



# City Hall Weekly Highlights

## November 5, 2015

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To: Honorable Mayor and City Council Members  
From: City Departments

### CITY MANAGER:

**Technical Training Workshop on TUMF Program:** As part of their efforts to educate appropriate public agency staff, developers, and elected officials on the Transportation Uniform Mitigation Fee (TUMF) prior to finalizing the Nexus Study revisions to current fees, WRCOG is conducting a series of technical workshops. The first workshop, which I attended, was held in the City of Wildomar today. The purpose of this technical workshop is to provide background information on the purpose of the TUMF program, provide progress on the Nexus study, educate stakeholders on the methodology for calculating the fees, and to review preliminary proposed revised fees. Elected officials and developers interested in understanding the TUMF Program are encouraged to attend one of these workshops. For more information regarding future workshops, please contact WRCOG at (951) 955-8933

### CITY CLERK:

**November 3, 2015 Election Results:** As of November 5, 2015 at 6:00 p.m., the results are as follows:

	Vote Count	Percent
HERB HIGGINS	867	13.20%
BERWIN HANNA	1,134	17.26%
TED HOFFMAN	1,342	20.43%
JASON BEMOWSKI	408	6.21%
ROBIN "MRS. G" GRUNDMEYER	1,220	18.57%
LANCE GREGORY	1,056	16.07%
LISA CAMPBELL	543	8.26%
Total	6,570	100.00%

The results will remain semi-official until the County of Riverside Registrar of Voters Office completes the official canvass, which will be no later than November 23<sup>rd</sup>.

### ECONOMIC DEVELOPMENT:

**Marketing:** Staff has renewed discussions with CGI Communications, which produces the Community Showcase Video Program sponsored by the National League of Cities. Six short videos produced by CGI three years ago are currently posted on the City of Norco website (<http://norco.ca.us/depts/ed/tour.asp>) and have proven to be valuable marketing tools. CGI is now scheduled to update those videos and add a seventh, at no cost to the City. The Film

Subcommittee of the Economic Development Advisory Council (EDAC) will assist in the oversight of this project.

**Grant Application:** Staff has submitted the first phase of an application for \$38,650 of grant money from the BEYOND Framework Fund, administered by the Western Riverside Council of Governments (WRCOG). Norco is proposing the funds be used for a two-pronged strategic marketing campaign that addresses both Norco's desirability as a place to do business and its draw as a visitors' destination. If the basic concept is approved by WRCOG, the final application will be due December 18, 2015.

**Business Prospecting:** Staff is actively assisting Firehouse Subs, a contact established at the International Council of Shopping Centers (ICSC) conference, in finding one or more locations in Norco. The Florida-based company, founded by two former firefighters, is attracted by the City's strong demographics and the additional demand created by SilverLakes.

### **FISCAL AND SUPPORT SERVICES:**

**Bill Processing:** Staff mailed out 1,936 utility bills to Group 4 customers. Staff also mailed out 248 delinquent notices to Group 3 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 1 by Public Works notifying 97 customers that if they did not pay on Tuesday, their water services would be shut off on Wednesday. By Wednesday, 8 customer's water was shut off for nonpayment; 3 customer's water services were restored and 5 remained shut off.

On Thursday, another courtesy door tag was hung at the door of customers that were delinquent in Group 2 by Public Works notifying 154 customers that if they did not pay before Monday, their water services would be shut off on Monday.

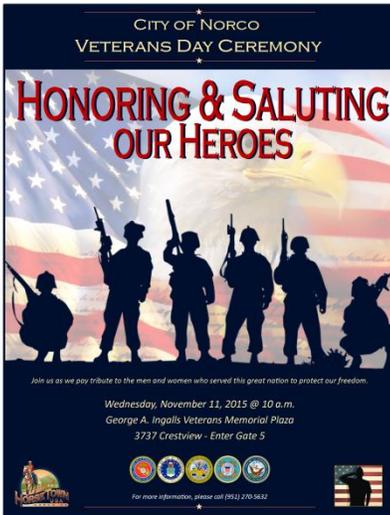
**Business License and Cash Receipts:** There were 14 new business license applications and 14 renewal Business license applications during the week. Staff processed a combined total of 1,924 cash receipts from the building counter, Parks and Recreation, utility customers and other miscellaneous accounts receivables totaling \$580,589. The City received \$48,311 in gas tax this week.

