

FONTANA
A COMMUNITY EMBRACING VITALITY

2024

ANNUAL REPORT



FONTANA
CALIFORNIA

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Letter from the City Manager



City Manager
MATTHEW C. BALLANTYNE

2024 WAS A REMARKABLE YEAR for this community. We've undergone significant changes in our pursuit of transforming the core of Fontana. Exceptional leadership from the City Council, dedicated City staff, passionate residents, and committed local businesses have shown not just the Inland Empire, but across the nation, of Fontana's vitality. The vitality that's only possible when we come together and act as one, with the common goals of moving Fontana forward and redefining the status quo.

Our community has reached new milestones: Stage Red brings entertainment to the heart of Fontana, the completion of the first of two parking structures in the Forge District to support our businesses and downtown development, the opening of The Path, Fontana's homeless prevention and resource center, and the addition of 18 new exemplary officers to uphold our public safety standards which earned us the rank as the 17th safest city in California, the first-ever Business Summit that provided Fontana entrepreneurs with resources and information to grow their business, and the opening of Amazon Fresh to provide additional healthy options for our families.

Accomplishments like these, are ours to tout. I also want to thank our federal partners for their support and belief in Fontana's mission.

Fontana signifies a tenacious community that invests in not just today, but tomorrow. Thank you for being a part of this incredible journey, I am eager to see what we accomplish together.

The City Manager's Office oversees Marketing & Communications, Economic Development, and Legislative Affairs.

BY THE NUMBERS

Financial Highlights from the Last Year



Chief Financial Officer
JESSICA BROWN

"Thank you to all citywide departments for their collective budgetary management efforts!"

—CFO, Jessica Brown

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, Accounting, Payroll, 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.

FINANCIAL HEALTH

The City's financial health continued to strengthen in 2024. General Fund Contingency Reserves were maintained at \$33.1 million or 25% of operating expenditures and the City's two Section 115 Trusts for pension stabilization and other post-employment benefits (OPEB) increased in value by 16% to \$35.8 million due to investment returns.

Additionally, in compliance with the General Fund Reserve Policy and Pension Liability Pre-Funding Plan approved by Fontana City Council in 2023, the first contribution totaling \$9.4 million, or \$4.7 million, to each pre-funding of the pension liability and road improvement projects, was made.

This was an impressive year for Fontana's investment returns. 900% year-over-year from \$686,201 to \$6.8 million, this is a testament to Fontana's strong financial management and commitment to economic growth.

The growth reflects the health of the City's investment portfolio and the region's economic vitality. By strategically managing resources, Fontana is safeguarding its financial future and creating opportunities for continued growth and prosperity for years to come.

TRANSPARENCY AND REPORTING

The Finance Department further increased its transparency in 2024 as it was the first full year of the Open Finance dashboard. The dashboard provides a comprehensive look at the types of revenue collected and how those funds are reinvested into the community. It is a highly interactive platform, allowing the user to customize how they view and search the City's governmental funds and more.



Scan the QR code to find out what's happening at the Open Finance Dashboard.

FONTANA FORWARD INTO 2025

Looking to 2025, Fontana's finances will continue to reflect a balance between growth and sustainability. The city continues to focus on maintaining balanced budgets while always looking forward to ensuring its financial health and resiliency. As the city's development and growth continue, it's crucial to keep revenue sources diversified and stable. The city is expected to continue strengthening its tax base through both commercial and residential development, which will help fund essential services like public safety, road maintenance, and community programs.

Citywide departmental collaboration and budgetary management resulted in total cost savings of \$11.1 million, without affecting the quality of services the City provides to residents.

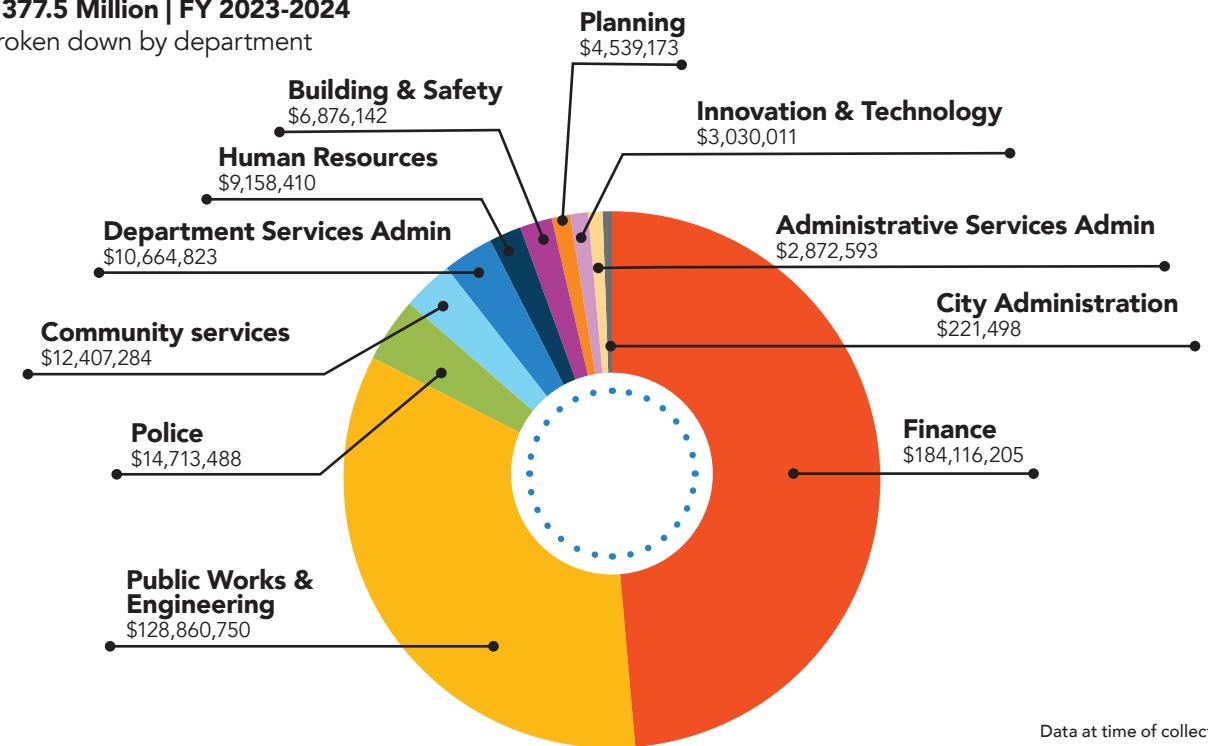


Growth from commercial and residential developments and existing developments has increased Fontana's assessed valuation by 9.6% compared to last year. For fiscal year 2024, this is worth \$33.1 billion.

