

Arlington County Government 2022 Annual Report

December 20, 2022

ARLINGTON COUNTY GOVERNMENT

2022 ANNUAL REPORT

Arlington County Vision

Arlington will be a diverse and inclusive world-class urban community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community in which each person is important.”

— Adopted by the Arlington County Board January 26, 2002

2022 ARLINGTON COUNTY BOARD MEMBERS



Arlington County Board Members (Top Row Left to Right) Katie Cristol, Chair; Christian Dorsey, Vice Chair; (Second Row-Left to Right) Takis P. Karantonis, Libby Garvey, and Matt de Ferranti, Members



ARLINGTON

VIRGINIA

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COUNTY MANAGER

OFFICE OF THE COUNTY MANAGER

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Arlington County Government 2022 Annual Report

Contents

MESSAGE FROM THE MANAGER	4
Working Our Way Back from the Pandemic, Creating a New Normal	5
Responding to Dual Health Emergencies	5
Federal Dollars Aid in Recovery	7
Hybrid Child, Family Services	7
Moving to Make Temporary Outdoor Dining Permanent	8
In-Person Permitting Returns	8
County Employee Recruitment Bouncing Back	9
Library Hours Restored	9
Realizing Arlington’s Commitment to Equity (RACE)	10
Measuring Success	10
Equity Tools Updated	11
Applying the Racial Equity Tools	12
Housing Arlington	14
Housing Development: Creating Affordable Housing Opportunities	14
Affordable Housing Master Plan Review Completed	16
CAF Oversight	16
Arlington Considers Policies to Expand Housing Choice	17
Providing for Arlington’s Vulnerable Residents	18
Addressing Homelessness, Housing Needs	18
Employment Assistance	18
Ensuring Food Security	19
Mental Health Services	19
ECONOMIC DEVELOPMENT	20
Business Investment	20
Multifamily Residential Pipeline Remains Strong	21
New Workforce Development Program Launched	21
Real Estate Development	21
Small Business Support	22
The Creative Economy	22
Arts and Culture in Arlington	23
Travel and Tourism	24
Planning & Development	25
Major Projects Advanced by the County Board	25

Arlington County Government 2022 Annual Report

Major Planning Studies	28
Transportation	30
Vision Zero Safety Initiatives Implemented	30
ART Rolls Out Free Bus Rides	31
Administrative Actions Move ART Facility Closer to Realization	31
Environmental Sustainability	32
Natural Resources Stewardship, A Major Focus of 2022	32
Arlington’s \$1.4 Billion Trees.....	32
Forestry and Natural Resources Plan Advancing.....	33
Donaldson Run Stream Tributary B Improved	33
Flood Resilient Arlington Projects	34
County Operations Achieve 100% Renewable Electricity	34
Energy Co-op Campaign Sets New Record.....	35
User Fee Set for EV County-Owned Charging Stations	35
THINK BIG: The Future of Motion Showcased	35
Zero Emissions Buses Pilot Project On the Move	36
Solid Waste Programs Prospering	36
FISCAL SUSTAINABILITY	37
Coveted Triple-AAA Bond Rating Retained for 22nd Year.....	37
Adopted Fiscal Year 2023 Budget Totals \$1.5 Billion	37
New CIP Funds Capital Projects, Infrastructure Investments	38
Arlington Property Values Up	39
Prevailing Wage Implemented	39
Financial Reporting Saluted	39
Public Safety.....	40
Arlington County Police Department	40
Arlington County Fire Department.....	43
Department of Public Safety Communications and Emergency Management	44
Capital Program	46
Park Projects	46
Transportation Projects	48
Inclusion and Public Engagement.....	50
Survey Finds Residents Highly Satisfied with County Services.....	50
Pickleball Popularity Verified	50
Arlington Reads—“Making Visible The Invisible, Helping Us See The Unseen”	51
New Teleconnect Space Launched at Columbia Pike Library	51
Library’s Connection to Arlington’s Black Community Documented	52

Arlington County Government 2022 Annual Report

Potomac Conservancy Receives Reading Challenge Donation	52
Visioning A New Arts Venue	52
Neighborhood Conservation Program Rebrands.....	53
Rock-n-Recycle Event A Hit	53
Art Highlights Water Sources.....	53
ADMINISTRATIVE ENHANCEMENTS	54
Establishing a Structure for Racial Equity in the Organization.....	54
Technology Advancements.....	54
Permitting Process Advances.....	55
Dance Hall Permits Abolished.....	55
Historic Preservation Program Not Standing in the Past	56
Using Data to Guide Service	56
Behavioral Healthcare Navigating a Crisis.....	57
ACFD Accreditation Close	57
AWARDS & HONORS	58
Organizational Awards	58
Staff Honors	59

Arlington County Government 2022 Annual Report

MESSAGE FROM THE MANAGER



County Manager Mark Schwartz

Like most jurisdictions in the country, 2022 for Arlington County Government was a year in which we operated on the parallel tracks of addressing

the impacts of the COVID-19

pandemic while taking steps to create “a new normal” for the organization.

Our public health and emergency response teams continued to protect the community’s health and safety, and by mid-October we had exceeded COVID-19 vaccination rates in most of the state with more than 85% of all eligible Arlingtonians having received at least one dose of a vaccine. This experience in dealing with the pandemic well positioned us to handle the mpox outbreak later in the summer.

Financially we leveraged federal funding to provide essential services to those most in need, maintained core services for resident health and safety, and began laying the foundation for economic recovery. This included providing funds for eviction prevention, food assistance, and small business grants. It also allowed for restoring many of the budget cuts from earlier years, including employee compensation, reopening all branch libraries and the unveiling of the John Robinson Jr. Square and the renewed Jennie Dean Park in Green Valley.

During the year, we continued our focus on priority issues such as advancing racial equity and working to expand housing choice for all income households. We adopted a focused economic recovery strategy to enhance business attraction and retention efforts and began implementation of our Vision Zero safety initiative to reduce serious transportation crashes in the community.

In public safety, our Police Department in response to a reduced workforce adjusted its service model to focus its investigative and response efforts on the more serious criminal incidents and concerns. The Fire Department introduced telemedicine as part of its

emergency response to reduce the number of transports to local hospitals, and the Emergency Communications Center implemented new technology to improve emergency response times.

We increased stormwater management efforts with the construction of an underground stormwater retention vault at Cardinal Elementary School that will hold over four million gallons of stormwater and added microforest efforts to the Flood Resilient Arlington tool box.

Looking to the future we celebrated the groundbreaking for the ART Operations and Maintenance Facility, extension of the Crystal City-Potomac Yard Transitway as well as initiating planning for expansion of electric vehicle charging stations at County-owned properties.

And to increase accessibility we introduced new applications (apps) for permit inspections, libraries, and income and expense reporting for commercial property owners, along with equipping County facilities for hybrid community meetings.

The year also saw the implementation of prevailing wage requirements for construction contracts and collective bargaining with the three employee unions—Police, Fire, and Labor & Trades—regarding conditions of employment.

Against the backdrop of all of this, the 2022 Resident Satisfaction Survey revealed that Arlingtonians approval of our performance is significantly higher compared to other American communities as 79% reported being satisfied with County services.

Additionally, for the 22nd consecutive year, all three rating agencies, Fitch, Moody’s, and Standard & Poor’s, rated Arlington’s debt rating at Aaa/AAA/AAA, the highest assessment indicating the County’s strong financial position and credit worthiness.

I am proud of all that we have accomplished this year and look forward to what we will achieve in the future thanks to the leadership of the County Board and the dedication of our staff.

Sincerely,

A handwritten signature in black ink that reads "Mark Schwartz". The signature is written in a cursive, slightly stylized font.

Mark Schwartz, County Manager

Arlington County Government 2022 Annual Report

Working Our Way Back from the Pandemic, Creating a New Normal

On March 13, 2020, County Manager Schwartz signed a [Declaration of Local Emergency](#) effective that night for Arlington's response to the "growing occurrences of COVID-19" and its threat to public health. The declaration increased the County's authority to provide emergency assistance in a rapidly evolving incident and allowed it to shift to virtual operations. More than two years later, on Aug. 15, 2022, the Manager lifted the declaration.

During the intervening years, the County not only met the challenge of protecting the community's health while safely providing ongoing services but emerged a more resilient and agile organization. What follows is just a snapshot of how the County harnessed all of its resources—human, financial and technology—to respond to an unprecedented time in its history.

Responding to Dual Health Emergencies

Since January 2020, the County's public health officials and emergency management personnel have worked tirelessly to protect the community's health, against not one but two public health emergencies—COVID-19 and mpox.

In responding to COVID, the County has dealt with a continually evolving landscape of new vaccines, shifting state and federal guidance, COVID-19 fatigue, and a mutating virus. With the emergence of the highly transmissible Omicron variant, the number of COVID-19 cases soared to a record high at the end of 2021 and into early 2022 with about 4,000 new cases reported in a single week.

As infections surged, the County continued to promote lifesaving COVID-19 vaccines and prioritize vaccine equity, ensuring vaccines were available in accessible locations including community centers, homeless shelters, nursing homes, and at community events. Since vaccines first became available in December 2020, County staff have delivered nearly 215,000 doses.

In the summer of 2022, Public Health clinics added newly approved vaccines for children as young as six months old, and updated boosters, giving residents



even more options to protect themselves.

By mid-October, Arlington had exceeded COVID-19 vaccination [rates](#) in most of the Commonwealth with 85.5% of all eligible residents receiving at least one dose and 78.8% getting fully vaccinated. In November, the County announced the December closing of the Public Health COVID-19 vaccination clinic given decreased demand and the wide availability of vaccines in the community.

County staff also continued the critical work of case investigations and contact tracing but moved to prioritizing high risk contacts and community outbreaks. From January through September 2022, staff completed nearly 4,000 case investigations, provided contact tracing for about 1,800 people, and identified and investigated 102 outbreaks. In addition, the COVID-19 hotline fielded nearly 3,000 calls from the community from January through September 2022, and distributed 11,440 COVID test kits to schools, childcare centers, and other public entities.

Through it all, the County consistently provided critical information for the community about COVID-19 cases and vaccination data and locations, testing information, and guidance from the County's Health Director through County electronic newsletters, social media channels, websites and more.

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COVID-19 Key Statistics

- As of October 2022, Arlingtonians received 212,945 doses of vaccine, not including federally administered doses, accounting for 85.5% of all eligible residents having at least one dose of a COVID-19 vaccine.
- A total of 250,829 COVID-19 tests were administered, with 60,000 rapid tests provided for Arlington Public Schools students, and 65,740 rapid tests distributed to community partners serving un- and under-insured residents.
- From January to September 2022, staff completed 4,000 case investigations, provided contact tracing for 1,800 people, and identified and investigated 102 outbreaks.
- In June, children ages 6 months through 5 years received Moderna and Pfizer-BioNTech COVID-19 vaccines and in September, staff began administering Moderna and Pfizer-BioNTech bivalent boosters and Novavax vaccines for ages 6 and over.

Mpox Key Stats

- Since June 19, 2022, County staff have administered more than 3,000 mpox vaccines.
- On July 23, mpox outbreak declared a public health emergency of international concern. On August 4, the U. S. Department of Health and Human Services issued a Public Health Emergency Declaration.
- As of September 28, Arlington had 61 cases.

The pandemic strengthened Arlington's resilience and ability to respond to crises. Because of this, the County's public health team was well-positioned to respond to the mpox outbreak and in June quickly activated a multi-pronged approach in response to the County's first mpox case.

Staff promptly developed a mpox [webpage](#) to inform the public and continued to provide information to a vast network of healthcare providers, schools, businesses, and other partners about relevant guidance and other updates.

At the onset of the outbreak, the County provided testing and vaccination, and facilitated access to treatment for those eligible. The County's Public Health unit initially served as Arlington's sole provider of mpox testing before commercial testing became widely available.

By September, the County had administered more than 3,000 vaccine doses. The County also provided disease surveillance and conducted investigations and

contact tracing, a familiar public health tool, to detect additional mpox cases.

As of September 2022, County staff had communicated with more than **60 patients** to determine possible sources of infection, discuss isolation recommendations, and identify contacts for possible exposure.

Additionally, staff contacted more than 150 additional close and possible contacts to ensure testing or to assess their risk for infection, determine eligibility for vaccination, and monitor for symptoms.

Arlington's public health success this past year is due in part to the assistance gained through robust partnerships, numerous collaborations, and dedicated volunteers.

The County is especially fortunate to have a 2,604-member Medical Reserve Corps (MRC). As of September, 1,122 MRC volunteers had provided 51,951.5 hours of service over 8,852 COVID deployments, and 48 MRC volunteers provided 438.5 hours of service over 100 mpox deployments.

Despite the challenges posed by COVID-19 and mpox, the County remains committed to protecting the health and wellbeing of Arlington residents.



Federal Dollars Aid in Recovery

As Arlington emerges from the COVID-19 pandemic, our community – residents and businesses – continue to face challenges brought about by this health crisis and its economic impacts. The Fiscal Year (FY) 2022 and FY 2023 Adopted Budgets both faced revenue constraints, but the \$46 million the County received through the American Rescue Plan Act, also known as ARPA, helped to soften those blows.



The County was ultimately able to apply the funds to the budget through ARPA's revenue loss provision, which allows local governments to use the grant to provide most governmental services if they can demonstrate revenue losses due to the pandemic. The County leveraged the funding to provide essential services to those most in need, maintain core services for resident health and safety, and lay the foundation for economic recovery. The specific programs made possible by the ARPA grant in the FY 2022 and FY 2023 Budgets included:

- Continued support for the direct COVID-19 response including vaccine distribution, contact tracing, Personal Protective Equipment, cleaning, and safety.
- Assistance for those most in need through eviction prevention, food assistance, and other human services.
- Support for the business community including additional funding for the BizLaunch program, and a second round of small business grants.
- Restoration of many of the budget cuts from the FY 2022 Proposed Budget (\$3.6 million) to allow the County to continue providing services including opening all branch libraries during FY 2022, furthering housing initiatives, and providing parks and recreation services including reopening of community centers.
- Implementation of fare-free ART Bus programs for Arlington Public Schools students and low-income populations dependent on transit.
- Expansion of the Crisis Intervention Center to serve additional clients.
- Disbursement of more than \$227,922 to 496 customers to assist with late utility bill payments.
- Retention bonuses for critical staffing areas in public health, mental health, and public safety.

This assistance from the federal government has been and will continue to be a key component of the County's pandemic response and economic recovery.

Additionally, the County's COVID Emergency Operations Center's Finance and Administration Team working with the County's chief financial officers, comptrollers, and financial policy experts in the Department of Management and Finance established financial rules and accounting standards that provided a disciplined foundation throughout the pandemic. Their proactive approach in following financial procedures and maintaining a transparent process allowed Arlington to rely less on local tax dollars and resulted in a 95% cost recovery rate.

Hybrid Child, Family Services

The County's Child and Family Services Division continued its hybrid service delivery approach to meet client needs and connect with groups that have historically experienced barriers to services.

Accordingly, the division effectively responded to a high volume of community concerns related to COVID in child care programs.

Staff established an ongoing partnership with Public Health to provide updates, guidance, and support to the community as needed and partnered with the Fairfax County Office for Children to establish a unified system for strengthening care in the region.

Due to flexible service delivery options, the County had an increase in its client show rate to 88% (highest since 2018), and an intake admission rate of 82%, consistent with FY 2021.

The unit also implemented a Virtual Inspection Model to conduct inspections through remote platforms. The success of this approach led to the Virginia Department of Social Services requesting to model it for other jurisdictions.

Moving to Make Temporary Outdoor Dining Permanent

During the pandemic, the County took extraordinary measures to help restaurants and bars expand operations outside through Temporary Outdoor Seating Areas, known as [TOSAs](#).

The program provided for newly created or expanded exterior spaces at restaurants, bars, or cafés during the pandemic, especially when state and local regulations prohibited or limited indoor seating in restaurants. This included relief from some County zoning regulations and guidelines for the use of private and public right-of-way properties.



The County is studying how to make temporary outdoor dining permanent.

With the pandemic waning existing TOSAs may remain in place after the emergency has ended as County staff, working with businesses and residents, have initiated the [Future of Outdoor Dining \(FOOD\) Study](#) to develop new guidelines for a permanent program.

The study, which staff intends completing during spring 2023, will examine which aspects of the more flexible TOSA program should be incorporated into Arlington’s existing approval pathways for permanent outdoor cafés and lessons learned from the TOSA experience to identify possible amendments of the Zoning Ordinance and [Outdoor Café Guidelines](#) to strike an appropriate balance between commercial resiliency and community interest.

It will focus on six principles: safety, ensuring access for emergency personnel and protection from injury, danger or loss for diners, pedestrians, cyclists and drivers; accessibility, or providing access for all users regardless of physical limitations; equity, guaranteeing fair treatment, access, opportunity, and advancement for all people and that all restaurants and the community have input in the policymaking process; aesthetics, with regards to materials, colors, lighting and planting of the outdoor dining area; adaptability or fit with the surrounding neighborhood context and adjacent land uses; and restaurants as a public good.

Additionally, the analysis will identify and address other potential changes to allow restaurants and others to use public land or right of ways for cafés

including how to manage the use and possible improvements to the approval processes.

In-Person Permitting Returns

In September, the [Permitting Office](#) on the 10th floor of the Bozman Government Center, at 2100 Clarendon Blvd., opened its doors to the public for the first time in over two years as part of a pilot program.

The program runs twice a week for four hours each day offering in-person support and guidance for permit related questions for walk-in customers.

The central goal of this program revolves around ensuring equitable service to all customers. It provides access to services for:

- Those without access to proper technology and home internet service.
- Those who may have limited English proficiency and in need of using County translation tools.
- Those who may have limited digital literacy and have challenges navigating the program’s website and new portal.

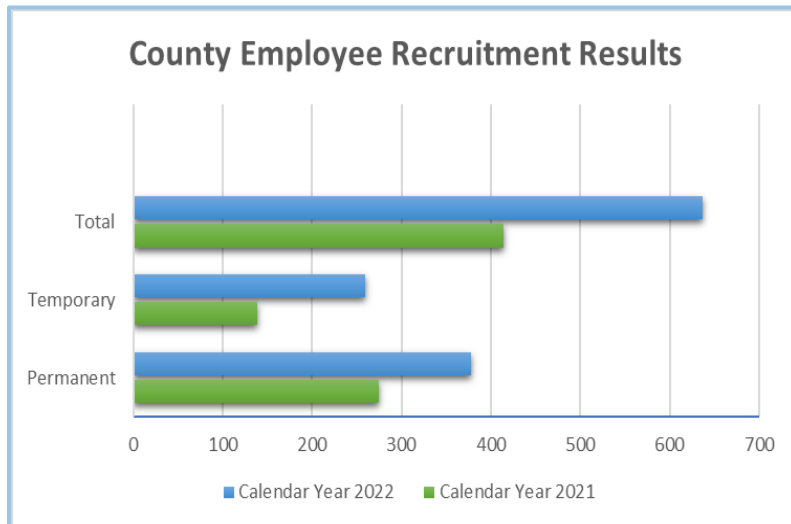
The pilot is using a new technology, *QLess*, which can track utilized and requested services, as well as provide an opportunity for customer feedback.

To date, the program has serviced 110 transactions and is operating at a 100% customer satisfaction rate among those who submitted surveys. Its future will be determined by the data collected as it continues through winter 2022-2023 with an anticipated eventual move to the renovated Bozman building’s 1st floor lobby area.

County Employee Recruitment Bouncing Back

One of the notable impacts of the pandemic was the difficulty to recruit and retain employees. This was especially true for the County. But with the emergence from the pandemic, the County's recruitment efforts now show a healthy increase in filled positions.

