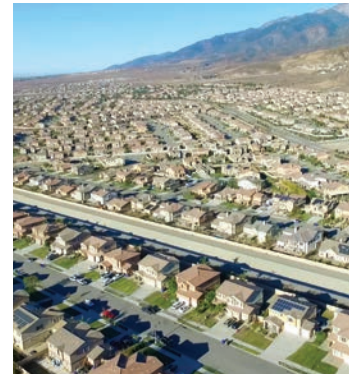


# FONTANA COUNTS

WHEN IT COMES TO  
BUSINESS, COMMUNITY,  
EDUCATION, PARTNERSHIPS  
AND PUBLIC SAFETY



2019 ANNUAL REPORT

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## ✔ FONTANA COUNTS!

### Census 2020

Once every 10 years, the entire country participates in a critical event that aims to count every person in the United States—the census. The next census will take place on April 1, 2020. Data taken from this survey is used to allocate nearly \$675 billion per year of federal funds to communities, which is used for schools, hospitals, roads, public safety, and other programs.





# FONTANA COUNTS A REMARKABLE COMMUNITY

Fontana, California is a **remarkable community** where people share a deep sense of pride in what has been accomplished and an appreciation for how far we have come. The city is experiencing continued growth, economic prosperity, and is open for all and open for business. When it comes to the City of Fontana, everyone matters—everyone counts.

2019 was a year defined by historic moments and successes aligned with the Fontana City Council's goals. This Annual Report reflects the City of Fontana's commitment to providing superior services, celebrates the achievements of the year, and includes a glimpse into what our future holds.

## HIGHLIGHTS INCLUDE:

- The universally accessible Dodgers Dreamfield #51 was completed at Jack Bulik Park. The state-of-the-art baseball field for special needs youth is a remarkable amenity for the region.
- Fontana was named one of the most affordable cities to purchase a home in California by real estate website Clever, with a median home price of \$391,000.
- Fontana Walks! was awarded the prestigious Helen Putnam Award, by California League of Cities, recognizing the program for its success in inspiring and engaging the community to better health through easy and free forms of physical activity.
- The Department of Engineering was awarded \$1.477 million in Active Transportation Program funding to improve pedestrian infrastructure around schools.
- The Economic Development Division launched its Fontana Business Concierge program to provide the public with a one-stop-shop for business-related inquiries.
- United States Secretary of Housing and Urban Development Ben Carson visited Fontana to tour the city's opportunity zone in the downtown area.
- The City of Fontana was awarded \$625,000 to assist in streamlining housing approvals and accelerating housing production in downtown Fontana.
- The City of Fontana launched its homelessness outreach program, Destination: Home. The program uses a housing first approach as it works to end homelessness for Fontana residents.

Fontana is forecasted to become the most populous city in San Bernardino County based on a complete and accurate census count. Census Day is April 1, 2020 and is the opportunity to ensure Fontana receives its fair share of federal funding for infrastructure improvements, school programs, public safety, and other vital services. When residents take the census, they play a role in shaping Fontana's future.

2020 promises to be a momentous year as we enter a new decade and an era of unlimited opportunities. When residents count, businesses count, students count, partnerships count, and public safety counts, we know that **FONTANA COUNTS**.



# FONTANA CITY COUNCIL

Fontana is a General Law City governed by codes adopted by the legislators of the State of California. The City of Fontana is governed by an elected Mayor and four District Council Members. The Mayor, Council Members, City Clerk, and City Treasurer are elected every four years.



**Acquanetta Warren**  
Mayor  
[awarren@fontana.org](mailto:awarren@fontana.org)



**Jesse Armendarez**  
Mayor Pro Tem  
District 3  
[jarmendarez@fontana.org](mailto:jarmendarez@fontana.org)



**John B. Roberts**  
Council Member  
District 4  
[jroberts@fontana.org](mailto:jroberts@fontana.org)



**Jesus "Jesse" Sandoval**  
Council Member  
District 2  
[jsandoval@fontana.org](mailto:jsandoval@fontana.org)



**Phillip W. Cothran**  
Council Member  
District 1  
[pwcothran@fontana.org](mailto:pwcothran@fontana.org)



**Tonia "Toni" Lewis**  
City Clerk  
[tlewis@fontana.org](mailto:tlewis@fontana.org)



**Janet Koehler-Brooks**  
City Treasurer  
[jkbrooks@fontana.org](mailto:jkbrooks@fontana.org)

## CITY COUNCIL PRIORITIES INCLUDE:

- Maintaining fiscal responsibility and stability
- Continuously improving on the current high level of public safety
- Improving, maintaining, and enhancing public facilities and infrastructure
- Investing in technology and innovation to improve efficiency
- Improving mobility and accessibility throughout the City of Fontana
- Collaborating with community stakeholders to pursue city goals
- Supporting and promoting the quality of life and local economy

