CITY OF Fontana
2016 ANNUAL REPORT
Fontana: The Right City
at the Right Time

Fontana’s
Newest
Fire Station #73
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The City of Fontana is experiencing a period of rapid economic growth and prosperity due to its geographic location, balanced land uses, access to major freeways, modest debt loads and large general fund reserves. Based on a national rating of city finances that was completed for cities over 200,000 in population, Fontana was named the second financially strongest city in America. It’s an exciting time to live, work and conduct business in Fontana. That’s why in 2017 — Fontana is the right city at the right time.

*Source The Fiscal Times*
Fontana City Council

Fontana continues to be a model for smart growth and opportunity based on a solid foundation that was built by strong leadership, both past and present. The Fontana City Council is a diverse group of professionals dedicated to their important roles as our elected policy makers to guide city government and help maintain Fontana’s family-friendly community and quality of life.

City Council priorities include:

1. Public Safety
2. Supporting and Promoting Our Local Economy
3. Improving Mobility and Access throughout Fontana
4. Fiscal Responsibility
5. Enhancing Public Facilities and Infrastructure
6. Continued Collaboration with Residents, Businesses, School Districts, Community Leaders and Neighboring Cities

“Everybody can be great...because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve. You only need a heart full of grace. A soul generated by love.”

Dr. Martin Luther King, Jr.
Improving Community through Public Information

The City Clerk’s Office serves as the City’s filing officer for campaign statements and conflict of interest statements as required by the Fair Political Practices Commission.

The City Clerk’s responsibilities include preparing agendas, minutes, certificates and proclamations for all City Council meetings, processing all public record requests, claim forms, agreements and contracts, resolutions and ordinances, opening and receiving bids for City projects and maintaining the municipal codes for the City elections.

| 166,565 | 98,228 | 307 | 42 |
| PAGES REVIEWED FOR QUALITY CONTROL | RECORD PAGES INDEXED | TOTAL PUBLIC RECORDS REQUESTS PROCESSED | SUBPOENAS COMPLETED WITHIN 10 DAYS |

488 Certificates presented
328 Contracts & agreements processed
103 Resolutions processed
59 Agendas prepared & posted
38 Proclamations presented
16 Elections & candidate filings
13 Ordinances processed
Improving Community through Quality of Service

Management Services is the hub for business-related services and transactions. They are committed to providing quality assistance, innovation and easy access for residents and businesses in obtaining business licenses, passport services, animal licenses, yard sale permits and sewer bills.

- **5,363** Passport Applications
- **3,640** Dog License Applications and Renewals
- **1,839** New Business License Requests
- **620** New Sewer Accounts
Improving Housing to be Affordable and Livable

The Department of Housing and Business Development is the home of the Fontana Housing Authority. They facilitate:
• First-Time Homebuyer Program
• Neighborhood Stabilization Program
• Housing Rehabilitation Program
• Emergency Grant Program
• Affordable Housing

Minerva Housing Project
63 senior housing units, 1 and 2 bedroom options
Grand opening February 2016

Emergency Grant Program
11 Senior residents assisted

First-Time Home Buyer Program
17 applications pre-approved

Housing Rehabilitation Program
17 applications processed by October 2016

166,565 38 21 16
SINGLE-FAMILY HOMES PURCHASED HOMES REHABILITATED HOMES SOLD TO ELIGIBLE BUYERS HOMES TURNED INTO RETAIL PROPERTIES
Providing Quality Development within the City
The Economic Development Department is committed to actively pursue opportunities in the areas of business retention, expansion, and attraction as a means of promoting economic development within the City of Fontana.

Pacific Auto Center
Entered into an agreement with Pacific Auto Center to ensure their continued operation and to facilitate the construction of a new dealership facility located on the North-West corner of Valley Blvd. and Cypress Ave.

Valley Kia of Fontana
Facilitated the opening and long-term operation of a new state-of-the-art Kia dealership within the Fontana Auto Center.

LG Electronics
Worked with Pacific Industrial to bring LG Electronics to the Sierra Pacific Center in North Fontana.

Modway Furniture
Expanded the Modway Furniture warehouse in South Fontana.

Wingstop
Collaborated with the broker and franchisee to convert a former dental office building into a Wingstop located at 9765 Sierra Avenue.
**Improving Community through Quality Employees**
The Human Resources Department is responsible for the administration of a cost-effective, comprehensive personnel management program which complies with Federal and State Laws.

