



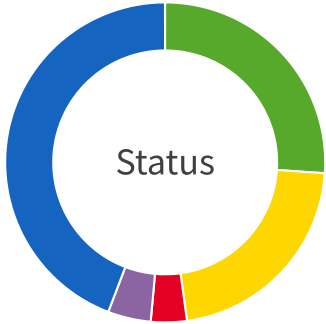
City Strategic Plan Progress Report

Current Reporting Date: Oct 03, 2023

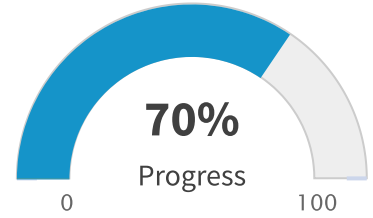
Report Created On: Jul 20, 2023

6 Strategic Goal	21 Objectives	138 Activity
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Overall Summary



	%
On Track	26.09
Work Underway	21.74
Not Started	3.62
Upcoming	4.35
Completed	44.2



Report Legend



Priority



No Update



Overdue

Strategic Goal 1 Progress 83%

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

Owner: Alex Mercado

Objectives: 2 Activity: 16

Owner: Alex Mercado

Last Update: Jul 11, 2023 19:30:31

	%	#
On Track	18.75	3
Work Underway	6.25	1
Not Started	6.25	1
Completed	68.75	11

Financial Stability Performance Report

Measure	FY22 Q4	FY23 Q4	Trend
GO Bond credit rating	AA+	AA+	↕
Outstanding debt per capita	\$2,212	\$2,141	↓
% of GO debt capacity used	8.04%	6.99%	↓
Debt payments as a % of operating budget	11.03%	9.5%	↓
Unfunded pension liability (in millions)	\$0M	\$0M	↕
POB balance (in millions)	\$259M	\$243M	↓
Diversity of revenue sources	14.0 (0.43% -28.54%)	14.0 (0.21% - 26.28%)	↕
% of assets funded for scheduled repair & replacement	Not Available	Not Available	--
% Major operating funds maintaining minimum fund balance	100%	100%	↕

Objectives 1.1 Progress 73%

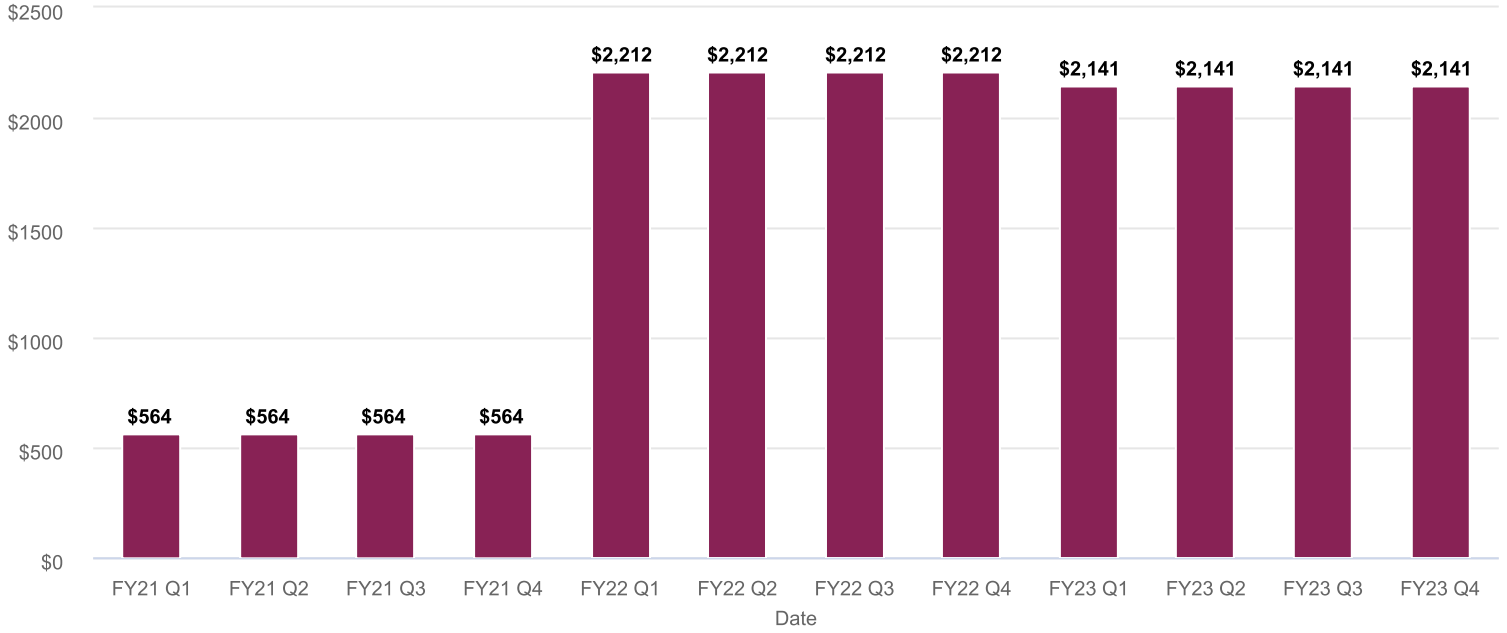
Increase Financial Stability: Strengthen the City’s long-term financial position to ensure ongoing provision of core services to all residents.

Owner: Donna Finch

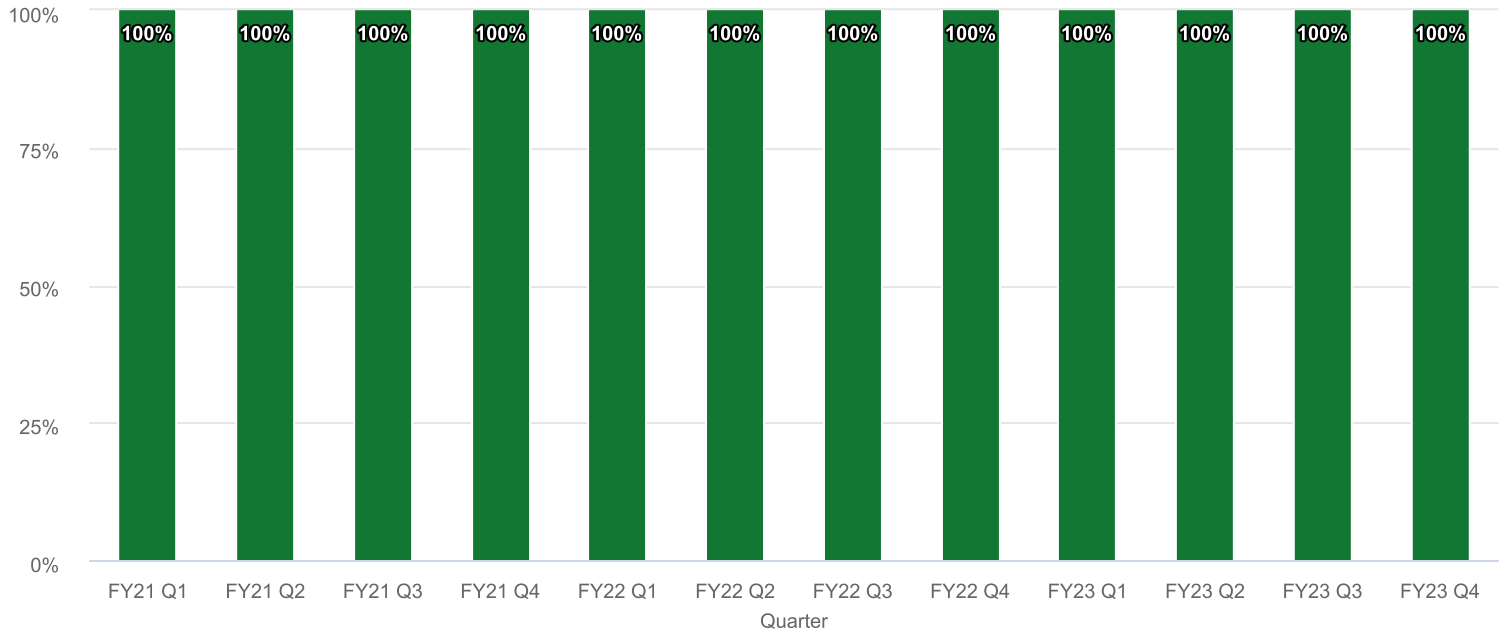
Activity: 10

	%	#
On Track	30.0	3
Work Underway	10.0	1
Not Started	10.0	1
Completed	50.0	5

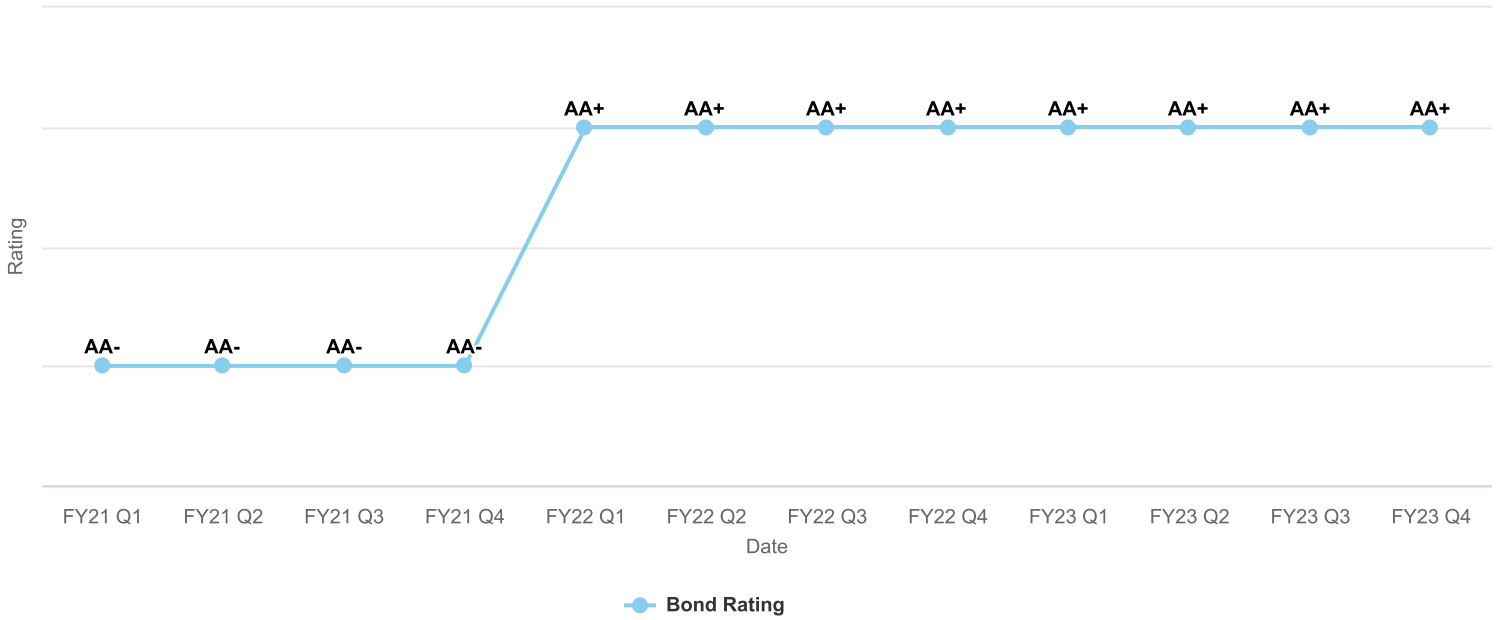
Outstanding debt per capita



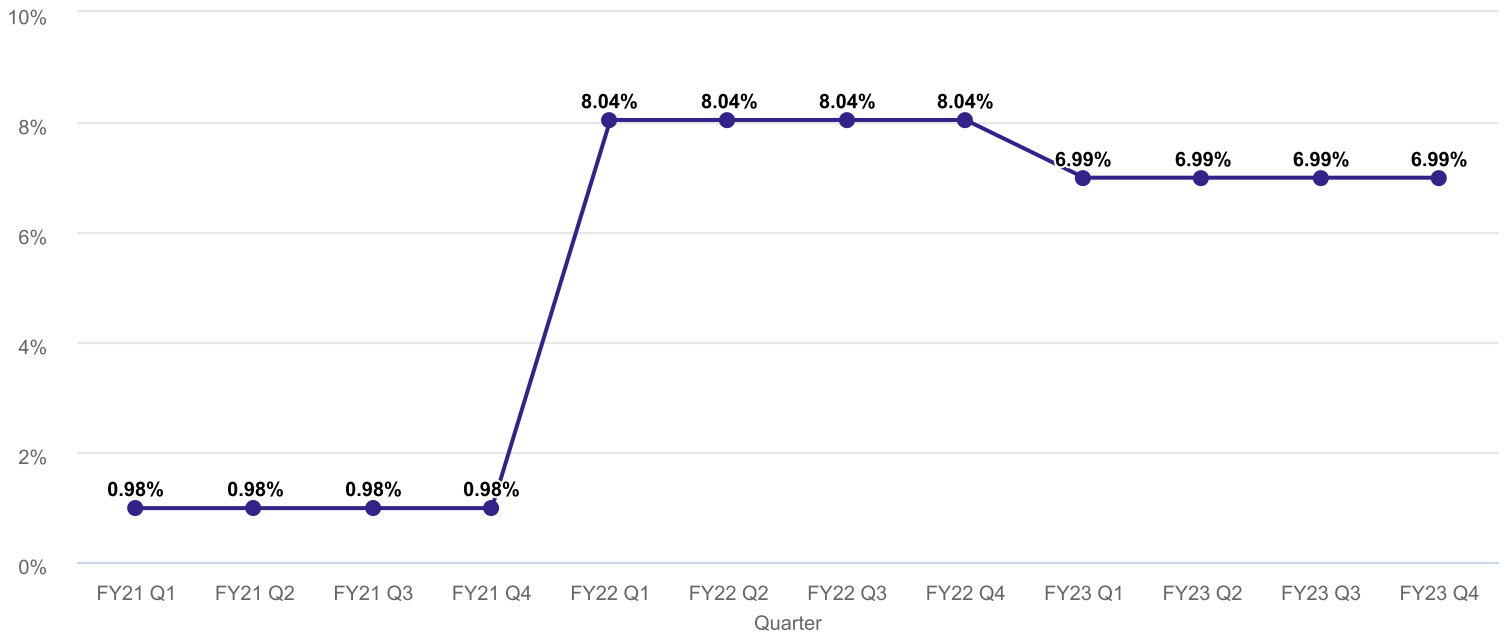
% Major Operating Funds Maintaining Minimum Fund Balance



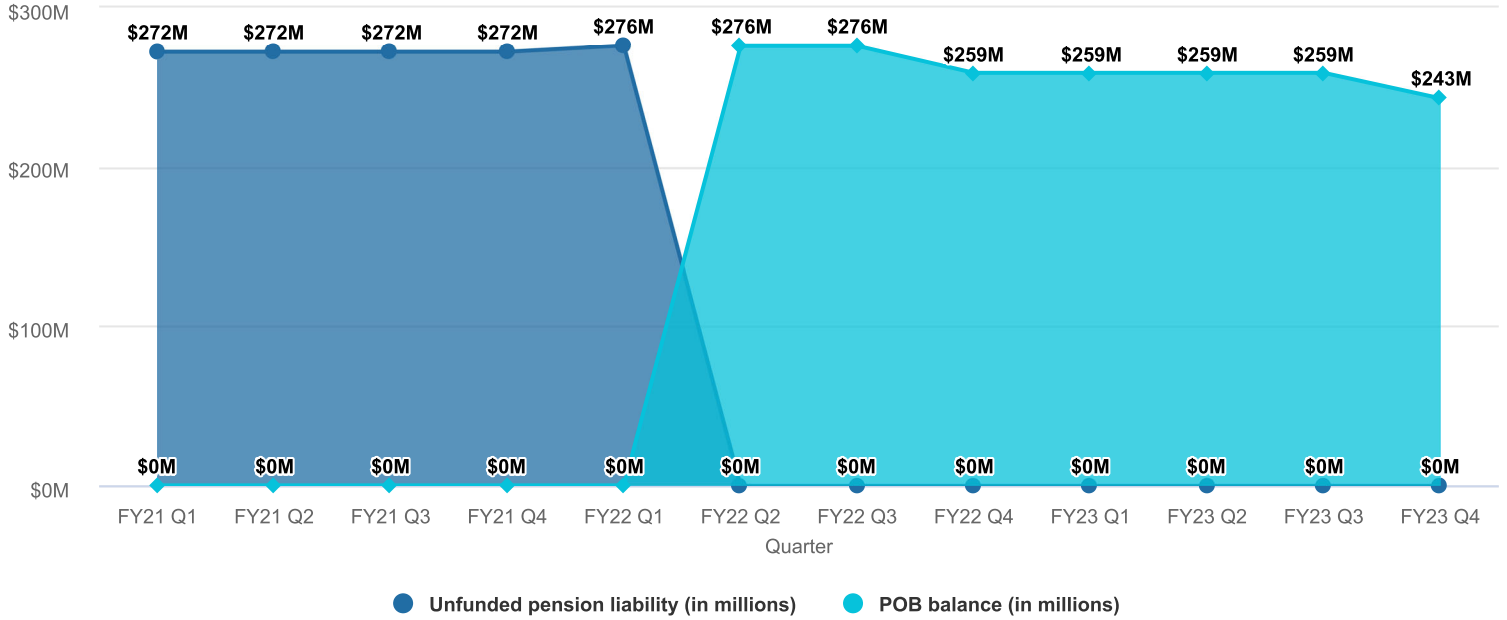
GO Bond credit rating



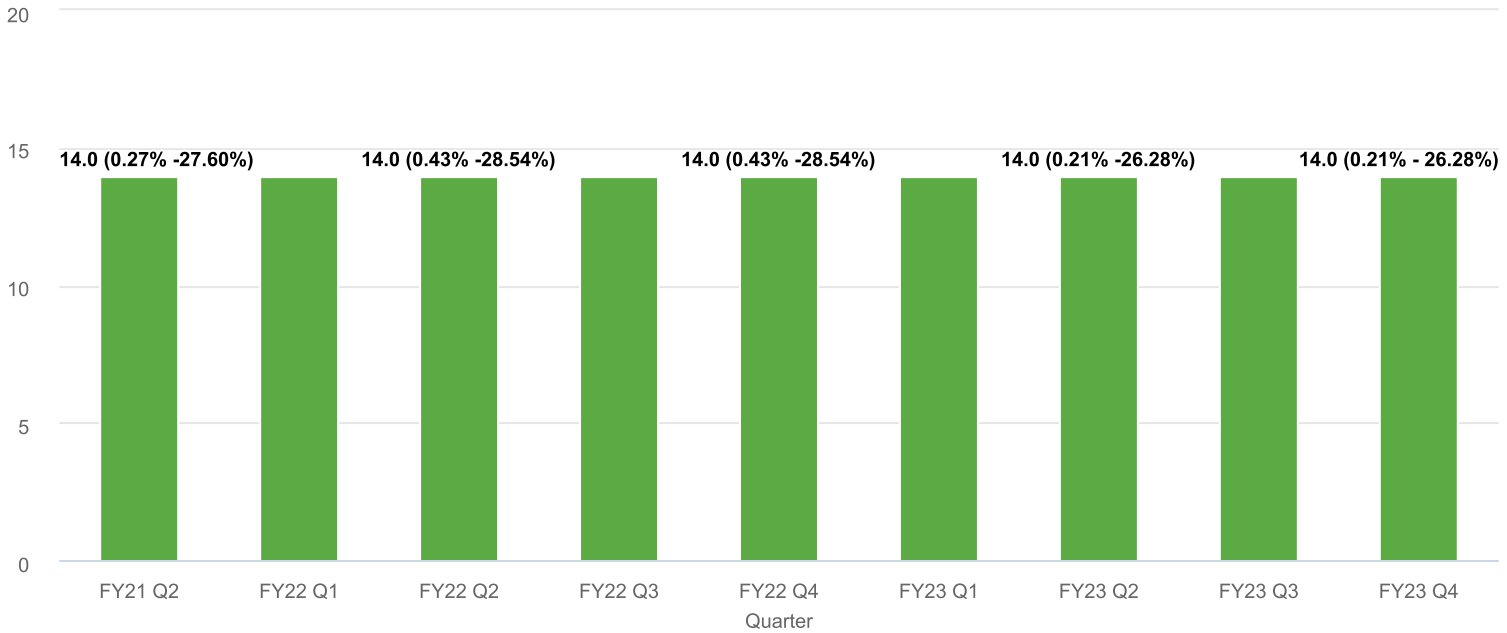
Percentage of GO Debt Capacity Used



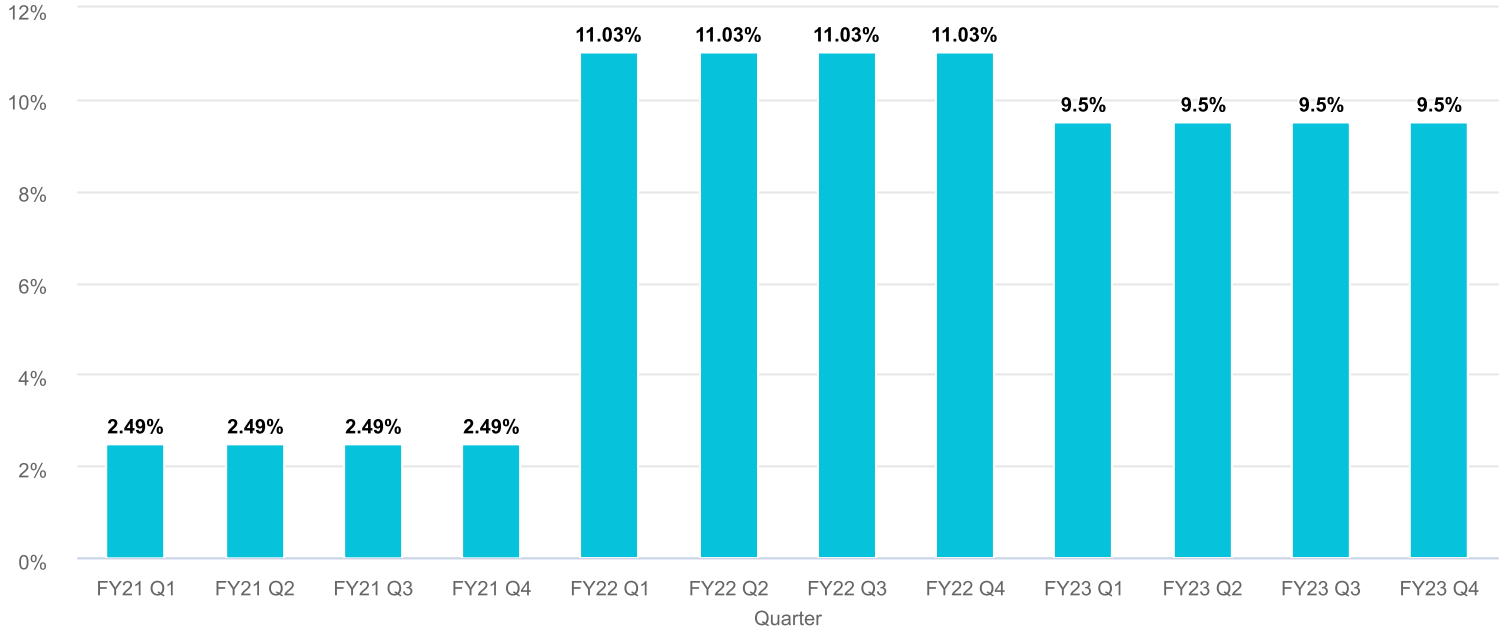
Unfunded Pension Liability/POB balance (in millions)



Diversity of revenue sources



Debt payments as a % of operating budget



Activity 1.1.1



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

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

Owner: Kim Sitton

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

Activity 1.1.3



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

Update provided by Kim Sitton on Jul 11, 2023 19:00:44

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

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.

Update provided by Kim Sitton on Jul 11, 2023 19:16:43

Item to be addressed in FY 2024.

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 Jul 11, 2023 19:02:03

Bond credit rating to be re-evaluated by rating agencies with 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

On Track

Progress 66%

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

Owner: Kim Sitton

Update provided by Kim Sitton on Jul 11, 2023 19:07:18

Annual evaluation through the budget process. The FY 2024 budget process was completed with the City Council budget adoption on June 21, 2023.

Activity 1.1.8

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Kim Sitton

Update provided by 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 Jul 11, 2023 19:08:07

Continuous item; working with departments to identify funding opportunities.

Activity 1.1.10

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

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

Reserve fund created in the FY22 Budget

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

Owner: Kim Sitton

Objectives 1.2 Progress 100%

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

Completed % 100.0 # 6

Owner: Donna Finch

Activity: 6

Activity 1.2.1

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

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

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

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

Owner: Kim Sitton

Activity 1.2.2

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

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

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

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

Owner: Kim Sitton

Activity 1.2.3

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

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

Process to track grant funding is complete.

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

Owner: Kim Sitton

Activity 1.2.4

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

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

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

Enhance opportunities for resident participation in the budget process.

Owner: Kim Sitton

Activity 1.2.5

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

Interactive budget implemented; continuous item.

Find ways to simplify budget information.

Owner: Kim Sitton

Activity 1.2.6

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

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

Interactive budget document implemented in multiple languages in Q1 FY23.

Ensure budget information is available in both English and Spanish.

Owner: Kim Sitton

Strategic Goal 2

Progress 69%

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

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

Owner: Alex Mercado

Objectives: 3

Activity: 19

Last Update: Jul 13, 2023 22:30:32

Strong Economy Performance Report

Measure	FY22 Q4	FY23 Q4	Trend
# of small business grant applicants		0	--
% of small businesses that remain open one year after participating in various entrepreneurship prog		100%	--
# of businesses promoted		19	--
% of Emprendedor@s graduates that successfully launch their business		100%	--
# of site selection inquiries that resulted in business opening or expanding in Corona		1	--
# of Corona Mall properties redeveloped		0	--
% of business resources that can be accessed in Spanish		57%	--
% of commercial brokers engaged with		14%	--

Objectives 2.1

Progress 83%

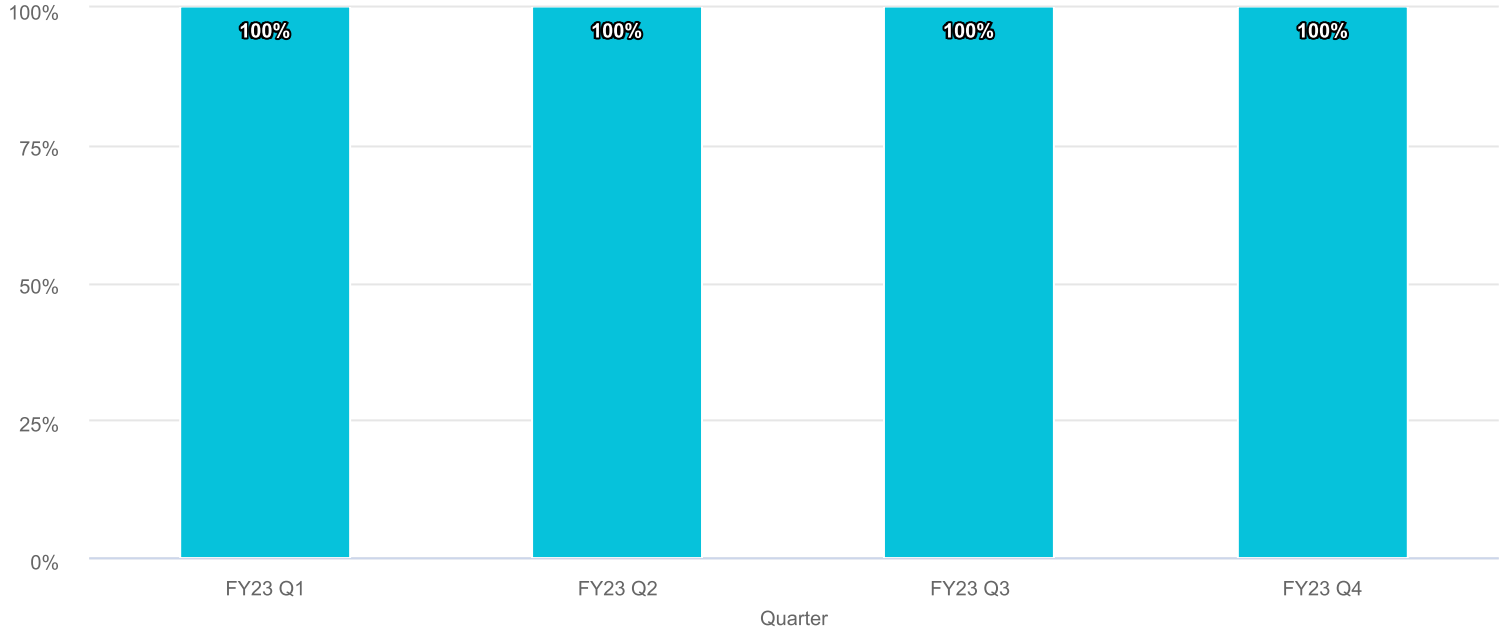
Support Local Businesses: Expand the local economy by supporting post-pandemic resilience and recovery of local businesses and attracting new enterprises to the City.

