



HARRISONBURG|VA
FRIENDLY BY NATURE



CITY 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

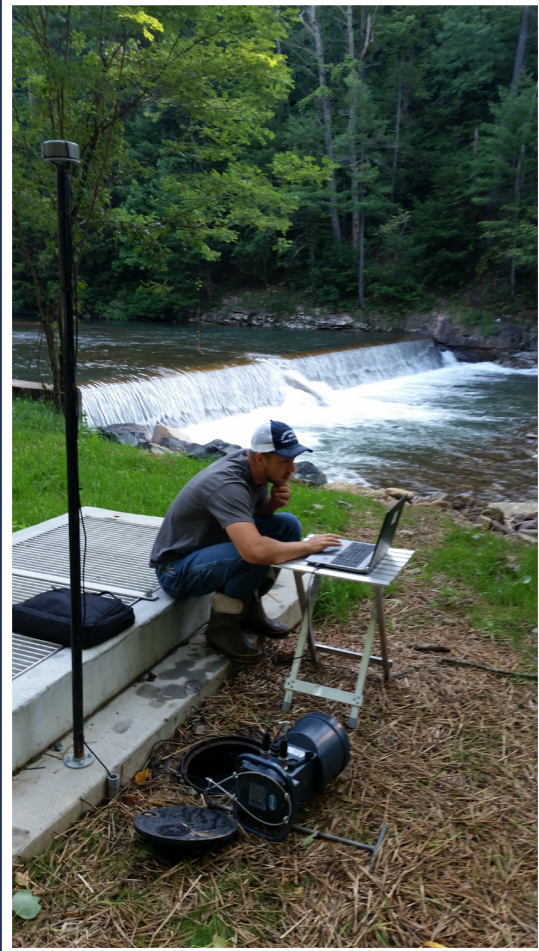


WWW.HARRISONBURGVA.GOV

540-432-7701

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YOUR HARRISONBURG CITY COUNCIL & BOARDS AND COMMISSIONS



Councilmember
Nasser Alsaduun



Councilmember
Laura Dent



Vice Mayor
Dany Fleming



Mayor
Deanna Reed



Councilmember
Monica Robinson

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 (with some exceptions) 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 on local cable 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

HARRISONBURG BOARDS & COMMISSIONS

The City of Harrisonburg has Boards and Commissions which research and study important topics, hear from community members and provide recommendations to City Council. Community members can 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

CONTACT COUNCIL:

Nasser Alsaduun

Nasser.Alsaduun@HarrisonburgVA.gov

Laura Dent

Laura.Dent@HarrisonburgVA.gov

Dany Fleming

Dany.Fleming@HarrisonburgVA.gov

Deanna Reed

Deanna.Reed@HarrisonburgVA.gov

Monica Robinson

Monica.Robinson@HarrisonburgVA.gov

Regional boards and commissions which Harrisonburg community members 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 2025-26 Budget is \$416.4 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 the City Manager, the City Manager's Office includes:

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

Assistant to the City Manager: Responsibilities include helping 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 the development of approaches and solutions to City needs; representing and

supporting the City Manager; and coordinating to respond to inquiries and complaints.

City Attorney and Deputy City Attorney: Provides all legal services to the City Council and all City departments. The City Attorney is appointed by City Council.

Communications & Public Engagement team: Responsibilities include ensuring community is aware of City services and initiatives and encouraging citizen input; overseeing media relations efforts; processing Freedom of Information Act requests; and managing the Harrisonburg Citizen Academy.

Housing Coordinator: Oversees implementation of the City's housing initiatives - including long-term planning, policy and program development, public education and relationship building within the housing industry - to promote housing opportunities for all in Harrisonburg.

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 now 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. Request an interpreter online at www.harrisonburgva.gov/interpreter-request-form.

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. Call our office if you have any questions.

OFFICE OF THE HARRISONBURG 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 40**) 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.harrisonburgva.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 1 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 1 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 1. Likewise, any vehicles bought after January 1 will not be taxed until the following year.

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 vehicles with a Harrisonburg garage jurisdiction as of January 1 each year. Generally, if your vehicle is still on that list, the record does not reflect a disposition date or reflects the disposition date after January 1. 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 accident date, 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: Virginia DMV provides us a file of all vehicles with a Harrisonburg garage jurisdiction as of January 1 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 1. Not all state DMVs 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 1 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 the City?

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 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 then 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. 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 1 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 1 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 your office 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 have a question 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?

A: 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 need to pay 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 1 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 31 each year. Also, all business vehicles, trailers and motorcycles must file a Vehicle Personal Property return by March 31.

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. 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 31 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 31, but that is a Sunday. Is it still timely if I bring the return in on April 1?

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

INCOME TAX PREPARATION

The Commissioner's Office helps the community with 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 identify 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 \$55,000 and their net worth as of Dec. 31 of the year immediately preceding the taxable year shall not exceed \$100,000. The exemption is granted on an annual basis. The application for relief must be 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 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.

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 States 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 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 or the United States. The meal can't 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.

HARRISONBURG BUSINESS & PROFESSIONAL LICENSE

GENERAL INFORMATION

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.

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 our 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 Harrisonburg, zoning laws may prohibit your business from operating at certain locations, such as a residence. **Your business address 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



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 31

Contractor Workers Compensation Insurance Form 61-A

Find more information through <https://workcomp.virginia.gov/>

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

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.

MORE ON LICENSES & COSTS

Some types of businesses (such as contractors, restaurants, beauty and nail salons, health spas, etc.) require inspection/licensure from our City departments, or organizations such as the local Health Department or the Va. Department of Professional and Occupational Regulation before a City of Harrisonburg business license can be issued. Please call our office if you have questions regarding any additional paperwork that might be 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.

THE HARRISONBURG DEPARTMENT OF COMMUNITY DEVELOPMENT

PLANNING & ZONING • ENGINEERING • BUILDING 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

• Staff can answer questions and assist with your construction projects. While staff must ensure compliance with State building codes, they will help you understand some potential options and help you navigate the application and inspection process to help you prepare for your project. 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 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 permits, upload and download documents, track progress, pay fees and schedule inspections any time from the comfort of your home or place of employment.
- Alternatively, fillable permit applications may be downloaded from our website and sent via email with any required attachments or you can apply in person.

Property Maintenance Inspections for Rental Property

• 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

- Staff can answer questions and provide guidance regarding the regulations that affect land development, including erosion control and stormwater management.
- Staff often is familiar with construction projects being performed by other City departments, and may be able to answer questions regarding those projects.
- We 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 for addressing homeowner drainage or flooding concerns

Construction Site Concerns

- 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 management of a job site or if work at a site is affecting your property, please call us.

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

- We can answer questions and 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 Airbnb rentals)
 - 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 Regulations for backyard chickens and beekeeping

- We can provide a Zoning Verification Letter to verify the current zoning of property and other information, as requested. Learn more at our website.

Zoning and Code Enforcement

- Inspectors are available to honor requests for zoning and land use regulations. Common violations are inoperable vehicles and occupancy. Operating a use that is not permitted in a specific zoning district also is a violation.
- Concerns may be reported by calling Community Development at or via the online portal at <https://permits.harrisonburgva.gov>.

Using Land for Purposes Other than By-Right Uses

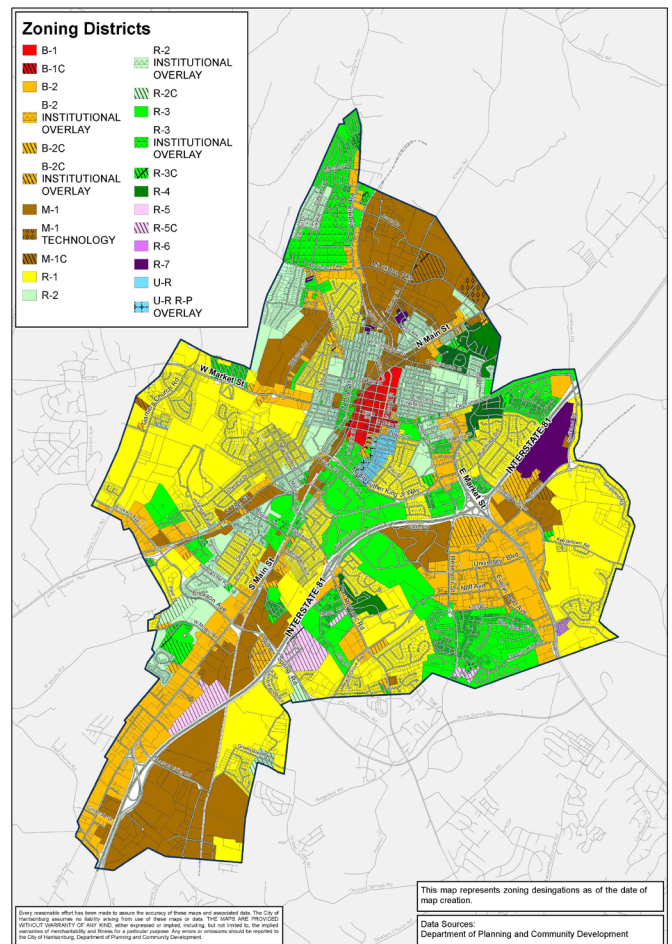
- Property owners who wish to use land for purposes other than what is allowed by-right under the current zoning law may apply to have their property rezoned to a different district, request a special use permit listed in their zoning district or may request to have the text of the Zoning Ordinance amended. Such requests can only be approved by City Council. If you are interested in any of these matters, please contact our office.