**Applicant Tracking System**
The City of Fontana accepts both online and paper applications for every recruited position. In addition to reducing our carbon footprint, online applications creates greater flexibility to reach prospective employees from across the country.

**Community Outreach**
In conjunction with other City departments, Human Resources has promoted employment opportunities to the community through the use of digital media, social media and by attending a number of job fairs.

**Training Opportunities**
In an effort to promote workplace safety and provide continued educational opportunities for our employees, the City of Fontana increased the amount of training opportunities throughout the year.

**Labor Relations**
This year, Human Resources successfully negotiated two separate memorandums of understanding with bargaining groups that represent employees in the Public Works and Police Departments.

**Employment Opportunities Alerts**
All interested parties are encouraged to sign up for “Notify Me” to receive an email and/or text alerts when positions are open for recruitment.

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**WE’RE HIRING AT THE CITY OF FONTANA**

Interested in working with the public to make a positive impact in the community?

If so, you’re invited to consider employment with a fast growing, diverse and flourishing City. Take a look at our current job openings at:

Fontana.org/Jobs
VACANCIES FILLED INCREASED GROWTH IN THE NUMBER OF APPLICANTS

7,625 EMPLOYMENT APPLICATIONS PROCESSED

41 VACANCIES FILLED

370 PART-TIME EMPLOYEES HIRED

554 EMPLOYEES PROCESSED DURING OPEN ENROLLMENT

138% INCREASED GROWTH IN THE NUMBER OF APPLICANTS

1,023 Employees participated in City offered trainings

327 Benefits Fair participants

224 Retirees processed during open enrollment

99 Full- & Part-time recruitments completed

28 Training classes held for employees
Improving Community through the Review of Plans and Inspections

The Community Development Division ensures that new and remodel construction conforms with State law and City ordinances that relate to structural, fire, health, life and safety requirements.

$2,900,000
COLLECTED IN BUILDING PERMIT FEES

5,000
INSPECTIONS FOR CONSTRUCTION OF ACTIVE SINGLE-FAMILY HOMES

1,019
PLAN CHECK APPLICATIONS RECEIVED

1,002
PLAN CHECKS COMPLETED

82 Single-family residential permits

11 Industrial permits

5 Multi-family residential permits

3 Commercial permits
Improving Community through Long Range Planning and Redevelopment

The Planning Division plays a critical role as support staff for the Planning Commission and the community by fulfilling the vision, goals and policies as defined by the City Council.

- **1,655,582** SQ FT WAREHOUSING LOGISTICS CENTER APPROVED
- **348,199** SQ FT COMMERCIAL APPROVED
- **994** SINGLE-FAMILY HOMES APPROVED

General Plan and Development Code Update

Fontana Forward is a planning project to update Fontana's 2003 General Plan, create a Downtown Area Plan, and revise Fontana’s zoning code to reflect the new planning documents. This means we have new choices to make about how we want our community to grow over the next twenty years. Through Fontana Forward, you can make your mark on Fontana’s future.

Improving the City’s Infrastructure
The Department of Engineering is responsible for designing and managing the City’s public infrastructure. This involves the development of public streets, including roadways, curbs, gutters and sidewalks. Infrastructure improvements are needed to protect the health, safety and general welfare of the citizens, visitors and business community within the City of Fontana.

Grants
Grants are aggressively pursued for funding opportunities offered through private, State, Federal and similar programs. In 2016 the City was awarded the following:

Active Transportation Open Streets Grant
The event Sunset on Sierra was held on July 30, 2016 and introduced the City’s Active Transportation Plan which included local businesses on Sierra, the Fontana Arts Festival and Active Transportation demonstration projects. This unique event had over 8,000 people in attendance.

San Sevaine Trail Connectivity Plan
The north/south trail will provide two miles of walking and cycling access, connecting to the Pacific Electric Trail in Fontana with grant funding to promote the new trail segment.

Citywide Bus Stop Project
The project will construct new sidewalks at eight bus stops locations beginning in December 2016.