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

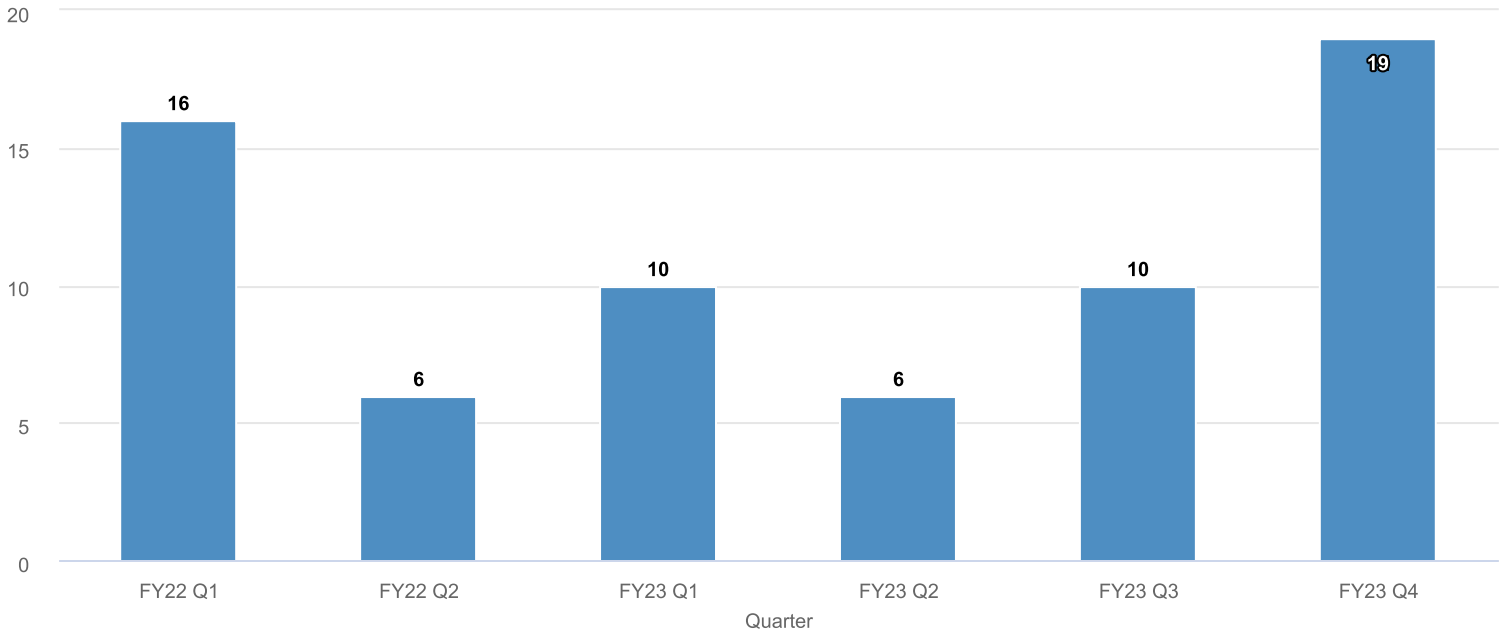
Owner: Donna Finch

Activity: 5

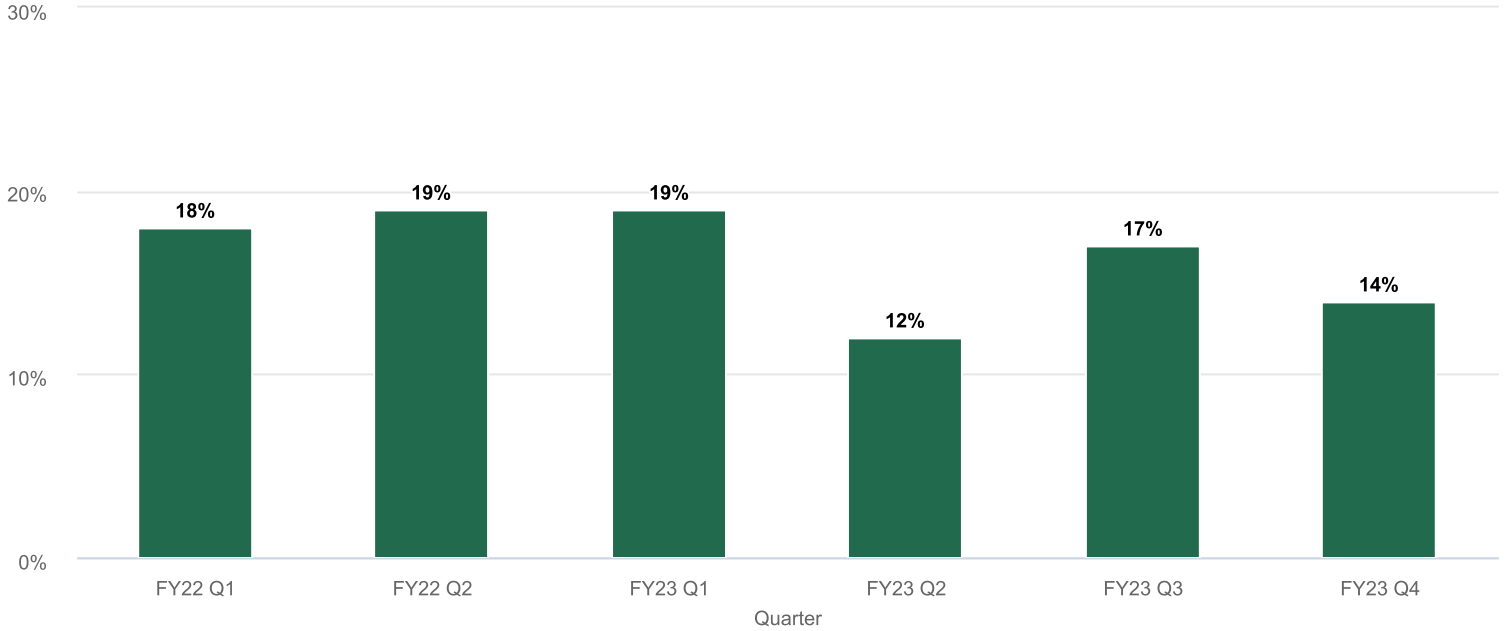
% of small businesses that remain open one year after participating in various entrepreneurship programs



of businesses promoted



% of commercial brokers engaged with



Activity 2.1.1

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

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

Owner: Amanda Wicker

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

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

Activity 2.1.2

Jul 01, 2022 - Jun 30, 2023 On Track Progress 80%

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 Jul 18, 2023 18:44:28

Department has completed several flow charts on the permit process and entitlement process. Completed flow charts are posted on the city's website. Remaining flow charts to be completed in FY Q2..

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 Jul 11, 2023 19:14:24

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

Activity 2.1.4

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Dan Bloomfield

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

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

Activity 2.1.5

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Amanda Wicker

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

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

Objectives 2.2

Progress 60%

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

	%	#
Work Underway	66.67	4
Completed	33.33	2

Owner: Donna Finch

Activity: 6

Activity 2.2.1



Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Amanda Wicker

Update provided by Amanda Wicker on Jul 13, 2023 21:55:42

Chamber recently formed 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 co-promotion of Live Work Corona, the City's workforce development initiative.

Activity 2.2.2



Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 40%

Partner with regional workforce development boards to increase job opportunities.

Owner: Ashley Zaragoza

Update provided by Ashley Zaragoza on Jul 13, 2023 21:56:34

City has established an ongoing partnership with RCWDB through the Manufacturing Assistance Program and Live Work Corona. A job fair, in partnership with the Corona Chamber of Commerce, was held on May 20, 2023, with more than 150 job seekers and 30 employers.

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 Amanda Wicker on Jul 13, 2023 22:05:04

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 35%

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 Jul 13, 2023 21:57:08

Ongoing partnership with LAUNCH, CNUSD, CMTC, and local employers. Development of a Corona Innovation Center is currently underway with local and regional partnerships to create a center that supports current and future workforce, innovation, and entrepreneurship. Staff is currently developing a scope of work and partner matrix and has secured \$2.5 million in grant funding from the State of California for the Center.

Objectives 2.3 Progress 68%

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

Owner: Donna Finch

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

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 35%

Redevelop the Corona Mall Properties.

Owner: Jess Garcia

Update provided by Melinda Guerrero on Jul 13, 2023 22:21:16

Lab commenced construction on South Mall properties in August 2022; construction improvements anticipated to be complete by late Summer 2023, with internal tenant improvements beginning shortly after and slated for completion by early 2024. City interdepartmental team coordinating parking lot improvements to commence in summer 2023.

Activity 2.3.3

Jul 01, 2022 - Jun 30, 2024

On Track

Progress 80%

Explore the feasibility of a facade improvement program.

Owner: Amanda Wicker

Update provided by Amanda Wicker on Jul 13, 2023 22:05:50

Downtown Commercial Beautification Grant program guidelines have been drafted and routed for internal review. Staff is working through procurement process to secure an administrative grant partner that will develop application portal and conduct application review. On track to launch program by early 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 Jul 18, 2023 18:41:24

Update on proposed recommendations expected in FY24 Q2

Activity 2.3.6

Jul 01, 2021 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Joanne Coletta

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

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

Activity 2.3.7

Jul 01, 2021 - Jun 30, 2024

On Track

Progress 97%

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 Robert Newman on Jul 11, 2023 15:10:32

Deployment schedules will be implemented July 15.

Activity 2.3.8

Jul 01, 2025 - Jun 30, 2026

Upcoming

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

Owner: Amanda Wicker

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

FY26

Strategic Goal 3 Progress 50%

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

Owner: Alex Mercado

Objectives: 3 Activity: 16

Last Update: Jul 20, 2023 03:31:05

	%	#
On Track	37.5	6
Work Underway	25.0	4
Not Started	6.25	1
Upcoming	12.5	2
Completed	18.75	3

Sound Infrastructure Performance Report

Measure	FY22 Q4	FY23 Q4	Trend
Capital asset and building condition ratings			--
Net investment in capital assets (in Millions)	\$53.9M	\$47.5M	↓
% of city facility assets replaced per schedule in the Asset Management Plan			--
% of street signs replaced within target timeframes (30 days)	98.4%	96.8%	↓
Town-wide average street PCI rating	70	70	↔
Miles of trails per 1,000 residents	0.17	0.17	↔
% of residents rating recreation facilities as good or excellent		59%	--
% of residents rating the availability of paths and walking trails as good or excellent		58%	--
% of residents rating the bike lanes as good or excellent		50%	--
% of residents rating the quality of public parks as good or excellent		65%	--
Total acres of parks and green space owned/managed by the City	873.17	873.17	↔
Average level of service for key intersections during AM and PM peak hours			--
% of housing within walking distance of commercial centers & public transportation			--
% of signalized intersections using AI or advanced detection systems	0	0	↔

Objectives 3.1 Progress 40%

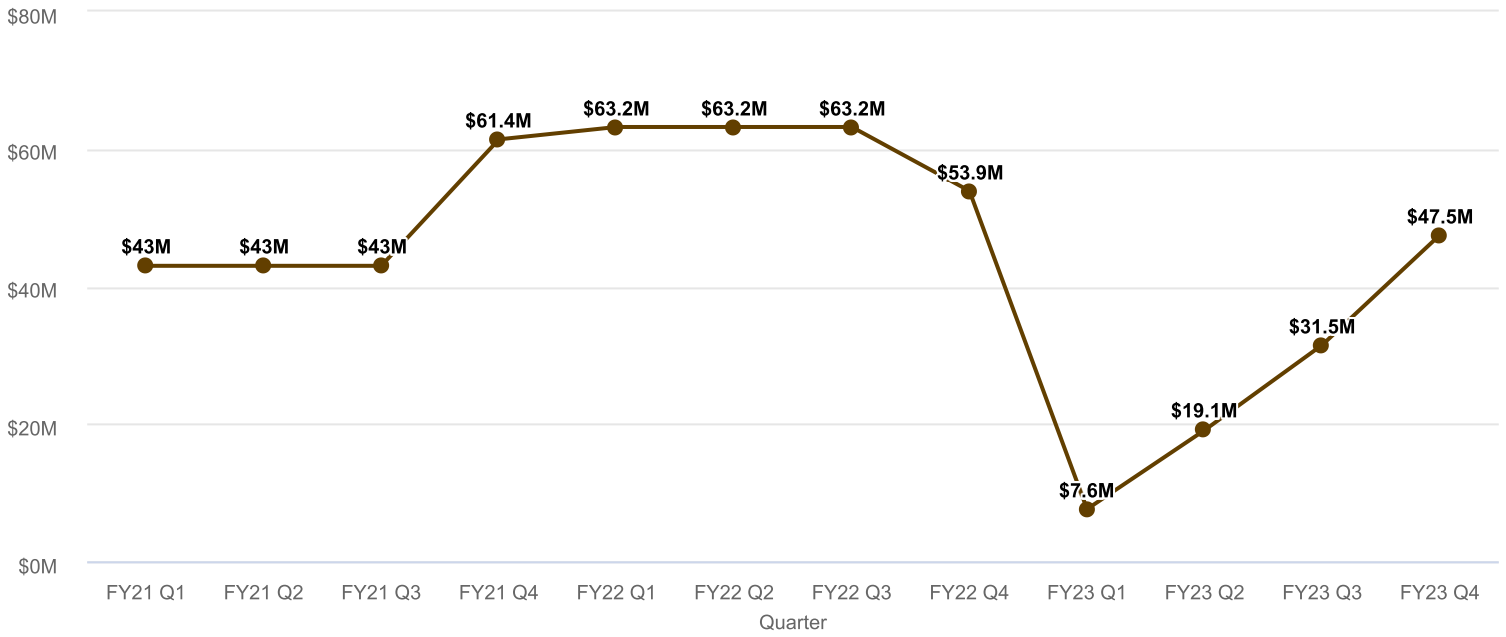
Strengthen City Infrastructure: Ensure that City infrastructure—including streets, municipal facilities, water and wastewater systems, and technology—is well-maintained for current and future generations.

Owner: Donna Finch

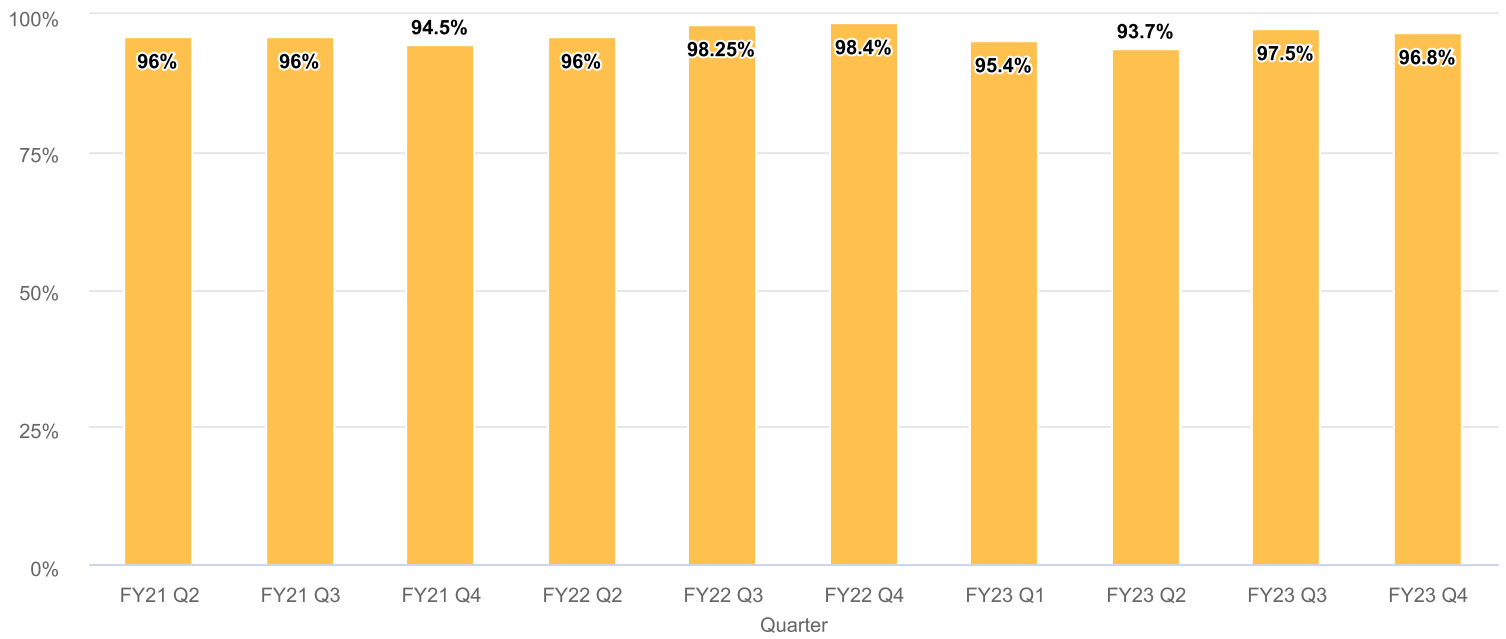
Activity: 6

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

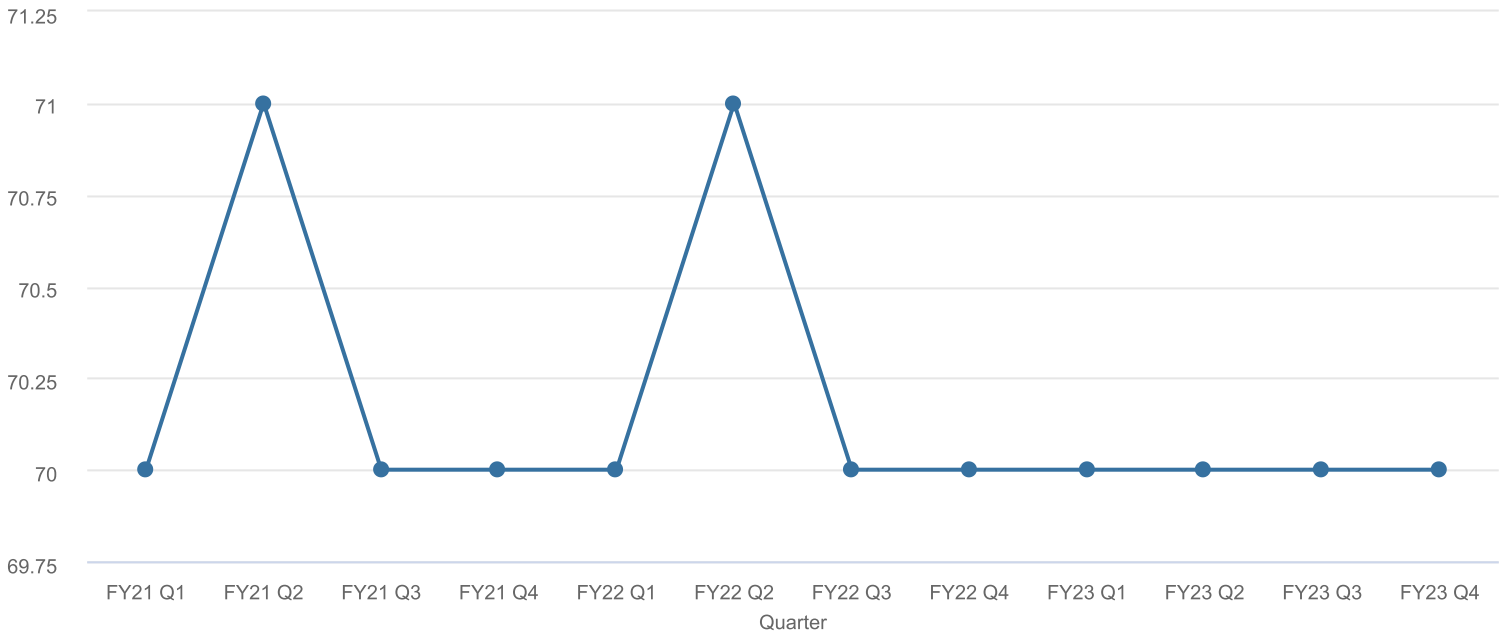
Net investment in capital assets (in Millions)



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



Town-wide average street PCI rating



Activity 3.1.1

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

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

Owner: Kim Sitton

Update provided by 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 33%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Jul 14, 2023 02:02:33

Analyze various software to be utilized for the development of the asset management program and gathering the inventory that different departments currently have. The inventory process can take over six months depending on the available data that each department has. The development of the asset management program can commence after completing the inventory.

Activity 3.1.3  

Jul 01, 2022 - Jun 30, 2023 Work Underway

Progress 5%

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 Jul 14, 2023 01:54:14

The asset management coordinator is analyzing different software which can be utilized to set up inventory database, determined lifecycle, develop a long-term capital reserve/asset management funding policy. The development of the asset management can take more than six months to develop.

Activity 3.1.4

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

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

Owner: Chris McMasters

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

SIFI Contract approved Dec '21

Activity 3.1.5 

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

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

Owner: Chris McMasters

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

FY24 Project

Activity 3.1.6

Jul 01, 2025 - Jun 30, 2026 Upcoming

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

Owner: Donna Finch

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

FY26 Project

Objectives 3.2 Progress 43%

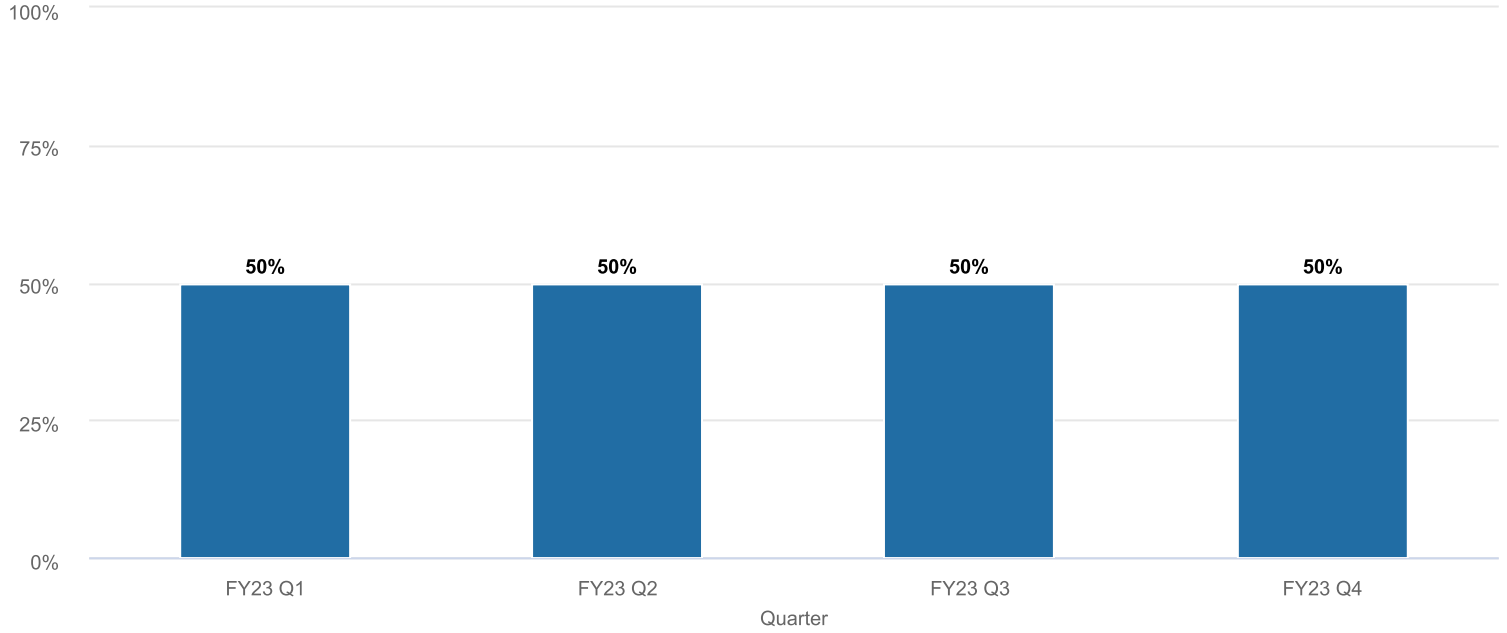
Reduce Negative Impacts of Traffic: Reduce traffic congestion and optimize traffic flows.

Owner: Donna Finch

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

Activity: 4

% of residents rating the bike lanes as good or excellent



Activity 3.2.1

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 Carmen Zambrano on Jul 20, 2023 17:52:17

Citywide Traffic Signal Optimization Project has selected a design consultant and will be awarded Aug-Sept. Design will be complete by April 2024. Shortly thereafter, this project will be advertised for construction.

The Advance Traffic Management System Phase 3 Project is separate project that will be ideally bid for construction in Fall of 2023.

Jul 01, 2022 - Jun 30, 2023

Work Underway

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 Donna Finch on Apr 26, 2023 01:48:41

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

Jul 01, 2020 - Jun 30, 2026

Work Underway

Progress 33%

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

Owner: Savat Khamphou

Activity 3.2.4

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.

