Neighborhood Guide to municipal services

April 2022
What Neighborhood Do You Live In?

Airlee Court Neighborhood Watch
7:00-8:00 pm
1st Tuesday
Thomas of Canterbury Anglican Church 4910 Hubert Dr, NE

Avenel Avenue Neighborhood Watch
7:00-8:00 pm
Quarterly (Jan, Apr, June, Aug)
Meet at different locations

Belmont Fallon Target Area
6:00-8:00 pm
2nd Tuesday of the Month

Belmont Neighborhood Association
Meet as Needed
Salvation Army Community Room

Fairland Civic Organization
Quarterly-time and location TBD
facebook.com/FairlandCivic

Gainsborough Southwest Organization 5:30-6:30 pm (except July & August) 1st Thursday of every month
Gainsboro Library Community Room 15 Patton Ave, NE

Grandin Court Neighborhood Association 7:00-8:00 pm
3rd Thursday of odd-numbered month
Grandin Court Recreation Center 2621 Barham Rd, SWW

Greater Deyerle Neighborhood Association 7:00-8:00 pm
3rd Thursday in Jan, Apr, Sept, Nov
Covenant Presbyterian Church 1831 Deyerle Rd, SW

Greater Grandview Neighborhood Watch 6:00-7:00 pm
2nd Tuesday of the month
Northminster Presbyterian Church 3911 Greenland Ave, NW

Historic Gainsboro 5:00-6:00 pm
1st Monday of every other month
Gainsboro Library-Virginia Y. Lee Room 15 Patton Avenue NW

Hurt Park Neighborhood Association date and time TBD
Hurt Park Townhomes Community Center 1801 Westview Ave, SW
Loudon-Melrose Neighborhood Forum  
6:00-7:00 pm  
3rd Tuesday of the month  
Republic/BFI Offices Community  
Room 23rd and Wade Ave, NWW

Melrose-Rugby Neighborhood Forum  
6:30-7:30 pm  
4th Tuesday (except July, Aug, Dec)  
Melrose-Rugby Neighborhood Center  
1730 Orange Ave, NW

Mountain View Neighborhood Association  
6:30-7:30 pm  
1st Tuesday of odd-numbered month  
Fishburn Mansion  
714 13th St, SW

Neighbors in South Roanoke, Inc  
7:00-8:00 pm  
4th Tuesday in Jan, Mar, July, Oct.  
South Roanoke United Methodist  
2330 Jefferson St, SE

Noble Neighborhood Watch  
6:30-7:30 pm  
3rd Monday of each month  
Williamson Road Branch Library  
3837 Williamson Rd, NWW

Norwich Neighborhood Alliance  
Meet as Needed  
Church of God of Prophecy Com  
Room 2301 Roanoke Ave, SW

NW Neighborhood Environmental Org  
6:00-7:00 pm  
3rd Monday of the month  
NNEO House  
802 Loudon Ave, NW

Old Southwest, Inc  
6:30-8:00 pm  
3rd Thursday of the month  
Gish House  
641 Walnut Ave, SW

Peters Creek Neighbors  
6:00-7:00 pm  
3rd Tuesday Quarterly  
Westminster Presbyterian  
2216 Peters Creek Rd NW

Raleigh Court Neighborhood Assoc  
7:00-8:00 pm  
3rd Thursday of Jan, Mar, May, Nov  
Raleigh Court Presbyterian  
1837 Grandin Rd, SW

Riverdale Farm Neighborhood Org  
2nd Tuesday of Jan, Apr, Jul. Oct  
Riverdale Baptist  
1624 Edgerton Ave, SE

Starview Heights Neighborhood Watch  
6:30-7:30 pm  
4th Monday of the month  
1st Church of the Nazarene  
728 Highland Ave, SE

Southeast Action Forum  
6:00-7:00 pm  
2nd Tuesday of the month  
Belmont Branch library  
1101 Morningside Ave, SE

Wasena Neighborhood Forum  
7:00-8:30 pm  
1st Thursday in Feb, April, June, Oct.  
Meetings are held at different locations visit www.wasena.org

Wildwood Civic League  
Meet as needed  
Thrasher Park Recreation Center  
930 Gus Nicks Blvd, NE

Don't see your neighborhood listed and want to start a group, contact Neighborhood Services at 540-853-1643.
Welcome Neighbor!

We are delighted to have you join our community and hope your move went well. As City Manager for the City of Roanoke, please allow me to share with you some of the things that make our city such a great place to live.

Roanoke offers stunning natural beauty and exceptional amenities. Our Historic City Market district offers open-air shopping, boutiques, a variety of dining choices and many cultural attractions. Center in the Square is home to exceptional art, history, and science museums offering enrichment to our community. In addition, eclectic dining choices are available in our City Market Building.

The city’s cultural offerings include major concerts and Broadway shows at the Berglund Center, in addition to performances by the Roanoke Symphony and Chorus. You'll find Opera Roanoke and other well-known music artists performing at Jefferson Center. And beginning in April each year, the city comes alive with festivals, jazz concerts, and more.

Roanoke has been named an All-America City seven times and recognized as One of America's Most Livable Communities. In addition, Roanoke is a Certified Crime Prevention Community, a Bicycle Friendly Community, and has been a top-ranked Digital City since 2001. We are also a leader in environmental stewardship with a strong curbside recycling program, and a commitment to implement green features in all new and renovated city facilities.

I am confident you will find our residents to be warm and friendly, and we value citizen involvement. I encourage you to become active in our community by joining your neighborhood organization and participating in its activities. If your neighborhood doesn't have an organization, the city’s Office of Neighborhood Services will be glad to help you start one. Other ways to become involved include providing volunteer assistance to your favorite non-profit organization or applying for a City-Council appointed position on a Board or Commission.

As a new neighbor in Roanoke, you are cordially invited to contact our Office of Neighborhood Services to arrange a personal visit from staff and/or your local neighborhood leader. To reach this office, call 540-853-1643 or send an e-mail to joshua.johnson@roanokeva.gov.

Our goal is to make your transition to the City of Roanoke as smooth as possible. City departments are always available to meet with you to discuss your concerns or answer any questions. Our website, www.roanokeva.gov, offers a wealth of information about city services and the departments that provide them. The site also provides an option to sign up for the MyRoanoke news service and to follow our social media sites by using the “Social Media Center” icon. In addition, you may want 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.

Your choice to live in Roanoke was the right one and no matter which neighborhood you have chosen to live in, it's great to have you as a new neighbor!

Sincerely,

Bob Cowell
City Manager
iRoanoke App allows citizens to report new issues using their smartphone’s GPS and camera capabilities, review existing requests, send updates, and receive phone and email notifications of status changes on their issues.

Nextdoor is the best way to stay informed about what’s going on in your neighborhood—whether it’s finding a city update, planning a local event, or sharing safety tips.

Recycle Coach, a mobile and web app that contains trash and recycling schedules tailored to individual addresses. On the free mobile app, residents can view/export schedules and set up automatic reminders.

