

CITY OF FRANKLIN, VIRGINIA

CITIZEN'S GUIDE



The Franklin Citizen's Guide is a directory of services within the City of Franklin. Please keep it on hand to provide a quick and convenient reference to City government.

Franklin City Council and its employees wish to provide each of you with the highest quality services and look forward to assisting you in any aspect of City government. Please feel free to call upon any one of us. Our shared goal is to make Franklin a premier City in which to live, work and raise your family.

MISSION STATEMENT

To protect the health, safety and welfare of the people who live, work and visit the City of Franklin by providing quality services in an effective and cost-efficient manner.

VISION

To help make Franklin a prosperous, world-class community that preserves our heritage, builds upon our assets, and promotes and enhances educational, technological, cultural and economic opportunities for all citizens.

COMPREHENSIVE GOALS

Evaluate and provide maximum efficiencies in all City services.

Create a positive, harmonious and safe environment for all Citizens.

STRATEGIC GOALS

- ◆ Aggressively develop the economic base of the City of Franklin
 - Identify strategies that will increase industrial and commercial development in the City.
 - Complete the revitalization efforts in downtown Franklin.
- ◆ Implement strategies that can revitalize Franklin neighborhoods and improve the image of the Community
 - Develop and implement a systematic approach to neighborhood revitalization.
 - Develop strategies that will improve the curb appeal of the City.
- ◆ Assure that community resources create the most effective government system possible
 - Develop customer friendly systems for the operation of City services.
- ◆ Support the development of quality education
- ◆ Facilitate a community atmosphere that acknowledges cultural diversity

The Franklin Citizen's Guide is intended as a reference to City government and services. Any fees, costs, meeting dates and times, etc., mentioned herein are subject to change.

Questions or comments regarding this publication should be directed to the Public Information Officer, 562-8512, 207 W. 2nd Avenue.



FRANKLIN CITY COUNCIL

MAYOR

Mr. James P. Councill, III
621 Hunterdale Road
Franklin, VA 23851
569-8333 (home)
562-6154 (work)

franklinmayor@franklinva.com

WARD 1

Mr. Joseph J. Scislowicz
733 Canterbury Court
Franklin, VA 23851
569-8770 (home)
255-7123 (work)
ward-1@franklinva.com

WARD 4

Ms. Raystine Johnson
307 Pine Street
Franklin, VA 23851
562-7249 (home)
562-3393 (work)
ward-4@franklinva.com

WARD 2

Mr. Charles A. Wrenn
104 Sycamore Road
Franklin, VA 23851
562-5825 (home)
ward-2@franklinva.com

WARD 5

Mrs. Mary E. Hilliard
1508 West Circle
Franklin, VA 23851
562-7237 (home)
562-4141 (work)
ward-5@franklinva.com

WARD 3

Mr. E. Kent Pope, Vice Mayor
409 S. College Drive
Franklin, VA 23851
562-4188 (home)
443-5696 (work)
ward-3@franklinva.com

WARD 6

Mr. Mark S. Fetherolf
63 Crescent Drive
Franklin, VA 23851
562-2039 (home)
562-7888 (work)
ward-6@franklinva.com

ADMINISTRATION

City Manager	Rowland L. Taylor rtaylor@franklinva.com	562-8503
City Attorney		562-8503
Commissioner of the Revenue	Brenda B. Rickman brickman@franklinva.com	562-8547
Electric Department	Dave A. Howe dhowe@franklinva.com	562-8568
Executive Assistant	Erin M. Turner eturner@franklinva.com	562-8503
Finance Department	Andrew L. Rose arose@franklinva.com	562-8536
Fire & Rescue	Vince Holt vholt@franklinva.com	562-8581
Human Resources	Carolyn Joyner cjoyner@franklinva.com	562-8507
Incubator	Cathy Davison cdavison@franklinva.com	562-8506
Information Technology	Brad Jarratt bjarratt@franklinva.com	562-8512
Inspections/Planning/Zoning	Donald E. Goodwin dgoodwin@franklinva.com	562-8580
Parks and Recreation	Frank A. Davis fdavis@franklinva.com	562-2475
Police	Phillip Hardison phardison@franklinva.com	562-8579
Public Works	Russ Pace rpace@franklinva.com	562-8564
Social Services	Lawrence Owes lowes@franklinva.com	562-8520
P.O. Box 601		
Treasurer	Dinah M. Babb dbabb@franklinva.com	562-8540
Voter Registrar	Sandra B. Holloman sholloman@franklinva.com	562-8545

Mailing Address: P.O. Box 179, Franklin, VA 23851



www.franklinva.com

Local Access TV – Channel 13

Franklin became an unincorporated town of Southampton County in 1876 and was designated as an independent city in 1961. The population of the City of Franklin is 8,383 and the City incorporates a land area of 9.21 square miles.



CITY COUNCIL

Franklin's City Council is comprised of the mayor (2-year term) and six ward representatives who are elected by the voters for four-year, staggering terms. Elections are nonpartisan. The Council is the City's policymaking body and appoints the City Manager, City Attorney, City Clerk, Police Chief and Chief of Emergency Services. Council also appoints members to Boards, Commissions and Agencies.



MAYOR & VICE-MAYOR

Voters within the City elect the Mayor at large for a two-year term, while the Vice-Mayor is elected from the six ward representatives by vote of all members of City Council. The Mayor presides over Council meetings and is the recognized head of the City government for all ceremonial purposes. The Vice-Mayor, in absence of the Mayor, performs the duties of the Mayor.



CITY COUNCIL MEETINGS

City Council meetings are held regularly twice a month on the second and fourth Monday at 7:00 p.m. in the Council Chambers, City Hall, 207 W. 2nd Avenue. An agenda is available for public inspection in the City Manager's Office (City Hall), the Ruth Camp Campbell Memorial Library (N. College Drive near Paul D. Camp Community College) and the Martin Luther King, Jr. Community Center (Oak Street near S.P. Morton Elementary School) and www.franklinva.com the Thursday preceding the meeting. Persons interested in bringing an

item before City Council should notify the Clerk at 562-8503 by the Tuesday prior to each meeting date.



Citizen’s Time - City Council reserves the first fifteen minutes of each regular meeting for Citizen’s Time. A sign-up sheet is available just inside Council Chambers prior to each meeting and those who have signed the sheet by 7:00 p.m. are invited to speak for a maximum of five minutes each. An additional fifteen minutes may be allotted after the regular meeting if necessary. Only matters that are not the subject of a public hearing are addressed during Citizen’s Time. For a full copy of this policy please call 562-8503.



QUICK REFERENCE TELEPHONE NUMBERS

EMERGENCY.....	911
Airport	562-8764
Animal Control	562-8575
Business Incubator.....	562-8506
City Manager.....	562-8503
City Attorney.....	562-8503
Commissioner of the Revenue.....	562-8547
Finance.....	562-8536
Fire and Rescue (non-emergency).....	562-8581
Franklin Power & Light	562-8568
General District Court.....	562-8559
Health Department.....	562-6109
Housing Authority	562-0384
Information Technology.....	562-8512
Inspections/Planning/Zoning.....	562-8580
Juvenile & Domestic Relations Court.....	562-8550
Library.....	562-4801
Parks & Recreation.....	562-2475
Personnel.....	562-8508

Police Department (non-emergency).....	562-8575
Public Information Office	562-8512
Public Works Department.....	562-8564
Real Estate	562-4870
School Board Office.....	562-5901
Social Services.....	562-8520
Treasurer.....	562-8540
Utility Customer Service	562-8518
Voter Registration.....	562-8545
Wastewater Treatment.....	562-8551



ADOPT-A-SPOT/STREET PROGRAM

This program is designed to encourage citizen participation in litter cleanups of designated areas in their community at regular intervals. Individuals, organizations, or businesses may agree to keep a designated area cleared of litter for a two-year period. Adoptable areas could include streets, parks, vacant lots, walkways, median strips, campuses, or neglected public areas, etc. In exchange, volunteers are given materials to help them with the cleanups, and a sign bearing their name to be posted in the area. At the end of the two-year period, the volunteers will receive a special certificate of appreciation and may renew their agreement. For more information and an application for the Adopt-a-Spot/Street program you may contact the Litter Control Coordinator in the planning office at (757) 562-8580.

ADOPTIONS

Information on adopting children or counseling on placement of children for adoption is available through Social Services (562-8520) and the Southampton County Circuit Court (653-2200).

AIRPORT

Franklin's Municipal Airport, the John Beverly Rose Field, is owned and operated by the City of Franklin and is located two miles northeast of the City on Highway 58 Business. The Airport offers a complete line of aviation services to the public and corporate/business travelers. Additionally, the airport offers aircraft and hangar rentals, flying lessons via a private provider, aircraft maintenance and pilot supplies. Franklin Municipal Airport can also arrange aerial site-seeing trips. For more information, call 562-8764.

ANIMALS

The Animal Control Office is located off Pretlow Street behind the Police & Courts facility. It is operated by the Franklin Police Department. Generally, hours are 8:30 - 4:00, Monday through Friday. It is advisable to call 562-8575 before visiting to ensure the officer is at the shelter or can meet you at the shelter. Animal Control enforces laws dealing with domestic animals, investigates complaints of cruelty to animals, provides temporary shelter and adoption services, quarantines animals and assists in removing stray animals from streets and public areas.

For information on lost and found animals, call the Shelter at 562-8605 or 562-8575.

