

City of Norcross

65 Lawrenceville Street

Norcross, GA 30071



Meeting Agenda

Monday, May 18, 2026

6:30 PM

2nd Floor Conference Room

Policy Work Session

Mayor Craig Newton
Mayor Pro Tem Bruce Gaynor
Councilmember Andrew Hixson
Councilmember Josh Bare
Councilmember Matt Myers
Councilmember Marshall Cheek

Livestream Here:

<https://norcrossga.portal.civicclerk.com/event/185/media>

<https://youtube.com/live/OiDS9r3zqTc?feature=share>

A. Roll Call (recorded)**B. Citizen Input****C. Board Updates**

Planning and Zoning Board

D. General Updates**E. Council- General Discussions****F. City Manager's Report****G. Board Appointments**

The Mayor and Council will consider appointments and reappointments to the following Boards, Commissions, or Authorities:

- Architectural Review Board
- Discovery Garden Board
- Planning and Zoning Board
- Zoning Board of Appeals

H. Items for Discussion**1. 2026-185: Municipal Court Base-Fine Schedule Procedures**

Discussion of Municipal Court Base-Fine Schedule Procedures and Authority and Creation of Associated Policy.

Attachments:

1. Agenda Report - MC Base-Fine Schedule Procedures, Authority and Policy

2. 2026-148: RZ2026-001; 6011 Western Hills Drive; JSL Properties Management, LLC; Rezoning from OI (office institutional) zoning district to C1 (neighborhood business) District.

Approval of RZ2026-001 with staff recommendations.

Attachments:

1. Agenda Report - RZ2026-001
2. Staff Report
3. Rezoning Application Redacted
4. Proposed Floor Plan
5. Impact Analysis
6. Historical Code Enforcement Violations
7. Certificate of Mailing Redacted

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- 3. 2026-63: Acceptance and Appropriation of Grant Funds for Amplified! Project**
Accept and appropriate \$1,000 received in Grant funds from the Gwinnett Creativity Fund for the Amplified! Project.
- Attachments:
1. Agenda Report - Accept and Appropriate Grant Funds for Amplified Norcross Project
 2. Budget Amendment Item 26-05182026NPAC1
- 4. 2026-151: Approval of a Norcross Forever Stamp Collection**
Approve the Norcross Forever Stamps & Stamp Books for distribution by local retailers and at the Norcross Welcome Center.
- Attachments:
1. Agenda Report - 2026 Norcross Forever Stamp Collection
 2. Mock-up of Stamps and Stamp book
- 5. 2025-358: Adoption of the Norcross Public Arts Commission Bylaws**
Adopt the proposed Norcross Public Arts Commission (NPAC) Bylaws to formalize the commission's operational structure, governance procedures, membership standards, and defined responsibilities consistent with municipal policies and City Charter authority.
- Attachments:
1. Agenda Report - Adoption of the Norcross Public Arts Commission Bylaws
 2. NPAC Draft Bylaws
- 6. 2026-179: Consideration of Repurposing the Former Welcome Center**
Proposal to consider repurposing the prior Welcome Center on Lawrenceville Street, currently housing City HR staff, to a small gathering place for Norcross upon availability.
- Attachments:
1. Agenda Report - Consideration of Repurposing the Former Welcome Center
 2. Slide Presentation – Welcome House v2.pptx 03132026
- 7. 2026-180: AT&T Switched Ethernet on-Demand (ASEoD)**
Approval of the proposed AT&T ASEoD platform for the City of Norcross, which will provide increased internet bandwidth, network security, and failover for the entire city's internet network infrastructure
- Attachments:
1. Agenda Report - ASEoD Proposal
 2. AT&T Price Quote
- 8. 2026-181: AT&T Hosted Voice Services**
Approval of a city-wide uniform communication platform.
- Attachments:
1. Agenda Report - AT&T HVS Proposal
 2. AT&T Hosted Voice Service Proposal
 3. Proposed ATT Unified Communication Systems

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- 9. 2026-183: Artificial Intelligence (AI) Governance & Risk Policy**
Approval of the proposed Artificial Intelligence (AI) Governance & Risk Policy that will establish Norcross's first policy of this type in order to keep up with the ever-changing enhancements, functionality, and risk mitigation in the AI field.
- Attachments:
1. Agenda Report - AI Policy
 2. Artificial Intelligence (AI) Governance & Risk Policy
- 10. 2026-182: Perimeter Protection for State Champion American Elm Tree**
Approve an option to protect the perimeter and critical root zone of the Norcross State Champion American Elm tree.
- Attachments:
1. Agenda Report - Champion Elm Fence
 2. Agenda Item from July 15, 2024, PWS
 3. Champion Elm Area to Fence
 4. Fence Type Sample
 5. Off Limits Protected Area sign
 6. Cost estimates
- 11. 2026-186: On-Street Public Parallel Parking for the Academy/Lawrenceville Streets Residential Development**
Approve or disapprove on-street public parallel parking design, the city portion of costs required for budget amendment, and a waiver for tree removal fees.
- Attachments:
1. Agenda Report - On-Street Public Parking
 2. Public Parallel Parking Design
- 12. 2026-93: Downtown Parking Policies and Related Amendments to the Unified Development Ordinance**
Approve recommended Policies and Actions and direct the Community Development staff to prepare for consideration amendments to the Unified Development Ordinance (UDO) to better facilitate economic and business development by eliminating minimum parking requirements for commercial uses in Historic Downtown Norcross.
- Attachments:
1. Agenda Report - Downtown Parking Policies
- 13. 2026-94: Business Occupation Tax Discussion**
Consider changes to the assessment of the Business Occupation Tax in Norcross to better align with prevailing practices in peer communities and to generate additional General Fund revenue.
- Attachments:
1. Agenda Report - Business Occupation Tax
 2. Business Occupation Tax Analysis 04-14-26

14. 2026-152: City Hall Renovation Discussion

Direct City Staff to develop and present at City Council Retreat a straw man proposal with Needs Assessment and Scoping for City Hall Renovations. This will facilitate Mayor and Council discussion as well as empower staff to begin planning phases with a conceptual project timeline for Mayor and Council to discuss at the City Council Retreat on June 28.

Attachments:

1. Agenda Report - City Hall Renovations

I. Adjourn to Executive Session for Legal, Personnel, and Real Estate

J. Signed by _____ Mayor Craig Newton

K. Attest _____ Monique Philip, City Clerk



Mayor: Craig Newton • Mayor Pro Tem: Bruce Gaynor • Councilmember: Andrew Hixson • Councilmember: Josh Bare
Councilmember: Matt Myers • Councilmember: Marshall Cheek • City Manager: Eric Johnson • City Clerk: Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Mayor Craig Newton

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-185

Title: Discussion of Municipal Court Base-Fine Schedule Procedures and Authority and Creation of Associated Policy

CC: Eric Johnson, City Manager

Recommendation

Review and discuss the respective authorities of the Mayor and Council and the Municipal Court regarding penalties, base-fine schedules, procedures, and related fees, and provide direction on the development of a formal policy clarifying roles, limits, and processes for establishing or modifying court-related fines and fees in accordance with the City Charter.

Background

The purpose of this agenda item is to provide a review of the following City Charter provisions, including but not limited to:

- **Section 1.14(23):** Establishes the Mayor and Council's legislative authority to adopt ordinances and establish penalties for violations.
- **Section 4.13(c):** Provides that the Municipal Court Judge may impose sentencing within lawful limits established by ordinance.
- **Section 4.13(d):** Authorizes the court to establish operational fees associated with court administration.
- **Section 4.13(e):** Provides that court rules and policies may require filing and/or public availability as appropriate.

The discussion will also clarify the distinction between:

- Judicial sentencing authority
- Municipal ordinance penalties established by Mayor and Council
- Court-established base fines (within lawful limits)
- Court operational fees
- Legislatively adopted fee schedules

Financial Impact

None

Consistent with the Comprehensive Plan? (If applicable, please select which goal applies.)

- 6. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services

Attachments



Mayor: Craig Newton • **Mayor Pro Tem:** Bruce Gaynor • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Helen Balch, AICP
Community Development & Planning Director

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-148

Title: RZ2026-001; 6011 Western Hills Drive; JSL Properties Management, LLC;
rezoning from OI (office institutional) to C1 (neighborhood business)

CC: Eric Johnson, MPA, City Manager
Tracy Rye, AICP, Assistant City Manager

Recommendation

Approval of RZ2026-001 with staff recommendations.

Background

The applicant is requesting to rezone to C1 (Neighborhood Business) on a 0.86-acre lot to allow for retail sales. The approximately 3,166 square-foot building will be used as a retail space for the sale of produce and household items.

The Planning & Zoning Board recommends **approval** of RZ2026-001 with staff's conditions.

Financial Impact

N/A

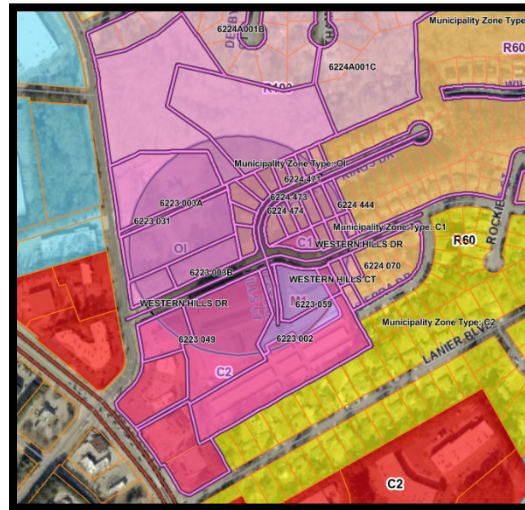
Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

Goal 2: Continue to Strengthen Norcross as a Livable, Inclusive, and Safe Environment

- Policy 2-7: Support the increased availability of affordable, local, healthy food.

Update

In response to the conversation had at the April Policy Work Session, the applicant notified all property owners with a 500-foot radius of the rezoning proposal, which included 33 addresses, through a certificate of mailing postmarked on May 2, 2026.



Attachments

1. Staff Report
2. Rezoning Application_Redacted
3. Proposed Floor Plan
4. Impact Analysis
5. Historical Code Enforcement Violation
6. Certificate of Mailing_Redacted



REZONING

Case Number	RZ2026-001
Petitioner	JSL Properties Management, LLC
Property Location	6011 Western Hills Drive
Current Zoning	OI (Office-Institutional)
Proposed Zoning	C1 (Neighborhood Business)
Proposed Use(s)	Retail Sales (less than 5,000 square-feet)
Character Area	Character Area 11: South Norcross Neighborhoods
Site Acreage	0.86 Acres
District	6
Land Lots	223 and 224
Parcel #	6223 053
Taxes Paid	Yes
Historic District	N/A

COMMUNITY DEVELOPMENT AND PLANNING DEPT. RECOMMENDATIONS

Based on the analysis of this case, Staff recommends **APPROVAL** of rezoning to C1 (Neighborhood Business), subject to the following:

1. All permitted as of right uses allowed in the C1, Neighborhood Business, zoning district allowed;
2. 50-foot buffer and building setback adjacent to residentially zoned property;
3. Applicant to provide a five (5') foot landscape strip along the front property line for review and approval by the Community Development Department;
4. No outdoor storage, including ice machines, allowed;
5. A ground sign shall be installed conforming to the Unified Development Ordinance;
6. Dumpsters or trash bins shall not be visible from the right-of-way;
7. The building shall be brought up to commercial building code(s) before the issuance of a Certificate of Occupancy;
8. Carts, if applicable, shall not be visible from the right-of-way;
9. Deliveries shall not impede traffic;
10. Hours of operation are limited to 7:00 am to 9:00 pm, Monday through Sunday;
11. Window signage, if applicable, shall meet the requirements of the Unified Development Ordinance;
12. Per the City Engineer, the existing ditch is to be cleaned up by the property owner; and
13. All conditions of zoning shall be met prior to the issuance of a Certificate of Occupancy.

Standards Governing the Exercise of Zoning Power

According to Section 103-11, the criteria by which a zoning action can be approved or denied are as follows:

1) Whether the zoning proposal will permit a use that is suitable in view of the use and development of adjacent and nearby properties.

The proposed use may be consistent with the use and development of adjacent and nearby properties. The retail sales proposal would offer a transition between the more intense C2, General Business zoning the south and less intense OI, Office-Institutional, zoning to the north.

2) Whether the zoning proposal will adversely affect the existing use or usability of adjacent or nearby property.

The proposed use may not adversely affect the existing use or usability of adjacent or nearby properties. To the north and west are existing multi-tenant office buildings, and to the south there is an existing hotel. To the west sits a R-60, single-family, subdivision. To help protect the existing R-60 subdivision, staff is recommending a 50-foot buffer and building setback adjacent to the eastern property line.

3) Whether the property to be affected by the zoning proposal has a reasonable economic use as currently zoned.

The property may have a reasonable economic use as currently zoned. The current zoning is OI, Office-Institutional, which does support professional services not primarily related to the sale of goods or merchandise.

4) Whether the zoning proposal will result in a use which will or could cause an excessive or burdensome use of existing streets, transportation facilities, utilities or schools.

The proposal may result in a use which could cause an adverse impact in the form of traffic as a retail use may generate more trips per day than an office use. The site as presented is fully developed.

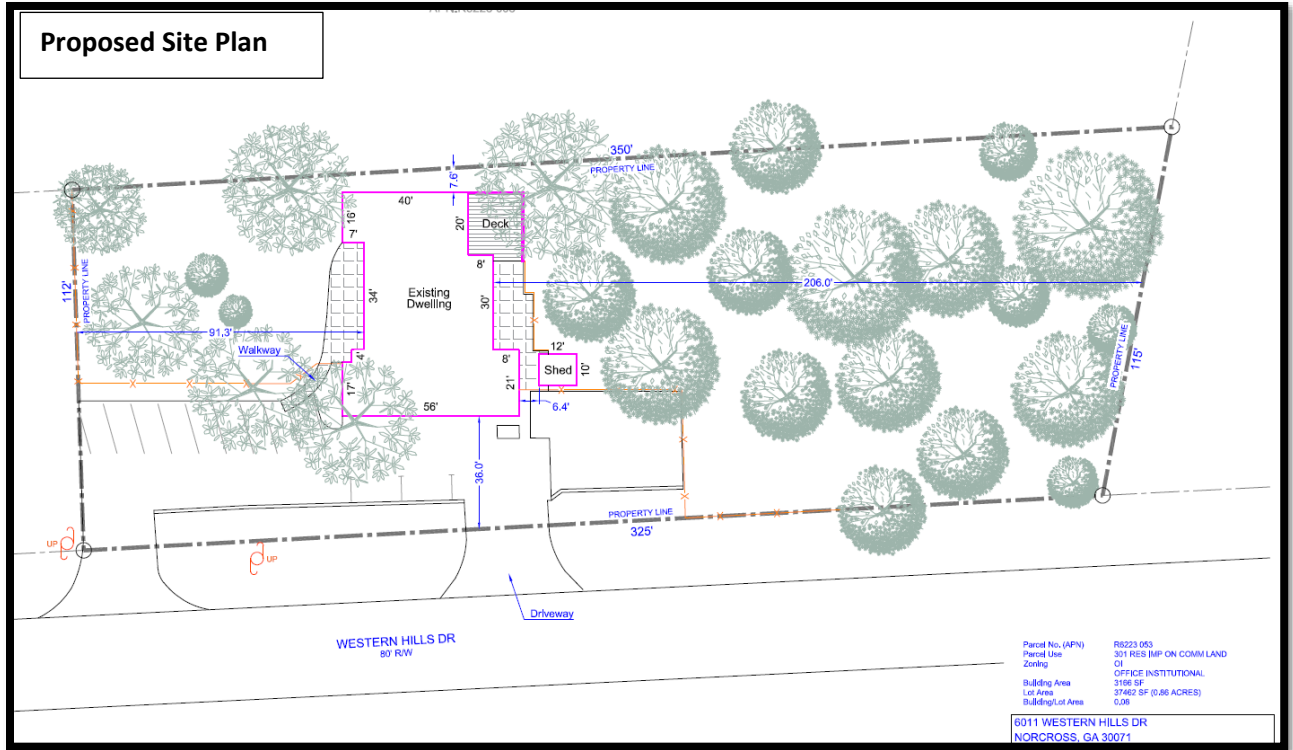
5) Whether the zoning proposal is in conformity with the policy and intent of the Comprehensive Plan.

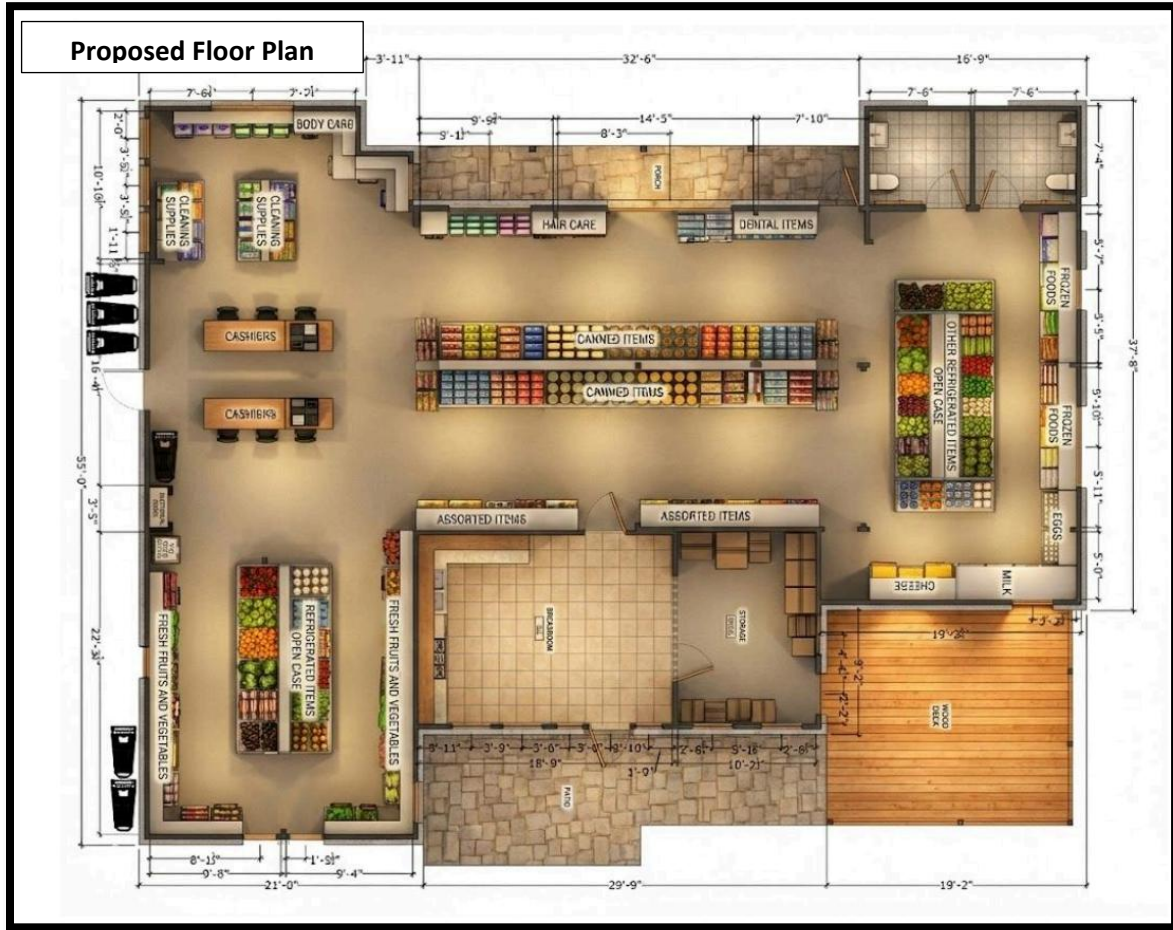
The proposal is in conformity with the policy and intent of the Comprehensive Plan. The subject parcel is located in in the South Norcross Neighborhoods Character Area. The South Norcross Neighborhoods Character Area supports neighborhood level commercial, studio or offices less than 5,000 square feet. Uses within Neighborhood level commercial, studio, or office are intended to be local serving.

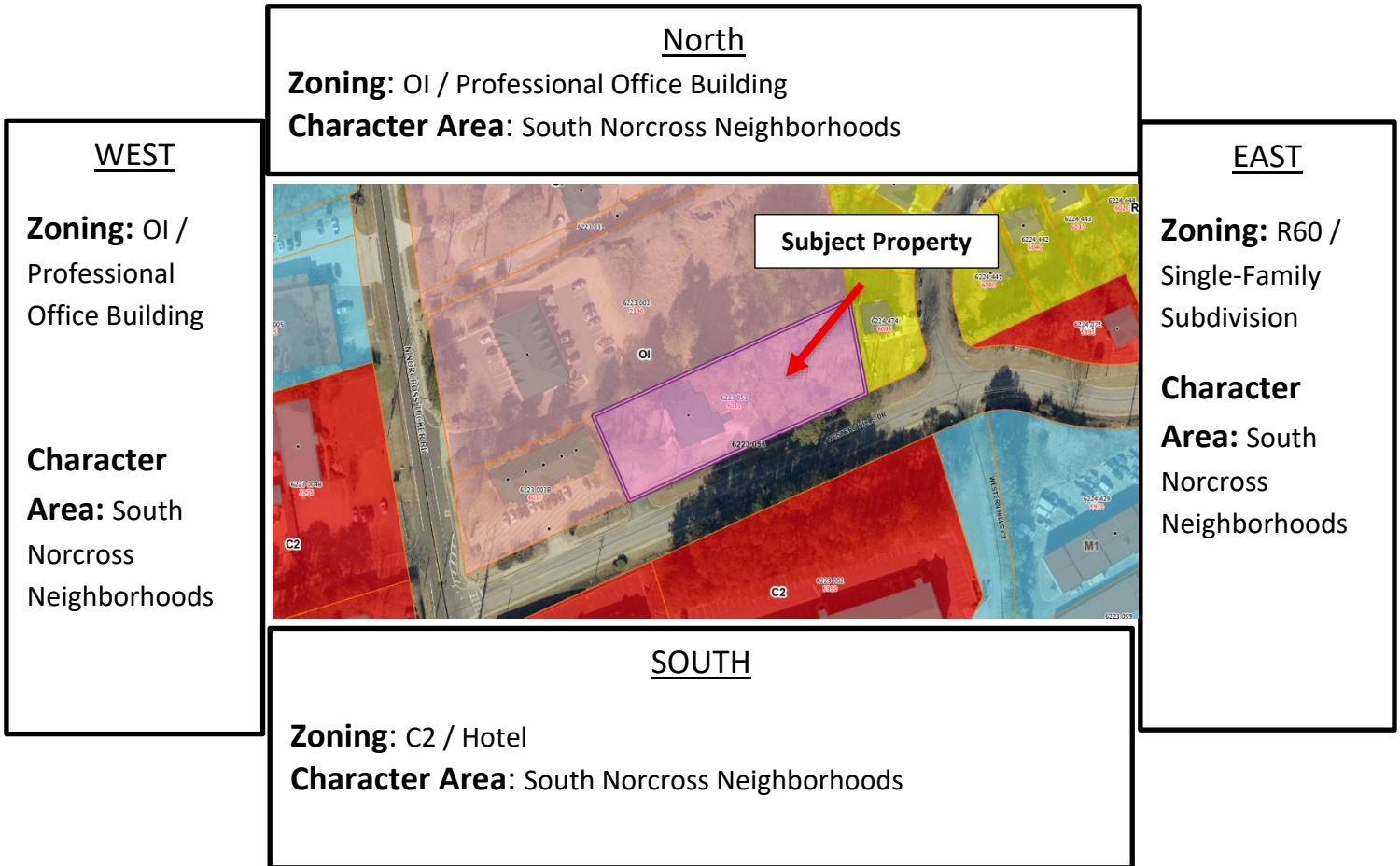
6) Whether there are other existing or changing conditions affecting the use and development of the property which give supporting grounds for either approval or disapproval of the zoning proposal.

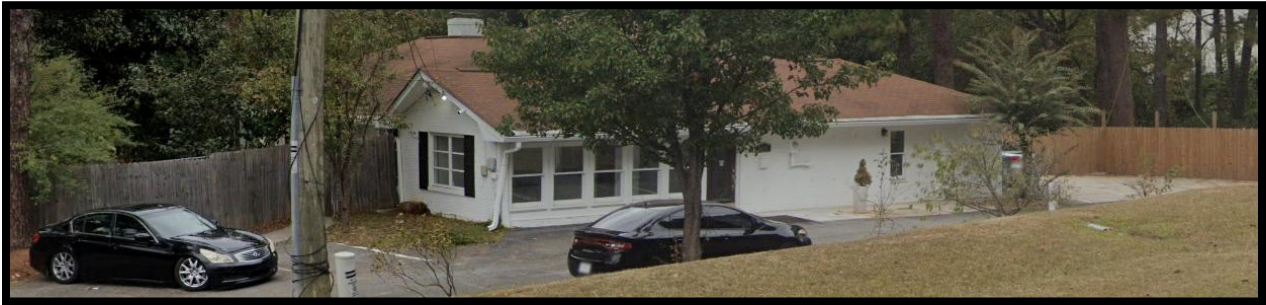
There are no known existing or changing conditions affecting the use of the property.

Board	Meeting Type	Meeting Date	Time	Location
P&Z	Hearing	4/1/2026	6:30 PM	Conference Room 2 nd Floor
MCC Policy	Meeting	4/20/2026	6:30 PM	Conference Room 2 nd Floor
MCC Regular	Hearing	5/4/2026	6:30 PM	Council Chambers 1 st Floor









Current zoning district for the property

The OI office-institutional district established to provide a location for offices, institutions and limited related service activities in buildings of high character in attractive surroundings.

