

City of Norcross

*65 Lawrenceville Street
Norcross, GA 30071*



Meeting Agenda

Monday, October 5, 2020

6:30 PM

Teleconference

Please click the link below to join the webinar:

<https://zoom.us/j/97000880870>

Mayor and Council

Mayor Craig Newton

Mayor Pro Tem Josh Bare

Councilmember Andrew Hixson

Councilmember Elaine Puckett

Councilmember Matt Myers

Councilmember Bruce Gaynor

- A. **Call to Order by Mayor Craig Newton**
PLEASE TURN OFF ALL CELL PHONES AND ELECTRONIC DEVICES
- B. **Invocation**
- C. **Pledge of Allegiance to the Flag of the United States of America**
- D. **Roll Call (recorded)**
- E. **Presentation of previous meetings minutes for acceptance**

[20-5885](#)

Approval of Previous Meeting Minutes

[Special Called Meeting - Executive Session - Sep 3, 2020 5:30 PM](#)

[Mayor and Council - Regular Meeting - Sep 8, 2020 6:30 PM](#)

[Policy Work Session - Regular Meeting - Sep 21, 2020 6:30 PM](#)

[Special Called Meeting - Executive Session - Sep 22, 2020 8:00 AM](#)

[Mayor and Council Visioning Session - Sep 30, 2020 6:30 PM](#)

- F. **Set agenda as presented for scheduled meeting.**

[20-5886](#)

Acceptance of the Agenda

- G. **Ceremonial Presentations, Recognitions, and Swearing in Ceremonies**

[20-5887](#)

Important Announcements and Updates Regarding COVID-19

The Mayor and Council will be joined by Dr. Arona, District Health Director, and CEO of Gwinnett, Newton, and Rockdale County Health Departments who will present critical information and updates regarding COVID-19

[20-5888](#)

Proclamation Honoring Dr. Audrey Arona

A proclamation, presented by Mayor Craig Newton, recognizing and honoring Dr. Audrey Arona for her unwavering commitment to the greater good of the community.

[PROCLAMATION - DR. AUDREY ARONA](#)

- H. **Floor Open to Citizens Desiring to Address the Governing Authority**

- a. **Comments by Citizens**

- b. **Comments by Council**

PH. Public Hearings**J. Reports of the Mayor and Council Members****a. General Announcements****October Calendar of Events**

All City events have been canceled due to precautionary measures for COVID-19.

K. Board Appointments[20-5889](#)**Board Appointment - Norcross Housing Authority****L. Approval of Consent Agenda****1. [20-5819](#)****Banner and Other Temporary Sign Enforcement Discussion**

Discussion on temporary relaxation of enforcement actions on banners and other temporary signage in the City due to the Covid-19 pandemic.

[Temporary Banner Enforcement Covid-19](#)

2. [20-5877](#)**Paizanos Dumpster Enclosure**

Public Works, Utilities & Parks is seeking direction on a dumpster enclosure behind Paizanos.

[Memo - Dumpster Enclosure](#)

[Dumpster Enclosure Quote](#)

3. [20-5879](#)**MEAG Resolution**

A resolution authorizing two independent officials of the City to communicate City decisions concerning the Trust by jointly executing written directions to MEAG Power and the Trustee.

[Form MCT Signature Resolution](#)

[Form-2-Signatories and Incumbency Certificate](#)

4. [20-5878](#)**Interactive Utility Communications**

Norcross Power is requesting approval to move forward with a partnership between Interactive Utility Communications and the City of Norcross. IUC is a communication tool, used specifically to answer and respond to calls from the community for outages, interruption of service, or any power related issue, with a personal touch. They will be available from 5:00 p.m. - 8:00 a.m.

[Memo - Norcross Power IUC](#)

[Interactive Utility Communications](#)

5. [20-5875](#)**Police Department Surplus Vehicle Request**

The Norcross Police Department wishes to surplus five vehicles no longer feasible for continued usage.

[Surplus Vehicle Memo to Mayor and Council](#)

6. [20-5880](#)**Norcross Communications Task Force**

Presentation of the Communications Task Force report including mentioned recommendations.

[Report of the Task Force on Communications](#)

[Norcross Communications Task Force Report](#)

M. **Items for Discussion**N. **Adjourn in memory of**O. **Adjourn to Executive Session for Personnel, Real Estate or Legal**P. **Signed by**_____ **Mayor Craig Newton**Q. **Attest:** _____ **Monique Lang, City Clerk**



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5885	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Mayor and Council
Title:	Approval of Previous Meeting Minutes		

Sponsors:

Code Sections:

Title
Approval of Previous Meeting Minutes

Motion

A motion to Approve/Deny the meeting minutes for the September 3rd Special Called Meeting and Executive Session, the September 8th Regular Council Meeting Minutes and Executive Session, the September 21st Policy Work Session and Executive Session, the September 22nd Special Executive Session, and the September 30th Mayor and Council Visioning Session and Executive Session.

City of Norcross

65 Lawrenceville Street
Norcross, GA 30071



Meeting Minutes

Thursday, September 3, 2020

5:30 PM

Teleconference

Special Called Meeting

*Mayor Pro Tem Josh Bare
Councilmember Andrew Hixson
Councilmember Elaine Puckett
Councilmember Matt Myers
Councilmember Bruce Gaynor
Mayor Craig Newton*

Minutes Acceptance: Minutes of Sep 3, 2020 5:30 PM (Presentation of previous meetings minutes for acceptance)

A. Call to Order by Craig Newton

Attendee Name	Title	Status	Arrived
Josh Bare	Mayor Pro Tem	Remote	
Andrew Hixson	Councilmember	Present	
Elaine Puckett	Councilmember	Present	
Matt Myers	Councilmember	Present	
Bruce Gaynor	Councilmember	Present	
Craig Newton	Mayor	Present	

The Special Called Executive Session was called to order at 5:30 PM by Mayor Craig Newton

B. Roll Call (recorded)**C. Meeting Closed for Executive Session to Discuss Legal Personnel, and Real Estate**

The meeting was adjourned at 5:32 PM with a motion by Councilmember Elaine Puckett and seconded by Councilmember Bruce Gaynor. The vote was unanimous 5-0.

D. Signed by _____ Mayor Craig Newton

E. Attest _____ Monique Lang, City Clerk

Minutes Acceptance: Minutes of Sep 3, 2020 5:30 PM (Presentation of previous meetings minutes for acceptance)

City of Norcross

65 Lawrenceville Street
Norcross, GA 30071



Meeting Minutes

Tuesday, September 8, 2020

6:30 PM

Teleconference

Meeting Recording:

<https://zoom.us/rec/share/lw3v-bBst68GPm-x5YmXkQLO2Bli4b-8IHUrFALtjh91Lh88oh03UrrMkfn0hS3.Tv3XS764e1auTHdJ>

Mayor and Council

Mayor Craig Newton

Mayor Pro Tem Josh Bare

Councilmember Andrew Hixson

Councilmember Elaine Puckett

Councilmember Matt Myers

Councilmember Bruce Gaynor

Minutes Acceptance: Minutes of Sep 8, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

- A. Call to Order by Mayor Craig Newton
- B. Invocation
- C. Pledge of Allegiance to the Flag of the United States of America
- D. Roll Call (recorded)

Attendee Name	Title	Status	Arrived
Craig Newton	Mayor	Present	
Josh Bare	Mayor Pro Tem	Present	
Andrew Hixson	Councilmember	Absent	
Elaine Puckett	Councilmember	Present	
Matt Myers	Councilmember	Present	
Bruce Gaynor	Councilmember	Present	

Regular Meeting was called to order at 6:30 PM by Mayor Craig Newton

- E. Presentation of previous meetings minutes for acceptance
- 20-5842: Approval of Previous Meeting Minutes**

