

# Fontana

2018 ANNUAL REPORT

*The*  
**Picture of**  
Partnerships, Progress  
and Prosperity

**Financial  
Forecast:**

Growth and development  
look bright

**Plus<sup>+</sup>**

The top projects coming to Fontana  
in 2019 and beyond



FONTANA  
CALIFORNIA

# CONTENTS

<b>04</b> City Council	<b>16</b> Financial Information
<b>06</b> City Manager's Office	<b>18</b> Information Technology
<b>07</b> City Clerk	<b>20</b> Community Services
<b>08</b> Housing	<b>22</b> Public Works
<b>09</b> Economic Development	<b>24</b> Police
<b>10</b> Human Resources	<b>28</b> Fire
<b>12</b> Community Development	<b>30</b> Management Services
<b>14</b> Engineering	<b>31</b> 2019 and Beyond

## Picture This

**Veterans Memorial:** The Miller Park Amphitheater Veterans Memorial will be a lasting tribute to our heroes that will proudly stand as an inspiration for future generations. The memorial will include eight granite walls with the conflicts veterans have served in. Construction is expected to begin March 2019 and be complete by May 2019.



# Fontana

## The Picture of Partnerships, Progress and Prosperity

2018 was a year of distinction for the City of Fontana. The City celebrated several milestones such as the 10-year anniversaries of the Lewis Library and Technology Center, the Jessie Turner Community Center, Center Stage Theater and Fontana Park. In addition, Fontana welcomed the completion of the highly anticipated Miller Park Amphitheater. The Summer Concerts in the Park series, along with other various performances, has already brought thousands of event-goers from Fontana and neighboring communities into the heart of the City.

Fontana currently has 59 sports fields, 12 community centers and 45 parks, with two more parks on the way – Central City Park and South Fontana Sports Park. Last year, Fontana residents surpassed a collective goal of walking two billion steps through the Fontana Walks! Program – an initiative to promote a healthy lifestyle. Fontana has logged over three billion steps and counting. The award-winning program garnered support from businesses and organizations including AARP and Kaiser Permanente.

In 2018, Fontana was named the Most Prosperous City in California and the Fourth Most Prosperous City in the U.S. out of cities with a population of over 100,000. According to the RENTCafé study, the City excelled in the categories of population and home values with an increase of 60%, along with a higher education change of 57% over a 10-year span.

Also in 2018, The Press-Enterprise recognized the City of Fontana as a Top Workplace in the Inland Empire for two years in a row based on the results of an employee feedback survey administered by an independent research firm.

Fontana's commitment to public safety, affordable housing and diversity has made the City one of the fastest growing in California and a trendsetter in San Bernardino County. That's why the City of Fontana is The Picture of Partnerships, Progress and Prosperity.

### Picture This

The town once known for its strong agricultural roots and steel mill days has transformed itself to the second-most populous city in San Bernardino County. Fontana takes pride in providing a high quality of life by offering a wealth of community activities, a thriving local economy and effective partnerships. The legacies of founder A.B. Miller and Henry J. Kaiser's steel mill live on through the 213,000 people who call Fontana home and the Fontana Kaiser Permanente Fontana Medical Center respectively.



# Fontana City Council

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



1.

## 1. Acquanetta Warren

Mayor

[awarren@fontana.org](mailto:awarren@fontana.org)



2.



3.



4.

## 3. Jesus "Jesse" Sandoval

Council Member

[jsandoval@fontana.org](mailto:jsandoval@fontana.org)

## 4. Jesse Armendarez

Council Member

[jarmendarez@fontana.org](mailto:jarmendarez@fontana.org)



5.



6.

## 6. Tonia (Toni) Lewis

City Clerk

[tlewis@fontana.org](mailto:tlewis@fontana.org)



7.

## 7. Janet Koehler-Brooks

City Treasurer

[jkbrooks@fontana.org](mailto:jkbrooks@fontana.org)

**“Having an aim is the key to achieving your best”** – Henry J. Kaiser

# Fontana City Council Message

The City of Fontana continues to be a culturally diverse model community for smart growth and opportunity. Fontana has flourished into the thriving, financially strong and prosperous city it is today based on a solid foundation that was built by effective leadership, both past and present. We are proud of the accomplishments made in 2018 and are looking forward to 2019 and beyond.



**By working together and focusing on achieving our priorities we will continue to make Fontana *The Picture of Partnerships, Progress and Prosperity.***

Council Meetings are held the second and fourth Tuesdays of the month at 7:00 p.m. in the Grover W. Taylor 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](http://www.Fontana.org).



City Council priorities include:

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

# City Manager's Office

The City Manager's Office provides the executive leadership to ensure the City Council goals and policies are implemented. Ken Hunt was appointed by the City Council as the City Manager in 1999. Mr. Hunt works directly with the Mayor and Council on all policy issues while also heading up the City's Executive Leadership Team. The Office includes Legislative Affairs, Grants Management and the Communications and Marketing Office.