$85,000
SANBAG
ACTIVE TRANSPORTATION OPEN STREETS GRANT

$30,000
SCAG
ACTIVE TRANSPORTATION OPEN STREETS GRANT
Traffic Signal Installation
In order to continue to fulfill the City’s long term goal to improve traffic circulation and safety, the City completed the construction of new traffic signals at the following locations:

- Cherry Ave and Victoria St
- Randall Ave and Palmetto Ave

Martin Avenue Cul-de-Sac
Improved pedestrian traffic on Martin Avenue by constructing new sidewalks, curbs, gutters and minor paving.

Fire Station #73
Completed the construction of a new state-of-art fire station. The fire station accommodates six firefighters, paramedic engine and two hazardous material response units. It is located near the Village of Heritage and future development sites. This location has improved response times to ensure quick and efficient delivery of emergency medical and fire services as the City continues to grow.

(Cover Photo)
FONTANA’S THE THIRD LARGEST

209,895
TOTAL POPULATION

BUDGET
CITY OF FONTANA
ASSESSED VALUATION
FY 2015/2016
$16,000,000,000

REBATES/DONATIONS
RECEIVED BETWEEN 2008-2016
(FUNDS OFFSET PROGRAMMING COSTS)
$701,610

REBATES/DONATIONS
RECEIVED IN 2016
(FUNDS OFFSET PROGRAMMING COSTS)
$162,747

TOTAL GRANTS AWARDED
JANUARY – DECEMBER 2016
$3,997,506

TOTAL GRANTS AWARDED
2004 – 2016
$113,679,671

TOTAL REVENUE
Where do general fund dollars come from?

$ Cost Allocation & Other Revenue
$20,148,274

Property Tax
$21,195,700

Motor Vehicle In-Lieu Fees
$82,436

Sales Tax
$38,442,281

Business-Related Interest & Rental
$10,708,664

Franchise Fees
$6,482,377

Development Related
$7,125,837

Recreation Programs
$3,249,813

TOTAL
$107,435,382
CITY OF FONTANA
REVENUE
CITY IN THE INLAND EMPIRE

CONSUMER SPENDING
How Fontana residents spend on a variety of goods and services by households.

- Household Spending: $36,130,044
- Travel & Transportation: $395,054,180
- Food: $425,248,503
- Insurance: $260,675,497
- Entertainment & Recreation: $152,407,474
- Apparel & Services: $108,728,787
- Healthcare: $29,467,590

TOTAL CONSUMER SPENDING: $1,407,712,075

TOTAL EXPENDITURES
Where do general fund dollars go?

- Police: $48,053,302
- Administrative Services: $20,260,064
- Development Services: $18,971,106
- Human Resources: $5,821,482
- Capital Projects: $5,000,000
- Debt Services: $3,471,954
- City Administration: $2,311,101
- Grant Matches: $1,321,763

TOTAL EXPENDITURES: $105,210,772

*Source California Department of Finance (unaudited)
Improving Information

The Information Technology Department provides strategic planning and support for a wide variety of computer, information and communication technologies used throughout the City.

Water Monitoring System

The City of Fontana implemented a system to manage a water application using a GIS-based tool to monitor success. Activity is monitored through a Lucity database and GIS interface to compare actual water consumption vs. planned consumption.

The program has produced a Water Application Management tool that is able to provide water budgets and monitoring of public landscapes, meters and irrigation controllers.
Website Redesign
The City redesigned their website to create an enhanced customer experience, ranging from desktop computers to mobile devices. This new design will allow customers to interact more easily whether at home or on the go.

PerfectMind
In collaboration with the Community Services Department, the City implemented new registration software where residents can register for 1000+ classes, programs and activities. The PerfectMind registration software is mobile-friendly and allows for safe and secure management of online accounts.

Novus
Successfully integrated a voting system on the dais for the Planning Commission.

Archive Social
The City began archiving social media platforms it currently participates in to stay compliant with the Public Records Act.
Improving Community Through Activities, Events & Programs

Community Services Department enhances the quality of life for the residents of Fontana by creating activities, events and programs, including recreation classes, aquatics programs, youth programs, senior services, Healthy Fontana, Fontana Arts and sports programs.

