

Orange County Space Needs Study

2001

PRELIMINARY REPORT

**ORANGE COUNTY
SPACE NEEDS STUDY**

**Prepared by the
Space Needs Task Force**

March 29, 2001

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**Orange County Space Needs Study
Preliminary Report
March 29, 2001**

Executive Summary

A. Purpose

The purpose of this study was to produce a multi-faceted space needs analysis that is intended, at a minimum, to meet the following goals:

1. To inventory existing space used by County Departments.
2. To document projected space requirements through 2010 for use in planning future County Capital Investment Plans with respect to the development of new facilities, expanded facilities and/or renovated facilities.
3. To identify issues that affect the quality of how the existing facilities are used and, when appropriate, to offer recommendations as to how facilities might be upgraded to provide a higher level of service,
4. To identify special departmental needs that might impact the ultimate development of a facility.
5. To review departmental data and to explore specific areas that have impacted growth in a department, therefore impacting facility expansion needs. This is an effort to identify growth trends and be able to better predict future space requirements.
6. To take into consideration the place technology in County government and the space needs that result.
7. To present recommended options for addressing County space needs.

B. Principles

The principles observed in the preparation of options and recommendations for future development of County facilities included:

1. **Co-location.** Co-locating departments with similar functions and/or those that serve the same customer base.
2. **Consolidation.** Consolidating County operations to as few sites as may be practicable in an attempt to gain operational efficiency and enhance the ease with which citizens may access County services. While consolidation opportunities may be more limited in the Hillsborough area where the County has several facilities scattered

throughout the community, the Southern Human Services Center site on Homestead Road offers extraordinary opportunities to create a campus for County services offered in southern Orange County. The County should preserve this location for public use.

3. Ownership. Owning facilities in which county operations are located, as opposed to leasing, except where there exists a compelling business reason to do so.

C. The Questionnaire

The information that forms the basis of the study was derived from a questionnaire completed by all County Departments. The 83 questions are intended to provide a complete picture of County space needs in the following areas:

1. Identification of current space
2. Assessment of current space deficiencies or inadequacies
3. Future space needs based on projected and historical program growth
4. Special considerations of future space (reception areas, specialized services areas, etc)
5. Storage needs, including plans for reducing need through use of technology
6. Meet Room needs
7. Parking
8. Security concerns
9. Adjacency requirements to other County functions that would yield the expected level of customer service.

Results were incorporated into a database by Freeman White Architects. A copy was provided to the County and it includes the data upon which this report is based.

D. Scope of Study

The study encompasses all County functions whose space needs require solution by 2010, with several exceptions as noted in the report. Recommendations were withheld for a limited number of projects, pending the outcome of work by groups other than the Space Needs Task Force. Those projects will be incorporated into the Final Space Needs Task Force Report, scheduled for publication in Fall 2001.

E. Options and Recommendations – Overview

Departments were grouped into functional classifications according to their primary service delivery, and the data for each functional classification were assessed for both current adequacy and long-term need. Various options were developed for meeting the stated needs through expansion of existing County buildings or construction of new ones. Through Task Force deliberation, a recommended option was selected for each function using the criteria below.

1. Criteria for Selection of Recommended Option.
 - a. Overcrowded facility. The present facility is significantly overcrowded.
 - b. Growth and no recent new space. The Department has been allocated no additional space over the past decade although significant employee growth or increases in service demands have occurred.
 - c. Improved service and/or collaboration. Carrying out the Task Force recommendation will provide significant opportunities for improved service delivery and/or collaboration among like function departments within County government.
 - d. Reduced rental costs. Carrying out the Task Force recommendation will provide the opportunity to significantly reduce the cost of, or eliminate the need for, existing property for which the County currently pays rent.
 - e. Long-standing need. The initiative is a long-standing need with considerable public support.

2. Rationale for Construction of County facilities

Less than \$10 million of County money has been used to construct county facilities since 1990, although the County has grown considerably during that same time period. In some respects, this report reflects the significant space deficit under which County operations exist. As a point of comparison, it should be noted that during the 1990's the County spent \$140 million on school construction to provide the excellent schools of which we are so proud.

3. Levels of Need

The needs have been categorized into three levels, in an attempt to address them in a priority order as well as to group the resulting projects into segments that are realistic in term of the size of the undertaking. Funding and commencement of the design and construction process would be anticipated as indicated below.

- a. Level 1 projects are proposed for funding in fiscal years 2001-2003. Funding could come through the bond proposed for November 2001 or through alternative funding mechanisms such as Certificates of Participation (COPs) or other private placement mechanisms.
- b. Level 2 projects are, in general, proposed for funding in fiscal years 2003-2007. It is not required that all Level 2 projects would be funded in a single fiscal year, but rather may be spaced out during the 2003-2007 time period, contingent upon the timing need for building occupancy.
- c. Level 3 projects are proposed for funding in fiscal years 2007-2010.

F. Level 1 and Justice Facilities—Recommended Projects

Level 1 projects are those that should be addressed in fiscal years 2001-2003 and they include:

- 1. Government Services Center (GSC) Expansion
- 2. Planning and Ag Building Renovations/Farmers Market

These two projects were selected because of the pressing need for relieving overcrowding both at the GSC and Planning and Ag Building, and the desirable co-location of facilities at the Government Services Center. Also, the resulting availability of space at the Planning and Ag Building provides an excellent location for addressing the long-standing desire to have a farmers market, as well as to provide additional space for related functions.

In addition, it is recommended that the following project be pursued in the same time frame as Level 1 projects:

3. Justice Facilities Expansion—Phase 1

A Master Plan for the Justice Facilities campus segments the expansion into four Phases. Phase I is considered in this report as a Level 1 project. Information regarding expansion of Justice Facilities is included in a 1995 Report and subsequent County Commissioner action. The County is mandated to serve the Court needs.

G. Level 2—Recommended Projects

1. Animal Shelter/Animal Control
2. Emergency Management Expansion
3. Public Works/Transportation Expansion
4. 112 N. Churton Street Minor Renovation
5. Court Street Annex Minor Renovation

H. Level 3—Recommended Projects

1. Whitted Human Services Center Expansion
2. Southern Human Services Center Expansion
 - a. Expansion of Center building
 - b. Renovation of the residence for use as a conference center (meeting space for Center)

I. Uncategorized Projects

1. Senior Centers
2. Solid Waste and Recycling Center, and Master Plan

J. No Action Recommended.

Three facilities are briefly discussed in the report, however, no action is recommended during the study period through 2010. The facilities include:

1. Purchasing and Central Services Building, 129 East King Street, Hillsborough
2. Northside Community Center, Caldwell Street Extension, Chapel Hill
3. Skills Development Center, 503 West Franklin Street, Chapel Hill

K. Cost Estimates, Conclusions and Recommended Actions

1. Cost Estimates

The cost estimates put forth in the report are based on current knowledge and markets present in 2001. Construction estimates should be revised at the time of funding to reflect the then-current market.

The recommended projects reflect an estimated expenditure of the following amounts:

- a. \$14 million of Level 1 plus Justice Facility Projects (2001-2003)
- b. \$3 million for Level 2 projects, unadjusted for inflation, (2003-2007)
- c. \$10 million for Level 3 projects, unadjusted for inflation, (2007-2010)
- d. Unspecified construction costs for uncategorized projects

2. Conclusions

Based on information submitted by County Departments, the Space Needs Task Force believes that the projects cited in this report reflect a fair assessment of space needs through the year 2010 for the functions evaluated. With the exception of Justice Facility development particularly in Chapel Hill/Carrboro, the projects evaluated in this report would appear to address County department space needs for significantly beyond the period covered by the study.

However, as noted in this preliminary report, there were projects that were not evaluated due to outstanding issues that precluded definitive recommendation. Therefore, in the Fall of 2001 after further information is available, the Task Force will prepare a final report.

3. Recommended Action

The Space Needs Task Force recommends that the Board of County Commissioners:

- a. discuss the Preliminary Report and provide comments
- b. approve the Executive Summary of the report, and forward it to the Capital Needs Task Force
- c. receive the rest of the report pending completion of the Final Report in Fall 2001

L. Space Needs Task Force Members

Questions regarding the substance of this study may be addressed to any of the Task Force members:

Margaret Brown, County Commissioner

Alice Gordon, County Commissioner

John Link, County Manager

Pam Jones, Director of Purchasing and Central Services

I. Introduction.

A. Purpose of effort

This report is a joint effort of the Space Needs Task force, County Staff and Freeman-White Architects. Its purpose is to produce a multi-faceted space needs analysis that is intended, at a minimum, to meet the following goals:

1. To inventory existing space used by County Departments;
2. To document projected space requirements through 2010 for use in planning future County Capital Investment Plans as it respects the development of new facilities, expanded facilities and/or renovated facilities;
3. To identify issues that affect the quality of how the existing facilities are used and when appropriate, to offer recommendations as to how facilities might be upgraded to provide a higher level of service.
4. To identify special departmental needs that might impact the ultimate development of a facility. (e.g. The impact of an extraordinary number of confidential records that the department is required to keep may impact how storage needs are met; special power considerations for equipment used by the department; special departmental needs for confidentiality in interview areas, etc.)
5. To review departmental data and to explore specific areas that have impacted growth in a department, therefore impacting facility expansion needs. This in an effort to identify growth trends and be able to better predict future space requirements.
6. To present recommended options for addressing County space needs.
7. To take into consideration the place of technology in County government and the space needs that result.

B. Principles

Certain over-arching principles were observed in the development of options and recommendations for future development of County facilities. Among them are:

1. **Co-location.**
Departments with similar functions and/or those who serve the same customer base should be co-located to the extent possible. For example, there is obvious synergy between the departments that utilize GIS capabilities extensively in their service delivery. Although the information may be available electronically at various locations, there is efficiency in co-locating the departments from the perspective of ease of customer access as well as the opportunity to share or co-locate equipment, thereby minimizing the use of costly square footage.

2. Consolidation.

- a. Consolidation of county operations in general is likely to offer substantial operating efficiencies. The findings in this report will support the consolidation of County operations to as few sites as may be practicable.
- b. While consolidation opportunities may be more limited in the Hillsborough area where the County has several facilities scattered throughout the community, the Southern Human Services Center site on Homestead Road offers extraordinary opportunities to create a campus for services offered in southern Orange County. The County should preserve this site for public use.

Recognizing the dwindling availability of land for County operations in the southern end of the County, in 1991 the County Commissioners purchased a 34-acre parcel on Homestead Road, just west of Airport Road in Chapel Hill. The Southern Human Services Center is the sole facility on the site at this time; however, a preliminary master plan produced in 1997 indicated a potential of four additional building sites on the property. This master plan assumed the preservation of the existing small house on the property. Should the needs dictate such, removal of the house at some time in the future could yield an additional building site. Continuing Commissioner task force efforts will match known needs to available building sites in order to ensure that the long-term needs of providing facilities for County services can be met at the Homestead Road site for several decades to come.

3. Ownership.

- a. Locating County operations in leased space should occur only when there is a compelling business reason to do so. Ownership is the preferred option. Instances in which leasing may be appropriate include, but may not be limited to the following:
 - 1.) The ability to receive offsetting revenues for rent payments to the extent it is more cost effective to lease than to own a building (as is the case with the Child Support offices); or
 - 2.) To accommodate short-term needs, such as for a limited time program (e.g. disaster relief offices, two-year grant program for which it is known that funding will not continue, relocation of offices to accomplish renovation work of existing location, etc.)
- b. Keeping in public use the buildings that are currently public owned, unless there is a compelling reason to do otherwise. Further, public buildings should be created and maintained so as to maximize the benefit to the public.

Should the recommendations contained in this study be effected, only two leases for court related functions in Chapel Hill/Carrboro area would remain intact. These leases would also be terminated as court related functions are incorporated into non-leased court facilities developed in Chapel Hill.

As a point of reference, the County will pay approximately \$369,000 in rent payments during FY 2000-2001 for nine leases. This amount of money could be used to offset debt service costs for newly constructed buildings.

4. Cost Estimates.

- a. This report will identify space needs over the next decade, along with preliminary cost estimates.
- b. Detailed cost estimates are established using a project specific scope of work whose estimated cost is established within a time-specific framework that considers market forces either in play or contemplated within a reasonably short period of time.
- c. When projects are prioritized and scheduled within a five-year period, the scope of the project should be clearly identified and detailed cost estimates then obtained.

II. BACKGROUND

A. Inventory of Existing Space

The report findings begin with a recap of existing space that is presently occupied by County Departments. Table 1 lists all owned and leased properties.

ORANGE COUNTY FACILITIES INVENTORY
 JANUARY 2001

Name of building	Occupants	Physical Address	Owned or leased?	In Study?
Government Services Center Annex	Budget Finance Personnel Information Systems	208 S. Cameron Street, Hillsborough	Owned	Space Needs
Government Services Center	County Manager Clerk to the Board Tax Assessor Revenue Land Records Register of Deeds	200 S. Cameron Street, Hillsborough	Owned	Space Needs
Sheriff's Office	Sheriff's operations, including Domestic Violence team	144 East Margaret Lane, Hillsborough	Owned	Judicial Facilities
New Courthouse	Clerk of Court (except Estates Division) District Court administrative offices District Attorney	104 East Margaret Lane, Hillsborough	Owned	Judicial Facilities
Old Courthouse	Superior Court administrative offices Public Defender (satellite office)	Court Square		Judicial Facilities
Court Street Annex	Court Street entrance: Probation and Parole Juvenile Services	109 Court Street, Hillsborough	Owned	Judicial Facilities
	King Street Entrance: Board of Elections Economic Development Commission	110 East King Street, Hillsborough	Owned	Space Needs
Purchasing Office (facility undergoing renovation. Anticipate completion spring 2001)	Purchasing and Central Services	129 East King Street, Hillsborough	Owned	None
Sawyer Building	Child Support Enforcement	110 North Churton St. Hillsborough	Leased	Space Needs
Latta Building	Human Rights and Relations			

ORANGE COUNTY FACILITIES INVENTORY
 JANUARY 2001

Name of building	Occupants	Physical Address	Owned or leased?	In Study?
	OPC Mental Health, Family Counseling Division	110 South Churton St. Hillsborough	Leased	Space Needs
Whitted Building	Health Department Divisions: Administration Personal Health (clinic and offices) Dental (clinic and offices) Social Services; except for Child Protective Services Housing and Community Development Department on Aging Non-departmental agencies in this building: JOCCA's nutrition program OPC Mental Health Adult Day Treatment Program Library	300 West Tryon Street, Hillsborough	Owned	Space Needs
	Recreation Department			Library Task Force Study Spring 2001
Planning and Ag Building (Includes Animal Control)	Planning and Inspections Department Environment and Resource Conservation Department (ERCD) Environmental Health; Division of Health Department Soil and Water Cooperative Extension Farm Services (a Federal program) Farmers Home Admin Animal Control	306 Revere Road, Hillsborough	Owned	Space Needs
Public Works:	Public Works Administration Buildings and Grounds Division Motor Pool Division Solid Waste Division	600 Highway 86 N, Hillsborough	Owned	Space Needs
Emergency Management	Administration Communications Medical Services	1914 New Hope Road, Chapel Hill	Owned	Space Needs

ORANGE COUNTY FACILITIES INVENTORY
 JANUARY 2001

Name of building	Occupants	Physical Address	Owned or leased?	In Study?
	Fire Marshal			
Northern Human Services Center	Active recreation programs, such as basketball and softball Non Departmental Agencies In building: JOCCA nutrition site Head Start Cedar Grove Day Care	Highway 86N, Hillsborough	Owned	NHSC Task Force Report forthcoming
Efland Community Center	JOCCA nutrition site Recreation programs	Richmond Road, Efland	Owned	None
Homestead Community Center	Recreation programs			
Southern Human Services Center	Health Department--Personal Health Social Services--Child Protective Services Housing and Community Development Child Support Enforcement	2501 Homestead Road, Chapel Hill	Owned	Space Needs
Carr Mill Mall	Health Department--Dental Clinic Public Defender	Carboro	Leased	Space Needs Justice Facilities
Moody Building	Juvenile Services Probation and Parole Guardian ad Litem Community Services	104 Laurel Ave, Carboro	Leased	Justice Facilities
Orange Industries	Sheltered workshop	Valley Forge Road, Hillsborough	Owned	None
Chapel Hill Senior Center	Senior Center	Elliott Road, Chapel Hill	Leased	Master Aging Plan
Animal Shelter	Animal Shelter and offices for Animal Protection Society	1099 Airport Road, Chapel Hill	Own bldg; land leased	Space Needs

ORANGE COUNTY FACILITIES INVENTORY
 JANUARY 2001

Name of building	Occupants	Physical Address	Owned or leased?	In Study?
ArtsCenter Senior Center	Senior Center	Main Street, Carboro	Leased	Master Aging Plan
Northside	JOCCA nutrition site Department on Aging Senior programs OPC Mental Health Community School for People Under 6 (daycare)	Caldwell Street Extension, Chapel Hill	Owned	Space Needs
Dickson House	Alliance for Historic Hillsborough	E. King St., Hillsborough	Owned; leased to Alliance	None
Historic Law Office	Historic Society	Court Street, Hillsborough	Owned	None
Old Hillsborough Savings Bank	Clerk of Court, Estates Division	112 N. Churton St., Hillsborough	Owned	Space Needs
Graham Building	Veteran's office Literacy Council	118 N. Churton St. Hillsborough	Owned	Space Needs
Skills Development Center	Social Services--Work First Program Durham Tech Literacy Council JOCCA other agencies on a "visiting office" basis	503 W. Franklin St., Chapel Hill	Owned	Space Needs
Franklin Street Rental Suites	Visitor's Bureau private tenants	501 W. Franklin St., Chapel Hill	Owned	Space Needs
Solid Waste Management Admin Off	Solid Waste and Recycling Staff	1039 Airport Rd. Chapel Hill	Owned; leased land	Space Needs
Office trailer at Landfill	Landfill staff	Eubanks Road, Chapel Hill	Owned	
Builder's Supply Building	Leased to Builder's Supply Company	Valley Forge Road, Hillsborough	Owned; leased to private co.	None

B. Facilities Added in the Last Decade

The County has funded approximately \$150 million for facilities over the past decade.

Approximately \$140 million of this has been to construct much needed school facilities.

In addition to the \$140 million spent by Orange County an additional \$17 million in State Bond money was spent to construct school facilities during this time period.

