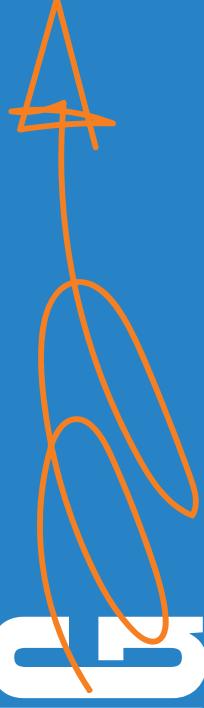


ANNUAL
REPORT
2022



RAISING THE STANDARD OF EXCELLENCE



FONTANA
CALIFORNIA

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Fontana has reinvented
is more **equitable,**

our regional economy to one that
sustainable, and resilient than ever.

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Letter from the City Manager

RAISING THE STANDARD OF EXCELLENCE.

During the past several years, the City of Fontana has undergone significant change. Not only has it become the region's leader in economic vitality, environmental sustainability, and population growth, it has built on its position as the innovation leader and driving force for one of the world's most advanced supply chain networks. In so doing, Fontana has helped to reinvent our regional economy to one that is more equitable, sustainable, and resilient than ever.

One of the most profound changes that become clear to me, is the understanding of – and deeper commitment to – excellence, as we continue to raise the bar and set out to reach the seemingly unattainable. From homelessness prevention to landmark legislation, Fontana has pushed the bounds of community service, rejecting the status quo.

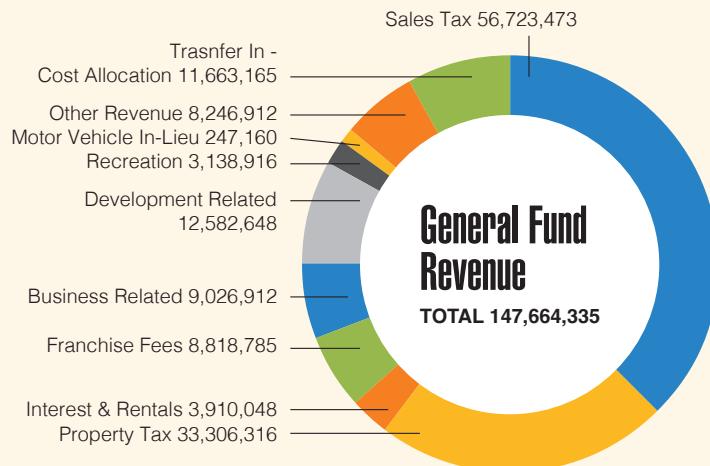
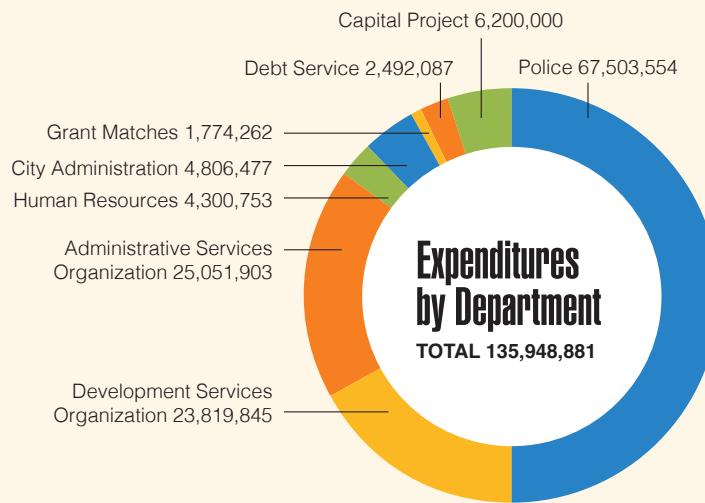
I credit Council for their strategic vision and staff for their hard work. I also thank the citizens of Fontana for their deep and unwavering community spirit. I am proud of what we have achieved.

Throughout even the most challenging times, we have never stopped serving our community and raising the bar to set a new standard of excellence.

**Matthew C. Ballantyne,
City Manager**



BY THE NUMBERS





85%

57M

30%

27B

The PERS Retirement Reserve increased by 85% to nearly \$11 million. The City also established two Section 115 Trusts for both pension and other post-employment benefits (OPEB.)

The City's sales tax base experienced significant growth reaching nearly \$57 million for fiscal year 2022, a 10% increase as compared to last year. The City has had a couple of rebound years due to the economic impact of the pandemic but the average annual growth over the last decade was nearly 8%.

Per the State Auditor's Fiscal Health Ratings, Fontana is continually rated in the best category possible as "low risk" for the potential of future financial challenges and is in the top 30% of cities in the state for strong financial health.

The City's property tax base continues to grow – assessed valuations were up nearly 13% year over year with a total assessed value of \$27 billion for fiscal year 2022. This growth is attributed to both commercial and residential development throughout Fontana as well as the growth in valuations of existing development.

The Finance Department is responsible for managing and protecting the City's financial assets while providing excellent customer service.

The department is comprised of five divisions:

- Administration: Manages the treasury function and debt issuance
- Accounting: Manages the general ledger, accounts payable, fixed asset management, and special districts
- Budget/Payroll: Prepares and monitors the operating budget, capital improvement program and payroll
- Customer Service: Manages accounts re-
- ceivable, utility billing, business license, passport services, dog licensing and cashiering.
- Purchasing: Manages the procurement of materials, supplies and equipment, monitoring the P-Card program, providing for the disposal of surplus property and overseeing the shipping and receiving services and city-wide postage.

HIGHLIGHTS:

Financial Health

The City's financial health continued to strengthen in 2022. As a result of operations, the General Fund balance increased by nearly \$12 million as of June 30, 2022, resulting in increased reserves. General Fund Oper-

ating Reserves increased by 33% to \$32.4 million and the PERS Retirement Reserve increased by 85% to nearly \$11 million. The City also established two Section 115 Trusts for both pension and other post-employment benefits (OPEB) to help stabilize future costs associated with increased future liabilities.

Organizational Assessment:

The finance function is one of the most critical for the City as it is the basis for which decisions are made. As such, in 2022, the department conducted an organizational assessment which resulted in a four-month engagement to ensure financial best practices are employed and that the department is properly structured with resources

appropriately aligned to best achieve its identified goals. The assessment analyzed the department's organizational structure, workload, and staffing levels; assessed policies and procedures; evaluated the use of technology; and sought to understand if both internal and external customers' needs were being met. The results of the assessment identified that the City's overall growth outpaced the growth in the department's resources to meet the City's needs and developed an implementation plan with 34 specific recommendations. Nearly 50% of the recommendations have already been implemented with the other 50% being included in the department's annual operating plans.

Fontana is a general-law city governed by codes adopted by the legislators of the State of California. The 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.

Mayor,
Acquanetta Warren



Council Member,
Jesus "Jesse" Sandoval,
District 3 (2024)



MISSION STATEMENT:

**WE SEEK AND
EMBRACE EVERY
OPPORTUNITY
TO ENRICH THE
LIVES OF THOSE
WHO LIVE,
WORK, PLAY,
AND INVEST
IN THE CITY
OF FONTANA.**

CITY OF FONTANA VISION STATEMENT:

- The City of Fontana is a city that cares about its residents and businesses and their quality of life.
- The City of Fontana is a safe, well managed and maintained community, that provides a wide range of housing types and levels of affordability, lifestyle choices, beautiful parks, and abundant recreational amenities.
- The City of Fontana is a community that welcomes and celebrates its diversity.
- The City of Fontana is a city with outstanding educational and training opportunities providing a highly trained workforce, resulting in a dynamic economy which provides fulfilling jobs for all who seek them.