Requested zoning district for the property

The C1 neighborhood business district is established to provide a location for convenience goods and services for people in nearby residential neighborhoods. Retail sales less than 5,000 square feet is a permitted as of right use in C1.

Summary of the applicant's proposal

The applicant is requesting to be rezoned to C1 (Neighborhood Business) on a 0.86-acre lot to allow for retail sales. The approximately 3,166 square-foot building will be used as a retail space for the sale of produce and household items. The proposed floor plan is attached to this analysis.

Non-residential criteria

Proposed number of buildings: One existing 3,166 square foot building

Impervious surface shown: Maximum impervious allowed is 80 percent

Existing Parking: 16 provided; 8 required (1 per 400 square feet of gross floor area)

Department Comments

Code Enforcement: There are no pending violations for the property as of 3/19/2026. The last five years of violations are attached to this analysis.

City Arborist:

1. Tree and Landscape requirements that need to apply:
 - a. Two large Pines need to be removed:
 - i. Dead Pine on far-right side across creek
 - ii. Beetle infested Pine outside fence on front left side (to include stump grinding)
 - b. Zoning Buffer Landscape Plantings:
 - i. Residential property at 6085 Hickory Springs Drive has direct line of sight to this property. This does not need a full buffer planting but needs to have approximately 8 to 10 evergreen trees planted along the fence line. Minimum tree size to be 8' tall at installation. These trees shall be maintained by the owner or future owners. This note should be included in all records.
 - c. Landscape Strip:
 - i. The area between the street / curb and lower parking lot needs to be planted to screen full lower parking lot. This needs to be evergreen shrubs as referenced in UDO (parking lot landscaping).

City Engineer: The ditch on the property needs to be cleaned up by the property owner. Staff will clean the headwall and put in place riprap.

Economic Development: No comments.

Norcross Power: No comments.



REZONING APPLICATION

PROPERTY OWNER'S INFORMATION

Owner's Name: SSL properties management LLC
Owner's Address: 6011 Western Hill Dr.
City: NORCROSS State: GA Zip Code: 30071
Phone: [REDACTED] Cell Phone: [REDACTED] Email: [REDACTED]

APPLICANT'S CONTACT INFORMATION

Applicant's Name: Lizeth Garcia Ordóñez
Applicant's Address: [REDACTED]
Suite: [REDACTED] City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Phone: [REDACTED] Cell Phone: [REDACTED] Email: [REDACTED]

PROPERTY LOCATION

Tax Parcel Number(s): 6223 053 Size in acres: 0.86 acres
Address(es): 6011 Western Hills Drive
Number of existing structures: 1 Number of parking spaces: 11

PROPOSED USE

Current Zoning: OI Requested Zoning: C1
Date of Pre-Application Mtg: 1-6-2026
Is the request in conformity with the Current Land Use Plan? Yes No
Comp Plan Designation: S. Norcross If No, Comp Plan Amendment is required
Is this site located in the National/Local Historic District? Yes No
If yes, what are the plans for the historic resources, if any, onsite N/A



Impact Analysis Statement

The applicant, **JSL PROPERTIES MANAGEMENT LLC**, is requesting a rezoning of the subject property to allow the operation of a **grocery store** within an existing commercial space.

The proposed use is a neighborhood-scale grocery store intended to serve the surrounding community by offering essential food and household items. The business will operate during normal retail hours.

The proposed use is expected to generate **minimal traffic**, primarily from local customers, and will not negatively impact surrounding streets or intersections.

Existing parking facilities are adequate and compliant with City of Norcross requirements. No additional parking or exterior improvements are required.

All public utilities, including water, sewer, electricity, and waste services, are currently available and sufficient to support the proposed use. No expansion of public services will be necessary.

The proposed use is considered a **low-impact commercial activity** and will not create adverse effects related to noise, safety, or neighborhood character.

The requested reasoning is compatible with surrounding commercial uses and will contribute positively to the local economy by providing convenient access to essential goods.

The proposed rezoning will not adversely affect adjacent properties, traffic conditions, public services, or the general welfare of the community.

Submitted by:

JSL PROPERTIES MANAGEMENT LLC

Authorized Representative:

LIZETH GARCIA 

Title: OWNER

Date: 01/09/2026



Case Activity Report
CED2021-01624
 property maintenance
 6011 Western Hills Dr, Norcross, GA
 30071, USA



Case Opened: 07-01-2021

Case Details

Type	PROPERTY MAINTENANCE	SubType	GRASS/WEEDS/SHRUB
Relative Location		Status	COMPLIANCE/CE
Parcel ID	6223 053	Officer	Keith Dampier #109
Zoning	C1-NBHD Business		
Alt Adress			

Photographs



Violations

26-58 (b): Clean - Maintain Property/Grass-Vegetation

Compliance Status: COMPLIANCE

Compliance Date: Jul 06, 2021

Property Contains one or more of the following excessive growth of noxious grass, weeds greater than eight (8) inches and/or vegetation

Notes

while on patrol I observed tall weeds and grass with over grown shrubs at 6011 Western Hills Dr. in the city Of Norcross. I documented the violation in photograph. I attached a green door hanger warning to the front door after no one answered.

Resolution:

yard work had been done this case is closed.

Chronology

Type	Completed	Created	Officer
WARNING NOTICE	07-25-2021	07-01-2021	Keith Dampier #109
I attached a green door hanger warning with the violation marked to the front door after no one answered the door.			
INITIAL INSPECTION	06-25-2021	07-01-2021	Keith Dampier #109
while on patrol I observed tall grass, weeds and shrubs at 6011 Western Hills Dr. in the city of Norcross. I documented the violations in 9 photographs. see attached, I attached a green warning door hanger to the front door. The grass and weeds were tall there shrubs and vines need to be cut and maintained.			
PHOTO DOCUMENTATION	06-25-2021	07-01-2021	Keith Dampier #109
9 violation photographs			
REINSPECTION	07-06-2021	07-06-2021	Keith Dampier #109
Checking the location today yard work had been done. This case is closed.			

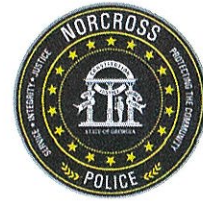
Memos

People

OWNER	BOND ALPHA WALLACE	9042280009
WRITEMRBOND@YAHOO.COM	6011 WESTERN HILLS DR, NORCROSS, GA 30071-3483	



Case Activity Report
CED2023-02353
 handicap parking ticket
 6011 Western Hills Dr, Norcross, GA
 30071, USA
 Case Opened: 11-06-2023



Case Details

Type	COMM PARKING	SubType	PROHIBITED
Relative Location	6011 Western Hills Dr. Parking lot	Status	CITATION ISSUED
Parcel ID	6223 053	Officer	Keith Dampier #109
Zoning	C1-NBHD Business		
Alt Address			

Photographs



Violations

40-6-226: Offenses and Penalties
 Compliance Status: SEE CASE NOTES
 Compliance Date: Nov 06, 2023

(a) It shall be unlawful for any person to stop, stand, or park any vehicle in a parking place for persons with disabilities unless there is displayed on the driver's side of the dashboard or hung from the rearview mirror of the parked vehicle a valid unexpired parking permit for persons with disabilities or unless there is attached to the vehicle a specially designated license plate for disabled veterans or other disabled persons authorized under Code Section 40-2-74 or 40-2-74.1 and unless such person is the person to whom such permit or license plate was issued; the person to whom such permit or license plate was issued is a passenger in the vehicle; or such vehicle is being used for the transportation of disabled passengers on behalf of the institution to which such permit was issued.

(a.1) It shall be unlawful for any person to stop, stand, or park any vehicle in a parking place for persons with disabilities which is designated "For Persons With Disabled Ambulatory Assistive Devices Only" unless:

(1) There is displayed on the driver's side of the dashboard or hung from the rearview mirror of the parked vehicle a valid unexpired parking permit for persons with disabilities or unless there is attached to the vehicle a specially designated license plate for disabled veterans or other disabled persons authorized under Code Section 40-2-74 or 40-2-74.1; and

(2) A person with disabilities who is using a wheelchair, crutches, walker, or other ambulatory assistive device is the driver of or a passenger in such vehicle.

(b)(1) It shall be unlawful for any person to stop, stand, or park any vehicle in a parking place for persons with disabilities except for the purpose of allowing a disabled person to enter or get out of such vehicle while in such parking place. However, nothing in this paragraph shall prevent an ambulance or emergency vehicle from stopping in a parking place for persons with disabilities.

(2) It shall be unlawful for any person to stop, stand, or park any vehicle in a parking place for the nonambulatory as provided by a business pursuant to the provisions of Code Section 40-6-225 except for the purpose of allowing a nonambulatory permanently disabled person to enter or get out of such vehicle while in such parking place. However, nothing in this paragraph shall prevent an ambulance or emergency vehicle from stopping in a parking place for the nonambulatory.

(3) It shall be unlawful for any person to stop, stand, or park any vehicle in any area directly connecting with a parking place for persons with disabilities which area is clearly designed and designated for access to such parking place for persons with disabilities.

(c) It shall be unlawful for any person to obtain by fraud or counterfeit a parking permit for persons with disabilities.

(c.1) It shall be unlawful for any person to knowingly and willfully make a false or misleading statement in an application for a parking permit for persons with disabilities or in the affidavit of a practitioner of the healing arts stating that an applicant is a disabled person.

(d) It shall be unlawful for any person or institution, other than the one to whom a parking permit for persons with disabilities or specially designated license plate for the disabled person is issued, to make use of a parking permit for persons with disabilities or specially designated license plate for a disabled person unless the person to whom such permit or license plate was issued is a passenger in such vehicle. It shall be unlawful for any person to use a parking permit for persons with disabilities for any institutional vehicle other than the vehicle for which the permit has been issued. It shall be unlawful for any person to use a parking permit for persons with disabilities issued to an institution for any purpose other than to transport disabled persons.

(e) No person shall park a vehicle so as to block any entrance or exit ramp used by persons with disabilities on public or private property.

(f)(1) Any person violating subsection (c) or (c.1) of this Code section shall be guilty of a misdemeanor.

(2) Any person violating subsection (a), (a.1), (b), (d), or (e) of this Code section shall be subject to a fine of not less than \$100.00 and not more than \$500.00.

(g) In addition to the penalties provided for in subsection (f) of this Code section, any vehicle which is illegally parked in a parking place for persons with disabilities which is marked by a sign bearing the words "Tow-Away Zone" as described in paragraph (3) of Code Section 40-6-221 on public or private property may be towed away or caused to be towed away by a proper law enforcement agency or the official security agency of said property at the expense of the owner of the vehicle or, if the vehicle is leased or rented, at the expense of the person responsible for payment on the lease or rental agreement.

(h) A property owner who is required to provide parking places for persons with disabilities shall designate each such place with a sign meeting the applicable requirements specified therefor by paragraph (3) of Code Section 40-6-221 and upon failure so to designate each such parking place for persons with disabilities shall be subject to a fine of \$150.00 for each place which is not so designated; provided, however, that the fine will be waived if the required designation is made within 14 days from the date of citation. If that property owner fails or refuses to designate properly the parking places for persons with disabilities within such 14 days, the property owner shall, on the fifteenth day after receiving the citation, be subject to the \$150.00 fine for each place and an additional \$5.00 fine for each place for each day that the owner fails to comply with provisions of this subsection until the places are properly designated. All fines assessed under this subsection shall be paid into the treasury of the city or county issuing the citation against the owner.

Notes

Citation issued for parking in a handicap space.

Resolution:

Chronology

Type	Completed	Created	Officer
CITATION ISSUED	11-06-2023	11-06-2023	Keith Dampier #109

I issued a citation and attached it to the windshield of a 2007 Toyota Corolla, Ga. tag SBY0663, register to a Mr. Bond. The citation was for the vehicle improperly parked in a handicap parking space. The parking ticket number is 0016603. While on site I spoke with Mr. Bond and we discussed the violation and remedies. The date of the incident was November 4, 2023, at 830 am.

PHOTO DOCUMENTATION	11-06-2023	11-06-2023	Keith Dampier #109
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See the photographs attached

Memos

People

OWNER	BOND ALPHA WALLACE	9042280009
WRITEMRBOND@YAHOO.COM	6011 WESTERN HILLS DR, NORCROSS, GA 30071-3483	



Case Activity Report
CED2025-01789
 Property Maintenance (Grass/Weeds)
 6011 Western Hills Dr, Norcross, GA
 30071, USA

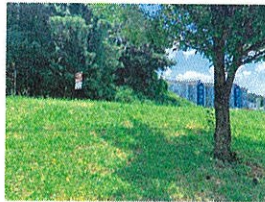


Case Opened: 06-24-2025

Case Details

Type	PROPERTY MAINTENANCE	SubType	GRASS/WEEDS/SHRUB
Relative Location	Parcel	Status	COMPLIANCE/CE
Parcel ID	6223 053	Officer	Gabriela Sanchez #427
Zoning	C1-NBHD Business		
Alt Adress			

Photographs



Violations

26-58 (b): Clean - Maintain Property/Grass-Vegetation
Compliance Status: COMPLIANCE
Compliance Date: Jul 28, 2025

Property Contains one or more of the following excessive growth of noxious grass, weeds greater than eight (8) inches and/or vegetation

Notes

(7/28/2025 06:20 PM gabriela.sanchez@norcrosspd.com)

Resolution:

Chronology

Type	Completed	Created	Officer
WARNING NOTICE	06-24-2025	06-24-2025	Gabriela Sanchez #427

On Tuesday, 6/24/2025, while on active patrol, I observed some tall grass/weeds that could have been taken care over the weekend at 6011 Western Hills Dr.

A warning notice was written out and placed on the front door of the home, due to no one answering the door.

See photos attached to the report.

REINSPECTION	07-28-2025	06-24-2025	Gabriela Sanchez #427
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This case is closed, compliance was met at appropriate timing.

Memos

People

OWNER

BOND ALPHA
WALLACE

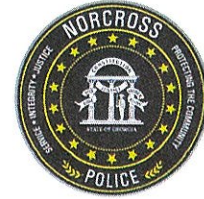
9042280009

WRITEMRBOND@YAHOO.COM

6011 WESTERN HILLS DR, NORCROSS, GA
30071-3483



Case Activity Report
CED2025-01883
 BL Renewal - Western Hills Acupuncture
 6011 Western Hills Dr, Norcross, GA
 30071, USA



Case Opened: 06-30-2025

Case Details

Type	LICENSE	SubType	BUSINESS LICENSE EXPIRED/RENEWAL
Relative Location	Parcel	Status	CLOSED - SEE NOTES
Parcel ID	6223 053	Officer	Gabriela Sanchez #427
Zoning	C1-NBHD Business		
Alt Adress			

Photographs
Violations

4-91: Expiration, renewal.
Compliance Status: SEE CASE NOTES
Compliance Date: Jun 30, 2025

(a)All licenses granted under this division shall expire on December 31 of each year. Licensees who desire to renew their license shall file application with the requisite business tax and fees heretofore provided in this Code with the General Government Administration Department on the form provided for renewal of the license by December 31 for the ensuing year. Applications for renewal must be filed on or before December 31 of each year, otherwise no renewal license shall be granted and an application for renewal shall be treated as an initial application and the applicant shall be required to comply with all rules and regulations for the granting of licenses as if no previous license had been held.

(b)No license shall be renewed where the licensee commits any act in violation of federal, state or local laws or ordinances, or does anything else that would disqualify the licensee on an original license application; nor shall any license be renewed where a licensee cannot qualify and meet all requirements as provided in an original application.

(c)No license shall be renewed where any license fees have not been paid.

Notes

Resolution:

Chronology

Type	Completed	Created	Officer
COMPLAINT RECEIVED	06-30-2025	06-30-2025	Gabriela Sanchez #427
On 6/25/2025, a list of business licenses that have not renewed came out by Mrs. Jessica Stephens.			
NOTE	06-30-2025	06-30-2025	Gabriela Sanchez #427

At this time, this building is currently vacant.

BL: 08840 can be terminated.

BL: 09548 can be terminated.

Nothing further.

Memos

People

OWNER

BOND ALPHA
WALLACE

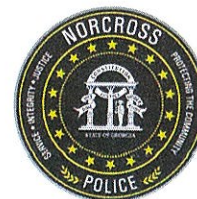
9042280009

WRITEMRBOND@YAHOO.COM

6011 WESTERN HILLS DR, NORCROSS, GA
30071-3483



Case Activity Report
CED2025-02590
 Property Maintenance (Grass/Weeds)
 6011 Western Hills Dr, Norcross, GA
 30071, USA



Case Opened: 08-21-2025

Case Details

Type	PROPERTY MAINTENANCE	SubType	GRASS/WEEDS/SHRUB
Relative Location	Parcel	Status	COMPLIANCE/CE
Parcel ID	6223 053	Officer	Gabriela Sanchez #427
Zoning	C1-NBHD Business		
Alt Adress			

Photographs



Violations

26-58 (b): Clean - Maintain Property/Grass-Vegetation
 Compliance Status: COMPLIANCE
 Compliance Date: Aug 25, 2025

Property Contains one or more of the following excessive growth of noxious grass, weeds greater than eight (8) inches and/or vegetation

Notes

(8/25/2025 04:37 PM gabriela.sanchez@norcrosspd.com)

Resolution:

Chronology

Type	Completed	Created	Officer
INITIAL INSPECTION	08-21-2025	08-21-2025	Gabriela Sanchez #427

On 8/21/2025, while on active patrol, I observed overgrown grass/weeds on the property of 6011 Western Hills Drive. The premise appears to be vacant, I did observe a For Rent sign.

I will be calling the number on the sign.
 See photos attached.

VERBAL WARNING	08-21-2025	08-21-2025	Gabriela Sanchez #427
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On 8/21/2025 I made contact with Lizette (404-437-2780), she advised it was suppose to be on the schedule but would get with her people to get it checked out. She did advise she would get it done as soon as possible.

REINSPECTION	08-25-2025	08-21-2025	Gabriela Sanchez #427
--------------	------------	------------	-----------------------

On 8/25/2025, I conducted a re-inspection of the property.

The overgrown grass/weeds have been mowed, compliance met.

Memos
People

OWNER

BOND ALPHA
WALLACE

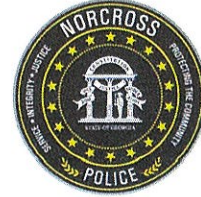
9042280009

WRITEMRBOND@YAHOO.COM

6011 WESTERN HILLS DR, NORCROSS, GA
30071-3483



Case Activity Report
CED2025-03760
 No Business License
 6011 Western Hills Dr, Norcross, GA
 30071, USA

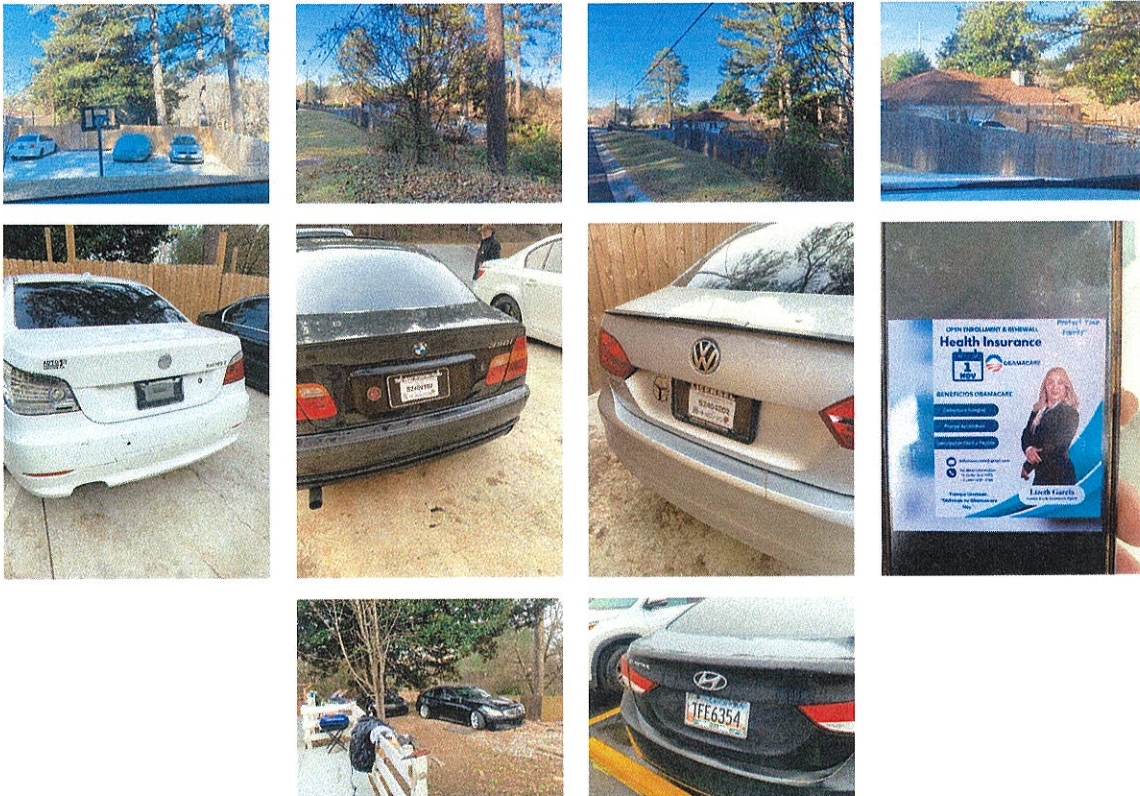


Case Opened: 12-17-2025

Case Details

Type	ZONING	SubType	
Relative Location	Parcel	Status	CLOSED - SEE NOTES
Parcel ID	6223 053	Officer	ronnie.shakir@norcrosspd.com
Zoning	C1-NBHD Business		
Alt Adress			

Photographs



**Violations
 Chronology**

Type	Completed	Created	Officer
BUILDING OFFICIAL	12-17-2025	12-17-2025	Gabriela Sanchez #427

On 12/17/2025, Gary (building inspector) and my unit went out to investigate the property of 6011 Western Hills Dr. Upon arrival, we observed several vehicle with no tags or expired tags.

We were able to see that in the rear there was a door, we knocked on the door and a female came out stating she lives on the property. She did advise other people did leave on the property as well and that the owner was trying to rent out the front portion of the property to a business.

This is zoned OI meaning, this would be office space and not residential without a specials use permit.

See photos attached to the property.

EMAIL 01-15-2026 01-15-2026 Gabriela Sanchez #427

See email attached to the report.

Memos

People

OWNER

BOND ALPHA
WALLACE

9042280009

WRITEMRBOND@YAHOO.COM

6011 WESTERN HILLS DR, NORCROSS, GA
30071-3483



Certificate of Mailing — Firm

Name and Address of Sender JSL properties management 600 Woster hill Dr NORCROSS, GA 30071	TOTAL NO. of Pieces Listed by Sender 6	TOTAL NO. of Pieces Received at Post Office™ 6	Affix Stamp Here Postmark with Date of Receipt. U.S. POSTAGE PAID NORCROSS, GA 30093 MAY 02 26 AMOUNT \$4.20 S2324P503912-11			
	Postmaster, per (name of receiving employee) W. Khan					



USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	Ho Kong G. N. [Redacted]				
2.	Dontall Infinity wong LLC [Redacted]				
3.	VO Yen [Redacted]				
4.	NORCROSS GA 30071-3902 halimic imikjona d zlatko [Redacted]				
5.	[Redacted] Kee Phila wong Khum masong				
6.	Adenora aden TOKE [Redacted]				





Certificate of Mailing — Firm

Name and Address of Sender
 JSL Properties management
 6011 Wester hill Dr
 NORCROSS, GA 30071


TOTAL NO. of Pieces Listed by Sender
 5

TOTAL NO. of Pieces Received at Post Office™
 5

Affix Stamp Here
 Postmark with Date of Receipt.

U.S. POSTAGE PAID
 NORCROSS, GA 30093
 MAY 02, 26
 AMOUNT
\$3.50
 S2324P503912-11

UNITED STATES POSTAL SERVICE®
 0000

Postmaster, per (name of receiving employee)


USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	Zhen G Chen [Redacted]				
2.	Nguyen Kim [Redacted]				
3.	[Redacted]				
4.	Nguyen Ly Thao [Redacted]				
5.	Doan Vien Quan [Redacted]				
6.	Nguyen Hien Duc [Redacted]				





Certificate of Mailing — Firm


Name and Address of Sender
JSL Properties management
6011 Waster hill Dr
NORCROSS GA 30071

TOTAL NO. of Pieces Listed by Sender
5

TOTAL NO. of Pieces Received at Post Office™
5

Affix Stamp Here
Postmark with Date of Receipt.

