

# 8



## Public and Community Services





# Public and Community Services

This Element of the Fontana Forward Plan focuses on three important aspects of municipal service provision: public safety, public facilities, and the many services provided by the Community Services department. Fontana residents are generally very satisfied with the public services and facilities provided by the City. Continuing this high level of service provision while making improvements is the theme of this element of the plan.

# A. Community Services in the Fontana Forward Vision And Principles

## VISION

- **Fontana is the Inland Empire’s opportunity city.** With welcoming neighborhoods, diverse job opportunities and housing choices, excellent parks, and a lively downtown, we are prosperous, safe, healthy, and thriving. Once a pioneer community, an agricultural center, a steeltown, and a bedroom community, Fontana has built its fifth identity as a live-work-play-learn city of opportunity where families, young adults, and older residents can all flourish: Fontana 5.0.
- **Our system of parks and natural open spaces, community centers, and recreational opportunities is second to none in the Inland Empire.** Residents throughout the city have easy access to state-of-the-art facilities and a broad array of athletic and recreational activities in well-maintained parks, as well as trails for nature recreation in protected open spaces. Our park system is fully connected by a network of safe and attractive walking and biking routes for children, youth, and older residents.

## PRINCIPLES



Ensure fairness and opportunity for all parts of the city. Make every neighborhood a “neighborhood of choice” with excellent infrastructure, services and amenities.



Be cost-effective. Establish cost-effective best practices and systems to support ongoing city services and infrastructure.



Pursue goals through partnerships. Connect city government with businesses, institutions, regional agencies, nonprofits, and citizens to accomplish goals.

## B. Goals and Policies

GOALS	POLICIES
<b>Public Safety</b>	
Fontana's crime rate continues to be below state and county rates.	<ul style="list-style-type: none"> <li>• Continue the Police Department's successful community policing programs.</li> <li>• Provide appropriate security for new amenities, such as trails and parks.</li> <li>• Support Police Department needs for staff and technology to keep up with population growth and contemporary policing methods.</li> <li>• Promote and enhance use of anti-crime design strategies and programs.</li> </ul>
Fontana's Fire Department meets or exceeds state and national benchmarks for protection and responsiveness.	<ul style="list-style-type: none"> <li>• Continue the City's successful partnership with the San Bernardino County Fire Department.</li> </ul>
<b>Public Facilities</b>	
The City of Fontana has modern, well-maintained public facilities that meet the needs of residents of all ages, the business community, and government.	<ul style="list-style-type: none"> <li>• Support development of a city facilities master plan for the next 10 years and use an asset management system for all facilities.</li> <li>• Support initiatives to reduce energy costs in public facilities.</li> <li>• Develop an "Aging in Fontana" plan to prepare to serve an increasing number of senior citizens.</li> </ul>
Each area of the city has sufficient, modern community centers to serve residents.	<ul style="list-style-type: none"> <li>• Identify funding strategies to provide an equal level of service in community centers in the north, central, and southern parts of the city.</li> </ul>
New community centers, parks, and facilities are located in the context of multimodal networks for maximum accessibility.	<ul style="list-style-type: none"> <li>• Locate community facilities to take maximum advantage of access by walking, biking, and bus, as well as cars.</li> </ul>
<b>Community Programming</b>	
The City of Fontana offers one of the most extensive and successful programs of community activities and programs in the Inland Empire.	<ul style="list-style-type: none"> <li>• Support community programming and regular initiatives to measure and meet changing needs and expectations.</li> </ul>
Fontana's Arts, Culture and Entertainment programming draws residents of all ages and visitors from other cities.	<ul style="list-style-type: none"> <li>• Continue to enhance programming for downtown as part of the implementation of the Downtown Area Plan.</li> </ul>