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

Objectives 3.3

Progress 66%

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

On Track

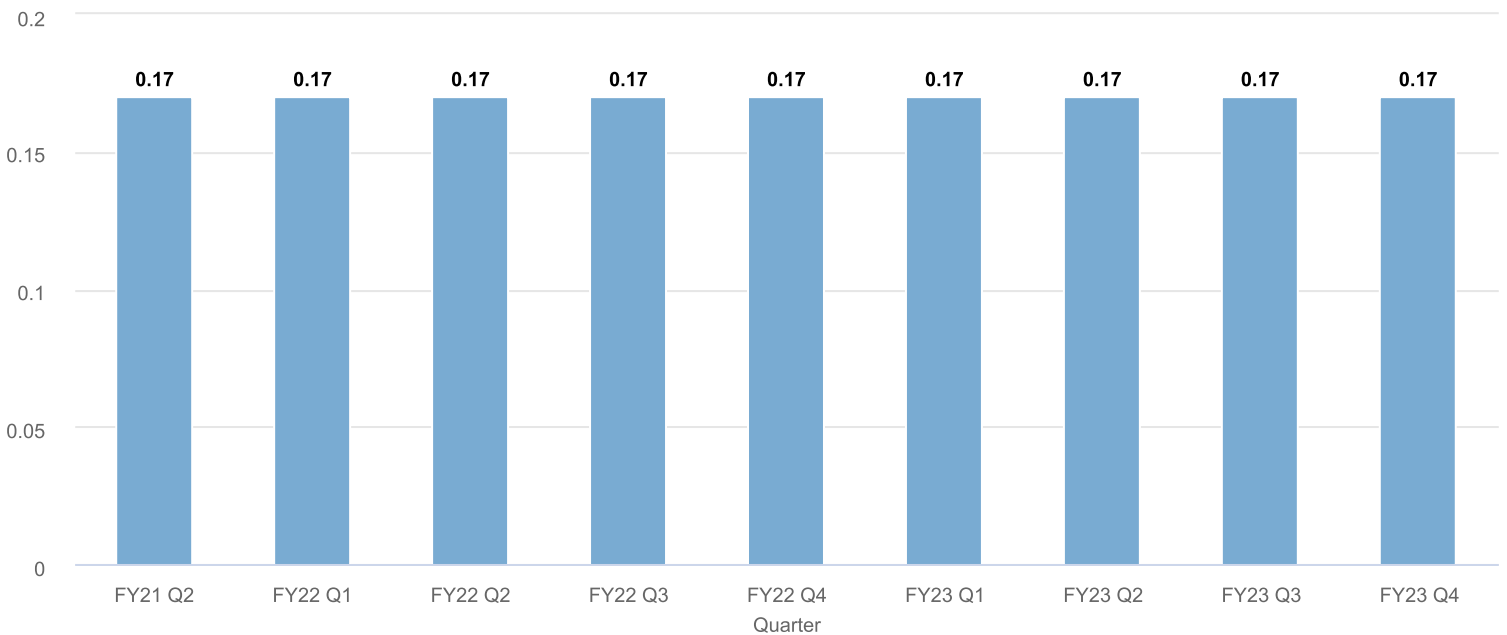
% | #
100.0 | 6

Owner: Donna Finch

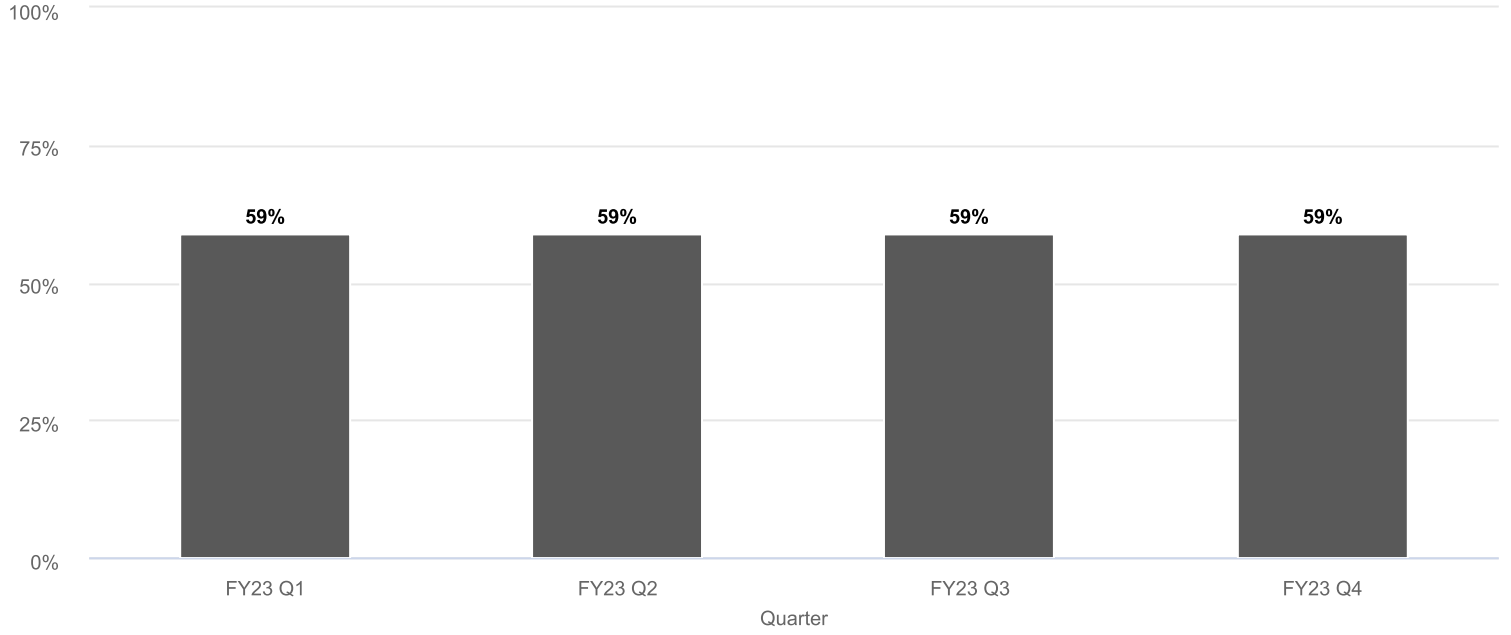
Activity: 6

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

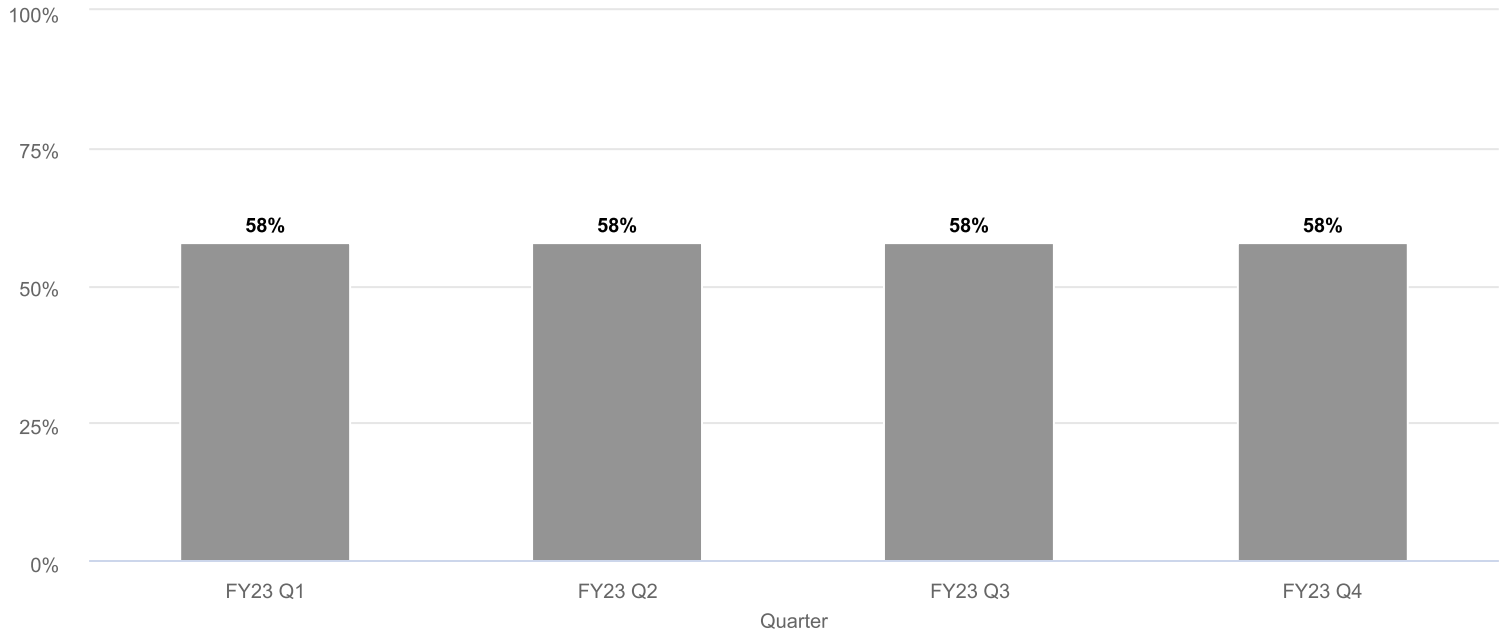
Miles of trails per 1,000 residents



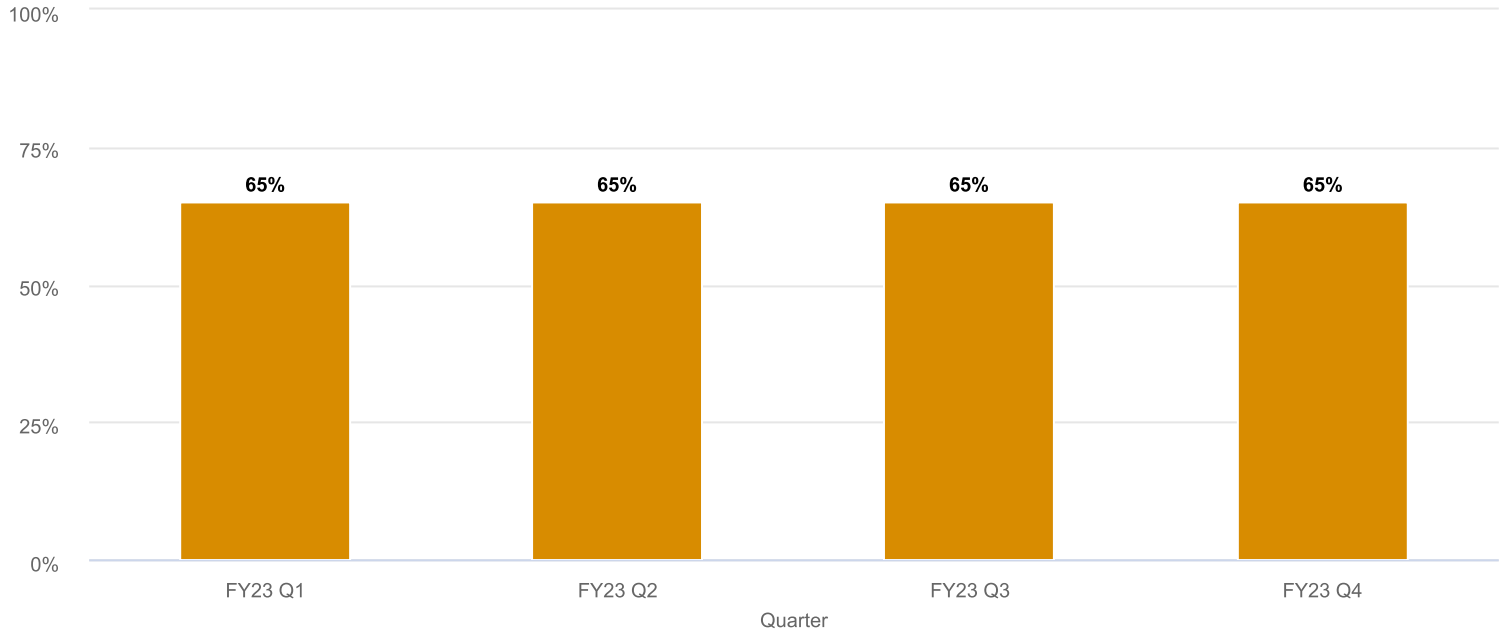
% of residents rating recreation facilities as good or excellent



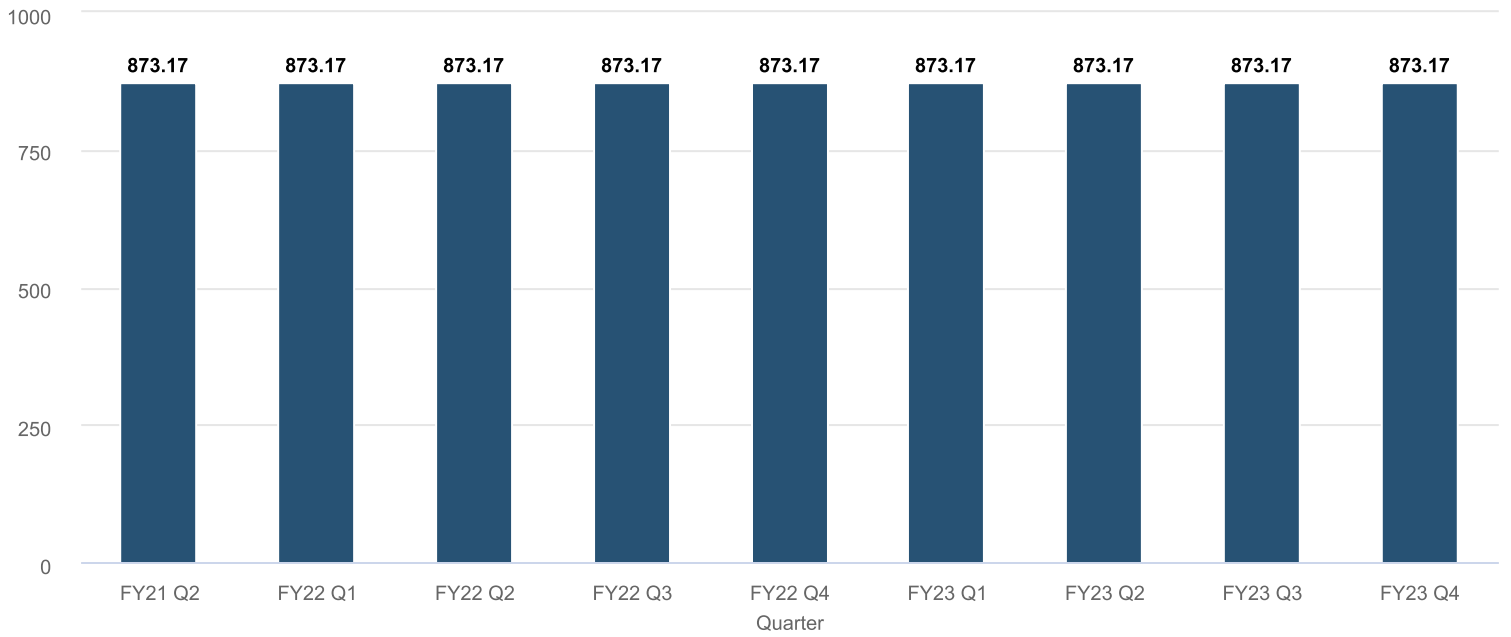
% of residents rating the availability of paths and walking trails as good or excellent



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



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



Activity 3.3.1

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

Develop a Parks and Recreation Master Plan

Owner: Moses Cortez

Update provided by Viola Van on Jul 13, 2023 20:02:28

The Parks and Recreation Commission received an update on the progress and master planning process of the Parks and Recreation Master Plan via a special meeting in April. The meeting also integrated the Trails Master Plan - Phase II and the City Park Master Plan and how it will meld within the Parks and Recreation system in Corona. City staff worked with the sub-consultant, 110% Inc., on cost recovery goals and targets as it pertains to the financial sustainability continuum within the Parks and Recreation Master Plan. The Plan is on target to be delivered in October 2023.

Activity 3.3.2

Jul 01, 2021 - Jun 30, 2023

On Track

Progress 66%

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

Owner: Moses Cortez

Update provided by Viola Van on Jul 13, 2023 20:01:35

The Parks and Recreation Commission received an update on the progress and master planning process of the Trails Master Plan via a special meeting in April. Additional outreach was conducted on the Trails Master Plan at an informational wellness fair in Corona. An update was provided to the City Council on the progress of the Trails Master Plan in May. In June, a draft Trails Master Plan - Phase II was provided to staff for review, comments were provided, and Alta Consulting is currently making revisions. The draft Trails Master Plan will be presented before the Parks and Recreation Commission and City Council in August of Q1 for review and consideration.

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 Jul 17, 2023 15:48:53

The Community Services Department is working with our internal planners as well as our consultants performing the Parks and Recreation Master Plan to develop these maintenance standards. These standards will outline our field maintenance standards as well as our approved amenities. These standards will be included as an appendix in the Master Plan document.

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 Jul 17, 2023 18:04:07

The Community Services Department continues to utilize the Nex-Gen system for its work orders as well as preventive maintenance inspections. In addition, the information that comes out of the Master Plan will be incorporated into the future of expanding our comprehensive workorder system.

Activity 3.3.5

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Moses Cortez

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

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

Activity 3.3.6 *Update provided by Bailey Ward on Apr 12, 2023 15:05:32*

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

Strategic Goal 4 Progress 74%**Safe Community** - Protect our quality of life by ensuring the community is safe and clean.*Owner: Alex Mercado*

Objectives: 5

Activity: 24

Last Update: Jul 14, 2023 22:30:30

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

Public Safety Services and Emergency Response Times

Measure	FY22 Q4	FY23 Q4	Trend
Avg. Police response time to Priority 1 calls	00:05:34	00:05:42	↑
Avg. Police response time to 90% of Priority 1 calls	00:04:49	00:04:48	↓
Avg. response time to all fire incidents	00:06:01	00:05:02	↓
Avg. response time to 90% of fire incidents	00:07:36	00:06:45	↓
Avg. response time to all medical calls	00:05:07	00:04:46	↓
Avg. response time to 90% of medical calls	00:07:13	00:06:47	↓

Measure	FY22 Q4	FY23 Q4	Trend
Violent crimes	75	86	↑
Clearance Rate (Violent crimes)	43%	47%	↑
Property crimes	1,039	807	↓
Clearance Rate (Property crimes)	6%	7%	↑
Homicides	3	0	↓
% of residents feeling very safe in their neighborhoods during the day		86%	--
% Community satisfaction rating of public safety efforts		59%	--
Suicides	3	4	↑
Traffic fatalities	5	2	↓
Traffic accidents	282	247	↓
Drug/alcohol related traffic collisions	24	16	↓
% of community members who report they are prepared for an emergency		83%	--
Annual number of residents taking part in emergency preparedness trainings. Events include CERT training and CPR classes.	865	611	↓
Number of homeless individuals within the City	110	65	↓
% Community satisfaction rating of the City's efforts to reduce homelessness		25%	--
First time Homeless	47	65	↑
Emergency Shelter Beds Available	40	75	↑
Average length of homelessness (years)	5.6	3	↓
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	↔
Number of code compliance/property maintenance citations or warnings	794	605	↓
Median annual household income	\$88,434	\$95,268	↑
Median single family home cost		\$530,100	--
% of residents rating the overall cleanliness of Corona as good or excellent		50%	--
% of residents rating the overall appearance of Corona as good or excellent		52%	--
Total number of trees in City owned parks and rights of way	58,079	59,567	↑
Avg. number of days to replace dead or damaged trees	28	28	↔

Objectives 4.1 Progress 63%

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

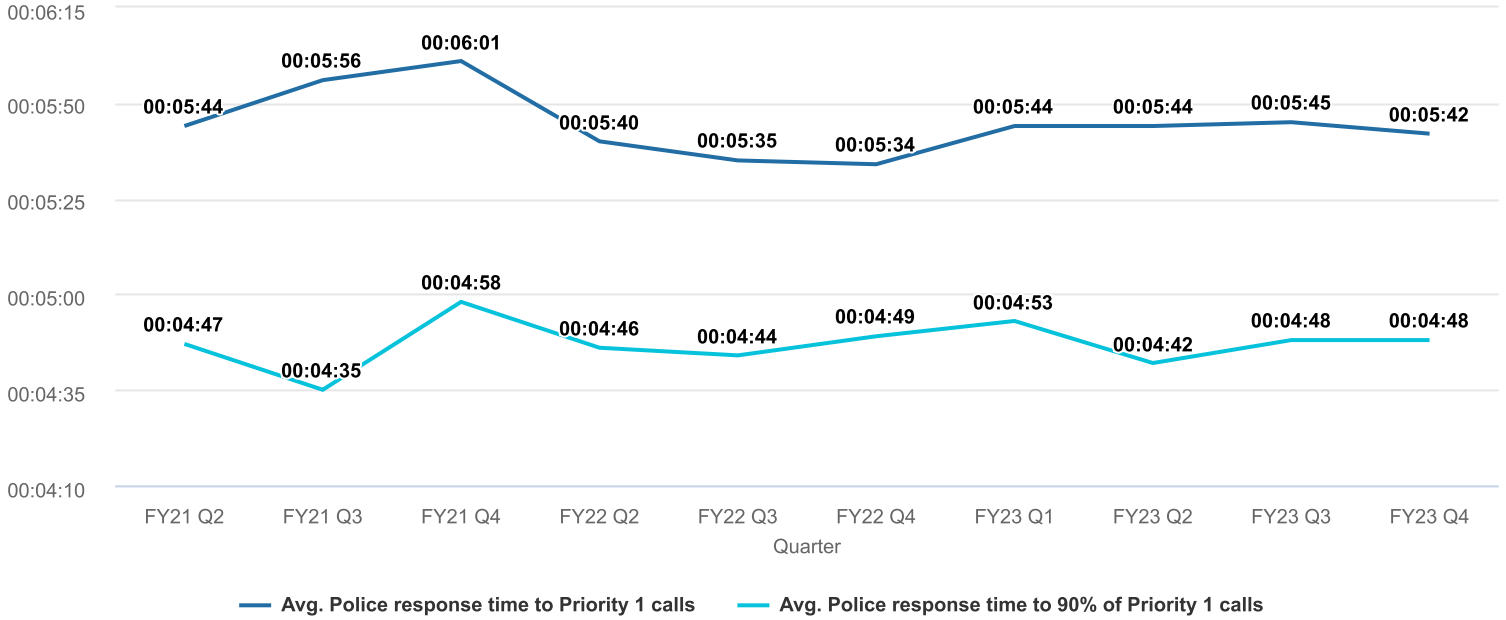
Owner: Donna Finch

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

Activity: 8

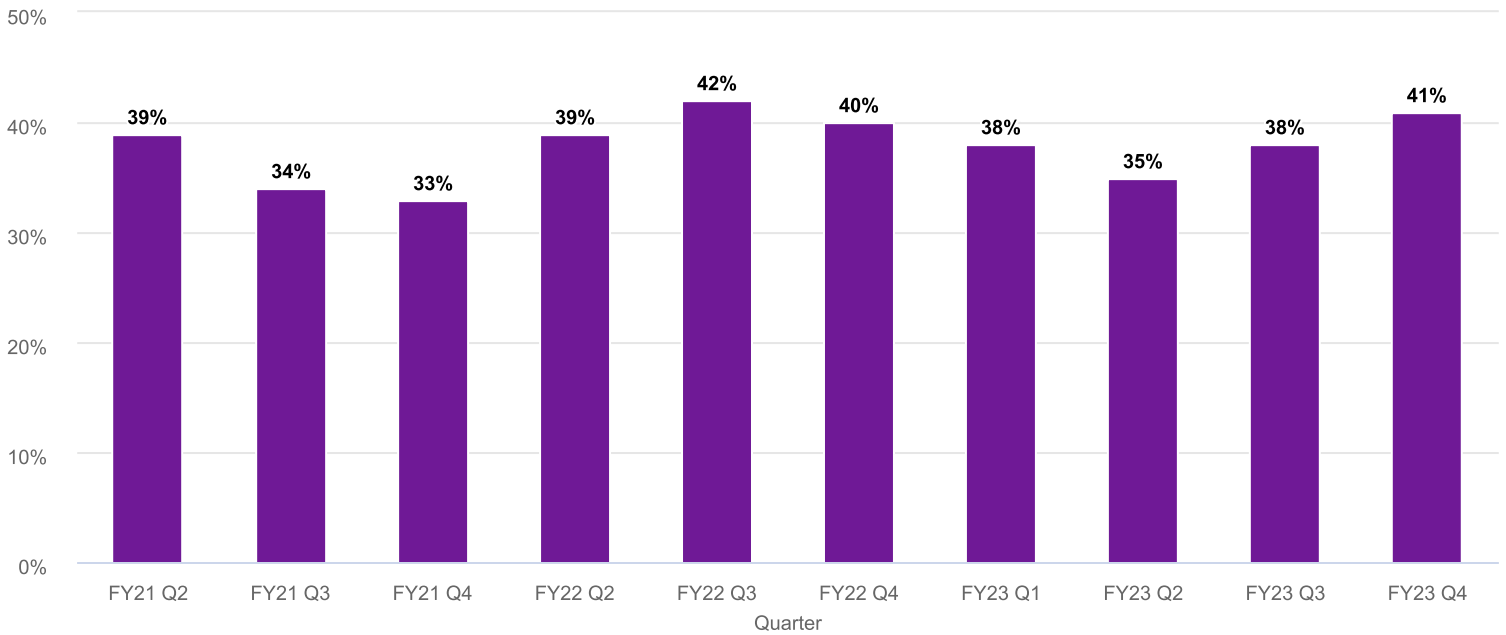
Last Update: Jul 04, 2023 00:30:51

Average Police Response Times (minutes)

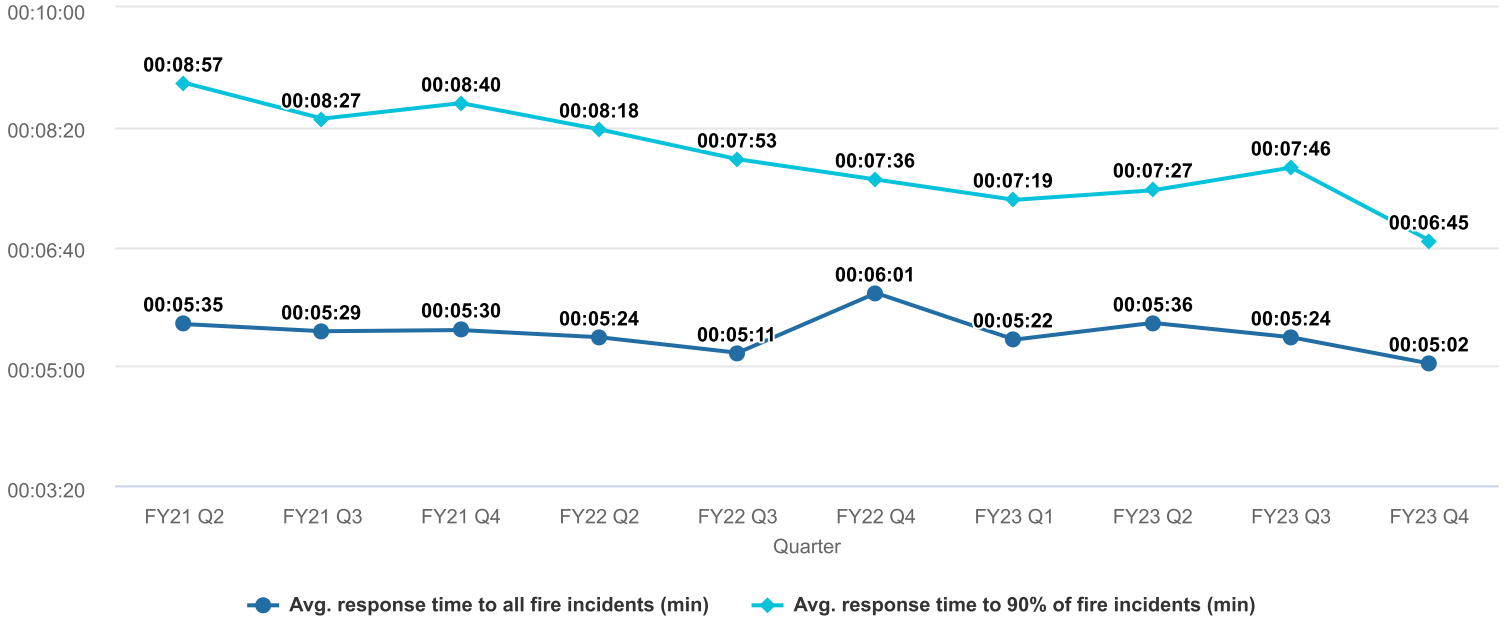


Last Update: Jul 03, 2023 18:30:34

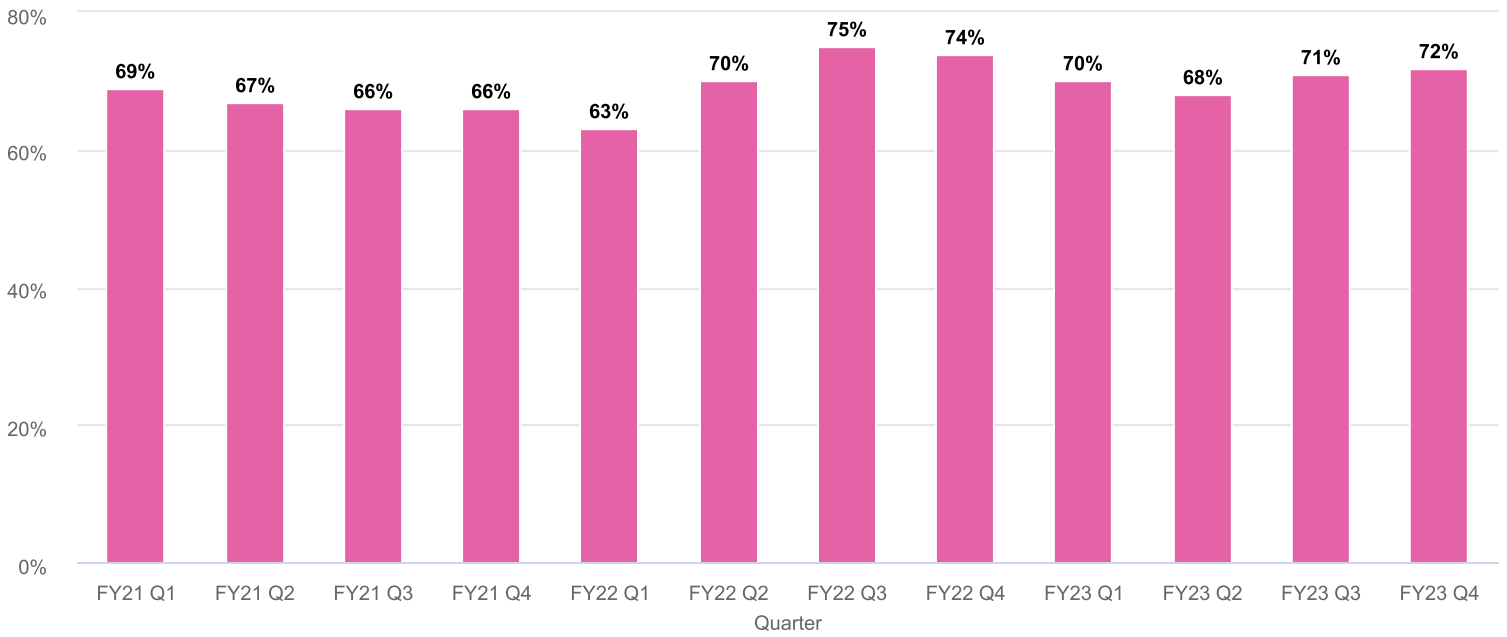
% of Police arrival times within 5:00 min. of all Priority 1 calls