**Miscellaneous Accounts Receivable:** A total of 20 miscellaneous accounts receivable invoices were sent to individuals/agencies totaling \$13,670. 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.

## **HUMAN RESOURCES:**

The Computer Information Systems (CIS) Technician position was reclassified from part-time to full-time effective November 5, 2015. This reclassification will enable the IT Division to satisfactorily meet current demands and provide room for growth and move forward on citywide and departmental strategic initiatives.

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



**Veterans Day Ceremony:** Join us as we pay tribute to the men and women who served this great nation to protect our freedom.

Date: Wednesday, November 11, 2015

Time: 10 a.m.

Place: George A. Ingalls Veterans Memorial Plaza  
3737 Crestview - Enter Gate 5

This event is free and open to the public. For more information, please contact the Department of Parks, Recreation and Community Services at (951)270-5632.

**EOC Training:** Staff attended the last of four Emergency Operation Center trainings on Thursday, November 5, 2015 at Fire Station 47.

**Youth Basketball:** Pee Wee and Instructional Division practices continue to prepare them for the season of league games. Registrations concluded on Thursday, November 5, 2015 for boys and girls A, B and C Divisional Youth Basketball League. Girls Skills Ratings took place on Tuesday, November 3, 2015. Boys Skills Ratings took place on Wednesday, November 4, 2015. Makeup Skills Ratings will be held on Saturday, November 7, 2015 at Riley Gymnasium. For more details on league key dates, please visit

<http://www.ci.norco.ca.us/civicax/filebank/blobload.aspx?BlobID=4528>

**Adult Basketball:** League games continue at Riley Gymnasium on Thursday nights.

**Parade of Lights and Christmas Festival presented by Hemborg Ford, Browning Dodge and Lucas Oil:** At the November 4, 2015 City Council Meeting, City Council approved renaming the Horsetown Parade of Lights and Winter Festival to the Horsetown Parade of Light s and Christmas Festival. Activities for this year's event have been finalized and will include food and craft vendors, holiday train, Santa's Workshop, rock wall, bouncers, pictures with Santa, tot "snow" play area, petting zoo, live entertainment and more! Committee members are still accepting vendor booth applications. Parade applications are available by visiting <http://www.ci.norco.ca.us/depts/parks/events/winterfest.asp>. Committee members are still securing vital donations to help offset the costs associated with this event.

**Senior Services Donation:** At the November 4, 2015 meeting, Norco Horseweek Committee donated \$14,000 to the Rose M. Eldridge Senior Center with the support and generous donations from John Opitz and his company Full Service and the Green Family. This donation is earmarked and will be deposited into a Trust Account strictly for the Senior Center for items such as new tables, flooring and garden additions. Thank you Norco Horseweek, John Opitz and Green family!

**Fall Garden Cleanup Day:** The Rose M. Eldridge Senior Center held a Fall Garden Cleanup on Monday, November 2, 2015 from 8am-2pm.

**STAR Advisory** meeting was held on Wednesday, November 04, 2015.

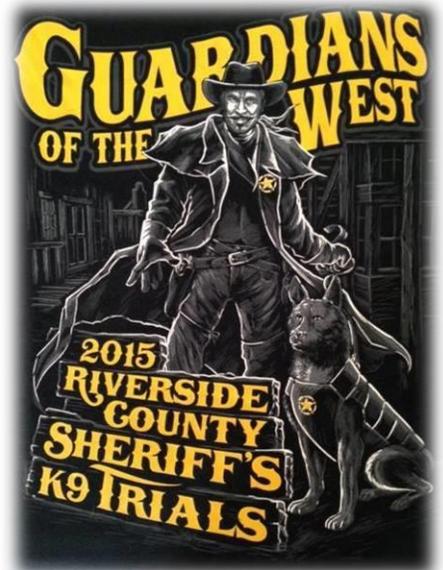
**USDA Food Delivery** was held on Wednesday, November 4, 2015 10:00 a.m.

