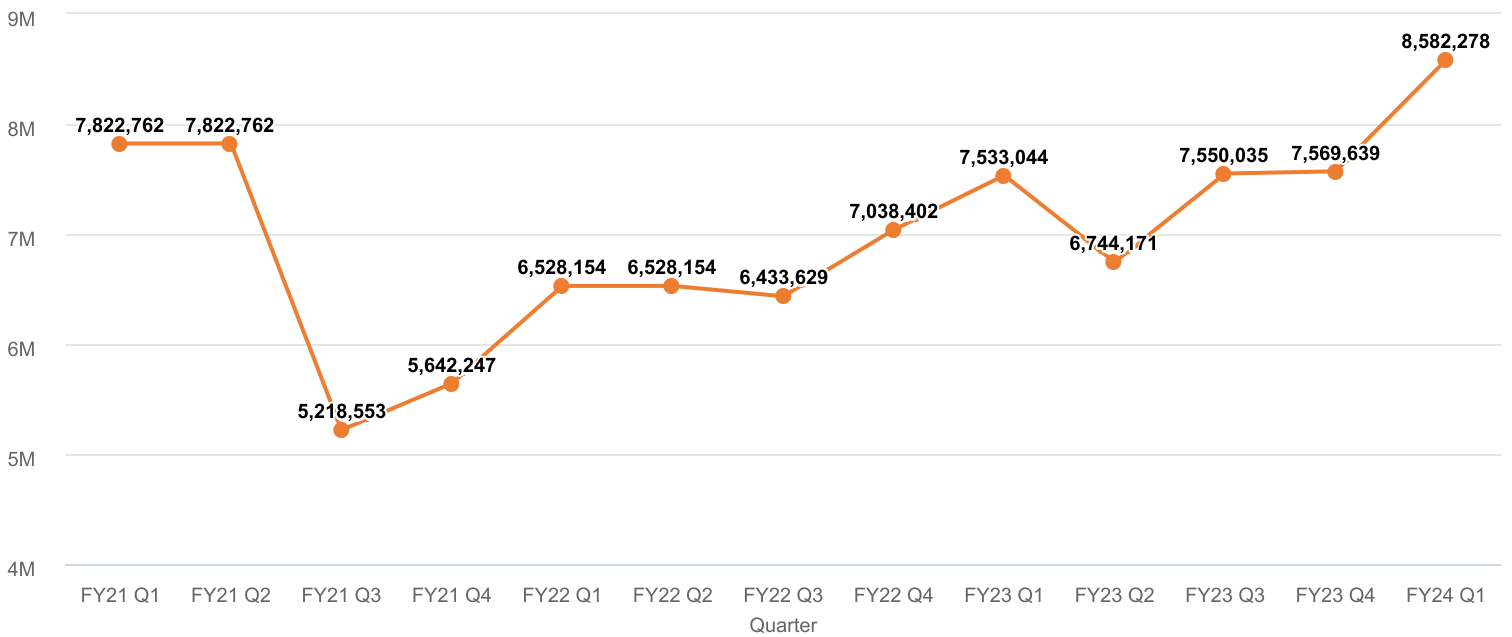
Last Update: Oct 17, 2023 17:54:16

Social Media Engagements



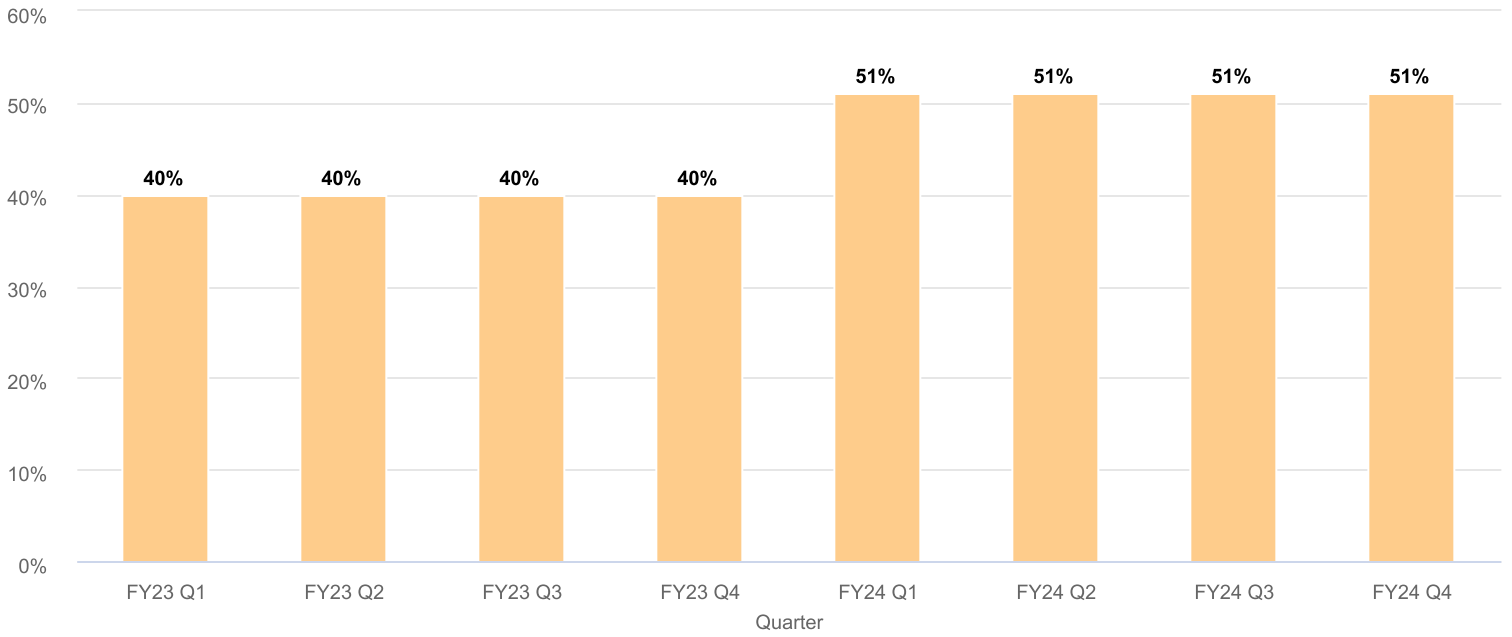