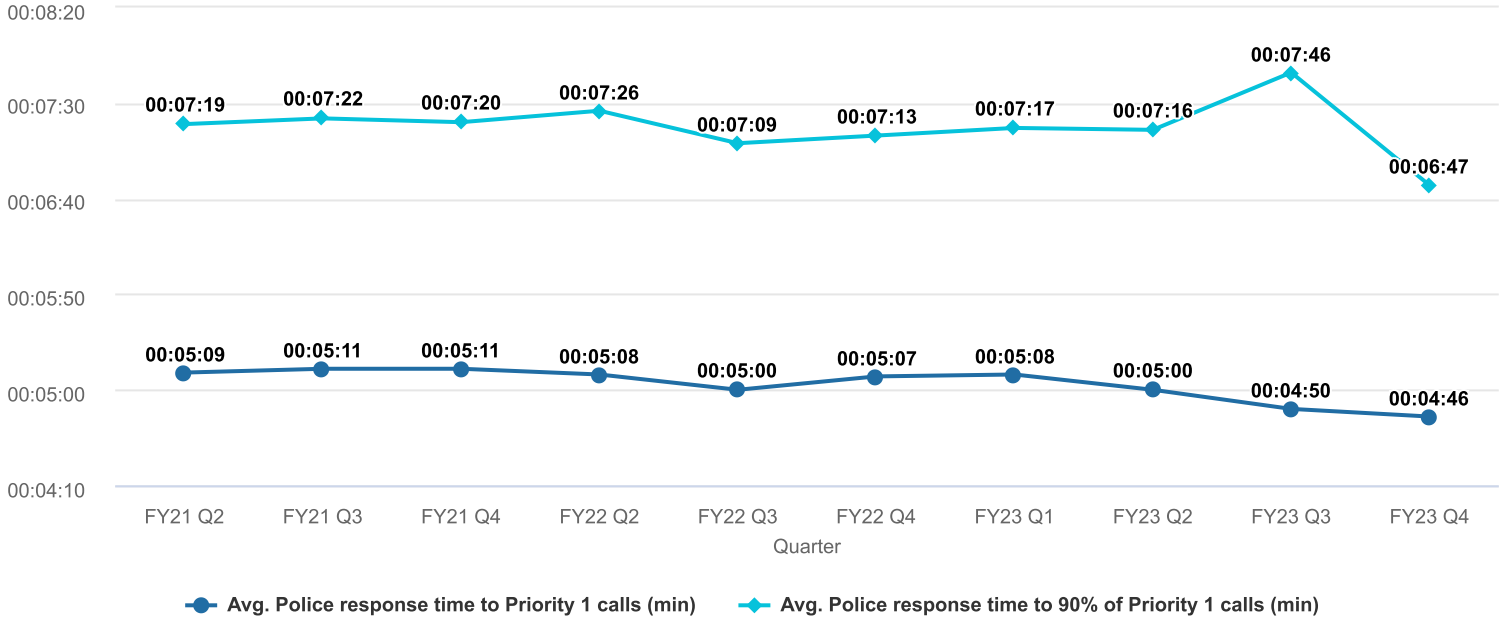
Average response time to all fire incidents



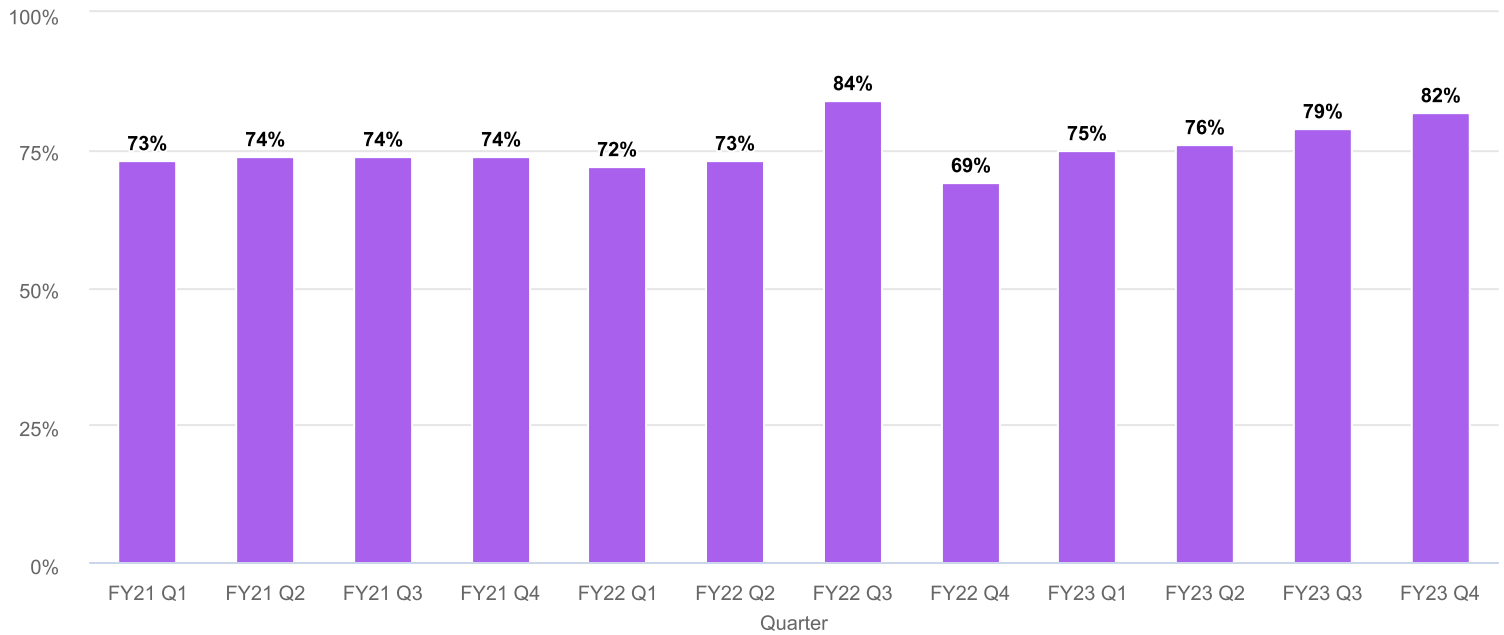
% of Fire arrival times within 6:00 min. to fire incidents



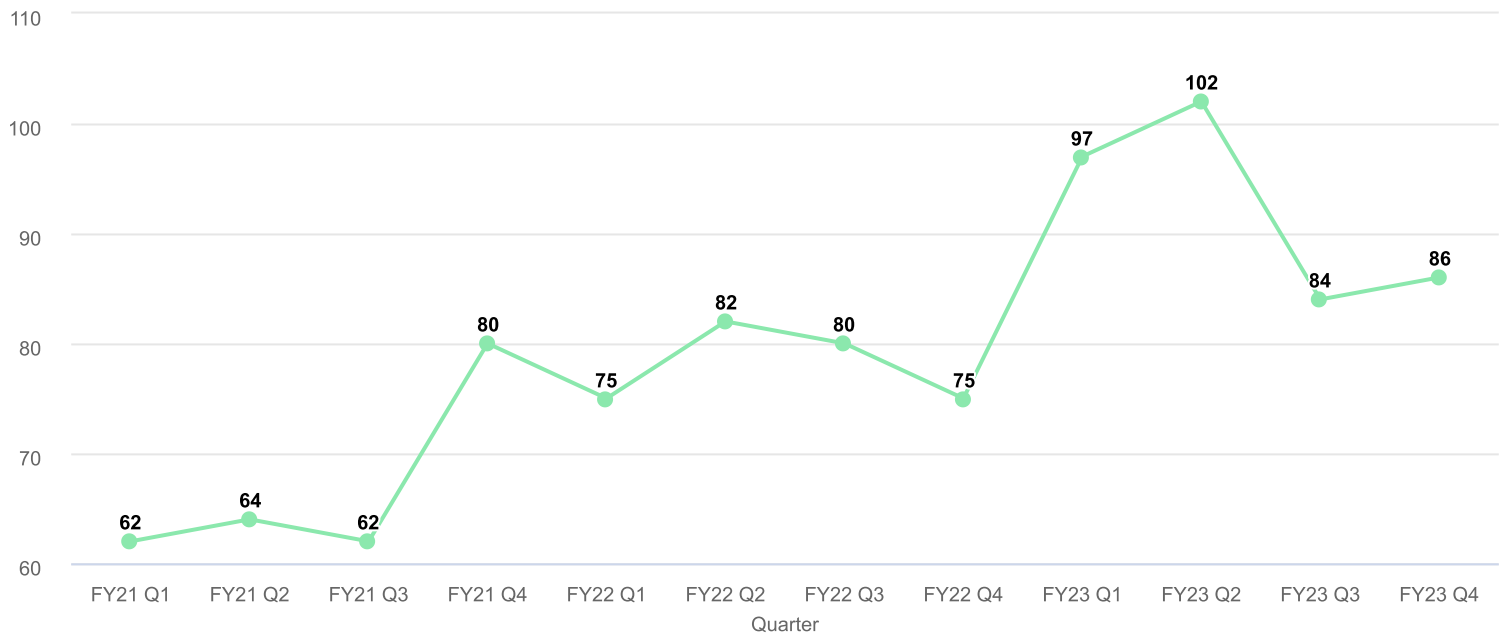
Average response time to all medical calls



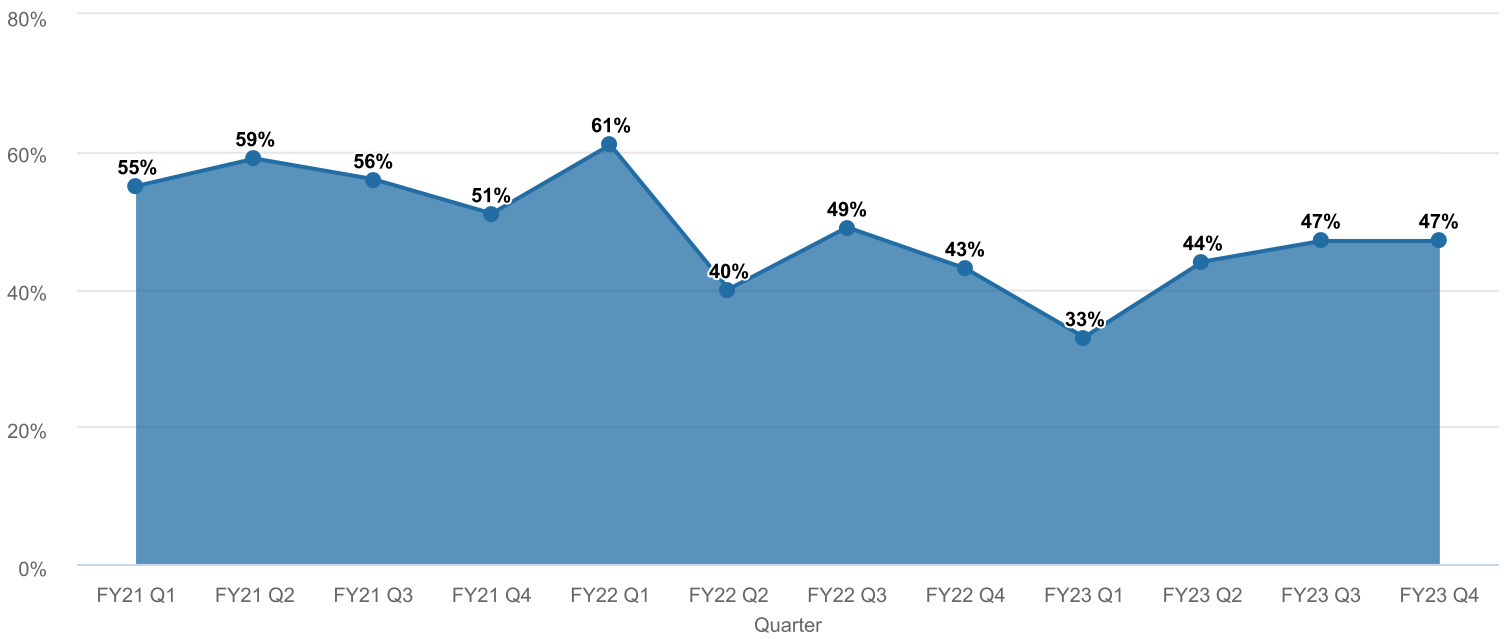
% of Fire arrival times within 6:00 min. to medical calls



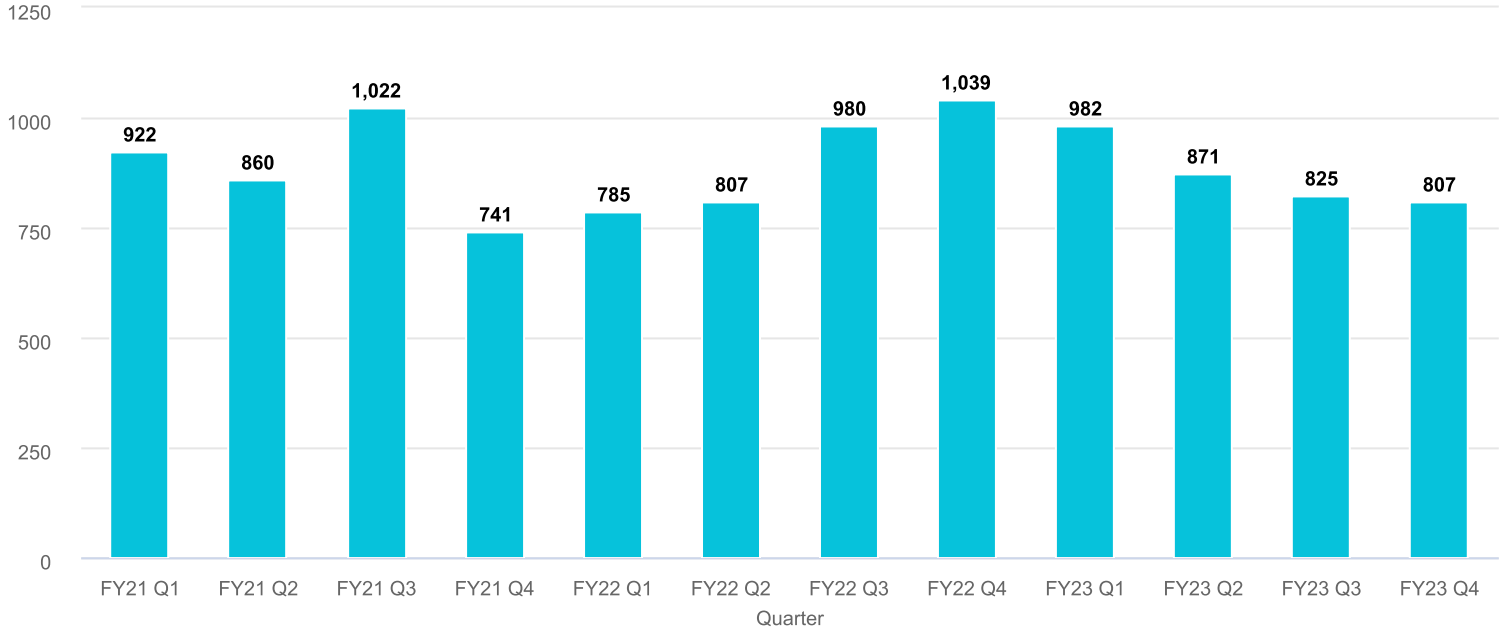
Violent crimes



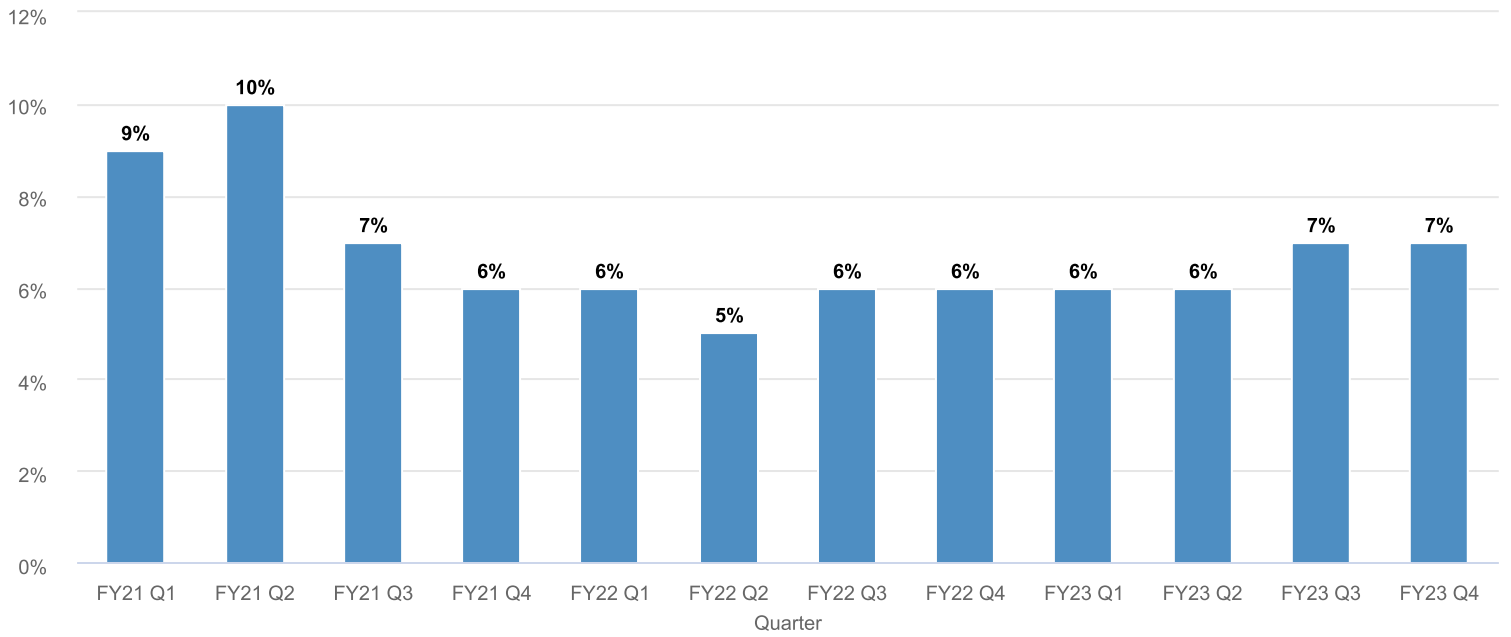
Violent crimes clearance rate (percent)



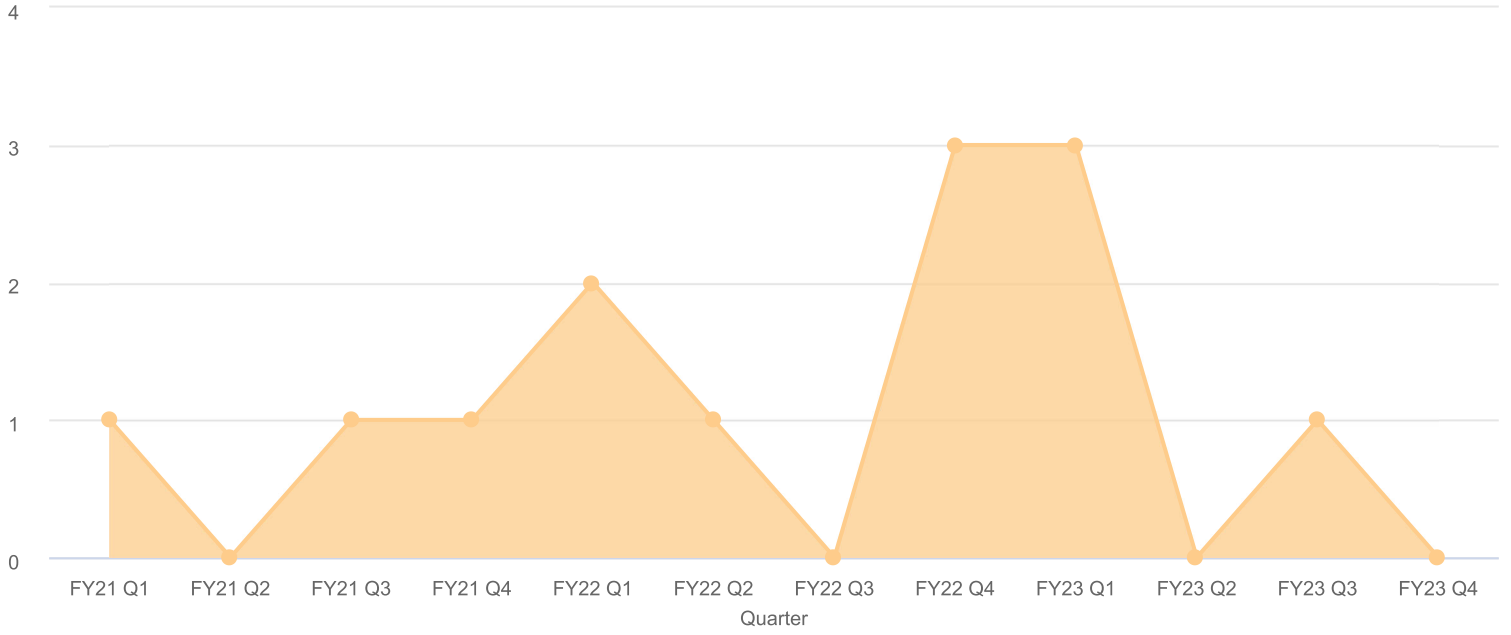
Property crimes



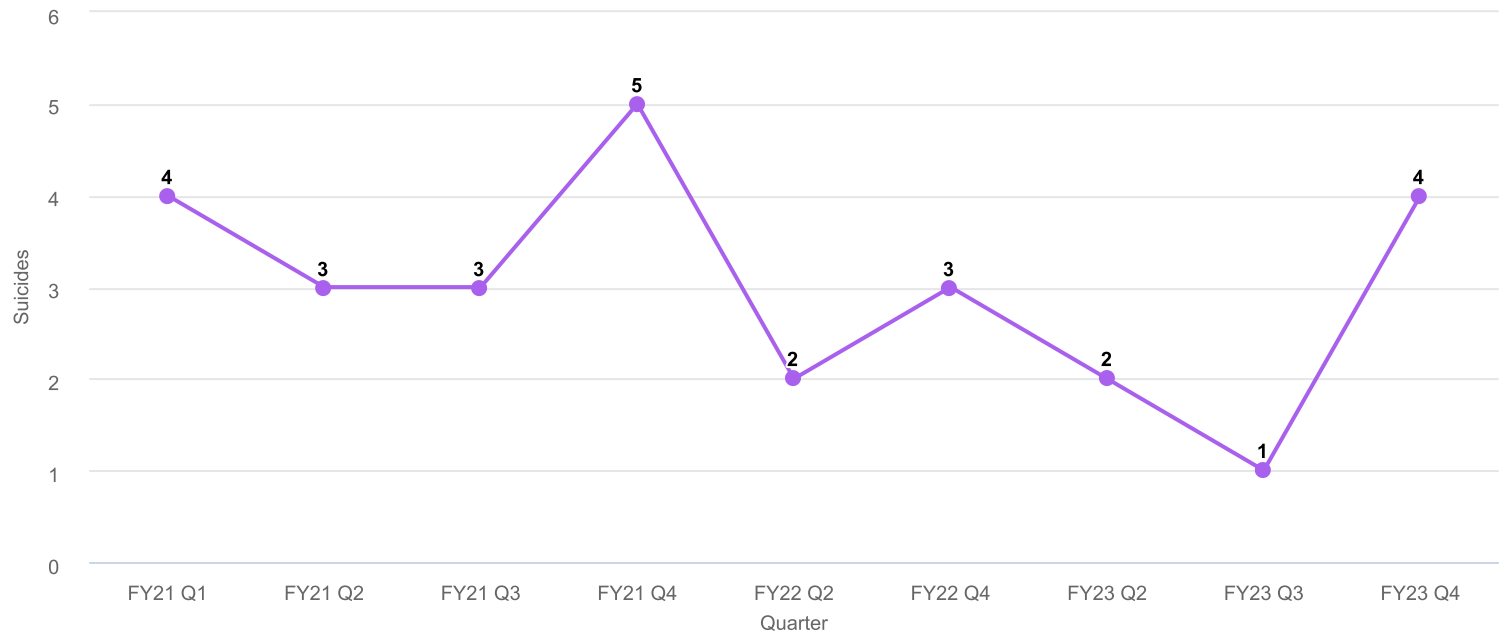
Property crimes clearance rate (percent)



