



City of Rochester Service Information – updated 3/27/2020

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**
 - For questions about City Council meetings or agendas, please contact Lisa Mullenbach at lmullenbach@rochestermn.gov or 507-328-2000.

- **Building Safety:**
 - Building Safety teammates will be working onsite and remotely to respond to citizen complaints
 - Online access for many services is 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.
 - Building Inspections
 - No rental inspections through May 1st in order to maintain social distancing protocols. Some unoccupied rental inspections may be done based upon need and ability to maintain social distancing protocols
 - Trade and Building Inspections will continue for unoccupied sites/facilities. Alternative methods, such as skype or other video means, will be considered for some occupied sites/facilities based upon need and ability to maintain social distancing protocols
 - 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**
 - The Office of the City Clerk can be reached at cityclerk@rochestermn.gov or 507-328-2900. Services throughout the office will continue during the time the front counter is closed. Review more [details about office service impacts](#) internally and externally.

- Apply online for most City licenses and permits at www.rochestermn.gov/citizenaccess. Business license and payment submissions that cannot be done online can be dropped off in a drop box just inside the front door of 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.
 - Public information requests are being processed and can be submitted to records@rochestermn.gov
- **Community Development**
 - Services through the office will continue during the time the front counter is closed.
 - Community Development teammates will work remotely during the Governor's EO 20-20 Executive Order. A designated planner will come in daily to sign off on permits.
 - 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](#).
 - Planning applications can continue to be submitted electronically.
 - Zoning enforcement and citizen complaints will continue to be monitored and processed.
- **Development Services & Infrastructure Center (DSIC – formerly North Station)**
 - Customers may still access DSIC to drop off/pick up plans.
- **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 requirements 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 – Infrastructure Maintenance**
 - 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 under Public Works Infrastructure Maintenance.
 - Public Works can be reached at PWTOCFrontOffice@rochestermn.gov or 507-328-2450.

- **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.

- **Public Works Infrastructure Maintenance**
 - 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 under Public Works Infrastructure Maintenance.
 - Public Works can be reached at PWTOCFrontOffice@rochestermn.gov or 507-328-2450.

- **Public Works Traffic Control & Operation**
 - Services through the office will continue during the time the front counter is closed. Additional contracts can be found under the "Contact Us" page on the Public Works website under Traffic Control & Operations.
 - Traffic Signal Maintenance can be reached at 507-328-2470.
 - **Rochester Police Department**
 - RPD-OCSO Law Enforcement Records can be contacted by phone 507-328 6811 or by e-mail at LECSRecords@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 (LECSRecords@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 Reduced Core Service effective 3/30/20
 - Routes 21-26 running seven days a week, following printed schedule 7 a.m. to 7:30 p.m.
 - Direct service to Park & Rides weekdays at peak times + very limited midday and evenings
 - ZIPS paratransit operating until 8pm daily
 - Essential trips only in accordance with “Stay at Home” order
 - Do not ride if sick or in close contact with persons who are sick
 - Contact RPT Dispatch at 507-328-7433 with questions

- **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, at City Hall, 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.