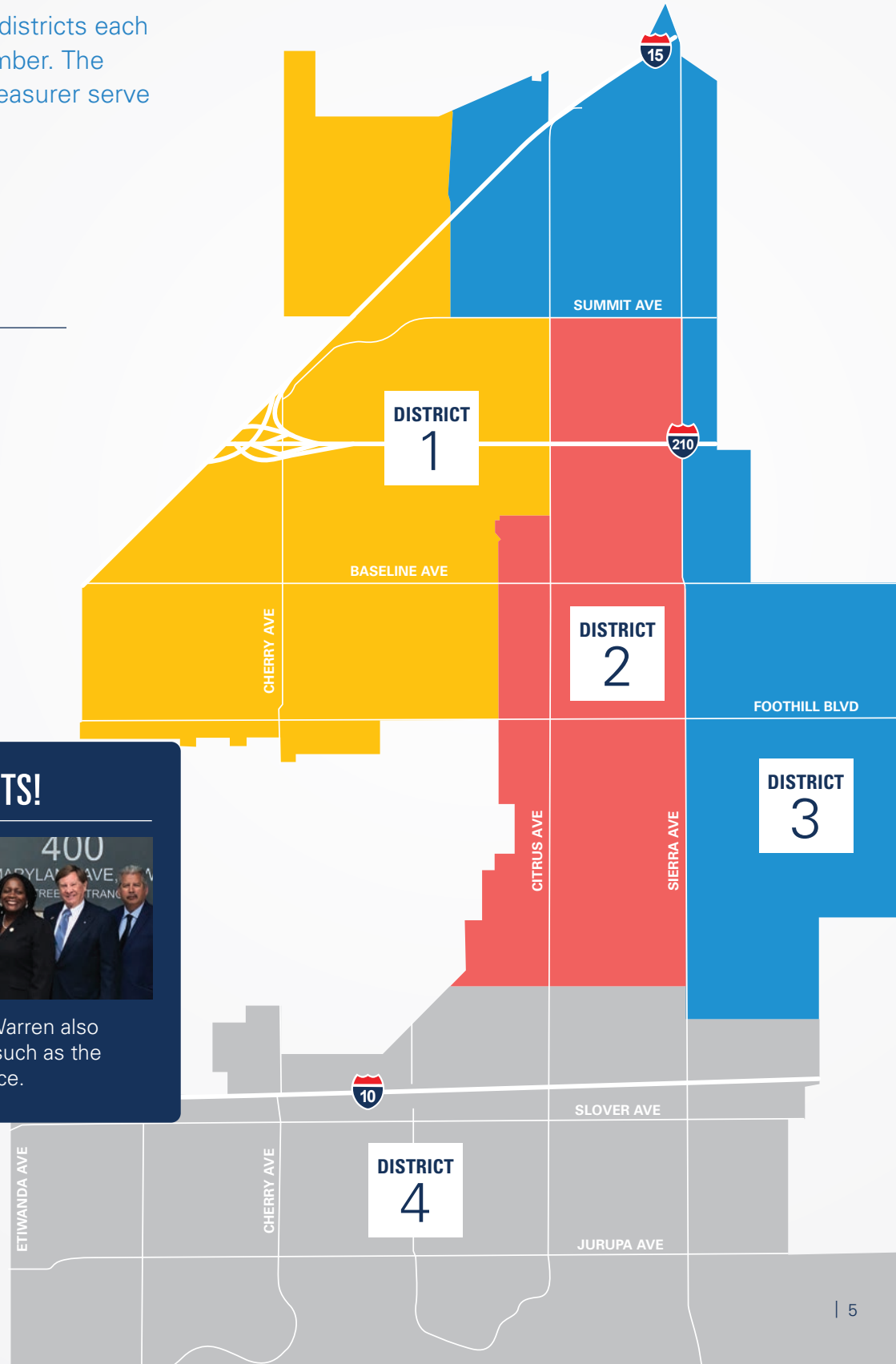
# FONTANA BY THE DISTRICTS

The City of Fontana continues to be a **thriving and culturally diverse** model community for **smart growth** and opportunity. Fontana has flourished into a **remarkable city** based on a solid foundation that was built by efficient and effective leadership, both past and present. We are proud of the achievements made in 2019 and are looking forward to 2020 and beyond.

The city is comprised of four districts each represented by a council member. The Mayor, City Clerk, and City Treasurer serve all districts.

## DISTRICT REPRESENTATIVE

- Council Member Cothran
- Council Member Sandoval
- Mayor Pro Tem Armendarez
- Council Member Roberts



## ✓ REPRESENTATION COUNTS!

### Fontana City Council

The Fontana City Council recognizes the need for legislative engagement to protect and enhance the interests of its residents and businesses. Mayor Warren also serves on numerous committees, such as the 2020 Presidential Election Task Force.



# CITY MANAGER'S OFFICE



The City Manager's Office is responsible for the effective and efficient operation of the City of Fontana. Under the direction of the City Council, the City Manager's Office provides strong leadership to implement the city's goals and policies. In 2019, Mr. Ken Hunt retired as City Manager after serving in his position since 1999, and Mr. Michael Milhiser was appointed as Interim City Manager. The City Manager's Office includes Grants Management, Legislative Affairs, Communications and Marketing, and works alongside full-service law firm Best Best & Krieger.

## Grants Management Office

The Grants Management Office is responsible for managing applications for federal, state, and local funding. The City of Fontana was awarded \$4.4 million in grants in 2019.

## Communications and Marketing Office

The Communications and Marketing Office serves as "the voice of the city." The office plans and implements a comprehensive communication and marketing program for the city, which includes the dissemination of public information to the media and community members.

## Legislative Affairs Office

The Legislative Affairs Office monitors federal, state, and local legislation and engages in advocacy efforts to advance the city's interests in Sacramento, CA and Washington D.C.

## Best Best & Krieger (BB&K)

The City of Fontana contracts with law firm BB&K to deliver effective, timely, and service-oriented solutions to legal issues. Attorney Ruben Duran provides counsel to the city.



## PRESS RELEASES

**198** Press Releases Sent  
**436,754** Recipients Reached through Press Releases



## CENSUS 2020

The Communications and Marketing Office is spearheading the outreach initiative to bring awareness to the importance of participating in the 2020 Census. The City of Fontana uses data retrieved from the census to apply for grants and to assist with city programs and infrastructure improvements.



## FOLLOWER GROWTH BY SOCIAL MEDIA PLATFORM

**12,705** Facebook  
**5,658** Instagram  
**3,830** Twitter



# CITY CLERK

The City Clerk's Office serves as the historian for the City of Fontana and is the direct link to its citizens ensuring transparency between the public and the official actions of City Government.

## THE OFFICE IS RESPONSIBLE FOR:

- Preparing City Council agendas
- Maintaining official City records
- Conducting municipal elections
- Maintaining the current Municipal Code
- Filing Campaign Statements and Statements of Economic Interests as required by the Fair Political Practices Commission (FPPC) and municipal law
- Publishing all ordinances adopted by the City Council
- Assisting with legal noticing
- Administering the Oath of Allegiance to elected and appointed Commission members
- Preparing proclamations and certificates



- Receiving and processing of all liability claims, subpoenas filed against the city, and Public Record Requests
- Directing the retention and destruction of official records in accordance with applicable laws and regulations
- Handling the processing of applications for all City Boards and Commissions

## ✓ PUBLIC INFORMATION COUNTS!

### KFON TV

Council meetings are held the second and fourth Tuesdays of the month at 7:00 p.m. in the Grover W. Taylor Council Chambers at City Hall, 8353 Sierra Avenue. The public is encouraged to attend, watch via Fontana's community television station KFON TV, or stream online at [www.fontana.org](http://www.fontana.org).



1,069

Certificates Presented

86

Claims Processed

124,980

Pages Reviewed for Quality Control

474

Public Records Requests, Processed and Completed within 10 Days

42

Agendas Posted/Prepared

33

Subpoenas/Summons/Lawsuits Processed

74,673

Record Pages Indexed/Scanned

144

Resolutions Processed

36

Proclamations Presented

29

Ordinances Processed

# HOUSING

The Department of Housing and Business Development, home to the Fontana Housing Authority, oversees federal grant funds and provides housing for low to moderate-income families and seniors. The city receives the Community Development Block Grant (CDBG), HOME, and Emergency Solutions Grant (ESG) funds from the U.S. Department of Housing and Urban Development on a formula basis each year. With the funds, the department implements projects and awards grants and loans to individual households and nonprofit, for-profit, or public organizations for projects in furtherance of the adopted Consolidated Plan.



## Sierra Avenue Affordable Family Housing

The Fontana Housing Authority purchased approximately five acres of vacant land on the southwest corner of Sierra and Ramona Avenues to develop a **60-unit**, affordable, multi-family community. Tax Credit Allocation Committee (TCAC) funding was awarded from the state and construction is anticipated to begin early 2020.



## Federally Funded Projects and Activities

Together with other federal, state, and local investments, HUD resources allowed the city and its partners to:

- Provide fair housing services to 156 residents together with answering tenant-landlord questions from 1,191 callers
- Complete the construction of the amphitheater in Miller Park
- Construct the Miller Park Amphitheater parking expansion improvements
- Provide homeless assistance to 236 persons through the Emergency Solutions Grant program
- Provide after-school care for 316 children
- Provide additional public safety in CDBG-eligible areas
- Provide emergency rehabilitation grants for three housing units
- Provide residential rehabilitation loans and grants to 30 low- and moderate-income families to update, and when needed, bring their home within standard living conditions

## IN THE 2018-2019 PROGRAM YEAR, THE CITY RECEIVED...

**\$2,089,303** CDBG funds

**\$25,810** CDBG program income

**\$722,667** HOME funds

**\$10,694** HOME program income

**\$166,466** ESG funds

---

**\$3,014,940** TOTAL INVESTMENT



# ECONOMIC DEVELOPMENT

The Economic Development Division actively pursues opportunities in the areas of business retention, expansion, and attraction as a means of nurturing and improving the business environment in the City of Fontana. The division continues to move forward with the goals of attracting the developer and retail community to Fontana, promoting quality development throughout the region, and providing information to those wanting to do business in Fontana.

## Mixed-Use Development

“8480 Loft’s” is a mixed-use project proposed for the northwest corner of Arrow Boulevard and Nuevo Avenue. The project will include apartments, ground-floor restaurants, and retail shopping.

## Commercial Retail Center - North

The Ladhar Group is bringing a commercial retail center to the northwest corner of Citrus Avenue and South Highland Avenue. The center will include two hotels (Holiday Inn Express and Staybridge Suites), a large banquet hall, and several restaurants.