Last Update: Oct 17, 2023 17:54:16

Social Media Impressions



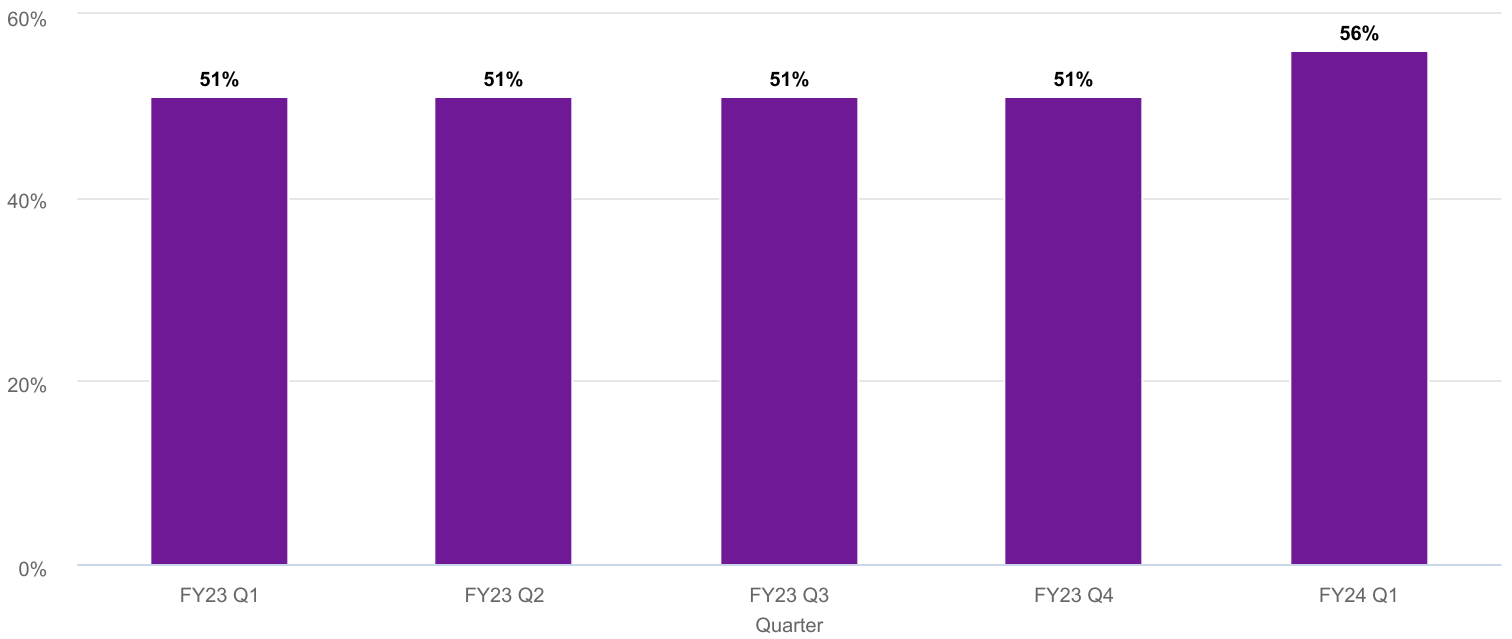
Last Update: Oct 13, 2023 01:30:30

