HARRISONBURG|VA
FRIENDLY BY NATURE

RESIDENT SERVICES GUIDE

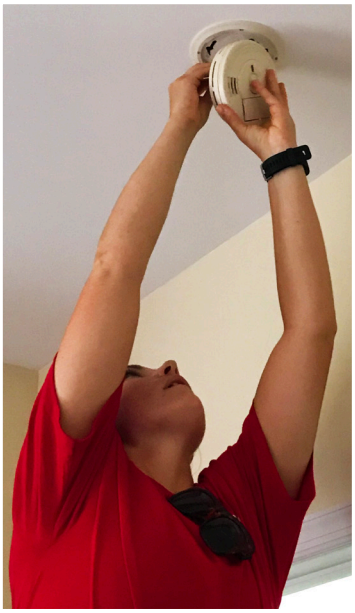
YOUR OFFICIAL GUIDE TO **ALL SERVICES** OFFERED BY THE CITY OF HARRISONBURG, HOW TO **ACCESS THEM** AND MANY **OTHER RESOURCES** AVAILABLE TO OUR COMMUNITY

WWW.HARRISONBURGVA.GOV 540-432-7701

RESIDENT SERVICES GUIDE DIRECTORY

- **CITY COUNCIL & CITY MANAGER PAGES 4-5**
  - PARTICIPATION IN MEETINGS
  - BOARDS & COMMISSIONS
  - CITY CODES & ORDINANCES
- **COMMISSIONER OF THE REVENUE PAGES 6-9**
  - ASSESSMENT OF VEHICLES, ETC.
  - MEALS, LODGING & OTHER TAXES
  - BUSINESS & PROFESSIONAL LICENSES
- **COMMUNITY DEVELOPMENT PAGES 10-12**
  - BUILDING CODES & PERMITS
  - ENGINEERING & SITE DEVELOPMENT
  - PLANNING, ZONING & LAND USE
  - NEW BUSINESS REGULATIONS
- **ECONOMIC DEVELOPMENT PAGE 13**
  - ENTREPRENEUR SUPPORT & TRAINING
  - STEPS TO STARTING A NEW BUSINESS
- **FINANCE & PURCHASING PAGE 14**
  - CITY BUDGET
  - HOW YOUR TAX DOLLARS ARE SPENT
- **HUMAN RESOURCES PAGE 14**
  - EMPLOYMENT OPPORTUNITIES
- **HARRISONBURG FIRE DEPT. PAGES 15-17**
  - COMMUNITY RISK REDUCTION
  - HFD SPECIAL EVENTS
- **PARKS & RECREATION PAGES 18-21**
  - PARKS AND COMMUNITY CENTERS
  - RECREATION & EDUCATION PROGRAMS
- **HARRISONBURG POLICE DEPT. PAGES 22-24**
  - RESTORATIVE JUSTICE
  - COMMUNITY ENGAGEMENT
- **EMERGENCY COMMUNICATIONS. PAGE 24**
  - 9-1-1 CALLS FOR SERVICE
  - EMERGENCY ALERT NOTIFICATIONS
- **PUBLIC TRANSPORTATION PAGE 25**
  - TRANSIT & PARATRANSIT
  - SCHOOL BUSES, JMU & EMU SERVICE
- **PUBLIC UTILITIES PAGE 26-27**
  - WATER SERVICES & BILLING
  - FREQUENTLY ASKED QUESTIONS
- **PUBLIC WORKS PAGES 28-31**
  - STREETS, SIDEWALKS & STORMWATER
  - TRAFFIC ENGINEERING, SIGNS & SIGNALS
  - BICYCLES & PEDESTRIANS
  - RECYCLING & REFUSE
- **REAL ESTATE OFFICE PAGE 32**
  - ASSESSMENT & TAXATION
- **REGISTRAR PAGE 32**
  - REGISTERING/UPDATE REGISTRATION
  - VOTING & EARLY VOTING
- **TOURISM PAGE 33**
  - TOURISM & VISITOR SERVICES
  - NEW RESIDENT CHECKLIST
- **TREASURER PAGE 34**
  - PAYING YOUR BILLS & TAX CALENDAR
- **WEBSITE & SOCIAL MEDIA PAGE 34**
  - HOW TO ENGAGE VIRTUALLY
- **IMPORTANT LOCAL SERVICES PAGE 35**
  - ROCKINGHAM COUNTY GOVERNMENT
  - SCHOOLS, LIBRARIES & MORE

JMU
NOW IN COLOR!
HARRISONBURG TRANSIT



T-1

RECYCLE HERE
RECYCLE HERE

YOUR HARRISONBURG CITY COUNCIL & BOARDS AND COMMISSIONS

Councilmember
Richard Baugh

Councilmember
Laura Dent

Councilmember
Christopher Jones

Mayor
Deanna Reed

Vice Mayor
Sal Romero

YOUR HARRISONBURG CITY COUNCIL

The City Council is the elected governing body of the City of Harrisonburg and is made up of five members elected at-large. The City Council meets at 7 p.m. every second and fourth Tuesday of the month in Council Chambers (409 S. Main St.). Meetings are open to the public, and agendas that cover what will be discussed at each meeting are posted beforehand on the City's website.

You can also watch council meetings on the Public Education Government Channel (Channel 3) or stream video online through the City's website. Meetings are broadcast live and recordings can be found of past meetings on our website.

Find Council Agendas & Streaming Meetings at www.harrisonburgva.gov/agendas

CONTACT COUNCIL:

Laura Dent
Laura.Dent@HarrisonburgVA.gov

Richard Baugh
Richard.Baugh@HarrisonburgVA.gov

Christopher Jones
Christopher.Jones@HarrisonburgVA.gov

Deanna Reed
Deanna.Reed@HarrisonburgVA.gov

Salvador Romero
Sal.Romero@HarrisonburgVA.gov

HARRISONBURG BOARDS & COMMISSIONS

The City of Harrisonburg has a number of Boards and Commissions which help research and study important topics, hear from residents, and provide recommendations to City Council. Residents are encouraged to apply to serve on one of those boards or commissions to help the City make decisions on vital topics using their expertise and knowledge in their fields and as members of our community. Board vacancies and applications can be found on our website at **www.harrisonburgva.gov/boards**. The City Clerk will receive the application, review it and present it to City Council for decision of appointment.

City Board & Commissions Include:

- Board of Equalization
- Board of Zoning Appeals
- Local Board of Building Code Appeals
- City Electoral Board
- Economic Development Advisory Committee
- Economic Development Authority
- Environmental Performance Standards Advisory Comm.
- Harrisonburg Electric Commission
- Parks and Recreation Advisory Commission
- Planning Commission
- Social Services Advisory Board
- Stormwater Advisory Committee
- Towing Advisory Board
- Transportation Safety and Advisory Comm.
- Tree Advisory Board

Regional boards and commissions which Harrisonburg residents can also serve on include the Alcohol Safety Action Commission, the Blue Ridge Community College Board of Trustees, the Central Shenandoah Emergency Medical Services Council, the Community Policy and Management Team, the Community Services Board (Harrisonburg-Rockingham), the Harrisonburg Redevelopment and Housing Authority, the Harrisonburg-Rockingham Regional Sewer Authority, the Shenandoah Valley Airport Commission and the Shenandoah Valley Workforce Development Board.

HARRISONBURG CITY MANAGER'S OFFICE & THE CLERK OF COUNCIL

OUR "COUNCIL/MANAGER" FORM OF GOVERNMENT

The council/manager system of local government combines elected officials in the form of a governing body with an appointed local government manager. This form of government establishes a representative system where all power is concentrated in the elected council and where the council hires a professionally trained manager to oversee the delivery of public services.

HARRISONBURG CITY MANAGER POSITION

The functions of the Harrisonburg City Manager include: Carrying out Council's policies and directives; preparing the budget (FY 2021 Budget $294 million); recruiting, hiring, and supervising city staff and all department heads except the City Attorney and City Clerk; overseeing daily operations of all city departments; facilitating the flow of ideas and information between and among elected officials, employees and citizens; serving as chief adviser to council/prepares council meeting agendas; serving on numerous local and regional boards.

MEMBERS OF THE HARRISONBURG CITY MANAGER'S OFFICE

In addition to City Manager Campbell, the City Manager's Office includes:

Deputy City Manager: Serves as the chief advisor to the City Manager and assists with City operations, preparation of the budget and with the performance appraisal process for department directors; supports City Council meetings; represents the City Manager in the latter's absence; represents the City on various boards and commissions; serves as liaison between City Manager and department heads and various boards, committees and agencies; provides leadership to directors; supervises multiple directors as assigned by the City Manager; and serves as Deputy Director of Emergency Services.

Assistant to the City Manager: Responsibilities include helping to frame City Council's vision and strategies for accomplishing organizational initiatives; conducting complex analyses, studies, and research projects involving City-wide issues; promoting innovation, critical thinking and creativity in developing approaches and solutions to City needs; representing and supporting the City Manager; and coordinating to respond to citizen inquiries and complaints.

Director of Communications: Responsibilities include ensuring residents are aware of City services and initiatives and encouraging citizen input; serving as the City's Freedom of Information Act officer; and managing the Harrisonburg Citizens Academy.

City Attorney and Assistant City Attorney. The City Attorney provides all legal services to the City Council and all City departments. The City Attorney is appointed by City Council.

DUTIES OF THE CLERK OF COUNCIL

City Clerk Pamela Ulmer

540-432-7701
Pamela.Ulmer@HarrisonburgVA.gov

- Maintenance and retention of City minutes, resolutions and ordinances since the city was formed to current and public access to those records.
- Maintenance and retention of all action item materials, proclamations and agendas.
- Maintenance of all Boards and Commissions rosters, terms, and annual disclosures and training, as well as processing applications of interest on those boards/commissions.
- Maintenance & updates of City Code
- Liaison between Harrisonburg City Council and the Public.
- Coordination of all Mass Outdoor Social Gathering Permits, volunteer applications for the City Hall Information Desk, and facility rental applications for City Hall meeting spaces.
- Maintenance of Council terms, annual disclosures, training requirements and travel arrangements.
- City's official Records Manager responsible for the oversight of destruction of City records.
- Maintain requests for interpretation during Council meetings and schedule interpreters who are available in Arabic, Kurdish and Spanish.

How to get on the agenda
If you wish to have an item added to the agenda, the City Clerk will take the information, and check with City Council and the City Manager for a decision. If you wish to speak at an upcoming meeting you may attend the meeting and speak during the public comment period for up to five minutes on anything not on the current agenda.

Do I need a Mass Outdoor Gathering Permit?
If you plan on having a gathering of 100 people or more you will need to apply for a Mass Outdoor Gathering Permit. If you have less than 100 you may call the Emergency Communications Center at (540) 434-4436 and register your gathering.

Applications for Mass Outdoor Gathering Permits, front desk volunteering & rentals
Applications for any of the above can be found on the city website. The City Clerk will receive the applications, review and follow up.

Links for more information are:
- www.harrisonburgva.gov/social-gatherings
- www.harrisonburgva.gov/volunteer-program
- www.harrisonburgva.gov/city-hall-rentals

How do I find City codes?
The link to the Harrisonburg City Code can be found on our website at www.harrisonburgva.gov/code. If you have any questions, please call our office.

HARRISONBURG OFFICE OF THE COMMISSIONER OF THE REVENUE

The **Commissioner of the Revenue** is a constitutional office. Constitutional officers are directly elected by the voters for a term of four years. The budgetary responsibility for the Commissioner includes the Commissioner's office, Assessor/Real Estate office **(SEE MORE ON REAL ESTATE ON PAGE 32)** and the Board of Equalization. The Commissioner and Assessor's duties include preparing real estate and personal property tax books and bills; business licensing; assessing personal property, machinery and tools and some business taxes (such as the business, professional, and occupational license tax); and assessing real estate. The Commissioner also serves as a receiving point for state income tax forms.

CONTACT:

Phone: 540-432-7704
Fax: 540-432-7781
Website: www.harrisonburg-va.gov/commissioner-of-the-revenue

Address:
Harrisonburg City Hall
409 South Main Street
First Floor
Hours - 8 a.m. to 5 p.m.

VEHICLE & OTHER PROPERTIES

The Commissioner of the Revenue Office assesses all vehicles, trailers, motor homes, motorcycles, boats and mobile homes as of January 1st each year.

Q: I moved out of the City during the year. Why am I being taxed for the entire year on my vehicle?

A: The City of Harrisonburg is a non-prorating locality which means if your car is owned in the city on January 1st it is taxed for the entire year. If you move to a prorating locality in Virginia, they cannot tax the vehicle until the following year because you were in a non-prorating locality on January 1st. Likewise, any vehicles bought after January 1st will not be taxed until the following year; however, the new car will receive the vehicle license fee on the current year bill.

Q: I sold/totaled a vehicle last year. Why is it still being taxed on the current year bill?

A: The Virginia DMV provides us a file of all vehicles with a Harrisonburg garage jurisdiction as of January 1st each year. Generally, if your vehicle is still on that list, the DMV record does not reflect a disposition date or reflects the disposition date after January 1st. Owners can provide proof of disposition date to the Commissioner's office with documents such as the sales papers, copy of dated title signing ownership to new owner, insurance accident paperwork with date of accident, trade-in paperwork, junkyard paperwork that shows the vehicle information and dates. The Commissioner's Office can also help to get the disposition date into the DMV records.

Q: I moved out of town. Why am I still being taxed on my personal property in Harrisonburg?

A: The Virginia DMV provides us a file of all vehicles with a Harrisonburg garage jurisdiction as of January 1st each year. If you are still driving the car in another state on Virginia plates the vehicle is still taxable in Virginia. If you have retitled the vehicle in another state, then the Virginia DMV does not know that it is registered in the other state or has a date after January 1st. The DMVs of all 50 states do not all communicate with each other. Providing the Commissioner's Office the registration or title in the other state will help to correct the VA DMV records. If you moved to another locality, showing a tax bill from the other locality that reflects that they taxed the vehicle as of January 1st will provide the proof to remove our assessment.

Q: I have never lived in Harrisonburg, why am I receiving a personal property tax bill from Harrisonburg?

