

PRIORITY #1: Strengthening Quality of Life and Community Safety

Support coordinated efforts to strengthen quality of life and community safety by addressing prostitution and human trafficking, improving pedestrian and traffic safety, maintaining clean and well-lit public spaces, proactively addressing graffiti, illegal dumping, and vacant properties, holding commercial property owners accountable, expanding equitable public safety and mental-health response programs, and partnering with residents, businesses, and community organizations to create safer, healthier neighborhoods citywide.

GOAL #A Reduce criminal activity and exploitation in public corridors & coordinate with businesses to mitigate impacts	ACTION ITEMS: 1. Develop Holt Corridor Restoration Plan – Develop Strategic Plan to identify chronic nuisance uses, long-term property maintenance concerns, and unsafe & illegal behaviors. Coordinate cross-departmental efforts to develop target enforcement strategies, and work with property owners to support sustainable improvement and reinvestment. Includes street outreach/business surveys to identify issues, analyze survey results, and develop strategic restoration plan with the goal of sustainable improvement and reinvestment. 2. By March 2027, seek additional federal & state funding to grow the Sexual Exploitation and Trafficking Team (SETT) and expand proactive enforcement and victim services related to prostitution and human trafficking.	Lead Department(s)	Deadline
		1: Development Services 2: Police	1: June 2027 2: march 2027
GOAL #B Improve pedestrian and traffic safety near schools, parks, and major events	ACTION ITEMS: 1. By June of 2027, install pilot solar streetlights to increase safety in areas experiencing streetlight wiring vandalism, causing ongoing outages that reduce safety. 2. Establish traffic enforcement pilot program in June 2026. By June 2027, analyze data and provide a report on the effectiveness of the pilot program to the City Manager.	Lead Department(s)	Deadline
		1: Public Works 2: Police Dept.	June 2027
GOAL #C Support safe and healthy environments for children and youth	ACTION ITEMS: 1. By June 2027, repair non-operational lighting caused by theft and vandalism at the Palomares Park pickleball courts to enhance park safety, extend recreational opportunities during evening hours, and increase community access by creating a safe, welcoming, and active space for residents of all ages. 2. By August 2026, City Council adopt Tobacco Retailer License ordinance aimed at strengthening protections for minors, reducing overall number of tobacco retailers by 50%, banning flavored tobacco, and developing enforcement protocols. 3. By September 2026, City Council adopt ordinance banning nitrous oxide (NOS) and kratom to reduce youth access. 4. By September 2026, Implementation of the CCEP grant utilizing the services of the California Conservation Corps to clear litter and debris, making school routes and commercial areas safer and more inviting to residents. 5. By June 30, 2027, provide approximately \$250,000 in CDBG funds to community organizations and City departments, partnering in efforts to prioritize residents safety, anti-crime efforts, and focused on the health and well-being of families. 6. By March 2027, open applications for the first round of funding for Pomona's Children and Youth Fund Grants (Measure Z) .	Lead Department(s)	Deadline
		1: Community Services 2 & 3: Development Services 4: Public Works 5: Neighborhood Services 6: Children and Youth	1: June 2027 2: August 2026 3 & 4: September 2026 5: June 2027 6: March 2027
GOAL #D Enhance cleanliness and neighborhood aesthetics & address vacant and neglected properties	ACTION ITEMS: 1. By March 2027, provide additional Flock Cameras to increase enforcement and deter illegal dumping and graffiti at hot spots. 2. By June 2027, increase Vacant Property Registrations to 80% compliance (currently 65% properties registered; 187 total vacant properties with 121 registered). 3. Work with City Attorney to abate five nuisance properties, motels, and utilize receivership to gain compliance of chronic nuisance properties. a. V-Red Gas Station - 2295 N. Garey Avenue b. CVS Pharmacy - 1485 S. Garey Avenue c. Rite Aid - 2059 S. Garey Avenue d. Denny's - 1504 Gillette Road e. Vacant Lot with dirt hill – 888 W. Mission Blvd	Lead Department(s)	Deadline
		1: Public Works & PD 2 & 3: Development Services	1: March 2027 2 & 3: June 2027

PRIORITY #1: Strengthening Quality of Life and Community Safety

GOAL #E
Increase
transparency,
accountability,
and community
communication

ACTION ITEMS:

- 1.By January 2027, provide Fiscal Year 2025-26 data with accompanying analysis as the baseline of revenues collected related to citations, including but not limited to truck routing, vacant enforcement, business license penalties, and other related revenue collected to evaluate the correlation between enforcement activity to ensure that the improvements in the community are occurring.
- 2.By June 2027, in partnership with Pomona PD, install additional truck route signs to warn drivers regarding weight limits and provide guidance for trucks passing through Pomona.
- 3.By June 2027, implement standardized tracking procedures for contracts, bids, and purchase orders to improve efficiency, project coordination, and financial accountability.
- 4.By June 2027, reorganize and enhance grant management and tracking procedures for Public Works projects to improve funding oversight, streamline reporting, and maximize grant opportunities.

