

Planning the
**NORTHAMPTON
RESILIENCE HUB**
May 5, - June 8, 2020

JWA
JONES WHITSETT
ARCHITECTS

TABLE OF CONTENTS

BACKGROUND.....	3
TASK 1 PROGRAMMING.....	6
SUPPORT.....	12
CONNECT.....	18
COMMUNITY.....	31
CRISIS RESPONSE.....	34
PROGRAM SUMMARY.....	39
TASK 2 SITE CRITERIA.....	46
TASK 3 COSTING.....	56
DESIGNING FOR INCLUSIVITY.....	59
APPENDIX A: FINAL PROGRAM	
APPENDIX B: FINAL SITE ASSESSMENT TOOL	
APPENDIX C: ASSESSMENT TOOL SURVEY RESULTS	
APPENDIX D: MEETING MINUTES & CHAT LOGS	

BACKGROUND

The City of Northampton seeks to build upon previous internal research and establish a Community and Resilience Hub (HUB) to support Northampton residents who face chronic and acute stress due to climate change, and social and economic crisis.

Having previously convened working groups to look at issues relating to homelessness, housing affordability and climate change, the City sought the skills of an Architect to help determine the space needs for the proposed HUB and to establish criteria with which to assess the feasibility of potential HUB locations.

Jones Whitsett Architects (JWA) was hired in early May, 2020 to assist a Working Group which consisted of staff from various city departments and representatives of social service organizations that provide services to vulnerable populations. The objective of the Working Group was to establish an optimal space program, a preliminary range of construction costs, and parameters for the future site selection of the HUB.

This study occurred in the shadows of the COVID-19 pandemic and the period of civil unrest relating to the death of George Floyd. Both events

underscored the significance of the work, while also making it necessary to employ unusual methods to deliberate and arrive at consensus decisions without the benefit of convening in person.

Working quickly, JWA engaged the Working Group in regular virtual meetings, visited local facilities that could be considered precedents for the HUB, conducted one-on-one interviews, and leveraged digital tools to create a productive dialogue between Working Group members, City staff, and directors and staff of local facilities serving homeless and vulnerable populations.

JWA also engaged directly with users of facilities assisting the homeless, but was limited by the scope of the study and the current pandemic from robust participatory engagement. JWA recommends that additional user and community engagement work be undertaken in the schematic design phase of the project.



Introductions – Design Team



Dorrie Brooks
Project Management
db@joneswhitsett.com
413-348-7875 (c)



Jill DeCoursey
Research & Analysis
jd@joneswhitsett.com



George Dole
Assessment
gd@joneswhitsett.com

Planning Committee Members

Wayne Feiden, FAICP Director, Planning & Sustainability

Alan Wolf, Chief of Staff, Mayor's Office

Keith Benoit, Community Development Planner, Planning & Sustainability

Andrew Pelis, Asst. Chief, Northampton Fire/Emergency Management

Lisa Downing, Director, Forbes Library

Chris Mason, Energy & Sustainability Officer, Central Services

Carolyn Misch, Asst. Director, Planning & Sustainability

David Pomerantz, Director, Central Services

Cherry Sullivan, Opioid Program Coordinator, Health Department

Steve Connor, Northampton Veterans Agent

Lee Anderson, Manna

Laura Baker, Valley Community Development

John Bidwell, Executive Director, Hampshire United Way

Amy Cahillane, Director, Downtown Northampton Association

Seth Dunn, Director, Quality Management, ServiceNet

Lynn Ferro, Northampton Recovery Center

Jeff Harness, Director, Community Health, Cooley Dickinson Hospital

Rick Hart, Friends of Hampshire Homeless

Jay Levy, Homelessness Services, Eliot CHS

Keleigh Pereira, Program Director, Community Action

Heidi Nortonsmith, Executive Director, Northampton Survival Center

Miguel Rivera, A Positive Place, Cooley Dickinson Hospital

Jay Sacchetti, Senior Vice President, Shelter & Housing, ServiceNet

Pamela Schwartz, Western Mass Network to End Homelessness

Step Smith, Cathedral of the Night

John Thorpe, City Councilor and Probation Officer

Todd Weir, Pastor, First Churches

Faith Williams, Way Finders

Liz Whynott, Manager, Harm Reduction, Tapestry Health Systems

Chief Jody Kasper, Northampton Police Dept.

Amy Cahillane, Exec Director, Downtown Neighborhood Association

TASK 1 | PROGRAMMING

The Working Group entered the study with clear agreement that Northampton has two pressing needs. The first is for a day center to support individuals who are homeless and within or eligible for the shelter system. The second is that Northampton anticipates a growing number of climate related events (flooding, temperature extremes, economic crisis, etc.) that could endanger the stability of vulnerable households. An October 2019 Report on Panhandling underscored the former concern; a May 2018 Resilience Building Workshop explored the latter.

While many communities have begun to study their physical vulnerability to climate change, Northampton has connected the dots between equity and infrastructure, acknowledging that environmental events disproportionately injure residents who are low income, transient, elderly, non-English speaking, living without shelter or struggling with mental health issues and addiction.

The HUB sets out to address both acute crisis and anticipated climate crisis concerns by strengthening social resilience and empowering vulnerable communities. The HUB will

create useful space for the delivery of support services, opportunities for connection and community engagement, and will establish a reliable physical resource communities can turn to in a generalized crisis.

The recent challenges the City has faced supporting the homeless community, providing public health information, and supporting food insecure residents during the COVID-19 business closures and social distancing restrictions underscores the urgency motivating the City's push for the establishment of the HUB. That said, it is no small

task to develop a space to address economic inequity and social resilience through the partnership of a municipality and nearly 20 distinct non profits.

The Working Groups' planning efforts have been significant not only because of their specific programmatic task outcomes, but also because of the dialogue this project has facilitated between Working Group members who are actively developing a common vision of partnership that will likely shape the success of the HUB to a greater extent than will the final architecture.

While all communities face economic and environmental challenges, Northampton is unique in its wide appeal to diverse resident populations despite high housing costs. Northampton has a comparatively expensive housing market given regional income and employment levels. Despite this, the City continues to attract young people, retirees and individuals who are homeless and looking to live in the safety of an urban setting that is less harsh than larger cities. This creates an economic precariousness that leaves many people vulnerable to disruption. Northampton is

fortunate that many resource agencies exist to provide support to vulnerable groups locally. However, these services are spread widely throughout the city and surrounding region. The City lacks a single, accessible location to support and coordinate the delivery of services to vulnerable individuals and families.

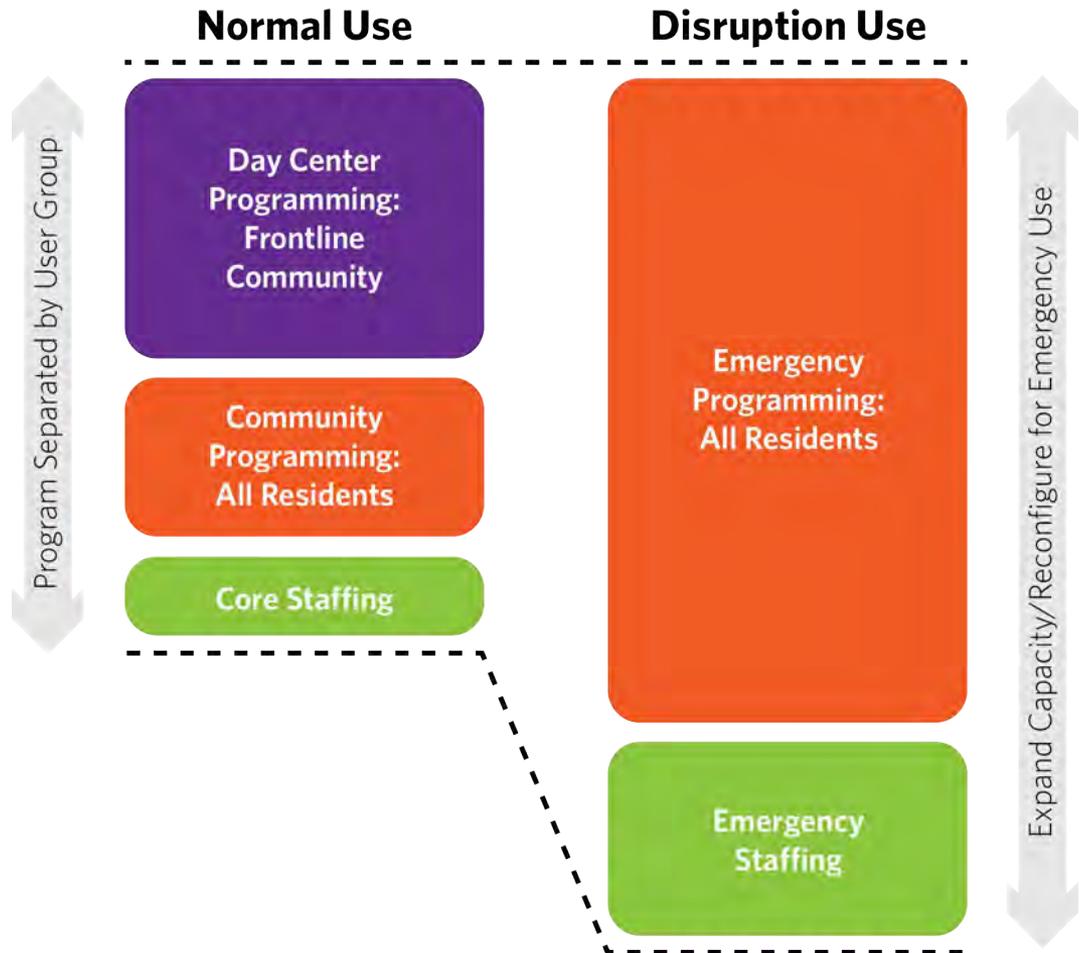
The unique dual mission of the HUB to assist individuals in chronic acute stress (those who are homeless or at risk of homelessness) and create a trusted resilient resource space for use in a generalized crisis, framed a set of challenges for this study.