A: If the registration garage jurisdiction reflects Harrisonburg, VA DMV is going to download that vehicle into our files. Providing a tax bill from the locality where you live will provide the proof to remove the Harrisonburg assessment.

Q: My child is a student at JMU/EMU and I paid a tax bill on the vehicle at our home locality. Why is Harrisonburg taxing the vehicle?

A: At some point that car's garage jurisdiction was changed to reflect Harrisonburg and the VA DMV has downloaded the vehicle to our records. Oftentimes students from areas that require an emissions test switch their vehicles to reflect Harrisonburg so that they can renew their registration without the emissions test. DMV provides the Commissioner's Office weekly records of vehicles that have been changed to reflect a Harrisonburg garage jurisdiction. Correcting the VA DMV record to reflect the accurate garage location and providing the Commissioner's Office a copy of the other locality's bill will provide the proof to remove the assessment.

Q: My boat is not located in Harrisonburg. Why am I being taxed for it here?

A: The VA Game and Inland Fisheries has provided Harrisonburg a boat listing and their information has the boat docked in Harrisonburg. Providing a tax bill from the locality where you live or have the boat docked will provide the proof to remove the assessment.

Q: My vehicle has high mileage, does that reduce the assessment?

A: For vehicles that have been assessed by the National Automobile Dealers Association (NADA) we can see if the total miles fall in a range for any mileage deduction. The taxpayers must provide us paperwork such as state inspection, oil changes, car repairs, etc. This paperwork must have the vehicle identification number (VIN), mileage and date on it. The date on the paperwork must also be prior to January 1st of the year being assessed. Another option for mileage is to bring the vehicle to City Hall and have someone from the Commissioner's Office come out to the vehicle in the parking lot and write down the mileage before January 1st of the next year. If the vehicle will continue to be used for traveling excessive miles in a year, the mileage information should be provided to the Commissioner's Office yearly.

Q: My truck is for hire and I have apportioned plates. Can I provide my IFTA report to get a reduction in my assessment?

A: If you provide the Commissioner's Office with a copy of the IFTA report for the prior year we can reduce the assessment by the percent of Virginia miles driven to total miles driven.

Q: I am calling for my son/daughter/parent about the personal property bill and I want to know which vehicle you are taxing?

A: The Commissioner's Office is not allowed to discuss the specifics of a vehicle if you are not the owner or co-owner of the vehicle.

Q: I have moved. Should I update my information with your office?

Yes. It is important to make sure that we have the most up to date information for billing purposes. Failure to receive a bill does not relieve your obligation to pay the tax by the due date. A change of address can be made online at www.harrisonburgva.gov/change-address-form.

BUSINESS & TRADE PROPERTY

The Commissioner of the Revenue Office assesses all tangible personal property in a City trade or business as of January 1st each year. This includes the furniture, fixtures, equipment, computers, machinery and tools. All business personal property and machinery and tools returns are due by March 31st each year. Also, all business vehicles, trailers and motorcycles must file a Vehicle Personal Property return by March 31st.

Q: I conduct my business from my home and use my personal computer, phone, etc. Do I report those to the City as business personal property?

A: Yes. All personal items being used in the business should be reported on the return.

Q: I don't have my income taxes complete. Can I get an extension on the filing of my business personal property?

A: Businesses must request in writing for a 30-, 60- or 90-day extension and receive confirmation that they were granted the extension from the Commissioner's Office before the filing deadline.

Q: My business closed last year. Why am I still receiving a business personal property form?

A: Generally if a business has not completed an out of business form located at www.harrisonburgva.gov/business-taxes or communicated with the Commissioner's Office that they closed and sold their assets before the start of the next year, we are required to do a statutory assessment on the personal property based on the prior year's information. It is very important to let the Commissioner's Office know of any changes in the business such as address changes, closings, etc.

Q: I just received my business personal property tax bill. Why does it have a late fee on it when it is not even due yet?

A: All business personal property, business vehicle personal property and machinery and tools returns are due by March 31st each year. If the returns are not filed in the office by that date, they are assessed a 10% late filing penalty. If returns are mailed to the office the United State Postal Service Postmark date is used as the filing date.

Q: The form says it is due on March 31st, but that is a Sunday. Is it still timely if I bring the return in on April 1st?

A: Yes, anytime a form is due on a weekend or holiday, the deadline becomes the next business day that the office is open.

MEALS & OTHER CITY TAXES

The City of Harrisonburg imposes a 7% Food and Beverage (Meals) tax, 5% Admissions tax, 7% Transient Occupancy tax and 1% or 1.5% nonlodging short term rental tax. The first three trust taxes are remitted by the 20th of each month. Each of these are collected from the consumer and held in trust for the City and are not part of the business operations.

Q: Where can I find a copy of the remittance form for Food and Beverage, Admissions or Transient Occupancy tax?

A: Visit the city website at www.harrisonburgva.gov/business-taxes.

Q: The 20th falls on the weekend or holiday. Can I bring the return in on the next business day?

A: Yes, as long as the return is brought in person the next business day, or the United State Post Office physically stamps the return the next business day.

Q: My restaurant has a customer that is a nonprofit and they have shown where they are exempt from the Virginia sales tax. Are they exempt from paying the meals tax too?

A: The city meals tax must be collected on all prepared food or drink except for food and beverages for use or consumption and which are paid directly by the Commonwealth, any political subdivision of the Commonwealth of Virginia or the United States. The meal cannot be paid with an employee's credit card or check and the employee then get reimbursed by the Commonwealth, any political subdivision or the U.S.

Q: I have a customer that has stayed in the hotel for 30 consecutive days. Do I refund their transient occupancy tax?

A: The tax can be refunded only if the customer has stayed in the same room, every night for 30 days. Once you have refunded the tax, there is a line item on the Transient Occupancy return to reflect the refunded taxes.

Q: Can a restaurant charge the meals tax on the delivery charges or tips, too?

A: If the tip is wholly the discretion of the purchaser, the tip is not subject to meals tax. If the tip is added to the meal by the seller, the tip is exempt from the meals tax if it is less than 20% and any portion of the tip that exceeds 20% is part of the selling price of the meal and is subject to the tax. If a delivery charge is separately stated on the receipt, the meals tax is not to be charged on the delivery. If the charge is built into the selling price, the meals tax is to be collected.

INCOME TAX PREPARATION

The Commissioner's Office helps city residents with their Virginia State income and estimated taxes.

Q: Can I bring my VA income taxes to your office?

A: Yes. If you live in the city, returns can be mailed or dropped off to our office for processing by the state.

Q: I had my federal taxes prepared at a free preparer's office. Can you help with my Virginia return?

A: We can! Be sure to bring your federal tax return, all current year tax papers, a form of identification, and bank routing and account number if you want a refund to be direct deposited.

Q: I sent my VA return in but haven't got a refund?

A: If we can identity you by phone, or if you come to the office with proper ID and a copy of the filed tax return, we can help to determine if the return has been received and if there are any issues.

TAX RELIEF

The Tax Relief for the Elderly and Disabled Program supports both real estate and personal property taxes.

Q: Am I eligible; how do I apply?

A: The person applying for tax relief must be 65 or older or permanently disabled on Dec. 31 of the year immediately preceding the taxable year. The gross combined income of the owner or owners during the year immediately preceding the taxable year shall not exceed $35,000 and their net worth as of Dec. 31 of the year immediately preceding the taxable year shall not exceed $75,000. The exemption is granted on an annual basis. The application for relief must by filed by May 1.

Q: If I don't own a home can I still apply for relief on personal property taxes on my vehicle?

A: Yes. There is a separate application for Tax Relief if you do not own real estate. If approved, the tax relief is on one vehicle only.

Q: I qualified for tax relief. Why do I still see a charge for a vehicle license fee on the bill?

A: The tax relief is granted on the tax only, the vehicle license fee is an annual fee that is still owed.

Q: I own my home and a car. Can I get relief on both?

A: If you qualify for relief on your home, you also will qualify for relief on one vehicle.

Q: Does the value of my principal residence and the land get included in my net worth calculation?

A: No. The value of your principal residence and the value of the land not exceeding one acre is excluded.

BUSINESS & PROFESSIONAL LICENSE COMMISSIONER OF THE REVENUE

Business and Professional Licenses are issued by the Commissioner of the Revenue Office located on the first floor of City Hall. Any business can call the office at 540-432-7704.

GENERAL INFORMATION

Business and professional operations **must obtain a business license** before commencing operation, including home-based and internet-based businesses. Licenses expire each Dec. 31. Businesses have until March 1 of the next year to renew. The application can be obtained at www.harrisonburgva.gov/business-license or by contacting the Commissioner of the Revenue office.

In order to obtain a Business License, **you must have a definite place of business.** A definite place of business is an office or location where a regular and continuous course of dealing with the public occurs. In the City of Harrisonburg, zoning laws may prohibit your business from operating at certain locations, such as a residence. **The address of your business must be approved by zoning personnel** in the Department of Community Development.

Any person, partnership, limited liability partnership, limited liability company, or corporation using a name that does not identify the owner of the business **must register a trade name with the State Corporation Commission**. Registering the name does not prevent your business name from being used by any other business. It is recorded to assist the public by providing information as to the person with whom the public will be dealing. There is a fee to register this name. Information regarding Fictitious Names and forms and fee information can be found through the scc.virginia.gov website

The **copy of the certificate of the fictitious name** must be presented to the Commissioner's Office prior to obtaining a business license.

COST OF THE BUSINESS LICENSE:

The cost of the business license is based upon your estimate of total gross receipts from the day the business opens to December 31 of the same year. If the estimate is less than $10,000 the license will cost $0. If the estimate is $10,001-$25,000 the license will cost $25. If the estimate is $25,001-$100,000 the license will cost $50. If, however, the estimate is greater than $100,000, a tax rate will be applied to your estimate. There are different rates for different types of businesses:

CONTRACTORS
$0.16 per $100 gross receipts

RETAIL
$0.20 per $100 gross receipts

REPAIR, PERSONAL AND BUSINESS SERVICES
$0.20 per $100 gross receipts

FINANCIAL, REAL ESTATE, AND PROFESSIONAL SERVICES
$0.58 per $100 gross receipts

WHOLESALE BUSINESSES
$30 for first $1,000 plus $0.17 per $100 gross receipts above $1,000 ($100,000 threshold does not apply)

CIRCUS
$300 per day paid in advance by cash or money order

CARNIVAL
$150 per day paid in advance by cash or money order

ITINERANT MERCHANT/PEDDLER
$500 paid by cash or money order

LICENSE APPLICATION & BUSINESS TAX COMMISSIONER OF THE REVENUE

BUSINESS LICENSE APPLICATIONS

It is helpful for business license applicants to apply in person but the application and other required documents can be emailed or mailed. To facilitate the application process, please send or bring with you the following information and documents:

Tax identification number
(SSN or FEIN on IRS SS-4)

Home Occupation Permit, if applicable
(Contact the Planning & Zoning Division at 540-432-7700)

Corporate Charter
(Applicable to Corporation, Limited Liability Company, Partnership and Limited Partnership)

Trade Name Registration
(Contact State Corporation Commission at 804-371-9733 or toll free 1-866-722-2551)

Permits, if applicable
i.e. health department, fire department, etc.

Estimate of gross receipts through December 31st

Contractor Workers Compensation Insurance Form 61-A
Find more information through the https://workcomp.virginia.gov/website

SEE MORE ON STARTING A NEW BUSINESS ON PAGES 12 & 13

MORE ON LICENSES & COSTS

Some types of businesses (such as contractors, restaurants, beauty and nail salons, health spas, etc.) require inspection/licensure from other City departments such as the Harrisonburg Fire Department, or from other organizations, such as the Health Department or the Virginia Department of Professional and Occupational Regulation before a City of Harrisonburg business license can be issued. Please call the Commissioner of the Revenue office if you have questions if additional paperwork is needed for your business.

The cost of the license the subsequent year after the first partial year will be based upon an estimate as well as adjustments for the actual prior year gross receipts. In reality, the business is taxed on actual gross receipts since adjustments (+ or -) are made at the end of each year during the estimation period. The business will be on an estimate until it has been in operation for a full year.

BUSINESS TAXES

All businesses that are in operation on January 1 that have tangible personal property that was used or available for use in a business and was located in Harrisonburg on January 1 are required to file a Return of Tangible Business Personal Property by March 31 each year. The forms can be found at www.harrisonburgva.gov/business-taxes or by contacting the Commissioner of the Revenue office. Also, the City of Harrisonburg imposes Food and Beverage Tax, Transient Occupancy Tax, Admissions Tax, and Short Term rental taxes that are collected by required businesses and remitted to the city on a monthly or quarterly basis. If applicable, the business should register for those taxes when they obtain their business license.

THE HARRISONBURG DEPARTMENT OF COMMUNITY DEVELOPMENT

The Department of Community Development is committed to offering professional and courteous customer service while striving for and promoting sound planning, engineering, and building practices, and, together with the community, works to provide a more desirable, livable, safe, and enduring built environment. The Planning and Zoning Division promotes development through the Comprehensive Plan and the application of zoning and subdivision regulations. The Engineering Division provides professional services in engineering, surveying, and site plan review. The Building Division provides building permits and inspections.

BUILDING CODES

Building and Trade permits, including but not limited to:

- New Building
- Building Addition
- Building Alteration/Remodel/Renovation
- Shed
- Swimming Pool
- Detached Garage
- Electrical
- Mechanical (heating/cooling)
- Plumbing

Information and Guidance

• Our permit technicians, plan reviewers, and inspectors are available to answer questions and to provide guidance and resources for your construction projects. While they must ensure compliance with State building codes, they will help you understand some potential options and will help you navigate the application and inspection process to help you prepare for your project effectively and ensure the safety of your loved ones. Please know that while we will do as much as we can for you, we are not able to design your project or make decisions for you. You, and if necessary, your contractor and/or registered design professional, must make the final determinations for your desired project.

Flexible Application Processes

• The preferred method for applying for a building or trade permit is through our online permit portal at http://permits.harrisonburgva.gov/. You can apply for your permits, upload and download documents, track progress, pay fees, and schedule inspections any time of the day from the comfort of your home or place of employment at any time of day.

