



Community Survey 2024 Results

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1 EXECUTIVE SUMMARY

The City of Corona conducts an annual Community Survey to better understand community priorities, identify areas for improvement, and assess resident perceptions regarding city services and community characteristics. This 2024 survey utilized the same methodology and questions as the 2023 survey, which was entirely created, distributed, and analyzed by the City of Corona.

In total, 1,236 residents responded to the 2024 survey invitation, an 27% increase in participants compared to the 2023 survey. Residents were asked 24 questions, corresponding to the City's Strategic Plan metrics. Compared with 2023, residents' perceptions of the City of Corona show small changes, mostly within the margin of error. The areas that show statistically significant positive changes are increased perceptions of safety in the respondent's neighborhood, Corona as a place to raise children, the variety and frequency of community events, the overall direction Corona is taking, and the quality of services offered by the City. The single statistically significant decrease in perception was a feeling a sense of community in the City. Overall, the results show consistent positive perception of the City and City services.

2 METHODS

2.1 SURVEY QUESTIONS

The 2024 Community Survey utilized the same questions, as the 2023 Community Survey. The goal of the survey is to provide an annual snapshot of resident opinions that can be compared year over year, to identify potential issues and areas of improvement, and to recognize areas of success.

2.2 SAMPLE SELECTION

The sample selection method remained unchanged from 2023. All addresses classified as single-family or multi-family residences in the City of Corona's geodatabase were used to create a list of potential survey participants. 1,400 residences were randomly selected per district for a total of 7000 randomly selected households throughout the city.

A distribution list was created by combining the randomly selected households with email contact information obtained from utility accounts' data.

2.3 CONDUCTING THE SURVEY

The survey was conducted between June 25th and September 23rd, 2024. The survey was distributed first by email invitation and second by mailed paper survey. The email list was compiled using data from utility accounts. All surveys included a unique link and QR code to prevent a respondent from participating more than once. Four follow-up emails were sent to encourage participation before a printed version of the survey was distributed. Participants who completed the paper survey were verified as not having completed the online survey, and then their responses were entered into the dataset by staff.

The survey was also available for open participation on the City's website. Responses were collected separately to maintain the integrity of the randomly generated scientific sample. The results of the open response sample are reported separately and compared to the scientific sample at the end of the report. Open survey responses tend to be more negative than those conducted using a controlled sampling procedure.

2.4 DEMOGRAPHICS

COMMUNITY SURVEY 2024 RESULTS

A total of 1236 residents participated in the 2024 survey, yielding a response rate of 17.6% and a margin of error of 2.7%. In comparison, the 2023 survey yielded 972 completed surveys for a response rate of 13.8% and a margin of error of 3.1%.

The following table provides a demographic comparison of survey respondents from the 2024 Community Survey, the 2023 Community Survey, and the demographic profile derived from Census 2020 and American Community Survey 2023 data.

		2024 Community Survey Sample	2023 Community Survey Sample	Census Bureau Data
Age	18-34	5%	7%	23%
	35-54	34%	43%	28%
	55+	47%	50%	23%
	Unknown	14%	-	-
District	1	13%	17%	19%
	2	13%	17%	21%
	3	14%	22%	17%
	4	17%	20%	21%
	5	18%	23%	22%
	Unknown	25%	-	-
Hispanic origin	Yes	28%	33%	47%
	No	58%	67%	53%
	Unknown	14%	-	-
Housing Tenure	Own	76%	93%	66%
	Rent	9%	7%	34%
	Unknown	15%	-	-
Housing Type	Attached	9%	13%	40%
	Detached	76%	87%	60%
	Unknown	15%	-	-
Race and Hispanic Origin	Not White Alone	31%	33%	66%
	White alone, not Hispanic or Latino	57%	67%	32%
	Unknown	12%	-	-
Sex	Man	41%	39%	50
	Woman	56%	58%	50%
	Prefer not to Say/Other	3%	3%	-
Sex/Age	Man 18-34	3%	2%	18%
	Man 35-54	14%	15%	18%
	Man 55+	22%	21%	14%
	Woman 18-34	3%	5%	16%
	Woman 35-54	18%	26%	19%
	Woman 55+	23%	27%	15%

COMMUNITY SURVEY 2024 RESULTS

	Other/Prefer not to Say 18-34	0%	0%	-
	Other/Prefer not to Say 35-54	1%	2%	-
	Other/Prefer not to Say 55+	2%	2%	-
	Unknown	14%	-	--

Overall, the 2024 participants' demographic and housing characteristics are like those of the 2023 Community Survey; however, most categories now include an “Unknown” classification for those responses that were left blank by participants.

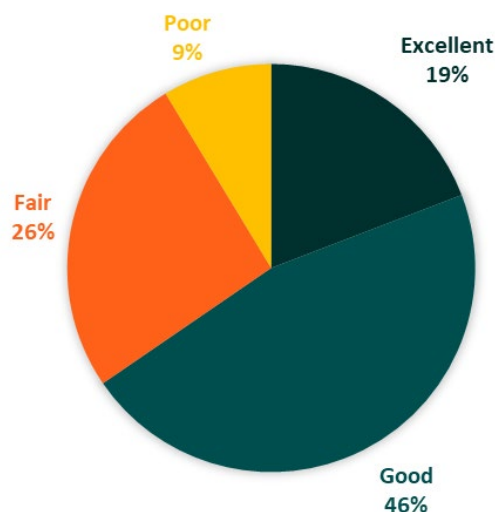
Self-Description	Participation Percentage	Census Bureau percentage
White alone	57%	40%
White and another race	5%	-
Black or African American	4.9%	6.0%
Asian	9.1%	12%
American Indian and Alaska Native	1.8%	1.5%
Native Hawaiian and Pacific Islander	0.6%	0.4%
Other/Prefer not to say	21.7%	-

2.5 DATA ANALYSIS

The results of the 2024 survey are reported directly and can be best understood in the context of their relationship to the 2023 results. The results are organized to align with the goals in the City's Strategic Plan. Using the metrics from the Strategic Plan and the reporting style of the previous community surveys, each question is reported as the percent of respondents answering "good" or "excellent", then the 2023 responses are compared with the 2024 responses, with a percent change noted in a separate column.

3 SOUND INFRASTRUCTURE

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



3.1 SUMMARY

Residents were asked four questions that directly addressed performance indicators for the Sound Infrastructure goal of the City's Strategic Plan. These questions address the availability of paths and trails, the overall quality of city parks, the availability of recreation centers and facilities, and bike lanes.

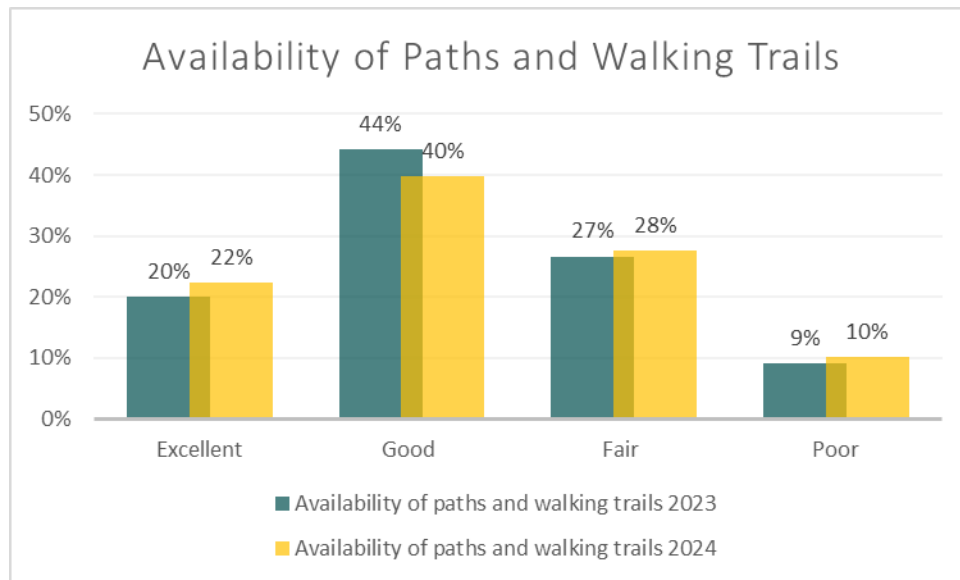
Overall, the "Excellent" and "Good" responses for the questions in this category have decreased between 1% and 2%.