Motion

A motion to approve the meeting minutes for the August 3rd Special Called Meeting, Regular Council Meeting, and Executive Session, the August 17th Special Called Meeting, Policy Work Session and Executive Session, and the August 20th and August 24th Special Called Meeting and Executive Session.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Special Called Meeting - Special Meeting - Aug 3, 2020 11:00 AM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Mayor and Council - Regular Meeting - Aug 3, 2020 6:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Special Called Meeting - Special Meeting - Aug 17, 2020 5:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Minutes Acceptance: Minutes of Sep 8, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

Policy Work Session - Regular Meeting - Aug 17, 2020 6:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Mayor and Council Visioning Session - Visioning Session - Aug 20, 2020 6:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

Special Called Meeting - Executive Session - Aug 24, 2020 6:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Elaine Puckett, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

F. Set agenda as presented for scheduled meeting.**20-5843: Acceptance of the Agenda****Motion**

A motion to Accept the Agenda as Presented with the following items being moved to discussion:

20-5788 PWUP 20-01 Downtown Norcross Compactor Enclosure

20-5 827 Activation of the Norcross Development Authority

20-5 846 Face Covering Discussion

RESULT:	ACCEPTED [UNANIMOUS]
MOVER:	Bruce Gaynor, Councilmember
SECONDER:	Matt Myers, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

G. Ceremonial Presentations, Recognitions, and Swearing in Ceremonies**20-5840: Important Announcements and Updates Regarding COVID-19**

RESULT:	DISCUSSED
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20-5841: Proclamation Recognizing Building Babies' Brains Day in Gwinnett County

RESULT:	ACKNOWLEDGED AND READ
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20-5845: 20-5845 : Proclamation Honoring Retired City Manager, Rudolph Smith

RESULT:	ACKNOWLEDGED AND READ
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H. Floor Open to Citizens Desiring to Address the Governing Authority

- a. Comments by Citizens
- b. Comments by Council

PH. Public Hearings**J. Reports of the Mayor and Council Members**

- a. General Announcements

September Calendar of Events

All City events have been canceled due to precautionary measures for COVID-19.

K. Board Appointments**20-5844: Board Appointment - Sustainable Norcross Commission**

Motion

A motion to table the board appointment for further discussion.

RESULT:	TABLED TO [UNANIMOUS]
	Next: 9/21/2020 6:30 PM
TO:	Policy Work Session
MOVER:	Bruce Gaynor, Councilmember
SECONDER:	Matt Myers, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

L. Approval of Consent Agenda

RESULT:	ADOPTED ON CONSENT AGENDA [UNANIMOUS]
MOVER:	Josh Bare, Mayor Pro Tem
SECONDER:	Bruce Gaynor, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

1. 20-5822: Tantalus Systems, Inc. Contractor Agreement

Motion

A motion to Approve the Contractor Agreement between the City of Norcross and Tantalus Systems, Inc. at a project cost of \$1,038,621 with the cost funded by the Municipal Competitive Trust Fund.

2. 20-5820: Police Administration Design Agreement/LEED Design

Motion

A motion to Approve a LEED design agreement between CROFT & Associates and the City of Norcross at a proposed cost of \$190,700 for the renovation of the existing library building into a new Administration Building for the Norcross Police Department.

Minutes Acceptance: Minutes of Sep 8, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

3. **20-5673: Reconstruction of the Boards, Commissions, and Authorities Policies and Procedures**

Motion

A motion to Approve the proposed policies and procedures manual for City of Norcross Boards, Commissions, and Authorities.

4. **20-5821: Generator Replacement**

Motion

A motion to Approve a request to withdraw funds from the MEAG Trust for the purpose of replacing the control panel and associated components for the generator at City Hall and to move forward with a service agreement with Yancey Power Systems at a project cost of \$30,488.00 for the control panel and generator rental.

M. Items for Discussion

A. **20-5788: PWUP 20-01 Downtown Norcross Compactor Enclosure**

Motion

A motion rescind the contractor agreement between Malco Construction and the City of Norcross for the Downtown Norcross Compactor Enclosure project.

AMENDED MOTION

A motion to rescind the contractor agreement between Malco Construction and the City of Norcross for the Downtown Norcross Compactor Enclosure project and approve the fencing in of the compactor at a maximum cost of \$5,000.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Bruce Gaynor, Councilmember
SECONDER:	Matt Myers, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

B. **20-5827: Activation of the Norcross Development Authority**

Motion

A motion to Approve an amendment to **Article V of Chapter 2 of the City Code of Ordinances to add a new Section 2-153 to activate the Norcross Development Authority and to function in conformity with O.C.G.A. § 36-62-1 et seq., the Development Authorities Law** with the following enacting clause:

The Mayor and City Council of the City of Norcross, Georgia hereby ordains that the adopted Code of Ordinance is hereby amended as more particularly set forth below. It is the intention of the Mayor and City Council, and it is hereby ordained that all following provisions shall become and be made part of the Code of the City of Norcross.

RESULT:	APPROVED [3 TO 1]
MOVER:	Matt Myers, Councilmember
SECONDER:	Bruce Gaynor, Councilmember
AYES:	Elaine Puckett, Matt Myers, Bruce Gaynor
NAYS:	Josh Bare
ABSENT:	Andrew Hixson

Minutes Acceptance: Minutes of Sep 8, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

C. 20-5846: Face Covering Discussion**Motion**

A motion to Approve a resolution by the Mayor and Council of the City of Norcross to encourage the use of masks or face coverings in public during the Covid-19 outbreak unless otherwise determined that a mandate is necessary based on an increase in the number of cases.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Bruce Gaynor, Councilmember
SECONDER:	Josh Bare, Mayor Pro Tem
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

AND

A motion to Approve a resolution by the Mayor and Council of the City of Norcross requiring the use of masks or face coverings in property owned or leased by the City of Norcross during the Covid-19 Outbreak.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Bruce Gaynor, Councilmember
SECONDER:	Matt Myers, Councilmember
AYES:	Josh Bare, Elaine Puckett, Matt Myers, Bruce Gaynor
ABSENT:	Andrew Hixson

N. Adjourn in memory of**O. Adjourn to Executive Session for Personnel, Real Estate or Legal**

The meeting was adjourned at 8:39 PM with a motion by Mayor Pro Tem Josh Bare and seconded by Councilmember Bruce Gaynor. The vote was unanimous 4-0.

P. Signed by _____ Mayor Craig Newton

Q. Attest: _____ Monique Lang, City Clerk

City of Norcross

65 Lawrenceville Street
Norcross, GA 30071



Meeting Minutes

Monday, September 21, 2020

6:30 PM

Teleconference

Meeting Recording:

<https://zoom.us/rec/share/HnLOZiGjexnO2C64n8D407khW14GIWMxNEQ4hVlgPMu8lAWKdqHo6qx6Ue9FnBsP.XpYAfFYr3iBFCoYa?startTime=1600727555000>

Policy Work Session

Mayor Craig Newton
Mayor Pro Tem Josh Bare
Councilmember Andrew Hixson
Councilmember Elaine Puckett
Councilmember Matt Myers
Councilmember Bruce Gaynor

Minutes Acceptance: Minutes of Sep 21, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

A. Roll Call (recorded)

Attendee Name	Title	Status	Arrived
Craig Newton	Mayor	Present	
Josh Bare	Mayor Pro Tem	Present	
Andrew Hixson	Councilmember	Present	
Elaine Puckett	Councilmember	Present	
Matt Myers	Councilmember	Present	
Bruce Gaynor	Councilmember	Present	

Regular Meeting was called to order at 6:32 PM by Mayor Craig Newton

B. Citizen Input**C. Board Updates**

*Norcross Public Arts Commission (NPAC)

