24 HOUR SERVICES

POLICE, FIRE, RESCUE (EMERGENCY) .................................................. 9-1-1
PUBLIC SAFETY NON-EMERGENCY ............................................. 385-5000
Alcohol and Drug Abuse .............................................................. 385-0866
  After-Hours ............................................................................ 385-0888
Child Abuse and Neglect ......................................................... 1-800-552-7096
Domestic Violence Hotline ....................................................... 430-2120
Mental Health Hotline ............................................................... 385-0866
  After-Hours ............................................................................ 385-0888
Navy Base Operator ................................................................. 444-NAVY (6289)
Poison Control Center ............................................................... 1-800-222-1222
Suicide Crisis Center ................................................................. 1-800-273-TALK (8255)
Teens in Crisis ........................................................................... 498-HELP (4357)
Virginia Beach Psychiatric Hospital
  Suicide Hotline ......................................................................... 627-5433
Virginia State Police ................................................................. 1-800-582-8350
Water / Sewer Emergencies (After-Hours) .............................. 311 or 385-3111

HEARING IMPAIRED
(TDD) TELECOMMUNICATIONS DEVICE FOR THE DEAF

POLICE, FIRE, RESCUE (EMERGENCY) ................................. 9-1-1 V/TDD
Housing and Neighborhood Preservation ......................... 385-5794 TDD
Human Services ........................................................................ 437-3463
Library (Outreach Services) .................................................... 385-2690
School Board Administration ................................................. 263-1000
Suicide Hotline ........................................................................ 1-800-799-4889
Your City of Virginia Beach government is hard at work each day for you. City staff and elected officials are here to enhance the economic, educational, social and physical quality of our community, and to provide services that are essential and helpful to all our citizens.

The pages in this guide are filled with information relating to these services. The items are presented by key subject areas. Of course, 3-1-1 Citizen Services Center is ready to assist you should you require additional guidance. The office can be reached at 385-3111 or via email at VB311@VBgov.com.

Our hope is that you will keep this information in a handy place where you can easily access it whenever you have a question or concern about the many services available to you.

Thank you for choosing to live in Virginia Beach …
“A Community for a Lifetime.”

William D. Sessoms, Jr.
Mayor

The information in this guide is current as of the latest printing (November 2011).
IMPORTANT DATES

Estimated State Tax due:
1st Quarter .................................. May 1
2nd Quarter .................................. June 15
3rd Quarter .................................. Sept. 15
4th Quarter .................................. Jan. 15

Federal Income Tax due .................. April 15

Personal Property Tax due:
1st Half ......................................... June 5
Supplemental Personal Property Tax ...... July-Nov. 5
   (for vehicles registered after March 31st)

Real Estate Tax due:
1st Half ......................................... Dec. 5
2nd Half ......................................... June 5

State Income Tax due .................... May 1

If a date due falls on a weekend or holiday the payment is due the next business day.

GOVERNMENT HOLIDAYS

New Year’s Day ............................. Jan. 1
Martin Luther King, Jr. Day ............. 3rd Monday in Jan.
Memorial Day ............................... Last Monday in May
Independence Day ........................ July 4
Labor Day .................................... 1st Monday in Sept.
Veterans’ Day .............................. Nov. 11
Thanksgiving Day ........................... 4th Thursday in Nov.
Day after Thanksgiving ................... 4th Friday in Nov.
Christmas Eve** ............................ Dec. 24**
Christmas Day ................................ Dec. 25

**One-half of a regular work day is observed on Christmas Eve, except when Christmas Eve falls on a Friday, Saturday or Sunday.

When any holiday listed above falls on a Saturday, the Friday proceeding such day shall be a holiday. When any holiday listed above falls on a Sunday, the Monday following such day shall be a holiday. In addition to the holidays prescribed in the above, any other day so declared by the Mayor shall be a holiday.
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NEWCOMER’S GUIDE
Use this section to quickly find Virginia Beach services and other local information that is useful to new residents (such as utility companies, public transportation, media outlets and more).

CITY GOVERNMENT INFORMATION
VB 3-1-1 is a simple, easy to remember, single point of contact for city information, services, news and events. Simply dial 3-1-1 from a landline phone within Virginia Beach city limits (dial 757-385-3111 when calling from a cellular phone or if calling from outside city limits). VB 3-1-1 also offers live online assistance via the city’s official website at www.VBgov.com.

VBgov.com
VBgov.com is the official government website for the City of Virginia Beach. Features include real-time local weather conditions, a site search that utilizes Google™, and the ability to conduct city business online 24 hours a day. On VBgov.com you can pay your city tax bills and police citations, register for Parks and Recreation classes, watch live and archived public meetings (City Council, School Board, and Planning), request services, report street light and traffic signal outages, search neighborhood crime reports, reserve library books and so much more.
Virginia Beach Department of Human Resources
2424 Courthouse Drive, Municipal Center, Building 18
Virginia Beach, VA 23456
Monday - Friday, 8:00 a.m. to 5:00 p.m.
385-4157
www.VBgov.com/humanresources

Virginia Beach City Public Schools (VBCPS)
2515 George Mason Drive, Municipal Center, Building 6
Virginia Beach, VA 23456
Monday - Friday, 8:00 a.m. to 5:00 p.m.
263-1133
www.vbschools.com

Virginia Employment Commission
5145 E. Virginia Beach Blvd.
Norfolk, VA 23502
Monday - Thursday, 8:30 a.m. to 4:30 p.m.
Friday, 9:00 a.m. to 4:30 p.m.
455-3960
www.vaemploy.com

HEALTH (LOCAL HOSPITALS)

All hospitals in Virginia Beach are owned / managed by Sentara Healthcare, a private company. Please visit www.sentara.com for additional information and the locations of Sentara hospitals in surrounding cities.

Sentara Princess Anne Hospital ......................... 507-0000
1950 Glen Mitchell Drive

Sentara Virginia Beach General Hospital ............... 395-8000
1060 First Colonial Road
LOCAL NEWS MEDIA

Print
*The Virginian-Pilot* is the local daily newspaper. For information or to subscribe, please call 446-9000 or visit [www.pilotonline.com](http://www.pilotonline.com).

**News/Talk Radio**
WHRV-FM: 89.5 (National Public Radio) .......................... 889-9400
http://www.whro.org/home/publicradio/whrv/

WHRO-FM: 90.3 (National Public Radio) .......................... 889-9400
http://www.whro.org/home/publicradio/whro/

WTAR-AM: 850 (Fox) ............................................ 640-8500
www.wtar.com

**Television**
ABC local news affiliate: WVEC (Channel 13) ............... 625-1313
www.wvec.com

CBS local news affiliate: WTKR (Channel 3) ................... 446-1000
www.wtkr.com

Fox local news affiliate: WVBT (Channel 14) ................. 393-4343
www.fox43tv.com

NBC local news affiliate: WAVY (Channel 10) ............... 393-1010
www.wavy.com
MILITARY BASES (IN VIRGINIA BEACH)

JEB Little Creek - Fort Story ........................................ 444-0000
(Joint Expeditionary Base)
https://cnic.navy.mil/jeblcfs

NSWC Dam Neck .................................................. 444-0000
(Naval Surface Warfare Center)
http://www.navseadn.navy.mil

NAS Oceana .......................................................... 444-0000
(Naval Air Station)
https://cnic.navy.mil/oceana

POST OFFICES

Customer Service .................. 1-800-ASK-USPS (800-275-8777)
Virginia Beach locations:

Ace Hardware (contract) .............. 5168 Princess Anne Road
Acredale .................................................. 1225 Kempsville Road
Bayside ............................................. 2109 Thoroughgood Road
Cape Henry ....................................... 1440 N. Great Neck Road
Dam Neck Base* ...................... 1977 Terrier Ave., Ste. 100
Fort Story* ........................................ 529 Cam Ranch Bay
Haygood ........................................... 1053 Independence Blvd.
Hilltop / Oceana ...................... 550 First Colonial Road, Ste. 308
London Bridge ............................. 2652 Production Road
Lynnhaven ........................................ 501 Viking Drive
NAS Oceana* .............................. 1896 Laser Road, Ste. 100
Princess Anne ..................... 2509 George Mason Road
Station #1 .................. Virginia Beach Blvd.
Seapines ........................................... 320 33rd St.
Witchduck ........................................ 4831 Columbus St.

* Authorized base access required.
PUBLIC LIBRARIES

For a list of Virginia Beach library locations, please see page 66 - 69 of this guide, or visit www.VBgov.com/libraries.

PUBLIC SAFETY

POLICE, FIRE, RESCUE (EMERGENCY) ...................... 9-1-1
PUBLIC SAFETY NON-EMERGENCY .......................... 385-5000

PUBLIC SCHOOLS

Virginia Beach City Public Schools (VBCPS)
2512 George Mason Drive
Municipal Center, Building 6
263-1949
www.vbschools.com

RECREATION CENTERS

For a list of Virginia Beach Recreation Center locations, please see pages 101-104 of this guide, or visit www.VBgov.com/parks.

TAXES

For information on taxes levied in the City of Virginia Beach, please see pages 108-111 of this guide, or visit www.VBgov.com/cor.
TRANSPORTATION

Hampton Roads Transit (HRT) provides public bus transportation to various locations. Reduced fares are available for senior citizens, persons with disabilities and students. For information about bus routes, fares and schedules, please contact HRT or visit www.hrtransit.org.

Hampton Roads Transit (HRT) ........................................... 222-6100
Handi-Ride (Handicapped/and Disabled) ...................... 455-8010
Norfolk International Airport ........................................ 857-3351
  2200 Norview Ave., Norfolk, VA 23518
  Ground Transport: Airport Express ......................... 963-0433

TRASH

Effective January 2012 there will be a $10 monthly fee for waste and recycling collection. Waste collection is provided to residents who live in single-family homes, townhomes or duplexes adjacent to public streets. Containers and items for pick up must be placed at the curb by 7 a.m. on collection day. To report service problems, please contact the Waste Management Division on your collection day or by noon the following business day.

Department of Public Works, Waste Management
3024 Holland Road, Virginia Beach, VA 23453
Garbage, recycling, special pick up, trailers
Monday - Friday, 8:00 a.m. to 5:00 p.m.
385-4650
www.VBgov.com/wastemgt

Special pickups:
Collection of bulky, normal household discards can be scheduled for your regular collection day. You must contact Waste Management by 5:00 p.m. on the business day prior your normal collection day to schedule a special pickup.
Recycling:
Waste Management offers curbside recycling with city-provided waste collection services. Recycling is collected every other week on the same day as your normal garbage collection. Recyclable items include paper, glass, plastic and metal. The following items cannot be accepted: waxed cardboard (such as juice boxes or milk cartons); container with food (such as pizza boxes or carryout containers); hazardous materials containers (such as motor oil, automotive fluid, lawn and garden chemicals, or paint cans); plastic bags or plastic toys; and ceramic or ovenware dishes, drinking glasses or ashtrays.

Landfill:
Homeowners may haul normal household debris directly to the landfill, free of charge. All hazardous waste materials need to be discarded through the Southeastern Public Service Authority (SPSA), which can be contacted at 420-4700 or www.spsa.com.

City Landfill:
1989 Jake Sears Road, Virginia Beach, VA 23464
Tuesday - Saturday, 7:00 a.m. to 4:30 p.m.
Customer Service: 385-1980
www.VBgov.com/wastemgt

UTILITIES

Electricity:
Dominion Virginia Power ........................................ 1-888-667-3000
www.dom.com

Natural Gas:
Virginia Natural Gas ........................................ 1-866-229-3578
Emergencies ...................................................... 1-877-572-3342
www.vanaturalgas.com

Telephone, Television, and Internet Service Providers:
See Yellow Pages for local providers
VEHICLES

If you are a resident of Virginia, you must apply for a Virginia driver’s license, vehicle title and license plates within 30 days of moving to the state. If you are active duty military, you do not need to obtain a Virginia driver’s license or license plates, nor does a non-working spouse or dependent child.

Department of Motor Vehicles (DMV) Locations:
1712 Donna Drive, Virginia Beach, VA 23454
3551 Buckner Blvd., Virginia Beach, VA 23456
(804) 497-7100
www.dmvnow.com

DMV Select
DMV Select located in the Commissioner of Revenue’s office can serve current customers with vehicle-related transactions. Customers requiring driver’s license or personal ID transactions must visit a full-service DMV. DMV Select cannot assist customers with driver’s license or personal ID transactions.

DMV Select
2401 Courthouse Drive
Municipal Center, Building 1
Monday - Friday, 8:30 a.m. to 4:30 p.m.
(804) 497-7100
www.dmvnow.com

VOTING

You may register to vote if you are a United State citizen, a resident of Virginia, will be 18 years of age by the day of the next general election, have had your voting rights restored after having been convicted of a felony, or have had your capacity restored if you have been declared mentally incapacitated in a Circuit Court.

Voter Registrar’s Office
2449 Princess Anne Road
Municipal Center, Building 14
Monday - Friday, 8:00 a.m. to 5:00 p.m.
385-8683
www.VBgov.com/voter
WATER AND SEWER

If you receive water service from the city, you can establish, transfer, or discontinue your service by calling 24 hours in advance or submitting an online service request using Public Utilities Online Services at www.VBgov.com/dpu. There is no charge for discontinuing service, but a non-refundable set up fee is charged for transferring or establishing service in your name and will be included on your first utility bill.

Department of Public Utilities
2405 Courthouse Drive
Municipal Center, Building 2
Monday - Friday, 8:00 a.m. to 5:00 p.m.
385-4631
www.VBgov.com/dpu

Sewer Management:
If you have city water, Hampton Roads Sanitation District (HRSD) charges are based on the amount of water which registers on your meter. If you have city sewer, but not city water, you will receive a fixed-rate charge from HRSD.

Hampton Roads Sanitation District
1436 Air Rail Ave., Virginia Beach, VA 23455
460-2491
www.hrsd.com

Storm Water Management:
Storm water management fees are necessary to meet federal and state water quality standards and to address storm flooding. Effective January 1, 2012 billing will occur every 2 months.

Department of Public Works
2405 Courthouse Drive
Municipal Center, Building 2
Monday – Friday, 8:00 a.m. to 5:00 p.m.
385-5859
www.VBgov.com/pw
AGRICULTURE

AGRICULTURE – DIRECTOR’S OFFICE
2449 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 14
Work: (757) 385-5775  Fax: (757) 385-5684
www.VBgov.com/agriculture

The Department of Agriculture provides leadership, coordination and education to enhance the economic vitality of the city’s agricultural industry and the preservation and enhancement of its quality physical environment, to assist citizens in strengthening their families and to provide citizens and visitors with cultural and recreational opportunities by preserving our agricultural and rural heritage.

AGRICULTURE & NATURAL RESOURCES (ANR)
Agriculture - Cooperative Extension
2449 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 14
Work: (757) 385-4769  Fax: (757) 385-5684
www.VBgov.com/agriculture

The Agriculture and Natural Resource (ANR) program provides research-based information, assistance, and training for agriculture and environmental horticulture-related activities. Programs are designed to serve the needs of all city residents, including students and senior citizens.
The Agricultural Reserve Program (ARP) is a voluntary program that purchases development rights from landowners in the southern part of the city. To see if your farm or forest land is eligible for ARP, please contact our office for an application or you may download one from our website. An attractive 25 year compensation plan is offered to approved landowners who enroll their property. A perpetual easement is recorded to maintain the property for the agricultural industry and preserve our rich rural heritage for future generations.

