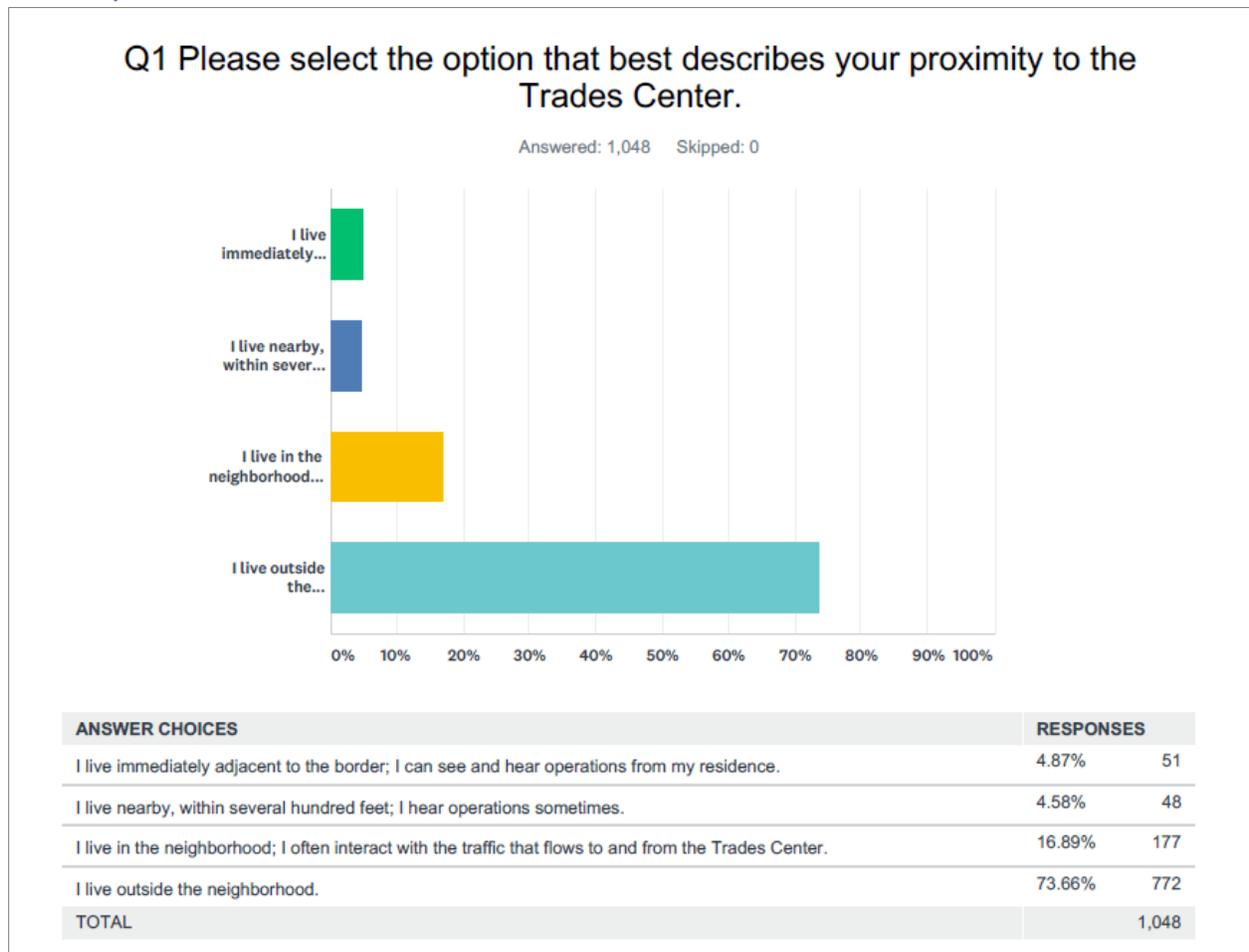


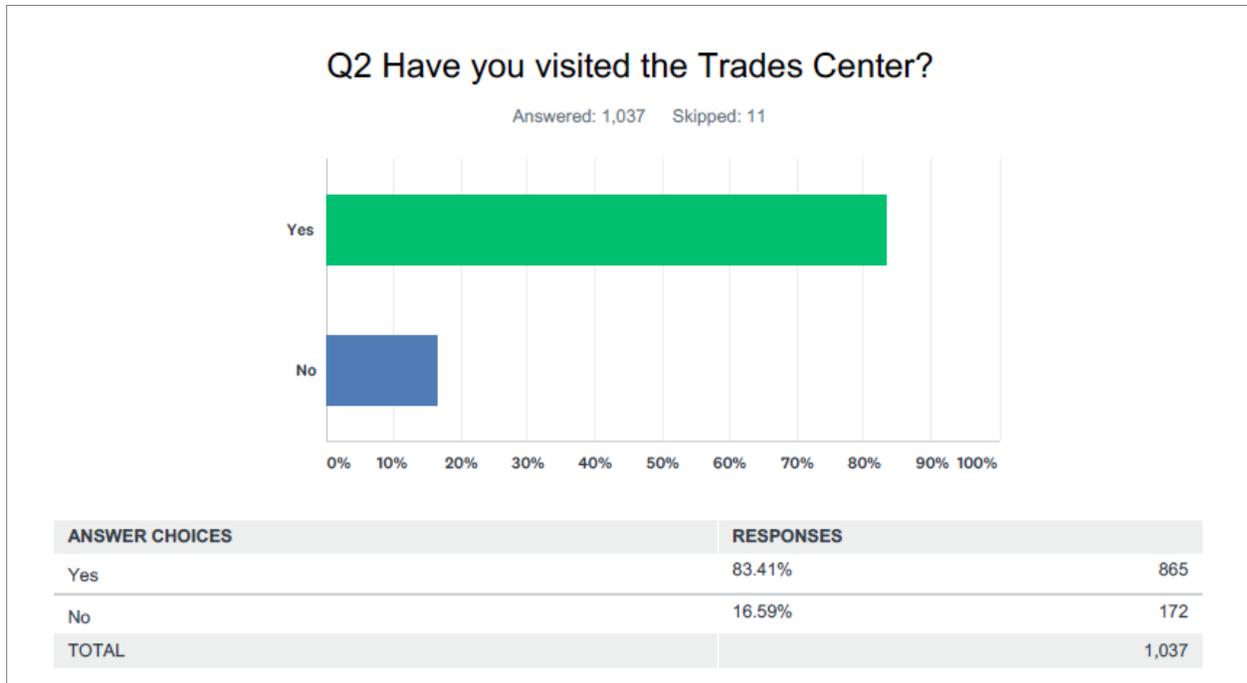
Trades Center Optimization Study (Phase I) Summary of Public Feedback

Resident/Visitor Online Feedback Form (Open from March 19 through April 4, 2019)