The Legislative Affairs Office monitors federal, state and local 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, state and local funding.

The Communications and Marketing Office is responsible for planning and implementing a comprehensive communication and marketing 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 Conferences

The City Manager's Office is responsible for organizing city-wide press conferences. Press conference topics in 2018 included School Safety, Fireworks Safety and the Most Prosperous City Achievement.

## City Connection

Residents can stay connected with the City of Fontana through the monthly newsletter City Connection. The newsletter includes information about upcoming meetings, council and commission agendas, a calendar of events, contact information for the City Council, a message from the City Manager and more. Residents can subscribe by clicking on the envelope icon at [www.Fontana.org](http://www.Fontana.org).

**180**

Press Releases Sent  
Average of 15 per month

**277,462**

Recipients Reached

## Follower Growth by Social Media Platform

**f 11,457** **↑13%**

**@ 2,080** **↑190%**

**3,269** **↑22%**



# City Clerk's Office

The City Clerk's Office serves as the historian for the City and is the direct link to its citizens ensuring transparency between the public and the official actions of City Government.

## The office is responsible for:

- Preparing City Council agendas and minutes
- Maintaining official City records
- Conducting, coordinating and overseeing municipal elections
- Maintaining the current Municipal Code
- Serving as the filing office for Campaign Statements and Statements of Economic Interests as required by the Fair Political Practices Commission (FPPC) and municipal law
- Publishing all ordinances adopted by the City Council
- Assisting with legal noticing
- Administering the Oath of Allegiance to elected and appointed Commission members
- Preparing proclamations and certificates
- Receiving and processing of all liability claims, subpoenas filed against the City, and Public Record Requests
- Directing the retention and destruction of official records in accordance with applicable laws and regulations
- Handling the processing of applications for all City Boards and Commissions



**109,253** Pages Reviewed for Quality Control

**29,091** Record Pages Indexed/Scanned

**691** Certificates Presented

**348** Public Records Requests, Processed and Completed within 10 Days

**142** Resolutions Processed

**73** Claims Processed

**40** Agendas Posted/Prepared

**31** Proclamations Presented

**20** Subpoenas/Summons/ Lawsuits Processed

**17** Processed Election Candidate Filings

**10** 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 the Neighborhood Stabilization Program, Housing Rehabilitation Program, Emergency Grant Program and Affordable Housing.

## Rosena Fountains Multi-Family Housing

The new and affordable multi-family community celebrated its grand opening in May 2018. The community consists of 69 units, located at 9451 Olive Street.

## Housing Rehabilitation Program

Grants and deferred loans are available in the amount up to \$25,000 for the rehabilitation of owner-occupied, single family dwellings. 15 residents were assisted in 2018.

## Sierra and Ramona Multi-Family Project

The City entered into an agreement with Jamboree Housing Corporation to develop a 60-unit affordable multi-family community at the southwest corner of Sierra Avenue and Ramona Avenue.



## Picture This

### 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 up to \$5,000 to make repairs at no charge to the homeowner.



# 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

At the northwest corner of Sierra Avenue and South Highland Avenue, the Highland Village Shopping Center is scheduled to open early 2019. The center will comprise of Sprouts Farmers Market, retail shopping, several eateries including Oggi's Pizza & Brewing Company and other service-specific businesses.

## Residential & Retail Center

The New Legacy Corporation is building a multi-story/mixed-use project proposed in downtown Fontana which will include apartments, ground floor restaurants and retail shopping.

## Fontana Auto Center

Two new auto dealerships will be developed on the northwest corner of South Highland Avenue and Sierra Avenue. The center will include Fontana Mazda and is scheduled to open June 2019. Additionally, the City of Fontana is adding an entrance statement at this corner that will serve as the gateway to the auto center.

## Alternative Fuel Vehicle Rebate Program

The program encourages the purchasing and leasing of new 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.

## Picture This

**Business Class Hotel:** Towne Place Suites by Marriott is in development to bring a second hotel to South Fontana. Towne Place Suites is a brand operated by Marriott International. The chain is part of the mid-tier extended stay lodging segment of the hospitality industry and consists of all-suites hotels.



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

## Partners in Safety

The City of Fontana proactively focuses on safety to ensure a safe workplace for all employees, both mentally and physically, through training and communication.

The City's Safety Committee Program has gained momentum with 12 Committee Members representing all City departments. Some highlights of the progress made by the committee include revamping the Citywide Safety Committee Accident Report (SCAR) for ease of use, updating the New Employee Safety Pamphlet, and implementing a monthly Safety Alert to the committee chairs to share within the departments they represent.