Mayor Pro Tem,
Peter Garcia, District 2 (2024)



Council Member,
John B. Roberts, District 4



Council Member,
Phillip W. Cothran, District 1



City Clerk,
Germaine Key



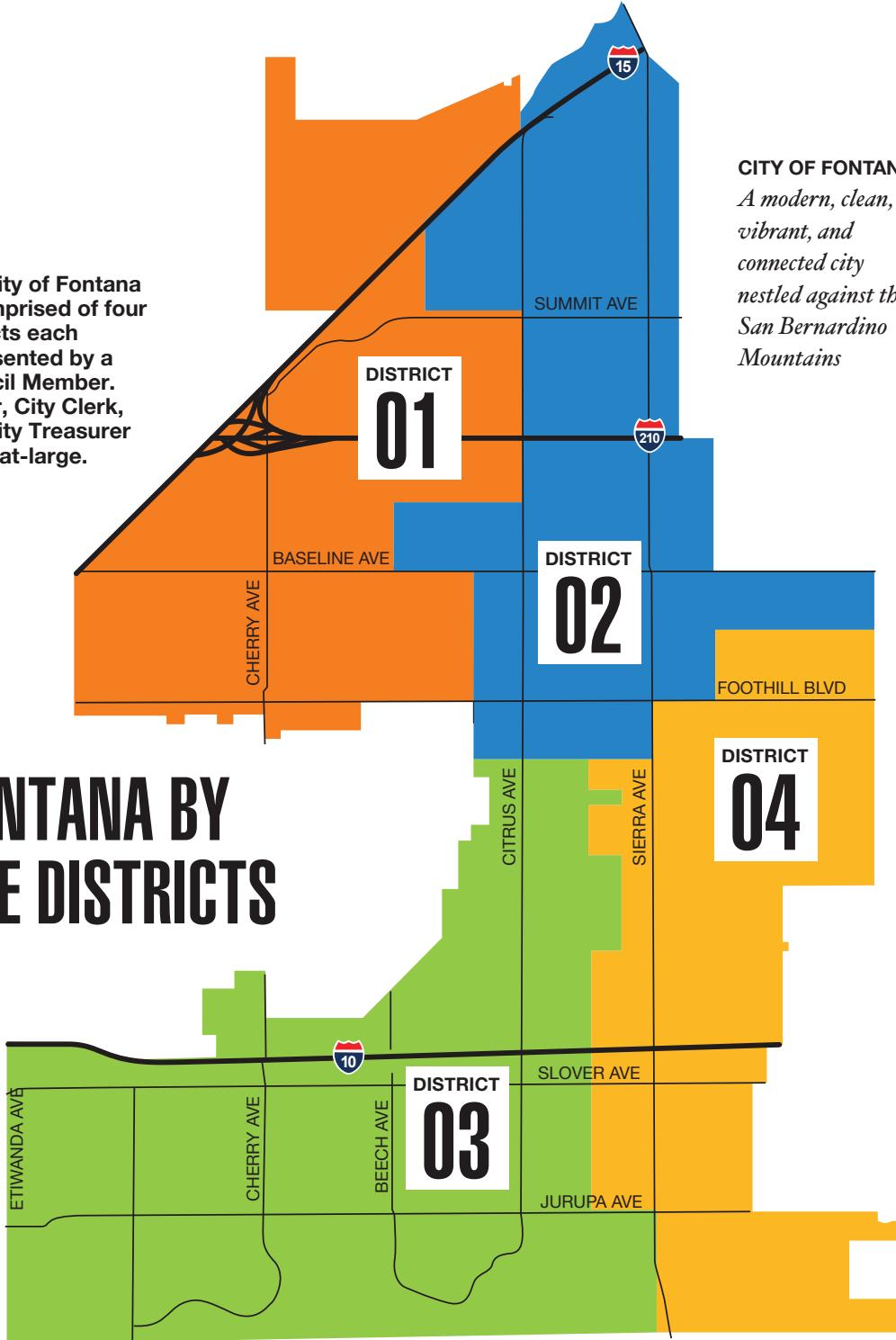
City Treasurer,
Janet Koehler-Brooks



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

CITY OF FONTANA
A modern, clean, vibrant, and connected city nestled against the San Bernardino Mountains

FONTANA BY THE DISTRICTS



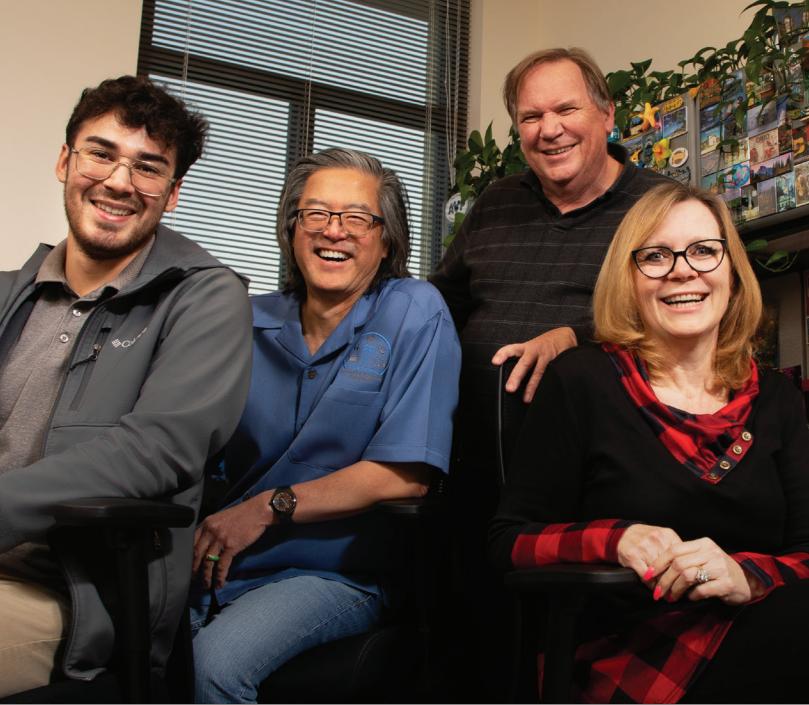
DISTRICT REPRESENTATIVE

■ **DISTRICT 01:** Council Member Cothran
■ **DISTRICT 02:** Council Member Garcia

■ **DISTRICT 03:** Council Member Sandoval
■ **DISTRICT 04:** Council Member Roberts

DISTRICT MAP

<https://fontanaca.maps.arcgis.com/apps/webappviewer/index.html?id=ab21b5c5e592499f97f899b491138cc8>
Effective Nov 2024



SAY
HELLO.





Meet the people and departments that make the City of Fontana a leader in economic vitality, environmental sustainability, and population growth, as well as an innovation leader and driving force for one of the world's most advanced supply chain networks.



The City Clerk's Department is responsible for administering democratic processes. This includes the coordination of city elections, providing access to municipal records, accurately preparing and processing agendas, as well as, recording all legislative actions.

The primary role of the department is to ensure government transparency.

The City Clerk's Department also acts as the compliance officer for federal, state, and local statutes including the Political Reform Act, the Brown Act, and the California Public Records Act.

Deputy City Clerk,
Ashton R. Arocho



STRATEGIC GOAL:

To operate in a professional manner with a service orientation by:

- Ensuring that public debate is based on accurate information
- Improving services through the effective use of technology

HIGHLIGHTS:

2022 General Municipal Election

The City Clerks Department partnered with the San Bernardino County Registrar of Voters in the 2022 General Municipal Election for the seats of Mayor, City Clerk, City Treasurer, and Council Districts one and four.

2021 Redistricting Process

The City Clerks Department managed the redistricting process to ensure that each district is substantially equal in population - receiving a total of ten draft maps with the final map being adopted by the Mayor and City Council on April 12, 2022.

