



FONTANA
CALIFORNIA

ANNUAL REPORT

RIGHT NOW *2023 & BEYOND*



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LETTER FROM THE CITY MANAGER

This past year has been nothing short of extraordinary for the City of Fontana, marked by a profound transformation. It’s a testament to the collective dedication and hard work of our remarkable City staff, the unwavering commitment of local businesses, and the undeniable passion of our residents.

In the heart of this change, Fontana has solidified its position as the Inland Empire’s beacon of innovation, offering a canvas of endless possibilities for a bright future. This achievement wouldn’t have been possible without the visionary leadership and steadfast commitment of our esteemed City Council. Their foresight has paved the way for a city that stands as a testament to progress and positive change.

To the residents whose passion fuels the heartbeat of Fontana and the business community whose support is the bedrock of our growth, I extend my heartfelt gratitude. Your collective efforts have not only propelled our fast-growing city forward but have also turned it into a magnetic force, drawing in the best businesses and individuals.

Together, we have taken significant strides to reimagine and revitalize our community, and I am filled with gratitude for the collaborative spirit that defines Fontana. As we look to the future, I hope to carry this momentum forward, continuing the story of success and prosperity for a city that mirrors the indomitable spirit of those who call Fontana home. It’s a city where people don’t just live, work, and play – they invest their hearts and souls, forging a legacy that resonates for generations to come. Thank you for being a vital part of this incredible journey.



City Manager
Matthew C. Ballantyne



BY THE NUMBERS

The Finance Department manages and protects the City's financial assets while providing excellent customer service. The department is comprised of five divisions: Administration, Accounting, Budget, Customer Service, and Purchasing.

Responsibilities range from daily administration of City fiscal resources to long-range financial planning. Financial policies, plans, and reporting systems support the operating departments in achieving their objectives and assure the City's long-term fiscal health.

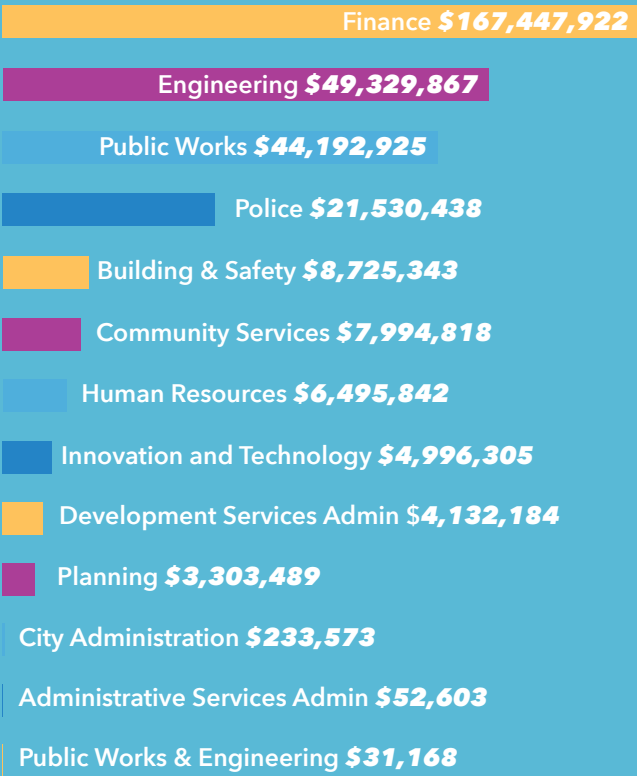
Administration manages the treasury function and debt issuance. Accounting is responsible for the general ledger, accounts payable, fixed asset management, special districts, and payroll. Budget prepares and monitors the operating budget, and capital improvement program. Customer service handles accounts receivable, utility billing, and accounting. Accounting handles accounts receivable, utility billing, business licenses, passport services, dog licensing, and cashing. Purchasing is responsible for procuring 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.



Chief Financial Officer
Jessica Brown

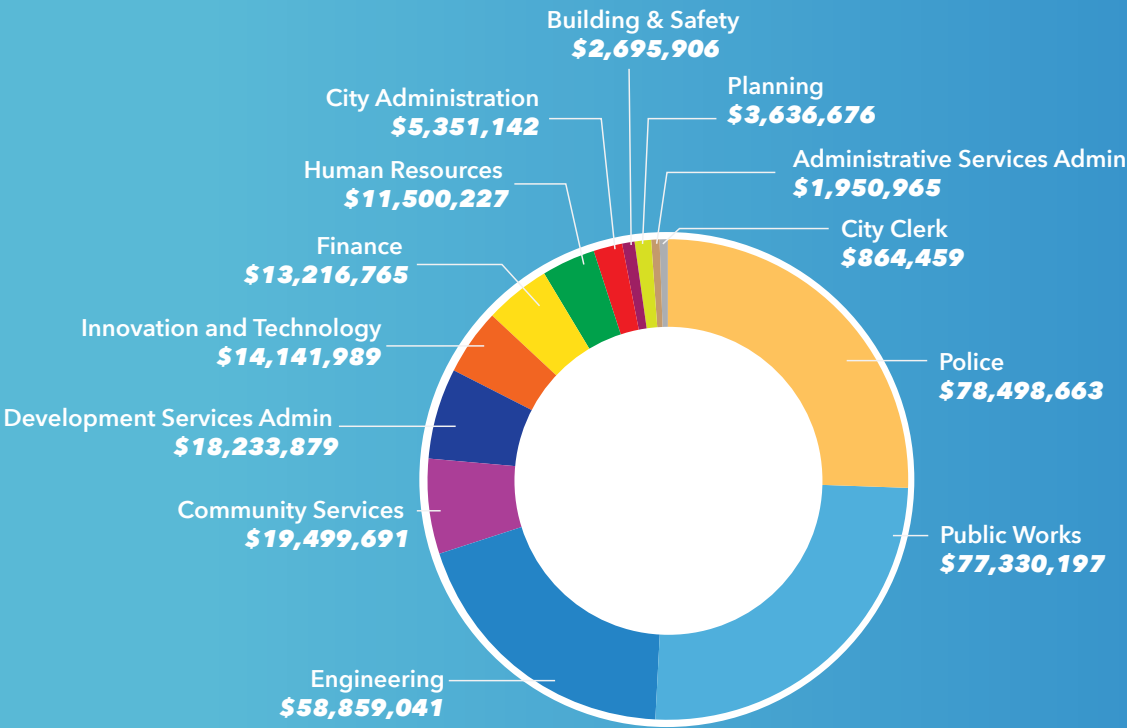
Revenue

\$318.47 Million | FY 2022-2023
Broken down by department



Expenditures

\$305.78 million | FY 2022-2023
Broken down by department



FONTANA FACTS 1952: The City of Fontana was incorporated on June 25, 1952.

HIGHLIGHTS:

Financial Health

The General Fund balance increased \$15 million resulting in increased reserves. General Fund Contingency Reserves were increased to \$33.1 million. The City also maintained two Section 115 Trusts for both pension and other post-employment benefits (OPEB) to help stabilize future costs associated with increased future liabilities.

