

The City SNAP



ZOOMING IN

ON RESOURCES FOR NORCO RESIDENTS

AN INTERACTIVE OVERVIEW OF THE CITY OF NORCO

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# CITY CONTACTS

## CITY HALL CONTACTS

AFTER-HOURS EMERGENCY	(951) 371-1143
ANIMAL CONTROL	acreport@ci.norco.ca.us   (951) 737-8972
BUILDING & SAFETY	building@ci.norco.ca.us   (951) 270-5618
BUSINESS LICENSE	bizdesk@ci.norco.ca.us   (951) 270-5679
CITY MANAGER	citymanager@ci.norco.ca.us   (951) 270-5617
CITY CLERK	cityclerk@ci.norco.ca.us   (951) 270-5623
CODE ENFORCEMENT	codereport@ci.norco.ca.us   (951) 270-5688
ECONOMIC DEVELOPMENT	econdev@ci.norco.ca.us   (951) 270-5644
FINANCE DEPARTMENT	finance@ci.norco.ca.us   (951) 270-5651
FIRE DEPARTMENT	fire@ci.norco.ca.us   (951) 737-8097
PARKS & RECREATION	recreation@ci.norco.ca.us   (951) 270-5632
PLANNING	planning@ci.norco.ca.us   (951) 270-5682
PUBLIC WORKS	publicworks@ci.norco.ca.us   (951) 270-5627
WATER & TRASH	utilitydesk@ci.norco.ca.us   (951) 270-5654
SHERIFF'S OFFICE	(951) 270-5673
SHERIFF'S NON-EMERGENCY DISPATCH LINE	(951) 776-1099

## ADDITIONAL CONTACTS

SOUTHERN CALIFORNIA EDISON	(800) 655-4555
WASTE MANAGEMENT	(800) 423-9986
SOUTHERN CALIFORNIA GAS COMPANY	(800) 427-2200
CORONA-NORCO UNIFIED SCHOOL DISTRICT	(951) 736-5000
COUNTY OF RIVERSIDE	(951) 955-1000
DIAL-A-RIDE	(800) 795-7887
DMV	(800) 777-0133
HAZMAT DISPOSAL	(951) 486-3200
NORCO AREA CHAMBER OF COMMERCE	(951) 737-6222
NORCO LIBRARY	(951) 735-5329
NORCO POST OFFICE	(951) 808-4679
VECTOR CONTROL - MOSQUITO ABATEMENT	(951) 340-9792
VOTER REGISTRATION	(951) 486-7200

# A Close-Up of Your City Government



## Norco City Council

Frequency: First and Third Wednesday of every month  
Time: 7:00 p.m.  
Location: Council Chambers - 2820 Clark Avenue in Norco  
Contact: (951) 270-5617 | [citycouncil@ci.norco.ca.us](mailto:citycouncil@ci.norco.ca.us)



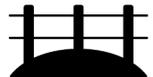
## Planning Commission

Frequency: Second Wednesday of every month  
Time: 7:00 p.m.  
Location: Council Chambers - 2820 Clark Avenue in Norco  
Contact: (951) 270-5661 | [planningcommission@ci.norco.ca.us](mailto:planningcommission@ci.norco.ca.us)



## Parks and Recreation Commission

Frequency: Second Monday of every other month  
Time: 6:30 p.m.  
Location: Council Chambers - 2820 Clark Avenue in Norco  
Contact: (951) 270-5632 | [parkscommission@ci.norco.ca.us](mailto:parkscommission@ci.norco.ca.us)



## Streets, Trails and Utilities Commission

Frequency: First Monday of every other month  
Time: 7:00 p.m.  
Location: Council Chambers - 2820 Clark Avenue in Norco  
Contact: (951) 270-5627 | [stuccommission@ci.norco.ca.us](mailto:stuccommission@ci.norco.ca.us)



## Historic Preservation Commission

Frequency: Second Tuesday of every other month  
Time: 4:00 p.m.  
Location: Council Chambers - 2820 Clark Avenue in Norco  
Contact: (951) 270-5623 | [historiccommission@ci.norco.ca.us](mailto:historiccommission@ci.norco.ca.us)