Lead Department(s)	Deadline
1: Finance	1: January 2027
2: Public Works & PD	2: June 2027
3 & 4: Public Works	3: June 2027
	4: June 2027

PRIORITY #2: Dedication to Infrastructure and Enhancement of Community Assets

Support strategic investment in infrastructure and community assets by prioritizing completion of promised projects, improving park and recreation facilities, rehabilitating and maintaining restrooms and amenities, enhancing traffic safety through speed-reduction measures, signals, lighting, bike lanes, and Complete Streets improvements, advancing ADA accessibility across parks and public rights-of-way, maintaining clean and functional public spaces, and ensuring transparency, accountability, and equitable delivery of capital improvements throughout all neighborhoods.

GOAL #A Prioritize completion and follow-through on existing infrastructure commitments	ACTION ITEMS: 1.By July 2026, complete the soccer field renovation projects at Palomares and Washington Parks. Improvements include regrading and leveling the fields, reducing elevation changes, eliminating surface irregularities, and creating safer, more playable athletic surfaces for league and community use. 2.By March 2027, staff will evaluate incorporating annual field leveling and renovation services as add-alternate items in the next Parks Maintenance contract procurement. 3.By June 2027, complete the community engagement phase for Palm Lake Revitalization Project through incorporating resident input and ideas to enhance infrastructure, revitalize a community asset, and create an accessible and sustainable space that reflects the needs and vision of the community. 4.By June 2027, construction contract will be awarded for the La Casita Teen Center expansion project as a technology center to expand and enhance programming, facilities, and services that support teen engagement, digital literacy, leadership development, and safe recreational opportunities.	Lead Department(s)	Deadline
		1 & 2: Public Works 3 & 4: Community Services	1: July 2026 2: March 2027 3 & 4: June 2027
GOAL #B Advance safer streets and traffic-calming solutions	ACTION ITEMS: 1.By June 2027, install additional lighted stop and DIP signs to enhance safety, as well as multiple speed feedback signs to encourage safer driving. 2.By June 2027, complete the community engagement process related to potential traffic circles and traffic calming measures related to the in-process at-grade train crossing safety improvement project. 3.By December 2026, City Council to adopt Complete Streets Project designed to prioritize safety for everyone using the road and sidewalk to feel inviting and convenient for walking, biking, rolling, and driving regardless of someone's age and ability. Update municipal code regulations to implement safer street designs based on community feedback. 4.By March 2027, install and analyze effectiveness of "Quick Build" temporary street improvements (protected bike lanes and protected bike crossings) at N. Park Ave. & W. Orange Grove Ave. to test new safety features and obtain community feedback.	Lead Department(s)	Deadline
		1 & 2: Public Works 3 & 4: Development Services	1: June 2027 2: June 2027 3: December 2026 4: March 2027
GOAL #C Rehabilitate and maintain park and recreation facilities as community assets	ACTION ITEMS: 1.By June 2027, complete the renovation of the Westmont Park public restroom facilities. Improvements will include conversion to single-user accessible restrooms, upgraded ADA-compliant fixtures and hardware, new lighting, flooring, toilets, sinks, doors, and related amenities to enhance safety, accessibility, functionality, and the overall visitor experience. 2.By September 2026, present a Parks Needs Prioritization List, approved by the Parks and Recreation Commission to City Council for approval, to guide Measure A funding allocations and identify infrastructure improvements, capital projects, and community investment priorities that enhance park assets and address current and future community needs. 3.Pursue grant funding to support program stabilization, as well as expansion of park capital projects that advance infrastructure improvements, enhance community assets, and expand access to safe park spaces for residents (ongoing).	Lead Department(s)	Deadline
		1: Public Works 2 & 3: Community Services	1: June 2027 2 & 3: September 2026

