



# CITY OF FONTANA

## 2014 ANNUAL REPORT





## Vision Statement

Fontana is a modern city benefiting from rapid growth while preserving its hometown atmosphere. Our City is unified by a strong sense of community and a common goal: to be second to none in achieving high standards of quality as we grow and develop. We take great pride in our safe and attractive residential neighborhoods, which are complemented by recreational and educational facilities and diverse and growing employment opportunities. Our Downtown and Civic Center district is the lively, thriving heart of Fontana. Our whole City is served by a network of efficient roads and infrastructure that connects us into a complete community in which we can live, learn, work and enjoy the fullness of life that Fontana has to offer.

— **Fontana General Plan**  
**Adopted by City Council**  
**October 21, 2003**

# Contents

Message from our City Council	05
Customer Service	06
City Clerk	07
Human Resources	08
Housing	10
Economic Development	11
Planning	12
Building and Safety	13
Engineering	14
Information Technology	16
Budget	18
Community Services	20
Public Works	22
Police	24
Fire	28





**Mayor Pro Tem  
Michael Tahan**



**Lydia  
Salazar-Wibert**



**Mayor  
Acquanetta Warren**



**John B.  
Roberts**



**Jesus "Jesse"  
Sandoval**

# Fontana City Council

## Fontana City Council Message

Fontana as a community has become a model in the Inland Empire thanks to the residents, businesses and employees of our great community that have built upon a solid foundation that was laid by strong leadership, both past and present.

This foundation was built through investment of safety, investment in community and investment in economic opportunity that has resulted in community stability, vibrancy and growth. This is all achieved through an eight step strategic plan:

1. Create a Team
2. Operate in a Business-like Manner
3. Practice Sound Fiscal Management
4. Promote Economic Development
5. Improve Public Safety
6. Invest in the City's Infrastructure
7. Concentrate on Intergovernmental Relations
8. Increase Citizen Involvement





## Improving community through quality of care

Our Customer Service department within Management Services is the hub for business-related services and transactions. They are committed to providing quality assistance, innovation and easy access for residents and businesses in obtaining business licenses, passport services, animal licenses and yard sale permits. Additionally, our Customer Services is a one-stop location for paying your sewer bills and other miscellaneous accounts payable transactions.

NEW BUSINESS LICENSE REQUESTS

**1,850**

DOG LICENSE APPLICATIONS/RENEWALS

**4,080**

NEW SEWER - RESIDENTIAL

**115**

PASSPORT APPLICATIONS

**3,563**

# CUSTOMER SERVICE

## Improving community through public information

The City Clerk's Office is responsible for:

- preparing agendas and minutes for all City Council meetings.
- processing all public records requests, claim forms, agreements/contracts, resolutions and ordinances.
- opening and receiving bids for City projects.
- maintaining the municipal codes for the City.

The City Clerk's Office also serves as the City's filing officer for campaign statements and conflict of interest statements as required by the Fair Political Practices Commission (FPPC). The Deputy City Clerk is the election filing officer and is responsible for coordinating all City elections.

**TOTAL PUBLIC RECORDS REQUESTS PROCESSED**

**297**

**PUBLIC RECORDS REQUESTS COMPLETED WITHIN 10 DAYS**

**297**

**SUBPOENAS COMPLETED WITHIN 10 DAYS**

**100%**

**AGENDA POSTING**

**100%**



# CITY CLERK



# HUMAN RESOURCES

## Improving community through quality employees

The Human Resources Department is responsible for the administration of a cost effective, comprehensive personnel management program which complies with Federal and State laws.

FULL-TIME EMPLOYEES HIRED

**46**

PART-TIME EMPLOYEES HIRED

**188**

FULL-TIME RECRUITMENTS

**38**

PART-TIME RECRUITMENTS

**38**

TRAINING PARTICIPANTS

**751**

APPLICATIONS PROCESSED

**3,300**

ANNUAL OPEN ENROLLMENTS  
FOR ACTIVE EMPLOYEES

**547**

ANNUAL OPEN ENROLLMENT  
FOR RETIREES

**220**

TRAINING CLASSES HELD

**18**

ANNUAL BENEFITS  
FAIR PARTICIPANTS

**1,100**



# HOUSING



## Affordable Housing

All Multifamily Housing projects are designed with features to ensure low rates of Police service calls in addition to being included in our Crime Free Multifamily Housing program.

