

ACHIEVING GREAT FEDERAL PUBLIC SPACES:
A PROPERTY MANAGER'S GUIDE

SECTION 3

SOLUTIONS

- 1 INTRODUCTION
- 2 EVALUATION
- 3 SOLUTIONS**
- 4 IMPLEMENTATION
- 5 RESOURCES



A Menu of Ideas

In Section 2, the Place Audit identified what aspects of your facility's public space need improvement. Section 3: Solutions provides ideas to address these needs. The ideas are arranged according to the six Action Points and divided further into sub-categories, each presenting a range of possibilities—from short-term, inexpensive steps to long-term measures that require more investment. The worksheets provided after each Action Point will help you organize your ideas.

The easy-to-implement short-term recommendations should be the first place you look to improve the aspects of your facility's public space that rated poorly. These ideas are great for effecting change when major resources are not expected, or simply to get something done "in the meantime" while waiting for a major project approval or an outyear project start. By starting small, GSA can change how its clients and communities feel about federal spaces in a 30 to 90 day timeframe—getting results without the multi-year process and relative uncertainty that accompany larger projects. Alternatively, if your facility is already performing well in a given area, you may want to prioritize the medium- and long-term suggestions.

Keep in mind that this section is meant to generate ideas, not necessarily prescribe specific solutions. The suggestions in this book should serve as a starting point from which you can develop a unique strategy, while working with building tenants and local partners, to make your facility's spaces as good as they can be.

The sample solutions in this section are grouped according to the following categories:

Action Point #1: MANAGE: EVALUATE, PROGRAM, MAINTAIN

- A. Evaluate property performance in terms of public use
- B. Program and encourage active use of space
- C. Maintain the space over the long term

Action Point #2: DESIGN FOR USE

- A. Arrange amenities to optimize use
- B. Provide protection from weather and the elements
- C. Illuminate public spaces
- D. Provide infrastructure to support uses and activities
- E. Introduce retail

Action Point #3: STREAMLINE AND INTEGRATE SECURITY

- A. Improve appearance of perimeter security features
- B. Improve level of comfort and amenities in pre-screen areas
- C. Expedite and streamline the screening process

Action Point #4: IMPROVE IMAGE AND AESTHETICS

- A. Communicate building's role in both government and community
- B. Improve the quality and consistency of materials
- C. Reduce clutter
- D. Improve appearance of edges and exterior

Action Point #5: ENHANCE ACCESS AND CIRCULATION

- A. Improve interior wayfinding
- B. Improve exterior wayfinding
- C. Improve accessibility and pedestrian connections
- D. Improve transportation connections

Action Point #6: ACCESS LOCAL RESOURCES

- A. Establish partnerships for programming and events
- B. Coordinate with local government
- C. Coordinate with local business



SAMPLE SOLUTIONS

ACTION POINT #1

Manage: Evaluate, Program, Maintain

3

SOLUTIONS



Ribbon cutting for Twin Rivers Complex, Ogden, UT.



A. EVALUATE PROPERTY PERFORMANCE IN TERMS OF PUBLIC USE

SHORT TERM

Conduct the Audit with a group of stakeholders (community and building tenants, Business Improvement District, local organizations and agencies).

Count the numbers of people using the public spaces at different times during the day. Note what areas people are using and what they are doing there (smoking, eating lunch, waiting for a ride home, etc).



Participants conduct the Place Audit at the Phillip Burton Federal Building and U.S. Courthouse, San Francisco, CA.

MEDIUM TERM

Conduct a meeting with stakeholders such as local BIDs, city staff, and tenants to brainstorm short- and long-term solutions and improvements.

Convene additional workshops and/or a design charrette with Good Neighbor/First Impressions partners to develop an overall vision for improvement of the space beyond resolving specific problem areas identified in the Audit.



Stakeholders discuss and map out improvements to the Phillip Burton Federal Building and U.S. Courthouse.

LONG TERM

Monitor and revise the “vision” on an ongoing basis as improvements are completed and activities are planned.

Evaluate the success of these improvements and make changes as needed.