Electronic/Paperless Filing of Campaign Disclosure Statements

The City Clerks Department contracted with NetFile to administer campaign finance filings and Statements of Economic Interest. This new system limits the amount of paper filings received by the City and allows for online transparency in postings.



Above: City Clerk, Germaine Keys and Councilman John B. Roberts being sworn in on December 13, 2022.

DID YOU KNOW? FONTANA HAS 109,109 REGISTERED VOTERS.

STATS:

9,651

Document pages reviewed
for quality control

39,519

Document pages indexed
and scanned

469

Total Certificates issued

25

Total Proclamations issued

105

Claims processed

46

Agendas Posted and
Prepared (Council
and Committee Agendas)



Voice of the City

Communications and Marketing Office serves as the “Voice of the City”. The office develops and implements a comprehensive communications and marketing strategy for the City.

RESPONSIBILITIES INCLUDE:

- Managing media relations
- Preparing and disseminating public information
- Managing City social media, website, and creative assets
- Coordinating special events
- Developing and implementing branding initiatives

STRATEGIC GOAL:

- Increase Citizen Involvement

OBJECTIVE:

- Seeking community input
- Informing public about issues, programs, and accomplishments
- Developing future leaders
- Utilizing technology to promote communications and linkages in the community
- Providing the community with information on development projects

22k

FACEBOOK FOLLOWERS

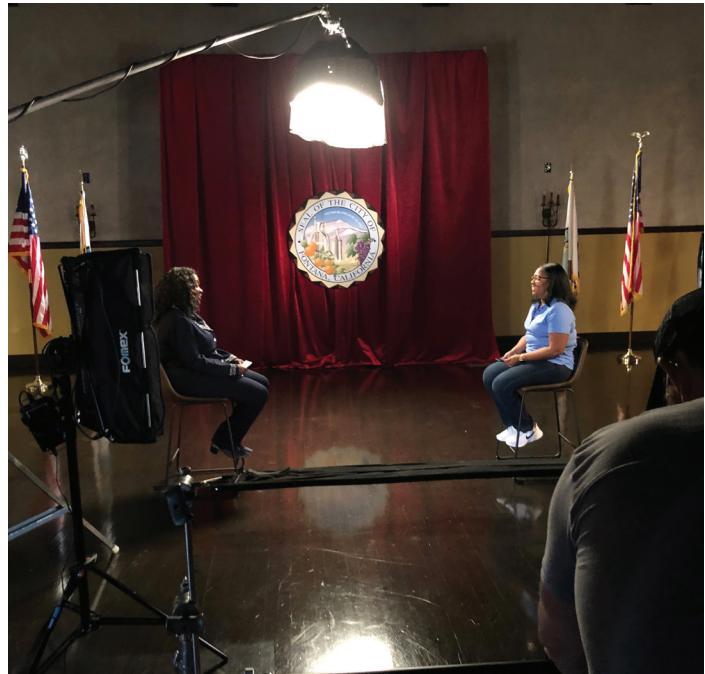
20k

INSTAGRAM FOLLOWERS

6k

TWITTER FOLLOWERS

Far right: Monique Carter, Communications and Marketing Manager



STATS: 1,845,895

Website Pageviews:

1,840

YouTube Subscribers:

35,411

Video Views

392,200

Impressions





Giving the Community the Best Experiences.

The City of Fontana's Community Services Department provides a variety of programs, events and activities throughout Fontana that promote community involvement, health and wellness, and education opportunities that are designed to meet community needs and enhance the quality of life.

The department is comprised of four divisions: Arts, Marketing and Youth Services, Events and Athletic Services, Facility and Senior Services, Community Services Administration.

Community Services Director, Daniel Schneider



STRATEGIC BENEFITS:

- Parks and recreation promote health and wellness.
- Parks and recreation's programming and education activities are essential to childhood development.
- Parks and recreation drive economic opportunity by supporting economic activity and job creation, home values and property tax bases.
- Parks and recreation are everywhere, uniting people and strengthening communities.
- Parks and recreation are essential and adaptable infrastructure that makes our communities resilient in the face of natural disasters and emergencies. Forefront of their communities' emergency response. – food distributions, learning centers, vaccination centers, shelter centers and information/resources

PROJECT HIGHLIGHTS/ACCOMPLISHMENTS:

Kaiser Permanente Awards Healthy Fontana for a Second Time in a Row to Support Mental Health Awareness in the City of Fontana

Healthy Fontana Program was selected to continue efforts around mental health awareness through 'The Awareness Project' funded by Kaiser's Community Health Contributions Program. The Community

Health Contributions Program focuses on supporting efforts to improve the community and social support system's knowledge, attitudes, beliefs and perceptions about mental health, trauma, and resilience.

Healthy Fontana was awarded \$20,000 to continue efforts in raising awareness and reducing the negative stigma associated with mental health and illness. The Awareness Project began in early 2022 and with the awarded funds will continue into 2023. Activities include conducting lessons on recognizing emotions and where to go for help with the Fontana Expanded Learning Program's elementary and middle school students, free community garden workshops, and a series of PSAs to highlight mental health and available resources.

In addition, this funding from Kaiser will allow Healthy Fontana to incorporate activities to support mental health awareness including taste tests and food demonstrations at the City's 2023 Farmers' Markets.

Central City Park Receives Award of Excellence from the California Park and Recreation Society

The City of Fontana Community Services Department was awarded the California Park & Recreation Society (CPRS) Award of Excellence in the Excellence in Design – Park

Planning category for Central City Park.

The CPRS awards program recognizes outstanding achievement in the areas of facility design, park planning, marketing and communication, community improvement and programming through demonstrating the principles of resourcefulness, execution, accomplishment and alignment with the parks and recreation mission.

Fontana's award-winning 13-acre park provides visitors three lighted artificial turf fields for football and soccer use, a playground, concession, storage, and restroom building. There is also a community garden and horseshoe lanes on-site with a recreational center located next to the park.

CSD Aquatics Special Fit Health and Fitness Program Receives the Innovative Programming Award from the California Park and Recreation Society, Aquatics Section

The City of Fontana Community Services Department was awarded the California Park & Recreation Society (CPRS) Innovative Programming Award from the California Park and Recreation Society, Aquatics Section.

Since 2015, the City of Fontana has hosted a Special Olympics program providing year-round fitness/training and healthy

AWARD WINNING PROGRAMS



activities for children and adults with intellectual and physical disabilities. Despite the pandemic restrictions, the City of Fontana Aquatics Team created new opportunities for people with special needs to safely engage in Health and Fitness activities. These included Aqua-bility Swim Lessons, Lap Swimming, Weightlifting, Yoga, Zumba, and participation (as well as leading exercises) in an existing Fontana Walks

community program. The Special Fit program, initiative or special event supported the Parks Make Life Better!® campaign messages specifically by promoting physical/emotional/mental health and fitness opportunities in outdoor park settings, fostering social cohesiveness ensuring all people have access to programs/facilities, and supporting human development and growth in people of all ages and abilities.

Central City Park receives outstanding achievement award for park planning and community improvement by demonstrating resourcefulness, execution and alignment with the parks and recreation mission.

STATS:

84

Community locations—including community centers, parks, trails, shelters, and conservation areas to play.

494,817

Program attendance

48

Community events with 33,875 total attendance

14,298

Volunteer hours

82%

Youth Development Programs at enrollment capacity (FELP, MYAC, Camps)

95%

Sports Programs at enrollment capacity

79%

Aquatic Programs at enrollment capacity

58

Healthy Fontana hosted events with 69,547 total attendance



Strengthening the City

The Economic Development Office actively pursues opportunities in the areas of business attraction, retention, and expansion as a means of strengthening the City's economy and employment base.

The cornerstone of Economic Development is its strategic approach to achieving long-term growth. It is more than attraction, more than retention—it is working to ensure economic resilience through any market fluctuation.

