



# City Hall Weekly Highlights

## July 23, 2015

To: Honorable Mayor and City Council Members

From: City Departments

### CITY CLERK:

**Norco Community Town Hall Meeting:** The first Community Town Hall Meeting will be held on Monday, July 27, 2015 at 6:30 p.m. at Nellie Weaver Hall. Hear updates from Mayor Higgins, Assembly Member Eric Linder's office, Senator Richard Roth's office, and some City departments. Also, the City's Water and Sewer Consultant, along with Western Municipal Water District, will give a presentation on water conservation measures. Residents will be given the opportunity to ask questions as time allows after each presentation. This Community Town Hall meeting is hosted by RURAL.

### ECONOMIC DEVELOPMENT:

**Business Development:** Economic Development and Planning staff met with the owner of the property at the northwest corner of Corona Avenue and Hidden Valley Parkway, who is interested in accommodating one or two restaurants on the site in conjunction with the permanent closing of Corona Avenue. His architect is currently preparing a site plan for submittal with a zone change application within the next 90 days, pursuant to City Council direction. Staff is working closely with the property owner's broker to secure appropriate revenue-generating buyers for the site.

**Marketing:** Staff is in the process of overhauling existing outreach materials on local development opportunities, which will be incorporated into promotional packages and uploaded onto the City of Norco website. Those materials will also be presented at the International Council of Shopping Centers (ICSC) Western Regional Conference in San Diego, September 16-18, for which the City has already reserved a booth.

### FISCAL AND SUPPORT SERVICES:

**Bill Processing:** Staff mailed out 2,042 utility bills to Group 2 customers. Staff mailed out 207 delinquent notices to Group 1 utility customers that had not paid their bill on time. On Tuesday, a courtesy door tag was hung at the door of customers that were delinquent in Group 3 by Public Works notifying 64 customers that if they did not pay on Tuesday, their water services would be shut off on Wednesday. By Wednesday, 5 customer's water was shut off for nonpayment; 4 customer's water services remained shut off.

**Business License and Cash Receipts:** There were 8 new business license applications and 80 renewal Business license applications during the week. Staff processed a combined total of 1,437



cash receipts from the building counter, Parks and Recreation, utility customers and other miscellaneous accounts receivables totaling \$708,923. The City received \$297,000 in Sales Tax and \$41,236 in Measure A this week.

**Miscellaneous Accounts Receivable:** A total of 60 miscellaneous accounts receivable invoices were sent to individuals/agencies totaling \$58,943. Miscellaneous accounts receivable invoices are sent to bill for EMS services, hydrant meter billing, damage to City property, encroachment permits, loan payments, trash billing to California Rehabilitation Center and any other services provided by the City other than utility billing and business licenses.

**Meeting with Waste Management:** This week Lori Askew, Julie Houser and Olivia Hoyt met with the Waste Management team to discuss the work plan to complete the removal of commingled bins from residents that have not contacted the City to change their services. Most of these customers will have the residential trash service carts delivered, which includes a recycle, green waste and a trash cart on their service day next week. Their commingled bins will be removed at that time also. Waste Management staff and City staff have been working with these customers since January 2015 to assist them in this transition by sending them several letters and notices and also tagging their commingled bins to notify them that commingled services will no longer be offered.

#### **PARKS, RECREATION, AND COMMUNITY SERVICES:**

**National Day of the American Cowboy:** The Aussies have arrived in Horsetown USA! Staff took the Australian Light Horse Association members on a short tour around town last Sunday. Staff and committee members are finalizing details for the National Day of the American Cowboy event taking place this Saturday, July 25, 2015 at the George Ingalls Equestrian Event Center. Come on out for a family fun day! Public gates open at 3 p.m., Grand Opening at 5 p.m. Admission is \$5 per person (kids 10 and under free) and parking is \$2 per vehicle.

**Adult and Youth Basketball:** Adult basketball practice games began this Thursday at Riley Gymnasium. New season league games will begin next Thursday. Currently, there are ten teams registered. Staff is preparing marketing and registration material for the upcoming Fall youth basketball season.

**Party Parners:** Party Parners is hosting a "Flower Power" party on Friday, July 24, 2015. This fun event will feature a live performance by the Christian Theatre Company of Corona (CATS).

