



THEN &
NOW

THE BEST IS YET TO COME



FONTANA
CALIFORNIA

2017 ANNUAL REPORT

COMMUNITY PROFILE: FONTANA

THE BEST IS

From livestock to agriculture to the Kaiser Steel Mill, the City of Fontana has come a long way since its humble beginning. Nestled in the foothills of the San Gabriel Mountains, it is now the second largest city in San Bernardino County. With an approximate residential population of 213,000 and growing, Fontana is experiencing a period of rapid economic growth and prosperity like never before.

With a thriving business climate, favorable geographic location and expanding infrastructure, the City of Fontana is one of the premier cities in San Bernardino County. The *Fiscal Times* recently named the City of Fontana the second-most financially strong city in the country.

Not only financially strong, Fontana provides an exceptional quality of life and fosters a sense of community. For the outdoor enthusiasts, there are currently 45 parks and 13 recreation facilities available with a variety of amenities. Since 1955, Fontana annually organizes one of the oldest and fastest half marathons in the country – the Fontana Days Run.

The City of Fontana is the birthplace of Kaiser Permanente. The healthcare plan began for Kaiser Steel Mill workers of the 1940s, and has since grown to become the world-class managed care network that it is today.

The City of Fontana has a history of being a powerful economic engine, transforming itself from the steel mill days to a critical regional hub of the trucking industry. The City continues to provide an abundance of economic opportunities throughout the region, and that is why when it comes to the City of Fontana...*The Best is Yet to Come.*

In 2017, AARP featured the City of Fontana's award-winning Healthy Fontana program in their Liveable Communities publication. Healthy Fontana is recognized for improving the quality of life for people of all ages.



YET TO COME

CONTENTS

04

CITY COUNCIL

12

COMMUNITY DEVELOPMENT

28

FIRE

06

MANAGEMENT SERVICES

14

ENGINEERING

30

CITY MANAGER'S OFFICE

07

CITY CLERK

18

INFORMATION TECHNOLOGY

31

2018 AND BEYOND

08

HOUSING

20

COMMUNITY SERVICES

09

ECONOMIC DEVELOPMENT

22

PUBLIC WORKS

10

HUMAN RESOURCES

24

POLICE

Fontana isn't camera shy. Movies filmed in Fontana include Independence Day (1996), Transformers (2007), Terminator 2: Judgment Day (1991) and Charlie's Angels (2000).

FONTANA CITY COUNCIL

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



Acquanetta Warren
Mayor
awarren@fontana.org



Jesus "Jesse" Sandoval
Mayor Pro Tem
jsandova@fontana.org



John B. Roberts
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Tonia (Toni) Lewis
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Janet Koehler-Brooks
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"Let us make our future now, and let us make our dreams tomorrow's reality." -Malala Yousafzai

FONTANA CITY COUNCIL MESSAGE

The City of Fontana continues to be a culturally diverse model community for smart growth and opportunity based on a solid foundation that was built by strong leadership, both past and present. We are excited to welcome 2018 and beyond, because by working together we know that ***The Best is Yet to Come***.

The Fontana City Council is dedicated to guiding City Government to maintain Fontana's family-friendly community and quality of life by investing in safety, infrastructure, education, technology and economic opportunities.

City Council priorities include:

- 1 Maintain fiscal responsibility and stability
- 2 Maintain the current high level of public safety
- 3 Improve, maintain and enhance public facilities and infrastructure
- 4 Invest in technology and innovation to improve efficiency
- 5 Improve mobility and accessibility throughout the City of Fontana
- 6 Collaborate with community stakeholders to pursue City goals
- 7 Support and promote the quality of life and local economy



Council Meetings are held on the second and fourth Tuesdays of the month at 7:00 p.m. in the Council Chambers at City Hall, 8353 Sierra Avenue. The public is encouraged to attend, watch via KFON TV or stream online at www.Fontana.org.

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 Services, Purchasing and the Financial Document Library.

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 2016-17 Operating Budget for the 24th

consecutive year. These awards are presented to cities whose budget documents meet program criteria as a policy document, operations guide, financial plan and communications device.

8,933

Business Licenses

7,330

Passport Applications

3,742

Dog License Renewals and Applications

1,867

New Business License Requests

606

New Sewer Accounts

The City of Fontana has been awarded \$84.8M in grants from 2007-2017.

CITY CLERK

The *City Clerk's Office* works to ensure transparency and accessibility between the public and City Government. The office 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 *City Clerk's Office* is responsible for preparing agendas and minutes for City Council meetings, processing public record requests, claim forms, agreements, contracts, resolutions and ordinances, receiving and opening bids for City projects and maintaining municipal codes for City elections.

DocuSign

In conjunction with the Information Technology Department, the City Clerk's Office has developed an electronic signature process to route City Council, Committee and Commission adopted resolutions, ordinances and minutes. The process, originally taking up to 14 days to route paper documents, completes the routing time between a few hours and a few days. With the assistance of DocuSign, the City Clerk's Office has become more efficient and effective, saving on storage space and supplies.

177,000	Pages Reviewed for Quality Control
47,077	Record Pages Indexed
668	Certificates Presented
309	Contracts and Agreements Processed
261	Total Public Records Requests Processed and Completed
80	Resolutions Processed
75	Claims Processed
74	Agendas Prepared and Posted
35	Proclamations Presented
28	Subpoenas/Summons/Lawsuits Processed
15	Ordinances Processed



HOUSING

The *Department of Housing and Business Development* focuses on increasing, preserving and improving housing that is affordable and livable for all Fontana residents. The department is home to the Fontana Housing Authority and facilitates the Neighborhood Stabilization Program, Housing Rehabilitation Program, Emergency Grant Program and Affordable Housing.