Additionally, in October 2023, the Council approved a General Fund Reserve Policy and Pension Liability Pre-Funding Plan. The Reserve Policy formally establishes the City's 25% contingency reserve with a target of 30%, a \$2.0 million operating reserve, and the plan for the appropriation of unassigned fund balance being split 50/50 between pre-funding the pension liability and road improvements.

Transparency and Reporting

The Finance Department increased the timeliness and accuracy of audits by successfully decreasing the audit cycle by 50% for the fiscal year 2022-2023 compared to the last two fiscal years. Also implemented was the departmental monthly reporting, which includes monthly citywide collaborative meetings, the monthly analysis of budget to actuals, and the reporting of the performance of various financial indicators.

As part of the ongoing commitment to providing financial transparency, Open Finance became available on the City's website in November 2023. Open Finance provides a comprehensive look at the types of revenue collected and how those funds are invested back into the community.

Budget Management & Savings

Despite another year of economic uncertainties and increasing demands on city resources, citywide departmental collaboration and budgetary management resulted in total cost savings of \$10.4 million, or 8.1%. These savings were achieved without compromising the current quality of services provided to city residents. The net savings were reinvested into road improvement projects and pre-funding of pension liabilities.

Revenue Enhancements

2023 proved to be another transformative year for the city's financial resiliency which resulted in new and enhanced revenue sources for the General Fund through the establishment of fire leases with the Fontana Fire Protection District and the implementation of the Business License Compliance program. The fire leases establish a new annual funding stream of approximately \$5.0 million, set aside to reinvest in the City's Downtown Revitalization. The Business License Compliance program identified approximately \$750,000 in new ongoing General Fund revenue due to auditing current businesses not complying with the business license requirements which will initially be programmed as revenue that will assist in responding to an economy slowing down in comparison to previous years.

The City's financial health continued to strengthen in 2023.



STRATEGIC GOAL:

- Identify and act upon innovative revenue-generating opportunities without burdening residents with additional fees and taxes.

STATISTICS:



Increase of nearly

 **12%**

year over year in property tax base with total assessed value of \$30 billion for fiscal year 2023.

4% 

increase in sales tax compared to last year, reaching almost \$59 million for fiscal year 2023

CITY COUNCIL & **DISTRICTS**

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



Mayor
Acquanetta Warren



Council Member
Phillip W. Cothran,
District 1



Council Member
Jesus "Jesse" Sandoval,
District 2



Mayor Pro Tem,
Council Member
Peter A. Garcia, District 3



Council Member
John B. Roberts,
District 4



City Treasurer
Janet Koehler-Brooks



City Clerk
Germaine Key

CITY OF FONTANA VISION STATEMENT:



A city that cares about its residents and businesses and their quality of life.



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.



A community that welcomes and celebrates its diversity.



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.

FONTANA BY THE DISTRICTS



DISTRICT 1
Phillip W. Cothran



DISTRICT 2
Jesus "Jesse" Sandoval,



DISTRICT 3
Peter A. Garcia

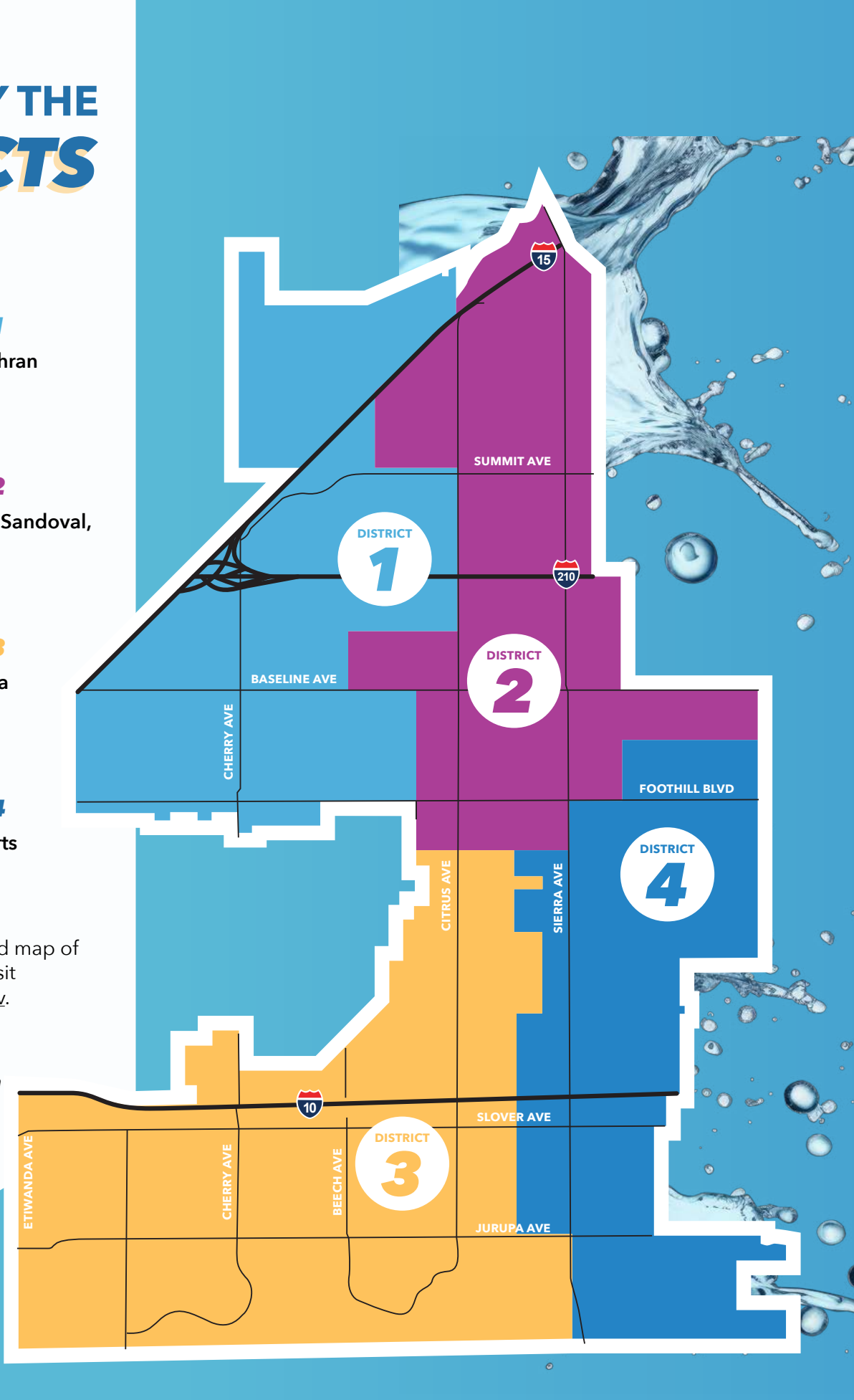


DISTRICT 4
John B. Roberts

District Map: For a detailed map of the city council districts, visit districtsmap.fontanaca.gov.

Map effective Nov 2024

** At the time of publication these are the electeds.*



FONTANA FACTS 1957: The State of California Department of Transportation (CALTRANS) adopts plans to construct Interstate 15, connecting Fontana to San Diego County and locations north through the Cajon Pass. Currently there are six miles of the I-15 that runs in or close to city limits.