## Economic Development Advisory Council

Frequency: Fourth Tuesday of every month  
Time: 8:15 a.m.  
Location: Norco City Hall - 2870 Clark Avenue in Norco  
Contact: (951) 270-5645 | [edac@ci.norco.ca.us](mailto:edac@ci.norco.ca.us)



## Norco Youth Advisory Council

Frequency: Bi-Monthly from October to May  
Location: Norco City Hall - 2870 Clark Avenue in Norco  
Contact: (951) 270-5623 | [nyac@ci.norco.ca.us](mailto:nyac@ci.norco.ca.us)

Subscribe to receive agendas and information at [norco.ca.us/mycity](http://norco.ca.us/mycity)

# Ride & Play in HORSETOWN USA

View the City's full Activity Guide at [www.norco.ca.us/activityguide](http://www.norco.ca.us/activityguide)



Horse Trails



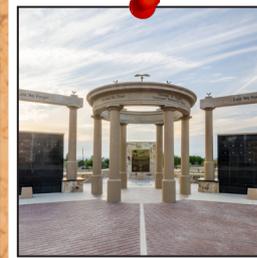
Recreation Programs



Volunteer Opportunities



Community Events



City Facilities



Community Parks

City Hall &  
Sheriff's Office  
2870 Clark Avenue

George Ingalls  
Equestrian Event  
Center, Veterans  
Memorial, and  
Nellie Weaver Hall  
3737 Crestview Drive

Community Center  
& Riley Gym  
3900 Acacia Avenue

Animal Shelter  
98 Sixth Street

Senior Center  
2690 Clark Avenue

Fire Stations: 3902 Hillside Avenue (#47), 3367 Corydon Avenue (#57),  
1511 Hamner Avenue (#14)

Want to rent a City facility?

CONTACT THE PARKS & RECREATION DEPARTMENT AT  
(951) 270-5632 OR [RECREATION@CI.NORCO.CA.US](mailto:RECREATION@CI.NORCO.CA.US)

# Navigating Through Norco:

## 1. How do I report an issue in my community?

Use the Norco Mobile App or the City website to report issues. After-hours emergencies, which are an imminent hazard to life, health or property, can be reported via the after-hours answering service at (951) 371-1143. Email [norcoapp@ci.norco.ca.us](mailto:norcoapp@ci.norco.ca.us) for more information.

## 2. Does the City have a souvenir store?

Yes. The City Souvenir Store is located at Norco City Hall. Contact the City Clerk's Office at (951) 270-5623 or [cityclerk@ci.norco.ca.us](mailto:cityclerk@ci.norco.ca.us) for more information.

## 3. Who do I contact about water and trash services/issues?

Contact the City's Utility Division at (951) 270-5654 or [utilitydesk@ci.norco.ca.us](mailto:utilitydesk@ci.norco.ca.us) for information regarding water and trash services/issues, including how to start or stop a service.

## 4. How do I dispose of bulky items?

Contact Waste Management Customer Service at (800) 423-9986. Residents are permitted 3 free bulky waste pick-ups per year. You must contact Waste Management before placing items at the road's edge.

## 5. How do I volunteer for the City?

Complete and submit a volunteer application via the City website. Contact the Parks and Recreation Department at (951) 270-5632 or [recreation@ci.norco.ca.us](mailto:recreation@ci.norco.ca.us) for more information.

## 6. What is a Landscape Maintenance District (LMD)?

A Landscape Maintenance District (LMD) is a funding mechanism administered by the City of Norco used solely for specific landscaping and park maintenance services within designated areas of the City. LMD funding is collected via an annual assessment on each property in the designated area. Contact the Parks and Recreation Department at (951) 270-5632 or [recreation@ci.norco.ca.us](mailto:recreation@ci.norco.ca.us) for more information.

## 7. What is a PAKA?

A PAKA (primary animal-keeping area) is a deed-restricted area recorded on all residential lots created after 2001 that reserves an area for animal-keeping. Contact the Planning Department at (951) 270-5682 or [planning@ci.norco.ca.us](mailto:planning@ci.norco.ca.us) for more information.

## 8. Where do I get sandbags?

Norco residents may pick up unfilled sandbags from any of the three fire stations in town with proof of residency. Sand is only available during winter months at Station 47, located at 3902 Hillside Avenue in Norco. Contact the Fire Department at (951) 737-8097 or [fire@ci.norco.ca.us](mailto:fire@ci.norco.ca.us) for more information.