Emergency Grant Program

The program aims to assist seniors over the age of 62 or disabled individuals with essential emergency repairs. Given there is an immediate threat to health and/or safety, the City will provide \$5,000 to make repairs at no charge to the homeowner.

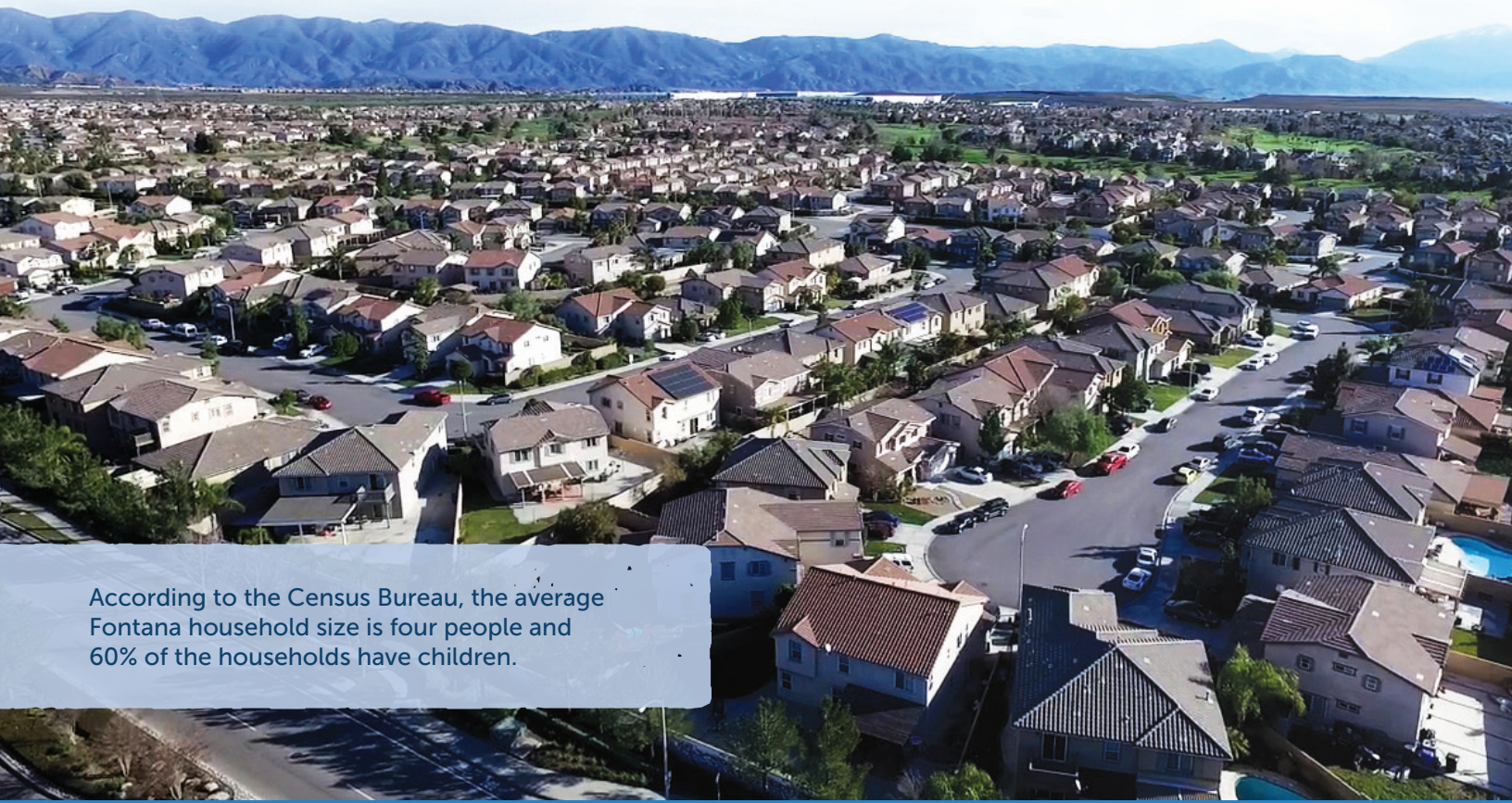
Housing Rehabilitation Program

Grants and deferred loans are available in the amount of \$5,000 for the rehabilitation of owner-occupied, single family dwellings. 10 residents were assisted in 2017.

Rosena Fountains Multi-Family Project



The new and affordable multi-family community broke ground July 2017. It consists of 69 units, located at 9451 Olive Street.



According to the Census Bureau, the average Fontana household size is four people and 60% of the households have children.

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.

Highland Village Shopping Center

In collaboration with the property owner to develop the northwest corner of Sierra Avenue and South Highland Avenue, the shopping center will comprise of *Sprouts Farmers Market*, retail shopping, several eateries including *Oggi's Pizza & Brewing Company* and other service-specific businesses.

Alternative Fuel Vehicle Rebate Program

The program encourages the purchasing and leasing of alternative fuel or hybrid vehicles, and increases awareness of the benefits associated with driving a clean and green vehicle. Energy efficient cars create significant environmental benefits by reducing the amount of greenhouse gases and smog-forming compounds in the air.

Residential & Retail Center

Working with New Legacy Corporation, a multi-story/mixed-use project in Downtown Fontana will include apartments, ground floor restaurants and retail shopping.

