

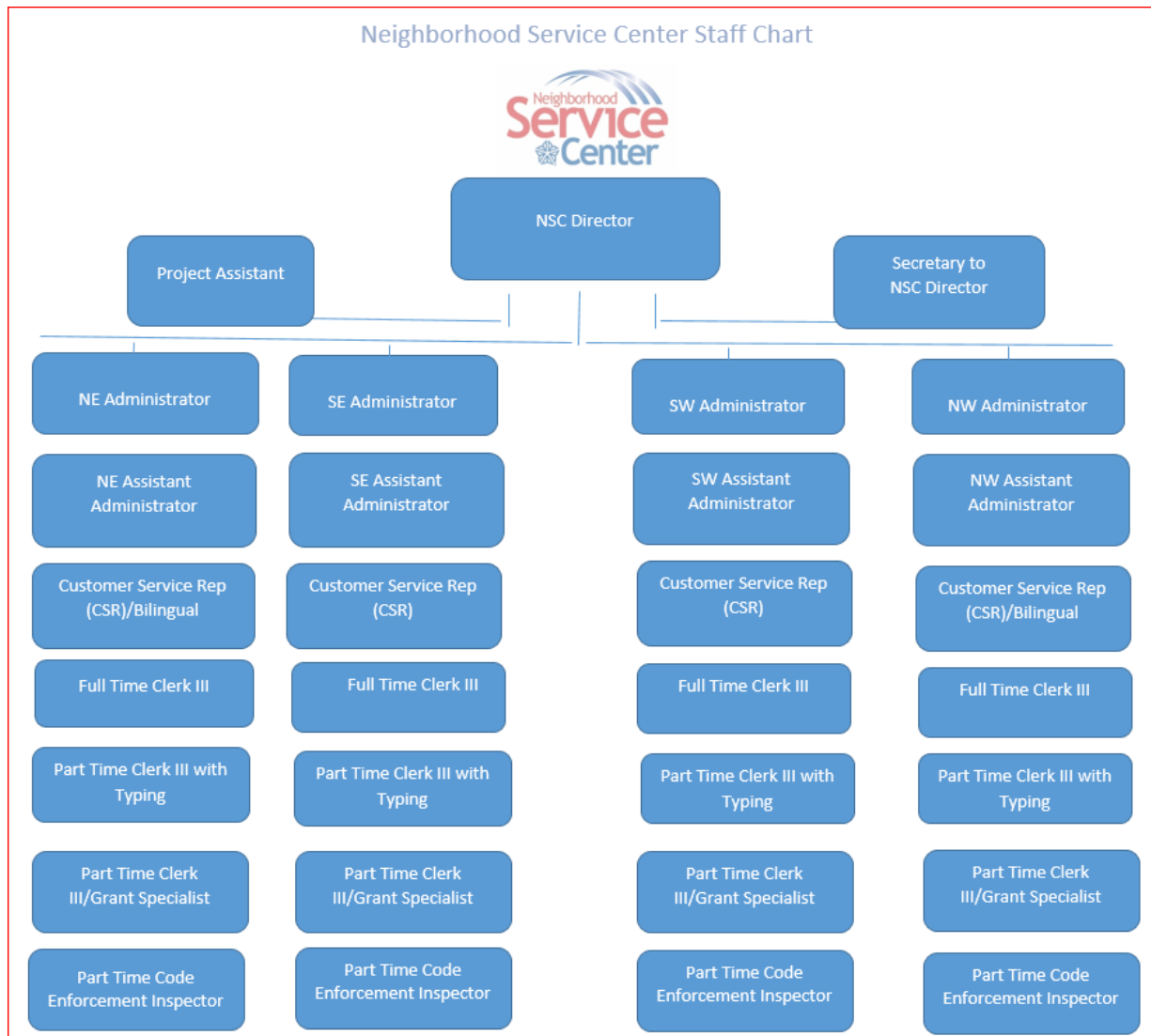
NSC Services, Responsibilities, and Operations

December 2023

About Neighborhood Service Centers (NSCs)

The City of Rochester has been divided into four (4) geographic quadrants, each with its own Neighborhood Service Center. We convene an interdepartmental team of professionals dedicated to improving the quality of life in their assigned area to directly solve problems, establish community partnerships, and promote strength and growth in city neighborhoods. We meet regularly with community representatives to identify and prioritize issues.

Neighborhood Service Centers (NSCs) are based on the notion that the best way of responding to neighborhood issues is by teaming residents with City staff to devise and achieve practical solutions. This approach brings the City government closer to its citizens and their neighborhoods so that quality-of-life issues can be addressed quickly and effectively.