Subdividing Property and Boundary Line Adjustments

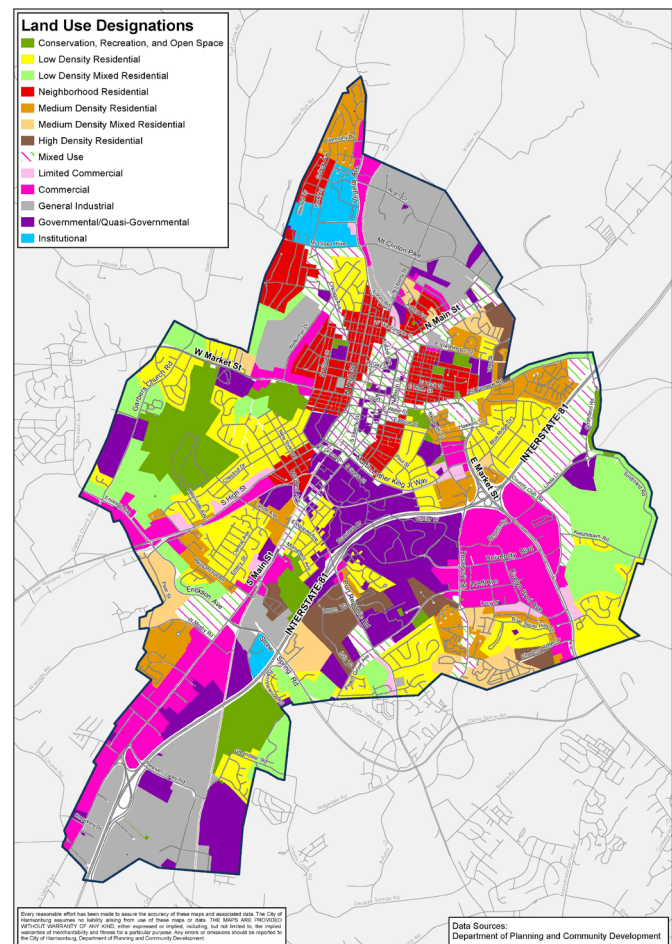
- We can answer questions about subdividing property. A subdivision is the division of a lot or parcel of land into two or more lots and includes re-subdividing property, boundary line adjustments and vacating property lines between two or more lots.



CITY OF HARRISONBURG
**COMMUNITY
DEVELOPMENT**



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 regarding permits and review. 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 restrictions on the proposed location?



Is the proposed location within a designated floodplain?



What are the offstreet 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 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

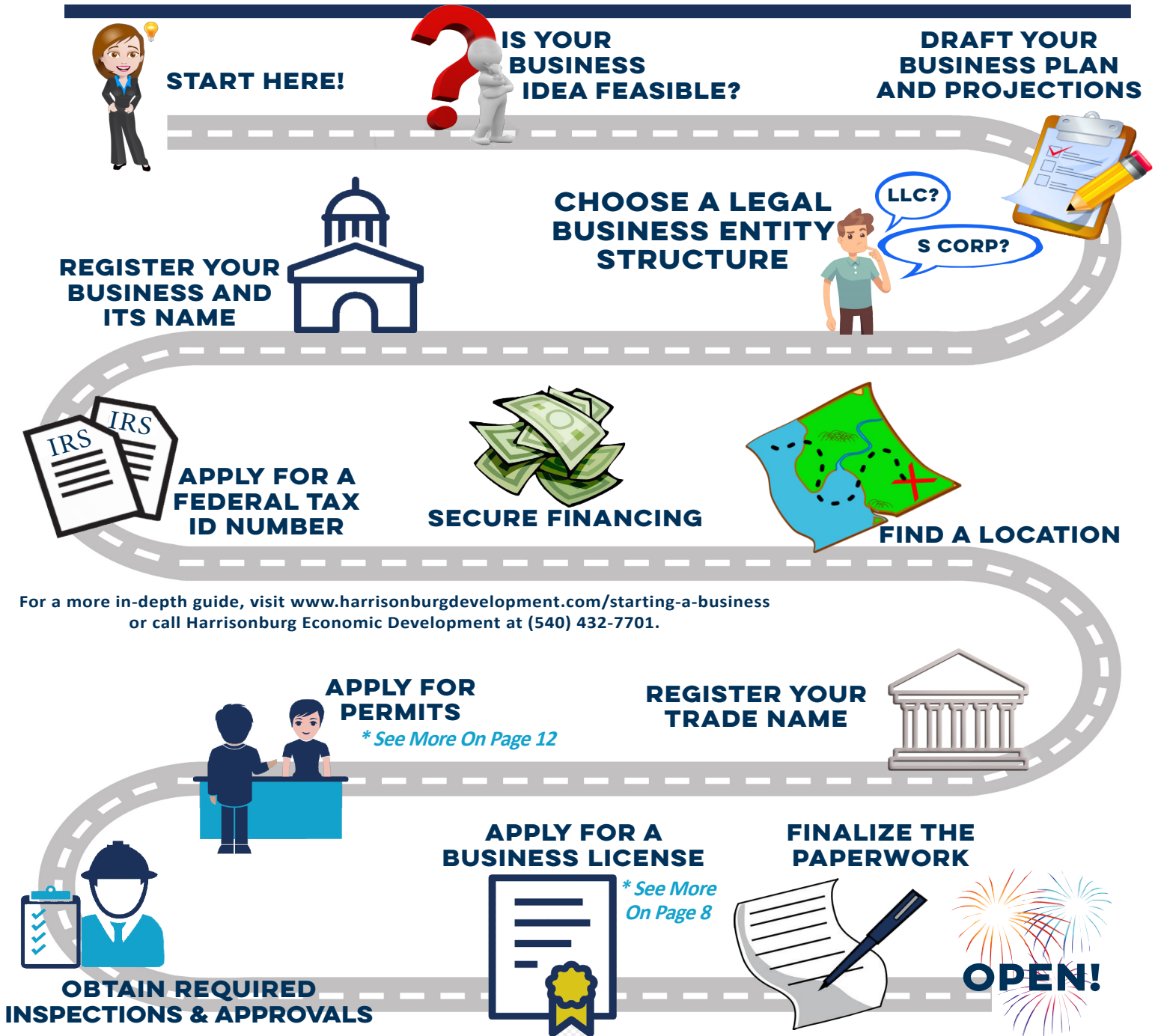
Engineering

WEBSITE:
www.harrisonburgva.gov/engineering

EMAIL:
siteplanreview@harrisonburgva.gov

YOUR ROADMAP TO STARTING A BUSINESS IN HARRISONBURG

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 12-page 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.



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



THE HARRISONBURG DEPARTMENT OF ECONOMIC DEVELOPMENT

Harrisonburg Economic Development serves as an active partner for businesses in the City while promoting and developing tourism initiatives. You can learn more about Harrisonburg tourism efforts on page 41.

ASPIRING ENTREPRENEURS WANTED

LAUNCH HARRISONBURG – Powered by CO.STARTERS is a 10-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.

Each week, participants will develop and fine-tune their ideas, critically examining every part of it and tweaking next steps through real-time feedback from people in the community. Over the 10 weeks, topics covered will include themes such as:

- Knowing Yourself (Assumptions, Working Styles, Team Building, Obstacles)
- Knowing Your Customer (Problem, Solution, Benefit, Competition, Advantage, Customer)
- Finding the Right Solution (Benefit, Advantage, Starting Small, Branding)
- Getting the Relationship Right (Marketing & Messaging, Getting, keeping and growing customers)
- Building Blocks (Starting Small, Distribution, Revenue, Typical Sale, Price)
- Structures and Systems (Legal and Accounting)
- Discovering the Bottom Line (Startup Needs, Fixed and Variable Costs, Break-Even Point)
- Financial Modeling (Break-Even Point, Sales Projections, Cash Flow)
- Planning for Growth (Growth Plans, Goal Setting)

Ready to get started? Find more information about how to apply at <https://harrisonburgdevelopment.com/launch-harrisonburg>.

ALREADY STARTED A BUSINESS? LET US HELP IT GROW!

The Harrisonburg Entrepreneurship Development Initiative (HEDI) seeks to develop early-stage business owners in Harrisonburg through one-on-one technical training with a business coach and a mini-grant. Harrisonburg has selected eqALL (eqall.co) as our partner to provide business consulting services to participants on behalf of HEDI. The services begin with participants meeting with an on-boarding coach to discuss the business and to identify an area in which the business owner would like to enhance their skills. These areas may include subject matters such as marketing, sales, financial management, book-keeping, etc.

