

A
modern
clean
vibrant
connected
*city nestled against the
San Bernardino mountains*



FONTANA
CALIFORNIA

PARKS, RECREATION & TRAILS

MASTER PLAN

2023 UPDATE

2023



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The City of Fontana would like to thank the Parks, Community and Human Services Commission for their guidance and support, without their valuable input this update would not have been possible.

TABLE OF CONTENTS

SECTION 1	Introduction	
	1.1 Overview	1-1
	1.2 Scope & Content	1-1
SECTION 2	Summary	
	2.1 Purpose	2-1
	2.2 Analysis & Findings	2-1
	2.3 Recommendations & Action Plan	2-2
	2.4 Implementation Plan	2-4
SECTION 3	Update Process	
	3.1 Regional Context	3-1
	3.2 Parks & Recreation	3-1
	3.3 Recreation Centers	3-20
	3.4 Trails & Bikeways	3-22
	3.5 Parks & Facilities Standards Analysis	3-30
	3.6 Summary of Citizen Survey	3-32
SECTION 4	Funding Summary	
	4.1 Development Components & Capital Costs	4-1
APPENDIX A	Existing Park Inventory	A-1
APPENDIX B	Survey Questionnaires & Responses	B-1

LIST OF EXHIBITS

1-1 Sphere of Influence	1-2
3-1 Existing Parks	3-5
3-2 Existing Schools	3-7
3-3 Community Parks Radii	3-14
3-4 Neighborhood Parks Radii	3-15
3-5 Neighborhood & Community Parks Radii	3-16
3-6 Underserved Areas	3-17
3-7 Planned Future Parks	3-18
3-8 Planned Future School Sites	3-19
3-9 Existing & Proposed Community Centers	3-21
3-10 Recreation Trails	3-25
3-11 Existing & Proposed Bikeway Systems	3-26
3-12 Bikeway Types	3-27

LIST OF TABLES

3.1 Inventory of Existing Parks	3-6
3.2 Inventory of Joint Use Facilities	3-8
3.3 Comparison of Existing Inventory	3-31
4.1 Capital Costs	4-2



SECTION 1: INTRODUCTION

1.1 Overview

The City of Fontana, situated at the heart of the San Bernardino Valley, has unique and beautiful parks and open space resources ranging from small neighborhood lots to a large regional park. During the past four decades the rapid growth to the north of the City, along the 210 Foothill Freeway corridor and to the south along the Jurupa Hills has primarily been residential. This development has occurred through the specific plan process, as a means of assuring the construction of the infrastructure required to support these new modern residential communities. Development in the traditional city core has been primarily in-fill housing, condominiums, and apartments on smaller scale parcels.

This study reviews the park and recreation facilities and programs to determine their foreseeable future needs, and examines the existing circulation and development plans to update the trails master plan. The goal is to maintain Fontana's quality of life and environment, and provide a guide for the development of future park sites and programs.

In addition to improving the overall quality of life for residents, excellent park and recreation programs are important for the well being of a city's business community. Not only do they make the community more attractive to higher income residents (providing a stronger market base for local businesses), they can directly influence a city's ability to enhance its fiscal base by attracting commercial and industrial businesses. "Quality of Life" issues consistently rank high in the list of reasons a firm decides to locate in a particular community. Entrepreneurs often want to locate their businesses in a community where they would like to live and where they expect their employees may like to live.

Attractive parks and open space areas enhance residential property values, and create a sense of community. A city that has parks where employees can spend their lunch hour, community centers that provide a forum for seniors and youth to share experiences, and a trail system that offers not only weekend recreation opportunities, but also weekday transportation alternatives, will attract new businesses and their employees.

Recreation programs for young people provide constructive alternatives to loitering, vandalism, and even more serious crimes. By providing safe, affordable, family-oriented services and programs for all ages the City has an effective crime prevention tool and a constructive means of developing a strong sense of community.

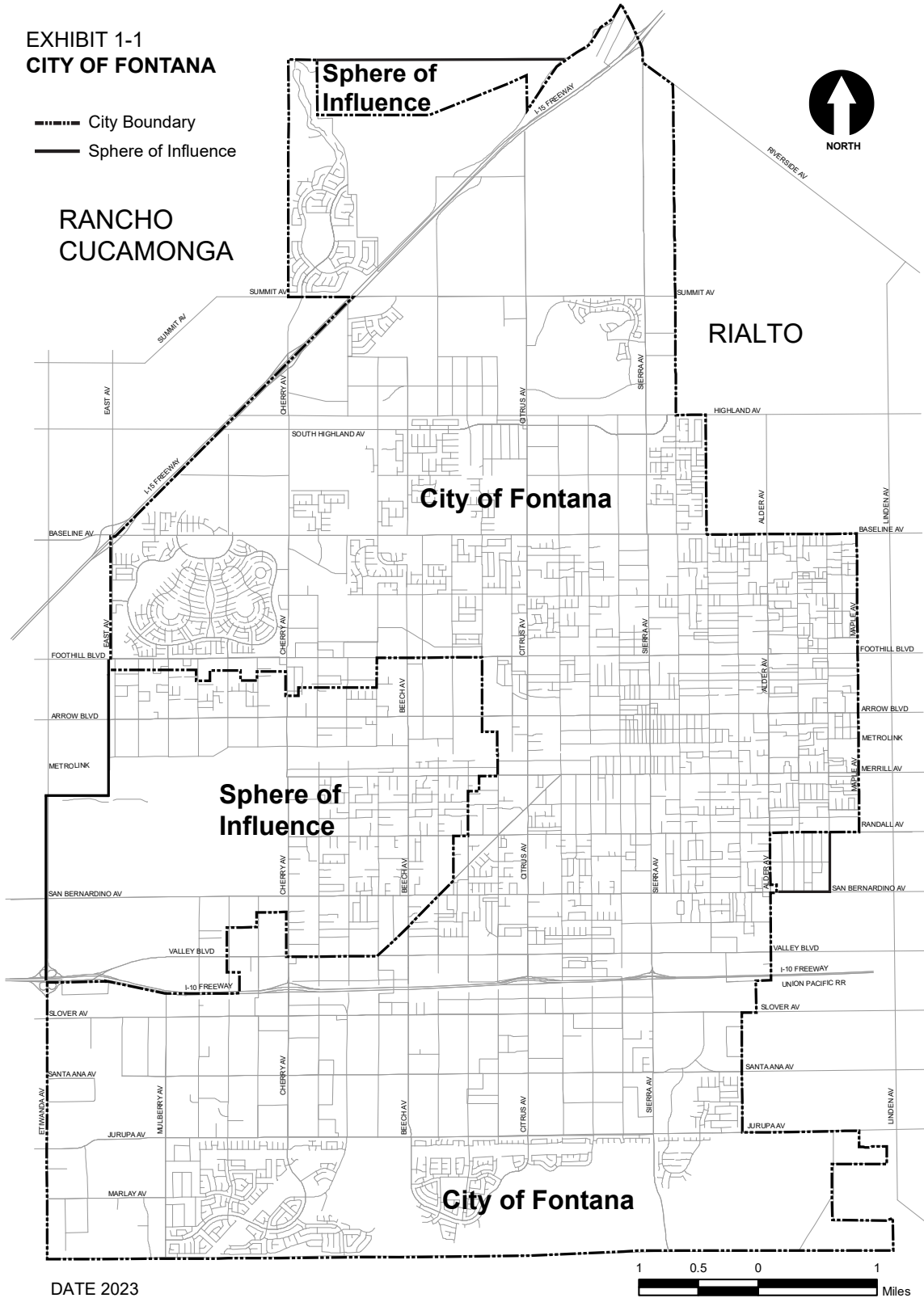
1.2 Scope and Content

The scope of the Master Plan includes both the incorporated city land and the unincorporated Sphere of Influence (See Exhibit 1-1 for city boundaries and the unincorporated county areas). Recreation demand is based upon current and projected City population. The Master Plan will provide a framework for orderly development of new facilities and the improvements to existing facilities.

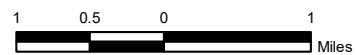


**EXHIBIT 1-1
CITY OF FONTANA**

- City Boundary
- Sphere of Influence



DATE 2023





SECTION 2: SUMMARY

This Parks, Recreation & Trails Master Plan update is the product of an analysis of existing conditions, a review of Chapter 7 of the General Plan (2015-2035) - Conservation, Open Space, Parks and Trails, execution of a resident survey in April 2019, and discussions with city officials, the Parks, Community and Human Services Commission and staff. This section summarizes the Master Plan's purpose, findings, recommendations and action plan.

2.1 Purpose

The Master Plan provides a framework of orderly renovation and development of park improvements. The Master Plan identifies the City of Fontana's park, recreation, and trail needs, makes recommendations to meet these needs and proposes an action plan including a funding summary and strategy to implement the recommendations. In doing so, the Master Plan and its implementation will have positive effects regarding the City's economic development and public safety objectives.

City staff and the Parks, Community and Human Services Commission will utilize this document to apply for grants, to plan new facilities and to identify elements for capital improvements and replacement.

The Master Plan provides a basis for improved coordination between the City, school districts, and other jurisdictions for joint use of facilities such as ball fields and trails, and for joint development projects.

2.2 Analysis & Findings

The following tasks were undertaken to gain a comprehensive understanding of existing conditions and the following findings were made:

Review of Pertinent Documents and Plans

All documents that had a bearing on the development of the Master Plan were reviewed. This included the City of Fontana's General Plan, the current budgets, and specific plan developments.

Inventory of Existing Park and Recreation Facilities

The existing City park facilities and recreation centers were inventoried and analyzed for condition and potential. This inventory served as a baseline to determine existing facility deficiencies and needs. There are currently 18 community parks or groupings of parks totaling approximately 317.25 acres, including the Undeveloped area of Jurupa Hills Regional open space 695 acres and 34 neighborhood parks totaling approximately 104.3 acres for a total acreage of 1116.6.

The City has agreements with three of the local school districts for joint or exclusive use of 53 school sites totaling approximately 650 acres within the city and the sphere of influence.

Underserved Areas

An analysis of existing park service areas was undertaken to determine what areas of the City and its Sphere of Influence are currently underserved and to determine the location of future park sites and whether additional recreation centers were needed. The underserved areas of the City and its Sphere of Influence were identified as follows:



Foothill South Area: Residential neighborhood located partially in the Sphere of Influence bounded by Foothill Avenue and the Metrolink right-of-way, and by East and Citrus Avenues.

West Fontana Area: Residential neighborhood in the Sphere of Influence bounded by the Metrolink right-of-way and the I-10 Freeway, and by Cherry and Citrus Avenues.

Review of the Trails Master Plan

The existing Fontana Trails Master Plan was reviewed in the context of regional connections as well as the new specific plan development that has occurred. The City has many opportunities for the expansion of its trail system and pursuant to the Goals and Policies of the General Plan should pursue opportunities for connectivity and integration with the surrounding communities.

Survey of the Residents

True North Research designed and conducted two mixed method surveys in April of 2019 to identify areas of most importance to residents. The surveys focused on facilities and programming. Results indicate that Fontana residents are generally pleased with the current parks, open space, and recreational facilities inventory. The opportunities for the greatest improvement are in the areas of increased safety, adding recreational equipment, beautification, lighting, restrooms, and additional facilities.

2.3 Recommendations & Action Plan

The recommended elements for consideration are identified as follows:

1. Improvements to Existing Parks and Recreation Centers

It is recommended that improvements be made to the following parks:

Almeria
 Cambria Park
 Catawba Park
 Chaparral Park
 Condor Park
 Coyote Canyon Park
 Fiesta Park
 Fontana Park
 Dr. Charles Koehler Park
 Heritage Circle Park
 Heritage Tot Lot West
 Hunter's Ridge
 Martin Tudor Park
 Jurupa Hills Open Space Park
 Mary Vagle Museum and Nature Center:
 McDermott Sports Park
 McDermott Soccer Park
 Miller Park
 North Heritage Park
 North Tamarind Park
 Oak Park
 Patricia Marrujo Park
 Patricia Murry Park
 Ralph M. Lewis Park



Rosena East Park
Rosena West Park
San Sevaine
Seville Park
Shadow Park
Southridge Park and Don Day Community Center
Sycamore Hills Park
Village Park
VOH Pool Facility

2. New Park Development

There is an identified need for new park development in the City and its Sphere of Influence (county unincorporated areas). The addition of new parks would provide the needed facilities and accessibility within a reasonable service radius. The following new parks are proposed to be built (See Exhibit 3-7):

- Arboretum Specific Plan
- Downtown Linear Park on the PE Trail
- Sierra Lakes Sports Park
- Westgate Specific Plan

3. Provide Service in Under Served Areas

New parks to service existing and future populations within the existing city boundaries and Sphere of Influence are recommended for two areas (See Exhibit 3-6):

- Foothill South Area: One community park and various neighborhood parks
- West Fontana Area: One community park and various neighborhood parks

4. Trails

The following improvements are recommended for the City's trail system:

- Recreation Trail Improvements
- Bicycle Lane Improvements
- Over/Underpass Improvements
- Recreation Trail Amenities
- Bicycle Lane Amenities

5. Improvements to Recreation Centers

Because these are large facilities, they will provide a variety of services which will meet the needs of the larger segments of the community. Smaller neighborhood centers which provide program specific activities/programming for teens, seniors and other age specific facilities will be defined by population demand and located accordingly. It is recommended that the following improvements be considered to the City's Recreation Centers:

Renovate Don Day Community Center



6. Improvements to Recreational Trails

The proposed recreation trail system primarily follows the utility and flood control corridors throughout the City of Fontana, while the Active Transportation Plan provides for a system of safe bicycle routes using the city street network. The approved Active Transportation Plan also seeks to take advantage of new development opportunities to provide a continuous trail system for recreation and transportation.

Many sections of the City have been built out; therefore, the recommendations focus on adapting the existing street system and utility corridors for bicycle travel. Where new development is occurring, the Master Plan recommends accepted design standards to ensure new streets are bicycle-friendly, and logical connections are made to the existing infrastructure. Particular attention should be made to routes to schools, parks and other recreation facilities, and commercial areas.

The Active Transportation Plan will ensure linkages to regional open space to the north and south and to adjacent cities. The trails also provide linkages within the City to key commercial, cultural, and recreational destinations.

7. City and School Districts Use Agreements

The partnering of the City and school districts in joint use/exclusive use agreements is an essential element in providing for the existing and future park and recreational needs. Joint-use and development of facilities is a tried and proven way of utilizing school and City facilities to provide for the recreational needs of the community.

It is recommended that the City:

- Continue to pursue joint-use opportunities with the school districts, especially for the use and maintenance of existing and future gymnasiums and athletic fields.
- Continue working with the school districts to implement the school-park development concept and pursue joint development when beneficial to both the City and the school districts. Specific consideration should be given to older neighborhoods and those surrounding the downtown in order to provide neighborhood park facilities.
- Encourage the School District to set up an annual planning session with all organized sports group to establish an annual calendar.
- Add additional joint use and exclusive use agreements with other schools.

2.4 Implementation Plan

The recommended implementation plan involves four major categories of park and recreation improvements:

1. Expansion of existing parks and recreation centers
2. Improvements to existing City parks/joint use facilities to address facility deficiencies
3. Development of new parks in the City and its Sphere of Influence to accommodate the additional future demand for park facilities resulting from anticipated population growth



4. Development of recreational trails and associated amenities

Given the large capital investment needed to implement the recommended improvements, the proposed plan will need to be phased, in order to spread the costs over a reasonable period of time. The prioritization of improvements within the phasing program was generated after careful consideration of the following information:

- Immediate needs for new facilities within existing parks based on demand, replacement of aging equipment, citizen feedback through a survey of residents, and input from City Council, Parks, Community and Human Services Commission, and City staff.
- New parks and community centers to be developed over the longer-term, should be phased based on future facility needs suggested by anticipated population growth and the geographic locations and expected timing of known residential plans in the City.



SECTION 3: UPDATE PROCESS

3.1 Regional Context

The City of Fontana is situated between the Jurupa Hills to the south and the San Gabriel and the San Bernardino Mountains to the north. These geological formations provide the City of Fontana with an abundance of open space and wilderness recreation.

Much of the San Gabriel and San Bernardino mountains are within the contiguous jurisdictions of the Angeles and San Bernardino National Forests. Trailheads throughout the foothills and along Lytle Creek connect the City inland to the Pacific Crest Trail that eventually reaches as far as the Canadian and Mexican borders. Southwest of the City, Martin Tudor Jurupa Hills Regional Park is part of a county trail system that connects southward to the Santa Ana River.

3.2 Parks & Recreation

Review of the City General Plan

The Conservation, Open Space, Parks, and Trails Element of the General Plan (2015-2035) was reviewed. The following goals and policies related to the parks and recreation component are outlined.

Goal 1: Fontana continues to preserve sensitive natural open space in the foothills of the San Gabriel Mountains and Jurupa Hills.

Consider permanent protection for sensitive foothill lands through potential partnerships with conservation organizations or acquisition and deed restrictions.

Goal 2: Large city parks and open spaces include plantings and natural areas attractive to birds and other wildlife.

Inform the public about the natural ecological character of Fontana.

Use public open space to support wildlife habitat where appropriate.

Goal 3: Fontana has a healthy, drought-resistant urban forest.

Support tree conservation and planting that enhances shade and drought resistance.

Expand Fontana's tree canopy.

Goal 4: The city of Fontana has a no-net-loss policy for public parkland.

Establish legal requirements for replacement, when any city-owned park land listed in the California Protected Lands database is transferred to other uses, with land of equivalent environmental, recreational, or aesthetic value.

Goal 5: All Fontana residents live within walking or biking distance of a public park, and there are sufficient public parks to serve all areas of the city.



Establish park access by walking and biking as a criterion for locating parks and for design of active transportation networks.

Continue to use a minimum standard of 5 acres of public parkland per 1,000 persons.

Pursue park development where parkland is insufficient

Goal 6: All public parks are designed and maintained to a high standard.

Promote park designs that can serve multiple types of users and provide aesthetic benefits.

Provide sufficient funding to support adequate park maintenance.

Goal 7: The Fontana parks system has a nonprofit partner that raises money for park improvements.

Promote creation of a Fontana Parks Foundation, a nonprofit to support park system improvements and activities.

Goal 8: Fontana updates the Parks, Recreation, and Trails Master Plan at least every 10 years.

Support a Parks, Recreation, and Trails Master Plan update consistent with the General Plan and at least every 10 years thereafter.

Goal 9: Fontana has multi-use trails that provide north-south links and connections with the Pacific Electric Trail and other city pedestrian and bicycle routes.

Seek funding sources to implement the San Sevaine Trail and design and implement an "East-side Trail" linking the City from north to south the east part of the city, Create a maintenance / Renovation Program for the trails system.

Advocate with other municipal partners to state lawmakers for opportunities to use utility easement land as trails and parks.

Goal 10: Trails in natural areas offer nature recreation experiences.

Support trail creation and maintenance in natural areas.

Park Types

Regional Parks: 40 acres or more with a wide range of amenities to attract the greatest range of users and interests within and beyond the city. Their typical service radius corresponds to a one-hour drive. Fontana's regional park, Jurupa Hills Regional Park totals 695 acres of open space.

Community Parks: 10 to 40 acres and are utilized for active and/or passive activities; typical amenities include pool, lighted sports fields and courts, picnic facilities, play areas, restrooms, and off-street parking.

Neighborhood Parks: 1 to 10 acres; walk or bike-to parks which are located within the neighborhood they serve; include both active and passive designs; provides amenities such as picnic areas, informal



fields, tot lots, court games, passive green space and off-street parking.

Sub-Neighborhood Parks: Typically less than 1 acre and often called pocket parks; serve built-up, urbanized areas; often developed in conjunction with residential plans.

Joint Use Park: These are facilities that utilize existing school sports fields, gymnasiums, and other school amenities to provide additional recreational opportunities for the community.

Trails: These facilities provide a network of corridors to link recreational and regional open space.

Inventory of Existing Parks

The City currently has 52 developed parks, totaling approximately 421.55 acres. They contain a mix of both passive and active recreation amenities.

Community Parks: Currently, there are 18 developed community parks in Fontana, totaling approximately 317.25 acres. The following parks and groupings of parks are considered community parks based on a combination of park size and park usage. This means that some parks may be less than 20 acres but are still considered community parks based on their facilities and activities. Also, for purposes of this study, the Martin Tudor Jurupa Hills Regional Park is listed in this category.

1. Bill Martin Park	15.6
2. Catawba Park	14.4
3. Central City Park and Cypress Community Center	19.1
4. Coyote Canyon Park	15.5
5. Dr. Charles A. Koehler Park	10.0
6. Fontana Park	38.0
7. South Fontana Park	18.2
8. Jack Bulik Park	27.0
9. Martin Tudor Regional Park	30.0
10. Mary Vagle Nature Center	25.0
11. McDermott Soccer Park	6.2
12. McDermott Sports Complex	4.1
13. Ralph M. Lewis Sports Complex	20.0
14. Rosena Park East	10.5
15. Rosena Park West	3.15
16. Southridge Park with Don Day Community Center	25.9
17. Veterans Park	25.5
18. Village Park	9.1
Acreage of Community Parks	317.25

Neighborhood Parks: The existing 34 neighborhood parks in Fontana total approximately 104.3 acres. The following parks are considered neighborhood parks. For the purpose of this study, both neighborhood and sub-neighborhood parks are listed.

1. Almeria Park	8.1
2. Cambria Park	2.5
3. Carmela Park	0.4
4. Chaparral Park	10.3



5. Condor Park	1.0
6. Fernandez Park	2.3
7. Fiesta Park	1.3
8. Gabriella Park	1.3
9. Heritage Circle Park	3.0
10. Heritage Village East Tot Lot	0.5
11. Heritage Village West Tot Lot	0.5
12. Hunter's Ridge Park	4.7
13. Lemon Pepper Park	0.3
14. Licorice Park	0.2
15. Miller Park	5.5
16. Northgate Park	2.9
17. North Heritage Park	1.3
18. North Tamarind Park	5.0
19. Oak Park	3.0
20. Oak Grove Park	5.0
21. Patricia Marrujo Park	5.2
22. Patricia Murray Park	1.0
23. PA-5 Gabion Ranch Park	0.3
24. PA-6 Gabion Ranch Park	0.2
25. PA-11 Gabion Ranch Park	1.3
26. PA-16 Gabion Ranch Dog Park	3.8
27. San Sevaine Park	5.7
28. Seville Park	13.0
29. Shadow Park	7.0
30. Sierra Crest Park	1.0
31. Sierra Crest II Park	1.6
32. Sycamore Hills Park	3.2
33. Valley Oak Park	0.9
34. Santa Fe Park	1.0
Acreage of Neighborhood Parks	104.3
Total Park Acreage	421.55

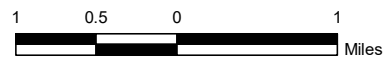
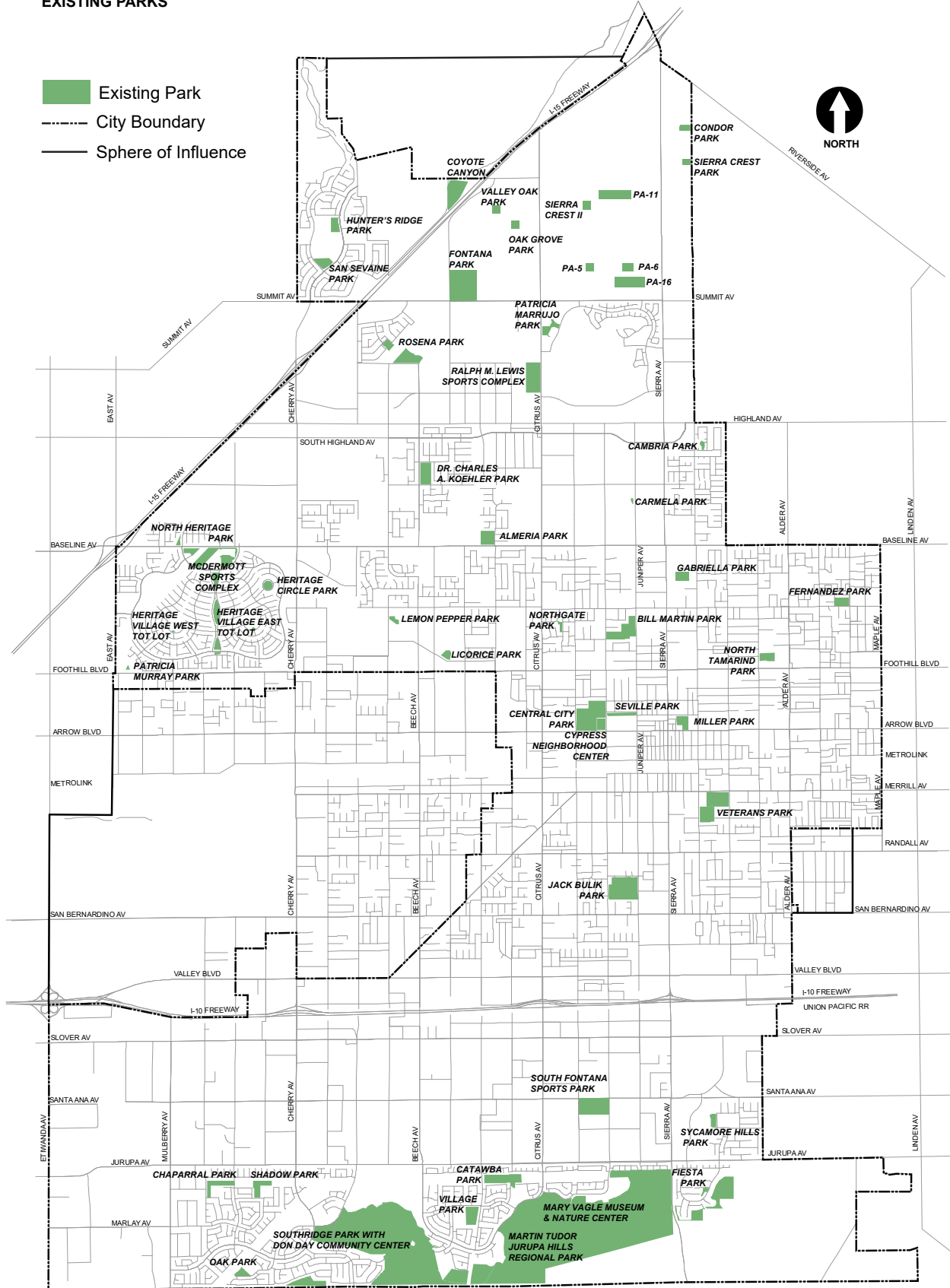
Exhibit 3-1 provides a map of all existing parks in the City. An itemized list of facilities for each park is given in Table 3.1.

Joint Use (School) Facilities: Schools within the City boundary are within the Fontana Unified School District, the Colton Joint Unified School District and the Etiwanda School District, as shown in Exhibit 3-2. The City has joint use agreements with 53 of the local schools totaling approximately 650 acres, as shown on Table 3.2. The City uses a 25% ratio in counting usable recreational areas at these schools. Therefore, there is approximately 163 acres of joint use facilities.



EXHIBIT 3-1
EXISTING PARKS

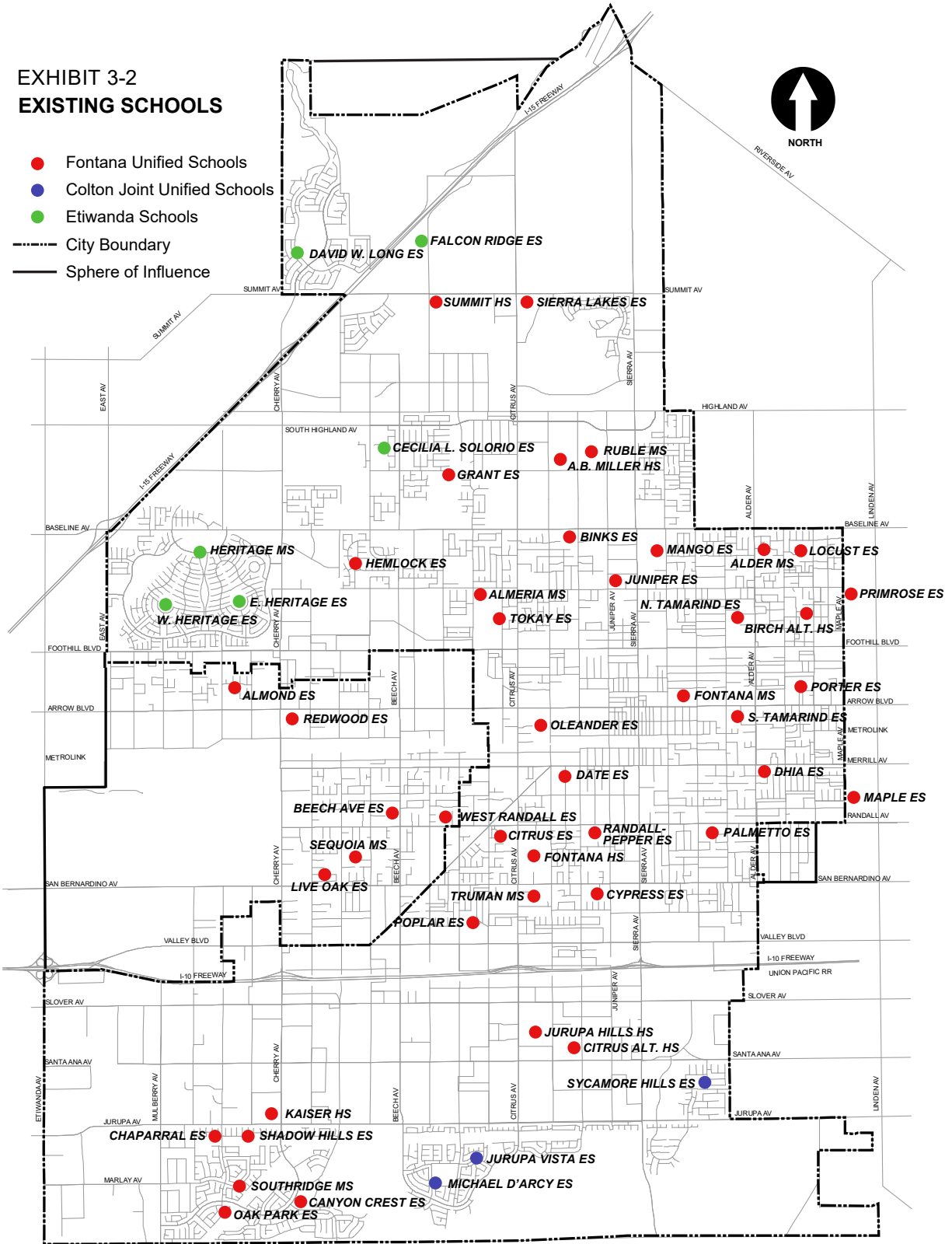
- Existing Park
- City Boundary
- Sphere of Influence





**EXHIBIT 3-2
EXISTING SCHOOLS**

- Fontana Unified Schools
- Colton Joint Unified Schools
- Etiwanda Schools
- City Boundary
- Sphere of Influence





**TABLE 3.2
JOINT USE FACILITIES**

Existing School Facilities	Fontana USD - High Schools							Middle Schools							Elementary Schools								
	Birch	Citrus	Fontana	Jurupa Hills	Kaiser	Miller	Summit	Alder ○	Almeria	Fontana ○	Ruble ○	Sequoia	Southridge	Truman	Almond	Beech	Canyon Crest	Citrus	Chaparral	Cypress	Date	Dolores Huerta International Academy*	
Acres	9.9	18.5	41.8	45.4	38.6	50.6	46.2	22.3	18.3	15.8	20.0	18.8	20.0	20.0	10.0	9.3	5.5	11.9	5.5	8.7	7.8	7.0	
Basketball Court - full court w/ lights																							
Basketball Court - half court w/ lights																							
Basketball Court - full court	2	5	3	6	5	6	12	3	6	4	8	6	6	8	3	3	2	4	3	4	2		
Basketball Court - half court				2	4																		
Track (Field)	1		1	1	1	1	1	1		1		1	1										
Football Field			1	1	1	1	1	1		1		1	1										
Handball Court					3		6	4	5	8	5	7		5	2	2	2		4		8		
Indoor Basketball-Court full court			2			2		1		1		1		2									
Indoor Gymnasium		1	2	1	1	1	1	1	1	1	1	1	1	1									
Indoor Racquetball																							
Informal Fields	1			1		1		1	1	1				1	2	1		1	1	1	3		
Practice Fields			1	2	1	1	2	2	1	1													
Little League Field		2		1	2	1	2	4	1	1	1	2		4						3	2		
Little League Field w/Lights																							
Roller Hockey Court																							
Senior Baseball Diamond			2	1	1	1	1	1				3											
Senior Baseball Diamond w/ Lights																							
Soccer (Overlay)		1	1		1	3	2				9		1	2	1	1	1					1	
Soccer W/Lights																							
Softball Diamond	2			2	2	2	2	1				1	1	2									
Softball Diamond w/ Lights										1													
Tennis Court				8	8	6	8	4	6			2	2										
Tennis Court w/ Lights			6																				
Volleyball Court	2		3		1	4		1	6	3	6	3	5					3		2			
Swimming Pool			1																				
Play Area & Apparatus															2	1	3	2	3	2	4		
Port-a-Potty																							

* Specific facilities information not available
 ** Estimated acreage
 ○ Exclusive use agreement



Proposed Improvements to Existing Parks/Facilities

The following planned improvements to existing parks will help satisfy the requirement for additional recreation facilities. See Table 4.1 for cost estimates.

Almeria Park:

- New ADA inclusive Playground structures(2)

Cambria Park:

- Playground Shade Structure
- New ADA Inclusive Playground Structure
- New Park Gazebo

Catawba Park:

- New Restrooms
- Resurface Parking

Chaparral Park:

- Playground Improvement
- New Restroom
- New ADA Inclusive Playground Structure w/ Shade Structure

Condor Park :

- Full coverage playground shade structure

Coyote Canyon Park:

- Add shade at ballfield dugouts (6)
- New ADA Inclusive Playground Structure
- Replace rubber playground safety surfacing
- Add shade for ballfield spectator areas (6)
- New/Replace Score Boards(3)

Fiesta Park:

- Playground Shade Structure
- Replace rubber playground safety surfacing
- New ADA Inclusive Playground Structure

Fontana Park:

- Shaded spectator areas for the pool deck (2)

Dr. Charles Koehler Park:

- ADA Playground w/ shade & Improvements
- Resurface Parking Lot

Heritage Circle Park:

- Security Lighting
- Renovate Restroom
- Fitness Trail
- New Park Gazebo

**Heritage Tot Lot West:**

- Playground Shade Structure
- New ADA Inclusive Playground Structure

Hunter's Ridge:

- Snack Bar Roof Improvement
- Resurface Parking Lot
- Add Shade at Ballfield Dugouts (2)
- Full Coverage Playground Shade Structure
- Add shade for ballfield spectator areas (2)

Martin Tudor Regional Park:

- Park Rehabilitation
- Resurface Parking Lot
- Sewer Extension
- Playground Shade Structure
- Replace rubber playground safety surfacing
- New ADA Inclusive Playground Structure
- Pump Track Action Park

Jurupa Hills Openspace Park:

- Hillside Stabilization above the splash Pad
- Wilderness Trails

Mary Vagle Museum and Nature Center:

- Resurface Existing Parking Lot

McDermott Sports Complex:

- Playground Shade Structure
- Shade Structures

McDermott Soccer Park:

- Replace Fence
- Resurface Parking Lot
- Shade Structures
- Artificial Turf

Miller Park:

- New outdoor pool facility
- New Indoor Pool Facility
- Gymnasium with two indoor basketball courts Courts
- Indoor racketball courts
- Amphitheature seating with Dance Area

North Heritage Park:

- Playground Shade Structure
- Replace rubber playground safety surfacing
- New ADA Inclusive Playground Structure



- Improved Security Lighting

North Tamarind Park:

- ADA sidewalk improvements

Oak Park:

- Restroom Improvement
- Security Lights
- Shelter Roof
- Playground Shade Structure
- New ADA Inclusive Playground Structure

Patricia Marrujo Park:

- Playground Shade Structures (2)
- New ADA Inclusive Playground Structure
- New Park Gazebos (2)

Patricia Murry Park:

- Playground Shade Structure
- New ADA Inclusive Playground Structure
- New Park Gazebos (2)

Ralph M. Lewis Park:

- New Football Goal Posts w/ Catch Systems (8)

Rosena East Park:

- Playground Shade Structures (2)
- New Park Gazebo
- New ADA Inclusive Playground Structures (2)

Rosena West Park:

- Playground Shade Structure
- Replace rubber playground safety surfacing
- New ADA Inclusive Playground Structure

San Sevaine:

- Resurface Parking Lot
- Full Coverage Playground Shade Structure
- Upgrade Existing Park Exercise Equipment
- New Park Gazebo

Seville Park:

- Resurface Parking Lot
- Remove the old amphitheater and stage
- New ADA Inclusive Playground Structure
- New Pickle Ball Courts (4)



- ADA sidewalk improvements

Shadow Park:

- ADA Playground Improvements with shade structure

Southridge Park and Don Day Community Center:

- Resurface Existing Parking Lot
- Shade for Ballfield Spectator Areas (4)
- New ADA Inclusive Playground Structure

Sycamore Hills Park:

- Playground Shade Structure (2)
- New ADA Inclusive Playground Structure

Village Park:

- Playground Shade Structure
- Replace roof on Park Gazebo
- Shade for Ballfield Spectator Areas (6)
- New ADA Inclusive Playground Structure
- Expand Parking
- ADA sidewalk improvements
- Ballfield Score Boards (3)

VOH Pool Facility:

- Spectator Shade Structure (2)

Park Security Camera Installations:

- 1 park per year

Service Area Analysis

There are currently 18 community parks or groupings of parks. Community parks are defined by the General Plan to have a service area of a mile and a half.

The incorporated city has good access to the existing community parks as shown in Exhibit 3-3. The need for more community parks will be increased by the annexation of the unincorporated area of West Fontana and the future development of the unbuilt portions of North Fontana. These areas will both need a new community park.

A neighborhood park has a service area of one-half mile, a comfortable walking distance. Exhibit 3-4 illustrates the service areas of all existing and planned neighborhood parks. There are no neighborhood parks in the unincorporated area of West Fontana. The areas of the City and its Sphere of Influence not served directly by existing parks are served by the recreation facilities located at schools.

Exhibit 3-5 illustrates the service areas of all community and neighborhood parks combined.

Underserved Areas

There are currently no parks or recreational facilities located in the following areas (Exhibit 3-6):

Foothill South Area: Residential neighborhood located partially in the Sphere of Influence bounded by



Foothill Avenue and the Metrolink right-of-way and by East and Citrus Avenues.

West Fontana Area: Residential neighborhood in the Sphere of Influence bounded by the Metrolink right-of-way and the I-10 Freeway and by Cherry and Citrus Avenues.

Pursuant to the goals in the General Plan, City park standards shall also apply to newly annexed areas of the city.

Planned Future Parks

The City will be reviewing future park and trail facilities, some through specific plans. The following master planned recreation facilities will also help satisfy the requirements for additional recreation facilities. The locations of new park facilities are indicated on Exhibit 3-7. The new community center is shown on Exhibit 3-9.

The Arboretum Specific Plan is proposed to be located to the east of Citrus Avenue between Interstate 15 and Summit Avenue and will include 13 acres of public park.

Downtown Linear Park on the PE Trail is a proposed extension of the Civic Center park improvements such as the Library and Miller Amphitheater extending to the west to Juniper Avenue.

Sierra Lakes Sports Park is a 29.8-acre proposed park to be located in north Fontana on Sierra Lakes Parkway between Knox Avenue and Catawba Avenue.

Westgate Specific Plan is proposed to be located adjacent to Fontana Park on the western side of the City and includes 19.04 acres of parkland.

Planned Future Schools

Fontana Unified School District is currently planning one new school site as illustrated on Exhibit 3-8. This planned future school is a 7-12 academy located at Citrus Avenue and Casa Grande Avenue.



EXHIBIT 3-3 COMMUNITY PARKS

- Existing Park
- 1.5 Mile Service Radius
- City Boundary
- Sphere of Influence

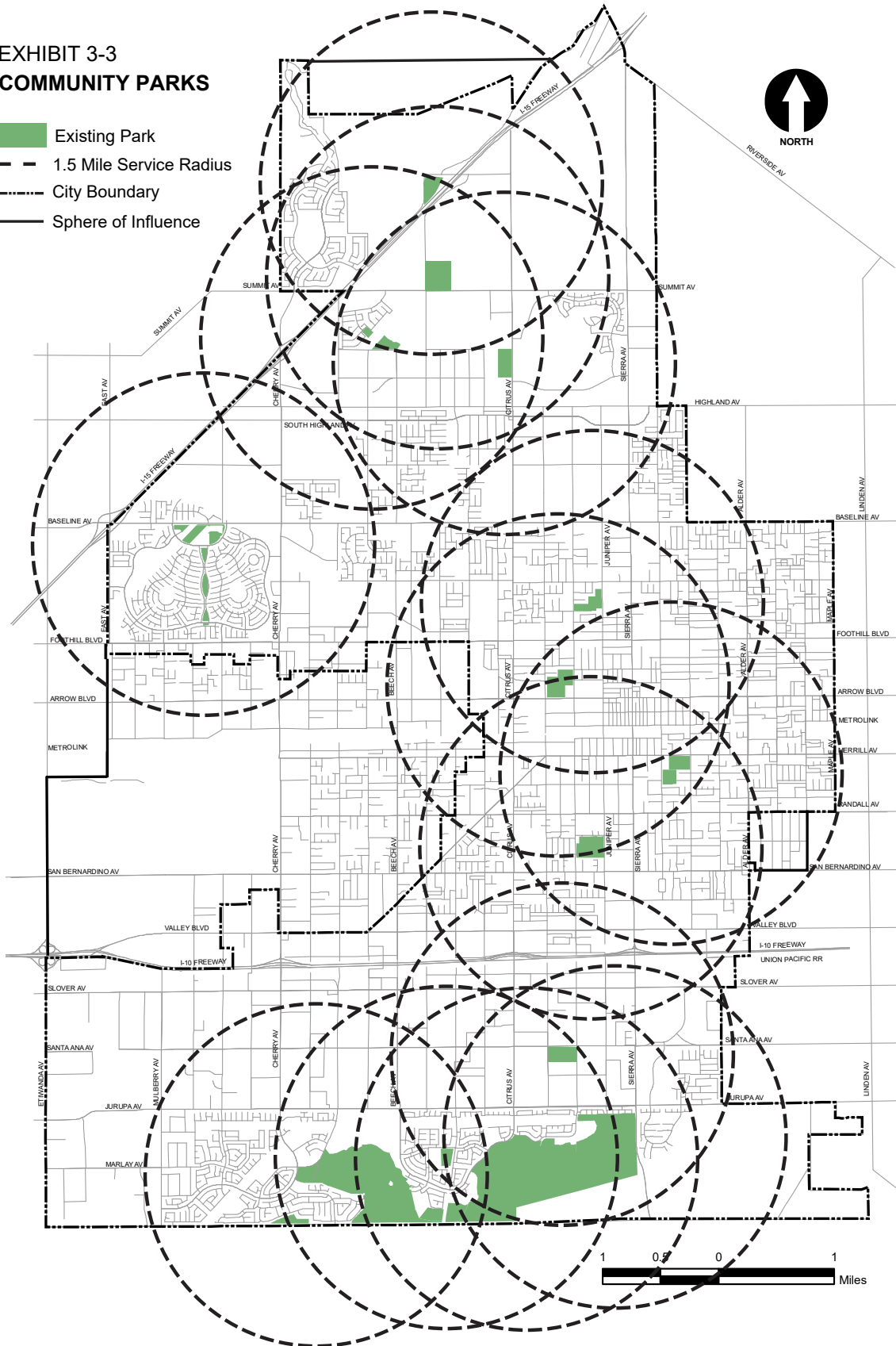




EXHIBIT 3-4 NEIGHBORHOOD PARKS

- Existing Park
- 0.5 Mile Service Radius
- City Boundary
- Sphere of Influence

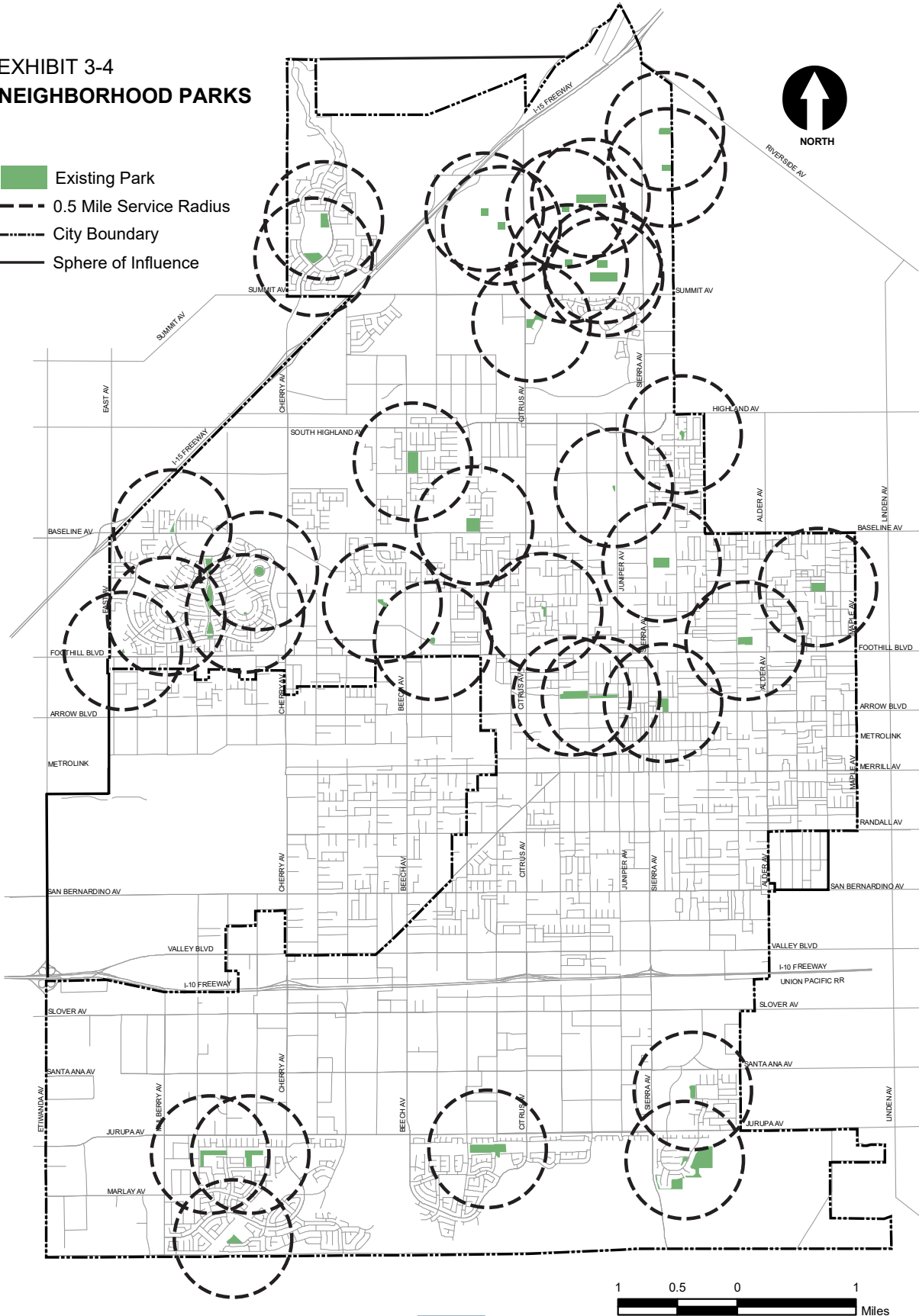









EXHIBIT 3-5 NEIGHBORHOOD & COMMUNITY PARKS

-  Existing Park
-  0.5 Mile Service Radius
Neighborhood Park
-  1.5 Mile Service Radius
Community Park
-  City Boundary
-  Sphere of Influence

