



### 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 — the Commissioner of Revenue, Commonwealth’s Attorney, Clerk of the Courts, Sheriff, and Treasurer — function independently of the County Board.

Arlington operates under the County Manager Plan form of government. The County Manager is responsible for carrying out policies set by the County Board and for the day-to-day department operations and management of County services, with the exception of the County’s public schools, which come under the jurisdiction of the Superintendent of Schools and the School Board.

### Quick Facts About Arlington

- More than 225,000 residents, more than 224,000 jobs, and 8,000 overnight visitors on any given day.
- 11 Metrorail stations – more than any other community outside D.C.
- More than 150 public parks and playgrounds, more than 80 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: Accenture, Deloitte, Virginia Hospital Center, Booz Allen Hamilton, and Corporate Executive Board. The federal government is the largest single employer.
- Children enrolled in Arlington County Public Schools hail from 146 countries and speak 107 languages.

### What’s in This Kit

- 2..... New Resident Checklist
- 3..... Services You Need
- 4..... Important Phone Numbers

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## New Resident Checklist

### Sign up for government services

- Register Your Vehicle with Virginia**  
Online at [dmvnow.com](http://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 [arlingtonva.us/treas](http://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 [arlingtonva.us/treas](http://arlingtonva.us/treas) or call 703-228-4000
- Register to Vote**  
Online at [arlingtonva.us/vote](http://arlingtonva.us/vote) or call 703-228-3456

### Set up your new home

- Order Electricity with Dominion Virginia Power**  
Online at [dom.com](http://dom.com) or 866-366-4357 (TTY) 800-552-4015
- Order Cable, Internet and Telephone Service**
  - Comcast of Arlington: [comcast.com](http://comcast.com) or 1-800-934-6489
  - Verizon: [verizon.com](http://verizon.com) or 800-837-4966
- Order Gas with Washington Gas**  
Online at [washgas.com](http://washgas.com) or 703-750-1000 (TTY) 703-750-7975
- Obtain Refuse, Recycling, Water Services**  
Online at [arlingtonva.us/des](http://arlingtonva.us/des) or call 703-228-6570

### Learn About Schools

- All 39 schools are accredited by the Virginia Department of Education
- 12 Arlington County Public Schools received the 2017 Virginia Index of Performance awards for advanced learning and achievement
- 91% on-time graduation rate

#### Contact

[apsva.us](http://apsva.us) or 703-228-6000

#### Install Fire Alarms

The fire department offers free home fire safety checks for residents and provides free smoke alarm installations

#### More Information

[fire.arlingtonva.us/safety/smokealarms](http://fire.arlingtonva.us/safety/smokealarms)

*For most Arlington County services, you also can go in person to the Ellen M Bozman Government Center at Courthouse Plaza, 2100 Clarendon Blvd, Arlington, VA 22201*

## Get Engaged – Get Involved

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 dozens of civic and citizen associations and county commissions — and more than 100 community service organizations — there's something for everyone! To learn more about opportunities to get involved or provide feedback to the county, go to [topics.arlingtonva.us/engage](http://topics.arlingtonva.us/engage).

### Voter Registration

Need to register to vote or update your registration information? Go to the Voter Registration Office at 2100 Clarendon Blvd., 3rd floor, 8 a.m.-5 p.m. Monday through Friday, or call 703-228-3456.

The Arlington County Electoral Board offers volunteer opportunities, including working at the polls on Election Day. Call 703-228-3456 or go to [arlingtonva.us](http://arlingtonva.us).

### Volunteerism in the Community

Volunteer Arlington connects volunteers and organizations to meet community needs. Each year, thousands of individuals and groups of all ages, interests and cultures serve as volunteers.

Volunteer Arlington's online database allows organizations to post volunteer opportunities by location, field of interest, age group, population served and more. Go to [volunteer.leadercenter.org](http://volunteer.leadercenter.org) or call Volunteer Arlington at 703-528-2522 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 neighborhood's civic association, go to [topics.arlingtonva.us/engage](http://topics.arlingtonva.us/engage) and select "Join Your Civic Association."

### Advisory Groups and Commissions

Arlington has more than 60 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 [commissions.arlingtonva.us](http://commissions.arlingtonva.us) or contact the board office at 703-228-3130.

### Key Websites

Arlington County: [arlingtonva.us](http://arlingtonva.us)

Alert System: [arlingtonalert.com](http://arlingtonalert.com)

Arlington Public Schools: [apsva.us](http://apsva.us)

Commuter Services: [commuterpage.com](http://commuterpage.com)

Engage Arlington: [topics.arlingtonva.us/engage](http://topics.arlingtonva.us/engage)



## Services for Your New Residence

### Tall Grass, Overhanging Trees, Abandoned Vehicles and Junk

Property owners or renters must 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. Go to [arlingtonva.us/dpr](http://arlingtonva.us/dpr) for a complete list. 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 703-228-4743).

