

**OFFICE OF THE MAYOR  
AN ADMINISTRATIVE ORDER**

**AN ADMINISTRATIVE ORDER DIRECTING THE CHIEF OPERATING OFFICER TO ESTABLISH AND TO LEAD A CROSS-DEPARTMENTAL ACTION GROUP IN COORDINATION WITH THE CHIEF FINANCIAL OFFICER WHICH SHALL EXECUTE CERTAIN IMMEDIATE ACTIONS NECESSARY TO SUPPORT OCCUPATIONAL TAX CERTIFICATE (BUSINESS LICENSE) RENEWALS, AND WHICH ACTIONS SHALL BE COMPLETED BY NO LATER THAN MAY 28, 2021.**

**WHEREAS**, like much of the world the United States, the State of Georgia, and the City of Atlanta are currently responding to an outbreak of respiratory disease caused by a novel coronavirus named “SARS-CoV-2” and the disease it causes named “coronavirus disease 2019” (abbreviated “COVID-19”); and

**WHEREAS**, on March 11, 2020 the World Health Organization declared the COVID-19 outbreak a pandemic; and

**WHEREAS**, on March 13, 2020 the President of the United States announced a national emergency in response to the COVID-19 pandemic, which included two emergency declarations: one under the National Emergencies Act and one under the Stafford Disaster Relief and Emergency Assistance Act; and

**WHEREAS**, on March 14, 2020 Governor Brian Kemp signed a public health state of emergency to address the COVID-19 pandemic through assisting health and emergency management officials across Georgia by deploying all available resources for the mitigation and treatment of COVID-19; and

**WHEREAS**, due to the COVID-19 pandemic, on March 16, I declared there to be an emergency in existence within the City of Atlanta pursuant to Section 2-181(a) of the City of Atlanta Code of Ordinances; and

**WHEREAS**, in furtherance thereof, on March 16, 2020 all City facilities, including City Hall and Municipal Court were declared closed to the general public until further notice, and the City implemented a mandatory full telework deployment; and

**WHEREAS**, on April 2, 2020, Governor Brian Kemp signed an Executive Order to Ensure a Safe and Healthy Georgia (Governor’s Executive Order 04.02.20.01) to address the COVID-19 pandemic by implementing temporary actions necessary and appropriate to protect the health, safety, and welfare of Georgia’s residents and visitors; and

**WHEREAS**, subsequently, Governor Kemp has issued a series of Executive Orders which amend and revise the temporary action necessary and appropriate to protect the health, safety, and welfare of Georgia’s residents and visitors; and

**WHEREAS**, as a result of the COVID-19 pandemic, the economy of the City of Atlanta has been severely impacted; and

**WHEREAS**, throughout the COVID-19 pandemic, I have issued a series of Executive and Administrative Orders to help mitigate the negative impacts on those business entities which may experience negative impacts on revenue as a result of the COVID-19 pandemic, including Administrative Orders directing the Chief Financial Officer of the City of Atlanta to refrain from taking any action to issue citations or to otherwise impose penalties against any individual or business entity subject to taxation in accordance with Chapter 30, Article III for delinquency on any unpaid tax following the April 1, 2020 deadline; and

**WHEREAS**, I have extended this moratorium such that it shall be in effect through June 30, 2021; and

**WHEREAS**, additionally, as a result of the COVID-19 pandemic, and the continued mandatory full telework deployment, the operations of City of Atlanta government have been impacted; and

**WHEREAS**, these impacts have negatively affected the ability of some of the over 30,000 City of Atlanta local businesses to renew their occupational tax certificates, (business licenses); and

**WHEREAS**, in order to temporarily address these impacts, in December, 2020, the Department of Finance established an email based renewal process; and

**WHEREAS**, thereafter the Department of Finance accelerated the launch of a web-based portal for license renewals, "ATL CORE"; and

**WHEREAS**, following the implementation of ATL CORE the Department of Finance has received a considerable number of requests from Atlanta businesses for technical support in renewing their business licenses; and

**WHEREAS**, this influx of technical support requests has overwhelmed the Department of Finance's support team, which at times has delayed its ability to provide the appropriate customer service and support; and

**WHEREAS**, in order to mitigate the effects the COVID-19 pandemic has placed on the ability of businesses in the City of Atlanta to renew their business licenses, I am hereby directing the Chief Operating Officer to establish and to lead a cross-departmental action group in coordination with the Chief Financial Officer which shall execute certain immediate actions necessary to support business license renewals; and

**WHEREAS**, the actions executed by the Business License Action Group shall be completed by no later than May 28, 2021.

**NOW, THEREFORE, BY THE POWER VESTED IN ME AS MAYOR OF THE CITY OF ATLANTA**, pursuant to Section 3-104 of the City of Atlanta Charter and Section 2-182(4) of the City of Atlanta Code of Ordinances, it is hereby ordered:

**SECTION 1:** The Chief Operating Officer shall establish and to lead a cross-departmental action group in coordination with the Chief Financial Officer which shall execute certain immediate actions necessary to support occupational tax certificate (business license) renewals.

**SECTION 2:** The actions executed by the Business License Action Group shall include but shall not be limited to:

- a) Increasing the training of ATL311 agents and improved self-service articles to provide greater and more immediate support for business license renewals through 311.

- b) Establishing an interdepartmental escalation team to resolve support requests escalated from 311 in a timely manner; and
- c) Establishing an in-person business license renewal location at City Hall.

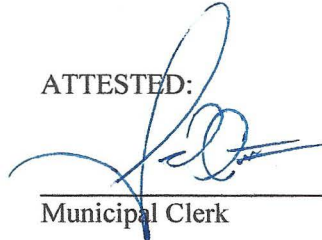
**SECTION 3:** The actions executed by the Business License Action Group shall be completed by no later than May 28, 2021.

**SO ORDERED**, this 3rd day of May, 2021.



\_\_\_\_\_  
Keisha Lance Bottoms, Mayor

ATTESTED:



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Municipal Clerk

**Foris Webb, III**  
**Municipal Clerk**

Rec 5/3/21