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U.S. POSTAGE PAID
NORCROSS, GA
30093
MAY 02, 26
AMOUNT
\$3.50
S2324P503912-11

Postmaster, per (name of receiving employee)


USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	Dear Neigh bor [Redacted]				
2.	major steyon [Redacted]				
3.	[Redacted] Oswell Hospitality LLC				
4.	[Redacted]				
5.	FR 11 SER PROVID. [Redacted]				
6.	Security Core properties LLC [Redacted]				





Certificate of Mailing — Firm

Name and Address of Sender JSL properties management 604 wester hill Dr NORCROSS, GA 30071	TOTAL NO. of Pieces Listed by Sender 6	TOTAL NO. of Pieces Received at Post Office™ 6	Affix Stamp Here Postmark with Date of Receipt. U.S. POSTAGE PAID NORCROSS, GA 30093 MAY 02, 26 AMOUNT \$4.20 S2324P503912-11
	Postmaster, per (name of receiving employee) D. [Signature]		

USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	Rental Infinity Wong L [Redacted]	NORCROSS POST OFFICE MAY - 2 2026 80071			
2.	Le Much G [Redacted]				
3.	Steven B [Redacted]				
4.	KUGYEN H THONG G [Redacted]				
5.	SMITH Barry L [Redacted]				
6.	NGUYEN SMITH [Redacted]				





Certificate of Mailing — Firm

Name and Address of Sender JSL Properties management 6011 Westerhill Dr NORCROSS 1 GA 30071	TOTAL NO. of Pieces Listed by Sender 0	TOTAL NO. of Pieces Received at Post Office™ 6	Affix Stamp Here Postmark with Date of Receipt. U.S. POSTAGE PAID NORCROSS, GA 30093 MAY 02 26 AMOUNT \$4.20 S2324P503912-11
	Postmaster, per (name of receiving employee) 		

USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	Kim Wilson [Redacted]				
2.	Diego Altamirano [Redacted]				
3.	SECURECORE Properties LLC [Redacted]				
4.	Jorge Ezeiza [Redacted]				
5.	MILROY HOSPITALS INC [Redacted]				
6.	City of Norcross [Redacted]				



Name and Address of Sender	TOTAL NO. of Pieces Listed by Sender	TOTAL NO. of Pieces Received at Post Office™	Affix Stamp Here Postmark with Date of Receipt.		
	6	6			
Postmaster, per (name of receiving employee)			 U.S. POSTAGE PAID NORCROSS, GA 30093 MAY 02, 26 AMOUNT \$4.20 S2324P503912-11		
			0000		

USPS® Tracking Number Firm-specific Identifier	Address (Name, Street, City, State, and ZIP Code™)	Postage	Fee	Special Handling	Parcel Airlift
1.	APP HIT Kennedy 				
2.	Redel th thim th 				
3.	Khia Khanc Lawlan 				
4.	Smith Perry L 				
5.	Trade Way and walks home LLC 				
6.	Chaci le ktracta wokuul sarades 				





Mayor: Craig Newton • **Mayor Pro Tem:** Marshall Cheek • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Bruce Gaynor • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Jon Robinson, Finance Director
Elizabeth Simpson, NPAC Chair

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-63

Title: Acceptance and Appropriation of Grant funds for Greetings from Norcross
Amplified! coloring placemats and postcards

CC: Eric Johnson, City Manager

Recommendation: Accept and appropriate \$1,000 received in Grant funds from Gwinnett Creativity Fund for the project Amplified, and reallocate \$2,000 from the approved FY2026 Budget for this project.

Background

NPAC applied for the 2026 Project Grant from Gwinnett Creativity Fund, requesting funding for the Amplified! Project. We are proud to announce that NPAC has been awarded \$2,000 in grant money.

As stipulated by Gwinnett Creativity Fund 2026 Project grant, recipients must cover at least 25% of the project cost. Grant funds are received in 2 parts, ½ immediately and ½ upon completion. NPAC has already received the first \$ 1,000.00 check from GCF.

Amplified! has 2 components: coloring placemats for children and mailable, old-fashioned postcards for visitors. Postcard and placemat design work is being donated by Chris Sanna. Trinity Press in Norcross will provide printing and building services. Crayons will be ordered from Amazon.

NPAC will distribute black-and-white versions of the mural as coloring placemats for children's enjoyment. These placemats, along with crayons, will be available for free to restaurants in Historic Norcross. Supplies permitting, placemats can also be distributed to local elementary schools. This project will also create postcards featuring the image "Greetings from Norcross" on the front and a message and address space on the back. The Greetings from Norcross postcards will be available at the Norcross Welcome Center and strategic retail outlets.

Financial Impact

Council has already approved a budget of \$14,700 for FY2026. NPAC intends to use \$2,000 towards the Norcross Amplified project. No additional financial impact.

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

1. Continues to define Norcross' sense of place
2. Continues to Strengthen Norcross as a Livable, Inclusive, and Safe Environment

Attachments

Proof for the postcards and placemats

Budget Amendment

Update

Finance Department Budget Adjustment Entry

	Purpose: Appropriate Grant funds received for Amplified Norcross project		
	Item Number: 2026-051826NPAC1		
	Effective Date: 6/1/2026		
Description	Account Number	Increase/Debit	Decrease/Credit
NPAC - Professional Services: Other	100-5.1519.521305	2,000	
Grants - Private Sources	100-371100		2,000
	Totals	2,000	2,000



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AGENDA REPORT

To: Mayor and Council

From: Elizabeth Simpson, NPAC Chair
Jon Robinson, Finance Director

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-151

Title: Approval of a Norcross Forever Stamp Collection project

CC: Eric Johnson, City Manager

Recommendation: Approve the Norcross Forever Stamps & Stamp Books for distribution by local retailers and at Norcross Welcome Center.

Background

Themed light box vinyl wraps can be found along the corridors of Norcross as well as throughout the city. The NF box wraps were successfully installed on March 31st, 2026, and the feedback has been very positive.

Each of the 10 NF light box wraps have 4 themed images to showcase venues, events, history and culture of Norcross. The NF Stamp Collection Project consists of a customized stamp booklet and a sticker sheet with all 40 themed stamps. Collectors will be guided and encouraged to participate in the stamp-collecting fun.

The stamp sheet and stamp booklet will be pre-bundled for ease of distribution to local businesses and stocking at the Welcome Center. NPAC will distribute these to interested retailers in Norcross, including those along Buford Highway and Beaver Ruin Road. NPAC will post on social media to launch the project, generate awareness, and involve the community.

Financial Impact

The Council has already approved \$14,700 in the FY2026 Budget. NPAC intends to use \$5,000 towards this project. No additional financial impact.

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

1. Continues to define Norcross' sense of place
2. Continues to Strengthen Norcross as a Livable, Inclusive, and Safe Environment

Attachments: Mock-up of stamps and stamp book

NOTICE: THESE ARE NOT U.S. POSTAGE STAMPS. DO NOT USE TO MAIL LETTERS.

Hispanic Heritage



Jazz in the Alley



Thrasher Park



Lillian Webb Park



International Festivals



Pinnacle Park



Filming in Norcross



Norcross Train Station



Norcross High School Art



Splash Pad



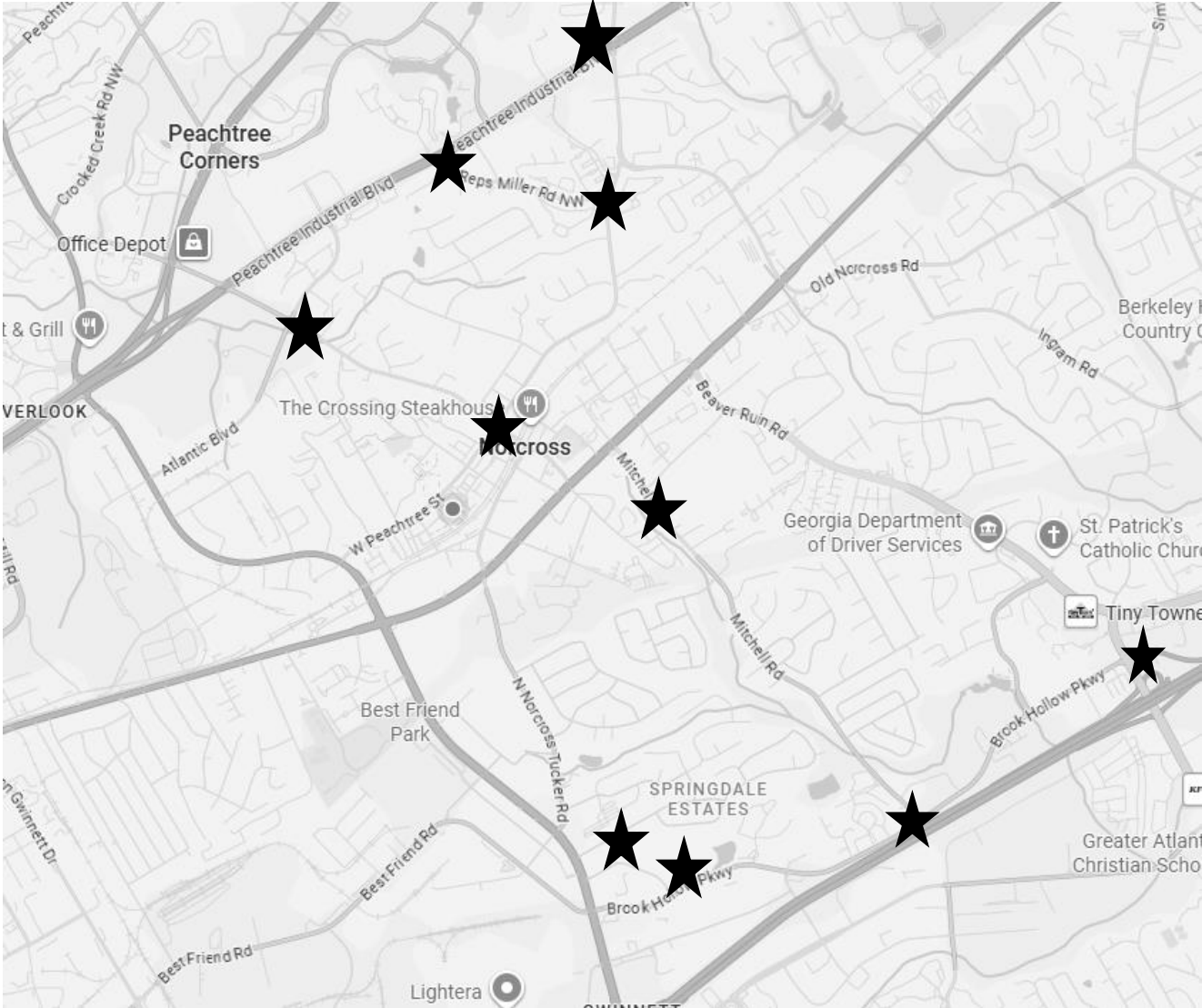
AVISO: ESTAS NO SON ESTAMPILLAS POSTALES DE LOS EE. UU. NO LAS UTILICE PARA ENVIAR CARTAS.

My Stamp Book



**Presented by the
Norcross Public Arts Commission**

Norcross Stamp Boxes Map of Locations



Hispanic Heritage

Norcross embraces the impact and contribution to our city from those of Hispanic Heritage. Almost half of the Norcross population recognize their Hispanic or Latino background. This has been a positive influence within the city through daily life and especially celebrations that include lively salsa rhythms, colorful costumes of traditional folk dances and delicious foods.



Jazz in the Alley

Jazz in the Alley celebrates live music in downtown Historic Norcross. Monthly concerts, featuring talented jazz and blues artists from the Atlanta area, entertain crowds at the Betty Mauldin Park throughout the summer. It's a perfect way to enjoy the warm Norcross evenings!



Thrasher Park

Thrasher Park, located in Historic Norcross is one of the most loved parks in the city. It features an enormous playground for children. The amphitheater is home to live concerts all summer long. The wondering paths host numerous art and trade shows annually. Best of all, it is the perfect place for a picnic with family and friends.



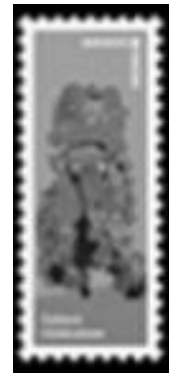
Lillian Webb Park

The Lillian Webb Park is the largest park in Norcross. This two tiered park features a beautiful fountain on the high side and a fun splash pad for children on the lower side. It is the perfect location for graduation photos, family picnics or playing on the wide open green space. In addition, Lillian Webb Park is the home of the annual Fourth of July celebration. Come out and enjoy the Fireworks!



International Festivals

Known as a “Cultural Oasis”, Norcross is considered one of the most ethnically diverse cities in the United States. As a city, we embrace this diversity and celebrate it regularly with a variety of International Festivals. On a regular basis, residents can experience different cultures through their food, music and heritage. This is part of what makes Norcross unique!



Pinnacle Park

Within our city of Norcross is an amazing getaway called Pinnacle Park. This special park surrounds a serene 3.44 acre pond with a walking trail and places to picnic. Pinnacle Park is also Gwinnett County’s first Arboretum with over 25 different tree specimens. Come check out Pinnacle Park and experience Mother Nature at its finest.



Filming in Norcross

With our small-town charm and beautiful parks, Norcross has become a prime choice for filming movies and television shows. In fact, many studios have chosen to locate nearby in order to take advantage of the variety of locations Norcross offers. So, the next time you are watching an exciting show, keep an eye out for familiar sites. If you are lucky, you might even stumble onto a film set yourself.



Historic Train Depot

As Atlanta grew, Norcross became a destination getaway from the big city. In 1878, a steam passenger train called the “Airline Belle” would regularly carry visitors to our town. While the railroad no longer stops in Norcross, you can still enjoy a meal inside the original train depot (The Crossing Steakhouse) and feel the rumble as the train rushes past!



Splash Pad Fun

One of the best ways to spend a hot summer afternoon is at the Splash Pad located in Lillian Webb Park. You will find children of all ages enjoying the refreshing water jets and playing, while their parents enjoy the cool shade. So, gather the family, bring your towels and come have fun, while staying cool!



Norcross High School Art

Norcross supports Art as a vital part of our community. You will find great opportunities to interact with art whether it is attending the Art Splash Festival in the fall, strolling through the Norcross Gallery & Studios or experiencing art at the High School Art Shows. As an extension of the Norcross commitment to art, we are proud to present the Student Art box to encourage student creativity and showcase their amazing talents!



Stamp Boxes that I have found!

- Hispanic Heritage**
- Jazz in the Alley**
- Thrasher Park**
- Lillian Webb Park**
- International Festivals**
- Pinnacle Park**
- Filming in Norcross**
- Historic Train Depot**
- Splash Pad Fun**
- Norcross High School Art**



Mayor: Craig Newton • **Mayor Pro Tem:** Marshall Cheek • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Bruce Gaynor • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Elizabeth Simpson, Norcross Public Arts Commission

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2025-358

Title: Adoption of the Norcross Public Arts Commission Bylaws

CC: Eric Johnson, City Manager

Recommendation

Adopt the proposed Norcross Public Arts Commission (NPAC) Bylaws, establishing the commission’s operational structure, membership procedures, internal governance, and responsibilities consistent with municipal policies and City Charter authority.

Background

The Norcross Public Arts Commission (NPAC) was established by Mayor and Council under the governing authority provided in Section 3.11 of the City Charter, which permits the creation of municipal boards and commissions and authorizes the adoption of bylaws, rules, and procedures necessary for their operation. NPAC supports arts programming, advances public art planning initiatives, facilitates community partnerships, and enhances cultural engagement within the City of Norcross.

As NPAC’s activities and community engagement efforts have expanded, the need for formally approved bylaws has been identified to ensure consistent governance, operational clarity, transparency, and alignment with established municipal practices. The proposed bylaws elaborate and formalize NPAC’s existing structure by defining membership procedures, officer roles and terms, internal governance expectations, and financial oversight requirements that align with City administrative processes and municipal budget controls.

The bylaws were drafted in collaboration with City staff and NPAC to reflect the commission’s current operational needs and were sent to Legal for review to ensure consistency with the City Charter and the structural framework used for other advisory commissions under the City Code. Following internal review, NPAC has recommended adoption by Mayor and Council.

Financial Impact

N/A

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

1. Continues to define Norcross’ sense of place
6. Furthers the City’s Tradition of Strong Leadership and High Level of Quality Services

Attachments

Proposed NPAC Bylaws

BYLAWS OF THE NORCROSS PUBLIC ARTS COMMISSION

In accordance with Charter Section 3.11 and City Ordinance Section 2-151, these Bylaws are approved by the Norcross Public Arts Commission and adopted by the Mayor and Council.

ARTICLE 1. - NAME

The name of the Commission shall be the “Norcross Public Arts Commission (NPAC).”

ARTICLE 2. – PURPOSE, DUTIES AND RESPONSIBILITIES

Pursuant to City of Norcross Ordinance No. 08-2019, & II, 6-3-2019, the purpose, duties and responsibilities of the Commission shall be as follows:

1. To cultivate a growing, creative arts community and to promote the development of neighboring cultural resources;
2. To seek funding from public and private donations as well as available grants to promote growth and interest in public arts;
3. To review, develop and make recommendations to the mayor and council for the placement of all permanent art in public areas, including parks, buildings, streets and parking lots;
4. To review, develop and make recommendations to the mayor and council for public arts events in the city and;
5. To develop and maintain a “Master Arts Plan”, garner public comment and present for approval to the mayor and council, and;
6. To prepare and present a budget for its operation to the mayor and council 60 days prior to the beginning of each fiscal year.

ARTICLE 3. VOTING MEMBERS, MEMBERSHIP, AND TERMS

1. All members of the commission shall be appointed by the Mayor and Council by resolution under the following terms.
2. Commission Composition. The Commission shall consist of up to seven members, of which a minimum of four members shall be citizens of the city.
3. Member Appointment. Member Appointment shall follow the process outlined in the City’s Boards, Commissions, and Authorities (BCA) Manual, including submission and review of an application and video, followed by a recommendation from the Board Chair to the Mayor and Council for

consideration and appointment. In the event a recommended applicant is not approved by the Mayor and Council, the resulting vacancy shall be filled through the standard appointment process outlined in the BCA Manual prior to December 1.

4. Reappointments. Members whose terms are set to expire and who wish to be considered for an additional term must notify the Commission by September 1 of the year that their term concludes and must complete the City of Norcross Reappointment Application by the deadline that is established by the City Clerk's office. The Chair will gather feedback from Members before submitting appointment recommendations to the Mayor and Council.
5. Board Member Resignation. In the event of a premature member position vacancy, the Chair will recommend to the Mayor and Council a new succeeding Commission Member who will complete the departing Member's term. The resulting vacancy will be filled through the standard appointment process.
6. Member Terms – One term shall be defined as a full three-year period of service, unless a member is appointed to complete an unexpired term.
7. Member Absences. Attendance requirements for Members shall follow the policy outlined in the City of Norcross Boards, Commissions and Authorities (BCA) Manual. Specifically, if a Member is absent from three scheduled meetings during a twelve-month period, the Chair will review the absences with the Member and present a recommendation to the Mayor and Council as necessary. Only the Mayor and Council may remove a Member from office. The resulting vacancy will be filled through the standard appointment process.
8. Compensation. Compensation for Norcross Boards and Commissions shall be provided in accordance with the compensation schedule adopted and maintained by the City. Acceptance of compensation is optional. Checks will be mailed to the address provided on the member's application at the end of the year.
9. Reimbursable Expenses. A Commission member may only be reimbursed for expenses incurred on behalf of the Commission if the expense has been requested and approved by the budget holder, the City Clerk.

ARTICLE 4. OFFICERS

1. Election of Officers. Officers shall be elected by a majority vote of the Commission. One Member shall be elected annually to serve as Chairperson of the Commission; elect one Member annually to serve as Vice-Chair, one Member to serve as Treasurer for a two-year term; and one Member to serve as Secretary for a two-year term. The Vice-Chair, Secretary and Treasurer may hold more than one office, not including the Office of Chair. Refer to Code sec 3.11 (i) Except as otherwise provided by City Charter or by law, each board, commission or authority of the city government shall elect one (1) of its members as chairman and one (1) member as vice chairman for terms of one (1) year, and may elect as its secretary an employee of the city. Officers may serve no more than two full, consecutive terms in the same officer position.
2. Officer Terms. Officer terms begin December 1st the year of their election. In the event an officer, for any reason, is unable to complete their term, the Commission will elect a replacement Commission member to complete that officer's term.
3. Duties of the Chairperson. The Chairperson shall lead all meetings of the Commission and shall also function as the chief executive officer of the Commission. He or she shall be the principal spokesperson of the Commission and have general and active management of the operation of the Commission. The Chairperson shall be responsible for the administration of the Commission and general and active management of the financial affairs of the Commission, and shall execute contracts in the name and on behalf of the Commission.
4. The Chairperson shall have signatory authority on all resolutions and other instruments that the Commission is authorized to execute, unless otherwise directed by the Commission. In the event the Chairperson is unavailable, the Vice Chairperson may execute such resolutions or instruments on behalf of the Commission, consistent with applicable City policies and procedures.
5. Vice Chairperson. The Vice Chairperson shall have all of the powers assigned to the Chairperson if the Chairperson is unavailable to discharge the duties customarily and usually held and performed by the Chairperson.
6. Secretary. The Secretary shall issue agendas and minutes of all meetings of the Commission, have charge of the minutes books and document

archives, and perform such other duties and have such other powers as may from time to time be delegated to him or her by the Chairperson or the Commission.

7. Treasurer. The Treasurer shall at all times, in conjunction with the Staff Liaison, maintain records of the Commission's receipts, disbursements, and related financial activities, and shall present a report of the same at each meeting of the Commission.
8. Officer Removal. Any officer may be removed from their position as an officer at any time by a majority vote of the Commission, and such vacancy may be filled by the Commission.
9. Officer Absences. Any officer who misses two (2) consecutive monthly meetings will be automatically removed from their position as an officer, and such vacancy may be filled by the Commission.

ARTICLE 5 MEETINGS

1. Regular Meetings. Unless notified otherwise, regular meetings of the Commission shall be held on the fourth (4th) Tuesday of each month at 6:30 p.m., or at such other time and place as determined by the Chairperson, provided that any changes are properly noticed in accordance with applicable law and City policy
2. Special Meetings: Special meetings of the Commission may be called at any time by the Chairperson. In addition to the foregoing, the Chairperson shall call a special meeting at the written request of two (2) or more Members of the Commission. All special meetings must be held in accordance with the notice and agenda requirements of the Georgia Open Meetings Act. At least 24 hours' notice to the public is required for a special-called meeting.
3. Quorum: A majority of Commission Members appointed to office shall constitute a quorum for the transaction of business at any meeting of the Commission.
4. Rules of Order. The Commission will conduct its meetings using Robert's Rules of Order parliamentary procedures.

ARTICLE 6 ADVISORS TO THE COMMISSION

1. The Commission may from time to time appoint individuals to serve as Advisory Members to provide the Commission with professional advice and strategic thinking in the Public Arts arena. Advisory Members should have distinctive knowledge on different aspects of Public Arts that are of use to the Commission, such as fundraising, planning, trends, artists, and techniques. Advisory Members will not vote on Commission issues, nor are they required to attend meetings.

ARTICLE 7 CONFLICT OF INTEREST

1. Conflicts of Interest. Officers and members shall comply with the Norcross Code of Ord. Article VIII, and the Code of Ethics (Sec. 2 – 300 through 309).
2. NPAC Members, associates and Advisors shall manage conflict of interest to alleviate competing interests to prevent any actual or perceived impropriety or undue influence in selecting art, artists, concepts, designs, installations, etc.
3. Members are prohibited from serving as original or contributing artists on public art projects, in order to avoid any actual or perceived conflict of interest. Members may assist with the installation of public art projects in a volunteer capacity, but shall not serve as the work's designer or original creator.
4. Members shall not use their position on the Commission to consistently promote or advocate for work of a particular artist, vendor or concept. This provision does not limit the Commission's authority to utilize City approved vendors or partner organizations through approved City channels. (Examples: schools, galleries, City marketing firm, etc.)

ARTICLE 8 MISCELLANEOUS PROVISIONS

1. Conflict of Laws. In the event that anything contained herein conflicts with the City Charter, any ordinance or policy of the City of Norcross, or any law of the State of Georgia, the Charter, ordinance, policy, or state law shall control.
2. Legal Counsel. Legal counsel for the Commission shall be provided in accordance with applicable City policies and procedures.

3. All official communication for the Commission shall be conducted through the staff liaison.
4. Amendment of Bylaws. These Bylaws may be amended by the affirmative vote of a majority of the members of the Commission appointed to office, provided that such amendment shall have first been presented to the membership in writing at a regular or special meeting preceding the meeting at which the vote is taken. Any amendment adopted by the Commission shall be subject to approval by the Mayor and Council before taking effect.

DRAFT



Mayor: Craig Newton • Mayor Pro Tem: Bruce Gaynor • Councilmember: Andrew Hixson • Councilmember: Josh Bare
Councilmember: Matt Myers • Councilmember: Marshall Cheek • City Manager: Eric Johnson • City Clerk: Monique Philip

AGENDA REPORT

To: Mayor and Council
From: Paul Sumner, Chair, Norcross Discovery Garden Park Board
Meeting Date: May 18, 2026 – Policy Work Session (PWS)
Item No.: 2026-179
Title: Consideration of Repurposing the Former Welcome Center
CC: Eric Johnson, City Manager

Recommendation

Proposal to consider repurposing the prior Welcome Center on Lawrenceville Street, currently housing City HR staff, to a small gathering place for Norcross upon availability.

Background

A high-level visionary proposal addressing the community interest and need for welcoming community gathering places (based on Comprehensive Plan Surveys and community voices). These spaces, ranging from parks to community centers, act as hubs that build trust, encourage interaction, and improve the overall quality of life for residents while serving as "the glue" for local neighborhoods, providing essential infrastructure that builds a stronger sense of community identity, similar to the well-known "Public House" historically common in New England, however, without the ale.

Financial Impact

Minimal impact with rough estimation under \$10,000

Consistent with the Comprehensive Plan? (If applicable, please select which goal applies.)