### Minerva Manor

Construction began  
October, 2014

### SENIOR LIVING UNITS

**63**

### Sienna Apartments

Construction began  
November, 2014

### MULTIFAMILY UNITS

**55**

## Neighborhood Stabilization Program

Under the Federal Housing and Economic Recovery Act (FHERA), the City has received federal funds to establish a Neighborhood Stabilization Program (NSP). NSP funds are used to purchase and rehabilitate abandoned or foreclosed residential properties.

### SOLD

**6**

### REHABBED

**10**

### RENTED

**7**

## Services Coming in 2015:

- Emergency Grant Program for Seniors
- First Time Home Buyers Program

*Both programs resurrected (using CDBG and HOME funds respectively) after the dissolution of RDA.*

## Alternative Fuel Vehicle Rebate Program

The City established a program designed to encourage the purchase of alternative fuel or hybrid vehicles while increasing awareness of the benefits associated with driving a clean and high efficiency vehicle.



## Long Range Property Management Plan (LRPMP)

As a part of State Legislation and the closeout of Redevelopment activities, Economic Development has advertised 43 parcels that have been identified for sale by the Department of Finance. Additionally, 70 parcels will be transferred to the City from the former Redevelopment Agency for City use.

## Hilton Garden Inn

Also a part of the LRPMP – Sierra Hotel Group purchased and developed the one-acre parcel adjacent to their Hilton Garden Inn Hotel. This will be the home of new restaurant options for hotel guests and the Fontana Community.

## Kaiser Clinic at Target

Assisted Target Corporations' joint development project with Kaiser Hospital included opening a Kaiser Clinic at the Summit Heights Target. Studies have shown that these in-store clinics can provide care to patients at 30-40% less for similar care provided at a physician's office.



# ECONOMIC DEVELOPMENT



# PLANNING

## General Plan

The planning division began work on the new General Plan, a two-year project which will lay the groundwork for the City's development for the next 30 years.

## Library Marquee Sign

The Lewis Library and Technology Center has a new digital marquee sign on Sierra Boulevard. In cooperation with the library staff and Friends of the Library, the Planning Division delivered an aesthetically pleasing marquee sign that complements the Lewis Library and Technology Center.

## Updated Entitlement Process

The Planning Division implemented the updated entitlement process which streamlined the entitlement application process. The updated process requires only one application for each project, places new project proposals on specific Development Advisory Board meetings and gives applicants a reasonable timeline for approvals. The new process adds certainty to the process as requested by the development community.

## Almond Avenue Annexation Number 173

In October, Planning staff completed an annexation South of the I-10 freeway between Mulberry Avenue and Almond Avenue. The newly annexed area adds approximately 483 acres into the City of Fontana and the Southwest Industrial Park Specific Plan.

ACRES ADDED TO  
THE CITY OF FONTANA

**483**

Issued a Certificate of Occupancy for the construction of:

- DMV at Hilton Avenue & Hemlock Avenue.
- commercial Trucking DMV at Valley Boulevard and Poplar Avenue.

Provided oversight and inspections for:  
construction of thirteen (13) active single family development tracts.

SINGLE FAMILY RESIDENTIAL SOLAR  
INSTALLATION PERMITS ISSUED  
**800**

ACTIVE SINGLE FAMILY DEVELOPMENT  
TRACTS OVERSEEN & INSPECTED  
**13**

MULTIFAMILY RESIDENTIAL  
PERMITS ISSUED  
**4**

SINGLE FAMILY RESIDENTIAL  
PERMITS ISSUED  
**282**

COMMERCIAL PERMITS ISSUED  
**14**

INDUSTRIAL PERMITS ISSUED  
**7**

=222 DWELLINGS

=282 DWELLINGS

=246,128 SQ FT

=2,376,343 SQ FT



# BUILDING & SAFETY



### I-10 at Citrus and Cherry Interchange

Interstate 10 Citrus and Cherry improvement project construction has been completed. The interchanges will allow for increased connectivity within the community and decreased traffic congestion.