PRIORITY #2: Dedication to Infrastructure and Enhancement of Community Assets

GOAL #D Improve accessibility and equity in public infrastructure	ACTION ITEMS: 1.By June 30, 2027, provide approximately \$800,000 in CDBG funds, based on funding availability, to support strategic investment in infrastructure, including park improvements, streets, sidewalks, curb ramps and other community assets by prioritizing completion of promised projects. 2.By July 2026, open the City's largest All Abilities Playground, Kids World Pomona. 3.The Complete Streets Project and updated municipal code regulations are meant to address accessibility and equity in infrastructure.	Lead Department(s)	Deadline
		1: Neighborhood Services 2: Public Works 3: Development Services	1: June 2027 2: July 2026 3: December 2026
GOAL #E Enhance streetscapes and public spaces	ACTION ITEMS: 1.By June 2027, complete grant-funded planting of up to 1,000 trees throughout the TCC area, increasing property values and ultimately adding significant shade in walkable areas needing more tree canopy. 2.The Complete Streets Project and updated municipal code regulations are meant to address enhancement of streetscapes and public spaces.	Lead Department(s)	Deadline
		1: Public Works 2: Development Services	1: June2027 2: December 2026
GOAL #F Integrate public art and cultural assets into community spaces	ACTION ITEMS: 1.By June 2027, complete various public art conservation efforts at existing public parks and plazas, including the Ganesha Park wood sculptures, and large scale murals at Shaun Diamond Plaza and public parking lot adjacent to Merendero Bakery. Identify feasibility of sculptural art in public rights of way such as roundabouts.	Lead Department(s)	Deadline
		OEBA	June 2027
GOAL #G Strengthen project transparency, coordination, and accountability	ACTION ITEMS: 1.By June 2027, ensure the Purchasing Division works closely with all City Departments to ensure Request for Proposal (RFPs), Sole Source Contract requests, and other specific sections of the Purchasing Codes are adhere to so that all projects can proceed in an efficient and timely fashion as requested by the end of FY 2026-27. 2.By December 2026, provide an enhanced monthly CIP project update report to the Parks and Recreation Commission on projects within their purview increasing transparency and ensuring a more comprehensive understanding of the improvements occurring Citywide. 3.Beginning in October 2026, provide quarterly PW CIP Updates on CIP Projects exceeding \$5M. 4.By June of 2027, IT will complete assessment and identify ideal enterprise work order systems for the City to onboard. A modern work order system will benefit various divisions under Public Works and Water Resources Departments to improve efficiency in the field and to integrate with the City's Pomona Go app to improve communication and transparency with the public. 5.By June of 2027, a new internal Geographic Information System (GIS) web tool will be completed for Public Works and Water Resources staff to collaborate and track CIPs throughout the City and improve visibility for all departments. The project will strengthen CIP project transparency, coordination, and accountability using real time data access. 6.By April of 2027, IT will ensure City websites follow Title II requirements for Web Content Accessibility Guidelines (WCAG) and have remediation plans for websites that do not.	Lead Department(s)	Deadline
		1: Finance 2 & 3: Public Works 4, 5, 6: IT	1: June 2027 (ongoing) 2: December 2026 3: October 2026 4 & 5: June 2027 6: April 2027

PRIORITY #3: Focus on Fiscal Sustainability and Economic Investment

Support long-term fiscal sustainability and economic investment by maintaining strong General Fund reserves, improving the efficiency and effectiveness of City services, modernizing revenue measures, and adopting an economic strategy that reflects current market conditions and community values; expanding support for business growth across the full pipeline from home-based and pop-up enterprises to brick-and-mortar businesses; strengthening the City's sales and property tax base through targeted attraction and retention strategies; encouraging stewardship and activation of public and private spaces; investing in arts, culture, and environmental resilience; leveraging partnerships with key institutions; and ensuring responsible budgeting and planning that positions Pomona for major opportunities, including successful hosting of the 2028 Olympic Games.

