

Presentation and discussion on the proposed new zoning for our Village Centers

FOUR AREA COUNCIL JOINT COMMUNITY MEETING Monday, October 3rd, 7 - 9 pm

Topics to Discuss

I. Introduction of Zoning Framework for Village Centers

A. Process Explainer

The City of Newton is updating certain aspects of its Zoning Ordinance - a set of rules that impacts what can be built, and where.

The Newton City Council is currently considering a set of proposed zoning changes for Newton's village center commercial districts.

B. Feedback Tool Introduction

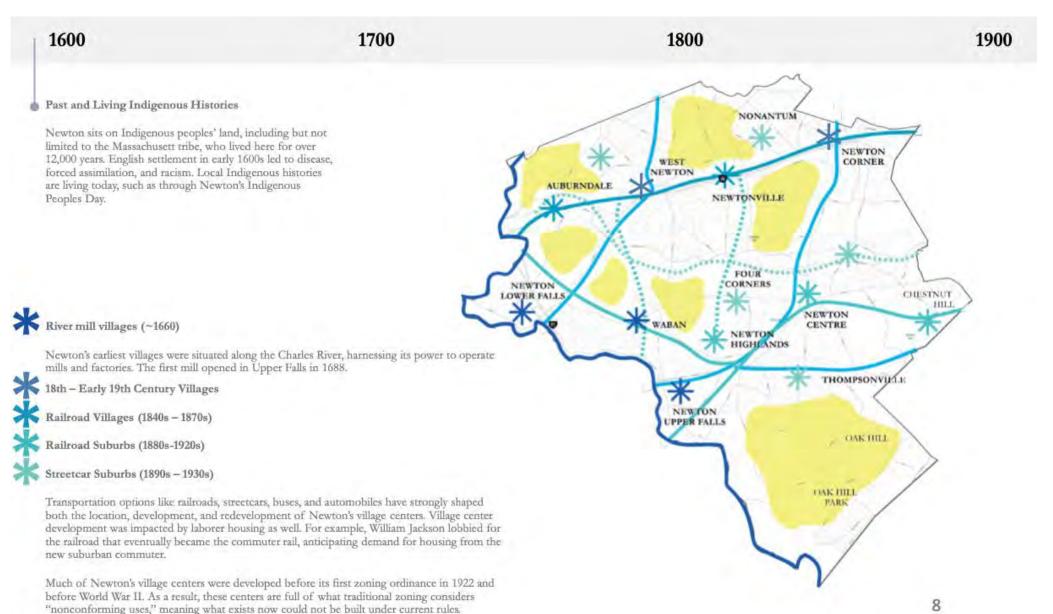
This current process is intended to collect community input and that input will be collected via the Feedback Tool. The Feedback Tool is available online or at the library. We'll review it after at the end of our zoning presentation. We urge you to participate in that process.

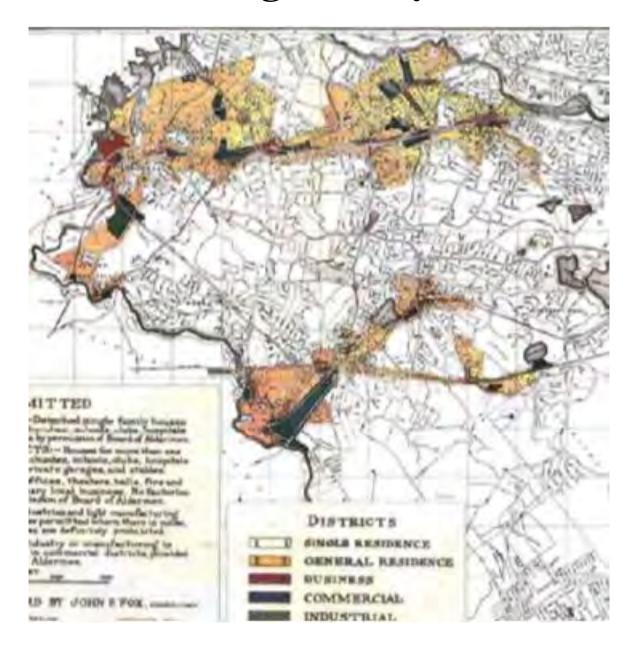
Today's village centers have developed through the complex interplay of economic shifts, transportation innovations, and ever- changing trends in household lifestyles for nearly 400 years.

Much of Newton's village centers were developed before its first zoning ordinance in 1922 and before World War II.

Transportation options like railroads, streetcars, buses, and automobiles have strongly shaped both the location, development, and redevelopment of Newton's village centers.

Newton Zoning History (cont.)



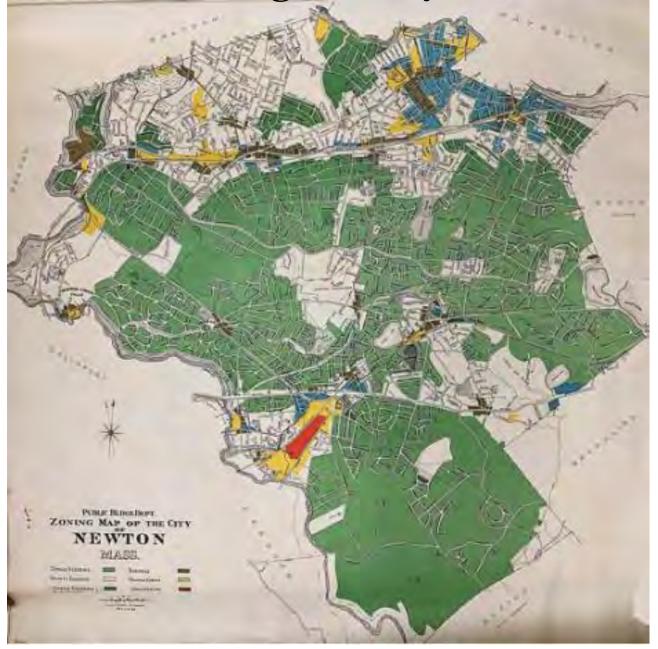


Newton adopted its first zoning ordinance in 1922 following the City's first comprehensive plan. This early zoning ordinance was designed to essentially hold commercial (including apartment buildings) and industrial development in its present (at that time) locations.

1921 Map from the first zoning proposal for Newton that has districts for single residence, general residence, business, **9** commercial and industrial.



Newton's population nearly doubled from 46,000 to 82,000 between 1922 (when Newton first adopted zoning) and 1950. This rapid growth led to two major zoning overhauls, between 1930 and 1953, to build upon the post-WWII suburban ideal.



This zoning map of 1938 is broken up into 6 areas. They are zoning districts - an area of the city within which zoning rules control what can be built or redeveloped. So the areas marked brown will only allow buildings used for business. Most of the village centers today sit within 2 types of business districts.



Zoning Reform in the 21st Century

- The last major update to commercial center zoning was in 1987.
- Since 2000, the City of Newton has produced multiple future-looking plans and reports that all highlighted the need to change zoning in village centers in order to achieve stated goals.
- The 2007 Comprehensive Plan highlighted how the zoning ordinance was difficult to read and did not always lead to desirable outcomes. In response, City staff, City Council and community members formed the Zoning Reform Group in 2011. It recommended comprehensively updating the Zoning Ordinance, kicking off the Zoning Redesign project.
- In 2015, the Zoning Ordinance was reorganized to make it more user friendly. In 2016, the City began to develop the Pattern Book to assess existing development patterns in order to better understand Newton's context. Geographic information systems (GIS) data, historical records, regulatory/policy documents, existing conditions measurements, and community input were all used. It was released in 2018.