• Alternatively, fillable permit applications may be downloaded from our website www.harrisonburgva.gov/permits and sent via email with any required attachments to permits@harrisonburgva.gov.

Property Maintenance Inspections for Rental Property

• Our inspectors are available to honor requests for property maintenance inspections. If you believe that the home or apartment you are renting does not meet building code requirements, we can inspect the location and contact the property owner for correction, if required. Please note that we do not have the authority to inspect or enforce matters with mold and other contaminants.

CONTACT:

Phone: 540-432-7700
Fax: 540-432-7777
Website: www.harrisonburgva.gov/community-development

Address:
Harrisonburg City Hall
409 South Main Street
Second Floor
Hours - 8 a.m. to 5 p.m.

ENGINEERING

Information and Guidance

• Engineering staff are available to answer questions and to provide guidance regarding the regulations that affect land development, including erosion control and stormwater management.

• Engineering staff is often familiar with construction projects being performed by other City departments, and may be able to answer questions regarding those projects.

• Engineering staff may be able to assist with questions regarding your property, including but not limited to:
  - o Availability of public infrastructure for new projects
  - o Status of nearby public or private projects
  - o Requirements related to site improvements for new construction or substantial improvements
  - o Cursory review suggestions for addressing homeowner drainage or flooding concerns

Construction Site Concerns

• Engineering staff has certain authority to address erosion and sediment control, stormwater run-off and other issues related to ongoing development. If you are concerned with the management of a job site or if work at a site is affecting your property, please contact us at 540-432-7700.

Site Development Information

• The Engineering Division manages the enforcement of regulations for land development projects from proposal through construction. Contact us if you are interested in information regarding a planned, proposed, or current land development project.

PLANNING AND ZONING

Information and Guidance

• Planning and Zoning staff are available to answer questions and to provide guidance regarding the regulations that affect how you use your property, including but not limited to:

- o What uses are permitted on your property
- o Using your home for a home business
- o Using your home as rental property for either long-term or short-term rental/homestay (such as Airbnbs)
- o Where sheds and accessory buildings can be located on your property
- o Allowed signage
- o Other provisions of the Zoning and Subdivision Ordinances
- o Other City Ordinances such as backyard chickens

• The Zoning Administrator can provide a Zoning Verification Letter to verify the current zoning of property and other information, as requested. Learn more at www.harrisonburgva.gov/zoning#Zoning-Verification-Letter

Zoning and Code Enforcement

• Our zoning inspectors are available to honor requests for zoning and land use related violation inspections. The most common violations in the City are inoperable vehicles; occupancy; and junk, trash and discarded materials. Operating a use that is not permitted in a specific zoning district is also a violation.

• Violations may be reported by calling Community Development at 540-432-7700 or via the online portal at https://permits.harrisonburgva.gov.

Using Land for Purposes Other than By-Right Uses

• Property owners who wish to use land for purposes other than what is allowed by-right under the current zoning law may apply to have their property rezoned to a different district, request a special use permit listed in their zoning district, or may request to have the text of the Zoning Ordinance changed to permit new or amended uses and regulations through a Zoning Ordinance amendment. Such requests can only be approved by City Council.

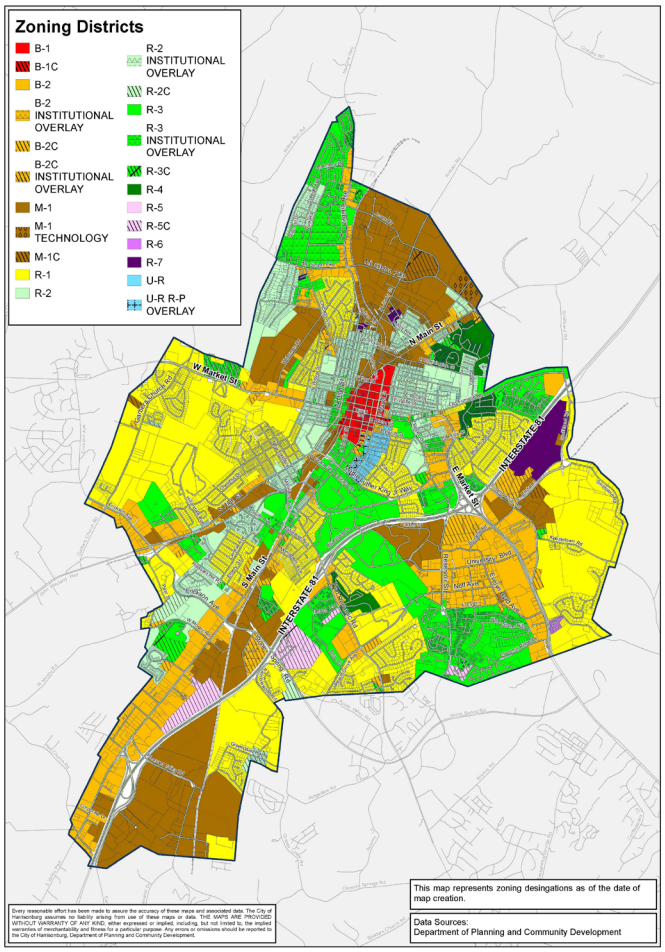
• We are available during regular business hours for information or to apply for a rezoning request, special use permit, Zoning Ordinance amendment, and other land use applications. Emails for staff can also be found on our contact page at: www.harrisonburgva.gov/contact-community-development.

• In addition, fillable application forms are available from our website at www.harrisonburgva.gov/planning-zoning.

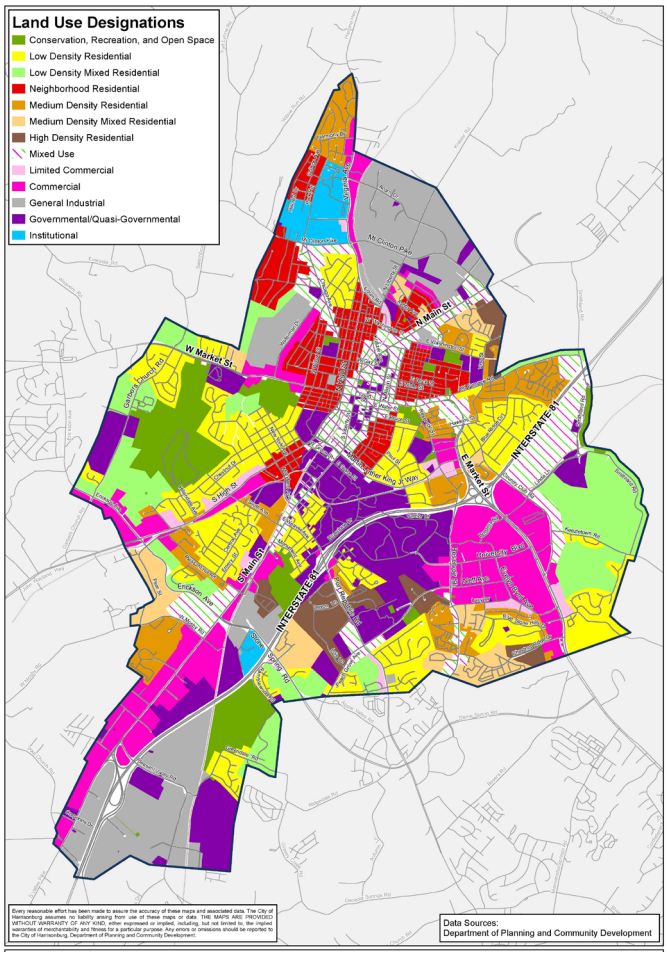
Subdividing Property and Boundary Line Adjustments

• Subdividing property is the division of a lot or parcel of land into two or more lots and includes re-subdividing property, boundary line adjustments and vacating property lines between two or more lots.

• Learn more at www.harrisonburgva.gov/subdividing-property



ZONING MAP AS OF NOV. 2018



LAND USE MAP AS OF NOV. 2018

THE COMMUNITY DEVELOPMENT NEW BUSINESS CHECKLIST

Thinking about starting a new business in Harrisonburg? Use our New Business Checklist to make sure you have everything you need and make sure to contact Community Development staff if you have any questions!

HOME BUSINESS OR EMPLOYER PROVIDE A FORM 1099

- [ ] A Home Occupation Permit is Required.

STARTING OR EXPANDING A BUSINESS IN THE CITY

ZONING CONSIDERATIONS:

- [ ] Is the business permitted in the proposed location?
- [ ] Are there any restrictions on the proposed location?
- [ ] Is the proposed location within a designated floodplain?
- [ ] What are the parking requirements?
- [ ] What sign type and size can be installed?

BUILDING CODE CONSIDERATIONS:

- [ ] Is the business permitted in the proposed building?
- [ ] Are there any modifications or renovations required?
- [ ] Does the building meet fire codes?
- [ ] What are the occupancy requirements for the building?
- [ ] Is a seating layout and occupant load required?
- [ ] Do I need to construct a new building?
- [ ] Does the building/property meet handicapped accessibility requirements?

ENGINEERING CONSIDERATIONS:

- [ ] Will the building project and associated amenities such as parking require an Engineered Comprehensive Site Plan?

QUICK REFERENCE

Divisions are located in the Community Development office in City Hall.

Phone: 540-432-7700
Address: 409 South Main Street

Building Codes

WEBSITE:
www.harrisonburgva.gov/permits

PERMITS:
https://permits.harrisonburgva.gov/

EMAIL:
permits@harrisonburgva.gov

Planning & Zoning

WEBSITE:
www.harrisonburgva.gov/planning-zoning

Engineering

WEBSITE:
www.harrisonburgva.gov/engineering

EMAIL:
siteplanreview@harrisonburgva.gov

THE HARRISONBURG DEPARTMENT OF ECONOMIC DEVELOPMENT

The **Economic Development Department** serves as an active partner for businesses in the City while promoting and developing tourism initiatives for the City.

ASPIRING ENTREPRENEURS WANTED

LAUNCH HARRISONBURG – Powered by CO.STARTERS is a nine-week program that equips aspiring entrepreneurs with the insights, relationships and tools needed to turn business ideas into action and turn a passion into a sustainable and thriving business. LAUNCH HARRISONBURG is led by experienced entrepreneurs in a weekly peer-to-peer setting. Participants will leave the program with a deeper understanding of how to create a sustainable business, articulate their business model and move from idea stage to launch stage.

For those looking to open a new shop, restaurant or other venture in The Friendly City, make sure to pick up a copy of **A Guide to Starting Your Business in Harrisonburg**. This handy brochure developed by Harrisonburg Economic Development goes step by step in helping you make key decisions to create a successful business, while walking you through the process of how the City can support you along the way.

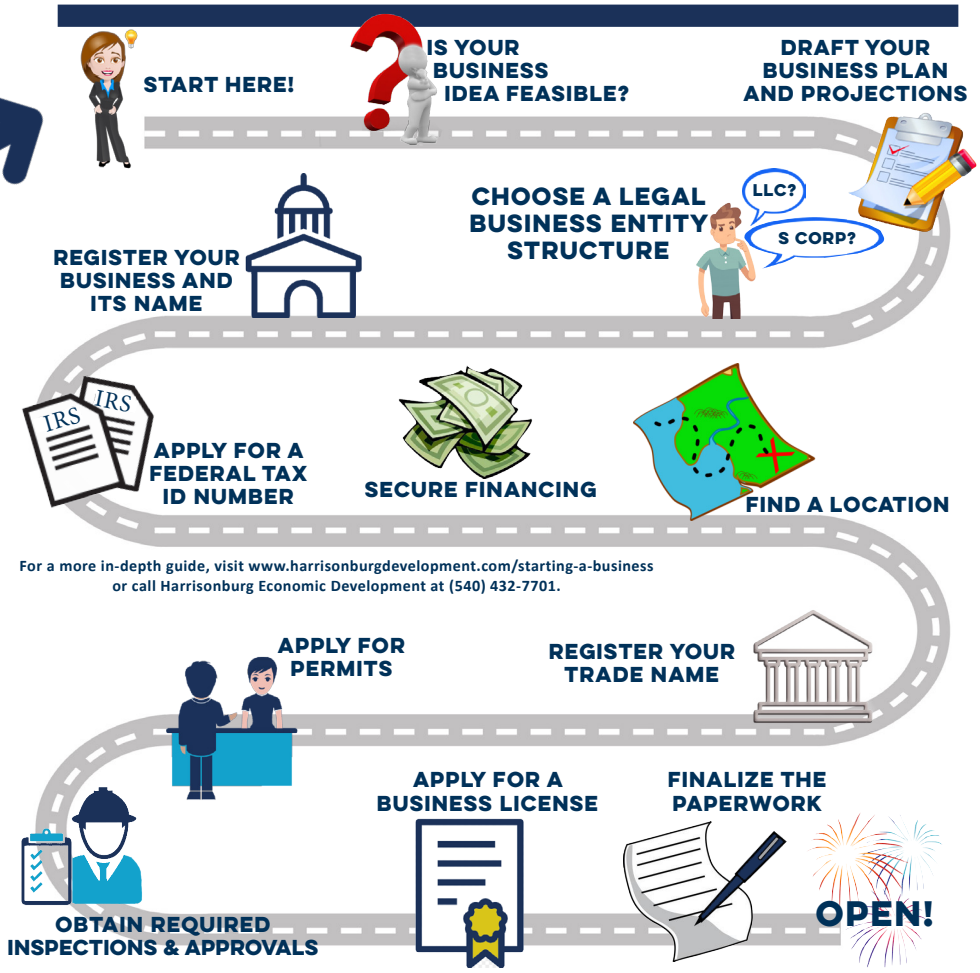
CONTACT:

Phone: 540-432-7701
Fax: 540-432-7778
Website: www.harrisonburgdevelopment.com

Address:
Harrisonburg City Hall
409 South Main Street
Third Floor
Hours - 8 a.m. to 5 p.m.