Family and Consumer Sciences help Virginians improve the quality of life through educational programs which include: Family Financial Education; Home and Housing Education; Home-based and Micro-business Education; Consumer Education; and Positive Youth Development.
FARMERS MARKET
Agriculture - Farmers Market
3640 Dam Neck Road Ste. 510, Virginia Beach, VA 23453
Work: (757) 385-4395  Fax: (757) 368-5249
www.VBgov.com/farmersmarket

The Farmers Market, located at the corner of Princess Anne and Dam Neck Road, is a year-round open air market featuring fresh local and regional produce; an organic grocer and butcher shop; florist and gift shops; candy and bakeries; restaurant; nature gifts and specialty stores; and a home and garden gift store. Restaurant opens daily at 7:00 a.m. and Management Office is open daily at 8:30 a.m. General Merchant’s hours are: 10:00 a.m. to 5:00 p.m. Monday – Saturday, and Noon to 4:00 p.m. on Sunday.

MASTER GARDENER VOLUNTEERS
Agriculture - Cooperative Extension
2449 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 14
Work: (757) 385-8156  Fax: (757) 385-5684
www.VBgov.com/agriculture

The Virginia Beach Master Gardener volunteer program is open to all adult city residents, and provides a 50 hour state-certified horticultural training program for applicants. Program graduates become city volunteers that contribute a minimum of 40 hours of their time each year through activities such as the MG HelpDesk, MG Speakers Bureau, youth programs in the public schools, and the annual Community Gardening Festival.
ANIMALS

ANIMAL ADOPTION
Virginia Beach Animal Care and Adoption Center
Police – Special Operations
341 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-4444
www.VBgov.com/police

Animals unsterilized prior to adoption must be altered 30-60 days after adoption. Many animals are sterilized prior to adoption. All animals are vaccinated prior to adoption and those that are sterilized through the facility are micro-chipped. Adoption fees range from $25 to $135.

ANIMAL CONTROL
Virginia Beach Animal Care and Adoption Center
Police – Special Operations
341 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-4444
www.VBgov.com/police

The mission of the Virginia Beach Bureau of Animal Control is to balance the health, safety and welfare needs of the people and animals in our city.

ANIMALS ON BEACH
Virginia Beach Animal Care and Adoption Center
Police – Special Operations
341 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-4444
www.VBgov.com/police

Animals are permitted on public beaches during certain times of the year and under certain restrictions. From the Friday before Memorial Day through Labor Day, no pets are permitted on public sand beaches, the boardwalk, or the grassy area west of the boardwalk from Rudee Inlet to 42nd Street. During this same period, animals are allowed on residential beaches between the hours of 6:00 p.m. and 10:00 a.m. Pet owners must use an airtight container to remove and dispose of all feces.
BARKING DOGS
Virginia Beach Animal Care and Adoption Center
Police – Special Operations
341 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-4444
www.VBgov.com/police

It is unlawful for a dog to bark in a loud, continuous or untimely manner. If a dog is found in violation of this ordinance, it can be impounded and the owner issued a summons.

DOG PARKS
Parks & Recreation - Parks & Natural Areas
2289 Lynnhaven Parkway, Virginia Beach, VA 23456
Work: (757) 385-0400 Fax: (757) 471-2330
www.VBgov.com/parks

Virginia Beach has two dog parks consisting of a one acre fenced area where dogs can run free from their leashes: Red Wing Park at 1398 General Booth Blvd. and Woodstock Community Park at 5709 Providence Road. An annual on-site registration fee of $15 is required, along with proof of license and vaccination. Dogs will be issued a tag to wear visibly on their collar. Children are required to be at least 8 years of age to enter the park.

MARINE ANIMAL STRANDING RESPONSE
Museums & Historic Preservation
Virginia Aquarium & Marine Science Center
717 General Booth Blvd., Virginia Beach, VA 23451
Work: (757) 437-6159 Fax: (757) 437-4933
www.virginiaaquarium.com

The Virginia Aquarium & Marine Science Center’s Stranding Response Program promotes the conservation of marine animal species through stranding response, research, rehabilitation and education. If you find a live or dead stranded marine mammal (dolphin, seal, whale) or sea turtle, please do not approach or move the animal. Immediately call the Stranding Response Team’s 24-hour hotline (757) 437-6159.
AUTOMOBILE AUCTIONS
Police - Support Services
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-8172
www.VBgov.com/police

Vehicles that the Police Department has had declared abandoned and towed are sold on the last Saturday of every month, unless it is a holiday, then the auction is the prior Saturday. They are auctioned in an “as is” condition at the Century Towing yard, 2828 Shipps Corner Road, Virginia Beach. Vehicle viewing begins at 8:30 a.m. and the auction begins promptly at 9:30 a.m. All sales are final and purchasers will be given a certificate of a clear title so that the vehicle may be registered.

PROPERTY (FORMERLY “BICYCLE” AUCTIONS)
Police - Support
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-4578 Fax: (757) 385-5647
www.VBgov.com/police

All property that comes into the possession of the Police Department and an owner cannot be located is auctioned in accordance with Virginia State Code. The Virginia Beach Police Department uses the services of the company Property Room.com for online auctions. Please visit their website at www.propertyroom.com.
AUTOMOBILES

ABANDONED AUTOMOBILES (CITY PROPERTY)
Police - Support Services
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-5000
www.VBgov.com/police

Any vehicle that is inoperable and left unattended on public property for more than 96 hours is deemed to be abandoned. If a police officer believes that a vehicle meets the abandoned criteria, a sticker will be placed on the vehicle window and it will be towed within 48 hours. The Virginia Department of Motor Vehicles will attempt to contact the current owner and will authorize the Virginia Beach Police Department to auction the vehicle.

ABANDONED AUTOMOBILES (PRIVATE PROPERTY)
Housing & Neighborhood Preservation - Code Enforcement
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-4421 Fax: (757) 385-5694
www.VBgov.com/housing

A vehicle is considered inoperative if it is not in operating condition, if it lacks a valid license plate or a valid inspection sticker. Vehicles abandoned on private property are the responsibility of the property owner.
BICYCLES

BICYCLE/WHEELED DEVICE LICENSE
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445, Option “0”  Fax: (757) 385-6399
www.VBgov.com/police

An optional bicycle license costs $1 and can be purchased at any City Treasurer location or by mail to the address above. The laws regulating bicycling on Virginia’s public roads define the rights and duties of bicyclists, as well as the motorists with whom they share the road. Bicyclists and motorists basically have the same rights and duties, and the laws governing traffic regulation apply equally to both.

TRAILS
Parks & Recreation – Administration
2408 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 21
Work: (757) 385-1100  Fax: (757) 385-1130
www.VBgov.com/parks

Locations of existing trails are depicted on the Virginia Beach Outdoors Plan. Copies are available on the Parks and Recreation website, by calling Parks and Recreation’s Administration Office, or by visiting their office.
CHILDREN

CHILD CARE PROVIDER
Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 491-3990  Fax: (757) 437-3300
www.VBgov.com/hs

In order to become a licensed family child care home provider, you are required to meet and adhere to state and local standards for child care which include a home study, child protective services, criminal record checks and tuberculin skin test.

CHILD DAY CARE
Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3200  Fax: (757) 437-3300
www.VBgov.com/hs

The Child Care Program provides child-centered, family-focused services that support the family goals of economic self-sufficiency and child development by providing substitute parental care, protection, guidance and early childhood education.

CHILD PROTECTIVE SERVICES
Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3400  Fax: (757) 437-3300
www.VBgov.com/hs

For 24-hour information on services provided for children suspected of being abused or neglected, contact the Child Abuse Hotline at 1-800-552-7096.
CHILD SUPPORT FILING
Juvenile Court Services - Administration
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10A
Work: (757) 385-4391  Fax: (757) 385-5628
www.VBgov.com/courts

Juvenile Court Services handles filing of documents for child support.

FOSTER CARE PROGRAM
Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3200  Fax: (757) 437-3300
www.VBgov.com/hs

The Foster Care program provides services to children and families when the court places a child in the custody of Social Services. Foster parents work closely with the agency and with the natural parents to help in resolving problems and reuniting the family whenever possible. Adults who are 21 years and older may be foster parents if they are willing to provide a healthy, safe and nurturing home for a child and meet all standards set by the State of Virginia. A monthly maintenance payment toward the cost of room, board, clothing, personal care, and allowance is provided for each foster child.

PENDLETON CHILD SERVICE CENTER
Human Services - Pendleton Child Service Center
2473 North Landing Road, Virginia Beach, VA 23456
Municipal Center, Building 23
Work: (757) 385-4537  Fax: (757) 385-4533
www.VBgov.com/hs

The Pendleton Child Service Center provides services to families whose children ages 5 through 12 are experiencing behavior problems at home, school or within the community. Available services include family counseling, school consultation, a day treatment program and a 24/7 residential program. In addition, Pendleton offers a wide range of group services for parents and children, including parenting skills training and social skills and anger management for children.
PLACING A CHILD FOR ADOPTION

Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3539  Fax: (757) 437-3430
www.VBgov.com/hs

The Social Services Department provides free information and guidance to those considering placing their child for adoption. The service is free, and you may also be able to participate in the selection of the adoptive parents.

CITY GOVERNMENT

CITY CLERK (CLERK OF COUNCIL)
City Clerk - Legislative
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4303  Fax: (757) 385-5669
www.VBgov.com/clerk

The City Clerk is appointed by the City Council and is custodian of the city’s official seal and is responsible to attest, record and maintain all official documents. The City Clerk also maintains actions taken at council meetings and prepares the weekly summary and minutes of City Council meetings.

CITY COUNCIL MEMBERS
City Clerk - Legislative
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4303  Fax: (757) 385-5669
www.VBgov.com/clerk

The members of City Council serve four-year terms and are elected on a staggered basis. General elections are held on the first Tuesday in November of even-numbered years. Informal and Formal Council sessions are held on the 2nd and 4th Tuesdays of the month with the exception of July and December, when these meetings are held on the 1st and 2nd Tuesdays of the month.
CITY MANAGER
City Manager - Executive
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4242  Fax: (757) 427-5626
www.VBgov.com/citymgr

The mission of the City Manager’s Office is to provide support and direction for the delivery of quality customer service to Virginia Beach citizens and visitors, members of City Council, city staff, and others to maintain and nurture a quality community for Virginia Beach.

MAYOR
City Clerk - Legislative
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4581  Fax: (757) 385-5626
www.VBgov.com/clerk

Mayor William D. Sessoms, Jr. was sworn into office January 5, 2009.

COURTS

COMMUNITY CORRECTIONS
Human Services
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-4689  Fax: (757) 385-1033
www.VBgov.com/hs

The Office of Community Corrections is an alternative sanctions program whose mission is to protect the public’s safety and interest while providing services for the courts in this jurisdiction. Nonviolent felons and misdemeanor offenders are referred for supervision while they are meeting conditions specified by the courts. Offenders are referred from the Circuit, General District and Juvenile & Domestic Relations Courts.
CRIMINAL COURT
General District Court - Criminal
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10
Work: (757) 385-8531 (option 2)  Fax: (757) 385-1065
www.VBgov.com/courts

The Criminal Division decides cases in which a person is charged with a criminal misdemeanor. A misdemeanor is any charge which carries a penalty of no more than one year in jail and/or a fine of up to $2,500. The division holds preliminary hearings in felony cases. Any charge that may be punishable by more than one year in jail is a felony. Preliminary hearings in felony cases are held to determine whether there is enough evidence to justify holding the defendant for a grand jury hearing. The grand jury determines whether the accused will be indicted and held for trial by the Circuit Court. Hours of operation are Monday - Friday, 8:00 a.m. to 4:00 p.m., with telephone operators on duty 8:00 a.m. to 3:45 p.m. The division is located on the second floor of Building 10. Please visit the Courts’ website for case information and disposition inquiries, as well as online payment of pre-payable criminal offenses.

JUVENILE & DOMESTIC RELATIONS COURT
Juvenile & Domestic Court - Judicial
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10A
Work: (757) 385-4391  Fax: (757) 385-5683
www.VBgov.com/courts

The Juvenile and Domestic Relations District Court handles cases involving juveniles and adults involved in disputes concerning the support, visitation, parentage, or custody of a child and offenses against members of their own family. This court also handles foster care.
The Court Service Unit is comprised of Juvenile Intake and Juvenile Probation and Parole. Juvenile Intake processes criminal petitions against juveniles and also civil petitions including support, custody, visitation, and emancipation. The unit also provides services for runaways, truants and victims of spousal abuse. Juvenile Probation and Parole performs background investigations and supervises those juveniles placed on probation through Juvenile Court.

The Pre-Trial Release is a state funded program. The program’s goal is to reduce the need for jail bed space by providing a release alternative for defendants charged with nonviolent felonies or misdemeanors who are awaiting court action.

The Clerk of the Circuit Court probates wills and estates. Please call for an appointment.
TRAFFIC COURT
General District Court - Traffic
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10
Work: (757) 385-8531  Fax: (757) 385-1063
www.VBgov.com/courts

The Traffic Division of the General District Court has jurisdiction over cases involving traffic violations. Hours: Monday – Friday, 8:00 a.m. to 4:00 p.m. (telephone operators 8:00 a.m. to 3:30 p.m.). The Traffic Division is located on the first floor of Building 10. Visit the Courts’ website for case information, disposition inquiries and online payments of pre-payable traffic offenses.

DISABLED

COMPANION SERVICES
Human Services - Social Services
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3200  Fax: (757) 437-3430
www.VBgov.com/hs

Companion Services may be provided to adults who are unable to care for themselves due to physical or mental limitations. Supplemental Security Income (SSI) recipients and certain other low-income persons may receive in-home care and light housekeeping services. These services are provided by a licensed agency under a contractual arrangement with the Virginia Department of Social Services.
MAYOR’S COMMITTEE FOR PERSONS WITH DISABILITIES
City Clerk - Legislative
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4581  Fax: (757) 385-5699
www.VBgov.com/clerk

On behalf of all people with disabilities, and in an advisory capacity to the Mayor, the committee’s mission is to raise the awareness of the Mayor, members of City Council, city administration and the community at-large of the needs of persons with disabilities. The committee assists in formulating solutions to meet those needs and advises on issues involving compliance with state and national legislation addressing their needs.

DRUGS & ALCOHOL

DARE PROGRAM (ELEMENTARY SCHOOL)
Sheriff’s Office - Virginia Beach Law Enforcement Training Academy
411 Integrity Way, Virginia Beach, VA 23451
Work: (757) 385-6351  Fax: (757) 437-7549
www.vbso.net

DARE (Drug Abuse Resistance Education) is an innovative program designed to prevent substance abuse through education. Currently, DARE is being taught at the 4th grade level.
PREVENTION SERVICES
Human Services - Mental Health & Substance Abuse
289 Independence Blvd., Virginia Beach, VA 23462
Pembroke 3, Ste. 109
Work: (757) 385-0803  Fax: (757) 490-0287
www.VBgov.com/hs

Prevention Services promotes the reduction of substance abuse among all members of the community. Services are provided for youth and adults living in Virginia Beach. Most of the youth and adults served are identified as at risk for substance abuse or have already experimented with alcohol or other drugs. Additionally, of the youth and adults served, many exhibit risk factors associated with the onset of mental health problems. The risk reduction/resiliency model of prevention also focuses on the promotion of mental health.

RECOVERY CENTER
Human Services - Mental Health & Substance Abuse
409 Birdneck Circle, Virginia Beach, VA 23451
Work: (757) 385-6950  Fax: (757) 437-4710
www.VBgov.com/hs

The Recovery Center offers a closely monitored social setting for the safe, non-medical withdrawal from alcohol and other drugs. The facility is available 24 hours a day, 7 days a week. In case of emergencies, referrals will be made to local hospital emergency departments. The program provides screening and referrals to other treatment programs.
The Virginia Beach Department of Economic Development is implementing a strategy to create a diversified, continually expanding, dynamic economy through the development of new, targeted businesses and the enhancement of existing businesses. The goal of this strategy is to create business organizations that will remain, prosper and expand within Virginia Beach by creating quality jobs, higher wages, lower tax rates and a quality of life unsurpassed by others.