Participants are then paired with a dedicated subject matter expert, set meaningful goals and track their growth. As each business has different needs, the number of training hours with the subject matter expert will vary by participant. However, each participant will have a minimum of 4 hours and a maximum of 8 hours of one-on-one training with their subject matter expert. All meetings are conducted virtually (through Zoom, Teams, etc.). Spanish speaking coaches are available.

Plus, once participants hit their mutually identified goals, they will qualify for a one-time grant of \$2,500!

HEDI applications are accepted annually, typically in the late fall or early winter. Learn more about this program at <https://harrisonburgdevelopment.com/hedi>.

HOW ELSE CAN WE HELP?

Harrisonburg Economic Development offers other important programs and assistance with the help of local and regional partners, such as Workforce Training, Location Assistance, Networking, Financing, Incentives and more.

Reach out to speak with one of our Economic Development experts today!

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.

FOLLOW US ON SOCIAL MEDIA!



[WWW.FACEBOOK.COM/HARRISONBURGECONOMICDEVELOPMENT](https://www.facebook.com/HARRISONBURGECONOMICDEVELOPMENT)

[WWW.LINKEDIN.COM/COMPANY/HARRISONBURG-ECONOMIC-DEVELOPMENT](https://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.

BUDGET & FINANCES

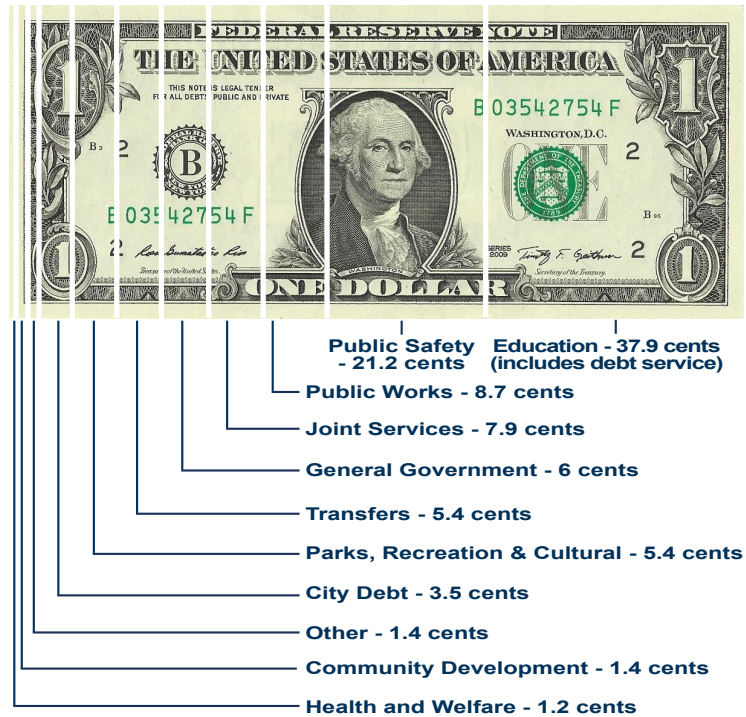
The City of Harrisonburg operates on a fiscal year from July 1 to June 30. Each year the City Manager prepares the budget using input from department directors. The City Manager then presents the proposed budget to City Council for approval.

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, 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 for review at www.harrisonburgva.gov/budget.**

Designing a City budget is one of the most important jobs of a City Manager and the City Council. It requires a great deal of effort, a lot of time, a careful ordering of priorities, consultation with the comprehensive plan and capital improvement plan and considerable input from community members. The process starts every November, and there are multiple ways for community members to take part - through coming to City Council meetings, emailing City Council members (find their contact information on page 4), contacting City departments to let staff know about your needs or using the Agenda Comment Form at the City's website: <https://harrisonburgva.gov/agenda-comments>. Important dates for budget preparation, presentation and approval are below:

HOW YOUR TAX DOLLARS ARE SPENT



ANNUAL BUDGET CALENDAR - NOVEMBER TO JULY

November Internal budget discussions begin	December Departments submit budget requests for review	January Outside agency requests are due and preliminary budget projections are made	February Meetings with directors take place and projections are updated
March City Manager prepares proposed budget	April Proposed budget is presented to City Council and public Budget public hearing	May Public hearing for real estate tax rate Second reading is held and the budget is adopted	July 1 Newly adopted budget begins

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 community risk reduction programs you should know about.

- We provide **smoke alarm and carbon monoxide alarm installations/checks** for any city resident who needs one. Having a functioning smoke alarm and carbon monoxide alarm and testing it often is the most important way to keep your family safe. If you need assistance, **call our Community Risk Reduction Specialists at 540-432-7703**.
- We conduct free **child safety seat inspections and installations**. If you need help installing a seat, please contact us. HFD also participates in the Virginia Department of Health Low Income Safety Seat Distribution Program (LISSDEP). You can learn more about how to get a child safety seat installed by calling 540-810-0527 - please leave a message and a member of our team will contact you within 24 hours.
- Our department is dedicated to reducing unintended injuries and preventing death wherever possible. In addition to fire safety, **we provide outreach and educational programs on an array of topics including fall prevention, safe sleep practices for infants, avoiding distracted driving** and are heavily involved in community events like Skeleton Festival and Best Weekend Ever. We also **host our own events** including a sensory-friendly Halloween event, Pizza Night for Smoke Alarm Installations, and an annual Art Contest around the theme of fire prevention.
- We maintain a **strong social media presence** to communicate life-saving messaging and help inform community members about strategies they can follow to be partners in their safety.
- We work hard to establish **Recreational Fire safety guidelines**. While many may enjoy a backyard fire in the evenings, ensuring it is safe is the **most important thing you can do** to protect your property and that of your neighbors. **Learn more guidelines at www.harrisonburgva.gov/recreational-fire-guidelines**.
- We educate our new college students with our **Campus Fire Safety program**. The Friendly City is proud to host James Madison and Eastern Mennonite universities and our programs help 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 are also focused on **Outdoor Fire Safety and Fireworks**. Did you know that all grills should be **kept at least 10 feet away** from all combustible buildings? Or that **using fireworks within City limits is illegal**? These rules help keep you and your property safe and prevent unintended fires.

CONTACT:

ALWAYS CALL 911 IN CASE OF AN EMERGENCY

HFD Administrative Phone: 540-432-7703

Website: www.harrisonburgva.gov/fire



- We are also proud to offer the **Harrisonburg Fire Museum (above)**, 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 at 101 North Main Street and is open Tuesday through Friday from 9 a.m. to 3 p.m. **Admission is free**. We also provide fire station tours upon request.
- We participate in the **Youth Firesetter Prevention and Intervention Program**, designed to **reduce the misuse of fire by children**. Children are naturally curious about everything, including fire. 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 respond to high priority calls quicker and safer. Emergency vehicles have a device that transmits an infrared signal to the intersection ahead. The Opticom system recognizes the vehicle and changes all the lights to red, while keeping one direction green for the approaching apparatus. **If you encounter an emergency vehicle with its red lights and sirens activated, simply pull to the shoulder and stop.**



FOLLOW US ON SOCIAL MEDIA!

[WWW.FACEBOOK.COM/HARRISONBURG-FIRE-DEPARTMENT-118423088718](https://www.facebook.com/harrisonburg-fire-department-118423088718)

[WWW.INSTAGRAM.COM/HARRISONBURGFD](https://www.instagram.com/harrisonburgfd)



FIRE CODE ENFORCEMENT

Fire codes are a critical mechanism to safeguard the lives of people and buildings. Fire marshals and code enforcement officers with HFD conduct regular inspections at public establishments like restaurants, stores, schools and other high-occupancy locations in order to identify and eliminate fire risks. Contact the Fire Marshal's Office at 540-432-7703 for questions about Virginia Fire Prevention Code Enforcement regulations.

Nightclub Fire Inspections to ensure life safety

The City of Harrisonburg has a robust nightlife economy and our department is committed to ensuring its continued success. On February 20, 2003, a fire in the Station Nightclub in Rhode Island killed 100 people and injured hundreds more – all in under five minutes. We are not immune from the potential of such a tragedy but we are actively focused on preventing a similar event in our community.

The Harrisonburg Fire Department conducts life safety inspections of nightclubs to ensure that code violations such as overcrowding, blocked exits and the use of pyrotechnics do not occur, and/or are promptly corrected when identified.

HFD'S SPECIAL EVENTS

Free Pizza-Free Smoke Alarms

Partnering with our friends at Cici's Pizza every summer, HFD personnel and volunteers deliver pizza and check smoke alarms all free of charge. This annual program ensures more people have working smoke alarms and know how to maintain them when needed. This impactful program typically contacts 300-500 community members, resulting in as many as 1,000 smoke alarms being checked and/or installed. We also conduct residential fire hazard assessments and offer carbon monoxide alarms during the same event. For more information, visit www.harrisonburgva.gov/pizza-night.



Camp L.I.T.