Focus on Village Centers

In 2021, the City shifted the focus to updating the zoning districts for Village Centers. Here is the City's step-by-step approach:

Phase I: Identifying Values (Summer 2021) Outcome of Phase I Engagement:

Last year Planning staff undertook an engagement process to hear from the Newton community on their future visions for village centers. In tandem, Utile provided parallel quantitative analyses probing the various metrics of success for vibrant village centers. This foundation of work leads us into Phase 2 of the village center Zoning Redesign effort. As a reminder, the community takeaways from Phase 1 are:

- Create more communal & public space + activation
- Increase accessibility to buildings and infrastructure within village centers
- Incorporate climate resiliency through built structures and green spaces
- Help small businesses to begin, stay and thrive in Village Centers
- Make the permitting process easier, clearer, and multi-tiered
- Add more diverse housing options and encouraging mixed-use projects
- Prioritize safe and accessible routes, especially walking and biking
- Incentivize the preservation and adaptive reuse of historic buildings¹

PD memo dated Feb 2, 2022

¹ This takeaway was added following the 11/15 Public Info Session and the 12/16 ZAP Meeting

Zoning Terminology

A "lot" is an area of land with definite boundaries that is used or available for use as the site of a building or buildings.

Building Size & Massing

Building Footprint is defined as the total gross floor area of a building, including all enclosed space" Or as otherwise known as the portion of the building that touches the ground.

A maximum building footprint limit is the upper limit of the total gross floor area of a building.

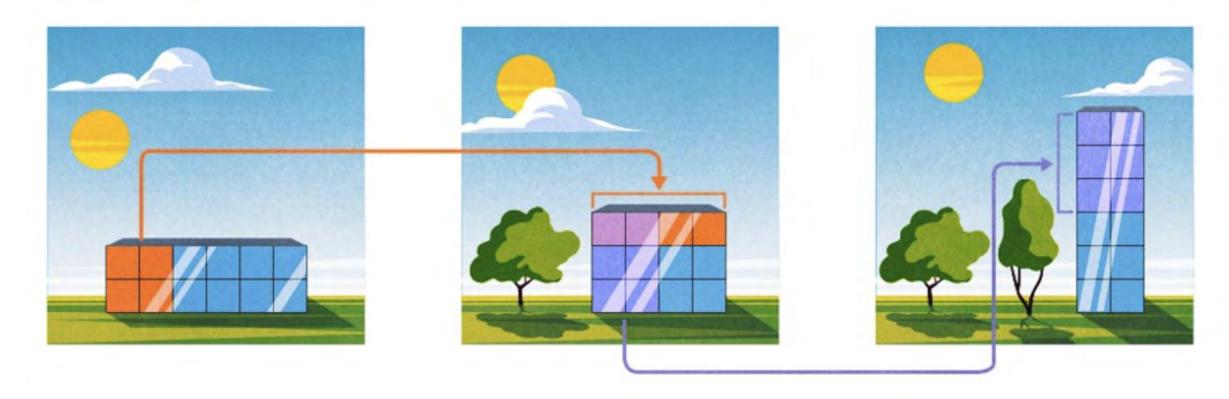
Building Height is defined as the vertical distance between the elevations of the average grade plane and the highest point of the roof.

Setback is defined as a line equidistant from the lot line which establishes the nearest point to the lot line at which the nearest point of a principal building may be erected.

Zoning Terminology (cont'd)

Gross floor area is the total square footage of the floor areas in a building plus other designated floor areas that count towards the total.

Floor area ratio (FAR), is the ratio of all building gross floor areas divided by the lot area. It is a metric for regulating the number of square feet that can be developed on a parcel without specifying the exact shape and size of the structure. For example, a FAR of 2.0 is a building with a gross floor area twice the underlying land lot area.



Zoning Terminology (cont'd)

"As of right" is defined as development that may proceed under a zoning ordinance or by-law without the need for a special permit, variance, zoning amendment, waiver, or other discretionary zoning approval.

What is a Special Permit?

A **Special Permit** is permission to construct a building or establish a use that is not allowed by right.

It usually consists of a set of plans that are accompanied by a list of findings and conditions for their approval. Special permits are always required for multi-family housing and larger commercial projects. They often are required when special site characteristics or design features warrant a deviation from the zoning standards for a typical lot. Common requests for exceptions to these standards include variations in building height, setbacks, floor area ratios (FARs), and the number of parking spaces provided. Sometimes a proposed use has unique characteristics that warrant special review to make sure it will be compatible with other uses nearby.

(CON webpage – **Special Permit FAQs**)

Development Standards

Are the zoning code regulations that determine the overall size, shape, and location of a building(s) that property owners can develop on their lot. They are the hard and fast rules applying to all projects in a zoning district in the same way. These standards form the nuts and bolts of any zoning code.

These development standards typically regulate the overall building height and mass. Zoning does not regulate architectural style. Rather zoning and its standards create a framework with specific constraints that the design and creative process must work within.

The following zoning framework is being proposed to create three new village center zoning districts that allows for small-, medium-, and large-scale development appropriate for the sizes and attributes of each village center.

Zoning Framework Proposals

Building Design*

- 2. Allow for industry standard floor-to-floor height
- 3. Incentivize varied rooflines with half-story
- 6. Set maximum building footprint

10/11/12. Allow increased height proportionate to the village center size

Lot Configuration

- 4. Eliminate lot area per unit minimum
- 5. Remove minimum lot size

Review Process

- 7. Modify Special Permit thresholds
- 8. Develop a standard site-plan/design review process
- 9. Incorporate strong design standards within the Ordinance

Parking

1. Reduce parking requirements

*Zoning does not regulate architectural style Planning Department Slide Deck 062122

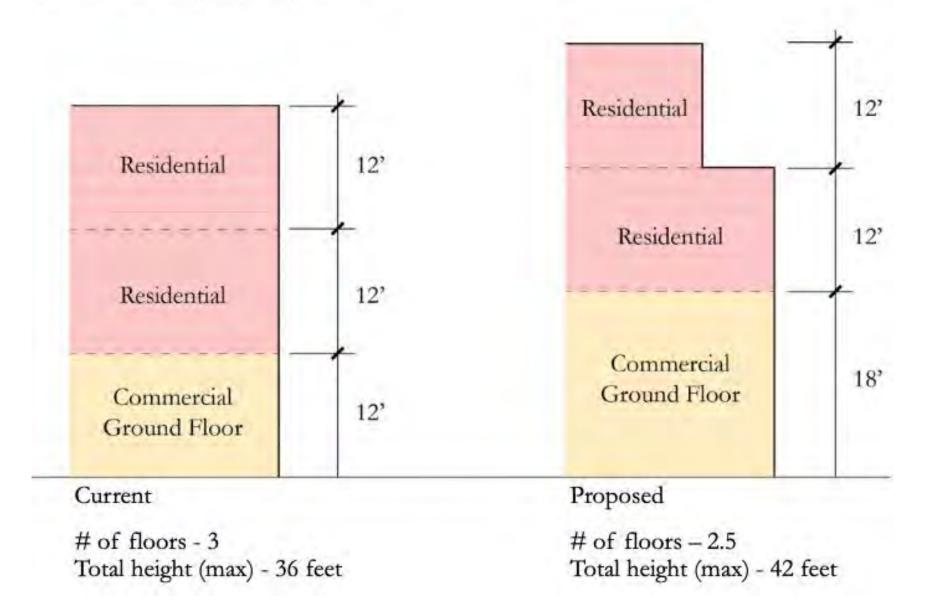
Allow Industry Standards for Floor-to-Floor Heights for residential & commercial uses

Increase ground floor-to-floor height for commercial use.