To report violations of animal regulations, call 562-8575, 24 hours a day seven days a week.

Owners are responsible for disposal of deceased pets in a manner acceptable by the Health Department. Please call 562-6109 for more information.

Cats/Dogs: All cats/dogs four months of age or older must be licensed each year. The deadline for purchasing licenses is January 31 of each calendar year. Licenses are \$10.00 for

unaltered animals and \$5 for sterilized animals and can be purchased at the Treasurer's Office, City Hall, 207 W. 2nd Avenue. A current rabies vaccination certificate must be shown for each animal.

Cats/Dogs are not allowed to run at-large in the City and owners must confine cats/dogs to their premises unless under the control of their owner. It is the duty of the Animal Control Officer to take dogs running at-large into custody and impound them for a period not less than five (5) business days. Information on fees for impoundment is available from the Shelter by calling 562-8605.

Kennel licensing fees for no more than 10 animals are \$50.00. No kennel of more than 10 animals shall be licensed or permitted in the City. Prior to a kennel license being issued a zoning permit must be obtained from the Building and Inspections Department.

APPLIANCES – USED- REMOVAL OF – see Garbage/Household Waste

AUTOMOBILES

See **JUNK VEHICLES/INOPERATIVE MOTOR VEHICLES/ABANDON**

MOTOR VEHICLES

LICENSES (Motor Vehicle)

TAXES (Personal Property)

B

BICYCLES

Bicycles, both manual and motor powered, are subject to the same regulations as any other vehicle, with the exception of registration and inspection. There is no charge for bicycle registration and citizens can register their bicycles at the Police Department.

Riders must travel on the right-hand side of the road and obey all traffic lights and signs. Bicycles should not be ridden on private property without the permission of the property owner.

Bicycles must be equipped with lights and reflectors for night travel. In addition, City Police urge riders to wear helmets when riding and light colored or reflective clothing at night.

To find out if a lost or stolen bicycle has been turned in to the Police Department, call 562-8575.

BIRTH CERTIFICATES/DEATH CERTIFICATES

The State Department of Health in Richmond maintains records of births and deaths in Virginia. Birth and death certificate applications can be obtained at the Health Department, 110 Fairview Drive or by writing directly to the State Bureau of Vital Records and Health Statistics, PO Box 1000, Richmond, VA 23208. There is a \$12.00 fee per copy and checks or money orders should be made payable to the State Department of Health.

BOARDS AND COMMISSIONS

Citizens interested in serving on any of the City's Boards and Commissions are encouraged to express their interest to the City Manager by calling 562-8503. The following Council appointed Boards serve the City of Franklin:

- Airport Advisory Board
- Beautification Commission
- Board of Equalization
- Building Code Appeals Local Board
- Bureau of Justice Assistance Local Advisory Board
- CATV Committee
- Electoral Board
- Incubator Development Board
- Industrial Development Authority
- Job Training Partnership Act - Private Industry Council
- Parks and Recreation Advisory Board
- Paul D. Camp Community College Board
- Planning Commission
- Redevelopment and Housing Authority
- Ruth Camp Campbell Memorial Library Board
- School Board
- Social Services Advisory Board
- Senior Services of Southeast Virginia Advisory Council
- Walter Cecil Rawls Library Board
- Western Tidewater Community Services Board
- Western Tidewater Disability Board
- Zoning Appeals Board

BOATS

All boats propelled by motors of any type must be registered with the Virginia Game Commission before being operated on waterways in the State. Motorboats registered in another state may be operated no more than 90 days in Virginia waters without Virginia registration.

Boat Taxes - see TAXES (Personal Property)

BUDGET

The City budget is prepared by the City Manager from requests made by each department and agency. It is usually presented to Council in early April. Council schedules workshops and a public hearing and advertises the budget in the local newspaper. Final budget adoption usually occurs by the end of May. The budget may be viewed at the office of the City Manager, Ruth Camp Campbell Memorial Library on North College Drive, Martin Luther King, Jr. Center on Oak Street, and the City website at www.franklinva.com.

BUILDING CODES

Building standards in the City are governed by the Virginia Statewide Building Code. The referenced model codes are:

THE BOCA NATIONAL BUILDING CODE/1996 EDITION (also referred to herein as BOCA Code) Published by: Building Officials and Code Administrators International, Inc. 4051 West Flossmoor Road, Country Club Hills, IL 60478-5795, Telephone 708-799-2300.

Note: The following major subsidiary model codes are among those included by reference as part of the BOCA National Building Code/1996 Edition:

BOCA National Fire Prevention Code/1996 Edition
International Plumbing Code/1995 Edition
International Mechanical Code/1996 Edition
NFPA National Electrical Code/1996 Edition
CABO Model Energy Code/1996 Edition

ACCESSIBLE AND USABLE BUILDINGS AND FACILITIES

The following documents establish requirements for accessibility by individuals with disabilities to be applied during the design, construction and alteration of buildings and structures.

The CABO/ANSI A117.1-1992 which is a Revision of the ANSI A117.1-1986 Published by the Council of American Building Officials, 5203 Leesburg Pike, #708, Falls Church, VA 22041.

Questions on Building Code requirements should be directed to the Building Inspections, Planning and Zoning office at 562-8580.

BUILDING CODE OFFICIAL

The Executive Official of the City of Franklin's Bureau of Inspections charged with the administration and enforcement of the Virginia Uniform Statewide Building Code.

BUSINESS DEVELOPMENT

Assistance in the development and promotion of businesses is provided by the Downtown Franklin Association at 562-6900 and the Chamber of Commerce, 562-4900.

C

CABLE TELEVISION

Charter Communications holds the City's cable television franchise. Construction of cable to new developments will continue throughout the life of the franchise. Charter Communications is located at 316 Moore Ave., Suffolk, Virginia. The phone number is 1-800-800-CABLE.

CEMETERIES

The City owns and operates two municipal cemeteries. Poplar Spring Cemetery is located on High Street between the Norfolk & Southern railroad tracks and Beaman Street. Southview Cemetery is located on Morton Street in the southern part of the City. The City

provides perpetual care for both facilities. For information regarding space availability and cost of plots, contact Public Works at 562-8564.

CHAMBER OF COMMERCE

The Franklin-Southampton Chamber of Commerce is an organization of businesses and individuals that join forces to advance economic, industrial, professional, cultural and civic interests of the community. It is a civic clearinghouse for community thought and action, a public relations counselor, a legislative information bureau and a research and promotion medium. The Chamber is located at 108 W. Third Avenue. The phone number is 562-4900.

CHILD ABUSE/NEGLECT

Help for abused or neglected children, as well as their parents, is available 24 hours a day. To report cases of child abuse, call the Department of Social Services at 562-8520 or the Virginia Child Abuse Hot Line, toll free, 1-800-552-7096. All information is kept confidential.

CHILD SUPPORT/ENFORCEMENT

For general information about child and spousal support, call the Juvenile & Domestic Court Service Unit at 562-8555. Specific information can be obtained from the Division of Child Support Enforcement, Suffolk District Office, 757-925-2445 or 1-800-828-1304.

CITY ATTORNEY

The City Attorney serves at the pleasure of Council and provides legal advice to City Council. The Attorney represents all the departments, boards, commissions and agencies of the City. The office is located in City Hall, 207 W. 2nd Avenue. Anyone wishing to review City ordinances or resolutions passed by City Council may do so at the office of the City Attorney or on the City's web site at www.franklinva.com. For information call, 562-8503.

CITY CLERK

The City Clerk serves at the pleasure of Council and is the official record keeper of Council actions and provides support by compiling Council meeting agendas, minutes and disseminating information on Council actions. Generally, the City Manager serves as the Clerk and the City Attorney serves as the Deputy Clerk. Persons wishing to speak before Council should contact the Clerk prior to Council meetings. For more information, 562-8503.

CITY CLIPS NEWSLETTER

City Clips is an insert in the monthly utility bills providing information to the public on the projects, events and activities of City departments and agencies. Each issue features an area for citizen comments and suggestions. Questions regarding *City Clips* should be directed to the Executive Assistant at 562-8503.

CITY MANAGER

The Council-appointed City Manager is the chief executive of the City and serves at the pleasure of Council. The Manager executes policies adopted by City Council and properly administers them to meet the community's needs. As the administrative head of City government, the Manager prepares the annual budget and supervises the performance of

Department Heads and other officials that serve the City. The City Manager's office is located on the 2nd floor in City Hall, 207 W. 2nd Avenue, the telephone number is 562-8503 and fax 562-7982. In an emergency, the City Manager may be reached after hours by calling 562-8575.

CITY TREASURER

The Treasurer is elected by the people for a term of four years. Responsibilities include handling payments for Virginia Individual Income Tax and Estimated State Income Tax. The Treasurer's office is located on the first floor of City Hall, 207 W. 2nd Avenue, 562-8540.

CODE ENFORCEMENT OFFICER

A technical assistant appointed by the Building Code Official who is responsible for ensuring compliance of the Uniform Statewide Building Code during new or permitted construction. To contact the Code Enforcement Officer call the Building Inspections Office, City Hall, 207 W. 2nd Avenue, 757-562-8580.

COMMISSIONER OF THE REVENUE

Elected by the people for a four-year term, the Commissioner of the Revenue is responsible for assessing personal property, business personal property and real estate taxes for the City. City business license applications and payments by businesses collecting lodging, meals, cigarette and utility taxes are collected and recorded. Also, state sales tax with payment can be filed here. This office also handles Real Estate transfers, will transfers and updates identification maps of the City.