Concept plan portrays the “vision” for the plaza at Phillip Burton Federal Building and U.S. Courthouse.



ACTION POINT #1

Manage: Evaluate, Program, Maintain

B. PROGRAM AND ENCOURAGE ACTIVE USE OF SPACE

SHORT TERM

Contact tenant agencies and cultural and civic associations in the immediate area to inform them that the interior and exterior public spaces are available for public use. Spell out conditions of that use, including types of activities permitted, preferred hours, security procedures, etc. Provide a contact name and number.

Plan a special event with tenant agencies (such as lunch on the plaza) in your exterior or interior public spaces.

Arrange a lunchtime talk by a regional specialist on the history of your building or the neighborhood.

Talk to other property managers in your region about the types of programming and activities they've produced in their public spaces and who they partner with to run them.



Event organized by a nearby elementary school at the Phillip Burton Federal Building and U.S. Courthouse, San Francisco, CA.

MEDIUM TERM

Program day-long events on the plaza or parking lot, planned with and for tenants and local partners. These could include food festivals and markets, or events that capitalize on the functions of the tenant agencies (e.g. "earth day" or "law day").

Program events in your interior public spaces, such as a fundraiser for local charities in the lobby, or a lunchtime performance in the cafeteria, auditorium, or atrium.



Hurricane Katrina Fundraiser, Alexander Hamilton U.S. Customs House, New York, NY.



Outdoor jazz festival and farmers market held at City Hall and NJTransit parking facilities, East Orange, NJ.

LONG TERM

Organize a recurring event to be produced by a local partner or BID.

Create a permanent "building management team" to regularly program the interior and exterior public spaces of your facility.



City-run farmers market, Kluczynski Federal Building, Chicago, IL.



Smithsonian jazz band at the U.S. Department of Education Plaza, Washington, DC.



ACTION POINT #1

Manage: Evaluate, Program, Maintain

C. MAINTAIN THE SPACE OVER THE LONG TERM

SHORT TERM

Walk around your building's public spaces on a daily basis to assess conditions in the lobby, plaza, parking areas, and so on. Don't leave this to a maintenance person, but do it yourself or assign it to someone who reports directly to you.



Easily remedied problems can snowball into a difficult mess if allowed to linger.

Don't allow easily remedied problems to linger. Fix broken or missing paving, burnt out lights, graffiti, and other temporary conditions as quickly as you can.



Security fencing and bulky planters create an unwelcoming atmosphere.

MEDIUM TERM

Organize a "public space beautification day" with tenants to plant flowers and pick up trash on site and at adjacent properties.



Volunteers at work at Baltimore City Hall Plaza, Baltimore, MD.

Improve the site through better landscaping. For instance, rotate horticultural displays to reflect seasonal changes.



Flower display at the Byron Rogers Federal Building, Denver, CO.

LONG TERM

Develop a comprehensive plan for maintaining and programming the plaza, landscaping and lobby in partnership with tenants, stakeholders and the local BID, if one exists.



BID landscaper, Buffalo, NY.

Work with community partners and the city to implement consistent, thorough and regular sidewalk cleaning, maintenance, and repair, including steam cleaning and chewing gum removal.



City street sweeper, Atlanta, GA.



WORKSHEET #1

A.

List five activities and uses that would enliven the interior and exterior public spaces around this facility.

1. _____

2. _____

3. _____

4. _____

5. _____

B.

Generate a list of people and organizations who could help produce, manage, fund and oversee bringing these new uses and activities to your space. You can convene a group of building tenants and stakeholders to help you do this.

• _____

• _____

• _____

• _____

• _____

• _____

• _____

• _____

• _____



SAMPLE SOLUTIONS

ACTION POINT #2

Design for Use



The public enjoys a Latin Jazz concert at “Live! at Woodrow Wilson Plaza”, a program at the Ronald Reagan Building, Washington, DC.

3

SOLUTIONS



ACTION POINT #2

Design for Use

A. ARRANGE AMENITIES TO OPTIMIZE USE

SHORT TERM

Reconfigure existing seating options to optimize use. For example, use tables and chairs to create an area in the plaza or lobby for meetings and lunch breaks.