1. Continues to define Norcross' sense of place
2. Continues to Strengthen Norcross as a Livable, Inclusive, and Safe Environment
4. Maintains a Vibrant Economy and Continue to Facilitate Job Growth
6. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services

Attachments

Slide Presentation – Welcome House v2.pptx 03/13/2026



NORCROSS OLD WELCOME CENTER

VISION FROM 10,000 FEET

VISION FROM 10,000 FEET

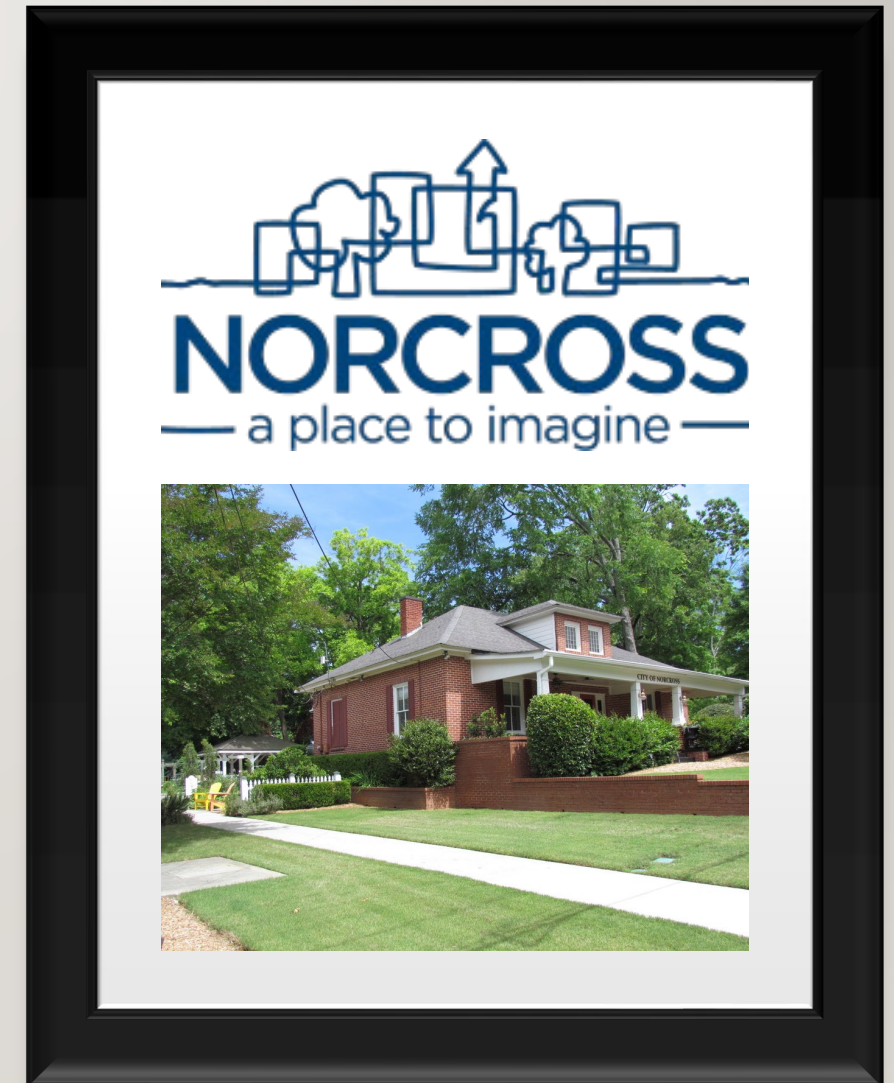
STREET VIEW



- Previous Norcross Welcome Center
- Streetside Welcome Center Sign Remains
- Converted to City HR Offices
- Always locked
- Under Utilized
- Beautiful & Charming Historic House
- Inviting Porch
- Adjacent To Community Garden Park (DGP)

10,000 FOOT VIEW – THE VISION (THE WHY)

- Citizens Desire More Gathering Places
 - (Comprehensive Plan Surveys)
- Current community spaces are large, costly, impersonal and not geared for smaller group socialization or gatherings (e.g., a Public House without the Ale)
- A community meeting and gathering place focuses on fostering a sense of inviting, belonging, warmth, and inclusivity for the community



VISION FROM 10,000 FEET

(THE WHY)

- Community meeting and gathering spaces serve as the "heart" of a town, providing vital value by fostering social connections, enhancing mental well-being, supporting local culture, and strengthening economic resilience.
- These spaces-ranging from parks to community centers-act as hubs that build trust, encourage interaction, and improve the overall quality of life for residents
- These spaces act as "the glue" for local neighborhoods, providing essential infrastructure that builds a stronger sense of community identity

VISION FROM 10,000 FEET

IMAGINE *THE GATHERING HOUSE*

- Open, Warm & Inviting Place for residents to feel comfortably connected
- Exhibiting Norcross Arts, Sustainability, Trees, Parks, Organic Gardening
- Bridging Community Cultures
- Gathering Place for residents to meet new friends, dine together, network
- Small space for youth groups, schools, scouting, boards, to have meetings and activities
- Rental venue for small events
- Provides venues rental revenue for simultaneous events



VISION FROM 10,000 FEET

IMAGINE THE GATHERING HOUSE



For youth groups, schools, scouting, Boards, to have meetings and activities



For learning, education, workshops as painting, gardening, conservation, photography



Garden to Table Social Events



Wedding Rehearsal Dining & Photography



Place for youth group fund raising, co-op market baskets,



Imagine High School Concertos



Connection to the Discovery Gardens and Amenities (Pavilion, grills, fire pit, field)



**VISION FROM
10,000 FEET**

**IMAGINE THE
GATHERING HOUSE**

- Considerations/ Investments
 - Minimal Renovations
 - Kitchen Restoration (Countertop, Sink, Catering Center)
 - New Signage (Fascia, Curbside)
 - Management
 - Event Bookings (Rectory Management)
 - Security Access
 - Calendar Maintenance
 - Maintenance
 - Public Works (Physical)
 - Cleaning



VISION FROM
10,000 FEET

IMAGINE *THE*
GATHERING
HOUSE

- Thank – You
- Questions ?



Mayor: Craig Newton • Mayor Pro Tem: Bruce Gaynor • Councilmember: Andrew Hixson • Councilmember: Josh Bare
Councilmember: Matt Myers • Councilmember: Marshall Cheek • City Manager: Eric Johnson • City Clerk: Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Andre Gima, Chief Information Officer, IT Department

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-180

Title: AT&T Switched Ethernet on-Demand (ASEoD)

CC: Eric Johnson, City Manager

Recommendation

Approval of the proposed AT&T ASEoD platform for the City of Norcross, which will provide increased internet bandwidth, network security, and failover for the entire city's internet network infrastructure.

Background

The ASEoD will provide 100% backup for all of the City of Norcross's physical locations where the city's network is currently present. This platform will allow the IT department to gauge the amount of bandwidth needed to mitigate potential latency by throttling bandwidth up or down as needed. The ASEoD will be the platform to provide complete failover for the internet connection provided to Norcross's new Public Safety Building. The ASEoD will also provide adequate bandwidth to the co-location to offset any latency and/or jitter when backing up data from City Hall to the co-location.

Financial Impact

The financial impact will be \$2019.04 per month over a 60-month period, totaling \$121,142.40.

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

6. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services
 - 6-7 Use technology to simplify and expedite city applications and processes for community members

Attachments

AT&T Price Quote

CURRENT DATA SERVICE				
Current service	Monthly Cost			
250M ADI – internet access + managed router	1,165.00			
500M ADI – internet access + managed router	1,152.75			
50M ADI – internet access + managed router	590.85			
250M ADI – internet access + managed router	519.60			
Total Current Cost	3,428.20			
Total Proposed Cost	2,019.04			
Total Savings	1,350.16			
PROPOSED ONGOING SERVICE				
AT&T Switched Ethernet on Demand				
Service Components	MRC	NRC	Qty	MRC Total
1G Port	\$189.76	\$150	1	\$189.76
Access (100M Non Cri. High)	\$295.26	**	1	\$295.26
IEVC	\$75.00			\$75.00
Base Monthly Rate Total*				\$560.02
Service Address: 6025 Buford Highway Georgia 30071				
AT&T Switched Ethernet on Demand				
Service Components	MRC	NRC	Qty	MRC Total
1G Port	\$189.76	\$150	1	\$189.76
Access (250M Non Cri. High)	\$494.25	**	1	\$494.25
EVC*	\$75.00			\$75.00
Base Monthly Rate Total*				\$759.01
Service Address : COLO 1130 Powers Ferry Place, Marietta, (
AT&T Switched Ethernet on Demand				
Service Components	MRC	NRC	Qty	MRC Total
1G Port	\$189.76	\$150	1	\$189.76
Access (250M Non Cri. High)	\$494.25	**	1	\$494.25
EVC*	\$75.00			\$75.00
Base Monthly Rate Total*				\$759.01
Total Base Monthly Rate*				\$2,019.04



Mayor: Craig Newton • **Mayor Pro Tem:** Marshall Cheek • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Bruce Gaynor • **City Manager:** Eric Johnson • **City Clerk:** Monique Phillip

AGENDA REPORT

To: Mayor and Council
From: Andre Gima, Chief Information Officer
Meeting Date: May 18, 2026 – Policy Work Session (PWS)
Item No.: 2026-181
Title: AT&T Hosted Voice Services
CC: Eric Johnson, City Manager

Recommendation

Approval of a city-wide uniform communication platform.

Background

The AT&T HVS platform will provide complete cloud-based telecommunication services, including a combination of soft phones, virtual phone extensions, and physical phones. The AT&T HVS platform will provide complete redundancy for Norcross's telecommunication platform, including the e911 Dispatch Department for our new Public Safety Building. The AT&T HVS platform will also offer Norcross the ability to have 100% failovers and redundancy for all extensions by working in conjunction with the already established AT&T FirstNet as a backup to this platform. This will include replacement of current AT&T PSAP admin 911 telephone lines that were separate from the previous telecommunication monthly invoice.

Financial Impact

The financial impact will total \$48,695.50 over a 36-month period.

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

6. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services
 - 6-7 Use technology to simplify and expedite city applications and processes for community members.

Attachments

AT&T Hosted Voice Service Proposal
Proposed ATT Unified Communication Systems



Hosted Voice Services Proposal For City of Norcross



Preparer: S K Jaswal
Title: IS Engagement Manager
AT&T Integrated Solutions
Email: sj1462@att.com
eGBS:438180

Date: 5/12/2026

AT&T Hosted Voice Services Budgetary Proposal

INTRODUCTION

AT&T is pleased to respond to City of Norcross ("Customer") request for quote for equipment and services specified in our proposal. The information supplied herein is proprietary to AT&T and is furnished solely for the internal business use of the Customer. The information presented herein shall not be disclosed outside of Customer's business and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this Response, without the express written consent of AT&T. Any existing Non-Disclosure Agreement between Customer and AT&T governs this response. Any changes, additions or deletions to the products, services, quantities, revenue commitments, or term of the proposed arrangement may result in changes to the rates, discounts, credits or other terms contained in this proposal. Pricing contained in this proposal is budgetary in nature and based upon preliminary information and assumptions which would require verification with an authorized Customer contact. For the price(s) quoted herein, AT&T will provide only the services specifically listed in this response. Any additional equipment or services beyond those listed herein would necessitate a supplementary response, and supplementary charges, from AT&T.

This proposal does not constitute an offer to contract or an acceptance of Customer requirements or terms and conditions, notwithstanding any provisions to the contrary stated in any Customer requirement documents. Unless otherwise specified in writing by AT&T, this proposal shall expire within sixty (60) days of the date sub-mitted to Customer. Each party may withdraw from discussions relating to this proposal at any time without liability or further obligation to the other party. Submission of this proposal does not obligate either party to enter a contract of any kind, create legal obligations on the part of either party or obligate either party to pay expenses incurred by the other party.

Additionally, this response and any pricing provided are subject to the terms and conditions of any Master Agreement currently in place between Customer and AT&T. Any agreement between the parties must be in writing and signed by both parties.

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AT&T Hosted Voice Services Budgetary Proposal

Overview

AT&T is pleased to provide City of Norcross (Customer) with a Hosted Voice Service (HVS) that is a fully hosted, network-based Voice over IP (VoIP) service that delivers enhanced communications tools over AT&T's industry's leading global IP network. At the core of the AT&T Hosted Voice Service (AT&T HVS) solution is visionary architecture. This architecture sets the stage for voice as an application in the customer "cloud" and provides an open standards-based, highly resilient, and easily managed software suite, capable of elegantly scaling to match the growth of any institution. AT&T HVS is deployed on industry standard server platforms, in a centralized architecture. What this means is that Unified Communication and associated services are delivered to users just like any other Information Technology (IT) application. This is significant in providing a lower total cost of ownership (TCO) by lowering implementation, operating, support and maintenance costs. Like other customer IT applications, "voice" is no longer dependent on the endpoint but only access to the core network. Consider an environment with no more proprietary line cards, trunk cards and endpoints. IT and Telecom managers will enjoy an easy-to-provision and easy-to-manage solution that is extensible with many 3rd party applications, including billing solutions, soft clients, mobility applications and Microsoft Teams. When compared to legacy/hybrid solutions, AT&T HVS offers a solution with considerably lower power requirements and a green footprint.

In addition to offering a converged environment, AT&T HVS addresses an additional set of problems inherent in managing phone systems. User control and configuration is provided via a standard web portal that augments basic phone functionality to make existing services (for example, conference calling and call forwarding) easier to use, and new services easier to deploy. For example, a user can selectively forward calls from an office phone to a cell phone with a few clicks on a web page, etc.

When interfacing with access equipment, AT&T HVS uses the Session Initiation Protocol (SIP). This allows customers to choose from a broad range of standards-based phones, terminals, gateways and peripherals that best meet their budget and end-user requirements. Gone are also proprietary protocols that necessitate purchasing non-standard equipment at a premium and being trapped in a vendor's proprietary licensing practices. Finally, customer can choose a communications solution without fear of "vendor lock-in" or "forklift upgrades."

For administrators wanting customization, AT&T HVS is an open services platform, offering a rich set of application programming interfaces that enable real-time computer telephony integration with enterprise applications. Unlike legacy communications platforms, these interfaces leverage simple XML-based transaction models allowing member institutions to rapidly integrate both real-time call control and service management applications.

AT&T HVS embraces the Web2.0 model with a platform that operates on a standards-based, modular architecture using common protocols (such as SIP), open interfaces and architecture (including RESTful, AJAX, XML, VoiceXML, CCXML, Java Script plus more) and scalable, industry-standard hardware. Gone are the proprietary line cards, trunk cards and endpoints of legacy systems. The open environment enables enterprises, as well as third-party service developers, to rapidly introduce new features and launch new applications.

AT&T HVS is a fully integrated proven approach to delivering IP telephony services and enhanced unified communications that allows large institutions to offer advanced communications applications over a Voice over IP (VoIP) network. It offers not only classic PBX and "Centrex-style" services, but also a rich set of enhanced services including unified messaging, fax, text integration, business conferencing and contact center. These services are integrated into a single platform with a common web-enabled end-user interface, eliminating the need to deploy and integrate dedicated communications platforms for each application.

Disaster Proof Reliability

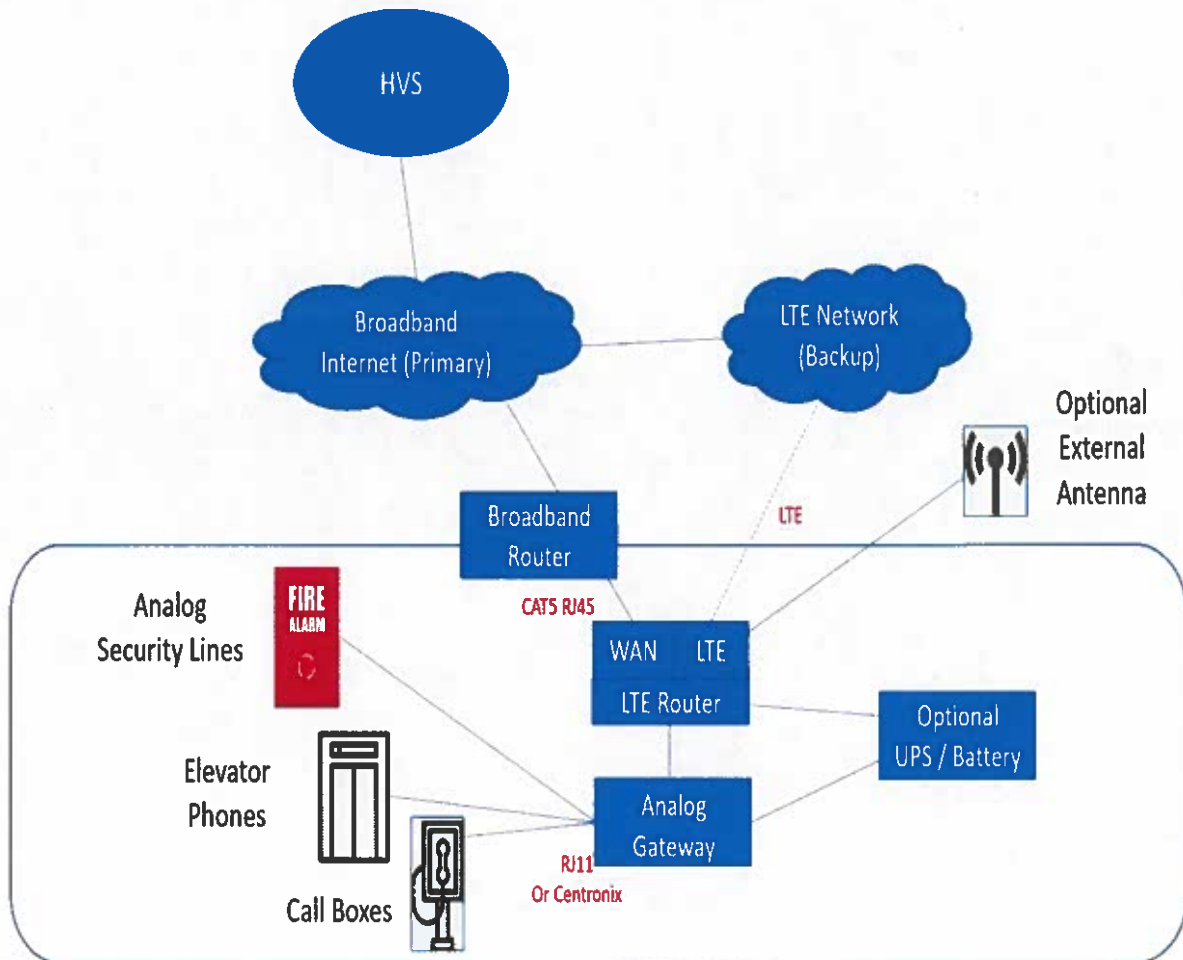
AT&T HVS employs geo-redundant cores in AT&T Central Offices. AT&T Central Offices provide security, network redundancy, power redundancy and resilience. Each HVS core is deployed with full redundancy and maintains operation with any single failure. In addition, each core is provisioned to manage all services with resource sharing. The cores are deployed as Active-Standby. The Active core processes all calls while the Standby core monitors each call. If the Active core experiences a critical outage, the Standby core automatically becomes Active and maintains all calls in place and processes new calls thereafter.

AT&T Hosted Voice Services Budgetary Proposal

Customer sites may deploy multiple network access to the HVS cores via AVPN, ADI, broadband and LTE. SIP phones and routers can be configured to automatically attempt to access these networks for HVS services. Automated call forwarding not reachable of inbound calls can be enabled in case HVS detects that a customer site no longer has network access or power. This not reachable call forwarding can also be reconfigured in real-time by HVS customers.

AT&T HVS High Level Topology Drawing

The following diagram illustrates the AT&T HVS High Level Topology, showcasing the centralized architecture, geo-redundant cores, and integration points for customer premises equipment and legacy devices.



AT&T Hosted Voice Services Budgetary Proposal

Voice Communications

AT&T HVS technology has been proven in the carrier market for nearly a decade, supporting hosted/Cloud VoIP services for large enterprise users. This technology is now cost-effectively available for enterprises as they deploy VoIP services for their employees. The flexibility and ease of administration of the platform makes it an ideal hosted communications system.

One of the strengths of the AT&T HVS solution is the ability to distribute provisioning and administration in a hierarchical fashion.

AT&T HVS will create for each customer an Enterprise at the top level with Groups and optional Departments under it. Once created, privileges for that Enterprise customer will be available on a role-based access control basis. Administrators will be able to create/modify or display their database information based on logins at a Group, Department and/or User level.

Administrators at each level have access to functions and features that are "granted" from the administrator above. At the bottom of the hierarchy, users have the ability, if granted, to control the operation of their own communication functions. Administrators can assign read only permissions or read/write permissions to new or existing users.

HVS's OpEasy Portal

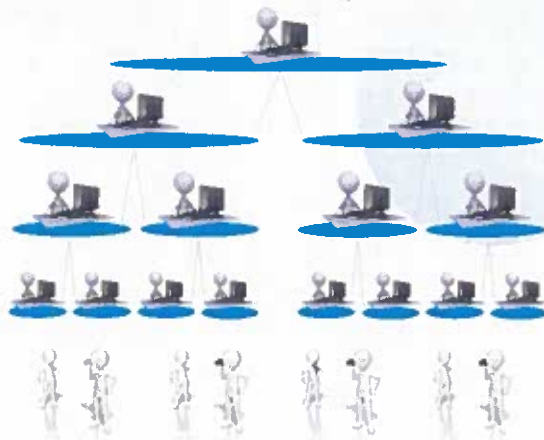


'Enterprise' Level
Manage enterprises, groups,
numbers, services, devices

'Group' Level
Manage departments, groups,
users, numbers, services, devices

'Department' Level
Manage user moves, adds
and changes

'User' Level
Manage user moves, adds and
changes



Each administration level provides unique privilege control for individual administrators

OpEasy is a suite of applications

- Simplified provisioning of 1000s of subs at machine speed
- Bulk provisioning
- Extensive reporting
 - CDR reporting and complex queries
 - Inventory
 - Registrations
 - Licensing
 - Provider Billing feed
- Auto attendant management
- Auto-install of Mitel phones
- Enhanced security for Mitel phones
- Single Sign On via SAML 2.0

AT&T HVS is comprised of core call control platforms and optional customer edge routing proxies. The call control platforms will reside in AT&T owned and operated telecom facilities. Customer edge routing proxies can be co-located at the customer facility, or at one or more customer locations, depending upon network design and delivery architectures.

AT&T HVS has included a survivable service option to allow local calling in the unlikely event all network connectivity is lost to the redundant core locations. The survivable edge device and gateway will allow basic and emergency service until the network outage is restored. This option provides an extra level of redundancy for the architecture.

At each individual location, equipped with a SIP Survivable Gateway, those devices will automatically sense an outage when they can no longer establish a session with either the Primary or Secondary AT&T HVS cores. This causes the SIP Survivable Gateway to go into survivable mode where this device becomes the SIP Proxy for the remote office. If so equipped, the office will then be able to make and receive calls via the local PSTN gateway. The end user will have a sub-set of features while in



AT&T Hosted Voice Services Budgetary Proposal

survivable mode, hold, transfer, conference, basic and emergency calling through the local PSTN gateway, etc.

Voicemail and Unified Messaging

AT&T HVS provides a Unified Messaging solution as an optional feature. Voicemail messages are recorded and played back via the AT&T HVS Media Servers. The actual recorded messages are stored as .wav file attachments to emails. Users can retrieve voicemail through the Telephone User Interface (TUI) or have messages delivered to their corporate email accounts, where messages may be played using their computer's media player.

The Outgoing Message Waiting Indication (MWI) enables AT&T HVS to control the MWI status of users with AT&T HVS voicemail. AT&T HVS supports this service through an outgoing SIP NOTIFY MWI. SMDI is not required for the message waiting light in the AT&T HVS solution.

AT&T HVS can use an email address to send voicemail messages from the user's email account. However, there are many options within a customer's email system to broadcast that single email to multiple recipients (exploder list) It can also send transcriptions of voicemails with the .WAV file to users as an optional service.

AT&T HVS offers optional SMS/MMS service as well. This service can be used to communicate one on one or a one-to-many basis so that SMS becomes a way to broadcast messages. This can be especially useful to educational institutions that want to create a mass emergency notification that there is a danger on campus.

Certification of Third-Party Endpoints

AT&T's HVS solution is designed to support any SIP2.0 compliant hardware. It has been AT&T's experience that some manufacturers have variances in the implementation of the SIP standards. Therefore, AT&T HVS has created a standards certification process that involves two levels. First, we require that a vendor successfully completes the interoperability program, resulting in the development of a Configuration Guide (PCG). Second, AT&T HVS certifies the product in its lab, creating a specific configuration guide based on AT&T HVS's architecture. Once the product has completed AT&T's HVS lab validation, the product then passes alpha and beta testing in the field. Once beta testing is complete, the product is announced as "General Availability (GA)" and is available for sale and deployment. The entire process results in a more stable and supportable product and thereby maintaining customer satisfaction.

Faxing and Analog Device support

AT&T HVS supports T.38 and G.711 for FAX. Faxes are simply retrieved and saved as .tiff attachments. If a user calls in for messages, the user can listen to the FAX header (caller-id information, time, and date information) and direct that FAX to another number (fax machine) where it can be printed. AT&T HVS maintains a wide range of customer premise equipment (CPE) devices such as analog gateways that have passed interoperability testing. AT&T can also offer ATA devices that convert VoIP to standard analog port that traditional fax machines can be plugged into allowing customers to preserve their investment in equipment.

Long Distance Service

Long distance services are inherent in AT&T HVS. AT&T HVS includes unlimited domestic (U.S. mainland only) local and long-distance usage. Support for Hawaii, Alaska and international calling can be provided via additional equipment provisioned with legacy services and an appropriate long-distance or international calling plan. Support for subscribing to a presubscribed long-distance carrier is not supported.

Reporting and Billing Information

The AT&T HVS Customer Data Report (CDR) structure is designed to provide the customer with a simple method to extract information required for call Reporting and Billing reconciliation. Please see the screen below for the list of choices that administrators will have available to them for ease of management.