**Seniors on the Move** took an excursion to San Manuel casino on Wednesday, November 4, 2015 9:00 a.m.

**Sodexo Lunch** held on Friday, November 6, 2015 featured a music performance by volunteers Emily & Jonny.

### **George Ingalls Equestrian Event Center**

- George A. Ingalls Veteran's Memorial Plaza will be **CLOSED** Friday, November 6<sup>th</sup> ALL DAY due to Sheriff Training and will reopen Saturday, November 7<sup>th</sup> from 10 a.m. - dusk.
- Staff continued to work on LMD trail fence removal project.
- The American Flag was removed at the GI Memorial Plaza during wind storm and was reinstalled the next day.
- Staff removed debris and trash from all facilities at Ingalls caused by the wind.
- Staff inspected all parks for wind damage and notified contractor to remove down branches and limbs from Neil Snipes and secure trees at Ridge Ranch.
- Open Recreational Riding was held November 2<sup>nd</sup> -3<sup>rd</sup> at Clark Arena 10 a.m. – 3 p.m.
- Don't Miss the 20<sup>th</sup> Annual Riverside County Sheriff K-9 Trials on Saturday, November 7<sup>th</sup> from 8 am to 5pm at the arena level.



## Buildings

- Staff repaired sink fixtures in the restrooms at Riley Gym.
- The Scout House has several items needing attention. Safety issues have been addressed, light bulbs are being changed, and building cosmetics are on the list to be done.
- Repairs are being done at Animal Control in the kennels.
- Staff is working on the parking lot lights at Station 47.

## Parks

- The lower parking lot of Corydon Staging Area has been topped with the recycled material taken from the Norco Drive resurfacing project.



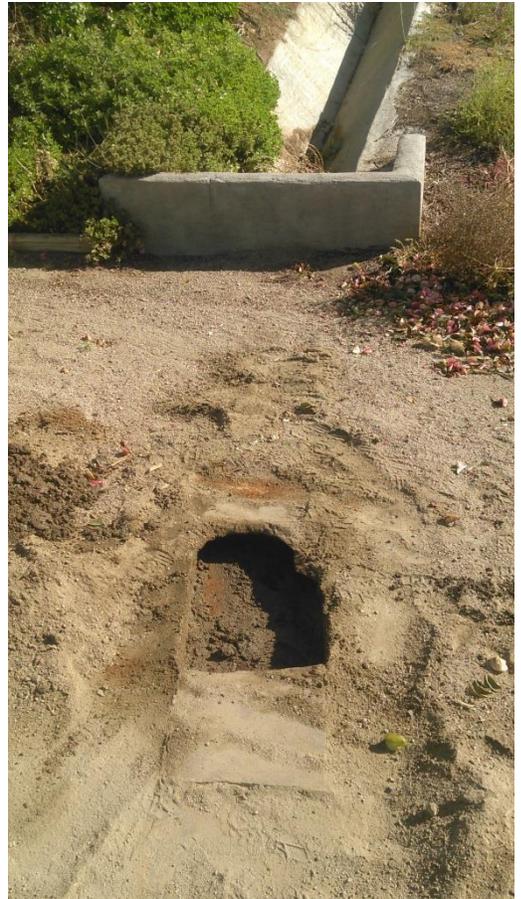
## Miscellaneous

- Light timers have been adjusted at City Hall, Nellie Weaver Hall, and any other buildings and parks that have them so they come on before dark.
- Staff is working on the WIFI at George Ingalls Equestrian Center with our IT Department. We have already installed WIFI on two light polls, and will be adding more, one at the arenas and one at the memorial.
- Some new bricks were placed in the “Circle of Honor” at George Ingalls Memorial last week in preparation for the Veterans Memorial ceremony.
- Public works removed the fallen and damaged trees after the wind made them unsafe on Friday.



