

city of  
**corona**

Community Survey 2025 Results

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# 1 EXECUTIVE SUMMARY

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The City of Corona conducted its annual Community Survey during the summer of 2025. The objective of this survey is to collect resident insights regarding community priorities, identify areas for improvement, and understand perceptions and opinions about city services and community characteristics. The 2025 survey maintained the same methodology as the surveys conducted in 2023 and 2024, being entirely developed, distributed, and analyzed by the City of Corona.

A total of 652 residents responded to the 2025 survey invitation, showing a 48% decrease in participation from 2024. Residents were asked 25 questions that assess areas of the City's Strategic Plan. Compared with 2025, residents' perceptions of the City of Corona remain positive with most variations falling within the margin of error (3.7%). The areas that show the most notable positive change are the opinions rating Corona rating efforts to reduce homelessness (4%), sense of community (5%), and the variety and frequency of community events (9%).

## 2 METHODS

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### 2.1 SURVEY QUESTIONS

The 2025 Community Survey was identical in format to the 2024 and 2023 Community Survey. The goal of the survey is to provide a yearly snapshot of the residents' opinions that can be compared from year to year, to identify potential issues and areas of improvement, as well as to recognize areas of success.

### 2.2 SAMPLE SELECTION

All addresses present in the City of Corona's geodatabase that were classified as a Single Family or Multi Family Residence 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. An additional 200 households per district were later added to the survey distribution list, for a total sample of 8000 households.

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 13 and September 9, 2025. The survey was distributed first by email invitation followed by a mailed paper survey. The email list was compiled using utility accounts data. All surveys included a unique link and QR code to prevent a respondent from participating more than once. Ten follow-up emails were sent to encourage participation, and respondents were entered in a \$50 gift card giveaway to boost participation. Responses received via mail were manually entered into the Qualtrics platform by staff.

The survey was also available for open participation on the City's website. Those 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. Overall, open survey responses tend to be more negative than those conducted using a controlled sampling procedure.

## 2.4 DEMOGRAPHICS

The following table provides a demographic comparison of survey respondents from the 2025 Community Survey, the 2024 Community Survey, and the demographic profile derived from Census 2020 and American Community Survey 2023 data.

		<b>2024 Community Survey Sample</b>	<b>2025 Community Survey Sample</b>	<b>Census Bureau Data</b>
<b>Age</b>	18-34	5%	8%	23%
	35-54	34%	37%	28%
	55+	47%	53%	23%
	Unknown	14%	2%	-
<b>District</b>	1	13%	12%	19%
	2	13%	13%	21%
	3	14%	15%	17%
	4	17%	19%	21%
	5	18%	27%	22%
	Unknown	25%	14%	-
<b>Hispanic origin</b>	Yes	28%	30%	47%
	No	58%	66%	53%
	Unknown	14%	4%	-
<b>Housing Tenure</b>	Own	76%	83%	66%
	Rent	9%	15%	34%
	Unknown	15%	2%	-
<b>Housing Type</b>	Attached	9%	15%	40%
	Detached	76%	82%	60%
	Unknown	15%	3%	-
<b>Race and Hispanic Origin</b>	Not White Alone	31%	37%	66%
	White alone, not Hispanic or Latino	57%	53%	31%
	Unknown	12%	10%	-
<b>Sex</b>	Man	41%	39%	50
	Woman	56%	53%	50%
	Prefer not to Say/Other	3%	8%	-
<b>Sex/Age</b>	Man 18-34	3%	2%	18%
	Man 35-54	14%	13%	18%
	Man 55+	22%	24%	14%
	Woman 18-34	3%	4%	16%
	Woman 35-54	18%	22%	19%
	Woman 55+	23%	27%	15%

## COMMUNITY SURVEY 2025 RESULTS

	Other/Prefer not to Say 18-34	0%	1%	-
	Other/Prefer not to Say 35-54	1%	1%	-
	Other/Prefer not to Say 55+	2%	2%	-
	Unknown	14%	4%	--

The 2025 Community Survey participants' demographic and housing characteristics are consistent with those of the 2024 Community Survey. Most categories include an "Unknown" classification for responses received via mail, where information could not be validated via the Qualtrics resident directory.

Self-Description	Participation Percentage	Census Bureau percentage
White alone	53%	31.4%
White and another race	4%	-
Black or African American	5%	4.4%
Asian	10%	12.8%
American Indian and Alaska Native	1%	0.3%
Native Hawaiian and Pacific Islander	0.3%	0.1%
Other/Prefer not to say	26%	-

## 2.5 DATA ANALYSIS

The results of the 2025 survey are reported directly and can be best understood in context of their relationship to the 2024 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 percentage of respondents answering "good" or "excellent", then the 2025 responses are compared with the 2024 responses, with a percent change noted in a separate column.

This year a margin of error was calculated for the survey. Based on a population of 8000 and a sample size of 652, the margin of error for 95% confidence is approximately 3.7%.

### 3 SOUND INFRASTRUCTURE

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



#### 3.1 SUMMARY

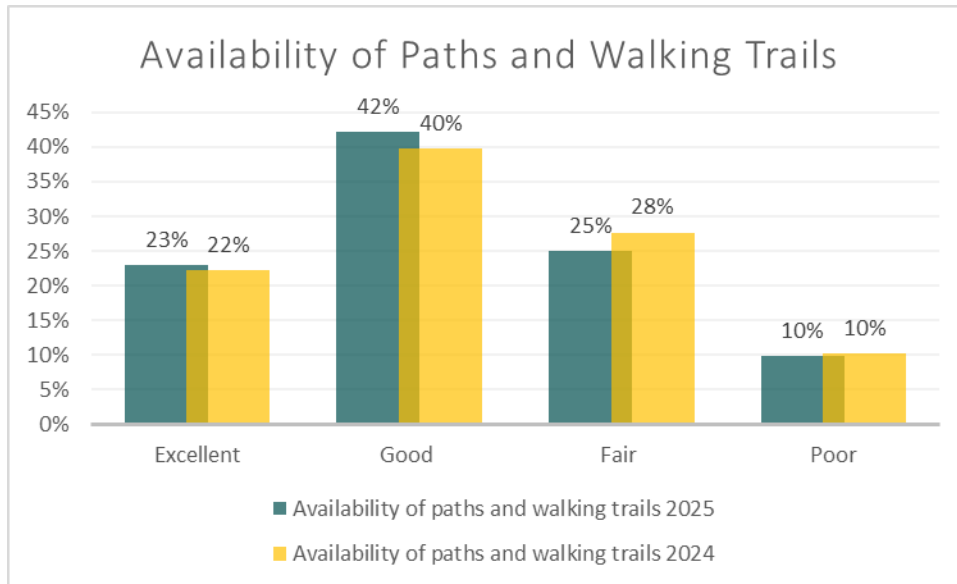
Residents were asked 4 questions which directly address performance indicators for the Sound Infrastructure goal of the City's Strategic Plan. These questions address availability of paths and trails, the overall quality of city parks, availability of recreation centers and facilities, and bike lanes.

Overall, the “Excellent” and “Good” responses for have increased between 1% and 3% with the largest increases in the availability of path and walking trails, and bike lanes.