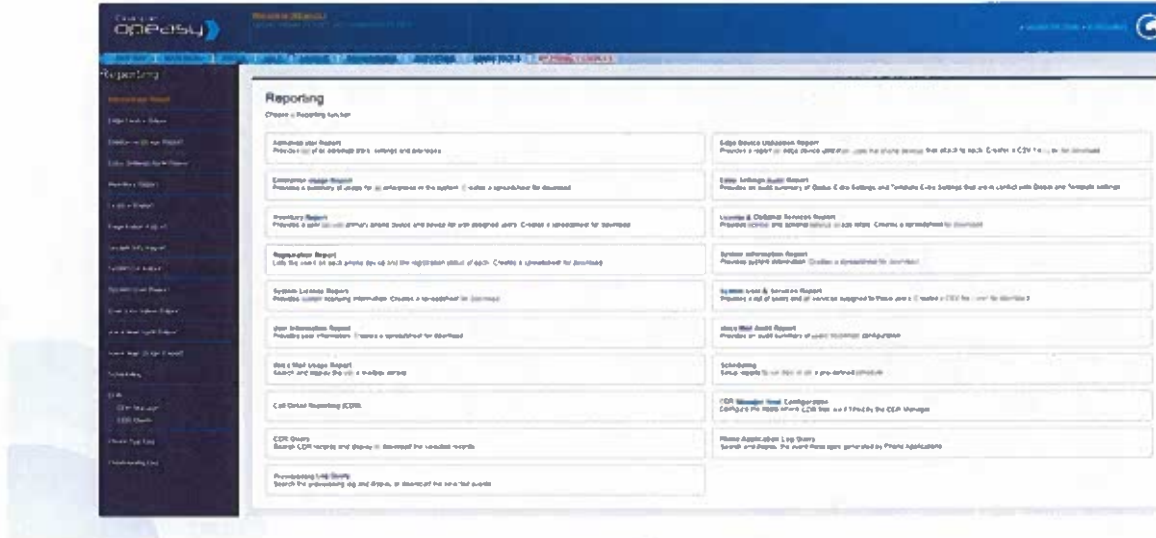
The various encoding formats (XML, CSV, and Radius) are supported. As a CDR is processed it can be segmented by Enterprise/tenant based on the criteria that the Enterprise/tenant defines, such as site, number range, billing hierarchy, departments.

AT&T Hosted Voice Services Budgetary Proposal

AT&T HVS has the ability to support 4-to-10-digit extension dialing and route the call as desired (On-net or Off-net). AT&T HVS's carrier-class dialing plan and routing flexibility also allows for extension and/or abbreviated dialing patterns to users not hosted on AT&T HVS.

Users with Unified Messaging will receive a copy of the fax as a .tiff file attachment in their inbox.

OpEasy Reports



911 Support

For clarity, it is helpful to start by defining three levels of 911 (oldest to newest)

Traditional 911 – An Emergency call is routed to a 911 Dispatch Center or Public Safety Answering Point (PASP)

Enhanced 911 – An Emergency call is routed to the PSAP with the street address and secondary Emergency Response Location (ERL) identifier of the caller encoded in data that appears on the dispatcher's screen at the PSAP.

911 with HELD – This new level of 911 is also often referred to as Ray Baum Act compliance and/or Kari's law compliance. This level of 911 adds the capability of providing more detailed location information such as floor or room number to direct emergency responders to a more precise location. It also adds the requirement that phone systems forward calls that are dialed "9911" in the event that that caller believes that they need a leading "9" in front of 911. This service enables the phone to dynamically establish its Emergency Response Location in case it is moved from one location to another.

AT&T HVS service provides access to all of the 911 levels where E911 capability is available and supported by the 911 Infrastructure.

HELD is most importantly implemented at larger sites where first responders would benefit from information such as floor or room number in addition to street address. The HELD protocol works by the phones obtaining their physical location information from the appropriately configured Ethernet switch that they are plugged into. This information is then registered with AT&T's partner Intrado which provides the phone with a location identification token to pass to the dispatch center in the event of a 911 call. The 911 dispatchers will then have detailed caller location information which they can forward to first responders at the scene. An optional feature is to add automatic conferencing of security personnel at the site so that the security guards are aware of 911 calls and can assist first responders.



AT&T Hosted Voice Services Budgetary Proposal

Traditional and E911 calls for AT&T may be routed to the PSAP entirely over AT&T operated network facilities or may utilize network facilities of other service providers. All E911 service is based on the Customer AT&T HVS Site Registered Location information provided to AT&T by Customer. AT&T itself will normally only provide a single address and call back number to the PSAP for services provided and accordingly there can be only one Registered Location for all Users served by that Customer.

Finally, If Customer wish to have individual User address and call back information available to the PSAP for Users served by AT&T HVS service and their equipment is unable to support HELD, Customers can make static address tables in OpEasy to forward the information to Intrado to address the issue.

Prior to the activation of AT&T HVS at a Customer Site, Customer must provide AT&T with the correct name and address information (Registered Location information) for the Customer BVoIP Site and Users, where appropriate. Customer must notify AT&T of changes or updates to this information.

When a 911 or E911 call is made using AT&T HVS Service, AT&T will (where technically feasible) provide the name and address information given to AT&T by Customer to the appropriate PSAP. If AT&T is not given correct information to properly identify the actual location of the Customer AT&T HVS Site, 911 and E911 communications may be misdirected to an incorrect PSAP.

Auto Attendant

AT&T HVS Premium User License bundle includes Auto Attendant. The OpEasy web portal configurable Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, "Press 1 for Tech Support, 2 for billing", and so on). Configuration via the OpEasy web interface also allows for hours of operation to be modified, with different options available for hours when the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension.

A group can have multiple Auto Attendants configured, either individually (for example, customer service with separate business hours) or integrated into a multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

Remote Office and Mobility Collaboration

AT&T HVS Anywhere is a native fixed convergence solution within the solution that enables end-users to designate a single phone number for all incoming and outgoing calls, regardless of which phone they are currently using — mobile, office PBX, home, etc. - Whether users are using mobile or land lines or IP phones, they can share the same experience with this Premium User feature Calls to a single number ring all phones and the user is free to answer on any device. Once a call is active on an Anywhere device, the user can move the call to any other Anywhere device and continue the uninterrupted conversation. For example, if you're on an office conference call but need to leave for your child's soccer game — you can move the call to your mobile without any disruption of service.

This requires no involvement or special abilities of the cellular carrier as all features supplied to the mobile client are implemented in the cloud and independent of carrier used.

MS Teams and Clearspan PING Softphone

AT&T's ecosystem of Microsoft Teams integrations empowers users with powerful communication capabilities directly embedded into their MS Teams client. AT&T HVS provides the missing piece allowing groups to communicate across all devices through MS Teams. Unlike 3rd party MS Teams plugins, AT&T enables a seamless path to utilize the embedded SIP client in MS Teams as a soft phone or as a shared call appearance with an IP Phone. With AT&T, the move to true telephony in Teams is simple, non-disruptive and low risk. Users access everything all in one ecosystem, and administrators get fast and easy provisioning and end-to-end visibility all in a secure environment.

AT&T Hosted Voice Services Budgetary Proposal

Our Teams solution also includes the tools needed to easily manage users. Administrators can make changes to Teams users through the OpEasy Portal instead of using command-line tools like PowerShell. We also provide tools for monitoring calls that are both within our and the customer's network.

In addition to Teams, AT&T offers Clearspan's PING Desktop and Mobile applications seamlessly integrate with our powerful Unified Communication platform. Get end-to-end encrypted instant messaging, audio and video conferencing, file sharing, phone, voicemail, and advanced feature control direct from your desktop or mobile device. PING is available in multiple versions including Window, Mac, IOS and Android.

HVS Service Pack Features

HVS Telephones can be deployed with either the Basic or Premium Service Pack Features. The table below shows what features are supported with each Service Pack type.

<u>HVS Feature</u>	<u>Basic</u>	<u>Premium</u>
Alternate Numbers		X
Anonymous Call Rejection		X
Authentication	X	X
Automatic Callback		X
Barge-in Exempt	X	X
Basic Call Logs	X	X
Busy Lamp Field		X
Call Center Monitoring		X
Call Forwarding Always	X	X
Call Forwarding Busy	X	X
Call Forwarding No Answer	X	X
Call Forwarding Not Reachable	X	X
Call Forwarding Selective		X
Call Me Now		X
Call Notify		X
Call Return	X	X
Call Transfer	X	X
Call Waiting	X	X
Calling Line ID Delivery Blocking	X	X
Calling Name Delivery	X	X
Calling Name Retrieval	X	X
Calling Number Delivery	X	X
Calling Party Category	X	X
Charge Number	X	X
Clearspan Anywhere		X
Communication Barring User-Control	X	X
Connected Line Identification Presentation	X	X
Connected Line Identification Restriction	X	X
Custom Ringback User		X

**AT&T Hosted Voice Services
Budgetary Proposal**

HVS Feature	Basic	Premium
Custom Ringback User - Call Waiting		X
Custom Ringback User - Video		X
Customer Originated Trace	X	X
Directed Call Pickup		X
Directed Call Pickup with Barge-in		X
Diversion Inhibitor		X
Do Not Disturb	X	X
External Calling Line ID Delivery	X	X
External Custom Ringback		X
Flash Call Hold	X	X
Group Night Forwarding		X
Hoteling Guest		X
Hoteling Host		X
In-Call Service Activation		X
Intercept User	X	X
Internal Calling Line ID Delivery	X	X
Last Number Redial	X	X
Multiple Call Arrangement		X
Music On Hold User		X
N-Way Call		X
Polycom Phone Services	X	X
Pre-alerting Announcement		X
Preferred Carrier User	X	X
Priority Alert		X
Privacy	X	X
Push to Talk		X
Remote Office		X
Selective Call Acceptance		X
Selective Call Rejection		X
Sequential Ring		X
Shared Call Appearance		X
Shared Call Appearance 10		X
Shared Call Appearance 15		X
Shared Call Appearance 20		X
Shared Call Appearance 25		X
Shared Call Appearance 30		X
Shared Call Appearance 35		X
Shared Call Appearance 5		X
Simultaneous Ring Personal		X
Speed Dial 100		X

**AT&T Hosted Voice Services
Budgetary Proposal**

HVS Feature	Basic	Premium
Speed Dial 8		X
Third-Party MWI Control	X	X
Third-Party Voice Mail Support	X	X
Three-Way Call	X	X
Two-Stage Dialing		X
Unified Messaging		X
Video On Hold User		X
Virtual On-Net Enterprise Extensions		X
Voice Portal Calling		X
Zone Calling Restrictions	X	X

[The rest of this page is blank on purpose]

PHONE SERVICE					
Current service	Monthly Cost	Current Yearly Cost	Proposed Ongoing Service	Cost	Proposed Yearly Cost
AT&T - 30 Call Paths	465.65	5,587.80	AT&T HVS	1,951.30	
Police Admin lines	1876.17	22,514.04	Professional services - one time charge	4,502.00	
Emergency call boxes	1550.98	18,611.76	Equipment - one time charge	1,795.00	
Vertical - Mitel	1,111.25	13,335.00			
Removed total cost	3,453.07				
Total	5,004.05	60,048.60	Proposed new monthly cost	1,951.30	23,415.60
			Emergency call boxes	1,550.98	18,611.76
			Total	3,502.28	42,027.36

Removed monthly cost	3453.07
Proposed new monthly cost	1,951.30
Total Savings	1,501.77



Mayor: Craig Newton • **Mayor Pro Tem:** Bruce Gaynor • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Andre Gima, Chief Information Officer, IT Department

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-183

Title: Artificial Intelligence (AI) Governance & Risk Policy

CC: Eric Johnson, City Manager

Recommendation

Adopt an Artificial Intelligence (AI) Governance & Risk policy, in alignment with the direction provided by Mayor and Council at the December 1, 2025, meeting for development of such policy.

Background

The Artificial Intelligence Governance Policy is designed to provide a roadmap to the City of Norcross to maximize the technological benefits of AI as a force for good for the city employees, elected officials, consultants, partners, vendors, volunteers, or third parties. The policy is designed to establish the city's best practices regarding AI and its usage. These guidelines will lay out a comprehensive but effective framework that aligns with proper AI principles, but also aligns with the City of Norcross's ability to maintain public trust.

The IT Department is recommending the establishment of an Artificial Intelligence (AI) Governance & Risk Policy for the City of Norcross that will focus on enhancements and innovations that will provide appropriate risk management, while focusing on ensuring data privacy, human accountability, and transparency. The AI framework will align with federal and state regulations to provide the necessary compliancy and governance.

Financial Impact

N/A

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

6. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services

- 6-7 Use technology to simplify and expedite city applications and processes for community members

Attachments

Artificial Intelligence (AI) Governance & Risk Policy

Artificial Intelligence (AI) Governance & Risk Policy

Overview

The City of Norcross intention for the publication of an Artificial Intelligence (AI) governance and risk policy is not to impose limitations to City of Norcross government's established environment of transparency, accountability, integrity and trust. The IT Department is committed to providing best practices for network security and cybersecurity services working in conjunction with the establishment of an Artificial Intelligence policy that best addresses protection for the City of Norcross's employees, contractors, residents, and business partners from potential damaging actions by individuals, either intentional or unintentional.

Purpose

Artificial Intelligence (AI) platforms present the City of Norcross with enormous potential for advanced operational opportunities, but the content produced can have inherit risks to include bias, sensitive information and data being misused, and manipulation by local and abroad government adversaries. AI governance ensures the necessary oversight mechanisms that address potential risk while cultivating and fostering an environment of innovative thinking while establishing trust with approved users. A machine-learned system utilized, whether it is for explicit or implicit goals, indicates how input data will generate and populate a wide variety of recommendations, predictions and decisions. These outputs can have a direct impact on both virtual and physical environments that can potentially have a negative impact on the City of Norcross operational functionality.

Norcross intends to provide a roadmap that guides departments and staff in maximizing the benefits of those technologies while minimizing risks and ensuring that AI remains a force for good in the service of Norcross. These guidelines outline a comprehensive framework for the responsible use of AI and generative AI systems within the city. By adapting these principles, Norcross can maintain public trust, drive innovation and contribute to a more equitable, efficient and forward-thinking public sector. The intent of this policy is to conform Norcross's AI platforms with current industry standards, including NIST CSF 2.0, NIST AI RMF, CJIS 6.0 and applicable federal, state and local law, including but not limited to the Georgia Computer Systems Protection Act (OCGA 16-9-9 et seq).

Scope

This policy applies to:

- All AI systems, including generative AI tools (such as ChatGPT, Copilot or other public or proprietary applications), deployed or utilized by the City of Norcross or on its behalf.
- All individuals and entities, including – employees, officials, consultants, contractors, partners, vendors, volunteers or third parties – who access, develop, deploy, operate, maintain or interact with AI systems and generative AI applications as part of their role or responsibilities related to the City of Norcross.
- Use of AI on all devices, including city issues and personal devices, when used to conduct city-related business, services or operations.
- All data and information processed by, input into or derived from AI systems, especially data involving sensitive, proprietary or personal information.

Definitions

Artificial Intelligence

Artificial Intelligence is a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations or decisions influencing real or virtual environments. AI systems use machine and human-based inputs to perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model interference to formulate options for information or action.

AI System

Any system, software, sensor or process that automatically generates outputs including, but not limited to, predictions, recommendations or decisions that augment or replace human decision-making. This extends to software, hardware, algorithms, and data generated by these systems, used to automate large-scale processes or analyze large data sets.

Confidential or Sensitive Data

Information protected by law or designated for restricted official use, requiring careful handling to prevent unauthorized disclosure. This includes legally protected personal or employee data with specific statutory, regulatory or contractual protections, as well as internally designated sensitive materials intended for limited use.

Generative AI (GenAI)

A subset of artificial intelligence capable of synthesizing new, original content – such as text, images, audio, or other forms of media – in response to user prompts. GenAI models, like ChatGPT or Copilot, can function as standalone tools or can be embedded into other software applications.

Responsive generative AI tools (Supportive)

AI tools capable of generating text, images, or other data from sources not limited to city-generated content in response to employee-provided prompts.

Policy Requirements

Procurement of AI Technology

- All procurement of AI technology must follow the city’s AI procurement process and related policies (e.g. New Technology Request Process).
- If a technology that has already been approved for use adds or incorporates AI capabilities, additional review and approval may be required to use those capabilities.
- All vendors and third parties who develop, deploy or operate AI systems on behalf of the city will comply with city-established AI guidelines, privacy standards and contractual obligations, including completion of required documentation and agreements.

Use of AI and AI Outputs

- Employees are prohibited from attempting to gain access to or use unapproved AI applications when using the city’s systems or networks, conducting business on behalf of the city, or when using the city's data. The city will maintain a list of approved AI applications that will be accessible to employees.
- The city encourages pilot opportunities that allow for testing and experimenting with new AI technologies, while assessing risks in a controlled environment, to develop comprehensive AI solutions.
- All city use of AI systems must be consistent with this policy, the AI Guiding Principles, and in accordance with all applicable local, state, and federal laws and existing City of Norcross policies, including the Acceptable Use Policy.
- Supportive AI-generated work and outputs must be reviewed prior to use in public-facing content. Users should verify that the work product does not contain inaccurate or outdated information, potentially harmful or offensive material, and is compliant with all city policies and applicable laws.

- Responsive AI-generated work and outputs should be randomly audited by a department-designated employee to help ensure accuracy and appropriateness of the communication(s) on a regular schedule as determined by the relevant department.

Transparency

- Supportive AI-generated content (including images, video, text or other data) that is used substantively in a final public-facing work product must be attributed to the relevant AI system and where possible, identify the department or group who reviewed the content prior to publication. Example: Some material in this brochure was generated using ChatGPT4.0 and was reviewed and edited by a member of the Public Works Department before publication.
- Responsive AI –generated content that cannot be reviewed prior to use (e.g., outputs from an AI chatbot that assists the public in searching the city’s website to answer questions), must include a statement notifying the public that they are interacting with an AI system or identifying the AI system used, that the content was not reviewed by a human, and contact information can use if they have questions or want more information.
- The city will maintain detailed technical documentation for all AI systems, including vendor provided or internally developed Responsible AI Risk Assessments.

Reducing Bias and Harm

- The City of Norcross will maintain human involvement referred to as 'human-in-the-loop oversight' to verify AI outputs to ensure accountability.

Data Privacy and Security

- Confidential and sensitive information may not be integrated, entered or otherwise incorporated into any AI software or service without an approved policy exception.
- There is no right to privacy in the use of city technology resources, and the city reserves the right to access and monitor city-managed networks to ensure compliant use of these systems.

Periodic Reviews of AI Systems

- The city will conduct structured AI reviews, including risk assessments, prior to deployment and periodically thereafter, to identify and mitigate potential ethical, operational and compliance risks associated with AI systems.
- The reviews will be conducted by the IT Security Team and City Manager Office and others as necessary based on risk assessments.

- The scope will include a review of data privacy, security measures, bias and discrimination checks, and compliance with applicable laws and city policies.
- Periodic reviews may include a report outlining recommendations, potential corrective actions and mitigations, or policy updates if needed.

Training and Education

- Prior to using AI systems, to ensure responsible and effective use, City of Norcross employees will complete training that will provide an overview of AI technologies, including generative AI systems, their capabilities and their potential impact on public services.
- AI training will emphasize the ethical considerations and responsibilities associated with using AI, including safeguarding privacy, ensuring compliance with applicable laws and protecting against bias and discrimination.

Community Engagement and Awareness

- Norcross will explore partnerships with businesses, nonprofit organizations and other government entities on the development of innovative solutions to enhance or improve delivery of city services, support digital inclusion opportunities, assess emerging innovations and technologies, and advance the city's economic goals by cultivating and supporting the startup ecosystem.
- The city will provide information and resources to the public about the AI technologies being used, their purposes, and their potential impact on public services. Additionally, the city will establish feedback channels for community members to provide input. This will be leveraged to improve AI policies and practices within the city.

Public Records and Records Management

- All records prepared, owned or retained by the city in AI technology for city business are public records and must be maintained consistent with the city's record retention schedule and disclosed upon request.
- All AI solutions and/or vendors approved for city use will be required to support retrieval and export of public records upon request.

Administration, Reporting and Violations

- Inappropriate use of technology resources, including AI, by city employees, are subject to disciplinary action up to and including termination. This would include acts or omissions resulting in damage or disruption to the city's network, systems or data; or negative impact on the city and/or its reputation.

- Suspected violations of this policy should be reported to the employee’s supervisor, department director, or the Human Resource director, depending on the severity of the violation.
- Violations of policy by third parties while operating an AI system on behalf of the City of Norcross may result in breach of contract or termination of the contract and/or pursuit of other legal remedies.
- All departments share responsibilities for enforcing this policy.

Exceptions

Any exceptions to this policy must be documented, reviewed, and approved in writing by the city’s Chief Information Officer and City Manager and must include an expiration date and compensating controls.

Document Changes and Feedback

This policy will be updated and reissued at least annually to reflect, among other things, changes to applicable law, update or changes to the City of Norcross’s requirements, technology and the results or findings of any audit.



Mayor: Craig Newton • **Mayor Pro Tem:** Bruce Gaynor • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
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Agenda Report

To: Mayor and Council

From: Len Housley, Director of Public Works

Meeting Date: May 18, 2026 – Policy Work Session

Item No.: 2026-182

Title: Perimeter Protection for State Champion American Elm Tree

CC: Eric Johnson, City Manager

Recommendation

Approve an option to protect the perimeter and critical root zone of the Norcross State Champion American Elm tree.

Background

Public Works briefed Council on several options to fence the Champion Elm at the June 17 and July 15, 2024, Policy Work Sessions. In June 2024, there was discussion on the location of the fence and Council asked if the area could be decreased/minimized for aesthetics. Staff and SavATree, regardless of fence height, stand by the recommendation of not encroaching more than 3 feet from the sidewalk and/or turf edge to lessen the damage to the tree's root system. Currently, there is no protection from foot traffic throughout the critical root zone of the tree, leading to compaction over time. Low hanging limbs invite the public to sit or play on them, contributing to stress on fragile limbs. Installation of a standoff barrier or fence would enhance further preservation for the tree. With all options, a 10' opening/gate is required by the vendor to perform tree maintenance. Additionally, at the Tree Board meeting on July 10, 2024, the board was opposed to any permanent fence and supported the removable posts with chain for protection from the public during events. Council considered all this information to include the fencing costs, and it was decided to implement the moveable poles with chain.

If fencing is to be installed, SavATree recommends maximizing as much post spacing as possible. Steel requires 8 Ft posts and Aluminum requires 6 Ft posts. Steel affords maximizing post spacing and is more durable. If a fencing is desired by Council, staff recommend Option 1.

Options:

- 1-Steel: 300' LF of 3 ½ ft high 2-rail Ameristar Montage Plus Majestic 2-Rail flush bottom steel fence. Fence to consist of ¾" pickets & 1 ½" rails hung on 2 ½" square posts. Include (1) 4' wide walk gate & (1) 10' wide double swing utility gate. Both gates will lock.
- 2-Aluminum: 300' LF of 3 ½ ft high 2-rail iDeal Alamo Commercial aluminum fence in style #400. Fence to consist of ¾" pickets & 1 ½" rails hung on 2 ½" square posts. Include (1) 4' wide walk gate & (1) 10' wide double swing utility gate. Both gates will lock.
- 3-Commercial Aluminum: 341' LF of 2' high 3-rail flat top commercial aluminum black fence. Fence to consist of ¾" pickets and hung on 2 ½" square posts spaced 6' apart, installed no more than 3 feet from sidewalk and turf edge to protect root system. Includes (1) 4' wide walk gate & (1) 10' wide double swing utility gate. Both gates will lock. (Staff do not recommend this option if a fence is to be installed-prefer at least 3.5 feet)
- 4-Maintain use of portable poles and chains and incorporate multiple small signs on chain with "Off Limits, Protected Area".

Financial Impact

Will require a budget amendment for funding from Recreation SPLOST depending on option.

- Option 1=Steel 3.5 Ft High \$29,920.00
- Option 2=Aluminum 3.5 Ft High \$20,528.00
- Option 3=Aluminum 2 Ft High \$22,668.00 (Special Fabrication)
- Option 4=Add off limit signs to chain (\$250.00)

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

Goal 1

Policy 1-8: Protect natural resources, mature tree canopy, environmentally sensitive areas, and valuable historic, archaeological or cultural resources from human encroachment through land development regulations and/or incentives.

Policy 1-13: Preserve and complement the traditional historic, architectural and landscape character of the Downtown core and surrounding neighborhoods, while guiding reasonable growth.

Attachments

- 1. Agenda Item from July 15, 2024, PWS
- 2. Area to Fence
- 3. Fence Sample
- 4. Off Limits Protected Area sign
- 5. Cost estimates



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Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

Agenda Report

To: Mayor and Council

From: Len Housley, Director of Public Works

Meeting Date: July 15, 2024 – Policy Work Session (PWS)

Item No.: 24-

Title: Fence Installation for State Champion American Elm Tree

CC: Eric Johnson, City Manager

Recommendation

Approve Option 4 to create a permanent standoff perimeter to protect and preserve the Norcross State Champion American Elm Tree with posts and chains.

Background

Options 1 and 2 listed below were briefed to Mayor & Council at the Policy Work Session on 17 June 2024. At the request of Mayor & Council, a 3rd option for a lower height 2' fence and a 4th option with posts and chains are provided.

Option 1: Commercial Steel: 341' LF of 3 ½' high 3-rail flat top black steel fence. Fence to consist of ¾" pickets and hung on 2 ½" square posts spaced 8' apart, installed no more than 3 feet from sidewalk and turf edge to protect root system. Includes (1) 4' wide walk gate and (1) 10' wide double swing utility gate. Both gates will lock.

