



citizens guide to
municipal services

Noel C. Taylor Municipal Building
215 Church Ave. SW
Roanoke, VA 24011

540-853-2000
www.roanokeva.gov

Updated January 2018

Welcome to beautiful Roanoke, Virginia!

Amidst the stunning beauty of the Blue Ridge Mountains, Roanoke offers natural character, exceptional amenities, and an unparalleled quality of life. The city combines an urban atmosphere with all the beauty and outdoor recreational venues of a mountainous environment — truly an unexpected balance.

Roanoke has earned the esteemed honor of being named a national All-America City on seven occasions, mostly recently in 2017. Additionally, Partners for Livable Communities has chosen Roanoke as one of “America’s Most Livable Cities.” Roanoke has also received both state and national recognition due to its strong ethic of environmental stewardship including award-winning greenways, urban forestry, and possessing the third largest municipal park in the country, the Carvins Cove Natural Reserve.

Our goal is to make living in the City of Roanoke as smooth as possible. Our team of elected officials and administrators is dedicated to providing exceptional customer service, and this booklet is designed to help acquaint you with these services and facilities. If you have questions about recycling, if you want to know when your local public library is open, or if you want to take advantage of Roanoke’s beautiful parks and greenways, the details are contained in this guide.

Another wonderful tool to assist you is our website, www.roanokeva.gov, where you will find information about city services and departments. The site also provides an option to sign up for the MyRoanoke email alerts and to follow city social media sites by using the “Social Media Center” icon. In addition, you are invited to download the iROANOKE app, which allows citizens to report issues using their smartphone’s GPS and camera capabilities. This app is free to Android and Apple users through Google Play or the App Store

The pride that exists in Roanoke comes from its citizens, who care about their community and are eager to take part in its continued progress. Our mission is to make Roanoke the most exceptional place to live and work in the south.

Emergency Call Procedure

Remain calm. Speak as slowly and as clearly as possible.

Tell the emergency dispatcher:

- The kind of emergency it is and if a victim is involved.
- A brief description of their condition (i.e., obvious bleeding, appears to be unconscious, difficulty in breathing, burns, etc.).
- The telephone number of the phone you are using.
- The complete and correct address: street name, street address (house number).
- Your name.
- Name of complainant, victim or patient if not the same as the caller.

Follow any instructions given to you by the emergency dispatcher.

Please do not use 9-1-1 to...

- Request *non*-emergency police, fire or medical services.
- Discuss administrative business concerning police, fire or emergency medical services.
- Arrange ambulance transportation to scheduled appointments or admissions to a medical facility.
- For general information.

In a non-emergency situation, call 853-2212 to reach the Police Department, or 853-2327 to reach Fire and Emergency Medical Services.

Reverse 9-1-1

The City of Roanoke has the capability to call your home in the event of an emergency in the area. If you do not have a “land line” phone for your home or business, but instead rely on a cell phone, you will need to register this number with the Department of Emergency Management at 853-2426.

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Contact Legend

P: phone number, **F:** fax number, **E:** email address,
W: website

Adult, Business, and Technical Education

P: 853-2151, W: www.rcps.info/education

Roanoke's public school system offers a wide variety of educational programs for adults, including computer instruction, language learning, workplace education, trade and industrial classes, and GED review and testing. A complete list of all programs offered may be obtained through the Adult Education Office, 3601 Ferncliff Ave., Roanoke, VA 24017.

Airport

P: 362-1999, F: 563-4838, W: www.flyroa.com

Roanoke-Blacksburg Regional Airport (Woodrum Field) is owned and operated by the Roanoke-Blacksburg Regional Airport Commission. Airport personnel are available to respond to questions regarding parking, leasing of commercial areas at the airport, and general information. Flights are provided by Allegiant Air, American Airlines, Delta Airlines, United Airlines, and US Airways.

Alley Cleaning

P: 853-2000, Press 3, E: transportation@roanokeva.gov

Crews are assigned to clean brush and litter from alleys on an ongoing basis. Reports on the location of alleys needing cleaning come from both the public and the refuse collection crews as they travel the alleys every week. Property owners are required to maintain vegetation to the center-line of any alley right-of-way that adjoins their property.

Americans with Disabilities Act

P: 853-2450, F: 853-1067

Municipal services and the policies and procedures of the city government are intended to serve all of our citizens equally. If you have a question, suggestion or complaint in this regard, please call the Office of Risk Management.

Animals

Bites, P: 9-1-1

All cat and dog bites must be reported to emergency dispatch.

Deceased Animals, P: 853-2000, Press 3 or call P:853-2676

Call the number above to report any dead animals that need to be removed from streets or public areas.

Licenses, P: 853-2561

All dogs 4 months of age or older must have a valid dog license. Licenses can be purchased from the City Treasurer's Office after Nov. 1, and must be on the dog by Jan. 1, or as soon as a dog is acquired. A license costs \$5 for a sterilized dog or \$10 for an intact male or female dog. A current rabies certificate is required to purchase a dog license.

Roaming, P: 853-1690 or 9-1-1

Roanoke law prohibits dogs from running at large. Owners who permit this activity are subject to prosecution and fines. Under city law, dogs that are picked up and not claimed within five days (if dog has no license), or 10 days (with license), can be destroyed. Citizens may report dogs running at large or barking dogs disturbing the peace.

Automobiles

Abandoned on Street, P: 853-2212

If a vehicle is parked in one location for more than 10 days and if the owner cannot be found or refuses to move the vehicle, the vehicle may be impounded. The Police Department will notify owners, if possible, that their vehicles are impounded.

Claiming Impounded Vehicles, P: 853-2212

Owners must present proper identification and registration to prove ownership of their vehicles. Storage and towing fees must be paid at the time of pickup.

Inoperable Vehicles on Private Property, P: 853-2344

A vehicle or trailer located on private property must be in operating condition and display both a valid license plate and inspection sticker or it is in violation of the city's inoperable vehicle ordinance. After it is reviewed by Code Enforcement, the owner of the property is notified to remove or garage such vehicle within a specified time limit.

Unclaimed Vehicles, P: 853-2212

Vehicles or objects removed from the street by the Police and left in storage for more than 90 days will be sold at public auction.

Building — Zoning, Code Enforcement, and Inspections

P: 853-2344, F: 853-6597, E: codeenforcement@roanokeva.gov

Unsafe or substandard buildings should be reported to Housing and Neighborhood Services for inspection. Building maintenance code violations must be corrected. Vacant buildings must be kept closed and the outside kept in reasonably good repair to protect the building. In serious cases, buildings may be demolished.

Bulk Items and Brush

P: 853-2000, Press 1

The city provides weekly collection of bulk and brush on your normal collection day in all neighborhoods.

- Small brush piles: If the pile can be picked up with two hands, please place it in your dark blue container.
- Large brush piles: Piles up to 6'x6'x6' should be placed at the curb.
- Bulk trash: A maximum of three bulk items can be set out for collection each week.

All trash must be placed in the dark blue trash container for collection.

Trash placed curbside in plastic or biodegradable paper bags or boxes will not be collected as bulk trash.

