

City of Corona

*400 S. Vicentia Ave.
Corona, CA 92882*

Committee of the Whole Meeting Agenda

Wednesday, September 8, 2021

Council Board Room 4:00 PM



**CITY COUNCIL/SUCCESSOR AGENCY TO THE REDEVELOPMENT AGENCY OF THE CITY OF
CORONA/CORONA PUBLIC FINANCING AUTHORITY/CORONA UTILITY
AUTHORITY/CORONA HOUSING AUTHORITY MEETING**

**Jacque Casillas, Mayor
Wes Speake, Vice Mayor
Tony Daddario, Council Member
Tom Richins, Council Member
Jim Steiner, Council Member**

PLEDGE OF ALLEGIANCE**CONVENE OPEN SESSION****COMMUNICATIONS FROM THE PUBLIC****AGENDA ITEMS****1. REPORT - [Presentation and Discussion on the City's Parking Study Ordinance Update.](#)**

That the Committee of the Whole: discuss and provide direction on the parking ratios presented for the land uses of most concern, which include multiple family residential, day care and restaurant.

2. REPORT - [SeeClickFix Optimization Update.](#)

That the Committee of the Whole receive and file update on the SeeClickFix Optimization.

3. REPORT - [Pension Obligation Bonds Update.](#)

That the Committee of the Whole receive and file update on the Pension Obligation Bonds.

ADJOURNMENT

Agendas for all regular City meetings are posted at least 72 hours prior to the meeting in the entryway at City Hall. Written communications from the public for agendas must be submitted to the City Clerk's Office prior to the respective meeting.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the ADA Coordinator at (951) 736-2235. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.



Staff Report

File #: 21-0827

REQUEST FOR COMMITTEE OF THE WHOLE ACTION

DATE: 09/08/2021


TO: Honorable Mayor and City Council Members

FROM: Planning and Development Department

SUBJECT:
Presentation and Discussion on the City's Parking Study Ordinance Update.

RECOMMENDED ACTION:


That the Committee of the Whole: discuss and provide direction on the parking ratios presented for the land uses of most concern, which include multiple family residential, day care and restaurant.

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Corona Land Uses	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual (Avg requirement based on sites surveyed in manual)
Residential								
Boarding house	1 space/2 guestrooms	Not listed	1 space/2 beds	1 space/room	Not listed	1 space/room	1 space/resident	Not listed
Homeless or emergency shelter	1 space/staff on largest shift, plus 1 space/12 beds, plus 2 guest spaces	Not listed	Not listed	Not listed	1 space/4 beds	Based on demonstrated standards	Not listed	Not listed
Mobile home park	2 tandem spaces/mobile unit, plus 1 uncovered guest space/5 units	2 spaces/mobile unit plus guest: 0.25 space/units <50 units, 0.20 space/unit 50-100 units, 0.17 space/unit >100 units	2 spaces/ mobile unit, plus 1 guest space/8 units	2 spaces/unit, plus 1 guest space/3 units	2.5 spaces /mobile unit	1 space/units, plus 1 guest space/5 units	Not listed	Not listed
Single-family	2 garage spaces/dwelling unit	2 garage spaces/dwelling unit	2 spaces/dwelling unit	2 garage spaces up to 4 bedrooms. Dwelling with 5 or more bedrooms, one additional enclosed space.	2 garage spaces/dwelling unit	2 garage space/dwelling unit	2 garage spaces/dwelling unit	Not listed

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Accessory dwelling unit for all residential properties	State Law: 1 uncovered space per unit for an attached or detached unit to the primary residence. No parking for ADU created w/in primary unit.	Same as state law	Same as state law	Same as state law		Same as state law	Same as state law	Same as state law	Not listed
Multiple Family									
a. Studio or single bedroom	1.5 covered spaces, plus 1 uncovered guest space/5 units	Studio: 1.5 spaces per dwelling, with 1 space being covered One-Bedroom: 1.75 spaces per dwelling, with 1 space being covered	1.25 spaces/ unit	Unenclosed Studio: 1.3 spaces/unit One bed: 1.8 spaces/unit	Enclosed Studio: 1.4 spaces/unit One bed: 1.9 spaces/unit	Studio: 1.25 spaces/unit w/ 1 space covered One bedroom: 1.5 spaces/unit w/ 1 space covered	1.5 spaces/units	1 covered space, plus 0.66 space uncovered per dwelling unit	1 space/bedroom
b. Two bedrooms	2 covered spaces, plus 1 uncovered guest space/5 units	2 spaces per dwelling, with 1 space being covered	2.25 spaces/ unit	2.3 spaces/unit	2.3 spaces/unit	2 spaces/unit w/1 space covered	2 spaces/unit	1 covered space, plus 1.33 spaces uncovered per dwelling unit.	
c. Three or more bedrooms	2.5 covered spaces, plus 1 uncovered guest space/5 units	2.5 spaces per dwelling, with 1 space being covered Guest: < 50 units: 0.25 spaces/unit, 50-100 units: 0.20 spaces/unit >100 units: 0.17 spaces/unit	2.75 spaces/ unit	2.6 spaces/unit +0.4 spaces per room above 3 Guest: 0.2 spaces/unit	2.6 spaces/unit +0.5 spaces per room above 3	2.5 spaces/unit w/2 covered spaces Guest parking at 0.25 spaces/unit included in minimum standard	2 spaces/ unit	1 covered space, plus 1.33 spaces uncovered per dwelling unit.	

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Senior citizen apartment housing: market rate	1.5 spaces/unit	1 space/unit, plus, guest parking at: < 50 units: 0.25 spaces/unit, 50-100 units: 0.20 spaces/unit >100 units: 0.17 spaces/unit	1 bedroom: 1.25 spaces/ unit 2 bedrooms: 2.25 spaces/ unit 3 bedrooms: 2.75 spaces/ unit	Not listed	Studio: 1.0 space/unit, 1 bedroom: 1.25/unit, 2 bedrooms: 1.5/unit. Guest parking at 0.25 spaces/unit <u>included</u> in minimum standard	1 space/unit	Not listed	0.9 spaces/units
Senior citizen apartment housing: low or very low income per HUD	.5 spaces/unit	0.7 spaces/unit, plus guest parking at: < 50 units: 0.25 spaces/unit, 50-100 units: 0.20 spaces/unit >100 units: 0.17 spaces/unit	Not listed	Not listed	Not listed	Not listed	Not listed	.42 spaces/unit
Senior congregate housing	1 space/unit	Determined by Zoning Administrator	Not listed	Not listed	Not listed	Not listed	Not listed	.5 spaces/unit
Disabled or handicapped housing	.3 spaces/unit	Determined by Zoning Administrator	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Automotive Uses								
Auto dismantling	1 space/300 sq. ft. of building floor area, plus 1 space/10,000 sf of yard area	Not listed.	1 space/5,000 sf lot area	Not listed.	Not listed	Not listed.	Not listed.	Not listed
Automotive repair (single tenant)	5 space minimum, plus 1 space/200 sf of floor area	2.5 spaces/1,000 sf of floor area	1 space/150 sf floor area	3 spaces/service bay	2 spaces, plus 4 spaces/service bay for 4 or less bays and 2 spaces/service bay for 5 or more bays	6 spaces minimum, plus 2 spaces/service bay	3 spaces/service bay, plus 1 space/250 sf of office, sales, and storage areas	1.69 spaces/1000 sf

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Automotive repair (multi-tenant)	5 space minimum, plus 1 space/200 sf of building area	Not listed.	Not listed.	Not listed.	Not listed.	Not listed.	Not listed.	1.69 spaces/1000 sf
Automotive sales	1 space/1,000 sf of display area < 10,000 sf, plus 1 space/5,000 sf of display area > 10,000 sq. ft.	2.5 space/1,000 sf of show room, plus 1 space/ 1,000 sf of outdoor display, plus parking for incidental uses (repair, offices, etc.)	1 space/1,000 sf of uncovered sales area (max. of 20 spaces) plus 1 space/employee	4 spaces/1,000 sf of floor area A maximum of 2 of the required spaces shall be used for vehicle display. Where office area requires less than 3 spaces, a minimum of 3 spaces shall be required.	1 space/2,000 sf of display area (includes other related activities that are accessible to the public)	1 space/250 sf floor area (without outdoor display) 5 spaces minimum, plus 1 space/250 sf of office area (with outdoor display)	1 space/1,000 sf of display, sales and storage area	2.29 spaces/1000 sf
Auto wash (full- service)	10 spaces minimum	10 spaces minimum, plus 1 space/employee, plus required parking for accessory uses (repair, service, and retail, etc.)	1 space/3 employees of largest shift, plus 2 spaces/stall	6 spaces for employee, plus 5 spaces per car length of internal carwash tunnel capacity for dry-off area, plus required parking for accessory uses (offices, retail, etc.)	Not listed	1 space/2 employees of largest shift	Not listed	Not listed

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Auto wash (self-service)	2 spaces/wash stall, plus 1 stacking space/wash stall	10 spaces minimum, plus 1 space/employee, plus required parking for accessory uses (repair, service, and retail, etc.)	2 spaces/per stall	2.5 spaces/wash bay	2 spaces, plus 2 spaces/washing stall and 1 space/employee	1 space/2 washing stall	Not listed	Not listed
Other Commercial Uses								
Adult businesses (entertainment)	1 space/250 sf of building area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	5.6 spaces/1000 sf
Bank, saving and loan, financial institution	1 space/200 sf of building area, plus 6 stacking spaces for drive-thru lanes	4.6 spaces/1,000 sf of floor area	1 space/250 sf of floor area, plus 6 stacking spaces for drive-thru lane	1 space/200 sf of floor area	1/225 sf of floor area	1 space/180 sf floor area	1 space/250 sf floor area	7.2 spaces/1000 sf
Barber or beauty salon	1 space/250 sf of building area	1 space/250 sf of floor area	1 space/150 sf floor area	Not listed	Not listed	1 space/250 sf of floor area	Not listed	Not listed
Convenience store	1 space/250 sf of building area	1 space/250 sf of floor area	1 space/200 sf of floor area	1 space/800 sf of floor area	Not listed	Not listed	Not listed	4.8 spaces/1000 sf

