

Citizens' Guide to City Services



Richmond City Government

The Mayor is elected to a four-year term by a majority of voters in at least five of the City's nine council districts. The nine City Council members are elected for two-year terms by voters in their respective districts. The City Council meets in regular sessions on the second and fourth Monday of each month at 6 p.m. in City Council Chambers, City Hall, 900 E. Broad St.

Population

197,456

Area

62.5 square miles

City Motto

Sic Itur Ad Astra

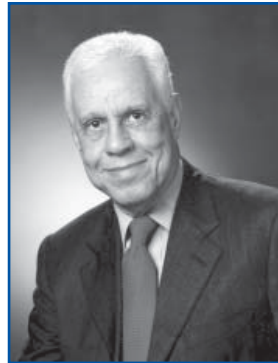
"Such is the way to the stars"

City Logo (adopted 1999)

An oval with the city's skyline, the James River and bridges connecting the community. A rising star dots the "i" in Richmond, symbolizing the city's role as the capital of the Commonwealth

Mission

To achieve a sustained, long term turnaround in the quality of life for City of Richmond residents through a community engaged in breaking the negative cycles that detract from a safe and healthy city, with quality public schools and diverse economic opportunities.



Message from the Mayor

Dear Citizens and Friends,

The foundation of a strong community is predicated upon the ability of its local government to deliver services efficiently and effectively to the public.

Citizens need to know where to turn when municipal services are needed, and this publication serves as a reference guide for that purpose. Keep this booklet as a handy resource when you need assistance from the City of Richmond.

Building a stronger community also involves the participation of every citizen. I look forward to working with you and your neighbors to further enhance the quality of life here. With your continued support, Richmond as a community will grow and prosper for the benefit of all its citizens.

Sincerely,

A handwritten signature in black ink, which appears to read "L. Douglas Wilder".

L. Douglas Wilder
Mayor

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, 3540 N. Hopkins Rd.;
 •Richmond Animal Shelter, 1600 Chamberlayne Ave;
 •Richmond SPCA, 2519 Hermitage Rd., 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 purposed 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

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(Auditor's Office continued)

message, and an auditor will contact them directly.

Hotline..... 646-5697
 Customer Service..... 646-5616
 Fax..... 646-2230

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.

B

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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(Cable Television continued)

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.

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

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.

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 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/realestateservices, 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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(Commonwealth Attorney's Office continued)

Building, 400 North 9th Street, 23219.
 The Commonwealth's Attorney is an elected official whose office is responsible for prosecuting all criminal felony and certain criminal misdemeanor cases in the city. The office also manages the Victim Witness Assistance Program, providing services that support the victims and witnesses in cases prosecuted by this office.
 Customer Service 646-3500
 Victim Witness Program 646-7665

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

Bellemeade, 1800 Lynhaven 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

Westover, 1301 Jahnke Road 646-8995

South/West District

Fisher, 3701 Garden Road 646-5609
 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

North 9th Street..... 646-6505
 Circuit – Manchester Courthouse, 10th and
 Hull streets 646-8470
 General District Court – Civil Division,
 400 North 9th Street..... 646-6461
 General District Court – Criminal
 Division, 501 North 9th Street. 646-6677
 General District Court – Manchester
 Division, 10th and Hull streets. 646-8888
 General District Court – Traffic Division,
 400 North 9th Street..... 646-6431
 Juvenile and Domestic Relations District
 Court, 1600 Oliver Hill Way 646-2900

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.

D

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

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.

Mat 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*. 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.

F

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.

Hazardous waste problems 646-6660
 High water permits..... 646-4229
Fire Station #1, 308 N. 24th Street, issues permits for experienced boaters to be on the James River when the level is above nine feet.
 Juvenile Firesetter Intervention Program 646-1720, 646-6640
 Mentorship Program
 646-5441, 646-6640
Firefighters visit local schools.
 Safe Place Program
All fire stations can be used as a haven for juveniles experiencing abusive situations.
 Senior Fire Safety 646-6640
 Smoke Detectors 646-1526

The following services require 72 hours advanced notice:
 Community events, birthday parties
 646-6663
On-duty firefighters will attend celebrations.
 Ride-alongs 646-1526, 646-0618
Spend a day at a station, respond on emergencies.

