

# Civic Association President Toolkit

**[MY ARLINGTON APP:](#)** Download My Arlington now at the Apple store or Google Play store. My Arlington provides mobile users with timely information that can be easily accessed based on their needs and preferences. The app features:

- **County Board and Commission Meetings:** Searchable by geographic location, date and other criteria
- **County Sponsored Events:** Searchable by geographic location, date, age group and other criteria
- **County Projects:** Searchable by type of project, address, and/or civic association
- **Permits Information:** Status, permit type, description of work, contractor, location owner, etc., searchable by geographic location and permit type
- **Real Estate Sales and Assessment Information:** Searchable by geographic location, price and property type
- **Newsfeeds:** For County Government and Arlington Public Schools
- **Alerts:** Including Arlington Alerts and transit-related alerts and updates for WMATA and ART
- **County Contact Information:** Including links to the County's Service Directory and a feedback form for the app
- **Service Request/Report A Problem:** Report non-emergency issues

**[REPORT A PROBLEM:](#)** Visit the Report a Problem website OR download the app in the Apple store or Google Play store, allows users to report problems about non-emergency issues such as streetlights, potholes and trash. The following topics can be reported:

- **Bus Stop Damage:** Issues with damage to bus stops
- **Graffiti:** Issues related to graffiti on county buildings and grounds including parks or along trails.
- **Lights:** Issues related to malfunctioning street lights or park and trail lights.
- **Litter/Illegal Dumping:** Issues related to street can that have overflowed or are damaged and illegal dumping
- **Park Maintenance:** Issues related to maintenance, damage, graffiti, and trash/litter in Parks (including Dog Parks)
- **Parking Meter:** Issues related to broken, missing and/or malfunctioning parking meters.
- **Parking or Traffic Sign Damaged or Missing:** Issues related to a Parking Sign or Traffic Sign that is damaged or missing.
- **Residential Curbside Collections:** Do you live in a single-family home, town home, or duplex that receives County provided waste services? If so, utilize this service to schedule a metal or e-waste pickup, report a missed collection of trash, recycling, yard waste or other services and schedule a cart repair or exchange.
- **Streets:** Issues related to street surface damage.
- **Traffic Signals:** Issues related to traffic signs or signals that are missing, damaged or malfunctioning.
- **Trail Maintenance:** Report Trail Maintenance: debris/trash, cracks/ruts/holes, low hanging limbs, signs/mile markers down, lighting problems, graffiti.
- **Trees/Mowing:** Issues related to fallen trees, tree inspection/maintenance needs, and mowing.
- **Water Repair:** Issues related to utility covers that are damaged or missing.

**[ARLINGTON A-Z DIRECTORY:](#)** Includes all phone numbers and webpages in the County in one place.

**[ARLINGTON ALERT:](#)** Receive free emergency alerts and other important information from Arlington County by signing up for Arlington Alert. Alerts available via email and/or SMS.

**[INSIDE ARLINGTON:](#)** Arlington County's weekly online newsletter.

**[ESUBSCRIPTIONS & EUPDATES:](#)** Sign up to subscribe to as many County news channels as you would like.

**[WELCOME KIT:](#)** This is a great starting point for new neighbors which includes tips on getting settled in Arlington, exploring the community, setting up vehicle information and utilities, as well as other information about county services.

**[ENGAGE ARLINGTON:](#)** A regularly updated page that informs people about all active public engagement opportunities such as community meetings, open houses, online engagements and walking tours.

**SIX-STEP PUBLIC ENGAGEMENT GUIDE FOR CAPITAL PROJECTS:** A guide which was developed to advance public engagement practice across Arlington County Government by building on the Participation, Leadership and Civic Engagement (PLACE) initiative, the [Community Facilities Study](#), and feedback received from both internal and external stakeholders on opportunities to improve public engagement for capital projects.

**ADVISORY GROUPS & COMMISSIONS:** 50+ boards & commissions advise the County Board on policy matters. You can apply to serve on a board or commission or view the Commission & Advisory Group Meeting [calendar](#) to attend a meeting!

**PUBLIC MEETINGS CALENDAR:** Keep up to date on upcoming County Board, commission, and engagement meetings. Sign up [here](#) to receive notices of agenda items before each County Board meeting.

**MULTIFAMILY COMPLEX DIRECTORY:** This map allows community members to filter all apartments and condos in Arlington by name, address, civic association, zip code and more. Most are also listed with a management or a condo president contact so you can build relationships and connect with multifamily building residents.

**ARLINGTON COUNTY BOARD:** Learn how you can engage with the Arlington County Board, find County Board meeting schedules and ways to contact Arlington leadership.

**ARLINGTON COUNTY CIVIC FEDERATION & CIVIC ASSOCIATIONS:** Civic Federation is non-profit and non-partisan organization which provides a forum for civic groups to discuss, debate, inform, advocate and provide oversight on important community issues. Residents can also use the [interactive map](#) to find which Civic Association boundary they reside in.

**BUILDING ARLINGTON:** One-stop shop for all things permitting.

**STAYARLINGTON:** A resource for visitors coming to town or for people looking for new things to do.

#### Arlington County Departmental Communications & Engagement Point of Contacts

**County Manager's Office (CMO):**

Bryna Helfer: [bhelfer@arlingtonva.us](mailto:bhelfer@arlingtonva.us) | 571-775-9968

Sarah Tracey: [stracey@arlingtonva.us](mailto:stracey@arlingtonva.us) | 703-987-1869

**Constituent Services/Ombudsman (located in CMO):**

Kevin Connolly, (Interim): [kconnolly@arlingtonva.us](mailto:kconnolly@arlingtonva.us) | 703-228-1762

If you need more information or don't know where to start, you can also contact [EngageArlington@arlingtonva.us](mailto:EngageArlington@arlingtonva.us)