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Dance hall or night club	1 space/50 sf of assembly area	1 space/40 sf of floor area	1 space/30 sf floor area	1 space/7 sf <u>dance floor</u> area	Not listed	Not listed	1 space/30 sf of dance floor area, plus required parking for dining, assembly or office uses	Not listed
Delicatessen or donut shop (no seating)	1 space/250 sf of building area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed for a “no seating establishment”
Furniture or appliance sales	1 space/500 sf of display area, plus 1 space/2,500 sf of storage area	1 space/250 sf of floor area	1 space/750 sf of sale or display area	1 space/500 sf of floor area	Not listed	1 space/500 sf of floor area	Not listed	2.8 spaces/1000 sf
Hotel or motor inn (ancillary uses are parked separately)	1 space/guest room, plus 2 spaces for manager/unit	1 space/guest room, plus required parking for associated uses	1 space/guest room, plus 2 spaces/resident manager	1 space/guest room, plus required parking for auxiliary uses	1 space/guest room	1 space/guest room	1 space/guest room, plus 1 space/3 employees on the largest shift, plus 1 space/3 persons to the maximum occupancy of each meeting room	1.1 spaces/room (ancillary uses included, but further analysis may be necessary)
Laundry or dry cleaning facility	1 space/250 sf of building area	Not listed	1 space/250 sf of floor area	1 space/3 washing machines	Not listed	1 space/350 sf of floor area (commercial facility) 1 space/250 sf of floor area (dry cleaner)	Not listed	Not listed

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Lumber yard	1 space/500 sf of enclosed storage area	Not listed	1 space/1,000 sf of uncovered sales area (max. of 20 spaces) plus 1 space/employee	1 space/1,000 sf of floor area, plus 1 space/1,000 sf of outdoor retail area	1 space/2,000 sf of display area (includes or other related activities that are accessible to the public)	1 space/350 sf of office area, plus 1 space/1000 sf storage or outdoor display area	1 space/1,000 sf of display, sales and storage area	.57 spaces/1000 sf
Mini-mall	1 space/250 sf of building area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Mortuary or funeral home	1 space/25 sf. of assembly area	25 spaces per 1,000 sf of assembly area, plus, parking for offices	1 space/35 sf of assembly area, plus 1 space/employee	1 space/4 seats, or 1 space/30 sf of assembly area, whichever is greater	1 space/4 seats, plus 5-car capacity for funeral procession queue	1 space/4 fixed seats or 1 space/30 sf of floor area in main assembly for non-fixed seats	Not listed	Not listed
Nail Salon	1 space/100 sf of building area (in centers issued a certificate of occupancy after May 4, 2007.	1 space/250 sf of floor area	1 space/150 sf of floor area	Not listed	1 space/2 work stations	1 space/250 sf of floor area	Not listed	Not listed
Office (general)	1 space/250 sf of building area	1 space/250 sf of floor area	1 space/200 sf of floor area	1 space/250 sf of floor area for first 250,000 sf, then 3 spaces/1,000 sf over 250,000 sf	1 space/250 sf of floor area	1 space/250 sf of floor area	1 space/250 sf of floor area	3.3 spaces/1000 sf

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Office (medical or dental)	1 space/200 sf of building area	5.7 spaces per 1,000 sf of floor area	1 space/250 sf of leasable floor area	1 space/200 sf of floor area	1 space/225 sf of floor area	1 space/180 sf of floor area	1 space/175 sf of floor area	4.3 spaces/1000 sf
Open air market	1 space/250 sf of vending area, plus 1 space/vendor space	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	
Plant nursery	5 space minimum, plus 1 space/250 sf of building area (excludes greenhouses)	2.5 spaces/1,000 sf of floor area, plus 1 space/1,000 sf of outdoor display and storage areas	1 space/1,000 sf of uncovered sales area (max. of 20 spaces) plus 1 space/employee	1 space/1,000 sf of floor area, plus 1 space/1,000 of outdoor retail area.	1 space/2,000 sf of display area (includes other related activities that are accessible to the public)	5 spaces, plus 1 space/250 sf of building area	1 space/1,000 sf of display, sales and storage area	Not listed
Restaurant, café, bar or other eating and drinking establishment	1 space/100 sf of building area, plus outdoor seating area	1 space/100 sf of floor area (includes outdoor seating area up to 25 percent of floor area)	1 space/45 sf of serving area, plus 1 space/2 employees	10 spaces/1,000 sf of floor area for the first 4,000 sf, then 14.2 spaces/1,000 sf of floor area above 4,000 sf	1/100 sf of floor area up to 6,000 sf, then 1/75 sf of floor area above 6,000 sf. 10 spaces minimum for standalone use If within a retail center of 25,000 sf or greater parking requirement is 1 space/225 sf of floor area up to 15% of the total retail center floor area	1 space/100 sf of floor area	1 space/ 45 sf of customer area, plus 1 space/ 200 sf of noncustomer area	15 spaces/1000 sf
Restaurant with drive-up or drive-thru facilities	1 space/100 sf of building area, plus 6 stacking spaces from the order menu board	13.3 spaces per 1,000 sf of floor area (includes outdoor seating area up to 25 percent). Drive-thru may be credited one space for each 24 lineal feet of drive-thru lane behind the pick-up window	1 space/45 sf of serving area, plus 1 space/2 employees, plus 6 stacking spaces from the menu board	10 spaces/1,000 sf of floor area for the first 4,000 sf, then 14.2 spaces/1,000 sf of floor area above 4,000 sf	Not listed.	1 space/100 sf of floor area	1 space/45 sf of customer area, plus 1 space/200 sf of noncustomer area, plus 8 stacking spaces in the drive-thru lane	15 spaces/1000 sf

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Corona Land Uses	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual (Avg requirement based on sites surveyed in manual)
Retail center (commercial and/or office) on more than 5 acres <i>(Parking ratio applied to general retail uses only. Uses specifically listed in table are parked accordingly)</i>	1 space/250 sf of building area for centers constructed or occupied after December 22, 1994. Prior to said date, the approved parking for the center shall remain.	4 spaces per 1,000 sf of floor area	1 space/200 sf of floor area	5:1000 < 25,000 sf of floor area >25,000 sf: <ul style="list-style-type: none">• 5.0 spaces/25,000 sf of floor area• 4.9 spaces/50,000 sf• 4.7 spaces/75,000 sf• 4.5 spaces/100,000 sf• 4.3 spaces/150,000 sf• 4.15 spaces/300,000 sf• 4.3 spaces/400,000 sf• 4.6 spaces/500,000 sf• 4.9 spaces/600,000 sf or greater	1 space/225 sf of floor area Restaurants within retail centers of 25,000 sf or greater shall provide parking at 1 space/225 sf of floor area up to 15% of retail center’s total floor area.	1 space/250 sf of floor area	1 space/ 250 sf of floor area	5.1 spaces/1000 sf
Retail center (commercial and/or office) on 5 acres or less <i>(Parking ratio applied to general retail uses only. Uses specifically listed in table are parked accordingly)</i>	1 space/200 sf of building area for centers constructed or occupied after December 15, 2004. Prior to said date, the approved parking for the center shall remain.	1 space/250 sf of floor area	5.5 spaces/1,000 sf of leasable floor area (Applies to neighborhood and regional centers, including those with restaurants)	Retail centers less than 25,000 sf of floor area: 5 spaces/1,000 sf of floor area.	1 space/225 sf of floor area Restaurants within retail centers of 25,000 sf or greater shall provide parking at 1 space/225 sf of floor area up to 15% of retail center’s total floor area.	1 space/250 sf of floor area	1 space/ 250 sf of floor area	Not listed for “less than 5 acres”
Smoking lounge	1 space/200 sf of building area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Theater	1 space/4 fixed seats	0.33 spaces/fixed seats	1 space/3 seats	1 space/5 seats, plus 7 spaces for employees (multiple screens) 1 space/3 seats, plus 5 spaces for employees (single screen)	1 space/3 fixed seats	1 space/4 fixed sets or 1 space/30 sf of floor area in the main assembly area for non-fixed seats	1 space/3 fixed seats	22 spaces/100 seats
Veterinary clinic	1 space/200 sf of building area	5.7 spaces/1,000 sf of floor area	1 space/300 sf of floor area	5 spaces/1,000 sf of floor area	1/200 sf of floor area	1 space/180 sf of floor area	Not listed	2.8 spaces/1000 sf

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Video arcade	1 space/200 sf of building area	10 spaces/1,000 sf of floor area	1 space/250 sf of floor area	5 spaces/1,000 sf of floor area	1/75 sf of floor area	1 space/250 sf of floor area	Not listed	Not listed
Industrial Uses								
Contractor storage facility	6 spaces	Not listed	1 space/5,000 sf of lot area	Not listed	Not listed	The greater of: <ul style="list-style-type: none">1 space/4,000 sf of lot area or1 space/250 sf of office space or1 space/500 sf of enclosed storage	Not listed	Not listed
Junk yard	1 space/10,000 sf of storage area	Not listed	1 space/5,000 sf of lot area	Not listed	Not listed	Not listed	Not listed	Not listed
Manufacturing facility <i>(Does not include ancillary office. Parked separately)</i>	1 space/500 sf of building area	1.85 spaces/per 1,000 sf of floor area, plus 1 trailer parking/4 loading docks	1 space/500 sf of floor area	2 spaces/1,000 sf of floor area (inclusive of auxiliary office area occupying up to 25% of total floor area), plus 1 space per company-owned vehicle. Office excess of 25% of total floor area shall be parked separately.	1 space/500 sf of floor area	1 space/350 sf of floor area	1 space/500 sf of floor area up to 20,000 sf, plus 1 space/1,000 sf of floor area over 20,000 sf	1.4 spaces/1000 sf
Mining extraction facility	1 space for each employee during the largest shift	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Office	1 space/250 sf of building area	1 space/250 sf of floor area	1 space/250 sf of floor area	4 spaces/1,000 sf of floor area up to 250,000 sf, then 3 spaces/1,000 sf of floor area over 250,000 sf	1 space/250 sf of floor area	1 space/250 sf of gross floor area	1 space/250 sf of floor area	3.3 spaces/1000 sf