Change in "Excellent" and "Good" responses	2024	2023	Difference
Availability of paths and walking trails	62%	64%	-2%
City parks	74%	75%	-1%
Recreation centers or facilities	65%	66%	-1%
Bike lanes	59%	60%	-1%

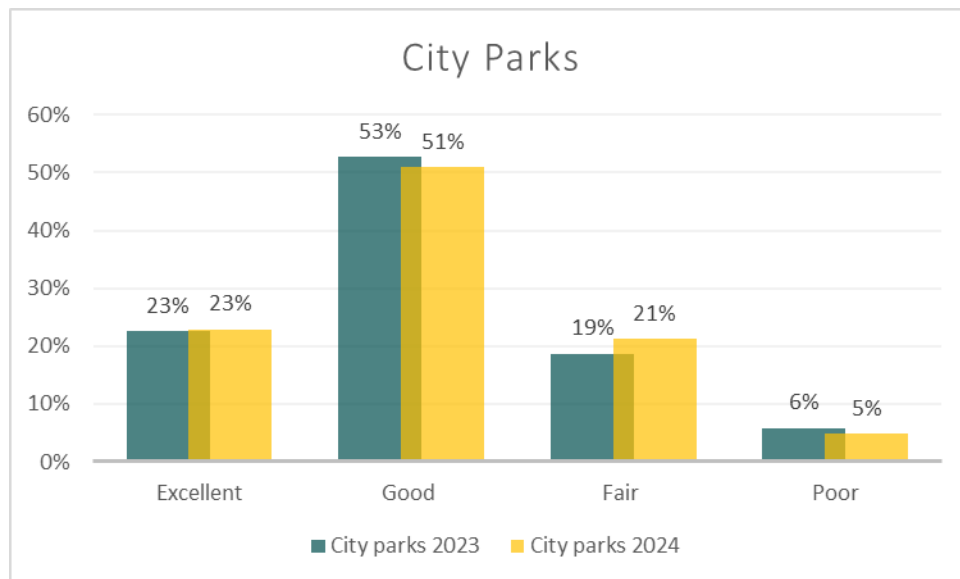
3.2 INDIVIDUAL QUESTIONS

For the first questions in this category, residents were asked to rate the availability of paths and walking trails as part of a multi-topic question. There was a 2% increase in "excellent" responses compared to last year and a 4% decrease in "good" responses. The "fair" responses remained similar, with both "Fair" and "Poor" responses increasing by 1%.

1077 participants provided answers to this question.

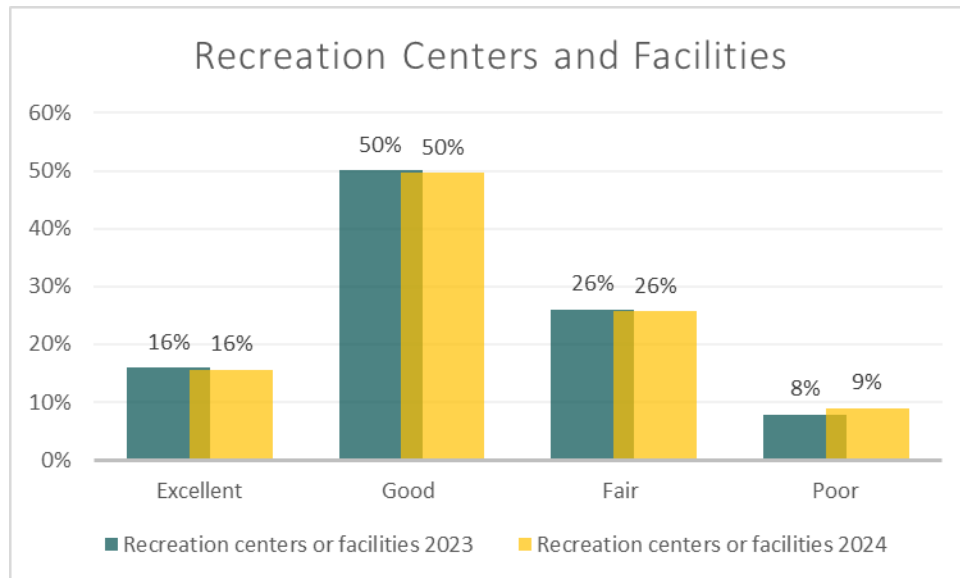


The second question in this category, the first topic of a two-topic question, asked the residents to rate city parks. Compared to last year, there was no change in the "excellent" responses and a 2% decrease in the "good" responses. The "fair" responses increased by 2%, and the "poor" responses decreased by 1%. There were 1113 responses for this question.

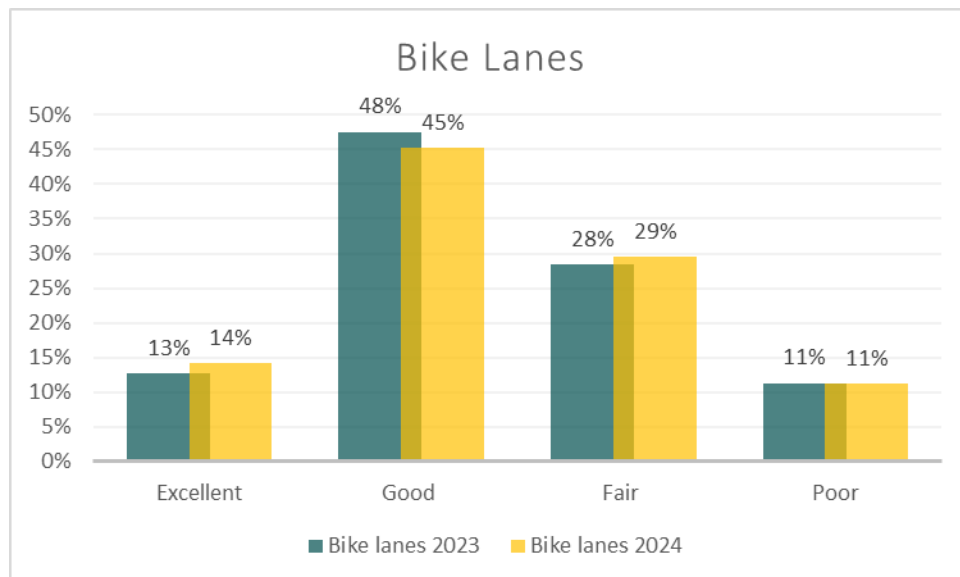


The third question in this category was asked as the second part of the two-topic question mentioned in the "city parks" category. The question asked residents to rate recreation centers and facilities. Compared to last year, the overall changes were negligible, and when rounded up, there was only a slight 1% decrease in "Poor"

responses, with all the other categories showing less than .5% change. This question received 812 responses.

