



FONTANA
CALIFORNIA

2015 ANNUAL REPORT

*All Roads
lead to Fontana*

www.Fontana.org



VISION STATEMENT

The City's vision statement is supported by several topical areas which have shaped the Fontana General Plan and Development Code. These include:

- Balanced land uses
- Economic vitality
- Enhanced community character and image
- Downtown Fontana vitality
- Community connectivity and access
- Increased emphasis on Fontana citizens

Aside from the City, there are other key players that help realize the vision. These include residents of Fontana, private businesses, community leaders, school districts, and neighboring cities.

Collaboration among the groups is important to sustain Fontana's visionary course, which can only be attained if key stakeholders take actions that carry out the policies in the General Plan, which is a long-term commitment.

— **Fontana General Plan Update**
2015-2035





CONTENTS

CITY COUNCIL	04
MESSAGE FROM OUR CITY COUNCIL	05
CUSTOMER SERVICE	06
CITY CLERK	07
HUMAN RESOURCES	08
HOUSING	10
ECONOMIC DEVELOPMENT	11
PLANNING	12
BUILDING & SAFETY	13
ENGINEERING	14
BUDGET	16
INFORMATION TECHNOLOGY	18
COMMUNITY SERVICES	20
PUBLIC WORKS	22
POLICE DEPARTMENT	24
FIRE DEPARTMENT	28
2016 & BEYOND	30



**Mayor
Acquanetta Warren**

**Mayor Pro Tem
Lydia
Salazar-Wibert**

**John B. Roberts
Council Member**

**Michael Tahan
Council Member**

**Jesus "Jesse"
Sandoval
Council Member**





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, community and economic opportunity that has resulted in community stability, vibrancy and growth. This is all achieved through a ten-step strategic plan:

1. To Create a Team
2. To Operate In A Business Manner
3. To Practice Sound Fiscal Management
4. To Promote Economic Development
5. To Improve Public Safety
6. To Invest in The City's Infrastructure
7. To Concentrate on Intergovernmental Relations
8. To Increase Citizen Involvement
9. To Promote Affordable Housing
10. To Preserve and Create a Healthy, Local Economic and Environmental Future for Generations to Come

IMPROVING COMMUNITY THROUGH QUALITY OF CARE

The Customer Service Department within Management Services is the hub for business-related services and transactions. We 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, the Customer Service Department is a one-stop location for paying your sewer bills and other miscellaneous accounts payable transactions.

CUSTOMER SERVICE

4,650

PASSPORT
APPLICATIONS

4,265

DOG LICENSE
APPLICATIONS/RENEWALS

2,025

NEW BUSINESS
LICENSE REQUESTS

300

NEW SEWER
ACCOUNTS





211,927

PAGES REVIEWED
FOR QUALITY CONTROL

67,999

RECORD PAGES
INDEXED

100%

SUBPOENAS COMPLETED
WITHIN 10 DAYS

329

TOTAL PUBLIC RECORDS
REQUESTS PROCESSED

IMPROVING COMMUNITY THROUGH PUBLIC INFORMATION

The City Clerk's Office is responsible for:

- filing campaign information and coordinating City elections.
- maintaining the municipal codes for the City.
- 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.

799 certificates presented

182 contracts/agreements processed

91 resolutions processed

74 claims processed

61 public records requests completed within 10 days

58 agendas prepared and posted

40 proclamations presented

22 ordinances processed

CITY CLERK

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.

APPLICANT TRACKING SYSTEM

This year, the City of Fontana began accepting online applications for various positions within the City through our partnership with CalOpps.

RIDESHARE PROGRAM

As a part of the City Council's goal of preserving the local environment for generations to come, for the first time in the program's history, the City of Fontana met the goal of 1.5 Average Vehicle Ridership (AVR) as recommended by the Air Quality Management District.

HUMAN RESOURCES





3,200

EMPLOYMENT APPLICATIONS
PROCESSED

546

BENEFITS OPEN ENROLLMENTS
FOR ACTIVE EMPLOYEES

249

FULL & PART-TIME
EMPLOYEES HIRED

213

SEASONAL EMPLOYEES
HIRED

JOB FAIRS

In conjunction with the Community Services Department, the Human Resources Department held several job fairs for seasonal and part-time opportunities. In addition, the Recruitment Team also attended a number of job fairs to promote the City's employment opportunities throughout the community.

