

Town of Irondequoit **NEW RESIDENT'S GUIDE**

Welcome to Irondequoit.

We are glad you chose to make Irondequoit your home.

Below is a list of items and issues that you may be wondering about right now as you become settled in your new home or apartment. Hopefully this information will help you quickly become comfortable in your new setting.

If the information you are looking for is not on this page, please try checking the rest of our website, including the Frequently Asked Questions section, or contacting us at Town Hall.



Town Service

Ambulance and Other Emergency Services ...911

Information

To request police assistance for emergency or non-emergency needs, dial 911. Officers are dispatched only by calling 911.

Animal Services

Animal emergencies: 911

Dogs

Households may have a maximum of two dogs. Dogs must be leashed, in a vehicle, or in an enclosure when off the dog owner's property. Dogs, leashed or unleashed, are not permitted on Town playing fields, parks, or other property. (Please be a good neighbor and pick up your dog's waste.)

Irondequoit Animal Control Officers: 336-6052

All dogs older than four months must be licensed through the Town Clerk, 336-6047.

Board

The Supervisor and Town Board have regular business meetings normally at 7 p.m. on the third Thursday of each month in the Broderick Room at Town Hall.

Agendas for Board meetings generally become available on the Town's website by noon Friday before a meeting.

Citizens who speak at Town Board meetings are asked to make comments within 3 minutes as a courtesy to others.

Town Service

Information

Brush Pick-Up

The Town provides free curbside bulk brush collection for branches and trimmings (no leaves, please). Information on schedules and requirements can be found at <http://bit.ly/dpwbrush>

Budget Information

The Town Board adopts a budget each Fall for the fiscal year starting January 1. Copies of the annual budget are available for citizens to read on the web and in the libraries.

The Town Board normally holds at least three public hearings before making decisions each Fall on the annual budget and the 5-year capital improvements plan. Citizens may also make comments to the Supervisor and Board by letter, fax, or e-mail at any time in the budget process.

Building Services

Building permits and requests for assistance: 336-6026.

Building permits are required for sheds, fences, stoops, additions, pools, and hot tubs.

The Town Department of Community Development enforces the NYS Building and Energy Codes and the Irondequoit Town Code. This department is also responsible for resolving associated code complaints and citizens' requests for assistance.

Cable Television

Irondequoit Cable Access Television (ICAT) broadcasts on channels 12 and 15 of the Time Warner cable system. Regular meetings of the Town Board are cablecast live, and replayed throughout the month.

Courts

The Town Justice Court is open Monday to Thursday from 9:00 a.m. to 5:00 p.m. and Fridays 8:00 a.m. to 4:00 p.m. The Court closes at 4:00 p.m. on Thursdays during the seasonal Farmers' Market (generally May through October).

Elections

The Supervisor is elected for a two-year term. Town Board members are elected to four-year terms. Terms of Board members are staggered so that two seats are filled by elections every two years.

Town Service

Information

Environmental Concerns

Some may view climate change as a remote global problem that is beyond the capacity of local government to solve. In Irondequoit, we believe that actions by local government and its citizens and businesses can make a difference. Irondequoit is the first community in the county to adopt a comprehensive energy and environmental policy, which can be viewed on the Town's website.

Environmental Protection Overlay Districts

The Town's zoning code includes Environmental Protection Overlay Districts, or EPODs, which provide an increased level of oversight for development in fragile environmental areas, including steep slopes, woodlots, flood plains, coastal zones, watercourses, and wetlands. If you live or own property in an Environmental Protection Overlay District, please call 336-6015 or 336-6029 for appropriate assistance and approvals before undertaking any construction or site work.

Farmers' Market



Irondequoit's popular Farmers' Market operates Thursday afternoons from May through October. The Market is located behind Town Hall. Vendors sell fresh produce, fruit, foods, and homemade crafts. Free evening entertainment is provided most market days at the adjacent Performing Arts Gazebo.