Fire Stations

The City operates 20 fire stations at the following locations:
 Fire Station #1: 308 N. 24th Street
 Fire Station #5: 324 W. Leigh Street
 Fire Station #6: 138 S. Jefferson Street
 Fire Station #8: 1018 Williamsburg Road
 Fire Station #10: 900 Hermitage Road
 Fire Station #11: 1235 N. 28th Street
 Fire Station #12: 2223 W. Cary Street
 Fire Station #13: 411 E. Commerce Road
 Fire Station #14: 2932 Hawthorne Avenue
 Fire Station #15: 2614 First Avenue
 Fire Station #16: 3901 Chamberlayne Ave.
 Fire Station #17: 2901 Bainbridge Street
 Fire Station #18: 412 N. Thompson Street
 Fire Station #19: 311 Maple Avenue
 Fire Station #20: 4715 Forest Hill Avenue
 Fire Station #21: 2505 Jefferson Davis Hwy.
 Fire Station #22: 2420 Broad Rock Blvd.
 Fire Station #23: 495 LaBrook Concourse
 Fire Station #24: 7400 Forest Hill Avenue
 Fire Station #25: 8800 W. Huguenot Road

Fishing and Hunting Licenses

The Treasurer’s Office, Room 107 in City Hall, 900 E. Broad St., sells fishing and

hunting licenses. Fishing licenses may also be purchased at bait and tackle shops in the area. For more information, call 646-6474.

Fitness Program

The Department of Parks, Recreation and Community Facilities offers water aerobics year-round at its Swansboro pool. Several community centers have weight rooms and certain parks have walking trails. Call 646-3100 for a fitness class schedule.

Food Programs

The Department of Parks, Recreation and Community Facilities provides a summer food program offering free meals for youth at numerous locations throughout the area. Call 646-5733 for information.

Food Sales

A health permit, business license, and other vendor requirements must be met before a citizen can sell food in the city. Contact the Finance Department License Division at 646-5690 for more information on applying for a business license. Once the license has been issued, call the Department of Public Health at 646-3120 for information on securing a health permit in order to operate a business.

Food Stamps

See: Financial Assistance

Food Vouchers (for Women, Infants and Children)

Through the Supplemental Nutrition Program for Women, Infants and Children (WIC) participants are issued vouchers to buy specific foods that promote the health and growth of children up to age five. Breast-feeding equipment is also available to WIC mothers. Call 646-8923 south of the James, or 646-6847 north of the James.



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-

tion and benefits, policy development and interpretation for the City. The department also provides external services including distributing employment opportunities bulletins, training in job seeking skills, and conducting job fairs. Job Opportunities are updated and posted weekly on the City's Website and at City Hall.

Customer Service 646-5660
 Job Line 646-5900
 Fax 646-6856

Human Services / Human Relations Commissions

These commissions provide advocacy on issues affecting special populations within the city, including women, youth, the elderly, and the disabled. The Commissions' offices are located in City Hall, 900 E. Broad Street, Room 1603, Richmond 23219.

Customer Service 646-7491
 Fax 646-5145

Hunting License

See: Fishing and Hunting Licenses

I

Immunizations

Parents must show proof of immunization before a child can begin school. The Department of Public Health offers immunizations at various sites throughout the city. Immunizations are also offered to adults as well. Call 646-6850 for information on what immunizations are available and where.

Income Tax/State and Federal

See: Tax Information

Information Technology Department

The Department of Information Technology (DIT) is located in City Hall, 900 East Broad Street, Room G-2, Richmond 23219. The department serves the technology needs of City employees and departments. DIT's key

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.

J

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

L

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)

(Landfill continued)

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 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.



Maggie Walker Business and Technology Center

See: Business Services - Incubator

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.

N

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

Search Application at *www.RichmondGov.com/parks* or call the department's customer service representative at 646-5733. To rent park space or facilities, call 646-0037. For rentals at Pine Camp Arts and Community Center, call 646-3679.

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, statues, 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)

(Permits, Licenses, Inspections continued)

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

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
 Hotkiss 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
 Bellemeade Pool
 1800 Lynhaven Avenue..... 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

R

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.cvwma.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

S

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

(Continued on page 26)

(Senior Citizen Services continued)

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, Recreations 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.

Sheriff's Office

The City Sheriff is a constitutional officer of the Commonwealth of Virginia. Sheriff's deputies provide security for the jails and courts and serve civil papers. Administrative offices are located at the City Jail, 1701 Fairfield Way, Richmond 23223.

To invite the Sheriff's Office to a community event for child ID fingerprinting, youth-oriented presentations, or to schedule a tour of the City Jail, call 646-0911. Members of the faith-based community may apply to volunteer or offer programs for inmates in the Jail. Call 646-0911. Inmate information, visits 646-4463 Fax 649-7856

Sidewalks/Repair (City Property)

See: Maintenance/Public Property

Sidewalks/Streets/Work in Streets

See: Digging/Work in the Streets

Also See: Permits

Signs/Posters (Private Property)

To report unauthorized signs on private property call Zoning Enforcement at 646-6340.

Smoke Detectors

The Department of Fire and Emergency Services offers free smoke detectors to City residents. For more information, call 646-1526.

