



City Hall Weekly Highlights

February 19, 2015

To: Honorable Mayor and City Council Members

From: City Departments

CITY MANAGER:

New Trail Fencing Materials Approved by City Council: Following the recommendations of the Streets, Trails, and Utilities Commission, the City Council voted on February 4, 2015 to approve two-rail white vinyl as the new City standards for trail fence materials. The white vinyl fencing material was approved for its durability and safety features as well as its high visibility. The new fencing material has estimated useful life of 20 years compared to estimated useful life of 10 years for the current wood fencing material. This new fencing material will be used for any new future housing tracts and for trail replacement projects where the proposed replacement is up 1,000 linear feet. This changeover is effective immediately on a City-wide basis including Landscape Maintenance District areas.

Successor Agency Oversight Board Meeting: The Oversight Board of the Norco Successor Agency is scheduled to take place on Wednesday, February 25, 2015 at 2:00 PM at City Hall Conference Rooms A and B. The Oversight Board will be asked to review and approve the Successor Agency's Recognized Obligation Payment Schedule (ROPS) for the period July 1, 2015 to December 31, 2015. Following approval by the Oversight Board the ROPS will be transmitted to the state Department of Finance for review and approval.

Director of Parks, Recreation and Community Services Promoted to Deputy City Manager: Brian Petree, the City's Director of Parks, Recreation and Community Services has been promoted to the position of Deputy City Manager. In addition to planning and directing the activities of Parks, Recreation, Building Maintenance, Animal Control, Senior and Wee-People Programs, Brian will also take the added responsibilities of assisting the City Manager as assigned with the effective and efficient administration of City government. Congratulations to Brian for his many years of dedication, numerous accomplishments, and commitment to the City; and for his promotion.

ECONOMIC DEVELOPMENT:

Chamber of Commerce: Staff met with representatives from the Norco Area Chamber of Commerce & Visitors Center to coordinate various activities, including the Mayor's State of the City Address on March 26, which will include a "Taste of Norco" showcasing a variety of local restaurants. Staff is also working with the Chamber to schedule its second Annual Report to City Council, which will occur no later than April.

Housing Programs: With the City's housing assistance programs approved by City Council on February 18, staff is beginning to publicize these programs through the City's website and other means, including coordination with Parks & Recreation staff at the Norco Senior Center. The day-to-day administration of the programs is being performed by Pacific Mutual Consultants (PMC), whose Housing Specialist is on call to respond to residents.

Business Recruitment: Staff is working with the leasing agents at Gateway Town Center to find a suitable replacement for Radio Shack, which will be closing shortly in light of the company's bankruptcy. There is already a promising tenant interested in the 2,100 square foot space.

FISCAL AND SUPPORT SERVICES:

Bill Processing: Staff mailed out 2,049 utility bills to Group 2 customers. We also mailed out 227 delinquent notices to Group 1 utility customers that had not paid their bill on time. On Wednesday, a courtesy door tag was hung at the door of customers that were delinquent in Group 3 by Public Works notifying 65 customers that if they do not pay by Thursday, their water services would be shut off on Monday.

Business License and Cash Receipts: There were 14 new business license applications received during the week and 8 renewal applications. Staff processed a combined total of 1,576 cash receipts from the building counter, Parks and Recreation, utility customers and other miscellaneous accounts receivables totaling \$944,198.29.

Custom Utility Bill: A sample of the newly redesigned utility bill is being provided for your review and comments (see attached – current bill and new bill format). The new utility bill which provides more organized customer information features a month by month graphical representation of consumption history over the most recent 12-month period. The consumption graph information is still being tweaked, but the overall design of the graph is complete. The date of the release of the new utility bill to Norco residents will be provided to you as soon as it is known. If you have any suggestions, please contact the Accounting Manager at (951) 270-5652.