Assistance in the preparation and filing of Virginia Individual Income Tax Returns, Tax Relief for the Elderly and Disabled and Land Use Applications is provided through this office. The Commissioner of the Revenue is located on the first floor of City Hall, 207 W. 2nd Avenue, 562-8547.

CPR & FIRST AID TRAINING

Cardio-Pulmonary Resuscitation (CPR) and First Aid Training is offered through Franklin Fire and Rescue. Call 562-8581 for information.

COMMITTEES, CITIZEN

See **Boards & Commissions**

COMMUNITY CENTERS

The Martin Luther King, Jr. Community Center is located at 683 Oak Street. Center hours are 9:00 a.m. to 8:00 p.m. Monday-Thursday and 9:00 a.m. - 6:00 p.m. Friday.

Activities Include:

Senior Citizen's Program: Monday-Friday, 9:00 a.m. - 1:30 p.m.

Open Play: Daily 3:00 p.m.-8:00 p.m. (Video games, billiards, table games and general activities).

The Center has rooms that can be scheduled by community organizations for meetings. Please call 562-2475 for more information.

See Also **SENIOR ADULTS PROGRAMS & SERVICES**

COMMUNITY COLLEGE

Paul D. Camp Community College serves the Western Tidewater Region (Franklin, Isle of Wight, Southampton and Suffolk) with campuses in Franklin and Suffolk and a Center in Smithfield. The College offers over forty different programs of study, including degree and certificate programs.

Accredited by the Southern Association of Colleges and Schools, PDCCC awards associate degrees after two years of academic study. The transfer degree (Associate in Arts and Science) allows entrance into a four-year college or university after the sophomore year. The technical degree (Associate in Applied Science) provides the student marketable skills in two years or less. One-year certificate programs are also available. The College features state-of-the-art computer labs and an industrial technology lab.

For more information call 569-6700 or visit the Franklin Campus, 100 N. College Drive.

COMPREHENSIVE PLAN

See **PLANNING AND LAND USE**

CONSTRUCTION DOCUMENTS

Any written, graphic and pictorial documents, ranging from subdivision, grading and site plans to plan revision, subdivision plats and erosion and sedimentation control plans prepared or assembled for describing the design, location and physical characteristics of the elements of a project necessary to process plats or required to obtain a building permit for the development of any property. The Building Inspections, Planning and Zoning office is responsible for reviewing all construction plans for compliance with all land use regulations. For information on construction plan requirements, call 562-8580.

COURT SERVICES

Circuit Court: The 5th Judicial Circuit has three Circuit Court Judges, appointed by the Virginia General Assembly for eight-year terms. The Court has original jurisdiction for felonies and has original jurisdiction for civil cases involving amounts of more than \$10,000. The Court hears appeals from the district courts. Persons who desire jury trials have their case heard in the Circuit Court. Circuit Court is located at Southampton County Courthouse, 22350 Main Street, Courtland, Virginia, 653-2200.

Civil Process: The Southampton County Sheriff serves all civil process for Circuit Court, General District Court and Juvenile and Domestic Relations Court such as summons, subpoenas, notice of motion for judgments, divorce suits, etc. The Sheriff's Office executes all court orders for evictions, writ of possessions, writ of fieri facias, attachments, distress warrants and process for the Department of Motor Vehicles. The Sheriff's Office is located at 22336 Main Street, Courtland, Virginia, 653-2100.

Clerk of Circuit Court: Elected by the people for an eight-year term, the Clerk is the administrative officer of the Circuit Court, responsible to the judges. Duties include probate of wills and the appointment of administrators of estates. Records of land transfers, deeds of trust, financing statements, judgments and armed services discharges are kept in this office: The Clerk's Office is located 22350 Main Street, Courtland, Virginia 653-2200.

Court Security Services: This unit of the Sheriff's Office provides bailiff and court security to all courts, serves jury summons and supervises jury members for all criminal and civil cases in the Circuit Court. 653-2100.

General District Court: The 5th Judicial District has three General District Court Judges, appointed by the Virginia General Assembly for six-year terms to serve the three divisions of the Court: criminal, civil and traffic. This court hears all misdemeanors (cases punishable by fines up to \$2,500 or up to one year in jail), including traffic violations and civil cases involving \$1000 or less. Civil cases involving \$1,000-10,000 may be heard originally in either the District Court or the Circuit Court. The General District Court is located 1020 Pretlow Street, Franklin, Virginia 562-8559.

Juvenile and Domestic Relations Court: This court has two judges, appointed by the General Assembly for six-year terms. This court handles juvenile cases involving delinquency, abuse, neglect, custody/visitation, traffic offenses by a juvenile, criminal warrants for offenses committed against a family member and by or against a juvenile and non-support petitions. The Court is located at 1020 Pretlow Street, Franklin, Virginia, 562-8550.

Juvenile Services: The Court Services Unit provides services to children and families including intakes, detentions, investigative, counseling and related services relative to custody, abuse, neglect, non-support, domestic relations, delinquency and family related problems. Intake counselors are available 24 hours a day. Located in the Court Services Building at 1020 Pretlow Street, Franklin, Virginia 562-8555.

CRIME SOLVERS

Crime Solvers is a community program geared toward public involvement in the fight against crime. It offers cash awards up to \$1000 and anonymity to citizens who provide information to Crime Solvers. Crime Solvers is a non-profit organization, funded through tax deductible donations from businesses, civic organizations and citizens. Call 562-8599.

CRISIS SERVICES

Genieve Shelter - 1-800-969-HOPE

Providing safe shelter, support, counseling, and other resources to women and children.

Mental Health Emergencies - 562-2208, 757-925-2484

Providing comprehensive mental health, substance abuse and prevention services including emergency, assessment, adult, child and family, geriatric, community support and prevention services.

CURFEW FOR MINORS

It is unlawful for minors under the age of eighteen (18) to be present on or in any street, road, alley, park, vacant lot, public place or in vehicles operated or parked between the hours of midnight and 5:00 a.m. unless one of the following conditions apply: Minor is accompanied by parent or guardian; in an emergency; going directly to or from work; traveling to, through or from the City; or going directly to or from an activity sponsored by the City, its departments, any public school, licensed private school or church. For more information, call the Police Department, 562-8575.

CYCLE 'N' SAVE

See **ELECTRIC DEPARTMENT**

D

DEATH CERTIFICATES

See **BIRTH CERTIFICATES/DEATH CERTIFICATES**

DECALS

See **LICENSES (Motor Vehicle)**

DELINQUENT TAXES

Penalties are assessed for late payment of real estate, personal property and business, professional and occupational licenses (BPOL), meals and lodging taxes. In each instance, the penalty is 10% of the tax due or \$10 minimum. In addition, there is a late filing penalty for personal property, meals, lodging and BPOL declarations. Interest accrues on tax and penalty at the rate of 10% per annum.

Franklin City Code provides for the waiver of penalties where such failure to file personal property tax return or pay the tax by the prescribed due date was in no way the fault of the taxpayer. Contact the Treasurer at 562-8540 for more information.

Timely filing or payment is governed by the United States Postal Service postmark if mailed. Metered mail dates will not be considered as a basis for any penalty waiver. Payments must be received or postmarked by a US Postal Service facility on or before the due date to be considered on time. For more information on late filing penalties, call the Commission of the Revenue, 562-8547.

DOWNTOWN DEVELOPMENT

Franklin was designated in 1985 as a Virginia Main Street Community. The Downtown Franklin Association manages the program. The office provides information and assistance to business and property owners including assistance in rehabilitation of property, leasing, tax credit assistance, business planning and development, design and marketing assistance and the recruitment of new businesses. Downtown Franklin sponsors several community events such as Franklin Fall Festival, the Summer Concert Series and holiday and promotional events. Downtown Franklin is a National Register Historic District. For more information, call 562-6900.

E

ECONOMIC DEVELOPMENT – see Business Development

ELECTIONS

General elections are held on the Tuesday after the first Monday in November. County and State offices are voted on in odd-numbered years while Federal offices are voted on in even-numbered years. Primary elections are held on the 2nd Tuesday in June. City elections are held on the 1st Tuesday in May. Polls open at 6:00 a.m. and close at 7:00 p.m. For more information, contact the Voter Registrar's Office at 562-8545.

See also **VOTING**

ELECTRIC DEPARTMENT

Franklin Power & Light is owned and operated by the City of Franklin and provides electric power to the City and surrounding service areas. FP&L has 24-hour service and can be reached during regular hours at 562-8568 and 562-8575 nights, weekends and holidays.

Before digging on any property, for any reason, you must call:

MISS UTILITY 1-800-551-7001

FP&L can provide security (dusk-to-dawn) lighting for specific areas of your property that needs added lighting. A small monthly cost is associated with this service. For information on rental of security lights, call 562-8566.

CYCLE 'N' SAVE is an energy conservation program of FP&L that provides a \$5.00 monthly credit on the participant's monthly bill. Call 562-8568 for information.

ELECTRIC SERVICE CONNECTION

See **UTILITIES**

EMERGENCY

Fire, Police, Ambulance or Natural Disaster Assistance - CALL 911

Poison Antidote Advice - CALL 1-800-552-6337

Mental Health Emergencies - CALL 562-2208

When making an emergency call, keep calm. Don't shout. State the kind of emergency and the address. Stay on the phone until the emergency operator gets all the information and terminates the call.

