BOARD OF SUPERVISORS CHAIRMAN

Just over a year ago, the Board of Supervisors adopted Roanoke County’s first Community Strategic Plan. An important part of the plan’s creation was the conversation between citizens and leadership about how to best pursue the plan’s Strategic Initiatives within our budget and financial constraints.

While the Community Strategic Plan was created to be a five-year journey, you can see from this report that significant progress has been made in the first year alone to realize the vision statement that inspired the plan. And while it may not be possible to fulfill each person’s desires, I think you’ll find that many of the achievements in this update represent real progress toward building a better Roanoke County for the future.

The overall goal of the Community Strategic plan is to improve how the County’s government provides for its citizens, while ensuring that the quality of life Roanoke County citizens enjoy now only gets better for generations to come.

COUNTY ADMINISTRATOR

The Community Strategic Plan and its Strategic Initiatives provide the County’s staff with a framework that provides broad goals for our staff to attain, guides our day-to-day operations, and influences how we interact with our citizens.

Aligning our services and programs to support the initiatives outlined in the Strategic Plan positions us to measure our progress and ensure an efficient and effective organization.

Building a stronger local economy, keeping our streets safe, providing for those in need, being good stewards of the County’s resources, and making life better for everyone - these are the underlying themes you’ll find reflected in our Community Strategic Plan and in the accomplishments reported throughout this report.

Thomas C. Gates, Roanoke County Administrator
INTRODUCTION

The goal of Roanoke County’s Community Strategic Plan process was to establish a strategic direction for the County with input provided by our community. In order to ensure the Strategic Plan remains relevant and consistent with the interests of our citizens, it is presumed to be revisited every five years.

In January 2016, the Board of Supervisors framed the strategic planning discussion by creating the vision statement, “Roanoke County is a vibrant, innovative, and scenic community that values its citizens, heritage, and quality of life.”

Development of Roanoke County’s 2016 Community Strategic Plan involved responses from 604 telephone surveys and 276 citizens and stakeholders through 18 community meetings held over nine weeks.

As a result of this process, seven Strategic Initiatives were developed to help guide Roanoke County toward the future envisioned by its citizens.

Roanoke County is committed to providing annual reports on how the County is striving to achieve the vision stated in the Community Strategic Plan. This report highlights significant projects and accomplishments which contribute to the realization of our goals. For this first update of the Strategic Plan, we have included both work efforts that were completed since the plan’s adoption in August 2016 as well as efforts that were underway prior to adoption of the Plan, if those efforts contribute significantly to attaining the goals and objectives outlined in the plan.

CONTENTS BY STRATEGIC INITIATIVE

Connect Roanoke County to the World.................................................................4-5
Position Roanoke County for Future Economic Growth.................................6-7
Promote Neighborhood Connections .................................................................8-9
Ensure Citizen Safety..........................................................................................10-11
Be A Caring and Inclusive Community...............................................................12-13
Promote Lifelong Learning..................................................................................14-15
Keep Roanoke County Healthy, Clean and Beautiful.........................................16-17

To review the 2016 Community Strategic Plan, visit www.roanokecountyva.gov/csp.
Roanoke Valley Broadband Authority Expansion Across Roanoke County

In October 2017, Roanoke County celebrated the completion of a 25-mile broadband loop with a “lighting ceremony” at South County Library. Roanoke County collaborated with regional partners that make up the Roanoke Valley Broadband Authority to build a 25-mile core fiber network. The County’s portion of the broadband loop links important commercial clusters in South County to North County and the Glenvar area. A portion of the loop also links the Town of Vinton into the broadband network.

With the County’s portion of the network complete, the region’s businesses and residents have access to 75 miles of a regional high speed data system. Focused on economic development, regional businesses, schools, libraries and non-profits can now connect to stable, enterprise-quality fiber Internet and data services with unmatched reliability and security.