During the same time period, \$10 million has been spent to construct County facilities, adding approximately 81,500 square feet of space for County use.

Approximately 85% of the added space is attributable to three facilities:

1. The Government Services Center, first occupied in 1992;
2. The Southern Human Services Center, first occupied in 1998; and
3. The Skills Development Center first occupied in 1999.

This additional space was critical for programs undertaken by the County and to accommodate departmental personnel that were added as a result of increased service demands and/or new programs.

C. Employee Growth by Department

Information provided by the County's Budget Office indicates that approximately 216 full time equivalent positions have been added since 1990. Predictably, the primary growth has been in Human Services (43.13% of the total) and Public Safety (20%). Table 2 summarizes the departmental employee growth from 1990-2000, as well as identifies new facilities that have been brought on line since 1989.

ORANGE COUNTY
Employee Growth By Department
1990-2000

Table 2
Page 1

Space Added	Description	1990-91	2000-2001	Increase	% of Growth w/in Classification	% of Growth in Comparison to Total Growth (216,210)
	Community Maintenance					
1992-GSC	Commissioners	3.125	4.000	0.875	36.84%	
1993 CSA	Elections	3.500	4.000	0.500	21.05%	
	Soil and Water	4.000	4.000	0.000		
	Neuse River Basin Conservation Program	0.000	1.000	1.000		
	Total Soil and Water	4.000	5.000	1.000	42.11%	
	Total Community Maintenance	10.625	13.000	2.375	100.00%	1.10%
	General Administration					
1992-GSC	County Manager	7.000	10.000			
	OJJ (CJPP grant position)		1.000			
	Total County Manager		11.000	4.000	48.72%	
1993-GSCA	Budget Office	3.000	3.000	0.000		
1993-GSCA	Personnel	6.000	7.000	1.000	12.18%	
1993-GSCA	Finance	5.000	5.750	0.750	9.14%	
2001	Purchasing	3.000	3.000	0.000		
2001	Central Services	3.000	3.000	0.000		
1993-GSCA	Information Systems	4.140	6.600	2.460	29.96%	
	Total General Administration	31.140	39.350	8.210	100.00%	3.80%
	Taxation and Records					
1992-GSC	Register of Deeds	14.000	15.750	1.750	46.67%	
1992-GSC	Land Records	6.000	7.000	1.000	26.67%	
1992-GSC	Tax Assessor	19.000	13.000	-6.000		
	Revaluation - Assessor	0.000	2.000	2.000		
	Total Tax Assessor	19.000	15.000	-4.000	-106.67%	
1992-GSC	Tax Collector	6.000	11.000	5.000	133.33%	
	Total Taxation and Records	45.000	48.750	3.750	100.00%	1.73%

ORANGE COUNTY
Employee Growth By Department
1990-2000

Table 2
Page 2

Space Added	Description	1990-91	2000-2001	Increase	% of Growth w/in Classification	% of Growth in Comparison to Total Growth (216,210)
	Community Planning					
	Planning Department	22.750	25.525	2.775	27.75%	
2000	ERCD	0.000	5.475	5.475	54.75%	
1993-CSA	Economic Development	2.000	3.000	1.000	10.00%	
1993-CSA	Arts Commission	0.000	0.750	0.750	7.50%	
	Total Community Planning	24.750	34.750	10.000	100.00%	4.63%
	Human Services					
	Social Services					
1998 SHSC	Administration	13.000	14.000	1.000		
	Children/Family Serv	37.500	57.700	20.200		
1999-Skills Dev. Ctr	Work First	45.000	55.000	10.000		
	Subsidy	0.000	0.000	0.000		
	Long Term Care	1.000	0.000	-1.000		
	Other Assistance Programs	3.000	0.000	-3.000		
	Skills Development Center	0.000	1.000	1.000		
	Veterans' Services	1.000	1.000	0.000		
	DSS-Smart Start	0.000	2.000	2.000		
	Total Social Services	100.500	130.700	30.200	30.68%	13.97%
	Health					
1998-SHSC	Health					
	Central Administrative Services	4.000	14.000	10.000		
	Dental	5.300	6.550	1.250		
	Health Promotion and Education		4.500	4.500		
	Personal Health	39.600	40.170	0.570		
	Health-Immunization Action	0.000	0.000	0.000		
	Health-Aids Testing	0.000	0.000	0.000		
	Health-Aids Education	1.000	0.000	-1.000		
	Health-EPSTD	0.000	0.000	0.000		
	Health-Breast & Cervical Cancer	0.000	0.000	0.000		
	Health-Maternal	0.000	0.000	0.000		
	Health-Community Health Advocacy	0.000	1.500	1.500		

ORANGE COUNTY
Employee Growth By Department
1990-2000

Table 2
Page 3

Space Added	Description	1990-91	2000-2001	Increase	% of Growth w/in Classification	% of Growth in Comparison to Total Growth (216,210)
	Health-Influenza	0.000	0.000	0.000		
	Health-Smart Start	0.000	0.000	0.000		
	Intensive Home Visiting	0.000	3.500	3.500		
	Health - CSC Smart Start	0.000	0.830	0.830		
	Health - Syphilis Elimination	0.000	1.000	1.000		
	Health - Sr PHE (Bilingual Coord)	0.000	1.000	1.000		
	Environmental	11.000	12.000	1.000		
	Animal Control	7.000	8.000	1.000		
	<i>Total Health Department</i>	<i>67.900</i>	<i>93.050</i>	<i>25.150</i>	<i>25.55%</i>	<i>11.63%</i>
	Cooperative Extension	10.000	10.000	0.000		0.00%
	Recreation and Parks	10.000	12.000	2.000		2.03%
	Aging					
	Administration	2.300	2.200	-0.100		
	Community Based Serv	3.500	5.000	1.500		
	Elder Care Program	1.000	4.000	3.000		
	Retired Senior Volunteer Program	2.000	2.000	0.000		
	Aging-Senior Health Coordination	0.000	1.000	1.000		
	Aging-SeniorNet	0.000	0.000	0.000		
	<i>Sub-Total Aging</i>	<i>8.800</i>	<i>14.200</i>	<i>5.400</i>	<i>5.49%</i>	
	Orange Public Transportation (69.14% of growth in Aging attributable to Transportation)	3.200	15.300	12.100		12.29%
	<i>Total Aging Department</i>	<i>12.000</i>	<i>29.50</i>	<i>17.50</i>	<i>17.78%</i>	<i>8.09%</i>
2000	Human Rights & Relations	1.250	5.750	4.500		4.57%
	Orange County Library	0.000	9.825	9.825		
	Carrboro Library	0.000	1.750	1.750		
	Library-Smart Start	0.000	0.000	0.000		
	Hyconechee Regional Library	0.000	0.500	0.500		
	<i>Total Library</i>	<i>0.000</i>	<i>12.075</i>	<i>12.075</i>	<i>12.27%</i>	<i>5.58%</i>

ORANGE COUNTY
Employee Growth By Department
1990-2000

Space Added	Description	1990-91	2000-2001	Increase	% of Growth w/in Classification	% of Growth in Comparison to Total Growth (216,210)
	Public Works					
	Buildings & Grounds (includes admin staff)	26,000	33,000	7,000	58.33%	
1989	Motor Pool	5,000	6,000	1,000	8.33%	
	Sanitation	11,000	15,000	4,000	33.33%	
	Total Public Works	42,000	54,000	12,000	100.00%	5.55%
	Landfill					
	Administration	0.000	5,000	5,000	16.67%	Co. dept as of
	Landfill Operations	0.000	15,000	15,000	50.00%	4/17/00
	General Recycling	0.000	4,000	4,000	13.33%	
	Recycling Operations	0.000	6,000	6,000	20.00%	
	Total Landfill	0.000	30,000	30,000	100.00%	13.88%
	Housing - Section 8 (no county money)	6,300	6,000	-0,300		-0.14%
	Visitors Bureau	0,000	6,000	6,000		2.78%
Grand Total		497,215	713,425	216,210		
	Total by Building					
	GSC Option 4 total new ees	1.00				

III. The Survey

A. Questionnaire

Each County Department or agency for which the County is mandated to provide space was asked to complete an 83-question survey. Those responses are the basis of this report. The survey designed by the Task Force was intended to provide relevant information regarding the issues cited above, as well as other background information the task force thought might be beneficial in the analysis. A complete copy of the questionnaire is included as Appendix 1. The major components covered in the questionnaire included the following:

- 1. General Department Information** (services provided, number of staff, hours of operation, etc.)
- 2. Location Information.** Each department was asked to evaluate the adequacy of its current location, and, if current location were judged to be inconvenient, to make suggestions for alternate location(s) that would better serve its client population. Departments were also asked to identify other departments with which they regularly shared clients, and with which they had frequent staff interaction. Departments were also asked to identify other departments with which it felt that adjacent or convenient location would improve quality of service.
- 3. Visiting and Reception areas.** Departments were asked to evaluate their reception/entry area needs as it respects the type, number and volume of visitors that are received by the department. The proper handling of waiting areas is important not only for customer service and efficient departmental operations, but also to such other critical issues as workplace safety.
- 4. Work Areas.** Staff identified positive and negative characteristics of current space. Each department was also asked to provide a detailed inventory of current total area (measured in square feet) for specific functions. These areas included private and shared offices, open work areas for staff and public, reception and waiting areas, clinics and examination rooms where applicable, conference and meeting rooms, and special needs spaces, including specialized storage, laboratories, and other functions identified by the departments. The department inventory did not include any facilities, such as break room, conference rooms, hallways, etc, that are shared with other building occupants.
- 5. Storage.** As one might suspect, storage is an ever-present issue with County departments. For that purpose, an entire section of the questionnaire was dedicated solely to storage issues. Departments were asked to discuss general storage requirements as well as storage needs that might be specific to their department, such as large flat files for maps

or secure storage for medical records or sealed records for which the department may be responsible. Further, departments were asked to indicate the status of efforts to implement alternative methods of record storage, such as digital/computer-based image storage. Questions addressing off-site storage possibilities were also included.

- 6. Meeting Space.** This set of questions attempted to get a comprehensive look at the meeting room needs through 2010. Questions addressed basic information about meeting space needed by County departments, such as how often they used meeting rooms, how they used them, how many persons a room would need to accommodate, etc. However, the questions went further to explore the potential of how meeting rooms might be used in the future, such as for televised meetings, teleconferencing needs, etc.
- 7. Special Needs for Equipment/Technology.** The section was meant to define any special issues that might need to be considered in the development of space for a given department. The questions covered issues such as:

 - a. Climate control that might be needed for a technology area; or
 - b. Special plumbing that might be needed for an eye-wash area, which is mandated for some of our functions; or
 - c. Emergency back up generators that might be critical for some operations.
- 8. Technology.** This section attempted to look to the future in an effort to determine how greater or different use of technology might affect how a facility is used. For example, the number of visitors coming into a department's space today might be significantly reduced by the availability of the department's product on the Internet.
- 9. Parking.** This information provides a snapshot of the condition of parking lots at each County facility. Further, it assists in problem identification with specific parking area, thereby allowing us to consider short-term solutions.
- 10. Building Conditions.** Departments were asked to rate lighting, HVAC, acoustics, appearance and overall condition of the facility "very good", "OK", or "Poor". The responses will assist in the identification of specific issues that may need to be addressed through maintenance. Further, they may provide valuable information regarding good and not so good systems as new facilities are developed.
- 11. Security.** Security has received increasing focus in general over the past several years. County employees have voiced serious concerns about workplace safety to the extent that violence in the workplace awareness training is now a mandatory offering to all County employees. Responses

will assist in the identification of any unknown security issues and will allow us to classify and prioritize security issues associated with County buildings.

12. General Departmental Services and Operations. These questions are meant to stimulate thought about :

- a. Ways of providing improved services to clients; and
- b. Consolidations within the County that might improve efficiency in service delivery.

13. Special Needs. Responses will be helpful when identifying special departmental needs that impact on facility design. For example, do employees need lockers, does the building have an employee break area, etc.

14. Future Needs. Last, but not least, Department Heads were asked to give us their projections for future growth, based on the best information available to them. One can extrapolate data and come to a reasonable conclusion regarding "typical" departmental growth based on historical data and "normal" departmental operations. However, to the extent practicable, it was necessary to ensure that the study also included any major program expansion that may potentially occur within the study period.

B. Functional Groupings

The respondents were organized into functional groups, based on related service functions or like client base. This global perspective of the function allows the assessment of individual departmental needs while also considering the synergy that might be realized through the sharing of common facility elements. (Such as information technology (IT) centers, equipment rooms, conference rooms, etc.)

1. The functional groups used in this report are categorized as follows:

<u>Administration and Community Maintenance</u>	<u>Land Records/Land Related Services</u>
<ul style="list-style-type: none"> • Clerk to Board of County Commissioners • County Manager • Budget • Finance • Information Systems • Personnel • Revenue • Visitors' Bureau • Board of Elections 	<ul style="list-style-type: none"> • Assessor • Register of Deeds • Land Records • Economic Development • Environment and Resource Conservation Department • Environmental Health • Planning and Inspections • Cooperative Extension • Recreation and Parks • Soil and Water

<u>Human Services</u>
<ul style="list-style-type: none"> • Department on Aging (including Transportation) • Child Support Enforcement (all locations) • Family Counseling • Health Department medical/dental services (Animal Control and Environmental Health are also divisions within the Health department. However since the functions are more compatible with other functional classifications, they are mentioned elsewhere in this report.) • Housing and Community Development (all locations) • Human Rights and Relations • Library • Department of Social Services (all locations)

<p><u>Public Safety</u></p> <ul style="list-style-type: none"> • Emergency Management Services • Administration • Communications • Emergency Medical Services • Fire Marshal • Animal Control <p><u>Solid Waste Management</u></p> <ul style="list-style-type: none"> • Administration • Landfill operations • Recycling 	<p><u>Public Works</u></p> <ul style="list-style-type: none"> • Public Works Administration • Buildings and Grounds care • Motor Pool • Sanitation <p><u>Animal Shelter</u></p>
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C. Functions Not Included.

1. Sheriff's Department, Jail and all Court functions.

These functions were included in a study published in 1995 regarding justice facilities. Certain phases of that study will be implemented independently of any recommendations that emanate from this report.

The needs expressed in this report must be considered in tandem with the needs articulated in the 1995 Justice Facilities Report in order to formulate a comprehensive opinion of County space needs.

The evolution of how justice facilities needs should be addressed continues. Most recently, the Board of Commissioners has explored site development options of the downtown Hillsborough campus that would construct future court facilities in four phases of approximately 30,000 square feet each as they were needed. The County will develop plans for Phase I in tandem with representatives from the Court system, the Sheriff's Department, the Town of Hillsborough, the Tourism Board and the Historic Alliance. This is an effort to ensure that the resulting plans meet the community's need for a compatible design that enhances the character of downtown Hillsborough, while still meeting the functional needs of the proposed occupants of the facility.

a. Three other non-County owned facilities presently utilized to meet justice facility needs are not specifically included in this study.

1) Chapel Hill Courtroom.

The role to be filled by the Chapel Hill courtroom is an additional consideration in facilities development. The Town of Chapel Hill, who owns the building in which the District Courtroom is located, is in the

process of developing long term plans for the Court/Post Office building. The impact of this action is not apparent at this time. The County will, however, continue to work with the Town of Chapel Hill as plans are developed.

2) Carr Mill Mall.

The County leases approximately 4,000 square feet of space at the Carr Mill Mall, Carrboro to provide offices for the Public Defender. The office will be relocated to County owned space at such time it becomes available. The function is appropriately located in either Hillsborough or the Chapel Hill/Carrboro area.

3) Moody Building.

The County leases a building at 104 Laurel Avenue, Carrboro to provide office space for court support functions, such as Probation and Parole, Juvenile Services and Guardian ad Litem. These offices will be considered for relocation at such time County-owned space becomes available. The service area for these offices would dictate the most appropriate office location to be in the Chapel Hill/Carrboro area.

2. Department of Purchasing and Central Services.

The County recently purchased a facility in which to relocate this department from leased space. The landlord could not extend the lease for business purposes of their own, therefore immediate action to relocate the department was required. This facility is discussed only within the context of potential storage capabilities that might be offered. All departmental space needs for this department will be addressed by the renovated facility well beyond the study period.

3. Non-Departmental Agencies.

Agencies that may currently reside in County facilities, but for which the County is not mandated to provide space, were also not included in this survey (although they do appear in the space inventory). Examples of such include the childcare activities that operate in the Northern Human Services Center and at the Northside facility in Chapel Hill. It should be noted however, that part of the work done by the Northern Human Services Center Task Force included review of the daycare operations in the Northern Human Services Center. Any conclusions drawn from those discussions will be presented as part of the forth-coming task force report.

4. Northside Community Center

The Department on Aging, JOCCA, Community School for People Under Six and OPC Mental Health currently uses three buildings located at the Caldwell Street Extension site in Chapel Hill.

Two buildings are dedicated for the exclusive use of OPC Mental Health programs.

In addition, space previously occupied by the Department of Social Services (DSS) in the third building was reassigned to OPC Mental Health when DSS moved to the Southern Human Services Center. This area was renovated by OPC and plays an integral part to OPC's service delivery in the Chapel Hill/Carrboro area. Although space request information was received only for the OPC-Family Counseling section, located in Hillsborough, one must assume that the agency will have continued need of the Chapel Hill program space as well.

The south end of the third building continues to be assigned to the Department on Aging and JOCCA for use as a satellite senior center and nutrition site. Significant renovation work has been done in the Senior Center area during the past 24 months. Additional work that may be needed during the study period will be addressed through the County Capital Investment Plan. No addition to the building is contemplated.

The Master Aging Plan (MAP) as presented by the Department on Aging and the Aging advisory board, proposes two large senior centers in the county, with other smaller satellite centers used as may be deemed appropriate. Should the Board of Commissioners choose to adopt the MAP, presumably the Northside site would continue to be used as a smaller satellite center as defined under the Plan. The Director of the Department on Aging has also indicated a potential future need for Adult Day Care Center space. Should the Board of Commissioner's approve this program expansion, the Northside facility could easily be upfitted to meet that specific need.

It is important to note, however, that any program development that might occur at the site should not preclude its use by the Northside community. The facility has a long and rich history for the Northside community and its continued availability for community activities must be maintained.

