



City Strategic Plan Progress Report

Report Created On: Apr 24, 2024

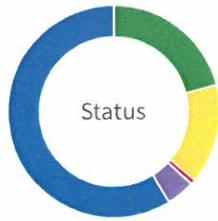
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Strategic Goal

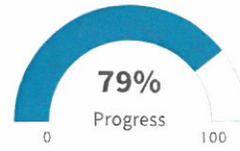
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Activity

Overall Summary



	%
On Track	21.01
Work Underway	15.22
Not Started	0.72
Upcoming	4.35
Completed	58.7



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.

	%	#
On Track	18.75	3
Work Underway	6.25	1
Completed	75.0	12

Owner: Alex Mercado

Objectives: 2 Activity: 16

Activity 1.1.1

Jul 01, 2020 - Jun 30, 2026 On Track Progress 60%

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

Owner: Kim Sitton

Update provided by Kim Sitton on Mar 31, 2024 07:00:01

Continuous item. On track for FY 2024.

Activity 1.1.2

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

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

Owner: Kim Sitton

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

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

Activity 1.1.3

Jul 01, 2023 - Jun 30, 2024 On Track 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

Update provided by Kim Sitton on Mar 31, 2024 07:00:01

Core services reviewed and funded through the FY 2025 budget process to be presented to Council for adoption by June 2024.

Activity 1.1.4

Jul 01, 2020 - Jun 30, 2026 Work Underway

Progress 31%

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 Mar 31, 2024 07:00:01

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 Mar 31, 2024 07:00:01

Continuous item; working with departments to identify funding opportunities.

Activity 1.1.10

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

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

Reserve fund created in the FY22 Budget

Activity 1.2.1

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

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.

Activity 1.2.2

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

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

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

Activity 1.2.3

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

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

Process to track grant funding is complete.

Activity 1.2.4

Jul 01, 2022 - Jun 30, 2023 Completed Progress: 100%

Enhance opportunities for resident participation in the budget process.

Owner: Kim Sitton

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.

Activity 1.2.5

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

Find ways to simplify budget information.

Owner: Kim Sitton

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

Interactive budget implemented; continuous item.

Activity 1.2.6

Jul 01, 2021 - Jun 30, 2023 Completed Progress: 100%

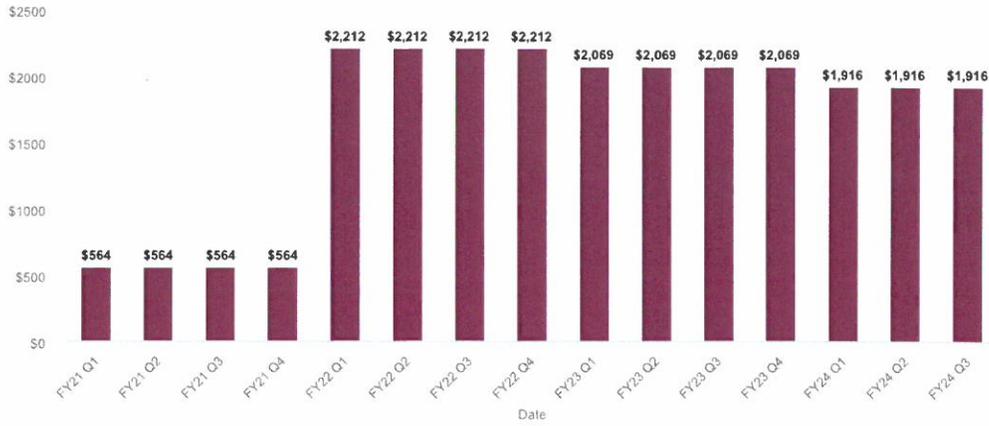
Ensure budget information is available in both English and Spanish.

Owner: Kim Sitton

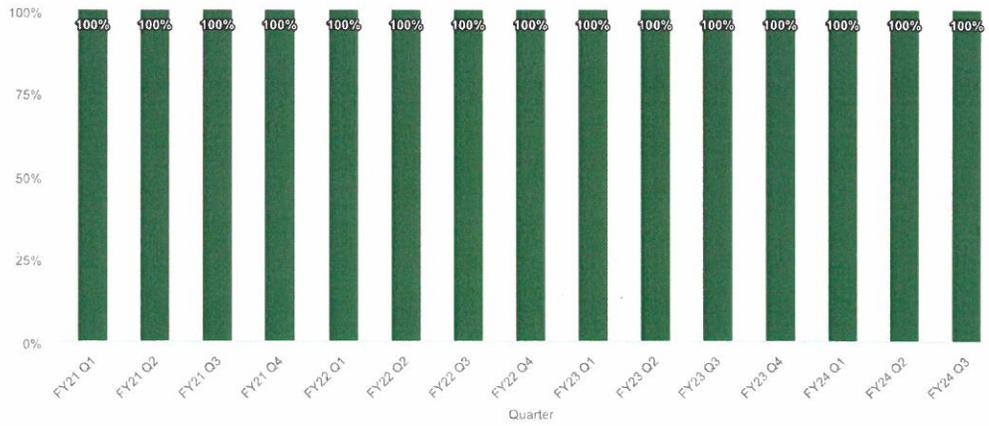
Update provided by Kim Sitton on Jul 11, 2023 19:13:40

Interactive budget document implemented in multiple languages in Q1 FY23.