### Metrolink Crossing Project

With funding from a Transportation Development Grant, the City of Fontana will construct sidewalks, curbs and gutters at the Metrolink crossings at both Juniper Avenue and Sierra Avenue within the existing Southern California Regional Rail Authority (Metrolink) right-of-way.

### Citywide Bus Stop Project

The City of Fontana was funded by the Transportation Development Act (TDA) Grant for the Citywide Bus Stop Project. This project will construct concrete sidewalk bus stops at 28 locations within the City.

INVESTMENT IN CITY BUS STOPS

**\$58,651**

NEW CONCRETE SIDEWALK  
BUS STOPS

**28**

# ENGINEERING

## New Fire Station 73

Construction began on a state-of-the-art Fire Station near Village of Heritage to allow significant improvement in response times and help to ensure quick and efficient delivery of emergency medical and fire service throughout the growth and build-out of the Northwest portion of the City.

ADDITIONAL FIRE FIGHTER ACCOMODATIONS

**6**

PARAMEDIC ENGINE

**1**

HAZARDOUS MATERIAL RESPONSE UNITS

**2**

## PE Trail Numbering System

The Pacific Electric Trail (PET) is a multi-purpose trail linking cities from Claremont to Rialto along the historic Pacific Electric Railway Line. 9-1-1 Callers often struggle determining their exact location on the trail when reporting emergencies. In order to solve this problem, a numbering system was adopted by the Fire Department and 911 Center to find callers based on the nearest pole.

NUMBERED LIGHT POLES

**267**

MILES OF PACIFIC ELECTRIC TRAIL

**7**





## Esri GIS System Pilot Program

Using ArcGIS Network Analyst, the City has developed a web-based pilot program which will provide the tools for routing, travel directions and locating the closest facilities. In doing so, this program will help reduce fuel costs, save time by driving less and decrease the wear and tear on the vehicles.

NUMBER OF TRANSPORTATION VEHICLES IN SERVICE

5

NUMBER OF ONE-WAY TRIPS SCHEDULED EACH YEAR

47,998

NUMBER OF USERS

320

## City Maps

- City Services
- Elected Officials
- Zoning/Land Use
- Get Directions

NEW MAPS

4

# INFORMATION TECHNOLOGY

## Park & Community Center Updates and Upgrades

- High level of current technological access maintained.
- Addition of public access WiFi through the Jessie Turner Center at Fontana Park.

LAB COMPUTERS REPLACED

20

ADDITIONAL PUBLIC ACCESS WIFI LOCATIONS

1

## Automated Scanning Processes

The City has been engaging in an on-going project to use technology to improve business processes and support staff efficiency. One of the systems that has proven to be most effective in this effort is Laserfiche, a comprehensive imaging and document management system. Our Scan Center is operating at full capacity converting thousands of pages of paper into searchable electronic images, saving physical storage space and retrieval times for both staff and the public with ever-increasing public records requests.

TOTAL PAGES SCANNED

88,449

TOTAL PAGES REVIEWED FOR QUALITY CONTROL

138,699

# CONNECT WITH **FONTANA**



**Subscribe to  
"Notify Me"**

Receive the latest  
Fontana City News  
at [Fontana.org](http://Fontana.org).



# Fontana is third-largest City in the Inland Empire

\* source California Department of Finance

BUDGET

ASSESSED VALUATION  
FY 2012/2013

**\$13,988,584,638**

ASSESSED VALUATION  
FY 2013/2014

**\$15,224,465,093**



DIFFERENCE

**\$1,235,880,455**



REBATES/DONATIONS  
RECEIVED IN 2014  
**\$32,232**



AVERAGE RECEIVED  
PER YEAR  
**\$59,368**

TOTAL GRANTS AWARDED  
JANUARY - DECEMBER 2014

**\$5,316,560**

AVERAGE AWARDED PER YEAR  
**\$9,244,815**

**\$10,000**

**\$165,612**

**\$60,453**

**\$3,075,689**

**\$1,801,060**

**\$203,746**

Fontana Community Foundation

Public Works

Police

Admin Svcs/Econ Dev/Housing

Engineering

Community Services

Where do general fund dollars come from?



