Quick Directory

City of Richmond
Emergency ......................................................... 911
Citizens’ Assistance ........................................ 646-7000

Non-Emergency
Police ................................................................. 646-5100
Fire ................................................................. 646-5100

Utility Services
Natural gas, water, sewer ......................... 646-3000
Electricity ...................................................... 1-888-667-3000

Other Government Services
Public Works ................................................... 646-0999
Health Department ......................................... 646-3153
Social Services .................................................. 646-7212
Hispanic Liaison Office ................................. 646-0145

Internet
City Web Site .................. www.RichmondGov.com
Schools Web Site ........... www.Richmond.k12.va.us

Office of the Press Secretary to the Mayor
City Hall
900 E. Broad St., Suite 404
Richmond, VA 23219
646-7985
Fax 646-5945
Guide to City Services

For a more complete listing, refer to the Blue Pages in your telephone book or to the directory on the City’s Web site at www.RichmondGov.com

Abandoned/Inoperable Motor Vehicles
See: Motor Vehicles, Abandoned, Inoperable

ABC Licenses for Business Operations
The Commonwealth of Virginia’s Alcohol Beverage Control (ABC) Board grants licenses to sell alcohol. The City also levies a business license fee for those businesses with ABC permits. The ABC Board can be reached at 213-4400 or 213-4624.

Abused/Neglected Children
See: Child Abuse/Neglect

Adopt-A-Spot
See: Clean City Commission

Adopt-a-Tree
The Adopt-a-Tree coordinator recommends varieties of trees available through the Adopt-a-Tree program. For information, call 646-6785 or 646-0999.

Adoption
The Department of Social Services’ Child and Family Services Office provides adoptive placements for children. They also conduct home studies on potential adoptive parents to match children with appropriate adoptive homes. For more information call 646-7212.

Adult Education
Richmond Public Schools offers an Adult Education Program. Call 780-4388 for more information.

Aging
See: Senior Citizens Services

Aid-To-Dependent Children
See: Financial Assistance

AIDS/HIV/STDs
Call 646-6855 or 646-0420 or visit the clinic at 500 North 10th Street.

Alcohol Abuse
See: Substance Abuse

Alleys/Maintenance
See: Maintenance/Public Property or Maintenance/Private Property

Ambulance Authority
The Richmond Ambulance Authority is an independent organization providing first aid, life support and transportation services for citizens in emergency situations. Two members of the City Council and two representatives of the City Administrator serve on the Board of the Richmond Ambulance Authority. The office is located at 2400 Hermitage Road, Richmond, Virginia 23220. Visit www.raaems.org.

Emergencies...................................... 911
Office.................................................. 254-1150
Fax.................................................... 254-1149

Animals

Dog Bites
The Department of Public Health, Environmental Control Team, investigates all reports of dog bites and can be reached at 646-3120.
See also: Dogs in Parks

Licenses
Owners of cats and dogs are required to purchase an annual license for each animal they own. Licenses are available from the following locations:
• City Hall, Room 102, 900 E. Broad Street;
• East District Center, 701 N. 25th Street;
• Animal Hospital, 2412 N. Lombardy;
• Banner Dog Grooming, 404 W. Cary St.;
• Boulevard Animal Hospital at Belt Blvd.
and Midlothian Turnpike
• Broad St. Vet. Hospital, 3320 W. Broad St.;
• Chesterfield Vet. Clinic, 3301 W. Broad Rock Blvd;
• Dog & Cat Shoppe, 6952 Hull Street Road;
• Fan Vet. Clinic, 307 N. Robinson St.;
• Richmond Animal Shelter, 1600 Chamberlayne Ave; and
• Stratford Hills Vets, 6927 Forest Hill Ave.
For information about animal licenses and fees call 646-5700 or 646-5573.

Animal Care and Control
The Animal Care and Control Division provides humane care for stray, abused and lost animals. Professional animal control officers investigate animal cruelty, issues licenses, enforces rabies laws, picks up stray/vicious animals, conducts adoptions and lost and found services, and provides pet education programs. Call 646-5573. To report a barking dog after business hours that you consider a nuisance, call Police Communications at 646-5100.

Assessments
See: Real Estate Assessment and Taxation

Assessor of Real Estate
The Office of the Assessor of Real Estate is located in Room 802, City Hall, 900 East Broad Street, Richmond, 23219. This office conducts all real property appraisals for property in the city based on fair market values and administers all tax rehabilitation exemption programs. The property is assigned an “assessed value” for the purpose of levying property tax. The tax ratio is set annually as part of the City’s budget process.
Customer Service………………646-5600
Fax……………………………..646-5686

Athletics
The Department of Parks, Recreation, and Community Facilities offers athletic programs year round. The department’s athletic programs attract thousands of youth in activities that include football, basketball, soccer, baseball, golf, tennis, swimming, cheerleading, lacrosse and track and field. Spotlighting the success of these programs are the award-winning Hook-A-Kid on Golf Program, which gained national recognition, and the Richmond Racers Swim Team, frequent swim meet champions. For additional information, call the community center nearest you or 646-1175.

Attorney’s Office
The City Attorney’s Office is located in Room 300, City Hall, 900 East Broad Street, Richmond, Virginia 23219. The City Attorney provides legal services to City administration and elected officials. A citizen may file a claim for loss or injury against the City. All claims should be mailed to the Office of the City Attorney at the above address.
Customer Service……………… 646-7940
Fax……………………………..646-6653

Auctions
The City of Richmond auctions City vehicles and tax delinquent City property. See the classified advertisements in the Richmond Free Press for the location and dates of those auctions. To get on the mailing list, call Motley’s Auction House at 355-2100. For real estate auctions, see the “City Sells” section of this guide.

Auditor’s Office
The City Auditor’s Office is located in Room 806, City Hall, 900 East Broad Street, Richmond, Virginia 23219. The City Auditor provides internal auditing services and financial consulting to City departments and agencies. The office also investigates allegations of fraud, embezzlement, and abuse. The Auditor’s Office supports a hotline so that citizens and employees may report suspected unlawful and wasteful acts committed by City employees. Citizens may leave a message, and an auditor will contact them directly.
Hotline…………………………646-5697
Customer Service………………646-5616
Fax……………………………..646-2230

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Automobiles/Registration and License Fees
See: Motor Vehicles/City Registration and License Fees

Awards/Proclamations/ Recognition by Council
At each City Council meeting, time is set aside to allow for civic groups and organizations to be recognized by the Mayor and members of the City Council for outstanding service to their community or the City. For more information call the Clerk’s Office at 646-7955.

Behavioral Health Authority
The Richmond Behavioral Health Authority provides mental health, mental retardation and substance abuse services for the citizens of Richmond. The number for both general information and 24-hour emergency service is 819-4100.

Bicycles/Lost or Stolen
To report a lost or stolen bicycle, citizens should contact their local Police Precinct. Refer to the Police Precinct section for contact information, or call 646-0400.

Bills/Fees/City Charges
Bills issued by the City are due by the date shown on the bill. Please contact the specific department noted on the bill if you have questions. Payment arrangements are considered when necessary.

City customer service representatives will accept all major credit cards, cash, check, and money orders for payment purposes. Credit card payments for personal property taxes, real estate taxes, parking tickets, and utility bills (E-bill) can be made through the City’s online payments page at www.RichmondGov.com. With the exception of the free Department of Public Utilities E-Bill program, there is a small convenience fee charged by the vendor when paying bills by credit card. Billing questions may be directed to Finance Customer Service at 646-5690 or Citizens’ Assistance at 646-7000.

Payment Locations:
• The main payment office is in Room 102, City Hall, 900 East Broad Street
• A drop box located outside of Room 102 in City Hall
• East District Center at 701 North 25th Street
• City libraries with the exception of the Bon Air branch
• Southside Community Services Center, Southside Plaza

Note: During the peak tax period (March to May) additional payment sites are available.

For payment of taxes to the City, refer to the Tax Information section.

Birth Certificates
See: Vital Statistics

Booting
The City of Richmond recently implemented a vehicle immobilization (booting) program. When a citizen has three or more outstanding parking citations owed to the City, his/her vehicle may be towed or booted. You must pay the entire delinquent parking ticket balance to have the boot removed or to retrieve your car from the towing lot. See “Motor Vehicles” regarding towing information.

To pay by credit card, call Paylock at 1-866-404-6373. To pay by cash, you must come to City Hall at 900 E. Broad St., room 102. After payment, either Lanier
Parking Services will come out to remove the boot (within 30 minutes) or you can obtain an authorization code from Paylock and remove the boot yourself. The citizen is then responsible for returning the boot to Lanier Parking Services, 1923 E. Franklin St., between 8 a.m. and 5 p.m. If after hours, the boot must be returned the next business day.