BUILDING & SAFETY

The Building & Safety department is comprised of three divisions: Building and Safety, Code Compliance, and Fire Prevention. Together, the divisions work together to ensure the safety, welfare, and beauty of the City of Fontana. The department is responsible for reviewing construction plans, issuing building permits, performing field inspections of all construction projects, and enforcing the City's municipal code concerning property maintenance. Building & Safety protects property values, public health, and safety by verifying that all new and existing buildings comply with local and state building regulations.

Whether temporary or permanent, all buildings are regulated by a set of code and standards that the department ensures are structurally safe for habitation and enhances the beauty of Fontana.



Building & Safety Director
Jeffrey Baughman



HIGHLIGHTS:

Vasari at Ventana

The completion of the new apartments sets a new standard of living in Fontana. Comprised of units ranging from studios to three bedrooms, Vasari at Ventana is an immersive community, complete with a pool, fitness center, co-working space, and more. It is located on Citrus Avenue, near the I-15.

Citrus Crossroads

Located on Citrus Avenue right off the 210 freeway, Citrus Crossroads offers convenience for residents and visitors with eateries and retail in one center. In 2023, the department played a big role in ensuring this center can accommodate the traffic and capacity of Fontana's growing population.

Build Fontana

In collaboration with IT and other development services, Building & Safety took the permitting process online with Build Fontana. Available 24/7, Build Fontana streamlines the process of permitting whether it's searching for permits, submitting applications and other documents, scheduling inspections, or checking application status.



STATISTICS



55,000

inspections performed



4,285

plans reviewed

8

new industrial buildings



10

new commercial permits

42

multi-family residential permits



709

single-family residential permits

43,189



calls for information



4,888

code compliance cases opened

2,507



code compliance cases closed

213



yard sale permits



11,560

weed abatement cases

FONTANA FACTS 1965: The construction of Interstate 10 connects Fontana to the rest of the eastern part of the country.

CITY CLERK

The primary role of the City Clerk's Department is to ensure government transparency. The department is responsible for administering democratic processes such as coordinating city elections, providing access to municipal records, accurately preparing and processing agendas, and recording all legislative actions. It 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.

The City Clerk's Department aims to foster a more efficient and citizen-centric local government in Fontana.



STRATEGIC GOALS:

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

- Transparency and Accountability.
- Fair administration of local elections.
- Providing legislative support to the City Council.
- Improving customer service experience for residents, businesses, and city officials.
- Ensuring compliance with relevant laws and regulations.
- Encouraging citizen involvement and engagement in local government processes.

The department will continue its commitment to transparency, accountability, and improve service delivery for the City and its residents.



Deputy City Clerk
Christina Rudsell

HIGHLIGHTS:

Offsite Records Storage Center

The department improved record security, organizational efficiency, cost savings, regulatory compliance, and enhanced business continuity through the implementation of an offsite records storage center. This strategic move optimizes records management and positively impacts operations and resource allocation.

Public Records Request Software Implementation

By utilizing the Fontana 311 Customer Service software, the department has improved the management and handling of public records requests, which results in a better customer experience.

Adoption of City Clerk Department Goals

In April 2023, goals for the City Clerk Department were adopted as part of a citywide strategy. This strategy establishes clear and measurable objectives, so the department can better serve the community and constituents. Some goals adopted include:

- Create a comprehensive office procedure manual
- Update Citywide Records Retention Schedule (Last updated in 2012)
- Public records request software management implementation
- Campaign disclosure form process clean up (Prior to 2024 Election Year)
- Assist with municipal code update
- Implement updated processes with cross-departmental teams
- Succession planning

2023 AND BEYOND:

The department will continue to implement cutting-edge technology and digital platforms to enhance public access to information and streamline administrative processes. Additionally, there will be a focus on community engagement and collaboration, seeking input from citizens to ensure their needs and concerns are addressed effectively for a citizen-centric local government in 2024.



STATISTICS



44,651

document pages
indexed, scanned, and
reviewed for quality
control

581

certificates issued

38

proclamations issued

133

claims processed

47

agendas posted and
prepared

1,022

total public records
requests processed



112,295

registered voters

COMMUNITY SERVICES

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

One of the larger departments within the City, CSD is comprised of Arts, Marketing, Youth Services, Events Services, Athletic Services, Facility and Senior Services, and Community Services Administration.

STRATEGIC GOALS:

- Implement senior transportation program with Go-Go Technologies and transport over 10,000 one-way trips.
- Expand Fontana Expanded Learning Program (FELP) through participant waitlist elimination by 50%.
- Improve facility technology and safety proficiencies to support internal and external customer service alongside IT, Public Works, and Engineering.

2023 AND BEYOND:

CSD anticipates new registration software for programs, classes, and activities.



Community Services Director
Daniel Schneider

HIGHLIGHTS:

Special Olympics

Fontana continues to be a leading organization within the Inland Empire in the realm of Special Olympics. The 2023 Special Olympic dynamic programming included basketball, soccer, softball, tennis, and the two most popular activities - bowling and swimming. The sporting environment is encouraging, competitive, and fun. Team Fontana received 60 participants for 2023.

In 2023, the return of the Regional Games was hosted at Fontana Park's Jessie Turner Gymnasium and the Aquatic Center. The Regional Games provides the opportunity for teams throughout Southern California to compete against one another in swimming, basketball, and bocce ball. 2023 proved to be an exciting year with over 2,000 people in attendance.

Spring St. Night Markets

The Spring Street Night Market has quickly become one of the most well-attended events in the City of Fontana, averaging 2,500 attendees per event. Hosted in the heart of downtown Fontana over 40 food and novelty vendors fill the street with uniquely crafted foods and handmade items. This one-of-a-kind urban-style event features live graffiti artists, DJ entertainment, interactive community booths, activities for kids of all ages, and a beer and wine garden. Spring Street Night Market offers something for everyone of all ages.

Fontana 311

The new Fontana 311 Customer Service website and mobile app provide an improved customer service experience by offering ways to submit and track service requests easily. Whether customers need to report a pothole or book a passport appointment, Fontana 311 has them covered.

Since the unveiling of Fontana 311, the Community Services Department successfully supervises its operations. Calls and requests are managed by two operators handling topics such as potholes, abandoned vehicles, and code compliance cases.



STATISTICS

67

community locations such as centers, parks, and conservation areas

496,662

program attendees

28

community events

25,076

event attendees

220

volunteers

8,261

volunteer hours

96%

enrollment for aquatic programs

96%

enrollment for sports programs

7,713

Healthy Fontana event attendees

58

Healthy Fontana hosted events

102%

enrollment for youth development programs

FONTANA FACTS 1984: Kaiser Steel Mill halts operations and makes health care plan public.



ECONOMIC DEVELOPMENT

The Economic Development office actively pursues opportunities in the areas of business attraction, business retention, and business expansion to strengthen the City's economy and job growth.

At the cornerstone of Economic Development is a comprehensive strategic framework designed to elevate economic prosperity and quality of life for residents. The multifaceted approach focuses on the attraction of commercial enterprises, facilitation of new employment opportunities, monitoring of key economic metrics, and intentional promotion of Fontana's business economy to ensure economic resiliency through economic uncertainty.