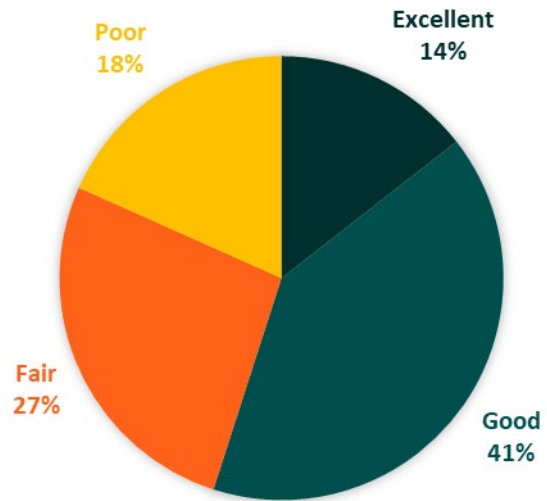


The last question in this category asked residents to rate bike lanes as part of a multi-topic question. There was a 1% increase in "excellent" responses and a 3% decrease in "good" responses. The "fair" responses decreased by 1%, and the poor responses remained the same. Overall, there were 930 responses for this question.



4 SAFE COMMUNITY

Protect our quality of life by ensuring the community is safe and clean.¹



4.1 SUMMARY

Four questions were asked to address performance under this goal. Only two questions, which address public safety and the City's efforts to reduce homelessness, are included in the pie chart above. The other two questions, which use a different scale and are explained below, address the level of safety in the neighborhood during the day and the level of preparedness for an emergency.

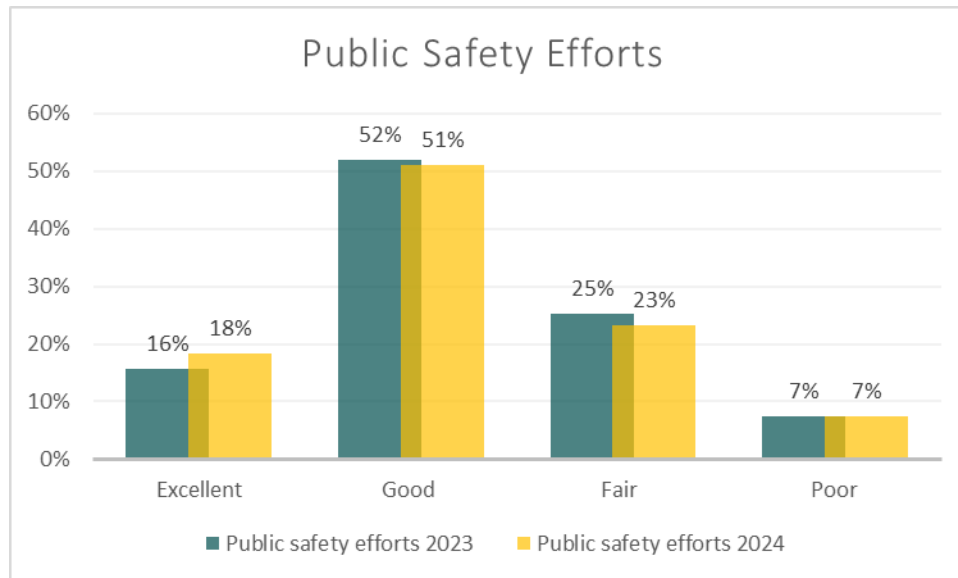
Two of the questions show an improvement in "excellent" and "good" responses, while the third question remains unchanged.

Change in "Excellent" and "Good" responses	2024	2023	Difference
Public safety efforts	69%	67%	2%
Do you feel safe in your neighborhood during the day	84%	80%	4%
City's efforts to reduce homelessness	38%	38%	0%

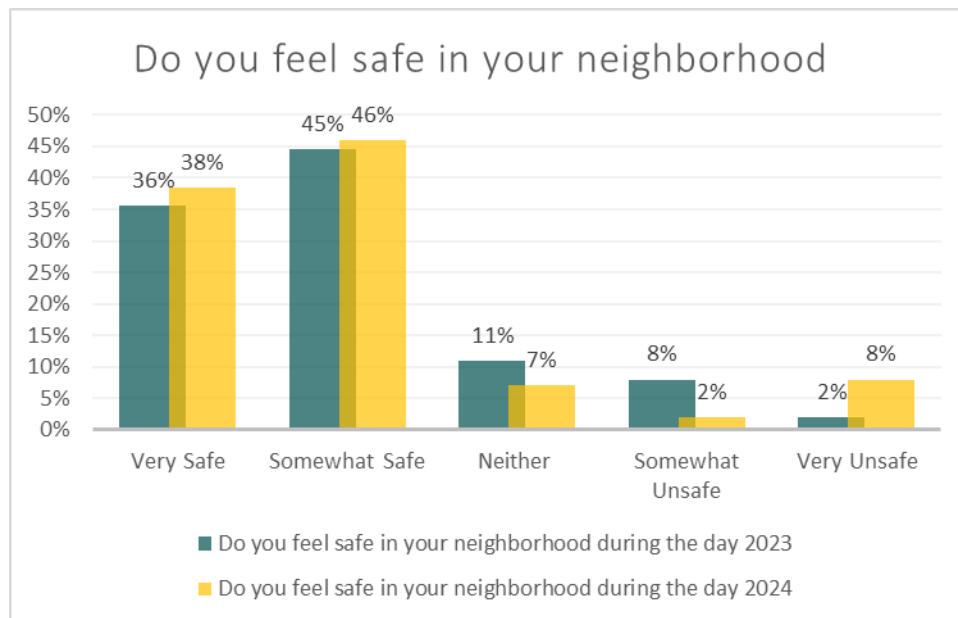
4.2 INDIVIDUAL QUESTIONS

The first question in this category asked residents to rate public safety efforts as part of a multi-topic question. There was a 2% increase in "excellent" responses and a 1% decrease in "good" responses. The "fair" responses decreased by 2%, and the "poor" responses remained unchanged. This question received 1094 responses.

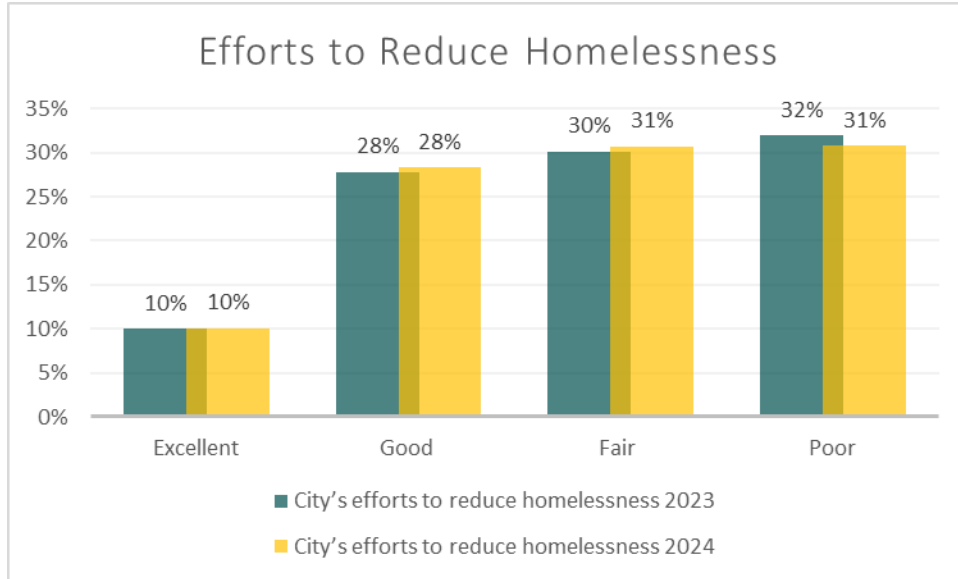
¹ City of Corona Strategic Plan 2021-2026