Compared to 2021, the hiring rate increased by 54%, or 223 total permanent and temporary employees hired. This does not include an estimated 500 Voter Registrar employees hired to oversee the voting polls.



The departments with the most permanent employees hired include the Department of Human Services, the Sheriff's Office and the Department of Parks and Recreation.

These results reflect the County's Human Resources Staffing Team's proactive approach during the year to promote the County as a great place to work. This included staffing analysts joining Arlington Employment Center staff to attend the Arlington County Fair to promote job opportunities. They were able to connect with some potential candidates as well as resolve issues for current applicants.



Other outreach efforts included attending the 2022 HBCU (Historic Black Colleges and Universities) Week career and recruitment fair hosted by The White House and having a presence at the George Mason University job fair to recruit for management interns and technical positions and to establish a talent pipeline for those who may not consider a career with local

government or the County as an option.

They also attended the Veteran & Military Spouse Career Fair at Ft. Belvoir and the Virginia Employment Commission's state-wide virtual career fair. In addition to career fairs, staff has been striving to increase the County's presence on LinkedIn, a social network that provides for professional networking and career development.

Library Hours Restored

Since closing its doors on March 17, 2020, due to the pandemic, Arlington Public Library reimagined its essential role in the community and in 2022 restored core services at all seven locations, serving Arlington residents and library patrons, with new energy and a fresh focus.

In essence, Arlington Public Library recommitted to its role as convener, gathering people together at its branches, and emphasizing the Library's role as a place of ideas, a place to encourage civil conversation and civic duty. This year, it hired new talent, prioritized its programs and services, and emerged from the pandemic stronger and more resilient and committed to serving the public.

In addition, thanks to one-time funding provided in the FY 2023 Adopted budget, the Library focused on reducing wait times across its collections, re-engaging the community through creative programming, and inviting more readers to explore the Library's titles and participate in its various services.

The Library added 26,000 titles to its circulation, drastically reduced wait times for popular eBooks and audiobooks, and expanded three existing popular collection services with additional titles for the "Grab & Go," an express book



collection; increased the "Always Available" eBook and audiobook collection; and expanded the volume of available Spanish language books.

Realizing Arlington’s Commitment to Equity (RACE)

Realizing Arlington’s Commitment to Equity (RACE) represents a countywide effort to advance racial equity. Since July 2020, the County has worked to integrate RACE throughout the community and in the County Government, with four goals: Normalize, Organize, Operationalize and Assess. In 2022, the work continued with focus on expanding partnerships and building relationships to advance racial equity within the community and moving the County as an organization closer to realizing the program’s missions and goals.

Measuring Success

During the year, RACE took steps to measure its impact on the community and within the organization, including a review and analysis of data presented in the [Race and Ethnicity Dashboard](#) and an accompanying [Briefing Paper](#).

The study revealed that while there have been improvements in “closing the gap so that race is no longer a predictor of one’s success,” in Arlington between 2010 and 2020, disparities still existed in wealth and income, housing, and education.

Regarding wealth, the median household income among Black and Multiracial/Combined Populations has declined since 2010 (when adjusted for 2020 inflation). Proportionally, household income among Persons of Color also lagged white households by 48%, for Blacks 33%, for Hispanic 59% and Multiracial/Combined Populations 62%, and about 73% for Asians. Among households, wage disparities widened between white households and households of nearly all race/ethnic groups, except for Hispanic households, whose median household increased more sharply in the past decade than other groups.

While white households represent about three out of every four households in Arlington County, they only represent approximately half (56%) of households who earn less than \$50,000, a statistic that has remained consistent over the past decade. Persons of Color still disproportionately earn less than \$100,000—a wage that



cannot afford the median home in Arlington without substantial down payment assistance or public subsidy.

In housing, over the past decade, the proportion of white and Black renters increased slightly more than Hispanic renters, and homeownership rates among Asian and Multiracial/Combined Populations increased slightly during the same period. Persons of Color are much more likely than white residents to rent, despite the general increase in renting households.

In education, college graduation rates have increased across Arlington County and for all race/ethnic groups. The increase in the share of Black, Multiracial/Combined Populations, and Hispanic residents exceeded the County rate increase. While an improvement over the last decade, Black, Multiracial/Combined Populations, and Hispanic residents are nearly half as likely to graduate with at least a bachelor’s degree than white residents.

In addition to the Dashboard, the County’s [2022 Resident Satisfaction Survey](#) included questions on awareness and understanding of race and equity, participation, and equitable service delivery.

[Findings from the survey](#) conveyed that residents are most satisfied with County efforts to ensure all residents have equitable access to public safety and library services and leisure activities:

- 77% are satisfied with County efforts to ensure all residents have equitable access to fire, emergency, and rescue services.
- 76% are satisfied with County efforts to ensure all residents have equitable access to library services.
- 73% are satisfied with County efforts to ensure all residents have equitable access to parks and recreation programs.

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Community groups and advocates expressed the need for race and equity to remain a focus in County programs and services.

While there was a high level of satisfaction with respect to equitable service delivery and access, the survey identified some areas of opportunity as well as just:

- 40% expressed overall familiarity with County efforts to advance racial equity.
- 41% are unsatisfied with the County’s efforts to ensure equitable access related to housing options,
- 46% are satisfied with the County’s efforts ensuring equitable access related to development of the County’s budget.

Further, the County conducted several assessments of staff programs and trainings that revealed three major trends:

- Community groups and advocates identified the need for race and equity to remain center in areas such as budget development, service delivery, and community engagement. As communicated during interactions and participation with leadership and elected officials, the topic was consistent and there was continued encouragement to demonstrate commitment and accountability with respect to not only speaking about race and equity but ensuring it was part of policy discussions and decisions.
- The County has not quantified the level of knowledge and understanding of systemic and institutional racism, (where and how it shows up), or strategies to address the issue. However, it did collect qualitative data through evaluations completed as part of employee training and educational opportunities and community [Dialogues on Race & Equity](#).
- Employees expressed the need for greater visibility and presence of leadership on RACE. Specifically with respect to iterating it as a priority for the organization and the ability for it to be an integral part of employees’ work. They also were persistent in expressing a desire to center racial equity in their work in service to the community and accounting for it in the workforce.

Equity Tools Updated

In 2022, the County updated its major racial equity tools consisting of two demographic dashboards and the Racial History Timeline.

The [Race/ Ethnicity Dashboard](#) tracks, analyzes, and displays key demographic and socioeconomic variables by race and ethnicity. It provides a snapshot of racial equity (or inequity) in Arlington. While the front page of the 2022 dashboard is similar to the 2021 version (a snapshot of the most recent year) the remainder of the tool presents changes between 2010 and 2020, and splits the variables thematically by demographic, household, and labor force data. It now also features maps showing geographic shifts in population.

The [Census Tract Demographic Dashboard](#) provides data at the sub county, Census Tract level including race, origin, age, median household income, household type, household occupancy, college graduates, and top languages spoken at home. Users may use the instrument to better understand the community, find demographics, or determine target populations for community engagement.

In February, the County expanded the [Racial History Timeline](#), highlighting 1961-1975, the period of integration of the school system’s athletic program, desegregation of the County’s parks and recreation offerings and Arlington movie theatres, elimination of the poll tax, and removal of race designation from public forms and voting records. It also was when the County adopted the General Land Use Plan and amended the Zoning Ordinance to restrict the development of semi-detached and duplex housing and other missing middle housing types.

Applying the Racial Equity Tools

The two racial equity dashboards and Racial History Timeline are three resources used by staff to increase awareness, to form the basis for conversation, and shape development of County projects and programs. The following is a summary of how their application influenced program development and service delivery.

In the Capital Improvement Plan

In development of the Fiscal Year 2023-32 Capital Improvement Plan (CIP), staff applied the Equity Lens to determine what projects and initiatives to propose for funding.

For technology requests, for instance, the Department of Technology Services conducted a race equity review of its requests. Technology Services staff explored racial equity questions and produced a racial equity impact statement for each initiative. The goal of the evaluation was to raise awareness and further understand the actions and impacts of building racial equity considerations into the department's project development and implementations.

The process prompted further evaluation of actions that the department should consider when addressing the racial equity impacts of its work, including incorporating a racial equity review into the department's operating budget requests.

In Parks & Recreation

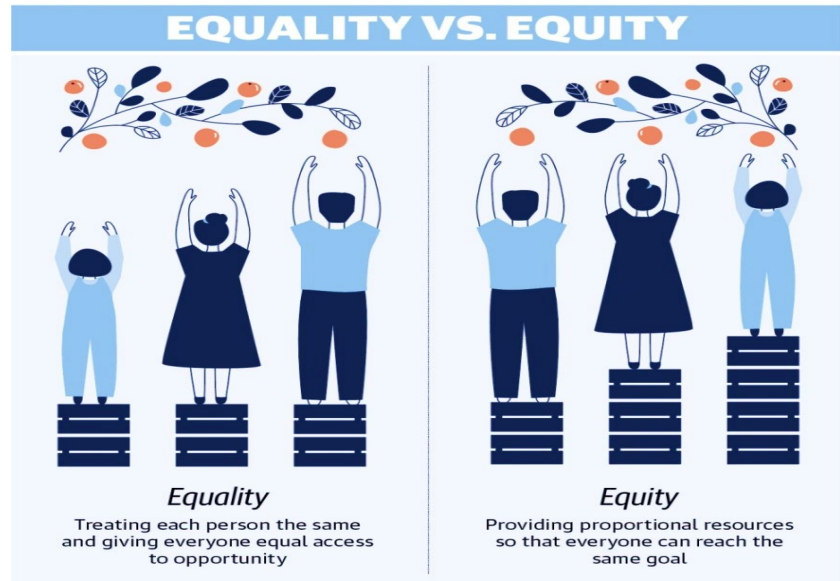
The County's Parks and Recreation programs have been successful in using the County's Race & Equity Dashboards and census data to strategically serve underserved and hard-to-reach populations.

For example, the [Forestry and Natural Resources](#) community engagement plan included 23 pop-up engagements in areas identified in the dashboards as having low-tree equity and populations with limited English proficiency. This work proved valuable as the feedback from these communities was markedly different from the feedback received through online engagements and virtual and in-person meetings.

The County also intentionally moved its school [break camps](#) to Carver and Lubber Run Community Centers that provide low cost childcare when school is out, and even deeper fee reductions to those in need. Families can also enjoy free recreation programming at Carver during select Fridays during the winter. Similar programming at Arlington Mill Community Center has brought out diverse audiences to learn and grow together.

In Transportation

Presently, the County's Micro-Mobility Program (e-scooters, bicycles, and e-bikes) has five e-scooter operators in Arlington. In 2022, the program added an equity requirement for vendors. Operators now must have at least 1% of their devices in each of the eight census tracts in Arlington defined by the Metropolitan Washington Council of Governments as having higher than average concentration of low-income, minority populations, or both. They are



also required to offer 5% of their devices throughout the eight tracts for a total of 13% of its Arlington inventory, as well as deploy 10% of devices beyond the Metrorail corridors.

In Economic Development

Over the last two years, Arlington Economic Development (AED) has prioritized racial equity as a part of its internal values as a department to better serve members of the community who have been historically marginalized.

To perform this work, the department appointed a rotating committee of staff members who meet biweekly to discuss issues of racial equity and plan educational sessions for the entire department.

In addition, AED staff across all divisions now use an equity lens to assess the work they perform, with equity incorporated into some job functions. For example, the Cultural Affairs Division now has a staff member who specifically focuses on cultural equity in her work which includes prioritizing racial equity and marginalized communities within the arts. *(continues on the next page)*



In Public Safety

The Fire Department created three committees to focus on different components of its racial equity efforts: community, anti-racism, and administration.

The community subcommittee worked with the general public in its implementation of its new emergency medical service delivery model and its summer safety program and “Stroke Smart” awareness campaign. The anti-racism group convened discussions and talks addressing race and equity in the department and its operations.

Meanwhile, the administrative subgroup reviewed the department’s standard operating procedures using the equity lens.

In addition, the department used the Racial Equity Tools in development of Fire Station 8 centered on celebrating the station’s history as the first African American station in the Halls Hill neighborhood.

In Human Services Programs

The Department of Human Services continues its work toward realizing a just and equitable community that is healthy, safe, and economically secure, and free of systemic racism.

Key elements of this effort in 2022 included developing a new race and equity focused vision, mission, and values statements reflecting extensive staff input captured through surveys and focus groups and rolling it out at virtual town halls and through conversations within program teams. Staff also produced a companion [Vision Mission Values video](#) released in January.

In addition, the department’s internal team dedicated to eliminating racism at the department, (Racial Equity Advancement Partners) hosted facilitated conversations regarding racial equity and how it



relates to the department’s work and developed a training session addressing microaggressions.

In Employee Training

Access to training is a critical equity indicator and in 2022 more employees took advantage of the County’s educational programs, while the number of unique offerings increased.

The data shows that during 2022 the number of employees enrolled in training classes increased by 25% from 3,459 users in 2021 to 4,317 in 2022.

The number of different classes taken increased by 30% from 491 titles/training courses to 655 offerings. Finally, the average number of courses completed per employee increased by more than 60% from six trainings in 2021 to 10 in 2022.

In Permitting

When the Permitting Office reopened in September, it introduced a pilot program focused on providing equitable service to all customers (*see page 8 for more information*).

In developing the initiative, staff consulted the draft *Racial Equity Lens Process Guide* that led them through the discussion of the questions of *Who benefits; Who is burdened; Who is missing; How do we know and What do/did we do?*

The guide also helped to shape a unique engagement approach that included contacting hardware stores, the Latino Chamber of Commerce, and the Commission on Aging along with participating in pop-up events throughout the County.

(See the Administrative Enhancements section for more on the application of RACE principles in County programs.)

Housing Arlington

With an eye on the present as well as the future, Arlington’s housing program –Housing Arlington—provides a wide array of resources for current and future Arlington residents. During 2022 it leveraged County loan funds to secure new or preserve existing affordable housing, provided resources for homebuyers, and invested in several housing studies and reviews to expand housing choices in Arlington.

Housing Development: Creating Affordable Housing Opportunities

This year, the County Board approved nearly \$25 million in Affordable Housing Investment Fund (AHIF) loan allocations to support the creation of 234 new committed affordable units (CAFs) and the rehabilitation and affordability extension of more than 450 CAFs. Also, the County Board approved special exception site plan projects that will bring in \$31.6 million in cash contributions to the AHIF and 148 CAFs upon completion.

Board Commits \$25 million to Long-term Affordable Projects

In February, the Arlington Partnership for Affordable Housing (APAH) received County Board approval for two new AHIF loans totaling \$21.4 million to support the first stages of their redevelopment of the Marbella Site A Apartments at 1300 N. Pierce St. The project, supported by the Housing Commission, offers the County an opportunity to add 234 CAFs for 75 years in the Rosslyn-Ballston corridor. The Board also approved the overall site plan for Marbella, which will include two phases of new construction for Site A and Site B.

In July, the County Board approved nearly \$1 million dollars in new AHIF funds and committed to refinancing \$10.4 million in existing County loans at two separate existing developments to enable rehabilitation of all units and a commitment of an additional 75 years of affordability. The projects, Arna Valley View, a 101-unit CAF project located at 2300 25TH St. S, and the 62-unit portion of the Marbella site (Sites C, D, and E), received approval of their loan documents in November in preparation for financial closing and subsequent start of renovations.

In addition, in October, the Board approved loan documents and \$2.59 million in additional AHIF funding to assist with the increased scope of the work, including the construction of a community center, planned at the Park Shirlington Apartments. Pending a bond allocation from the state, plans call for renovations to begin in 2023.



The County is providing an affordable housing loan for the redevelopment of Park Shirlington Apartments.

New Projects Deliver 250+ Units

The County’s stock of CAFs expanded this fall with the delivery of more than 250 units in two newly constructed projects. The first was Terwilliger Place, located on the site of the former one-story American Legion Post 139 building at 3445 Washington Blvd.

Now complete, half of the 160 CAFs have a Veterans preference and the American Legion will occupy a ground floor space. The Cadence created 97 new CAFs at 4333 Arlington Blvd., the site of a former American Red Cross building. Lease-up and move-ins continue at both projects.

Planning for Barcroft’s Future

Following the December 2021 acquisition of the Barcroft Apartments by Jair Lynch Real Estate Partners, which included a \$150 million loan from the County, the owner began undertaking a master planning process. This effort has included significant input from existing residents to reimagine the property to include a mix of renovated units and new development.

Ultimately, the Barcroft Apartments community will transform into a vibrant mixed-use and mixed-income community with 1,334 affordable units.

The acquisition has garnered recognition regionally and nationally for efforts that preserved affordability and prevented displacement of residents. *(continues on the next page)*

Earlier this year, the Washington Business Journal named the Barcroft acquisition the “Best Financing Deal in 2021,” recognizing the innovative financing structure supported by Jair Lynch, the County, and Amazon. In September 2022, the County received an Award of Excellence from the National Association for County Community and Economic Development for its role in the acquisition.



The County provided a \$150 million loan to help preserve Barcroft Apartments affordability.

In 2022, the County invited seven development teams to respond to the Crystal House Request for Proposals (RFP), an infill opportunity which will result in a minimum of 554 new committed affordable units in Crystal City, in addition to the envisioned 81 units on the County-owned Crystal House 5 site. The County selected the team of APAH and EYA Developments, LLC from a group of 16 development groups that responded to a Request for Qualifications at the end of 2021. In December, the County Board approved a Disposition and Development Agreement with the team, which maps out the details the phased development for Crystal Houses 3-8.

Conservation Area Preserves 118 Affordable Units

In December, the County Board approved the Insight Property Group, LLC’s request to amend the Neighborhoods Form Based Code (N-FBC) to designate the Haven Apartments, at 5100 7th Road S., a Conservation Area which



The Haven Apartments now a Columbia Pike housing conservation area.

preserved all 118 of the existing apartments as CAFs available at 60% of AMI for 30 years.

Built in 1950s, the complex consists of six garden-style walkup apartment buildings, with a unit mix of 80, two-bedroom and seven three-bedroom apartments and the balance one-bedroom units.

Designating the complex as a conservation area aligns with the goals of the 2015 Affordable Housing Master Plan which encourages the County to “make every reasonable effort to prevent the loss of market-rate affordable rental housing.” It also meets the 2012 Columbia Pike Neighborhoods Area Plan goal of preserving all 6,200 market-rate affordable units (MARKs), available up to 80% AMI, which existed along the corridor at the time of the Plan’s adoption.

Homeownership Opportunities

This year, 11 moderate income households earning up to 80% of AMI closed on County Moderate Income Purchase Assistance Program loans to help purchase Arlington homes.

Of these, four households purchased Affordable Dwelling Units (ADUs) at the newly constructed 2000 Clarendon Boulevard condominium project, nearly the Clarendon Metrorail station.

A site plan condition and covenants require that these units remain affordable in perpetuity. Further, their sale and resale prices must be affordable to households earning up to 80% of the AMI.

A second newly completed condominium project, Axumite Village, supplied seven ADUs that the developer marketed to qualifying households.