# C. Findings and Challenges

## FINDINGS

### Public Safety

- Crime statistics and the Police Department indicate that Fontana does not have any ongoing serious crime problems. In recent decades the city has become one of the safest in the region.
- Crimes of opportunity occur where conditions may provide cover, such as isolated areas, places with inadequate lighting, and group mailbox locations.
- The Fontana Police Department has 188 sworn officers and operates out of the central police station downtown.
- The Police Department has strong programs to work with residents and prevent crime: community policing/area commander program; Project S.O.B.E.R to reduce the impacts of driving under the influence; the Fontana Reentry Support Team to assist early-release prisoners, probationers, and parolees; and the Fontana Leadership Intervention Program for at-risk teens.
- The Police Department is in charge of code compliance.
- The Fontana Fire Department provides emergency, preventive and administrative services in the city and sphere of influence through a contract with the San Bernardino County Fire Department.
- The Fire Department also provides emergency medical and rescue services, investigation and mitigation of hazardous materials events, disaster response, and similar services.
- There are seven fire stations in Fontana, a Hazardous Materials Response Team, and firefighters with special expertise in wildfires.

### Community Services Department

The Art Depot  
Gallery



- The Community Services Department has responsibility for operating a wide range of city facilities and programs.
- The Community Services Department operates five community centers (including the senior center), the Art Depot Gallery, the Center Stage Theater, the Fontana Park Aquatic Center, the Martin Tudor Splash Park, the Mary Vagle Nature Center, the Miller Fitness Center, and the Steelworkers' Auditorium.

Programs include culture and arts, programs at 37 sites serving 3,300 children, a farmers' market, the Healthy Fontana program, and KFON, the city's cable television system.

- The department offers an extensive program of classes and activities for children and youth, adults, and seniors in the areas of arts and entertainment, child development, computer training, health and fitness, gymnastics, martial arts, sports, and life-long learning.
- Some 40 major special events are organized by the department every year.
- Additional facilities in South Fontana are necessary to meet the needs of residents.
- City facilities are used as public meeting places by City departments, churches, and other community organizations.

## **CHALLENGES**

- Continuing to provide excellent facilities, programs, and services as the population grows and changes.
- Continuing to meet the changing needs and preferences of different age groups within the population.
- Providing sufficient facilities and activities in all parts of the city.

## **D. What the Community Said**

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### ***Public opinion survey***

The survey asked respondents to express their satisfaction with various city services. A high percentage were very satisfied or somewhat satisfied with the City's ability to:

- Provide fire protection and emergency medical services: 93.8%
- Provide a variety of parks and recreation facilities: 90.7%
- Maintain parks and public landscapes: 89.6%
- Provide a variety of recreation programs for youth, adults, and seniors: 87.5%
- Provide police services: 85.9%

### ***Workshop and meeting input:***

- Certain areas were identified as needing more/better lighting to be more secure.
- More police presence and safety needed at some parks.
- A few areas were identified for additional parks or community activity centers.
- One to two more pools needed in South Fontana and south central area.

- Desire for exercise stations along trails and in parks.
- Interest in a dedicated football stadium.
- Need for more parking at some parks; parking with solar structures.
- Recreation facilities and parks should be paid for by developers.

## E. Policies and Actions to Achieve the Goals

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### Goal 1: Fontana's crime rate continues to be below state and county rates.