Sales Tax  
**\$31,440,753**



Franchise Fees  
**\$5,557,692**



Development Related  
**\$4,935,686**



Cost Allocation & Other Revenue  
**\$19,628,536**



Motor Vehicle In-Lieu Fees  
**\$85,263**



Property Tax  
**\$18,758,457**



Business-Related, Interest & Rental  
**\$4,696,800**



Recreation Programs  
**\$2,943,111**

TOTAL REVENUE  
**\$93,847,802**

**TOTAL CONSUMER SPENDING**  
**\$2,734,563,223**

*How Fontana residents spend on a variety of goods & services by households.*



Household Spending  
**\$1,194,548,688**



Travel & Transportation  
**\$514,358,906**



Food  
**\$443,492,989**



Insurance  
**\$282,471,336**



Entertainment & Recreation  
**\$186,593,857**



Apparel & Services  
**\$80,301,966**



Health Care  
**\$32,795,481**



Total Population  
**203,003**

\* source Esri

**TOTAL EXPENDITURES**  
**\$95,052,425**

*Where do general fund dollars go?*



Police  
**\$43,728,144**



Administrative Services  
**\$18,761,452**



Grant Matches  
**\$1,011,977**



Human Resources  
**\$4,698,979**



Debt Service  
**\$3,963,157**



Capital Projects  
**\$3,000,000**



City Administration  
**\$2,415,720**

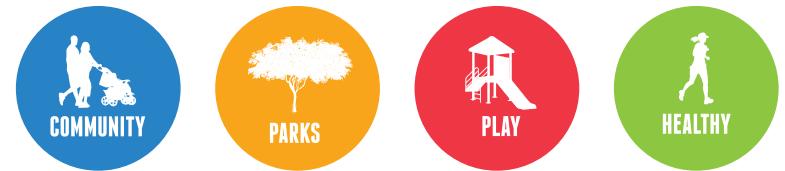


Development Services  
**\$17,472,996**

\* Report figures are pending  
San Bernardino County audit results.



# COMMUNITY SERVICES



## Improving community through activities, events & programs

Community Services creates activities, events and programs for all ages, including recreation classes, aquatic programs, youth programs, senior services, Healthy Fontana, Fontana Arts and sports programs.

### Amenities:

SPORTS FIELDS

**59**

POOLS

**4**

PARKS

**36**

GYMS

**3**

COMMUNITY CENTERS

**10**

PERFORMING ARTS THEATERS

**2**

MILES OF PACIFIC ELECTRIC TRAIL

**7**

SKATE PARKS

**2**



## Fontana is #1 in the Nation.

The City of Fontana has received gold medals in all 5 *Let's Move, Cities, Towns & Counties* goals.

*"I am truly inspired by the work Fontana is doing to help build a brighter, healthier tomorrow for the next generation."*

*- First Lady Michelle Obama*



The City of Fontana was recognized by the League of Cities with the **Helen Putnam Award for Excellence for Economic Development through the Arts**.

The City of Fontana is excited about the economic and community-enhancing success it has achieved with the Fontana Arts Program and is dedicated to continue to build innovative and exceptional cultural arts engagement and awareness through programs, partnerships and education opportunities.