Website:
www.roanokeva.gov

Facebook.com/RoanokeVA
Facebook.com/Roanoke.neighborhoods
Twitter.com/City_of_Roanoke
Instagram.com/City_of_Roanoke

Mailchimp—Get Weekly Neighborhood Updates by subscribing to http://eepurl.com/gtf8PD

MyRoanoke Calendar allows you to view all City Council, Board, Commissions, and Neighborhood meetings.
https://www.roanokeva.gov/calendar

To view notification settings:
1. Click on the “E-mail Alerts” icon on the bottom left area of the front page of the new site.
2. Enter your e-mail address.
3. Click the envelope next to categories you wish to subscribe to, or to unsubscribe from. (If you’re already subscribed to a category, a green check will appear.)
Public Works Capital Improvement Projects
https://maps.roanokeva.gov/portal/apps/webappviewer/index.html?id=97f1fd0395db4200b637f730e080c6dc

View paving, engineering, and stormwater projects in the City, as well as, Roanoke Gas and Western Virginia Water Authority

E-trakit
https://roanokeweb.roanokeva.gov/etrakit/

This site provides access to community development services, allowing citizens to view permits, schedule inspections, check the status of code enforcement citations, downloading/uploading pdf documents, and paying fees.

Real Estate GIS
https://gisre.roanokeva.gov/js/

View property information, improvements, assessments, sales, community information, flood maps, and tax incentives.
Neighborhood Services Welcomes You to Roanoke

What does the Office of Neighborhood Services do?

1. Assist in the building of Neighborhood organizations and their capacity
2. Engage citizens in the decisions that impact their neighborhoods
3. Provide neighborhood development opportunities
4. Respond to and resolve citizen requests

Roanoke is enriched with beautiful natural scenery, a strong sense of community and many distinct neighborhoods each with their own unique character. The Office of Neighborhood Services helps foster this sense of community by partnering with citizens to ensure high-quality services are provided, neighborhood groups are supported, and neighborhood issues are addressed and responded to in a timely manner.

Neighborhood Services also serves as a liaison for connecting citizens to the information they need for improving their neighborhood and quality of life, and uses feedback received to keep city staff informed of their needs and those of their neighborhood.

Building community begins at the neighborhood level for when residents get to know their neighbors, they become more informed, involved, and committed to their neighborhood and ultimately their city. By participating in Roanoke’s neighborhood life and becoming actively engaged with your neighbors, you will also become an active partner with the City of Roanoke in the decisions being made about your neighborhood that ultimately may affect your quality of life and character of our community.

Neighborhood Services offers many ways to get involved in your neighborhood:

- Join your neighborhood organizations
- Attend neighborhood events/celebrations
- Volunteer for annual neighborhood events
- Participate in neighborhood planning opportunities
- Attend Leadership College
- Become a Roanoke Neighborhood Advocate
- Participate in the Virginia Statewide Neighborhood Conference

I hope to see you in the Neighborhood!

Sincerely,

Joshua Johnson
Joshua Johnson
Neighborhood Services Coordinator
On June 13, 2003, City Council reconstituted the Roanoke Neighborhood Partnership Steering Committee as the Roanoke Neighborhood Advocates. Members include citizens representing the interests of the neighborhood organizations, the private sector, businesses, and nonprofit service organizations.

Appointment to the RNA is for three years. The Roanoke Neighborhood Advocates provide outreach and support to neighborhoods and neighborhood organizations by serving as liaison to neighborhood groups and City Council.

**Goals of RNA**

- Advising City Council and the City’s administration concerning existing and proposed public policy affecting the vitality of neighborhoods and neighborhood organizations
- Informing neighborhood-based organizations of existing and proposed public policy plus courses of action available to assure that policies support neighborhoods and neighborhood organizations
- Advising and assisting neighborhood-based organizations in building their organization’s administrative and advocacy capacities
- Educating the public regarding policy implications for neighborhoods and, where appropriate, advocate or policy and implementation alternatives
- Overseeing preparation of the annual State of the Neighborhoods report to City Council
- Overseeing the administration of the Neighborhood Development Grant Program to eligible neighborhood/ community organizations

Roanoke is a city of neighborhoods! And with the assistance of the RNA, our neighborhoods will continue to receive the support they need to become the vibrant places for people of all ages, lifestyles and income, to live, work and play.

If you are interested in joining us to help advocate on behalf of Roanoke's neighborhoods, submit an application online at www.roanokeva.gov/RNA
In 2000, Ms. Estelle H. McCadden, a Roanoke, Virginia neighborhood activist and President of her neighborhood’s organization, the Melrose-Rugby Neighborhood Forum, Inc. became inspired to organize and create Virginia’s Statewide Neighborhood Conference. At the time, Ms. McCadden was also serving on the Board of Directors of Neighborhoods USA (NUSA), a national organization dedicated to developing partnerships between neighborhoods, local government, and public/private agencies across the United States.

Ms. McCadden, with the assistance of Selena Cuffee-Glenn, Deputy Director, Dept. of Community Development in Richmond, Virginia, initially brought together neighborhood leaders and professional staff from the cities of Norfolk, Richmond, Hampton, Roanoke, and James City County forming the first statewide conference planning committee that would create the first Virginia Statewide Neighborhood Conference held in Richmond, VA. Little did they know their conference would become an annual event.

Attendees from neighborhoods and municipalities across our Commonwealth and neighboring states will come together to learn best practices for addressing neighborhood issues of the times, attend informative workshops, network with one another, and share experiences and information toward building stronger communities.

In addition, a concurrent conference specifically designed for young people between the ages of 13-18 called the Youth Café will also be offered to help participating youth learn how to facilitate constructive changes in their lives, create opportunities for themselves and friends, and become contributing members within their own respective communities.

The conference is also a time to honor and recognize neighborhoods, individuals and youth from across Virginia who tirelessly volunteer their time and energy to make their neighborhoods the great places we are proud to call home during the annual Virginia Statewide Neighborhood Conference Awards Program Luncheon. These awards have been presented since 2000 as a collective “thank you” to those nominated neighborhoods and individuals and are the only statewide awards given to neighborhood organizations and individuals for their neighborhood self-help initiatives.

We hope you will plan to join us in Roanoke, Virginia as we continue to work together making all neighborhoods across Virginia - neighborhoods of choice!

Visit our website at [www.vsnc.org](http://www.vsnc.org)
Annual Neighborhood Events

April
Clean Valley Day-in partnership with the Clean Valley Council is a day where individuals and groups across the Roanoke Valley are encouraged to pick up litter in a place of their choosing. Neighbors, organizations, businesses, churches, and friends join in on a massive litter cleanup effort! ...and then there is usually an after party!! The Cleanup portion of the day is held from 9am-12pm.