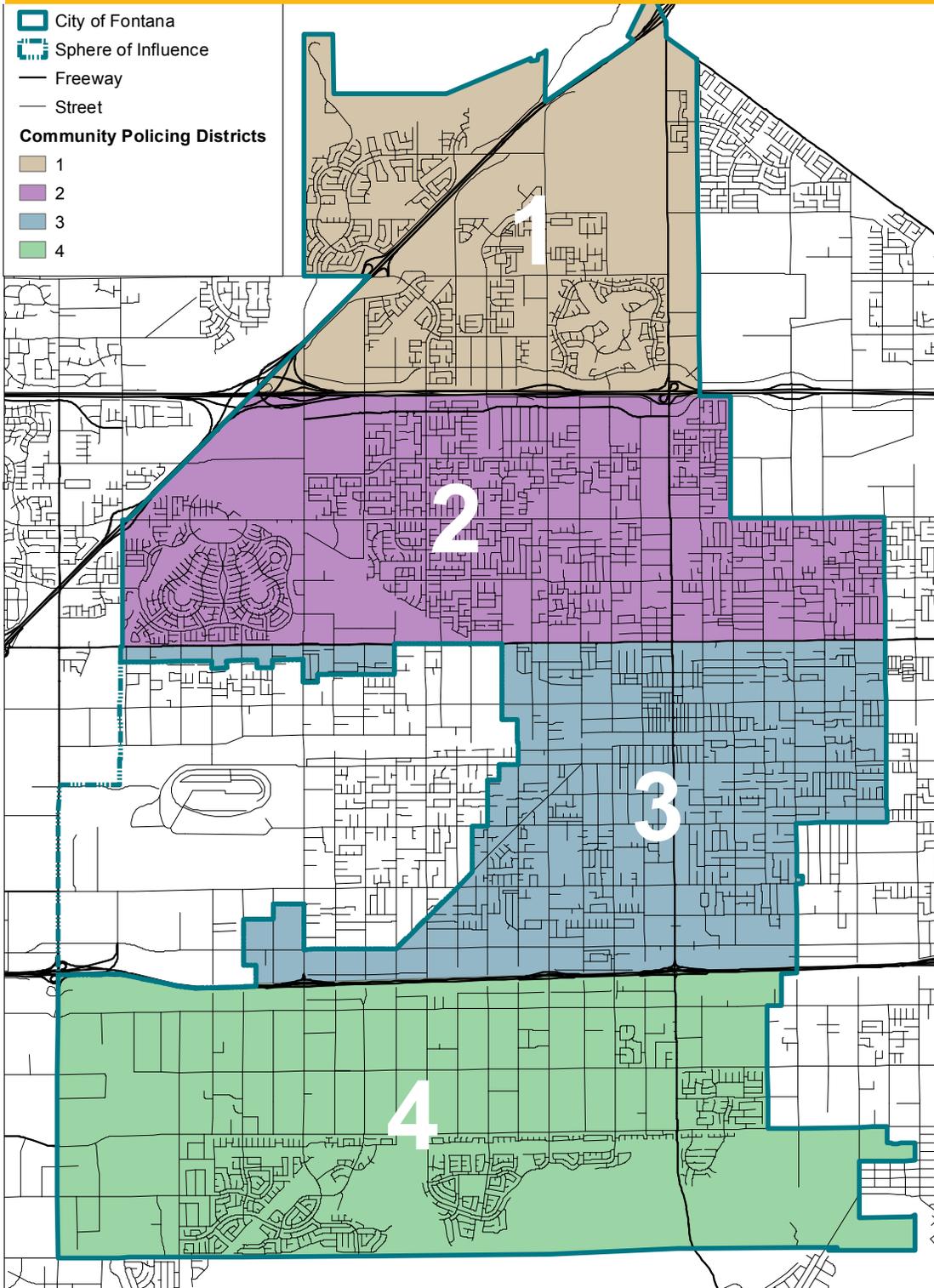
#### POLICIES

- Continue the Police Department's successful community policing programs.
- Provide appropriate security for new amenities, such as trails and parks.
- Support Police Department needs for staff and technology to keep up with population growth and contemporary policing methods.
- Promote and enhance use of anti-crime design strategies and programs.

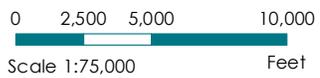
#### ACTIONS

- A. Prepare a strategic plan for the police department.
  - ▶ Develop a strategic plan with updates every five years thereafter. A long-term strategic planning process will integrate staff, training, facilities and equipment needs into the City's overall planning process.
- B. Continue community policing and special programs and expand police community presence on the street and in neighborhoods as the population grows.
  - ▶ Monitor changing conditions—for example, implementation of the Downtown Area Plan or transit-oriented development along Foothill Boulevard, and work with other City staff to serve these areas as they change.
- C. Continue to review the design of new development for Crime Prevention Through Environmental Design (CPTED) principles.
- D. Provide CPTED reviews of new development in a district or neighborhood context rather than simply a project context, so that design strategies to increase connections, "eyes on the street," mixed-use vitality, and so on, are valued as creating conditions that reduce crime.

