

# ROCHESTER

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St. Paul  
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Wadena  
Brainerd  
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Fergus Falls  
Grand Rapids  
Hibbing  
Julesburg  
Litchfield  
Mason City  
New Ulm  
North Branch  
Red Lake Falls  
Rochester  
St. Cloud  
Wadena  
Brainerd  
Crookston  
Fergus Falls  
Grand Rapids  
Hibbing  
Julesburg  
Litchfield  
Mason City  
New Ulm  
North Branch  
Red Lake Falls

## Office of the City Clerk

### Updates on Services from the City Clerk's Office

<https://www.rochestermn.gov/departments/city-clerk>

#### Front desk closure

The front desk to City Hall remains closed to the public at this time along with other City facilities. The main entrance into City Hall is open, and there is an area accessible to the public just outside the double white doors leading into the City Hall rotunda to drop off payments, license applications, or other physical materials.



During the time the public desk is closed, teammates will still be working to continue delivering the essential services of the office, both externally to the public and internally to other City departments. Below are details regarding specific services.

#### Main City Phone Lines

Our team is ensuring the main City phone lines (507-328-2900) continues to be answered during business hours. Calls are answered by teammates onsite and working remotely to ensure adequate coverage.

#### Mail

##### *Incoming*

Mail delivery has been coordinated with the U.S. Postal Service and will continue to City Hall despite the public closure. Teammates in the Clerk's Office will continue sorting mail for departments and elected officials, utilizing the boxes in the mailroom. City teammates should contact our office if you are expecting an item in the mail and are off site.

Packages from UPS and FedEx are being delivered to Olmsted County Central Services at this time, and will be picked up daily by the Clerk's Office at 3 p.m. Departments can work directly with Central Services if there is a need to pick up a package on a different timetable.

##### *Outgoing*

Some teammates in the Clerk's Office remain onsite and still able to process outgoing mail. Due to workforce considerations, other City departments are asked to provide notice at least one day in advance of any large mailings to be sent out.

*Last Updated 3/26/2020*

USPS is not able to come collect mail from the mailroom with the public closure. Instead, teammates in the Clerk's Office will be bringing regular mail out to the big blue mailbox outside of the Government Center to pick up from there. If there are larger pieces of mail that cannot fit in that box, a teammate from the Clerk's Office will need to deliver that mail daily directly to the Bear Creek Post Office.

## Parking tickets

### *Payments*

There are multiple options for paying existing or new parking tickets. The software provider the City uses for parking ticket collections charges a \$2.50 processing fee per ticket paid online or by phone. This fee is usually passed on to the customer making the payment, but the City Council has agreed to suspend that fee at this time, covering it instead by the City Parking Enterprise Fund. Anyone can pay online at [www.rochestermn.gov/parkinginformation](http://www.rochestermn.gov/parkinginformation) or by calling 888-266-1408 without incurring a service charge.

If you are unable to pay online or by phone, ticket payments can still be mailed in to the address on the ticket or dropped off in the parking ticket drop box along the entrance to the Government Center parking lot off of 4<sup>th</sup> Street SE.

### *Contesting a parking ticket*

The review of parking tickets at District Court on Wednesdays at 1 p.m. has been suspended at this time. Parking tickets can still be disputed by visiting [www.rochestermn.gov/parkinginformation](http://www.rochestermn.gov/parkinginformation) and completing the online form to request a review of a citation.

## Licenses and permits

### *Applying for a license or permit*

Full information about the licenses and permits we issue and any updates about the application process can be found at <https://www.rochestermn.gov/departments/city-clerk/licenses-and-permits>.

Applications can be completed online for most licenses and permits issued by the City Clerk's Office. Visit [www.rochestermn.gov/citizenaccess](http://www.rochestermn.gov/citizenaccess) to access the online application system for new licenses or renewals. Paper applications can also be mailed in or dropped off in the drop box accessible just inside City Hall, and will be processed as quickly as possible. As circumstances continue to evolve, anticipate possible longer than usual processing times.

We have put in place some specific steps to try to reduce the burden on businesses at this time relating to the licensing process:

- Waiving late fees for renewals of licenses or permits due in April or May of 2020, regardless of when the renewal is submitted during the license year.
- In liquor renewals, prioritizing off-sale licenses while on-sale businesses have been ordered closed by the State of Minnesota.
- Offering the ability for business license applicants who have not yet paid their annual renewal fees to do so in quarterly payments for the next license year.
- For current liquor renewals, renewal payments can be deferred until November of 2020.
- Working with both other City referral departments that must review license applications before issuance as well as the State of Minnesota for liquor licenses to ensure required approvals can be obtained whenever possible on a timeline that does not impact business operations.

Applicants with any questions or concerns about the licensing process are encouraged to call the Clerk's Office at 507-328-2900 or email [licenses@rochestermn.gov](mailto:licenses@rochestermn.gov).

### Guidance for Businesses

We realize that for many of the businesses licensed through the City, we are their primary point of contact with governmental entities. We are proactively working with Olmsted County Public Health to prepare and provide guidance to our business license holders specific to their operations regarding best practices. In some instances, this includes helping with guidance in following the directive of Governor Walz's Executive Order requiring places of public accommodation to close through late March at this time.

For purposes of this Executive Order, "place of public accommodation" means a business, or an educational, refreshment, entertainment, or recreation facility, or an institution of any kind, whether licensed or not, whose goods, services, facilities, privileges, advantages, or accommodations are extended, offered, sold, or otherwise made available to the public.

### Special Event Permits

Special event permit applications are not being accepted at this time for any events through the end of April. Our team will work with applicants for permits already submitted for this timeframe for potential revisions.

### Peddlers Permits

Permits for businesses or individuals seeking to solicit door to door at this time will be subject to additional review given current guidance on social distancing and containment.

### Records and information requests

Data practice requests are still being processed in compliance with state law. Requests should be submitted by mail or email to [records@rochestermn.gov](mailto:records@rochestermn.gov).