



City of Rochester Service Information

The City of Rochester will continue to provide essential services to our community members and local business community even with the closure of public buildings/facilities. Here is how people can connect with the various City departments:

- **Administration**
 - If you have questions about the City Council meetings or agenda, please contact Lisa Mullenbach at lmullenbach@rochestermn.gov or 507-328-2000.
- **Building Safety:**
 - Online access for many services available at <https://aca.rochestermn.gov/CitizenAccess/Default.aspx>
 - Drop off option will be available at the Development Services and Infrastructure Center, without in person staff support, questions can be handled at 507-328-2600
 - Building permits issued needing to be picked up will have a pickup location identified in the lobby – contact 507-328-2600 with questions
 - Rental Inspections will be cancelled until further notice
 - New construction inspection will continue with no change
 - Construction inspections of existing occupied properties will involve special protocols.
 - We are still providing investigations and inspections of citizen concerns/service requests
 - An additional document with more details can be found by [clicking here](#).
- **City Attorney**
 - If you have questions about Charter Commission, Ethical Practices Board matters, and for any other general inquiries, please contact Jody Houghton at jhoughton@rochestermn.gov or 507-328-2100
- **City Clerk**
 - Services through the office will continue during the time the front counter is closed. Residents and businesses are encouraged to utilize our online forms and payment mechanisms.
 - Business license and payment submissions that cannot be done online can be dropped off at City Hall or mailed in.
 - Service fees for paying parking tickets online or by phone have been removed. Parking ticket payments can also be deposited in the exterior parking payment drop box along the entrance to the Government Center off of 4th St SE.
 - In compliance with state law and guidance from the state, information requests are still being processed and can be submitted to records@rochestermn.gov
 - The Office of the City Clerk can be reached at cityclerk@rochestermn.gov or 507-328-2900.

- **Community Development**
 - Services through the office will continue during the time the front counter is closed.
 - Additional contacts can be found under the "[Contact Information](#)" page on the Community Development website.
 - Changes to upcoming Planning & Zoning Commission and Zoning Board of Appeals meetings can be found [here](#).

- **Mayor's Office**
 - The Mayor's Office continues to be responsive to community needs, questions, and concerns.
 - At this time, only essential meetings are being scheduled and conducted via telephone or virtually (Zoom, Teams).
 - The Mayor's Office can be reached by e-mailing Michon Rogers at mrogers@rochestermn.gov or by calling 507-328-2700.

- **Parks & Recreation**
 - The Parks & Recreation department can be reached at parknrec@rochestermn.gov or by calling 507-328-2525. Online registration and reservations can be completed on our website: www.rochestermn.gov/parks
 - Additional Parks & Rec contact info can be found [on our website](#).
 - Documents that need to be delivered can be dropped off at the Parks & Recreation drop box at City Hall. Please call 328-2525 if you have any questions when dropping off materials.

- **Public Works – General**
 - Services through the office will continue during the time the front counter is closed. Additional contacts can be found under the "[Contact Us](#)" page on the Public Works website.
 - Public Works can be reached at PWFrontOfficeService@rochestermn.gov or 507-328-2400.

- **Public Works – Parking**
 - Effective March 18, the following changes will be in effect:
 - Commuters to downtown Rochester will be allowed to park in any surface lot at Soldiers Field Memorial Park and along George Gibbs Drive SW at no charge.
 - Seasonal parking restrictions are lifted, ending the so-called alternate side parking rules for the season.
 - The city is suspending enforcement of residential permit-only parking areas through the end of March.

- **Public Works – Right of Way Permits**
 - Questions about [Right of Way permits](#) can be directed to Kelly Peterson at pwpermits@rochestermn.gov or 507-328-2406.

- **Public Works – Water Reclamation Plant**
 - Water Reclamation Plant questions can be direction to Lori Paukert at lpaukert@rochestermn.gov or 507-328-2650.
 - Sanitary sewer back-ups can be reported 24/7 to 507-328-2640.

- **Rochester Police Department**
 - RPD-OC SO Law Enforcement Records can be contacted by phone 507-328 6811 or by e-mail at LECRecords@rochestermn.gov.
 - Records staff is available during regular business hours for records related questions at 507-328-6811.
 - Records/Data Requests can be submitted via mail or fax (507-328-6788) and only during this time that offices are closed via email (LECRecords@rochestermn.gov). Some requests may require payment and records will be mailed to the requestor.
- **Rochester Public Library**
 - Help is available using Telephone, text, and Instant Messaging during normal library hours.
 - The digital collection is available 24/7.
 - The Rochester Public Library can be reached at rplmn.org/askus or 507-328-2300.
- **Rochester Public Transit (RPT)**
 - Implementing “Core Service” effective 3/20/20
 - Routes 21-26 + Directs on weekdays. Routes 21-26 on weekends. Hours remain the same.
 - Contact RPT Dispatch at 507-328-7433
- **Rochester Public Utilities (RPU)**
 - The RPU Service Center lobby closure will not affect your water or electric service.
 - Phone communication with RPU will continue to be available during regular business hours (8 a.m. -5 p.m.).
 - Dropbox payments can be made outside the RPU Service Center, at Hy-Vee locations, and outside the RPU Silver Lake Plant.
 - RPU is operating business as usual without walk-in service at this time.
 - Payments can be made through the standard options by phone, through the online application or by contacting the service center via phone at 507-280-1500 or going to www.rpu.org. Customers can also send an email through the web site.