

MINUTES

December 5, 2023 6:30 PM | Cypress Neighborhood Center Area Commander Lt. Chris Tusant

In Attendance

Lt. Chris Tusant, Utilities & Streets Supervisor Rob Rigby, Landscape Technician Jose Orozco, Community Policing Technician Amber Smith, Community Services Celeste Sanchez, Officer Ryn, Officer Mahan, Code Compliance Cynthia Gil, Code Compliance Supervisor Jason Barber, Engineering Shawn Matejcek, IT Business Analyst Rami Asad, Chief Michael Dorsey and Councilmember Sandoval

Lt. Chris Tusant

- Welcomed and thanked everyone for coming to the Area 3 Community Meeting.
- Introduced himself as the Area 3 Commander.
- Had city staff introduce themselves.
- We are always open for feedback, let us know when we are doing good and let us know when we have done something wrong.
- Project Updates:
 - Parking issues on Palmetto north of Valley-
 - Immediately after the last meeting in August, Traffic officers and CSO's worked on this and towed 4 vehicles, tagged 6 and issued 4 citations.
 - One vehicle was tagged for 72 hours, however the owner moved it.
 - In September, the Traffic Unit went back out again, and seven vehicles were towed and three citations were issued.
 - In October, the Traffic Unit went back out again and wrote five citations and towed one vehicle.
 - The Traffic Unit went back at the end of October and cited two vehicles and towed one more vehicle.
 - Total overall project: thirteen vehicles were towed and fourteen citations were issued.
 - There was another parking issue on San Bernardino Avenue where a BMW kept parking in a certain location, the BMW was tagged 5 times. We try to educate people before we take any enforcement.
 - In the last meeting, someone asked if the newly acquired Jeep would be used for enforcement in off-road situations; originally that was not the plan, however; we did have one incident where someone took off into the hills during a pursuit and the Jeep was able to follow and apprehend the suspect.
 - Chief Dorsey advised we just ordered 4 motorcycles, which will help our officers do enforcement in off-road situations and we are working on a few other things to deal with the off-road problems.
- Stats for the month of June

	June	July	August	September	October	Average
Calls for Service	4663	4757	4449	4147	4249	4421
Priority 1 Response Time	3:53	4:12	4:01	3:31	3:53	4:04
Group A offenses	325	336	315	321	292	316
Crime Against Person	80	79	81	96	84	85

<u>Crimes Against Property</u>	134	146	155	172	141	145
<u>Crimes Against Society</u>	111	111	79	53	67	86
Reports Taken	735	733	723	696	722	720
Arrests	254	272	217	204	228	240
Traffic Collisions	101	118	131	121	110	116
Injury	36	27	31	25	29	28
Non-injury	65	91	100	96	81	89

- We have been seeing some embezzlement calls where transients are renting U-hauls and failing to return them, they are using them to live in.
- Our response time remained the same as it was in July. We are 11 seconds below the average of 4:04 and almost a whole minute faster than we were in January of this year which was 4:52.
- Top 10 calls for service for July:
 - 415 Transient calls: 390
 - 415 subject calls: 291
 - Suspicious circs: 150
 - Animal Calls: 128
 - Area checks: 112
 - 415 Domestic (fights inside the home): 105
 - Advisal: 104
 - 415 Noise Calls: 82
 - Fireworks: 75
 - Suspicious subject: 70
- Top 10 Calls for service for October:
 - 415 Transient Calls: 371
 - 415 Subject Calls: 270
 - Suspicious Circs: 181
 - Area Checks: 125
 - Animal Calls: 99
 - Traffic Collisions non-injury: 96
 - Advisal: 80
 - Suspicious Subject: 75
 - Petty Theft 75
 - 415 Domestic (fights inside the home): 72
- Upcoming Events:
 - 12/7: Farmers' Market at Southridge Park, 2-7pm
 - 12/9: Fontana Christmas Parade at Sierra Ave & Arrow Blvd, 10am
 - 12/9: Festival of Winter at Miller Park Amphitheater, 11am -4pm
 - 12/10: Farmers' Market at Fontana Park, 10am-3pm
 - 12/14: Farmers' Market at Southridge Park, 2pm to 7pm
 - 12/17: Farmers' Market at Fontana Park, 10am to 3pm
 - 12/21: Farmers' Market at Southridge Park, 2pm -7pm
 - 12/28: Farmers' Market at Southridge Park, 2pm -7pm