JWA led the Working Group through a series of discussions to explore the spatial needs of these two uses and their temporal and physical overlap. Rather than constantly segregate the program by users, the Working Group encouraged JWA to see the HUB as a more broadly welcoming community space addressing a continuum of capacity and vulnerability to which we all belong. JWA broke the dual program of the HUB into four distinct parts -- SUPPORT, CONNECT, COMMUNITY and CRISIS RESPONSE.

TASK 1 – TRIPLE PROGRAM GOAL

Who is the Hub facility serving?

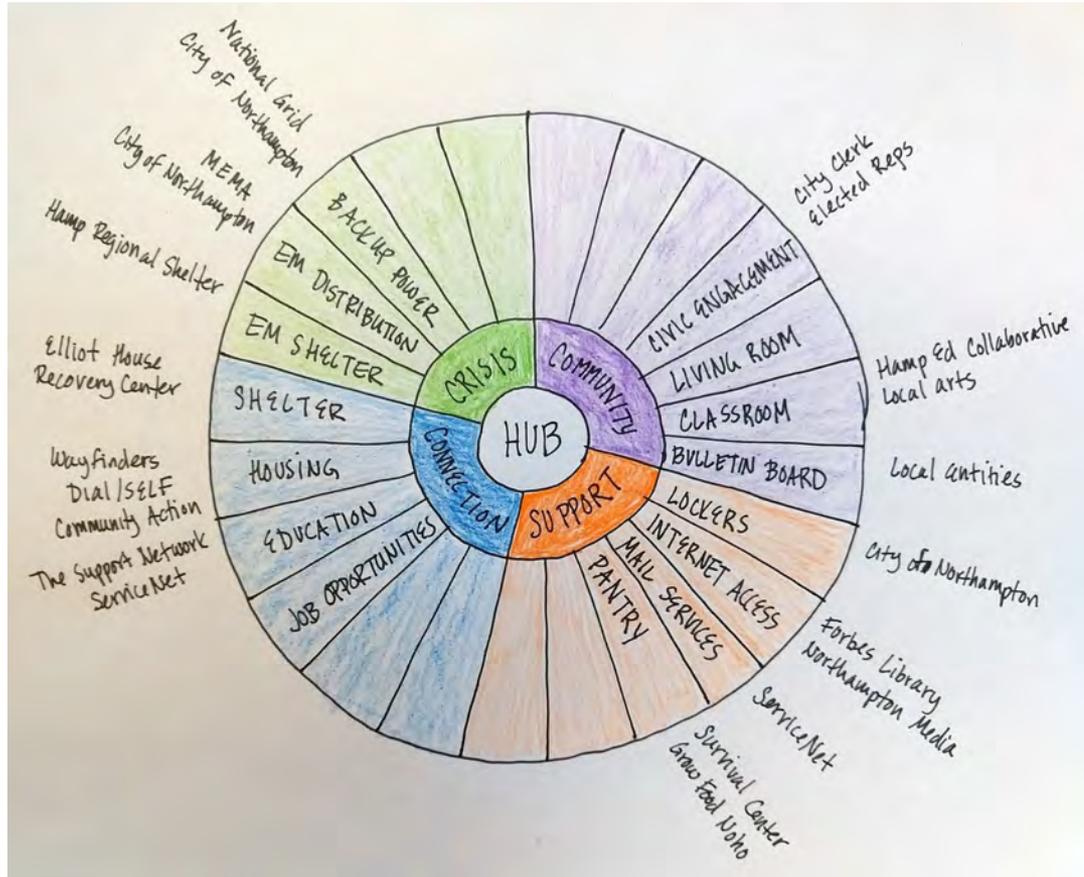
Challenge : Designing for most vulnerable AND for occasionally vulnerable?



Community and Resilience HUB Partnership Matrix

CONNECTION		SUPPORT		COMMUNITY		CRISIS	
SHELTER	Eliot House Outreach Recovery Center ServiceNet WMNTEH	PUBLIC LOCKERS	City of Northampton	COMMUNITY CLASSROOM	City of Northampton Hamp Ed Collaborative Local arts, ed, business, non-profits	EM SLEEPING SHELTER	Hamshire Regional EM Shelter Partners
HOUSING & TENANCY	Community Action Coordinated Entry Wayfinders Valley CDC Dial/SELF Cooley Dickinson Community Legal Aid Afrya The Support Network Literacy Project	PUBLIC SHOWERS	City of Northampton	COMMUNITY MEETING ROOM	All of the above, plus	EM WARMING SHELTER	Eliot House Recovery Center ServiceNet Local Ministries
EDUCATION	Center for New Americans ServiceNet Hamp Ed Collab Northstar	INTERNET ACCESS	Forbes Library Northampton Media	COMMUNITY BULLETIN BOARD	Any local entities	EM DISTRIBUTION CENTER	City of Northampton MEMA
JOB OPPORTUNITIES	ServiceNet	MAIL SERVICES	Community Action PV ServiceNet	COMMUNITY LIVING ROOM	Built in	EM COMMUNICATIONS CENTER	Northampton Police Dept. Northampton Fire Dept. State Police Mayor's Office
FOOD SECURITY	USDA-FNS ServiceNet Manna Survival Center Grow Food Northampton	NEIGHBORHOOD PANTRY	Survival Center Grow Food Northampton	COMMUNITY KITCHEN	Manna	RESILIENCE ACADEMY	City of Northampton CET Community Action PV WAP
HEALTHCARE	CHD Tapestry Cooley/Dickinson	CLINICAL SPACE NARCAN SUPPLY TELEMEDICINE SPACE	City of Northampton Cooley Dickinson Hospital ServiceNet Tapestry	CIVIC ENGAGEMENT	City Clerk's Office Elected Reps	STORED WATER SUPPLY	Cooley Dickinson Hospital City of Northampton
ADDICTION/RECOVERY	Drug Diversion Program Northampton Recovery Center The Recovery Project Hampshire HOPE CSO	NEIGHBORHOOD CLOSET	Local Ministries	ONLINE VIRTUAL RESILIENCY SERVICES	City of Northampton United Way Community Action PV	EM MEDICAL	Northampton Fire Dept. Cooley Dickinson Hospital
TRAUMA RECOVERY	Clinical Support Options WM Recovery Learning Comm Salasin Project Trauma Informed Hamp Network					BACKUP POWER	Built in National Grid City of Northampton
LEGAL ASSISTANCE	Community Legal Aid Center for Public Representation Northampton Police Dept.					FLOOD RESISTANCE	
VETERANS ASSISTANCE	City of Northampton Veterans Administration					PV COLLECTOR	Built in (Northeast Solar?)

