

## Community Resources

- Animal Licensing/Strays (909) 623-9777
- Business License (909) 395-2022
- Schools Districts –  
Ontario/Montclair (909) 459-2505  
Chaffey Joint Union  
High School (909) 988-8511  
Mountain View (909) 947-2992  
Chino Valley Unified (909) 628-1201  
Cucamonga (909) 987-8942
- Chamber of Commerce (909) 984-2458
- County Services (909) 387-5301
- Department of Motor  
Vehicle - Driver License/  
Registration Renewal (800) 777-0133
- Job Resources -  
SB County Employment  
Resource Center (800) 451-JOBS  
State of California EDD (909) 948-6606
- Building Permits (909) 395-2023
- Post Offices -  
Ontario Main Office (909) 933-3837  
Guasti (909) 937-6749
- Shopping Cart Removal (800) 252-4614
- Social Security Admin. (800) 722-1213
- Rancho Cucamonga  
Superior Court -  
Criminal (909) 350-9764  
Traffic (909) 350-9761
- Transportation -  
Airport – Ontario Int'l (909) 937-2700  
Bus – Omnitrans (800) 966-6428  
Train - Amtrak (800) 872-7245  
Metrolink (800) 371-5465
- South Coast Air Quality  
Management District (909) 396-2000
- San Bernardino County -  
Environmental Health (800) 442-2283  
Adult Protective Services (877) 565-2020  
Child Protective Services (800) 827-8724
- Inland Fair Housing (909) 984-2254
- Vector Control (909) 635-0307

Stay Connected  
Stay informed with the latest updates.



Emergency Notifications  
@ReadyOntario

*We Welcome You to Ontario*



Community Improvement Department  
208 W. Emporia St.  
Ontario, CA 91762  
(909) 395-2007

# Welcome to Ontario Your new home!



## City of Ontario

Founded as a model colony, based on innovation, planned development, community service and family values, the City of Ontario has become the economic heart of the region. The City Council is committed to maintaining Ontario's leadership role in the Inland Empire by continuing to invest in the growth and evolution of the area's economy while providing a balance of jobs, housing, and educational and recreational opportunities for our residents in a safe, well-maintained community.

[www.ontarioca.gov](http://www.ontarioca.gov)

## Ontario Municipal Code Prohibits:

- Semi-trucks and trailers, semi-tractor, box trucks, flatbed trucks, tow trucks, and commercial equipment from being parked on residential properties or residential streets except during delivery or at the time of service.
- Storage of household items in public view. Discarded, trash, and debris must be removed from the property promptly.
- Living or sleeping in an accessory structure, such as workshops, storage buildings, and garages. Recreational vehicles and trailers may be used as dwellings only if you are in an approved trailer park.

## Ontario Municipal Code Requires:

- All residences to have and maintain landscaping - bare dirt, dead vegetation and weeds are not considered landscaping. Residences adjacent to alleys are responsible for removing any accumulated litter, debris, discards and weeds. Landscaping that overhangs or grows from the property and impedes the public right-of-way must be trimmed back to the property line. The only maintenance the property owner is not responsible for is trimming branches on parkway trees that are out of reach from the ground. The parkway trees are owned by the City and can only be trimmed or removed by the City.
- Trash containers be stored out of public view except on trash collection days.
- Any vehicles not stored inside a fully enclosed structure, such as a garage, must be operable and parked on a paved surface.
- All residential rental properties to be registered with the City.

## Ontario Community Life & Culture

### Classes and Programs

The City of Ontario's Community Life & Culture Agency offers a wide variety of classes and programs. To find out dates and times available, please view *OLM* the Ontario Living Magazine or contact us at (909) 395-2020.

## City Services

- |                                 |                |
|---------------------------------|----------------|
| • Debris removal                | (909) 395-2639 |
| • Storm drain maintenance       | (909) 395-2639 |
| • Curb painting/street striping | (909) 395-2639 |
| • Street sign repair            | (909) 395-2639 |
| • Streetlight maintenance       | (909) 395-2599 |
| • Park maintenance              | (909) 395-2633 |
| • Street sweeping               | (909) 395-2639 |
| • Street pothole repair         | (909) 395-2639 |
| • Tree trimming                 | (909) 395-2633 |
| • Sidewalk/curb/gutter repair   | (909) 395-2639 |
| • Weed control                  | (909) 395-2633 |
| • Sprinkler repair              | (909) 395-2633 |
| • Graffiti removal              | (909) 395-2626 |
| • Shopping cart removal         | (800) 252-4613 |

**City Hall** (900) 395-2000

**Police**  
Emergency 911  
Front Desk (909) 395-2001  
Dispatch (909) 986-6711

**Fire**  
Administration (909) 395-2002  
Fire Prevention (909) 395-2929

**Ontario Municipal Utility Company (OMUC)** (909) 395-2678

**Recreation** (909) 295-2020

**Ontario Museum of History & Art** (909) 395-2510

**Building** (909) 395-2023

**Planning** (909) 395-2036

**Library**  
Ovitt Family Community (909) 395-2004  
Lewis Family Branch (909) 395-2014

**Integrated Waste** (909) 395-2050

**Community Improvement** (909) 395-2007

Obtain City Information at:

[www.ontarioca.gov](http://www.ontarioca.gov)



## Get Connected

- |   |                |
|---|----------------|
| • Gas Company                                 | (800) 427-2200 |
| • Southern California Edison Customer Support | (800) 655-4555 |
| • Report an Outage                            | (800) 611-1911 |
| • City of Ontario Water/Sewer/Trash           | (909) 395-2678 |
| • Telephone Service Verizon                   | (800) VERIZON  |
| • AT&T  | (800) 222-0300 |
| • Internet/Cable Television Spectrum          | (888) 892-2253 |
| • Frontier                                    | (855) 845-7442 |
| • Dish Network                                | (800) 333-3474 |

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## Planning on Any Property Improvements?

Adding a room? Constructing a block wall? Replacing or installing doors or windows? Upgrading electrical or plumbing systems? Remodeling interior or exterior? Installing solar?

All these activities require review and approval. Before starting any property-improvement projects, please contact the Building Department at (909) 395-2023.

## Report a Violation

If you suspect there are violations of the Ontario Municipal Code in your neighborhood, you may file a complaint by calling the Community Improvement office directly (909) 395-2007 (Monday through Thursday, 7:30 AM - 5:30 PM, and Friday 8:00 AM to 5:00 PM, or 24-hours a day on the Code Violation Hotline (909) 395-2278.

Addresses or specific locations (i.e., the northwest corner of an intersection or one lot east of a specific address) are required to file a complaint. You will also need a description of the alleged violation. Complainant information is kept strictly confidential and is not released outside of the Community Improvement office.