



# City Hall Weekly Highlights

## January 7, 2016

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*To: Honorable Mayor and City Council Members*

*From: City Departments*

### **CITY MANAGER:**

**New Public Works Director:** The City's new Public Works Director, Mr. Chad Blais began his employment with the City on January 4, 2016. Recently employed as the Deputy Director of Public Works & Municipal Utilities for the City of Compton, Mr. Blais has over 16 years of experience providing support for and managing capital projects, budgets, water quality and supply, conservation, water rates, billing practices, sewer, street maintenance, and public outreach. Mr. Blais also holds a Bachelor's degree in Environmental Engineering, Master's degree in Management and Public Administration, and numerous certifications in water treatment, distribution, conservation, and cross-connection. He will be overseeing the City's water and sewer public utilities as well as general street maintenance and the implementation and management of related capital infrastructure projects. When you are in City Hall please stop by Mr. Blais' office and help us welcome him as part of the City's Management Team.

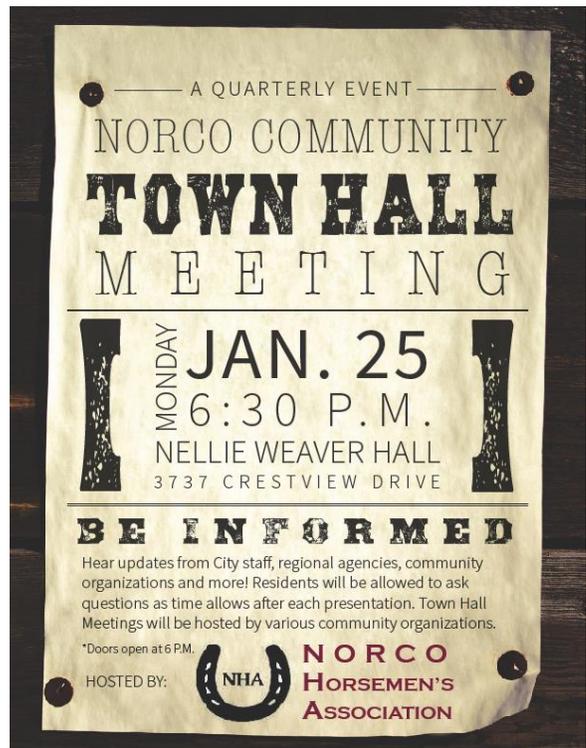
**Community Alert System:** City staff has launched the City's new community alert system called Nixle. The system will provide an open communication and engagement platform that connects the City with residents and various communities within the City. Nixle provides real-time, two-way communication through text, email, mobile app and social media. The City is using the system to notify residents and staff (who sign up) of critical situations, such as severe weather conditions, road closures, safety hazards and other advisories. The City will also use the system to provide up to the minute information to groups of residents interested in specific City events and activities.

If you would like to get information through the system, please **text "NORCO" to 888777** to receive these local text message alerts. Subscribers can also register their email address at [www.nixle.com](http://www.nixle.com) and download the Nixle OneBridge app on their smartphone/tablet to receive additional information and advisories. Thanks to all staff who were involved in the implementation of this system.

**State Budget:** Today, the Governor released the State's Preliminary Budget for Fiscal Year 2016-2017. While the details of the budget are still emerging, the preliminary spending plan of \$122.6 billion for FY 2016-2017 has nothing in it that will have any significant impact on the City's own revenues and expenditures in FY 2016-2017. The budget does confirm one of the provisions is the RDA dissolution legislation which would require successor agencies to submit their Recognized Obligation Payment (ROPS) schedule annually instead of the current practice of semi-annual submissions. More details on the state's budget will be available in the days ahead and revisions to the budget will be made available by the Governor in May.

**CITY CLERK:**

**Norco Community Town Hall Meeting – January 25, 2016 – Save the Date!** The Town Hall Meeting, held at Nellie Weaver Hall beginning at 6: 30 p.m., will be hosted by the Norco Horsemen’s Association. Residents will hear updates from City staff, public safety personnel, regional agencies, community organizations, and more.