Relationship Diagram - Concept

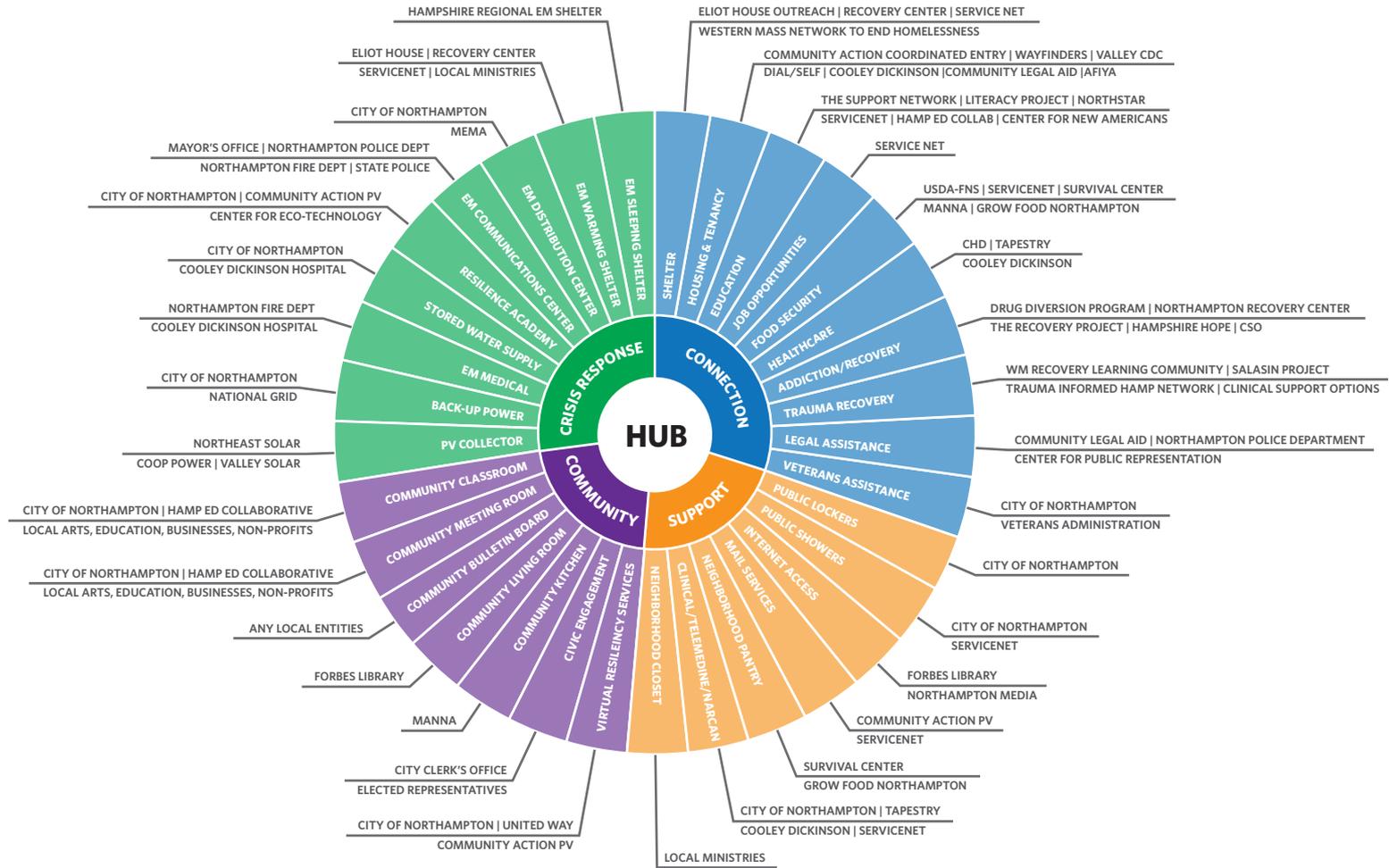


...a place where connections are made

.... a place that supports those of us who lack a stable home

....a place that strengthens community

....a place we can all to turn to in a crisis



SUPPORT

Across the board, the Working Group agreed to the need for a day center in Northampton where the basic needs of homeless individuals could be met. This day center would complement the existing shelter services (Interfaith, Grove Street, Hampshire County Resource Center and Eliot House) by offering a warm, safe and respectful space for showers, personal storage and a mailing address.

Josh Wren, staffer at Hampshire County Resource Center, explained to JWA why this basic resource was needed. Under the current model, an individual enters the shelter system out of

desperation, often in the winter. He or she begins to apply for housing and assistance, learns to navigate around the City to reach different resources for treatment and starts down the path out of crisis. Just as momentum picks up individuals are released back to the streets when shelters close for the summer. Like clockwork, cases of positive progress fall backwards when individuals resort to unsafe shelter or struggle to protect themselves and their belongings while living on the streets, gradually losing contact with caseworkers and support systems. The HUB, in Josh's view, is needed to offer

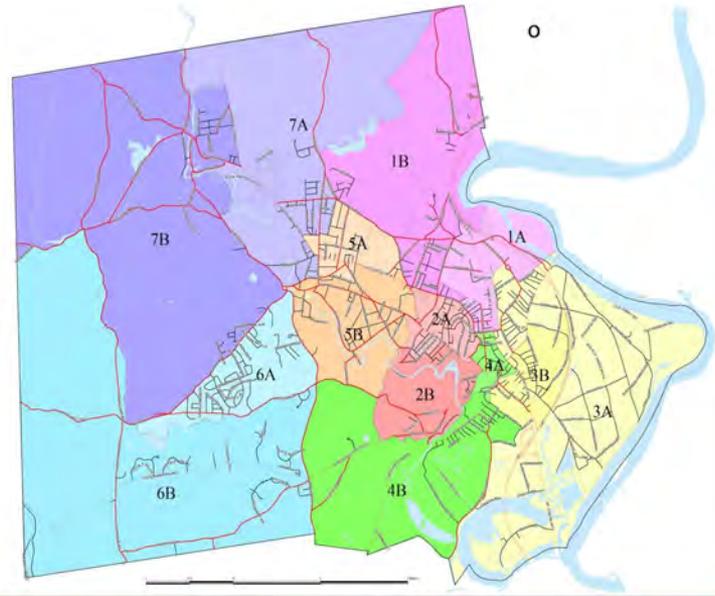
a space for basic subsistence and personal hygiene and a point of contact, supporting the critical work of seasonal overnight shelters and outreach workers.

TASK 1 - Exploring Program Goals - NORMAL USE



PUBLIC	PATRON	STAFF	SYSTEMS
Art Public Info Recreation Education Library Garden Quiet Bathrooms Internet Charging Kiosk Vending Café Parking Sidewalk Greenspace	Laundry Showers Lockers Referral Services (Shelter, etc) Translation services Mailing Address/PoC Job/Ed Counselling Recovery support Med/Pharma/Narcan Case Management Counselling Group Classes Child care? Elder Care? Quiet Area/Overnight	Staff offices Storage Kitchen Pharmacy Storage Volunteer Coord Donation Coord Staff Planning Office Housekeeping Child care storage Staff bathroom	Data Rm Security Systems Elec Rm Mechanical Rm Emergency Supply Backup Power/Batt. Water storage Loading Dock

Identifying Vulnerable Populations



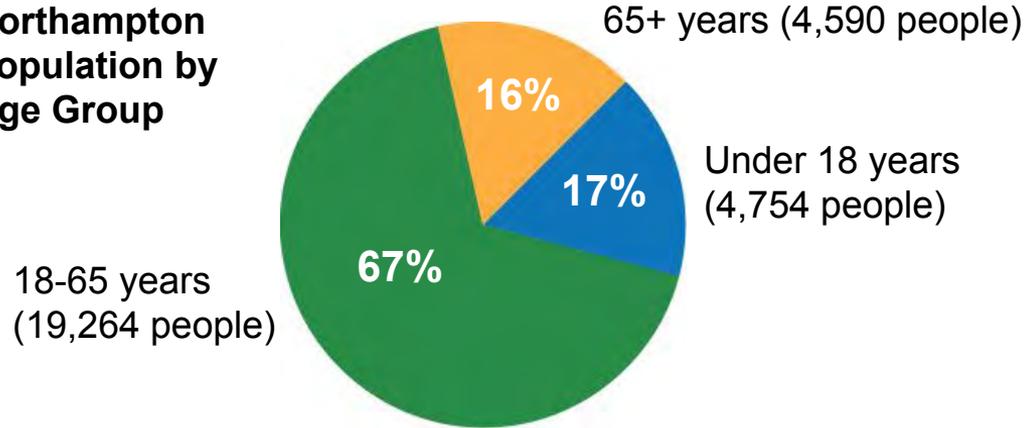
Northampton population (2017): 28,608
Number of occupied households: 11,406

In Northampton **4,290 people** (15% of the population) are below the poverty level

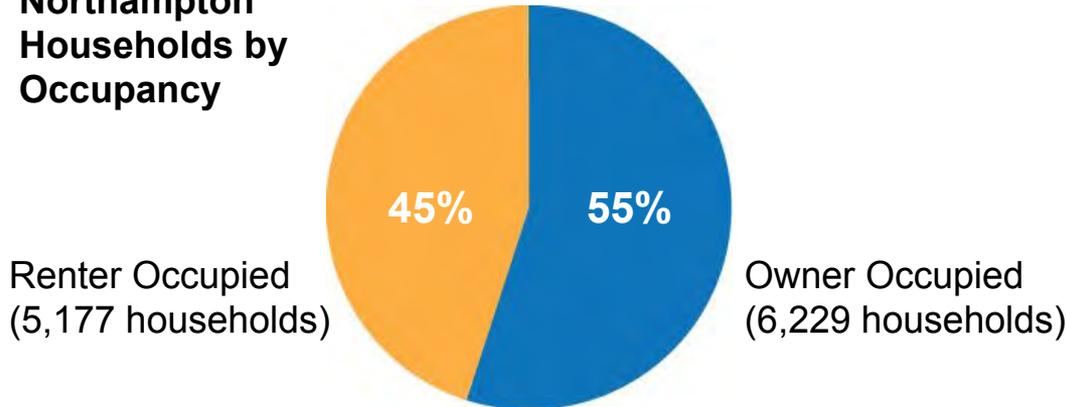
2,475 households (22%) have an income < \$25,000

Identifying Vulnerable Populations

Northampton Population by Age Group



Northampton Households by Occupancy



10% of households have no vehicles (1,103 households)

12% speak languages other than English at home (3,474 people)

8% of households are single parents (897 households)

Homeless Population in need of Shelter

In Northampton in one night (January 29, 2020),
counted by Three County Continuum of Care:

**20 people experiencing unsheltered
homelessness**

**47 People experiencing sheltered
homelessness (excluding Soldier On)**

Estimated ratio of sheltered population to
unsheltered/recent or temporarily homeless
based on Amherst Survival Center experience 1:2

Number of Regional Beds

Grove Street Inn	21 beds	Year round
Interfaith Cot	20 beds	Winter only
Soldier On	17 beds	Emergency, Veterans
Interfaith Easthampton	6 beds	Overflow only
Craig's Doors Amherst	28 beds	
Safe Passage	6 beds	Victims of domestic violence

Disability and Homelessness

In Northampton **8.5%** of residents have a disability and are under 65 years old (2,432 people)

In Massachusetts 21% of people with disabilities fall below the poverty line compared with 9.4% of people without disabilities.