**George Ingalls Equestrian Event Center:** Community Barrel Racing will not be held July 23<sup>rd</sup> so the George Ingalls Equestrian Event Center can get ready for the City of Norco's National Day of the American Cowboy event and special guests, The Australian Light Horse Association visiting from Queensland, Australia and performing at the GIEEC.

**Special Olympics Athletes:** Staff had a plaque made welcoming the Special Olympics Equestrian Riding Team to Horsetown USA during preparation for the 2015 Special Olympics World Summer Games. The City of Norco would like to thank the athletes and coaches for their hard work and determination to achieve their destination at the World Games.



## Buildings

- Due to the summer storm over the weekend, staff inspected all City buildings on Monday morning. City Hall had some damaged ceiling tiles and there was some wet carpet that needed to be dried out. Staff cleaned out the roof drains and swept what standing water they could find. They also put more sealer on some skylights. Inside of Riley's Gym there were some water leaks that needed to be cleaned up. There were four leaks found in the roof at Nellie Weaver Hall so it is being inspected today.
- Air Temp was contracted to locate and fix thermostat problems at the Scout House and City Hall.

## Parks

- Staff flushed the sewer line at Pikes Peak Park as part of our regular maintenance.
- The only parks that had damage from the storm were Parmenter Park (drainage problem) and Norco Hills Park. Norco Hills Park always has damage to the horse trail after a hard rain due to a drainage problem on Harness Lane. Water is channeled down the street to a drain located in front of the park entrance. The water demand is more than the drain can handle, so as the water level rises, it enters the park in the horse trail (which pitches downward all the way through the park) and washes the trail out, causing major ruts the length of the trail, and the DG ends up in the street on Rock Springs. This time it also flooded other parts of the park.



## Miscellaneous

- Flags were lowered at all the City buildings and the Memorial to half-staff. Although the the flag at the Memorial is lowered every month on the 21<sup>st</sup> for the 21 Seconds Now program, this month a Presidential Proclamation has been declared to honor the victims of the senseless act of violence perpetrated on July 16, 2015, in Chattanooga, Tennessee, and has ordered that the flag of the United States shall be flown at half-staff **until sunset, July 25, 2015**.
- Arenas have been prepared and grounds chalked for the events by the Ranglers and the Pacific Mini's.
- The east and south slopes at Ingalls have been weeded along with parking lots 2 thru 4, and cleaned the Gate 3 road.
- This week our staff has sanded, stained, and painted the covered wagon for an event to take place in Eastvale next week.
- Our staff has been preparing for Day of The Cowboy. Jim Troilo has created a repetitive trophy to be given to the winner of the Cow Chip Toss.
- The flag for the veterans memorial is being repaired again. The flags need repair about once a month due to the windy conditions around the Memorial.

## Landscape Maintenance Districts and Valley Crest

- This past weekend's rain hit the LMD's pretty hard. However, no one was hindered from getting out of their driveway. Valley Crest was out with their tractor grooming the horse trails first thing Monday morning. They were given a priority list to complete, and then they will be getting to the rest of the work. All the trails in Districts 2, 3, 4, and 5 will be groomed by the end of July.
- Bee hives were located at two locations inside irrigation boxes; one at Shearer Soccer Field, and another located in District 2 on Dogwood Lane in front of the water tower.



## **Animal Control Services**

- 147 licensing **late notices** were prepared for the month of June to be mailed out.
- Norco Animal Control will be participating in two adoption events; August 8, 2015 for the Bark for Life and the other will be the National Night Out supporting Riverside County Sheriff's Department on August 11, 2015 and will be held in Eastvale.

## **PLANNING DEPARTMENT:**

### **Approved Special Events:**

- 7/25/15 – Pioneer Day celebration, 3600 Norconian Drive (LDS church)

**Norco Pride/Beautification Awards:** Staff and committee members drove to all of the nominee sites for photos to present to the committee members on August 4 for them to choose the winners.

**I-15 Bridge Express Lanes:** Staff met with representatives from Caltrans, Riverside County Transportation Commission, and Bechtel (engineering) to finalize a Section 4f Consultation Agreement letter for a Temporary Construction Easement (TCE) under and adjacent to the I-15 bridge for when there will be construction to add express lanes in the middle of the freeway. The TCE is needed because of construction activities and the equipment that will have to be moved and placed within the River Trails Park directly under and immediately adjacent to the bridge. Because of public safety concerns there will be continual partial, and sometimes full, closures of the park area beneath the bridge. Early closure warnings and continual communication with the Public Works and Parks and Recreation Departments will ensure that the public is forewarned of upcoming closures and/or detours.