GOAL #A Strengthen Revenue and Fiscal Reserves	ACTION ITEMS: 1.By June 2027, re-implement and adhere to the multi-year fiscal sustainability plan as stated in the City Council Adopted Fiscal Policies that prioritizes maintaining a minimum 25% General Fund and setting funds aside in the areas of Equipment Replacement, Contingency, Section 115 Trust, and CIP Contributions to address long term liabilities in the FY 2027-28 Adopted Budget. 2.By June 2027, develop and expand revenue-generating initiatives such as Community First to diversify revenues and reduce long-term fiscal risk. 3.By June 2027, close identified funding gaps in recreation programs and key special events by actively pursuing sponsorships and fundraising opportunities by engaging corporate partners, community stakeholders, and philanthropic organizations to secure sustainable support that ensures continued access to high-quality programs and events for youth and families. 4.By June 2027, gain a clear understanding of the parameters, requirements, and allowable uses of Children & Youth funding in order to effectively identify eligible projects, strengthen grant applications, and collaborate with partner agencies that receive Children & Youth grants for recreational programs and services using City facilities and fields. 5.By June 2027, the City Council considers Staff recommendations on establishing an Enhanced Infrastructure Financing District (EIFD) in the City's transit-oriented and growth areas.	Lead Department(s)	Deadline
		1 & 2: Finance 3 & 4: Community Services 5: OEBA	1 & 2: June 2027 3 & 4: June 2027 5: June 2027
GOAL #B Develop a Comprehensive Economic Strategy	ACTION ITEMS: 1.By June 2027, collaborate with Office of Economic & Business Affairs to create a Business Resource Center to enhance efforts to ensure small businesses are able to effectively navigate the permitting process when establishing and developing their businesses. a.Develop a team of staff from various departments tasked with ensuring efficiency in permitting for businesses. 2.By March 2027, open applications for the first round of funding for Pomona's Children and Youth Fund Grants (Measure Z) that ultimately will be awarded to Pomona community-based organizations and public agencies. 3.By January 2027, the City Council adopts a comprehensive economic strategy to guide actions of the Office of Economic and Business Affairs. 4.By June 2027, the City successfully completes its first year of actions for the Downtown Pomona Commercial Improvement Program Capital Improvement, which includes the Small Business Retail Loans as part of the Pomona Development Accelerator Fund, Community Nights programming at the Fox Theater, and initiating targeted infrastructure improvements at City owned parking lots and public rights of ways and plazas within Downtown, and other pilot initiatives.	Lead Department(s)	Deadline
		1: Development Services & OEBA 2: Children & Youth 3 & 4: OEBA	1: June2027 2: March 2027 3: January 2027 4: June 2027
GOAL #C Maximize Economic Value of City Assets	ACTION ITEMS: 1.Collaborate with new and existing community partners to expand class offerings by developing joint programming opportunities, leveraging shared resources, and enhancing service diversity to increase access, participation, and enrichment opportunities for residents. 2.By January 2027, the City Council considers a new Special Event and Filming permitting procedure, that creates a flexible and intentional menu of options that enable a variety of different activations in public places and public rights of way, within Downtown and parks. 3.By June 2027, reassess the fee schedule to ensure full recovery costs related to filming in the City of Pomona.	Lead Department(s)	Deadline
		1: Community Services 2: OEBA 3: Community Services	1: June 2027 2: January 2027 3: June 2027

PRIORITY #3: Focus on Fiscal Sustainability and Economic Investment

GOAL #D Attract and Retain Investment	ACTION ITEMS: 1.By January 2027, the Office of Economic and Business Affairs establishes a program to focus on retention and attraction of manufacturing businesses, including a proclamation and presentation for October as Manufacturing Month, working with the Pomona Chamber of Commerce to strengthen relationships with existing and prospective manufacturers citywide, and coordinating with Development Services on potential policy and code changes to further incentivize and streamline manufacturing uses. 2.By January 2027, the Office of Economic and Business Affairs establishes a series of print and digital tools that serve as Business 101 resources for new and existing businesses of all sizes, and streamlines business licensing procedures for temporary or short-term event-based businesses. 3.By January 2027, the City Council considers a Staff recommended Site Stewardship Program, which establishes a procedure for Memoranda of Understanding (MOUs) and Lease Agreements that can be deployed to activate City assets such as community centers, historic sites, urban agriculture, and other publicly owned places.	Lead Department(s)	Deadline
		OEBA	January 2027
GOAL #E Invest in Cultural and Community Capital	ACTION ITEMS: 1.By January 2027, the City successfully positions itself with a proposed strategy for the Olympic Games, including public safety, resident participation, cultural celebration, and partnerships with community and institutional stakeholders, in preparation for the final year of execution leading up to the Games in July 2028. 2.By June 2027, the Art in Public Places Program successfully executes the first year of its five-year 2026-2030 AIPP Action Plan, which includes the preservation of the existing public art collection, executing calls for art, and establishing processes to support arts-based organizations and artist-based residencies.	Lead Department(s)	Deadline
		OEBA	1: January 2027 2: June 2027
GOAL #F Leverage Partnerships for Economic Growth	ACTION ITEMS: 1.By June 2027, offer early childhood enrichment opportunities by offering 0-5 programming. 2.By June 2027, expand fee-based recreation programs and implement sustainable cost-recovery models that improve program variety and support long-term financial stability. 3.Support Fairplex with permitting process to implement sporting events and LA28 Olympics (Cricket). 4.Advance efforts on the Fairplex Specific Plan – by December 2029 (per the MOU) finalize project description and land use concepts, initiate evaluation of environmental and mobility impacts, and ensure City's priorities are incorporated to ensure plan reflects long-term community needs and aligns with the City's General Plan. 5.Collaborate with Cal Poly Pomona on redevelopment of Lanterman site. 6.Collaborate with Western University on Downtown Campus Master Plan. 7.By June 2027, the City has built on its partnerships with key institutions through targeted pilot initiatives, projects, and programs that increase collective capacity to execute shared community goals and objectives.	Lead Department(s)	Deadline
		1 & 2: Community Services 3, 4, 5, 6: Development Services 7: OEBA	1 & 2: June 2027 3-6: Ongoing 7: June 2027
GOAL #G Enhance Environmental and Infrastructure Resilience	ACTION ITEMS: 1.By January 2027, the City establishes a Citywide Complete Streets Ordinance that tangibly reduces greenhouse gas emissions and vehicle miles traveled through multi-modal transportation zoning. 2.By June 2027, the Pomona ACTS Grant Program successfully completes Year 2 of its grant objectives, including the ongoing development of a Community Resilience Center at Palomares Park, tree planting, electric vehicle charging stations, residential solar installations, urban agriculture as essential infrastructure, energy efficient appliance programs, and other stated grant resilience efforts.	Lead Department(s)	Deadline
		OEBA	1: January 2027 2: June 2027