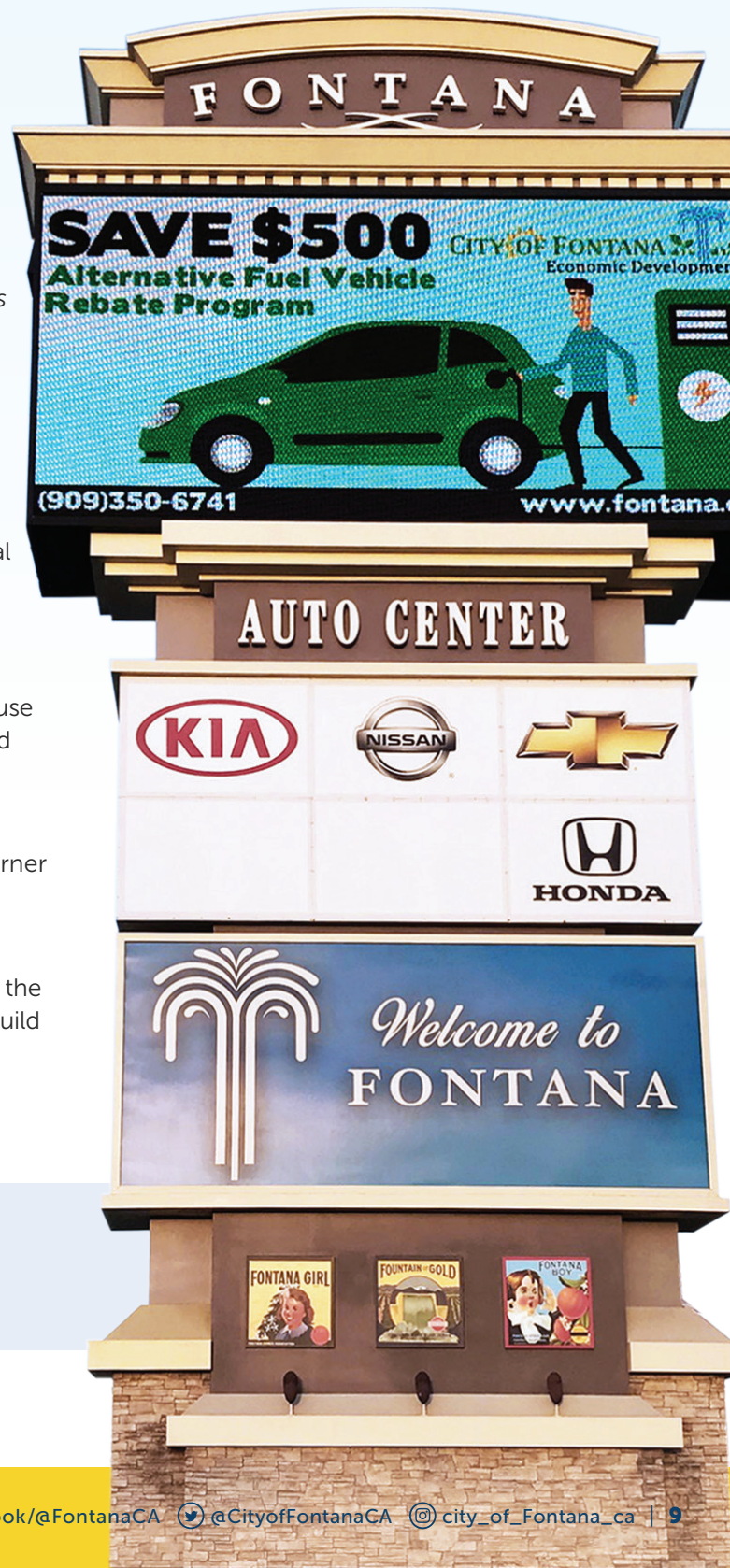
Fontana Auto Center

Two new auto dealerships will develop on the northwest corner of South Highland Avenue and Sierra Avenue.

Amazon HQ2

The City of Fontana submitted a proposal in conjunction with the *Amazon HQ2* Competition. The City proposes that Amazon build their future headquarters in the Westgate Specific Plan Area.

The City of Fontana had 51,600 single family homes as of January 2017.



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 development, employee relations and benefits. The department is also responsible for the City's Risk Management and Worker's Compensation Program.

The City of Fontana was named a 2017 Top Workplace by the *Press Enterprise* based on employee survey results. The survey analyzed benefits, leadership, training, compensation and workplace culture. Currently with 571 full-time employees, 313 of those employees have worked with the City for 10 years or more. We pride ourselves in helping to create Fontana as a great place to work. After all, employee longevity is kind of our thing.

Applicant Tracking System

The City of Fontana accepts both online and paper applications for every recruited position. In addition to reducing the carbon footprint, online applications create greater flexibility to reach prospective employees across the country.

Community Outreach

In conjunction with other City departments, Human Resources has promoted employment opportunities to the community through digital media, social media and by attending job fairs.

Employment Opportunities Alerts

All interested parties are encouraged to visit www.Fontana.org to view Job Openings online or to sign up for Notify Me.

Labor Relations

Human Resources successfully negotiated five separate memorandums of understanding with the Police Management Association, Management/Confidential Group, Police Benefit Association, City Hall and Yard Units.





Rideshare booth at the Benefits Fair



Human Resources Office



2017 Employee Service Awards

5,676

Employment
Applications Processed

307

Part-Time
Employees Hired

90

Employee Service
Awards Presented

554

Employees Processed
During Open Enrollment

298

Benefits Fair
Participants

67

Vacancies Filled

360

Employee Participation
in City Offered Trainings

227

Retirees Processed During
Open Enrollment

17

Training Classes Held
for Employees

THEN AND NOW

The City of Fontana employed 304 full-time positions in 1987. Fast-forward 30 years, the City currently employs 1,018 full/part-time positions.