309 Benefits Fair participants

222 benefits open enrollment for retirees

14 training classes held

120 training participants

40 part-time recruitments

36 full-time recruitments

WE'RE HIRING
— AT THE —
CITY OF FONTANA

Fontana.org/Jobs

To receive job posting notifications,
register using "Notify Me"
at [Fontana.org/NotifyMe](https://fontana.org/NotifyMe).

AFFORDABLE HOUSING

The Housing Rehabilitation Program aims to provide financial assistance to low and moderate income owner-occupants of detached single-family homes.

Neighborhood Stabilization Program (NSP)

(from 2008 to date)

- 43 single-family homes purchased
- 36 homes rehabbed
- 16 homes turned into rental properties
- 20 homes sold to eligible buyers

Minerva Housing Project

- 63 senior housing units
- 1 and 2 bedroom options
- Grand opening February 23, 2016

Siena Housing Project

- 61 family housing units
- 2 and 3 bedroom options
- Estimated completion February 2016

HOUSING





113

PARCELS SOLD AND TRANSFERRED AS PART OF
THE LONG RANGE PROPERTY MANAGEMENT PLAN
(LRPMP) AND THE DISSOLUTION OF
REDEVELOPMENT THROUGH AB 1484



FACILITATED THE RELOCATION
OF VALLEY KIA TO THE AUTO CENTER
SCHEDULED TO OPEN IN THE
SPRING OF 2016



FACILITATED THE RELOCATION
OF BOOT BARN'S LOGISTICS FACILITIES
TO OAKMONT INDUSTRIAL CENTER

PROMOTING QUALITY DEVELOPMENT WITHIN THE CITY

- Facilitated the entitlement and permitting of the retail at the southeast corner of Slover and Sierra at the Hilton to include Chipotle, Jersey Mike's, Pizza Studio and Jamba Juice.
- Point of contact for demographic and business intelligence to the developer, retailer and broker community.
- Hosted the Fontana Supply Chain Summit with key local area stakeholders and representatives from the Los Angeles and Long Beach ports.

ECONOMIC DEVELOPMENT

IMPROVING COMMUNITY THROUGH LONG RANGE PLANNING & REDEVELOPMENT

The Planning Division plays a critical role as support staff for the Planning Commission and community in fulfilling the vision, goals and policies as defined by the City Council.

4.1 MILLION

Square Feet of Logistics Focused Development



Visit www.FontanaForward.com for more information.

PLANNING

800

PLAN CHECKS
PROCESSED

500

WALK-IN CUSTOMERS
SERVED

488

INDUSTRIAL, COMMERCIAL
& RESIDENTIAL DEVELOPMENT
APPLICATIONS PROCESSED

5

DEVELOPMENT CODE AMENDMENTS
PROCESSED AND APPROVED





20,026

BUILDING/SAFETY
INSPECTIONS PERFORMED

3,191

INDUSTRIAL, COMMERCIAL
& SINGLE FAMILY RESIDENTIAL
PERMITS ISSUED

2,939

PLAN CHECKS REVIEWED
AND PROCESSED

1,777

1ST PLAN CHECK
APPLICATIONS PROCESSED

IMPROVING COMMUNITY THROUGH THE REVIEW OF PLANS & INSPECTIONS

The Building & Safety Division ensures that new and remodel construction conforms with State law and City ordinances that relate to structural, fire, health, life and safety requirements.