The mission of VB 9-1-1 is to enhance the quality of life of every person in Virginia Beach by receiving and processing 9-1-1 emergency and non-emergency calls. This division dispatches Police, Fire, Emergency Medical Services and local government agencies in a prompt, efficient, courteous and professional manner to help save lives, protect property and assist the public.
EMERGENCY MANAGEMENT
Fire
2408 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 21
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

The Office of Emergency Management promotes a comprehensive emergency management program to lessen the community’s impacts from manmade or technical disasters, and potential catastrophic incidents by utilizing mitigation, preparedness, response and recovery strategies.

EMERGENCY MEDICAL SERVICES
Emergency Medical Services - Director’s Office
477 Viking Drive, Ste. 130, Virginia Beach, VA 23452
Work: (757) 385-1999  Fax: (757) 431-3019
www.VBgov.com/ems

Emergency Medical Services oversees 10 volunteer rescue squads, which are housed in the same locations as the fire stations. Volunteers provide basic and advanced life support through the use of a crash truck, bike team, and their boat and dive team services.

FLOOD ZONES
Public Works - Engineering
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4131  Fax: (757) 385-5668
www.VBgov.com/hurricane

The Public Works Engineering Division can assist citizens in determining the flood zone in which their property lies. Beach Management can provide citizens with a letter indicating their property’s flood zone. The National Flood Insurance Program is a program offered through the Federal Emergency Management Agency for homeowners in areas that may experience flood damage as a result of heavy rains, hurricanes or other natural disasters. Contact your insurance agent for more information on this program.
EMPLOYMENT

CITY EMPLOYMENT
Human Resources (City) - Staffing & Compensation Services
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18
Work: (757) 385-4157  Fax: (757) 385-5648
www.VBgov.com/careers

The City of Virginia Beach offers opportunities for careers in a variety of different fields with competitive salaries and a comprehensive benefits package. Applications are accepted only for positions which are currently vacant and for which we are actively recruiting. Please visit the WAVE – Web Application for Virginia Beach Employment to search for open positions.

PUBLIC SCHOOL EMPLOYMENT
Public Schools - Human Resources
2512 George Mason Drive, Virginia Beach, VA 23456
Municipal Ctr., Building 6
Work: (757) 263-1133  Fax: (757) 263-1081
www.VBgov.com/schools

Staff members in the Public Schools Department of Human Resources are primarily responsible for employee recruitment; instructional, classified, and substitute staffing; employee relations; and teacher licensure.
An environmental crimes hotline has been established to provide citizens with the ability to report suspected illegal dumping activities. You should provide your name and telephone number, a description of the incident, the exact location of the incident, information such as a company name, license number or vehicle identification and a description of any individuals involved.

The Department of Health issues permits for septic tanks and wells, tests water for drinking quality, and permits and enforces regulations for swimming pools, summer camps, hotels-motels, restaurants and other food service establishments, hairdressing, tanning and body art establishments. Responsible, in conjunction with the Bureau of Animal Control, for rabies control and animal quarantine.

The Environment and Sustainability Office (ESO) advocates responsible stewardship of the city’s natural resources to improve the overall physical quality of the city’s environment.
EVENTS

FARM BUREAU LIVE AMPHITHEATER
3550 Cellar Door Way, Virginia Beach, VA 23456
Work: (757) 368-3000  Fax: (757) 368-3025
www.livenation.com

This 20,000 seat amphitheater is host to some of the hottest performers in pop, rock, rhythm & blues, alternative, jazz and more from April through October.

OCEANFRONT ENTERTAINMENT
Resort Management & Special Events
2101 Parks Ave., Ste. 502, Virginia Beach, VA 23451
Work: (757) 491-7866  Fax: (757) 437-4747
www.beachstreetusa.com

Celebrate the lazy days of summer from June - August. One hundred days of free entertainment on the boardwalk with street performers on Atlantic Ave. between 17th and 25th Streets.

SANDLER CENTER FOR THE PERFORMING ARTS
201 Market St., Suite 204, Virginia Beach, VA 23462
Work: (757) 385-2787  Fax: (757) 493-5450
www.sandlercenter.org

The Sandler Center for the Performing Arts in Virginia Beach is a professional-quality facility that celebrates the arts and showcases the wealth of our region’s cultural resources. With a premier location in the heart of Virginia Beach’s lively Town Center, the state of the art performance hall features nearly 1,300 comfortable seats, perfect sight lines, an outdoor performance plaza, and support spaces. The Center is designed to be a facility that welcomes people of all backgrounds and economic means.
VIRGINIA BEACH CONVENTION CENTER
Convention and Visitors Bureau – Virginia Beach Convention Center
1000 19th St., Virginia Beach, VA 23451
Work: (757) 385-2000 Fax: (757) 385-2001
www.visitvirginiabeach.com/conventioncenter

The design of the Virginia Beach Convention Center allows for amazing flexibility to accommodate and fully equip groups of all sizes. Specifically, it includes a 150,000 square-foot exhibition hall, the largest ballroom in Virginia at 31,029 square feet, 28,929 square feet of meeting space, generous pre-function space, 2,230 free parking spaces, and the latest technological amenities, including a 360’ video wall and wired and wireless high-speed Internet access throughout the facility. The administrative offices are open Monday - Friday, 8:00 a.m. to 5:00 p.m.

FINANCIAL

CITY TREASURER
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445 Fax: (757) 385-6399
www.VBgov.com/treas

The Treasurer is the custodian of all public monies of the city. The primary purpose of the division is to maximize the collection of revenues on behalf of the city in a timely and efficient manner. The Treasurer is also responsible for maximizing return on all public funds invested by his/her office. The overall functions of the office are, to a great extent, mandated by state and local legislation and the ability to carry out these mandates is limited by the availability of manpower and equipment. In short, it is the mission of the Office of the Treasurer to ensure economic vitality through the collection of revenue for the city, and to support the missions of all city departments.
Satellite Offices:
- 19th & Arctic, Oceanfront (401 19th Street, 23451)
- Fairfield Shopping Center (On Lord Dunmore, 5340 Fairfield Shopping Center, 23464)
- Municipal Center Building 1 (2401 Courthouse Drive, 23456)
- Pembroke One, Suite 102 (281 Independence Blvd., 23462)

Hours of Operation: Monday – Friday, 8 a.m. to 5 p.m.

Method of Payments Accepted at Satellite Offices: cash, check, money order, American Express, Discover Card, and MasterCard are accepted for in-person payments. Visa is not accepted at this time.

Other Optional Payment Methods Available:
- **eCheck** – For your Water/Storm water combined statement.
- **Online Payments** – To pay your combined water/storm water bill, current personal property and real estate taxes, and parking tickets using any major credit card. Payments are processed through our partner Official Payments Corporation (OPC). There is a fee charged by OPC; the City does not receive any portion of this fee.
- **Telephone Payments** - If you prefer to pay by telephone using your credit card, you may do so by calling 1-866-515-8162 for Personal Property, Real Estate and Parking Tickets and/or 1-800-874-3384 for your Water/Storm Water combined statement (the OPC convenience fee still applies).

FINANCIAL ASSISTANCE PROGRAMS
Human Services - Financial Assistance
3432 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 437-3200  Fax: (757) 437-3300
www.VBgov.com/hs

The Financial Assistance Division administers many different financial assistance programs, most of which are financed by the federal and state government. The programs are targeted to families and individuals with incomes at or below the poverty level. Programs include temporary, emergency or general assistance to needy families or indigents; grants for the disabled; food stamps; and Medicaid or refugee re-settlement.
FIRE REPORTS
Fire - Administrative Services
2408 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 21
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

Copies of fire incident reports may be obtained from this office. Citizens will need to provide a name, address and date of the fire, so that the report can be quickly located.

OPERATION SMOKE DETECTOR HOTLINE
Fire - Fire & Life Safety  Education
Hotline: (757) 471-5826
www.VBgov.com/fire

Operation Smoke Detector is a community service project funded by donations from businesses, community groups and citizens of Virginia Beach. The project is designed to provide and install smoke alarms in homes of citizens who do not have smoke alarms or are unable to install their own.

FIRE & RESCUE STATIONS

FIRE STATION #11 / ENGINE #14 (BEACH DISTRICT / OCEANFRONT)
Fire - Battalion 1
800 Virginia Beach Blvd., Virginia Beach, VA 23451
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #13 (BLACKWATER)
Fire - Battalion 4
6009 Blackwater Road, Virginia Beach, VA 23457
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire
FIRE & RESCUE STATION #4 (CHESAPEAKE BEACH)
Fire - Battalion 2
2444 Pleasure House Road, Virginia Beach, VA 23455
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #6 (CREEDS)
Fire - Battalion 4
595 Princess Anne Road, Virginia Beach, VA 23457
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #2 (DAVIS CORNER / HAYGOOD)
Fire - Battalion 2
4672 Haygood Road, Virginia Beach, VA 23455
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #1 (FIRST LANDING)
Fire - Battalion 2
2837 Shore Drive, Virginia Beach, VA 23451
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #21 (GENERAL BOOTH)
Fire – Battalion 4
1468 Nimmo Parkway, Virginia Beach, VA 23456
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #18 (GREEN RUN)
Fire - Battalion 3
1601 Lynnhaven Parkway, Virginia Beach, VA 23456
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire
FIRE & RESCUE STATION #9 (KEMPSVILLE)
Fire - Battalion 2
5145 Ruritan Ct., Virginia Beach, VA 23462
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #20 (LITTLE NECK)
Fire - Battalion 3
885 Little Neck Road, Virginia Beach, VA 23452
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #3 (LONDON BRIDGE / OCEANA WEST)
Fire - Battalion 1
600 Central Drive, Virginia Beach, VA 23454
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #8 (OCEANA / LYNNHAVEN)
Fire - Battalion 1
1201 Bayne Drive, Virginia Beach, VA 23454
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #16 (PLAZA)
Fire - Battalion 3
3608 South Plaza Trail, Virginia Beach, VA 23452
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #5 (PRINCESS ANNE)
Fire - Battalion 4
2461 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Bldg 13
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire
FIRE & RESCUE STATION #17 (SANDBRIDGE)
Fire - Battalion 4
305 Sandbridge Road, Virginia Beach, VA 23456
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #12 (SEATACK / BIRDNECK)
Fire - Battalion 1
949 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE & RESCUE STATION #19 (STUMPY LAKE)
Fire - Battalion 3
4196 Pleasant Valley Road, Virginia Beach, VA 23464
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #7 (THALIA)
Fire - Battalion 2
407 Thalia Drive North, Virginia Beach, VA 23452
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire

FIRE STATION #10 (WOODSTOCK)
Fire - Battalion 3
5656 Providence Road, Virginia Beach, VA 23464
Work: (757) 385-4228  Fax: (757) 385-5676
www.VBgov.com/fire
RESIDENTIAL WASTE MANAGEMENT SERVICES
Public Works - Waste Management
3024 Holland Road, Virginia Beach, VA 23453
Work: (757) 385-4650 Fax: (757) 430-2851
www.VBgov.com/wastemgt

Effective January 2012 there will be a $10 monthly fee for waste and recycling collection. Waste collection is provided to residents who live in single-family homes, townhomes or duplexes adjacent to public streets. Containers and items for pick up must be placed at the curb by 7 a.m. on collection day. To report service problems, please contact the Waste Management Division on your collection day or by noon the following business day.

Curbside Bulky Item Collection
Collection of bulky household discards may be scheduled for your regular collection day. You must contact Waste Management by 5:00 p.m. on the business day prior to your normal collection day. We collect routine household discards such as furniture and appliances, but not items such as remodeling or building materials, carpet, doors, cabinets, sinks, rocks, dirt, concrete, vehicle parts, glass, or hazardous materials.

Curbside Waste Collection
Waste is collected one day per week in black 95-gallon carts which may be purchased from the Waste Management Division. Containers should be placed at the curb with the handle toward your house and 3 feet of clearance between other containers and any other item. Remove containers from public view at the end of your collection day. Clearly label your container with your address and record your container serial number. No other garbage will be collected outside of the black can except for yard waste.

Curbside Yard Waste Collection
Yard waste is collected on your normal collection day and does not require a work order. Tree limbs should be no more than 4 feet long and 6 inches in diameter and placed in piles not to exceed 4 x 4 x 4 feet. One pile, generated from each house, will be collected on each collection day. Smaller yard debris, such as grass and leaves (no dirt, rocks, mulch or root balls), should
be bagged in securely-tied clear plastic bags not to exceed 25 lbs. per bag. Up to 25 bags will be collected. Tree removal debris is not collected at the curbside. However, it can be collected through the Yard Waste Container Program, provided each piece is no larger than 6 inches in diameter. Please note that any work done by private contractors must be disposed of by the contractor. Residents are urged to place yard debris, as well as waste and recycle containers, outside of the drainage flow line (a few inches away from the curb) to keep the drainage flow line clear and avoid neighborhood flooding.

**Household Hazardous Waste Facility**
This facility is located at the City of Virginia Beach Landfill. Virginia Beach residents may take household hazardous waste to this facility. For a list of acceptable items, please visit www.VBgov.com/wastemgt. The waste must be generated in the City of Virginia Beach from the primary residence and delivered in a privately owned non-commercial automobile, station wagon, passenger or minivan, unmodified low-sided pickup truck, or a trailer that is no larger than a pickup truck bed. Proof of Virginia Beach residency must be provided. Disposal is limited to five gallons of liquid or 75 pounds of solid household hazardous waste per visit.

**Yard Waste Container Program**
For larger amounts of yard waste, roll-off containers are available on a first-come, first-serve basis. There is a fee for this service. The containers measure 13 x 7 x 5 feet. Tree limbs must be no larger than 6 inches in diameter and must fit totally within the container. If you place bags of yard waste in the trailer, you must use clear plastic bags, but loose leaves and grass are acceptable. You may schedule the container for a day with AM or PM delivery available. Trailers delivered on Friday will be picked up on Monday. The homeowner or resident, at least 18 years old, must sign for the trailer when delivered, but need not be home when it is picked up. Please call 757-385-4650 well in advance if you wish to schedule a container. This service is not available online.
GOLF COURSES

The City of Virginia Beach owns five public golf courses, all of which are leased and privately operated and managed. For rates and tee times, please contact the course.

BOW CREEK GOLF COURSE
3425 Clubhouse Road, Virginia Beach, VA 23452
Work: (757) 431-3763
www.VBgov.com/parks

Bow Creek plays to a par 70, with challenging bermuda fairways and bentgrass greens. Demanding par 3s, several dogleg holes and the meandering creek adds to the beauty of this course designed by Fred Sappenfield among mature oak trees.

KEMPSVILLE GREENS GOLF COURSE
4840 Princess Anne Road, Virginia Beach, VA 23462
Work: (757) 474-8441
www.VBgov.com/parks

The championship tees measure 5,500 yards with Bermuda fairways and Bentgrass greens, featuring a challenging back nine with numerous bunkers and water hazards.

RED WING LAKE GOLF COURSE
1144 Prosperity Road, Virginia Beach, VA 23451
Work: (757) 437-2037
www.redwinglakegolf.com

Designed by George W. Cobb, Red Wing Lake has sloping bent grass greens and wide bermuda fairways. New wetland areas and lakes provide beauty and additional challenges.
STUMPY LAKE GOLF COURSE
4797 Indian River Road, Virginia Beach, VA 23456
Work: (757) 467-6119
www.GolfHamptonRoads.net/stumpy.lake.golf.course.html

A Robert Trent Jones, par 72 golf course which was carved out of woodland and incorporates plenty of natural water hazards and well placed bunkers across its 6,846 yards. The fairways on this course are tree lined and the greens are large. A driving range with both grass and mats is on site, as well as a practice bunker, a chipping area, and a putting green.

