

FONTANA FORWARD

ANNUAL REPORT 2020



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Information
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LETTER FROM CITY MANAGER MARK DENNY

In Fontana, we are united by our sense of community — the commitment and knowledge that we are part of something greater than ourselves. We call it “Fontana Together”, and it’s woven into everything we do — the connections we make with one another, the support of and collaboration with our local businesses. It’s in our infrastructure investment, in our dedication to developing our workforce. We have a collective resolve to ensure the safety and well-being of every resident. We believe in inclusion, equity, and opportunity for all. We embrace the diversity of our people, markets, and social fabric where both residents and businesses thrive. These home-town values have helped make us one of the largest cities in San Bernardino County.

2020 was shaped by leading through major global, national, state, and local public health and economic emergencies. I would like to take this opportunity to thank the Mayor and City Council for their outstanding leadership and clear direction during these challenging times. While our daily lives were drastically altered by COVID-19, we continued to innovate and leverage current resources to meet the community’s needs. With the collective patience and perseverance, we have not only survived this unprecedented pandemic, but we have become stronger for it.



Today, Fontana is a stronghold for technology, industry, and commerce in the Southern California marketplace. The City focuses on improving quality of life for residents and businesses by maintaining and improving existing infrastructure, providing for the development of new infrastructure, focusing on relief of traffic congestion, and improving the aesthetics of the community.

As a major transportation hub with convenient access to Interstates 10, 15 and 210, Fontana offers a supportive business-friendly environment and is committed to making major investments in the community through capital improvements. These factors have created a lucrative and attractive atmosphere that contribute to making Fontana a place where businesses choose to establish, relocate to, or expand.

Job growth in the Inland Empire was projected in January 2020 as strong. The largest industry sector continues to be Transportation and Warehousing employing well over 11,000 workers. Over the next five-year, employment in Fontana is projected to expand by 2,635 jobs; with the fastest growing sector in the region forecasted to be healthcare.

While significant challenges remain, our focus on strategic fiscal planning will help the City emerge stronger than ever.

The City of Fontana would like to thank its residents and business community for their continued patience, support, and resiliency throughout this public health crisis, and look forward to the opportunities awaiting in 2021.

Stand proud Fontana, we are a shining example of a high-quality community that works.

CITY COUNCIL

Fontana is a general-law city governed by codes adopted by the legislators of the State of California. City of Fontana is governed by an elected Mayor and four District Council Members. The Mayor, Council Members, City Clerk, and City Treasurer are elected to four-year terms.

CITY COUNCIL PRIORITIES INCLUDE:

- Maintaining fiscal responsibility and stability
- Improving mobility and accessibility throughout the City of Fontana
- Collaborating with community stakeholders to pursue city goals
- Supporting and promoting the quality of life and local economy
- Continuously improving on the current high level of public safety
- Improving, maintaining, and enhancing public facilities and infrastructure
- Investing in technology and innovation to improve efficiency



Acquanetta Warren
Mayor
awarren@fontana.org



Phillip W. Cothran
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pwcothran@fontana.org



John B. Roberts
Council Member, District 4
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Jesus "Jesse" Sandoval
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Peter Garcia
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Tonia "Toni" Lewis
City Clerk
tlewis@fontana.org






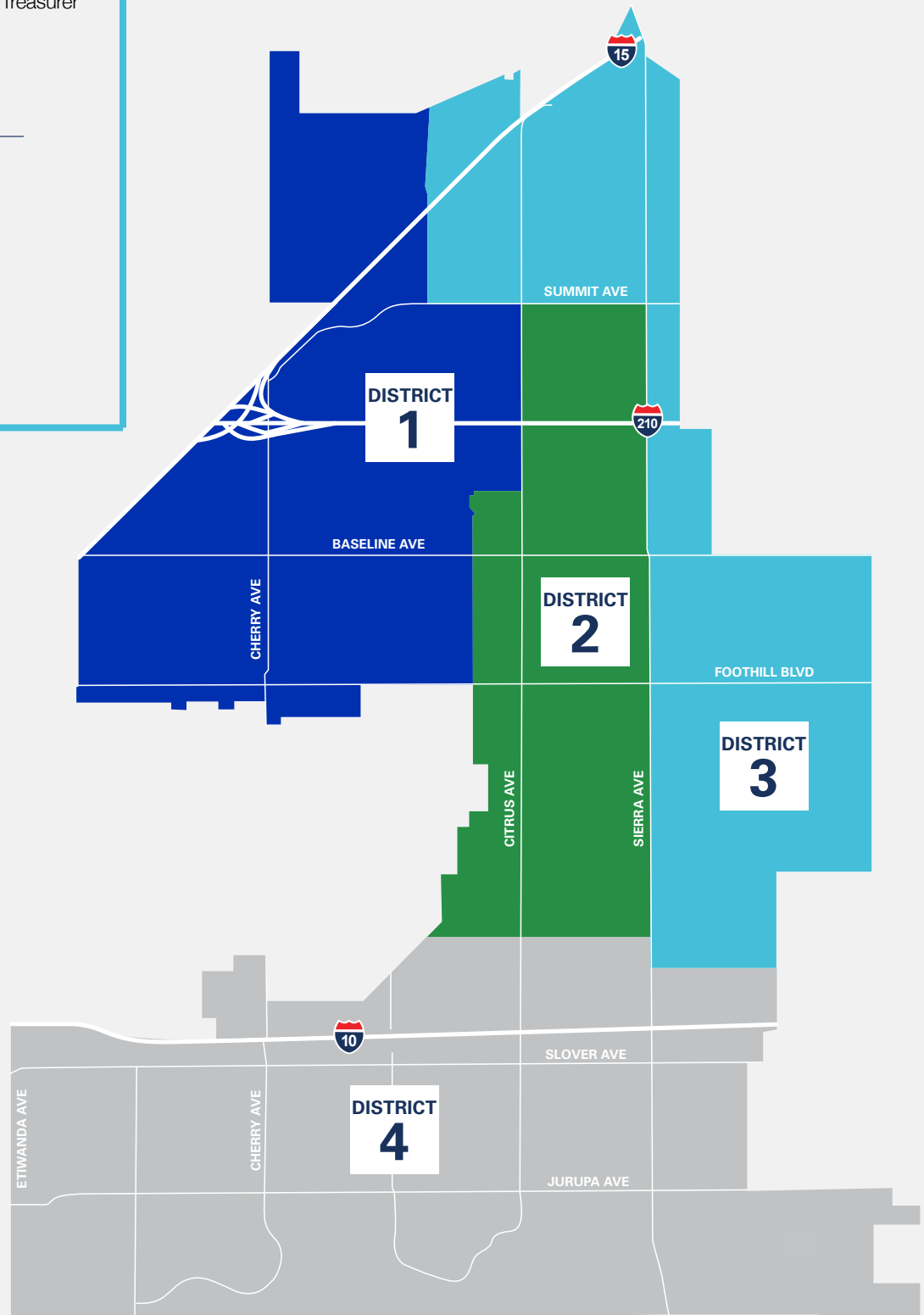
Janet Kohler-Brooks
City Treasurer
jkbrooks@fontana.org

FONTANA BY THE DISTRICTS

The City of Fontana is comprised of four districts each represented by a Council Member. Mayor, City Clerk, and City Treasurer serve at-large.

DISTRICT REPRESENTATIVE

-  Council Member Cothran
-  Council Member Sandoval
-  Council Member Garcia
-  Council Member Roberts



CITY CLERK

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

5

Full-time
Employees

2

Part-time
Employees

50,157

Record
Pages Indexed/
Scanned



713

Public Records Requests
Processed and Completed
Within 10 Days

163

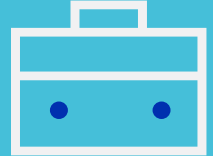
Resolutions Processed

76,244

Pages Reviewed for
Quality Control

25

Subpoenas/
Summons/Lawsuits
Processed



131

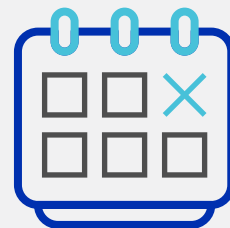
Claims
Processed

40

Ordinances
Processed

49

Agendas Posted/Prepared
(Council & Committee Agendas)





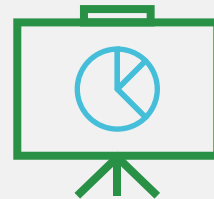
233

**Certificates
Presented**



17

**Proclamations
Presented**



HIGHLIGHTS

RESPONSE TO COVID-19

Due to COVID-19 restrictions, the City Council meetings, as well as the Planning Commission and Parks, Community, and Human Services Commission meetings, were held virtually beginning March 2020.