D. General Updates

*Important COVID-19 Updates- Dr. Audrey Arona

*Buford Highway Master Plan Update- William Corbin/ DeAnna Murphy

*Communications Update- Pam Ledbetter

*UBER Park- Mary Beth Bender

E. Council- General Discussion**F. Board Appointments**

Mayor and Council are asked to consider and approve appointments and re-appointments to the following board, authority or commission:

Housing Authority

G. Items for Discussion**1. 20-5872: Norcross Public Arts Commission Proposal for Professional Development**

RESULT:	DISCUSSED
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2. 20-5873: Anti-Contamination Recycling Program

RESULT:	DISCUSSED
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3. 20-5881: Norcross Walkable Watershed Trail

RESULT:	DISCUSSED
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4. 20-5874: Wayfinding Update and Recommended Next Steps

RESULT:	DISCUSSED
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Minutes Acceptance: Minutes of Sep 21, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

5. **20-5875: Police Department Surplus Vehicle Request****RESULT:** THIS MATTER WAS REFERRED TO

Next: 10/5/2020 6:30 PM

TO: Mayor and Council6. **20-5876: Food Truck Discussion****RESULT:** DISCUSSED7. **20-5882: Painting Buildings in the Historic District****RESULT:** DISCUSSED8. **20-5877: Paizanos Dumpster Enclosure****RESULT:** THIS MATTER WAS REFERRED TO

Next: 10/5/2020 6:30 PM

TO: Mayor and Council9. **20-5878: Interactive Utility Communications****RESULT:** THIS MATTER WAS REFERRED TO

Next: 10/5/2020 6:30 PM

TO: Mayor and Council10. **20-5879: MEAG Resolution****RESULT:** THIS MATTER WAS REFERRED TO

Next: 10/5/2020 6:30 PM

TO: Mayor and Council11. **20-5880: Norcross Communications Task Force****RESULT:** THIS MATTER WAS REFERRED TO

Next: 10/5/2020 6:30 PM

TO: Mayor and Council**H. Adjourn to Executive Session for Personnel, Real Estate or Legal**

The meeting was adjourned at 8:40 PM with a motion by Mayor Pro Tem Josh Bare and seconded by Councilmember Andrew Hixson. The vote was unanimous 5-0.

I. Signed by: _____ **Mayor Craig Newton****J. Attest:** _____ **Monique Lang, City Clerk**

City of Norcross

65 Lawrenceville Street
Norcross, GA 30071



Meeting Minutes

Tuesday, September 22, 2020

8:00 AM

Teleconference

Special Called Meeting

*Mayor Pro Tem Josh Bare
Councilmember Andrew Hixson
Councilmember Elaine Puckett
Councilmember Matt Myers
Councilmember Bruce Gaynor
Mayor Craig Newton*

Minutes Acceptance: Minutes of Sep 22, 2020 8:00 AM (Presentation of previous meetings minutes for acceptance)

A. Call to Order by Craig Newton

Attendee Name	Title	Status	Arrived
Craig Newton	Mayor	Present	
Josh Bare	Mayor Pro Tem	Present	
Andrew Hixson	Councilmember	Absent	
Elaine Puckett	Councilmember	Present	
Matt Myers	Councilmember	Present	
Bruce Gaynor	Councilmember	Present	

Executive Session was called to order at 8:02 AM by Mayor Craig Newton

B. Roll Call (recorded)**C. Meeting Closed for Executive Session to Discuss Legal Personnel, and Real Estate**

The meeting was adjourned at 8:04 AM with a motion by Mayor Pro Tem Josh Bare and seconded by Councilmember Bruce Gaynor. The vote was unanimous 4-0.

D. Signed by _____ Mayor Craig Newton

E. Attest _____ Monique Lang, City Clerk

Minutes Acceptance: Minutes of Sep 22, 2020 8:00 AM (Presentation of previous meetings minutes for acceptance)

City of Norcross

65 Lawrenceville Street
Norcross, GA 30071



Meeting Minutes

Wednesday, September 30, 2020

6:30 PM

Teleconference

Meeting Recording:

https://zoom.us/rec/share/pbeylgRKGWfYkkGy5J5hY30DDgPmRDDioijbnvFmTx_F1QUKduOKWBU2cdpgiw7m.T4DznjaXKOD1PZCa?startTime=1601505516000

Mayor and Council Visioning Session

Mayor Craig Newton
Mayor Pro Tem Josh Bare
Councilmember Andrew Hixson
Councilmember Elaine Puckett
Councilmember Matt Myers
Councilmember Bruce Gaynor

Minutes Acceptance: Minutes of Sep 30, 2020 6:30 PM (Presentation of previous meetings minutes for acceptance)

I. Call to Order

Attendee Name	Title	Status	Arrived
Craig Newton	Mayor	Present	
Josh Bare	Mayor Pro Tem	Present	
Andrew Hixson	Councilmember	Present	
Elaine Puckett	Councilmember	Present	
Matt Myers	Councilmember	Present	
Bruce Gaynor	Councilmember	Present	

Visioning Session was called to order at 6:32 PM by Mayor Craig Newton

II. Items for Discussion**1. 20-5884: Economic Development Incentive Program (EDIP)**

RESULT:	DISCUSSED
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III. Adjourn to Exec Session for Real Estate, Legal, and Personnel

The meeting was adjourned at 7:46 PM with a motion by Mayor Pro Tem Josh Bare and seconded by Councilmember Bruce Gaynor. The vote was unanimous 5-0.

IV. Signed by: _____ **Craig Newton, Mayor**

V. Attest by: _____ **Monique Lang, City Clerk**



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5886	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Mayor and Council
Title:	Acceptance of the Agenda		

Sponsors:

Code Sections:

Title
Acceptance of the Agenda

Motion

A motion to Accept/Deny the Agenda as Presented with the following items being moved to discussion:



MAYOR **CRAIG NEWTON** · MAYOR PRO TEM **JOSH BARE** · COUNCILMAN **ANDREW HIXSON** · COUNCILWOMAN · **ELAINE PUCKETT**
COUNCILMAN **MATT MYERS** · COUNCILMAN **BRUCE GAYNOR** · INTERIM CITY MANAGER **MARY BETH BENDER** · CITY CLERK · **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5887	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Mayor and Council
Title:	Important Announcements and Updates Regarding COVID-19		

Sponsors:

Code Sections:

Title
Important Announcements and Updates Regarding COVID-19

Drafter
Dr. Arona

The Mayor and Council will be joined by Dr. Arona, District Health Director, and CEO of Gwinnett, Newton, and Rockdale County Health Departments who will present critical information and updates regarding COVID-19



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5888	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Mayor and Council
Title:	Proclamation Honoring Dr. Audrey Arona		

Sponsors:

Code Sections:

Attachments:

1. [PROCLAMATION - DR. AUDREY ARONA](#)

Title

Proclamation Honoring Dr. Audrey Arona

Drafter

Mayor Craig Newton

Proclamation

The City of Norcross, Georgia

In Appreciation of

DR. AUDREY ARONA

Whereas, As concerns regarding the COVID-19 pandemic remain in the City of Norcross and in the United States, essential workers are serving on the frontline, working harder than ever to ensure the health, well-being and safety of our citizens while profoundly improving the health outcomes of our most vulnerable; and

Whereas, Dr. Audrey Arona, District Health Director and Chief Executive Officer of Gwinnett, Newton, and Rockdale County Health Departments, and hero of the community, has made a conscious sacrifice to provide a generous amount of time, awareness, and commitment to the betterment of our community; and

Whereas, Dr. Arona serves Gwinnett, Newton, and Rockdale County Health Departments by upholding the mission to protect and improve the health of our community by monitoring and preventing disease; promoting health and well-being; and preparing for disasters, through countless acts of extraordinary leadership and with the highest level of compassion and expertise; and