REVENUE

\$ 377.5 Million | FY 2023-2024

Broken down by department

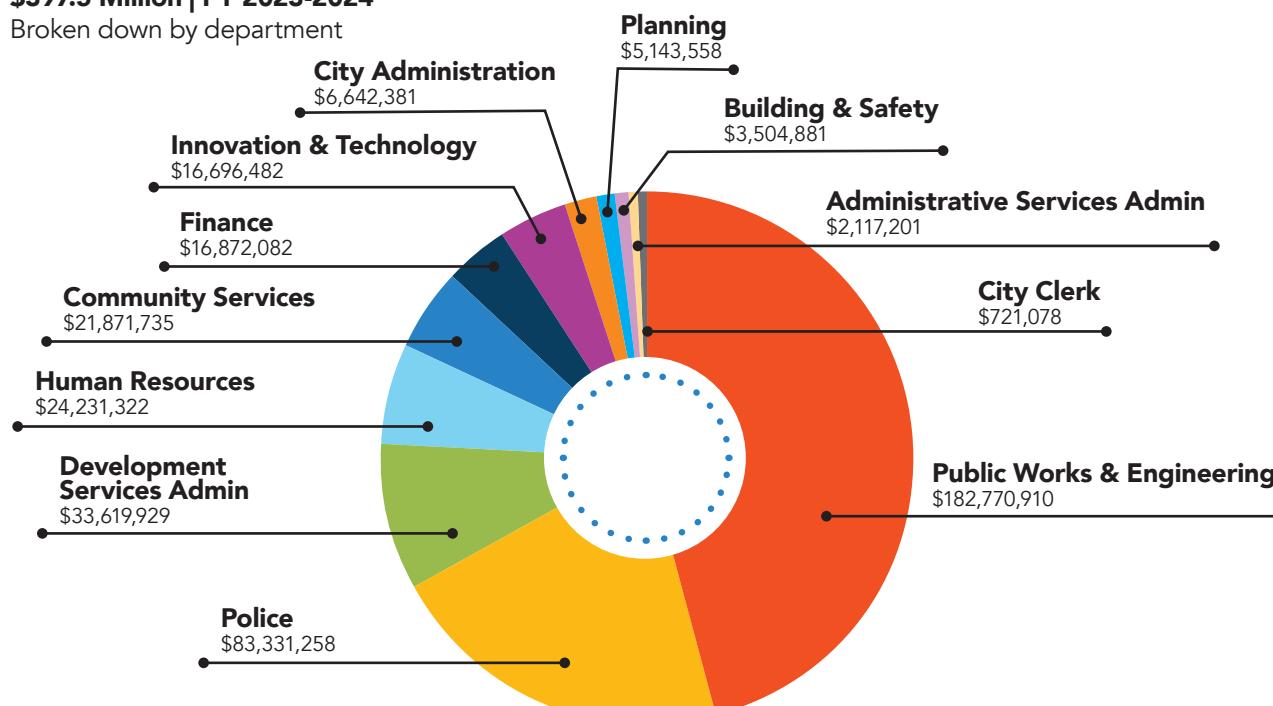


Data at time of collection

EXPENDITURES

\$397.5 Million | FY 2023-2024

Broken down by department



Data at time of collection

CITY COUNCIL & DISTRICTS

Our Mission

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



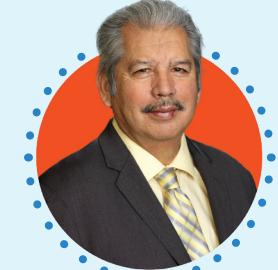
**Mayor Pro Tem /
District 2
Council Member**
PETER A. GARCIA



**District 1
Council Member**
PHILLIP W.
COTHRAN



**District 3
Council Member**
JESUS "JESSE"
SANDOVAL



**District 4
Council Member**
JOHN B. ROBERTS



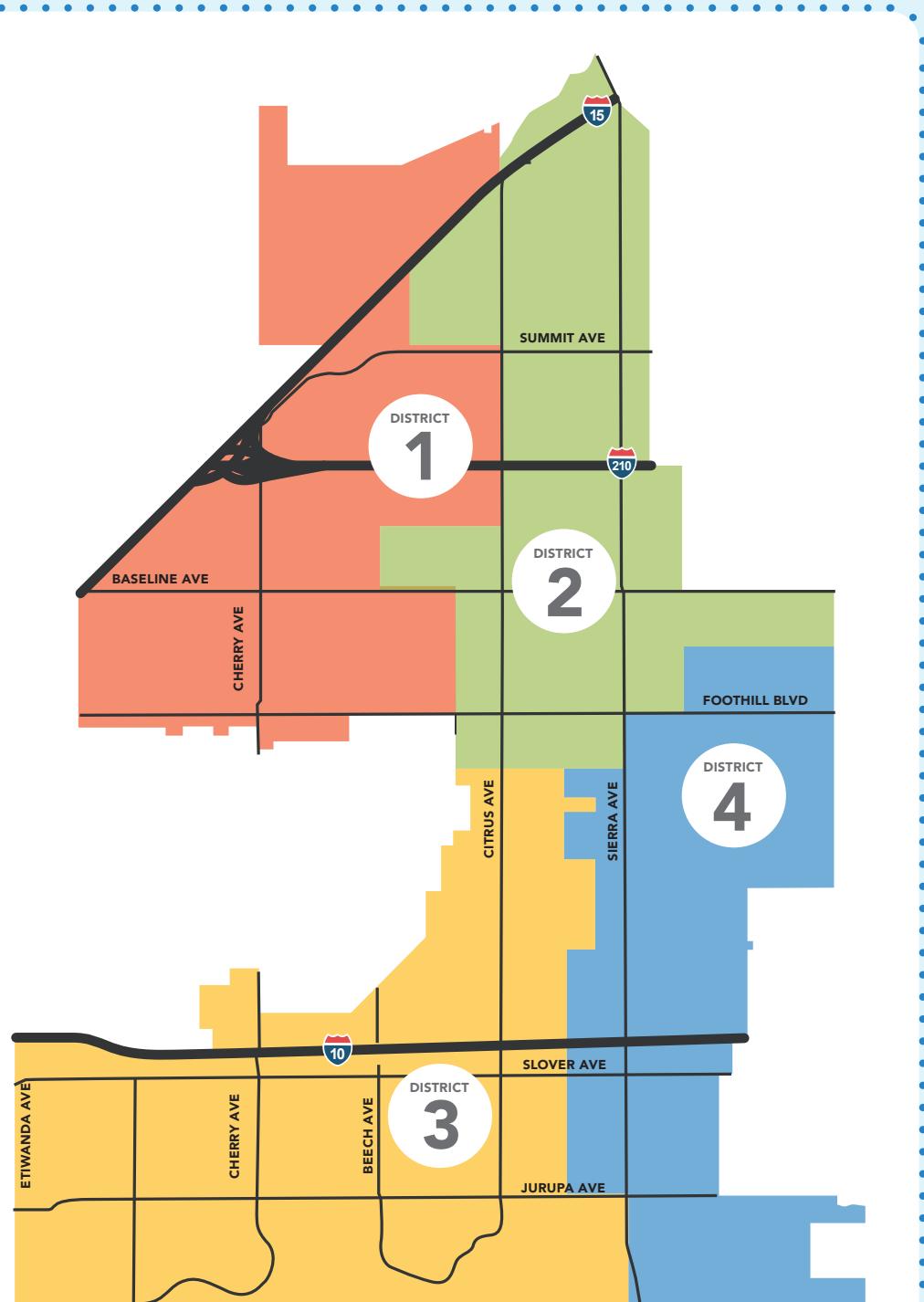
 **District Map:** For a detailed map of the city council districts, visit districtsmap.fontanaca.gov.

Districts and elected officials at time of print.

City Treasurer
JANET KOEHLER-
BROOKS



City Clerk
GERMAINE KEY



DISTRICT REPRESENTATIVES

- DISTRICT 1: Council Member Cothran
- DISTRICT 2: Council Member Garcia
- DISTRICT 3: Council Member Sandoval
- DISTRICT 4: Council Member Roberts

OUR VISION



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.

A Word from the Building & Safety Department



Building & Safety Director
JEFFREY BAUGHMAN

THE BUILDING & SAFETY DEPARTMENT is comprised of three divisions: Building & 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.

NON-PERMITTED VENDOR ADVISORY TEAM

Building & Safety developed a team to address street vendors operating in the City of Fontana without approvals and permits from the San Bernardino

County Health Department and the City of Fontana. This team enhanced the education process for non-compliant street vendors, focusing on the importance of regulations and proper food handling.

To support these efforts, Code Compliance held a free bilingual workshop which brought together members from the City of Fontana's Code Compliance Division, Planning Department, Business License and the San Bernardino County's Environmental Health Department. The workshop provided information to the community on the process and requirements necessary to obtain permits and approvals to be a licensed vendor within the City of Fontana.

CUSTOMER SERVICE

The department reached a significant milestone when servicing clients. While maintaining the same level of care and attention to detail, all inspections occurred within 24 hours of receiving a request.

FONTANA FORWARD INTO 2025

Building & Safety looks forward to the continuation of ensuring the community's health and safety within the Downtown Revitalization project.



6,754 building & safety customers were served in-person.

An Update from the City Clerk's Department



Deputy City Clerk
CHRISTINA RUDSELL

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.

LAUNCH OF ETHICS TRAINING MODULE

The City Clerk's Department launched NetFile's Ethics Training Module, which is designed to streamline and enhance the mandatory ethics training for elected and appointed officials, as well as over 200 city employees whose positions are designated under the City's Conflict of Interest Code. This online module ensures that all required individuals receive the necessary training to comply with the ethical standards set forth by Assembly Bill (AB) 1234. The training covers critical topics like conflict-of-interest laws, government transparency, and ethical decision-making, all of which are vital to maintaining the public's trust in local government.

By transitioning to NetFile's online platform, the City has streamlined the training process, making it more convenient and accessible for participants. The automated tracking and reporting features helped the City manage compliance more effectively and ensured that all required individuals completed their training

on time. The transition to an online system reduced the need for in person training sessions and printed materials, leading to significant cost savings.