% of residents expressing confidence in city government

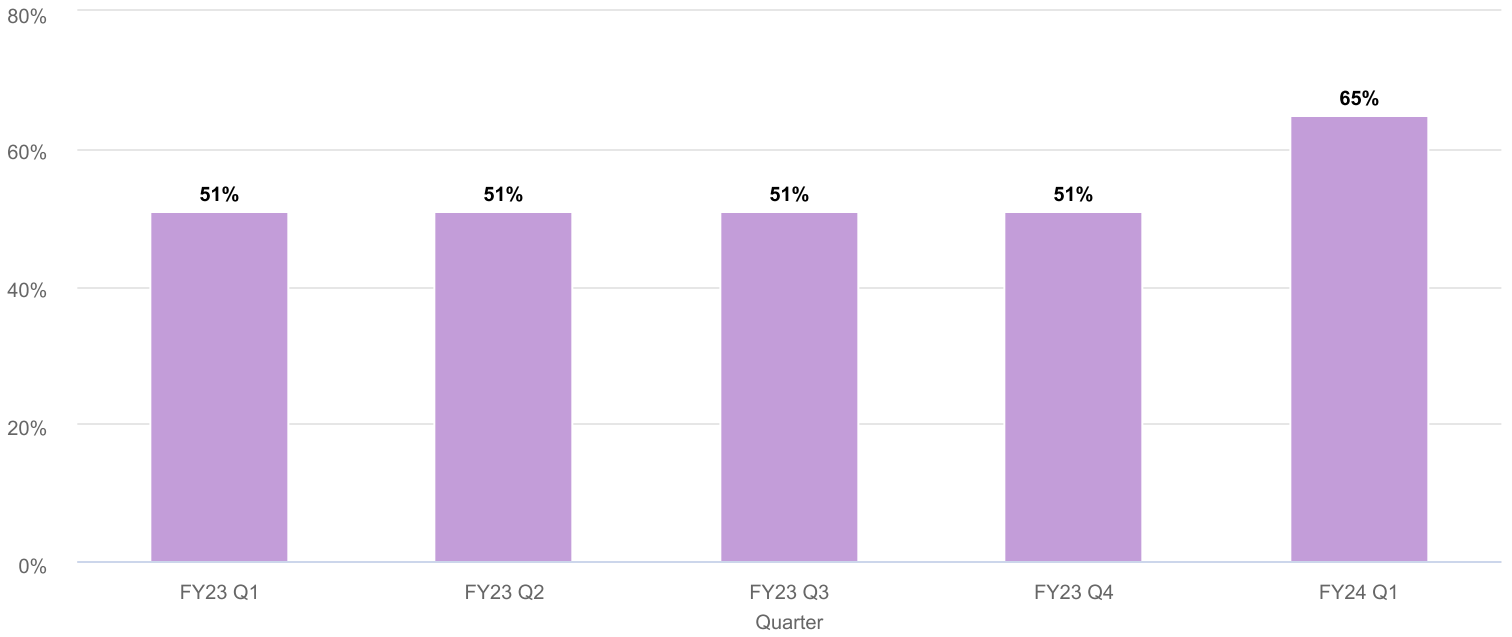


Last Update: Oct 12, 2023 01:30:53