### VOLUNTEER HOURS SERVED

**13,133**

### FONTANA AFTER SCHOOL PROGRAM STUDENTS AT 37 SITES

**3,300**

### SPORTS PARTICIPANTS

**6,707**

### RECREATIONAL SWIM PARTICIPANTS

**101,737**

### FONTANA DAYS RUN PARTICIPANTS

**2,100**

### VISUAL AND PERFORMING ART PARTICIPANTS

**59,800**

### FAMILY EVENT PARTICIPANTS

**17,000**



### RECREATIONAL PROGRAM PARTICIPANTS

**1,647,555**



## Report it:

- Abandoned Shopping Cart
- City Tree Problem
- Graffiti Removal
- Illegal Dumping Problem
- Park Problem
- Pothole Repair
- Sidewalk Problem
- Sign Problem
- Street Problem



# PUBLIC WORKS



## Providing the Foundation

Public Works is responsible for creating and maintaining the infrastructure of the City. Their services provide the foundation for all recreational activities in the community. This includes public buildings, parks, transport infrastructure and public services (water supply, sewage & electrical).

## Access Fontana Application

This application allows users to submit service requests directly to the Public Works Department by using their smart phones.

REQUESTS SUBMITTED/RESPONDED TO  
THROUGH ACCESS FONTANA APP

**1351**

## Services:

- Automatic Water Softener Rebate Program
- Curbside Used Oil and Filter Collection
- Fats, Oils, & Grease
- Household Hazardous Waste
- Poultry Ranches
- Pretreatment
- Recycling
- Stormwater
- Street Sweeping
- Solid Waste & Trash Collection



## Projects:

- 2 Street Slurry Seals — \$2,904,767
- Miscellaneous Citywide AC Repairs — \$227,060
- Pavement Maintenance Project — \$3,131,827
- 3 Sewer Lift Station Rehabilitations — \$1,160,450
- Sewer Mainline Maintenance — \$2,422,326
- Pavement Rehabilitations:
  - ARAM
  - Baseline Avenue
  - Beech Avenue
  - Hemlock Avenue
  - Locust and Armstrong Road
  - Oleander Avenue
  - Poplar Avenue
  - Sierra Avenue North
  - Valley Boulevard

### FACILITY ROOF COVER REPAIRS

2

### CITY VEHICLES MAINTAINED

443

### HOUSEHOLD HAZARDOUS WASTE PROGRAM PARTICIPANTS

2,501

### GALLONS OF USED OIL COLLECTED AS PART OF COLLECTION PROGRAM

3,468

### AWARDED MAINTENANCE CONTRACTS

3

### MILES OF CITY STREET REPAVED

36

### LINEAR FEET OF SEWER MAINLINE CLEANED

2,078,194

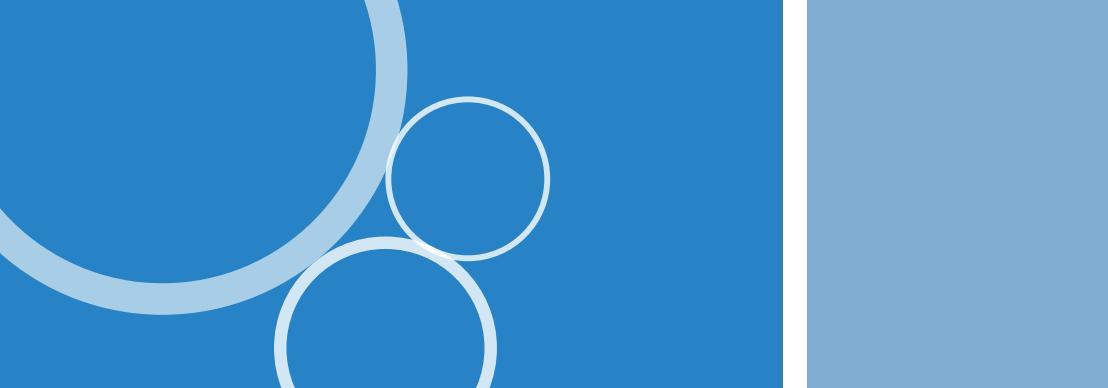
### LINEAR FEET OF SEWER MAINLINE VIDEO INSPECTED

344,132



TOTAL INVESTMENT ON MAINTENANCE PROJECTS

**\$6,714,603**



## Service with Integrity

The Fontana Police Department continues to build diverse community-based partnerships. These partnerships will be guided by innovation and perseverance to ensure Fontana's future as a well-developed, dignified and respected community in the Inland Empire.