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Self-storage facility/recreational vehicle storage	1 space/50 units or spaces plus 2 spaces for Manager’s unit	0.1 spaces/1,000 sf of floor area; plus, 1 space for caretaker unit	2 spaces/3 employees	4 spaces/1000 sf of office area, or 3 spaces, whichever is greater	1 space/100 storage spaces, plus 2 spaces for caretaker unit	1 space/250 sf of office area plus 1 space for caretaker	Not listed	Not listed
Showroom design center	1 space/250 sf of display/retail area, plus 1 space/1,000 sf of storage area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	2.8 spaces/1000 sf
Warehouse	1 space/1,000 sf of storage area (Zoning Administrator approval)	1 space/1,000 sf of floor area up to 20,000 sf; 0.5 space/1,000 sf of floor area above 20,000 sf, plus 1 trailer parking space/4 dock-high loading doors	1 space/1,000 sf storage area	4 spaces/1,000 sf of floor area < 10,000 sf., or 0.5 spaces/1,000 sf of floor area >10,000 sf	1 space 1,000 sf of gross floor area up to 20,000 ft, 1 space/2,000 sf of gross floor area for an additional 20,000 sf, and 1 space/4,000 sf of floor area above 40,000 sf	1 space/1000 square feet of floor area	1 space/1000 sf of floor area	.6 spaces/1000 sf
Institutional Uses								

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Auditorium or club	1 space/4 fixed seats or 1 space/100 sf of assembly area	0.25 spaces/fixed seat or 25 spaces/1,000 sf of floor area	1 space/3 seats or 1 space/30 sf of assembly area	1 space/30 sf of assembly area	1 space/3 fixed seats or 1 space/35 sf of assembly area	1 space/4 fixed seats or 1 space/30 sf of assembly area	1 space/3 fixed seats or 1 space/ 21 square feet of assembly area.	Not listed
Church	1 space/3.5 fixed seats or 1 space/25 sf of assembly area	0.33 spaces/fixed seat or 25 spaces per 1,000 sf of floor area	1 space/35 sf of assembly area	1 space/4 seats, or 1 space/30 sf of assembly area, whichever is greater	1 space/3 fixed seats or 1/35 sf of assembly area, whichever is greater	1 space/4 fixed seats or 1 space/30 sf of assembly area	1 space/3 fixed seats or 1 space/ 21 square feet of assembly area.	11 spaces/1000 sf or 31 spaces/100 seats
Convalescent home	1 space/3 beds	0.5 spaces/bed, plus 1 space/employee	1 space/3 employees, plus 1 space/3 beds	1 space/4 beds	1 space/3 beds	0.5 spaces/bed	1 space/3 beds	.46 spaces/bed
Day care or preschool facility	1 space/ employee, plus 1 space/10 children	0.2 spaces/child, plus, one space per employee during the largest shift	1 space/500 sf floor area. A reduction of 2 spaces can be applied for a bus	2 spaces/employee	1 space/employee, plus 1 space/500 sf of floor area	1 space/employee plus 1 space/facility vehicle plus 1 space/10 persons	1 space/employee, plus 1 space/10 children	1.3 spaces/employee, plus .21 spaces/student
Elementary or junior high school (Private)	1 space/ employee (does not include parking for incidental uses)	0.28 spaces/student	1 space/classroom, or 1 space/3 seats in the auditorium or multipurpose room, whichever is greater	1.8 spaces/classroom	10 spaces, plus 2 spaces/classroom	2 spaces/classroom plus 2 bus loading spaces	1 space/teacher and staff member, plus 1 space/ 2 classrooms;	Elementary: 12 spaces/100 students Jr: 15 spaces/100 students

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High school (Private)	1 space/ employee, plus 1 space/6 students	0.26 spaces/student	1 space/classroom, or 1 space/3 seats in the auditorium or multipurpose room, whichever is greater	8 spaces/classroom	10 spaces, plus 10 spaces/classroom	7 spaces/classroom plus 3 bus loading spaces	1 space/ teacher, plus five spaces/classroom	38 spaces/100 students
Hospital	1 space/bed, plus 0.5 space/bed for employee parking	1.8 spaces/bed, plus, 1 space/employee of largest shift, plus parking for medical offices	1 space/2 beds, plus 1 space/hospital vehicle, plus 1 space/employee of largest shift	1.5 spaces/bed	1 space/bed	1 space/bed	1 space/bed	4.2 spaces/bed
Library	1 space/400 sf of building area	Determined by the Zoning Administrator	1 space/300 sf floor area, plus 1 space/2 employees	4 spaces/1,000 sf of floor area	1/300 sq. ft. of gross floor area	Not listed	Not listed	2.5 spaces/1000 sf
Trade or vocational school	1 space/3 students, plus 1 space/employee	6 spaces/1,000 sf of floor area	1 space/30 sf of assembly area, plus 1 space/employee, plus 1 space/faculty member, plus 1 space/2 students	1 space/35 sf of instructional area	10 spaces, plus 24 spaces/classroom	0.75 spaces/employee plus 0.75 spaces/student capacity	1 space/2 students, plus 1 space/employee	Not listed
Recreational Uses								
Billiard hall	2 spaces/table	2 spaces/table	1 space/250 sf of floor area	5 spaces/1,000 sf of floor area	2 spaces/table	1 space/250 square feet	Not listed	3 spaces/table

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Corona Land Uses	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual (Avg requirement based on sites surveyed in manual)
Bowling alley	5 spaces/alley (does not include ancillary uses)	4 spaces/lane	4 spaces/lane	3 spaces/lane, (does not include auxiliary uses)	5 spaces/alley	5 spaces/lane	4 spaces/lane	4.9 spaces/lane w/ancillary uses
Driving range	3 spaces, plus 1 space/tee	1 space/tee	1 space/tee	1 space/tee, plus parking for ancillary uses	1 space/tee	1.5 spaces/tee plus parking for ancillary uses	1 space/tee	Not listed
Golf course (standard size)	6 spaces/hole, plus parking for any incidental use	8 spaces/hole, plus, parking for associated uses	6 spaces/hole	9 spaces/hole, plus parking for ancillary uses	6 spaces/hole	5 spaces/hole, plus parking for ancillary uses	4 spaces/hole	11 spaces/hole w/ ancillary uses
Golf course (miniature)	3 spaces/hole, plus parking for any incidental use	3 spaces/hole	3 spaces/hole	1.5 spaces/hole, plus parking for ancillary uses	3 spaces/hole	Not listed	Not listed	Not listed
Health Fitness club or studio	1 space/150 sf of building area (including pool area)	5 spaces/ 1,000 sf of floor area	1 space/200 sf of floor area	5.7 spaces/1,000 sf of floor area	1/100 sf of floor area	1 space/150 sf of floor area	Not listed	4.3 spaces/1000 sf
Fitness and Wellness Studio (3,500 sf or less) NEW	1 space/250 sf of floor area	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Horse stable (commercial)	1 space/5 horses boarded	0.2 spaces/horse	Not listed	Not listed	1 space/5 horses boarded	Not listed	Not listed	Not listed
Park or any other recreational facility	As prescribed by Director of Parks, Recreation and Community Services, based upon nationally recognized standards	Not listed	1 space/8,000 sf of active recreational area & 1 space/acre of passive recreational area	Not listed	Determined by an approved parking study.	Not listed	Not listed	1.21 spaces/acre
Skating rink	25 spaces minimum, plus 1 space/750 sf of building area	3.3 spaces/ 1,000 sf of floor area	1 space/20 sf of seating area, and 1 space/250 sf of skating area	10 spaces/1,000 sf of recreation area, not including ancillary uses	1/100 sf of floor area	1 space/100 sf of floor area	Not listed	5.8 spaces/1000 sf

Legend:
Not listed: Means the land use in other cities was not specifically called out in the Parking Ordinance
 Shaded box means the parking ratio of other cities is higher based on its comparison to Corona.

Corona Land Uses	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual (Avg requirement based on sites surveyed in manual)
Tennis or racquetball club	3 spaces/court, plus required parking spaces for any incidental use	3 spaces/court	1 space/court	3 spaces/court, not including ancillary uses	3 spaces/court	Not listed	2 spaces/court	4.3 spaces/court w/ ancillary uses
Uses not specifically mentioned:	Requirements of similar use	Determined by Zoning Administrator	Requirements of similar use	Requirements of similar use	Determined by parking study	Requirements of similar use	Not listed	Not listed
Mixed uses:	Sum of the requirements for each use	Not listed	Not listed	Sum of the requirements for each use	Sum of the requirements for each use	Sum of the requirements for each use, unless otherwise determined by a parking analysis	Sum of the requirements for each use	Not listed



Parking Ordinance Study Update



Joanne Coletta
Planning & Development Dept.
September 8, 2021

Overview

- Present results from a recent study comparing Corona's parking requirement to other surrounding cities.
- Parking scenarios for the **land uses of most concern** to be discussed. This includes:
 - Multiple Family Residential
 - Day Care
 - Restaurant
- Consider parking ratios changes for the land uses of most concern.
- Next Steps.