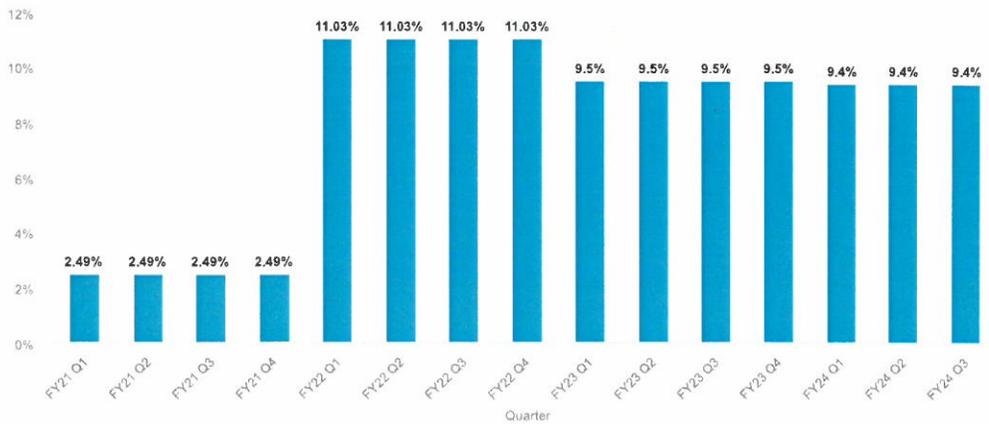
Outstanding debt per capita



% Major Operating Funds Maintaining Minimum Fund Balance



Debt payments as a % of operating budget



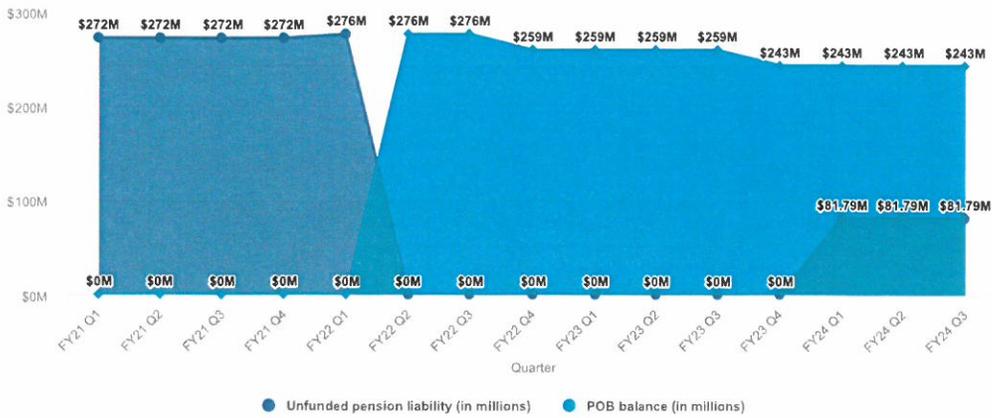
GO Bond credit rating



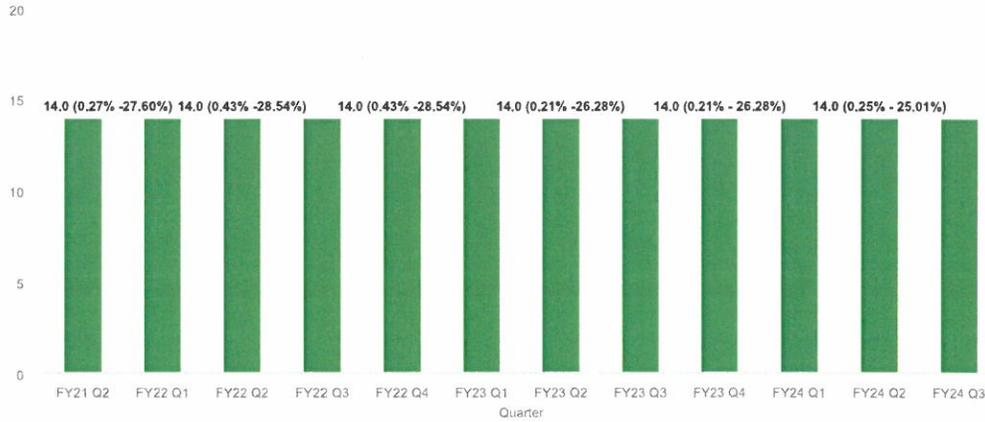
Percentage of GO Debt Capacity Used



Unfunded Pension Liability/POB balance (in millions)



Diversity of revenue sources



Strategic Goal 2

Progress: 78%

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	31.58	6
Upcoming	5.26	1
Completed	57.89	11

Owner: Alex Mercado

Objectives: 3 Activity: 19

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 Completed Progress: 100%

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 Dec 21, 2023 23:36:32

All flow charts have been completed and posted online.

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 Mar 31, 2024 07:00:01

Evaluation of current processes is underway. Proposed changes were presented to the City Council at the Spring Financial Workshop. Staff is working on Municipal Code updates and process changes which are estimated to be completed by the end of summer 2024.

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: Adam Roulston

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

Activity 2.2.1  

Jul 01, 2021 - Jun 30, 2023 **Work Underway**
Progress: 45%

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

Owner: Amanda Wicker

Update provided by Amanda Wicker on Mar 31, 2024 07:00:01

Staff continues to partner with Chamber on it's industry committees. The City also partnered with the Chamber on multiple business events during this quarter.

Activity 2.2.2 

Jul 01, 2020 - Jun 30, 2026 **Work Underway**
Progress: 85%

Partner with regional workforce development boards to increase job opportunities.

Owner: Ashley Zaragoza

Update provided by Ashley Zaragoza on Mar 31, 2024 07:00:01

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 

Jul 01, 2022 - Jun 30, 2024 **Work Underway**
Progress: 65%

Craft an incentive strategy for businesses to locate in Corona.

Owner: Amanda Wicker

Update provided by Amanda Wicker on Mar 31, 2024 07:00:01

Staff finalizing incentive strategy. Plans to finalize strategy for internal use in FY 24 Q4.

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: 50%

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

Owner: Ashley Zaragoza

Update provided by Ashley Zaragoza on Mar 31, 2024 07:00:01

Staff held conversations with CNUSD 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. In addition, staff presented the keynote at the Norco College Industry partners & awards breakfast, highlighting the importance of bridging workforce, education, and industry. City staff continues to serve as a liaison and connector to prepare and develop a skilled local workforce.

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: 55%

Redevelop the Corona Mall Properties.

Owner: Amanda Wicker

Update provided by Amanda Wicker on Mar 31, 2024 07:00:01

Lab commenced construction on South Mall properties in August 2022; façade construction improvements are near completion. Multiple tenants have submitted for tenant improvement spaces with expected completion later this year. Utility work underway with a switch gear installed in March 2024. Southern California Edison to power the location in the coming month.

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 On Track Progress 65%

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 Mar 28, 2024 17:51:30

Tentative hearing date on draft ordinance in July 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 Apr 18, 2024 21:22:32

Responsibility moved to Capt. Fountain in FSD

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.