Affordable Housing Master Plan Review Completed

In early 2022, the County finalized its review of the [Affordable Housing Master Plan \(AHMP\)](#), which included an updated [Housing Needs Analysis](#) and a [Five-Year Report](#), which document changes in the housing market and key housing accomplishments since adoption of the AHMP in 2015:



- Since 2015, the County added 1,640 units to the committed affordable housing supply bringing the total units to 8,650. Of the additional units 1,422 resulted from County financing, and 218 from land use mechanisms, such as bonus density, General Land Use Plan changes and the Columbia Pike Neighborhoods Form Based Code.
- Most of the new units are located near I-395, including Park Shirlington and The Apex (formerly The Berkeley). Others are adjacent to the Rosslyn-Ballston corridor but outside the planning boundary. None are in the Langston Boulevard/East Falls Church area.
- Half of all CAF developments approved since 2015 include energy benchmarking, WaterSense products, and have waste management plans.
- The number of households served through the County’s rental assistance programs has remained constant over the past five years: 2,695 households in Fiscal Year (FY) 2016 and 2,697 households in FY 2020.
- A strong correlation exists between these programs and the County’s CAF inventory. For instance, in FY 2020, 95% of housing grant recipients and 81% of Housing Choice Voucher recipients lived in CAF units.
- All County issued affordable housing loans are in full compliance with their applicable loan terms.
- The most recent “Point in Time Count “documented that the County had bettered its target to reduce the number of homeless people to 200 by Calendar Year 2020 with just with 199 homeless persons identified during the survey. A seven-year analysis shows Arlington has reduced the reported number of residents experiencing homelessness by 58% since 2013, with unsheltered individuals declining by 77% and persons sheltered by 50%.

CAF Oversight

In April 2022, the County published its [Long-Term Strategies for Improved Oversight and Tenant Support at Aging CAF Properties](#), which includes tactics to ensure that the more than 11,000 committed affordable units in the County are well-maintained and tenants are supported.

The County has also made significant progress in several other areas to ensure the safety and health of CAF residents.

For instance, in February and March 2022, a third-party inspector inspected 878 CAF units, with DHS Housing Choice Voucher staff inspecting nearly 1,000 additional units, at six properties. By April 2022, with identified repairs completed, all the units had met the U.S. Department of Housing & Urban Development [Housing Quality Standard](#) requirements.

A procurement effort is underway to secure a long-term vendor to support County staff with expanded CAF inspections. This will enable the County to stay on track with inspecting the growing CAF portfolio and ensuring safe and healthy conditions in these communities.

A vendor is under contract to provide mold inspections and remediation and environmental testing as needed.

The Tenant Landlord Commission, with support from County staff, is researching potential models for alternative dispute resolution to address tenant and landlord conflicts.

Lastly, The County is surveying and conducting focus groups to obtain feedback from 400-500 CAF households to learn about the resident experience.

Arlington Considers Policies to Expand Housing Choice

Missing Middle Housing Study

The [Missing Middle Housing Study](#), which began in 2020, is a three-phase initiative intended to explore how preservation and construction of a greater variety of housing types, such as duplexes, triplexes, and small apartment buildings (what is considered the “missing middle”) could expand housing choice and housing supply in Arlington.

Developing new options will help address Arlington’s housing supply issues, create less expensive housing than what is currently available, and begin to dismantle the longstanding exclusionary nature of Arlington’s land use policy and planning framework.

This year, staff completed Phase 2 of the study which involved a focused study of housing types in Arlington’s context, including analysis of housing equity, economic feasibility and the pace of growth, design alternatives, opportunities to address community priorities, and strategies to address community concerns.

It also included a comprehensive engagement process to seek input that included virtual walking tours, a live Q&A session, pop-up engagements throughout the County, and an online feedback tools that received over 2,800 responses. The draft policy framework, resulting from the effort, outlines how Missing Middle housing types, if allowed, could fit within existing single-detached development standards, possible price points, and potential change rates.

County staff provided a report at the July 16 County Board Work Session, summarizing the community engagement effort in response to the Phase 2 Missing Middle Housing Framework published in the spring. During the session, the County Board [directed](#) staff to proceed with draft General Land Use Plan amendments and possible approaches to be incorporated into draft Zoning Ordinance amendments to be developed as part of Phase 3.

Following the work session, the County Board hosted information sessions with outside subject matter experts answering questions from community members on development economics, zoning, and planning for growth. The Board also held a series of community conversations providing opportunities for residents to share their perspectives on the study with Board members and other residents.

Staff anticipates completion of phase 3 for public hearings by the Planning Commission and County Board no later than the second quarter of 2023.



Homeownership Study



The Housing Division initiated a [Homeownership Study](#) to clarify the community’s values and goals related to homeownership as well as to examine the effectiveness of current program outcomes, assess opportunities for potential homebuyers and existing homeowners, and determine whether existing County programs and policies support all of Arlington’s homeownership goals.

A three-stage effort, the study will feature robust community participation throughout the process, including online and in-person engagement opportunities. As part of phase 1, staff collected data and reviewed existing programs. This information will support community conversation and engagement during Phase 2 of the study, which will focus on identifying the community’s vision and goals for homeownership.

In Phase 3, using the work from Phase 2, staff will develop potential homeownership program recommendations that could include enhancements to existing programs or potentially new programs to meet community’s needs.

Staff will collaborate with the Housing Commission and the broader community to develop the final recommendations resulting from the study.



Providing for Arlington’s Vulnerable Residents

The County’s safety net programs have a single, but complex objective of improving the lives of vulnerable families and individuals. They serve Arlingtonians of all ages, those with chronic health conditions such as mental illness and substance abuse disorders, the underinsured, low-wage earners, and others at risk of poverty or homelessness. Collectively, the programs work to support the well-being of Arlingtonians by providing services that allow them to thrive in the community.

Addressing Homelessness, Housing Needs

Efforts to Prevent Homelessness



During the last three years, the County has distributed over \$50 million to help Arlington residents maintain housing. In 2022 alone, 1,685 households received \$2.7 million for eviction prevention. To fund the program, the County leveraged several funding sources. For instance:

In March, the County received notice of a **\$2.81 million** FY 2021 Continuum of Care (CoC) award from the U.S. Department of Housing and Urban Development. Arlington organizations benefiting from the award include the Arlington Street People's Assistance Network, New Hope Housing, Inc., Bridges to Independence, and PathForward. Some of the activities targeted for the money include rapid re-housing, permanent supportive housing, and various activities associated with the effective implementation and coordination of CoC activities.

The County received \$430,000 from the state for housing programs. In March it accepted **\$80,000** to provide rental relief for residents affected by the COVID-19 pandemic. Following that, a June grant provided up to **\$350,000** for 10 housing voucher subsidies for adults with developmental disabilities leasing private rental housing, and funding for a new Housing Choice Voucher Program staff member. Additionally, in December, the County appropriated \$246,989 in federal funds for 16 additional housing vouchers for Arlington households.

Point In Time Survey Documents Increase in Homelessness

Arlington conducted its 2022 Point in time (PIT) survey on January 26 in conjunction with the Metropolitan Washington Council of Governments, local homeless non-profit partners, County officials and members of the community. On the night of the PIT, 182 people were experiencing homelessness. Of that number, 20 persons were unsheltered, and 162 were sheltered, a 6% increase from the 2021 PIT count.



Officials attribute the increase to growth among sheltered homelessness, particularly within cold-weather, hypothermia programs and a family shelter resuming pre-pandemic services.

These shifts illuminate how the pandemic led to a temporary suppression of homelessness in Arlington as reported in the 2021 PIT year count. Despite this reported growth, the County continues to meet its Affordable Housing Master Plan goal of reducing the number of homeless persons below 200. This is due in part to the influx of targeted federal, state, and local resources as part of the COVID-19 response prioritized for homeless prevention efforts by assisting individuals and families acquire and sustain permanent housing.

Employment Assistance

Arlington Employment Center’s “Back2Work” program serves residents aged 18 and older, who are either low-income, have limited-skills, long-term unemployed, or undocumented residents who worked in industries negatively impacted by the pandemic.

By mid-September, 144 residents had taken advantage of the ARPA-funded job training service.

Of that number, 37 are now employed, 18 received laptops to participate in virtual job training activities, and 20 are participating in Arlington Public Schools English as a Second Language classes. Another 100 residents are participating in a variety of career development programs.

Ensuring Food Security

During the year, the County developed Arlington's first [Food Security Strategic Plan](#) to ensure the coordination of investments and resources to meet the community's food needs. The County also achieved a major success with the development of two new collaborations that will enhance school-based food offerings. Specifically, the effort connects Arlington Public Schools with Amazon and Food for Neighbors to "enhance school-based supplemental food offerings, including food pantries, in-school snacks, and weekend food support."



First, Abingdon Elementary used a \$40,000 Amazon donation to provide a mid-morning snack to students and stock each classroom with a basket of snacks for students. The school's Parent-Teacher Association coordinates the effort.

Second, the Food for Neighbors connection creates in-school food pantries for students that provide supplemental nourishment for the school day, weekends, and holidays. The organization manages the collection and sorting of community donations for distribution to schools. Amazon supported the program's start up with a \$155,000 donation to guarantee the schools have enough food from the start to the end of school year. The funds will also support creating the infrastructure to set up a pantry, including shelving, bins, signage, etc.

In other efforts, the Agency on Aging partnered with [La Cocina](#), a local Arlington non-profit, to implement an Ethnic Meal Pilot in March 2022. The program delivered 1,075 Latin American and Mexican meals to 34 residents of one of Arlington's independent living residences for older adults. In addition, the County's [Social 60+ Café](#) provided 8,000 free meals to qualifying seniors, and local gardeners through the [Community Gardens](#) program donated 9,000 pounds of food to the Arlington Food Assistance Center.

Mental Health Services

Funding Received for Mobile Mental Health Response

In March, the federal government awarded the County a \$390,000 [grant](#) for the behavioral health mobile crisis care initiative. Specifically, the award funded a Mobile Support Team comprising of a clinician, a peer specialist, and a customized van, equipped with computer systems that connect to the 9-1-1 Call Center. The County requested the funding following an extensive assessment of how to reorient its response to 9-1-1 behavioral health calls.

A mobile response allows for mental health experts to assist individuals experiencing crisis where they are, breaking down the traditional barrier of requiring patients to seek out the location of the correct service. It also decreases the need for law enforcement interaction with individuals experiencing behavioral healthcare needs.

Psychosis Program Established

The County and the Community Services Board began development of a First Episode Psychosis (FEP) program in February 2022 called [Aspire](#).

FEP is a national best-practice model that serves individuals ages 16-30 experiencing their first episode of psychosis within the last two years. The Arlington team, (staffed with an experienced team lead, licensed clinician, peer recovery specialist, supported employment and education specialist, and a psychiatrist), can serve up to 25 clients when at full capacity.

The team began serving clients in July.

Opioid Support

Over the past year, Arlington ramped up naloxone distribution with the return of face-to-face services. With more than 70 staff trained to dispense naloxone, the year saw over 1,300 boxes of the medicine that rapidly reverses an opioid overdose distributed, and more than 2,000 fentanyl test strips issued.

Additionally, virtual REVIVE trainings are now available twice a month, teaching participants how to recognize and respond to an opioid overdose emergency and administer naloxone. The County also continues to partner with Marymount College to provide the training for students, resident advisors, and staff.

The year also saw expansion of naloxone access in Arlington with distribution of print material with a QR code for community members to request training and to receive naloxone through the mail, and the availability of opioid overdose emergency boxes at all County library branches with written instructions in English and Spanish.

ECONOMIC DEVELOPMENT

Like municipalities across the country, COVID-19 changed Arlington's economy and its economic development landscape, as evident in a high office vacancy rate, increased competition to attract new businesses and talent, and low tourism revenue. In response, the County's economic recovery strategy placed focus on business attraction and retention efforts, as well as employing an aggressive marketing campaign to attract tourists and participants in Arlington arts. Additionally, the County is enhancing regulatory flexibility to expand the number of allowable uses within commercial buildings to quickly adapt to market demands and shifts.

Business Investment

Attracting, Retaining Arlington Businesses



Boeing announced in May that it was moving its headquarters to Arlington.

During the year, the County's Business Investment Group (BIG) placed significant emphasis on in-person connections in the business community, engaging with existing Arlington companies as they returned to the in-office environment and ramping up business attraction efforts domestically and internationally. As a result, from January through November, the County achieved 22 successes in attracting and retaining businesses, which created or retained 2,030 jobs. It also represents 219,228 new square feet of occupied office space, 250,796 retained square feet of space for a total of 470,024 square feet of occupied office space.

In addition, during the spring, two well-known international companies announced that they would relocate their headquarters to Arlington—Boeing Company in May and Raytheon Technologies in June.

Boeing relocated its global headquarters from Chicago to Arlington and develop a research and technology hub in the area. It opened its current Arlington location in 2014 and has been an active community partner since. Raytheon moved its central office from Massachusetts. Like Boeing, it already had an Arlington presence with about 130 employees based at 1100 Wilson Blvd. In announcing its move, the company cited Arlington's proximity to its customers and its convenience as a travel hub. It will slightly increase its leased space in Rosslyn.

In November, a third company announced its plans to expand its footprint in Arlington-- Technomics, Inc., a decision analysis company that specializes in cost analysis, data management, and data analytics. It is leasing an additional 10,000 square feet of space at 1225 S. Clark St. to increase capacity.

Amazon HQ2 Progresses



The Helix building at Amazon HQ2

Construction is nearing the final leg for the first phase of Amazon's HQ2 in National Landing. The 2.1 million square foot mixed-use complex will include two 22-story towers along with nearly 70,000 square feet of ground floor retail.

Additionally, the project will renovate the adjacent Metropolitan Park into a vibrant public open space. Exterior construction is nearly complete and interior buildout continues with delivery expected in 2023.

Amazon also has shown its commitment as a community partner with more than \$35 million in total investments to local nonprofits, community groups, public schools, and businesses, including the creation of the new 300-student Arlington Community High School and the commitment to powering 100% of HQ2's operations with renewable energy.

(To read more about Amazon's HQ2 see the Planning and Development section.)

Multifamily Residential Pipeline Remains Strong

A strong, growing multifamily apartment sector is a key contributor to Arlington's economic stability and has continued to perform despite significant increases in new inventory.



The Highlands (West) building in Rosslyn

The strength of the multifamily sector is indicative of Arlington's regional position as a high-quality residential location for workers seeking an urban, mixed-use environment with strong amenities and excellent transportation options. There are currently over 4,300 units under construction with another 11,300 in the pipeline.

New Workforce Development Program Launched

In June, the County announced the launch of the [Arlington Talent Pilot Program](#), a new workforce development initiative benefitting Arlington residents and technology companies. Designed for potential software engineers, the program will pair selected interns with technology consultants from the Arlington-based [ExelARATION Technology and Engineering Internship Program](#) to gain essential skills and experience through temporary, full-time jobs, paying \$20-24 per hour, 30-40 hours per week for a minimum of 12 weeks.



client projects to gain software development and testing skills and knowledge to pursue long-term tech careers after completing the program.

ExelARATION is a technology company that specializes in providing paid experiential learning opportunities for aspiring software developers. The interns will work with the company's employees on real

Real Estate Development

Commercial Market Resiliency

In April 2022, the County Manager presented the [Commercial Market Resiliency Initiative](#). It is a strategy developed to modernize Arlington's regulations, practices, and processes to ensure a nimbler response to shifting land uses in commercial spaces driven by changes and innovations in Arlington's economic trends.

It focuses on creating an environment that is more resilient and adaptable to accommodate the recent and rapid shifts in the commercial market sector.

Specifically, this initiative and its various policies must support Arlington's robust commercial real estate market, fiscal balance, private sector innovation and entrepreneurship, consumer choice, a dynamic housing market, and standing as a great, sustainable place.

Its process to modernize Arlington's regulations, practices, and procedures has four overlapping components: 1) potential new or shifting uses in commercial buildings; 2) the process to consider such uses; 3) the types of entitlement for such uses, and 4) other required process changes related to regulation of and amendments to site plan approved buildings.

Initial work has included amendments to the Zoning Ordinance to permit new and evolving uses including micro-fulfillment centers.

Continuing work will include amendments to how the County categorize and regulate other uses such as universities and colleges, artisan breweries, and food delivery services.

Small Business Support

Throughout the year, Arlington’s [BizLaunch](#) team continued its work to strengthen the “small business and entrepreneurial ecosystem.” It provided nearly 1,000 one-on-one consultation sessions and sponsored 32 small business events that attracted 2,775 participants, highlighted by the [SWaMmys Honors](#), AWS 2022 Summit, and the Inter Astra 2022 (Equity in Space) and the [State of GovTech](#) events.



Its [ReLaunch](#) initiative continued to positively impact the small business community by providing needed technical assistance to 118 local companies; and with the resumption of the Brunch and Business series focused on the [Joy of Black Entrepreneurship](#) and the [Celebration of Hispanic Heritage](#).

BizLaunch also hosted its First Annual Holiday marketing with the Hyatt Regency and the [Forever Grateful Market](#) this winter, and added several [new business databases](#) to its list of resource tools providing complimentary business intelligence for Arlington’s entrepreneurs. OpenGrants, IBISWorld and VerticalIQ are now databases available free to small business owners in the County.

In addition, in November, BizLaunch joined with the technology company BluDot to offer the [Open Rewards](#) program that allowed shoppers to earn cash back rewards while spending at local small businesses.

BizLaunch’s has always been highly regarded for its work, and this year it received the [International Economic Development Council’s](#) Gold Award for the ReLaunch program in the category of Resiliency, Recovery and Mitigation during the organization’s 2022 Annual Conference. *(See page 59 for more on the award.)*

The Creative Economy

Made in Arlington

From its pre-pandemic days at Arlington Mill and the Bozman/Courthouse Library Branch, [Made in Arlington](#) forged new relationships in 2022 with both Arlington Weaves and Arlington Public Library for new events and a growing customer base.



It also boosted its sales for whimsical greeting cards, handmade chocolates, local coffee and crafted jewelry by offering more markets and workshops in conjunction with a variety of partners for the 2022 holiday season such as the

[Valentine’s Day](#) market on the campus of George Mason University. Additionally, a partnership with [Shop Made in Virginia](#) is giving Arlington vendors a new opportunity to join a large online platform, at a retail store, and market to corporations seeking locally made items in gift boxes.



Industry Advising

Arlington is a member of the Creative Economy Coalition and Americans for the Arts Private Sector Council. As a result, Arlington’s creative economy team was invited to provide input on several initiatives in 2022:

- Denmark’s [Creative Industry Policy Seminar](#), a pioneering training program specifically designed for public and private sector stakeholders and policymakers; developed by the global Creative Business Network.
- Western States Arts Federation (WESTAF), 2022 Creative Vitality Summit planning following participation as panel moderator at the [2021 Summit](#).
- Washington State Department of Commerce, Creative Industries strategic planning follows Washington’s commitment to making Creative Economy a key state industry sector.
- The International Economic Development Council continues to feature Arlington’s Creative Economy panel recommendations at its annual conference.

Arts and Culture in Arlington

Cultural Affairs programming is a major component of the County's economic development strategy as it not only celebrates and uplifts the creative community, but it also enhances Arlington's attractiveness as place to conduct business, work, live or visit.

Arlington Public Art

Arlington's commitment to public art continued an impressive run for 2022, delivering three major permanent installations.

- The sculpture [FREED](#), by renowned artist and designer Walter Hood, anchors the new John Robinson, Jr. Town Square. Over the course of five years, the MacArthur Fellowship awardee engaged residents and community leaders in the design process for both the plaza and the sculpture. The resulting work reflects the history and resilience of the surrounding historically African American Green Valley neighborhood.
- Artist Mark Reigelman's [Wheelhouse](#), also in Green Valley, references the newly-renovated Jennie Dean Park site's industrial history (a mill was located there in the 1700's) through the lens of the great American pastime—baseball. By the early 20th century, the park became a major hub for Black baseball clubs in the region, where game days were lively social epicenters for the community.



Mark Reigelman's Wheelhouse (Photo by William Wilson)

According to the program's website, *Wheelhouse* "refers to the location of the strike zone that the batter considers ideal, nods to the mill's cyclical function and is reflected in the installation's 24 house-shaped slices extending up from the ground."