2,763,843 Square Feet of Industrial
Building Space Approved

930 single family residential solar installation permits

273 single family residential permits

14 commercial permits (new construction)

12 industrial permits (new construction)

9 single family development contracts

8 multi-family residential permits

BUILDING & SAFETY

IMPROVING THE CITY'S INFRASTRUCTURE

CURRENT PROJECTS

- San Sevaïne Trail Master Plan completed
- Fire Station 73 relocation at Banana Avenue and East Foothill Boulevard
- Sidewalk Improvement - Niagara Avenue and Athol Street
- ADA street and sidewalk improvements - Marygold Avenue, Maple Avenue and Harvey Avenue
- Foothill Boulevard median landscape
- Valley Avenue at Poplar Avenue Traffic light installation
- Martin Avenue sidewalk improvements to address safety concerns for children walking to school
- Randall Avenue at Palmetto Avenue traffic signal
(Paid for by the Safe Routes to School Program State Grant)

FUTURE PROJECTS

- 2.2 miles of sidewalk and bicycle infrastructure through the Active Transportation Grant
- Active Transportation Plan
- Malaga Bridge Study

ENGINEERING





San Sevaine Trail Project

FONTANA IS THE THIRD LARGEST



BUDGET

CITY OF FONTANA ASSESSED VALUATION FY 2014/2015

\$16,000,000,000



REBATES/DONATIONS
RECEIVED BETWEEN 2008-2015
(FUNDS OFFSET PROGRAMMING COSTS)

\$516,935



REBATES/DONATIONS
RECEIVED IN 2015
(FUNDS OFFSET PROGRAMMING COSTS)

\$59,822

TOTAL GRANTS AWARDED JANUARY – DECEMBER 2015

\$7,989,197

TOTAL GRANTS AWARDED 2004 – 2015

\$109,682,165

TOTAL REVENUE

Where do general fund dollars come from?



Cost Allocation
& Other Revenue
\$20,720,777



Business-Related
Interest & Rental
\$10,331,162



Property Tax
\$20,534,365



Franchise Fees
\$6,594,614



Motor Vehicle
In-Lieu Fees
\$82,854



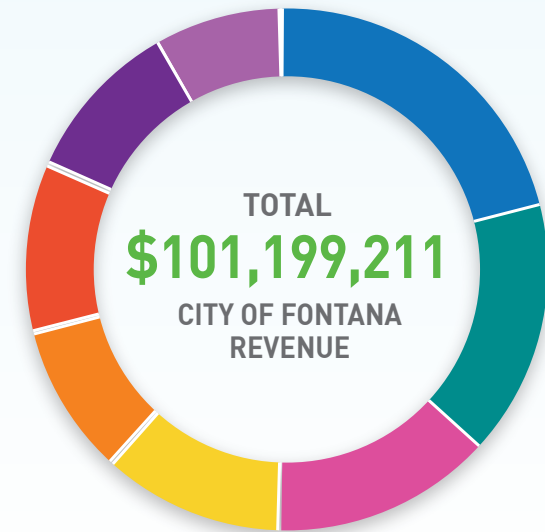
Development Related
\$5,589,630



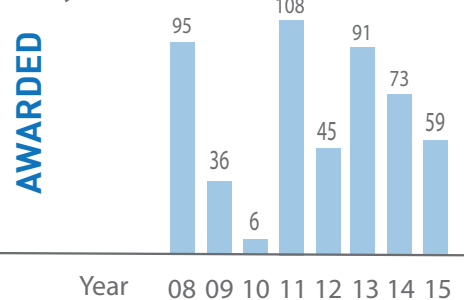
Sales Tax
\$34,219,833



Recreation Programs
\$3,125,976



Awarded Rebates & Donations
\$K by Year



CITY IN THE INLAND EMPIRE

*Source California Department of Finance (unaudited)

CONSUMER SPENDING

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



Household Spending
\$1,630,139,220



Travel & Transportation
\$510,196,843



Food
\$439,907,441



Insurance
\$280,231,202



Entertainment & Recreation
\$182,704,369



Apparel & Services
\$123,523,637



Healthcare
\$32,530,650



TOTAL EXPENDITURES

Where do general fund dollars go?