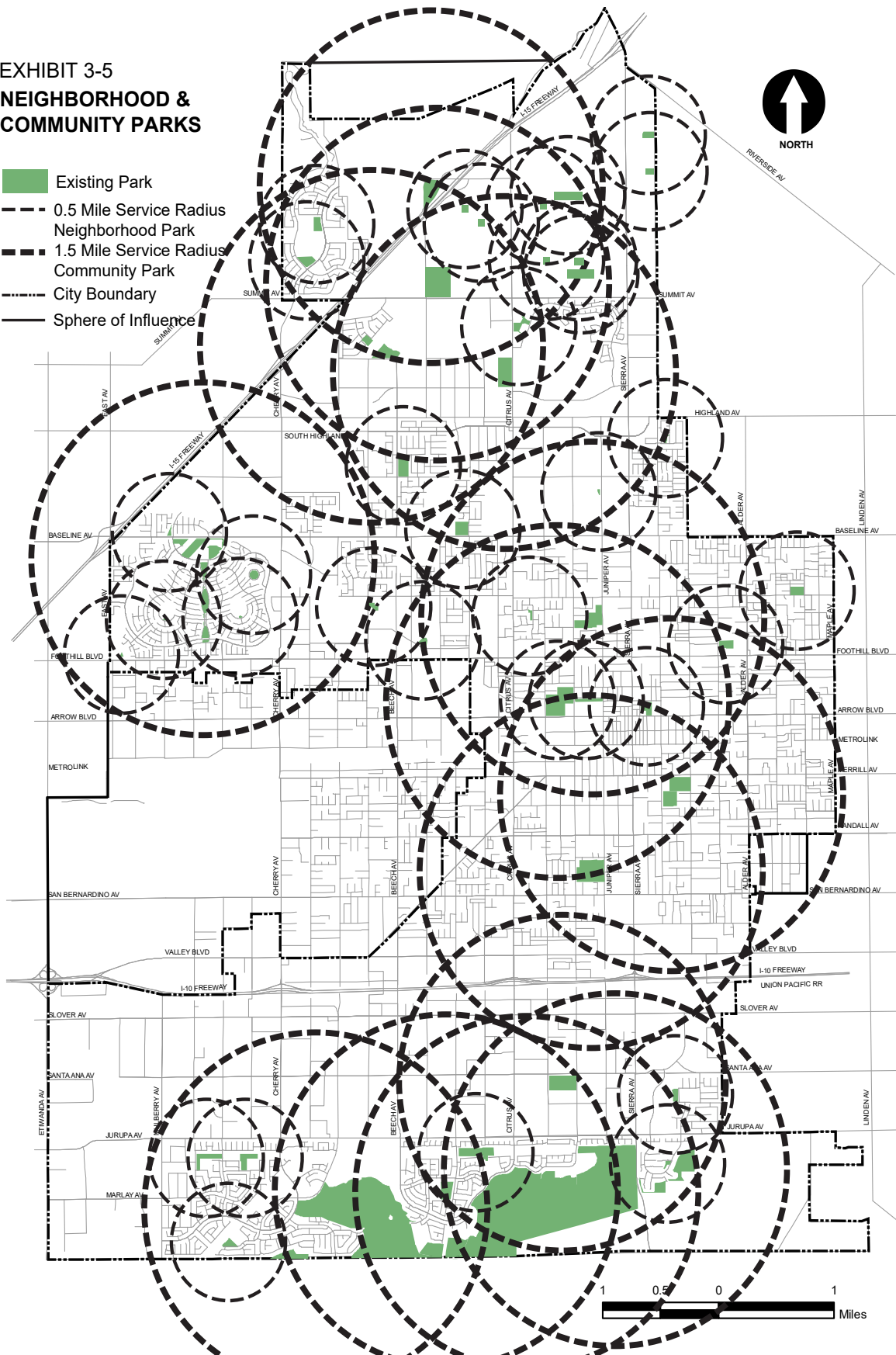




EXHIBIT 3-6 UNDER-SERVED AREAS

- Under-Served Area
- City Boundary
- Sphere of Influence

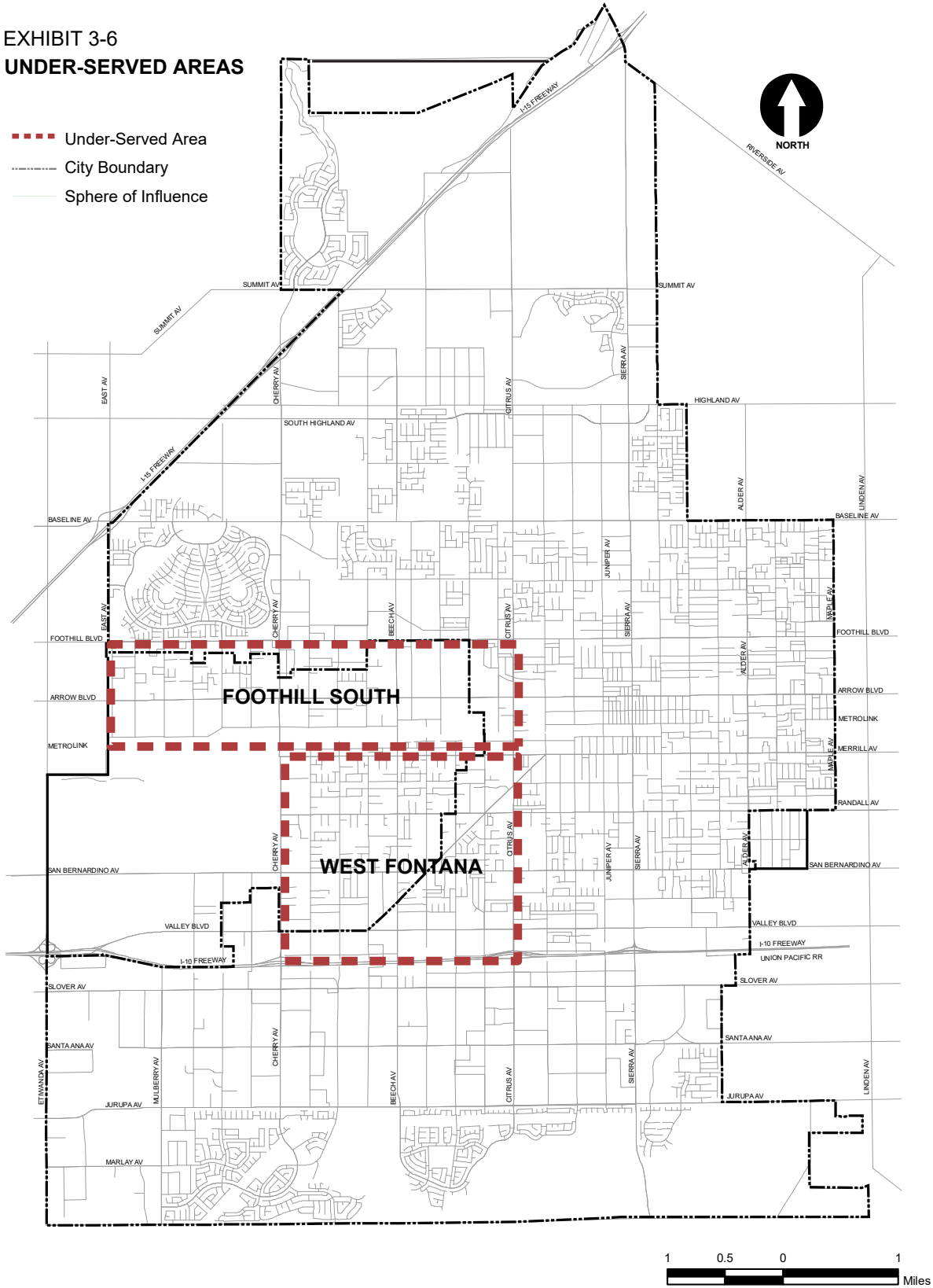




EXHIBIT 3-7 PLANNED FUTURE PARKS

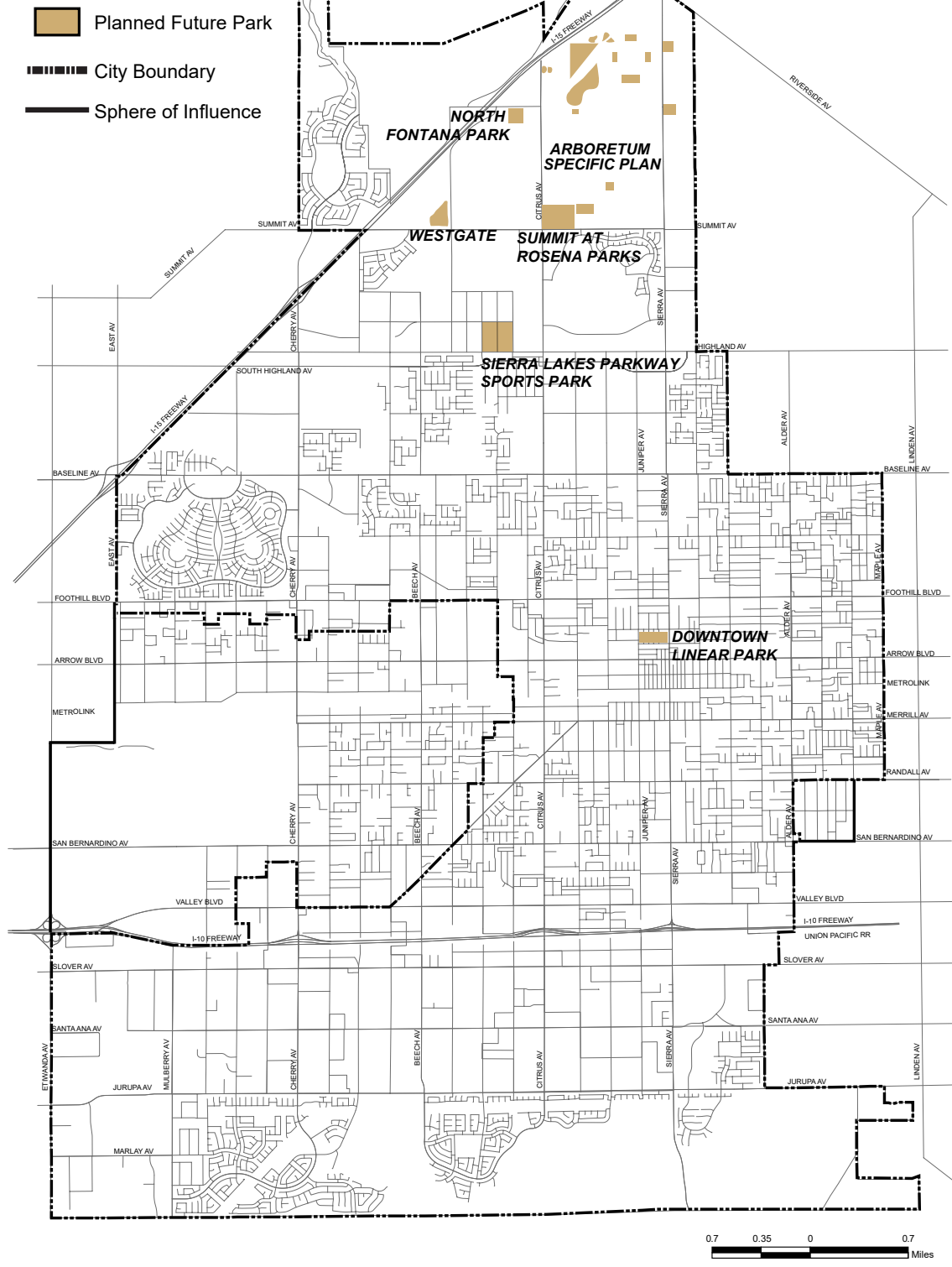
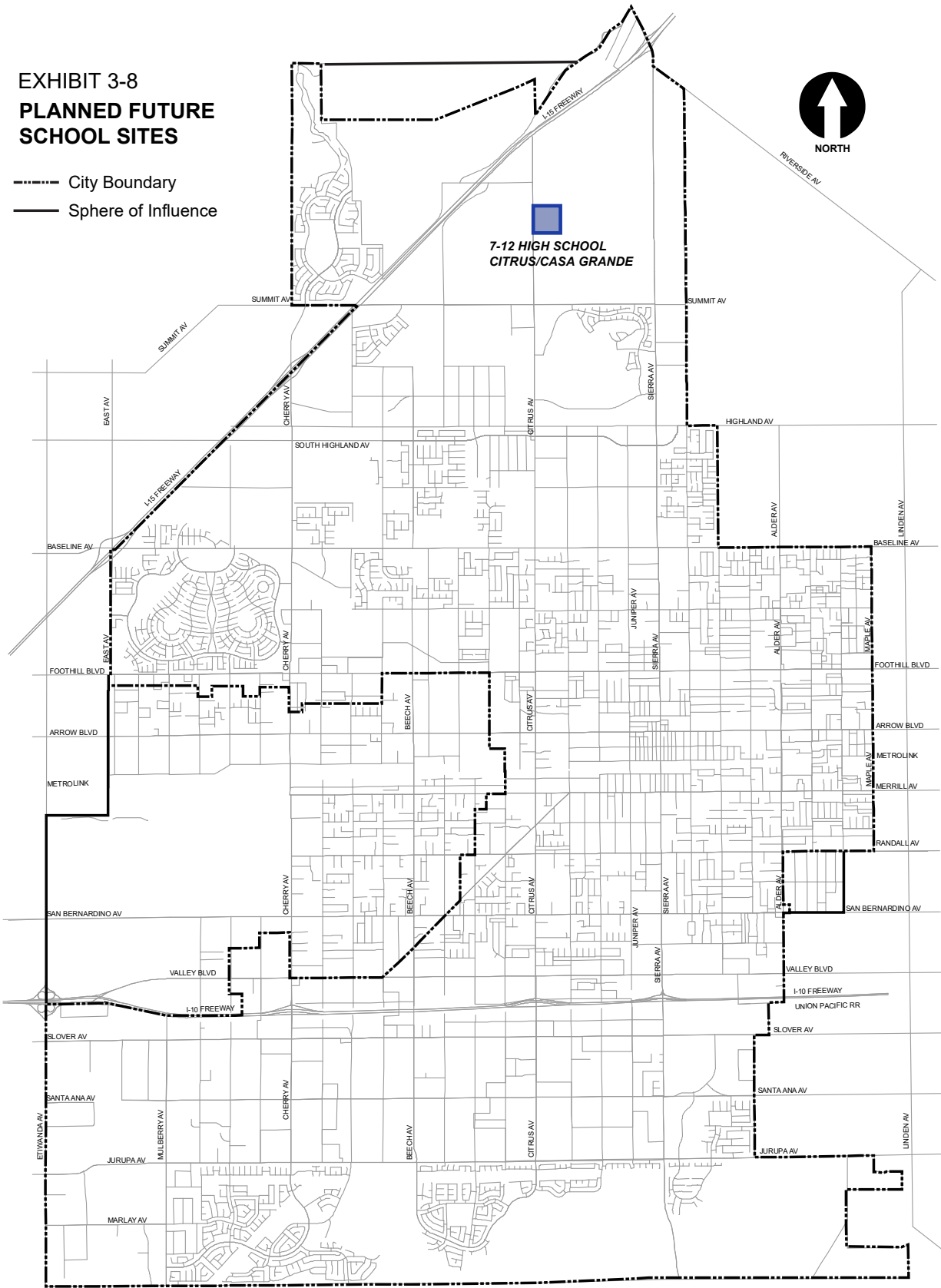




EXHIBIT 3-8 PLANNED FUTURE SCHOOL SITES

- City Boundary
- Sphere of Influence





3.3 Recreation Centers

Exhibit 3-9 provides a map of all the existing and proposed Community Centers in the City.

Because community centers are large facilities, they will provide a variety of services which will meet the needs of the larger segments of the community. Smaller neighborhood centers which provide program specific activities/programming for teens, seniors and other age specific facilities will be defined by population demand and located accordingly. These recreation facilities are described as follows:

Community Center: A center that has facilities large enough to offer a wide variety of programs and services such as team and individual competitive sports, year-round aquatics, computer labs, large meeting and banquet opportunities, fitness centers, etc. Generally, centers of this type service a 5 to 10-mile radius.




Neighborhood Center: A site dedicated to providing specific and targeted programming to an identified geographic service area. Programming includes concepts such as after school teen program, Tiny Tot

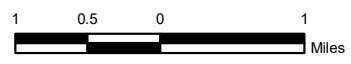
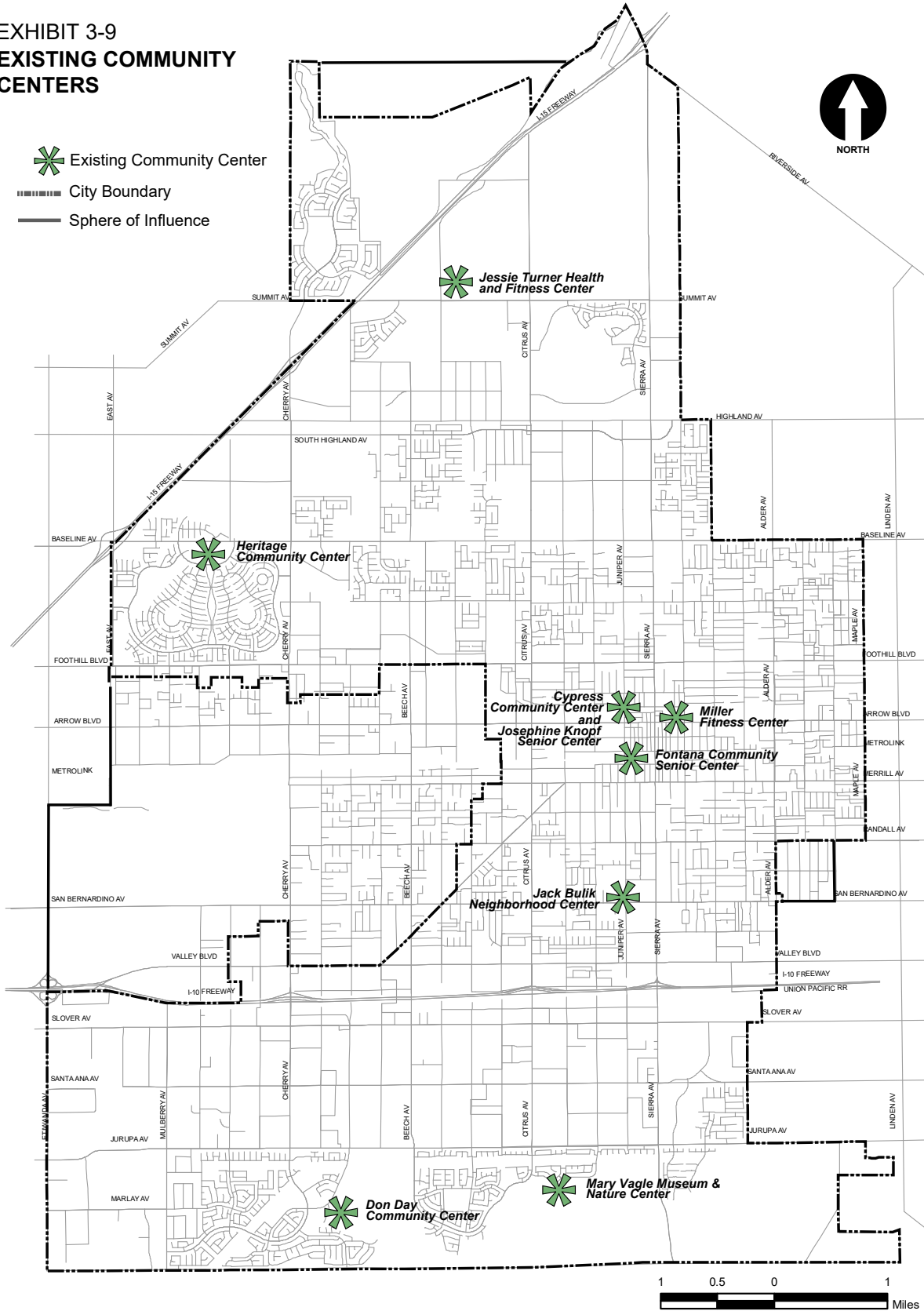
Program and various recreation classes such as dance, martial arts and music. It should be noted that a neighborhood center is not necessarily a structure built by the City. It could be a strategically located excess school facility or a store front in a neighborhood shopping center. What the Neighborhood Center represents is a central location where program planning, sign-ups and office work for the specific neighborhood/community takes place. The programs could be implemented at any one of a multitude of other locations within the service radius.

Specialty Center: A center that is dedicated to a specific use, such as age specific (teen, senior, etc.) or program specific (fitness, nature, etc.) facilities.



EXHIBIT 3-9 EXISTING COMMUNITY CENTERS

-  Existing Community Center
-  City Boundary
-  Sphere of Influence





3.4 Trails & Bikeways

Trail Types: The City's off-street recreational trail system combines hiking, equestrian, and bike trails. Such trails are primarily used for recreation, but can also be used for commuting or to provide access to community facilities, such as the Metro Link Station or schools. Dedicated bike lanes, or Class 2 bikeways, consist of a dedicated lane along the pavement edge of streets and provide an alternative to the automobile throughout the City. Pedestrian access and recreation is provided through the City's sidewalks and hiking trails. Exhibit 3-10 shows existing and proposed trails.

Bikeway Types: The State of California categorizes bicycle facilities into four classifications according to the degree of exclusiveness with which the paths are preserved for bicycle use. The designation of bikeways as Class I, II, III, and IV should not be construed as a hierarchy of bikeways. Each class of bikeway has its appropriate application. Exhibit 3-11 provides a map of the City's bikeway system. Exhibit 3-12 provides details on each bikeway type.

Proposed Improvements to Trails

The following proposed improvements to the trail system will link and improve existing trails and provide amenities for trail users. This list includes recommendations from the Active Transportation Plan. See Table 4.1 for cost estimates.

Recreation Trail Improvements:

- Complete the hiking/recreation trail in the Southern California Edison Utility Corridor in northern Fontana
- Construct trailheads and restrooms in strategic locations.

Bicycle Lane Improvements:

- Convert existing dirt utility road into 3-mile long Class I bike path at Southern California Edison Utility South III from Catawba Park to Locust Avenue
- Convert existing dirt utility road into 3.1-mile long Class I bike path at San Bernardino County Parcel from Southern California Edison Utility North to Riverside Avenue
- Convert existing dirt utility road into 1.6-mile long Class I bike path at Southern California Edison Utility North Spur I from Bridlepath Dr to Southern California Edison Utility North Spur II
- Convert existing dirt utility road into 0.5-mile long Class I bike path at Connector Path from Wilson Avenue to Southern California Edison North Spur I
- Convert existing dirt utility road into 6.5-mile long Class I bike path at Southern California Edison Utility North from East Avenue to Sierra Avenue
- Provide 2.5-mile long Class I bike path, constructed adjacent to existing canal, at Sr-210 Drainage (South) from Victoria Avenue to Knox Avenue
- Provide 1-mile long Class I bike path, constructed adjacent to existing canal, at Sr-210 Drainage (North) from San Sevaine Road to Knox Avenue
- Provide 0.5-mile long Class I bike path, constructed adjacent to existing canal, as an extension of existing San Sevaine Trail from Pacific Electric Trail to Victoria Avenue
- Provide 3-mile long Class I bike path, constructed adjacent to existing the Metrolink rail from Catawba Avenue to Maple Avenue
- Provide 2.5-mile long Class I bike path, constructed adjacent to existing canal, at San Sevaine Trail (South) from Philadelphia Avenue to 1-10 Freeway
- Convert existing dirt utility road into 0.8-mile long Class I bike path at Southern California Edison Utility South I from San Sevaine Trail to Rancherias Dr



- Convert existing dirt utility road into 1.1-mile long Class I bike path at Southern California Edison Utility South II from Live Oak to Poplar Avenue
- Provide 2-mile long Class II bikeway at Sierra Avenue (Central) from Baseline Avenue to Merrill Avenue
- Provide 4.5-mile long Class II bikeway at Valley Boulevard from Banana Avenue to Alder Avenue
- Provide 2.5-mile long Class II bikeway via Road Diet (4 to 3 lane conversion) at Alder Avenue (North) from Baseline Avenue to Randall Avenue
- Provide 1.1-mile long Class II bikeway at Cypress Avenue (South) from Slover Avenue to Southern California Edison Utility Path
- Provide 1-mile long Class II bikeway via Road Diet (4 to 3 lane conversion) at Juniper Avenue (Central) from Foothill Avenue to Merrill Avenue
- Provide 3.25-mile long Class II bikeway at Jurupa Av from Etiwanda Avenue to Live Oak Avenue
- Provide 3-mile long Class II bikeway at Merrill Avenue from Catawba Avenue to Maple Avenue
- Provide 4.25-mile long Class II bikeway via Road Diet (4 to 3 lane conversion) at Miller Avenue from Beech Avenue to Maple Avenue
- Provide 0.5-mile long Class II bikeway at Fontana Avenue from Merrill Avenue to Randall Avenue
- Provide 1.7-mile long Class II bikeway at Highland Avenue from Know Avenue to Highland Avenue
- Provide 0.3-mile long Class II bikeway at Live Oak Avenue from Jurupa Avenue to Fernwood Way
- Provide 1-mile long Class II bikeway at Mulberry Avenue from Jurupa Avenue to Philadelphia Avenue
- Provide 1.75-mile long Class II bikeway at Poplar Avenue (South) from Boyle Street to Beech Avenue
- Provide 2.75-mile long Class II bikeway at Randall Avenue from Lime Avenue to Palmetto Avenue
- Provide 2.75-mile long Class II via Road Diet (4 to 3 lane conversion) at San Bernardino Avenue from Fontana Avenue to Alder Avenue
- Provide 5.3-mile long Class II bikeway at Santa Ana Avenue from Mulberry Avenue to Tamarind Avenue
- Provide 1-mile long Class II bikeway at Sierra Avenue from Jurupa Avenue to Philadelphia Avenue
- Provide 4.5-mile long Class II bikeway at Slover Avenue from San Sevaine Trail to Sierra Avenue
- Provide 1-Mile long Class II bikeway at Mango Avenue (Central) from Foothill Boulevard to Merrill Avenue
- Provide 1.2-Mile long Class III bikeway at Almeria Avenue from Baseline Avenue to Pacific Electric Trail
- Provide 2.75-Mile long Class III bikeway at Cypress Avenue (North) from Highland Avenue to Valencia Avenue
- Provide 2.5-Mile long Class III bikeway at Juniper Avenue (Central) from Baseline Avenue to San Bernardino Avenue
- Provide 0.5-Mile long Class III bikeway at Mango Avenue (Central) from Merrill to Randall Avenue



- Provide 1-Mile long Class III bikeway at Lime Avenue from Baseline Avenue to Foothill Boulevard
- Provide 0.06-Mile long Class III bikeway at Meyer Canyon Road from E Liberty Parkway to Cherry Avenue
- Provide 0.5-Mile long Class III bikeway at Miller Avenue from Plumaria Avenue to Beech Avenue
- Provide 1-Mile long Class III bikeway at Mulberry Avenue from Slover Avenue to Jurupa
- Provide 1.25-Mile long Class III bikeway at Oleander Avenue (North) from Miller Avenue to Orange Way
- Provide 1.6-Mile long Class III bikeway at Oleander Avenue (Central) from Ceres Avenue to Valley Boulevard
- Provide 0.75-Mile long Class III bikeway at Oleander Avenue (South) from Railroad to Santa Ana Avenue
- Provide 2.75-Mile long Class III bikeway at Palmetto Avenue from Miller Avenue to Marygold Avenue
- Provide 1-Mile long Class III bikeway at Poplar Avenue (Central) from Randall Avenue to Valley Avenue
- Provide 0.08-Mile long Class III bikeway at Roanoke Road from E Liberty to Cherry Avenue
- Provide 0.75-Mile long Class IV bikeway at Slover Avenue from Sierra Avenue to Tamarind Avenue
- Provide 2-Mile long Class IV bikeway at Sierra Avenue (South) from Slover Avenue to Jurupa Avenue
- Provide 2.6-Mile long Class IV bikeway at Jurupa Avenue from Live Oak Avenue to Sierra Avenue
- Provide 1.2-Mile long Class IV bikeway at Citrus Avenue (South) from Slover Avenue to Jurupa Avenue

Over/Under Passes to the proposed 210 Freeway:

- Support the hiking/biking trail connection through the 210 Freeway underpass at San Sevaine Road, connecting the north and south sides of the Southern California Edison Utility Corridor Trail

Other Over/Under Passes:

- Work closely with the Bureau of Reclamation's San Sevaine Creek joint-use trail to connect at grade or with a grade-separated crossing on the Metrolink right-of-way

Recreation Trail Amenities:

- Staging areas and parking
- Signage and maps
- Benches
- Drinking Fountains

Bicycle Lane Amenities:

- Provide street sweeping maintenance of bike lanes and street intersections
- Push buttons at signalized intersections



**EXHIBIT 3-10
RECREATION TRAILS**

- Existing Trails
- - - Proposed Trails
- Crossings
- City Boundary
- Sphere of Influence

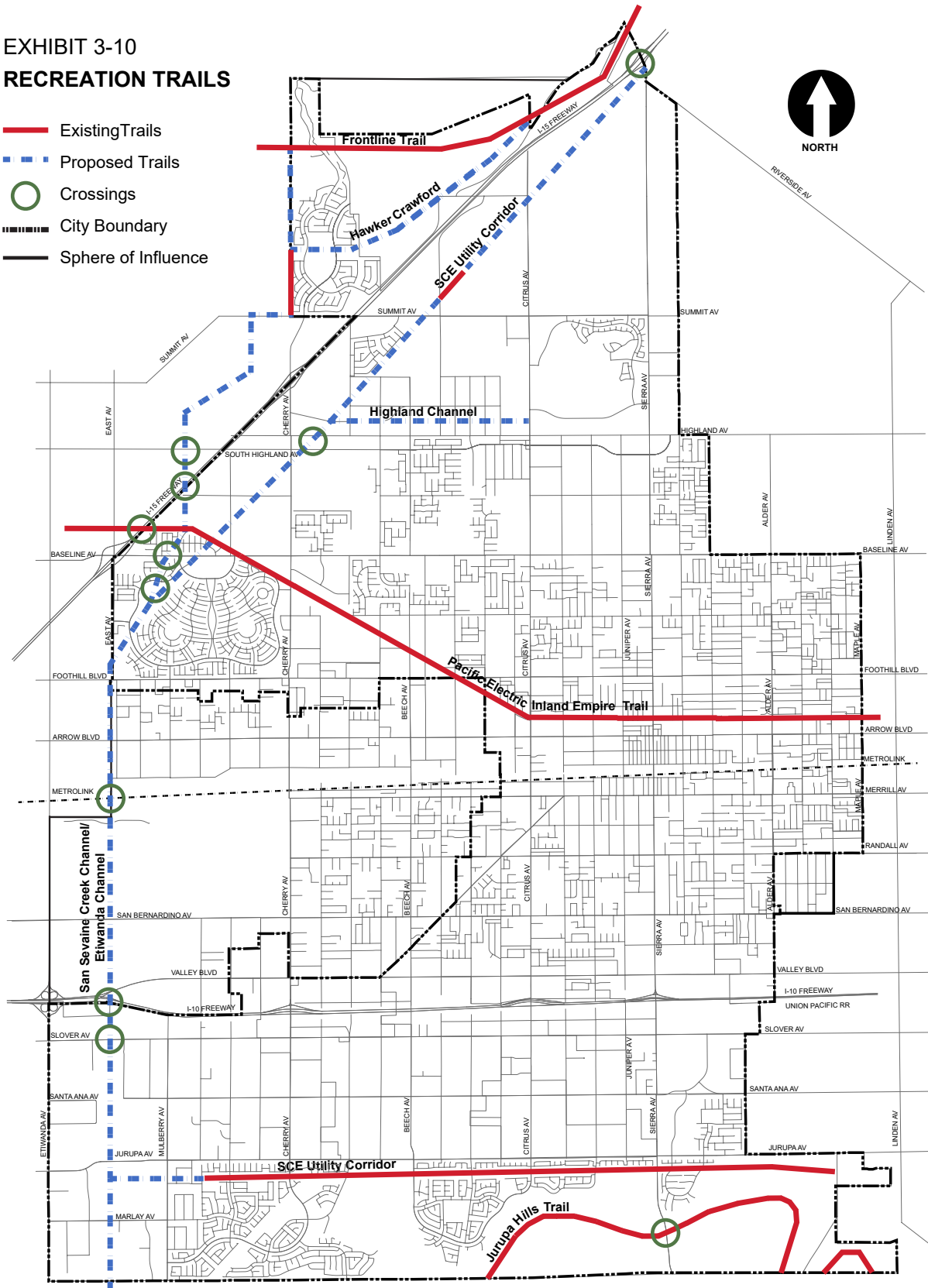




EXHIBIT 3-11

EXISTING AND PROPOSED BIKEWAY SYSTEM

Existing Proposed

- - - - Class I (Path)
- - - - Class II (Lane)
- - - - Class III (Route)
- - - - Class IV (Route)
- Crossings
- City Boundary
- Sphere of Influence

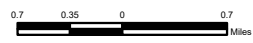
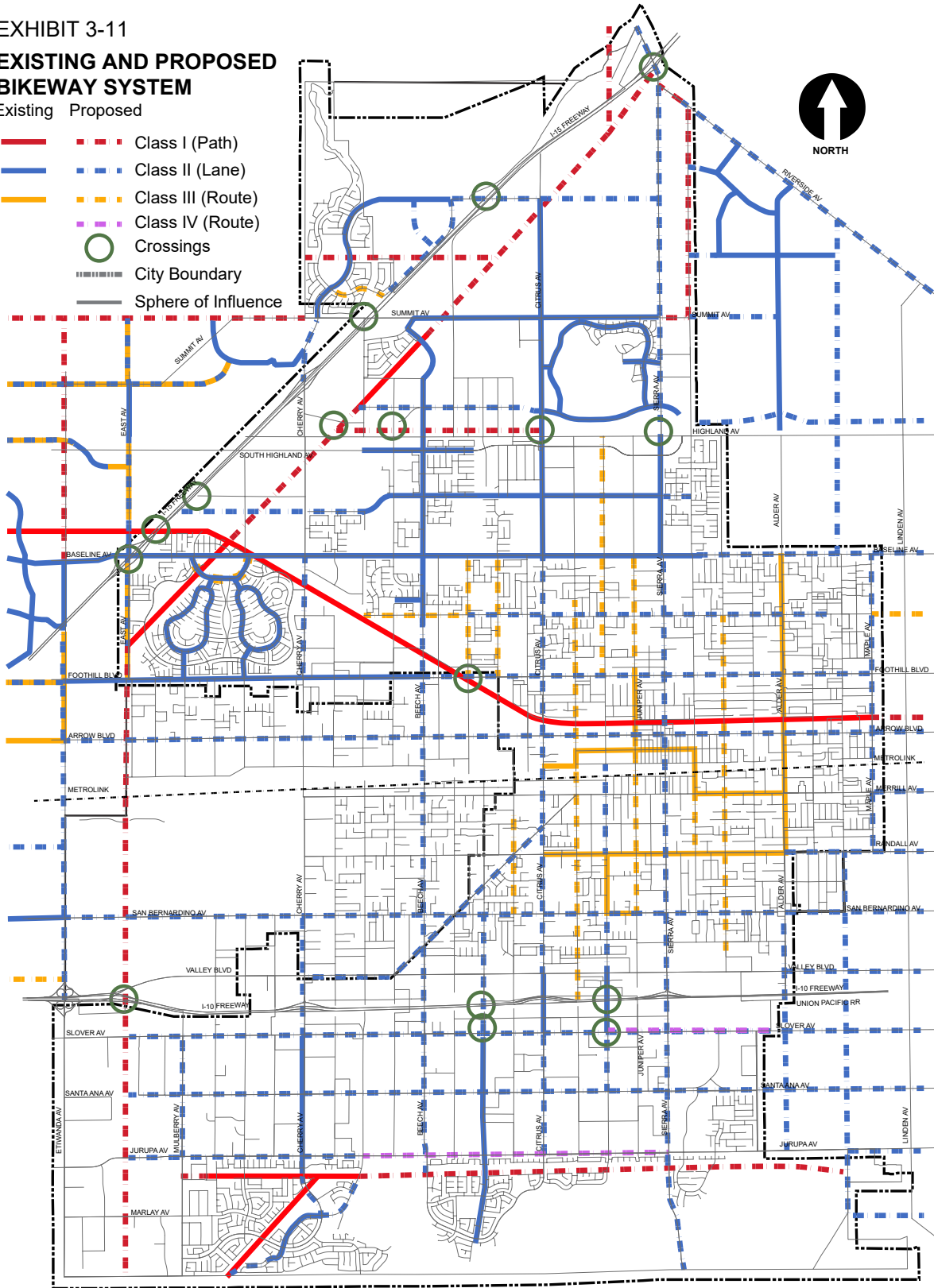
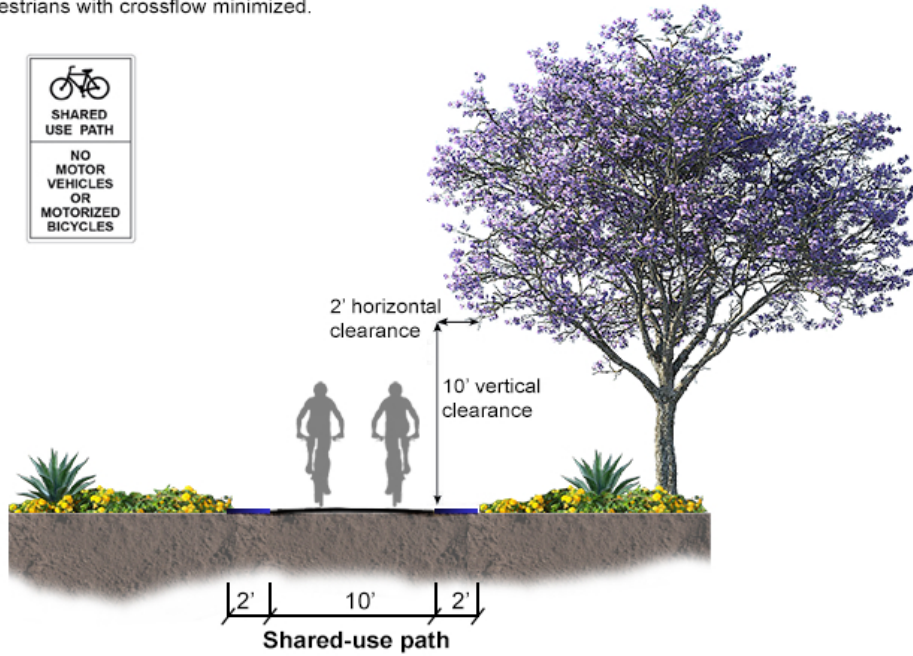




EXHIBIT 3-12 BIKEWAY TYPES

CLASS I Shared-Use Path

Provides a completely separated right of way for the exclusive use of bicycles and pedestrians with crossflow minimized.

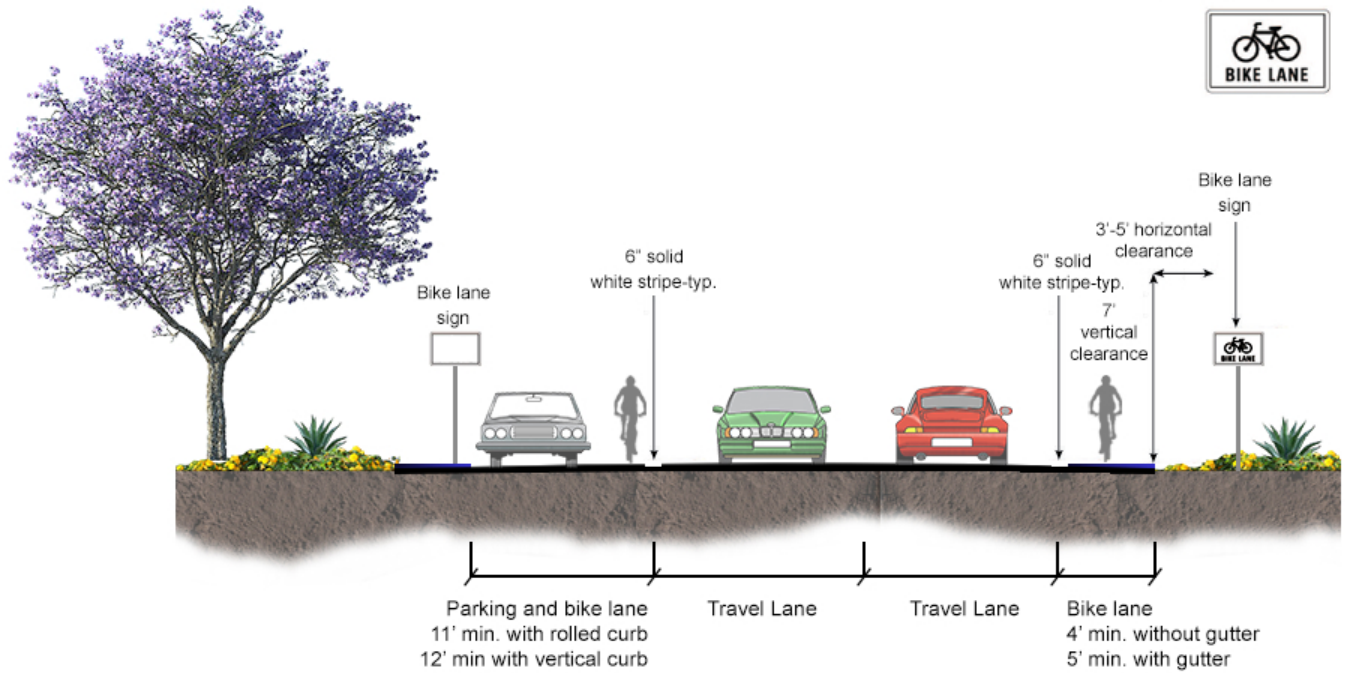


14' min. total width recommended/preferred (10' paved width, 2' clear shoulders)
8' min. paved width required
2' gravel shoulders required
12' min. total width required



EXHIBIT 3-12 (CONT) BIKEWAY TYPES

**CLASS II
Bike Lane**
Provides a striped lane for
one-way bike travel
on a street or highway.

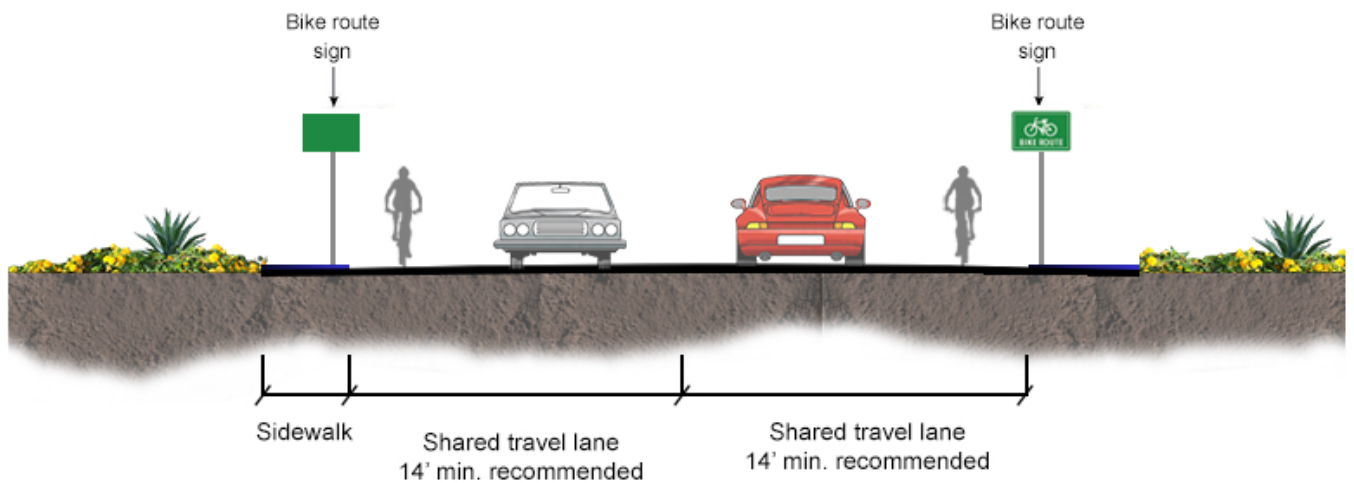




**EXHIBIT 3-12 (CONT)
BIKEWAY TYPES**

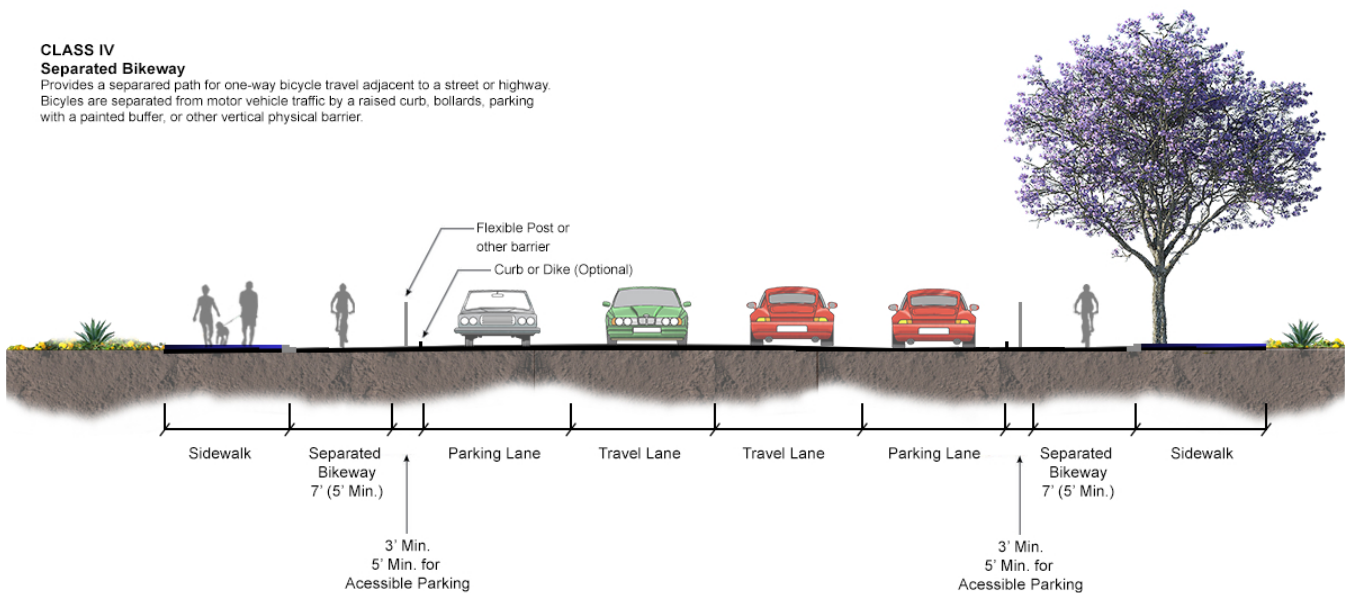
**CLASS III
Bike Lane**

Provides for shared use which pedestrian or motor vehicle traffic, typically on lower volume roadways



**CLASS IV
Separated Bikeway**

Provides a separated path for one-way bicycle travel adjacent to a street or highway. Bicycles are separated from motor vehicle traffic by a raised curb, bollards, parking with a painted buffer, or other vertical physical barrier.





3.5 Parks & Facilities Standards Analysis

Parks Standards Analysis

Section 66477 of the Government Code known as the “Quimby Act” requires developers to provide land and/or fees for new parks based on a standard of 3-5 acres of neighborhood and community park land per 1,000 residents. The 2015-2035 General Plan calls for a park acreage standard of 5 acres per 1,000 residents: 2 acres for community parks and 3 acres for neighborhood parks.

After a thorough analysis of the park system in its entirety and information gathered from a recent survey of the residents, a needs analysis was generated and broken into four separate categories:

1. Expansion of existing parks and recreation centers
2. Improvements to existing City Parks and joint use facilities
3. Development of new parks in the City and its Sphere of Influence
4. Development of recreational trails and open space

The Parks, Recreation, & Trails Master Plan 2023 Update needs analysis suggests the building of one (1) additional community center in the Southern third of the City; several upgrades to existing parks; and the construction of approximately 62 acres of trail.

In order to meet the needs, it is recommended that Policy 2.1 of the General Plan be amended to allocate 3 acres of developed parkland and 2 acres of open space per 1,000 population. This will provide the city with a well-balanced park system that will meet the needs of the community well into the future and keep pace with the rapidly growing diverse community. It is estimated that with the inclusion of a 25% credit for Joint/Exclusive Use facilities shared with school district for existing school property and the desire to partner with the districts to help fulfill the need for amenities in the underserved areas, along with a 25% credit for private parks within gated communities, the City will exceed the Quimby goal of 5 acres per 1,000 population adopted by City Council in the 2015-2035 General Plan.

For the purposes of this document, Open Space shall mean: Outdoor recreation areas, including areas of scenic, historic and cultural value; land currently used for/or particularly suited for parks and recreation; linkages between important recreational areas. Utility easements that can be deeded to the public in perpetuity may be included as open space subject to the review and approval of the City Council. Any property subject to the hillside ordinance may be given partial credit subject to the review and approval of the City Council. Open space shall not include areas of land that have a primary purpose for another use such as landscape and building setbacks, any property within public right of way, or public utility easements.

Facility Standards Analysis

With regard to types of facilities within parks, the 2015-2035 General Plan states that no single set of accepted standards exist, partly due to the diverse needs of different communities. The facilities from other regional cities were reviewed in January 8, 2019 to gain regional insight into park and recreation demand (Table 3.3). Among these cities were Corona, Ontario, Rancho Cucamonga and Rialto. These cities were chosen because of their geographic proximity to Fontana and demographic profile.