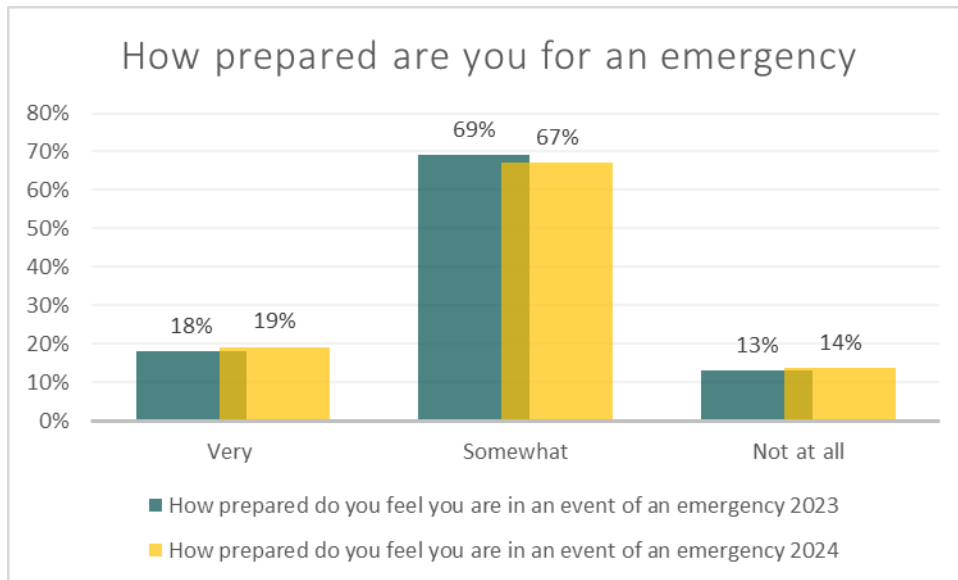
The second question asked residents, "Please rate how safe or unsafe you feel in your neighborhood during the day." Compared to 2023, there was a 2% increase for those who feel "very safe" and a 1% increase in those who feel "somewhat safe". There was a 6% decrease in those who felt "somewhat unsafe" and a 6% increase in those who felt very unsafe. Those who feel "neither safe nor unsafe" decreased by 4%. Overall, there were 1124 answers to this question.



The third question on this topic was also part of a multi-topic question, and residents were asked to rate the city's efforts to reduce homelessness. The "excellent" and "good" responses remained the same, while fair responses increased by 1% and "poor" responses decreased by 1%. 953 participants answered this question.

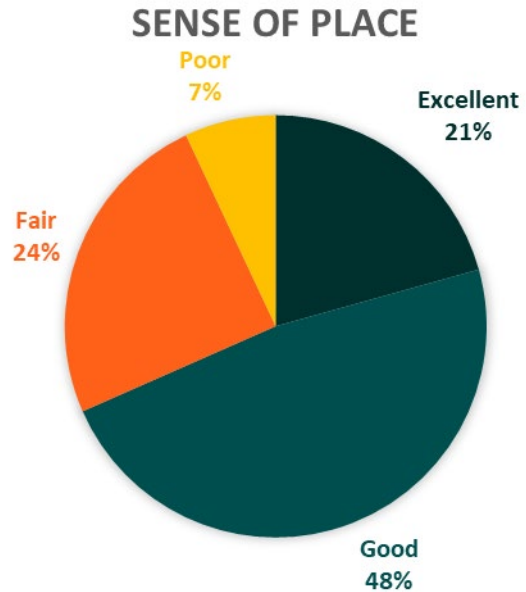


The last question in this category asked residents, "How prepared, if at all, do you feel you are in the event of an emergency?" There was a 1% increase in those who feel "very prepared" and those who feel "not at all prepared." Those who are "somewhat prepared" decreased by 2%. 1116 participants answered this question.



5 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 residents²"



5.1 SUMMARY

In 2023, the residents were asked ten questions about performance indicators for the "Sense of Place: goal of the City's Strategic Plan.

Five questions improved between 1% and 4%, three declined between 1% and 3%, and two remained unchanged.

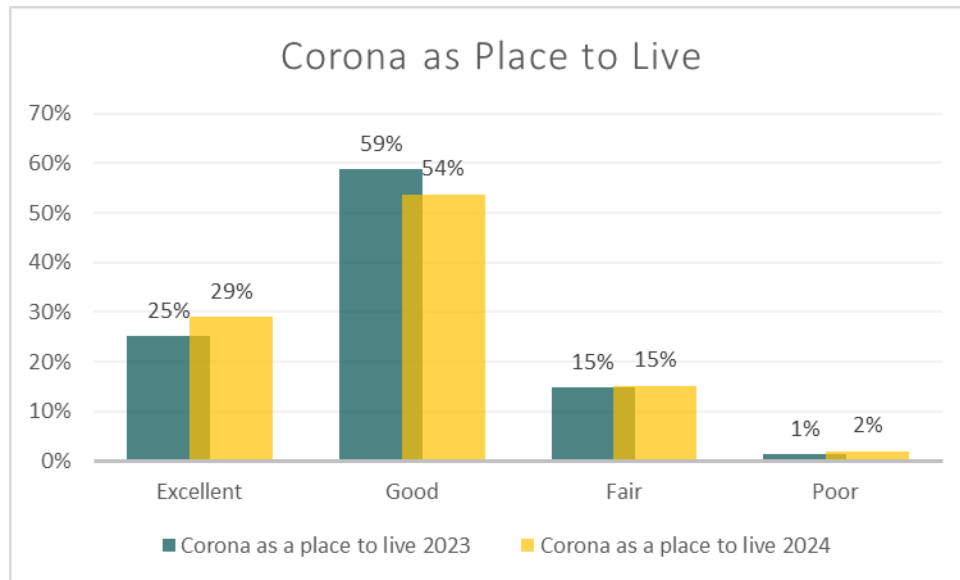
Change in "Excellent" and "Good" responses	2024	2023	Difference
Corona as a place to live	83%	81%	2%
Corona as a place to raise children	83%	79%	4%
Sense of community	59%	62%	-3%
Recommend living in Corona to someone who asks	87%	88%	-1%
Overall image or reputation of Corona	69%	69%	0%
Overall appearance of Corona	64%	64%	0%
Cleanliness of Corona	59%	60%	-1%
Openness and acceptance	75%	74%	1%
Places to recreate, socialize, meet, and connect	51%	49%	2%
Variety and frequency of community events	53%	49%	4%

² City of Corona Strategic Plan 2021-2026

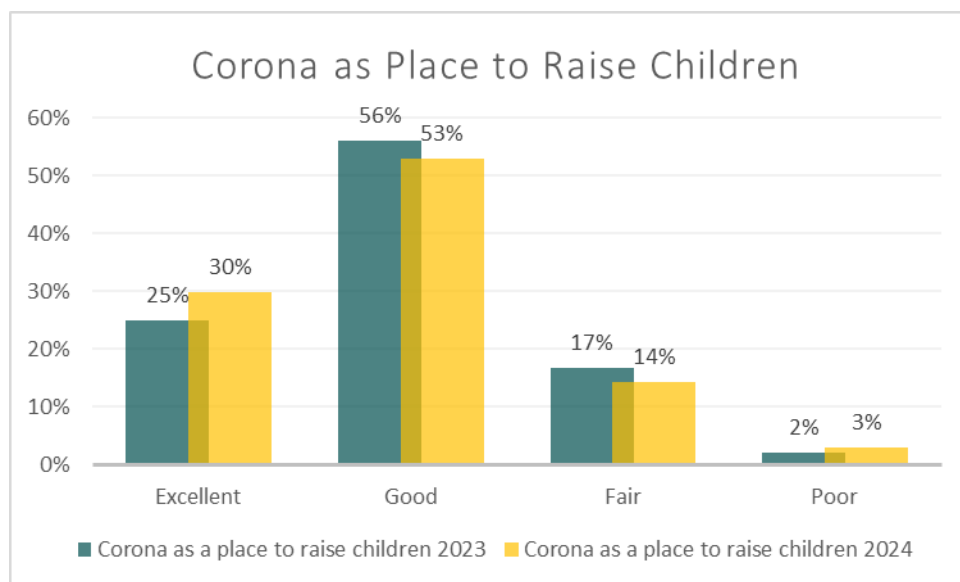
5.2 INDIVIDUAL QUESTIONS

The survey's first question contained three elements: It asked the participants to rate Corona as a place to live, a place to raise children, and a place with a sense of community.

