



citizens guide to  
**municipal** services

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

540-853-2000  
[www.roanokeva.gov](http://www.roanokeva.gov)

## 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 five occasions. 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 your transition to 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 Web site, [roanokeva.gov](http://roanokeva.gov). There, you will find links to all city departments and a host of other useful information. 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. To meet that mission, we need your involvement, your suggestions, and your ideas.

## 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 emergency 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 853-2425.

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## Contact Legend

**P:** phone number, **F:** fax number, **E:** e-mail address,  
**W:** Web site

### Adult, Business, and Technical Education

**P: 853-2151, W: [www.rcps.info/education](http://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, 250 Reserve Ave., Roanoke, VA 24016.

### Airport

**P: 362-1999, F: 563-4838, W: [roanokeairport.com](http://roanokeairport.com)**

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

### Alley Cleaning and Repair

**P: 853-2000, Press 2**

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 centerline of any alley right-of-way that adjoins their property.

### Americans with Disabilities Act

**P: 853-1856, 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 a 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 2**

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

**Licenses, P: 853-2561**

All dogs four 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 \$5.00 for a sterilized dog or \$10.00 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. 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.

## Billings and Collections

**P: 853-2880, F: 853-2458, E: [billings@roanokeva.gov](mailto:billings@roanokeva.gov)**

The Office of Billings and Collections handles collection of delinquent real estate, personal property, and business and professional license taxes.

These taxes provide a major source of revenue to the city for operation and administration of city government, payment of city debts, operation of public schools, libraries, police, and other general municipal services. This office also handles collection of unpaid parking tickets, weed and demolition invoices, damage to city property invoices, accounts receivable, as well as various leases from which the city is owed payments. Billings and Collections also administers the judicial sale of tax-delinquent property (tax sale) and administers parking tickets in conjunction with the law enforcement community. Billings and Collections administers the admissions tax, prepared food and beverage tax (meals tax), transient occupancy tax, consumer utility tax, consumption tax, rights-of-way use fee, and certain franchise fees and contracts.

## Building Maintenance, Code Enforcement and Housing Inspections

**P: 853-2344, F: 853-6597, E: [codeenforcement@roanokeva.gov](mailto: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 offers bulk item collection to all residents on the same day as regular trash pickup. There is a limit of six bulk items at the curb. Brush also can be placed at the curb for pickup on the same day. Brush must be cut into four-foot lengths with branch diameter no larger than three inches. The amount of brush to be picked up cannot exceed a standard pickup truck size (four feet by eight feet). Small amounts of brush can be placed into the city-provided blue container.

## Business Licenses

**P: 853-2524, F: 853-1115, E: [commrev@roanokeva.gov](mailto: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](http://valleymetro.com)**

Fares are \$1.50 for adults and free for children five 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](http://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 on 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 their trip. The cost is \$2.50 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](http://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: [communications@roanokeva.gov](mailto:communications@roanokeva.gov),  
W: [www.rvtv.org](http://www.rvtv.org)**

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

## Carvins Cove Natural Reserve

**P: 563-9170, F: 510-4188**

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. To use a motor on a row boat, the owner of the motor must be a resident of the cities of Roanoke or Salem, the Town of Vinton, or the counties of Roanoke, Bedford or Botetourt, and the motor's owner must accompany the motor at all times while it is used on the water.

Privately owned boats (horsepower limit is 10 HP) may be launched in the reservoir under the following conditions:

- Launching is permitted only from the boat launch accessed from Route 648.
- No aquatic bait or aquatic bait containers may be used for boat or bank fishing.
- Only boats owned by residents of the cities of Roanoke or Salem, the Town of Vinton, or the counties of Roanoke, Bedford or Botetourt may be launched, and only after the following conditions are met:
  - a. 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.
  - b. The Western Virginia Water Authority must verify that the operator of the boat resides in a locality mentioned above with a driver's license, boat, vehicle, and trailer registration. All identifications must match. A valid decal from the proper jurisdiction must be clearly displayed on the boat trailer and vehicle.

- c. The boat operator must supply written certification by the owner that the boat has been in no other waters than Carvins Cove for the past 21 days.

- d. The boat owner must accompany the boat at all times while it is on the water.

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 eight miles from downtown Roanoke. There are two entrances: the Boat Dock from Route 11, and Bennett Springs from Route 311. A daily or yearly pass is required to enter the park and can be obtained at the Boat Dock, or Just The Right Gear on Route 311.