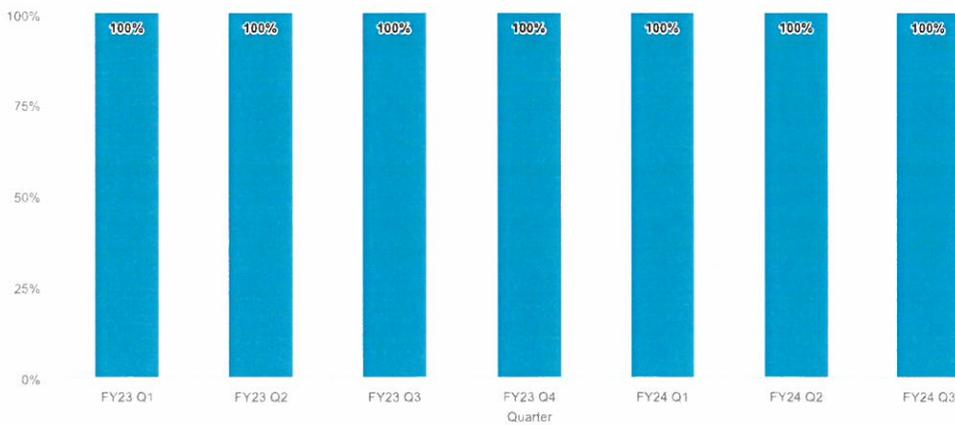
Owner: Amanda Wicker

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

FY26

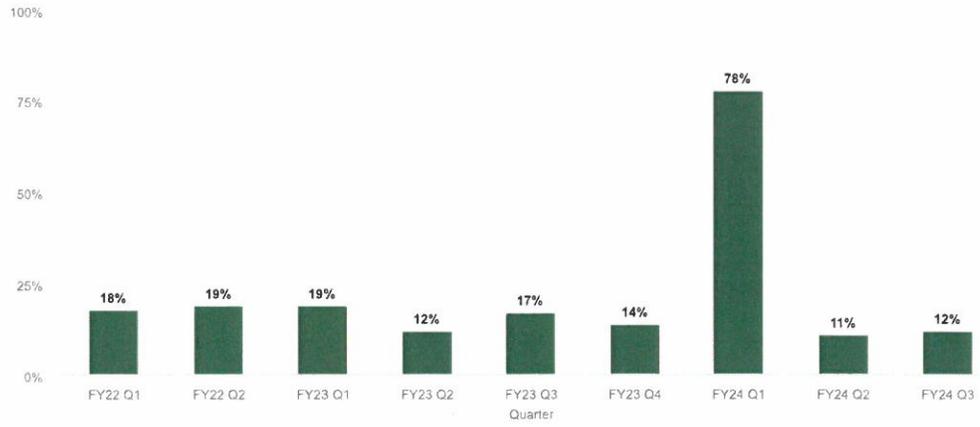
Last Update: Apr 10, 2024 18:30:39

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



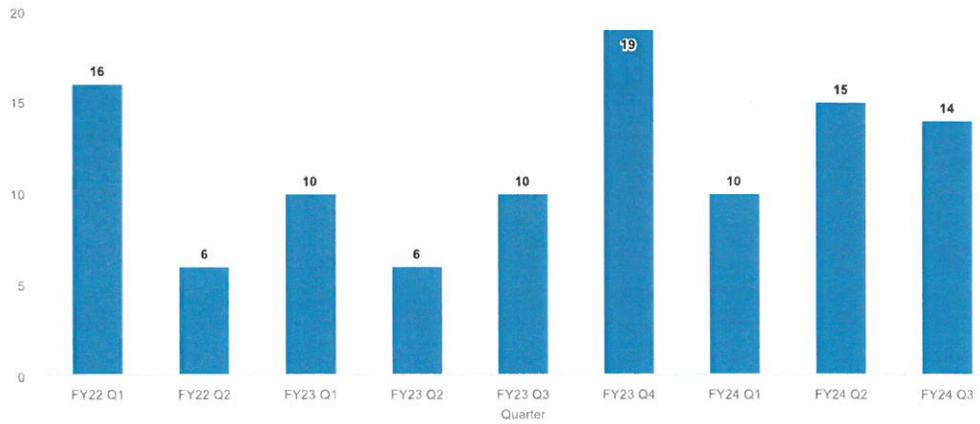
Last Update: Apr 10, 2024 18:30:39

% of commercial brokers engaged with



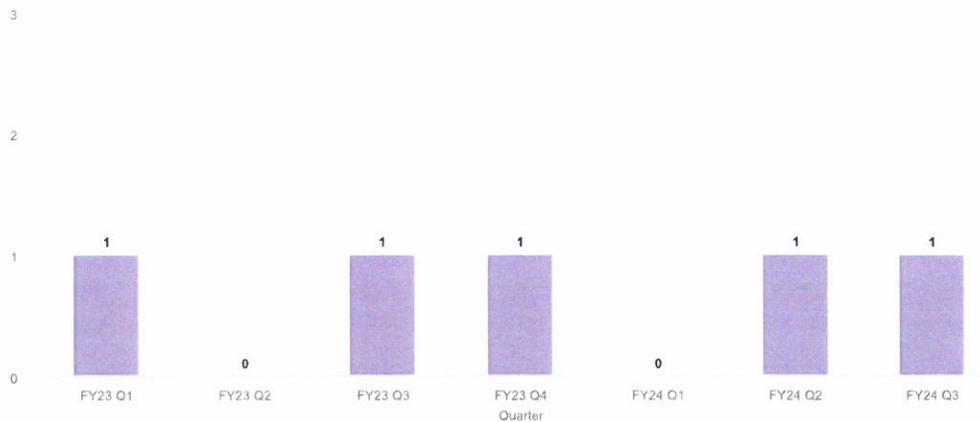
Last Update: Apr 10, 2024 18:30:39

of businesses promoted

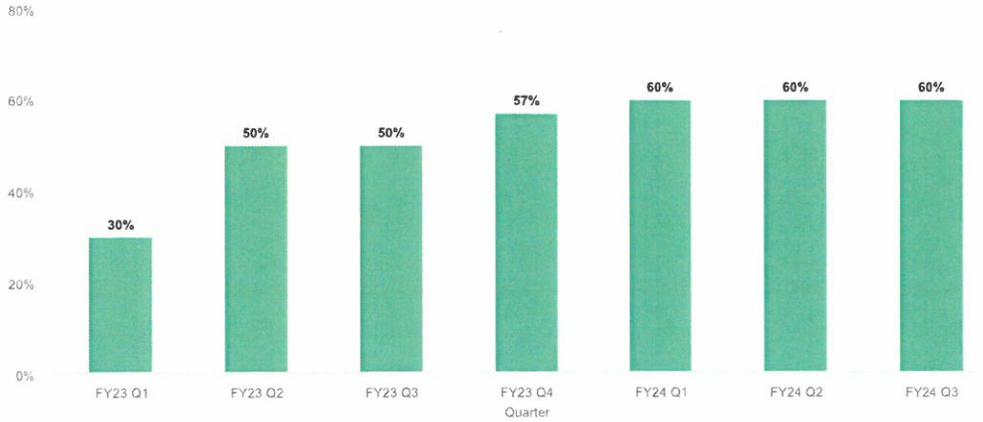


Last Update: Apr 10, 2024 18:30:39

of site selection inquiries that resulted in business opening or expanding in Corona



% of business resources that can be accessed in Spanish



Strategic Goal 3

Progress: 65%

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	12.5	2
Upcoming	12.5	2
Completed	37.5	6

Objectives: 3 Activity: 16

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: 48%

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 Mar 31, 2024 07:00:01

Asset Management Steering Committee created and in process of finalizing the Asset Management Development Plan and Asset Management Policy. Asset Software needs and identification of all assets within GIS Completed. Full completion of Asset Management Program to complete in Q2 FY 25

Activity 3.1.3

Jul 01, 2022 - Jun 30, 2023 Work Underway

Progress: 10%

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 Mar 31, 2024 07:00:02

Asset Management Program completion in Q2 FY 25 and once data capture of infrastructure assets completed, the Asset Management Steering Committee will establish the Long-term capital reserve 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 McHesters

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

SIFI Contract approved Dec '21

Activity 3.1.5Jul 01, 2023 - Jun 30, 2024 Completed Progress: 100%

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

Owner: Greg Beringer

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

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

Activity 3.1.6Jul 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

Activity 3.2.1Jul 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

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

FY26 Project

Activity 3.2.2Jul 01, 2022 - Jun 30, 2023 On Track Progress: 55%

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

Update provided by Rosalva Ureno on Mar 31, 2024 07:00:01

Design phase on track for the Traffic Signal Optimization Project.