The City Council approved a Memorandum of Understanding for the TCE upon approval of the permanent access that was granted to Caltrans under the bridge in exchange for other Caltrans property adjacent to River Trails Park. The Section 4f Consultation Agreement was needed for, and will be included within, the upcoming release of the Draft Environmental Document for the Express Lanes project.

### **Code Compliance Updates:**

2015 Total Cases:	194
Open Cases:	79
New Cases:	6
Citations Issued:	4
Closed Cases:	7
Yard Sale Signs Removal:	26

## **PUBLIC WORKS DEPARTMENT:**

### **Service Leaks:**

- 2575 Hillside – vactor excavated and repaired leaking 1” poly service line
- 1740 Third Street – vactor excavated and repaired leaking 1” galvanized service line
- 1372 Third – staff repaired a shallow leaking water service damaged during the Third Street reconstruction project

**Main Leaks:** On Sunday, July 19<sup>th</sup> just before the summer thunderstorms hit Field Operations standby personnel were dispatched to the intersection of Sierra Avenue at Mulberry Lane for a reported water leak in the pavement. Upon arrival it was apparent that the mainline serving Mulberry Lane had suffered a failure near the east road edge of Sierra Avenue and an emergency repair would be necessary. The on-call staff member immediately executed an emergency mainline shutdown that fortunately only affected Mulberry Lane. Following the successful isolation of the leaking mainline an after-hours repair crew was called in to begin repairs.

That is when the storm opened up and started dumping record amounts of rain. Because residents were cut-off from water service, the Distribution Operators assigned to this emergency repair never considered waiting out the storm, and moved forward with the necessary steps to restore utilities to the customers.

Using a combination of traditional as well as vacuum excavation techniques staff found that a patch welded sometime in the distant past to the existing 6” diameter mainline had failed, resulting in the large leak. Staff also discovered that the existing mainline has an uncommon outside diameter further complicating the repair since the repair parts maintained in inventory are machined for specific size ranges. Staff removed the failed section of mainline and retrofitted existing inventory items to assemble two flexible compression couplings that allowed the sizing to transition between the existing uncommon sized mainline, and the new section of commonly sized pipe being installed as part of the repair. Following insertion of the replacement mainline section and the retrofitted couplings service was restored to the Mulberry Lane residents.

On Saturday, July 18<sup>th</sup> at 3:09 AM Field Operations standby personnel were dispatched to a report of a gushing water leak in the street at 1492 Fifth Street. Upon arrival staff quickly concluded that it was necessary to isolate the mainline that serves this area of Fifth Street since the underground leak was causing obvious subgrade and asphalt damage that would result in the loss of the entire street section if not addressed. While executing the necessary emergency water line shutdown staff discovered that one of the 12” isolation valves located in the intersection of Sierra and Fifth Street was inoperable resulting in the necessary expansion of the shutdown area. The next closest mainline isolation valves is located at the flood control channel south of Fortuna Lane which resulted in the necessary inclusion of Melanie Ave, Michelle Road, Adelina Ave, Fortuna Road and Sierra Avenue between Fifth Street and the flood control channel to the emergency shutdown area. To fully execute

the expanded shutdown staff closed six underground inline isolation valves including one transmission main tie-in valve.

Following the isolation of the leaking water mainline staff excavated the failed area to discover a 1" welded service coupling attached to the 10" steel water main had failed resulting in a hole in the mainline approximately 2.5 inches in diameter.

Staff employed a specially designed stainless steel "Tapping Clamp" to repair the failed service coupling while maintaining the established point of connection for the existing residential service. The blowing water also damaged the adjoining 1" service line resulting in the need to replace approximately six feet of poly service line with 1" copper tube. Following the installation of the "Tapping Clamp" and the new brass corporation stop that will be used to control flow to the residential service, staff began the process of a controlled systematic recharge of the shutdown area to restore service to affected customers.