Business Licenses

P: 853-2524, F: 853-1115, E: commrev@roanokeva.gov

Roanoke business licenses can be obtained by filing with the Office of the Commissioner of the Revenue.

New businesses must obtain the license prior to conducting business activity in the city. All business licenses expire on Dec. 31, and must be renewed with payment by March 1 each year. Zoning approval is required.

Bus Service

Valley Metro

P: 982-2222, F: 982-2703, W: valleymetro.com

Fares are \$1.50 for adults and free for children 10 years of age or under, when accompanied by an adult. Persons 65 years of age and older and disabled persons ride for \$.75. To qualify for the \$.75 fare, a Valley Metro photo identification card must be presented to the operator at the time of boarding. Student tickets are available through schools. Weekly and monthly passes, maps, and schedules are available at Campbell Court Transportation Center, 17 Campbell Ave., or by phone.

STAR/RADAR Transportation

P: 343-1721, F: 344-6216, W: radartransit.org

Valley Metro provides specialized curb-to-curb transportation to disabled citizens who are unable to ride the regular fixed-route bus system within the City of Roanoke. The STAR (Specialized Transit — Arranged Rides) service is provided through a contract agreement with RADAR (Roanoke Area Dial-A-Ride). Patrons must first be certified for eligibility by Valley Metro.

Eligibility forms are available from Valley Metro's administrative office at 1108 Campbell Ave. SE, through the mail, or by calling 982-2222. Once certified for the service, patrons may call RADAR directly at 343-1721 to arrange this transportation. The cost is \$3 per one-way trip. Monthly STAR passes are available through the administrative office.

The Smart Way Bus

P: 982-6622 / 800-388-7005, F: 982-2703,

W: smartwaybus.com

The Smart Way Bus is a commuter bus service that links the communities of Roanoke, Salem, Christiansburg, and Blacksburg. It operates Monday through Saturday. The regular fare is \$4 each way.

Cable Television

P: 857-5021, F: 857-5023, E: ebays-murphy@rvtv.org,

W: www.rvtv.org

The City of Roanoke, along with Roanoke County and the Town of Vinton, operate Roanoke Valley Television, a regional Government/Educational Access TV Studio with programming and information aired on Cox Cable Channel 3.

Carvins Cove Natural Reserve

P: 563-9170

Carvins Cove Natural Reserve comprises 12,700 acres in Botetourt and Roanoke Counties. Carvins Cove Reservoir, the city's primary source of drinking water, is located within the reserve. The reservoir and the land below the 1,200-foot contour in the reserve are owned by the Western Virginia Water Authority. The land above the 1,200-foot contour is owned by the City of Roanoke. Hiking, biking, horseback riding, boating and fishing are permitted at the reserve. Row boats and paddle boats also are available for rental. There is a motor inspection fee if a privately owned motor is used on a row boat. Privately owned boats may be launched in the reservoir under the following conditions:

- No motors larger than 10 HP or boats longer than 20 feet.
- Launching is permitted only from the boat launch accessed from Rte. 648/Reservoir Road.
- No aquatic bait or aquatic bait containers may be used for boat or bank fishing.
- The boat must be inspected by an employee or agent of the Western Virginia Water Authority for evidence of zebra mussels, prohibited bait, or prohibited bait equipment.
- To maintain water quality in the reservoir, the boat owner must certify that the boat has been in no other waters than Carvins Cove for the past 21 days.

Any violation of these rules is a Class 2 misdemeanor, subjecting the violator to up to six months' confinement in jail and a \$1,000 fine.

The Cove is only minutes from I-81 and less than 8 miles from downtown Roanoke. There are two entrances: the Boat Landing from Rte. 11, and Bennett Springs from Rte. 311. A daily or yearly pass is required for anyone over 15 years old to enter the park and can be obtained at the Boat Landing,

or one of the payment drop boxes located at the Bennett Springs or Timber-view parking lots. Debit and credit cards are not accepted at this time.

Daily fees: \$2 per person

Annual fees: \$20

The Boat Landing is open as follows:

April 1 - Sept. 30—6:30 a.m. to 9:30 p.m.

Oct. 1 - March 31—8:30 a.m. to 6:30 p.m.

Rental hours are 7 a.m. to 6 p.m. for April 1 - Sept. 30

No rentals after 5 p.m.

Carpooling

Ride Solutions

P: 342-9393, F: 343-4416, E: info@ridesolutions.org,

W: ridesolutions.org

Ride Solutions provides ridesharing matches and information to Roanoke area commuters. Ride Solutions helps commuters choose the commute option that best suits their needs, including carpools and vanpools. Commuters are matched by their travel patterns, origins, and destinations. The group also provides a "guaranteed ride home" program.

City Clerk

P: 853-2541, F: 853-1145, E: clerk@roanokeva.gov,

W: www.roanokeva.gov/cityclerk

This office maintains the official records for City Council. The City Clerk is appointed by Council and is responsible for keeping a record of Council's proceedings. Copies of all ordinances and resolutions adopted by Council are available at cost from this office. Information pertaining to the City Code is available online through the City Clerk's webpage at www.roanokeva.gov/cityclerk. Requests for time to appear before Council and to conduct other official business with Council should be handled through this office.

The City Clerk is the keeper of the City Seal, and shall affix and attest all documents as directed by the Council; and is authorized to publish all notices of public hearings to be conducted by the Council.

City Council

P: 853-2541, F: 853-1145

Roanoke City Council is comprised of seven representatives—the Mayor and six City Council members—who are elected at large for four-year terms of office. The four-year terms of office are staggered, with Council elections being held every two years. The Council member receiving the largest number of votes in each regular Council election is designated as the Vice-Mayor for a term of two years.

Meetings

First Monday 9 a.m. (Briefing Session) | 2 p.m. (Regular Session)
Third Monday 2 p.m. (Regular Session) | 7 p.m. (Public Hearings)

To appear before the City Council at one of its regularly scheduled meetings, a person should arrange to be included on the agenda. Requests should be submitted to the City Clerk's Office, 215 Church Ave. SW, Room 456, Noel C. Taylor Municipal Building, Roanoke, Virginia 24011, no later than 5 p.m. on the Tuesday before the Monday meeting.

City Manager

P: 853-2333, F: 853-1138, E: citymgr@roanokeva.gov

The City Manager is the administrative head of the municipal government under the Council-Manager model, and is responsible to City Council for the efficient operation of administrative departments.

Civic Center

**P: Administrative 853-2241, Info 853-LIVE (5483),
Tickets 877-HTB-TIXNow (877-482-8496)**

E: info@roanokeciviccenter.com, W: roanokeciviccenter.com

The Berglund Center features an 11,000-seat Coliseum, 10,000-square-foot Exhibit Hall, 2,148-seat Performing Arts Theatre, and 46,000-square-foot Special Events Center. The Berglund Center is the home of the Roanoke Symphony Orchestra and the Broadway in Roanoke series. The facility also plays host to major athletic, cultural, and entertainment events, as well as conventions and consumer shows. It is managed by Global Spectrum.