- Celebrated artist Donald Lipski's [The Pike](#), serving as a gateway into Arlington from Fairfax County, features a reclaimed 50-foot-tall wind turbine wing. It references the road's 1810 beginnings as a Congressionally chartered toll road, and suggests the welcoming, upright position of a toll gate. Lipski used 4,784 coins from 117 countries as part of the sculpture's base. The coins, donated by Columbia Pike residents, celebrates the community's diversity.

Event Collaboration

Two of the County's signature annual cultural events stem from collaboration with Arlington's Business Improvement Districts (BIDs) and Partnerships, with County staff leading the programming vision.

The first, the Columbia Pike Blues Festival returned to full capacity with a range of ancillary concerts and activities culminating in a concert by The Blues Foundation's "Entertainer of the Year" Shemekia Copeland, which drew a record audience of 7,500.

Second, the 30th Annual Rosslyn Jazz Festival, headlined by Cuba's Cimafunk, featured additional promotional concerts in nearby restaurants and plazas courtesy of the Rosslyn BID. The event garnered a near-record attendance of 9,000.

Broadcast Services Expanding

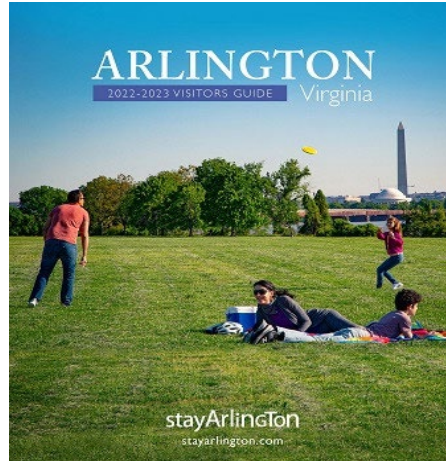
In November, the County entered a leasing [agreement](#) with Arlington Independent Media (AIM) that allowed the community media organization to establish a satellite location at Arlington Arts' 3700 S. Four Mile Run Drive location.

AIM, which has offered video instruction and community broadcast access to Arlingtonians since 1982, will use its new studio space to expand its access to media technologies and the creation of video, audio, web, and digital content.

As stated by County Board Chairman Katie Cristol, AIM's expansion "further the goals and vision for a thriving 'arts and industry' in the Four Mile Run Valley Area Plan by bringing community broadcast services as well as audio visual educational programming to the area."

Travel and Tourism

Uncertainty was at the center of the hospitality industry in recent years due to the pandemic. However, the County, through [Arlington Convention and Visitors Service](#) (ACVS), has remained focused on core services to drive as much visitor spending as possible throughout the County's neighborhoods. In spring 2022, Arlington's hotels and local hospitality businesses started seeing gains in spending and predict continued gradual improvement with a return to pre-pandemic levels sometime in 2025.



Destination Sales

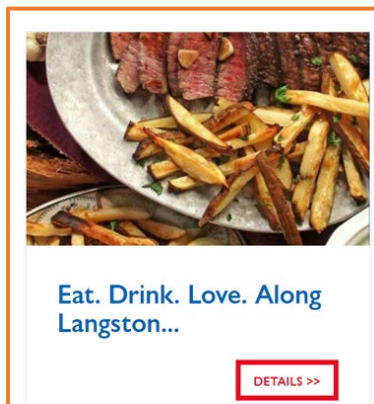
Arlington's meeting and group bookings continue to be unpredictable as the COVID-19 pandemic appears to recede. However, ACVS continued its proactive outreach for the destination by attending 11 travel trade events this year, including the American Bus Association Marketplace, Connect Marketplace, HelmsBriscoe's Annual Business Conference, the international travel trade show IPW and Connect Diversity, to name a few.

Arlington meeting and group demand began to rebound starting in March 2022 and, as a result, so did the need for ACVS services like meeting-planner site visits, requests-for-proposals, and on-site convention services.

Destination Marketing

One of the most impactful StayArlington marketing programs this year was the spring 2022 "Eat. Drink. Love." and "WanderLove" leisure campaigns, which ran from March through June.

Designed to inspire overnight hotel stays by vacationers from east coast drive markets, the campaigns, based on Virginia Tourism Corporation's statewide



Arlington's Culinary Road Trips highlighted offerings on Langston Boulevard.

promotions of the same names, showcased culinary and road-trip adventures across the Commonwealth. ACVS partnered with Arlington BIDs and Partnerships to ensure countywide participation. The campaign reached 1.3 million unique individuals and measured 60,000 transactions from 26,000 visitors spending approximately \$165 per visit.

Additionally, ACVS conducted an aerial photography and video shoots in multiple Arlington neighborhoods to tell the visual stories of the County and its activities. As a result, ACVS collected vibrant visual assets that enrich a wide

array of tourism, economic development, planning and other County initiatives.

Tourism Recovery Program Grant

In February 2022, ACVS received the first half of its \$3.25 million Virginia Tourism Corporation federal ARPA COVID-19 recovery grant and embarked on a spending plan developed in collaboration with stakeholders representing Arlington hotels, the Arlington Chamber of Commerce, the BIDs and neighborhood partnerships, Arlington Economic Development and the County's Department of Parks and Recreation. The collaboration, focused on fully leveraging grant resources to drive overnight hotel stays and visitor spending in Arlington, will continue through June 2024, the end of the grant period.

Some of the initial projects feature a StayArlington brand and messaging refresh, advertising campaigns, website overhaul, paid-media strategy, and a COVID-Recovery meeting and group sales plan.

Visitor And Convention Services

ACVS delivered its 2022-2023 official [StayArlington](#) visitor publications in October, and more than 200,000 copies of the Arlington Visitors Guide, Meeting Planners Guide and Pad Map (a tear-off pad of maps) showcasing Arlington to travelers and event planners through mail orders, welcome centers, hotels and more. Numerous Arlington businesses took advantage of special COVID-19 recovery rates on advertising.

In March, Arlington's Mobile Visitors Center returned to the streets on an abbreviated three-day-a-week service schedule. Located near Metrorail stations, from the vehicle staff provided visitors information on Arlington shopping, dining, sightseeing and entertainment options.

Planning & Development

Planning and development are major drivers in Arlington's economic sustainability efforts as each year the Department of Community Planning, Housing and Development staff guide several major development projects through the site plan review process and undertake a number of comprehensive long-range planning studies to set the roadmap and guidelines for future development. The work continued in 2022 with the approval of seven major development projects, the completion of two sector plans and a major General Land Use Plan study and more.

Major Projects Advanced by the County Board

Marbella Apartments Redevelopment Authorized

The existing Marabella Apartments, built in the 1940s, consists of 12 two-story brick, walk-up garden apartment buildings and spans three blocks, bordered by Arlington Boulevard, North Quinn Street, and North Ode Street.

In February, Arlington Partnership for Affordable Housing obtained unanimous support from the County Board for its plan to [redevelop](#) the site, at 1300 and 1305 N. Pierce St., with two new 12-story multifamily residential buildings on noncontiguous project sites, labeled Site A and Site B, constructed in two phases.



Rendering of the future Marbella Site A

Site A will have 234 units, and Site B 321. When completed, the project will offer 555 apartments all proposed as CAFs, with a senior housing component. It is the first development proposal to leverage an April 2021 [Zoning Ordinance amendment](#) that allows up to an additional 60 feet of building height for low-and moderate-income housing in certain multifamily residential districts with County Board approval.

More than half of the units will be family-sized, with the balance being one-bedroom units. The project also will deliver site specific streetscape improvements, sustainable design elements including Earthcraft Gold certification, standard site plan contributions, Transportation Demand Management measures, and free in-unit internet access and computer courses and digital literacy programs in both Spanish and English for residents.

In a related action, the Board also approved a \$10.5 million AHIF loan to assist with the project's construction and financing.

The Site Plan Review Committee (SPRC) reviewed the proposal along with the full Planning, Housing and Transportation commissions.

Pike Residential Project Approved

In March, the County Board advanced a rezoning and use permit request for a Columbia Pike Form Based Code (FBC) development at 2601 Columbia Pike that will replace the single-story commercial buildings that make up the Fillmore Gardens Shopping Center.

Known as [The Elliott](#), the built-out project will feature 247 dwelling units contained in a new six-story building with underground parking and approximately 51,000 square feet of ground floor commercial space.



Rendering of the Elliott

The Elliott also will feature several courtyards, a rooftop terrace for tenants, and streetscape improvements along Columbia Pike and South Cleveland Street.

As part of the public engagement process for the project, the applicant met with the Columbia Pike Form Based Code Advisory Working Group and hosted a community meeting for nearby civic associations.

The Planning Commission also reviewed and recommended approval of the proposal.

2025 Clarendon Blvd. (Wendy's Site) to Bring More Change to Courthouse

In March, the County Board approved a site plan for a mixed-use building with 231 dwelling units and 3,500 square feet of ground floor retail, a block away from the Courthouse Metro station.

The project, submitted by Greystar Development East, will replace a vacant lot at the intersection of North Courthouse Road, Wilson Boulevard, and Clarendon Boulevard, the former location of a Wendy's restaurant and bank building, both demolished in 2016. The project supersedes a 2015 approval for an office building that remained unbuilt.



Future mixed-use building for the former Clarendon Wendy's site.

The approved 16-story building will house ground floor retail and residential dwelling units above and feature a chamfered glass façade and a 1,465-square foot landscaped public plaza.

The developer committed to providing 12 on-site affordable units; cash contributions towards future open space planning, public art, and utility undergrounding; constructing off-site multimodal transportation infrastructure on the adjacent block; and working to achieve LEED Gold certification. Other commitments included on-site streetscape improvements, a base affordable housing contribution, offering a Transportation Demand Management program, and installation of an in-building wireless first responders' network.

The SPRC evaluation of the proposal consisted of an online engagement survey and two virtual meetings between September and November 2021. The first meeting included a joint session with the Long-Range Planning Committee. The Park and Recreation, Housing, Transportation, Planning, and Climate Change, Energy and Environment (C2E2) commissions evaluated the application as well.

Green Valley Project Sanctioned

A four-story multi-family residential building with 30 dwelling units is on track to replace a vacant lot in Green Valley thanks to the County Board's unanimous endorsement of a proposal from Shirlington Investments LLC in June.

Overall, the project, at 2608 Shirlington Road, will help advance the goals of the Green Valley Village Center Action Plan, which outlines a vision for revitalizing the community by encouraging mixed-use, pedestrian-friendly development centered around the John Robinson, Jr. Town Square.

The building will offer three-on-site CAFs, sustainable design elements including EarthCraft Gold certification, and Transportation Demand Management measures. It will feature a partially below-ground garage, a private courtyard terrace and pool, a small rooftop deck, and a green roof. The project also will add new pavement, sidewalk, curb and gutter on street frontages, streetscape improvements and an in-building wireless first responders' network. The Green Valley Civic Association and Bowman's Hill Community Association supported the project, as well as the Planning, Housing and Transportation commissions.



New residential building for Shirlington Road

Second Phase of Amazon's Arlington Headquarters Endorsed

In April 2022, after an extensive, year-long, public review process, the County Board endorsed the redevelopment of the largely vacant PenPlace block in Pentagon City, as part of the second phase of Amazon's Arlington Headquarters.

The County Board's actions advanced the construction of four new 22-story buildings with approximately 3.2 million square feet of office uses and a conference center, approximately 94,500 square feet of retail on the ground floors of the office buildings, and in stand-alone pavilions. It moves forward the principles of the Pentagon City Sector Plan and the PenPlace Design Guidelines by bringing a major office development to Pentagon City and providing a mix of uses.

The approval also secured a childcare center open to the general public that will include infant care and accept Virginia subsidies and a home for the Arlington Community High School that will serve up to 300 students (most of whom are adult learners).

These buildings and uses will frame a new 2.75-acre public park that the developer will build and maintain in perpetuity, which will include a dog park and active and passive recreational areas. The County will control the park, including the ability to program events. The development also showed a commitment to unique architectural design with the proposed "Helix" building, a 22-story indoor arboretum in a spiral shape which will feature indoor and outdoor plantings.

As part of the site plan approval, the developer pledged to obtain LEED Platinum certification for the conventional office buildings and specified energy performance standards for the "Helix."

It pledged to contribute \$30 million to the County's Affordable Housing Investment Fund – the largest ever affordable housing site plan contribution, and numerous on-site and off-site transportation improvements and transit incentives to accommodate the development and future growth in Pentagon City. Development officials expect that the online retailer's Arlington Headquarters will bring 25,000 new jobs to Arlington in the coming decades.



The County Board endorsed the second phase of Amazon's HQ2

The Heights Adds Garage, Field

In July, the County Board approved a use permit amendment for the second phase of Arlington Public School's (APS) Heights School. This amendment allows for the construction of a below-grade parking structure with a lighted synthetic turf field on top.



The new garage and synthetic field at the Heights school

The Heights Building (formerly the Wilson School) houses the H-B Woodlawn Secondary Program and the Eunice Kennedy Shriver Program.

The project provided APS added parking for school users on site, as well as a safe and coordinated pick-up/drop-off area along 18th Street North for school buses and their passengers to access the building's school programs. The turf field will be available to the community outside of normal school usage.

This amendment concludes the implementation of all aspects of the 2015 [West Rosslyn Area Plan Study \(WRAPS\)](#). APS expects completion of construction and operation of the garage and field to begin in 2024.



Board Green Lights Redevelopment of the Ballston Macy's Site



Rendering of the approved 16-story building replacing the Ballston Macy's

The County Board closed out the year with the approval of 685 Ballston LLC's proposal to redevelop the existing Macy's building in Ballston, at 658 and 701 N. Glebe Road, with a new 16-story mixed-use residential building with up to 553 residential units and approximately 43,076 square feet of ground-floor retail space. It will offer expanded underground parking (below the Ballston Pointe building) and another 141 parking spaces in above-ground parking on the third floor of the building.

The applicant committed to meeting the base affordable housing requirements of the Zoning Ordinance (choice of \$1.5 million or 12 on-site units, 19 off-site nearby units or 25 off-site units). Additionally, to earn extra density on the site, the applicant committed to providing one on-site two-bedroom unit CAF, affordable up to 60% of Area Median Income (AMI), and an additional 11 CAFs on site affordable up to 80% AMI.

They also pledged to meet the County's Green Building Incentive Policy requirements for LEED Gold level, provide a standard streetscape along Glebe Road with wider sidewalk clear zones than what currently exists on site and, achieving the County's streetscape standards outlined in the Ballston Sector Plan and the Rosslyn-Ballston Corridor Streetscape Standards.

The developer will renovate the aged retail and vacant office space, providing greater transparency and pedestrian activity along Glebe Road fulfilling goals of the Ballston Sector Plan and the County's Retail Action Plan. Finally, they anticipate using the retail space for a grocery store, which the County's Retail Action Plan identifies as an "important amenity," that will "facilitate the creation of a dynamic downtown area" by ensuring a mix of uses and furthering the economic success of Ballston Quarter.

The SPRC review included an online engagement period, two virtual and in-person/hybrid meetings, and an in-person walking tour of the site. Further, the C2E2, Housing, Planning and Transportation commissions reviewed the project.

Major Planning Studies

Pentagon City Sector Plan

Ratified

The County Board in February ratified the [Pentagon City Sector Plan](#) and its related General Land Use Plan (GLUP), Master Transportation Plan, and Zoning Ordinance (ZO) amendments. The Board's action completed the planning process that began in 2020 to identify conditions for future growth in Pentagon City.

The Sector Plan captures elements of land use, building form, public spaces, sustainability, biophilia, equity, and connectivity to guide the next generation of redevelopment for sites located near the new Amazon headquarters.

It also focuses on the delivery of key public realm improvements, increasing the affordable housing supply, and the achievement of other Plan goals as near-term and mid-term development help realize the updated vision for the study area. The GLUP amendments included updates to land use designations to more closely reflect the levels of growth envisioned by the Plan. The ZO amendments establish criteria for the County Board's consideration of future site plan proposals in select zoning districts on properties which fall within the newly established "Pentagon City Coordinated Redevelopment District."

Before adoption, the Pedestrian and Bicycle Advisory committees and the Park and Recreation, Planning, Transportation, C2E2 and Forestry and Natural Resources commissions evaluated the plan. Additionally, the Virginia Chapter of the American Planning Association awarded the plan an Honorable Mention in July.

2022 Clarendon Sector Plan Adopted

April saw the County Board adopt the [2022 Clarendon Sector Plan Update](#) and related GLUP and Zoning Ordinance amendments. Begun in fall 2020, the planning process focused on updates to policy guidance for sites located in the western side of the Clarendon area south of Washington Boulevard.



The Clarendon study area

The 2022 updated plan restates the vision and goals for the area around the Clarendon Metro Station as a walkable destination with a quality public realm, accessible and connected places, and a rich mix of uses as detailed in the original 2006 document.

It provides comprehensive policy guidance for land use and density, transportation, historic preservation, building form, public space, and urban design, with added focus on the future replacement of Fire Station 4.

The associated GLUP amendments reflect land use designations envisioned for future public spaces and adjustments to street alignments/ locations. The zoning amendments update existing standards for development in Clarendon to reflect the updated plan's new recommendations.

Before County Board consideration, residents of the surrounding neighborhoods and the Historical Affairs and Landmark Review Board, the Joint Emergency Preparedness, Facilities, and Pedestrian advisory groups weighed-in on the Plan. The Park and Recreation, Transportation, Urban Forestry and Planning commissions also assessed and helped shape the plan.

Courthouse West Special GLUP Study Completed

The County completed the [Courthouse West Special General Land Use Plan \(GLUP\)](#) Study for the block bounded by Wilson Boulevard, North Cleveland Street, Clarendon Boulevard, and North Danville Street in response to a developer seeking to change the land use designation of the property to enable future mixed-use development. In September, the County Board adopted the study's recommendations that set the guiding principles and strategies for the submission and review of a future redevelopment applications.

The recommendations support a vision for mixed-use development that creates opportunities for market-rate and affordable housing, a new public

space along Clarendon Boulevard that includes green space and trees, and transportation improvements to increase access and safety for cyclists and pedestrians. They also support future development that incorporates a unique, sustainable design with opportunities for biophilic elements and public art.

Other recommendations address land use and building design, public space, transportation, housing, sustainability, natural resources, and public art.

The study's community engagement process featured Long Range Planning Committee meetings, two online feedback opportunities, and a virtual open house.

Langston Boulevard Preliminary Concept Plan Released

The planning process for the five-mile-long Langston Boulevard corridor advanced this year with the August release of the [Preliminary Concept Plan \(PCP\)](#).

This initiated another opportunity for community review and feedback through meetings, online surveys, walking tours, and smaller dialogue sessions with staff at a Langston Boulevard design studio. This feedback will help the planning team bring forward a draft policy plan in 2023 for final review and adoption by the County Board.

The PCP details concepts for redevelopment at key intersections and new incentives for property owners to help realize new streetscapes, utility undergrounding, reduced driveways, new bike facilities along Langston Boulevard and parallel streets, new public spaces, adding new committed affordable housing units and better stormwater control.

Transportation

Arlington's multimodal transportation program offers residents convenient, safe, reliable, and accessible travel options featuring bus service, bike and pedestrian programs, commuter assistance, micro-mobility offerings (e-scooters, bicycles, and ebikes) transportation demand planning and more.

Vision Zero Safety Initiatives Implemented

Since adoption of the [2021 Vision Zero Action Plan](#), transportation staff and partners have been delivering data-driven, creative projects, programs, and policies to reduce serious transportation crashes in the community. Highlights of Vision Zero 2022 activities include:

In January, in alignment with the Action Plan's recommendation calling for the use of speed cameras to control vehicle speeds, the County Board passed amendments of the County Code that permitted the use of [photo speed monitoring devices](#) (speed cameras) in highway work zones and school zones.