The Community School for People Under Six continues to utilize the space to the east side of this building. The Center was granted permission by the Board of Commissioners to construct an addition to the facility to accommodate daycare center growth. The Center was required to demonstrate a long-term lease arrangement with the County in order to obtain the loan and/or grant funds needed to pay for the addition. The current lease with the Center runs through June 30, 2003, with a five-year extension to be granted, contingent upon Northside being a viable County facility. Since there

is no reason to believe otherwise, one should assume that the lease extension would be effected.

5. 501/503 West Franklin Street, Chapel Hill

Orange County purchased 501-503 West Franklin Street in Chapel Hill in 1996 for use as the County's Skills Development Center. The building consists of two portions, one, which is approximately 13,000 square feet, was renovated and is used for the Skills Development function (503); and the other approximately 7,000 square feet is used as rental space for private sector businesses (501).

The financing proposal was approved on the basis that the rental side of the facility would substantially off set debt service payments for the property. The taxable portion of the debt, which covers the 501 section of the building, will be retired in July 2001. The non-taxable portion of the debt for the 503 section of the building will retire in July 2006. At such time this debt is retired the County will be in a position to exercise greater latitude in property use. The study presumes that the building will be maintained in its present use and configuration throughout the study period.

D. Functions to be Evaluated Later.

1. Certain functions have yet to be evaluated and recommendations made. Recommendations are forthcoming at such time information from pending task force reports are available for review. The affected facilities include the following:
 - a. Whitted Center, pending report from the Library Task Force; and
 - b. Northern Human Services Center.
2. These projects will be incorporated into a Final Space Needs Study Report published in the Fall 2001.

E. Observations Regarding Current Work Space.

As mentioned previously, one of the goals of this study was to identify issues that affect the quality of the how the existing facilities are used. To determine these issues, each department was given the opportunity to present subjective commentary on the nature of its work environment. Comments ranged from physical condition of existing space to perceived deficiencies and staff security and safety. A summary of comments regarding facilities with a high concentration of County employee population is listed below. You will note that some of the responses reflect positive attributes of the subject building, however, some identify issues that may need to be addressed in the near term. Issues that can/should be addressed outside of the context of the space study will be referred to the responsible department/committee etc.

A complete listing of all departmental comments is included as Appendix 2, however, notable comments taken from the departmental responses are as follows:

1. Whitted Building, Hillsborough

- a. Facility is in a convenient location to downtown Hillsborough and other government agencies.
- b. Co-location of many related government agencies is desirable.
- c. Large number of staff working in the building actually adds to security and safety of building.
- d. Difficulty in accessing the top floor of the Whitted Building was noted a number of times. Surveys indicated that if the building's single elevator is out of order, those with mobility impairments find it difficult to move to this floor. This study did not attempt to provide an evaluation of any of the buildings involved for compliance with either current North Carolina Building Code as it respects Accessibility or for compliance with the requirements of the Americans with Disabilities Act. Should the County undertake renovation or alteration of existing buildings, thorough review for compliance with both of these documents is recommended.
- e. Most departments located within the Whitted Building cited lack of room for expansion, and expressed concern over lack of working space for additional staff. Many also noted the lack of private office space.
- f. Some departments noted the difficulty in adapting some spaces specific to the Whitted Building's former use as a school to current government office needs.
- g. Also noted was a general poor physical condition of building.
- h. The lack of storage space for files and equipment was raised often by the Building occupants as well. Several departments indicated that offices and conference areas are also used to store files and other supplies, thereby diminishing its value for the intended purpose.

2. Planning and Agriculture Building

- a. Lack of storage space
- b. No room for growth/expansion within current facility

3. EMS Building

- a. Emergency Operations Center is currently undersized, and requires additional facilities for staff to stay overnight when required.
- b. Parking at this facility is inadequate.

4. Government Services Center

- a. Co-location with related departments is desirable.
- b. Most offices have the benefit of natural light, which is good.
- c. Conveniently located; easy for the public to find.

- d. Lack of file/records storage space was noted as an issue. Although some departments are currently evaluating the feasibility of electronic file storage, no large-scale effort has been made to implement it. However, it is noted that electronic records are not applicable in all cases since some departments will likely be required to maintain paper copies of documents to meet legal requirements.
- e. Security/unregulated public access to staff work areas is problematic.

5. Government Services Center-Annex

- a. General condition/appearance of building is good

- b. Lack of conference/meeting space is an issue.
- c. Temperatures throughout the building are inconsistent, with one side of the building uncomfortably cold, while the other side is uncomfortably warm.
- d. Poor acoustics were noted in one department.
- e. The basement of this building is subject to flooding during instances of extreme rain. This is of particular concern since the servers supporting the County's computer networks are housed in this building.

6. Southern Human Services Center, Chapel Hill

- a. Location is easy to find and is convenient to citizens.
- b. Co-location among related departments is convenient for clients.
- c. Security system is a plus.

- d. No room for future growth or expansion within existing facility.
- e. Underutilized reception area.
- f. There is a general lack of meeting/conference space for each department, and the areas available are difficult to schedule. The convenience and good quality of the building makes it a desirable meeting place. The volume of meetings for other County agencies, as well as other non-county groups creates significant competition for the space.
- g. Most of the staff reported feeling reasonably secure in their work spaces, but uncomfortable in moving to and from parking areas, particularly in the evening.

As indicated by the summary above, most of the departments surveyed shared several common concerns about the nature and condition of their current spaces. The primary issues cited in most surveys were:

1. Inadequate staff working space; and
2. Lack of conference/meeting rooms; and
3. Insufficient and inappropriate storage. Some departments have very specific requirements for storage (confidential files, special equipment, maps, etc.).
4. Parking

A positive factor in all the surveys for shared buildings, particularly for the Whitted Building and the Southern Human Services Center, was the convenience of access to related departments. Respondents consistently noted the importance of being able to work closely with other departments that either perform related services or draw from overlapping client populations. This was consistently noted not only as a convenience for staff, but as a significant opportunity to provide improved service to clients.

F. Parking

Not surprisingly, parking was stated as an area of concern for many departments. Parking was rated as "Poor or too Despicable for words" at the following buildings:

1. Whitted Human Services Center
2. Planning and Ag Building
3. Court Street Annex
4. And at two leased facilities:
5. 110 S. Churton Street (Department of Human Rights and Relations and Family Counseling) and
6. Carr Mill Mall (Dental Clinic)

All other facilities were rated at "very good" or "OK".

The issues most consistently cited by departments were:

1. Lack of parking in general; and
2. Undesignated parking for public and staff; and
3. Security of existing parking areas.

In almost every case, even for buildings rated "very good" or "OK", staff favored designated parking areas for the public and for staff.

Lack of adequate lighting for parking areas was specifically mentioned a number of times. The general pattern of the surveys indicate that most staff are concerned about the need to walk through poorly lit, unsecured parking lots at night, particularly at the Whitted Center and at the Planning and Ag Building.

On-street parking presented several concerns for some departments, particularly those located in leased space at 110 S. Churton Street. The most significant factor

for those departments using on-street parking was the large volume of users generated on court days, when most of the on-street parking in the Downtown area is filled. Parking has always been an issue in this area. As a point of information, when the County first announced our intention to lease space at 110 S. Churton Street, the area merchants expressed significant concerns that the County offices would consume all of the on-street parking in front of their businesses. They contended that this would diminish their business since their customers might choose to do business elsewhere where parking was not so problematic. In response to their concerns, the Manager requested that County employees not park on Churton Street, but rather use County parking lots or other side-street parking. That policy remains in effect.

A complete list of departmental comments regarding parking is included as Appendix 3.

G. Storage

Almost every department indicated a need for additional storage. Most of those indicating storage issues cited record storage as a primary need. While facilities can address part of those concerns, a County-wide record retention policy detailing what specifically should and should not be maintained would ensure that square footage dedicated to record storage was kept to a minimum.

Several departments indicated some form of on-going implementation of electronic capture and storage of records, although many were only in the discussion stage. Where legally acceptable, the electronic capture and storage of records should be considered by departments in order to minimize the square footage necessary for record retention.

Several departments cited a need for storage of bulky type items, such as cots, disaster recovery equipment, car seats and bike helmets. As previously mentioned in this report, the County has recently acquired space in which to relocate the Department of Purchasing and Central Services. The facility includes not only office, but warehouse type space as well, which could be organized to accommodate many of the needs for bulky item storage.

H. Meeting Space

One area of specific deficit was in meeting space. Better than half of the departments expressed difficulty in scheduling meetings in existing space. Much of the County's work relies on the work of groups, which presents a significant need for places to meet. These groups may include intradepartmental groups, inter-departmental groups or a mix of departmental and outside people.

Departments estimate the number of weekly meetings held County-wide as follows:

Estimated weekly meetings 2-4 people	188
Estimated weekly meetings 4-8 people	112
Estimated weekly meetings 8-15 people	51
Estimated weekly meetings 15-30 people	48
Estimated weekly meetings over 30 people	19
Total estimated/weekly meetings	418

The conference rooms that are available to accommodate these meetings presently include:

Building	# of Rooms Available **	Maximum Room Capacity
GSC	2	(1) 30 (2) 8
GSC-Annex	1	8
Court Street Annex	1	30
Whitted Human Services Center	2	(1) over 30 (2) 30
Planning and Ag Building	1	30
Public Works	1	30
Southern Human Services Center	3	(1) Over 30 (2) 15 (3) 30
Skills Development Center	2	(1) 8 (2) 10
Emergency Management	1	30
Total meeting rooms for dept'l use	14	

**These numbers include conference areas that are available for all County departmental use. There may be a limited number of small meeting areas within departmental space for use only by that department.

I. Televised Meetings

In response to the survey, several departments indicated an interest in seeing the development of a room that would allow televised meetings. The types of meetings potentially to be televised included:

1. Informational meetings regarding new regulations (e.g. Planning Department)
2. Activities being sponsored by the County (e.g. Ag Summit)
3. Special Events (e.g. Department on Aging functions geared to Senior populations, educational programs, GIS User Group meetings, focus group meetings by Human Rights and Relations Department)
4. Emergency Preparedness information (e.g. Emergency Management Department)

Departments estimated the number of meetings that they would anticipate televising to be approximately 10 per month.

The stated room capacity ranged from 17 to 200 persons.

Special considerations mentioned for the room included such features as:

1. Raised platform area; and
2. Equipment that facilitated the electronic display of material being presented (computer connected LCD, projection screen, lighting plan in room that facilitates easy viewing of the screen, etc.)

J. Co-location Issues

Each department was asked to identify other departments with whom it had the closest working relationships either through work flow or through shared clients. They were further asked to determine whether those working relationships required either co-location (immediate physical adjacency within the same facility) or convenient access. This adjacency information was critical in the development of various options for meeting the space needs for County departments through 2010, which are presented later in this report.

K. Projected Departmental Growth

Departments have projected the departmental square footage needed through 2010, based on their knowledge of existing programs and those programs contemplated for the future. For the purposes of this report, departmental space is space that is used exclusively by the department. It does not include common areas, such as hallways, restrooms, mechanical areas, etc. Options for accommodating departmental space needs will be presented later in this report. A "circulation factor", of 30% is added to the proposed configuration to account for this type of space.

Further, it should be noted that the square footage for meeting rooms that are not exclusively used by one department are likewise not considered "departmental space" in this report. For example, square footage associated with Southern

Human Services Center meeting rooms are not reflected as "departmental space" specific to any single department located in the building.

With those definitions in mind, departmental responses indicated that an almost 94,000 square feet of additional *departmental space* will be required to meet the expansion needs through 2010.

A summary of all departmental space projections is listed Table 3. The second column "Estimated Total Dept. S.F. Needed by 2010" reflects the total amount of square footage that the department indicates is necessary by 2010. The last column indicates the amount of additional net square footage needed to address the stated need, if the department remains in their existing location. Keep in mind, these estimates are for the amount of square footage for exclusive departmental use and do not include such things as conference rooms for the building, hallways, restrooms, break areas, mechanical rooms, etc., which will be presented later in the report as building configurations are suggested.

Table 3—Departmental Space Projections

Description	Current	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Government Services Center			
County Manager	1,562	2,570	1,008
County Commissioners	1,200	2,900	1,700
Revenue	1,400	2,100	700
Tax Assessor	3,500	3,500	0
Land Records	3,800	5,930	2,130
Register of Deeds	5,263	6,070	807
Total GSC Depts.		23,070	6,345
Government Services Center Annex			
Budget Office	700	1,740	1,040
Finance Department	1,000	2,350	1,350
Personnel	1,350	1,900	550
Information Systems	1,240	1,690	450
Total GSCA depts.	4,290	7,680	3,390
Court Street Annex Building			
Board of Elections	1,007	1,880	873
Economic Development	741	1,020	279
Arts Commission	80	1,000	1,000
Total Court Street Annex Depts.		3,900	2,152

Description	Current	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Whitted Building—Hillsborough			
Department on Aging- Admin/Senior Center	1,681	23,200	21,519
Aging-Transportation	451	2,990	2,539
Housing and Community Development	600	2,060	1,460
Library (growth reflected in task force rept)	12,650	12,650	0
Health Department			
Administration	4,061	4,970	909
Dental--Hillsborough	1,246	2,160	914
Personal Health-Hillsborough	6,600	5,935	1,270
Social Services-Whitted	11,500	20,100	8,600
Total Whitted Depts.		74,065	37,211
Planning and Ag Building			
Planning and Inspections	4,800	13,150	8,350
ERCD	960	1,600	640
Soil and Water	1,436	1,970	534
Environmental Health	2,000	7,030	5,030
Cooperative Extension	5,892	10,250	4,358
Total Planning & Ag depts.	15,088	34,000	18,912
Animal Control			
	1,300	1,800	500
Public Works			
Public Works Administration	2,800	3,910	1,110
Public Works--Motor Pool	10,800	10,800	0
Pub.Works Metal Storage Bldg	2,400	2,400	0
Total Public Works		17,110	1,110
Child Support Enforcement-Hsb.			
	2,700	4,710	2,010
Child Support Enforcement-SHSC			
	144	440	296
110 S. Churton Street, Hsb.			
Human Rights and Relations	900	1,850	950
Family Counseling	2,180	3,360	1,180
Total 110 S. Churton ST. Depts.		5,210	2,130

Department	Current	Est. Total Department S.F. by 2010	Estimated Additional S.F. Needed to Meet 2010 Est.
Emergency Management	5,700	11,540	5,840
Southern Human Services Center			
Social Services-SHSC	13,300	19,700	6,400
Health Dept--Personal Health	4,665	8,280	1,680
Housing and Community Development	540	900	360
Total SHSC depts.		28,880	8,440
Health-Dental (Carr Mill Mall)	3,864	5,650	1,786
Recreation and Parks Dept. (admin)	2,064	2,236	2,433
Solid Waste Department		4,850	3,236
Animal Shelter		7,200	0
Grand Total		216,905	95,791

IV. Options and Recommendations Overview

A. Classifying the Needs.

While each of the needs is valid, some have a shorter window in which they can be addressed before the department's ability to provide service is significantly impaired. The needs have been categorized into three levels, in an attempt to address them in a priority order as well as to group the resulting projects into segments that are realistic in terms of the size of the undertaking.

1. Level 1 projects are proposed for funding during FY 2001-2003 through the bond proposed for November 2001 or through alternative funding mechanisms such as Certificates of Participation (COPS) or other private placement mechanisms.
2. Level 2 projects are, in general, proposed for funding in fiscal years between 2003-2007. It is not required that all Level 2 projects would be funded in a single fiscal year, but may rather be spaced out during the 2003-2006 time period, contingent upon the timing needed for building occupancy.
3. Level 3 projects are proposed for funding in fiscal years between 2007-2010.

B. Exceptions.

Special consideration may be needed in instances where the criticality of a single operation within a building should take precedence over the renovation and/or construction proposed for the entire facility. For example, from a practical point of view, any addition or reallocation of space at the Whitted Building may fall into a later phase than what may be needed to address immediate issues within the Health Department Clinic area. To the extent practicable, individual situations such as these may be dealt with on a case-by-case basis that recommends a reasonable level of renovation in order to ensure effective service delivery until such time additional space is made available. The report strives to recognize and address this delicate balance between immediate and longer-term needs.

C. Criteria to Establish Project Level.

The designation of Levels was determined primarily by applying the following criteria:

1. Overcrowded facility. The present facility is significantly overcrowded;
2. Growth and no recent new space. The Department has been allocated no additional space over the past decade although significant employee growth or increase in service demands have occurred;
3. Improved service and/or collaboration. Carrying out the Task Force Recommendation will provide significant opportunities for improved service delivery and/or collaboration among like function departments within County government;
4. Reduced rental costs. Carrying out the Task Force Recommendation will provide the opportunity to significantly reduce the cost of, or eliminate the need for existing property for which the County currently pays rent;
5. Long-standing need. The initiative is a long-standing need with considerable public support.

D. Format of Options and Recommendations Information.

This report explores various options in accommodating the needs as cited by Departments. The information for each option is presented in the following manner:

1. The first option presented for each building reflects the recommended option from the Task Force. Options that may have been considered by the Task Force in addition to the one being recommended, if any, will be presented in no particular order after the recommended option.

For example, the Task Force considered four options for providing space at the Government Services Center (GSC) site. The recommended option will be presented first and titled "GSC—Recommended Option". Three remaining options will be included in the section immediately following the Recommended Option. Options not recommended are numbered for ease of identification only and are presented in no particular order of preference.

2. A block will appear at the beginning of each option that summarizes the following information:
 - a. Departments that may be affected by the proposed action;
 - b. Buildings that may be affected by the proposed action;
 - c. The specific action that is proposed;
 - d. A listing of space needed by each department will be included in instances where multiple departments may be affected by the prescribed action.
3. Additional commentary that further describes the option will immediately follow the summary box.

