

CITY OF CORONA Strategic Plan Quarterly Report

FISCAL YEAR 2026, 3RD QUARTER
(JANUARY - MARCH 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 third quarter of Fiscal Year 2026 (January-March 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 FY26Q3.

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

Check
out our
progress!





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 mandates 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



PERFORMANCE REPORT

	FY25 Q3	FY26 Q3	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)



PERFORMANCE REPORT

	FY25 Q3	FY26 Q3	TREND
# of companies supported via Team Corona	53	65	↑
% of business resources that can be accessed in Spanish	60%	60%	—
% of commercial brokers engaged with*	40%	75%	↑
% of small businesses remaining open for one year after participating in entrepreneurship programs	100%	100%	—
% of Emprededor@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 STRONG ECONOMY

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

PROGRESS HIGHLIGHTS

- ✓ Implement ARPA-funded Small Business Grants programs
- ➔ Redevelop the Corona Mall properties
- ✓ Review and update the City's Historic building guidelines
- ✓ Explore the feasibility of a facade improvement program



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
- ✓ Demolish existing playground equipment and install a new playground structure at Border and Fairview Parks.



PERFORMANCE REPORT

	FY25 Q3	FY26 Q3	TREND
Net investment in capital assets	\$39.5M	\$63.4M	↑
Street signs replaced within 30 day target timeframes	100%	100%	—
Town-wide average street PCI rating	73	70	↓
% of residents rating recreation programs as good/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
- ➔ Upgrade and maintain the City's 911 system to ensure reliable emergency response
- ➔ Expand resident engagement and involvement in police and fire support efforts
- ✓ Continue and enhance the City's Graffiti Removal program



PERFORMANCE REPORT

	FY25 Q3	FY 26 Q3	TREND
Avg. Police response time to Priority 1 calls	5:42	6:03	↑
Avg. response time to all fire incidents	5:28	5:25	↓
Property crimes/clearance rate	614 / 7%	560 / 14%	↓ ↑
Violent crimes/clearance rate	98 / 58%	84 / 66%	↓ ↑
Homicides	0	1	↑
Traffic fatalities	0	1	↑
Traffic accidents	288	276	↓
Drug/Alcohol related traffic collisions	28	31	↑



PERFORMANCE REPORT

	FY25 Q3	FY26 Q3	TREND
Total annual # of participants in City recreation programs	4,934	7,696	↑
% 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

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



STRATEGIC GOAL

HIGH-PERFORMING GOVERNMENT

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

PROGRESS HIGHLIGHTS

- ⚙️ Finalize the development of the Electronic Document Management System (EDMS)
- ✓ Increase the number of online options for all major City services that can be offered virtually
- ✓ Enhance state and federal advocacy efforts using contract lobbyists and dedicated staff support
- ✓ Improve the City website for ease of use and set to launch by end of FY25.
- ⚙️ Review, revise, and simplify personnel policies
- ⚙️ Replace the Enterprise Resource Planning System



PERFORMANCE REPORT

	FY25 Q3	FY 26 Q3	TREND
Number of social media engagements	346,976	205,690	↓
Number of social media impressions	6,658,556	4,206,194	↓
Percent of major City services that are offered virtually	84%	88%	↑
% 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

Q3 BY THE NUMBERS

COMMUNITY SERVICES

	Trees Planted	556
	Recreation Activity Participants	7,696
	Corona Cruiser Ridership	30,976
	Library Program Participants	9,565

HOMELESSNESS

	CPD Homeless Related Calls for Service	455
	Cubic Yards of Debris Removed	440
	Emergency Shelter Clients Served	147

COMMUNITY ENGAGEMENT

	Social Media Impressions	4,206,194
	Emails Opened	240,032
	Total Video Views	1,179,160

SEE CLICK FIX

	Total Tickets	648
	Avg. Days to Acknowledge	1
	Avg. Days to Close	6.6

ECONOMIC DEVELOPMENT

	New Businesses	250*
	Live Work Corona Pledges	28
	Business Licenses Renewed	1,390*

PLANNING & DEVELOPMENT

	Planning Applications Processed	552
	Dev. Services Plan Check/Permits Issued	412
	Building Inspections	2,435
	Building Plan Checks/Permits Issued	739/913
	Code Cases Closed	458

*Businesses with physical locations in Corona

PUBLIC WORKS

	Traffic Work Orders Completed	243
	Active CIP Projects	82
	Street Work Orders Received/Completed	1870/1855
	Fleet Scheduled vs. Unscheduled Repairs	410/131

PUBLIC SAFETY

	Fire Calls for Service	4,303
	Fire Inspections	268
	Medical calls	3,664
	Police Calls for Service	21,083
	Police Arrests	1,062

UTILITIES

	Customer Service Calls	6,567
	Work Orders Received/Closed	301/261
	Time Power is On	100%
	Water Treated	1.167 Bill. Gal.

INTERNAL SUPPORT

	Invoices Processed	6,726
	HR Jobs Posted	34
	Purchasing Contracts Executed	101
	Clerk's Public Records Requests	352
	Total Cyber Attacks Deflected	5,137,677

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