**ECONOMIC DEVELOPMENT:**

**Grant Application:** This week, the City submitted its final 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: 1) Norco’s desirability as a place to do business; and 2) its draw as a visitors’ destination. The specific goals include collaborative partnerships with a variety of public and private entities and the development of an Economic Development Strategy Plan.

**Housing Program Update:** Interest in grants and loans for home repair projects is accelerating, with 11 households now approved for various combinations of \$5,000 Emergency Repair Grants, \$10,000 Home Improvement Grants and no-interest Deferred Payment Loans of up to \$30,000. For the Utility Bill Assistance Program, 113 senior/disabled households have qualified, with 102 fully vested. One household has purchased a home through the City’s First-Time Homebuyer Program. Finally, \$194,870 of outstanding loans were paid back to the City in 2015, ensuring the sustainability of these programs.

**FISCAL AND SUPPORT SERVICES:**

**Bill Processing:** Staff mailed out 1,894 utility bills to Group 4 customers. Staff also mailed out 223 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 65 customers that if they did not pay on Tuesday, their water services would be shut off on Wednesday. By Wednesday, 3

customer's water was shut off for nonpayment; 3 customer's water services were restored.

**Business License and Cash Receipts:** There were 13 new business license applications during the week. Staff processed a combined total of 1,876 cash receipts from the building counter, Parks and Recreation, utility customers and other miscellaneous accounts receivables totaling \$331,677.

**Miscellaneous Accounts Receivable:** A total of 11 miscellaneous accounts receivable invoices were sent to individuals/agencies totaling \$9,154. 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.

**Accounts Payable:** Accounts Payable processed the bi-weekly check run including 12 checks totaling \$60,867.

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

**Fall Basketball:** Boys and Girls Divisional games began the week of January 4, 2016. There are currently 88 participants in Pee Wee and Instructional Divisions, 246 in Boys A, B and C Divisions and 73 in Girls A, B and C Divisions.

**Adult Basketball:** Staff is recruiting teams for a new Winter Adult Basketball League. Games will be held on Sunday evenings at Riley Gymnasium. Registration begins December 10, 2015 through January 28, 2016. There are three divisions available: Open League, D League and 30+ League. Season will begin January 31, 2016. For more information, please contact the Parks and Recreation office at 951-270-5632.

**Wheelchair Basketball Tournament:** Staff is working with a committee on planning another wheelchair basketball tournament at Riley Gymnasium. Tournament is slated to take place in the Spring (early April). A donation has been secured for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place awards.

**Youth T-Ball:** Staff is preparing the upcoming Spring Youth T-Ball season. Registrations began January 1, 2016 and will run through March 10, 2016. Cost is \$85 per player which includes team jersey, hat and award. Games are slated to begin Saturday, April 9, 2016. Games will be played at Parmenter Park. Volunteer Coaches are being recruited.

**Youth Sports Advisory Meeting:** The Youth Sports Advisory Meeting was held on Tuesday, January 5, 2016. Staff, Parks and Recreation Sub-Committee Member Boyle, and representatives from Norco Girls Softball, Norco Little League and AYSO were in

attendance. These quarterly meetings are vital for communication between the City and each organization throughout the year and serve as a think tank for collaborative efforts and joint use of facilities. The next meeting is slated for April 5, 2016.

**Spring 2016 Activities Guide:** Staff is compiling information for the upcoming Spring Activities Guide for 2016 and producing final document. Publication will go “live” on the City website last week of January and will cover the months of February-May 2016.



**Employee Retirement:** Long time part-time employee Edna Kellogg has retired from the City of Norco as of the end of December 2015. Edna has 18 years of dedicated service to the seniors in this community and has been a staple of the senior services by greeting patrons, assisting in the Brown Bag Food Assistance Program, answering phones and scheduling appointments. Edna has always been the “eyes and ears” of the senior center and her smile and genuine love of her job will be missed. We wish Edna the best in this new chapter of her life! We’re almost certain she will still be visiting us weekly for some fun!