Ask

That the Committee provide direction on the parking ratios presented in the parking scenarios for the land uses of most concern:

- Multiple Family Residential
- Day Care
- Restaurant

Parking Study

- Compared Corona's parking requirement to the following cities:
 - Ontario
 - Eastvale
 - Orange
 - Moreno Valley
 - Riverside
 - Lake Elsinore
- Reviewed average parking requirement from the Institute of Transportation Engineers (ITE) Parking Generation Manual



Committee should consider the pro and cons when deciding to change the parking requirement.


Pro:

Updated parking requirement to meet the demand of the visiting public.

Con:

Increased parking requirement can discourage the establishment of certain businesses.



Three vertical bars of different colors (white, light green, and yellow) are positioned on the left side of the slide.

Parking Scenarios for Multiple Family Residential

FINDINGS

Comparison Analysis
Showed:

- **Corona's parking requirement is the 4th highest.**
- Cities with a greater parking ratio:
 - Ontario
 - Orange
 - Lake Elsinore
- Ratio deviation is 0.1 to 0.4 greater than Corona in certain bedroom categories.



Multiple Family	Corona	Ontario	Eastvale	Orange		Moreno Valley	Riverside	Lake Elsinore	ITE Manual
Studio or single bedroom	1.5 covered spaces, plus 1 uncovered guest space/5 units	<u>Studio:</u> 1.5 spaces, with 1 space being covered <u>One-Bedroom:</u> 1.75 spaces, with 1 space being covered	1.25 spaces	Unenclosed	Enclosed	Studio: 1.25 spaces, w/ 1 space covered One bedroom: 1.5 spaces w/ 1 space covered	1.5 spaces	1 covered space, plus 0.66 space uncovered	1 space/bedroom
				Studio: 1.3 spaces One bed: 1.8 spaces	Studio: 1.4 spaces One bed: 1.9 spaces				
Two bedrooms	2 covered spaces, plus 1 uncovered guest space/5 units	2 spaces, with 1 space being covered	2.25 spaces	2.3 spaces	2.3 spaces	2 spaces w/1 space covered	2 spaces	1 covered space, plus 1.33 spaces uncovered	1 space/bedroom
Three or more bedrooms	2.5 covered spaces, plus 1 uncovered guest space/5 units	2.5 spaces, with 1 space being covered	2.75 spaces	2.6 spaces +0.4 spaces per room above 3.	2.6 spaces+0.5 spaces per room above 3	2.5 spaces w/ 2 covered spaces	2 spaces	1 covered space, plus 1.33 spaces uncovered	1 space/bedroom
		<u>Guest:</u> <u>< 50 units: 0.25 spaces/unit</u> <u>50-100 units: 0.20 spaces/unit</u> <u>>100 units: 0.17 spaces/unit</u>		Guest: 0.2 spaces/unit		Guest parking at 0.25 spaces/unit included in minimum standard			

Parking Scenario 1 for Multi-Family Residential

Total Units: **442 Units**

Unit Breakdown:

- **55%** 1 Bedroom Units (244 units x 1.5 = 366)
- **39%** 2 Bedroom Units (174 units x 2 = 348)
- **6%** 3 Bedroom Units (24 units x 2.5 = 60)
- **Guest:** (442/5 = 89)

Corona's Parking Requirement Compared to Other Cities							
Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual (avg. parking based on areas studied)
863	910 (+47)	762 (-101)	990 (+127)	774 (-89)	762 (101)	866 (+3)	664 (-199)

Parking Scenario 2 for Multi-Family Residential

Total Units: **120**

Unit Breakdown:

- **50%** 1 bedroom units (60 units x 1.5 = 90)
- **25%** 2 bedroom units (30 units x 2 = 60)
- **25%** 3 bedroom units (30 units x 2.5 = 75)
- **Guest:** (120 units/5 = 24)

Corona's Parking Requirement Compared to Other Cities							
Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
249	260 (+11)	225 (-24)	279 (+30)	225 (-24)	210 (-39)	239 (-10)	210 (-39)

Parking Scenario 1 for Multi-Family Residential w/ Increased Ratio & No Change in Guest Parking (442 Units)

Increase city's residential parking ratio by **0.25 spaces** and maintain current guest ratio.


Use	Current Ratio	New Ratio
Studio & 1 Bedroom Units	1.5 covered spaces	1.75 covered spaces
Two Bedroom Unit	2 covered spaces	2.25 covered spaces
Three or More Bedroom Unit	2.5 covered spaces	2.75 covered spaces
Guest	1 space/5 units	1 space/5 units

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
863	974 (+111) (12.8 % increase)	910 (-64)	762 (-212)	990 (+16)	774 (-200)	762 (-212)	866 (-108)	664 (-310)

Parking Scenario 1 for Multi-Family Residential w/ Increased Ratio & Change in Guest Parking (442 Units)


Increase city's residential parking ratio by **0.25 spaces** and guest **1 space/3 units**.

Use	Current Ratio	New Ratio
Studio & 1 Bedroom Units	1.5 covered spaces	1.75 covered spaces
Two Bedroom Unit	2 covered spaces	2.25 covered spaces
Three or More Bedroom Unit	2.5 covered spaces	2.75 covered spaces
Guest	1 space/5 units	1 space/3 units

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
863	1,031 (+168)  (19.5% increase)	910 (-121)	762 (-269)	990 (-41)	774 (-257)	762 (-269)	866 (-165)	664 (-367)

Parking Scenario 2 for Multi-Family Residential w/ Increased Ratio & No Change in Guest Parking (120 Units)

Increase city's residential parking ratio by **0.25 spaces** and maintain current guest ratio.

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
249	279 (+30)  (12.2% increase)	260 (-19)	225 (-54)	279	225 (-54)	210 (-69)	239 (-40)	210 (-69)

Parking Scenario 2 for Multi-Family Residential w/ Increased Ratio & Change in Guest Parking (120 Units)

Increase city's residential parking ratio by **0.25 spaces** and **guest 1 space/3 units**.

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
249	295 (+46) (18% increase)	260 (-35)	225 (-70)	279 (-16)	225 (-70)	210 (-85)	239 (-56)	210 (-85)

Parking Requirement for Senior Age-Restricted Multi-Family Residential

Corona: 2nd
Highest
Requirement

Use	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
Senior citizen apartment housing: market rate	1.5 spaces/unit	1 space/unit, plus, guest parking at: <u>< 50 units:</u> <u>0.25 spaces/unit,</u> <u>50-100 units:</u> <u>0.20 spaces/unit</u> <u>>100 units:</u> <u>0.17 spaces/unit</u>	1 bedroom: 1.25 spaces/unit 2 bedrooms: 2.25 spaces/unit 3 bedrooms: 2.75 spaces/unit	Not listed	Studio: 1 space/unit, 1 bedroom: 1.25/unit, 2 bedrooms: 1.5/unit. Guest parking at 0.25 spaces/unit <u>included</u> in minimum standard	1 space/unit	Not listed	0.9 spaces/units

Parking Scenario 3 for Senior Age-Restricted Multi-Family Residential

Total Units: **150**

Unit Breakdown:


- **60%** 1 bedroom units (90 units x 1.5 = 135)
- **40%** 2 bedroom units (60 units x 1.5 = 90)

Corona's Parking Requirement Compared to Other Cities							
Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
225	176 (-49)	248 (+23)	*	202 (-23)	150 (-75)	*	135 (-90)


*Senior parking not listed separately.

Parking Scenario 3 for Senior Age-Restricted Multi-Family Residential w/ Guest Parking (150 Units)

Increase city's residential parking ratio by **adding guest parking at 1 space/5 units**.

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
225	255 (+30)  (13% increase)	176 (-79)	248 (-7)	*	202 (-53)	150 (-105)	*	135 (-120)

Increase city's residential parking ratio by **adding guest parking at 1 space/3 units**.

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
225	275 (+50)  (22% increase)	176 (-99)	248 (-27)	*	202 (-73)	150 (-125)	*	135 (-140)

Recommendation:

- Increase multiple family ratio by .25 spaces in each bedroom category and maintain current guest parking ratio at 1 space/5 units.
- Add guest parking ratio to senior age-restricted housing at 1 space/5 units.