## Carpooling

### Ride Solutions

**P: 342-9393, F: 343-4416, E: [info@ridesolutions.org](mailto:info@ridesolutions.org),  
W: [ridesolutions.org](http://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](mailto:clerk@roanokeva.gov)**

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, as well as the City Code, are available at cost from this office. Requests for time to appear before Council and to conduct other official business with Council should be handled through this office.

## City Council

**P: 853-2541, F: 853-1145**

Seven representatives are elected at-large to the City Council. Each Council member serves a four-year term. Elections are staggered with three Council members and the Mayor running for office at one time. The other three Council members are elected two years later.

### Meetings

	Regular Work Session	Public Hearing
First Monday	9 a.m.	2 p.m.
Third Monday	2 p.m.	7 p.m.

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](mailto: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](mailto:info@roanokeciviccenter.com), W: [roanokeciviccenter.com](http://roanokeciviccenter.com)**

The Roanoke Civic 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 Roanoke Civic Center is home of the Roanoke Symphony Orchestra, and Broadway in Roanoke. The facility also plays host to major athletic, cultural, and entertainment events, as well as conventions and consumer shows. Managed by Global Spectrum.

## Ovations Catering, P: 853-5380

On- and off-site catering solutions, from a small breakfast meeting to an elegant meeting for 2,000.

## Commissioner of The Revenue

**P: 853-2521, F: 853-1115, E: [revenue@roanokeva.gov](mailto: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](mailto: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](mailto:planning@roanokeva.gov)**

Vision 2001-2020 is a comprehensive plan that will guide investment and decision-making over the next 10 to 20 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](mailto: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 2**

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 Department permits. Driveway entrance repairs are generally 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](mailto:circlerk@roanokeva.gov)**

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

### **Downtown Roanoke Inc.**

**P: 342-2028, F: 344-1452, E: [dri@downtownroanoke.org](mailto:dri@downtownroanoke.org)**

**W: [downtownroanoke.org](http://downtownroanoke.org)**

Downtown Roanoke Inc. is a private sector, not-for-profit downtown development organization dedicated to making downtown Roanoke a great place to work, live, invest, and play. As the leading advocate for downtown, DRI works in partnership with downtown property owners, businesses, merchants, other nonprofits, and the government to identify needs, develop strategies, shape public policy, and implement programs to strengthen the economic vitality of downtown and its role within the region as the urban center of Western Virginia.

### **Economic Development Department**

**P : 853-2715, F: 853-1213, E: [econdevl@roanokeva.gov](mailto:econdevl@roanokeva.gov)**

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 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**

**Emerg. 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 Health Services

**P: 857-7800, F: 857-6991, E: [vdh@virginia.gov](mailto:vdh@virginia.gov)**

This 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.

## Environmental Management

**P: 853-1173, F: 853-1138**

The primary objective of Environmental Management is to promote and protect the natural environment that is particularly important to the quality of life for the citizens of Roanoke. Environmental Management also ensures that all city operations are conducted in accordance with applicable federal, state, and local environmental laws and regulations.

## Household Hazardous Waste Collection

The Roanoke Valley Resource Authority gives residents the opportunity to dispose of household items considered to be hazardous. RVRA now has a permanent household hazardous waste facility at its Tinker Creek Transfer Station on Hollins Road for latex paint, used antifreeze, used motor oil, and lead acid auto batteries. Monthly collections for additional items are held on the third Saturday of each month, beginning at noon. Pre-registration is required no later than 24 hours prior to the event. These collections are free only to the residents of the City of Roanoke, Roanoke County, and the Town of Vinton. Call 867-5071, or visit [www.rvra.net](http://www.rvra.net).

## Fair Housing

**P: 853-5210, E: [housing@roanokeva.gov](mailto: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.

## Finance Department

**P: 853-2824, F: 853-2940, E: [finance@roanokeva.gov](mailto:finance@roanokeva.gov)**

The Department of Finance maintains the city's accounting and payroll systems, and administers the city's pension plan. It processes payments to vendors for all goods and services provided to the city, including Roanoke City Public Schools. The Department of Finance also processes payrolls for city and school board employees, and retirees from the city's pension system.

## Fire-EMS

**P: 853-2327, F: 853-1172, E: [fire-ems@roanokeva.gov](mailto:fire-ems@roanokeva.gov)**

The Fire-EMS Department is a full-service emergency responder 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. The department responds to approximately 17,000 medical calls and 3,000 fire calls per year.

## 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 blue city-provided container in order to receive weekly refuse collection. All trash for weekly collection must be in the blue container.