BE SURE TO DOWNLOAD OUR NEW GUIDE TO STARTING YOUR BUSINESS IN HARRISONBURG AT OUR WEBSITE

YOUR ROADMAP TO STARTING A BUSINESS IN HARRISONBURG



For a more in-depth guide, visit www.harrisonburgdevelopment.com/starting-a-business or call Harrisonburg Economic Development at (540) 432-7701.

AND FOLLOW

HARRISONBURG ECONOMIC DEVELOPMENT
SUCCESS IS SECOND NATURE

ON SOCIAL MEDIA

WWW.FACEBOOK.COM/HARRISONBURGECONOMICDEVELOPMENT

WWW.LINKEDIN.COM/COMPANY/HARRISONBURG-ECONOMIC-DEVELOPMENT

THE HARRISONBURG DEPARTMENT OF FINANCE & PURCHASING

The **Finance Department** is responsible for the accurate and timely reporting of all financial information for internal and external customers; assisting with the preparation of the City's annual budget; preparing projections for the City's Capital Improvement Budget and management analysis; and compliance with numerous local, state and federal regulations. The **Purchasing division** oversees and audits all city purchases and payments for goods and services; prepares purchase orders; serves as risk manager and administrator of the City's comprehensive and liability insurance programs; maintains vendor information; processes 1099s, and prepares or assists with the preparation of Requests For Proposals and Invitations to Bid.

HOW YOUR TAX DOLLARS ARE SPENT

- Public Safety - 22 cents
- Education - 37 cents (includes debt service)
- Public Works - 9 cents
- Joint Services - 8 cents
- City Debt - 6 cents
- General Government - 6 cents
- Parks, Recreation & Cultural - 5 cents
- Transfers - 3 cents
- Other - 2 cents
- Community Development - 1 cents
- Health and Welfare - 1 cent

BUDGET & FINANCES

The City of Harrisonburg operates on a fiscal year from July 1 to June 30. Each year the City Manager prepares the budget using input from department directors. The City Manager then presents the proposed budget to City Council for approval.

City Code requires a proposed balanced budget to be submitted to City Council at least 60 days (by April 30) before the end of each fiscal year.

Before City Council adopts the budget, two public hearings must be held to receive input from the community. City Code also states that the budget must be adopted at least 30 days (by May 30) before the end of the fiscal year. **Both proposed and adopted budgets are public documents and are available to citizens for review at www.harrisonburgva.gov/budget.**

HUMAN RESOURCES DEPARTMENT

The **Human Resource Department** administers programs to attract, motivate and retain an efficient and productive workforce. We are proud to have an award-winning team in 18 City departments, all committed to offering equitable government services to our citizens, visitors and business owners. The department manages programs and services for a workforce of more than 850 employees.

COMPETITIVE COMPENSATION & BENEFITS

Health • Dental • Vision • Virginia Retirement System • Life Insurance • Paid Holidays • Generous Leave Policies • Deferred Compensation • Continuing Education • EAP

VALUE-FOCUSED LEADERSHIP

Our leadership team is focused on values and the high-performance organization (HPO) model. If you think you are guided by these professional values, we would like to hear from you! There also are volunteer and periodic internship opportunities available.

HARRISONBURG | VA
FRIENDLY BY NATURE

INTERESTED?

JOIN OUR TEAM!

CONTACT US TODAY!

Phone: 540-432-8920
Website: www.harrisonburgva.gov/human-resources
Email: Employment@HarrisonburgVA.gov

Address:
Harrisonburg City Hall
409 South Main Street
Third Floor
Hours - 8 a.m. to 5 p.m.

HARRISONBURG FIRE DEPARTMENT

INTEGRITY • PROFESSIONALISM • SAFETY • TEAMWORK • EXCELLENCE

The mission of the **Harrisonburg Fire Department** is to enhance the quality of life for the community by protecting their health, safety and welfare through fire suppression, emergency medical services, prevention and public education.

REDUCING COMMUNITY RISK

While everyone is familiar with the Harrisonburg Fire Department's efforts to fight fires and respond to medical calls in The Friendly City, the Department has numerous preventative and community risk reduction programs you should know about.

• We provide **smoke alarm and carbon monoxide alarm installations and checks** for anyone who needs one. Having a functioning smoke alarm and carbon monoxide alarm, and testing it often, is the most important thing you can do to keep your family safe. If you need assistance, **call us at at 540-432-7703** and we will come help.

• We conduct **child safety seat inspections and installations**. If you need help installing a seat, please contact us. You can learn more about how to get a child safety seat installed by **calling our Child Safety Seat Technician** at 540-810-0527. HFD participates in the Virginia Department of Health Low Income Safety Seat Distribution Education Program (LISSDEP) to help our residents safely transport their children every day.

• We are proud to offer the **Harrisonburg Fire Museum**, which features a rich display of historic fire memorabilia such as uniforms, medals, equipment, old fire alarms and photographs. It is located on the third floor of the Public Safety Building. **Admission is free.** We also provide fire station tours.

•We teach about Community Risk Reduction activities and topics, such as education on **fire safety and distracted driving.** Kitchen fires can happen quickly, and you should **never leave unattended food on the stove**. Always keep a **fire extinguisher** nearby.

CONTACT:

ALWAYS CALL 911 IN CASE OF AN EMERGENCY

HFD Administrative Phone: 540-432-7703
Website: www.harrisonburgva.gov/fire

• We maintain a **strong social media presence** in order to communicate life-saving messaging to residents and help inform about preventative measures.

• We work hard to establish **Recreational Fire safety guidelines**. While many may enjoy a backyard fire in the evenings, making sure it is safe and secure is the **most important thing you can do** to protect your property and that of your neighbors. Fires must be contained in a ring no more than 3-feet in diameter and made of noncombustable materials, among other rules. **Learn more at** www.harrisonburgva.gov/recreational-fire-guidelines.

• We educate our new college residents with our **Campus Fire Safety program**. With The Friendly City being home to two universities, our program helps students with important safety tips such as **having an escape plan** if they need to leave their new home in case of a fire; the importance of **smoke alarms**; the dangers of **overloading extension cords and outlets**; and many other safety tips key for people living on their own for the first time.

• We keep an eye on **Outdoor Fire Safety and Fireworks**. Did you know that all grills should be **kept at least 10 feet away** from all buildings? Or that **using fireworks within City limits is illegal**? These rules help keep your property safe, and prevent unintended fires.

• We offer the **Youth Firesetter Prevention and Intervention Program**, designed to **reduce the misuse of fire by children**. The program provides a risk assessment and fire safety education for the child and caregiver at no charge.

• We utilize an **Opticom Traffic Intervention system** to help us respond to calls quicker and safer. Emergency vehicles have a device that transmits an infrared signal to the intersection ahead, and the Opticom system recognizes the vehicle and changes all the lights to red, while keeping one direction green for the approaching apparatus. **Please always pull over when an emergency vehicle is approaching.**

FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURG-FIRE-DEPARTMENT-118423088718

WWW.TWITTER.COM/HFDVA

WWW.INSTAGRAM.COM/HARRISONBURGFD

HARRISONBURG FIRE DEPARTMENT FIRE CODE AND SPECIAL EVENTS

FIRE CODE ENFORCEMENT

Fire codes exist to minimize fire spread and prevent the loss of life. Fire marshals and prevention officers of the Harrisonburg Fire Department conduct regular inspections at public establishments like restaurants, stores, schools and other high-occupancy places in order to keep people safe. For questions about Virginia Fire Prevention Code Enforcement, please contact the Fire Marshal's Office by calling 540-432-7703.

Nightclub Fire Inspections to ensure life safety

On February 20, 2003, a fire in the Station Nightclub in Rhode Island killed 100 people and injured hundreds more. As a result of this tragedy, fire codes and ordinances were changed across the United States.

The Harrisonburg Fire Department conducts life safety inspections of night-clubs around the City, to ensure that code violations such as over-crowding, blocked exits, and the use of pyrotechnics do not occur. The Harrisonburg Fire Inspection Program is a robust program to ensure the safety of our citizens and visitors.

HFD'S SPECIAL EVENTS

Free Pizza-Free Smoke Alarms

Partnering with our friends at Cici's Pizza every summer, HFD members will come to your door with a free pizza AND a free smoke alarm, which they will install in your home. This annual program helps make sure more people have working smoke alarms and know how to maintain them, when needed. This is one of the many community risk reduction and prevention efforts the Harrisonburg Fire Department does throughout the year. For more information, visit www.harrisonburgva.gov/pizza-night.

Community Fire Academy

The academy, usually held every spring, seeks to educate residents about how the Harrisonburg Fire Department operates and serves the community. The academy will provide a unique and fun experience for all participants. The academy is open to Harrisonburg residents, 18 years and older, and is free of charge.

Camp L.I.T.

Standing for Leadership, Integrity & Teamwork, Camp L.I.T. is a fire/rescue leadership camp for young women. The program consists of many hands-on activities that will give campers the feel of what it would be like as a firefighter and/or emergency medical technician. The camp is open to girls 13-16 years old and is free of charge. Visit our website for more information.

Fire Prevention Week

Each October, fire department's celebrate National Fire Prevention Week, which focuses on a particular theme related to fire safety. The Harrisonburg Fire Department hosts special activities and events throughout the week to educate the community on fire safety topics.

HARRISONBURG FIRE DEPARTMENT FREQUENTLY ASKED QUESTIONS

Q: How can I get my child safety seat installed or checked?

A: All car seat installations and car seat check requests can be made to Brianna Petit, who is our Car Seat Technician. She can be reached via email at Brianna.Petit@HarrisonburgVA.gov or by phone at 540-810-0527.

Q: What are the guidelines for smoke alarms in a residence?

A: We encourage residents to have a smoke alarm on every level of their home and in all sleeping areas. In addition, any home with fuel-burning appliances (fireplace, gas stove) needs at least one Carbon Monoxide (CO) alarm. If any resident in the City of Harrisonburg needs assistance with smoke alarms or CO alarms, please contact our office at 540-432-7703. The fire department will provide a smoke alarm or CO alarm at no cost to any resident.

Q: How do I schedule an educational program or fire station tour?

A: All educational program requests or questions can be directed to Lieutenant Erin Stehle. She can be reached by email at Erin.Stehle@HarrisonburgVA.gov or by phone at 540-432-7717.

Q: Where can I give feedback about HFD's performance?

A: As a department, we need feedback from the public in order to grow and develop to better serve the community. We created an easy-to-access survey which can be found at www.harrisonburgva.gov/fire. You can also call the fire department and ask to speak to the Fire Chief at any time at 540-432-7703.

Q: Why did a fire engine show up when I called for medical assistance?

A: All our trucks have first responder personnel on board. Our fire fighters are at minimum certified Emergency Medical Technicians, and many are paramedics. Stations are located strategically throughout the city and fire fighters can often arrive faster to an emergency than an ambulance. The City has an agreement with the Harrisonburg Rescue Squad to provide transportation to the hospital.

Q: How do I visit the Harrisonburg Fire Museum?

The Harrisonburg Fire Museum is located at 101 North Main Street on the third floor of the Public Safety Building. The museum is open Monday to Friday during normal business hours for self-guided tours.

Q: How do I develop a home fire escape plan?

A: Harrisonburg Fire personnel are always available to assist you in developing a plan. To schedule assistance, contact HFD headquarters Monday through Friday, 8 a.m. to 5 p.m., at 540-432-7703.

Q: How do I become a volunteer?

A: Becoming a volunteer fire fighter usually starts with training. Although HFD doesn't have any volunteer firefighters, we encourage individuals who want to help their community to contact their closest volunteer fire company to learn more. Individuals interested in becoming an Emergency Medical Technician can contact the Harrisonburg Rescue Squad at 540-564-3000.

Q: Where can I find information about upcoming events?

A: Most of the department's events can be found on our Facebook page. We also utilize Twitter and Instagram to post news about our fire department.

Q: Does the fire department fill swimming pools?

A: No. Individuals seeking to have a swimming pool filled should contact local businesses or organizations who provide that service.

Q: Does the fire department do fundraisers?

A: No. No member of HFD will ever call you seeking donations. If you are ever contacted by an individual claiming to represent HFD, try to obtain their name and phone number and then call HFD headquarters with that information.

Q: Does the fire department have a social hall for rent?

A: No. HFD doesn't have a social hall. However, individuals can contact their closest volunteer fire company to ascertain more information.

Q: How can I donate to HFD?

A: Although the fire department never seeks donations, we recognize that individuals may feel compelled to do so. Any donations for HFD can be sent to 101 North Main Street, Harrisonburg, VA 22802.

Q: How can I be notified of man-made or natural disasters near me?

A: Anyone who lives, works or attends school in Harrisonburg is asked to sign up for the Harrisonburg-Rockingham Emergency Alert. The emergency alert will notify you in the event of an emergency or life-threatening weather event. To sign up, visit www.hrecc.org/emergency-alert.

Q: What is the free PulsePoint program?

A: PulsePoint Respond empowers citizens to provide life-saving assistance of sudden cardiac arrest (SCA). App subscribers who have indicated they are trained in cardiopulmonary resuscitation (CPR) and are willing to assist in case of an emergency can be notified if someone nearby is having a SCA and may require CPR. If the cardiac emergency is in a public place, the location-aware application will alert users in the vicinity of the need for CPR simultaneous with the dispatch of advanced medical care. The application also directs these potential rescuers to the exact location of the closest AED. Search for PulsePoint on your smartphone to download the app.

Q: What is the difference between Hose Company 4 and Station 4?

A: Hose Company 4 and HFD Station 4 are two separate fire agencies housed in the same building. Hose Company 4 is affiliated with Rockingham County Fire and Rescue, whereas Station 4 is a City of Harrisonburg Fire Station.

Q: Is open burning allowed in the City?

A: No. City ordinance prohibits burning. However, small recreational fires under limited circumstances may be permissible.