3.6 Summary of Citizen Survey



**TABLE 3.3
COMPARISON OF EXISTING INVENTORY TO OTHER CITIES**

Factor	Rancho				
	Fontana	Corona*	Ontario*	Cucumonga*	Rialto*
Population	211,815	167,836	175,841	177,452	103,562
Total Park Acreage	1,073	364	187	323	107
Community Park Acreage	978	226	143	155	101
Neighborhood Park Acreage	95	124	44	162	35
Community Center Sq. Ft.	77,748	25,768	83,300	121,384	34,000
Pools	7	9	4	4	1
Aquatic Centers	4	1	1	0	1
Skate Parks	2	2	0	1	2
Roller Hockey	4	1	0	0	0
Lit Baseball Fields	32 ¹	19	13	13 ¹	11 ¹
Unlit Baseball Fields	4 ¹	14 ³	12	12 ¹	3 ¹
Lit Multi-purpose Fields	20 ²	9	4	8 ²	5 ²
Unlit Multi-purpose Fields	4 ²	5	3	2 ²	11 ²
Gymnasiums (city)	1	1	2	0	1
Libraries	3	1	2	2	2
Library Sq. Ft.	112,500	82,500	72,000	34,800	10,000+

Notes:

* Data collected through phone interviews with City staff

- 1 - Includes softball fields
- 2 - Includes soccer and football fields
- 3 - Practice fields
- 4- 3 libraries are in the Sphere of Influence
- 5 - Unused facility
- 6 - HOA Pools
- 7 - School Facilities

	reviewed and changed
	reviewed, did not change



The following is an outline of the main factual findings from the survey. For the reader's convenience, we have organized the findings according to the section titles used in the body of this report. Thus, to learn more about a particular finding and how it may compare to findings from prior surveys (where applicable), simply turn to the appropriate report section in Appendix B of this document.

Quality of Life

A clear majority of respondents shared favorable opinions of the quality of life in Fontana, with 13% reporting it is 'excellent' and 51% stating it is 'good'. Approximately three-in-ten residents (31%) indicated that the quality of life in the City is 'fair', and just 7% of residents used 'poor' or 'very poor' to describe the quality of life in Fontana.

When asked what local government could do to improve the quality of life in Fontana now and in the future the most common specific responses to this question were improving streets, roads, and sidewalks and cleaning up/beautifying the City and landscaping (11% each), followed by improving public safety and reducing crime and drugs (9%), addressing homeless issues (7%), and adding/improving parks and recreation facilities (7%).

Parks and Open Space Areas

Eighty-two percent (82%) of respondents reported that at least one member of their household had visited a city park in the 12 months prior to the interview.

The frequency of visits to parks and open space areas was also high. Close to three-in-ten residents (29%) reported that their household visits a park or open space area in Fontana at least once per week, and an additional 19% stated that they visit a park two to three times per month.

Among those who could recall the names of the parks and open space areas they visit most often, Fontana Park was mentioned most frequently (23%), followed by Jack Bulik Park (14%), Veterans Park (13%), Almeria Park (12%), Jurupa Hills Regional Park (10%), and Hunter's Ridge Park (10%). Other parks and open space areas cited by at least 7% of residents included Coyote Canyon Park (9%), Miller Park (9%), Ralph Lewis Sports Complex (9%), Bill Martin Park (8%), Southridge Park (8%), and Heritage Park (7%).

Recreation and Community Facilities

Forty-four percent (44%) of respondents reported that at least one member of their household had visited a community center or recreation facility in the 12 months prior to the interview.

Over a quarter of visitors (26%) utilized a community center or recreation facility at least once per month and 18% visited less frequently than once per month.

Jessie Turner Community Center was the facility visited most frequently (44%), followed by Fontana Park Aquatic Center (30%), Don Day Community Center (14%), Fontana Community Senior Center (11%), Mary Vagle Nature Center (8%), and Jack Bulik Neighborhood Center (7%).

Over one-quarter of respondents indicated that they did not have an opinion or were unwilling to comment on the overall quality, safety, and/or appearance of Fontana's community centers and recreation facilities. Among those with an opinion, however, the assessments were decidedly positive. The proportion of respondents who provided a rating of excellent or good was highest for the appearance of the facilities (58%), followed by the overall quality (55%) and safety (55%).

**Perceived Needs**

When asked to rate how well the existing parks and recreation facilities in Fontana perform in meeting their household's recreation needs, 14% provided a rating of excellent and 44% provided a rating of good. An additional 26% indicated that the parks and recreation facilities do a fair job of meeting their household's recreation needs. Overall, just 7% used poor or very poor to describe how well their needs are being met by the existing inventory, and 10% were unsure or unwilling to state their opinion.

Sixty percent (60%) of all respondents indicated that there were improvements they would like made to parks and open space areas in Fontana.

Just over one-quarter (26%) of all respondents indicated that there were improvements they would like made to community centers and recreation facilities in Fontana.

The most commonly suggested improvement with respect to community centers and recreation facilities was updating buildings and equipment (17%), followed by improving security/safety (13%), cleaning/beautifying facilities (12%), greater variety of classes (11%), providing more facilities (9%), and more activities/programs for kids (8%).

When asked to prioritize among a list of projects and improvements that the City is considering.



SECTION 4: FUNDING SUMMARY

4.1 Development Components and Capital Costs

Table 4.1 summarizes the development costs associated with the proposed improvements at each park site. The total capital cost of the recommended improvements is \$213.2 million dollars based on 2023 costs. The breakdown of this total by major category is as follows:

Improvements to Existing Parks	\$45.0 million
New Community Facilities	\$28.1 million
New Trail Improvements/Amenities	\$20.2 million
New Park Development	\$56.5 million
New Bike Lanes (per the ATP)	\$63.4 million
<u>Total</u>	<u>\$213.2 million</u>

Given the large capital investment needed to implement the recommended improvements, it is clear that the proposed facility development would need to be phased, in order to spread the costs over a reasonable period of time. Prioritization of improvements was established after careful consideration of the following information:

1. New parks, to be developed over the longer-term, should be phased based on the future facility needs suggested by anticipated population growth and the geographic locations and expected timing of known residential plans in the City.



**TABLE 4.1
CAPITAL COSTS**

I. Park Improvements (Existing Parks)

	Construction Costs	A&E Costs	Total Costs	Priority Level
Almeria Park			\$385,000	
2 new ADA inclusive Playground Structures	\$350,000	\$35,000		High
Cambria Park			\$605,000	
Playground Shade Structure	\$150,000	\$15,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		Low
New Park Gazebo	\$150,000	\$15,000		Low
Catawba Park			\$440,000	
New Restrooms	\$300,000	\$30,000		High
Resurface Parking	\$100,000	\$10,000		Low
Chaparral Park			\$753,500	
Shelter Roof Renovation	\$85,000	\$8,500		Moderate
New Restroom	\$300,000	\$30,000		High
New ADA Inclusive Playground w/ shade Structure	\$300,000	\$30,000		Moderate
Condor Park			\$165,000	
Full coverage playground shade structure	\$150,000	\$15,000		Moderate
Coyote Canyon Park			\$1,419,000	
Add shade at ballfield dugouts (6)	\$150,000	\$15,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		Low
Replace rubber playground safety surfacing	\$80,000	\$8,000		Low
Add shade for ballfield spectator areas (6)	\$360,000	\$36,000		Low
Ballfield Score Boards (3)	\$450,000	\$45,000		Moderate
Fiesta Park			\$412,500	
Playground Shade Structure	\$100,000	\$10,000		High
Replace rubber playground safety surfacing	\$75,000	\$7,500		High
New ADA Inclusive Playground Structure	\$200,000	\$20,000		Low
Fontana Park			\$330,000	
Shaded spectator areas for the pool deck (2)	\$300,000	\$30,000		Low
Dr. Charles Koehler Park			\$572,000	
ADA Playground w/ shade & Improvements	\$400,000	\$40,000		Moderate
Resurface Parking Lot	\$120,000	\$12,000		Low
Heritage Circle Park			\$731,000	
Security Lighting	\$200,000	\$20,000		High
Renovate Restroom	\$150,000	\$15,000		High
Fitness Trail	\$200,000	\$36,000		Moderate
New Park Gazebo	\$100,000	\$10,000		High
Heritage Tot Lot West			\$385,000	
Playground Shade Structure	\$100,000	\$10,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		Low
Hunter's Ridge			\$632,500	
Snack Bar Roof Improvement	\$100,000	\$10,000		Moderate
Resurface Parking Lot	\$120,000	\$12,000		Low
Add Shade at Ballfield Dugouts (2)	\$30,000	\$3,000		High
Full Coverage Playground Shade Structure	\$150,000	\$15,000		Low
Add shade for ballfield spectator areas (2)	\$175,000	\$17,500		Low
Martin Tudor Regional Park			\$3,135,000	
Park Rehabilitation	\$450,000	\$45,000		High
Resurface Parking Lot	\$100,000	\$10,000		High
Sewer Extension	\$300,000	\$30,000		High
Playground Shade Structure	\$150,000	\$15,000		High
Replace rubber playground safety surfacing	\$100,000	\$10,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		High
Bicycle Pump Track Action Park	\$1,500,000	\$150,000		High
Jurupa Hills Open space Park			\$330,000	
Hillside Stabilization above the splash Pad	\$200,000	\$20,000		Low
Wilderness Trails	\$100,000	\$10,000		Moderate



**TABLE 4.1 (CONT)
CAPITAL COSTS**

Mary Vagle Museum and Nature Center			\$165,000	
	Resurface Existing Parking Lot	\$150,000	\$15,000	High
McDermott Sports Park			\$385,000	
	Playground Shade Structure	\$150,000	\$15,000	High
	ADA Playground Structure	\$200,000	\$20,000	High
McDermott Soccer Park			\$2,787,500	
	Replace Fence	\$225,000	\$22,500	High
	Resurface Parking Lot	\$150,000	\$15,000	Low
	Shade Structures	\$250,000	\$25,000	Moderate
	Artificial Turf	\$2,000,000	\$100,000	Low
Miller Park			\$20,460,000	
	New outdoor pool facility	\$2,500,000	\$250,000	Low
	New Indoor Pool Facility	\$400,000	\$40,000	Low
	Gymnasium with two indoor basketball courts	\$15,000,000	\$1,500,000	Low
	Indoor racketball courts	\$300,000	\$30,000	Low
	Amphitheatre seating with Dance Area	\$400,000	\$40,000	Low
North Heritage Park			\$687,500	
	Playground Shade Structure	\$150,000	\$15,000	High
	Replace rubber playground safety surfacing	\$75,000	\$7,500	High
	New ADA Inclusive Playground Structure	\$250,000	\$25,000	Low
	Lighting	\$150,000	\$15,000	High
North Tamarind Park			\$110,000	
	ADA sidewalk improvements	\$100,000	\$10,000	High
Oak Park			\$825,000	
	Restroom Improvement	\$150,000	\$15,000	High
	Security Lights	\$150,000	\$15,000	High
	Shelter Roof	\$50,000	\$5,000	Moderate
	Playground Shade Structure	\$150,000	\$15,000	Moderate
	New ADA Inclusive Playground Structure	\$250,000	\$25,000	Moderate
Patricia Marrujo Park			\$770,000	
	Playground Shade Structures (2)	\$200,000	\$20,000	Moderate
	New ADA Inclusive Playground Structure	\$250,000	\$25,000	Moderate
	New Park Gazebos (2)	\$250,000	\$25,000	Moderate
Patricia Murry Park			\$550,000	
	Playground Shade Structure	\$100,000	\$10,000	High
	New ADA Inclusive Playground Structure	\$250,000	\$25,000	Moderate
	New Park Gazebo (2)	\$150,000	\$15,000	Moderate
Ralph M. Lewis Park			\$704,000	
	New Football Goal Posts with Catch Net Systems(8)	\$640,000	\$64,000	High
Rosena East Park			\$1,210,000	
	Playground Shade Structures (2)	\$400,000	\$40,000	High
	New Park Gazebo	\$100,000	\$10,000	Low
	New ADA Inclusive Playground Structures (2)	\$600,000	\$60,000	Low
Rosena West Park			\$528,000	
	Playground Shade Structure	\$150,000	\$15,000	High
	Replace rubber playground safety surfacing	\$80,000	\$8,000	High
	New ADA Inclusive Playground Structure	\$250,000	\$25,000	Low
San Sevaine			\$715,000	
	Resurface Parking Lot	\$200,000	\$20,000	Low
	Full Coverage Playground Shade Structure	\$150,000	\$15,000	Low
	Upgrade Existing Park Exercise Equipment	\$150,000	\$15,000	Low
	New Park Gazebo	\$150,000	\$15,000	Low
Seville Park			\$880,000	
	Resurface Parking Lot	\$100,000	\$10,000	Low
	Remove the old amphitheater and stage	\$150,000	\$15,000	Low
	New Pickle Ball Courts (4)	\$400,000	\$40,000	Low
	ADA sidewalk improvements	\$150,000	\$15,000	Low
Shadow Park			\$440,000	
	Playground Shade Structure	\$150,000	\$15,000	Moderate
	New ADA Playground Improvements	\$250,000	\$25,000	Moderate



**TABLE 4.1 (CONT)
CAPITAL COSTS**

Southridge Park and Don Day Community Center			\$715,000	
Resurface Existing Parking Lot	\$100,000	\$10,000		Low
Shade for Ballfield Spectator Areas (4)	\$300,000	\$30,000		Low
New ADA Inclusive Playground Structure	\$250,000	\$25,000		Low
Sycamore Hills Park			\$605,000	
Playground Shade Structure (2)	\$300,000	\$30,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		High
Village Park			\$1,630,000	
Playground Shade Structure	\$150,000	\$15,000		High
Replace roof on Park Gazebo	\$100,000	\$10,000		High
Shade for Ballfield Spectator Areas (4)	\$250,000	\$25,000		High
New ADA Inclusive Playground Structure	\$250,000	\$25,000		Moderate
Expand Parking	\$250,000	\$25,000		Moderate
ADA sidewalk improvements	\$50,000	\$150,000		Moderate
Ballfield Score Boards(3)	\$300,000	\$30,000		Moderate
VOH Pool Facility			\$330,000	
Spectator Shade Structure (2)	\$300,000	\$30,000		High
General Park Camera Based Security for Parks			\$165,000	
Annual Security up grades to parks	\$150,000	\$15,000		High
	\$40,815,000	\$4,142,500	\$44,957,500	



**TABLE 4.1 (CONT)
CAPITAL COSTS**

II. New Community Facilities

	Sq. Ft.	Construction Costs \$650.00 /SF	A&E Costs	Total Costs	Priority Level
Renovated Don Day Community Center				\$28,080,000	
	40,000	\$26,000,000	\$2,080,000		Moderate
				\$28,080,000	

III. Recreation Trails

	Acres	Construction Costs \$450,000 /Acre	A&E Costs	Total Costs	Priority Level
Hiking and Biking Trails (12" Wide)					
Sec Utility Corridor	8.73	\$3,928,500	\$392,850	\$4,321,350	Low
Joint Use Trail (27' Wide)					
San Sevaine Creek Channel	33.71	\$15,169,500	\$758,475	\$15,927,975	Low
				\$20,249,325	

IV. New Parks

	Acres	Land Costs \$600,000 /Acre	Construction Costs \$750,000 /Acre	A&E Costs	Total Costs	Priority Level
Arboretum Parks					\$7,722,000	
	13		\$7,150,000	\$572,000		Moderate
Downtown Linear Park on P.E. Trail					\$1,603,800	
	2.7		\$1,485,000	\$118,800		Moderate
Sierra Lakes Sports Park					\$35,820,000	
	30	\$18,000,000	\$16,500,000	\$1,320,000		Moderate
Westgate Parks					\$11,309,760	
	19.04		\$10,472,000	\$837,760		Moderate
					\$56,455,560	



TABLE 4.1 (CONT)
CAPITAL COSTS

V. Bicycle Lanes

The following Information Is a part of the 2023 City of Fontana Active Transportation Plan recommendations.

	Construction Costs
Class I Shared- Use Paths	
San Bernardino County Parcel from Southern California Edison Utility North to Riverside Avenue	\$6,999,900
Southern California Edison Utility North Spur I from Bridlepath Dr to SCE Utility North Spur II	\$3,566,800
Connector Path from Wilson Avenue to Southern California Edison Utility North Spur I	\$1,114,600
Southern California Edison Utility North from East Avenue to Sierra Avenue	\$14,490,200
SR-210 Drainage (South) from Victoria Avenue to Knox Avenue	\$5,528,600
SR-210 Drainage (North) from San Sevaine Road to Knox Avenue	\$2,229,300
Metrolink Trail from Catawba Avenue to Maple Avenue	\$6,754,600
San Sevaine Trail (South) from Philadelphia Avenue to 1-10 Freeway	\$5,573,100
Southern California Edison Utility South I from San Sevaine Trail to Rancherias Dr	\$1,783,400
Southern California Edison Utility South II from Live Oak Avenue to Poplar Avenue	\$2,452,200
Southern California Edison Utility South III form Catawba Park to Locust Avenue	\$6,687,800
Class II Bike Lanes	
Sierra Avenue (Central) from Foothill Blvd, to Merrill Ave.	\$237,500
Valley Boulevard from Banana Avenue to Alder Avenue	\$534,400
Alder Avenue (North) from Baseline Avenue to Randall Avenue	\$299,300
Cypress Avenue (South) from Slover Avenue to Southern California Edison Utility Path	\$59,400
Juniper Avenue (Central) from Foothill Avenue to Merrill Avenue	\$118,800
Jurupa Avenue from Etiwanda Avenue to Like Oak Avenue	\$386,000
Merrill Avenue from Catawba Avenue to Maple Avenue	\$356,300
Miller Avenue from Beech Avenue to Maple Avenue	\$447,700
Fontana Avenue from Merrill Avenue to Randall Avenue	\$45,100
Highland Avenue from Knox Avenue to Highland Avenue	\$198,300
Live Oak Avenue from Jurupa Avenue to Fernwood Way	\$35,600
Mulberry Avenue from Jurupa Avenue to Philadelphia Avenue	\$120,000
Poplar Avenue (South) from Boyle St to Beech Avenue	\$207,800
Randall Avenue from Lime Avenue to Palmetto Avenue	\$326,600
San Bernardino Avenue from Fontana Avenue to Alder Avenue	\$330,200
Santa Ana Avenue from Mulberry Avenue to Tamarind Avenue	\$629,400
Sierra Avenue from Jurupa Avenue to South City Border	\$117,600
Slover Avenue from San Sevaine Trail to Sierra Avenue	\$534,400
Mango Avenue (Central) from Foothill Boulevard to Merrill Avenue	\$118,800
Class III Bike Lanes	
Almeria Ave from Baseline Ave to Pacific Electric Trail	\$19,500
Cypress Ave (North) from Highland Ave to Valencia Ave	\$44,900
Juniper Ave (Central) from Baseline Ave to San Bernardino Ave	\$16,600
Mango Ave (Central) from Merrill Ave to Randall Ave	\$8,100
Lime Ave from Baseline Ave to Foothill Blvd	\$16,600
Meyer Canyon Rd from E Liberty Pkwy to Cherry Ave	\$1,500
Miller Ave from Plumaria Ave to Beech Ave	\$810
Mulberry Ave from Slover Ave to Jurupa Ave	\$16,300
Oleander Ave (North) from Miller Ave to Orange Way	\$20,300
Oleander Ave (Central) from Ceres Ave to Valley Blvd	\$2,600
Oleander Ave (South) from railroad to Santa Ana Ave	\$11,900
Palmetto Ave from Miller Ave to Marygold Ave	\$44,700
Poplar Ave (Central) from Randall Ave to Valley Ave	\$16,300
Roanoke Rd from E Liberty to Cherry Ave	\$1,300
S Heritage Circle from Baseline Ave to Baseline Ave	\$11,400
Class IV Separated Bikeways	
Iover Ave from Sierra Ave to Tamarind Ave	\$103,900
Sierra Ave (South) from Slover Ave to Jurupa Ave	\$278,400
Jurupa Ave from Live Oak Ave to Sierra Ave	\$360,100
Citrus Ave (South) from Slover Ave to Jurupa Ave	\$166,200
	\$63,425,110



TABLE 4.1 (CONT)
CAPITAL COSTS

VI. Total

	Total Costs
Park Improvements (Existing Parks)	\$45,835,000
Community Facilities	\$28,080,000
Recreation Trails	\$20,249,325
New Parks	\$56,455,560
Bike Lanes	\$63,425,110
	\$214,044,995



APPENDIX A: EXISTING PARK INVENTORY

1. Almeria Park

8.1 acres

Almeria is a small neighborhood park located on the northwest corner of Almeria and Baseline Avenue.



Amenities include:

- Benches
- Drinking fountains
- Group barbeque area
- Picnic areas
- Picnic shelters
- Picnic tables
- Covered play area with apparatus
- Covered tot lot
- Restroom facility
- Security lighting
- Signage
- On-site parking with an ADA accessible space



2. Bill Martin Park

15.6 acres

Bill Martin Park is a community park located two blocks north of Foothill Blvd, between Juniper and Cypress Avenue. Bill Martin Park is located north of Cypress Community Center and Josephine Knops Senior Center.



Amenities include:

- Benches
- Barbeque braziers
- Bicycle racks
- Buildings
- Drinking fountains
- Equipment/maintenance storage areas
- Trails
- Lighted full-court basketball courts
- Lighted little league fields
- Lighted senior baseball diamond field
- Concession stand
- Picnic shelters
- Picnic tables
- Play area with apparatus
- Tot lot
- Restroom facilities
- Security lighting
- Signage throughout the site
- On-site parking with ADA accessible spaces



3. Cambria Park

2.5 acres

Cambria is a small neighborhood park consisting mostly of open lawn area. The park is located in northeast Fontana on the north side of Cambria Avenue and one block east of Mango Avenue.



Amenities include:

- Benches
- Play area with apparatus
- Drinking fountain
- Trail
- Security lighting



4. Carmela Park

0.4 acres

Carmela Park is a small neighborhood park located on Juniper Avenue and Bruno Lane.



Amenities include:

- Benches
- Barbeque braziers
- Picnic Tables
- Play area with apparatus
- Signage



5. Catawba Park

14.4 acres

This neighborhood park is located in south Fontana in the Southridge Village community off of Catawba Place, and in between Poplar Avenue and Citrus Avenue. Most of the park is developed within a transmission line right-of-way



Amenities include:

- Benches
- Open turf fields
- Tennis courts
- Trails
- Barbeque braziers
- Picnic tables
- Drinking fountain
- Restroom facilities
- On-site parking with ADA accessible spaces



6. Central City Park with Cypress Community Center

17 acres

The Central City Park with Cypress Community Center site is located between Cypress Avenue and Oleander Avenue, and directly north of the Pacific Electric Trail and across the street from Seville Park. The park site is dedicated to a sports facility that is mainly utilized for football and soccer games. The neighborhood center accommodates both indoor and outdoor activities and oversees the Seville Park Amphitheater.



Amenities include:

- Synthetic turf soccer field
- Football fields with soccer overlays
- Lighting for fields
- Community garden
- Horseshoe pits
- Trails
- ADA accessible playground
- Concession stands
- Storage buildings
- Restroom facilities
- Benches
- Drinking fountains
- Bike rack
- Picnic Shelters
- Picnic tables
- Multipurpose room with a stage
- Classroom spaces
- Kitchen
- Josephine Knopf Center with an adjacent outdoor area
- Lawn
- Security lighting
- Monument sign
- On-site parking with ADA accessible spaces



7. Chaparral Park

10.3 acres

This neighborhood park is located in southwest Fontana in the community of Southridge Village off of Rancherias Drive, and adjacent to the Chaparral Elementary School. Chaparral Park is located primarily within a transmission line right-of-way.



Amenities include:

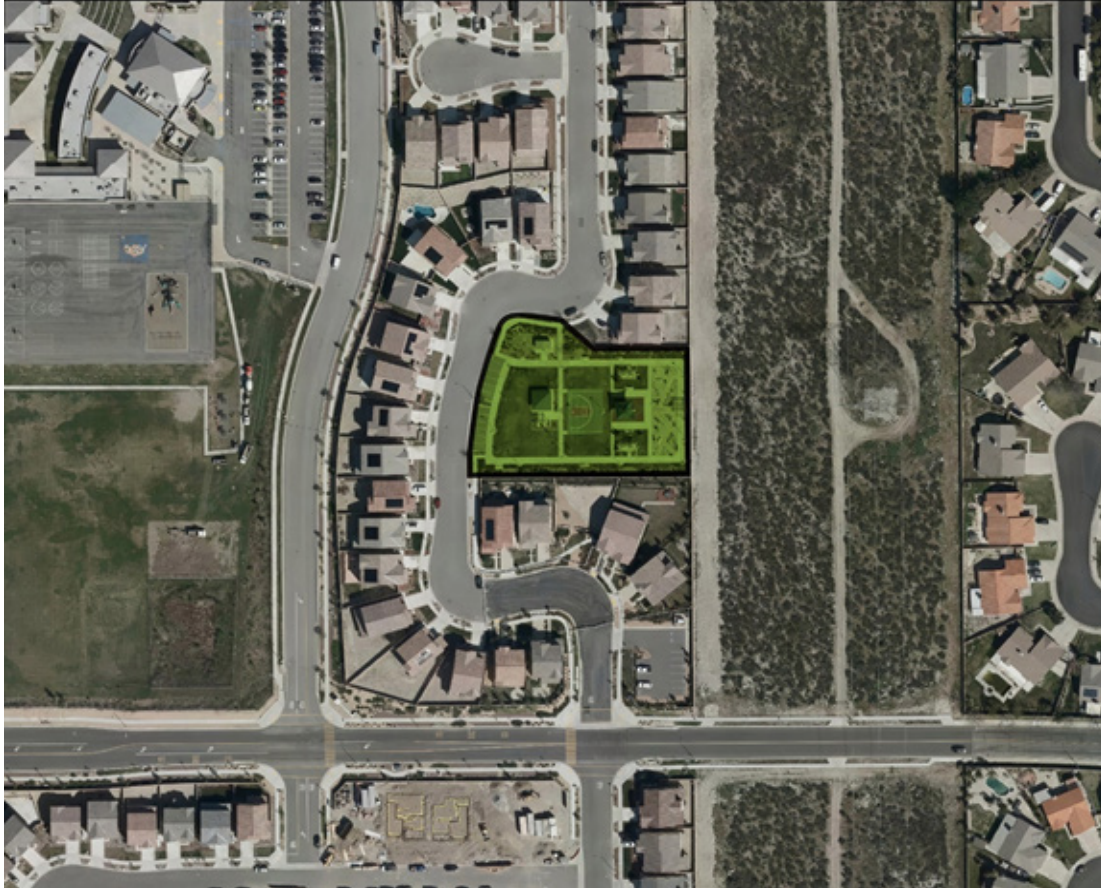
- Baseball field
- Play area with apparatus
- Picnic shelter
- Drinking fountain
- Accessible restroom facility
- Group barbeque area with picnic tables
- Benches
- Barbeque braziers
- Trails
- Security lighting



8. Condor Park

1.0 acre

This small neighborhood park is located off of Condor Avenue and Terra Vista Drive in North Fontana, just south of the I-15 Freeway.



Amenities include:

- Benches
- Bike rack
- Restroom facility
- Covered barbeque areas
- Group picnic shelter
- Picnic tables
- Barbeque braziers
- Covered play area with apparatus
- Half-court basketball court
- Security lighting
- Signage
- On-site parking with an ADA accessible space



9. Coyote Canyon Park

15.5 acres

Coyote Canyon Park is a small community park located North of Fontana Park and North of Summit Avenue between the I-15 Freeway just South of Duncan Canyon Road.



Amenities include:

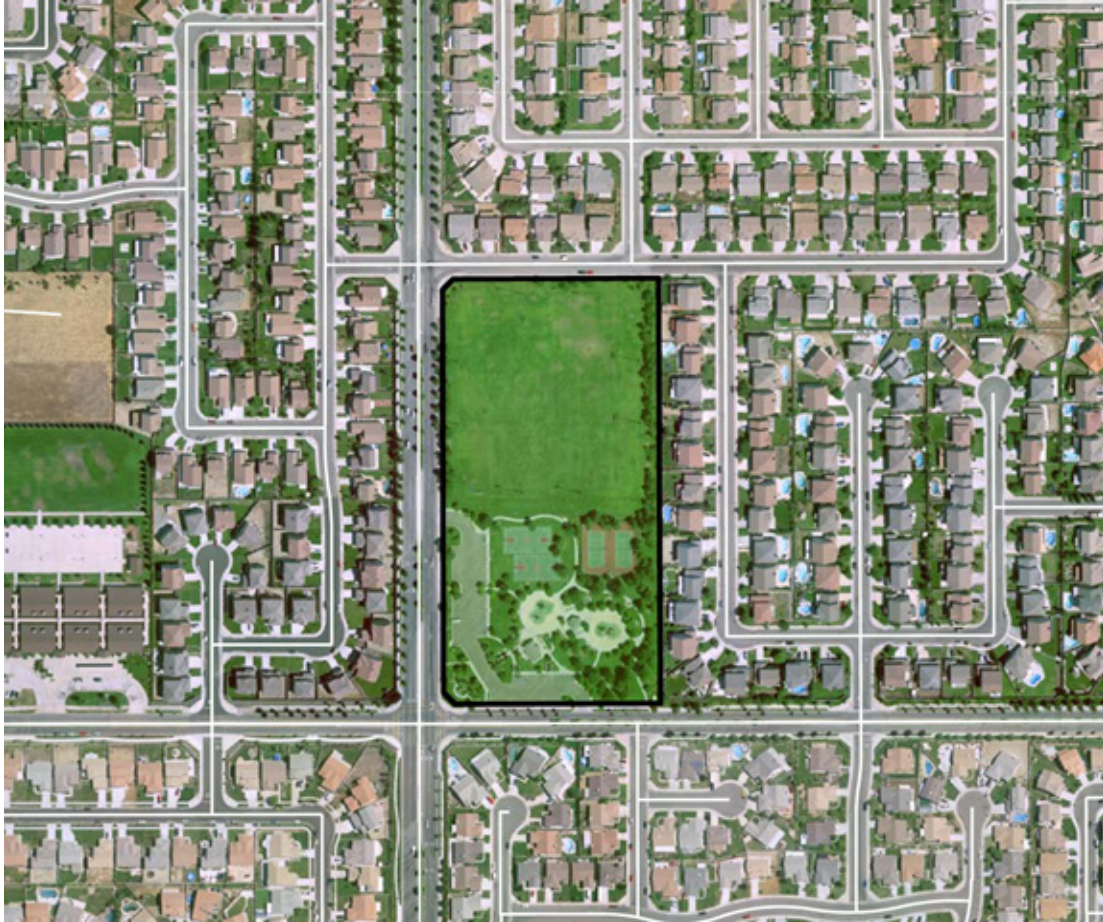
- Concession stand
- Lighted Little League Fields
- Covered play area with apparatus
- Trails
- Picnic shelters
- Covered group picnic area
- Picnic tables
- Barbeque braziers
- Trail
- Bike rack
- Bleachers
- Benches
- Drinking fountains
- Restroom facility
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



10. Dr. Charles A. Koehler Park

10 acres

This neighborhood park is located in north Fontana at the intersection of Beech Avenue and Walnut Street



Amenities include:

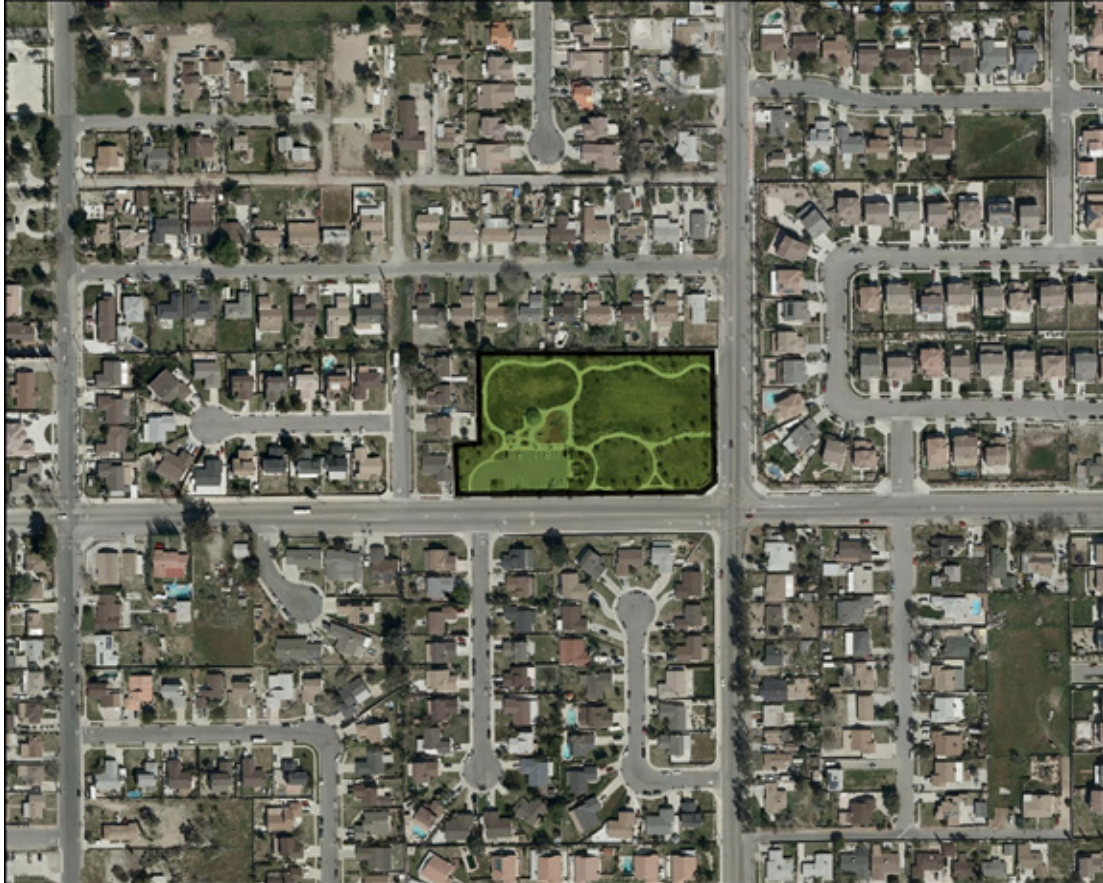
- Baseball backstop
- Multi-purpose playing field
- Lighted basketball courts
- Lighted tennis courts
- Play sets on rubberized play surface
- Shelter
- Accessible restroom facility
- Barbeque braziers
- Benches
- Bike rack
- Trail
- Picnic tables
- On-site parking with ADA accessible spaces



11. Fernandez Park

2.3 acres

Fernandez park is a neighborhood park located on the northwest corner of Locust Avenue and Miller Avenue on the eastern side of Fontana, just above Foothill Boulevard.



Amenities include:

- Trail
- Play area with apparatuses
- Picnic shelter
- Restroom facility
- Benches
- Picnic tables
- Barbeque brazier
- Drinking fountain
- Open turf areas
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



12. Fiesta Park

1.3 acres

Fiesta Park is a small neighborhood park located on the corner of Volante Drive and La Vesu Road and is in close proximity to the Martin Tudor Jurupa Hills Regional Park. The nearest cross streets are Jurupa Avenue and Sierra Avenue.



Amenities include:

- Trail
- Barbeque braziers
- Benches
- Bicycle rack
- Drinking fountain
- Picnic tables
- Tot lot
- Security lighting
- Signage



13. Fontana Park

38.0 acres

This community park with indoor and outdoor activities is located on Summit Avenue in north central Fontana.



Amenities include:

- Trails
- Indoor gymnasium with full-court basketball courts
- Classroom space
- Accessible restrooms
- Lounge
- Offices
- Kitchen
- Senior center
- Aquatic center
- Concession stands
- Lawn areas
- Barbeque braziers
- Picnic shelter
- Picnic tables
- Group barbeque area
- Group picnic area
- Benches
- Drinking fountains
- Bike racks
- Skate/BMX park
- Roller hockey rink
- Dog park
- Landscaped promenade
- Children's play area
- Restroom facilities
- Maintenance and equipment storage
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



14. Fontana Sports Park

18.2 acres

This community Sports park is located at the corner of Santa Ana Avenue and Cypress Avenue in south Fontana. The park includes Soccer and Football overlaid synthetic sports fields. The park includes measured walking paths, exercise pavillion and well as a concession and restroom combination building.



Amenities include:

- Trails
- Synthetic Sports Fields
- Accessible restrooms
- Concession stand
- Lawn areas
- Picnic tables
- Group picnic area
- Benches
- Drinking fountains
- Bike racks
- Landscaped promenade
- Children's play area
- Restroom facilities
- Maintenance and equipment storage
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



14. Gabriella Park

1.3 acres

This neighborhood park is located on the corner of San Jacinto Avenue and Sleepy Creek, just to the east of Sierra Avenue and south of Baseline Avenue.



Amenities include:

- Play area with apparatuses
- Picnic tables
- Barbeque brazier
- Lawn area
- Benches
- Drinking fountain
- Shade structures
- Dog park
- Security lighting
- Signage



15. Heritage Circle Park

3 acres

This small neighborhood park is located in the middle of East Heritage Village on Caryn Circle. Laid out on a circular parcel, this park is mostly open lawn area with a grove of shade trees planted in the north end.



Amenities include:

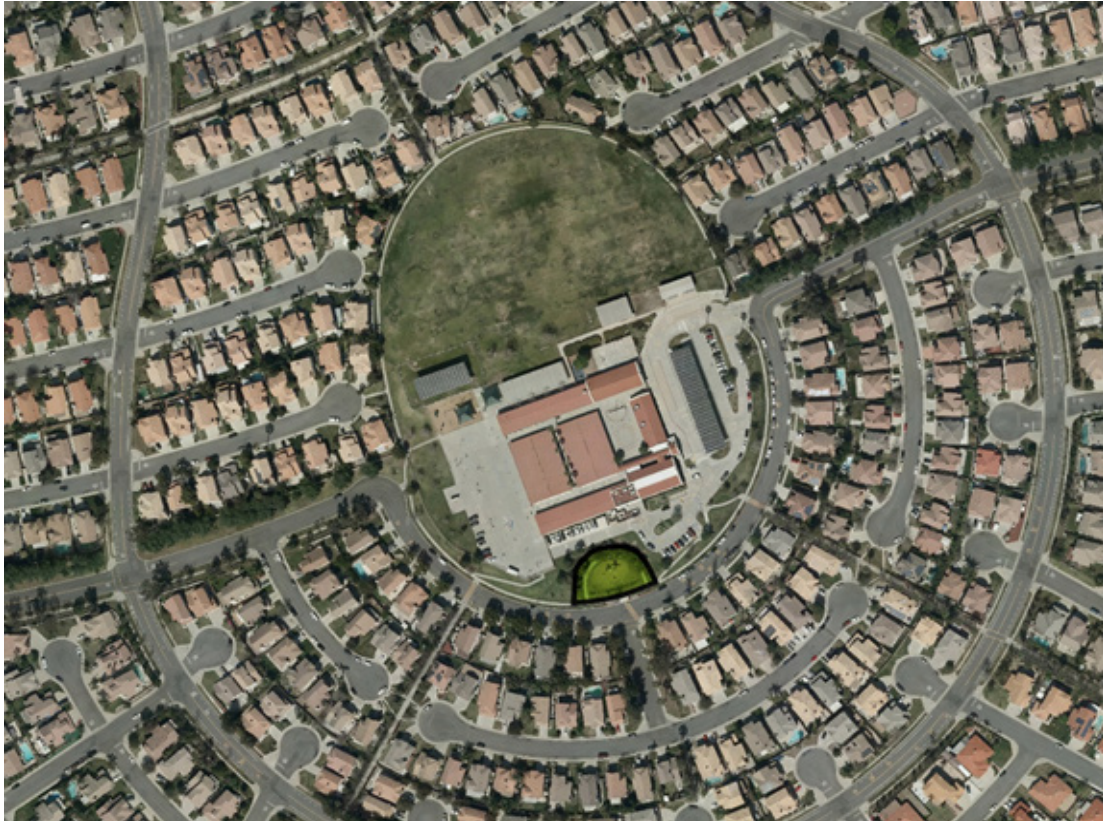
- Play area with apparatuses
- Picnic tables
- Accessible restroom facility
- Lawn area
- Benches
- Drinking fountain
- Trail
- Restroom facility
- Security lighting
- Signage



16. Heritage Village East Tot Lot

0.5 acres

East Tot Lot is located on East Constitution Way, just south of East Heritage Elementary School in the Heritage Community Center area. The nearest major cross streets are Foothill Boulevard and Cherry Avenue. East Tot Lot is a half-circle space, partially enclosed by low railing at the front and a low wall at the rear.



Amenities include:

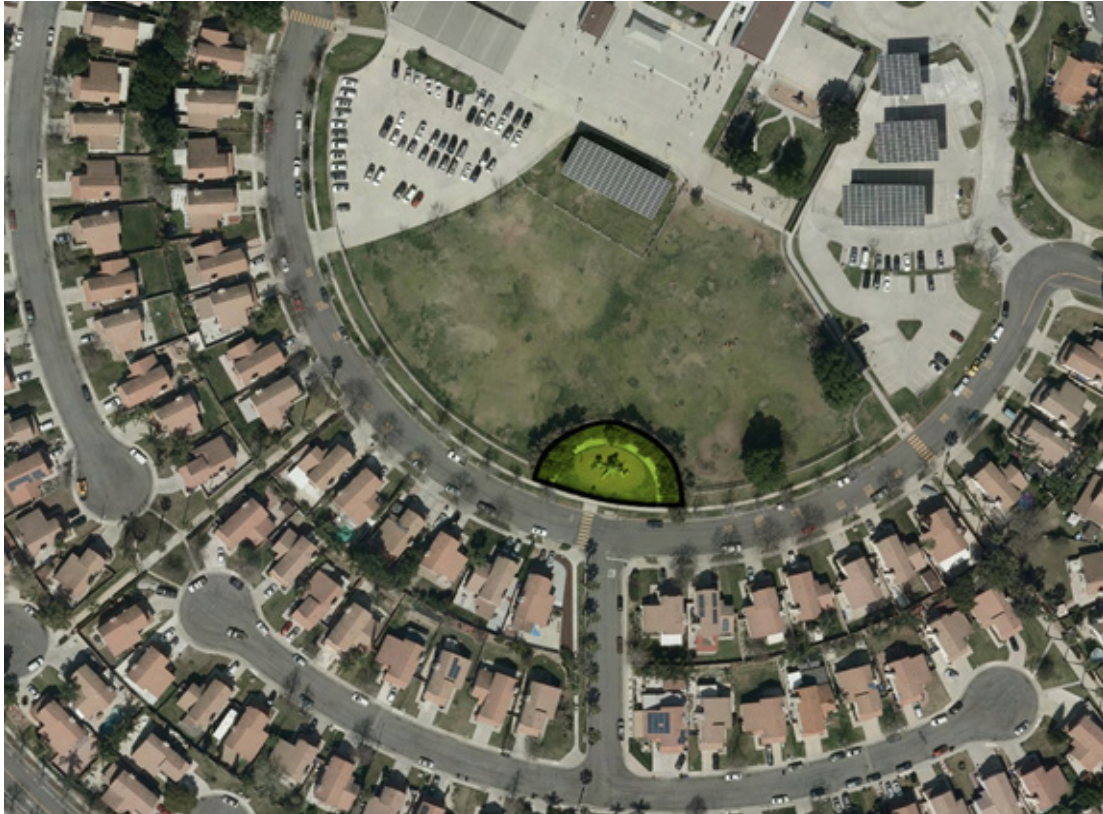
- Concrete pathway
- Tot lot
- Benches
- Drinking fountain
- Bike rack
- Signage



17. Heritage Village West Tot Lot

0.5 acres

Tot Lot A is located on West Constitution Way, just south of West Heritage Elementary School in the Heritage Community Center area. The site is north of Foothill Boulevard. Tot Lot A is a half-circle space, enclosed by low railing at the front and a metal fence at the rear.



Amenities include:

- Concrete pathway
- Tot lot
- Benches
- Drinking fountain
- Signage



18. Hunter's Ridge Park

4.7 acres

Hunter's Ridge Park is a small neighborhood park located off of Cherry Avenue in the Hunter's Ridge Community of north Fontana.



Amenities include:

- Play area with apparatuses
- Snack bar
- Restroom facility
- Little League ball field
- Barbeque braziers
- Picnic tables
- Benches
- Bleachers
- Drinking fountains
- Bike rack
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



19. Jack Bulik Park

27 acres

Jack Bulik Park is a community park located in the central area of Fontana between Juniper and Cypress Avenues, south of Filbert Street.



Amenities include:

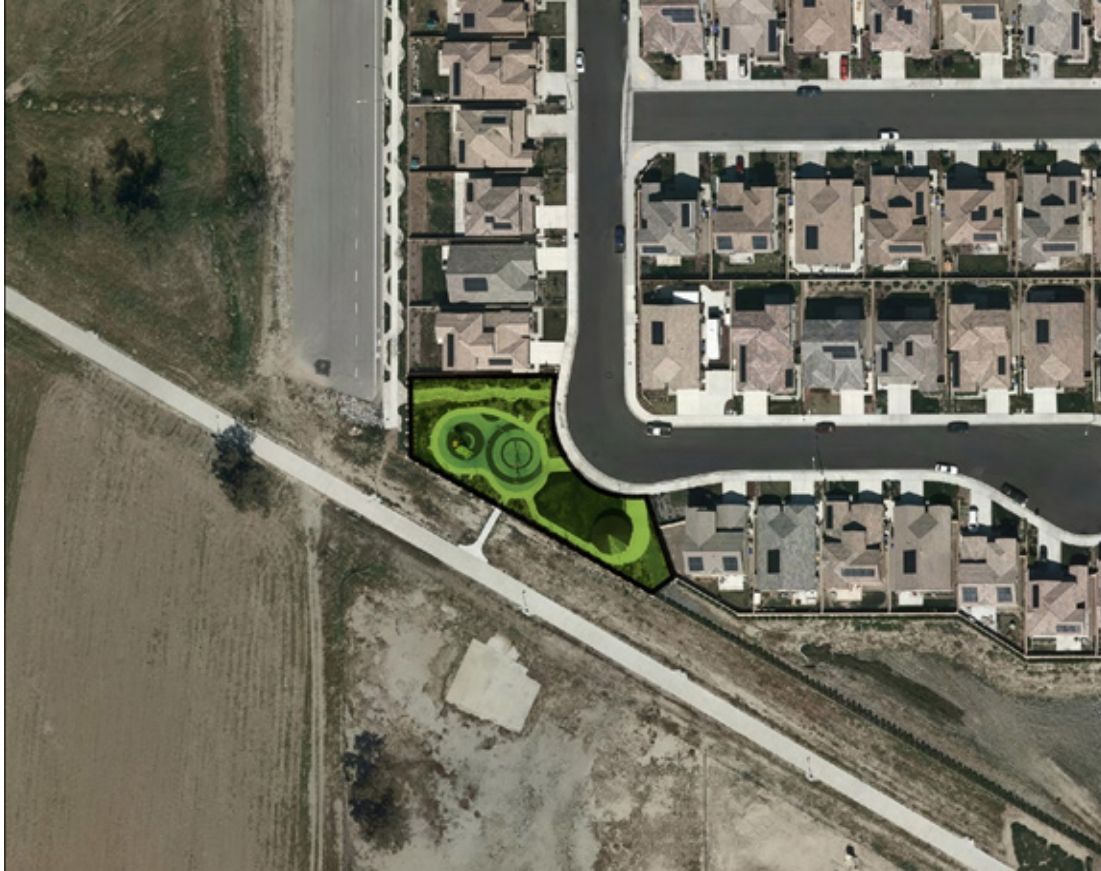
- Play area with apparatuses
- Community center
- Multipurpose rink
- Skate park
- Little League/softball fields
- Senior baseball field
- Lighted basketball courts
- Drinking fountains
- Snack bar
- Restroom facilities
- Picnic shelters
- Picnic tables
- Benches
- Barbeque braziers
- Group barbeque area
- Bike racks
- Security lighting
- On-site parking with ADA accessible spaces
- Signage



20. Lemon Pepper Park

0.3 acres

Lemon Pepper Park is a small neighborhood park located on Lemon Pepper Avenue and adjacent to the Pacific Electric Trail.



Amenities include:

- Benches
- Drinking fountain
- Picnic shelter
- Barbeque brazier
- Picnic tables
- Play area with apparatus
- Security lighting
- Signage.



21. Licorice Park

0.2 acres

This small neighborhood park is located at Licorice Way and Sesame Seed Ave adjacent to the Pacific Electric Trail.



Amenities include:

- Benches
- Drinking fountain
- Barbeque brazier
- Picnic table
- Play area with apparatus
- Security lighting
- Signage.



22. Martin Tudor Regional Park

30 acres

This regional park is nestled in the Jurupa Hills off Sierra Avenue and offers a wide range of recreational activities. A family-oriented park.



Amenities include:

- Water park
- Playground
- Restroom facilities
- Concession stand
- Picnic shelters
- Arbors
- Barbeque areas
- Benches
- Drinking fountains
- Volleyball area
- Informal ball field with backstop
- Picnic shelters
- Picnic tables
- Security lighting
- Signage
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



23. Mary Vagle Nature Center

25 acres

This regional park is nestled in the Jurupa Hills off Sierra Avenue and offers a wide range of recreational activities. A family-oriented park.