The proposal recommends linking the maximum heights to the given use as follows:

- 12 feet Residential
- 13 feet Commercial (upper floor)
- 18 feet Commercial (ground floor)

Currently the overall height of a building is tied to 12 feet floor-to-floor heights, regardless of use.



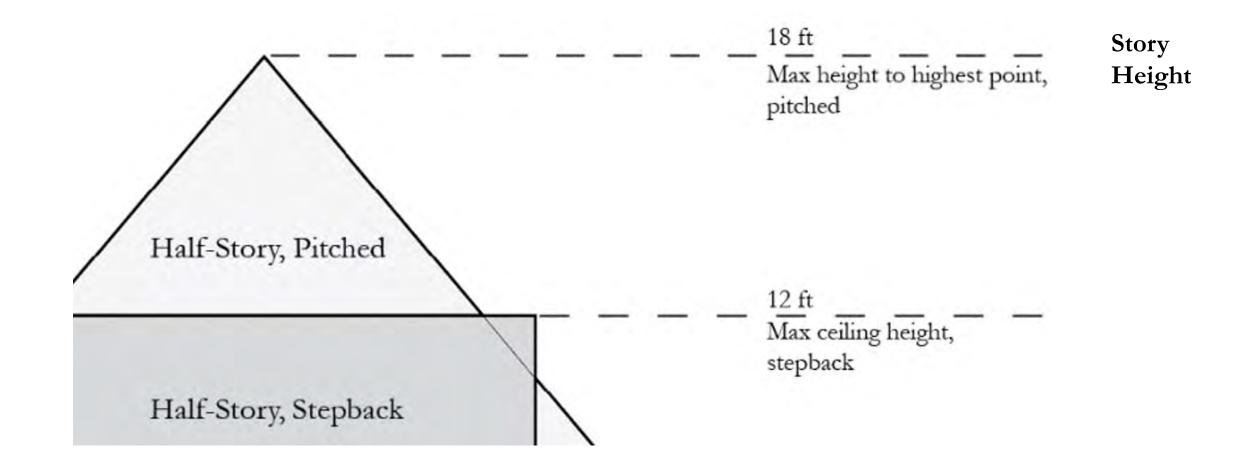
Different uses within a building need different design requirements.

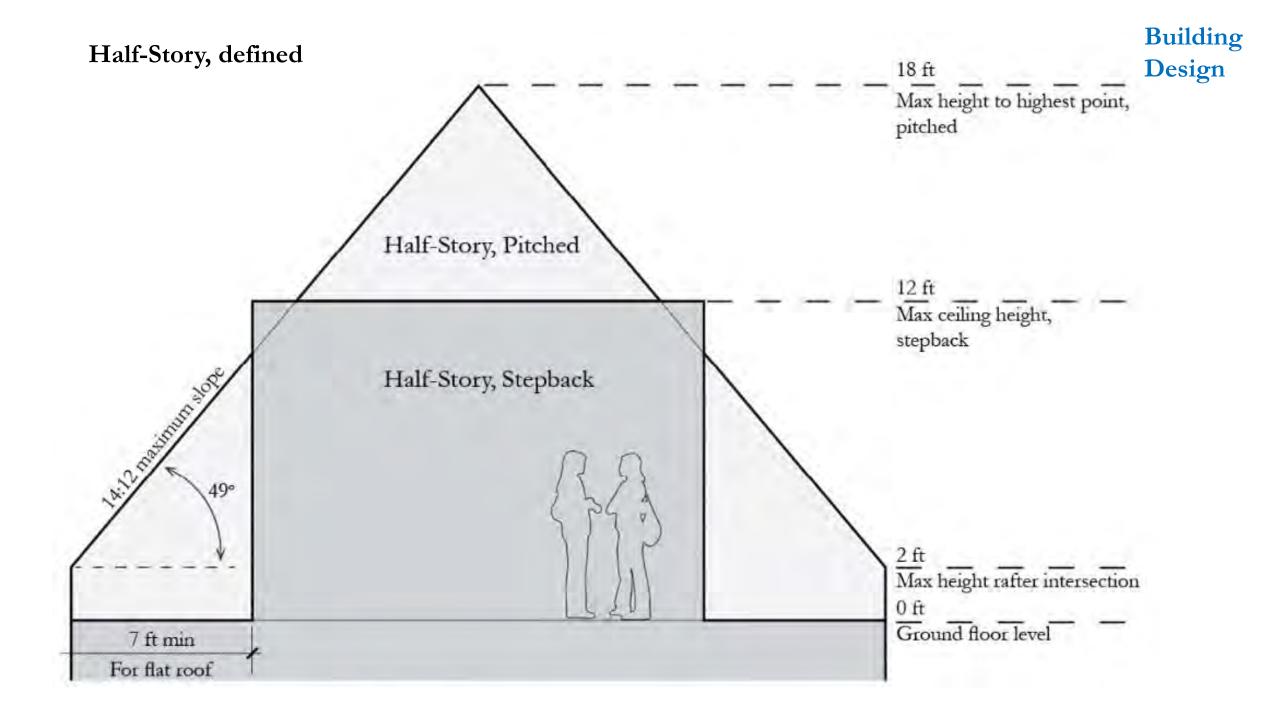
A ground floor business requires taller ceilings to function properly. Restaurants need additional ceiling space to accommodate certain equipment like exhaust systems and other mechanical equipment.



Set Maximum By-Right Building Height at a Half-Story

to encourage a greater diversity of roofs and buildings.