Whereas, Dr. Arona received her doctorate degree from the University of Cincinnati, College of Medicine, in 1991 and completed her residency at the University of Southern California Women's Hospital in 1995, where she then served in private practice for more than twenty-five years, in both California and closer to her home in Lawrenceville, delivering babies and protecting the health of women as a respected Obstetrician and Gynecologist; and

Whereas, Dr. Arona has exhibited heroic and selfless leadership, serving as a trusted advisor to the City of Norcross, Gwinnett County, and other communities making herself available as needed to answer any questions or concerns and to educate the public and provide weekly briefings organized by the Gwinnett Municipal Association for mayors, members of city councils, city managers and Gwinnett County leaders, sharing important data, trends and best practices; while answering questions directly and honestly to give public officials the confidence to speak with one unified voice as they navigated unprecedented public health and economic crisis to adopt policies and adapt operational procedures with confidence to convey knowledge to the residents to alleviate worries and promote awareness and safe practices amidst the COVID-19 pandemic; and

Whereas, The city of Norcross is honored to receive the support and advice of Dr. Arona who is on the front lines working tirelessly to help others in their greatest time of need; and

Whereas, Dr. Arona has served the community with distinction demonstrating her selfless and unwavering commitment to serve and support the best interest of our community and she has earned and honorably deserves this public recognition for her uncompromising devotion to the greater good of the community.

Now, Therefore, I, Craig Newton, Mayor of the City of Norcross, express genuine appreciation and the utmost respect for Dr. Audrey Arona, for her heroic efforts, professional expertise, selfless dedication, unrelenting advocacy, and unsurpassed level of compassion during this local and global health emergency and wish her continued health and wellness as she remains committed to improving the health outcomes of our community.

Craig Newton, Mayor

Attest: Monique Lang, City Clerk

Attachment: PROCLAMATION - DR. AUDREY ARONA (20-5888 : Proclamation Honoring Dr. Audrey Arona)



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5889	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Mayor and Council
Title:	Board Appointment - Norcross Housing Authority		

Sponsors:

Code Sections:

Title
Board Appointment - Norcross Housing Authority

Motion

A motion to Approve/Deny the reappointment of the following board members and terms as presented:

Norcross Housing Authority

Melissa Leedy 12/1/2025

Pam Hopper 12/1/2025



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5819	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	Banner and Other Temporary Sign Enforcement Discussion		

Sponsors:

Code Sections:

Attachments:

1. [Temporary Banner Enforcement Covid-19](#)

Title

Banner and Other Temporary Sign Enforcement Discussion

Drafter

Tracy Rye

Motion

A motion to Approve/Deny the temporary suspension of enforcement actions on banners and other temporary signage in the City due to the Covid-19 pandemic.



Community Development and Planning

TO: Mayor and Council

FROM: Tracy Rye, AICP, Community Development and Planning Director

DATE: August 17, 2020

SUBJECT: Banner and other temporary sign enforcement discussion

CC: Rudolph Smith, City Manager

Background:

In the early days of the Covid-19 pandemic, staff consulted with the City Manager on ways we could support local businesses as they worked to let people know they were still operational. We decided, for a short time in support of economic development, to temporarily suspend enforcement of banner and other temporary sign regulations so long as the signs were on private property and not in the right of way and kept in a state of good repair.

Recently, Code Enforcement has received a few complaints about banners about town and we are asking to discuss how Mayor and Council would like to proceed. We need to keep the following items in mind for decision making purposes:

1. We want to keep all rights of way clear of all signage for safety purposes
2. Signage is a free speech issue and the enforcement or temporary waiver of enforcement must be city-wide
3. End Date:
 - a. End in August?
 - b. End at End of Year?
 - c. Assess on a month-to-month basis?



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5877	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	Paizanos Dumpster Enclosure		

Sponsors:

Code Sections:

Attachments:

1. [Memo - Dumpster Enclosure](#)
2. [Dumpster Enclosure Quote](#)

Title

Paizanos Dumpster Enclosure

Drafter

Mary Beth Bender

Motion

A motion to Approve/Deny the Public Works, Utilities, & Parks Department to move forward with stationing a dumpster enclosure behind Paizanos. Two options have been provided.

Funding Source: Capital Infrastructure - Sanitation

Project Cost: \$19,166 (enclosure) or \$12,850 (fence)



MARY BETH BENDER, ASSISTANT CITY MANAGER
DIRECTOR
PUBLIC WORKS, UTILITIES & PARKS

TO: Mayor and City Council

FROM: Mary Beth Bender, Director

DATE: September 10, 2020

SUBJECT: Dumpster Enclosure Behind Paizanos

Presented By: Mary Beth Bender, Assistant City Manager/Director, Public Works, Utilities & Parks

Project Description

Public Works, Utilities & Parks is seeking direction on a dumpster enclosure behind Paizanos. Public Works has been asked to present quotes on options for Mayor and Council's review.

We have received two proposals for a dumpster enclosures: A slatted chain link fence or a wood fence on a metal frame (stain not included) would cost roughly \$12,850. We have also received a verbal quote in the amount of \$19,166.00 for the Plankwall product pictured below.

Public Works, Utilities & Parks is seeking approval to move forward with one of these options.



Staff Recommendation: Follow Mayor and Council's Directive Funding

Funding Source: Capital Infrastructure – Sanitation

Project Cost: \$19,166 (enclosure) or \$12,850 (fence)



A product of

PLEASE CONSIDER THE FOLLOWING PROPOSAL:

To: City of Norcross
Address: 65 Lawrenceville St., Norcross, GA 30071
Attn: Melissa Zeigler
Phone: 0
Fax: 0
Email: melissa.zeigler@norcrossga.net

Date: September 11, 2020
Application: Jonese Street Dumpster Enclosure - Norcross GA
 7 Jones St.
 Norcross, GA 30071

***Proposal was created based upon your information received by Email on 09/11/2020.**

Quantity	Description	Unit Price	Amount
1	7' Covrit Enclosure size 12' x 20' x 12', PlankWall Horizontal or Vertical Style in Mfg Std Color Planks; Mfg Std Color Frame and Posts	\$9,351.00	\$9,351.00
2	Set of Mission or Madison Style Covrit ToughGates, each gate, 7'(H) x Approx. 60"(W), Mfg Std Color Planks,Mfg Std Color Frame.	\$3,010.00	\$6,020.00
NOTES: Quote based on dimensions provided by City of Norcross			
Subtotal			\$15,371.00 USD
Estimated Shipping & Handling			\$3,795.00 USD
Sales Tax			<u>Calculated at invoice</u> USD
Total			<u>\$19,166.00</u> USD

****Due to continuous changes in state and local tax rates, taxes will be calculated at time of invoicing. Tax exemption certificate required w/order if tax exempt.****

Freight: Permits by Others & Freight by Common Carrier

Installation by Others

Gate Kit includes:

- Gate Post Cap
- Hinge Support Ring 5-5/8"ID
- Pipe Hinge Hardware
- Gate Handle Kit Black
- 24" Q-Bolt Drop Pins Black
- Covrit I.D. Nameplate (black background)
- Gate Post Sch 40 5.563"OD
- Adjustable Pipe Hinge Assy 5"
- Modern Gate Latch Black
- Paint Touch-Up 2 oz

Pricing is based upon manufacturer's standard product (unless noted) and standard lead times.

F.O.B.: Hilliard, Ohio

Terms: Payment Terms Available With Approved Credit

Jodi Eileen Compton

614.850.2596

jcompton@cityscapesinc.com

Note:

Stamped Engineering drawings will be an additional charge. Returned items are subject to a 20% restocking fee. This quotation is subject to the customer's acceptance within thirty (30) days. **Pricing does not include freight and/or installation unless specifically noted.**

Your signature below indicates that you have reviewed, understand, and agree with the items listed above and the Policies and Procedures found on this document.