- Rami Asad-IT Business Analyst-311 System

- The new 311 Customer service website and mobile app is to help provide an improved customer experience to the residents of the city of Fontana, by offering more ways to easily submit and track service requests, pay utility bills, and answer questions.
- The 311 system offers one central location for service requests for street sweeping, potholes, down trees, graffiti, sidewalk maintenance or issues with parks and much more.
- You can download the app on your android or Iphone.
- You can access the website at www.fontana311.org.
- You can call 311, if you are within city limits and if you are outside city limits you can call (909) 507-2600. When you call you will get a live person on the other end of the line Monday through Friday from 8am to 5pm.
- With 311 you have the ability to pay your utility bills and open or close a sewer account.
- 311 also gives you the ability to explore the city and what it has to offer. It also lists any business that is registered with the city of Fontana.
- With frequently asked questions, you have the ability to type in a key word or specific question and options will pop up to answer your question.
- On the left-hand side of the screen, there is a hamburger button which will provide more menu options such as request services, call 311, my requests, explore, address information, register and log in, my profile, subscribe, suggestions and news and social media.
- With service requests, you will be asked to create an account. You don't have to, however, it does make it easier for you to get any updates on your service requests.
- When submitting a service request, you do have the ability to remain anonymous, however that sometimes makes it a little difficult for city officials to complete the follow up when information is missing.
- We built the system to try to make it as easy as possible for residents to submit their requests. You also have the ability to upload photos in this system.
- Some things to keep in mind of what not to do:
 - Do not report suspicious subjects on there, make sure you are calling the police department for that.
 - Do not report loud music.
 - Do not report any item in the wrong category.
 - Do not ask a question in a work order.
- When signing up for an account, you will have to create a password, make sure your password is 8 characters long with a number and a special character.

Questions

- **Would like to compliment the police department because there have been noticeable changes on Palmetto. Just north of there, there is a mobile home park and there are several vacant houses across from the mobile home park, wanted to see if the city was aware of those vacant homes?** Code Compliance Inspector Cynthia Gil advised they are aware of the vacant houses; she currently has a Code Compliance case on the properties.
- **Wanted to see if there was an update regarding the Prius lot at Alder and Hawthorne.** Lt. Tusant advised he is working on it. He is not sure yet if it is just a tow yard for Prius' or if there is a business being ran from the location, but they are working on it.