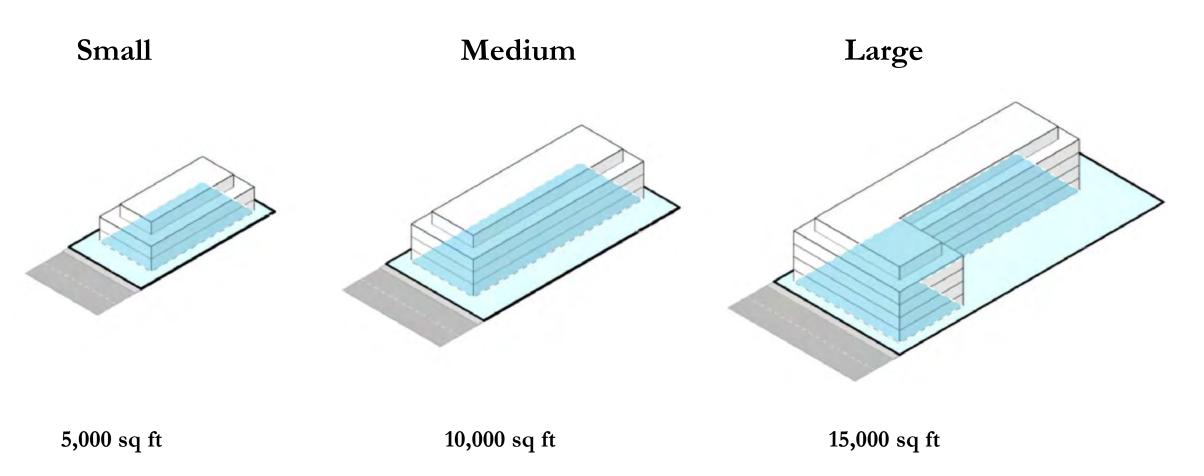


A stepback is a requirement of the top floor for all village centers.

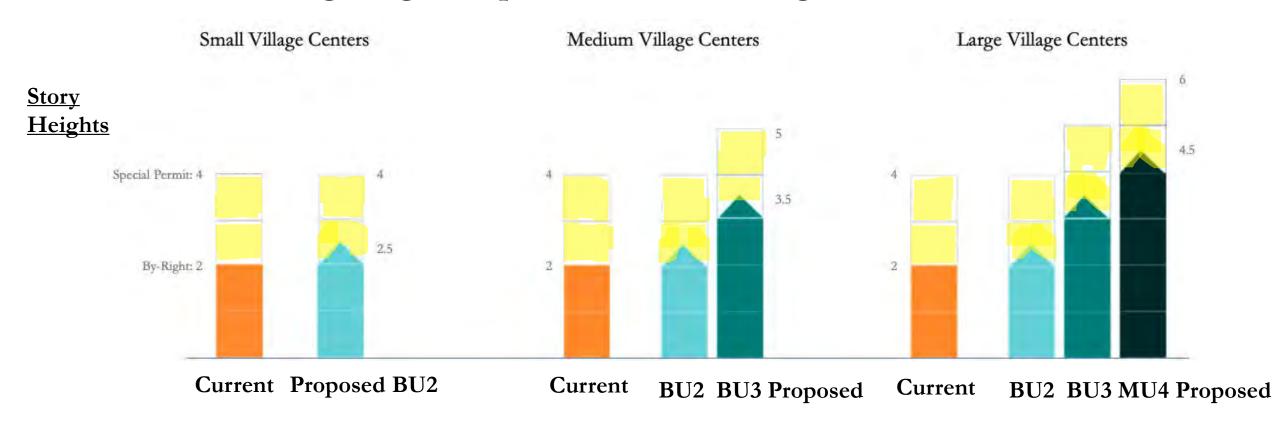
The resulting structure appears smaller, to allow for more light and air at the street, and creates a usable terrace space on the roof for either apartments or commercial space.

Establish a Maximum Building Footprint

Village Centers



Increased Building Height Proportionate to the Village Center Size



The bar charts (above), illustrates buildings as bars with either a flat or pointed roof. The chart indicates the current village center zoning permits 2 stories by-right (orange bars) and in the proposal (blue bars), building height can be increased by 2 stories through the special permit process (yellow shading). The village center designation (BU2 - small, BU3 - medium, and MU4 - large) determines the by right or special permit final building story height.

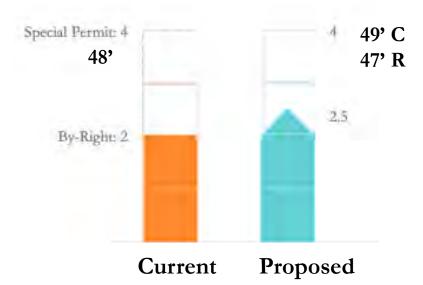
Building Design

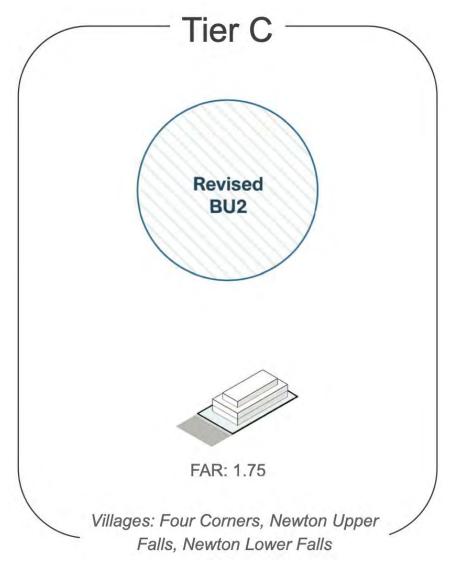
BU2 revised

Small Village Centers

Story Height

(ft)





FAR (allowable)

Current:

by right - **1.0**

by SP - 2.0

Proposed:

by right - **1.75**

BU2 revised

Small-scale zoning district for small village centers

Story Height



Illustration:
By Right Build
2.5 stories

Existing Conditions



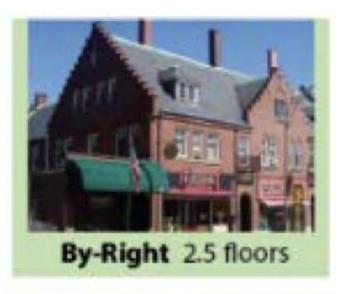
Current

Proposed Allowance



By right development of 2.5 stories revised BU2

By-Right 2 floors





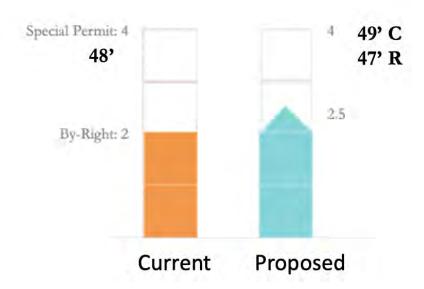
Small Village Centers

Story Height (ft)