**TOP
WORK
PLACES
2017**

INLAND NEWS GROUP

The Press-Enterprise • The Sun
The Facts • Inland Valley Daily Bulletin

COMMUNITY DEVELOPMENT

The *Community Development Department* plays a critical role in the development and improvement of the quality of life for the City residents, businesses and visitors. As the City grows, the department applies and enforces policies to sustain growth and increase economic vitality. The department includes two divisions: Planning and Building & Safety. The Planning Division is responsible for processing land development applications, including new development, modification and upgrade to existing buildings. The Building & Safety Division ensures that all buildings' construction conforms to the latest California Codes, so that the buildings and sites are safe for occupancy.



Fontana Logistics Center

The proposed development anticipates two warehouse buildings totaling 1.6 million square feet on 73.3 acres. The project includes a site for future development of a park on 17.5 acres.

Various other Projects

- ▶ CalAtlantic Homes on Sierra Lakes Parkway and Beech Avenue
- ▶ DR Horton on Baseline Avenue and Sierra Avenue
- ▶ Residential homes on Mango Avenue and Walnut Village Parkway
- ▶ KB Homes near Lime Avenue and Miller Avenue
- ▶ Rosena Fountains Multi-Family Housing Project on Olive Street
- ▶ Condo units on Arrow Boulevard and Laurel Avenue
- ▶ Compressed Natural Gas (CNG) station on Cherry Avenue and Aliso Drive
- ▶ Jiffy Lube and Animal Hospital on Citrus Avenue and Sierra Lakes Parkway
- ▶ Les Schwab Tires on Foothill Boulevard, East of Cherry Avenue
- ▶ SAIA expansion on Santa Ana Avenue and Live Oak Avenue

28,387 Inspections Performed

5,779 Permits Issued

3,354 Plan Checks Received and Reviewed

1,977 First Plan Check Applications Processed

487 Single-Family Residential Permits

11 Multi-Family Residential Permits

7 New Commercial Permits

3 New Industrial Complexes

General Plan

The General Plan Update is being completed to comply with the state requirements where the General Plan is required to be updated every 10 to 15 years.

The focus of the General Plan is to create a vibrant Downtown and a sense of place where people can live, shop, dine and enjoy entertainment. In addition, the new General Plan focuses efforts to create a walkable mixed use (commercial and/or residential or mixed) along the Sierra Avenue corridor between Valley Boulevard and Foothill Boulevard, along Foothill Boulevard and near the intersection of Valley Boulevard and Sierra Avenue.

Westgate Specific Plan

Approved in February 2017, the plan will allow a maximum construction of 3,248 residential units with the option to build an additional 474 units on single-family detached lots. The plan also allows for the construction of multi-family units and multiple amenities such as public and private parks, a clubhouse, two elementary school sites and one high school.

Senior Housing Facility

The property consists of a 65,218 square foot senior housing facility on the corner of Merrill Avenue and Catawba Avenue. The facility will include 46 studio units, (22) 1-bedroom units and (4) 2-bedroom units for a total of 72 units.

Stonehaven Project

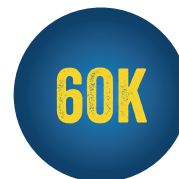
The Stonehaven Project consists of constructing a gated community located at the southwest corner of Sierra Lakes Parkway and Beech Avenue. The site will include 96 single-family homes and a park site of 33,822 square feet with various amenities.



Sq. Ft. Warehouse Logistics Center Entitled



Total Construction Valuation



Sq. Ft. Commercial Entitled



Single-Family Home Tracts Entitled



ENGINEERING

The *Department of Engineering* is responsible for designing and managing the City's public infrastructure. This involves the development of public streets, which includes roadway, curbs, gutters and sidewalks.



Banana Avenue Storm Drain and Sewer Improvement Project

Located south of the I-10 Freeway between Jurupa Avenue and Santa Ana Avenue, the Banana Storm Drain and Sewer Improvement Project will install both sewer and storm drains within the project limits.



Improvement Projects

From streets to sidewalks, Engineering continually strives to improve the safety and general welfare of citizens, visitors and the business community when it comes to infrastructure. The City has completed the following improvement projects:

- ▷ Merrill Avenue and Laurel Avenue – Street and sidewalk
- ▷ Sierra Avenue and Fontlee Lane – Sidewalk
- ▷ Oleander Avenue to Date Avenue via Randall Avenue – Sidewalk
- ▷ Juniper Avenue and Foothill Boulevard – Curb ramp



Metrolink At-Grade Crossing Project

The project has begun at the Sierra Avenue and Juniper Avenue Metrolink At-Grade Crossings. It aims to construct sidewalks, curbs and gutters at the Sierra Avenue crossing, widen both Sierra Avenue and Juniper Avenue and install pedestrian crossing gates, swing gates and bike lane signage.



The City of Fontana has
192 signalized intersections.