Lanier Parking Services .......... 225-7275

**Budget and Strategic Planning**
The Department of Budget and Strategic Planning is located in Room 1100, City Hall, 900 East Broad Street. The Department is responsible for formulating, administrating and forecasting the City’s operating and capital budgets. Copies of budgets are available in each Richmond Public Library branch and on the City’s Web Site.

Customer Service .................. 646-7913

**Building Permits**
See: Permits and Inspections

**Buildings/Unsafe, Vacant or Open**
Contact the Department of Community Development, Property Maintenance Office, at 646-6419 to report any unsafe situations.

**Buses**
See: Greater Richmond Transit Company

**Business Licenses/Application and Fees**
See: Permits and Licenses

**Business Services Incentives**
The City offers business incentives to encourage growth and investment in various areas. Contact the Department of Economic Development at 646-5633 for information on the many programs available.

**Incubator (Maggie Walker Business & Technology Center)**
The Maggie Walker Business and Technology Center houses a non-profit incubator for growing high-tech companies. The facility offers business support services and office space to defray start-up costs for small businesses. The incubator is a project of the Industrial Development Authority (IDA) and is located at 501 East Franklin Street, Richmond, VA 23219. For more information, call 521-4002, or send a fax to 521-4004.

**Minority Business Development**
The City’s Office of Minority Business Development (OMBD) facilitates, produces and advances opportunities for minority, emerging and disadvantaged businesses to participate in contracting opportunities available in the city. OMBD sets goals on city projects valued at or above $1 million and then monitors these contracts for compliance. Businesses registered with OMBD receive management, marketing and technical assistance, as well as business development strategies that will assist in positioning their firms to compete for city contracts.

Customer Service ................. 646-5947
Fax ........................................ 646-0136

**Businesses/Illegal Use**
Contact the Department of Community Development, Zoning Enforcement Office, at 646-6340 to share information or question a business operation.

**Cable Television**

City Channel 17
City Channel 17, operated by the Office of the Press Secretary to the Mayor, is the government access channel for the City of Richmond. City residents who subscribe to Comcast Cable can watch community programs and view information on City services and activities, as well as replays of City Council meetings and other

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public service programming. For more information, call 646-7023.

**Cable TV Service**
Cable television service in the City of Richmond is provided by Comcast. The customer service number is 266-1900.

**Capital Improvement Programs (CIP)**
Copies of the Capital Budget are available through the Office of Budget and Strategic Planning at 646-7913.

**Car Decals**
The City of Richmond does not require vehicle decals effective January 1, 2006. An administrative license fee still applies. See: Tax Information

**Chamber of Commerce**
The Greater Richmond Chamber of Commerce promotes and assists the local business community. For information, call 648-1234. The web address is [www.grcc.com](http://www.grcc.com).

**Cemeteries**
The Department of Parks, Recreation, and Community Facilities operates seven public cemeteries, three of which are noteworthy for their history: Shockoe Hill, Oakwood and St. John’s Church. The others are Riverview, Maury/Mount Olivet, and the Barton Heights (listed on the Virginia Landmarks Register and the National Register of Historic Places.) Cemeteries are open daily from sunrise to sunset. For more information, visit [www.RichmondGov.com/parks](http://www.RichmondGov.com/parks)

**Census Data**
Current population and housing data for the City of Richmond is available from the Department of Community Development at 646-6335 and on the city Web site at [www.RichmondGov.com](http://www.RichmondGov.com).

**Child Abuse/Neglect**
To report cases of child abuse or neglect in Richmond, please call the Virginia Department of Social Services’ 24-hour hotline at 1-800-552-7096. The City’s customer service number for Child Protective Services during business hours is 646-0438.

**Child Safety Seat Installation**
The Richmond Department of Fire and Emergency Services offers free information and assistance with proper installation of child safety seats at three fire stations. To schedule a child safety seat installation appointment, call:
- Station #14, 2934 Hawthorne Ave., 646-0745
- Station # 17, 2901 Bainbridge St., 646-8096
- Station #19, 311 Maple Ave., 646-1701

Car seats for infants and children are also available at no cost to income eligible city residents from the Department of Health, 646-4085.

**City Clerk, Office of the**
The City Clerk’s Office is located in Room 200, City Hall, 900 East Broad Street, Richmond 23219. The City Clerk is appointed by City Council. The Office of the City Clerk maintains the official journal of City Council’s proceedings and an index of all resolutions and ordinances that are considered by the Council. All records in the office are public records and available at any time during regular business hours, 8 a.m. to 5 p.m., Monday through Friday.
Customer Service................. 646-7955
Fax................................. 646-7736

**City Code /City Charter**
For information on the City Code, the City Charter, and/or City ordinances, call the City Clerk at 646-7955.

**City Council Districts/Representatives**
To obtain a map of the districts and a roster of City Council members, call the City Clerk’s Office at 646-7955. This information is also available at [www.RichmondGov.com](http://www.RichmondGov.com) under City Council or from the Voter Registrar’s Office at 646-5950.
City Council Meetings/Agenda
The City Council meets in formal session on the second and fourth Mondays of each month at 6 p.m. in Council Chambers on the 2nd floor of City Hall, 900 East Broad Street. The Council also meets for informal work sessions at 3 p.m. in the large conference room on the second floor of City Hall prior to the formal meetings. All meetings of the Council are open to the public unless otherwise indicated. The meetings are televised live on WCVW Channel 57 (cable 24) and replayed on the City government’s cable channel 17 several times during the following week. For an agenda of the upcoming meeting, call 646-7955.

City Hall Offices
City Hall is located at 900 East Broad Street, Richmond, Virginia, 23219. City Council Chambers and offices of the Mayor, and most City departments are located here. All offices are open from 8 a.m. to 5 p.m. weekdays. Tax and utility payments are made on the first floor of City Hall. For more information call Citizen’s Assistance at 646-7000.

“City Sells” Program (Rehabilitated and Tax-Delinquent Property Sales)
This program, operated by the Office of Real Estate Management together with local neighborhood organizations and the Richmond Redevelopment Housing Authority, links interested buyers with houses or lots available for purchase in the city. Information about properties available for purchase or up for auction is available on the City’s Web site at www.RichmondGov.com/departments/real_estate_services, click on “City Sells,” or call Real Estate Services at 646-3727.

Clean City Commission
The Richmond Clean City Commission is composed of City Council appointees and concerned volunteers who help clean and beautify Richmond. For more information call the Clean City Commission Coordinator at 646-6785.

Adopt-A-Spot
The Richmond Clean City Commission’s Adopt-A-Spot Program is designed to help clean up Richmond. Individuals, organizations, and/or businesses “adopt” a street, intersection, lot or park, and agree to keep the area of their choice cleared of litter for at least two years. After having completed four cleanups, the group is recognized with signage at the location, a special certificate of appreciation and a mention on the City’s web site with other volunteers.

Clean-Ups/Neighborhoods
Any neighborhood or business association or group of concerned neighbors may request City refuse trucks to assist their volunteer cleanup effort. Clean-up request forms are available on the City’s web site.

Truck Loan Program
Between April and October each year the City Department of Public Works provides a service where citizens can request a truck for a residential or neighborhood clean-up at any location with advance notice and an address where the truck is to be parked. For more information or to arrange for this service, call 646-0999.

Graffiti Abatement
The City is engaged in an effort to fight graffiti vandalism. To report graffiti anywhere in the city, please call the graffiti hotline at 646-0999. If graffiti vandals are at work, call 911 to report the crime.

Cleanliness of Establishments
Contact the Department of Public Health at 646-3120 with any concerns about the health and cleanliness of any establishment, such as hotels, restaurants, merchants and staff.

Commonwealth Attorney’s Office
The Commonwealth’s Attorney Office is located in the John Marshall Courts

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Community Centers
The Department of Parks, Recreation and Community Facilities offers a variety of recreational programs for children, adults and seniors at its community centers. The centers are divided into three districts: North/East District, South/Broad Rock District and the South/West District. During the school year, most centers are open from 1:30 to 10 p.m. weekdays. All centers are closed on Sundays and holidays. Many neighborhood groups, clubs and associations use the community centers for meeting space. For information, call the center nearest you.