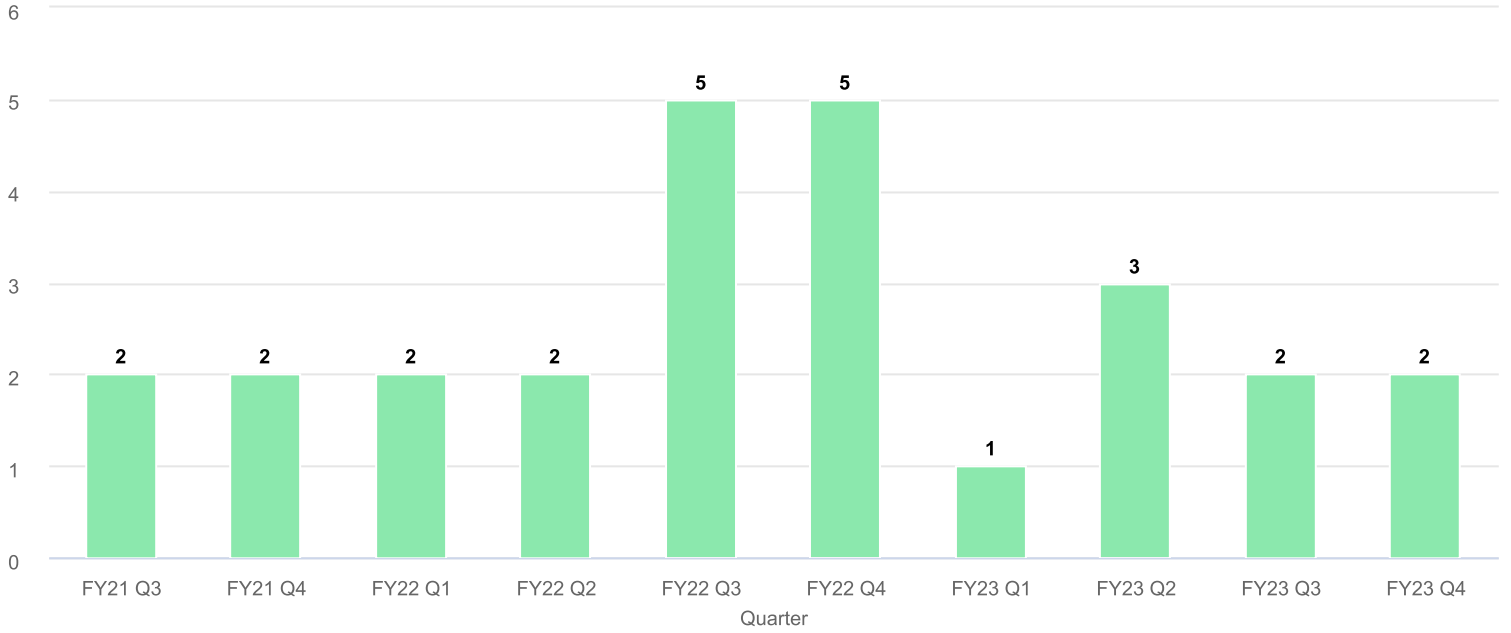
Homicides



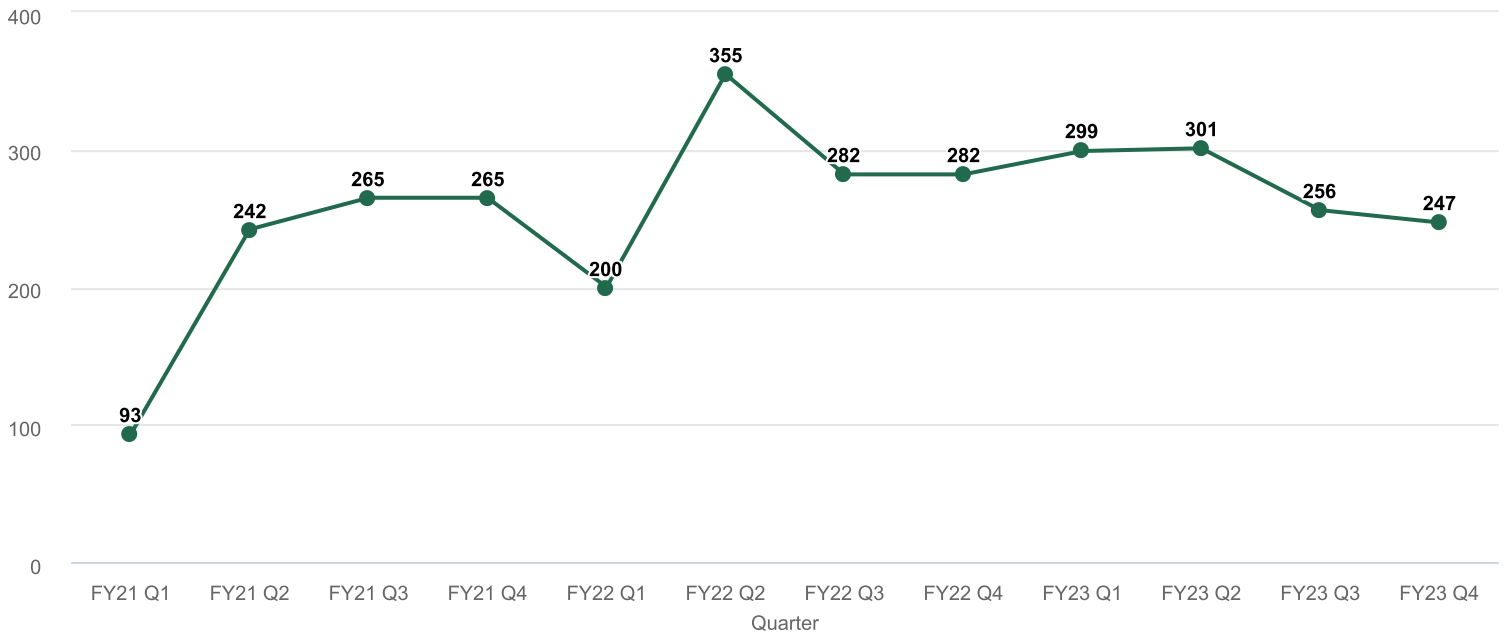
Suicides



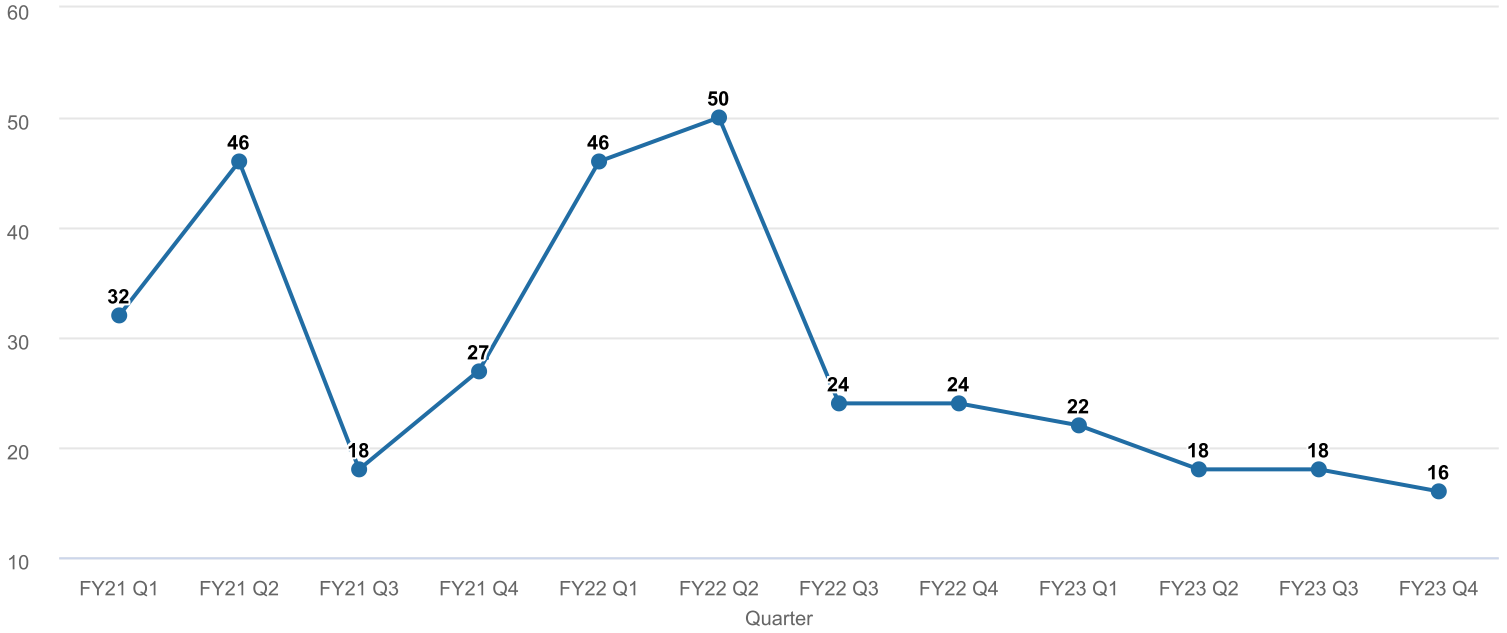
Traffic fatalities



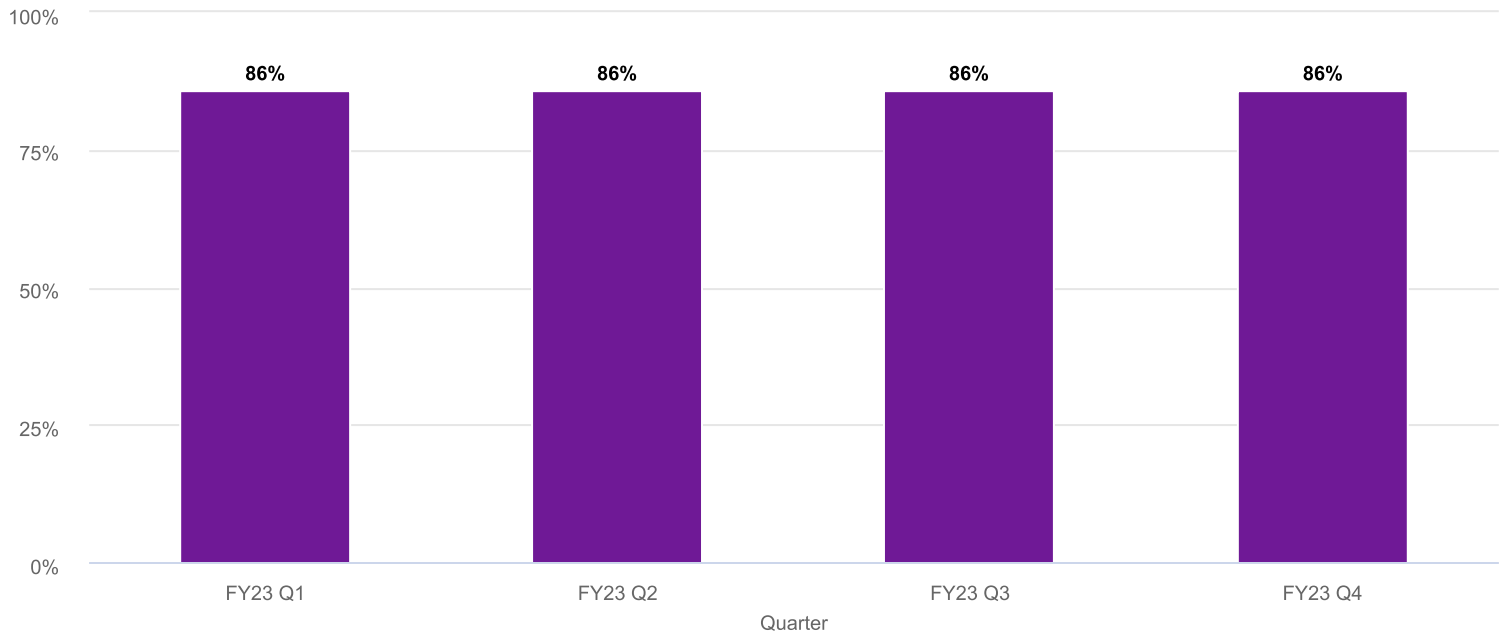
Traffic accidents



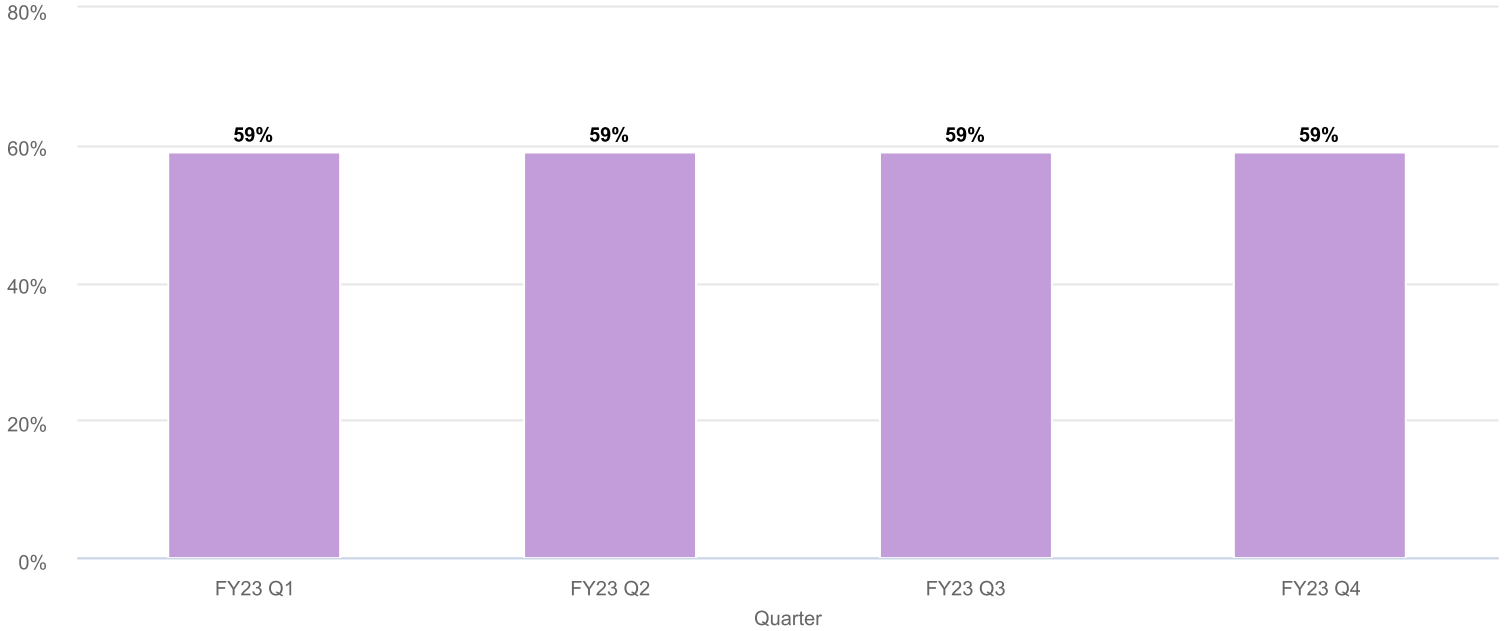
Drug/alcohol related traffic collisions



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



% Community satisfaction rating of public safety efforts



Activity 4.1.1



Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Paul Mercado

Update provided by Paul Mercado on Jul 03, 2023 17:37:31

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

On Track

Progress 66%

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

Owner: Robert Newman

Update provided by Robert Newman on Jul 11, 2023 15:07:14

PD Crime and Intelligence Analysts are developing programming to track officer availability, which will assist in determining the appropriate patrol staffing levels. Council approved the PD Recruitment/Retention Strategy which will recognize the total sworn time of a lateral officer.

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 Brian Young on Jul 07, 2023 00:27:15

The apparatus has been delivered and is being outfitted. Full implementation with dispatch planned late FY24 Q1 or early FY24 Q2

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 Jul 03, 2023 17:35:51

Still working with IT and Spilman to stabilize our CAD system. Motorola/Spillman is building a team to address our ongoing CAD challenges.

Activity 4.1.6

Jul 01, 2020 - Jun 30, 2023

On Track

Progress 66%

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

Owner: Robert Newman

Update provided by Paul Mercado on Jul 03, 2023 17:38:34

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

Work Underway

Progress 33%

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

Owner: Kim Sitton

Update provided by Kim Sitton on Jul 11, 2023 19:15:41

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 Jul 12, 2023 19:50:44

The Community Outreach Team lost our full-time Specialist this quarter, but we still hosted or participated in 25 outreach events. While this is slightly lower than last quarter, our social media engagement expanded, with a 33% increase in followers on Instagram and an 18% increase in our Facebook engagement.

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 77%

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

	%	#
On Track	75.0	6
Completed	25.0	2

Owner: Donna Finch

Activity: 8

Activity 4.3.1

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

Implement the Community Wildfire Protection Plan.

Owner: Brian Young

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

Will be used as foundation for Fire Safe Council

Activity 4.3.2

Jul 01, 2022 - Jun 30, 2024 On Track Progress 75%

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

Owner: Brian Young

Update provided by Brian Young on Jul 07, 2023 00:22:32

The Local Hazard Mitigation Plan is nearing completion and working through the approval process at the County, State, and Federal levels.

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 Jul 12, 2023 15:24:48

Comprehensive database for all CERT members was finalized in July of 2023.

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 Jul 12, 2023 15:24:09

Currently working on a Teen CERT Curriculum to be delivered to three high schools beginning in the Fall of 2023. Deliveries will be made to Juniors and Seniors at Corona, Santiago, and Centennial 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 Donna Finch on Apr 25, 2023 00:37:33

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

Activity 4.3.7 

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

Host events that put preparedness skills to use.

Owner: Lee Shin

Update provided by Lee Shin on Jul 12, 2023 15:28:52

Emergency Services Division facilitated a comprehensive Evacuation Drill Citywide to test emergency evacuation procedures.

Activity 4.3.8  

Jul 01, 2022 - Jun 30, 2023 On Track Progress 75%

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

Owner: Brian Young

Update provided by Brian Young on Jul 07, 2023 00:23:57

501(c)3 status complete. Web design complete. RFP launched for grant-funded marketing and education plan.

Objectives 4.4 Progress 66%

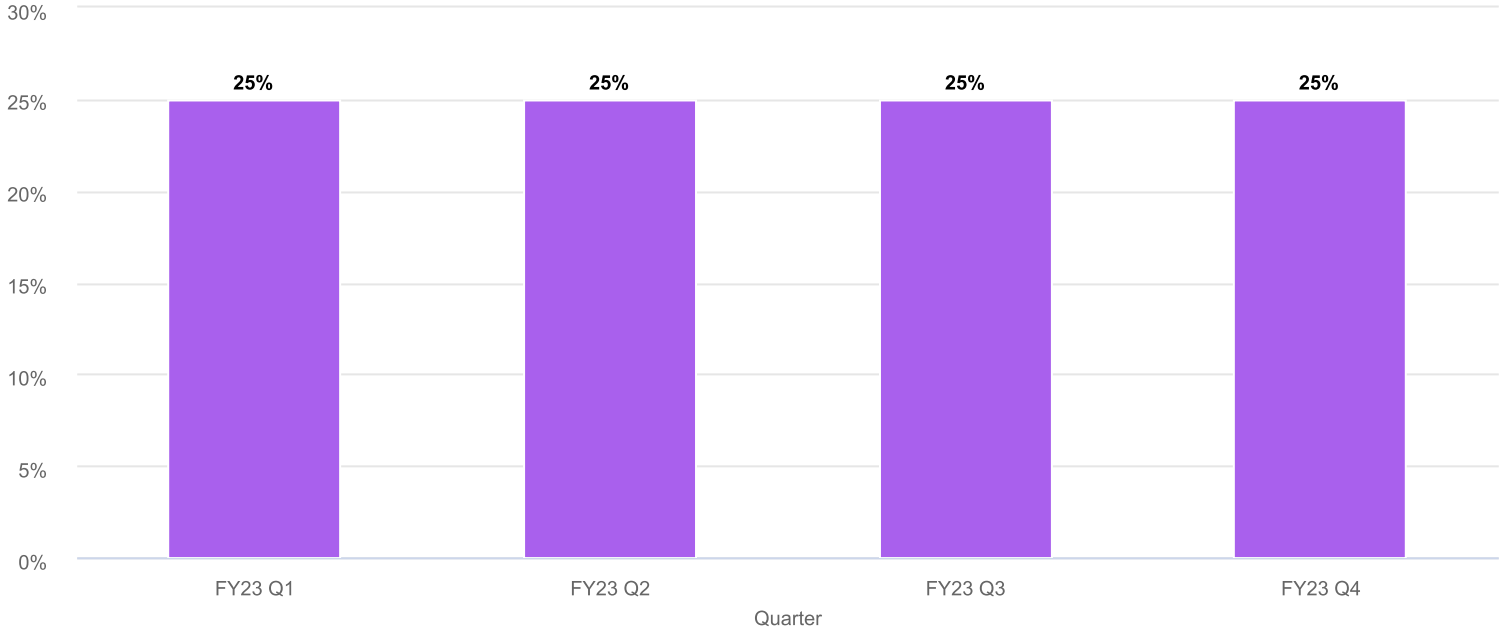
Reduce Homelessness: Develop a transformational system of services, shelter, and housing for Corona's homeless neighbors.

On Track % 100.0 # 1

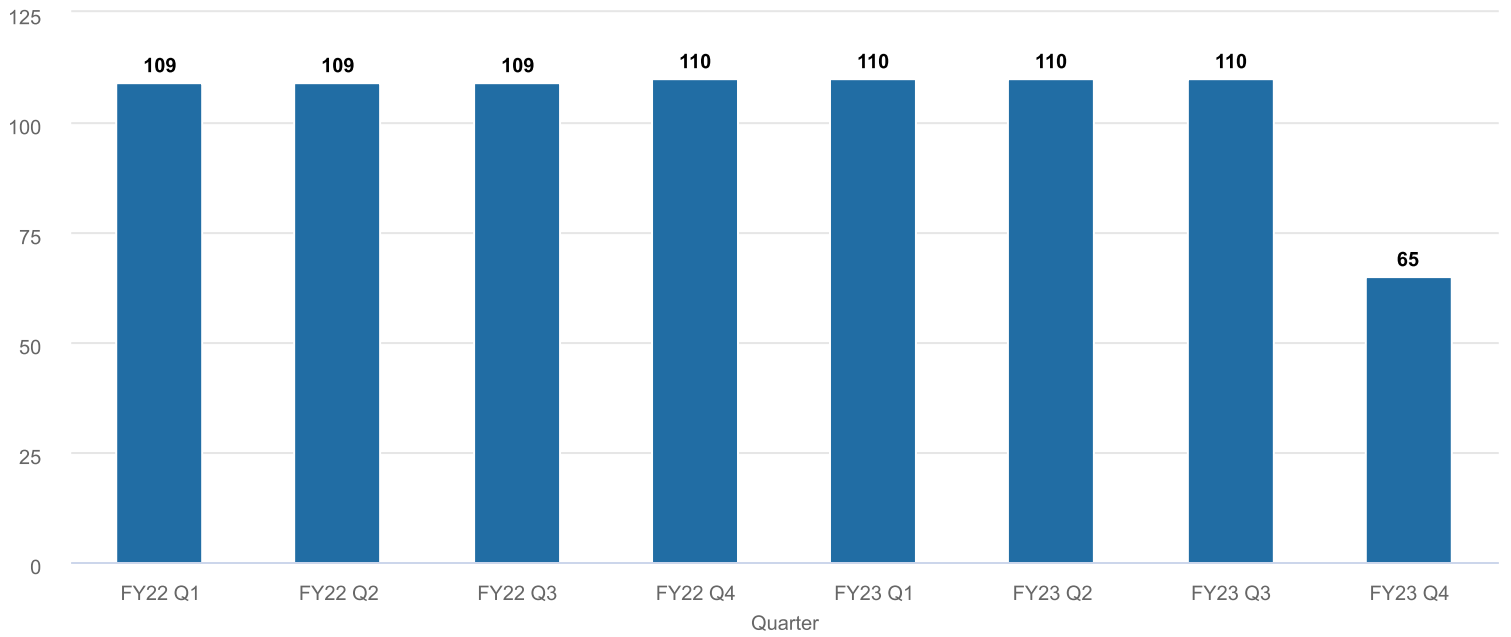
Owner: Donna Finch

Activity: 1

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



Number of homeless individuals within the City



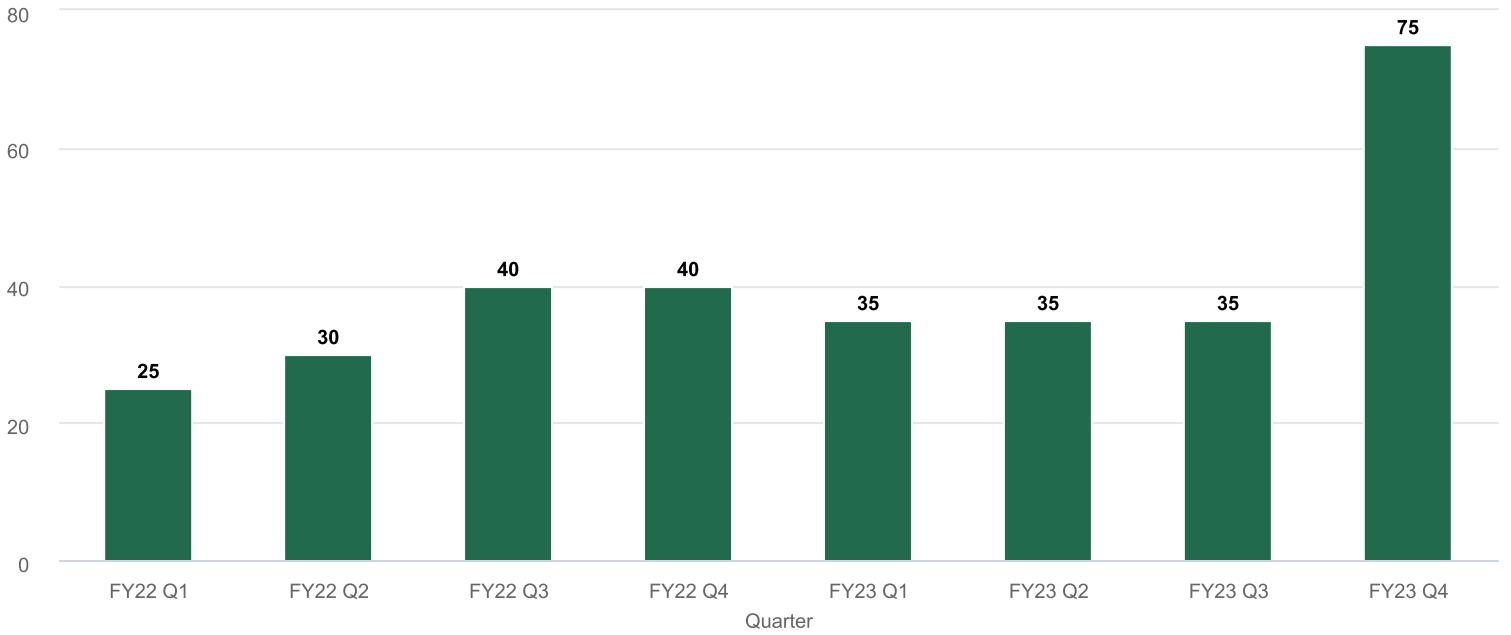
Last Update: Jul 16, 2023 00:46:13

First time Homeless

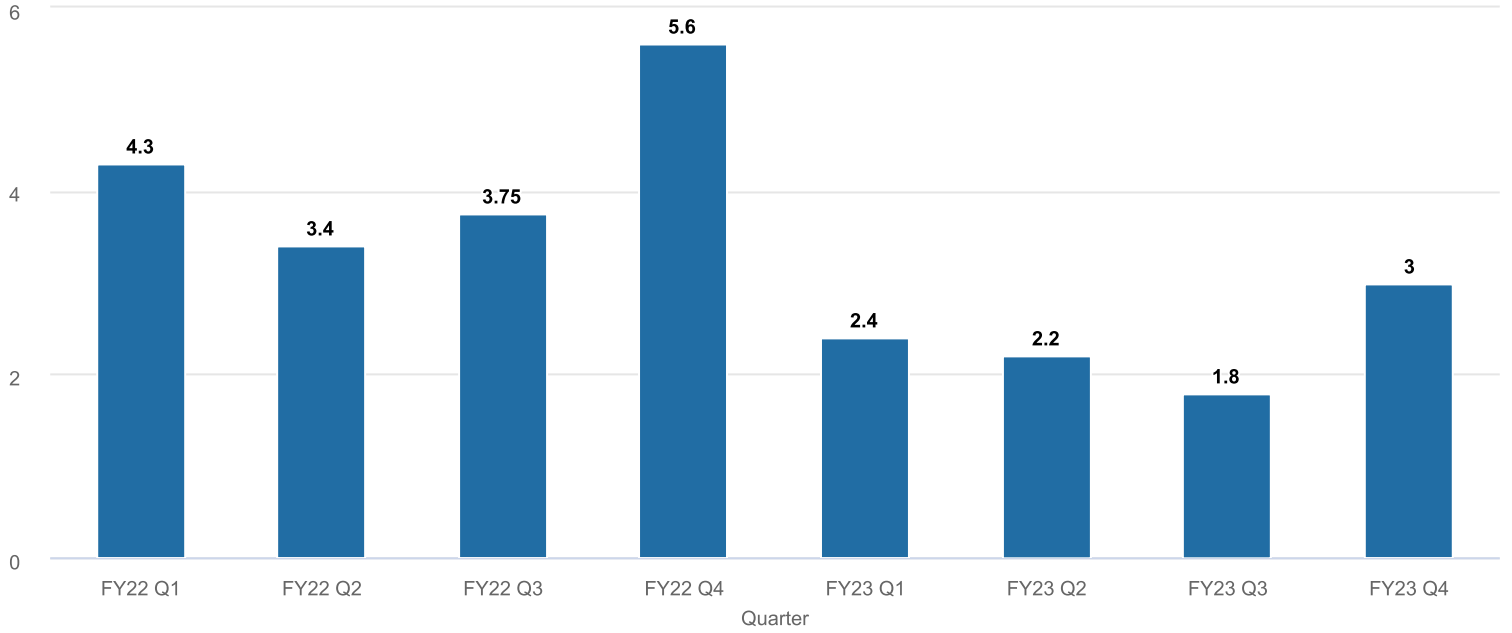


Last Update: Jul 16, 2023 00:46:27

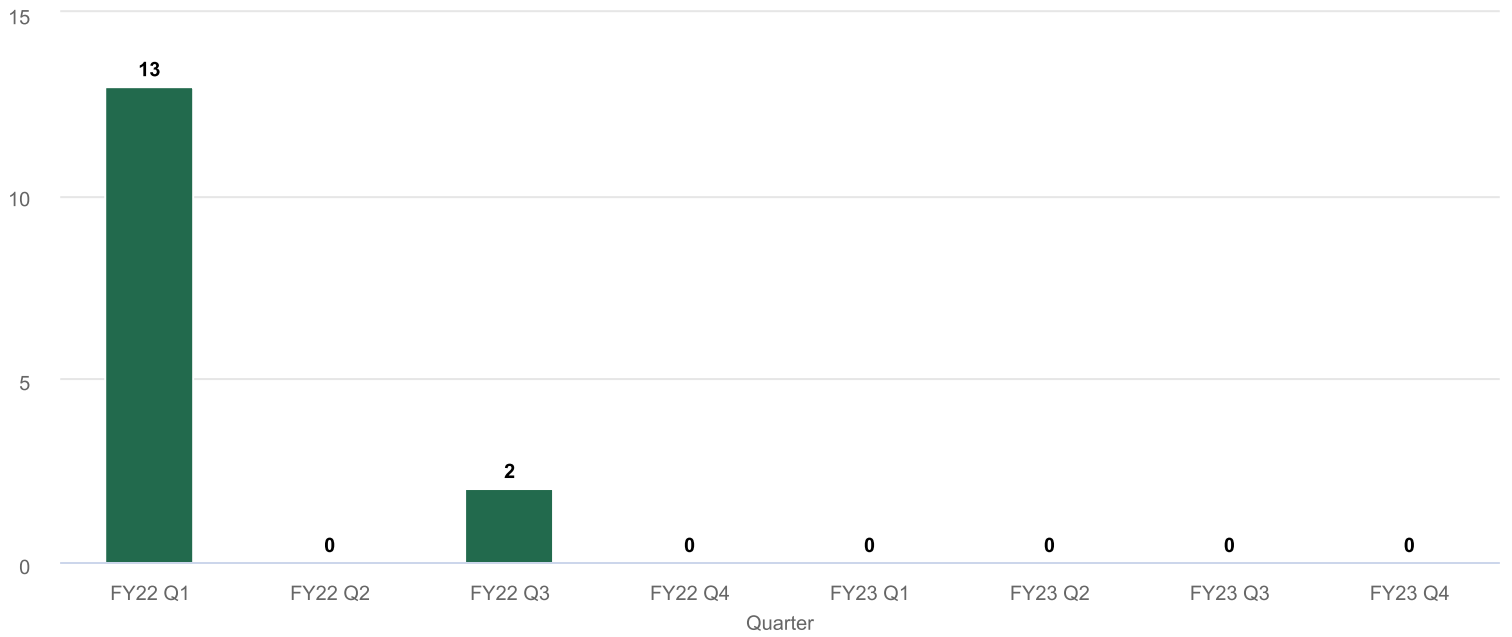
Number of emergency shelter / motel voucher beds



Average length of homelessness (years)



Annual returns to homelessness



Activity 4.4.1

Update provided by Karen Roper on Jul 16, 2023 00:01:31

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Implement the City’s Homelessness Strategic Plan

Owner: Karen Roper

All of the shelter/navigation center renovation work was completed except for the generator which is pending completion during the month of July 2023. City Council selected the name of the Harrison HOPE Center on 5/17/23. The Harrison HOPE Center Grand Opening Ceremony was conducted on 5/31/23 and shelter services were launched on 6/20/23. Next steps include obtaining City Council approval of a lease agreement with Centro Medico Community Clinic on 7/19/23, development of an MOU with Corona Regional Medical Center, launch of the pilot meal/transportation program, completion of renovations at the 5th Street Permanent Supportive Housing Units, and completion of the payment standard analysis for Corona to launch the next phase of the tenant-based rental assistance program.