\$1.9M Active Transportation Program (ATP)
Augmentation Grant

\$335K Transportation Development
Act, Article 3 Grant



Safe Route to Schools Project

Awarded \$1,918,000 with no local share required, the Active Transportation Program (ATP) Augmentation Grant is designated to fund, design and construct sidewalks in four areas. The project includes new American with Disability Act (ADA) compliant sidewalks, curbs, gutters, ADA curb ramps, street striping and traffic signs where needed. The four areas are:

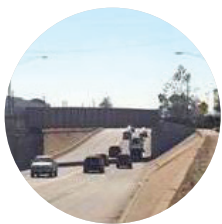
- ▷ Ramona Avenue between Juniper Avenue and Sierra Avenue
- ▷ Alder Avenue between Baseline Avenue and Shamrock Avenue
- ▷ Two segments on Locust Avenue between Miller Avenue and Arrow Boulevard



Transportation Development Act, Article 3

Awarded \$335,000 for the planning and construction of bicycle and pedestrian facilities, the grant helped fund multiple projects:

- ▷ Safe Routes to School near Alder Middle School – \$250,000
- ▷ Bike and pedestrian route maintenance – \$50,000
- ▷ Bus stop improvements at seven locations – \$35,000



The Malaga Bridge Opportunities Analysis

The historic Malaga Bridge currently serves as a pedestrian and bike trail along the Pacific Electric Trail. Funded through a Partnership Planning for Sustainable Transportation Grant Program and approved by the City Council, the analysis is the first step in developing a plan to widen Foothill Boulevard.



Traffic Signals Installation

Focusing on improving traffic flow, relieving traffic congestion and pedestrian safety, the City has completed the construction of traffic signals at the following locations:

- ▷ Randall Avenue and Juniper Avenue
- ▷ Cherry Avenue and Victoria Street
- ▷ South Highland Avenue and Oleander Avenue

FONTANA'S THE *SECOND LARGEST*

\$107M
REVENUE

Where do general fund dollars come from?

\$37.8M	Sales Tax
\$21.9M	Property Tax
\$11M	Cost Allocation
\$7.6M	Other Revenue
\$7.1M	Development Related
\$6.7M	Business-Related
\$6.1M	Franchise Fees
\$4.6M	Interest & Rentals
\$3.2M	Recreation Programs
\$94K	Motor Vehicle (In-Lieu Fees)
\$1M	Use of Previous Year Positive Budget Variance

\$107M
EXPENDITURES

Where do general fund dollars go?

\$51.4M	Police
\$21.5M	Administrative Services
\$17.7M	Development Services
\$6.6M	Human Resources
\$3.6M	Capital Projects
\$2.5M	Debt Service
\$2.4M	City Administration
\$1.3M	Grant Matches

Azarial Blanchard Miller founded Fontana in 1913 and it was incorporated in the year 1952.

CITY IN SAN BERNARDINO COUNTY

\$1.6B

CONSUMER
SPENDING

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

\$493.1M	Food
\$443.3M	Travel & Transportation
\$312.4M	Insurance
\$178.8M	Entertainment & Recreation
\$133.4M	Apparel & Services
\$40.3M	Household Spending
\$31.4M	Healthcare

\$17.7B

CITYWIDE ASSESSED
VALUATION FY17/18

Highlights of Assessed Valuation:



\$904K

Increase over FY16/17



\$2.3B

Increase from 2007



9K

Business Licenses
(as of June 2017)



51K

Single Family Homes
(as of January 2017)



213K

Population



LEWIS LIBRARY & TECHNOLOGY CENTER
San Bernardino County Branch Library

*Source California Department of Finance

Fontana is home to the largest library in the San Bernardino County Library System.

INFORMATION TECHNOLOGY

The *Information Technology (IT) Department* strives to advance the ideas of communication, collaboration, efficiency, resiliency, financial responsibility and security through the informed use of technology within the City of Fontana.



With numerous technology-related projects, support for over 100 operational software applications, staff training and availability of data for the City, the IT Department has become a part of the fabric of City operations.

City Website Redesign

The platform for the City Website, www.Fontana.org, began its upgrade in 2016 and is nearly finished with a complete redesign of the look and feel of the website. A full audit of content, removing stale content and providing updates, is in progress. The website is anticipated to be live by the end of Q2 2018.

GIS Systems Expansion and Modernization

The Geographic Information Systems (GIS) group has produced a number of new working maps and services for City staff, Fontana residents, business partners and visitors. Maps include a new Election District Map, allowing residents to find out what Election District they reside in and when that district is up for re-election.

Enterprise Resource Planning (ERP) System

The City has provisionally selected Tyler Technologies to provide a replacement ERP system including the functions of the financial system, payroll system, Human Resources system and utility billing. Expected to take 24 to 48 months to complete, the project will cost approximately \$5 million over the next five years. The ERP system will improve the City's ability to serve City staff and Fontana residents through widespread process improvements and automation.

GovDelivery

The City incorporated GovDelivery to facilitate communication with residents. The platform allows City staff to tailor communication with the public to better educate and inform residents regarding City Services, events and classes offered which will enhance residents' lives. Since its deployment, there has been an increase in citizen feedback and subscribers.

Hootsuite

The City incorporated the platform Hootsuite into the Social Media Management strategy. Hootsuite allows designated City employees to collaborate in order to have a strong, consistent presence across all social media platforms.

Network Core Upgrade

The Network Core is the primary network gateway between the City and the outside world. With the prior core more than 10 years old, the City replaced and upgraded the Network Core. The upgrade gives the City an improved security posture, which is updatable via software. Other benefits include improved network monitoring, reporting, load capacity to serve more data to staff and increased configuration options.

Novus Cloud

The City previously used the software solution Novus to manage committee agendas including item submission and approval workflows, public posting of agendas, and searching and publishing of agendas. Now, the City is moving onto Novus' Cloud-based solution and expect significant improvements in system maintenance, patch and update management, as well as faster delivery of system improvements. The benefits come at a reduction in staff hours and require fewer resources for the City to manage.

