

CITY OF CORONA

# Strategic Plan Quarterly Report

FISCAL YEAR 2026, 4TH QUARTER
(APRIL - JUNE 2026)

The City of Corona Strategic Plan for 2021-2026 was adopted by the City Council on February 17, 2021 and sets a course of action by establishing priority goals, outlining actions to achieve those goals, and setting up a framework to report our progress to the public. This Quarterly Report includes highlights of key activities for each goal that occurred during the fourth quarter of Fiscal Year 2026 (April - June 2026) and incorporates operational performance metrics to help quantify the great work the City is doing. Visit **www.CoronaCA.gov/StrategicPlan** to view the full Strategic Plan Quarterly Report for FY26Q4.

## OUR VISION

"Corona will be a safe, vibrant, family friendly community"

## OUR PURPOSE

"To create a community where everyone can thrive"

## OUR VALUES

+ We are Bold
+ We are Driven
+ We are Kind
+ We are Humble
+ We are Honest
+ We are a Team

## OUR GOALS

- Financial Stability
- Strong Economy
- Sound Infrastructure
- Safe Community
- Sense of Place
- High-Performing Government





## STRATEGIC GOAL
# FINANCIAL STABILITY

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

### PROGRESS HIGHLIGHTS

- Identify core services and service levels for both mandated and non-mandated services
- Pursue an AAA/Aaa/AAA GO Bond credit rating
- Increase the percentage of services funded via external sources
- Utilize Strategic Plan to guide future financial decisions
- Review and update the City's purchasing process to ensure it follows best practices

| PERFORMANCE REPORT | FY25 Q4 | FY26 Q4 | TREND |
|---|---|---|---|
| GO Bond credit rating | AA+ | AA+ | – |
| Outstanding debt per capita* | $1,766 | $1,659 | – |
| % of GO debt capacity used* | 5.85% | 5.21% | ↓ |
| Debt payments as a % of operating budget | 8.49% | 7.85% | ↓ |
| Unfunded pension liability/POB balance* | $108.3M/$225M | $97.8M/$207M | ↓ |
| Diversity of revenue sources | 14 | 14 | – |

* Actual debt reflects an accounting change resulting from the issuance of the Pension Obligation Bond (POB)



## STRATEGIC GOAL
# STRONG ECONOMY

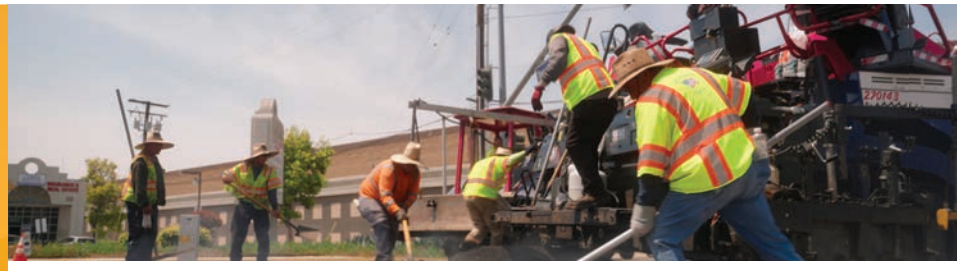
**Expand the local economy by supporting local businesses and ensuring there are ample opportunities for new businesses and job seekers.**

### PROGRESS HIGHLIGHTS

- Explore opportunities to bring additional hotels to support larger conferences, gatherings, and events
- Redevelop the Corona Mall properties, secure more tenants
- Build partnerships and programs that support youth and adult development to ensure a prepared and skilled local workforce
- Live Work Corona: Build a resilient local economy by connecting local job seekers with Corona Employers

| PERFORMANCE REPORT | FY25 Q4 | FY26 Q4 | TREND |
|---|---|---|---|
| # of companies supported via Team Corona | 57 | 57 | – |
| % of business resources that can be accessed in Spanish | 60% | 60% | – |
| % of commercial brokers engaged with* | 60% | 55% | ↓ |
| % of small businesses remaining open for one year after participating in entrepreneurship programs | 100% | 100% | – |
| % of Emprendedor@s graduates that successfully launch their business | 100% | 100% | – |
| # of site selection inquiries that resulted in business opening or expanding in Corona | 0 | 0 | – |