Count the number and types of amenities in your public spaces. Note how well they are being used and their condition.



Moveable seating and tables, atrium of CitiGroup Center, New York, NY.



Seating area, Byron Rogers Federal Building, Denver, CO.

MEDIUM TERM

Upgrade existing amenities that may need replacing by introducing new furniture—such as movable and semi-permanent chairs, benches, and tables—and configuring to promote use.

Add tables for informal employee meetings.

Group similar uses together, like mail boxes and ATMs, to facilitate their use.



Indoor courtyard with seating and chess tables, New York, NY.

LONG TERM

Add new lawn areas.

Introduce sitting stairs and sitting walls.



New lawn area, Edward J. Schwartz Federal Building and U.S. Courthouse, San Diego, CA.



Sitting stairs, City Hall, Oakland, CA.



ACTION POINT #2

Design for Use

B. PROVIDE PROTECTION FROM WEATHER AND THE ELEMENTS

SHORT TERM

Make use of existing shade by moving chairs and benches into shaded areas and removing obstructions (garbage cans, planters) from areas that provide protection from the weather.

Purchase small umbrellas for tables and seating areas.



Umbrella with sidewalk seating and tables, Burlington, VT.



Shade structures, San Diego, CA.

MEDIUM TERM

Introduce flexible, moveable shade structures to allow experimentation with placement and to accommodate seasonal changes. Consider large umbrellas or tented structures to give color and form to the plaza.

Add canopies and awnings to building overhangs and windows.

Plant trees in large planters.



Left (top and bottom): Tents and awnings provide shaded seating at the Ronald Reagan Federal Building, Washington, DC. Above: Tree planters, Denver, CO.

LONG TERM

Install a permanent shade/protection structure to cover sitting areas, key pathways, and entrances. This could include building a freestanding trellis, a loggia, or permanent tents.

Plant more trees along the street and other exterior public spaces.



Loggia, Byron Rogers Federal Building, Denver, CO.



Seating nooks with shade trees, John Joseph Moakley Courthouse, Boston, MA.



C. ILLUMINATE PUBLIC SPACES

SHORT TERM

Adjust/aim existing fixtures to adequately illuminate public spaces, sidewalks, entrances, and signage.

Repair broken fixtures; replace burnt out bulbs.



Wilbur Wright Federal Building, Washington, DC.

MEDIUM TERM

Install façade uplighting on the building to highlight design elements and increase the ambient lighting in the area. Light fixtures can be affixed to neighboring buildings or grounds.

Introduce pathway and landscape lighting.

Reconfigure interior lighting to ensure that all areas are appropriately illuminated.



Special uplighting for Breast Cancer Awareness Day, Alphonse D'Amato United States Courthouse, Central Islip, NY.

LONG TERM

Install new light standards on the grounds.

Hire a GSA lighting consultant to evaluate lobby lighting levels and quality of fixtures and recommend improvements.



Above: James A. Byrne Federal Courthouse, Philadelphia, PA.

Left: Pedestrian-scale street lights.



D. PROVIDE INFRASTRUCTURE TO SUPPORT USES AND ACTIVITIES

SHORT TERM

Help events programmers obtain electrical service and sound systems.

Alternatively, contract with a local events programmer or theatrical supplier/producer to provide the lighting, electrical and sound equipment needed for your plaza on an as-needed basis.



Electricity is run to a temporary stage for the weekly "Party in the Plaza" at the James Hanley Federal Building, Syracuse, NY.

MEDIUM TERM

Introduce hard surfaces to provide a place for kiosks and tables.

Add electrical service, lighting, and sound systems to public spaces or build them into the event areas of public spaces as part of restoration, renovation or repair projects.



A platform in Oakland, CA equipped with electrical service also supports passive use.



Freestanding kiosk with electrical service, National Mall, Washington, DC.

LONG TERM

Plant a lawn area for passive use, tenant lunches, or audience seating.