Police
\$46,812,866



Administrative Services
\$19,852,719



Development Services
\$18,366,860



Human Resources
\$5,295,445



Capital Projects
\$4,200,000



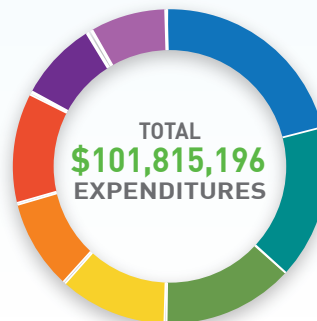
Debt Services
\$2,888,051



City Administration
\$2,337,914



Grant Matches
\$2,061,341



TOTAL RECREATION
POINTS OF CONTACT
1,729,933



SHARING WITH THE CITY
\$18,000 awarded from
Kaiser Permanente Medical
Center to begin **Farm Fresh**
for Fontana Families program.



MAKING A DIFFERENCE
47% reduction in hospitalization
rates for **obesity related**
diseases.

IMPROVING INFORMATION

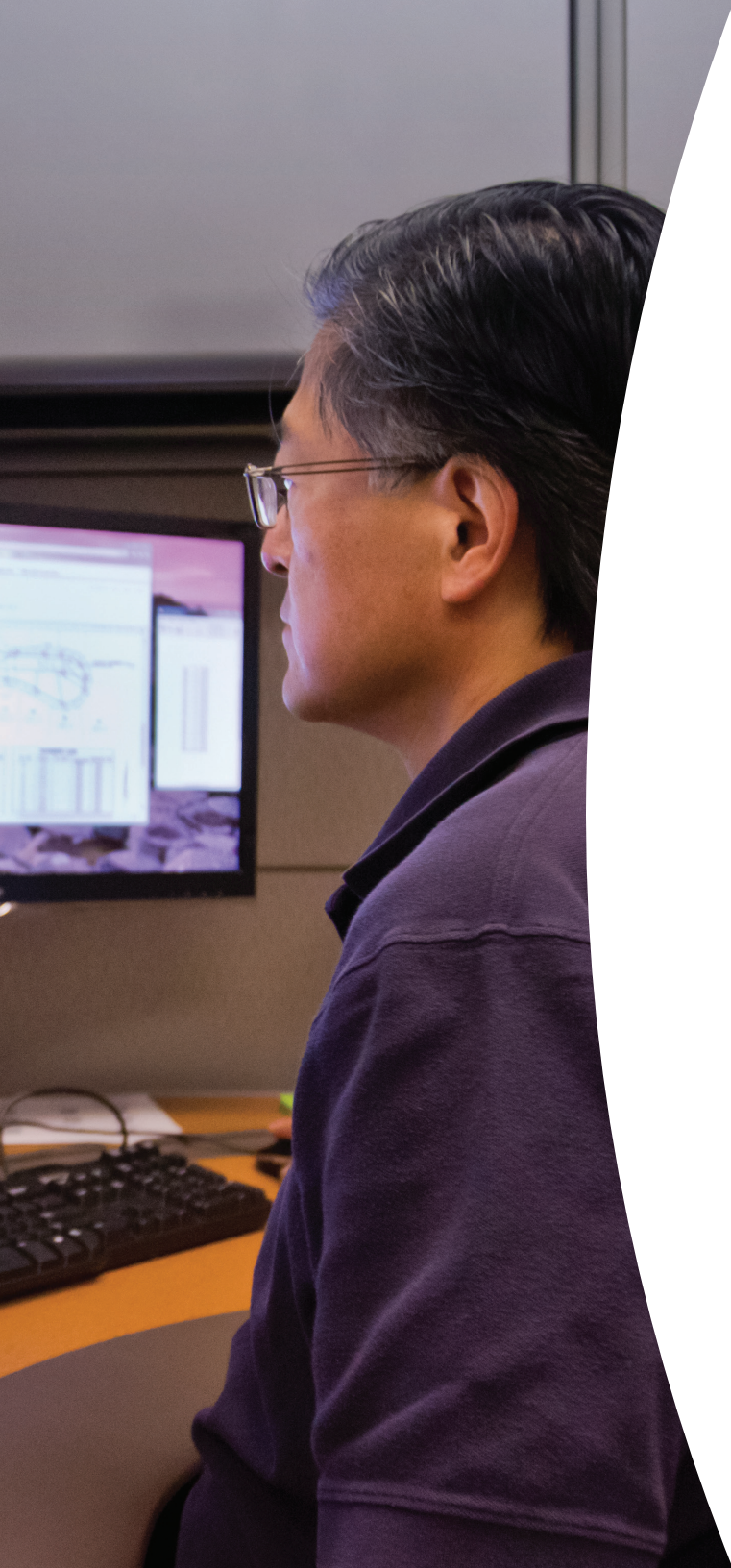
The City's IT Department provides strategic planning and support for a wide variety of computer, information, and communication technologies used throughout the City.

