

NSC Services, Responsibilities, and Operations

October 2023

About the 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 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

Services/Responsibilities/Operations

Service-Complaint Calls

Responsibilities- Part-time Clerk III/Full-time Clerk III/Customer Service Rep.

Operations- Answer incoming calls, troubleshoot, document in the call log, and refer to the appropriate referral source.

Service-Handicap Permits

Responsibilities-Full-Time Clerk III/Customer Service Rep. /Assistant Administrator

Operations- Each NSC office processes handicap permits.

Service-Business Permits

Responsibilities Full-Time Clerk III/Assistant Administrator

Operations- This process begins at the City's Permit counter; upon zoning approval, the applicant is directed to their NSC office for processing.

Service-Garden Permits

Responsibilities- The NSC Project Assistant

Operations-This is a seasonal function. NSC City Hall provides applications beginning in March. Review and approvals take place from April to early summer. The garden coordinator monitors each garden from May to September. A garden contest takes place in late summer.

Services-Housing Rehabilitation Grants

Responsibilities-Part-Time Clerk III Grant

Operations-Applications are received in each office, screened, and transferred to downtown Contract Services for approval.

Service-Engage and provide technical support to Neighborhood Associations, Business Associations, Block Clubs, and Interfaith Communities

Responsibilities-NSC and Administrator

Operations-Director leads monthly meetings with all neighborhood leaders. Administrator or Assistant to the Administrator attends neighborhood, business association, and block club meetings, schedule permitting.

Service-Nuisance Abatement Points System (NAPS) 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.

Responsibilities -NAPS is a cross-departmental team effort. RPD and RFD are authorized to issue-Nuisance Points.

Operations-Point referrals are given to the NSC Administrator for review, consideration, and processing. This process can take anywhere from 30 days to one year.

Referral packages are prepared by each NSC office Administrator for review and processed by the Secretary to the NSC Director.

Service-Nuisance Advisory Board (NAB) The Mayor appoints NAB members. City Hall NSC manages the application process. NAB consists of nine members, two (one business and resident) per quad and one representing Center City.

Responsibilities- The Nuisance Advisory Board (NAB) oversees reviewing and hearing nuisance cases submitted for review by Neighborhood Service Centers.

Operations- NAB hearings are attended by the NAB, Law Dept., RPD, NSC, and property owners. The NSC Director's office provides the function. Hearings are held in person. Dates and hearing findings are posted on the NSC's webpage.

Commercial Corridor Street Liaisons

Responsibilities-NSC Director

Operations- The Street Liaison program provides essential services to the business community within targeted commercial corridors in their respective quadrants by providing access to information to support business growth, attract new businesses, and support economic development in neighborhood business corridors.

The Liaison assignment and geographic quadrants are:

Southeast

Megan Morsch-Highland Planning

Southwest

John DeMott and Chris McDonald-19TH Ward Community Association

Northeast

Okey Ikpeze and Mercedes Vazquez-Simmons-ABC, Inc. and Isla Development

Northwest

Megan Morsch-Highland Planning

Street Liaison initiatives outside of economic development activities include:

Healthy ROC Grocer, COVID support grants, PPE distribution, Restaurant engagement for the Senior Meal Program, and business association support.

Service-Senior Meal Program /July 2020 – October 2023

Responsibilities-NSC Director and Secretary to the Director

Operations-The program had four rounds (July 2020 to October 2023) Eligible seniors, age 55 and over, received free, home-delivered meals. The City collaborated with local restaurants and Goodwill of the Finger Lakes, 211/Lifeline to provide free meal delivery to city seniors with barriers to accessing nutritious and culturally appropriate foods.

NSC Director's office managed the program. Twenty-seven restaurants participated in the program. Each restaurant entered into a contractual agreement ranging in grants up to \$50,000.

Round I August 2020 to November 2020

Round II January 2021 TO April 2021

Round III April 2022 to March 2023

Round IV April 2023 to October 2023

- Over 4,000 seniors served
- Over 100,000 meals delivered

Service-**Rochester Community University (RCU)**

Responsibilities- NSC Director and Administrators

Operations-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.