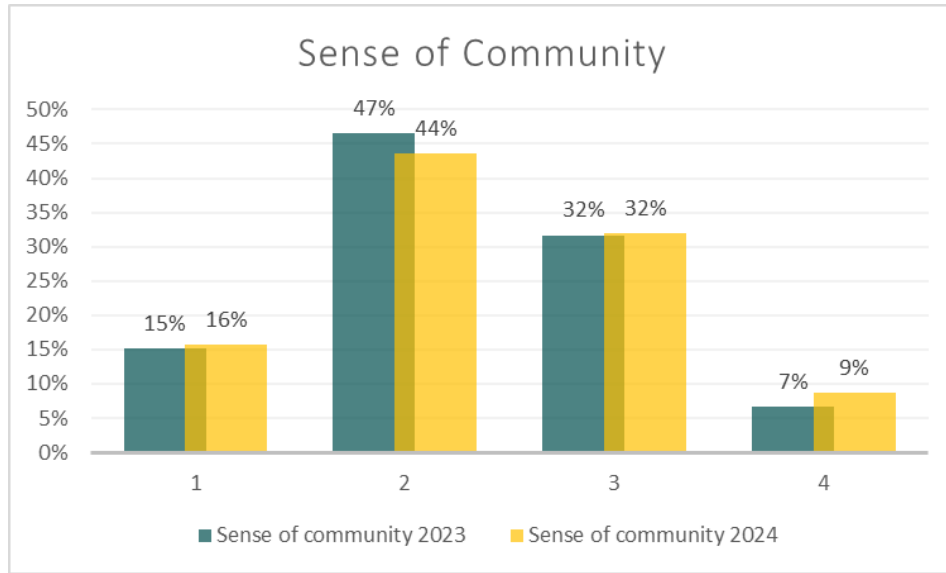
For rating Corona as a place to live," there was a 4% increase in "excellent" responses, a 1% increase in "poor" responses, and a 5% decrease in "good" responses. The percentage of "fair" responses was unchanged compared to 2023. The total number of responses received for this question was 1150.



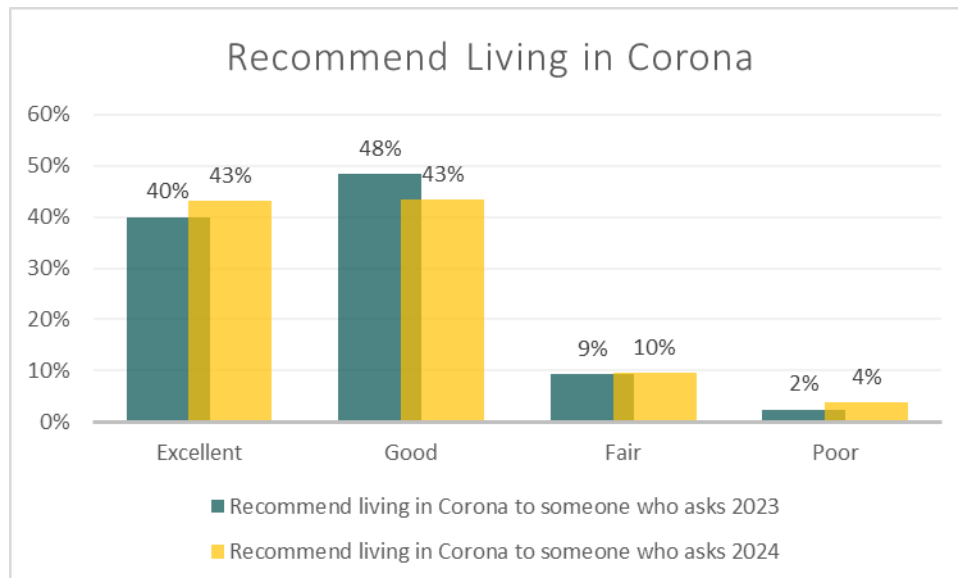
The second part of the question asked residents to rate "Corona as a place to raise children". There was a 5% Increase in "excellent" responses and a 3% decrease in "good" responses. The "fair responses" decreased by 3%, while "poor" responses increased by 1%. There were 1055 responses to this question.



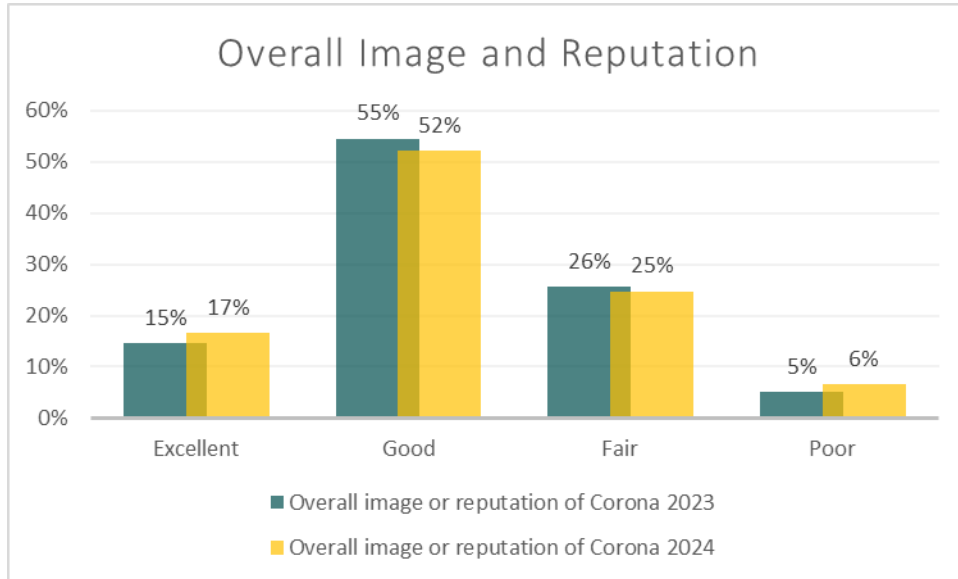
Residents were asked to rate their sense of community for the third part of the question. There was a 1% increase in "excellent" responses and a 3% decrease in "good" responses. Both "fair" and "poor" responses increased by 2% each. There were 1112 responses to this question.



The next question asked respondents how likely or unlikely they are to "recommend living in Corona to someone who asks." Compared to 2023, there was a 3% increase in the "excellent" category and a 5% decrease in the "good" category. The negative responses of "somewhat unlikely" and "very unlikely" increased by 1% and 2%, respectively. The total number of responses received to this question was 1112.