GENERAL MUNICIPAL ELECTION

The City Clerk's Office conducted the 2020 General Municipal Election for Districts two and three.

AGENDA MANAGEMENT SOLUTION

The City Clerk's Office partnered with the Information Technology Department to implement a new Agenda Management system. The new system, Granicus Legistar, is more efficient, user friendly and provides features that will result in City Council meetings, Planning Commission meetings, and Parks, Community, and Human Services Commission meetings to be more automated. Additional features include more contemporary agenda management processes including voting, public comment, agenda viewing, note-taking, and agenda publishing and will modernize the system allowing the City to now broadcast Council and Commission meetings in high definition for the first time.

COMMUNICATIONS & MARKETING OFFICE

The Communications and Marketing Office functions as the “voice of the City”. The office disseminates public information, creates and implements a comprehensive communications and marketing strategy, and serves as the City of Fontana spokeswomen.

THE OFFICE IS RESPONSIBLE FOR

- Acting as liaison between the City and media representatives to facilitate accurate and full coverage of City issues
- Developing and implementing branding initiatives, internal communications and external media relations including content for print, digital and broadcast media
- Overseeing all creative inputs on City communications and publications
- Preparing and disseminating public information regarding City business through news releases, press conferences, public service announcements, newsletters, articles, fact sheets, special presentations, and other collateral
- Managing the City’s social media accounts on Instagram, Facebook, Twitter, and Nextdoor
- Overseeing content on the City’s website

PROJECTS

RESPONSE TO COVID-19

Staff in the Communications and Marketing Office assume the role of Public Information Officers in the Emergency Operations Center when a disaster strikes. In 2020, staff primarily focused on distributing the latest Coronavirus information as quickly as possible through numerous channels.

CENSUS 2020

The team spearheaded the outreach initiative to bring awareness to the importance of participating in the 2020 Census. The campaign included utilizing ambassadors, tabling at events, banners throughout the City, social media posts, and giveaways. 73% of Fontana residents self-responded via internet, phone, or mail. 99.9% of residents who did not self-respond, were followed up with door-to-door Census enumerators.



2

Full-time
Employees

DIGITAL OUTREACH

SMS Text Messages
Sent and Opened

32,424

Email Subscribers

20,636

Recipients
Reached
Through News
Releases

932,000



Instagram

14,257 Followers (152% increase)

4.9 M Impressions

*The total number of times posts, stories, and promotions were seen by users



Twitter

5,233 Followers (36% increase)

9,400 Engagements

*The sum of interactions (retweets, replies and likes) received for the tweets published in the selected time frame



Facebook

17,127 Followers (35% increase)

4.2 M Impressions

*The total number of times posts, stories, and promotions were seen by users



COMMUNITY DEVELOPMENT

The Community Development Department consists of three divisions: Planning, Building & Safety, and Housing.

32

**Full-time
Employees**

2

**Part-time
Employees**

PLANNING DIVISION

The Planning Division provides planning and staff support to the Planning Commission and assists the City Council and the public in applying the community's strategic growth and development vision as defined by the City Council through the goals and policies of the general plan.

LA QUINTA HOTEL

La Quinta is a four-story hotel approximately 59,524 square feet with a proposed 111 guest rooms with an outdoor swimming pool amenity. The hotel will be located on the southeast corner of Slover Avenue and Juniper Avenue.

SHADY TRAILS RESIDENTIAL UNITS

The proposed 139 attached condominiums of twenty-five buildings in the Citrus Heights North Specific Plan. This project completes the specific plan.

PROVIDENCE POINTE RESIDENTIAL PROJECT

Amendment to the Providence Pointe Specific Plan to allow the development of 96 single-family homes in a gated HOA community. The project would include recreational amenities including a neighborhood park (18, 265 square feet) that would include a dual-age tot-lot with shade sails, exercise stations, shade structures with tables, benches, picnic area with BBQ's, and an open lawn area. Additional amenities include walking paths, a six station exercise hub, a celebrated entry to the development with decorative concrete and landscaping. This project completes the specific plan.

ARROWHEAD REGIONAL MEDICAL CENTER

The Arrowhead Regional Medical Center is approximately 25,000 square feet. The medical center has been designed with six primary areas: reception (approximately 2,671 square feet), exam rooms (approximately 4,680 square feet), offices (approximately 2,880 square feet), conference/consultation rooms (approximately 1,425 square feet), nurses' stations (approximately 5,380 square feet), restrooms (approximately 1,200 square feet), and other miscellaneous rooms for lab work, receiving, storage, and break area (approximately 6,500 square feet).



MARRIOTT TOWNE PLACE SUITES HOTEL

Marriott Towne Place Suites is a four-story hotel approximately 63,355 square feet with a proposed 107 guest rooms with an outdoor swimming pool amenity. The hotel will be located on the west side of Sierra Avenue, south of Slover Avenue.

GOODMAN III WAREHOUSE PROJECT

Expansion of the Southwest Industrial Park Specific Plan (SWIP) to facilitate the development of three warehouse buildings totaling 1.1 million square feet on 47.5 adjusted gross acres within SWIP.

NORTHGATE MARKET SHOPPING CENTER

Construction of a 56,917 square foot commercial shopping center to accommodate the development of a Northgate Gonzalez Market, drive-thru restaurant and two other retail/restaurant pads for future development. The shopping center is located on the northwest corner of San Bernardino Avenue and Sierra Avenue.

FONTANA FOOTHILL COMMERCE CENTER

Expansion of the Southwest Industrial Park Specific Plan to facilitate the construction of two logistics high cube warehouses. Warehouse One is approximately 432,569 square feet and Warehouse Two is approximately 321,839 square feet. The project is located on the northeast corner of Jurupa Avenue and Juniper Avenue.

NEW CHURCH IN SOUTH FONTANA

A new church (St. Mary's) totaling approximately 36,490 square foot. The church consists of a sanctuary, church building, of approximately 17,873 square feet. The new church building will incorporate the sanctuary area with seating for approximately 1,200 people, a chapel, two sacristies, two reconciliation rooms, and other accessory areas including restrooms, audio room, ushers' room, and storage/mechanical rooms.

OTHER PLANNING ACCOMPLISHMENTS

- Comprehensive Update to the Sign Code
- Housing Element Update
- Jeep Auto Dealership
- 194 Unit Affordable Residential Project
- Received grant funding from the state to develop guidance on fast tracking housing development in the Downtown area
- Received grant funding to evaluate additional housing opportunities in the Walnut Village Specific Plan area

HOUSING DIVISION

New to the Community Development Department in 2020, the Housing Division implements the various housing programs to improve, increase, and maintain quality neighborhoods and housing opportunities throughout the community using funding from the State and Federal Governments.

CARES ACT ASSISTANCE PROGRAMS

Emergency Rental/Mortgage Assistance — The City was able to assist families struggling financially due to the effect of COVID-19 by paying up to three months' rent or mortgage payments. At the end of 2020, a total of 356 checks were cut totaling \$521,146.73.

Business Assistance Program — Total of 21 businesses that were adversely affected by COVID-19 were assisted totaling \$105,000.

HOUSING REHABILITATION PROGRAM

Provided residential rehabilitation grants and loans to 15 single-family housing units.

SIERRA AVENUE AFFORDABLE FAMILY HOUSING

The Fontana Housing Authority purchased approximately five acres of vacant land on the southwest corner of Sierra Avenue and Ramona Drive to develop a 60-unit, affordable, multi-family community. Tax Credit Allocation Committee (TCAC) funding was awarded from the State. Construction is underway and expected to be completed in the Spring of 2021.

HOMELESS ASSISTANCE PROGRAM

Provided homeless assistance to 140 individuals through the Emergency Solutions Grant Program.

OTHER HOUSING ACCOMPLISHMENTS

- Provided Fair Housing Services to 157 residents together with answering tenant-landlord questions from 752 callers
- Completed the construction of the Miller Park Amphitheater parking expansion improvements
- Provided additional public safety in Community Development Block Grant (CDBG) — eligible areas
- Acquired one single-family housing unit to add to the City Housing Authority's rental inventory.
- Neighborhood Stabilization Program completed rehabilitation on two single-family homes and leased to income eligible families.