Food Services, P: 853-5380

Concessions and catering at the Berglund Center.

Commissioner of The Revenue

P: 853-2521, F: 853-1115, E: revenue@roanokeva.gov

The Commissioner of the Revenue is one of five elected constitutional officers in the city, as directed by the State Constitution. The Office of Commissioner of the Revenue administers the following subjects of taxation and may be contacted at the phone numbers listed below:

Business License Tax: 853-2524

Personal Property Tax: 853-2521

State Income Tax: 853-6543

Real Estate Tax: 853-2523

Commonwealth's Attorney

P: 853-2626, 853-2629 (Circuit Court Felony Answering Service 5:30 p.m. - 8 a.m.), 853-2683 (General District Court Felony Answering Service 5:30 p.m. - 8 a.m.), F: 853-1201,

E: commatty@roanokeva.gov

The Commonwealth's Attorney is one of five elected constitutional officers in the city, as directed by the State Constitution. The Commonwealth's Attorney or an assistant is responsible for the prosecution of all felony and most misdemeanor cases heard in the various courts. Questions concerning the prosecution of criminal cases should be directed to this office.

Comprehensive Plan

P: 853-1730, F: 853-1230, E: planning@roanokeva.gov

Vision 2001/2020 is a comprehensive plan that will guide investment and decision-making over for the next several years. The plan includes critical issues such as economic development, natural resource protection, transportation, tourism, entertainment and cultural venues, and housing and neighborhoods.

Court System

Circuit Court

Felony trials and misdemeanor appeals are heard in Circuit Court. Civil suits for amounts over \$15,000, all chancery matters, appeals and removal of cases from General District Court are also heard in the Circuit Court.

Circuit Court Clerk, E: circlerk@roanokeva.gov

Civil: P: 853-6702, F: 853-2114

Criminal: P: 853-6723, F: 853-2114

The Circuit Court Clerk is one of five elected constitutional officers in the city,

as directed by the State Constitution. The criminal division handles appeals and felony matters. It also collects fines and costs imposed by this court. The civil division files motions for judgment in civil matters and bills of complaint in chancery. The recording of deeds, adoptions, issuance of marriage licenses, administration of estates, will probates, finance statements, along with various other tasks, are handled by this court.

General District Court Clerk

P: 853-2361 (Criminal), 853-2767 (Traffic), 853-2364 (Civil)

The criminal division collects all fines and costs imposed in General District Criminal Court and those that are pre-payable. The criminal division tries misdemeanors and holds preliminary hearings for felonies.

The traffic division hears traffic offense cases involving adults. The traffic division collects traffic fines and costs for both those that are imposed by the court and those that are pre-payable.

The civil division decides suits involving amounts of money up to \$15,000, except in cases of distress.

Juvenile and Domestic Relations District Court, P: 853-2389

All cases (traffic and criminal) in which the accused or the victim is under 18 years of age originate here. This court also handles domestic disputes. All fines and costs imposed by this court are made to this office. Petitions for juvenile offenses, support, custody, and visitation must be filed here.

Curb and Gutter

New Construction, P: 853-2731

Curbs and gutters that do not already exist will be installed according to priority of need to improve storm water drainage and enhance traffic flow.

Repair, P: 853-2000, Press 3, E: transportation@roanokeva.gov

Repairs on curbs and gutters, not including driveway entrances, are done at no cost to citizens. They are scheduled as the regular work load of the Transportation Division permits. Driveway entrance repairs are the responsibility of the property owner.

Decals

As of 2008, the City of Roanoke no longer requires vehicles registered in the city to display a decal.

Divorce Records

P: 853-6702, F: 853-1024, E: circlerk@roanokeva.gov

Records of persons obtaining divorces in the City of Roanoke are filed in the Clerk of Circuit Court's office. Copies may be obtained upon request.

Downtown Roanoke Inc.

P: 342-2028, F: 344-1452, E: dri@downtownroanoke.org

W: downtownroanoke.org

Since 1960, the mission of Downtown Roanoke, Inc. (DRI) has been to make downtown the preferred place to work, live, and play. DRI works and collaborates with a wide range of vital organizations. Partners include businesses, property owners, government agencies, civic and cultural organizations, and the community. DRI works with these partners to develop strategies, shape public policy and implement programs that strengthen the economic vitality of downtown. The organization works to preserve the character of the past while pursuing an innovative future, with the goal to continue to grow downtown Roanoke as the urban center of Western Virginia.

Economic Development Department

P : 853-2715, F: 853-1213, E: econdevl@roanokeva.gov,

W: www.bizroanoke.com

Economic Development works to retain existing businesses and attract new businesses. Information ranging from population to labor costs to schools to major employers is provided to businesses and the public. This department also supplies site and building information to businesses, and works to develop city-owned industrial and office parks, administers the Enterprise Zone Incentive Program, negotiates and monitors performance agreements with certain companies, researches all local, state, and federal programs for businesses, and leases and sells city-owned properties.

Emergency Management

P: 853-2426

This office designs and implements a comprehensive management program and responds to the emergency needs of citizens on a 24-hour basis. The goal of Emergency Management is to prepare the city to respond to, recover from, and mitigate against natural and man-made emergencies and disasters. Emergency Management maintains the city's emergency operations center in a state of constant readiness, and conducts exercises to test and continuously revise the city's emergency operations plan.

Environmental Management

P: 853-2425, F: 853-1364, E: envmgt@roanokeva.gov

The primary objective of Environmental Management is to ensure that all city operations are conducted in accordance with applicable federal, state, and local environmental laws and regulations. Staff also help to promote and protect the environment by responding to incidents that threaten environmental health, answering citizens' inquiries on environmental issues, and working to raise environmental awareness throughout the Roanoke Valley.

Household Hazardous Waste Collection: Residents of the city, the Town of Vinton, and Roanoke County may participate in the free Household Hazardous Waste Collection program offered by the Roanoke Valley Resource Authority at the Tinker Creek Transfer Station, 1020 Hollins Road NE. Items accepted include aerosol cans, lead-acid vehicle batteries, and up to 5 gallons each of used motor oil, antifreeze, or latex paint. Collections for other items are held on the third Saturday of the month at noon. Pre-registration is required no later than 24 hours prior to the event by calling 540-283-6562. For more information, call 540-283-6562 or visit www.rvra.net.

Fair Housing

P: 853-5847, E: housing@roanokeva.gov

Discrimination against people on the basis of race, color, religion, national origin, age, sex, or marital status is not permitted when renting or buying property. Violations may be reported to this office.

Affordable Housing: Contact Roanoke Regional Housing Authority, P: 983-9281, E: info@rkehousing.org, W: <http://www.iamrrha.org/>

Finance Department

P: 853-2824, F: 853-2940, E: finance@roanokeva.gov

The Department of Finance maintains the city's accounting and payroll systems, and administers the city's pension plan. It also processes payments to vendors for goods and services provided to the city, including Roanoke City Public Schools. The department processes payrolls for city and school board employees, and retirees from the city's pension system. It also operates four key businesses supported by a variety of business activities: Budget Administration, Budget Development, Planning, and Support Services.