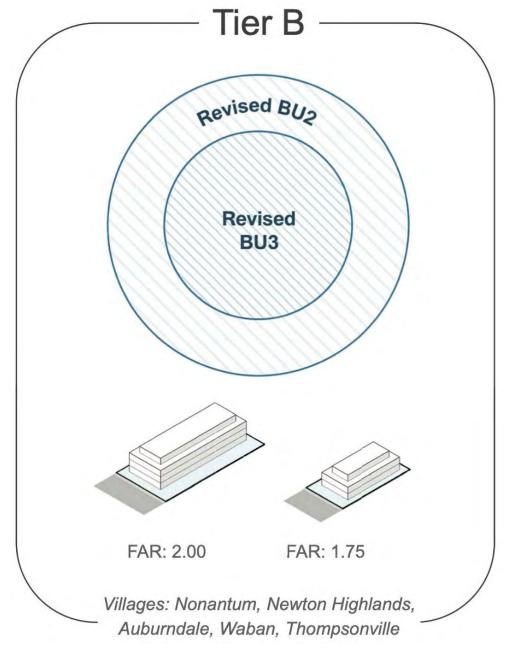






BU3 revised





FAR Current: by right - 1.5 by SP - 2.0

Proposed: 2.0

BU3 revised

Medium + small-scale zoning districts for medium village centers



Illustration:
By Right Build of
3.5 stories with top
Half-Story, Stepback

Existing Conditions



Proposed Allowance



By right development of 2.5 stories - revised BU2

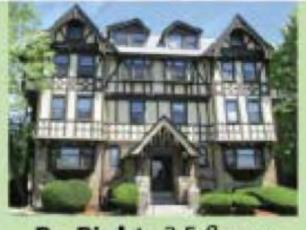






By right development of 3.5 stories – revised BU3

By-Right 3 floors



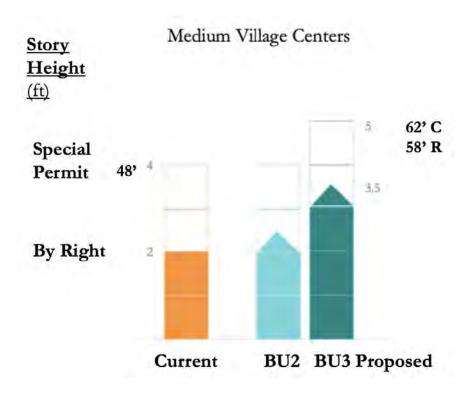
By-Right 3.5 floors



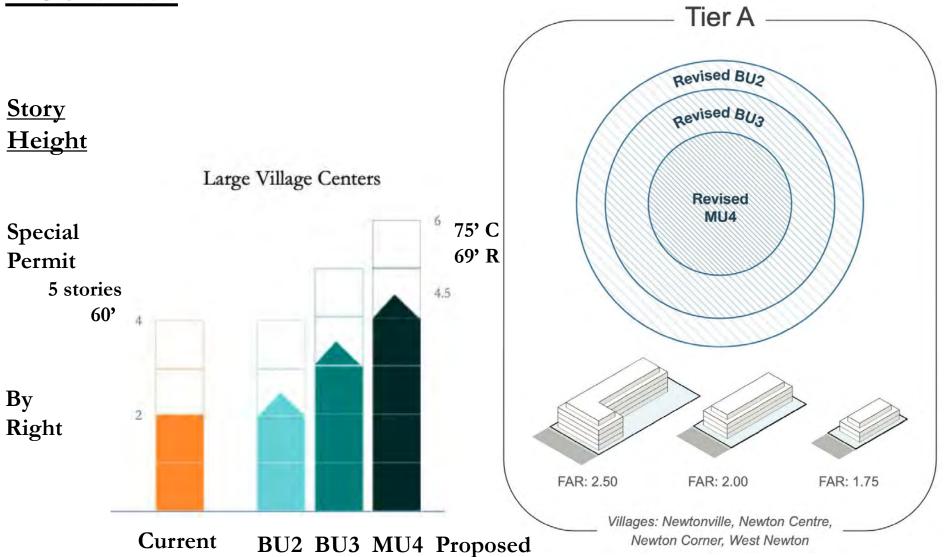
Special Permit 4 floors



BU₃ revised



MU4 revised



FAR (allowable)

by SP - 2.5 current

by SP - 2.5 proposed

Large + medium + small-scale zoning districts for large village centers

MU4 revised

Story Height



Illustration:

By Right Build of 4.5 stories with top Half-Story, Stepback

Existing Conditions

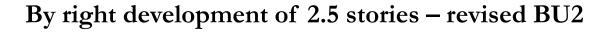






Proposed Allowance











By right development of 3.5 stories – revised BU3

MU4

revised

By right development of 4.5 stories – revised MU4

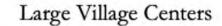


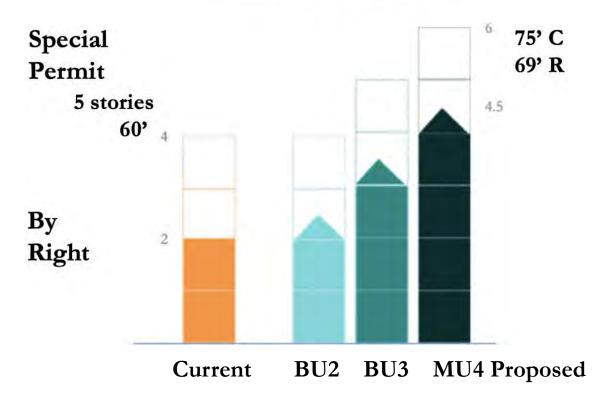












Building Design - Village Center Core Districts

Large Village Centers (modified MU4)



1.5 / 2.5

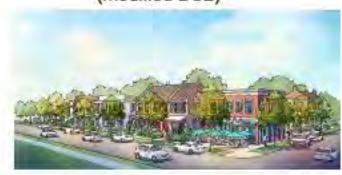
FAR

Medium Village Centers (modified BU3)



1.5 / 2.0

Small Village Centers (modified BU2)



1.0 / 1.75

Maximums	Existing / Proposed	Existing / Proposed	Existing / Proposed
Building Height (# of floors)	3.0 / 4.5	3.0 / 3.5	2 / 2.5
Building Footprint	/ 15,000 sf	/10,000 sf	/ 5,000 sf

Additional Height Can Reduce the Overall Cost Per Housing Unit

Inclusionary Zoning Ordinance

This Newton ordinance requires multi-family projects to provide deed restricted affordable units. This number increases with size of the project, meaning buildings with more units require more affordable units.

Distributing Land Costs

In Newton, land costs are very high, making up a large portion of development costs. Additional height allows more units to be built, distributing the cost of land across more units.



Acres: # of Units: 6



Acres: # of Units: 24

Lot Configuration

Remove Minimum Lot Size

Promote Smaller Buildings on Smaller Lots

Minimum lot size is defined as the smallest amount of land allowed for constructing a new building.

54% of existing lots within village centers, as defined by the Pattern Book boundaries, are less than 10,000 square feet. This proposal recommends to remove the minimum lot size requirement entirely. The total size and appearance of buildings will still be tied to the lot through other dimensional controls like setbacks and facade requirements.

While lots smaller than the minimum requirement can develop through a special permit, that additional burden typically leads to the aggregation of smaller lots for a bigger development (ex. Trio in Newtonville). Removing the minimum lot size requirement will allow for smaller projects on smaller lots, which can better fit into the existing village center fabric.

Eliminate Lot Area Per Unit Minimums

Promote Variety of Apartment Sizes

Lot Configuration

The lot area per unit minimum is a ratio between the size of the lot and the number of units of housing allowed on that lot.

It is calculated as follows:

Lot size

Lot area per unit = # of units (max)

Example:

$$\frac{10,000 \text{ sf}}{1,000 \text{ sf}} = 10 \text{ units (max)}$$

This standard controls the interior layout of a building and has no connection to its outward appearance or overall size.

Promote Variety of Apartment Sizes Eliminate Lot Area Per Unit Minimums

Scale of Village Center	Current	Proposed	
Small	1,200 sf / unit		
Medium	1,200 sf / unit	None	
Large	1,000 – 1,200 sf / unit		

Lot area per unit is one of multiple existing standards that control density. Floor Area Ratio (FAR) is another density control. However, these two density controls are not linked, which leads to a disconnect between the overall size of a building and the number of units it contains

How the Zoning Rules are Applied and by Whom

The Review Process

By-Right

This refers to new buildings or uses allowed in a zoning district that complies with zoning regulations and design standards. They cannot be prohibited.