## Commercial Retail Center - South

TownPlace Suites by Marriott is in development to be constructed on Sierra Avenue south of the I-10 freeway. La Quinta by Wyndham is also coming to South Fontana on Slover Avenue south of the I-10 freeway.

## Alternative Fuel Vehicle Rebate Program

The program provides residents with \$500 towards the purchase or lease of a qualified vehicle with alternative fuel equipment.

## Highland Village Shopping Center

Located off the I-210 freeway at the northeast corner of Sierra Avenue and South Highland Avenue, Highland Village Shopping Center celebrated its grand opening in early 2019. The center includes Sprouts Farmers Market, retail shops, other service-specific businesses, and several eateries including Raising Cane’s Chicken Fingers, Café Rio, and Oggi’s Sports, Brewhouse & Pizza.

## Fontana Mazda

The city welcomed Fontana Mazda mid-2019 in the Fontana Auto Center located at the northwest corner of Sierra Avenue and South Highland Avenue. An entrance statement was completed at this corner that serves as the gateway to the auto center.



## BUSINESSES COUNT!

### Fontana Business Concierge

The Economic Development Division unveiled the Fontana Business Concierge program to assist prospective business owners starting a business in Fontana. Concierge Jerry Edgett is ready to answer questions program participants may have.



# HUMAN RESOURCES

The Human Resources Department is responsible for providing the City with exceptional personnel and overseeing various aspects of employment such as recruitment, employee retention and development, labor relations, and benefits. The department is also responsible for the City's Risk Management and Worker's Compensation Program.

## Top Workplace

The City of Fontana is honored to receive the designation of Top Workplace in the Inland Empire for **three years in a row**.



Based on an employee survey conducted by the Inland News Group, through analyzing benefits, leadership, training, compensation, and workplace culture, Fontana continues to exceed employee expectations in areas like work-life balance and generous benefits.



## Respectful Workplace for all Employees

In anticipation of the implementation of Senate Bill 1343, requiring employers to train all employees in the prevention of discrimination and harassment in the workplace, Human Resources staff began hosting the Respectful Workplace Program at staff trainings and as a part of the New Hire Orientation Process of part-time employees. These efforts have resulted in 378 part-time employees being actively engaged in promoting courtesy among their colleagues and the public. Having **candid conversations** with employees on all levels of the organization, from part-time seasonal to full-time, is important in ensuring everyone plays a part in creating Fontana's culture of respect and civility.

5,120

Employment Applications Processed

235

Retirees Processed During Open Enrollment

572

Full- and Part-Time Employees Participated in City Offered Training

102

Awards Presented to Employees for Years of Service to the City

565

Employees Processed During Open Enrollment

108

Recruitments Pan in CalOpps

405

Part-Time Employees Hired or Promoted

78

Full-Time Positions Filled

300+

Benefits Fair Participants

24

Training Classes Held for City Employees

## Return to Work Program

As a part of the City's Workers Compensation Program, the Human Resources Department has been hard at work ensuring all employees have a **safe and healthy work environment** through regular trainings, Safety Committee Meetings, and quality care when an employee is injured on the job. With the primary goal of getting injured employees back to work in good health, the department has expanded the ability to do this by implementing a Return to Work Program that is designed to allow opportunities for employees to return to work with modified duties throughout the city.

## Community-Based Recruiting for the Fontana Police Department

To promote diversity and inclusion in the hiring practices of the Fontana Police Department, the Human Resources Department partnered with the Personnel and Training Division of the Police Department to expand public outreach efforts and continue building strong community partnerships. In 2019, both departments were represented at over 31 community events ranging from citywide special events like "Let's Move on the Trail" to job fairs hosted by local colleges and universities. Through participating in these recruiting and/or community events, Human Resources and the Police Department gained exposure to several thousand community members and increased overall awareness of the employment opportunities provided by the City of Fontana.

## Expanding Medicare Options for Retirees

Taking care of employees is a Human Resources Department specialty, even after an employee retires from their service with the City of Fontana. With 235 retirees who are eligible to participate in the city's Retiree Medical Program, it is important to assist all benefited employees with maximizing the benefits available to them during their retirement. Beginning in the 2019 Open Enrollment period, the city is now able to offer an additional Anthem Blue Cross PPO Medicare option alongside the Kaiser Senior Advantage option. In previous years, employees wishing to continue coverage through Anthem Blue Cross, found themselves incurring additional costs on a fixed income. To be able to expand Medicare options for Fontana's eligible retirees is a win-win for both Human Resources and those who served the city so well during their careers.

### CITY JOB POSTINGS ON SOCIAL MEDIA



**4,600+** Engaged Facebook Users with an Average of 100 Per Post

**1,700** Average Users Reached Per Facebook Post

**200+** Post Shares on Facebook



**1,100+** "Likes" on Social Media (Facebook, Twitter, and Instagram)



# COMMUNITY DEVELOPMENT

The Community Development Department plays a critical role in the development and improvement of the quality of life for city residents, businesses, and visitors. The department processes land use applications. All new developments or modifications to existing commercial, industrial, and residential structures are reviewed by the department for conformance to the Zoning and Development Code, Specific Plan, and the city's General Plan before construction begins. The department includes two divisions: Planning, and Building and Safety.

## Amazon Receiving Center

The Amazon building, located on Oleander Avenue, is 615,971 square feet and operates as a receiving center. Products that arrive at the center are processed and shipped **within 24 hours**, with the combined effort of employees and an automated conveyor system.

## Central City Park

Construction on Central City Park, located behind the Cypress Neighborhood Center, began mid-2019 and is scheduled to be completed by the end of 2020. The **14.5-acre** site will include three lighted soccer/football fields with artificial turf, along with a tot lot, picnic areas, shade structures, restroom, concession building, and storage building.

## Zoning and Development Code Update

A comprehensive code update is typically completed every 15 to 20 years to continue to stay up to date with the state laws governing General Plans, and the current environmental and economic climate which provides the city with a consistent framework for land use and development procedures. Modifications and changes, approved by Fontana City Council in September 2019, include new standards for regional mixed-use/area plan, new form-based code standards, and specific design criteria for warehouses.

## Sierra Avenue Affordable Family Housing

The project consists of **60 affordable apartment units** located on the southwest corner of Sierra and Ramona Avenues. The project also includes a 2,987-square-foot medical facility and a community building of approximately 7,892 square feet with various amenities.





### Monterado Residential Development

The Monterado development project includes **79 detached condominiums** with proposed three- and four-bedroom units, and **81 two-story triplexes** with attached condo units with two and three bedrooms, and **93 townhomes** with four-bedroom units. Three architectural themes are proposed in Spanish, Traditional, and Craftsman styles. Additionally, a 2,350 square foot recreation building is also proposed along with a pool and amenities throughout the project area.

### Stratham at Victoria Residential Development

The Stratham at Victoria will be located at Victoria Street near the I-15 freeway. The project consists of **193 detached condos** in a gated HOA community on approximately 27 acres. Amenities include a recreational facility, with cabanas, BBQs, pool, and spa.

### South Fontana Sports Park

The South Fontana Sports Park will be located on Santa Ana Avenue between Cypress Avenue and Juniper Avenue. This **18.2-acre park** will include four lighted soccer/football fields, a tot lot, walking paths, picnic areas, concession buildings, and more.

### Summit at Rosena Residential Development

The Summit at Rosena Specific Plan consists of **895 homes** on approximately 164 acres with townhomes and single-family lots up to 10,000 square feet. The plan also includes seven parks throughout the development, swimming pools, clubhouses, walking trails throughout the community, and various other amenities.