Amenities include:

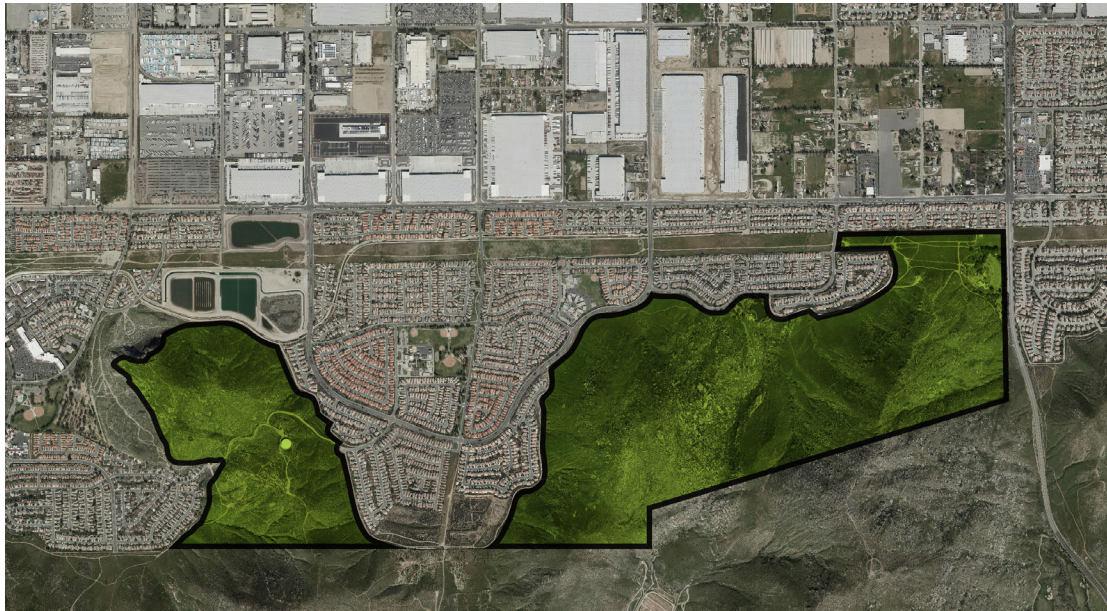
- Water park
- Playground
- Restroom facilities
- Concession stand
- Picnic shelters
- Arbors
- Barbeque areas
- Benches
- Drinking fountains
- Volleyball area
- Informal ball field with backstop
- Picnic shelters
- Picnic tables
- Security lighting
- Signage
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



24. Jurupa Hills Regional Open Space

695 acres

This regional park is nestled in the Jurupa Hills off Sierra Avenue and offers a wide range of recreational activities. A family-oriented park, the Mary Vagle Museum and Nature Center, the Mary Vagle Nature Center Mountain, the Southridge Village Open Space Reserve, and the Jurupa Hills Backcountry Trail are all components of this regional park.



Amenities include:

- Hiking trails



25. McDermott Sports Complex

4.1 acres

The McDermott Sports complex is a community park located on Baseline Avenue and South Heritage Circle in northwest Fontana and consists of 3 areas: The Heritage Neighborhood Center at the northwest edge, the Sports Complex at the southeast edge, and the soccer field in the center. These 3 areas are separated from each other by adjacent schools and a transmission right-of-way.



Amenities include:

- Lawn area
- Fountain
- Swimming pool
- Wading pool
- Arbor
- Lighted tennis courts
- Full-court basketball courts
- Volleyball courts
- Drinking fountain
- Bike rack
- Play area with apparatus
- Community Center
- Restroom facility
- Storage facilities
- Picnic tables
- Barbecue braziers
- Benches
- Lighted soccer field
- Snack bar
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



26. McDermott Soccer Park

15.4 acres

The McDermott Sports complex is a community park located on Baseline Avenue and South Heritage Circle in northwest Fontana and consists of 3 areas: The Heritage Neighborhood Center at the northwest edge, the Sports Complex at the southeast edge, and the soccer field in the center. These 3 areas are separated from each other by adjacent schools and a transmission right-of-way.



Amenities include:

- Lawn area
- Drinking fountain
- Bike rack
- Restroom facility
- Storage facilities
- Benches
- Lighted soccer field
- Snack bar
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



27. Miller Park

5.5 acres

Miller Park is located in downtown Fontana off of Sierra Avenue and Arrow Boulevard, and is adjacent to the Pacific Electric Trail. The park encompasses the Miller Fitness Center at the east side of the park.



Amenities include:

- Play area with apparatus
- Drinking fountains
- Benches
- Picnic tables
- Miller Amphitheater
- Splash pad
- Restroom facility
- Fitness center with racquetball courts, a fitness room, a swimming pool, and a wading pool
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



28. Northgate Park

2.9 acres

Northgate Park is a small neighborhood park located on Celeste Avenue just east of Citrus Avenue.



Amenities include:

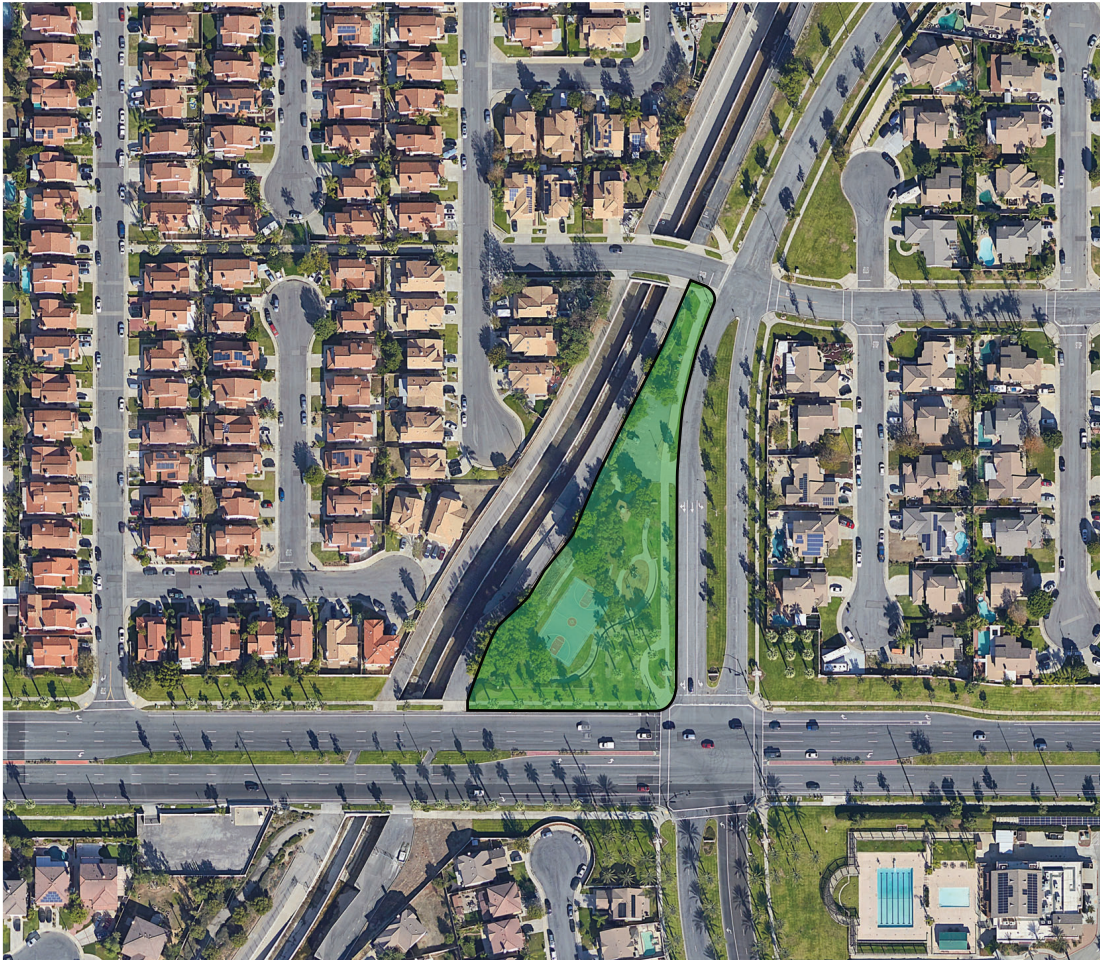
- Play area with apparatus
- Lighted full-court basketball court
- Lighted half-court basketball court
- Lawn area
- Picnic shelter
- Barbeque braziers
- Group barbeque area
- Tot lot
- Picnic tables
- Benches
- Drinking fountains
- Security lighting
- Signage



29. North Heritage Park

1.3 acres

This neighborhood park is located south of the I-15 Freeway at the corner of Baseline Avenue and North Heritage Circle.



Amenities include:

- Play area with apparatus
- Picnic tables
- Barbeque braziers
- Drinking fountain
- Bike rack
- Lighted full-court basketball court
- Restroom facility
- Concrete pathway
- Security lighting
- Signage
- On-site parking with an ADA accessible space



30. North Tamarind Park

5 acres

This neighborhood park is located on Tamarind Avenue just north of Foothill Boulevard. The park is comprised primarily of open, rolling lawns.



Amenities include:

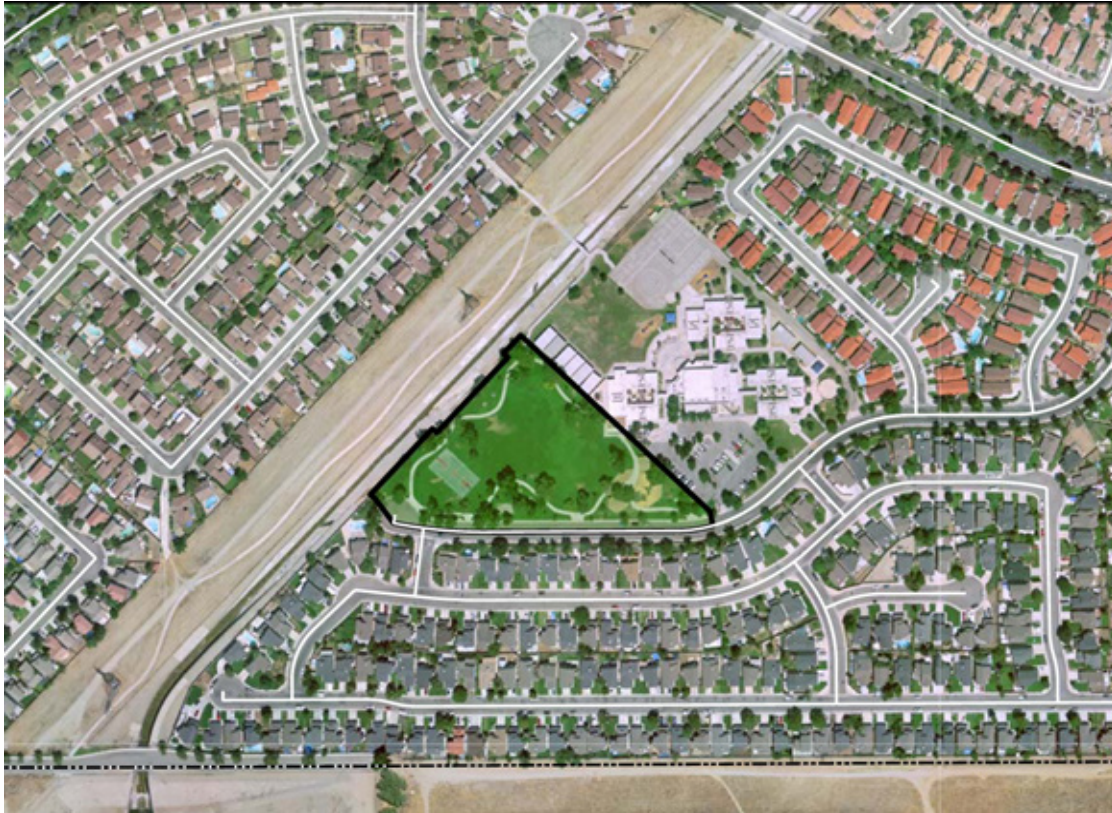
- Play area with apparatus
- Restroom facility
- Picnic shelter
- Barbeque braziers
- Picnic tables
- Benches
- Drinking fountain
- Lawn area
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



31. Oak Park

3 acres

Oak Park is a small neighborhood park in south Fontana adjacent to Oak Park Elementary School and located off Live Oak Avenue just south of Cherry Avenue



Amenities include:

- Play area with apparatus
- Lawn area
- Baseball backstop
- Bike rack
- Picnic shelter
- Picnic tables
- Lighted full-court basketball court
- Loop trail
- Restroom facility
- Drinking fountains
- Barbeque braziers
- Benches
- Security lighting
- Signage



32. Oak Grove Park

5.0 acres

Oak Grove Park is a small neighborhood park located at 16265 Orchard Street. The is a moderate sized neighborhood park



Amenities include:

- Play area with apparatus with shade structures
- Lawn area for active play
- Bike rack
- Picnic shelter
- Picnic tables
- Lighted Half-court basketball courts
- Trail
- Restroom facility
- Drinking fountains
- Barbeque braziers
- Benches
- Security lighting
- Signage
- Parking with ADA stalls



33. PA-5 Gabion Ranch Park

0.3 acres

This neighborhood pocket park is located at 5376 Heitz Way . The park is a small neighborhood park with a lawn for informal activities, it also include an area for neighborhood gatherings.



Amenities include:

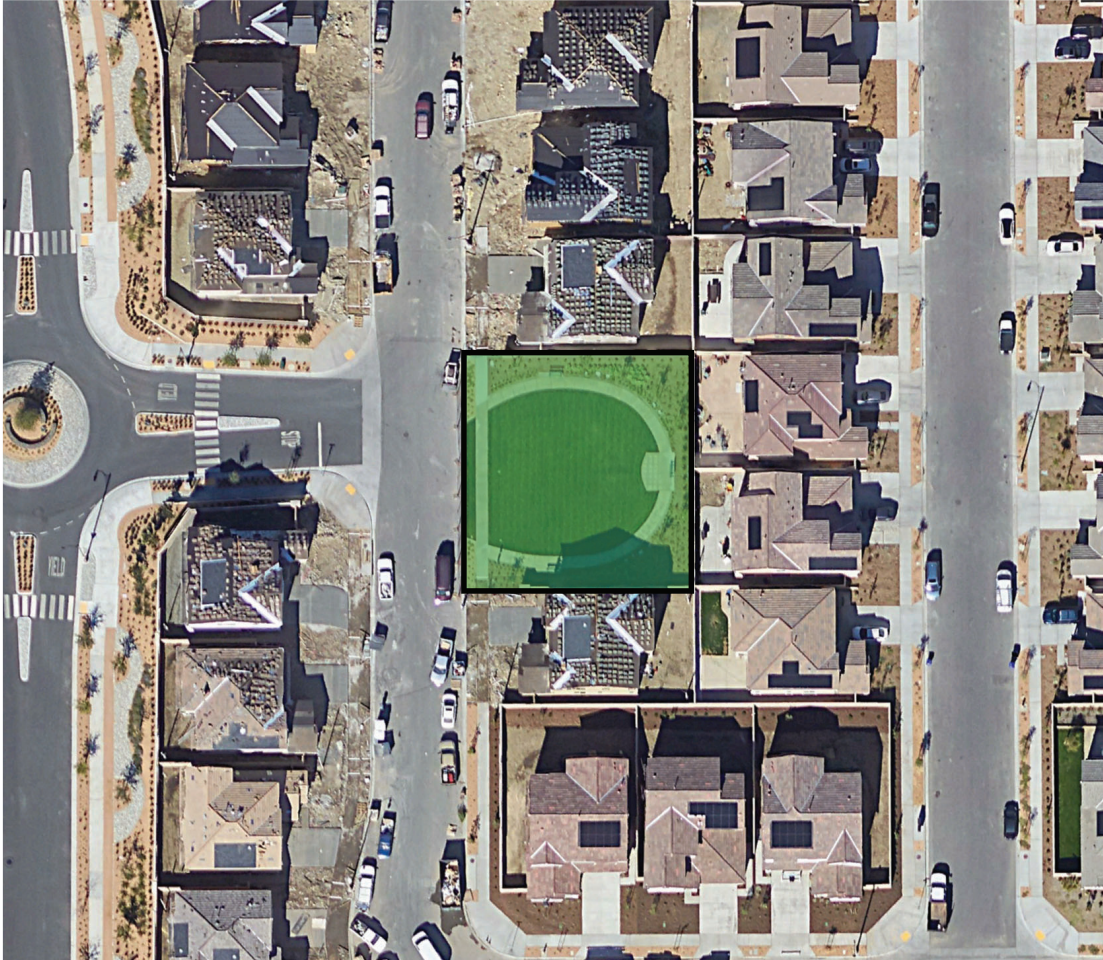
- Picnic structure with picnic tables
- Lawn area
- Security lighting
- Signage



34. PA-6 Gabion Ranch Park

0.2 acres

This neighborhood pocket park is located at the corner of Foxen Way and Blueridge Way. The park is a small neighborhood park with a lawn for informal activities, it also includes an area for neighborhood gatherings.



Amenities include:

- Benches
- Picnic structure with picnic tables
- Lawn area
- Security lighting
- Signage



35. PA-11 Gabion Ranch Park

1.3 acres

This neighborhood pocket park is located at 16569 Monteviejo Street . The park is a small neighborhood park with a lawn for informal activities, it also include an area for neighborhood gatherings.



Amenities include:

- BBQ Braziers
- Benches
- Play Apparatus
- Tot Lot
- Play Ground Shade Structures
- Picnic structure with picnic tables
- Informal Fields
- Security lighting
- Signage



36. PA-11 Gabion Ranch Dog Park

3.8 acres

This neighborhood pocket park is located at the corner of Cypress Avenue and Veneto Drive. This Dog park serves the neighborhood as well as the larger community. The park includes



Amenities include:

- Two separate Dog play facilities.
- Parking with ADA parking stalls
- Drinking Fountains
- Benches
- Picnic structure with picnic tables
- Security lighting
- Signage



37. Patricia Marrujo Park

5.2 acres

This neighborhood park is located in the Sierra Lakes community on the corner of Augusta Drive and Avenal Place, south of Sierra Lakes Elementary School.



Amenities include:

- Play area with apparatus
- Basketball court
- Restroom facility
- Drinking fountain
- Trail
- Picnic structure with picnic tables
- Lawn area
- Security lighting Signage
- On-site parking with an ADA accessible space



38. Patricia Murray Park

1 acres

Patricia Murray Park is a small neighborhood park located on Jamestown Circle, just north of Foothill Boulevard and southwest of West Heritage Elementary School.



Amenities include:

- Play area with apparatus
- Benches
- Picnic tables
- Barbeque braziers
- Loop trail
- Lawn area
- Bike rack
- Drinking fountain
- Restroom facility
- Security lighting
- Signage



39. Ralph M. Lewis Sports Complex

20 acres

Ralph M. Lewis Memorial Sports Complex is a large community park located west of the Sierra Lakes Golf Club and is just north of the 210 Freeway on the northwest corner of Citrus Avenue and Sierra Lakes Parkway.



Amenities include:

- Play area with apparatus
- Synthetic turf soccer fields
- Synthetic turf football fields
- Covered bleachers
- Natural turf practice field
- Benches
- Bicycle racks
- Drinking fountains
- Equipment/maintenance storage areas
- Concession stands
- Picnic tables
- Restroom facilities
- Security lighting
- Signage
- Group picnic area
- On-site parking with ADA accessible spaces



40. Rosena Park - West

3.45 acres

Rosena Park is a large community park located about 7 blocks west of Ralph M. Lewis Sports Complex, on the southwest corner of Curtis Avenue and Beech Avenue. There are two park areas of Rosena Park: the larger Rosena Park East, and the smaller Rosena Park West. These park areas are separated by a transmission right-of-way, but a decomposed granite path along the right-of-way connects the paths of both east and west sides to create a looping trail around the park.



Amenities include:

- Play area with apparatus
- Full-court basketball courts
- Lawn areas with space for soccer practice fields
- Barbeque braziers
- Benches
- Bicycle rack
- Buildings
- Drinking fountains
- Picnic shelter
- Picnic tables
- Restroom facilities
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



41. Rosena Park - East

10.5 acres

Rosena Park is a large community park located about 7 blocks west of Ralph M. Lewis Sports Complex, on the southwest corner of Curtis Avenue and Beech Avenue. There are two park areas of Rosena Park: the larger Rosena Park East, and the smaller Rosena Park West. These park areas are separated by a transmission right-of-way, but a decomposed granite path along the right-of-way connects the paths of both east and west sides to create a looping trail around the park.



Amenities include:

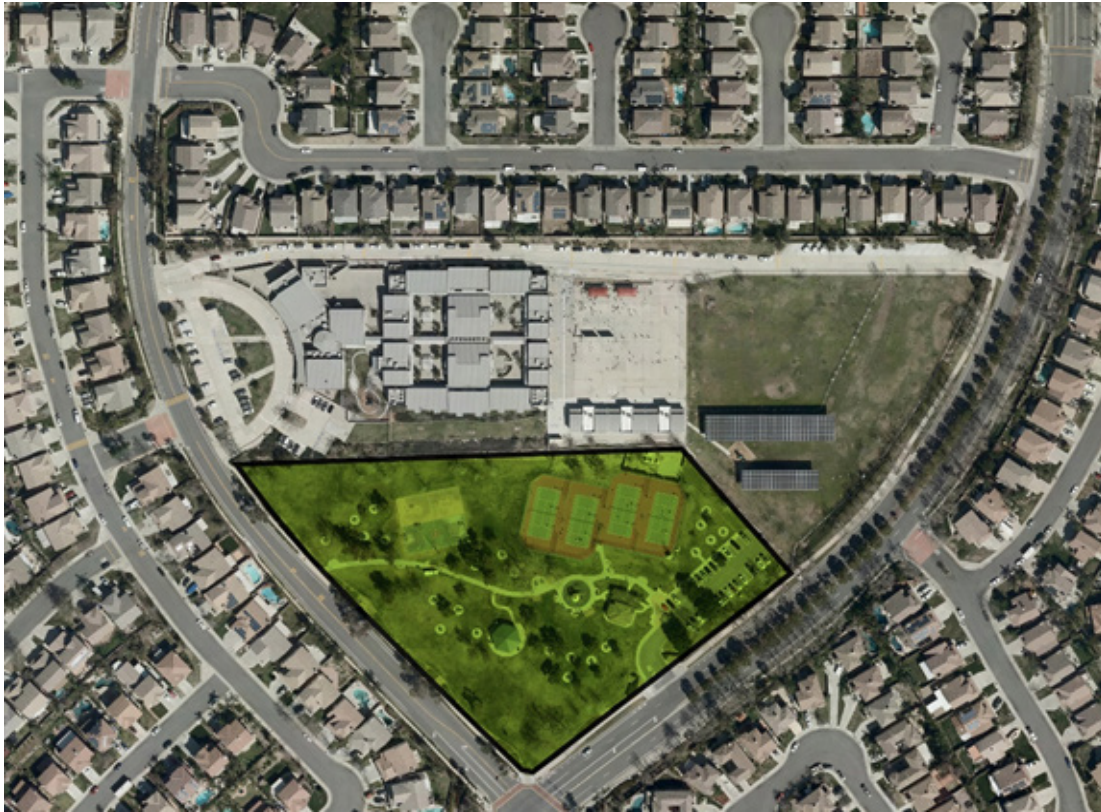
- Play area with apparatus
- Full-court basketball courts
- Lawn areas with space for soccer practice fields
- Barbeque braziers
- Benches
- Bicycle rack
- Buildings
- Drinking fountains
- Picnic shelter
- Picnic tables
- Restroom facilities
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



42. San Sevaine Park

5.7 acres

This neighborhood park is located at the intersection of Cherry Avenue and Bridlepath Drive in north Fontana.



Amenities include:

- Play area with apparatus
- Benches
- Picnic tables
- Lighted tennis courts
- Lighted basketball court
- Swing areas
- Picnic structure
- Bicycle racks
- Drinking fountains
- Barbeque braziers
- Fitness stations
- Lawn areas
- Restroom facility
- Trail
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



43. Santa Fe Park

1 acre

This small pocket park is located adjacent to a Metrolink station in central Fontana on Orange Way and Sierra Avenue



Amenities include:

- Amenities include:
- Lawn area
- Restroom facility for use only by bus drivers
- Rose garden
- Signage



44. Seville Park

5.6 acres

Seville Park is a neighborhood park located on Seville Avenue between Cypress Avenue and Juniper Avenue and is adjacent to the Pacific Electric Trail.



Amenities include:

- Lighted full-court basketball court
- Restroom facility
- Group picnic structure
- Picnic tables
- Barbeque braziers
- Benches
- Play area with apparatus
- Fitness equipment areas
- Lawn
- Trail
- Amphitheater
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



45. Shadow Park

7 acres

This neighborhood park is located in south Fontana off of Shadow Drive, and adjacent to Shadow Hills Elementary school. The northern portion of the park is within a transmission line right-of-way.



Amenities include:

- Baseball overlay with backstop
- Senior baseball diamond
- Lighted tennis courts Lawn area
- Picnic shelter with picnic tables and barbeque braziers
- Play area with apparatus
- Restroom facility
- Combination walking/bicycling trail
- Signage



46. Sierra Crest Park

1 acre

This small neighborhood park is located on Condor Avenue and Raven Street, in North Fontana just south of the I-15 Freeway



Amenities include:

- Shaded play area with apparatus
- Entry arbor
- Picnic shelter with picnic tables and barbeque braziers
- Fitness equipment
- Benches
- Drinking fountain
- Restroom facility Lawn area
- Trail
- Security lighting
- Signage
- On-site parking with an ADA accessible space



47. Condor Park

1 acre

This small neighborhood park is located on Condor Avenue and Raven Street, in North Fontana just south of the I-15 Freeway



Amenities include:

- Shaded play area with apparatus
- Entry arbor
- Picnic shelter with picnic tables and barbeque braziers
- Fitness equipment
- Benches
- Drinking fountain
- Restroom facility Lawn area
- Trail
- Security lighting
- Signage
- On-site parking with an ADA accessible space



48. Sierra Crest Park II

1.6 acre

This neighborhood park is located at 4405 Rima Drive and includes Play for inactive and active play throughout the neighborhood Park.



Amenities include:

- Shaded play area with apparatus
- Half Basketball Courts
- Picnic shelter with picnic tables and barbeque braziers
- Benches
- Parking
- Drinking fountain
- Restroom facility
- Trail
- Security lighting
- Signage
- On-site parking with an ADA accessible space



49. Southridge Park with Don Day Community Center

25.9 acres

Southridge Park is located at the foot of the Jurupa hills in southern Fontana. This community park is within the Southridge Village community on the southeast corner of Live Oak Avenue and Cherry Avenue. The park encompasses the Don Day Community Center at the northwest corner of the site.



Amenities include:

- Softball fields
- Play area with apparatuses
- Tennis courts
- Basketball courts
- Lawn area
- Concession stand
- Restroom facility
- Benches
- Picnic tables
- Barbeque braziers
- Pool
- Signage
- Security lighting
- Cross-country mountain biking trailhead
- On-site parking with ADA accessible spaces



50. Sycamore Hills Park

3.2 acres

Sycamore Hills Park is a small neighborhood park located northeast of Martin Tudor Jurupa Hills Regional Park. It is on the southeast corner of Torry Pine Street and Mayberry Street, about three blocks south of the I-10 Freeway.



Amenities include:

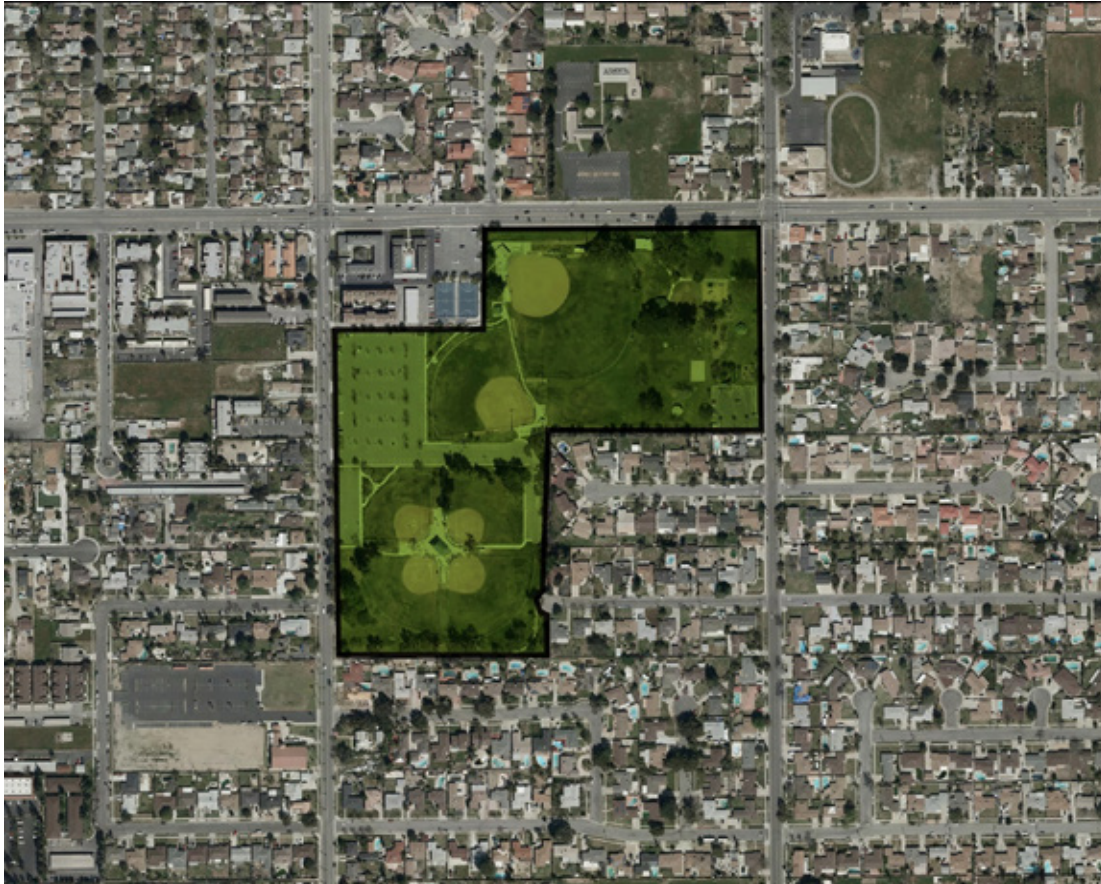
- Lighted full-court basketball courts
- Barbeque braziers
- Benches
- Drinking fountains
- Group barbeque area
- Picnic tables
- Picnic shelter
- Play area with apparatuses
- Tot lot
- Restroom facilities
- Lawn area
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



51. Veterans Park

25.5 acres

This large community park is located on Merrill Avenue between Mango Avenue and Palmetto Avenue in central Fontana.



Amenities include:

- Picnic shelters
- Picnic tables
- Barbeque braziers
- Play area with apparatus
- Basketball courts with roller hockey overlays
- Baseball diamonds
- Softball fields
- Restroom facilities
- Drinking fountains
- Lawn areas
- Picnic tables
- Benches
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



52. Village Park

9.1 acres

This community park is located in south Fontana on the southwest corner of Poplar Avenue and Village Drive East, adjacent to Michael D'Arcy Elementary School



Amenities include:

- Picnic shelters
- Lighted Little League fields
- Senior baseball diamond
- Baseball overlay with backstop
- Lighted full-court basketball court
- Half-court basketball courts
- Accessible restroom facility
- Picnic shelter
- Picnic tables
- Benches
- Barbeque braziers
- Play area with apparatus
- Tee-ball field
- Security lighting
- Signage
- On-site parking with ADA accessible spaces



53. Valley Oak Park

0.9 acres

This community park is located at 16224 Valley Oak Lane. This neighborhood pocket park is an active gathering and play space with formal and informal play.

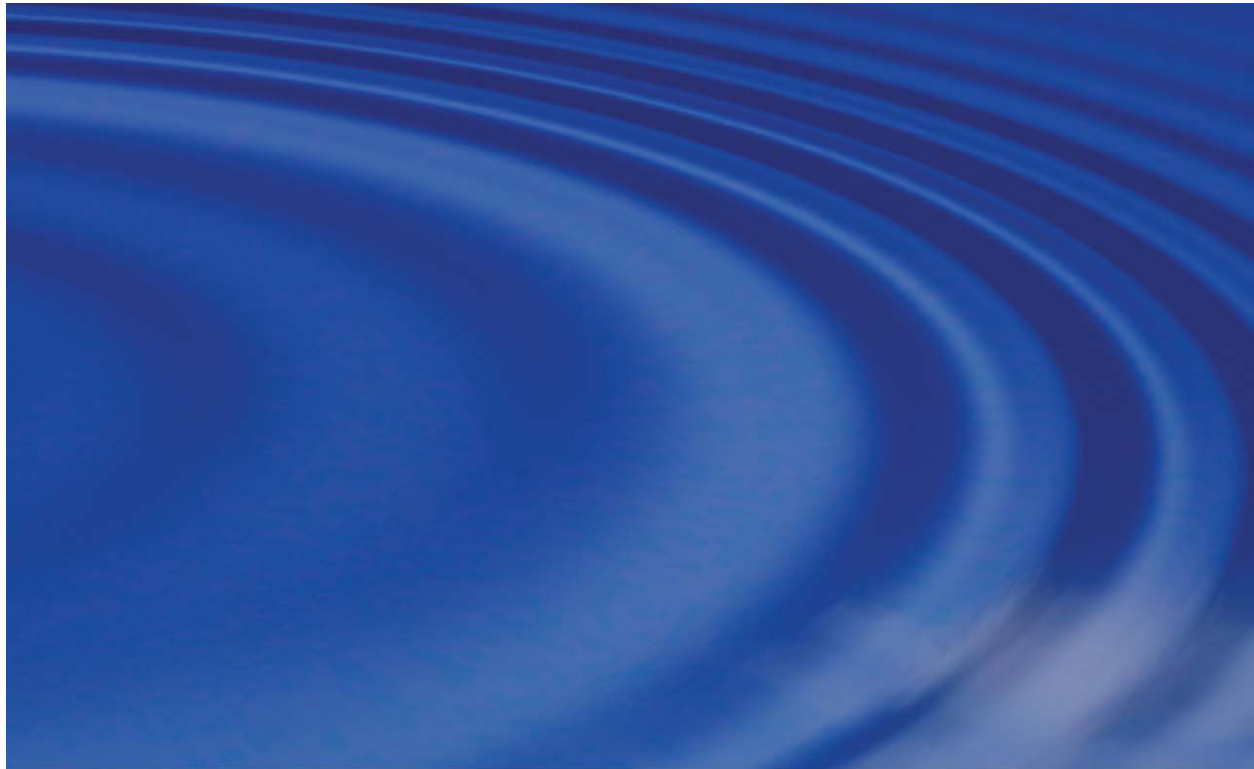


Amenities include:

- Picnic shelters
- Stage and Amphitheater
- Picnic shelter
- Picnic tables
- Benches
- Barbeque braziers
- Play area with apparatus
- Security lighting
- Signage



APPENDIX B: SURVEY QUESTIONNAIRES AND RESPONSES



**PARKS, RECREATION & TRAILS
MASTER PLAN: FACILITIES SURVEY**
SUMMARY REPORT

PREPARED FOR THE
CITY OF FONTANA



APRIL 29, 2019



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TABLE OF CONTENTS

Table of Contents	i
List of Tables	iii
List of Figures	iv
Introduction	1
Purpose of Facilities Survey	1
Methodological Changes & Comparisons to Prior Study	2
Overview of Methodology.....	2
Statistical Significance	2
Organization of Report.....	2
Acknowledgments	3
Disclaimer	3
About True North.....	3
Just the Facts	4
Quality of Life.....	4
Parks & Open Space Areas	4
Recreation & Community Facilities	4
Perceived Needs.....	5
Conclusions	6
Quality of Life	9
Overall Quality of Life.....	9
Question 2	9
Ways to Improve Quality of Life	10
Question 3	11
Parks & Open Space Areas	12
Frequency of Use	12
Question 4	12
Question 5	12
Which Parks do you Visit Most Often?	14
Question 6	14
Park Ratings	15
Question 7	15
Recreation & Community Facilities	17
Frequency of Use	17
Question 8	17
Question 9	17
Which Centers do you Visit Most Often?	19
Question 10	20
Center Ratings	20
Question 11	21
Perceived Needs	23
How Well are Your Needs Being Met?	23
Question 12	23
Park & Open Space Improvements	25
Question 13	25
Question 14	27
Community Center & Facility Improvements	28
Question 15	28
Question 16	30
Priority Improvements	30
Question 17	31
Background & Demographics	33
Methodology	34



Table of Contents

Questionnaire Development	34
Programming, Pre-Test & Translation	34
Sample, Recruiting & Data Collection	34
Statistical Margin of Error.	35
Data Processing & Weighting	36
Rounding	36
Questionnaire & Toplines.	37



LIST OF TABLES

Table 1	One Change to Improve Fontana by Study Year	11
Table 2	Household Park or Open Space Area Visit in Past 12 Months by People in Hslid	13
Table 3	Parks and Open Space Areas Visited by Study Year	15
Table 4	Opinion of Parks and Open Space Areas by Study Year (Showing % Excellent & Good)	16
Table 5	Community Centers and Recreation Facilities Visited by Study Year.	20
Table 6	Opinion of Community Centers and Recreation Facilities by Study Year (Showing % Excellent & Good)	21
Table 7	Desired Improvements to Parks & Open Space Areas by Study Year.	27
Table 8	Desired Improvements to Community Centers & Recreation Facilities by Study Year	30
Table 9	Demographics of Sample by Study Year	33

List of Tables





LIST OF FIGURES

Figure 1	Overall Quality of Life by Study Year	9
Figure 2	Overall Quality of Life by Age & Gender	10
Figure 3	Overall Quality of Life by Years in Fontana, Home Ownership Status, Child in Hsld & Senior in Hsld	10
Figure 4	One Change to Improve Fontana	11
Figure 5	Household Park or Open Space Area Visit in Past 12 Months	12
Figure 6	Household Park or Open Space Area Visit in Past 12 Months by Child in Household, Senior in Household & Home Ownership Status	13
Figure 7	Parks and Open Space Areas Visited	14
Figure 8	Opinion of Parks and Open Space Areas	15
Figure 9	Opinion of Parks and Open Space Areas by Household Park or Open Space Visit	16
Figure 10	Household Recreation or Community Facility Visit in Past 12 Months	17
Figure 11	Household Recreation or Community Facility Visit in Past 12 Months by Study Year	18
Figure 12	Household Recreation or Community Facility Visit in Past 12 Months by Child in Household, Senior in Household & Home Ownership Status	18
Figure 13	Household Recreation or Community Facility Visit in Past 12 Months by People in Hsld	19
Figure 14	Community Centers and Recreation Facilities Visited	20
Figure 15	Opinion of Community Centers and Recreation Facilities	21
Figure 16	Opinion of Community Centers and Recreation Facilities by Household Recreation or Community Facility Visit	22
Figure 17	Meeting Household Recreation Needs by Study Year	23
Figure 18	Meeting Household Recreation Needs by Years in Fontana, Hsld Park or Open Space Visit & Hsld Rec Facility Visit	24
Figure 19	Meeting Household Recreation Needs by Child in Household, Senior in Household, Home Ownership Status & Household Rec. Program Participation	24
Figure 20	Desire Improvements to Parks & Open Space Areas by Study Year	25
Figure 21	Desire Improvements to Parks & Open Space Areas by Years in Fontana, Hsld Park or Open Space Visit, Hsld Rec Facility Visit & Hsld Rec Program Participation	26
Figure 22	Desire Improvements to Parks & Open Space Areas by Age, Child in Household & Senior in Household	26
Figure 23	Desired Improvements to Parks & Open Space Areas	27
Figure 24	Desire Improvements to Community Centers & Recreation Facilities by Study Year	28
Figure 25	Desire Improvements to Community Centers & Recreation Facilities by Years in Fontana, Hsld Park or Open Space Visit, Hsld Rec Facility Visit & Hsld Rec Program Participation	29
Figure 26	Desire Improvements to Community Centers & Recreation Facilities by Age, Child in Household & Senior in Household	29
Figure 27	Desired Improvements to Community Centers & Recreation Facilities	30
Figure 28	Parks & Recreation Priorities	31
Figure 29	Parks & Recreation Priorities by Child in Hsld	32
Figure 30	Parks & Recreation Priorities by Senior in Hsld	32
Figure 31	Maximum Margin of Error	35



INTRODUCTION

Located at the head of the San Bernardino Valley and currently home to an estimated 207,086 residents¹, the City of Fontana has unique and beautiful parks and open space resources ranging from small neighborhood tot lots to a large regional park. By providing much-needed spaces to recreate, relax, and play, Fontana's parks and recreation facilities help to promote a strong sense of community in the City, improve property values, enhance the business climate and local economy, and generally contribute to a higher quality of life for residents and visitors alike.

Like most California cities, Fontana relies on its *Parks, Recreation & Trails Master Plan* to guide decisions with respect to land use, development, and facility needs as they relate to parks, trails, open space areas, and recreation facilities. The Plan provides a framework for the orderly development of new facilities and improvements to existing facilities based on a multi-faceted assessment of current and future needs. Since the development of the current Master Plan in 2008, Fontana has witnessed growth and development that has created new demands for both recreation facilities and programs. Feeling that it was time to revise the Plan to ensure that it reflected current community needs, updated technical and facility information, and addressed relevant issues that have surfaced since the existing Plan was created, the City recently embarked upon a process to update the *Parks, Recreation & Trails Master Plan*.

PURPOSE OF FACILITIES SURVEY Although the City Council, Parks and Recreation Planning Commission, staff, and consultants have played an important role in gathering data and organizing the update process, it was the desire of the City that the citizens of Fontana be the true inspiration and authors of the Plan. Accordingly, the purpose of this survey was to develop an objective, statistically reliable understanding of Fontana residents' needs and opinions as they relate to parks and recreation facilities, thereby helping to ensure the creation of a Master Plan that is consistent with their expectations and priorities for the City and its future.

To assist it in this effort, the City selected True North Research to design the research plan and conduct the study. Given the need to gather detailed feedback on facilities *and* programming, two surveys were implemented. The survey presented in this report focused on parks and recreation facilities, whereas a second survey that focused on programming is presented in a separate companion report.

Broadly defined, the facilities survey was designed to:

- Measure residents' perceptions of the quality of life in the City;
- Profile household use of parks, open space areas, and recreation and community facilities;
- Measure residents' perceptions of parks and recreation facilities on key dimensions such as safety, appearance, and overall quality;
- Identify how well the existing parks and facilities are meeting residents' needs, as well as the improvements that are most desired; and
- Collect additional background and demographic data relevant to understanding residents' perceptions, needs, and interests as they relate to parks and recreation facilities in Fontana.

1. Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.



This is not the first statistically reliable parks and recreation facilities survey conducted for the City of Fontana. A similar study was conducted by True North in 2007, and virtually all of the questions included in the present survey were purposely drawn from that prior survey. Because of the interest in tracking the City's performance over time, where appropriate, the results of the current study are compared with the results of identical questions asked in the prior 2007 study.

METHODOLOGICAL CHANGES & COMPARISONS TO PRIOR STUDY In recent years, much has changed in terms of how the public receives information, the accessibility of residents through traditional recruiting methods, and their willingness to participate in community surveys. In addition to an increase in the proportion of households that have abandoned their land lines and only use unpublished cell phones, the prevalence of caller ID and similar technologies has led to a substantial rise in call screening behaviors—where individuals will not answer the phone unless they recognize the phone number. In combination, these factors create a situation where a growing percentage of households are simply unreachable if one relies solely on telephone-based sampling, recruiting, and data collection techniques.

Recognizing the aforementioned developments and the challenges they pose to producing statistically reliable results, True North recommended that the City of Fontana transition to a mixed-methodology for the 2019 survey that utilized multiple recruiting methods (telephone and email) as well as multiple data collection methods (telephone and online). Although transitioning to this new methodology improves the overall reliability of the survey described in this report, it does represent a change in the methodology when compared to the 2007 survey. For this reason, although comparisons between the 2007 and 2019 surveys are provided, it's important to keep in mind that a difference in the survey results could be caused by a change in public opinion, be an artifact of a change in the methodology, or a mixture of both.

OVERVIEW OF METHODOLOGY A full description of the methodology used for this study is included later in the report (see *Methodology* on page 34). In brief, the survey was administered to a random sample of 541 adults who reside within the City of Fontana. The survey followed a mixed-method design that employed multiple recruiting methods (telephone and email) and multiple data collection methods (telephone and online). Administered in English and Spanish between March 20 and April 3, 2019, the average interview was 15 minutes.

STATISTICAL SIGNIFICANCE As discussed above, many of the figures and tables in this report present the results of questions asked in 2019 alongside the results of the 2007 survey for identical questions. In such cases, True North conducted the appropriate tests of statistical significance to identify statistically significant changes between the 2007 and 2019 surveys. Statistically significant differences within response categories over time are denoted by the † symbol which appears in the figure next to the appropriate response value for 2019.

ORGANIZATION OF REPORT This report is designed to meet the needs of readers who prefer a summary of the findings as well as those who are interested in the details of the results. For those who seek an overview of the findings, the sections titled *Just the Facts* and *Conclusions* are for you. They provide a summary of the most important factual findings of the survey in bullet-point format and a discussion of their implications. For the interested reader, this section is followed by a more detailed question-by-question discussion of the results from the survey by



topic area (see *Table of Contents*), as well as a description of the methodology employed for collecting and analyzing the data. And, for the truly ambitious reader, the questionnaire used for the interviews is contained at the back of this report, and a complete set of crosstabulations for the survey results is contained in Appendix A, which is bound separately.

ACKNOWLEDGMENTS True North thanks Dan West (Public Works Manager - Parks & Landscape Division) at the City of Fontana and Baxter Miller (BMLA) for the opportunity to conduct the survey, as well as for their contributions to the design of the study. Their collective expertise and insight improved the overall quality of the research presented here.

DISCLAIMER The statements and conclusions in this report are those of the authors (Dr. Timothy McLarney and Richard Sarles) at True North Research, Inc. and not necessarily those of the City of Fontana. Any errors and omissions are the responsibility of the authors.

ABOUT TRUE NORTH True North is a full-service survey research firm that is dedicated to providing public agencies with a clear understanding of the values, perceptions, priorities, and concerns of their residents and customers. Through designing and implementing scientific surveys, focus groups, and one-on-one interviews, as well as expert interpretation of the findings, True North helps its clients to move with confidence when making strategic decisions in a variety of areas—such as planning, policy evaluation, performance management, establishing fiscal priorities, passing revenue measures, and developing effective public information campaigns.

During their careers, Dr. McLarney (President) and Mr. Sarles (Principal Researcher) have designed and conducted over 1,000 survey research studies for public agencies—including more than 350 studies for California municipalities and special districts.



JUST THE FACTS

The following is an outline of the main factual findings from the survey. For the reader's convenience, we have organized the findings according to the section titles used in the body of this report. Thus, to learn more about a particular finding and how it may compare to findings from prior surveys (where applicable), simply turn to the appropriate report section.

QUALITY OF LIFE

- A clear majority of respondents shared favorable opinions of the quality of life in Fontana, with 13% reporting it is 'excellent' and 51% stating it is 'good'. Approximately three-in-ten residents (31%) indicated that the quality of life in the City is 'fair', and just 7% of residents used 'poor' or 'very poor' to describe the quality of life in Fontana.
- When asked what local government could do to improve the quality of life in Fontana—now and in the future—the most common specific responses to this question were improving streets, roads, and sidewalks and cleaning up/beautifying the City and landscaping (11% each), followed by improving public safety and reducing crime and drugs (9%), addressing homeless issues (7%), and adding/improving parks and recreation facilities (7%).

PARKS & OPEN SPACE AREAS

- Eighty-two percent (82%) of respondents reported that at least one member of their household had visited a city park in the 12 months prior to the interview.
- The frequency of visits to parks and open space areas was also high. Close to three-in-ten residents (29%) reported that their household visits a park or open space area in Fontana at least once per week, and an additional 19% stated that they visit a park two to three times per month.
- Among those who could recall the names of the parks and open space areas they visit most often, Fontana Park was mentioned most frequently (23%), followed by Jack Bulik Park (14%), Veterans Park (13%), Almeria Park (12%), Jurupa Hills Regional Park (10%), and Hunter's Ridge Park (10%). Other parks and open space areas cited by at least 7% of residents included Coyote Canyon Park (9%), Miller Park (9%), Ralph Lewis Sports Complex (9%), Bill Martin Park (8%), Southridge Park (8%), and Heritage Park (7%).
- At least six-in-ten respondents rated the appearance (65%), overall quality (63%), and variety (61%) of Fontana's parks and open space areas as excellent or good. By comparison, assessments of the safety of Fontana's parks and open space areas were somewhat lower, with 53% rating the safety as excellent or good.

RECREATION & COMMUNITY FACILITIES

- Forty-four percent (44%) of respondents reported that at least one member of their household had visited a community center or recreation facility in the 12 months prior to the interview.
- Over a quarter of visitors (26%) utilized a community center or recreation facility at least once per month and 18% visited less frequently than once per month.
- Jessie Turner Community Center was the facility visited most frequently (44%), followed by Fontana Park Aquatic Center (30%), Don Day Community Center (14%), Fontana Community Senior Center (11%), Mary Vagle Nature Center (8%), and Jack Bulik Neighborhood Center (7%).



- Over one-quarter of respondents indicated that they did not have an opinion or were unwilling to comment on the overall quality, safety, and/or appearance of Fontana's community centers and recreation facilities. Among those with an opinion, however, the assessments were decidedly positive. The proportion of respondents who provided a rating of excellent or good was highest for the appearance of the facilities (58%), followed by the overall quality (55%) and safety (55%).