Other code revisions allow for \$50 citations for offenders, which is consistent with the charge for red-light violations captured by cameras. Vision Zero staff on an ongoing basis collaborate with the Police Department, Arlington Public Schools, and construction crews to identify and adjust speed camera locations based on operational metrics, such as (but not limited to) speeds, citations, crashes, and transportation volumes.

Also, in February, the County installed demonstration "[school slow zones](#)" on 58 street segments around 13 Arlington schools, with a permanent 20 mile-per-hour speed limit on neighborhood streets within 600 feet of a school access point. The project included installing new speed limit signs to clearly identify the zones. The intent is to assess the effectiveness of slow zones in reducing speeds around schools.



Providing safe passage to school for students was a major focus of the Vision Zero Program.

The program also improved over 450 street crossings and added nearly 1,300 stop bars/lines on County streets. It installed improvements at over 20 high-incident locations, including pedestrian safety corridor improvements at intersections on parts of Columbia Pike, Fairfax Drive and Clarendon/Wilson Boulevards. These include "No-Right-Turn-On-Red" signs and Lead-Pedestrian-Interval (LPI) signals, which allow pedestrians to enter intersection crosswalks

3-7 seconds before vehicles receive a green light/indicator. The improvements at these intersections increase pedestrian safety by minimizing conflicts between people walking and turning vehicles.

Receiving the improvements were side streets that intersect Columbia Pike (between the County line and Washington Boulevard), Fairfax Drive (between North Glebe Road and North Kirkwood Drive), and Clarendon (between North Highland Street and Fort Myer Drive/ Wilson Boulevard, between Fort Myer Drive and North Glebe Road).

The high volume of both vehicular traffic and pedestrian activity along these corridors have made the right turning on red movement from side streets challenging and unsafe. Such maneuvers can be "unforgiving" as drivers are negotiating with multiple conflicts at the same time.

The County's systemic approach to the problem sets expectations and creates a consistent experience along these corridors for all road users.

In addition, in March, staff received over 940 responses to an online *Safety Benchmark* questionnaire and heard from more than 500 people at five engagement pop-up events in communities located along Arlington's [High Injury Network](#) with high concentrations of low-English proficiency populations.

ART Rolls Out Free Bus Rides

During the spring, two No-Fare ART pilot projects kicked off to provide transportation assistance to low-income residents and APS students. Funded by the American Rescue Plan Act, the test projects are providing data for determining the feasibility of future low- or no-fare subsidy programs in Arlington.

The resident offering, known as the Low-Income Resident No-Fare Pilot, began in March and is available to the head-of-households enrolled in the County's Temporary Assistance to Needy Families or Supplemental Nutrition Assistance Program (Food Stamps).

By mid-May, staff reported that they had distributed 1,656 SmarTrip cards pre-loaded with \$150 (approximately 75 rides) to participants.

The APS program is open to students attending Immersion or Montessori schools outside of their neighborhood school zones, living in areas at the far edge of their schools' walk zones, or who do not receive APS transportation services.

The pilot targeted roughly 2,400 students at six schools and originally allowed only trips to and from school. Now, students have the option to ride any of ART's 16 cross-county routes anywhere at any time for free. By November, over 9,000 students had taken advantage of the program.

At the start of the 2022-23 school year, each student received a pre-registered iRide SmarTrip card that automatically reloads weekly with \$10 during the school year, through June 2023. (This subsidy does not include summer and/or spring break.)

Participants in both programs can use the cards on Metrobus and Metrorail, but students do not receive the student discount.

Administrative Actions Move ART Facility Closer to Realization

In May, the transit program achieved a major breakthrough with the approval of a [use permit](#) and amended construction [contract](#) for the ART Operations and Maintenance Facility (AOMF) at 2629 Shirlington Road.

Less than a month later, in June the County celebrated the achievement with a [groundbreaking ceremony](#) for the facility. Both events highlight a more than eight-year journey to establish a permanent site for ART maintenance and operations in the county.

The use permit will allow bus parking at the site, an integral component of the facility. The amended \$78.2 million Guaranteed Maximum Price contract for the project will allow for the addition of below and above-grade battery electric bus (BEB) charging infrastructure at the facility.

In a related action, the County approved an [amendment](#) of a license agreement with APS that now allows parking a portion of the ART fleet at the County-owned North Quincy Street property (1425 N. Quincy St.) for five years, until the AOMF is operational. The County activated the agreement during the third week of June, moving 29 buses to the site.



Staff have actively collaborated with members of the Green Valley Civic Association (GVCA) and other stakeholders on specific aesthetic elements of the facility. This effort included soliciting community feedback in November and December 2020, during the concept design phase, and continued during the advanced design phases in February and May 2021.

At a fifth community meeting a year later, staff presented plans illustrating the BEB features added to the design. Other communication tools employed to engage residents include presentations to the broader community, a walking tour, [online](#) open house materials and a feedback form.

Additionally, to mitigate any negative impacts to nearby residents, the County will appoint a neighborhood liaison to communicate with the GVCA and address residents' questions; limit parking to the approved area; and meet all permitting and certificates of occupancy deadlines in a timely manner.

(To read more about the ART Operations and Maintenance Facility see the Capital Program section.)

Environmental Sustainability

The County's environmental sustainability efforts range from protecting Arlington's natural resources, including the tree canopy; stream improvements; stormwater and solid waste management as well as advancing the goals and objectives of the Community Energy Plan. All of this has led to the County's standing as a leader in urban sustainability and resiliency.



An Arlington Notable Tree

Natural Resources Stewardship, A Major Focus of 2022

Arlington has a long history of supporting its natural resources. Based on ongoing data collection, benchmarking, community input and staff efforts, the County is making great strides in its commitment to preserve and maintain Arlington's natural resources. This year alone, Department of Parks and Recreation staff:

- Collected a record of nearly 560 tons of refuse and 41 tons of recycling from County parks and open spaces.
- Planted 892 trees on [public land](#) and distributed another 911 trees for [planting on private property](#).
- Bred more than 2,800 native plants in the County's [native plant nursery](#).
- Managed over 300 acres of natural land for [invasive plant management](#) with 90% invasive free; and in partnership with NOVA Parks and Dominion Energy assisted in establishing meadow plants along the W&OD trail where invasives formerly dominated.
- Supported 511,000 square feet of landscaping with 88% maintained up to standard.
- Reviewed 1,239 development plans for tree impacts during construction and development, resulting in 2,790 protected trees and the planting of 1,981 additional trees to offset the 3,699 removed from private property.

Arlington's \$1.4 Billion Trees

Arlington has about 755,400 trees, providing a 41% tree canopy, consisting of at least 122 species that each year provide about \$1 million in environmental benefits to the County through pollution removal, carbon storage, energy savings and retention of stormwater runoff. Collectively Arlington's trees have an estimated value of \$1.4 billion.

They remove about 235 tons of pollution a year and store about 204,000 tons of carbon. The most common species are flowering dogwood, white oak, and red maple.

This year, 12 of these trees received Notable Trees designation from the County Board.

Recognized Notable Trees

- Sugar Maple, 1304 N. Meade St.
- Himalayan Pine, 2915 N. Harrison St.
- Hackberry, 3500 Wilson Blvd.
- Redbud, 430 N Kenmore St.
- Southern Magnolia, 6322 11th Road N.
- White Pine, 4065 22nd St. N.
- White Oak, 4435 N. Pershing Drive.
- Southern Red Oak, 5108 23rd Road N.
- Southern Red Oak, 430 N. Norwood St.
- Water Oak, 3317 6th St. S.
- Pin Oak, 430 N Kenmore St.
- Willow Oak, Joint Base Myer, 204 Lee Ave.

Forestry and Natural Resources Plan Advancing

Throughout the year the Department of Parks and Recreation worked to advance the County's Forestry and Natural Resources Plan (FNRP), a sub-element of the County's Comprehensive Plan which brings together the [2004 Urban Forest Master Plan](#) and the [2010 Natural Resources Management Plan](#).



Stream running through Arlington's Bluemont Park

In August, the public had an opportunity to review a [draft of the plan](#), allowing the County to collect more than 1,700 comments through engagements. To achieve that result, staff presented the plan at pop up and community events, a virtual open house, at various commission meetings and through numerous online platforms. Staff will share an updated draft plan for community feedback at the end of the year.



The County sponsored several popup events to obtain community input on the Forestry and Natural Resources Plan.

The completed FNRP will address the conservation, planting and management of trees and Arlington's unique ecosystems and the impacts and opportunities related to Arlington's natural lands, urban development, wildlife, recreation, public education, stewardship and more.

Additionally, its scope includes an analysis of Arlington's existing conditions and planning for a greater future. Research methods, such as benchmarking, focus groups and community engagement, will inform the Plan's elements/components.

Donaldson Run Stream

Tributary B Improved

In July, work ended on the Donaldson Run Tributary B Stream Resilience Project that originated in 2007 as a Neighborhood Conservation initiative.

In between then and later years, the stream experienced significant erosion that exposed the parallel 30-inch watermain that serves 20,000 residents. This in turn triggered emergency repairs, threatened the Zachary Taylor Trail and impacted streambank trees. The erosion also compromised the integrity of the stream's other section known as Tributary A.

The contractor selected for the work used a technique called "natural channel design" to create a new stream channel to better manage the runoff from surrounding properties. The finished work now not only protects the watermain, but it also improved the long-term health of the stream valley forest with the planting of over 300 native trees, and helped the County meet regulatory requirements for reducing water pollution.

Before work began, design professionals confirmed the County's approach by peer review, and it received approval from regulatory agencies. In addition, staff shared the design with Donaldson Run residents and provided updates to County advisory groups.

Flood Resilient Arlington Projects

The year saw the County make substantial progress on one of [Flood Resilient Arlington's](#) early ventures — construction of a stormwater detention vault at Cardinal Elementary School. This along with several other projects advanced the County's efforts to better withstand the impacts of flooding.

Cardinal Elementary Stormwater Vault Construction Progressing

The Cardinal Elementary Stormwater Vault will hold just over four million gallons of stormwater (equivalent to six Olympic size swimming pools) underneath the athletic fields adjacent to the school. It is an example of the strategic use of public land for multi-purpose goals to overcome space constraints and expand the capacity of the stormwater management system. Staff projects completing construction, which began late in 2021, early next year.



Work on the Cardinal Elementary Stormwater Vault

Residential Demolition, Microforest Project

Volunteer property acquisition is one of the tools employed by Flood Resilient Arlington to reduce flood risk. This year, the County purchased and demolished property at 6415 24th St. N. that was in a flood plain for a [Residential Demolition, Microforest Project](#).

The project stabilized the flood-damaged site and created a microforest of about 190 trees planted in the fall. The microforest will provide more biomass, a better ecosystem, and more carbon sequestration than traditional tree planting. Staff expects completing the project by year's end at an estimated cost of \$250,000. Funding for the program was included in the FY 2023-2032 CIP.

In other activities, the program installed the County's first two high-water detection sensors along Columbia Pike near South Greenbriar Street and on Washington Boulevard near North Manchester Street, and a new green street bioretention facility as part of the Walter Reed Complete Street project on Walter Reed Drive and 5th Street South. It was the 30th such "green street" facility installed in Arlington since the start of the program in 2011.

County Operations Achieve

100% Renewable Electricity

In January 2020, the County signed an agreement with Dominion Energy to purchase power from a planned 120MW solar farm in Pittsylvania County, Va. The farm is between Danville and Lynchburg, Va.

This December staff reported that the facility, now known as the Maplewood Solar Facility, is fully operational and has accelerated the County's goal by two years to achieve 100% renewable electricity for all County operations. Output from the solar farm is approximately 79,000,000 kWh annually, about 83% of County operations' annual consumption. Other renewable electricity sources include Dominion Green Power and onsite County facility solar installations to achieve the County's goal of 100% renewable electricity for its operations.

Arlington was the first Virginia jurisdiction to enter into a power purchase agreement of this size for off-site solar energy with an investor-owned utility company. Before then, the County purchased electricity from Dominion, but under the Maplewood agreement it will save about \$2.5-\$2.9 million per year. Further, this action confirms the County's role in local government as a leader in environmental sustainability.



Energy Co-op Campaign Sets New Record

In April, the County in partnership with VA SUN and EcoAction Arlington, kicked off its 8th annual [Solar and Electric Vehicle \(EV\) Charger Co-op](#) campaign. The co-op allows residents to leverage bulk purchasing power to attain discounted pricing and a quality installation for solar panels and EV charging stations. It is open to residents and small businesses in Arlington, Fairfax, Loudoun, and Prince William counties; the cities of Fairfax, Falls Church, Alexandria and Manassas, and Manassas Park. More than 300 Arlington residents have participated in the alliance to date.

This year's campaign resulted in a record 440 new member registrations, up from 325 in 2021. Looking back, last year 106 co-op members purchased solar systems through the program, about a 200% increase from previous years. Residents installed 20 EV chargers, more than all the previous installations combined, with five homeowners putting in battery backup systems. The cumulative total solar power added under the program since 2014 is over 3,148 kW, reflecting almost a \$9 million renewable energy investment by residents.

User Fee Set for EV County-Owned Charging Stations

The County owns seven EV charging stations at Arlington Mill and Lubber Run Community centers and the Long Bridge Aquatics Center providing the public a convenient charging network. In June, the County Board endorsed an interim user fee to cover the County's costs for electricity, managing the facilities and administrative overhead. Before then, the public enjoyed free use of the stations. The rate is 14.52 cents per kWh, primarily driven by the estimated cost of electricity based on projected Virginia Energy Purchasing Governmental Associations rate schedules. It is lower than most rates benchmarked in the region.



An electric vehicle charging station

The rate also was set to recover the 10% administration fee the County pays the Electric Vehicle Supply Equipment (EVSE) vendor on each transaction, and a 15% charge to recover County overhead costs, such as parking, infrastructure

costs, (estimated at \$7,722 per station), engineering, electrical work, and staff time.

This approach will incentivize the use of electric vehicles, which is consistent with the goals of the CEP. Based on an average of 5.12 kWh estimated per session, (indicated by three months of data from Long Bridge), staff estimates that the per session average user cost is 74 cents. In addition, planning is underway for the expansion of electric vehicle charging stations on other County-owned property available for public use. To guide the effort, the County is developing the Arlington Plan to Decarbonize Transportation, which will include an EVSE siting strategy for Arlington Public Schools, the community and County government. The County will hire a consultant to perform a robust EV analysis to inform future recommendations on a permanent EV rate structure and charging model, in alignment with the program's expansion.

THINK BIG: The Future of Motion Showcased

To launch the County's THINK BIG Initiative on Climate and Energy, the Arlington Initiative To Rethink Energy (AIRE) team joined with the City of Alexandria to host a clean transportation event in October at Northern Virginia Community College. The occasion showcased passenger and medium sized and heavy-duty electrified vehicles.

The [event](#), with about 500 attendees, highlighted 40 different vehicles, a continuous active Ride 'n Drive section as well as a micro-mobility display of scooters and e-bikes. Show booths for non-profits, vendors, and trade entities, along with a series of technical panels rounded out the session.

Zero Emissions Buses Pilot Project On the Move

In September, the County began a pilot program to test zero-emission buses (ZEB) from several manufacturers. The trial buses joined ART bus service routes to test how they handle Arlington's geographic features and the ridership experience.



Battery electric bus courtesy GILLIG

Earlier in the year, ART issued a Request for Information asking bus manufacturers to provide ZEBs for testing. Four companies (Gillig, BYD, Proterra, and New Flyer) responded with each proposing to use a Battery Electric Bus (BEB) with charging equipment. The trial is part of the County's continued commitment to providing safe, reliable public transportation while offering environmentally responsible options beyond driving to achieve carbon neutrality by 2050. It also supports the implementation of several County programs, including the CEP.

The ZEBs will run on select ART routes at designated times with head signs indicating their routes and that passengers may board for free. Staff created a [webpage](#) for the project that offers route information and allows riders to share feedback on their experiences.

Solid Waste Programs Prospering

Food Scraps Program Wins Achievement Award

In October, the Virginia Association of Counties (VACO) awarded an Achievement Award to Arlington's [Residential Food Scraps Program](#), one of just 29 winners from 100 submissions. (See page 59 for more on the award).



Since the program's launch in September 2021, Arlington residents have diverted more than 25% of nutrient-rich food waste for compost, keeping it out of trash carts and eventual waste-to-energy incineration. It is a major step in the County's efforts to increase its recycling and waste diversion rate.

Arlington County was the first county in the Commonwealth to implement curbside food scraps collection as part of its standard curbside service. The March 2022 Resident Satisfaction

survey documented its success with 79% of respondents signifying participation in the program. Additionally, internal waste audits indicate diversion of approximately 27% of the food waste in the single-family residential waste stream from incineration to composting. Staff anticipates continued increase of this percentage as the program matures.

The County sends the collected food scraps and yard waste materials to FreeState Farms in Prince George's County for processing, with a portion available free to residents from the County's Trades Center.

Drop-off Glass Recycling

Continues to Thrive

Arlingtonians dropped off more than 3.5 million pounds of recyclable glass jars and bottles at the County's five glass recycling bins.

A Pennsylvania recycling company now pays Arlington \$15 per ton for the pre-sorted material that had produced a negative value when still accepted as part of the single-stream collection in 2019.



E-Care Events Attract Thousands

Arlington's fall and spring Environmental Collection and Recycling Events (E-CARE) took place in April and October, respectively, attracting a combined 2,581 participants who dropped off more than 72 tons of hazardous household materials and 24 tons of electronics.

FISCAL SUSTAINABILITY

Arlington's financial policies and procedures support the delivery of County services. Rooted in the principles of accountability, transparency, and risk management, they guide the County's approach to ensuring Arlington's fiscal health is strong not just today, but in the future as well. Just as important, they provide a roadmap for balancing community needs and desires against the backdrop of expenditures and revenue.

Coveted Triple-AAA Bond Rating Retained for 22nd Year

The County generally issues bonds to finance long-term capital investments, including facility construction and maintenance. However, the County did not issue general obligation bonds in Fiscal Year 2022 due to the market volatility in mid-2022 and the availability of existing balances to fund project needs for the fiscal year.



Yet, all three rating agencies, Fitch, Moody's, and Standard & Poor's, continue to rate Arlington's debt rating at Aaa/AAA/AAA, the highest assessment indicating the County's strong financial position and credit worthiness. This is the 22nd consecutive year that the County has maintained the triple-Aaa ranking, continuing its place among just 50 counties in the United States to receive the valuation.

Adopted Fiscal Year 2023 Budget Totals \$1.5 Billion



The County Board approved a \$1.5 billion General Fund Budget for FY 2023 in April with no change in the real estate tax rate. Beginning to look beyond the Covid-19 pandemic, the Adopted Budget prioritizes investments in the County's workforce, climate change and sustainability, schools, and affordable housing among other community priorities. The County provided Schools \$584.4 million; an overall 10.3% increase compared to FY 2022.

The adopted Budget continues to include \$16.3 million in recovery funding from the federal American Rescue Plan Act (ARPA). It supports continued COVID-19 pandemic

response; housing and food assistance; business support; and continued restoration of budget cuts to re-open libraries and community centers, support tourism promotion, and further housing initiatives, among others. The spending plan also provides funding for core investments in the County's workforce.

It includes a one-time bonus of \$1,600 for employees in addition to merit pay increases: 13.5% for uniformed Police, 5.25% for general employees, and 8.5% for uniformed Fire and Sheriff. Also included are a variety of quality of work and life investments such as the reduced work week for police and premiums for those with unique skills like swift water rescue certified teams in the Fire Department.