Objectives 4.5

Progress 75%

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

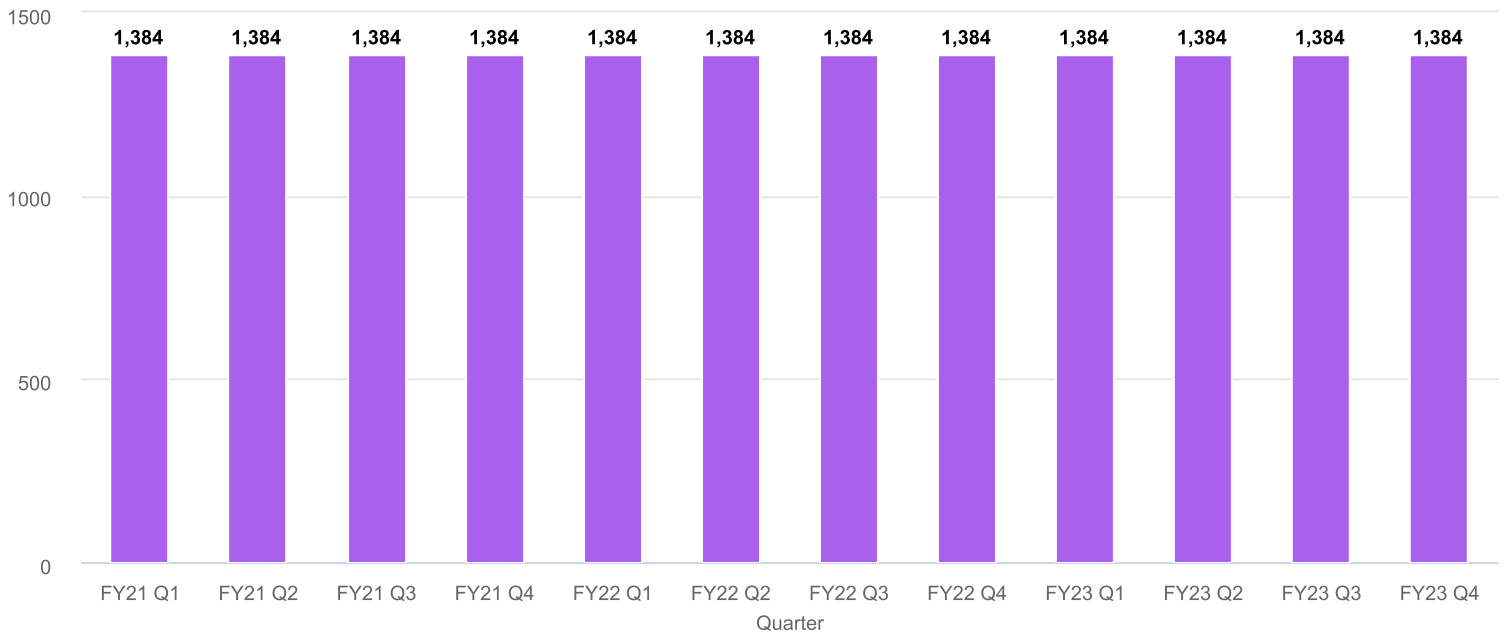
Owner: Donna Finch

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

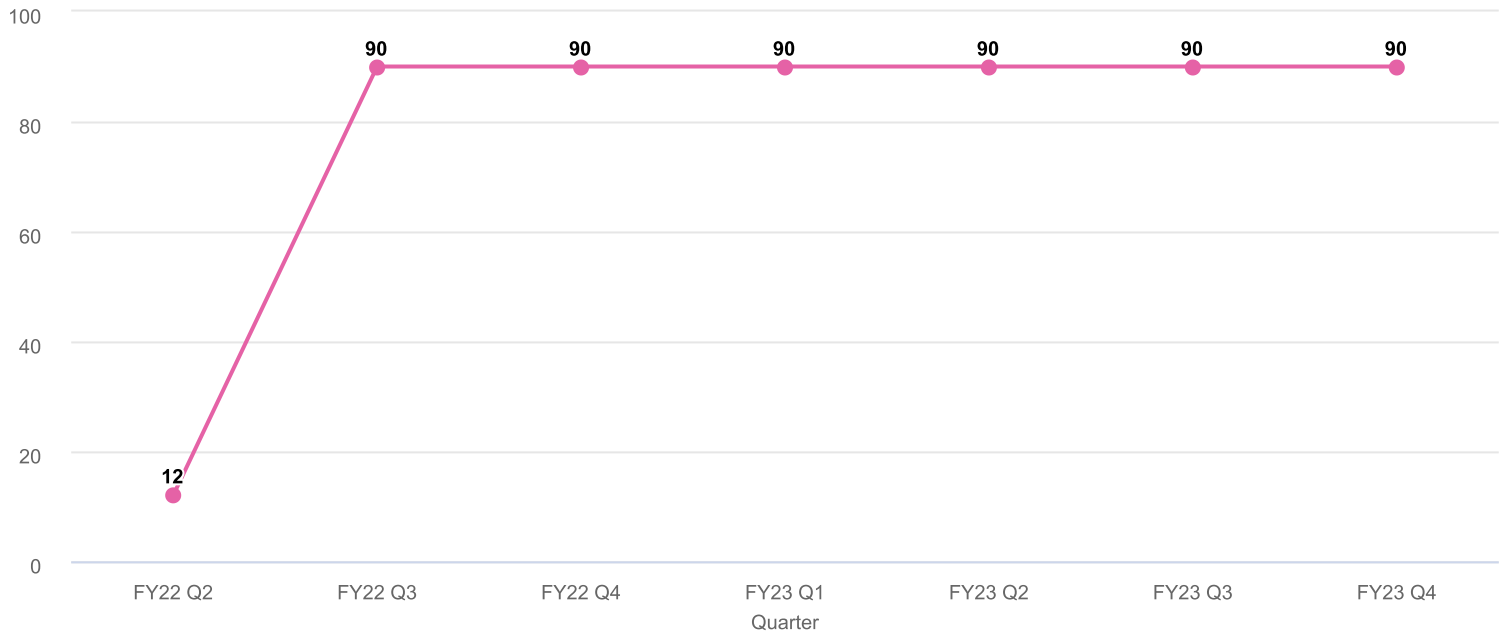
Activity: 4

Last Update: Jul 05, 2023 17:30:31

Number of affordable housing units



Number of permanent supportive housing units under development



Activity 4.5.1

Jul 01, 2022 - Jun 30, 2023 On Track Progress 66%

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

Owner: Joanne Coletta

Update provided by Joanne Coletta on Jul 18, 2023 18:42:36

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

Activity 4.5.2

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

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

Owner: Joanne Coletta

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

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

Activity 4.5.3

Jul 01, 2020 - Jun 30, 2026 Work Underway

Progress 33%

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

Owner: Cynthia Lara

Update provided by Laura Huerta on Jul 05, 2023 14:32:33

During this reporting period, Community Assistance Division met with two new housing developers looking to redevelop church sites per SB4 which now allows by-right use of these sites for affordable housing.

Activity 4.5.4

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

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Joanne Coletta

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

Strategic Goal 5

Progress 65%

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

Owner: Alex Mercado

	%	#
On Track	36.84	7
Work Underway	36.84	7
Completed	26.32	5

Objectives: 3

Activity: 19

Last Update: Jul 20, 2023 03:31:05

Sense of Place Performance Report

Measure	FY22 Q4	FY23 Q4	Trend
Recreation Activity Participants	246,651	256,285	↑
% of City facilities that are ADA compliant			--
% of City services that can be accessed in Spanish			--
% of persons who view the job posting on diversityjobs.com		100%	--
% of residents rating Corona as a place to live as good or excellent		83%	--
% of residents rating Corona as a place to raise a child as good or excellent		76%	--
% of residents rating the community's openness and acceptance towards people of diverse backgrounds as good or excellent		57%	--
% of residents rating the overall image or reputation of Corona as good or excellent		57%	--
% of residents rating the quality and number of places to recreate, socialize, meet and connect with friends, neighbors, and family as good or excellent		37%	--
% of residents rating the sense of community in Corona as good or excellent		56%	--
% of residents rating variety and frequency of community events as good or excellent		39%	--
% of residents very likely to recommend living in Corona to someone who asks		81%	--
% of residents who say, given the chance to start over, they would choose to live in Corona again		80%	--
% of residents who volunteered time to some group/activity in Corona at least once last month		22%	--

Objectives 5.1 Progress 57%

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

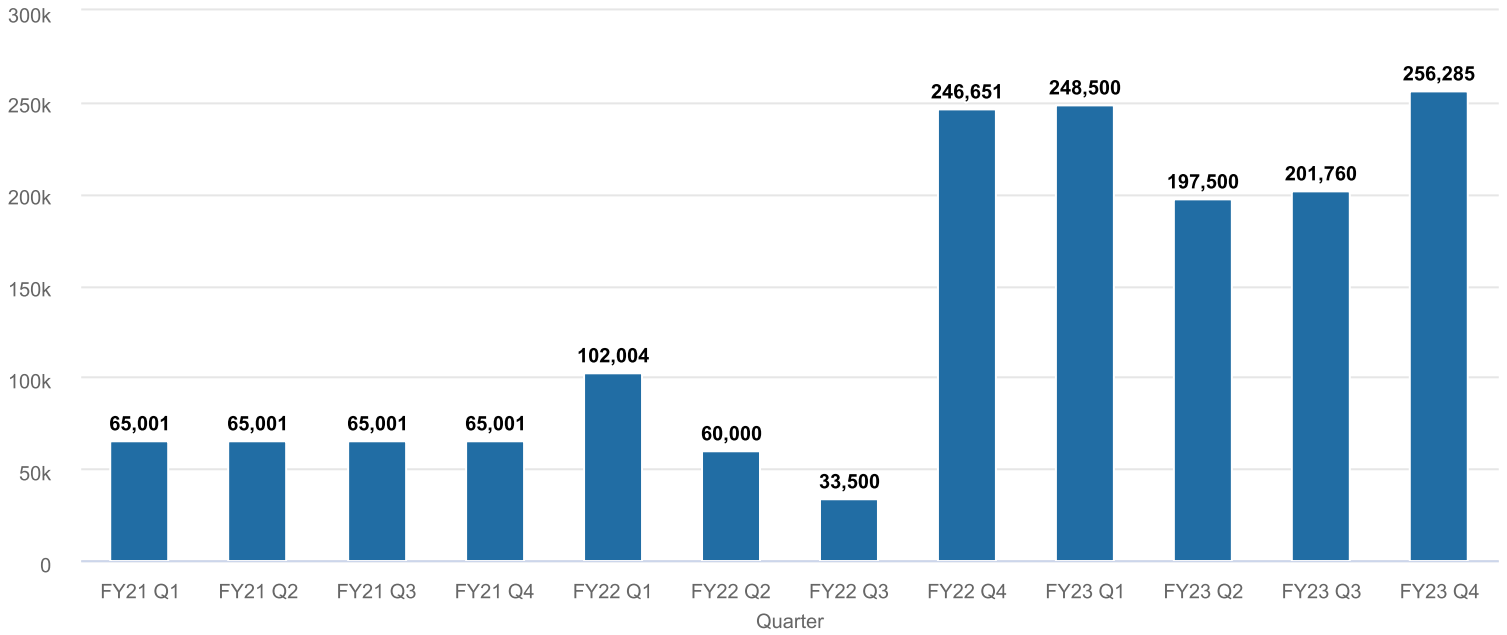
Owner: Donna Finch

	%	#
On Track	42.86	3
Work Underway	42.86	3
Completed	14.29	1

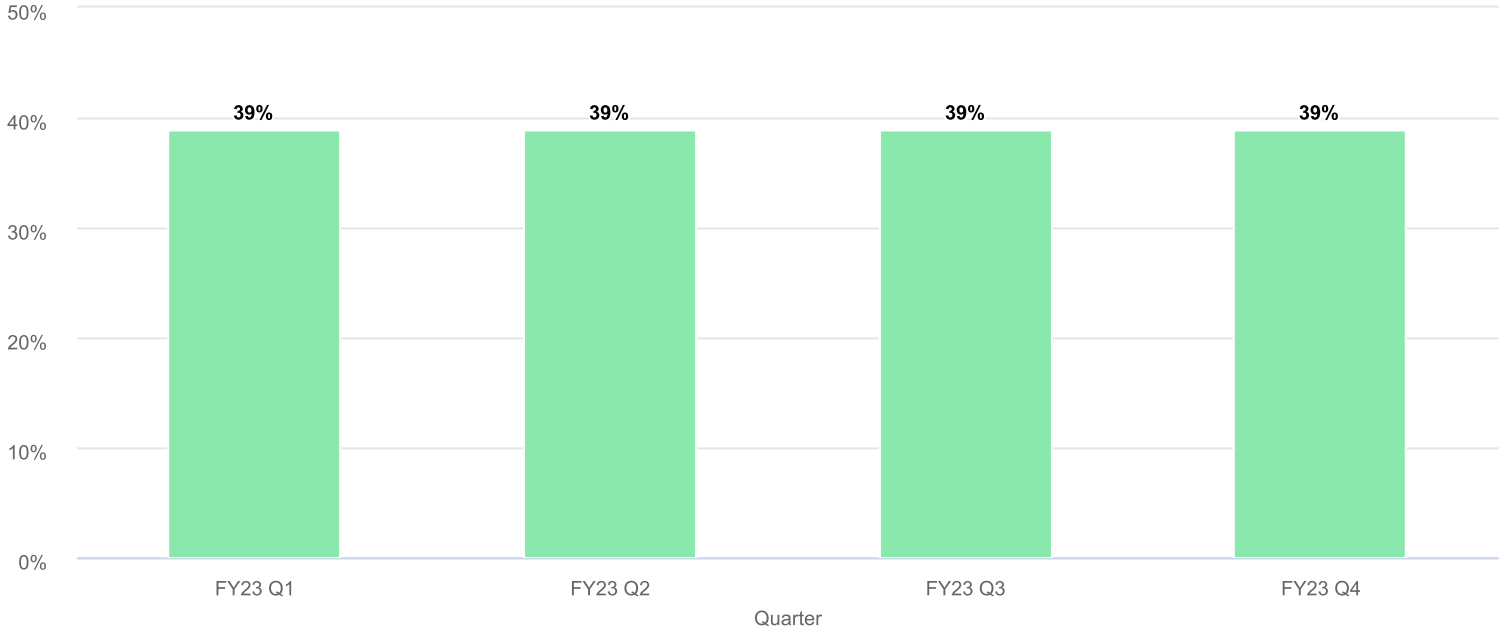
Activity: 7

Last Update: Apr 21, 2023 23:33:01

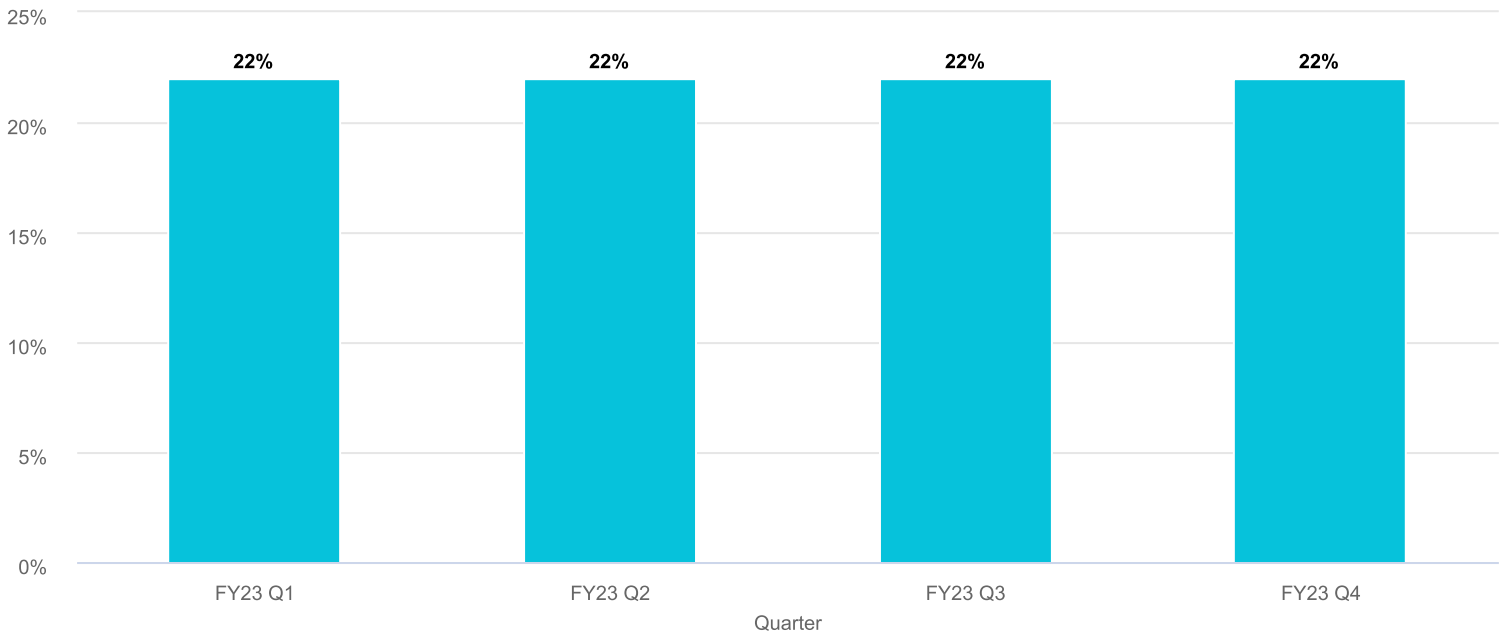
Total annual number of participants in City recreation programs



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



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



Activity 5.1.1

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Jason Lass

Update provided by Viola Van on Jul 13, 2023 20:14:48

Worked toward and staged in anticipation of 4th of July Independence Day Parade and Festival. relaunched Night Market and Summer Concert Series as a new Summer Street Fair series to provide increased visibility and awareness to the Historic Civic Center, greatly increasing event capacity.

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 Jul 17, 2023 18:07:55

Community Services staff is ready to launch the Volunteer Lead hikes this Fall. The Park Ranger team has developed literature and handouts for several of these guided hikes. These hikes will cover all the different seasons and explore the changes that place with each season as well as the wildlife and fauna you will encounter on these hikes.

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 Viola Van on Jul 13, 2023 20:12:14

Implemented "Ready to Serve" Vendor List. Document will be updated monthly with continued interest from the business community. Exploring flat rate insurance fees to reduce permit complications.

Activity 5.1.5

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

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

Owner: Jason Lass

Update provided by Viola Van on Jul 13, 2023 20:13:57

Contract awarded to Steinberg Hart for the Forming Arts Center Feasibility Project. Initial meetings held in anticipation of public meetings, stakeholder engagement, property walks, and survey elements. Phase I - Exploration report anticipated to be delivered to Council early Q2.

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 Jul 13, 2023 20:34:53

Update % to reflect Work Underway Status

Activity 5.1.7 

Update provided by Jason Lass on Jul 13, 2023 22:32:36

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

Completed FY 24 Co-Sponsorship awards with community non-profit groups. Exploring protentional opportunities with commercial event promoters.

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

Owner: Jason Lass

Objectives 5.2 Progress 77%

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.

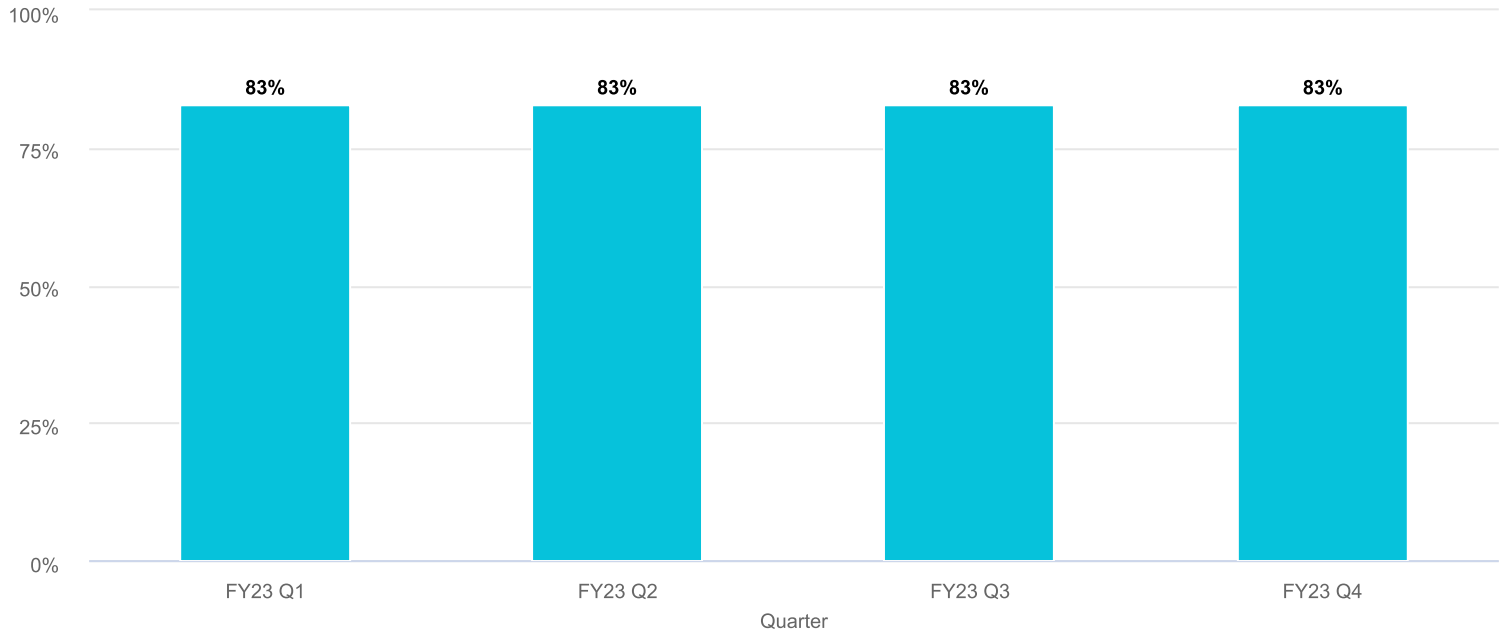
	%	#
On Track	25.0	1
Work Underway	25.0	1
Completed	50.0	2

