

Mission Statement

The Norcross Public Works, Utilities & Parks Department maintains Norcross's physical and environmental infrastructure for the residents, businesses and visitors of the City, making it a sustainable and desirable place to live, work and visit. Our services include the maintenance of streets, sidewalks and pathways, parks, creeks, storm drains, detention ponds, city buildings and structures, vehicles and equipment, street lights, security lights and electric lines. In addition, we manage community service workers, graffiti, abatement and debris pick-up.



Employees in the Norcross Public Works, Utilities & Parks Department strive to provide top quality, professional, effective and timely services. We do this by focusing on relationships with ourselves and our customers and on customer satisfaction with internal customers and external customers, thus improving our image and maintaining the community's trust.

Vision

The Norcross Public Works, Utilities & Parks Department strives to be a reputable and recognized leader in providing services and a source of pride within the community. While respecting tradition, we are constantly embracing change and continuously moving forward. Parks, special events, landmarks, pedestrian walkways, distinctive landscaping and fountains contribute to the unique character of our City. Our neighborhoods are well maintained and reflect a diverse population. Our business community is varied and well balanced and our historic district is the signature of the community.

Values

The Norcross Public Works, Utilities & Parks Department is committed to the following values as we conduct our business:

We value striving to provide top quality, professional, effective and timely services to residents, businesses, visitors and internal customers.

We value respectful and constructive relationships with each other and our customers.

We value customer service and satisfaction.

We value improving our image and maintaining the community's trust.

We value accountable employees who exhibit integrity, courtesy, dedication, respect and teamwork in all interactions with each other, the public and elected officials.

We value a safe work environment and safe work practices.

We value continuous learning from our experiences, training and professional organizations.

We value and recognize that we are stewards of the whole and not simply owners of a small piece of our organization.