In addition, the County Board added funds to address pay compression and provided thousands of dollars in bonuses for both Sheriff's Deputies and the Fire Department. It also invests in staff retention and recruitment including half a million dollars in strategic retention and signing bonuses for the hardest to fill positions.

Another key priority is the continued response to the climate change emergency. Through a "whole of government" approach, money is available for the creation of the Office of Climate Coordination and Policy to focus on advancing key climate policies and convening staff with external experts to plan for implementing emerging practices in Arlington County.

(continues on the next page)



This effort will elevate and strengthen the work of existing staff in stormwater resilience, and planning strategies within the framework of the Community Energy Plan. In total, \$4.65 million is set aside for new investments to address climate change and sustainability.

Additionally, the budget reaffirms the County's continued commitment to housing support, eviction prevention, and increasing affordable housing supply. It contains \$18.7 million for the Affordable Housing Investment Fund, \$14.3 million for Housing Grants, adding \$588,046 to the permanent supportive housing program for a total of \$3.6 million, and continued funding for the landmark investment of preserving Barcroft Apartments as affordable housing.

Overall, the FY 2023 Adopted Budget increased 7.6% from the previous fiscal year. It includes a one-time 88% assessment ratio for Calendar Year 2022 vehicle assessments and the elimination of the \$33 motor vehicle license fee. The Board also adopted other fee changes such as a decrease in the household solid waste rate and an increase in art center user fees to achieve the County's objective of 100% cost recovery. Other adopted fee changes were for site planning, parks and recreation programs, and public safety.

New CIP Funds Capital Projects, Infrastructure Investments

Over the past several years, the traditional biennial Capital Improvement Plan (CIP) cycle has shifted in response to the unprecedented health, safety, and economic hardships from the Covid-19 pandemic. Two years ago, at the onset of the pandemic, the County adopted a one-year CIP, followed by a three-year CIP in FY 2022. This year, the County returned to the long-standing tradition of a 10-year CIP planning process and in July the Board adopted a \$4.4 billion CIP, \$3.9 billion for County only programs and the remainder for Arlington Public Schools.

This CIP focuses on stormwater management and flood response, climate and environmental programs, parks, transportation, and community infrastructure over the 10-year period.

It continues to focus investments on projects currently underway (e.g. Fire Station 8, Long Bridge Aquatics Center, Jennie Dean Park), critical infrastructure at the end of its useful life (e.g. West Glebe Road Bridge), legal and regulatory requirements (e.g. Metro), technology and building investments that begin to address long-term investment plans, projects that

strengthen the stormwater infrastructure system and the investment in end of life public safety equipment.

The plan also includes several new projects across the period. Highlights for the facilities program includes two new fire stations, projects to consolidate staff workspaces and County operations and various energy resiliency projects. The parks program feature two new programs to address emerging community needs and natural resources resiliency as well as the long-awaited Gateway Park, Arlington Boathouse, and new synthetic turf fields at Kenmore Middle School. The transportation program contains bridge replacements and renovations, Vision Zero street safety improvements, construction of new entrances to Metrorail stations and investments in the Transitway extension to Pentagon City.

The County Board, in adopting the CIP, authorized six bond referenda totaling \$510.5 million for voter consideration on the November 2022 ballot to finance projects identified in both the County's and Arlington Public Schools CIPs. The five County referenda will finance up to \$345.5 million in capital investments in Metro and transportation, local parks and recreation, community infrastructure, utilities and stormwater and flood response, and the Schools referendum that will finance up to \$165 million. On November 8, voters approved all six bonds.

Staff conducted public engagement for the CIP virtually and in-person, garnering 2,400 responses, 1,500 of which were online, and hosted four County Board work sessions and a public hearing to discuss program specific information.

Arlington Property Values Up

Arlington's overall property mix as of January 1, 2022, consisted of 45.7% commercial and 54.3% residential properties. At that time, the County announced that Arlington's real estate assessments for 2022 showed a general increase in value of 3.4% over 2021. The 2022 assessment was an estimate of the fair market value as of the first of the year with residential assessments based primarily on neighborhood sales occurring between September 1, 2020 – August 31, 2021.



Real estate assessments are appraisals, or the County's opinion, regarding the fair market value for each parcel, based on generally accepted standards of the real estate appraisal and assessment profession. The average value of an Arlington residence (existing single-family properties, including condominiums, townhouses, and detached homes) increased 5.3% from \$724,400 in 2021 to \$762,700 in 2022. New construction values represented 1.0% of total growth while existing real estate value was up 2.4% over the same period.

The commercial tax base, which includes office buildings, apartments, hotels, and retail, decreased 0.9% over 2021 for existing properties. New construction added 1.5% of value to the commercial tax base for a total commercial growth rate of 0.6%. Existing office property values decreased 3.8% with 1.0% growth attributed to new construction for an overall decrease of 2.8%. Apartment properties, representing 49.6% of the commercial tax base, saw an increase of 2.9% for existing properties plus 2.5% growth from new construction. Values of general commercial property (including diverse types of retail) decreased by 9.6%. Hotels increased 5.6% over 2021 values.

Prevailing Wage Implemented



The County Board adopted an ordinance in July 2021 that established a local prevailing wage policy for construction contracts. This action followed a change in the Code of Virginia that required prevailing wage policies for State agencies and afforded Virginia counties and cities the choice to enact similar policies. Prevailing wage contract provisions have long been standard for

the Federal Government as well as for many state governments. In short,

these provisions require contractual workers on government construction contracts earn wages equal to at least the median for their particular trade within the specific region where they work.

The County's policy, which went into effect for solicitations issued on or after January 1, 2022, applies to construction services of at least \$250,000. Through fall 2022, the County had executed more than a dozen contracts totaling over \$50 million that include prevailing wage provisions.

County staff has implemented a compliance program for these contracts that includes the review and validation of certified payroll reports submitted by the contractors to ensure they are paying prevailing wage rates. The program also includes project site visits to interview workers to ensure that they are aware of their compensation rights under the contract and to validate that their actual pay matches certified payroll reports submitted to the County.

Financial Reporting Saluted

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a *Certificate of Achievement for Excellence in Financial Reporting* to the County for its Annual Comprehensive Financial Report (ACFR) for the fiscal year ended June 30, 2021. This marks the 36th consecutive year that the County has achieved this prestigious award.

The GFOA also presented the *Award for Distinguished Budget Presentation* to the County for its FY 2022 Budget. Arlington has received this award for more than 30 consecutive years.

Public Safety

Arlington's three public safety agencies—Police, Fire and Public Safety Communications and Emergency Management departments—are all widely known and highly regarded for their professionalism, innovation, and dedication. Collectively, they work to protect the community willingly and without reservation; provide professional response to all hazards; and coordinate emergency preparedness and response capabilities, resources, and engagement for the Arlington community.

Arlington County Police Department

Expansion of Community Police Academy

Throughout 2022, the Arlington County Police Department's Community Engagement Division (CED) continued its mission of enhancing relationships across the community through increased outreach and engagement opportunities. Notably, CED expanded the popular Community Police Academy (CPA) education program by introducing the County's first Teen Police Academy and relaunching the Latino Community Police Academy (LCPA).

Teen Police Academy

The CED's Youth Outreach Unit (YOU) works to proactively engage Arlington youth through community-based outreach strategies that focus on education and relationship-building and encourage positive youth development. Members of the YOU hosted the Teen Police Academy in the summer of 2022 for rising Arlington 10th -12th grade students interested in exploring law enforcement careers.



The CED Youth Outreach Unit works to proactively engage Arlington young people.

During the weeklong academy, participants received presentations from various members of the department, gained hand-on experience through mock training scenarios and participated in field trips. Highlights of topical areas discussed included patrol, traffic stops, crime scene investigations, K9 demonstrations, police recruitment, crisis intervention and use of force.

The teens graduated the program with a greater knowledge of not only the Arlington County Police Department, but the overall law enforcement profession.

Latino Community Police Academy



The fall 2022 Latino Community Police Academy

In October 2021, the police department appointed its first Latino Liaison Officer with the goal of bridging gaps with underrepresented communities. As a critical part of these efforts, CED convened the latest iteration of the Latino Community Police Academy (LCPA) in the fall of 2022.

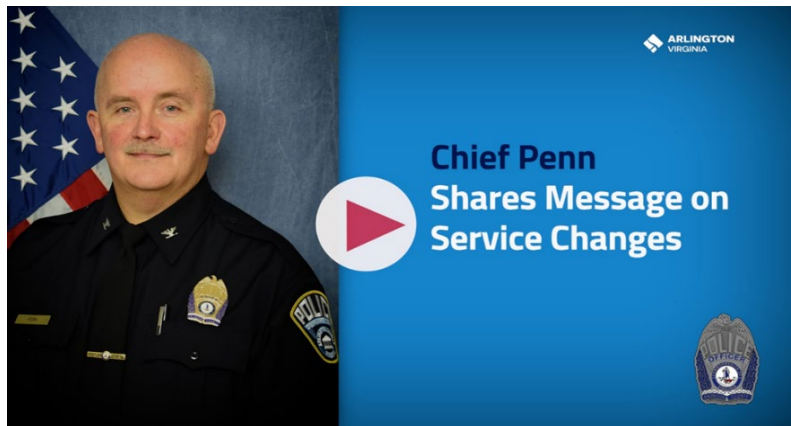
Through a multi-week immersive experience, participants gained knowledge and understanding of Arlington police officers such as their training and daily work environment, and the broad scope of the work they perform in service to the community.

The program included lectures, panel discussions, question and answer sessions, and hands-on experiences through mock training. The LCPA also offers the department an opportunity to engage in meaningful conversations with the participants while listening and learning from their experiences.

The Arlington County Police Department remains committed to offering programs that build relationships and open lines of communication to ensure the community has trust and confidence in those that serve them.



Service Adjustments and Reallocation of Police Resources



The County Police Department, like most law enforcement agencies across the country, has experienced a significant reduction in its workforce over the last several years due to attrition, retirements and officers seeking other opportunities. While the department remains committed to providing the highest level of professional law enforcement services, its current staffing levels required it to adjust in the way it delivers some services to the Arlington community.

In March, Police Chief Charles Penn announced [service changes and a reallocation of police resources](#) to prioritize the department's workload in alignment with the key initiatives of crime prevention and control, community engagement, transportation safety and employee wellness and safety.

The intention was to facilitate a sustainable work-life balance for officers while focusing on investigative and response efforts around more serious criminal incidents and concerns across the community. To achieve this, the department reallocated some officer assignments to prioritize response to core services which resulted in some specialty positions remaining unfilled.

"Arlington remains a safe place to live, work and visit and the incredibly dedicated and professional men and women of the Arlington County Police Department work each and every day to make a positive difference in the lives of those we serve," said Chief Penn during the announcement. "I am confident that despite our service adjustments, we will continue to work in partnership with the community and remain proactive in ensuring public safety."



The department's top priority remains the safety of the Arlington community. Officers continue to respond to in-progress crimes and emergency calls for service where there is a threat to life, health, or property. The service changes included:

- Utilizing the online reporting system or telephone reporting (703-228-4300) in lieu of an in-person officer response for applicable reports of non-emergency criminal activity which is currently not-in-progress.
- Prioritizing investigative follow-up on crimes against people and serious property crimes.
- Reducing investigative follow-up on some property crimes, particularly when the incident lacks solvability factors. Examples of reduced investigative follow-up include reports of scams when no identifiable suspect exists.

ACPD will continue to conduct educational campaigns around common scams and share financial crime prevention information; and late reports of hit and run crashes with no solvability factors.

The department continues to monitor the adjustments and evaluate its service delivery to ensure it is best serving the Arlington community.

Additionally, the Human Resources Management Section will maintain efforts to proactively recruit qualified candidates to join upcoming academy classes with the ultimate goal of returning the department to full staffing.

Convictions Secured in Two Cold Cases

Following years of tireless work to bring justice to the victims and their families, the Police Department's Cold Case Unit, led by Detective Rosa Ortiz, recently identified, and charged individuals in a cold case 1991 rape series and 1998 homicide. In 2022, the department secured convictions in these cases, highlighting the commitment by detectives and prosecutors to hold violent perpetrators accountable for their actions, no matter how much time has passed.



1991 East Falls Church Cold Case Rape Series

Between January and December 1991, Arlington County Police investigated multiple reports of rapes and attempted rapes involving female victims walking from the East Falls Church Metro Station. In each reported incident, an unknown male approached the victims while displaying a firearm. DNA evidence linked three cases and a fourth case investigated as part of the series due to similarities with the others.

In 2017, the Cold Case Unit initiated a fresh look at these unsolved cases including the review of cold case files, crime scene evidence and laboratory results. They resubmitted the DNA for additional analysis including phenotyping and genetic genealogy that resulted in additional information that led detectives to identify Michael F. Thomson as a possible suspect. Forensic evidence, combined with thorough investigative efforts, linked him to the 1991 incidents. Thomson was arrested at his residence on the morning of Dec. 1, 2020.

After pleading guilty, Arlington County Circuit Court on February 11, 2022, Judge Louise DiMatteo sentenced him to life in prison plus 56 years for the 1991 cold case rape series. She also imposed a sentence of life in prison on one count of rape, 50 years on a second count of rape, 10 years with eight suspended on one count of attempted abduction with intent to defile, and two years each on two counts of possession of a firearm in the commission of the rapes. Thomson will serve all of sentences concurrently.

1998 Cold Case Homicide

On August 21, 1998, Andrea Cincotta's boyfriend found her deceased inside the bedroom of her apartment in the 1700 block of North Rhodes Street. There was no forced entry to the home and no obvious signs of a struggle. The Office of the Chief Medical Examiner ruled her death a homicide.

In 2013, the Cold Case Unit initiated a fresh look into the unsolved homicide including the review of cold case files, crime scene evidence, laboratory results, and additional witness interviews. The department in collaboration

with the Office of the Commonwealth's Attorney, presented indictments to a grand jury, which returned with charges filed in November 2021. On July 27, 2022, Bobby Joe Leonard pled guilty to first-degree murder. He scheduled for sentencing later this year. A jury found his co-defendant not guilty of murder for hire.

Public Safety Block Party Returns

The Public Safety Block Party returned in August, after a nearly four-year hiatus. Hosted by all four public safety agencies, this popular end-of-summer event provided community members an opportunity to get to know the people who protect and serve Arlington County while enjoying free interactive stations, safety demonstrations, entertainment, food, and other activities.

Taking place at Kenmore Middle School, the event included both indoor and outdoor attractions for the whole family. Highlights of the indoor attractions included a 'Behind the Badge' experience which allowed participants to engage in simulated police and dispatch scenarios, a KidZone with activities designed for younger community members and informational tables from various government agencies and private organizations.

The outdoor attractions included a distracted driving course, vehicle expo, VIN etching, a bike rodeo and demonstrations by the K9 Unit and Motorcycle officers.



Arlington County Fire Department



Telemedicine Offers A New Tool for Emergency Services

Emerging from the pandemic, the Arlington County Fire Department (ACFD) captured and converted lessons learned into operational changes, especially in the delivery of emergency services. One of the most prominent adjustments that emerged post-pandemic was the utilization of video conferencing to contact a qualified healthcare provider.

Embracing the trend 2022 saw the launch of the ACFD telemedicine program, with over 96 total telehealth calls received. Telehealth aims to reduce transports to area hospitals from low acuity patients by placing a qualified healthcare provider directly in the patient's home. Telehealth is an equity initiative that gives patients the choice of treatment at home or a care facility if appropriate.

Of the 96 total calls, 78% resulted in the handling of patient's complaints successfully without the person leaving the comfort of their residence. The ACFD saved 8.2 hours of operational time for its units through successful telehealth calls. This means more resources available for higher acuity calls should they arise.

Stroke Smart Campaign Offered for Residents, Employees

On May 17, 2022, the Arlington County Board issued a proclamation proclaiming Arlington as a stroke smart community. A total of 800,000 people suffer from a stroke each year. In fact, 1 in 6 adults will suffer a stroke in their lifetime. In addition, the Fire Department launched a stroke smart campaign for County employees and residents with the goal of increasing awareness regarding the early signs of a stroke and the actions to take.

With early 911 activation being the most critical factor, the department's goal is to get individuals to call 911 as soon as symptoms start to receive the appropriate care.

Early activation at the onset of symptoms will result in life changing treatment at a hospital. Patients who delay treatment risk their symptoms becoming permanent or even fatal.

Health Safety Officers Introduced

The ACFD added an additional operational position to its staffing model by adding a shift health, wellness, and safety officer. The employee provides an operational resource for all ACFD personnel to manage and assist with injuries, vehicle accidents, workplace exposures, scene safety, and occupational disease prevention. They also enhance the incident command team and ensures the department follows local, state, and federal regulations.

Kelly Day Shift Implemented

In 2022, the ACFD implemented the "Kelly" day schedule that reduces the average hours worked per week from 56 to 50, equating to one extra shift off per month. This reduction of hours worked prioritizes responder health and safety by allowing personnel more time dedicated to rest and recovery on their days off and promoting a healthy work/life balance. The reduced work week is also a competitive recruitment advantage in the region, as Arlington is one of the few agencies that offers a Kelly day schedule.

In preparation for the shift, in February, the Bennett Group received a [\\$1.36 million contract](#) for renovations at six fire stations to accommodate the added personnel for staffing a fourth shift. The work, consisting of interior modifications at each station, involves adjusting the kitchen areas, revamping the gear locker areas, and adding bathrooms and/or showers to improve decontamination space adjacent to apparatus bays.

It also will increase the capacity of laundry areas with a switch to stackable washer/dryer units and expand the workout/exercise areas to improve function.

Department of Public Safety Communications and Emergency Management

Resilience and Readiness Group Launched



Members of the newly formed CARRT

In September, the County launched the Community Advancing Resilience and Readiness Together (CARRT) alliance. Established by the Department of Public Safety Communications and Emergency Management, (DPSCEM) CARRT is a new, agile committee that will work alongside the County to increase the community's resilience and strengthen its ability to prepare for and recover from emergencies.

The group consists of over 30 diverse leaders and stakeholders from all sectors of the County who bring much knowledge, expertise, and insights into the unique challenges within their respective communities.

Modeled after previous County groups such as the Complete Count Committee and the Complete Vaccination Committee, CARRT looks to build on strong community partnerships, collaborate, and deploy innovative strategies to address community needs during, before, and after an emergency.

9-1-1 Program Continues as Tech Leader

In 2022, the Emergency Communications Center implemented RapidDeploy, a technology that improves response times for better outcomes. The system helps to locate callers faster with accurate data and modern communication tools, best-in-class tactical mapping that optimizes the contextual and



informational view of caller location and offers text and video communications options.

RapidDeploy offers supplemental data to understand callers' needs and two-way texting to communicate with people who seek emergency assistance in scenarios where it is dangerous to speak, or they cannot do so. It also has built-in text translation to save time connecting with translators and live on-scene video streaming for first responders' optional situational awareness.

CERT Celebrates 20th Anniversary
Arlington's Community Emergency Response Team (CERT) celebrated its 20th anniversary in 2022.



CERT, is a neighborhood-based team of volunteers who receive special training from professional responders to recognize, respond to, and recover from major emergencies or disasters.

CERT volunteers are experts on the geography of their communities and must be able to quickly transport themselves to emergencies when activated by authorized County agencies.

The County activates the team to support major events requiring public safety and emergency management coordination, like the Marine Corps Marathon and July 4 celebrations.

In 2022, the award-winning group supported the County's public safety agencies in six emergency response events, hosted two CERT basic trainings (new volunteer training), and continued its dedicated Spanish-language volunteer recruitment and training activities.

Until Help Arrives Program Expands Across the National Capital Region

The County welcomed 40 new “Until Help Arrives” instructors from Arlington, Fairfax, and Loudoun counties; the City of Alexandria; and Washington, D.C., for its inaugural, two-day Train-the-Trainer course in July.