The Roanoke Valley Broadband Authority is a regional partnership started by local business leaders and four local municipalities, including the City of Roanoke, the City of Salem, Roanoke County and Botetourt County.
More Achievements

Several major projects in the County will soon improve access along Interstate 81, including approved funding for new auxiliary lanes on I-81 southbound and northbound between exits 143 and 141 to help ease congestion and improve access to the Hanging Rock area and Route 419 (Electric Road). Expansion of the Exit 140 Park and Ride Facility will be complete in Fall 2017.

Roanoke County’s support of regional marketing efforts can be seen from miles away, with the addition of the Virginia’s Blue Ridge and Splash Valley logos to the Western Virginia Water Authority water tower at Green Ridge Recreation Center (shown at right).

In 2017, Roanoke County approved new branding to help strengthen regional tourism and marketing efforts in our region. The new brand highlights McAfee Knob, a nationally-recognized destination for hikers and outdoor lovers that is unique to Roanoke County. The new mark debuted on the County’s website and social media channels, and other uses for vehicles, road signs and departments will be implemented over time. In the coming months look for the new brand on County fleet vehicles, and on the gateway signs that mark Roanoke County’s entrances.

The iconic Roanoke County Seal will remain the official seal of the County, and will be used by the Board of Supervisors and public safety agencies. The seal has been updated to a cleaner look with standard colors for more consistent display.

Roanoke County and other regional partners continue to support efforts to increase local air travel that connects Roanoke County to the world. In 2016, the Roanoke-Blacksburg Regional Airport saw 608,288 passengers, up nearly 12,000 from the previous year. New daily flights to New York City along with improvements to the jetways and other amenities make flying local more convenient for residents and businesses alike. The airport has an estimated $480 million annual economic impact on our community, as reported by the Virginia Department of Aviation.
419 Town Center Plan
Roanoke County’s redevelopment plan for the Route 419 Corridor started in 2016 with a series of stakeholder and community meetings to plan for the future of the area near Tanglewood Mall. A draft plan has been created that proposes increasing pedestrian access, improving traffic, adding residential space, and revitalizing the area’s commercial offerings.

The Roanoke County Planning Commission and the Board of Supervisors are reviewing the draft before consideration of the plan for formal adoption.

While the complete plan may take years to fully implement, the 419 Town Center Plan proposes to help transform the area into a walkable and convenient mixed-use gateway into South County. See the latest updates at www.roanokecountyva.gov/419.

More Achievements
Roanoke County was named as one of the Top 10 Mid-Sized Communities of 2017 in the Fourth Economy Index, in part for its pro-business climate. The County’s support of business growth can be seen through recent openings and expansion of businesses.

New business openings include Tru by Hilton, Texas Roadhouse restaurant, construction of a LewisGale Emergency Room near Tanglewood Mall, an American National Bank office, and construction of a new Valley Star Credit Union branch.

Business redevelopment projects included the sale of the former 419 Library to American Health Care for its new offices in Roanoke County and the purchase of the former Allstate building by VACORP insurance company. In addition, a recent $1 million expansion and clean room facility at the Plastics One company in South County created 20 new full-time jobs.

A significant community engagement process to receive input on the development of a master plan for the Wood Haven Properties was held during the spring. The Wood Haven Properties encompass more than 100 acres of land adjacent to Interstates 81 and 581. The Wood Haven Properties were purchased by the Western Virginia Regional Industrial Facilities Authority (WRIFA), a regional economic development authority. Funding partners for this project include Roanoke County, the City of Salem, and the City of Roanoke.

Roanoke County’s Economic Development Department supports local businesses with education and training, offering business workshops in partnership with the Virginia Small Business Development Center. Topics range from marketing to business operations for small businesses. The department hosted 11 classes this past year, with most of the nearly 250 attendees being small business owners in our community.
Explore Park Adventure Plan Development

Roanoke County has dedicated a total of $5.2 million in capital and infrastructure improvements to create a regional destination at Explore Park. To help guide the park’s development over the coming years, Roanoke County Parks, Recreation & Tourism has completed a comprehensive plan describing the amenities that will support the outdoor tourism industry our community has embraced.

Through the Explore Park Adventure Plan, the park is envisioned as the premier destination for adventure and outdoor activity. The park’s focus includes hiking and biking trails, river access, overnight camping and educational programs based on the park’s unique environmental and cultural history - all while preserving the park’s natural beauty.