Economic Development is proud to work collaboratively with regional partners to provide tools to strengthen local businesses.



STRATEGIC GOALS:

Fostering sustainable economic growth by:

- Empowering business resilience through comprehensive business support services that cultivate and strengthen local businesses.
- Focused regional collaboration to capitalize on new opportunities that impact regional economic growth.
- Facilitate new business development to provide new employment opportunities for residents.
- Promote a diverse workforce to support industry growth.



Economic Development Analyst
Rhonesia Perry

HIGHLIGHTS:

Bolstering Business

Through continuous promotion and collaboration with the County of San Bernardino Workforce Development Department, more than \$100,000 in "On the Job Training (OJT) Dollars" was issued to Fontana local businesses. Awarded businesses were able to capitalize on a 50% wage reimbursement for new hires entering the workforce; receiving specific training for career advancement.

The City of Fontana saw a 7.8% increase in employment growth in the third quarter of 2022 compared to the previous year.

State of California Employment Development Department (EDD)



Fontana Downtown Revitalization

The Economic Development office secured \$3.8 Million in legislative grant funding to support the ongoing revitalization plans for downtown. This funding is a significant milestone in creating a vibrant and diverse destination for residents, visitors, and businesses to thrive. The first course of action is to restore local historical landmarks including murals surrounding downtown, procurement of new art installations anchored by the 9/11 memorial, and initial designs to expand the downtown art museum, along with expanding infrastructure to support business growth for restaurants and retailers. These earmarks are set to bring a sense of community and life to the heart of Downtown.



WPT Industrial - Live Oak & Santa Ana Groundbreaking Event

2023 AND BEYOND:

In 2024, the Economic Development office positions itself to launch several innovative initiatives aimed at fortifying the Fontana business community. Businesses can anticipate the introduction of new resources and training programs designed to underscore the city's growth. A notable addition is the Small Business certification courses tailored by the California Department of General Services for small business owners and veteran-owned businesses, affording them a strategic advantage for government procurement opportunities.

TOP 5 employment industries in the city for Q3 of 2022:

- Transportation: 16,163
- Healthcare: 10,699
- Retail: 8,291
- Government: 7,216
- Manufacturing: 6,639

State of California Employment Development Department (EDD)

STATISTICS:



23+
Business Site Tours

253
Business Assists

\$27.5M
Capital Investments

192
jobs created

Left to right: Hilda Kennedy (AmPac), Isabel Casillas Guzman (SBA), Brian Kennedy (AmPac) at Norma Torres Small Business Town Hall Meeting

FONTANA FACTS 1995-97: The construction of the Auto Club Speedway begins in 1995 on the site of the former Kaiser Steel Mill. After being completed in late 1996, NASCAR has hosted races at this raceway since 1997.

ENGINEERING

The Department of Engineering plans, designs, and manages the City's public infrastructure which includes public buildings, public streets, sidewalks, sewer, and storm drain system.

The [Capital Improvement Projects \(CIP\) Map](#) is a comprehensive look at the City's infrastructure projects. By utilizing the map, project locations and descriptions, completion dates, and projected costs can be easily accessed.



HIGHLIGHTS:

Foothill Boulevard Pavement Rehabilitation

This project is located on Foothill Boulevard, between East Avenue and Hemlock Avenue but also includes various streets south of Foothill Boulevard up to the San Bernardino County limits. Completed in November 2023, there were ADA upgrades to existing curb access return ramps, grind and overlay of existing asphalt, asphalt and concrete replacements, and Type II Road Slurry to extend the life of the existing pavement by protecting the undersurface from the effects of aging and the environment.

Kathy Binks Elementary Safe Routes to School

Funded by the Transportation Development Act (TDA) Grant, sidewalk gaps along Cypress Avenue and Juniper Avenue were closed to create a smooth continuous pedestrian path for those in the vicinity of the Kathy Binks Elementary School. The project was completed in October 2023 with a total construction cost of \$318,441.



Public Works Director/
City Engineer
Gia Kim

Cherry Avenue at Highland Avenue Interim Traffic Signal

An interim traffic signal was constructed at the intersection of Cherry Avenue and South Highland Avenue. This intersection was previously a stop-controlled intersection in all directions. As a component of a comprehensive transportation improvement and traffic management program, the signal will enhance the flow of traffic for all roadway users and will relieve congestion through the corridors. The project was completed in October 2023 with a total construction cost of \$278,589.00.

52 miles of street rehabilitation projects are scheduled for the 2024 calendar year.



Sierra Lakes Slurry Seal

This pavement rehabilitation project consists of 22 lane miles of Type II Slurry Seal encompassing the neighborhoods between Citrus Avenue and Sierra Avenue, and Summit Avenue and Sierra Lakes Parkway. This treatment seals and waterproofs the surface, fills minor cracks, restores skid resistance, and gives a nice smooth black surface for aesthetic appeal. Construction began November 2023 and will be completed in Spring 2024 with a total construction cost of \$751,738.

2023 AND BEYOND:

Three grant-funded Safe Routes to School (SRTS) projects, one through Transportation Development Act (TDA) Grant and two through Active Transportation Program (ATP), will construct sidewalks where none currently exist and install bike lanes and crosswalks to enhance pedestrian and bicycle travel that serve several schools throughout the City.

The Downtown Parking Structure will be constructed on the corner of Arrow Boulevard and Library Way. The four-tier structure will provide parking for the Miller Park Amphitheater, Stage Red, Fontana Lewis Library & Technology Center, and the reimagined Downtown area.

Phase I of the City Hall Renovation Project will begin with the demolition of the existing Fire Annex located at 17001 Upland Avenue and the construction of a two-story building that serves as a ground-level parking structure and office space for the San Bernardino County Fire Administration, KFON, Code Compliance, COAST, and Human Resources.

Phase I of the RAISE Grant (West Gate Specific Plan) project, located on Victoria Avenue and Cherry Avenue, will begin with underground utilities construction in late 2024.

The Citrus Avenue/ 210 freeway traffic signal was updated for timing coordination in conjunction with CalTrans and SBCTA.



Improvements to Sierra Avenue between Foothill Boulevard and Baseline Avenue will widen Sierra Avenue to 6-lanes, install sidewalks and curb and gutter, construct a raised median, a new traffic signal at Sierra Avenue and Reed Avenue, and storm drain system. The construction of the project has been substantially completed with anticipated completion in March 2024.

Phase 1 of the proposed Cypress storm drain system will intercept surface drainage flows and alleviate existing street ponding on Foothill Boulevard, Cypress Avenue, and Juniper Avenue. The proposed drainage system will improve community aesthetics and decrease the economic and community impacts of flooding which have been an on-going issue at the City's major intersections. Additionally, the project also includes ADA improvements within the project limits. The entire width of Cypress Avenue and Juniper Avenue pavement will need to be reconstructed in full depth as well. The construction is expected to be begin in Summer 2024 with anticipated completion in late 2025.

FONTANA FACTS 2000: The Los Angeles Times names Fontana as one of the fastest growing cities in Southern California.

STATISTICS:



40

lane miles of street rehabilitation completed in 2023

350+

plans/permits for traffic control, signing, striping, and signals reviewed

220

traffic signals and devices maintained

8

new locations received traffic signals



ENVIRONMENTAL CONTROL

Residents can properly dispose of hazardous waste such as household cleaners, batteries, paints, and more, through the Household Hazardous Waste Collection.