[Until Help Arrives](#) teaches people how to provide life-sustaining care in emergencies like shootings or car accidents while waiting for first responders. In Arlington alone, over 200 residents had completed the course by year end.

Graduates of the July training learned the techniques needed to train others, broadening the course availability across the National Capital Region.



Participants in "Until Help Arrives" training

Arlington Leads Regional Family Assistance Center Training

The Northern Virginia region won a State Homeland Security Grant Program award to develop the first-of-its-kind All-Hazards Family Assistance Operations Training Course.

DPSCEM administered the grant and provided project management and procurement services to hire a contractor to develop training materials.

A multi-jurisdictional planning team completed the development of the training in August. The course will build critical local and regional capacity to provide reunification and family assistance services after emergencies like active shootings and hazardous weather events.

Ukrainian First Responders Receive Donated Supplies

In April, Arlington welcomed Oksana Markarova, the Ukrainian Ambassador to the U.S., to DPSCEM’s logistics warehouse to accept hundreds of thousands of public safety equipment and supplies for Ukrainian first responders.

Arlington’s public safety agencies teamed up to donate equipment, medical supplies, and Personal Protective Equipment (PPE) after a call to action from one of their own. Ukrainian-born Igor Scherbakov, an Arlington County Public Safety Procurement Specialist, initiated the donation effort and was quickly supported by County leadership.

Loading the supplies for shipment was the culmination of weeks of preparing the inventory for donation, coordinating with public safety partners and non-profits, and ultimately getting the equipment into the hands of the Ukrainian

first responders. For this initiative, Arlington collaborated with United Help Ukraine, a grassroots, volunteer-based organization, and the Ukrainian-American Coordinating Council (UACC).

In all, the donation consisted of 200,000 disposable gowns, 9,000 Particulate Respirator N95s, 19,000 latex gloves, 125 sets of firefighting gear, more than 100 ballistic vests, 219 self-contained breathing apparatus, and two pallets of medical equipment, and firefighting hand tools.

Emergency Exercises Resume

On June 2, DPSCEM conducted its first emergency response functional exercise after pausing the training to focus on the County’s COVID-19 response.

Partners from eight County departments practiced coordinating a response to a severe weather incident during the Fourth of July festivities. Functional exercises allow participants to practice assigned job duties during high-stress incidents in a no-fault environment. DPSCEM has integrated the lessons from this exercise into delivering future planning and training.

Lending a Hand in Kentucky

The County deployed DPSCEM Public Affairs Manager, Hannah Winant to Kentucky’s Emergency Management Agency to support recovery from the state’s catastrophic August flooding. Winant served as a Field Public Information Officer in Knott and Letcher counties thanks to the national Emergency Management Assistance Compact that provides for out of state emergency response and recovery assistance when the emergency exceeds local capacity.

Capital Program

The County's capital program is a mix of constructing new projects and maintaining or enhancing existing facilities including stormwater management, transportation projects, park and recreation facilities, and more. In 2022, alone the program featured the re-opening of popular parks and transportation projects reaching critical targets or completion.

Park Projects

Completion of several major park projects including the reopening of the renovated Jennie Dean Park and the unveiling of the new John Robinson Jr. Town Square highlighted the Parks Capital Program during the year. Other work included improvement projects at Marcey Road and Towers parks and replacement of the turf field at the Thomas Jefferson Community Center.

Jennie Dean Park



Following a \$15 million renovation, the renewed and expanded [Jennie Dean Park](#), at 3630 27th St. S., opened in May. The park, increased from 9.75 to 12 acres, now features a large modern playground, a renovated picnic shelter, updated restrooms, relocated playing fields with updated lighting, basketball and tennis courts, and a new history walk with a timeline of significant dates and events that took place at the site.

The names of the athletic fields, one for youth baseball and the other for adult softball, honor long-time community activists, and former County employees-- Ernest Johnson and Robert Winkler. Johnson served as the director of the Parks and Recreation Department's Negro Recreation Section. Winkler was a longtime youth-sports coach in the community.

In addition, adorning the fence surrounding the fields are pennants representing semi-pro and recreational baseball teams from Green Valley such as the Green Valley Quicksteps, Green Machine, Ghetto Blacks, and Over the Hill Gang. Also, as mentioned earlier, the park features the site-specific public art piece, the [Wheelhouse](#), inspired by the mill that stood at the park's location in the early 1700s and the park's rich recreational history.

The 2018 [Four Mile Run Valley Park Master Plan and Design Guidelines](#) guided the park's redevelopment reflecting input from the Green Valley Civic Association and its history working group.

The County named the park after Jennie Dean, who founded the Manassas Industrial School for Colored Youth, the only institution of secondary education available to African American youth in Northern Virginia for decades.

John Robinson Jr. Town Square

In May the [John Robinson Jr. Town Square](#), located at 2400 Shirlington Road, opened, providing a new welcoming gathering place for the Green Valley community.

Named after John Robinson Jr., a local activist and the unofficial "Mayor of Green Valley," the square is located in the hub of the community, surrounded by South Shirlington Road, South Kenmore Street, and South 24th Street.

Its offerings include a plaza, open space, an outdoor stage, seating, gaming tables, historic markers, and public art.

A major feature is the [FREED sculpture](#), a 30-foot-tall structure that honors the concept of freedom. Each letter of the sculpture incorporates patterns featuring the name of the community and a Ghanaian Adinkra symbol.



The FREED sculpture at John Robinson Jr. Town Square

Marcey Road Park Reopens

Marcey Road Park, at 2722 N., is a three-acre site. It reopened in the fall with a new basketball court, three new tennis courts, LED lighting,



improved parking, a new picnic shelter, and landscaping and stormwater mitigation improvements. Before the renovation, the park's outdoor amenities were past their life expectancy and in need of replacement. Community feedback indicated the desire for more seating opportunities, a larger basketball court, and picnic area with shade, improved accessibility, and preservation of as many trees as possible. All of which the renovation provided.

Towers Park Playground Back on Line

Towers Park, at 801 S Scott St., is a four-acre park that features a playground, four lighted tennis courts with two practice walls, a lighted basketball court, a sand volleyball court, a community garden, and a lighted dog park. This year, the County completed renovations on the playground. The former playground was in a Resource Protection Area (RPA) and negatively impacted the water quality of local waterways and needed to be moved. The new playground is now located outside the RPA to ensure better stormwater management. Besides replacement of the playground, the work also included demolition, site work, utilities (storm drain), stormwater management, installation of walkways, fencing, signage, site furnishings, reforestation, and landscaping.



Towers Park Playground

Synthetic Turf Replacement at TJ

The use of Arlington's grass fields far exceeded the amount of play time and wear that the fields could accommodate and remain in good condition. To better support users and maintenance costs, Arlington is strategically moving forward with improving its synthetic turf fields.

This year the Upper Thomas Jefferson Center natural grass rectangular field was converted to synthetic turf, and the County is renovating the existing synthetic turf fields at Barcroft and Rocky Run Parks and Wakefield High School's stadium field.

Bluemont Trail Safety Improved

The Bluemont Junction Trail connects the Ballston area with the Washington and Old Dominion trail at Bluemont Park. The [Trail Improvement Project](#) increased safety and accessibility for all users where the trail intersects with the street network at North Kensington Street, North Emerson Street, and North Buchanan Street. It benefits pedestrians, bikers and those accessing transit, and driving.

The completed work included milling and repaving as part of the County's Trail Modernization Program and resulted in enhanced signs and markings, narrowing of the roadway, raised crossings for the trail and a new ADA-compliant bus stop.



Bluemont Trail

Transportation Projects

The County made noteworthy progress on several transportation capital projects this year including the Columbia Pike streets improvement project, transit center renovations and several pedestrian and transit safety projects.

Columbia Pike Street Improvements Project Reaches Milestone

In November, the County celebrated completion of two segments of the Columbia Pike Multimodal Transportation Street Improvements [Project](#) that stretches from the Arlington/Fairfax County line to Four Mile Run Drive, known as segments H& I.

The completed section is one of seven phases of the overall project initiated to improve safety for pedestrian, transit, and vehicular travel along the roadway. Its overarching goal is to “create a Pike for all users” by transforming the busy thoroughfare into a complete street that balances all modes of travel and supports high-quality, high-frequency transit service.

Its visible street improvements include wider sidewalks, upgraded traffic signals, new streetlights, street trees, transit stations, and intersection improvements. There is also extensive construction work taking place below the roadway such as replacing aging and leak-prone water and sewer pipes and undergrounding existing overhead utilities. Funding for the project included a \$12 million grant from the Northern Virginia Transportation Authority.

To engage the public, the County established a forum coordinating committee and community stakeholders group, held public meetings, briefed county commissioners and civic associations along the project corridor and created a [webpage](#) and e-newsletter.

Refurbished Crystal City Bus Bay Reopens

The newly refurbished Crystal City Metro bus bay reopened in September with a widened 200-foot concrete bus pad, improved bus shelters, and through a partnership with WMATA, upgraded real-time digital arrival displays. This project's timing coincided with the expected resurgence of ridership after the decline of COVID cases and in anticipation of the completion of the new Potomac Yards Metro Station in Alexandria.



Crystal City Bus Bay

Ballston Metrorail Station Updated



In terms of ridership, the Ballston-MU Metrorail station is one of the busiest in Northern Virginia. It serves as a transfer point for regional and local transit buses and private bus services while providing access to multiple retail, government, and commercial office buildings.

The County initiated [the Ballston Multimodal Project](#) to modernize the transit bus center and public plaza space, the station's first major upgrade since opening in 1977.

In November, transportation officials and others celebrated the finished project which resulted in updated bus bays and public plaza spaces adjacent to the station along Fairfax Drive and North Stuart Street.

The station now offers improved transportation operations and safer pedestrian access to the plaza and increased retail visibility and green space. Just as important it heightened the attractiveness of the transportation choices available including ART bus service and connections to the Metro Silver Line.

Transitway Extension Advances

In May, the County marked the beginning of work to extend the [Crystal City Potomac Yard Transitway](#) to Pentagon City with a groundbreaking ceremony. The \$29 million extension makes up the northern segment of the route, adding 1.1 miles to the 4.5-mile corridor dedicated to premium high-frequency, rapid bus transit service.

When completed, the transitway will add additional dedicated transit lanes and five new transit stations with associated station amenities. It will run from the Braddock Road Metrorail station in Alexandria to the Pentagon City Metrorail station in Arlington, serving local travel demand within the corridor, including Amazon's HQ2 headquarters. It will also improve connections to Metrorail and Columbia Pike.



Crystal City Potomac Yard Transitway Station

Construction of the project will happen in three segments: (1) Crystal Drive from 15th Street South to 12th Street and Long Bridge Drive; (2) 12th Street South from Long Bridge Drive to South Hayes Street; and (3) South Hayes Street from 12th Street South to Army Navy Drive.

Construction on Phase 1, Segment 1, began in April with an anticipated April 2023 completion. The work includes installation of two new transit stations at Crystal Drive and 15th Street South and 12th Street South and Long Bridge Drive; and street improvements along 12th Street South between South Eads Street and South Clark Street, and the intersection of 12th Street South and Crystal Drive.

Planning for improved surface transit in the Crystal City/Potomac Yard corridor began in earnest in the early 2000s. When fully built out it will serve local travel within the corridor, including Amazon's HQ2 headquarters, and enhance connections to Metrorail and improve connections to Columbia Pike.

The FY 2019-2028 [Capital Improvement Plan](#) provides funding for the transitway along with grants from the Northern Virginia Transportation Authority and the Commonwealth of Virginia.

ART Facility Groundbreaking Held



Rendering of the future ART Operations & Maintenance Facility

In June, the County held a groundbreaking ceremony for the ART bus system's new Operations and Maintenance Facility.

ART has significantly increased its routes and hours of service during the past 10 years and plans to continue growing during the next two decades.

Located at 2629 Shirlington Road in Green Valley, the facility will address the system's long-standing need for fleet parking, operations, and maintenance. It also will support the County's transition away from diesel-based fuel and toward zero emission buses. The facility is essential for ART's long-term sustainability.

The Northern Virginia Transportation Authority provided \$39 million in funding for the facility, which will include administration and operations functions and parking for buses and staff.

Staff anticipates a spring 2025 completion of the facility.



Inclusion and Public Engagement

Resident participation in County government is critical. With this in mind, the County takes significant effort to create a range of entry points for residents to interact with County programs and services, all designed to create or enhance a sense of community and belonging. In addition, the County is interested in gauging the effectiveness of its programs and residents' satisfaction.

Survey Finds Residents Highly Satisfied with County Services



The County conducts a statistically valid survey about every four years to measure resident satisfaction with County services. The [2022 Resident Satisfaction Survey](#), conducted between Feb. 2 and March 14, sampled 1,300 people who collectively matched the demographics of Arlington County residents.

The survey's results, released in May, revealed that residents' satisfaction with County services is significantly higher in Arlington compared to other American communities. In fact, 79% of residents are satisfied with County Services, with fire, rescue, and emergency medical services the highest rated at 84%, followed by the County libraries, 83% and parks and recreation, sports programs, and facilities at 81%.

When asked about level of importance, residents ranked police services, maintenance of County streets, parks and recreation, and housing availability/affordability as top priorities. The rankings were: Police services at 43.9%, street maintenance at 43.2%; quality of parks, recreation/sports, and facilities at 43%; and the availability and affordability of different housing types 42.5%.

Additionally, for the first time, the survey explored equitable access to services, with respondents stating they are satisfied with equitable access to fire and emergency medical service (77%); library services (76%); and parks and recreation, (73%).

However, residents reported that since the 2018 survey, they are slightly less satisfied with the County, which follows the national trend of general dissatisfaction with public services due to the COVID-19 pandemic impacts over the last two or so years.

The survey also revealed several focus areas for improvement: transparency in the County's decision-making process; efforts to manage and plan for growth and development; and promoting availability, accessibility, and quality of affordable childcare and mental health services.

Pickleball Popularity Verified

The Department of Parks and Recreation worked on 33 different park projects in 2022 that engaged the community. One key effort was the [Outdoor Courts Assessment Project](#). In recent years, the department noticed a shift in the use and demand for outdoor athletic courts, most notably an increased interest in pickleball.

Initially the County engaged the community to find out who plays what and where and created criteria to help determine locations for multi-use courts that would include pickleball and a location for a dedicated pickleball facility.

Input obtained during a second community phase clarified what Arlington's multi-use courts (tennis and pickleball) would work and provide the needed amenities.

Based on community feedback and the passage of the [FY 2023-FY 2033 Capital Improvement Plan](#), the County plans to expand the number of pickleball courts by converting tennis courts to multi-use courts and in the future creating dedicated pickleball courts at Walter Reed Park.

Arlington Reads—“Making Visible The Invisible, Helping Us See The Unseen”

For nearly two decades Arlington Public Library’s signature program, [Arlington Reads](#) has served as a connector for ideas, people, and entertainment thanks to generous support from the Friends of the Arlington Public Library.

Through Arlington Reads, the library has fulfilled its promise to inspire and quench one’s thirst to know, to encourage users to ask questions of “why,” to embrace inclusion and diverse points of view. It has provided for a wellspring of ideas, conversation, disagreement, and enlightenment. More so, it has created opportunities for increased understanding of our world, of our community and of each other.

This year, the program returned to in-person and live-streamed programming with the theme, “Rebooting the Classics.” Arlington Library hosted talks with 11 award-winning authors including Deb Olin Unferth, Deesha Philyaw, Parul Sehgal, Kiese Laymon, Amina Luqman-Dawson, S.A. Cosby, Nikole Hannah-Jones, Marlon James, George Saunders, Barbara Kingsolver, and Andrea Elliott.

On Sept. 20, over 1,000 attendees participated in the Nikole Hannah-Jones author talk and presentation, part of the Library’s Banned Books Week program. Hannah-Jones is the Pulitzer Prize-winning author of the “[1619 Project](#),” and has spent much of her career investigating racial inequality and injustice.

In October, the Arlington Detention Center Library hosted author Reginald Dwayne Betts, who grew from a 16-year old facing incarceration to become a critically acclaimed poet, lawyer and the founding director of [Freedom Reads](#), a program that creates libraries in local jails and prisons. Betts performed a solo play from his latest book of poems, which described his past incarceration and transcendence of hurdles since then. This special performance was part of the Library’s efforts towards equity, inclusion and belonging.

In November, the program closed the year with a community conversation with two-time Pulitzer Prize-winning author Andrea Elliott, who wrote “Invisible Child: Poverty, Survival, and Hope in an American City.” Elliott also visited the Detention Center to meet with incarcerated women as part of “Freedom Reads.” According to Library Director Diane Kresh, “This final Arlington Reads of 2022 capped a year of “making visible the invisible, helping us see the unseen.”

New Teleconnect Space Launched at Columbia Pike Library

In September, Arlington Public Library hosted a ribbon-cutting ceremony to celebrate the opening of the Teleconnect Space, a free meeting space at the Columbia Pike Library. The space is a soundproof meeting room that has a secure, high speed broadband connection facilitated by the ConnectArlington network, a computer and camera to enable access to virtual meetings, and a printer to print items deemed necessary during the use of the room. It is



Nikole Hannah-Jones speaks to a full house for Banned Books Week. (Photograph by Daniel Rosenbaum)

available to residents for virtual meetings such as telehealth appointments, job interviews, social service appointments, and college interviews.

This new resource is part of the County’s [digital equity initiative](#) to ensure all Arlington residents have affordable, reliable access to high-speed internet and the technology to fully participate in the community and economy, with a focus on connectivity, access, education and training and program sustainability.



The County collaborated with several community groups to create the space: Arlington Free Clinic, Arlington Employment Center, Arlington Peers Helping Peers in Recovery, Offender Aid and Restoration of Arlington, Alexandria, and Falls Church, and the Columbia Pike Partnership.

Library's Connection to Arlington's Black Community Documented

As part of Arlington Public Library's contribution to Black History Month, the Center for Local History published an important article about the Henry Louis Holmes Library created by Arlington's Black residents to serve their community during segregation and in face of segregationist County policies. It operated from 1940-1949 and moved to several locations during its lifetime.



Students study in the Hoffman-Boston School library, circa 1950. Image from RG 307, Center for Local History.

Faced with a persistent and systemic denial of resources, the Henry Louis Holmes Library Association created a haven for books, learning, and discussion for members of their community at a time when the County would not do so. In 1944, the Holmes Library, with its 2,334-book collection, joined the still-segregated County library system as the only branch available to Black Arlingtonians until its closure in 1949 and the subsequent desegregation of Arlington's libraries in 1950.

As part of the recognition, the Aurora Hills Library featured a window [display](#) on the history of Henry Louis Holmes Library.

Potomac Conservancy Receives Reading Challenge Donation

From June 1 through September 1, nearly 8,000 readers participated in the Library's [Summer Reading program](#) to support the Potomac Conservancy in their mission to safeguard the lands and waters of the Potomac River. In



Olivia Guerra from the Potomac Conservancy accepting the donation.

September, representatives of the Friends of the Arlington Public Library and Arlington Public Library presented a \$5,498 check to the Conservancy. The donation represents the number of library readers who successfully completed the 2022 Summer Reading program.

Visioning A New Arts Venue

In April 2021, the County exercised its option agreement with South Oakland Street, LLC to purchase two properties near Jennie Dean park—2700 S. Nelson St./2701 S. Oakland St.— for \$3.4 million. At that time, the County Board directed staff to plan scenarios for potential future uses for the site.

From that the [2700 S. Nelson St. Project](#) originated to develop plans for a temporary flexible outdoor arts and maker space.