Install security elements that can double as amenities, such as sitting stairs or stages.

Incorporate single-use features such as fountains or life-size chess boards into exterior public spaces to draw people and serve as an attraction.

Provide permanent display panels and gallery quality lighting for interior public exhibition areas.



Above: New display panels, Federal Building and U.S. Courthouse, Martinsburg, WV.

Top left: Education Plaza, Washington, DC before removal of bushes and trees.
Bottom left: After plantings were removed, the plaza could accommodate a greater variety of use.



ACTION POINT #2

Design for Use

E. INTRODUCE RETAIL

SHORT TERM

Contract with your existing concessionaire to operate a coffee and sandwich cart in exterior and/or interior public spaces.

Invite a local merchant to operate a retail cart on the plaza.



Vending cart, San Diego, CA.



MEDIUM TERM

If the retail cart is successful, construct a **permanent exterior kiosk** (with plumbing and electric) or an in-building structure on the ground floor (pre-security).

Turn existing snack bar into a café with seating and tables.



Food vendors, State Courthouse, New York, NY.



Indoor café area, William J. Green Federal Building, Philadelphia, PA.

LONG TERM

Externalize building cafeterias: Relocate to an at-grade location and add an outdoor dining area.

Introduce a free standing restaurant or café.

As part of new construction, **build a publicly accessible restaurant** into the ground floor.



Clockwise from above: Lunch on the plaza at the Ronald Reagan Building, Washington, DC; Junction City Diner at the IRS Facility, Ogden, UT; Daily Catch Restaurant, John Joseph Moakley U.S. Courthouse, Boston, MA.



WORKSHEET #2

A.

List the important areas of the building's exterior and interior public space that may be underperforming:

B.

List at least THREE things that you could do to improve these areas. Focus on actions that can be done right away and wouldn't cost a lot:

C.

What FIVE improvements would you make to the building's exterior and interior public space in the long-term?

1.

2.

3.

4.

5.



SAMPLE SOLUTIONS

ACTION POINT #3

Streamline and Integrate Security

3

SOLUTIONS



Light installation designed for GSA's Art in Architecture program by artist Jim Campbell reduces the visual impact of a security barrier at the Byron Rogers U.S. Courthouse, Denver, CO.



A. IMPROVE APPEARANCE OF PERIMETER SECURITY FEATURES

SHORT TERM

Remove temporary measures that are no longer needed

Encourage security personnel to walk a beat around the perimeter of the public spaces surrounding a federal property to ensure that existing features are in good condition.

Replace metal “cattle fencing” with configurable “Tensabarriers,” which use retractable webbing and are more attractive and easier to move.

Install cameras inconspicuously.



Security cameras are installed in the sidewalk light fixtures at the John Joseph Moakley U.S. Courthouse, Boston, MA.



Leaving jersey barriers in place after they are no longer needed perpetuates the fortress mentality. (Pictured: World Bank Headquarters, Washington, DC)

MEDIUM TERM

Use permanent, well-designed features to address perimeter security concerns rather than fencing or jersey barriers.

Increase lighting at night as needed for plazas, parking areas, and entrances.



Bollards, Kluczynski Federal Building, Chicago, IL.



Perimeter benches, planters and bollards, International Monetary Fund Headquarters, Washington, DC.

LONG TERM

Carry out perimeter security projects so as to **integrate security measures into site improvements**, new furniture, and landscaping. For example, transform existing bollards into usable amenities, such as tables, benches, or game tables.

Activate and program exterior public spaces to dissuade undesirable uses and activities.



Seating steps can function as a security barrier, Oakland, CA.



Positive activity like this street market in front of a downtown courthouse in New York, NY discourages undesirable use.



B. IMPROVE LEVEL OF COMFORT AND AMENITIES IN PRE-SCREEN AREAS

SHORT TERM

Install seating outside of the secured area so that visitors can sit and feel welcome while waiting for their escort to receive them.

Relocate furniture to allow sufficient room for queuing, especially if existing arrangements often force people to wait outside.



