

Roanoke Valley Emergency Resource Directory

City of Roanoke
City of Salem
Roanoke County
Town of Vinton



2002

Prepared by the
Roanoke Valley-Alleghany Regional Commission



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Emergency Resource Directory

This directory is the product of a collaborative effort between representatives of the City of Roanoke, City of Salem and Roanoke County fire departments and Roanoke Valley-Alleghany Regional Commission staff to assist in the provision of emergency services in the Roanoke Valley. This directory contains emergency services contact information for local, state and federal emergency agencies, public and private resources and services, and community services available to assist emergency agencies and personnel.

We would like to thank the following fire chiefs and their staff for their ongoing cooperation, input, and continued support in developing this directory.

Chief Richard E. Burch, Jr.
Roanoke County Emergency Services Director
3568 Peters Creek Road
Roanoke, Virginia 24019

Chief James Grigsby
City of Roanoke
541 Luck Avenue, SW, Suite 120
Roanoke, Virginia 24016

Chief Chester G. Counts
Salem Fire and EMS Department
P.O. Box 869
Salem, Virginia 24153

For updates, additions or corrections, please contact:

Roanoke Valley-Alleghany
Regional Commission
PO Box 2569 / 313 Luck Avenue
Roanoke, VA 24010
Phone: 540-343-4417
Fax: 540-343-4416
www.rvarc.org

Local Emergency Services Contact Numbers

City of Roanoke

Fire-EMS Operations

Emergency..... 911
541 Luck Avenue SW, Roanoke..... 853-2327

Police Department

Emergency 911
Non-Emergency..... 344-6681

Health Department

518 8th Street SW, Roanoke 857-7600

City of Salem

Fire Department

Emergency..... 911
Administrative Office
105 South Market Street 375-3080

Police Department

36 E. Calhoun Street
Emergency..... 911
Non-Emergency Assistance and Information 375-3078

Safety Coordinator

114 N. Broad Street 375-3015

Roanoke County

Fire Department

Emergency..... 911
Disaster Services 561-8070

Sheriff’s Office

Emergency..... 911
Non-Emergency and Assistance..... 387-6300

Health Department

Roanoke County-Vinton
227 S. Pollard, Vinton..... 857-7800
Roanoke County-Salem
105 E. Calhoun Street, Salem 387-5530

Continued on next page

Town of Vinton

Fire Department

120 W. Jackson Avenue

Emergency..... 911

Non-Emergency..... 983-0641

Non-Non-Emergency After Hours 342-8125

Police Department

311 S. Pollard Street 342-8135

First Aid Crew

110 W. Jackson Avenue

Non-Emergency..... 983-0641

Non-Non-Emergency After Hours 342-8125

Emergency Services Coordinator 983-0617

Carilion Roanoke Community Hospital	
102 Highland Avenue SE, Roanoke	985-8000
Carilion Roanoke Memorial Hospital	981-7000
Lewis-Gale Medical Center	
1900 Electric Road, Salem 24153	766-4000

Bureau of Alcohol, Tobacco & Firearms (ATF)	1-202-927-7777
Drug Enforcement Administration (DEA)	857-2555
Federal Bureau of Investigations (FBI).....	344-5561
Federal Emergency Management Agency, Region III 615 Chestnut Street Philadelphia, Pennsylvania 10106	215-931-5608
National Poison Center	1-800-222-1222
National Response Center Report Chemical, Oil Spills & Chemical/Biological Terrorism	1-800-424-8802
State Police	
Roanoke Valley	375-9500
Toll Free	1-800-542-5959
U.S. Coast Guard Search & Rescue	1-757-483-8567
U.S. Environmental Protection Agency	
U.S. Marshals Services	875-2230
U.S. Secret Service	345-4301
Virginia Department of Environmental Quality (VDEQ)	
629 East Main Street P.O. Box 10009 Richmond, Virginia 23240-0009	804-698-4000
toll-free in Virginia	1-800-592-5482
VDEQ Regional Office	
West Central Regional Office 3019 Peters Creek Road , Roanoke, Va. 24019	540-562-6700

Virginia Department of Health
State Medical Examiner, Western District
6600 Northside High School Road
Roanoke, VA 24019561-6615

