

Community Q&A – Jan. 14, 2013 Design Review

Can the entry be moved to another location?

- County Code and current/planned uses of the building limit where the center entrance can go. The only two options for entry location were about 20 feet apart.
- Entrance placement (about 30 feet from Troy Street) would create the best flow for clients as they enter vestibule, are admitted to go upstairs and enter the center, register/sign in, and use center services.

What will weekend/holiday staffing levels be?

- The center would have enough staff and trained volunteers to maintain a 20:1 ratio on weekends, holidays and overnight.
- During weekdays, a full complement of center operations staff, including administrative and client services staff, would be on site.

What is the County doing to make people feel safe? What security measures will be in place or are being considered?

- County Manager will develop and implement an operations and security plan for the center.
- The center's expected operator (A-SPAN) has experience and an outstanding track record in working with homeless persons.
- During weekdays, a full complement of A-SPAN staff, including administrative and client services staff, would be on site.
- Clients would no longer need to wait outside for the shelter to open and would be encouraged to not linger outside the center.
- A video monitoring system is being considered with exterior cameras to cover the service alley and along 14th and Troy Streets; monitoring stations would be located in two areas within the center.
- Staff would monitor area outside of center and a participant behavior contract would discourage nuisance behaviors.
- Under consideration is a security guard to be on site during key times for an initial period of operation.
- The Arlington Police Department's Crime Prevention Through Environmental Design (CPTED) team would conduct a safety assessment of the center.
- Lighting would be upgraded to meet urban design criteria.

What is the protocol for police response?

- Dispatcher would assign call to officer(s) with responsibility for the incident area.
- Staff would discourage lingering and call police when needed according to a pre-established protocol.

What could an onsite security guard do?

- The presence of security staff on site at key times may deter inappropriate behavior in the immediate area; staff would call police to respond to an incident.

What will be done to stop congregating/lingering on 14th and Troy Streets? How do you plan to measure success in stopping lingering?

- Staff would monitor property and would actively discourage lingering, and it would be addressed in the behavior contract that center users would sign.
- Measures would be developed in consultation with neighbors and operator.

How many parking spaces will be allocated for center staff?

- Unknown at this time – will be determined as part of the use permit process and be in line with zoning requirements.

What are the costs of this project?

- Purchase price was \$27 million.
- Renovating floors 1-3 is expected to cost \$7 million.
- Renovating floors 4-7 is expected to cost \$5 million to \$6 million.
- Operating expenses have not been determined yet.

Where does the funding come from?

- The purchase was made with local funds.
- Operating expenses would be covered through a combination of federal, state and local funding.

Can sleeping arrangements have the women's area on the Woodbury Heights side?

- Designers studied this thoroughly. The proposed design allows for optimal traffic patterns within the building. The proposed layout would provide privacy from internal traffic for the respite beds, for the women's sleeping area, and for bathroom areas.
- Where the center is adjacent to the residential property across the service alley, window treatments would provide for balance between privacy and natural lighting.

Will the perimeter glass obscure views?

- Alternative window treatments under consideration would provide for balance between privacy and natural lighting.

How is the proposed service alley wall different than the current one?

- The current knee wall would be replaced with an 8-foot wall between the service alley and adjacent property.

- Wall would be 20 feet from sidewalk/building line for good pedestrian visibility.
- Design would be compatible with existing building and local architecture.

Is the entrance on Troy Street?

- The entrance is on 14th Street, about 30 feet from the Troy Street corner.

Is the existing smoking location the best choice?

- The proposed design would keep the smoking area in the location currently being used and more formally delineate it.

What do clients do with their belongings?

- They would place them in lockable bins in the first floor storage area.

What are the next steps?

- The County Board must approve a use permit for the dormitory use within the center.
- Tentatively, plans are for a March 4 Planning Commission hearing and a County Board hearing on March 16 or 19.
- Information on items for the March 16/19 County Board meeting will be posted no later than March 8.