North/East District
Battery Park, 2803 Dupont Circle .... 646-0944
Calhoun, 436 Calhoun St. ........ 646-4083
Chimborozo, 3000 E. Marshall St...... 646-0269
Creighton, 2101 Creighton Rd ...... 646-4511
Gill Center, 2510 Phaup St ........... 646-4309
Highland Park & Ann Hardy Plaza, 3300 First Avenue .................. 646-4824
Hotchkiss 701 E. Brookland Park Boulevard ... 646-4466
Mosby, 1000 Mosby Street ........... 646-0029
Pine Camp Cultural Arts and Community Center, 4901 Old Brook Road........ 646-3672
Powhatan, 5051 Northhampton St.. 646-0973
Whitcomb, 2302 Carmine St......... 646-2988

South/Broad Rock District
Bellemade, 1800 Lynnhaven Ave.... 646-8235
Blackwell, 300 E. 15th Street ....... 646-8630
Broad Rock, 4615 Ferguson Lane ... 646-0269
Hickory Hill, 3000 E. Belt Blvd ...... 646-7934
Hillside, 1500 Hardwood St......... 646-8269
T.B. Smith, 2015 Ruffin Road ....... 646-8490

South/West District
Westover, 1301 Jahnke Road ........ 646-8995
Randolph, 1415 Grayland Ave....... 646-1080
G.H. Reid, 1301 Whitehead Road ... 646-0152
Thompson, 7825 Forest Hill Avenue 646-1029
Westhampton, 5800 Patterson Ave... 646-1113

Community Development
The Department of Community Development is located in Room 501, City Hall, 900 East Broad Street, 23219. The department includes the offices of Land Use Administration, Comprehensive Planning, Transportation Planning, Block Grant Administration and Housing, Neighborhood Planning, and Permits and Inspections. To check the status of a building trades permit (electrical, gas, piping, plumbing or mechanical) or to schedule an inspection call SPANLINK at 646-0770.

Building Code Enforcement ........... 646-6419
Environmental Code Enforcement... 646-7448
Zoning Administration .................. 646-6340
Zoning Administration Fax .............. 646-6358
CAPS ........................................ 646-4150
Land Use Administration .............. 646-6304
Permits & Inspections Bureau ...... 646-6955
Housing and Neighborhood Preservation .... 646-6344
Comprehensive Planning ............... 646-6335
Comprehensive Planning Fax ........... 646-5789

Construction/Unsafe Conditions or Unauthorized Work
To report unsafe construction site conditions, or work being done without the proper permits, contact the Permits and Inspections Office at 646-6955.

Convention Center
The Greater Richmond Convention Center promotes the city of Richmond as a destination for large conferences, meetings, conventions, and trade shows. For more information call 783-7300 or visit www.richmondcenter.com.

Courts
Circuit – John Marshall Courthouse, 400
Day Care
For information on day care for recipients of Aid-to-Dependent Children, call the Richmond Social Services at 646-7407. To become a licensed provider of day care, call Virginia Social Services at 662-9743. To provide day care within the unlicensed guidelines, call Richmond Social Services, at 646-7407.

Dead Animals
See: Animals

Death Certificates
See: Vital Statistics

Decals
See: Car Decals

Deeds
The Circuit Court in the John Marshall Courts Building handles requests for deeds at 400 North 9th Street. The records are located in the Circuit Court record room, Room LL4, in the basement. For more information, call 646-6530.

Digging
Before beginning any outdoor project that involves digging, call Miss Utility at 1-800-552-7001 to ensure your project will not cut into an underground utility line, causing a potentially serious accident or outage. Miss Utility will mark all of the utility lines.

Before digging in public streets or roadways, a Work in the Streets Permit must be filed. Applications are available in Room 110 of City Hall. Bring a drawing of the improvements with the application. Fees for the permits range from $20 to $100. Some work may require City Council approval as an encroachment. For more information call 646-6440. See: Encroachment

Crime Stoppers
Through the Crime Stoppers program, law enforcement agencies seek the help of the community to solve crimes. If callers have information about a crime that occurred in the city of Richmond or the counties of Henrico, Hanover, Charles City, New Kent or Goochland, they are asked to call Crime Stoppers at 780-1000. Residents do not have to give their names or testify in court. If the information is valuable to the investigation, callers can be rewarded up to $1,000.

Criminal Justice Planner
The Criminal Justice Planner at 646-5410 provides information about pre-trial and community corrections services for adult offenders.

Crisis Intervention Services
The Richmond Behavioral Health Authority offers crisis intervention services. For more information, 24 hours a day, call 819-4100.

Curfew/Youth
The Department of Justice Services is responsible for administering a citywide youth curfew. Citizens who witness any person under the age of 18 out between the hours of 11 p.m. and 5 a.m., seven days a week, are asked to call Police Communications at 646-5100 or the Southside Curfew Center at 646-8975.
Ditches/Maintenance
Contact the Department of Public Works at 646-0999 with requests for maintenance work on ditches.

Dogs/Barking, Bites, Licenses, or Strays
See: Animals

Dogs in Parks
No unleashed dogs are allowed in any city park except Barker Field in Byrd Park near the Carillon. No dogs, leashed or unleashed, are allowed in Byrd Park, Maymont Park, the Azalea Gardens in Bryan Park, park recreation areas, athletic fields, park areas equipped or designated as children’s play lots, or any area posted forbidding dogs. Fines of up to $250 can be issued by Animal Control officers or police.

Guide dogs, hearing dogs and service dogs as defined in Section 51.5-44 of the Code of Virginia are exempt from these rules. Requests for special permits to take a dog into a park must be made in writing to the director of Parks, Recreation and Community Facilities three working days prior to the time of the request. Dogs must have a license and be vaccinated to receive a special permit.

Dogwood Dell
Dogwood Dell is a City owned and operated open-air performance center. The Department of Parks, Recreation, and Community Facilities manages this facility and plans the public events. The summer Festival of Arts at Dogwood Dell is the longest running series of its kind in the city. For a complete listing of events, call 646-DELL.

Domestic Violence
If an emergency situation exists call the police at 911. The police non-emergency number is 646-5100. Richmond Behavioral Health Authority provides mental health counseling for domestic violence victims and can be reached at 819-4100. To contact the YWCA Women’s Advocacy Program, call 643-0888. The National Domestic Violence Hotline is 1-800-799-SAFE (7233).

Drainage Problems/City Property
See: Maintenance/City Property

Driver’s License, License Plates, Registration, and Car Title
See: Motor Vehicles/State Registration and DMV Information

Due Dates
Jan. 1 - Assessment date. Values of real estate, personal property and machinery and tools are established.
Jan. 1 - License for dogs and cats due.
Jan. 15 - Real estate written applications are taken for assessment appeals (due by March 31).
March 1 - Business license renewals due.
March 31 - Real estate tax relief applications due.
May 1 - State income taxes due.
May 1 - Machinery and tool taxes due.
May 1 - Personal property taxes due for business (furniture and fixtures).
May 1 - Personal property taxes due for boats, trucks, trailers and motorcycles.
May 1 - Personal property taxes due for individual vehicles.
June 1 - Bank franchise taxes due.
June 15 - Business license renewals and second half payments due.
June 15 - Real estate taxes due.
June 30 - Board of Review deadline for filing appeal of real estate assessment.
July 1 - Display date for annual Fan parking decals.
Dec. 31 - Business licenses expire.
Dec. 31 - Dog and cat licenses expire.

Miscellaneous taxes
Admissions, Lodging and Meals taxes - Due the 20th of each month following the month of collection.
Consumer Utility - Due the 15th of each month following the month of collection.
Parking tickets - Due within 15 days of receipt.
**East District Initiative**
The East District Initiative (EDI) delivers public services for residents of the 7th Council District. The EDI is based in the East District Center, 701 N. 25th Street, Richmond 23223.
Customer Service ................. 646-4599
Fax ........................................ 646-4510

**Economic Development**
The City’s Department of Economic Development is located at 501 E. Franklin Street, 8th Floor, Richmond 23219. The department offers services to meet the needs of large and small businesses in the city. Department staff assist with site selection, guide businesses through the permitting process, and offer loans and incentives for businesses that further City economic development goals.
Customer Service .................... 646-5633
Fax ........................................ 646-6793

**Emergency Food, Shelter, Heat**
See: Financial Assistance

**Employment/City of Richmond**
The Job Information Hot Line is 646-5900 and is updated weekly. Applications are available online at [www.RichmondGov.com](http://www.RichmondGov.com). You may also call Citizens’ Assistance at 646-7000 for an application or stop by Room 109 at City Hall, 900 East Broad Street, Richmond, VA, 23219.

**Encroachments**
Any use of, or construction within, a public right-of-way is called an encroachment and requires authorization. Most encroachment types may be authorized administratively with the submittal of the City’s Administrative Approval Process Encroachment Application, and in some cases City Council approval may be required. In order to apply for a Council-approved encroachment, complete an encroachment application, with four copies, and submit to Room 110, City Hall, Permits & Services. Provide the required information and a survey plat or plan depicting items such as, but not limited to:
- Length, width, and area of the proposed encroachment;
- Extension into the public right-of-way;
- Distance from the encroachment to the next side street right-of-way line;
- Height above the sidewalk; and width of the sidewalk at the location of the encroachment.

The letter must be accompanied by a $300 check made out to the City of Richmond. This application fee is non-refundable, even if the request is denied.

Any Administrative Approval Process Encroachable Application should include the required liability insurance certificate with the initial submittal, but no later than 15 working days after submittal of the application to Room 110, City Hall. If the insurance certificate is not received within 15 working days after submittal, the application is null and void and the applicant will be required to submit a new application and processing fee. (Insurance limits enabled by Ord. 2005-49-122 adopted 06.13.05).