BUILDING & SAFETY DIVISION

The Building and Safety Division implements and enforces State laws and City ordinances that relate to structural, fire and health/life safety requirements, through the review of plans, issuance of permits, and inspections.



28
New Commercial/
Industrial Permits



40,724
Inspections
Performed



826
Single Family
Residential
Permits

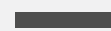


39 Multi-Family
Residential Permits

6,740
Permits
Issued



1



2



3

3,080

Plan Checks Received
and Reviewed



COMMUNITY SERVICES —

46 Full-time Employees

426 Part-time Employees

The Community Services Department enhances the quality of life for residents of Fontana through exceptional recreational, cultural, and human services programs. Community Services staff is here to serve the community. Connect2Play! Visit Recreation.Fontana.org, sign up for City email updates and follow the City of Fontana on Instagram, Facebook, Twitter, and Youtube; designed to keep you and your loved ones healthy, entertained, and informed.



VIRTUAL RECREATION CENTER

Committed to continue providing health and wellness programs and resources to families during the pandemic, the Community Services Department created the Virtual Recreation Center. All ages and abilities can choose from a variety of topics including educational, sports, fitness, special needs, brain exercises, nature, mental health resources and arts and crafts at Recreation.Fontana.org. The center is a one-stop-shop to stay active, connected, and informed.

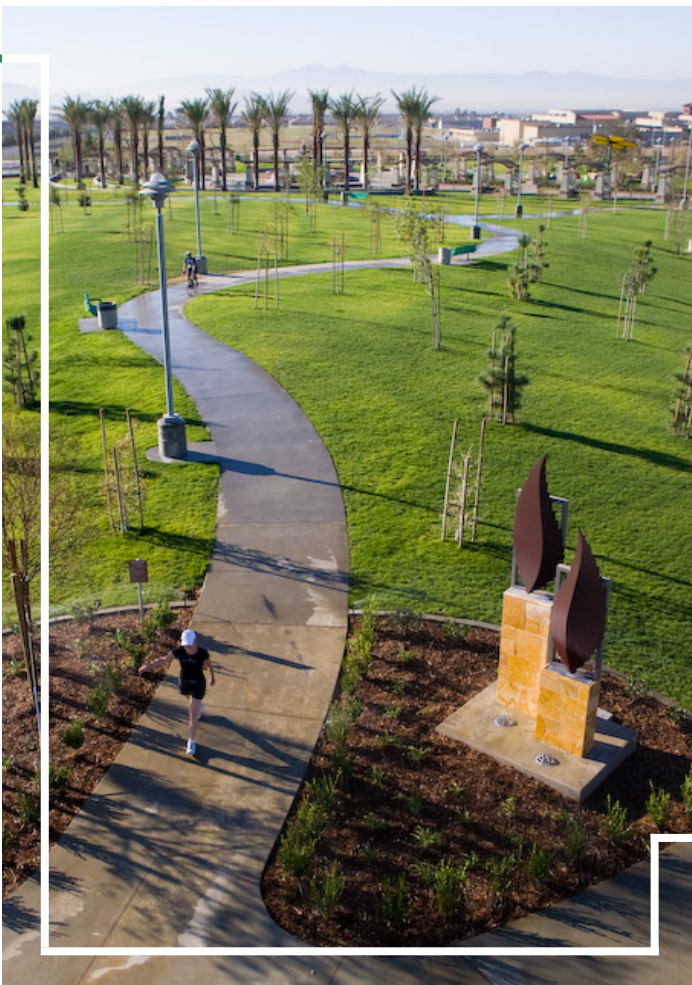
PUBLIC ACCESS CHANNEL: KFON-TV

KFON is dedicated to creating community awareness through technology. In 2020, the team filmed 182 productions with over 89,000 KFON-TV broadcast hours. Find out about what your community has to offer by watching your local government in action on Spectrum Cable, Frontier Communications, AT&T U-verse, Apple TV, Roku, or streaming online at KFON.fontana.org. Watch KFON anytime with the latest KFON-TV Video on Demand at watchkfon.fontana.org.

ESSENTIAL SERVICES DELIVERY

In an effort to support the Fontana community during the stay at home period due to COVID-19, the City of Fontana Community Services Department remains dedicated to supporting the community by providing essential health and wellness, educational, recreational resources and services especially during this time of need for all ages and abilities.

- Two Covid-19 Testing locations servicing 40,000+ people
- Senior drive-up bingo, virtual bingo, virtual chats through Zoom, and take-home arts and crafts
- Senior Wellness outreach of 10,000+ phone calls
- Senior transportation: 1,000+ trips
- Senior Meal Home Delivery Program distributing 80,000+ meals
- Healthy Fontana health and wellness monthly newsletter with resources supporting physical, spiritual, and emotional well being
- Fontana Walks! Monthly walks
- Healthy Fontana Let's Move on the Trail virtual event





PARTICIPANTS OF FONTANA WALKS! REACHED OVER 9 BILLION STEPS

COMMUNITY ENGAGEMENT

The Community Services Department developed virtual events or recreated the in-person event in an online space to stay connected and keep the community engaged. The virtual or contactless programming included:

- Drive-in movies, scavenger hunts, Halloween contests, concert series, and the 4th of July celebration and contests
- Virtual Arts Appreciation Week with daily live-stream artist demonstrations, art lessons, and art activities
- Recreation classes
- Above the Limits Special Needs Program
- Recreation Summer Camp



4,643

**Virtual Program
Persons Served**

105

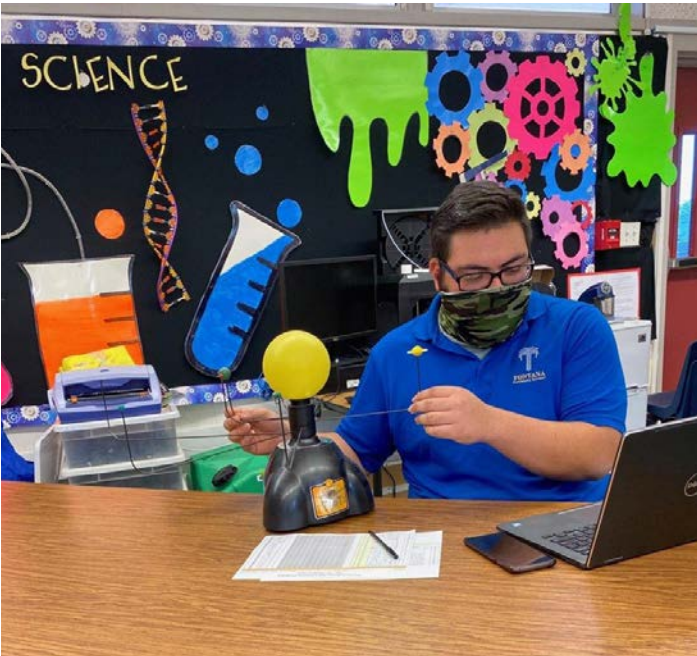
Virtual Programs

FONTANA EXPANDED LEARNING PROGRAM (FELP)

The after-school program offers students the opportunity to participate in a variety of enrichment and academic activities in partnership with the Fontana Unified School District. The remote program includes the following:

- Homework Support
- Healthy and Wellness Education
- Leading Education Art Program Lessons
- Physical Activities
- STEAM Activities (Science, Technology, Engineering, Arts, and Math)

During 2020, FELP also provided schoool/principal/teacher support services, participant/family one-on-one support services, English learner support, foster youth and McKinney Vento support, and Grab & Go Meal distribution support.