**Seniors on the Move** took a trip to Pechanga Resort and Casino on Wednesday, January 6, 2016.

**USDA Food Distribution** took place at the Rose M. Eldridge Senior Center on Wednesday, January 6, 2016.

**S.T.A.R.** meeting took place on Wednesday, January 6, 2016 at 11:30a.m.

**Youth Services:** Wee People Playschool resumed this week after the holiday break. Theme is “Kind” for the letter “K”. Crafts included keys, kites, and kangaroos! It is amazing how these children learn through play! Next session begins the week of February 22, 2016. To register, please contact Youth Coordinator Chrystal Foster at 951.272.1619 or at [cfoster@ci.norco.ca.us](mailto:cfoster@ci.norco.ca.us).

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

- George A. Ingalls Veteran's Memorial Plaza is OPEN daily from 10 a.m. – dusk but is subject to closure during inclement weather.
- Open Recreational Riding is scheduled January 4<sup>th</sup> -6<sup>th</sup> at Clark Arena 10 a.m. – 3 p.m.
- Community barrel race is scheduled Thursday, January 7<sup>th</sup> at Clark Arena but is subject to closure during inclement weather.
- Modjeska Mavericks Gymkhana horse show event is scheduled Saturday, January 9<sup>th</sup> at Clark arena.

- Norco High School Gridiron Football end of year banquet is scheduled at Nellie Weaver Hall Saturday, January 9<sup>th</sup>.
- Rebuilding Warriors is presenting a service/companion K9 to U.S. Army Veteran Justin Von Barga which is scheduled Saturday, January 9<sup>th</sup> at 10 a.m. at the George Ingalls Veterans Memorial Plaza. Weather watch and alternative site is being discussed with the organization.

Staff and volunteers are working hard to keep the grounds safe and available for public access for open riding and events despite the inclement weather. They have added additional sandbags and working diligently to keep bio swales, v-ditch and drains clear of debris to insure proper drainage.



## **Parks and Building Maintenance Services**

### **Buildings**

- Staff inspected all the City buildings for clogged roof and ground drains.
- Staff is removing the remainder of the furniture and debris from the old historical trailer. The table and chairs are going to the new Historical Society across the street.

### **Parks**

- Harness Lane cul-de-sac at Norco Hills Park still has a drainage problem, but Valley Crest has revised the sandbag placement and diverted the flooding water into the retention basin instead of allowing it to run down, and damage the trail.

### **Miscellaneous**

- Staff responded to several calls regarding tumbleweeds in the trails and homeowner's yards. Several dump truck loads of crushed tumbleweeds were removed.
- Staff removed debris from the "V" Ditch around the East Pad parking lot at Ingalls. This is going to be a constant battle when we get a hard rain.



### **Landscape Maintenance District's and Valley Crest**

- Public Works has cleaned out several clogged storm drains within the LMD's. They have also placed barriers in front of them to reduce the amount of DG draining into them.
- The wind caused damage to trees in District 3. One tree blew over and two more need removing due to their reach into the street.



- Staff drove all the LMD's during the rain storm and was in constant contact with Valley Crest to direct them to sandbag placement. Valley Crest is working split shifts during the rains so they can keep up with the changing conditions.
- Valley Cities Fence is still working on the Fence Replacement Project in District 4. They should be done this week, weather permitting.

### **Animal Control Services**

During the month of December 2015, staff:

Adopted out 40 animals (24 dogs, 15 cats and 1 pig)

Returned 20 animals (dogs) to their owners.

Licensed 353 dogs.

Issued 5 citations for lack of licenses.

Received \$316.13 in cash donations for the care of our animals in addition to pet food, blankets and toys.

### **PUBLIC WORKS:**

#### **Backflow Inspections**

- 455-475 Hamner Avenue – 12 devices inspected
- 1840 Town and Country – 4 devices inspected
- 2195 Hamner – verified 4 devices
- 1461 Hamner – verified 4 devices
- 684 Parkridge – verified 3 devices
- 1900 Second – verified 4 devices
- 1595 Mountain – verified 4 devices
- 1004 Parkridge – verified 3 devices
- 1721-1801 Third – verified 4 devices
- 1825 Hamner – verified 6 devices

### **Potable Pump Station and Reservoir Maintenance**

- Pedley booster station – cleared weeds and debris from station access road

### **Collection System Maintenance**

- On Thursday 12/31/2015 while conducting normal system checks of the potable water system the on-call operator noticed the evident failure of the Old Hamner lift station located near the end of Old Hamner Road. Upon immediate inspection the operator did determine that the “dry well” (the portion of the sewage station that contains the electrical control panel and the electric motors) was flooded with raw sewage. The operator did immediately work to contain the spill and contact Innerline pipeline cleaning to vacuum the station. The spill was contained to the dirt landing at the end of the street and all lost material was recovered.