## The Fontana Police Department is committed to:

- instilling in employees a thorough understanding of community-based policing.
- assigning line level officers to specific areas in order to work closely with community members.
- identifying both public safety and quality of life issues.
- providing a comprehensive response to problems.
- establishing and maintaining trust within our Community.

# POLICE DEPARTMENT

## Community Involvement in Crime Prevention

### FLIP Program

The Fontana Leadership Intervention Program (FLIP) provides an education-rich environment dedicated to building the next generation of community leaders.

### Fontana Police Explorers

The Fontana Police Department Post 531 has 80 Explorers which is the largest Explorer Post in San Bernardino County.

### Volunteers

The Fontana Police Department currently has 30 active volunteers. Police volunteers provide a variety of services including patrols, traffic control, assisting office clerks and conducting neighborhood watch presentations.

### Fontana Re-Entry Support Team (FRST)

FRST had 348 individuals attend monthly resource meetings. FRST made over 2,100 program referrals, issued 40 gas cards and 240 bus passes and assisted 60+ individuals with professional attire to obtain employment. FRST was recognized with National and State Level Awards for their efforts.

**FONTANA LEADERSHIP INTERVENTION PROGRAM PARTICIPANTS**

**53**

**FONTANA POLICE DEPARTMENT POST 531 EXPLORERS**

**80**

**VACATION CHECKS BY VOLUNTEERS**

**40**

**MILES PATROLLED BY VOLUNTEERS**

**5,530**

**ACTIVE FONTANA POLICE DEPARTMENT VOLUNTEERS**

**30**

**CITATIONS ISSUED BY VOLUNTEERS**

**1,200**

**FONTANA RE-ENTRY SUPPORT TEAM MEMBERS**

**17,382**

**FONTANA RE-ENTRY SUPPORT TEAM REFERRALS MADE**

**2,100**



**TOTAL VOLUNTEER HOURS VALUED AT**

**\$111,414**



**PATROL UNIT**

**TRAFFIC UNIT**

**K-9 UNIT**

**AIR SUPPORT UNIT**

**MULTIPLE ENFORCEMENT UNIT**

**NARCOTICS UNIT**

**INLAND VALLEY SWAT TEAM**

**FONTANA RE-ENTRY SUPPORT TEAM (FRST)**

**RAPID RESPONSE TEAM (RPT)**

**FONTANA ANIMAL SERVICE TEAM (FAST)**

**BIKE PATROL**

# **POLICE DEPARTMENT**

## K-9 Unit

The K-9 Unit supports other departmental units such as patrol and narcotics. The primary function of the K-9 Unit is the use of the canine's superior sense of smell to locate people and/or contraband. There are currently five K-9/handler teams trained in handler protection as well as searching for suspects, narcotics, explosives, firearms or any combination thereof.

## Bike Unit

The bicycle unit was dissolved in 2011 due to budgetary restraints and was reinstated in 2014. Since its inception in June 2014, the unit has made 120 arrests and issued over 200 citations.

## Air Support Unit

Every year, the Air Support Unit responds to thousands of calls for service and has been first on the scene more than 90% of the time. The Air Support Unit's quick response times to these calls has resulted in the recovery of illegal drugs, stolen property, stolen cars and the arrest of thousands of suspects over the years.



ARRESTS MADE BY BIKE UNIT	120
CITATIONS ISSUED	17,382
AIR SUPPORT UNIT FLIGHT HOURS	1,150
TRAFFIC ACCIDENTS INVESTIGATED	2,430
REPORTS TAKEN	21,426
CALLS FOR SERVICE	113,832



## **Duty, Honor, Community**

The Fontana Fire Protection District, with emergency and administrative services proudly provided through contract by the San Bernardino County Fire Department, is driven to provide premier fire services in Southern California.