Explore Park has seen more than 70,000 visits from July 2016 through June 2017, up 33% over the previous year. This increase was driven by community interest in the park as well as program and event visits generated by recreation programs, public events, and private rentals.

Roanoke County has received six proposals for business partnerships within the park, and negotiations are now underway to bring a signature aerial adventure course to the park.

The County received the 2017 Virginia Municipal League (VML) Innovation Award for Economic Development with the Explore Park Adventure Plan. For more information about the Adventure Plan, visit www.ExplorePark.org/adventureplan.
Transportation Improvements

The Plantation Road Bicycle, Pedestrian and Streetscape Improvement Project has broken ground with Phase 1, a $4.2 million investment of state, local and federal funds. This part of the project includes a pedestrian and bicycle shared-use path on the west side of Plantation Road from Williamson Road to Walrond Drive; landscaping; and curb, gutter, and storm drains. Overhead and underground utilities are also being relocated as part of the project’s first phase.

Two additional phases are also funded for $3 million, and will be constructed in fiscal years 2021 and 2024. The overall goal of the project is to connect Plantation Road to the Tinker Creek Greenway and an extensive network of trails at Carvins Cove Natural Reserve.

New adaptive signals can improve congestion along Roanoke County’s busiest streets and roads.

Funding for Future Projects

A $5.8 million project to help relieve congestion on Route 419 near Tanglewood Mall has received funding to add additional southbound lanes along with bicycle and pedestrian accommodations. Improvements will extend from the County line at Route 220 to Ogden Road, with construction beginning in 2021.

A new Route 311/Route 419 Roundabout project has been approved and is scheduled to begin construction in fiscal year 2021. This $1.96 million project will convert the signaled intersection at Route 419 and Route 311 to a roundabout. The roundabout will ease congestion and improve safety at this intersection during the morning and evening peak traffic hours by reducing the number of conflict points at the intersection.

Three new pedestrian improvement projects have been approved for funding on Plantation Road, Williamson Road, and West Main Street. Construction on sidewalks along Plantation Road has already begun, with final improvements to be completed by 2024. Improvements to West Main Street and Williamson Road are currently in the planning stages. These and other projects will help expand multi-modal transportation options across the County to increase access for pedestrians, and contribute to the overall health of our community.
Mixed-Use Development and Redevelopment Opportunities

A balanced mixed-use development combines housing options with pedestrian, bicycle and mass-transit access to the retail businesses, restaurants and services in a developed area.

Redevelopment projects involving two former schools are bringing new residential options to the Town of Vinton. The Roland E. Cook Lofts opened for new residents in Spring 2017, and renovations are underway at the former William Byrd High School. These projects provide new apartments that feature convenient and walkable access to downtown Vinton’s restaurants, businesses, and the new Vinton Library.

Redevelopment of the former Vinton Library owned by Roanoke County will soon bring Macado’s to the Town of Vinton as well, adding a new restaurant within an easy walk to other redevelopment efforts in downtown, including the Farmer's Market and new venues like Twin Creeks Brewing Company and the Star City Playhouse.

Redevelopment projects like the recently completed Roland E. Cook Lofts can transform old buildings into new spaces for residents and businesses alike. Interior photos courtesy Roland E. Cook Lofts, 2017.
Public Safety Staffing Achievements

Eleven new Firefighter/EMT positions are now possible through a $1.084 million federal SAFER grant awarded to Roanoke County Fire & Rescue. The new positions will help fill the gaps in fire protection and emergency medical services across the County.

The Roanoke County Police Department also received a regional grant to create a Sober On All Roads (SOAR) DUI Task Force, which created two Police positions to help keep our roads safer.

A regional partnership between the valley’s law enforcement agencies created the first Crash Reporting Center (CRC) in the United States. The CRC offers residents a convenient way to report a majority of accident damage for insurance claims, and reduces the time Roanoke County Police Officers are required to spend on-scene at accidents and writing reports.