EMPLOYMENT SERVICE PROGRAM

Social Services, 562-8520

F

FINANCE DEPARTMENT

The Finance Department is responsible for all accounting and financing functions of the City, purchasing, utility connections, customer service and billing. The office is located in City Hall, 207 W. 2nd Avenue. Inquiries should be made to 562-8536.

FIRE & RESCUE SERVICE

EMERGENCY - CALL 911

The mission of the Franklin Fire and Rescue Service is to enhance the quality of life of the residents and visitors to the City of Franklin and its environs by providing cost-effective pre-hospital emergency medical care and transportation, fire protection and other environmental emergency management services.

Franklin's main station is located in the Emergency Services Building, 100 S. Main Street and the Hunterdale Volunteer Fire Station is located at 201 Delaware Road. An adjunct vehicle facility is located on Pretlow Street. Career and volunteer personnel are on duty around the clock and ambulances are quartered at both stations. 24 hour 911 dispatchers are provided. Should you need emergency services, please call 911. Public educational services include CPR, First Aid, Blood Pressure Checks, Smoke Detector Installation, Home Inspections, Home Fire Exit Drill preparation, Custom Tours and Seminars.

Franklin Fire and Rescue is seeking men and women to volunteer as Fire and EMS responders. You must be at least 16 years old and in good physical condition for emergency operational positions. We are also seeking non-emergency volunteer to assist with administrative duties. Come join the department and help your community. Positions available include Firefighter, EMT's, Drivers/Operators, Event Coordinator and Administrator. Call 562-8581 for more information. Non emergency after-hours calls can be made to 562-8575.

FLOOD MITIGATION

The City participates in the National Flood Insurance Program which promotes the regulating uses and construction methods for development within the Flood Plain. The basis for the delineation of these districts shall be the Flood Insurance Study for the City of Franklin prepared by the Federal Emergency Management Agency, Federal Insurance Administration, dated September 4, 2002. Questions on Zoning and Building Code requirements should be directed to the Building Inspections, Planning and Zoning Office at 562-8580.

FOOD STAMPS

See **SOCIAL SERVICES**

FOSTER CARE

See **SOCIAL SERVICES**

G

GARBAGE

The City picks up household garbage and yard waste on a weekly schedule. All municipal garbage must be placed in the provided “black” city owned container. Residents may obtain an additional container by calling the Public Works Department. Bulk waste such as white goods will be picked up by appointment on the second and fourth Wednesday of each month. Call 562-8564 to schedule a bulk waste pick-up or to find out the regular collection schedule for your neighborhood.

H

HAZARDOUS WASTE, HOUSEHOLD

Household hazardous waste items (oil-based paints, pesticides, etc.) are accepted at the Hazardous Waste Facility of the Southeastern Public Service Authority (SPSA) Transfer Station, located on Highway 671 west of the City. Items are accepted on the last Thursday of each month from 9:00 a.m. to 12:00 p.m. Call 569-8018 for more information.

HEALTH DEPARTMENT

The Franklin City Health Department is located at 110 Fairview Drive. Services provided include:

- Baby Care
- Blood Pressure Screening and Counseling
- Child Health Clinics
- Children’s Specialty Clinics
- Cholesterol Screening and Counseling
- Communicable Disease Control and Follow Up
- Environmental Services (Septic Tanks)
- Family Planning Clinics
- Home Health Service
- Immunization Clinics
- Nutritional Services
- Personal Care Services
- Pregnancy Testing Clinics
- SEVAMP
- Sexually Transmitted Disease Evaluation & Testing
- Teenage Pregnancy Support & Services
- Tuberculosis Control and Follow Up
- WIC (Women’s, Infant’s and Children’s Nutrition)

Call the Health Department at 562-6109 for more information. Health Department hours are 8:00 a.m. to 4:30 p.m.

HIGH GRASS VIOLATIONS – see Property Maintenance

A property maintenance violation of the city ordinance for high grass, weeds or unhealthy growth, where the growth of vegetation has exceeded twelve inches in height shall be enforced by the Code Enforcement Officer.

HIGHWAYS

See **STREETS**

HOME IMPROVEMENTS

Home improvement projects involving construction, enlargement, alteration, removal or demolition of a building or the installation or alteration of equipment are regulated by Code and generally require permits. Call the Bureau of Inspections at 562-8580 for information.

The Zoning Ordinance regulates the location and size of home improvements such as room additions, garages, storage sheds, decks, fences and other accessories. For information on these regulations, call 562-8580.

The Western Tidewater HOME Consortium and the Virginia Department of Housing and Community Development offer home improvement loans to eligible low-income homeowners and owners of rental property that rent to low and moderate income tenants. Call the Building Inspections, Planning and Zoning office at 757-562-8580 and/or the FRHA at 562-0834 for information.

HOSPITALS

For Emergency Ambulance Service - Call 911

For Emergency Poison Information - Call 1-800-552-6337

Southampton Memorial Hospital, a fully accredited, 221 bed, full service, for-profit facility, is located at 100 Fairview Drive. The hospital offers a variety of modern healthcare services, educational as well as clinical, including medical acute care; long term care; skilled care; outpatient and inpatient surgery; intensive and cardiac care; obstetrics/gynecology; pediatrics, 24 hour emergency services; physical, respiratory, speech and occupational therapy; radiology and nuclear medicine; laboratory and pharmaceutical services; cardiopulmonary treatment; home health and hospice services, employee assistance program services and substance abuse treatment. Call 569-6100 for more information.

HOUSE NUMBERS

City ordinance requires house numbers to be posted and maintained clearly visible from the street. Proper display will assist emergency services and police in locating your house or business promptly, providing enhanced response. For more information on street addresses, call 562-8580.

HOUSING ASSISTANCE

The Franklin Redevelopment and Housing Authority provides decent, affordable housing for persons of low and moderate income through the administration of 225 units of public housing, and 252 Section 8 Vouchers.

Community services staff renders assistance to elderly residents and provides specific programs for their education needs and entertainment. In addition, a program is available to

assist very low-income families in breaking the cycle of poverty and becoming economically self-sufficient.

Franklin Redevelopment and Housing is in the process of acquiring and rehabilitating housing units in the City that will then be sold to public housing residents as part of a homeownership initiative. For more information, visit the office at 601 Campbell Avenue or call 562-0384.

HUNTING

Deer Hunting with Firearms

Deer hunting with firearms in the city is permitted in certain portions of the city depending upon date and location during deer hunting season as follows:

1. In the area of the city south of Armory Drive and Second Avenue a person may hunt only deer on no more than two of three days chosen from the third Tuesday in December and the following Wednesday and Thursday between the hours of 8:30 A.M. and 1:00 P.M.
2. In the area north of Armory Drive and Second Avenue there are no restrictions on legal hunting during deer hunting season.

Legal deer hunting with firearms in the city means (a) with the permission of the land owner, (b) using a shotgun, a pistol or rifle of no more than .22 caliber, (c) a distance of 100 yards from an occupied dwelling, from the property line of a school or park or from any city street or primary or secondary highway, (d) during traditional deer hunting season and (e) not on Sundays.

Deer Hunting with Bows

Deer hunting with bows is permitted in the city during traditional deer hunting season and also during any special urban archery season(s) approved by the Virginia Department of Game and Inland Fisheries. These usually precede and follow immediately before and after traditional deer hunting season. During the special urban archery season only antlerless deer may be taken. The restrictions on location set forth in 1. above for deer hunting with firearms do not apply to bow hunting.

I

IDENTIFICATION CARDS

Photo identifications cards are available from the Virginia Department of Motor Vehicles, 27426 Southampton Parkway, Courtland, 653-9390.

INFORMATION

For information not covered in this publication and information on the Freedom of Information Act, contact the City Manager's Office, 562-8503.

IMMUNIZATIONS

Virginia law requires that every new student be immunized against diphtheria, tetanus, whooping cough, polio, measles, rubella and mumps. Franklin City Health Department provides routine immunizations without charge at regularly scheduled clinics. Call 562-6109 for more information.

Also see **HEALTH DEPARTMENT**

Also see **SCHOOLS**

INSPECTIONS

See **PERMITS AND INSPECTIONS**

J

JAIL

Regional Jail: Facilities for detainees and incarcerated persons are provided at the Western Tidewater Regional Jail located at 2402 Godwin Blvd, Suffolk – 539-3119. The jail provides facilities and administration of all incarcerated individuals in a humane, just, impartial manner that includes an inmate visitation program, recreation and inmate work programs.

JUNK VEHICLES – see Motor Vehicles - Inoperative

In the City of Franklin, it is unlawful to keep inoperative motor vehicles, trailers or semi-trailers on any property, unless they are within a fully enclosed building or completely screened by a fence approved by the Building Department. Citizens are asked report vehicles or trailers which are not in operation or which have been disassembled to the Police Department at 562-8575 or the Bureau of Inspections, 562-8580.

JUVENILE PROBLEMS

See **COURTS (Juvenile and Domestic Relations)**

See **MENTAL HEALTH SERVICES**

See **HEALTH DEPARTMENT**

L

LAND RECORDS

See **COURTS (Circuit Court)**

LEAF COLLECTION

See **YARD WASTE**

LIBRARY

The Ruth Camp Campbell Memorial Library is located at 280 North College Drive next to Paul D. Camp Community College. Resources include 35,000+ circulating volumes, 90+ periodical and newspaper subscriptions, audio-book and video loans, free Internet access for the

public and telephone reference service. Youth and adult programs are offer year-round, including pre-school story hours, a summer reading program, tours and demonstrations for groups, book discussion groups and special programming. A public meeting room is available for community use. Call 562-4801 for additional information.