Discussion & Direction on Multi-Family Parking Ratio

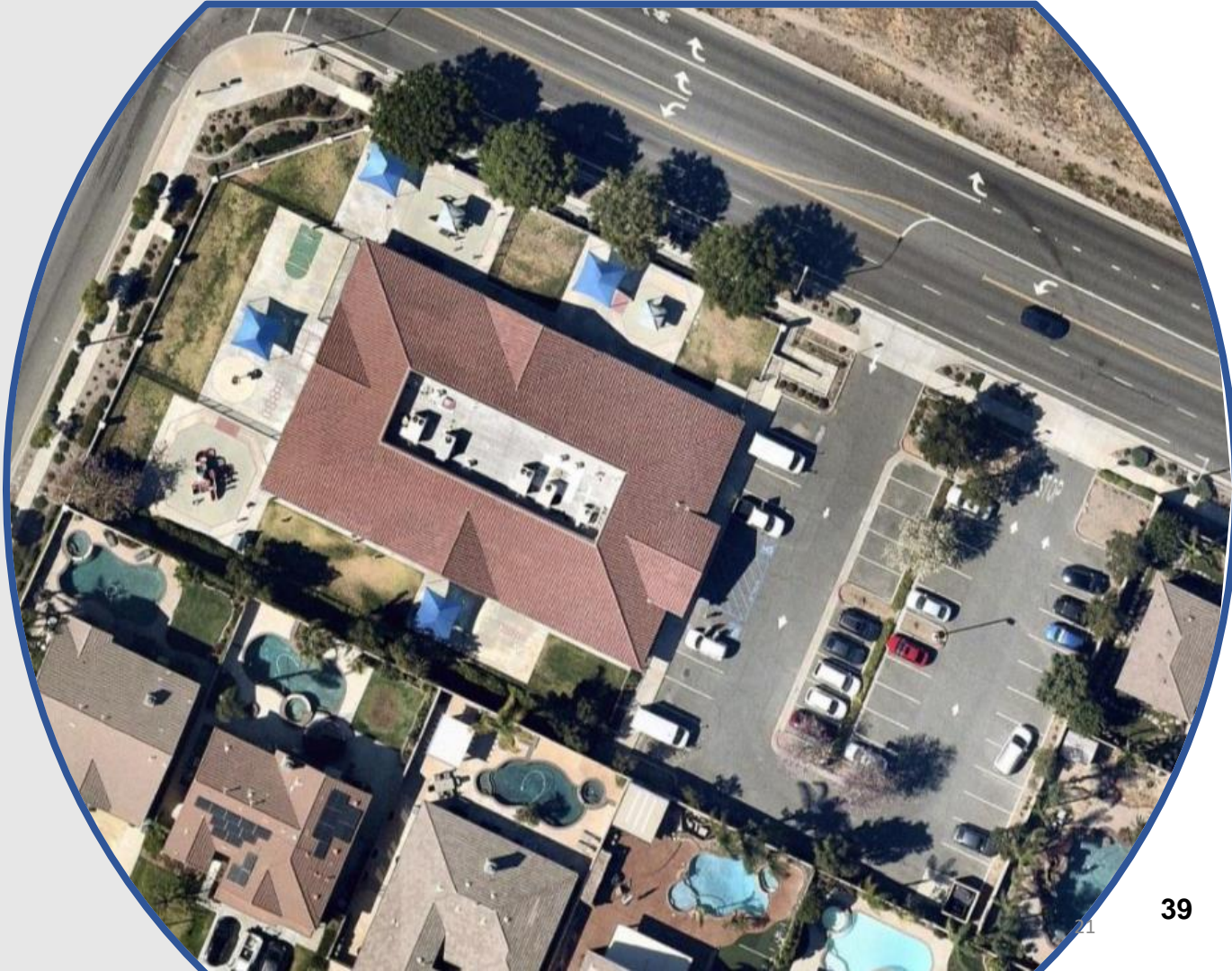
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Parking Scenario for Children's Day Care

FINDINGS

Comparison Analysis Showed:

- **Corona's parking requirement is the 3rd highest** when applying a student and employee ratio.
- City with a greater parking ratio:
 - Ontario
- ITE Manual ratio greater than Corona.
- Ratio deviation is 0.1 greater than Corona on student parking, and .3 greater for employee parking in ITE Manual.



Parking Requirement Comparison For Day Care

Use	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
Day care or preschool facility	1 space/employee & 1 space/10 children	1 space/employee & 0.2 spaces/child	1 space/500 sf floor area	2 spaces/employee	1 space/employee, & 1 space/500 sf of floor area	1 space/employee & 1space/10 persons & 1 space/facility vehicle	1 space/employee & 1 space/10 children	1.3 spaces/employee & .21 spaces/student

Parking Scenario for Day Care

Building Size: **10,000 sf**

Employees: **21** x1 = 21

Children: **133** /10 = 13.3


Corona's Parking Requirement Compared to Other Cities							
Corona	Ontario	Eastvale	Orange	Moreno Valley *	Riverside	Lake Elsinore	ITE Manual
34	48 (+14)	20 (-14)	42 (+8)	41 (+7)	34	34	55 (+21)

*Uses a combination of building square footage and number of spaces per employee to determine parking.


Note: when using the building square footage, the parking requirement will become less restrictive with a smaller building than compared to using "number of spaces per student."

Parking Scenario for Day Care w/ Increase in Parking Ratio

Increase city's day care parking ratio to **.2 spaces per student**

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley *	Riverside	Lake Elsinore	ITE Manual
34	48 (+14)  (41% increase)	48	20 (-28)	42 (-6)	41 (-7)	34 (-14)	34 (-14)	55 (+7)

Increase city's day care parking ratio to **.21 spaces per student & 1.3 spaces/employee**
(ITE Average)

(Corona's Parking Requirement Compared to Other Cities)								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley *	Riverside	Lake Elsinore	ITE Manual
34	55 (+21)  (60% increase)	48 (-7)	20 (-35)	42 (-13)	41 (-14)	34 (-21)	34 (-21)	55

Recommendation:

- Increase day care parking ratio from 1 space/10 children to 2 spaces/10 children.

Discussion & Direction on Day Care Parking Ratio

Parking Scenario for Restaurant

FINDINGS

Comparison Analysis Showed:

- **Corona's parking requirement is the 6th highest** when compared to the other cities and ITE Manual.
- Cities with a greater parking ratio:
 - Eastvale
 - Orange
 - Moreno Valley
 - Lake Elsinore
- ITE Manual ratio greater than Corona.
- Ratio deviation is 3 to 12 parking spaces per 1,000 sf greater than Corona.



Parking Requirement Comparison For Restaurant

Use	Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
Restaurant, café, bar or other eating and drinking establishment	1 space/100 sf of building area, plus outdoor seating area	1 space/100 sf of floor area (includes outdoor seating up to 25% of floor area)	1 space/45 sf of serving area, plus 1 space/2 employees	10 spaces/1,000 sf of floor area for the first 4,000 sf, then 14.2 spaces/1,000 sf of floor area above 4,000 sf	1/100 sf of floor area up to 6,000 sf, then 1 space /75 sf of floor area above 6,000 sf.	1 space/ 100 sf of floor area	1 space/ 45 sf of customer area, plus 1 space/ 200 sf of non-customer area	15 spaces/ 1000 sf

Parking Scenario for Restaurant

Restaurant Size: **7,000 sf**

Corona's Parking Requirement Compared to Other Cities							
Corona	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
70	70	156 (+86)	82 (+12)	73 (+3)	70	131* (+61)	105 (+35)

* Assumed 20% of floor area to be non-customer service area for Lake Elsinore parking ratio.

Parking Scenario for Restaurant w/ Increase Parking Ratio (7,000 sf)

Increase city's parking ratio to **1 space/75 sf** (13.3 spaces per 1,000)

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/ increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
70	93 (+23) (32% increase)	70 (-23)	156 (+63)	82 (-11)	73 (-20)	70 (-23)	131 (+38)	105 (+12)

Increase city's parking ratio to **1 space/67 sf** (15 spaces per 1,000)

Corona's Parking Requirement Compared to Other Cities								
Corona Current	Corona w/increased ratio	Ontario	Eastvale	Orange	Moreno Valley	Riverside	Lake Elsinore	ITE Manual
70	105 (+35) (50% increase)	70 (-35)	156 (+51)	82 (-23)	73 (-32)	70 (-35)	131 (+26)	105

Recommendation:

- Increase restaurant parking ratio from 1 space/100 square feet to 1 space/75 square feet.

Discussion & Direction on Restaurant Parking Ratio

Recommendations

- Receive Council direction on the parking requirements for the land uses of most concern.
- Study Session with the Planning & Housing Commission to solicit input and feedback.
- Prepare an amendment to the Parking Ordinance based on the Committee of the Whole direction and input from the Planning and Housing Commission at a future City Council meeting.



www.CoronaCA.gov





SeeClickFix Optimization



Denzel Maxwell
Assistant to the City Manager

September 8, 2021

Objectives

Overview of SeeClickFix

- How it works
- Why we use it
- Historical Usage
- Current Categories

Problem Areas

- Communication
- Customer Service
- Response Times
- Internal Routing
- Training
- Accountability
- Response Standards
- Customer Feedback

Optimization Efforts

- Digital Clean Up
- Customer Service
- Service Standards
- Routing Verification
- Training
- Performance Reports
- Response Forms
- Surveys

How SeeClickFix Works



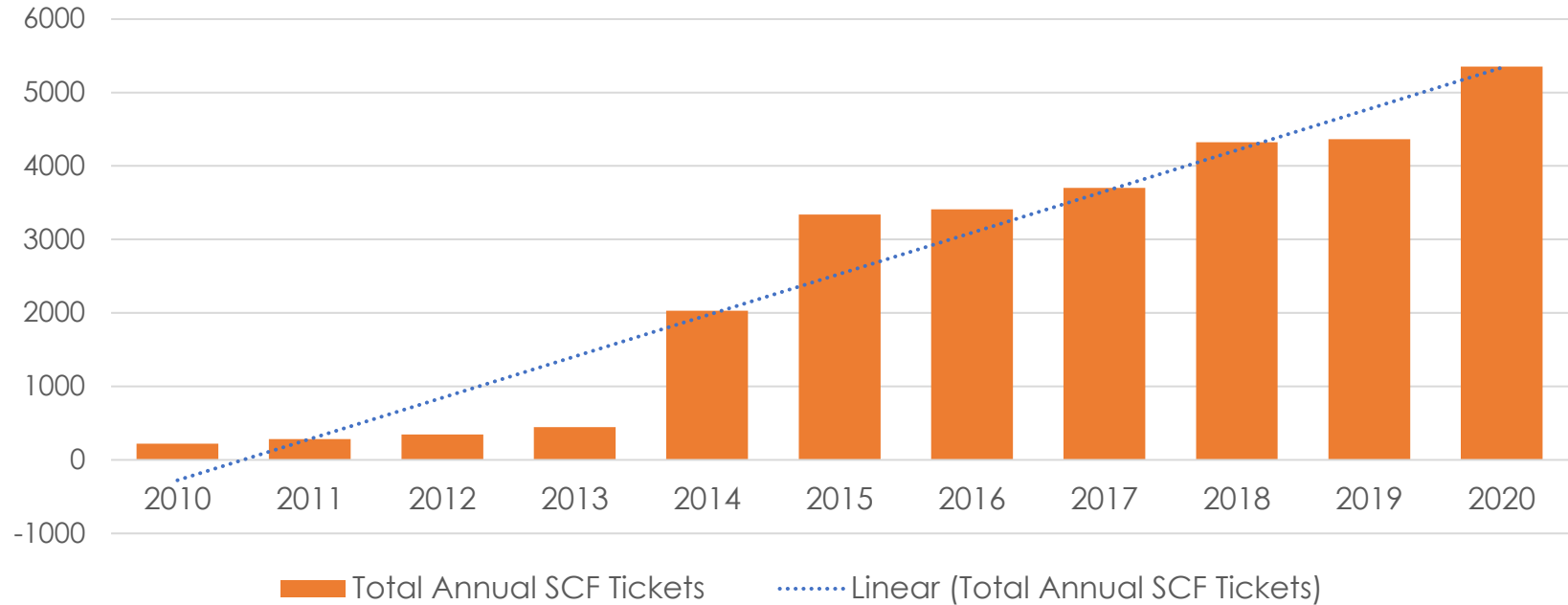
Why we use SeeClickFix

- Allows residents and visitors to report problems or concerns throughout the City
- Provides an efficient, cost effective system to address resident concerns and issues.