Camp L.I.T. (Leadership, Integrity & Teamwork) is a fire/rescue leadership camp for young women. The program consists of numerous hands-on activities that will give campers the feel of what it would be like as a firefighter and emergency medical technician. The camp is open to girls 14 to 17 years old and is free of charge. The entire program is founded on the principle of respect for fellow humans and functions in a "challenge by choice" model. Visit our website for more information.

Community Fire Academy

The academy, typically held annually in the spring, seeks to educate about how the Harrisonburg Fire Department operates and serves the community. The academy provides a unique and fun experience for all participants. The academy is open to Harrisonburg community members 18 years and older and is free of charge. The schedule includes one night per week for two hours and runs for six weeks.

HFD'S MOST FREQUENTLY ASKED QUESTIONS

Q: Is open burning allowed in the City?

A: No. City ordinance prohibits open burning. However, recreational fires are allowed when the following guidelines are followed: <https://harrisonburgva.gov/fire-safety>.

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

A: All car seat installations and car seat checks are accomplished by appointment, which can be made by calling 540-810-0527. Please leave a message with a phone number and a member of our team will call you back within 24 hours.

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

A: Every residence in Virginia is required to have at least one functioning smoke alarm. 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 community member 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 residents.

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

A: All educational program requests or questions can be directed to our Community Risk Reduction team by calling 540-432-7703 during business hours or by contacting us on our social media pages.

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

A: As a department, we strongly encourage public feedback in order to grow and serve our community better. An easy-to-access survey can be found at www.harrisonburgva.gov/fire. You also can call the fire department and ask to speak to the Fire Chief at 540-432-7703.

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

A: In a critical life-threatening medical emergency, seconds count. All of our firefighters are certified Emergency Medical Technicians, and many are paramedics. Stations are located strategically throughout the city and firefighters 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?

A: The Harrisonburg Fire Museum is located at 101 North Main Street on the third floor of the Public Safety Building. The museum is open Tuesday to Friday 9 a.m. to 3 p.m. 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: Although HFD doesn't have any volunteer firefighters, we encourage

those who want to help their community to contact their closest volunteer fire company to learn more. Those 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 Instagram to post news about our 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 the 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 540-432-7703 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 the Harrisonburg Rescue Squad for information on their social hall at 540-434-2323.

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. We also have a strong relationship with the Harrisonburg Professional Firefighters Foundation, whose mission is to support the HFD and firefighters and their families in the event of injury, illness or death. More information can be found at www.HPFFF.org.

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

A: Anyone living, working or attending school in Harrisonburg is strongly encouraged to sign up for the Harrisonburg-Rockingham Emergency Alert. The emergency alert will notify you of an emergency or life-threatening weather event and provide instructions about actions to take to ensure your safety. To sign up, visit www.hrecc.org/emergency-alert. Learn more on page 27.

Q: What is the free PulsePoint program?

A: PulsePoint Respond empowers community members to provide life-saving assistance for sudden cardiac arrest (SCA). App subscribers who have indicated they are trained in cardiopulmonary resuscitation (CPR) and are willing to assist in an emergency can be notified if someone nearby is having an 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 and then select Harrisonburg as your location.

HUMAN RESOURCES DEPARTMENT

INTERESTED?



JOIN OUR TEAM!

The **Human Resources 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 community members, 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

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.

VALUE-FOCUSED LEADERSHIP

Our leadership team is focused on five key City 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 IVA
FRIENDLY BY NATURE

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 all people.

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 starting in April until Oct. 31.
- Water and electricity are available at various shelters, but not lights.

Shelter Reservation Rates (Subject to Change)

- In Season - Mid-April (*check website for yearly date*) to Oct. 31 - \$35
- Nov. 1 to start of In Season - Open First-Come, First-Served

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 begin the first Monday in February for the season.
- 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:

- 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 or Lucy F. Simms Continuing Education Center.

PROGRAMS/CLASSES

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

Some activities include:

Yoga

Moving & Grooving

Youth/Adult Athletics Leagues & Clinics

Canteen program for teens/adults with intellectual and other developmental disabilities

Parent-Tot Playtime

Ballet/Jazz/Tap Dance Classes

Masters Swimming & 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**

Youth TryAthlon

Egg Hunt

Superhero Party

Sweetheart Dance

Holiday Craft Show

Holiday Parade

**Shiver Me Timbers
Pirate Plunge**

Find more on annual Parks & Rec events online at www.harrisonburgva.gov/special-events



FOLLOW US ON SOCIAL MEDIA!

WWW.FACEBOOK.COM/HARRISONBURGPARKSANDRECREATION

WWW.TWITTER.COM/HBURGPARKS

WWW.INSTAGRAM.COM/HARRISONBURGPARKS

FIND A HARRISONBURG PARK

A Dream Come True Playground



📍 1050 Neff Avenue

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

Hillandale Park



📍 801 Hillandale Avenue

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



Cecil F. Gilkerson Community Activities Center

📍 305 South Dogwood Drive

- Fitness Center
- Gym & Racquetball Courts
- Accessible
- Locker Rooms
- Restrooms



Lucy F. Simms Continuing Education Center

📍 620 Simms Avenue

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

Heritage Oaks Golf Course

www.facebook.com/HeritageOaksGolfCourse



📍 680 Garbers Church Road

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

Purcell Park



📍 41 Monument Avenue

- 3 Shelters
- Softball/Baseball Fields
- 3 Tennis Courts
- 2 Pickleball Courts
- Playground & Open Space
- Walking/Running Trails

PARK OR FACILITY NEAR YOU!



Ralph Sampson Park

📍 431 East Washington Street

- Spraygrounds
- 2 Futsal Courts
- 3 Basketball Courts
- Playground
- Paved Walking Trail
- 2 Shelters



Morrison Park

📍 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

RIVEN ROCK PARK

SMITHLAND DOG PARK



ONLINE GUIDE @ WWW.HARRISONBURGVA.GOV/ACTIVITIES

FIND MORE INFO!

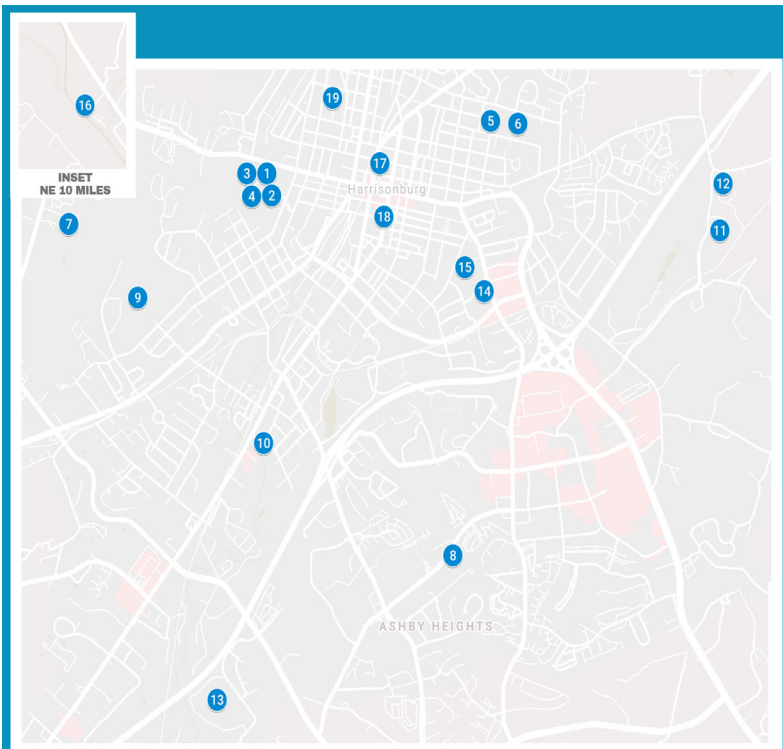
Download our Facilities Guide at www.harrisonburgva.gov/city-parks



Westover Park

📍 305 South Dogwood Drive

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



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. HILLDALE 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

HARRISONBURG POLICE DEPARTMENT

HONOR • ACCOUNTABILITY • DEDICATION • INTEGRITY • PROFESSIONALISM

The Harrisonburg Police Department will partner with our community to reduce crime, solve problems and improve quality of life. We will serve with an unwavering commitment to community safety and security through selfless acts of service.

OUR COMMITMENT TO COMMUNITY SERVICE



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.

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 one-month notice for scheduling would be appreciated and we will work with your coordinators to make the event great. To request attendance at an event, contact the Community Resource Unit by calling 540-437-2645 or by emailing HPDCommunityResourceOfficer@HarrisonburgVA.gov.

Driving Safety Demonstrations

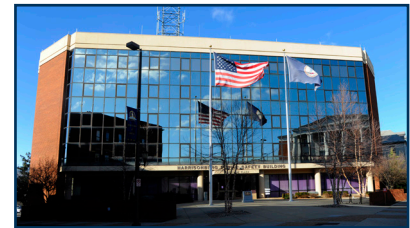
HPD officers have a "Seat Belt Convincer" and Golf Carts to help young drivers become aware of the importance of seat belt usage and to not drive intoxicated. A large parking lot space is needed for the demonstrations, but is a great interactive way to teach safety. If your organization is interested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

Community Police Academy

Learn about aspects of Law Enforcement and HPD in a 10-week program with classes held weekly. Graduates of the CPA also can 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

Tours are provided for school groups, day cares and scouting groups for kids to get an inside look at HPD. This is a great opportunity to meet officers and gain firsthand knowledge as to how the different divisions within HPD operate.