PERCEIVED NEEDS

- When asked to rate how well the existing parks and recreation facilities in Fontana perform in meeting their household's recreation needs, 14% provided a rating of excellent and 44% provided a rating of good. An additional 26% indicated that the parks and recreation facilities do a fair job of meeting their household's recreation needs. Overall, just 7% used poor or very poor to describe how well their needs are being met by the existing inventory, and 10% were unsure or unwilling to state their opinion.
- Sixty percent (60%) of all respondents indicated that there were improvements they would like made to parks and open space areas in Fontana.
- The suggested improvement most often mentioned in relation to parks and open space areas was improving security and safety (24%), followed by adding/improving recreation equipment (18%) and cleaning up/beautifying existing facilities (15%). Other improvements cited by at least 7% of respondents included adding/maintaining trees and greenery (8%), providing additional sports fields (7%), addressing homeless issues (7%), and providing additional parks/facilities in general (7%).
- Just over one-quarter (26%) of all respondents indicated that there were improvements they would like made to community centers and recreation facilities in Fontana.
- The most commonly suggested improvement with respect to community centers and recreation facilities was updating buildings and equipment (17%), followed by improving security/safety (13%), cleaning/beautifying facilities (12%), greater variety of classes (11%), providing more facilities (9%), and more activities/programs for kids (8%).
- When asked to prioritize among a list of projects and improvements that the City is considering, improving security lighting at parks was assigned the highest priority (88% high or medium priority), followed by adding restrooms at parks where needed (82%), upgrading children's playground equipment (76%), installing lights for certain sports fields and courts (75%), and expanding and renovating existing parks (73%).



CONCLUSIONS

As noted in the *Introduction*, this study was designed to provide the City of Fontana with a statistically reliable understanding of its residents' needs and opinions as they relate to parks and recreation, thereby helping to ensure the creation of a Master Plan that is consistent with their expectations and priorities for the City and its future. Whereas subsequent sections of this report are devoted to conveying the detailed results of the survey, in this section we attempt to 'see the forest through the trees' and note how the collective results of the survey answer some of the key questions that motivated the research.

How well are the City's existing parks and recreation facilities meeting the needs of residents?

The City of Fontana currently has more than 35 parks and open space areas, ranging from half-acre tot lots to the 780-acre Martin-Tudor-Jurupa Hills Regional Park. Approximately two-thirds of the City's parks are *neighborhood* parks under 10 acres, whereas the remaining third are *community* parks between 10 and 40 acres. Most of the parks contain a mix of passive and active use recreation areas and amenities.

In addition to parks, open space areas, and a network of recreational trails, Fontana also offers about a dozen community centers for residents' use that are designed to meet the needs of diverse segments of the community. The larger centers have facilities equipped to offer a wide variety of programs and services including team and individual competitive sports, year-round aquatics, fitness classes, computer labs, as well as meeting and banquet opportunities. The smaller centers are dedicated to providing specific and targeted programming to identified geographic areas and demographic segments.

The results of the survey indicate that the City's existing inventory is doing a solid job of meeting the recreational needs of residents. Most respondents stated that the existing parks and recreational facilities are doing an excellent or good job in meeting their household's recreational needs. Moreover, when asked what local government could do to improve the quality of life in Fontana, less than 10% of respondents cited a deficiency in the park and recreation system as being a priority area for the City to address. Perhaps most telling, however, is the rate of visitation to parks and recreational facilities in the City. Four out of five households (82%) indicated that at least one of their members has visited a park or open space area in the City during the past year, with more than one-quarter of households (29%) visiting on a weekly basis. Although the figures are somewhat lower for community centers and recreational facilities, the high rate of usage overall is a clear sign that the existing inventory is meeting the recreational needs of most residents.



Are there specific improvements that residents desire be a part of the Master Plan?

Fontana’s *Parks, Recreation & Trails Master Plan* seeks to identify the park, recreation, and trail needs of the community, make recommendations on how best to meet these needs, and proposes an action plan to implement the recommendations. A key element of a successful Plan, therefore, is to have a solid understanding of the demand for specific types of recreation facilities and amenities in the City, as well as how well this demand is being met by the existing inventory. Although it is useful to consult national standards and the standards adopted by other municipalities for guidelines as to the demand for specific facilities and the deficits that may exist in Fontana, ultimately there is no better guide than to speak directly with residents of the City about possible deficiencies and the improvements they desire.

With respect to parks and open space areas in Fontana, six-in-ten respondents indicated that there were improvements they would like made to these areas. The suggested improvement most often mentioned in relation to parks and open space areas was improving security and safety, followed by adding/improving recreation equipment and cleaning up/beautifying existing facilities. Other commonly mentioned improvements were adding/maintaining trees and greenery, providing additional sports fields, addressing homeless issues, and providing additional parks/facilities in general.

With respect to community centers and recreational facilities, approximately one-quarter (26%) desired improvements at these sites, with the most commonly suggested improvement being updating buildings and equipment, followed by improving security/safety and cleaning/beautifying facilities. Other commonly mentioned improvements included having a greater variety of classes, providing more facilities, and more activities/programs for kids.

For a complete list of the improvements sought by residents, see *Park & Open Space Improvements* on page 25 and *Community Center & Facility Improvements* on page 28.

What are residents’ priorities among specific improvements that could be incorporated into the Master Plan?

It is often the case that residents’ desires for public facilities and amenities exceed a city’s financial resources. Such is the case in Fontana with respect to parks and recreation facilities, as the cost of the improvements to local parks, trails and community facilities being considered for inclusion in the plan exceed existing revenue streams dedicated to those purposes. For this reason, improvements identified in the *Parks, Recreation & Trails Master Plan* will need to be completed in phases according to a priority schedule.

Given the above, one of the goals of this study was to develop a better understanding of how residents would prioritize the order in which specific park and recreation improvements are made. Overall, improving



security lighting at parks was assigned the highest priority, followed by adding restrooms at parks where needed, upgrading children’s play-ground equipment, installing lights for certain sports fields and courts, and expanding and renovating existing parks.

At the other end of the spectrum, residents assigned a lower priority to building additional community centers and building additional sports fields for soccer, football, and baseball.

Were there any notable changes between the 2007 and 2019 surveys?

As noted in the *Introduction*, most of the questions asked in the 2019 survey were purposely kept the same as those asked of Fontana residents in 2007, which allows one to identify meaningful changes in public opinion over time. The most striking pattern between the two studies is one of consistency. In most respects, residents’ opinions and behaviors related to parks and recreation facilities in 2019 are similar to those measured among Fontana residents more than a decade earlier in 2007.

Against this backdrop of consistency, however, there are a few notable areas of change. On the positive side, the 2019 survey found a significantly higher percentage of Fontana households (44%) reporting that they had visited a Fontana recreation or community facility in the 12 months prior to the survey, paired with a significant increase (+9%) in the percentage who rated the overall quality of Fontana’s community and recreation centers as excellent or good.

On the other hand, the 2019 survey also reveals that park safety and security appears to be a growing concern for residents. When compared to other aspects of parks and open space areas (overall quality, appearance, and variety), the safety of parks receives lower overall ratings from respondents. Improving the safety and security of parks was also the most common improvement that Fontana residents mentioned when asked to describe improvements they would like to see made to the City’s parks and open space areas—being mentioned by nearly one-quarter (24%) of those who desired an improvement in 2019. By comparison, just 11% mentioned safety/security as a desired improvement in 2007.

To some degree, concerns about homelessness may be factoring into residents’ growing concerns about park safety and security. When asked in general what local government could do to make Fontana a better place to live, addressing homeless issues was among the top five responses in 2019. It was not mentioned among the top 17 responses to the same question in 2007.



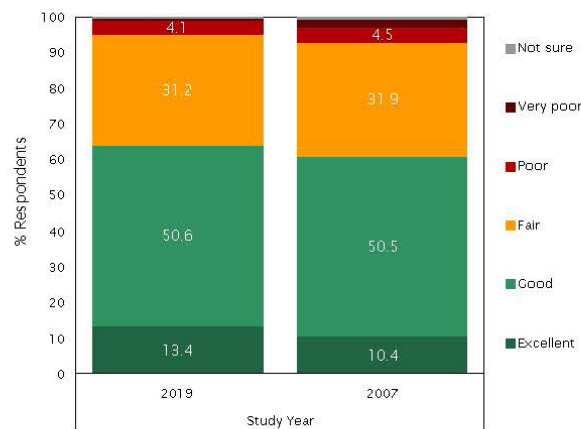
QUALITY OF LIFE

The opening series of questions in the survey was designed to assess residents’ top of mind perceptions about the quality of life in Fontana, as well as what city government could do to improve the quality of life in the City—now and in the future.

OVERALL QUALITY OF LIFE At the outset of the interview, respondents were asked to rate the quality of life in the City, using a five-point scale of excellent, good, fair, poor, or very poor. As shown in Figure 1 below, a clear majority of respondents shared very favorable opinions of the quality of life in Fontana, with 13% reporting it is ‘excellent’ and 51% stating it is ‘good’. Approximately three-in-ten residents (31%) indicated that the quality of life in the City is ‘fair’, and just 7% of residents used ‘poor’ or ‘very poor’ to describe the quality of life in Fontana. Quality of life ratings in 2019 were statistically similar to those recorded in 2007.

Question 2 *How would you rate the overall quality of life in Fontana? Would you say it is excellent, good, fair, poor, or very poor?*

FIGURE 1 OVERALL QUALITY OF LIFE BY STUDY YEAR



For the interested reader, figures 2 and 3 on the next page show how ratings of the quality of life in the City varied by respondent age, gender, years in Fontana, home ownership status, and presence of a child or senior in the household. Although a majority of residents in each subgroup rated the quality of life in the City as either excellent or good, some were decidedly more favorable in their assessments. At least 70% of residents 45 to 54 years of age, those who have lived in Fontana less than five years, and residents who live with family and friends and do not pay rent rated the quality of life in Fontana as excellent or good.



FIGURE 2 OVERALL QUALITY OF LIFE BY AGE & GENDER

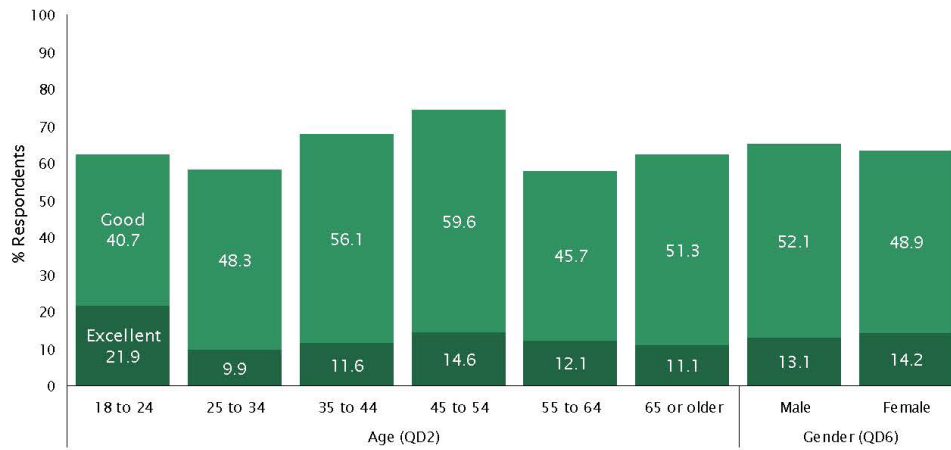
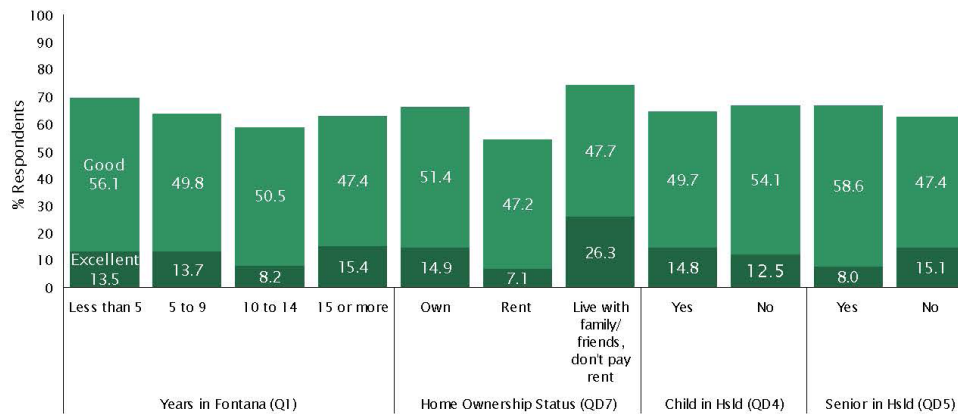


FIGURE 3 OVERALL QUALITY OF LIFE BY YEARS IN FONTANA, HOME OWNERSHIP STATUS, CHILD IN HSLD & SENIOR IN HSLD



WAYS TO IMPROVE QUALITY OF LIFE Respondents were next asked to indicate the one thing that local government could change to make Fontana a better place to live, now and in the future. Question 3 was asked in an open-ended manner, which allowed respondents to mention any change that came to mind without being prompted by—or restricted to—a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 4 on the next page.

Approximately two-in-ten respondents could not think of any desired changes (13%) or reported that no changes are needed (6%). Among specific changes desired, improving streets, roads, and sidewalks and cleaning up/beautifying the City and landscaping were mentioned most frequently



(11% each), followed by improving public safety and reducing crime and drugs (9%), addressing homeless issues (7%), and adding/improving parks and recreation facilities (7%). Other improvements that were identified by at least 5% of respondents were better shopping and dining options (6%), fewer warehouses/industrial areas (6%), more activities and entertainment for all ages (6%), increasing police presence (6%), and reducing growth and development (5%).

Question 3 *If local government could change one thing to make Fontana a better place to live now and in the future, what change would you like to see?*

FIGURE 4 ONE CHANGE TO IMPROVE FONTANA

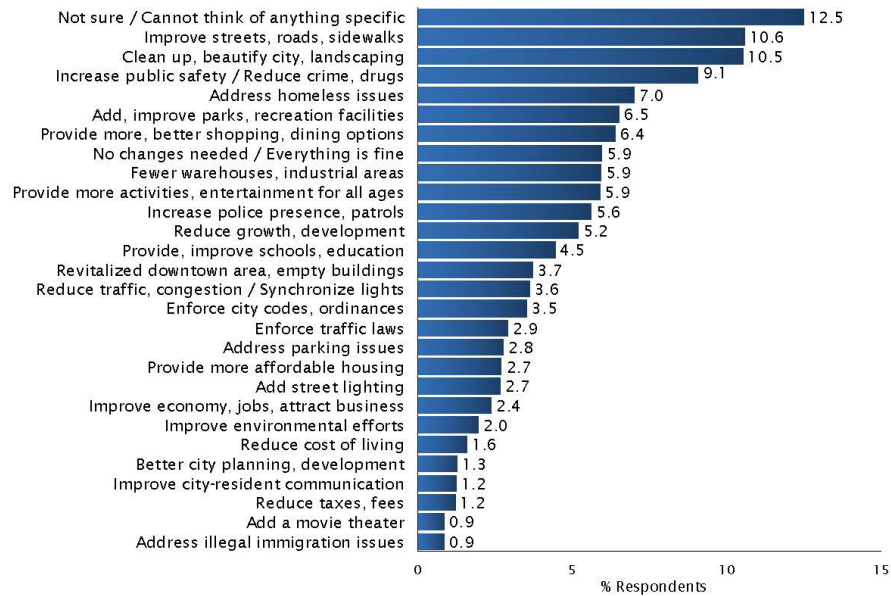


Table 1 displays the top five overall response categories by study year. Three categories remained consistent between 2007 and 2019, whereas cleaning up/beautifying the City and landscaping and addressing homelessness increased in importance during this period.

TABLE 1 ONE CHANGE TO IMPROVE FONTANA BY STUDY YEAR

Study Year	
2019	2007
Not sure / Cannot think of anything specific	Improve streets, roads, sidewalks
Improve streets, roads, sidewalks	Not sure / Cannot think of anything specific
Clean up, beautify City, landscaping	Increase public safety / Reduce crime, drugs
Increase public safety / Reduce crime, drugs	Reduce gas prices
Address homeless issues	Provide additional restaurants, shopping



PARKS & OPEN SPACE AREAS

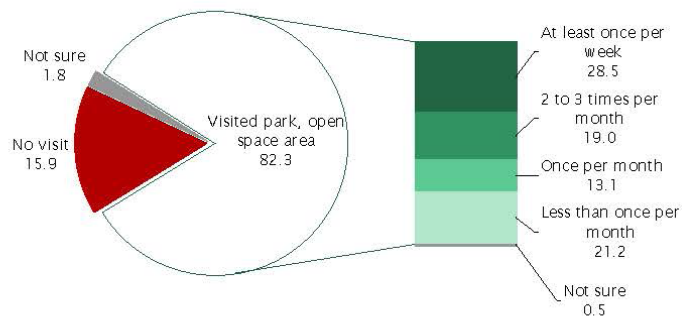
The City of Fontana currently has over 35 parks and open space areas, ranging from half-acre tot lots to the 780-acre Martin-Tudor-Jurupa Hills Regional Park. Approximately two-thirds of the City’s parks are *neighborhood* parks under 10 acres, whereas the remaining third are *community* parks between 10 and 40 acres. Most of the parks contain a mix of passive and active use recreation areas and amenities. The questions discussed in this section of the report sought to profile residents’ use and perceptions of city parks, including which parks they visit, their frequency of use, and how they rate the parks on key dimensions including overall quality, variety, safety, and appearance.

FREQUENCY OF USE The first two questions in this series were designed to measure household use of Fontana parks and open space areas. Respondents were asked whether one or more members of their household had visited a City of Fontana park in the 12 months prior to the interview and, if yes, how frequently their household typically visits a Fontana park or open space area. The answers to both of these questions are combined in Figure 5. Overall, 82% of respondents reported that at least one member of their household had visited a city park in the 12 months prior to the interview. Moreover, as shown to the right of the figure, the frequency of visits was high. Close to three-in-ten residents (29%) reported that their household visits a park or open space area in Fontana at least once per week, and an additional 19% stated that they visit a park two to three times per month. Although not shown in the figure, the percentage of residents living in a household that had visited a city park in the past year remained statistically consistent from 2007 to 2019 (79% vs. 82%).

Question 4 *Have you or anyone else in your household visited a Fontana park or open space area in the past 12 months?*

Question 5 *How frequently do you or other members of your household typically visit the parks or open space areas in Fontana? At least once per week, two to three times per month, once per month, or less often than once per month?*

FIGURE 5 HOUSEHOLD PARK OR OPEN SPACE AREA VISIT IN PAST 12 MONTHS





Reported household use of a city park or open space area varied substantially across certain demographic characteristics—most notably the presence of children in the home and the number of persons in the home (Figure 6). Households with children, households without seniors, and those with four or more members were more likely than their respective counterparts to have visited a Fontana park or open space area in the 12 months prior to the interview. They were also more frequent visitors. Over one-third (34%) of households with children, for example, reported visiting a Fontana park or open space area on a weekly basis, whereas the corresponding figure among households without children was 17%.

FIGURE 6 HOUSEHOLD PARK OR OPEN SPACE AREA VISIT IN PAST 12 MONTHS BY CHILD IN HOUSEHOLD, SENIOR IN HOUSEHOLD & HOME OWNERSHIP STATUS

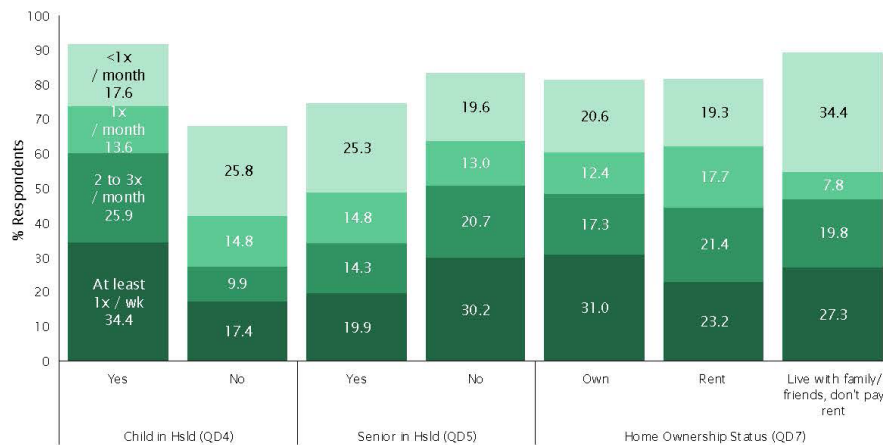
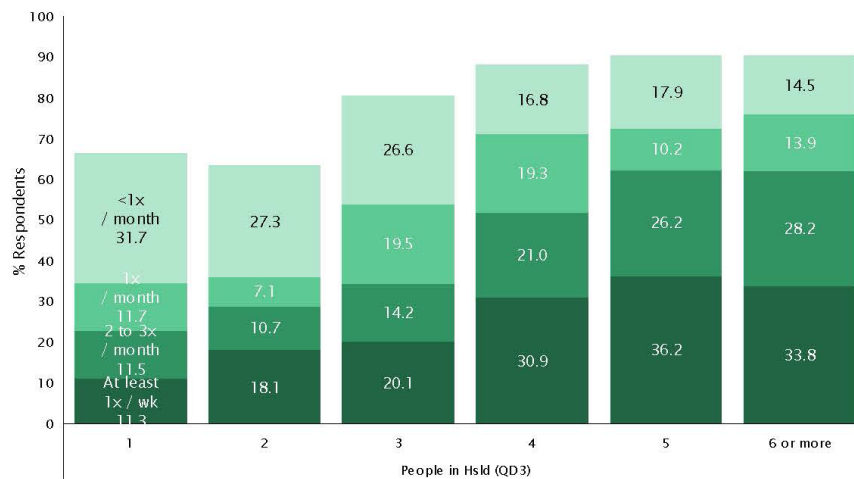


TABLE 2 HOUSEHOLD PARK OR OPEN SPACE AREA VISIT IN PAST 12 MONTHS BY PEOPLE IN HSLD



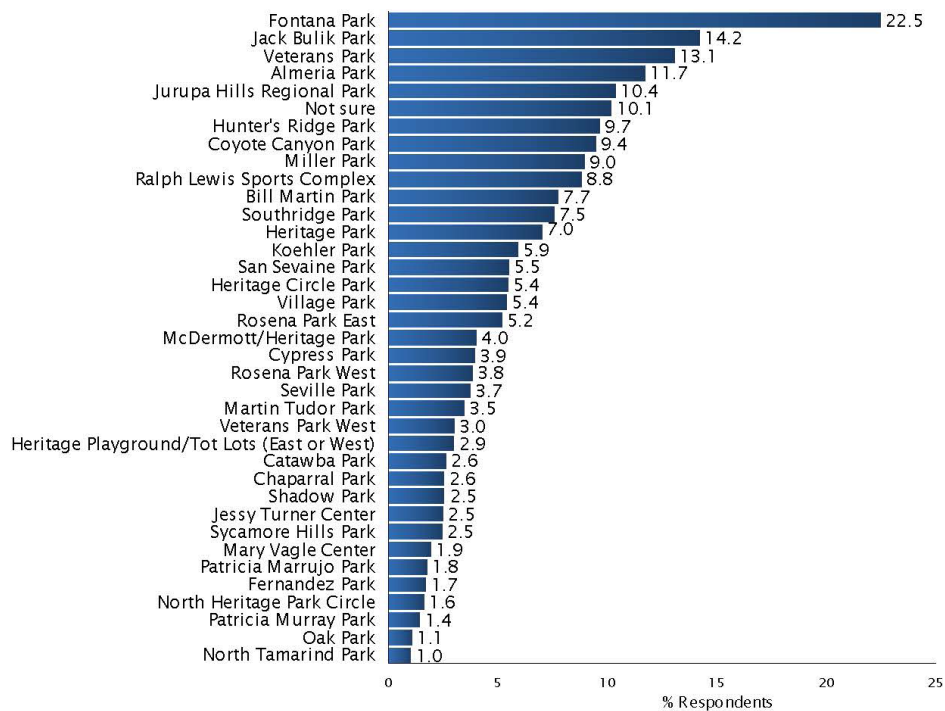


WHICH PARKS DO YOU VISIT MOST OFTEN? Respondents who reported that one or more members of their household had visited a park or open space area in Fontana in the past 12 months were subsequently asked to identify the names of the parks or open space areas they visit most often. Because a respondent could have visited multiple locations, the percentages shown in Figure 7 represent the percentage of respondents who mentioned each location and sum to more than 100%.

Overall, 10% of respondents indicated that they did not know the name of the park that they visit most frequently. Among those who could recall the location name, Fontana Park was mentioned most often (23%), followed by Jack Bulik Park (14%), Veterans Park (13%), Almeria Park (12%), Jurupa Hills Regional Park (10%), and Hunter’s Ridge Park (10%). Other parks and open space areas cited by at least 7% of residents included Coyote Canyon Park (9%), Miller Park (9%), Ralph Lewis Sports Complex (9%), Bill Martin Park (8%), Southridge Park (8%), and Heritage Park (7%).

Question 6 *What are the names of the parks or open space areas in Fontana that your household visits most often? Probe: Any others?*

FIGURE 7 PARKS AND OPEN SPACE AREAS VISITED



For the interested reader, Table 3 on the next page displays the ten most frequently mentioned response categories by study year.



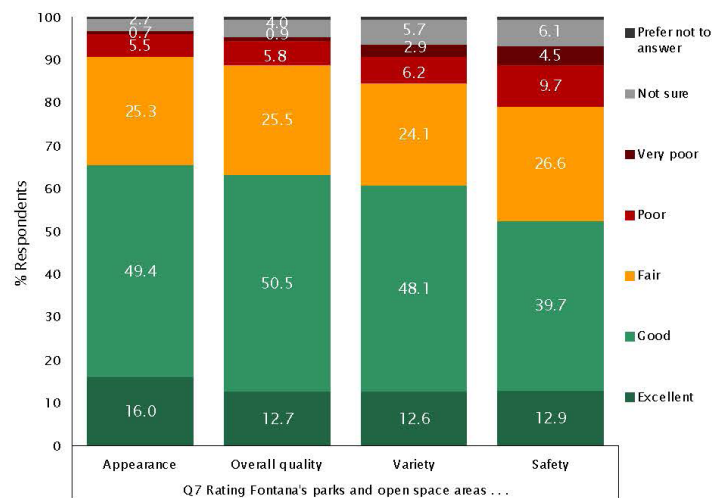
TABLE 3 PARKS AND OPEN SPACE AREAS VISITED BY STUDY YEAR

Study Year	
2019	2007
Fontana Park	Not sure
Jack Bulik Park	Veterans Park
Veterans Park	Jack Bulik Park
Almeria Park	Southridge Park
Jurupa Hills Regional Park	Almeria Park
Not sure	Miller Park
Hunter's Ridge Park	Village Park
Coyote Canyon Park	Bill Martin Park
Miller Park	Heritage Circle Park
Ralph Lewis Sports Complex	Ralph Lewis Sports Complex

PARK RATINGS All respondents (regardless of visitation frequency) were next asked to rate the overall quality, safety, and appearance of Fontana’s parks and open space areas using a five-point scale of excellent, good, fair, poor, or very poor. As shown in Figure 8, at least six-in-ten respondents rated the appearance (65%), overall quality (63%), and variety (61%) of Fontana’s parks and open space areas as excellent or good. By comparison, assessments of the *safety* of Fontana’s parks and open space areas were somewhat lower, with 53% rating the safety as excellent or good, and 27% indicating it is fair. Approximately 14% of respondents rated the safety of Fontana’s parks and recreation facilities as poor or very poor and an additional 6% were unsure.

Question 7 *How do you rate the: _____ of Fontana's parks and open space areas? Would you say it is excellent, good, fair, poor or very poor?*

FIGURE 8 OPINION OF PARKS AND OPEN SPACE AREAS





Compared with 2007, the percentage of respondents who rated the overall quality of Fontana parks and open space areas as excellent or good experienced a statistically significant decline of 8% (see Table 4).

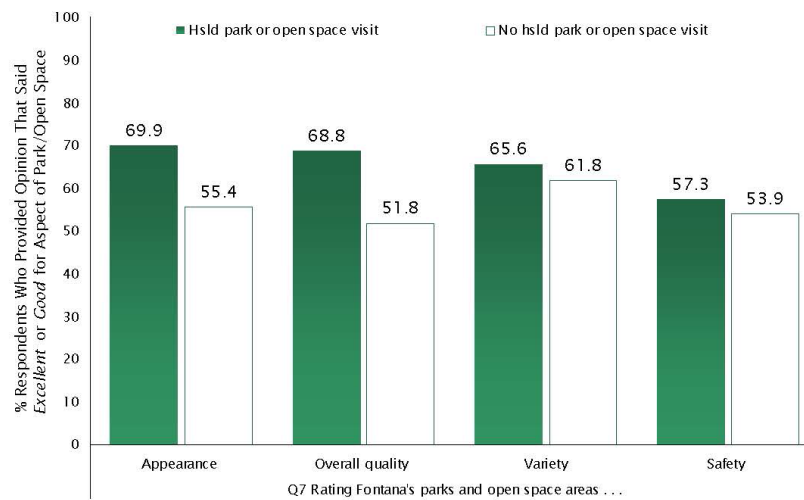
TABLE 4 OPINION OF PARKS AND OPEN SPACE AREAS BY STUDY YEAR (SHOWING % EXCELLENT & GOOD)

	Study Year		Change in Excellent + Good 2007 to 2019
	2019	2007	
Safety	52.6	56.4	-3.9
Appearance	65.5	70.0	-4.5
Overall quality	63.3	70.7	-7.5†
Variety	60.7	N/A	N/A

† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.

Figure 9 shows how ratings of Fontana’s parks and open space areas varied according to whether a respondent’s household had actually visited a park or open space area in the 12 months prior to the interview. The greatest differences in ratings were found for overall quality and appearance, with respondents from households that had visited a Fontana park or open space area providing higher ratings than those who had not visited. Perceptions were quite similar between the two groups for opinions regarding safety and variety of Fontana parks and open space areas.

FIGURE 9 OPINION OF PARKS AND OPEN SPACE AREAS BY HOUSEHOLD PARK OR OPEN SPACE VISIT





RECREATION & COMMUNITY FACILITIES

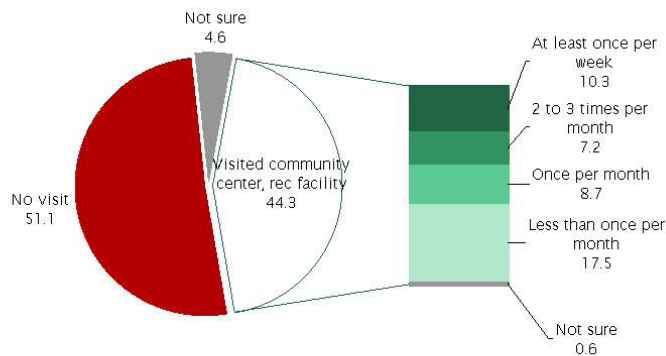
In addition to parks and open space areas, the City of Fontana currently maintains about a dozen community centers. The community centers are designed to meet the needs of diverse segments of the community. The larger centers have facilities equipped to offer a wide variety of programs and services including team and individual competitive sports, year-round aquatics, fitness classes, computer labs, as well as meeting and banquet opportunities. The smaller centers are dedicated to providing specific and targeted programming to identified geographic areas and demographic segments. The questions discussed in this section of the report sought to profile residents' use and perceptions of Fontana's community centers and recreation facilities, including which sites they visit, their frequency of use, and how they rate the centers and facilities on key dimensions including overall quality, safety, and appearance.

FREQUENCY OF USE As in the parks and open space section described previously (see *Parks & Open Space Areas* on page 12), the first two questions in this series were designed to measure household use of Fontana's community centers and recreation facilities. Respondents were asked whether one or more members of their household had visited a City of Fontana community center or recreation facility in the 12 months prior to the interview and, if yes, how frequently their household typically visits these sites. The answers to both of these questions are combined in Figure 10 below.

Question 8 *In the past 12 months, have you or anyone else in your household visited a community center or recreation facility in Fontana?*

Question 9 *How frequently do you or other members of your household typically visit a community center or recreation facility in Fontana? At least once per week, two to three times per month, once per month, or less often than once per month?*

FIGURE 10 HOUSEHOLD RECREATION OR COMMUNITY FACILITY VISIT IN PAST 12 MONTHS

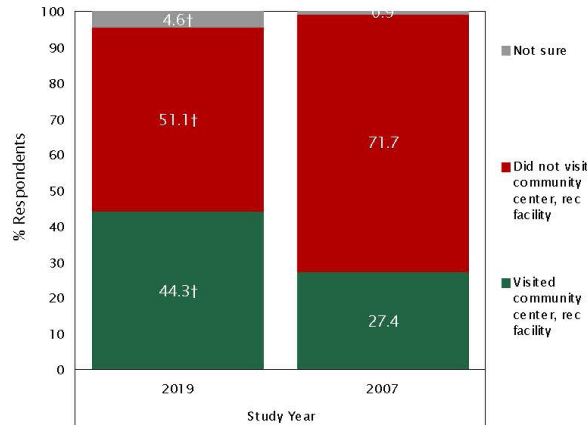


Overall, 44% of respondents reported that at least one member of their household had visited a community center or recreation facility in the 12 months prior to the interview, a statistically sig-



nificant increase over the 27% recorded in 2007 (see Figure 11). Over a quarter of visitors (26%) utilized a community center or recreation facility at least once per month and 18% visited less frequently than once per month (Figure 10). When compared to their respective counterparts, reported visitation rates were higher among households with children, households without seniors, and households with at least three members (see figures 12-13).

FIGURE 11 HOUSEHOLD RECREATION OR COMMUNITY FACILITY VISIT IN PAST 12 MONTHS BY STUDY YEAR



† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.

FIGURE 12 HOUSEHOLD RECREATION OR COMMUNITY FACILITY VISIT IN PAST 12 MONTHS BY CHILD IN HOUSEHOLD, SENIOR IN HOUSEHOLD & HOME OWNERSHIP STATUS

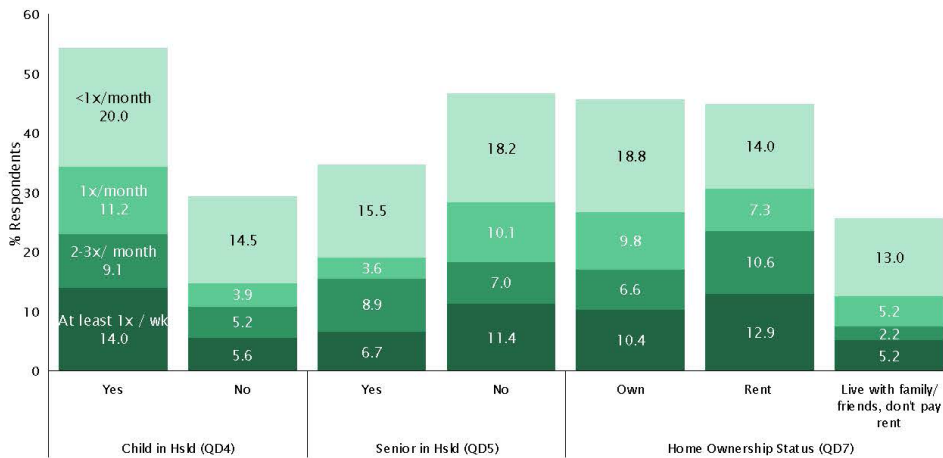
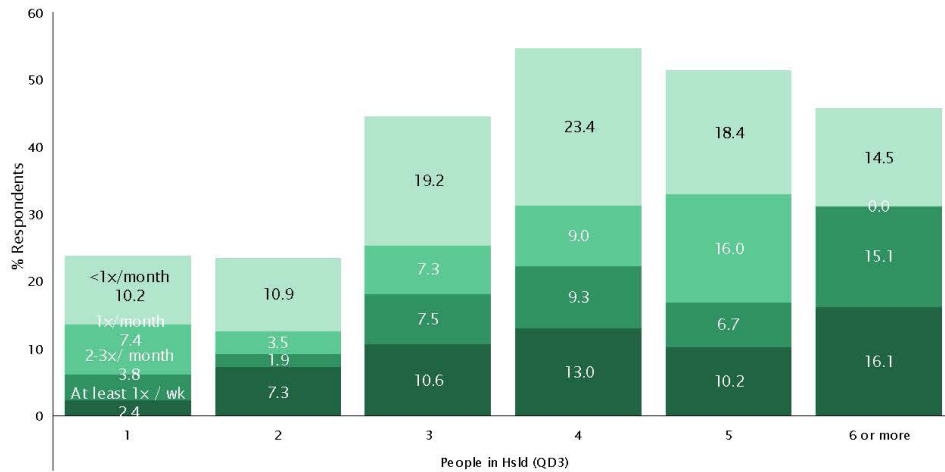




FIGURE 13 HOUSEHOLD RECREATION OR COMMUNITY FACILITY VISIT IN PAST 12 MONTHS BY PEOPLE IN HSLD



WHICH CENTERS DO YOU VISIT MOST OFTEN? Respondents who reported that one or more members of their household had visited a community center or recreation facility in Fontana in the past 12 months were subsequently asked to identify the names of the centers or facilities they visit most often. Because a respondent could have visited multiple sites, the percentages shown in Figure 14 on the next page represent the percentage of respondents who mentioned each location and sum to more than 100%.

Jessie Turner Community Center was the facility visited most frequently (44%), followed by Fontana Park Aquatic Center (30%), Don Day Community Center (14%), Fontana Community Senior Center (11%), Mary Vagle Nature Center (8%), and Jack Bulik Neighborhood Center (7%).

For the interested reader, Table 5 on the next page shows the five most frequently cited response categories by study year.



Question 10 *What are the names of the community centers or recreation facilities in Fontana that your household visits most often?*

FIGURE 14 COMMUNITY CENTERS AND RECREATION FACILITIES VISITED

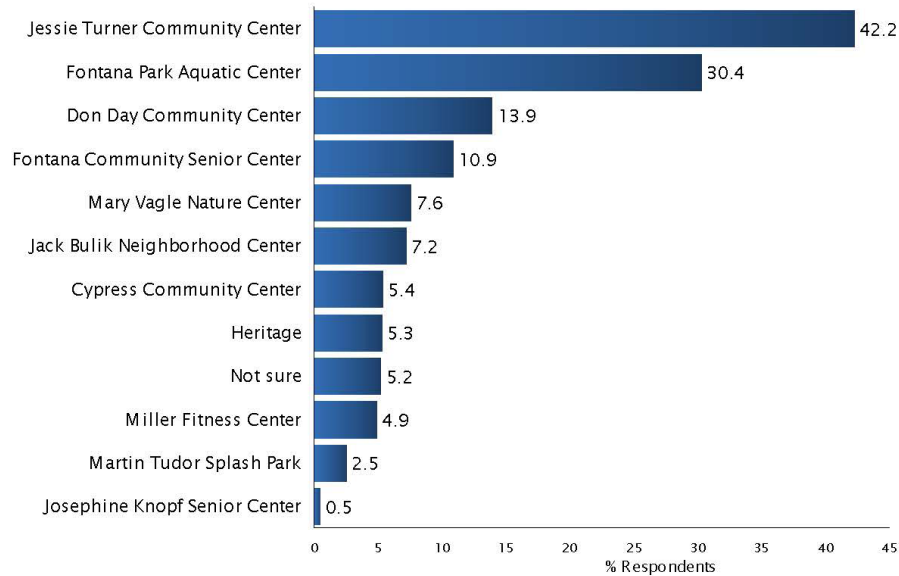


TABLE 5 COMMUNITY CENTERS AND RECREATION FACILITIES VISITED BY STUDY YEAR

Study Year	
2019	2007
Jessie Turner Community Center	Not sure
Fontana Park Aquatic Center	Don Day Community Center
Don Day Community Center	Cypress Community Center
Fontana Community Senior Center	Josephine Knopf Senior Center
Mary Vagle Nature Center	Mary Vagle Museum & Nature Center

CENTER RATINGS All respondents (regardless of visitation frequency) were next asked to rate the overall quality, safety, and appearance of Fontana’s community centers and recreation facilities using a five-point scale of excellent, good, fair, poor, or very poor.

As shown in Figure 15 on the next page, over one-quarter of respondents indicated that they did not have an opinion or were unwilling to comment on the overall quality, safety, and/or appearance of Fontana’s community centers and recreation facilities. Among those with an opinion,



however, the assessments were decidedly positive. The proportion of respondents who provided a rating of excellent or good was highest for the appearance of the facilities (58%), followed by the overall quality (55%) and safety (55%). Less than 5% of respondents provided a rating of poor or very poor for each of the dimensions tested.

Compared with 2007, there was an upward trend in positive ratings for aspects of community centers and recreation facilities in Fontana, with a statistically significant increase of 9% for the overall quality of these facilities (see Table 6).

Question 11 How do you rate the: _____ of Fontana’s community centers and recreation facilities? Would you say it is excellent, good, fair, poor, or very poor?

FIGURE 15 OPINION OF COMMUNITY CENTERS AND RECREATION FACILITIES

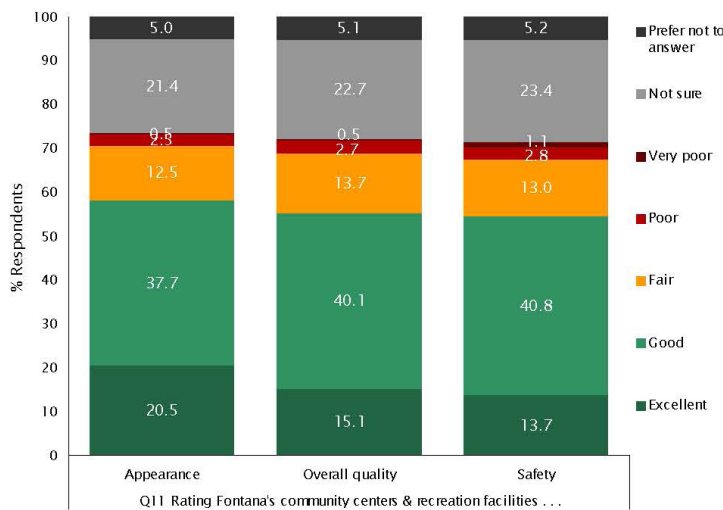


TABLE 6 OPINION OF COMMUNITY CENTERS AND RECREATION FACILITIES BY STUDY YEAR (SHOWING % EXCELLENT & GOOD)

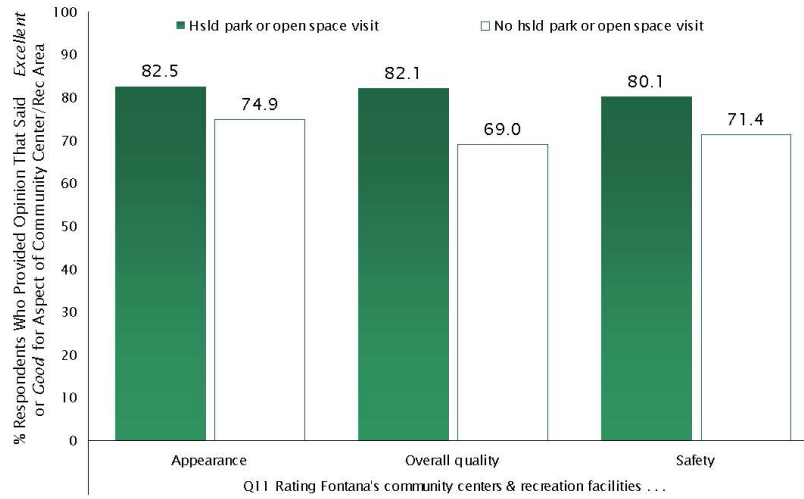
	Study Year		Change in Excellent + Good 2007 to 2019
	2019	2007	
Overall quality	55.2	46.5	+8.7†
Safety	54.5	48.8	+5.8
Appearance	58.1	55.4	+2.7

† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.

Figure 16 on the next page displays how opinions regarding the appearance, safety, and overall quality of Fontana’s community centers and recreation facilities varied according to whether the respondents’ household had visited a facility in the 12 months prior to the interview. Households that had visited a center or facility in the period of interest were more positive in their assessments of each dimension when compared to their counterparts who had not visited a center or facility.



FIGURE 16 OPINION OF COMMUNITY CENTERS AND RECREATION FACILITIES BY HOUSEHOLD RECREATION OR COMMUNITY FACILITY VISIT





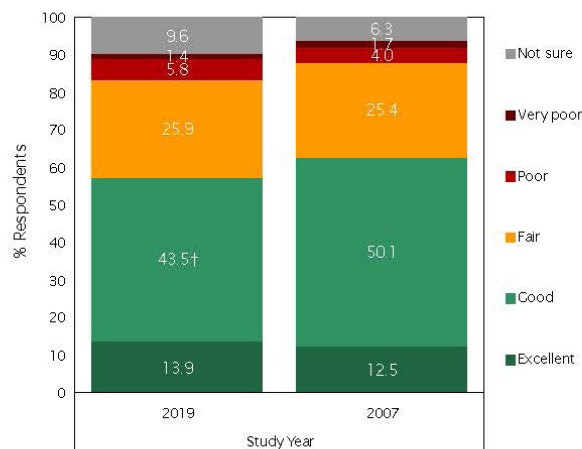
PERCEIVED NEEDS

Fontana's *Parks, Recreation & Trails Master Plan* seeks to identify the park, recreation, and trail needs of the community, make recommendations on how best to meet these needs, and proposes an action plan to implement the recommendations. A key element of a successful Plan, therefore, is to have a solid understanding of the demand for specific types of recreation facilities and amenities in the City, as well as how well this demand is being met by the existing inventory. Although it is useful to consult national standards and the standards adopted by other municipalities for guidelines as to the demand for specific facilities and the deficits that may exist in Fontana, ultimately there is no better guide than to speak directly with residents of the City about their needs. Accordingly, the final portion of the survey was devoted to measuring how residents' needs are being met by the existing inventory of parks and recreation facilities, the specific improvements they most desire, and how they would prioritize among a variety of improvements being considered by the City.

HOW WELL ARE YOUR NEEDS BEING MET? The first question in this series asked residents to rate how well the existing parks and recreation facilities in Fontana perform in meeting their household's recreation needs using the now familiar scale of excellent, good, fair, poor, or very poor. As shown in Figure 17, the majority of residents gave a positive assessment in response to Question 12, with 14% providing a rating of excellent and 44% providing a rating of good (statistically significant decline from 2007). An additional 26% indicated that the parks and recreation facilities do a fair job of meeting their household's recreation needs. Overall, just 7% used poor or very poor to describe how well their needs are being met by the existing inventory, and 10% were unsure or unwilling to state their opinion.

Question 12 *Take a moment to think about your household's recreation needs. Do the existing parks and recreation facilities in Fontana do an excellent, good, fair, poor, or very poor job of meeting your household's recreation needs?*

FIGURE 17 MEETING HOUSEHOLD RECREATION NEEDS BY STUDY YEAR



† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.



Figures 18 and 19 display how respondents varied in their assessments of how well Fontana’s existing parks and recreation facilities are meeting the recreation needs of their households. When compared to their respective counterparts, residents who had lived in the Fontana area less than 15 years and those whose households had visited a park or open space area, community center or recreation facility, or participated in a recreation program or class in the past year were the most likely to indicate that the existing inventory is doing an excellent or good job in meeting their household’s recreation needs.