Today, Fontana is a stronghold for technology, industry and commerce across Southern California. The City is focused on improving quality of life for residents and businesses by maintaining and improving existing infrastructure, developing new infrastructure, reducing traffic congestion and improving the aesthetics and amenities 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.

STRATEGIC GOALS:
Promote Economic Development by:

- Concentrating on job creation

- Pursing business attraction, retention, and expansion
- Establishing a quick, consistent development process
- Striving to constantly improve the City's competitiveness

of local school districts, the Chamber of Commerce, trade organizations, the City itself and others – all of whom believe our City's future rests with tens of thousands of young people who call Fontana home.

PROGRAMS:

Workforce Development

The City of Fontana works with multiple stakeholders – schools, career training programs, and workforce specialists – to build a strong workforce to meet the immediate and long-term needs of Fontana employers.

Mayor's Education Coalition

The Fontana Mayor's Education Coalition is an intentional partnership of stakeholders from education, business and the community committed to creating fulfilling career opportunities for local students. Lead by the Economic Development Office, the Coalition consists of representatives

The Coalition has created award winning career-pathway initiatives designed to inspire and engage high school students throughout the City around the college, career and trade opportunities in front of them. This series of career-inspiration sessions are provided to high school students who are interested in pursuing a career in a field related to manufacturing, design, transportation, public service, and healthcare.

Working with regional partners, the Coalition connected regional representatives in these fields to help educate local students as they are preparing to join the workforce.

10+

BUSINESS TOURS

23

LEADS GENERATED

200+

STUDENT PARTICIPANTS

316

**JOBs RESULTING
FROM ECONOMIC
DEVELOPMENT EFFORTS**

160+

BUSINESS ASSISTS

36m

CAPITAL INVESTMENT

At right:
Rhonesia Perry, Economic
Development Analyst

OPEN FOR BUSINESS

Fontana—where
businesses choose
to establish, relocate
to, or expand.





Quality Services, Qualified Employees

The Human Resources Department strives to provide quality services to attract, develop, motivate, and retain highly qualified employees in a diverse workforce and within a supportive work environment.

STRATEGIC GOAL:

To operate in a business-like manner by emphasizing training and development.

The department administers a cost-effective, comprehensive personnel management program which complies with Federal and State laws. Specific responsibilities include recruitment and retention of highly quality employees, maintenance of a fair and equitable classification and compensation system, development and implementation of a relevant City-wide training program, oversight and just adjudication of employee complaints and grievances, administration of a comprehensive employee benefit program, and implementation of an employee morale program.

The Risk Management division works to ensure employee safety, the prompt and fair delivery of workers compensation benefits, risk assessments and cost-effective risk transfer when appropriate, litigation management and the fair and fiscally responsible analysis of third-party claims.

HIGHLIGHTS:

Implementation of Monthly Key Performance Indicators

The utilization of KPIs, or key performance indicators, assists the City to achieve significant safety goals. KPIs assist with monitoring different metrics, from accounts to health and safety. Understanding safety KPIs can help the City considerably by highlighting essential safety KPIs that are required for a work environment to be considered safe.

Safety KPIs are performance indicators that show an organization's efforts regarding health and safety as a metric. By tracking safety KPIs, the City maintains a safe work environment for all employees and comply with OSHA standards. By monitoring safety KPIs, the City understands which safety standards they have succeeded in and which standard they may need to allocate resources in order to track progress.

Timely submission of the required EEO-4 Report (State and Local Government Information Report) for Equal Employment Opportunity Commission.

Rakesha Thomas,
Human Resources Director



From left to right:
Stephanie Jefferson,
Anastasia Muratalla,
Melvin Alegado and
Marisela Gomez.

4.5k+

APPLICATIONS

**Online Employment
Applications
Received**

550

CERTIFICATES

**Anti-Harassment
Training Certificates
Issued**

300+

EXAMINATIONS

**In-person written
examinations conducted
for Police Officer Trainee,
Police Cadet and Police
Dispatcher applicants**



68

TRAINING ATTENDEES
CPR/FIRST AID/AED

**Completed:
Establishment
of the Executive
Management
Benefits Guide**



Protecting Property and Health

The Building and Safety Department is comprised of three divisions: Building and Safety, Code Compliance, and Fire Prevention.

The Building and Safety Department protects property values and public health and safety by verifying that all new and existing buildings comply with local and state building regulations.

The department is responsible for reviewing construction plans, issuing building permits, performing field inspections of all construction projects, and enforcing the City of Fontana's municipal code concerning property maintenance. Whether temporary or permanent, all buildings are regulated by a set of codes and standards that ensure they are both structurally sound and safe for habitation.

Building and Safety is committed to ensuring that state law and city ordinances are followed.

PROTECTS PROPERTY VALUES, PUBLIC HEALTH AND SAFETY.

Jeff Baughman, Director of
Building and Safety



STATS:

4,422

Plan Checks Received
& Reviewed

47,406

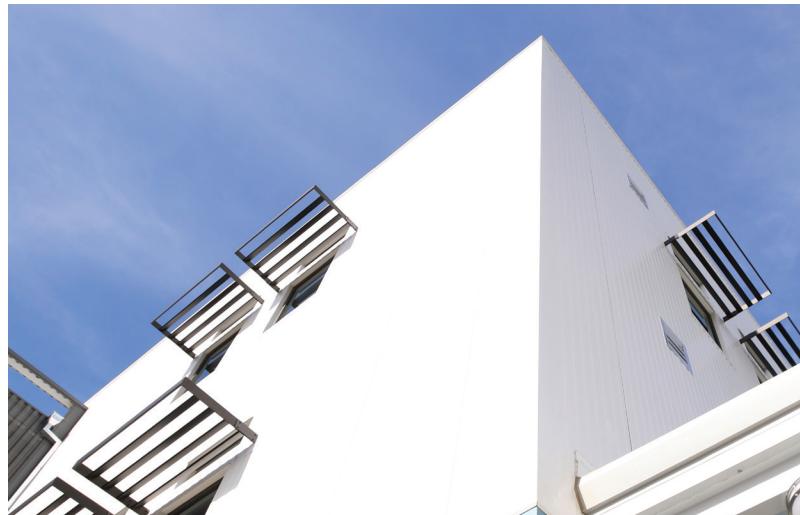
Inspections Performed

49/400

Multi-Family Residential
Permits/Units

43,189/6807

Calls For Information
Received/Visitors







Careful Planning for the Future

The Department of Engineering is responsible for planning, designing, and managing the city's public infrastructure. This involves the development of public buildings, public streets, the city's sewer and storm drain system, and sidewalks.

Infrastructure improvements are needed to protect the health, safety, and general welfare of the citizens, visitors, and business community within the City of Fontana

STRATEGIC GOAL: *Invest in the City's infrastructure by:*

- Maintaining and improving the City's existing infrastructure
- Providing for the development of new infrastructure
- Focusing on relief of traffic congestion
- Utilizing Measure-I Funds wisely

HIGHLIGHTS

South Fontana Park

The South Fontana Park is a nearly 18-acre sports complex that includes four (4) artificial turf fields with football and soccer field striping, a fully inclusive ADA-compliant playground, exercise equipment, shade structures, sports lighting for nighttime play, a concession/restroom building and two (2) storage buildings. Construction began in January 2022 and was substantially completed in the final quarter of the calendar year with the opening scheduled for early 2023.