LICENSES

Business: All businesses must purchase a business license before commencing operation. Effective January 2, 1996, all business related taxes must be paid before the business license can be issued. Business related taxes include the following: business license, business personal property, real estate associated with the business, meals and lodging taxes. The cost of a business license is based on the gross receipts and the rate varies according to the business category. Business Licenses can be purchased in the Office of the Commissioner of the Revenue, City Hall, 207 W. 2nd Avenue (562-8547). In most cases a zoning certificate is required prior to issuance of a business license to verify that the proposed business meets all local zoning regulations (see **PERMITS**).

Dogs: See **ANIMALS**

Hunting, Fishing Recreational Shooting: State licenses are required for hunting, fishing and recreational shooting and may be purchased at many sporting, bait and hardware stores. For more information, contact the Virginia Department of Game and Inland Fisheries, PO Box 11104, Richmond, VA 23230-1104. No City license is required.

Marriage: The Clerk of Circuit Court, 22350 Main Street, Courtland issues marriage licenses. (653-2200)

Motor Vehicle: All vehicles housed in the City of Franklin must have a City license or decal. The rate is \$23.00 per passenger vehicle and trucks with a gross weight of 4,000 pounds and under. The rate is \$28.00 for passenger vehicles and trucks with a gross weight between 4,001 and 10,000 pounds. The decal fee for motorcycles is \$8.00 and the fee for trailers is \$6.50.

Vehicle decals generally go on sale December 26th of each year and must be displayed on the vehicle by February 15. Personal property taxes must be paid on all vehicles before any city decal can be purchased. A current Virginia State Registration with paid current personal property tax receipts should be presented when applying for the decal.

If you move into Franklin after January 1 from another Virginia locality, that jurisdiction's vehicle decals are not valid for the remainder of the year. A Franklin decal is required within 30 days after moving into the City. The Commissioner of the Revenue will issue a decal form to be presented to the Treasurer's Office, who will issue a decal for \$1.00, if the decal from the former jurisdiction expires at the end of the year.

To transfer a license to another car, the registration card for the new vehicles, along with the decal (even if mutilated), must be presented. The charge is \$1.00. Decals cannot be transferred unless all delinquent motor vehicle taxes have been paid.

M

MAPS AND PUBLICATIONS

Area maps of the City and County are available at the Chamber of Commerce, 108 W. Third Avenue, City Hall, 207 W. 2nd Avenue, and at the Ruth Camp Campbell Memorial

Library, 280 N. College Drive. These offices also offer several publications of interest regarding the Franklin and Southampton area.

MARRIAGE LICENSES

See **LICENSES (Marriage)**

MEDICAID

Medicaid makes direct payments to health care providers for eligible individuals and families who are unable to pay for needed services. Call Social Services at 562-8520.

MENTAL HEALTH SERVICES

Western Tidewater Mental Health offers a full range of counseling and clinical services including diagnosis and evaluation, crisis intervention, individual, group and family counseling and psychological testing. Services for marital and family difficulties, stress, depression, anxiety, confusion, child and adolescent programs, geriatric, substance abuse and prevention services are also offered. For information call 562-2208.

MOTOR VEHICLES – ABANDONED

City ordinance prohibits leaving an inoperative motor vehicle, trailer, or semi trailer or part of a motor vehicle, trailer or semi trailer unattended or illegally left for more than 48 hours on public property or on private property for more than 48 hours without the consent of the property owner. For more information regarding this ordinance refer to Sec. 19.66.1 in the City of Franklin Code of Ordinances or contact the Franklin Police Department at 562-8575.

MOTOR VEHICLES – INOPERATIVE –see Junk Vehicles

City ordinance prohibits the storage of inoperative vehicles and trailers on residential and commercial properties. Such storage can pose an environmental threat to the surrounding neighbors and properties. For information regarding the legal aspects of the enforcement of the ordinance contact the Building Inspections, Planning and Zoning office at 562-8580.

N

NEIGHBORHOOD BLOCK ORGANIZING

The Beautification Commission offers assistance to block captains in organizing neighborhoods to create opportunities for residents to come together as one to open lines of communication, improve the livability and character of the neighborhoods in which they live. The quality of life in your neighborhood is directly related to the number of individual blocks that are organized together. The Commission has designed a manual as a practical guide to aid already existing block organizations, to help people who are thinking of organizing a new block group, and to share information about resources that are readily available to you and your block. For information and an application contact the Beautification Commission at 562-8580.

NEIGHBORHOOD ENHANCEMENT GRANT PROGRAM

The City offers these grants to assist City neighborhood organizations in making improvements that achieve one or more of the following goals:

- » Improve the appearance of neighborhoods
- » Improve the safety of neighborhoods
- » Improve the livability of neighborhoods
- » Improve relationships and communication within neighborhoods
- » Improve communications between neighborhood residents and the City

We want neighbors working together and addressing the unique needs of their neighborhoods. Accordingly, the acceptable uses of grant funds are quite broad to encourage creativity and provide flexibility. Help your community! Develop your ideas to make your neighborhood the best it can be! For information and an application contact the Beautification Commission at 562-8580.

NEIGHBORHOOD WATCH

The Franklin Police Department offers assistance in organizing neighborhoods and training residents to be alert to potential crimes. Citizens assist greatly in the detection and prevention of crime. With this help, the Police Department provides rapid response and trained personnel to investigate any reported incident or suspicion. For information call 562-8577.

NOISE

The City's Noise Ordinance prohibits persons from making or causing any unreasonable, excessive or unnecessary loud noise that is annoying or injuring to the comfort, repose, health, peace or safety of others. For further information call the Police Department at 562-8577.

NOTARY PUBLIC APPLICATION & CERTIFICATION

Clerk of Circuit Court, 22350 Main Street, Courtland, 653-2200. Applications may be found on the Commonwealth of Virginia's website - www.state.va.us.

P

PARKS

The Franklin Department of Parks & Recreation operates and manages eleven recreational areas, which includes facilities and parks for indoors as well as outdoor activities. Whether you're planning a wedding, family reunion or softball tournament, the Franklin Parks & Recreation has a facility for your use or rent. Persons or organizations interested in reserving a park facility can pick up an application at the main office of the department located at 638 Oak Street. Additional information on the department can be viewed at www.activeparks.org

(Below are the facilities and parks operated by the Franklin Department of Parks & Recreation)

Armory Drive Recreational Park

Offers facilities for organized sports programs for football, soccer, hard & softball, recreational play, tennis courts, swimming, pool a tot lot playground and picnic tables. This facility serves as the home playing field for the Franklin High School Broncos for football, baseball and soccer.

Recreational Swim- Seasonal

Monday—Friday 3:30 P.M.—6:30 P.M.
Saturday & Sunday 1:00 P.M.—5:00 P.M.

Monday—Friday 1:00 P.M.—5:00 P.M.
 6:00 P.M.—8:00 P.M.
Saturday & Sunday 1:00 P.M.—5:00 P.M.

Pool Fees

Ages 1—5	\$.50
Ages 6—17	\$.75
Ages 18 & older	\$1.00

Swim lessons are offered during the swim season. For information and registration, contact the main office of the department at the Dr. Martin Luther King, Community Center, 638 Oak Street.

Barrett’s Landing Park

Undoubtedly one of the most popular and diverse of the Franklin parks is Barrett’s Landing. Barrett’s Landing is located in walking distance from downtown. A large gazebo sits on top of the hill overlooking a scenic view of the Blackwater River. The park has a wharf and foot bridge around parts of the waters edge. This park can be used for concerts, family outings, picnics, weddings or for just sitting on one of the many park benches and enjoying the peace and quietness of the park. Barrett’s Landing is also the ideal fishing spot in the City of Franklin.

Bruce Street Park

Recreational area which includes a basketball court, climber play set, softball field and a covered shelter.

College Drive Park

Youth oriented playground which includes two basketball courts, a tot lot play area, open space, skating rink and picnic tables.

Franklin Skate Park

An outdoor lighted facility for skate boards and in-line skates. Consists of two half-pipes and a variety of fixed street ramps and other obstacles. The facility is opened daily year round for youth and adults that enjoy the sport. An entrance fee is charged to use the park.

Hours Of Operation

Fall/Winter/Spring

Monday—Friday	3:30 P.M.—Sundown
Saturday	10:00 A.M.—Sundown
Sunday	1:00 P.M.—Sundown

Summer

Monday—Saturday	10:00 A.M. Sundown
Sunday	1:00 P.M. Sundown

Hayden Sports Complex

A multi-purpose field that can be used for soft/hard ball, football and soccer. The complex also includes three practice fields for youth baseball.

Memorial Park

Open outdoor park mainly used for individual family outings, walkers and joggers. Picnic tables and benches are available.

High Street Park

A small neighborhood park that can be used for family outings, small group picnics and readers. Benches are available.

Paul D. Camp Field

A lighted softball field that is used for adult men and women softball leagues.

Dr. Martin Luther King, Jr. Community Center

A community based recreation center where children, adults and senior citizens attend that offers programs such as arts & crafts, fitness, sports, life skills enrichment or family activities. The center consists of a large multi-purpose room that is used for diverse activities like table games, ping pong and video games to name a few. The center also has a pool room, fellowship hall and additional rooms for community organizations to hold meetings. The outside area has two basketball courts and a play area.