Activity 3.2.3Jul 01, 2020 - Jun 30, 2026 On Track Progress: 80%

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

Owner: Savat Khamphou

Update provided by Savat Khamphou on Mar 31, 2024 07:00:01

The city is engaged with RCTC in its Traffic Relief Plan, a countywide effort to bring more transportation funding opportunities to the region. Caltrans anticipates constructing the southbound lane drop on the I-15 mainline at the Cajalco interchange by the end of 2024 and has scheduled the construction of the southbound deceleration lane on the I-15 from Old Temescal Canyon Road to the Ontario Avenue offramp to begin in 2026.

Activity 3.2.4Jul 01, 2020 - Jun 30, 2026 Completed Progress: 100%

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

Owner: Joanne Coletta

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

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

Activity 3.3.1Jul 01, 2021 - Jun 30, 2023 Completed Progress: 100%

Develop a Parks and Recreation Master Plan

Owner: Moses Cortez

Update provided by Sarah Arce on Apr 15, 2024 15:26:59

The Parks and Recreation Master Plan is completed and has been adopted and approved by City Council. Projects have been entered into Questica.

Activity 3.3.2Jul 01, 2021 - Jun 30, 2023 Completed Progress: 100%

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 Andrew Kim on Apr 18, 2024 22:39:27

See prior comment:

The Trails Master Plan is completed and has been adopted and approved by City Council. Projects have been entered into Questica.

Activity 3.3.3Jul 01, 2021 - Jun 30, 2023 On Track Progress: 68%

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

Owner: Moses Cortez

Update provided by Sarah Arce on Apr 15, 2024 15:29:35

The Community Services Department continues to work with internal staff and our Master Plan consultants to complete our maintenance standards. Standards are currently being developed and revised to fit quality standards for our parks and recreation facilities.

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 Sarah Arce on Apr 15, 2024 15:32:14

The Community Services Department had a kickoff meeting with Public Works to review citywide assets and how to properly track life span and maintenance of the asset. We will have a follow up meeting to discuss next steps.

Activity 3.3.5

Jul 01, 2020 - Jun 30, 2026 On Track Progress 95%

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 Sarah Arce on Apr 15, 2024 15:33:49

The Community Services Parks Maintenance staff continue to use Nex-Gen to complete weekly and monthly maintenance inspections of all parks, repairs and improvements.

Activity 3.3.6

Jul 01, 2020 - Jun 30, 2026 On Track Progress 80%

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

Owner: Moses Cortez

Update provided by Sarah Arce on Apr 15, 2024 15:35:30

The Community Services Department continues to grow the Park Adoption program and continue to have successful response from local businesses and groups who show interest in the program. Staff continue to promote program and expand opportunities for park adoptions.

Strategic Goal 4

Progress 87%

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

Owner: Alex Mercado

	%	#
On Track	33.33	8
Work Underway	4.17	1
Completed	62.5	15

Objectives: 5 Activity: 24

Activity 4.1.1

Jul 01, 2021 - Jun 30, 2023 On Track Progress 60%

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

Owner: Paul Mercado

Update provided by Matthew Windish on Apr 24, 2024 21:08:55

ANI/ALI cutover successful. Still waiting for date from CalOES for the pre-migration testing. The 4/17 date was cancelled by CalOES.

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 Animal 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 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

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

Project completed.

Activity 4.1.5

Jul 01, 2021 - Jun 30, 2024 On Track Progress 65%

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

Owner: Paul Mercado

Update provided by Paul Mercado on Mar 31, 2024 07:00:01

There is no change; we are still waiting on the state to select a vendor. We are in the process of entering into an agreement with the National Public Safety Group for a CAD/RMS needs assessment. The contract is being finalized by Legal. The item will go before CC for approval in May under the quarter 3 adjustment.

Activity 4.1.6

Jul 01, 2020 - Jun 30, 2023	Completed	Progress: 100%
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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%
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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: 70%
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Expand resident engagement and involvement in police and fire support efforts (e.g., Citizens on Patrol, Neighborhood Watch)

Owner: Adam Roulston

Update provided by Adam Roulston on Mar 31, 2024 07:00:01

The Administrative Sergeant has been beneficial to the team however, the full-time Community Outreach Specialist position is now vacant. The Public Safety Information Coordinator opened for recruitment and closes 4/23/24. Shortly after this recruitment, the COS position will be opened for recruitment.

Activity 4.2.1

Jul 01, 2021 - Jun 30, 2022	Completed	Progress: 100%
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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%
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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%
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Enforce current anti-camping and trespassing ordinances.

Owner: Adam Roulston

Update provided by Adam Roulston on Apr 18, 2024 21:23:20

Responsibility moved to Capt. Fountain and FSD

Activity 4.3.1

Jul 01, 2021 - Jun 30, 2022	Completed	Progress: 100%
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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%
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Promote community involvement in identifying hazards and effective measures to reduce impacts.

Owner: Brian Young

Update provided by Brian Young on Apr 15, 2024 17:18:37

Awaiting approval of LHMP from FEMA

Activity 4.3.3

Jul 01, 2020 - Jun 30, 2026	Completed	Progress: 100%
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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 Lee Shin on Mar 31, 2024 07:00:01

These annual safety drills will continue to take place in the Fall of 2024.

Activity 4.3.4

Jul 01, 2021 - Jun 30, 2023	Completed	Progress: 100%
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Raise public awareness of local hazards and risks via a communication initiative.

Owner: Lee Shin

Update provided by Brian Young on Apr 15, 2024 15:13:49

New Alert and Warning system in place.

New Countywide evacuation software.

Activity 4.3.5

Jul 01, 2020 - Jun 30, 2026	On Track	Progress: 60%
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Expand Community Emergency Response Team (CERT) trainings and build neighborhood-based CERT Teams.

Owner: Lee Shin

Update provided by Lee Shin on Mar 31, 2024 07:00:01

Corona Fire continues to expand CERT training in Corona. In the Spring of 2024, Corona Fire is teaching Teen CERT for both Centennial and Santiago High Schools.

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 Mar 31, 2024 07:00:01

A Community Emergency Response Team Field Day will be offered in June of 2024.

Activity 4.3.7

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

Host events that put preparedness skills to use.

Owner: Lee Shin

Update provided by Andrew Kim on Mar 31, 2024 07:00:01

CERT field day is scheduled for 6/22/24.