PRIORITY #4: Pursue Housing and Homelessness Solutions

Support coordinated housing and homelessness solutions by encouraging the development and maintenance of quality housing at all income levels, leveraging appropriate City-owned properties for housing opportunities, evaluating tools such as a rent registry as policy outcomes evolve, and reducing unsheltered homelessness through proactive outreach, enforcement, and partnerships; while holding property owners accountable, addressing encampments and blighted sites through coordinated code enforcement and redevelopment strategies, and taking balanced actions that mitigate the impacts of homelessness on neighborhoods and public spaces while prioritizing dignity, safety, and long-term stability for residents.

GOAL #A Increase Affordable Housing Opportunities and Promote Housing Stability	ACTION ITEMS: 1.By June 2027, provide affordable, deferred financing to first-time homebuyers to ensure affordability and increase number of homebuyers assisted by another 50% for a total of 12 homebuyers assisted in FY 2026-2027. 2.By February 2027, fully utilize PLHA funding for ADUs/JADUs, which translates to 7 to 8 homeowners assisted. 3.By June 2027, assist another 2 homeowners, if funding permits for the building of ADUs/JADUs 4.By June 2027, complete 6 assisted units under the MF Rehab Loan Program to provide affordable, deferred financing for Housing Improvement and Substantial Housing Rehabilitation Programs to preserve the City's existing housing stock. 5.By March 2027, apply for 2nd round of PLHA funding to provide gap financing for new affordable owner-occupied or rental housing development 6.By June 2027, convert unallocated HOME CHDO funding to finance rehabilitation of affordable multi-family rental housing units. 7.By June 2027, complete rehabilitation of PHA owned property at 252 E. 4th Street, Pomona, CA to house 12 new low-income families. 8.By June 2027, create modular housing units at 2040 N. Garey Avenue, Pomona, CA, integrated with supportive services to house 16 new low-income families. 9.By March 2027, applications for the first round of Measure Z funding will support direct to children and youth programs and services including housing support for young people and their families experiencing or being threatened with eviction of housing insecurities; provide direct housing assistance in collaboration with the Pomona Housing Authority and relevant Pomona unhoused people programs and Pomona Housing Services for youth and disconnected transitional-aged youth.	Lead Department(s)	Deadline
		1-8: Neighborhood Services 9: Children & Youth	1: June 2027 2: February 2027 3 & 4: June 2027 5: March 2027 6, 7, 8: June 2027 9: March 2027
GOAL #B Expand Housing Choice and Access to Affordable Housing	ACTION ITEMS: 1.Apply for all eligible Housing Choice and Special Purpose Vouchers annually. 2.Increase the percentage of assisted households living in higher-opportunity areas. 3.Implement HUD-approved Move-to-Work (MTW) activities that expand housing choice, including Local Non-Traditional (LNT) housing. 4.By June 2027, implement all approved MTW activities identified in the FY 2026–2027 MTW Supplement including increasing the affordability factor from 40% to 60%.	Lead Department(s)	Deadline
		Neighborhood Services	1: June 2027 (ongoing)
GOAL #C Strengthen and Expand Housing Provider Relationships	ACTION ITEMS: 1.By June 2027, conduct at least 2 landlord outreach events or workshops to continue housing provider collaboration to increase unit availability. 2.By June 2027, issue an RFP for licensed/certified contractors to facilitate implementation of the City's various housing programs; allow award of contracts on a rotating basis. 3.By June 2027, develop a Neighborhood Services Department (NSD) logo that will be used to promote all NSD housing programs and activities. 4.By June 2027, implement an updated multilingual outreach plan for the 2027-2028 Community Needs Survey in partnership with community organizations to increase awareness of neighborhood services department programs 5.By January 2027, increase Community Needs Survey participation by approximately 50% from 366 to 500 persons. 6.By June 2027, implement online portal to reduce processing/leasing timelines by 10%.	Lead Department(s)	Deadline
		Neighborhood Services	June 2027