A total of
298,699 

of household hazardous waste was collected and diverted from landfills

7,153 

gallons collected from the Curbside and Household Hazardous Waste Used Oil Program

 **43**

Household Hazardous Waste events

 **33,549**

curb miles swept in Street Sweeping Program

305 

residents received free mulch

FONTANA FACTS 2003: A 20-mile freeway segment from Glendora to Fontana is completed.

FIRE DISTRICT

The Fontana Fire Protection District provides the City of Fontana with emergency response services such as fire, medical aid, rescue, and other necessary response services. These services are proudly provided through contract by the San Bernardino County Fire Department.

Upgraded Technology

Now serving the City of Fontana, Medic Engine (ME) 81, is equipped to provide life-saving services. Other technological improvements were made to internal systems to help reduce response times. A color-coded alert system lets staff know immediately which unit is requested and digital dashboards provide real-time and weather information.

Station 80 Training Facility

Station 80 Training facility is in the planning phase. Located on Cherry Avenue, just south of the 210 freeway, this new facility will enhance training for the San Bernardino County Fire Department servicing the City of Fontana. Included will be a training classroom and a tower that will eventually be incorporated in the future fire station.

STRATEGIC GOALS:

- Improve response times by adjusting response plans to ensure the closest resource is available and analyzing current processes to identify opportunities for improvement.
- Improve response times by adjusting response plans to ensure the closest resource is available and analyzing current processes to identify opportunities for improvement.

2023 AND BEYOND

Station 81 is near completion. This station will enhance the Fire Department response times for the northern part of Fontana and is over 13,000 square feet.



STATISTICS

21,700



Calls for Service

+14,917

Medical Aids

693



Traffic Accidents



07:42

Current Response Time



FONTANA FACTS 2007: The remaining freeway section east of I-15 between Fontana and the I-215 opens in July.



HOUSING

The Housing Department focuses on increasing, preserving, and improving affordable and livable housing for all Fontana residents by providing programs and projects to meet the community's needs.

PROJECT HIGHLIGHTS

Housing Rehabilitation Program

The Housing Rehabilitation Program is designed to assist low- and moderate-income residents of owner-occupied homes to preserve their housing by making needed repairs and correcting code violations. It is funded annually with Community Development Block Grant (CDBG) funds. Through this program, the preservation of the supply of affordable housing, specifically existing affordable housing stock occupied by low and moderate-income households was achieved.

Bridge of Hope Emergency Shelter Opens

In a joint effort between the City, Water of Life Church, and Quality Management Group, the first emergency shelter opened in the core of Fontana in 2023. The non-congregate shelter provides families with dependent children at immediate risk or homeless families and individuals with temporary housing. The shelter has 24-hour staffing and works with residents to develop an Individualized Housing Assistance Plan and coordinate wrap-around services to prepare for permanent housing. The facility is expected to house up to 32 people per year for up to 90 days.



Housing Development
Manager
Valerie Gonzales



Under the Community Development Block Grant (CDBG) Program, its portfolio has expanded to 33 single-family homes available to rent to income-eligible families. In the past year, two additional homes were purchased, fixed, and rented to eligible families.



STATISTICS

143

people assisted with
Homelessness Prevention
Activities

10

people assisted with
Rapid Rehousing
Activities

15

people assisted with
emergency shelter
placement

256

people assisted through
street outreach

191

funded 191 seniors for
recreational activities and
classes

85

residents received
services from Inland Fair
Housing & Mediation
Board

65

homeless individuals
assisted since March
2023 with emergency
motel vouchers with a
total of 1,882 nights
paid for

10

single-family homes
assisted under the
Housing Rehabilitation
Program during FY 22-23

FONTANA FACTS 2008: With valiant efforts from the City of Fontana and regional partners, Fontana opens the largest library in San Bernardino County, the Lewis Library and Technology Center.



Homekey Interim Housing Units Completed

The City received a \$3 million grant to provide Interim Housing Units within Fontana. With the funding received in 2023, units were rehabilitated, and 14 units of Interim Housing were provided at two different locations. These units are meant to temporarily house those experiencing homelessness while case workers develop an individualized plan and work towards permanent housing.

Family Homelessness Challenge Units

The city was awarded \$2.7 million through the Family Homelessness Challenge grant. Funding was used to provide six units of permanent affordable housing and provide wrap-around services at the emergency shelter and interim housing units. In 2023, units were rehabilitated and six units of permanent housing were provided at two different locations. These units will house individuals who have previously experienced homelessness and through case work provided by Water of Life Church were able to transfer into permanent affordable units.

Lead Hazard Control Grant & Healthy Home Supplemental Grant

Awarded by the U.S. Department of Housing and Urban Development, the department received a \$4 million grant to address and decrease the number of children under age six, experiencing lead poisoning. In conjunction with the Lead Hazard Control grant, the city was awarded a supplemental grant, Healthy Homes, to address other household hazards affecting occupants.

The newly created program will identify qualifying homes, offer testing to children under six, provide lead testing of homes, and remediate all lead found within the home. The Healthy Homes program will supplement the lead-based paint remediation activities and will provide remediation for other identified health and safety hazards in homes identified through the lead hazard grant program.

2023 AND BEYOND

Courtplace Apartments in Fontana will include 106 affordable, multi-family units and is expected to apply for tax credits and begin construction by the end of 2024.

To further assist low and moderate income families, seven additional units of affordable rental housing will be added to the portfolio.



FONTANA FACTS 2008: The Fontana Park Aquatic Center opens.

HUMAN RESOURCES

The Human Resources department in the City of Fontana strives to provide quality services to attract, develop, inspire, and retain quality employees in a diverse workforce and supportive work environment.

PROJECT HIGHLIGHTS:

Supervisors Toolkit

The spirit of the Supervisors Toolkit is to support and allow those current or recently promoted managers access to personnel resources made available from HR while supporting the day-to-day responsibilities of managing the departments. Some resources in this toolkit include performance evaluations, employment and recruitment, employee training, onboarding, and MOUS.

Level Up Training

In January 2023, the Human Resources and Risk Management Team partnered to identify various required training efforts to help prevent injuries, educate staff, and maintain health, safety, and compliance through "Level Up Training." A variety of training, such as safety topics to mandated trainings, roll out to staff every January. To date, there have been over 5,564 completed training sessions.

Easy Access

The HR/Risk Management Department has enhanced the department website in providing additional information to the public with easy access to compensation, job descriptions, and benefits.



Director of Human
Resources and Risk
Management
Rakesha Voss

Within HR, the Risk Management Division's purpose is to foresee and control, within possible extent, any liability to the City through various means.

#HR

STATISTICS:



11,400

employment
applications received

391

part-time employees
hired

119

full-time employees
hired

FONTANA FACTS 2010:

The U.S. Census Bureau Reports 196,458 residents in Fontana at the conclusion of the 2010 Census.

INNOVATION & TECHNOLOGY

The Innovation & Technology Department strives to provide superior services to city staff to meet and exceed citizen expectations and create efficient business processes through technology.