VIRGINIA BEACH NATIONAL GOLF COURSE
2500 Tournament Drive, Virginia Beach, VA 23456
Work: (757) 563-9440  Fax: (757) 563-9442
www.vbnational.com

Designed by Pete Dye and Curtis Strange featuring bent grass greens and bermuda fairways. The facility also offers an all grass range, putting and chipping greens.

HEALTH

BIRTH & DEATH INFORMATION (VITAL RECORDS)
Public Health – Administration
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. Ill
Work: (757) 518-2671  Fax: (757) 518-2640
www.VBgov.com/health

Deaths that occurred in the City of Virginia Beach within the last five years are filed with the Virginia Beach Health Department. Certified copies are issued to persons who meet the state regulated eligibility requirements for $12 per copy. Certified copies for all other deaths, births, marriages and divorces that occurred in the Commonwealth of Virginia can be obtained from the Division of Vital Records, P.O. Box 1000, Richmond, VA 23218-1000. Applications can be obtained by calling (804) 662-6200.
DENTAL CLINICS
Public Health - Dental
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2694
www.VBgov.com/health

Dental care is provided for children 6 months to 18 years of age, who are uninsured or have Medicaid or Medicaid HMOs. Fees are based on a sliding scale. Proof of income is required. Hours of operation are Monday - Friday, 8:15 a.m. to 4:30 p.m.

FAMILY PLANNING CLINICS
Virginia Beach Department of Public Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2641
www.VBgov.com/health

Family Planning Clinics provide confidential birth control services and preconception counseling to women of child bearing age. Fees for services are based on income. Services are by appointment only. Pregnancy testing services are provided on Monday mornings 8:00 to 11:00 AM and Wednesday afternoons 1:00 to 4:00 PM. A fee is charged.

IMMUNIZATION CLINIC
Virginia Beach Department of Public Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2640
www.VBgov.com/health

Routine immunizations for children from birth until their 19th birthday are provided at no charge. Walk-in immunization clinics are held Monday, Tuesday, Wednesday and Thursday mornings, 8:00 a.m. to 10:00 a.m. and Monday, Wednesday and Thursday afternoons, 1:00 p.m. to 3:00 p.m. Appointments are available on Friday mornings, 8:15 a.m. to 11:15 a.m. Walk-in customers are seen on a first-come first-serve basis. Shot records are required to be seen.
LONG-TERM CARE PRE-ADMISSION SCREENING
Public Health - Nursing  Human Services – Social Services
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Eligibility and Scheduling:  (757) 437-3550
Follow-up Information: (757) 518-2762
www.VBgov.com/health

Social Work/Nursing assessments in the home or community setting for Medicaid funded long-term care.

MATERNAL CHILD HEALTH COMMUNITY SERVICES
Public Health - Nursing
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2620/2628  Fax: (757) 518-2643
www.VBgov.com/health

Offering a variety of education, support and referral services to families during pregnancy and early childhood including: telephone support, home visiting and center based infant play groups.

MATERNITY CLINIC
Virginia Beach Department of Public Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2641
www.VBgov.com/health

Maternity clinics are held every Tuesday and Wednesday mornings 8:15 a.m. to 11:00 a.m. Routine prenatal care is provided to uninsured women and women who are not eligible for Medicaid. Women must be Virginia Beach residents. Services are by appointment only.
**PEDIATRICS**
Virginia Beach Department of Public Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2640
www.VBgov.com/health

Limited pediatric services are available for infants and children up to 18 years old. Fees for services are based on income. Services provided include newborn and well baby checks and school physicals for children entering Virginia Beach school for the first time. Clinic hours are Monday, 1:00 p.m. to 4:00 p.m. and Thursday, 8:15 a.m. to 11:30 a.m. by appointment only.

**SENIORS COMMUNITY SERVICES**
Public Health - Nursing
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Program Coordinator: (757) 518-2684  Fax: (757) 518-2643
www.VBgov.com/health

Group health education and blood pressure screening services offered at a variety of community sites.

**SEXUALLY TRANSMITTED DISEASE CLINICS**
Public Health - Nursing
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2640
www.VBgov.com/health

The STD clinic is for testing, diagnosis and treatment of STDs and HIV testing. Clinics are held on a walk-in basis. Hours of operation are Monday, Tuesday, Thursday, 8:15 a.m. to 10:30 a.m. and Monday and Thursday, 12:30 p.m. to 2:30 p.m. A limited number of persons will be registered for each clinic and registration for each clinic will end when filled. All information is strictly confidential and most treatment is provided at no charge.
TUBERCULOSIS CASE MANAGEMENT - TB CLINIC FOR UNINSURED CLIENTS
Public Health – Nursing
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2700  Fax: (757) 518-2644
www.VBgov.com/health

TB case management is provided for all tuberculosis cases/suspects in Virginia Beach, including private doctor patients. Case management includes monitoring medications with direct observed therapy, sending sputum samples to the state lab, color vision testing as needed, education, and referring to appropriate community resources. Case management for latent TB infection is offered for the uninsured or high risk patients referred by private doctors. Regional Chest clinics are twice monthly by appointment only, for uninsured clients with positive TB skin tests or a tuberculosis disease diagnosis. Chest X-rays are done for clients that meet the criteria in the Regional Chest Clinics. Immigrants, refugees and asylees needing TB clearance upon arrival in the U.S. are also seen in our clinic.

HOUSING

CODE ENFORCEMENT
Housing & Neighborhood Preservation - Code Enforcement
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-4421  Fax: (757) 385-5694
www.VBgov.com/housing

The Code Enforcement Division maintains the safety and appearance of the city’s existing structures and properties through routine inspections. Code enforcement inspectors respond to complaints about housing and property maintenance code violations. The inspectors patrol their assigned areas for violations, conduct systematic exterior inspections of neighborhoods on an as needed basis, notify property owners of violations, and take appropriate legal action to obtain compliance.
CONTRACTOR’S REGISTRY
Housing & Neighborhood Preservation – Housing Development
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-5750 Fax: (757) 385-5766
www.VBgov.com/housing

A registry of contractors who have been qualified to do rehabilitation and new construction work is available upon request. All contractors who are interested in bidding on new construction or rehabilitation jobs are sent a pre-qualification package which includes reference forms, pre-qualification, declaration of status, affidavit of financial capability, and a certificate of insurance.

EMERGENCY HOME REPAIR
Housing & Neighborhood Preservation - Housing Development
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-5750 Fax: (757) 385-5766
www.VBgov.com/housing

Funding to correct life-threatening and unsafe conditions is made available to households with income at 80% or less of the area median income. Examples would be no hot water, no heat, or electrical hazards. Applications for assistance are taken by appointment only.
FIRST TIME HOME BUYER PROGRAM
Housing & Neighborhood Preservation - Rehab & Construction
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-5750  Fax: (757) 385-5766
www.VBgov.com/housing

The First Time Home Buyer program exists to help current renters overcome barriers to home ownership; provide incentives for home purchases in areas with low rates of home ownership; and to help insure the success of program participants once they become homeowners. Assistance is provided one time only to any individual or household. To be eligible for this program, the applicant must be a resident of Virginia Beach for a minimum of 90 days; and have a household total gross annual income that does not exceed 80% of the area median income (adjusted for family size) as established by the U.S. Department of Housing and Urban Development (HUD).

FORECLOSURE PREVENTION RESOURCES
Housing & Neighborhood Preservation - Director’s Office
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-5750  Fax: (757) 385-1874
www.VBgov.com/housing

The City of Virginia Beach recognizes that many homeowners are experiencing financial difficulties and may be facing foreclosure. A listing of resources to help homeowners locate the available assistance to prevent foreclosure has been assembled and is available at www.VBgov.com/housing.
HOME IMPROVEMENT AND REPAIR
Housing & Neighborhood Preservation – Housing Development
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18A
Work: (757) 385-5750  Fax: (757) 385-5766
www.VBgov.com/housing

Keeping housing in good repair helps everyone enjoy a better quality of life. However, sometimes it is difficult to afford what is necessary. Therefore, we make funds available in a variety of programs to help owners repair their homes and reduce future maintenance costs. Funds are provided either as grants or loans. Applications for assistance are taken by appointment only.

HURRICANES

CUSTOM HURRICANE REPORT
Emergency Communications and Citizen Services
2508 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 30
Work: (757) 385-3111  Fax: (757) 385-4163
www.VBgov.com/hurricane

The Custom Hurricane Report is provided to assist residents in preparing for a hurricane. In addition to specific information pertaining to your address (closest shelter, your flood zone, etc.), the report includes suggested actions to take before and during a hurricane. The best way to cope with a disaster is to prepare in advance. Being prepared and knowing what to do is your best protection and your responsibility.

EVACUATION ROUTES
Fire – Emergency Management
2408 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 21
Work: (757) 385-3111  Fax: (757) 385-5676
www.VBgov.com/resident/emergency

The Virginia Department of Transportation (VDOT) has developed an evacuation plan designed to minimize problems caused by heavy traffic. To ensure a successful evacuation, residents should leave as early as possible and use routes specified for their area.
SHELTERS
Fire – Emergency Management
2408 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 21
Work: (757) 385-3111  Fax: (757) 385-5676
www.VBgov.com/resident/emergency

Emergency shelters are opened in coordination with Human Services, Public Schools, Sheriff’s Office, and the American Red Cross when warranted by threatening conditions. Shelter facilities are selected based upon American Red Cross guidelines and internal city policies. The shelters chosen are the best available for emergency sheltering; however, the buildings are also at risk and can suffer damage when faced with the conditions of a hurricane.

INFORMATION

VIRGINIA BEACH 3-1-1 (VB 3-1-1)
Emergency Communications and Citizen Services
2508 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 30
Work: (757) 385-3111  Fax: (757) 385-4163
www.VBgov.com/vb311

Virginia Beach 3-1-1 is a simple, easy to remember single point of contact for city information, services, news and events. When calling from a landline telephone within Virginia Beach city limits, customers can simply dial 3-1-1 to reach a VB 3-1-1 call taker (dial 385-3111 from cellular phones or when calling from outside city limits). VB 3-1-1 is also available via Live Online Assistance at www.VBgov.com.

VIRGINIA BEACH SOCIAL MEDIA SITES
The City of Virginia Beach maintains the following Social Media sites:
Facebook - https://www.facebook.com/CityofVaBeach
Flickr - http://www.flickr.com/photos/vbcityphotographs/
Twitter - http://twitter.com/cityofvabeach
YouTube - http://www.youtube.com/user/VirginiaBeachTV
**VIRGINIA BEACH TELEVISION (VBTV)**

ComIT - Multimedia Services  
1800 College Crescent, Rm. H161, Virginia Beach, VA 23453  
Work: (757) 385-8288  Fax: (757) 368-5617  
www.VBgov.com/vbtv

The city operates three government and education cable television channels. Viewers can find VBTV on the following cable systems and channel designations: Cox Cable channels 46, 47 & 48 and Verizon Cable channels 45, 46 & 47.

**WEBSITE / ONLINE SERVICES**

ComIT - Multimedia Services  
1800 College Crescent, Rm. H161, Virginia Beach, VA 23453  
Work: (757) 385-8288  Fax: (757) 368-5617  
www.VBgov.com

VBgov.com is the city’s award-winning Web portal that contains dozens of online services that enable visitors to conduct business with the city from the comfort of their home or office. Visit VBgov.com for city news, information and services. Available online services include:

- Live Online Assistance from VB 3-1-1 staff
- Streaming video of live and archived public meetings (City Council, School Board, Planning Commission) and a variety of original VBTV programs
- Online payment of city bills such as water, taxes, parking tickets and pre-payable police citations
- Police crime and traffic accident reports
- Online registration for Parks and Recreation classes
- Search and apply for city employment opportunities
- Online library catalog search
- Report problems such as potholes, street light or traffic signal outages, graffiti and more
- Request city services such as special trash pickup, mosquito spraying, water / sanitary sewer and more
LEGAL SERVICES

CITY ATTORNEY
City Attorney - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4531  Fax: (757) 385-5687

The purpose of the Office of the City Attorney is to provide effective and efficient legal services; promote accountability, trust and openness in government; and focus on outcomes that are fair, equitable and balanced while protecting the interests of the client.

COMMONWEALTH’S ATTORNEY
Commonwealth’s Attorney
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-4401  Fax: (757) 385-1288
www.VBgov.com/oca

Under Virginia law, the Commonwealth’s Attorney is the chief law enforcement officer for their respective jurisdiction. The primary mission of the Office of the Commonwealth’s Attorney is to review and prosecute all felony cases, domestic violence and certain misdemeanor cases (where required by law), and to provide legal training and advice to police officers, magistrates and other local officials.

CONSUMER AFFAIRS
Commonwealth’s Attorney
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-5836  Fax: (757) 385-8779
www.VBgov.com/oca

The Consumer Affairs Officer in the Office of the Commonwealth’s Attorney works with the Virginia State Consumer Affairs Office to provide safeguards for the consuming public against unfair, deceptive or unconscionable acts, or practices in the conduct of trade in Virginia Beach.
VICTIM-WITNESS PROGRAM
Commonwealth’s Attorney
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-8301  Fax: (757) 385-1783
www.VBgov.com/oca

The Victim-Witness Program in the Office of the Commonwealth’s Attorney works with victims and witnesses of violent crimes to provide court support assistance and information on victim compensation.

LIBRARIES

BOOKMOBILE
Public Libraries - Mobile Services
1503 Competitor Ct, Virginia Beach, VA 23453
Work: (757) 385-2650  Fax: (757) 368-5437
www.VBgov.com/libraries

The Virginia Beach Public Library Bookmobile supports the city’s early literacy efforts by providing programs and services to preschool children and their teachers/caretakers in various preschools and child care centers throughout the city. Trained staff present storytime programs to enhance early learning and model best practices for putting in place the six pre-reading skills children must have in order to be able to learn to read. We also offer children regular exposure to the library experience by providing them with opportunities to select and borrow books.

FINES AND RENEWALS
Public Libraries
All Library Locations, Virginia Beach, VA
www.VBgov.com/libraries

Fines for overdue library materials are 25 cents per day, per item, to a maximum of $10 per item. When fines exceed $10, a customer’s borrowing privileges may be restricted. Items may be renewed up to five times, if the item is not on reserve. Renewals may be requested at the library website, by telephone, or in person at any library agency.
LIBRARY CARD
Public Libraries
All Library Locations, Virginia Beach, VA
www.VBgov.com/libraries

Stop by any Virginia Beach Public Library location and complete and application form. To be eligible for a library card, you must provide proof of a current address and show a picture identification card with a valid signature. All Virginia residents and their families may apply for a Virginia Beach Public Library card. Non-Virginia Beach residents may purchase a card for $35 a year or a 3-month card for $10. Free cards are also available to anyone who owns property within the Virginia Beach city limits or has a Virginia Beach business license. There is no age requirement to apply for a library card. For people under the age of 18, a parent or legal guardian must sign the application form and return it to the library with proof of current address and picture identification. Key fob and replacement cards are $1. Also available free internet usage card.

LIBRARY CATALOG
Public Libraries
All Library Locations, Virginia Beach, VA
www.VBgov.com/libraries

The Virginia Beach Public Library provides Internet access to the library catalog. Customers may also renew materials, place reserves or view their account online. The catalog may be unavailable nightly for a short period of time sometime between the hours of 10:00 p.m. and 3:00 a.m. The total down time should be less than one hour.