PRIORITY #4: Pursue Housing and Homelessness Solutions

GOAL #D
Reduce
Unsheltered
Homelessness

ACTION ITEMS:

- 1.By June 2027, increase Vacant Property Registrations to 80% compliance (currently 65% properties registered; 187 total vacant properties with 121 registered).
- 2.Work with City Attorney to abate five nuisance properties, motels, and utilize receivership to gain compliance of chronic nuisance properties.
- 3.By June 30, 2027, reduce total unsheltered and sheltered homeless population by 5% from the current 2025 Point-In-Time Count of 618 persons to approximately 587 persons.
- 4.Work with Pomona PD Quality of Life team and community partners to reduce unsheltered homelessness population by expanding capacity of the Hope for Homeless Shelter, Rental Assistance programs, and referrals to trauma informed programs and services.
- 5.Increase the availability, diversity and geographic distribution of affordable housing opportunities for assisted households by leveraging vouchers, partnerships, and external funding sources.
- 6.By September 2026, complete training of police staff on the new camping and storage of personal property ordinance and continue interdepartmental coordination on this matter.

Lead
Department(s)

Deadline

1 & 2: Development
Services

1 & 2: June
2027

3, 4, 5:
Neighborhood
Services

3, 4, 5: June
2027

6: Police Dept.

6: September
2026

PRIORITY #5: Commitment to Excellence in Service Delivery

Support a culture of excellence and service delivery by fostering a welcoming and professional City image, improving customer-facing experiences at City Hall and across City services, investing in staff capacity and training, prioritizing strategic in-house staffing, enhancing communication and transparency, modernizing service processes and technology, and reinforcing solution-driven interactions that build public trust, strengthen City identity, and improve Pomona's ability to attract investment and deliver high-quality services to residents and businesses.

GOAL #A Enhance the public experience, City image, and communication	ACTION ITEMS: 1.Implement SB707 Brown Act updates to increase public engagement in local government by July 1, 2026. This includes remote participation in city council meetings, agenda translation, and a dedicated City webpage for meeting information. 2.By June 30, 2027, create how-to videos to post on the city clerk webpage that lay out the process to run for local office. 3.By December 2026, IT will install two large digital displays in the City Hall Lobby to improve communications with residents, businesses, and visitors of City Hall by showing dynamic and engaging content such as upcoming events, how-to videos, and special announcements. Visitors can also scan the display's QR code to view and listen to the content on their personal devices. 4.By June 30, 2027, develop a Neighborhood Services Department logo that will be used to promote all NS housing programs and activities. 5.By June 30, 2027 visit over 8 City locations monthly through the "Taking it to the Streets" Initiative to provide greater outreach to the community. 6.By June 2027, create a positive and welcoming lobby environment at Public Works off-site facility through improved lighting, updated City branding, and the installation of an informational kiosk to provide visitors with convenient access to City services and information. 7.Increase visibility of city programs and public services through strategic print and digital outreach campaigns. 8.Improve accessibility and inclusivity by ensuring all print and digital content follows accessibility best practices, including captioned videos, alt text, and clear, readable graphics. 9.Update the City's social media policy to reflect current communication goals, brand standards, platform procedures, accessibility practices, and community engagement guidelines. 10.By December 2027, develop a clear and accessible Department of Children and Youth webpage that highlights up to date information and transparency as it relates ongoing efforts of the department.	Lead Department(s)	Deadline
		1 & 2: City Clerk	1: July 2026
		3: IT	2: June 2027
		4 & 5: Neighborhood Services	3: December 2026
		6: Public Works	4 & 5: June 2027
		7, 8, 9: City Manager's Office	6: June 2027
		10: Children & Youth	7-9: June 2020
			10: December 2027
GOAL #B Invest in City Staff	ACTION ITEMS: 1.By June of 2027, conduct an evaluation of the current Library staffing and service delivery model to make recommendations for Departmental staffing and resources to ensure sustainability of Library operations and enhanced service delivery. 2.By June 2027, most current vacant and frozen positions will be filled and professional development opportunities will be offered to staff (where applicable) to help grow teams. 3.By June 2027, utilize the talents of internal staff to conduct a community needs assessment and equity report, as well as a strategic plan.	Lead Department(s)	Deadline
		1: Library 2: All departments 3: Children & Youth	June 2027
GOAL #C Strengthen Staff Training & Development	ACTION ITEMS: 1.By December 2026, offer City staff online courses to learn Office 365 apps to modernize practices, strengthen collaboration, improve efficiency, and automate internal processes. This effort ensures staff are equipped with the skills necessary to utilize and adapt to modern technology and business practices. 2.By January 2027, complete Standard Operation Procedures and Training Manuals for Public Services. Upon completion, create cross-training schedules and shadow opportunities for all staff. 3.By June 2027, provide additional technical training for Equipment Mechanics to ensure technicians are up to date with new vehicle and equipment technologies and maintenance procedures, which allows team to diagnose and complete repairs correctly, safely and efficiently.	Lead Department(s)	Deadline
		1: IT and Human Resources	1: December 2026
		2 & 3: Public Works	2: January 2027 3: June 2027