PUBLIC RECORDS REQUEST SOFTWARE MANAGEMENT IMPLEMENTATION

Also implemented was the NextRequest public records management system in Fall 2024. This innovative platform is designed to improve the efficiency, transparency, and accessibility of public records requests for both residents and city staff. NextRequest is a state-of-the-art system that streamlines the process of submitting, tracking, and managing public records requests. Residents benefit from a more user-friendly interface, enabling them to easily request records, monitor the status of their requests, and access documents in a timely manner. For city staff, the platform provided tools to enhance collaboration, ensure compliance with legal requirements, and reduce response times.

2024 MUNICIPAL ELECTION

The City Clerk's Department collaborated with the San Bernardino County Registrar of Voters in the 2024 General Municipal Election for the seats of Council

Districts 2 and 3 and ballot Measure T. The City did not conduct its own election independently, but rather worked alongside the county, to streamline processes, reduce administrative costs, and ensure compliance with all state and local election regulations. The San Bernardino County Registrar of Voters managed key functions like voter registration, ballot distribution, and tabulation of results.

FONTANA FORWARD INTO 2025

As the City Clerk's Department looks ahead to 2025, several key initiatives and prioritization of department goals come into focus. The department will continue its commitment to transparency, accountability, and improve service delivery for the City and its residents. This year, the department plans to continue to implement cutting-edge technology and digital platforms to enhance public access to information and streamline administrative processes. Additionally, the department will focus on community engagement and collaboration, seeking input from citizens to ensure that their needs and concerns are addressed effectively. By staying responsive to the community's evolving needs, the City Clerk's Department aims to foster a more efficient and citizen-centric local government in 2025.



Fontana has 116,176 registered voters.

FAST FACTS

668,387

program attendees

48

community events

59,119

event attendees

15,189

attendees for Healthy Fontana programs & events

86

community recreation locations (community centers, parks, trails, and conservation areas)

92%

aquatic program enrollment capacity

92%

youth development program enrollment capacity

96%

sports program enrollment capacity

10,385

hours with 758 volunteers

COMMUNITY SERVICES

News from the Community Services Department



Director of
Community Services
DANIEL SCHNEIDER

THE COMMUNITY SERVICES DEPARTMENT (CSD)

provides various programs, events, and activities throughout Fontana that promote community involvement, health and wellness, and educational opportunities designed to meet the needs of the community and enhance the quality of life.



ACTIVE ADULT 55+ PROGRAMMING

The Fontana Community Senior Center is designed to cater to community members 55 years of age and older. In 2024, there was a 7% increase in participation.

Inside the beautiful two-story, 43,000-plus square-foot center, many rooms meet and exceed the needs of Fontana's seniors where the senior community participated in daily nutrition programs, clubs, classes, excursions, special events, sports, and activities, as well as rooms for leisure like arts and crafts, art gallery, billiards and card parlor, computer lab, fitness center, and a beauty salon.

HEALTHY FONTANA

Healthy Fontana celebrated the 7th Anniversary of the renowned Fontana Walks! To commemorate the milestone, an event was held at Central City Park where the year's top steppers were recognized,



health and wellness booths provided information, resources, snacks, and free health screenings, a dance performance, and of course, a walk. Healthy Fontana experienced a 28% increase in participants and served 15,189 attendees in 2024.

To further the department's health and wellness efforts, Kaiser Permanente awarded Fontana an \$18,000 grant to institute a Feeding Fontana initiative through a partnership with Feeding America. Partnering with LoveLand Church to serve as the distribution location for thousands of meals, Fontana families in need received essential nourishment.



FONTANA EXPANDED LEARNING PROGRAM

The Fontana Unified School District (FUSD) awarded CSD, the Fontana Expanded Learning Program Agreement as the After School Education and Safety Grant (ASES) and Expanded Learning Opportunity Program (ELO-P) contracted provider of the after-school enrichment program from July 2024 through June 2027. The Fontana Expanded Learning Program provides a safe place after school for kindergarten through eighth-grade students to promote recreational, social, physical, intellectual, and emotional development. Grant-funded after-school programs are available at 28 elementary schools and five middle schools serving over 3,000 participants.

SPORTS & AQUATICS

Fontana continues to be an affordable and welcoming environment for sports organizations to garner practice and game space for their respective teams. Due to the increased number of artificial turf facilities over the last few years and the efficiency of staff allocating and scheduling fields, Ball Field Revenue increased by 34% for the 2023-24 Fiscal Year. Additionally, the increase

Fontana is a leader within the region and state, with the development and maintenance of a wide variety of ball fields, including soccer, football, baseball, and more, to support the needs and interests of the community.

in revenue did not impact traditionally allocated field space used by the resident youth non-profit organizations (RYNPs). The RYNPs continue to provide sports opportunities to the families of Fontana.

As an aquatic program industry leader, the 2nd Annual "Surf & Turf" was held at the Jessie Turner Center. Existing as a collaboration between the Southern California Municipal Athletics Federation (SCMAF) and the Southern California Public Pool Operators Association (SCPOA), this one-day workshop offered a combination of sports, aquatics, and professional development sessions for recreation employees. Hundreds of aquatic professionals from organizations throughout southern California attended the event.

FONTANA FORWARD INTO 2025

Community Services is committed to cultural arts through innovative, educational, and creative arts programs and services that leave an integral mark on the community. Through initiatives like the Fontana Arts Program, the city continues its commitment to focusing on the arts to enrich and enhance the quality of life by implementing community-oriented cultural arts programs.



Want to get involved in city events?
Scan the QR code for more about
our event vendor interest page.



ECONOMIC DEVELOPMENT



EMPLOYMENT INDUSTRIES

1. Healthcare
2. Transportation
3. Retail
4. Hospitality & Food Services
5. Education

Source: JobsEQ



Report from the Economic Development Office

Welcome to Fontana

Scan the QR codes to watch the videos on YouTube.



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.

"Fontana is committed to creating an environment where our businesses can grow and succeed. Without our businesses, we could not thrive as a community."

—Mayor Acquanetta Warren

EMPOWERMENT LOAN FUND

The Fontana City Council approved a revolving loan fund aimed at supporting the vitality of Fontana's business community. Businesses are offered an alternative to traditional loans, credit cards, or high-interest debt financing to assist with various operations like inventory, working capital, construction, and more. The department has partnered with HUB to deliver a loan fund pre-course, designed to teach entrepreneurs strategies on how to optimize their time, business plans, and leverage their products and services. Then, businesses are connected to meet their capital partner, AmPac Business Capital.



Scan the QR code to see how the Fontana Empowerment Loan Fund can help your business today.

FONTANA BUSINESS SUMMIT & WORKSHOPS

The Business Summit was a proud collaboration between local and regional businesses and organizations. This one-day inaugural event connected Fontana entrepreneurs with valuable resources and information to not only grow but also understand financial literacy for their businesses. To further enhance the support of the business community, a series of workshops were held to teach related topics like raising business credit scores and credit score best practices. The loan clinics were



present during the workshops to provide attendees with application assistance for the Empowerment Loan Fund.



Relive the 2024 Fontana Business Summit! Scan the QR code for more information.

FRIENDSHIP CITY

Fontana and its industries reach far beyond the Inland Empire. The City had the honor of hosting a delegation from Wuxi, China. The visit included a friendship city ceremony and an exploration of Fontana. This marked the beginning of immense potential for economic growth, collaboration, and innovation. This helps attract additional investments that bolster our local economy, create new job opportunities, and drive progress throughout Fontana.



11,111
total business licenses



2.2%
growth in healthcare support

Source: JobsEQ, 2024, Q2



1.7%
growth in healthcare practitioners and technical occupations

Source: JobsEQ, 2024, Q2



1.5%
growth in computer and mathematical

Source: JobsEQ, 2024, Q2

EMPLOYMENT GROWTH

Community Improvements from Engineering



**Public Works Director/
City Engineer**
GIA KIM

THE ENGINEERING DEPARTMENT plans, designs, and manages the City's public infrastructure which includes public buildings, public streets, sidewalks, sewer, and storm drain system.

SAFE ROUTES TO SCHOOL

Through multiple grant funding, several Safe Routes to School sidewalk projects were completed. Designed to encourage more students to walk or bike and create safer, connected routes, new sidewalks and bike lanes were constructed in school routes near Juniper Elementary, Alder Middle, Ted J. Porter Elementary, Eric Birch High, Locust Elementary, Harry S. Truman Middle, Fontana High, and Citrus Elementary.

JURUPA AVE. LANDSCAPE & REHABILITATION

Approximately one and a half miles of landscaped median was constructed along Jurupa Avenue. This enhanced safety, improved air quality, and created a visually appealing street corridor. Additionally, pavement rehabilitation was included in this project to extend the pavement's service life and improve ride quality.

