

## Community Dialogue Feedback – Dec. 5, 2012 Design

At the Dec. 5, 2012 meeting we asked residents, "What important issues and ideas do you want County staff to consider during the process of building renovation in relation to the following public design and operating elements?" Responses are listed below by category. County staff will consider this feedback as it works on design plans, which will be the topic of the next community meeting, Dec. 17, 2012.

### Entrance

Where will it be?

Want customers to feel safe walking by, even at night

Want 10-year-old daughter to feel safe walking to bus stop

Where are fire escapes/emergency exits?

What is the total daily traffic in/out?

Will it be handicap accessible?

Entrance facing police station 14th St. side preferred

24-hour monitor/guard

How many can vestibule hold?

Will doors be alarmed (including emergency exits/other access points)?

How about Courthouse Rd. and 14th St. corner for the entrance? Most condo residents use the door.

Need clarification on exactly where the formal entrance to shelter will be located. Preference is 14th S.t, not on Troy St.

Consider "security entrance" to current side entrance of condo – separating loading zone area (with security gate) to prevent any "hanging out" by side condo entrance

Entrance in middle or Courthouse Rd. Closer to commercial rather than residential.

ADA compliant

What do people do if doors lock @ 10 p.m.

Lighting shall be appropriate for safety

Can the entrance for the Shelter be relocated to Courthouse Rd?

In favor of entrance on 14th St.

Need receptionist or a welcoming entry – from both neighborhood and homeless person

### Lighting

Increased lighting on 14th St. – Sheriff's side and in front of 2020

Make street lights work on Sherriff's side

Have more lighting on loading dock side

Good/adequate lighting of the entrance and light along Troy St. adjacent to residences

Too much lighting not good on Troy St. More light = more people, more disturbance

Increased street lighting needed – need to be bright but not shining in windows.

Need lights in the park area (14th and Troy)

Safe but not intrusive on residential side

Any concerns for Hilton Gardens?  
Good for security/bad for residents (14th St./Troy)  
Way to direct light from condo building (update lighting)?

### **Loading Area**

Where will it be?  
Will it be shared by entire building?  
Security for loading area (video monitoring)  
Ideal area for loitering  
Raise low barrier 2-3 feet  
Physical checks by security guard/staff  
Shading options  
Delivery – can be disruptive. Trucks come very early. Delivery hours need to be considered in Use Permit.  
Need clarification about design plans for loading area to accommodate new building demands  
Barrier between condo and shelter? Since loading takes place during the day, it doesn't matter  
Want sound-treated wall – attractive – to block noise, trash pickup, and deliveries  
Want camera and gate on loading dock

### **Outside Queuing**

Staffed 24/7, buzzed in  
Need a process defined when people miss the curfew, that the community and the staff is aware of  
May be transported to a different shelter  
Will it still happen? Will be on 2nd floor?  
What is the intake procedure? When at capacity? When late at night?  
What policy to limit loitering?

### **Security**

Sleeping in garage  
24 hour guard  
Piggy-backing at garage entrances  
Loitering/crowd control for those not admitted  
Concerns about increased security costs for residents at Woodbury  
Police patrols?  
Security guard/24/7?  
Are stairwells open or closed?  
Prefer to funnel people up quickly  
Elevators not only way to 2nd floor  
Service alley – why not initiate security/checks with new center?  
24/7 camera security  
Need security 24/7 on the premises – safety for neighbors and for clients  
Need to do something to ameliorate the risk – statistically these folks are more "at risk."

Lack of police presence also a problem – how will sidewalks be policed?  
Security is of paramount importance to the tenants of the Woodbury Condo Association. #1. What is Arlington Police plan?  
Policing in evening/weekends? County policy.  
Traffic in-out of police station – how often?  
How are residents controlled during night? For smoking?  
How is the increase in population managed?  
24-hour security, live security, designate police officer to patrol site  
Process to contact the police  
Available security cameras at building corners  
Concern that condo owners will have to pay for their own security  
Blue light panic button for residents of condo  
Cameras in front; in loading dock area; entrance, Troy St. side  
Would rather have people with criminal backgrounds or sex offense inside than outside  
Have people who need services, get services and be supervised and not out on the street  
Develop policy with neighbors  
Internal security within HSC, internal security within condo, external security in area – all need to be given serious consideration  
24/7 security guard - \$180k; shift would be \$70k  
Would like to know what the police are committing to  
Police have no plan to have officer patrol shelter street  
Small wall between condo/HSC  
Need a higher fence to separate buildings – Troy St. lot  
Criminal screening – need to screen violent crime or sex offender  
Counter-concern – if they are not in the shelter, where would they be? Would that be even more dangerous to have them on the street?  
Can the HSC continue the 10 p.m. curfew? Would help with security.  
Currently at EWS: Check in: sign in, indicate if they were there the night before, check bags, orientation, then go into EWS  
In the HSC need to check IDs – capture #, document who's there over time. Keeping a log.  
Security cameras are needed

### **Smoking Area**

Want to have partial screening on 14th St.  
Possibly inside in new space in garage conversion  
Will there be smoking at the entrance?  
Suggestion of a smoking patio on site facing the police station/restaurant  
Enclosed smoking area – out of sight  
Air quality would be an issue  
Cigarette butt cleaning needs to be done  
Need clarification about design plans to address smoking issue  
Is a smoking balcony possible or a restricted area?