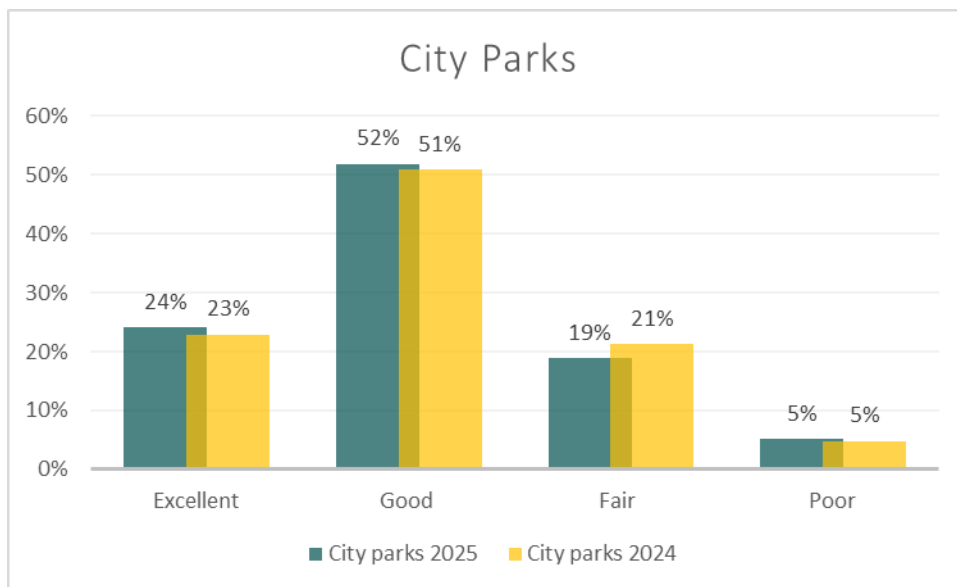
Change in "Excellent" and "Good" responses	2024	2025	Difference
Availability of paths and walking trails	62%	65%	3%
City parks	74%	76%	2%
Recreation centers or facilities	65%	66%	1%
Bike lanes	59%	62%	3%

#### 3.2 INDIVIDUAL QUESTIONS

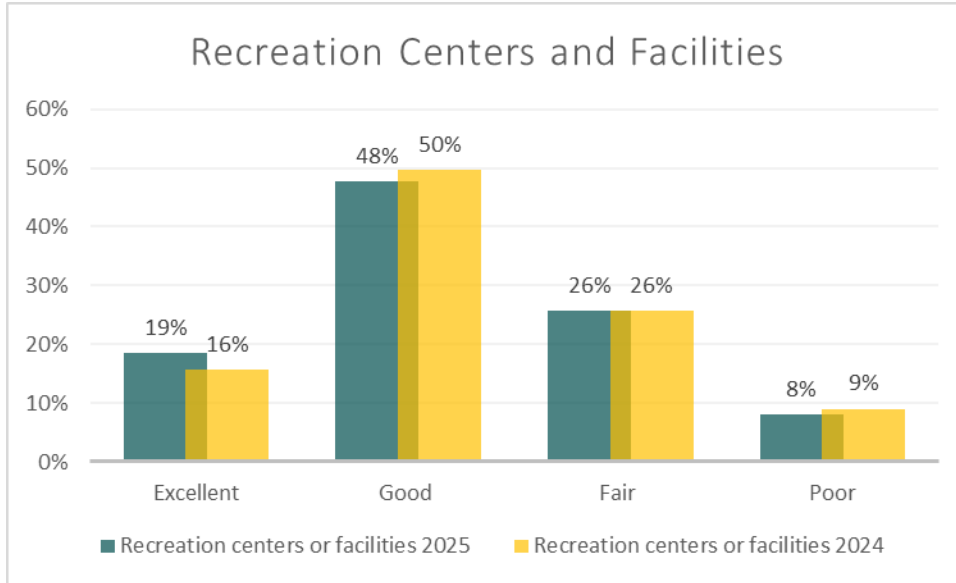
For the first questions in this category residents were asked as part of a multi-topic question to rate the availability of paths and walking trails. Compared to last year, there was a 1% increase in "excellent" responses and a 2% increase in "good" responses. The "fair" responses decreased by 3%, while the “poor” responses remained unchanged. Answers to this question were provided by 600 participants.



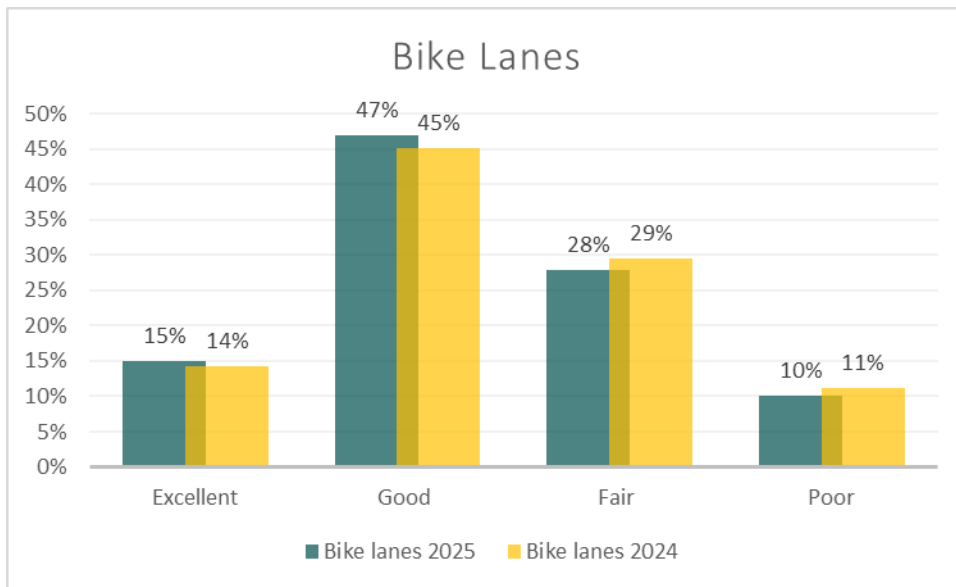
The second question in this category, the first topic of a two-topic question, asked the residents to rate city parks. Compared to last year there was a 1% increase in both the “excellent” and “good” categories, a 2% decrease in the “fair” category, while the “poor” responses remained unchanged. There were 622 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, there was a 3% increase in “excellent” responses and a 2% decrease for “good” responses. The “fair” category remained unchanged while the “poor” responses decreased by 1%. There were 621 responses received for this question.



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 2% increase in "good" responses. The "fair" and "poor" responses decreased by 1% each. Overall, there were 529 responses for this question.



## 4 SAFE COMMUNITY

Protect our quality of life by ensuring the community is safe and clean.<sup>1</sup>



### 4.1 SUMMARY

There were 4 questions asked to address performance under this goal. Only two of the questions which address public safety questions and the City's efforts to reduce homelessness are included in the pie chart above. The other two questions address the level of safety in the neighborhood during the day and the level of preparedness for an emergency and use different rating scales which are detailed below.