- Number of Online Feedback Form Responses from Public = 1,048

Summary Charts of Resident/Visitor Online Feedback Form

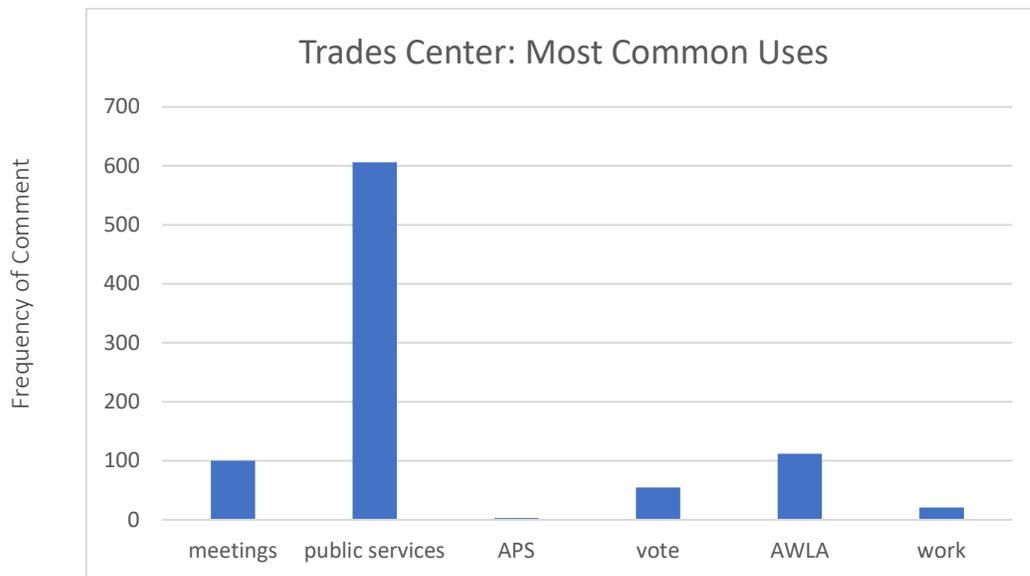




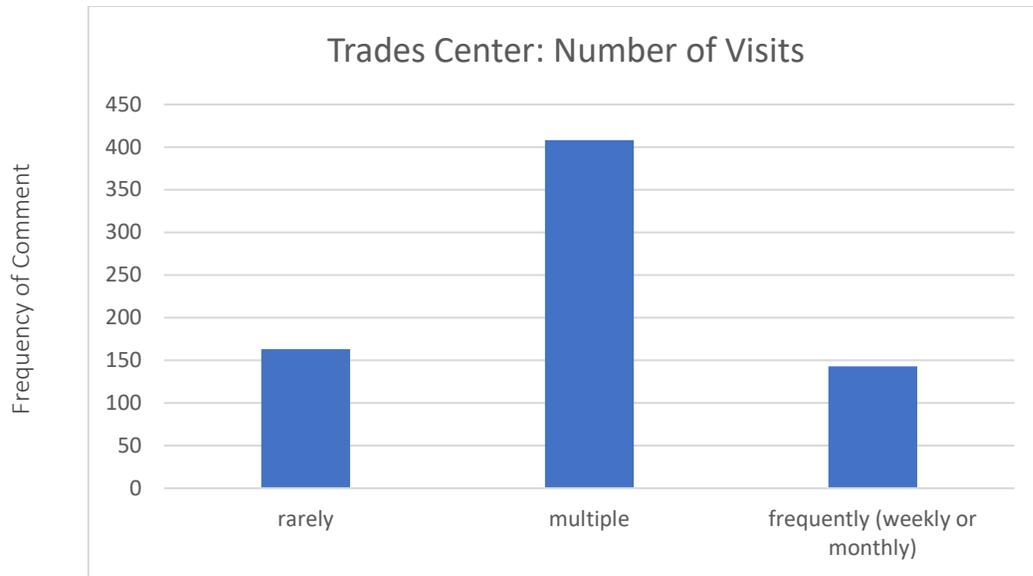
Q3: How many times and for what services?

Open-ended feedback (Answered: 754, Skipped: 294)

Residents visited the Trades Center for one or more of the following uses: public services (e.g. shredding, mulch pickup, recycling), meetings, Animal Welfare League of Arlington (AWLA), voting, work and Arlington Public School (APS) related visits.



Number of visits ranged from rarely (i.e. 1 to 2 times) to residents who frequent the Trades Center on a weekly or monthly basis. The majority fell somewhere in-between with multiple visits throughout the year.



Sample of Comments:

“2x per week to take compost “

“Several times per month. Mostly for recycling. Have attended CERT classes at the Fire Academy and do visit the Animal Welfare League”

“Once, to drop off special handling material, paint & fuel, etc.”

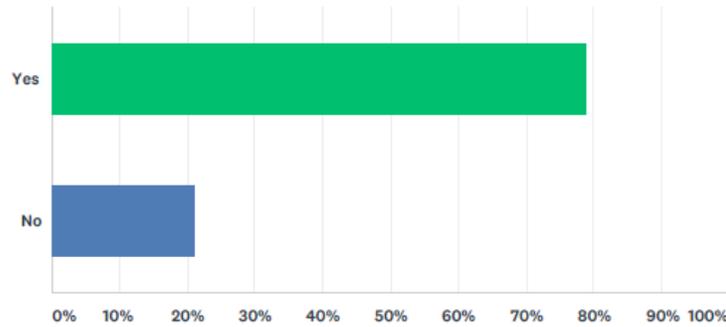
“1 total to vote”

“At least a dozen times, mostly for mulch, inert materials drop off, and Awla visits.”

A complete list of all comments is available to view: [“Trades Center Optimization Study – Open Feedback from Resident/Visitor Online Feedback Form”](#).

Q4 Is parking availability at the Trades Center adequate and/or convenient for you to use community services (e.g., shredding, leaf and mulch pick up, food scraps drop-off)?