*Based on commercial brokers that are active in Corona over the past year, with at least one commercial transaction



## STRATEGIC GOAL
# SOUND INFRASTRUCTURE

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

### PROGRESS HIGHLIGHTS

- Modernize traffic cameras and explore AI to optimize traffic flows
- Develop a long-term capital reserve funding policy for maintaining infrastructure assets
- Institute regular park inspections to proactively identify needed repairs, improvements, and maintenance
- Develop a long-term capital reserve/asset management funding policy for maintaining and replacing infrastructure assets
- Develop a bicycle master plan to expand transportation options, improve, and increase grant funding

| PERFORMANCE REPORT | FY25 Q4 | FY26 Q4 | TREND |
|---|---|---|---|
| Net investment in capital assets | $63.4M | $70.4M | ↑ |
| Street signs replaced within 30 day target timeframes | 100% | 100% | – |
| Town-wide average street PCI rating | 72 | 71 | ↓ |
| % of residents rating recreation facilites programs as as good or excellent | 65% | 66% | ↑ |
| % of residents rating quality of public parks as good/excellent | 74% | 76% | ↑ |

**PROGRESS HIGHLIGHTS KEY:**

Work Underway · On Track · Project Complete

Denotes whether a change in metric had a positive or negative impact.

## STRATEGIC GOAL
# SAFE COMMUNITY

**Protect our quality of life by ensuring the community is safe and clean.**

### PROGRESS HIGHLIGHTS

- Provide preparedness training courses and certifications
- Explore opportunities to adopt best practices and computer aided dispatch systems
- Expand resident engagement and involvement in police and fire support efforts
- Continue to Implement the City's Homeless Strategic Plan



| PERFORMANCE REPORT | FY25 Q4 | FY 26 Q4 | TREND |
|---|---|---|---|
| Avg. Police response time to Priority 1 calls | 5:11 | 6:08 | ↑ |
| Avg. response time to all fire incidents | 4:22 | 5:02 | ↑ |
| Property crimes/clearance rate | 546 / 12% | 452 / 15% | ↓ ↑ |
| Violent crimes/clearance rate | 90/58 61% | 89 / 69% | ↓ ↑ |
| Homicides | 1 | 0 | ↓ |
| Traffic fatalities | 0 | 0 | – |
| Traffic accidents | 313 | 237 | ↓ |
| Drug/Alcohol related traffic collisions | 35 | 36 | ↑ |




## STRATEGIC GOAL
# SENSE OF PLACE

**Build community through celebrating our rich heritage, increasing access to recreational and cultural activities, and improving the relationship between the city and residents.**

### PROGRESS HIGHLIGHTS

- Increase large-scale recreation events that provide the community with social and economic benefits
- Increase the City's support, coordination, partnerships to enhance veterans services
- Designate the Historic Civic Center as Corona's center for the arts and relocate all non-arts lessees
- Utilize volunteer-led hikes to help residents become familiar with trail and park opportunities

| PERFORMANCE REPORT | FY25 Q4 | FY26 Q4 | TREND |
|---|---|---|---|
| Total annual # of participants in City recreation programs | 6,265 | 8,848 | ↑ |
| % of residents rating Corona as a place to live as good/excellent | 83% | 84% | ↑ |
| % of residents rating the community's openness and acceptance toward people of diverse backgrounds as good or excellent | 75% | 75% | – |
| % of residents rating the quality/#of places to recreate, socialize, meet and connect with others as good or excellent | 51% | 53% | ↑ |
| % of residents rating the sense of community in Corona as good or excellent | 59% | 64% | ↑ |

* Different reporting method (now only contains initial sign up and not all sessions).