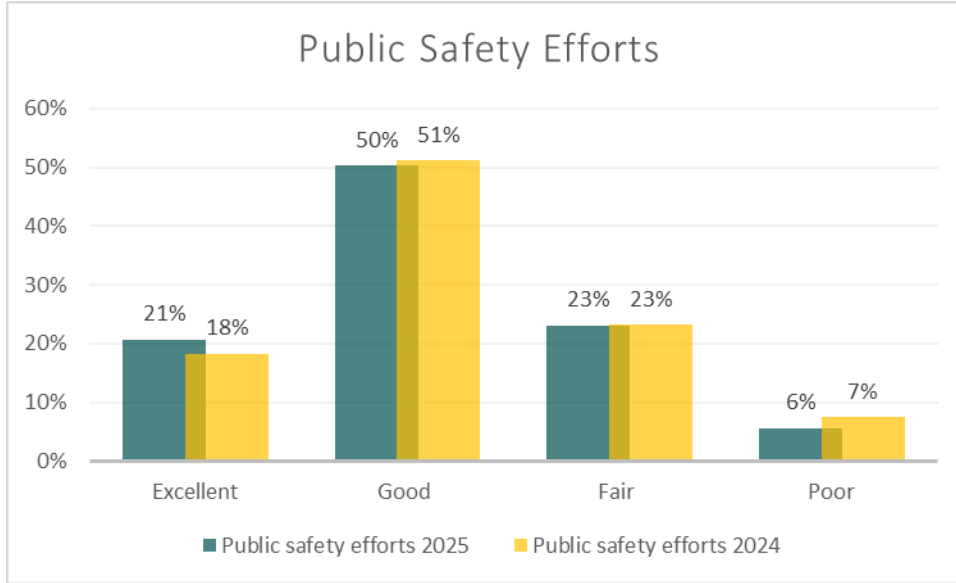
Two of the questions show an improvement in "excellent" and "good" responses, while the third question remains unchanged.

Change in "Excellent" and "Good" responses	2024	2025	Difference
Public safety efforts	69%	71%	2%
Do you feel safe in your neighborhood during the day	84%	86%	2%
City's efforts to reduce homelessness	38%	42%	4%

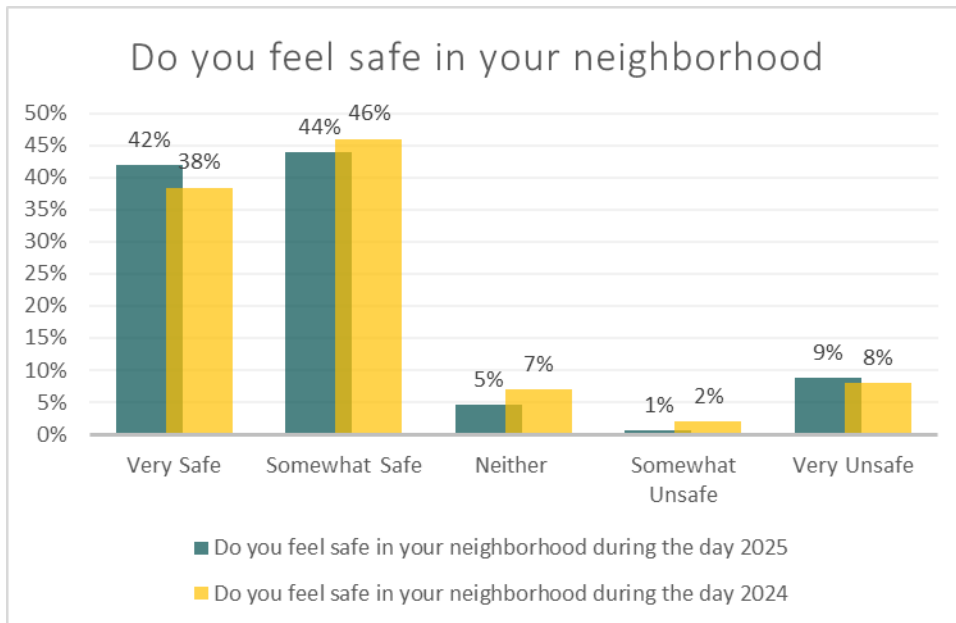
### 4.2 INDIVIDUAL QUESTIONS

The first question in this category asked residents as part of a multi-topic question to rate public safety efforts. There was a 3% increase in "excellent" responses, and a 1% decrease in "good" responses. The "fair" responses remained unchanged while the "poor" responses decreased by 1%. This question received 621 responses.

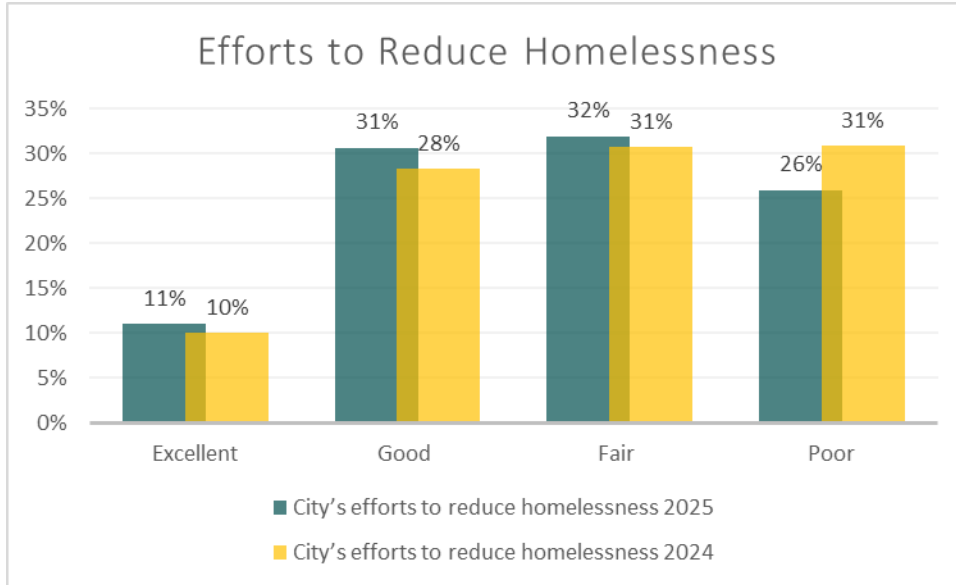
<sup>1</sup> City of Corona Strategic Plan 2021-2026