Additionally, the City of Fontana leverages local partnerships with other municipal agencies to both maximize training opportunities and share costs. For example, in partnership with the City of Rialto, the City hosted a Reasonable Suspicion Training for supervisors to ensure that our supervisors continue to be properly trained.

## Top Workplace



The City of Fontana is honored to receive the designation of Top Workplace in the Inland Empire for two years in a row. Based on an employee survey conducted by the Inland News Group, through analyzing benefits, leadership, training, compensation, and workplace culture, Fontana continues to not only meet but exceed employee expectations in areas like work-life balance and generous benefits.



## Human Resources by the Numbers

**5,823** Employment Applications Processed

**962** Employee Participants in City Offered Trainings

**570** Employees Processed in Open Enrollment

**325** Part-Time Employees Hired

**320** Benefits Fair Participants

**235** Retirees Processed During Open Enrollment

**103** Employees Presented Service Awards

**75** Full-Time Vacancies Filled

**23** Training Classes Held



### Employment Opportunities

All interested parties are encouraged to visit [www.Fontana.org](http://www.Fontana.org) to view job openings online and to subscribe to job posting notifications.

# Community Development

The *Community Development Department* plays a critical role in the development and improvement of the quality of life for 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 and Safety. The *Planning Division* is responsible for processing land development applications, including new development, modification and upgrades to existing buildings. The *Building and Safety Division* ensures that all buildings' construction conforms to the latest California Codes so that the buildings and sites are safe for occupancy.

## Upcoming Projects

- Mazda dealership on Sierra Avenue and South Highland Avenue
- El Paseo, a 245-unit multi-family development on the east side of Citrus Avenue, north of Baseline Avenue
- Lennar Homes, 102 single-family homes near Sierra Lakes Parkway and San Sevaine Road
- Lennar Homes, 585 single-family homes within the Arboretum Specific Plan
- Lennar Homes, 99 single-family homes within the Shady Trails Specific Plan
- Pulte Homes, 105 single-family homes at Citrus Avenue and Curtis Avenue
- William Lyons, 94 single-family homes at Summit Avenue near Citrus Avenue
- Warehouse at the southwest corner of Catawba Avenue and Valley Boulevard
- Warehouse at the southwest corner of Santa Ana Avenue and Oleander Avenue



**27,947** Inspections Performed

**5,269** Permits Issued

**3,363** Plan Check Applications Reviewed and Processed

**2,112** First Plan Check Applications Processed

**399** New Single-Family Dwelling Permits

**13** New Commercial Building Permits

**10** New Industrial Building Permits

**4** New Multi-Family Residential Permits



## Picture This

**Highland Village Project:** The Highland Village shopping center is located at the northeast corner of Sierra Avenue and South Highland Avenue. The site includes approximately 70,000 square feet of retail/restaurant space to include Sprouts, Oggi's Restaurant, Burger IM, Jersey Mikes, Café Rio and Raising Canes.

## General Plan

The new General Plan (Fontana Forward 2015-2035) was approved by the City Council on November 13, 2018. The Plan provides policy direction on various aspects of growth and development, infrastructures, parks and amenities to ensure a high quality of life for residents, businesses, and people who visit the community.

## Arboretum

The Meadows at Arboretum is the first of four villages to be constructed within the Arboretum Specific Plan. It is located on the northwest corner of Cypress Avenue and Casa Grande Avenue. The community will not only be a place to live but will embody a way of living. The Arboretum is a community that maintains a harmonious balance between the natural and built environment. The Meadows will contain 585 single-family homes with almost six acres of park space.

## Senior Housing Facility

The property consists of a 31,695-square-foot senior housing facility on the north side of Foothill Boulevard and west of Hemlock Avenue. The facility will include three studio units, (60) one-bedroom units and (14) two-bedroom units for a total of 77 units.

## Jamboree Affordable Senior Housing Project

A multi-family affordable housing project located on the southwest corner of Ramona Avenue and Sierra Avenue that includes (6) one-bedroom units, (30) two-bedroom units and (24) three-bedroom units for a total of 60 units. The project also includes a 2,987-square-foot medical facility.

**1,430,000 SQ. FT.**

Warehouse Logistics Facilities Approved

**77,000 SQ. FT.**

Commercial Approved

**1,145**

Single-Family Homes Approved

**\$353M**

Total Construction Valuation



# Engineering

The Department of Engineering is responsible for designing and maintaining the City's public infrastructure. This includes the development of public streets, implementation of the City's Capital Improvement Program and management of traffic signal operations.

Our team of dedicated and professional engineers are always striving to improve the ease of transportation to make getting from point A to point B more efficient.