Virginia National Guard857-7026

A ACLS Advanced Air Ambulance	800 633-3590
AAAEMS	800 558-5387
Carilion Patient Transportation Services, LLC.....	345-7628
Lifeline Ambulance Service, Salem.....	389-3143
Roanoke Valley Center for Sight 426 W. Main Street, Salem	378-5276
United Ambulance Services, Inc. 2701 Shenandoah Avenue NW, Roanoke	981-0400

Electricity

American Electric Power 800-956-4237

Gas

Columbia Gas of Virginia 800-543-8911

Roanoke Gas Company

 Business Hours (8-6 PM)..... 540-777-4427

 After 6 PM 777-0623

Telephone

Verizon

 Residence Service..... 954-6222

 Business Service 826-2355

Amateur Radio Emergency Service (ARES)

Tom Gregory

N4NW

State Emergency Coordinator

14 Shallow Creek Lane

Stafford, VA 22554

Voice (24hrs)(540) 720-0431

Tom Harmon

AK1E

Assistant State Emergency Coordinator

162 Shackleford Wells Rd.

Fredericksburg, VA 22406

Voice (24hrs)(540) 752-2100

Cell(540) 273-3700

David "Fletch" Fletcher

K3DCF

District Emergency Coordinator - South Piedmont District

2403 Floraland Dr

Roanoke, VA 24012

Voice (home)(540) 563-2689

Work (days)(540) 857-2391

Cell(540) 520-6850

City of Roanoke

1802 Courtland Road, NE

Roanoke, VA 24012

Contact: Special Projects Coordinator, Public Works

Phone 853-6514

Citizens Service Center 853-2000 (after hours)



Equipment:

Dump Trucks (6 ton, 8 ton, 10 ton and above)

Directional Arrow

Rubber Tire Loader

Rubber Tire Loader Backhoe

Excavators

Track Loader

Backhoes

Pick-Up Trucks (4WD)

Air Compressors

Light Crane Truck

Cruze Crane

Notes:

Above equipment list is a partial inventory of equipment maintained by the city's Traffic Engineering, Streets and Traffic and Ground Maintenance and Utility Line Services departments. For a complete listing of equipment contact the Special Projects Coordinator.

City of Salem

Streets and General Maintenance Department

1228 Indiana Street, Salem, VA 24153

Phone(540) 375-3039



Equipment:

- Rubber tire Loader
- Wheel Loader
- Backhoes
- Backhoe (4WD)
- Knuckle Boom Crane
- Crane (15 ton mobile)
- Dump Trucks
- Tandem Dump Truck
- Low Boy Trailer (35 ton)
- Grader
- Excavator

Notes:

Above list is a partial inventory of equipment maintained by the city's Streets and General Maintenance Department. For a complete listing contact the department at the number listed at top of page.

Roanoke County

Utilities Department

1206 Kessler Mill Road

Salem, VA 24153

Contact: Utilities Director

Phone(540) 387-6105



Equipment:

Dump Truck

Backhoes

Air Compressor

Generators (200k, 100k, 50k)

Trailers

Notes:

Above list is a partial inventory of equipment maintained by the county's Utilities Department. For a complete listing contact the Utilities Director at the number listed above.

Demolition and Excavating Contractors

Alan L. Amos, Inc. 915 Pocahontas Avenue NE, Roanoke	345-1000
Cox S. B, Inc.	800 552-6781
D. H. Griffin Wrecking Co. Inc.....	888 336-3366
Fitzgerald Excavating & Construction Covington.....	800 927-0154
L & S Excavating 212 25th Street NW, Roanoke.....	384-5020 or 864-5600
Adams Bros Excavating Co. Route 2, Vinton.....	890-5187
James Barlow Excavating 4431 Hazel Ridge Road NW Roanoke.....	362-7900
Alexander & Associates 2560 Catawba Drive, Salem	384-6271
Alleghany Construction Co., Inc. 2830 Nicholas Avenue NE, Roanoke	345-0817
Bandy Joe & Son 1801 Murry Road SW, Roanoke	342-5187
Cave Spring Excavating Inc. 6521 Bent Mountain Road.....	989-3266
Clark's Excavating Co. 6410 Sugar Ridge Drive SW, Roanoke	774-1052
Dallas Wright Excavating and Grading Salem	375-3199
Russell Short, Inc. Vinton.....	890-6025
Sisson's Backhoe Service Roanoke	989-3297