Fire-EMS

P: 853-2327, F: 853-1172, E: fire-ems@roanokeva.gov

Fire-EMS is a full-service emergency response organization that provides basic and advanced pre-hospital life support, fire suppression, code enforcement, fire prevention activities, public safety education, hazardous materials response, vehicle extrication, and special rescue services.

Garbage

P: 853-2000, Press 1

The city is divided into four residential sections. Collections are made weekly in residential areas. All residential customers must have a city-provided dark blue container in order to receive weekly refuse collection. All trash for weekly collection must be in the dark blue container. The Solid Waste Management Division collects refuse in the dark blue containers weekly from the curb or alley, depending on your location. No trash collection will be made from private non-city issued trash containers. (Dumpster service is provided by private contractors.) The dark blue container must be placed out for collection no later than 7 a.m. on your scheduled day. It should not be placed out prior to 7 p.m. on the day preceding collection day. All empty containers must be removed from the street by 7 a.m. following the day of collection. When there is a city-observed holiday on a Monday, solid waste collection moves to the day following the regular schedule.

The city provides weekly collection of bulk and brush on your normal collection day in all neighborhoods:

- Small brush piles: If the pile can be picked up with two hands, please place it in your dark blue container.
- Large brush piles: Piles up to 6'x6'x6' should be placed at the curb.
- Bulk trash: A maximum of three bulk items can be set out for collection each week.

All trash must be placed in the dark blue trash container for collection. Trash placed curbside in plastic or biodegradable paper bags or boxes will not be collected as bulk trash. Notice of changes of service will be posted through the MyRoanoke email alert service, Facebook, Twitter, RVTV, and local media outlets. If you are physically unable to carry your household trash to the street, a special pickup service is available at no charge to citizens meeting the qualifications. For more information about the Physically Challenged Service call 853-2000, option 1 between 8 a.m. to 5 p.m. The Sealed Compactor Program receives refuse and recycling from businesses and residences in the Central Business District. There are five sealed compactor locations that are safe and accessible 24 hours a day, seven days a week.

Health Department

P: 857-7800, F: 857-6991, E: vdh@virginia.gov

This Commonwealth of Virginia department enforces all health laws involving restaurants, school cafeterias, general environmental health, and insect and rodent control. Advisory services for citizens are rendered. The Health Department inspects for any infestation on city and private property, but does not perform extermination work on private property.

Homeless Assistance Team

P: 853-1163 F: 853-1414 E: homeless@roanokeva.gov

Central Intake—One Door serves as a communitywide point of entry for those experiencing homelessness or about to become homeless to access prevention, housing, and other services.

Human Resources

P: 853-2231, F: 1218, E: hr@roanokeva.gov

This department advertises and recruits for job openings, accepts applications for employment with the city, conducts training, and maintains employee records. Applications are received for open positions only. A weekly listing of open jobs is posted every Wednesday on roanokeva.gov as well as on RVTV, Cox Cable Channel 3.

Municipal Volunteer Program

P: 853-2231, F: 853-1218, E: mvp@roanokeva.gov

The city encourages citizens to get involved and participate in the development and enhancement of the city and the community in which they live and work. As a volunteer, you will experience numerous benefits. Become an active part in your community and your government — be a volunteer!

Landfill (Transfer Station)

Roanoke Valley Resource Authority P: 283-6562, F: 857-5056

City of Roanoke Solid Waste Division P: 853-2000, Press 1

W: www.rvra.net

The Transfer Station is owned and operated by the Roanoke Valley Resource Authority (RVRA) and is located at 1020 Hollins Rd., just south of the intersection with Orange Avenue NE. It is open to the public Monday through Friday, 7:30 a.m.-5 p.m., and Saturday 8 a.m.-1 p.m. Roanoke homeowners hauling household waste are permitted to drop off 12 free standard pickup truck-sized loads each year. Other regulations apply. (See website)

Charges for commercial waste, construction, demolition debris, tires, roofing, and siding shingles are \$57 per ton. Clean wood waste for the tub grinder meeting Authority specifications are charged \$35 per ton. Vehicles should be covered to prevent trash and debris from blowing or falling along roadways. An additional fee of \$10 is charged for uncovered vehicles.

Free mulch is available to homeowners at the Transfer Station. A vehicle cover is required. Fees, hours, and restrictions are subject to change.

Land Records

P: 853-6702

All transactions of transfer of real estate in Roanoke (deeds, wills, leases, etc.) are recorded in the Clerk of Circuit Court's office.

Leaf Removal

P: 853-2000, Press 1

The city collects bagged leaves during a designated period in late fall. Information about the leaf collection schedule is publicized a few weeks prior to its start. Citizens may place an unlimited number of 30-gallon biodegradable paper leaf bags at the curb during leaf collection weeks. Loose leaves are not collected. The only time bags will be collected curbside will be during the leaf collection season in the fall. Those bags must be biodegradable.

Libraries

P: 853-2473, F: 853-1781, E: main.library@roanokeva.gov

Roanoke Public Libraries consists of a Main Library, a Law Library (located in City of Roanoke Courthouse), five neighborhood branch libraries, and two self-service "e-branches." The goal of the public library system is to provide opportunities for lifelong learning through its collections, services, and educational and community-focused programming that improves the quality of life for the citizens of Roanoke. Public programs for youth and adults are scheduled throughout the library system.

Roanoke Public Libraries is a part of Roanoke Valley Libraries, a regional consortium of libraries from the Cities of Roanoke and Salem and Roanoke and Botetourt Counties. Through this consortium, Roanoke Valley Libraries card holders have access to nearly 1 million books, videos, CDs, DVDs, audio books and digital audio books.

The public library system has 12 special collections. The Virginia Room, a special collection of 14,500 non-circulating catalogued historical and genealogical books and resources at the Main Library, is the most well known. Other notable collections of interest are the Virginia Y. Lee Collection (also known as the Afro-Lee Collection) of rare and general reference resources on African-American history and culture, located at the Gainsboro Branch Library; and the International Collection (books and resources in Spanish, Vietnamese, Korean, Russian and Chinese), the larger collections of which are located at Main, Williamson Road, Gainsboro and Raleigh Court.

Library hours of operation on next page...