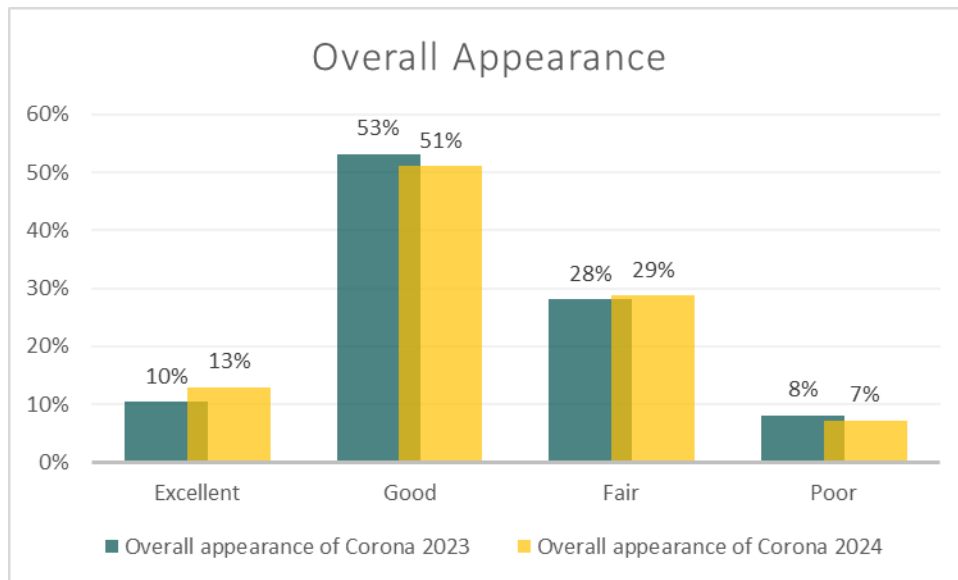


The next question in this category asked residents to "rate Corona's overall image and reputation." Compared to last year, the "excellent" category improved by 2%; however, the "good" category decreased by 3%. The "fair" responses decreased by 1%, and the "poor" responses increased by 1%. There were 1141 responses for this question.

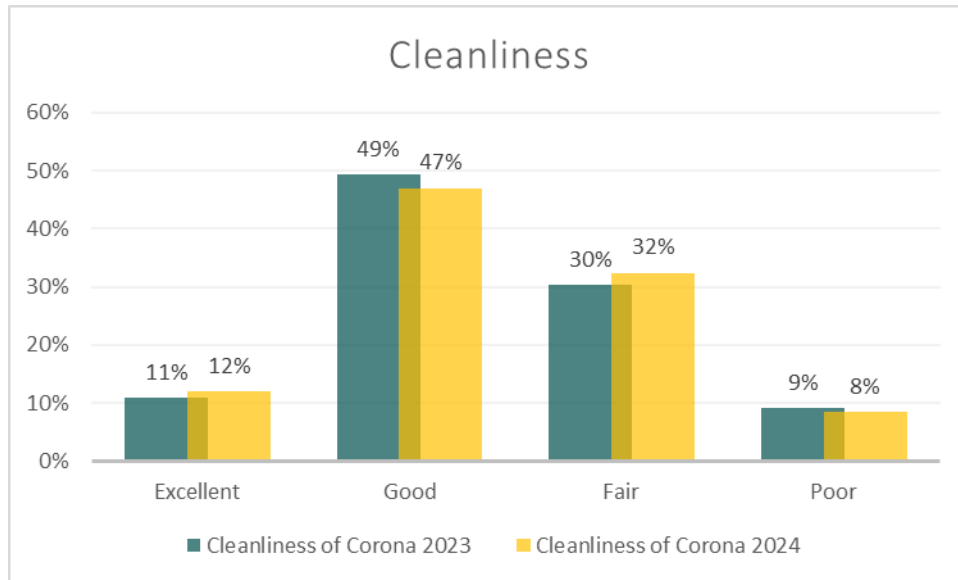


The next question assessing the "sense of place" was a multiple-part question that asked residents to rate Corona's overall appearance, cleanliness, and community openness and acceptance toward people of diverse backgrounds.

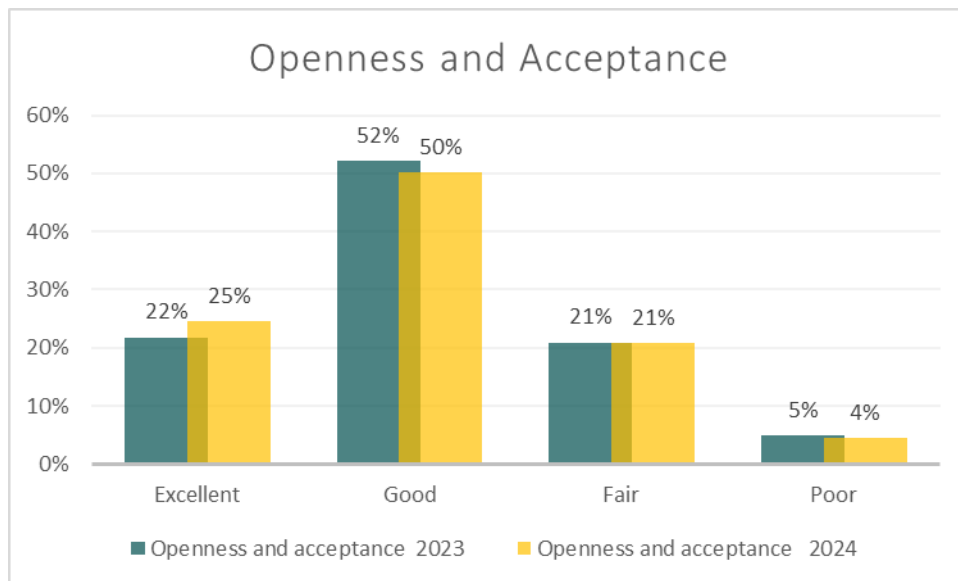
The "overall appearance" received a 3% increase in "excellent" responses and a 2% decrease in "good" responses. The "fair" rating increased by 1% and the "poor" rating decreased by 1%. There were 1147 responses for this question.



The "cleanliness" rating increased by 1% in the "excellent" category and decreased by 2% in the "good" category. The "fair" responses increased by 2%, and the "poor" responses decreased by 1%. There were 1144 responses for this question.

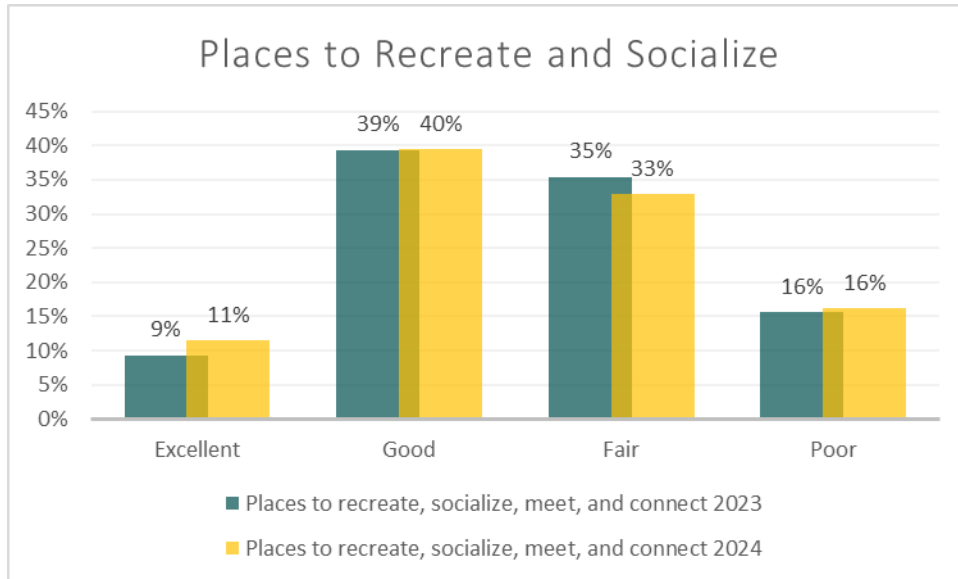


When asked to rate the community's acceptance of people of diverse backgrounds, there was a 3% increase in the "excellent" category and a 2% decrease in the "good" category. The "poor" category decreased by 1%, while the "fair" category remained the same. There were 1036 responses to this question.