## 2018 Road Improvements

- Philadelphia Avenue over San Sevaine Channel – The project provided a continuous access through Philadelphia Avenue by constructing pavement and sidewalk over the channel
- Valley Boulevard Median construction East of Sierra Avenue – The project removed the unsafe mid-block turn pocket and increased the left-turn pocket length on the westbound Valley Boulevard at Sierra Avenue

## Neighborhood Traffic Management Program

In February 2018, the department implemented the Fontana Neighborhood Traffic Management Program providing residents the opportunity to work on solutions for traffic-related issues in their neighborhood, such as vehicle speeding, excessive traffic volumes and/or unsafe driving.

***Residents work with City, Police and Fire staff to ensure the solutions are crafted to address unique interests and remain consistent with neighborhood character.***

## Traffic Signal 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
- Juniper Avenue and Ceres Avenue



## Arrow and Fontana Sidewalk Improvements

Through the Active Transportation Plan, 2.2 miles of sidewalk and bicycle lanes were constructed on Arrow Boulevard and Fontana Avenue. The improvements were part of the City's Safe Route to Schools Project.

## Fiber Optics

Baseline Fiber Optic between Americana Avenue and Citrus Avenue – This communication interconnect is for the implementation of traffic signal coordinated timing data which can synchronize a series of adjacent signalized intersections.

## Citrus Widening

The project installed new sidewalks, driveways, curb and gutter and pavement to the ultimate width on the west side of Citrus Avenue from Santa Ana Avenue to Slover Avenue.



## Picture This

In 2001, the City of Fontana had 87 signalized intersections. Fast forward to 2018 - the City of Fontana now has 195 signalized intersections.



# Fontana

*is the Second Largest City in  
San Bernardino County*

**\$19.7B**

FY18/19 Citywide  
Assessed Valuation

**213,000**

Population

**\$4.4M**

Grants in 2018





## Where do general fund dollars come from?

**\$38.6M** Sales Tax  
**\$23.8M** Property Tax  
**\$10.3M** Cost Allocation  
**\$10.9M** Other Revenue  
**\$6.9M** Development-Related  
**\$6.9M** Business-Related  
**\$6.5M** Franchise Fees  
**\$4.5M** Interest and Rentals  
**\$3.2M** Recreation Programs  
**\$112K** Motor Vehicle

## \$112M Total Revenue



## Where do general fund dollars go?

**\$54.7M** Police  
**\$22.7M** Administrative Services  
**\$19.3M** Development Services  
**\$4.5M** Human Resources  
**\$4.2M** Capital Projects  
**\$2.6M** Debt Service  
**\$2.2M** City Administration  
**\$901K** Grant Matches

## \$111M Total Expenditures



## What do Fontana residents spend on a variety of goods & services by households?

**\$513M** Food  
**\$605M** Travel & Transportation  
**\$496M** Insurance  
**\$186M** Entertainment & Recreation  
**\$134M** Apparel & Services  
**\$40M** Household Spending  
**\$30.7M** Healthcare

## \$2B Total Consumer Spending



# Information Technology

The *Information Technology (IT) Department* is charged with the stability, security, resiliency and evolution of technology within the City. With anywhere from 20 to 30 technology-related projects, support for over 100 operational software applications, training staff on the use of this technology and managing the safety and availability of data for the City, the IT Department has become a part of the fabric of City operations.

## Enterprise Data Backup System

The City has transitioned to a new data backup system that leverages long-term digital and cloud-based storage options moving the City off of tape. This upgrade has dramatically improved our ability to respond to or mitigate data corruption events or system failures.

## Enterprise Resource Planning (ERP) System

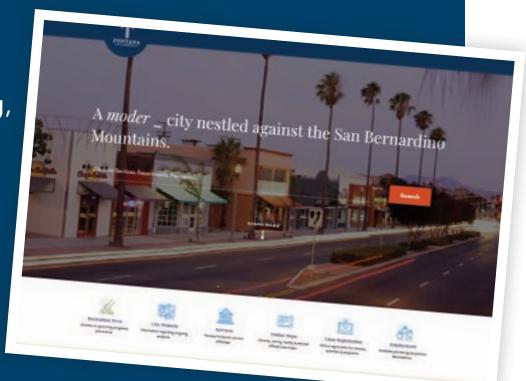
The City has selected Tyler Technologies to provide Tyler Munis, a replacement ERP system, which includes the functions of the financial system, payroll system, Human Resources system and utility billing. The project began early 2018 with the budgeting and finance pieces of the project going live late 2018. Human Resources and Payroll will be deployed next and is expected to come online in late 2019.



## Picture This

### City Website

**Redesign:** The City's website, [www.Fontana.org](http://www.Fontana.org), saw a complete redesign and went live in April 2018. The website has been well received by residents and businesses, and has received several accolades from other cities as well.





## Emergency Operations Center

The IT Department provided guidance and assistance with the recent renovations of the new Emergency Operations Center (EOC).

The new EOC leverages some of the latest in communication, collaboration and presentation technology as well as a full complement of audio and visual elements to support a coordinated response to emergencies in the City.



