



A PLACE TO IMAGINE

NEWSLETTER APRIL 2020

A MESSAGE FROM MAYOR NEWTON

To the citizens of Norcross:

The enduring values we possess as a city guide us as we face the difficult challenge of responding to the coronavirus (COVID-19), which the World Health Organization declared a pandemic on March 11. Our hearts, thoughts and solemn prayers go out to the people who have been affected by this unprecedented event and we appreciate the healthcare workers, local communities and governments around the world who are on the front line working to contain this coronavirus. Please know that we all are vigilantly monitoring the COVID-19 situation and have implemented various efforts to help ensure the safety of our staff and citizens.



As of the time of this release, there are currently no confirmed cases of COVID-19 in our city. However, there are confirmed cases in numerous locations throughout the state and officials have warned that we will see more cases. We strongly urge all employees and residents to take necessary precautions, as detailed on the CDC website ([cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)) to prevent the community spread of COVID-19. We cannot overemphasize the importance of limiting social contact while the advisories are in place.

During this time, we also encourage you to help us support our local businesses who have been negatively impacted by the necessary precaution of social distancing. Many are now offering zero-to-minimal contact ways of making purchases—please consider supporting them through curbside pick-up, delivery and gift certificate options.

China and other countries are now seeing a decline in new cases, and so can we! Working together, we can get past this crisis and return stronger and more resilient than before.

Sincerely,
Craig Newton, Mayor

Stay up to date! Visit [NORCROSSGA.NET/COVID19](https://www.norcrossga.net/covid19) for the latest resources and information

IMPORTANT NUMBERS

COVID-19 State Hotline: (844) 442-2681

Gwinnett, Newton & Rockdale County Health Department*: (770) 339-4260

GNRC 24/7 On-Call Epidemiologist: (404) 323-1910

State Public Health Department 24/7 Line: (866) 782-4584

**The Gwinnett, Newton and Rockdale County Health Department is the lead response agency for our area.*

Mayor: Craig Newton • **Mayor Pro Tem:** Josh Bare
City Council: Andrew Hixson, Elaine Puckett, Bruce Gaynor, Matt Myers
City Manager: Rudolph Smith • **Assistant City Manager/Director of Public Works, Utilities & Parks:** Mary Beth Bender • **City Clerk:** Monique Lang

City Hall: 65 Lawrenceville Street, Norcross, GA 30071
Hours: Mon. - Fri. 8 a.m. - 5 p.m.
770.448.2122 | Fax: 770.242.0824
www.norcrossga.net

CITY OF NORCROSS OPERATIONS UPDATE

CITY HALL & OTHER CLOSED FACILITIES:

All city facilities have been closed to the general public until further notice. This includes City Hall, Public Works, Court Offices, Welcome Center, Cultural Arts & Community Center and the Fire Station Museum. Daily operations will continue—see below for service assistance. **City Hall General Information: (770) 448-2122**

SERVICE ASSISTANCE:

In order to encourage online payments, convenience fees for online payments will be suspended for 90 days beginning March 18th. Please see below for specific service information.

Pay Bills and Municipal Court Payments:

Payments can be mailed, dropped off using the City Hall drive-thru, paid online via norcrossga.governmentwindow.com or called in using 1-844-598-3636. Please note cash payments will not be accepted at this time.

Apply for Utility Service or Business License (including Renewals):

Drive-thru or call 770-448-2122 or email gga@norcrossga.net. Note: The deadline for business license renewal has been extended from March 31 to May 29.

For Plan Submission/Permit Requests/Change of Occupancy:

Use the online portal eplansolution.com/norcrossga and follow the direction for account setup and submission or call 678-421-2067

For Building Inspections:

Email permits@norcrossga.net or call 678-421-2067

For Zoning/Variance/ARB/Engineering/Arborist:

Email communitydevelopment@norcrossga.net or call 678-421-2067

For Public Works Service Tickets:

Submit request online at norcrossga.net/requesttracker.aspx. Call 678-421-2069 if any questions.

For Sanitation:

Sanitation and recycling will remain on schedule, with a few alterations to service. 1) Glass recycling drop-off has been moved from the Public Works lobby to the Public Works parking lot. 2) Effective March 23rd, Advanced Disposal will no longer pick up bulk items (TVs, mattresses, furniture, etc.) or garbage bags left outside of the cart.

COURTS:

Municipal court sessions have been canceled through April 13th. To pay municipal court citations, please reference the above "Service Assistance" instructions. For any additional questions, please email court@norcrossga.net.

Probation Services:

Probation services and meetings normally held at City Hall will be rescheduled. You can make online payments at paypsi.com/Doraville. You will need your name, case number/ticket number, and probation officer's name to use this site. Any probation questions regarding your case should be directed by phone at 770-455-6880 or email to podum2@ppsinfo.net.

POLICE:

Officers will continue to respond to all emergency needs, both day and night. Non-emergency calls are being handled by phone with an officer. Remember, if you live/work in the city, you can call 770-448-2111 for all police needs. Of course call 911 for fire,

medical or other emergency. While the window will remain closed, our NPD lobby is open for walk-in emergency needs—the lobby phone connects directly to dispatchers. Police and Accident Reports can be obtained by emailing records@norcrosspd.com—the \$5 fee is waived at this time.

PARKS:

All city park facilities are closed until further notice for private, permitted events. Parks are still open for individuals and small family units with fewer than ten people, per CDC guidelines. However, please note that visitation is at your own risk—public restrooms are sanitized throughout the day and playground equipment is not being sanitized. Weddings and private parties already reserved for the month of April have been canceled. Park pavilion rentals are suspended through May 31, 2020.

MEETINGS & EVENTS:

Following CDC recommendations, the city will cease public gatherings at city facilities containing more than 10 people through May 10, 2020. This includes the cancellation of several city events; citizens should check the city website for the most up-to-date status of city events. All public meetings except council meetings have been postponed until further notice. Council meetings will be conducted via teleconference. You can tune in to council meetings online by visiting the city website and following "Meetings & Agendas" link under the City Government tab.

OTHER NEWS & RESOURCES:

The March 24th Presidential Preference Primary has been postponed by Georgia Secretary of State Brad Raffensperger to coincide with the state and local primary on May 19, 2020. Please see the elections page on the Gwinnett County website for more information.

The Families First Coronavirus Response Act (H.R.6201) has been passed, providing paid sick leave and free coronavirus testing, expanding food assistance and unemployment benefits, and requiring employers to provide additional protections for health care workers. For more information visit congress.gov.

The U.S. Small Business Administration is offering low-interest federal disaster loans for working capital to Georgia small businesses suffering substantial economic injury as a result of the Coronavirus (COVID-19). Applicants may apply online, receive additional disaster assistance information and download applications at disasterloan.sba.gov/ela.

★ ★ CENSUS 2020 ★ ★

If you missed the April 1st deadline to respond to the 2020 U.S. Census, it's not too late! Look out for a paper copy of the questionnaire in the mail, coming within the second week of April. New this year is the convenient online portal—simply visit 2020census.gov and click "Take the Census!" The census is completely confidential and the bureau will never ask you for personal identifying information.

#NorcrossCounts