By-Right with Site-Plan Review

Site Plan Review allows for a limited review of developments that fully comply with all zoning and design standards but are on the upper end of what would be allowed by-right. This limited review is less discretionary than a special permit, but can be used to apply reasonable conditions to a development, primarily focused on design, site layout, safety, and circulation.

Special Permit

Buildings that do not check off all of the boxes required for by-right development have to get a special permit in order to be built. The application triggers a more involved and lengthy review process, and either be approved or disapproved by the City Council.

How the Zoning Rules are Applied and by Whom **The Review Process**

Modify the Special Permit Thresholds:

Existing > 20,000 sf of gross floor area

Proposed - Any lot over 3/4 of an acre

Proposed Review Process				
Lot Size up to 1/2 acre (21,780 sq ft)	Lot Size between 1/2 (21,780 sq ft) and 3/4 acre (32,670 sq ft)	Lot Size over 3/4 acre (32,670 sq ft)		
By-Right	By-Right with Site Plan Review by Planning Board	Special Permit by City Council		

Ensure Design Quality and Compatibility

Incorporate Strong Design Standards

Design standards define how a development should complement the area around it and achieve quality of design based on public interest purposes or community vision. At their best, design standards provide a menu of options that architects can creatively incorporate into the development designs.

Effective design standards can:

- Establish clear and consistent criteria applied consistently
- Utilize a common vocabulary of terms and concepts through charts, images, and diagrams
- Provide practical guidance with clear expectation for property owners, designers, or community members

Design standards cannot:

- Create unreasonable requirements that would prevent by-right development
- Create design solutions specific or unique to an individual project
- Conflict with other applicable laws and regulations

Ensure Design Quality and Compatibility Incorporate Strong Design Standards

Design standards mitigate this risk because they are requirements within the zoning. Some design standards would be required for all projects, while others would be required only for larger projects on larger lots.

More importantly, the design standards would represent desired public interests shared last summer and codified in Newton policy documents. This could be **public open space**, similar to the plaza at Austin Street, or **setting back the building enough to accommodate a wider sidewalk**. Finally, establishing design standards should eliminate any surprises and lower the cost for new projects because it is a simpler and more efficient process.

Design Standard Example: Ground Floor Transparency Requirement:



Regulation: Ground floor commercial space must provide high transparency Standard: A minimum of 60% transparency is required

Ensure Design Quality and Compatibility Incorporate Strong Design Standards

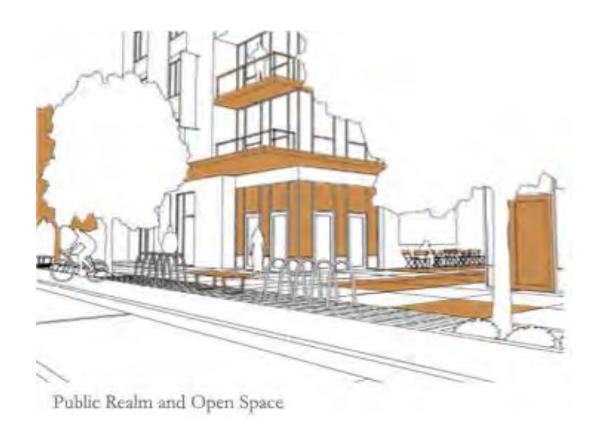




Examples of Watertown Design Standards

Review Process

Ensure Design Quality and Compatibility Incorporate Strong Design Standards





Examples of Watertown Design Standards

Lower Parking Requirements

Parking requirements are local laws that require private businesses and residences to provide at least a certain number of off-street parking spaces. The number of parking spaces required is determined based on the individual use. For example, new apartments require a number of spots for the residents and new businesses for the expected customers and employees.

This proposal looks to reduce the required parking for all uses within village centers and in certain instances eliminate the requirement altogether. These requirements would only apply to the village center zoning districts, not the adjacent residential districts or other areas of Newton.

Parking Requirement Adjustments

Current & proposed requirements:

The proposed requirements would only apply to the village centers (this does not include residential districts).

Type of Use Residential (building with 3 apartments or more)	Minimum parking requirements (as in, the developer has to build at least the amount(s) listed below)		
	Current	Proposed changes	
	2 parking spots per unit	1 parking spot per unit within the building	
Office (for work spaces)	1 parking spot per 250 sq ft, for buildings up to 20,000 sq ft	Upper floors, 1.5 spots per 1,000 sq ft	
Retail (such as restaurant, store, health club, bank, entertainment)	Varies by retail type	Ground floor: for all retail types, exempt Upper floors: varies by types of retail	

Where to park?

Common Concern	Mitigating Measures		
The people who live in new developments (that have less required parking) will park on the residential streets nearby	Developing buildings with less parking attracts tenants who want to live a car-free or car-lite lifestyle. We have seen this in the recent Newtonville developments (Austin Street and Trio) and older developments (Avalon on Needham Street) with much less parking being utilized than what is provided.		
There will not be enough parking for visitors to the village centers, which will negatively impact businesses	Village centers have numerous alternatives to private parking and the City more broadly has numerous alternative transit options to bring visitors to/from village centers (see top right). Or when possible, the City could provide a parking garage.		

Parking

Living Space vs. Parking Space



size for 2 bedroom apartment: 675 FT2

size for 2 parking spaces: 650 FT?

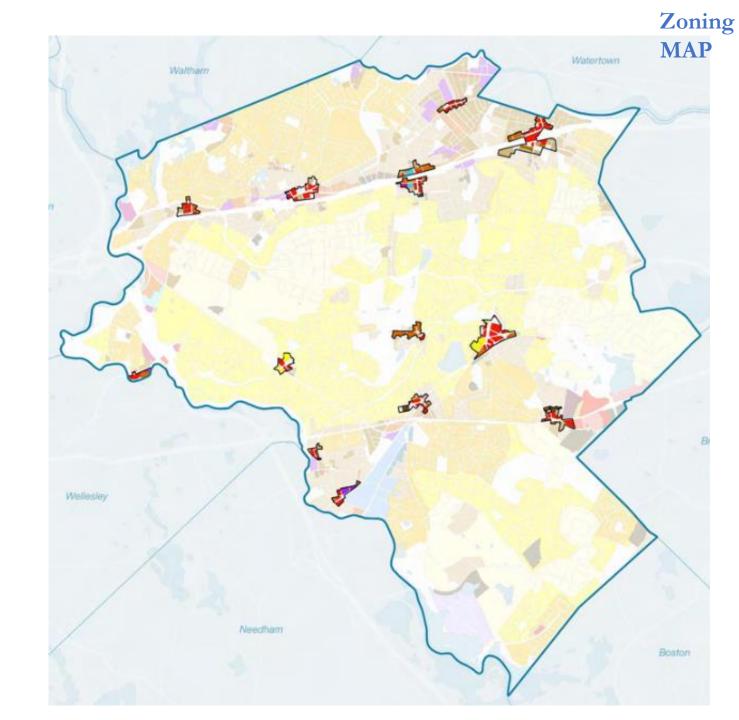
Sources: Transportation Cost and Benefit Analysis II - Parking Costs Victoria Transport Policy Institute (www.vtpi.org)
Graphic Adapted from Graphing Parking (https://graphingparking.com/2013/07/23/parking-across-cascadia/)

Where in Newton?
Mapping the Village Center
Zoning Districts

Village Center Districts (current)

Legend (by-right)







The planning department will use historical development patterns and existing development as a starting point.