Accepted By

Signature: _____

Date: _____

Printed Name: _____



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5879	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	MEAG Resolution		

Sponsors:

Code Sections:

Attachments:

1. [Form MCT Signature Resolution](#)
2. [Form-2-Signatories and Incumbency Certificate](#)

Title
MEAG Resolution

Drafter
Mary Beth Bender

Motion
 A motion to Approve/Deny a resolution authorizing two independent officials of the City to communicate City decisions concerning the Trust by jointly executing written directions to MEAG Power and the Trustee.

**Resolution of
[CITY/COUNTY]**

WHEREAS, the City is a Beneficiary of the Municipal Competitive Trust (the “Trust”) that MEAG Power established as of January 1, 1999; and

WHEREAS, pursuant to the terms of the Trust, the City is allowed to transfer certain funds between accounts and withdraw certain funds from accounts by written direction to MEAG Power and the Trustee; and

WHEREAS, by official action of the City, a City official was delegated authority to make deposits to the Trust and to communicate City decisions with respect to the Trust to MEAG Power and the Trustee; and

WHEREAS, in order to improve the notification process, MEAG Power has requested that all written directions communicating City decisions with respect to the Trust be executed by two independent City officials; and

WHEREAS, the City, after due consideration, has determined that such procedural changes are in the best interest of the City.

NOW, THEREFORE, BE IT RESOLVED that henceforth _____
[Official 1] and _____ [Official 1] (together, the “Authorized Officials”) are authorized to communicate City decisions with respect to the Trust by jointly executing written directions to MEAG Power and the Trustee; and

FURTHER RESOLVED that the City hereby authorizes the Authorized Officials to execute, and the City [Clerk/Secretary] to attest and deliver, certificates specifying the names, titles, term of office and specimen signatures of the Authorized Officials and other certificates and documents that MEAG Power may require from time to time to effect the purposes of the Trust and this Resolution.

This the ____ day of _____, 20____.

ATTEST:

City [Clerk/Secretary]
[SEAL]

Attachment: Form_MCT Signature Resolution (20-5879 : MEAG Resolution)

INCUMBENCY AND SIGNATORY CERTIFICATE

I, the undersigned, _____ [insert name here], DO
 HEREBY CERTIFY that I am the duly appointed and acting City [Clerk/Secretary] of
 _____ (the "City"). I HEREBY FURTHER CERTIFY that the below
 named persons have been duly appointed or elected, as applicable, have been qualified, are duly
 holding the offices set opposite their names on this day and the signatures set opposite their
 names are their genuine signatures:

<u>Name</u>	<u>Office</u>	<u>Term Expires</u>	<u>Signature</u>
_____	_____	_____ *	_____
_____	_____	_____ *	_____

IN WITNESS WHEREOF, I have hereunder subscribed my name and affixed the official
 seal of the City this ____ day of _____, 2020.

[SEAL]

By: _____

Its: City [Clerk/Secretary]

- * Examples: (1) At the pleasure of the Council; or
 (2) Month, day and year (i.e. December 31, 2020)



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5878	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	Interactive Utility Communications		

Sponsors:

Code Sections:

Attachments:

1. [Memo - Norcross Power IUC](#)
2. [Interactive Utility Communications](#)

Title

Interactive Utility Communications

Drafter

Mary Beth Bender

Motion

A motion to Approve/Deny Norcross Power to move forward with a partnership between Interactive Utility Communications and the City of Norcross with costs projected at \$4,000, funded by Norcross Power's operating budget (General Materials and Contract Labor).



MARY BETH BENDER, ASSISTANT CITY MANAGER
DIRECTOR
PUBLIC WORKS, UTILITIES & PARKS

TO: Mayor and City Council

FROM: Mary Beth Bender, Director

DATE: September 8, 2020

SUBJECT: Interactive Utility Communications

Presented by: Mary Beth Bender, Assistant City Manager/Director

Project Description

Norcross Power is requesting approval to move forward with a partnership between Interactive Utility Communications and the City of Norcross. IUC is a communication tool, used specifically to answer and respond to calls from the community for outages, interruption of service, or any power related issue, with a personal touch. They will be available from 5:00 p.m. – 8:00 a.m. They will have access to the community's information and can quickly and efficiently ascertain the issue and report back to the Norcross Power team the preliminaries. They are adept at isolating the issue, through troubleshooting and asking a series of questions. This will reduce unnecessary calls to field staff (overtime) and remove the calls from Norcross Police Communications who don't always have the luxury of time to troubleshoot. All service calls are entered into our existing HiperWeb system, allowing Norcross Power to document all calls while maintaining our accountability. This will be more informative when dealing with mass events, depicting trends or patterns, and identifying system related issues.

Staff Recommendation: Move forward with Interactive Utility Communications

Funding Source: Norcross Power operating budget

Project Cost: \$4,000 (Set-up/Training), \$1,000 per month (monthly fee/handle time)



INTERACTIVE UTILITY
COMMUNICATIONS

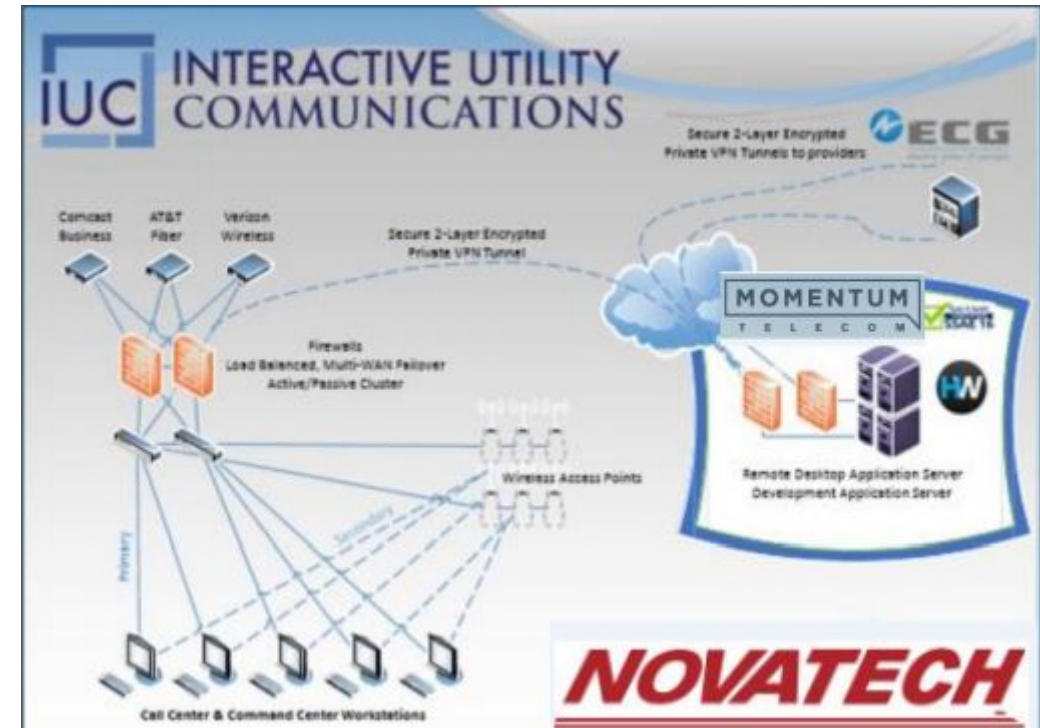
We answer the call...