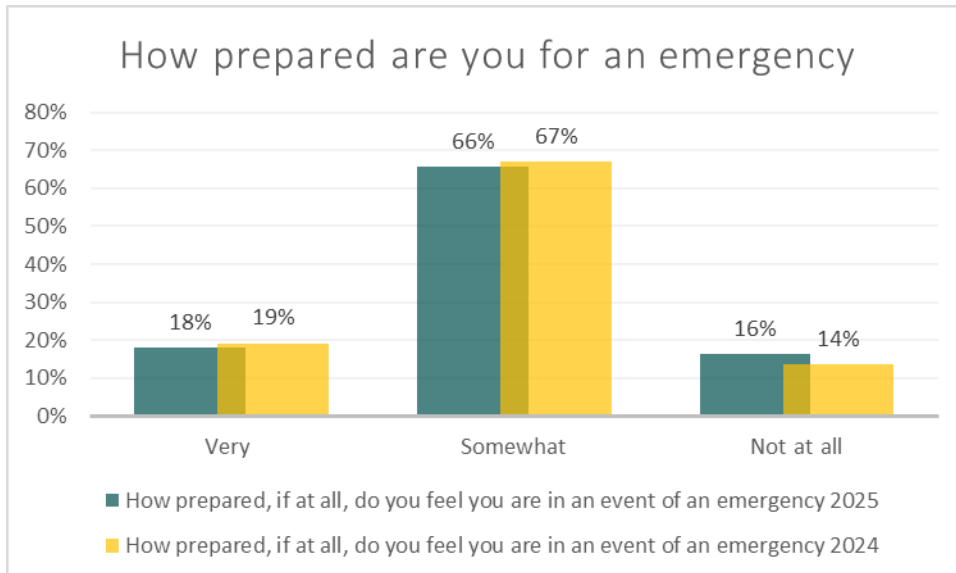
The second question asked residents "please rate how safe or unsafe you feel in your neighborhood during the day". Compared to 2024 there was a 4% increase for those that feel "very safe" and a 2% decrease in those that feel "somewhat safe". There was a 1% decrease in those that feel "somewhat unsafe" and a 3% increase in those that feel very unsafe. Those that feel "neither safe nor unsafe" decreased by 2%. Overall, there were 646 answers to this question.



The third question on this topic was also part of a multi-topic question and asked residents to rate the City's efforts to reduce homelessness. There was a 1% increase in "excellent" responses and a 3% increase in "good" responses. "Fair responses also increased by 1% while "poor" responses decreased by 5%. This question was answered by 549 participants.



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% decrease in both those that feel "very prepared" and those that feel "somewhat prepared" Those that feel "not at all prepared" increased by 2%. There were 639 participants who 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 residents<sup>2</sup>"



### 5.1 SUMMARY

In 2025 the residents were asked 10 questions that are performance indicators for the "Sense of Place" goal of the City's Strategic Plan.

Overall, 7 questions improved between 1% and 9%, 2 questions declined between 1% and 2%, and 1 question remained unchanged. The largest increase in positive responses was for the variety and frequency of community events.

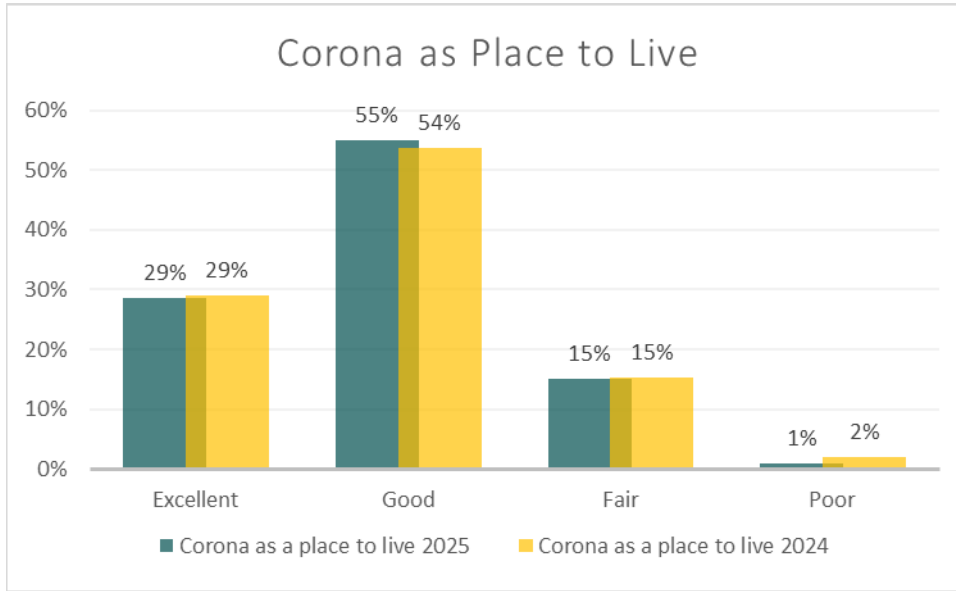
Change in "Excellent" and "Good" responses	2024	2025	Difference
Corona as a place to live	83%	84%	1%
Corona as a place to raise children	83%	82%	-1%
Sense of community	59%	64%	5%
Recommend living in Corona to someone who asks	87%	88%	1%
Overall image or reputation of Corona	69%	70%	1%
Overall appearance of Corona	64%	62%	-2%
Cleanliness of Corona	59%	59%	0%
Openness and acceptance	74%	75%	1%
Places to recreate, socialize, meet, and connect	51%	53%	2%
Variety and frequency of community events	53%	62%	9%

### 5.2 INDIVIDUAL QUESTIONS

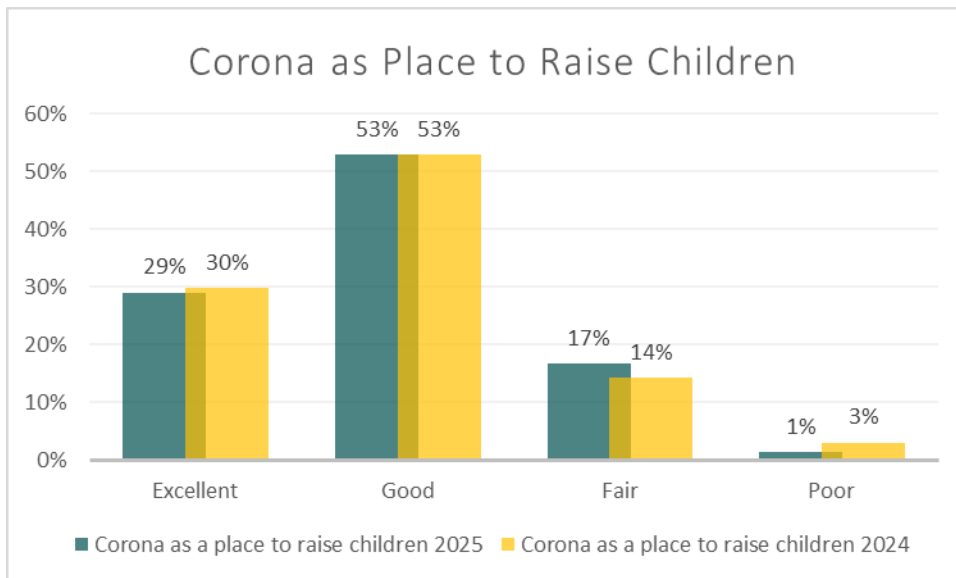
The first question of the survey contained three parts and asked the participants to rate Corona as a place to live, a place to raise children, and the sense of community.

<sup>2</sup> City of Corona Strategic Plan 2021-2026

The rating of Corona as a place to live saw a 1% increase in “good” responses and a 1% decrease in “poor” responses, while “excellent” and “fair” remained unchanged. There were 634 total responses.