PASSPORTS

Issued by Clerk of Circuit Court, 22350 Main Street, Courtland, 653-2200.

PERMITS AND INSPECTIONS

Building, Electrical, Mechanical and Plumbing Permits: The construction, enlargement, alteration, removal or demolition of buildings and installation and alteration of most equipment generally require permits. Separate permits are required for building, electrical

mechanical and plumbing categories and may be issued to licensed contractors, owners or designated agents for the owners of the property involved who are exempt from licensure. For information regarding ordinary repairs that do not require a permit or for a permit application contact the Building Inspections, Planning and Zoning office, City Hall, 207 W. 2nd Avenue, 562-8580.

On-Site Inspections: Required at specific stages of construction and on completion of work, prior to concealment. The person acquiring a permit is responsible for requesting inspections at the appropriate times and to meeting inspection requirements and schedules. Inspections may be scheduled by calling 562-8580. The Bureau features 24-hour inspection request service.

Bingo: Charitable Gaming Commission 804-786-0238.

Certificates of Public Convenience and Necessity: City Manager's Office, 562-8503.

Kennel Permits: The Kennel licensing fees is \$50.00 for ten or less dogs. No kennel of more than 10 dogs shall be licensed or permitted in the City.

Occupancy Permits: Before a new building can be occupied or used or before a business can occupy or use an existing building, an occupancy permit must be obtained from the Bureau of Inspections, 207 W. 2nd Avenue, 562-8580.

Parade Permit: Police Department, 1020 Pretlow Street, 562-8575

Permit to Hold a Public Address, Lecture, Public Meeting, Demonstration or Assembly: Police Department, 562-8575

Permit to Peddle or Solicit: Commission of the Revenue, 207 W. 2nd Avenue, 562-8547.

Permit to Distribute Advertising Matter: Police Department, 1020 Pretlow Street, 562-8575.

Septic Tank: Health Department, 110 Fairview Drive, 562-6109.

Sign Permits: The City's Zoning Ordinance governs the location and size of advertising and other signs on private property. Call the Zoning Administrator at 562-8580.

Swimming Pool Permits: Bureau of Inspections, 207 W. 2nd Avenue, 562-8580.

Zoning Certificate: Zoning certificates must be obtained from the zoning administrator to gain zoning clearance before any existing or new building or part thereof is used. The certificate verifies that the use and the premises conform with the permitted allowable uses within the zoning district in which the building is located. Applications for a zoning permit need to be accompanied by plans drawn to scale, or approximately so, in duplicate, showing the actual shape, location and dimensions of the lot to be used and of all existing and proposed buildings. For information, contact the Building Inspections, Planning and Zoning Department at 562-8580.

PERSONNEL OFFICE

The Personnel Office, 2nd floor City Hall, 207 W. 2nd Avenue, handles employment with the City of Franklin. Applications for employment are accepted only when a position is advertised. Advertisements may be made in the following publications or posted in the following locations: *The Tidewater News*, *The Virginian Pilot*, *The Daily Press*, *Richmond Times/Dispatch*, *Town and City Magazine*, Virginia Association of Counties, *VML Update*, Paul D. Camp Community College, Norfolk State University, Old Dominion University, Hampton University, Virginia State University, Virginia Union University, Crater Academy and the City Bulletin Boards. Job Opportunities are also listed on the City's Web site: www.franklinva.com, Cable TV Station 13 and with the VEC.

PLANNING AND LAND USE

The City's Comprehensive Plan serves as a basic guide for the City's physical growth and development. The plan consists of text and color-coded maps showing the planned development of the City by type of uses; residential, commercial, industrial, open space and recreation, public facilities and transportation. Copies of the Comprehensive Plan along with color maps and overlays are available for review at the office of the Zoning Administrator, 207 W. 2nd Avenue, 562-8580.

The City's seven member Planning Commission, appointed by the City Council, is committed by State and City laws to promote the orderly development of the City. The Commission holds hearings and advises on all changes in land use and decides whether public facilities are in accordance with the Plan. The Commission meets publicly at least monthly in the Council Chambers at City Hall, 207 W. 2nd Avenue. These meetings are advertised in the local paper prior to the meeting date.

Coordination, implementation and updates to the Comprehensive Plan are the responsibility of the Planning Commission. Throughout the entire planning process, citizen participation is a key element - from identification of items for review and formation of citizen task forces, to participation in the public hearing process. For general information on the Plan and the review process, call the Zoning Administrator, 562-8580.

PLATS

Detailed maps giving the dimensions and location of residences, buildings and lots are maintained at the Real Estate Office, 207 W. 2nd Avenue, 562-4870 and in the office of the Clerk of Circuit Court in Courtland.

POISONING

In case of poisoning or suspected poisoning, immediately call the Poison Control Center at **1-800-552-6337**. If possible, identify the toxic material and recommended first aid treatment from the information on the container label. If instructed to go to the emergency room, bring the container along. Assistance is available 24 hours a day at the Emergency Department of Southampton Memorial Hospital, 100 Fairview Drive.

For Emergency Ambulance Service - Dial 911.

POLICE

Emergency - Call 911

Non Emergency - 562-8575

The Franklin Police Department exists to protect the health, safety and welfare of the people who live, work and visit Franklin by providing protection of life, limb and property. The Department also strives to deliver quality emergency communications services. By enforcement of state, federal and local laws and ordinances and through working with citizens and other City agencies, quality services are provided. Thirty sworn officers, eight civilian dispatchers and three civilian secretaries staff the department. Special services include Neighborhood Watch, Citizen's Police Academy, Crime Prevention Seminars and Public Information Sessions. The Department also offers Alzheimer's registration, Halloween Candy Screening, DARE, Class Action and Cops for Kids Christmas Program. Call 562-8575 for information.

PROBATE

See **COURTS (Circuit Court)**

PROPERTY MAINTENANCE

A continuous operating plan for ensuring compliance of city ordinances and Virginia Uniform Statewide Building Codes related to the maintenance of existing properties through the use of on-going systematic Property Maintenance Inspections. (Example; High Grass, Trash and Debris, Inoperative Vehicles, and Unsafe Structures). For information regarding complaints, property maintenance issues, concerns or questions contact the Building Inspections Office, City Hall, 207 W. 2nd Avenue, 562-8580.

PROPERTY MAINTENANCE OFFICER

A technical assistant appointed by the Building Code Official who is responsible for ensuring properties which have received a Certificate of Occupancy, are maintained in compliance with the USBC and City of Franklin Ordinances. He is also responsible for managing all aspects of the Property Maintenance Plan. To contact the Code Enforcement Officer call the Building Inspections Office, City Hall, 207 W. 2nd Avenue, 562-8580.

PUBLIC HEARINGS

Public Hearings are held by City Council on increase in tax rates, zoning and sub division ordinance amendments, comprehensive plan amendments, the annual budget and other matters of importance. The Planning Commission and Board of Zoning Appeals also conduct public hearings. Notices of public hearings before these bodies appear in the local newspaper.

Persons wishing to appear at a hearing may call the City Clerk at 562-8503 or the Planning Commission office at 562-8580 or may attend the hearing.

Public Hearings are also conducted periodically by such bodies as the School Board and the Housing Authority. Announcements of the hearings will also appear in the local newspaper. Person's wishing to appear before the groups should contact them directly or may attend the meetings.

PUBLIC WORKS DEPARTMENT

The City's Public Works Department is located at 1050 Pretlow Street and offers the following services: engineering, surveying, building maintenance, roads and drainage, water distribution and sewer collection, sewer treatment, concrete maintenance, grounds maintenance, custodial, pest control, solid waste disposal, general aviation municipal airport and fleet maintenance. It is one of the few "all inclusive" public works departments in the State and owns and maintains the City's roads, drainage and all public utilities. Public information available includes a Solid Waste Handbook, Aerial Maps and Utility Maps. Contact Public Works at 562-8564 during regular working hours or 562-8575 nights, weekends or holidays.

PURCHASING

The Director of Finance, 207 W. 2nd Avenue, 562-8536, conducts the City's overall material management, including purchasing. Vendors or contractors wishing to be placed on the Bidder Mailing List should contact this office. For information regarding purchasing by the Redevelopment and Housing Authority, call 562-0384. For School Board purchasing, call 562-5401.

R

RABIES

The spread of rabies, a virus that destroys the central nervous system and the nerve cells in the brain, has increased in the Mid-Atlantic Region in recent years. Because rabies is contracted through the saliva of infected animals, it is required that dogs and domesticated cats, four months of age or older, be inoculated against the virus.

Any person knowing of an animal that has bitten a human should immediately call Animal Control at 562-8575.

Also see **ANIMALS**

REAL ESTATE

The Real Estate office is located in City Hall, 207 W. 2nd Avenue. All questions relating to property assessments should be directed here. Real Estate is taxed on a fiscal year (July 1st through June 30th) basis and is payable in two installments; December 5 (1st half) and June 5 (2nd half). For information, call 562-4870.

Exemption for Elderly and Disabled Persons: Applications for Real Estate Tax Relief for the Elderly or Disabled are accepted at the Commissioner of the Revenue's Office. Applications must be filed no later than August 1st. Call 562-8547 for information on the basic requirements.