## Landscape Maintenance Districts

- The removal of the fence for the Trail Fence Replacement Project in LMD 4 has been completed.
- Valley Crest is cleaning drains and grooming trails. They are also adding DG in areas that are too low.
- Valley Crest will be adjusting the sandbag placement throughout the LMD's during the rainstorms as needed.
- Valley Crest is continuing work on the sprinklers for the change to reclaimed water to irrigate our parks.
- Valley Crest has added DG to the Norco Hills Park horse trail.
- Another culvert drain has failed. This one is located in District 5.
- Some debris was removed from the bottom of a slope in District 3.



## Animal Control Services

- Sierra Vista Elementary PTA Community Outreach headed by Erica Cole collected donations for the animal shelter and delivered them to us last week.



- During the month of October staff licensed 662 dogs, a reduction of 20% over October 2014.
- During October staff adopted out 24 dogs, cats and chickens and staff returned 26 animals to their owners.
- Staff received \$200.00 in cash donations as well as donations of blankets, pet food and pet toys from the community.

## **Public Works**

### **Potable Meter Repairs:**

- 2358 Reservoir – cleared dirt from the meter box at customer request

### **Potable Service Line Repairs:**

- 2683 Hamner Avenue – Removed leaking poly service and installed new 1” type K copper service with new brass fittings and valves
- 300 Shirley Lane – vacuum excavated leaking poly water service, installed two foot copper whip of 1” type K copper at the corporation stop.
- 4248 Temescal – repaired leaking 1” galvanized service line
- 5234 Roundup – repaired 1” galvanized service line

### **Potable Mainline Repairs:**

- On 11/4/2015 Field Operations staff members were dispatched to a report of a large water leak on Temescal at Third Street. Upon arrival it was apparent that a section of the mainline under Temescal Avenue had failed resulting in an unplanned water release. Staff members immediately executed an emergency mainline shutdown using the installed isolation valves throughout the system while ensuring Norco Intermediate School as well as Norco High School immediately adjacent to the area of failure remained unaffected. Using vacuum excavation techniques staff soon ascertained that an abandoned 6” irrigation line had failed resulting in the reported leak. Staff members were able to repair the failed area restoring water service to the 25 affected customers.

### **Potable Pump Site Maintenance:**

- Cleared weeds and debris from around the production meter assembly on Old Hamner at the river bottom.
- Cleared weeds and debris from around the Pedley booster station
- Well 15 - Replaced automatic air release valve

### **Hydrant Flushing:**

- 1966 Trotter Trail – flushed the hydrant
- Flushed 2 hydrants on Broken Feather
- Flushed 3 hydrants on Bluff between Corydon and Bronco

### **Backflow Inspections:**

- 1500 Hamner – conducted backflow hazard survey
- 1053 Sixth – conducted backflow hazard survey

### **Collection System Maintenance:**

- Cleared obstruction from the pumps and re-primed the Corona Avenue lift station
- Staff conducted a confined space entry to remove a sewage pump at the Norco Drive lift station. The seals that insulate the electrical components from the raw sewage have degraded resulting alarm conditions within the electrical panel. The pump has been sent for repair and will be reinstalled once returned from the outside shop.
- Shawnee lift station – replaced the drive belts on the above ground centrifugal pumps

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

- Hillside at Fifth Street – picked up 7 tires dumped on the road edge
- 3643 Hillside – removed mattress dumped in the public right of way
- 878 Seventh Street – removed recliner dumped in the horse trail
- 351 Seventh Street – removed a couch from the horse trail

