Arlington County
Welcome Kit

About Arlington

Arlington is a world-class urban community that was originally part of the “10-mile square” parcel of land surveyed in 1791 to be the nation’s capital. It is the geographically smallest self-governing county in the United States, occupying just under 26-square miles.

Known for its urban villages and transit-oriented development, Arlington maintains a rich variety of stable neighborhoods, quality schools and enlightened land use. Home to some of the most influential organizations in the world — including the Pentagon — Arlington stands out as one of America’s preeminent places to live, visit and do business.

How the Government Works

The five-member County Board is the governing body of Arlington County. Members are elected at-large for staggered four-year terms. The County Board makes general policy decisions for all County government functions that the Board-appointed County Manager administrates. The Board sets real estate, personal property and other tax rates, and establishes the work program for the County by adoption of an annual budget. The Board makes all land use and zoning decisions within the limitations imposed by the Code of Virginia. It oversees transportation policies related to such issues as widening, narrowing and repairing of County streets, sidewalks and bicycle trails.

The judiciary and the constitutional offices — such as the Commissioner of Revenue, Commonwealth’s Attorney, Clerk of the Courts, Sheriff, and Treasurer — function independently of the County Board.

Quick Facts About Arlington

- More than 211,000 residents, more than 200,000 jobs, and 8,000 overnight visitors on any given day.
- 11 Metrorail stations — more than any other area suburban community.
- Nearly 200 public parks and playgrounds, 86 miles of biking/jogging trails, 13 community centers, seven live stage theaters and eight libraries.
- Home to national icons including the Pentagon, Iwo Jima Memorial, Arlington National Cemetery, and the Air Force Memorial.
- Top five private employers — Deloitte, Lockheed Martin Corporation, Virginia Hospital Center, Marriott International, Inc. and Bloomberg, BNA. The Federal government is the largest single employer.
- Arlington County public school children hail from 127 countries and speak 105 languages.

What’s in This Kit

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3............................................................. Services You Need
4..................................................Important Phone Numbers

Stay connected, stay in the know. Sign up at:
newsroom.arlingtonva.us
Citizen participation is a vital aspect of good government, and the County relies on the help of countless community members who volunteer their time and expertise. With 62 registered civic and citizen associations, dozens of commissions and more than 100 community service organizations, there’s something for everyone!

Voter Registration
Need to register to vote or update your registration information? Come to the Voter Registration Office at 2100 Clarendon Blvd., 3rd floor, Monday through Friday from 8 a.m. to 5 p.m., or call 703-228-4000.

Get Involved
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Sign up for government services
- Register Your Vehicle with Virginia
  Online at www.dmvnow.com or call 804-497-7100; (TTY) 800-272-9268
- Register Your Vehicle with Arlington
  Online at http://capp.arlingtonva.us or call 703-228-3135
- Purchase a Vehicle Decal
  Online at www.arlingtonva.us/treas or call 703-228-4000
- Obtain a Residential Parking Permit
  Online at http://rppp.arlingtonva.us or call 703-228-4000
- Apply for a Dog License
  Online at www.arlingtonva.us/treas or call 703-228-4000
- Register to Vote
  Online at www.arlingtonva.us/vote or call 703-228-3456

Set up your new home
- Order Electricity with Dominion
  Virginia Power
  Online at www.dom.com or call 866-366-4357
  (TTY) 800-552-4015
- Order Cable, Internet and Telephone Service
  - Comcast of Arlington – www.comcast.com or call 703-841-7700
  - Verizon – www.verizon.com or call 800-837-4966
- Order Gas with Washington Gas
  Online at www.washgas.com or call 703-750-1000 (TTY) 703-750-7975
- Obtain Refuse, Recycling, Water Services
  Online at www.arlingtonva.us/des or call 703-228-6570

For most Arlington County services, you also can go in person to the County Government building at Courthouse Plaza, 2100 Clarendon Blvd, Arlington, VA 22201

Volunteerism in the Community
Arlington’s Volunteer Office connects volunteers and organizations to meet community needs. Each year, thousands of individuals and groups of all ages, interests and cultures serve as volunteers.

The Online Volunteer Connection website allows you to search for volunteers by location, field of interest, age group, population served and more. Go to www.arlingtonva.us/volunteer or call Volunteer Arlington at 703-228-1760 (703-228-1398 TTY) to learn more.

Neighborhood Civic Associations
Arlington County has more than 60 civic associations with members who actively maintain and enhance their neighborhoods. To find out more about your own neighborhood civic association, go to www.arlingtonva.us, then go to the County Board page and choose “community groups.”

Advisory Groups and Commissions
Arlington has more than 35 citizen advisory groups that assist the County Board in studying issues. Any Arlington County resident can submit an application and be considered by the board for appointment to an advisory group. For more information, go to www.arlingtonva.us/board or contact the board office at 703-228-3130.