Etiwanda-Slover Intersection Project-Phase I SCE Undergrounding Project

The Etiwanda-Slover Intersec-

tion Project is a cooperative joint agency project with the City of Ontario. Fontana is the lead agency that will widen the intersection of Etiwanda Avenue and Slover Avenue by adding dedicated turn lanes in all directions and a raised median. These improvements will enhance circulation in the area. The first phase of the project was completed in the Summer of 2022, with the installation of underground vaults and conduits for Southern California Edison (SCE) facilities. The next phase of the project will begin in 2023 with utility relocations and SCE undergrounding some of their aerial

Foothill Boulevard and Baseline Avenue from two lanes to three lanes in each direction, upgrade traffic signals at the intersections of Sierra Avenue/Foothill Boulevard and Sierra Avenue/Miller Avenue and install a new traffic signal at Sierra Avenue/ Reed Street. The project will also include construction of new sidewalks, street lighting, bicycle lanes, and curb ramps to meet Americans with Disabilities Act (ADA) standards. A raised landscaped center median is also proposed within the project limits. The project will improve overall circulation and enhance safety along one of the City's busiest corridors. The

It is expected that within the next few years, Fontana's population will surpass 250,000 residents. Growth of this magnitude is neither coincidental nor incidental and requires careful planning for the future to mitigate any impacts on infrastructure, public safety, housing, and economic vitality.

lines. The final phase of the intersection widening project is scheduled to begin in Mid to late 2024.

Sierra Avenue Widening

The construction of the Sierra Avenue Widening Project began August 2022. The project will widen Sierra Avenue between

construction is scheduled to be completed in Fall 2023.

Rebuilding American Infrastructure with Sustainability and Equity (RAISE) GRANT

The City of Fontana received a \$15 million grant from the Bipartisan Infrastructure Law.

At right: Construction Site for the Sierra Avenue Widening Project

Gia Kim, Public Works Director and City Engineer



ROAD WORK AHEAD

This grant will help construct a 0.5-mile multi-use trail and sidewalk network so that the 3,500 students at the nearby Etiwanda High School can safely walk or bike to school. The grant will also support a rebuild of two primary roadway corridors near SR-210 and I-15 with additional lane capacity, protected left turn lanes, roundabouts, bus turnouts, streetlights, more than four miles of bike lanes, and sidewalks. Together, these improvements will make transportation safer, shorten commute times, expand options for biking, walking, and bus transit - all while reducing carbon emissions in the area.

PROJECTS ANTICIPATING COMPLETION IN 2023

- Foothill Blvd between Ilex Ave and Hemlock Ave Pavement Rehabilitation Project (June 2023)
- Sierra Ave Widening between Baseline Ave and Foothill Blvd (Late 2023)
- Jurupa Ave between Calabash Ave and Hemlock Ave Landscape Median Project (Dec 2023)
- Sidewalks on Juniper Ave and Oleander Ave north of Baseline Ave (July 2023)

Protect the health, safety, and general welfare of the community



Exceptional Service and Responsiveness

The Public Works Department is responsible for the successful maintenance and functional operations of the City's existing parks and landscaping, public buildings and community centers, streets, sidewalks, sewers, storm drains, solid waste, and street sweeping. Utilizing industry-standard technologies, innovations, and strategies helps to guide the department in its commitment to providing exceptional customer service and responsiveness.

The Department includes Utility and Street, Parks and Landscape, and Fleet and Facilities.

PROGRAMS

Parks and Landscape Projects:

- Improved the sports field, parking lot, and security lighting in 34 parks with the installation of new LED light fixtures.
- Resurfaced the pool deck and improved the fencing at the Village of Heritage pool facility
- Completed the replacement of all the detention basin fencing in the Walnut Village community.
- Converted 10 landscape water meters in the Village of Heritage over to recycled water.
- Built a new Dog Park at North Heritage Park in the Village of Heritage.
- Installed new playground equipment in the Village of Heritage (Tot Lot 'B')

COMPLETED PAVEMENT REHABILITATION Projects:

Alder (between Arrow and Shamrock), Walnut (between Cherry and Citrus), Marlay (between Etiwanda and Mulberry), and Cherry Ave (between Foothill & Baseline).

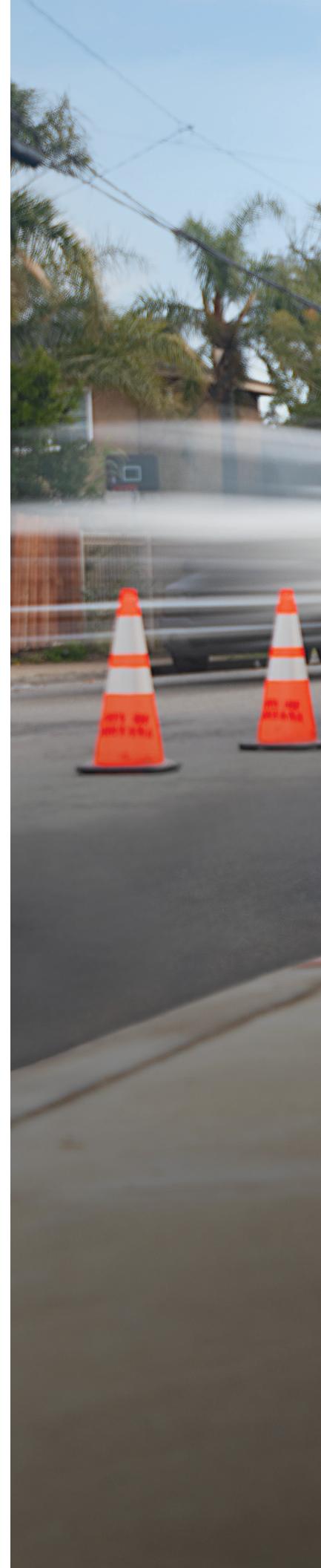
PROJECTS

Installation of Air Purifiers and Monitors:

These air purifiers and monitors are installed at various city facilities to combat COVID-19-type viruses and indoor allergens. The purifiers are portable, low maintenance, filterless systems and have at least a 10-year useful life.

KEEPING FONTANA ENVIRONMENTALLY FRIENDLY.

At right:
Moving at the speed
of business





STATS:

1258

Filters
Collected

1,249,500

Linear Feet of Sewer
Mainline Cleaned

247,200

Square Feet of
Graffiti Removed

16.4

Lane Miles of Pavement
Rehabilitation

15,358

Trees
Trimmed

495

Linear Feet of Curb
and Gutter Replaced

33,549

Curb Miles
Swept

3899

Potholes
Repaired

772

Traffic Signs
Replaced

397

Trees
Planted

19,054

Side
walks

58

ADA Curb
Ramp Retrofits



Exceeding Expectations

The Innovation and Technology Department is responsible for providing superior service to City staff, enabling each employee to meet or exceed citizen expectations and reduce costs through the effective integration of technology and efficient business processes.

The department includes various focus areas, such as Infrastructure, Development, GIS, Business Analysis, Project Management, and Support. These teams work together to ensure the continued delivery of technology systems and services to city staff and residents.

Jennifer Barcenas
Innovation & Technology
Director



HIGHLIGHTS:

Fontana 311

The City of Fontana developed and implemented the Fontana 311 system. This system was designed to improve communication and streamline services to its residents and businesses by bringing all customer interactions to one central location.

The Fontana 311 system is a one-stop shop for businesses and residents to get answers

no longer an effective way of serving our residents nor business partners. The City worked to replace the existing solution with an improved digital solution to meet the needs of City employees, residents, and businesses. Over the course of a year, city staff reviewed processes and gathered requirements to find a new solution.

Throughout 2022 the IT department has continued to lead

With the effective use of technology and data, the City of Fontana can help deliver better services to citizens, create smarter and greener places to live, and provide easier access to information to the people who call Fontana home.

to questions, keep residents informed and improve citizen engagement.

Residents can call 311, use the website or the 311 app to make that first request and then see it through to completion. The system will also allow staff to track requests from initiation to completion.