Equipment and Facility Upgrades

Roanoke County Fire & Rescue has received an $860,000 FEMA grant to fund half of a $1.74 million project to replace Self-Contained Breathing Apparatus (SCBA) and add thermal imaging cameras for Firefighters. In addition, Roanoke County has also funded and started the replacement of public safety radios.

A new cooperative Fire Protection Agreement with the USDA Forest Service will provide essential assistance for Roanoke County Fire & Rescue’s Firefighters in case forest fires strike our community. The agreement will ensure that each agency has more resources to commit when wildfires happen.

Self-Contained Breathing Apparatus (SCBA) like the one pictured above provide Firefighters with breathable air during operations. The new units will also feature thermal cameras for each Firefighter.
ENSURE CITIZEN SAFETY

Fire & Rescue also received a $70,000 grant to install an emergency generator at Green Ridge Recreation Center, which will enable the center to serve as an emergency shelter if needed.

Roanoke County Police recently relocated its South County Substation to the Cave Spring Middle School campus, giving Officers more timely access to a major population center. Security improvements are also in progress at the Roanoke County Courthouse facility to support the safety of citizens, court staff and Sheriff’s Deputies.

Increased Citizen Engagement

Roanoke County Police Department developed a department strategic plan by using a task force comprised of representatives from the Police Department, County government, citizens and community businesses. The task force received input from a larger group of employees, citizens, and stakeholders within the community. The final plan is also aligned with the strategic initiatives contained in Roanoke County’s Community Strategic Plan.

New Police Department initiatives for 2017 included the Coffee With A Cop community outreach program, along with Active Shooter Training programs and Workplace Violence programs designed to help local businesses and places of worship prevent and prepare for incidents in the workplace.

Roanoke County Sheriff’s Deputies conducted numerous safety programs for elementary students, high school students and adults, including Citizen Firearms Safety Classes for adults, AVOID self-defense classes and new sessions of RAD self-defense classes for women. The Sheriff’s Office also hosts a secure drug disposal box for citizen disposal of unused medications to help keep prescription drugs off our streets.

The Sheriff’s Office also partnered with Roanoke County Police to create the first Youth Citizen Police Academy. The Sheriff’s Office has assigned two Deputies to support safety and security at Roanoke County’s elementary schools.

The Cones with A Cop program included both Sheriff’s Deputies and Roanoke County Police Officers in a joint community outreach program in cooperation with Freedom First Bank to introduce law enforcement officers to children and parents in the community.

New South County Police Precinct at Cave Spring Middle School.

Police hosted several Coffee With A Cop sessions at local coffee shops, where citizens met with Officers to discuss their concerns.

Fire & Rescue also received a $70,000 grant to install an emergency generator at Green Ridge Recreation Center, which will enable the center to serve as an emergency shelter if needed.
Coordination of Services for Vulnerable Populations

Roanoke County’s Department of Social Services has long recognized the value of foster care families in our community, and in 2016 a new program was created to promote the need for additional Roanoke County foster families. A new Community Outreach Specialist position within the department has increased foster care awareness in the public at large through a targeted campaign in local traditional media, social media channels, and at community-based events across the valley.

In addition, three new Family Support Specialist positions have been created to help improve the delivery of services to clients. Roanoke County has also worked to increase regional funding for Sabrina’s Place, a Total Action for Progress (TAP) program that provides a supervised and conflict-free place for custodial parents to safely exchange children for visitations.

Roanoke County has increased funding for Children’s Services Act (CSA) by $660,000 to further address the needs of children in our community. Children's Services Act programs provide high quality, child-centered, family-focused and cost effective services to at-risk youth and their families.

Community outreach programs organized by the Roanoke County Sheriff’s Office in 2017 also support the needs of the community. The Sheriff’s Office raised more than $6,200 for Special Olympics, delivered food items and gifts for senior citizens at Christmas and made special trips to hand out Easter bunnies at Roanoke County Schools Preschool programs and to families at Carilion Roanoke Memorial’s Neonatal Intensive Care Unit. Deputies also collected more than 3,000 pounds of items for local food pantries through its Citizen Firearms Safety Classes. Deputies have also volunteered at Feeding America Southwest Virginia’s warehouse to load, unload, sort and stock food items.
Focus on Mental Health Initiatives

**Mental Health Diversion** (funded by a Federal SMART Policing Grant) is a treatment referral process used by Roanoke County Police Officers when responding to mental health-related calls for service.