## Jesse Turner Audio/Visual Update

The Jesse Turner Center's meeting room received more than \$100,000 in upgrades and renovations. These upgrades allow the facility to accommodate larger groups and events. With video presentation and an audio system addition, the Jesse Turner Center will be a premier event hosting option for the foreseeable future.

## Office 365

The deployment of Office 365 was completed in 2018 and includes valuable productivity tools such as Teams and SharePoint, plus the full complement of Office applications. Benefits include improved collaboration and remote working features allowing staff to have access to City services and documents from nearly anywhere. The IT Department will see significant savings in software maintenance tasks, and City staff will have access to the latest versions of Microsoft software. Additionally, the City's current Intranet will be replaced by a new Intranet site based on Microsoft SharePoint with greatly expanded communication, collaboration and project management features as well as a much more interactive and flexible platform for all staff.

## Network and Physical Security

The IT Department is now responsible for both network/cybersecurity as well as physical security for the City Campus. In support of these responsibilities, staff conducted both physical and network security assessments. The reports from these assessments have been instrumental in helping the City identify areas of concern and how to craft a strategy to address these issues. Staff continues to move forward in improving security across the board and this is an ongoing effort.

***The IT Department is now responsible for both network/cybersecurity as well as physical security for the City Campus.***

## Technology Strategy

A new comprehensive Technology Strategy has been drafted and is going through a refinement process before being released. The strategy will serve as a guide on what technology the City will focus on over the next five years and how best to implement these technologies. Additionally, it provides guidance on technology governance with the goal of maintaining alignment with overall City goals and values.

# Community Services

The *Community Services Department* enhances the quality of life for the residents of Fontana through recreational, cultural and human services and programs.



## 2018 Highlights

### Miller Amphitheater Grand Opening

The Miller Park Amphitheater, an outdoor facility that allows residents to gather for events and programs to build a strong and unified community, opened May 10, 2018. This facility features a large performance stage, a splash pad, technical and storage rooms, restrooms, and can accommodate approximately 1,800 residents with open lawn seating. The amphitheater is

**1,734,000** Total CSD Points of Contact

adjacent to the Lewis Library and Technology Center and Miller Fitness Center, Pool, and Park, which has new playground equipment including ADA accessible options, making the Miller Park Amphitheater an ideal location for residents to experience entertainment and enrichment programs.



### Fontana Walks!

Fontana Walks! started August 19, 2017, with the goal of 2 billion steps. The Fontana Community supported this Healthy Fontana initiative by stepping over 3 billion steps by August 18, 2018. In one year, participants of the Fontana Walks! program walked 1.3 million miles. The program garnered support from many businesses and organizations including AARP, Kaiser Permanente and Smith Health Foods to name a few. Health is a community effort, and businesses and residents this past year came together for a common goal... Healthy Fontana.





## Infrastructures

- 59** Sports Fields
- 45** Parks
- 12** Community Centers
- 7** Miles of Pacific Electric Trail
- 5** Aquatic Pool, Waterslide and Splash Pad Centers
- 4** Outdoors Sports Pavilions and Fitness Circuits
- 3** Indoor Fitness Centers
- 3** Outdoor Amphitheaters
- 2** Dog Parks
- 2** Performing Arts Theaters
- 2** Skate Parks
- 1** Gymnasium



## Volunteers

- 877** Volunteers
- 21,512** Volunteer Hours Served
- \$531,131** Volunteer Cost Savings



## Programs/Services

- 530,865** Community Centers Points of Contact
- 177,037** Senior Center Participants
- 133,766** Aquatics Program Points of Contact
- 100,759** Community Events Points of Contact
- 87,816** Cultural Arts Points of Contact
- 68,125** Hours of Permitted Field Use
- 3,103** Park and Ball Field Permits Issued
- 1,350** Sports Teams (Recreation Youth Non-Profit)
- 5,045** Sports Participants
- 62,650** Nature Center Participants
- 32,715** Program and Class Registrations
- 3,867** Youth Programs Registered Participants
- 3,717** Afterschool Program Registered Participants
- 2,007** Enrichment Opportunities (Classes)
- 940** Mayor's Youth Advisory Council Points of Contact



**98,724** Healthy Fontana  
Points of Contact

# Public Works

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

## Pavement Rehabilitation Program

The City has invested in the Annual Pavement Rehabilitation Program for many years. In addition to raising the Pavement Condition Index to 73 in 2015 (statewide average is 68) and increasing the level of service to our community, we are especially pleased about the following statistics:

- In 2012, the City had a list of 35 street segments Citywide that were in poor condition and required weekly servicing for pothole repairs. This list is referred to as the Pothole Hot Spot List. This list typically required approximately 17,000 pothole repairs per year. In 2018, the Pothole Hot Spot List has been reduced to 15 street segments with an anticipated 6,500 pothole repairs this year (10,500 fewer)
- Property Damage Claims against the City have been reduced significantly
- City resources such as staff, equipment, and materials have also been reduced due to the program which allows City resources to focus on other service needs