FACILITIES/PROGRAMS/SERVICES

- Community Center & Park Use Permits: 1,254
- 2 Skate Parks
- 1 Gymnasium
- 2 Performing Arts Theaters
- 59 Sports Fields
- 3 Indoor Fitness Centers
- Sports Youth & Adult Organizations: 120
- Persons Served for Ball Fields: 157,212
- 3 Outdoor Amphitheaters
- 2 Dog Parks
- 13 Community Centers

13

Community Centers

48

Parks

59

Sports Fields



7 Miles of Pacific Electric Trail



4

Outdoor Sports Pavilions & Fitness Circuits



5

Aquatic Pool, Waterslide & Splash Pad Centers

6,074

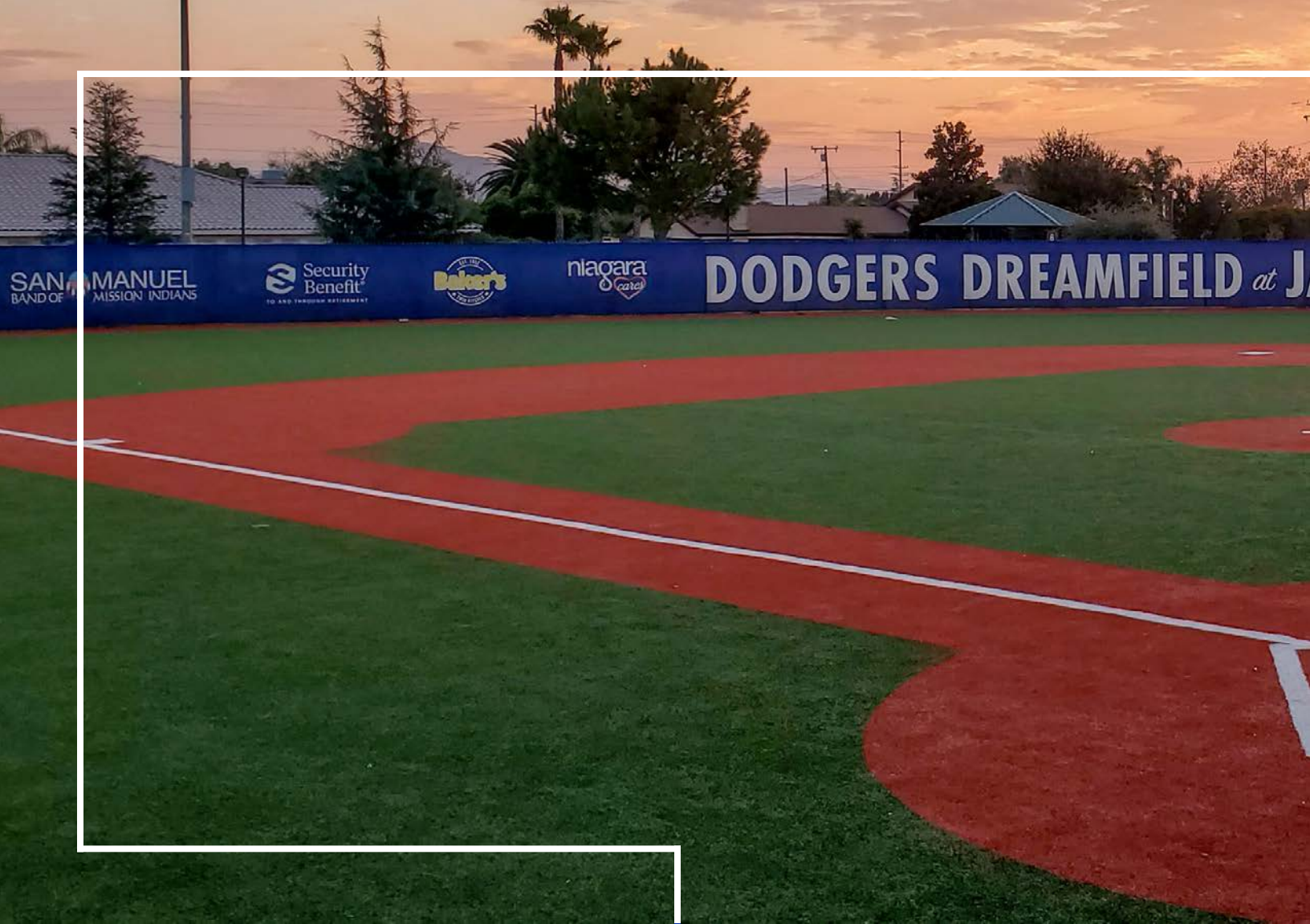
Aquatics Program Persons Served

205,511

Persons Served at Community Centers & Shelters

375 Special Needs Population Persons Served

7,751 Enrichment Programs Registered Participants



LA DODGERS FOOD AND NECESSITIES DRIVE-THRU

The Los Angeles Dodgers Dreamfield, in partnership with San Manuel Band of Mission Indians and the City of Fontana, returned to the 51st Dodgers Dreamfield a year after its grand opening to serve 500 pre-registered families for a distribution of food boxes, books, educational resources, socks, and hygiene supplies to help keep families healthy and active.



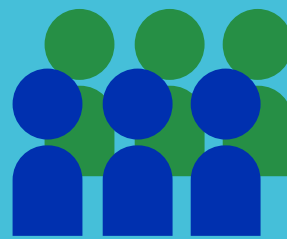


VOLUNTEERS



3,333

Volunteer Hours Served



143
Volunteers

\$90,657.60

**Volunteer
Cost Savings**

ECONOMIC DEVELOPMENT

1
Full-time
Employee

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.

As a global supply chain hub, Fontana has emerged as an economic driver for the Inland Empire and Southern California. Economic Development is focused on building better job opportunities to create an improved quality of life for residents.

PROJECTS

ALTERNATIVE FUEL VEHICLE REBATE PROGRAM

The program provided residents with \$500 towards the purchase or lease of a qualified vehicle with alternative fuel equipment.

HIGHLAND VILLAGE SHOPPING CENTER

Located off the I-210 freeway at the northeast corner of Sierra and South Highland Avenues, Highland Village Shopping Center celebrated its grand opening in early 2019. The center includes Sprouts Farmers Market, retail shops, other service-specific businesses, and several eateries including Raising Cane's Chicken Fingers, Café Rio, and Oggi's Sports Brewhouse & Pizza. Additional eateries will be added to the center in 2021.



\$70,789

**Median
Household
Income**

3.64% Increase

55,561

**Total Housing
Units**

\$351,000

**Median Property
Value**

2.6%

**Industrial
Vacancy Rate**

**Source: CBRE Research,
Quarter 3, 2020**



**Largest industry sector:
Transportation &
Warehousing
Employing 11,799 people**



12
**New Industrial
Leases**



FONTANA HYUNDAI

The City welcomes Fontana Hyundai as the sixth dealership to the Auto Center located at the northwest corner of Sierra and South Highland Avenues. Groundbreaking on the 30,168 square foot dealership started in October 2020 and is anticipated to be complete by the end of 2021.

MIXED-USE DEVELOPMENT

“8480 Lofts” is a mixed-use project proposed for the northwest corner of Arrow Boulevard and Nuevo Avenue. The project will include apartments, ground-floor restaurants, and retail shopping.

COMMERCIAL RETAIL CENTERS

- TownePlace Suites by Marriott is in development to be constructed on Sierra Avenue south of the I-10 freeway
- La Quinta by Wyndham is coming to Slover Avenue south of the I-10 Freeway
- The Ladhar Group is bringing a commercial retail center to the northwest corner of Citrus and South Highland Avenues. The center will include two hotels (Holiday Inn Express and Staybridge Suites), a large banquet hall, and several restaurants

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 Workers' Compensation programs.

PROJECTS

EMPLOYEE TRAINING MANAGEMENT SOLUTION — TARGETSOLUTIONS

The Human Resources Department partnered with a new training management system — TargetSolutions. This online system provides programs to help each employee fulfill their training needs or requirements so we maintain compliance with required trainings and workshops. Aside from mandated anti-harassment training, classes range from *The Art of Writing the Performance Evaluation* to *The Supervisor's Guide to Understanding & Managing Employee's Rights*.

TOP WORKPLACE RECOGNITION

The City of Fontana is honored to receive the designations of Top Workplace in the Inland Empire for the fourth consecutive year and Top Workplaces USA. The award is based on an employee survey conducted by the Inland News Group.

RECRUITMENT & COVID-19

Recruitment continued during the pandemic by moving the traditional application processes online. Pre-employment packets and employee applications became paperless and interviews were held virtually. The background process was conducted digitally via Accurate Background and written assessments were online via eSkill.

DEPARTMENT HIGHLIGHTS

- Implemented a Diversity and Inclusion Plan
- Continued to engage with injured workers with the Return to Work Program
- Completed online Open Enrollment through the new Employee Self Service Portal
- Successfully submitted the Rule 2202 Plan in compliance with South Coast Air Quality Management District
- First Virtual Benefit Fair completed with Airbo

9

Full-time
Employees

46

New Employee
Benefits Processed

90

Awards Presented to
Employees for Years
of Service to the City



440

Anti-Harassment
Training Certificates
Completed





3,500+

Online Employment
Applications

50

Full-time and
Part-time Positions Filled

75

Positions Recruited

21

Retirements
Processed

0

Reduction in
Workforce Under
COVID-19

ENGINEERING

The Engineering Department is responsible for the implementation of Fontana's Capital Improvement Program, the design and project management of city infrastructure projects, the management of the City's signal operation and maintenance program, land development, inspections of improvements within the public street right-of-way, transportation, and interchange development. 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.