V. Level 1 and Justice Facility Project Recommendations

Level 1 projects are those that should be addressed in fiscal years 2001-2003 and they include:

1. Government Services Center (GSC) Expansion
2. Planning and Ag Building Renovation/Farmers Market

A. Government Services Center (GSC)—Recommended Option

1. Summary Information

- | |
|---|
| <p>a. Primary departments affected:</p> <ul style="list-style-type: none">All GSC OccupantsAll GSC-ANNEX Occupants (presumes servers in the IS Department will be located in the Purchasing Dept. at 129 E. King St.)Planning and InspectionsERCDEnvironmental Health <p>b. Primary buildings affected:</p> <ul style="list-style-type: none">Government Services Center (GSC)Government Services Center-Annex (GSC-A) <p>Secondary impact on the Planning and Agriculture Building.</p> <p>c. Action Proposed:</p> <ol style="list-style-type: none">1.) Construct new addition to the GSC ranging from approximately 46,000 square feet to 52,000 square feet.2.) This option combines the totality of expansion needs on the site for GSC and GSC-ANNEX occupants, but also relocates the Planning and Inspections, ERCD and Environmental Health functions into one facility.3.) Deconstruct the existing GSC-Annex and recycle the materials into the construction of a new 46,000-52,000 square foot addition to the GSC. There is insufficient land upon which to locate an addition in this range if the GSC-Annex is to remain intact. <p>d. Estimated cost of development: \$7.4 million</p> |
|---|

e. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Additional S.F. Needed To Address This Option	
Government Services Center			
County Manager	2,570	1,008	
County Commissioners	2,900	1,700	
Revenue	2,100	700	
Tax Assessor	3,500	0	
Land Records	5,930	2,130	
Register of Deeds	6,070	807	
Sub-Total 1	23,070	6,345	6,345
Planning and Inspections	13,150	13,150	
ERCD	1,600	1,600	
Environmental Health	7,030	7,030	
Sub Total 2	21,780	21,780	21,780
Conference Room Pod: (S.F. as if for table set up)			
1 large (accommodates up to 40 people)		1,200	
3 intermediate (10-15 people)		1,350	
3 small (6-8 people)		480	
Total conference room space added		3,030	3,030
Government Services Center Annex			
Budget Office	1,740	1,740	
Finance Department	2,350	2,350	
Personnel	1,900	1,900	
Information Systems (presumes servers to be located at 129 E. King St. in Purchasing Dept. space.)	1,690	1,690	
Sub-Total 3	7,680	7,680	7,680
Total square footage requested for referenced depts.			38,835
Circulation, mechanical, restrooms, etc.			13,592
Estimated Maximum S.F. Required			52,427

2. Discussion of Recommended Option.

a. Proposed Occupants.

The adjacency information gathered in the study indicates that it would be advantageous for both staff and citizen interactions if the Planning, ERCD and Environmental Health were co-located with other land-related departments in the Government Services Center (GSC). Further, there would appear to be some efficiency by co-locating Planning and ERCD in the same building as the County Manager's office since there is significant interaction between these functions.

In addition to the synergy created among the staff, creating the opportunity to share equipment would likewise be advantageous. For example, co-locating GIS workstations into common area centers used by all departments could reduce the overall amount of square footage ultimately added to the building.

b. Level Designation.

This project is recommended as a Level 1 Project because it meets the following criteria:

- 1.) **Overcrowded facility.** Significant overcrowding exists in the Planning and Agriculture Building. The Planning/ERCD/Environmental Health function has increased the number of employees during the past decade by 10. This represents an overall increase of 27% in employees housed in the Planning and Ag Building. Since the facility is reasonably small, consisting of only approximately 15,000 S.F. of departmental space this increase has significantly reduced the efficiency in which the departments can operate.
- 2.) **Growth and no recent new space.** The Planning and Ag Building was put on line in approximately 1987. The front porch of the facility was enclosed in order to create space for the newly created Environment and Resource Conservation Department. No other changes in the building have been made.
- 3.) **Collaboration.** Carrying out the Task Force Recommendation will provide significant opportunities for improved service delivery and/or collaboration among the departments whose primary function is land related.

c. Potential Locations for this Option to be Constructed.

The Task Force considered two options to providing the needed space at the GSC location:

- 1.) One option was to consider a new addition to the GSC, extending along Cameron Street from the south end of the existing building.
- 2.) Another consideration was to construct the building designated as Phase IV in the Justice Facilities Expansion. Phase IV is proposed for construction at the east end of Margaret Lane, in the present location of the Sheriff's Department. The Sheriff's Department is to be relocated upon completion of Phase I of the Justice Facility Expansion.

Conceivably, the new structure built to accommodate GSC expansion could be connected in some manner to the GSC.

d. Recommended Location for this Option to be Constructed.

- 1.) The scope of the proposed project is to construct a new three-story addition to the GSC ranging from a total of approximately 46,000 square feet to 52,000 square feet, extending south along Cameron Street. This option combines the totality of expansion needs on the site for GSC and GSC-ANNEX occupants and also relocates the Planning and Inspections, ERCD and Environmental Health functions into one facility.
- 2.) The effective re-use of the existing GSC-Annex is questionable for the long-term best use of the land. Barely ½ of the square footage contained in the building is usable because of fire code restrictions on the upper floor. The structure was not designed to utilize the upper floor for human habitation. Efforts to stabilize and fortify the upper floor for office suitability would be costly and would likely yield unsatisfactory outcomes in a number of areas. Further, the basement area floods during extremely high water events, thereby allowing minimal use for limited functions.

The Task Force does not take the removal of an existing building lightly. However, when the value of the building in its present form is weighed against the price of reuse and added to that, the ultimate requirement of taking even more open land upon which to construct the additional square footage needed, we believe the recommendation for removal is sound. This option therefore, recommends the deconstruction of the GSC-Annex and the use of the recycled materials in the construction of the addition.

- 3.) Assuming the GSC-Annex is removed such that the land can be used in the most efficient manner, the three-story addition would extend from the south end of the GSC to approximately the north edge of the current parking area that lies between the GSC-Annex and Orange Family Medical Center. (see Map 1) Under this scenario, it would appear that the amount of lost parking would be limited to the approximately 13 spaces in the small lot to the south end of the GSC.

e. Parking.

1.) Options Explored.

The task force considered two options for providing parking for this substantial addition of square footage to the GSC:

- a.) Create additional parking on land owned by the County to the south of the Orange Family Medical Center to accommodate the parking needs associated with the GSC building addition only; or
- b.) Construct a parking structure to the south of the GSC-Annex to accommodate both the GSC/GSC-Annex parking and the Justice Facilities parking.

2.) Recommended Parking Plan.

- a.) The Task Force recommends that supplemental parking necessary for the increased expansion of the GSC be accommodated on property owned by the County and located on the **south** side of the Orange Family Medical Center. (see map 1) Further, the County owns sufficient property to create a traffic loop that would run behind the Medical Center from the existing parking lot to the newly developed parking lot, thereby creating a safer traffic flow and minimizing the impact on Cameron Street. This parking and modified traffic pattern might also better serve the Occaneechi Saponi Indian Village.

The area designated for supplemental parking lies within the 100-year flood plain. In order to preclude adverse environmental impact brought on by additional impervious surfaces in these areas, this study recommends that the parking be developed in a manner that allows a pervious parking surface and is in all respects a model for development of parking in instances such as these.

- b.) **Parking Structure.** The group did not recommend the parking structure in the GSC-GSC-Annex area in part because additional study would be required in at least two important areas prior to making such a recommendation:
- 1.) **Traffic flow.** Presumably, Cameron Street would provide the primary access to the structure. Cameron Street is a dead end street, thereby compounding the impact of a significant increased traffic flow to the area.
 - 2.) **Water.** The land to the south of the GSC-Annex continues to slope toward the Eno River. As a result, the area becomes more prone to flooding in extreme water events (such as Hurricane Fran). Additional information would be needed prior to determining what type of parking facility may be appropriate for the site.

d. Cost Estimate.

The estimated cost of building development is approximately \$7.4 million.



- Streets
- Parcels
- Main Roads
- County
- Touring Trail
- Overlays
- Year City List

This map contains parcels prepared for the inventory of real property within Orange County, and is compiled from recorded deed, plats, and other public records and data. Users of this map are hereby notified that the abovespecified public primary information sources should be consulted for verification of the information contained on this map. The county and its mapping companies assume no legal responsibility for the information contained on this map.



B. Planning and Ag Building/Farmer's Market—Recommended Option

1. Summary Information.

- a. Primary Department(s) Affected: Cooperative Extension Service
Soil and Water Conservation
Farm Service Agency
USDA Rural Development
(Planning, ERCD, Environmental Health relocated)
- b. Primary Building(s) Affected: Planning and Ag Building
- c. Action:
1. This option requires no additional square footage at this facility.
 2. Relocate Planning and Inspections, ERCD and Environmental Health.
 3. Reallocate vacated space to Cooperative Extension and Soil and Water Conservation Departments.
 4. Construct a structure along the east side of the building to allow its use as a Farmer's Market.
- d. Estimated cost of development: \$400,000--\$475,000.

e. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Additional S.F. Needed to Address This Option
Cooperative Extension	10,250	4,358
Soil and Water Conservation	1,970	534
Sub total County depts.	12,220	4,892
Farm Service Agency	1,800	0
USDA Rural Development	825	0
Sub-Total non Co. occupants	2,625	0
Total S.F. Needed on-site	14,845	

Current department square footage at Planning and Ag Building:		
Cooperative Extension	5,892	
USDA Rural Development	825	
Farm Service Agency	1,800	
Soil and Water	1,436	
S.F./ depts. remaining at P&A	9,953	
S.F. vacated by the relocation of Planning, ERCD and Environmental Health		
Planning and Inspections	4,800	
ERCD	960	
Environmental Health	2,000	
Net vacated S.F.	7,760	
Total Dept. S.F. -P & A	17,713	
Total S.F. Needed Under Reallocation plan outlined above	14,845	
Unallocated S.F. at P & A	2,868	

2. Discussion of Recommended Option.

By relocating the Planning and Inspections, ERCD and Environmental Health functions, approximately 7700 sq. ft. can be reallocated for use by Cooperative Extension and Soil and Water. As depicted on the table above, it would appear that reallocation of this space to Cooperative Extension and Soil and Water would address their stated needs through 2010 and still leave capacity within the Planning and Ag Building.

The two non-County departments for whom office space is provided in this building, the Farm Service Agency and the USDA Rural Development Office, have not been considered for expansion.

The USDA Rural Development Office has actually volunteered to reduce their space during the past five years due to less demand for services and therefore, fewer employees. We would not anticipate future growth in this area.

Farm Service Agency is a Federal program for which we solicited no information regarding future expansion needs. It is our understanding that the program has the latitude to lease space and have it paid for as a program expense. We would therefore, anticipate that any future expansion needs be addressed directly by their funding agency and separately from expansion within a County facility.

a. Farmer's Market

A Farmer's Market would be functionally compatible with the activities at this site as well. A shed-like structure with metal roof and pole supports could be constructed and attached along the entire East Side of the building. Since the building currently has a metal roof the aesthetic blend should be good as well. The depth of the structure would be such that vendors could pull their vehicle completely under the structure, thereby providing cover for both them and the public during Market operating hours. The structure should be constructed in a manner that would not preclude its use as parking for building invitees when the Market is not in operation. Further, this structure could also serve as outdoor program space for Cooperative Extension and/or Recreation programs.

The relocation of Planning and Inspections, ERCD and Environmental Health should significantly reduce the amount of traffic around the site. This will facilitate the Market's ability to operate at this location during the week as well as on weekends. Further, the site is easy to find and signage could be installed along both Churton Street and Highway 70 to direct traffic to the Market. There have been discussions about this operation being included in the Court Facilities and parking structure being proposed for Downtown Hillsborough. It would appear, however, that the anticipated volume of traffic, particularly during the week when court is in session, could create congestion that would be detrimental to the Market operation.

b. Recreation and Parks Department

The Recreation Department has indicated a need for space that is more functional for the administrative staff. The administrative offices for the Recreation Department are located in the old school gym with dressing rooms used as offices, showers for storage and classrooms converted into cubicle work stations. This set up makes for inefficient and ineffective use of space that could otherwise be used for programs. In addition, the activities occurring within the building are often incompatible with the working environment needed by the administrative staff. For example, music from dance classes, balls bouncing in the gym overhead and children participating in afterschool or summer camp activities make it difficult for staff to carry on a conversation with citizens who may be inquiring about or attempting to register for programs.

The Planning and Ag Building may offer some opportunities to address the administrative staff workspace in one of two ways. First, as referenced earlier in this report, the Recommended Option for Planning and Ag Building leaves approximately 2900 square feet unallocated.

The Planning and Ag Building is in reasonably close proximity to the Recreation Department site and potentially could be used by the Recreation Department for administrative staff. Further, there is a stated correlation between programs offered by the Recreation Department and that of Cooperative Extension. This option would offer citizens coming to the Recreation Administrative offices for registration more suitable parking accommodations as well.

A second alternative to Recreation Department Administrative office relocation could be the approximately 1300 square foot stand-alone building currently occupied by the Animal Control Division at the Planning and Ag Building. This report will recommend the eventual co-location of the Animal Control offices with the Animal Shelter at such time it is moved from its present location.

While functionally it would be necessary to continue housing some Recreation Program staff at the Central Recreation Center on Tryon Street, the relocation of administrative staff could free up an estimated 2,000 square feet. This should provide the opportunity for the Department to reclaim areas for programs and/or site amenities (showers, for example) that would enhance the building's use.

- c. **Estimated cost of development: \$400,000--\$475,000.**

C. Justice Facilities Expansion; Phase I Hillsborough

1. A Master Plan for the Justice Facilities campus segments the expansion into four Phases. Phase I is considered in this report as a Level 1 project. Information regarding expansion of Justice Facilities is included in a 1995 Report and subsequent County Commissioner action. The County is mandated to serve the Court needs.
2. The estimated cost of building development is \$5-\$6 million.

VI. Level 2 Projects—Recommendations

Level 2 projects are those that should be addressed in fiscal years between 2002--2007 and are as follows:

1. Animal Shelter/Animal Control
2. Emergency Management Expansion
3. Public Works/Transportation Expansion
4. 112 N. Churton Street (Old Bank) Minor Renovations
5. Court Street Annex Minor Renovations

A. Animal Shelter/Animal Control—Recommended Option

1. Summary Information

a. Primary Department(s) Affected:	Animal Control
b. Non-County Departments Affected:	Animal Protection Society (APS)-Shelter function
c. Action:	
1.	Construct a new facility of approximately 10,000 square feet to accommodate the combined functions of the Animal Shelter and the County's Animal Control offices.
2.	Acquire land and relocate the Animal Shelter from its present location on Airport Road.
3.	Re-locate the Animal Control officers to the Shelter site.
d. Estimated cost of development:	\$1,400,000

2. Discussion of Option.

- a. The Shelter now sits on property leased from the University via a sublease with the Town of Chapel Hill. It is our understanding that the lease will not be renewed when it expires in 2006.
- b. Since the relocation of the Animal Shelter will need to be completed and ready for operation in tandem with the expiration of the ground lease, it would seem advisable to also consider co-locating the Animal Control function at the same time.
- c. Presumably, the Animal Shelter should and would be located mid-County (Eubanks Road area, perhaps) so it would be convenient for the Animal Control offices as well. There is an extremely strong functional correlation between the two functions and co-location would also facilitate communication and coordination between the Animal Control Officers and Shelter staff.

-
- d. This project is designated for Level 2 funding, pending the outcome of final lease extension discussions between the University of North Carolina—Chapel Hill and the Town of Chapel Hill.

B. Emergency Management –Recommended Option

1. Summary Information

a. Primary Departments Affected:	Emergency Management to include: Communications Medical Services Fire Marshal Administration
b. Primary Building(s) Affected:	Emergency Management offices at 1914 New Hope Road
c. Action:	<ol style="list-style-type: none">1. Add approximately 6,000 square feet to existing building for use as Emergency Operating Center (EOC) space ; and2. Negotiate with Orange County Schools for long term lease of property adjacent to the proposed new addition for parking and second means of access to the site.
d. Estimated cost of development:	\$840,000

2. Discussion of Option.

a. Emergency Operating Center (EOC).

Over the past several years (particularly since Fran), the public's expectations of emergency preparedness have increased significantly. The County's efforts in this area are more organized and coordinated with all emergency service providers throughout the County. It is therefore, not surprising that the biggest deficit identified in the existing Emergency Management facility is in the Emergency Operations Center (EOC). The existing facility contains approximately 2500 square feet on two floors. The projected 2010 need is for 7000 square feet.

The existing Emergency Operating Center (EOC) is significantly undersized. When an emergency, such as a hurricane or significant ice storm approaches, it is not uncommon to have a large multi-jurisdictional team assembled at the EOC. Alternative facilities, such as the Southern Human Services Center have been used previously for gatherings too large to be accommodated at the EOC, however, its proximity to the Emergency Management building makes this an inefficient option. EOC activities are most efficient when they can be consolidated at one site.

Since emergency response providers County-wide report to the EOC upon activation, it is important that it be in a reasonably convenient location. The existing 911 Center meets these siting requirements.

Major components of the EOC include:

- 1. Large, open meeting areas to accommodate over 100 people**
- 2. Areas in which sleeping quarters can be established. Does not need to be dedicated for that function daily, but the space needs to be available when the situation is warranted.**
- 3. Adequate storage for emergency supplies necessary when EOC is activated (including cot storage)**
- 4. Limited kitchen facilities**
- 5. Showers**
- 6. Adequate parking when EOC is fully staffed**

Pursuant to this recommendation, these components would be the basis of an approximately 6,000 square feet addition to the west-end of the existing Emergency Management facility.

The study recommends that the Center be designed for multi-purpose use when not employed as an EOC. The County will likely continue to have significant need for meeting space. The study respondents estimated that 418 meetings are held per week Countywide. While approximately 46% of the meetings involve only 2-4 people and can therefore theoretically be held in offices, the majority of the meetings (54%) involve four or more people, which makes meeting in offices difficult and often impossible. This space, combined with recommendations proffered later in this report regarding the residence on the Southern Human Services Center campus would make a significant contribution to the amount of space available for meetings.