Pre-screening area seating, GSA National Capital Region Headquarters, Washington, DC.



Federal Courthouse, Tacoma, WA.

MEDIUM TERM

Install an in-house phone in the lobby before the magnetometers so that visitors needing additional time or assistance in getting through security can call up to the person they are visiting.

Introduce retail in the pre-screen area to serve visitors as well as employees.



Pre-screening area phone, GSA National Capital Region Headquarters, Washington, DC.



Federal Courthouse, Tacoma, WA.

LONG TERM

Engage First Impressions design firm in complete renovation of interior security area to make it more welcoming, functional and attractive.

Build a new entrance pavilion onto the building to provide larger weather-protected areas for queuing and security functions.



Security area, Hale Boggs Federal Building, New Orleans, LA.



Entrance Pavilion, Richard B. Russell Federal Building, Atlanta, GA.



ACTION POINT #3

Streamline and Integrate Security

C. EXPEDITE AND STREAMLINE THE SCREENING PROCESS

SHORT TERM

Cultivate the presence of federal security staff as “ambassadors.” Train them to guide visitors to the proper destination and provide information, when appropriate, about building tenants and services.



Security desk, Byron Rogers Federal Building, Denver, CO.

Talk to client agencies to determine whether security for visitors and customers is inconvenient and if so, make small changes to security policies to address identified issues.

MEDIUM TERM

Work with Building Security Committee and FPS/Marshals to create streamlined building security procedures for visitors and tenants that vary appropriately according to different threat levels (DHS Color System).



Security furniture, William S. Moorhead Federal Building, Pittsburgh, PA.

Purchase appropriate security furniture and equipment to ensure visitors and tenants alike can pass through security as quickly as possible.

LONG TERM

Work with First Impressions architects to redesign lobby so security is as integrated and efficient as possible.

Consider adding or reopening an existing visitor entrance.

Introduce Smart Card technology to separate employee entry points from visitor entries.

Create a consistent policy across regional service centers that outlines how security processes are to be conducted. Include factors such as building security rating, tenant versus visitor procedures, and flexibility for special events and agencies that have many visitors.



Lobby, James A. Byrne Courthouse, Philadelphia, PA.



ACTION POINT #3

Streamline and Integrate Security

WORKSHEET #3

A.

Talk to clients and visitors after they pass through security. List the features of the building's security program that may be causing unnecessary delays and inconvenience.

B.

List at least THREE things that you could do to improve these features. Focus on actions that can be done right away and wouldn't cost a lot:

C.

What FIVE improvements would you make that would help streamline and integrate security at this facility in the long-term?

1.

2.

3.

4.

5.



SAMPLE SOLUTIONS

ACTION POINT #4

Improve Image and Aesthetics



Lobby of the Wallace F. Bennett
Federal Building, Salt Lake City, UT.



ACTION POINT #4

Improve Image and Aesthetics

A. COMMUNICATE BUILDING'S ROLE IN BOTH GOVERNMENT & COMMUNITY

SHORT TERM

Display flags and banners along the sidewalk that identify the building and its tenants.

Work with the city to include the building and its public spaces on city maps and websites, and materials at the visitors bureau and chamber of commerce.

Add appropriately scaled, legible, exterior building signage that declares the purpose of the facility.



Above: District map, Arlington, VA.

Left: National Geographic Society, Washington, DC.

MEDIUM TERM

Implement signage program in exterior and interior spaces that clearly communicates the building's name, function, and its major tenants.

Communicate history of the site and the building's namesake through an exhibition or display.



Left: Exterior signage at the Ronald Reagan Building, Washington, DC.

LONG TERM

Install rotating exhibitions showcasing the work of tenant agencies.

Use a repair and alteration project to enhance the image of the building and communicate the mission of tenant agencies.



Exhibition in the lobby of the Paine Webber Building, New York, NY.



Display panels exhibiting history of judicial system, Federal Building and U.S. Courthouse, Martinsburg, WV.