ACCELA Land Management and Permitting System

In 2021 the Innovation and Technology department began efforts to improve business processes in the land management and permitting systems. During the pandemic it became clear that paper processes were

this project working alongside almost every City department to ensure the new solution will be tailored to meet the City of Fontana's needs in this space.

This project has been a 3-year effort and staff is now nearing completion of the project. The new, improved solution will seamlessly connect with surrounding systems, assist customers with an easy-to-use interface, ensure city employees process requests in a consistent and efficient manner, and provide dynamic insights to internal operations. The new solution is expected to go-live in the spring of 2023.

Vulnerable Person Registry

The IT Department worked alongside the Fontana Police Department to develop a Vulnerable Person Registry.

This Vulnerable Person Registry is a free, voluntary service offered by the Fontana Police Department to promote better communication and contact between vulnerable persons, those who love and support them, and the police. This registry allows for quick access to valuable, critical information about the vulnerable individual, which may be used during interactions with a vulnerable person.

The voluntary registry allows for detailed descriptions of the vulnerable person, such as known sensitivities, preferences for communication, best methods of approach, suggestions for de-escalation techniques, and much more. The information in the registry will assist officers in communicating with, attending a residence of, or responding to an emergency involving a vulnerable person that is registered.

Visit our website to learn more: Vulnerable Persons Registry | Fontana, CA - Official Website

9k+

RESOLVED IT
SERVICE REQUESTS

101

MANAGED
WEB MAPS

142

MAP SERVICES ACROSS
FOUR ENTERPRISES





Going above and Beyond

The Fontana Police Department is committed to protecting the community by providing quality "Service with Integrity". As an organization it continuously builds diverse, community-based partnerships to ensure Fontana's future as a well-developed, dignified, and respected community in the Inland Empire.

STRATEGIC GOALS:

Improve Public Safety by:

- Increasing operational efficiency, visibility, and availability
- Emphasizing community-oriented policing, community involvement, and youth programs
- Leveraging other City programs to help reduce crime
- Combating gang and drug activity
- Implementing traffic safety programs

PROGRAMS:

COPE:

The Community Outreach and Public Engagement Unit (COPE) is focused on community policing on behalf of the Fontana Police Department. The COPE Unit accomplishes this through many means such as mentoring youth through the Fontana Police Explorer Post and FLIP programs, managing the Citizen Volunteers who support the Patrol and Traffic divisions of the department, informing the community via social media and news interviews, giving back to members of the community by facilitating outreach and community events, and visiting schools and teaching students about safety, what to do in an emergency, and the dangers of drugs and underage drinking.

This year the COPE unit participated in several events including various blood drives, Special Needs Resource Fair, Shop with a Senior, Playdate

with Police, Coffee with Cops, Read Across America, National Night Out, Red Ribbon School Events, Thanksgiving Turkey Give-A-Way, and several Christmas events.

Explorers:

Fontana Police Department Explorer Post 531 was established in 1974. This program offers young men and women the opportunity to learn about, and engage with law enforcement, community service, unity, pride, and service with integrity. Police Explorers are provided weekly training sessions such as patrol ride-a-longs, physical training, and are exposed to many units within the Fontana Police Department.

In 2022, Fontana Police hosted a six-day, live-in Explorer Basic Academy. The department hosted 53 Explorers from 12 agencies around the state, including Fontana PD, Beaumont PD, Cathedral City PD, Indio PD, Ontario PD, Pomona PD, Riverside Sheriff-Jurupa Station, Riverside Sheriff-Perris Station, San Bernardino PD, San Fernando PD and Val Verde Unified School District PD.

The popular Fontana Explorer Leadership Academy (FELA) returned for the 9th year, sharing leadership skills, teamwork, and basic knowledge on supervising 38 Explorer Command Staffers from 12 different police agencies, including Fontana PD, Beaumont PD, Chino PD, Glendale PD, Hemet PD, Indio PD, Ontario PD, Riverside

Sheriff Perris Station, San Bernardino PD, San Bernardino School District PD, Upland PD and Val Verde Unified School District PD.

This year, the Fontana Police Explorers competed in four Explorer Competitions in California, Nevada, and Arizona. The competitions consisted of law enforcement-based scenarios and physical fitness assessments.

Explorer Post 531 received several awards for their achievements in the competitions and is known as a "Top-tier" program.

Community Outreach and Support Team/ Multiple Enforcement Team

In response to a growing issue of homelessness, the Fontana Police Department has adopted a multi-discipline method to solving this problem. The current homeless situation is complex and requires a balanced approach of enforcement and outreach from viewpoints that have not been part of traditional law enforcement. In an effort to meet the needs of this challenge the Fontana Police Department has partnered with the San Bernardino County Behavioral Health Department, the San Bernardino County Fire Department and the San Bernardino County Probation Department. These partnerships allow us to provide a multi-faceted process, providing mental health support, medical support, outreach and when appropriate, enforcement action.

Billy Green, Police Chief



114,625

CALLS FOR SERVICE

**Service with Integrity
is more than a mission
statement, it is a mindset.**





BUILDING DIVERSE, COMMUNITY-BASED PARTNERSHIPS TO ENSURE FONTANA'S FUTURE

These two units combined consist of six full-time police officers, 1 police corporal, 1 sergeant, 2 full-time fire captain/paramedics who are also sworn police reserve officers, 1 full-time firefighter with service dog, 2 social workers from Behavioral Health and 1 full-time probation officer. They work together, bringing all available resources, to provide a positive impact within our community.

Air Support Unit

2022 was an exciting and progressive year for the Air Support Unit as it completed the acquisition of an Airbus H125 AS350 B2 (ASTAR) Helicopter. This acquisition of the ASTAR added many new capabilities and dynamics to the current air support mission and day to day operations.

Major improvements include:

- Flying in windy conditions above 10 knots. With current R66 aircraft, we were losing 30% flight time due to mandatory grounding for inclement weather. With the ASTAR we have not been grounded yet due to weather conditions. This is a 100% reduction in lost hours of service to the community.
- Officer down rescue capabilities and transports of mass civilian casualties during natural disasters and catastrophic incidents.
- Capabilities of Downlink live feed of video from air support to the ground. all on board equipment is operational and available

to outside receiving sites. Current proposal sent to City Council for the completion of receiving site at FPD and cloud receiving for 250 users with project completion target of March 2023.

The Air Support Division consists of 1-Sergeant, 1- Full time Tactical Flight Officer, and (3) back up Tactical Flight Officers.

Highlights:

- Averaged 4.1 hours of flight per day
- 619 calls for service (20% increase)
- First on scene 56% of the time and was able to cancel ground units prior to their arrival on 49 calls (5% increase)
- Handled 162 calls for service before units were ever dispatched
- Assisted in 197 arrests from the air

Special Operations

The Special Operations Division includes units that are dedicated to the reduction of violent crime, narcotics trafficking and gang activity. Over the past several years, there has been an increase in illegal firearms activity across the country. One of the goals of the Special Operations Division is to reduce the number of these guns on our streets and these officers have been dedicated to this goal over the past year. In 2022, the special Operations Division seized over 600 illegal firearms.

In addition to reducing the

number of illegal firearms on our streets, the Special Operations Division also seized over 240,000 fentanyl pills, 6,150 pounds of methamphetamine, 53 kilos of heroin and 1,243 kilos of cocaine. The recovery of these firearms and narcotics has a positive impact on our community and untold benefits on the safety of our residents.

K9 Unit:

The Fontana PD's K9 program is one of the greatest resources to enhance the quality of our responses throughout our community and provide excellent opportunities for community engagement. It is also one of our most collaboratively funded programs with a non-profit organization, the Fontana K9 Pals. The Fontana K9 Pals has purchased over 20 Police K9s since the relationship was established in 1989.