FIND A HARRISONBURG PA

1050 Neff Avenue

- Playground
- Liberty Swing
- 1 Shelter
- Picnic Tables
- Handicap Accessible
- Restrooms

801 Hillandale Avenue

- 12 Shelters
- Mountain Bike Trails
- Playground
- Basketball Courts
- Sand Volleyball Court
- Grills & Picnic Tables

305 South Dogwood Drive

- Fitness Center
- Gym & Handball Courts
- Meeting Space
- Handicap Accessible
- Locker Rooms
- Restrooms

620 Simms Avenue

- Meeting Space
- Computer Lab
- Fitness Center
- Gymnasium
- Auditorium
- Handicap Accessible

680 Garbers Church Road

- 190 Acres
- 18-Hole Golf Course
- Concessions
- Pro Shop
- Handicap Accessible
- Restrooms

41 Monument Avenue

- 3 Shelters
- Softball/Baseball Fields
- 4 Tennis Courts
- Playground
- Walking/Running Trails
- Open Green Space

RK OR FACILITY NEAR YOU!

6 Last Left Lane, Hinton

- 21 Acres
- 4 Shelters
- Grills & Picnic Tables
- Walking/Running Trails
- Open Seasonally

461 2nd Street

- Pickleball Complex
- Basketball Court
- Picnic Shelter
- Large Playground Area
- Restroom Facilities

BE SURE TO ALSO CHECK OUT THESE GREAT PARKS:

DENTON PARK

EASTOVER

KIWANIS PARK

LIBERTY PARK

RALPH SAMPSON PARK

SMITHLAND DOG PARK

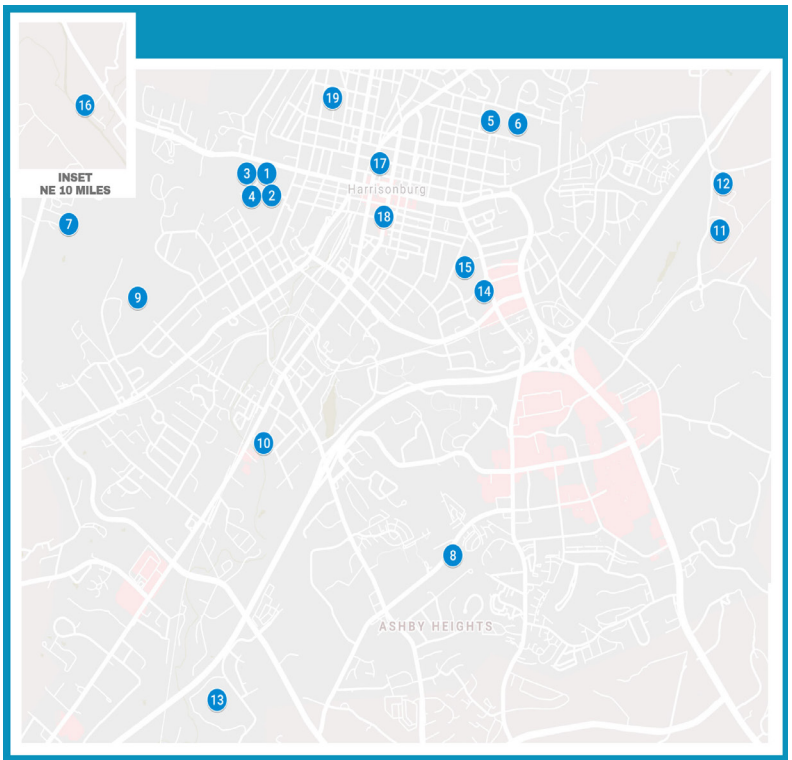
ONLINE GUIDE @ WWW.HARRISONBURGVA.GOV/PARKS

FIND MORE INFO!

Download our Harrisonburg Parks & Rec Facilities Guide online!

305 South Dogwood Drive

- Skate Park
- Pool & Splashpad Complex
- Price Rotary Senior Center
- 21-hole Disc Golf Course
- Community Activities Center
- Playground



1. CECIL F. GILKERSON CENTER
2. WESTOVER POOL & SPLASH PAD
3. PRICE ROTARY SENIOR CENTER
4. WESTOVER PARK
5. LUCY F. SIMMS EDUCATION CENTER
6. RALPH SAMPSON PARK
7. HERITAGE OAKS GOLF COURSE
8. A DREAM COME TRUE PLAYGROUND
9. HILLANDALE PARK/ROCKTOWN TRAILS
10. PURCELL PARK
11. SMITHLAND ATHLETIC COMPLEX
12. SMITHLAND DOG PARK
13. RAMBLEWOOD ATHLETIC COMPLEX
14. EASTOVER TENNIS COURTS
15. KIWANIS PARK
16. RIVEN ROCK PARK
17. LIBERTY PARK
18. DENTON PARK
19. MORRISON PARK

THE HARRISONBURG DEPARTMENT OF PARKS & RECREATION

The mission of **Harrisonburg Parks and Recreation** is to enhance the quality of life and meet the needs of the community by providing comprehensive leisure service opportunities and to develop and maintain a safe system of open spaces and public facilities for the use and enjoyment by the public. The Harrisonburg Parks and Recreation Department is a leading resource for creating positive leisure, recreational and cultural experiences, offering a variety of quality programs, parks and facilities for people of all ages, ethnicities and abilities.

RENT A PARK SHELTER

540-433-2474

www.HarrisonburgVA.gov/Shelters

You can reserve a park shelter space for your next big event. Parks and Recreation-owned shelters include the following:

- Posted reservation signs
- Six to 10 picnic tables
- Grills and trash receptacles
- Park restrooms available April 15 to Oct. 31.
- Water and electricity are available at various shelters, but not lights.

Shelter Reservation Rates (Subject to Change)

- In Season - April 15 to Oct. 31 - $35
- Off Season - Nov. 1 to April 14 - $25

How to Reserve a Shelter

- Fill out and submit a Facility Use Permit Application available online or at the Cecil F. Gilkerson Community Activities Center & the Lucy F. Simms Continuing Education Center.

Considerations

- Reservations may be submitted up to 12 months prior to the date.
- Cancellation and/or refund request must be submitted in writing 14 days prior to the reserved date.
- Facility Use Permit Applications are accepted first-come, first-served.

RENT A FACILITY/FIELD

540-433-9168

www.HarrisonburgVA.gov/Athletics

We have space and fields available for youth and adult user groups to hold programs, leagues and tournaments.

How to Reserve a Facility

- Review our Athletic Facility Use Policy online or contact Erik Dart, Athletics Manager, at Erik.Dart@HarrisonburgVA.gov.
- Fill out the Athletic Facilities Use Application online or at the Cecil F. Gilkerson Community Activities Center.

RENT OUR ROOMS

540-433-2474

www.HarrisonburgVA.gov/recreation-facilities

We have space available to rent for your next special event, meeting, presentation, etc., at these locations:

- Cecil F. Gilkerson Community Activities Center
- Lucy F. Simms Continuing Education Center
- Price Rotary Senior Center

How to Reserve a Room

- Call for room descriptions and rental fee information.
- Review our Facility Use Policies and fill out a Facility Use Permit Application.
- Available online or at the Cecil F. Gilkerson Community Activities Center

PROGRAMS AND CLASSES FROM HARRISONBURG PARKS & REC

PROGRAMS/CLASSES

A wide variety of programs offered to the Harrisonburg community include fitness, athletics, special interest (art, music, etc.), preschool, after school, and summer youth services, an extensive dance program, aquatics, 50 & Wiser and seasonal park programs.

The department not only utilizes Harrisonburg's parks and facilities for community programs, but also shares the use of these amenities by implementing a rental program that includes athletic fields, park shelters, and facility room and auditorium rental spaces. Harrisonburg Parks and Recreation has been a partner in environmental initiatives managing park green spaces to meet standards set forth by the City's environmental plan and assisting by participating in related programs such as the urban wood utilization program and recycling mobile unit program.

Some activities within these divisions include:

Yoga for All
Moving & Grooving
Youth/Adult Athletics Leagues & Clinics
Youth Cleat Exchange program
The Making Space art program
Canteen program for teens/adults with intellectual and other developmental disabilities
Parent-Tot Playtime
Ballet/Jazz/Tap/Irish Step dance classes
Masters Swimming and swim lessons
50 & Wiser Pilates and Cardio and Strength
50 & Wiser Pickleball Clinics and Social Club
Heritage Oaks Golf Course leagues & tournaments

EVENTS & FESTIVALS

Harrisonburg Parks and Recreation works alongside local businesses and organizations to offer a **wide variety of quality of life enhancing community events:**

Race to Beat Breast Cancer 5K fundraiser
International Festival
Youth TryAthlon
African American Festival
Easter Egg Hunt
Shamrock 5K Trail Run
Superhero Party
Sweetheart Dance
Holiday Craft Show
Great American Backyard Campout
Holiday Parade

FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGPARKSANDRECREATION
WWW.TWITTER.COM/HBURGPARKS
WWW.INSTAGRAM.COM/HARRISONBURGPARKS

HARRISONBURG POLICE DEPARTMENT

INTEGRITY • ACCOUNTABILITY • HONOR • LEADERSHIP • DIVERSITY

The Harrisonburg Police Department will partner with our community to reduce crime, solve problems and improve quality of life. We will uphold our core values in behavior and demeanor with loyalty, honesty, integrity, poise and control. We will strive to master our skill sets and constantly seek knowledge.

OUR COMMITMENT TO COMMUNITY SERVICE

Public Event Requests

The Community Resource Unit can assist your local event with providing police vehicles for display, safety information presentations and child ID fingerprinting. At least a month's notice for scheduling would be appreciated and we will work with your coordinators to make the event great. To request HPD's attendance at an event, contact the Community Resource Unit at HPDCommunityResourceOfficer@HarrisonburgVA.gov or call 540-437-2645.

Driving Safety Demonstrations

HPD officers have a "Seat Belt Convincer" and Golf Cars to help young drivers become aware of the importance of seat belt usage and to not drive intoxicated. A large parking lot space is needed for the demonstrations, but is a great interactive way to teach safety. If your organization is interested in having HPD put on a demonstration, contact the Community Resource Unit at HPDCommunityResourceOfficer@HarrisonburgVA.gov or call 540-437-2645.

Our "Explorers" Program

Young people ages 14-20 are encouraged to join and begin to look at a future career in law enforcement. Dedication to HPD can start early, and this is a great way to build character and knowledge in law enforcement. Find more information about the program and apply to take part at www.harrisonburgva.gov/hpd-explorers.

Community Police Academy

Learn about all aspects of HPD in a two-month-long program with classes held weekly. Graduates of the CPA have the opportunity to join the CPA Alumni, which continues the engagement and allows members to volunteer at many HPD sponsored events. Learn more about the program and apply to take part in a future academy at www.harrisonburgva.gov/community-police-academy.

Tours of HPD

Hour-long tours are provided for school groups, day cares and scouting groups for kids to get an inside look at HPD. Call us for more information.

COMMUNITY-ORIENTED POLICING

At the Harrisonburg Police Department, our team is constantly seeking new ways to engage with our community in a positive, constructive environment that will allow us to create lasting bonds. That includes holding routine Community Walks where our officers go door-to-door in neighborhoods to meet our residents and ask them if there is any service they need from us. It also includes Coffee With A Cop events where we get a chance to relax and connect with individuals. We also participate in local food drives and community festivals - any chance we can get to meet our community and help The Friendly City.

RESTORATIVE JUSTICE AND ITS IMPORTANCE

Restorative Justice is a world view that acknowledges crime causes harm - not only to the individuals involved, but also to the community as a whole. Moreover, this calls for restoring trust and healing the relationships of the individual harmed and those affected by the harm.

With an emphasis on collaboration, the Harrisonburg Police Department incorporates Restorative Justice (RJ) into policing. HPD has its own resident Restorative Justice practitioner which ensures a high quality of police training.

Restorative Justice is part of the culture and practice of policing that reflects the values of protection and promotion of the dignity of all. HPD officers and other members of our community collaborate in Restorative Justice Circles to restore trust, rebuild relationships, repair harm and reintegrate the author of harm (offender) back into community. Adults and juveniles can be referred to the HPD Restorative Justice Program by a police officer, victim, offender, court services, judge or community member.

For more information on the program and how it benefits our city and residents, please visit www.harrisonburgva.gov/hpd-restorative-justice.

NATIONAL NIGHT OUT

Do you want to create a strong and safe neighborhood in Harrisonburg? If so, organize your neighbors and participate in National Night Out. Every August, members of HPD and City officials visit neighborhoods to celebrate the great community Harrisonburg is and the people that make it special. Learn more about how you can take part in this special event at www.harrisonburgva.gov/national-night-out.

FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGPOLICEDEPARTMENT

WWW.FACEBOOK.COM/POLICIAHARRISONBURGENESPANOL

WWW.TWITTER.COM/HARRISONBURGPD

HPD PATCH Camp

HPD's summer camp, held for one week, gives campers ages 12 to 16 a fun and rewarding experience with many law enforcement-based activities. Teams of campers work together, assisted by HPD officers and Explorers (learn about Explorers on Page 22), to enjoy an exciting week. For more information contact the Community Resource Unit at HPDCommunityResourceOfficer@HarrisonburgVA.gov or call 540-437-2645.

Prescription Drug Take Back

In the Spring and Fall, HPD works with the DEA to allow people the opportunity to safely dispose of unwanted and expired prescription medication. Check our website at www.harrisonburgva.gov/take-back-initiative for dates and details. A drop box for prescription medicines is also located in the lobby of the Public Safety Building all year long.

CONTACT:
ALWAYS CALL 911 IN CASE OF AN EMERGENCY

HPD Non-Emergency Phone: 540-434-4436
Website: www.harrisonburgva.gov/police
Crime Solvers Anonymous Tip Line: 540-574-5050

FREQUENTLY ASKED ?'S

Q: How do I retrieve my personal property from HPD?

A: Property in the possession of HPD can only be released with the Investigating Officer's authorization. Once they have given authorization, property pick up is by appointment only. Please call the Evidence Room at 540-437-2621 to set up an appointment to retrieve your belongings. Evidence Room hours are Monday through Friday from 8 a.m. to 7:30 p.m.

Q: How to I request records related to an arrest or incident?

A: We are unable to release some records to the public, per the Virginia Freedom of Information Act (FOIA). However, you can request records by contacting the City's FOIA officer at Michael.Parks@HarrisonburgVA.gov.

Q: Where can I learn more about HPD's policies and statistics?