21%

9.4%

Nationally:

People with disabilities are **more than twice as likely to be homeless** as non-disabled people.

The unemployment rate for people with disabilities is **twice that of non-disabled people**.

More than **40%** of sheltered homeless people have a disability.

24% of all homeless population are chronically homeless.

CONNECT

With the day center component of the space program clearly defined, the most challenging part of JWA's work was to get consensus from the Working Group on the other types of spaces beyond the core program of showers, storage and point of contact (mail and internet service) that will be needed for the HUB to succeed.

Locally there were four useful and unique examples of facilities providing some parts of the HUB's program that JWA was able to visit and draw lessons from. These included Easthampton Community Center (ECC), Amherst Survival

Center (ASS), Hampshire County Resource Center (HCRC) and the Temporary Shelter at Northampton High School.

HCRC provides a good example of a crisis shelter resource with no ambition to support non-acute, vulnerable communities. ECC demonstrates a remarkably resourceful repurposing of a social hall into an active community center that also provides anti-poverty assistance. Amherst Survival Center demonstrates a custom designed, choice-based, food and community centered pantry program that erases social boundaries between

those who serve and those who are served. The Temporary Shelter at Northampton High School demonstrates some of the requirements of a resilience center and emergency shelter

After a review of these organizations and their spaces, and a review of several examples from beyond the region, the Working Group advocated for a more broadly welcoming facility like ASS and ECC, and for the inclusion of a clinical space, one-on-one meeting spaces, group meeting spaces, as well as an informal assembly space to facilitate fellowship and human contact between people in acute stress,

people not in acute stress and resource providers.

The additional office and meeting spaces were seen as especially critical to breaking the cycle of crisis many people experience. Pamela Schwartz of Western Mass Coalition to End Homelessness underscored this to JWA early on arguing that the goal of the HUB "should not be to make being homelessness easier but to make the process of getting out of homelessness easier."

Without an umbrella organization leading the charge and committing to cover operating costs, it was difficult

for the Working Group to come to consensus on how large a commitment should be made to the “connect” areas of the program.

One value of this brief planning process was that each agency was called on to explore the impact of the HUB on their own organization’s mission and operations in their own space and time.

In talking to agency representatives individually JWA learned that while there was initially concern that the HUB would complicate their missions or cause competition for scarce resources, as time progressed,

each saw more and more value to the emerging vision of a ‘one stop’ resource for delivery of services and coordinated entry point for housing, legal assistance, treatment, and other forms of support.

That the HUB needed to be a neutral, safe, and welcoming space also became clear. Northampton Police Chief Jody Kasper underscored this point in a brief interview with JWA.

Kasper pointed out how difficult it was for the NPD, often the first point of contact in crisis, to diffuse a situation or put individuals in contact with social workers when the only

venues to meet people are the streets, the woods or the police station. She and others strongly supported the creation of a space that is safe, trusted by the entire community and respectful of all who might enter.

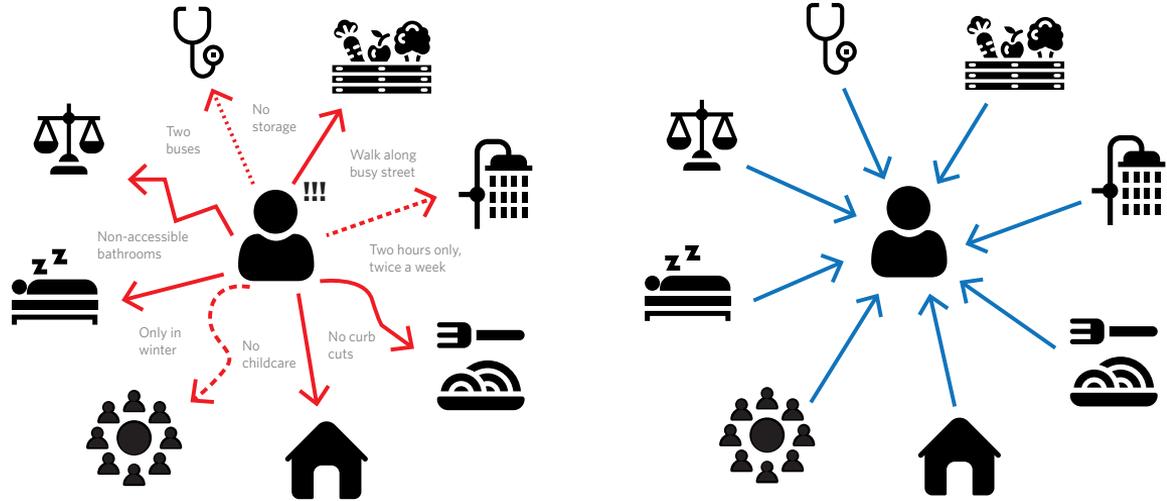
Lev Ben-Ezra, Director of Amherst Survival Center, also strongly echoed the need for a day shelter in Northampton. People living in crisis in the area visit each of the regional pantry shelters. At ASS basic needs like storage and showers are provided in a warm, unstigmatizing and universally accessible manner.

Ben-Ezra agreed that

Northampton needed this type of facility but questioned the wisdom of planning the HUB without a pre-existing operator at the helm of the effort. Amherst Survival Center drew on many years of experience when designing its current facility.

However, the lack of a single leader and the presence of a neutral facilitator for the HUB discussions gradually led to the development of a vision of a neutral, membership-based organization of agencies committing to the operational support of the HUB in exchange for access. This idea is not without precedent

in the region. A community center in the upper Quabbin, known as the Quabog Hills Region Community Center has been coming together through membership of social service agencies, including federally and state funded partners and peer-to-peer support groups. The focus at QHRCC is similar in its diversity and its emphasis on equity, recovery, respect and connection.



The HUB Working Group acknowledged how difficult it is to locate resources and maintain support systems when one is homeless because of the absence of any centralized point of delivery for program entry or peer-to-peer support. The HUB will provide a space where agencies and support groups can establish consistent relationships with individuals in need and with each other.

Site Visits - Easthampton Community Center

5000sf programmed space, 3400sf basement



Site Visits – Easthampton Community Center

Provides pantry, hot meal, day center resources without regard to who client is or where they come from. Also provides community center resource for AA, community meetings, crafting, youth programs, and rentals. Feel strongly that the community programs enable the pantry programs.

Users: 200 hot meals max. capacity (normal mode)
1350 families use pantry services
(250 families added since March 2020)

Staff: 1 paid staff, 200 volunteers (current)

Space types: est. 3000 gsf
(plus 2,000sf accessible main floor)

- Community Room - roughly 1500sf
- Office
- Flip office space for Food Bank outreach staff
- Kitchen 120sf
- Conf. Rm./Activity Rm 200sf
- Pantry/Storage 800-1000sf
- Vestibule that is used for pick up/drop off 120sf
- Parking

Key Lessons for HUB

- Community programs build trust, creates continuum of access/volunteerism
- Decades of built experience
- Seems to be highly dependent on one amazing staff person
- Highly sensitive to the changing demographics of Easthampton, including youth at-risk, newly unemployed and seniors
- Also serves same acute need population as Northampton shelters and Amherst Survival.
- Does amazing job of arranging donations, relationships

Robin's Wish List

- Shower Rm/Lockers/Address to assist homeless job seekers.
- Emergency sleeping quarters for crisis situations.
- Better transit to support circulation between Northampton Senior Center, Northampton shelters, Northampton Housing Authority and Easthampton Church shelter and ECC.

Interview with Robin Bialecki, Director

Northampton Community & Resilience Hub Planning

Site Visits - Northampton Temporary Shelter at NHS



Provides temporary shelter to healthy homeless clients within the requirements of COVID-19 social distancing.

Users: 48-52 per day

Staff: 4-5 paid staff, 2-3 volunteers (daily)

Space types:

Check in/Temp Testing

Dining

- Servery (bag meal)
- Coffee Area
- Dining Area
- Movie Lounge (in dining)

Sleep Area (gym/ cots)

Isolation Rm

Shower/Restrooms/Lockers

Storage combined with office area

Staff/Records/Casework Space

Security Rm(!)

Key Lessons for HUB

- Stay flexible/learn by doing
- Code requirements for resiliency shelter need to be planned for even if shelter is not in normal mode.
- High need population can be disruptive and need special spaces (“isolation rooms”) at times.
- Don’t count on regional/state/fed assistance. Plan for local relationships. Develop MOUs locally.
- Commercial grade laundry machines, if possible.
- Allow for higher storage capacity for patrons and facility.
- Design for good sanitation/ventilation/spacing & check in
- Hot meals are complicated and not critical to success, but the coffee service and leisure activities were very well received by users

Site Visits - Amherst Survival Center

6500sf programmed space, 3000+/-sf basement



Site Visits – Amherst Survival Center

Provides pantry, hot meal, day center resources without regard to who client is or where they come from.