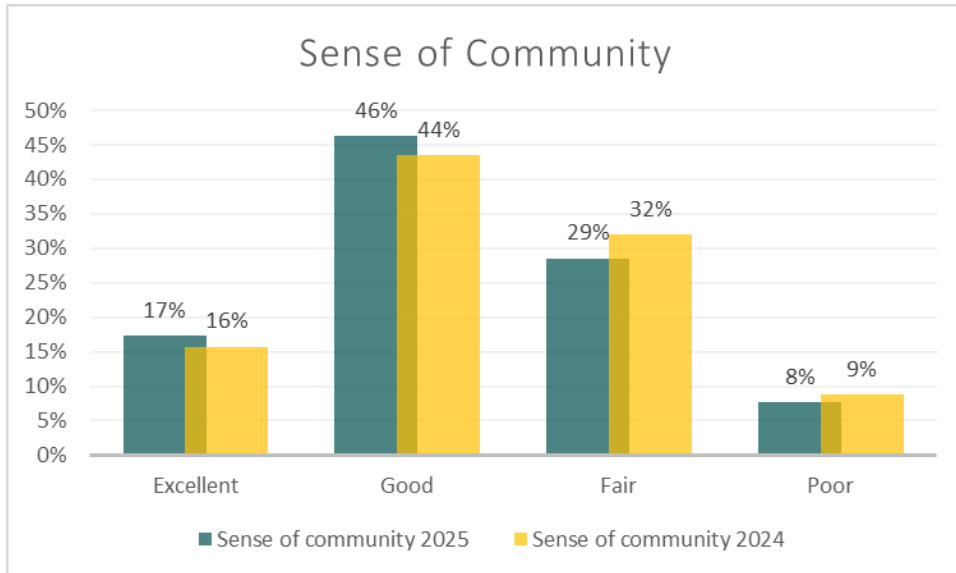


The second part of the question asked residents to rate "Corona as a place to raise children". There was a 1% decrease in "excellent" responses while the "good" responses remained unchanged. The "fair responses" increased by 3%, while "poor" responses decreased by 2%. There were 587 responses to this question.

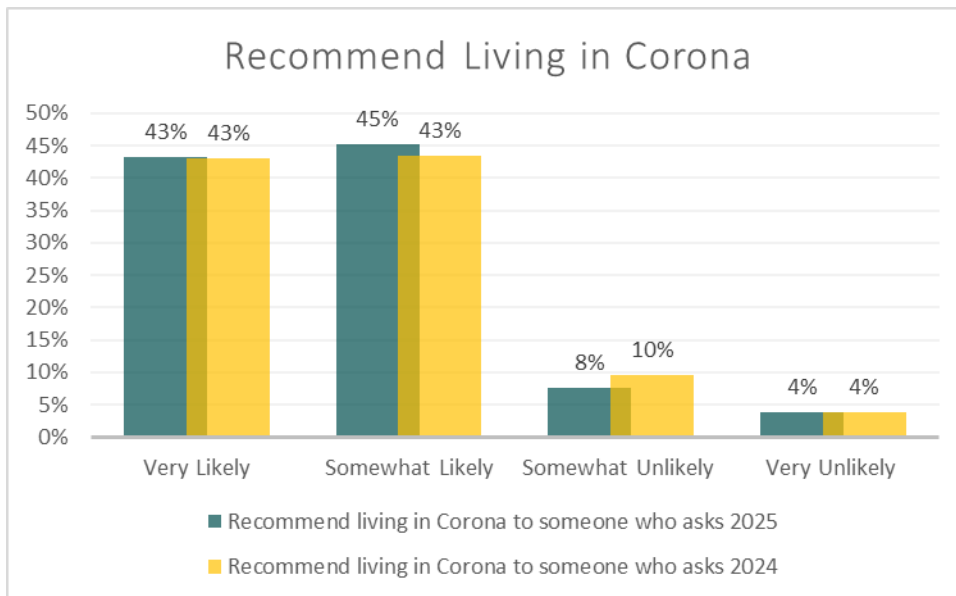


For the third part of the question, residents were asked to rate the sense of community. There was a 1% increase in "excellent" responses and a 2% increase in "good" responses.

The fair response decreased by 3% and the “poor” responses decreased by 1%. There were 633 responses to this question.

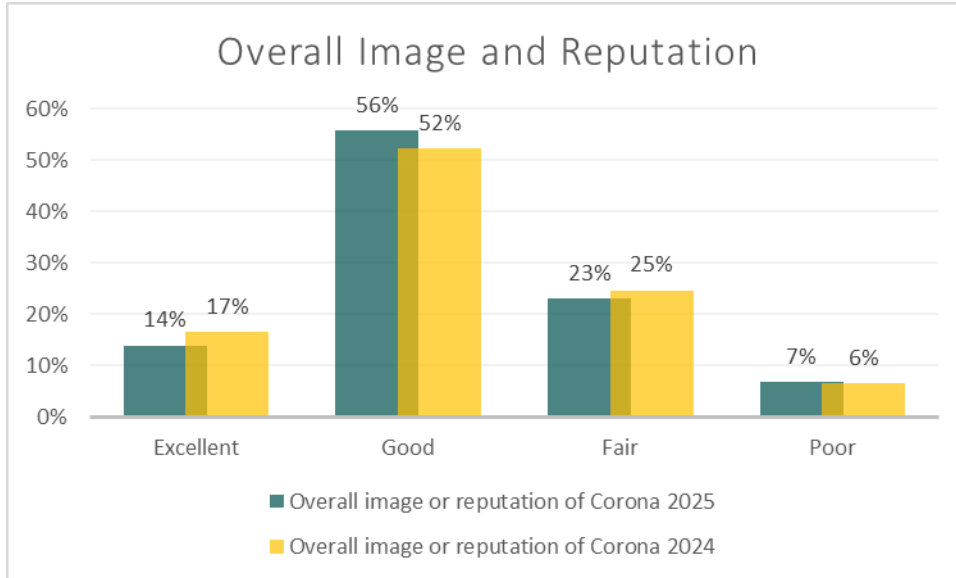


Respondents were asked about their likelihood of recommending living in Corona. Compared to 2024, "very likely" responses remained unchanged, while "somewhat likely" responses increased by 2%. "Somewhat unlikely" responses decreased by 2%, with "very unlikely" responses staying the same. The total number of responses was 633.



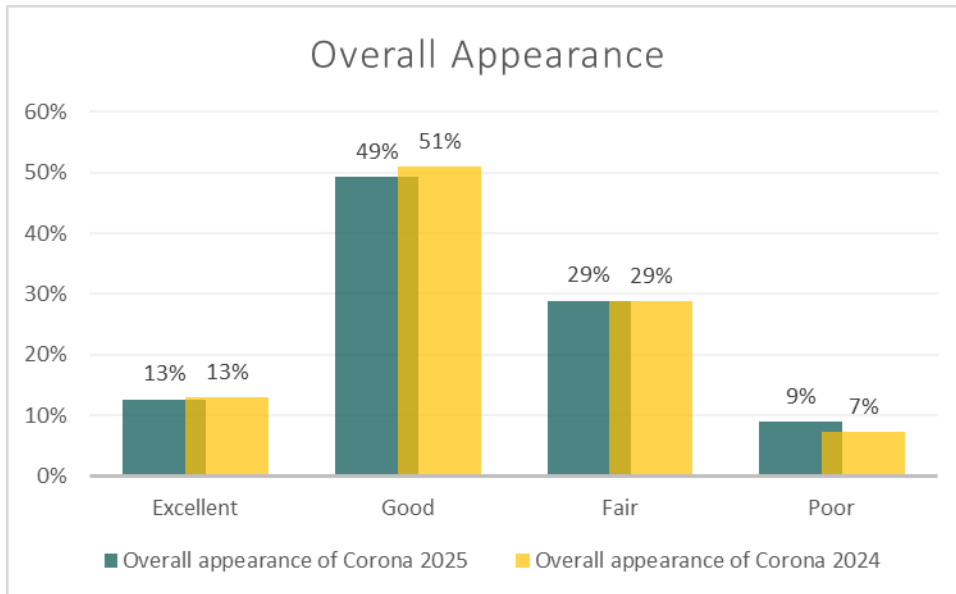
The subsequent question in this category asked residents to "rate the overall image and reputation of Corona." Compared to the previous year, there was a 4% increase in the "good" category, while the “excellent” category saw a reduction of 3%. Additionally,

the "fair" responses decreased by 2%, and the "poor" responses increased by 1%. This question received 636 responses.