For more information, call 646-6440.

See also: Permits/Work in the Streets

**Environmental Health**
The Department of Public Health is responsible for inspecting and regulating city restaurants, hotels and motels, barber and beauty shops, drinking water, milk and dairy products, swimming pools and marinas, and sewage disposal. The department also responds to environmental complaints such as pest control, animal nuisances and toxic substances. For more information, call 646-3120.
False Alarms
Property owners or users of alarm systems used for protection of real property (houses or businesses) that are capable of causing notice of the alarm to the police, fire or emergency service departments, must provide a list of who may be notified to respond to a request to deactivate such alarm system if requested to do so by the responding City agency.

Alarm owners/users are required to keep their alarms serviced. During a 180-day period, if a false alarm results in more than one response by police, fire or other emergency service departments, the alarm owner/user will be fined.

Farmers’ Market
This open-air market features fresh produce, arts and crafts, and products by local artists and farmers Thursdays, Saturdays and Sundays, April through December. The market is located at 100 North 17th Street in Shockoe Bottom, near Main Street Station. For hours and special events, call 646-0477 or visit www.17thstreetfarmersmarket.com.

Finance
The Department of Finance on the first floor of City Hall, 900 E. Broad St., 23219, handles the finances for the City. Activity includes issuing licenses, billing fees and other charges, collecting payments, assessing taxes and enforcing collections, managing the City’s debt, and assisting with state income tax preparation.
Customer Service ............... 646-5690
Fax..................................... 646-5848

Financial Assistance
The Department of Social Services determines a citizen’s eligibility to receive financial assistance for basic human needs. Food stamps, fuel assistance, Medicaid, general relief, and other public assistance programs are available for those who qualify.
Customer Service ................. 646-7212
Downtown
900 E. Marshall Street
East District,
701 N. 25th Street
Southside Community Center
4100 Hull Street

Fire & Emergency Services
The headquarters of the Department of Fire and Emergency Services is at 550 E. Marshall St., Suite 202, 23219. The department responds to fires, river rescues, hazardous waste spills and other emergencies. The department also provides a range of prevention and educational programs. For a listing of fire stations and their locations, refer to the Fire Stations section of this guide. “After the Fire” brochures are available at all fire stations to help victims and neighbors deal with the aftermath of a fire.
Fire Administration ............... 646-6663
Fax..................................... 646-7465
Recruitment............. 646-6650, 646-2500
Fire Prevention................. 646-6640

Child Safety Seat Installation.
To schedule a child safety seat installation appointment, call Fire Station #14, 2934 Hawthorne Ave., 646-0745; Fire Station #17, 2901 Bainbridge St., 646-8096; or Fire Station #19, 311 Maple Avenue, 646-1701.

Fire Explorers........646-4910, 646-1526
Youth, ages 14-21, learn about fire services, prevention and life safety.
Fire hydrants ......................... 646-3000
Report a broken fire hydrant.
Fire reports.................... 646-6640
The Fire Department will provide a copy of a fire report for a small fee. Contact the Fire Prevention Office or visit 550 E. Marshall Street, Suite 202.
Fire Safety Survey...646-0618, 646-1526
The Fire Department will inspect a home to assess its safety and recommend any improvements to decrease the risk of fire and/or damages.
Garbage Collection

See: Trash Collection
Golf
The Department of Parks, Recreation and Community Facilities (DPRCF) operates The First Tee of Richmond, a public golf facility, at 400 W. School St. that is open to the public year-round, seven days a week except holidays. The facility features a driving range with covered, heated tees, grass tees, putting green, chipping green, practice bunkers, two three-hole courses, including one for youth, a clubhouse, snack bar, golf shop and two instructional hitting bays.

First Tee offers a variety of golf instruction for children, adults and groups through a PGA-certified teaching professional and youth golf programs. For information on First Tee, call 646-4074. For information on youth golf, call 646-1115.

Graffiti
See: Clean City Commission/Graffiti Abatement

Greater Richmond Transit Co. (GRTC)
The offices of GRTC are located at 101 S. Davis Ave., Richmond, 23220. GRTC is an independent agency which contracts with the City to provide bus transportation within the city limits and to Petersburg and points within Chesterfield and Henrico counties. To contact GRTC, call 358-4782 or visit www.ridegrtc.com for maps and schedules. Tickets are sold in room 115 of City Hall, 900 E. Broad Street.

Hazardous Wastes
Call 911 for emergency spills. The Fire Department handles follow up investigations for hazardous wastes. Investigators may be reached at 646-6660.

Hauling/Moving Permits
See: Permits/Hauling and Moving

Health Department
The Richmond City Health District is located at 900 East Marshall Street, 23219. Responsibilities include ensuring clean air and water, inspecting restaurants, halting the spread of infectious disease, promoting healthy lifestyles, reducing infant mortality, preventing lead poisoning, and curbing teen pregnancy and STDs.

Customer Service ................. 646-3153
Fax ........................................ 646-3111

Hispanic Resources (Recursos Hispanos)
El idioma puede ser una barrera para acceder a los servicios más importantes. La Ciudad de Richmond, en su deseo por facilitar el acceso a sus recursos, ofrece la siguiente lista de publicaciones y/o contactos que pueden ser de utilidad para la Comunidad de habla Hispana. Para asistencia en Español, o en algún otro idioma, llame al 646-7000.

Historic Preservations
The 2,700 properties within the City’s designated Old and Historic Districts fall under the jurisdiction of the City’s Commission of Architectural Review that approves all exterior changes to these properties. Call 646-7550.

Homework Centers
The Richmond Public Libraries’ Homework Centers are open during the school year, Mondays through Thursdays, from 3-6 p.m. There are teachers on location and computers available at each branch site (except Bon Air). For more information, call 646-1526.

Housing and Neighborhood Services
See: Neighborhood and Housing Initiatives and Redevelopment and Housing Authority.

Human Resources
The Department of Human Resources is located in Room 902, City Hall, 900 East Broad Street, 23219. The department is responsible for coordinating employee recruitment, employee relations, training and organizational development, compensa-
functions include project management, database development and maintenance, telecommunications management, operations management, help desk functions, internal consulting and management of the City’s Web site.

To contact the City’s Department of Information Technology, call 646-5639.

**Jail**
The Richmond Sheriff’s Office operates the City Jail. The jail is located at 1701 Fairfield Way, and may be reached at 646-4463.

**Job Hotline**
See: Employment/City of Richmond

**Justice Services**
The Department of Justice Services is located at 600 East Broad Street, Suite 200, Richmond, Virginia 23219. The department promotes public safety, reduces recidivism, and prevents juvenile delinquency through a range of services from non-secure group home settings to the security of a Juvenile Detention Center. The department also offers prevention and diversion programs to both youth and their parents.

Main Office ......................... 646-5987
Juvenile Detention Center,
1700 Oliver Hill Way .......... 646-2937

**Landfill**
Citizens may dispose of yard waste, appliances, tires, small trash, and large furniture items in the City’s landfills. There is no gate fee, though there may be a fee for certain types of waste. Services may

(Continued on page 16)
differ at each landfill. Call the landfill at East Richmond Road at 646-4706 or the Southside Transfer Station at 232-8488. Hours of operation are Monday - Friday 7:30 a.m. to 4:30 p.m. and Saturday 9 a.m. to 2 p.m.

**Landmark Theater**
This historic theater, built in 1926, hosts theatrical and musical performances and special events. Several meeting rooms, including a Grand Ballroom, are available for rental. For information, call 646-0546.

**Land Use Administration**
Land Use Administration is responsible for handling inquiries regarding the use of land and development in the city and updating the Zoning Ordinance. Copies of the ordinance and maps are available to the public.

This division of the Department of Community Development is also responsible for processing special use permits, conditional use permits, community unit plans, and rezoning and subdivision requests. Contact the Land Use Administration office at 646-6304 or fax at 646-5789.

**Conditional Use Permit**
Specific uses within certain zoning districts require additional approval because they have potentially greater impacts on neighboring properties.

**Plan of Development**
POD is an administrative site plan review process that may be conducted either in advance of or in conjunction with the building permit process.

**Rezoning**
Individual properties may be rezoned when requested by property owners.

**Special Use Permits**
Special use permits are issued for requests for use of land, buildings or structures that do not conform to the zoning regulations in the districts in which they are situated.

**Business Uses**
A Certificate of Zoning Compliance (CZC) is required to obtain a business license for the use of property for business purposes.

**Subdivision Ordinance**
Land Use Administration advises the public on the subdivision or re-subdivision of property within the city as set forth in the Subdivision Ordinance. Land Use Administration staff present recommendations to the City Planning Commission, which takes final action on subdivision matters and subdivision applications.

**Community Unit Plan**
A community unit plan is submitted to request the proposed development or redevelopment of large tracts of land (10 or more acres).