About Us

Located in Marietta Ga with remote dispatchers in Ohio,
South Carolina and Calhoun Ga
Management team has over 25 years experience in utility
service support
Dedicated utility and city service industry
Meet DOT standards for drugs and alcohol regulation
Scale service to any utility/city
Customize to meet client needs
Offer quick/flexible set up
All calls recorded

The Right Facility by Design

- Multi-layer firewall cluster
- On-Site and Remote Workstations with dual monitors and individual UPS battery back-up
- 3 Phase Electric Power Supplied by Norcross Power
- Generac 36kw gas generator
- 3 APAC UPS Battery Back-Ups for server and switches
- Momentum VOIP Call Center Application
- Fiber and Internet Data and Voice Service



Standard Services

Electric

Water

Sewer

Gas

Propane

Sanitation

Public Works/Streets

Code Enforcement

Animal Control

Internet/Telephone/Cable

Parks and Recreation

Std Meter/AMI Meter Reconnect

Service Application powered by HiperWeb

Menu-driven for ease of use

On-screen prompts for consistency

Simple address search increases speed and accuracy

Client customized tasks

Comment box allows additional explanation or information

Account & Customer Information

Account: SYSTEM GO

Search for Address ...

Street: Direction Street Name Street Type Unit Type Unit No. Township

DOUGLAS

State Postal Code Nearest Cross Street Direction Work Zone

Georgia

Customer Information

Company Name

First Name Last Name Home Phone Cell Phone Work Phone Best Contact:

E-Mail

2

I'm sorry but we will have to verify your service before I create a request.
IF SERVICE ADDRESS NOT FOUND AND ACCOUNT SAYS "SYSTEM" OR DOES NOT EXIST, STOP THE REQUEST AND ESCALATE THE CALL TO YOUR SUPERVISOR.

Task (Service Request Type)

☐ BLINKING LIGHTS

☐ BROKEN GLASS

☐ CUT OFF - NOT COMPLETED

☐ CUT ON - NOT COMPLETED

☐ INVESTIGATE - DOWN LINES

☐ INVESTIGATE - DOWN POLE

☐ MASS OUTAGE

☐ MISCELLANEOUS ELECTRIC

☐ POWER OUTAGE

☐ POWER OUTAGE - PARTIAL

☐ RECONNECT/ON-PAY CUT OFF

☐ REQUESTING POWER SHUT OFF - 911

☐ STOLEN METER

☐ TREE LIMB ON LINE

Customer Comment

You Have 500 Characters Remaining

Submit

Built-In Help File

Embedded client business rules

Ensures accuracy and consistency

Reduces call handle time because dispatch isn't search helpfile.

Task (Service Request Type)

☐ BLINKING LIGHTS	☐ CUT OFF - NOT COMPLETED
☐ INVESTIGATE - DOWN LINES	☐ INVESTIGATE - DOWN POLE
☐ MISCELLANEOUS ELECTRIC	☐ POWER OUTAGE
☒ RECONNECT/NON-PAY CUT OFF	☐ TRAFFIC LIGHT ISSUE
☐ U	

Cust

\$75 Reconnect Fee & \$50 After Hour Service Fee.
Meet Reconnect Crew At City Hall For Payment Until 8pm.

You Have 500 Characters Remaining

Electric Outage Qualifier

- Process Driven Dialogs
 - Speeds processing
 - Reduces errors
- Power Outage Script
 - Qualifies the event
 - Consistency throughout center
 - Records responses
- All calls are recorded



Control Center Dashboard

- Color Coded Priority determine action items
- Emergency Dispatch
- Non-emergency notification
- Customized for each client

TOTAL 7		EMERGENCY 4		PRIORITY 1		ROUTINE 2		FORWARDED 0		REJECTED 0		COMPLETED 0		UNASSIGNED 7		PAST DUE 0	
Client #	Rec. Source	Type	Request #	Account #	Service Status	Meter #	Priority/Level	Request Date	Assign Date	Maintenance Item/Service Location	Zone	Problem/Request	Supervior/ Originated By	Status			
CALHOUN	WATER	SR	18	11255-9			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:48 PM		124 RIVERVIEW DR		HYDRANT - GUSHING	SUPERVISOR: WTR-MARK WILLIAMSON ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
CALHOUN	SEWER	SR	19	11543-0			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:49 PM		145 DEVONWOOD DR		SEWER BACKUP- ON GROUND	SUPERVISOR: SEW-MARK WILLIAMSON ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
CALHOUN	ELECTRIC	SR	20	11315-0			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:50 PM		700 WEST LINE ST		INVESTIGATE - DOWN LINES	SUPERVISOR: JEFF DEFOOR ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
DOUGLAS	COMPLIANCE	SR	302	110-10884-01			PRIORITY (3 DAYS MAXIMUM)	01/07/2016 12:51 PM		1475 US HWY 221		STRAY ANIMAL OTTER CAUSING DISTURBANCE	SUPERVISOR: GLENN CHRISTOPHER ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/8/2016			
MARIETTA POWER	ELECTRIC	SR	40	123550			ROUTINE (30 DAYS MAXIMUM)	01/07/2016 12:54 PM		861 OAKTON POND L-8		STREET LIGHT OUT	SUPERVISOR: JIM CULPEPPER ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:2/6/2016			
MONROE	GAS	SR	9	SYSTEM			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:55 PM		100 MAIN STREET		INVESTIGATE GAS ODOR - OUTSIDE	SUPERVISOR: RODNEY MIDDLEBROOKS - GAS ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
MARIETTA POWER	STREETS	SR	41	355148			ROUTINE (30 DAYS MAXIMUM)	01/07/2016 12:57 PM		862 LAUREL CREST CT		POTHOLE	SUPERVISOR: DONNIE LYLE ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:2/6/2016			

Crew Dispatch

- Select and contact on-call crew
- Emailed to client group and/or crew members
- Time stamped

 **Review and Assign Service Request -- Webpage Dialog**

 **Dispatch and Close - S.R.# 298**

Service Type:	GAS
Task Description:	INVESTIGATE GAS ODOR - INSIDE
Service Address:	1145 MALLARD POINTE DR
Jurisdiction/Township:	DOUGLAS
Intersection:	
Problem/Complaint:	---
Department Contact:	MIKE HUDSON (GAS)

Dispatch a Crew: **PATRICK TAYLOR 912-327-2831 (G02)** 

Action Date:  Time:

Service Location Mapping

- Helps IUC direct crews
- Helpful for mass events
- Verifies service boundaries



CHECK TRANSFORMER

 204 CALINA HTS GREER SC 296516222

 Created by IUC-84 ON 10/12/2018 10:03:41 PM

Edit Request #4237

 Account #:

115-2875-21 Service #: n/a

 Nearest Cross St:

n/a

 Supervisor:

TONY FARR-ELECTRIC

 Priority:

Emergency (24 hours or less)

 Company:

n/a

 Customer Name:

NORMA ANGELICA PICAZO ALVAREZ Jose Valdez

 Work:

n/a Home: 8643828454 Cell: n/a Fax 8643828454 #:

 E-mail:

n/a

 Original Request:

Electrician For Jose Valdez, 864-382-8454, Has Replaced The Breaker Panel According To Crew Instructions Earlier Today. Power Is Still Out. He Claims It Is A Phase Problem At The Transformer.

 Comment:

 Additional Comment:





Electronic Service Request Notification

INVESTIGATE GAS ODOR INSIDE

Tracking Number: 96
Operator: John Smith
Service Type: GAS
Service Request Date: 10/13/2015
Date Exp. Complete: 10/14/2015
Call Time: 1305

LOCATION INFORMATION
=====

Address: 1137 TERRELL DR
Unit Type: Unit No:
Township: AKRON
Cross Street: FAIRLAWN
-

COMMENT/REQUEST: Can't hear gas. Can smell gas odor. No appliances have been moved or disconnected. Customer indicates they understand and have been read STATEMENT #1.

These responses by the customer are to questions asked for the sole purpose of supporting a service call related to a gas odor inquiry. If the customer answered "yes" to any of the qualifying questions STATEMENT #1 was read and they indicated they understood the directions.
IUC is not in any way claiming to be gas authority and does not claim liability for any result based on choices made by a customer.