Owner: Donna Finch

Activity: 4

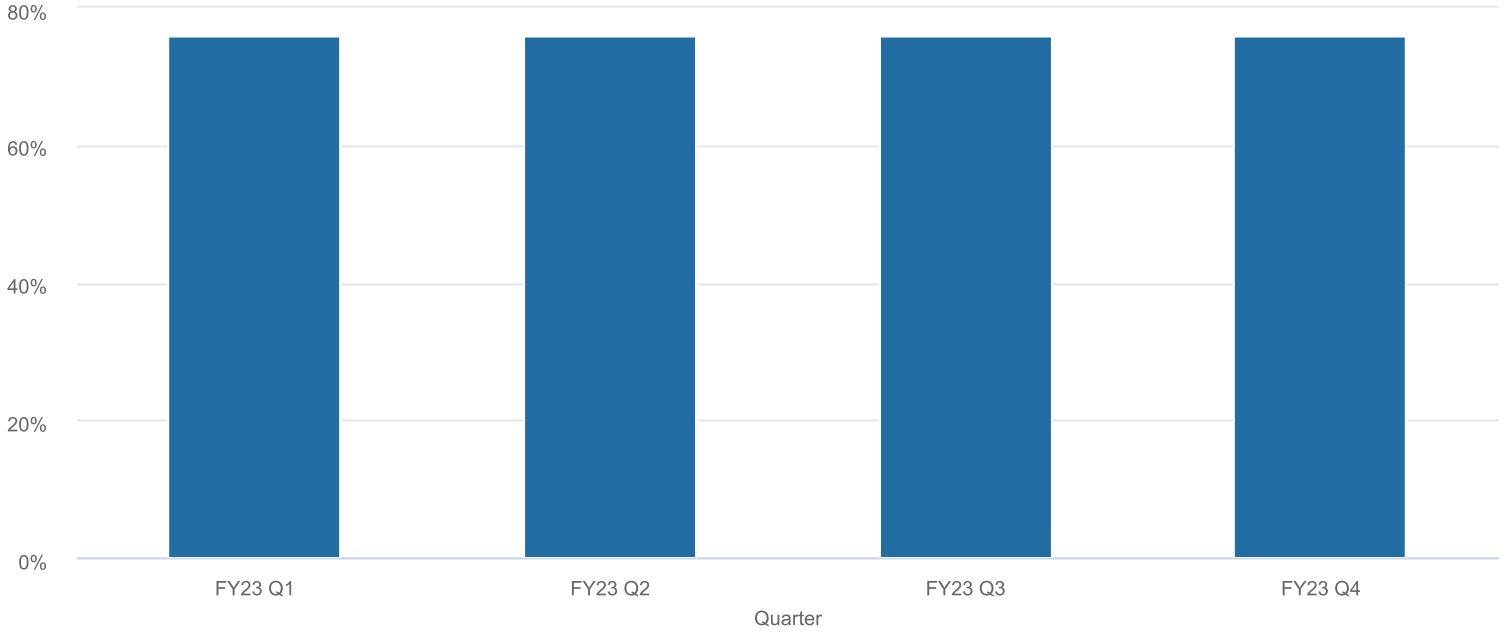
Last Update: Jul 20, 2023 03:31:01

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



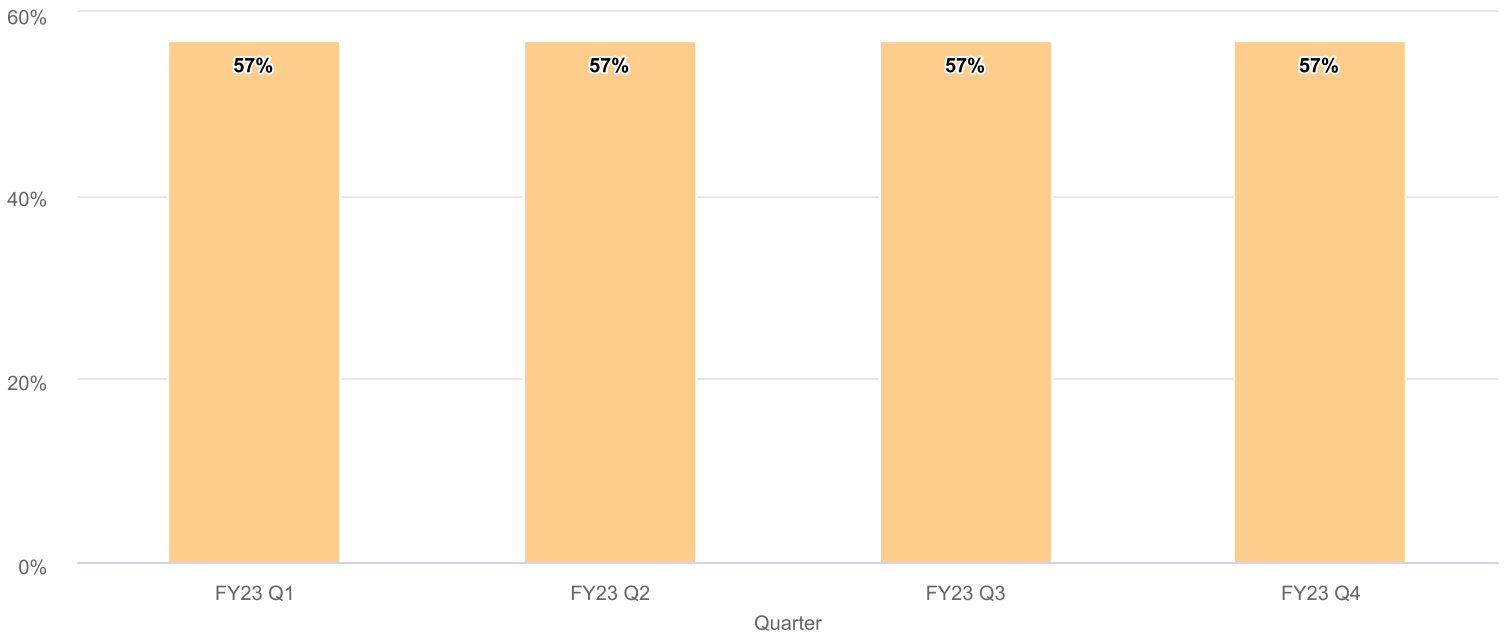
Last Update: Jul 20, 2023 03:31:02

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

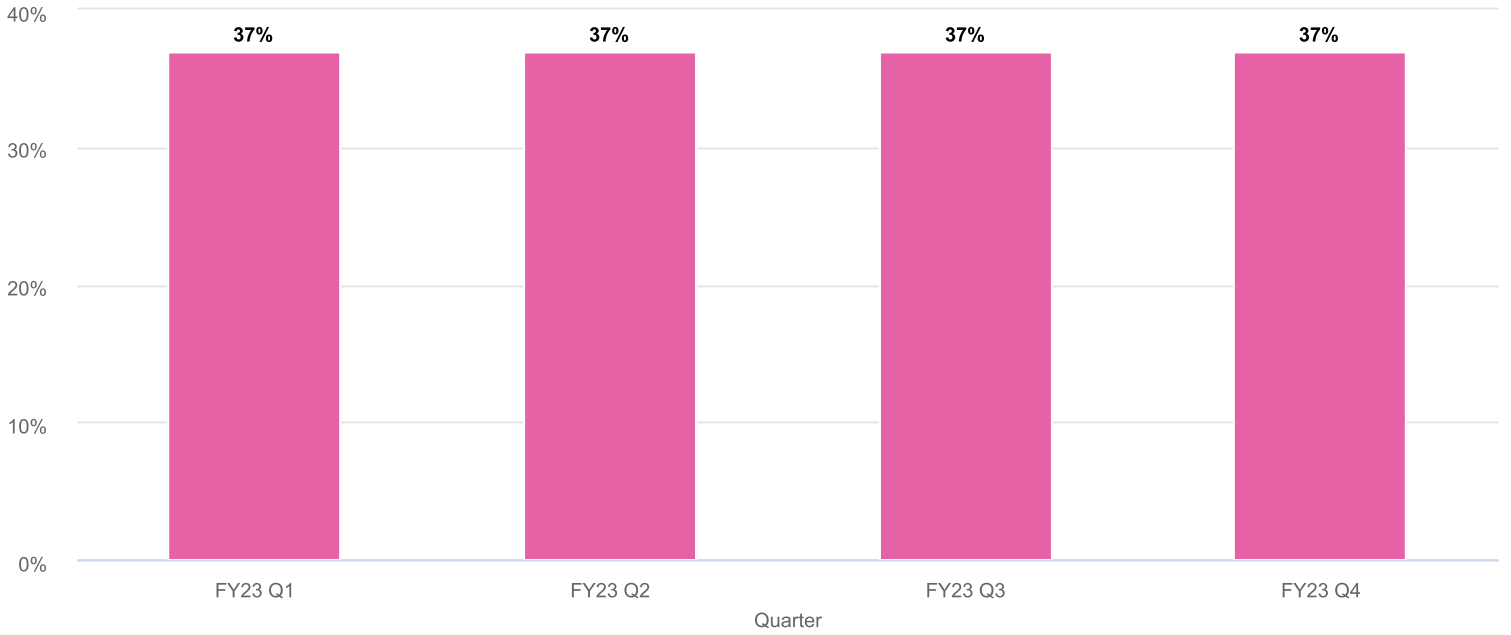


Last Update: Jul 20, 2023 03:31:02

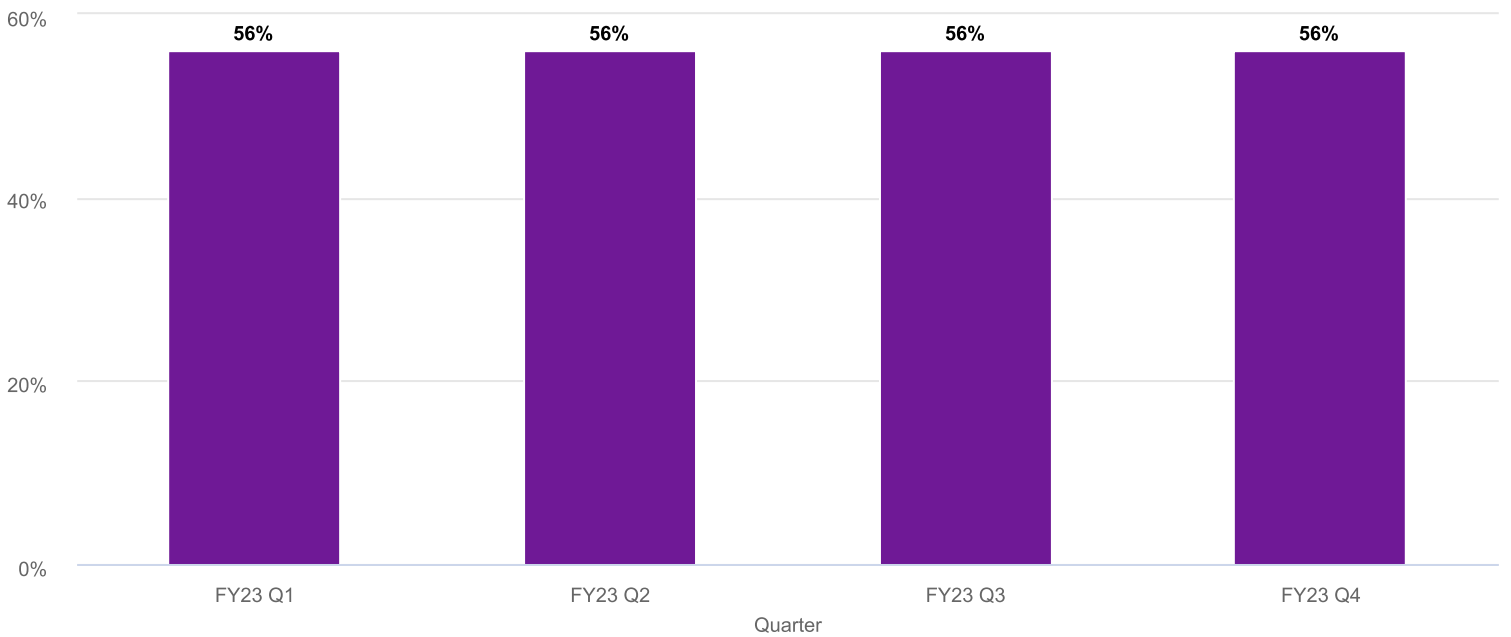
% of residents rating the overall image or reputation of Corona as good or excellent



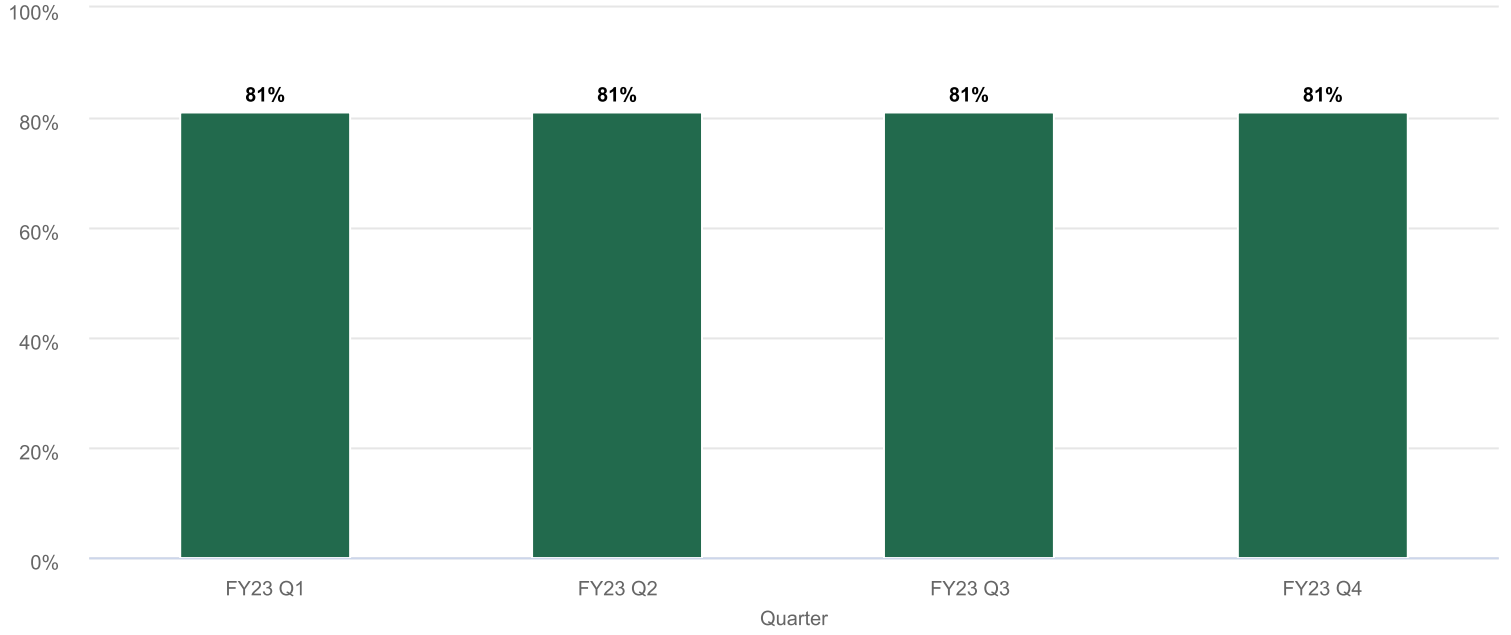
% of residents rating the quality and number of places to recreate, socialize, meet and connect with friends, neighbors, and family as good or excellent



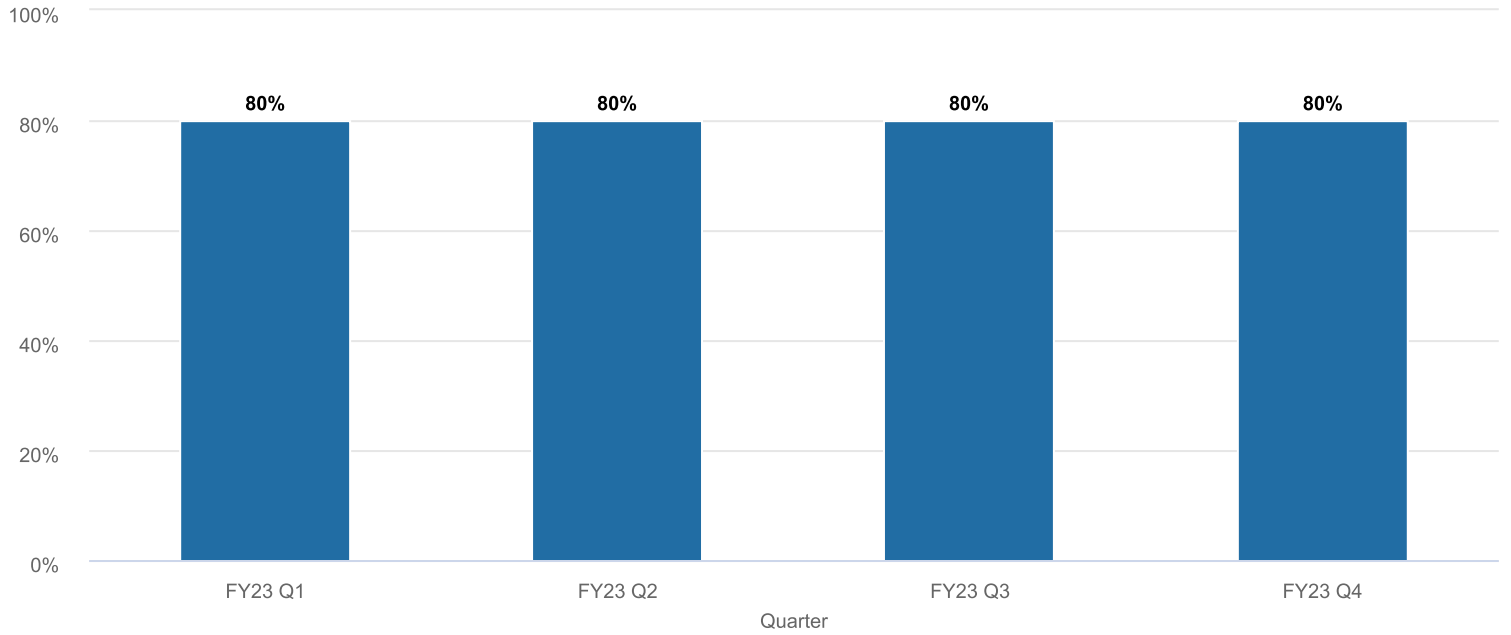
% of residents rating the sense of community in Corona as good or excellent



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



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



Activity 5.2.1

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

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

Owner: Jason Lass

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

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

Activity 5.2.2

Jul 01, 2020 - Jun 30, 2026 Work Underway

Progress 33%

Update the Mills Act Landmark list.

Owner: Joanne Coletta

Update provided by Joanne Coletta on Jul 18, 2023 18:46:29

This aligns with the city's update to its Historic Resources Ordinance. Next update scheduled in FY 24 Q2 at a City Council study session.

Activity 5.2.3

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

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 Jul 13, 2023 14:46:54

On May 17th, Corona City Council Approved the use of the new brand (logo, colors, and typography) and received an update on the draft City Seal. Staff has begun work on brand implementation. Work on the City Seal will continue until complete.

Activity 5.2.4

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

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

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 65%

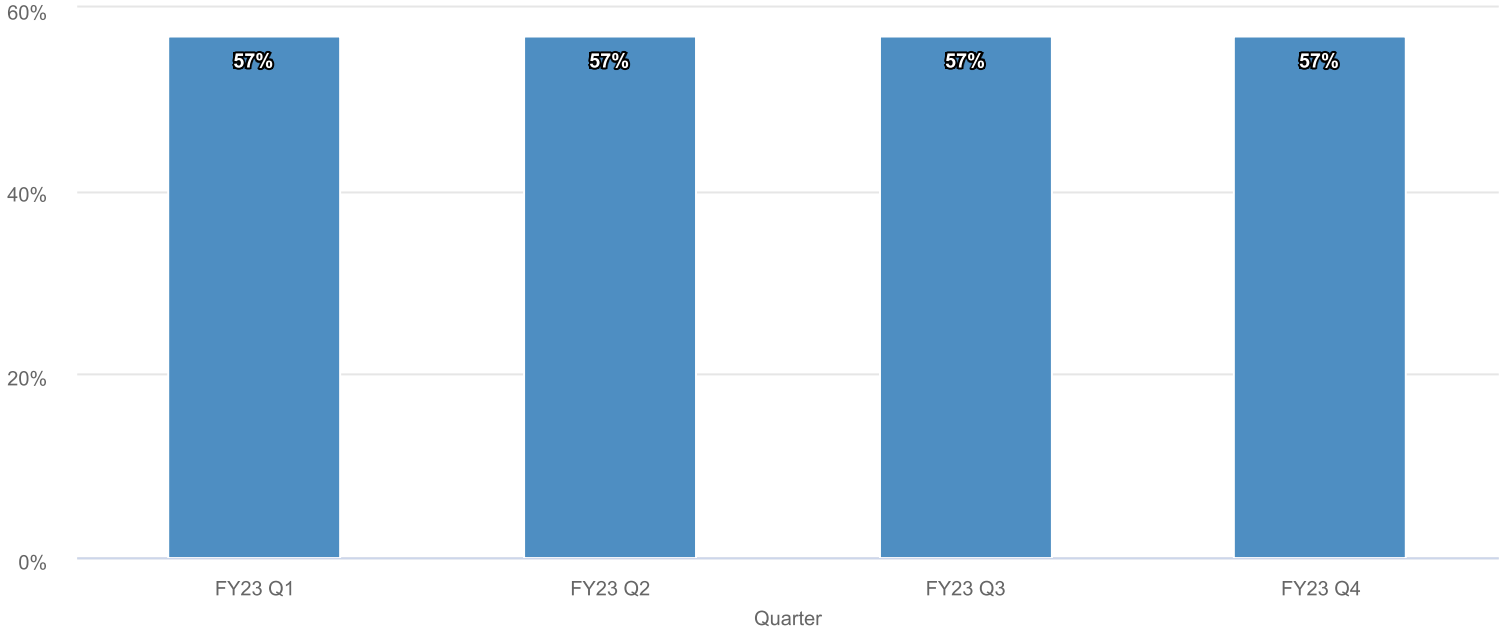
Increase Accessibility: Ensure all residents have equitable access to City services and spaces.

Owner: Donna Finch

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

Activity: 8

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



Activity 5.3.1

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

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

Owner: Cindy Solis

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

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

Activity 5.3.2

Jul 01, 2020 - Jun 30, 2022 Work Underway

Progress 40%

Improve the City website for ease of use.

Owner: Shaughn Hull

Update provided by Cindy Solis on Jul 12, 2023 21:36:34

Brand implementation on the current Website CMS is anticipated for completion in July 2023.

Purchase Order has now been issued to work on the development of the new website utilizing Webflow CMS.

Activity 5.3.3

Jul 01, 2021 - Jun 30, 2022 On Track Progress 66%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Jul 14, 2023 01:53:22

Phases 3 and 4 are in queue to be advertised for construction. Phase 5 is in design process.

Activity 5.3.4

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 33%

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

Owner: Kenny Nguyen

Update provided by Kenny Nguyen on Jul 14, 2023 01:52:09

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

Activity 5.3.5

Jul 01, 2021 - Jun 30, 2022

On Track

Progress 66%

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

Owner: Moses Cortez

Update provided by Moses Cortez on Jul 17, 2023 23:16:47

The Parks and Recreation Master Plan will ensure that inclusive playgrounds will be incorporated into each quadrant as we incorporate new playgrounds into our parks.

Activity 5.3.6

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Moses Cortez

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

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

Activity 5.3.7

Jul 01, 2021 - Jun 30, 2022

Work Underway

Progress 50%

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

Owner: Donna Finch

Update provided by Carmen Zambrano on Jul 13, 2023 15:36:41

Veteran's memorial enhancements project underway.

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.

Strategic Goal 6 Progress 72%

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	9.09	4
Work Underway	18.18	8
Not Started	6.82	3
Upcoming	6.82	3
Completed	59.09	26

High Performing Gov't Progress Report

Measure	FY22 Q4	FY23 Q4	Trend
Social Media Engagements	460,233	418,921	↓
Social Media Impressions	7,038,402	7,569,639	↑
% of major City services that are offered virtually	80%	80%	↔
% of residents expressing confidence in city government		40%	--
% of residents rating the overall direction the City is taking as good or excellent		51%	--
% of residents who believe all City residents are treated fairly		51%	--
% of residents rating overall quality of City services as good or excellent		62%	--
% of residents rating value of services as good or excellent		43%	--
% of employees agreeing or strongly agreeing that they would recommend the City as a place to work	75%	91.66%	↑
Employee turnover rate	9%	2.89%	↓
Number of City awards/certifications earned		2	--

Objectives 6.1 Progress 69%

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

Owner: Donna Finch

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

Activity: 6

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: Donna Finch

Activity 6.1.2

Jul 01, 2024 - Jun 30, 2025 Upcoming

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

Owner: Donna Finch

Activity 6.1.3

Update provided by Carmen Zambrano on Jul 12, 2023 19:08:45

Completed FY 24 workplans will be migrated into Envisio during FY 24 Q1.

Jul 01, 2021 - Jun 30, 2026

Work Underway

Progress 45%

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

Owner: Donna Finch

Activity 6.1.4

Update provided by Carmen Zambrano on Jul 12, 2023 19:06:22

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

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Donna Finch

Activity 6.1.5

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.

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Chris McMasters

Activity 6.1.6

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

Performance indicators established for major services.

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Donna Finch

Objectives 6.2 Progress 93%

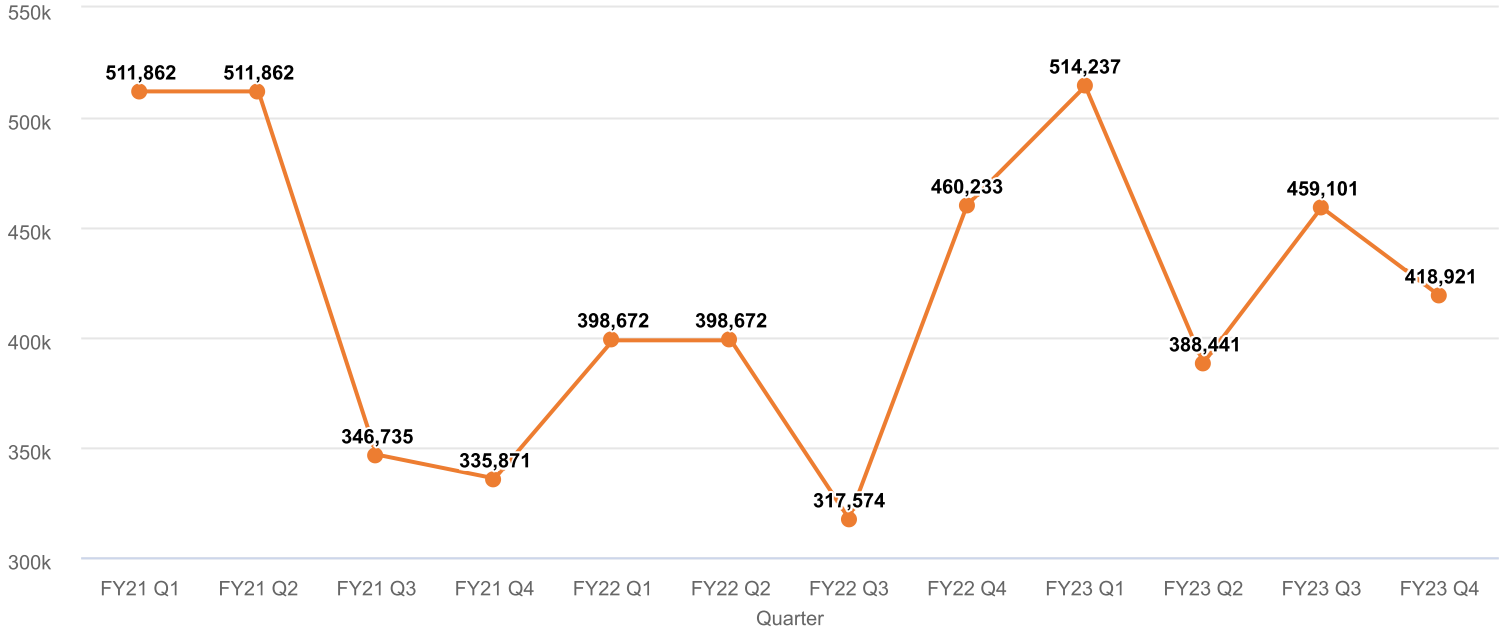
Strengthen Resident Involvement: Increase public trust in City government by focusing on accountability and transparent engagement with the community.