### **DG/Misc Aggregate:**

- 2249 – 2269 Santa Anita – filled various ruts in the trail using 4 tons DG
- Willow at Corona – filled road edge depression with 1.5 tons class 2 base
- 3148 Sierra – filled ruts in the trail using 2 tons DG
- 440 Eighth Street – dumped and spread 1 ton DG
- 2624 Steeplechase – dumped and spread 1 ton DG

### **Tree Trimming:**

- 1063 Parkridge – cleared overgrowth from around the mailbox
- 1052 Seventh Street – removed tree limb downed by wind vent
- 7<sup>th</sup> at Pedley – removed tree downed by wind event
- 1021 Seventh Street – removed branch downed by wind event
- 3735 Pedley – removed tree downed by wind event
- 1156 Seventh Street – removed large limb downed by wind event
- 1140 Hamner – removed tree limb downed by wind event
- 1101 Hidden Valley – removed tree downed by wind event
- 1271 Rock springs – removed tree downed by wind event
- 1186 5<sup>th</sup> – removed limb downed by wind event

### **Drains:**

- Cleared drain inlets on the mountain boxes located on Seventh Street between Pedley and Center
- 3572 California – cleared inlets to the mountain box drain structure

### **Special Notes:**

- Excavation of the V ditch areas on Crestview Drive between North Drive and Eighth Street has begun with approximately 520 feet of V trench completed. One tree is being removed by outside contractor that will block the flow within the V ditch. Following removal of the tree, staff will complete the excavation of V ditch at this project site enhancing the protective measures already installed at the homes in this area.

BEFORE



AFTER



- Installation of K-rail, and cleanup of debris at the home sites located on Mt Shasta is being coordinated with the homeowners. Installation of the additional protective measures at these locations is expected to be finished this week.

**Bluff Street & Western Avenue Water Improvements:** The Contractor will begin mobilizing equipment and materials within the next two weeks. Project includes approximately 4,000 linear feet of 6", 10", 12" and 16" waterline that will replace the aging water distribution system in Bluff Street & Western Avenue.

**2014-1015 Pavement Management System - Phase I and Phase II:** The remainder of the striping will be completed today.

**Third Street Project:** The Contractor is currently relocating several water mains at the intersection of 3<sup>rd</sup> Street and Reservoir Drive. Base rock has been placed over approximately 90% of the project excluding the intersection of Reservoir Drive and 3<sup>rd</sup> Street. The contractor will begin placing asphalt next week.

**Trail Fence Project:** New vinyl trail fence is being installed throughout the City. Installation will be ongoing for another week.

**Various Storm Drain Projects:** The City received design proposals for three (3) separate storm drain projects throughout town. The City has reviewed and approved one of the three design proposals with anticipated approval of the remaining within the next week.

**PLANNING DEPARTMENT AND BUILDING DIVISION:**

**Approved Special Events:**

- 10-12-15 to 12-10-15: Promotional ad sign, 120 Hidden Valley Parkway
- 10-14-15 to 12-13-15: Promotional ad sign, 110 Hidden Valley Parkway
- 9-1-15 to 6-1-16: Temporary food preparation and service modulars (SilverLakes)
- 11-7-15: Food truck or BBQ vendor in parking lot, 1780 Town & Country Dr. #101
- 11-8-15: Farmers market, 4041 Corona Ave. (St. Mels)

**Applications Submitted:**

Conditional Use Permits:	1	(0 commercial, 1 residential)
Signs:	2	(wall signs)

- Staff held two Project Review Board meetings on November 4, 2015
- On November 3, staff met with a business seeking potential sites in Norco.

**Building Division:**

Permit Applications Submitted:	19	(3 commercial, 16 residential)
Building Permits Issued:	18	(0 commercial, 15 residential)
Valuation of Construction:		\$ 278,746.00
Building Fees Collected:		\$ 7,191,42
Field Inspections:	45	

Stop Work Notices:	0
Occupancy Permits Issued:	0
Sewer Permits:	0

**Code Enforcement:**

2015 Total Cases:	286
Open Cases:	93
New Cases:	3
Citations Issued:	2
Closed Cases:	5
Yard Sale Sign Removal:	16

- Assisted Sheriff’s Department regarding transients camping near Hidden Valley Parkway and Interstate 15.