### **Hydrant Repairs/Maintenance:**

- Valves exercised: 13
- Hydrants flushed: 11

### **Graffiti/Debris Sites:**

- Removed dumped mattress and box spring set from the intersection of Second and Hillside
- DG
  - 3818 Hillside – dumped and spread 1 ton dg with court workers
  - 3257 Temescal – dumped and spread 1.5 tons dg with court workers
  - 1568 Temescal – smoothed driveway lip with 2 tons dg, spread by court workers
  - 3335 Temescal – dumped and spread 6 tons dg with court service workers
  - 2915 Corydon – filled trail ruts caused by customer overwatering, dumped and spread 1 ton dg with court workers
  - 4480 California – dumped and spread 3 tons dg with court workers
  - 4663 Trail Street – dumped and spread 2 tons dg with court workers
  - 2554 Corydon – dumped and spread 1 ton dg with court workers.
- Sheriff's Labor Workers
  - Storm cleanup – multiple locations

**Streets/Trails:** 4570 California – installed 4 posts and 6 rails of replacement wood fence

**Sewer Collection System and Lift Station Maintenance/Repair:** Staff installed a new 29 horsepower submersible pump at the Norco Hills lift station.

**Downed Trees:** Staff received notification of a large downed tree branch at 4204 Pedley. Upon arrival staff found that the large branch was still partially attached to the tree approximately 15 to 20 feet above the ground. Staff contacted West Coast Arborist (WCA) to respond for the purpose of removing the snagged branch. While onsite WCA did notify City staff that the tree is declining in health with approximately one third to one half of the upper reaches of the tree already showing the irreversible signs of die-off. WCA has been directed to schedule the full removal of the tree.

On Tuesday, July 21<sup>st</sup> staff received an after-hours report of a downed tree blocking the trail at 4222 Hillside. Upon arrival staff found that the White Mulberry tree had rolled at the root ball and was unsalvageable. Staff removed the downed tree and repaired the damaged trail section.

**SCE Transformer Failure:** On Sunday, July 19th a probable lightning strike from a summer thunderstorm resulted in the failure of an Edison transformer that feeds power to the traffic signal at the intersection of Hidden Valley and Hamner Avenue. To assist Field Op's staff who were already engaged in an emergency water repair Parks maintenance staff delivered pre-assembled "STOP" signs mounted on barricades to the intersection and placed them per RSO direction. We would like to thank the Parks maintenance staff for their assistance during this unforeseen weather emergency.

## **BUILDING AND SAFETY:**

20 Permits Submitted  
23 Permits Issued  
38 Inspections Performed  
DPSS issued Certificate of Occupancy

## **ENGINEERING:**

**Vine Street and Sagetree Lane Water Project:** The second point of connection for the Vine Street water mainline replacement project has been completed and all valves at this intersection are fully opened. The connection at the intersection of Bluff and Vine included the installation of new isolation vales, a new manifold to accept treated water from the Arsenic removal plant, and improvements that make the intersection ready to accept the improvements to the Bluff 16" transmission mainline project expected to be put out to bid in the 2015/2016 budget year. The third and final point of connection will be installed concurrent with the Corydon mainline project already authorized by the City Council and under construction.

**Third Street Improvement Project:** First phase of curb and gutter is being poured this week. Street held up very well during the rain event with minimal damage to unsurfaced road. As a part of the Third Street reconstruction project, Field Operations staff has replaced the residential water services at the following addresses: 1168 Third, 1180 Third, 1190 Third, 1200 Third, 1159 Third, 1149 Third, 1111 Third, 1241 Third, 1470 Third, 1382 Third and 1377 Third. All the replaced water services have been placed deeper underground to allow for the safe construction of above ground and below ground infrastructure improvements. To date approximately 350+ feet of one inch copper tubing and 30+ brass fittings have been used for these service line upgrades.

## **NORCO SHERIFF'S DEPARTMENT:**

**Norco Sheriff's Office Homeless Outreach:** Your local Sheriff's Office continues to work with the homeless community in terms of providing resources and opportunities for mental and medical health, housing and shelter, and veteran's assistance. The resources are a result of collaboration with the Riverside County Department of Social Services and Riverside County Mental Health.

During the last week, Norco deputies visited several city areas where homeless individuals have been located. Deputies arranged medical assistance and ambulatory hospital transport for one individual

suffering from medical issues and are working with the County to provide shelter assistance for a homeless veteran.

Deputies also contacted a person who was found to be soliciting without a permit near the area of Hamner Avenue and Hidden Valley; and, an additional solicitor on 6<sup>th</sup> Street near the I-15 off-ramp.

The Norco Sheriff's Office also draws upon the resources of the Riverside County Sheriff's Jurupa Valley Station as well as other local police departments and agencies, in an on-going effort to provide resources while addressing the homeless population in the city of Norco.