Demolition and Excavating Contractors

Sugg Daniel N Excavating & Grading 4891 Dan Robin Road	380-3019
Thomas Brothers 494 Glenmore Drive, Salem	389-8193
Swartz & Son Construction Roanoke	366-4342
U S Construction Co. 8201 Williamson Road, Roanoke.....	563-9098

Apex Environmental Inc. 3513 Brambleton Avenue, Roanoke.....	776-8157
B & S Industrial Services Troutville.....	977-0208
Clean & Green Technologies 4142 Melrose Avenue NW, Roanoke	563-1999
Clean Valley Environmental Services 1313 Deer Run Drive, Vinton	890-8037
Earth Environmental Consultants, Inc. 375 Franklin Street, Rocky Mount.....	888 663-9719
Engineering Consulting Services LTD. 5320 Peters Creek Road, Roanoke.....	362-2000
Environmental Engineering Inc. Blacksburg.....	866 951-1600
Environmental Options Inc. 720 Energy Blvd, Rocky Mount	483-3920
LCM Corporation (Haz-Mat Response) Emergency Response Spill Team 3321 Shenandoah Avenue NW, Roanoke	344-5583
IMS Environmental Services (24 hour Haz-Mat Response).....	800 989-4467
Palmer Asbestest Company Inc.....	463-3336
W.E.L. Inc. 1040 Hollins Road, Roanoke	581-0735
Simon & Associates, Inc. Blacksburg	800 763-4234
Strahle Construction Co. Inc. 6000 Goodview Road, Goodview	890-0696

Carter Rental

5130 Peters Creek Road
Roanoke, VA 24019



Type of Company:

Construction and Industrial Equipment
Sale and Rental

Contact Information:

Business Hours: 563-0402
After Hours, Holidays: (888) 344-RENT (7368)

Equipment and Services:

- Backhoes
- Dozers
- Excavators
- Skid Steer Loaders
- Track Loaders
- Wheel Loaders
- Demolition Tools
- Cranes
- Generators
- Pumps
- Articulating Booms
- Scissor Lifts
- Traffic Equipment
- Trucks
- Light Towers
- Miscellaneous Power Tools



Sample Rental Rates:

Cranes Shuttlelift 8.5 ton Carry Deck Arrangement: \$ 1,500 (week), \$ 500 (day),
Excavator, CAT 307 15' Dig Depth, 22' Max Reach, 14,320 lbs: \$ 900 (week), \$ 330
(day), Track Loader, AT 939 90 hp, 1.5 cy Bkt Cap, 20,908 lb Weight: \$ 1,250
(week), \$ 450 (day), Water Truck , 2,000 gal Capacity: \$ 1,200 (week), \$ 400 (day)

Notes:

Operators not provided
Delivery available
Daily rates available

Hertz Equipment Rental
2315 Patterson Avenue SW
Roanoke, VA

Type of Company:
Equipment Rental

Contact Information:
Business Hours: 982-0005
After Hours, Holidays: number above
gives message with 24 hour contact information



Equipment and Services:
Backhoes
Dozers
Loaders
Skid Steer Loaders
Dump Trucks
Cranes
Portable Light Towers
Generators
Telescoping Booms (4 wheel drive)
Water Truck (2000 gallon)
Water Trailer
Excavators
Cranes
Miscellaneous power tools and equipment

Notes:
Delivery available
Operators not provided
Equipment not on site or additional equipment can be acquired in 1-2 days as needed

J.W. Burress, Inc

1301 Rockland Avenue, NW
Roanoke, VA 24012

Type of Company:

Construction and Industrial
Equipment Sale and Rental

Contact Information:

Business Hours: 362-3601
After Hours and Holidays: 890-0499

Equipment and Services:

- Excavators
- Cranes (all-terrain, rough terrain, truck mounted)
- Wheel Loaders
- Haul Trucks
- Pumps
- Generators
- Dozers
- Telescoping Boom Trucks
- Trailers
- Demolition Tools
- Hydroseeders
- Drills
- Miscellaneous Power Tools

Sample Rental Rates:

- Crane, Grove AP308: \$1,800 (week)
- Excavator, Hitachi EX110: \$1,850 (week)
- Wheel Loader, Kawasaki 65Z (2.6 yd Bucket): \$1950 (week)
- Hammer w/ Excavator, V32: \$7000 (week)

Notes:

Operators not provided but may have contacts with local contractors/operators



RSC

1201 Electric Road
Salem, VA

Type of Company:

Construction and Industrial Equipment Sale and Rental



Contact Information:

Business Hours: 375-2800

After Hours and Holidays: same as business hours telephone number; automated answering service will give instructions for contacting on-call person.