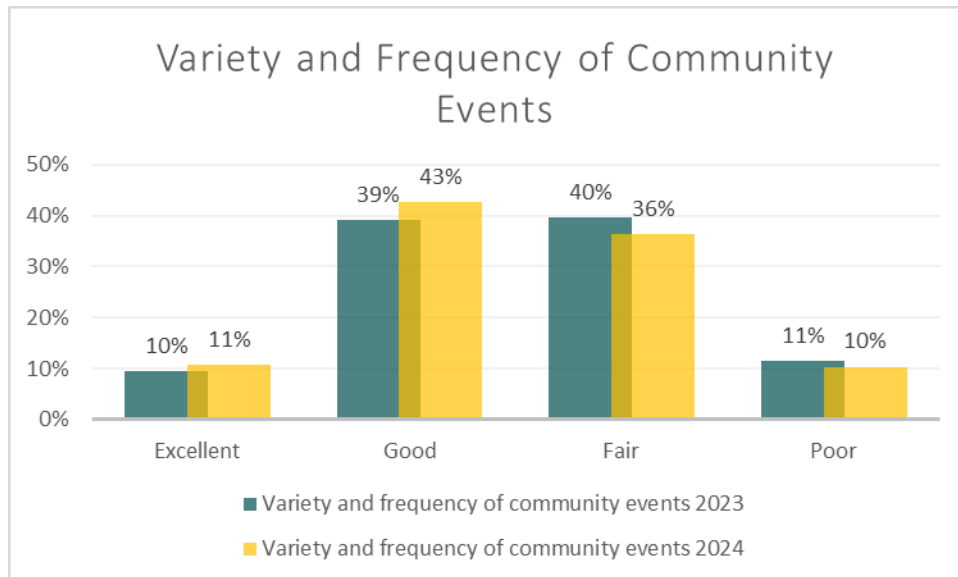


Residents were asked to rate the following in the Corona Community: places to recreate, socialize, meet, and connect with friends, neighbors and family and the variety and frequency of community events.

There was an increase of 2% in the "excellent" category for places to recreate, socialize, meet, and connect with others and 1% in the "good" category for places to recreate, socialize, meet, and connect with others. The responses in the "fair" category decreased by 2%, and the responses in the "poor" category remained the same. There were 1030 responses for this question.

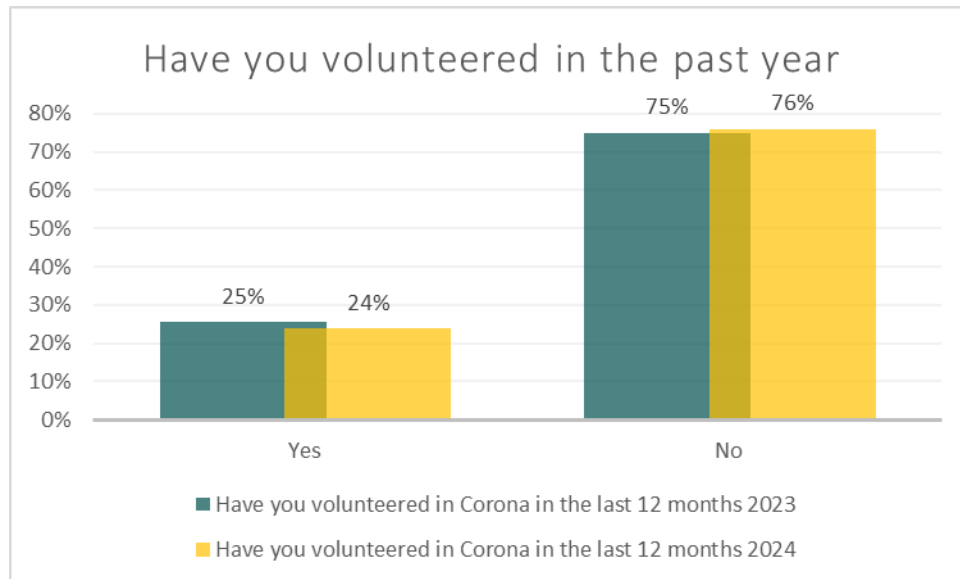


The "variety and frequency of community events" showed a 1% increase in the "excellent" responses and a 4% increase in the "good" responses and decreased by 4% in the "fair" responses and by 1% in the "poor" responses. There were 984 responses to this question.



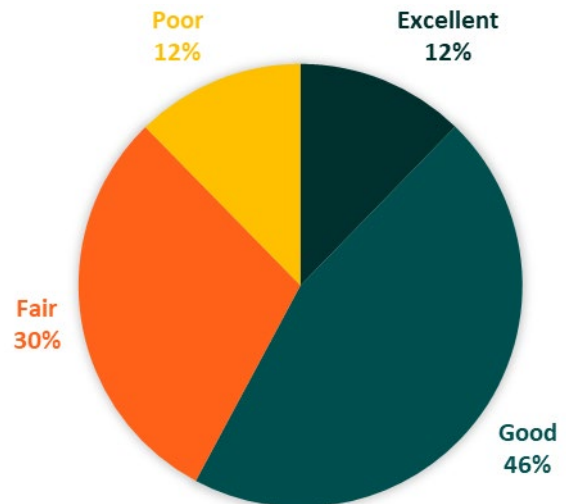
Finally, residents were asked, "Have you volunteered your time to some group/activity in Corona in the last 12 months?" This question allowed for Yes/No responses and showed

a 1% decrease in positive responses and a 1% increase in negative responses. There were 1149 responses for this question.



6 HIGH PERFORMING GOVERNMENT

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



6.1 SUMMARY

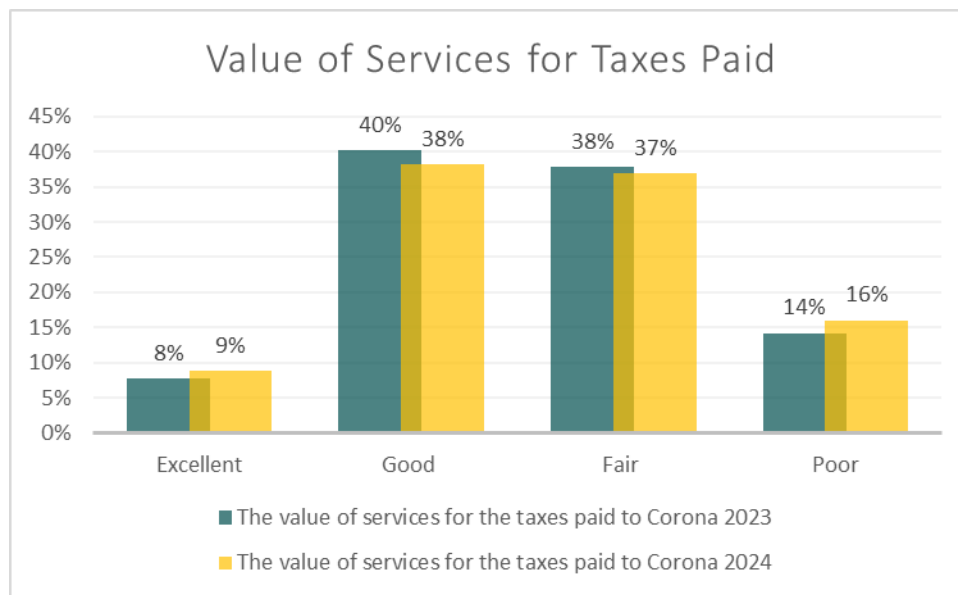
Five questions aligned with the performance indicators for the "High Performing Government" goal of the City's strategic plan. All these questions showed an improvement in the positive responses compared to last year's survey.

