

DID YOU KNOW....

If you have a question, complaint, concern or need a city service, our citizen services advocates at the Citizen Contact Center can take action or connect you to the right person.

Whether you want to report a pothole, find out about the next trash pickup, or thank a city employee for a job well done, dial either 3-1-1 or 757-727-8311 or utilize the 311 Hampton VA app. Advocates are available from 7 a.m. to 11 p.m. every day, and after-hours calls are routed through Police Communications.



City Services

POLICE/FIRE/EMS	911
POLICE (NON-EMERGENCY)	757-727-6111
POLICE COMMUNITY RELATIONS UNIT	757-727-6575
CRIME LINE (ANONYMOUS)	1-888LOCKUUP
CITY CUSTOMER SERVICE	757-727-8311
SHERIFF'S OFFICE	757-926-2540
VICTIM WITNESS OFFICE	757-726-6978
HEALTHY FAMILIES	757-727-1300
HEALTH DEPARTMENT	757-727-1172
SOCIAL SERVICES	757-727-1996
CHILD ABUSE HOTLINE	1-800-522-7096
TRANSITIONS FAMILY VIOLENCE	757-722-2261
HOUSING AUTHORITY	757-727-6337
NEIGHBORHOOD OFFICE	757-726-5438
CODES AND COMPLIANCE	757-727-8311
CITIZEN'S UNITY COMMISSION	757-728-3279
PARKS AND RECREATION	757-727-6348
PUBLIC WORKS	757-727-8311
COMMUNITY SERVICE BOARD	757-788-0300
MAGISTRATE	757-727-6589
PROBATION AND PAROLE	757-727-4855
JUVENILE PROBATION AND PAROLE	757-727-6184
YOUTH VIOLENCE PREVENTION	757-727-2730
SUICIDE CRISIS LINE (24/7)	757-622-1126
ALCOHOLICS ANONYMOUS (24/7)	757-490-3980
NARCOTICS ANONYMOUS	757-256-7858

HAMPTON VA
RESET
 RAPID ENGAGEMENT OF SUPPORT IN THE EVENT OF TRAUMA



In 2017, the Hampton Police Division, Victim Witness Services and the Youth Violence Prevention Office developed the **R.E.S.E.T.** Team. Everyone has a vested interest in the overall well-being of our residents and the communities in our city.

Violent crime and traumatic events not only affects victims and their families, but can also impact the entire community. **R.E.S.E.T.** stands for **Rapid Engagement of Support in the Event of Trauma.**

The **R.E.S.E.T** Team is comprised of citizens and city employees who will visit communities after they have experienced traumatic events or areas that are continuously affected by on-going criminal activity. While in the community, members will offer information included in this packet that can assist in the recovery process as well as offer prevention and intervention services that can improve the quality of life in the neighborhood.

Safe and Clean Campaign

What is it? The "Safe and Clean" campaign is a targeted effort to strengthen relationships between city government and the community and to improve the health, safety and quality of life in Hampton. City workers from all departments – from police to codes to public works crews – are getting to know people in the neighborhoods and helping to look out for suspicious activity.

Help – by being alert and reporting problems in your community or suspicious activity. We need you to be our eyes and ears and to let us know what is happening in your community and your community can be improved.

To report suspicious or illegal activities call the police by dialing 911 for emergencies or 757-727-6111 for non-emergencies.

If you have a question, complaint, concern or need a city service, our citizen services advocates can take action or connect you to the right person by calling either 311 or 757-727-8311.

For updated information about the Safe and Clean Campaign visit <http://hampton.gov/2339/Safe-and-Clean>. If you would like current information about criminal activity where you live, work and play visit <http://hampton.gov/opendata>.

Victim-Witness Services

Hampton's Victim-Witness Services office has been assisting victims and witnesses of crime since 1984 and is committed to facilitating the treatment of victims and witnesses with fairness, dignity, and respect.

Understanding the criminal justice process can be very confusing. Our aim is to minimize the many frustrations that are associated with coming to court by providing you with as much information as possible. We understand that the needs of crime victims vary depending on the individual and type of crime, but we will provide the same treatment to all those who are victims and/or witnesses.

Some things Victim-Witness can help you with:

- You need a referral to community service agencies, counseling, or other needs.
- You need assistance with completing a Victim Impact Statement.
- You need information on qualifying for crime victims' compensation for personal injuries.
- You need information regarding parole and prisoner release.

For more information about how Victim-Witness can help you call 757-726-6978.