Historical Usage

10 Year Usage





32,333

SeeClickFix Requests
Closed as of 08/31/2021



SeeClickFix Categories:

1. **Animal Control**
2. **Building Code Violations**
3. **Code Compliance** (private property issues)
4. **Graffiti** (including in Parks)
5. **Military Banners**
6. **Other**
7. **Park Maintenance** (excluding Graffiti)
8. **Police** (Non-Emergency)
9. **Parkway Maintenance** (incl. LMDs & Trees)
10. **Public Works**
11. **Trash Pickup issues** (Scheduled)
12. **Sidewalk/Curb Maintenance**
13. **Storm Drain Maintenance**
14. **Storm Water Issues**
15. **Streetlights** (Not Traffic Signals)
16. **Street Maintenance** (Shopping Carts/ Appliances/Debris/potholes/dumping in right of way)
17. **Street Rehabilitation** (slurry seals, cracking, erosion, major repairs)
18. **Street Striping/Curb Painting**
19. **Traffic Engineering** (Traffic Signals, Traffic flow issues)
20. **Water Conservation** (not in a Park/Parkway)
21. **Traffic/Street Signs** (NOT Traffic Signals)
22. **Water Pressure Issues**
23. **Water Quality Issues**
24. **Water and Sewer Service** Issues (Including Fire Hydrants and Water Lines)

Problem Areas

- **Communication:** Issues resolved without follow-up of completion to requestor.
- **Customer Service:** Responses not always customer friendly.
- **Response Times:** Tickets remaining open for extended periods of time without communicating why.
- **Internal Routing:** Outdated or incorrect routing assignments to staff.
- **Training:** Lack of training on service standards, and how the system works.
- **Accountability:** Lack of regular performance reporting.
- **Response Standards:** No formal timelines/targets for response, resolution and closure.
- **Customer Feedback:** No effective feedback loop to learn from residents about what works, what doesn't, and how to improve.

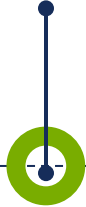
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Optimization Efforts

Digital Clean Up

March 2021

Identified 1,600 SCF tickets in
need of review & closure



June 2021

Closeout Completed



April 2021

Staff meetings and trainings
held to implement a plan to
closeout outstanding SCF
tickets





Customer Service

Example


We aim for every SeeClickFix Interaction to be:

- Personable
- Conversational
- Friendly
- Appreciative

 **An anonymous SeeClickFix user** | Registered User
Opened


Directly across from Eduardo's and St Ed's Gang graffiti


08/23/2021 9:42 AM

 **City of Corona** | Verified Official
Acknowledged

Thank you for engaging with the City of Corona SeeClickFix. Issue 10827353 has been acknowledged by the City of Corona Community Services Department. For more information, please contact them at (951) 736-2241. A technician will be dispatched to investigate the report.

Flag · 08/23/2021 10:40 AM

 **City of Corona** | Verified Official
Closed

Thank you for bringing this concern forward to the City of Corona via SeeClickFix. Your report, Issue 10827353, has been completed by the City of Corona Community Services Department. If you have any questions or concerns with the services received as part of this request or the work which was done, we would be happy to discuss it with you. Please don't hesitate to call (951) 736-2241.

Flag · 08/23/2021 12:02 PM

Service Standards

All categories acknowledge tickets within 2 business days

Code/Building Enforcement

- Inspection with 3-5 business days*

It is prohibited to provide enforcement details regarding an open investigation of private property on public domains.

Tree Request

- Parkway related request such as limbs down or trash/debris pick up:
 - 2 Business Days*
- Tree removals and tree planting requests:
 - 4-6 weeks* (requires measurement of tree and under ground service alert for stump grinding)
- Tree trims:
 - 7-10 days*

Other

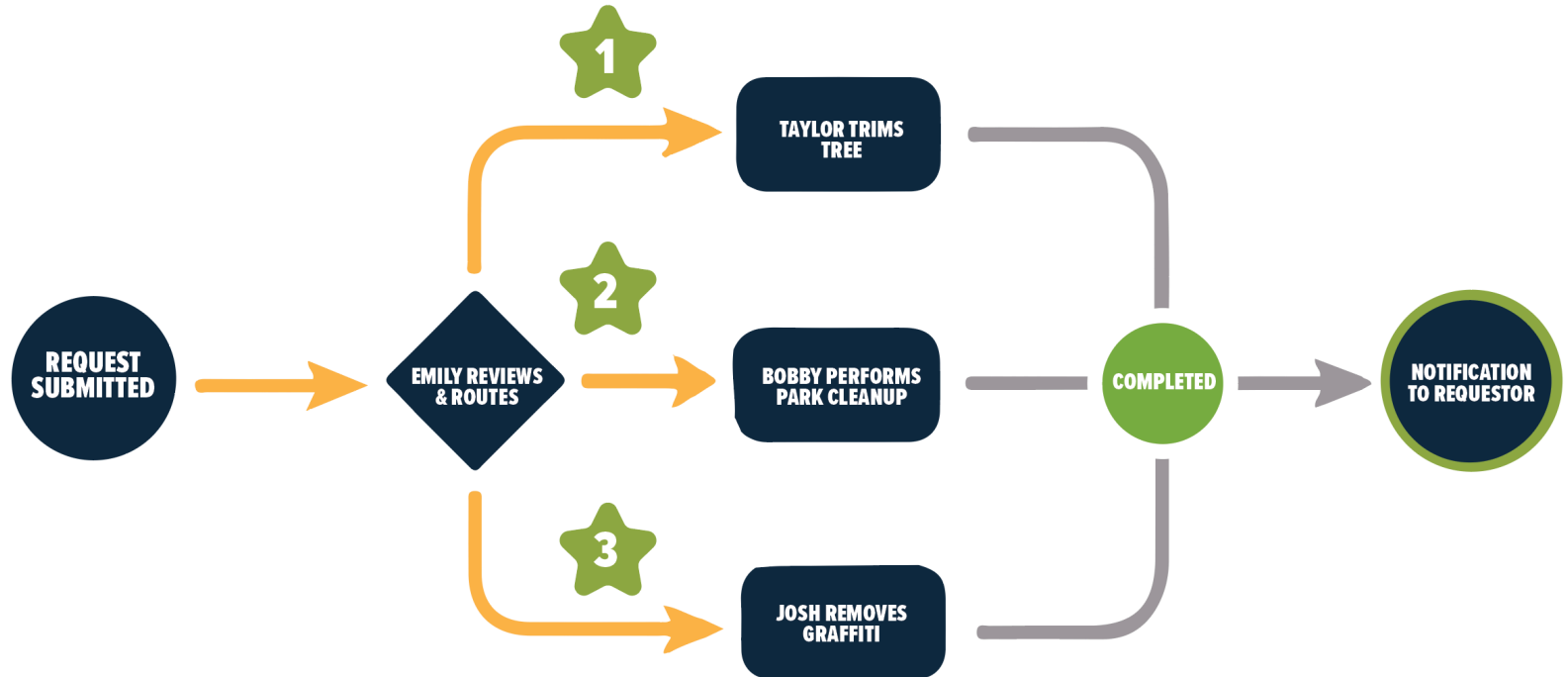
- 1 business day for the ticket to be reclassified to a category

Graffiti

- Targeted completion is 2 business days*

Routing Verification

Example



Training

COMPLETED

April, 2021 - Internal staff training on response service standards, accountability, and reporting.

IN THE PROCESS

Fall, 2021 - Internal staff refresh training on customer service, internal routing, and updated response standards

UPCOMING

Planned staff training with See Click Fix on improved techniques and tools.

Planned marketing efforts on See Click Fix ease of use.