MEETING ROOMS
Public Libraries
All Library Locations, Virginia Beach, VA
www.VBgov.com/libraries

Meeting Rooms are available at all libraries except Pungo-Blackwater and the South Rosemont Youth Library. The Central Library also has a 248 seat auditorium. Meeting Rooms cost $10 an hour and the auditorium is $25 an hour. Government agencies are exempt from this fee. Interested parties should contact each a specific library to make a reservation.
SPECIAL SERVICES LIBRARY
Public Libraries
936 Independence Blvd., Virginia Beach, VA 23455
Work: (757) 385-2684  Fax: (757) 464-6741
www.VBgov.com/libraries

The Special Services Library offers services and library materials in special formats for eligible persons who are blind or physically handicapped. The Special Services Library for the blind and physically handicapped is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m.

VIRGINIA BEACH GROWSMART
Public Libraries
4100 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 385-0144  Fax: (757) 431-3083
www.VBgov.com/libraries

Partnering with city and community organizations, Virginia Beach GrowSmart ensures that all Virginia Beach children will be born healthy, continue to thrive and enter Kindergarten ready to succeed in school and in life. Virginia Beach GrowSmart strives to promote and improve healthy development and school readiness for the prenatal to five population in the City of Virginia Beach.

LIBRARY LOCATIONS

BAYSIDE AREA LIBRARY & SPECIAL SERVICES LIBRARY
Public Libraries
936 Independence Blvd., Virginia Beach, VA 23455
Work: (757) 385-2680 Fax: (757) 464-6741
www.VBgov.com/libraries

Bayside Library is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m. The Special Services Library for the blind and physically handicapped is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m.
GREAT NECK AREA LIBRARY
Public Libraries
1251 Bayne Drive, Virginia Beach, VA 23454
Work: (757) 385-2606
www.VBgov.com/libraries

The Great Neck Library hours are Monday - Thursday, 10:00 a.m. to 7:00 p.m.; Friday and Saturday, 10:00 a.m. to 5:00 p.m.

KEMPSVILLE AREA LIBRARY
Public Libraries
832 Kempsville Road, Virginia Beach, VA 23464
Work: (757) 385-2627  Fax: (757) 495-5401
www.VBgov.com/libraries

The Kempsville Library hours are Monday - Thursday, 10:00 a.m. to 7:00 p.m.; Friday and Saturday, 10:00 a.m. to 5:00 p.m.; and Sunday (September - May only) 1:00 p.m. to 5:00 p.m.

MEYERA E. OBERNDORF CENTRAL LIBRARY
Public Libraries
4100 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 385-0150  Fax: (757) 431-3018
www.VBgov.com/libraries

The Central Library hours are Monday - Thursday, 10:00 a.m. to 9:00 p.m.; Friday and Saturday, 10:00 a.m. to 5:00 p.m.; and Sunday (September - May only) 1:00 p.m. to 5:00 p.m.

OCEANFRONT AREA LIBRARY
Public Libraries
700 Virginia Beach Blvd., Virginia Beach, VA 23451
Work: (757) 385-2640  Fax: (757) 428-0566
www.VBgov.com/libraries

The Oceanfront Area Library is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m.
PRINCESS ANNE LIBRARY
Public Libraries
1444 Nimmo Parkway, Virginia Beach, VA 23456
Work: (757) 385-2610 Fax: (757) 427-1324
www.VBgov.com/libraries

The Princess Anne Library is open Monday - Thursday, 10:00 a.m. to 7:00 p.m.; Friday - Saturday, 10:00 a.m. to 5:00 p.m.; and Sunday (September - May only) from 1:00 p.m. to 5:00 p.m.

PUNGO/BLACKWATER AREA LIBRARY
Public Libraries
916 Princess Anne Road, Virginia Beach, VA 23457
Work: (757) 385-7790, Fax: (757) 426-5537
www.VBgov.com/libraries

The Pungo Blackwater Library is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m.

SOUTH ROSEMONT YOUTH LIBRARY
Public Libraries
1503 Competitor Ct., Virginia Beach, VA 23453
Work: (757) 385-2650
www.VBgov.com/libraries

The South Rosemont Youth Library’s services and collection serve youth from infant to 18 years of age. The Library hours are: Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m. During the summer months (June-August), the hours may vary. Please call the library for current schedule.
Wahab Public Law Library
Public Libraries
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-4419  Fax: (757) 385-8742
www.VBgov.com/libraries

The mission of the Wahab Public Law Library is to ensure free access to current legal and law-related information for research and the practice of law, and to provide a well-trained, professional staff to provide quality customer service to the general public, government agency employees, the judiciary, and members of the legal profession. Hours of operation are Monday - Friday, 8:30 a.m. to 4:30 p.m.

Windsor Woods Area Library
Public Libraries
3612 S. Plaza Trail, Virginia Beach, VA 23452
Work: (757) 385-2630  Fax: (757) 431-3746
www.VBgov.com/libraries

The Windsor Woods Library is open Monday - Thursday, 10:00 a.m. to 7:00 p.m. and Friday - Saturday, 10:00 a.m. to 5:00 p.m.

Licenses

Boat Registration
Circuit Court - License
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-8822  Fax: (757) 385-5686
www.VBgov.com/courts

The Clerk of Circuit Court issues boat registration forms. You must send the form to Richmond to receive a license.
BUSINESS LICENSE
Commissioner of the Revenue
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4515  Fax: (757) 385-4183
www.VBgov.com/cor

The Commissioner of the Revenue registers all businesses, including non-profit organizations operating within the city, and assesses the business, professional and occupational license tax on business activity conducted in Virginia Beach. The tax rate varies according to the classification of the business. New businesses must obtain a license prior to conducting business in Virginia Beach. The license expires at the end of each calendar year. The filing deadline for renewal is March 1.

CATERING LICENSE / RESTAURANT KITCHENS
Public Health - Environmental Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2646  Fax: (757) 518-2642
www.VBgov.com/health

Environmental Health issues catering licenses.

DOG & CAT LICENSES
PetData, Inc.
City Treasurer - Administration
Work: Toll-free: 1-866-923-1796
Email: VBAnimalTag@petdata.com, Website: www.PetData.com
For an application visit:
www.VBgov.com/treas

The Code of Virginia Beach requires that every dog and cat over four months old be licensed. You have the option to purchase a one, two, or three year license that will run concurrent with your dog or cat’s rabies shot. No license will be issued that exceeds the date of the rabies expiration. Fees are $7 per year for neutered dogs, $5 per year for neutered cats, and $10 per year for unneutered dogs and cats. Proof of rabies vaccination from a licensed veterinarian is required. Animal licenses are not transferable from owner to owner and are only refundable if issued in error.
FISHING & HUNTING LICENSE
Circuit Court - License
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-8822  Fax: (757) 385-5686
www.VBgov.com/courts

Hunting and fishing licenses are issued by the Clerk of Circuit Court or from a private sporting goods store or bait and tackle shop. A license is not required for fishing on private property. Please contact the License and Probate Division for specific exemptions on saltwater fishing licenses.

MARRIAGE LICENSE
Circuit Court-License
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-8926  Fax: (757) 385-5686
www.VBgov.com/courts

Marriage licenses are issued by the Clerk of the Circuit Court. Both parties must be present, and identification is required. If parties are under 18 years of age, written and notarized consent from a parent or legal guardian is required. There is a cash only fee of $30, and the license is valid for 60 days. Current authorized marriage commissioners are Allen Sokolik at 721-4608, George Hale at 306-7091, Harold McGee at 491-9177 and Curtis Payne at 430-9495.
MENTAL HEALTH

ADULT OUTPATIENT SERVICE
Human Services - Mental Health & Substance Abuse
297 Independence Blvd., Virginia Beach, VA 23462
Pembroke 6, Ste. 126
Work: (757) 385-0511  Fax: (757) 497-6201
www.VBgov.com/hs

Adult Outpatient Service provides mental health and substance abuse assistance for adults age 18 and over and their families. Services provided include individual, family and group counseling; psychological testing; psychiatric evaluations; and medication monitoring. A wide variety of therapeutic groups are offered including depression treatment, women’s group, sex offender treatment, and groups for clients with mental health and substance abuse problems.

BEACH HOUSE REHABILITATION PROGRAM
Human Services - Mental Health & Substance Abuse
3143 Magic Hollow Blvd., Ste. 100, Virginia Beach, VA 23456
Work: (757) 385-6930  Fax: (757) 368-3439
www.VBgov.com/hs

Beach House is a clubhouse community that provides rehabilitation services to Virginia Beach adults with mental illness, substance use and co-occurring disorders. The work-ordered day program provides a variety of meaningful opportunities within three work units: food services, clerical and retail. Members are encouraged to use their skills and strengths to make a significant contribution to the operation of the clubhouse and work alongside staff. Education and employment opportunities within the community are also provided. Opportunities for additional socialization are offered through the weekend Social and Recreational program. Transportation and lunch are available if needed. Beach House operates six days a week. Members frequently participate several days each week while some participate the entire week.
CHILD & YOUTH SERVICES
Human Services - Mental Health & Substance Abuse
289 Independence Blvd., Virginia Beach, VA 23462
Pembroke 3 Ste. 245
Work: (757) 385-0850 Fax: (757) 518-9713
www.VBgov.com/hs

Child & Youth Outpatient Services provides treatment for Virginia Beach children through age 18 with mental illness, substance use and co-occurring disorders and their families. Services provided include individual, family and group counseling, psychiatric evaluations and medication management. Parenting groups are also held in conjunction with child treatment.

EMERGENCY SERVICES
(MENTAL HEALTH/SUBSTANCE ABUSE)
Human Services - Mental Health & Substance Abuse
289 Independence Blvd., Virginia Beach, VA 23462
Pembroke 3 Ste. 138
Work: (757) 385-0888 Fax: (757) 671-8536
www.VBgov.com/hs

The Emergency Services program operates 24 hours a day, 7 days a week. Weekend and holiday services are provided by site-based and mobile staff. Emergency Services provides telephone and in-person crisis assessment, intervention and consultation regarding persons with mental illness, substance use and co-occurring disorders. Services also include psychiatric evaluation, medication services and pre-admission screening for in-patient care.
SENIOR ADULT SERVICES
Human Services - Mental Health & Substance Abuse
3160 Magic Hollow Blvd., Virginia Beach, VA 23453 Work:
(757) 385-4022 Fax: (757) 468-2365
www.VBgov.com/hs

Senior Adult Services serves adults age 60 and over with mental health, substance abuse and co-occurring disorders. Consultations can be provided to their families as well. Services include therapy, medication management, and case management. The Senior Adult Day Support program provides socialization and independent living skills activities. The program operates Monday - Friday, 10:30 a.m. to 2:30 p.m., and clients usually attend once or twice per week. Transportation is available. The Senior Adult Respite Care program provides in home respite care to provide family caregivers a break from caring for their senior adult relative or younger adult relative with dementia. Support groups are also available.

MUSEUMS
ADAM THOROUGHGOOD HOUSE
Museums & Historic Preservation
1636 Parish Road, Virginia Beach, VA 23455
Work: (757) 460-7588 Fax: (757) 460-7644
www.museumsvb.org

The Adam Thoroughgood House is an 18th century modified hall and parlor house reminiscent of English cottage architecture. It is furnished mainly with English furniture, ceramics, pewter, textiles, and other metal work of the period. The Colonial Revival garden allows visitors to enjoy the charms of an English pleasure garden. During the summer season the house is closed on Monday, but open Tuesday - Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m. Tours are on the hour. The final tour of the day begins at 4:00 p.m.
FRANCIS LAND HOUSE
Museums & Historic Preservation
3131 Virginia Beach Blvd., Virginia Beach, VA 23452
Work: (757) 385-5100  Fax: (757) 431-3733
www.museumsvb.org

The Francis Land House is a two hundred year old plantation home built circa 1805 - 1810. The Francis Land House is open to the public six days per week during the summer season for guided tours. Special programs for schools, scouts and the general public are offered throughout the year. The Land House was purchased by the City of Virginia Beach in 1975 and has been operated as a historic house museum since 1986. During the summer season the house is closed on Monday, but open Tuesday - Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m. Tours are every hour on the half hour and the final tour of the day is at 4:30 p.m.

VIRGINIA AQUARIUM & MARINE SCIENCE CENTER
Museums & Historic Preservation
717 General Booth Blvd, Virginia Beach, VA 23451
Work: (757) 385-3474
www.virginiaaquarium.com

The Virginia Aquarium & Marine Science Center explores Virginia’s marine environment past and present through hundreds of hands-on exhibits, live animal habitats, more than 700,000 gallons of aquariums, and a 3D IMAX theater. The Aquarium is open daily from 9:00 a.m. to 5:00 p.m. It is closed Thanksgiving Day and Christmas Day.
PARKING

MUNICIPAL PARKING LOTS / RESORT AREA PARKING
Convention & Visitors Bureau - Resort Management & Special Events
401 19th St., Virginia Beach, VA  23451
Work: (757) 385-5303  Fax: (757) 422-3666
www.VBgov.com/parking

There are 3,472 city-owned / leased parking spaces available to the public at the oceanfront, south end of Croatan, and the north end of Sandbridge.

PARKING FINES AND TICKETS
City Treasurer - Administration
401 19th St., Virginia Beach, VA 23451
Work: (757) 385-6435 / (757) 385-6436   Fax: (757) 437-4731
www.VBgov.com/treas

Payment for parking tickets must be received or postmarked no later than 14 calendar days after date of issuance. If payment is not received or postmarked within 14 calendar days, the amount due is doubled. Parking tickets may be paid at any City Treasurer Office or online with a credit card by visiting www.VBgov.com/etickets.

PARKING FOR PERSONS WITH DISABILITIES
Strategic Growth Area Office- Resort Management & Special Events 401 19th St., Virginia Beach, VA  23451
Work: (757) 385-5303  Fax: (757) 422-3666
www.VBgov.com/parking

The city has designated several parking spaces at the oceanfront for the physically challenged, including 65 spaces in the four municipal parking lots and garages. Alternate spaces are available on the following streets: Arctic and Atlanta Avenues, 2nd, 6th, 7th, 10th, 11th, 12th, 14th, 15th, 16th, 20th, 22nd, 23rd, 24th, 25th, 26th, 33rd, 34th, 36th, 37th, and 38th Streets. Ramps are located at every beach access in the resort area.
PARKING METERS
Strategic Growth Area Office- Resort Management & Special Events
401 19th St., Virginia Beach, VA 23451
Work: (757) 385-5303  Fax: (757) 422-3666
www.VBgov.com/parking

Parking meters at the oceanfront are enforced 7 days a week, 24 hours a day from April 1 through September 30.

PARKS

BAYVILLE FARMS PARK
Parks & Recreation  Parks & Natural Areas
4132 First Court Road, Virginia Beach, VA 23455
Work: (757) 460-7569  Fax: (757) 460-7603
www.VBgov.com/parks

Bayville Farms Park is a 68-acre district park. The park is open April through November from 7:30 a.m. to 11:00 p.m., and December through March the park closes at 5:00 p.m. Facilities include six lighted tennis courts, four lighted basketball courts, two lighted softball fields, three large group picnic shelters, playgrounds, shuffleboard courts, a 20-hole disc golf course, volleyball courts, horseshoe pits, a walking trail, and restrooms. Balls, bats and horseshoes may be checked out of the park office with a driver’s license or other form of identification. Family picnic tables, grills and a small pond for fishing are also available. For shelter reservations, please call or visit any of our six community recreation centers.
CITY VIEW PARK
Parks & Recreation - Parks & Natural Areas
2073 Kempsville Road, Virginia Beach, VA 23464
Work: (757) 479-0106  Fax: (757) 479-0544
www.VBgov.com/parks

City View Park is a 43-acre park located near Centerville Turnpike. Facilities include 4 state of the art lighted softball fields, one multipurpose field, playgrounds, picnic shelters, basketball courts, volleyball courts, horseshoe pits, walking trails, restrooms, and concessions. The park is open April through November from 7:30 a.m. to 11:00 p.m., and December through March from 7:30 a.m. to 5:00 p.m. For shelter reservations, please call or visit any of our six community recreation centers.