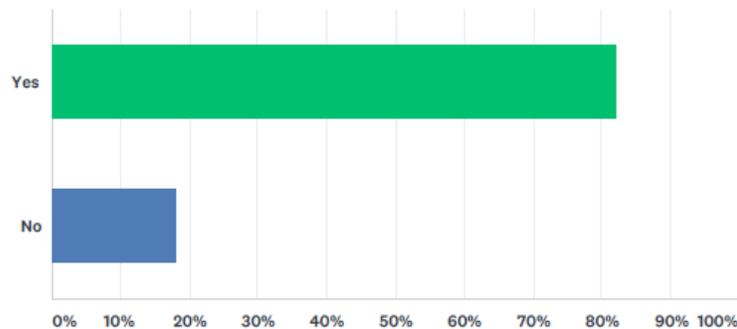
Answered: 756 Skipped: 292



ANSWER CHOICES	RESPONSES	
Yes	78.97%	597
No	21.03%	159
TOTAL		756

Q5 Is traffic circulation and wayfinding at the Trades Center adequate for your purposes?

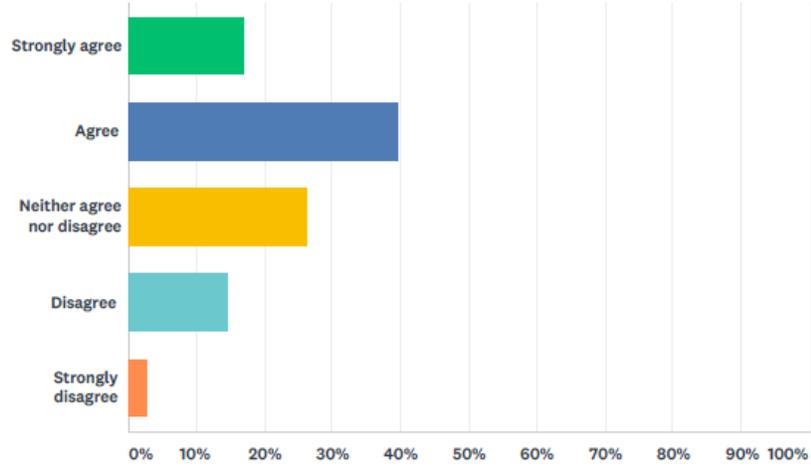
Answered: 759 Skipped: 289



ANSWER CHOICES	RESPONSES	
Yes	82.08%	623
No	17.92%	136
TOTAL		759

Q6 It is easy to drive through the Trades Center and find what I am looking for.

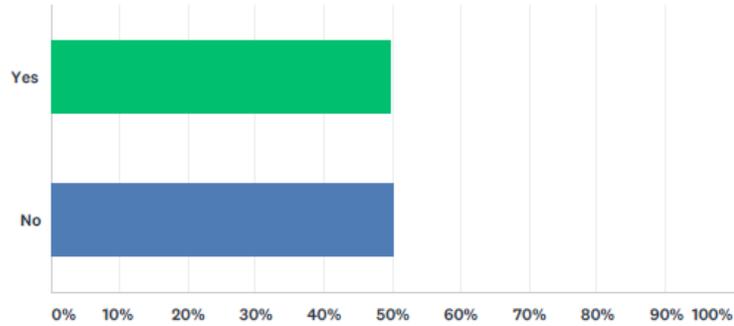
Answered: 761 Skipped: 287



ANSWER CHOICES	RESPONSES	
Strongly agree	16.95%	129
Agree	39.55%	301
Neither agree nor disagree	26.15%	199
Disagree	14.59%	111
Strongly disagree	2.76%	21
TOTAL		761

Q7 Do you feel the Trades Center is pedestrian-friendly (i.e. adequate sidewalks, crosswalks and striping paths)?

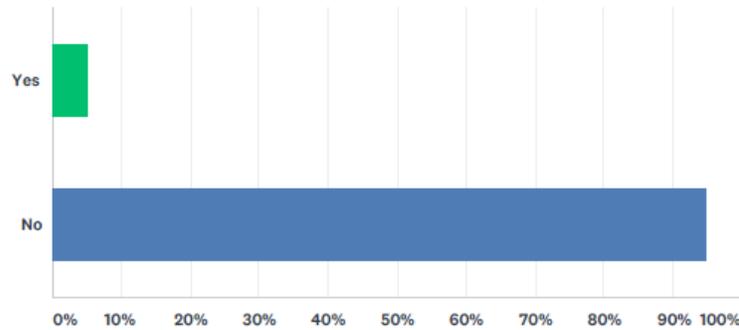
Answered: 738 Skipped: 310



ANSWER CHOICES	RESPONSES	
Yes	49.73%	367
No	50.27%	371
TOTAL		738

Q8 Have you ridden a bicycle to the Trades Center?