SIERRA AVENUE WIDENING AND LANDSCAPE

Safety and traffic flow along one of the busiest streets in Fontana have been improved. This widening project on Sierra Avenue between Foothill Boulevard and Baseline Avenue included a landscaped median, curbs and gutters, sidewalks, storm drains, a sewer main, and a new traffic signal.

FIRE STATION 81

The new Fire Station 81 on Casa Grande Avenue has completed construction. This station helps improve response times in the northern parts of Fontana with a goal of less than five minutes within that district, 90% of the time.

Fontana continued pavement rehabilitation projects throughout the city, following the 7-year Pavement Management Plan, and completed 109 lane miles of pavement resurfacing.



FORGE DISTRICT PARKING STRUCTURE

A four-level parking structure will provide convenient parking for those who spend time at the Forge District (downtown Fontana).

TRAFFIC SIGNALS

New traffic signals were constructed to improve traffic flows, accommodate growth, and enhance safety.

- Citrus Ave/Chase Rd
- Citrus Ave/Ceres Ave
- S. Highland Ave/Mango Ave
- W. Liberty Pkwy/Miller Ave
- Citrus Ave/Metrolink RR
- Sierra Ave/Reed St
- Cypress Ave/Casa Grande Ave

- Slover Ave/Juniper Ave
- Slover Ave/Calabash Ave
- Victoria St/Kestrel Dr

MASTER PLAN COMPLETIONS

The current Sewer Master Plan was updated in May 2013. Since then, the City has undergone significant transformation and required another update. This update focused on key areas for improvement, including future and potential development, densification, and addressing hydraulic shortfalls. The update also emphasized system improvements to enhance efficiency. A hydraulic model was created and will be maintained to support these efforts. Additionally, the update included a Capital Improvement Program to guide long-term investments.

Fontana was awarded a \$2 million grant for smart signal projects.



3.6

miles of new sidewalks
constructed



17,000

square feet of
sidewalks reconstructed or
repaired



222

traffic signals
maintained



250

requests responded to, with 30%
related to speeding concerns

ENGINEERING

The current Storm Drain Master Plan was last adopted in 1992. Development patterns have since changed significantly, warranting an update to the plan. This update includes revised hydrology and rainfall data, such as NOAA Atlas 14, and improved hydraulic modeling to identify flood-prone areas more accurately. The updated plan supports future Capital Improvement Projects and also integrated Geographic Information System (GIS) capabilities to better manage the sewer system.

FONTANA FORWARD INTO 2025

The department looks forward with continuing Citywide Pavement Rehabilitation projects per the 7-Year

VIEW THE CAPITAL IMPROVEMENT PROJECT MAP ONLINE



The Capital Improvement Projects (CIP) Map is a comprehensive look at Fontana's infrastructure projects. Project locations and descriptions, completion dates, and projected costs can be easily accessed. Visit data.fontanaca.gov.

To improve traffic flow, accommodate growth, and enhance safety for drivers and pedestrians, six traffic signal projects were completed throughout Fontana.

Pavement Management Plan and citywide sidewalk reconstruction projects. The community can also anticipate the completion of the City Hall Renovation Phase 1 and the Downtown Parking Structure project.

ENVIRONMENTAL CONTROL

ENVIRONMENTAL CONTROL oversees programs and initiatives that enhance and maintain the City's cleanliness, health, and environmental impacts.

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

Through the Curbside Used Oil & Filter Collection program, residents can recycle motor oil up to 15 gallons per pick up and filters without leaving their homes. Get started on Fontana 311.



2,242

gallons of collected used oil came from the Curbside Used Oil Program



4,874

participants at the Household Hazardous Waste facility



286,270

pounds of household hazardous waste collected and diverted from landfills



792

residents received free mulch



44

Household Hazardous Waste events



9,135

gallons of used oil collected

Fontana added 10 new signals and 3 new flasher-enhanced pedestrian crossings.

FIRE DISTRICT

A Update from the 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.

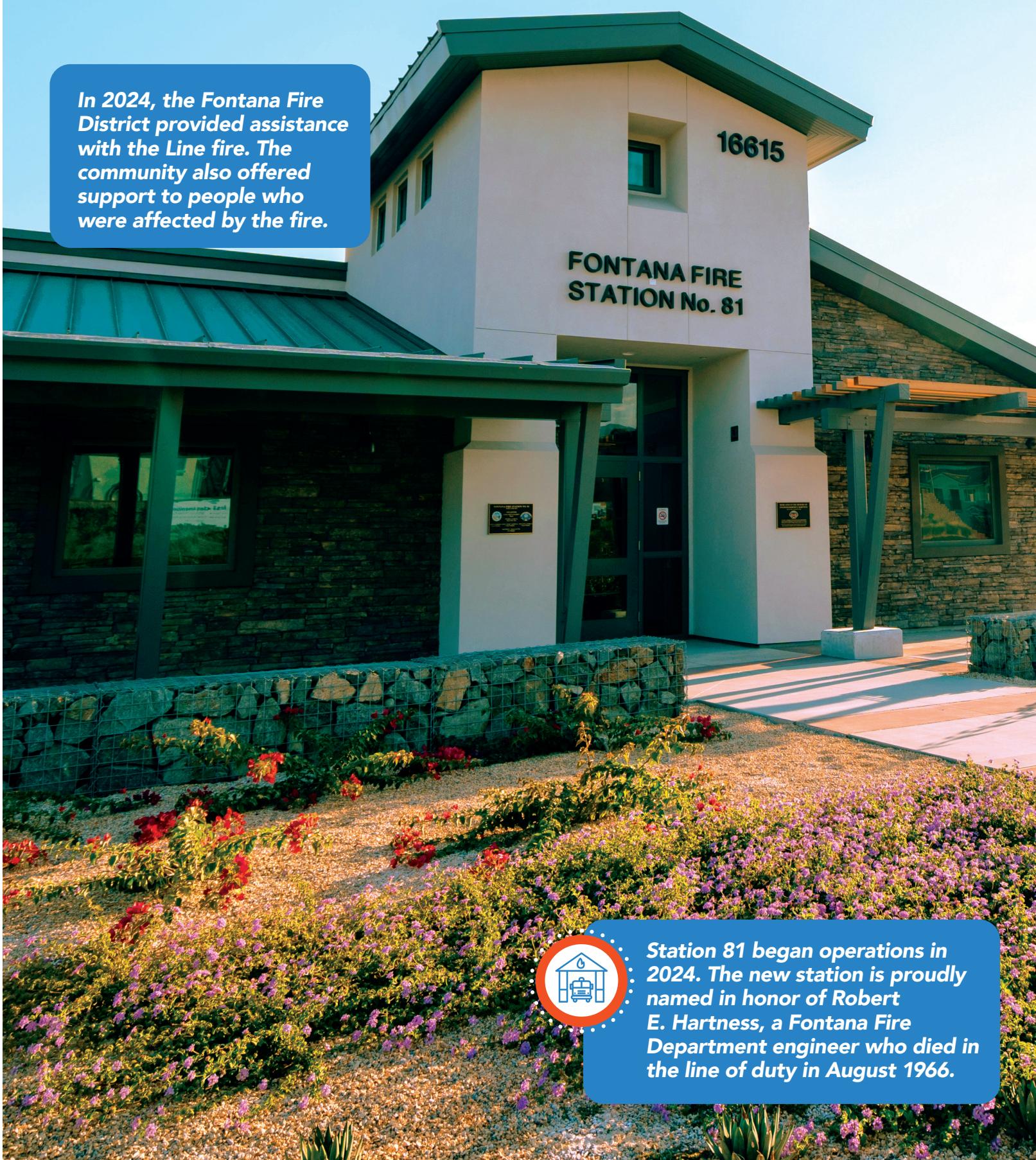
ENHANCED CAPABILITIES

Additional resources were added to the Fire District, ensuring the community's needs are met as Fontana continues to expand. New equipment at Hazmat Station 73 and Rescue 72, three additional Battalion Chiefs to oversee emergency operations and lead ongoing training programs, and an additional Pierce fire truck improved the level of service and response times in Fontana.

FONTANA FORWARD INTO 2025

The Fire District aims to enhance its presence in the community by collaborating with local schools and community events. Doing so will bring information and resources to the Fontana area.

The Fire District is also exploring drone and robotic technology integration to streamline processes and improve capabilities.



24,637
calls for service



1,050+
calls for fires



1,754
traffic collisions



5
technical rescues

A Message from the Housing Department



Housing
Development Manager
VALERIE GONZALES

THE HOUSING DEPARTMENT focuses on increasing, preserving, and improving housing that is affordable and livable for all Fontana residents.