GREAT NECK PARK
Parks & Recreation – Parks & Natural Areas
2513 Shorehaven Drive, Virginia Beach, VA 23454
Work: (757) 496-6735  Fax: (757) 496-6747
www.VBgov.com/parks

Great Neck Park is a 70-acre district park located along the banks of the Lynnhaven Bay. Facilities include four baseball fields, five large group shelters, mini-shelters, picnic tables and grills, three playgrounds, horseshoe pits, volleyball courts, vending machines, walking trails, and restrooms. Balls, horseshoes and bats may be checked out from the park office with a driver’s license or other form of identification. In addition, a gazebo located at the end of a scenic walkway overlooks the Lynnhaven River. The park is open from 7:30 a.m. to the posted closing time. For shelter reservations, please call or visit any of our six community recreation centers.
LITTLE ISLAND PARK
Parks & Recreation – Parks & Natural Areas
3820 S. Sandpiper Road, Virginia Beach, VA 23456
Work: (757) 426-0013  Fax: (757) 426-9234
www.VBgov.com/parks

Little Island Park is a 144-acre beach park located next to the Atlantic Ocean, north of the Back Bay Wildlife Refuge. The park is open April 15 through Oct. 31 from 5:30 a.m. to 11:00 p.m., and Nov. 1 through April 14 from 7:00 a.m. to 5:00 p.m. Lifeguards are on duty daily from Memorial Day to Labor Day from 9:30 a.m. to 6:00 p.m. Daily parking fees between Memorial Day and Labor Day are $3 for residents, $5 for non-residents and $10 for buses and RVs. The park has a 775 foot beach north of the fishing pier for surfing and a 2,000-foot beach for swimming and fishing south of the pier. Lighted tennis courts, basketball courts, restrooms, picnic shelters, and parking are available. Back Bay, a brackish lake, provides excellent fishing and crabbing along the western border of this unique park. For shelter reservations, please call or visit any of our six community recreation centers.

MOUNT TRASHMORE PARK
Parks & Recreation – Parks & Natural Areas
310 Edwin Drive, Virginia Beach, VA 23462
Work: (757) 473-5237  Fax: (757) 473-5047
www.VBgov.com/parks

World-renowned Mount Trashmore Park is 165 acres comprised of two man-made mountains, two lakes, multiple playgrounds, a skate park, and multiuse trails. The mountain is 60 ft. high and over 800 ft. long and was created by compacting layers of solid waste and clean soil. The park is open year-round from 7:30 a.m. until sunset. Facilities include four large and five small picnic shelters, skate park, playground areas, three volleyball areas, parking, a walking trail that measures approximately 1.45 miles, vending machines, and restrooms. The park features two lakes. Lake Windsor, located along South Blvd., is brackish water fed by Thalia Creek (fishing is allowed). Lake Trashmore, located along Edwin Drive, is freshwater and stocked with fish. No private boats are allowed on this lake, but fishing is allowed. For shelter reservations, please call or visit any of our six community recreation centers.
Munden Point Park is a 100-acre district park located on the North Landing River, a major leg of the Intercoastal Waterway. The park is open from 6:30 a.m. until sunset. Facilities include five large shelters, mini-shelters, a boat ramp, three ball fields, three basketball courts, a fitness trail, three playgrounds, horseshoe pits, canoe and kayak rentals, volleyball courts, vending machines, and restrooms. An outdoor amphitheater with electrical outlets is also available by reservation. For shelter reservations, please call or visit any of our six community recreation centers.

Picnic shelters may be reserved in the following parks: Bayville Farms, City View, Great Neck, Little Island, Mount Trashmore, Munden Point, Red Wing, and Woodstock Park. Shelter sizes range from eight to twelve tables, and all shelters have charcoal grills. Reservations can be made for a half or full day. Half day reservations are $60 and are from 9:30 a.m. to 2:00 p.m., or 3:00 p.m. until a half hour before posted park closing time. All day reservations are $120 and are from 9:00 a.m. until a half hour before posted park closing time. Commercial cookers, amusements, pony rides, amplified sound, etc. require an event permit.
PRINCESS ANNE ATHLETIC COMPLEX
Parks & Recreation – Parks & Natural Areas
4001 Dam Neck Road, Virginia Beach, VA 23456
Work: (757) 385-0478
www.VBgov.com/parks

The Princess Anne Athletic Complex replaces the fields formerly at Princess Anne Park, purchased by Sentara in 2002. The complex is located in the heart of Princess Anne Commons across the street from the Virginia Beach Sportsplex and Farm Bureau Live Amphitheater. The complex includes eight lighted tournament-quality softball fields and seven multipurpose playing fields (which allow for football, soccer, etc.), two of which are lighted. The complex also features two full-service concession stands which are open during league play and tournaments.

RED WING PARK
Parks & Recreation - Parks & Natural Areas
1398 General Booth Blvd., Virginia Beach, VA 23451
Work: (757) 437-2038  Fax: (757) 425-6692
www.VBgov.com/parks

Red Wing Park is a 97-acre park. The property, formerly the “Old City Poor Farm,” was acquired by the county in 1879 and developed in 1966 by the city as a family, general use park. Red Wing is home to many gardens, including the Reba S. McClanan Fragrance Garden, established through the joint efforts of Virginia Beach Parks and Recreation, the Council of Garden Clubs of Virginia Beach, and the Miyazaki Japanese Garden. The park is open year round from 7:30 a.m. until sunset. Facilities include tennis courts, a basketball court, four volleyball courts, two handball/racquetball courts, badminton courts, horseshoe pits, five shelters, three playground areas, three softball fields, nature trails, four gardens, picnic areas, grills, a dog park, open fields, vending machines, restrooms, and wooded areas. For shelter reservations, please call or visit any of our six community recreation centers.
**VIRGINIA BEACH SPORTSPLEX**
Hometown Sports Management Services  
Services 2181 Landstown Road, Virginia Beach, VA 23456  
Work: (757) 427-2990  
[www.beachsportsplex.com](http://www.beachsportsplex.com)

Opened in July 1998, the Sportsplex was the first facility in the country to be designed and constructed primarily for professional soccer. Today the facility hosts a variety of other field sporting events in addition to soccer. Managed by Hometown Sports Management, the Sportsplex is comprised of the Sportsplex Stadium, Sportsplex Field Hockey National Training Center, Sportsplex Criterion, and Sportsplex Athletic Fields. The sports complex provides space and athletic fields for a number of different sports.

**WOODSTOCK COMMUNITY PARK**
Parks & Recreation - Parks & Natural Areas  
5709 Providence Road, Virginia Beach, VA 23464  
Work: (757) 366-4538  Fax: (757) 366-4519  
[www.VBgov.com/parks](http://www.VBgov.com/parks)

Woodstock Community Park is a 30-acre park located in Kempsville. The park is open year-round from 7:30 a.m. until sunset. Facilities include three large picnic shelters, playground, two volleyball courts, two tennis courts, horseshoe pits, softball field, dog park, playing field, vending machines, skate plaza and restrooms. Balls, bats and horseshoes can be checked out from the park office with a driver’s license or other form of identification. For shelter reservations, please call or visit any of our six community recreation centers.
Virginia Beach residents requesting permission to close or block any thoroughfare in a neighborhood for the purpose of having a gathering of neighbors are required to obtain a special event permit from the city. The block party permit application consists of the Outdoor Event and Entertainment permit application and the Block Party Regulations and Petition. The special events permit must be submitted at least 30 days prior to the event. There is a $50 permit processing fee. Block parties may be held any day of the week and may continue for no more than four hours. Parties must begin after 11:00 a.m. and end by 10:00 p.m. The sale of tickets, food, beverages, etc. is prohibited. Admission fees are prohibited.

Building permits are required to erect, enlarge, alter, remove, demolish, or repair a structure, including decks, fireplaces, storage sheds, garages, commercial construction, alterations and additions.
CONCEALED WEAPONS PERMIT
Police - Support
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-4331  Fax: (757) 385-4098
www.VBgov.com/police

To apply for a concealed weapon permit, you must be a resident of the City of Virginia Beach, at least 21 years of age, a U. S. citizen, and provide a picture ID and one other form of identification. You must also provide proof of competency in handling a weapon. Upon approval, a permit is issued by the Circuit Court and is valid for 5 years. A fee of $50 is required.

CONDITIONAL USE PERMIT (CUP)
Planning - Current Planning
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4621  Fax: (757) 385-5667
www.VBgov.com/planning

A conditional use permit is required for certain specified uses (not allowed by right) that fall within a zoning category. To apply for a conditional use permit, the applicant must submit an application to the Virginia Beach Planning Department. The application fee is $800 (or $150 for nonprofit organizations or home occupations). The process involves two public hearings and takes a minimum of three months.

ELECTRICAL PERMIT
Planning - Permits & Inspections
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4211  Fax: (757) 385-5777
www.VBgov.com/planning

Electrical permits are required for the installation of new electrical service equipment, existing service relocations, service increases, as well as fixed appliances and equipment connections.
FENCE PERMIT
Planning - Current Planning
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-8074  Fax: (757) 385-4649
www.VBgov.com/planning

A permit fee of $30.53 is required to ensure proper construction procedures, safeguard property values in the neighborhood, and enforce standards of the landscape, screening, and buffering specifications and standards set forth by the City of Virginia Beach. You will need a copy of the physical survey, a list of materials, and the type of landscaping planned.

GARAGE & YARD SALE PERMIT
Planning - Current Planning
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-8074  Fax: (757) 385-4649
www.VBgov.com/planning

A permit is not required for residential garage or yard sales. Policies for these types of sales include limiting each residence to two sales per year, each with a duration of up to three calendar days. Sales are limited to used personal property of the resident. New items purchased for resale and arts & crafts created for resale are prohibited. No signs advertising the sale are allowed other than one sign on the property where the sale will be conducted.

MECHANICAL PERMIT
Planning - Permits & Inspections
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4211  Fax: (757) 385-5777
www.VBgov.com/planning

Mechanical permits are required for the replacement, repair or alteration of mechanical systems in structures.
OUTDOOR ENTERTAINMENT PERMIT
Strategic Growth Area Office - Resort Management & Special Events
2101 Parks Ave., Ste. 502, Virginia Beach, VA 23451
Work: (757) 385-4800  Fax: (757) 422-3666
www.VBgov.com/cvd

An outdoor entertainment permit is required for events offering live or recorded musical entertainment for over 150 people that does not take place within a fully enclosed building. The application must be submitted at least 30 days prior to a one day event, and 60 days prior to a two or more day event. The permit fee can vary from $50 to $150, depending on the scope of the event and whether it is held on public or private property. If the event is on public property, the sponsor is required to provide a certificate of insurance covering general liability and may also be required to provide other items deemed necessary to ensure the safety of event participants and spectators. Please contact the Office of the Commissioner of the Revenue at (757) 385-8661 to verify if a community event license is also necessary and if trustee tax liability applies.

PARADE PERMIT
Strategic Growth Area Office - Resort Management & Special Events
2101 Parks Ave., Ste. 502, Virginia Beach, VA 23451
Work: (757) 385-4800  Fax: (757) 437-4737
www.VBgov.com/cvd

A parade permit application must be submitted at least 30 days prior to a one day event and 60 days prior to a two or more day event. The permit fee is $75 for events utilizing city sidewalks or residential streets and $100 for events utilizing a major thoroughfare. As a condition of approval, the event sponsor is required to provide a certificate of insurance covering general liability, and may also be required to provide other items deemed necessary to ensure the safety of event participants and spectators.
PLUMBING PERMIT
Planning - Permits & Inspections
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4211 Fax: (757) 385-5777
www.VBgov.com/planning

Plumbing permits are required for all plumbing work including water service, drains, sewage disposal systems and installation of related parts and fixtures.

RESIDENTIAL PARKING PERMITS (Oceanfront)
City Treasurer - Administration
401 19th St., Virginia Beach, VA 23451
Work: (757) 437-2059 Fax: (757) 437-4731
Email: RPPAdmin@vbgov.com
www.VBgov.com/treas

Parking decal and guest passes for Oceanfront residents are issued at the Treasurer’s Office located at 401 19th Street. Residents must provide two forms of proof of residency along with vehicle registrations. The first two permanent decals are free. Additional decals are $5 each. Guest passes may be obtained for $2 each and are limited to two per household. Temporary (72 hour) passes are free and available to all registered residents.
RESTAURANT/FOOD ESTABLISHMENT/CATERING PERMITS
Public Health - Environmental Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2646  Fax: (757) 518-2642
www.VBgov.com/health

Environmental Health reviews floor and equipment plans, issues permits and regulates food establishments such as restaurants, takeouts, school and hospital kitchens, mobile food units, caterers and temporary food establishments. Plans must be reviewed and approved by Environmental Health prior to obtaining a building permit for newly constructed or remodeled food establishments. The plan review fee is $95. Following the submittal of a permit application and requisite permit fee of $285, a food establishment is inspected and evaluated, confirming compliance with Virginia Department of Health (VDH) food regulations. A VDH restaurant permit is issued and will be renewed annually. Inspection frequency ranges from one to four (or more) times per year.

SEPTIC TANK PERMIT
Public Health - Environmental Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2646  Fax: (757) 518-2642
www.VBgov.com/health

State law requires that a permit be obtained before the construction or modification of a sewage disposal system. Application fees are based on individual application submission. You will be required to indicate your septic tank requirements and provide an accurate drawing of your property with all potential sources of contamination within 100 feet of your property lines.
SOLICITOR PERMIT
Police - Support
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-4331  Fax: (757) 385-4098
www.VBgov.com/police

A $25 permit fee is charged for each solicitor identification card issued to a registered business. Each solicitor representing a company is required by law to carry this card. If driving a vending machine vehicle you must also bring a copy of your insurance papers. If payment is received in advance of merchandise delivery, the company must show proof of a $1,000 surety bond upon applying for the permit. Anyone 14 to 15 years of age must have employment certificates and be accompanied by an adult if soliciting door to door. Solicitor permits expire on December 31 each year.

TENT PERMIT
Planning - Permits & Inspections
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4211  Fax: (757) 385-5777
www.VBgov.com/planning

When installing a tent over 900 square feet at a public or commercial location, a building permit is required. The fee is $30. If under the 900 square, the flammability certificate is required to be on site. If any cooking is to be performed under the tent, Health Department approval is required.

WATERFRONT CONSTRUCTION PERMIT
Planning - Environment and Sustainability Office
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-8246  Fax: (757) 385-5667
www.VBgov.com/planning

A permit and construction plan approval is required to construct, alter, or repair landings, docks, bulkheads, and other similar structures.
WELL PERMIT
Public Health - Environmental Health
4452 Corporation Lane, Virginia Beach, VA 23462
Pembroke Corporate Ctr. III
Work: (757) 518-2646  Fax: (757) 518-2642
www.VBgov.com/health

State law requires that a permit be obtained before the construction, modification or replacement of a well. The application fee is $300.00. You will be required to state your well requirements and provide an accurate drawing of your property with all potential sources of contamination within 100 feet of your property lines.