## STRATEGIC GOAL
# HIGH-PERFORMING GOVERNMENT

**Improve the efficiency and effectiveness of the City's services to bring government into the 21st century.**

### PROGRESS HIGHLIGHTS

- Develop annual department work plans based on the Strategic Plan and the City's budget
- Streamline and simplify the process for recruiting and hiring new employees to reflect best practices
- Replace the Enterprise Resources Planning System
- Develop metrics to gauge City's success or failure at meeting or improving upon service levels



| PERFORMANCE REPORT | FY25 Q4 | FY 26 Q4 | TREND |
|---|---|---|---|
| Number of social media engagements | 1,717,297 | 481,871 | ↓ |
| Number of social media impressions | 13,232,953 | 9,755,241 | ↓ |
| Percent of major City services that are offered virtually | 88% | 90% | ↑ |
| % residents rating direction the City is taking as good/excellent | 59% | 61% | ↑ |
| % residents rating overall quality of services as good/excellent | 68% | 67% | ↓ |

**PROGRESS HIGHLIGHTS KEY:**

Work Underway · On Track · Project Complete

Denotes whether a change in metric had a positive or negative impact.

**OPERATIONAL PERFORMANCE HIGHLIGHTS**

# Q4 BY THE NUMBERS

## COMMUNITY SERVICES

| | |
|---|---|
| Trees Planted | 1,134 |
| Recreation Activity Participants | 8,848 |
| Corona Cruiser Ridership | 30,083 |
| Library Program Participants | 7,828 |

## HOMELESSNESS

| | |
|---|---|
| CPD Homeless Related Calls for Service | 705 |
| Weight (pounds) of Debris Removed | 86,972 |
| Emergency Shelter Clients Served | 93 |

## COMMUNITY ENGAGEMENT

| | |
|---|---|
| Social Media Impressions | 9,755,241 |
| Emails Opened | 150,237 |
| Total Video Views | 3,125,956 |

## SEE CLICK FIX

| | |
|---|---|
| Total Tickets | 774 |
| Avg. Days to Acknowledge | 1.26 |
| Avg. Days to Close | 11.5 |

## ECONOMIC DEVELOPMENT

| | |
|---|---|
| New Businesses | 241* |
| Live Work Corona Pledges | 28 |
| Business Licenses Renewed | 1,390* |

## PLANNING & DEVELOPMENT

| | |
|---|---|
| Planning Applications Processed | 124 |
| Dev. Services Plan Check/Permits Issued | 417 |
| Building Inspections | 2,576 |
| Building Plan Checks/Permits Issued | 667/957 |
| Code Cases Closed | 547 |

*Businesses with physical locations in Corona

## PUBLIC WORKS

| | |
|---|---|
| Traffic Work Orders Completed | 240 |
| Active CIP Projects | 82 |
| Street Work Orders Received/Completed | 2,232/2,102 |
| Fleet Scheduled vs. Unscheduled Repairs | 418/125 |

## PUBLIC SAFETY

| | |
|---|---|
| Fire Calls for Service | 4,044 |
| Fire Inspections | 350 |
| Medical calls | 3,433 |
| Police Calls for Service | 21,428 |
| Police Arrests | 1,161 |

## UTILITIES

| | |
|---|---|
| Customer Service Calls | 8,879 |
| Work Orders Received/Closed | 1,231/1,242 |
| Time Power is On | 97.32% |
| Water Treated | 2.627 Bil. Gal. |

## INTERNAL SUPPORT

| | |
|---|---|
| Invoices Processed | 6,964 |
| HR Jobs Posted | 20 |
| Purchasing Contracts Executed | 379 |
| Clerk's Public Records Requests | 316 |
| Total Cyber Attacks Deflected | 4,932,246 |

Together, we're creating a community where everyone can thrive.