**Dial 211:** 211 is a Riverside County service available to all Riverside County residents, including the City of Norco, and includes:

- Help Line
- Non-Profit Resource
- Long Term Care Ombudsman
- Housing Assistance
- Transportation Access Program

### **What is 211 Riverside County?**

Similar to number like 911, 211 is a designated 3-digit number that allows callers to receive up-to-date information and referrals to health and human service agencies. If you call 211 Riverside County with your needs, 211 will locate the resources nearest you, and give you that information. It's that simple!

### **Why is 211 Riverside County needed?**

Tired of the phone number runaround between multiple agencies? 211 Riverside County maintains the largest health & human resources directory in Riverside County. By dialing 211 you will be provided with the information you need quickly.

### **What does this mean for agencies & programs?**

Sometimes callers aren't sure where to get the information or referrals they need. Many callers bounce from agency to agency, trying to find someone who can help. When a caller dials 211 in Riverside County, the caller's needs are matched to the closest appropriate resources of the agencies and programs in Riverside County using their zip code. This means that 211 Riverside County saves callers time and dialing by avoiding incorrect matching and agencies and programs can focus more resources on providing services to callers rather than spending extra time on the phones helping misdirected callers.

More information can be found here:

<http://www.connectriverside.org/programs-and-services/211-riverside-county/about-211/>



**Mail Theft Suspect Arrested:** On Monday, July 20, 2015, at 2:30 p.m., deputies responded to a mail theft in the 800 block of Harness Lane, in the city of Norco. A male suspect was seen attempting to take mail from a mailbox. Deputies were able to locate and detain the suspect. The suspect was also in possession of mail not belonging to him.

The suspect, a 16-year-old Caucasian male, resident of Riverside was arrested for theft and possession of stolen property. Since additional investigation was necessary, the suspect was released to his parent.

The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Robles at the Norco Sheriff's Office at 951-270-5673.

**Burglary Suspects Arrested:** On Saturday, July 18, 2015, at 3:18 p.m., deputies responded to the Target store, located in the 1200 block of Hamner Avenue, in the city of Norco. Two male suspects entered the business, took property, and exited into the parking lot. Both males were suspected of committing thefts at other Target stores in the Riverside and San Bernardino areas. The males were detained by the store's Loss Prevention Agents. No one was injured.

Arrested for burglary, conspiracy, and possession of burglary tools were:



Derrick Monte Reed    Jermaine Lynn Henderson

1. **Derrick Monte Reed**, age 37, of Pomona.
2. **Jermaine Lynn Henderson**, age 37, of Los Angeles.

Both suspects were booked into the Robert Presley Detention Center.

The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Ghiliotty at the Norco Sheriff's Office at 951-270-5673.

Citizens may also submit an anonymous tip using the Sheriff's [CrimeTips](#) online form.

**Fraud Suspect Arrested:** On Wednesday, June 3, 2015, deputies investigated a fraud at the Target store, located in the 1200 block of Hamner Avenue, in the city of Norco. A male and female suspect were seen using a stolen credit card to purchase merchandise. Both suspects left the area; however, there was enough information to identify them.



On Wednesday, July 15, 2015, deputies were able to contact the female suspect at her residence in Corona and recovered additional stolen property. Arrested for stolen credit cards, conspiracy, possession of

narcotics, possession of drug paraphernalia, and a violation probation was **Kristen Parada**, age 25, of Corona. Parada was booked into the Robert Presley Detention Center.

The Riverside County Sheriff's Department is committed to the safety of the citizens of Norco and will be vigilant in investigating all crimes of this nature. This investigation is ongoing and we are asking anyone with additional information to contact Deputy Ghiliotty at the Norco Sheriff's Office at 951-270-5673.

### **FIRE DEPARTMENT / CAL FIRE:**

**Training Drills:** On July 16, Riverside County/ Cal Fire Firefighters continued their multi- company training drills at Station 47.