WORK PERMIT
High School Guidance Offices
www.VBgov.com/schools

Work permits are available through all high school guidance offices. The high school guidance office has a staff person authorized to issue work permits for those eligible. Both the Intent to Employ and Permission for Employment forms can be obtained at any high school guidance office and must be completed by the employer before a work permit can be issued. Work permits are only issued to children ages 14 and 15 and who currently have a job. Proof of age is required and should be presented along with the Intent to Employ form at the time of issuance. Both the parent and the student need to be present at the time of issuance.
The Virginia Beach Planning Department’s Comprehensive Planning Division prepares and updates the Virginia Beach Comprehensive Plan. The Comprehensive Plan is a policy document that expresses the vision of the citizens and City Council of Virginia Beach on how the physical development of the city should be directed for at least the next twenty years. It cites many of the city’s unique areas, including urban strategic growth, suburban, transitional and rural areas, and area plans are incorporated as they are adopted. It also contains citywide elements addressing transportation planning, environmental stewardship, sustainability, and planning for housing and neighborhoods. The Comprehensive Plan is accompanied by a Reference Handbook designed to be a useful resource that includes a variety of community design and development guidelines, the titles of stand-alone documents that, by reference, are adopted as part of the Comprehensive Plan, and a list of prioritized actions that will help implement the policies of the Plan. Copies of the Comprehensive Plan are available for viewing in the Planning Department or visit www.ourfuturevb.gov.
The Development Services Center (DSC) is in the business of guiding and assisting its customers through the land development process. The DSC’s responsibilities include coordination, review and approval of the following: all site plans; subdivision construction plans; preliminary subdivision plats; redevelopment / infill single family site plans; land management plans for septic systems in poorly drained soils; single family site plans for sites located within the Chesapeake Bay Resource Protection Area (RPA); Chesapeake Bay Preservation Area (CBPA) Preliminary Project Requests; as-built drawings associated with filling, stormwater management facilities and public infrastructure; and drawings, agreements and other documents associated with final subdivision plats.

POLICE

ACCIDENT REPORTS
Police - Support
2509 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 11
Work: (757) 385-4331  Fax: (757) 385-4098
www.VBgov.com/police

You can obtain a traffic accident report by using the ePRO (Electronic Police Reports Online) system (for accidents that occurred after April 15, 2006). The system is free, but you must have details about the accident to use the system. Traffic accident reports can also be obtained by visiting Police Headquarters located at 2509 Princess Anne Road (Municipal Center Building 11). There is no fee to obtain a report, and you must have the date, time and location of the accident, and the accident report number. The Central Records Unit keeps accident reports for five years. Visit the Central Records Unit window on the first floor to make your request.
Crime Prevention Through Environmental Design (CPTED), is the proper design and effective use of the environment that can lead to a reduction in the incidence and fear of crime and an improvement in the quality of life. Lectures, demonstrations and displays are available to community, civic and social organizations using this innovative crime prevention approach.

Crime Solvers is a community involvement program formed through the cooperation of citizens, the media and the police. Anyone with information about a crime is encouraged to call the 24-hour hotline (1-888-LOCK-U-UP). The caller will remain anonymous by being assigned a confidential code. If the information leads to an arrest, the recovery of stolen property, the confiscation of illegal narcotics, or the arrest of drug dealers, the caller is eligible for a cash reward of up to $1,000.

Fingerprint cards for noncriminal or employment reasons are provided to the public for a fee of $10 for the first card and $5 for each additional card. This service is not available for immigration and naturalization purposes.
NEIGHBORHOOD WATCH
Police - Operations
2441 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 15
Work: (757) 385-1006  Fax: (757) 385-1064
www.VBgov.com/police

Neighborhood Watch is a program involving the joint efforts of the Virginia Beach Crime Prevention Steering Committee, the Police Department and the community. The program is designed to enhance neighborhood security, heighten the community’s power of observation, and encourage mutual assistance and concern among neighbors. Take the time to care about your family, your neighborhood and your city. Become a community leader for a Neighborhood Watch Program in your area.

POLICE AUXILIARY
Police - Operations
2441 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 15
Work: (757) 385-1006  Fax: (757) 385-1064
www.VBgov.com/police

The Auxiliary Police is a non-paid volunteer organization. Its primary function is to assist the regular force in policing the City of Virginia Beach. Volunteers perform police services and assist with emergency and non-emergency calls. Applicants must be at least 21 years of age, submit to a written test and background investigation, and pass a physical agility and polygraph test.
POLICE PRECINCTS

1ST POLICE PRECINCT
Police - Operations
2509 Princess Anne Road, Virginia Beach, VA  23456
Municipal Center, Bldg 11
Work: (757) 385-4377  Fax: (757) 385-5677
www.VBgov.com/police

The First Precinct is located at the Municipal Center and borders the City of Chesapeake to the west, state of North Carolina to the south, and the Atlantic Ocean to the east.

2ND POLICE PRECINCT
Police - Operations
820 Virginia Beach Blvd., Virginia Beach, VA 23451
Work: (757) 385-2700  Fax: (757) 385-4866
www.VBgov.com/police

The Second Precinct is located in the northern part of the city and is part of the city’s new public safety complex. The second precinct borders the Atlantic Ocean to the east, the Chesapeake Bay to the north, and the eastern branch of the Lynnhaven River to the west.

3RD POLICE PRECINCT
Police - Operations
926 Independence Blvd., Virginia Beach, VA 23455
Work: (757) 385-2703  Fax: (757) 460-7566
www.VBgov.com/police

The Third Precinct facility is located in the northwestern part of the city and encompasses Town Center and the Pembroke section of the city.
4\textsuperscript{TH} POLICE PRECINCT
Police - Operations
840 Kempsville Road, Virginia Beach, VA 23464
Work: (757) 385-2800 Fax: (757) 474-8512
www.VBgov.com/police

The Fourth Precinct borders Chesapeake and Norfolk to the west and serves the largest population of the city.

PUBLIC SCHOOL ADMINISTRATION

PUBLIC SCHOOL EMPLOYMENT
Public Schools - Human Resources
2512 George Mason Drive, Virginia Beach, VA 23456
Municipal Ctr., Building 6
Work: (757) 263-1133 Fax: (757) 263-1081
www.vbschools.com

Staff members in the public schools’ Department of Human Resources are primarily responsible for employee recruitment; instructional, classified and substitute staffing; employee relations; and teacher licensure.

FREE OR REDUCED PRICE MEALS
Public Schools - Food Services
2435 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 16
Work: (757) 263-1101 Fax: (757) 263-1527
www.vbschools.com

Virginia Beach City Public Schools (VBCPS) provides free or reduced price meals for children served under the National School Lunch and Breakfast Programs.
PUBLIC INFORMATION (SCHOOLS)
Public Schools - Media & Communications Development
2512 George Mason Drive, Virginia Beach, VA 23456
Municipal Center, Building 6
Work: (757) 263-1949  Fax: (757) 263-1010
www.vbschools.com

The Virginia Beach City Public Schools’ Department of Media and Communications Development provides information to citizens regarding school division instructional programs and services designed to help students meet academic achievements. The department also has oversight of the Office of Community Relations, which handles partnerships and volunteers, and the Virginia Beach Education Foundation. Information is provided by phone, the Internet and in printed publications.

SCHOOL BUS TRANSPORTATION
Public Schools - Transportation Services
1677 Harpers Road, Virginia Beach, VA 23454
Work: (757) 263-1545  Fax: (757) 263-1572
www.vbschools.com

Free school bus transportation is provided for students who live beyond the designated non-transportation zones. The school bus fleet includes specially equipped buses for transporting students who have physical.

SCHOOL BOARD SERVICES / CLERK OF THE BOARD
Public Schools - Board, Legal, & Government Services
2512 George Mason Drive, Virginia Beach, VA 23456
Municipal Center, Building 6
Work: (757) 263-1016  Fax: (757) 263-1844
www.vbschools.com

The School Board adopts policies which serve as rules of operation for the public schools, determines the curriculum to be offered, employs teachers, provides furnished school buildings, and submits to the City Council a detailed report of expenditures and an estimate of funds needed to maintain the school division. Regular meetings are open to the public and are held at 6:00 p.m. generally on the first and third Tuesday of each month.
SPECIAL EDUCATION PROGRAM
Public Schools - Programs for Exceptional Children
1413 Laskin Road, Virginia Beach, VA 23451
Work: (757) 263-2066  Fax: (757) 263-2801
www.vbschools.com

The school division’s Office of Programs for Exceptional Children provides special education programs for all individuals ages 2 to 21 years-old with disabilities. Parents or guardians who think their child has a disability should contact the school that serves their neighborhood. Each school has a child study team and a special education committee. Hours of operation are Monday - Friday, 8:30 a.m. to 3:30 p.m.

REAL ESTATE

REAL ESTATE ASSESSMENT SEARCH
Real Estate Assessor
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18
Work: (757) 385-4601 Fax: (757) 385-5727
www.VBgov.com/realestate

The Real Estate Assessor’s Office provides an online search of assessment records. This search is available at www.VBgov.com/e-gov/real_estate/
REAL ESTATE RECORDS (DEEDS)
Circuit Court - Deeds
2425 Nimmo Parkway, Virginia Beach, VA 23456
Judicial Center, Building 10B
Work: (757) 385-8821
www.VBgov.com/courts

The Clerk of the Circuit Court records and indexes all real estate transfers or deeds. The Commissioner of the Revenue then transfers property ownership for taxation purposes.

RECREATION

CITYWIDE ATHLETICS - ADULTS
Parks & Recreation - Recreation
4001 Dam Neck Road, Virginia Beach, VA 23456
Work: (757) 385-0458
www.VBgov.com/parks

Leagues in basketball, volleyball and softball are offered for both men and women who are at least 18 years of age. All registrations are for teams, and a franchise fee is required by the Athletic Unit for each team entered.

OWL CREEK TENNIS CENTER
Parks & Recreation - Recreation
928 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 385-2695  Fax: (757) 437-2199
www.VBgov.com/parks

The goal of Owl Creek Municipal Tennis Center is to provide the best tennis activities anywhere. Offered are 12 lighted outdoor courts, two climate-controlled indoor hard courts, tennis instruction, a pro shop with racquet stringing and repair, and locker and shower facilities. Fees are charged for court time and reservations are encouraged. From tournaments and round robins to energetic socials, you’re sure to find something for you and your family will enjoy. The center is open Monday - Friday, 9:00 a.m. to 9:00 p.m., and Saturday and Sunday, 9:00 a.m. to 5:00 p.m. (closed holidays).
RACQUETBALL COURTS
Parks & Recreation - Recreation
2289 Lynnhaven Parkway, Virginia Beach, VA 23456
Work: (757) 385-0458  Fax: (757) 471-2330
www.VBgov.com/parks

Racquetball courts are located at Bayside, Great Neck, Kempsville and Princess Anne Recreation Centers. Reservations are accepted by phone or in person on a first-come, first-served basis the day before and day of play. There is a one-hour time limit.

SKATEBOARD & IN-LINE SKATING REGULATIONS
Parks & Recreation - Parks & Natural Areas
2289 Lynnhaven Parkway, Virginia Beach, VA 23456
Work: (757) 563-0400  Fax: (757) 427-1895
www.VBgov.com/parks

By city ordinance skateboards, roller blades or similar devices are prohibited at any time between Rudee Inlet and 42nd Street, from the west side of the sidewalk on Pacific Ave. to the Atlantic Ocean. Roller blades or in-line skates are permitted on the Boardwalk, but not on the grassy area adjacent to the Boardwalk, the bicycle path, or in oceanfront parks or plazas. The City of Virginia Beach operates two premier skate parks located in Mount Trashmore Park and Woodstock Park. Both skateboarding facilities are free and open to the public.

SURFING REGULATIONS
Emergency Medical Services - Operations
477 Viking Drive, Ste. 130, Virginia Beach, VA 23452
Work: (757) 385-1999  Fax: (757) 431-3019
www.VBgov.com/ems

Surfers are always required to wear a surfboard leash. Surfing is prohibited within 30 feet of the shoreline from Memorial Day weekend through Labor Day weekend. If red flags are flying, it means that water conditions are dangerous, and surfers are advised to contact a lifeguard before they enter the water. Visit the Department of Emergency Medical Services (EMS) Web site for additional information and surfing hours at the various beaches.
THERAPEUTIC RECREATION
Parks & Recreation - Recreation
800 Monmouth Lane, Virginia Beach, VA 23464
Work: (757) 474-8877
www.VBgov.com/parks

The mission of the Therapeutic Recreation Program is to enrich the quality of life by promoting and providing access to opportunities that offer skill development, leisure education, and facilitate participation in recreation activities for individuals with disabilities or those who are experiencing life challenges.

RECREATION CENTERS

BAYSIDE COMMUNITY RECREATION CENTER
Parks & Recreation - Recreation
4500 First Court Road, Virginia Beach, VA 23455
Work: (757) 460-7540  Fax: (757) 460-7550
www.VBgov.com/parks

Bayside Community Recreation Center is an 83,931 square-foot multifaceted recreational space. Facilities include game rooms, gymnasium, racquetball courts, sports wall, weight room, aerobics, indoor swimming pool, dance room, and a demonstration kitchen. To participate in most activities, you will need a valid membership card or a daily pass. Hours of operation are Monday - Thursday, 6:00 a.m. to 9:30 p.m.; Friday, 6:00 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.
The Bow Creek Community Recreation Center is approximately 40,000 square feet and is located in the Princess Anne Plaza area. Facilities include a gymnasium, sports wall, indoor swimming pool, weight room, meeting rooms, and game room. To participate in most activities, you will need a valid membership card or daily pass. Hours of operation are Monday and Wednesday, 6:30 a.m. to 9:30 p.m.; Tuesday and Thursday, 8:30 a.m. to 9:30 p.m.; Friday, 6:30 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.

Great Neck Community Recreation Center is an 83,931 square-foot multifaceted center located behind Cox High School. Facilities include an indoor swimming pool, game room, sports wall, traverse climbing wall, gymnasium, meeting rooms, dance and aerobic studio, racquetball courts, weight room, craft workshop, and demonstration kitchen. To participate in most activities you will need a valid membership card or daily pass. Hours of operation are Monday - Thursday, 6:00 a.m. to 9:30 p.m.; Friday, 6:00 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.
KEMPSVILLE COMMUNITY RECREATION CENTER
Parks & Recreation - Recreation
800 Monmouth Lane, Virginia Beach, VA 23464
Work: (757) 474-8492  Fax: (757) 474-8536
www.VBgov.com/parks

The Kempsville Recreation Center is 82,000 square feet. Facilities include game rooms, gymnasium, Sports wall, aerobics and dance rooms, racquetball court, weight room, meeting room, indoor swimming pool, softball fields, tennis courts, and outdoor basketball courts. To participate in most activities you will need a valid membership card or daily pass. Hours of operation are Monday - Thursday, 6:30 a.m. to 9:30 p.m.; Friday, 6:30 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.

PRINCESS ANNE COMMUNITY RECREATION CENTER
Parks & Recreation - Recreation
1400 Nimmo Parkway, Virginia Beach, VA 23456
Work: (757) 426-0022  Fax: (757) 426-0818
www.VBgov.com/parks

The Princess Anne Recreation Center is an 82,000 square-foot multifaceted recreational space adjacent to Strawbridge Elementary School. Facilities include a gymnasium, indoor swimming pool, meeting rooms, game rooms, dance studio, racquetball courts, aerobics room, sports wall, weight room, and demonstration kitchen. To participate in most activities, you will need a valid membership card or daily pass. Hours of operation are Monday - Thursday, 6:00 a.m. to 9:30 p.m.; Friday, 6:00 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.
JOSEPH V. GRIMSTEAD, SR.
SEATACK COMMUNITY RECREATION CENTER
Parks & Recreation - Recreation
141 S. Birdneck Road, Virginia Beach, VA 23451
Work: (757) 437-4858  Fax: (757) 437-4953
www.VBgov.com/parks

Seatack Recreation Center is a 22,000 square-foot multifaceted recreational space. Facilities include a gymnasium, meeting room, indoor swimming pool, sports wall, climbing wall, weight room, picnic area, and outdoor grills. To participate in most activities you will need a valid membership card or daily pass. Hours of operation are Monday, Wednesday, and Friday, 8:30 a.m. to 9:00 p.m.; Tuesday and Thursday, 6:30 a.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday, 11:00 a.m. to 5:00 p.m.