Where are they going to smoke?  
Set up a smoking area inside.  
Issue is "hanging out" as much as the smoke  
Not in service alley  
How/will smokers from restaurant smoke?  
Located away from Woodbury Park to prevent loitering  
Where located? How to make accessible after curfew?

### **Streetscapes**

Fix sidewalks (currently in disrepair)  
New parking garage management company (or significant improvement to their operation)  
Review by community once plans are made  
Will outside smoking areas be incorporated in streetscape plans?  
More landscaping, instead of concrete, especially on Troy St.  
Have attractive place on street level of 14th St side  
Want sound treated wall on south side – between condo and 2020 – to block noise, trash pickup, deliveries

### **Window Treatments**

Film/privacy so that people inside of Center can see out but those outside cannot look in  
Need something inside to block windows for sleeping  
Maybe build half-wall in dorm areas  
Concerns of residents looking into shelter and vice-versa. Needs proper treatment.  
Sleeping area could be opaque, but community areas need light.  
Condo owners recommend "uniform" look to window treatments – so from exterior view there is a uniform look – like current condo rules  
Need window treatments so HSC clients won't be looking in the condo windows - could be women on the east side instead of men  
Review by community once plans are made  
Appropriate treatment to prevent seeing in (film)  
Not blinds to open/close/break  
Operational policies addressing window blinds so they appear tidy from the outside  
Prevent peeping Toms

### **Other Topics**

When will we hear responses and feedback to our input tonight?  
Can officials describe how the Use Permit process will be used to address specifics in use, management, conditions and accountability?  
Emergency phone # to report/alert for problems: overflow, loitering, littering, noise, panhandling, etc.  
Bathrooms after hours?  
What specifically is a "good neighbor"? What happens if it's not?

How will they assign beds when open 24/7? First-come, first-served but must sign up for services with goal of obtaining housing in 6-9 months

Where will homeless park?

Where will police park?

Should Ragtime be allowed to remain given liquor license?

Vagrancy?

Ragtime – alcohol issues

A-SPAN to community / community to A-SPAN reviews – time can be set every 6 months for 5 years

Sanitation - medical waste issues with five nursing beds

Need to know more about Use Permit process

Need to know more about details

Will other non-profits be located in the building also?

Food prep: what provisions for disposal of waste?

Any food offered on outside? Food truck, etc.?

Issues of food smell from preparation, bringing food outside the building.

Adequate generator capacity for shelter needed.

Refrigeration capacity for medication of the clients.

How about signage? Does it stand out?

Loitering concern – hours of operation. How will this be addressed?

Access route for residents going from the condo to the Metro

What if there was an underground access/entrance to condo?

How do you address residents who want to access the shelter after curfew hours?

How will loitering be prevented?

### **Q&A Session**

#### **Will there be enough parking to meet zoning requirements?**

- Parking will conform to County requirements

#### **Will the restaurant/bar remain?**

- Ground floor retail, including Ragtime, is expected to remain at 2020.

#### **Will the HSC provide mail and email services?**

- Clients will be able to send and receive mail and email from the HSC.

#### **Where in the building is the dormitory area going to be located?**

- Preliminary plans place the sleeping quarters on the third floor. Women on west side, men on east side.

#### **What is the expected turnover, number of users?**

- The Emergency Winter Shelter served 407 people in FY 2012, averaging 68-70 people per night.
  - 360 (88%) spent less than 30 days at the EWS.

- 22 (5%) spent between 31 and 60 days at the EWS.
- 26 (7%) spent between 61 and 180 days at the EWS.

**How do you handle demand over capacity?**

- The center operator will contact other area shelters for possible placement. The Detention Center lobby has been used for overflow during weather emergencies and will remain an option.

**What happens with tenants on floors 4-7?**

- Tenants on those floors are expected to remain in the building during construction of the lower floors.

**Who works with sex offenders who may be staying at the center? What is the County doing about registered sex offenders?**

- Terms of release for offenders include regular contact with probation/parole officers and the requirement to maintain an up-to-date file on the Virginia State Police Sex Offender Registry. In addition, the Arlington County Police Department's Special Victims Unit has been keeping up-to-date lists of all registered sex offenders in the County since 2004.

**Will the County prevent known sex offenders from staying at the center?**

- There are no plans to exclude people from center services based on criminal history.

**What will be done to ensure safety/security?**

- Numerous physical design and operational elements are being considered.