The Solid Waste Management Division collects refuse in the blue containers weekly from the curb or alley, depending on your location. Dumpster service is provided by private contractors.

The 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, solid waste collection moves to the day following the regular schedule.

The Central Business District is serviced six nights a week by refuse collection crews.

Any extra trash and yard rakings that will not fit into an authorized container must be taken to the street for collection. There is a limit of no more than six bulk items placed at the curb for collection per week.

If you are physically unable to carry your household trash to the street, a special pickup service is available at no charge to those citizens meeting the qualifications. For more information about the Physically Challenged Services Program, call 853-2000 between 7 a.m. and 3 p.m.

## Homeless Assistance Team

**P: 853-6476, F: 853-1414, E: [homeless@roanokeva.gov](mailto:homeless@roanokeva.gov)**

This team provides outreach to homeless individuals and families living in accommodations not designed for sleeping.

## Human Resources

**P: 853-2231, F: 1218, E: [hr@roanokeva.gov](mailto: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](http://roanokeva.gov) as well as on RVTV, Cox Cable Channel 3.

## Municipal Volunteer Program

**P: 853-2231, F: 853-1218, E: [mvp@roanokeva.gov](mailto: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: 857-5050, F: 857-5056  
Solid Waste Division P: 853-2000, Press 1**

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 brush, household or yard waste are permitted to drop off 12 free standard pickup truck-sized loads each year.

Charges for commercial waste, construction, demolition debris, tires, roofing, and siding shingles are \$55 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 for collection of mulch. 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 the Circuit Court's office.

## Leaf Removal

**P: 853-2000, Press 1**

Bagged leaves are collected each November and December. Information regarding the specific schedule, number of bags allowed, and types of bags allowed is advertised in the weeks preceding collection. Collection of loose leaves raked to the curb is no longer provided.

## Libraries

**P: 853-2473, F: 853-1781, E: [main.library@roanokeva.gov](mailto:main.library@roanokeva.gov)**

Roanoke Public Libraries consists of a Main Library, a Law Library (located in City of Roanoke Courthouse), and five neighborhood branch libraries. The goal of the public library system is to provide opportunities for lifelong learning through its collection, services, 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, 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, and the International Collection (books and resources in Spanish, Vietnamese, Korean, Russian and Chinese).

*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	10 a.m. - 5 p.m.
	Sat	10 a.m. - 5 p.m.
	Sun	1 p.m. - 5 p.m.
(Closed Sundays from Memorial Day through Labor Day)		

### 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.

### Roanoke Law Library

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

### 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, Th	10 a.m. - 8 p.m.
P: 853-2240	W	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.

### LOA Agency 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 the 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, serves for a term of four years, and 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.

### Multicultural Affairs

**P: 853-5801, 853-6076, E: multicultural@roanokeva.gov**

A key component of Roanoke's multicultural initiative to help meet the needs of the city's increasingly diverse population. The committee serves to enhance communications among City Council, administration, and the various cultures represented within Roanoke.

## Office of Neighborhood Services

**P: 853-5210, F: 853-6597, E: [neighborhoods@roanokeva.gov](mailto: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 works closely with Code Compliance, Housing Development, Public Works, Parks & 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 the decisions and actions that impact their neighborhoods;
- Administrating Neighborhood Development Grants; and
- Administrating Roanoke's federally-funded "Lead-safe Roanoke II," which strives to prevent lead poisoning in children under 6.

## Parking Facilities

**P: 343-0585**

Market Surface Lot ~ Corner of Williamson Road and Church Avenue

Campbell Garage ~ 335 Campbell Ave. SW

Market Garage ~ 25 Church Ave. SE

Church Avenue Garage ~ 121 Church Ave. SW

Elmwood Garage & Lot (formerly Williamson Road Garage) ~

Corner of Williamson Road and Tazewell Avenue SE

Gainsboro Garage & Lot ~ 25 Shenandoah Ave.

Center in the Square Garage ~ 15 East Campbell Ave.

Warehouse Row Surface Lot ~

Salem Avenue adjacent to the MLK Jr. Pedestrian Bridge

Tower Garage ~ 10 South Jefferson St.

All garages are free on Sundays. Many garages are free after 5 p.m. weekdays. Some short-term weeknight and Saturday evening fees apply. An interactive parking map is available online at [roanokeva.gov/econdevl](http://roanokeva.gov/econdevl).