ACTION POINT #4

Improve Image and Aesthetics

B. IMPROVE THE QUALITY AND CONSISTENCY OF MATERIALS

SHORT TERM

Purchase new trash cans, frames, flower pots, and other small furnishings that are stylistically similar to one another and the building.

Update or replace building directory to complement interior finishes.

Use consistent graphic design standards to advertise and announce building events.



Planters, Atlanta, GA.



Event graphics at Pioneer Courthouse Square, Portland, OR.

MEDIUM TERM

Replace historically inaccurate fixtures with ones that fit the context of the building.

Purchase new furniture for exterior and interior public spaces.

Conserve existing public art.



Low-cost furniture, United States Department of Agriculture, Beltsville, MD.



Sculpture by Dale Chihuly, Federal Building, Tacoma, WA.

LONG TERM

Carry out exterior and interior public space renovation incorporating new material, lighting and landscape standards.

Undertake complete modernization project (prospectus level).

Enhance the architectural details of the building using gilding or painting at entrances, cornices, and other façade areas to provide visual interest. These details could be lighted at night to enhance the building's image and the general perception of the area.



Richard Bolling Federal Building, Kansas City, MO, after renovation of interior and exterior public space.



ACTION POINT #4

Improve Image and Aesthetics

C. REDUCE CLUTTER

SHORT TERM

Organize ad-hoc signage with new bulletin board and posting guidelines.

Consolidate similar functions - for instance, by grouping trash cans with recycling bins.

Regularly throw out outdated signs and old periodicals. Put all periodicals in one location.



Ad-hoc signage such as these easels at the Phillip Burton Federal Building and U.S. Courthouse in San Francisco, CA may detract from a facility's image.

MEDIUM TERM

Purchase new display furniture (e.g. racks to hold forms, display panels for artworks).

Relocate amenities as necessary so that they don't block access from the street to the plaza or to the building.



Display panel at the James A. Byrne U.S. Courthouse, Philadelphia, PA.

LONG TERM

Carry out repair and alteration project to streamline uses. For instance, create a business center that combines shipping, ATM and U.S. Mail services.



Floor plan of business center which consolidates uses adjacent to the lobby.



ACTION POINT #4

Improve Image and Aesthetics

D. IMPROVE APPEARANCE OF EDGES AND EXTERIOR

SHORT TERM

Install temporary planters, hedges and fences to reduce visual impact of parking lots, maintenance areas, HVAC area, and loading docks.

Hang banners, install uplighting, or paint a mural on a blank wall.



Posters liven up a blank wall in Seattle, WA.



A blank facade is used to advertise local attractions, Phoenix, AZ.

MEDIUM TERM

Make streetscape improvements that incorporate the city's design standards and guidelines.

Make streetscape improvements using new site design standards based on evaluations of the property.



Streetscape improvements may include seating, planters, and pedestrian-scaled lighting.

LONG TERM

Make permanent improvements to problem areas such as façades and blank walls so that they are more transparent and engaging.

Retrofit the ground floor of the building so that there are active uses (retail, information kiosks, etc.) on all four sides.



A false facade provides the appearance of a transparent ground floor at the Edward J. Schwartz Federal Building, San Diego, CA.



Galleria of the public library in Salt Lake City, UT.



WORKSHEET #4

A.

List the aspects of the building's image and aesthetics that may be improved for clients and visitors.

B.

List at least THREE things that you could do to improve these shortcomings. Focus on actions that can be done right away and wouldn't cost a lot:

C.

What FIVE changes would you make that would help streamline and integrate security at this facility in the long-term?

1.

2.

3.

4.

5.



SAMPLE SOLUTIONS

ACTION POINT #5

Enhance Access and Circulation



- ↑ Ronald Reagan Building
- ↑ Visitor Information Ctr.
- National Theatre
- The White House
- ← FBI Building
- ← Ford's Theatre

- ↑  Federal Triangle

Wayfinding signage in Washington, DC.



ACTION POINT #5

Enhance Access and Circulation

A. IMPROVE INTERIOR WAYFINDING

SHORT TERM

Remove outdated signage and information.

Keep building directory up to date and replace or relocate if necessary.