**NORCO SHERIFF’S DEPARTMENT:**

**Riverside County Sheriff’s K/9 Trials:** Final reminder! The 2015 Riverside County Sheriff’s K/9 Trials will be held this Saturday, November 7, at the Ingalls Equestrian Center, located at 3737 Crestview Drive, in the City of Norco. This event is open to the public. The gates open at 8:00 a.m. and parking is free. More information can be found at the link below:

<http://www.riversidesheriffk9team.com/k9-trials.html>

**Tailgate Thefts:** Like other surrounding cities and communities, Norco has experienced tailgate thefts. In 2013, the National Insurance Crime Bureau (NICB) has put out a press release regarding tailgate thefts and offered tips on how to reduce the risk of becoming a victim.

**NICB Report: Pickup Truck Tailgate Thefts**  
*Thieves Enjoying Tailgate Parties at Victims’ Expense*

**DES PLAINES, Ill., Feb. 7, 2013** – The National Insurance Crime Bureau (NICB) today released a first-time report that examines the incidents of tailgate thefts across the United States, of which 1,343 claims were generated from 45 states. Notably, the rate of tailgate theft claims has been increasing since 2009, with an 18 percent increase projected from 2011 to 2012.

The report examines theft claims submitted to insurance companies during the period from Jan. 1, 2006, through Sept. 30, 2012. Texas topped the list as the loss state with the most tailgate theft claims—451, or 34 percent of the total. California was No. 2 with 272 claims, followed by Arizona with 125. Florida was fourth with 86 thefts, and Nevada rounds out the top five with 36.

The make and model that saw the most tailgate theft claims during this period was the 2008 Ford F250 with 70 claims, or 5 percent of the total. Next was the 2010 Ford F150 with 48 claims,



followed by the 2007 Chevrolet Silverado with 39 claims. The oldest vehicle identified in this report was a 1985 Ford F150. The newest vehicles identified included 2012 models of Chevrolet, Dodge, Ford, GMC and Toyota pickups. The cities where the most tailgate thefts occurred were: Houston (96), San Antonio(70), Dallas(51), Phoenix (36), and Fresno, Calif. (31).

Tailgate thefts aren't anything new; however, the rate of thefts has been increasing in recent years. For example, from 2006 through 2009 there were only 23 tailgate theft claims processed. In 2010, that number shot up to 430 and increased again in 2011 to 472. Through Sept. 30, 2012, tailgate theft claims in 2012 reached 418, with 557 projected through all of 2012.

It is important to note that the numbers in this report reflect insurance claims and are not representative of the actual theft activity. Moreover, due to the methodology used to identify tailgate thefts it is possible that some thefts may have been missed. Also, for many reasons tailgate theft victims choose not to submit an insurance claim. Many victims may not be insured against theft while some feel that filing a claim may impact their future premium. Others may have a deductible that is higher than the replacement cost. Law enforcement agencies remain the best potential source of comprehensive tailgate theft activity and even they may not capture all of it.

See the analytical report [here](#) and the complete state theft background data [here](#). Tailgates can be stolen in less than 30 seconds, making them prime targets of opportunity. With replacement costs reaching \$1,000 or more, it makes sense for pickup owners to make their tailgates less attractive to thieves.

Tailgate theft prevention tips:

- First, if your model has an integrated lock, use it. If a tailgate can't be opened, it can't be stolen as easily. If you don't have one, get one; they are relatively inexpensive.
- Park with the tailgate as close as you can to an object or a structure to prevent the tailgate from opening.
- Etch the truck's vehicle identification number (VIN) or your own personal identification number into the tailgate; this will aid in its recovery and may prevent its theft in the first place.

Anyone with information concerning tailgate thefts can report it anonymously by calling toll-free 1-800-TEL-NICB (1-800-835-6422), texting keyword "fraud" to TIP411 (847411) or by visiting our website at [www.nicb.org](http://www.nicb.org). Or, iPhone or iPad users can download the [NICB Fraud Tips app](#) to make it easy to quickly send a tip and get a response.