## Parking Tickets

Parking tickets are written by the Roanoke Police Department, Virginia Western Community College Police, Roanoke Regional Airport Police, and the Roanoke Fire-EMS Department. Parking tickets issued by these agencies are payable to the City Treasurer's Office. Collection of unpaid fines and penalties is handled by the Department of Billings and Collections. Parking tickets are issued for various types of violations such as overtime parking, blocking traffic, blocking a fire hydrant, and for handicapped zone violations. Parking tickets should not be confused with moving violations, better known as traffic tickets. To appeal a parking ticket that you feel has been issued in error, contact the Patrol Division of the Roanoke Police Department at (540) 853-2265. If you wish to contest a parking ticket through the court system, contact Billings and Collections at (540) 853-6834. You will be asked for your name, address, telephone number, ticket number, and the date the ticket was issued.

Parking tickets may be paid at the City Treasurer's Office or online at [roanokeva.gov/payments](http://roanokeva.gov/payments). More information: [www.roanokeva.gov/parking](http://www.roanokeva.gov/parking).

## Parks And Recreation

**P: 853-2236, F: 853-1287, E: [parksrec@roanokeva.gov](mailto:parksrec@roanokeva.gov)**

This department offers programs and citywide special events, reaching more than 200,000 people each year. A variety of sports and leisure activities are offered for all ages. Parks and plazas, recreational properties, fitness facilities, swimming pools, and recreation centers located throughout the city are available for enjoyment by the public. Rentals are available for a number of park facilities, including recreational centers, athletic fields, picnic shelters, and swimming pools. Fees, contract and permit information are available by calling the Parks and Recreation Department.

PLAY, The User's Guide to Roanoke Parks and Recreation, is published four times a year and is mailed free to subscribers in the city. It is also available 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: 853-1090, F: 853-1594, E: zoning@roanokeva.gov**

This department is responsible for processing basic plan reviews for new construction of single-family or duplex construction, minor additions to or conversion of existing residential or commercial buildings for different uses. 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. The department receives, reviews, and approves all documents related to development or subdivision of lands in the city. This department is responsible for site development and erosion and sediment control inspections during the course of residential, commercial and industrial development.

## 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 (D.A.R.E.) and School Resource Officer (SRO) programs help facilitate juvenile awareness of their roles as maturing, responsible young adults and help enhance police/community relations. The department also has an Animal Control and Protection Unit, which provides services dealing with animals at large, cruelty to animals, animal population control, and public awareness and education programs for proper animal care.

Other services provided by the department 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; mounted patrol units; 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: 853-2333, F: 853-1138, E: communications@roanokeva.gov**

The Office of Communications is responsible for preparing and distributing news and information to the public through mass media, printed and electronic materials, and audio-visual aids.

## Real Estate Valuation

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

Each year 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. For those properties that did not change in value, there is no notice sent. All properties are assessed at 100 percent of Market Value based on sales and other information within your neighborhood. After receiving the notice, the owner has until Feb. 15 to appeal the value. A telephone call, letter, or visit to the office is sufficient to lodge an appeal. 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. The board is a three-member citizen panel appointed by the Circuit Court to review assessment appeals. If the owner is not satisfied with the decision by the Board of Equalization, the owner may then file suit in the Circuit Court. In any of the three 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 offers recycling to all of its residents on the same day as regular trash pickup. This program provides each household with two 22-gallon recycling bins to be used on a weekly basis. One week citizens will place clear glass bottles, cans and plastic containers in the bins for collection. The next week bins filled with paper, junk mail and newspapers, cereal boxes, cake mix boxes and corrugated cardboard will be picked up. This co-mingled recycling program enhances recycling efforts and allows all residents to have the ability to take care of the environment.

## Community Recycling Station

The station is operated by Cycle Systems and the Clean Valley Council and is located near the intersection of Franklin Road and Wonju Street. Materials accepted are mixed paper, corrugated cardboard, newspaper, glass (separated by color), cans, steel, and plastic that is labeled as HDPE and PET.

## 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 after the incident. The notice may be a letter, which can be faxed, stating specifically what happened, how, when, where, 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](http://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 Web site.

## 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: [westernvawater.org](http://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 2**

Sidewalks are repaired by a city repair crew. Sidewalks, excluding driveway entrances, are repaired at no cost to citizens. Driveway entrance repairs are generally the responsibility of the property owner.

## Snow Removal

### **P: 853-2000, Press 2**

#### **Streets**

Routes have been established in all areas of the city to assure equal service. The city has established the following priorities:

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

#### **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 fallen. Please assist each other in keeping our sidewalks safe for all to use during inclement weather.