Roanoke Public Libraries Hours of Operation:

Main Library (including Virginia Room)

706 S. Jefferson St.	M, T, Th	10 a.m. - 8 p.m.
P: 853-2473	W	10 a.m. - 6 p.m.
F: 853-1781	F, Sat	10 a.m. - 5 p.m.

Gainsboro Branch

15 Patton Ave. NW	M, T	10 a.m. - 6 p.m.
P: 853-2540	Th	10 a.m. - 8 p.m.
F: 853-1155	F, Sat	10 a.m. - 5 p.m.

Jackson Park Branch

1101 Morningside St. SE	M	10 a.m. - 8 p.m.
P: 853-2640	T, Th	10 a.m. - 6 p.m.
F: 853-1156	F, Sat	10 a.m. - 5 p.m.

Melrose Branch (also Subregional Library for the Blind and Physically Handicapped)

2607 Salem Tpke. NW	M, T	10 a.m. - 6 p.m.
P: 853-2648	W	10 a.m. - 8 p.m.
F: 853-1030	F, Sat	10 a.m. - 5 p.m.

Raleigh Court Branch

2112 Grandin Rd. SW	T	10 a.m. - 8 p.m.
P: 853-2240	W, Th	10 a.m. - 6 p.m.
F: 853-1783	F, Sat	10 a.m. - 5 p.m.

Williamson Road Branch

3837 Williamson Rd. NW	T, Th	10 a.m. - 6 p.m.
P: 853-2340	W	10 a.m. - 8 p.m.
F: 853-1065	F, Sat	10 a.m. - 5 p.m.

Roanoke Law Library

Courthouse	M	8 a.m. - 4:30 p.m.
315 Church Ave. SW	T-F	8 a.m. - noon
P: 853-2268		
F: 853-5474		

(Library branches, cont'd)

Garden City e-Branch

Garden City Recreation Center
3800 Yellow Mountain Road (at Garden City Boulevard)

Valley View e-Branch

Valley View Mall, upper level, near Macy's
4802 Valley View Blvd.

LOA: Local Office on Aging

P: 345-0451, F: 981-1487, W: loaa.org

The League of Older Americans (LOA) is a private, nonprofit agency dedicated to helping older persons remain as independent as possible in the environment of their choice. LOA is partly funded by the City of Roanoke.

Marriage Licenses

P: 853-6702, F: 853-1024

Marriage licenses are issued by the Clerk of Circuit Court. Both parties must be over the age of 18 years to obtain a license without the consent of a parent or guardian.

Mayor

P: 853-2444, F: 853-1145

The mayor is elected by the citizens of Roanoke and serves for a term of four years. The mayor presides at meetings of the City Council and performs such duties that are imposed upon him/her by the City Charter. Citizens may make appointments to see the mayor as scheduling permits. The mayor is recognized as the official head of the city for all ceremonial purposes.

Neighborhood Services

P: 853-5210, F: 853-6597, E: neighborhoods@roanokeva.gov

The Office of Neighborhood Services, a division of the Department of Planning, Building, and Development, partners with Roanoke residents to develop and use community resources to build strong, sustainable neighborhoods. Neighborhood Services staff work closely with Code Compliance, Housing Development, Public Works, Parks and Recreation, Planning, and other city departments to serve as a catalyst for developing strong neighborhoods.

The goals of Neighborhood Services include:

- Strengthening neighborhood collaboration and partnerships;
- Facilitating public/private partnerships;
- Connecting people with resources;
- Marketing neighborhood activities and events;
- Providing training opportunities through volunteer grassroots activities;
- Eliminating substandard housing and blight;
- Engaging citizens in decisions and actions that impact their neighborhoods;
- Administrating Neighborhood Development Grants; and
- Administrating Roanoke's federally funded "Lead-Safe Roanoke" program, which strives to prevent lead poisoning in children under 6.

Parking Facilities—PARK Roanoke

**P: 343-0585, F: 342-6447, W: www.PARKRoanoke.com,
E: parking@PARKRoanoke.com**

PARK Roanoke offers over 4,100 off-street parking spaces in the greater downtown area in seven garages and five surface lots:

- Campbell Avenue Garage – 335 Campbell Ave. SW
- Center in the Square Garage – 11 Campbell Ave. SE
- Church Avenue Garage – 121 Church Ave. SW
- Elmwood Park Garage – 402 Williamson Road SE
- Gainsboro Garage – 25 Shenandoah Ave. NW
- Market Garage – 25 Church Ave. SE
- Tower Garage – 19 Norfolk Ave. SE
- Elmwood Lot – 197 Bullitt Ave. SE
- Higher Education Center Lot – 23 Centre Ave. NW
- Market Lot – 120 Church Ave. SE (entrance from Kirk Avenue)
- Warehouse Row Lot – 123 Salem Ave. SW
- Williamson Lot - 206 Williamson Road SE

All parking facilities are free on Sundays. Many garages and lots are free after 5 p.m. on weekdays and until 4 p.m. on Saturdays. Some short term week-night and Saturday evening fees apply. Comprehensive information about on- and off-street parking including maps, directions, and rates is located at www.PARKRoanoke.com.

Parking Tickets

P: 343-0585 F: 342-6447

W: www.PARKRoanoke.com, E: parking@PARKRoanoke.com

PARK Roanoke wants every parking experience to be positive while visiting the city and its neighborhoods. Please review the "Parking Regulations" located at www.PARKRoanoke.com. This website also provides a "Guide to Parking Signs" with information on how to read and understand signs that govern on-street parking. Warning tickets are written to first time violators in timed parking zones only. Warning tickets are never issued for violations such as parking in a loading zone, a fire lane or illegally parking in a disabled space. Repeat parking violators who receive multiple tickets daily may be subject to escalating fines or vehicle immobilization. On-street parking tickets are written by PARK Roanoke's parking ambassadors, Roanoke Police Department, and the Roanoke Fire-EMS. Following parking rules, signs, and guidelines will ensure that you have a positive parking experience. Information on "Resolving (appealing) a Ticket" or "Paying a Ticket" is on the website (look for "Oops I Got A Ticket").

Parks And Recreation

P: 853-2236, F: 853-1287, E: parksrec@roanokeva.gov

This department offers a variety of sports and leisure activities, programs, and special events for all ages. It also manages a number of parks and plazas, recreational properties, swimming pools, and recreation centers located throughout the city. Rentals are available for a number of park facilities including recreation centers, athletic fields, picnic shelters, and swimming pools. Call the Parks and Recreation Department for fees, contract, and permit information. PLAY, the guide to Roanoke Parks and Recreation, is published four times a year and posted on the city's website. Printed copies are distributed at all public libraries and at the following recreation centers:

Eureka Park, 1529 Carroll Ave. NW	853-2675
Garden City, 3800 Yellow Mtn Road SE	853-2778
Grandin Court, 2526 Barham Road SW	853-2446
Mill Mountain Discovery Center	853-1236
Mountain View, 714 13th St. SW	853-2679
Norwich Park, 2121 Buford Ave. SW	853-2846
Preston Park, 3137 Preston Ave. NE	853-2770

Planning, Building and Development

P: 853-1730 , F: 853-1594, E: planning@roanokeva.gov or permitcenter@roanokeva.gov

This department receives, reviews, and approves all documents related to development or subdivision of land in the city. It is responsible for processing basic plan reviews for new construction of single-family or duplex housing; minor additions to or conversion of existing residential or commercial buildings for different uses; and is responsible for site development and erosion and sediment control inspections during the course of residential, commercial and industrial development. The office also serves as a clearing house for verification of use of property for the issuance of local business licenses by the Commissioner of the Revenue, as well as permits required for signs and applications for the Board of Zoning Appeals for variances and special exception permits.