FIGURE 18 MEETING HOUSEHOLD RECREATION NEEDS BY YEARS IN FONTANA, HSLD PARK OR OPEN SPACE VISIT & HSLD REC FACILITY VISIT

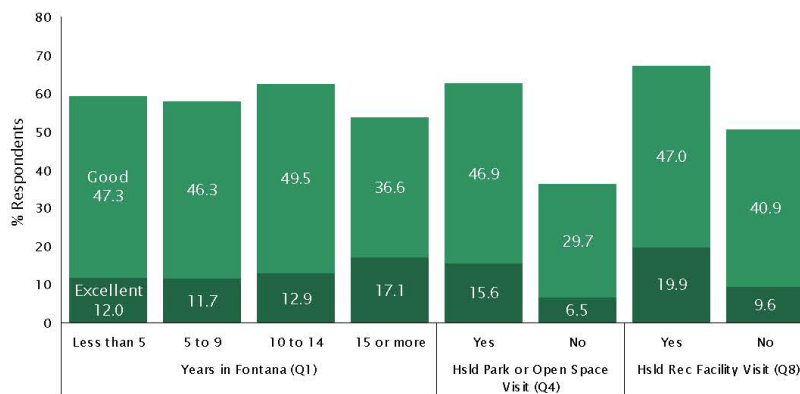
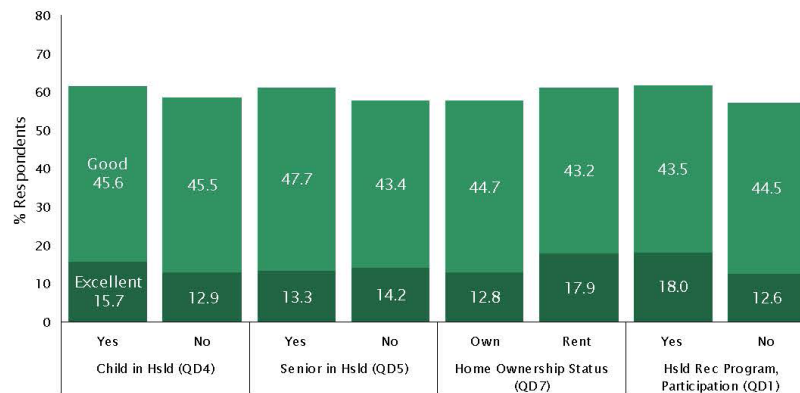


FIGURE 19 MEETING HOUSEHOLD RECREATION NEEDS BY CHILD IN HOUSEHOLD, SENIOR IN HOUSEHOLD, HOME OWNERSHIP STATUS & HOUSEHOLD REC. PROGRAM PARTICIPATION

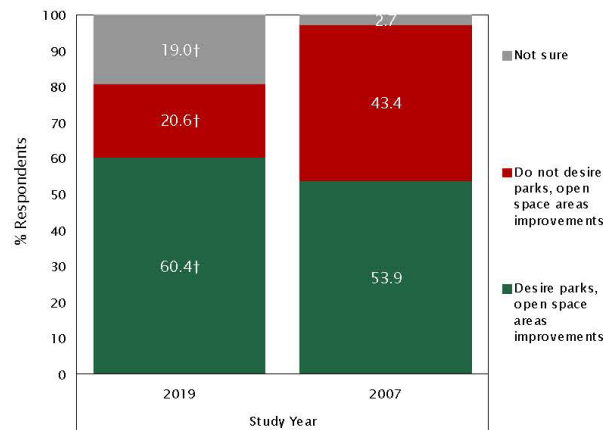




PARK & OPEN SPACE IMPROVEMENTS Respondents were next asked if there are any improvements they would like made to parks and open space areas in Fontana. Representing a statistically significant increase over 2007, six-in-ten respondents (60%) answered Question 13 in the affirmative (Figure 20). Moreover, as shown in Figures 21 and 22 on the next page, some respondents were substantially more likely than others to perceive a need for improvements—most notably households that had visited a park or open space area, households that had visited a community center or recreation facility, those that had participated in a recreation program or class offered by the City, residents 25 to 44 years of age, households with children, and households without seniors.

Question 13 *Thinking of parks and open space areas in Fontana, are there any improvements that you would like to see?*

FIGURE 20 DESIRE IMPROVEMENTS TO PARKS & OPEN SPACE AREAS BY STUDY YEAR



† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.



FIGURE 21 DESIRE IMPROVEMENTS TO PARKS & OPEN SPACE AREAS BY YEARS IN FONTANA, HSLD PARK OR OPEN SPACE VISIT, HSLD REC FACILITY VISIT & HSLD REC PROGRAM PARTICIPATION

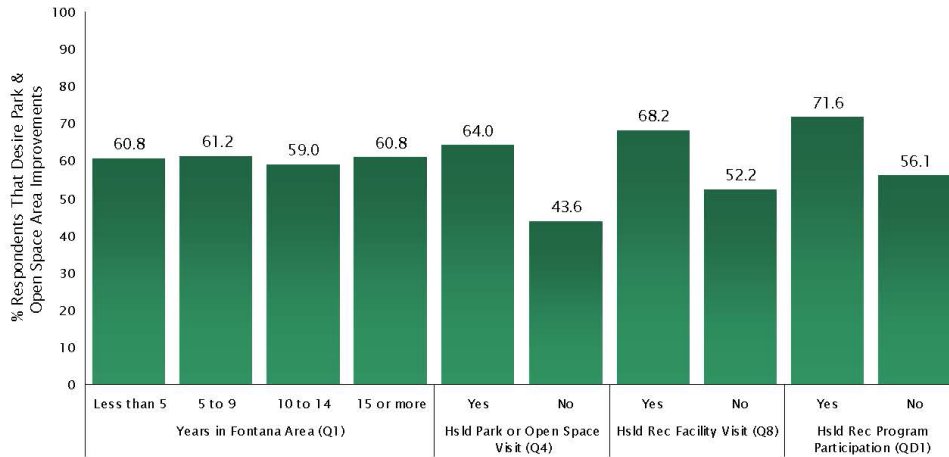
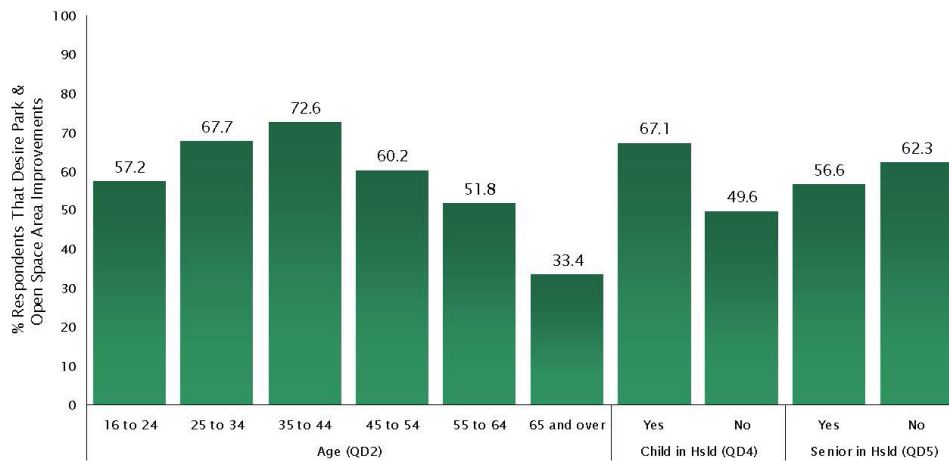


FIGURE 22 DESIRE IMPROVEMENTS TO PARKS & OPEN SPACE AREAS BY AGE, CHILD IN HOUSEHOLD & SENIOR IN HOUSEHOLD

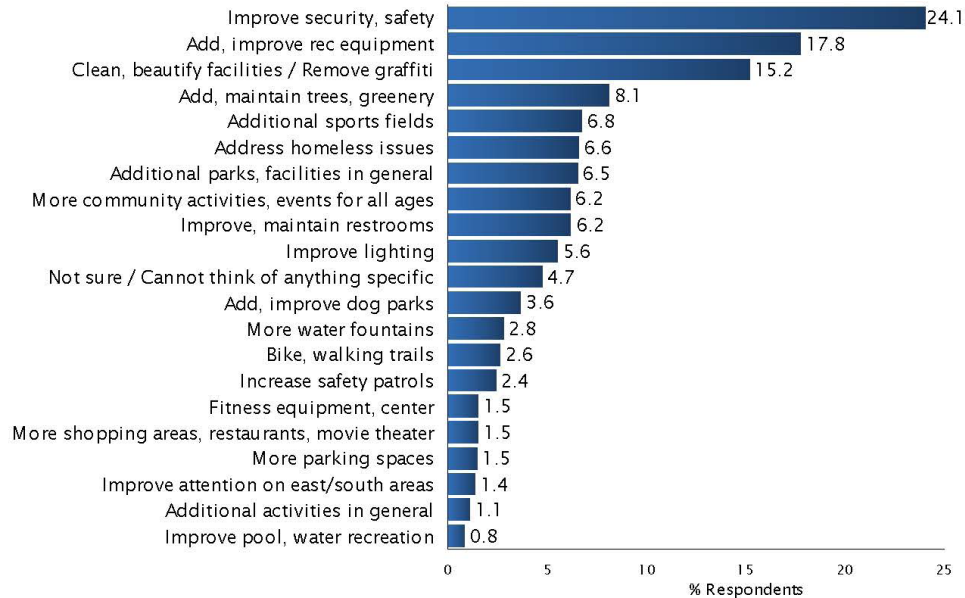


Respondents who indicated that they desired improvements to parks and open space areas in Fontana were next asked to briefly describe the improvements they most want. Question 14 was posed in an open-ended manner, thereby allowing respondents the opportunity to mention any improvements that came to mind without being prompted by—or restricted to—a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 23 on the next page.



Question 14 Please briefly describe the improvements you most want.

FIGURE 23 DESIRED IMPROVEMENTS TO PARKS & OPEN SPACE AREAS



The suggested improvement most often mentioned in response to Question 14 was improving security and safety (24%), followed by adding/improving recreation equipment (18%) and cleaning up/beautifying existing facilities (15%). Other improvements cited by at least 7% of respondents included adding/maintaining trees and greenery (8%), providing additional sports fields (7%), addressing homeless issues (7%), and providing additional parks/facilities in general (7%).

TABLE 7 DESIRED IMPROVEMENTS TO PARKS & OPEN SPACE AREAS BY STUDY YEAR

Study Year	
2019	2007
Improve security, safety	Clean, beautify facilities / Remove graffiti
Add, improve rec equipment	Additional parks, facilities in general
Clean, beautify facilities / Remove graffiti	Increase safety patrols
Add, maintain trees, greenery	Improve lighting
Additional sports fields	Add, improve rec equipment

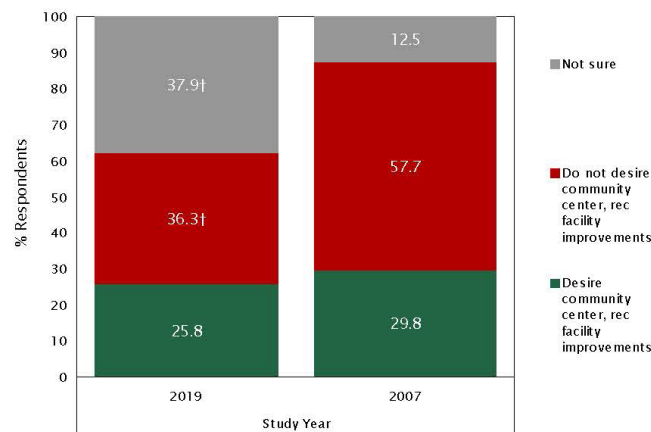
For the interested reader, Table 7 presents the top five improvements requested by respondents for parks and open space areas by study year.



COMMUNITY CENTER & FACILITY IMPROVEMENTS In the same manner described previously for parks and open space areas, respondents were next asked if there are any improvements they would like made to community centers and recreation facilities in the City. Statistically consistent with 2007, approximately 26% of respondents answered Question 15 in the affirmative (see Figure 24), with those who have lived in Fontana at least five years, residents from households that had visited a park or open space area in the past 12 months, those that had visited a community center or recreation facility during this period, respondents from households that had participated in a city recreation program or class in the past year, those between the ages of 25 and 44, households with children, and households without seniors being substantially more likely than their respective counterparts to perceive a need for improvements (see Figures 25 and 26).

Question 15 *Thinking of community centers and recreation facilities in Fontana, are there any improvements that you would like to see?*

FIGURE 24 DESIRE IMPROVEMENTS TO COMMUNITY CENTERS & RECREATION FACILITIES BY STUDY YEAR



† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.



FIGURE 25 DESIRE IMPROVEMENTS TO COMMUNITY CENTERS & RECREATION FACILITIES BY YEARS IN FONTANA, HSLD PARK OR OPEN SPACE VISIT, HSLD REC FACILITY VISIT & HSLD REC PROGRAM PARTICIPATION

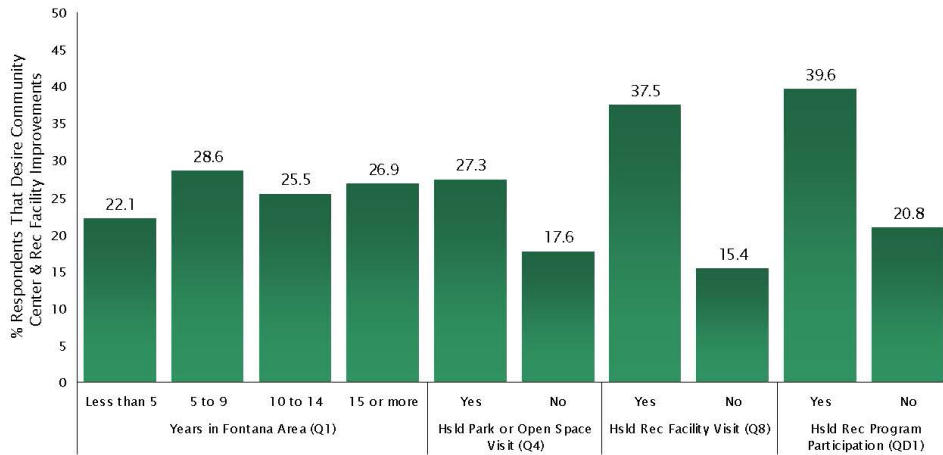
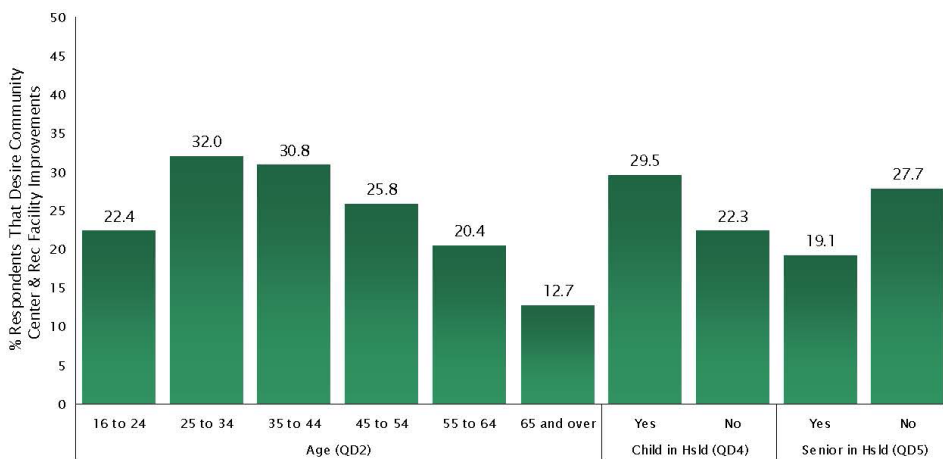


FIGURE 26 DESIRE IMPROVEMENTS TO COMMUNITY CENTERS & RECREATION FACILITIES BY AGE, CHILD IN HOUSEHOLD & SENIOR IN HOUSEHOLD



Respondents who indicated that they desired improvements to community centers and recreation facilities in Fontana were next asked to briefly describe the improvements they most want. Question 16 was posed in an open-ended manner, thereby allowing respondents the opportunity to mention any improvements that came to mind without being prompted by—or restricted to—a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 27 on the next page.



The most commonly suggested improvement in response to Question 16 was updating buildings and equipment (17%), followed by improving security/safety (13%), cleaning/beautifying facilities (12%), greater variety of classes (11%), providing more facilities (9%), and more activities/programs for kids (8%). No other single improvements were mentioned by at least 5% of respondents. For the interested reader, Table 8 shows the five most desired improvements by study year.

Question 16 Please briefly describe the improvements you most want.

FIGURE 27 DESIRED IMPROVEMENTS TO COMMUNITY CENTERS & RECREATION FACILITIES

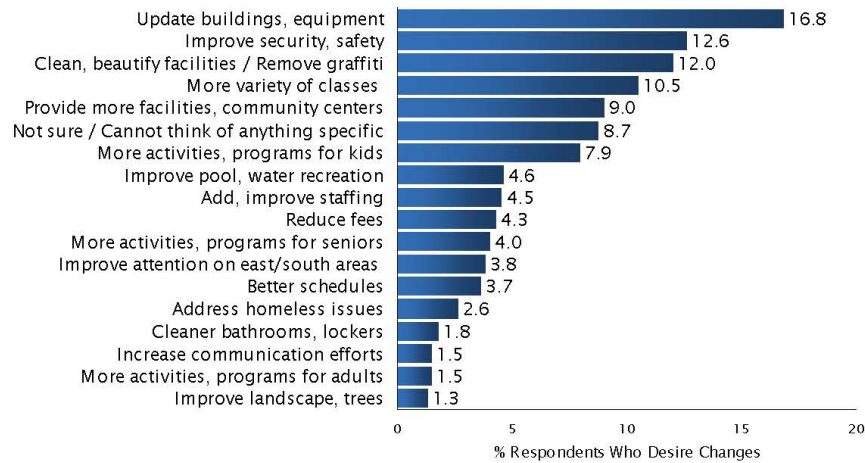


TABLE 8 DESIRED IMPROVEMENTS TO COMMUNITY CENTERS & RECREATION FACILITIES BY STUDY YEAR

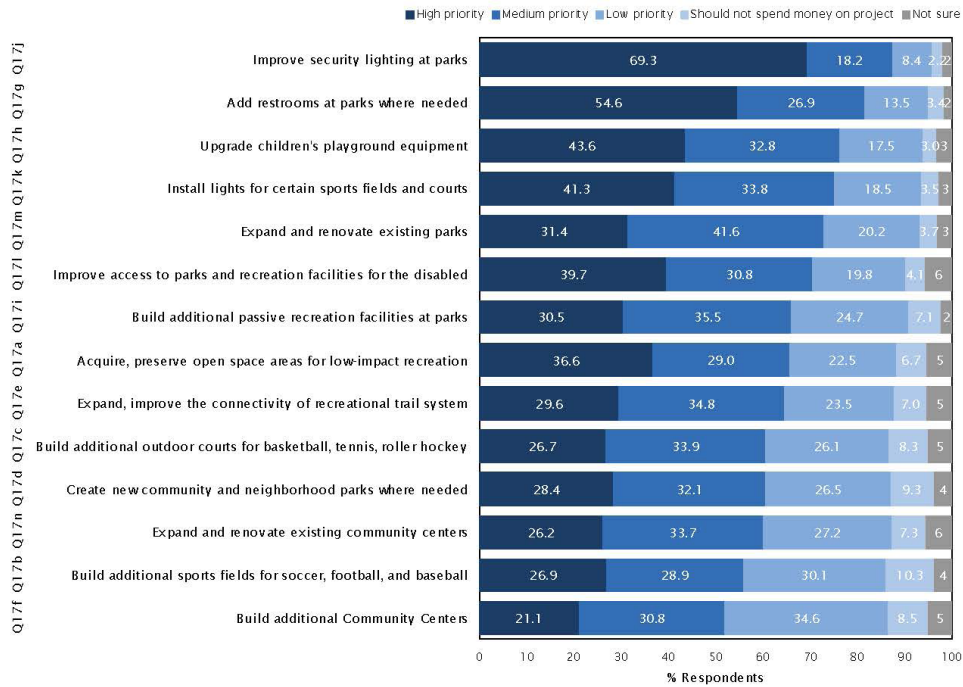
Study Year	
2019	2007
Update buildings, equipment	Additional activities in general
Improve security, safety	Provide more facilities, community centers
Clean, beautify facilities / Remove graffiti	Add, improve rec equipment
More variety of classes	Improve security, safety
Provide more facilities, community centers	Clean, beautify facilities / Remove graffiti

PRIORITY IMPROVEMENTS It is often the case that residents’ desires for public facilities and amenities exceed a city’s financial resources. Such is the case in Fontana with respect to parks and recreation facilities, as the cost of the improvements to local parks, trails and community facilities being considered for inclusion in the plan exceed existing revenue streams dedicated to those purposes. For this reason, improvements identified in the *Parks, Recreation & Trails Master Plan* will need to be completed in phases according to a priority schedule.



Question 17 *The City of Fontana is in the process of creating a Parks and Recreation Master Plan with the goal of expanding and improving parks and recreation facilities in the City. Because the City has limited money, however, it will need to prioritize the order in which projects are completed. As I read each of the following projects, I'd like you to indicate whether you think the project should be a high, medium or low priority for completion. If you think the City should not spend money on a particular project, just say so. Please keep in mind that not all of the projects can be high priorities.*

FIGURE 28 PARKS & RECREATION PRIORITIES



Question 17 was designed to provide the City of Fontana with a reliable measure of how residents—as a whole—prioritize among a host of improvements that are being considered as part of the Master Plan. The format of the question was straightforward: after informing respondents that the City does not have the financial resources to fund *all* of the parks and recreation projects listed in Figure 28, respondents were asked whether each project should be a high, medium, or low priority for completion—or if the City should not spend money on the project at all.

The projects are sorted in Figure 28 from high to low based on the proportion of respondents who indicated that a project was at least a *medium* priority for completion. Among the projects tested, improving security lighting at parks was assigned the highest priority (88% high or medium priority), followed by adding restrooms at parks where needed (82%), upgrading children’s playground equipment (76%), installing lights for certain sports fields and courts (75%),



and expanding and renovating existing parks (73%). At the other end of the spectrum, residents assigned a lower priority to building additional community centers (52%) and building additional sports fields for soccer, football, and baseball (56%).

For the interested reader, Figure 29 and Figure 30 show how the *high* priority status assigned to different projects varied according to the presence of a child in the home and the presence of a senior in the home.

FIGURE 29 PARKS & RECREATION PRIORITIES BY CHILD IN HSLD

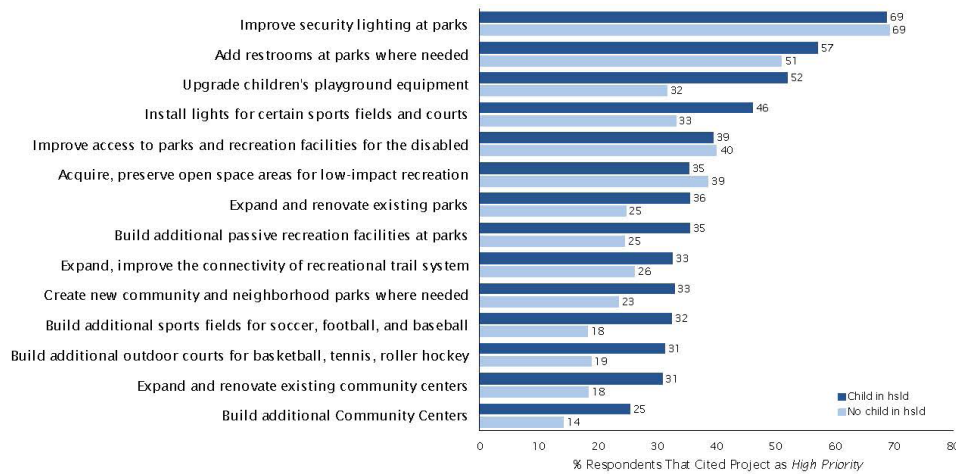
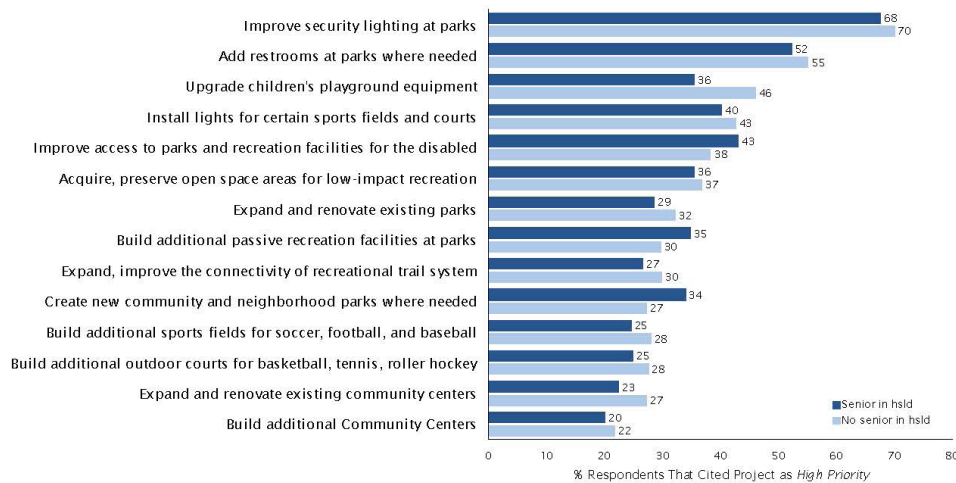


FIGURE 30 PARKS & RECREATION PRIORITIES BY SENIOR IN HSLD





BACKGROUND & DEMOGRAPHICS

TABLE 9 DEMOGRAPHICS OF SAMPLE BY STUDY YEAR

	Study Year	
	2019	2007
<i>Total Respondents</i>	541	400
Q1 Years in Fontana/Fontana area		
Less than 1	5.3	1.7
1 to 4	19.1	22.9
5 to 9	23.1	24.9
10 to 14	15.7	12.8
15 or more	36.5	37.7
Prefer not to answer	0.3	0.0
QD1 Hsld participated in rec program in past 12 months		
Yes	23.9	32.2
No	71.1	66.0
Not sure	3.8	0.6
Prefer not to answer	1.3	1.2
QD2 Age		
16 to 17	0.0	7.1
18 to 24	16.3	13.8
25 to 34	22.5	24.0
35 to 44	20.3	23.8
45 to 54	18.5	14.8
55 to 64	12.6	7.1
65 and over	7.0	7.4
Prefer not to answer	2.9	2.0
QD3 People in household		
One	4.1	3.8
Two	16.2	16.0
Three	13.0	15.7
Four	27.2	23.9
Five	20.8	21.5
Six or more	11.1	17.9
Prefer not to answer	7.6	1.2
QD4 Child under 18 in household		
None	34.5	34.6
One	22.2	17.6
Two	20.9	24.2
Three or more	14.0	22.3
Prefer not to answer	8.5	1.3
QD5 Seniors over 65 in household		
None	75.9	81.0
One	10.9	9.6
Two or more	8.2	8.2
Prefer not to answer	5.0	1.3
QD6 Home ownership status		
Own	66.7	75.3
Rent	21.7	16.8
Live with family / friends	7.1	4.9
Prefer not to answer	4.5	3.0
QD7 Gender		
Male	46.0	49.0
Female	49.3	51.0
Other	0.3	0.0
Prefer not to answer	4.5	0.0

Table 9 presents the key demographic and background information that was collected during the survey. The primary motivation for collecting the background and demographic information was to provide a better insight into how the results of the substantive questions of the survey vary by demographic characteristics (see Appendix A for more details).



M E T H O D O L O G Y

The following sections outline the methodology used in the study, as well as the motivation for using certain techniques.

QUESTIONNAIRE DEVELOPMENT Dr. McLarney of True North Research worked closely with the City of Fontana to develop a questionnaire that covered the topics of interest and avoided the many possible sources of systematic measurement error, including position-order effects, wording effects, response-category effects, scaling effects, and priming. Several questions included multiple individual items. Because asking the items in a set order can lead to a systematic position bias in responses, the items were asked in a random order for each respondent.

Some of the questions asked in this study were presented only to a subset of respondents. For example, only respondents whose household had visited a Fontana park or open space area (Question 4) were asked how frequently their household visits (Questions 5). The questionnaire included with this report (see *Questionnaire & Toplines* on page 37) identifies the skip patterns that were used during the interview to ensure that each respondent received the appropriate questions. Most of the questions asked in the 2019 facilities survey were tracked directly from the 2007 survey for comparison purposes.

PROGRAMMING, PRE-TEST & TRANSLATION Prior to fielding the survey, the questionnaire was CATI (Computer Assisted Telephone Interviewing) programmed to assist interviewers when conducting the telephone interviews. The CATI program automatically navigates the skip patterns, randomizes the appropriate question items, and alerts interviewers to certain types of keypunching mistakes should they happen during the interview. The survey was also programmed into a passcode-protected online survey application to allow online participation for sampled households. The integrity of the questionnaire was pre-tested internally by True North and by dialing into random homes in Fontana prior to formally beginning the survey. The final questionnaire was also professionally translated into Spanish to allow for data collection in English and Spanish.

SAMPLE, RECRUITING & DATA COLLECTION A comprehensive database of Fontana households was utilized to develop a random sample for this study, ensuring that all households in Fontana had the opportunity to participate in the survey. Households were recruited to participate in the survey through multiple recruiting methods. Using a combination of emailed invitations and phone calls, a random selection of households was initially invited to participate in the survey online at a secure, passcode-protected website designed and hosted by True North. Each household was assigned one unique passcode to ensure that only Fontana residents who received an invitation could access the online survey site, and that the survey could be completed only once per passcode/household. Email reminder notices were also sent to encourage participation among those who had yet to take the survey. Following a period of online data collection, True North began placing telephone calls to land lines and cell phone numbers of households throughout the City that had yet to participate in the online survey as a result of the emailed invitation.

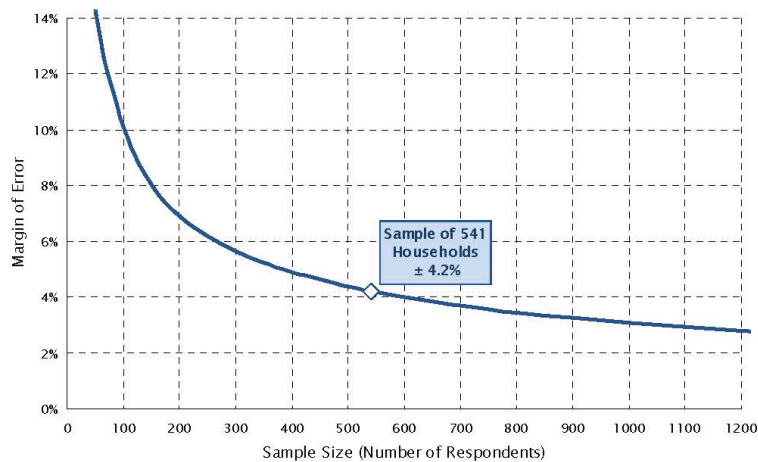


Telephone interviews averaged 15 minutes in length and were conducted during weekday evenings (5:30PM to 9PM) and on weekends (10AM to 5PM). It is standard practice not to call during the day on weekdays because most working adults are unavailable and thus calling during those hours would bias the sample. A total of 541 completed surveys were gathered online and by telephone in English and Spanish between March 20 and April 3, 2019.

STATISTICAL MARGIN OF ERROR By using the probability-based sample as discussed above and monitoring the sample characteristics as data collection proceeded, True North ensured that the sample was representative of households in the City of Fontana. The results of the sample can thus be used to estimate the needs and opinions of *all* households in the City. Because not every household in the City participated in the survey, however, the results have what is known as a statistical margin of error due to sampling. The margin of error refers to the difference between what was found in the survey of 541 households for a particular question and what would have been found if all of the estimated 51,946 households² had been interviewed.

Figure 31 provides a plot of the *maximum* margin of error in this study. The maximum margin of error for a dichotomous percentage result occurs when the answers are evenly split such that 50% provide one response and 50% provide the alternative response. For this survey, the maximum margin of error is $\pm 4.2\%$ for questions answered by all 541 respondents.

FIGURE 31 MAXIMUM MARGIN OF ERROR



Within this report, figures and tables show how responses to certain questions varied by demographic characteristics such as length of residence. Figure 31 is thus useful for understanding how the maximum margin of error for a percentage estimate will grow as the number of individuals asked a question (or in a particular subgroup) shrinks. Because the margin of error grows exponentially as the sample size decreases, the reader should use caution when generalizing and interpreting the results for small subgroups.

2. Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.



DATA PROCESSING & WEIGHTING Data processing consisted of checking the data for errors or inconsistencies, coding and recoding responses, categorizing verbatim responses, and preparing frequency analyses and cross-tabulations. The final data were weighted to balance the sample by respondent age, presence of a child in the home, and presence of a senior in the home according to Census estimates.

ROUNDING Numbers that end in 0.5 or higher are rounded up to the nearest whole number, whereas numbers that end in 0.4 or lower are rounded down to the nearest whole number. These same rounding rules are also applied, as needed, to arrive at numbers that include a decimal place in constructing figures and charts. Occasionally, these rounding rules lead to small discrepancies in the first decimal place when comparing tables and charts for a given question.



QUESTIONNAIRE & TOPLINES



City of Fontana
 Parks & Rec Master Plan Facilities Survey
 Final Toplines (n=541)
 April 2019

Section 1: Introduction to Study

Hi, my name is _____ and I'm calling on behalf of TNR, a public opinion research company. We're conducting a survey about community issues in the Fontana (Fawn-Tan-uh) area and we would like to get your opinions.

If needed: This is a survey about issues in the City of Fontana and neighboring County areas - I'm NOT trying to sell anything.

If needed: The survey should take about 10 minutes to complete.

If needed: If now is not a convenient time, can you let me know a better time so I can call back?

If needed: Offer URL and PIN for survey website.

If the person says they are an elected official or is somehow associated with the survey, politely explain that this survey is designed to measure the opinions of those not closely associated with the study, thank them for their time, and terminate the interview.

Section 2: Quality of Life

Q1	To begin, how long have you lived in Fontana?	
1	Less than 1 year	5%
2	1 to 4 years	19%
3	5 to 9 years	23%
4	10 to 14 years	16%
5	15 years or longer	37%
99	Prefer not to answer	0%
Q2	How would you rate the overall quality of life in Fontana? Would you say it is excellent, good, fair, poor or very poor?	
1	Excellent	13%
2	Good	51%
3	Fair	31%
4	Poor	4%
5	Very poor	1%
98	Not sure	0%
99	Prefer not to answer	0%



City of Fontana Parks & Rec Facilities Survey *April 2019*

Q3	If local government could change one thing to make Fontana a better place to live now and in the future, what change would you like to see? Verbatim responses recorded and later grouped into categories shown below.	
	Not sure / Cannot think of anything specific	12%
	Improve streets, roads, sidewalks	11%
	Clean up, beautify City, landscaping	11%
	Increase public safety / Reduce crime, drugs	9%
	Address homeless issues	7%
	Add, improve parks, recreation facilities	7%
	Provide more activities, entertainment for all ages	6%
	Fewer warehouses, industrial areas	6%
	Provide more, better shopping, dining options	6%
	Increase police presence, patrols	6%
	No changes needed / Everything is fine	6%
	Reduce growth, development	5%
	Reduce traffic, congestion / Synchronize lights	4%
	Provide, improve schools, education	4%
	Revitalized downtown area, empty buildings	4%
	Enforce city codes, ordinances	4%
	Add street lighting	3%
	Provide more affordable housing	3%
	Address parking issues	3%
	Enforce traffic laws	3%
	Reduce cost of living	2%
	Improve economy, jobs, attract business	2%
	Improve environmental efforts	2%
	Reduce taxes, fees	1%
	Improve City-resident communication	1%
	Better city planning, development	1%
	Address illegal immigration issues	1%
	Add a movie theater	1%

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City of Fontana Parks & Rec Facilities Survey *April 2019*

Section 3: Parks & Open Space Areas			
Q4	Have you or anyone else in your household visited a Fontana park or open space area in the past 12 months?		
	1	Yes	82%
	2	No	16%
	98	Not sure/No opinion	2%
	99	Prefer not to answer	0%
			<i>Ask Q5</i>
			<i>Skip to Q7</i>
			<i>Skip to Q7</i>
			<i>Skip to Q7</i>
Q5	How frequently do you or other members of your household typically visit the parks or open space areas in Fontana? At least once per week, two to three times per month, once per month, or less often than once per month?		
	1	At least once per week	35%
	2	2 to 3 times per month	23%
	3	Once per month	16%
	4	Less often than once per month	26%
	98	Not sure/No opinion	0%
	99	Prefer not to answer	0%
Q6	What are the names of the parks or open space areas in Fontana that your household visits most often? <i>Probe: Any others? Record up to five names.</i>		
	1	Almeria Park	12%
	2	Bill Martin Park	8%
	3	Cambria Park	0%
	4	Catawba Park	3%
	5	Chaparral Park	3%
	6	Condor Park	1%
	7	Coyote Canyon Park	9%
	8	Cypress Park	4%
	9	Fernandez Park	2%
	10	Fiesta Park	1%
	11	Fontana Park	22%
	12	Heritage Circle Park	5%
	13	Heritage Park	7%
	14	Heritage Playground/Tot Lots (East or West)	3%
	15	Hunter's Ridge Park	10%
	16	Jack Bulik Park	14%
	17	Jurupa Hills Regional Park	10%

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City of Fontana Parks & Rec Facilities Survey

April 2019

18	Koehler Park	6%
19	Martin Tudor Park	3%
20	McDermott/Heritage Park	4%
21	Miller Park	9%
22	North Heritage Park Circle	2%
23	North Tamarind Park	1%
24	Northgate Park	0%
25	Oak Park	1%
26	Patricia Marrujo Park	2%
27	Patricia Murray Park	1%
28	Ralph Lewis Sports Complex	9%
29	Rosena Park East	5%
30	Rosena Park West	4%
31	San Sevaine Park	6%
32	Santa Fe Park	1%
33	Seville Park	4%
34	Shadow Park	3%
35	Southridge Park	8%
36	Sycamore Hills Park	2%
37	Veterans Park	13%
38	Veterans Park West	3%
39	Village Park	5%
40	Other	5%
42	Jessy Turner Center	3%
43	Mary Vagle Center	2%
98	Not sure	10%
99	Prefer not to answer	1%



City of Fontana Parks & Rec Facilities Survey		April 2019						
Q7	How do you rate the: _____ of Fontana's parks and open space areas? Would you say it is excellent, good, fair, poor or very poor?							
<i>Randomize</i>		Excellent	Good	Fair	Poor	Very Poor	Not Sure	Prefer not to answer
A	Safety	13%	40%	27%	10%	4%	6%	1%
B	Appearance	16%	49%	25%	5%	1%	3%	0%
C	Overall quality	13%	51%	26%	6%	1%	4%	1%
D	Variety	13%	48%	24%	6%	3%	6%	0%
Section 4: Recreation & Community Facilities								
Q8	In the past 12 months, have you or anyone else in your household visited a community center or recreation facility in Fontana?							
	1	Yes	44%			Ask Q9		
	2	No	51%			Skip to Q11		
	98	Not sure	5%			Skip to Q11		
	99	Prefer not to answer	0%			Skip to Q11		
Q9	How frequently do you or other members of your household typically visit a community center or recreation facility in Fontana? At least once per week, two to three times per month, once per month, or less often than once per month?							
	1	At least once per week	23%					
	2	2 to 3 times per month	16%					
	3	Once per month	20%					
	4	Less often than once per month	40%					
	98	Not sure	1%					
	99	Prefer not to answer	0%					
Q10	What are the names of the community centers or recreation facilities in Fontana that your household visits most often? Probe: Any others? Record up to five names.							
	1	Cypress Community Center	5%					
	2	Don Day Community Center	14%					
	3	Fontana Community Senior Center	11%					
	4	Fontana Park Aquatic Center	30%					
	5	Jack Bulik Neighborhood Center	7%					
	6	Jessie Turner Community Center	42%					
	7	Josephine Knopf Senior Center	0%					
	8	Mary Vagle Nature Center	8%					
True North Research, Inc. © 2019		Page 5						



City of Fontana Parks & Rec Facilities Survey		April 2019						
9	Martin Tudor Splash Park	3%						
10	Miller Fitness Center	5%						
11	Other	6%						
12	Heritage	5%						
98	Not sure	5%						
99	Prefer not to answer	1%						
Q11	How do you rate the: _____ of Fontana's community centers and recreation facilities? Would you say it is excellent, good, fair, poor or very poor?							
<i>Randomize</i>		Excellent	Good	Fair	Poor	Very poor	Not Sure	Prefer not to answer
A	Safety	14%	41%	13%	3%	1%	23%	5%
B	Appearance	20%	38%	13%	2%	0%	21%	5%
C	Overall quality	15%	40%	14%	3%	0%	23%	5%
Section 5: Perceived Park & Rec Facility Needs								
Q12	Take a moment to think about your household's recreation needs. Do the existing parks and recreation facilities in Fontana do an excellent, good, fair, poor or very poor job of meeting your household's recreation needs?							
1	Excellent	14%						
2	Good	44%						
3	Fair	26%						
4	Poor	6%						
5	Very Poor	1%						
98	Not sure	8%						
99	Prefer not to answer	1%						
Q13	Thinking of parks and open space areas in Fontana, are there any improvements that you would like to see?							
1	Yes	60%					Ask Q14	
2	No	21%					Skip to Q15	
98	Not sure	17%					Skip to Q15	
99	Prefer not to answer	2%					Skip to Q15	
Q14	Please briefly describe the improvements you most want. Verbatim responses recorded and later grouped into categories shown below.							
	Improve security, safety	24%						
	Add, improve rec equipment	18%						
	Clean, beautify facilities / Remove graffiti	15%						
True North Research, Inc. © 2019		Page 6						



City of Fontana Parks & Rec Facilities Survey		April 2019	
Add, maintain trees, greenery		8%	
Additional sports fields		7%	
Address homeless issues		7%	
Additional parks, facilities in general		7%	
More community activities, events for all ages		6%	
Improve lighting		6%	
Improve, maintain restrooms		6%	
Not sure / Cannot think of anything specific		5%	
Add, improve dog parks		4%	
Bike, walking trails		3%	
More water fountains		3%	
Increase police presence, patrols		2%	
Fitness equipment, center		2%	
More shopping areas, restaurants, movie theater		2%	
Additional activities in general		1%	
More parking spaces		1%	
Improve pool, water recreation		1%	
Improve attention on east/south areas		1%	
Q15	Thinking of community centers and recreation facilities in Fontana, are there any improvements that you would like to see?		
1	Yes	26%	Ask Q16
2	No	36%	Skip to Q17
98	Not sure	33%	Skip to Q17
99	Prefer not to answer	5%	Skip to Q17
Q16	Please briefly describe the improvements you most want. Verbatim responses recorded and later grouped into categories shown below.		
	Update buildings, equipment	17%	
	Improve security, safety	13%	
	Clean, beautify facilities / Remove graffiti	12%	
	More variety of classes	11%	
	Provide more facilities, community centers	9%	
	Not sure / Cannot think of anything specific	9%	
	More activities, programs for kids	8%	



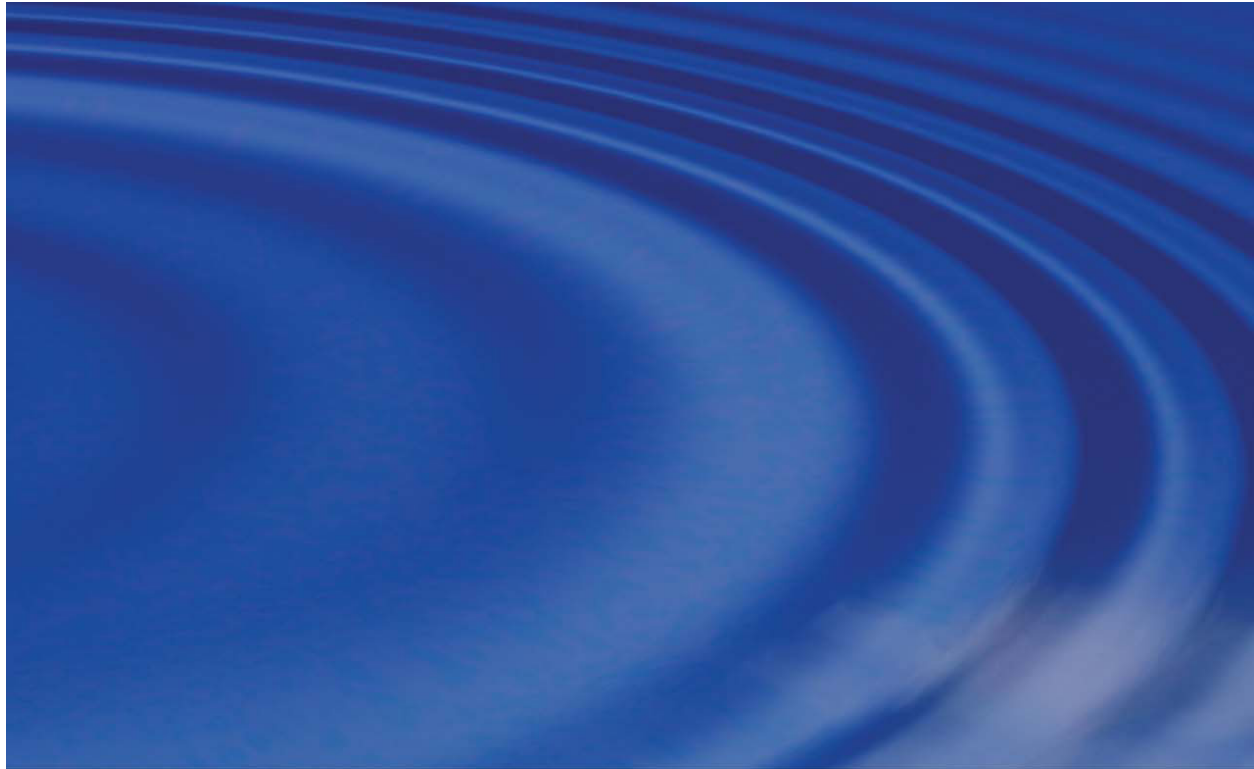
City of Fontana Parks & Rec Facilities Survey		April 2019					
	Improve pool, water recreation	5%					
	Add, improve staffing	5%					
	More activities, programs for seniors	4%					
	Better schedules	4%					
	Reduce fees	4%					
	Improve attention on east/south areas	4%					
	Address homeless issues	3%					
	Cleaner bathrooms, lockers	2%					
	Increase communication efforts	2%					
	Improve landscape, trees	1%					
	More activities, programs for adults	1%					
Q17	The City of Fontana is in the process of updating the Parks and Recreation Master Plan with the goal of expanding and improving parks and recreation facilities in the City. Because the City has limited money, however, it will need to prioritize the order in which projects are completed.						
	As I read each of the following projects, I'd like you to indicate whether you think the project should be a high, medium or low priority for completion. If you think the City should not spend money on a particular project, just say so. Please keep in mind that not all of the projects can be high priorities.						
	Here is the (first/next) one: ----- Should this project be a high, medium or low priority for completion - or should the City not spend money on this project?						
	<i>Randomize</i>	High Priority	Medium Priority	Low Priority	Should not spend money on project	Not sure	Prefer not to answer
A	Acquire and preserve natural open space areas for low-impact recreation	37%	29%	23%	7%	4%	1%
B	Build additional sports fields for soccer, football, and baseball	27%	29%	30%	10%	3%	1%
C	Build additional outdoor courts for sports like basketball, tennis, roller hockey, and pickleball	27%	34%	26%	8%	4%	1%
D	Create new community and neighborhood parks where needed	28%	32%	27%	9%	2%	1%
E	Expand and improve the connectivity of the recreational trail system	30%	35%	23%	7%	4%	1%
F	Build additional Community Centers with facilities for a variety of active and passive recreation	21%	31%	35%	8%	4%	1%
G	Add restrooms at parks where needed	55%	27%	13%	3%	1%	1%
H	Upgrade children's playground equipment at existing parks and facilities	44%	33%	18%	3%	2%	1%



City of Fontana Parks & Rec Facilities Survey		April 2019					
I	Build additional <u>passive</u> recreation facilities at parks, including picnic tables, barbecues, and shaded seating	31%	36%	25%	7%	1%	1%
J	Improve security lighting at parks	69%	18%	8%	2%	1%	1%
K	Install lights for certain sports fields and courts to allow for evening use	41%	34%	19%	4%	2%	1%
L	Improve access to parks and recreation facilities for the disabled	40%	31%	20%	4%	4%	2%
M	Expand and renovate existing parks	31%	42%	20%	4%	2%	1%
N	Expand and renovate existing community centers	26%	34%	27%	7%	5%	1%
Section 6: Background & Demographics							
Thank you so much for your participation. I have just a few background questions for statistical purposes.							
D1	In the past 12 months, have you or another member of your household participated in a recreation <u>program</u> or class offered by the City of Fontana?						
	1	Yes					24%
	2	No					71%
	98	Not sure					4%
	99	Prefer not to answer					1%
D2	In what year were you born? Year recoded into age categories shown below.						
	18 to 24					16%	
	25 to 34					22%	
	35 to 44					20%	
	45 to 54					18%	
	55 to 64					13%	
	65 or older					7%	
	Prefer not to answer					3%	
D3	How many people live in your household?						
	1					4%	
	2					16%	
	3					13%	
	4					27%	
	5					21%	
	6 or more					11%	
	Prefer not to answer					8%	
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City of Fontana Parks & Rec Facilities Survey		April 2019
D4 How many people under 18 years of age live in your household?		
	0	34%
	1	22%
	2	21%
	3 or more	14%
	Prefer not to answer	8%
D5 How many people over the age of 65 live in your household?		
	0	76%
	1	11%
	2 or more	8%
	Prefer not to answer	5%
D6 What is your gender? (record by voice if telephone interview)		
1	Male	46%
2	Female	49%
3	Other	0%
99	Prefer not to answer	4%
D7 Do you own or rent your current residence?		
1	Own	67%
2	Rent	22%
3	Live with family / friends and don't pay rent	7%
99	Prefer not to answer	4%
<p>Those are all of the questions that I have for you! Thanks so much for participating in this important survey! This survey was conducted for the City of Fontana.</p>		
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**PARKS, RECREATION & TRAILS
MASTER PLAN: PROGRAMMING SURVEY**
SUMMARY REPORT

PREPARED FOR THE
CITY OF FONTANA



APRIL 30, 2019



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TABLE OF CONTENTS

- Table of Contents**..... i
- List of Tables**iii
- List of Figures**.....iv
- Introduction**..... 1
 - Purpose of Programming Survey..... 1
 - Methodological Changes & Comparisons to Prior Study 2
 - Overview of Methodology..... 2
 - Statistical Significance 2
 - Organization of Report..... 2
 - Acknowledgments 3
 - Disclaimer 3
 - About True North..... 3
- Just the Facts** 4
 - Quality of Life..... 4
 - Participation in Programs 4
 - Registration & Staff 4
 - Quality of Programming..... 5
 - Programming Interests 5
 - Facilities..... 6
- Conclusions**..... 7
- Quality of Life**..... 9
 - Overall Quality of Life..... 9
 - Question 2 9
 - Ways to Improve Quality of Life 10
 - Question 3 11
- Participation in Programs**..... 12
 - Program Participation..... 12
 - Question 4 12
 - Reasons for Not Participating 13
 - Question 5 13
 - Number & Type of Programs 14
 - Question 6 14
 - Question 7 15
- Registration & Staff** 16
 - Registration 16
 - Question 8 16
 - Question 9 17
 - Question 10 17
 - Department Staff 17
 - Question 11 17
 - Question 12 18
- Quality of Programming**..... 19
 - Question 13 19
 - Question 14 20
- Programming Interests**..... 22
 - Pre-School Programs..... 22
 - Question 16 23
 - Question 17 23
 - School-Aged Programs 23
 - Question 18 24
 - Question 19 24
 - Teen Programs 24



Table of Contents

Question 20 25

Question 21 25

Adult Programs 25

Question 22 26

Question 23 27

Senior Programs 27

Question 24 28

Question 25 29

Question 26 30

Question 27 30

Facilities **31**

Question 28 31

Demographics of Sample **32**

Methodology **33**

Questionnaire Development 33

Programming, Pre-Test & Translation 33

Sample, Recruiting & Data Collection 33

Statistical Margin of Error 34

Data Processing & Weighting 35

Rounding 35

Questionnaire & Toplines **36**



LIST OF TABLES

Table 1	One Change to Improve Fontana by Study Year	11
Table 2	Opinion of Staff by Study Year (Showing % Very)	18
Table 3	Quality of Programming by Study Year (Showing % Excellent & Good)	20
Table 4	Suggestions to Improve Recreation Programming by Study Year	21
Table 5	Additional Programs Desired for Adults 19 to 60 by Study Year	27
Table 6	Additional Programs Desired for Seniors Over 60 by Study Year	29
Table 7	Demographics of Sample by Study Year	32

List of Tables





LIST OF FIGURES

Figure 1	Overall Quality of Life by Study Year	9
Figure 2	Overall Quality of Life by Years in Fontana & Home Ownership Status	10
Figure 3	Overall Quality of Life by Age & Gender	10
Figure 4	One Change to Improve Fontana	11
Figure 5	Household Recreation Program Participation in Past 12 Months by Study Year	12
Figure 6	Household Recreation Program Participation in Past 12 Months by Hsld Members & Home Ownership Status	13
Figure 7	Reason for No Hsld Recreation Program Participation	13
Figure 8	Number of Recreation Programs in Past 12 Months by Study Year	14
Figure 9	Number of Recreation Programs in Past 12 Months by Hsld Members & Home Ownership Status	15
Figure 10	Types of Recreation Programs in Past 12 Months by Study Year	15
Figure 11	Registration Methods in Past 12 Months by Study Year	16
Figure 12	Experienced Problems During Program Registration by Study Year	17
Figure 13	Contact With Staff in Past 12 Months by Study Year	17
Figure 14	Contact With Staff in Past 12 Months by Age, Home Ownership Status & Gender	18
Figure 15	Opinion of Staff	18
Figure 16	Quality of Programming	19
Figure 17	Suggestions to Improve Recreation Programming	20
Figure 18	Interest in Participation in Programs for Children Under 5	23
Figure 19	Interest in Participation in Programs for Children 5 to 12	24
Figure 20	Interest in Participation in Programs for Teens	25
Figure 21	Interest in Participation in Programs for Adults 19 to 60	26
Figure 22	Additional Programs Desired for Adults 19 to 60	27
Figure 23	Interest in Participation in Programs for Seniors	28
Figure 24	Additional Programs Desired for Seniors Over 60	29
Figure 25	Use of Senior Transportation Service by Study Year	30
Figure 26	Adequacy of Senior Transportation Service by Study Year	30
Figure 27	Household Community Facility Visit in Past 12 Months	31
Figure 28	Maximum Margin of Error	34

List of Figures



INTRODUCTION

Located at the head of the San Bernardino Valley and currently home to an estimated 207,086 residents¹, the City of Fontana has unique and beautiful parks and open space resources ranging from small neighborhood tot lots to a large regional park. By providing much-needed spaces to recreate, relax, and play, Fontana's parks and recreation facilities help to promote a strong sense of community in the City, improve property values, enhance the business climate and local economy, and generally contribute to a higher quality of life for residents and visitors alike.