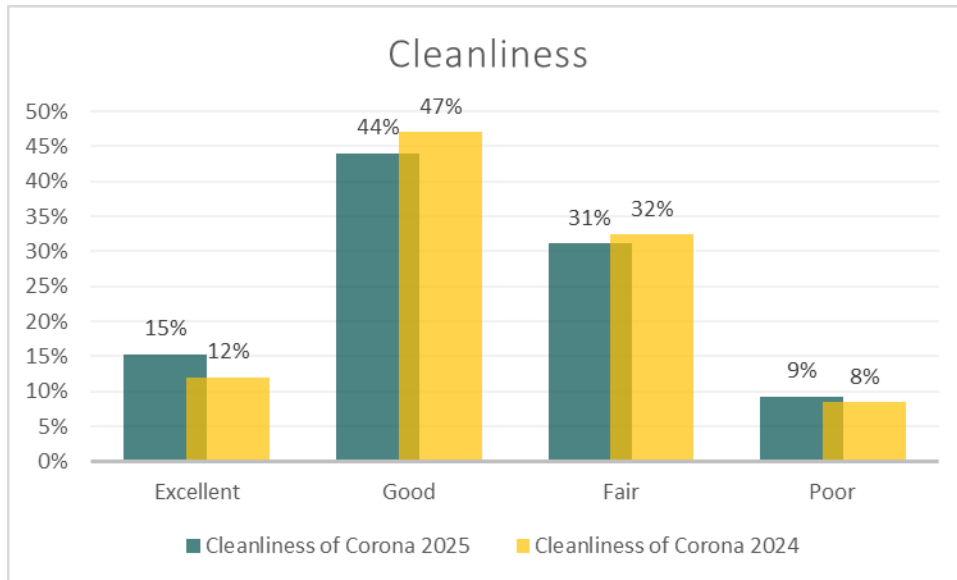


The question evaluating the "sense of place" was a multiple part question which asked residents to rate the overall appearance of Corona, the cleanliness of Corona, and the openness and acceptance of the community towards people of diverse backgrounds.

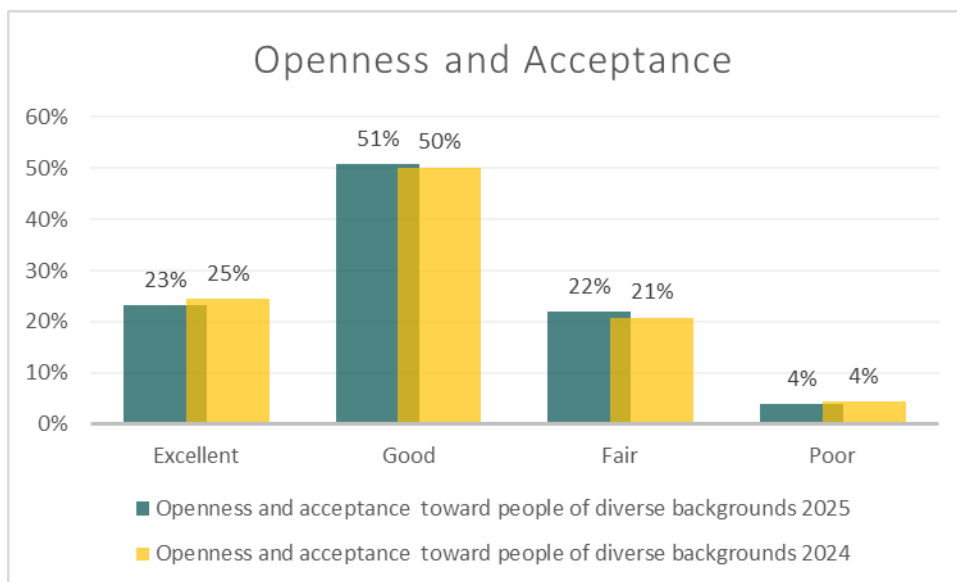
The "overall appearance" remained the same in "excellent" and "fair" responses. The "good" rating decreased by 2% and the "poor" rating increased by 2%. There were 646 responses for this question.



The "cleanliness" rating increased by 3% in the "excellent" category and decreased by 3% in the "good" category. There was a 1% increase in the "fair" decrease and a 1% increase in the "poor" responses. There were 644 responses to this question.

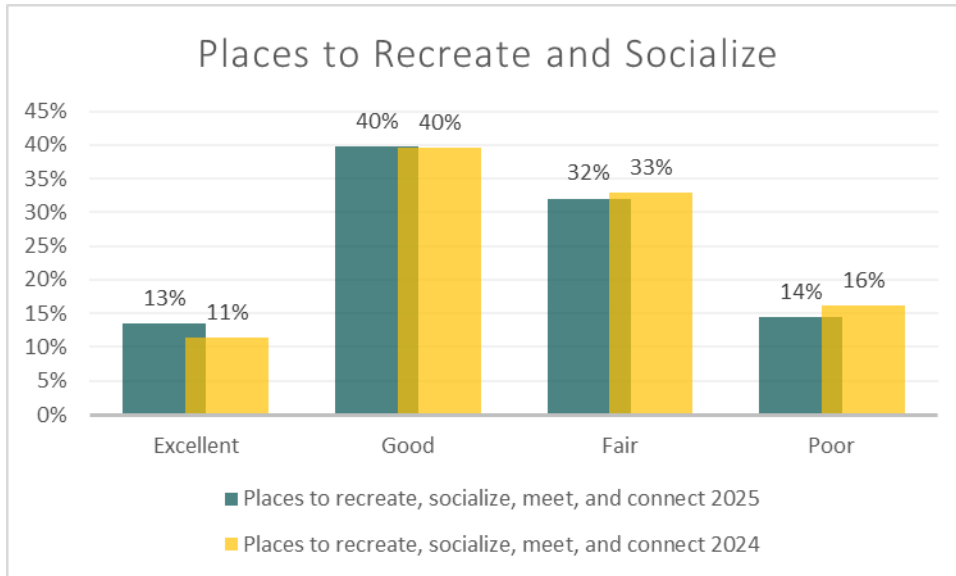


When asked to rate the community's acceptance towards people of diverse backgrounds, there was a 2% decrease in the "excellent" category and a 1% increase in the "good" category. There is a 1% increase in the "fair" category, while the "poor" category remained the same. There were 586 responses for this question.