Police Department

For Emergencies	911
Non-emergency	853-2211
Patrol Division	853-2828, 853-1079
Warrant Services	853-1505
Crime Prevention	853-2132
Criminal Investigations	853-5959
Domestic Violence	853-6889
Records	853-2705

Satellite Offices

Northeast Office: 1502 Williamson Road NE
Roanoke, VA 24012-5130
P: 853-2132

Southeast Office: 1015 Jamison Ave. SE
Roanoke, VA 24013-1902
P: 853-1988

The Police Department provides a myriad of services for its customers throughout the city. Citizen safety and protection is provided by a 24-hour-a-day preventive patrol designed to utilize high visibility and rapid response to calls for service. Investigators and officers are assigned the responsibility of conducting follow-up investigations for the successful apprehension and prosecution of criminals and the recovery of stolen property.

The Drug Abuse Resistance Education and School Resource Officer programs help facilitate juvenile awareness of their roles as maturing, responsible young adults and enhance police/community relations. The department also has an Animal Control and Protection Unit which deals with animals at large, cruelty to animals, animal population control, and public awareness and education programs for proper animal care. Other department services provided are investigative and enforcement activities by Vice Organized Crime Unit; detailed crime scene investigative functions provided by the Identification Unit; community service programs (neighborhood watch, safety talks, residential security checks) provided by Crime Prevention officers; and the maintenance of reports and records by the Records Bureau. All of these activities are made possible by the extensive training for police recruits and by updated in-service training for all officers provided by the Police Academy.

Public Information

P: 853-6357, E: communications@roanokeva.gov

- The Office of Communications prepares and distributes news and information to the public. The office also facilitates city press conferences, responds to media inquiries, and supports the City Manager and City Council.

P: 853-6428, E: whitney.slightham@roanokeva.gov

- The Office of Citizen Engagement uses social media, other digital platforms, neighborhood collaboration, public outreach, and other special projects to engage citizens with their local government.

Real Estate Valuation

P: 853-2771, F: 853-2796, E: realestate@roanokeva.gov

In January, the Office of Real Estate Valuation mails notices of reassessment to owners of properties that showed a change in value from the prior assessment. Notice are not sent for properties that did not change in value. Notices are mailed out based on the date of the last City Council meeting at the end of the year. Properties are assessed at 100 percent of market value based on sales and other information within your neighborhood. Citizens may appeal assessments by submitting a signed appeal form—available on-line, from our office, at city fire stations, and at public library branches. Contact the Real Estate Valuation office to learn the deadline for submitting the form. The office will review the information used in assessing the property for errors or problems. The owner will then be notified of the appeal decision. If dissatisfied with the decision, the owner may file an appeal with the Board of Equalization, a three-member citizen panel appointed by the Circuit Court. If the owner is not satisfied with the Board's decision, the owner may file suit in the Circuit Court. In any of these appeal stages, the assessment can be raised, reduced, or sustained depending upon the market evidence.

Tax Abatement Program

P: 853-2771, F: 853-2796, E: realestate@roanokeva.gov

Tax abatement is an incentive program. Owners can receive a reduction in their property taxes over a number of years for repairing and rehabilitating older or derelict homes or commercial properties that are showing signs of age or where the property's value is severely depreciated. In order to be eligible for tax abatement, certain requirements must be met.

Recycling

P: 853-2000, Press 1, E: solidwaste@roanokeva.gov

The city uses a Single-Stream Recycling Program. This means residents can combine all recyclable materials in their bright blue cart without having to sort paper products from bottles and cans. It all goes in one container. Recycling collection is every other week, on your normal collection day. Depending on where you live, your residence will be on an A Week schedule or a B Week schedule. If you are unsure about the recycling schedule for your residence, call Solid Waste Management at 540-853-2000, option #1 or go to www.roanokeva.gov/solidwaste and click on Single-Stream Recycling to use the map feature.

Items accepted for recycling:

- Mail, magazines, newspaper
- Flattened cardboard
- Cereal, pasta and tissue boxes
- Aluminum and metal cans
- Plastic tubs, bottles, jugs and containers (remove lids)
- Glass jars and bottles
- Cartons – juice boxes, milk and food cartons

Items not accepted:

- No cardboard or paper soiled with food waste
- No Plastic bags or wrappers
- No food waste
- No cords, hoses or wires
- No styrofoam of any kind

Rental Inspections

P: 853-2344, F: 853-1138, E: codeenforcement@roanokeva.gov

In residential inspection districts, all rental housing units not occupied by the owner are to be inspected periodically. With the cooperation of the owner, inspections will be scheduled for the convenience of the owner and/or occupant, at a charge of \$25 for the initial visit. If a follow-up inspection is needed, there will be a fee of \$50 per visit.

Risk Management

P: 853-2450, F: 853-1067, E: riskmgt@roanokeva.gov

Persons who want to file claims against the city for personal injury or property damage caused by possible negligence of the city or its employees must follow certain steps required by the Virginia State Code and the City Charter. They must file written notice of their claims with the Risk Management Office within six months of the date of the incident. The notice must be in writing, which can be faxed, stating specifically what happened, how, when, where, and why the claimant believes the city is liable, and the extent of damage. Claims should be supported with documentation such as medical bills, estimates for repair of damages, etc.

Roanoke City Public Schools

General Information, P: 853-2816, W: www.rcps.info

A telephone line is maintained by Roanoke City Public Schools in order to provide information to the public. When information is not readily available, you will be given the name and telephone number of someone who can help you. Information is also listed on the Roanoke City Public Schools website.

Building Reservations and Rentals, P: 853-2557

In order to better serve the community at large, the school system sometimes rents school property for use by non-school organizations. An application process is required.

Sanitary Sewer Services

P: 853-5700, W: www.westernvawater.org

The Western Virginia Water Authority installs new sewer mains and city laterals, and maintains 900 miles of existing sewer lines in Roanoke and Roanoke County. Response is provided for sewer backups determined to result from Water Authority sewer line stoppages. Repairs also are provided for sewer manholes.

Sheriff

Sheriff's Office 853-2941, City of Roanoke Jail 853-2621, Court Services 853-2580, Civil Process Section 853-2721

The Sheriff is one of five elected constitutional officers in the city, as directed by the State Constitution. Although the Sheriff and his/her deputies can and sometimes do perform law enforcement functions, the Sheriff's primary responsibilities within the city include the following:

- Management and operation of the Roanoke Jail;
- Transportation of prisoners;
- Courthouse/courtroom security; and
- Service of all civil process and criminal subpoenas.

In addition, the Sheriff's Office and the Police Department have entered into a partnership to provide D.A.R.E. services to the elementary schools in the city. Also, the Sheriff manages the Community Inmate Workforce to provide free inmate labor to assist other government departments within the city, community organizations, and some nonprofit organizations with special projects.

Sidewalks

New Construction P: 853-2731; Repair: 853-2000, Press 3

E: transportation@roanokeva.gov

Sidewalks, excluding driveway entrances, are repaired at no cost to citizens. Driveway entrance repairs are the responsibility of the property owner.