2M

Web Page Views

420K

Website Traffic via Smartphones

902K

Website Visits

411K

Website Downloads



Office 365

With a beta test complete, the IT Department plans to deploy the technology citywide. Benefits include improved collaboration, remote working features allowing staff to have access to City services and documents from nearly anywhere. Additionally, IT will replace the existing City Intranet with a new Intranet site based on Microsoft SharePoint with greatly expanded communication, collaboration and project management features.

Village of Heritage Neighborhood Center Audio and Visual Systems Upgrade

The Village of Heritage Neighborhood Center saw a complete overhaul and modernization of its audio and visual systems, allowing for improved presentation abilities.



THEN AND NOW

In 2000, the IT Department was a division under Management Services. Fast-forward seven years, IT is now a standalone department.

COMMUNITY SERVICES



The *Community Services Department* enhances the quality of life for the residents of Fontana through recreational, cultural and other human services and programs. Activities, events and programs include aquatics, youth and sports programs, Healthy Fontana, Fontana Arts, senior services and recreation classes.

1.7M Total CSD Points of Contact

59	Sports Fields	179,808	Senior Center Participants
45	Parks	135,764	Aquatic Programs Participants
10	Community Centers	128,168	Program and Class Registrations
1	Dog Park	98,629	Healthy Fontana Participants
3	Indoor Fitness Gyms	81,108	Community Events Participants
7	Miles of Pacific Electric Trail	68,840	Cultural Arts Participants
2	Outdoor Fitness Equipment Locations	58,455	Nature Center Participants
2	Outdoor Sports Pavilions	7,500	Sports Participants
2	Performing Arts Theaters	4,500	Facility and Park Permits
4	Aquatic Facilities	3,400	Fontana After School Program Participants
2	Skate Parks	3,763	Summer Camp Participants
2	Splash Parks and Water Slides	3,100	Yearly Class Opportunities
		1,424	Field Permits
		105	Sports User Groups
		1,200	Sports League Teams
		350	Mayor's Youth Advisory Council Event Participants





AARP Award

The American Association of Retired Persons (AARP) awarded a Community Challenge Grant of \$9,600 to the Healthy Fontana program. Fontana Walks! aims to challenge the community to walk 2 billion steps over the course of one year.

CPRS Award

In March 2017, the City was awarded the California Parks and Recreation Society (CPRS) Award of Excellence in the Health and Wellness category for the Let's Move on the Trail event. The event included a 2.1 mile walk along with a Health, Safety and Fitness Expo with over 3,000 people in attendance.

Healthy Fontana

Healthy Fontana is a community-based, award-winning program that promotes a healthy lifestyle, teaches smart nutrition choices and assists in creating an active, livable community to improve the quality of life for Fontana residents. Programs are designed for kids, adults and seniors. Healthy Fontana promotes programs that enrich the quality of life for Fontana residents through:

- ▷ **Active Living** - Exercise
- ▷ **Community Partnerships** - Working Together
- ▷ **Nutrition** - Smart Choices
- ▷ **Smart Growth** - Building a Livable Community

Fontana volunteers are an amazing group of individuals who dedicate their time, talents and energy in making a difference in the Fontana community. Volunteers are essential in helping to ensure the success of a variety of events, programs and activities throughout the City. In 2017, 736 volunteers served a total of 47,107 hours.

Senior Transportation Program



The Community Services Department procured two Type II buses for the Senior Transportation Program through the Federal Transportation Administration 5310 Grant process saving the City \$180,000 in replacement vehicle costs.



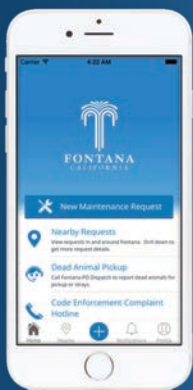
PUBLIC WORKS

The *Public Works Department* focuses on preserving and maintaining the City's infrastructure including the maintenance of streets, sewer system, buildings, parks and landscaped areas, urban forest, storm drains and fleet.

Projects



- ▶ Completed construction of the Police Department Sewer Pump Lift Station Project
- ▶ Design for rehabilitation of Industry Avenue and Tamarind Avenue Sewer Lift Stations
- ▶ Awarded contract for Miller Amphitheater stage structure with integrated storage facility, restrooms, water feature, turf grass viewing areas and decorative concrete walkways
- ▶ Construction of Emergency Operations Center located in the Police Department
- ▶ Completed tenant improvements to the East Annex building to accommodate Fire Administration staff
- ▶ Submitted the required information to the California Transportation Commission for the SB-1 Road Repair and Accountability Act for the Road Maintenance and Rehabilitation Account (RMRA) Fund of \$1,210,410
- ▶ Installation of LED lighting, window tint, occupancy sensors and plug load sensors in various City facilities
- ▶ Installation of Southern California Edison owned Street Lights LED Retrofit Project
- ▶ Granted \$350,000 from the State CalRecycle Rubberized Asphalt Pavement Program
- ▶ Executed a Cooperative Agreement for \$1,134,625 with San Bernardino County for reconstruction of Cherry Avenue from Whittram Avenue to Valley Boulevard
- ▶ Citywide implementation of the HVAC Optimization Program through the San Bernardino County Energy Partnership Program and Southern California Edison. The City is eligible to receive up to \$120,000 in rebates over the program's three-year period and covers the cost for the enhanced maintenance program. It is estimated that the program will result in an \$80,00 energy savings annually for the City



DID YOU KNOW?

You can 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, city tree problems, illegal dumping, park problems, pothole repairs, sidewalk problems, sign problems and street problems.