- b. Space needed for daily operations. The 2010 space needed for daily operation (offices, reception, etc.) is, by comparison, minimal with only an additional 1,340 square feet requested. This growth could easily be absorbed into the existing space designated for EOC activities if appropriate space were added for the EOC function.**
- c. Specialized needs. Emergency Management has a number of specialized needs. The operations are 24 hour/7 day per week for much of the staff. However, the facility impacts are greatly increased in times of emergency when this center becomes "home" for up to 100 people. For example, in times of impending inclement weather, critical service employees may be required to report to the Center well in advance of their shift so as to ensure adequate coverage if in fact inclement weather manifests. Sleeping quarters and shower facilities become critical in these instances. The facility is now equipped with limited shower facilities, but areas in which to establish sleeping facilities are severely limited. While the facility does not need to have sleeping quarters set up on a daily basis, sufficient space to set up cots when the situation warrants is needed.**

- d. **Site limitations.** Under existing regulations regarding impervious surface requirements, an option that allows expansion of the building and associated parking cannot be identified without acquiring additional land. The Emergency Management—Recommended Option recommends that the County negotiate with Orange County Schools to effect a long-term use agreement for a small area adjacent to the Center that could be used for parking and as an alternative means of ingress/egress to the Emergency Management Center. Currently the driveway off of New Hope Road is the only means of access to the Center.
- e. **Equipment Storage.** Strong consideration should also be given to creating a covered storage area for certain vehicles and equipment maintained at the Center. At this time, the site affords no opportunity for secure storage of outdoor mobile equipment, which is easily removed from the site; e.g. the small four-wheeled vehicle that is used for access in crowded areas to remove patients. It is possible to consider this comparatively minor project independently of the addition to the building, however, steps should be taken to ensure that its location is not in conflict with the proposed expansion site.
- f. **Level Designation.** The need for expansion in the Communications Division, as well as the increased space needed for Emergency Operations Center (EOC) functions drives the need for this to be designated as a Level 2 project.
- g. **Cost estimate.** Cost of facility construction is estimated at \$679,000.

C. Public Works Complex—Recommended Option

1. Summary Information

a. Primary Department(s) Affected:	Department on Aging-Transportation Public Works Administration
b. Primary Building(s) Affected:	Public Works Complex
c. Action:	<ol style="list-style-type: none"> 1. Expand the existing Public Works Administration Building by approximately 4,100 square feet to accommodate departmental 2010 needs for both Public Works Administration and the Department on Aging-Transportation. 2. Relocate the Department on Aging-Transportation function to the Public Works site.
d. Estimated cost of development:	\$574,000

e. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Est. Additional needed to Meet 2010 Estimate	S.F.
Public Works Administration	3,910	1,110	
Aging-Transportation	2990	2990	
	**6,900	**4,100	

**Co-locating the two functions is likely to reduce needed square footage through the sharing of common use areas.

2. Discussion of Option.

- a. Co-location of Dept. on Aging-Transportation and Public Works. The study results reflect a high correlation of functions between the Department on Aging-Transportation and that of Public Works, hence the recommendation that they be co-located. At such time that new space is provided for the Department on Aging's administrative function the study recommends that the Transportation function be relocated to the Public Works complex. It is conceivable that this action could occur within the time period that defines Level 2 projects.
- b. Bus Parking. Beyond office space, the Department on Aging-Transportation function requires a significant parking area for buses. The Transportation function is now located at the Whitted Center. While the location may have been appropriate at the onset of the program, the program's needs have significantly outgrown the capacity of the Whitted site and are not an appropriate function for that location. The relocation of bus parking would therefore be a significant enhancement for the Whitted Center as well. The Public Works site is well equipped to provide adequate and more secure parking for the vehicles.

Further, the site would be more convenient to the maintenance of the vehicles since the Motor Pool facility is also located at the proposed new location.

- c. **Cost estimate.** Cost of facility construction is estimated at \$574,000. However, modular units that have recently become available to the County may satisfy much of the needed space, particularly in the short-term. The needs assessment will be revisited at the appropriate time and the cost estimate revised.

D. 112 N. Churton Street (Old Bank Building)—Recommended Option

1. Summary Information

a. Primary Department(s) Affected:	Economic Development Commission Child Support Enforcement
b. Primary Building(s) Affected:	112 N. Churton Street (Old Bank Building)
c. Action:	Approximately 3,300 square feet is available in this building. Reallocation is recommended as follows: 1. Relocate the Economic Development Commission offices from the Court Street Annex to this facility. 2. Allocate space to Child Support Enforcement, who is located next door to this facility in leased space.
d. Estimated cost of development:	\$75,000--\$80,000

e. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010
Economic Development	1,020
Child Support Enforcement (adjoin 112 w/Sawyer via connecting door)	2,010
Sub-Total	3,030
Est. circulation needed	606
	3,636
Approximate gross S.F. at 112 N. Churton	3,300
Difference	**336

**The future space projections proffered by Child Support Enforcement and Economic Development indicate that they could likely be accommodated in this facility, although the gross numbers (which include the circulation factor) show greater than the square footage numbers of the building by approximately 300 square feet.

2. Discussion of Option.

a. Economic Development Commission.

The Economic Development Commission Offices and the Child Support Enforcement Offices are proposed to occupy this site. The building is an attractive location for the EDC offices for several reasons, including, but not limited to the following:

- 1.) Excellent access to the Public;

- 2.) Parking is available for clients;
- 3.) Configuration of the building allows minimal renovation to accommodate the functions recommended.

b. Child Support Enforcement

1.) Leased space.

Child Support Enforcement is located in leased space next door to the 112 N. Churton Street building. Child Support continues to receive approximately 60% reimbursement for rented space that their department may occupy. There is an economical advantage, in this particular instance, of leasing the property as opposed to owning. For that reason, the County should likely consider continuing the lease for the Child Support offices as long as the reimbursement rate makes it a favorable proposition. The current lease obligation for this space is approximately \$41,000 per year.

2.) Additional space needed to meet 2010 requirements.

At the same time, the present offices of Child Support Enforcement will not sustain the 2010 growth as cited by the Department. Since the property is immediately next door to the 112 N. Churton Street property, it may be possible to negotiate with the Landlord to create an interior doorway that would allow connection of the properties. This would allow the needed growth for the Child Support function, while still being able to maintain the existing leased premises. Further, there may be some opportunity to negotiate with the Landlord at the next available renewal, to create a more efficient floor plan within the existing leased space. For this reason, it is highly likely that the square footage deficit cited above would be overcome.

c. Arts Commission

1.) Meeting short and longer term space needs.

The Economic Development Commission offices currently include the Arts Commission. Two options to providing space for the Arts Commission are presented, contingent upon the timeframe in which they must be executed:

a.) The short-term space need for the Arts Commission may be met through the use of the office currently used as the Print Shop in the Court Street Annex. This room will be vacated when the Purchasing and Central Services Department relocates to 129 East King Street in the near future.

b.) In the longer term, the building currently under negotiation for purchase from CCB at 118 N. Churton Street may be an option. This building is currently leased by the County and occupied by the Veterans Office, JTPA and the Literacy program. However, each of the operations are single-office whose service delivery might be more appropriate at other locations that the County can identify.

3. Cost Estimate.

Cost of renovation for this facility is estimated at \$80,000.

E. Court Street Annex—Recommended Option

1. Summary Information

a. Primary Department(s) Affected:	Economic Development Commission Board of Elections
b. Primary Building(s) Affected:	Court Street Annex
c. Action:	<ol style="list-style-type: none"> 1. Relocate the Economic Development Commission offices to 112 N. Churton Street (Old Bank Building) 2. Reallocate the full departmental space (approximately 1800 **S.F.) on the first floor Court Street annex for use by the Board of Elections. (**Note: This does not include common areas, conference rooms, etc.)
d. Estimated cost of development:	\$20,000

e. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Board of Elections	1,880	873
Current space allocated to Economic Development Commission approximately 750 S.F.		

2. Discussion of Option.

The Board of Elections currently shares the ground floor with the Economic Development Commission. There is one conference room on this floor that is used by many different groups, including the court offices located on the upper floor of this building. This report will suggest the relocation of the Economic Development Commission offices to 112 N. Churton Street, thereby vacating an estimated 750 square feet in the Court Street Annex. The Board of Elections has indicated a need for approximately 875 additional square feet. If the EDC is relocated, the requested expansion for Board of Elections can occur within the present facility. The reallocated space does not include the conference room or the kitchen area, which under this option would remain multi-use space available as needed for County or Court office functions.

3. Cost Estimates.

Cost of renovation for this facility is estimated at \$20,000, including carpet replacement, which may be needed.

VII. LEVEL 3 PROJECTS

Level 3 projects are those that should be addressed in fiscal years between 2007--2010 and are as follows:

1. Whitted Human Services Center Expansion
2. Southern Human Services Center Campus
 - a. Expansion of Center building
 - b. Renovation of the residence for use as a conference center (meeting space for Center.)

A. Southern Human Services Center Campus—Recommended Option

1. Summary Information

- | | |
|--------------------------------------|---|
| a. Primary Department(s) Affected: | Department of Social Services
Health Department—Personal Health
Health Department—Dental Clinic
Housing and Community Development
Child Support Enforcement |
| b. Potentially Affected Departments: | Department of Human Rights and
Relations/Commission for Women |
| c. Primary Building(s) Affected: | Southern Human Services Center Campus |
| d. Action: | |
| 1. | Add approximately 20,000 square feet to the Southern Human Services Center to fulfill the 2010 departmental space projections, including space for the relocation of the dental clinic. |
| 2. | Relocate the Dental Clinic, now located in leased space at Carr Mill Mall, to this site. |
| 3. | Potentially assign office(s) to the Department of Human Rights and Relations for use as a satellite location. (This must be done IF 112 N. Churton Street—Alternative 1 is exercised.) |
| 4. | Convert residence on SHSC site (approximately 1700 S.F. on two levels) for use as conference and outdoor public space. |
| e. Estimated cost of development: | \$2,909,385 |

f. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Social Services-SHSC	19,700	6,400
Health Dept–Personal Health	8,280	1,680
Housing and Community Development	900	360
Sub-Total	28,880	8,440
Conference room pods:		
2 intermediate (10-15 people)	900	900
Sub-Total		9,340
Circulation Factor		3,269
Total 2010 needs, current occupants		12,609
Health-Dental (currently Carr Mill Mall)	5,650	5,650
Circulation factor for this addition		1,978
Total addition for Dental		7,628
Total estimated SHSC addition w/Dental Clinic		20,237

2. Discussion of Option.

The Southern Human Services site represents the County's largest property in southern Orange County. The 34-acre parcel was acquired in 1991 upon which to locate the County's proposed human services center and to also ensure that land was available to accommodate the facilities needed to support future growth in County operations in the Chapel Hill/Carrboro area. Although the County owns two other service delivery locations in Chapel Hill, (the Skills Development Center and the Northside facility), neither location would accommodate the facility growth anticipated for the next several decades. Presumably, the expansion would fall to the Homestead Road site. In order to ensure that the projection of needs is considered, as well as future sites identified and preserved for yet unarticulated needs, the preliminary master plan produced in 1997 will be refined and formalized by Commissioner representatives in collaboration with County staff during the upcoming year.

Although this is the County's newest facility, coming on line in 1998, it houses some of the fastest growing areas in County government. Departments currently located at the Southern Human Services Center estimate the need for an additional 12,600 square feet to meet 2010 space requirements. The Southern Human Services Center was designed for expansion to the south and to the east of the building.

The Department of Human Rights and Relations/Commission for Women has indicated a need for space in which to establish a satellite office in the southern part of the County. Should that request be approved, the Southern Human Services Center would be an appropriate location. The appropriate square footage for the extent of the approved satellite operation should be added to the overall size of the addition at such time those decisions are made.

a. Dental Clinic

The Health Department-Dental Clinic, which is presently located in leased space at Carr Mill Mall is also recommended for relocation to this site, thereby adding approximately 7,600 S.F. The Dental Clinic shares many clients with the Health Department-Personal Health Clinic, thereby making co-location a logical move.

The Dental Clinic was part of the original Southern Human Services Center program, however, construction budget shortfalls necessitated that it be left in its current location. The existing SHSC was designed, however, for the Dental Clinic's construction to the south of the existing building. A minimum of \$52,000 in rent savings could be used to offset debt service for this construction.

3. Estimated Cost.

The estimated cost of construction for SHSC expansion (including renovation of the residence for use as conference space) is approximately \$3 million, with approximately \$1.2 million of that being for Dental Clinic construction.

4. Residence on Southern Human Services Center Site

a. Proposed Use.

The Space Needs Study recommends that the residence be kept for general public use and converted to conference space to meet the on-going need for conference/meeting space Countywide. This use would add significantly to the meeting room capacity at the Southern Human Services Center, where the departments reported frequent scheduling conflicts for meeting space.

The house would be fairly difficult to retrofit for office use because of its limited interior space and configuration. Not much additional office space would be realized if hallways for circulation throughout the house were created. However, since by its nature meeting space is open design, the

house could offer an excellent opportunity to expand the campus conference facilities in the following manner:

- 1.) The configuration of rooms on the first floor would allow a conference area, sufficient to accommodate meetings of up to around 25 people to be established in the room at the north end of the house.
- 2.) A second meeting room to accommodate between 10-12 people could likely be developed on the first floor and at the south end of the house in the area which was probably used as the family's den.
- 3.) The house also has a partially glassed in porch area to the rear of the house that could serve as meeting space for gatherings of 6-8 people. At this time, however, the porch area is not served by heat/cooling facilities, so its use may be limited.
- 4.) Two additional staff only meeting areas can be created upstairs in what used to be bedrooms for the residence. These areas are not recommended however, for general public use because of the access. The upstairs rooms would not be handicapped accessible and are accessed by a narrow stairway.

b. Renovations.

The utilization of the house in this manner strives to maintain the present look and feel of the residence. Other than creating additional restroom facilities and repairing damage that has occurred over the years, the interior of the house would remain intact.

The most significant renovation issues associated with converting this residence to a public use facility would include such things as:

- 1.) Handicap access ; and
- 2.) Updating and expanding the restroom facilities to accommodate the number of people that might be present for meetings;
- 3.) Creating access for vehicles to load/unload and/or creating limited parking close to the house (perhaps limited to handicap parking).
- 4.) A portion of the existing kitchen would need to be used for the expansion of restroom facilities. However, a small kitchen area could be left intact for use by meeting participants.

c. Grounds.

This study further recommends that the grounds around the residence and around a pond that lies to the west of the house be included as part of the project. This action will create an opportunity to better utilize the grounds around the house for passive outdoor activity and would further serve to make this a very desirable conference location.

d. Alternative uses explored.

Although the study explored other uses for the residence, the recommended option will address the more critical need as reflected by the data in the study. Uses not recommended may be accommodated elsewhere in the study.

B. Whitted Human Services Center—Option 1

Two options were developed regarding use of the Whitted Human Services Center. The Task Force will review options and make recommendations following review of the Library Task Force report, which is due for publication in April 2001. A final version of the Space Needs Report, complete with any changes that might be necessitated by the Library Task Force Study as well as the work of the Capital Needs Task Force will be published in the Fall 2001.

1. Summary Information.

Whitted Human Services Center: Option 1

- a. Primary Department(s) Affected: Health Department (Personal Health, Dental Clinic, Administrative function)
Department of Social Services
Housing and Community Development
Department on Aging
Department on Aging-OPT
Library
- b. Non-County departments: OPC Mental Health-Adult Day Treatment Program
OPC Family Counseling
- c. Primary Building(s) Affected: Whitted Human Services Center campus
- d. Action:
 - 1. This option relocates some departments and reallocates space previously used by them, but does not recommend an addition to the Whitted Human Services Building.
 - 2. Relocate the following departments to a location separate from the Whitted Center:
 - a.) Department on Aging (administrative and Senior Center functions)
 - b.) Department on Aging-Transportation
 - c.) Library
 - 3. Relocate OPC-Family Counseling offices from leased space at 110 S. Churton Street to the Whitted Center
- e. Estimated cost of development: Renovation costs yet to be determined.

f. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Additional S.F. needed to Meet 2010 Estimate
Whitted Department 2010 space projections		
Housing and Community Development	2,060	1,460
Health Department		
Administration	4,970	909
Dental—Hillsborough	2,160	914
Personal Health-Hillsborough	5,935	1,270
Social Services-Whitted	20,100	8,600
Relocate from leased space to Whitted:		
OPC Family Counseling Center	3,360	3,360
	38,585	16,513
Relocate from the Whitted Center to separate facility, thereby vacating the following square footage:		
Library	12,650	
Department on Aging	1,681	
OPT	451	
Total potentially vacated space/Option 1	14,782	
Net additional added space required to meet 2010 needs		1,731
Circulation factor applied		606
Total additional space required-Option 1		2,337

2. Discussion of Option.

a. Reallocation of vacated space.

The Department on Aging, including the Transportation function and the Library are recommended for relocation to a facility separate from the Whitted Center in this option. This option proposes to reallocate the approximately 14,700 square feet vacated by these functions to departments who will remain in the Whitted Center. The amount of space to be vacated is within approximately 2,300 square feet of the 2010 additional square footage requirements for proposed Whitted occupants.

The reallocation of the Library space would likely require a significant amount of realignment among all functions within the Whitted Building. It is possible that the 2,300 square feet deficit could be minimized through:

- 1.) The realignment of some departmental space; and
- 2.) Greater use of shared areas, such as for waiting, IT equipment, etc. Exercise of this option would require major renovations of the facility at a cost yet to be determined.

b. New functions proposed for Whitted.

1.) OPC—Family Counseling.

Family Counseling was moved to leased space at 110 S. Churton Street from the Whitted Center several years ago to allow expansion space for Social Services. The Family Counseling function has outgrown the capacity of the 110 S. Churton Street location. Further, they must be located in a space that provides better access to physically challenged individuals. The Family Counseling function has a strong correlation to other human services agencies in the Whitted Human Services Center, so it is recommended space be included for them.

2.) Human Rights and Relations/Commission for Women Department.

The Human Rights Department has added at least 4.5 full time equivalent positions over the past few years. Functions previously sharing space on the first floor of the 110 S. Churton Street building in which Human Rights is located have been relocated and their space reallocated to the Human Rights function. The capacity of the building will support no further growth. Pursuant to the projection information submitted by the Human Rights and Relations Department, we can anticipate continued growth in the Department.

The Department of Human Rights and Relations is a human services department with a functional correlation to Housing and Community Development and perhaps other human services agencies located at the Whitted Center, so co-location in the Whitted facility is appropriate. Further, the approximately \$63,000 annual rent payment for the 110 S. Churton Street facility can be used to offset debt service at such time the facility is constructed.