RECREATION

The Parks and Recreation Department sponsors many recreation programs for citizens of all ages. The Martin Luther King Community Center on Oak Street is open year round and provides activities for seniors, young adults and children. Little League Baseball is offered May, June and July. Youth basketball is offered November through March. Men and Women's softball and basketball leagues are offered summer and winter. The summer youth program (Franklin Summer Super Jam) includes activities such as sports, arts, crafts, computers, field trips and other activities. Special programs are held on a monthly basis to meet citizen interest and demand. Call Parks and Recreation at 562-2475.

Also see **COMMUNITY CENTER**

PARKS

LIBRARY

RECYCLING

The Southeast Public Service Authority (SPSA) provides curbside recycling services on behalf of the City of Franklin. For information on schedules and to obtain recycling bins, contact Public Works at 562-8564 or SPSA at 757-548-2256. Motor oil recycling center locations and other information can be obtained by call the 24-Hour Info Line at 424-4297. SPSA also provides a speaker's bureau for presenting programs at civic or community group meetings. Call 420-4770.

REFUSE COLLECTION

See **GARBAGE**
See **RECYCLING**
See **HAZARDOUS WASTE, HOUSEHOLD**
See **YARD WASTE**

ROADS

See **STREETS**

S

SCHOOLS

Franklin's Public Schools, accredited by the Southern Association of Colleges and Schools, are composed of three schools serving grades Pre-K through 12. Student enrollment is approximately 1700 students. The School Division employs approximately 140 instructional personnel, 1 school psychologist, 1 visiting teacher and 1 practical nursing instructor.

The schools are:

S. P. Morton Elementary	--	Grades PK-5
J.P. King Middle School	--	Grades 6-8
Franklin High School	--	Grades 9-12

Virginia law requires that parents have their children immunized before admission to public school. In addition, pupils must have proof of physical examination by a physician. Children who will be five years old by September 30th of the school year may be enrolled.

The Franklin School Board is comprised of seven members appointed by the City Council for a term of 3 years. The Board is the policy making body for Franklin Public Schools and appoints the School superintendent and other boards necessary to provide recommendations to improve the quality of education within the City.

The Superintendent is the chief executive officer and is responsible for the quality of education. Three principals and four assistant principals serve as administrators in the three schools. Regular school board meetings are scheduled for the third Thursday of each month at 7:30 p.m. in City Council Chambers, 207 W. 2nd Avenue. For additional information, contact the Superintendent's office at 562-5901.

SENIOR ADULTS SERVICES AND PROGRAMS

A senior's program is offered at the Martin Luther King Community Center daily from 9:00 am - 1:00 pm offering exercise, crafts, games, opportunities to socialize and a delicious and nutritious meal. Other activities include blood pressure screening every third Thursday, monthly nutrition information, Birthday celebrations and monthly speakers on various topics of interest. Call 569-0768 for more information.

The Senior Services Section assists seniors with information and referrals to link older persons to services and resources that are available in the Franklin area. Services include congregate and home delivered meals, transportation, senior companions, RSVP, legal services, employment and case management. Call 569-8206 for more information.

Also See **COMMUNITY CENTER**
HEALTH DEPARTMENT
MENTAL HEALTH SERVICES

TAXES (Exemptions for Elderly and Disabled Persons)
SOCIAL SERVICES
HOUSING
MEDICAID

SEWER AND SEPTIC SYSTEMS

The City's Public Works Department provides public sanitary sewer service to most areas of the City. Sewer service charges are calculated monthly on the basis of the amount of water used. In addition to monthly charges, a connection fee is assessed once at or before the time a structure is connected to the sewer system.

The Public Works Department installs and maintains the system and is responsible for all main lines and laterals up to the clean out located at the edge of the right of way.

For information on sewer availability contact Public Works at 562-8564.

For information on connection fees, contact the Bureau of Inspections at 562-8580. To report malfunctioning or damaged sewer lines, call 562-8564 during regular working hours and 562-8575 nights, weekends and holidays

Installation and repair of private sewage disposal systems (septic tanks) require a permit from the Health Department. For information call 562-6109.

SHERIFF

The Southampton County Sheriff has full (civil and criminal) jurisdiction in the City and is elected by the voters of the City and Southampton County for a four-year term. The Sheriff's Office is located at 22336 Main Street, Courtland. The phone number is 653-2100.

SIDEWALKS

See **STREETS**

SIGNS

There are legal restrictions on the posting of signs in the City. Those wishing to advertise such matters as business services, real estate offerings or yard sales should be aware of these restrictions and first submit proposals to the Zoning Administrator for approval prior to any commitment to erect or purchase signs. The sign ordinance also contains restrictions on signs being placed along the roadway. For information on the posting of signs and sign permits, call the Bureau of Inspections at 562-8580. Street signs are maintained by the Public Works Department, 562-8564.

Also see **PERMITS AND INSPECTIONS**

YARD SALES
ZONING

SITE PLANS

See **CONSTRUCTION PLANS**

SMOKE DETECTORS

Fire is the third leading cause of accidental death in the United States. Most fire deaths occur because the victims lose consciousness after inhaling smoke and poisonous fumes and thus are unable to escape. Many deaths can be avoided by the use of smoke detectors.

The Building Code requires the installation of smoke detectors in all newly constructed residential dwellings. Contact the Bureau of Inspections for information, 562-8580.

Franklin Fire and Rescue strongly recommends that individual homeowners install smoke detectors for their own safety and that they are maintained in good working order. Detectors are inexpensive and easy to install. Homeowners should notify their fire insurance company that a detector has been installed as many give a discount for homes with approved alarm systems.

If you cannot afford a smoke detector or wish to obtain assistance with installing a smoke detector, call Franklin Fire and Rescue at 562-8581 for more information.

SNOW REMOVAL

See **STREETS**

SOCIAL SERVICES

The Social Services Office is located at 306 North Main Street. Hours are 8:30 - 5:00 Monday-Friday. Services or information offered include General Relief, Emergency Assistance, Family Planning, Auxiliary Grants, Hospitalization, WIC Food Program, Medicaid and Medicaid Health Check-Up Program, Employment Services, Refugee Program, Food Stamps, Foster Care, Adoption Assistance, Child Protection, Spouse Abuse Assistance, Adult Services and Temporary Assistance to Needy Families (TANF & AFDC-UP). Call 562-8520 for specific information.

SPECIAL EXCEPTIONS

See **ZONING**

STREET LIGHTS

Streetlights are installed in qualified public areas at no cost to property owners. For Property owners who desire additional lighting, Franklin Power & Light rents security (dusk to dawn) lighting. For information, call 562-8566. To report malfunctioning streetlights, call 562-8568 during regular working hours or 562-8575 nights, weekends and holidays.

STREETS

The City of Franklin is responsible for street maintenance, drainage, signage, repairs, pavement markings and snow removal. Questions and reports regarding needed repairs or maintenance of streets, roads, storm drainage or sidewalks should be made to Public Works at 562-8564 during regular working hours or 562-8575 nights, weekends and holidays. Street sweeping is done on a daily basis. Only streets with curb/gutter are swept. The street sweeper sweeps streets the day after your regular scheduled garbage collection day. For a schedule please contact the Public Works Department.

There are many types of easements located on homeowners' property including City electric, cable television, telephone, storm water drainage and sanitary sewer. For information on easements, contact the appropriate utility.

To report damaged highway or street signs, call 562-8564.

T

TAXES

Real Estate: Real estate in the City is assessed at 100% of its fair market value. The 2005-2006 tax rate as set by Franklin City Council is \$0.95 per \$100 of valuation. There is a “Downtown Service District” tax which is an additional 24¢ per \$100. The real estate tax is levied on a fiscal year basis and is payable in two installments: The first half is due December 5th and the second half is due on June 5th. Real estate taxes are payable at the Payments Office in City Hall. Questions relating to assessments should be directed to the Real Estate Office at 562-4870.

Personal Property Taxes, Individual Personal Property: Automobiles and trucks are assessed at the N.A.D.A. “Blue Book” average trade-in value. Trailers, boats, boat trailers and utility trailers are taxed at 25% of actual cost price. Motorcycles, recreation vehicles and trucks over 10,000 pounds are taxed at 80% of original cost the first year decreasing 10% each year until it reaches 20%. The current tax rate as set by Franklin City Council is \$4.50 per \$100 of assessed value.

Proration: Motor vehicles and trailers purchased and located in the City of Franklin at anytime during the year are subject to personal property tax. The amount of tax, prorated on a monthly basis, depends upon the part of the year the property is located in the City. If you have paid personal property tax on a vehicle and during the same calendar year, the vehicle is sold or otherwise disposed of, you may be due a prorated refund. If the vehicle is moved to a prorating locality in Virginia altogether, the personal property tax will be prorated. If the vehicle is moved to a non-prorating locality, the tax will not be prorated.

The personal property tax is an annual tax assessed by the Commissioner of the Revenue and payable on December 5th of each year. Questions related to assessments should be made to that office at 562-8647 or 562-8783

Business Personal Property, Commercial: Assessed at 25% of original cost multiplied by the prevailing personal property tax rate, (\$4.50 per \$100).

Business Personal Property, Manufacturers: Machinery and tools are assessed at 30% of original cost multiplied the prevailing tax rate, (\$2.00 per \$100).