The Mental Health Diversion Program provides help to people in crisis sooner by sending Crisis One mobile counselors to the scene upon an Officer’s request. Many times this results in a citizen going into counseling rather than to jail. Data gathered through March 2018 on the outcomes of the diversions will be analyzed by George Mason University to determine the overall success of the program.

**Front line and administrative County employees** have also received training in mental health awareness from Mental Health America of Roanoke Valley. By recognizing the signs of distress during interactions with residents, many times employees can help de-escalate situations through compassionate service and understanding.

**Roanoke County has also increased its support for Blue Ridge Behavioral Healthcare by 20%** this past year. Blue Ridge Behavioral Healthcare is the public mental health services agency that helps prevent and address mental health disorders, intellectual disabilities, and substance disorders for individuals across the valley.

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Education Regarding Available Services

Roanoke County co-sponsored the second Roanoke Language Access Conference, designed to help front line workers serve refugees or clients with limited English proficiency in mental health settings. The training included behavioral health providers, front desk clerks, case workers, police and intake officers, and first responders. Sessions included language interpretation, dealing with trauma, and approaches to therapy for clients who speak little or no English.

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Access and Opportunities

For many years, Roanoke County has been a regional leader in providing programs and services to residents of all ages and abilities. Parks, Recreation & Tourism’s Therapeutic Recreation Services Division offers hundreds of programs each year to individuals with disabilities, and the County strives to make its facilities and programs more accessible each year.

Recent projects like the construction of an ADA accessible fishing platform on the Roanoke River at Green Hill Park and newly completed renovations and drive-through at the Department of Social Services building help improve the quality of life and availability of services for all residents.

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Roanoke County’s Therapeutic Recreation Program provides a range of recreational and social programs that enrich the lives of people who might otherwise not have access to activities outside private or group home settings.
“K to Gray” Continuum of Educational Resources

Roanoke County has funded the $37.5 million renovation of Cave Spring High School, which will expand capacity and update the facility first built in 1968. The renovation will address the need for new interior spaces, improved interior circulation patterns for students and staff, security concerns, and major infrastructure components of the building.

Beyond primary education for youth, Roanoke County Schools’ Adult Education programs offer subjects such as Auto Service Technology, Building Maintenance Technology, English as a Second Language, GED, Microsoft Office Instruction, SAT and College Board Exam Preparation classes, and Welding for adults.

Roanoke County Public Libraries also play a part in the ongoing education of all ages. Over the past year, Roanoke County Public Library has increased its digital holdings by 57%. By purchasing more e-books for its Overdrive collection and e-audiobooks for its RBdigital collections, patrons have access to more than 21,000 books at any time of the day or night.

Consistently growing recreational learning classes, or “lifelong learning,” are a staple at the Brambleton Recreation Center and the Green Ridge Recreation Center. Art, photography and cooking classes, inclusive family programs, and outdoor programs continue to grow in popularity.

In 2016, Roanoke County Public Schools saw an on-time graduation rate of more than 94%. In addition, 88% of Roanoke County Public School graduates pursue some form of post-secondary education. Photo courtesy Roanoke County Public Schools.
Educational Partnerships

Burton Center for Arts and Technology (BCAT) has created two new Career and Technical Education (CTE) programs through partnerships with other organizations.

A new Emergency Medical Technician (EMT) program formed in partnership between Roanoke County Fire & Rescue and Carilion’s Jefferson College promises to help bolster employment in these vital careers. The Roanoke County school district is currently working to expand the health-related curriculum in other areas as well.

A new Cybersecurity course created in conjunction with Radford University provides students with initial instruction and exposure to this growing and high-wage technology field.