CUSTOMER INFORMATION
=====

Account #: 0000801
Date Wanted:
Company :
Last Name: RESIDENT
First Name: MRS
Home Phone:
Work Phone:
Cell Phone:
Best Contact #: 316-258-8976
Email: RESIDENT@YAHOO.COM

Monthly Report

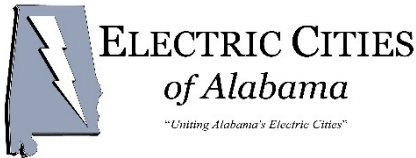
Monthly, Quarterly, Annual Reporting

- ✓ Determine workforce needs
- ✓ Identify new training opportunities
- ✓ Identify system related issues
- ✓ Demonstrate progress and process improvement
- ✓ Manage costs through setting priority levels
- ✓ Documents issues resolved by IUC, which reduces after-hour crew OT

Director	Department	Issue Description	#S.R.	% Dept	% Total
H McKinnon	Electric	POWER OUTAGE	7	28%	
		RECONNECT/NON-PAY CUT OFF	4	16%	
		POWER OUTAGE - PARTIAL	3	12%	
		POWER OUTAGE-MASS	3	12%	
		STREET LIGHT OUT	2	8%	
		MISCELLANEOUS ELECTRIC	2	8%	
		TRAFFIC LIGHT ISSUE	1	4%	
		BLINKING LIGHTS	1	4%	
		CUT OFF ELECTRIC	1	4%	
		POWER RESTORED-TRIPPED BREAKER	1	4%	
		Total	25	100%	38%
M Hudson	Gas		0	100%	
	Total	0	100%	0%	
M Hudson	Water	INVESTIGATE A REPORTED LEAK	5	38.46%	
		CUT ON WATER - AT METER	3	23.08%	
		CUT OFF WATER - AT METER	2	15.38%	
		NO WATER	1	7.69%	
		MISCELLANEOUS WATER	1	7.69%	
		RECONNECT - DNP	1	7.69%	
		Total	13	100%	20%
M Hudson	Sewer	SEWER BACK UP - IN HOUSE	7	50%	
		SEWER BACKUP - ON GROUND	4	28.57%	
		MISCELLANEOUS SEWER	2	14.29%	
		CLEANOUT - LEAK	1	7.14%	
		Total	14	100%	21%
W Bolder	Customer Service	AMI Meter Reconnection	3	38%	
		BILL INQUIRY	2	25.00%	
		CUSTOMER DISCREPANCY	2	25.00%	
		ADMINISTRATIVE SERVICES	1	12.50%	
		Total	8	100%	12%
TransWaste	Sanitation	Garbage PickUp	3	100%	
		MISC SANITATION	1		
		Total	4	100%	6%
K Davis	Streets	REMOVE TREE	1	50%	
		STREET SIGN ISSUE	1	50%	
		Total	2	100%	3%
G Christopher	Animal Control		0		
		Total	0		0%
Total Service Issues Recorded			66		



Clients/Partners/Associations



Pricing Structure

Service	Description	Fee For Service
Set-Up Non-reoccurring	Establish connectivity, service, curriculums, application development, reporting	\$2,000
Training Non-reoccurring	Train representatives/crews and operations on the contact handling processes & procedures	\$2,000
Base Fee Reoccurring	A monthly fee determined by the number of customers that could require a service request. Covers reporting, quality audits, account mgmt.	\$500 per month
Minutes Reoccurring	Handle Time – Inbound/Outbound- \$1.25/minute(minutes sold in blocks)	400 minutes - \$500 per month
Overage	Time that exceeds call block	\$1.50/minute



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5875	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	Police Department Surplus Vehicle Request		

Sponsors:

Code Sections:

Attachments:

1. [Surplus Vehicle Memo to Mayor and Council](#)

Title

Police Department Surplus Vehicle Request

Drafter

Bill Grogan

Motion

A motion to Approve/Deny the Norcross Police Department to surplus five vehicles that are no longer feasible for continued usage.



NORCROSS POLICE DEPARTMENT

BILL GROGAN, CHIEF OF POLICE

TO: Mayor & Council

FROM: Bill Grogan, Chief of Police

DATE: September 2, 2020

REF: Request for Surplus of Five (5) NPD Vehicles

The following five vehicles are in the NPD fleet and due to high mileage and/or poor mechanical condition are unsafe for police use. I recommend these vehicles be sold as surplus:

2007 Ford Crown Vic (Unit 942): 134,268 miles, VIN: 2FAFP71W47X154875. Purchased 05/01/07.

2008 Ford Mustang (unmarked): 80,000 miles, VIN: 1ZVHT82H685200680. Purchased 05/18/08.

2008 Ford Crown Vic (Unit 967 / old K9 car): 112,000 miles, VIN: 2FAFP71V48X176285. Purchased 07/23/08.

2011 Ford Taurus (detective): 115,000 miles, VIN: 1FAHP2DW4BG179331. Purchased 05/27/11 with Federal Seized Funds.

2011 Chevrolet Silverado (CSI/Prop Evidence): 180,000 miles, VIN: 3GCPCREA3BG147567. Purchased 11/03/10 with Federal Seized Funds.

Attachment: Surplus Vehicle Memo to Mayor and Council (20-5875 : Police Department Surplus Vehicle Request)



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **JOSH BARE** • COUNCILMAN **ANDREW HIXSON** • COUNCILWOMAN • **ELAINE PUCKETT**
 COUNCILMAN **MATT MYERS** • COUNCILMAN **BRUCE GAYNOR** • INTERIM CITY MANAGER **MARY BETH BENDER** • CITY CLERK • **MONIQUE LANG**

City of Norcross

Legislation Details (With Details)

File #:	20-5880	Version:	
Type #:	Agenda Item	Status:	Agenda Ready
On Agenda:	10/5/2020 6:30 PM	In Control:	Policy Work Session
Title:	Norcross Communications Task Force		

Sponsors:

Code Sections:

Attachments:

1. [Report of the Task Force on Communications](#)
2. [Norcross Communications Task Force Report](#)

Title

Norcross Communications Task Force

Drafter

Councilmember Elaine Puckett

Motion

A motion to Accept/Deny a report presented by the Communications Task Force including the mentioned recommendations.

Report of the Task Force on Communications

Following the 2020 Council retreat, a task force was appointed to take a comprehensive look at the Norcross communications strategy. The Task Force met several times over the summer to assess our current level of investment and to formulate several recommendations for the future. The work is now concluded and a final report is attached. We hope this summary and these recommendations will prove helpful as Norcross continues to move forward.

I want to thank the members of the Task Force; Arlene Beckles, Sandra Brooks, Tixie Fowler, Joe Jackson, Callie Murray and Cathy Muth for their hard work, as well as citizens and the city staff who provided additional input. Finally, thank you to Accent Creative for their participation in this effort.

Norcross Communications Task Force Report and Recommendations

Background:

Norcross outsources all of its communication operations to Accent Creative Group.. The City has a retainer contract with Accent that is based on 100 hours per month or about 23 hours per week. In 2019 the average number of hours spent on Norcross projects was 120 per month or about 27 hours per week. These numbers do not include hours contributed by Pam Ledbetter, Accent's CEO. Ms. Ledbetter functions as a city department head, attending all appropriate city meetings, and interfacing with staff and boards, as well as account project management, so we know the hours served under this contract are significantly higher.

The scope of our retainer contract includes both internal (proofreading, letter writing, presentations, speech writing and collateral materials) and external (digital and print publicity, public notifications, newsletters, website updates, email blasts and other social media) communications.

The number of internal customers (mayor and council, city staff, boards and committees, downtown merchants) and the requests these internal customers make has significantly increased since the inception of the contract. However, according to the City Manager, there has not been a corresponding increase in compensated hours although there has been a small increase to the original retainer. Additionally, the scope of work as defined by the original contract has changed over time but the contract has not been reworked to reflect additional priorities and/or change of scope.