A: We keep a record of all our HPD Policies on our website. At our site you also can find information about Use of Force and arrest data. We provide this information routinely to help increase transparency as we serve you.

HARRISONBURG-ROCKINGHAM EMERGENCY COMMUNICATIONS CENTER

The Harrisonburg-Rockingham Emergency Communications Center (HRECC) provides 24-hour emergency communications services to the City of Harrisonburg, Rockingham County and the towns within the County as what's known as a shared service. 9-1-1 calls made within the City are received by HRECC.

Text to 9-1-1

The Text to 9-1-1 program allows individuals to text information about their emergency to the number "911". While you should always call 9-1-1 first if you can, the text option will support individuals who may be unable to call due to the emergency they are experiencing. Communicators at HRECC will receive the text within seconds and connect with the individual about their emergency.

Harrisonburg-Rockingham Emergency Alert

The emergency alert system will notify you in the event of an emergency or life-threatening weather event. Visit www.harrisonburgva.gov/emergency-alert to learn more and sign up. Enter your Harrisonburg address when registering.

FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGROCKINGHAMECC

WWW.TWITTER.COM/HRECC

THE HARRISONBURG DEPARTMENT OF PUBLIC TRANSPORTATION

HDPT'S PRIORITIES: SAFETY • CUSTOMER SERVICE • SCHEDULE

TRANSIT SERVICE

The Harrisonburg Department of Transportation, or HDPT, has six regular routes that cross The Friendly City - and additional routes that serve the campus of James Madison University and student housing areas. When JMU is in session, some routes operate until 11 p.m.

Fares are traditionally $1 for adults on the six main City routes, and 50 cents for seniors. JMU students ride free with valid ID. Discounted coupon books are available for purchase, and more information can be found at www.harrisonburgva.gov/bus-fares. Transit bus schedules are available at our website and in the HDPT lobby.

PARATRANSIT

Harrisonburg Paratransit is a specialized public transportation service that operates within the City of Harrisonburg for persons who have disabilities as described in the Americans with Disabilities Act. Wheelchair accessible vehicle service is offered for trips within the City of Harrisonburg. Basic hours of operation are the same as Transit Service and differ during the JMU semester. All persons who use this service must be issued a paratransit card. Applications are available in the Public Transit office, at our website or by calling our office.

CONTACT/REQUEST PARATRANSIT

Phone: 540-432-0492
Office: 475 East Washington Street
Website: www.harrisonburgva.gov/hdpt

PUBLIC SCHOOL SERVICE

HDPT provides school bus service for Harrisonburg City Public School students, as well as field trip transportation for Harrisonburg City Public School students. For information about where your child's school bus stop is located, what their school bus number is, or what drop off times are, please call our office.

FOLLOW US ON SOCIAL MEDIA!

HDPT
hdpt.com

WWW.FACEBOOK.COM/RIDEHDPT
WWW.TWITTER.COM/RIDEHDPT

THE HARRISONBURG DEPARTMENT OF PUBLIC UTILITIES

The mission of **Harrisonburg Public Utilities** (HPU) is to meet and to exceed local, state and federal requirements in providing reliable qualities and quantities of safe water for potable use and for fire suppression, and in providing the conveyance and disposal of sanitary sewer. HPU provides water and sewer service to more than 16,000 customer accounts for a total of approximately 55,000 customers, the majority located within the City of Harrisonburg corporate boundaries. HPU does provide water service to customers in several areas outside the corporate boundaries and also wholesales water and sewer to Rockingham County, who then retails the services to its customers.

HISTORY OF YOUR WATER

Today, Harrisonburg enjoys so many benefits as a place to work and live. This is thanks in large part to the attention and commitment by past and present elected officials and employees who have created and nurtured our water and sewer systems. The growth of Harrisonburg is simultaneously integrated with development of these utilities. The following are benchmark accountings with many other accountings available elsewhere.

• The initial gathering of settlers that initiated the beginning of Harrisonburg **congregated around the "Big Spring"** located at Court Square.

• In the 1890s, water use exceeded the Court Square Spring output so we undertook a unique investment to get **raw water from 10 miles west at Rawley Springs**. This pick and shovel installation of 10-inch-diameter cast iron water pipe was followed by upgrades in the 1920s and 1950s, and continues today.

• In the 1940s, water use exceeded the Rawley Springs output from Dry River so **the City invested in Silver Lake.**

• The biggest leap occurred in the 1970s, when Harrisonburg modernized by **investing in source water from North River in Bridgewater**, constructing a multi-media filtration plant at Grand View Drive and participating in construction of Switzer Dam on Dry River.

• We are now engaged in a $40+ million project to tap raw water from the **South Fork Shenandoah River**.

WE BELIEVE THAT OUR CUSTOMERS DESERVE:

A Welcome Business Environment

You can engage with City staff to address your water and sewer bill at the City Treasurer's Office at City Hall, at the HPU Billing Office, and online. Our Billing Office offers bilingual services by phone and in person for those needing interpretation support. We value billing accuracy and work to ensure it with vigilance in staff accountability, software upgrades, monthly meter reading, and high standards in asset management. We educate customers about their water service responsibilities, but we also provide many free helpful services. Our policies carefully balance cost relief for unexpected events against unnecessary burden to other customers.

Fair Market Rates

We benchmark our rates against state-wide averages and against local household median income. We desire to avoid large adjustments to our rates, and we use industry supported "Cost of Services Studies" to draft rates that distribute cost in proportion to the burden placed upon our system. We use a "Long Term Financial Model" to mitigate against short sighted decisions.

Service Reliability

Although many of our customers have never experienced the effects of a water or sewer pipe failure, we know these things may happen. So, we provide 24/7/365 response for immediate repair. We prioritize needed reinvestments and replacements to maintain our pipe inventory under the benchmark of mean time between failure equal to once every 10 years.

Quality Products

We use a three tiers approach, consisting of raw water selection, advanced water treatment and distribution system management, to deliver safe and aesthetic potable water. Our sewer treatment is provided through our regional participation with neighboring towns and county in a state-of-the-art advanced nutrient removal facility.

Sustainability

Sustainability can be measured financially, socially and environmentally; a close observation will show that we value and balance all areas in our formal strategies and in our daily decisions.

OUR TOP 10 FREQUENTLY ASKED QUESTIONS

Q: What services does Public Utilities provide?

A: We provide water & sewer services, but we also provide the billing for trash & refuse services.

Q: How can I connect with Public Utilities?

A: Our Call Center is in our Billing Office and can be reached in person at 2155 Beery Road from 8 a.m. to 5 p.m. or by telephone at 540-434-9959. During closed hours, our number transfers to our all-hours staff for support.

Q: How can the Call Center help me?

• Account connections, billings, payments, disconnections and information on customer responsibility.

• Technical questions regarding water and sewer system performance and issues for new construction are handled by our Engineering Staff.

• Field response for water and sewer interruptions, and for substandard deliveries of our products, are handled by our Field Staff & Pump Staff.

• Our Water Treatment Plant specializes in water quality concerns.

• Our Administrative staff can assist you with accounts payable and accounts receivable issues.

Q: What do I pay for?

A: Our monthly residential bill is approximately 60 percent of the Virginia statewide average and median bill. Your payment goes 50 percent for operations and maintenance, 15 percent as a tax supplement to support City overhead to HPU, and 35 percent for asset debt and capital investments.

Q: What things am I responsible for?

• Water: The customer owns everything behind the water meter, so know and protect your assets as responsibilities and cost burdens will reside with you. HPU will not be able to help.

• Sewer: With similar responsibilities and burden of cost, the customer owns everything on private property, but has extended responsibilities to the public main. If you have a sewer failure call HPU first as our diagnostic service is free and we have discount repair services. We will not reimburse for a plumber to refer a City responsibility.

Q: Is there anything that I might overlook?

A: Yes. Reliable water and sewer service is not an absolute. You should carry a water damage rider and a sewer damage rider in your homeowner's insurance.

CONTACT:

Phone: 540-434-9959 (available 24/7)
Email: waterservice@HarrisonburgVA.gov
Website: www.harrisonburgva.gov/public-utilities
Address: 2155 Beery Road
Hours: 8:30 a.m. to 4:30 p.m.

Q: Is the water quality good?

A: We think so. Our annual Consumer Confidence Report makes transparent our compliance with regulated and some unregulated contaminants. Our Dry River water is extremely soft with minimal contaminant as it was consumed for over 70 years with minimal treatment. By word of mouth we know our Dry River water provides great taste. We strive to maximize this advantage.

Q: Is water and sewer service uniform in the City?

A: No. Pressures range from 25 to 110 psi and available fire flows vary from 500 to >3000 gpm.

Q: Anything else Public Utilities can help with?

A: Tons! See our website for tips on conservation, cold weather preparation, absentee customer, payment options and more.

THE FOUNDATIONS OF OUR CUSTOMER SERVICE

Asset Management

Harrisonburg Public Utilities manages more than $300 million in assets. Care for these assets requires 24-hours-a-day, seven-days-a-week, 365-days-per-year attention. This care is provided through predictive maintenance, preventive maintenance, scheduled repair maintenance, unscheduled emergency repair and replacement.

Many of the assets are below the ground, such as an inventory of more than 500 miles of pipes ranging from ¾ to 36 inches in diameter and of age dating back to the late 1800s or as new as recent installation. The "invisible" water pipe network encompasses more than 4,300 valves and more than 1,600 meters. The "invisible" sewer system requires more than 5,200 entry locations termed as manholes (surface to pipe vaults).

Many of the assets are visible; these include our Water Treatment Plant rated at 13.6 MGD, a dozen water pump stations, a dozen water storage tanks, and half a dozen sewer pump stations. HPU does not operate a sewer treatment plant but provides four Board Members to the HRRSA plant at Mount Crawford where sewer is treated by the highest available level of technology to remove carbon, nitrogen and phosphorous.

Strategic Planning

For the purpose of transparency, continuous improvement and continuity, we have formalized our asset management strategies into three documents:

• Raw Water Supply Management Plan
• Potable Water System Management Plan
• Sanitary Sewer Management Plan

All of these plans are available at our website.

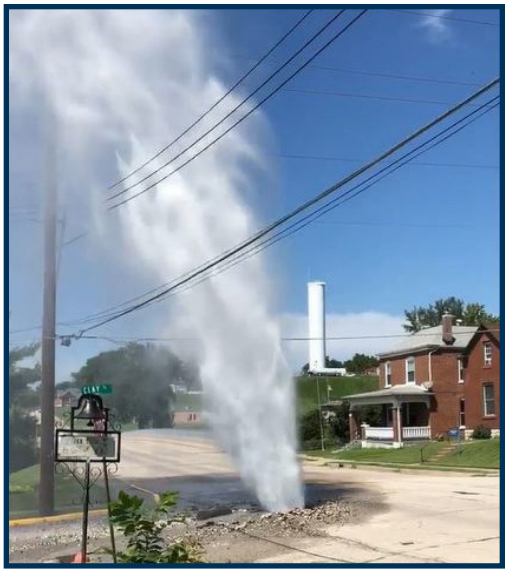
Technology

We are proud of our advancements with technology and our resulting enhanced levels of reliability, effectiveness, efficiency and carbon footprint management.

• **GIS:** We use a geographical information system (GIS) to log the location and the attributes of assets.

• **SCADA:** We use a robust computerized control and monitoring system for oversight of functionality in the water and sewer systems.

• **CMMS:** We use a computerized maintenance management system (CMMS) to schedule and record activities, to tabulate cost, and provide data for insight into management of all assets.



• **AMR/AMI:** We use touch and radio transmission technologies (AMR) to read our water meters; we are positioned to move to internet technology (AMI) in the next two years.

• **CCTV:** Closed circuit TV allows us to inspect and make condition assessments of our sewer pipes.

• **SE OPTIMIZERS:** We use specific energy optimizers to minimize electrical energy usage in our pump stations.

THE HARRISONBURG DEPARTMENT OF PUBLIC WORKS

With approximately 100 employees, the **Harrisonburg Department of Public Works** is dedicated to the mission of providing efficient public services; protecting the public interest with good environmental policies; enforcing codes; and constructing, operating and maintaining the city's public infrastructure. The department is responsible for a wide gambit of City services - from street maintenance, to refuse and recycling, to traffic engineering and much more.

STREETS & SIDEWALKS

The Street Division of Public Works consists of about 40 crew personnel. Many of the activities performed by street crews are maintenance in nature; however, when the opportunities arise, the department will participate in new construction projects. Public Works maintains more than 300 lane miles of City streets.

Some activities within the Street Division include:

- Maintain the integrity of the City's streets through a **consistent repair program**.
- **Inspect & repair city sidewalks and curb/gutter** to maintain safety.
- **Inspect and clean drainage structures and pipes** for effective runoff control.
- **Monitor a guardrail safety program** to ensure safe vehicular travel.
- Provide a **comprehensive mowing program** to enhance the city's appearance.
- **Brush and tree maintenance** to guarantee adequate vehicular sight distance.
- Assist citizens with annual fall cleanup with an effective l**eaf collection program**.
- Maintain city streets with an **annual inspection & resurfacing program**.
- **Sweep Downtown streets** daily; **primary streets** approximately every two weeks.

TRAFFIC ENGINEERING

The Traffic Engineering Division of Public Works is responsible for installing, maintaining and operating the devices used to control traffic on public streets in the City of Harrisonburg (not including the James Madison University campus), including traffic signals, pavement markings, signage and warning lights.

Some activities within Traffic Engineering include:

- Maintaining, operating & inspecting nearly 90 traffic signals.
- Installing & maintaining video detection systems at intersections.
- Installing & maintaining street signs - 50 to 100 per month.
- Supporting traffic management at events throughout the year.
- Managing all markings on public streets - 180 linear miles annually.

To make a traffic signal service request, please call the Public Works Department at 540-434-5928 or fill out the electronic request form at www.harrisonburgva.gov/sign-signal-maintenance

CONTACT:

Phone: 540-434-5928
Email: PublicWorks@HarrisonburgVA.gov
Website: www.harrisonburgva.gov/public-works
Address: 320 East Mosby Road
Hours: 7:30 a.m. to 4 p.m.