HOUSING REHABILITATION PROGRAM

The Housing Rehabilitation Program assists eligible Fontana residents and their single-family homes to make repairs and renovations that enhance their quality of life. Over the past nine years, the program has made remarkable strides and provided essential repairs to more than 100 residents. Since its inception, Fontana invested a total of \$2.3 million towards Fontana homes. In 2024, 16 projects were completed.

SENIOR AND YOUTH SCHOLARSHIP PROGRAM

The Community Development Block Grant (CDBG) scholarship programs continue to significantly impact the community by supporting both youth and seniors. These scholarships assist low-income Fontana families and seniors by funding recreational programming and activities within the City's Activities Brochure. In 2024, six households were approved, benefiting six children with a total of \$3,500 awarded to assist with any class or program fees. 85 seniors were approved, spending \$4,539 towards activities. Together, these scholarships foster inclusivity and promote wellness across all age groups.

AFFORDABLE HOUSING

The Housing Authority entered into a five-year lease agreement for the newly constructed Aldea Apartments to provide 78 units of affordable housing. These units are designed to assist residents earning 60% or less of the

area median income. Once completed, these units will significantly contribute to the efforts of enhancing affordable housing options in Fontana.

FONTANA FORWARD INTO 2025

The Fontana Housing Department is poised to enter 2025 with a renewed focus on expanding affordable housing opportunities and addressing the city's growing population needs. In addition to its current initiatives, the department is actively researching new funding opportunities that will allow for the expansion of vital services. Through strategic partnerships and innovative programs, the department aims to enhance housing access for low- to moderate-income families. As part of its long-term vision, the department is committed to improving existing housing infrastructure, increasing homeownership opportunities, and supporting community revitalization efforts, all while fostering inclusivity and economic growth across Fontana's diverse neighborhoods.

MOTEL VOUCHER PROGRAM



41

households assisted



3,045

nights of shelter total



\$368,701

total cost for year





FINDING HOUSING SOLUTIONS IN FONTANA

19 households participating in the Motel Voucher program successfully transitioned to The Path program, advancing efforts to connect individuals with longer-term housing solutions.



Fontana's Plan to Address Homelessness

FONTANA IS COMMITTED to addressing the complex and multifaceted issue of homelessness. By fostering collaboration among local organizations, regional partners, and dedicated city departments, a robust and compassionate response to homelessness can be created. The goal is to provide effective solutions that not only address immediate needs but also tackle the root causes of homelessness, ensuring a brighter future for all residents of Fontana.

HOMELESS SOLUTIONS ACTION PLAN 2024-2028

The 2024-2028 Homeless Action Plan builds upon the successes and insights gained from prior initiatives, focusing on enhancing coordination, expanding the reach and impact of homeless services, and fostering collaborative partnerships across the community.

The plan emphasizes increasing the availability of affordable and supportive housing options and enhancing the coordination of services to offer holistic support, including mental health and substance abuse treatment, job training, and healthcare. It also incorporates working closely with a diverse array of partners, including non-profit organizations, faith-based

groups, healthcare providers, and local businesses. Utilizing real-time data to monitor progress, identify gaps, and adjust strategies ensures the effectiveness of interventions and resource allocation. Implementing programs aimed at preventing homelessness before it starts, specifically with youth, veterans, and individuals with disabilities, and establishing navigational centers that provide comprehensive case management, wraparound services, and other critical resources are key components of the plan.

Success will be measured by the reduction in the number of homeless individuals and families, the efficiency of service delivery, and the ability to prevent future homelessness.

THE PATH

Officially opened in 2024, The Path is Fontana's homeless prevention resource and care center and provides transitional housing. Residents at The Path have previously established relationships with their case managers and together, work toward regaining their lives. Upon the facility's opening, the first 30 residents came from the Emergency Motel Voucher program.

REDUCING HOMELESSNESS

The City of Fontana is dedicated to reducing homelessness through strategic, innovative, and data-driven approaches centered around three actions:



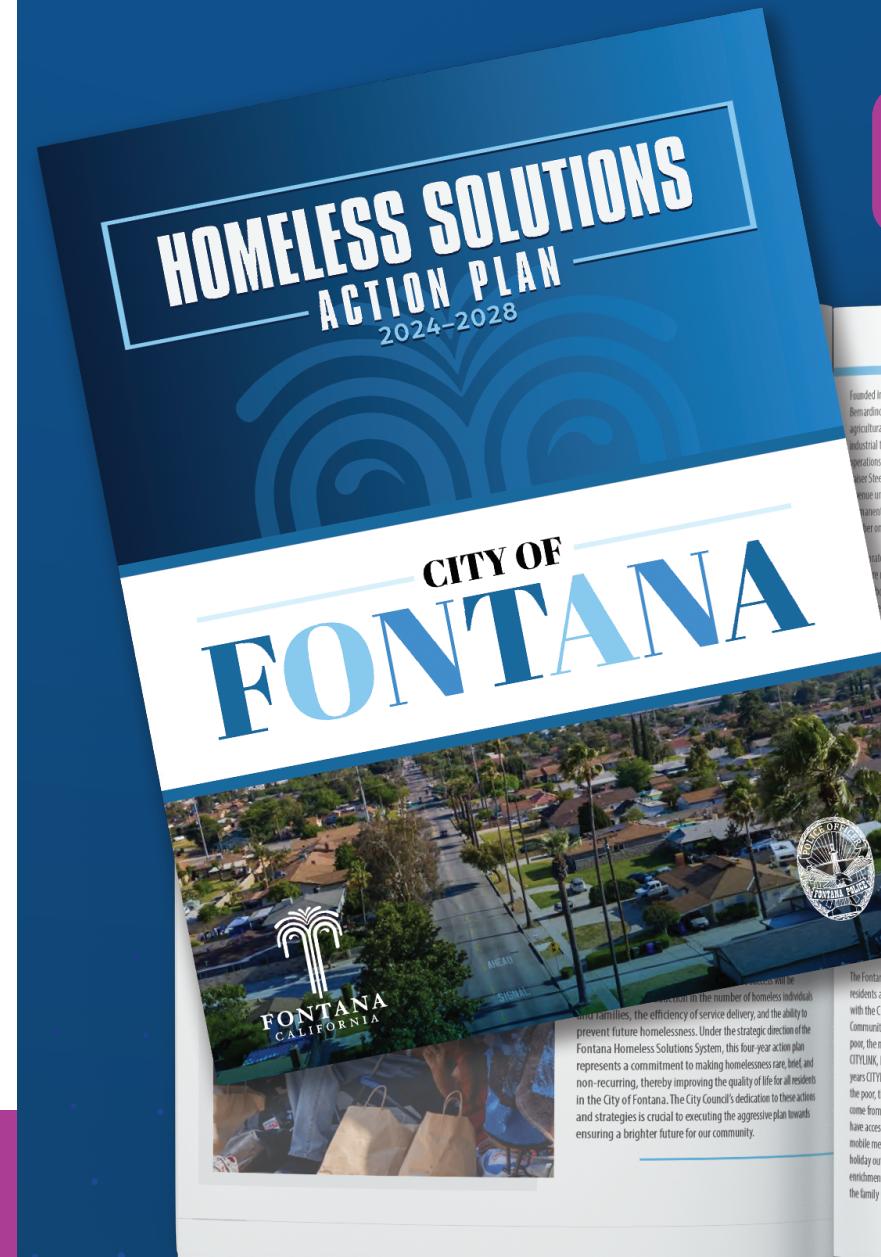
Network Enhancements



Critical Support Services & Safety



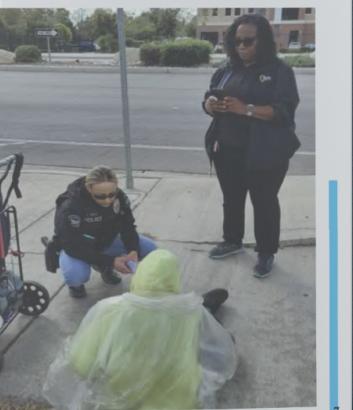
Housing Capacity



Scan the QR code to read the full 2024-2028 Homeless Solutions Action Plan.

BACKGROUND

of the City of Fontana and Homelessness



If you or someone you know is experiencing or at risk of homelessness, scan the QR code for information.

Fontana's homelessness prevention efforts are only made possible through local and federal support. Thank you to the U.S. Department of Housing and Urban Development, American Rescue Plan Act, San Bernardino County Board of Supervisors, San Bernardino County Department of Community Development and Housing, U.S. Senator Alex Padilla, Congressman Pete Aguilar, CityLink, and Fontana Police Department's Homeless Outreach Support Team (HOST) and Community Outreach and Support Team (COAST).