Also See: Zoning

**Leaf Collection**
See: Trash Collection

**Libraries/Public**
Richmond Public Libraries services include lending books, CDs and DVDs; access to computers and the Internet; databases with documented information including Learning Express Learn a Test; Family Resource Centers with child development materials; Wi-Fi hotspot with free Internet access for laptops; archival research of public records; infant and pre-school story times and parenting workshops; Homework Help programs; author visits, book clubs and poetry readings; art openings and receptions; musical concerts and recitals, and meeting rooms.

Microsoft Office software is available for use at each library. The Main Library has a Gates Computer Lab which offers regularly scheduled training opportunities. The Public Law Library is located at the Main Library.
Adults and children can receive a library card for use at any of the public library locations. The citizen must present both a driver’s license (or a student ID card) and a document proving the current address.

A monthly calendar of events is available online at [www.richmondpubliclibrary.org](http://www.richmondpubliclibrary.org) or at any library branch.

All City of Richmond libraries, with the exception of the Bon Air branch, have drop boxes for payments of taxes and fees.

**Library Branches:**
Main
101 E. Franklin St., 23219 ...... 646-7223
Belmont
3100 Ellwood Ave., 23221 ...... 646-1139
Broad Rock
4820 Warwick Road, 23221 ...... 646-8488
East End
2414 R Street, 23223............. 646-4474
Ginter Park
1200 Westbrook Ave., 23227 ...646-1236
Hull Street
1400 Hull St., 23224............... 646-8699
North Avenue,
2901 North Ave., 23222 ........ 646-6675
West End
5420 Patterson Ave., 23226 .... 646-1877
Westover Hills
1408 Westover Hills, 23225..... 646-8833

**Licenses**
See Permits and Licenses

**Loading Zones**
For information about establishing or removing loading zones, call 646-0999.

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**Maintenance/City Property**

**Alleys**
The City of Richmond provides surface maintenance to public alleys, which may involve re-grading and adding stone or patching the asphalt if it is paved. If your alley is private, you must call a private contractor. City Code requires property owners and/or occupants to keep alleys free of trash, debris, and brush, and keep vegetation trimmed. For more information, call the Department of Public Works at 646-0999.

**Trees/Bushes/Shrubs/Grass**
The Department of Public Works is responsible for the maintenance and upkeep of landscaped areas in City parks and right of ways. City Code requires property owners and/or occupants keep the public right of way area between the improved street or alley and their property line free of vegetation that would obstruct or impede or threaten the safe and orderly movement of persons or vehicles. In addition, City Code requires property owners and/or occupants keep weeds and grass from growing more than 12 inches high in the public right of way area between the improved street or alley and their property line or to the center of an unimproved street or alley.

The department’s Urban Forestry Division cares for more than 160,000 trees on public land. To request tree maintenance on public property, contact the Urban Forestry Division at 646-0681. All other questions or concerns about the maintenance of vegetation on City property should be directed to 646-0999.

**Drainage**
Contact the Department of Public Works for drainage problems on public property (ditches, streets, roadsides) at 646-0999.

**Junk/Debris Removal**
For the removal of junk and debris on City property call the Department of Public Works at 646-0999.
Sidewalks
To request maintenance and repair of a public sidewalk contact the Department of Public Works at 646-0999.

Street Cleaning/Repair
A street sweeping schedule is available on the City’s Web site www.RichmondGov.com/works. For information on street cleaning and/or repair call the Department of Public Works at 646-0999.

Maintenance/Private Property
Bushes/Shrubs/Vegetation
Property owners are responsible for maintaining their bushes, shrubs, and trees and removing all excess brush and debris. To register a concern about the upkeep of private property, or to report excessive grass or weed growth (more than 12 inches high), call the Department of Community Development, Property Maintenance Division, at 646-7448.

Marriage Licenses
Any Circuit Court in the State of Virginia can grant a marriage license. In Richmond, visit Room 101 in the John Marshall Courts Building, 400 North 9th Street. To find out more about the requirements to obtain a license call 646-6767 for recorded information.

Mayor’s Office
The Office of the Mayor is located in City Hall, 900 East Broad Street, Room 201, Richmond 23219.

Meeting Rooms - Community Centers, Libraries and Other City Facilities
There are meeting rooms available for civic and public service meetings at the libraries, community centers, and other City community facilities like park houses, the Carillon or Pine Camp Arts and Community Center.

To learn more about reserving a space at one of the libraries, call 646-4256. For information about community centers and other community facilities, call the Scheduling Office with the Department of Parks, Recreation and Community Facilities at 646-0761, 646-0036 or 646-0037. For Pine Camp rentals, call 646-3679.

Mental Health/Retardation Services
The Richmond Behavioral Health Authority offers mental health services in crisis intervention, child and family, mental retardation, and adult outpatient services. For more information call 819-4000. RBHA is located at 107 South 5th Street.

MetroCare (Heating Assistance Program)
This gas heating assistance program offered by the City of Richmond and through private donations is administered by United Way and its partner agencies. Contact the Department of Public Utilities at 644-3000 for more information.

Minority Business
See: Business Services/Minority Business Development

Motor Vehicles
State Registration and DMV Information
All new residents of the City of Richmond who own motor vehicles have 30 days from the date of their arrival to register those vehicles with both the Commonwealth of Virginia and the City. To register a vehicle with the Commonwealth of Virginia, obtain license plates, be issued a driver’s license, or make any changes to your vehicle’s title, contact the Department of Motor Vehicles (DMV) at 367-0538 or visit the Richmond office at 2300 W. Broad Street.

City Registration
All vehicles garaged within the city limits of Richmond must be registered with the City. This includes automobiles, motorcycles, recreation vehicles, campers and trailers. All applicable property taxes must be paid. Military personnel living in the city whose legal residence is not Virginia are
exempt from paying the registration fee.

For more information, see personal property taxes and payment. For any additional information, call the Department of Finance Customer Service Office at 646-5700, or visit Room 103, City Hall, 900 East Broad Street.

### Abandoned/Inoperable

When a motor vehicle is left unattended or abandoned on the streets or other public property, it may be removed by the police and placed in storage. Vehicles left unattended or abandoned on private property are the responsibility of the property owner. Call the Department of Community Development, Property Maintenance Division, at 646-7448 to report abandoned/inoperable vehicles on private property. For vehicles on the streets or other public properties, call the City of Richmond Police Department at 646-5100.

### Towed

To determine if your vehicle has been towed and to obtain the location of your vehicle, contact the Richmond Police Department at 646-0400. To retrieve a vehicle from the tow lot, call 233-5757. A fee must be paid before the car can be removed from the lot, even if you are protesting the tow. There is an additional charge for cars left on the lot for more than 24 hours.

### Moving to Richmond

Register your vehicle with both the City of Richmond and the Commonwealth of Virginia Department of Motor Vehicles within 30 days of moving. Pay the City of Richmond prorated personal property tax and vehicle license fee within 60 days of moving to the city. Contact the Finance Assessment Office at 646-5690.

Obtain pet licenses. Contact the Department of Finance at 646-5700.

For gas and water connections, contact the Department of Public Utilities at 644-3000. For electric connections, contact Dominion Virginia Power, 1-800-782-0455. For trash collection (Supercans), contact Public Works at 646-0999.

Register to vote. Contact Registrar’s Office at 646-5950.

Annual personal property payments are due May 1. Real estate tax payments are due on June 15. Fan residents parking decals and annual visitor passes are renewable every July 1.

### Mulch

The City offers free mulch at the landfill at East Richmond Road. If you need help with loading, first call the landfill at 646-4706 to arrange it. The landfill is open Monday through Friday, 7 a.m. to 4:30 p.m. and Saturday 9 a.m. to 2 p.m. For more information or directions, call the Department of Public Works at 646-0999.

### Natural Gas Service

**Leaks**

If you smell a strong, persistent natural gas odor, leave the premises immediately. **do not** light a match or switch anything on or off. From the nearest phone outside the building, call the Department of Public Utilities’ 24-hour emergency number at 644-3000. Call 911 if you have any difficulties reaching that number.
New Connection
If you are a new gas customer and need to be connected to the gas service, call the Department of Public Utilities, Energy Services Division, at 646-5250. Contact the New Connection team at 646-8544 for gas and water construction projects.

Neighborhood Clean-ups
See: Clean City Commission

Neighborhoods and Housing Initiatives
There are many programs and initiatives involving housing and neighborhood improvements, home ownership opportunities, and home financing. There are more than 120 neighborhood associations in the city. Contact the Department of Community Development at 646-6344 or visit the City’s web site at www.RichmondGov.com and click on Departments>Community Development.

Neighborhood Watch
If you would like to start a Neighborhood Watch program, visit www.ncpc.org for helpful information.

Noise
To report excessive noise, especially between the hours of midnight and 7 a.m., contact Police Communications at 646-5100.

Notary
The Citizens’ Assistance Office, Room 109, City Hall, 900 East Broad Street, provides notary services for citizens. To receive an application to become a notary, call 786-2441, or contact the Circuit Court at 646-6505.