## Social Services

### **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, Employment Services, Training Services, Adoption Services, Child and Adult Abuse and Protective Services, Food Stamps, 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

### **Maintenance, P: 853-2000, Press 2**

This area involves storm drains under streets and cleaning of debris from inlets and ditches within the public right-of-way. The city has a daytime crew and nighttime call-in crew for storm drain maintenance.

### **New Requests or complaints, P: 853-2731**

New requests or complaints are investigated to see if:

1. The situation is the city's responsibility.
2. Public Works can do minor work like ditches, berms, or short runs of pipe.

When the situation is determined to be a major project, the proposed storm drain will be programmed for design within the Engineering Division. Once preliminary design and cost estimating are completed, the project is prioritized as to need 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 from six months to six years (or more), depending upon the construction priority the project receives after the preliminary engineering design is completed and funds become available. Funding for storm drains is generally made available through the city's normal budgeting process.

## Street Cleaning

### **P: 853-2000, Press 2**

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**

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. Request forms can be obtained from Traffic Engineering by calling 853-2385.

## Street Paving

**P: 853-2000, Press 2**

The city maintains a 20-year cycle for resurfacing all streets by paving 57 lane miles each year. 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 2**

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

**P: 853-1269, F: 853-1287, E: parksrec@roanokeva.gov**

Two Olympic-size pools are available for public use during the summer season. General public swimming, swimming lessons, family fun nights, and senior/adult lap swimming are provided. Information on schedules and admission charges is available online. Both facilities are available for after-hours rentals.

Fallon Park Swimming Pool (closed Tuesdays)

Dale Avenue SE, near city limits, 853-2206

Washington Park Swimming Pool (closed Wednesdays)

Burrell Street, off Orange Avenue NW, 853-2369

## Taxes

**P: 853-2880, F: 853-2458, E: billings@roanokeva.gov**

**W: [www.roanokeva.gov/localtax](http://www.roanokeva.gov/localtax); [www.roanokeva.gov/billings](http://www.roanokeva.gov/billings)**

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

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

**The 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.

**The 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.

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

**The 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.

**The 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.

**The 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.

Also see **Commissioner of the Revenue**.

## Traffic Signals and Signs

### Maintenance and Improvements, P: 853-2686

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

### Request New, P: 853-2000, Press 2

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](mailto: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](mailto: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 an annual funds permit.

## Vital Records

### P: 877-572-6333, W: [vitalchek.com](http://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: [sbe.state.va.us](http://sbe.state.va.us)

Any qualified resident of the Commonwealth of Virginia who will be 18 years of age on or before the next general election who has not previously registered to vote may do so Monday through Friday, 8 a.m. to 5 p.m.

Qualified city residents who are unable to apply for voter registration in person at the office of the General Registrar due to a continuing illness or physical disability that has existed for at least 30 days may contact the Registrar's Office for information about confinement registrations.

Individuals must register 29 days before an election in which they wish to vote. Registration is permanent as long as the person votes at least once in a four-year period and remains a resident of the city. Addresses must be kept current on the registration records.

Absentee voting in person or by mail is available for those who will be out of the city on election day, are physically unable to go to the polls or are the principal caretaker of a confined family member. Applications to vote by mail must be received by the Registrar at least five days before the election and three days before the election if absentee voting in person.

## Water and Sewer Service

### P: 853-5700, F: 853-1600, E: [info@westernvawater.org](mailto:info@westernvawater.org),

### W: [westernvawater.org](http://westernvawater.org)

### Postal and street address:

### Western Virginia Water Authority

### 601 S. Jefferson St. Roanoke, VA 24011

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 and Roanoke 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 southwestern 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 settle up 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](http://westernvawater.org),

by online 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](mailto: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 Development**

**P: 853-2349, F: 853-1252, E: [youth@roanokeva.gov](mailto:youth@roanokeva.gov)**  
Youth Development is a function of the Recreation Division of the Parks and Recreation Department, and works on behalf of the recreation, health, education, leadership, and employment of Roanoke youth. This function includes the Youth Commission, empowering youth to become involved in local government.







## Roanoke City Council

The Honorable  
David Bowers  
Mayor

The Honorable  
William D. Bestpitch

The Honorable  
Raphael E. Ferris

The Honorable  
Sherman P. Lea

The Honorable  
David B. Trinkle  
Vice Mayor

The Honorable  
Anita J. Price

The Honorable  
Court G. Rosen