15,785 Sq. Ft. of Sidewalks
Replaced and Repaved

502 Catch Basins
Cleaned

2,111 Storm Drains
Inspected

212 ADA Pedestrians Curb Ramp
Replacements/Upgrades

1,240 Linear Feet of Existing Curb
and Gutter Replacements

79 Locations of Completed Cured-In
Place Plastic Liner Spot Repairs

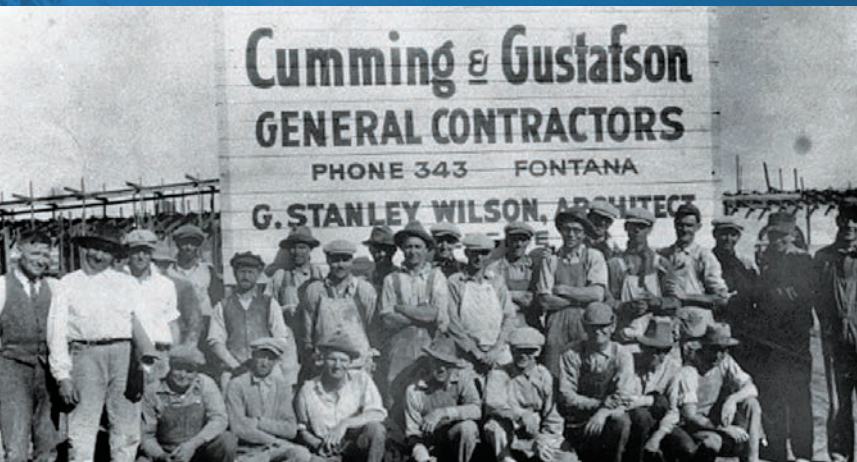
690 Locations of Mitigated
Pedestrian "Trip Hazards"

22.5 Miles of City
Streets Repaved

Total Investment in
Maintenance Projects:

\$4.6M

The Public Works Department has invested
\$127,102,790 in park improvements since 1999.



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, the department will continue to build diverse community-based partnerships. The 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.

Bike Patrol

The Bike Patrol unit patrols City parks, apartment complexes, businesses, quality of life issues and areas inaccessible for patrol cars. Bike officers work diligently to establish relationships and partnerships with community outreach groups and leaders for support in community enrichment issues.

Body Worn Computers

In 2017, the Fontana Police Department adopted a new Body Worn Computer technology to enhance officer safety and agency accountability. The smart phone based system allows the City and the Police Department to incorporate and deploy additional functionality and services – video, digital photos, voice recording, forms, reporting, email, and voice communication just to name a few - to our officers on a platform that most are already familiar with. All of this functionality is available on a single device that is easily replaceable as the technology advances.



The Fontana Police Department was established October 20, 1952. The force began with five officers and was headed by Chief of Police, Henry A. Younge.

602

Bike Unit Arrests

130,799

Calls for Service

21,608

Hours Dedicated to Training

22,106

Reports Taken

599

Air Support Unit Flight Hours

16,828

Citations Issued

Fontana Animal Services Team

The Fontana Animal Services Team (FAST) enforces ordinances regulating the ownership of animals and stray, nuisance and dangerous animals. They investigate animal cruelty, abandonment cases and transport animals to the shelter. In addition, FAST provides low cost vaccination and spay/neuter clinics. In 2017, an estimated 1,144 animals were vaccinated and 330 were spayed/neutered because of the clinics.

Fontana Apprehension Team

The Fugitive Apprehension Team works with the Investigations Division to help capture wanted subjects. The team has the ability to work in an undercover capacity to find and arrest known fugitives within and outside of the City of Fontana.

K-9 Unit

The Fontana Police K-9 Unit is currently comprised of six Handler and K-9 teams. In 2017, the K-9 Unit conducted nearly 900 building, vehicle and area searches and located 41 suspects. They were involved in the seizure of narcotics and money with a total value of approximately \$3 million and conducted more than 50 public demonstrations.

Mobile Field Force Team

The newly developed Mobile Field Force Unit controls unruly gatherings, protests and other incidents of civil unrest. The unit also deals with labor relation disputes and union related issues.

Personnel and Training

The Personnel and Training Unit is responsible for recruitment and background investigations for the Police Department. In addition, the unit ensures that all employees meet the training requirements for positions. The Personnel and Training Unit hired 29 new employees and provided 21,608 hours of training in 2017. The Recruitment Team attended several recruitment events in the region including military bases, college campuses and City events.

Embracing the Power of Social Media

The Fontana Police Department social media presence provides the community with valuable information such as crime alerts, safety tips and department events. In 2017, the Fontana PD Facebook page surpassed 20,000 followers. It continues to grow as a trusted source of information and tool for community engagement. You will also find the Fontana Police Department on Twitter, Instagram, NextDoor and YouTube.

16,209

Licensed Dogs

11,594

Animal Services Calls

3,500

Traffic Accidents Investigated



POLICE

Vision: C.A.R.E.S.

Community. Attention. Respect. Empathy & Enforcement. Service.



Chaplains

Chaplains provide a sounding board to police staff and assist with calls for service when families are in need of comfort. They represent the police department at public meetings and assist with faith-based programs.

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.

Volunteers

Police Volunteers provide a variety of services including patrols, traffic control, 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.

Volunteers Patrolling Our Parks

Volunteers Patrolling Our Parks (VPOP) was created to ensure a safe environment at local parks for citizens to enjoy. They are a volunteer group that acts as eyes and ears for the police department. In conjunction with the Community Service Department and sports organizations, VPOP members conduct park patrols, unlicensed vendor enforcement, parking enforcement and assist with community events.