**FIRE PROTECTION DISTRICT**

**EMERGENCY RESPONSE SERVICES**

**FIRE INVESTIGATIONS**

**PERMITS & INSPECTIONS**

**PUBLIC EDUCATION**

# **FIRE DEPARTMENT**

## Community Involvement

### Personnel Assisting Logistical Support

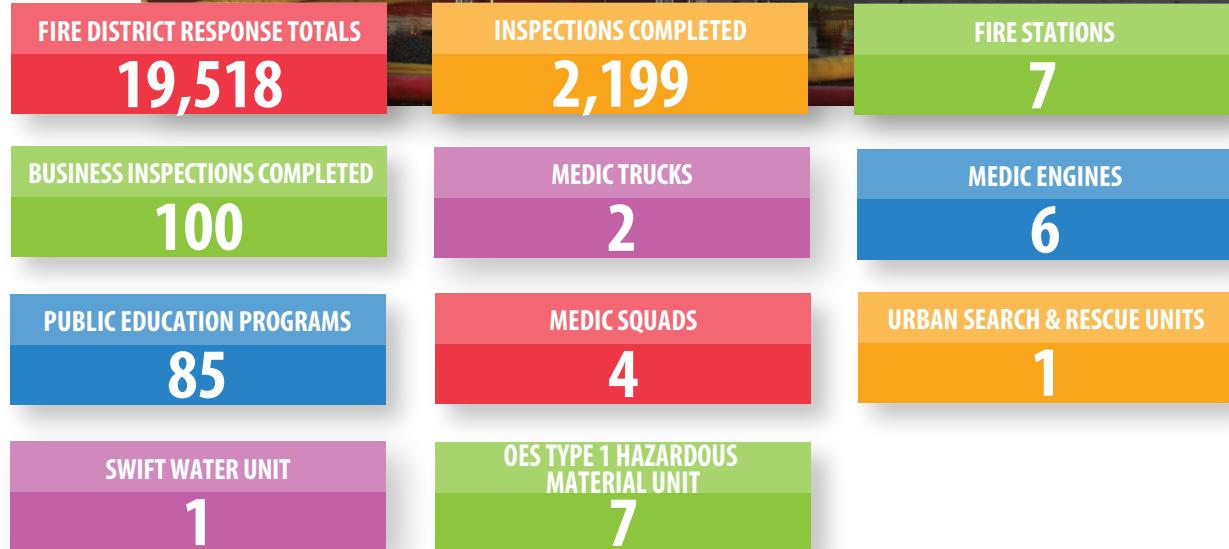
P.A.L.S. Public Education Program Annual presentation delivers fire safety information to our elementary school-aged children in our Fire District.