NSC Roles and Responsibilities

Customer Service

- *Who:* Part-time Clerk III/Full-time Clerk III/FT Customer Service Rep.
- *What:* Answer incoming calls, troubleshoot, document in the call log, and refer to the appropriate referral source. The front-end team is the first point of contact in addressing all resident inquiries. The team takes customer inquiries and complaints and routes them accordingly. They also serve as administrative support to our Code Enforcement and RPD partners. They open cases/schedule appointments and make RPD referrals as needed to address the residents' concerns. They also regularly help identify contact info and other helpful information to address resident requests that may go beyond the traditional scope of NSC services and perform specialized customer service requests where possible like translating documents.
- *KPIs for First Quarter FY 23-24:* 10, 499: call/walk-in requests for service

Housing Rehabilitation Grants

- *Who:* Part-Time Clerk III Grant
- *What:* Respond to resident inquiries about available programs and refer to appropriate community resources or connect to appropriate application/s for City programs. For City programs, staff help applicants obtain information needed for applications (e.g. taxes, titles, water, etc.) take and review submitted applications for completeness, and digitally submit to City rehab staff for approval. Staff also follow-up on completed applications, answering questions and liaising with City rehab grant staff at City Hall to coordinate paperwork and needed verifications and/or going out to residents with accessibility challenges at their homes to help gather needed information to facilitate rehab applications submittals.
- *KPIs for First Quarter FY 23-24:* 656

Handicap Permits

- *Who:* Full-Time Clerk III/Customer Service Rep. /Assistant Administrator
- *What:* Gives information to public about how to obtain a handicap permit and, upon receiving the appropriate paperwork, staff processes paperwork into the digital system to issue permits.
- *KPIs for First Quarter FY 23-24:* 876

Business Permits:

- *Who:* Customer Service Rep (CSR)/Assistant Administrator/Administrator
- *What:*
 - *New Applications:* This application process begins at the City's Permit counter; upon zoning approval, the applicant is directed to their NSC office for processing. Once received by the NSC, the CSR reviews the application for completeness (appropriate supporting documents.) Then, the CSR shares with internal partners (RPD, RFD, and Code Enforcement) for approval. The Assistant Administrator shares the complete application with the Administrator for approval. Once Administrator reviews, Assistant Administrator schedules a time to review/sign the Good Neighbor Agreement with the business operator and then issues the permit.
 - *Renewals:* Sixty days before permit expiration, we mail out permit renewal paperwork. They are returned either mailed, emailed, or dropped off. The Assistant Administrator

will often have to devote time each month to contacting operators to ensure that renewals are completed within the appropriate timeframe.

Commercial Corridor Reviews

- *Who:* Assistant Administrator/Administrator
- *What:* Assistant Administrators conduct field outreach on a weekly basis to target commercial corridors to identify new businesses that have opened to ensure that new stores requiring a business permit are aware of the regulation. Then work with Code Enforcement on which businesses are not in compliance and issue conditional business permits in cases where business operators are considered marginal. Also review corridors and businesses for items such as trash and debris, new businesses, structural issues, and other potential code violations or quality of life issues.
- *KPIs for First Quarter FY 23-24:* 317

Engage and support Neighborhood Leadership Groups:

- *Who:* Assistant Administrator/Administrator.
- *What:* Attend monthly neighborhood, business association, and block club meetings and liaise with them to engage and support community development neighborhood improvement efforts.
- *KPIs for First Quarter FY 23-24:* 189 Meetings

Mini-Clean Sweep Requests/Annual Clean Sweep Support:

- *Who:* Assistant Administrator/Administrator
- *What:* Promote mini clean sweeps with neighborhood and business associations – fielding inquiries/requests, ensuring the form is completed correctly, sharing the form with DES partners, and entering data to track activity/impact. Also recruit team leaders, create projects, create tool lists, and facilitate projects across respective quadrants for City's annual Clean Sweep event.
- *KPIs for First Quarter FY 23-24:* 28

Homeless Encampment Tracking

- *Who:* Assistant Administrator/Administrator/NSC Director
- *What:* Twice a month, visit each reported location of the unhoused camp location. Take photos and enter tracking information in the spreadsheet. Record/track complaints regarding new encampments and week weekly with Homeless Interaction Team. The NSC Director also hosts quarterly meetings with Homeless outreach organizations, RPD, and key City staff.