Ordinances
Ordinances are laws enacted by the City of Richmond. The City Clerk’s Office, Suite 200, City Hall, 900 East Broad Street, oversees the process and keeps the records. Citizens may also review City ordinances by visiting the Municode site at www.municode.com, where all the municipal codes in the Commonwealth of Virginia are available. For more information, call the City Clerk at 646-7955.

Parking
Parking Fines/Tickets
To pay parking fines/tickets issued by the City of Richmond, you may either mail the payment postmarked by the due date to the address shown on the ticket, or visit our Payment Office in Room 102 in City Hall, 900 E. Broad Street. Payments may also be made online. For information on the payment of parking tickets, call 646-5700.

Parking Meters
To report broken parking meters, call 646-0999.

Parking Permits/Fan District
To obtain parking permits for the Fan District call 646-5700 or visit Room 102, City Hall, 900 East Broad Street or the East District Initiative at 701 N. 25th Street.

Parks
There are more than 50 parks and playgrounds in the City’s park system. Some highlights of the system include Byrd Park with its tennis courts, the Carillon and the Dogwood Dell Amphitheater; the James River Park System which provides hiking, bird watching, rafting, canoeing and rock climbing opportunities; and Forest Hill and Bryan parks, which offer a variety of large pavilions for group outings.

For facilities information about each park or to find the park nearest you, try the Park
Parks, Recreation and Community Facilities

The Department of Parks, Recreation and Community Facilities is located in Room 407, City Hall, 900 East Broad Street, Richmond 23219. The department provides a range of recreational and cultural activities for all city residents. The department is also responsible for community facilities such as the Landmark Theater, the Richmond Coliseum, statutes, monuments, and seven public cemeteries.

Customer Service .................. 646-5733
Fax ______________________________ 646-6931
Web .......... www.RichmondGov.com/parks

Payments
See: Bills/Fees/City Charges
See also: Tax Information

Peddlers
See Permits, Vendor Permits

Permits/Licenses/Inspections

Business Licenses
Owners of city businesses must obtain a business license to operate. New businesses in the city must obtain a license within 30 days of the date of opening. Applicants must first obtain a Certificate of Occupancy or Zoning Compliance from the Department of Community Development, Permits and Inspections Division, located in Room 110, City Hall, 900 East Broad Street, 646-6955. The representatives in the Permits and Inspection Office will guide applicants through the process of obtaining a Certificate of Occupancy or Zoning Compliance.

Once applicants have obtained this certificate, they must purchase a business license and pay a fee. Business licenses are available from License, Assessment and Tax Audit Division in Room 103, City Hall, 900 E. Broad Street. For information, call 646-5700. The fee can be paid in the Department of Finance Payment Office, Room 102, City Hall, 900 East Broad Street.

Existing business licenses must be renewed by March 1. If gross receipts are estimated less than $100,000, a $30 licensing fee is due March 1 each year. If gross receipts are estimated in excess of $100,000, the tax is calculated based on the business type. For renewal licenses only, the first half of the total tax amount owed is due March 1, and the balance is due by June 15.

Other permits may be required, such as health permits for food service businesses.

Permits for Public Health and Law Enforcement Review
For information about business license applications for restaurants, vendors, junk dealers, medicine vendors, secondhand gold and silver merchants, employment services, detectives, solicitors, pistols, palmistry, pawnbrokers, protective agents, security services, nightclubs, secondhand dealers, amusement parks, athletic fields, carnivals, circuses, dance halls, movie theaters, skating rinks, bowling alleys, and billiard parlors, call the Department of Finance at 646-5700 or visit the department’s Web site.

Building Permits/Inspections
(Construction/Renovation/Related Permits)
The Bureau of Permits and Inspections issues building, electrical, mechanical, plumbing, and other construction permits. Staff will explain the process to obtain the required permits and inspections for a commercial or residential building project. To become familiar with the process and its requirements a pre-application interview well ahead of time is suggested.

(Continued on page 22)
Contact the office at 646-6955 with any questions, or to schedule a time.

**Gas and Water Permits**
Permits are required for construction work related to gas and water services. Call the Bureau of Permits and Inspections at 646-6955 or Public Utilities New Connection at 646-8544.

**Hauling and Moving Permits**
The Bureau of Traffic Engineering handles the permits for hauling and moving items. For information call 646-0999. Send a completed Hauling and Moving Permit application available from the office or the Web site and a payment of $25 to the Department of Public Works, 900 East Broad Street, Room 701, 23219.

**Operating Permits**
The Department of Fire and Emergency Services requires a number of different operating permits. For a complete list of required fire permits, go to www. RichmondGov.com/departments/fire/prevention/permits.aspx or call Fire Prevention at 646-6640.

**Vendor Permits**
All vendors in the city of Richmond must obtain a vendor permit annually. Vendor permits are available from City Hall, Tax Enforcement Division, 900 E. Broad Street. Vendor permits expire December 1 each year. There is a small annual fee. For more information, call 646-5928.

**Personal Property Taxes**
See: Tax Information

**Pest Control**
Contact the Department of Public Health Department, Environmental Control at 646-3120.

**Police Academies for Citizens**
The Citizens’ Police Academy encourages the practice of community policing by offering hands-on policing training for citizens. Contact the Police Training Academy at 646-6117. See also: Senior Citizens Self-Defense Class

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**Police Department**
The headquarters of the Richmond Police Department is at 200 West Grace Street, Richmond 23220. Customer Service .......... 646-0400
Fax ........................................ 646-6400

**Police Precincts**
1st, 2501 Q St., 23223 .......... 646-3602
Fax........................................ 646-4152
2nd, 177 E. Belt Blvd., 23224. 646-8092
Fax........................................ 646-8199
3rd, 301 S. Meadow St., 23220 646-1412
Fax........................................ 358-1093
4th, 107 S. 5th St., 23219 ...... 646-4105
Fax........................................ 646-4106

**Pools/Free Public Swimming**
Free pools are open during the summer. The Swansboro indoor pool at 3160 Midlothian Turnpike is open year-round. Swimming lessons, lifeguard training, and other activities are available for youth and adults. Call the Department of Parks, Recreation and Community Facilities at 646-1174.

**Northside**
Battery Park Pool
2917 Dupont Circle.............. 646-0127
Hotckiss Pool
701 E. Brookland Park Blvd. .... 646-3762

**East End**
Fairmount Pool
2000 U Street ..................... 646-3831
Powhatan Pool
1000 Apperson Street .......... 646-3595
Woodville Pool
2305 Fairfield Ave............... 646-3834

**Southside**
Swansboro Pool (indoor)
3160 Midlothian Turnpike ...... 646-8088
Bellemead Pool
1800 Lynhaven Avene .......... 646-8849
Blackwell Pool
238 E. 14th Street............ 646-8718

**West End**
Randolph Pool
1507 Grayland Avenue......... 646-1329
Port of Richmond
The port offices are located at 5000 Deepwater Terminal Road, Richmond, 23234. The Port of Richmond is a City-owned, privately operated container and general cargo facility on the James River serving shippers throughout the Mid-Atlantic states. The Port of Richmond is a free enterprise agency of the City that is responsible for developing, managing, and marketing the marine terminal.
Customer Service ................. 646-2020
Fax ........................................ 271-1524

Potholes
To report potholes in public streets call the Department of Public Works at 646-0999.

Pregnancy
The Department of Public Health offers several programs that provide care and counseling services for pregnant women. Call 646-3153 for information.

Procurement Services
The City’s Procurement Department is located in Room 1104, City Hall, 900 East Broad Street, Richmond, Virginia 23219. The department serves as the centralized purchasing authority for the City and acts as a liaison between suppliers and all City agencies for commodities, services, and design/construction.
Customer Service ................. 646-5716
Fax ........................................ 646-5989

Public Assistance
See: Financial Assistance

Publications/City of Richmond
The City’s Office of the Press Secretary to the Mayor publishes information about City programs, services and activities.

City Connection is a newsletter for City residents distributed quarterly in the City utility bills. For copies of City brochures and publications, call 646-7985.

The Comprehensive Annual Financial Report (CAFR) is the City’s official annual financial report for the fiscal year ending June 30 of each year. Contact the Finance Department at 646-3856 or download the CAFR from the City’s Web site under Finance Department.

Public Health
See: Health Department

Public Housing
See: Redevelopment and Housing Authority

Public Libraries
See: Libraries

Public Records
To obtain public information about City administration, City Council, Council districts, Council agendas, Council appointees, boards and commissions, copies of ordinances, resolutions, proceedings, minutes, or related information, contact the City Clerk at 646-7955.

