

*ENHANCING CIVIC PRESENCE & CUSTOMER SERVICE
IN THE WORKPLACE OF THE FUTURE
Courthouse Plaza Renovation Project*

The Ellen M. Bozman Government Center (CHP) is the County's central office location. It functions as the center for most County government activities, including County Board deliberations, hosts public meetings to discuss County operations and policy, and is the place where residents and industry come to conduct business with the County. This government center was constructed in 1988 and much of the public spaces and employee work areas have become outdated or ill-equipped to effectively and efficiently conduct the public's business in the early years of the 21st century.

Arlington County's employees are central to the delivery of high-quality programs and services to our residents and businesses. In order to meet the future needs of the public, as well as the employees who work in the Courthouse Plaza government building, significant investments are planned for the building. These investments are funded from the renegotiation of the office lease with the property owner (JBG Smith). This funding, which is a combination of renovation credits provided by the owner (tenant improvement allowances) and rent savings negotiated by the County, will enable the County to pursue a significant renovation of our workplace. A steering committee of County leaders has been leading the planning effort since the beginning of 2017 to ensure the completed project is a source of pride for residents and staff.

In order to meet the needs of the community and County employees, three primary goals were established for the renovation project:

- create a civic presence that affirms and celebrates our Arlington County identity
- provide standardized collaborative and flexible spaces for use by staff and public
- streamline customer service

These primary goals, guided by the County's Vision, have been articulated in a Vision for our Arlington County Workforce which will guide our efforts to successfully conclude the renovation: *The Arlington County workplace emphasizes our focus on customers; promotes diversity, inclusion and civility; fosters safety for employees and visitors; and encourages innovation and collaboration.*

Through the design and construction processes, a number of benefits will accrue to County staff and the public:

- A welcoming lobby that showcases civic presence and improved navigation;
- Improving customer service by the consolidation of customer-facing activities in easily accessible spaces;
- Enhancing building security to ensure the safety of staff and the public;
- Diverse and flexible workspaces that accommodate a variety of work styles;
- Equitable workspace standards and furnishings based on the types of work performed;
- Increased mobility enabling employees to work from anywhere;
- "Hoteling" and gathering areas for visitors to CHP;
- Standardized communications technology in meeting rooms;
- Increased access to natural light through new design and floor layout; and
- Reduction in paper storage and increased use of electronic records management

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