Nuisance Abatement Points System (NAPS)

- *Who:* Administrator/Assistant Administrator/NSC Director
- *What:* Public nuisances occur when the activity or operation of an establishment results in a flagrant violation of the City of Rochester's Penal Law or Municipal Code provisions. It is the position of the City of Rochester that such nuisances substantially harm the quality of life, the environment, commerce, property values, public health, safety, and welfare.
 - NAPS is a cross-departmental team effort. RPD and RFD are authorized to issue Nuisance Points.
 - Point referrals are given to the NSC Administrator for review, consideration, and processing. NSC Administrators work with RPD partners and the internal team to contact property owners to address the root issue. Once the appropriate paperwork is

filed, the Administrators/Assistant Administrators must post a physical copy at the location. The Administrator will often try to organize a meeting with the property owner and, at times, the business operator if applicable. NSC staff assist property owners with their Nuisance Abatement Plans, which are also posted for public information.

- The Mayor appoints members to the Nuisance Advisory Board (NAB).
- City Hall NSC manages the application process. NAB consists of nine members, two (one business and resident) per quad and one representing Center City.
- The Nuisance Advisory Board (NAB) oversees reviewing and hearing nuisance cases submitted for review by Neighborhood Service Centers.
- The NAB, Law Department, RPD, NSC, and property owners attend Operations-NAB hearings, which are coordinated by the NSC Director's office. Hearings are held in person. Dates and hearing findings are posted on the NSC's webpage. NSC Administrators and Assistant Administrators work with Law in cases where 10-12 is appropriate and with Code Enforcement in cases where demolition is considered.

Rochester Community University (RCU):

- *Who:* NSC Director and Administrators
- *What:* RCU helps city residents learn how to advocate for themselves and their neighborhoods. RCU allows participants to develop and refine their civic engagement skills. Topic areas include City of Rochester 101, Buy the Block, RPD Community Engagement, 311, and Animal Services. RCU has five sessions and two cohorts annually. NSC staff recruit participants, develop curriculum, arrange speakers, acquire supplies, host classes, and evaluate/refine the program.

City-Owned Garden Permit Program:

- *Who:* Project Assistant
- *What:* The City's Garden Permit Program for seasonal and/or long term gardens on City-owned lots supports neighbors in transforming vacant lots into neighborhood assets gardens. Information and resources are provided to help transform a vacant lots into gardens. Seasonal permits are runs for early spring to late fall. Garden permits issued range from 60 to 75 a year.

Senior Meal Program:

- *Who:* NSC Director and ABVI Goodwill
- *What:* The purpose of the program, which ran from August 2020 through October 2023, was to assist restaurants and food establishments located within the City of Rochester while also providing meals to senior citizens in need and who were unable to travel and/or frequent restaurants due to the COVID-19 crisis.

When	Meals Delivered	Seniors Served
Round I: August 2020 to November 2020	14, 942	1,927
Round II: January 2021 to April 2021	27,887	2,253
Round III: April 2022 to March 2023	67,718	817
Round IV: April 2023 to October 2023	17,388 Seniors	667

Street Liaison Program

- *Who:* NSC Director and Administrator
- *What:* The Street Liaison will deliver essential services to the business community within targeted commercial corridors found in their respective quadrants by providing access to information to support business growth, attract new businesses, and support economic development in neighborhood business corridors. Administrators meet regularly with Liaisons and coordinate referrals to Business Development Staff.
 - **Northwest corridors (4):** Lyell Avenue/Dewey Avenue, Lake Avenue, West Ridge Road
 - **Northeast corridors (4 + 1):** Joseph Avenue/Portland Avenue, Hudson Avenue and Public Market Area, N. Clinton (Spanish-speaking Liaison)
 - **Southwest corridors (7):** West Main Street/Chili Avenue/Jefferson Avenue/South Plymouth Brooks Avenue/Thurston Road-Arnett Boulevard/Genesee Street/Mt. Hope
 - **Southeast corridors (5):** S. Clinton Ave (Linden Ave to Byron)/South Avenue (Byron to Linden) Monroe Ave/Goodman Plaza/E. Main (Goodman to Culver).

Additional Day-to-Day functions:

- *Who:* Administrator/Assistant Administrator
- *What:* various additional day-to-day functions, including:
 - Deescalate/meet with residents who are frustrated regarding a neighborhood issue i.e., mental health issues from a neighbor
 - Explore code enforcement issues that residents feel are not being addressed
 - Respond to City Council and Mayor's Office inquiries
 - Meet with property managers/owners where issues are reported
 - Support/meet/collaborate with area community agencies and organization
 - Sit on steering committees, advisory boards, and other committees as relevant to issues in neighborhoods of respective Quadrants
 - Attend internal partner meetings i.e. Zoning and DES
 - Make internal connections and referral i.e. to DES and Animal Services
 - Coordinate meetings/site visits with internal partners to address neighborhood concerns