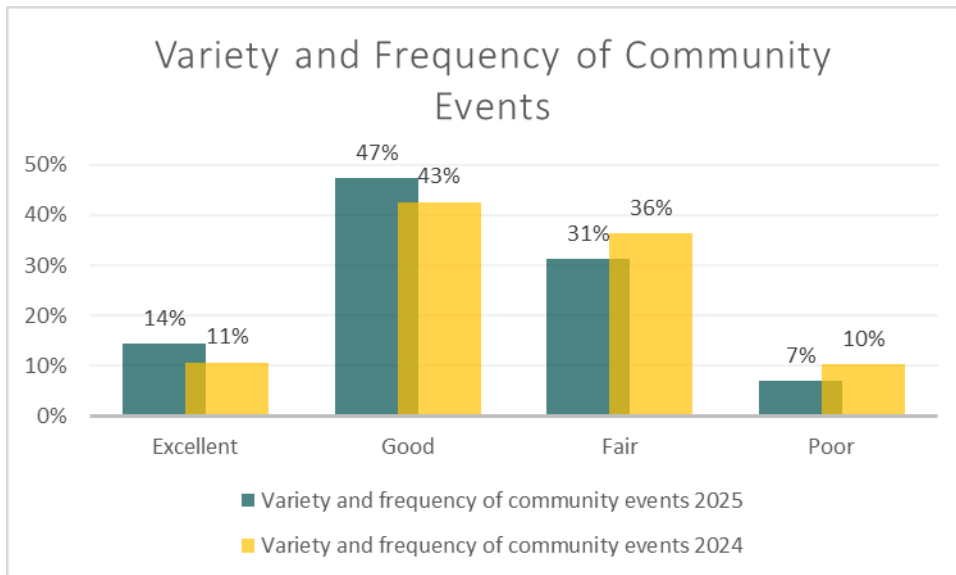


Residents were asked to rate the following in the Corona Community: places to recreate, socialize, meet, and connect with friends, neighbors and family and the variety and frequency of community events.

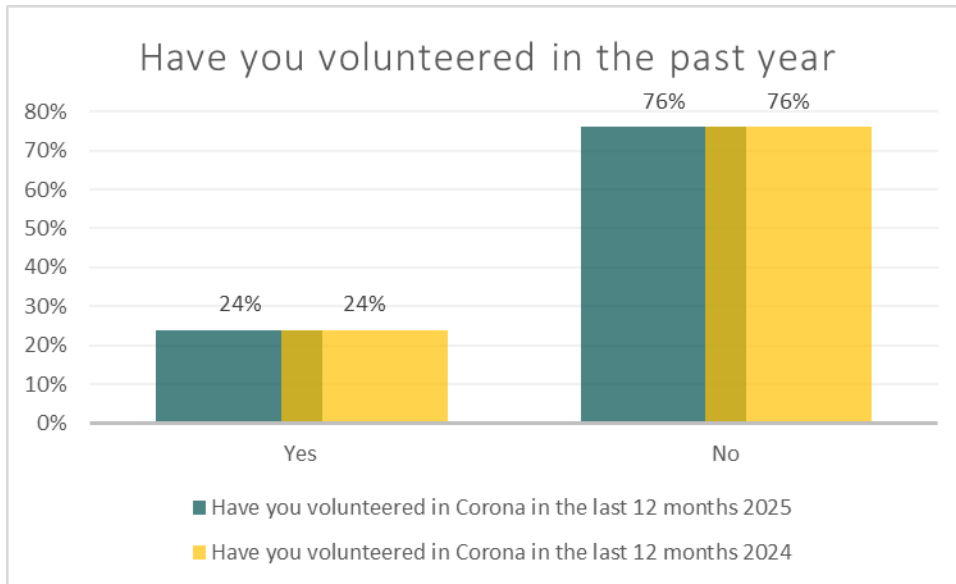
For the places to recreate, socialize, meet, and connect with others there was an increase of 2% in the "excellent" category while the "good" responses remained unchanged. The responses in the "fair" category decreased by 1% and the responses in the "poor" category decreased by 2%. There were 585 responses for this question.



The "variety and frequency of community events" showed a 3% increase in the "excellent" responses and a 4% increase in the "good" responses. The negative responses decreased by 5% in the "fair" responses and by 3% in the "poor" responses. There were 576 responses to this question.

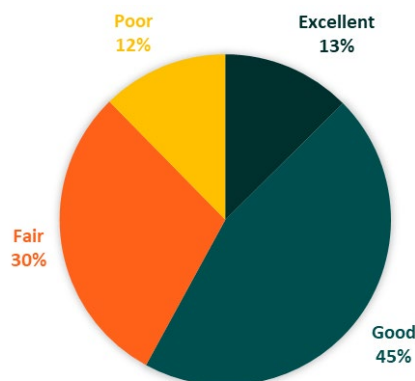


Finally, residents were asked "have you volunteered your time to some group/activity in Corona in the last 12 months?" The results for this question remained unchanged from last year. There were 639 responses to this question.



## 6 HIGH PERFORMING GOVERNMENT

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



### 6.1 SUMMARY

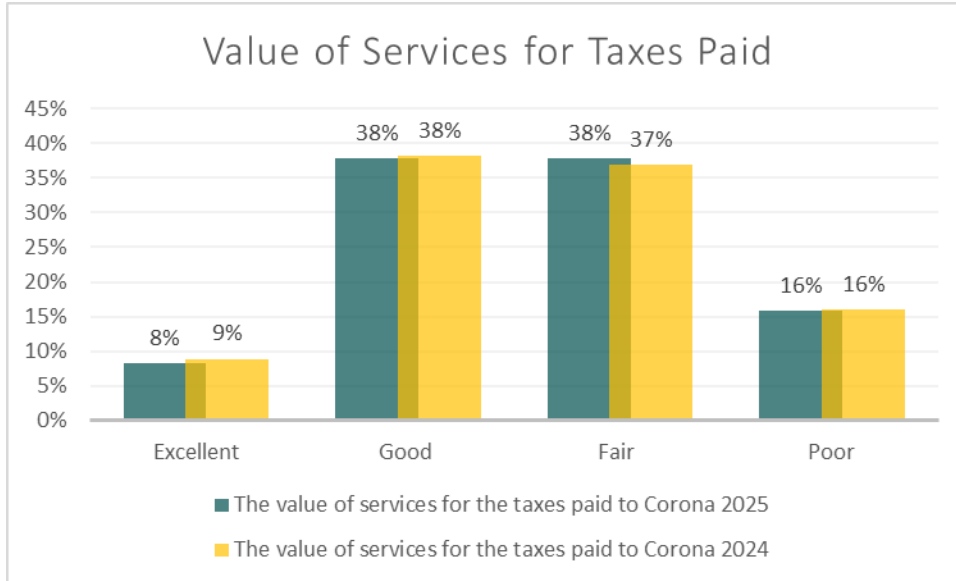
There were 5 questions that aligned with the performance indicators for the "High Performing Government" goal of the City's strategic plan. One of the questions shows a positive change of to 2%, three questions show a slight decline of 1%, while 1 question remained unchanged.