Reduce use of handmade wayfinding signs.



Building directory, Wilbur Wright Federal Building, Washington, DC.

MEDIUM TERM

Create a consistent graphic identity for signage throughout the building.

Use signs and lighting to highlight elevators, stairs and exits.



Directional signage, Wilbur Wright Federal Building, Washington, DC.

LONG TERM

Develop an information center (such as a staffed kiosk or desk) to provide “concierge”-type services in the interior public spaces.

Redesign the lobby to improve interior pedestrian flow and circulation to exterior public spaces.



Lobby, Richard Bolling Federal Building, Kansas City, MO.



ACTION POINT #5

Enhance Access and Circulation

B. IMPROVE EXTERIOR WAYFINDING

SHORT TERM

Add signs to distinguish between visitor and employee entrances.

Establish a zone for pick-ups and drop-offs.



The employee entrance at the Wilbur Wright Federal Building, Washington, DC is clearly marked.

MEDIUM TERM

Create an area map, including locations of nearby transit, to place in exterior public spaces.

Use art to highlight entrances.



Above: Entrance to the Martin Luther King, Jr. Federal Courthouse in Newark, NJ.

Left: Area map in Atlanta, GA.

LONG TERM

Develop an information center (such as a free standing, staffed kiosk) to provide “concierge”-type services in the exterior public spaces.

Implement a repair and alteration project—such as constructing a new entry pavilion, redesigning building entrances, or reconfiguring paths to align with intersections and entry points—to make entrances more prominent.



The renovated entrance to the U.S. Post Office in Montpelier, VT is transparent and prominent to visitors, with paths that connect directly to the sidewalk.



ACTION POINT #5

Enhance Access and Circulation

C. IMPROVE ACCESSIBILITY AND PEDESTRIAN CONNECTIONS

SHORT TERM

Stripe crosswalks at all intersections around facility.

Remove temporary security barriers and furniture that impede pedestrian access.



Crosswalks, Honolulu, HI.

MEDIUM TERM

In repair and alteration projects, **ensure ABAAS accessibility.**

Adjust traffic signals to increase walk times.



Signage indicating universal access, Portland, OR.



Tucson, AZ.

LONG TERM

Partner with the local Department of Transportation on a traffic calming program for the area around your facility.

In repair and alteration projects, ensure pedestrian access.

For instance, eliminate and consolidate curb cuts, sidewalk grates, and driveway entrances to minimize negative impacts on pedestrian environment where possible, and reconfigure entrances so that they are oriented towards the sidewalk.



Entrance atrium, Richard V. Dellums Federal Building, Oakland, CA.



Traffic calmed downtown street with bulbout and angled parking, San Bernardino, CA.



ACTION POINT #5

Enhance Access and Circulation

D. IMPROVE TRANSPORTATION CONNECTIONS

SHORT TERM

Provide clear information to visitors about how to access your facility.

Provide transit information (schedules and routes) to employees and tenants.

Start a volunteer service to escort employees to their cars, or to their transit stop.



Left: Station Manager, Christopher Street subway station, New York, NY.

MEDIUM TERM

Identify opportunities to share parking or swap parking lots with neighboring institutions, in order to increase parking availability without constructing new facilities.

Implement program to encourage carpooling and transit use by making transit route maps and schedules available in the building and promoting the federal government's transit discount.



The Washington Metro serves federal buildings throughout the capital region.

LONG TERM

Partner with local transit agency to include facility on bus routes.

Work with transit agency to improve transit stops on your property.



Regional Transportation District transit stop at the Byron Rogers Federal Building, Denver, CO.



WORKSHEET #5

A.

List the elements related to circulation and wayfinding through the building's exterior and interior public spaces that may be unclear or confusing for new visitors.

B.

List at least THREE things that you could do to improve these elements. Focus on actions that can be done right away and wouldn't cost a lot:

C.

What FIVE changes would you make to the building's circulation elements in the long-term?

1.

2.

3.

4.

5.