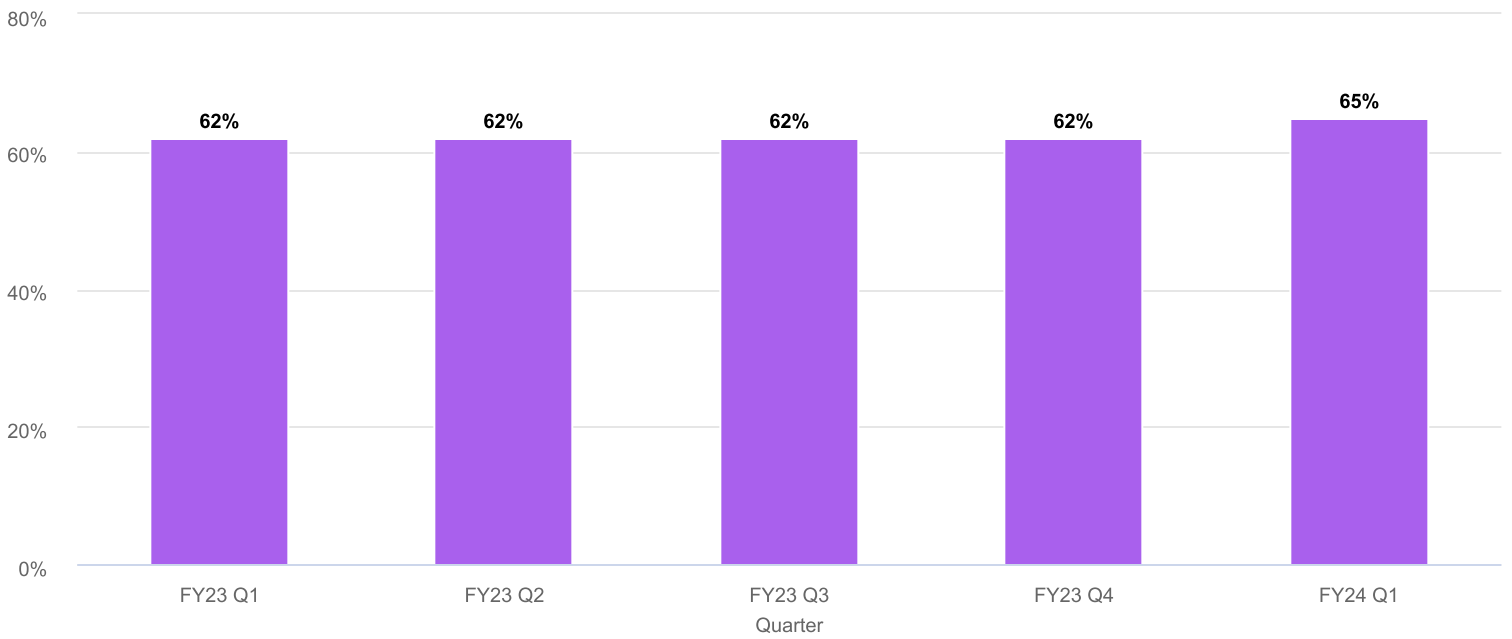
% of residents rating the overall direction the City is taking as good or excellent



