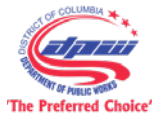


# SERVICE GUIDE *for* NEW RESIDENTS



## Hello & Welcome

On behalf of the DC Department of Public Works (DPW), welcome to the District of Columbia! DPW provides many of the city services you will use most. Our solid waste services keep the District clean, green and healthy, and our parking services keep the District safe and moving. Whether you live in a single-family home or an apartment building, we are here to work hand-in-hand with you to keep our communities and public spaces safe, clean and attractive for all residents across the District.

**Included** in this pamphlet are brief descriptions of our residential services and useful tips to request a DPW service.

More complete descriptions can be found on our website, [dpw.dc.gov](http://dpw.dc.gov). Should you ever have any questions or need to request a service, please give us a call at (202)673-6833, or call 311.

As a new resident, you can talk to us directly at your neighborhood ANC or civic association meeting. To find out more about ANCs and civic associations, check [www.dc.gov](http://www.dc.gov).

Also, I encourage you to follow our routine web-based Live Chats. Each Chat features a different topic - from graffiti removal to gardening - providing you with an opportunity to talk directly with DPW employees.


Please visit our website for ongoing announcements and follow us on social media to learn about upcoming Chats and much more.

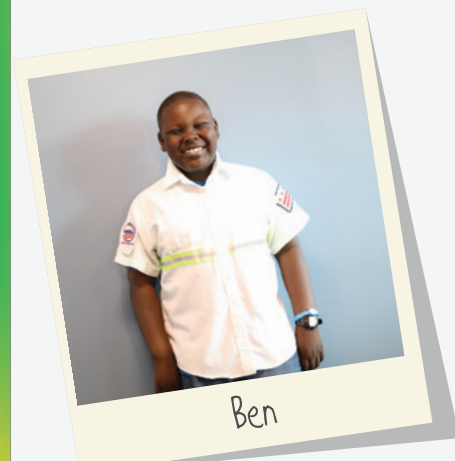
Again, welcome to your new home in the wonderful District of Columbia.

Regards,  
Christopher J. Shorter  
Director  
Department of Public Works

### HOW TO REACH US?

 [DPW.DC.GOV](http://DPW.DC.GOV)  
 (202)673-6833  
or 311

 @DCDPW     dpwdc  
 dcdpw



Ben



Tuesday

"Welcome to DC!"  
From DPW Kids



Mayor Muriel Bowser and  
Christopher Shorter, DPW Director



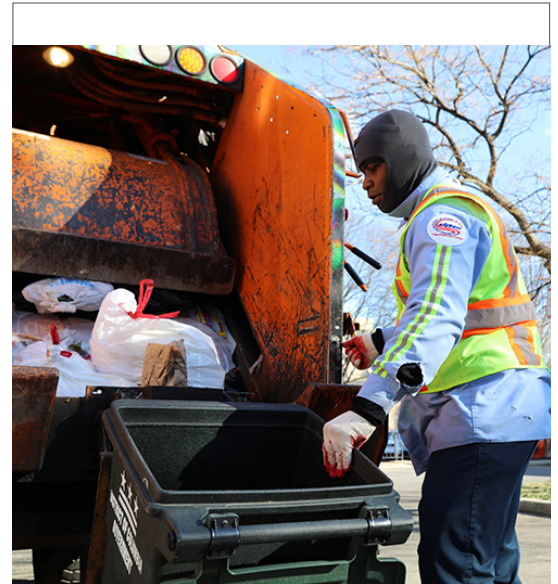
**TRASH COLLECTIONS\*** are once-a-week generally in Wards 3,4,5,7 and 8, and twice-a-week in Wards 1, 2 and 6. Once-a-week collection neighborhoods use 96-gallon trash cans, also known as Supercans. In twice-a-week neighborhoods, DPW collects trash either Monday and Thursday or Tuesday and Friday. These neighborhoods have 32-gallon trash and recycling cans. Learn your collection day(s), please go to

 [DPW.DC.GOV](https://www.dpw.dc.gov)



**RECYCLING COLLECTIONS\*** are once-a-week and are provided to the same residents who receive DPW trash collection services. Recycling is collected on the same day as trash in once-a-week neighborhoods. In twice-a-week trash collection neighborhoods, recycling is collected on either Thursday or Friday. To avoid a sanitation ticket, please place your trash and recycling can(s) out for collection no earlier than 6:30 PM the day before collection and return your can(s) back to your property no later than 8 PM on the collection day. DPW begins collections at 7 AM, but if the temperature is predicted to be 90° or higher

or the Metropolitan Washington Council of Governments announces unhealthy air quality (Code Orange or Code Red days), DPW collection crews will begin their work at 6 AM to avoid health or environmental issues.