May
Neighborhood Month is an annual month long celebration of community and neighborhood pride. Hosted by Roanoke neighborhood organizations, it provides opportunities for all residents of all neighborhoods to come together to celebrate our neighborhoods...and each other... as we do have so much to celebrate. It is also an opportunity to learn about a neighborhood(s) other than your own and to meet the folks who live there. Venturing out to explore the rest of Roanoke and our neighborhoods, you will quickly discover just how unique each neighborhood is.

August
National Night Out is an annual campaign founded in the early 1980's by the National Association of Town Watch (NATW) to celebrate the successes resulting from community partnerships between law enforcement agencies, neighborhood organizations, neighborhood watch groups, elected officials and others in helping to make their communities safer and more caring places to live, work, play and invest in. Neighborhoods partners together with Roanoke City Police, Sheriff's Office, and Fire EMS to host events held on the 1st Tuesday in August.

November
The Annual Roanoke Neighborhoods’ Awards Celebration is held in November. This awards ceremony is sponsored by the Roanoke Office of Neighborhood Services and Roanoke Neighborhood Advocates in partnership with Roanoke City Council and provides an opportunity for neighbors from across the city to come together to share great initiatives.

Visit https://www.roanokeva.gov/Programs-and-Activities for more details of events.
Leadership College
A Unique Community Leadership Program

The Leadership College is a nine (9) week interactive community leadership program that includes off-site sessions and fieldtrips. It assists participants in collaborating with city officials and staff, community and business leaders, and neighborhood organizations to improve the quality of life in our neighborhoods and promote a stronger sense of belonging and community.

Participation is FREE!

Every citizen actively participates in creating Roanoke’s future.

Goals
• Engage in an interactive and practical series of discussions and activities that will help you be agents of change within your neighborhood
• Learn about our city's form of government, our long-range vision and how we are working toward achieving this vision
• Learn how to access city services and personally meet and interact with those department directors and managers who provide them
• Understand how our city works, our city procedures and policies that in turn will allow you to become a resource for sharing this information with others in your neighborhood.

Roanoke’s Leadership College has been designed to engage city residents in a series of interactive discussions and activities which will enhance their knowledge of how their city government operates, the services and programs provided by the City, and how to access these services. Upon graduation, leaders becoming resources within their neighborhoods as trusted and reliable sources of information, and help build a civic leadership network that will increase citizen participation in local affairs.

For more information: call 540-853-1643 or visit us on the web at www.roanokeva.gov/leadershipcollege
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 540-853-2212 to reach the Police Department, call 540-853-2795 to reach the Fire Marshall, or 540-853-2327 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 540-853-2426 or online at https://roanoke.onthealert.com.

Emergency Needs Registry

The City of Roanoke’s Office of Emergency Management would like citizens and businesses within the City of Roanoke to aid in disaster preparedness. If you or your business has special needs that will require special attention in the event of a disaster, we would like for you to register under the Emergency Needs Registry: http://roanokeweb.roanokeva.gov/emergencyneeds/
29 LOA: Local Office on Aging
29 Marriage Licenses
29 Mayor
29 Municipal Volunteer Program
10 Neighborhood Events
29 Neighborhood Services
30 Parking Facilities — PARK Roanoke
30 Parking Tickets
30 Parks and Recreation
31 Permit Center
31 Planning, Building and Development
31 Police Department
32 Public Information
32 Real Estate Valuation
33 Recycling
34 Rental Inspections
34 Risk Management
34 Roanoke City Public Schools
8 Roanoke Neighborhood Advocates
35 Sheriff
35 Sidewalks
35 Snow Removal
36 Social Services
36 Solid Waste
37 Storm Drains
38 Street Cleaning
38 Street Lights
38 Street Paving
38 Street Repair
39 Swimming Pools
39 Tax Relief & Incentive Program
39 Taxes and Fees
40 Traffic Signals and Signs
41 Treasurer
41 Tree Care and Planting
9 Virginia State Neighborhood Conference
41 Vital Records
41 Voter Registration
42 Water and Sewer Service
44 Weeds
48 Welcoming Roanoke
44 Youth Haven
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, William Ruffner Operations Center, 3601 Ferncliff Avenue, Roanoke, VA 24017.

Roanoke-Blacksburg 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, and general information. Flights are provided daily by American, United Airlines, and Delta. Allegiant Air provides full sized jets and frequent service to Florida and Nashville, TN.

Alley Cleaning, 540-853-2000, Press 3, 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, 540-853-2450
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, www.roanokeva.gov/1868/
Bites, 540-853-2411 or 9-1-1,
If the bite was from a dog, Animal Wardens will investigate the incident to determine if any charges need to be filed. If your pet was injured by a dog, please contact Animal Wardens as well.

Deceased Animals, 540-853-2000, Press 4
Call the number above to report any dead animals that need to be removed from streets or public areas.
The City of Roanoke requires all dog owners to obtain a dog license. Payment for your license is due by January 1st. If you are licensing for the first time, you must purchase a license within 30 days of obtaining a dog over the age of 4 months or within 30 days of moving into the City of Roanoke. A license costs $5 for a spayed/neutered dog or $10 for an unaltered dog. There is no fee for servicedogs. A current rabies certificate is required.

Roaming
We ask the public to assist us by transporting strays or lost/found pets to the shelter and working with our partners to get them back safely to their homes and owners. If you are able to catch a stray pet, you must immediately contact the Regional Center for Animal Care and Protection for tracking purposes. That number is 540-344-4922. For further assistance with strays or lost/found pets, please reach out to: Angels of Assisi 540-344-8707, or Friends of RCACP via email at friendsofrcacp@yahoo.com.

Automobiles
Abandoned on Street, 540-853-2212
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, 540-853-2212
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, 540-853-2344
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.

Unclaimed Vehicles, 540-853-2212
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 540-853-2344, code.compliance@roanokeva.gov
Unsafe or substandard buildings should be reported to Planning, Building, Development, Code Enforcement Division for inspection. Buildings should
be maintained. Vacant buildings must be kept secure and the exterior maintained in good repair. Buildings in imminent danger of collapse may be demolished.

**Bulk Items and Brush disposal, 540-853-2000, Press 1, www.roanokeva.gov/solidwaste**
The city provides weekly collection of bulk items and brush on your scheduled collection day in all neighborhoods.

- Small brush piles: If the pile can be picked up with two hands, simply place it in your dark blue trash cart.
- Large brush piles: Piles no more than six feet tall, wide and high (6’x6’x6’) must be placed at the curb for collection. Brush piles may not be set out in alleys. Citations and fines may apply.
- Landscape timbers, treated wood, railroad ties, construction materials, leaves and grass clippings are not acceptable for brush collection.
- Any brush cut by a utility company or contractor (Cable, Fiber or Electrical) or for a fee will not be collected.
- Bulk trash: A maximum of three bulk items (such as mattresses, broken down furniture, and appliances) can be set out for collection each week.

All other household trash must be placed in the dark blue trash cart for collection. Household trash set out curbside in plastic or biodegradable paper bags or boxes will not be collected.