1,764,532 Points of Contact

Amenities:

- Sports Fields: 59
- Parks: 39
- Community Centers: 10
- Performing Arts Theaters: 2
- Farmers’ Market: 1
- Dog Park: 1
- Outdoor Sports Pavilions: 2
- Pools: 4
- Miles on the Pacific Electric Trail: 7
- Indoor Fitness Gyms: 3
- Outdoor Fitness Equipment Locations: 2
- Skate Parks: 2
- Splash Parks & Water Slides: 2
Nutrition Education and Obesity Prevention
Community of Excellence in Nutrition, Physical Activity and Obesity Prevention Grant

$400,000
GRANT AWARDED OVER 4 YEARS
To promote community engagement and empower Fontana residents to make their neighborhoods healthier through advocacy and nutrition education.

Nutrition Education and Obesity Prevention
Retail and Community Events Outreach Grant

$150,000
GRANT AWARDED OVER 3 YEARS
Work with local retail markets and grocery stores to identify healthier food options through nutrition education and community events.

United States Conference of Mayor’s Childhood Obesity Prevention Award

City of Fontana received 1st place for a mid-sized City

$120,000
AWARDED TO DEVELOP AND IMPLEMENT THE HEALTHY KIDS FOR A HEALTHY FONTANA PROGRAM
A comprehensive nutrition education program geared towards middle school students where the lessons go beyond learning about healthy snack recipes.
Providing the Foundation
Public Works Department is responsible for creating and maintaining the infrastructure of the City. Their services provide the foundation for all recreational activities in the community. This includes public buildings, parks, transportation infrastructure and sewage conveyance.

Projects:
• Citywide implementation of the HVAC optimization program
• Completed Senior Center chair rail & sound wall
• Pavement rehabilitation Citywide
• Jack Bulik Center roofing & skylight replacement
• Completed first phase of the sewer rehabilitation program
• Concrete repair & replacement Citywide
• Miller Fitness Center exterior & interior painting
• Miller Fitness Center racquetball court rehabilitation
• Storm drain rehabilitation, inspection & construction Citywide
• Awarded contract & completed design for Police Department sewer pump station project

$7,442,783
TOTAL INVESTMENT IN MAINTENANCE PROJECTS

21,524
SQ. FT OF SIDEWALK REPLACED AND REPAIRED

43
MILES OF CITY STREETS REPAVED

149
INSTALLED WATER-EFFICIENT IRRIGATION CONTROLLERS

63%
TRASH DIVERTED FROM LANDFILL
Access Fontana
This application allows users to submit service requests directly to the Public Works Department by using their smart phones.

Report it:
- Abandoned Shopping Cart
- City Tree Problem
- Graffiti Removal
- Illegal Dumping Problem
- Park Problem
- Pothole Repair
- Sidewalk Problem
- Sign Problem
- Street Problem

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<th>Value</th>
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<tr>
<td>Linear feet of sewer mainlines cleaned</td>
<td>1,628,500</td>
</tr>
<tr>
<td>Linear feet of street stripped</td>
<td>402,170</td>
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<tr>
<td>Linear feet of sewer mainline video inspections</td>
<td>349,300</td>
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<tr>
<td>Facility roof repairs</td>
<td>6,028</td>
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<tr>
<td>Access Fontana app requests submitted &amp; completed</td>
<td>5,383</td>
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<tr>
<td>Pothole work orders completed</td>
<td>5,125</td>
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<tr>
<td>Gallons of oil recycled</td>
<td>3,134</td>
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<tr>
<td>Household hazardous waste participants</td>
<td>2,619</td>
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<tr>
<td>City vehicles work orders completed</td>
<td>2,560</td>
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<tr>
<td>ADA curb ramp replacements</td>
<td>128</td>
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Core Values: T.E.A.M.  
Tradition, Excellence, Accountability and Mindful  
The Fontana Police Department is committed to protecting the community by providing quality Service with Integrity. As an organization, we will continue to build diverse community-based partnerships. These partnerships will be guided by innovation and perseverance to ensure Fontana’s future as a well-developed, dignified and respected community in the Inland Empire.

Bike Patrol  
The Bike Patrol unit is utilized to patrol City parks, apartment complexes, businesses and areas inaccessible for patrol cars. Bike officers work diligently on community enrichment issues.

Personnel & Training
The Personnel Training Unit is responsible for recruitment and background investigations for the Police Department. In addition, the unit is responsible for ensuring all employees meet the training requirements for their positions.

DUI Unit
The Fontana Police Department DUI Team is tasked with providing focused enforcement for driver’s Driving Under the Influence. This team has been consistently recognized at the County and State level and by MADD.