PROJECTS

JURUPA AVENUE AT LIVE OAK AVENUE TRAFFIC SIGNAL

A new traffic signal was installed at the intersection of Jurupa and Live Oak Avenues. Previously controlled with stop signs, the new signal enhances traffic circulation and allows for greater ease when travelling through the Jurupa Avenue corridor.

SOUTH HIGHLAND AVENUE AT CYPRESS AVENUE TRAFFIC SIGNAL

The implementation of the new signal at South Highland and Cypress Avenues increases vehicular and pedestrian circulation for both A.B. Miller High School and the Fontana Auto Center.

FOOTHILL BOULEVARD AT MANGO AVENUE TRAFFIC SIGNAL MODIFICATION

The intersection of Foothill Boulevard and Mango Avenue needed a signal modification to accommodate lane configuration due to a previous roadway widening project. A new pole and mast arm were installed and signal heads were realigned to enhance the corridor circulation.

FLASHING YELLOW ARROW LEFT-TURN TRAFFIC SIGNAL

The Engineering Department modified the traffic signals at Baseline and McGuire Avenues to include the City's first Flashing Yellow Arrow (FYA) left turn. Staff will continue to monitor the operations of the signal and consider installing the FYA at other locations. The FYA for left turns reduces delays for drivers who seek the convenience of making permissive left turns during non-peak periods, but retains the priority of projected left turns during busy peak periods by maintaining protected left turns.

FIRE STATION 81

A new fire station is coming to Casa Grande Avenue that will enhance response times in the northern part of Fontana. The project kicked off in 2020 with the selection of a project architect and is on the fast track to begin construction in 2021.

FIBER OPTIC COMMUNICATIONS PROJECT

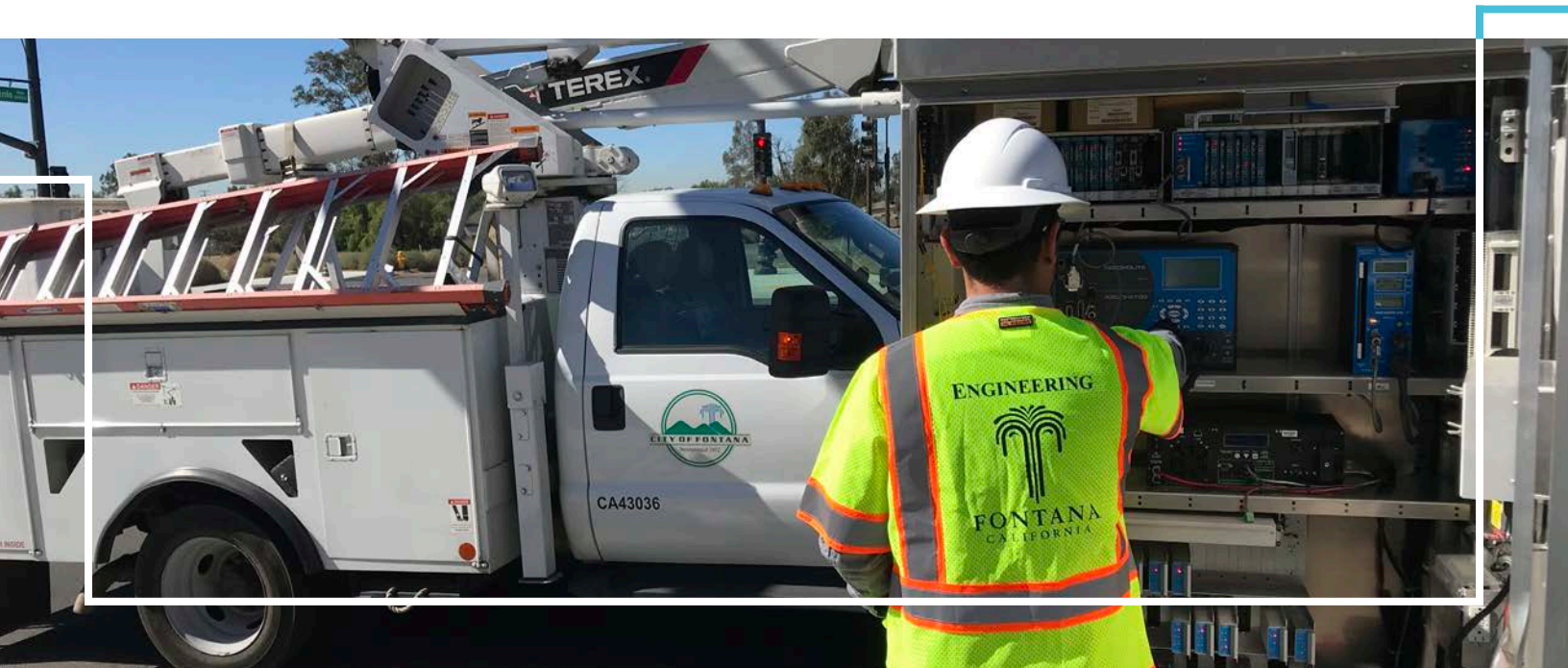
To improve traffic flow, signal timing, and enhance the overall performance of the City's traffic management system, fiber optic communications infrastructure will be installed throughout the City where gaps currently exist. The project began in August 2020 and is expected to be complete in early 2021.

36

Full-time
Employees

3

Part-time
Employees

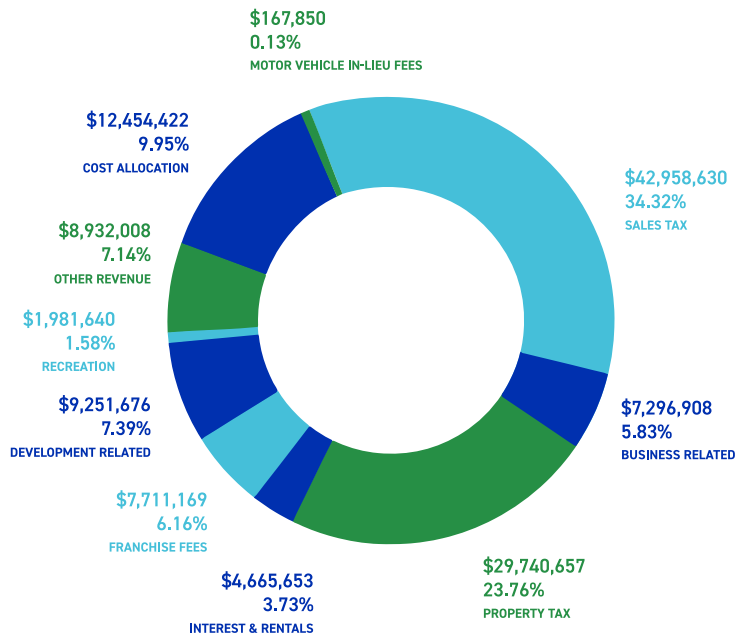


FONTANA BY THE NUMBERS

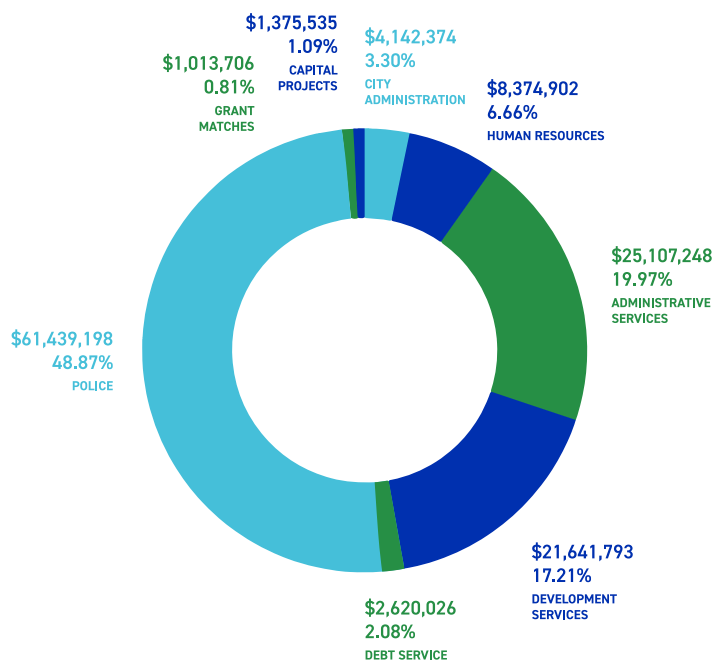
214,000
Population

19.8 M
Grants in 2020

WHERE DO GENERAL FUND DOLLARS COME FROM?