<h1>38,754</h1> <hr/> <p>Inspections Performed</p>	<h1>2,040</h1> <hr/> <p>Plan Check Applications Submitted for First Review</p>
<h1>5,907</h1> <hr/> <p>Permits Issued</p>	<h1>763</h1> <hr/> <p>New Detached Single-Family Dwelling Permits</p>
<h1>3,339</h1> <hr/> <p>Plan Reviews Processed</p>	<h1>27</h1> <hr/> <p>New Commercial and Industrial Building Permits</p>
<h1>3,291</h1> <hr/> <p>Plan Check Applications Submitted</p>	



# ENGINEERING

The Department of Engineering is responsible for the implementation of Fontana's Capital Improvement Program, design and project management of city infrastructure projects, management of the city's signal operation and maintenance program, land development, inspection of improvements within the public street right-of-way, and transportation and interchange development. The team of dedicated and professional engineers are always striving to improve the ease of transportation to make getting from point A to point B more efficient.

## 2019 ROAD IMPROVEMENTS AND TRAFFIC SIGNAL PROJECTS

- **Citrus Avenue between Santa Ana and Slover Avenues** – The project widened Citrus Avenue by creating two through lanes in both the northbound and southbound direction, along with providing sidewalk construction and street light installation.
- **Foothill Boulevard between Oleander to 600 feet east of Cypress Avenue** – Improvements for this project included widening the eastbound direction of Foothill Boulevard, adding bike lanes, and constructing sidewalks with decorative streetlights where gaps previously existed. A new traffic signal was installed at the intersection of Oleander Avenue and Foothill Boulevard and a raised landscaped median was constructed.
- **Foothill Boulevard between Sierra Avenue and Mango Avenue** – This project allowed for three through lanes in each direction, sidewalk improvements, the installation of decorative streetlights, and the addition of bike lanes.
- **Philadelphia Avenue Crossing Project** – The project, in cooperation with the San Bernardino County Flood Control District and the City of Jurupa Valley, opened the roadway to through traffic over the San Sevaine Channel. By opening the roadway vehicular traffic including heavy truck traffic is now able to travel along Philadelphia Avenue in lieu of Country Village Roadway in the City of Jurupa Valley.
- **Pacific Electric Trail Crossing at Maple Avenue** – The City of Fontana, in cooperation with the City of Rialto, installed a pedestrian-activated flashing beacon signal and modified existing access ramps to enhance pedestrian access and safety along the trail.
- **Merrill, Oleander, and Fontana Avenues** – The City of Fontana also installed a traffic signal converting a five-way stop configuration to a fully signalized intersection to increase safety for both vehicular and pedestrian traffic. The completed intersection includes rehabilitation of existing pavement, signage, and striping.



## Auto Center Monument

The Auto Center Monument Project accentuates the City of Fontana's growing economy at the prominent Fontana Auto Center along South Highland Avenue and Sierra Avenue. The monument included landscape enhancements and lighting to thoroughly highlight the Fontana Auto Center and show community pride with the Fontana logo.

## No Left Turn Signal

Equipment was installed at an existing signalized crosswalk located at Seville Avenue and Juniper Avenue to enhance pedestrian safety. When the crosswalk signal alerts the pedestrian to enter the intersection, the Blank Out Sign will display a "No Left Turn" indication to alert vehicles entering the intersection not to turn in to the active crosswalk.

## Miller Amphitheater and Seville Avenue Parking

The project created an additional 96 parking spaces along Seville Avenue to enhance the use of the Miller Amphitheater. The sidewalk along the parking area with decorative lighting allows for greater pedestrian access to the Amphitheater during city events.

## San Sevaine Trail

The existing San Sevaine Trail will be extended with an additional 1.25-mile segment. The multi-use path will provide a direct connection for bicyclists and pedestrians to the 21-mile Pacific Electric Trail. In November 2019, the project was awarded **\$2,992,519** from the California Department of Parks and Recreation, and was met with a local match of **\$1,106,531** from an Air Quality Management District Grant and City Measure I Local Funding.

## Sidewalk Gap Closure Project

The city was awarded **\$1.477 million** in Active Transportation Program grant funds to improve pedestrian infrastructure around Fontana High School, Truman Middle School, and Cypress Elementary School. The project will install sidewalks and streetlights in the residential area south of Truman Middle School as well as bike lanes on Citrus Avenue, Randall Avenue, and San Bernardino Avenue.

## Sierra Avenue Adaptive Traffic Management System

The Traffic Management System is a pilot program aiming to improve traffic mobility over predetermined traffic signal timing plans along Sierra Avenue. The feature actively reallocates and adapts signal timing as necessary to improve circulation along synchronized corridors.

## Urban Greening Landscape Plan



The Urban Greening Landscape Plan was completed through the Southern California Association of Government's **\$240,000** grant. The plan seeks to establish a healthy and sustainable city, and ultimately, guide the "greening" throughout Fontana.



# FONTANA

IS POSITIONED TO BE THE  
LARGEST CITY IN SAN BERNARDINO  
COUNTY IN 2020



\$21B

FY 19/20 Citywide  
Assessed Valuation



\$4.4M

Grants in 2019



214,000

Population





## WHERE DO GENERAL FUND DOLLARS COME FROM?

\$44.6M	Sales Tax	\$6.8M	Franchise Fees
\$27.3M	Property Tax	\$4.7M	Interest and Rentals
\$11.6M	Cost Allocation	\$3.5M	Recreation Programs
\$10.9M	Other Revenue	\$112K	Motor Vehicle
\$9.6M	Development-Related	<b>TOTAL REVENUE: \$126M</b>	
\$7.6M	Business-Related		

## WHERE DO GENERAL FUND DOLLARS GO?

\$58.6M	Police	\$2.6M	Debt Service
\$25.1M	Administrative Services	\$2.7M	City Administration
\$20.7M	Development Services	\$964K	Grant Matches
\$4.8M	Human Resources	<b>TOTAL EXPENDITURES: \$119M</b>	
\$3.9M	Capital Projects		

## WHAT FONTANA RESIDENTS SPEND ON A VARIETY OF GOODS & SERVICES BY HOUSEHOLDS.

\$518M	Food	\$128M	Apparel & Services
\$439M	Travel & Transportation	\$76M	Household Spending
\$341M	Insurance	\$28.7M	Healthcare
\$179M	Entertainment & Recreation	<b>TOTAL CONSUMER SPENDING: \$1.7B</b>	

\*The above amounts are unaudited.



# INFORMATION TECHNOLOGY



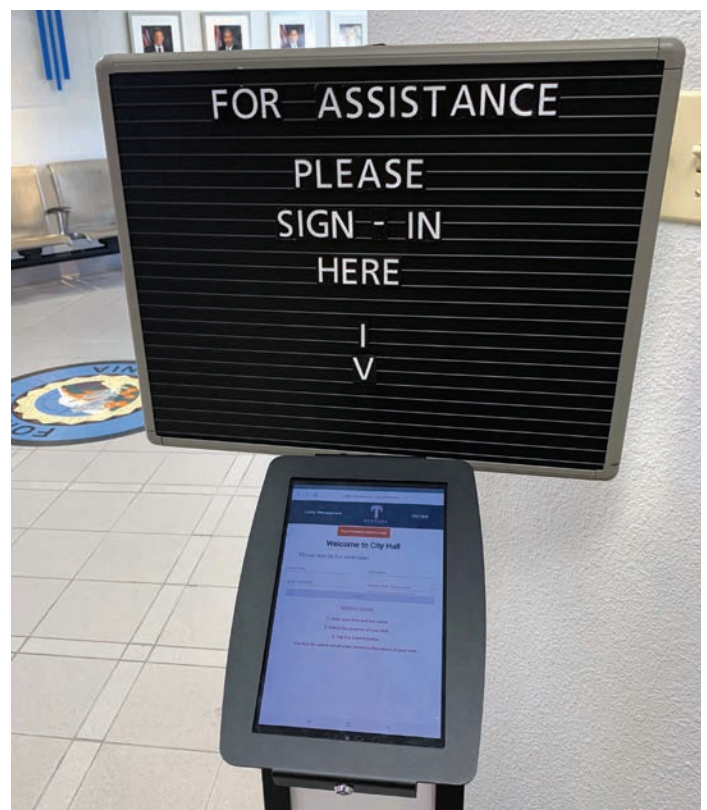
The Information Technology (IT) Department is charged with the stability, security, resiliency, and evolution of technology within the city. With anywhere from 20 to 30 technology-related projects, support for over 100 operational software applications, training staff on the use of this technology and managing the safety and availability of data for the city, the IT Department has become a part of the fabric of city operations.