This year, prioritizing a community-based vision reflective of local needs and ideas for cultural programming, staff working with the placemaking firm Graham Projects, utilized several tools, including a kick-off on Zoom, two in-person Pop-Ups, a survey, and the launch of an engagement web page, to gather community input on what the site might include.

In October, residents had the opportunity to review and comment on two designs for the site created by the Graham Team.

Neighborhood Conservation Program Rebrands

Following its 2021 review, the Neighborhood Conservation (NC) Program adopted a new name—the [Arlington Neighborhoods Program](#) (ANP). The program’s executive body also changed its name to the Arlington Neighborhoods Advisory Committee (ArNAC) to reflect the action.



The intent of the rebranding is to foster a more positive and contemporary image for the program, and to advance racial equity and the program’s future growth beyond just capital projects. To facilitate the program’s transformation, staff has begun:

- Investigating opportunities to increase support for Arlington neighborhoods through the addition of program subcommittees that focus on areas of need and interest to further support neighborhoods.
- Reviewing the County’s and public’s use of Neighborhood Plans that document residents’ vision for their neighborhoods while exploring how to make them more useful and easier to develop and update.
- Conducting an inventory of existing programs, policies, and initiatives that engage civic associations and make this information more readily accessible to residents and the general public.
- Working to identify opportunities to improve the efficiency of the program’s capital projects; investigating the possible creation of new programs and initiatives that could benefit neighborhoods, civic associations, and community-based organizations; and researching best practices and survey data to inform the effort.

In addition, the program continued its ongoing work including shepherding the Arlington Forest and the Douglas Park Neighborhood Plans through to the County Board’s acceptance; and completion of five street improvement projects that installed new curbs, gutters, and sidewalks in the Ashton Heights, Fairlington, Foxcroft Heights and Waverly Hills neighborhoods and an intersection improvement in Dominion Hills.

Rock-n-Recycle Event A Hit

The Solid Waste Bureau attracted almost a thousand fans to the Trades Center in September for the family friendly Rock-n-Recycle Open House, featuring service trucks and several demonstrations of sustainability programs.

The event featured the County’s big work machines (The Rock Crusher! The Tub Grinder!) and several hands-on learning stations, take-home art, environmentally friendly giveaways, music, and more

The event provided residents a friendly behind-the-scenes look at the world of recycling, composting, trash-to-energy, inert materials collection, and other key environmental services provided by the County. It also allowed them to meet the County staff who keep Arlington clean and sustainable.

Art Highlights Water Sources



In January, the County joined the regional [Protect](#)

[Our \[Water\] Sources High School Art Contest](#) to highlight the importance of protecting local water sources. Sponsored by the Metropolitan Washington Council of Governments, the contest offered students an opportunity to win cash prizes for themselves and their teachers for creating work that portrayed positive messages about on the area’s local water sources.

Plans call for featuring the winning work in regional outreach materials and messaging campaigns. These may include social media, posters, brochures, notecards, and annual reports.

ADMINISTRATIVE ENHANCEMENTS

While the County is known as a highly functioning organization its staff is constantly working to improve its operations and functions. This includes developing, improving, and reinforcing strategies, structures, and processes; employee training and adopting new efficient procedures and systems, all to better serve residents and those who visit or do business in Arlington.

Establishing a Structure for Racial Equity in the Organization

To establish a structure for incorporating racial equity in County services, in 2022 the County invested heavily in employee education—first through a series of online classes called Leading With RACE, and second through Racial Equity Workforce Training, led by a consultant.



Leading with Race is a planned 10-unit series, offering employees short, interactive learning opportunities to develop foundational knowledge (terms, definitions, and

concepts), and to ensure the delivery of similar, consistent information and resources throughout the organization.

The three-month Equity Workforce Training began in April with employees, grouped in five cohorts of 60 people each, participants included all members of the County’s Leadership Teams, and individual contributors identified across each of the 13 departments reporting to the County Manager, as well the County Board Office, Sheriff’s Office and the Arlington Public Schools’ Chief Diversity, Equity, and Inclusion Officer.

A total of 253 employees successfully completed all sessions. They are now ready to begin applying the equity mindset utilizing a Racial Equity SWOT (strengths, weaknesses, opportunities, and threats) analysis in their work in four domains: 1) employment, 2) service delivery, 3) stakeholder and community engagement, and 4) procurement and contracting. In addition, participants learned how to develop racial equity action plans with measurable and manageable results that they can monitor “by how much and when.”

In future years, normalizing and organizing efforts will continue, with focus on strengthening communication, collaboration, and coordination among and across departments, the community and leadership in the priorities, plans and activities to advance racial equity. This includes formalizing the use of the racial equity lens and other tools, establishing guidelines and standards, and providing coordinated training and educational opportunities to equip and empower employees in their implementation.

There will also be a deliberate effort to design assessment tools to monitor, track, and evaluate outcomes and standardize how the County reports and present information to the community and employees around RACE.

Technology Advancements

During 2022, the County adopted several technology advancements led by the Department of Technology Services including new apps, website improvements and security, providing for hybrid community meetings and more.

New, Improved Apps Unveiled

The County introduced two new applications, or apps, this year—the Income and Expense Reporting and Permit Inspection Results.

The Income and Expense Reporting App is a new public facing web application that allows property owners to report the income and expense of their commercial properties online. Developed in collaboration with the Real Estate division, it eliminates the need to input data from forms and makes the overall process more efficient and customer focused.

The Permit Inspection Results app, also public facing, displays inspection results and helps to reduce the number of customer phone calls to the Inspections team.

In addition, the County updated the Libraries application with several new features such as an easier process to onboard new users; new capability that empowers library staff to manage the app themselves; and new user-friendly features, including advanced search, event listings, and the ability to receive recommendations based on previously rated titles.

Hybrid Commission, Community Meetings Now Available

The end of the COVID emergency declaration brought the return of in-person and hybrid commission meetings. Throughout 2022, staff upgraded meeting and collaboration technologies in 24 medium and large conference rooms throughout County facilities. As of September, five of the large conference rooms support over 50 community and advisory commission meetings allowing remote or in-person participation.



Hybrid meetings are now a permanent feature.

Plans to Move the County's Voice Systems, Call Centers to the Cloud

The Department of Technology Services conducted a comprehensive analysis of existing technologies as a first important step in a plan to move the County's on-site enterprise voice and call center services to the cloud.

Pending implementation, the move to the cloud in FYs 2023-2024 would help reduce operational costs and decrease dependency on premise-based solutions. Decreasing this dependency would in turn increase system reliability and improve the County's ability to serve the public by providing the ability to call, chat, or text with County call centers. Even more, moving to the cloud would ultimately help reduce the County's carbon footprint over time.



Election Website Receives Added Security

County staff worked with Arlington's General Registrar and the Elections Office to migrate the Arlington elections website from a ".us" domain to a ".gov" domain to provide additional security and to maintain or strengthen public trust for the site. The County's new OpenCities web platform made the switch possible in line with its general Cloud strategy.

Permitting Process Advances

The [Permit Arlington Program](#) added nine additional permits to the online system in June 2022 as part of an ongoing effort to improve land development, building, and permitting processes.

As a result, contractors can now submit Building, Trade and Land Disturbing Activity (LDA) permits electronically through the Permit Arlington system.

The upgrade also allows for online inspection scheduling and permit reviews and added process improvements to aid in tracking, reporting, and notifying customers of upcoming pending inspections and expirations. Previously the process relied on paper and email applications.

Staff anticipates complete migration into the Permit Arlington system from the County's legacy system during FY 2023.

Dance Hall Permits Abolished

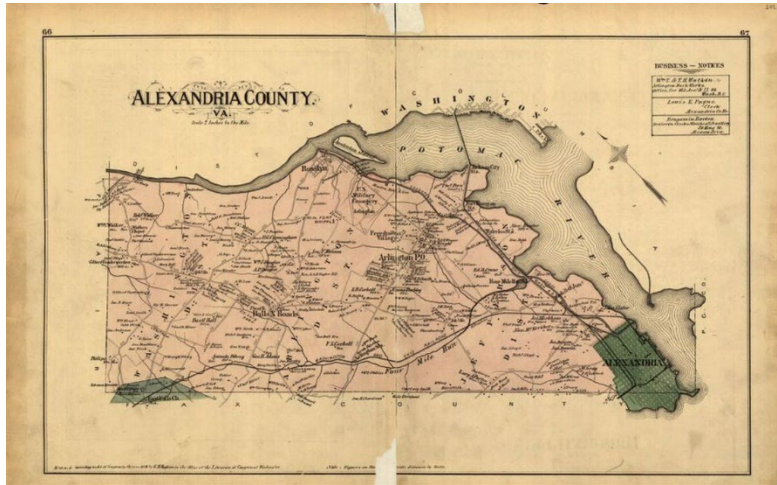
On Nov. 12, the County Board repealed Chapter 36 of the Arlington County Code eliminating the annual licensing requirement for Dance Hall permits for establishments "open to the general public where dancing is permitted."

While the Zoning Ordinance continues to regulate dancing as a live entertainment use requiring County Board approval of a use permit, the repeal of Chapter 36 abolishes an additional regulatory requirement imposed only on live entertainment establishments offering dancing that had been steadily declining, dropping by nearly 70% in the past 10 years.

In fact at the time of the Board's action just 10 Arlington establishments had active public dance hall permits.

Historic Preservation Program Not Standing in the Past

Arlington's Historic Preservation Program made significant strides during the year on its work on the Historic Reservation Master Plan, design guidelines for the Maywood Historic District and more.



Master Plan Update Work Continued

Work on the [Historic Preservation Master Plan Update](#) (HPMP) continued throughout 2022. Staff has completed the initial public outreach sessions from 2021 into 2022 and are developing a draft report for presentation to the public in early 2023 for additional input. A robust period of community engagement will take place through the summer of 2023 with adoption of the updated HPMP anticipated in the fall of 2023.

Maywood Design Guidelines Revised

The [Maywood Local Historic District](#) (LHD), established in 1990, is one of the County's oldest residential districts. The Historic Preservation Program (HPP) staff worked with the Historical Affairs and Landmark Review Board (HALRB) to amend the district's Design Guidelines regarding in-kind window replacements.

The effort required careful analysis of neighboring jurisdictions' window replacement guidelines plus an assessment of window replacement trends in the district. Staff also worked with the Maywood Community Association throughout the public process to gather input and address the neighborhood's concerns.

The HALRB considered the draft language at two public hearings in May and June, voting unanimously to approve the new guidance as Appendix H of the Maywood Design Guidelines. The approval marks a significant shift forward in the HPP's and HALRB's oversight of the Maywood LHD. Owners now have more flexibility to upgrade the windows in their homes, which is in keeping with national preservation trends, with clear requirements that the neighborhood residents support.

Local Historic Districts Reviewed

The HPP continues to oversee the County's 41 LHDs by conducting monthly inspections of each of the sites. By mid-October, the HALRB had approved 23 Certificates of Appropriateness and the HPP staff had approved 33 Administrative Certificates of Appropriateness for exterior alterations.

Using Data to Guide Service



In FY 2021, the County's Behavioral Healthcare Division piloted the disaggregation of select outcome data in their programs.

The results showed that in outpatient substance use services, Black individuals were less likely to complete a full course of treatment, which is associated with better outcomes in terms of individuals remaining clean and sober. So, the data suggested that the program was less effective in helping Black than white clients in achieving desired outcomes.

Program staff did a deeper dive to look at contributing factors and found that Black clients were more likely to need to move out of Arlington during treatment due to their inability to afford housing costs. When they moved out of the jurisdiction, they discontinued services.

In FY 2022, staff addressed the housing needs among clients served, even when clients did not initially identify housing as a problem for which they were seeking assistance.

By addressing these housing needs, the FY 2023 outcomes show that Black and white clients completed the substance use course of treatment at comparable rates, suggesting that treatment efficacy is now more equitable.

Behavioral Healthcare Navigating a Crisis



Increased community needs combined with a workforce shortage in behavioral health clinicians has placed unprecedented stress on Arlington’s behavioral healthcare system.

To address the workforce shortage, the Department of Human Services secured hiring and retention bonuses for staff providing code-mandated emergency services and provided incentive pay for non-emergency staff to assist in covering shifts and in taking supervisory coverage after hours. In addition:

- The County began recruitment for all vacancies needed to support operation of the Crisis Intervention Center (CIC) as a licensed Office-Based Crisis Intervention (“23-hour bed” model).

The program will serve as a walk-in and police and emergency medical services drop off center for individuals experiencing a behavioral health emergency. Services will include evaluation; crisis intervention and de-escalation; information and referral; psychiatric evaluation; 23-hour crisis stabilization beds; and assessment for hospitalization.

The CIC will provide individuals a safe alternative to the hospital emergency room when experiencing a behavioral health crisis and will help to reduce psychiatric hospitalizations by providing crisis stabilization in a less restrictive setting. The CIC is contracting with a private company to secure Special Conservators of the Peace who will be able to take custody of clients under Emergency Custody Order, allowing the police to return to other duties.

- A licensed clinician, from Emergency Services, is on duty at the Emergency Call Center one to two days per week to respond to individuals experiencing crisis calling 911 and to consult with dispatchers to determine more clinically appropriate responses.
- The County received a \$390,000 federal grant to initiate a Mobile Support Team comprised of a clinician, a peer specialist, and a customized van, to enhance the crisis continuum by providing community-based outreach and response to homeless and non-homeless individuals experiencing behavioral healthcare needs.

Staff anticipates that this program will decrease the need for law enforcement presence with individuals experiencing behavioral healthcare needs. *(See page 19 for more details on the Mobil Support unit.)*

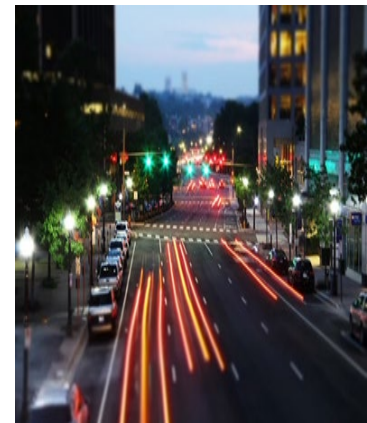
ACFD Accreditation Close

The Fire Department is wrapping up its accreditation process that started nearly four years ago. This process aims to achieve organizational accreditation through the Center for Public Safety Excellence.

It involves a 360-degree organizational review to ensure department is meeting residents’ demands and that it is optimally structured.

This includes ensuring resources located in suitable locations through an assessment known as the standard of cover and seeking community input on expectations for the department. Once completed, the department will undertake the process every five years for re-accreditation.

Traffic Signals Get Backup Power



Through past investments made as part of the CIP, the County has implemented a program to improve the backup battery system, also known as Uninterruptible Power Supply (UPS), for Arlington traffic signals.

Back-up batteries keep the signals operating to prevent traffic disruptions until utility power is restored in the event of a storm or incident. Out of 296 signalized intersections in the County, 173 now have UPS units.

AWARDS & HONORS

Organizational Awards

Arlington Named No. 1 Digital County in the U.S.

The [Center for Digital Government and the National Association of Counties](#) for the fifth consecutive year named the County as the No. 1 Digital County in the 150,000-249,999-population category. The award recognizes Arlington’s investments in technology to better serve residents, bolster the business community, and create an environment where innovative companies can thrive. It also acknowledged the County’s work to help establish an Innovation District in National Landing in collaboration with JBG Smith.

The [Digital Counties Survey Award](#) provides an annual measure of technology performance and innovation through an in-depth review of the programs and plans of counties across the nation, recognizing best practices in the areas of open government, transparency, public engagement, strategic planning, shared services, cybersecurity and operations.

Efforts to Preserve Affordable Housing at Barcroft Recognized

The County received an Award of Excellence from the National Association for County Community and Economic Development (NACEED) for its work to preserve affordable housing at Barcroft Apartments. The awards honor outstanding projects in the fields of community development, economic development, affordable housing, among others.

Specifically, the association recognized the quick mobilization by County leadership that resulted in the preservation of the affordability of Barcroft Apartments for 99 years, and the “resident first” approach to long-term planning at the property.

Earlier, The Washington Business Journal named the Barcroft Apartments acquisition the “Best Financing Deal in 2021,” highlighting the effort’s innovative financing structure.



Achievement of Excellence in Financial Reporting

For the 36th consecutive year, the Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the County for its Annual Comprehensive

Financial Report (ACFR) for the fiscal year ended June 30, 2021.

To receive a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report in accordance with standards established by the Governmental Accounting Standards Board (GASB), Generally Accepted Accounting Principles (GAAP) and applicable legal and compliance requirements established by law.

The GFOA also awarded the *Award for Distinguished Budget Presentation* to the County for its FY 2022 Budget. This award, which Arlington has received for more than 30 consecutive years, is the highest form of recognition in governmental Budgeting.

Financial Unit Recognized for Work During the Pandemic

The Virginia Association of Counties (VACo) honored the DPSCo’s Administrative Unit with an Achievement Award for its work during the COVID 19 pandemic. The award highlights the unit’s effort to establish financial rules and accounting standards that provided a disciplined foundation throughout the pandemic.

The team’s proactive work and commitment to maintaining a transparent process allowed the County to rely less on local tax dollars and resulted in a 95% cost recovery rate. The Federal Emergency Management Agency and the Virginia Department of Emergency Management also acknowledged the unit’s work and practices.

Arlington's Award-Winning Recreation Facilities

In 2022 Lubber Run Community Center won first place in the [Region III American Society of Heating, Refrigeration, and Air-Conditioning Engineers \(ASHRAE\) Technology Awards](#).

The award recognized the center for its applied innovative building design in occupant comfort, indoor air quality, and energy conservation, incorporating ASHRAE standards where applicable, and innovative technological concepts. In addition, the Athletic Business organization recognized the Long Bridge Aquatics & Fitness Center a Facility of Merit.



Inside Lubber Run Recreation Center

Food Scraps Program Wins Achievement Award

Recognizing excellence in local government programs, the Virginia Association of Counties (VACo) awarded an Achievement Award to Arlington's Residential Food Scraps Program. Arlington's Solid Waste Bureau program was among 29 winners.

Since the program's launch in September 2021, Arlington residents diverted more than 25% of nutrient-rich food waste for compost, keeping it out of the black trash cart where things go for waste-to-energy incineration.

BizLaunch Recives Gold Award

Arlington Economic Development's BizLaunch Team received the International Economic Development Council's (IEDC) [Gold Award](#) for its innovative work in the category of Resiliency, Recovery and Mitigation. during the IEDC's Annual Conference.

ReLaunch is a small business assistance program providing owners access to business consulting or marketing services and helps developing technology solutions to adapt to changing business landscapes due to the COVID-19 pandemic.

Staff Honors



Data Magazine Salutes Technology Manager

Technology Manager Jaime Lees was named to [Chief Data Officer Magazine's 2022 list](#) of state and local digital leaders.

The magazine recognizes data executives in the public sector for their "commitment and contribution to implementing data strategies that impact the effective governance and growth of their regions."

Chamber of Commerce Honors DPSCEM Director

Department of Public Safety Communications and Emergency Management (DPSCEM) Director and Acting Deputy County Manager, Dr. Aaron Miller, received the Meritorious Services Award during the 2022 Public Safety Awards from the Arlington Chamber of Commerce.

This award recognizes Dr. Miller's exceptional job performance, teamwork, community service, dedication, and extraordinary judgment during the COVID-19 pandemic.

Virginia Emergency Management Association Honors

Arlington Public Information Officer

DPSCEM's Public Affairs Manager, Hannah Winant, received the Public Information Officer of the Year Award from the Virginia Emergency Management Agency (VEMA).

The organization applauded Winant for providing seamless communications support throughout the County's COVID-19 response, in addition to her response to hazardous weather events, leading community education programs, managing departmental planning and training, deploying to support inter-state emergency response and recovery, and more.