WHERE DO GENERAL FUND DOLLARS GO?



*THE ABOVE AMOUNTS ARE UNAUDITED

WHAT FONTANA RESIDENTS SPEND ON

- Housing: \$1.23 B
- Food at Home: \$314 M
- Health Care: \$304 M
- Food Away from Home: \$234 M
- Entertainment/Recreation: \$180 M
- Travel: \$142 M
- Apparel & Services: \$130 M
- Household Furnishing & Equipment: \$126 M
- Support Payments/Gifts in Kind: \$123 M
- Education: \$104 M
- Vehicle Maintenance: \$63 M
- Personal Care: \$53 M

\$125,160,613
Revenue

\$125,714,782
Expenditures

INFORMATION TECHNOLOGY

The Information Technology (IT) Department for the City of Fontana is charged with the stability, security, resiliency, and evolution of technology within the city. The IT Department continues to work with our coworkers and partners to identify ways we can help improve communication and collaboration, find ways to improve efficiency and effectiveness, maintain security and compliance, and be a valued provider of technology solutions to the city.

PROJECTS

COVID-19 RESPONSE

Within two weeks of the California Stay-At-Home Executive Order, the IT Department successfully transitioned over 400 full-time on-premise staff members to telecommute workers. The department played a critical role in not only ensuring staff was able to work remotely, but also transitioning council and commission meetings online and developing the tools to keep the City's Emergency Operations Center operating virtually.

TYLER ERP CONVERSION

Staff spent much of 2020 preparing various elements of Payroll to convert to Tyler Executime by the end of the calendar year. Prior to Executime, staff submitted timesheets and time off requests by paper. With the new online system, we will see dramatic improvements to our payroll processes, streamline our PERS reporting, and give staff a number of options for managing their timesheets, time off requests, and all other payroll and benefits management functions.

CITYNET — A NEW STAFF INTRANET

Working with a third-party solution provider specializing in SharePoint the new Staff Intranet – CityNet went live in March 2020. Many decade-old forms and documents were updated, deleted, or automated. Through SharePoint, the City now has a tool to better manage communication, collaboration, document sharing, and distribution as well as giving us a more inclusive information sharing center.

NEW CITY PHONE SYSTEM

A vendor was selected in July 2020 to replace the City's aging phone system by January 2021. The new phone system will have many new modern features allowing for a much more flexible workforce incorporating computer and smart phone integration, as well as improved upgradability allowing us to implement new modern features easier than ever before.



26

Full-time
Employees

2

Part-time
Employees



898,000

Website Sessions
on Fontana.org

7,831

Service Desk
Requests
Opened

7,668

Service Desk
Requests
Closed

1.6

Million Web
Page Views



5,204

Maintenance Services Requests
(2,415 from Fontana.org, & 2,789
from the Access Fontana App)

99 WebMaps, 109 WebApps,
& 129 Map Services Across
Three Enterprise Servers from
the Geographical Information
Systems Group



PUBLIC WORKS

The Public Works Department focuses on preserving and maintaining the City's infrastructure including the maintenance of streets, sewer system, building, parks, landscaped areas, urban forest, storm drains, and fleet. The department consists of four divisions: Operations, Parks and Landscape, Support Services, and Administration.

PROJECTS

VETERANS MEMORIAL WALL COMPLETED

The Miller Park Veterans Memorial opened in May 2020. The memorial honors Veterans from all military branches and includes eight granite panels describing the conflicts in which our Veterans have served, memorial bricks, and a plaza area with benches and flag poles.

CENTRAL CITY PARK COMPLETED

Construction for Central City Park is complete. The 13-acre sports facility, located in Central Fontana, includes three artificial turf fields (two for Football and Soccer, and one for Soccer-only), an ADA accessible playground, concession facilities, horseshoe pits, and a community garden.

HOUSEHOLD HAZARDOUS WASTE COLLECTION

The Household Hazardous Waste Collection Program was closed from March to May 2020 due to COVID-19. In May, the facility reopened under new COVID-19 guidelines and procedures. Residents can drop off hazardous materials such as cooking oil, motor oil, and electronic waste ensuring that we all do our part to keep Fontana environmentally friendly. The program serves an average of 100 residents every Saturday.

ENERGY-EFFICIENT PROJECTS:

- Installed photovoltaic panels at seven locations, including solar carports at three locations
- New sports, security, and parking lot LED lighting fixtures installed in all City parks
- LED security and parking lot lighting installed at the Metrolink/ OmniTrans Transit Center
- Replaced all existing incandescent and fluorescent lamps at all City-owned facilities with energy efficient LED lighting
- Replaced 48 HVAC units with energy-efficient units at 10 facilities



CIVIC CENTER SOLAR PROJECT



VETERANS MEMORIAL WALL

96

Full-time
Employees

2

Part-time
Employees

CONSTRUCTION:

38.6

Lane Miles of Pavement
Rehabilitation



20,398 sq.ft.
Sidewalks Replaced



**Traffic Signs
Replaced**

MAINTENANCE:



7,445
Potholes
Repaired

**7,947
sq.ft.**
Pavement
Repaired

**577 Acres of Parks & City Owned
Landscaping Maintained**

1,253,484

Linear Feet of Sewer
Mainline Cleaned



**8,618
Trees
Trimmed**



POLICE

The Fontana Police Department is committed to protecting the community by providing quality Service with Integrity. As an organization, we continuously 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.

COMMUNITY OUTREACH AND PUBLIC ENGAGEMENT (COPE) UNIT

The programs for Fontana's youth are crucial and make a huge impact on the department's relationship with the public. Between January and March, the department hosted 11 school assemblies with over 3,500 students in attendance. The assemblies were created with the assistance of the Clean Comedy Act, which is a group of local comedians and performers that speak to the youth about leadership, responsibility, anti-bullying, anti-tobacco, and anti-drugs.

The Community Outreach and Public Engagement Unit (COPE) was unable to host the annual Youth Camp, Explorer Leadership Academy, and Basic Explorer Academy. Unfortunately, with the arrival of COVID -19 safety protocols in March of 2020, many of the programs were postponed until further notice. The Fontana Police Department looks forward to resuming all of its community related activities as soon as possible.

INTERNET CRIMES AGAINST CHILDREN

The Internet Crimes Against Children (ICAC) Task Force is staffed by one sergeant, one corporal, three officers, and a Computer Forensic Technician. During 2020, the ICAC Task Force:

- Conducted 806 investigations into the sexual exploitation of children
- Completed 715 reports
- Wrote 468 individual search warrants
- Reviewed 181,244 gigabits of data with millions of photographs
- 93 suspects identified, arrested, and prosecuted
- Trained and provided technical assistance to 490 prosecutors and other law enforcement personnel

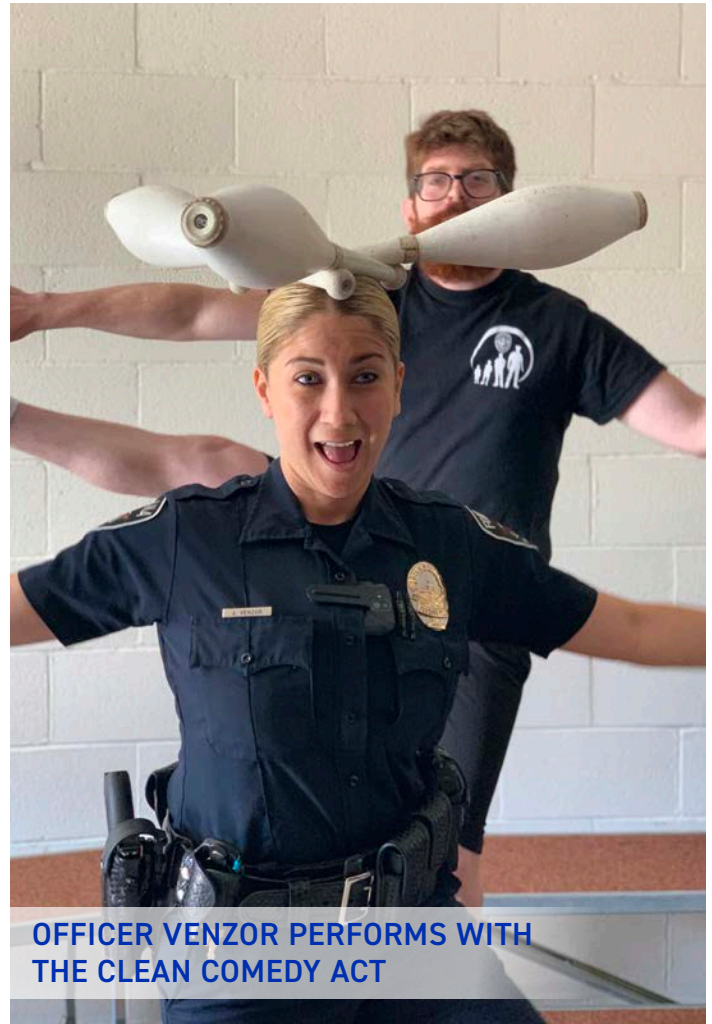
121,385 Calls for Service

16,000+
Police Reports

SPECIAL OPERATIONS

In 2020, the Special Operations Division seized 195 firearms, 33,749 marijuana plants, and 2,604 assorted pills. The following is a value breakdown of the drugs seized.