WATER MONITORING SYSTEM

The City of Fontana implemented a system to manage water application and a GIS-based tool to monitor success. Activity is monitored through a Lucity database and GIS interface and compares actual water consumption to planned consumption. So far the program has produced a Water Application Management tool that is able to provide water budgets and monitoring for 844 acres of public landscape, 533 water meters and 539 irrigation controllers (and growing) the City manages.

INFORMATION TECHNOLOGY





2,415,410

WEB PAGE VIEWS

788,175

WEBSITE VISITS

443,451

WEBSITE DOWNLOADS

33%

WEBSITE TRAFFIC
VIA SMARTPHONE DEVICES

PAPERLESS PUBLIC WORKS

The Public Works Department at the City of Fontana is one of the few departments in the state to be completely paperless. Lucity Maintenance Management System allows employees to get work orders and record completion of assignments. Using this technology has assisted in managing work loads due to staff reductions in 2007-2008.

WEBSITE REDESIGN

The City has plans to redesign our website to make it a better experience ranging from desktop computers to mobile devices. This new design will allow users to interact more easily with the City and allow them to find what they're looking for whether at home or on the go.

COUNCIL CHAMBERS TECHNOLOGY UPGRADE

The Council Chambers technology was upgraded in 2007 to use an electronic agenda system (Novus) and live streaming video. It has been replaced with an all-digital video system and tablets. In addition, the Executive Conference Room upgrade offers full video conferencing capabilities and a new Overflow Room to accommodate larger crowds to attend public meetings at City Hall.

IMPROVING COMMUNITY THROUGH ACTIVITIES, EVENTS & PROGRAMS

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



Amenities:

59 Sports Fields

36 Parks

10 Community Centers

2 Performing Arts Theaters

1 Farmers' Market

1 Dog Park

2 Outdoor Sports Pavilions

4 Pools

7 Miles of Pacific Electric Trail

3 Indoor Fitness Gyms

2 Outdoor Fitness Equipment Locations
(Pacific Electric Trail & San Sevaine Trail)

2 Skate Parks

2 Splash Parks and Water Slide

COMMUNITY SERVICES





157,734

PARTICIPANTS IN
SENIOR CENTER PROGRAMS

141,419

PARTICIPANTS IN
AQUATICS PROGRAMS

74,680

PARTICIPANTS AT 63
FAMILY COMMUNITY EVENTS

63,823

PARTICIPANTS IN
CULTURAL ARTS PROGRAMS
AND ACTIVITIES



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



- 120,160 program and class registrations
- 57,703 Healthy Fontana participants
- 52,000 Nature Center participants
- 6,210 youth sports participants
- 4,130 facility and park permits
- 3,300 Fontana After School Program participants
- 2,577 yearly class opportunities
- 1,805 summer camp participants
- 956 Mayor's Youth Advisory Council event participants
- 604 field permits issued
- 94,671 hours of permitted field use
- 90 support non-profit organization sports leagues
- 800 support non-profit sports organization teams



1,729,933 Participants in
Recreational Programs

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 and electrical).

ENVIRONMENTAL SERVICES

The Public Works Environmental Services offers many programs to residents of Fontana in the areas of:

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

PUBLIC WORKS

9,100

POTHLES REPAIRED

2,565

HOUSEHOLD HAZARDOUS WASTE
PROGRAM PARTICIPANTS

455

CITY VEHICLES
MAINTAINED

36

MILES OF CITY STREETS
REPAVED





24,483

SQ. FT OF SIDEWALK
REPLACED

149

INSTALLED WATER-EFFICIENT
IRRIGATION CONTROLLERS

116

ADA CURB
RAMP REPLACEMENTS

3

FACILITY ROOF REPAIRS

68%

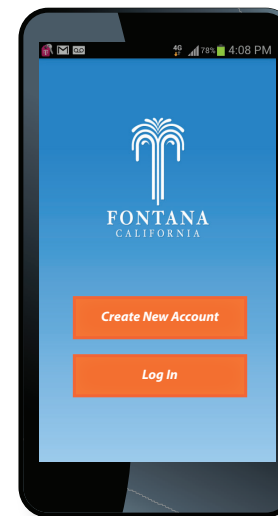
TRASH DIVERTED
FROM LANDFILL

PROJECTS

- Repaired 4 artificial turf fields at Ralph M. Lewis Park
- Awarded a new contract for tree maintenance services throughout the City of Fontana
- Installed new playground shade structures at Jack Bulik Park and Bill Martin Park

ACCESS FONTANA

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



Report it:

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



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





122,311

CALLS FOR SERVICE

23,021

REPORTS TAKEN

18,722

CITATIONS ISSUED

266

ARRESTS BY BIKE UNIT

1,098

AIR SUPPORT UNIT
FLIGHT HOURS

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 (5) 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 reinstituted in 2014. Since January 2015, the unit has issued over 941 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.

CORE VALUES: T.E.A.M

TRADITION, EXCELLENCE,
ACCOUNTABILITY AND MINDFUL

The Fontana Police Department is committed to protecting the community by providing quality *Service with Integrity*. As an organization, we will continue 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 POWER OF SOCIAL MEDIA

The Fontana Police Department's social media presence provides the community with valuable information such as crime alerts, safety tips and department events. In 2015, the Facebook page surpassed 11,000 likes and continues to grow into a trusted source of information and community engagement.

POLICE DEPARTMENT



MILES PATROLLED
BY VOLUNTEERS



TOTAL VOLUNTEER HOURS



TRAFFIC ACCIDENTS
INVESTIGATED



City of Fontana
Police Department



fontanapd



@FontanaPD



Fontana
Police Department





537

**FONTANA RE-ENTRY
SUPPORT TEAM CLIENTS**

63

FLIP PARTICIPANTS

941

**CITATIONS ISSUED
BY VOLUNTEERS**

50

**VACATION CHECKS
BY VOLUNTEERS**

48

**FONTANA POLICE
EXPLORERS**

COMMUNITY CRIME PREVENTION

FONTANA RE-ENTRY SUPPORT TEAM (FRST)

FRST offers a comprehensive community approach to stop the cycle of arrest, incarceration, release and re-arrest by putting individuals on active probation/parole on a path to success.

FONTANA LEADERSHIP INTERVENTION PROGRAM (FLIP)

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

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 POLICE EXPLORERS – UNITY, PRIDE & INTEGRITY

Fontana Police Department Explorer Post 531 program offers young men and women ages 14 -21, the opportunity to learn about law enforcement and community service.

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





15,526

CALLS FOR SERVICE

2,723

INSPECTIONS COMPLETED

93

PUBLIC EDUCATION
PROGRAMS

COMMUNITY INVOLVEMENT

ANNUAL FIRE SAFETY INSPECTION PROGRAM

This program insures all businesses within the City of Fontana receive a Fire Safety Inspection annually.

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.

FIRE STATION 73

The new fire station was relocated to reduce response times to the residents of communities located in the west end. Fire Station 73 provides services for the City of Fontana and unincorporated areas of San Bernardino County including California Speedway. The fire station will house a Paramedic Fire Engine and is one of only two on-duty Hazardous Material Response Teams in the County. Grand opening Winter 2016.

2016

Open for Business



FONTANA AUTO CENTER



AND BEYOND

MIXED-USE ENTERTAINMENT DEVELOPMENT

AUTO MALL EXPANSION

VENTANA AT DUNCAN CANYON COMMERCIAL DEVELOPMENT

WALMART SOUTH & NORTH FONTANA DEVELOPMENTS

FORMER ROCK HONDA REDEVELOPMENT PROJECT

FIRE STATION 73



FONTANA
CALIFORNIA

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



Fontana.org | FontanaCA | @CityofFontanaCA | Fontana Community Services | KFON TV