	%	#
On Track	20.0	1
Completed	80.0	4

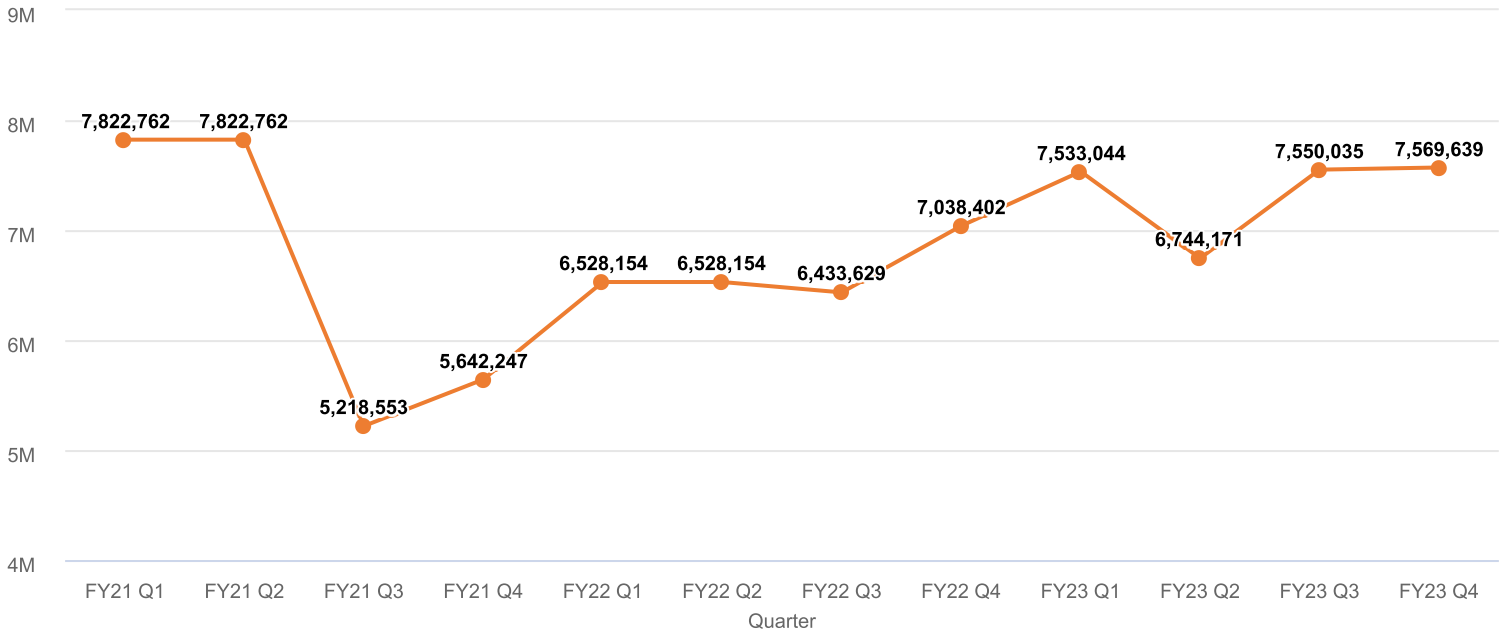
Owner: Donna Finch

Activity: 5

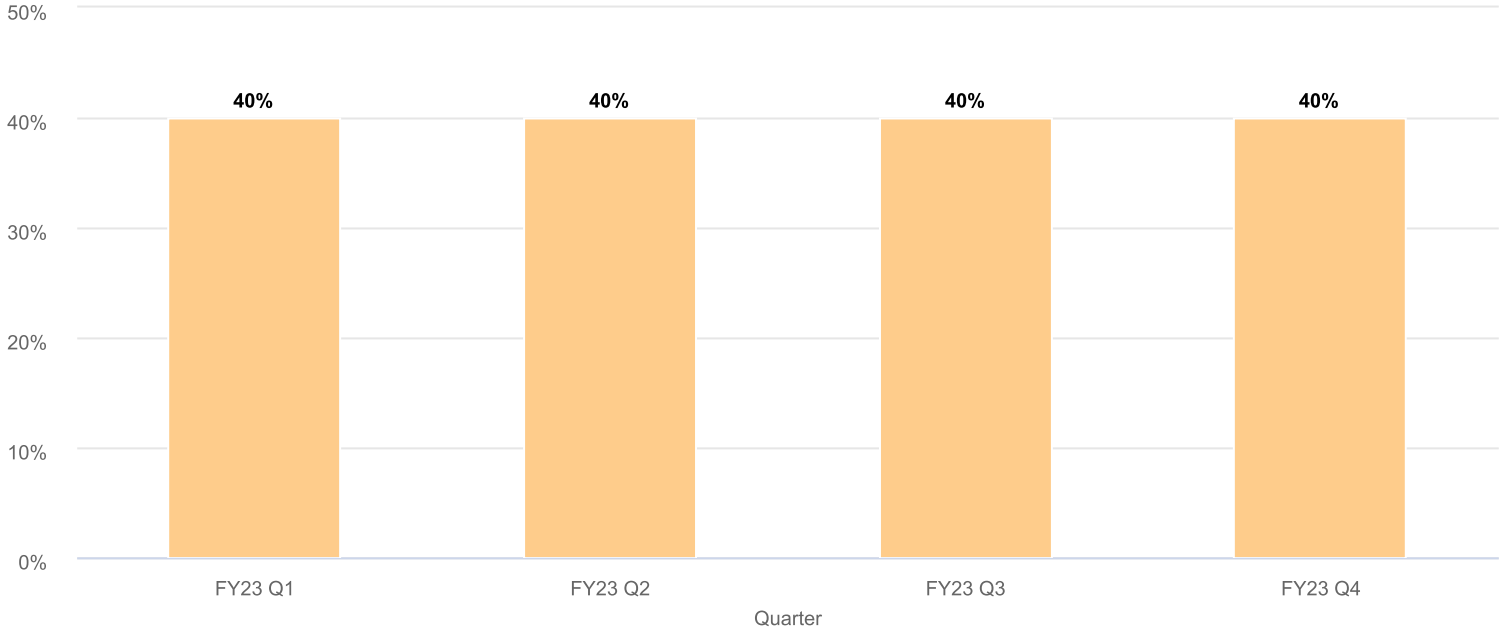
Social Media Engagements



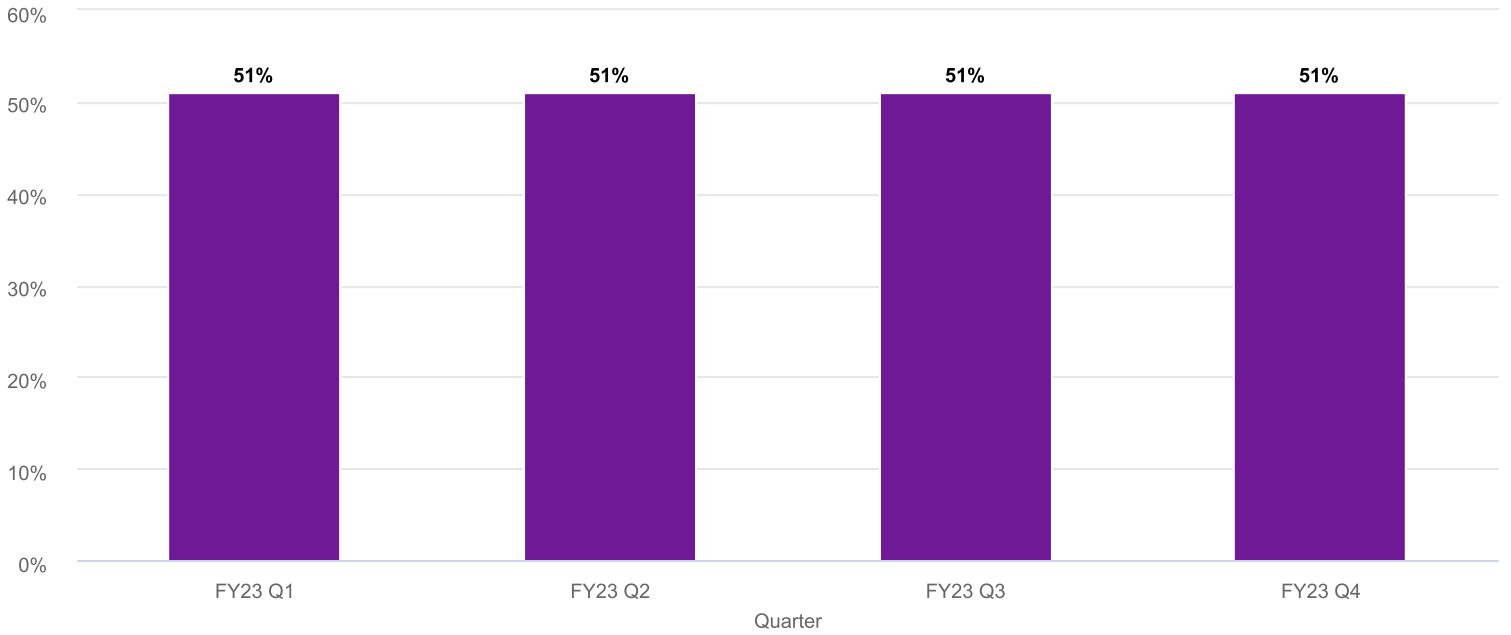
Social Media Impressions



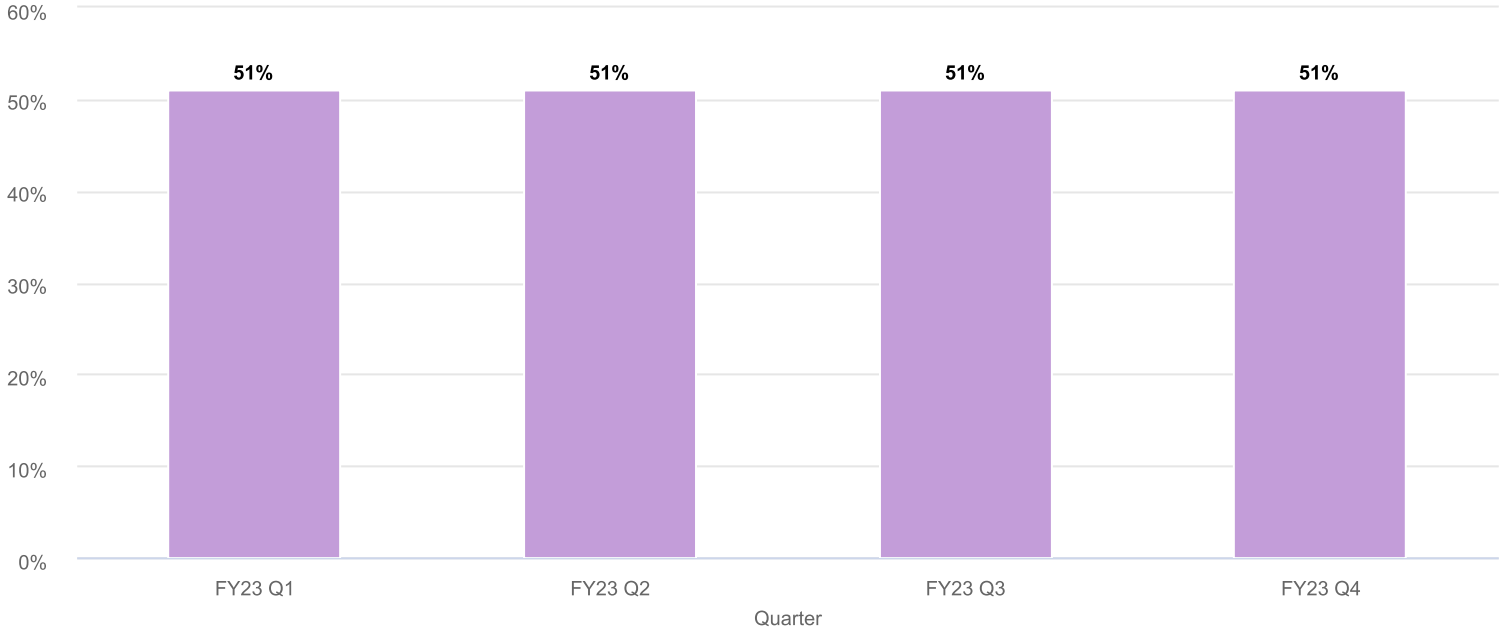
% of residents expressing confidence in city government



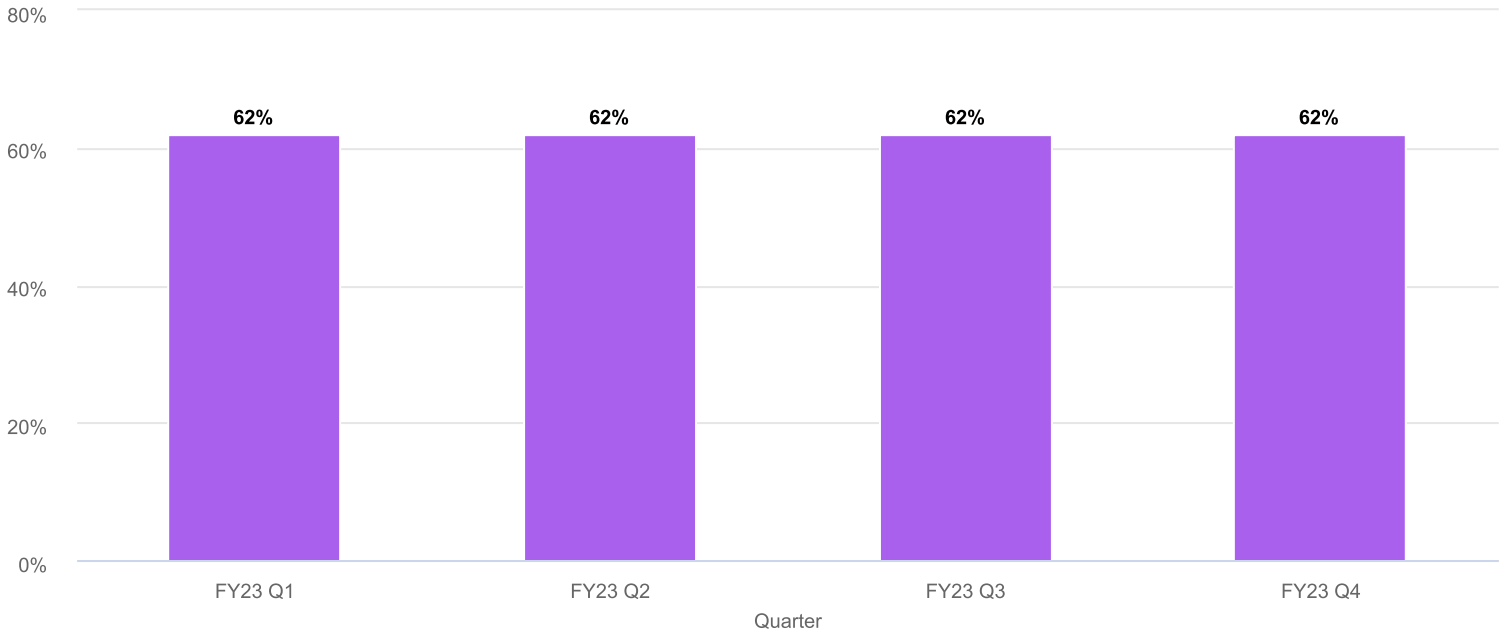
% of residents rating the overall direction the City is taking as good or excellent



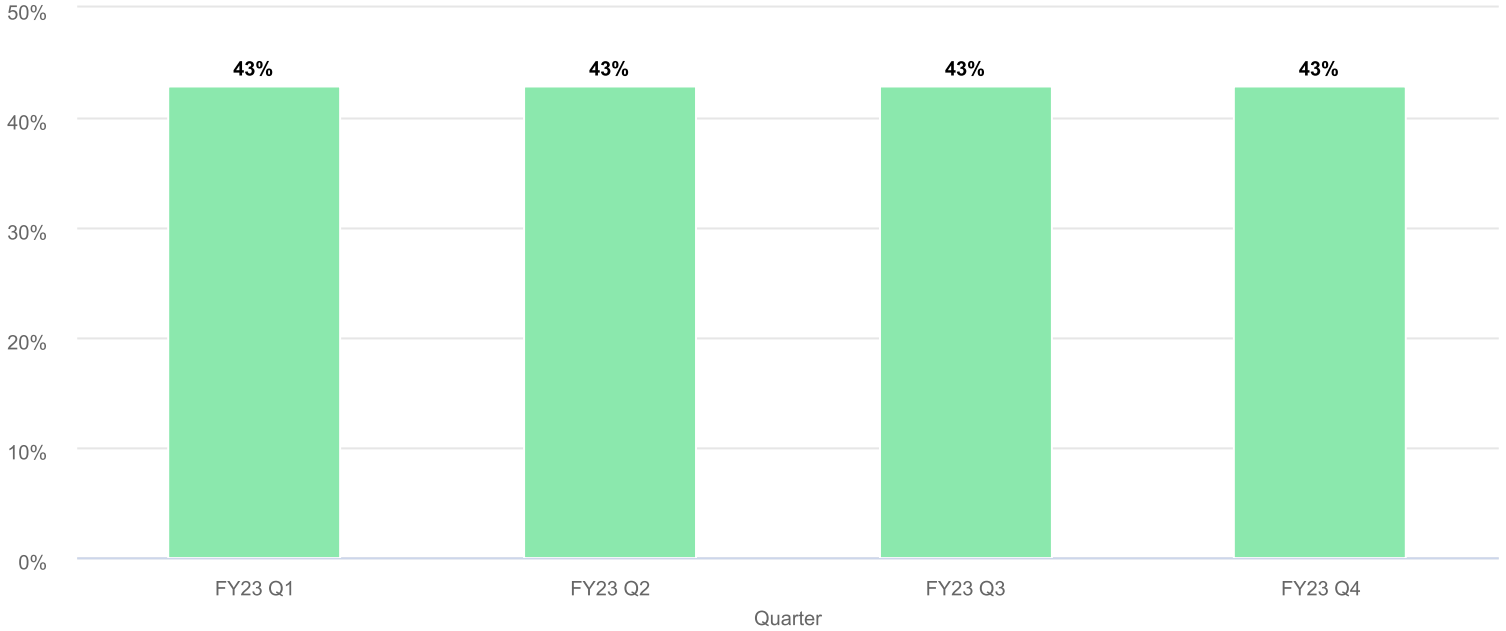
% of residents who believe all City residents are treated fairly



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



% of residents rating value of services as good or excellent



Activity 6.2.1

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

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

Owner: Shaughn Hull

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

Plan presented at the May '21 Council Study Session.

Activity 6.2.2

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

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

Owner: Donna Finch

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

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

Activity 6.2.3

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

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

Owner: Anne Turner

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

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

Activity 6.2.4  

Update provided by Cindy Solis on Jul 13, 2023 14:48:11

Staff is working on the implementation of Salesforce, pending IT Data Connection

Jul 01, 2020 - Jun 30, 2022

On Track

Progress 66%

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

Owner: Shaughn Hull

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 88%

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

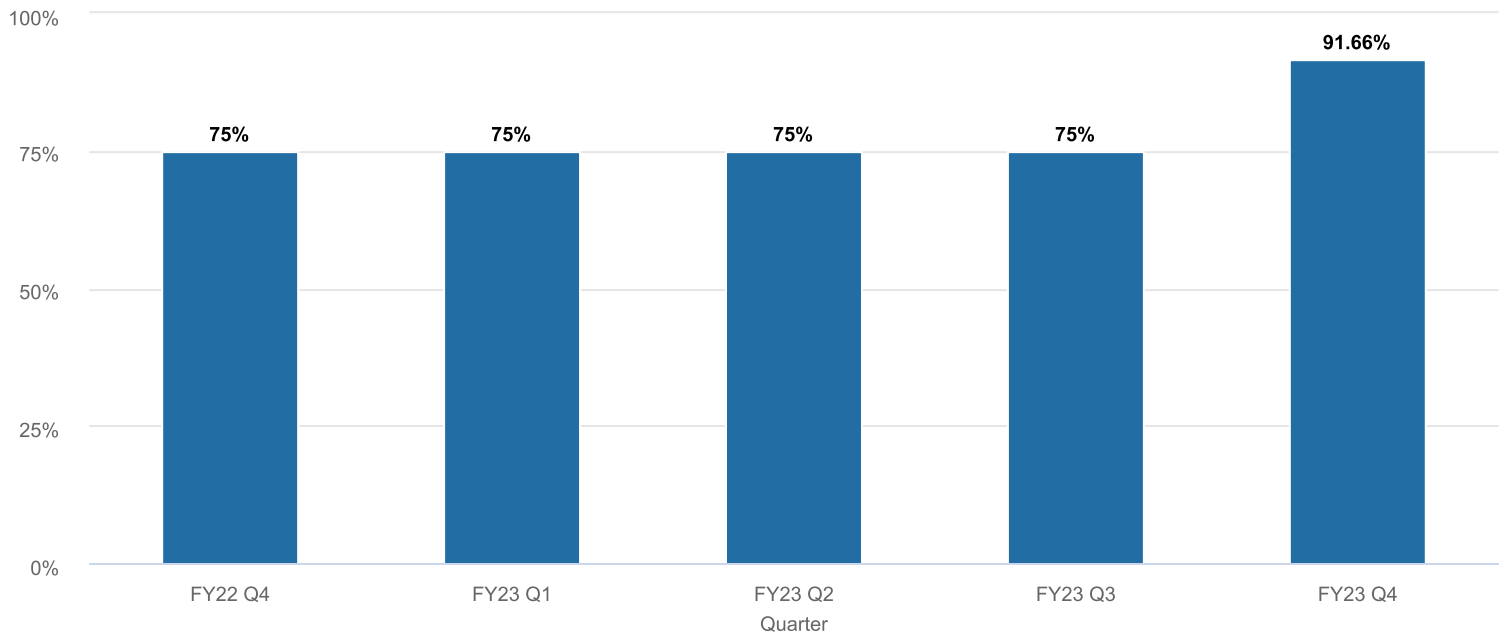
	%	#
Work Underway	9.09	1
Not Started	9.09	1
Completed	81.82	9

Owner: Donna Finch

Activity: 11

Last Update: Jul 12, 2023 15:30:57

% 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

Not Started

Progress 0%

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

Owner: Kelsey Kenz

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

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

Activity 6.3.7

Jul 01, 2022 - Jun 30, 2023 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 66%

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 Jul 20, 2023 16:10:25

The review of policies is still ongoing with specific attention to the policies directly impacted by the MOUs. 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 65%

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

Owner: Donna Finch

Activity: 17

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

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 Jul 11, 2023 15:55:43

Item to be completed on an as needed basis.

Activity 6.4.2

Jul 01, 2025 - Jun 30, 2026

Upcoming

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

Owner: Donna Finch

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

FY26

Activity 6.4.3

Jul 01, 2020 - Jun 30, 2026

On Track

Progress 66%

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

Owner: Donna Finch

Update provided by Carmen Zambrano on Jul 12, 2023 19:06:41

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

Activity 6.4.4

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

Move Voiceover IP Operations to the Cloud.

Owner: Jim Aukerman

Update provided by Jim Aukerman on Jul 18, 2023 19:33:34

SOW has been created for this project and is being reviewed. It will then be sent to purchasing to put out as a RFP.

Activity 6.4.5

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

Develop a concierge program for building permits.

Owner: Joanne Coletta

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

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

Activity 6.4.6

Jul 01, 2020 - Jun 30, 2021

Completed

Progress 100%

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

Owner: Joanne Coletta

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

Survey auto generated for every customer.

Activity 6.4.7

Jul 01, 2021 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Joanne Coletta

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

First meeting in 2022. Additional meetings to be scheduled.

Activity 6.4.8

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Jacob Ellis

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

Orientations, workshops, and more implemented and ongoing.

Activity 6.4.9

Jul 01, 2020 - Jun 30, 2025

Completed

Progress 100%

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

Owner: Donna Finch

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

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

Activity 6.4.10

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

Increase accountability by establishing standard annual performance reporting to Council

Owner: Donna Finch

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

Regular quarterly reports implemented in Q1 '22.

Activity 6.4.11

Jul 01, 2020 - Jun 30, 2026

Completed

Progress 100%

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

Owner: Donna Finch

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

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

Activity 6.4.12



Jul 01, 2020 - Jun 30, 2023

On Track

Progress 66%

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

Owner: Donna Finch

Update provided by Carmen Zambrano on Jul 13, 2023 15:37:15

New federal lobbyist now under contract and beginning onboarding with Council and Staff.

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 Jul 20, 2023 17:30:29

FY 23 Q1: 0

FY 23 Q2: 1 (Information Technology Department received the 2022 Digital Cities Survey Award by the Center for Digital Government for projects including resident engagement, projects towards fiber network expansion and initiatives in cybersecurity. The City of Corona is now ranked in second place among the Top-Ten Digital Cities for the 125,000 – 249,999 population category.)

FY 23 Q3: 0

FY 23 Q4: 2 (Economic Development Department received the California Association for Local Economic Development (CALED) Merit Award for Collaboration and Partnership for the development and implementation of the City's five-year Economic Development Strategic Plan; Communications Department received the CAPIO Award of Distinction for the City of Corona 2022 State of the City.)

Activity 6.4.14

Jul 01, 2021 - Jun 30, 2022

Completed

Progress 100%

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

Owner: Jacob Ellis

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

Mgmt. cycle calendar completed and reviewed regularly

Activity 6.4.15

Jul 01, 2022 - Jun 30, 2024

Work Underway

Progress 33%

Replace the Enterprise Resource Planning (ERP) system.

Owner: Mike Enriquez

Update provided by Kyle Edgeworth on Jul 20, 2023 00:47:53

Staff have upcoming meetings with the consultant assisting in the RFP creation. RFP is slated to be released the middle of August.

Activity 6.4.16

Jul 01, 2022 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Mike Enriquez

Update provided by Kyle Edgeworth on Jul 20, 2023 00:51:35

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 need.

Activity 6.4.17

Jul 01, 2021 - Jun 30, 2023

Work Underway

Progress 33%

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

Owner: Mike Enriquez

Update provided by Kyle Edgeworth on Jul 20, 2023 01:05:43

City issued a PO for replace the Utility billing portal which will provide a richer user experience when citizens are paying their utilities. Project is slated to start this quarter.

Additional KPI dashboards were released on the City's Strategic Plan Report. <https://performance.envisio.com/dashboard/cityofcorona2172>

Objectives 6.5 Progress 44%

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

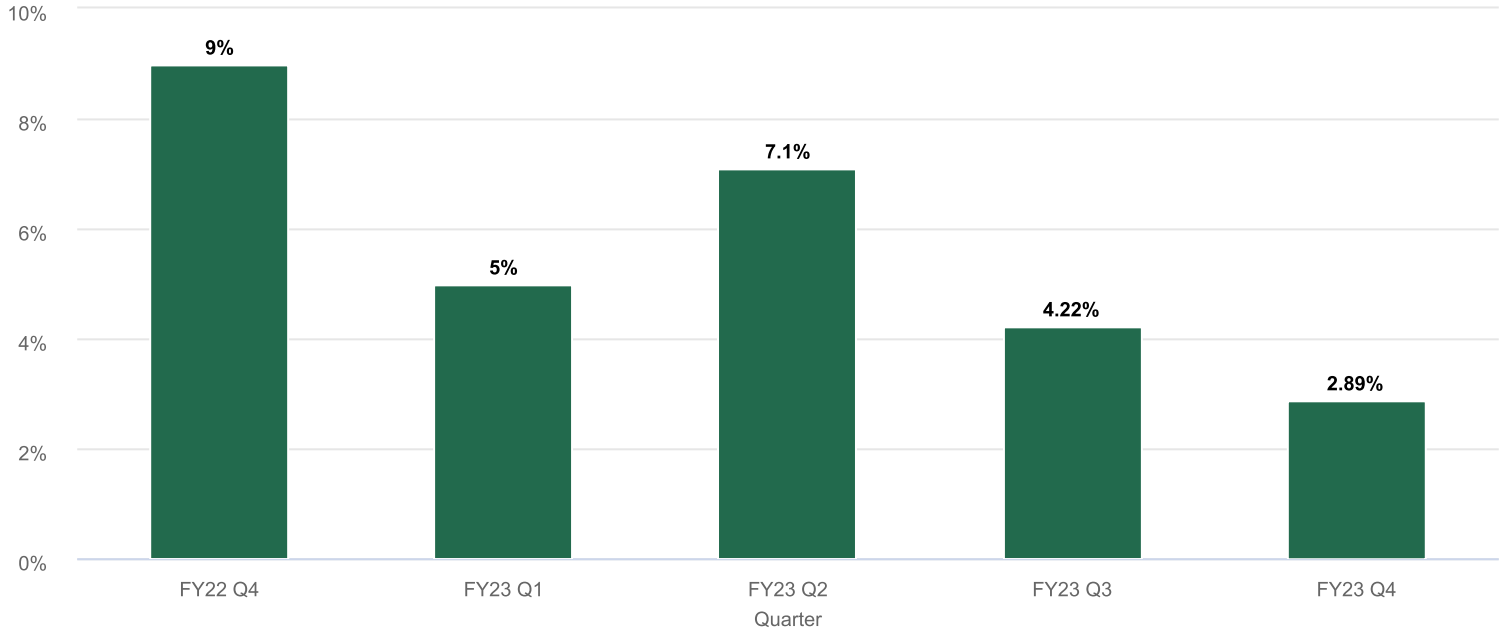
Owner: Donna Finch

Activity: 5

Last Update: Jul 12, 2023 15:30:56

	%	#
Work Underway	20.0	1
Not Started	20.0	1
Upcoming	20.0	1
Completed	40.0	2

Employee turnover rate



Activity 6.5.1

Update provided by Rebecca Christopher on Jul 19, 2023 00:05:14

This will be included in the 2024 employee awards, as a new component.

Jul 01, 2023 - Jun 30, 2024 Work Underway

Progress 20%

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

Owner: Rebecca Christopher

Activity 6.5.2

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

Major restructure completed Q1 FY22.

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

Activity 6.5.3

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

FY24

Jul 01, 2023 - Jun 30, 2024

Not Started

Progress 0%

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

Owner: Kelsey Kenz

Activity 6.5.4

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.

Jul 01, 2022 - Jun 30, 2023

Completed

Progress 100%

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

Owner: Donna Finch

Activity 6.5.5

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

FY25

Jul 01, 2024 - Jun 30, 2025

Upcoming

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

Owner: Donna Finch