In 2023, IT went through a restructuring to include the KFON-TV division, also known as Media Support Services. Under new leadership, the KFON-TV programming has grown to include additional segments aimed to educate, inform, and entertain the Fontana community.



“Your City at Work” takes a look at the infrastructure projects occurring throughout the City and includes city staff behind the projects.

“Discover Fontana” transports viewers back in time, helping our viewers discover historical places of interest and hidden gems in Fontana.

“Fontana Now” is a monthly series which highlights the latest news, projects, and events throughout the City.

PROJECT HIGHLIGHTS:

Expand Wi-Fi to Community Centers

The department expanded public Wi-Fi at community centers and parks to provide residents and visitors of Fontana’s facilities broader access to Wi-Fi. Accessibility to Wi-Fi better supports students who use Fontana’s facilities after school, during school for remote learning, or for independent learning programs.

Expansion of Wi-Fi at the City’s community centers and parks also puts the city in a better position to provide Internet access to members of the public during disasters



Innovation & Technology
Director
Jennifer Barcenas

or safety concerns when the centers are used as evacuation centers or shelters, affording them better access to news, loved ones, and resources. Public Wi-Fi is now available at Fontana Park - Jessie Turner and Aquatic Center, Jack Bulik Center, Heritage Center, Cypress Center, and Don Day.

Website Redesign

In 2023, the City’s redesigned website was launched to improve and enhance the experience of residents, visitors, and businesses who are seeking information and services from the City. With a focus on users and reducing redundant processes, the redesign ensures a smoother online experience.

Fontana 311 Phase 2

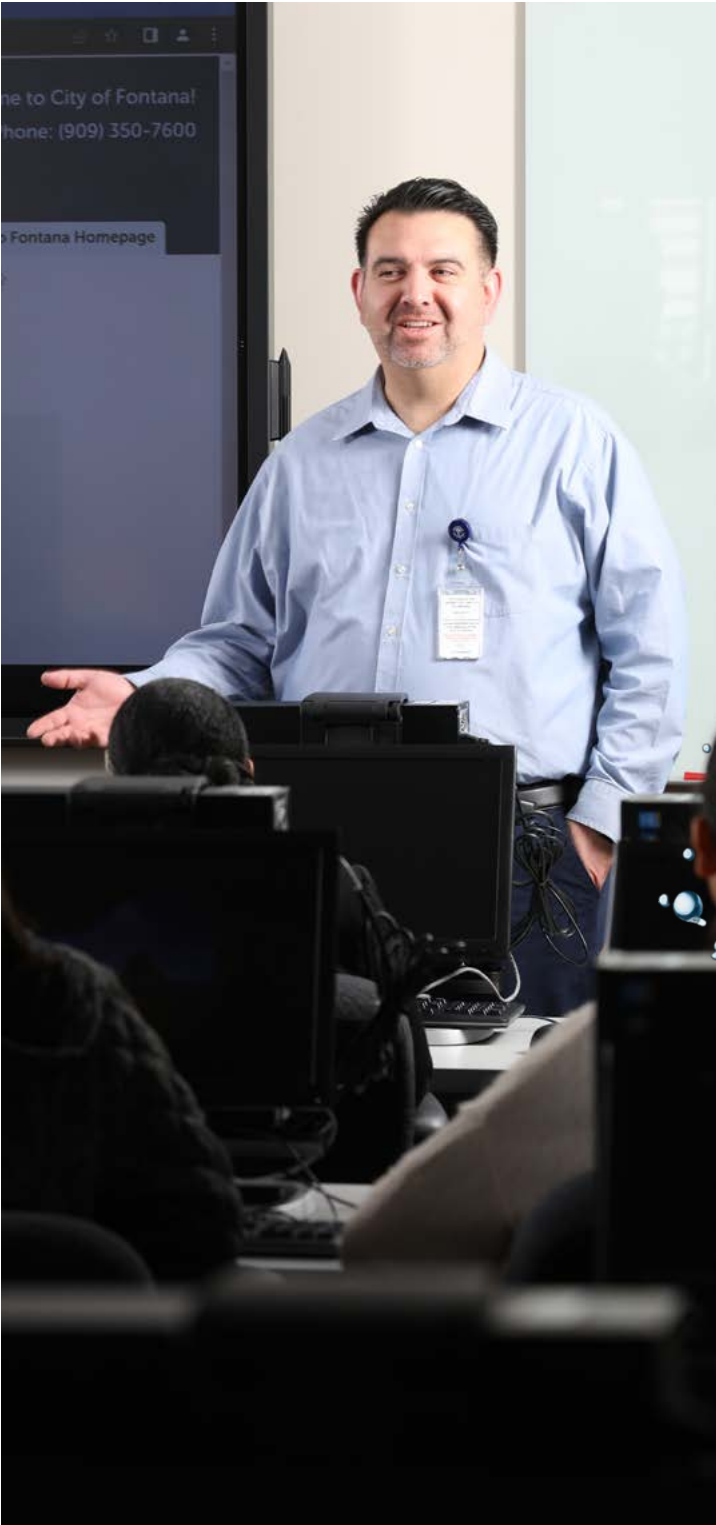
Fontana 311 was launched in 2023 and has been a great success for the City. Residents have a “one-stop-shop” to request city services and or report issues. Throughout the year, efforts continued to expand on the services provided by tying in services for Code Enforcement and Community Services. In progress is the implementation of an AI-based interactive voice response system to answer and route phone calls to the appropriate department.

Build Fontana - Accela Land Management and Permitting System

Over the last few years, the IT department alongside Building and Safety, Engineering, Code Compliance, Fire Inspection, Finance, and Public Works have been working to bring a new land management and permitting system to Fontana. The dedication and efforts put into this project resulted in a successful implementation of the new land management and permitting system using Accela. These services known as Build Fontana, was a 3-year effort that brought Fontana a new, improved solution that seamlessly connects with other city systems and assists customers with an easy-to-use platform, ensures city employees process requests in a consistent and efficient manner, and provides dynamic insights to internal operations.

Police Department Live 911 System

To improve situational awareness and reduce response times of the Fontana Police Department, the Live 911 system aims to provide officers with the ability to monitor 911 calls in real or near real-time while out in the field.



STATISTICS

6,600



service requests received
(Fontana 311)

4,700



cases addressed and
closed (Fontana 311)

73



Tech workshops totaling
220 hours of training
for staff

78



Worked on 78 projects
citywide to help move
technology forward

10,458



requests from city staff

10,325



city staff requests
resolved



FONTANA FACTS 2010: Residents elect the city’s first female and first African American to serve as mayor.

MARKETING & COMMUNICATIONS

The Marketing & Communications Office serves as “the voice of the city” and is responsible for implementing a comprehensive communication and marketing program to disseminate public information to the media and community.

STRATEGIC GOALS

- The Marketing and Communications Office strives to elevate the brand and reputation of the City of Fontana to a symbol of progress, success, and sophistication, by providing comprehensive communications that inform, engage, and empower Fontana stakeholders and citizens through omnichannel marketing.



Communications and Marketing Manager
Monique Carter

DON'T FORGET TO TAG US!