Fire Services

Emergency: 911

For information on fire safety, fire codes, fire inspections, permits, or to report a hazard, please call the Fire Marshal at 336-6026.

Home Improvement Grants

The Town administers home improvement grants funded through the federal Community Development Block Grant program for low-income families. Please call 336-6021 for more information.

Images Magazine

Images is the Town's Semi-Annual newsmagazine, mailed to all homes. *Images* contains helpful news about Town government.

Town Service

Information

**Leaves
Burning**

Open burning of leaves is prohibited.

Pick-Up

The Town does not pick up leaves. Do not rake leaves to the curb, as they could block catch basins and cause flooding. Please call your waster hauler for proper disposal.

Library



The Irondequoit Public Library has two branches: the Helen McGraw Branch, 2180 East Ridge Road, just east of Culver Road (336-6060); and the Pauline Evans Branch, 45 Cooper Road, just north of Titus Avenue (336-6062). Both branches are open 10:00 a.m. to 9:00 p.m. Monday through Thursday; 10:00 a.m. to 6:00 p.m. Friday; and, 10:00 a.m. to 5:00 p.m. Saturday.

It is easy to obtain a library borrower card. Just stop at any branch, present identification with your new address, and in a few minutes you will be eligible to borrow library materials and use all library resources at both of our branches and at every public library in Monroe County. For details and access to a wide range of online services, please visit www.irondequoitlibrary.org

Neighborhood Watch

About 25 Neighborhood Watch groups are active in Irondequoit. If you would like to join or start a Neighborhood Watch group, please call the Police Department's Community Services Unit at 336-6000 x2290.

Noise

The Town's noise ordinance sets limits on noise levels. Permits are available for any person wishing to host a temporary event at which sound levels may exceed acceptable limits. Permits are issued by the Town Clerk: 336-6047.

**Parking
Front Yard**

Parking is not permitted on sidewalks and rights-of-way, or on front and side lawns, except driveways.

Winter

To ensure safe driving, snow removal, and road salting, there is no parking on Town streets from midnight to 9:00 a.m. between November 1 and April 15.

Town Service

Parks and Recreation Facilities



Information

A wide variety of youth and adult sports activities from league play and clinics to drop-in free play are offered. A broad array of hobby classes — including arts and crafts, dance, exercise, yoga, and rock climbing — are offered throughout the year. Special events, such as the annual 4th of July festivities and Oktoberfest, are region-wide celebrations not to be missed.

Irondequoit's leisure facilities include:

Joshua Park
(Seville Drive)

Bateau Terrace Play Area
(Rock Beach Road)

Heyer-Bayer Memorial Park
(Rudman Road)

Bristol Avenue Play Area
(corner Cooper Road)

Spezio Park
(St. Paul Blvd.)

Vinton Road Play Area
(corner Culver Road)

Camp Eastman
(Lakeshore Blvd.)

Performing Arts Gazebo
(Town Hall campus)

McAvoy Park Athletic Facility
(Winton and Empire)

Community Center
(Pinegrove Avenue)

For information about renting facilities, including Camp Eastman cabins, Community Center rooms, athletic fields, and the Gazebo, please check the Town's website.

Police Services

A Message from the Chief...

Let Chief Richard Tantalo introduce you to the Irondequoit Police Department:

<http://bit.ly/irondequoitpd>

To report a crime, accident, or emergency, or to see an officer for any non-emergency situation, call 911.

One of the ways that the Irondequoit Police Department reinforces its ties to the community is through community policing. Officers work closely with residents to address problems in neighborhoods. They coordinate neighborhood efforts and conduct home security checks. Community policing programs include Citizens Police Academies, and other school programs, and Neighborhood Watch.

Pothole Repair and Reporting

Report potholes on Town roads to the Department of Public Works at 336-6090 or at www.Irondequoit.org

Town Service

Information

Recreational Fires

Outdoor recreational fires are a popular activity in Irondequoit. You must follow town guidelines to ensure safe and legal use of outdoor fireplaces. Please contact the Fire Marshal with any questions: 336-6097.