Once the station was dewatered and the incoming sewage controlled a confined space entry crew entered the station and determined the source of the leaking sewage water originated at a sheared seal lubrication line that caused the electrical system to short out. The confined space entry crew assisted by an outside electrical contractor cleaned and dried the motor control center, switch panels and relays along with the motor windings of the pump assembly bringing the station back into service.

### **Graffiti/Debris Sites**

- Corydon and Bronco – removed unused barricades left behind by private contractor working for an outside utility
- 4322 Temescal – cleared several large boxes of trash
- 4434 Pedley – removed dresser and Christmas tree dumped in the right-of-way
- Valley View and Sixth – cleared mattress and general trash dumped in the right-of-way
- 793 Fourth – removed tires and various debris
- First at Corona – removed wooden table

### **Storm Debris Cleanup**

- 3164 Hillside – large tree limb
- 4149 - 4035 Mt Rushmore – removed 12” of debris from the energy dissipater
- 4728 Pedley – large tree limb
- 572 7<sup>th</sup> – downed limb
- 4189 Old Hamner – removed palm fronds
- 3563 Valley View – removed downed limbs
- 1437 First – removed downed tree limb
- 1495 First – removed downed tree limb
- 1349 First – removed downed tree limb
- 3441 Pedley – removed downed tree limb
- 3464 California – removed downed tree limb

### Potholes

- 4460 Crestview – filled potholes with 2 bags QPR
- 4581 Crestview – filled potholes with 1.5 bags QPR

### Weed Abatement

- Fifth Street – Pedley to the booster station access road
- Fourth Street – Temescal to Ponderosa – cleared weeds and debris
- North Drive - California to Wyatt – cleared leaf litter and debris piles

### Drain Clearing

- Fifth at Sierra – cleared grate inlets
- Hamner at Market – cleared curb inlet
- Hamner at Third – cleared curb inlet
- 2433 Alhambra – cleared V ditch running between properties
- Crestview – 8<sup>th</sup> to North – removed debris from V ditch
- 4641 California – cleared debris from drain inlet
- 310 Eighth – cleared debris from drain inlet
- Fresian at Hidden Valley golf course – removed sand and debris from drain outlet

### Special Notes

- Cleanup from the most recent rain event is continuing. The debris mitigation efforts authorized by the City Council worked extremely well in controlling the release of debris in the Crestview/Mount Rushmore Area.



- V-ditches excavated by Field Operations staff in the Crestview/8<sup>th</sup> Street area controlled the water and debris flow from the cemetery and deflected the flow away from the residential homes.
- Removal of the trees damaged in the recent wind and rain events is ongoing. West coast Arborists is addressing 26 trees relayed to them as complete removals due to storm related damage.
- Approximately 700 manholes have been treated to date for roaches and various common sewer system vermin. The product applied to the manholes will help to control the vermin for approximately to 2 years.



Due to ongoing construction of the 16” potable water transmission mainline on Bluff Street as well as the construction of the 12” potable connector mainline being installed on Western Avenue, the off street horse trail on Western Avenue between Appaloosa Street and Wayne Makin Park will be subject to intermittent temporary closures. Closure of the trail is being limited to the shortest times that safety considerations for both the public as well as the construction crew will allow. We apologize for the inconvenience and appreciate the understanding of the residents while the construction of these critical potable waterline infrastructure projects is undertaken. Signs indicating the trail is closed will be placed at those times that the trail is impacted by construction activities.

### **Engineering**

**Bluff Street & Western Avenue Water Improvements:** The Contractor is currently installing Fire Hydrant Services along the portion of Bluff Street. They will also be installing new waterline within the horse trail on Western Avenue northerly of Appaloosa Street. 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.