About the National Insurance Crime Bureau: headquartered in Des Plaines, Ill., the NICB is the nation's leading not-for-profit organization exclusively dedicated to preventing, detecting and defeating insurance fraud and vehicle theft through data analytics, investigations, training, legislative advocacy and public awareness. The NICB is supported by more than 1,100 property and casualty insurance companies and self-insured organizations. NICB member companies wrote over \$339 billion in insurance premiums in 2011, or approximately 80 percent of the nation's property/casualty insurance. That includes more than 94 percent (\$156 billion) of the nation's personal auto insurance.

To learn more visit [www.nicb.org](http://www.nicb.org).

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

**Sandbags:** Fire staff continues to distribute sandbags to city residents. More than 900 sandbags were provided this week.

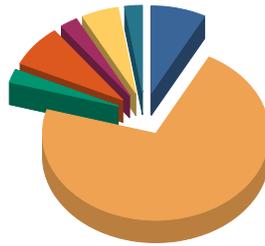
**NART:** Engine 47 was dispatched to the 3600 block of Sierra Ave. Once on scene, Engine Crew found a 32-year-old horse lying on its side unable to get up. Assistance from Engine 57 and NART was requested. NART used straps to assist the uninjured horse to its feet.

**Commercial Alarm:** Engine 47 was dispatched to the Fairfield Inn for a commercial ringing alarm. Upon arrival on scene the Engine Crew found visible water flow from a sheered sprinkler head on the parking overhang in front of the lobby. There was an audible/visual alarm and evacuations in progress. The Sprinkler system was turned off and the Manager was notified to be on Fire Watch until the system has been restored. There were no injuries and no interior or exterior damage to the structure other than to the sprinkler itself. Damage to the sprinkler head was caused by a U-Haul truck. Fire Safety Specialist Hastings inspected the system Tuesday morning and confirmed the system had been repaired and discontinued the fire watch.

**Structure Fire:** CALFIRE\Riverside County Firefighters responded to a structure fire at Fifth Street and Sierra Avenue on 11/4/15 at 4:02 p.m. The first unit arrived on scene and reported smoke showing from all sides of the structure. Engine 57 made an aggressive and effective interior attack confining the fire to the object of origin and a kitchen cabinet. Due to the rapid response of the Companies we are pleased to report that the occupants were not displaced and with Fire Department assistance were able to clean up the damage prior to our departure. The cooperative, integrated regional response included units from the Riverside County Fire Department from Norco, Eastvale and CALFIRE.



## Response Activity – Norco



False Alarm	3	7.7%
Medical	28	71.8%
Other Misc	1	2.6%
Public Service Assist	3	7.7%
Res Fire	1	2.6%
Traffic Collision	2	5.1%
Vehicle Fire	1	2.6%
<b>Total:</b>	<b>39</b>	<b>100.0%</b>

### Incidents Reported for Date between 10/29/2015 and 11/4/2015 and Norco City

False Alarm	3
Medical	28
Other Misc	1
Public Service Assist	3
Res Fire	1
Traffic Collision	2
Vehicle Fire	1
<b>Incident Total:</b>	<b>39</b>

# Riverside County Fire - Norco

## Weekly Activity Report

10/29/15 to 11/4/15

	CITY
<b>Activity Totals</b>	<b>Norco</b>
<b>Plan Reviews</b>	<b>TOTAL NORCO</b>
All Plan Reviews	8
<b>INSPECTIONS</b>	<b>Norco</b>
Annuals	4
New Construction	2
Re-inspection (annual's)	3
Title 19 Inspections	
Business License Review	
C of O's	
Weed Abatement	
<b>TOTAL</b>	
<b>MEETINGS &amp; OTHER</b>	<b>Norco</b>
Meeting	2
Training	1
Special Inspections/Events	