This will allow citizens to practice Medical Operations, Cribbing, and First Aid.

Additional skills they'll practice include personal and family preparedness.

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.

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 Mar 31, 2024 07:00:01

- Collaborated to organize the February 2024 Vista Dorada Grand Opening Celebration with City Council, City Departments, County partners, community partners, and Abode Communities. The celebration highlighted the successful transition of 52 of Corona's chronically street homeless to permanent supportive housing. Homeless Solutions worked many months with our contracted partners Mercy House and City Net to support identification of eligible clients, getting clients document ready, allocation of funds to support security deposits, move-in kits and essential items, and collaboration for ongoing case management and services to support residents post housing placement
- During the months of January to March 2023, the Homeless Solutions Manager chaired, facilitated and/or supported numerous regional meetings as the Chair of the Riverside County Continuum of Care, including supporting Riverside County's first Reentry Conference that focused on those who are discharged from jails and prisons into homelessness. In this role, Corona has a major influence on policy, program design, and funding that is allocated in the region to address homelessness.
- During the months of January - March 2023, Homeless Solutions worked with City Net, Mercy House, and the City of Norco on implementation of many different programs connected to multiple grant initiatives. Grants require a heavy amount of administrative work related to contract development, program implementation and training, contract monitoring, expense review, payment processing, development and submission of grant reports and more. Examples of grant initiatives and programs include:
 - Federal HOME Tenant Based Rental Assistance Program for Homeless Prevention and Shelter Graduate Housing Placements in Corona
 - State Permanent Local Housing Allocation Funds for low-barrier emergency shelter and supportive services. During the reporting period, Homeless Solutions completed grant deliverables associated with the first two years of PLHA funds and made successful drawdowns of \$1.4 million
 - State Encampment Resolution Funds for Santa Ana River Bottom homeless encampment response in Corona and Norco
 - Federal Substance Abuse and Mental Health Services Administration Funds for outreach, emergency shelter, and housing services for Norco

Activity 4.5.1

Jul 01, 2022 - Jun 30, 2023 On Track Progress: 90%

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

Owner: Joanne Coletta

Update provided by Joanne Coletta on Mar 28, 2024 17:52:10

City council review on April 17, 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 Louia Huerta on Mar 31, 2024 07:00:01

No new updates. Staff efforts are focused on current housing projects and annual monitoring efforts of existing housing projects.

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.

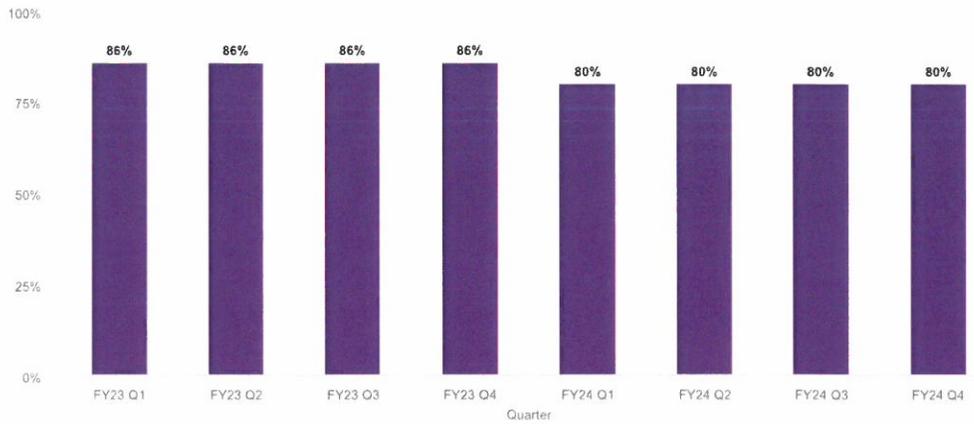
Owner: Joanne Coletta

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.