C. Whitted Human Services Center—Option 2

1. Summary Information

a. Primary Department(s) Affected: Health Department (Personal Health, Dental Clinic, Administrative function)
 Department of Social Services
 Housing and Community Development
 Department on Aging
 Department on Aging-OPT
 Human Rights and Relations/Commission for Women
 Library

b. Non-County departments: OPC Mental Health-Adult Day Treatment Program
 OPC Family Counseling

c. Primary Building(s) Affected: Whitted Human Services Center campus

d. Action:

1. Relocate the Department On Aging to separate facility
1. Relocate the Department on Aging-Transportation function to separate facility.
2. Relocate the OPC Mental Health-Family Counseling function and the Department of Human Rights and Relations/Commission for Women from leased space at 110 S. Churton Street to the Whitted Center
3. Construct an addition to the Whitted Center of approximately 45,000 square feet to accommodate the 2010 square footage projections of Whitted occupants, including the Library.

e. Estimated cost of development: \$6,728,029

f. Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Housing and Community Development	2,060	1,460
Library (Estimated growth #, pending Task Force Report)	12,650	12,000
Health Department	0	0
Administration	4,970	909
Dental—Hillsborough	2,160	914
Personal Health-Hillsborough	5,935	1,270
Social Services-Whitted	20,100	8,600
Total Whitted Depts.	74,065	25,153

Department	Est. Total Dept. S.F. Needed by 2010	Estimated Additional S.F. Needed to Meet 2010 Est.
OPC Mental Health Family Counseling	3,360	3,360
Human Rights and Relations	1,850	1,850
Total SF for new functions in this facility under this option	5,210	5,210
Conference Room Pod:		
1 large (accommodates up to 40 people)		1,200
3 intermediate (10-15 people)		1,350
3 small (6-8 people)		480
Total conference room space added		3,030
Total proposed additional space		33,393
Circulation factor (35%)		11,688
Total est. expansion at Whitted Center		45,081

2. Discussion of Option.

a. Proposed Addition.

Option 2 proposes to leave the Library as part of the Whitted Center and to construct an addition to accommodate the additional space needs of the Library, as well as to address departmental 2010 space needs. It should be noted, however, findings of the Library Task Force Report are pending at the time this study is being published. Conclusions of the Library Task Force Report could significantly modify the amount, type and location of Library expansion. Options regarding the Whitted Human Services Center will be re-evaluated and recommendations incorporated into the Final Space Needs Task Force scheduled for completion in Fall 2001.

Approximately 45,000 square feet of space is required to meet the space needs proposed under the Option 2, which includes substantial expansion of the Library. This option would afford the opportunity to significantly improve the way the site was used, traffic flow, parking, etc. For example, the addition to the facility would likely extend north from the back of the building, creating a "T" formation. There is potential to have this new wing become a primary public entrance to the facility with new access drives extending off of Hassell Street both to the north and to the west. The addition of parking for the new addition, along with appropriate improvements and designation of the other parking areas would facilitate a more convenient and logical parking plan for the Whitted Center.

It is notable to mention that the open field area behind the north parking lot would likely be needed for expansion and/or parking, thereby supplanting the practice field used by the Recreation Department. However, it is anticipated that playing field needs will be met through the County's continued efforts to develop parks throughout the County.

b. New functions proposed for Whitted.

The Whitted Center Option 2 proposes to add square footage sufficient to relocate the Department of Human Rights and Relations/Commission for Women and OPC Mental Health-Family Counseling from leased space at 110 S. Churton Street. Background information regarding each of these departments can be found in the commentary for the Whitted Human Services Center—Option 1.

c. Interim measures for Health Department.

Renovations of the Health Department Clinic area must be effected prior to the Level 3 projected timeframe. Planning for renovations of that area are currently underway and are projected to begin following the completion of the HVAC replacement project at the Whitted Center.

VIII. Options Not Recommended

Multiple options were explored for several, although not all, projects. Options explored for specific buildings, but not recommended are contained in this section.

A. Level One Project Options—Not Recommended

1. Alternative #1: Government Services Center Area (Not Recommended)

a. Summary Information

- 1.) Primary Department(s) Affected: All present GSC occupants only
- 2.) Primary Building(s) Affected: GSC
- 3.) Action:
Add approximately 6,300—8,500 square feet on the south end of the existing facility to meet needs for present GSC occupants only.
- 4.) Estimated cost of development: \$1,199,205

5.) Departmental Square Footage Requirements.

Department	Estimated Total Dept. S.F. Needed By 2010	Additional S.F. Needed to Address this Alternative
Government Services Center		
County Manager	2,570	1,008
County Commissioners	2,900	1,700
Revenue	2,100	700
Tax Assessor	3,500	0
Land Records	5,930	2,130
Register of Deeds	6,070	807
Additional S.F. requested by GSC depts.	23,070	6,345
S.F for circulation etc.		2,221
Max S.F. Needed to Address GSC: Alternative #1		8,566

b. Discussion of option.

This option addresses only the GSC occupants. The additional space could be constructed at the south end of the building where parking now exists.

a. Discussion of option.

Departments in the Government Services Center Annex (GSC-ANNEX) indicated a need for an additional approximately 3,390 S.F. to meet 2010 needs. A multi-story expansion to accommodate the 9,700 to 13,000 square feet needed for GSC and GSC-Annex occupants could be constructed in the area between the two existing buildings, thereby creating a link between the facilities. Consideration would be needed in the area of displaced parking and the parking required for the new addition.

3. Alternative #3: Government Services Center Area (Not Recommended)

a. Summary Information

1.) Primary Department(s) Affected:	All GSC Occupants Planning and Inspections ERCD Environmental Health (No GSC-Annex expansion)
2.) b. Primary Building(s) Affected:	GSC
3.) Action:	<ul style="list-style-type: none"> a.) Construct an addition to the GSC of approximately 41,000 square feet to: b.) Add sufficient space to the GSC to accommodate the GSC 2010 Space Needs; c.) Plus relocate Planning and Inspections, ERCD and Environmental Health to the GSC. (This option does not include expansion needs for the GSC-Annex.)
4.) Estimated cost of development:	\$5,773,005

5.) Departmental Square Footage Requirements.

Department	Estimated Total Dept. S.F. needed By 2010	Additional S.F. Needed to Address This Option	
County Manager	2,570	1,008	
County Commissioners	2,900	1,700	
Revenue	2,100	700	
Tax Assessor	3,500	0	
Land Records	5,930	2,130	
Register of Deeds	6,070	807	
Expansion by current depts.	23,070	6,345	
Planning and Inspections	13,150	13,150	
ERCD	1,600	1,600	
Environmental Health	7,030	7,030	
Departmental space needed for new functions	21,780	21,780	
Net space needed by proposed occupants			28,121

Conference Room Pod:	Estimated Total Dept. S.F. needed By 2010	Additional S.F. Needed to Address This Option	
1 large (accommodates up to 40 people)		1,200	
2 intermediate (10-15 people)		900	
2 small (6-8 people)		320	
Total conference room space added		2,420	2420
Sub total added dept'l sq. ft.			30,541
Circulation, mechanical, restrooms, etc.			10,697
Maximum S.F. to address GSC: Alternative #3			41,238

b. Discussion of Option.

Adjacency information indicates that it would be advantageous for both staff and citizen interactions if some elements of the Land Departments were co-located with occupants in the Government Services Center (GSC). For example, the Planning Department and ERCD both indicated that it would be convenient if they were co-located with other Land Departments and the Manager's office. Since Environmental Health is closely allied with both of those functions (Planning and ERCD) from a shared client perspective, it would be advantageous to move the entire unit together. Should these three functions be relocated to the GSC location AND if the expansion needs were met for the current occupants, approximately 41,000 square feet could be needed.

Parking becomes a strong consideration when square footage of this amount is considered on this site. In general there can be limited expansion on the GSC/Court/Sheriff Office site without significantly modifying the campus parking capacity.

While this co-location would facilitate effective work and customer flow, there appears to be insufficient area between the GSC and the GSC-Annex to construct a facility of this size, unless there were also considered the significant modification or removal of the GSC-Annex building.

4. Planning and Ag Building/Farmers Market—Alternative Option #1

a. Summary Information

<p>1.) Primary Department(s) Affected: Planning ERCD Environmental Health Cooperative Extension Soil and Water Animal Control</p> <p>2.) Non-county department occupants of Planning and Ag Building: Farm service Agency USDA Rural Development</p> <p>3.) Primary Building(s) Affected: Planning and Ag</p> <p>4.) Action: Seek to acquire land around the existing facility and add approximately 19,000 square feet to meet the departmental needs as cited in the survey.</p> <p>5.) Estimated cost of development: \$3,441,984 (No Land)</p>
--

6.) Departmental Square Footage Requirements.

Projected growth in this building:	Estimated Total Dept. S.F. needed by 2010	Est. Additional S.F. needed to Meet 2010 Estimate
Planning and Ag Building		
Planning and Inspections	13,150	8,350
ERCD	1,600	640
Soil and Water	1,970	534
Environmental Health	7,030	5,030
Cooperative Extension	10,250	4,358
Total requested by Planning & Ag depts.	34,000	18,912
Circulation factor		5,674
Total Estimated S.F./ P & A Alternative 1		24,586
Animal Control	1,800	500

b. Discussion of Option.

In the event the current configuration of Departments in this facility is to remain the same, expansion of the facility would be required. However, the County would need to acquire additional property around the building for the expansion and associated parking.

B. Level Two Project Options—Not Recommended

1. Emergency Management—Alternative 1 (not recommended)

a. Summary Information

- | | |
|------------------------------------|--|
| 1.) Primary Departments Affected: | Emergency Management to include:
Communications
Medical Services
Fire Marshal
Administration |
| 2.) Primary Building(s) Affected: | New site for EOC |
| 3.) Action: | Construct a facility of approximately 7,000 square feet, on yet to be acquired property in immediate area of existing 911 Center. This space should be designed to also meet conference space needs for all County Departments and others. |
| 4.) Estimated cost of development: | \$980,000 (no land) |

b. Discussion of Option.

Although the co-location of the EOC and the EMS Administration and Communications functions is preferable, if necessary, the EOC function could be located separately from the 911 Center. It is functionally critical to locate the EOC in the immediate area of the 911 Center. The County could attempt to acquire property in the immediate vicinity to accommodate the EOC function if expansion on the existing site was not possible. If the EOC were constructed in a manner that does not allow utilization of the existing facility, an approximate 7,000 square foot structure would be needed.

**2. 112 N. Churton Street (Old Bank Building)—Alternative 1
(Not Recommended)**

a. Summary Information

<p>1.) Primary Department(s) Affected: Economic Development Commission Department of Human Rights and Relations/Commission for Women</p> <p>2.) Primary Building(s) Affected: 112 N. Churton Street (Bank Building)</p> <p>3.) Action: 1. Relocate Economic Development Commission from Court Street Annex to 112 N. Churton Street 2. Relocate Department of Human Rights and Relations/Commission for Women from 110 S. Churton Street (leased facility) to 118 N. Churton Street</p> <p>4.) Estimated cost of development: \$60,000--\$70,000</p>
--

5.) Departmental Square Footage Requirements.

Description	Estimated Total Dept. S.F. needed by 2010
Alternative 1: 112 N. Churton Street (Old Bank Building)	
Human Rights and Relations	1,850
Economic Development	1,020
	2,870
Meeting room	400
	3,270
Circulation S.F. (hallways, restrooms, etc.)	654
Estimated total S.F. needed	3,924
Approximate gross S.F. at 112 N. Churton	3,300
Difference	624

b. Discussion of Option.

Alternative 1 for 112 N. Churton Street co-locates the Economic Development Commission with the Department of Human Rights and Relations. As depicted in the accompanying table, however, there is a significant space deficit between the needs as articulated by the departments and what is available within the building.

The Department of Human Rights and Relations/Commission for Women has indicated a need for a satellite office in Chapel Hill. If the scenario presented in Alternative 1 were to be seriously considered, this department should be assigned off site space in order to offset the deficit at the 112 N. Churton Street Building and to accommodate their need for a satellite office location.

IX. Uncategorized Projects

The Department on Aging Senior Centers and the Solid Waste Management facilities have not been designated for a specific funding level in this report for the following reasons:

1. Pending critical decisions that significantly impact the recommendation; or
2. Funding will come from non-County CIP sources (as in the case of the Solid Waste facilities.)

A. Department on Aging-Senior Centers

The Master Aging Plan (MAP) was approved in principle by the Board of Commissioners in March 2001. The Plan recommends the construction of two major senior centers; one in Central Orange and the other in Southern Orange. Projects will be scheduled and funded consistent with Board of Commissioner capital priorities.

1. Central Orange Senior Center

a. Summary Information

- | |
|---|
| <p>1.) a. Primary Department(s) Affected: Department on Aging</p> <p>2.) b. Primary Building(s) Affected: New construction of a Central Orange Senior Center</p> <p>3.) Action:</p> <ul style="list-style-type: none">a.) Relocate the Department of Aging Administrative offices and Senior activity centers from the Whitted Center to a newly constructed Central Orange Senior Center.b.) The Master Aging Plan projects the Center to be approximately 15,000 square feet (MAP projection). <p>4.) Estimated cost of development to be determined</p> |
|---|

b. Discussion of Option.

The MAP cites a preference for the large Centers to be freestanding facilities. In keeping with the recommendations of the MAP and in deference to the limitations that could be imposed by the Whitted site, the development of a senior center is recommended at a yet to be determined location separate from the Whitted Human Services Center.

2. Southern Human Services Center—Senior Center

a. Summary Information

- 1.) Primary Department(s) Affected: Department on Aging**
- 2.) Primary Building(s) Affected: Southern Human Services Center Campus buildings**
- 3.) Action:**
Construct free-standing Senior Center, approximately 25,000 square feet (MAP projection), on the Southern Human Services site in the area previously agreed to with the University of North Carolina-Chapel Hill.
- 4.) Estimated cost of development to be determined.**

b. Discussion of Option.

Several years ago, the County and the University agreed in principle to jointly participate in the siting of a senior center on the Southern Human Services Center campus and the adjacent University owned property. The property designated for the Center was at the southwestern corner of the County's Southern Human Services Center site and on the corresponding adjacent University property. The site was considered for use as not only a senior center site, but also as the site of the University's Institute on Aging. The proposed Southern Orange Senior Center will replace the Chapel Hill Senior Center on Elliot Road, when the lease expires in 2006.

B. Solid Waste Management/Master Plan of Eubanks Road Site

1. Summary Information

<p>a. Primary Departments Affected: Solid Waste Management</p> <p>b. Primary Building(s) Affected: Offices located at the Landfill Solid Waste offices currently located at the Chapel Hill Public Works site</p> <p>c. Action:</p> <ul style="list-style-type: none">1.) Consolidate all Solid Waste functions on the Landfill site or in very close proximity to the Landfill site.2.) Construct or otherwise provide approximately 4,850 square feet for use by Solid Waste staff.3.) Prepare a master plan of the site. <p>d. Estimated cost of development: \$679,000 (Note: estimate based on conventional construction. Traditionally, other less expensive forms of construction have been used buildings at the Landfill. Final cost estimates will be revised to reflect the type of construction selected at time of programming.)</p>

2. Discussion of Option.

- a.) Expiration of lease. Offices for Solid Waste Management administration, as well as the recycling function are currently co-located with the Town of Chapel Hill Public Works Department. Since the Solid Waste Management Department became a function of County government in 2000 and since the ground lease upon which the Town's Public Works facility is constructed is due to expire on January 1, 2007, it is recommended that the offices be moved as expeditiously as practicable.

1.) Location.

The Department has indicated the need for a building approximately 4,850 square feet in which to locate Landfill Administration and Recycling functions. The Solid Waste Management Department is directly responsible for the Landfill operation. It is therefore recommended that the structure be located at the Landfill site.

2.) Master Plan of Site.

Since there are several competing interests that could theoretically be served by location(s) in this vicinity, a master plan of the site is recommended. At least the following activities should be discussed as potentially being located at the Eubanks Road location:

- a.) Animal Control/Animal Shelter functions
- b.) Cooperative Extension demonstration gardening location
- c.) All Solid Waste and Recycling operations. As facilities are sited, consideration should be given to vehicle storage in the event it is

deemed appropriate for the collection function to also be incorporated into the Solid Waste Management function at some point in the future.

Note: Landfill revenues cannot be used to underwrite the collection function of any participant, including the County.

3. **Cost Estimate.** Cost of construction for this facility is estimated at \$679,000. However, cost estimates are based on conventional construction methods, which has not customarily been the case at the Landfill. Cost of construction would be funded through the Landfill Enterprise Fund.

Orange County
2020 Facilities Plan
Department/Agency Questionnaire

Appendix 1

Please complete this ELECTRONICALLY IN MICROSOFT WORD. Use as much room as you need for each question.

Department/Unit/Division Name: _____.

Please cite the specific location covered by this questionnaire:
_____.

Contact Person: _____ Position: _____.

Phone number: _____ E-mail: _____.

Fax Number _____.

INSTRUCTIONS

- Please complete one questionnaire per unit, per location. (E.G. Health Department; Personal Health, Chapel Hill (SHSC); and Health Department; Personal Health, Hillsborough (Whitted).)
- Please complete all questions as completely as possible.
- Your ideas and suggestions are welcomed and encouraged!
- **Please submit electronically via E-mail to Pam Jones.**
- Feel free to brainstorm with your staff in completing these forms.
- If you choose to copy and distribute this form to staff; i.e., Unit Supervisors, please see that all forms for your Department/Agency clearly designate the Department for which they are being submitted.
- Upon completion and return of these questionnaires, personal interviews will be conducted with each Department/Agency.
- Please contact Pam Jones, Director of Purchasing and Central Services with any questions regarding information in this questionnaire. Contact information is as follows:
 - Phone: 245-2652 (extension 2652 for in-house callers.)
 - E-mail: pjones@co.orange.nc.us
 - Fax: 644-3001

General Department Information:

1. Briefly describe the function/purpose of your Agency/Department and primary services provided:
(Note: If you are completing this questionnaire for a division within a department, please state the name of both the division and the department. E.G. Animal Control/Health Department.)

2. Current number of personnel:

FT _____ PT _____

3. What are the normal hours of operation of your department?

4. Have you considered or do you plan to consider non-traditional hours of operation?

_____ Yes _____ No

5. If yes, what were they? (Note: If you have tried non-traditional hours and they have not proven to be successful, please include relevant information.)

6. Please attach current Organization Chart.

Location

7. Name the five (5) departments with whom you have the most interaction and list the number that correlates to the appropriate method of communication as listed below: (e.g. Purchasing Dept completing questionnaire might write: County Manager (A,B,C), Finance Department (A,B,C), Budget Department (A,B,C), Public Works (B,C), Personnel (B,C,D,other—courier service)

- A. Face to face, personal contact
- B. Telephone
- C. E-mail
- D. Other: _____

- 1.
- 2.
- 3.
- 4.
- 5.

Location, cont.