Users: 100 lunches per day (normal mode)
6000 meals a year

Staff: 11 paid staff, 250 - 280 volunteers (current)

Space types: 6,500 gsf (plus 3,000sf storage basement)

- Community Room - roughly 1000sf
- Community Store 600sf
- Program Director 200sf
- Pantry 800sf
- Kitchen 400sf
- Refrigeration/storage/loading 500sf
- Workshop 300sf
- Admin plus two offices 500-600sf
- Clinic area (2 exam plus sink area) 350-400sf
- Bathrooms/locker/laundry /showers

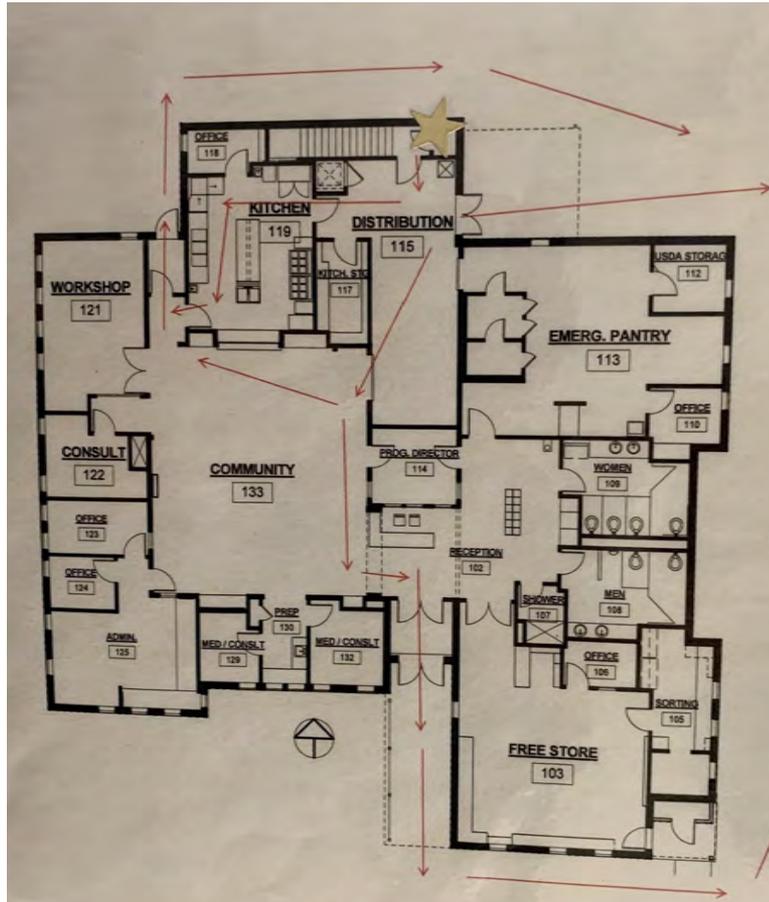
Key Lessons for HUB

- For Amherst Survival Center, community-building btw patrons, volunteers and staff means treating everyone (equally-sharing restrooms, etc).
- While showers and storage can be accommodated, “shelter needs” of acutely stressed/homeless patrons in a day center may not be compatible with community center goals during normal mode.
- Hot food service is a positive source of community building, but is a higher per sf program area with higher energy use.
- Volunteers are critical to culture but can’t be counted on. Design around minimal staffing to ease operational costs.
- The range of people needing support includes people who drive, bike, bus and walk. Parking space will be heavily used if made available. Transit connections and walkability are critical.
- All these facilities are a network. Complement and strengthen the network. Don’t compete.

Interview with Lev Ben-Ezra, Director

Northampton Community & Resilience Hub Planning

Site Visits – Amherst Survival Center



Architectural Lessons

- Central visual, staffed, control hub/check-in
- Varied ceilings/sense of openness helps to make all patrons/staff feel safe & welcome
- Daylighting and interior lites help with visibility/equality/sense of safety
- Varied space sizes allows for flexibility
- Durable floors reduce fuzziness/maintenance
- Wood trim and daylight balance durability with warm character
- Lockers/shower/restrooms in lobby area reduces stigma and allows observation
- Large PV Array meets only 25% of energy need
- Hot kitchen creates large space/equipment and energy needs.

Site Visit – Hampshire County Resource Center

Center Street, Northampton

Provides social services, health clinic, mail and computer access, daytime warming/cooling, showers, laundry, bathrooms year round. Provides shelter and meals in winter.

Users: 20+ overnight patrons in winter

Staff: 2-3 daytime staff (director, 2 caseworkers)

Space types: ~ 3,000 gsf

- Reception
- Private Offices (2)
- Exam room
- Triage station
- Community/Living Room
- Kitchen
- Server/Dining Area
- Dorms (3)
- Restrooms/Showers/Laundry
- Small meeting/counseling rooms

Key Lessons for HUB

- Basement setting with limited windows.
- Circuitous layout not ideal. Inefficient, leads to bottlenecks. The entry/sign-in area is the most congested.
- The facility is meeting basic needs, but additional laundry, storage, and sanitation spaces would improve service.
- Facility usage varies by season (more use in winter), time of month (more use end of month), and day of week (more use on clinic days)
- No personal storage is allowed due to space limitations, but would be a valuable addition.
- Mail room, community computer, and cell phone charging area area a critical service.
- Busiest during health clinic days. Not sufficient exam or triage areas. Often take over offices and reception area for triage.

Interview with Josh Wren, Caseworker

Northampton Community & Resilience Hub Planning

Site Visit - Hampshire County Resource Center



Site Visit – Hampshire County Resource Center

Center Street, Northampton

From Interview with Josh:

The current central location is advantageous despite space constraints.

The challenge is helping patrons to get to other appointments/service locations across town. (that transportation issue again)

Having a centralized hub (one-stop) for services would greatly improve ability to assist homeless individuals.

Having it not be seasonally dependent would also be a positive change.

Since the growth in the homeless numbers are in LGBTQ youth, having the day center separate from shelter may make it more welcoming to people who need assistance but are not bedding in shelter spaces.

He also noted the need for spanish language services to meet growing spanish speaking community.

Noted importance of engagement with Northampton Police when planning a space.



Interview with Josh Wren, Caseworker

Northampton Community & Resilience Hub Planning

COMMUNITY

In reviewing the community spaces and adjacencies of the Amherst Survival Center, Easthampton Community Center and the cafeteria of the Northampton High School Temp Shelter, the Working Group debated how much space and what kinds of space should be made available for general community events.

The Working Group agreed that while the HUB would not regularly provide shelter, it should be able to function as an emergency sleep shelter and warming and cooling shelter in a disruption (the CRISIS or “disruption” mode of operation).

The Working Group wanted enough space in the HUB to store emergency resources and be effective as a small emergency warming/sleep shelter to the larger community in an emergency, but not so much space that it would be difficult to maintain or afford the operation of the HUB under normal conditions.

JWA set a goal of providing the ability to support 50 or fewer people in cots in an emergency, ideally in several distinct spaces rather than a single space

Several members of the group felt that more assembly space was needed because

of a lack of community space in downtown Northampton currently, and because the demand for welcoming and respectful spaces for poor people in our community is far greater than the City can currently meet and will likely continue to grow.

Others felt strongly that the program should be infused with art and education spaces in order to be a more holistic resource with wider appeal.

Ultimately, with little immediate clarity on the financial capacity to support a larger program or to find a space greater than 10,000 square feet in the

downtown, it was agreed the core program for the HUB should only include as much community space as is needed to support the crisis use of the facility with an understanding that these community spaces could serve as meeting and education spaces during normal operation. This area was set at roughly 1,800 square feet broken up into several spaces of different size in order to support different types of gatherings.

Question: How do you create community with space?

Answer: By sharing the space and sharing the power to control the space.