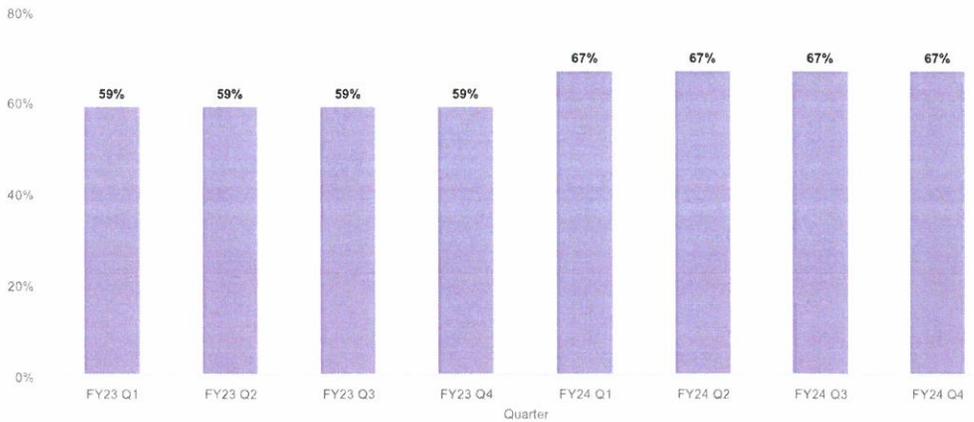
Last Update: Apr 19, 2024 16:36:39

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



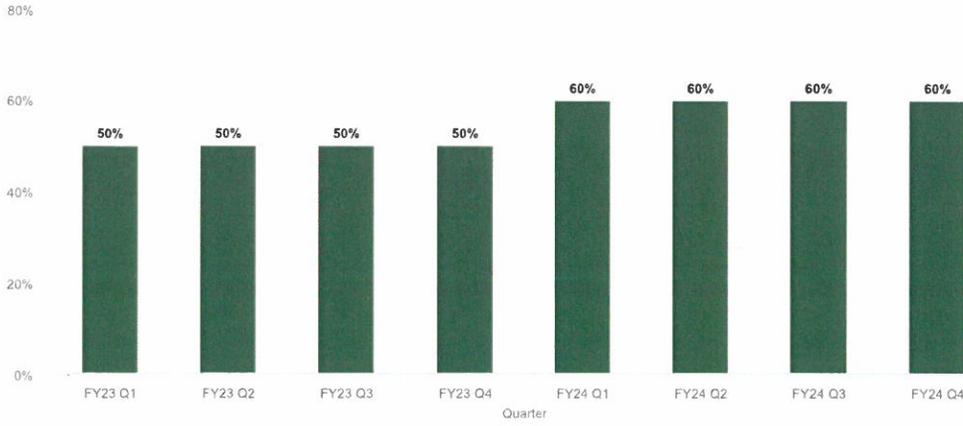
Last Update: Apr 19, 2024 16:36:39

% Community satisfaction rating of public safety efforts



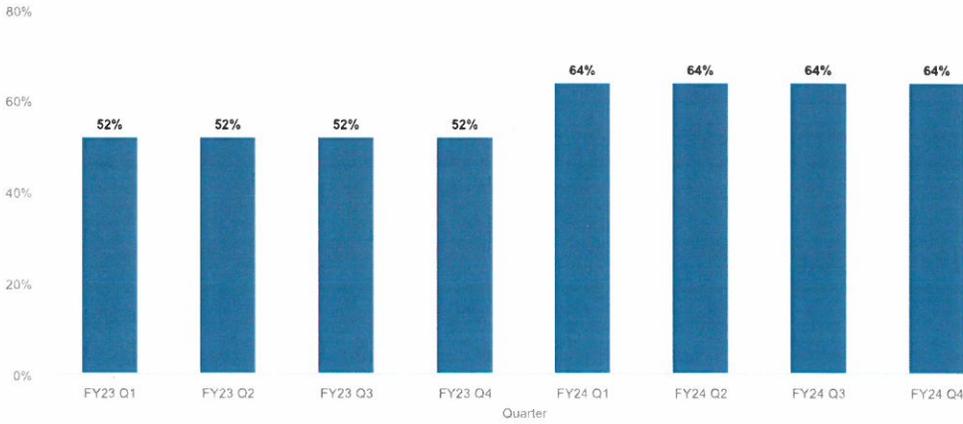
Last Update: Jan 23, 2024 23:31:09

% of residents rating the overall cleanliness of Corona as good or excellent



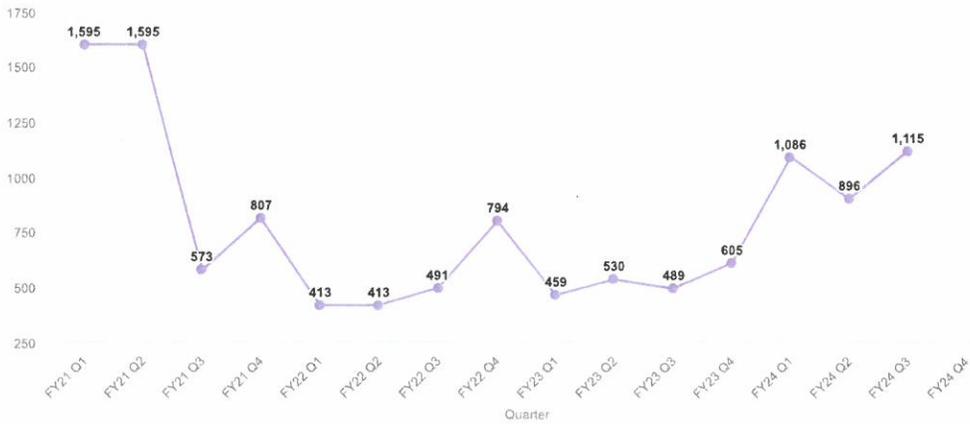
Last Update: Jan 23, 2024 23:31:09

% of residents rating the overall appearance of Corona as good or excellent

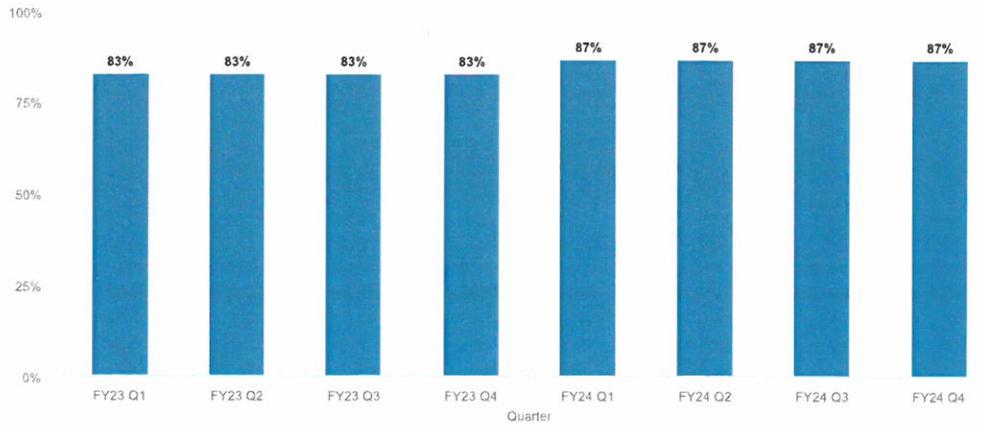


Last Update: Apr 01, 2024 16:30:30

Number of code compliance/property maintenance citations or warnings



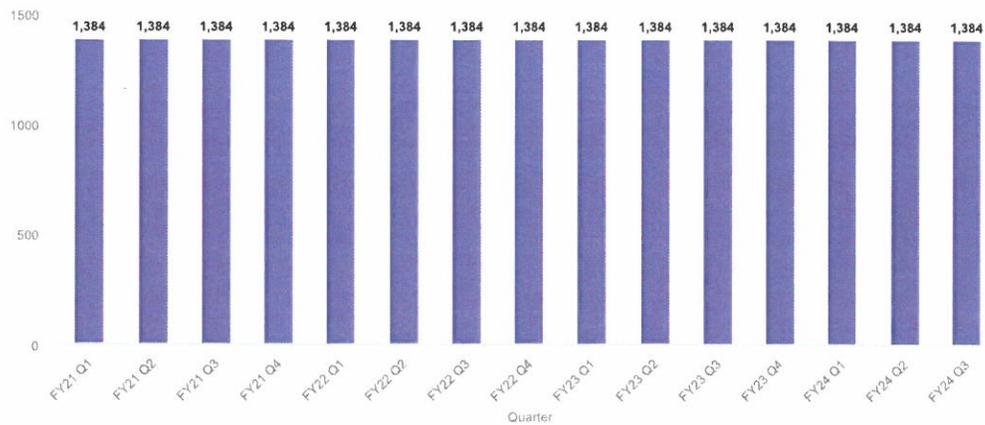
% of community members who report they are prepared for an emergency



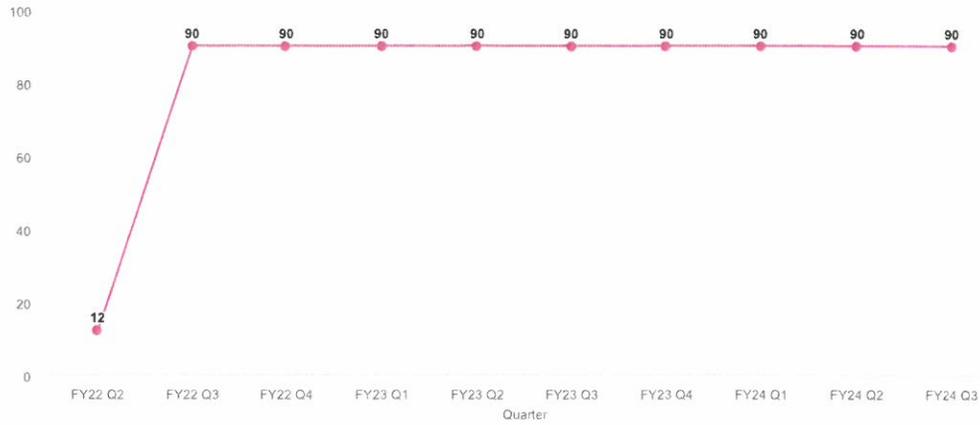
Annual number of residents taking part in emergency preparedness trainings. Events include CERT training and CPR classes



Number of affordable housing units



Number of permanent supportive housing units under development



Strategic Goal 5

Progress: 74%

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.