Performance Reports



Monthly reports
reviewed internally



Reports published
quarterly

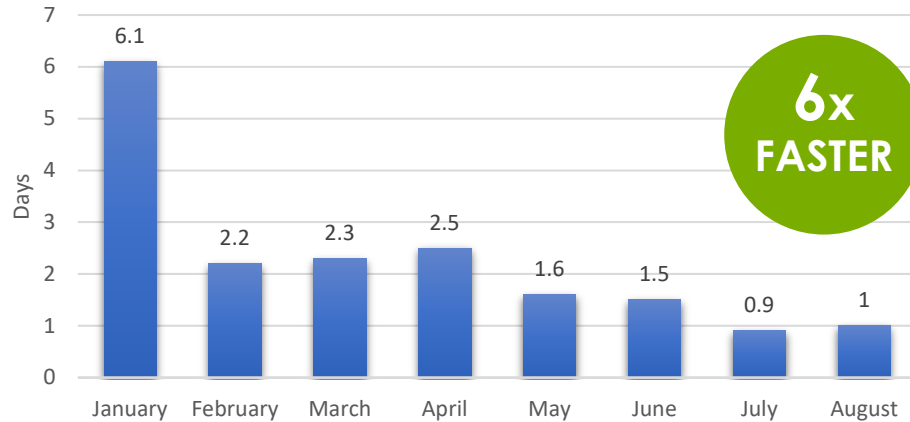
Most Improved Categories:

- Graffiti
- Park Maintenance
- Curb/Sidewalk Maintenance

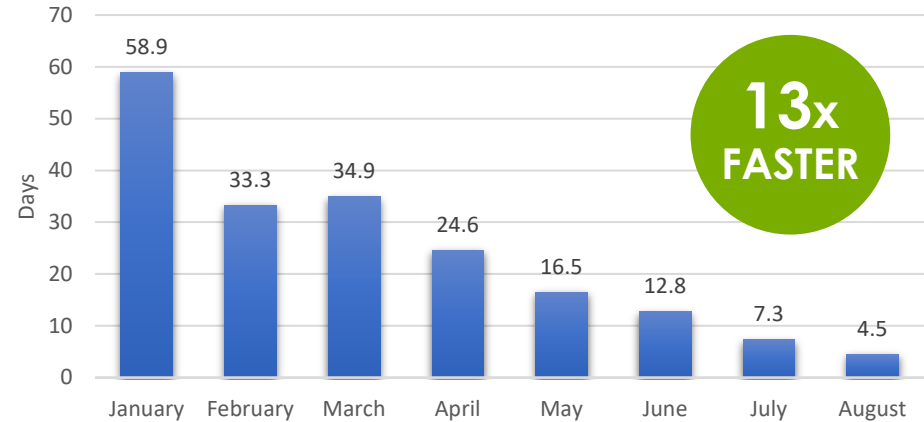


Graffiti (2021)

Days to Acknowledge Monthly Average



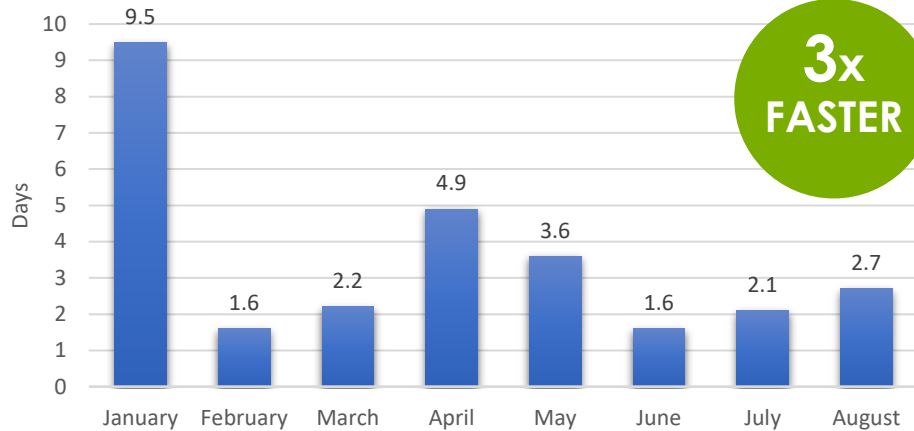
Days to Close Monthly Average



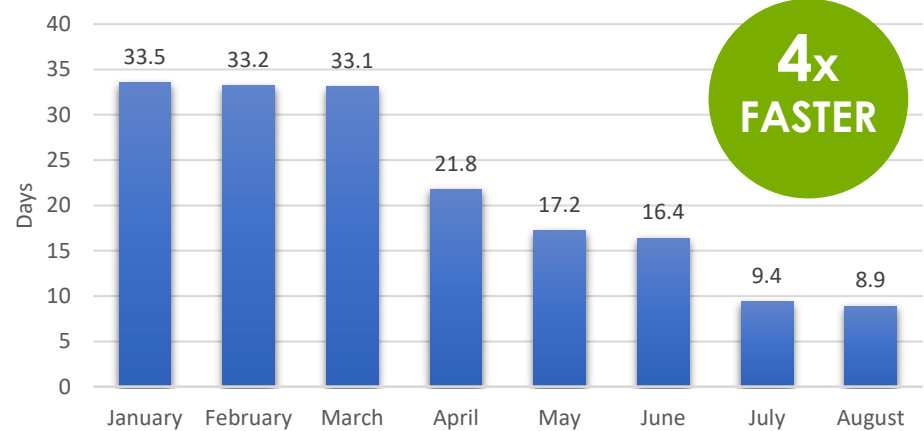
Submitted SeeClickFix Tickets							
163	178	199	175	199	127	109	106
January	February	March	April	May	June	July	August

Park Maintenance (2021)

Days to Acknowledge Monthly Average



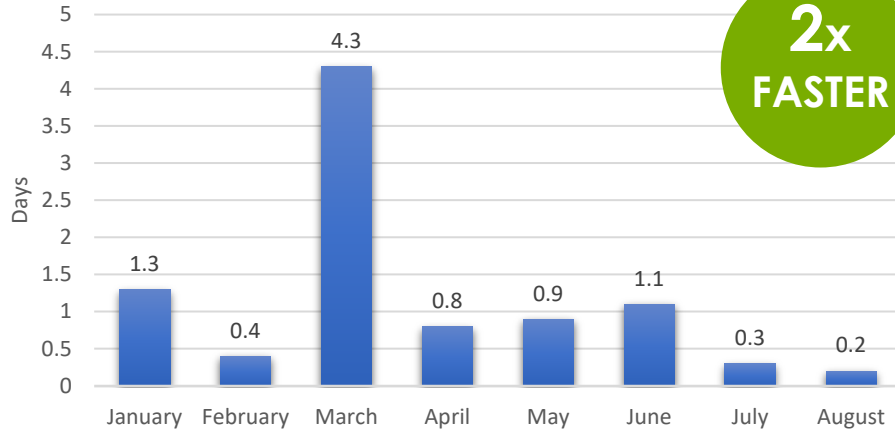
Days to Close Monthly Average



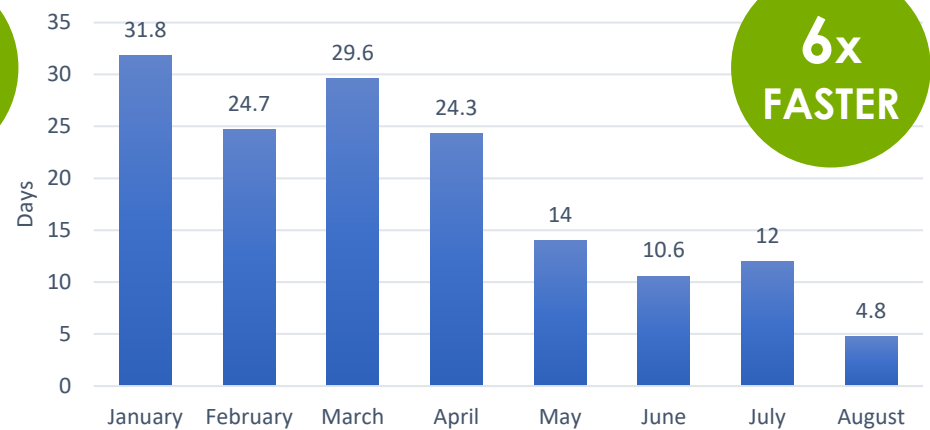
Submitted SeeClickFix Tickets							
27	11	30	37	55	46	31	48
January	February	March	April	May	June	July	August

Curbs & Sidewalks (2021)

Days to Acknowledge Monthly Average



Days to Close Monthly Average

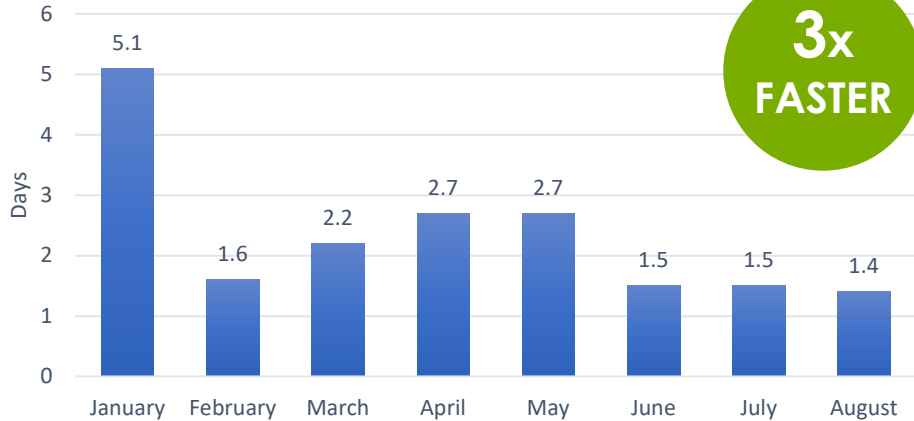


Submitted SeeClickFix Tickets

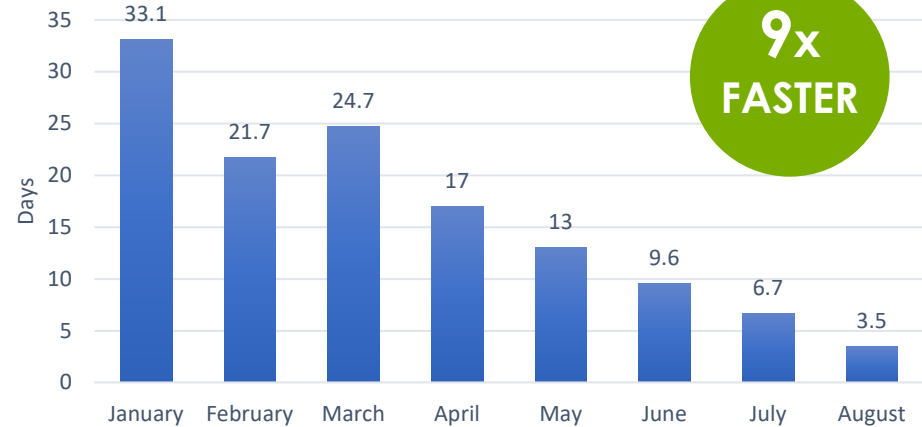
16	13	16	11	12	9	15	16
January	February	March	April	May	June	July	August

Total (2021)

Days to Acknowledge Monthly Average



Days to Close Monthly Average



Year to Date SeeClickFix Tickets							
January	February	March	April	May	June	July	August
445	503	522	512	586	576	495	606

Response Forms

From this...