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

### Bus Service
**Valley Metro Administrative Office, 1108 Campbell Ave, S.E., 540-982-2222, valleymetro.com**
Basic Fare - $1.75 Discount - $0.85 for Medicare card holders, age 65 or older and/or individuals with disabilities, with proper discount fare eligibility identification (Valley Metro Photo ID). You may apply in person at our administrative office for our discount photo I.D. card. Children ages ten and younger, are free but must be accompanied by a paying adult passenger (limit 4).
**Student Fares:** Middle and high school students: $0.85 each way with proper school issued ID or Valley Metro Discount ID. Students may obtain a Valley Metro Discount ID by visiting Valley Metro’s Administrative Facility and by providing one of the following: Current school-issued ID, Class Schedule, Enrollment form or report card (on school letterhead) Valley Metro’s Discount ID costs $5.00

**Transfers:** FREE - When more than one bus is required to complete your trip. Ask your operator for a transfer as you board the first bus and pay your fare! Transfer pass expires 30 minutes after your bus reaches its final destination.

**Weekly/Monthly Passes:** Passes for our fixed routes can be purchased at our Campbell Court Transfer Station. S.T.A.R. Passes can be purchased through the mail at Valley Metro’s administrative office.

**STAR/RADAR Transportation, 540-343-1721, 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 S.T.A.R. (Specialized Transit Arranged Rides) service is provided through a contract agreement with RADAR (Roanoke Area Dial-A-Ride).

S.T.A.R. 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. The cost is $3.50 per one-way trip. Monthly unlimited ride passes are available through the mail or at Valley Metro’s administrative office for $96. The pass entitles persons certified for the service to an unlimited number of rides on all regular bus routes, and to an unlimited number of S.T.A.R. trips during the issued (calendar) month. Once certified for the service, patrons may call RADAR directly at 343-1721 to arrange this transportation.

**The Smart Way Bus, 540-982-6622 / 800-388-7005, 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.

**Business Licenses, 540-853-2524, 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.
Cable Television (Government/Educational Access) 540-857-5021, 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 or online at https://www.rvtv.org.

Carvins Cove Natural Reserve, 540-563-9170, www.westernvawater.org/carvinscove

The Carvins Cove Reservoir and Natural Reserve is open to the public. The Natural Reserve is the second largest municipal park in the United States. The 12,700 acre park’s watershed is primarily owned by the City of Roanoke while the reservoir and balance of the watershed is owned by the Western Virginia Water Authority. Recreational amenities include hiking, biking, horseback riding, fishing, boating and standup paddling. Camping and swimming are not allowed. 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:

- Boat launching is only permitted from the Boat Landing on Reservoir Road.
- To maintain water quality, all boats can not be in waters other than Carvins Cove for 21 days.
- The maximum motor size is 10hp, and the maximum boat length is 20 feet.
- Boat operators must be 16 years of age or older.
- Boat inspection for evidence of mussels and/or prohibited bait/bait containers is required.
- No aquatic bait or bait containers allowed.

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. Daily and yearly passes can be purchased with cash or check in-person at the Reservoir Road Boat Landing Office or at the payment drop boxes located at the Bennett Springs and Timberview parking lots or online at www.westernvawater.org/coveonline. Debit and charge cards are only accepted online. Boating fees must be purchased in-person.

- Daily entrance fee: $7.00 per vehicle per day
- Yearly pass: $50.00 per vehicle yearly
- Equestrian Trailer: $10 per day / $75 yearly pass
Hours of Operation:
Boat Landing at the Reservoir and Hollins Lot are open seven days a week except Thanksgiving Day and Christmas Day

- April 1 through September 30: 6:30 am - 9:30 pm
- October 1 through March 31: 8:30 am - 6:30 pm

Your dog is welcome in the park, but they must remained leashed at all times. Please help take care of the watershed by picking up all waste from your dogs and horses.

The large picnic shelter is available for rent. For for details and reservations, please see www.westernvawater.org/coveonline.

Carpooling

Ride Solutions, 540-342-9393, info@ridesolutions.org, ridesolutions.org
RIDE Solutions provides alternative transportation options – ridesharing (carpooling and vanpooling), biking, public transit, walking, and guaranteed ride home services – to residents living within the greater New River and Roanoke Valleys and Region 2000 regions of southwestern Virginia. Through our free services we partner with citizens and businesses to connect them with commuting options – beyond the single-occupancy vehicle – to access work and school.

City Clerk, 540-853-2541, clerk@roanokeva.gov, 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, 540-853-2541
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. Neighborhood The four Welcome Guide,-year terms of office are staggered, Page 20 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.
City Manager, 540-853-2333, 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 (Berglund Center), Administrative 540-853-2241, Info 853-LIVE (5483), BerglundCenter.Live Tickets, 866.HDG.TICKETS, henritzedentaltickets.com
The Berglund Center is the premiere full-service facility in Virginia’s Blue Ridge with a 10,500-seat Coliseum, 2,151-seat Performing Arts Theatre, 14,000-square-foot Exhibit Hall, and a 46,000-square-foot Special Events Center. Berglund Center accommodates major trade shows, convention and consumer shows, and meetings and banquets. In addition, it hosts live entertainment, including sporting events, and cultural and concert performances by some of the biggest names in the world.

Food Services, 540-853-5864
Concessions and catering at the Berglund Center.

Commissioner of the Revenue, 540-853-2521, 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 540-853-2524
- Personal Property Tax 540-853-2521
- State Income 540-853-6543
- Real Estate Tax 540-853-2523

Commonwealth’s Attorney, commatty@roanokeva.gov, 540-853-2626, 540-853-2629 (Circuit Court Felony Answering Service 5:30 p.m. - 8 a.m.), 540-853-2683 (General District Court Felony Answering Service 5:30 p.m. - 8 a.m.)
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.
**Office of Communications and Community Engagement, 540-853-2333, communityengagement@roanokeva.gov**
The Office of Communications and Community Engagement focuses on building relationships between the City and its community. The communications and community engagement team uses social media and other digital platforms. They collaborate with neighborhoods, City departments, community partners, and other localities on communication and community engagement efforts, including language access support.

**Comprehensive Plan, 540-853-1730, planning@roanokeva.gov, https://planroanoke.org/**
City Plan 2040 is a comprehensive plan that will guide investment and decision making over the next two decades. The plan includes critical issues such as Livable Built Environment, Harmony with Nature, Resilient Economy, Interwoven Equity, Healthy Community, and Responsible Regionalism.

**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, circlerk@roanokeva.gov**
**Civil: 540-853-6702  Criminal: 540-853-6723**
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, 540-853-2361**
*(Criminal), 540-853-2767 (Traffic), 540-853-2364 (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, 540-853-2389**
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, 540-853-2731
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, 540-853-2000, Press 3, 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.