## Sanitation Services

### NEW OR REPLACEMENT TRASH/RECYCLING CANS

are available at a cost. New residents may be eligible for a free can, for details, visit [dpw.dc.gov](https://www.dpw.dc.gov).

**HOLIDAY COLLECTIONS** of trash and recycling in once-a-week neighborhoods slide to the next day after the holiday. In twice-a-week neighborhoods, trash collections normally made on Monday and Thursday, will be made Tuesday and Friday; while Tuesday and Friday collections will be made Wednesday and Saturday. Recycling collections in twice-a-week neighborhoods slide to the next day, from Thursday to Friday and from Friday to Saturday.



**BULK WASTE COLLECTION\*** is made by appointment by calling (202)673-6833 or 311. DPW will collect large, bulky items, such as refrigerators (doors removed, please), air conditioners, and furniture. Mattresses and box springs must be wrapped completely in plastic before they will be collected. For a complete list of bulk items DPW will collect and what is unacceptable, go to

 [DPW.DC.GOV/SERVICE/BULK-TRASH-COLLECTION](https://www.dpw.dc.gov/service/bulk-trash-collection)



## NOTE\*

*Residents of single-family homes and apartment buildings with no more than three living units receive trash, recycling and bulk waste collection services. If you live in an apartment building with four or more units, your building manager is responsible for providing these services. Other dwellings like town homes that are part of homeowners associations are responsible for providing trash collection services.*



**HELPING HAND** program supports communities' Saturday clean-up projects. The program will lend tool kits with five rakes and brooms, two shovels, and 20 trash bags. A \$20 refundable deposit is required. DPW will collect the bagged trash and a SWEEP inspector will collect the tool kit. You also may request free compost delivery for use in neighborhood beautification projects. To receive an application for a Helping Hand tool kit, please call 311.



# Sanitation Services

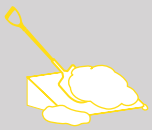


**HOUSEHOLD HAZARDOUS WASTE(HHW)/E-CYCLING DROP-OFF** service makes disposing of these items easy and safe. Just bring them to the Ft. Totten Transfer Station, 4900 John F. McCormack Drive, NE, every Saturday, 8 AM to 3 PM, except holidays. Do not put toxins

in trash, recycling or street litter cans for trash collection. Also do not include toxins with bulk items. DPW also offers personal document shredding the first Saturday of each month. Please, no more than 5 boxes of items such as bank statements or bills. All residents may drop off their HHW, e-cycling and personal documents for shredding, but be prepared to show proof of residency. For more information about what's accepted and not accepted at Ft. Totten, go to

 [DPW.DC.GOV/SERVICE/HOUSEHOLD-HAZARDOUS-WASTE-E-CYCLING-DOCUMENT-SHREDDING](https://dpw.dc.gov/service/household-hazardous-waste-e-cycling-document-shredding)

# Seasonal Services



**SNOW AND ICE REMOVAL** is a service provided by DPW and other DC government agencies. The District averages about 17 inches of snow between November and March.

*Here is what you need to know regardless of how much snow is predicted.*

- ✓ Prepare your family, home and car before winter begins. Snow has fallen in DC as early as October. To see what you should have on hand or actions to take, go to [snow.dc.gov](https://snow.dc.gov) for safety tips.

 [SNOW.DC.GOV](https://snow.dc.gov)



- ✓ Tune into local news programs, check [snow.dc.gov](https://snow.dc.gov) and follow DPW's social media outlets for current information about an upcoming storm. Continue to monitor these outlets throughout the storm.
- ✓ Know your child's school's protocol for a snow storm.
- ✓ Residential and commercial property owners should clear their sidewalks within the first 8 daylight hours after the end of a storm.
- ✓ During a snow emergency, parking on snow routes are prohibited. Check signs to avoid having your vehicle relocated or impounded.
- ✓ Check [snow.dc.gov](https://snow.dc.gov) for real-time tracking of our snow plows in your neighborhood.



### RESIDENTIAL MECHANICAL STREET SWEEPING

is an important tool used to keep the District clean. The program runs from March 1 through October 31. Signs restricting parking during weekly, 2-hour street sweeping periods are posted in neighborhoods where residents agreed to move their vehicles so the sweepers can reach the curb. Vehicles parked during street sweeping periods, may be ticketed and towed.