**EXHIBIT 8.1 COMMUNITY POLICING**



**Community Policity Districts**  
August 2015  
Data sources: City of Fontana, Esri 2015



## **Goal 2: Fontana's Fire Department meets or exceeds state and national benchmarks for protection and responsiveness.**

### **POLICY**

- Continue the City's successful partnership with the San Bernardino County Fire Department.

### **ACTIONS**

- A. Ensure continuing fire protection as the city's population grows and natural fire events may increase in number or intensity due to changing climate.
- B. Monitor population growth and development to ensure continuing protection through sufficient stations, equipment, training, and resources.
- C. Continue to provide public education about risks from fire, hazardous materials, and other hazards.

## **Goal 3: Fontana has modern, well-maintained public facilities that meet the needs of residents of all ages, businesses, and government.**

### **POLICIES**

- Support development of a City facilities master plan and use an asset-management system for all City property.
- Support initiatives to reduce energy costs in public facilities.
- Develop an "Aging in Fontana" plan to prepare to serve an increasing number of senior citizens.

### **STRATEGY**

- A. Develop a City facilities master plan and an asset management system to plan for future needs.
- B. Identify needs for facility improvements, expansions, new facilities, potential decommissioning and cost-efficient improvements such as energy efficiency as the city grows in population and complexity.
- C. Use an asset-management system to manage repair and improvement schedules.
  - ▶ Asset-management systems help governments keep track of the conditions of their physical assets and support decision making about maintenance and replacement. The information from these systems can show how to save life-cycle costs and indicate when preventive maintenance can be more cost-effective than new capital investments. These systems are connected to GIS (geographic information systems), so assets are mapped and their locations linked to a database containing information on when they were

put in service, expected service life, condition, and how much annual maintenance is needed. While it requires an initial investment, training, and improved data systems, asset management ultimately saves money. A complete asset-management system addresses the needs of all municipal departments, including documented roadway, utility, vehicle, building and other conditions. Should funding be limited, however, asset-management systems allow municipalities to put a system in place incrementally.

The Government Finance Officers Association recommends the following steps in creating a system for capital maintenance and replacement:

- Develop and maintain a complete inventory of all capital assets in a database (including GIS), including information such as location, dimensions, condition, maintenance history, replacement cost, operating cost, and so on.
  - Develop a policy for periodic evaluation of physical condition.
  - Establish condition and functional performance standards.
  - Develop financing policies for maintenance and replacement and consider earmarking fees or other revenue sources.
  - Allocate sufficient funds in the capital program and the operating budget for routine maintenance, repair and replacement.
  - Prepare an annual report on capital infrastructure including:
    - > Condition ratings for the city
    - > Condition ratings by asset class and other relevant factors
    - > Indirect condition costs (for example, events like water main breaks that indicate condition)
    - > Replacement life cycle by infrastructure type
    - > Year-to-year changes in net infrastructure asset value
    - > Actual expenditures and performance compared to budgeted expenditures and performance
    - > Report trends in spending and accomplishments in the CIP.
- D. Develop and showcase City facilities and buildings as models of resource efficiency by establishing a set of policies for facility operations, maintenance, renovation and new construction.
- E. Re-use existing buildings before building new, if possible, and use recycled and locally-sourced content in municipal construction where practical.
- ▶ Existing buildings contain “embodied energy” that has already been invested. Retrofitting existing buildings can be more energy-efficient than building new. However, some buildings will need to be replaced, and use of recycled materials and locally-sourced materials that do not require high transportation costs should be pursued in those cases.