## Road Repair and Accountability Act – SB1

The first asphalt maintenance project utilizing the SB 1 (Gas Tax Funds) was completed. Approximately eight lane miles of Grind and Overlay treatment was utilized for this Pavement Rehabilitation project. The selected street segment was as follows:

- Mulberry Avenue – Slover Avenue to Philadelphia Avenue

## Rubberized Asphalt Grant Program



The City was approved for another grant from CalRecycle. The Department of Resources Recycling and Recovery (CalRecycle) administers a competitive Grant program to divert waste tires from landfill disposal, prevent illegal tire dumping, and promote markets for recycled-content tire products. The Rubberized Pavement Grant Program is designed to utilize recycled-content surfacing products derived from only California-generated waste tires.

The department serviced approximately 14 lane miles with a traditional Grind and Overlay treatment, while utilizing the rubberized asphalt pavement. The selected street segments completed this calendar year were as follows:

- Citrus Avenue – Foothill Boulevard to Valley Boulevard
- Juniper Avenue – Miller Avenue to Valley Boulevard
- Arrow Boulevard – Almeria Avenue to Juniper Avenue

**13,298**Sq. Feet of Sidewalks  
Replaced or Repaired**184**

Catch Basins Cleaned

**2,123**

Storm Drains Inspected

**236**Linear Feet of  
Existing Curb and  
Gutter Replacements**16**ADA Pedestrian  
Curb Ramp and  
Replacement/Upgrades**22**Miles of City  
Streets Improved

## Other Public Works Department Projects

### Fontana Emergency Operations Center

- Approximately 5,844 sq. ft. of facility improvements
- Includes a Multi-Purpose room designed to operate as an Emergency Operations Center (with ancillary rooms such as storage, radio, and kitchenette); Public Lobby; staff offices; public restrooms; and other workrooms
- Includes equipment improvements such as new audio-visual system and security/surveillance systems
- Includes energy efficiency improvements such as Solatubes (solar-powered LED lighting) and drop-ceiling system
- Project Cost – \$1,623,000
- Construction Started April 25, 2017
- Completed (ribbon cutting) August 29, 2018

### Flood Control / Storm Drain Program

In 2015, the City entered into an agreement with the State of California Department of Water Resources and the San Bernardino County Flood Control District to design and construct the West Fontana Stormwater Flood Reduction Project. This \$40M dollar project is being funded by the City (\$10M) and the District (\$30M). The District is the lead agency responsible for the design and construction management of the project.

- This concrete channel project will extend from Juniper Avenue to the Banana Basin (three miles). When completed, this channel will provide enhanced flood protection from 100-year flood events to approximately 300 acres
- The District has recently reported the design is complete. Construction is anticipated to begin in March 2019, with completion anticipated for Winter 2020

### Sidewalk Rehabilitation Program

Maintaining safe pedestrian sidewalks is a priority. The focus is primarily removing and replacing defective sidewalks as well as mitigating pedestrian trip hazards. The Public Works Department utilizes both in-house staff as well as contract services for this program.

- In-house staff completed 41 work orders resulting in the replacement of approximately 8,000 square feet of damaged sidewalk
- 148 work orders were completed during this time frame for Trip Hazard Mitigation. This resulted in removing 514 pedestrian sidewalk trip hazards

### Miller Amphitheater

- Approximately 2,000 sq. ft. covered stage structure with integrated storage facility including electrical, water and sewer services
- Turfgrass performance viewing area with berms for elevated viewing opportunities
- Concrete walkways and dance floor space
- Decomposed granite vendor areas with electrical service
- Zero depth water fountain/splash pad feature
- Project Cost – \$4.2 million
- Construction Duration – 12 Months
- Project Area – Two Acres
- Completed April 2018

### Picture This

#### Miller Park Playground

- New playground with ADA accessible features
- Project Cost – \$244,000
- Completed July 2018



# 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 continues to build diverse community-based partnerships. These partnerships are 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 to patrol cars. Bike officers also work diligently to establish relationships and partnerships with community outreach groups and leaders for support in community enrichment issues.

### Body Worn Computers

The Fontana Police Department adopted the Body Worn Computer technology in 2017. In 2018, the department had 213 Body Worn Computer users who took 167,193 videos, 65,481 photos, and 4,870 audio recordings. The data from the computers have been used to respond to complaints, provide training to employees, increase accountability and assist the Code Compliance Unit with resident inquiries. The department also worked with the San Bernardino County District Attorney's Office and Visual Labs (the Body Worn Computer Provider) to develop a more expeditious way to process video, picture, and audio recordings for criminal cases.