In her role as a quasi-department head, Ms. Ledbetter works to set priorities within her budget. It is not possible, within the terms of the present contract, to respond to every request. Additionally, because the city utilizes income generated by the hotel/motel tax to fund the bulk of this contract, most expenditures are subject to certain tourism criteria and must be approved by the county.

At times, the requested turn-around time for projects is unreasonably short, occasionally as short as Friday to Monday, which serves to preempt other work in progress and/or create weekend and/or after hours for Accent employees. To borrow from Steven Covey, the urgent can get in the way of the important. More advance planning by internal customers could perhaps alleviate some of this.

It has also been difficult at points to gain adherence to marketing standards (colors, branding etc.) when staff or other groups self-produce content, although it has improved greatly with the new processes ACG put in place. This did and can result in a hodge-podge of signage and communication pieces, as well as inconsistent and/or redundant public presentation and brand messaging across platforms.

ACG Insight: Early on in the contract, ACG stated that they met with each department head to gather additional insight on each departments' needs and to collect their specific collateral pieces for review. ACG created some needed communication department tools such as:

- An accessible file with process and planning documents
- An advertising schedule that records the year's schedule of committed advertising, pay cycles, deadlines, ad specs and ad contracts
- An event promotion spreadsheet providing a checklist for marketing efforts for each of the 121 scheduled calendar events
- Social media strategies for each of our platforms
- A PR spreadsheet for tracking anticipated stories, targeted push dates, actual push dates and whether these were picked up by the press
- A communications policy to aid in consistently and fairly responding to incoming requests (although it is not always followed)
- A newsletter production schedule and editorial calendar
- A master calendar checklist, with monthly, weekly and daily tasks that structures planning a year in advance, that is then amended and revised as the year progresses.

Other important items to note:

- The city website had not been managed by the communications department in the past and was being updated by the HR department and other department heads and key employees. ACG conducted an audit and found many issues with the site and asked the city manager for oversight of the website in order to control messaging and brand and keep within recommended best practices for government sites. The ACG team worked with the city web developers, CivicPlus, to migrate to an enhanced platform and to clean up and reface the existing site based on the city's budget parameters.
- ACG also noticed that there was inconsistency with city signage and presented to council the need to conduct an audit of all city signage in order to get all signage back in good repair and within brand standards and to identify locations and establish some budgetary goals for placements of gateway signage for the city. This also included a complete inventory with locations and style types identified.

Finally, we sometimes turn to Accent Creative for help in event planning and execution (city anniversary and political forums are recent examples). While this is a service Accent offers and executes well (they were responsible for the Gwinnett County Bicentennial Celebration), these activities generally lie outside the contract's originally conceived scope of work and add to the rate at which retainer hours are consumed.

The original 2020 annual communications budget, including both retainer and collaterals, was \$317,900. This was reduced to \$218,900 when the city made across the board cuts due to COVID. The proposed budget for 2021 is \$257,000, which is a decrease of about 20% over the original 2020 number. This was again due to projected consequences of COVID.

While no city is managed, organized or funded in exactly the same way as another, comparative analysis indicates that Norcross is operating on a significantly lower budget than other cities in

our area. Nevertheless, citizens, who cannot see the backend discrepancies in budget, organization, population size and available resources, expect to see a comparable product.

Recommendations:

1. The City needs to be clearer about what it wants from its communications department and what it is willing to spend to get it.

Rationale: When Accent was initially hired it was as an interim marketing department charged with keeping current efforts afloat while developing the systems and processes needed to govern work when a new employee was hired. The city then decided to continue to outsource rather than add communications staff. At this point the defined scope of work included day to day management of communications; social media, collaterals, weekly eblast, website, monthly newsletters, PR with local media, and developing a departmental budget.

Since that time the scope of work has grown piecemeal to include:

- Creating branding for and helping to promote various Boards and Programs (new ones included: Community Market, Sustainable Norcross, Discovery Garden, LiveNorcross, etc.)
- Overseeing and managing the city website
- Planning small gatherings such as ribbon cuttings, ground-breakings and debates and sitting on planning committees for larger events.
- Assisting Mayor, Council and staff with communication needs such as drafting letters, proofing and completing applications for awards, creating talking points for interviews and presentations, putting together PowerPoint presentations for staff, videotaping meetings, etc.
- Assisting Economic Development in marketing, which in the past was not part of the work of the communications team
- Being on call 24/7 for crisis management response
- Oversight of city signage and wayfinding

One thing that has been missing in all this is a City visioning and planning process specifically for PR and marketing. While marketing has been included as a side note in several of the city's comprehensive plans, these do not specifically research, evaluate and address the marketing of the city in the way a strategic marketing plan would. Our last rebranding did not include a strategic marketing component, which may be one reason the brand itself has not been as well integrated as it otherwise might have been.

It falls to the city to decide whether a true strategic marketing plan including goals, priorities and a 3 to 5- year implementation plan is in order. Accent Creative provides these services but it is a project unto itself and would not be covered by the annual retainer. There is a heavy research component, including focus groups. The typical cost is \$20,000 to \$150,000 depending upon the firm and the depth of research.

2. The City needs to decide whether a completely redesigned website with enhanced functionality is a priority for funding.

Rationale: When upgrades to the Norcross website were last discussed, the decision was made to go with the nominal cost improvements offered by our provider. While this did increase functionality, it was not a real redesign and did not meet the expectation of some of our citizens.

The financial investment needed for a complete redesign is estimated at \$80 to \$100 K. The task force was divided as to the need to spend more in this area. Some believe this is vitally important. Others believe the current website is both an improvement of what we previously had and adequate for our present needs. A complete redo would be a considerable expense to the city and not possible within current budget parameters. Council will need to decide whether and when this should be pursued and authorize the funds for this to happen.

3. Digital Marketing should be given a greater priority

Rationale: Although the city does utilize digital marketing in most of its initiatives, the Task Force generally agrees that we need a more robust and creative digital presence, specifically an enhanced focus on platforms such as Instagram which the city currently uses with an audience base of approximately 1911 followers (a significant increase from 428 in Oct 2018 when ACG took it over. Note: there were a total of 27 posts dating back to August 2014, which we archived- originally we were locked out of this social platform). Particular attention should be given to communicating with younger and more diverse and multilingual populations. A strong need for “stories” and video content would greatly enhance this initiative but would need participation and increased budget to achieve desired results.

4. The city should consider adding a Communications Liaison to the city staff

Rationale: The addition of an internal FTE would allow us to better sort through internal requests, attend to issues of last-minute demand, and maintain current information across platforms. This person would be responsible for attending internal meetings, including department head meetings; gathering and making updates to website content from various departments and monitoring our website (s) to see that information is kept current; interpreting and monitoring deadlines so that work flows smoothly; managing the interface between the city and our communication partners such as Accent Creative; and interpreting to various constituents the parameters within which public entities must function. Skill sets required should include ability to write, edit and proofread materials for internal customers, freeing Accent Creative to focus on external communication, graphic production and media presence. This would allow for a more targeted use of retainer hours.

5. The city needs to prioritize and invest in enhanced ways to communicate with diverse populations

Input from our Hispanic community indicates a strong preference for telephone-based communication, including texts (in Spanish) and the use of apps (like Facebook) with a translation feature. Currently, the city has the functionality set on the website and social sites with a translation feature for those that desire it. The city also translates its city newsletter into Spanish and posts it on the website and the plan was to print additional copies in Spanish for distribution pre-COVID. The ACG team did reach out to CivicPlus to gather additional details about the notifications system for those that sign up for city alerts/notifications through the website. They learned that it will translate on their devices for them. Many of these citizens don't have home computers but do use smartphones regularly. It is important for us to be intentional in our outreach to this segment of our citizenry and create a strategy to let them know of the

above city communications available to them. A focused targeted promotional campaign would help drive this audience to the platforms currently available.