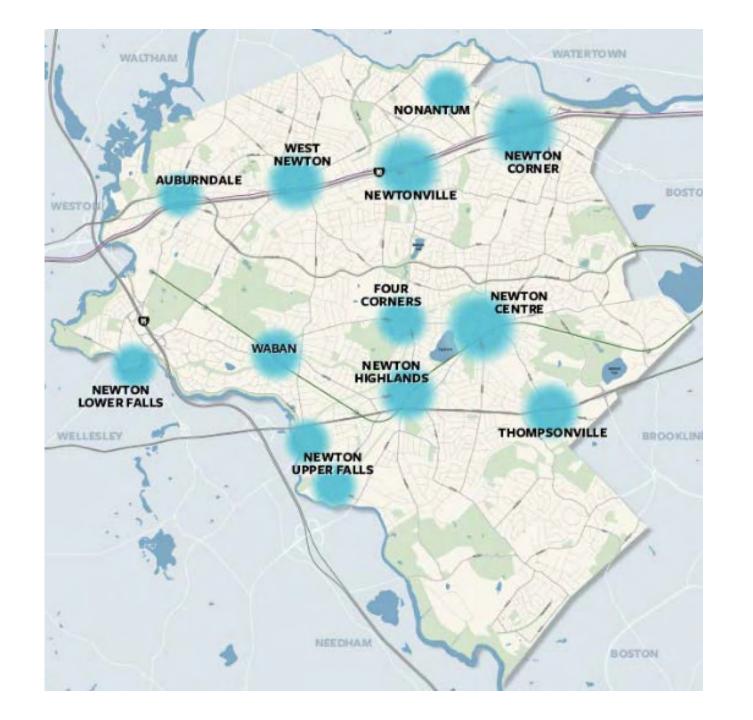
They will reference boundaries established in the Pattern Book and the City's existing zoning map.



Input from the public will be essential to the updated Zoning Map.



Planning staff will bring a draft zoning map, with boundaries for new village center zoning districts, to Zoning and Planning for their deliberation.



<u>Village Center</u> - # of lots within Village Center - Pattern Book

Auburndale - 35 lots

West Newton – 47 lots

Newtonville – 52 lots

Nonantum – 39 lots

Newton Corner – 87 lots

Newton Center – 88 lots

Thompsonville – 30 lots

Four Corners – 22 lots

Newton Highlands – 39 lots

Newton Upper Falls – 33 lots

Waban – 14 lots

Newton Lower Falls – 16 lots



Current proposal, no change to lots outside defined Village Center boundaries

BU3 revised

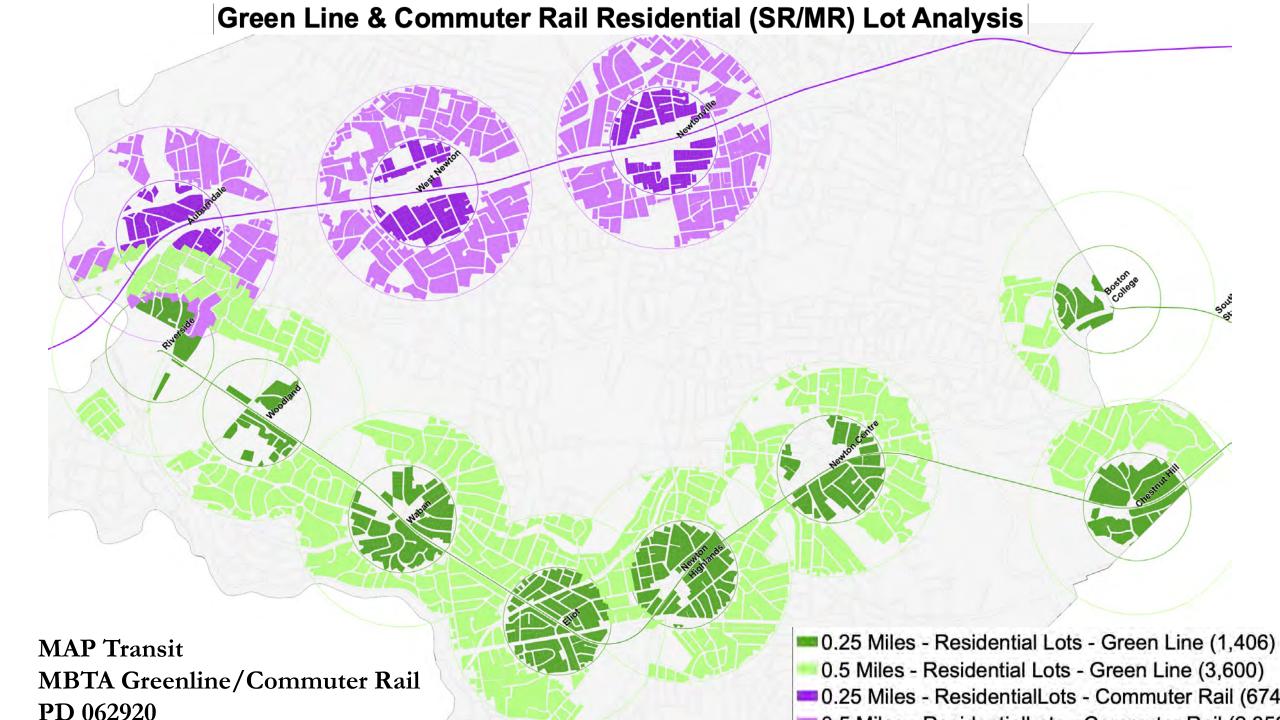


Current proposal, no change to lots outside defined Village Center boundaries

MU4 revised



Current proposal, no change to lots outside defined Village Center boundaries



Mapping and MBTA Communities Incorporating State Requirements for Allowing Multi-Family Housing

The zoning reforms Governor Baker enacted as a part of the Economic Development Bill in January 2021 year created a requirement that MBTA communities have at least one zoning district of reasonable size in which multi-family housing is permitted as of right and meets other criteria, including:

- Minimum gross density of 15 units per acre
- No age restrictions
- Suitable for families with children
- Not more than 1/2 mile from a commuter rail station, subway station, ferry or terminal or bus station, if applicable

Mapping and MBTA Communities Incorporating State Requirements for Allowing Multi-Family Housing

The MBTA Communities requirement is notable for being the rare comprehensive zoning mandate by the State, requiring rezoning portions of 175 different communities in Metro Boston.

Newton is classified as a **Rapid Transit Community** due to the Green Line. Rapid Transit Communities are required to provide zoning that allows multifamily housing to be built by-right near transit, equivalent to 25% of the City's existing housing.