Snow Removal

Information about snow removal is available online at www.roanokeva.gov/snowremoval.

During a snow event:

- To report outages, call AEP at 1-800-956-4237.
- To report problems with water mains in city streets, contact the Western Virginia Water Authority at 853-5700.
- Calls or texts to 9-1-1 should be reserved for medical, fire, or police emergencies only.
- For general information on the status of road conditions or to report a street that needs to be plowed, call the Citizen Call Center at 853-2000, Option 8 during daytime hours.

Streets:

The city has established the following priorities for snow removal:

1. Major Arterial Streets
2. Valley Metro Routes
3. School Bus Routes
4. Residential Streets

Goals are to clear priority routes within 24 hours after snowfall has stopped. Routes have been established in all areas of the city to assure equal service.

Sidewalks:

City Code requires residents to clear snow and ice from all sidewalks that are adjacent to their property within 24 hours after precipitation has stopped falling. Residents are encouraged to assist each other in keeping our sidewalks safe for all to use during inclement weather.

Social Services

General Calls P: 853-2591

Child and Adult Protective Services Hotline P: 853-2245

The Department of Social Services provides a broad network of protective, supportive, and temporary financial services that assist citizens with achieving a realistic and attainable level of self-sufficiency. These services include Benefit (Eligibility) Programs such as Food Assistance, Medical Assistance, Financial Assistance, and Energy Assistance; Employment Services; Training Services; Adoption Services; Child and Adult Abuse and Protective Services; Court Services/Mediation; Pregnant Teens/Teen Parents Project; Foster Care; Fraud Control Program; Child Care and Development; Crisis Services/Intake; Juvenile Detention and Probation Programs; and Medicaid Screening.

Storm Drains

Stormwater Maintenance, P: 853-5900

E: stormwater@roanokeva.gov

This area involves streetsweeping or stormwater conveyance systems, i.e. stormdrains under city streets or ditchlines within the public right-of-way.

Stormwater Drainage Complaints, P: 853-5900

Stormwater drainage complaints are investigated to see if:

- The drainage issue is the city's responsibility.
- The Stormwater Division is able to resolve the issue using minor improvements, like ditchlines or short runs of pipe.

When the issue is determined to be a major improvement project, the proposed Stormwater conveyance system will be programmed for design. Once preliminary design and cost estimating are completed, the requestor is notified of project priority relative to other drainage complaints and funding availability. As projects reach the top of the priority list and funds become available, final plans and specifications are prepared and the project is bid for construction. The entire process may take multiple years from request to completion depending upon the project priority and when funds become available. Funding for capital stormwater projects are made available through the Stormwater Utility fund.

Street Cleaning

P: 853-2000, Press 3, E: transportation@roanokeva.gov

The city's policy is to clean all streets four times annually. Major arterial streets are cleaned each 15 working days. Bad spills are cleaned upon notification.

Street Lights

Maintenance, P: 800-956-4237, Request new, P: 853-2385

E: transportation@roanokeva.gov

Maintenance of street lights is the responsibility of American Electric Power (AEP). Installation of street lights is considered upon request and in accordance with the city's street lighting policy. Street lighting is typically provided at intersections and ends of dead-end streets and where more than 300 feet of distance exists between consecutive street lights. Street lighting is intended to light streets, and any secondary benefit in lighting yards, porches, and driveways is coincidental. City policy prohibits the lighting of alleys.

Street Paving

P: 853-2000, Press 3, E: transportation@roanokeva.gov

The city's policy is to review all streets each spring to determine which ones need resurfacing. A priority list of streets to be paved is prepared from a field investigation. All requests are considered.

Street Repair

P: 853-2000, Press 3, E: transportation@roanokeva.gov

Streets that are designated rights-of-way and accepted for maintenance by the city are maintained at no cost to the citizens. Potholes or street repair needs may be called in by citizens. The city is not responsible for private roads or driveways.

Swimming Pools

Two Olympic-size pools are available for public use during the summer season.

Fallon Park Swimming Pool: Dale Avenue SE, near city limits, 853-2206

The Fallon Park Pool is operated by Virginia Gators, Inc. Contact Doug Fonder or Kasey Neil at 540-982-7665 for more information.

Washington Park Swimming Pool: Burrell Street NW, off Orange Avenue, 853-2369.

The Washington Park Pool is operated by the Kirk Family YMCA. Contact Nancy Brattain or Sam Hughes at 540-342-9622 for more information.

Taxes and Fees

Admissions Tax is applied to the charge made for each admission to any amusement or entertainment.

Consumer Utility Tax is a tax on the charge made for electric, gas, and water utility service provided.

Consumption Tax is reflected on consumers' electricity and natural gas bills. Due to state legislation enacted in 2001, this tax replaced three existing taxes with one combined consumption tax, a portion of which is remitted to the city.

Personal Property Tax is applied to all vehicles (including boats, trailers, mobile homes, etc.) garaged, parked or stored within the city limits. It is assessed annually in the spring.

Prepared Food and Beverage (Meals) Tax is a tax on prepared food and beverages purchased in the city. The Meals Tax applies regardless of whether the food is for carry-out or consumed on the premises.

Real Estate Tax is applied to all residential and commercial real property within the city limits. It is assessed in two annual installments, spring and fall. Elderly and disabled homeowners may be eligible for tax relief in this category.

Rights-of-Way Use Fee is paid by each customer who has an access line and is included separately on each customer's monthly local telephone exchange billing statement. The rate of the fee is determined annually by the Virginia Department of Transportation.

Stormwater Fee is paid by property owners at a rate of \$0.90 per 500 square feet of impervious surface, based on the impervious surface area within a property line boundary. Residential and commercial property owners can earn Stormwater Utility Fee Credits by implementing best management practices to retain stormwater onsite.

Solid Waste Fee is paid by any owner of a parcel of land in the City of Roanoke which receives solid waste collection services from the city. The fee is \$96 per year per parcel for a single-family dwelling unit (property owners who qualify for the elderly and disabled tax freeze will pay \$60 per year); \$192 per year for multiple dwelling units; and \$144 per year per parcel used for business, commercial establishment, institution, or other location uses, other than dwelling unit purposes.

Transient Occupancy (Hotel) Tax is a tax on the total amount paid for room rental by or for a transient (guest) in any hotel or motel.

Bingos and Raffles: The Commonwealth of Virginia Charitable Gaming Commission regulates bingos, raffles, and pull-tabs. A permit may be needed before beginning any gaming activity. Contact the state Charitable Gaming Commission for details and information: (804) 786-1681.

(See also Commissioner of the Revenue)

Traffic Signals and Signs

Maintenance and Improvements, P: 853-2686,

E: transportation@roanokeva.gov

General maintenance and improvements to existing systems are the responsibility of Traffic Engineering.

Request New, P: 853-2000, Press 3,

E: transportation@roanokeva.gov

All requests for new signs or sign location changes are investigated, and appropriate action taken, by the Traffic Engineering Division of the Public Works Department.