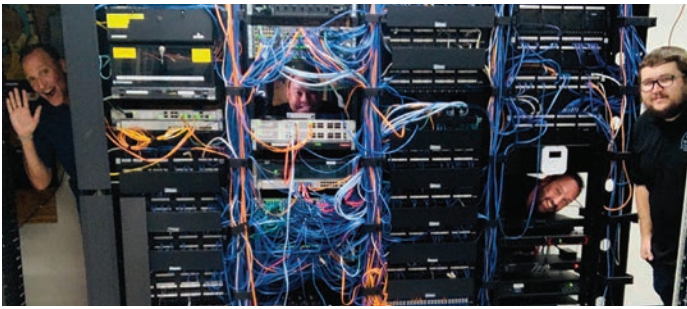
## Electronic Plan Check - Bluebeam

Development Services Organization staff requested assistance in finding a solution to allow the city to review electronically submitted plans, rather than paper form plans. The IT Department found the software Bluebeam to meet their needs. The system went live at the end of 2019 and provides a **streamlined**, more efficient process for plan reviewers.

## Lobby Management System

The IT Department produced in-house software to assist departments with structure and data analysis for lobby visits. The system, which includes kiosks and monitors, was installed in the fall of 2019 and has been a great success. Data collected provides clarity on visitor volume, wait times, types of visits and more which will be used to further improve the customer experience.





### Intranet System – AgreeYa Solutions

The IT Department is excited to have awarded an RFP for a new Intranet for city staff use. The new Intranet will provide **improved communication** and collaboration features, a reporting environment for city key performance indicators, project management features, and a more valuable set of information for staff members. The project was awarded to Sacramento-based AgreeYa Solutions, which has completed dozens of similar projects across the state and country.

### New and Improved Financial System

In the spring of 2019, the financial functions of the new Tyler enterprise resource planning (ERP) system went live throughout various city departments. Human Resources went live at the end of 2019, and payroll functions are scheduled to go live in the second quarter of 2020 followed by analytics and resident self-service by mid-year 2020.

## TECHNOLOGY COUNTS!

### Official Website Redesign

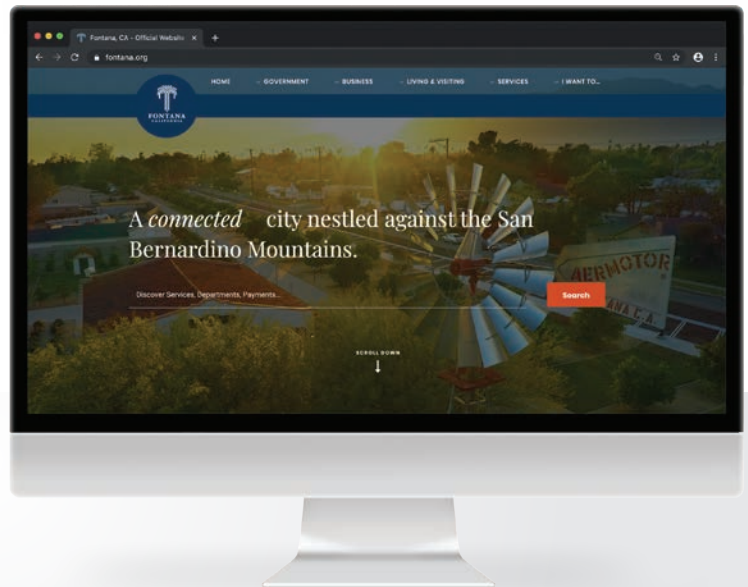
Finding information about city programs and services just became easier. The redesigned website's improved navigation and modern look aims to make it easier for the public to find what they're searching for when they visit **fontana.org**.

### Recreational Vehicle Permits System

The IT Department assisted the Police Department by developing a new system to improve the Recreational Vehicle (RV) Permit process. The system allows a request to park an RV on a Fontana street overnight to be made online, and once approved, allows the requester to download and print their permit from home. Previously, residents had to visit the Fontana Police Station to complete the request.

### Computer-Aided Dispatch and Records Management System

The Fontana Police Department is undergoing an upgrade of its core software systems, Computer-Aided Dispatch (CAD) and Records Management System (RMS), which will allow for new and expanded capabilities. CAD will continue to be a reliable system that experiences virtually no downtime. Officers will see improved mapping capabilities, refined integration to their report writing, and more information available in the field. The RMS system will be completely web-based to get better data sooner and provide a new level of analytics for the data.



1.8 Million

Web Page Views

9,229

Service Desk Requests Opened

5,326

Maintenance Services Requests

**2,187** from Fontana.org

**3,139** from the Access Fontana App

758,000

Website Sessions on Fontana.org

9,201

Service Desk Requests Closed

80 Maps and 100 Map Services

From the Geographical Information Systems Staff

# COMMUNITY SERVICES

The Community Services Department enhances the quality of life for residents of Fontana through exceptional recreational, cultural, and human services programs.



**1,900,464** Total CSD Points of Contact

## Fontana Walks! Receives the Helen Putnam Award of Excellence

The prestigious Helen Putnam Award of Excellence was bestowed upon the city's health and wellness program, Fontana Walks! The award recognizes the program for its success in inspiring and engaging the community to better health through easy and free forms of physical activity. Since Fontana Walks! began in 2017, **over 2,000 participants** have cumulatively taken **7 billion steps** and walked approximately **3.4 million miles**.

Fontana Walks! is a component of the city's Healthy Fontana Program, which promotes a healthy lifestyle on four core components: nutrition, active living, smart growth, and community partnerships.

## Los Angeles Dodgers Dreamfield #51 at Jack Bulik Park Award Winner

The City of Fontana, Los Angeles Dodgers Foundation, and Cal Ripken Sr. Foundation came together to provide the special needs community a space of their own. The Dodgers Dreamfield offers the surrounding special needs population the opportunity to play baseball and other sports on a playing surface more inclusive for all levels and abilities.

The field features shaded dugouts, a complete artificial turf field, screened fencing, and a solar-powered Dodgers Stadium replica scoreboard. The **51st edition to the Dodgers Dreamfield collection** is located at Jack Bulik Park, and will be utilized by the five local baseball leagues and other special needs agencies for years to come.

The City was awarded the Southern California Municipal Athletic Federation "Outstanding Recreational Facility" Award for the Dodgers Dreamfield unique architecture and design."