Like most California cities, Fontana relies on its *Parks, Recreation & Trails Master Plan* to guide decisions with respect to land use, development, and facility needs as they relate to parks, trails, open space areas, and recreation facilities. The Plan provides a framework for the orderly development of new facilities and improvements to existing facilities based on a multi-faceted assessment of current and future needs. Since the development of the current Master Plan in 2008, Fontana has witnessed growth and development that has created new demands for both recreation facilities and programs. Feeling that it was time to revise the Plan to ensure that it reflected current community needs, updated technical and facility information, and addressed relevant issues that have surfaced since the existing Plan was created, the City recently embarked upon a process to update the *Parks, Recreation & Trails Master Plan*.

PURPOSE OF PROGRAMMING SURVEY Although the City Council, Parks and Recreation Planning Commission, staff, and consultants have played an important role in gathering data and organizing the update process, it was the desire of the City that the citizens of Fontana be the true inspiration and authors of the Plan. Accordingly, the purpose of this survey was to develop an objective, statistically reliable understanding of Fontana residents' needs and opinions as they relate to parks and recreation programs, thereby helping to ensure the creation of a Master Plan that is consistent with their expectations and priorities for the City and its future.

To assist it in this effort, the City selected True North Research to design the research plan and conduct the study. Given the need to gather detailed feedback on facilities *and* programming, two surveys were implemented. The survey presented in this report focused on parks and recreation **programming**, whereas a second survey that focused on facilities is presented in a separate companion report.

Broadly defined, the programming survey was designed to:

- Measure residents' perceptions of the quality of life in Fontana;
- Profile household participation in recreation programs offered by the City;
- Measure customers' experiences during program registration;
- Gauge the perceived quality of programs, equipment, facilities, and instructors;
- Profile household interest in various age-specific recreation programs; *and*
- Gather related background and demographic information that is relevant to understanding residents' programming needs and interests.

1. Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.



This is not the first statistically reliable recreation programming survey conducted for the City of Fontana. A similar study was conducted by True North in 2007, and virtually all of the questions included in the present survey were purposely drawn from that prior survey. Because of the interest in tracking the City's performance over time, where appropriate, the results of the current study are compared with the results of identical questions asked in the prior 2007 study.

METHODOLOGICAL CHANGES & COMPARISONS TO PRIOR STUDY In recent years, much has changed in terms of how the public receives information, the accessibility of residents through traditional recruiting methods, and their willingness to participate in community surveys. In addition to an increase in the proportion of households that have abandoned their land lines and only use unpublished cell phones, the prevalence of caller ID and similar technologies has led to a substantial rise in call screening behaviors—where individuals will not answer the phone unless they recognize the phone number. In combination, these factors create a situation where a growing percentage of households are simply unreachable if one relies solely on telephone-based sampling, recruiting, and data collection techniques.

Recognizing the aforementioned developments and the challenges they pose to producing statistically reliable results, True North recommended that the City of Fontana transition to a mixed-methodology for the 2019 survey that utilized multiple recruiting methods (telephone and email) as well as multiple data collection methods (telephone and online). Although transitioning to this new methodology improves the overall reliability of the survey described in this report, it does represent a change in the methodology when compared to the 2007 survey. For this reason, although comparisons between the 2007 and 2019 surveys are provided, it's important to keep in mind that a difference in the survey results could be caused by a change in public opinion, be an artifact of a change in the methodology, or a mixture of both.

OVERVIEW OF METHODOLOGY A full description of the methodology used for this study is included later in the report (see *Methodology* on page 33). In brief, the survey was administered to a random sample of 536 adults who reside within the City of Fontana. The survey followed a mixed-method design that employed multiple recruiting methods (telephone and email) and multiple data collection methods (telephone and online). Administered in English and Spanish between March 20 and April 2, 2019, the average interview was 15 minutes.

STATISTICAL SIGNIFICANCE As discussed above, many of the figures and tables in this report present the results of questions asked in 2019 alongside the results of the 2007 survey for identical questions. In such cases, True North conducted the appropriate tests of statistical significance to identify statistically significant changes between the 2007 and 2019 surveys. Statistically significant differences within response categories over time are denoted by the † symbol which appears in the figure next to the appropriate response value for 2019.

ORGANIZATION OF REPORT This report is designed to meet the needs of readers who prefer a summary of the findings as well as those who are interested in the details of the results. For those who seek an overview of the findings, the sections titled *Just the Facts* and *Conclusions* are for you. They provide a summary of the most important factual findings of the survey in bullet-point format and a discussion of their implications. For the interested reader, this section is followed by a more detailed question-by-question discussion of the results from the survey by



topic area (see *Table of Contents*), as well as a description of the methodology employed for collecting and analyzing the data. And, for the truly ambitious reader, the questionnaire used for the interviews is contained at the back of this report, and a complete set of crosstabulations for the survey results is contained in Appendix A, which is bound separately.

ACKNOWLEDGMENTS True North thanks Dan West (Public Works Manager - Parks & Landscape Division) at the City of Fontana and Baxter Miller (BMLA) for the opportunity to conduct the survey, as well as for their contributions to the design of the study. Their collective expertise and insight improved the overall quality of the research presented here.

DISCLAIMER The statements and conclusions in this report are those of the authors (Dr. Timothy McLarney and Richard Sarles) at True North Research, Inc. and not necessarily those of the City of Fontana. Any errors and omissions are the responsibility of the authors.

ABOUT TRUE NORTH True North is a full-service survey research firm that is dedicated to providing public agencies with a clear understanding of the values, perceptions, priorities, and concerns of their residents and customers. Through designing and implementing scientific surveys, focus groups, and one-on-one interviews, as well as expert interpretation of the findings, True North helps its clients to move with confidence when making strategic decisions in a variety of areas—such as planning, policy evaluation, performance management, establishing fiscal priorities, passing revenue measures, and developing effective public information campaigns.

During their careers, Dr. McLarney (President) and Mr. Sarles (Principal Researcher) have designed and conducted over 1,000 survey research studies for public agencies—including more than 350 studies for California municipalities and special districts.



JUST THE FACTS

The following is an outline of the main factual findings from the survey. For the reader's convenience, we have organized the findings according to the section titles used in the body of this report. Thus, to learn more about a particular finding, simply turn to the appropriate report section.

QUALITY OF LIFE

- A clear majority of respondents shared favorable opinions of the quality of life in Fontana, with 14% reporting it is 'excellent' and 53% stating it is 'good'. Twenty-nine percent (29%) of residents indicated that the quality of life in the City is 'fair', and just 4% of residents used 'poor' or 'very poor' to describe the quality of life in Fontana.
- When asked what local government could do to improve the quality of life in Fontana—now and in the future—cleaning up/beautifying the City and landscaping was the most frequently mentioned specific response (10%), followed by improving streets, roads, and sidewalks (9%), improving public safety and reducing crime and drugs (9%), providing improved shopping and dining options (7%), addressing homeless issues (6%), and improving local schools and education (6%).

PARTICIPATION IN PROGRAMS

- Overall, 28% of respondents reported that at least one member of their household had participated in a recreation program offered by the City in the 12 months prior to the survey, with 4% indicating it was just the respondent, 16% indicating it was another member of the household, and 9% reporting that multiple people (including the respondent) had participated in a program during the period of interest.
- Among those whose household did not participate in a recreation program in the 12 months prior to the survey, by far the most common response for *not* doing so was no particular reason (40%), followed by a general lack of time (19%) and not having enough information about available programs (15%).
- Overall, 72% of households surveyed did *not* participate in a city-sponsored recreation program in the 12 months prior to the interview. Among those that did participate, 8% said they participated in one program, 10% in two programs, 6% in three programs, 1% in four programs, and 2% indicated that they participated in five or more recreation programs during this period.
- In terms of the *types* of recreation programs that households enrolled in, 19% of *all* households surveyed reported participation in one or more programs designed for children between the ages of 5 and 12. Thirteen percent (13%) of households had participated in a program for adults, and a similar percentage (11%) participated in teen-oriented programs and programs for children under 5. Just seven percent (7%) of households reported participation in a city recreation program for seniors in the 12 months prior to the interview.

REGISTRATION & STAFF

- The dominant method for registering was in-person, with three-quarters (75%) of respondents indicating they used this method in the past. The Internet was also a popular method for registering for recreation programs, utilized by 56% of those surveyed. Of the remaining options, telephone (13%) was used substantially more often than traditional mail (3%)



- Just 16% of respondents indicated that they experienced one or more problems during the registration process.
- When asked to describe the problem(s), most of the responses referenced difficulties with online registration and desired classes being full or otherwise unavailable.
- Of the 28% of respondents whose household had participated in a recreation program, 12% indicated that they had personally contacted Community Services and Recreation Department staff, whereas 16% had no contact.
- Community Services and Recreation Department staff received very high marks for their helpfulness (98%), knowledge (92%), and professionalism (90%).

QUALITY OF PROGRAMMING

- Eighty-one percent (81%) of those who had participated in a recreation program rated the quality of recreation programs as excellent or good.
- Eighty percent (80%) of those who had participated in a recreation program rated the quality of facilities used as excellent or good.
- Eighty percent (80%) of those who had participated in a recreation program rated the quality of equipment used as excellent or good.
- Seventy-eight percent (78%) of those who had participated in a recreation program rated the quality of the instructor(s) as excellent or good.
- More than half (58%) of respondents could not think of a way that the City could improve upon their experience when participating in recreation programs. Of the specific improvements that were cited, offering more classes and programs for all ages including weekend programs for parents was mentioned most frequently (12%), followed by having more knowledgeable/trained instructors (7%).

PROGRAMMING INTERESTS

- Among the 21% of households surveyed that contained at least one **child under the age of five**, there was considerable interest in many of the recreation programs that may be offered by the City of Fontana to this age group. Overall, the most popular type of program was preschool classes (57% very interested), followed by story time (48%), dance (48%), and crafts (46%).
- Among the 31% of households surveyed that contained at least one **child between the ages of 5 and 12**, the majority indicated that they were *very* interested in sports programs (61%), art (55%), and music lessons (50%). Other popular programs included fitness and exercise classes (45%) and tutoring (45%).
- Among the 28% of households surveyed that contained at least one **teenager**, respondents expressed the greatest level of interest in driver's training classes (60% very interested). Other popular programs included sports (48%), fitness and exercise classes (47%), tutoring (44%), and cooking (38%).
- Among the 83% of households surveyed that contained at least one **adult between the ages of 19 and 60**, respondents expressed the greatest interest in fitness and exercise classes (50% very interested), followed by cooking (41%), continuing education classes (32%), computer classes (32%), and automotive repair (29%).
- Among the 20% of households surveyed that contained at least one **senior**, respondents expressed the greatest interest in fitness and exercise classes (43% very interested), followed by computer classes (34%), self-defense classes (24%), sewing and quilting (21%), and continuing education classes (21%).



- Overall, 7% of respondents from the 20% of households with a senior (1% of *all* survey participants) indicated that their household has used the City's senior transportation service.
- Regarding the adequacy of the senior transportation service, most respondents (68%) indicated that they were unsure or unwilling to state. Those with an opinion were five times more likely to rate the service as adequate (27%) than inadequate (5%).

FACILITIES

- Approximately one-third of respondents indicated that they had visited the Fontana Park Aquatic Center (34%) and Jessie Turner Community Center (34%) in the 12 months prior to the interview. The rate of visitation was between 1% and 14% for the other eight centers.



CONCLUSIONS

As noted in the *Introduction*, this study was designed to provide the City of Fontana with a statistically reliable understanding of its residents' needs and opinions as they relate to recreation and community programs. Whereas subsequent sections of this report are devoted to conveying the detailed results of the survey, in this section we attempt to 'see the forest through the trees' and note how the collective results of the survey answer the two key questions that motivated the research.

How well is the City performing in meeting residents' recreation programming needs?

The City of Fontana offers a broad array of recreation and community programs to residents of Fontana, as well as individuals from neighboring communities. Often tailored to specific age groups, programs include organized group recreation and sports programs, individual sports and recreation activities, visual and performing arts, educational classes, personal health courses, special events, and community services.

The results of this study clearly indicate that the City is doing a solid job meeting residents' needs with respect to recreation programming. Moreover, this performance level appears to be maintained *throughout* the program experience. When registering for classes, few (16%) respondents experienced any difficulties or problems. When interacting with Community Services and Recreation Department staff, participants came away with very positive impressions of staff's helpfulness, professionalism, and knowledge. And, with respect to the actual programs, approximately eight-in-ten respondents indicated that the quality of the programs, facilities, equipment used, and the instructors were excellent or good.

Support for the conclusion that the City is doing a good job meeting residents' needs can also be found among those who chose *not* to participate in a program during the past year. Not one respondent indicated that poor quality programming, a lack of programs, or a poor experience in the past was the root cause of their decision to forego participating in a city-offered recreation program. Rather, the vast majority cited no particular reason at all, or a lack of time or awareness as the reason for their decision.

What recreation programs are residents most interested in having the City provide?

In addition to measuring the City's performance in meeting the varied needs of those who have participated in recreation programs, one of the principal goals of this study was to profile current household interest in a variety of age-specific recreation programs that are (or could be) offered by the City. On this point as well, the survey provided clear direction that the City can use to modify its existing schedule of programs, as needed.



Among the 21% of households surveyed that contained at least one **child under the age of five**, there was considerable interest in many of the recreation programs that may be offered by the City of Fontana to this age group. Overall, the most popular type of program was preschool classes (57% very interested), followed by story time (48%), dance (48%), and crafts (46%).

Among the 31% of households surveyed that contained at least one **child between the ages of 5 and 12**, the majority indicated that they were *very* interested in sports programs (61%), art (55%), and music lessons (50%). Other popular programs included fitness and exercise classes (45%) and tutoring (45%).

Among the 28% of households surveyed that contained at least one **teen-ager**, respondents expressed the greatest level of interest in driver's training classes (60% very interested). Other popular programs included sports (48%), fitness and exercise classes (47%), tutoring (44%), and cooking (38%).

Among the 83% of households surveyed that contained at least one **adult between the ages of 19 and 60**, respondents expressed the greatest interest in fitness and exercise classes (50% very interested), followed by cooking (41%), continuing education classes (32%), computer classes (32%), and automotive repair (29%).

Finally, among the 20% of households surveyed that contained at least one **senior**, respondents expressed the greatest interest in fitness and exercise classes (43% very interested), followed by computer classes (34%), self-defense classes (24%), sewing and quilting (21%), and continuing education classes (21%).



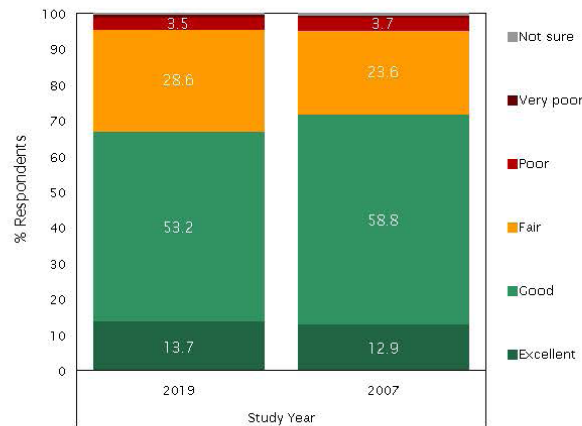
QUALITY OF LIFE

The opening series of questions in the survey was designed to assess residents' top of mind perceptions about the quality of life in Fontana, as well as what city government could do to improve the quality of life in the City—now and in the future.

OVERALL QUALITY OF LIFE At the outset of the interview, respondents were asked to rate the quality of life in the City, using a five-point scale of excellent, good, fair, poor, or very poor. As shown in Figure 1 below, most respondents shared favorable opinions of the quality of life in Fontana, with 14% reporting it is 'excellent' and 53% stating it is 'good'. Twenty-nine percent (29%) of residents indicated that the quality of life in the City is 'fair', and just 4% of residents used 'poor' or 'very poor' to describe the quality of life in Fontana. Quality of life ratings in 2019 were statistically unchanged from 2007.

Question 2 *How would you rate the overall quality of life in Fontana? Would you say it is excellent, good, fair, poor or very poor?*

FIGURE 1 OVERALL QUALITY OF LIFE BY STUDY YEAR



For the interested reader, figures 2 and 3 on the next page show how ratings of the quality of life in the City varied by length of residence, home ownership status, age, and gender. Although a majority of respondents in each subgroup rated the quality of life in the City as either excellent or good, some were decidedly more favorable in their assessments. When compared with their respective counterparts, home owners, respondents under the age of 25 or over 65, and women were the most likely to rate the quality of life in Fontana as excellent or good.



FIGURE 2 OVERALL QUALITY OF LIFE BY YEARS IN FONTANA & HOME OWNERSHIP STATUS

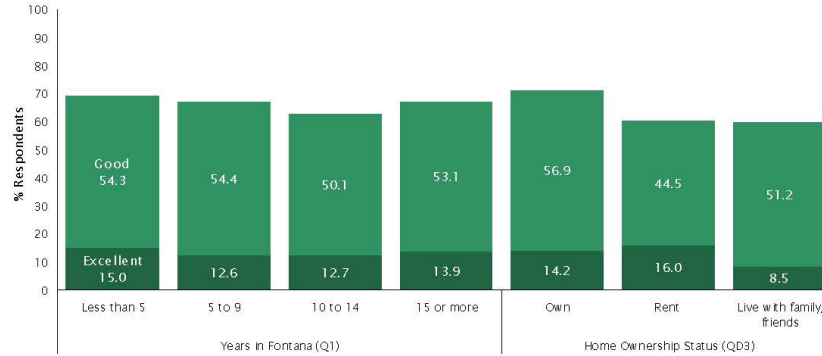
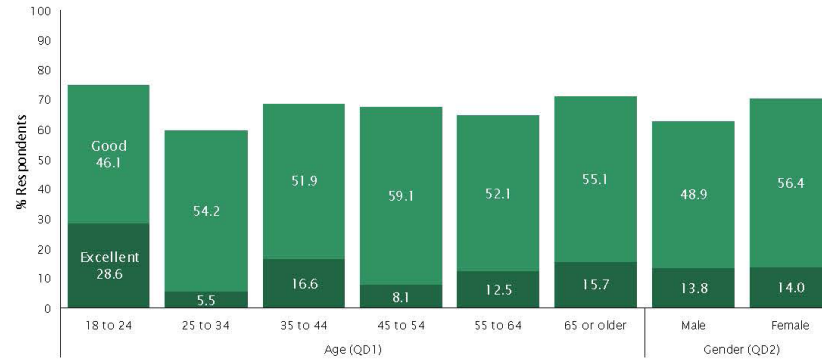


FIGURE 3 OVERALL QUALITY OF LIFE BY AGE & GENDER



WAYS TO IMPROVE QUALITY OF LIFE Respondents were next asked to indicate the one thing that local government could change to make Fontana a better place to live, now and in the future. Question 3 was asked in an open-ended manner, which allowed respondents to mention any change that came to mind without being prompted by or restricted to a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 4 on the next page.

Overall, the most common response to this question was ‘not sure / cannot think of anything’ (21%), and another 5% said they wanted no changes. Among specific changes offered, cleaning up/beautifying the City and landscaping was the most frequently mentioned (10%), followed by improving streets, roads, and sidewalks (9%), improving public safety and reducing crime and drugs (9%), providing improved shopping and dining options (7%), addressing homeless issues (6%), and improving local schools and education (6%). Given the topic of this study, it is worth noting that 5% of respondents mentioned providing more activities and entertainment options, and 4% desired additional and improved parks and recreation facilities.



Question 3 *If local government could change one thing to make Fontana a better place to live now and in the future, what change would you like to see?*

FIGURE 4 ONE CHANGE TO IMPROVE FONTANA

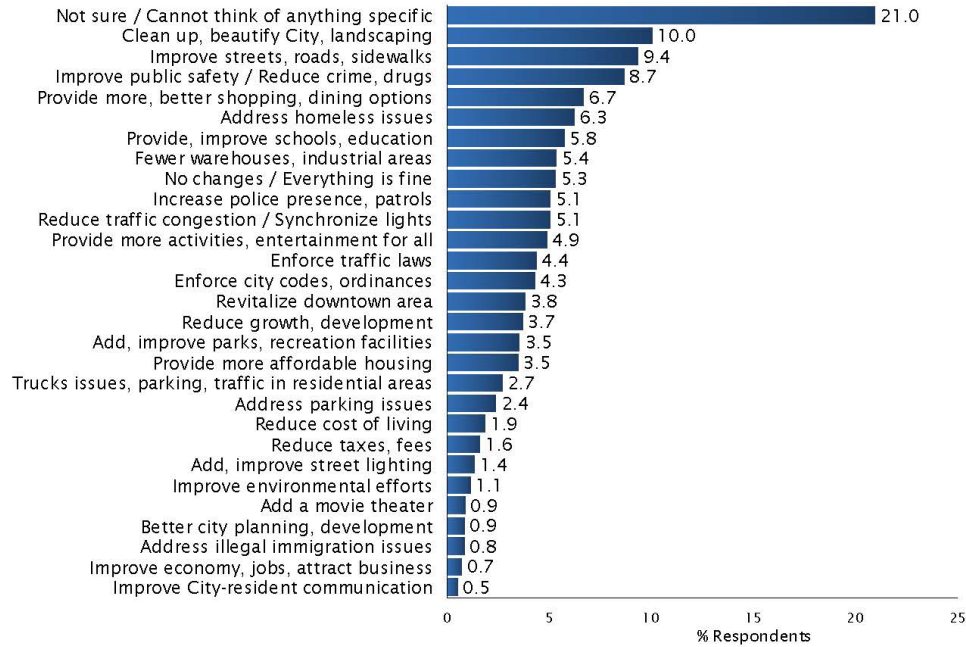


Table 1 displays the top five overall response categories by study year. Three categories remained consistent between 2007 and 2019, whereas cleaning up/beautifying the City and landscaping and providing improved shopping and dining options increased in importance during that time period.

TABLE 1 ONE CHANGE TO IMPROVE FONTANA BY STUDY YEAR

Study Year	
2019	2007
Not sure / Cannot think of anything specific	Not sure / Cannot think of anything specific
Clean up, beautify City, landscaping	Improve streets, roads
Improve streets, roads	Provide, improve schools, education
Improve public safety / Reduce crime, drugs	Improve public safety / Reduce crime, drugs
Provide more, better shopping, dining options	Reduce growth, development



PARTICIPATION IN PROGRAMS

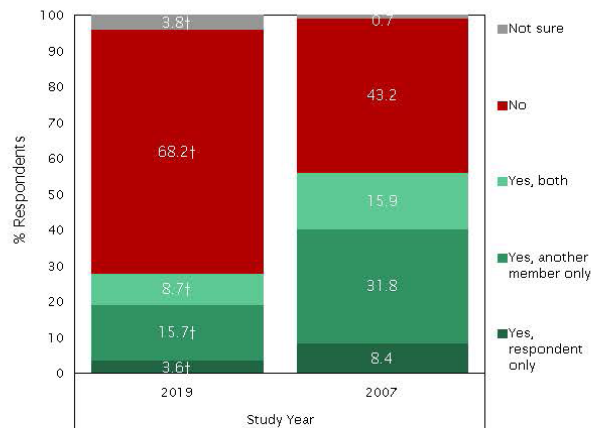
The City of Fontana offers a broad array of recreation and community programs to residents of Fontana, as well as individuals from neighboring communities. Often tailored to specific age groups, programs include organized group recreation and sports programs, individual sports and recreation activities, visual and performing arts, educational classes, personal health courses, special events, and community services. The questions in this section were designed to profile whether a respondent’s household had participated in a recreation program offered by the City, as well as the number and nature of the programs utilized.

PROGRAM PARTICIPATION The first question in this series simply asked respondents if in the 12 months prior to the interview they and/or another member of their household had participated in a recreation program offered by the City. Overall, 28% of respondents reported that at least one member of their household had participated in a recreation program offered by the City (Figure 5), with 4% indicating it was just the respondent, 16% indicating it was another member of the household, and 9% reporting that multiple people (including the respondent) had participated in a program during the period of interest.

The sample for the 2007 study was drawn from a list of households that had registered for a recreation program at least once during the 18 months prior to the survey, whereas the current 2019 study was administered to a random sample of *all* households in the City. Thus, when comparing the results of the two studies for this question, it is not surprising to find a lower rate of participation in 2019, as the 2007 study intentionally over-sampled households with recreation program participation.

Question 4 *During the past 12 months, have you or any member of your household participated in a recreation program offered by the City?*

FIGURE 5 HOUSEHOLD RECREATION PROGRAM PARTICIPATION IN PAST 12 MONTHS BY STUDY YEAR

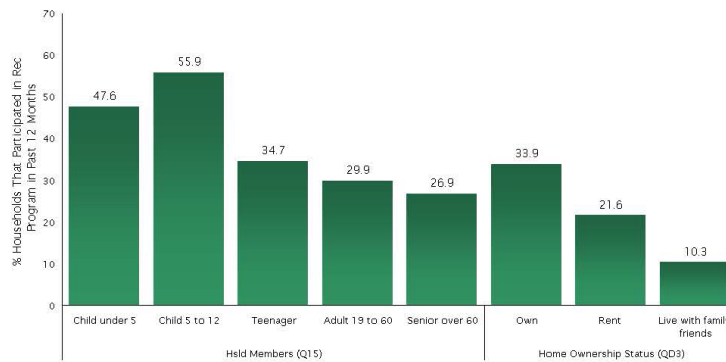


† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.



Figure 6 shows how recalled participation in a city-offered recreation program during the past 12 months varied by the presence of various age cohorts in the household and home ownership status. Overall, the rate of reported participation was highest among households with one or more children between the ages of 5 and 12 and home owners.

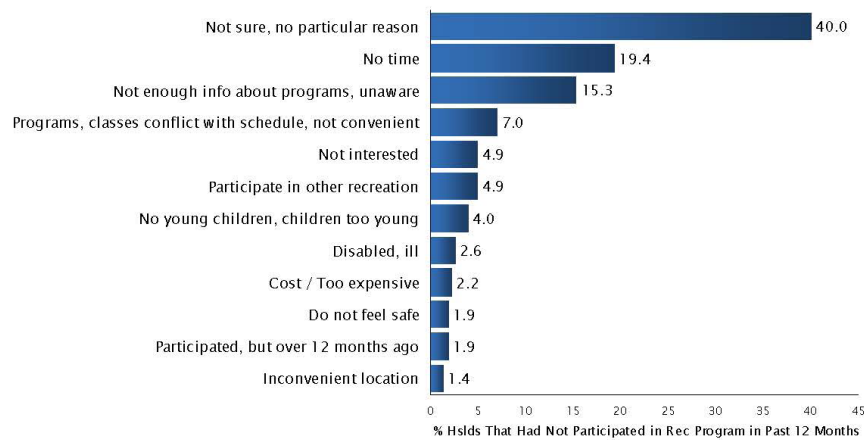
FIGURE 6 HOUSEHOLD RECREATION PROGRAM PARTICIPATION IN PAST 12 MONTHS BY HSLD MEMBERS & HOME OWNERSHIP STATUS



REASONS FOR NOT PARTICIPATING Respondents who reported that their household had *not* participated in a recreation program offered by the City were next asked in an open-ended manner if there was a particular reason they chose not to participate. As shown in Figure 7, by far the most common response was that there was no particular reason (40%), followed by a general lack of time (19%) and not having enough information about available programs (15%).

Question 5 *Is there a particular reason why you or members of your household have not participated in a recreation program offered by the City?*

FIGURE 7 REASON FOR NO HSLD RECREATION PROGRAM PARTICIPATION



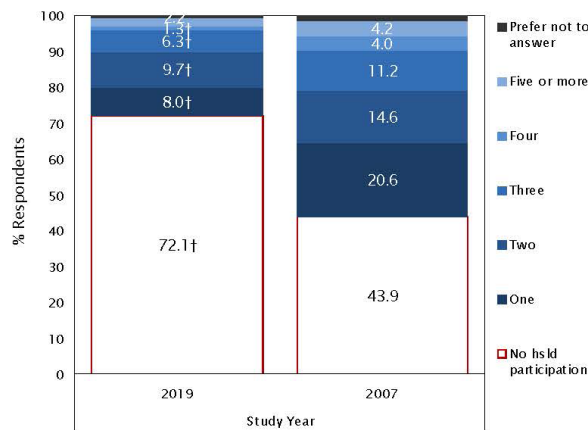


NUMBER & TYPE OF PROGRAMS The final two questions in this series asked respondents whose households had participated in a program to identify the number of different programs they participated in, as well as the nature of the programs. Figure 8 combines the responses to the first question (Question 6) with those of Question 4 to profile participation frequency among all surveyed households, showing both 2019 and 2007 results.

Overall in 2019, 72% of households surveyed did *not* participate in a city-sponsored recreation program in the 12 months prior to the interview. Among those that did participate, 8% said they participated in one program, 10% in two programs, 6% in three programs, 1% in four programs, and 2% indicated that they participated in five or more recreation programs during this period. As discussed in *Program Participation* on page 12, when comparing the findings of the two studies, it is not surprising to find a lower rate of program participation in 2019, as the 2007 study intentionally over-sampled households with recreation program participation.

Question 6 *In total, how many different recreation programs offered by the City of Fontana did your household participate in during the past 12 months?*

FIGURE 8 NUMBER OF RECREATION PROGRAMS IN PAST 12 MONTHS BY STUDY YEAR

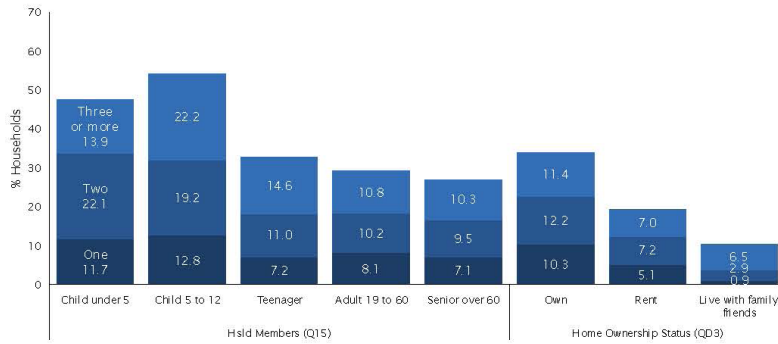


† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.

For the interested reader, Figure 9 on the next page displays how the frequency of participation varied by the presence of various age cohorts in the household and home ownership status.



FIGURE 9 NUMBER OF RECREATION PROGRAMS IN PAST 12 MONTHS BY HSLD MEMBERS & HOME OWNERSHIP STATUS

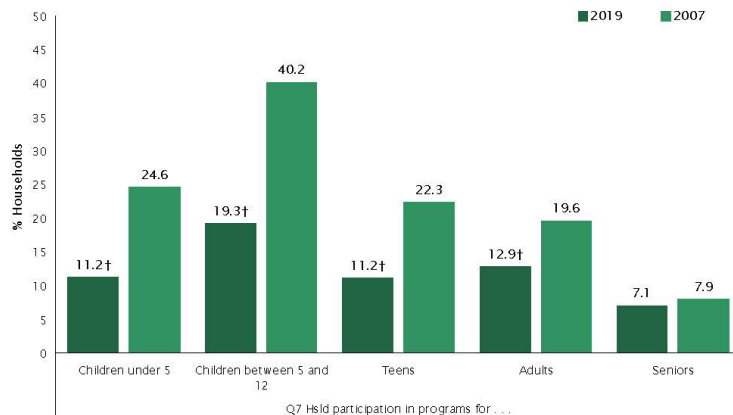


Regarding the types of recreation programs households had enrolled in (Figure 10), 19% of *all* households surveyed in the 2019 study reported participation in one or more programs designed for children between the ages of 5 and 12. Thirteen percent (13%) of households had participated in a program for adults, and a similar percentage (11%) participated in teen-oriented programs and programs for children under 5. Just seven percent (7%) of households reported participation in a city recreation program for seniors in the 12 months prior to the interview.

Here again, when comparing the findings of the two studies it is not surprising to find a lower rate of participation in the various program types for 2019, as the 2007 study intentionally oversampled households with recent recreation program participation. Nevertheless, household participation in a senior recreation program was similar between the two studies.

Question 7 *Of the recreation programs that your household participated in during the past year, were any designed for: -----?*

FIGURE 10 TYPES OF RECREATION PROGRAMS IN PAST 12 MONTHS BY STUDY YEAR



† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.



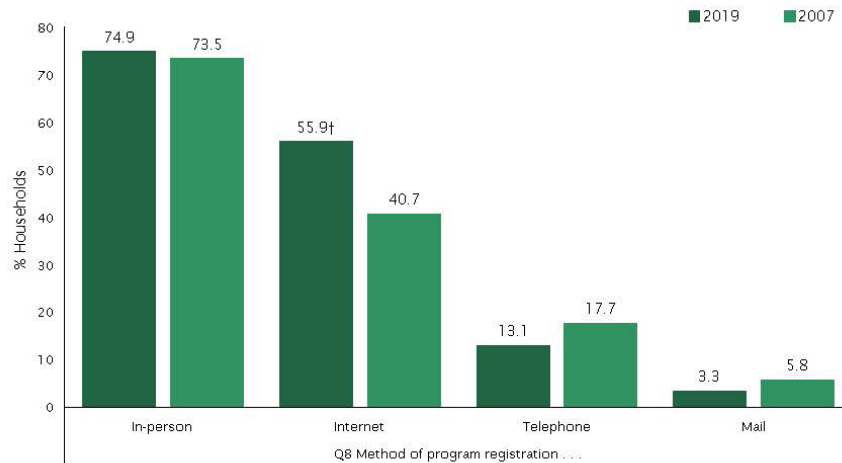
REGISTRATION & STAFF

Naturally, residents’ opinions about the City of Fontana’s recreation programs are shaped to some degree by their interactions with city staff and their experiences when attempting to register for programs. Accordingly, a goal of the survey was to understand how respondents registered for recreation programs, their experiences when doing so, as well as how well staff from the Community Services and Recreation Department met their needs on a variety of dimensions.

REGISTRATION Households that participated in at least one recreation program in the past year were asked in Question 8 to identify the methods used to register for the programs. As shown in Figure 11, the dominant method for registering was in-person, with three-quarters (75%) of respondents indicating they used this method in the past. The Internet was also a popular method for registering for recreation programs, utilized by 56% of those surveyed, which represents a significant increase from 2007 (+15%). Of the remaining options, telephone (13%) was used substantially more often than traditional mail (3%).

Question 8 Which of the following methods has your household used to register for recreation programs with the City? Have you registered _____?

FIGURE 11 REGISTRATION METHODS IN PAST 12 MONTHS BY STUDY YEAR



† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.

Having identified methods used for program registration, the survey next asked respondents if they experienced any problems during registration and, if yes, to describe the nature of the problems. As shown in Figure 12 on the next page, just 16% of respondents indicated that they experienced one or more problems during the registration process, which represents a small but significant increase from the 2007 study.

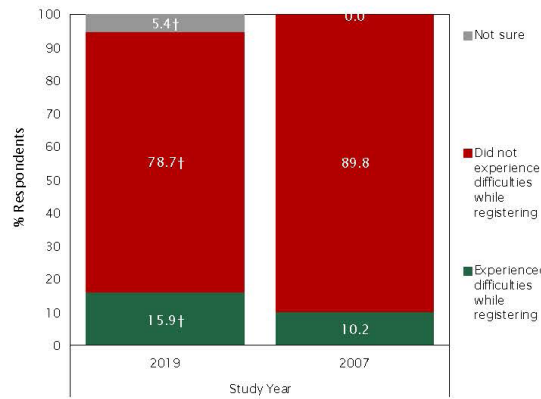
When asked to describe the problem(s), most of the responses referenced difficulties with online registration and desired classes being full or otherwise unavailable (not shown graphically due to the small sample size for this question).



Question 9 *Did you experience any difficulties or problems when registering for recreation programs?*

Question 10 *Please briefly describe the problem you experienced.*

FIGURE 12 EXPERIENCED PROBLEMS DURING PROGRAM REGISTRATION BY STUDY YEAR

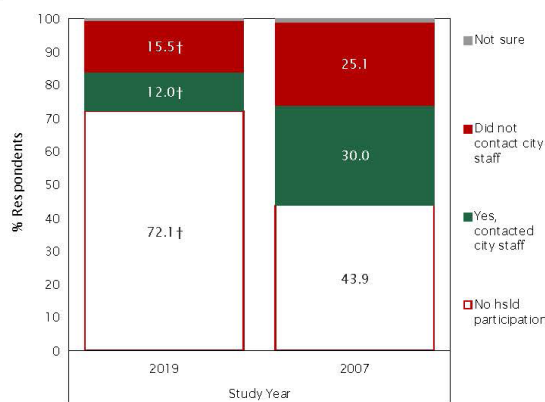


† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.

DEPARTMENT STAFF All respondents whose household had participated in a recreation program in the past year were next asked if they had *personally* been in contact with staff from the City of Fontana’s Community Services and Recreation Department during this period. Figure 13 presents the results of Question 11 in the context of all survey participants. Of the 28% of respondents whose household had participated in a recreation program, 12% indicated that they had personally contacted Department staff, whereas 16% had no contact.

Question 11 *In the past 12 months, have you been in contact with staff from the City of Fontana’s Community Services and Recreation Department?*

FIGURE 13 CONTACT WITH STAFF IN PAST 12 MONTHS BY STUDY YEAR



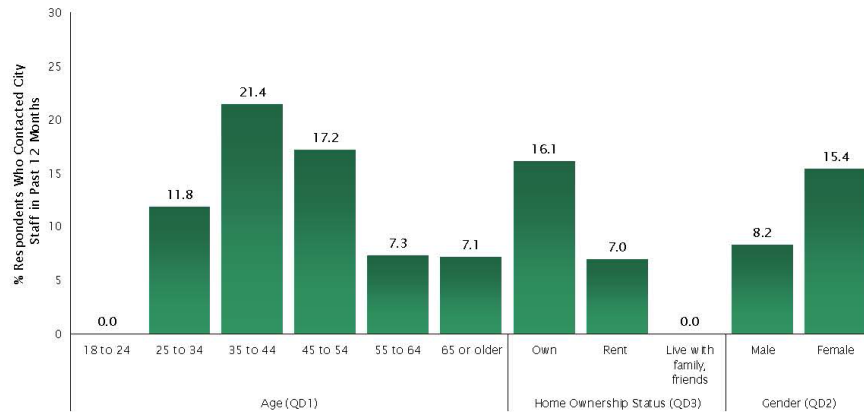
When comparing the findings of the two studies, it is not surprising to find a lower rate of staff contact in 2019, as the 2007 study intentionally over-sampled households with recreation program participation.

Overall, contact with Department staff was most frequently reported by those between the ages of 35 and 44, home owners, and women (see Figure 14 on the next page).

† Statistically significant difference ($p < 0.05$) between the 2007 and 2019 studies.



FIGURE 14 CONTACT WITH STAFF IN PAST 12 MONTHS BY AGE, HOME OWNERSHIP STATUS & GENDER



The final question in this series asked those who had contact with Department staff during the past year to rate staff on three dimensions: helpfulness, professionalism, and knowledge. The findings of this question are presented below in Figure 15. As shown in the figure, Department staff received very high marks on each dimension of customer service tested. Although not statistically significant due to the small subset of residents asked this question in 2007 and 2019, there was a notable increase in *very* professional ratings for staff (+13%, see Table 2).

Question 12 *In your opinion, was the staff very _____, somewhat _____, or not at all _____.*

FIGURE 15 OPINION OF STAFF

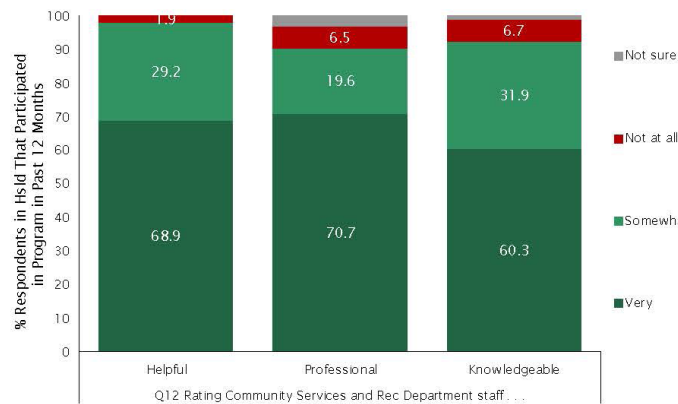


TABLE 2 OPINION OF STAFF BY STUDY YEAR (SHOWING % VERY)

	Study Year		Change in % Very 2007 to 2019
	2019	2007	
Professional	70.7	57.9	+12.9
Helpful	68.9	65.3	+3.6
Knowledgeable	60.3	57.0	+3.3



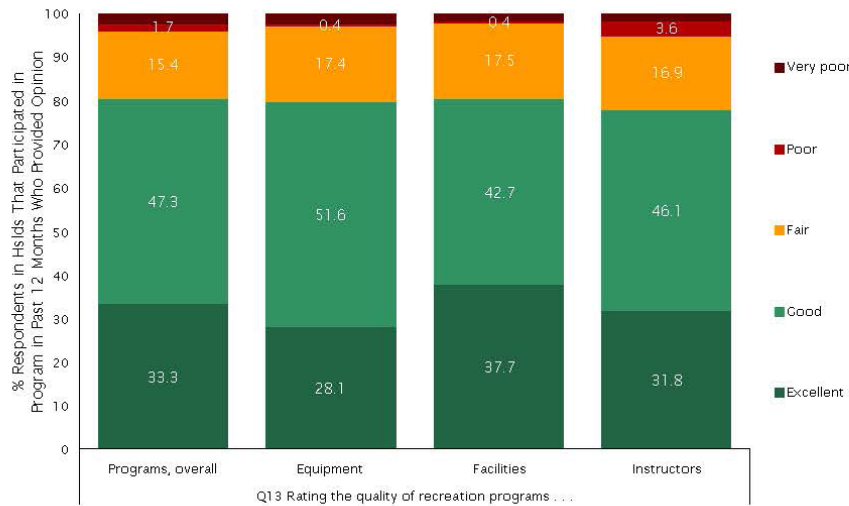
QUALITY OF PROGRAMMING

Having profiled respondents' utilization of city-sponsored recreation programs, their experiences while registering for programs, as well as their assessment of Community Services and Recreation Department staff, the survey next turned to measuring their opinions about the programs in which their household participated.

Question 13 asked those whose household had participated in a recreation program offered by the City to rate the *quality* of the programs overall, the equipment used (if any), the facilities used (if any), and the instructors (if any) using a five-point scale of excellent, good, fair, poor, or very poor. Figure 16 shows that—for each aspect tested—at least three-quarters of respondents provided a rating of excellent or good. Considering the combined percentage of 'excellent' and 'good' responses, the assessments were most positive for the overall quality of the programs (81%), followed by the quality of the facilities (80%), the equipment used (80%), and the instructors (78%).

Question 13 *Thinking of the recreation programs offered by the City that your household has participated in, how do you rate the _____? Would you say it was excellent, good, fair, poor or very poor?*

FIGURE 16 QUALITY OF PROGRAMMING



Compared with 2007, there was a statistically significant decline in the percentage of residents who provided a positive rating to the overall quality of the programs in 2019 (-12%, see Table 3 on the next page).



TABLE 3 QUALITY OF PROGRAMMING BY STUDY YEAR (SHOWING % EXCELLENT & GOOD)

	Study Year		Change in % Excellent + Good 2007 to 2019
	2019	2007	
Quality of the equipment used, if any	70.7	73.9	-3.2
Quality of the facilities used, if any	77.0	80.5	-3.5
Quality of the instructors, if any	70.5	74.3	-3.8
Overall quality of the programs	77.3	88.9	-11.7†

† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.

Recognizing that those who have participated in a recreation program offered by the City may be an excellent source for suggestions as to how the programs could be improved, Question 14 asked respondents to comment on how the City could improve their overall experience when participating in recreation programs. This question was posed in an open-ended manner, thereby allowing respondents to mention any improvement that came to mind without being prompted by—or restricted to—a particular list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 17 below.

More than half (58%) of respondents could not think of a way that the City could improve upon their experience when participating in recreation programs. Of the specific improvements that were cited, offering more classes and programs for all ages including weekend programs for parents was mentioned most frequently (12%), followed by having more knowledgeable/trained instructors (7%). No other suggestions were offered by at least 5% of respondents.