RECYCLING

CITY LANDFILL
Public Works - Waste Management
1989 Jake Sears Road, Virginia Beach, VA 23464
Work: (757) 385-1980 Fax: (757) 336-4508
www.VBgov.com/wastemgt

The Landfill is located at 1989 Jake Sears Road, off Centerville Turnpike near Regent University. Virginia Beach residents may take household waste and yard waste no larger than 6 inches in diameter directly to the Landfill. The waste must be generated in the City of Virginia Beach from the primary residence and delivered in a privately owned, non-commercial vehicle (station wagon, passenger van, minivan, unmodified low-sided pickup truck or trailer no larger than ten feet). Residents are limited to 12 visits per year for landfill items. Yard debris, household hazardous waste and recycling drop-off items will not be counted toward landfill visits. Proof of Virginia Beach residency must be provided. Hours of operation are Monday - Saturday, 7:00 a.m. to 4:30 p.m. For more information, please call 757-385-1980 or visit www.VBgov.com/wastemgt.
CURBSIDE RECYCLING COLLECTION
Public Works - Waste Management
3024 Holland Road, Virginia Beach, VA 23453
Work: (757) 385-4650
www.VBgov.com/pw

Recyclable items are collected every other week on the same day as waste collection. The blue 95-gallon carts are available free of charge from the Waste Management Division. Contact the Waste Management Division to determine your next recycling date.

The following items may be recycled:
- **Paper**: Clean newspaper; flattened, clean, dry and unwaxed cardboard boxes; chipboard, such as cereal and cracker boxes; unwanted mail including catalogs and magazines; telephone books and paper grocery bags.
- **Glass**: Clear, green and brown glass bottles and jars (remove and discard lids)
- **Plastic**: The only type of plastic which is acceptable for recycling are bottles with a neck and spout (remove and discard lids)
- **Metals**: Aluminum, steel/tin food and beverage cans

Please rinse or wipe out cans and bottles and place recyclables loosely in your container. Townhome residents with the 18-gallon recycling bin container service may place any additional recyclables in paper bags next to their container.

RECYCLING DROP-OFF SITES
Public Works - Waste Management
3024 Holland Road, Virginia Beach, VA 23453
Work: (757) 385-4650
www.VBgov.com/pw

Drop-off recycling centers are available at various sites throughout Virginia Beach. Please visit www.VBgov.com/wastemgt for a list of locations. Virginia Beach residents may recycle the same materials that are collected at curbside at these locations.
SHERIFF

CORRECTIONAL CENTER (JAIL)
Sheriff’s Office - Administration
2501 James Madison Blvd., Virginia Beach, VA 23456
Municipal Center, Building 7
Work: (757) 385-4555  Fax: (757) 385-5037
www.vbso.net

The Sheriff’s Office is responsible for the administration of the city’s correctional center. Inmates may receive mail at P.O. Box 6098, Virginia Beach, Virginia 23456.

SUBPOENAS & WARRANTS (CIVIL PROCESSING)
Sheriff’s Office - Administration
2501 James Madison Blvd., Virginia Beach, VA 23456
Municipal Center, Building 7
Work: (757) 385-6336  Fax: (757) 385-6348
www.vbso.net

Civil Process is responsible for serving court papers issued from all Virginia state courts and processes papers issued by other states that are being served in Virginia Beach. This includes the execution of warrants, evictions, repossessions, levies, and sheriff sales.

SIGNS

SIGN REGULATION
Planning - Current Planning
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-8074  Fax: (757) 385-4649
www.VBgov.com/planning

Any sign constructed, repaired, replaced or repainted after October 29, 1970 is required to have a permit before installation. If the sign is new, it must meet standards set by the building code administrator.
TRAFFIC SIGNS & SIGNALS (MAINTENANCE)
Public Works - Highways
3556 Dam Neck Road, Virginia Beach, VA 23453
Work: (757) 385-1470  Fax: (757) 427-0676
www.VBgov.com/pw

The Public Works Highways Division is responsible for the installation and maintenance of signs, traffic signals, and pavement markings. Citizens can report outages/problems via telephone or the city’s website at www.VBgov.com/reportaproblem. Please provide as much detailed information as possible.

STREETS

STREET ADDRESS
Planning - Management & Support
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4621  Fax: (757) 385-5667
www.VBgov.com/planning

Street addresses are issued for all new residential and commercial structures. The planning department approves all street names and resolves any problems with existing street names or addresses.

STREET LIGHTS
Public Works – Operations Management
3556 Dam Neck Road, Virginia Beach, VA 23456
Landstown Yard
Work: (757) 385-1470  Fax: (757) 427-0676
www.VBgov.com/pw

For your convenience, you may report a street light outage via the city’s website at: www.VBgov.com/reportaproblem
STREET MAINTENANCE (POTHOLES)
Public Works - Highways
3556 Dam Neck Road, Virginia Beach, VA 23453
Work: (757) 385-1470  Fax: (757) 427-0676
www.VBgov.com/pw

The Public Works Highway Division is responsible for the maintenance of all public streets, highways, bridges, and sidewalks. Citizens can report potholes online by visiting www.VBgov.com/reportaproblem.

TAXES

BUSINESS PROPERTY
Commissioner of the Revenue - Business Revenue
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4515  Fax: (757) 385-4183
www.VBgov.com/cor

The Commissioner of the Revenue is responsible for the accurate assessment of all tangible property or machinery employed in a business within the city. The commissioner’s office also oversees the exemptions process for Real and Personal Property Tax of nonprofit organizations.

PERSONAL PROPERTY (ASSESSMENTS AND APPEALS)
Commissioner of the Revenue - Assessment Services
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4487  Fax: (757) 427-1802
www.VBgov.com/cor

Citizens can appeal their assessment based on condition or high mileage to potentially reduce their personal property tax bill. If you feel your personal property (car, truck, motorcycle, RV and/or business use vehicle) has been assessed at more than its fair market value, you can appeal the assessment in person at the Commissioner of the Revenue’s office.
PERSONAL PROPERTY TAX (BILLING, PAYMENTS)
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445, Option 4  Fax: (757) 385-6399
Email: vbpp4you@vbgov.com
www.VBgov.com/treas

The City Treasurer’s office is responsible for the collection of revenue for the city. Citizens can pay their city tax bills by mail, in person at any City Treasurer location, or online at www.VBgov.com/online_payments.

PERSONAL PROPERTY TAX (DELINQUENT)
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445, Option 5  Fax: (757) 493-5433
Email: vbpp4you@vbgov.com
www.VBgov.com/treas

Payments for delinquent personal property taxes can be made at any of the four City Treasurer locations: 5340 Fairfield Shopping Center; 281 Independence Blvd.; 2401 Courthouse Drive (Building 1); and 401 19th St. Only cash, check, money order or Discover Card payments are accepted for in-person payments.

PERSONAL PROPERTY TAX RELIEF
Commissioner of the Revenue - Assessment Services
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4487  Fax: (757) 427-1802
www.VBgov.com/cor

Personally owned vehicles used for non-business purposes with a gross weight of 7,500 lbs. or less may qualify for a percentage of personal property tax relief on the first $20,000 of assessed value. Vehicles assessed at $1,000 or less, receive 100% tax relief. Disables veterans and certain elderly or disabled persons may be eligible for a lower tax rate.
REAL ESTATE TAX (ADDRESSES, BILLING, PAYMENTS)
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445, Option 3  Fax: (757) 385-6399
Email: vbre4you@vbgov.com
www.VBgov.com/treas

Real estate in Virginia Beach is assessed at the fair market value. For current tax rate information, please contact the City Treasurer or visit www.VBgov.com/treas.

REAL ESTATE TAX (DELINQUENT)
City Treasurer - Administration
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4445, Option 3  Fax: (757) 385-6399
Email: vbre4you@vbgov.com
www.VBgov.com/treas

Delinquent real estate tax payments can be made at any of the four City Treasurer locations:

- 19th & Arctic, Oceanfront (401 19th Street, 23451)
- Fairfield Shopping Center (On Lord Dunmore, 5340 Fairfield Shopping Center, 23464)
- Municipal Center Building 1 (2401 Courthouse Drive, 23456)
- Pembroke One, Suite 102 (281 Independence Blvd., 23462)

Hours of Operation: Monday – Friday, 8 a.m. to 5 p.m.

Method of Payments Accepted at Satellite Offices: cash, check, money order, American Express, Discover Card, and MasterCard are accepted for in-person payments. Visa is not accepted at this time in person.
REAL ESTATE TAX EXEMPTION
Real Estate Assessor
2424 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 18
Work: (757) 385-4601  Fax: (757) 385-5725
www.VBgov.com/realestate

The tax relief program for senior citizens and persons with disabilities provides for an exemption, deferral or freeze of real estate taxes. Eligibility is based on a combination of age, disability, income, and total assets. Applications for exemption must be filed by June 30 of the year preceding the tax year for which exemption is sought.

STATE INCOME TAX
Commissioner of the Revenue - Assessment Services
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4483  Fax: (757) 427-1589
www.VBgov.com/cor

Virginia state income tax returns should be filed with the Commissioner of the Revenue on or before May 1st. Assistance with the preparation of returns is available if a copy of your completed federal income tax return as filed with the Internal Revenue Service and any W-2 and 1099 forms showing Virginia state tax withheld are provided. Federal tax returns are prepared and electronically filed for persons qualifying for the Earned Income Tax Credit.

TRUSTEE TAX
Commissioner of the Revenue - Business Revenue
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4515  Fax: (757) 385-4183
www.VBgov.com/cor

Trustee taxes are assessed by the Commissioner of the Revenue and collected by the City Treasurer. The tax consists of food, lodging, daily rental, admission, participatory sports, utility, and cigarette taxes.
VISITORS

VISITOR INFORMATION CENTER
Convention and Visitors Bureau
2100 Parks Ave., Virginia Beach, VA 23451
Work: (757) 437-4919  Fax: (757) 437-4918  Toll Free: (800) 822-3224
www.VBgov.com/cvb

The Visitor Information Center provides information on attractions, accommodations, restaurants, and events held in Virginia Beach. The center is open seven days a week from 9:00 a.m. to 5:00 p.m. From mid-June through Labor Day, the center offers extended hours from 9:00 a.m. to 7:00 p.m. The center is closed on holidays during the fall and winter.

VOLUNTEERS

VOLUNTEERS
Office of Volunteer Resources
2401 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 1
Work: (757) 385-4722
www.VBgov.com/volunteer

Volunteers make a difference in the quality of life for Virginia Beach residents and visitors. Volunteers work in almost every department of the city, including Fire, EMS, Police, Parks & Recreation, Libraries, Courts, Mental Health, and Public Health. Volunteers save lives and properties, do clerical work, and work with citizens of all ages. Join the more than 20,000 volunteers who are making a difference in Virginia Beach. Visit the Office of Volunteer Resources or www.VBgov.com/volunteer for information.
VOTING

VOTER REGISTRATION
Voter Registrar - Administration
2449 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 14
Work: (757) 385-8683  Fax: (757) 385-5632
www.VBgov.com/voter

You may register to vote if you are a United States citizen, a resident of Virginia, will be 18 years of age by the day of the next General Election, have had your voting rights restored if you have ever been convicted of a felony, and/or have had your capacity restored if you have been declared mentally incapacitated by a Circuit Court. Registration is closed during the 21 days before a primary or general election as required by state law. Residents must vote in the precinct in which they reside. Absentee ballot applications are available upon request or may be downloaded from our website at www.VBgov.com/voter.

WATER & SEWER

STORM WATER DRAINAGE SYSTEM
Public Works - Highways
3556 Dam Neck Road, Virginia Beach, VA 23453
Work: (757) 385-1470  Fax: (757) 427-0676
www.VBgov.com/dept/pw/stormwater

Storm water management helps to minimize flooding and improve water quality through the construction, maintenance and monitoring of systems that improve storm water drainage.
STORMWATER MANAGEMENT FEE
Public Works - Director’s Office
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-5859  Fax: (757) 385-5783
www.VBgov.com/dept/pw/stormwater

Storm water management fees are necessary to meet federal and state water quality standards and to address many storm event flooding problems. For non-residential property owners and multi-family buildings with more than four units, the fee is based on the amount of impervious surface on the site. Effective January 1, 2012 billing will occur every 2 months.

WATER SERVICES (ESTABLISH, TRANSFER, DISCONNECT)
Public Utilities - Business
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4631 or toll-free at 1-866-697-3481
Fax: (757) 385-4925
Water and Sewer Emergencies: (757) 385-1400
After-hours:  (757) 385-3111
www.VBgov.com/dpu

If you receive water service from the city, you can establish, transfer or discontinue your service by calling 24 hours in advance or submitting an online service request using Public Utilities Online Services at www.VBgov.com/dpu. There is no charge for discontinuing service, but a non-refundable set up fee is charged for transferring or establishing service in your name and will be included on your first utility bill.
YOUTH OPPORTUNITIES

4-H YOUTH DEVELOPMENT
Agriculture - Cooperative Extension
2449 Princess Anne Road, Virginia Beach, VA 23456
Municipal Center, Building 14
Work: (757) 385-4769  Fax: (757) 385-5684
www.VBgov.com/agriculture

4-H provides youth ages 5-19 informal, hands-on education to build life skills. Youth involvement is by way of community clubs, special interest projects, in-school activities, and camps.

OUT-OF-SCHOOL TIME PROGRAMS
Parks & Recreation - Recreation
2289 Lynnhaven Parkway, Virginia Beach, VA 23456
Work: (757) 385-0401  Fax: (757) 471-2330
www.VBgov.com/parks

The Virginia Beach Department of Parks and Recreation offers quality before school, after school, intersession, breaks, and summer programming concurrent with the Virginia Beach City Public Schools (VBCPS) schedules for designated elementary and middle schools. Students participate in engaging, interactive and exciting games and activities that keep their minds and bodies energized when they’re not in school. For recreation center camps and registration information, please contact the recreation center that you want your child to attend.
CITYWIDE ATHLETICS (YOUTH)
Parks & Recreation - Recreation
4001 Dam Neck Road, Virginia Beach, VA 23456
Work: (757) 385-0458
www.VBgov.com/parks

The city offers basketball, baseball, softball, football, and volleyball leagues for youth age 10 through high school, in conjunction with area recreation associations. Participants may play in most sports as long as they are attending school. Sports for children under 10 years of age are offered and supervised entirely by volunteer associations. Each area is served by a chairperson who is the city’s liaison with the area recreation association.

ZONING

REZONING
Planning - Current Planning
2405 Courthouse Drive, Virginia Beach, VA 23456
Municipal Center, Building 2
Work: (757) 385-4621  Fax: (757) 385-5667
www.VBgov.com/planning

A rezoning is required in order to change the uses legally allowed upon a piece of property from one category (such as residential) to another category (such as commercial). To apply for a rezoning, the applicant must submit an application to the Virginia Beach Planning Department. The application fee is $900 plus $10 for every acre or part thereof over 100 acres. This process involves two public hearings and takes a minimum of three or four months.
City of Virginia Beach
Emergency Communications
& Citizen Services
VB 3-1-1
Phone: 757-385-3111
Email: VB311@VBgov.com
Online Assistance: www.VBgov.com

Last Revision: November 2011