Highlights from Human Resources



Director of Human Resources & Risk Management
RAKESHA VOSS

THE CITY of Fontana's Human Resources & Risk Management Department is dedicated to delivering exceptional services that attract, develop, motivate, and retain top talent within a diverse and inclusive workforce. The goal is to foster a supportive work environment where employees can thrive.

"Everyone was very friendly, and the orientation process was very thorough. I look forward to my career here."

The Risk Management Division plays a crucial role in assisting employees with work-related injuries and provides executive management with valuable Key Performance Indicators (KPIs), enabling more effective management of general liability claims and associated costs.

EMPLOYEE ENGAGEMENT

Employee wellness is a vital cornerstone of any thriving organization, and the City of Fontana is committed to supporting the well-being of its workforce. A main priority is to provide top-tier information, services, and resources to help employees succeed in their wellness goals. Throughout 2024, Fontana has offered a wide range of activities designed to foster engagement and connection between departments. Events like the Employee Services Awards Ceremony, Departmental Olympics, Employee Benefits Fair, New Employee Mixer, and the Employee Appreciation BBQ, celebrate city staff and promote a positive workplace culture.



WORKPLACE VIOLENCE PREVENTION PLAN POLICY

The City of Fontana implemented the Workplace Violence Prevention Plan (WVPP) on July 1, 2024, in accordance with California Senate Bill 553 (SB 553). This comprehensive plan goes beyond addressing physical violence or active shooter situations, recognizing that workplace violence includes a wide range of behaviors. Under SB 553, it is defined as "any act or threat of physical violence, including verbal or implied threats, harassment, stalking, or bullying directed toward an employee by another employee, customer, or visitor." To meet the requirements of SB 553, the Human Resources and Risk Management Department partnered with the Safety Committee and adopted a strategic, three-pronged approach focused on plan development, employee training, and continuous oversight to ensure a safe and secure workplace for all.

"Everyone at HR was very kind and welcoming on my first day!"

15,400+
online employment applications received



300
full-time positions filled and onboarded



56
part-time positions filled and onboarded



56
new employee orientations conducted



HUMAN RESOURCES & RISK MANAGEMENT

RIDEShare PROGRAM

The rideshare program offers significant benefits, helping employees save money, reduce traffic congestion, and lower greenhouse gas emissions. By carpooling, walking, biking, or using public transportation, employees can make a positive impact on both their finances and the environment. There are various incentives, including financial rewards, gift cards, preferential parking, and seasonal lunches. As a result of this program, 39,608.76 lbs. of total pollutants and 39,452.90 lbs. of greenhouse gases were reduced.



Scan the QR code to see why Fontana is the best team to join.

CLASSIFICATION AND COMPENSATION STUDY

Fontana City Council engaged Public Sector Personnel Consultants (PSPC) to evaluate the competitiveness of the City's classification and compensation structure across all positions. In 2024, PSPC reviewed approximately 330 employee questionnaires to recommend updates to salary ranges, job titles, and essential functions of each classification. The City

Council directed staff to create a pathway toward competitive pay, aligning with the City's goal of enhancing recruitment, retention, and workforce stability. As a result, salary ranges for over 130 classifications were adjusted to reflect market-average rates. Additionally, the Human Resources and Risk Management Department, in partnership with key stakeholders, began updating job descriptions across all departments and revising the City's classification plan to ensure continued alignment with industry standards.

FONTANA FORWARD INTO 2025

The Department will transition all employee files into LaserFishe electronic system, implement electronic performance evaluations, redesign the volunteer program/handbook, and implement a management and supervisor orientation.

"The whole process was a fantastic experience from start to finish. I had multiple job interviews with other government agencies and by far this was the best hiring process and the reason why I accepted this job offer."



News from the Innovation & Technology Department



Innovation &
Technology Director
JENNIFER BARCENAS

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.

RECREATION MANAGEMENT SYSTEM

A multi-year project in the making, IT partnered with the Community Services Department and efforts began to explore new and improved technology to offer recreation classes to the community that would also be intuitive and simple for citizens and staff to use and accommodate for the wide array of activities and services the City offers. ACTIVENet was selected as the preferred solution due to its ability to manage community facility reservations, memberships, and more. Since its launch in early March, there have been over 1,417 classes offered, 18,235 people have enrolled, over 13,689 facility reservations, and over 151,240 hours of facility use.

STAGE RED AUDIO-VISUAL SYSTEM

IT played a crucial role in supporting the Downtown Revitalization project, specifically with the technical

aspects of Stage Red. The department provided expertise in evaluating the integration requirements for modern audio-visual systems, ensuring the alignment with the City's infrastructure standards and future-proofing efforts. Not only did new digital systems replace outdated analog equipment, but the IT team facilitated the coordination of networking and connectivity solutions for the improved audio, video, lighting, and control systems. The new technology supports current operational needs and the evolving demands of a venue designed to be a premier entertainment destination. By collaborating across departments and external partners, the IT Department ensured the project's technological success, contributing to the goal of enhancing the downtown experience for visitors and residents.

GIS OPEN DATA PORTAL

The Geographic Information Systems (GIS) team within IT finalized the Open Data portal. This database consolidates city maps, data, and other location-based information into one centralized location. In this portal, the community is invited to explore, visualize, and download data like capital improvement projects, development projects in the City, street sweeping schedules, parks locator, and much more.

ENHANCED MEDIA SUPPORT SERVICES PROGRAMMING AND FONTANA ATHLETICS

Media Support Services has expanded its role in community engagement by increasing local programming initiatives. One key development is the creation of the Fontana Athletics series, which



showcases high school sports across the city. Recognizing a gap in coverage for youth athletics, Media Support Services collaborated with local schools and external partners to produce a platform dedicated to promoting high school sports. With limited coverage from traditional media outlets, Fontana Athletics elevated the visibility of young athletes and foster a sense of pride and community. The objective is to record and broadcast a minimum of 12 high school games annually, providing consistent exposure for student-athletes and giving the community a platform to celebrate local sports achievements. The series is accessible across multiple digital platforms to engage wider audiences. The department also worked on establishing live-streaming infrastructure, allowing residents to watch games in real-time, further enhancing audience engagement and community spirit. By focusing on local sports, Media Support Services enriched Fontana's community programming and helped cultivate a stronger connection between residents and their schools to promote a sense of unity and civic pride.





MARKETING & COMMUNICATIONS



Marketing & Communications Manager
MONIQUE CARTER

THE MARKETING & COMMUNICATIONS

Office serves as "the voice of the city," in which a comprehensive communication and marketing plan is implemented, to disseminate public information and programs to the media and community members.

UTILITY BOX ART

What once were gray and unappealing utility boxes, are now decorated with various artwork from community members and local students. In 2024, the department implemented a program that allowed the community to showcase their Fontana spirit and pride. Additionally, Marketing & Communications partnered with the Mayor's Youth Advisory Council, to connect with engaged local students to leave their mark on the Forge District's (Downtown Fontana) boxes. Coordination with Engineering, to facilitate the physical wrapping of the boxes and IT's GIS (Geographic Information Systems) team to produce a map that allows anyone to locate and view the public art online,



Scan the QR code to discover public art throughout Fontana.

led to the successful implementation of public art on over 60 utility boxes and brought a liveliness to Fontana.

VIDEO CONTENT

Video quality has significantly improved over 2024. Thanks to the collaboration with the Media Support Services team and external partners, published video content has elevated Fontana's stories and strengthened the connection to the community. From ribbon cuttings and Mayor Mondays to City Council Highlights and everything in between, the department has been able to better inform and engage residents on the City's progress and programs.

FONTANA UNLOCKED

Working alongside Media Support Services, Fontana Unlocked has produced episodes covering a variety of topics including the future of the Forge District (Downtown Fontana), different city departments and their functions, career pathways and tips, and more. The podcast simplifies complex subjects with witty banter between hosts Deputy City Manager, Ray Ebert, and Marketing & Communications Manager, Monique Carter.

DON'T FORGET TO TAG US!