Snow & Ice Guidelines for Residents & Businesses

Public Works responds to snow and ice removal activities and other emergencies as they arise, and will plow City-maintained streets. Emergency routes are plowed first, major roads second, major connector roads third and then secondary roads.

To ask, we ask that you:

- Avoid parking on the street. Snowplows can't fully clear streets with cars in the way.
- Avoid unnecessary travel when crews are clearing snow and ice from the roadways.
- Do not attempt to pass snowplows, and stay at least 100 feet behind them.
- Keep a safe distance of at least five seconds behind other vehicles.
- Be aware of potentially icy areas such as shady spots and bridges.

Residents, business owners and property owners must clear snow from the sidewalk in front of their home or business. Six inches or less of snow accumulation should be removed within 24 hours after snow has ceased to fall and six inches or more of snow accumulation should be removed within 36 hours after snow has ceased to fall. Individuals should shovel snow to the right side of their driveways (looking toward the street).

Individuals who plow from sidewalks, parking lots, or private drives back into the street are in violation of City Ordinance 6-2-5. Depositing snow or ice into a plowed street causes safety hazards. Those who cause a hazard in the roadway may be liable for any damages caused by this activity.

Are you physically unable to clear your snow? Contact Public Works to learn more about our assistance program.

REFUSE & RECYCLING

The Public Works Department operates its own solid waste collection program, collecting residential and some commercial waste within City limits from more than 8,400 residences and about 400 small businesses. It also provides the Recycling Convenience Center and a mobile recycling unit.

How Refuse & Recycling Services Work:

• Your refuse collection day can be found at www.harrisonburgva.gov/refuse-recycling-program

• The Toter trash carts provided by Public Works should be placed by the curb as early as 4 p.m. the day before collection (but no later than 7 a.m. the day of collection) and retrieved after emptied.

• Individuals should remove liquids and hazardous items from their refuse, such as batteries, paint, motor oil, cleaners, etc. Those can be dropped off during Hazardous Waste Collection events held twice a year at the Rockingham County Landfill. More information can be found at www.harrisonburgva.gov/hazardous-waste-collection

• Recyclables, bulk items and yard debris can be brought to the Recycling Convenience Center. The City does not offer curbside recycling service.

FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGPUBLICWORKS

RECYCLING CONVENIENCE CENTER:
2055 BEERY ROAD MON.-FRI. 8-4 / SAT. 8 TO NOON
WWW.HARRISONBURGVA.GOV/RECYCLING

Other Collection Opportunities From Public Works:

• **Bulk Collection -** Public Works collects bulk items twice a month. Residents may set out a maximum of five bulk items on their scheduled collection day. Find your collection day at our website. Bulk items may include furniture, appliances or large items not taken on your normal trash day.

• **Yard Debris Collection -** Residents may set out a maximum of 10 yard debris items on their collection day. Yard debris must be in biodegradable bags or bundled and tied with a string. Public Works has a 10-yard roll-off yard debris container which City residents can rent. The rental fee is $75 for the first 48 hours.

• **Leaf Collection -** Public Works will collect leaves in the fall. Contact our office for the fall leaf collection schedule each year. More information is available on our website about composting your leaves.

• **Local Landfill -** The Rockingham County Landfill is located at 813 Greendale Road. It is open Monday through Saturday, 7 a.m. to 4:30 p.m. More information is available at www.rockinghamcountyva.gov/451/Landfill.

• **Holiday Collection -** The City does not collect refuse, and closes the Recycling Convenience Center, multiple times throughout the year for holidays. A complete list of observed holidays, and the rescheduled collection dates, is available at www.harrisonburgva.gov/city-holidays.

Q: What happens to items I bring to be recycled?
A: They are collected by third parties for processing. The types of items we accept for recycling are determined by those third parties who are available to recycle them.

Q: How do I set up my trash collection account?

A: When you set up your water with Public Utilities, trash and solid waste management is set up with your water bill.

Q: Why should I pre-sort my recycling?

A: The recycling industry has changed a lot since 2018. Recycling can no longer be co-mingled as recyclers will not accept "contaminated" lots of a class of recycling. For example, plastic bags cannot be mixed in with the #1 plastics. They are processed differently by the recycler. This change in policy by recyclers is also why the curbside recycle program in the City was discontinued in favor of the Recycling Convenience Center.

Q: I have medical issues that make it difficult-to-impossible for me to take my trash to the curb. How do I get my trash collected?

A: For those with medical issues, documented by their physician, Public Works will work with the resident to help them with their trash collection. Those with a specific need should contact Public Works to discuss the program and if they would be eligible for trash assistance.

DEPARTMENT OF PUBLIC WORKS TRANSPORTATION & STORMWATER

TRANSPORTATION PLANNING

Public Works staff is involved in planning for future transportation needs in numerous ways, and often works with the Virginia Department of Transportation and other organizations to obtain funding for local projects. The City has also been awarded many federal and state transportation grants for Safe Routes to School projects, new sidewalks, shared use paths, safety and operational improvements, and new roadway construction.

In addition to engineering and construction, the development of transportation projects involves environmental reviews, ensuring that any land acquired is done so in a fair and legal manner that minimizes impacts to natural resources, and labor standards compliance to ensure construction crews are selected competitively and compensated fairly.

Understanding Local Transportation Needs:

The Transportation Planning team undertakes a number of programs to help understand Harrisonburg traffic and plan for how to improve congestion while making our roadways safer. Traffic studies are regularly conducted to understand traffic volume and help in traffic signal timing and coordination plans. Traffic modeling and simulation is used to understand how proposed changes could impact corridors and intersections before changes are put into place.

Traffic Calming Programs:

The City has developed and offers to its neighborhoods several programs to address speeding and cut-through traffic concerns in residential areas.

Team Up to Slow Down is a partnership initiative between citizens, Harrisonburg Police, and the Public Works Department to help educate and encourage drivers to slow down. It is multifaceted and includes a variety of tools, including neighborhood meetings, resident pledge cards, brochures and more.

The **Neighborhood Traffic Calming Program (NTCP)** works to develop additional strategies to decrease speeding and limit cut-through traffic. Enrollment is incumbent upon the neighborhood participating first in Team Up to Slow Down, meeting eligibility requirements, and securing signatures from at least 75% of their neighbors agreeing that traffic is a problem.

The program is designed to limit cut-through traffic and speeds.

Find more information on the program at www.harrisonburgva.gov/neighborhood-traffic-calming-program

BIKES & PEDESTRIANS

Biking and walking are integral components of an efficient transportation network. Appropriate bicycle and pedestrian accommodations provide the public, including the disabled community, with access to the transportation network, connectivity with other modes of transportation and independent mobility regardless of age, physical constraint or income.

Building "complete streets" with accommodations for people walking and biking enhances quality of life and health, strengthens communities, increases safety for all, reduces congestion, offers recreational opportunities and benefits the environment.

In addition to the Bicycle & Pedestrian Plan, which identifies areas that are in need of bicycle and/or pedestrian improvements, the City also works with a subcommittee that provides advice to staff on people walking and bicycle needs and concerns.

The Community Bike Map is available at www.harrisonburgva.gov/bike-map.

STORMWATER MANAGEMENT PROGRAMS

Public Works maintains an extensive Municipal Separate Storm Sewer System (MS4) with a focus on protecting our streams and rivers. **Community engagement is key to accomplishing this.**

Part of that is the **Stormwater Utility Fee**, which is charged to all property owners and provides an adequate and stable source of funding for the City's stormwater program. A Credit Program allows property owners to improve stormwater runoff on their own properties to assist the City in meeting its pollution reduction requirements. Applications are due July 1. Applications can be submitted to the Public Works office or via email at Stormwater@HarrisonburgVA.gov. You also can find more information at www.harrisonburgva.gov/stormwater-utility.

Individuals also can take part in the **Harrisonburg Conservation Assistance Program**, which provides cost-share and technical assistance to address natural resource and stormwater concerns by assisting in the voluntary installation of certain stormwater Best Management Practices (BMPs) within city limits.

Find more information about the program and how to apply at www.harrisonburgva.gov/hcap.

Public Works also hosts the annual **Blacks Run Clean Up Day** of our local stream. For more information, visit www.cleanstream.org.

PUBLIC WORKS FREQUENTLY ASKED QUESTIONS

Q: There is a tree down in my yard. Can Public Works come remove it?

A: Public Works only removes downed trees that present an immediate danger to a public thoroughfare. Trees down on a private residence are up to the property owner to clear. Small branches (less than 2 inches in diameter and no longer than 4 feet) can be put out for yard debris collection on Wednesdays. Bundling of debris is appreciated. Larger pieces of trees can be taken to the Rockingham County landfill.

Q: Can Public Works fix the streetlight that is out in my neighborhood?

A: No, that is a responsibility of the Harrisonburg Electric Commission, and they would be the point of contact for streetlight issues. You can reach them at 540-434-5361.

Q: Why do some traffic signals take longer than others, or take longer at certain times?

A: Traffic signals are timed to optimize flow not only at the intersection they directly impact, but other intersections further along the chain. Optimization is also customized for time of day and day of the week.

Q: Where is the best place to park to ride the Northend Greenway?

A: With only Phase I of the Greenway complete at this time, we recommend parking along the street at the Suter Street end of the trail.

Q: Can you add a bike lane on my street?

A: Our transportation planners are always reviewing where additional bicycle and pedestrian infrastructure can/should be located in the City. Please email us with your request.

Q: How exactly does the Stormwater Utility Fee work, and how is it calculated?

A: The City of Harrisonburg adopted a Stormwater Utility Fee to provide funding in the support of the operation, maintenance and regulation of the City's extensive stormwater management system. The utility fee has been designed for owners of developed property in the City to assist in stormwater management program costs. The utility fee program is based on the amount of impervious area on developed property because properties with higher amounts of impervious area contribute greater amounts of stormwater runoff and pollutants to the stormwater management system. Property owners will see this fee as a separate line item on their Real Estate Tax Bill. The current fee is $6 per 500 square feet of impervious surface. Examples of impervious areas includes roofs, sidewalks and parking areas.

Q: Can I reduce my Stormwater Utility fee?

A: Yes! Visit www.harrisonburgva.gov/residential-credit for more information on how to reduce your residential fee by up to 50 percent. There are also reductions available for businesses.

Q: Can I get a copy of the traffic signal recording from an intersection?

A: The cameras that you see at intersections are primarily for detecting vehicles so that the light can turn green, or red, at the appropriate time. The cameras have other benefits as well: they count vehicles, provide access to live feeds for traffic management, etc., but they do not record.

Q: Can you put a traffic light at the intersection of…?

A: Traffic safety needs that require substantial funding are prioritized based on the number and severity of crashes at the location. Our ability to obtain funding to address these needs is particularly dependent upon these metrics. We continue to monitor traffic conditions to determine if priorities should be shifted.

Q: Can you stop the speeding and traffic cutting through my neighborhood?

A: Speeding and cut-through traffic are common throughout the City. There are specific steps to take: Provide information to the Harrisonburg Police Department; or participate in the Team Up to Slow Down program, then the City's Neighborhood Traffic Calming Program. See more on page 30.

Q: Will you be improving bicycle/walking access along…?

A: We value the ability to travel safely by foot, bicycle and other modes; however, adapting our infrastructure is a long-term effort. We are working toward making streets safer for people walking and biking. In 2017, the City's Bicycle and Pedestrian Plan was updated. The plan includes more than 200 locations identified for needed improvements. We are working through these locations and seeking resources for top priorities. The City's Capital Improvements Program has also identified improvements, many of which accompany road projects. Additionally, the Bicycle and Pedestrian Subcomittee is a forum to work through safety concerns and planning objectives. Local ordinances also require walking and biking improvements by new developments.

Q: I have a wide load that needs to travel through the City, how do I organize that?

A: Once you have your Virginia permit, contact Public Works at least 24 hours ahead to let us know you are planning to travel through the City, and approximately when. You then contact Public Works again when you are one hour out.

Q: I am doing some work to my property and need to close the sidewalk temporarily. What do I do?

A: Contact Public Works to obtain a Public Access Permit. Visit www.harrisonburgva.gov/site-development and scroll to the Public Access Permit Application section.

Q: Can I put my grass clippings in the street?

A: No. Grass clippings will run into the City's storm drains and clog pipes, or settle into the bottom of the drainage structures, harboring insects. Grass clippings put into the street are also dangerous for those riding motorcycles and bicycles.

Q: There's a drainage problem on my private property - is that the City's responsibility?

A: When drainage problems exist on private property, it is the property owner's responsibility to correct the drainage problem. The City does not perform work on private property. Programs exist to aid private property owners with drainage issues. Visit www.harrisonburgva.gov/drainage-improvement-program.

Q: My organization is interested in adopting a street. How do we do that?

A: We want to preserve Harrisonburg's natural resources and maintain quality streets and roads with pleasing roadsides. Volunteers are asked to form a team and contact the Public Works Department so we can help with your effort. Volunteers are provided with gloves, safety vests and orange trash bags. Anyone wanting information regarding our Adopt-A-Street program may call Public Works.

THE CITY OF HARRISONBURG REAL ESTATE OFFICE

The **Real Estate Office** is responsible for maintaining all real property records for the purpose of assessment and taxation.

REAL ESTATE SERVICES

Services conducted by staff in the Real Estate Office include:

• **Updating ownership and deed transfers.** Transfers of ownership of property are performed by obtaining deed transfers, deeds of correction, lists of heirs, wills and other records from the Rockingham County Clerk of Court's office.

• Processing **parcel splits**, **boundary adjustments** and other similar needs.

• **Performing an annual reassessment.** Assessors are in the field daily preparing for the next year's assessment information. Virginia law requires that assessments be uniform and based on 100% of fair market value. The goal is to assess and maintain real property information in the City in a fair and equitable manner to ensure that each taxpayer bears only their fair share of the real property tax burden. New values become effective January 1 of the new year, and residents will receive a notice in the mail if their property value changed. Appeals can be heard in the Real Estate Office.

CONTACT:

Phone: 540-432-7795
Fax: 540-432-8938
Website: www.harrisonburgva.gov/real-estate

Address:
Harrisonburg City Hall
409 South Main Street
First Floor
Hours - 8 a.m. to 5 p.m.