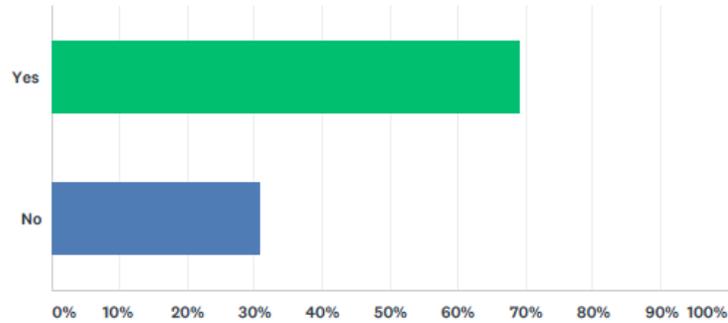
Answered: 764 Skipped: 284



ANSWER CHOICES	RESPONSES	
Yes	5.24%	40
No	94.76%	724
TOTAL		764

Q9 Do you feel safe riding a bicycle with the current traffic circulation and striping?

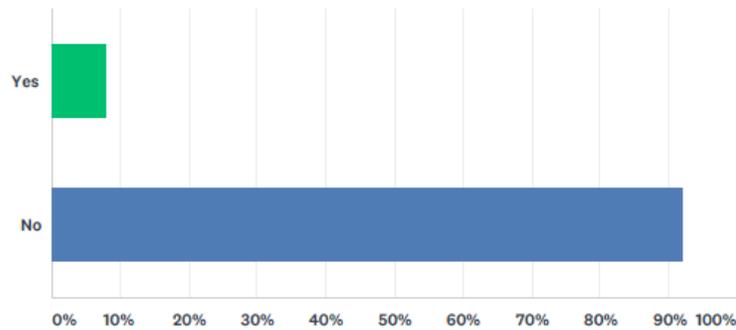
Answered: 39 Skipped: 1,009



ANSWER CHOICES	RESPONSES	
Yes	69.23%	27
No	30.77%	12
TOTAL		39

Q10 Do the noise levels of daily operations at the Trades Center affect you?

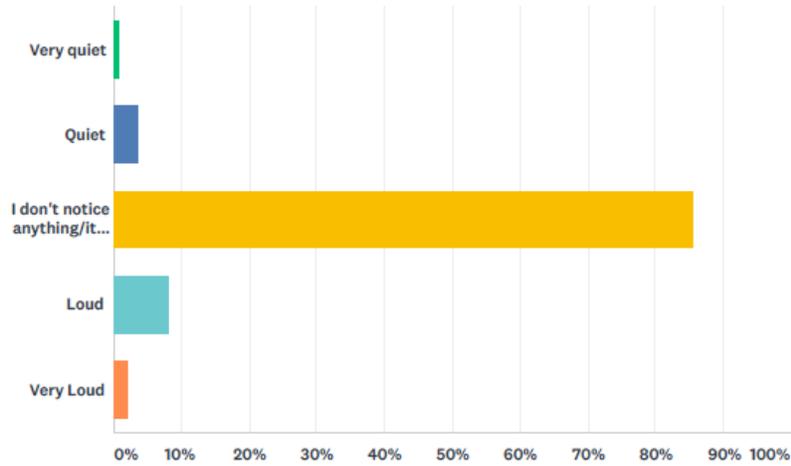
Answered: 878 Skipped: 170



ANSWER CHOICES	RESPONSES	
Yes	7.86%	69
No	92.14%	809
TOTAL		878

Q11 I find the noise levels of daily operations at the Trades Center to be:

Answered: 844 Skipped: 204

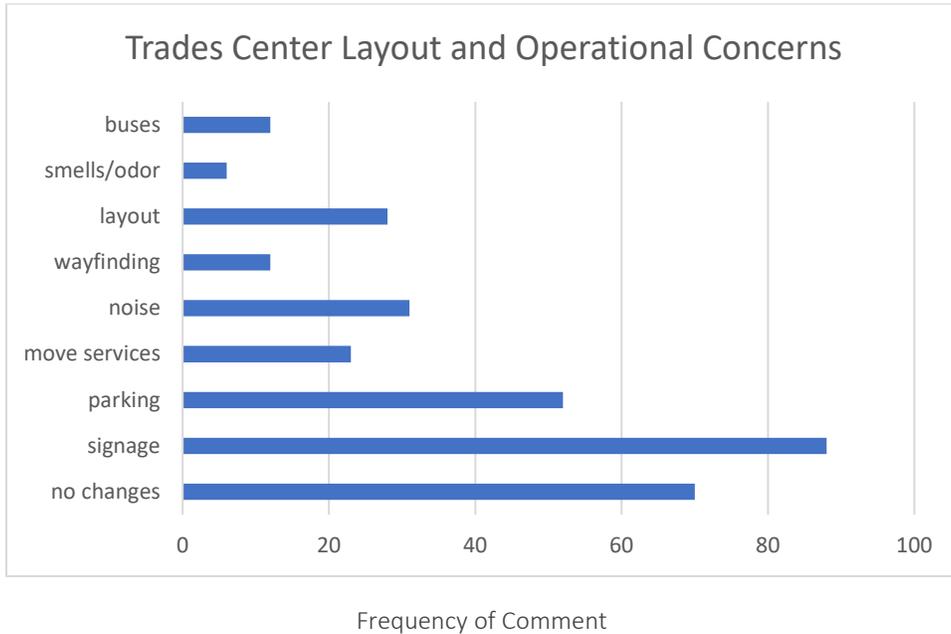


ANSWER CHOICES	RESPONSES	
Very quiet	0.83%	7
Quiet	3.55%	30
I don't notice anything/it doesn't bother me	85.55%	722
Loud	8.06%	68
Very Loud	2.01%	17
TOTAL		844

Q12 If you could change anything about the Trades Center overall site layout and operations, what would it be and why?

Open-ended feedback (Answered: 634, Skipped: 414)

Common themes followed by sample of comments:



Buses

“Relocate the school bus parking to a more mid-county location. The number of buses required for our county has exceeded the safe parking limits. In addition starting all those buses each morning is a primary noise and pollution generator. And having the bus parking in a corner of the county, such as it is today, floods that area with large vehicles during both mornings and afternoons. APS school operations/offices should move with the buses.”

“The space occupied by the School Buses is wasted. Buses could park at schools or other location (Buck, Carlin Springs VHC property) not integral to trades and utility functions. This would also disperse the traffic from one site.”

Smells

“The smell. Between the exhaust of the bus yard and the smell of the mulch it ca sometimes be overwhelming”

Layout

“The layout of the site does seem to have a lot of paved surface for storing vehicles when not in operation. I’m not sure if it’s practical, but having a parking garage to house the vehicles could reduce the amount of surface parking needed.”

“Construct a multi story office building and parking garage to consolidate office footprint and parking; this would give more space to use for larger vehicles. Better signage. The whole area appears inefficient space usage to me, but have not studied options to fix that since do not know what all the buildings are for or the functions inside them. I suspect a good analysis could improve the overall design.”

“Why not build up? Most urban areas are required to do this.”

Wayfinding

“it can be intimidating to navigate, if you have never been there.”

“Better directions on where to find things. it's a bit overwhelming”

Noise

“Move the school buses away from the residential areas. The noise from them backing up and moving around is disruptive to the next door neighbors”

“I would ban beeping vehicles from the back area of the trade center. Beeping work vehicles should not be allowed in the back. Beep beep beep all the time drives me crazy. Why not use that back lot for public parking for shredding etc. Public cars don't beep beep beep beep beep beep. And then I can open my windows and not go crazy. Thanks for asking.”

Move Services

“I would put the resident services (e.g, mulch) closer to the front of the site rather than at the rear. I would like to have the gates open on Sunday.”

“Move some of the resident-focused services/amenities (e.g., conference center, food waste, recycling) to a more centralized area in the front of the Trades Center. Often have to make multiple stops in one trip to drop off recyclables and food waste. Pedestrian access to the conference center for meetings and voting is poor (designed for cars, not pedestrians).”

Parking

“I would make parking for visitors more clear. That’s about the only thing that’s affected me to date.”

“More parking for the shredding services area and more parking for AWLA”

Signage

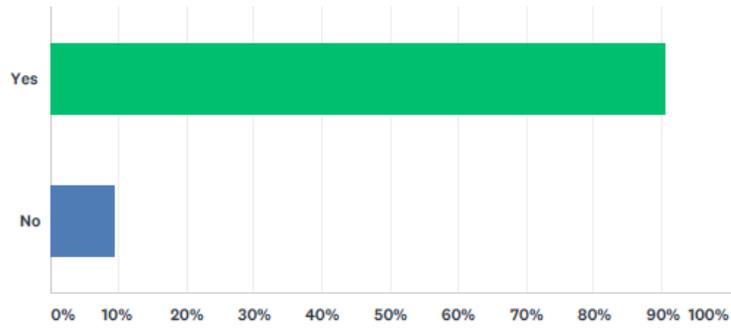
“Better signage and wayfinding. A general information source at the site and online would be great as well as maps at various locations of resources and facilities on site including access to individuals located at the side .”