Drug Amount	Weight	Total Wholesale Value
Methamphetamine	6,255.1 Lbs.	\$70,057,120.00
Cocaine	2,047 Lbs.	\$29,476,800.00
Marijuana	1,469.25 Lbs.	\$1,880,640.00
Heroin	302 Lbs.	\$4,832,000.00
Fentanyl	22.8 Lbs.	\$364,800.00



**OFFICER VENZOR PERFORMS WITH
THE CLEAN COMEDY ACT**



PERSONNEL AND TRAINING UNIT

The Personnel and Training Unit is responsible for recruitment, background investigations, and training for about 300 employees of the Police Department. In 2020, the unit worked diligently with the Human Resources Department to modernize the hiring process. 31 vacant positions due to attrition were filled which included:

- 13 professional staff
 - 10 were diverse applicants
 - 8 were female
- 18 police officers
 - 11 were diverse applicants
 - 5 applicants were female

The Personnel and Training Unit is committed to building a diverse and inclusive workplace. The unit continues to seek the most qualified candidates with an emphasis on building a workforce that reflects the community in which we serve.

305 Full-time Employees

19 Part-time Employees

MULTIPLE ENFORCEMENT TEAM

The Multiple Enforcement Team (MET) provides a balanced approach in traditional law enforcement services, as well as conducting outreach, education, and providing resources to the homeless community. In 2020, MET officers had 1,517 contacts with homeless individuals which resulted in directing them to additional resources, transportation to obtain social services, and assistance with relocations. Officers partner with the following organizations to provide resources:

- Sam Bernardino County Sheriff Department's HOPE Team
- City of Fontana's Destination HOME Program
- Water of Life Community Church's CityLink
- San Bernardino County Department of Behavioral Health's InnROADS Program

Through the City of Fontana's Destination HOME Program, 17 homeless individuals were housed. One resident had been homeless in Fontana for several years struggling with mental health issues. With assistance from the San Bernardino County Department of Behavioral Health, he is no longer living on the streets and is thriving in his own apartment.



POLICE EXPLORERS





**INSIDE THE EMERGENCY
OPERATIONS CENTER**



EMERGENCY OPERATIONS CENTER

On March 14, 2020, the Fontana Emergency Operations Center (EOC) activated to provide support, coordinate efforts, and disseminate information to the public in response to the COVID-19 pandemic. Working with San Bernardino County and the State of California, the EOC set up ongoing testing at two City facilities and organized a large drive-thru testing event at the AutoClub Speedway. Since activating, EOC staff has been developing creative methods to secure and disseminate resources such as Personal Protective Equipment, financial assistance, and timely information to emergency response workers, residents, and businesses.

The EOC also activated in 2020 in response to power outages due to high winds. In collaboration with Southern California Edison, the Jessie Turner Center was utilized as a community resource center serving not only Fontana residents, but surrounding cities.

FONTANA POLICE EXPLORER PROGRAM

The Fontana Police Explorer Program was postponed in March but resumed in October with safety protocols in place. Even with 7 months of inactivity, the 28 Explorers have completed over 2,300 hours donated to the department and the community.

FONTANA LEADERSHIP AND INTERVENTION PROGRAM

The Fontana Leadership and Intervention (FLIP) Program is designed to help Fontana's youth change the direction of their lives and create a structure so students can have a successful future. Participants are nominated by their parents or are court ordered. Although the FLIP spring session was postponed in March, the session resumed on a virtual basis in September with 11 students graduating from the program.

FIRE DISTRICT

The Fontana Fire Protection and Fire Prevention Services, proudly contracted through the San Bernardino County Fire District, is driven to provide premier fire services in Southern California.

132
Full-time
Employees

PROJECTS

CPR CHEST COMPRESSION DEVICES AT FIRE STATION 74 AND 79

The life-saving chest compression devices perform effective chest compressions to victims requiring cardio-pulmonary resuscitation. By providing early CPR, automated external defibrillation, and quick advanced life support response by Fontana Fire District, residents have an over 40% chance of survival in the event of a cardiac arrest.

BREATHING APPARATUS FILL STATION AT FIRE STATION 77

Through an approximately \$70,000 FEMA Assistance to Firefighters Grant, the obsolete fill station at Fire Station 77 was updated and replaced. This equipment is pertinent for allowing the fire stations in the south end of the Fire District to refill self-contained breathing apparatus bottles that allow firefighters to breathe clean air during structural firefighting and hazardous materials response.

NEW FIRE ENGINE AT FIRE STATION 79

Replacing its 2006 fire engine, Fire Station 79 received a new state-of-the-art fire engine. The previous engine will become an addition to the district's fleet of reserve apparatus.

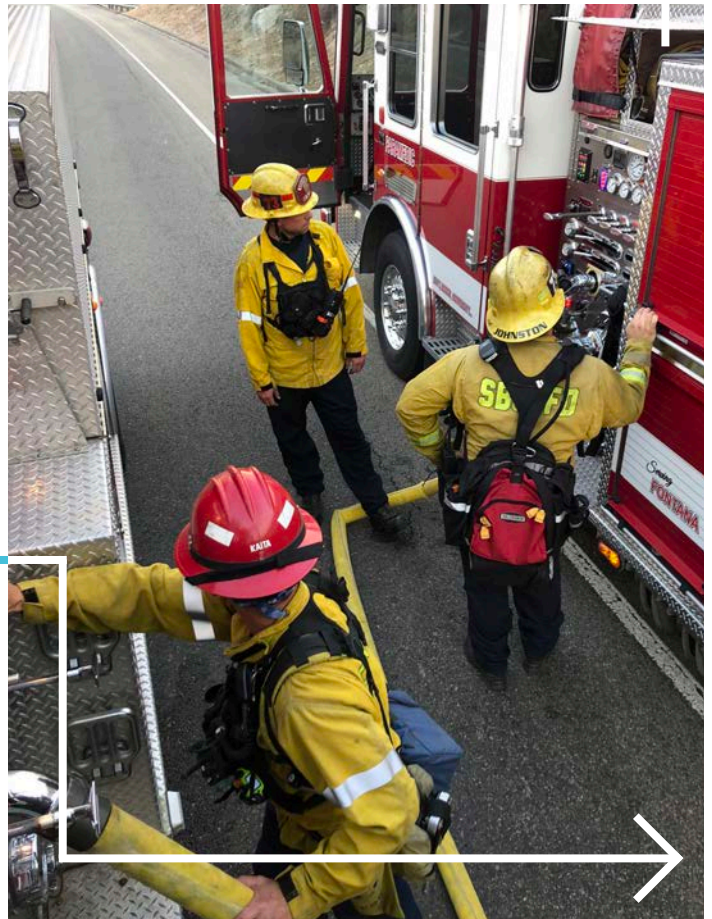


READY SB APP

Download the Ready SB App on your mobile device today to stay prepared and protect your loved ones should an emergency occur. The Ready SB App includes a five-step family emergency plan creation wizard, important news and timely alerts from the county, live information on evacuation routes and shelters, one-button status sharing and a library of emergency preparedness e-guides. Download it today and have a plan.

NEW UTILITY TRUCK AT FIRE STATION 73

The new utility truck replaced an older vehicle to help transport alternative equipment during events at the Auto Club Speedway near Fire Station 73, as well as transport overhead personnel for large scale incidents within the district and county.