- F. Design municipal buildings to maximize energy efficiency by attention to ventilation, windows, site orientation, use of trees on the south and west sides of buildings for shading, “green” roof construction where feasible, painting flat roofs white, and similar energy-efficient construction methods.
- ▶ City projects should be subjected to a life-cycle cost/benefit analysis that takes into account the long-term operational and maintenance costs of new construction or rehabilitation. Although some design elements may cost more initially to construct, they save municipalities more money over time through lower heating and cooling costs. City buildings should strive to meet the highest resource-efficiency standards possible through application of benchmark systems such as LEED (Leadership in Energy and Environmental Design) or similar standards.
- G. Establish a policy for using “universal design” criteria in the design of any new government buildings.
- ▶ Universal design is the next step beyond handicap-accessible or barrier-free design. It is predicated on the idea of designing spaces to be usable and attractive to everyone, without specialized elements specifically for disabled people. Principles of universal design include:
    - Equitable use
    - Flexibility of use
    - Simplicity and intuitive nature of design
    - Making information perceptible
    - Building in tolerance for error
    - Designing to reduce physical effort required
    - Provision of sufficient space and size for approach and use.
- H. Develop facility and programming plans to support a growing senior population’s needs.
- I. Create a holistic “Aging in Fontana” plan that includes attention to housing, transportation, services, activities, health care and other issues.
- ▶ Fontana has an excellent Senior Center and many programs, but the number of seniors and the variety of their needs will grow over the next twenty years. A holistic planning process can help focus attention on growing and future needs. AARP has a publication that can serve as a guide, *Aging in Place—A Toolkit for Local Governments*.<sup>1</sup> The toolkit is organized around five themes—choice, flexibility, entrepreneurship, mixed generations, and smart growth—and three critical issue areas: healthcare, environment (housing and urban design), and planning and zoning.

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<sup>1</sup> [www.aarp.org](http://www.aarp.org)

**Goal 4: Each area of the city has sufficient, modern community centers to serve residents.**

**POLICY**

- Identify funding strategies to provide an equal level of service in community centers in the north, central, and southern parts of the city.

**ACTIONS**

- A. Fund design and implementation of a community center in South Fontana.
- B. Evaluate the need for additional community centers in the eastern part of the central city.

**Goal 5: New community centers, parks, and facilities are located in the context of multimodal networks for maximum accessibility.**

**POLICY**

- Support location of new facilities in coordination with mobility planning.

**ACTIONS**

- A. Identify locations for new facilities that are consistent with the development of connectivity plans that provide multi-modal access to neighborhood residents.
- B. Coordinate planning for new facilities with the active transportation networks under development.

**GOAL 6: Fontana offers one of the most extensive and successful programs of community activities in the inland empire.**

**POLICY**

- Support community programming and regular initiatives to measure and meet changing needs and expectations.

**ACTIONS**

- A. Survey residents and follow up with program participants on a regular basis to evaluate programs and identify changing needs.
- B. Use a professional, random-sample survey at least once every five years to identify residents' community program preferences and needs.

- C. Administer and analyze evaluations after the completion of all programs.
- D. Consider creating a five-year strategic plan for community programming.
  - ▶ A strategic plan, renewable every five years, will help the Community Services Department plan ahead effectively as Fontana not only grows in population in future decades, but the population likely becomes more diverse in age and household type and the city becomes more complex with revitalization of downtown and the central city.

**Goal 7: Fontana’s arts, culture and entertainment programming draws residents of all ages and visitors from other cities.**

**POLICY**

- Continue to enhance programming for downtown as part of the implementation of the Downtown Area Plan.

**ACTIONS**

- A. Develop arts, culture and entertainment programming that attracts older teens and younger adults.
  - ▶ Events for young adults, who often complain that Fontana has no appealing activities for their age group, are as important as events for families. This is also a demographic that the City hopes to retain with new housing, job, and entertainment options downtown.
- B. Develop programming as recommended in the Downtown Area Plan (Chapter 14) and coordinate with future downtown managers to support the potential role of downtown as a place where something is always happening.
  - ▶ Regular events could include “Sunset Theater” movie nights; “Taste of Fontana” events with food trucks, local food vendors, and music; monthly “game nights” with games such as ping-pong, chess tables, badminton, horseshoes, croquet; dance nights; and so on. Some of these events could take place on the Pacific Electric Trail downtown.

**F. Getting Started**

ACTION	RESPONSIBLE PARTY
Program “Sunset Theater” movies downtown as recommended in the Downtown Area Plan	Community Services
Develop a strategic plan for the police department.	Police Department
Begin preparation of a facilities master plan and asset management.	Public Works
Develop a community services strategic plan.	Community Services