“highly visible signage for the various operations. As it is, I have to ask somebody on site to direct me.”

A complete list of all comments is available to view: [“Trades Center Optimization Study – Open Feedback from Resident/Visitor Online Feedback Form”](#).

Q13 Do you feel the services provided to residents are adequate?

Answered: 831 Skipped: 217

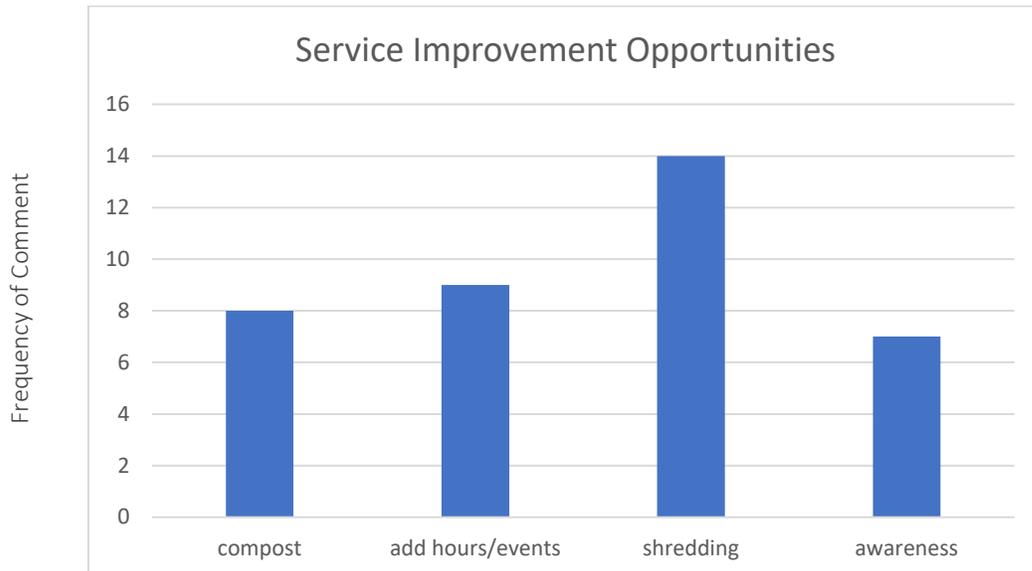


ANSWER CHOICES	RESPONSES	
Yes	90.61%	753
No	9.39%	78
TOTAL		831

Q14 Please provide examples

Open-ended feedback (Answered: 71, Skipped: 977)

Residents who felt services were not adequate in the preceding question, were asked to provide examples. Several common themes emerged from the 71 respondents who provided feedback.



Sample of Comments:

Compost

“Household food scraps should be composted by the County and that compost given back to County residents in the same way that we "share" our leaves and receive leaf mulch in return. Can community centers host food scrap pick up? Can community gardens have compost bins like DC community gardens have?”

“1/ Arlington residents should be getting the compost that results from the collections of our green containers...”

Add hours/events:

“I moved here from a much smaller jurisdiction, one that did not even claim to be a green community (Fredericksburg, VA) which had a much more robust and convenient solid waste recycling facility & longer hours”

“I would like to see inert materials drop off extended to times other than Saturday mornings.”

Shredding

“better shredding options and hours of operation”

“shredding machine is old and prone to malfunction and jamming. a second one is needed, if meaningful service is intended. possibly increase number of shredding days,”

Awareness

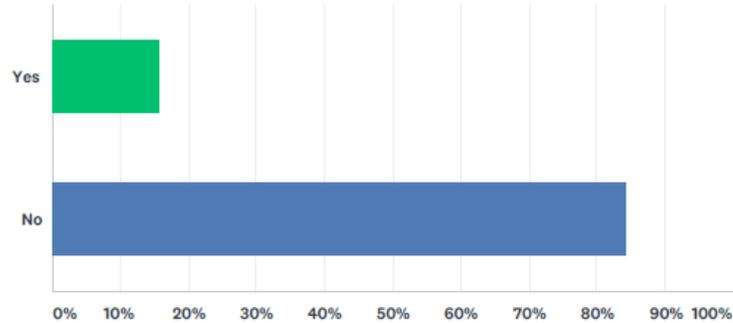
“I guess I have no clue what goes on back there, which is the problem! A full blown marketing campaign isn't necessarily needed (and probably not in the budget), but a few signs could be good. All I knew about was mulch (there's a tiny old sign) and the rest I thought was just a bus parking lot. Had no clue the animal shelter was part of the site.”