PRIORITY #5: Commitment to Excellence in Service Delivery

GOAL #D
Optimize City
Processes &
Improve
Accessibility and
Convenience

ACTION ITEMS:	Lead Department(s)	Deadline
1.Adopt a residency policy for city council candidates and current councilmembers immediately to ensure transparency for residents that their elected officials live in the districts they represent. 2.By June 2027, deploy Phase 2 of the Enterprise Resource Planning (ERP) system to include Human Capital Management and Payroll modules to modernize business practices, improve internal services, and improve system transparency. This action will digitize manual HR and Payroll paper processes, including timesheets, absence, benefits, personnel action, and performance evaluation management. 3.By June 2027, complete a major upgrade to the City's utility billing system that modernizes the technology stack for application scalability. The upgrade will also introduce new self-service features and improved reporting. 4.By June 2027, build out the City's recreational interface (RecTrac-WebTrac) to improve customer service experience and increase efficiency with fields and facilities availability and reservations. 5.By December 2026, staff will complete an instructional video and update the flyer to better explain the process of selecting the proper water service size. 6.By June 2027, Risk Management will continue efforts to improve the General Liability program, decreasing open claims, by proactively investigating claims, evaluating liability exposure early, and collaborating with departments and defense counsel to appropriately resolve claims. 7.By June 2027, identify funding and procure appropriate software to implement cross-departmental collaboration to develop a primary online portal for submitting building plans, performing electronic plan checks, tracking permits and paying fees to streamline and improve efficiency, reduce overall response time and speed up approval process. 8.Create handouts to educate and guide residents and small businesses through the permitting process. a.DSD and Water Resources develop streamlined process for fire flow test. b.Provide clear, concise and consistent and uniform plan submittal guidelines and checklist to assist with reducing staff time spent reviewing plans, thus providing for greater efficiency and production. c.Create "Type V" (wood-frame) construction guidelines to provide a basic framework consistent with the City's topography and geologic conditions. d.Create handouts for commonly encountered conditions and guidelines for common projects that do not require engineering to simplify the permitting process by providing a means for standardization of submittals. 9.By June 2027, complete the implementation of a new Parking Management software – primarily for VPD - and online permitting system to enable leaseholders to manage parking in the downtown area as well as maximize use of downtown parking for businesses. 10.By June 2027, develop and implement a standardized digital file naming and indexing convention for Public Works Administrative files to improve document accessibility, consistency, and internal efficiency. 11.By June 2027, implement an accessible and transparent online Pomona's Children and Youth Fund Grants application process. 12.By June 2027, implement AI programs to increase customer service and reduce response times to calls for service.	1.City Clerk 2.IT, Human Resources, Finance 3.IT, Water, Finance 4.Community Services 5.Water 6.Human Resources 7.Development Services & IT 8.Development Services & Water 9 & 10: Public Works 11: Children & Youth 12: Police Dept.	June 2027

FY 26/27 Active Projects

INFORMATION TECHNOLOGY

Next Generation Antivirus

By December 2026, IT will deploy next-generation antivirus system that is a hybrid protection system consisting of the traditional signature-based detection and AI-powered detection on threat behaviors.

Managed Detection and Response (MDR) Service

By December 2026, IT will onboard a cybersecurity defense partner that provides monitoring and active network defense of IT infrastructure 24x7x365.

Criminal Justice Information System (CJIS) Multifactor Authentication (MFA)

By December 2026, the Police Department will be compliant with CJIS Policy v5.9.2 to enable MFA for on-network logins that have access to sensitive criminal justice data.

Core Switch Replacement

By December 2026, a core network switch for the Police Department will be replaced as part of infrastructure modernization effort and to ensure continued vendor support.