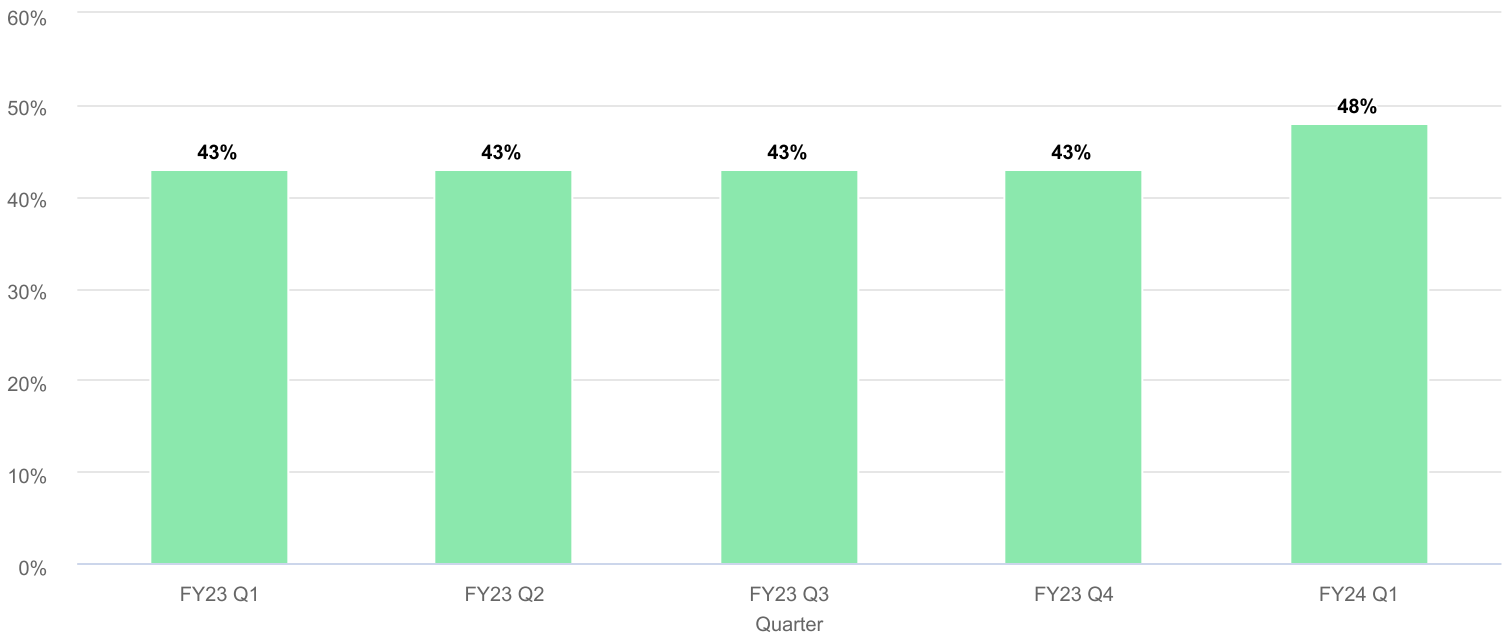
% of residents who believe all City residents are treated fairly



% 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 Alex Mercado on Feb 23, 2023 23:22:57

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

Activity 6.2.3

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Anne Turner

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

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

Activity 6.2.4  

Update provided by Cindy Solis on Oct 12, 2023 15:38:45

Salesforce implementation continues. Data Connection and IP Warmup is complete. Staff training, Mobile Studio, Ads, and Journeys will follow.

Jul 01, 2020 - Jun 30, 2022 On Track Progress 75%

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*

Activity 6.2.5

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

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

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*

Objectives 6.3 Progress 91%

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

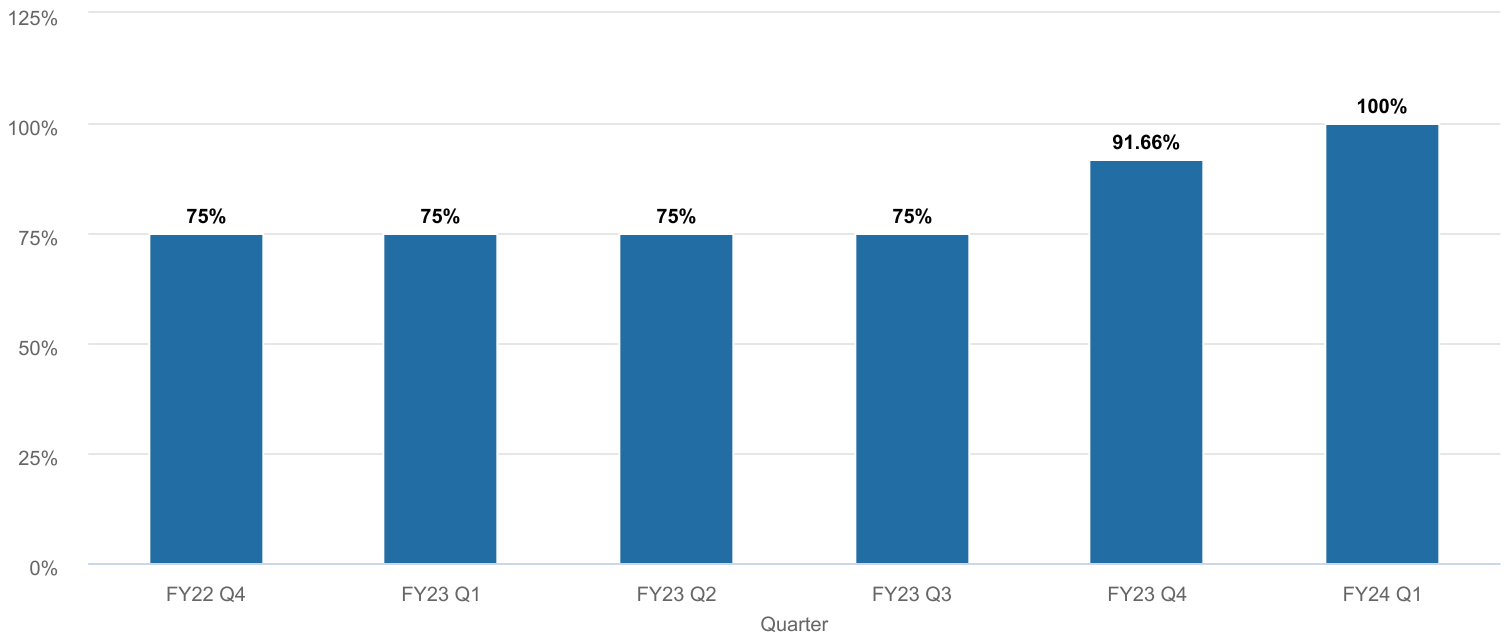
	%	#
Work Underway	18.18	2
Completed	81.82	9