21,268

Calls for Service



14,000

Medical Aids



571

Fires

1,575

Traffic
Accidents



1



2



3

1,019 Plan Checks

1,526

Permits Completed
and Issued



6,266

Construction
Inspections



43

School Inspections

565

Annual
Inspections

173

Apartment
Inspections

MANAGEMENT SERVICES

23

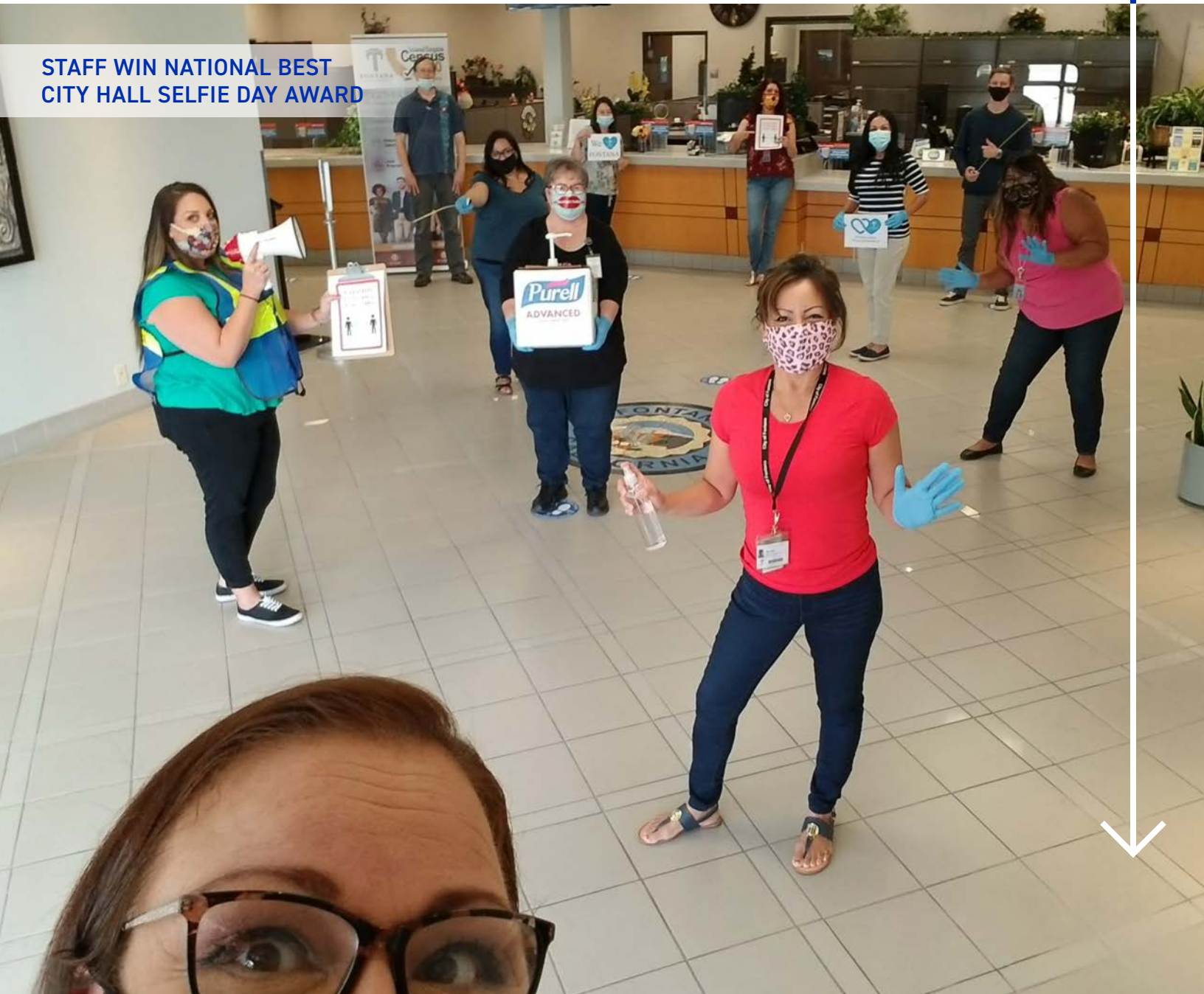
Full-time Employees

The Management Services Department is committed to providing quality assistance for residents and businesses in obtaining items including business licenses, passports, animal licenses, and sewer billing. The department includes the following divisions: Accounting, Budget, Customer Service, Payroll, and Purchasing.

5

Part-time Employees

STAFF WIN NATIONAL BEST
CITY HALL SELFIE DAY AWARD



PROJECTS

AWARD-WINNING OPERATING BUDGET

The City of Fontana has received distinguished budget awards from the Government Finance Officers Association and the California Society of Municipal Finance Officers for its Fiscal Year 2019-2020 Operating Budget for the 27th consecutive year.

AWARD-WINNING CAPITAL IMPROVEMENT PROGRAM BUDGET

The City of Fontana has received the California Society of Municipal Finance Officers Excellence Award for its Capital Improvement Program Budget, Fiscal Year beginning July 1, 2019 for the 27th consecutive year.

AWARD-WINNING COMPREHENSIVE ANNUAL FINANCIAL REPORT

The City of Fontana has received the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual Financial Report for Fiscal Year ending June 30, 2019 for the 27th consecutive year.

AWARD-WINNING POPULAR ANNUAL FINANCIAL REPORT

The City of Fontana has received the Government Finance Officers Association Award for Outstanding Achievement in Popular Annual Financial Reporting for its report for Fiscal Year ending June 30, 2019 for the 19th consecutive year.

8,852

Business Licenses

722

New Business License Requests

592

New Sewer Accounts



3,276

Passport Applications



2,548

**Dog License Renewals
and Applications**

2021 & BEYOND

Fontana is the largest city in San Bernardino County and currently home to more than 214,000 people. It is expected that by 2025, Fontana's population will surpass 250,000. Growth of this magnitude is not coincidental nor incidental. Fontana's strong and diverse economy are major factors in attracting new residents and businesses from around the world.

Fontana's growth and prosperity make planning for the future critically important as this manner of growth will have significant impacts on public safety, infrastructure, housing, and economic vitality.

The City Council's strategic priorities and planning focus on seven key areas allowing the City to be transparent and focused on its goals, as well as manage the results. The seven areas are:

- Practice Sound Fiscal Management
- Promote Economic Development
- Improve on the High Standard of Public Safety
- Invest in the City's Infrastructure
- Increase Citizen Engagement
- Promote Affordable Housing
- Support and Promote a High Quality of Life and Robust Economy

WHAT DOES THIS MEAN FOR 2021?

In 2021, the City will enhance its Economic Development efforts for business attraction and business retention through improving its relationships with the business and corporate real estate community and fostering entrepreneurship. The success our City is predicated on our economic vitality and our business partnerships. We will continually work to streamline our development processes to ensure quick turnaround times and improve efficiencies. We are committed to the success of our local business community. That dedication extends far beyond site selection. It includes opportunities for an unmatched quality of life, culture, and community.

We will always strive to improve on the high standard of public safety. The Police Department will work to identify organizational vulnerabilities and seek improvements through a third party, independent review/audit process. The Fontana Police Department is committed to excellence, as such, welcomes scrutiny to identify areas of improvement.

The City will enhance its efforts to provide opportunities for citizen engagement. These opportunities will be designed for in-depth discussions on Council priorities and citizen education regarding the civic process. We will develop and implement an outcome metrics to measure its performance against its goals and objectives.

The City will support inclusive growth. Our community is demanding that organizations and government commit to advancing racial and social justice. Regions that do not meaningfully invest in all sectors of the population risk losing competitiveness and talent. *"Cities that prioritize inclusivity achieve longer-term growth by becoming a magnet for talent, business, and investment in the region..."*
– McKinsey & Company





WHAT DOES THIS MEAN FOR YOU?

GET CONNECTED

As leaders in the community we are all invested in the health and well-being of every business and resident of this great City. Leadership bridges beyond our offices and homes; it extends to our civic engagement and community involvement. This includes mentorship, volunteerism, and community engagement.

We are Fontana, our future generations are depending on us to make decisions that will not only benefit us now, but in the future. We must lead by example, therefore change starts with us.

PARTNER WITH US AS WE MOVE FONTANA FORWARD



@FontanaCA



City of Fontana



@CityofFontanaCA



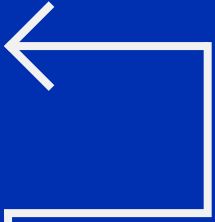
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