Social Services

The Department of Social Services is located at 900 East Marshall Street, Richmond 23219. The department helps citizens meet basic financial needs and attain independence. The department's major program areas include Child and Family Services, Family and Adult Stabilization Services, Employment Services, Financial Assistance, and Fraud Investigation.

Customer Service 646-7212
Fax 649-7018

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

(Continued on page 28)

(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 matter 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

7 a.m. on the pick-up day.

Leaf Collection

The City of Richmond provides annual residential leaf collection services for citizens. For collection, leaves must be raked to the property line, and not contain large amounts of dirt, rocks, or large branches. Leaves may also be placed in bags or any other container and set out along with Supercans for pick-up. For up-to-date information on leaf collection, call the Leaf Hotline at 646-LEAF (646-5323).

Supercans

Each city residence is issued one free Supercan for garbage removal. Up to three additional Supercans may be purchased at a cost of \$55 each, which can be conveniently added to utility bills. If citizens wish to purchase an additional can, or if their Supercan is damaged, lost or stolen, they should contact the Department of Public Works Customer Care Center at 646-0999.

Yard Waste

There is no need to separate yard waste from household waste. However, recyclable materials must be placed in a separate container for collection every other week. For more information on the collection of solid and bulk wastes please call the Department of Public Works at 646-0999.

Treasurer’s Office

The City Treasurer is an elected constitutional officer and the Treasurer’s Office is located in Room 107, City Hall, 900 East Broad Street, 23219. This office provides assistance with and collects state income taxes. Fishing and hunting licenses are sold through this office. Other available services include the processing of U.S. passports and notary services.
 Customer Service 646-6474
 Fax 646-3904

Tree Trimming and Tree Removal

See: Maintenance/City Property or

Maintenance/Private Property

Truancy and Diversion

The City Department of Justice Services asks citizens to report any youth not in school between the hours of 8 a.m. and 2 p.m. to Police Communications at 646-5100. You may also make your report to either of the City’s Truancy Diversion Centers.
 921 Hull Street 646-8976
 501 N. 9th Street 646-6896

Truck/Loan from Public Works

See: Clean City Commission/Truck Loan



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)

(Utility Bills, Questions, Payments continued)

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 646-5950
 Fax 646-7848



Warrants

For information on warrants, contact the General District Court at 646-6461.

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)

(Zoning continued)

owners may obtain information on zoning requirements and may request special use permits or a change in zoning. For more information contact the Zoning Administration Office in the Department of Community Development at 646-6340.

Zoning Appeals

The Board of Zoning Appeals is an appointed body which considers requests for variations from certain provisions of the zoning ordinance. The board does not have the power to rezone or change the use of a property. For more information call Zoning Administration in the

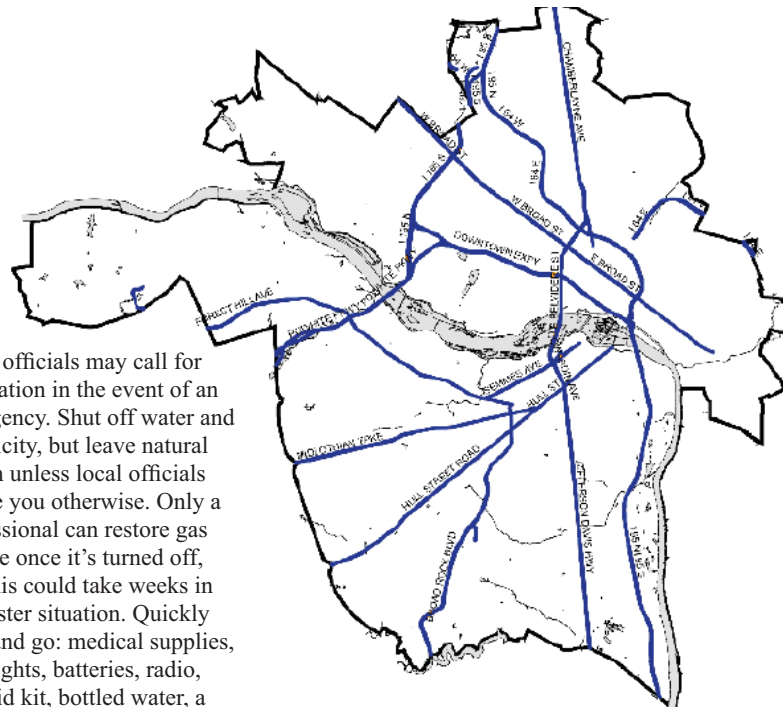
Department of Community Development at 646-6340.

Zoning Violations/Enforcement

The Board of Zoning Appeals is an appointed body, which considers requests for variations from certain provisions of the Zoning Ordinance. The board does not have the power to rezone or change the use of a property. For more information call Zoning Administration in the Department of Community Development at 646-6340.

See also: Land Use Administration

Emergency Evacuation Routes



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.