Owner: *Donna Finch*

Activity: 11

Last Update: Oct 13, 2023 00:31:02

% 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

Work Underway

Progress 31%

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

Owner: Kelsey Kenz

Update provided by Kelsey Kenz on Aug 23, 2023 23:39:32

Review with ACM.

Activity 6.3.7

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Review and revamp the employee wellness program.

Owner: Angela Rivera

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

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

Activity 6.3.8

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Alejandro Martinez

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

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

Activity 6.3.9



Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 67%

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

Owner: Angela Rivera

Update provided by Angela Rivera on Oct 13, 2023 01:04:03

Work is still underway

Activity 6.3.10

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Kelsey Kenz

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

Hiring Guide submitted for approval.

Activity 6.3.11

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Rebecca Christopher

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

Employee recognition is complete.

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

Jul 01, 2020 - Jun 30, 2026

Not Started

Progress 0%

Conduct periodic third-party audits in key service areas.

Owner: Kim Sitton

Update provided by Kim Sitton on Oct 17, 2023 20:52:47

Item to be completed on an as needed basis.

Activity 6.4.2

Jul 01, 2025 - Jun 30, 2026

Upcoming

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

Owner: Aminah Mears

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

FY26

Activity 6.4.3

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Aminah Mears

Update provided by Aminah Mears on Oct 16, 2023 15:34:09

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

Activity 6.4.4



Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 40%

Move Voiceover IP Operations to the Cloud.

Owner: Jim Aukerman

Update provided by Jim Aukerman on Oct 03, 2023 14:56:54

SOW is still being reviewed and working with a 3rd party to ensure we are not missing anything.

Activity 6.4.5

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Develop a concierge program for building permits.

Owner: Joanne Coletta

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

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

Activity 6.4.6

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

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

Owner: Joanne Coletta

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

Survey auto generated for every customer.

Activity 6.4.7

Jul 01, 2021 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Joanne Coletta

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

First meeting in 2022. Additional meetings to be scheduled.

Activity 6.4.8

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Jacob Ellis

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

Orientations, workshops, and more implemented and ongoing.

Activity 6.4.9

Jul 01, 2020 - Jun 30, 2025

Completed

Progress 100%

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

Owner: 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 Carmen Zambrano on Oct 12, 2023 21:54:21

FY24 Q1: Helen Putnam Award of Excellence awarded to Community Services and Information Technology Departments

Activity 6.4.14

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

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

Owner: Jacob Ellis

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

Mgmt. cycle calendar completed and reviewed regularly

Activity 6.4.15

Jul 01, 2022 - Jun 30, 2025 Work Underway

Progress 33%

Replace the Enterprise Resource Planning (ERP) system.

Owner: Mike Enriquez

Update provided by Mike Enriquez on Oct 17, 2023 15:53:04

RFP is published, and we are awaiting the responses. We will work with consultant and department representatives to score and select an ERP solution and vendor by January 2024.