Account No.	Due Date	Amount Due	After Due Date
[REDACTED]	9/23/2014	4,875.35	4,875.35

Service Address
[REDACTED]
NORCO, CA 92860



CITY OF NORCO
UTILITY BILLING DIVISION
2870 CLARK AVE
NORCO, CA 92860
(951) 270-5654
MONDAY - THURSDAY 8:00 AM - 6:00 PM

Mailing Address
[REDACTED]



Account No.	Service Address
[REDACTED]	[REDACTED]

Service Period	Meter Readings						
7/25/2014 - 8/24/2014	Water & Sewer						Unit of
Meter No.	Read Dates	Days	Previous	Current	Usage	Measure	
[REDACTED]	7/20/2014 8/20/2014	31	31,663	32,721	1058	HCF	
[REDACTED]	7/20/2014 8/26/2014	37	9,811	9,811	0	HCF	
[REDACTED]	7/20/2014 8/20/2014	31	4,056	4,129	73	HCF	
[REDACTED]	7/20/2014 8/20/2014	31	0	0	0	HCF	
[REDACTED]	7/20/2014 8/20/2014	31	29	30	1	HCF	
[REDACTED]	7/20/2014 8/20/2014	31	128	128	0	HCF	

Previous Balance	7,463.15
Penalties	0.00
Adjustments	0.00
Payments Received	(7,463.15)
Balance at Billing	0.00
Current Billing	

Charge Code	Amount
WaterConsumption	147.46
IrrigationConsum	2,139.18
Fixd Mo Wtr Chrg	1,978.71
Sewer	606.00
EMS Fee	4.00

Current Charges	4,875.35
Balance Due	4,875.35
Due Date	9/23/2014

After Due Date	4,875.35
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**CITY OF NORCO
UTILITY BILLING DIVISION
2870 Clark Avenue
Norco, CA 92860
(951) 270-5654
Monday-Thursday 8:00 - 6:00 p.m.**

NORCO, CA 92860-2221

Utility Account Statement

ACCOUNT INFORMATION

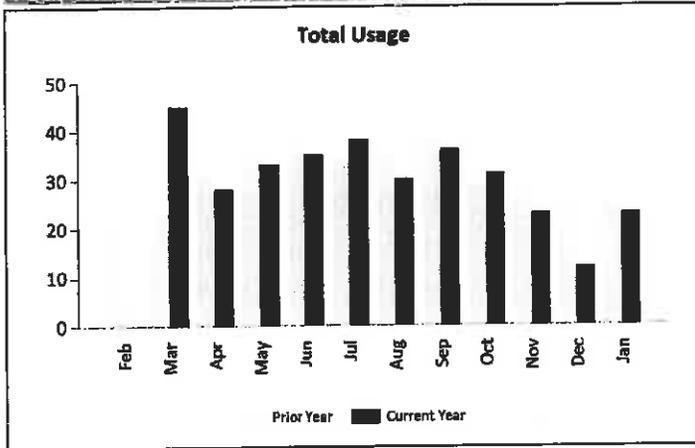
Account Number [REDACTED]
 Service Address [REDACTED]
 Service Period 12/31/2014 - 1/27/2015
 Billing Date 2/4/2015
 Due Date 3/3/2015

METER READINGS

Read Dates 12/31/2014 - 1/29/2015

Meter No.	Previous	Current	Usage	Days
[REDACTED]	1,498	1,521	23	29

Your Monthly Usage (By Billing Date)



CURRENT CHARGES

Description	Amount
WaterConsumption	46.46
Fixd Mo Wtr Chrg	33.12
Sewer	51.00
Trash Service	21.47
Manure 96 Gallon	26.15
EMS Fee	4.00
TOTAL CURRENT CHARGES	\$182.20

Special Message

Wee People Playschool - Ages 3-5, call 951-371-5357

AMOUNT DUE

Previous Balance	159.98
Penalties	0.00
Adjustments	0.00
Payments	(159.98)
TOTAL PAST DUE CHARGES	0.00
TOTAL AMOUNT DUE ON ACCOUNT	182.20

PAYMENT REMITTANCE

ACCOUNT INFORMATION

Account Number [REDACTED]
 Service Address [REDACTED]
 Service Period 12/31/2014 - 1/27/2015
 Billing Date 2/4/2015
 Due Date 3/3/2015