## 9. Does the City have a Noise Ordinance?

Yes. Violators may be fined. Sounds produced by domestic animals and livestock are exempt. Read the full Noise Ordinance in Chapter 9.07 of the Norco Municipal Code. Contact the Norco Sheriff's Office at (951) 270-5673 for more information.

## 10. What part of the horse trail am I responsible for maintaining?

Residents are responsible for maintaining the entire horse trail in front of and around their property to keep it in a generally maintained condition free of weeds and trash. In the case of backyard trails, both residents are responsible for half of the trail. Contact the Public Works Department at (951) 270-5627 or [publicworks@ci.norco.ca.us](mailto:publicworks@ci.norco.ca.us) for more information.

# FREQUENTLY ASKED QUESTIONS

## 11. Does the City have a military banner program?

Yes. The program honors military members and veterans, both living and deceased, through personalized banners that are displayed along Sixth Street every May through November. Contact the City Clerk's Office at (951) 270-5623 or [cityclerk@ci.norco.ca.us](mailto:cityclerk@ci.norco.ca.us) for more information.

## 12. How many animals can I have on my property?

Generally, the number of allowed animal units is based on lot size. Contact the Planning Department at (951) 270-5682 or [planning@ci.norco.ca.us](mailto:planning@ci.norco.ca.us) for more information.

## 13. Do I need a permit to hold a yard sale?

Yes. A permit is required to hold a yard sale in the City of Norco. Permits cost \$9.00 and can be purchased at the Cashier's Desk at Norco City Hall. Call the Cashier's Desk at (951) 582-5544 for more information.

## 14. Are fireworks allowed in the City of Norco?

No. Any and all fireworks are prohibited in the City and violators are subject to fines of up to \$2,000.00 per citation, plus any costs associated with fire suppression (Norco Municipal Code 9.20).

## 15. What process do I need to follow to build on my property?

Most new buildings require a building permit. Applications are available on the City website. Contact the Building Division at (951) 270-5618 or [building@ci.norco.ca.us](mailto:building@ci.norco.ca.us) for more information.

## 16. What type of material is allowed in the horse trail connection between my driveway and the street?

Allowable materials in the trail area include decomposed granite (DG), as well as slag and polymer coated aggregate material (STALOK). Paving stones and stamped asphalt are allowable only in commercial areas. Contact the Public Works Department at (951) 270-5627 or [publicworks@ci.norco.ca.us](mailto:publicworks@ci.norco.ca.us) for more information.

## 17. How can I obtain copies of public records?

Visit the City Clerk's Office at Norco City Hall or download a Public Records Request Form via the City website. Submit the completed form to the City Clerk's Office at City Hall or via email to [cityclerk@ci.norco.ca.us](mailto:cityclerk@ci.norco.ca.us). Call the City Clerk's Office at (951) 270-5623 for more information.

## 18. Does the City offer assistance programs for first-time homebuyers, home repairs and utility billing?

Yes. The City offers these programs. Eligibility is based on income. Contact the Housing Division at (951) 270-5625 or [housingdesk@ci.norco.ca.us](mailto:housingdesk@ci.norco.ca.us) for more information.

## 19. Does the City offer fingerprinting, notary & passport services?

Fingerprinting and notary services are available by appointment only. Call (951) 270-5651 for more information. The City does not offer passport services. The closest locations are the Norco Post Office and the Corona Library. For a full list of passport agencies, visit [www.travel.state.gov](http://www.travel.state.gov).

## 20. How do I contact the Norco Animal Rescue Team (NART)?

If you need assistance with an animal rescue, call Norco Animal Control at (951) 737-8972 during regular business hours. In an after-hours emergency situation, call (951) 371-1143. Once the call is placed, a Norco Animal Control Officer will respond to the scene to assess the situation. If needed, the Animal Control Officer will then activate NART. In the event of a life-threatening emergency, always call 9-1-1.



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**CITY OF NORCO | HORSETOWN USA**  
**2870 CLARK AVENUE, NORCO, CA 92860**  
**WWW.NORCO.CA.US | (951) 735-3900**  
**CITYOFNORCO@CI.NORCO.CA.US**