Activity 6.4.16

Jul 01, 2022 - Jun 30, 2024 Work Underway

Progress 33%

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

Owner: Mike Enriquez

Update provided by Mike Enriquez on Oct 11, 2023 21:11:36

RFP is on hold. City staff are focusing on the ERP project and during the selection process will be able to determine if a separate EDMS system will be needed or if the new ERP can fit the City's needs.

Activity 6.4.17

Jul 01, 2021 - Jun 30, 2023 Work Underway

Progress 35%

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

Owner: Mike Enriquez

Update provided by Mike Enriquez on Oct 11, 2023 21:10:22

Work on the new Utility Billing Portal is underway.

The City also added the ability to apply for Solar Generator Interconnection Request permits online.

Objectives 6.5 Progress 67%

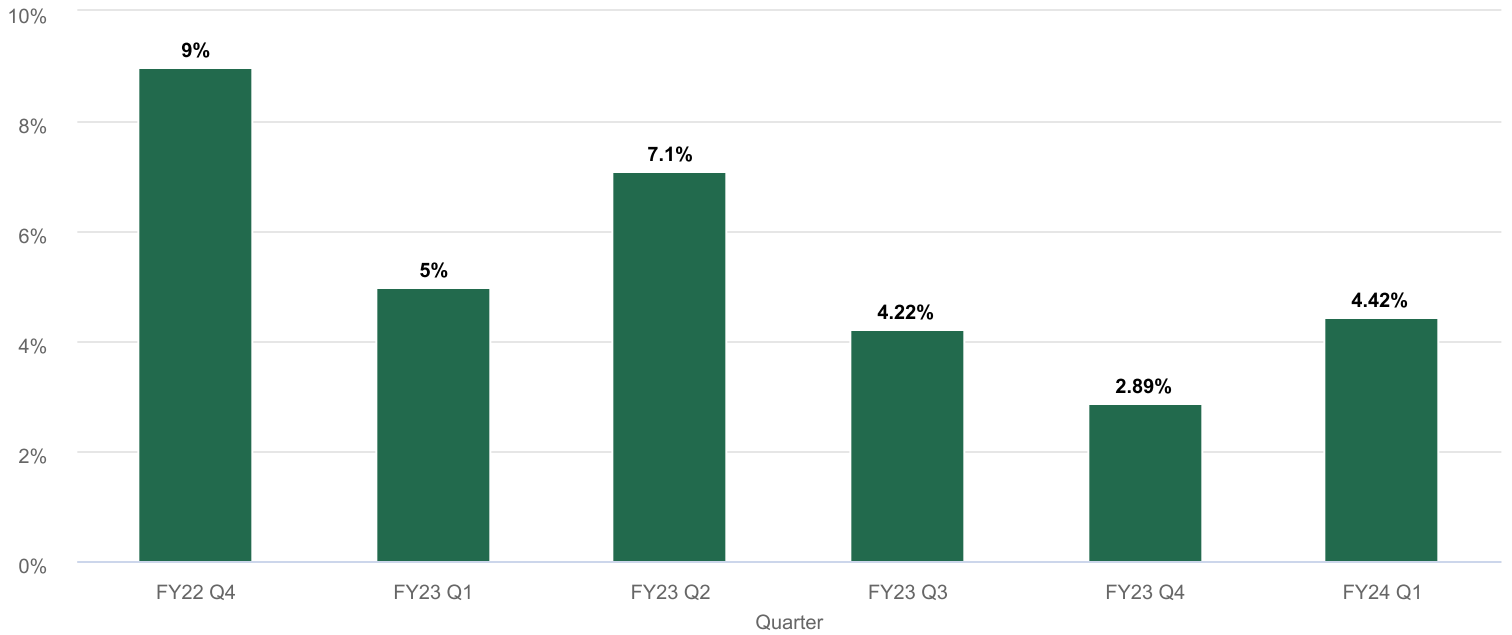
Create a High-Performing Organizational Culture: Increase innovation, teamwork, and creativity.

Owner: Donna Finch

Activity: 5

	%	#
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: Rebecca Christopher

Update provided by Rebecca Christopher on Oct 13, 2023 00:38:04

Gathering information to start design of the 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