### Field Training Program

The Field Training Program is designed to provide the entry-level officer an environment in which to apply the basic training received in the academy to the practical needs of the beat officer. This program is also designed to prepare the lateral police officer, drawing from prior police experience, to work in the City of Fontana.

**15,533** Officer Trainee Training Hours

**1,560** CSO Training Hours

**20** Field Training Officers

**17** Officers Trained

**3** Community Service Officers (CSO) Trained

## Embracing 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 2018, the Fontana PD Facebook page surpassed 24,000 followers. It continues to grow as a trusted source of information and tool for community engagement. The department is also on Twitter, Instagram, NextDoor and YouTube.



## Code Compliance Unit

The mission of the Code Compliance Unit is to protect the health, safety, and welfare of the community members by obtaining compliance with the Fontana Municipal Code; to enhance the appearance of neighborhoods and business districts to prevent blight, protect property values and enhance economic conditions. The unit's goal when responding to complaints is to obtain voluntary compliance, whenever possible, by communicating and educating the public.

## Fugitive 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 the City of Fontana.

## K-9 Unit

The Fontana Police K-9 Unit is currently comprised of six handler/K-9 teams. In 2018, the K-9 Unit conducted nearly 930 building, vehicle and area searches and located 48 suspects. They were involved in the seizure of narcotics and money with a total value of approximately \$2 million and conducted more than 65 public demonstrations.

## 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 collect and transport animals to the shelter. In 2018, an estimated 1,560 animals were vaccinated and 365 were spayed/neutered through FAST low cost vaccination and spay/neuter clinics. FAST was featured twice on 4 Our Heroes - Channel 4 for their work in preventing animal cruelty, addressing animal hoarder houses and public education programs.



## Mobile Field Force Team

The newly developed Mobile Field Force Unit is trained to control unruly gatherings, protests, and other incidents of civil unrest. The unit is also trained to deal 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 their positions. The Personnel and Training Unit hired 45 new employees and provided 28,101 hours of training in 2018. The Recruitment Team attended several recruitment events in the region such as: military bases, college campuses, and City events.

**128,965** Calls for Service

**28,101** Hours Dedicated to Training

**19,538** Reports Taken

**17,151** Licensed Dogs

**13,846** Citations Issued

**12,312** Animal Services Calls

**3,240** Traffic Accidents Investigated

**1,560** Vaccinated at Clinics

**964** Bike Unit Arrests

**939** Air Support Unit Flight Hours

**365** Spayed/Neutered at Clinics

**304** DUI Arrests

**254** Dogs Returned to Owner in Field (lic./chips)

**117** FLIP Participants

**37** Explorers

# Police

## Core Values: C.A.R.E.S.

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

### Fontana Leadership Intervention Program

The Fontana Leadership Intervention Program (FLIP) received the Helen Putnam Award from the League of California Cities in 2018. FLIP is an innovative juvenile intervention program designed to combat rising rates of truancy, suspension and expulsion coupled with the increases in juvenile criminal activity. Created through a close partnership between the Fontana Police Department and the Fontana Unified School District Police Department, FLIP has achieved measurable success in the lives of nearly 500 participating students through improved police service, focused education, and personalized advocacy to enhance quality of life for the participants, as well as their families in the community.

**FLIP has achieved measurable success in the lives of nearly 500 participating students through improved police service, focused education, and personalized advocacy to enhance quality of life for the participants, as well as their families in the community.**



### Picture This

**Clean Comedy:** Fontana Police Department teamed up with the Clean Comedy Team to present a program to students called "Developing Minds with Laughs."

The program promotes an anti-bullying message with the theme of "Leading with Kindness." The team performs at schools throughout the area.

## Cadet Program

The Fontana Police Department Cadet Program was established to attract young, well-qualified college students interested in a law enforcement career to participate in a part-time training program. Cadets are assigned to different areas within the department and gain knowledge of several aspects of police work. They train in firearms, defensive tactics, report writing, driving skills and physical fitness. The Cadet Program prepares a young person to become a Police Officer for the City of Fontana. The Fontana Police Department currently has 10 Cadets and received funding for an additional five Cadets. The City of Fontana has four Cadets who are now Police Officer Trainees in the San Bernardino Sheriff's Academy Class of 212.

## Chaplains

Chaplains provide a sounding board to police staff and assist with calls for service when families need comforting. 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 goodwill 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 the eyes and ears for the Police Department. In conjunction with the Community Service Department and the sports organizations, VPOP members conduct park patrols, unlicensed vendor enforcement, parking enforcement and assist with community events.