Equipment and Services:

Generators

Loaders

Excavators

Cranes

Pumps

Mobile light towers

Miscellaneous power tools and equipment

Notes : Equipment in stock varies. Operators not provided.

United Rentals

1238 Orange Avenue, NE
Roanoke, VA 24012

Type of Company:

Construction Equipment Rental

Contact Information

Business Hours: 345-8665

After Hours and Holidays: 345-8665 (automated answering service)



Equipment and Services:

- Cranes
- Dump Trucks
- Excavators
- Backhoes
- Skid-Steers
- Boom Lifts
- Scissor Lifts
- Generators
- Air Compressors
- Loaders
- Pumps
- Miscellaneous Power Tools



Notes:

Equipment in stock varies
Operators not provided



American Red Cross
Emergency Services 985-3560

Food Lion
4350 Franklin Road SW 989-8704
629 Peters Creek Road NW 982-2018
6619 Williamson Road 362-9402
4933 Grandin Road SW 989-0895
4812 Hollins Road NE 563-9704
Blue Ridge Square Shopping Center, Vinton 890-6026
Valley Commons, Salem 389-0241

Kroger
Cave Spring Corners..... 774-0861
7223 Williamson Road NW 563-0110
Tanglewood Mall..... 989-4434
Salem-Lakeside Plaza Shopping Center..... 986-0009
Orange Avenue Route 460 E 982-3509
Lake Drive Plaza, Vinton..... 345-7017
Lakeside Plaza Shopping Center, Salem 986-0009

Wal-Mart
4807 Valley View Blvd NW..... 265-5600
1841 W Main Street, Salem 375-2919

Winn Dixie
1255 Franklin Street, Roanoke..... 483-5714
Washington Avenue and Hwy 245, Vinton..... 342-8404
2718 Lee Hwy, Troutville 922-4122

Kmart
1419 Hershberger Road NW, Roanoke 366-4415
3533 Franklin Road SW, Roanoke 981-9321
1355 W. Main Street 387-2791

Housing Services/Temporary Emergency Shelters**Council of Community Services**

502 Campbell Avenue SW, Roanoke

Information & Referral Center of Southwest Virginia..... 982-2345

American Red Cross

352 Church Avenue SW, Roanoke

Emergency Services 985-3560

Crisis Intervention Center 977-3330

The Rescue Mission of Roanoke

402 4th Street SE, Roanoke 343-7227

TRUST

404 Elm Avenue SW, Roanoke 344-8060

YMCA

Central Branch 425 Church Avenue 345-9922

Salem Family Branch 962 Kime Lane. 387-9622

Roanoke Area Ministries

RAM House

824 Campbell Avenue SW, Roanoke..... 343-3753

TAP's Transitional Living Center

23-24th Street NW, Roanoke 345-7537

Salvation Army

Offices & Social Services

724 Dale Avenue SE, Roanoke 343-5335

Salvation Army Red Shield Lodge

821 Salem Avenue SW, Roanoke 342-7398

Continued on next page

Salvation Army-Turning Point

815 Salem Avenue SW, Roanoke 345-0400

Samaritan Inn

543A Salem Avenue SW, Roanoke 3431447

Interfaith Hospitality Network

1970 Roanoke Blvd., Salem ?

RIS Interpretive Services

Catholic Diocese of Richmond
1106 9th Street SE
Roanoke, VA 24013

Contact Information:

Phone: (703) 342-7561
Fax: (540) 344-7513

Services Offered:

Language Translation Services
Cross-Cultural Training and Seminars
Immigration Counseling

Languages Available:

Arabic	Korean
French	Lao
German	Mandarin
Haitian Creole	Russian
Japanese	Spanish
Khmer	Vietnamese
Cantonese	

Notes: Other languages may be available. Call number listed above for further information.

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