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, we incorporate Restorative Justice 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 community members, please visit www.harrisonburgva.gov/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. The first Tuesday of 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.INSTAGRAM.COM/HARRISONBURGPD

WWW.LINKEDIN.COM/COMPANY/HARRISONBURGPD

EVENTS & PROGRAMS



HPD PATCH Camp

HPD's summer camp, held for one week, gives campers a fun and rewarding experience with many law enforcement-based activities. Teams of campers work together, assisted by HPD officers, to enjoy an exciting week. For more information contact the Community Resource Unit by calling 540-437-2645 or emailing HPDCommunityResourceOfficer@HarrisonburgVA.gov.

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 (101 North Main Street) all year long.

Shop With A Cop

During the month of December, with the help of the Harrisonburg Police Foundation, HPD participates in the Shop With A Cop program. This is a great program that builds community relationships with children and parents during a financially stressful time. Each child is given a certain amount to spend, and the family is provided with a free meal. This event provides the opportunity to build positive relationships within the community and our officers.

Special Olympics Torch Run

Known as Guardians of the Flame, law enforcement members and Special Olympics athletes carry the "Flame of Hope" through the City of Harrisonburg. HPD officers participate every year in this great event by escorting and running with the participants until the flame is passed along to the adjoining jurisdiction.



CONTACT:

ALWAYS CALL 911 IN CASE OF AN EMERGENCY

HPD Non-Emergency Phone: 540-434-4436

Website: www.harrisonburgva.gov/police

Anonymous Tips: www.harrisonburgva.gov/tip-411

CONTACT AN OFFICER:

Officers are available 24/7 to file an official police report and to answer any questions regarding crime and public safety. Simply dial our non-emergency number of 540-434-4436 to request an officer respond to your location or be connected to an available officer by phone.

We encourage all victims of crime, or if you're in a traffic crash, to immediately report those incidents to police. For any emergency, you should always dial 911.

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. Learn more at www.harrisonburgva.gov/evidence.

Q: How do 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 learn more about how to request records by visiting www.harrisonburgva.gov/records.

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.

Q: How can I hire an off-duty police officer?

A: You may request to hire off-duty police officers through the Off Duty Management web-based service, OfficerTRAK®, at <https://odm.officertrak.com/Harrisonburg-VA-PD>, or calling the toll-free number 1-877-636-8300. Find more information at www.harrisonburgva.gov/hire-off-duty-officer.

Q: How can my security camera support HPD?

A: The Harrisonburg Community Cams Program (HCCP) allows residents and business owners to register the locations of their video surveillance systems with us. When a crime occurs, police will be able to identify the locations of nearby cameras and enlist the assistance of the community to help officers collect video evidence and follow up on leads. During an investigation police may ask camera registrants to check their surveillance system for a specific date and time for video that may show criminal activity. If any video evidence is found, the resident or business owner can contact us at 540-434-4436 to make arrangements for video retrieval.

Q: How does the Victim Services Liaison Unit help our community?

A: The Victim Service Liaison Unit (VSLU) is HPD's way of trying to reduce the harm of crime on the community as well as improve the overall quality of life in the city. Through this program, every crime victim in Harrisonburg receives a phone call from a trained Community Service Volunteer. Once a report is filed, there is little contact between police agencies and the victim. This leaves the victim to handle both the practical and psychological impact of the crime on his or her own. While the VSLU volunteers do not provide psychological counseling, they do provide someone to talk to and act as an additional resource. If a victim demonstrates a need for a more highly trained victim advocate, volunteers from the VSLU will make initial contacts either for or with the victim. One of the most important roles of the VSLU volunteers is to comfort victims by letting them know they are not alone in their victimization experience.

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 in what's known as a shared service. 9-1-1 calls made within Harrisonburg are received by HRECC.

Harrisonburg-Rockingham Emergency Alert *Become a Neighbor In The Know!*

Community members are encouraged to keep themselves, their families and their property safe by officially becoming a "Neighbor in the Know" and registering for Harrisonburg-Rockingham Emergency Alerts through HRECC at <https://harrisonburgva.gov/eas>.

Individuals can register to receive public safety alerts and weather notifications about multiple addresses – helping to keep users informed and "in the know" about incidents and weather that may impact their home, work, school or other important location in their lives. After registering, community members will receive notices from HRECC by text, email, phone call or app push notification issued through their local law enforcement, fire/rescue or emergency response agency if an event is happening near their specified addresses. The alert will inform users what is taking place and if any specific action is required of them – such as sheltering inside in a safe place, evacuating or other such life-safety action. When possible, the City will then post additional information about the situation to the City's social media pages.

Users also can select what type of weather alerts they would like to receive, and can adjust settings to only receive weather alerts during specific hours if they wish. The updated program gives users many more tools to make sure they are aware of what's happening in the community around them.

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.



HRECC Community Outreach Team

The Community Outreach Team is one of the newest resources within the HRECC; it had its first meeting in February 2022 and currently has four members, two coleaders and two teammates. The team's main initiative is to better bridge the gap between the first, first responders and citizens of the communities the HRECC serves; this is accomplished by getting team members and communicators out in public so it's easier to grasp that there's a person behind the voice on the 9-1-1 line. The team strives to help diverse audiences understand how 9-1-1 works and offer useful tips and tricks while preparing

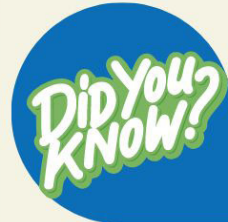
to dial. It also assists with HRECC's hiring and recruitment efforts.

In its first year, the team represented the HRECC at multiple community events hosted by partner agencies and other stakeholders, like Harrisonburg Fire Department and Massanutten Technical Center, and fielded requests from several organizations about presentations for students and youths. Programs, groups, and organizations may request presentations by emailing the Community Outreach Team at CommunityOutreach911@hrecc.org.



1

The Harrisonburg-Rockingham Emergency Communications Center is staffed 24/7, 365 days a year with communicators ready to assist in your emergency. We dispatch for police, fire and EMS in Rockingham County and the City of Harrisonburg. Additionally, HRECC communicators work closely with neighboring jurisdictions, VSP, Department of Social Services, CSB, VDOT, tow companies, alarm companies, electric companies, and public works when needed.



WHEN YOU DIAL 9-1-1

2

When you dial 9-1-1 either on accident or for an emergency situation, a trained professional is on the other end of the line. The trained professional uses their skills to obtain necessary information to get the right help to the right place in the right way as soon as possible. While that individual continues to obtain information and any necessary updates, a partner communicator is already sending help on the way!



HELP US HELP YOU

3

Important reminders when calling 9-1-1 are to remain on the line. Whether or not your call is emergent or accidental, please remain on the line so we can confirm no emergency or obtain information to get responders to you. ADDRESS, ADDRESS, ADDRESS! Know your location, full address is most preferred but if you do not know the address, know your surroundings! Road name, closest intersection, closest businesses.



WE WILL ASK!

4

In order to get the right responders to you, provide the best standard of care and keep you and responders safe, communicators are trained to ask specific questions to obtain necessary information after obtaining location information.

FAQ for EMS calls: How old is the patient? Is the patient alert and able to talk/respond as normal? Is the patient breathing normally? What symptoms is the patient having? Is the patient sweaty, pale, feeling dizzy or faint? Does the patient have any medical history or take medications normally?

FAQ for LE calls: What has taken place? What are the names of the subjects involved and birthdates if available? Does anyone on location have access to weapons? Any known drug, alcohol, or mental health history? If the subject has left, did they leave in a vehicle or on foot? What is the direction of travel? What is the description of vehicle and/or persons involved? Is there any paperwork in place? ie trespassing, protective orders, custody, etc.

HARRISONBURG OFFICE OF EMERGENCY MANAGEMENT



The Office of Emergency Management is responsible for comprehensively planning for, responding to, and recovering from large-scale emergencies and disasters that impact the City of Harrisonburg. The Office of Emergency Management's work is accomplished in partnership and in collaboration with first response agencies, as well as non-profit, private sector and government partners.

The Office of Emergency Management's responsibilities include:

- Maintaining an approved Emergency Operations Plan
- Developing a Continuity of Operations Plan
- Assist in maintaining the Regional Hazard Mitigation Plan
- Assisting City departments in developing department emergency action plans
- Reviewing emergency action plans of local businesses and industry
- Participate in the local Emergency Management Task Force
- Emergency Sheltering
- Evacuations
- Performing a Local Capability Assessment for Readiness
- Managing HFD grants as well as mitigation & preparedness grants for the City
- Providing ongoing training/exercises for City staff
- Coordinating the UAV/Robotics team

The Office of Emergency Management monitors current threats, including disasters and hazards. Those may include:

- | | |
|------------------|-----------------------------|
| • Severe Weather | • Public Health Emergencies |
| - Flooding | • Hazardous Materials |
| - Drought | • Terrorism |
| - Hurricanes | • Power Outages |
| - Winter Storms | • Earthquakes |
| - Wind Storms | |

Monitor current threats at www.harrisonburgva.gov/Emergency-Management and register for Alerts at www.hrecc.org/emergency-alert.