NORCO, CA 92860-2221

AMOUNT DUE

Total Amount Due 182.20
 Total Due If Paid After 3/3/2015 197.81

AMOUNT ENCLOSED

[REDACTED]

REMIT PAYMENT TO:

CITY OF NORCO
 UTILITY BILLING DIVISION
 2870 Clark Avenue
 Norco, CA 92860

PARKS, RECREATION AND COMMUNITY SERVICES:

Staff would like to extend an invitation to City Council for Opening Day Ceremonies for Norco Girls Softball (NGSL) and Norco Little League (NLL), as well as Awards Night for Divisional Youth Basketball League:

- **NGSL Opening Day, March 7, 2015**
Location: Wayne Makin Sports Complex
7am Pancake Breakfast South Snackbar
9:30am Dignitaries Arrive (if not attending pancakes breakfast)
10am Opening Ceremonies Begin – Field 5
- **Divisional Youth Basketball Awards Ceremony, March 7, 2015**
Location: Riley Gymnasium
5:30pm Boys Division
6:45pm Girls Division
- **NLL Opening Day, March 14, 2015**
Location: Wayne Makin Sports Complex
8:30am Dignitaries Arrive
9:00am Opening Ceremonies Begin – Field 1

Summer Concert Series: Staff and sub-committee members are booking bands and soliciting donations for this year's Summer Concert Series.

Facility Rentals: This week's rentals include CA Home School at Riley Gym and two churches at Community Center and Scout House.

Senior Excursion: Senior Doll Class took a field trip to Kemper Ceramics Warehouse on Tuesday, February 17, 2015.

Presentation for Seniors: Blindness Support Services provided seniors with a free presentation and activity to assist those who are visually impaired on Thursday, February 19, 2015.

George Ingalls Equestrian Event Center:

- George A. Ingalls Veteran's Memorial Plaza Open * 10AM – Dusk, Please enter through Gate 5 off of Crestview just south of Sixth Street.
- GIEEC staff and volunteers provided superb customer service and once again were on point with their ground and grooming skills and exceeded all expectations for the Norwegian Fjord Horse Registry, Forum & Evaluation event which took place February 12th –February 16th. This event reserved 125 room nights at the Hampton Inn that provided hospitality for quests from Canada, Netherlands, Norway and United States. When this event returns to California they will return to Norco.

- Lake Norconian Club Foundation's fundraiser event, 1920's Speakeasy "Moonshine & Valentines" Dinner & Dance, at Nellie Weaver Hall Saturday, February 14th was a success.
- Stacy Westfall FREE Equine Pop-Up Clinic at Moreno Arena Thursday, February 19th from 6:30 - 8:30 PM.
- Community Barrel Racing by Lunde Enterprises will be held Friday, February 20th from 5 pm to 9 pm. at Moreno Arena.
- Lunde Enterprises 2-Day Barrel Racing event Saturday, February 21st & Sunday, February 22nd at Moreno Arena from 8 AM – 5 PM & 1-Day Team Roping event Saturday, February 21st at Clark Arena from 8 AM – 5PM
- Saddle and Harness Open Breed Buggy & Wagon horse show Sunday, February 22nd at Clark Arena from 8 AM – 5 PM.
- Open Recreational Riding at Clark Arena M-W from 10 AM – 3 PM
- Community Barrel Racing Lunde by Enterprises will be held Thursday, February 26th from 5 pm to 9 pm. at Moreno Arena.

Building Maintenance:

- The air conditioner above the Parks Conference Room in City Hall has been repaired.
- Staff repaired the front door at Nellie Weaver Hall. It was not latching properly.
- The fire alarm at Riley Gym had some issues, but has now been repaired.

Parks:

- Staff replaced the lights at Hawks Crest Park in District 5.
- Staff hired a contractor to install the fences and gates around the light poles on the East Pad at Ingalls. This should start the first or second week of next March.
- Along with Valley Crest, staff is replacing a memorial tree at Neal Snipes Park.
- Staff is scheduled to pour concrete by the south snack bar at Wayne Makin this Thursday as long as we are able to get the CDF crew. (Prisoners are not allowed to leave the prison while there is fog.)
- Sparky's Electric will be replacing the burned out lights at Wayne Makin today. They repaired the wiring last week and are now replacing the bad light bulbs.
- Valley Crest is in the LMD's weeding and maintaining the parkways. This past week they also repaired irrigation valves and broken sprinklers. This is all part of their contractual obligations.