Public Schools
See: Schools

Public Utilities
See: Utilities

Public Utility Bills/Payments/Questions
See: Utility Bills/Payments/Questions

Public Works Department
The Department of Public Works (DPW) is located at 900 East Broad Street, Room 701, Richmond 23219. The department’s responsibilities include the removal and disposal of solid wastes, the maintenance and repair of public streets and sidewalks, snow removal, tree maintenance, traffic engineering, animal care and control, and design and construction of City capital projects.
Customer Service ................. 646-0999
Fax ........................................ 646-6629

Purchasing
See: Procurement Services
Rats/Pests/Bugs
See: Pest Control

Real Estate Assessment and Taxation
Taxes on real estate make up the majority of the City of Richmond’s revenue, and are crucial to maintaining the City’s operations, including fire, police, schools and utility services. Certain citizens may be partially or wholly exempt from real estate tax liability based on certain criteria. See the Tax Exemption section in this entry for details.

Real Estate Assessment
All property in the City of Richmond is assessed yearly by the Office of the Assessor. Assessment is a process by which the fair market value of a piece of real estate is determined. Assessments are the basis for calculating the amount of tax owed on any property, and may be appealed.

Citizens can access real estate property and assessment records on computers located in Room 806 and Room 102 in City Hall. For information on the assessment process, or to make an appeal, call 646-5600 or visit the Office of the Assessor, Room 802, City Hall, 900 East Broad Street.
Assessment date: Jan. 1
Appeal deadline: March 31
Board of Review deadline: June 30

Real Estate Taxation
The amount of tax owed on real estate is calculated by applying the City’s property tax rate, which is determined by City Council, to the assessed value of the property, as determined by the Office of the Assessor. All real property in the City is subject to taxation, and taxes are due June 15. For information on real estate tax payment, please consult the Tax Information section of this guide.

Real Estate Tax Exemptions
Tax Abatement (Rehabilitation Program)
The City of Richmond allows a partial exemption from real estate taxes for qualifying rehabilitated and replaced structures. For these properties, the initial increase in real estate taxes caused by rehabilitation or replacement will be excused for 10 years or up to 15 years depending on qualifying districts. For more information, call 646-5227.

Tax Exempted Real Estate
Property that is classified as non-profit and meets specified criteria may be exempted from real estate taxes. For more information, call 646-5619.

Tax Relief on Real Estate Owned by Senior Citizens Who Qualify
The City offers real estate tax relief to senior residents, age 65 and over, with low annual incomes. The relief also exempts senior citizens from paying the solid waste and recycling fees. For more information, call 646-5700.

Tax Freeze
For senior residents, age 65 and over, and those residents who are permanently and totally disabled, the City offers an optional tax exemption program called Tax Freeze. For detailed information, call 646-5700.

Real Estate Services
The City’s Real Estate Services Office is located in Room 1105, City Hall, 900 East Broad Street, Richmond, Virginia 23219. The department is responsible for the buying, selling and leasing of all property owned or acquired by the City of Richmond. The Office is also responsible for the sale of tax delinquent property in conjunction with the Circuit Court, which oversees such sales.
Property Sales ......................... 646-4350
Fax ........................................ 646-4351

Recreation Centers
See: Community Centers
Recycling
The collection and disposal of recyclables is handled by the Central Virginia Waste Management Authority. Visit www.cvwmma.com. There is a small fee for recycling that appears on the water bill. Garbage pick up and recycling collection days are the same, with recycling collection every other week. For a collection schedule, contact the Department of Public Works at 646-0999.

Redevelopment and Housing Authority (RRHA)
The Richmond Redevelopment and Housing Authority offices are located at 901 Chamberlayne Parkway, Richmond, Virginia 23220. RRHA provides quality affordable housing to city residents. The Authority promotes self-sufficiency, economic independence and homeownership among its residential community.
Customer Service .......... 780-4200
Fax ................................. 649-0659

Registration (for vehicles)
See: Motor Vehicles

Restaurants/Vendors/Hotels - Health and Cleanliness
See: Cleanliness of Establishments

Retirement System/Richmond
The Richmond Retirement System manages retirement funds and disbursements for City employees. The office is located in Room 400, City Hall, 900 East Broad Street, Richmond, Virginia 23219.
Customer Service .......... 646-5958
Fax ................................. 646-5299

Richmond Convention Center
See: Convention Center

Rock! Richmond
See: Fitness Program

Schools/Richmond Public
The offices of Richmond Public Schools are currently on the 13th-17th floors of City Hall. The mailing address is 301 N. 9th Street, Richmond, Virginia 23219. Visit www.richmond.k12.va.us.

Senior Citizens Self-Defense Class
Senior citizen self-defense classes offer seniors information about how they can protect themselves. Topics include self-defense techniques, home security, and communicating emergencies to police. Sessions are composed of one three-hour class each week for 13 weeks. For more information contact the Police Training Academy at 646-6117.

Senior Citizen Services
Abuse/Neglect/Exploitation
The City’s Adult Protective Services staff investigates reports of abuse, neglect, (including self-neglect) and exploitation of adults 60 years and older as well as incapacitated individuals who are 18 years and older. Adult Protective Services are offered regardless of the person’s income or financial resources. Persons who receive Protective Services may live alone, with relatives, in nursing homes, adult care facilities, hospitals, mental-care facilities, or with people to whom they are not related. Call 646-7405.

Services are also offered to protect adults who are impaired but not incapacitated. The phone number for this service is 646-7212.

Clubs and Activities
The Department of Parks, Recreation and Community Facilities (DPRCF) actively works with the Affiliated Senior Citizens of Metropolitan Richmond and Senior...
Connections. DPRC also coordinates trips, activities, and special events. Senior program specialists work with approximately 50 senior groups throughout the City. For information about senior clubs or programs, call 646-1999, 646-1087 or 646-4347.

Linwood Robinson Senior Center
The Department of Parks, Recreation, and Community Facilities operates the Linwood Robinson Senior Center, located at 700 North 26th Street. The center provides information on counseling, advocacy, health, nutrition, employment, social services, and volunteerism. The center also offers a variety of recreation programs and trips to local museums, theaters, malls, and parks. Transportation to and from the center is available, and a complete hot lunch is served daily. New members are welcome. For more information, please call 646-3115.

Other Services
Additional services available for seniors through the City include referral to area agencies, emergency assistance, home support, medical and personal care, legal and financial assistance, Medicaid, food stamps, burial assistance, companion services, adult day care services, transportation services, and screenings for adult care facilities.

Call the Department of Social Services at 646-7212 for more information on these programs.

Sewer
Backup/Broken Sewer Line
Call the Department of Public Utilities 24-hour emergency at 644-3000 to report a sewer backup or a broken sewer line.

New Connections
Call the Bureau of Permits and Inspections at 646-6440 to get a permit to make a sewer connection.
Speakers
The City has staff available to make presentations at businesses, civic, organizational and/or neighborhood group meetings on City-related business. For more information, contact the Office of the Press Secretary to the Mayor at 646-0434.

Special Events
Assistance with site selection and permits is available for groups with large special events. Please call 646-6924.

STDs
The Health Department offers free, confidential testing, treatment, and counseling to prevent the spread of AIDS/HIV and STDs. Call 646-6855 or 646-0420 or visit the clinic at 500 North 10th Street.

Streets/Sweeping or Repair
See: Maintenance/Public Property

Streetlights
Application
To request new or additional streetlights call the Department of Public Utilities for an application at 644-3000.

Out/Damaged
The Department of Public Utilities maintains the City’s streetlights. Call 644-3000 to report outages or damages to the poles/lamps. General electricity outages are to be reported to Virginia Power at 1-888-667-3000.

Substance Abuse
The Richmond Behavioral Health Authority assists city residents with alcohol, drug, and other substance abuse situations. Call 819-4000 for information or assistance.

Supercans
See: Trash Collection

Superintendent of Public Schools
Responsibilities of the superintendent of public schools include general school administration, instructional programs and services, personnel leadership and supervision, business and fiscal operations, school facilities management, pupil transportation, record keeping and reporting, and community relations.

The office of the superintendent is currently on the 17th floor of City Hall. The mailing address is 301 North 9th Street, Richmond, Virginia 23219.

Customer Service.................. 780-7700
Fax ........................................ 780-4122

Swimming Pools/Public
See: Pools/Public Swimming

Tax Abatement
See: Real Estate Assessment and Taxation or Real Estate Tax Exemptions

Tax Information
The City of Richmond collects taxes that are levied on real estate, personal property, business equipment, utility service, and other specialized services. Private citizens are generally assessed a separate tax bill on any real estate and/or vehicles that they own. These taxes are described below:

Business Property Tax
All tangible personal property, machinery or tools, whether leased or owned, used in connection with a business in the city are subject to taxation. Businesses are required to file their own returns.

Income Tax - State and Federal
The Treasurer’s Office provides assistance with state income tax preparation in Room 107 in City Hall, 900 East Broad Street. Please bring copies of your completed Federal tax return and your W-2 statements.