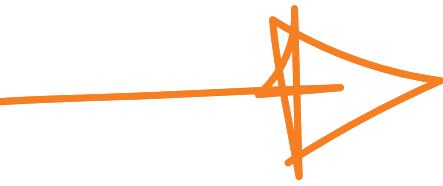
We currently have 6 handlers with their K9 partners. In 2022, 2 teams retired making way for

the new teams of Officer Gearhart and K9 Leo (named after Leo Stater) and Officer Fraser and K9 Arrow (named after Red Arrow Kennels).

These new K9s were 100% funded by partnerships with the Fontana K9 Pals and Stater Bros. Both K9s are apprehension and tracking certified. K9 Leo will be cross-trained in explosives, while K9 Arrow will be cross-trained in narcotics detection.

Highlights:

- From January 2022 through November 2022, the K9 team responded to 7,850 calls for service
- 34 Subjects were located/apprehended
- 70 Trackings for missing persons or suspects were conducted
- 100 lbs. of narcotics were located
- \$4,350,000 in US currency located
- 20 firearms confiscated



- 6,000-man hours saved by utilizing the K9

Field Training Officer Program

After successful completion of a 6-month police academy, new officers spend 6 months assigned to the department's Field Training Program. The program is comprised of 22 Field Training Officers, 2 Sergeants, and a Lieutenant. The FTOs attend state mandated training every three years to maintain the certification.

New officers learn how to apply the training learned in the academy in the real world under the direct supervision of the Field Training Officer. The training covers such topics as department policy and procedure, officer safety, ethics, patrol vehicle operations, community engagement and relations, radio communications, leadership, California codes and laws, search and seizure, arrest and control, report writing, mental health, de-escalation and conflict resolution, patrol and traffic procedures, investigations, and evidence.

18

SWORN OFFICERS HIRED



Explorers from left to right:
Regional Barajas, Lesly, Martinez, Jesse Mejia, and Aidee Alejo



Unconventional Solutions for Wide Ranging Challenges

Fire protection and fire prevention services are contracted through the San Bernardino County Fire District. Emergency response services include fire, medical aid, hazardous material mitigation, rescue, public assistance, and various other responses.

HIGHLIGHTS

Fire Station 81

Construction on the new station began in early 2022. Located at 16615 Casa Grande, the 13,247 square foot facility will accommodate up to eight (8) firefighters and a Battalion Chief with three (3) engine bays, and a bay for the Battalion Chief truck. The new state-of-the-art station is scheduled to open in Spring 2023 and will improve the overall response time in the northern part of the City which is critical to a growing region.

The station will initially be staffed by three firefighters and a medic engine. The station can accommodate a truck company and four additional firefighters to be added in the future.

Westnet Alerting Systems

Advanced alerting systems were installed in three Fontana stations in 2022 with the goal of reducing response times. The Westnet Alerting Systems, installed at Stations 71, 77 and 78, are designed to expedite crew responses through visual alerting. Firefighters will no longer wait for the dispatcher to complete the dispatch before they realize their unit is being dispatched.

With visual alerting, it is immediately obvious which apparatus needs to respond to the call based on the indication color. The new systems also offer selective alerting at night with a calm tone, which is a health benefit for the firefighters.

2nd SWAT-medic added to MET team

A second SWAT-Medic position was added in July 2022 to work alongside the Fontana Police Multiple Enforcement Team. The medic is POST certified after completing the POST SWAT school and SWAT-Medic school. The individual will then respond to calls as part of the MET and SWAT teams, with the ability to provide immediate advanced life support. The placement of the medic with the police teams ensures that care is available to officers and civilians on an immediate basis, rather than waiting for the scene to stabilize before firefighter/paramedics can administer care.



Final design of training facility/Fire Station 80

Final design plans have been completed for a new training facility/fire station planned for the northwest side of the City. The first phase of the two-phase project includes a state-of-the-art public training facility that will allow Fontana's firefighters to refresh their skills regularly. The facility's classrooms will also be used by the Fontana Police Department for collaborative training with the fire department as well as specialized police training. Ultimately, as growth escalates in this part of the City, Fire Station 80 would be built on the same site. Construction is anticipated to start in 2023.

21k+

CALLS FOR SERVICE

14k+

MEDICAL AIDS

312

APARTMENT INSPECTIONS

1,293

PLAN CHECKS

53

SCHOOL INSPECTIONS

1k+

PERMITS ISSUED

346 FIRES

636 TRAFFIC ACCIDENTS





Fontana on the National Stage

The Legislative Affairs Office monitors federal and state legislation and engages in advocacy efforts to advance the City's interest in Sacramento, CA and Washington DC as well as local regional entities.

LEGISLATIVE ACCOMPLISHMENTS:

- Secured “funding requests” for Congressionally Direct Spending Projects in the Senate Appropriations Bill:
 - \$4,000,000 for the Homeless Prevention, Resource, and Care Center
- Secured “funding authorizations” for Community Based Funding Projects in the House Appropriations Bill:
 - \$4,000,000 for Court-place Affordable Housing Development
 - \$750,000 for the Pacific Electric Trail Improvement Project
 - \$750,000 for the Homeless Prevention, Resource, and Care Center
- Secured “funding authorizations” with the Water Resources Development Act of 2022:
 - \$12,000,000 for the Cypress Storm Drain System
 - \$4,000,000 for the Sierra Avenue Storm Water Protection Diversion System
- Coordinated with the Offices of San Bernardino County Supervisors Baca Jr. and Rutherford to secure American Rescue Plan Act AND County Discretionary funding for:
 - Veterans Park \$530,000
 - Jack Bulik Park \$1,545,000
 - Cypress Knopf Community Center \$750,000
 - Center Stage Theater \$300,000 (county discretionary dollars)

Left to right:
Congresswoman Norma Torres, United States Secretary of Transportation, Pete Buttigieg, Mayor Acquanetta Warren, Congressman, Pete Aguilar

Below:
Robert Torres, Legislative Affairs Manager



GRANTS EXECUTIVE TEAM ACCOMPLISHMENTS:

Over the past year the Grant Executive Team was awarded the following grants:

- Secured a \$15,000,000 RAISE Grant Award for the Building A Better Connected Inland Empire Project
- Secured a \$4,139,500 Active Transportation Program (ATP) Grant for Malaga Bridge Project
- Cal Recycle SB 1383 Implementation Grant

"(FONTANA) OUGHT TO TAKE A LOT OF PRIDE IN HAVING WON THIS FUNDING."

— PETE BUTTIGIEG, SECRETARY OF TRANSPORTATION



A visit to the City of Fontana by Secretary of Transportation Pete Buttigieg

On Thursday, September 8th, Secretary Pete Buttigieg joined Congressman Pete Aguilar, Congresswoman Norma Torres, and Fontana Mayor Acquanetta Warren to celebrate a \$15 million grant from the Bipartisan Infrastructure Law that will rebuild two major roadway corridors – helping to make travel more efficient and grow the economy while ensuring that the community is safer and more accessible. The project will also help build a 0.5-mile multi-use trail and a sidewalk network for more than 3,500 students attending Etiwanda High School.



Planning and Partnering for the Future

The Housing Department is responsible for increasing, preserving, and improving housing that is affordable and livable for all Fontana residents.

STRATEGIC GOAL:

Provide a diverse range of housing types and levels of affordability, while addressing homelessness in the community.

- Construction of affordable high-quality multi-family housing
- Acquisition, substantial rehabilitation, and professional management of selected multi-family properties to provide more affordable units and reduce crime and code enforcement
- Address homelessness through proactive programs

EMERGENCY SOLUTIONS GRANT PROGRAM (ESG)

A total of 430 persons were assisted through the various programs under ESG, this includes services such as, emergency shelter, homelessness prevention, rapid re-housing, and street outreach.