Treasurer

P: 853-2561, F: 853-1019, E: treasurer@roanokeva.gov

The Treasurer is one of five elected constitutional officers in the city, as directed by the State Constitution. The Treasurer is custodian of all public monies of the city. Other official duties may be imposed by city ordinances.

The Treasurer shall collect and receive all city real estate and personal property taxes, business and professional license taxes, parking ticket violations, dog licenses, vehicle licensing fees and any other revenue or monies accruing to the city. The office also is a point of collection for revenue payable to the Commonwealth of Virginia, and in turn, the office expenses are shared equally by the city and the Commonwealth. Investment responsibilities are also handled by the Treasurer, to invest available funds in interest-bearing securities guaranteed by the United States Government.

Tree Care and Planting

P: 853-1994, F: 853-1287, E: parksrec@roanokeva.gov

The city's policy is to maintain as many trees as possible along public streets and rights-of-way. They can be removed if the Parks and Recreation Department feels that a particular tree is dangerous to public safety. Trees are replaced and planted on a request basis if there is adequate space and as annual funds permit.

Vital Records

P: 877-572-6333, W: vitalchek.com

The Virginia Division of Vital Records offers certified copies of birth, death, marriage, and divorce certificates for those that occurred within the Commonwealth of Virginia.

Voter Registration

P: 853-2281, W: www.sbe.virginia.gov

To be eligible to register to vote in Virginia a person must:

- Be a resident of Virginia (a person who has come to Virginia for temporary purposes and intends to return to another state is not considered a resident for voting purposes)
- Be a U.S. citizen
- Be 18 years old (any person who is 17 years old and will be 18 years of age at the next general election shall be permitted to register in advance and also vote in any intervening primary or special election)
- Not be registered and plan to vote in another state
- Not currently declared mentally incompetent by a court of law
- If convicted of a felony, your right to vote must have been restored

Any person who is not registered to vote, but would otherwise be a qualified voter is entitled to register to vote. Any person who is registered to vote and is a qualified voter shall be entitled to vote in the precinct where he resides. Individuals must register 21 days before a primary or general election. Addresses must be kept current on the registration records, vote at least once in a four-year period, and remain a resident of the city in order for registration to remain active.

Absentee voting provides a means for qualified voters to participate in upcoming election even though they may not be able to go to the polls on election day. Absentee voting in person begins at least 45 days before most elections and ends for in-person absentee voters on the Saturday before the election. Eligible Virginia registered voters generally can download an application at www.sbe.virginia.gov or contact your local Voter Registration Office to request an absentee ballot application. You can return the completed application to your local voter registration office by either mail or fax. The absentee ballot application must be received in your local voter registration office by 5 p.m. eastern standard time on the Tuesday prior to the election day which the applicant wants to vote.

Water and Sewer Service

P: 853-5700, F: 853-1600, E: info@westernvawater.org,

W: westernvawater.org

Postal and street address:

Western Virginia Water Authority

601 S. Jefferson St. Roanoke, VA 24011

continued on next page

The Western Virginia Water Authority, a public body independent of local government formed on July 1, 2004, provides water and sewer service to residents of the City of Roanoke, Roanoke County, and Franklin County. The Water Authority is committed to providing drinking water of the highest quality, and excellent sewer service to its customers. The Water Authority's drinking water sources are Carvins Cove Reservoir, which supplies most of the City of Roanoke; Crystal Spring, which supplies the south and south-western parts of the city; Spring Hollow Reservoir, which supplies southern, western and northern parts of Roanoke County; and Falling Creek Reservoir, which supplies southeastern parts of the city. Drinking water is tested daily and complies with rigorous standards set by state and federal regulatory agencies.

The Water Authority owns and operates the Roanoke Regional Water Pollution Control Plant, located in the southeastern part of the city. This wastewater treatment plant treats wastewater from the entire Roanoke Valley and adheres to rigorous state and federal standards of wastewater treatment. Wastewater effluent is tested 44 times during treatment before it is discharged, fully treated, to the Roanoke River.

Water Pressure and Quality

The Water Authority's Water Division handles questions about water pressure and quality. The Water Division annually provides a water quality report to its water customers. For a copy of this report or for additional information about water quality or water pressure, contact the Water Division.

Water Leaks and Broken Fire Hydrants

The Water Authority's Utility Line Services Division maintains more than 1,000 miles of water lines, 900 miles of sewer lines and 4,000 fire hydrants in the city and county. Damaged or leaking water mains and hydrants should be reported to the Water Authority. The Utility Line Services Division includes 12 construction/maintenance crews (six water and six sewer) that are responsible for installing new water and sewer services, repairing or replacing damaged water and sewer lines and associated maintenance activities. Utility Line Services maintains a 24-hour-a-day, 7-day-a-week emergency standby group of employees to address calls that occur after regular working hours, on weekends or on holidays.

Water and Sewer Service and Billing

New or existing customers wishing to start, stop or transfer service should contact the Utility Billing Office by phone (853-5700) or in person (601 S. Jefferson, Suite 100, Roanoke, VA 24011).

Bills for water and sewer service are mailed to customers every month. Two bills per quarter are based on estimates and the third bill per quarter is derived from an actual reading. This bill is also a "settle up" bill to reconcile any over- or underestimates that may have occurred previously. Customers should keep water meter lids free of weeds and ensure that vehicles or other objects do not block them.

Water and Sewer Bill Payment

Bills may be paid by mail or in person at 601 S. Jefferson St.; by automatic checking/savings draft; by credit card online at westernvawater.org; by on-line banking with a customer's bank; or bill payment may be deposited at one of the Water Authority's drop boxes. One is located opposite the Noel C. Taylor Municipal Building at 215 Church Ave. SW and the other is in the parking lot of the Roanoke County Administration Center at 5204 Bernard Dr. Payment deadlines are listed on bills; a 10 percent late payment penalty charge will apply if payment is not received by the due date.

New Connections to Water or Sewer Service

Fees to connect to water or sewer service must be paid to the Water Authority before the City of Roanoke will issue a building permit. For more information, contact the Water Authority's Engineering Services Division at 853-5700.

Weeds

P: 853-2344, F: 853-6597, E: codeenforcement@roanokeva.gov
Weeds measuring 10 inches or taller are considered a public nuisance and must be cut by the owner. Following notice to the owner at his/her last known address, the city will cut the weeds if not cut by the owner, and bill the owner for the cost plus a service charge.

Youth Haven

P: 853-2830 F:853-1272 E: Juvenile@roanokeva.gov
Youth Haven provides community-based services to juveniles and their families. Male and female clients ages 12–17 can receive individualized non-residential services based on a screening for strengths and areas of improvement. Brief Interventions include but are not limited to: Screenings; Individual & Family Counseling; Anger Management; Recreational Mentoring; Parent Education; and Life Skills.



Roanoke City Council

The Honorable
Sherman P. Lea, Sr.
Mayor

The Honorable
Anita J. Price
Vice Mayor

The Honorable
William D. Bestpitch

The Honorable
Michelle L. Dykstra

The Honorable
Raphael "Ray" E.
Ferris

The Honorable
John A. Garland

The Honorable
David B. Trinkle