Change in "Excellent" and "Good" responses	2024	2025	Difference
The value of services for the taxes paid to Corona	47%	46%	-1%
The overall direction that Corona is taking	59%	61%	2%
Overall confidence in Corona government	51%	50%	-1%
Treating all residents fairly	64%	64%	0%
Quality of the services provided by the City of Corona?	68%	67%	-1%

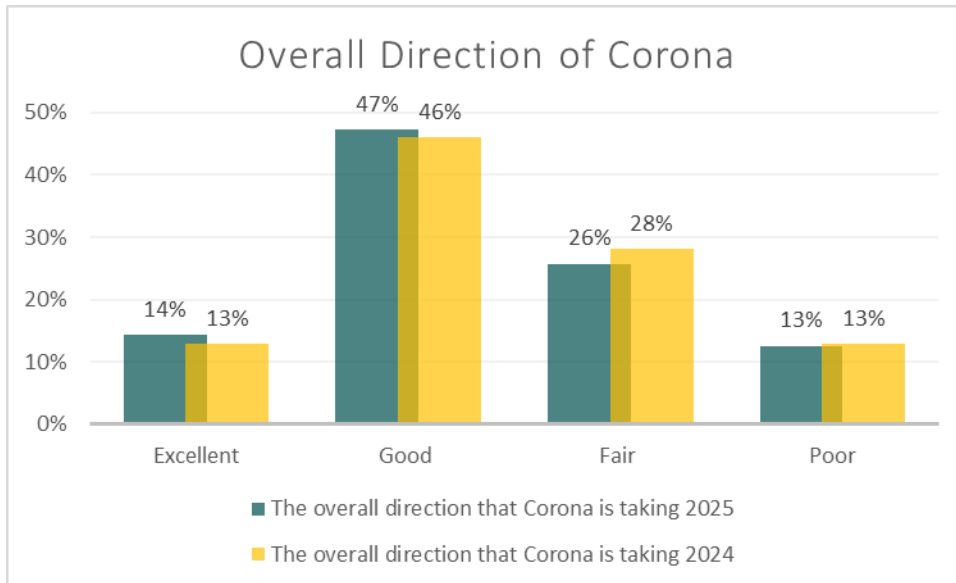
### 6.2 INDIVIDUAL QUESTIONS

The first question in this category contained 4 parts. The residents were asked to rate the value of services for the taxes paid to Corona, the overall direction Corona is taking, the overall confidence in Corona Government, and if all residents are treated fairly.

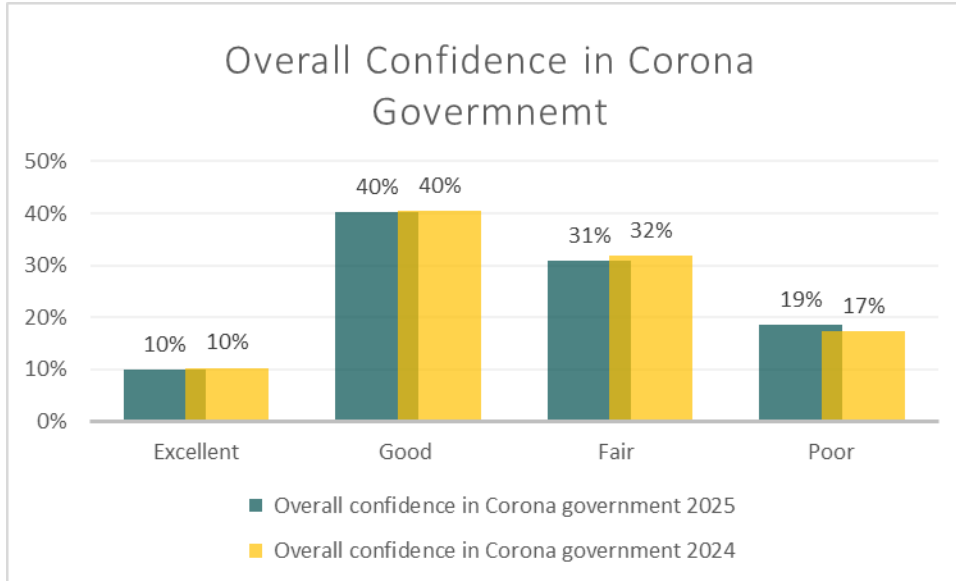
When asked to rate the value of services for taxes paid, the responses show a 1% decline in "excellent" responses and no change in "good" responses. The fair responses increased by 1%, and the "poor" responses remained unchanged There were 591 responses for this question.



The next part of this question, which addresses the overall direction of Corona, there was a 1% improvement in the "excellent" and "good" categories. The "fair" responses decreased by 2%, and the "poor" responses remained the same. There were 601 responses to this question.



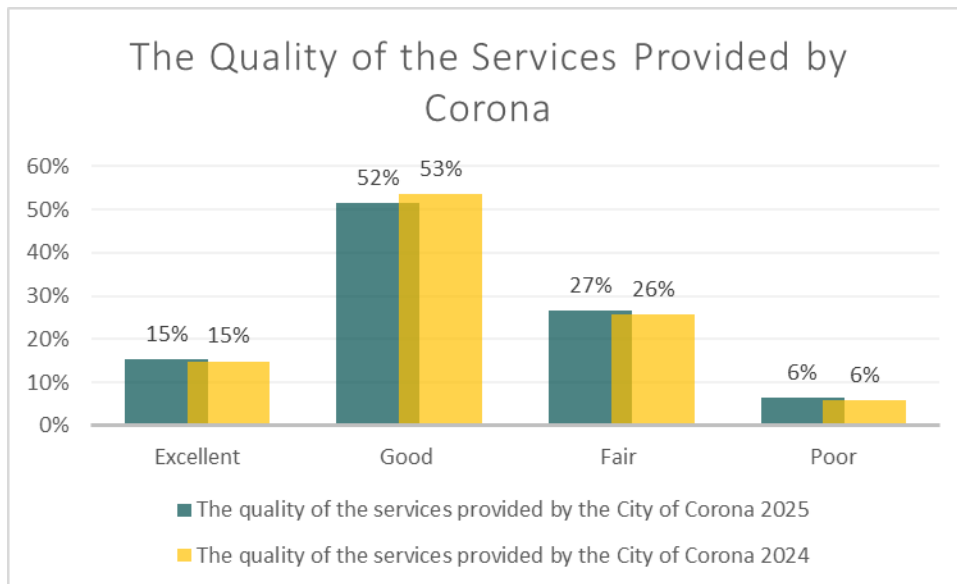
The third portion of this question asked residents to rate their "overall confidence in Corona government". Positive responses of "excellent" and "good" remained the same. The "fair" responses decreased by 1% and the "poor" responses increased by 2%. There were 581 responses for this question.



The last part of this question asked residents to rate if all residents are treated fairly. The "excellent" responses remained unchanged while the "good" responses decreased by 1%. "Fair" responses also remained the same while "poor" responses decreased by 1%. There were 567 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 "excellent" and "poor" categories remained the same, while there was a 1% decrease in "good" responses and 1% increase in "fair" responses. There were 627 responses to this question.



## 7 OPEN SURVEY RESPONSE

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