You may not be together when disaster strikes, so it's important to know how you'll reconnect if separated. Use this list to create a Family Emergency Communication Plan. You also can create the plan electronically at www.ready.gov/plan-form

- ☐ List all family members, their contact information, and any medical needs for each
- ☐ List information for schools, childcare, caregivers and workplaces of family members
- ☐ List any emergency contacts for your family members
- ☐ Determine an Emergency Meeting Place or Places and list instructions for where to gather
- ☐ List contact information for any doctors or veterinarians your family members use
- ☐ List any allergies family members have, as well as any prescriptions they regularly are taking
- ☐ List your family's medical insurance name and policy number

Keep this Family Emergency Communication Plan in a safe place, and make sure every member of your family knows about it. Then practice your plan with those in your household so they are ready when disaster strikes.

THE HARRISONBURG DEPARTMENT OF PUBLIC TRANSPORTATION

HDPT'S PRIORITIES: SAFETY • CUSTOMER SERVICE • SCHEDULE



Harrisonburg Transit serves many communities in Harrisonburg, including the local colleges. With a variety of events throughout the year, we often provide unique service to those local experiences. We also aim to increase our services by implementing extended service hours during the summer and winter months.

HB CONNECT

HB Connect is Harrisonburg Transit's citywide bus service. With 16 different routes serving hundreds of stops conveniently located near homes, schools, workplaces, shopping, entertainment and more, it's a reliable, relaxing way to connect to destinations all throughout Harrisonburg.

Bus routes with number names (1, 2, 3, 4, 5 and 6) are City Routes, helping residents and visitors get everywhere they need to go, all year round. Bus routes with color names (Black, Blue + Purple, Green, Pink, Yellow, Gold and Silver, plus the Shopper and Inner Campus Shuttle) are JMU Routes, serving students, faculty and visitors of James Madison University, whenever the school is in session.

You can check out and download maps and schedules for all of our HB Connect routes at harrisonburgva.gov/bus-routes.

PUBLIC SCHOOLS

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.

CONTACT/REQUEST PARATRANSIT

Phone: 540-432-0492

Office: 475 East Washington Street

Website: www.harrisonburgva.gov/hdpt

HB ACCESS

HB Access is Harrisonburg Transit's paratransit service. This specialized transportation option is designed specifically for people who have disabilities as described in the Americans with Disabilities Act.

All of our HB Access vehicles are wheelchair accessible, and drivers are trained to assist passengers who need help getting on and off. To ride, passengers must first have an ADA Paratransit Certification Card – complete the application at harrisonburgva.gov/paratransit-service. Then simply call (540) 432-0492 to schedule your rides!

**FOLLOW US ON
SOCIAL MEDIA!**



[WWW.FACEBOOK.COM/RIDEHDPT](https://www.facebook.com/ridehdpt)

[WWW.TWITTER.COM/RIDEHDPT](https://www.twitter.com/ridehdpt)

FIND THE CLOSEST HB CONNECT STOP NEAR YOU!

No matter where you live or work in Harrisonburg, there's an HB Connect transit bus stop not far away! Check out our 2025-2026 route map or find a downloadable copy at our website!



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, located in the Town of Dayton**.



- 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, which is expected to be completed in 2026**.

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 re-investments 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 tier 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.

HPU'S TOP 10 FREQUENTLY ASKED QUESTIONS

Q: What services does Public Utilities provide?

A: We provide water and sewer services, but we also provide the billing for trash and 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 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?

- 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 and 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

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 more than 70 years with minimal treatment. By word of mouth we know our Dry River water provides great taste.

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 \$450 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 million gallons a day, a dozen water pump stations, a dozen water storage tanks, and 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 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, as well as 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 near future.

• **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 **leaf collection program**.
- Maintain City streets with an **annual inspection & resurfacing program**.
- **Sweep Downtown streets** daily; **primary streets** approximately every two weeks.

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 help, 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.

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

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 (not including the James Madison University campus), including traffic signals, pavement markings, signage and warning lights.

Some activities within Traffic Engineering:

- 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/traffic-signal-service-request

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.

Community members and business/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.



REFUSE & RECYCLING

Harrisonburg Public Works 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/trash.
- 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



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[WWW.INSTAGRAM.COM/HBGPUBLICWORKS](https://www.instagram.com/HBGPUBLICWORKS)

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

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.

Other Collection Opportunities From Public Works:

- **Bulk Collection** - Public Works recently started a new sanitation collection system in 2026. Bulk items are being collected weekly on community members' regular trash day when scheduled through the ReCollect online scheduling system. Bulk items may include furniture, appliances or large items not taken with your regular trash.
- **Yard Debris Collection** - Yard debris is picked up weekly alongside regular trash when scheduled using the ReCollect online scheduling system. 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 collects 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 in recent years. 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 also is 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 community members 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.

TRANSPORTATION PLANNING: PROGRAMS

Our 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 projects. The City also has 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 compliance with labor standards to ensure construction crews are selected competitively and compensated fairly.

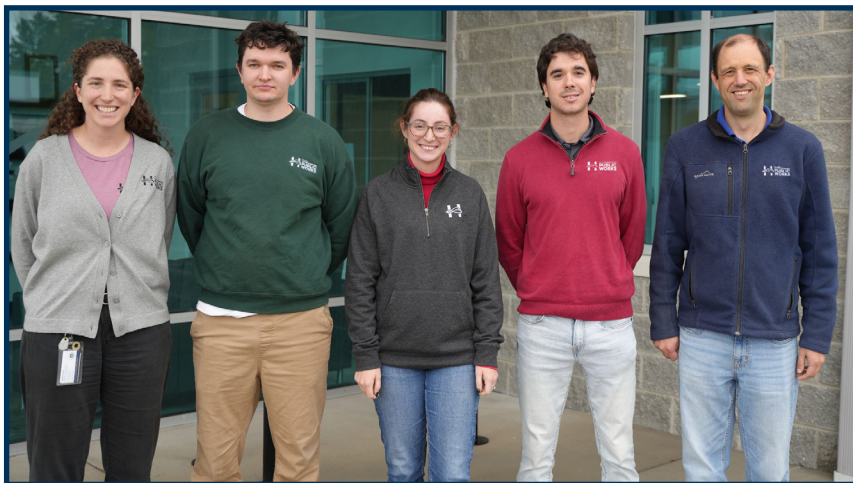
Understanding Local Transportation Needs:

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. The planning division maintains long-range transportation plans, and uses them in the review of new development to ensure the transportation network is adequate to absorb new growth, or that deficiencies and appropriate mitigations are identified.

What You May See:

Public Works transportation planning division focuses on improving traffic safety by utilizing evidence-based tools to decrease crashes and encourage a culture of safety in Harrisonburg. Examples of safety treatments include medians, roadway reconfigurations, innovative intersection design, new traffic signal technology like flashing yellow arrows, and expanding the network of dedicated bicycle and pedestrian facilities.

Get Involved:



(Above) The Public Works Transportation Planning team.



(Above) Sidewalk was constructed on the south side of Country Club Road between Linda Lane and Spotswood Homes mobile home park. A signalized crosswalk was also installed at Linda Lane to provide a safe route for walking from this neighborhood.



Public Works often holds open house events where public input is desired. For more information on how to get involved, visit www.harrisonburgva.gov/transportation-input. Current projects, studies, and additional information including details on the Transportation Safety Advisory Committee and the Bicycle & Pedestrian Sub-Committee, can be found at www.harrisonburgva.gov/transportation-planning.

TRANSPORTATION PLANNING: BIKE & PED

Safe Routes to School:

Safe Routes to School in Harrisonburg enhances equitable and sustainable programming that supports, encourages, and ultimately increases safe active transportation among K-12 students. Through collaboration with city departments, Harrisonburg City Public Schools, Sentara RMH Community Health, and community organizations, the program works to improve street and campus safety, encourage safe travel behaviors, and foster a culture that supports walking and biking to school.

The program is coordinated by the Safe Routes to School Coordinator, who leads and supports a wide range of activities in partnership with schools and community groups. These efforts include student education, school-day walking and biking initiatives, infrastructure planning, and community outreach, all aimed at making it safer and more desirable for students to walk or bike as part of their daily routine. To learn more about Safe Routes to School, visit www.harrisonburgva.gov/safe-routes-to-school.

Safe Routes to School maps help guide those who are interested in biking, walking, or rolling to school. Routes are determined based on current bike and pedestrian infrastructure, connectivity through pedestrian signalized intersections, and road comfortability based on traffic. These routes take into consideration distance, terrain, and other potential safety concerns. For more information, www.harrisonburgva.gov/srts-maps.