Schools

East Irondequoit Central School District: 339-1200.
West Irondequoit Central School District: 342-5500.

Senior Services

Pinegrove Senior Center: 336-6078.

The Senior Center provides nutritious meals on weekdays and a wide variety of activities for seniors. Transportation for non-drivers can also be scheduled, and wheelchairs and other medical devices rented. The *Life in Irondequoit* program helps seniors live independently in their own homes.

Sewer Service

The Town of Irondequoit provides a free, on-call response to residents who experience sewer backups, unusual odors, or other sewer-related problems. This service includes clearing blockages in sanitary sewer laterals. Please call the Department of Public Works at 336-6090.

Solicitors

Individuals selling products or services door-to-door in Irondequoit must have a solicitor's permit. Ask to see it. If they cannot produce one, please call 911 immediately so they can be apprehended.

Street Lights

To report that a street light is out or other service problem, please call Rochester Gas & Electric: 1-800-743-2110.

Town Service

Information

Taxes Exemptions

Please check with the Assessor to see if you are eligible for tax exemptions on your home: 336-6054. The deadline to apply for exemptions is March 1.

Town and County Taxes

Town and County Taxes

- Bills are mailed the last week in December.
- Payment (full or first installment) is due February 10 without interest.
- Bills can be paid in three installments at Town Hall. Due dates for installments are as follows:
 - Feb. 10 — First installment
 - Feb. 28 — Second installment
 - Mar. 31 — Third installment
- Late notices for unpaid taxes are sent by the Monroe County Treasury by April 10.
- Last day for payments is May 31, after which payments go directly to the Monroe County Treasury.

School Taxes

School Taxes

- Bills are mailed the last week in August.
- Payments are due by October 1 (full payments).
- Payments can be made in three installments, as follows:
 - Sept. 15 — First installment (payable at Town Hall)

Note: If the first installment is not paid by September 20, the installment option is no longer available.

 - Oct. 15 — Second installment (payable and sent to Monroe County)
 - Nov. 15 — Third installment (payable and sent to Monroe County)
- Last day to pay school taxes is November 18. (If school taxes are not paid by November 18, the amount due plus interest is added to your next Town and County tax bill.)

What does \$100 of Irondequoit taxes buy?

- \$37.00 of public works services
(road and sewer repair; sidewalks; storm water management)

- \$30.10 of police and court services
(community policing, crime prevention, youth services, town court, traffic enforcement)

- \$9.30 of parks and recreation services
(athletic and cultural programs; senior programs; festivals; parks)

- \$5.80 of library services
(books, magazines, audio-visuals, assistance finding information; children's literacy programs)

- \$2.90 of community development services
(planning; code enforcement; building and fire storm water management)

- \$7.60 of general government services
(public meetings; citizen information; management; internal services)

Town Service

Information

**Trash
Collectors**

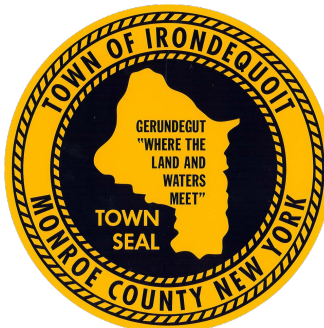
Private contractors pick up trash and bagged leaves in Irondequoit. A list of licensed waste haulers operating in the Town can be found at <http://bit.ly/wastehaulers>

Cans

Trash cans must have a cover and should be put at the curb only after 4:00 p.m. on the day before pickup. Empty containers must be returned and stored behind the front foundation line of the primary structure or within an enclosed building by the end of the service day.

Volunteer Opportunities

If you are interested in serving on a Town advisory board or commission, contact the Supervisor's Office at 336-6034. Many community agencies also seek volunteers.



Supervisor Adam J. Bello