**Third Street Project:** The contractor has completed the punch list items and they are awaiting final inspection from the City.

### **Riverside County Flood Control & Water Conservation District (RCFC&WCD)**

**Public Budget Hearing - Zone 2:** The City of Norco submitted a preliminary 2016/17 Flood Control Project Nomination at the RCFC&WCD Public Budget Hearing on January 4<sup>th</sup>. The purpose of the hearing is for all cities located within Zone 2 (Norco, Corona, Eastvale, etc.) to submit their funding requests for various storm drain and water conservation projects within their respective city limits.

### **PLANNING DEPARTMENT AND BUILDING DIVISION:**

#### **Approved Special Events:**

9-1-15 to 6-1-16: Temporary food preparation and service modulars (SilverLakes)

11-2-15 to 1-20-16: Coming soon banner (Scratch Pizza) 3699 Hamner Ave.

#### **Planning:**

Applications Submitted:

Conditional Use Permits: 1 (0 commercial, 1 residential)

Site Plans: 1 (0 commercial, 1 residential)

**Building Division:**

Permit Applications Submitted:	12	(2 commercial, 10 residential)
Building Permits Issued:	15	(5 commercial, 10 residential)
Valuation of Construction:		\$ 229,587.99
Building Fees Collected:		\$ 6,239.25
Field Inspections:	63	

**Code Enforcement:**

	2015	2016
TOTAL CASES:	313	7 (+ 76 carry-over from 2015)
OPEN CASES:	86	83
NEW CASES:	5	7
CITES ISSUED:	2	2
CLOSED CASES:	5	0
YARD SALE SIGN REMOVAL:	16	8

**Additional Highlights:**

- Meeting between City Manager, Sheriff’s Department, and Planning Division regarding potential actions to attain better parking lot safety at LA Fitness.

**NORCO SHERIFF’S DEPARTMENT:**

**Crime Prevention:** It’s a new year and a good time for our residents to evaluate their crime prevention strategies. This weekly report will provide comprehensive information regarding mail theft and identify theft. Included in the information are helpful tips and resource information when concerned about being a victim. Have questions about Neighborhood Watch or other crime prevention techniques contact our SET Team deputies at 270-5673.

**Mail Theft:**

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 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 ACTIVITY TO RIVERSIDE COUNTY SHERIFF’S DISPATCH  
AT (951) 776-1099 OR (800) 950-2444**

## Identity Theft - What to do if it Happens to You



A victim's information can be stolen and misused, in much the same way a burglary victim's property is stolen from his/her home. This is an information crime - personal identifying information is often taken and the victim's financial reputation is often harmed.

Penal Code Section 530.5 provides that *every person who willfully obtains personal identifying information for any unlawful purpose including obtaining or attempting to obtain credit, goods, services or medical information in the name of the other person without the consent of that person is guilty of a public offense.*

Personal identifying information means the *name, address, telephone number, driver's license number, social security number, place of employment, employee identification number, mother's maiden name, demand deposit account number, savings account number or credit card number of an individual person.*

Report identity theft to the law enforcement agency where you reside. If there are workable leads such as possible witness or suspect information, an investigator may be assigned to the case. If the investigator determines the suspected crime was committed in a different jurisdiction, the matter may be referred to the appropriate law enforcement agency with jurisdiction for investigation of the facts.

YOU are the only one who can clear your credit report. Due to privacy laws, creditors cannot share information regarding your accounts - even fraudulent ones - until you have personally notified the creditor of the fraudulent nature of the account(s).

### ***You Can Help Resolve Your Case***

When dealing with law enforcement, financial institutions, and creditors, keep a log of all conversations including the dates, times, names of subjects with whom you speak and phone numbers for contact. Note the time spent and any expenses incurred. Confirm conversations in writing. Send correspondence by certified mail (return receipt requested). Keep copies of all letters and documents both received by you and sent by you. Once you discover or suspect you are a victim of identity theft you should do the following:

### Law Enforcement

Report the crime to the law enforcement agency that has jurisdiction where you live. If the suspect lives outside your jurisdiction, the matter will be forwarded to the appropriate agency for follow-up investigation. Give them as much documented evidence as possible. Get a copy of your police report. Keep the report number of your police report handy and give it to creditors and others who require verification of your case. Credit card companies and banks may require you to show the report to verify the crime.