BIKES & PEDESTRIANS

Biking and walking are integral components of an efficient transportation network. Appropriate bicycle and pedestrian accommodations provide the public, including individuals with disabilities, 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 infrastructure 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 committee of residents that provides advice to staff on walking and bicycle needs and concerns.

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

GREENWAY & TRAIL SYSTEM

The City has developed an excellent system of greenways and trails, and is always looking for new ways to add to the safe places for those in the community interested in walking or bicycling. Here are a few of the places you should check out next time you’re wanting to enjoy the outdoors:

The Friendly City Trail - This 2.2-mile shared-use path connects Harrisonburg High School and Bluestone Elementary to Thomas Harrison Middle School and Westover Park, meandering alongside Heritage Oaks Golf Course and through Hillandale Park on its course. The shared-use path is hard surfaced and is used by many walkers, joggers and bicyclists for transportation and recreation. Find more information at <https://www.harrisonburgva.gov/biking-walking#FriendlyCityTrail>.

Bluestone Trail - This 2-mile shared-use path connects James Madison University to Stone Spring Road, exploring JMU Campus, Purcell Park and neighborhoods in between. The shared-use path is 10-feet wide, hard surfaced, and is used by many walkers, joggers and bicyclists for transportation and recreation. Find more information at www.harrisonburgva.gov/bluestone-trail.

Northend Greenway - This 1-mile shared-use path connects neighborhoods and destinations in the north part of the city. It is envisioned to link Virginia Mennonite Retirement Community, Eastern Mennonite University, Eastern Mennonite School, Downtown Harrisonburg and more. Find more information at www.harrisonburgva.gov/northend-greenway.



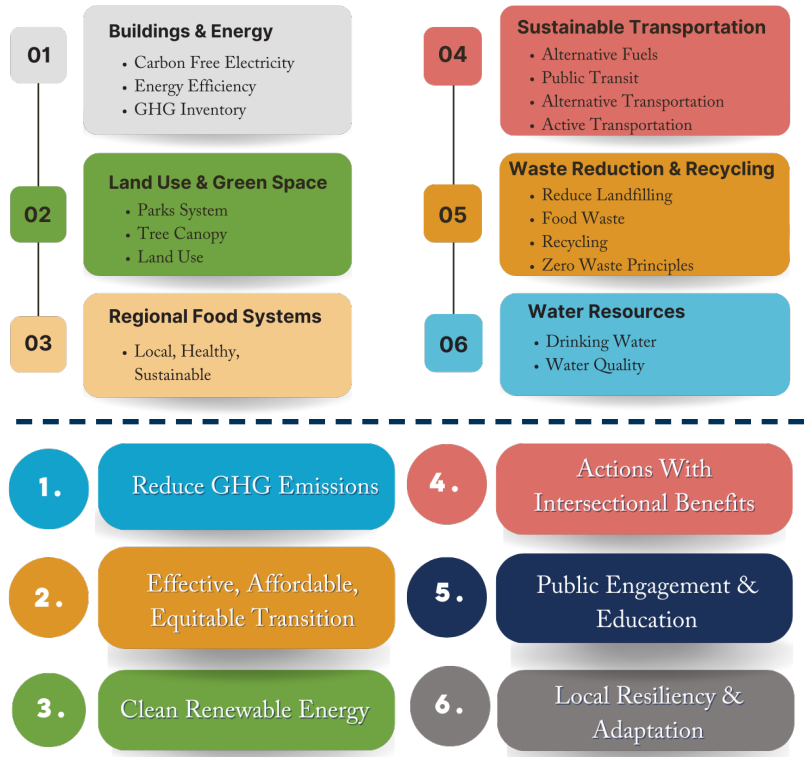
Find more information on places to walk and bike in Harrisonburg, along with maps, at www.harrisonburgva.gov/biking-walking.

ENVIRONMENTAL ACTION PLAN (EAP)

The Environmental Action Plan (EAP) is a guide for city leaders, staff, and members of the community to implement sustainability visions and principles. To date, the City of Harrisonburg has taken steps to address the quality and care of our natural resources; however, the latest science indicates that more ambitious actions are required to mitigate the impacts of environmental degradation and the changing climate that will affect our community's health, economy and well-being. Adopting and implementing the EAP helps the City support global targets for a stable climate and a resilient community.

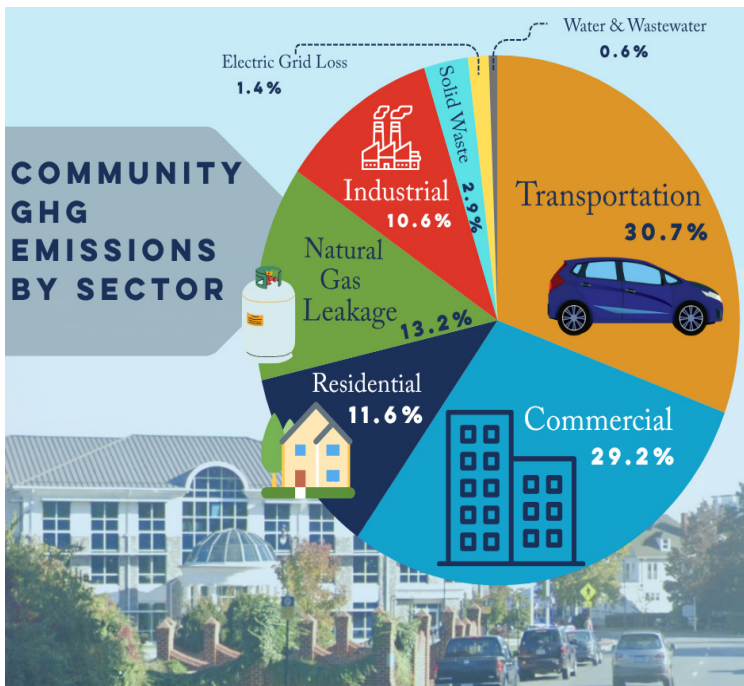
The development of the EAP is divided in three phases (1, 2, and 3). The EAP document represents Phase 1 and describes goals, co-benefits and strategies, and identifies tasks and responsible parties (such as a City department, private businesses, community organizations or individuals). Phase 2 focuses on establishing indicators for the strategies outlined in Phase 1 to evaluate progress toward targets set in Phase 3.

Phase 1 of the EAP was adopted by City Council on January 14, 2020. The plan includes recommended policy changes in the public sector and incentives in the private sector, as well as recommended actions for both the public and private sectors. The six focus areas (pictured top-right) are: Buildings and Energy, Land Use and Green Space, Regional Food Systems, Sustainable Transportation, Waste Reduction and Recycling, and Water Resources. Six Community Goals (pictured bottom-right) were identified throughout the process. More information available at <https://www.harrisonburgva.gov/EAP>.



Harrisonburg Greenhouse Gas Emissions Inventory

The Environmental Action Plan identifies completing an inventory as an important strategy towards the second Guiding Goal to reduce overall, community-wide greenhouse gas emissions. Inventories help us understand where our emissions are coming from. In addition, conducting annual inventories helps us to compare each subsequent year to our baseline year of 2016. This allows us to see the impacts in terms of increased or decreased emissions from various actions, policies, behavioral changes, and the makeup of our energy sources. Annual inventories help to hold our entire community accountable and to allow us to see, understand, and change behavior based on the trends we see.



Eateries Acting Towards Sustainability (EATS)

EATS (Eateries Acting Towards Sustainability) is a certification program that is voluntary and available to those in the food service industry working to reduce their waste "footprint". The program seeks to recognize the hard work of these establishments, rather than impose stricter regulations on business owners. This program is for businesses in the food service industry, including food trucks, coffee shops and restaurants. More information available at <https://www.harrisonburgva.gov/EATS>.

HARRISONBURG ESTABLISHMENT	LEVEL ACHIEVED	YEAR CERTIFIED
DRIFTERS CAFE	3-HARVEST	2024
GRILLED CHEESE MANIA	3-HARVEST	2024
BOWL OF GOOD	3-HARVEST	2024
FRIENDLY CITY CO-OP FOOD BAR	3-HARVEST	2024
BLACK SHEEP COFFEE	3-HARVEST	2025
ARISTOCAT COFFEE	3-HARVEST	2025

Community Compost Dropoff

About 50 percent of residential waste is organic waste that can be composted. Composting helps remove organic waste from the landfill, which saves on space, reduces methane emissions and reduces the amount of time and fuel needed for sanitation trucks. While there are many options for composting (backyard piles, vermiculture, etc.) not everyone has the ability to manage compost at home and some items are hard to compost outside of commercial facilities. That's why there is a Community Compost Dropoff location near City Hall.

Bring your kitchen scraps to the downtown community Food Scrap Drop-off bins. Drop-offs can be made anytime year-round. The Black Bear collection bins are located in the corner of the gravel parking lot at S. Liberty and Warren Streets, within sight of the Farmers Market's Turner Pavilion and Harrisonburg City Hall. Black Bear Composting picks up the collected organic materials once each week to be turned into finished compost for sale.

