The City SNAP Shot
ZOOMING IN ON RESOURCES FOR NORCO RESIDENTS
AN INTERACTIVE OVERVIEW OF THE CITY OF NORCO
## CITY CONTACTS

### CITY HALL CONTACTS

<table>
<thead>
<tr>
<th>Service</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFTER-HOURS EMERGENCY</td>
<td><a href="mailto:acreport@ci.norco.ca.us">acreport@ci.norco.ca.us</a></td>
<td>(951) 371-1143</td>
</tr>
<tr>
<td>ANIMAL CONTROL</td>
<td><a href="mailto:building@ci.norco.ca.us">building@ci.norco.ca.us</a></td>
<td>(951) 737-8972</td>
</tr>
<tr>
<td>BUILDING &amp; SAFETY</td>
<td><a href="mailto:bizdesk@ci.norco.ca.us">bizdesk@ci.norco.ca.us</a></td>
<td>(951) 270-5679</td>
</tr>
<tr>
<td>BUSINESS LICENSE</td>
<td><a href="mailto:citymanager@ci.norco.ca.us">citymanager@ci.norco.ca.us</a></td>
<td>(951) 270-5617</td>
</tr>
<tr>
<td>CITY CLERK</td>
<td><a href="mailto:cityclerk@ci.norco.ca.us">cityclerk@ci.norco.ca.us</a></td>
<td>(951) 270-5623</td>
</tr>
<tr>
<td>CODE ENFORCEMENT</td>
<td><a href="mailto:codereport@ci.norco.ca.us">codereport@ci.norco.ca.us</a></td>
<td>(951) 270-5688</td>
</tr>
<tr>
<td>ECONOMIC DEVELOPMENT</td>
<td><a href="mailto:econdev@ci.norco.ca.us">econdev@ci.norco.ca.us</a></td>
<td>(951) 270-5644</td>
</tr>
<tr>
<td>FINANCE DEPARTMENT</td>
<td><a href="mailto:finance@ci.norco.ca.us">finance@ci.norco.ca.us</a></td>
<td>(951) 270-5651</td>
</tr>
<tr>
<td>FIRE DEPARTMENT</td>
<td><a href="mailto:fire@ci.norco.ca.us">fire@ci.norco.ca.us</a></td>
<td>(951) 737-8097</td>
</tr>
<tr>
<td>PARKS &amp; RECREATION</td>
<td><a href="mailto:recreation@ci.norco.ca.us">recreation@ci.norco.ca.us</a></td>
<td>(951) 270-5632</td>
</tr>
<tr>
<td>PLANNING</td>
<td><a href="mailto:planning@ci.norco.ca.us">planning@ci.norco.ca.us</a></td>
<td>(951) 270-5682</td>
</tr>
<tr>
<td>PUBLIC WORKS</td>
<td><a href="mailto:publicworks@ci.norco.ca.us">publicworks@ci.norco.ca.us</a></td>
<td>(951) 270-5627</td>
</tr>
<tr>
<td>WATER &amp; TRASH</td>
<td><a href="mailto:utilitydesk@ci.norco.ca.us">utilitydesk@ci.norco.ca.us</a></td>
<td>(951) 270-5654</td>
</tr>
<tr>
<td>SHERIFF’S OFFICE</td>
<td></td>
<td>(951) 270-5673</td>
</tr>
<tr>
<td>SHERIFF’S NON-EMERGENCY DISPATCH LINE</td>
<td></td>
<td>(951) 776-1099</td>
</tr>
</tbody>
</table>

### ADDITIONAL CONTACTS

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

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

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

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 | stucommission@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

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

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

Subscribe to receive agendas and information at norco.ca.us/mycity

Ride & Play in HORSETOWN USA

View the City’s full Activity Guide at 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
Animal Shelter
98 Sixth Street
Community Center & Riley Gym
3900 Acacia 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
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 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 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 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 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 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 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 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 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 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 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 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 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. 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 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.

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.