- Instagram - @city_of_fontana_ca
- Facebook - @City of Fontana, Ca – City Government
- X - @cityoffontana
- YouTube - @KFONTV
- LinkedIn - @City of Fontana
- NextDoor - @City of Fontana

FAST FACTS

28.3k+
Instagram followers

24k+
Facebook followers

4.4k+
LinkedIn followers

49.9k+
Nextdoor members

6.2k+
X followers

2.1m+
Website views

22.4k+
Newsletter subscribers

5.0k+
Fontana Unlocked listens

52.5k+
YouTube video views

13,432
Fontana 311 accounts



PATHFINDER DAY

Introduced as new programming within the Fontana Mayor's Education Coalition, Pathfinder Day was a micro-internship that connected nearly 100 students with specific industry interests to businesses that provided hands-on experiences. Businesses were able to discover new and emerging talent while students gained real-world experience in the career path they were most interested in.



Use the QR code to find out how you can get involved in the Fontana Mayor's Education Coalition.

**509**units entitled for
single-family residential**909**units entitled for
multi-family residential**1,418**units entitled for
total residential**17,573**square feet entitled
for commercial

PLANNING

Highlights from the Planning Department

**Planning Director**
PATTY NEVINS

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 implements the City's General Plan and Zoning and Development Code, processing land use and development entitlement applications, reviewing new developments or modifications to existing development, landscape permitting, and reviewing business license applications.



SIERRA SKY PLAZA

Setting the stage for the Forge District (Downtown Fontana), this five-story mixed-use building on Sierra Avenue is planned for commercial and residential units, including ground floor commercial with pedestrian corridor offices and multifamily on upper floors as well as a roof-top amenity seating deck for residential units. It's currently in the entitlement process and is expected to break ground in Summer 2025.



MIDLAND PLAZA

The addition of this commercial center containing a fueling station, sit-down restaurant, quick service restaurant, and retail location including a drug store and multi-tenant building will provide the residents and travelers in the southwest corner of Sierra Avenue and Baseline Avenue with amenities.



ALTA FONTANA

Cruise down the historic Route 66 to find a mixed-use development of 341 multi-family residential units, 1,500 square feet of commercial space, and four live-work units. It's located at the southwest corner of the Foothill Boulevard and Live Oak Avenue intersection.

HOW TO VIDEOS

To easily inform residents and the business community of various resources and tools, Planning provided short how-to videos that can be found on the Planning web page. Current videos cover topics like how to use the City's development project map, looking up a property's zoning designation, understanding zoning standards, and getting started on a development project in Fontana.

Scan the QR code to watch our
How To Videos on YouTube.

LEAP GRANT/WALNUT VILLAGE SPECIFIC PLAN

A new Walnut Village Specific Plan was completed, that includes additional residential and mixed-use potential in key areas of the existing specific plan areas. The goal is to preserve the existing community character while complimenting it with new developments along Fontana's main corridors. The new specific plan effort was funded by the Local Early Action Planning (LEAP) Grant from the State of California's Housing and Community Development (HCD) Department.

FONTANA FORWARD INTO 2025

Planning looks forward to making updates toward the Downtown Revitalization project, including a new Downtown Sign program. Fontana is continuing to grow at a rapid pace; the department will investigate additional measures to facilitate housing in the city, to ensure the community's needs are met. 2025 will also see the reorganization and streamlining of development code.

The City of Fontana continued Pro-Housing efforts in 2024 after being one of the first seven California cities to be awarded the designation in late 2022.

A Report from the Police Department



Chief of Police
MICHAEL DORSEY

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.

PERSONNEL AND TRAINING

The Personnel and Training Unit oversees the hiring and ongoing training of sworn and professional staff of the Fontana Police Department. The unit ensures all department members are in full compliance with the rigorous training standards set forth by the Peace Officer Standards and Training (POST). All new police officer trainees are equipped with the necessary tools to not only succeed at the San Bernardino County Sheriff's

Academy, but also lead and excel amongst their peers from other local agencies.

The Fontana Police Department became a training hub for external agencies, as the department hosted POST-approved courses. In 2024, there have been more than 17,131 training hours, three department-wide annual trainings, and seven training courses open to external agencies in the fields of domestic terrorism, K-9 filed training, peer support, gang enforcement, and more.

18 new officers and 14 professional staff have been hired.

COMMUNITY OUTREACH AND PUBLIC ENGAGEMENT (COPE) UNIT

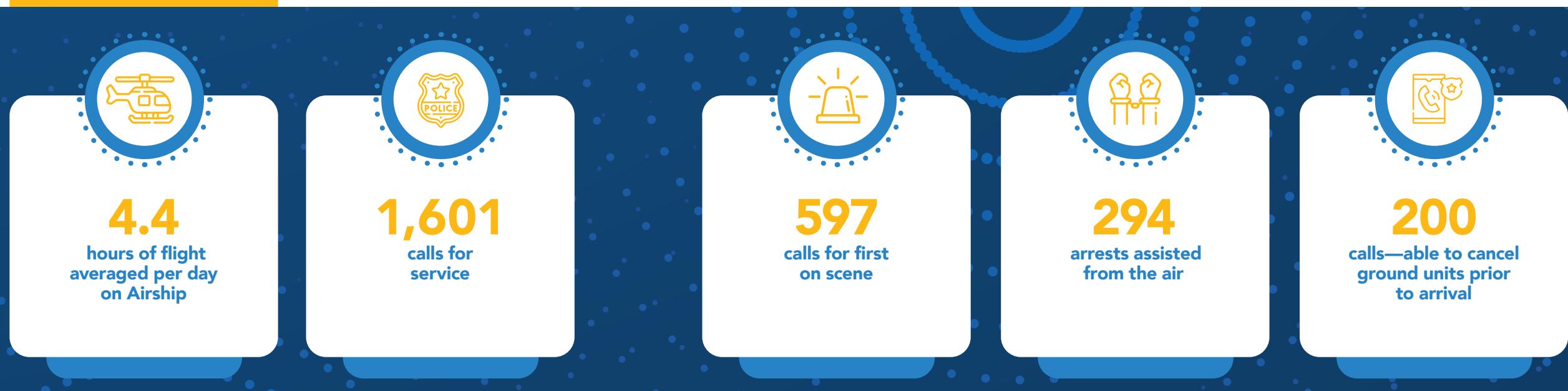
COPE hosted several community events, aimed to connect, educate, and give back to the community. Throughout 2024, several events like blood drives, the Special Needs Resource Fair, Red Ribbon school events, Shop with a Senior, and National Night Out provided an opportunity for residents and officers to connect and enhance relationships.



Fontana ranks as California's 17th safest city.



AIRSHIP STATS



POLICE

ANIMAL SERVICES

Six animal services officers provided seven-day coverage for Fontana. In 2024, there was a successful transition from the partnership with the Riverside County Animal Shelter to the City of San Bernardino

Animal Shelter. By focusing on community education, responsible ownership, promoting and improving human-animal bonds, adoption of animals, animal bite reporting, licensing, microchipping, and the proper legal surrendering of animals, the Animal Services Unit protected the community from injury and disease from animals and assisted with the return of beloved animals to their owners. Additionally, the unit protected animals from abuse, neglect, and cruelty.



HOMELESS OUTREACH AND SUPPORT TEAM (HOST)

To assist with the City's homelessness prevention efforts, the HOST unit made over 1,142 attempts to contact individuals at risk and provided 67 people with

The HOST unit worked alongside the Housing Department's Motel Voucher program and CityLink, a non-profit organization, to provide services and assist with case opening and management at Fontana's transitional housing, The Path.

temporary housing. Of those 67 people, 19 of them were assisted with finding permanent housing.

SPECIAL INVESTIGATIONS UNIT (SIU)

The undercover operations teams, Fugitive Apprehension Team (FAT) and Rapid Response Team (RAT), evolved and together formed the Special Investigations Unit to provide a team of plainclothes investigators to assist Patrol and conduct ongoing investigations. Broken down into two teams and with the assistance of the gang unit, the unit can provide coverage to the community seven days a week. It has resulted in more in-depth investigations, which provided better service to residents and freed up patrol officers to address other matters in the community.

FONTANA FORWARD INTO 2025

The Fontana Police Department will continue to seek alternative funding sources to improve operations. Due to a lack of resources, the Property Unit is studying the cost of controlling in-house drug destruction. The health and well-being of staff members directly affect the quality of exceptional services the community receives; staff workload will be monitored as Fontana grows.

The department is comprised of four divisions: Administration Services, Civilian Administration, Field Services, and Special Operations.



Focus on the Public Works Department



**Public Works Director/
City Engineer**
GIA KIM

THE PUBLIC WORKS DEPARTMENT maintains Fontana's existing parks, landscape, public buildings, community centers, fleets, streets, sidewalks, sewers, signage, and more, with a focus on enriching the quality of life for the community.