Divorce Records, 540-853-6702, circclerk@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., 540-342-2028, dri@downtownroanoke.org, DowntownRoanoke.org
Since 1960, Downtown Roanoke, Inc.’s (DRI) mission has been to make Downtown Roanoke the preferred place to work, live and play. To help fulfill this mission, they work and collaborate with a wide range of vital organizations. Partners include businesses, property owners, government agencies, civic and cultural organizations, and the community. They work with these partners to develop strategies, shape public policy and implement programs that strengthen the economic vitality of downtown. They’re working 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, 540-853-2715, econdevl@roanokeva.gov, www.bizroanoke.com
The Department of Economic Development (Economic Development) provides services across a wide spectrum of sectors, including: business attraction, retention, and expansion; community development; financial literacy; and innovation & entrepreneurship. Economic Development also provides site location and property disposition services to internal and external customers, negotiates and monitors performance incentives, and serves as the City’s liaison to the Economic Development Authority for the City of Roanoke.

Emergency Management is an all-hazards program that works with local, state and federal government partners as well as non-governmental organizations through the five phases of emergency management; preparedness, protection, mitigation, response and recovery. Emergency Management maintains the city’s emergency operations center, is an active partner with the Roanoke Valley Local Emergency Planning Committee and participates in regular exercises to test and continuously revise the city’s Emergency Operations Plan to ensure a constant state of readiness.

Environmental Management, 540-853-2425, envmgmt@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. They 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. Staff regularly monitor environmentally susceptible areas, as well as provide a wide array of expertise and services to prevent the City from incurring environmental liabilities and risks during projects and acquisitions. Staff also responds to pollution complaints/referrals, and represent the City in collaborations and compliance mandate reporting to controlling regulatory agencies and neighboring jurisdictions.

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, (540)853-2346, housing@roanokeva.gov

The Fair Housing Act and laws protects those renting or buying property by prohibiting housing discrimination based on race, color, national origin, sex, disability, familial status (families with children under age 18), “elderliness” (age 55 or older), source of funds, sexual orientation, gender identity, and military status. Violations may be reported to this office or to the Virginia Fair Housing Office via the website https://www.dpor.virginia.gov/FairHousing or by phone at 804-367-8530, 888-551-3247 or TDD Virginia Relay 7-1-1.
Finance Department, 540-853-2824, finance@roanokeva.gov
The Department of Finance provides services through various functional areas: Real Estate Valuation, Management and Budget, Retirement Administration, Accounting, Accounts Payable, Payroll and Systems Support as well as Revenue projecting and monitoring. The department 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. The department processes payrolls for City employees from the General and enterprise funds, and for retirees from the city’s pension system. It also assesses property within the city as well as creates and monitors budgets including capital accounts. Monthly and annually, the Department reports on the financial status of the city to the City Council and makes financial information available to the public.

Fire-EMS, 540-853-2327, fire-ems@roanokeva.gov
The Roanoke Fire-EMS Department is a full-service fire and emergency medical service agency providing: fire suppression services, basic and advanced pre-hospital life support, fire prevention and community risk reduction education programs, fire investigations, heavy tactical rescue (HTR), swift water rescue (SWR), regional hazardous materials team, vehicle extrication, and emergency management.

Health Department, 540-857-7800, 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, 540-853-1163, homeless@roanokeva.gov
The Homeless Assistance Team (HAT) provides street outreach and case management services to unsheltered homeless individuals needing help locating permanent housing and accessing supportive services. HAT provides guidance and support to homeless persons as they work on a service plan to define the cause of homelessness and develop goals, objectives and steps to address those issues.

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

Human Resources, 540-853-2231, 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.
Landfill (Transfer Station) www.rvra.net
Roanoke Valley Resource Authority 540-283-6562,
City of Roanoke Solid Waste Division 540-853-2000,
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 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, 540-853-6702
All transactions of transfer of real estate in Roanoke (deeds, wills,
leases, etc.) are recorded in the Clerk of Circuit Court's office.

Language Access Support, 540-853-2000, option 2
The City of Roanoke is committed to ensuring equitable access to
all services and resources available to our citizens, residents,
and visitors, regardless of the language they speak. Hence, we
have partnered with Volatia to provide language interpreters and
translators for anyone who is deaf, hard of hearing, or has limited English
proficiency.

If you speak a language other than English and need to reach
a department or an employee within the City of Roanoke,
simply call 540-853-2000 and press "2". You will then be connected
to an interpreter who speaks your language, and he or she will connect
you to the person you want to reach.

Key Program Features:

- **LEP Call-In Line:** This feature allows individuals with limited
  English proficiency (LEP) to contact any department or an employee
  of their preference without the worry or limitation of a language
  barrier.
• **On-demand Interpretation:** Anyone who is deaf, hard of hearing, or has limited English proficiency will be offered an interpreter by the employee assisting them. Phone and video interpreters are available on-demand 24/7/365. An interpreter can be scheduled for an in-person meeting if preferred by you or our staff.

• **Document Translation:** It is important to the City of Roanoke that you understand written communications given to you from our organization. Every effort has been made to identify and translate vital documents. If you receive a document that has information you do not understand, because of a language barrier, please let us know and it will be translated into the language of your choice.


The city collects bagged leaves during a designated period during late fall, usually taking place the middle of November to the middle of December. Information about the bagged leaf collection schedule is publicized a few weeks prior to its start. Citizens may place an unlimited number of 30-gallon biodegradable paper bags at the curb during leaf collection weeks. Loose leaves will not be collected. At no other time during the year are bagged leaves collected curbside by the city. All bags must be biodegradable.

**Libraries, 540-853-2473, main.library@roanokeva.gov**

Roanoke Public Libraries consists of a Main Library, five neighborhood branch libraries, and three 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 ebooks.

The public library system has a number of special collections. Examples include 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 as well as the Virginia Y. Lee Collection of rare and general reference resources on African-American history and culture, located at the Gainsboro Branch Library.
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-W 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.

Belmont 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
2505 Melrose Ave, Suite D NW......................... M-Th 10 a.m. - 8 p.m.
P: 853-2648.......................................................... F, Sat 10 a.m. - 5 p.m.

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

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

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.

Crystal Spring e-Branch
Corner of 23rd St SW and Crystal Spring Ave
LOA: Local Office on Aging, 540-345-0451, 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, 540-853-6702
Marriage licenses are issued by the Clerk of Circuit Court. Both parties must be over the age of 18 years to obtain a license. Parent or guardian can no longer give consent if you are under age.

Mayor, 540-853-2444
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.

Municipal Volunteer Program, 540-853-2231, 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!

Neighborhood Services, 540-853-1643, neighborhoods@roanokeva.gov
www.facebook.com/Roanoke.neighborhoods
The Office of Neighborhood Services, located in the City Manager’s Office, partners with Roanoke residents to develop and use community resources to build strong, sustainable neighborhoods. Neighborhood Services works closely with the City Manager, Code Enforcement, HUD Community Resources, Police, Public Works, Parks and Recreation, Planning, and other city departments to serve as a catalyst for developing strong neighborhoods.