SAMPLE SOLUTIONS

ACTION POINT #6

Access Local Resources

3



GSA's facilities in Norfolk, Virginia depend on partnerships with the local Business Improvement District and its dedicated staff.



ACTION POINT #6

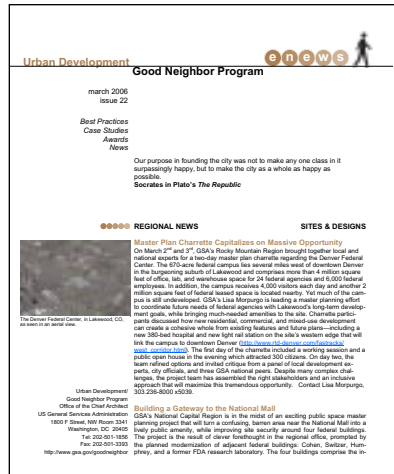
Access Local Resources

A. ESTABLISH PARTNERSHIPS FOR PROGRAMMING AND EVENTS

SHORT TERM

Disseminate information to your tenants about events happening in the area.

Disseminate information to the community about events taking place in your facility.



GSA Urban Development/Good Neighbor Program enews.

MEDIUM TERM

Reach out to civic associations to organize events for your exterior and/or interior spaces.

Jointly plan and produce events in your public spaces with civic partners.

Contract with local Business Improvement District (BID) to produce events on your plaza and to participate in the BID's other events.



Evening event, Ronald Reagan Federal Building, Washington, DC.

LONG TERM

Create a district council with local stakeholders to cross-promote events and activities, and to discuss issues and problems such as how to enforce codes and laws.

Participate in planning a yearly events calendar listing all events programmed and planned for the city's public spaces.



GSA representatives from the Federal Courthouse in Tacoma, WA meet with local partners to discuss event planning for a nearby plaza.



ACTION POINT #6

Access Local Resources

B. COORDINATE WITH LOCAL GOVERNMENT

SHORT TERM

Invite the City Planning Department to present their current and future projects to interested staff and tenants.

Identify opportunities where you can leverage your public space improvement initiatives or new construction projects with what the city is planning.



Meeting with city staff, Elmira, NY.

MEDIUM TERM

Incorporate the city's design standards and guidelines into contracts for design services.

Meet annually with city officials to identify projects planned or underway proximate to your facility.



Lighting standards in Ottawa, Ontario.



Pedestrian scale lighting in Milwaukee, WI.

LONG TERM

Undertake public space improvements simultaneously and in coordination with city projects.

Partner with local police forces to provide surveillance of areas surrounding your facility and for employees walking to and from your building.



Police assisting pedestrians in Boston, MA.



Sidewalks and streets outside the U.S. Post Office, Montpelier, VT were renovated in tandem with the city's reconstruction of a nearby water main.



ACTION POINT #6

Access Local Resources

C. COORDINATE WITH LOCAL BUSINESSES

SHORT TERM

Partner with individual merchants or merchant associations to offer discounts and promotional programs to building tenants.

Participate in neighborhood watch and ambassador-type programs to serve tenants and visitors.



GSA Ambassador, Byron Rogers
Federal Building, Denver, CO.

MEDIUM TERM

Coordinate with merchants to keep their stores open during weekends and evenings when events are held at your facility.

Invite local merchants to operate satellite retail carts in your facility's public spaces.



A retail flower cart adds color and life to Pioneer Courthouse Square in Portland, OR.

LONG TERM

Work with area merchants to clean up storefronts, repair facades, schedule deliveries, and improve street lighting in the areas frequented by building visitors.

Contract with local BID to provide surveillance of areas surrounding your facility and for employees walking to and from your building.



Merchants in downtown Aspen, CO maintain attractive, clean storefronts with well-tended facades.



WORKSHEET #6

A.

List five programming, maintenance, or security tasks specific to your facility for which you could receive assistance from local partners.

B.

List five goals for the neighborhood surrounding your facility that could be accomplished by collaborating with local partners.

C.

With your GSA colleagues, brainstorm a list of partners who can help you OR who have jurisdiction over the ideas you suggested in questions A and B above.