- people who are homeless or at risk of homelessness
- people struggling with addiction/recovery
- people with mental health needs
- people with physical disabilities
- people seeking nutrition assistance
- people seeking workforce assistance or benefit assistance
- veterans
- LGBTQ youth and adults, particularly transfolk
- families, particularly single parent and low income households
- low income seniors
- migrant workers
- undocumented residents
- members of refugee communities
- climate refugees

examples:

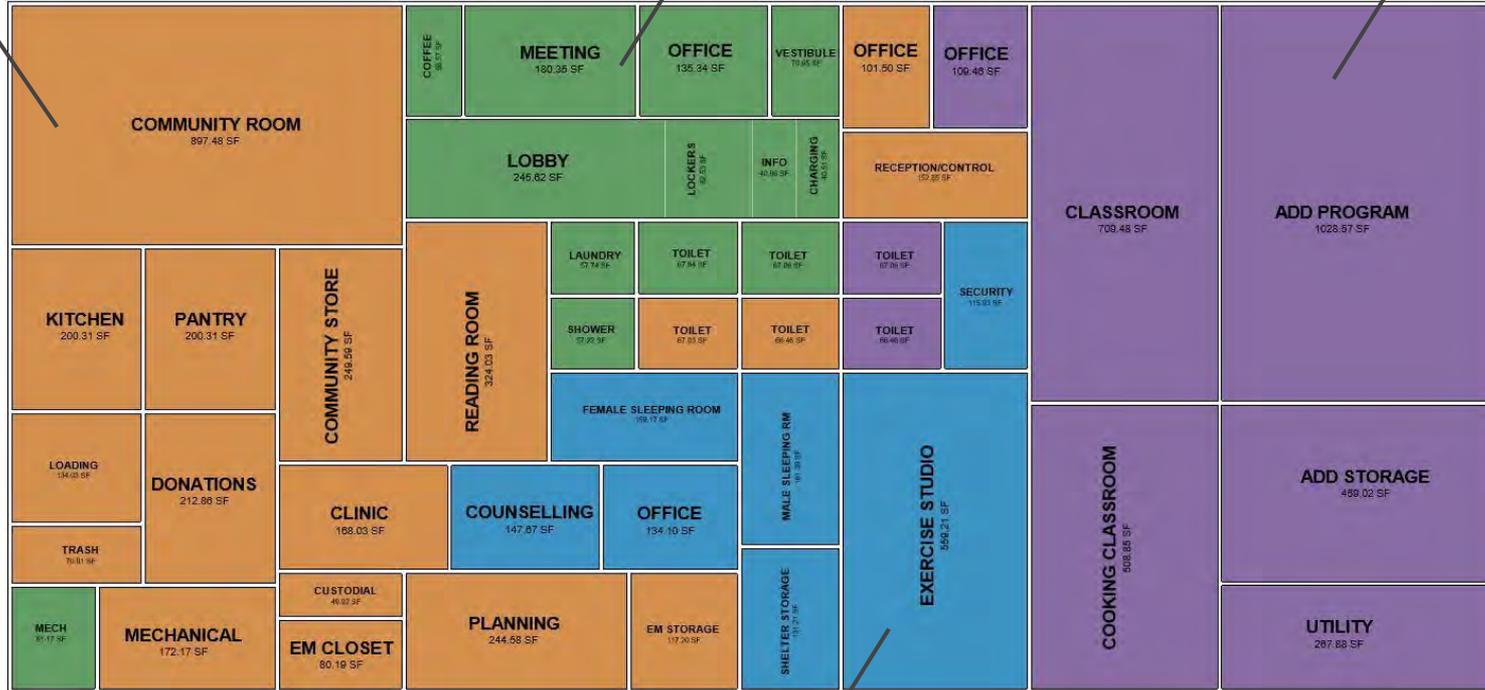
- Stavros
- Generation Q
- UniTy
- parent communities
- Pioneer Valley Workers Center
- Center for New Americans
- climate activist groups
- political empowerment groups
- cultural and racial identity groups

Projected Range of Construction Costs

community "living room"

minimal hub

community center



JWA observation: The more space there is, the more useful in "disruption" mode.

central outreach HUB

CRISIS RESPONSE

Clear to the group from the outset was that the proposed HUB needed to be capable of maintaining operations and supporting the community in a period of crisis. JWA looked to examples of resilience programs elsewhere, met with Northampton Fire Chief Jon Davine, and closely reviewed the guidelines of the Urban Sustainability Directors Network (USDN) to estimate the required space needs for the HUB as a community crisis response center.

PROTECT	ADAPT	BACK-UP	PLAN
Minimize Disruption Impact	Design to Withstand Disruption	Redundancy for System Failures	Minimize Disruption of Service
<ul style="list-style-type: none"> • Dry/wet floodproofing • Site perimeter floodproofing • Backwater valves • Sump pumps • Protected utilities 	<ul style="list-style-type: none"> • Passive design strategies • Envelope efficiency • Elevated equipment • Surface stormwater management • Window shading 	<ul style="list-style-type: none"> • Back-up power supply • On-site power generation • Emergency lighting and security • Access to potable water • Communication system redundancy 	<ul style="list-style-type: none"> • Emergency management manual • Train core staff on building systems/operations • Ample storage of emergency supplies

Adapted from Enterprise Green Communities- Resiliency Guide

What do we really mean by “resilient”?

SOCIAL ←————→ ENVIRONMENTAL

- able to strengthen vulnerable communities in an ongoing way
- able to offer a warming/cooling/shelter
- able to distribute food in a crisis
- able to provide shelter in a crisis
- able to physically sustain major environmental crisis
- able to serve as an EM communications central control during a major crisis

Sharing Additional Precedents/Resources



Bridge Project - Dallas, TX

- Single Point of Contact Outreach
- Housing First Approach
- Example of unmasking the need
- Interesting architectural strategies
- Regionalism vs. Localism

[Architect Project Page](#)

[Project History/Challenges](#)

Design Lessons

- Daylighting
- Trauma focused design
- One-stop resource provision
- Storage and exterior spaces



Sharing Additional Precedents/Resources

Case Study

A Resilience Hub During Superstorm Sandy

Background

Brookdale Village Senior Center is part of a senior residential complex operated by the Jewish Association Serving the Aging (JASA) in Far Rockaway, Queens, NY. During Superstorm Sandy, Brookdale had functioning backup systems and emergency supplies on hand, allowing it to become a resilience hub for the broader neighborhood. Of all the JASA buildings in Far Rockaway, Brookdale suffered the least damage, with no ground-floor flooding. Sixty percent of the building's elderly residents chose to shelter in place rather than evacuate.

Strategy

Brookdale has two outside emergency back-up generators mounted 6 ft. above the ground. They supplied enough power to charge cell phones, run an elevator and provide limited heating for the residential building and a smaller community center nearby. The dining room, which serves 300, was divided and used as a common space where supplies were distributed. JASA staff provided security for the common spaces.

In planning for the next disaster, Brookdale has implemented a full-scale emergency plan and staff trainings. JASA has also ordered additional emergency supplies such as cots and plans to install emergency generators in another community center to extend its ability to function as a community resilience hub.

Cost

Brookdale has about \$5,000 worth of emergency supplies on hand, including stored water, blankets, non-perishable food items, batteries and a satellite radio.



Brookdale Senior Center is a large, multifamily building located in Far Rockaway.
Images: JASA.



Brookdale Village Senior Center, Far Rockaway

- Enhancement of existing facility
- At site of vulnerable population
- Adaptable based on crisis

[Architect Project Page](#)

Design Lessons

- Provision of emergency supplies
- Installation of generators
- Flood protection
- Space adaptation to crisis

Sharing Additional Precedents/Resources

Review of Research, Michael J. Berens

[DESIGNING THE BUILT ENVIRONMENT FOR RECOVERY FROM HOMELESSNESS](#)

Reviews peer-reviewed research on the efficacy of specific design strategies:

- Safety/Sense of Control
- Lack of clutter
- Greening
- Acknowledging Identity
- Serving Special Needs
- Durability & Maintenance
- Storage
- Wellness
- Multiuse



PROGRAM SUMMARY

In a series of diagrams JWA demonstrated the impact of these program goals on the overall project size, while also pointing out overlap between spaces in normal and disruption mode to increase space utilization and efficiency. The resilience goals of the project ultimately add roughly 800sf to the total program with an additional 600 to 700sf overlapping with other normal operation program spaces.

Over three meetings JWA presented summaries of various space programs ranging in size from 3,400 gsf to 21,200 gsf to help the committee understand the potentials. After careful

deliberation the final program goal was set at a 6,500 gsf with an upward range of 10,504 gsf, and a minimum search goal of 5,000gsf in an existing building, with the caveat that the Group strongly favored selection of a location that allowed room for expansion.

Preliminary Program Spreadsheets

PLEASE REFER TO
ATTACHMENT/LINK:

Minimal HUB

- lockers
- showers
- restrooms
- point of contact
- charging station
- info kiosk
- transit access

Central Living Rm *basic needs plus:*

- community room
- small kitchen
- reading room
- swing space office
- EM storage

Central Outreach HUB *living room plus*

- 3 offices
- more personal storage
- clinic space
- more leisure/ed space
- overnight sleeping area

Full Community HUB

- outdoor space
- more staff space
- more public space
- more shelter potential
- more program separation

		EXTRA SMALL			SMALL			MEDIUM			LARGE		
<u>ROOM TYPE</u>		ROOM NFA ¹	# OF RMS	area totals	ROOM NFA ¹	# OF RMS	area totals	ROOM NFA ¹	# OF RMS	area totals	ROOM NFA ¹	# OF RMS	area totals
P U B L I C	Vestibule	70	1	70	70	1	70	70	1	70	70	2	140
	Lobby	200	1	200	250	1	250	250	1	250	200	2	400
	Reception				150	1	150	150	1	150	150	2	300
	Info Board/Kiosk	40	1	40	40	1	40	40	1	40	40	3	120
	Charging Kiosk	40	1	40	40	1	40	40	1	40	40	2	80
	Reading Room/Computer Rm	350	1	350	300	1	300	300	1	300	400	1	400