**100,000** Healthy Fontana Points of Contact



## PARKS/COMMUNITY FACILITIES

- 59 Sports Fields
- 45 Parks
- 13 Community Centers
- 7 Miles of Pacific Electric Trail
- 5 Aquatic Pool, Waterslide, and Splash Pad Centers
- 4 Outdoors Sports Pavilions and Fitness Circuits
- 3 Outdoor Amphitheaters
- 3 Indoor Fitness Centers
- 2 Performing Arts Theaters
- 2 Skate Parks
- 2 Dog Parks
- 1 Gymnasium



## VOLUNTEERS

- \$514,296 Volunteer Cost Savings
- 20,224 Volunteer Hours Served
- 1,358 Volunteers



## PROGRAMS/SERVICES

- 954,007 Community Centers and Picnic Shelter Points of Contact
- 3,057 Community Center Use Permits
- 798,502 Ball Fields Points of Contact
- 1,300 Sports-Youth and Adult Teams
- 120 Sports-Youth and Adult Organizations
- 213,792 Senior Center Points of Contact
- 153,462 Aquatic Program Points of Contact
- 120,681 Cultural Arts Points of Contact
- 110,000 Nature Center Points of Contact
- 108,938 Community Special Events Points of Contact
- 65,681 Enrichment and Program Enrolled Participants
- 2,005 Enrichment Opportunities/Classes
- 3,700 After School Program Enrolled Participants
- 3,518 Special Needs Population Points of Contact
- 236,000 Marketing Distribution Points of Contact
- 87,600 KFON TV Broadcast hours
- 175 KFON TV Productions
- 244 CSD Partnerships



**\$297,000+** Measure I Grant Awarded  
Expanding Senior Transportation Services

# PUBLIC WORKS

The Public Works Department focuses on preserving and maintaining the city's infrastructure including the maintenance of streets, sewer system, building, parks, landscaped areas, urban forest, storm drains, and fleet. The department consists of three divisions: Operations, Parks and Landscape, and Support Services.

## Central City Park

Construction for Central City Park is underway and is expected to be complete by the end of 2020. The **14.5-acre** sports facility, located behind the Cypress Community Center in central Fontana, will feature two synthetic turf football fields with soccer overlays, one synthetic turf soccer-only field, an ADA accessible playground, and sports lighting for nighttime play.



## Fontana Park Playground Installation

The playground at Fontana Park was expanded to include a new play structure, along with equipment that adds a traditional play experience to the existing creative play area originally incorporated into the park. This new play area features ADA accessible equipment to provide an **inclusive experience** for all children.

## Veterans Memorial Project

The Miller Park Veterans Memorial allows the community to come together to celebrate and enjoy our many freedoms and, at the same time, recognize that here freedoms come at a price – a price paid by our Veteran community. The memorial consists of eight granite panels describing the conflicts in which our Veterans have served, memorial bricks, and a plaza area with benches and flag poles.



## CHILDREN COUNT!

### Playgrounds Updated for Inclusiveness

The existing play equipment at Hunter's Ridge, San Sevaine, and Heritage Circle was replaced with new structures and equipment that incorporates ADA accessible features in order for children of all abilities to enjoy the parks.



## Facility Improvements

- **Lewis Library L.E.D. Replacement** – The antiquated L.E.D. wall was replaced with a higher IP rating on a new system with vivid panels, true color, higher brightness, and a breathtaking gray level for all residents to enjoy.
- **Lewis Library Upholstery** – Chairs on the first and second floor of the rotunda were reupholstered, as well as the chairs in the young adult and children’s area.
- **Police Department Plaza Deck** – Repairs to the plaza deck included the installation of a new topping slab and underlayment, the addition of a slope to drain, and a new dual walk system.
- **Community Services Office** – The interior of the Community Services Administration Office was painted over the summer.
- **Fire Station #72 Remodel** – The existing kitchen and bathrooms of the fire station were remodeled.



### COMING 2020

In 2020, the City of Fontana is receiving **\$3,887,697** in SB1 funding and is planning to pave an additional 21 lane miles of major roadway.

18,073

Square Feet of Sidewalks Replaced

623

Traffic Signs Replaced

1,445

Linear Feet of Curbs and Gutters Replaced

328

Miles of Main Sewer Lines Cleaned

6,980

Potholes Repaired

168

Miles of Streets Restriped

5,078

Square Feet of Pavement Repaired

16

Miles of Major Streets Improved Through Gas Tax Funds

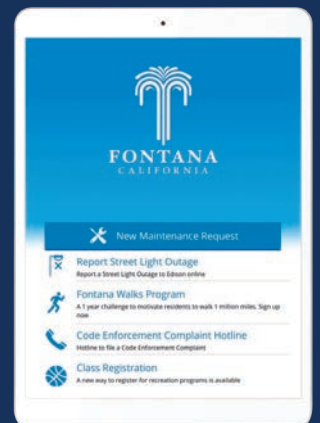
888

Trip Hazards Mitigated

## ✓ PUBLIC ENGAGEMENT COUNTS

### Access Fontana App

Submit service requests directly to the Public Works Department through the Access Fontana app. Download the app on your smart phone and easily report items such as abandoned shopping carts, pothole repairs, and sidewalk problems.



# POLICE

CORE VALUES: T.E.A.M.  
TRADITION. EXCELLENCE. ACCOUNTABILITY. MINDFUL.



The Fontana Police Department is committed to protecting the community by providing quality Service with Integrity. As an organization, we continuously build diverse community-based partnerships. These partnerships are guided by innovation and perseverance to ensure Fontana's future as a well-developed, dignified, and respected community in the Inland Empire.

## Active Shooter Training

All sworn members of the Fontana Police Department attended mandated Active Shooter Training during the spring of 2019. The Fontana Police Department is determined to ensure all officers are trained to respond to any critical incident and are prepared to resolve situations as quickly and safely as possible. The department also provided threat assessments and active shooter training to local businesses and schools.

## Personnel and Training

The Personnel and Training Unit is responsible for recruitment, background investigations, and training for nearly 300 employees of the Police Department. The unit is committed to building a diverse and inclusive workplace. In 2019, the unit developed a recruitment website, worked diligently with Human Resources to modernize the hiring process, and were able to fill 48 vacant positions due to attrition. Training is crucial to the success of the Fontana Police Department and necessary to maximize the level of service. Major training topics for 2019 included Active Shooter Response, Bias-Free policing, Mental Health, Pursuit Intervention Techniques, Rifle training, and Defensive Tactics.

## Field Training Program

19 new officers and two Community Service Officers were successfully trained in 2019. After completing a six-month police academy, new officers are assigned to the Field Training Program to apply knowledge and skills taught in the academy to real life field situations. During the six to eight-week training, the new officer is paired with an experienced veteran police officer (Field Training Officer) who has completed a 40-hour California Police Officer Standards and Training Certified Field Training Officer class along with a 10-hour Crisis Intervention class. The Field Training Officer ensures that the trainee is following all department policies and procedures along with state/federal laws and the standardized training provided by California Police Officer Standards and Training.



23 Field Training Officers

19 Officers Trained

2 Community Service Officers Trained





### **K-9 Unit**

K-9s Sargent and Izac retired and are living happily with their handlers Officer Wyrick and Officer Velasquez. To fill the retirements, K-9s Axl and Doc were purchased by the non-profit organization, Fontana K-9 Pals, and donated to the city. Axl was named to highlight Fontana’s strong trucking industry, and Doc was named in honor of late influential Fontana figure Dr. Charles Koehler. Also, new to the team is three-year-old K-9 Goose, a rescued black Labrador. Handled by Officer Mark Wyrick, Goose is the first trained tracking dog for the City of Fontana who is often called upon to help find lost children and elderly people throughout the region. Officer Wyrick and Goose have both undergone extensive training in urban tracking and electronic storage device tracking.

### **Internet Crimes Against Children (ICAC) Unit**

The ICAC Unit is instrumental in providing continued safety to our youth in the community. The unit conducted over 151 investigations related to the dissemination of child pornography, served in excess of 170 search warrants, and arrested 36 individuals suspected of committing these crimes. In addition, the ICAC Unit conducted numerous presentations to community members, schools, and other law enforcement entities. These presentation topics include internet safety, cyber-bullying, availability and victimization with various application platforms, along with the explanation of laws and long-term consequences of violation of Crimes Against Children laws.