• Assisting citizens with **Tax Relief programs** such as Tax Relief for the Elderly, Veteran, Rehab & Land Use. More information on those programs can be found at www.harrisonburgva.gov/real-estate-forms.

• Helping with questions on **assessment history and land/building characteristics**. Residents can find information such as assessment history or answer questions about acreage, square footage, year built and much more by visiting www.harrisonburgva.gov/real-estate-info-system and using the Online Database for Real Estate Information.

THE CITY OF HARRISONBURG REGISTRAR'S OFFICE

The **City Registrar's Office** maintains accurate voter records, registers residents to vote, certifies candidates for local offices and conducts elections.

FAQS ABOUT VOTING

Q: How can I register to vote?

A: You can obtain a voter registration application form by calling or visiting our office, or by going online to www.elections.virginia.gov. The application can be filed in person or mailed to our office, and you should receive a voter information letter in the mail afterward.

Q: How do I check to make sure I am registered?

A: You can check all aspects of your registration at www.elections.virginia.gov/citizen-portal.

Q: How does Absentee Voting work?

A: Absentee voting provides a means for voters to participate in upcoming elections even though they may not be able to go to the polls on election day. Absentee voting in person begins at least 45 days before most elections and ends for in-person absentee voters on the Saturday before the election. You can also apply to vote Absentee by mail by filling out a form from our office or going online to www.elections.virginia.gov/citizen-portal. Find more information here: www.elections.virginia.gov/casting-a-ballot/absentee-voting/index.html

CONTACT:

Phone: 540-432-7707
Fax: 540-432-7784
Website: www.harrisonburgva.gov/vote

Address:
Harrisonburg City Hall
409 South Main Street
First Floor
Hours - 8 a.m. to 5 p.m.

Q: Where do I go to vote?

A: Your voter registration letter has your polling place listed. Also, we have a map on our website that can help you find your Voting District & Precincts. Go to this website and enter your address to find your location: www.harrisonburgva.gov/where-to-vote.

THE CITY OF HARRISONBURG TOURISM AND VISITOR SERVICES

Harrisonburg Tourism and Visitor Services (HTVS) serves the citizens of Harrisonburg by promoting the City as an attractive tourist destination, providing promotional materials to showcase Harrisonburg, working with travel professionals to schedule meetings and conferences and managing the Hardesty-Higgins Visitor Center. Tourism directly improves the lives of Harrisonburg residents by supporting our local economy.

VISITOR CENTER

The Hardesty-Higgins Visitor Center, located in the heart of Harrisonburg's Downtown, highlights everything The Friendly City has to offer to visitors and new residents. At the Visitor Center you will find:

- Attractions such as **The Civil War Orientation Center** and the **Valley Turnpike Museum**.
- Shopping at **The Rocktown Gift Shoppe**.
- Local business the **Heritage Bakery and Café**, which rents a space within the Visitor Center.
- **Restrooms and parking** in the Downtown area.
- Visitor information such as brochures, trip planning, displays and more **information on things to do around Harrisonburg.** Ask us about our new **Traipse Outdoor Scavenger Hunts** and the **Trip Planner App -** fun tools to help you get to know your new home.

COME SEE US FOR ALL YOUR VISITOR CENTER NEEDS!

COME SEE THE VISITOR CENTER!
Address: 212 South Main Street
Phone: 540-432-8935
Web: www.VisitHarrisonburgVA.com

FOLLOW US ON SOCIAL MEDIA!
WWW.FACEBOOK.COM/HARRISONBURGTOURISM
WWW.INSTAGRAM.COM/VISITHARRISONBURGVA
WWW.TWITTER.COM/VISITHBURGVA

NEW TO THE FRIENDLY CITY? CHECK THIS OUT

Q: What is there to do here?

A: Shopping, dining and numerous attractions including: the Virginia Quilt Museum, Explore More Museum, Edith J. Carrier Arboretum, JMU Planetarium, Hugo Kohl Museum of American Jewelry Design and Manufacturing, and the Harrisonburg Fire Museum. We also have six craft breweries within walking distance of Downtown.

Q: Can I have brochures?

A: Yes, we have a wide range of brochures from local businesses and attractions to regional brochures and information which we give to visitors.

Q: Where can I eat?

A: What are you in the mood for? We have more than 250 local restaurants to try. We also have restaurant information available at the Hardesty-Higgins House.

Q: Where can I shop?

A: Our community has a large selection of shops from major chains in shopping plazas and at the Valley Mall to local boutiques and art galleries within walking distance of Downtown.

Q: Do you have a map at the Visitor Center?

A: We have a variety of maps including a Downtown specific map, a Harrisonburg map and Virginia maps which we distribute for free.

Q: What's new?

A: The answer to this question of course changes almost daily! Right now we have a few new shops to try in our North End. Check with us at the Visitor Center and we can help guide you!

Q: I have visitors coming to town, do you have information I can give them?

A: Yes, we have a variety of brochures about the area. We distribute brochure information and highlight events that are taking place.

Q: Where can I visit local Civil War Sites?

A: The Hardesty-Higgins Visitor Center contains a Civil War orientation center that provides more information about many local Civil War sites. There are also Civil War historic markers in Harrisonburg you can follow as well as the Harriet Tubman Cultural Center that you can visit.

Q: Where can I go hiking or cycling?

A: We have several Harrisonburg parks which offer trails including Hillandale Park and Riven Rock Park. The nearby George Washington Forest and Shenandoah National Park also offer excellent hiking trails, and we have specific trail information we hand out.

Q: How else does Tourism Services support the city, local businesses and residents?

A: There's so much! Tourism promotes local businesses, attractions and events through advertising and works to draw conference and event business to the area by providing resources and information. The visitors to the area contribute tax dollars through meals and lodging taxes which contribute to the City's budget and to City services utilized by residents.

THE CITY OF HARRISONBURG OFFICE OF THE CITY TREASURER

The **City Treasurer** is an elected constitutional officer and, as such, is directly accountable to the citizens of Harrisonburg. The Treasurer's Office collects all tax bills for properties and vehicles located in the City of Harrisonburg. The Treasurer's Office is committed to providing high-quality service to the citizens and to maintaining the highest accountability of local and state revenue collections.

FREQUENT QUESTIONS

Q: What types of bills does your office collect?

A: Revenues collected under the direct supervision of the Treasurer include: vehicle licensing fees; individual and business personal property tax; real estate tax; water and sewer consumption-based fees; business licenses, receipts of State collected revenues and taxes; parking ticket fines; zone parking permits; dog licenses; utility services and mobile communications; trash stickers; cigarette taxes; meals and lodging taxes and other various city fees and permits.

Q: How can I pay my bill?

A: There are a number of ways you can pay your bills:

In person. Bill payments for taxes and parking tickets may be made at the Treasurer's Office by bringing payment and the stub to the office during normal business hours or by placing it in the convenient drop box located in the parking lot in front of City Hall.

By mail. Please mail payment and return stub to: City of Harrisonburg, Treasurer's Office, P. O. Box 1007, Harrisonburg, VA 22803-1007

Online payment options. Visit www.harrisonburgva.gov/pay-bills and click on the type of bill you are trying to pay. The City accepts credit card and debit card payments, though a fee is included.

CONTACT:

Phone: 540-432-7705
Fax: 540-432-7782
Website: www.harrisonburgva.gov/treasurer

Address:
Harrisonburg City Hall
409 South Main Street
First Floor
Hours - 8 a.m. to 5 p.m.

Find out when your bills are due at www.harrisonburgva.gov/tax-calendar

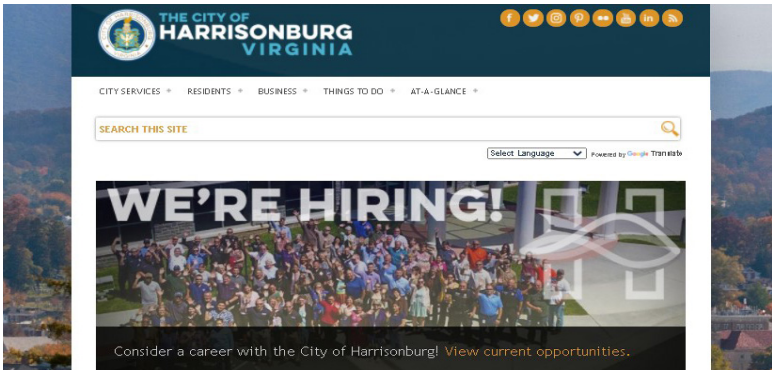
ENGAGING WITH THE CITY AT OUR WEBSITE AND ON SOCIAL MEDIA

The City offers a number of ways for you to engage with us online and keep track of upcoming events from the comfort of your home.

HARRISONBURGVA.GOV

Our website provides the latest information from the City as well as access to many online services. Some of the top online services provided include:

- Paying bills online
- Applying for a permit
- Parks and Recreation program registration
- Email notifications for various City services
- Geographic Information System (GIS)
- Access to City Code



THE CITY ALSO INVITES YOU TO STAY CONNECTED AND ENGAGED WITH US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGVA
WWW.TWITTER.COM/HARRISONBURGVA
WWW.INSTAGRAM.COM/HARRISONBURGVA
WWW.YOUTUBE.COM/HARRISONBURGVIRGINIA

ADDITIONAL SERVICES AVAILABLE TO HARRISONBURG RESIDENTS

There are a number of programs and services available to Harrisonburg residents which are not administered by City officials, or are a shared service the City partners with other agencies to administer. Information about some of those services are available here.

Harrisonburg City Public Schools (HCPS)

Students living within City limits will attend Harrisonburg Public Schools. The school system is administered by the HCPS Board of Education, which is made up of elected officials Harrisonburg residents may vote for. The Board of Education selects a school Superintendent.

A percentage of your City of Harrisonburg taxes goes toward funding the school system; therefore, some decisions regarding HCPS budgetary matters must by approved by the Harrisonburg City Council. You can learn more about the local school system at www.harrisonburg.k12.va.us.

Harrisonburg Electric Commission (HEC)

The Harrisonburg Electric Commission has provided the citizens and businesses of Harrisonburg with electric service for more than 60 years. HEC serves more than 20,000 customers including residential, commercial, industrial and government entities within the city limits of Harrisonburg.

While the City of Harrisonburg does not administer the HEC, the Harrisonburg City Council does appoint members to the commission. Learn more about this service at www.harrisonburgelectric.com.

Rockingham County Board of Supervisors

Much like the City of Harrisonburg has a City Council, Rockingham County residents have a Board of Supervisors. The City of Harrisonburg and Rockingham County work closely on a number of projects and shared services, though each has its own jurisdiction, staffs and government buildings. Learn more about Rockingham County government at www.rockinghamcountyva.gov/172/Board-of-Supervisors.

Rockingham County Sheriff's Office

The Rockingham County Sheriff's Office is a full service, fully accredited law enforcement agency. Though Harrisonburg has its own police force, the Rockingham County Sheriff's Office also has jurisdiction in the city. They also oversee the Regional Jail. Learn more about the Rockingham County Sheriff's Office at www.rcso-va.com.

Harrisonburg-Rockingham Community Services Board

The Harrisonburg-Rockingham Community Services Board is a public provider of mental health, substance abuse, and developmental disability services. The organization offers 24/7 emergency services, case management, infant and toddler services and many other vital services. Learn more at www.hrcsb.org.

Harrisonburg-Rockingham Social Services District

The mission of the Harrisonburg-Rockingham Social Services District is the promotion of self-reliance and protection of citizens through community-based services. The Benefits Program provides medical, financial, fuel and food stamp assistance to the citizens of Harrisonburg and Rockingham County. The Service Program provides the following services directly, or via purchase of service: Adoption; Adult Protective Services; Adult Services; Child Protective Services; Day Care Services; Employment Services; and Foster Care. Learn more at www.rockinghamcountyva.gov/206/Social-Services.

Massanutten Regional Library

Located in the heart of Harrisonburg's Downtown, the Massanutten Regional Library has a number of programs and activities for children, young adults and adults. Learn more about the library and become a member at www.mrlib.org or by visiting at 174 South Main Street.

United States Postal Service offices

The United States Postal Service has two locations available in Harrisonburg. One is located in Downtown, at 281 North Mason Street. The other is on the southern end of the city, located at 3811 South Main Street.

Commonwealth's Attorney

The office has a primary duty to prosecute all felonies and most misdemeanors charged within the jurisdiction. Our area is served by one Commonwealth's Attorney who is elected, and who is aided by 12 Assistant Commonwealth's Attorneys appointed by the Commonwealth's Attorney. These prosecutors represent the people in criminal matters brought before the General District, Juvenile and Domestic Relations, and Circuit Courts of Rockingham County and the City of Harrisonburg. Find more information at www.rockinghamcountyva.gov/293/Commonwealths-Attorney.

Circuit Court Clerk's Office

The Rockingham County Circuit Court Clerk's Office serves Rockingham County and the City of Harrisonburg. The Clerk's Office is responsible for: Filing of all civil suits; docketing and filing of criminal actions; recording real estate records and plats; issuing marriage licenses; probating wills; processing notary public applications; recording military discharge forms (DD-214s). The office also maintains a genealogy room, which holds Minute Books and other items of interest dating back to 1777. Find more information at www.rockinghamcountyva.gov/173/Clerk-of-Circuit-Court.

General District Court

The Harrisonburg/Rockingham General District Court is located at 53 Court Square. Types of General District Court cases include Civil suits involving amounts of money up to $25,000; misdemeanor Criminal cases; and traffic cases. Find more information at www.courts.state.va.us/courts/gd/harrisonburg~rockingham/home.html.

Department of Motor Vehicles

The local office of the Department of Motor Vehicles is located at 3281 Peoples Drive, in the southern end of the city. Additionally, Harrisonburg City Hall routinely hosts DMV Connect - a service outreach program that serves Virginians who may not be able to travel to a DMV office. The City will advertise upcoming DMV Connect opportunities on its Facebook page when those are available.

HARRISONBURG | VA

FRIENDLY BY NATURE