"Thank you for submitting this request, it has been received as service request #46677. This is an automated response. If this is an emergency, please call 9-1-1."

Thank you for your request. It has been addressed and is now closed.

To this...

Thank you for submitting this tree trimming request through SeeClickFix! We've open case number XXXXX, and forwarded this to staff for follow up. Our goal is to have this resolved in 7-10 days, and we'll be sure let you know once it's been taken care of.

Thank you for helping keep Corona beautiful!

Hi there, the trees have now been trimmed. Have a look and should anything out of order, please let us know so we can make it right. If you additional questions and would like to speak to a someone, we'd love to hear from you! You can reach us at (951) XXX-XXXX Mon – Thurs from 7a.m to 6p.m.

Thanks again for helping care for our City. We appreciate you! 74

Surveys



- Accurately determine additional areas for improvement.
- Understand our residents & visitors.
- Identify trends.
- Improve community satisfaction.
- Optimize customer experience.

Next Steps

- Continue to emphasize ensuring positive customer experience for every ticket.
- Set service standards for all categories.
- Provide SeeClickFix refresh training as needed for new staff.
- Provide performance report quarterly to ensure accountability.
- Continue to improve the response forms.
- Implement the use of surveys to measure satisfaction and identify problems.
- Increase promotion of SeeClickFix to encourage increased usage.



QUESTIONS?



951-736-2371



Denzel.Maxwell@CoronaCA.gov



www.CoronaCA.gov





Staff Report

File #: 21-0845

REQUEST FOR COMMITTEE OF THE WHOLE ACTION

DATE: 09/08/2021

TO: Honorable Mayor and City Council Members

FROM: Finance Department

SUBJECT:
Pension Obligation Bonds Update.

RECOMMENDED ACTION:

That the Committee of the Whole receive and file update on the Pension Obligation Bonds.



Pension Obligation Bonds Update



Kim Sitton, Finance Director

Committee of the Whole
September 8, 2021

Pension Obligation Bonds Update

Standard & Poor's bond rating

- Anticipated Sept. 7th or 8th

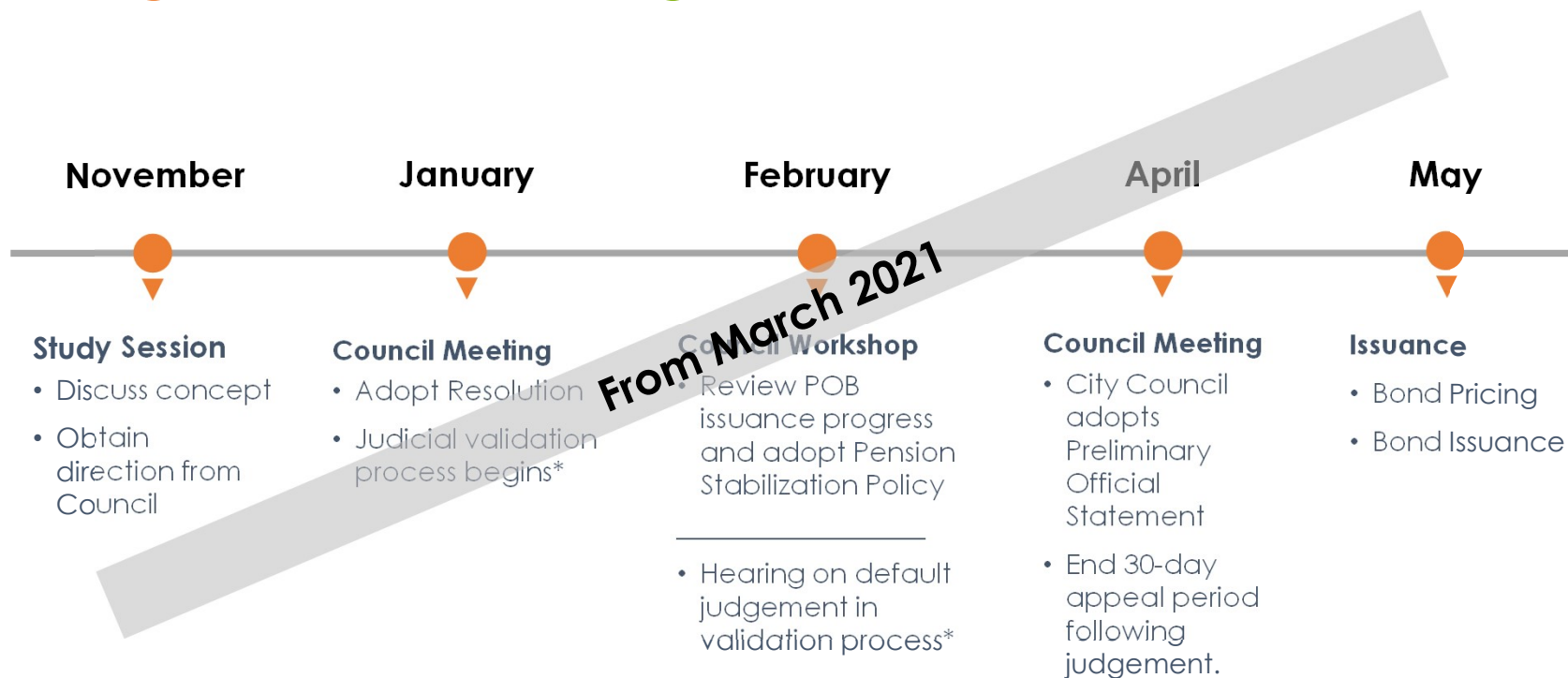
Updated Unfunded Accrued Liability (UAL) as of June 2020 = \$281.2 M

- Grew by \$8.9 M over the one-year period from June 2019 - June 2020

Bond Issuance based on new UAL of \$281.2 M

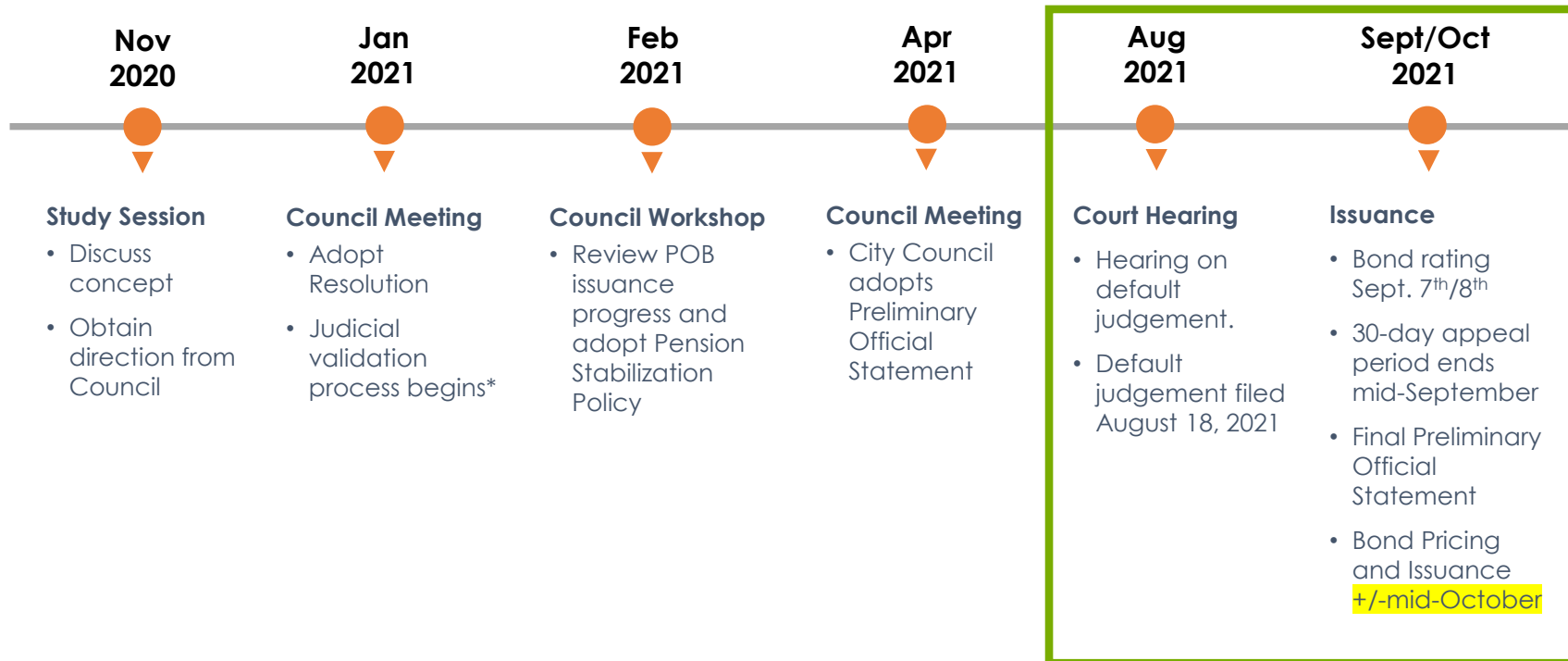


Original Pension Obligation Bonds Timeline



* Timing subject to Superior Court docketing availability

Revised Pension Obligation Bonds Timeline



* Timing subject to Superior Court docketing availability

QUESTIONS?



951-279-3500



Kim.Sitton@CoronaCA.gov



www.CoronaCA.gov





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