- @city_of_fontana_ca
- @City of Fontana, CA - City Government
- @cityoffontanaca
- @KFONTV
- @City of Fontana



STATISTICS

1.9m+

views on the City website

3.3k+ in

followers on LinkedIn

41k+ n

members on NextDoor

f 23k+

followers on Facebook

24k+ i

followers on Instagram

X 6k+

followers on X

41.5k+

views on YouTube videos published in 2023

15k+ e

newsletter subscribers

622+

listens for Fontana Unlocked

500+ d

students participated in Mayor's Education Coalition

PROJECT HIGHLIGHTS:

Digital Programming

Working alongside the Media Support Services division, KFON-TV was introduced to additional programming in 2023. The marketing department helps produce new programming which ranges from covering the history of Fontana, current events, what's to come in the city, highlights of City Council meetings, and more - all to educate, inform, and entertain the Fontana community.

Fontana Unlocked

Ripping away the bureaucratic red tape, the marketing department along with Media Support Services, produces a riveting podcast called Fontana Unlocked. Launched in October 2023 and hosted by Fontana's Deputy City Manager and the Marketing & Communications Manager, it's a deep dive into the inner workings of Fontana.

Mayor's Education Coalition

In partnership with local businesses, schools, and organizations, this program provides the opportunity for local students to explore fulfilling career opportunities with first-hand experiences. In 2023, the Mayor's Education Coalition programming included healthcare, manufacturing, transportation, and public service.

2023 AND BEYOND:

Improve the quality of video production for KFON Channel 3, social media, enhanced podcast programming, and website content.

FONTANA FACTS 2017: The Fontana City Council establishes and implements by-district elections for City Council members. Ordinance 1767 is adopted outlining four districts.



PLANNING

The Planning Department plays a critical role in the development and growth of the City, led by the vision and policies of the City Council and general plan to enrich those who live, work, play, and invest in the City of Fontana.

Planning is responsible for processing land use applications, reviewing new developments or modifications to existing structures, and even has a role in the business license application process.

The City of Fontana continued Pro-Housing efforts in 2023 after being awarded the designation in 2022.



PROJECT HIGHLIGHTS:

SB2 Grant / Downtown Planning Project

The Fontana Planning Department completed a plan for a new Downtown Core that includes additional residential and mixed-use developments. The Downtown Core is bordered by Foothill Boulevard, Randall Avenue, Juniper Avenue, and Mango Avenue. This will ultimately create a walkable Downtown area for residents, businesses, and visitors to enjoy.

Fontana Development Projects Map

To provide the community with a better understanding of developments in the City, the Fontana Development Projects Map has been enhanced to include locations, status, project information, and staff contact information. This comprehensive map can provide insight into projects proposed, approved, and under construction within the city; it's searchable through location, address, assessor's parcel number, project type, and more.



Director of Planning
Patty Nevins



Narra Hills

The Narra Hills residential project has commenced construction. Narra Hills is a master-planned community offering 484 homes consisting of single-family homes and attached and detached condominiums. Community amenities will include a clubhouse, pool, parks and other recreational opportunities for residents.

Fontana Square

Fontana Square is located west of Citrus Avenue. This project includes two hotels, a banquet hall, and the famous In-N-Out Burger.



Sierra Ridge

Located on Sierra Avenue between San Jacinto Avenue and Ramona Avenue, this project is a multi-family development containing 93 townhome and flat-style units. Community amenities will include a clubhouse, pool, spa, courtyard, and tot lot.

The Heights at Southridge

Nestled along the scenic Jurupa Mountains, the Southridge project consists of 255 condominium units, various amenities, and a public park.



Chase/Cascade Residential

The Chase project includes 48 detached single-family residences with four attainable residences and a recreational area. It's located north of Chase Road and west of Citrus Avenue.

2023 AND BEYOND:

- New projects coming to Fontana include residential, commercial, and more.
- The city's Local Hazard Mitigation Plan to be completed early 2024 which will help the City better prepare the community in the event of an emergency.
- Updates are being made to the Walnut Village Specific Plan to add residential and commercial development potential.
- Located on the historic Route 66, Alta Fontana includes 344 residential units and 1,500 square feet of commercial space.

FONTANA FACTS 2018: The City of Fontana holds its first elections based on the newly-formed City Council Districts 1 and 4. The position of Mayor, City Clerk, and City Treasurer continues to be elected at large.

POLICE

The Fontana Police Department is committed to protecting the community by providing quality service with integrity. The department builds diverse community-based partnerships guided by innovation and perseverance to ensure the City's future as a well-developed, dignified, and respected community.

Four divisions: Police Administration, Field Services, Special Operations, and Civilian Administration

PROJECT HIGHLIGHTS:

K-9 Unit

The K9 program is one of the department's greatest resources to enhance the quality of responses throughout the community and provide excellent opportunities for community engagement. It is also one of the most collaboratively funded programs with a non-profit organization, the Fontana K9 Pals.

The Fontana K9 Pals has purchased over 25 Police K9s since the relationship was established in 1989. There are currently six handlers with K9 partners. In 2023, the K9 team responded to 8,200 calls for service, 56 subjects were located/apprehended, 83 trackings for missing persons or suspects were conducted, 150 lbs. of narcotics were located, \$3,000,000 in US currency located, 20 firearms confiscated, and 7,200-man hours saved by utilizing the K9. Additionally, approximately 25 community presentations and demonstrations were performed throughout the city.



Police Chief
Michael Dorsey



STATISTICS

15

new police officers hired



103,875+

calls for service

1,067+

guns destroyed



AIR UNIT STATISTICS



4.59

average hours of flight
time per day

1,322



calls for service



613

first on scene for
613 calls

311



Assisted in 311 arrests
from the air



264

Able to cancel ground
units prior to arrival on
264 calls

Fontana Police Department Wellness Program

In 2023, the Fontana Police Department developed a wellness program focused on safeguarding the well-being of staff, enhancing performance, and maintaining community trust. Law enforcement is a physically and mentally demanding profession. The wellness program is aimed at helping officers maintain physical fitness, manage stress, and reduce the risk of injuries and health-related issues.

The program provides resources for stress management, counseling, and coping strategies to support mental health. Physically and mentally healthy officers are more effective in their roles. Wellness initiatives have been proven to lead to better decision-making, improved problem-solving abilities, and increased overall performance. Employees have access to a trained peer-support team, counseling sessions, yoga, cold-plunge therapy, massage therapy, chiropractor support, and other stress management support. A comprehensive wellness program can make a police department more attractive to potential recruits and improve employee retention, ensuring a continuous supply of qualified and experienced personnel.

Air Support Unit

2023 was a year of building and equipment familiarization for the Air Support Unit (ASU). Development for upgraded RMS integration was acquired while upgrading the moving maps. The downlink project is nearly complete and will provide hard-wired live feed capabilities to the Emergency Operations Center, Watch Commander's Office, and Chief of Police. Additionally, 250 users will have remote access through encrypted cloud base system allowing users to view the same footage when deemed necessary. During 2023, Helisafe completed the routine 450-hour overhaul for one of the R66 (N166PD) and the 12-year inspection for the ASTAR as well as providing topnotch routine service and maintenance to the fleet. The unit's current personnel is comprised of one Lieutenant (Unit Manager), one fulltime Tactical Flight Officer (TFO), two certified back up TFOs, and one trainee TFO. It is the unit's intention to add another backup TFO to the program.