8. With which department(s) do you regularly share clients, if any?

-
-
-
-
-

9. Is the location(s) of your Department/Agency adequate to carry out your purpose?

Yes _____ No _____

10. If no, where should it be located? Why?

11. Do you think that you need to be *next to* (same building, adjacent to the other department) or *co-located* in the same facility (but not necessarily adjacent to) any particular Department, Agency or service?

Yes _____ No _____

12. If yes, who and why?

13. What Department(s)/Agency(s) (if any) do you need to be *convenient* to and why?

Visiting & Reception

14. Estimate the number of persons visiting your Department on busy days, at one time. Circle one.

0-10 11-25 26-50 51-75 75-100

15. The breakdown of visitors on a daily basis is generally:

- Staff (from other departments) _____%
- Public (citizens) _____%
- Others _____%
▪ (if you mark "others", please tell us who they are)

16. Does your Department require a Reception Area?

_____ Yes . _____ No

17. What type of Reception Area?

- _____ Receptionist or Secretary, with guest seating
- _____ Counter, with built-in work stations
- _____ Counter, with remote work stations
- _____ Cashier (enclosed), with workspace
- _____ Other _____

18. Do visitors need work space(s) at or near Reception Areas or public side of Counters?

_____ Yes _____ No

If yes, what type of area they will need; i.e., type of work they will do there:

19. Which are your busiest days of the week? (Please circle)

Mon Tues Wed Thurs Fri Sat Sun No Pattern

Visiting & Reception, cont.

20. Please cite peak periods that your department may experience? (EG. First of month, tax time, etc.)

21. Does your Department require after hours access?

_____ Yes _____ No

22. If yes, for public _____ or staff _____?

Work Areas

23. What do you like the best about your current space? (What works well).

24. What is the most significant concern you have about your space now? (What does not work)

25. State the approximate total square footage currently assigned to your department at this location?
(Include only departmental space. Do not include meeting rooms that are shared by the building, e.g. SHSC meeting rooms, GSC public meeting room)

Work Areas, cont.

26. State the approximate % of your total work area occupied by the following categories in the first blank; in the second blank estimate your projected growth over the next 5 years, based on what you now know about your program (E.G. private offices = approximately 50% of the 5,300 sq. ft. assigned to dept at this location, estimate needing 20% additional space in this category in the next 5 years.)

	Current	Projected for Through 2005.	Best Estimate 2005-2010
▪ Open/shared work area	_____	_____	_____
▪ Shared office	_____	_____	_____
▪ Private office	_____	_____	_____
▪ Clinic/Exam	_____	_____	_____
▪ Reception Area	_____	_____	_____
▪ ** Conference/Meeting	_____	_____	_____
▪ Other: (please define): _____	_____	_____	_____

**** Please do not include meeting rooms that are shared by the entire building (E.G. SHSC meeting rooms, GSC Public Meeting Room)**

Storage

27. What types of items require storage within your Department area or facility?

- Office supplies _____
- Equipment _____
- (Please give examples of the type of equipment storage needed: _____)
- Forms _____
- Paper files _____
- Other _____
(Please define "Other") _____

Storage, cont.

28. If your Department has a central file area that is not part of a personal workstation/office, indicate how files are stored:

- Letter vertical file cabinets _____ Reel or disk storage _____
- Legal vertical file cabinets _____ Computer printouts _____
- Lateral files _____ Open Shelving _____
- Flat files _____ Moveable open shelving _____
- Other: (please specify) _____

29. Do you store records that are legally considered confidential? (E.G. medical records?)

_____ Yes _____ No

30. If yes, approximately what % of the overall file storage area is required for confidential records?

31. Do you expect the annual volume of Department files to:

- Increase _____ % Change per year _____
- Remain the same _____
- Decrease _____

32. Are you considering ways to reduce the volume of paper files that must be kept in your department?

_____ Yes _____ No

33. If yes, please elaborate:

34. Are any of the above files available to the public?

Yes _____ No _____

35. If yes, which categories or types of files do they use?

Storage, continued

36. Could you utilize off-site storage?

____ Yes ____ No

37. If yes, would you need storage for: (check all that apply)

- _____ Records (paper files)
- _____ Electronic media
- _____ Bulk items (E.G. Voting booths, janitorial supplies)
- _____ Other (please specify)

38. If yes, how frequently would you anticipate access to be needed?

39. In your opinion, what is the maximum distance from your location that this storage site should be located?

Meeting space

40. Please estimate the number of meeting participants and frequency you expect on a weekly basis.

Group Size	# of meetings per week
2-4 people	_____
4-8 people	_____
8-15 people	_____
15-30 people	_____
Over 30	_____

41. To how many meeting rooms in your building do you currently have access?

42. Are scheduling conflicts frequent?

____ Yes ____ No

Meeting Rooms, cont.

43. Currently, what are your alternatives when meeting rooms in your building are unavailable?

44. Do you have interest in the foreseeable future to televise (public access) meetings?

Yes No

45. If yes, what types of meeting? (E.G. Board of Health, DSS Board, etc.)

46. If yes, how many per month?

47. If yes, estimate how many people such a room would need to accommodate.

48. What special features should be included in such a room?

(E.G. Permanently mounted LED, built in projection screen (one or more?), dais for the board members, etc.)

49. How are the meeting rooms in your building currently being used and by whom? *(Please include all meeting rooms in building, regardless of whether they are assigned to your department or are common to all building occupants.)*

Meeting rooms, cont.

50. How is scheduling accomplished for the rooms identified in your previous answer? (On-line, departmental personnel, etc.)

Special Needs for Equipment/Technology

51. Identify any equipment in your department that would need special consideration for:

- Power (EG. Equipment running off of 220V)
- Climate control (E.G. Does you server need extra A/C?)
- Plumbing: (E.G. Emergency eyewash as mandated by OSHA in certain areas)
- Other:

52. Is your building currently equipped with a back up generator?

Yes No

53. Cite any facility issues that have been created by technology (E.G. use of common office equipment such as PC's, printers, etc. causes circuit breakers to trip, server room overheats, etc.)

Technology:

54. Do you have plans to utilize technology to address storage needs within the next 5 years? (E.G. Electronic Imaging and retrieval?)

Yes No

55. If yes, what stage of development are you in? (E.G. discussion only; RFP solicitation completed, implementation on-going, etc.)

Technology, cont.

56. Do you envision utilizing technology in other ways that could potentially affect facility usage within the next 5-10 years? (E.g. Greater use of internet to apply for benefits or other County services, thereby reducing the traffic flow through facility; alternative payment methods that would allow user to avoid coming to facility, etc.)

Parking:

57. How would you rate your current parking accommodations in terms of space, convenience to building, lighting, safety, etc.?

Very Good Okay Poor Too despicable for words

58. If Poor (or below), please specify why: (E.G. crowded, not paved, not well lit, etc.)

59. Is there a designated area for the public to park at your location?

Yes No

60. If no, should there be?

Yes No

61. What are your suggestions for improving parking conditions at your facility?

BUILDING CONDITIONS

62. How would you rate the condition of your building?

- Overall ___ Very Good ___ Okay ___ Poor
- Lighting ___ Very Good ___ Okay ___ Poor
- Heating ___ Very Good ___ Okay ___ Poor
- Air Conditioning ___ Very Good ___ Okay ___ Poor
- Acoustics ___ Very Good ___ Okay ___ Poor
- Appearance ___ Very Good ___ Okay ___ Poor

63. Comments: Please specify reason for any item marked "Poor".

SECURITY

64. Do Department/Agency employees feel safe in their respective work areas?

___ Yes ___ No

65. If no, why?

66. Do you and your Department/Agency employees feel safe in the building they work in?

___ Yes ___ No

67. If No, why?

68. Do you and your Department/Agency employees feel safe in and going to and from the parking areas they use?

___ Yes ___ No

Security, cont.

69. If No, why?

70. Please cite any suggestions that you may have for improving security in your facility and/or associated parking areas.

Questions regarding General Services and Operations

71. Who are the primary recipients of the services provided by your Department/Agency?

72. How could you (your Department/Agency) improve the services you deliver now; i.e., program/organizational changes, resources, equipment, people, space, etc.?

73. Do you have any recommendations for the consolidation of services/agencies/functions within your Department/Agency, or related agencies/operations within the County, which might improve efficiency and/or the delivery of services you now provide?

Special Needs

74. Does your building have separate staff and public restroom facilities?

Yes No

75. If no, should it?

Yes No

76. Does your building have an employee break area?

Yes No

77. Do field employees in your department have access to lockers?

Yes No

78. If no, should they?

Yes No

79. Identify below any special space needs your Department may note have been identified elsewhere.

Type of Space	Function	# People	Est. size (present)	Est. size (projected)
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Future needs: (also called crystal ball gazing)

80. What program changes do you anticipate before 2005 that might impact the type/amount of space needed by this function?

Future needs, cont.

81. Taking into account your answer on the question above, what are your expectations for growth 2005-2010? (Are there programs currently on the drawing board that will be implemented after 2005? What do you think are their impacts on the facilities that you occupy? Do you anticipate service delivery changes that will change how you use the facility?)

82. Do you have suggestions that would help minimize the impact of growth on County facilities? (e.g. telecommuting, flex hours with shared offices, etc.)

83. Please provide any additional comments or suggestions that may help us identify the long-range facility requirements for the County and your Department/Agency:

Work Areas: What Works and What Doesn't

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Department Aging

Location Whitted Building

What works best in current space? Centrally located to northern and central Orange and conveniently located close to a variety of services - recreation, library, health, and social services. On bus line.

Most significant concern about existing space? Too small and institutional setting, designed for a school. Can not expand programs to meet growing needs of older adults in Central Orange. Space for specialized programs is not currently available, ex. Exercise, dance floor, game room, health clinic and ceramic/art room and food service (institutional kitchen/cafeteria). Serious lack of office space and drop-in space inviting to seniors (lounges, etc.).

Department Housing and Community Development

Location Whitted Building

What works best in current space? Co-location with other organizations. Because of the presence of the library - most citizens are able to locate the building even if they have trouble finding the office once inside the building.

Most significant concern about existing space? No reception area; limited storage space; no opportunity for growth/expansion.

Department Social Services/Whitted

Location Whitted Building

What works best in current space? Convenient location, adequate parking, co-location with other departments.

Most significant concern about existing space? The top floor presents access problems for some visitors (aged, disabled, families with small children). There is one elevator, but if it is out of order, some people would find it almost impossible to get in (or out). Another big concern is that there is not enough space to safely and comfortably accommodate the number of employees who work here.

Department Health/Animal Control

Location Planning and Ag Bldg.304 Revere Road, Hillsborough

What works best in current space? That we are in our own building. And big windows.

Most significant concern about existing space? We could use more space in a central area for staff. Also, there is only one bathroom. Need overhang to protect staff from entering building during rain.

Department Cooperative Extension Service
Location Planning and Ag 306 Revere Road, Hillsborough, NC

What works best in current space? Privacy, yet accessible. Plenty of parking.

Most significant concern about existing space? Storage. 4-H needs storage inside the building for curriculum as it often gets destroyed/misplaced in the "shed" outside. We all need more storage for files.

Department Visitors Bureau-Chapel Hill/Orange County
Location Suite 104, Bentley Building, 501 W Franklin St

What works best in current space? The general layout of the office works ok, with the front area serving two staff members and also as a reception area for visitors to the office. Waiting area space is extremely limited. The front space is open and as a result the staff in this area are frequently interrupted.

Most significant concern about existing space? The floor plan concept is acceptable but not good. The space is much too small. Two staff members are in the front office/reception area. With 6 incoming phone lines with other staff members or visitors in the front area, the noise level can be very distracting when attempting to carry on a conversation either with a visitor or on the phone.

Department Information Systems
Location Government Services Center Annex

What works best in current space? Staff are located close together.

Most significant concern about existing space? Threat of water and weather damage to critical countywide computer systems. Potential for fire and damage to critical systems (no alarms, wood structure, unprotected computer center). Lack of well-organized space for employees to work effectively. Lack of necessary storage and staging areas for IT systems configuration, installation, and service. Poor security of facility. Inadequate electrical supply and reliability.

Department Health/Personal Health Services/Whitted

Location Whitted Building, Ground Floor

What works best in current space? Location at the Whitted Building with other human service agencies. Proximity to DSS income eligibility workers for patients to apply for Medicaid coverage and other assistance. Private room for financial interviews. Proximity to health department administrative offices (Personal Health and Management). Proximity to dental clinics.

Most significant concern about existing space? The layout of the facility is not conducive to clinic operations and efficient clinic flow. Inadequate laboratory space. A separate blood drawing area would be beneficial. Inadequate storage, pharmacy, and medical record space. No available area for staff to use as a lunch or break room. Not enough office space. Facility is generally run down and inadequately cleaned. Acoustics offer little in the way of patient privacy.

Department Health/Personal Health Services/SHSC

Location SHSC

What works best in current space? Proximity to DSS. Adequate laboratory space. Private room for financial interviews. Separate blood drawing area. Adequate pharmacy area. Kitchen area for staff. Alarm system and keyed entry system

Most significant concern about existing space? Examination rooms too small. Inadequate storage space. Wasted space in large waiting room area shared by DSS and Health - area behind locked doors not used. Not enough office space.

Department Health/Environmental

Location Planning and Ag 306-C Revere Road

What works best in current space? Not much. We are convenient to Planning, otherwise, there's not much positive to say.

Most significant concern about existing space? We are cramped with respect to square footage per person. We also need more space for storage and filing cabinets. We have a supervisor who needs privacy and is now in a cubicle. We have no windows. We have a new GIS workstation with no place to set it up. It is cacophonous during busy times and sometimes difficult for folks on the phone to speak and be heard clearly. No central drafting table/workspace large enough for any staff to work on.

Department Health/Dental Division/Hillsborough

Location Whitted Building

What works best in current space? The dental clerk has her office next to the dental clinic, with a reception window and the dental reception waiting area is located in the back next to the dental clinic area. Downside is that waiting is in hall.

Most significant concern about existing space? We need another office space for personnel. Additional bathrooms for employees, a lounge type space. Changing area for staff for OSHA requirements instead of an office. A door or closure to the dental clinical area so that personal health patients cannot wander back in the area for safety concerns.

Department Health/Administration

Location Whitted/First Floor/Hillsborough

What works best in current space? Clinical areas being separated from administrative areas but in close proximity is nice. Social services being located in the same building.

Most significant concern about existing space? Too crowded in offices: eight nurses share one office space in cubicles, resulting in lack of privacy for follow-up with patients; five community health assistants share one office space, also with lack of privacy for follow-up. In addition to these two larger offices that have multiple people, four other offices have at least two persons each in a small office. There is NO STORAGE space for supplies, files, educational materials, AV equipment, meeting support equipment, disaster kits, community event supplies, just to name a few just that are common uses. We have 26 metal storage cabinets in the hall and 17 four drawer file cabinets. Equipment and important supplies end up being stored in individual offices or conference rooms. Examples include: the GIS work station and 20 car seats are stored in the health director's conference room; the LCD panel, overhead projector, and flip charts are stored in the administrative assistant's office; and community health fair supplies that includes tent, lawn chairs, lightweight tables, etc. are stored in the health education division director's office.

Department Health/Dental Division/Carr

Location Carr Mill Mall, Carrboro

What works best in current space? At the Carr Mill Mall Dental Clinic location there is enough space for the dental personnel.

Most significant concern about existing space? The waiting room is too small.

Department Emergency Mgmt - Admini, EMS, Fire, Communications

Location 1914 New Hope Church Road, Chapel Hill

What works best in current space? The general layout of the facility works well, with individual employee offices, a staff training and conference room, and an emergency operations center that adjoins the Communications Division.

Most significant concern about existing space? The present space is too small for the function of the department. Staff offices are either way oversized or way undersized, and there are four desks in one of the 12 x 16 offices. The present training and conference room to accommodate 30 people comfortably with tables as work spaces and 45 people without tables. This room is half the size it needs to be considering its function. The emergency operations center needs to be larger, with the restrooms and points of ingress and egress relocated. The Communications Center is approximately 1/3 of its needed size to accommodate 7 workstations and is noisy and confusing. There is a great need for expanded parking for routine guests, classroom participants and staff. Present facility does not accommodate 24-hour operations when staff sleeps over, insufficient shower stalls, existing showers located in the EOC. Inadequate toilet facilities, etc.

Department Personnel

Location Government Services Center Annex

What works best in current space? Area for applicants and employees to complete forms. Small conference area in Director's office. Ceiling fans. Appearance of walls/woodwork.

Most significant concern about existing space? Lack of storage space for equipment, materials (particularly extensive supply of benefits materials) and personnel records Lack of work space for MPA interns and temporary staff Lack of meeting space within the office for new employee benefits enrollment, meetings with families and other meetings (have to meet in areas without convenient access to materials or ability to cover telephones while meeting. Uneven HVAC - lack of ability to control from one office to another - leaving some offices hot and others cold. Poor acoustics that permit private conversations to be heard in hallways.

Department Public Works

Location 600 N. Hwy 86, Hillsborough

What works best in current space? Space is convenient to operations and storage for supplies, parts and materials.

Most significant concern about existing space? Insufficient offices for staff. Staff currently share office and use conference room as office. Insufficient storage space for supplies and equipment.

Department Board of Elections

Location Court Street Annex 110 East King St Hsb..

What works best in current space? Work room where electronic files and file cabinets are located. Staff can work there without disturbing the other staff.

Most significant concern about existing space? Not having space for training and not having continued and easy access to our vote tabulators and files. Constantly having to put in work orders to have public works deliver machine to the office.

Department Economic Development Commission

Location Court Street Annex 110 East King St Hsb.

What works best in current space? The space is just right for our current staff. We have a reception area and three private offices for professional staff. Another plus is our proximity to a conference room for large meetings. Additionally, I think downtown Hillsborough is an appropriate location for our operation.

Most significant concern about existing space? There is not designated parking for clients. Because of space constraints, we cannot house any additional staff, even an unpaid intern. We lack secure, dry storage space (for our TV/CCR).

Department ERCO

Location Planning and Ag 306 Revere Road, Hillsborough

What works best in current space? We are moving into new space in next week. Expect that it will offer much-increased light and ventilation and better access.

Most significant concern about existing space? For our new space, I project most significant concerns to be 1) lack of space for storage and expansion, 2) no office space for any future expansion, 3) department split into two wings by lobby, and 4) traffic noise from parking lot and potential heating/cooling issues related to new building lobby.