“Assistance is offered as a grant and/or 0% interest, no payment loan.”

HOUSING REHABILITATION PROGRAM

The Housing Rehabilitation Program is funded annually with Community Development Block Grant (CDBG) funds. The program is designed to assist low- and moderate-income residents of owner-occupied

homes to preserve their housing by making needed repairs and code violation corrections. In the last 12 months, 14 homes have been completed.

EMERGENCY MORTGAGE ASSISTANCE PROGRAM

The Emergency Rental and Mortgage Assistance Program (ERMA) was implemented to assist residents that were financially affected by the COVID-19 pandemic. This program provides grants for up to \$20,000 for rent/mortgage assistance and utilities to low-income households.

BRIDGE OF HOPE EMERGENCY SHELTER

The City of Fontana Housing Authority in conjunction with Water of Life Church/ CityLink will open the City's first interim shelter located in the core of Fontana. The non-congregate shelter will provide 6-8 beds and will house up to 32 persons per year for up to 90 days. The target population are homeless families and individuals or families at imminent risk of experiencing homelessness with dependent children. The shelter will have 24-hour staffing and will work with residents in developing an Individualized Housing Assistance Plan and coordinate wrap around services and other services to get them document ready for permanent housing. The facility is currently being rehabbed and is expected to begin assisting

clients in the early part of 2023.

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) ACQUISITION/ REHABILITATION/ RENTAL PROGRAM

This program is designed to increase the City's affordable housing stock by purchasing, rehabilitating, and renting single-family properties to income eligible households.

GRANT AWARDS:

Family Homelessness

Challenge Grant

The City's Housing Department was awarded a Family Homelessness Challenge Grant in the amount of \$2,726,608 from the California Interagency Council on Homelessness (Cal ICH). This grant will provide funding to deliver operational subsidies, personnel, and supportive services at the newly acquired Bridge of Hope shelter.

CalHome Grant

The Housing Department was awarded \$500,000 by the State of California Housing and Community Development (HCD) in 2022. The program is designed to assist low-income residents of owner-occupied manufactured and single-family homes to preserve their homes by making needed repairs and code violation corrections. The program is expected to begin accepting applications in early 2023.

**Valerie Gonzales,
Housing Development
Manager**





(CDBG) ACQUISITION/REHABILITATION/RENTAL PROGRAM

31

TOTAL HOUSING PORTFOLIO
of single-family homes available for rent to income-eligible families

In the past 12 months, three homes have been acquired, rehabilitated and rented to income eligible families.

Two additional homes are in the acquisition and rehabilitation stages with expected lease up to follow in early 2023.



EMERGENCY SOLUTIONS GRANT PROGRAM (ESG)

62

**PEOPLE RECEIVED
EMERGENCY
SHELTER SERVICES,**
18 of which were children.

Homelessness prevention served 301 people, 159 of which were children.

Rapid re-housing served 8 people, 4 of which were children.

Street outreach served a total of 99 adults.



EMERGENCY MORTGAGE ASSISTANCE PROGRAM

251

**QUALIFIED
HOUSEHOLDS
ASSISTED**

Since inception of the program in August 2020, \$1.56 million has been spent on 251 qualified households.



A Crucial Role in Development and Growth

The Planning Department provides planning and staff support to the Planning Commission. The department plays a critical role in the development and growth in the City as it assists City Council and the public in applying and communicating the development vision as defined by the City Council through the goals and policies of the general plan.

STRATEGIC GOALS:

- Establishing quick consistent development processes
- Providing the community with information on development projects
- Adopting policies that will attract new green business technologies to Fontana

Received certification of the 6th Cycle Housing Element from the California Department of Housing and Community Development (HCD). Only 42% of the jurisdictions within California have received Housing Element certifications to date

Patty Nevins,
Director of Planning



PROJECT HIGHLIGHTS

Courtplace in Fontana

Courtplace in Fontana will include 106 affordable, multi-family units and will have multiple recreational amenities for residents for all age groups, from

tot-lots, multiple lawn activities, BBQ and picnic areas, and community rooms. It's located west of Sierra Avenue and north of Jurupa Avenue.

Lennar Homes projects: Sobrato Community, Citrus East, and Citrus West

The Sobrato Community will include 143 attached and detached residential dwelling units nestled in the north Fontana region located between Lytle Creek Road and Maloof Avenue, south of Sierra Lakes Parkway.

Citrus East is a gated residential community in the northern portion of the City that will consist of 75 cluster-style detached residential dwelling units. It is located on the northeast corner of Citrus Avenue and Summit Avenue.

Citrus West Project is a gated community that includes 85 residential units. The project is in the Citrus Heights North Specific Plan on the northeast corner of Citrus Avenue and Summit Avenue.

Foothill Mixed-Use Project

Fontana's newest mixed-use development on Foothill Boulevard will add a modern flare and exciting opportunity in

the Form-Based Code area. It will comprise of 24 residential units, retail shops and a restaurant component along the Historic Route 66 Highway. It's located on the southside of Foothill Boulevard and east of Ilex Avenue.

Water of Life Community Church

Water of Life Community church is one of Fontana's newest places of public assembly. The modern Mediterranean architectural building will include a total of 16,290 square feet of offices, classrooms, multi-purpose spaces and will offer supporting services to residents.

Alta Fontana Mixed-Use Project

A new California Spanish style mixed-use project will create 340 units, four live/work units and a commercial component. The dynamic urban design of the streetscape along Foothill Boulevard will create a comfortable pedestrian-friendly atmosphere. The project will also include a pedestrian plaza, indoor courtyards, a clubroom, and pool courtyard. It's located on the southwest corner of Foothill Boulevard and Live Oak.

OFFICIALLY PRO-HOUSING!

**Pro-Housing Designation
from the Department of Housing
and Community Development
(HCD)-Designation received in
December 2022**



DEVELOPMENT, GROWTH, GREEN, MULTI-PURPOSE SPACES, PRO-HOUSING





2022 AND BEYOND POSITIONED FOR EVEN GREATER EXCELLENCE

Firmly seated at the center of one of the fastest-growing economic centers in the U.S., we stand poised to not only move Fontana Forward but the rest of the region as well.

After two years of disruption, the City of Fontana took a giant step forward in 2022 with historic infrastructure investments and policy changes to improve quality of life and streamline the business development process. Informed by the research, the City Council moved Fontana from a regional spotlight to the national stage, strengthening ordinances to ensure environmental protection and economic vitality and securing more than \$45 million in various federal grant funding.

In 2023, the City of Fontana is positioned for even greater excellence.

INNOVATION AND TECHNOLOGY

311 Customer Service

The new City of Fontana 311 Customer Service website and mobile app provide an improved customer experience by offering more ways to easily submit and track service requests. The goal is to make government more accessible and life a little easier for our residents, businesses and visitors.

Accela

This new service allows citizens and businesses to process building permits online, moving Fontana closer to several of its strategic goals.

HOUSING & HOMELESSNESS

Homelessness has reached crisis proportions in communities all over the nation. Real solutions will require a higher level of collaboration and support. Fontana is committed to providing the kind of assistance needed to end homelessness once and for all.

On the horizon

- Bridge of Hope Shelter is scheduled to open offering up to five units of interim housing.
- The First-Time Homebuyer Program will be made available to families making up to 120% Average Monthly Income beginning in the Fall of 2023.
- Homekey & FHC Grant funding will be used to add an additional 14 units of interim housing and three units of affordable rental housing.

COMMUNITY SERVICES

South Fontana Park

The South Fontana Park will officially open on March 4, 2023. Fontana is committed to providing a high quality of life for all residents. As a result, the park includes ADA accessible playground and tot lot area, four synthetic turf football/soccer fields exercise equipment and sports lighting for nighttime play.



FONTANA
CALIFORNIA