



NEWS RELEASE
March 20, 2020

CITY OF NORCROSS RESPONSE TO COVID-19

In the midst of concerns regarding COVID-19, the City of Norcross declares local state of emergency and implements plans to help “flatten the curve.”

NORCROSS (GWINNETT COUNTY), GA (March 20, 2020) – At a special called meeting on Tuesday night, March 17th, the City of Norcross’ mayor and council declared a local state of emergency by unanimous vote in order to help mitigate some of the impacts of the COVID-19 pandemic in Norcross and ensure the safety of our staff and citizens. Following this decision, the city has implemented various efforts, detailed below.

“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,” said Norcross Mayor Craig Newton in a letter released to citizens.

“We cannot overemphasize the importance of limiting social contact while the CDC advisories are in place. Taking the necessary precautions and remaining mindful of restricting person-to-person contact should be foremost during this health emergency. Working together, we can get past this crisis and return stronger and more resilient than before.”

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 payppi.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 the following city events:

April 3: First Friday Concert
April 4: Italian Car Show
April 4: Neighborhood Clean-up and Recycling Day
April 11: Easter Egg Hunt
April 11: Special Needs Easter Egg Hunt
April 13: Movie Monday
April 17-18: Mini Farmers Market
April 18: Historic Trolley Tour
April 19: Spring Charity Concert,
April 25: Atlanta Track Club's Singleton 4-Miler
April 27: Movie Monday
May 2: Cinco de Mayo
May 2: Historic Norcross Shop Hop
May 11: Movie Monday
May 25: Memorial Day Remembrance
May 26: Movie Monday

Lionheart Theatre has been closed until further notice, and all future scheduled events are also subject to change; citizens should check the city website for the most up-to-date status. 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.

LOCAL BUSINESSES:

Local businesses have been informed that, under City Ordinance Sec. 4-50: Establishment Closure in Cases of Emergency (Code 1979, § 9-4-23.1; Code 1998, § 6-57), any establishment in the city occupied by more than 10 people (including employees) will be shut down immediately by uniform patrol for a period of 24 hours. We recognize the struggle businesses are experiencing however, and are working to communicate available resources, including financial assistance. We encourage citizens to help us support our local businesses by making curb-side, delivery and gift certificate purchases.

While it is hoped the need for these precautions will not be long-term, citizens should take comfort that their government is being proactive and is taking steps to ensure the safety and well-being of its community, including as minimal an impact on services as possible during this time. We are closely monitoring both CDC and the Department of Public Health guidelines and updates, and will alert citizens should further steps need to be taken.

Citizens can use [NORCROSSGA.NET/COVID19](https://www.norcrossga.net/covid19) to stay up to date on the latest COVID-19 news the city has to share, including tips and updates from the CDC and DPH.

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ABOUT THE CITY OF NORCROSS

Incorporated in 1870, the city of Norcross has been very busy securing a solid standing as both an eco-conscious community and world-class art district in the nearly century and a half since. Voted Gwinnett County's "Best Arts & Cultural Scene" by Gwinnett Magazine, Norcross has become well known for its unconventional public arts projects. Norcross was recognized by the Atlanta Regional Commission as one of only three Platinum-Certified Green Communities in the region and was

named a “Best Green Government” by Gwinnett Clean & Beautiful and “Tree City USA” by The Arbor Day Foundation. The Sustainable Norcross Commission has earned regional applause for its efforts to spearhead the City’s local pro-environment practices. The city’s famed tree canopy, 13 parks and more than 31 acres of beautifully maintained public green space serve as popular gathering spaces for residents and visitors alike. A jam-packed calendar of events and eclectic collection of shops and restaurants serve to keep the historic downtown area bustling year-round. Creative souls from all walks of life are encouraged to “come unwind” and enjoy the positive energy that earns Norcross its reputation as “a place to imagine.”

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