THEN AND NOW

In the early 2000s, Fontana Police Officers used cassette tape voice recorders, Polaroids and 35mm to record and manage reports. By the mid-2000s, PD moved on to digital recorders still with no capacity for video recording. In 2017, body worn computers were deployed, adding the ability to record video from the officer's perspective. Approximately 17,000 video recordings are now stored monthly.

15

Call-outs for Chaplains

478

Citations Issued by Volunteers

37

Explorers

89

Fontana Police Active Volunteers

4,315

Miles Patrolled by Volunteers

247

Times on Park Patrols

4,451

Total Volunteer Hours



FIRE

Duty, Honor, Community

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

Aerial Tiller Trucks

The Fontana Fire District received two new Pierce aerial tiller trucks to replace the aging fleet of the current aerial trucks in Fontana. The trucks consist of a 2004 American LaFrance 75-foot aerial truck that is currently assigned to station 77, and a 2005 American LaFrance 100-foot tiller truck that is currently assigned to station 71. Both trucks will be assigned to station 71 and 77, and are 105-foot heavy duty ladders

that are custom built to Fontana's specifications and needs. The new trucks and aerial ladders have the capability of reaching any structure in Fontana.

Fire Explorer Program

This program provides young men and women ages 14-21 within the City of Fontana an opportunity to learn, train and pursue a career in the Fire Service.

Annual Fire Safety Inspection Program

This program ensures all businesses within the City of Fontana receive state mandated fire safety inspections.

20,984

Total Calls for Service

213

Vehicle Fires

60

Hazmat Incidents

376

Other Incidents

18,953

Medical Aids

15

Rescues

183

Public Service Calls

269

Other Fires

236

Structure Fires

455

Traffic Collisions

146

Vegetation Fires

78

Traffic Collisions
with Extrication

THEN AND NOW

The Fontana Fire Department was organized in 1928 and covered 22.5 square miles. It consisted of 12 volunteers who were farmers and ranchers. Today, the San Bernardino County Fire Department has grown to serve 17,432 square miles.



Fire Prevention Stats

5,155

Construction Inspections

381

Annual Inspections

44

School Inspections

1,448

Plan Checks

224

Apartment Inspections

23

Fire Explorers

872

Permits Completed and Issued

54

Public Education Programs

425

Annual Re-Inspections



CITY MANAGER'S OFFICE

The *City Manager's Office* provides the executive leadership to ensure the City Council's goals and policies are implemented. Ken Hunt was appointed by the City Council as the City Manager in 1999. He, along with two Deputy City Managers, David Edgar and Debbie Brazill work directly with the Mayor and Council on all policy issues while also heading up the City's Executive Leadership Team. The Office also includes Legislative Affairs, Grants Management and the Marketing and Communications Office.

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

The *Grants Management Office* is responsible for managing applications for federal and state funding.

The *Marketing and Communications Office* is responsible for planning and implementing a comprehensive marketing and communications program for the City of Fontana. Part of the communications program includes the dissemination of public information about the City to the media and community members. The office oversees the content shared on the City website and all City of Fontana social media channels.

Press Releases Sent Jan 2017 – Dec 2017

 **84**


Average of 7 per month


 **38,240**

Recipients Reached

Follower Growth by Social Media Platform

 **7,752** — 34% Increase — **10,364**
Jan 2017 Dec 2017

 **2,054** — 31% Increase — **2,688**
Jan 2017 Dec 2017

 **338** — 107% Increase — **700**
Jan 2017 Dec 2017

THEN AND NOW

During the 1990s recession, the City of Fontana moved from the brink of bankruptcy to having a vibrant and growing financial base. Fast forward to 2017, the City of Fontana was recently named as the second-most financially strong city in the country by the *Fiscal Times*.

OPEN FOR BUSINESS



Auto Center Dealership Expansion

The property located on the northwest corner of Sierra Ave. and South Highland Ave. was recently acquired and will be developed with two additional auto dealerships expected to open for business by April 2019.

Construction of Central Park

The 12.7-acre sports facility will include three sports fields, two football fields with a soccer overlay and one field dedicated to soccer. The park will connect to the Pacific Electric Trail and incorporate leisure and social activities, walking paths and picnic shelters for residents in adjacent areas.

Entertainment & Restaurant Development

The City is working with a developer to facilitate the construction of an upscale and full service 14-screen movie theater facility and additional sit-down restaurants.

Ventana at Duncan Canyon Development

The Ventana at Duncan Canyon Development is a 105-acre master-planned, mixed-use community that creates a unique window into North Fontana from Interstate 15.

Miller Amphitheater

The Miller Park Amphitheater features a 2,000 sq. ft. covered stage structure, turfgrass performance viewing area with berms for elevated viewing opportunities, a decorative water feature, concrete walkways and paved dance floor space. The new amphitheater will be home to summer concerts and a variety of exciting community events.

Walmart North and South Developments

The proposed shopping centers anchored by Walmart, will include a mixture of retail, sit-down and fast food restaurants including a gas station with a convenience market.

General Plan Update

The City of Fontana is nearing completion of work on the General Plan Update to serve as a framework for planners and the City Council to guide the future development of the City. The plan addresses zoning districts, the Downtown Fontana area plan and design guidelines.

Mixed-Use Development – Downtown Fontana

"8480 Loft's" is a mixed-use project proposed for development in Downtown Fontana. The plan includes residential development, a ground floor for commercial and retail uses such as a micro-brewery and a sidewalk café.





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