	%	#
On Track	47.37	9
Work Underway	21.05	4
Completed	31.58	6

Owner: Alex Mercado

Objectives: 3 Activity: 19

Activity 5.1.1



Jul 01, 2021 - Jun 30, 2023

On Track

Progress: 75%

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

Owner: Jason Loss

Update provided by Jason Loss on Mar 31, 2024 07:00:01

Year 2 of 3 "Go Big!" Special Event Enhancements presented before City Council.

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 Loss

Update provided by Jason Loss 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: 60%

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

Owner: Nases Cortez

Update provided by Sarah Arce on Apr 15, 2024 15:40:51

The Community Services Department continues to implement and grow the Guided Hike program. Next guided hike is scheduled for Saturday, April 27th.

Activity 5.1.4



Jul 01, 2022 - Jun 30, 2023

On Track

Progress: 75%

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

Owner: Jason Loss

Update provided by Jason Loss on Mar 31, 2024 07:00:01

Continued enhancement to online enrollment system. Recreation Services now accepting Park Shelter Permits (formerly Parks).

Activity 5.1.5



Jul 01, 2022 - Jun 30, 2024

On Track

Progress: 75%

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 Loss

Update provided by Jason Loss on Mar 31, 2024 07:00:01

Phase II Findings anticipated to go before City Council before end of Q4.

Activity 5.1.6

Update provided by Laura Huerta on Mar 31, 2024 07:00:01



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

Researching relocation obligations due to the use change.

Activity 5.1.7



Update provided by Jason Lass on Mar 31, 2024 07:00:01

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 60%

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

Owner: Jason Lass

FY 25 Co-Sponsorship Program to be presented FY 24 Q4.

Activity 5.2.1

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

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

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

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



Update provided by Joanne Coletta on Mar 28, 2024 17:52:59

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 0%

Update the Mills Act Landmark list.

Owner: Joanne Coletta

Tentative hearing on ordinance changes in July 2024.

Activity 5.2.3

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

Update provided by Cindy Solis on Oct 12, 2023 15:11:53

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

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

Jul 01, 2020 - Jun 30, 2022

Completed

Progress 100%

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

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

Activity 5.3.1

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

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



Update provided by Cindy Solis on Mar 31, 2024 07:00:01

Jul 01, 2020 - Jun 30, 2022

Work Underway

Progress 50%

Improve the City website for ease of use.

Owner: Shaughn Hull

This project is still "work underway." The team continues to work on this task.

Activity 5.3.3



Update provided by Kenny Nguyen on Mar 31, 2024 07:00:01

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 70%

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

Owner: Kenny Nguyen

Phase 3 is under construction. Still wait for on-call contract to proceed with Phases 4 and 5.

Activity 5.3.4  

Jul 01, 2021 - Jun 30, 2022 **Work Underway**

Progress 59%

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 Mar 31, 2024 07:00:01

Lidar Assessment completed. Sidewalk Lidar ETA end of April 2024. On schedule for completion end of August 2024

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 Sarah Arce on Apr 15, 2024 15:42:23

The Parks and Recreation Master Plan has been approved and adopted by City Council. Tier I Projects to install inclusive play features and shade have been entered into Qwestica and are in beginning planning stages.

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 Sarah Arce on Apr 15, 2024 15:44:07

The Parks and Recreation Master Plan has been approved and adopted by City Council. Community engagement for park improvements have begun to include surveys, pop up events in parks and social media outreach.

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 Mar 31, 2024 07:00:01

The memorial project is set for construction Fall of FY25, bid for construction will go out early summer.

Activity 5.3.8

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

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

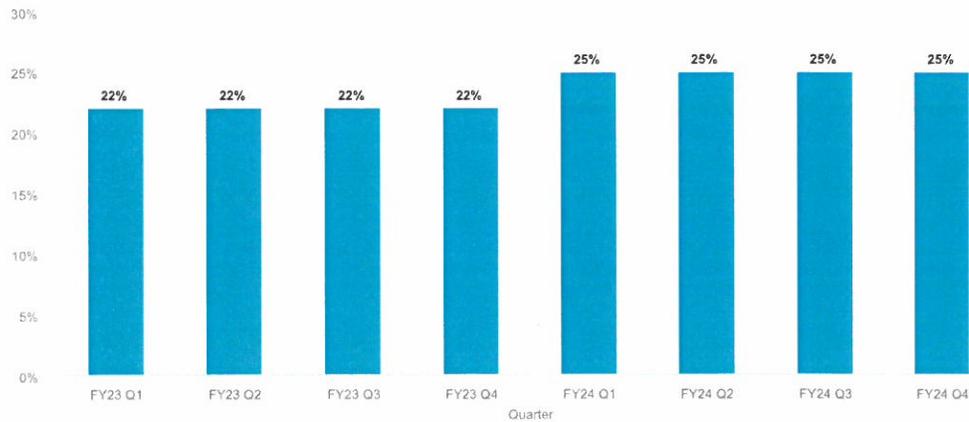
Owner: Angela Rivera

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

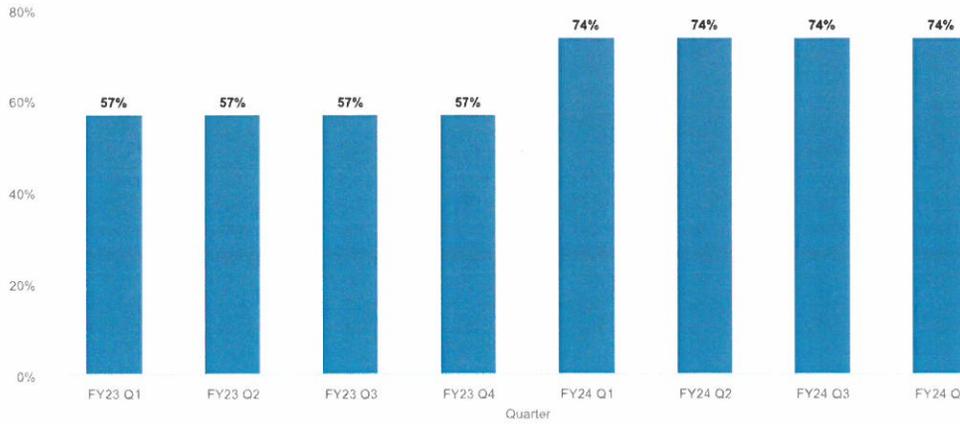
The EEOP is complete and has been communicated to all employees.