Newton - Rapid Transit Community					
2020 Housing	Minimum Multi- Family Unit Capacity	Minimum Land Area	Developable Station Area	% of District to be Located in a Station Area	
33,320 units	8,330 units	50 acres	2,833 acres	90%	

Mapping and MBTA Communities Incorporating State Requirements for Allowing Multi-Family Housing

Unit Capacity and Timeline

8,330 units may seem like a lot, however the requirement it is not a housing production mandate. There is no requirement to build all of the units, only adopt zoning that would allow them to be built. Similarly, Newton's current zoning allows for many more units than are actually built.

It is likely that the village center zoning alone will not be enough to fully comply with the MBTA zoning requirements, however it is an important piece of the puzzle as many village centers are located near transit.

Unit Capacity is a Core Concept

"Unit capacity" is a measure of the number of multi-family units allowed by right in the district—some of which may already exist. Unit capacity for any given parcel may be higher or lower than existing development on the site.

To determine the unit capacity of a new or existing multi-family zoning district, you do not "count" existing units—you instead determine how many multi-family units the zoning district would allow by right on that parcel if it were undeveloped.



The Compliance Model Includes:





A geospatial (GIS) database for each municipality that includes existing parcel boundaries, any excluded or sensitive land, and additional information such as owner name, address, and existing use.

Dimensional Standards	Value	Notes
Minimum Lot Size (in square feet)		
Base Minimum Lot Size (in square feet)		
Additional Lot Square Footage by Dwelling Unit (in square feet)		
Restricted space is allowed as part of open space requirement.		
Building type and density	Value	Notes
Building type and density Two-family?	Value	Notes
	Value	Notes
Two-family?	Value	Notes
Two-family? Three-family?	Value	Notes

A zoning checklist, which will walk users through a series of questions and prompts in order to collect relevant dimensional and regulatory elements of the proposed zoning bylaw that will impact unit capacity.

Metric	Compliance Model Estimates	Town-specific Requirement	Compliant?	
District acreage	62.4	50.0	Y	
Estimated unit capacity	955.0	900.0	Y	
Estimated gross district density	15.3	15.0	Y	
% of unit capacity within station areas	63.2%	50.0%	Υ	

A unit capacity estimator that will use the imported parcel information and the information collected in the zoning checklist to derive an estimate of the unit capacity on each lot in the district as well as district-level summary information such as total district unit capacity, gross density of the district, and other helpful statistics.

Next Steps – Feedback Tool

Your feedback is essential!



Community Input on Village Center Zoning

The City of Newton wants to hear what the Newton community thinks about a set of proposed changes to the zoning rules in the city's village centers. These rules determine what kind of new development can be built and where it can be built.

If you are a Newton community member - including residents (both people who rent and who own homes), workers, business owners, and students - we want to hear from you!

Have some time and want to learn more about each of the zoning proposals? Ways to do this on your own or with a group:

Stirt the library exhibit either in-person or virtually and submit opinions after walking through it. <u>Click</u> here for visiting details. Otherwise, please click the blue 'Next' button below to fill this form out.

This feedback fool will close on October 16th, 2022.

For questions and support:

Contact zoningredesign@newtonma.gov for questions.

If you need a reasonable accommodation: Please contact the City of Newton's ADA/Sec. 504 Coordinator, Jini Fairley, at least two business days in advance of the meeting; jfairley@newtonma.gov or (617) 796-1253. The city's TTY/TDD direct line is: 617-796-1089.



ABOS .

Next

What Does the Tool Look Like

Welcome page 2 Stanford questionnaire Introduction:
Which
activities do
you enjoy in a
village center?

4 Introduction: Which village centers do you relate to? Scale: Should there be different zoning districts for different village centers?

Mapping: Which heights do you think are appropriate for village centers?

Parking: Do you agree with the reduced parking requirements?

8 Demographics Open-ended answer (anything else one wants to put here)

10 Stanford study

End: Submit

Questions

- 1. Topic
- 2. Definition
- 3. Image description
- 4. Councilors' Arguments For and Against
- 5. Temperature Scale on Appropriateness
- 6. Free response section

Library Exhibit





Library Exhibit

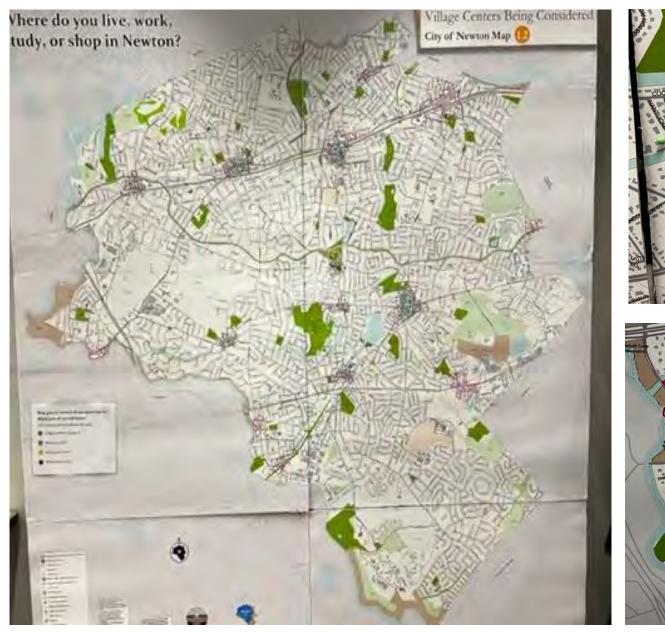








Who is Visiting?











Library Exhibit - Docent Schedule

Docent hours available - when city staff will be on hand at the Newton Free Library:

Time / Day	M, 9,19	W, 9,21	W, 9.28	M, 10.03	Tu, 10,11	W, 10.12	Th, 10,13
Morning 9-11 am	×		×	ж		ж	
Afternoan 2-4pm		ж					х
Evening 5-7 pm					×		

If you want input on future of zoning in your Village Center, you need to take action.

Take the survey:

https://tinyurl.com/Zoning FeedbackTool



City of Newton: Department of Planning & Development

Shape the Future of Your Village Centers

Give your input on the city's proposed changes to zoning Sept 1 to Oct 16



Second Floor, Room C

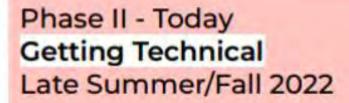
Go past the information desk & study rooms Elevator accessible Participation Deadline

October 16, 2022

What's Next?

Phase I Identifying Values Summer 2021

Initial analysis of village centers & engagement of community



City staff draft zoning change proposals based on Phase I

ZAP workshopped these

Engagement on the workshopped proposals

Phase III Going to Vote (End of 2022)

1: Language drafted: concrete regulation language created based on Phase II results & ZAP discussions

2: ZAP votes on zoning changes

3: If ZAP votes yes, City council votes on zoning changes

More Questions?

All questions: zoningredesign@newtonma.gov

For questions related to the engagement process. Please submit opinions about the zoning proposals through the feedback tool or by emailing or calling your city councilors

To communicate with all City Councilors – <u>citycouncil@newtonma.gov</u>

To communicate with the Zoning & Planning Committee Councilors – ZAP Clerk Jaclyn Norton, <u>inorton@newtonma.gov</u>