Updated Program Spreadsheet

PLEASE REFER TO
ATTACHMENT/LINK:



Central Living Rm
basic needs plus:

- community room
- small kitchen
- reading room
- swing space office
- EM storage

Central Outreach HUB
living room plus

- 3 offices
- more personal storage
- clinic space
- more leisure/ed space

		SMALL			MEDIUM			
		ROOM NFA1	# OF RMS	area totals	ROOM NFA1	# OF RMS	area totals	
Normal Use		Disruption Use						
PUBLIC	Vestibule	Vestibule	70	1	70	70	1	70
	Lobby	Emergency Communications	250	1	250	250	1	250
	Reception		150	1	150	150	1	150
	Info Board/Kiosk		40	1	40	40	1	40
	Charging Kiosk		40	1	40	40	1	40
	Reading Room/Computer Rm	Flexible Community Gathering / Shelter	300	1	300	300	1	300
	Community/Lecture Room		800	1	800	800	1	900
	Art Classroom		650	1	650	650	1	650
	<i>Add. Public Meeting/Classrooms</i>							
	Public Lockers	Public Lockers	80	1	80	120	1	120
Restrooms	Restrooms	65	2	105	65	4	260	

Preliminary Program
Northampton Community & Resilience Hub

		SMALL			MEDIUM				
		ROOM NFA1	# OF RMS	area totals	ROOM NFA1	# OF RMS	area totals		
P U B L I C	Normal Use	Disruption Use							
	Vestibule	Vestibule	70	1	70	70	1	70	
	Lobby	Emergency Communications	250	1	250	250	1	250	
	Reception	Charging Kiosk	150	1	150	150	1	150	
	Info Board/Kiosk		40	1	40	40	1	40	
	Charging Kiosk		40	1	40	40	1	40	
	Reading Room/Computer Rm		300	1	300	300	1	300	
	Community/Lecture Room	Flexible Community Gathering / Shelter	800	1	800	800	1	900	
	Art Classroom		650	1	650	650	1	650	
	<i>Add. Public Meeting/Classrooms</i>								
Public Lockers	Public Lockers	80	1	80	120	1	120		
Restrooms	Restrooms	65	3	195	65	4	260		
				Subtotal	2575	Subtotal	2780		
P A T R O N	Food Pantry + Clothing Exchange	Food/Supply Distribution	80	1	80	200	1	200	
	Mail Area	Mail Area	40	1	40	40	1	40	
	Sm Counseling	Flexible Exam/Counseling/Isolation Rooms	145	1	145	145	2	290	
	Gr Counseling		225	1	225	225	1	225	
	Exam Rm	Exam Room / First Aid	160	1	160	160	2	320	
	Triage/Nurse Station	Triage/Nurse Station	120	1	120	120	1	120	
	Pharmacy	EM Dist. and Prescription Storage				145	1	145	
	Shower Rm	Public Showers	60	1	60	60	3	180	
	Laundry Rm	Public Laundry	80	1	80	150	1	150	
	Restrooms	Public Restrooms				65	2	130	
	Kitchen	Emergency Food Preparation	250	1	250	450	1	450	
	Offices	EM Staff Offices	135	2	270	135	3	405	
	Director								
				1		1			

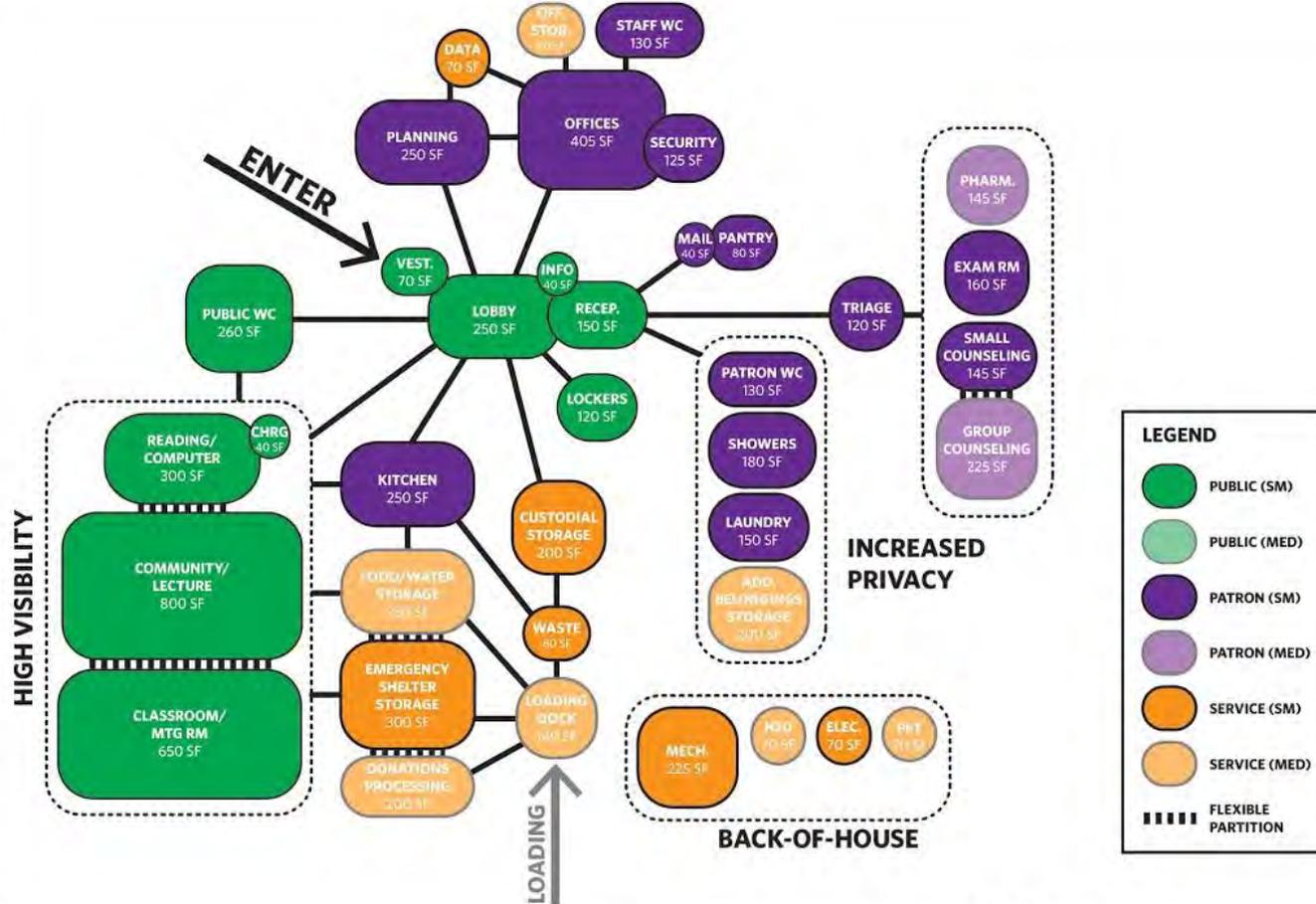
Volunteer Coordinator	
Outreach/Flip Office	
Add. Office Space	
Security Office	Security Office
Planning/Communications Rm	Planning/ EM Response
Staff Restrooms	Staff Restrooms

S E R V I C E	Additional Belongings Storage	Patron Storage During Disruption
	Donations Processing	EM Supply Storage, Distribution, Flex
	EM Shelter Storage	Space
	Food/Water Storage	
	Custodial Storage	Custodial Storage
	Office/Dry Storage	Stor. for Normal Use Office in Disrup
	Mechanical Rm	Mechanical Rm
	EM Electrical Room	EM Electrical Room
	Data Closet	Data Closet
	Water/Graywater/FP Systems	Water/Graywater/FP Systems
	Loading Dock	Loading Dock
	Waste/Recycling	Waste/Recycling
	Pet Area	Pet Area