Key Websites
Arlington County - www.arlingtonva.us
Alert System - www.arlingtonalert.com
Arlington Public Schools - www.apsva.us
Commuter Services - www.commuterpage.com

Online subscriptions
www.arlingtonapps.com/subscribe

Facebook
@arlingtonva
Twitter
@arlingtonva
Arlington TV
www.arlingtontv.com/
Tall Grass, Overhanging Trees, Abandoned Vehicles and Junk

Property owners or renters are required to clear obstructions from the sidewalk to allow for pedestrian passage and to keep grass mowed shorter than 12 inches. The County can help remove abandoned vehicles left on private property. Contact Community Code Enforcement at 703-228-3232.

Sidewalks — as well as the grass strip between the curb and sidewalk — are typically public property owned by Arlington County. If a tree or shrub is obstructing a sign or posing a hazard on the public property, call 703-228-6525. If you have large junk items to discard, call 703-228-6570.

Graffiti

Report the specific location of any graffiti you see by calling 703-558-2222, the police non-emergency number.

Parks & Recreation

Arlington County offers hundreds of programs, classes, and activities for all ages and abilities. Check out www.arlingtonva.us/dpr for a complete listing. Arlington County is committed to providing open and accessible programs. If you require a reasonable accommodation, advance notice is preferred; call 703-228-4740. For information on fee reductions, call 703-228-4747 (TTY 703-228-6832).

Snow Removal

During snowfall, the County concentrates on keeping the main arteries passable for public transportation and emergency vehicles. After snow stops falling, crews quickly concentrate on clearing snow from all streets. Neighborhood streets are cleared last. Virginia’s Department of Transportation (VDOT) is responsible for clearing all state roads. To report snow on roadways, call:

- VDOT/State Roads: 1-888-383-8368
- Local Streets/Arlington: 703-228-6485

Clear snow from your sidewalks:

Residents/business owners are responsible for clearing snow from sidewalks, driveways and entrances.

Towing

Watch where you park. Carefully read any posted signs, and do not park in restricted areas. To locate a towed vehicle, contact the Police Department’s non-emergency number, at 703-558-2222. The Police Department will tell you if your car has been reported as towed by a private towing company.

Refuse & Recycling – Curbside

(For single-family, duplex and townhome residences only.)

Trash/special pick-ups: Regular collection occurs weekly. Place containers at curbside no earlier than 5 p.m. the day before collection and no later than 6 a.m. the day of collection. Remove containers from curb within 24 hours. All trash is sent to the County’s waste-to-energy plant. By request only, the County will pick up appliances, heavy metal items, and unbundled brush.

Recycling: Place recycling bins curbside on the same day as trash to recycle newspapers, magazines, mixed paper, bottles and cans. Apartments and condos are required to have onsite recycling for their residents.

Trees, Leaves & Brush Recycling – Curbside

Christmas tree recycling: Collected during first two full weeks of January on trash day. Trees are recycled into wood mulch. Do not use plastic tree bags.

Brush recycling: By request only, the County collects unbundled brush (clippings and tree trimmings) curbside every week, year-round. Homeowners must arrange for private disposal of large quantities of brush from multiple trees or land clearing.

Spring Yard Waste Collection/Recycling: During March and April, the County collects garden debris and plant and shrub clippings one business day after trash day. Free biodegradable bags are available at locations around the County.

Leaf Collection/Recycling: During November and December, the County collects and recycles leaves into mulch. Residents can rake their leaves into loose piles at the curbside for vacuum leaf collection, or put leaves in free biodegradable bags for collection. Go to www.arlingtonva.us/recycle for updates and bag locations. Reminder: Do not park cars on leaf piles — it’s a fire hazard!

Free Mulch: All residents can pick up free leaf and wood mulch (made from collected brush, yard waste and leaves) at two locations. Home delivery of mulch is available for a small fee. Mulch locations (see the map in this brochure to view exact locations):

- 26th St. N. and Yorktown Blvd., 7 days a week, 24 hours a day
- 4300 29th St. S., near Shirlington (Mon.-Fri. 5 a.m. – 9 p.m.; Sat. 7:30 a.m. – 4:30 p.m.)

Drop-off Recycling/ Hazardous Materials

Hazardous materials and Electronics: Bring household hazardous materials — paint, chemicals, pesticides, TVs and other electronics — to the HHM recycling facility at 3151 S. Fern St., every Saturday except holidays between 9 a.m. and 3 p.m. (Small fee for TVs/monitors.) Call 703-228-6832 for details.