### **Cadet Program**

The Cadet Program was established to attract young, well-qualified college students interested in a part-time training program to become Fontana Police Officers. Cadets are assigned to different areas within the department and gain hands-on knowledge in Narcotics, Gangs, Property, Investigations, Rapid Response Team, Traffic, and the Administrative Services Division. They train in firearms, defensive tactics, report writing, driving skills, and physical fitness. The Fontana Police Department currently has 10 Cadets and is in the process of hiring five more.

# POLICE

## C.A.R.E.S.

COMMUNITY, ATTENTION, RESPECT, EMPATHY & ENFORCEMENT, AND SERVICE

### Multiple Enforcement Team (MET) Homeless Outreach Efforts

The MET Unit patrols city parks, apartment complexes, businesses, and focus on quality of life issues. MET officers also work diligently to establish relationships and partnerships with community outreach groups for support in community enrichment issues. In 2019, the Fontana Police Department contracted with Open Door Community Partnerships to assist with the efforts to find homes for Fontana's homeless population through a program called Destination: Home.

### Chaplains

Chaplains provide a sounding board for police staff and assist with calls for service when families need comfort. They represent the police department at public meetings, assist with faith-based programs, and do ride-a-longs to better understand the needs of the city. Many chaplains have also dedicated their time to assisting the Multiple Enforcement Team and community organizations to help address our homelessness issues.

### Code Compliance Unit

The Code Compliance Unit conducts citywide enforcement of Municipal Code provisions regarding public nuisance conditions and zoning. Additional unit duties include twice-yearly weed and rubbish abatement surveys and elimination of hazardous conditions. The unit continues to be effective, dynamic and impactful. It carries out its multiple missions through sheer determination, professionalism and devoted love for the community.

### Community Outreach and Public Engagement Unit (COPE)

The Community Outreach and Public Engagement Unit serves residents of Fontana in multiple ways. The unit consists of one Police Sergeant, four Police Officers, and three Community Policing Technicians. Members are Press Information Officers for the department, oversee the department's social media platforms, are advisors for the Explorer Program and the Fontana Leadership Intervention Program, and manage the department's Volunteer and Chaplain programs. The unit also partners with school districts in the city to provide anti-bullying, anti-tobacco, anti-drug presentations. Members frequently attend various schools for reading events, athletic events, and graduation celebrations. Finally, the COPE Unit manages the education of local businesses on proper handling of tobacco and alcohol, as well as the enforcement of tobacco and alcohol laws through state grants.

131,874

Calls for Service

12,379

Citations Issued

20,240

Hours Dedicated to Service

574

Air Support Unit Flight Hours

20,303

Reports Taken

430

DUI Arrests

2,559

Traffic Accidents Investigated

20

Homeless Housed



## Fontana Animal Services Team

The Fontana Animal Services Team (FAST) unit oversees calls for service as it relates to animal issues such as barking, neglect, stray, sick, injured and/or vicious animals. The FAST Unit hosts 12 low cost clinics per year—six low cost vaccine clinics and six low cost spay/neuter clinics.

## Fontana Leadership Intervention Program

Fontana Leadership Intervention Program (FLIP) is an award winning innovative juvenile intervention program designed to combat rising rates of truancy, suspension, and expulsion coupled with the increases in juvenile criminal activity. Created through a close partnership between the Fontana Police Department and the Fontana Unified School District Police Department, FLIP has achieved measurable success in the lives of nearly 550 participating students and their parents through improved police relationships, focused education for parents and students, and personalized advocacy.

## Volunteers

The Police Department currently has 35 active volunteers. Volunteers provide a variety of services including patrols, park patrols, traffic control and parking enforcement, assisting staff with special projects and clerical duties. They assist with training of volunteers and act as good will ambassadors for the police department at community events.

## Fontana Police Explorers

With Unity, Pride & Integrity, the Explorer Post 531 program offers young men and women ages 14 to 21 the opportunity to learn about law enforcement and community service. Explorers competed in tactical competitions in both Riverside, CA and Chandler, Arizona. In July, Fontana Police Department hosted the Explorer Basic Academy. The academy graduated 45 explorers from seven different agencies across California including Fontana PD, Santa Barbara PD, Santa Rosa Tribe, West Covina PD, Ontario PD, Pomona PD, and Madera County Sheriff's Department.

18,713

Licensed Pets

409

Dogs Returned to Owners (licensed/chips)

13,448

Animal Services Calls

280

Cats/Dogs Spayed/Neutered at Low-Cost Clinics

1,650

Cats/Dogs Vaccinated at Low-Cost Clinics

106

FLIP Participants

## POLICE ACTIVE VOLUNTEERS

11,952

Volunteer Hours

92

Fontana Police Active Volunteers

2,154

Miles Patrolled by Volunteers

48 Explorers

35 Volunteers

9 Chaplains

194

Citations Issued by Volunteers

## VOLUNTEERS HELPED WITH...

29,306

Pieces of Mail Processed

12

Call Outs for Chaplains

59

Vacation Checks



# FIRE

The Fontana Fire Protection District, proudly contracted through the San Bernardino County Fire Department, is driven to provide premier fire services in Southern California.



## **New Paramedic Squad for Fire Station 73**

The fire district replaced its oldest squad in its fleet of five squads that service the City of Fontana with firefighter paramedics in a rapid response vehicle. The new squad replaced a squad built in 2012, which will now provide a sufficient reserve squad when the frontline units go out for service or repairs.

## **New Swift Water Rescue Unit for Fire Station 72**

A new swift water rescue unit was delivered to Fire Station 72 that is similar to the paramedic squads. The unit has the ability to carry additional equipment capable of rescuing victims of swift water related incidents.

## **Awarded Grant for Portable Radio Replacement**

The Fontana Fire District was awarded approximately **\$300,000** from the FEMA Assistance to Firefighters Grant to update and replace current obsolete portable radios used to communicate to firefighters and firefighting resources during emergency incidents. These updated radios will allow firefighters to communicate via Bluetooth technology to their facemasks on self-contained breathing apparatus while engaged in firefighting operations, alleviating a common communication challenge faced on a daily basis.

## **New Fire Engine for Fire Station 74**

Fire Station 74 took delivery of a new state of the art fire engine in 2019, replacing its 2008 fire engine. The old engine has become the newest addition to the district's fleet of reserve apparatus.

## **Addition of CPR Chest Compression Devices for Every Squad**

All five paramedic squads in Fontana are now equipped with life-saving technology. The chest compression devices perform effective chest compressions to victims requiring cardio-pulmonary resuscitation. This enhancement increases the chance of survival in cardiac arrest patients by over 10 percent. Through implementing the chain of survival by providing early citizen CPR, automated external defibrillation and quick advanced life support response by Fontana Fire District, citizens have an over 40 percent chance of survival in the event of a cardiac arrest.