Community Service Officers

The Police Department has 10 Community Service Officers and are assigned to Front Desk, Property Division, Patrol and Traffic. This year, four full-time Traffic CSOs were added to the Traffic Division. This division focuses on the handling of non-injury traffic collisions, parking enforcement to include commercial enforcement, street sweeping, disabled parking, other non-moving violations, and the removal and/or citing of abandoned vehicles throughout the city.

CSOs are an extraordinary resource and extension of Patrol and Traffic Officers and are uniformed personnel who respond to calls from Dispatch. Field duties performed by CSOs include traffic control, scene containment, evidence retrieval, community blight mitigation, community engagement, and report handling. Report handling includes theft reports, missing persons reports, found property, lost/stolen license plates, forgery, insufficient fund check cases, identity theft, vehicle burglaries, and more.

The dedication and excellent performance of CSOs allow police officers to focus on higher priority calls, public safety, and the preservation of life. The Fontana CSOs are very versatile and continually look for ways to lessen the workload on officers, decrease response times to lower priority calls, and enhance service levels to the community. They frequently assist as call-takers in Dispatch and on occasion have matron duties. CSOs combined have handled 5,123 incidents (calls for service and self-initiated activity), written 2,043 reports, taken 211 traffic collision reports, and written 360 citations.



Special Operations Division

The Special Operations Division is made up of several units which are primarily responsible for the department's investigative resources. These units include the Detective Unit, Gang Unit, Fugitive Apprehension Team, Rapid Response Unit and Narcotic Unit. Additionally, the Special Operations Division is also responsible for the department's response to the homeless crisis which consists of the Multiple Enforcement Team, Community Outreach and Support Team (C.O.A.S.T.) Unit and Homeless Outreach Support Team (H.O.S.T.).

Previously, the Special Operations Division, consisting of the Narcotics, Rapid Response and Gang Units, had a goal of reducing the number of illegal firearms throughout the City and out of the hands of criminals. Through collaboration, 688 illegal firearms were seized. This was a deliberate effort of these units and has a direct effect on the safety of our community. Additionally, in response to a nationwide Fentanyl crisis, these units made a concerted effort to reduce the number of Fentanyl pills on our streets and keep them out of the hands of Fontana youth. Working together, approximately 300,000 Fentanyl pills and several pounds of Fentanyl powder were seized.

Civilian Administration Division

The Civilian Administration Division was able to secure \$225,757 in various grant funding. The additional funding assists in supplementing the purchase of equipment and software. The implementation of three new software subscriptions: Request a Report, Buy Crash, and Crossroads allows the public to purchase and obtain readily available reports online.

2023 AND BEYOND:

The Police Department would like to study the cost and location of an off-site Dispatch/Communications Center. If there is ever an emergency within the Police Department, dispatchers may work from an off-site location. An off-site center would allow dispatchers to provide services to officers, business owners, and residents without any interruptions.



FONTANA FACTS 2019: The Los Angeles Dodgers Foundation's 51st Dodgers Dreamfield unveils at Jack Bulik Park on June 22.

PUBLIC WORKS

The Public Works Department maintains the City's existing parks, landscape, public buildings, community centers, fleets, streets, sidewalks, sewers, signages, and storm drains. The department strives for exceptional customer service by developing and implementing infrastructure management programs and services that enrich the quality of life for those in Fontana.

An underutilized parking lot was converted into a dog park at North Heritage Park.



PROJECT HIGHLIGHTS:

Valley Boulevard/Kaiser Sewer Project

This project treated approximately 3,000 linear feet of 10" sewer mainline with Cured-In-Place Plastic lining and constructed an extension of approximately 530 LF to an existing parallel 15" sewer mainline on Valley Boulevard (Healthcare Parkway to Palmetto Avenue). Defects were repaired in the existing 10' mainline which will provide many years of reliable service, as well as redirected sewer flows into the existing 15" mainline for improved capacity. The final construction cost for this project was \$872,225.55.

Concrete Sidewalk Maintenance Project

Concrete sidewalk was replaced in Southridge and the Village of Heritage. This project also installed several hundred and thousands of feet of curb, gutter, and sidewalk as well as 1,870 square feet of ADA curb ramps. The total cost for this project was \$700,806.95.



Public Works Director/
City Engineer
Gia Kim



Parks, Recreation, and Trails Master Plan

The Parks, Recreation, and Trails Master Plan is updated every 10 years to take an accurate inventory of assets, identify new needs in the community, prioritize improvements, and plan for future funding needs. An updated version was presented to the Parks, Community and Human Services Commission in late October 2023.

Water Systems

A recycled water supply pipeline was installed in the Village of Heritage. This allows the City to convert 16 existing potable landscape irrigation water meters over to this valuable resource.

Pool Heaters

The Fontana Park Aquatics Center operates year-round to provide fitness and recreational programs to the community. Two new heating units were installed to ensure the facility continues to reliably provide these activities to residents.

Rehabilitation of Parks Parking Lots

The project to rehabilitate parking lots begun in various City parks. The following locations were completed: Catawba Park, San Sevaine Park, Almeria Park and Patricia Marrujo Park.

2023 AND BEYOND:

Tamarind and Industry Lift Station will be upgraded to the new pump system and integrated into the new operational SCADA monitoring system.

Bidding for sidewalk, ramp, curb, and gutter repairs for the Sierra Lakes community.

Park improvements in 14 different parks, funded with over \$6 million in City and County-provided American Recovery Plan Act (ARPA). Improvements include new ADA-inclusive playground, shade structures, baseball backstops, and park gazebos.

Security camera installations at Jack Bulik and Veterans Park are expected to be complete by Summer 2024.

Modernizing the landscape in Southridge will replace trees and plant material that has been lost over time due to age and attrition. Plans also include upgrading the landscape watering system to drip irrigation.

The Pacific Electric Trail east of Interstate 15 will receive upgrades that include drought-tolerant landscaping, ADA-compliant exercise equipment, seating areas, and educational signage about the surrounding area and environment.

Future dog parks are coming soon:

Southeast corner of Citrus and Windcrest in Edison Easement area

South of Camellia Drive between Live Oak and Village Drive in Edison Easement area

In Veterans' Park along Merrill Avenue

Two additions of Pickleball Fields:

Jack Bulik and San Sevaine Parks

Community Center Improvements

Senior Center Flooring Repair project will apply appropriate sealant to the existing concrete slab to prevent future water intrusion to the floors. The flooring of the main hallway and dining rooms will be treated and repaired.

Various repair works will occur at Cypress-Knopf Center, such as roofing replacement and repair along with some interior improvements and repair works.



STATISTICS

1,753,016



linear feet of sewer
lines cleaned



6,109

potholes repaired

53,171



square feet of
sidewalks repaired

627



linear feet of curb
and gutter repaired

898



signs replaced
and reset

200+



traffic-related
resident requests
processed

411



trees planted

221,564



square feet of
graffiti removed

FONTANA FACTS 2020: The City of Fontana holds its first elections based on the newly-formed City Council Districts 2 and 3.





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