### Credit Bureaus

Immediately call any one of the three credit reporting bureaus—Equifax, Experian, or Trans Union—and report the theft of your credit accounts and personal information. You can request that your account be flagged with a "fraud alert" or you may request a "credit freeze." These services are free to victims of identity theft. You may also add a victim's statement to your credit report. Be sure to ask how a fraud alert or credit freeze will impact your account.

Be aware that these measures may not entirely stop new fraudulent accounts from being established using your identity by an imposter. Ask the credit bureaus for names and phone numbers of credit grantors with whom fraudulent accounts have been opened. Ask the credit bureaus to remove the inquiries that have been generated due to the fraudulent access. You may also ask the credit bureaus to notify those who have received your credit report in the last six months in order to alert them to the disputed and erroneous information (two years for employers). In an effort to prevent credit fraud and identity theft, you are entitled to receive a free copy of your credit report once a year so you can monitor your reports for fraudulent activity.



Equifax

PO Box 740256, Atlanta, GA 30374

Report Fraud: call (800) 525-6285 and write to the address above

Order a credit report (800) 685-1111 [www.equifax.com](http://www.equifax.com)



Experian

PO Box 1017 Allen, TX 75013-1017

Report Fraud: call (888) 397-3742 and write to the address above

Order a credit report (888) 397-3742 [www.experian.com](http://www.experian.com)



Trans Union:

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PO Box 6790 Fullerton, CA 92834  
Report Fraud: call (800) 680-7289  
Consumer Relations: (800) 916-8800 and write to  
Fraud Victim Assistance Division,  
PO Box 6790, Fullerton, CA 92834-6790  
Order a credit report (800) 888-4213 [www.transunion.com](http://www.transunion.com)

### Creditors

Contact all creditors immediately with whom your name has been used fraudulently—by phone and in writing. Get replacement cards with new account numbers for your accounts that have been used fraudulently. Ask that old accounts be processed as "account closed at consumer's request." This is better than "card lost or stolen" because when this statement is reported to credit bureaus it can be interpreted as blaming you for the loss. Carefully monitor your mail and credit card bills for evidence of new fraudulent activity. Report it immediately to credit grantors.

### Stolen Mail

To remove your name from mail and phone lists:  
Direct Marketing Association Mail Preference Service  
PO Box 9008, Farmingdale, NY 11735  
Telephone Preference Service  
PO Box 9014, Farmingdale, NY 11735

If you believe your mail has been stolen, you may report this to your local Postmaster or the nearest Postal Inspector. You will be asked to complete a PS Form 2016, Mail Theft and Vandalism Complaint. Analysis of these forms helps Postal Inspectors determine if the theft of your mail is isolated or part of a larger mail theft problem in your neighborhood.

Although inconvenient, you may want to consider taking your outgoing mail to the local post office rather than leaving it in your residential mail box. Never leave your delivered mail in your mail box for excessive periods of time, including overnight. Many mail thieves operate at night and take mail left unattended in boxes.

### Fraudulent Change of Address

The United States Postal Service sends a Move Validation Letter to the old address confirming the address has been changed. If the address change is unauthorized or incorrect, the local Post Office™ should be notified.

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### ATM/Debit Cards

If your ATM card has been stolen or is compromised, get a new card, account number, and password. Do not use your old password. When creating a password don't use common numbers like the last four digits of your social security number or your date of birth.

### Opt out of Pre-approved Offers of Credit

**(888) 5OPTOUT or (888) 567-8688**

Remember, if you have been the victim of credit fraud, identity theft, or are denied credit, you are entitled to a free credit report. If you are a victim of fraud, be sure to ask the credit bureaus for free copies. Examine each of the credit reports as some fraudulent activity may have been reported to one of the credit bureaus and not the other(s). Different credit bureaus occasionally receive reports from different sources and not all creditors report to all of the credit bureaus.