Option 2: Commercial Aluminum: 341' LF of 3 ½' high 3-rail flat top commercial aluminum black fence. Fence to consist of ¾" pickets and hung on 2 ½" square posts spaced 6' apart, installed no more than 3 feet from sidewalk and turf edge to protect root system. Includes (1) 4' wide walk gate & (1) 10' wide double swing utility gate. Both gates will lock.

Option 3: Commercial Aluminum: 341' LF of 2' high 3-rail flat top commercial aluminum black fence. Fence to consist of 3/4" pickets and hung on 2 1/2" square posts spaced 6' apart, installed no more than 3 feet from sidewalk and turf edge to protect root system. Includes (1) 4' wide walk gate & (1) 10' wide double swing utility gate. Both gates will lock.

Option 4: Commercial Black Aluminum posts at 8 to 10 feet with black plastic chain. Chain can be removed for maintenance.

On 17 June, there was discussion on the location of the fence and could this area be minimized for aesthetics. Staff and SavATree, regardless of fence height, stand by the recommendation of not encroaching more than 3 feet from the sidewalk and/or turf edge to lessen the damage to the tree's root system. Currently, there is no protection from foot traffic throughout the critical root zone of the tree, leading to compaction over time. Low hanging limbs invite the public to sit or play on them, contributing to stress on fragile limbs. Installation of a standoff barrier or fence should enhance further preservation for the tree. With all options, a 10' opening/gate is required by the vendor to perform tree maintenance.

On 10 July 2024, the Tree Board met and voted that no fencing be placed, but that a temporary solution consisting of posts and chains be used for events and special occasions.

Financial Impact

Option 1 = 3 1/2' Commercial Steel: \$25,980.00

Option 2 = 3 1/2' Commercial Aluminum: \$17,850.00

Option 3 = 2' Commercial Aluminum: \$19,990.00 (Special Fabrication)

Option 4= 30-36 inch Aluminum Posts with Black Chain: \$1,000.00-\$1,500.00

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

Goal 1 Continues to define Norcross' sense of place

- Policy 1-8: Protect natural resources, mature tree canopy, environmentally sensitive areas, and valuable historic, archaeological or cultural resources from human encroachment through land development regulations and/or incentives.
- Policy 1-13: Preserve and complement the traditional historic, architectural and landscape character of the Downtown core and surrounding neighborhoods, while guiding reasonable growth.

Goal 2 Continues to Strengthen Norcross as a Livable, Inclusive, and Safe Environment

- Policy 2-5: Provide pleasant, accessible public gathering places.

Next Steps

Mayor & Council review options and consider staff, SavATree, and Tree Board recommendations for their decision/voting process.

Attachments

- Champion Elm Area to Fence
- Example images
- Layouts and estimates for options 1, 2, and 3
- Example posts with chains for option 4

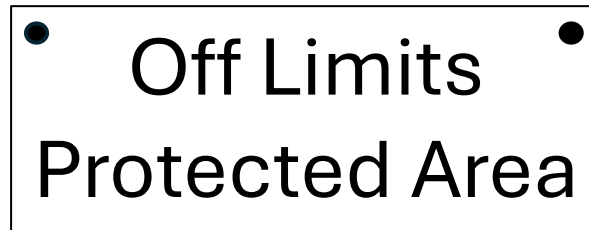
Update

Champion Elm Area to Fence





← 12 Inches →



8 Inches



CHAMBLEE FENCE PROPOSAL

MAY 14, 2026

CITY OF NORCROSS

65 Lawrenceville St
Norcross, GA
30071
hunter.rawls@norcrossga.net
(404) 690-6097

john@chambleefence.com
6786181174

PHOTOS



OPTION 1: 3 1/2' TALL STEEL MONTAGE PLUS

Description	Qty
Commercial Steel Fence	
Steel Flat Top Furnish labor and material to install 341 feet of 3 1/2 ft tall black steel 3-rail flat top fence, including one 4 ft wide walk gate and one 10 ft wide double gate with magna latches. Posts will be 2 1/2" square; pickets will be 3/4" square.	1
Based on product availability, bottom picket extension may be extended or cut flush with bottom rail.	

Estimate subtotal	\$29,920.00
Total	\$29,920.00

OPTION 2: 3 1/2' TALL ALUMINUM

Description	Qty
Commercial Aluminum Fence	
Aluminum Flat Top Furnish labor and material to install 341 feet of 3 1/2 ft tall black aluminum 3-rail flat top fence, including one 4 ft wide walk gate and one 10 ft wide double gate with magna latches. Posts will be 2 1/2" square; pickets will be 3/4" square.	1
Based on product availability, bottom picket extension may be extended or cut flush with bottom rail.	

Estimate subtotal	\$20,528.00
Total	\$20,528.00

OPTION 3: 2' TALL ALUMINUM

Description	Qty
Commercial Aluminum Fence	
Aluminum Flat Top Furnish labor and material to install 341 feet of 2 ft tall black aluminum 3-rail flat top fence, including one 4 ft wide walk gate and one 10 ft wide double gate with magna latches. Posts will be 2 1/2" square; pickets will be 3/4" square. 4 ft tall panels will be cut down to 2 ft tall and bottom rail will be bracketed to posts.	1

Estimate subtotal	\$22,668.00
Total	\$22,668.00

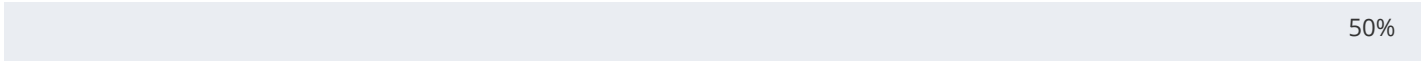
SIGNING & UPGRADES

- Option 1: 3 1/2' Tall Steel Montage** \$29,920.00
- Plus**
- Option 2: 3 1/2' Tall Aluminum** \$20,528.00
- Option 3: 2' Tall Aluminum** \$22,668.00

Name: Hunter Rawls

Address: 65 Lawrenceville St, Norcross, GA

Deposit



Customer Comments / Notes

Hunter Rawls:

Date:



Chamblee Fence Company, Inc.

4760 Peachtree Industrial Blvd
Berkeley Lake, GA 30071
770-396-4200

3625 Kennesaw North Industrial Pkwy
Kennesaw, GA 30144
770-727-3683



Customer: <u>City of Norcross</u>	Home #	Date: <u>5/13/26</u>
Address: <u>65 Lawrenceville St.</u>	Work #	Subdivision:
City: <u>Norcross</u> State: <u>GA</u> Zip: <u>30071</u>	Cell # <u>(404) 690-6097</u>	
Job Address:	Email: <u>hunter.covels@norcrossga.net</u>	

FOOTAGE	FENCE TYPE	HEIGHT
<u>341'</u>	<u>Black Aluminum/Steel</u> <u>3-rail Flat Top</u> <u>COMMERCIAL GRADE</u> <u>OK</u>	<u>3 1/2'</u>
<u>341'</u>	<u>Black Aluminum 3-rail</u> <u>Flat Top - COMMERCIAL GRADE</u>	<u>2'</u>

Qty.	Size	GATES	Type & Style
<u>1</u>	<u>10'w</u>	<u>DBL</u>	<u>magna</u>
<u>1</u>	<u>4'w</u>	<u>WALK</u>	<u>latches</u>

WOOD SPECIFICATIONS

1"x 4" Pickets _____

1"x 6" Boards _____

Cedar _____

P.T.Pine _____

Virginian Gothic Fr.Gothic Dogear

4"x 4" Posts _____

4"x 6" Posts _____

6"x 6" Posts _____

Virginian Dado Fr.Gothic Flat

2"x 4" Runners _____

(2) (3) (4) Cedar _____

P.T.Pine _____

Panel Design

TTTT Straight Neg. Scallop Pos. Scallop Other _____

Construction Design Top of Fence

Face _____ Slope with grade (less space) _____

Exposed _____ Straight (more space at bottom)

Between _____ Step (large spaces at bottom) _____

CHAIN LINK SPECIFICATIONS

Fabric/Gauge _____ Gate Posts _____

Top Rail _____ Gate Frame _____

Line Posts _____ Barbed Wire _____

Terminal Posts _____ Tension Wire _____

ORNAMENTAL SPECIFICATIONS

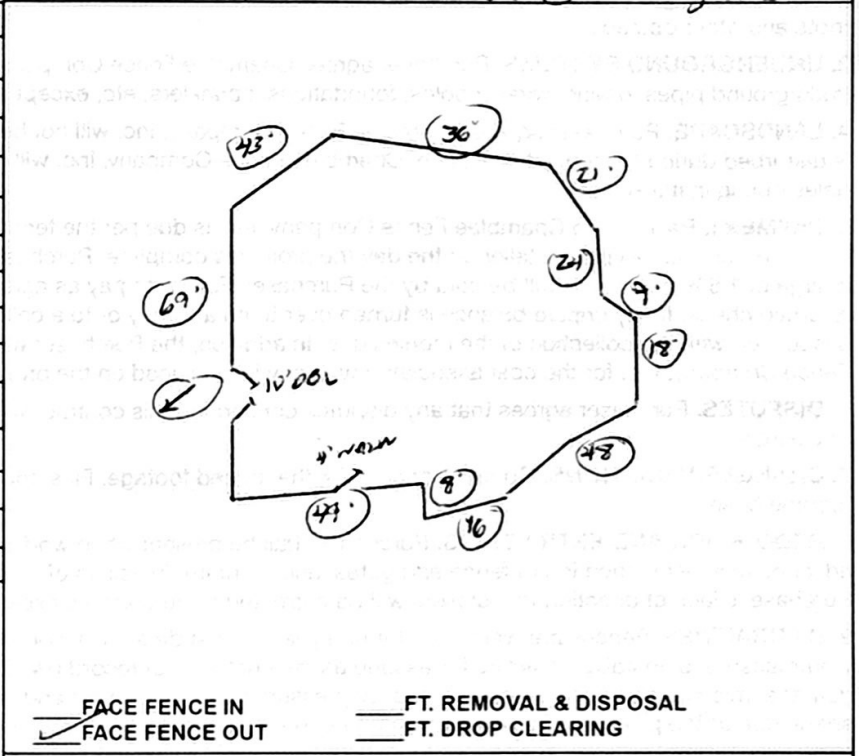
YES Aluminum 3-RAIL YES Steel

2' / 3' / 4' Height FLAT TOP Style 3/4" Picket size

BLX Color 2 1/2" Post size

NO Rings

NO Finials () Plastic () Metal ()



FACE FENCE IN _____ FT. REMOVAL & DISPOSAL

FACE FENCE OUT _____ FT. DROP CLEARING

- Purchaser agrees that final price will be determined by final installed footage.
- Purchaser is responsible for locating property lines, and is solely responsible for fence location.
- Purchaser accepts terms & conditions page.
- Chamblee Fence is not responsible for damage to underground systems, except marked utilities.
- Wood fence components, when exposed to the elements are subject to immediate warpage, shrinkage, cracking, etc.
- Price valid for 21 days • Credit card purchases subject to a 3.5% surcharge

COMMENTS / SPECIAL INSTRUCTIONS

3 1/2" STEEL MONTAGE	3 1/2" ALUMINUM	2' ALUMINUM
<u>PLVS (POSTS 8' APART)</u>	<u>(POSTS 6' APART)</u>	<u>(POSTS 6' APART)</u>
<u>29,920⁰⁰</u>	<u>20,528⁰⁰</u>	<u>22,668⁰⁰</u>

Approximate Installation 3-5 weeks from deposit/signed contract

Total Price \$	Revised Price \$
Deposit \$ <u>1/2</u>	Deposit \$
Balance \$	Balance \$

TERMS: 1/2 Deposit • Balance Due upon Completion

SUBJECT TO CONDITIONS ON REVERSE

Accepted by Purchaser [Signature] Date _____

Estimator [Signature] Date 5/13/26

I acknowledge that I have read and understand this page. Initials: _____

Accepted by Chamblee Fence Company, Inc. Date _____

STATEMENT OF CONDITIONS

Chamblee Fence Company, Inc. hereby sells to the Purchaser, or structure described, subject to all terms and conditions on each side of this contract, and the purchaser in consideration thereof, agrees that:

1. **RESPONSIBILITY OF BUYER.** Purchaser agrees to locate and identify the property line, easement and all underground cables and pipes. Purchaser is solely responsible for the fence described in this proposal. Purchaser will defend Chamblee Fence Company, Inc. and will reimburse for all costs in connection with any claim made by anyone about the location of the fence. Purchaser is responsible for any special work described in this proposal.
2. **UNUSUAL CONDITIONS – ADDITIONAL CHARGES.** Purchaser agrees Chamblee Fence Company, Inc. has the right to make additional reasonable charges if unusual ground conditions hinder the installation. Such conditions may be rock formations, hidden foundations, tree roots and other obstacles.
3. **UNDERGROUND SYSTEMS.** Purchaser agrees Chamblee Fence Company, Inc. will not be held responsible for any damages to any underground pipes, drains, wires, cables, foundations, sprinklers, etc, except marked utilities.
4. **LANDSCAPE.** Purchaser agrees Chamblee Fence Company, Inc. will not be responsible for the restoration of any part of the landscape that is disturbed during the fence installation. Chamblee Fence Company, Inc. will not be required to remove or reform soil excavation from post holes during installation.
5. **PAYMENT.** Payment to Chamblee Fence Company, Inc. is due per the terms specified on the face of the contract. "Due upon Completion" means Purchaser will pay installer on the day the project is complete. Purchaser agrees that if payment is made later than agreed terms, a late charge of 1.5% per month will be paid by the Purchaser. Failure to pay as agreed will void all warranties. There will be a \$35.00 charge for a returned check. If any unpaid balance is turned over to an attorney or to a collection organization, the Purchaser will be responsible for all fees associated with the collection of the monies due. In addition, the Purchaser will also be responsible for a \$200.00 fee to reimburse Chamblee Fence Company, Inc. for the cost associated with any liens placed on the property until full payments have been received.
6. **DISPUTES.** Purchaser agrees that any disputes concerning this contract will be adjudicated in the appropriate local jurisdiction in the State of Georgia.
7. **CHANGES/VARIATIONS.** Contract price is for the agreed footage. Final footage may vary. Said variations will be billed on an installed footage basis.
8. **REDO WORK AND EXTRA TRIPS.** Purchaser shall be present when work commences unless alternative arrangements are made in advance to indicate location of fence and gates, and to inform installers of any special conditions. Work accomplished in error due to Purchaser's lack of direction to installers will be corrected at Purchaser's expense.
9. **WARRANTIES.** Fences are warranted for one year against defects in workmanship (not materials). This warranty is coverage against workmanship, or installation errors for as long as the customer of record owns the fence. Exclusions: Vandalism, extreme weather, vehicular damage, misuse, climbing, unusual impact or pressure and normal wear and tear. Fence materials will change in appearance, dimension and shape due to the process of aging and exposure to the elements. Wood material are subject to warpage and cracking. No warranty is expressed or implied against changes in installed fence materials that occur as a result of these natural processes. Gates will be adjusted at no charge for a period of ninety days (90 days) after contract date, provided abuse is not evident. This Limited Warranty is in lieu of any other expressed or implied warranties, including but not limited to implied warranties of merchantability or fitness for any particular purpose. No verbal assurance or warranties will be valid at any time.
10. **ANIMAL AND CHILD CONTAINMENT.** Due to the varied surface of the earth, uneven spaces will exist between the bottom of the fence and the ground. Pets and children will exploit these spaces to escape. Pets and children may also climb over any installed fence. Purchaser agrees that Chamblee Fence Company, Inc. will not be held responsible for the retention of pets or children within installed fences or for damages resulting from escape of pets or children.
11. **ATTACHMENT TO MASONRY.** The attachment of fences and gates to existing masonry structures such as columns, walls, driveways etc. carries a risk of damaging said structures. Purchaser agrees that Chamblee Fence Company, Inc. will not be held liable for damage to masonry structures described herein.
12. **SCHEDULING.** Inclement weather, manpower, and equipment restraints, etc. can delay completion of this contract. Said delays can cause the Purchaser inconvenience and/or expense such as lost time at work, pet boarding fees, etc. Purchaser agrees that under no circumstances will Chamblee Fence Company, Inc. allow a reduction in the contract price, nor reimbursement be made to compensate the Purchaser for said expenses or inconveniences.
13. **FENCE HEIGHT.** Fence height is herein described as the height of the fence at its tallest point from grade plus or minus six (6) inches.
14. **SITE PREPARATION.** Site preparation such as clearing and grading is the responsibility of the Purchaser unless other specific arrangements are made in this contract.
15. **BUILDING PERMITS.** Building permits will be obtained and paid for by the Purchaser.
16. **UNLESS SPECIFIED.** Unless specified on the reverse side of this contract, all matters relating to the completion of this project will be decided by Chamblee Fence Company, Inc. This will include gate placement, material selection, construction technique etc.
17. **VERBAL REPRESENTATION.** Responsibilities of Chamblee Fence Company, Inc. are limited to that which is described in this contract. Verbal representations by Chamblee Fence Company, Inc. employees will not be honored.
18. **CANCELLATION.** This contract may be cancelled without penalty, if done with three (3) days of date signed by Purchaser. After the three (3) day grace period, cancellation of this contract will result in charges for any work performed and / or materials procured for the contracted work, plus a fee equal to 15% of contract amount.
19. **EMAILED/FAXED COPY.** Both parties agree an EMAILED/FAXED copy to be binding.
20. **SIGNATURE.** The signatory on reverse side, irrespective of any title, hereby personally and individually guarantees payment of this obligation.

I acknowledge that I have read and understand this page. Initials: _____

GOOD ADVICE ABOUT YOUR NEW FENCE

Chamblee Fence Company wants your fence installation to be worry and problem free.
Please help us with the following:

1. **LOCATE**: Locate and clear the exact place of your fence installation. Although there is no law, we recommend that you stay 6" (inches) inside the property line. Stake the fence corners with inexpensive twine and string out the entire fence line. This will give you an idea of how your fence will look and alert you to potential problems (such as trees and shrubs that are in the way).
2. **ELECTRICITY & WATER**: Access to water and electricity are required for most fence installations.
3. **INFORM**: Inform your neighbors of what you are doing. They normally will agree and even permit you to connect to their fence if you seek permission. A new fence can cause tension between neighbors when it comes as a surprise.
4. **PERMIT**: City governments may require a permit. Be sure to inquire and comply. If a fence violates code, work will be delayed until you secure the necessary permitting.
5. **COVENANTS**: Covenants and city or county laws are important to obey. Be sure to check with your community and your governing agency for such things as fence height, type and location. The customer is responsible for meeting these criteria.
6. **LOCATE**: Locate Utilities: Chamblee Fence will call and have your main utilities such as phone, gas, power and cable located. They **will not** locate lines, such as gas lines to lights and grills, sprinkler irrigation lines or low voltage lighting. We *cannot* be held responsible for what we hit with an auger machine or post-hole digger. Please make your salesperson and installer aware of these lines to avoid problems.
7. **HOLES**: The holes we dig while installing your posts produce a good amount of spoils. Some of this dirt will be spread out around your post footing, and some will be distributed around the yard. Any grass in the area will eventually fill back in over time. We do not haul off any spoils.
8. **CALL**: Call if you have any changes, redesign issues, timing issues or general questions!



Mayor: Craig Newton • Mayor Pro Tem: Bruce Gaynor • Councilmember: Andrew Hixson • Councilmember: Josh Bare
Councilmember: Matt Myers • Councilmember: Marshall Cheek • City Manager: Eric Johnson • City Clerk: Monique Philip

AGENDA REPORT

To: Mayor and Council

From: Len Housley, Director of Public Works

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-186

Title: On-Street Public Parallel Parking for the Academy/Lawrenceville Streets Residential Development

CC: Eric Johnson, City Manager

Recommendation

Approve or disapprove on-street public parallel parking design, the city portion of costs required for budget amendment, and a waiver for tree removal fees.

Background

At the April 6, 2026 RCM, during Public Hearing item 2026-82, RZ2025-007 Rezoning, Council asked for options and the feasibility to incorporate on-street public parallel parking as part of the residential development.

The developer, Robert Forro, 4.0 Construction LLC, has provided an option to incorporate on-street public parallel parking and is requesting the City fund and perform the construction for the associated with Curb and Gutter, Sidewalks, and Asphalt since this will require additional right of way dedication to the City.

The developer also requests a waiver of tree removal permit fees for two specimen trees currently in ROW. One is located on Lawrenceville Street, and one is on Academy Street. Those calculated fees are \$10,800.

The developer will fund planning and engineering and plant approximately 20 trees in and around the on-street public parallel parking area.

Financial Impact

- \$180,000 City Costs for construction (recommend \$200K with contingency)
- Loss of \$10,800 in revenue fees

Consistent with Comprehensive Plan?

Furtheres the City's Tradition of Strong Leadership and High Level of Quality Services:

- Policy 6-2: Maximize the use of existing facilities and services.

Attachments

- Public Parallel Parking Design

CLIENT:

THIS DRAWING IS THE PROPERTY OF JDM CONSULTANTS, LLC. IT IS ONLY TO BE USED FOR THE PROJECT AND LOCATION IDENTIFIED HEREIN. NO PART OF THIS DRAWING IS TO BE REPRODUCED, STORED IN A RETRIEVAL SYSTEM OR TRANSMITTED IN ANY FORM BY MEANS ELECTRONIC, MECHANICAL, PHOTOCOPYING OR OTHERWISE WITHOUT THE PRIOR PERMISSION OF JDM CONSULTANTS, LLC.

SEAL:

REVISIONS:

NO.	DATE	DESCRIPTION

PROJECT:

**290 & 300
ACADEMY STREET**
NORCROSS, GA 30071
LAND LOT 255, 6TH LAND DISTRICT
GWINNETT COUNTY, GEORGIA
PID: R6255 098 & R6255 097

SHEET TITLE:

**PARKING
EXHIBIT**

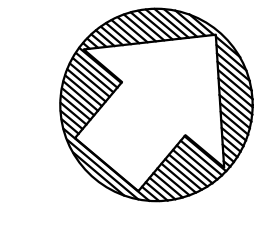
DESIGNED BY: JDM
DRAWN BY: DJ
CHECKED BY: DJ
APPROVED BY: JDM

SCALE: AS SHOWN
DATE: 05-12-2026
PROJECT NO.: 26-154

SHEET: **1 OF 1**

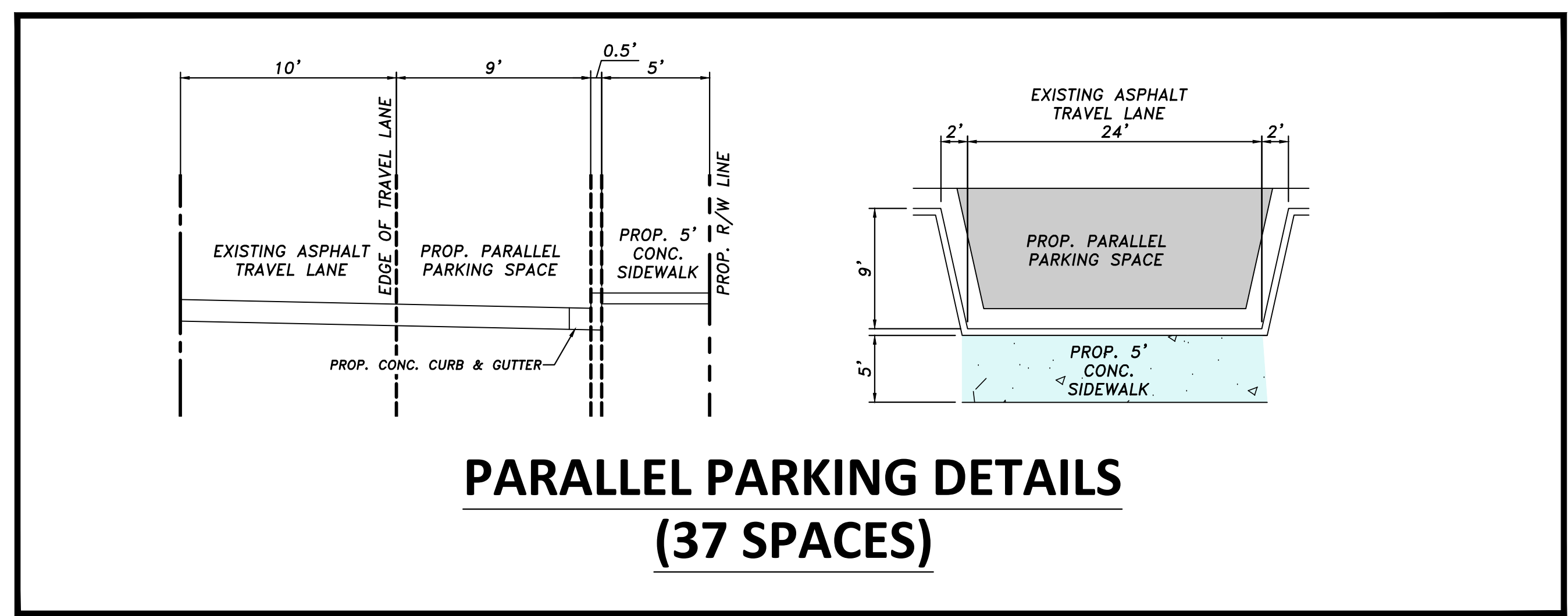


Know what's below.
Call before you dig.