242 131,992 25,209 22,638 21,122
BIKE UNIT ARRESTS CALLS FOR SERVICE HOURS DEDICATED TO TRAINING REPORTS TAKEN CITATIONS ISSUED
Fontana Animal Services Team
The Fontana Animal Services Team (FAST) enforces ordinances regulating the ownership of animals, strays, nuisance and dangerous animals. They investigate animal cruelty, abandonment cases, collect and transport animals to the shelter.

K-9 UNIT
The Fontana Police K-9 Unit is currently comprised of 6 Handler/K-9 teams.

Rapid Response Team
The Rapid Response Team (RRT) mission is to rapidly respond to investigations better served from an undercover capacity.

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<td>LICENSED DOGS</td>
<td>14,825</td>
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<tr>
<td>ANIMAL SERVICES CALLS (included in total calls for service)</td>
<td>9,125</td>
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<tr>
<td>TRAFFIC ACCIDENTS INVESTIGATED</td>
<td>3,271</td>
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<tr>
<td>FONTANA RE-ENTRY SUPPORT TEAM (FRST) CLIENTS</td>
<td>416</td>
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<td>AIR SUPPORT UNIT FLIGHT HOURS</td>
<td>1,144</td>
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C.A.R.E.S.:
Community, Attention, Respect, Empathy and Enforcement and Service

Fontana Leadership Intervention Program (FLIP)
The Fontana Leadership Intervention Program (FLIP) provides an education-rich environment for students in our community. It is dedicated to building the next generation of community leaders.

Fontana Explorers Program
Fontana Police Department Explorer Post 531 program offers young men and women ages 14-21 the opportunity to learn about law enforcement and community service.

64
FLIP PARTICIPANTS

32
FONTANA POLICE EXPLORERS
Volunteers
The Police Volunteers provide a variety of services including patrols, traffic control, assisting office clerks, conducting neighborhood watch presentations and assisting with training and community events.

- **539** Citations issued by volunteers
- **63** Fontana Police active volunteers
- **2,961** Miles patrolled by volunteers
- **4,526** Total volunteer hours
Duty, Honor, Community
The Fontana Fire Protection District, with emergency and administrative services proudly provided through contract by the San Bernardino County Fire Department, is driven to provide premiere fire services in Southern California.

Fire Protection District
Emergency Response Services
Fire Investigations
Permit & Inspections
Public Education

7 Fire Stations
6 Fire Engines*
2 Fire Trucks*
5 Paramedic Squads*
1 Search & Rescue Unit
1 HAZMAT Vehicle

* All of these vehicles provide paramedic services

30 STRUCTURE FIRES
30 VEHICLE FIRES
18 VEGETATION FIRES
399 TRAFFIC COLLISIONS WITH EXTRACATION
4,765 MEDICAL CALLS
9 TRAFFIC COLLISIONS
8 RESCUES
275 PUBLIC SERVICE CALLS
45 HAZMAT INCIDENTS
1,257 OTHER INCIDENTS
64 OTHER FIRES
**Fontana Fire Explorer Program**
This program provides young men and women ages 14-21 within the City of Fontana an opportunity to learn, train and pursue a career in Fire Service.

**Annual Fire Safety Inspection Program**
This program ensures all businesses within the City of Fontana receive state mandated fire safety inspections which include:

- **230** Apartments
- **41** Schools
- **2** Jails
- **1** High rise

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2336 Planning Checks
4,886 Construction Inspections
1,172 Fire Explorers
7 Public Education Programs
800 CFC Sec 105 Permits Completed and Issued
2017 and OPEN FOR

AUTO MALL EXPANSION
BUSINESS-CLASS HOTEL DEVELOPMENT
CONSTRUCTION OF CENTRAL PARK
FOOTHILL BLVD. BRIDGE STUDY (ENGINEERING PROJECT)
FORMER ROCK HONDA REDEVELOPMENT PROJECT
BEYOND BUSINESS

MILLER AMPHITHEATER CONSTRUCTION
MIXED-USE ENTERTAINMENT DEVELOPMENT
VENTANA AT DUNCAN CANYON COMMERCIAL DEVELOPMENT
WALMART NORTH & SOUTH FONTANA DEVELOPMENTS