### Stolen Checks

**To report fraudulent use of your checks:**

Chexsystems (800) 428-9623

CrossCheck (800) 843-0760

Equifax (800) 437-5120

International Check (800) 631-9656

SCAN (800) 262-7771

TeleCheck (800) 710-9898

If you have had checks stolen or bank accounts set up fraudulently, report it to the check verification companies. Put stop payments on any outstanding checks that you are unsure of. Cancel your checking and savings accounts and obtain new account numbers. Give the bank a secret password for your account (not your mother's maiden name).

### Passports

If you have a passport, notify the passport office in writing to be on the lookout for anyone ordering a new passport fraudulently.

### Phone Service

If you discover fraudulent charges on your cell phone bill, cancel the account and open a new one. Provide a password which must be used anytime the account is changed.

### Driver License Number Misuse

You may need to change your driver's license number if someone is using your number as identification on bad checks. Call the state office of the Department of Motor Vehicles (DMV) to see if any other licenses have been issued in your name. Put a fraud alert on your license. Go to your local DMV to request a new

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number. Also, fill out the DMV's complaint form to begin the fraud investigation process. Send supporting documents with the complaint form to the nearest DMV investigation office.

### Social Security Number Misuse

[Social Security Administration](#)

Report Fraud (800) 269-0271 [www.ssa.gov](http://www.ssa.gov)

Call the Social Security Administration to report fraudulent use of your social security number. As a last resort, you might want to change the number. The SSA will only change it if you fit their fraud victim criteria. Also, order a copy of your Earnings and Benefits Statement and check it for accuracy.

### False Civil and Criminal Judgments

Sometimes victims of identity theft are wrongfully accused of crimes committed by the imposter. If a civil judgment has been entered in your name for actions taken by your imposter, contact the court where the judgment was entered and report that you were a victim of identity theft. If you were wrongfully prosecuted for criminal charges, contact the state Department of Justice and the FBI. Ask how to clear your name. Creditors may request for you to fill out and notarize fraud affidavits which could become costly. The law does not require that a notarized affidavit be provided to creditors. A written statement and a copy of the police report should be sufficient.

### Other Resources

[Federal Trade Commission](#)

(877) FTC-HELP

[Consumer.Gov ID Theft](#)

(877) ID-THEFT

[Privacy Rights Clearinghouse](#)

(619) 298-3396

[California Department of Justice](#)

[CA Dept of Consumer Affairs](#)

[United States Postal Service US Postal Inspector](#)

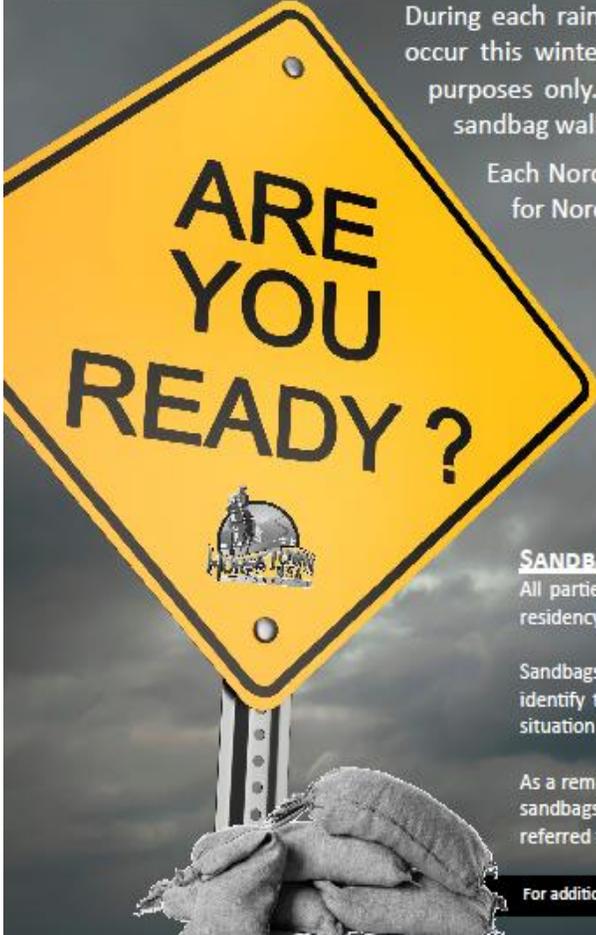
(626) 405-1200

[Free annual credit report](#)