“Unknown what is inside the complex and available to local residents to use.”

A complete list of all comments is available to view: [“Trades Center Optimization Study – Open Feedback from Resident/Visitor Online Feedback Form”](#).

Q15 Do you have concerns with the County's operations and uses at the Trades Center?

Answered: 834 Skipped: 214

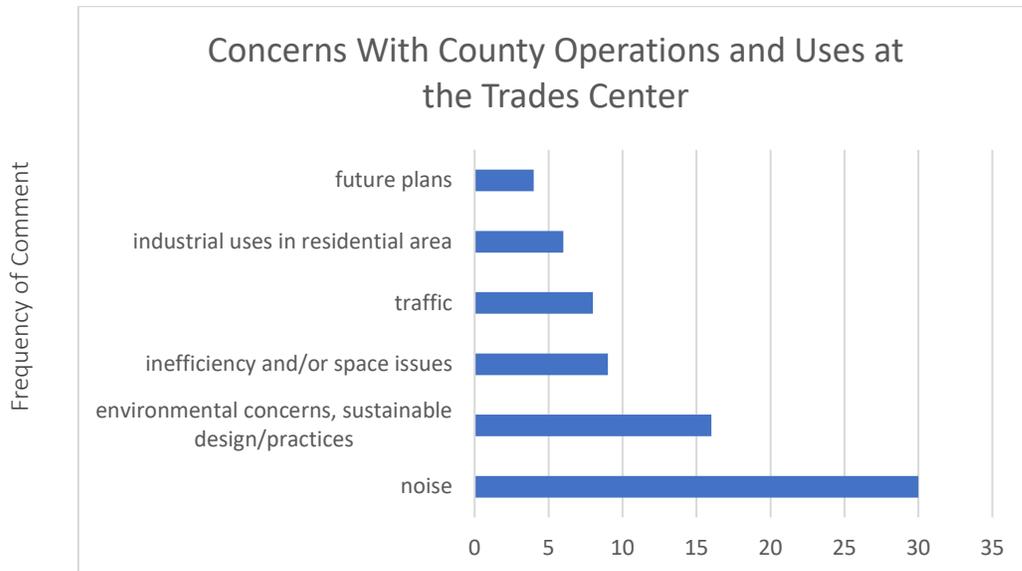


ANSWER CHOICES	RESPONSES	
Yes	15.71%	131
No	84.29%	703
TOTAL		834

Q16 Please tell us your concerns.

Open-ended feedback (Answered: 131, Skipped: 917)

Residents that had concerns with the County's operations and uses at the Trades Center were given the opportunity to detail them. Common themes from 131 respondents follow:



Sample of Comments:

Future Plans

“That services will be moved to the hospital center off Carlin Springs Road, creating worse traffic there.”

“what are future plans for the site”

Industrial Uses in Residential Area

“I don't want the industrial operations to sprawl out beyond the current site and extend into the general area, making all of south arlington an industrial site and services for the rest of the County”

“Any expansion or additional industrial uses at the facilities drives propoerty values down.”

Traffic

“My concern, as a resident and HOA officer of adjoining property, is that the plan to be developed will in involve new construction of multi-level parkng facilities, which will compound current traffic issues”

Inefficiency and/or space issues

“It's just not large enough to handle the resources needed for today and tomorrow's County demands.”

“See answers to earlier question. The Trades Center does not use its existing space well. It is under-built and inefficient. More density and better layout is necessary and can occur without disrupting neighborhood.”

Environmental Concerns, Sustainable Design/Practices

“I'm concerned that the Trades Center operations do not adequately prevent pollutants from entering our stormwater system.”

“Because of the amt of paved area, I would like the new design to include water diversion/detention, more trees, and solar power for as much of the operation as feasible”

Noise

“The Center needs to be more aware of the noise it generates outside of normal Business hours, when its residential neighbors come home from work. Complaints seem to go unaddressed or only change things for a few days.”

“Equipment noise begins too early in morning.”

A complete list of all comments is available to view: [“Trades Center Optimization Study – Open Feedback from Resident/Visitor Online Feedback Form”](#).