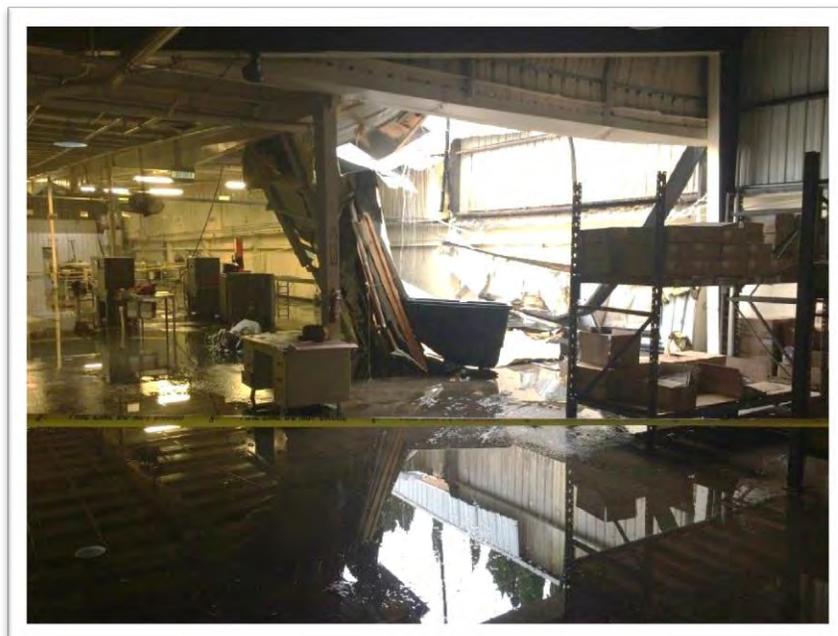
**Structure Fires:** On July 17, Riverside County/ Cal Fire Firefighters from Station 57 were dispatched to a residential structure in the City of Norco on Vine Avenue. The first arriving engine company reported smoke from the eaves of the structure. Firefighters were able to contain the fire to 2 rooms and the attic.

On July 18, as Riverside County/ Cal Fire Norco Engine 57 was returning from a water salvage incident when the engine company discovered a fire at the Inland Internet Cafe. The fire was located in

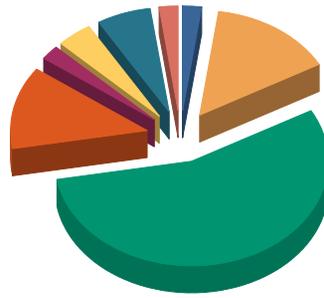


suite 3 of a strip mall on Hamner. The first arriving company requested a second alarm. Firefighters were able to contain the fire to a single suite with the first alarm assignment. Two adjacent suites were damaged by smoke.

**Roof Collapse:** On July 19, E47 was dispatched to a commercial structure ringing alarm at 1811 Mountain Ave. (Hidden Villa Ranch egg facility). Upon arrival, a worker advised us that there was a roof collapse along with flooding of the majority of the facility. A 30' X 30' section of roof collapsed causing extensive flooding to the commercial facility. No workers were injured in the structural collapse and there was no loss of product due to the flooding. The structural collapse severed the sprinkler system and electrical wiring. The PIV was shut down by FD personnel and the general manager of the facility was working with an electrician to shut down power to the affected area of the collapse. The electricity was kept on to the facility because of the large amount of product inside the cold storage section of the facility. E47 handled the flooding along with 15 on site workers. No other additional resources were utilized.



## Response Activity – Norco



Com Fire	1	2.1%
False Alarm	7	14.9%
Medical	26	55.3%
Public Service Assist	6	12.8%
Res Fire	1	2.1%
Standby	2	4.3%
Traffic Collision	3	6.4%
Vehicle Fire	1	2.1%
<b>Total:</b>	<b>47</b>	<b>100.0%</b>

### Incidents Reported for Date between 7/16/2015 and 7/22/2015 and Norco City

Com Fire	1
False Alarm	7
Medical	26
Public Service Assist	6
Res Fire	1
Standby	2
Traffic Collision	3
Vehicle Fire	1
<b>Incident Total:</b>	<b>47</b>

# Riverside County Fire - Norco

## Weekly Activity Report

7/16/15 to 7/22/15

	CITY
<b>Activity Totals</b>	<b>Norco</b>
<b>Plan Reviews</b>	<b>TOTAL NORCO</b>
All Plan Reviews	10
<b>INSPECTIONS</b>	<b>Norco</b>
Annuals	22
New Construction	
Re-inspection (annual's)	
Title 19 Inspections	
Business License Review	
C of O's	
Weed Abatement	
<b>TOTAL</b>	
<b>MEETINGS &amp; OTHER</b>	<b>Norco</b>
Meeting	4
Training	
Special Inspections/Events	

## Weekly Prevention Activity Report- Graph Summary