Norco Animal Control Services:

- The new Animal Control Officer is in the process of being hired. The Human Resources Division is completing new-hire requirements and procedures.
- On Tuesday, February 17th, the Norco High School FFA Dept., consisting of 33 students, cleaned up the shelter. They came bearing rakes, shovels and brooms. They also walked dogs, and spot checked the cattery and the dog kennels.
- The Human Resources Division has posted employment notices for two Animal Control Senior Administrative Clerk positions.
- Terri Komatsu's last day was Wednesday, February 18th.

- Staff issued 6 administrative tickets for failure to renew dog licenses.

PLANNING DEPARTMENT:

Approved Special Events:

- 2nd Annual Compare Carpets BBQ to benefit the Give a Buck Fund. The event will take place on April 30th.
- Special Event Signs were submitted and approved for Norco Horseweek.

Striders: A meeting is scheduled on February 24 for an update on Striders and the timeline to finish that construction.

Les Schwab: The Planning Commission approved a retail tire store with tire installation on the property located at the northwest corner of Hamner Avenue and Third Street on December 10, 2014. Building permits were submitted for the project on February 18th.

Burger King: Staff is currently working with the architect for the Burger King located at 166 Second Street on the proposed façade renovation to the exterior of the building.

Conditional Use Permit: a CUP was submitted for a new cell-phone tower at 1951 Second Street in the Auto Mall Specific Plan. The proposed design for the cell-phone tower is a water tank. This project will require approval by the Planning Commission.

Code Compliance Updates:

- 2015 Total Cases: 52
- Open Cases: 32
- New Cases: 5
- Cites Issued: 4
- Closed Cases: 2
- Yard Sale Sign Removal: 12

PUBLIC WORKS DEPARTMENT:

Field Ops:

- Staff repaired 3 mainline water leaks.
- Staff calibrated and certified the sewer meters at Second and River, River and Corydon, Cota and Temescal Wash, NAWAD, Valley View at First, Corona at Sedona, and Oldenburg.
- Field Operations staff worked with Cal Fire and County EPA to respond to a hazmat incident where a 55 gallon barrel containing flammable ethyl acetate was left on the 4400 block of Crestview Drive. DTSC will be coordinating and financing disposal of the barrel and its contents from the public works yard.
- An advanced notice of a planned water shutdown was delivered on February 19 to all homes on Wrangler Way for construction of water system improvements. The water shutdown will occur on Tuesday, February 24th from 9:00 a.m. – 3:00 p.m. Residents with automatic watering devices for their animals should make arrangements for an alternative water supply for the duration of the waterline shutdown.

Building and Safety:

- 15 Permits Submitted
- 8 Permits Issued
- 34 Inspections Performed
- 1 Stop Work Notice Issued

Engineering:

- Les Schwab submitted grading plans for their development at the corner of Hamner Avenue and Third Street.

NORCO SHERIFF'S DEPARTMENT:

Norco Sheriff's Office Neighborhood Watch Meeting: The Norco Sheriff's Office would like to invite all residents to attend the Norco Neighborhood Watch Information Meeting on Thursday, February 26, 2015 at 6:30 PM. The meeting will be held at Norco City Hall, Conference Rooms A and B, located at 2870 Clark Avenue. At the meeting, residents will be provided with information on how to start a Neighborhood Watch Program in their community. Residents will also have the opportunity to meet their local Sheriff's Department members, learn more about crime fighting strategies, and help reduce crime in their community. For additional information, please call the Norco Sheriff's Office at (951) 270-5673.

Mail Theft: Similar to other nearby cities and communities, the City of Norco has experienced mail theft. Here are some tips valuable to helping reduce the possibility of becoming a victim:

What is mail theft?