URBAN FORESTRY & URBAN WOOD PROGRAMS

Urban Forestry:

The City of Harrisonburg's Urban Forestry Program has many different looks, from urban parks to street trees, stream buffers, greenways, landscaped areas and much more. And our work supporting the growth of trees in our community is more important than ever. Trees improve the air we breathe, reduce noise, filter the water, help control stormwater runoff, provide shade and habitat for a wide variety of living things and beautify our urban landscapes.

To manage and improve all the City's Urban Forests, Public Works utilizes the skills of our certified arborists, including those who are International Society of Arboriculture (ISA) Tree Risk Assessment Qualified (TRAQ).

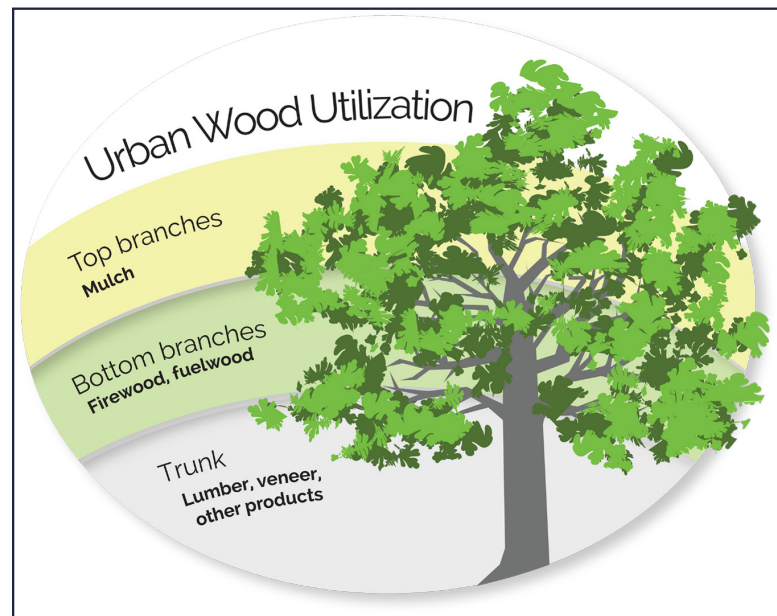
The Urban Forestry team also works with people in the community to do small group tree plantings as well as a community Arbor Day tree planting.

Urban Wood:

The Urban Forestry team has been hard at work since 2018 trying to fight off the Emerald Ash Borer beetle. This invasive pest has destroyed more than 1,500 ash trees on public property here in the city since the beetle arrived.

But the trees that were lost did not go to waste. The Urban Wood Program makes use of all this wood. Each part of the tree is utilized by the Urban Wood Program, from small branches being chipped into mulch for pollinator habitat spaces and other City projects, to larger branches that are processed into firewood and auctioned on the PublicSurplus.com website, and logs that are saved for lumber or sold on the public surplus site.

The program has utilized more than 1,000 tons of natural resources as woodchips, firewood and lumber, with the lumber especially being a much sought-after resource for local woodcrafters. The lumber also is used in projects such as benches, planter boxes, solar kiln, display boards, tables, coasters and much more, which often offsets the need to purchase additional material. Around



300 tons of wood debris annually was diverted from the landfill by the program since its creation, while the program has generated 10,500 board feet of lumber, 1,000 cubic yards of mulch and 15 pallets of firewood.

Find more information about both programs at www.harrisonburgva.gov/urban-forestry-program.

Interested in learning more?
Check out our videos on Urban
Forestry (1) & Tree Care (2)!



HARRISONBURG POLLINATOR PROGRAM



The Harrisonburg Pollinator Program converts road medians and other common spaces into pollinator plantings for a pollinator corridor. The program has converted several medians throughout the city into pollinator plantings. Most of the plant material for these conversions are raised from seed in their own greenhouse.

What is a pollinator corridor and why is it important? It's a pathway of gardens and meadows planted with native pollinator flowers, grasses and trees that appeal to our native pollinator species of bees, butterflies, moths, birds and even bats. This corridor planted through an urban area helps keep our local ecosystem working by providing a pathway for pollinators to travel, rest and feed.

The Pollinator Team provides workshops during Pollinator Week in June to educate residents about all thing's pollinators. Find more information at www.harrisonburgva.gov/pollinators.

STORMWATER MANAGEMENT PROGRAMS

Public Works maintains an extensive Municipal Separate Storm Sewer System (MS4) with a focus on protecting our streams and rivers. Public Works is dedicated to reducing water pollution and minimizing flooding throughout our City. Community engagement is key to accomplishing this. You can learn more by visiting www.harrisonburgva.gov/stormwater-management-program.

Part of the program is the Stormwater Utility Fee, which is charged to all property owners and provides a source of funding for stormwater efforts. Residents are eligible to apply for a credit of up to 50% on their stormwater utility fee bill by implementing practices to reduce stormwater runoff on their property. Applications can be submitted to the Public Works office or via email at Stormwater@HarrisonburgVA.gov. Find more 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 within city limits. Find more information about the program apply at www.harrisonburgva.gov/hcap.

Are you looking for a way to make a difference in our community? Public Works offers Small Group Stream Clean Ups to groups or individuals looking to remove litter from our local streams and waterways. Our staff will select a location and provide all the supplies you need to do your clean up. We will pick up your full trash bags when you are done. Public Works also hosts the annual Blacks Run Clean Up Day of our local stream. For more 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: Can you stop the speeding and traffic cutting through my neighborhood?

A: Residents concerned about appropriate vehicle speeds and traffic cutting through their neighborhood may submit a traffic calming request on the City's Neighborhood Traffic Calming Program web page, www.harrisonburgva.gov/neighborhood-traffic-calming-program. However due to various traffic calming needs across the city, more immediate mitigations offered are to request one or more Team Up to Slow Down yard signs or Harrisonburg Police speed enforcement.

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

A: The City adopted a Stormwater Utility Fee to provide funding in the support of the operation, maintenance and regulation of the extensive stormwater management system. The utility fee has been designed for owners of developed property to assist in stormwater management program costs. The 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 system. Property owners will see this fee as a

separate line item on their Real Estate Tax Bill. The current fee is \$8 per 500 square feet of impervious surface. Examples of such surfaces include roofs, sidewalks and parking areas.

Q: Can I reduce my Stormwater Utility fee?

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

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

A: The Harrisonburg Public Works 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: Will you be improving walking 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 also has identified improvements, many of which accompany road projects. The Bicycle and Pedestrian Subcommittee is a forum to work through safety concerns and planning objectives.

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 our webpage at 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 also are 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's 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. Information on those programs can be found at <https://www.harrisonburgva.gov/real-estate-info-system#RealEstateTaxForms>.

- 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 more at 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 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-

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.

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

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 Harrisonburg by attracting and assisting visitors to Harrisonburg who spend approximately \$240 million in town each year. This spending supports local businesses, approximately 2,500 local jobs and results in more than \$12 million in taxes collected. HTVS markets Harrisonburg, provides visitor information in person and digitally and assists in the scheduling of conferences and meetings.

VISITOR CENTER

The Harrisonburg Visitor Center, located in the historic Hardesty-Higgins House in the heart of downtown Harrisonburg, highlights everything The Friendly City has to offer visitors and new residents. An additional (un-staffed) visitor center is located in the Valley Mall.

At the Hardesty-Higgins Visitor Center you will find:

- Free 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.
- A State-certified Visitor Center offering visitor information such as **local maps and brochures** from around the state. **Information on area events** and a **trip planner app** highlighting events, area attractions and restaurants.



Open 9 a.m. to 5 p.m. seven days a week, 360 days a year!

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](https://www.facebook.com/HARRISONBURGTOURISM)

[WWW.INSTAGRAM.COM/VISITHARRISONBURGVA](https://www.instagram.com/VISITHARRISONBURGVA)

NEW TO THE FRIENDLY CITY? CHECK THIS OUT

Q: What is there to do here?

A: Shopping, dining, and numerous attractions including: the Explore More Museum, the Edith J. Carrier Arboretum, JMU Planetarium, the Brethren and Mennonite Heritage Center and the Fire Museum. We also have five craft breweries in Downtown.

Q: Can I have brochures?

A: Yes, we have a wide range of brochures from local businesses & 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 200 local restaurants to try. We also have restaurant information available at the Hardesty-Higgins Visitor Center.

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: Where can I go hiking or cycling?

A: Harrisonburg Tourism has created an online Trail Guide, highlighting 15 of the area's most popular trails to hike, run or ride. Trail information includes distance, difficulty, scenic attractions and directions.

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 find events taking place in Harrisonburg?

A: www.VisitHarrisonburgVA.com includes a

comprehensive calendar of events appealing to tourists and locals. Events range from classical music concerts to trivia nights, ladies night cycling events to comedy shows and much more.

Q: Are there public parks?

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



Follow this QR code to visit our website!

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

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.

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.

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 community members 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 attend Harrisonburg City 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 be 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. They 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 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 office oversees: 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; and 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 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
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