### 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. 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.

### Transportation

There are many options available including Metrorail, Metrobus, Arlington Transit (ART), Capital Bikeshare, biking, and walking. For info visit [commuterpage.com](http://commuterpage.com).

### 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 the 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 [arlingtonva.us/recycle](http://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:

- 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 Street.

### 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 [arlingtonva.us](http://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, as well as doing pothole and pavement repairs. The paving program annually includes asphalt resurfacing, sealing, and street rebuilding.

## Important Phone Numbers

## County Departments

Police/Fire (Emergencies).....	911
Nonemergency (24-hour).....	703-558-2222
General info: .....	703-228-3000
	703-228-4611 (TTY)
Sign up for <b>Arlington Alert</b> , a system that allows the County to notify you during an emergency.	
Sign up at <a href="http://arlingtonalert.com">arlingtonalert.com</a> or call 703-228-4009.	

### Office of the County Manager

703-228-3120

Responsible for carrying out policies set by the County Board and for the day-to-day department operations/management of County services, with the exception of the County's public schools (as stipulated by the Virginia Constitution, the school district comes under the jurisdiction of the Superintendent of Schools and the School Board). The County Manager oversees all departments in the County.

Building permits/inspections.....	703-228-3800
Child and family services.....	703-228-5150
Code enforcement .....	703-228-3232
Constituent Services and County Manager.....	703-228-3120
County Board.....	703-228-3130
Courts	
Circuit Court .....	703-228-7010
General District Court.....	703-228-4591
Juvenile Court .....	703-228-4495
Death certificates.....	703-228-7400
Deeds, land records.....	703-228-4369
DMV – Virginia Dept. of Motor Vehicles .....	1-804-497-7100
Employment/Career center.....	703-228-1400
Hazardous waste (household) .....	703-228-6832
Human services.....	703-228-1300
Inspections	
Electrical/mechanical/plumbing.....	703-228-3800
Restaurant.....	703-228-7400
Jail .....	703-228-4470
Library (Central) .....	703-228-5990
Licenses	
Business and professional.....	703-228-3060
Marriage.....	703-228-7010
Mental health/substance abuse.....	703-228-5150
Noise – code enforcement	
Business hours .....	703-228-3232
After 5pm.....	703-558-2222
Parking meters (report broken).....	703-228-3298
Parking, residential permit.....	703-228-3344
Potholes (report).....	703-228-6570
Power outages (report) .....	866-366-4357
Real estate assessments .....	703-228-3920
Recycling .....	703-228-6570
Schools (Arlington Public Schools).....	703-228-6000
Sewer maintenance.....	703-228-6570
Signs (report fallen traffic/street signs).....	703-228-6570
Storms and flooding	
Power outages .....	1-866-366-4357
Natural gas emergencies.....	703-750-1400
Trees down (County).....	703-228-6525
Water, sewer, storm sewer problems .....	703-228-6570
Street flooding/water emergency.....	703-228-6555
Streetlight outages (report).....	703-228-6511
Street and sidewalk repairs.....	703-228-6570
Swimming pools.....	703-228-7400
Taxes	
Business.....	703-228-3060
Vehicle personal property.....	703-228-3135
Taxes – payments.....	703-228-4000
Trash/recycling/mulch/brush pickup .....	703-228-6570
Transportation	
ART (Arlington Transit).....	703-228-7433
STAR (Specialized Transit) .....	703-892-8747
Voter Registration .....	703-228-3456
Wills.....	703-228-4376
Zoning Office.....	703-228-3883

**ARLINGTON ECONOMIC DEVELOPMENT (703-228-0808):** Dedicated to the preservation and enhancement of an economically competitive and sustainable community, and the creation of exciting, diverse and amenity-rich places. AED provides visionary leadership and superior services to Arlington's business, real estate development, tourism and arts and cultural communities.

**LIBRARIES (703-228-5990):** Offers free library cards for use at all eight library locations in Arlington. Lends books, DVDs, audiobooks, eBooks, music and variety of tools. Provides public computers, Wi-Fi, public meeting rooms, children's programs, films, lectures, workshops and art shows.

**COMMUNITY, PLANNING, HOUSING & DEVELOPMENT (703-228-3525):** 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 the Rethink Energy program and environmental sustainability programs.

**HUMAN SERVICES (703-228-1300):** 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 (703-228-7935):** Coordinates response to all emergency incidents in the County. Coordinates with regional and 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 930 acres of parkland like parks, community and nature centers, athletic fields & courts, playgrounds, dog parks, picnic areas and school grounds. Manages 50 miles of multi-use and connecting bicycle routes.

**TECHNOLOGY SERVICES (703-228-3220):** Serves the County by building, maintaining, and securing a world-class information technology environment and providing technical expertise to County departments and agencies. Arlington was named the "Top Digital County" in 2017 for finding innovative ways to serve Arlington's businesses, visitors and residents.