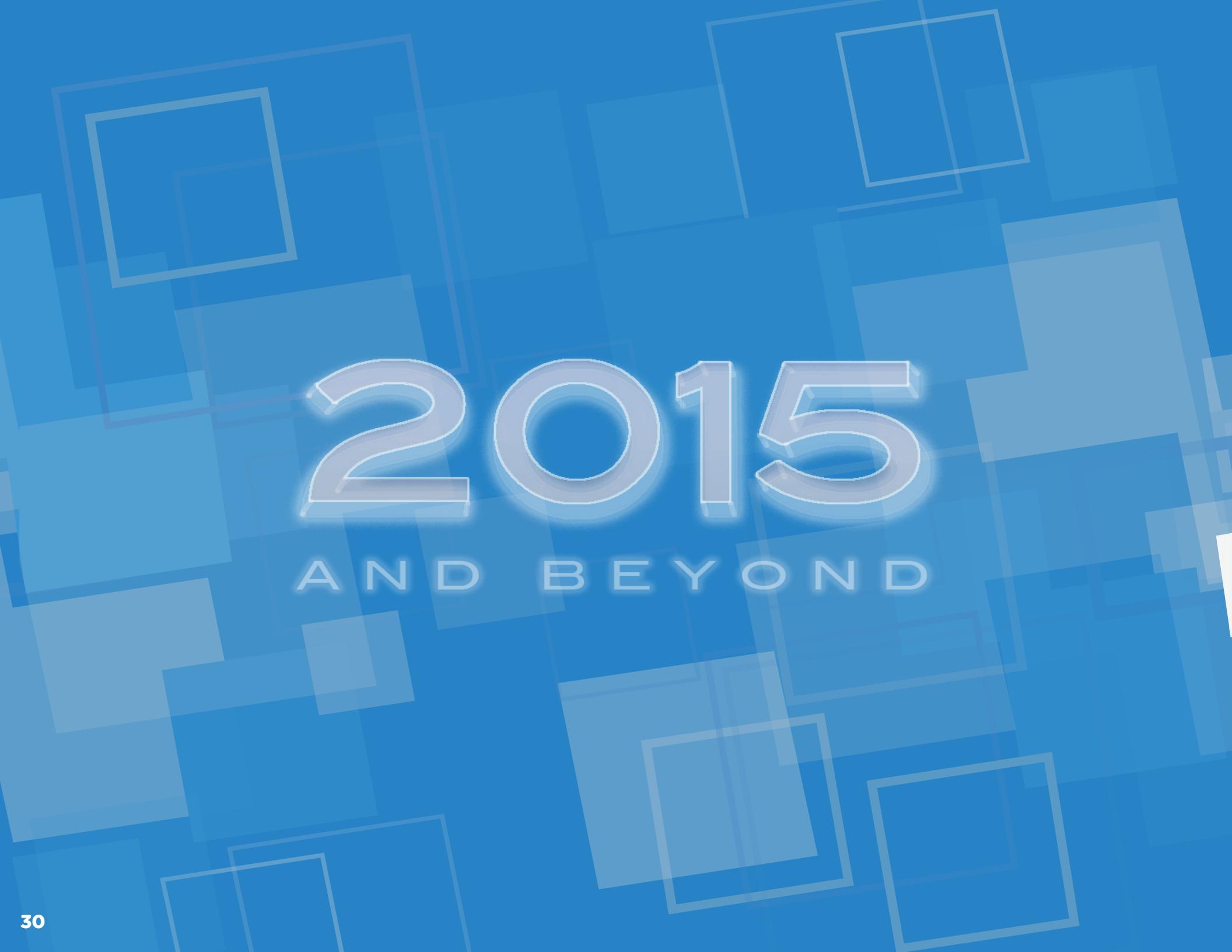
### Fire Safety Expos

Fire Safety expos are community-based events which are held in the North and South ends of the Fire District. The main focus is to share information related to home fire safety and Wildland Urban interface fire preparedness.

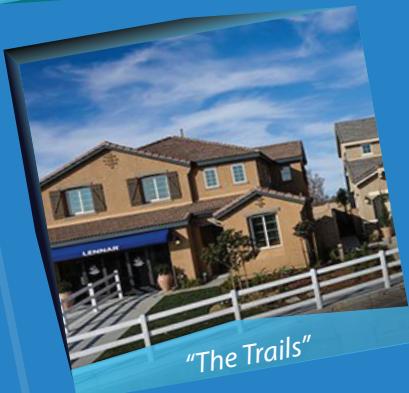
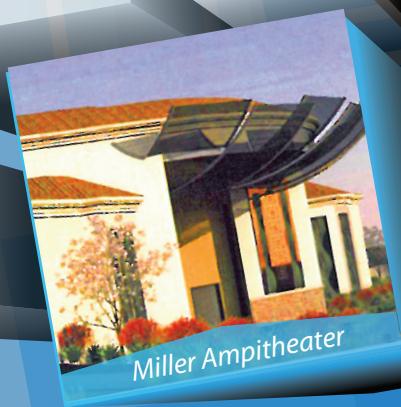
### Medic Truck 71 Relocation

Station 71 now houses Medic Engine 71, Medic Squad 71, and Medic Truck 71. The relocation of Medic Truck 71 provides a better fire and rescue response capabilities for the Fire District.





# 2015 AND BEYOND





**FONTANA**  
CALIFORNIA

8353 Sierra Avenue  
Fontana, CA 92335  
(909) 350-7600

[Fontana.org](http://Fontana.org)