PUBLIC WORKS - ENGINEERING

Project	Expected Completion Date
Holt Avenue Median and Beautifications	July 2026
Civic Center plaza - New Playground & Amenities	August 2026
Garey Avenue Rehabilitation and Medians	Summer 2026
Pomona Multi-Neighborhood Pedestrian and Bike Improvement	May 2026
ADA Curb Ramps Citywide – CDBG FY 24-25 and FY 25-26	Spring 2027
ADA Curb Ramps Citywide – CDBG FY 26-27, construction begins	Spring 2027
Street Rehabilitation - District 2 & 3	Spring 2027
Street Preservation – Local Citywide (FY 25-26) SB1, construction begins	Summer 2027
Street Preservation – Local Citywide (FY 26-27) SB1, construction begins	Summer 2027
Arrow Highway 2-way Protected bikeway	February 2028

PUBLIC WORKS - TRANSPORTATION

Project	Expected Completion Date
Garey Avenue and Freeway Ramps Signal Coordination	May 2027
Complete Streets Quick Build - Orange Grove	August 2027
Sustainable Transportation Infrastructure	June 2027
Pomona Regional Transit Center ADA Improvements	December 2030
Pomona Emerging Transportation Technologies (PETT),	December 2030
Safe Paths Pomona (Bicycle Path and Ped at Main and Palomares)	December 2028
San Jose Creek Bikeway	June 2028

FY 26/27 Active Projects

PUBLIC WORKS - CAPITAL FACILITIES

Project	Expected Completion Date
Park Restroom Construction/Replacement Project	October 2026
• Palomares • JFK • MLK • Washington • Tony Cerda	
City Hall Complex Remodel and Flooring	December 2026
Washington Park Soccer Field Rehabilitation	September 2026
Palomares Park Soccer Field Rehabilitation	September 2026
Fourth Street PD Evidence Building Roof Replacement	Fall 2026
Ralph Welch Park Roof Replacement	Winter 2026
Fire Station 183 Roof Replacement	Fall 2026
Garfield Park – Master Plan	Spring 2027
La Casita Teen Center	December 2028
Fire Station 182 and EOC	December 2029

PLANNING

Long-Term Planning Projects

- General Plan Update Prep
- Annual Zoning and Development Code Updates
- Complete Streets
- Update Downtown Specific Plan/Zoning Update
- Fairplex Specific Plan/Zoning Update
- Fairplex – Olympics Related
- Housing Element Update Prep
- Pursue State Pro Housing Designation

Historic Applications

- Designation of the Pomona Fairplex as a Local Historic District
- Designation of 320 Randolph as a Contributing Resource to the Wilton Heights Historic District
- Designation of 395 Adams as a Local Historic Landmark
- Designation of Presidents Park as a Local Historic District
- Designation of Cordova Avenue between San Bernardino Avenue and the City limits as a Local Historic District
- 10 Mills Act Contracts

FY 26/27 Active Projects

PLANNING - SIGNIFICANT DEVELOPMENT APPLICATIONS

Address	Plan Description
2889 W Mission Blvd	Residential, 227 Units, For-sale (Elephant Hill)
538 W Monterey Ave	Residential, 130 Units, Rental, Includes affordable units
2408 N Garey Ave	Residential, 79 Units, Rental
2601 S Towne Ave	Residential, 96 Units, For-sale
3220 W Temple Ave	Residential, 92 Units, Rental
888 W Mission Blvd	Residential, 462 Units, Rental, Includes affordable units
398 S San Antonio Ave	Residential, 100 Units, For-sale
3255 Pomona Blvd	Industrial, Reconstruction of 179,993 sf structure
898 N Garey Ave	Mixed-use: Residential, 68 Units, Rental + Commercial 13,250 sq. ft.
882 E Phillips Blvd	Residential, 43 Units, For-sale
1190 E Pasadena St	Residential, 28 Units, Rental, 100% affordable shared senior units
1422 S Garey Ave	Residential, 83 Units, Rental
177 W Monterey Ave	Residential, 66 Units, Rental
980 Corporate Center Dr	Residential, 84 Units, Rental
1347 S Towne Ave	Residential, 42 Units, For-Sale
435 W Mission Blvd	Mixed-Use: Residential, 36 Units, Rental + Commercial 2,000 sf
3272 N Garey Ave	Drive-Thru, Dutch Bros Coffee Shop
1600 W Holt Ave	Residential, 150 Units, Rental, 100% affordable

FY 26/27 Active Projects

PLANNING - SIGNIFICANT DEVELOPMENT APPLICATIONS

Address	Plan Description
611 E Holt Ave	Drive-Thru, Tenant unknown
2282 N Garey Ave	Residential, 38 Units, Rental
2260 N Orange Grove Ave	Residential, 34 Units, For-sale
1976 W Holt Ave	Educational, Private Middle School
705 S Garey Ave	Residential, 71 Units, For-sale
2282 N Garey Ave	Residential, 38 Units, For-sale
255 E. Bonita Ave	Medical, Casa Colina Parking Structure and Expansion