Weekly updates are emailed to subscribers on Wednesdays which include neighborhood events, collaborations, reminders, trainings, public hearings, and event suggestions to plan your weekend. To sign up email us or check out our Facebook page. (see page 2-3 for the listing of Neighborhood Groups)
PARK Roanoke offers over 4,100 off-street parking spaces in the greater downtown area in seven garages and four 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

Comprehensive information about on and off-street parking including maps, directions, and rates is located at www.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 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”).

The City of Roanoke’s Department of Parks and Recreation (PLAY Roanoke) is a full-service, nationally accredited municipal agency that maintains nearly 14,000 acres of public land and provides the Roanoke
Valley with thousands of recreational opportunities each year. The Department’s mission is to "Build a Welcoming Community through PLAY" and its vision is to "Be the Reason People Choose Roanoke." PLAY Roanoke currently employs 69 full-time employees and approximately 160 part-time and seasonal employees to manage 60 parks, seven greenways, five plazas, two outdoor swimming pools, seven recreation centers, and nearly 100 miles of paved and natural surface trails.

**Permit Center**

Planning, Building and Development, 540-853-1090, permitcenter@roanokeva.gov, www.roanokeva.gov/permitcenter

The Permit Center is responsible for the intake, issuance, and inspection scheduling of all building, zoning, and development permits for the City of Roanoke. Customers are able to access most services, including applying for a construction permit, applying for a trade permit, obtaining code verification for a business license, or asking a technical question, from their home or office computer, tablet, or smart phone.

**Planning, Building and Development, 540-853-1730, planning@roanokeva.gov**

Planning, Building, and Development reviews and approves all documents related to development or subdivision of land. It is responsible for processing plan reviews for new residential housing construction; additions to or conversion of existing residential or commercial buildings for different uses; and is responsible for site development during the course of residential, commercial, and industrial development and the enforcement of regulations related to erosion and sediment control, stormwater, and zoning compliance. Planning staff serve the Planning Commission, Board of Zoning Appeals, Architectural Review Board, and other Council-appointed boards.

**Police Department**

For Emergencies..........................................................911
Non-emergency..........................................................540-344-6681
Patrol Division..........................................................540-853-2828, 540-853-1079
Warrant Services.........................................................540-853-1505
Community Response Bureau.................................540-853-2132
Criminal Investigations...............................................540-853-5959
Domestic Violence.........................................................540-853-6889
Records........................................................................540-853-2212
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.

School Resource Officers 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 several specialized units, detailed crime scene investigative functions provided by the Forensics Investigations 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 Roanoke Police Training Academy.

**Public Information**

**Communications and Community Engagement**
540-853-2333, communityengagement@roanokeva.gov

The Office of Communications and Community Engagement focuses on building relationships between the City and its community. The communications and community engagement team uses social media and other digital platforms. They collaborate with neighborhoods, City departments, community partners, and other localities on communication and community engagement efforts, including language access support.

**Real Estate Valuation, 540-853-2771,**
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. Notices 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.

**Recycling, 540-853-2000, Press 1, solidwaste@roanokeva.gov**

The city uses a Single-Stream Recycling Program. This means residents can combine all acceptable recyclable materials in their “light blue” roll cart without having to sort paper products from bottles and cans. It all goes in the same cart. Recycling collection occurs every other week, on your scheduled collection day for trash. Depending on where you live, your residence will either be on an “A” Week schedule or a “B” Week schedule. If you are unsure of your recycling schedule please contact the Solid Waste Management Division at 540-853-2000, option 1 or go to www.roanokeva.gov/solidwaste and use the Residential Collection Schedule search feature by entering your address to access the calendar feature. Also available on the web site is the Recycle Coach App residents may download to receive reminder notifications and educational information to increase and improve recycling efforts.

Acceptable items for recycling include:

- Letters, mail, magazines, newspaper
- Flattened cardboard (no food waste)
- Cereal, pasta and tissue boxes
- Aluminum and metal cans (rinsed out)
- Plastic bottles, jugs, food containers marked with #1 or #2 on the bottom ONLY
- Glass bottles and jars
Items not accepted:

- No cardboard or paper soiled with food waste
- No plastic bags, utensils or wrappers
- No food waste
- No cords, hoses or wires
- No Styrofoam of any kind
- When in doubt, leave it out (of the recycling cart)

**Rental Inspections, Code Enforcement**  
**540-853-2344, code.compliance@roanokeva.gov**  
In Rental Inspection Districts; all residential rental dwelling units must have a Rental Certificate of Compliance, unless occupied by the owner. A $25 inspection fee for the initial inspection. A $50 fee for each follow-up inspection when violations requiring correction are found.

**Risk Management, 853-2450, 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 claim on www.RoanokeVA.gov website. Go to "Government" tab, "Departments" tab, "Risk Management" tab, and "File A Claim" within six months of the date of the incident. The claim can only be accepted via website. We can not accept in person or faxed claims. The person must provide specifics of the incident and attach pictures, incident report for police department, estimates of damages or any additional information pertinent to the claim. It is very important you include what happened, how, when, where, and why the claimant believes the city is liable, and the extent of damage.

**Roanoke City Public Schools, General Information, 540-853-2502, www.rcps.info, info@rcps.info**  
Roanoke City Public Schools (RCPS) serves approximately 14,000 students in pre-K through 12th grades. RCPS provides an inclusive and equitable, student-centered culture that empowers lifelong learning. Through meaningful, relevant, and engaging learning opportunities, RCPS will empower all students to dream, excel, and meet their full potential to benefit our city and its citizens. The district has 17 elementary schools, five middle schools, two high schools, as well as four alternative schools, including Roanoke Valley Governor’s School for Science & Technology and the Roanoke Technical Education Center.

**RCPS Building Reservations and Rentals, 540-853-6310, facilityrental@rcps.info**  
The School Board permits the use of RCPS’ school facilities for community purposes, in accordance with appropriate state and federal laws, provided use does not interfere with the educational program. An application process is required and conditions may apply.
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 has entered into a partnership with Roanoke City Schools to provide D.A.R.E/ School Resource Officer (SRO) 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 540-853-2731;**  
**Repair: 540-853-2000, Press 3**  
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 P: 853 2000 Press 3,**  
[www.roanokeva.gov/snow removal](http://www.roanokeva.gov/snow removal)

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 540-853-5700.
- 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 540-853-2000, 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 side-walks 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 540-853-2591, Child and Adult Protective Services Hotline 540-853-2245**
The Department of Social Services provides a wide array of mandated and non-mandated services to the citizens of Roanoke. These services include a 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 Programs which determine eligibility for and access to programs to provide food assistance, medical assistance, financial assistance, energy assistance, employment services, and assistance in costs of obtaining child care. Service programs provide protective services for child and adult abuse and/or neglect. Children who are transferred to the legal custody of DSS through foster care services are temporarily placed outside of their home until reunification or some other form of permanent placement can take place. Adoption services are provided for children for whom returning home or placing with a relative is not a viable alternative.