Change in "Excellent" and "Good" responses	2024	2023	Difference
The value of services for the taxes paid to Corona	47%	48%	-1%
The overall direction that Corona is taking	59%	56%	3%
Overall confidence in Corona government	51%	51%	0%
Treating all residents fairly	64%	65%	-1%
Quality of the services provided by the City of Corona?	68%	65%	3%

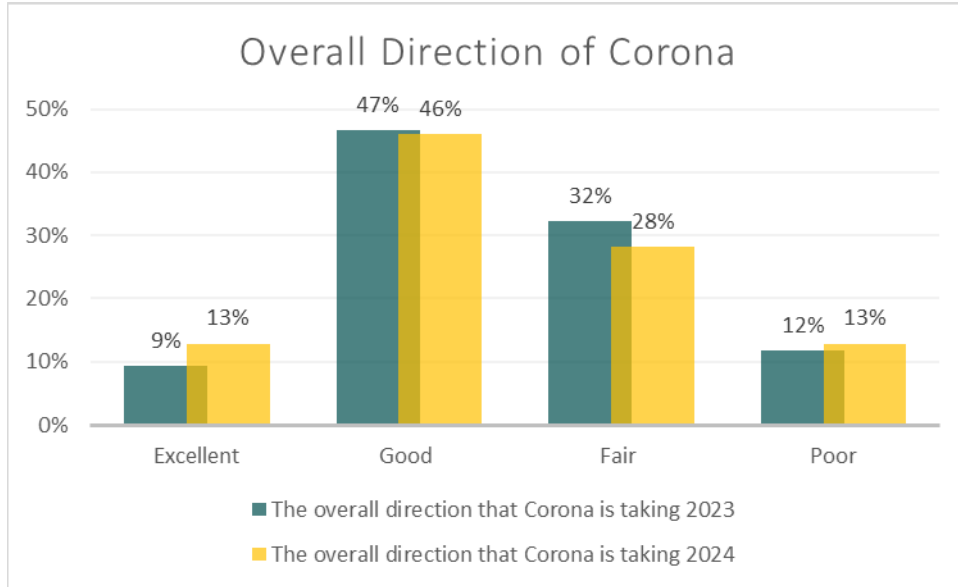
6.2 INDIVIDUAL QUESTIONS

The first question in this category had four parts. The residents were asked to rate the value of services for the taxes paid to Corona, the overall direction Corona is taking, their confidence in the Corona Government, and whether all residents are treated fairly.

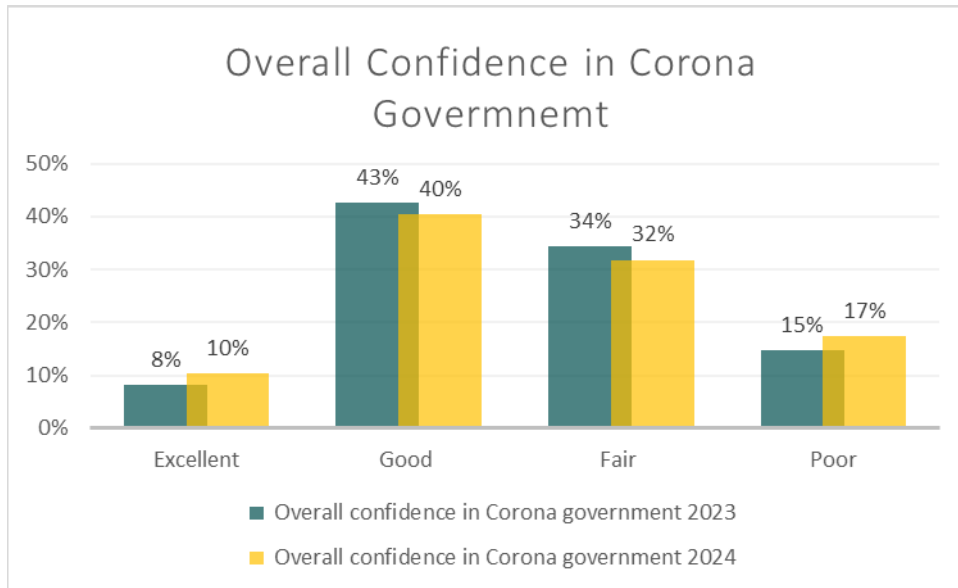
When asked to rate the value of services for taxes paid, the responses show a 1% improvement in "excellent" responses and a 2% decline in "good" responses. The fair responses decreased by 1%, and the "poor" responses increased by 2%. There were 1080 responses for this question.



The next part of this question, which addresses Corona's overall direction, saw a 4% improvement in the "excellent" category and a 1% decline in the "good" category. The "fair" responses decreased by 4%, and the "poor" responses increased by 1%. There were 1047 responses for this question.



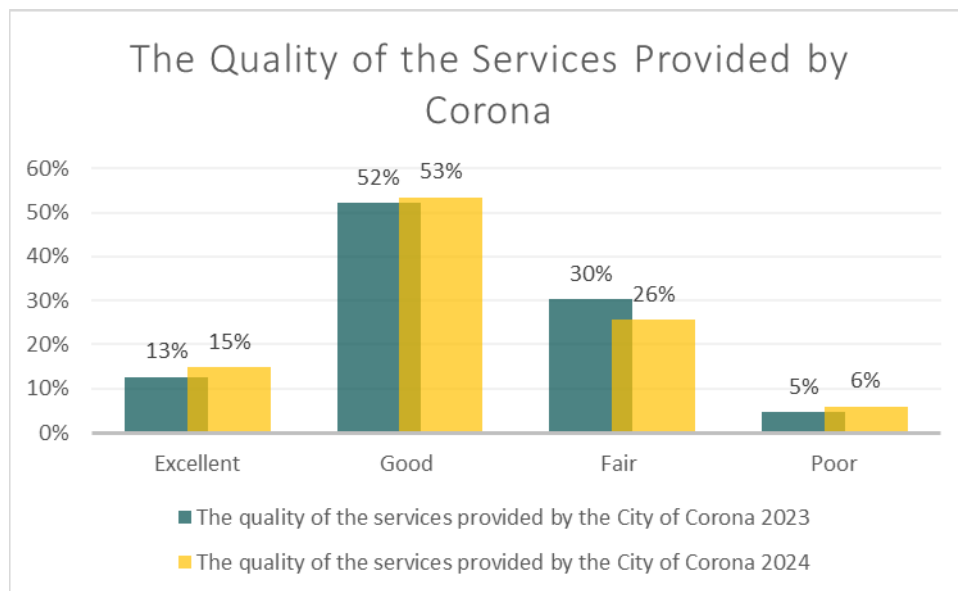
The third portion of this question asked residents to rate their "overall confidence in Corona government". There was a 2% increase in "excellent" responses and a 3% reduction in "good" responses. The "fair" responses decreased by 2%, and the "poor" responses increased by 2%. There were 1047 responses for this question.



The last part of this question asked residents to rate whether all residents are treated fairly. The "excellent" responses increased by 2%, while the "good" responses decreased by 2%. "Fair" responses decreased by 2%, while "poor" responses increased by 1%. There were 978 responses for this question.



The last question in this category asked residents, "Overall, how would you rate the quality of the services provided by the City?" Both the "excellent" and "good" categories increased by 2% and 1%, respectively, while there was a 4% decrease in "fair" responses and a 1% increase in "poor" responses. There were 1092 responses for this question.



7 OPEN SURVEY RESPONSE

The survey was also posted on the City's website for open participation. The 640 responses received were recorded separately from the random survey. The open survey results are detailed below compared to the random survey results. Overall, the open survey responses were more negative than the random ones.