Recycling Centers: Two centers are available 24/7 to all residents and businesses for recycling bottles and cans, mixed paper and cardboard. Locations: 530 N. Quincy St. and the corner of Columbia Pike and South Four Mile Run. Small metal recycling also available at Quincy St. (Also see the map in this brochure for locations.)

Water, Sewer and Streets

Utilities Billing/Water System: Residents in single-family and duplex households receive drinking water, sewer and refuse/recycling collection service from the County. These services are billed together. The County pumps, stores, distributes, meters and bills for water. The water comes from the Dalecarlia Water Treatment Plant in Washington, D.C. Tip: Remember, you can always pay your bill online at www.arlingtonva.us.

Sanitary sewer system: The system carries wastewater from homes and businesses to the Water Pollution Control Plant for treatment.

Streets and potholes: The County provides concrete maintenance to residential and commercial curbs, gutters and sidewalks, plus pothole and pavement repairs. The paving program annually includes asphalt resurfacing, sealing, and street rebuilding.
**ARLINGTON ECONOMIC DEVELOPMENT (703-228-0808):** Dedicated to preserving and enhancing an economically competitive and sustainable community by providing leadership and services to Arlington’s business community, its tourism industry and its real estate development. Operates the Arlington Convention & Visitors’ Bureau, the Artisphere, serves as the primary link to Arlington’s business community, and helps small businesses through its award-winning BizLaunch and Cultural Affairs program.

**LIBRARIES (703-228-3348):** Operates 8 libraries in Arlington, including Central Library in Virginia Square. Circulates about 3 million items a year, including books, DVDs, CDs, audiobooks. Provides public computers, wireless hotspots, films, lectures, seminars, art shows. More Arlington Public Library transactions take place online than at any location except Central Library.

**COMMUNITY, PLANNING, HOUSING & DEVELOPMENT (703-228-3535):** Promoting the improvement, conservation and revitalization of Arlington’s physical and social environment. Implements Arlington’s vision through the General Land Use Plan and manages the region’s most aggressive Affordable Housing program. Also manages Historic Preservation and the Neighborhood Conservation program, under which neighborhoods choose improvement projects for their community. Enforces zoning, noise, and care-of-premises ordinances.

**FIRE (703-558-2222, non-emergency):** Provides state-of-the-art fire, rescue and emergency medical services for Arlington County and City of Falls Church. Ten fire stations house about 300 fire fighters. Services include handling of hazardous materials, technical rescue, fire prevention and fire safety education. 703-228-3362 (Administrative)

**ENVIRONMENTAL SERVICES (703-228-6570):** Brings strategic focus to critical policy areas of transportation, environment and capital investment and provides continuing operations and maintenance in these areas. Manages the County’s infrastructure, including drinking water, wastewater treatment, street construction, trash/recycling, Arlington Transit. Manages Fresh AIRE and environmental sustainability programs.

**HUMAN SERVICES (703-228-1700):** Committed to maintaining a healthy, stable and safe community by focusing on prevention and promoting independence and self-sufficiency. Manages many vital community services addressing special needs of children and families, seniors, persons with physical and mental disabilities. Provides Public Health services and administers a range of housing and financial assistance services.

**MANAGEMENT AND FINANCE (703-228-3415):** Ensures prudent use of County resources; manages the County’s annual budget, bonds and real estate assessments. Arlington is one of few jurisdictions in the U.S. with a prestigious AAA bond rating from all three bond rating agencies.

**HUMAN RESOURCES (703-228-3500):** Provides human resources leadership and expertise to attract, develop, motivate and retain a high performing and diverse workforce. Recruits County staff and manages compensation, benefits and wellness programs.

**OFFICE OF EMERGENCY MANAGEMENT (703-228-7936):** Coordinates response to all emergency incidents in the County. Coordinates with federal partners, manages the County's Emergency Communications Center (9-1-1 center), and operates Arlington Alert and 1700AM Arlington. During emergencies, manages the County's Emergency Operations Center and coordinates with regional partners.

**POLICE (703-558-2222, non-emergency):** Arlington’s 370 sworn police officers help reduce incidents of crime to the lowest rate since the 1960s. Operates many community and prevention programs like Citizens’ Police Academy, Community Policing, Gang Prevention.

**PARKS & RECREATION (703-228-7529):** Manages about 1,300 acres of public spaces like parks (nearly 200), community and nature centers, athletic fields & courts, playgrounds, community canine areas, picnic areas and school grounds. Manages 36 miles of multi-use trails, 50 miles of connecting bicycle routes and hundreds of recreation programs.

**TECHNOLOGY SERVICES (703-228-3220):** Enables the delivery of government services through the use of information technology. Arlington was named a “Top 10 Digital County” in 2007 for continuing to find innovative ways to serve Arlington’s businesses, visitors and residents.