**Solid Waste/Refuse (Trash) Collection 540-853-2000, Press 1 or visit www.roanokeva.gov/solidwaste**
The city is divided into four residential sections for collection service. Collections are made weekly in these areas. All residential customers must have a city-issued dark blue roll cart in order to receive weekly trash collection service. All trash for weekly collection must be placed in the dark blue roll cart. The Solid Waste Management Division collects trash weekly from the curb or alley, depending on your location and scheduled collection day. No trash collection will be made from private non-city issued trash containers. Dumpster service is provided by private contractors. The dark blue roll cart must be placed out for collection no later than 7 a.m. on your scheduled service day. It should not be placed out prior to 7 p.m. on the day preceding your collection day. All empty carts 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 service moves to the day following the regular schedule day.
The city provides weekly collection of bulk and brush on the same day as your scheduled 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 cart.
- **Large brush piles:** Piles up to 6’x6’x6’ must be placed at the curb. Piles set out in alleys will not be collected and citations and fines may apply.
- **Bulk trash:** A maximum of three bulk items (such as broken furniture, appliances and mattresses) can be set out for collection each week.

All trash must be placed in the dark blue trash cart for collection. Trash placed curbside in plastic or biodegradable paper bags or boxes will not be collected as bulk trash. Notice of program and/or collection day and time 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 that qualify. For more information about the Physically Challenged Service call 540-853-2000, option 1 between 8 a.m. and 5 p.m. The Sealed Compactor Program accepts trash and recycling from businesses and residences located in the Central Business District (CBD). There are five sealed compactor locations that are convenient and accessible 24 hours a day, seven days a week.

**Storm Drains**

**Stormwater Maintenance, 853-5900, stormwater@roanokeva.gov**

The Stormwater Utility, a division of the Public Works Department, performs routine and as-needed maintenance of the City’s stormwater conveyance and drainage systems. This includes piped systems under city streets, ditches along public rights-of-way, and maintenance of City owned stormwater detention and management facilities. The Stormwater Utility can also provide guidance related to properties located in floodplain areas. Questions regarding stormwater issues can be directed to Stormwater’s main office at 853-5900.

Stormwater drainage issues are investigated to determine:

- The nature of the issue(s).
- If the drainage issue is related to a public street or facility (city’s responsibility to resolve).
- Potential resolution(s) to the issue.

Minor repairs such as pipe cleaning, inlet repairs, ditch maintenance and installation of short sections of pipe can be completed quickly by our maintenance crews. Minor projects are often completed on a time frame ranging from days to months based on the nature of the work.
When a stormwater issue is determined to be a major project, the work is conceptually scoped, ranked and added to our Capital Improvement Program. Once a project is scoped and ranked, the requestor is notified of the project priority. 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 several years from request to completion depending upon the project priority and when funds become available.

Funding for maintenance and capital stormwater projects are made available through the City’s Stormwater Utility Fee.

**Street Cleaning**  
853-2000, Press 4, stormwater@roanokeva.gov  
The city’s goal is to clean all residential streets on a monthly basis while major arterial streets are cleaned more frequently, typically overnight. The City has a crew dedicated to daily cleaning in the downtown area. In addition, bad spills are cleaned upon notification.

**Street Lights**  
Maintenance, 800-956-4237, Request new, 540-853-2385 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**  
540-853-2000, Press 3, 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**  
540-853-2000, Press 3, 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: 540-853-2236
www.playroanoke.com/parks-facilities/fallon-park/
2116 Dale Ave SE, Roanoke, VA 24013

Washington Park Swimming Pool: 540-853-2236
www.playroanoke.com/parks-facilities/washington-park/
1610 Burrell St NW, Roanoke, VA 24012

Tax Relief & Incentive Programs 540-853-2771, realestate@roanokeva.gov
The following programs offer incentives or credits for real estate:

- Elderly and Disabled and Disabled Veteran Homeowners Tax Relief
- Partial Tax Exemption on Rehabilitated Buildings
- City Code for All Rehab Programs
- Enterprise Zone Programs
- Tax Exemption for Use of Certified Solar Energy Equipment
- Special Tax Rate on Use of Certain Energy Efficient Buildings

For more information on qualifications: https://www.roanokeva.gov/Tax-Relief-Incentive-Programs

Taxes and Fees (See also Commissioner of the Revenue)

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.

**Traffic Signals and Signs, Maintenance and Improvements, 853-2686, transportation@roanokeva.gov**
General maintenance and improvements to existing systems are the responsibility of Traffic Engineering.

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

**Trash (See Solid Waste p. 37)**
Treasurer, 540-853-2561, treasurer@roanokeva.gov

The Treasurer is one of five elected constitutional officers in the city, as directed by the State of Virginia 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 State of Virginia and the United States Government.

Tree Care and Planting, 540-853-1994, 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, 877-572-6333, 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
540-853-2281, www.roanokeva.gov/registrar

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 incapacitated 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 they reside. Individuals must be registered 21 days before a primary or general election. Addresses must be kept current on the registration records, and remain a resident of the city in order for voter registration to remain active.

In addition to being able to vote on election day in one’s assigned precinct, all Virginia voters have the options noted below.

1. All registered voters can vote early in person at the Office of Voter Registration and Elections, located at 317 Kimball Avenue NE. In person early voting begins on the 46th day before election day, Monday through Friday, plus the two Saturdays immediately preceding election day, 8 am to 5 pm. Appropriate voter identification is required.

2. Voters can also request a vote by mail ballot. The deadline to apply for a vote by mail ballot is 5 pm on the eleventh day preceding election day (two Fridays before election day). All ballots must be returned by mail (return postage is provided) and postmarked as of election day or earlier. Ballots can also be returned in person to Office of Voter Registration and Election, located at 317 Kimball Avenue NE by 7pm on election night.

Eligible Virginia voters can apply online at www.elections.virginia.gov or can obtain an application at the Office of Voter Registration and Elections.

**Water and Sewer Service, 540 853-5700, info@westernvawater.org, westernvawater.org**

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 the Counties of Roanoke, Franklin and Botetourt. Service is also provided to the Town of Boones Mill, and effective July 1, 2022, the Town of Vinton.

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 in the Roanoke Valley 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 the U.S. 220 South corridor into Franklin County; and Muse Spring which supplements the eastern portion of the Carvins Cove service area southeast of downtown.
Approximately 19-mllion gallons of drinking water is tested and distributed 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 an average of 37-million gallons of wastewater a day from the entire Roanoke Valley and adheres to rigorous state and federal standards of wastewater treatment. Wastewater effluent is discharged, fully treated, to the Roanoke River.

**Water Pressure and Quality**
The Water Authority’s Water Quality Division handles questions about water pressure and quality. The Water Authority 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 Quality Division or see www.westernvawater.org/waterquality.