Last Update: Apr 16, 2024 14:30:50

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



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



Strategic Goal 6

Progress: 80%

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	4.55	2
Work Underway	15.91	7
Not Started	2.27	1
Upcoming	6.82	3
Completed	70.45	31

Activity 6.1.1

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

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

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

Jul 01, 2021 - Jun 30, 2026 On Track Progress: 89%

Update provided by Aminah Mears on Mar 31, 2024 07:00:01

Department workplans' updates for FY25 are underway . Designated users for each department will now have admin permissions to add new projects to their workplans.

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

Owner: Aminah Mears

Activity 6.1.4

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

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

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

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

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

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

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

Owner: Chris McMasters

Activity 6.1.6Jul 01, 2020 - Jun 30, 2026 Completed Progress: 100%

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

Owner: Aminah Mears

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

Performance indicators established for major services.

Activity 6.2.1Jul 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 6.2.2Jul 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 6.2.3Jul 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 6.2.4Jul 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

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

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

Activity 6.2.5Jul 01, 2021 - Jun 30, 2022 Completed Progress: 100%

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

Owner: Jason Lass

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

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

Activity 6.3.1Jul 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 6.3.2Jul 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.

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

Class and Comp. Study completed.

Activity 6.3.3Jul 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.

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.

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 Martínez

Update provided by Alejandro Martínez 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 Completed Progress: 100%

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 Mar 31, 2024 07:00:01

Program implemented and currently hosting the first round of this program.

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 Andrew Kim on Mar 31, 2024 07:00:01

Continuing work on this project. See notes below regarding the progress highlights from the previous quarter since work is ongoing.

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.

Update provided by Angela Rivera on Jul 20, 2023 10:15:35

Employee recognition is complete.

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 Mar 31, 2024 07:00:01

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: 65%

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

Owner: Aminah Mears

Update provided by Aminah Mears on Mar 31, 2024 07:00:01

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 Mar 31, 2024 07:00:01

Currently working on getting a POC going for IT department to test new phone system.

Activity 6.4.5Jul 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 6.4.6Jul 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 6.4.7Jul 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 6.4.8Jul 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 6.4.9Jul 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 6.4.10Jul 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 6.4.11Jul 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 6.4.12Jul 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 Zambrana 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 Andrew Kim on Mar 31, 2024 07:00:01

IT Department received Foundry's CIO - 2024 CIO 100 Award for Citizen Engagement

Corona PD was recognized by Norco College at their Annual Industry Partners and Awards Ceremony for their partnership with the college

Public Works receives the Building Excellence Shaping Tomorrow Award

Activity 6.4.14Jul 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 Mar 31, 2024 07:00:01

RFPs have been successfully received and evaluated. The top three candidates have presented their demos to the City staff. We are currently in the process of final scoring.

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 Mar 31, 2024 07:00:01

We will expand our current implementation of Laserfiche to multiple departments. We will start configuration, rollout, and migration of documents from legacy systems in the next few months.

Activity 6.4.17  Jul 01, 2021 - Jun 30, 2023 **Work Underway**

Progress 40%

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 Mar 31, 2024 07:00:01

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, with is scheduled to go live in May 2024. We have also added online reservation options for some park facilities, and will continue to expand this functionality.

Activity 6.5.1 Jul 01, 2023 - Jun 30, 2024 **Work Underway**

Progress 11%

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

Owner: Kelsey Kenz

Update provided by Andrew Kim on Mar 31, 2024 07:00:01

Continuing to work on this project. See comments below as the project is ongoing.

Activity 6.5.2Jul 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 6.5.3Jul 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 6.5.4Jul 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

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

Jul 01, 2024 - Jun 30, 2025 Upcoming

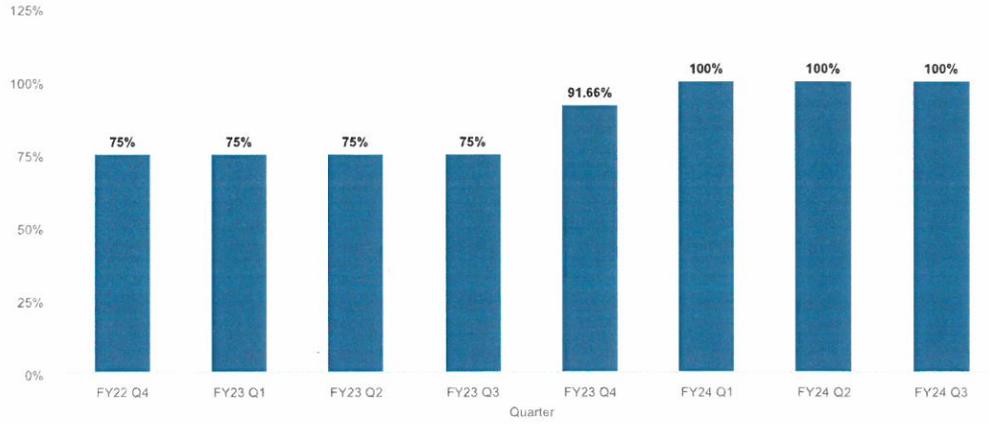
FY25

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

Owner: Aminah Mears

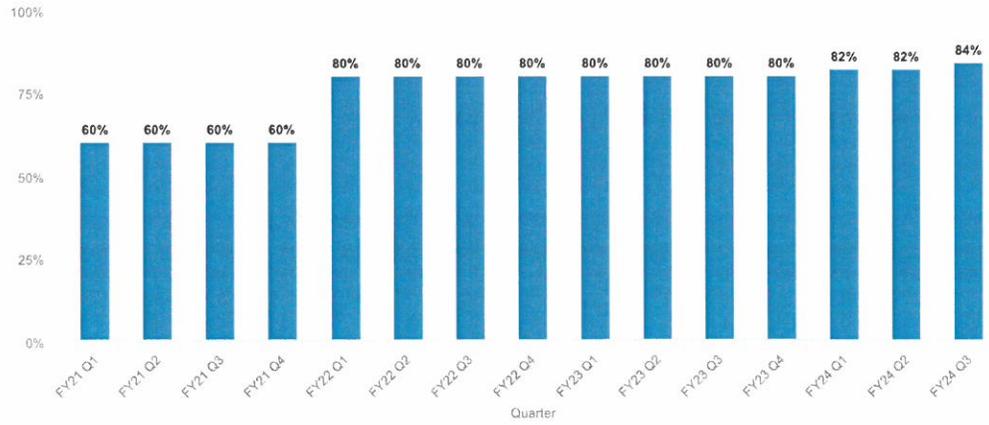
Last Update: Apr 02, 2024 17:30:56

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



Last Update: Apr 01, 2024 19:30:43

% of major City services that are offered virtually



Employee turnover rate