- **On the 311 system, to pay the utility bill, is the resident allowed to pay the bill as a guest?** Rami Asad advised no you wouldn't be able to pay the bill as a guest, you will need to sign up for an account to be able to pay your utility bill.
- **Is there a fee associated with paying your utility bill on the 311 system?** Rami Asad advised he does not know the answer to that but will find out from the team that built that portion of the system.
- **Advised she has a friend who lives in phase one of a new development, she wanted to know if she would be able to locate that address on the 311 system?** Rami Asad attempted to find the address of the friend in the 311 system and the address comes up, however on the ariel view on the map looks like it is an empty field, he mentioned that sometimes with new developments it might show the vacant field but it is ok because the address is in the system which means we have the coordinates of where that property is located. You also have the ability to drag and drop the pinpoint if needed.
- **Advised she got notification that the city is making a bid to buy the SureStay Hotel on Valley, she was also told the city was looking to purchase the storage facility next to the motel and those facilities would be turned into a homeless shelter, she wanted to know if there was any truth to that.** Chief Dorsey advised he is not aware of the storage facility, however, has heard about the hotel. It will be used for housing the homeless population; however it is one component to many, we will be working with the county to provide services at the location, the city will own it but will hire someone to manage it. We all know Fontana has a transient problem, but it isn't just Fontana it is all over the state of California. We take enforcement when we need to, but we do have to follow State of California guidelines when dealing with the homeless population.
- **Sees more and more graffiti along Sierra.** We do have the Graffiti tracker which our officers utilize to track graffiti within our city so if we catch someone, we will be able to pull up all the incidents of their graffiti and change them with all those incidents instead of just the one.
- **Lives off Chantry and Upland, Upland Avenue is a mess. At Cypress and Upland people are parked all along the curb on both sides of the street all the way to the corner, making it hard for cars to pass by, it is unsafe for cars to pull out onto Upland from Chantry because it is hard to see any oncoming traffic.** Lt. Tusant advised our traffic unit will take a look at it, however if they are legally parked there may not be anything we can do but pass it along to Traffic Engineering to see if there is anything they can do on their end.
- **He advised he knows he is a little early, but fireworks are a huge problem especially during the 4th of July, he advised this year they even left home because it keeps getting worse each year. He has a neighbor who usually brings in three big truck loads of the illegal fireworks and they leave their trash piled up 6ft tall at the end of the cul-de-sac.** Lt. Tusant advised the city allows safe and sane fireworks and people see that as an open invitation to bring in the illegal fireworks but if you happen to have an address of where they are bringing in the illegal fireworks, we can pass along the information to our Special Operations so that the house is on their radar when they do their operations for 4th of July.
- **How many citations were issued this past 4th of July for illegal fireworks?** Chief Dorsey advised we issued 37 citations, however that does not include all the work and arrests made prior to the 4th of July setting up buys of the illegal fire works etc. We also put an additional 72 officers out on the streets for the 4th of July and those 72 officers worked nothing but firework calls and enforcement. We have other resources we can use, so if you know of where they are bringing the illegal fireworks in at let the Area Commander know so we can make sure to keep an eye on it.
- **Advised he drives along Arrow every day and that little island at Arrow and Juniper is confusing to people. Drivers don't know they have to yield to oncoming traffic, advised there has been many times the vehicle turning right fails to yield and almost causes an accident, suggested maybe more signage to yield or possibly paint on the road to let that lane know that they have to stop until it is safe.**

- **At Mango south of Randall there is a very loud vehicle that backfires.** Lt. Tusant advised traffic is taking notes and will check it out.
- **At Cypress and Oleander there are so many vehicles who speed through there and are very loud.** Lt. Tusant advised Traffic is taking notes and will check out that area as well.
- **Lives in the area of Palmetto between Foothill and Arrow, more specifically Ivy/Palmetto, there are trucks that come from Walmart and park along the curb and the curb was originally painted red however because of the tires it is no longer red and looks black. Advised he doesn't feel the signage in the area is adequate.** Lt. Tusant advised he will go out and check the area and if they are Walmart trucks, he will try to work with Walmart to try to get this taken care of.
- **Asked why Oleander is 40 miles per hour from the railroad to Highland Avenue. With the park right there, it is very dangerous especially on Sunday when the park is busy, oncoming traffic is hard to see when the traffic is speeding at 40 miles or more per hour up and down Oleander.**
- **Advised he has seen a lot of reports on the news of people following others home to rob them, is it a problem here as well?** Lt. Tusant advised we haven't seen a lot of that here, however especially during the holidays it is always good to be aware of your surroundings. Pay attention to who is following you, if you notice someone following you, you can call us or drive to the police department, but it probably wouldn't be a good idea to drive home. If you can travel in groups, it is safer because then you are no longer an easy target.
- **Asked if the parade starts at Sierra and Arrow and goes up to City Hall?** Rob Rigby with Public Works advised no it starts at Sierra and Arrow but goes down to Orange way.

Next Meeting

April 15th at 6:30 PM at **Citrus Elementary School (16041 Randall Avenue)**