Federal income tax assistance is provided

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(Tax Information continued)

at the Federal Building at 400 N. 8th Street. State income tax payments are also accepted at City Hall in the Treasurer’s Office, Room 107, 900 E. Broad Street. For more information, call 646-6474. State income taxes are due May 1 of each year.

For information on any tax-related manner call the Department of Finance Customer Service Office at 646-5700, or visit Room 103 of City Hall, 900 East Broad Street.

Payment of Taxes Due
Personal property taxes on vehicles and business property and equipment are due by May 1. Real estate taxes are due June 15.

All taxes can be paid by mail or in person at Room 102 in City Hall, 900 East Broad Street.

Cash (teller transactions only), checks, money orders and credit cards are all accepted. Credit card payments for all taxes except those on business property may also be paid by telephone at 1-888-2PAYTAX, city code 1059, or online at the City’s web site.

All credit card payments will be charged a convenience fee by the processor.

Personal Property Tax
All vehicles garaged in the city of Richmond are subject to personal property tax. This includes automobiles, motorcycles, recreational vehicles, campers, trailers and boats. The tax on vehicles is based on their market value, and may be prorated depending on the length of time the vehicle was garaged in the city, if less than a year. New residents have 60 days to pay taxes on all vehicles garaged in the city. For information about vehicle registration, see the Motor Vehicle section. Call the Finance Department at 646-5690 for more information.

Real Estate Tax
All real property in the city is subject to taxation. This includes land, buildings, and any attachments to the land or buildings. Real estate taxes are due June 15. The amount of tax owed by landowners to the City is based on the assessed value of their property, as determined by the Office of the Assessor. The assessed value of property is required by state law to be 100 percent of its fair market value. The assessed value is multiplied by the tax rate as set by City Council to determine the tax on real property. For more information on the assessment process, or to learn about available exemptions to the real estate tax, please see the Real Estate Assessment and Taxation section.

Towed Vehicles
See: Motor Vehicles/Towed

Traffic Lights
To report a malfunctioning traffic light, contact the Department of Public Works Traffic Engineering/Signal Shop at 646-1466. Any request related to traffic lights may be directed to the Customer Care Center at 646-0999.

Trash Collection
Private Property
The Department of Public Works collects and disposes of solid wastes. Refuse may be placed in a Supercan or container for weekly pickup.

City Property
The Department of Public Works will remove all junk, trash, or debris on City-owned property. Please call 646-0999 to make a removal request.

Bulk Items
Citizens can place large bulk items, such as sofas, mattresses and brush, beside their Supercans. These items will be picked up at no charge within a 2 - 4 week period. Call 646-0999 for a collection schedule and to notify us you are putting out items for pick-up. There is a $50 fee to dispose of appliances, which can be conveniently added to the customer’s utility bill. Refuse must be placed on the curb no later than
Utility Assistance Programs

MetroCare
MetroCare is a City-sanctioned program funded by the Department of Public Utilities’ customers and other donors to assist families and individuals experiencing hardship or having financial difficulty paying their heating bills. For information on how to donate or apply, call 644-3000.

SeniorCare
The SeniorCare program is a combination of services for customers 65 and older to help manage their utility bills. For information or to apply, call 644-3000.

Utilities/Department of Public Utilities
The Department of Public Utilities (DPU) provides natural gas and water service, wastewater treatment and public street lighting. DPU offices are located at 730 E. Broad Street, Richmond 23219. The DPU Customer Service Center is located in Room 115, City Hall, 900 E. Broad Street. Customer Service .................644-3000

Utility Bills/Questions/Payments

Automatic Payment Plan (Water and Natural Gas)
The Automatic Utility Payment Plan

(Continued on page 30)
enables DPU customers to pay monthly City utility bills by allowing DPU to automatically deduct the amount from their checking or savings account on the date the bill is due. Call 644-3000 for more information.

Customized Due Dates (Water and Natural Gas Service)
Customized due dates are offered to customers who prefer a unique due date other than the normal cycle due date of the bill. For more information, call 644-3000.

Equal Monthly Payment Plan (EMPP) Gas Budget Plan
Although 75 percent of customers’ total gas consumption is during the winter months, this budget plan distributes equally the annual gas bill over a 12-month period. Budget payment amounts are adjusted every year based on previous consumption. To join or for more information, call 644-3000.

Payment Arrangements (Water and Natural Gas)
Special payment arrangements can be tailored to exceptional needs if financial circumstances make it difficult to pay a utility bill. Call 644-3000 to make arrangements.

Billing Questions (Water and Natural Gas)
DPU customer service representatives are available to answer questions from 7:30 a.m. to 5:30 p.m. Monday through Friday at 644-3000. Or, visit Room 115 in City Hall, 900 East Broad Street, to have a discussion in person.

Third Party Notification (Water and Natural Gas)
The Department of Public Utilities offers a voluntary third party notification plan for elderly or infirm customers. Arrangements can be made for a designated third party to receive a copy of each monthly bill. The third party is not held responsible for payment. Call 644-3000 for more information.

Remittance Address/Pay by Mail
City of Richmond, Department of Public Utilities, P.O. Box 26060, Richmond, VA 23271-0001.

Pay Online
E-bill is a free payment program for DPU customers to receive and pay their utility bills online. To sign up or for more information, go to www.RichmondGov.com/departments/publicutilities/options.aspx or call 644-3000.

Payment Locations
See: Bills/Fees/City Charges

Utilities/New Connection
See: Natural Gas/New Connection or Water and Sewer/New Connection

Vehicles/Registration
See: Motor Vehicles/City Registration

Vehicle/Taxes
See: Tax Information

Vendor Permits
See: Permits/Vendor

Venereal Disease
See: STDs

Visitor Information
The Richmond Visitor’s Center assists guests with locating hotel rooms, restaurants, museums, shops and other points of interest. There is a gift shop and brochures are available on site. Call 783-7450, or visit the center at 405 N. 3rd Street in the Greater Richmond Convention Center.

Vital Statistics
Medical Records/Death Certificates
The Department of Public Health’s Office of Vital Statistics provides copies of medical records and death certificates for deaths
that occur in the city in the past two years. (For older records, see the State Department of Vital Statistics.) Call 646-3122 or visit the office at 900 East Marshall Street. Only immediate family can obtain copy of a death certificate, and picture identification must be presented. There is an $8 charge per copy.

**Birth Certificates**
The Commonwealth of Virginia’s Department of Vital Statistics issues copies of birth certificates for $8 each. Contact the office at 662-6200, or visit Suite 275, 1601 Willow Lawn Drive, in the Willow Lawn shopping center. The office offers an express delivery service but no faxing services.

**Voter Registrar**
The Office of the General Registrar is located in Room 105, City Hall, 900 East Broad Street, Richmond, Virginia 23219. The Registrar’s Office registers qualified citizens to vote, maintains voter registration records, and conducts the City’s elections. The latter is performed under the supervision of the City of Richmond Electoral Board. All citizens who wish to vote must be registered with this office.

**Customer Service**

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<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Customer Service</td>
<td>646-5950</td>
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<tr>
<td>Fax</td>
<td>646-7848</td>
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**Water Service/Emergencies**

**New Connection**
Contact the Department of Public Utilities (DPU) at 646-8544 for gas and water construction projects.

**Emergency**
Contact 644-3000 to request immediate assistance for any water or gas emergency. This service operates 24 hours a day.

**Water Main Break**
Call the DPU 24-hour emergency number to report a major water leak or water main break at 644-3000.

**Water Pressure-Low**
Call the DPU at 644-3000 to report any problems or ask questions.

**Weeds**
See: Maintenance - Private Property

**Wills**
Wills are handled by the Circuit Court. Call 646-6540 for more information.

**WIC (Women, Infants and Children)**
WIC is a preventative health and nutrition program for children up to age 5, pregnant women, and nursing moms. Participants receive nutrition education and vouchers to buy specific foods to promote health and growth of children. Contact the Richmond Health Department at 646-6847.

**Work in Streets/on Sidewalks**
See: Digging or Encroachments

**Youth and Family Support Programs**
The City offers programs for youth and families through the Department of Parks, Recreation, and Community Facilities. Call 646-5733 or visit www.RichmondGov.com/parks. The Human Services Advocacy Office also sponsors youth-related programs at 646-7491. Your local public school can also refer you to other sources.

**Zoning**
The City Zoning Ordinance regulates the uses of land throughout the city. Property

(Continued on page 32)
Local officials may call for evacuation in the event of an emergency. Shut off water and electricity, but leave natural gas on unless local officials advise you otherwise. Only a professional can restore gas service once it’s turned off, and this could take weeks in a disaster situation. Quickly grab and go: medical supplies, flashlights, batteries, radio, first aid kit, bottled water, a change of clothes, sleeping bag or bedroll, pillows, car and house keys. Listen for the radio announcement (WRVA AM 1140 or WRIR FM 97.3) indicating the direction to proceed. Motorists north of the James River will be directed north, east and west on evacuation routes (see map), while motorists south of the James River will be directed south, east and west.