SITE LEGEND

- EXISTING PROPERTY LINE
- EXISTING RIGHT-OF-WAY
- - - EXISTING SETBACK LINE
- - - ADJACENT BOUNDARY LINE
- x - x - EXISTING FENCE LINE
- 24" CURB AND GUTTER
- EXISTING TREE
- CRITICAL ROOT ZONE "CRZ"
- ▨ PROPOSED BUILDING
- ▨ PROPOSED CONCRETE PAVING



**PARALLEL PARKING DETAILS
(37 SPACES)**



Mayor: Craig Newton • **Mayor Pro Tem:** Bruce Gaynor • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: David Versel, Economic Development Director

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-93

Title: Downtown Parking Policies and Related Amendments to the Unified Development Ordinance

CC: Eric Johnson, City Manager

Recommendation

Approve recommended Policies and Actions and direct the Community Development staff to prepare for consideration amendments to the Unified Development Ordinance (UDO) to better facilitate economic and business development by eliminating minimum parking requirements for commercial uses in Historic Downtown Norcross.

Background

At the September 2, 2025, Regular Council Meeting Council approved a motion to accept the findings of the 2025 Downtown Norcross Parking Study. The Study presented multiple policy recommendations related to the regulation of parking, minimum parking standards for new development, and a potential in-lieu fee program to support the financing of future parking operations and improvements.

Since the acceptance of the study findings, Staff has begun to take steps to address some of the issues raised in the study. In October 2025, Staff prepared a map of preferred parking areas for employees of downtown businesses and presented it to the Historic Norcross Business Association (HNBA) – this action supported the study’s recommendation to ensure that employees did not park in “prime” spaces in the core of downtown. Staff also conducted a thorough review of current policies and regulations in the UDO. Through this review, Staff concluded that the current UDO standards for minimum parking are likely to create significant obstacles for multiple planned commercial developments in downtown Norcross.

While the existing UDO language does grant a 35 percent reduction in minimum parking requirements in the downtown area (25 percent for public parking facilities and 10 percent for proximity to bus transit), it does not permit private property or business owners to count public parking spaces towards their remaining parking requirements. As such, any new building, addition, or change of use within an existing structure would be required to provide significant amounts of off-

street parking spaces that likely cannot be accommodated on-site¹. This would require a property / business owner to either request a variance or make arrangements to use privately-owned parking in other locations. Neither option is conducive to supporting the City's longstanding goal of encouraging investment and development in downtown Norcross.

Concurrently, the City has been moving forward with a plan to add 63 more public parking spaces adjacent to City Hall. This follows the recent investment in 48 new public spaces along South Peachtree Street at the south end of downtown. The City is also actively exploring additional opportunities for future expansions of the public parking supply in the downtown area.

Knowing that several downtown development projects are likely to move forward soon, Staff encourages Mayor & Council to review downtown parking policies and determine if changes to the UDO are required. As a note, these options are only intended to apply to developments within the bounds of the existing Downtown Dining District.

Staff presented the following three alternative policy options to Mayor & Council at the January 20, 2026, Policy Work Session.

- Option 1: Maintain existing requirements
- Option 2: Only require parking for additional square footage
- Option 3: Eliminate off-street parking requirements in downtown

Update

At the April 20, 2026, Policy Work Session, Staff shared feedback with Mayor & Council from a meeting with the Historic Norcross Business Association on March 31, 2026, and presented five recommendations related to downtown parking policies and management. Based on direction from Mayor & Council, Public Works has taken action on two of these items:

- Uniform blue signs with white "P" symbols have been installed throughout the downtown area to better direct motorists to public parking areas.
- The two parking spaces on Wingo Street adjacent to Savage Pizza are being converted to 15-minute parking spaces that can accommodate takeout orders and rideshare pickups.

At the April 20 meeting, Staff was also directed to further refine the proposed boundaries of the Downtown Parking District to ensure that parking policies can be aligned with other land use and regulatory policies in the downtown area. The Recommended Policies and Actions below have been refined based on this feedback.

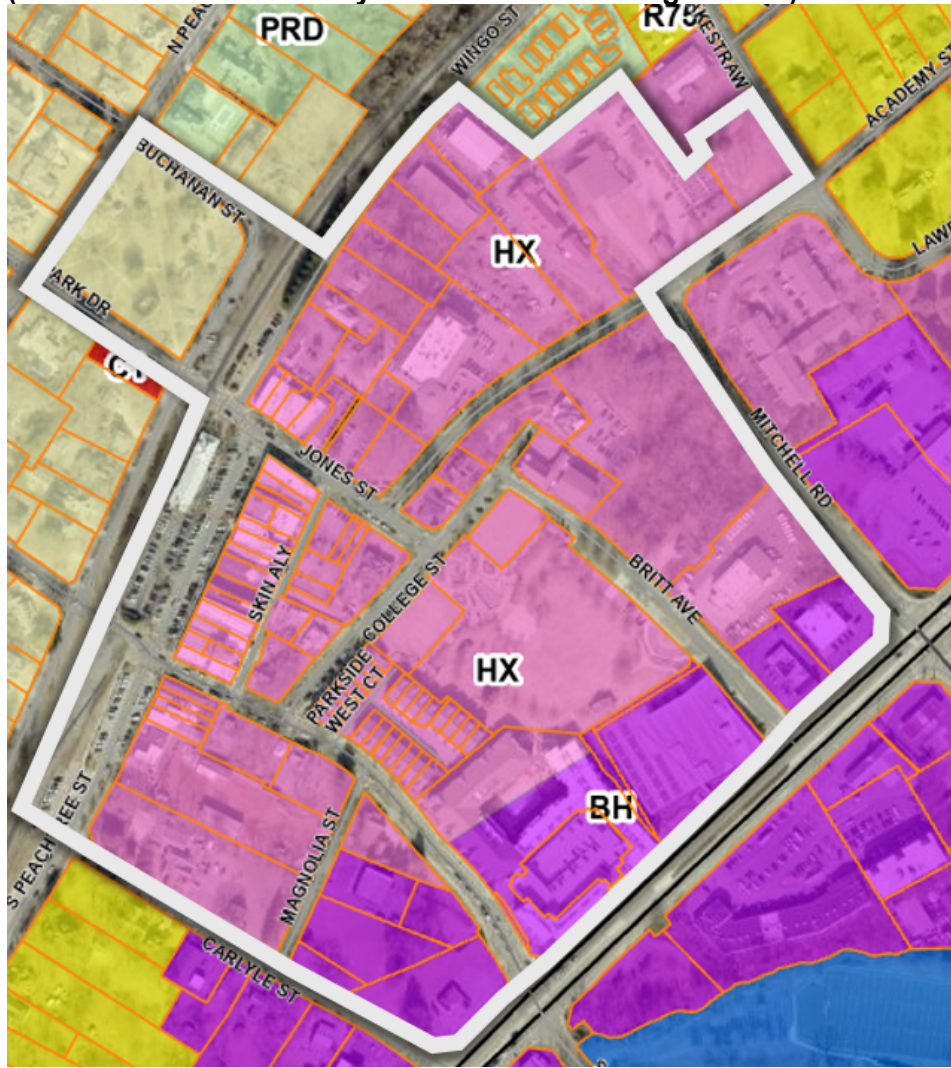
Recommended Policies and Actions

Based on direction from Mayor & Council and feedback from the business community, Staff recommends the following Policies and Actions related to downtown parking.

Recommendation #1: Establish a Downtown Parking District to specify where downtown-oriented parking policies should be applied. To ensure consistency with other policies related to the commercial core of downtown Norcross, the boundaries of this district should match the boundaries of the existing Downtown Dining District, as shown below.

¹ As an example, existing UDO standards would require the proposed restaurant at 59 S. Peachtree Street to add 22 off-street parking spaces but none of these spaces could be accommodated on-site.

**Existing Downtown Dining District Boundary
(Recommended Boundary of Downtown Parking District)**



Recommendation #2: Amend the Unified Development Ordinance (UDO) to eliminate minimum parking requirements for the following commercial land use types with the Downtown Parking District:

- Food and drink, Retail sales, personal services, or medical offices (NAICS Codes beginning with 44, 45, 62, 72, or 81): less than 5,000 square feet
- Professional and business offices (primarily NAICS Codes beginning with 51-56, but could include office uses related to other NAICS Codes): less than 10,000 square feet

Recommendation #3: Direct staff to develop a parking in-lieu fee system for new businesses located in the Downtown Parking District to help offset the costs of providing and maintaining public parking.

Financial Impact

None at this time

Consistent with Comprehensive Plan? (If applicable, please select which goal applies)

Goal 1. Continue to define Norcross' unique sense of place, where nature-based and cultural assets are conserved and enhanced

- Policy 1-2: Redevelop and enhance existing commercial and industrial areas
- Policy 1-4: Encourage mixed-use development and pedestrian-oriented design standards

Goal 2: Continue to Strengthen Norcross as a Livable, Inclusive, and Safe Environment

- Policy 2-4: Encourage walkability, interaction among businesses, clear visibility of entryways and centralized open space.

Goal 3: Increase Opportunities for Travel via Different Modes within and Outside the Community

- Policy 3-1: Promote safe and efficient transportation for pedestrians, cyclists, transit riders, and drivers.
- Policy 3-3: Coordinate transportation improvements with existing and planned developments.
- Policy 3-11: Apply smart city technologies in a practical and fiscally responsible manner, such as the adoption of smart parking in the downtown area, as new technologies and best practices emerge.

Goal 4. Maintain a Vibrant Economy and Continue to Facilitate Job Growth

- Policy 4-4: Encourage the development of downtown as a vibrant center for culture, government, dining, residential, and retail diversity.

Next Steps

Recommendations 1 and 2 will require follow-up actions by Staff. Recommendation 3 will require additional work by Staff that will result in a policy proposal at a later date.



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Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council

From: David Versel, Economic Development Director

Meeting Date: May 18, 2026 – Policy Work Session (PWS)

Item No.: 2026-94

Title: Business Occupation Tax Revenue Options

CC: Eric Johnson, City Manager

Recommendation

Receive requested update (below) on changes to the assessment of the Business Occupation Tax in Norcross to better align with prevailing practices in peer communities and to generate additional General Fund revenue.

Background

As stated in Sec 16-133 of the City Code, the City of Norcross currently assesses its Business Occupation Tax as follows: “The tax rate shall be determined by the number of employees for each business, trade, profession, or occupation.” This practice is inconsistent with most jurisdictions in Gwinnett County and the surrounding region, which largely assess their Occupation Taxes based on the gross sales receipts generated by businesses. As a result, businesses in Norcross pay significantly lower Occupation Taxes than those in peer communities.

In FY24, Norcross generated \$384,125 in revenue from Occupation Taxes, representing 2.1 percent of total General Fund revenue. Among a sample of 14 other jurisdictions in Gwinnett, Fulton, and DeKalb counties¹, Occupation Taxes accounted for 8.0 percent of General Fund revenue. Looking at this another way, Norcross generates about \$20 per year in Occupation Tax revenue per employee compared with \$100 per employee among the peer jurisdictions.

In each of the peer communities, Occupation Taxes are calculated via a tiered system that applies tax rates based on typical profitability ratios of businesses as determined by the IRS for each North American Industry Classification System (NAICS) code. Though each of the peer communities uses a similar tiered system, tax rates differ by community. For example, Sugar Hill’s Occupation Tax rates have a narrow range from \$4.00 to \$5.00 per \$1,000 in gross receipts, while Tucker has a wide range of \$3.00 to \$13.00. Most of the peer communities offer exemptions to high-skill professions such as physicians, attorneys, and accountants, that allow them to pay on a per-employee basis

¹ Jurisdictions in the peer set were Brookhaven, Chamblee, Doraville, Duluth, Dunwoody, Lawrenceville, Lilburn, Peachtree Corners, Roswell, Snellville, Sugar Hill, Suwanee, Tucker, and unincorporated Gwinnett County.

rather than by gross receipts. Additionally, most of the communities cap the total amount that any individual business can pay in one year at \$25,000. As a note, no single business in Norcross currently pays more than \$5,000 per year in Occupation Taxes.

Among the peer communities, the only one that generated less Occupation Tax revenue than Norcross in FY24 was Lawrenceville. At that time, Lawrenceville was the only other community in the sample that assessed Occupation Taxes based on employment. However, beginning in FY25, Lawrenceville began shifting to using gross receipts and in phasing in this new system over a three-year period. By FY27, when the new system is fully implemented, Lawrenceville expects to collect \$2.0M in Occupation Tax revenue, a 6X increase from its FY24 amount of \$330,000.

Staff evaluated the expected impacts of switching from the current model to a gross receipts tax on three different types of businesses:

1. A full-service restaurant with \$2.0M in gross annual sales and 20 employees
2. A manufacturing company with \$20.0M in gross annual sales and 150 employees
3. A national retailer with \$10.0M in gross annual sales and 15 employees

The following table illustrates the change in Occupation Tax revenue from the current system in Norcross to a potential gross receipts-based system with a tax rate of \$3.00 per \$1,000 in revenue, which is at the low end of rates among the peer communities. Impact on these potential businesses would be varied, with taxes increasing by factors of about 2X for a restaurant, 3X for a manufacturer, and 11x for a national retailer.

Potential Impacts of Gross Receipts Tax on Norcross Businesses

Business Type	Current Occ Tax Revenue with Per Employee Tax	Potential Occ Tax Revenue with Gross Receipts Tax	Change Ratio
Full-Service Restaurant	\$341	\$680	+1.99
Manufacturer	\$1,819	\$6,080	+3.34
National Retailer	\$278	\$3,080	+11.08

For FY26, expected Business Occupation Tax revenue is \$425,000. Transitioning to a gross receipts model would be expected to generate at least double this amount, even with a modest rate of \$3.00 per \$1,000 in gross receipts.

Update

At the Policy Work Session on April 20, 2026, Mayor & Council directed Staff to pursue a two-pronged strategy for the Business Occupation Tax:

1. Maintain the existing structure for Business Occupation Taxes for FY27 but increase tax rates to generate additional revenue

As presented on April 20th, an increase will be proposed in the City Manager’s recommended FY27 budget. Based on discussion at that meeting, including the comparison with nearby jurisdictions, existing rates will be increased 150%. Formal action on that change will be requested prior to budget adoption in August.

2. Develop a plan to restructure the Business Occupation Tax system to assess taxes based on gross receipts beginning in FY28:

Staff have taken steps towards creating this plan and have completed the following work since April 20th:

- We have requested a meeting with the Finance Director for the City of Lawrenceville to discuss their recent restructuring process.
- We initiated developing a communications strategy for engaging with established businesses that is aimed at addressing potential concerns regarding increased taxes.
- We have determined that the following steps will need to be taken as part of the development of this plan:

- Standardize business codes: The city's database of active businesses has been assembled over many years and the coding of businesses in the database is inconsistent. As of May 2026, there were 1,278 businesses in the database. Of these, 57 percent have a NAICS code, while the other 43 percent have a different type of code listed in the database. To effectively transition to a gross receipts-based system, all businesses will need to be assigned the correct NAICS code.
- Obtain current gross receipts data: To plan for expected revenue to be generated by this transition, we will need to gather information from businesses regarding their current gross receipts collections. This information can be collected as part of the licensing process for 2027 to ensure the City has accurate data to plan for a 2028 transition.
- Clean up the business database: The database lists all businesses that had been licensed in previous years, and we have already identified some that are no longer doing business in Norcross. A working group that includes staff from Economic Development, Finance, and Code Enforcement is actively conducting outreach to more than 300 businesses that failed to renew their licenses by the March 31 deadline to determine which should be removed from the active database.
- Refine the business tiers and tax rates: As noted, the standard practice among peer communities is to tie Business Occupation Tax rates to a multi-tiered system based on NAICS Code. Both the tiers of businesses and tax rates vary by community, and we will need to do extensive analysis to determine the optimal structure for Norcross. As an example, the City of Lilburn's Business Class code list can be found here: <https://www.cityoflilburn.com/DocumentCenter/View/42/Lilburn-Business-Class-List>. The current Gross Receipts tax rates for each business class are:
 - Class 1: 0.00065 (\$650 per \$1M revenue)
 - Class 2: 0.00078 (\$780 per \$1M revenue)
 - Class 3: 0.00091 (\$910 per \$1M revenue)
 - Class 4: 0.00104 (\$1,040 per \$1M revenue)
 - Class 5: 0.00117 (\$1,170 per \$1M revenue)
 - Class 6: 0.00130 (\$1,300 per \$1M revenue)

Financial Impact

Based on the referenced 150% increase for FY 27, Business Occupation Tax revenue would increase \$637,500 – offsetting a portion of the property tax revenue loss from the newly authorized increase in homestead exemptions. The impact of the structural change proposed for 2028 will be dependent on the rates that are adopted.

Next Steps

Staff will continue to work on the items referenced in the Update section.



Evaluation of Business Occupation Tax Options in Norcross

Presented by:

David Versel, Economic Development Director

April 2026

What is a Business Occupation Tax?

- Georgia cities and counties are authorized under O.C.G.A. §48-13-5 through §48-13-29 to levy taxes on all businesses operating within their boundaries
- There are four general methods for levying occupation taxes:
 - 1) Per-employee tax based on number of employees at a location
 - 2) Profitability ratio by business type based on national averages
 - 3) Gross receipts collected at a location (usually combined with profitability ratio by business type)
 - 4) Flat fee per business
- Norcross uses #1
- Most municipalities use #3

How does this tax work in Norcross?

- The City of Norcross levies a tax on all businesses based on the number of employees located in the city.
- The tax rate varies based on the total employment count (see table)
- In FY24, this tax generated \$384,125. The FY26 budget projects \$390,000 in revenue
- No business in Norcross has more than 400 employees, so none pay more than \$5,000 per year

Business Occupation Tax Rates in Norcross

Employees	Tax Rate
1	\$50
2	\$60
3-9	\$60+\$15 per employee over 2
10-99	\$165+\$12.60 per employee over 9
100-499	\$1,299+\$10.40 per employee over 99
500+	\$5,459+\$7.40 per employee over 499

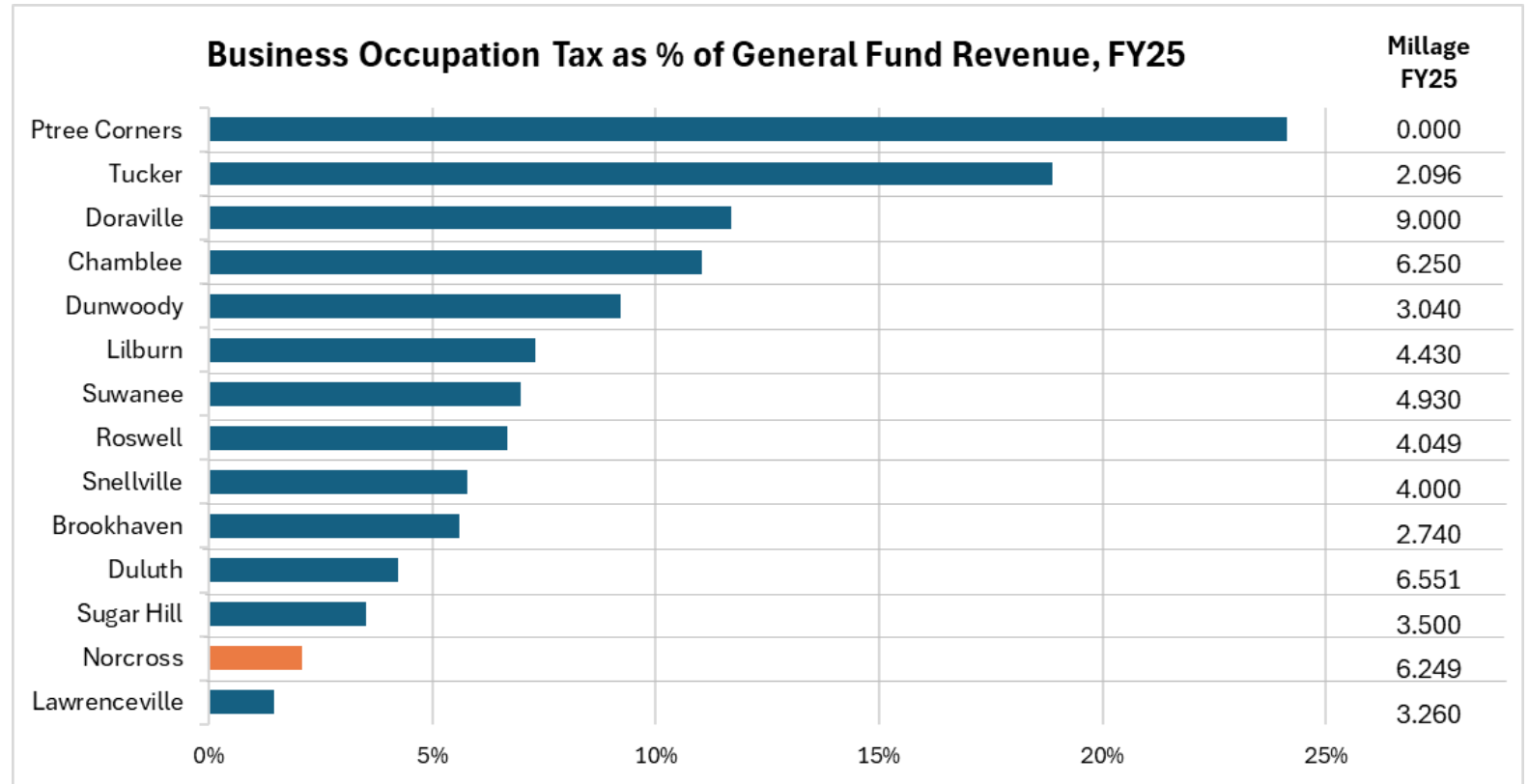
How does this compare to other jurisdictions?

- Among a sample of 15 nearby jurisdictions, Norcross is the only one that only assesses occupation taxes based on employment
- Among the other 14 jurisdictions:
 - 5 tax both gross receipts and employment
 - 8 tax just gross receipts
 - 1 taxes the higher of these two
- Lawrenceville switched from employment to gross receipts for FY26 (more on this later)

Municipality	Description of Taxation
Brookhaven	Gross receipts, 6 classes + per employee taxes
Chamblee	Gross receipts, 6 classes + per employee taxes
Doraville	Higher of gross receipts or per employee
Duluth	Gross receipts, 6 classes
Dunwoody	Gross receipts, 6 classes + per employee taxes
Lawrenceville	Gross receipts, 6 classes (switched from per employee)
Lilburn	Gross receipts, 6 classes
Norcross	Per employee, 6 classes
Ptree Corners	Gross receipts, 6 classes
Roswell	Gross receipts, 6 classes + per employee taxes
Snellville	Gross receipts, 6 classes
Sugar Hill	Gross receipts, 6 classes
Suwanee	Gross receipts, 6 classes
Tucker	Gross receipts, 6 classes + per employee taxes
Uninc. Gwinnett County	Gross receipts, 6 classes

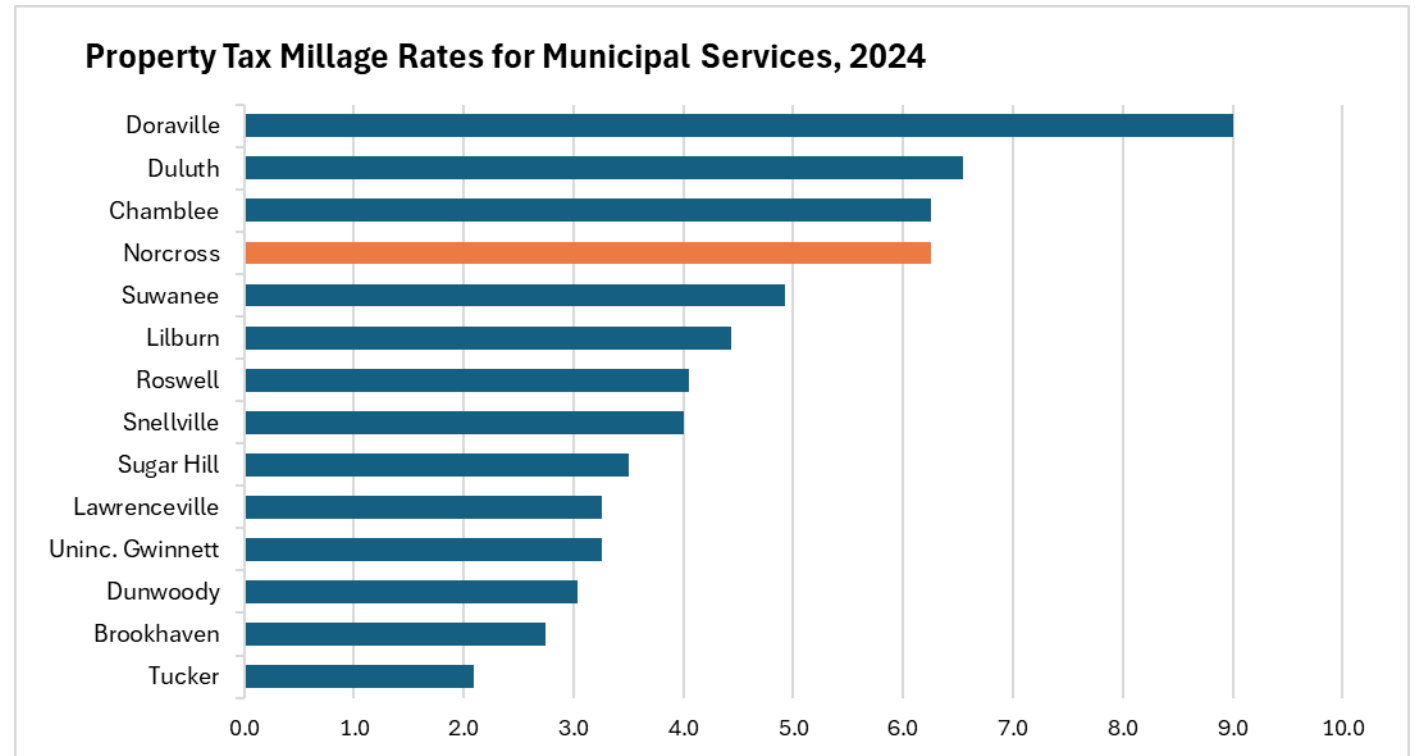
Norcross collects far less Business Occupation Tax revenue compared with its peer communities