## FIRE PREVENTION STATS

5,639

Construction Inspections

893

Plan Checks

1,293

Permits Completed and Issued

668

Annual Inspections

197

Apartment Inspections

43

School Inspections

## EMERGENCY RESPONSE STATS

21,996

Calls for Service

15,463

Medical Aids

1,901

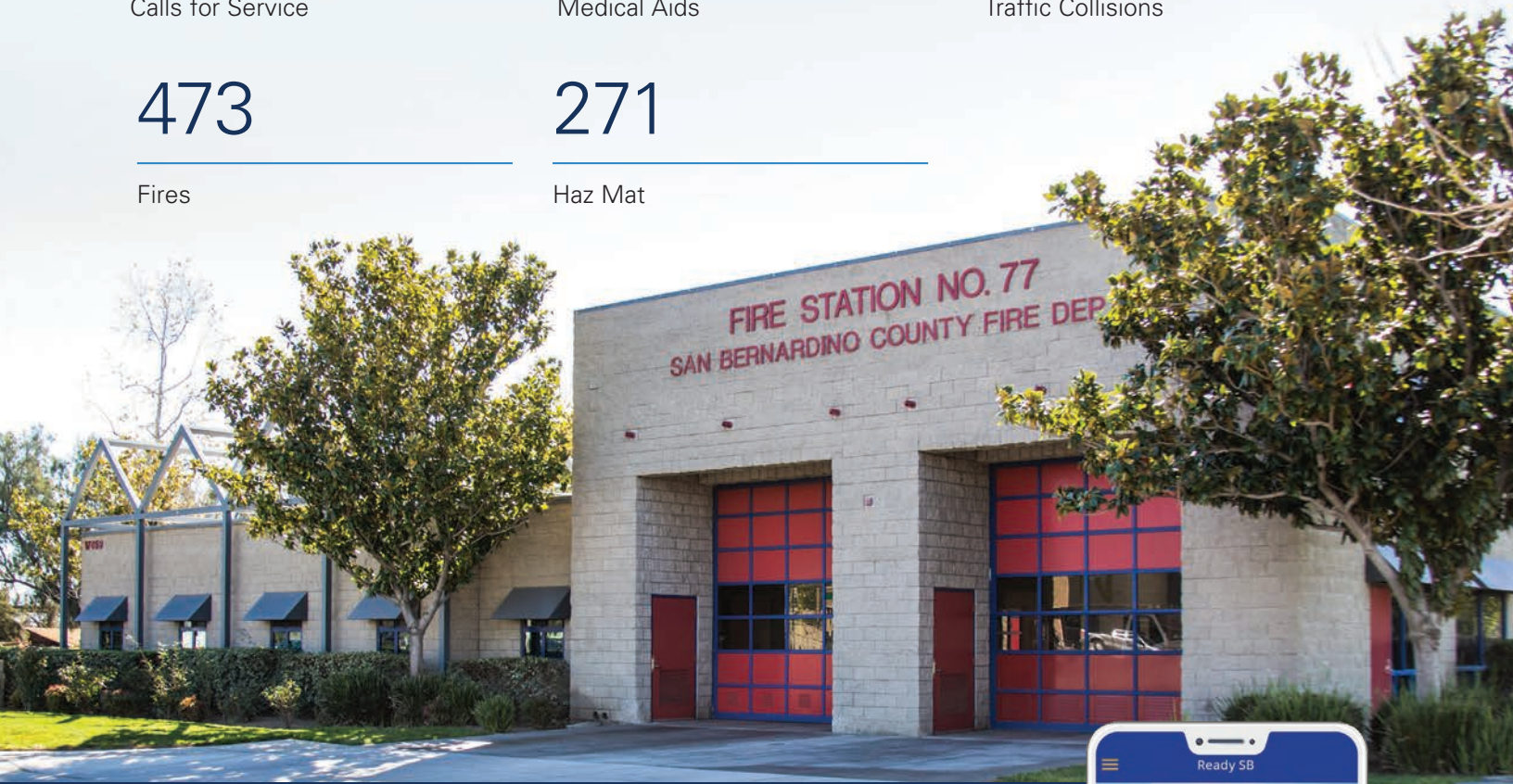
Traffic Collisions

473

Fires

271

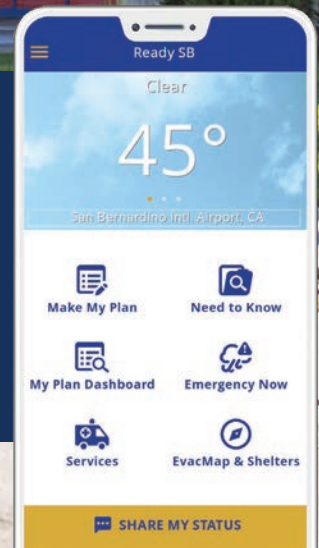
Haz Mat



## EMERGENCY PREPAREDNESS COUNTS!

### Download the Ready SB App Today

Your Fontana Fire District wants to remind you to be prepared for a disaster. Download the "Ready SB App" on your mobile device today to stay prepared and protect your loved ones should an emergency occur. The Ready SB App includes a five-step family emergency plan creation wizard, important news and timely alerts from the county, live information on evacuation routes and shelters, one-button status sharing and a library of emergency preparedness e-guides. Download it today and have a plan.



# MANAGEMENT SERVICES

The Management Services Department provides service for internal financial functions. The department is committed to providing quality assistance for residents and businesses in obtaining items such as business licenses, passports, animal licenses, and sewer bills. Management Services includes Accounting, Budget, Customer Service, Payroll, Purchasing, and the Financial Document Library.

## Award-Winning Operating Budget

The City of Fontana has received distinguished budget awards from the Government Finance Officers Association (GFOA) and the California Society of Municipal Finance Officers (CSMFO) for its Fiscal Year 2018-2019 Operating Budget for the 26th consecutive year. These awards are presented to cities who prepare budget documents of the highest quality.

9,678

Business Licenses

1,750

New Business License Requests

6,286

Passport Applications

841

New Sewer Accounts

3,368

Dog License Renewals and Applications



# 2020 AND BEYOND

## Central City Park

Central City Park, located behind the Cypress Center, is scheduled to be complete by the end of 2020. The 14.5-acre park will include two football fields with soccer overlays, one soccer field, ADA accessible playground, and more.

## South Fontana Sports Park

The South Fontana Sports Park, located on Santa Ana Avenue between Cypress and Juniper Avenues, is expected to break ground in 2020. The 18.2-acre park is designed to feature four turf football/soccer fields, sports lighting for nighttime play, and an ADA accessible playground.

## Walmart North

The Walmart North project includes a 27.41-acre development on Sierra and South Highland Avenues. The shopping center will be anchored by a 193,879 square-foot Walmart store with seven outparcels to include sit-down and fast food restaurants, retail, and a gas station/convenience market.

## North Fontana Commercial Development

The proposed project on the northwest corner of Citrus and South Highland Avenues will include two national "full-service" business class hotels (Holiday Inn Express and Staybridge Suites), a banquet facility, and restaurants.

## South Fontana Commercial Development

TownPlace Suites by Marriott is in development to be constructed on Sierra Avenue south of the I-10 freeway. La Quinta by Wyndham is also coming to South Fontana on Slover Avenue south of the I-10 freeway.

## Mixed-Use Development in Downtown Fontana

"8480 Loft's" is a mixed-use project proposed for development in downtown Fontana on Arrow Boulevard and Nuevo Avenue. The six-story project will include 42 units of residential development with ground floor commercial/retail uses such as a microbrewery and a sidewalk cafe.



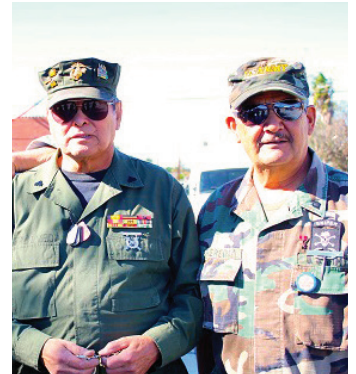
## Auto Center Dealership Expansion

The Fontana Auto Center, located on South Highland Avenue, is currently home to Fontana Nissan, Rotolo Chevrolet, Rock Honda, Valley Kia, and the most recent addition: Mazda. The Auto Center Dealership will continue to expand with future dealerships, such as Hyundai, to be added in 2020.

## Ventana at Duncan Canyon Development

The City of Fontana is working with a developer to facilitate the development of a 105-acre mixed-use community that will create a unique window into North Fontana from the I-15 freeway.





FONTANA  
CALIFORNIA