- The destroying of, tampering with, or taking of another person's mail for the purpose of obstruction or learning secrets, business or other personal information.
- The unauthorized removal of mail from any approved mail receptacle (outgoing mail or delivered mail).

How is mail stolen?

- From a private mailbox, a shared communal mailbox found in apartment complexes or homes
- Directly from a postal vehicle or the post office itself.
- By anyone: other residents using shared mailboxes, neighbors, or strangers who pass by and notice vulnerable mail.
- Thieves steal credit cards, Social Security numbers, bank statements, checks and other personal information.

How can I protect myself from Mail Theft?

Outgoing Mail

- Use letter slots at your local post office to mail letters or give them to your local letter carrier.
- Pick up your mail promptly after delivery. **DO NOT LEAVE IT IN YOUR MAILBOX OVERNIGHT.**
- Do not send cash in the mail.
- Ask your bank for “secure checks” that cannot be altered.

Vacations

- Put a “hold” on your mail when on vacation or out of town (<https://holdmail.usps.com/duns/HoldMail.jsp>)
- Ask a trusted neighbor to collect your mail.

Limit Access

- Purchase a lockable mailbox or convert your current one to a lockable type (prior to making changes, check with your local postmaster and homeowner’s association).
- Shred discarded mail
- Have checks deposited electronically into your account via direct deposit.

How does mail theft lead to identity theft?

Thieves may use stolen mail to take over a victim’s identity by gaining access to:

- Credit card offers and s Social Security numbers.
- Banking or investment account numbers.
- Gift cards.

Report Suspicious Activity

Call the Sheriff’s Dispatch if you observe any suspicious activity in your neighborhood, including:

- Someone going from mailbox to mailbox.
- Loitering in your neighborhood.
- Sounds of breaking glass or loud, unusual noises.
- Vehicles driving in your neighborhood that are suspicious.
- People sitting in a vehicle or looking in windows, or over fences.
- Door to door solicitors who appear suspicious.
- Mail littered on the ground.

REPORT SUSPICIOUS ACITIVITY TO RIVERSIDE COUNTY SHERIFF'S DISPATCH AT (951) 776-1099 OR (800) 950-2444

NORCO FIRE DEPARTMENT (CAL FIRE):

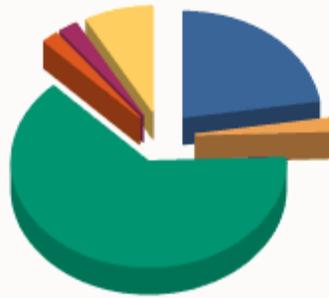
Hazardous Materials Call: On February 17 at 2:30pm, Fire Crews responded to a Hazardous Materials call in the 4400 block of Crestview Drive. The first arriving engine located a 55 gal drum, not leaking, just off the roadway. The Hazardous Materials Team obtained a sample of the product and determined it was Ethyl Acrylate. This is used in the manufacture of latex based paints and adhesives, leather finish resins, etc. The City of Norco Public Works Department will be working with Riverside County Environmental Health on the transporting, storage and disposal of the product.



See Fire Department statistics on the following pages.

Response Activity – Norco

Incidents Reported for Date between 2/12/2015 and 2/18/2015 and Norco City



False Alarm	11	22.4%
Haz Mat	1	2.0%
Medical	31	63.3%
Public Service Assist	1	2.0%
Res Fire	1	2.0%
Traffic Collision	4	8.2%
Total:	49	100.0%

False Alarm	11
Haz Mat	1
Medical	31
Public Service Assist	1
Res Fire	1
Traffic Collision	4
Incident Total:	49

Riverside County Fire - Norco

Weekly Activity Report

2/12/15 to 2/18/15

	CITY
Activity Totals	Norco
Plan Reviews	TOTAL NORCO
All Plan Reviews	6
INSPECTIONS	
	Norco
Annuals	8
New Construction	1
Re-inspection (annual's)	12
Title 19 Inspections	
Business License Review	
C of O's	
Weed Abatement	2
TOTAL	
MEETINGS & OTHER	
	Norco
Meeting	1
Training	1
Special Inspections/Events	

Weekly Prevention Activity Report- Graph Summary

