

Community Services

- To promote and provide for public health, safety, welfare and the necessary infrastructure for future growth
- To protect and enhance property values
- To encourage and ensure a thriving, diverse community
- To protect, enhance and promote the economic vitality of the community
- To promote public trust in all interactions with internal and external customers

Human Services

- To provide quality, customer-oriented services that enhance, enrich and sustain the lives of Roanoke County citizens.
- To provide accessible and affordable community-based leisure, recreational and educational opportunities to our citizens and surrounding areas
- Preserve, protect and restore family and individual stability and foster self-reliance.
- To provide safe, accessible and well-maintained facilities.
- To provide specialized and adapted services for individuals with special needs.
- To offer informational resources and social activities to the community.

Internal Services

- To provide, cultivate, and maintain a high performance work environment and organizational systems – physical, technological, and cultural
- To ensure resources are being allocated efficiently and effectively both departmentally and as an organization to best serve the needs of the county citizens.
- To ensure compliance with all federal, state, and local regulations/laws
- To foster effective relationships with all stakeholders through accurate and timely communication
- To provide assistance, tools, understanding, and expertise to county departments so that they can fulfill their mission and the organizational mission of services to citizens.

Public Safety

- To protect the welfare and safety of Roanoke County citizens by public education, code/law enforcement, and investigation
- To reduce the loss of life and property through emergency response in an expedient and efficient manner
- To be prepared for natural and man-made emergencies and changing demands for services by providing effective training and equipment, and applying professional business practices
- To acquire and maintain professional public safety certifications, standards, and/or accreditations.