## Police Volunteers

**15,741**

Total Volunteer Hours

**82**

Fontana Police Active Volunteer

**4,262**

Miles Patrolled by Volunteers

**804**

Citations Issued by Volunteers

**36** Volunteers

**34** Explorers

**12** Chaplains

## Volunteers helped with...

**25,041**

Pieces of Mail

**168**

Vacation Checks

**251**

Times on Park Patrols

**18**

Call Outs for Chaplains





## **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 the premier fire services in Southern California.

#### **Fire Administration Headquarters Relocation**

The Fontana Fire District relocated its administration headquarters from fire station 72 (located at 15380 San Bernardino Avenue since 1983) to the city hall campus located at 17001 Upland Avenue. The new location allows the administrative staff to be centrally located with Fontana City Hall and have improved coordination and communication with the City staff.



#### **Fontana EOC Grand Opening**

Construction of the City's EOC (Emergency Operations Center) was completed at the police station. The center will be used to manage and coordinate all activities and responsibilities related to disaster planning, response, recovery and mitigation. The facility has multiple functions when not being used for an emergency or disaster, such as a classroom and meeting area.



## Calls for Service

**16,644**

Medical Aids

**1,163**

Other Incidents

**1,025**

Structure Fires

**867**

Traffic Collisions

**576**

Vegetation Fires

**262**

Other Fires

**187**

Traffic Collisions  
with Extrication

**168**

Public Service Calls

**155**

HazMat

**75**

Rescues

**21,122**

Total Calls for Service

## Fire Prevention Stats

**5,209**

Construction Inspections

**1,290**

Plan Checks

**990**

Permits Completed and Issued

**500**

Annual Inspections

**344**

Annual Re-Inspections

**175**

Apartment Inspections

**43**

School Inspections



# 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 Service, Payroll, 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 2017-2018 Operating Budget for the 25<sup>th</sup> consecutive year. These awards are presented to cities who prepare budget documents of the highest quality.

**9,321** Business Licenses

**7,592** Passport Applications

**4,215** Dog License Renewals and Applications

**1,889** New Business License Requests

**510** New Sewer Accounts



## Picture This

The City of Fontana has been awarded \$87.8M in grants from 2008-2018.

# 2019 and Beyond



## Auto Center Dealership Expansion

The Fontana Auto Center, located on South Highland Avenue, is currently home to Fontana Nissan, Rotolo Chevrolet, Rock Honda and Valley Kia. The property located on the northwest corner of Sierra and South Highland was recently acquired and will be developed with two additional auto dealerships. The first dealership, Mazda, is expected to be open for business in Summer 2019.

## Citrus and South Highland Development

The proposed four-story urban-design development will include approximately 45,000 square feet of commercial space (including several restaurants) and 95 units of residential housing (including both rental and "for-sale" homes).

## Construction of Central Park

Construction of Central City Park, located behind the Cypress Center, began in late 2018 and is expected to be completed in 2019. The 14.5-acre sports facility will include two football fields with soccer overlays and one soccer-only field. The park will connect to the Pacific Electric Trail and incorporate walking paths, picnic shelters, and leisure and social activities for residents.

## Seville Avenue Parking Improvements

Seville Avenue will be modified to create more parking to serve the public visiting downtown Fontana and the new Miller Park Amphitheater.

---

**Fontana is  
Open for  
Business**

## North Fontana Commercial Development

The City is accepting proposals from developers interested in transforming nine acres on the corner of Citrus and South Highland Avenues into an innovative commercial project that will provide residents with a variety of new quality of life amenities. The City expects to enter into a development agreement with the selected developer in Winter 2019.

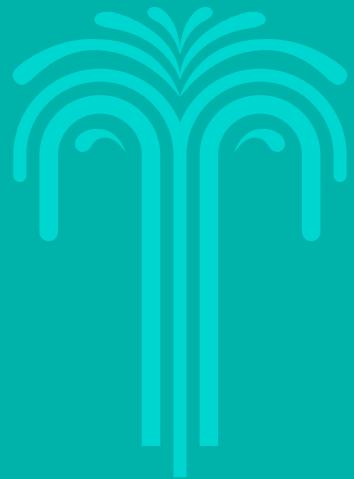
## Mixed-Use Development in Downtown Fontana

"8480 Loft's" is a mixed-use project proposed for development in downtown Fontana. The six-story project will include forty-two units of residential development with ground floor commercial/retail uses such as a micro-brewery and a sidewalk café.

## Walmart North

The Walmart North project includes a 27.41-acre development on Sierra Avenue and South Highland Avenue. The shopping center will be anchored by a 193,879 square-foot Walmart store with seven outparcels to include sit-down and fast food restaurants, retail and a gas station/convenience market.





**FONTANA**  
CALIFORNIA



[Fontana.org](http://Fontana.org) | [FontanaCA](http://FontanaCA) | [CityofFontanaCA](http://CityofFontanaCA) | [city\\_of\\_Fontana\\_ca](http://city_of_Fontana_ca) | City of Fontana