Department Assessor

Location Government Services Center

What works best in current space? That we are so closely located to collector, Land Records, Register of Deeds, and that we have our own conference/work room for revaluation work and appeal hearings.

Most significant concern about existing space? Everything is excellent.

Department Register of Deeds

Location Gov. Svs Center 200 S Cameron St, Hillsborough

What works best in current space? The Fee/Filing Section is located next to Land Records and the counter recently installed keeps the general public away from private work stations/cash register.

Most significant concern about existing space? See #9. Space for permanent records, work space for title searchers, space for plat storage cabinets.

Department Clerk's Office, Board of County Commissioners

Location Government Services Center

What works best in current space? It is located where it is easily accessible by everyone. We have enough space for staff. It serves adequately for the functions of this office.

Most significant concern about existing space? Not enough storage area.

Department Land Records/GIS

Location Govern Services Center

What works best in current space? Open areas, light, location.

Most significant concern about existing space? Our space for receiving and working with visitors (staff, citizens, land professionals) was taken away from us and we have totally inadequate space for working with them, especially providing adequate access to GIS for citizens who need our help or for citizens who need to show us documents or maps. We have many visitors each day and they have to be right in the middle of our work area.

Department Housing and Community Development

Location Southern Human Services Center

What works best in current space? Co-location with other organizations. Because of the presence of the library - most citizens are able to locate the building even if they have trouble finding the office once inside the building.

Most significant concern about existing space? Reception area is unmanned and too far away from the office to be effective; and storage space; no advanced planning of future. NO room for growth/expansion.

Department Planning and Inspections Department

Location Planning and Ag Building

What works best in current space? Proximity to Environmental Health and ERCD.

Most significant concern about existing space? Not enough work space for all staff; no storage; no central filing area or sufficient filing areas; insufficient conference areas; public meeting areas; air quality study; no areas to spread out large maps which are commonly produced by our GIS staff.

Department Social Services/SHSC

Location SHSC

What works best in current space? The building is new and located in a very picturesque setting. It has good interior lighting. Most staff have individual offices and many offices have windows. There is convenient meeting space and an eating area. Parking is good. It has an adequate number of bathrooms for staff.

Most significant concern about existing space? Staff do feel generally safe in this building but it is very isolated. The installation of panic buttons would provide a method for staff to alert others to an emergency situation. CPS staff are frequently in the building after hours and on weekends. Additional meeting space could be used - there are few free placed to meet in Chapel Hill with convenient parking available.

Department County Manager

Location Government Services Center - Main Floor

What works best in current space? Location near other necessary departments. Access to BOCC Work Sessions and Regular Meetings in Hillsborough. All employees located in same building. Ease of having Department Meetings.

Most significant concern about existing space? Storage space for files and supplies that need to be accessible. Parking. Lack of a departmental break area.

Department Family Counseling Center/OPS Area Program

Location 110 South Churton Street, Hillsborough

What works best in current space? Generally clean, reasonably kept building. Location in central Hillsborough makes it easy for consumers to locate and to access services. Close proximity to Orange County Judicial Services.

Most significant concern about existing space? Not adequate space to house reception/finance/medical records functions. Extremely poor handicap availability. More first floor offices are needed or an elevator to transport elderly and/or consumers in need of assistance. Halls are too narrow, lending to sound problems confidentiality issues. Landlord response to repairs has been slow. Presently, cleaning schedule has been irregular. Clinical staff are sharing offices. Scheduling appointments with consumer is at times dependent on an office space being available and not simply at the convenience of the consumer. Space for consumers to wait in is too close to the receptionist and other clerical staff space resulting in concerns about confidentiality. Some concerns with climate/temperature control. Limited storage space. Medical records file cabinets are now being housed in offices outside the medical records room. Group room can only accommodate 6-8 clients with one therapist. Presently FCC officially has no classroom for psycho-educational programs. We have had to borrow the Durham tech space. The group room cannot accommodate the size of the class (12-15 clients). Office equipment (copier, fax, etc.) take up vital space in clerical offices making the flow of traffic in these offices very constricted. Parking for consumers is limited. Typically the available parking places on the surrounding streets are taken.

Department Child Support Enforcement

Location 110 North Churton Street, Hillsborough

What works best in current space? Our current location in Hillsborough is a "store front" which does not cause people concern about appearances (as opposed to be located inside DSS). We are a short walking distance from the courthouse and jail. Also, because we are a "stand alone" office, people don't just "drop by" because they had other business in the building.

Most significant concern about existing space? Security because there is not much of a barrier between the public and the staff; however, that concern is tempered by the appreciation that we have a friendly, welcoming environment for our visitors.

Department Child Support Enforcement

Location SHSC

What works best in current space? The single office at SHS is co-located with DSS, Health and Housing, making it a convenient location for shared clients.

Most significant concern about existing space? Security at SHS because there is no receptionist to direct traffic and visitors have to walk around to find someone to direct them to the appropriate office.

Department Finance

Location Government Services Center Annex

What works best in current space? The office space is adequate and workspace is sufficient. The conference and work rooms are a plus.

Most significant concern about existing space? Storage and room for future expansion. Storage problem could be eliminated with electronic imaging.

Department Recreation & Parks

Location Whitted

What works best in current space? When recreation programs are scheduled at the Central Center, there is plenty of staff available to monitor most clients, however, disturbing administrative duties.

Most significant concern about existing space? The Central Center is the main administrative office for all staff and is located in the old school gym with dressing rooms used as offices, showers for storage, classrooms converted into cubicle work stations. Facility is not user friendly for clients to find the proper recreation division. There is constant disturbance between program participants and administrative staff. (Music with dance classes, ball bouncing overhead, children's noises from after school and summer camp clients).

Department Revenue Department/Tax

Location Government Services Center

What works best in current space? Location to other departments we use on a consistent basis.

Most significant concern about existing space? No growth area and with the records we are required to house we will soon run out of room; however, we are looking at alternate types of storage of records, i.e., imaging. There is also no room for expansion of staff which will be required in coming years as Orange County population continues to grow.

Department
Location

What works best in current space?

Most significant concern about existing space?

Department
Location

What works best in current space?

Most significant concern about existing space?

Department
Location

What works best in current space?

Most significant concern about existing space?

Department
Location

What works best in current space?

Most significant concern about existing space?

Department Solid Waste Management

Location 1099 Airport Road, Chapel Hill

What works best in current space? Convenient to population center of county, several of our regular vendors, restaurants, landfill, fuel, etc.

Most significant concern about existing space? Too small, staying here is not an option/must relocate, too little meeting space, and only one bathroom.

Department Human Rights/Relations

Location 110 S. Churton St., Hillsborough

What works best in current space? Downtown Hillsborough

Most significant concern about existing space?

1. Office space is disjointed
2. No rear emergency exit
3. Offices are too small
4. Not enough space for equipment needed to operate
5. No parking for staff or clients
6. Small staff in different location

Department

Animal Shelter

Location

1081 Airport Road, Chapel Hill

What works best in current space?

It allows maximum disease management control, location in Chapel Hill is responsible for heavy traffic and hence higher adoption rates. The facility is designed for reasonably low labor output for cleaning and feeding.

Most significant concern about existing space?

The multipurpose room is usually overbooked. Sometimes there are conflicts when training sessions are scheduled, adoptions scheduled, and staff needs the area for eating lunches. This is also the room that is used to house animals during disasters, along with staff members who must stay overnight. The bookkeeper also shares this space.

We have no area to process incoming cats. Dogs are taken to the Red Wing where the Shelter staff processes them and moves them on to the appropriate areas. We have no similar location for incoming cats. Cats are placed by animal control into space-available cages in several locations, including the adoption room and isolation. This means more work for the ACOs to find space, and at times feral cats are put into the adoption area, or adoptable cats are placed in isolation. In addition, Shelter staff must search for cats and kittens to vaccinate and give health checks. Cats being quarantined for rabies are placed in the isolation area, thus exposed to diseased animals. This means that if the cat becomes sick with a virus from being exposed to it in isolation, symptoms of rabies and of a second illness could be come confused. Also, when an owner wishes to reclaim his/her cat, it may have become ill from the exposure to sick cats.

The animal kitchens are falling apart and need to be restored. One of the main problems is cockroaches that inhabit the disintegrating cabinet areas.

Parking by Location

Page 1 of 14

Location 1081 Airport Road, Chapel Hill

Department Animal Shelter

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

The Shelter could use 10 more parking spaces for peak periods. The pot holes are seldom taken care of in a timely manner. Since we are in Chapel Hill there is a controversy each time about who should fix them.

Location 1099 Airport Road, Chapel Hill

Department Solid Waste Management

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

n/a- we have to create new parking at our new facility

Location 110 North Churton Street, Hillsborough

Department Child Support Enforcement

How do you rate parking facilities at your building? Very good

If "poor", specify reason. Currently limited to 6 spaces behind our building - the other 6 employees must park elsewhere and the courthouse lot is not as convenient.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

The Town's lot is convenient. The public parking lot at the Courthouse is less convenient but is usually available.

Location 110 S. Churton St., Hillsborough

Department Human Rights/Relations

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. No parking for staff members. Staff cannot park on Churton Street or in front of Dual-Supply. Parking is limited to 2 hours parking. In the past three months two (2) of the six (6) staff members cars have been damage due to use of side street parking; two staff members have received tickets in the two hour parking.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Move department to different location.

Location 110 South Churton Street, Hillsborough

Department Family Counseling Center/OPS Area Program

How do you rate parking facilities at your building? Poor

If "poor", specify reason. On street parking is typically crowded between 9AM and 4PM. FCC serves elderly and consumers with mental and physical disabilities. Handicap space is limited and presently barely meets Federal regulations and certainly not the spirit of ADA this would fall under the category of "despicable." Staff and consumers are often forced to park in public parking areas several blocks away from FCC. FCC has received complaints from local merchants/businesses about staff use of street parking and at times consumer use of street parking.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Should have public parking area for handicap parking specifically. Town needs to determine how to provide handicap spaces and a ramp more accessible for the use of the Orange Transportation transporters who bring disabled and Medicaid clients to FCC.

Location 1914 New Hope Church Road, Chapel Hill

Department Emergency Mgmt - Admini, EMS, Fire, Communications

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

A need for more spaces and a wider means of ingress and egress.

Location 600 N. Hwy 86, Hillsborough

Department Public Works

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Carr Mill Mall, Carrboro

Department Health/Dental Division/Carr

How do you rate parking facilities at your building? Poor

If "poor", specify reason. The county employees have to park across the main street where there is a three way intersection. At times it is very hard to get across the street because of the traffic. The walk from and to the building in the winter when it is dark out poses a potential safety problem. When staff have supplies to unload they have to park, unload and then move their car which is a problem because they would have to unload or load before or after work because they are scheduled with patients.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Increase the parking lot size so that staff could park next to the building. Even for our patients there is not enough parking spaces at the shopping center.

Location Court Street Annex 110 East King St Hsb.

Department Economic Development Commission

How do you rate parking facilities at your building? Poor

If "poor", specify reason. The parking is crowded and very limited. Also, there is no parking for clients.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
There are state offices within our building and individuals with those agencies park in our lot; perhaps it could be reserved for county staff. Several state-owned vehicles are perpetually parked out front, further limiting client parking opportunities.

Location Court Street Annex 110 East King St Hsb.

Department Board of Elections

How do you rate parking facilities at your building? Poor

If "poor", specify reason.

Only space beside the building for 4-5 cars including 1 handicap parking space, which is hard to see. The probation department, which is located in our building, also has about 4 probation cars that are parked around the building most of the time. The only other space is on street parking. This means you must occasionally move your car due to the fact that there is 2 hour parking limit. Parking tickets are not cheap. If citizens or handicap use the parking beside the building, it is very dangerous pulling out onto the street.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

I have none since there is no space to make any changes.

Location Gov. Svs Center 200 S Cameron St, Hillsborough

Department Register of Deeds

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Govern Services Center

Department Land Records/GIS

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Reserved parking spaces for department heads (ha ha).

Location Government Services Center

Department Assessor

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

In the future, more parking will be needed . . . Parking Deck?

Location Government Services Center

Department Clerk's Office, Board of County Commissioners

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

The public parking needs to be designated at the south side of the building where there is handicapped parking. The remainder needs to be for the public. The parking in back of the Government Services Center Annex needs to be specified for those in the Government Services Center and those in the Government Services Center Annex can park just to the south of their building. This would make it convenient for everyone.

Location Government Services Center

Department Revenue Department/Tax

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Government Services Center - Main Floor

Department County Manager

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Organize Sheriff's Department parking better.

Location Government Services Center Annex

Department Budget

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Government Services Center Annex

Department Information Systems

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Government Services Center Annex
Department Finance
How do you rate parking facilities at your building? Very good

If "poor", specify reason. _____

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Enforce employee parking only in parking lot and not along the streets. Parking along the street should be reserved for the public.

Location Government Services Center Annex
Department Personnel
How do you rate parking facilities at your building? Very good

If "poor", specify reason. _____

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Would be helpful to let the public know they can park in the parking lot beside the building. Refresh the one way signage painted in the traffic lanes around the building and through the parking lot so the public will know that it is one way.

Location Planning and Ag 306 Revere Road, Hillsborough, NC
Department Cooperative Extension Service
How do you rate parking facilities at your building? Poor

If "poor", specify reason. Crowded, side lot not paved, whole lot not well lit, not enough parking with public attends programs or meetings, no steps getting into the side of the building, lack of loading/unloading area for equipment. Location is not safe at all - at side and rear of building. Vehicles left over night are broken into constantly.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Larger parking area, paved side lot, more lighting, steps into side of building, loading/unloading area, more security for vehicles.

Location Planning and Ag 306-C Revere Road

Department Health/Environmental

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Re-lining the parking lot with clear delineation of handicap spaces and no parking zones would be a great start.

Location Planning and Ag 306 Revere Road, Hillsborough

Department ERCD

How do you rate parking facilities at your building? Poor

If "poor", specify reason. Lots are crowded (many Cooperative Extension programs fill lots), part of lot is unpaved and lighting is poor.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Paving, improving lighting and adding marked spaces near Animal Control.

Location Planning and Ag Bldg.304 Revere Road, Hillsborough

Department Health/Animal Control

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Planning and Ag Building

Department Soil and Water

How do you rate parking facilities at your building? Poor

If "poor", specify reason. Poor lighting – very poor lighting around building and rear of building and parking areas
Signage – needed to direct customers to proper agency

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Have designated areas for public parking in front of building
Much of the public parking is occupied by government vehicles, these vehicle are parked in front of the building to reduce the amount of vandalism due to poor lighting and street visibility in rear.

Location Planning and Ag Building

Department Planning and Inspections Department

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. Potholes, no lines marked which allows irregular parking arrangements, broken pavement, no lighting for night meetings, crowded and need ADA accessibility to rear door.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Need more spaces, should be calculated by meeting room sizes, number of employees and average number of office visitors. Paving, repair of potholes and broken pavement, painting lines on spaces.

Location SHSC

Department Social Services/SHSC

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

We do plan to identify an area specifically for county vehicles.

Location SHSC

Department Health/Personal Health Services/SHSC

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Staff should park further from building to allow for easy public access. Designated area for county cars. Mark public parking areas.

Location SHSC

Department Child Support Enforcement

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Location Southern Human Services Center

Department Housing and Community Development

How do you rate parking facilities at your building? Very good

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Review location of handicapped spaces - are they conducive to someone that wants to visit the office.

Location Suite 104, Bentley Building, 501 W Franklin St

Department Visitors Bureau-Chapel Hill/Orange County

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Public parking is very limited. The parking lot is poorly lit. Better lighting across the board would improve staff feeling of safety, especially during winter months.

Location Whitted

Department Recreation & Parks

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. Large recreation programs overwhelm existing parking areas that are not paved or well lit. Clients park in areas posted by Hillsborough Police Department and senior citizens cannot park in close distance.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Agreement with town of Hillsborough to widen Hassie Street shoulders and allow on street parking for clients especially beside Recreation Center and pave/mark parking areas.

Location Whitted Building

Department Aging/Transportation

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. Parking for OPT vehicles is poor and inadequate. The space is not paved, not well lit and lacks security which allows open access for theft and vandalism. Due to limited parking areas the OPT vehicles have been restricted to one area and the space is not large enough to accommodate all vehicles.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Employees should have restricted parking area and visitors/public should have a separate area.

Location Whitted Building

Department Library

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. Not paved and poor lighting. Consequently since the lighting is so bad the bushy trees provide a place for someone to hide.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Pave the lot; we would get at least 15% more space if we did that.

Location Whitted Building

Department Aging

How do you rate parking facilities at your building? Poor

If "poor", specify reason. Inadequate spaces. No paved lots. Too few handicapped spaces.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Pave the lots.

Location Whitted Building

Department Health/Dental Division/Hillsborough

How do you rate parking facilities at your building? Poor

If "poor", specify reason. Parking lot needs to be paved, crowded, needs more light. See Whitted administration description.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Increase the parking lot size and pave the parking lot. Increase lighting.

Location Whitted Building

Department Social Services/Whitted

How do you rate parking facilities at your building? Okay

If "poor", specify reason.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Paving and marking parking spots.

Location Whitted Building

Department Housing and Community Development

How do you rate parking facilities at your building? Despicable

If "poor", specify reason. Unpaved, no lighting, crowded, unhappy neighbors.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Paving and lighting; paving and lighting.

Location Whitted Building, Ground Floor

Department Health/Personal Health Services/Whitted

How do you rate parking facilities at your building? Poor

If "poor", specify reason. Not paved, not well lit, not enough space for clients and staff. See administration comments.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?
Paving with marked spaces, better lighting, increased parking, areas designated closer to building for public since we are here to serve them and very often they have several small children in tow or are elderly. Clearly marked accesses to building.

Location Whitted/First Floor/Hillsborough

Department Health/Administration

How do you rate parking facilities at your building? Poor

If "poor", specify reason.

Not paved and not well lit, although it's certainly convenient! I do think that PUBLIC parking is inadequate near the buildings. Staff that get here on time have adequate parking but clients often experience difficulty. Potholes tear up tires; rocks tear up shoes. For meetings and staff that work at night, external building lighting and parking lot lighting is VERY inadequate.

Is there a designated area for the public to park at your location?

If "no", should there be?

What are your suggestions for improving parking conditions at your facility?

Pave the lots (all of them) and mark the spaces. Reserve specific slots for staff by numbering the slots. Other slots are then for the public. Reserve some slots for county/state cars.