

MINUTES

Area 4 Community Meeting

December 18, 2023 6:30pm | Mary Vagle Nature Center Area Commander Lt. Tracy Dills

In Attendance

Traffic Engineering Ruben Hovanesian, Engineering Shawn Matejcek, Landscaping Technician Luis Torres, Officer Mahan, Code Enforcement Officer J. Pina, Community Policing Technician Amber Smith, Councilmember Jesse Sandoval, IT Business Analyst Rami Asad, Community Services Guillermo Hernandez, Community Services Candace Levy, Lt. Tracy Dills.

Lt. Tracy Dills

- Welcomed everyone.
- He is currently the new Area Commander for Area 4. He currently works weekends and Monday. If you need to get a hold of him, you can reach him via email at Tdills@fontana.org. Email is the best way to contact him.
- City staff introduced themselves.
- Updates:
 - 11/29-Our Traffic Unit did a Community Enrichment detail in Area 4 due to truck traffic. The officers were looking for speeding infractions and commercial enforcement violations. Officers wrote 17 Commercial violation and 81 commercial parking citations and towed 1 commercial vehicle.
- Crime Stats-Crime is down across the board compared to last year. Next meeting, we will have the exact numbers.
- Our response time has also dropped, almost a full minute, since we implemented the new system where officers can hear 911 calls in real time as they are coming in.
- Events: Farmers Market on Thursdays from 2pm to 7pm at Don Day Center.

IT Business Analyst Rami Asad- 311 Fontana 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

- **Is there an option for other languages on the 311 system?** Rami Asad advised as of right now it is only available in English but we are working on making it available in other languages.
- **What is the turnaround time for a service request that is submitted through the 311 system?** Rami Asad advised it depends on what service is requested. For example pot holes they usually try to address them within 48 hours, if it is more of an emergency type of service like a downed tree blocking traffic those are handled right away.
- **What is the non-emergency phone number for the police department?** Lt. Dills advised it is (909) 350-7700.
- **Are vendors who participate in the Farmer's Market required to have a permit?** Yes, are can apply to be a vendor at the farmer's market on the 311 system.
- **Vehicles are doing donuts on Volante/Jurupa, what is being done about this?** Lt. Dills advised when it is happening to call our non-emergency dispatch number to let us know. We also work with a taskforce for street racing, they keep track of patterns and locations of where they hold activities such as this. It is not only a nuisance, it is also very dangerous.
- **Would pictures help?** Lt. Dills advised if you are able to get the license plate that would help us, we would be able to get in contact with the person who owns the vehicle, but the more information we have the better for our officers.
- **There are supposed to be no trucks allowed in certain corridors however the trucks are constantly coming into those areas because the city doesn't listen to the citizens and their concerns. How do the citizens get enforcement in the area to deal with the commercial vehicles.** Lt. Dills advised as we spoke earlier in the meeting, our traffic unit just did a Community Enrichment detail at the end of November in the area which resulted in numerous citations being given out and the towing of one commercial vehicle. If there is a particular area that you would like the police department to focus on, let him know so we are able to address the issues. We are listening but it is also important to get us the information.

- It is hard for regular citizens to go to the city council meetings especially now since they purposely changed the meeting time to 2pm, when most people are working. The City Council doesn't care about the community. Councilmember John Roberts can't even show up to this meeting which is a detriment to the community.
- On Citrus to the top of the hill as it runs into the Nature Center there have been numerous accidents so far there have been about 5 vehicles that have been totaled in the area.
- Stop sign was denied at the corner of Old Spring and Cypress, but cars are constantly racing along the streets especially Friday evenings. Officer Mahan advised he will keep an eye on the area and he will let his partners know as well to keep an eye on the area.
- How many officers are in the area? Lt. Dills advised it really depends on the days, usually Saturdays when we are the busiest we have about 4 to 5 officers, when it isn't as busy we might have 1 or 2. Fridays and Saturday are usually our busiest times.
- How many officers are dedicated to Commercial Enforcement. Lt. Dills advised currently we have one officer who does strictly commercial enforcement, however we also have 6 motor officers and 3 night time officers who can assist with Commercial Enforcement.
- There are two high schools in the area and parents are concerned with the truck traffic and all the speeding in the area during drop off and pick up hours and the department is failing to do commercial enforcement in the area, however the city is paying an outside company to deal with street vendors when the police department could be handling it. Lt. Dills advised we are doing something about commercial enforcement as it was mentioned earlier in the meeting our Traffic Unit did what we call a Community Enrichment Detail where numerous commercial citations were issues. We have 42 square miles we cover; we are doing everything we can do.
- The Chief has a roundtable where members of the community come together to help the police department. Anyone who has complaints about the police department are more than welcome to join the roundtable committee.
- Councilmember Jesse Sandoval advised we currently have about 20 vacancies within the police department for Officers. There is funding there, the funding for the outside company for street vendors has nothing to do with the funding for police officers. We have the openings however it is hard to hire police officers right now, so if you know of anyone who wants to become a police officer please send them our way to apply.
- Has lived here since 1996, people say Fontana Police Department is the worst however he thinks they are doing the best they can, the political side of the money that is something beyond the communities understanding but the funds going to the police department are different from the funds that went to pay for the outside company to help enforce the city codes.
- We are all aware how all the permits for the warehouses got there but as for the police department they are doing an excellent job; the police are doing a lot more than many people can see.
- The 311 system is a great resource.
- This is his first meeting, wanted to know where he can petition the city to do a community garden. The city currently has a community garden at the Cypress Center-Center Park facility. You might have to talk with community services to see if something like that would be possible down in this area.
- Lived in LA before and loves it here in Fontana. The police department does so much more for the community than people realize.
- There is a problem with off road vehicles off Elm, they usually park on Volante with their trucks and trailers and go up from there. Lt. Dills advised we are aware of the issues with off roading in the area. But now that we know where they are parking we might be able to use that to our advantage. We do utilize the helicopter and our new Jeep when we have calls regarding off-road problems and our chief is

currently looking into other resources that will assist our officers in doing enforcement in that area as well such as motorcycles.

- **A while back boulders were placed in the area to help keep off roaders out of the hills however it might be time to get more boulders in that area off of Elm.**
- **In regards to the donut issue, what about installing cameras in the area to try to deter the cars.** Lt. Dills advised the city has just installed several cameras throughout the city, he will have to check to see if that area where the donuts are happening is one where cameras have already been installed.
- **What is the capacity of the Commercial Enforcement officer compared to a regular patrol officer?** Lt. Dills advised the Commercial Enforcement Officer attended specified training pertaining to Commercial Vehicles and the requirements for Commercial Vehicles. They have the ability to write citations for more specified violations and they know more so of what to look for after they attend the commercial vehicle enforcement training.

Next Meeting

April 25, 2024 @ 6:30 pm, at **Mary Vagle Nature Center 11501 Cypress Ave.**