## FIRE DEPARTMENT / CAL FIRE:

**Residential Structure Fires:** On December 23, CAL FIRE/Riverside County Fire firefighters responded to a residential structure fire at 5357 Bluff Street. The first arriving engine company reported light smoke coming from the front of the residence. Firefighters quickly located a fire in the kitchen area utilizing a thermal imaging camera. The fire was contained to the kitchen area. Firefighters isolated the utilities connected to the kitchen area and continued with the removal of smoke. On December 30, CAL FIRE/ Riverside County Firefighters responded to a reported structure fire at 4500 Sutton Place. The first arriving Engine Company arrived and reported a confirmed fire in the garage of a single story single family dwelling. Firefighters were able to quickly suppress and contain the fire to the garage without any extension into the residence.

**Sandbags:** Fire staff continues to distribute sandbags to city residents; more than 6,060 sandbags were provided this week.



**CITY OF NORCO**  
**PLAN. PREPARE. PREVENT.**

During each rainy season and with the potential for a strong El Niño event to occur this winter, sandbags are available to Norco residents for flood control purposes only. Homes can be protected by redirecting the water flow using sandbag walls to divert water and mud flows.

Each Norco Fire Station will have 1,000 sandbags on hand for distribution for Norco residents. Listed below are the Fire Station locations:

- \*Station #47: 3902 Hillside Avenue (951) 737-1479  
(\*Station #47 will also have available to Norco residents a pile of sand material for filling sandbags during predicated rain periods.)
- Station #57: 3367 Corydon Avenue (951) 735-3921
- Station #14: 1511 Hamner Avenue (951) 737-5541

*Sandbags will be replenished as necessary.*

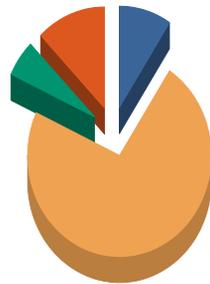
**SANDBAGS WILL BE DISTRIBUTED AS FOLLOWS:**  
All parties requesting sandbags at any one of our fire stations will need to show proof of residency through a utility bill or valid California Driver's License/Identification Card.

Sandbags will be issued in rolls of 20 at no cost to residents. Requesting parties are to identify the type of task they intend to perform to allow fire station staff to evaluate the situation and to determine if the number of sandbags requested is reasonable.

As a reminder, preparedness efforts are the responsibility of the property owner. Request for sandbags for purposes other than flood control may be denied and those persons shall be referred to local businesses who sell sandbags.

For additional information, please call Fire Administration at (951) 737-8097 Monday-Thursday from 10am-2pm.

### Response Activity - Norco

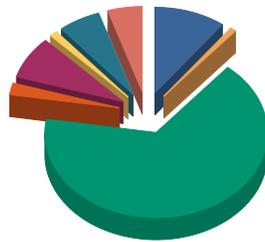


False Alarm	3	9.1%
Medical	24	72.7%
Public Service Assist	2	6.1%
Traffic Collision	4	12.1%
Total:	33	100.0%

#### Incidents Reported for Date between 12/31/2015 and 1/6/2016 and Norco City

False Alarm	3
Medical	24
Public Service Assist	2
Traffic Collision	4
<b>Incident Total:</b>	<b>33</b>

### Response Activity – Norco



False Alarm	10	10.2%
Haz Mat	1	1.0%
Medical	65	66.3%
Other Fire	2	2.0%
Public Service Assist	8	8.2%
Res Fire	1	1.0%
Standby	6	6.1%
Traffic Collision	5	5.1%
Total:	98	100.0%

#### Incidents Reported for Date between 12/17/2015 and 12/30/2015 and Norco City

False Alarm	10
Haz Mat	1
Medical	65
Other Fire	2
Public Service Assist	8
Res Fire	1
Standby	6
Traffic Collision	5
<b>Incident Total:</b>	<b>98</b>

# Riverside County Fire - Norco

## Weekly Activity Report

12/31/2015 - 1/6/16

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

### Weekly Prevention Activity Report- Graph Summary