- Norcross only generates 2.1% of its General Fund revenue from this source
- Average for 14 jurisdictions is 8%
- Lawrenceville just switched to gross receipts and will surpass Norcross going forward



Norcross has a higher millage rate than most peers but is lower than some

- Norcross millage of 6.249 is fourth highest among 14 jurisdictions
- Median for 14 jurisdictions is 4.025
- Unincorporated Gwinnett and Lawrenceville are lowest in Gwinnett County
- Doraville, Duluth, and Chamblee are all higher than Norcross

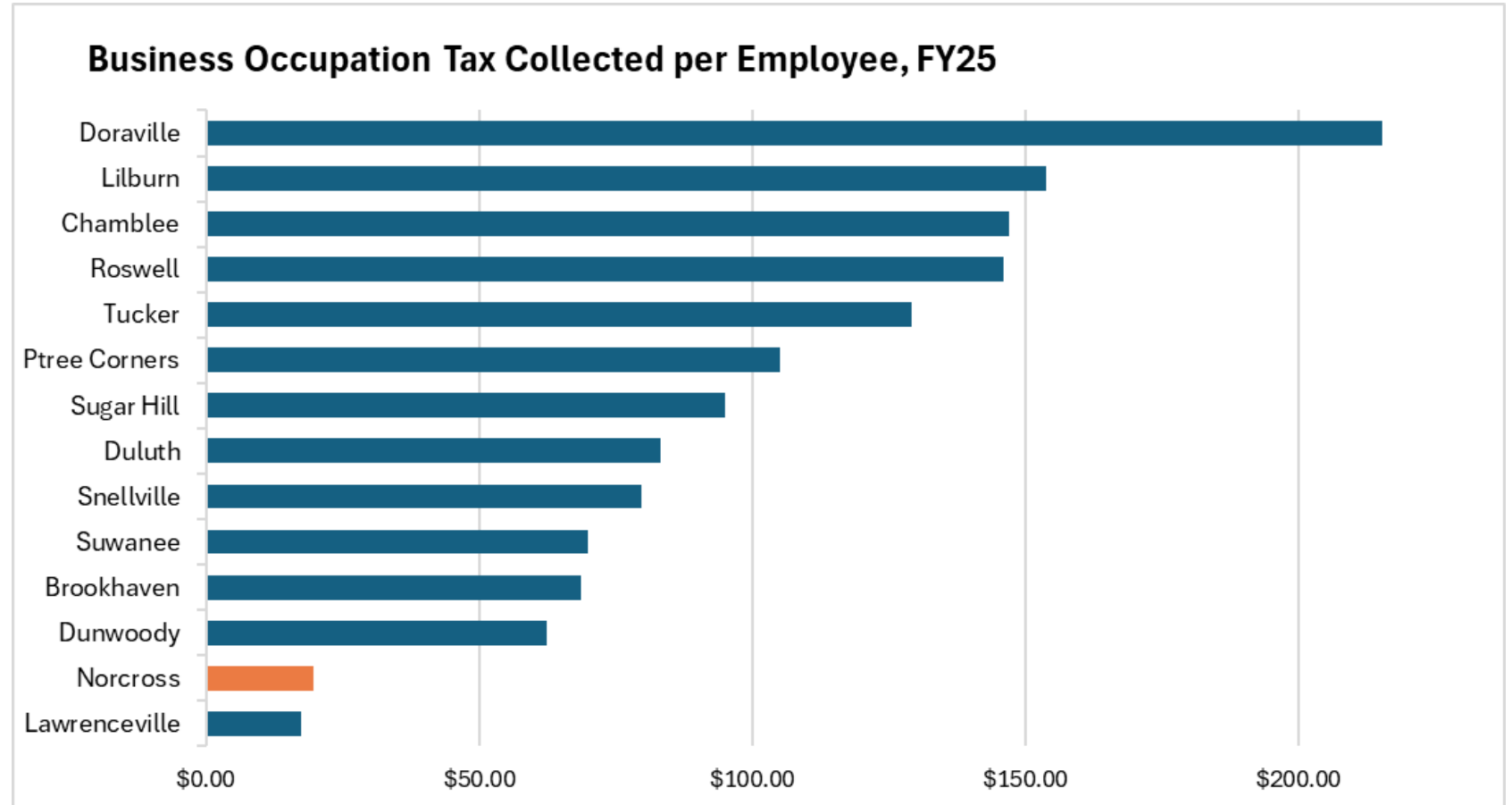


Notes:

- 1) Only includes millage for municipal services and not millage for countywide functions or schools
- 2) Unincorporated Gwinnett millage is same as millage for City of Peachtree Corners

Norcross collects far less than its peers per job

- Norcross collects \$20 per employee in occupation taxes
- Average for 14 jurisdictions is \$100 per employee
- Other than Lawrenceville, next lowest is \$62 per employee

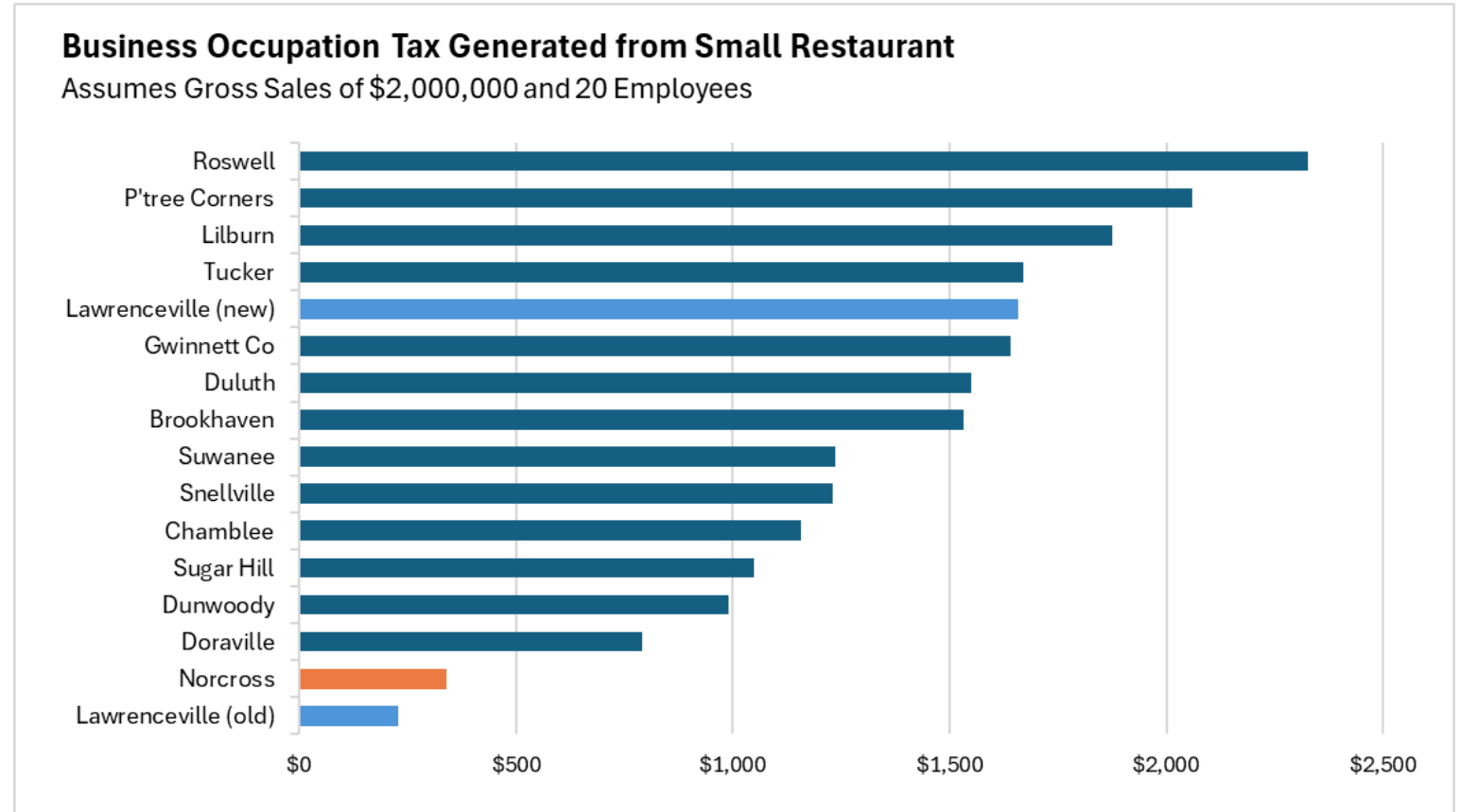


How does this apply to different business types?

- Since occupation taxes are assessed in different methods, the effects vary by type of businesses
- Comparison includes Norcross, unincorporated Gwinnett County, and 13 other cities
 - Includes comparison with old system and new system in Lawrenceville that is being phased in over the next three years
- Analysis of three hypothetical business types
 - 1) Restaurant with \$2.0M in gross sales and 20 employees
 - 2) Manufacturer with \$20.0M in gross sales and 150 employees
 - 3) Retail Pharmacy with \$10.0M in gross sales and 15 employees

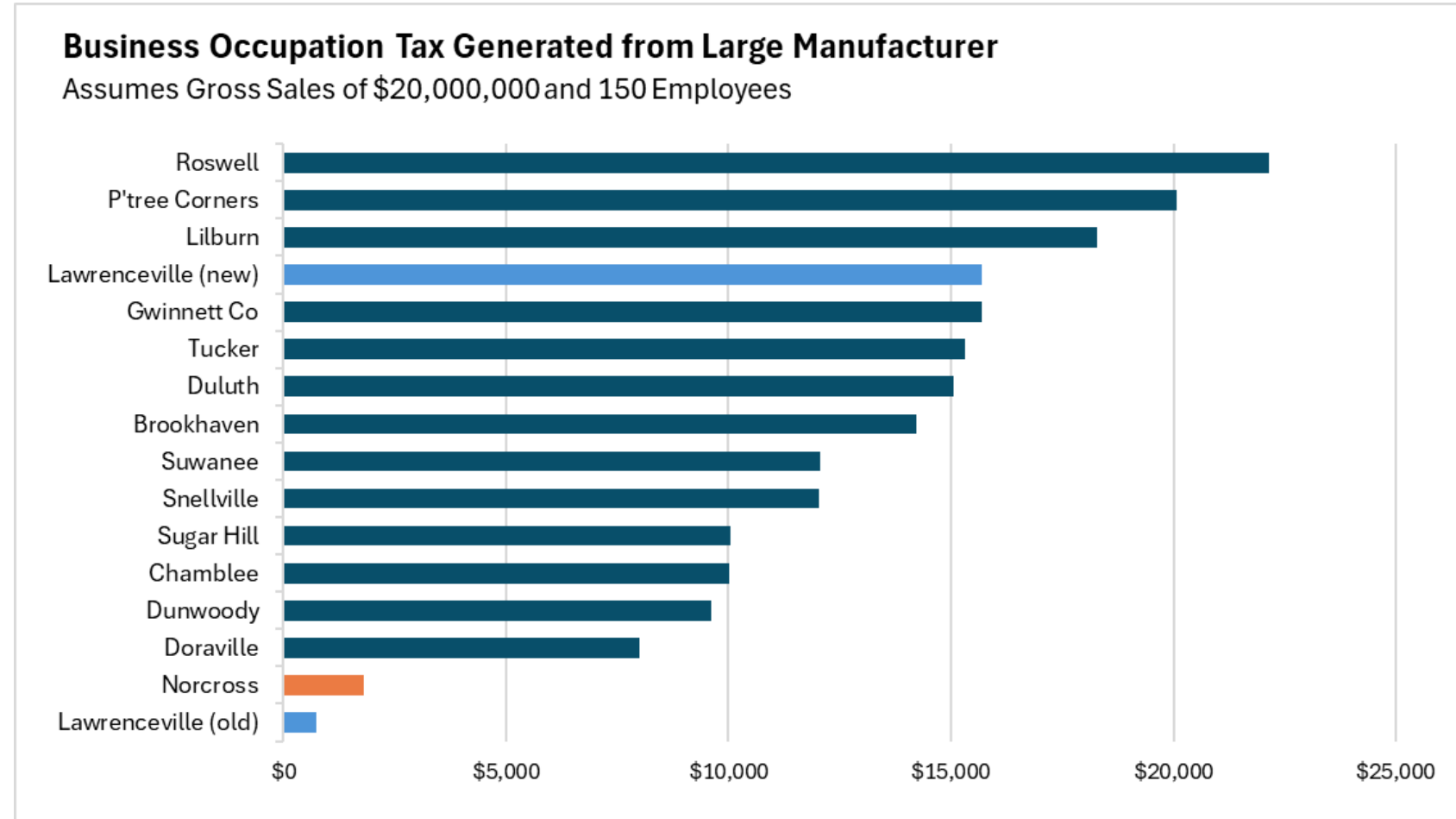
Small Restaurant Comparison

- Norcross currently collects \$341 per year from a small restaurant
- Average for all jurisdictions is \$1,334 (4X Norcross amount)
- All others are at least \$800 per year
- Lawrenceville's new system will increase annual revenue by 7X



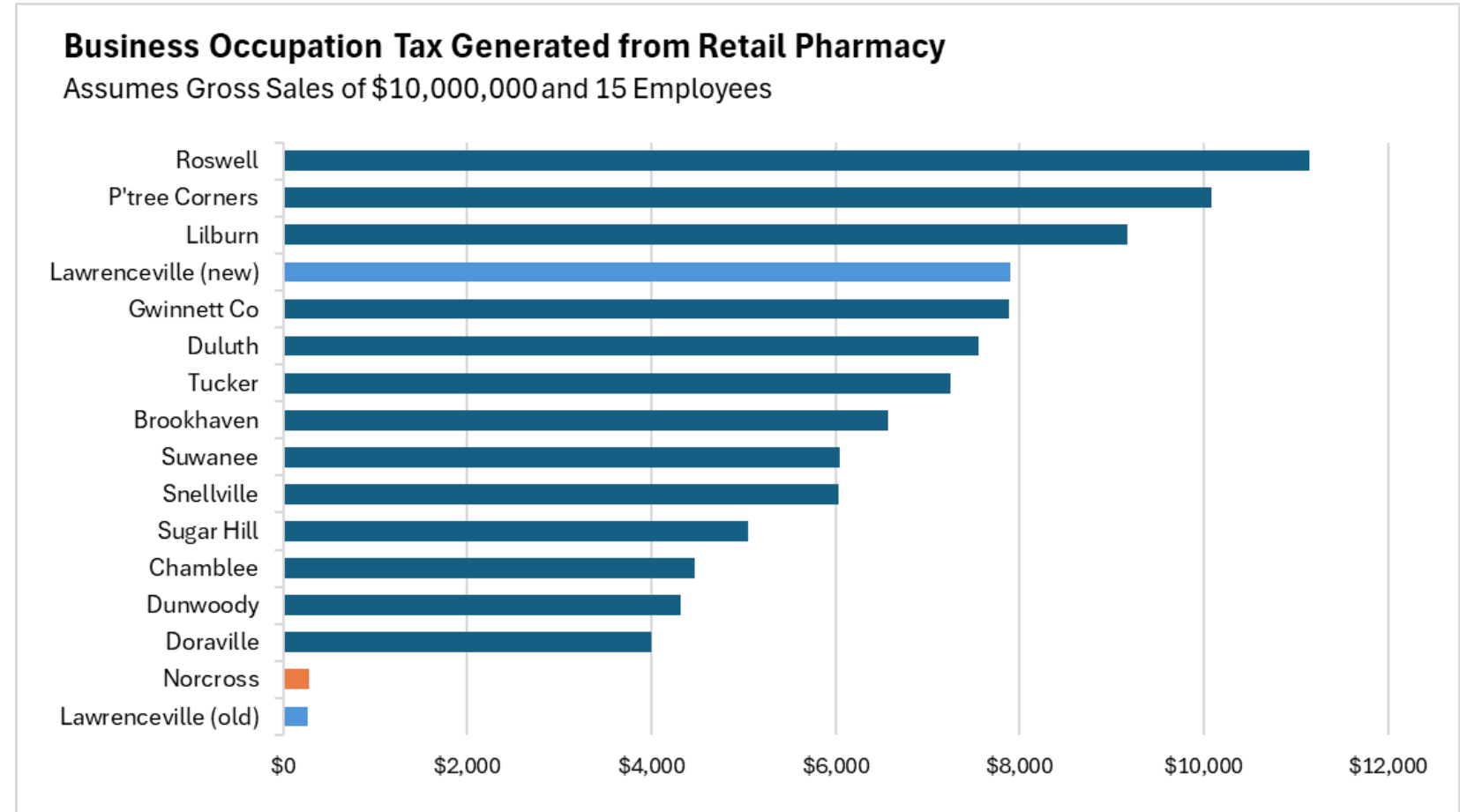
Large Manufacturer Comparison

- Norcross currently collects \$1,819 per year from a large manufacturer
- Average for all jurisdictions is \$12,251 (7X Norcross amount)
- All others are at least \$8,000 per year
- Lawrenceville's new system will increase annual revenue by 20X



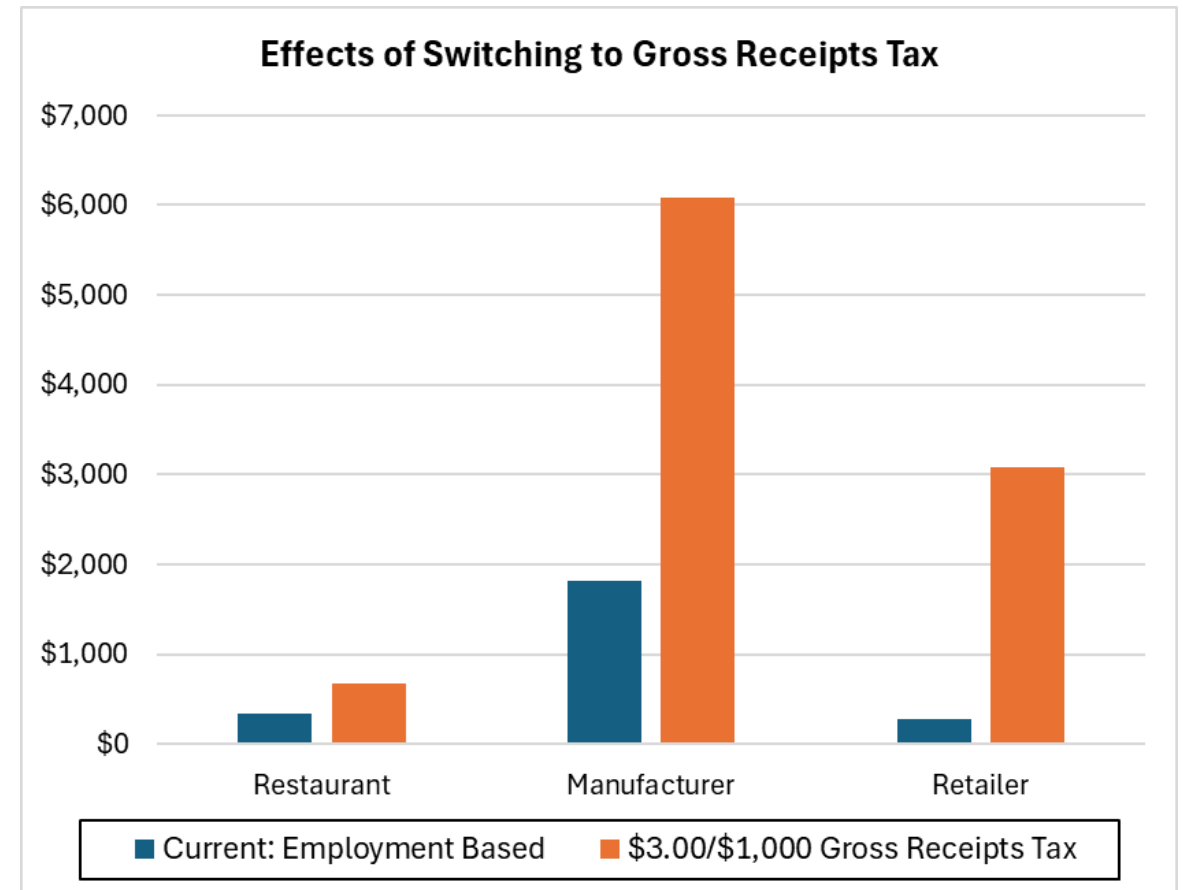
Retail Pharmacy Comparison

- Norcross currently collect \$278 per year from a typical national chain pharmacy (CVS)
- Average for all jurisdictions is \$6,127 (22X Norcross amount)
- All others were at least \$4,000 per year
- Lawrenceville's new system will increase annual revenue by 28X



Potential for significant revenue increases with minimal impact on profitability of businesses

- This shows impact of \$3.00 per \$1,000 gross receipts tax, which is the low end of the peer community rates
- Lowest impact on restaurant: 2X increase
- Highest impact on retailer: 11X increase
- Minimal impact on operations: \$4,300 increase in taxes on manufacturer with \$20.0M in gross annual sales
- Impact likely to be lower on professional office businesses



How Lawrenceville did it

- Lawrenceville transitioned from an employment-based tax to a gross receipts tax in FY25
- The new system is being phased in over a three-year period
- Projected revenue growth from \$330,000 in FY24 to \$2.0M in FY27, representing a 6x increase
- Largest impacts on businesses with highest sales volume relative to employment

Impacts by business category in Lawrenceville

NAICS	Description	Gross Receipts (\$M)	OLD	NEW			Change Ratio
			FY24	FY25	FY26	FY27	
441110	New Car Dealership	\$92.1	\$750	\$18,000	\$25,000	\$25,000	+33.00
441120	Used Car Dealership	\$0.6	\$50	\$215	\$368	\$483	+9.66
445110	Grocery Store	\$13.2	\$590	\$2,680	\$6,119	\$8,699	+14.74
445120	Gas Station w/Conv. Store	\$4.7	\$145	\$1,023	\$2,254	\$3,177	+21.91
452311	Discount Department Store	\$95.7	\$750	\$25,000	\$25,000	\$25,000	+33.00
541990	Attorney	NA	\$0	\$200	\$300	\$400	NA
621111	Medical Doctor	NA	\$150	\$200	\$300	\$400	+2.66
722511	Full Service Restaurant	\$1.5	\$486	\$446	\$908	\$1,255	+2.58
722513	Fast Food Restaurant	\$2.2	\$438	\$615	\$1,302	\$1,818	+4.15
812112	Hair Salon	\$0.1	\$50	\$134	\$180	\$214	+4.28

Summary of Findings

- Norcross taxes its businesses at a far lower rate than any of its peer communities
- Norcross has higher than average property taxes among its peers, but is below some of them
- Business occupation taxes only account for 2% of General Fund revenue in Norcross compared with a median of 8% for other nearby communities
- Norcross is the only local community that only taxes employment, not gross receipts
- Lawrenceville is switching from employment to gross receipts, and will be generating more than 6X additional revenue from this switch
- Increases would be greatest for businesses with high sales and low employment (e.g. national retailers, distribution centers)
- Increasing business occupation taxes would produce significant new revenue with minimal impact on the profitability of businesses



Mayor: Craig Newton • **Mayor Pro Tem:** Bruce Gaynor • **Councilmember:** Andrew Hixson • **Councilmember:** Josh Bare
Councilmember: Matt Myers • **Councilmember:** Marshall Cheek • **City Manager:** Eric Johnson • **City Clerk:** Monique Philip

AGENDA REPORT

To: Mayor and Council
From: Councilmember Matt Myers
Meeting Date: May 18, 2026 – Policy Work Session (PWS)
Item No.: 2026-152
Title: City Hall Renovation: **Needs Assessment and Scoping**
CC: Eric Johnson, City Manager

Recommendation:

Direct City Staff to develop and present at City Council Retreat a straw man proposal with Needs Assessment and Scoping for City Hall Renovations. This will facilitate Mayor and Council discussion as well as empower staff to begin planning phases with a conceptual project timeline for Mayor and Council to discuss at the City Council Retreat on June 28.

Final Stakeholder input should include....

- City Council
- City Staff
- Community Stakeholders (BCA, Businesses, Developers, etc.)
- Professional Services as needed

Background

Timing is now at a critical opportunity with the expectation that City Hall will be vacated by City Court Operations and Norcross Police Operations in August of 2026, with the opening of the new Public Safety Building.

As Norcross continues to grow and serve an increasingly engaged community, the current City Hall facility requires a comprehensive evaluation of its ability to meet modern standards. This initiative aims to address aging infrastructure while ensuring the building remains a welcoming and functional center for municipal governance and resident services.

Developing a straw man of critical items allows Mayor and Council to align on priority areas before formal design phases begin. Furthermore, gathering structured feedback from staff and the community will ensure the design reflects operational needs and public expectations.

Financial Impact

Staff will formally request engineering and design funding during the September 2026 budget cycle (FY 2027). Total construction costs will be scoped and developed for a target 2028 build-out.

Consistent with the Comprehensive Plan? (If applicable, please select which goal applies.)

1. Continues to define Norcross' sense of place
2. Continues to Strengthen Norcross as a Livable, Inclusive, and Safe Environment
3. Furthers the City's Tradition of Strong Leadership and High Level of Quality Services

Attachments