Question 14 *Do you have any suggestions for how the City could improve your overall experience when participating in recreation programs?*

FIGURE 17 SUGGESTIONS TO IMPROVE RECREATION PROGRAMMING

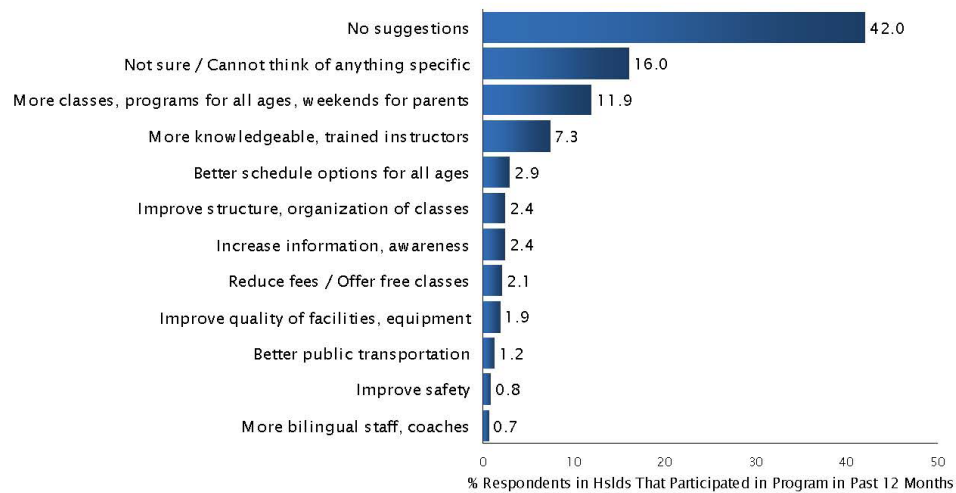




Table 4 shows the five most frequently cited suggested improvements by study year. In addition to no suggested improvements, having more knowledgeable/trained instructors remained a top response from 2007 to 2019.

TABLE 4 SUGGESTIONS TO IMPROVE RECREATION PROGRAMMING BY STUDY YEAR

Study Year	
2019	2007
Not sure / No suggestions	Not sure / No suggestions
More classes, programs for all ages, weekends for parents	More knowledgeable, trained instructors
More knowledgeable, trained instructors	Increase information, awareness
Better schedule options for all ages	Improve quality of facilities, equipment
Improve structure, organization of classes	Add facilities, equipment



PROGRAMMING INTERESTS

Up to this point in the study, most of the questions posed to respondents were *retrospective* in nature. That is, respondents were asked to comment on their *past* experiences when registering for—and participating in—recreation programs offered by the City. Beginning with Question 16, the survey shifted to the present by measuring *current* household interest in a variety of age-specific recreation programs that are (or could be) offered by the City.

PRE-SCHOOL PROGRAMS Regardless of whether a respondent's household had participated in a city-sponsored recreation program in the past, Question 16 asked all households that contained at least one child under the age of five about their interest in a variety of recreation programs that may be offered to this age group. The format of the question was straightforward: for each of the programs shown on the left of Figure 18, qualified households were simply asked to indicate whether their household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers. To avoid a systematic position bias, the programs were read in a random order for each respondent.

Figure 18 on the next page demonstrates that among the 21% of households surveyed that contained at least one child under the age of five, there was considerable interest in many of the recreation programs that may be offered by the City of Fontana to this age group. Overall, the most popular type of program was preschool classes (57% very interested), followed by story time (48%), dance (48%), and crafts (46%). When compared to the other programs tested, the percentage very interested in singing (29%) and cooking (31%) was somewhat lower.

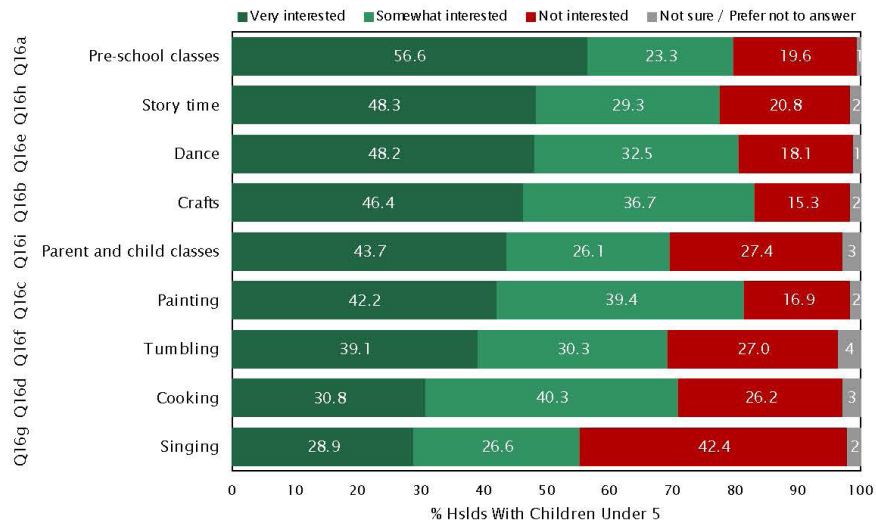
Recognizing that the list of programs provided in Question 16 does not exhaust the list of possible programs that could be offered to this age group, respondents were also provided an opportunity to suggest additional programs that they would like the City to offer. Question 17 was asked in an open-ended manner, so respondents were at liberty to mention any program that came to mind. Given the small number of respondents with children under five that provided a specific suggestion, the responses are not shown graphically. However, among this small group of respondents, offering sports in general was mentioned most frequently.



Question 16 Next, I'm going to read a short list of recreation programs designed for children under the age of 5. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

Question 17 Is there a recreation program for children under five that I did not mention that you would like the City to offer?

FIGURE 18 INTEREST IN PARTICIPATION IN PROGRAMS FOR CHILDREN UNDER 5



SCHOOL-AGED PROGRAMS In a manner identical to that described previously for pre-school aged programs, respondents from households with children between the ages of 5 and 12 were asked to rate their level of interest in a variety of recreation programs that could be offered to school-aged children. The list of programs tested, as well as the level of interest expressed in each program, are shown in Figure 19 on the next page.

Among the 31% of households surveyed that contained at least one child between the ages of 5 and 12, the majority indicated that they were *very* interested in sports programs (61%), art (55%), and music lessons (50%). Other popular programs included fitness and exercise classes (45%) and tutoring (45%). When compared to the other programs tested, interest was considerably lower for modeling (12%), theatre (28%), and yoga for kids (29%).

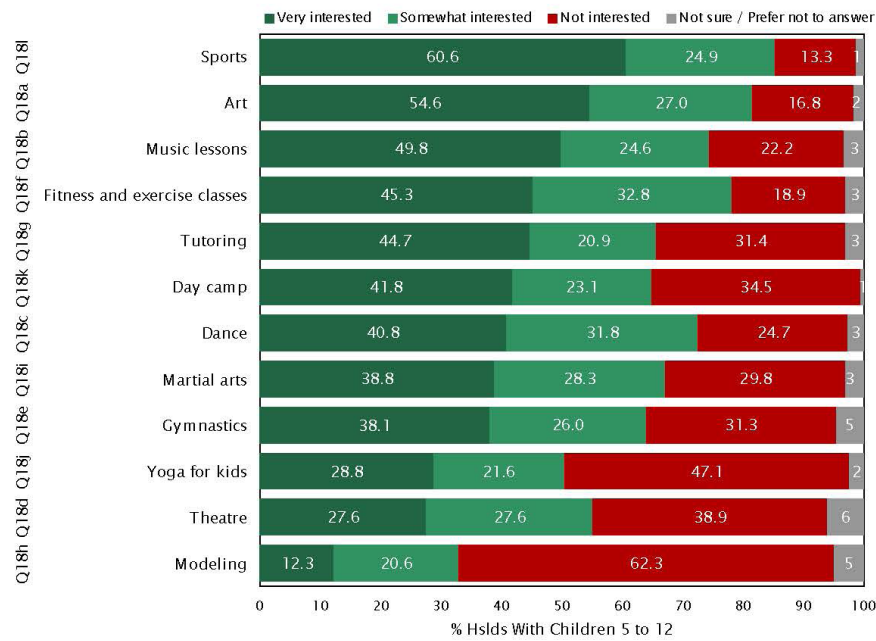
When provided with an opportunity to suggest additional programs beyond those listed in Question 18 that they would like offered to children between the ages of 5 and 12, most respondents could not think of an additional program. Among the small subset of respondents who provided a specific suggestion, swimming was mentioned most frequently (not shown graphically due to small sample size).



Question 18 Next, I'm going to read a short list of recreation programs designed for children between the ages of 5 and 12. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

Question 19 Is there a recreation program for children between the ages of 5 and 12 that I did not mention that you would like the City to offer?

FIGURE 19 INTEREST IN PARTICIPATION IN PROGRAMS FOR CHILDREN 5 TO 12



TEEN PROGRAMS Using an approach identical to that described above, respondents from households with teens between the ages of 13 and 18 were asked to rate their level of interest in a variety of recreation programs that could be offered to teens. The list of programs tested, as well as the level of interest expressed in each program, are shown in Figure 20 on the next page.

Among the 28% of households surveyed that contained at least one teenager, respondents expressed the greatest level of interest in driver's training classes (60% very interested). Other popular programs included sports (48%), fitness and exercise classes (47%), tutoring (44%), and cooking (38%). Of the recreation programs tested, pickleball (10%), modeling (11%), and cheer-leading (13%) found the lowest levels of interest overall.

When provided with an opportunity to suggest additional programs beyond those listed in Question 20 that they would like offered to teenagers, most respondents could not think of an addi-

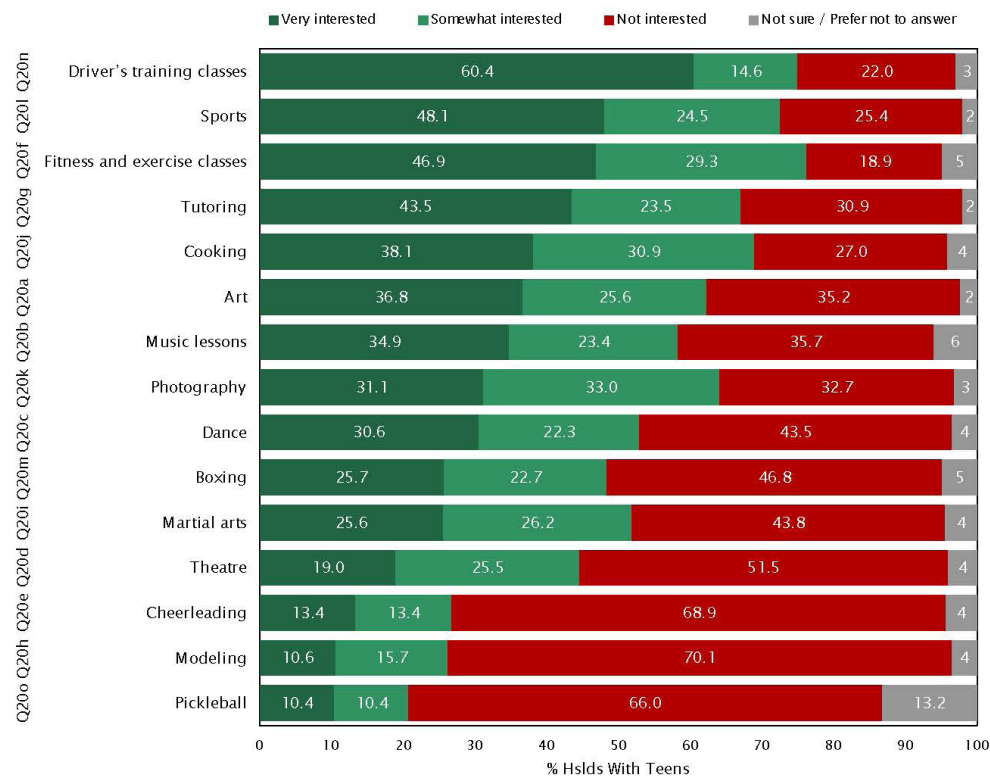


tional program. Among this small subset of respondents, the most popular suggested addition was STEAM-related programs (not shown graphically due to small sample size).

Question 20 Next, I'm going to read a short list of recreation programs designed for teenagers. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

Question 21 Is there a recreation program for teens that I did not mention that you would like the City to offer?

FIGURE 20 INTEREST IN PARTICIPATION IN PROGRAMS FOR TEENS



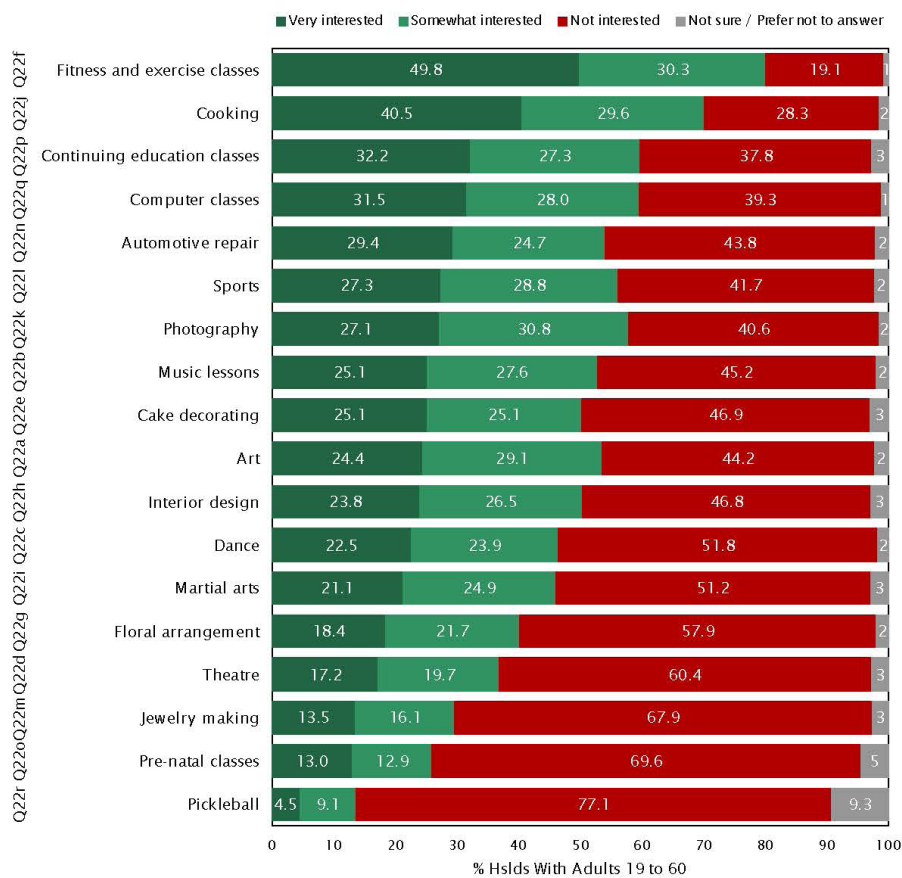
ADULT PROGRAMS Respondents from the 83% of households with an adult between the ages of 19 and 60 were asked to rate their level of interest in a variety of recreation programs that could be offered to adults in this age bracket. The list of programs tested, as well as the level of interest expressed in each program, are shown in Figure 21 on the next page.



Of the 18 programs tested, respondents expressed the greatest interest in fitness and exercise classes (50% very interested), followed by cooking (41%), continuing education classes (32%), computer classes (32%), and automotive repair (29%). At the other end of the spectrum, substantially fewer respondents were interested in pickleball (5%), pre-natal classes (13%), and jewelry making (14%).

Question 22 Next, I'm going to read a short list of recreation programs designed for adults between the ages of 19 and 60. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

FIGURE 21 INTEREST IN PARTICIPATION IN PROGRAMS FOR ADULTS 19 TO 60



When provided with an opportunity to suggest additional programs beyond those listed in Question 22 that they would like offered to adults, the vast majority of respondents (77%) could not think of an additional program (see Figure 22 on page 27). Of the specific suggestions offered,



educational classes was mentioned most often (4%). For the interested reader, Table 5 shows the five most frequently mentioned suggestions by study year.

Question 23 *Is there a recreation program for adults between the ages of 19 and 60 that I did not mention that you would like the City to offer?*

FIGURE 22 ADDITIONAL PROGRAMS DESIRED FOR ADULTS 19 TO 60

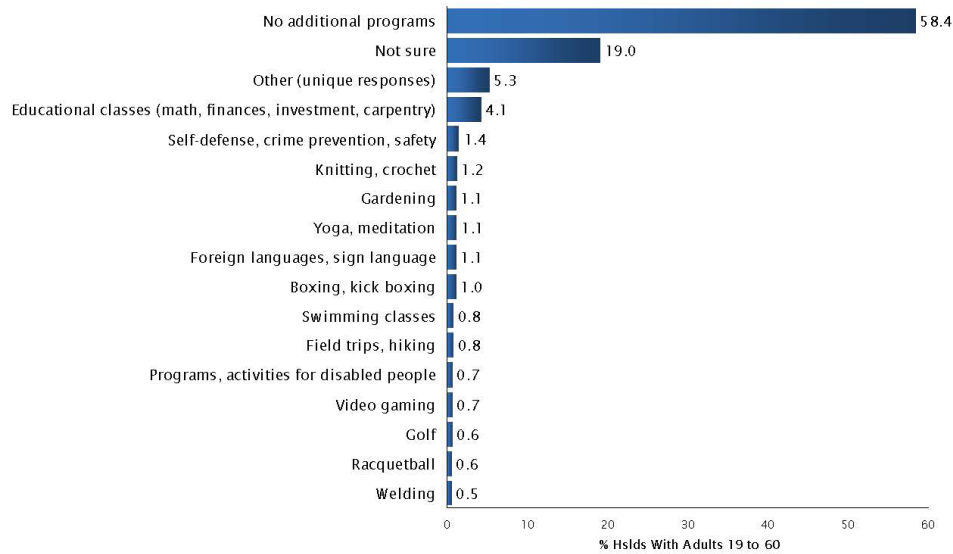


TABLE 5 ADDITIONAL PROGRAMS DESIRED FOR ADULTS 19 TO 60 BY STUDY YEAR

Study Year	
2019	2007
No additional programs	No additional programs
Not sure	Sports in general
Other (unique responses)	Yoga
Educational classes (math, finances, investment, carpentry)	Not sure
Self-defense, crime prevention, safety	ESL

SENIOR PROGRAMS The final questions in this series were directed at the 20% of respondents who had one or more seniors² living in their household. Figure 23 on the next page shows the level of interest expressed by these respondents for each of the recreation programs tested in Question 24. Overall, respondents expressed the greatest interest in fitness and exercise

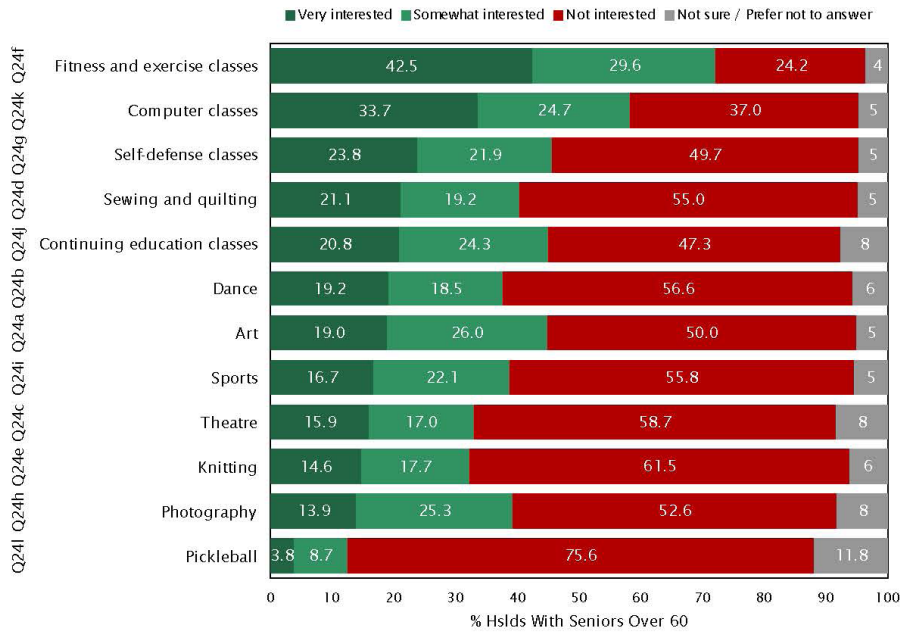
2. For the purposes of this study, *senior* was defined as over the age of 60.



classes (43% very interested), followed by computer classes (34%), self-defense classes (24%), sewing and quilting (21%), and continuing education classes (21%). At the other end of the spectrum, respondents were least interested in pickleball (4%).

Question 24 Next, I'm going to read a short list of recreation programs designed for seniors. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

FIGURE 23 INTEREST IN PARTICIPATION IN PROGRAMS FOR SENIORS



When provided with an opportunity to suggest additional programs beyond those listed in Question 24 that they would like offered to seniors, most respondents (82%) could not think of an additional program (see Figure 24 on page 29). Of the specific suggestions offered, swimming and fields trips/walks/hikes were the most frequently mentioned (3% each). For the interested reader, Table 6 on the next page shows the five most frequently cited suggestions by study year.



Question 25 *Is there a recreation program for seniors that I did not mention that you would like the City to offer?*

FIGURE 24 ADDITIONAL PROGRAMS DESIRED FOR SENIORS OVER 60

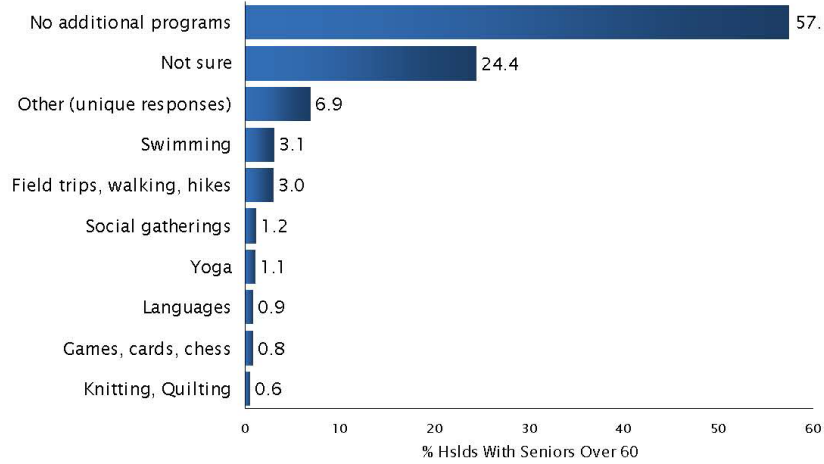


TABLE 6 ADDITIONAL PROGRAMS DESIRED FOR SENIORS OVER 60 BY STUDY YEAR

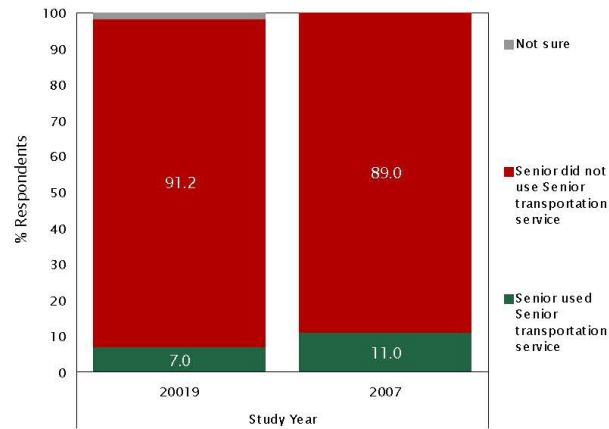
Study Year	
2019	2007
No additional programs	No additional programs
Not sure	Group trips / Touring
Other (unique responses)	Swimming
Swimming	Not sure
Field trips, walking, hikes	Music

Senior households were next asked if they had ever used the City’s senior transportation system, as well as whether they feel the service is adequate. Statistically consistent with the 2007 results, 7% of respondents from the 20% of households with a senior (1% of *all* survey participants) indicated that their household has used the City’s senior transportation service (Figure 25 on the next page). Regarding the adequacy of the service, most respondents (68%) indicated that they were unsure or unwilling to state (see Figure 26 on the next page). Those with an opinion were five times more likely to rate the service as adequate (27%) than inadequate (5%). The percentage of respondents who rated the service as adequate also remained consistent from 2007 to 2019.



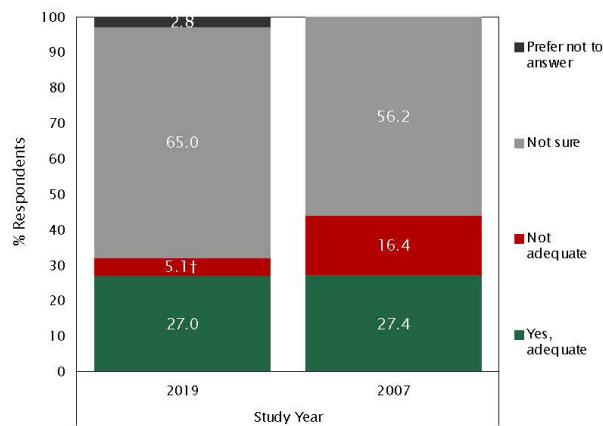
Question 26 Has the senior in your household ever used the City's senior transportation service?

FIGURE 25 USE OF SENIOR TRANSPORTATION SERVICE BY STUDY YEAR



Question 27 Do you feel that the senior transportation service offered by the City is adequate?

FIGURE 26 ADEQUACY OF SENIOR TRANSPORTATION SERVICE BY STUDY YEAR.



† Statistically significant difference (p < 0.05) between the 2007 and 2019 studies.



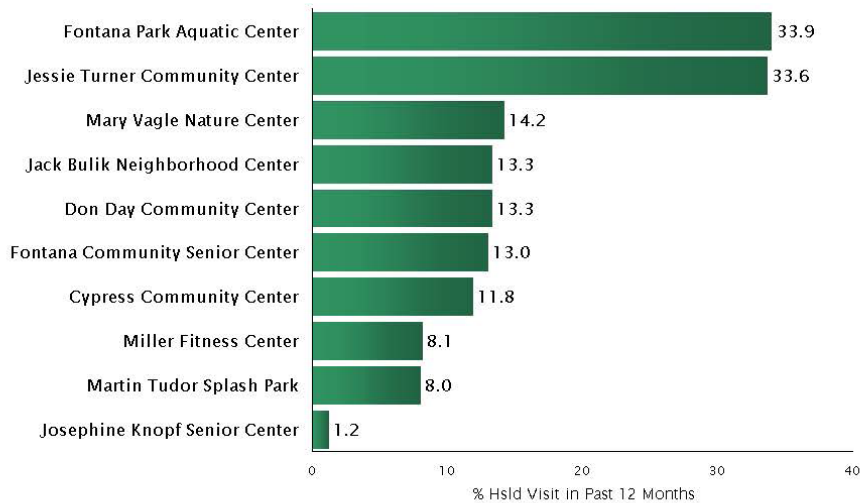
FACILITIES

In addition to parks and open space areas, the City of Fontana currently maintains about a dozen community centers. The community centers are designed to meet the needs of diverse segments of the community. The larger centers have facilities equipped to offer a wide variety of programs and services including team and individual competitive sports, year round aquatics, fitness classes, computer labs, as well as meeting and banquet opportunities. The smaller centers are dedicated to providing specific and targeted programming to identified geographic areas and demographic segments.

The final substantive question of the survey asked respondents to indicate which of the ten community centers shown in Figure 27 they or another member of their household has visited in the 12 months prior to the interview. Overall, the most commonly visited centers were the Fontana Park Aquatic Center (34%) and Jessie Turner Community Center (34%). The rate of visitation was between 1% and 14% for the remaining eight centers.

Question 28 For each of the community facilities I read, please indicate whether you or another member of your household has visited the facility in the past 12 months.

FIGURE 27 HOUSEHOLD COMMUNITY FACILITY VISIT IN PAST 12 MONTHS





DEMOGRAPHICS OF SAMPLE

TABLE 7 DEMOGRAPHICS OF SAMPLE BY STUDY YEAR

	Study Year	
	2019	2007
Total Respondents	536	403
Q1 Years in Fontana/Fontana area	%	%
Less than 1	5.7	3.0
1 to 4	21.0	28.3
5 to 9	19.7	23.1
10 to 14	17.2	13.6
15 or more	36.4	31.5
Prefer not to answer	0.0	0.5
QD1 Age		
18 to 24	17.1	9.4
25 to 34	23.6	28.0
35 to 44	20.9	30.0
45 to 54	18.4	16.9
55 to 64	10.6	7.4
65 or older	7.7	7.2
Prefer not to answer	1.7	1.0
QD2 Home ownership status		
Own	61.5	75.9
Rent	24.3	17.9
Live with others	11.5	5.0
Prefer not to answer	2.7	1.2
QD3 Gender		
Male	44.7	45.7
Female	53.9	54.3
Prefer not to answer	1.4	0.0
Q15 Household contains		
Child under 5	20.5	40.4
Child 5 to 12	30.9	53.6
Teenager	28.3	40.0
Adult 19 to 60	82.8	81.6
Senior over 60	19.5	18.1

Table 7 presents the key demographic and background information that was collected during the survey. The primary motivation for collecting the background and demographic information was to provide a better insight into how the results of the substantive questions of the survey vary by demographic characteristics (see Appendix A for more details).

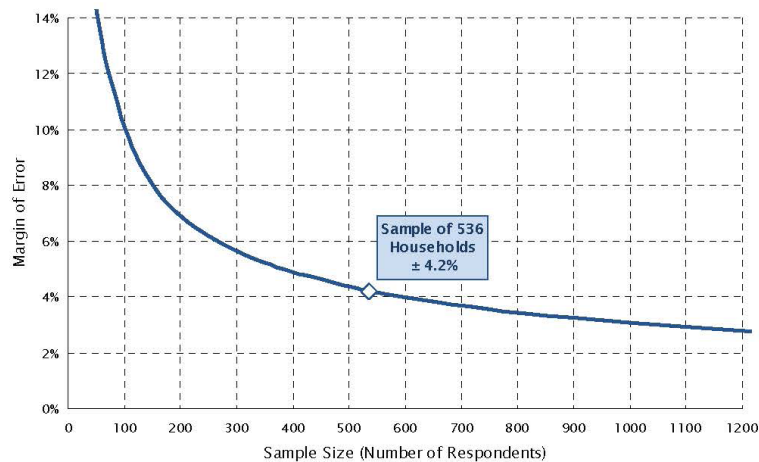


Telephone interviews averaged 15 minutes in length and were conducted during weekday evenings (5:30PM to 9PM) and on weekends (10AM to 5PM). It is standard practice not to call during the day on weekdays because most working adults are unavailable and thus calling during those hours would bias the sample. A total of 536 completed surveys were gathered online and by telephone in English and Spanish between March 20 and April 2, 2019.

STATISTICAL MARGIN OF ERROR By using the probability-based sample as discussed above and monitoring the sample characteristics as data collection proceeded, True North ensured that the sample was representative of households in the City of Fontana. The results of the sample can thus be used to estimate the needs and opinions of *all* households in the City. Because not every household in the City participated in the survey, however, the results have what is known as a statistical margin of error due to sampling. The margin of error refers to the difference between what was found in the survey of 536 households for a particular question and what would have been found if all of the estimated 51,946 households³ had been interviewed.

Figure 28 provides a plot of the *maximum* margin of error in this study. The maximum margin of error for a dichotomous percentage result occurs when the answers are evenly split such that 50% provide one response and 50% provide the alternative response. For this survey, the maximum margin of error is $\pm 4.2\%$ for questions answered by all 536 respondents.

FIGURE 28 MAXIMUM MARGIN OF ERROR



Within this report, figures and tables show how responses to certain questions varied by demographic characteristics such as length of residence. Figure 28 is thus useful for understanding how the maximum margin of error for a percentage estimate will grow as the number of individuals asked a question (or in a particular subgroup) shrinks. Because the margin of error grows exponentially as the sample size decreases, the reader should use caution when generalizing and interpreting the results for small subgroups.

3. Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.



DATA PROCESSING & WEIGHTING Data processing consisted of checking the data for errors or inconsistencies, coding and recoding responses, categorizing verbatim responses, and preparing frequency analyses and cross-tabulations. The final data were weighted to balance the sample by respondent age, presence of a child in the home, and presence of a senior in the home according to Census estimates.

ROUNDING Numbers that end in 0.5 or higher are rounded up to the nearest whole number, whereas numbers that end in 0.4 or lower are rounded down to the nearest whole number. These same rounding rules are also applied, as needed, to arrive at numbers that include a decimal place in constructing figures and charts. Occasionally, these rounding rules lead to small discrepancies in the first decimal place when comparing tables and charts for a given question.



QUESTIONNAIRE & TOPLINES



City of Fontana
Parks & Rec Programming Survey
Final Toplines (n=536)
April 2019

Section 1: Introduction to Study

Hi, may I please speak to: _____. My name is _____ and I'm calling from TNR on behalf of the City of Fontana. We're conducting a survey about community issues in the Fontana (Fawn-Tan-uh) area and we would like to get your opinions.

If needed: This is a survey about issues in the City of Fontana and neighboring County areas - I'm NOT trying to sell anything.

If needed: The survey should take about 10 minutes to complete.

If needed: If now is not a convenient time, can you let me know a better time so I can call back?

If needed: Offer URL and PIN for survey website.

If the person says they are an elected official or is somehow associated with the survey, politely explain that this survey is designed to measure the opinions of those not closely associated with the study, thank them for their time, and terminate the interview.

Section 2: Quality of Life

Q1 To begin, how long have you lived in the Fontana area?		
1	Less than 1 year	6%
2	1 to 4 years	21%
3	5 to 9 years	20%
4	10 to 14 years	17%
5	15 years or longer	36%
99	Prefer not to answer	0%
Q2 How would you rate the overall quality of life in Fontana? Would you say it is excellent, good, fair, poor or very poor?		
1	Excellent	14%
2	Good	53%
3	Fair	29%
4	Poor	4%
5	Very poor	1%
98	Not sure	0%
99	Prefer not to answer	0%



City of Fontana Parks & Rec Programming Survey *April 2019*

Q3	If local government could change one thing to make Fontana a better place to live now and in the future, what change would you like to see? Verbatim responses recorded and later grouped into categories shown below.	
	Not sure / Cannot think of anything specific	21%
	Clean up, beautify City, landscaping	10%
	Improve streets, roads, sidewalks	9%
	Improve public safety / Reduce crime, drugs	9%
	Provide more, better shopping, dining options	7%
	Provide, Improve schools, education	6%
	Address homeless issues	6%
	Reduce traffic congestion / Synchronize lights	5%
	Provide more activities, entertainment for all ages	5%
	Fewer warehouses, industrial areas	5%
	Increase police presence, patrols	5%
	No changes / Everything is fine	5%
	Reduce growth, development	4%
	Enforce traffic laws	4%
	Add, improve parks, recreation facilities	4%
	Revitalize downtown area	4%
	Enforce city codes, ordinances	4%
	Provide more affordable housing	3%
	Trucks issues, parking, traffic in residential areas	3%
	Reduce taxes, fees	2%
	Address parking issues	2%
	Reduce cost of living	2%
	Add, improve street lighting	1%
	Improve City-resident communication	1%
	Better city planning, development	1%
	Address illegal immigration issues	1%
	Improve economy, jobs, attract business	1%
	Improve environmental efforts	1%
	Add a movie theater	1%

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City of Fontana Parks & Rec Programming Survey				April 2019
Section 3: Participation in Programming				
Next, I'd like to ask you several questions about recreation in Fontana.				
Q4	During the past 12 months, have you or any member of your household participated in a recreation program offered by the City? <i>If yes, ask: Was it you, another member of your household, or both?</i>			
	1	Yes, respondent only	4%	<i>Skip to Q6</i>
	2	Yes, another member only	16%	<i>Skip to Q6</i>
	3	Yes, both respondent & another member	9%	<i>Skip to Q6</i>
	4	No	68%	<i>Ask Q5</i>
	98	Not sure	3%	<i>Skip to Q15</i>
	99	Prefer not to answer	0%	<i>Skip to Q15</i>
Q5	Is there a particular reason why you or members of your household have not participated in a recreation program offered by the City? Verbatim responses recorded and later grouped into categories shown below.			
	Not sure, no particular reason		40%	
	No time		19%	
	Not enough info about programs, unaware		15%	
	Programs, classes conflict with schedule, not convenient		7%	
	Not interested		5%	
	Participate in other recreation		5%	
	No young children, children too young		4%	
	Disabled, ill		3%	
	Cost / Too expensive		2%	
	Do not feel safe		2%	
	Participated, but over 12 months ago		2%	
	Inconvenient location		1%	
Q6	In total, how many different recreation programs offered by the City of Fontana did your household participate in during the past 12 months?			
	1	One	28%	
	2	Two	35%	
	3	Three	22%	
	4	Four	4%	
	5	Five or more	8%	
	99	Not sure / Prefer not to answer	2%	
True North Research, Inc. © 2019				Page 3



City of Fontana Parks & Rec Programming Survey		April 2019		
Q7	Of the recreation programs that your household participated in during the past year, were any designed for: _____?			
	<i>Read in Order</i>	Yes	No	Not sure / Prefer not to answer
A	Children under the age of 5	40%	53%	7%
B	Children between the ages of 5 and 12	69%	24%	7%
C	Teens	40%	50%	10%
D	Adults	46%	45%	9%
E	Seniors	25%	61%	13%
Section 4: Registration & Staff				
Next, I'd like to ask you several questions about your experience when participating in recreation programs offered by the City.				
Q8	Which of the following methods has your household used to register for recreation programs with the City? Have you registered: _____?			
	<i>Read in Order</i>	Yes	No	Not sure / Prefer not to answer
A	By telephone	13%	81%	6%
B	By mail	3%	91%	6%
C	Using the Internet	56%	42%	2%
D	In-person at a City facility	75%	23%	2%
Q9	Did you experience any difficulties or problems when registering for recreation programs?			
	1 Yes	16%	<i>Ask Q10</i>	
	2 No	79%	<i>Skip to Q11</i>	
	98 Not sure	5%	<i>Skip to Q11</i>	
	99 Prefer not to answer	1%	<i>Skip to Q11</i>	
Q10	Please briefly describe the problem you experienced.			
	Data on file for 19 respondents			



City of Fontana Parks & Rec Programming Survey		April 2019						
Q11		In the past 12 months, have you been in contact with staff from the City of Fontana's Community Services and Recreation Department?						
	1	Yes	43%			Ask Q12		
	2	No	56%			Skip to Q13		
	98	Not sure	1%			Skip to Q13		
	99	Prefer not to answer	1%			Skip to Q13		
Q12		In your opinion, was the <u>staff</u> very _____, somewhat _____, or not at all _____. (Read one item at a time, continue until all items are read).						
<i>Randomize</i>		Very	Somewhat	Not at all	Not sure	Prefer not to answer		
A	Helpful		69%	29%	2%	0%	0%	
B	Professional		71%	20%	7%	3%	0%	
C	Knowledgeable		60%	32%	7%	0%	1%	
Section 5: Quality of Programming								
Q13		Thinking of the recreation programs offered by the City that your household has participated in, how do you rate the: _____? Would you say it was excellent, good, fair, poor or very poor?						
<i>Read in Order</i>		Excellent	Good	Fair	Poor	Very Poor	Not sure/NA	Prefer not to answer
A	Overall quality of the programs		32%	45%	15%	2%	4%	0%
B	Quality of the equipment used, if any		25%	46%	15%	0%	2%	10%
C	Quality of the facilities used, if any		36%	41%	17%	0%	2%	4%
D	Quality of the instructors, if any		29%	42%	15%	3%	1%	9%
Q14		Do you have any suggestions for how the City could improve your overall experience when participating in recreation programs? <i>If yes, ask: Please briefly describe the improvement you would most like to see.</i> Verbatim responses recorded and later grouped into categories shown below.						
		No suggestions		42%				
		Not sure / Cannot think of anything specific		16%				
		More classes, programs for all ages, weekends for parents		12%				
		Other (unique responses)		8%				
		More knowledgeable, trained instructors		7%				
		Better schedule options for all ages		3%				
		Improve quality of facilities, equipment		2%				



City of Fontana Parks & Rec Programming Survey *April 2019*

Reduce fees / Offer free classes		2%
Improve structure, organization of classes		2%
Increase information, awareness		2%
Improve safety		1%
More bilingual staff, coaches		1%
Better public transportation		1%

Section 6: Household Profile

Before we move on, let me ask about the people in your household so that I make sure to ask you only the appropriate questions.

Q15 Do you have _____ in your household?

	<i>Read in Order</i>	Yes	No	Not sure / Prefer not to answer
A	A child under the age of 5	21%	77%	2%
B	A child between 5 and 12	31%	67%	2%
C	A teenager	28%	70%	2%
D	An adult between the ages of 19 and 60	83%	15%	2%
E	An adult over the age of 60	20%	78%	3%

Section 7: Pre-School Programming

Only ask questions in this section if Q15a=1.

Q16 Next, I'm going to read a short list of recreation programs designed for children under the age of 5. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.

Here is the (first/next) one: _____.

	<i>Randomize</i>	Very Interested	Somewhat Interested	Not Interested	Not sure / Prefer not to answer
A	Pre-school classes	57%	23%	20%	1%
B	Crafts	46%	37%	15%	2%
C	Painting	42%	39%	17%	2%
D	Cooking	31%	40%	26%	3%
E	Dance	48%	33%	18%	1%
F	Tumbling	39%	30%	27%	4%

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City of Fontana Parks & Rec Programming Survey		April 2019			
G	Singing	29%	27%	42%	2%
H	Story time	48%	29%	21%	2%
I	Parent and child classes	44%	26%	27%	3%
Q17	Is there a recreation program for children under five that I did not mention that you would like the City to offer? <i>If yes, ask: Please briefly describe the program to me.</i>				
		Data on file for 21 respondents			
Section 8: School-Aged Programming					
<i>Only ask questions in this section if Q15b=1.</i>					
Q18	Next, I'm going to read a short list of recreation programs designed for children between the ages of 5 and 12. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers. Here is the (first/next) one:				
	<i>Randomize</i>	Very Interested	Somewhat Interested	Not Interested	Not sure / Prefer not to answer
A	Art	55%	27%	17%	2%
B	Music lessons	50%	25%	22%	3%
C	Dance	41%	32%	25%	3%
D	Theatre	28%	28%	39%	6%
E	Gymnastics	38%	26%	31%	5%
F	Fitness and exercise classes	45%	33%	19%	3%
G	Tutoring	45%	21%	31%	3%
H	Modeling	12%	21%	62%	5%
I	Martial arts	39%	28%	30%	3%
J	Yoga for kids	29%	22%	47%	2%
K	Day camp	42%	23%	35%	1%
L	Sports	61%	25%	13%	1%
Q19	Is there a recreation program for children between the ages of 5 and 12 that I did not mention that you would like the City to offer? <i>If yes, ask: Please briefly describe the program to me.</i>				
		Data on file for 26 respondents			
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City of Fontana Parks & Rec Programming Survey		April 2019			
Section 9: Teen Programming					
<i>Only ask questions in this section if Q15c=1.</i>					
Q20	Next, I'm going to read a short list of recreation programs designed for teenagers. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers. Here is the (first/next) one: _____				
	<i>Randomize</i>	Very Interested	Somewhat Interested	Not Interested	Not sure / Prefer not to answer
A	Art	37%	26%	35%	2%
B	Music lessons	35%	23%	36%	6%
C	Dance	31%	22%	44%	4%
D	Theatre	19%	26%	52%	4%
E	Cheerleading	13%	13%	69%	4%
F	Fitness and exercise classes	47%	29%	19%	5%
G	Tutoring	43%	24%	31%	2%
H	Modeling	11%	16%	70%	4%
I	Martial arts	26%	26%	44%	4%
J	Cooking	38%	31%	27%	4%
K	Photography	31%	33%	33%	3%
L	Sports	48%	24%	25%	2%
M	Boxing	26%	23%	47%	5%
N	Driver's training classes	60%	15%	22%	3%
O	Pickleball	10%	10%	66%	13%
Q21	Is there a recreation program for teens that I did not mention that you would like the City to offer? <i>If yes, ask: Please briefly describe the program to me.</i>				
	Data on file for 26 respondents				



City of Fontana Parks & Rec Programming Survey *April 2019*

Section 10: Adult Programming					
<i>Only ask questions in this section if Q15d=1.</i>					
Q22	Next, I'm going to read a short list of recreation programs designed for adults between the ages of 19 and 60. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers. Here is the (first/next) one:				
	<i>Randomize</i>	Very Interested	Somewhat Interested	Not Interested	Not sure / Prefer not to answer
A	Art	24%	29%	44%	2%
B	Music lessons	25%	28%	45%	2%
C	Dance	22%	24%	52%	2%
D	Theatre	17%	20%	60%	3%
E	Cake decorating	25%	25%	47%	3%
F	Fitness and exercise classes	50%	30%	19%	1%
G	Floral arrangement	18%	22%	58%	2%
H	Interior design	24%	26%	47%	3%
I	Martial arts	21%	25%	51%	3%
J	Cooking	40%	30%	28%	2%
K	Photography	27%	31%	41%	2%
L	Sports	27%	29%	42%	2%
M	Jewelry making	13%	16%	68%	3%
N	Automotive repair	29%	25%	44%	2%
O	Pre-natal classes	13%	13%	70%	5%
P	Continuing education classes	32%	27%	38%	3%
Q	Computer classes	31%	28%	39%	1%
R	Pickleball	5%	9%	77%	9%
Q23	Is there a recreation program for adults between the ages of 19 and 60 that I did not mention that you would like the City to offer? <i>If yes, ask: Please briefly describe the program to me. Verbatim responses recorded and later grouped into categories shown below.</i>				
	No additional programs	58%			
	Not sure	19%			
	Other (unique responses)	5%			
	Educational classes (math, finances, investment, carpentry)	4%			
	Golf	1%			

True North Research, Inc. © 2019 *Page 9*



City of Fontana Parks & Rec Programming Survey		April 2019			
	Yoga, meditation	1%			
	Knitting, crochet	1%			
	Foreign languages, sign language	1%			
	Swimming classes	1%			
	Video gaming	1%			
	Racquetball	1%			
	Boxing, kick boxing	1%			
	Self-defense, crime prevention, safety	1%			
	Gardening	1%			
	Programs, activities for disabled people	1%			
	Welding	1%			
	Field trips, hiking	1%			
Section 11: Senior Programming					
<i>Only ask questions in this section if Q15e=1.</i>					
Q24	Next, I'm going to read a short list of recreation programs designed for seniors. For each that I read, please indicate whether your household would be very interested, somewhat interested, or not interested in participating in this type of program if it were offered at one of the City's Community Centers.				
	Here is the (first/next) one:				
	<i>Randomize</i>	Very interested	Somewhat interested	Not interested	Not sure / Prefer not to answer
A	Art	19%	26%	50%	5%
B	Dance	19%	19%	57%	6%
C	Theatre	16%	17%	59%	8%
D	Sewing and quilting	21%	19%	55%	5%
E	Knitting	15%	18%	61%	6%
F	Fitness and exercise classes	43%	30%	24%	4%
G	Self-defense classes	24%	22%	50%	5%
H	Photography	14%	25%	53%	8%
I	Sports	17%	22%	56%	5%
J	Continuing education classes	21%	24%	47%	8%
K	Computer classes	34%	25%	37%	5%
L	Pickleball	4%	9%	76%	12%
<small>True North Research, Inc. © 2019</small>		<small>Page 10</small>			



City of Fontana Parks & Rec Programming Survey		April 2019		
Q25	Is there a recreation program for seniors that I did not mention that you would like the City to offer? <i>If yes, ask: Please briefly describe the program to me. Verbatim responses recorded and later grouped into categories shown below.</i>			
	No additional programs	57%		
	Not sure	24%		
	Other (unique responses)	7%		
	Swimming	3%		
	Field trips, walking, hikes	3%		
	Yoga	1%		
	Knitting, Quilting	1%		
	Games, cards, chess	1%		
	Languages	1%		
	Social gatherings	1%		
Q26	Has the senior in your household ever used the City's senior transportation service?			
	1 Yes	7%		
	2 No	91%		
	98 Not sure	1%		
	99 Prefer not to answer	1%		
Q27	Do you feel that the senior transportation service offered by the City is adequate?			
	1 Yes	27%		
	2 No	5%		
	98 Not sure	65%		
	99 Prefer not to answer	3%		
Section 12: Facilities				
Q28	For each of the community facilities I read, please indicate whether you or another member of your household has visited the facility in the past 12 months.			
	<i>Read in Order</i>	Yes	No	Not sure / Prefer not to answer
A	Cypress Community Center	12%	84%	5%
B	Don Day Community Center	13%	83%	3%
C	Fontana Community Senior Center	13%	84%	3%
E	Fontana Park Aquatic Center	34%	63%	3%
F	Jack Bulik Neighborhood Center	13%	83%	3%
True North Research, Inc. © 2019		Page 11		



City of Fontana Parks & Rec Programming Survey

April 2019

G	Jessie Turner Community Center	34%	62%	4%
H	Josephine Knopf Senior Center	1%	95%	4%
I	Mary Vagle Nature Center	14%	82%	4%
J	Martin Tudor Splash Park	8%	88%	4%
K	Miller Fitness Center	8%	88%	4%

Section 13: Background & Demographics

Thank you so much for your participation. I have just two background questions for statistical purposes.

D1	In what year were you born? Year recoded into age categories shown below.		
	18 to 24		17%
	25 to 34		24%
	35 to 44		21%
	45 to 54		18%
	55 to 64		11%
	65 or older		8%
	Prefer not to answer		2%
D2	What is your gender? (record by voice if telephone interview)		
	1	Male	45%
	2	Female	54%
	3	Other	0%
	99	Prefer not to answer	1%
D3	Do you own or rent your current residence?		
	1	Own	61%
	2	Rent	24%
	3	Live with family / friends and don't pay rent	12%
	99	Prefer not to answer	3%

Those are all of the questions that I have for you! Thanks so much for participating in this important survey! This survey was conducted for the City of Fontana.