Miscellaneous Local Taxes: Lodging Tax: 8% of hotel and motel bills. Meals Tax: 6 ½% of meals including alcoholic beverages. Sales Tax: 4 ½%. Cigarette Tax: \$.50 per pack of cigarettes purchased in the city. Utility Tax: telephone and water: 20% of the first \$15.00 for a maximum of \$3.00 per month for residential customers and \$165 for commercial customers. Electric tax rates are on a kilowatt-hour basis not to exceed \$3.00 residential and \$165 for commercial customers on a monthly basis.

Business, Vehicle and Dog Licenses:

See **PERMITS AND LICENSES**

See **ANIMALS**

TEMPORARY ASSISTANCE TO NEEDY FAMILIES

TANF and AFDC-UP Services are available through Social Services, 562-8520.

TRADE NAME REGISTRATION

Clerk of Circuit Court, 22350 Main Street, Courtland, 653-2200.

TRAFFIC VIOLATIONS

See **COURTS (Circuit Court)**

TRASH

See **GARBAGE**

See **RECYCLING**

See **HAZARDOUS WASTE, HOUSEHOLD**

See **YARD WASTE**

U

UNSAFE/UNSECURED STRUCTURE – see Property Maintenance

A property maintenance violation for a structure which is unsecured (inoperative doors or no doors, broken windows, existence of unsanitary conditions, etc) or which is significantly dilapidated structurally.

UTILITIES

Electric, Water, Sewer, Garbage: New customers should apply in person at the Utility Customer Service Office, City Hall, 207 W. 2nd Avenue. Renters must present a copy of their lease at the time of application. For outdoor security lighting, visit the Electric Department at 1050 Pretlow Street. For information on water and sewer tap fees for new construction, contact the Bureau of Inspections, 562-8580.

Security Deposit: A security deposit is required at the time of application when the credit history of the application is deficient. The minimum deposit is the estimated liability for two months usage. For residential customers, the deposit is currently calculated at \$400 if electric heat is used and \$200 if not. One-half of the deposit must be posted before service begins; the remaining half may be paid in two equal installments, the first within thirty days and the second within sixty days. The deposit is returned after satisfactory credit is established, usually at the end of one year.

Payments: The City renders utility bills the first of each month. The bill reflects charges for all utility services; electric, water sewer, trash. Bills are due and payable upon presentation and past due at the close of business on the 20th of the month. A late penalty of 1.5% per month is imposed on all past due balances on the 21st day of the month but not less than \$2.00. Bills are payable at the Payments Office, 207 W. 2nd Avenue by mail or in person. A night depository is located in the back of the parking lot on 1st Avenue across from City Hall for after-hour payments. Please do not put cash payments in the night depository. Questions about bills should be directed to the Utility Customer Service Office at 562-8518.

Discontinuance of Service: The City reserves the right to discontinue a utility service to a customer when payment is not made within ten days after the due date. When a utility service is discontinued for nonpayment, the service is not restored until the entire past due balance is paid in full. A minimum \$50.00 administrative fee shall be due immediately when cut-off orders

have been issued. This fee is payable even if the service is not actually disconnected at the time of paying the overdue balance, if the cut-off order has been issued. If not paid, service shall be cut off and not turned on again until the past due bill and the administrative fee is paid. Administrative fees for service restoration will be charged according to the time of restoration as listed below: Monday through Friday, 8:30 a.m. to 5:00 p.m. (except holidays), twenty dollars (\$20.00). Monday through Thursday, after 5:00 p.m. until 9:00 p. m. (except holidays), fifty dollars (\$50.00). Monday through Friday, after 9:01 p.m. until 8:30 a.m. of the following day, one hundred dollars (\$100.00) After 5:00 p.m. Friday until 8:30 a.m. Monday and during all City holidays, one hundred dollars (\$100.00). Remittance made for restoration of services during normal business hours is made at the Payments Office. Remittance after hours, weekends and holidays is made to the City employee restoring the service. Personal checks are not accepted as remittance when seeking restoration of service.

Extension of Payment Due Date: When temporary circumstances, such as unemployment, extended illness or death in the family make it difficult for a customer to make timely payment of a bill, the customer may request a deferment of the due date. Such request is made to the Utility Customer Service Office and must be made during a four-day period, the last two business days and the first two business days of the month. Only two extensions are permitted within a 12-month period.

Termination and Transfer of Service: To terminate or transfer service, customers should visit the Utility Customer Service Office. The customer is liable for all utility charges until the services are terminated. Credit reference letters are available upon request for customers moving to another utility system.

Service Disruption or Irregularity: During regular business hours, when service is disrupted or an irregularity in service occurs, please call the numbers below by type of service.

Electrical - 562-8568

Garbage, Sewer or Water - 562-8564

To report problems after normal business hours, weekends and holidays, call 562-8575.

New Construction Water & Sewer Tap Fees: Contact Bureau of Inspections, 562-8580.

Other Utilities: Telephone service is provided by GTE, 1-800-483-4300 (residential) or 1-800-483-5300 (commercial). Cable TV is provided by Insight Cable, 569-9122.

V

VOLUNTEERS

Citizen volunteerism greatly increases the quality of life in any community. For information on volunteering for any City Board, Commission, Department or Agency, contact the City Clerk at 562-8503. For volunteer opportunities within the school system, call 569-8111 and call 562-4801 for opportunities within the Library.

Franklin Fire & Rescue is seeking men and women to volunteer as Fire and EMS responders. You must be at least 16 years of age and in good physical condition for emergency operational positions. We are also seeking non-emergency volunteers to assist with

administrative duties in the following positions; driver/operators, event coordinators and administrators. Call 562-8581 for more information.

VOTING

You may register to vote if you are a Citizen of the United States, at least 18 years of age or will be so by the next general election and a resident of the Commonwealth of Virginia.

Franklin residents may register at the Office of the Registrar, 100 S. Main Street. Office hours are Monday - Friday, 8:30 am to 5:00 pm. Applications for voter registration may also be found at the Department of Motor Vehicles, 27426 Southampton Parkway in Courtland and offices of various State Agencies; i.e. Department of Social Services and the Health Department. You may also request an Application for Registration by mail by calling 562-8545.

Citizens may register to vote any time during the year but at least 29 days prior to any election in order to vote in that election.

If you move within the city, notify the Registrar of your new address. If you move to another City or County in Virginia, transfer your registration in person at the Registrar's office or by mail to the Registrar in the present or former jurisdiction.

For information on voting by absentee ballot, call 562-8545.

W

WATER SERVICE

See **UTILITIES**

WEB SITE

The City maintains an informational site on the internet. Visit the site at www.franklinva.com

WELFARE

See **SOCIAL SERVICES**

WILLS

See **COURTS (Circuit Court)**

WOMEN'S SHELTER

Genieve Shelter - 1-800-969-HOPE

WORKFORCE DEVELOPMENT

Paul D. Camp Community College's Division of Workforce Development provides an array of business-related services designed to meet the needs of new and existing employers. These services include pre-employment training, customized training, job analysis, employee basic skills assessment, open enrollment classes, and business startup and expansion training.

With flexible scheduling, cost effective credit and noncredit courses can be offered at the College or the worksite.

For additional information and a virtual tour of the Regional Workforce Development Center, visit our Website at www.pc.vccs.edu/workforce or contact Carolyn Crowder at 569-6051.

Y

YMCA

The James L. Camp, Jr. YMCA serves the area by offering programs that “build strong kids, strong families and strong communities.” Major program offerings include fitness, aquatics, youth sports, after school and summer day care and leadership training. Community service programs include YMCA Black Achievers, free swim lessons for all area fourth graders and financial aid support for families unable to pay full membership or program costs. Facilities include two gyms, indoor and outdoor pools, indoor tennis courts, racquetball, nautilus center and weight room, and outdoor playing fields. For information, please visit the YMCA on Crescent Drive next to Franklin High School or call 562-3491.

YARD SALES

Individuals are permitted to hold yard or garage sales twice a year. Permits are available at the Payment Office, 207 W. 2nd Avenue. Call 562-8540 for information.

YARD WASTE

Leaf, limb and lawn waste collection is provided by the City on a weekly basis. Lawn waste should be placed in the resident’s green container. If the amount or size waste will not fit in the green container, yard waste may be placed in piles at the Right of Way for City Collection. Piles may not exceed 4’x4’x4’ in size and must be separated by type. The City does **not** pick up waste from trees being cut down on any private property, hazardous material or construction/demolition debris. This is the responsibility of the homeowner for disposal. Yard waste is collected the same day as regular garbage collection. For schedules and information, call Public Works, 562-8564.

YOUTH PROGRAMS

See **COMMUNITY CENTER**

See **RECREATION**

See **LIBRARY**

Z

ZIP CODES

The zip code for all areas of the City of Franklin is 23851. For zip + 4 information or zip codes in other areas, call the US Post Office, 562-3380.

ZONING

All land in the city is zoned into residential, commercial, industrial and conservation districts. The permitted density in each zoning district and the uses allowed are described in detail in the City's Zoning Ordinance. Copies of this ordinance are available for inspection at the Public Library and in the office of the Zoning Administrator, 207 W. 2nd Avenue.

The City enforces the provisions of the zoning ordinance to protect the health, safety and welfare of its residents. The Board of Zoning Appeals upon application has the power to hear cases for administrative reviews, variances, special exceptions and zoning map interpretation. Complaints regarding zoning violations, sign enforcement, high grass and weeds, refuse and debris, etc., can be directed to the Building Inspections, Planning and Zoning office at 562-8580.