STAGE RED EXTERIOR RENOVATION

Fontana received American Rescue Act funding from San Bernardino County, which was allocated for exterior upgrades for Stage Red, Fontana's live entertainment center. Enhancements to the exterior included retexturing, painting, transitioning exterior lights to energy-efficient LEDs, and replacement of the marquee sign with a new digital LED display.



COMMUNITY CENTER IMPROVEMENTS

The Cypress-Knof Center received significant improvements funded by the American Rescue Act from San Bernardino County. The Ceres Senior Center was also renovated. Things like new roofing, flooring, paint, and restrooms enhanced the overall experience for those visiting and participating in community programming.

BASELINE AVENUE LANDSCAPE MEDIAN

A major street in Fontana, the improvements made to the Baseline Avenue median included replacing the existing turf with low-water-use, drought-tolerant plants. The irrigation system was also converted from traditional overhead watering sprinklers to a low-water-use system.

ENHANCING COMMUNITY APPEAL

Not only is Fontana a safe city, but it is also a beautiful city. Several projects were completed to maintain community

appeal. Dismal light poles were repainted at Village Park, Northgate Park, and Veteran's Park. The decorative wooden community entrance pergolas at Hunter's Ridge and the wrought iron fencing at McDermott Soccer Park were replaced due to ailing conditions.

RECREATION IMPROVEMENTS

Fontana is home to 52 parks. To maintain the quality of recreation services and amenities for residents, several parks underwent improvements such as playground replacements, exercise equipment replacements, and restroom and shelter roof replacements. The department did extensive work on baseball fields such as installing new scoreboards, backstops, shade covers, field dugouts, fencing, and laser leveling renovations to ensure residents can use and enjoy playing sports in the city. Additionally, there was resurfacing of tennis courts, basketball courts, and the Jack Bulik Park Roller Hockey Pavilion floor and pickle ball court overlay.



Scan the QR code to find your nearest park. The Parks Master Plan was [updated recently](#).

AQUATICS UPDATES

Fontana has an impressive aquatics center and programming that's offered to the community in several locations. At the Village of Heritage Aquatics facility, the pool heater and sand filters were replaced. At the Fontana Park Aquatics Center, the pool heaters and variable speed pump control system were replaced. Additionally, the waterslides at Fontana Park and Martin Tudor Park facilities were refurbished. These updates ensure programming is uninterrupted for those who are using the facilities.



STORM DRAIN ENHANCEMENTS

A state-of-the-art closed-circuit television video system was implemented in conjunction with GraniteNet

software to ensure optimal efficiency and maintenance of Fontana's sewer network. This robust platform allows City staff to accurately identify and locate deficiencies in sanitary sewer lines, enabling staff to prioritize repairs and plan future projects effectively.

Additionally, two new positions, Operator II and Maintenance I, and a new Vactor sewer cleaning truck were added to the team. This allows the department to take a more proactive approach in inspecting and maintaining the City's extensive storm drain infrastructure.

RECYCLED WATER

A total of 16 landscape irrigation service meters were converted from potable water to recycled water to benefit the Village of Heritage. In 2025, Cucamonga Valley Water District has plans to expand the recycled water system on Grand Ave. in the Village of Heritage.

SEWER SYSTEM UPGRADE

The department anticipates the Tamarind and Industry Lift Station upgrades to be completed. Lift stations pump wastewater up from below to higher elevations. As part of the seven lift stations in Fontana, these two stations began operations in 1986 and are the last stations to be reconstructed. These stations and the Fontana Lewis Library & Technology Center will be upgraded to the new pump system and integrated into the new fully operational sewer monitoring system, Supervisory Control and Data Acquisition (SCADA).

FONTANA FORWARD INTO 2025

The department will analyze and complete additional map grids throughout the city, mitigating deficiencies in the sidewalks, ramps, and curb and gutter.

Micro-grid battery storage systems will be installed and operational at the Fontana Police Department, City Hall, Development Services Office, Public Works Corporate Yard, Senior Center, and the Community Services Center. These systems will enable the use of stored energy during peak hours, leading to significant savings on energy costs.



92.5% of all reported graffiti was removed within 24 hours. To report graffiti in Fontana, go to [Fontana311.org](#).

FAST FACTS

1,829,475

linear feet of sewer lines cleaned

349

Water Quality Management Plans inspected

79.4

miles of striping repainted

7,700

linear feet of asphalt was crack-filled city wide

52,800

linear feet of storm drains cleaned

785

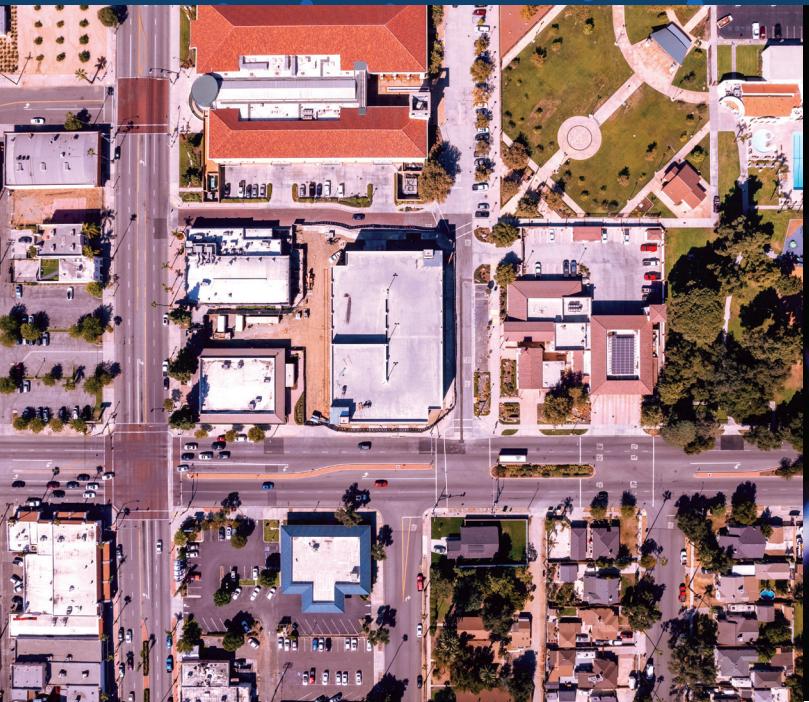
traffic signs replaced, reset, and new placements

5,712

potholes repaired

11

damaged corrugated metal pipes were relined and repaired to enhance the efficiency and longevity of Fontana's storm drain system



FONTANA FUTURE

2025 Future Fontana

IT ALL STARTED with a vision of a new downtown. Fontana is committed to creating a significant community amenity for Fontana residents, businesses, and visitors that also produce long-term economic benefits by creating new jobs, higher sales tax revenue, and increased property values.

The Forge District will be a place full of cultural vibrancy.

Thoughtful planning and collaboration have laid the groundwork for a one-of-a-kind transformation of Fontana's downtown area: The Forge District.

THE FORGE DISTRICT

The Forge District is unlike any other. Its strategic location along the historic Route 66 and access to major freeways that see nearly 40,000 vehicles per hour make it a prime spot for redevelopment. The Forge District is envisioned as a vibrant, pedestrian-friendly area, boasting vast open spaces, parks, and trails that are easily accessible from the heart of downtown. This revitalization effort is not just about economic growth – it's about creating a unique destination that honors Fontana's rich history while forging a dynamic future.



WHAT'S HAPPENING IN THE FORGE DISTRICT?



Scan the QR code to find out what's coming to the Forge District.

**A place where families and friends can gather.
A place to showcase the creativity of our youth.**

The revitalization plan focuses on two major factors: modifying land-use guidelines to encourage more dense development and eliminating barriers that traditionally impair development. A comprehensive land use study was completed, and a new zoning code was approved to include increased building height limits, higher density for residential uses, reduced building setbacks, and parking standards for commercial uses. Redevelopment of underutilized land is a crucial step.

To ensure rapid redevelopment of key parcels, Fontana completed acquisitions of several downtown properties. Securing these properties paves the way for Fontana to collaborate with partners who share the vision of



the Forge District's potential. Collaboration between the public and private sectors leverages resources, expertise, and funding to achieve redevelopment goals that would not be possible independently.

The Forge District will focus on bringing entertainment and retail spaces to the community. Unique retailers that can cultivate immersive environments, offering customers a seamless blend of online and in-store experiences are poised to flourish. To ignite the Forge District as the entertainment hub of the region, Fontana enlisted none other than native and rock-and-roll legend, Sammy Hagar. Stage Red is a cutting-edge venue that promises an unforgettable experience for fans and artists alike for intimate performances.



www.FontanaCA.gov