Where no street cleaning parking signs are posted, crews will clean around parked vehicles on a monthly basis. Pay special attention to the street sweeping signage on your street!



**FOOD WASTE DROP-OFF** is a new DPW service. Bring food waste to designated farmers markets, one in each of the District's 8 wards, free of charge on Saturdays when in season. The food waste will be taken to a local composting facility to be turned into compost. Come to one of our farmers markets and ask our experts for more information. For details about packaging your food waste, what is accepted and where to bring it, go to

[DPW.DC.GOV/FOODWASTEDROPOFF](https://www.dpw.dc.gov/foodwastedropoff)

Free compost is available to residents year-round at the Ft. Totten Transfer Station.



### GROUNDS MAINTENANCE AND LANDSCAPING DIVISION

performs seasonal mowing and cutting on District roadway median strips and District-owned rights-of-way. DPW also mows grass and cuts weeds on roadside areas along major District thoroughfares, cuts back overgrowth along the city's alleyways, and clears vacant lots. DPW maintains a portfolio of more than 1,000 properties, including pocket parks and triangle parks that receive landscaping attention every two weeks.



**LEAF COLLECTION** occurs in the fall, from the first week in November through January. Each neighborhood will have two collections. Please prepare your leaves for collection the weekend before their collections dates. Holiday trees and greenery are collected through the end of January. Snow and ice storms may disrupt the schedule, but the crews will return to collections after the streets are clear. In early fall, a brochure with the schedule and important tips will be mailed to all households that receive DPW trash/recycling collections.



# Parking Services

Park legally, keep the District moving.

## PARKING ENFORCEMENT

keeps traffic moving and provides access to short-term curbside parking spaces near businesses and long-term curbside spaces on residential streets. Among the common violations are failure to register your vehicle within 30 days of moving to the District, exceeding the time allowed in a Residential Permit Parking (RPP) neighborhood zone, an expired meter, AM and PM rush hour, and expired tags. To avoid violations, park legally, keep the District moving.

### Other parking services:

- Booting
- Towing
- Removing abandoned and dangerous vehicles
- Vehicle auctions



*If you live in an RPP neighborhood zone, your vehicle, even if it is properly registered, is subject to enforcement if it does not display an RPP sticker, which can be obtained when you register your vehicle.*

New residents must register their vehicle(s) within 30 days of moving here to avoid a ticket for failure to display a DC tag.

## TIPS

When you register, you also may purchase a Residential Permit Parking (RPP) sticker, (if eligible) which will exempt your vehicle from zone-related parking restrictions. The boundaries of the eight zones coincide with existing ward boundaries. Once you've registered your vehicle, be mindful of when the registration expires.

Check the meter for how long you can park in that space, then pay the amount due. Leave when your time expires. Adding money after the meter has expired can result in a ticket for Parking At An Expired Meter.

When parking in a Residential Permit Parking zone, check the signs to find out how long parking is permissible. Once your time is up, you're no longer permitted to park within the zone, you must move your vehicle. Visit [dmv.dc.gov](http://dmv.dc.gov) for registration information and [ddot.dc.gov](http://ddot.dc.gov) for RPP program details.

When parking during AM or PM rush hour, check the signs to find out when parking is permissible. Otherwise, you may get a ticket, and your vehicle may be relocated to a legal parking space.



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TO CONTACT **DPW** FOR MORE INFORMATION:

 [dpw.dc.gov](http://dpw.dc.gov)

 @DCDPW

 (202)673-6833  
or call 311

 dpwdc

 dcdpw



**MURALSDC** is a project funded by the DC Department of Public Works, in cooperation with the DC Commission on the Arts and Humanities, and is designed to provide permanent graffiti abatement to those properties that have experienced or are at risk of this type of vandalism. Since its pilot in 2007, MuralsDC has painted more than 65 murals in every ward of the city. While most of the artists are local, the program has worked with artists around and outside of the country.

In 2017, the program celebrated its 10th year by unveiling *"The Torch,"* by Aniekan Udofia at DC landmark, Ben's Chili Bowl. The mural features portraits of more than a dozen African American trailblazers.

 [MURALSDCPROJECT.COM](http://MURALSDCPROJECT.COM)

*"The Torch,"* by Aniekan Udofia at Ben's Chili Bowl  
1213 U St NW, Washington, DC