**Water Leaks and Broken Fire Hydrants**
The Water Authority’s Filed Operations Division maintains more than 1,500 miles of water lines, 990 miles of sewer lines and 6,000 fire hydrants in the service area. Damaged or leaking water mains and hydrants should be reported to the Water Authority. The Field Operations Division includes construction/maintenance crews that are responsible for installing new water and sewer services, repairing or replacing damaged water and sewer lines and associated maintenance activities. The Water Authority 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. Customers who call 853.5700 are assisted by Water Authority staff Monday-Friday 8am-5pm. On nights, weekends and holidays, Roanoke County 911 Call Center staff will answer that phone line and dispatch Water Authority technicians to assist customers with water or sewer emergencies.

**Water and Sewer Service and Billing**
New or existing customers wishing to start, stop or transfer service should contact the Water Authority by phone (853-5700) or by email (info@westernvawater.org).

Bills for water and sewer service are mailed to customers every month. A variety of payment options are available including by mail, phone, text, auto draft or through our payment drop boxes or kiosk. Please see www.westernvawater.org/paymybill for a full list of options.
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 Division at 853-5700.

Recreation
The Carvins Cove Reservoir and Natural Reserve is open to the public. The Natural Reserve is the second largest municipal park in the United States. The 12,700 acre park’s watershed is primarily owned by the City of Roanoke while the reservoir and balance of the watershed is owned by the Western Virginia Water Authority. Recreational amenities include hiking, biking, horseback riding, fishing, boating and standup paddling. Camping and swimming are not allowed. For more information, hours, and user fees, please see www.westernvawater.org/carvinscove.

Bird watching is available through a pass system at the Roanoke Regional Water Pollution Control Plant. A variety of habitats, including river, woodland, lake, grassland and pond, are found on the 100-acre property. For more information, please see www.westernvawater.org/birding.

Weeds, Code Enforcement, 540-853-2344, code.compliance@roanokeva.gov
Weeds 10 inches in height or taller are considered a public nuisance and must be cut. A notice will be posted on the property and a notice will be mailed to the owner of record. If the weeds are not cut the city will abate the nuisance, bill the owner for the cost of abatement and place a lien on the property if the bill is not paid.

Youth Haven, 540-853-5590, Juvenile@roanokeva.gov
The Youth Haven program purchases services for VJCCCA eligible youth from community providers. VJCCCA is the Virginia Juvenile Community Crime Control Act and eligible youth are those before the court on a petition, or before Juvenile Intake on a complaint of Delinquency, Child in Need of Services (CHINS), or Child in Need of Supervision (CHINSup). Male and female clients ages 12-17 can receive individualized non-residential services based on a referral from the Juvenile Court or Court Service Unit. Brief interventions include, but are not limited to: Individual and Family Counseling, Anger Management, and Life Skills Coaching.
DOES YOUR PAINT LOOK LIKE AN ALLIGATOR?

YOU MIGHT HAVE LEAD PAINT!

FIND OUT MORE! ROANOKEVA.GOV/LEADSSAFE
The City of Roanoke's Lead Safe Roanoke is a HUD funded program designed to reduce lead poisoning in children.

Eligible applicants receive comprehensive services to identify and stabilize deteriorating lead based paint hazards in their home and/or rental units.

Who qualifies for the LSR program?

- You live in the City of Roanoke
- Your home was built before 1978 and is not located in the flood plain
- You have a child age 5 or under living in or regularly visiting the home
- You meet income eligibility guidelines

For more information or an application visit:
www.roanokeva.gov/leadsafe

Lead Safe Roanoke
Noel C. Taylor Municipal Building
215 Church Avenue, SW
Room 208 North
Roanoke, VA 24011
540-853-5682
LSRinfo@roanokeva.gov
The City of Roanoke views art and culture as integral to the community. They enhance the quality of life for Roanoke’s citizens, support education, foster wellbeing, strengthen all of our voices, stimulate the economy, and increase tourism. Art in our public spaces heightens sense of place and community identity, enlivens the visual quality of public space, and enriches the spirit and pride of our citizens.

Roanoke Arts Commission
The mission of the Roanoke Arts Commission (RAC), as established in 1983, is to “advise and assist city council on matters relating to the advancement of the arts and humanities within the city” to establish Roanoke as a vibrant, prosperous community where arts and culture engage people in all aspects of life.

The Roanoke Arts Commission increases the collective impact of the arts and cultural community by:

- Advocating for arts cultural initiatives and investment
- Managing and informing the City’s Public Art Plan.
- Advancing the City’s Arts and Cultural Plan.
- Guiding City investments in arts and culture.

The RAC is composed of 15 volunteers. Each member is appointed by Council to a three-year term. Terms can be renewed twice if the member is reappointed by Council.

Upcoming events include a year of artist-driven community activity in the YEAR OF THE ARTIST 2022-23, and a celebration of the Roanoke Arts Commission’s 40th anniversary in 2023-24.

To discover more visit: www.artinroanoke.org and www.roanokearts.org.

Follow @artinroanoke on Facebook and Instagram.

Sign up for the monthly newsletter at www.roanokearts.org or https://www.roanokeva.gov/list.aspx

Apply to serve on the RAC at https://www.roanokeva.gov/2338/Council-Appointed-Bodies
Welcoming Week is the 3rd week of September, but Roanoke, VA strives to be a welcoming and inclusive community year round! The City of Roanoke has received the Gateways for Growth Challenge grant, which will provide technical assistance in creating an immigrant integration plan to help make our community more welcoming and equitable for all people.

New Americans in Roanoke
The Demographic and Economic Contributions of Immigrants in the Region

Population Growth

Immigrants made up 5.5% of the total population in the Roanoke region in 2017. Between 2012 and 2017, the immigrant population in the region increased by 8.6%, from 10,906 to 11,842. The overall population grew by 1.2%, from 214,553 to 217,212.

11,842 immigrants lived in the region in 2017. Their top five countries of origin were:

1. Mexico ........................................... 11.6%
2. Honduras ..................................... 10.7%
3. Haiti ............................................. 6.5%
4. India ............................................. 6.2%
5. Philippines .................................... 5.3%

Spending Power & Tax Contributions

Given their income, immigrants contributed significantly to state and local taxes, including property, sales, and excise taxes levied by state and local governments.

Amount earned by immigrant households in 2017: $303.9M

Leaving them with $228.7M in spending power.

$52.0M went to federal taxes,

$23.1M went to state and local taxes.

FEDERAL

STATE AND LOCAL

1. Mexico ........................................... 11.6%
2. Honduras ..................................... 10.7%
3. Haiti ............................................. 6.5%
4. India ............................................. 6.2%
5. Philippines .................................... 5.3%
Roanoke City Council

The Honorable
Sherman P. Lea, Sr.
Mayor

The Honorable
Patricia White-Boyd
Vice Mayor

The Honorable
William D. Bestpitch

The Honorable
Joseph L. Cobb

The Honorable
VACANT

The Honorable
Stephanie Moon Reynolds

The Honorable
Vivian Sanchez-Jones