A school partnership with Roanoke County’s Economic Development Department helps align education with local business needs by taking students to tour local businesses such as Appalachian Electric Power and the Western Virginia Water Authority.

Several Roanoke County departments participated in the first-ever Cave Spring High School Career Fair to help students understand what types of government careers await after high school and college.

Roanoke County’s Human Resources Department and Roanoke College began a new collaboration to place more college interns in County departments. This year nine college students gained real-life work experience with Roanoke County.

Marketing Educational Resources

Roanoke County Schools continue to achieve state and national recognition. The district was recognized by the Virginia Board of Education as one of the top 17 school districts in the state, out of 132. Four of the five middle schools in Roanoke County have been named as Schools to Watch by the National Forum to Accelerate Middle-Grades Reform, and Green Valley Elementary was named a Blue Ribbon School in 2016.

National media coverage for the district includes Education Week articles on Hidden Valley High School’s student self-assessment program, national media coverage on W.E. Cundiff’s Lindsay Murray being named a Milken Educator of the Year, along with constant local media coverage on numerous programs and accomplishments by Roanoke County Schools’ staff and students.

Parks, Recreation & Tourism continues to be a leader in “lifelong learning” programs for children and adults of all ages and abilities.
Environmental Stewardship

Responsible environmental stewardship plays a large part in keeping our community an attractive and healthy place to live. This stewardship extends to the management of both quantity and quality of stormwater runoff from developed areas. Investment in 2016-2017 stormwater projects totaled more than $1.5 million, with half coming from private sources under a Public-Private partnership with property owners.

Several recent and ongoing Roanoke County projects showcase the work being done to protect property and prevent erosion, while increasing the quality of our local waterways, including:

- Glade Creek Restoration in Vinyard Park,
- Murray Run Restoration at Ogden and Electric roads.
- The Orchards Subdivision Drainage Channel Improvements.

Improvements to 2,500 feet of Glade Creek through Vinyard Park have helped to prevent erosion and preserve this habitat for local fish.

Roanoke County’s improvements to The Orchards Subdivision drainage channel saves residential properties from erosion while creating an attractive and environmentally-friendly solution to stormwater management.

Charles Perry Partners, Inc., received the County’s first Stormwater Clean Award in July 2017.

A new program to recognize contractors who seek out and implement stormwater maintenance best practices during construction was created this year. Charles Perry Partners, Inc., was recognized in July 2017 as the first recipient of the Stormwater Clean Award for its work on the new LewisGale Emergency Center at the intersection of Ogden and Electric roads. The Stormwater Clean Award program was created and is managed by staff in the County’s Stormwater Management Division.
Developing Greenways and Trails as Healthy Alternatives

This past year, Roanoke County hosted three Greenway Master Plan Update meetings to solicit feedback regarding the development of existing and newly proposed greenway network connections. In 2017, the County received a $1.36 million Federal Land Access Program (FLAP) grant for the extension of the East Roanoke River Greenway to Explore Park. Other upcoming greenway and trail projects include the West Roanoke River Greenway connection, the Catawba Blue Blaze Trail to the Appalachian Trail (Phase 2), and pedestrian improvements to the McAfee Knob/Appalachian Trail parking lot on Route 311.

Outdoor Recreation and Natural Resources

In a collaboration with the City of Roanoke, Roanoke County acquired property along Back Creek that will become Jae Valley Park. The park will be maintained by the Parks, Recreation & Tourism Department, providing improved access to Back Creek and passive outdoor recreation for residents. Targeted for opening in Spring 2018, Jae Valley Park may also serve as a future blueway access point and connect to Explore Park just five miles away. Future plans for the park may also include trails, wildlife viewing and a picnic area.
Follow Roanoke County on these social media channels.

Facebook
https://www.facebook.com/RoanokeCountyVirginia.Government

Twitter
https://www.twitter.com/RoanokeCounty

YouTube
https://www.youtube.com/RoanokeCounty
VISION STATEMENT

“Roanoke County is a vibrant, innovative, and scenic community that values its citizens, heritage, and quality of life.”

- Roanoke County Board of Supervisors
  January 2016