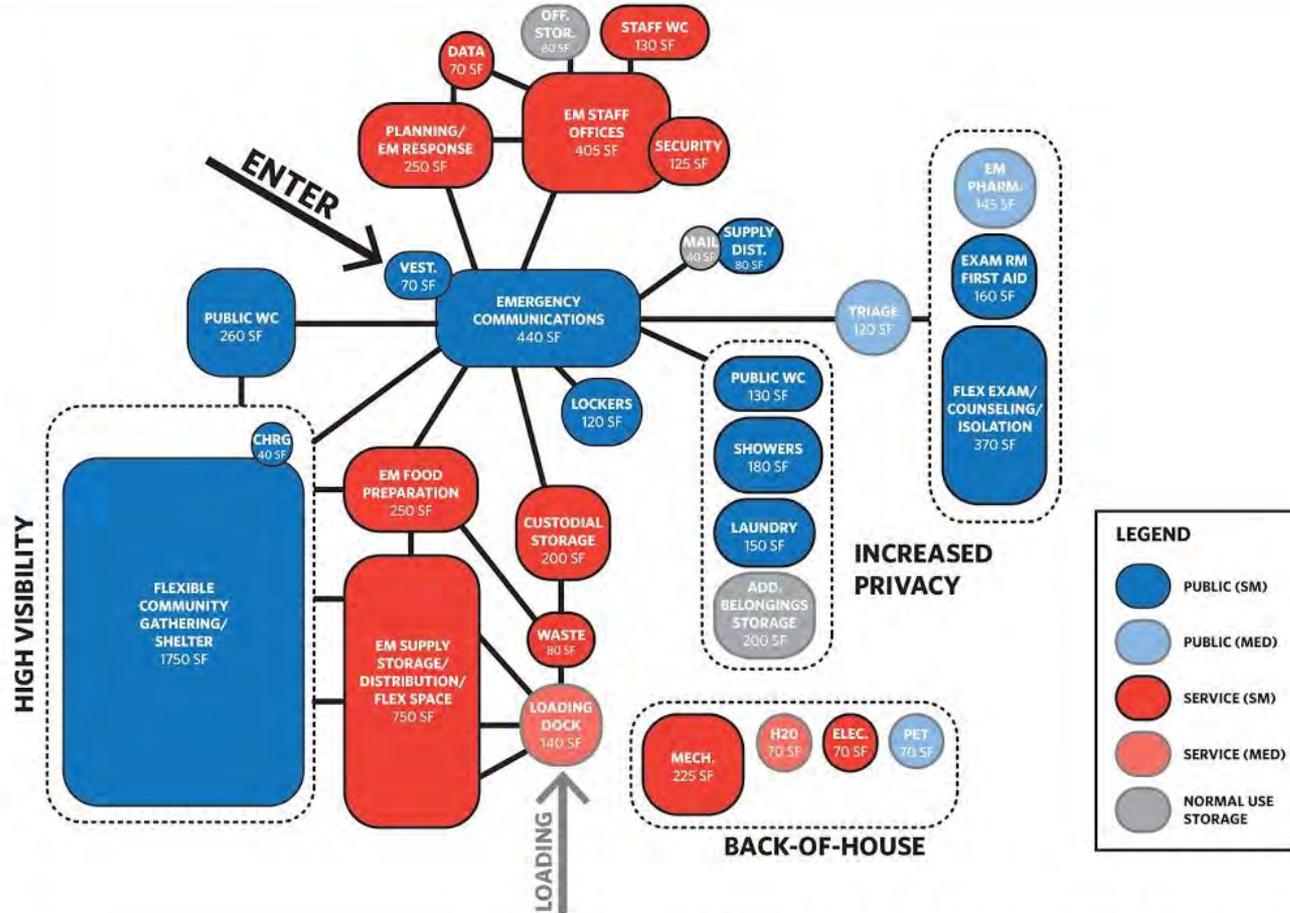
								1	
								1	
125	1	125				125	1	125	
250	1	250				250	1	250	
65	1	65				65	2	130	
Subtotal			1645			Subtotal			3160
						300	1	300	
						200	1	200	
300	1	300				300	1	300	
						250	1	250	
120	1	120				200	1	200	
						80	1	80	
200	1	200				225	1	225	
70	1	70				70	1	70	
70	1	70				70	1	70	
						100	1	100	
						200	1	200	
40	1	40				80	1	80	
						65	1	65	
Subtotal			800			Subtotal			2140

Total Building Net Floor Area (NFA)						5,020					8,080
Grossing factor						1.3					1.3
Total Gross Building Area						6,526					10,504

Building Program as Proxy for Relationships



Program Diagram: Disruption Use



TASK 2 | SITE ASSESSMENT TOOL

JWA also assisted the Working Group in developing a tool that could be used by the City Planning and Sustainability Department to assess perspective sites for the HUB. The chief value of this effort was that it aggregated the perspectives of the members of the Working Group into a single tool. JWA drafted a matrix of criteria with the group's input and then determined a system of weighting each criteria by surveying the Working Group through an online questionnaire that allowed for the fast and objective tabulation of results.

Based on this process it was clear that the group valued

flexibility, expandability and resilience over many other potential site characteristics. The final assessment tool and the results of the internal survey are attached to this report.

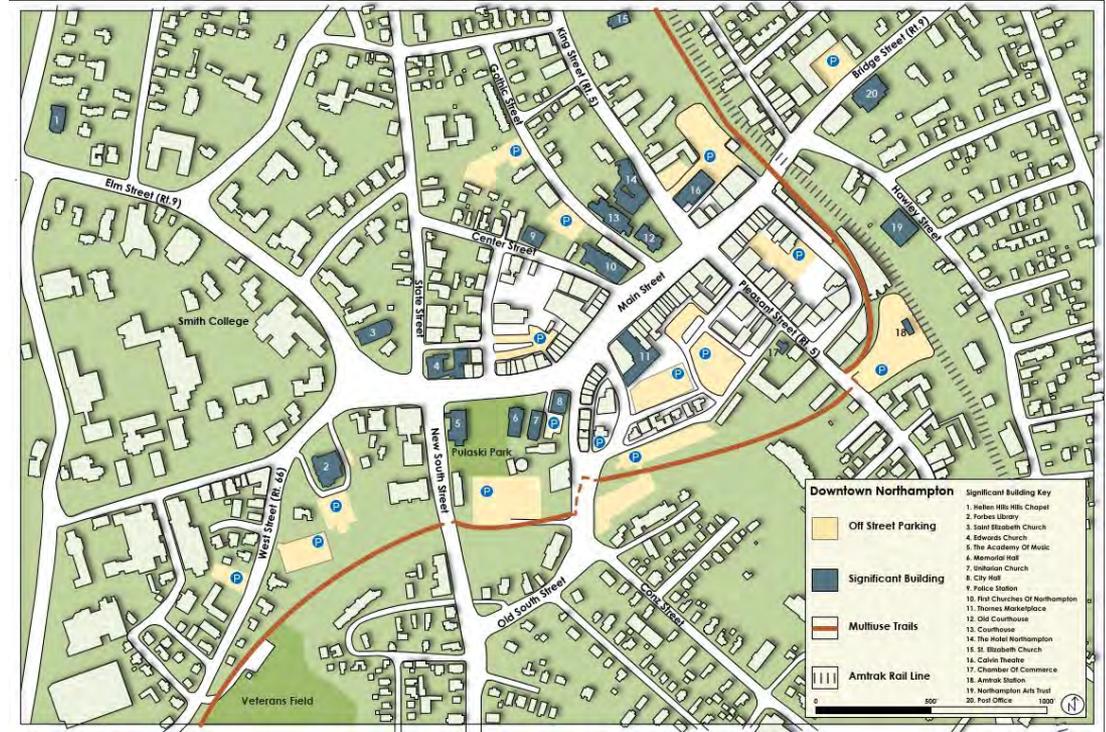
TASK 2 – Site Assessment

STEP 1 Work with City Staff to establish base map

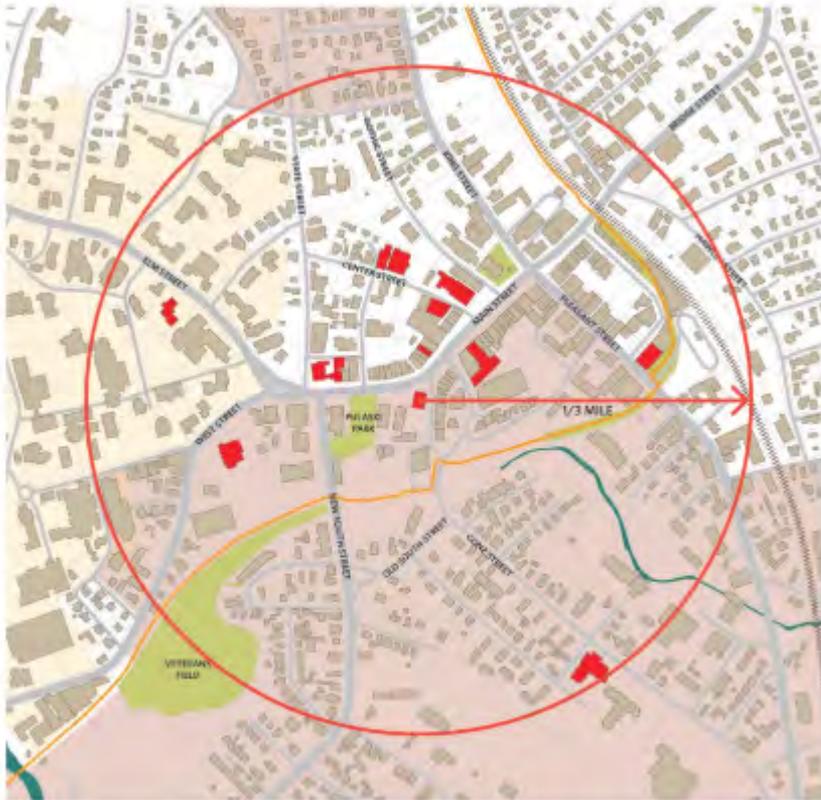
- Zoning
- Tax Assessor Info/Parcel Map
- Flood Insurance Maps
- Census/Ward/Precinct
- GIS Data- Building footprints

STEP 2 Field Documentation

- Building MEP systems
- Condition of Envelope
- Structural integrity
- Utility connections
- Site amenities
- Location/adjacencies
- Solar orientation
- Hardscape/parking
- Greenspace



Site Considerations

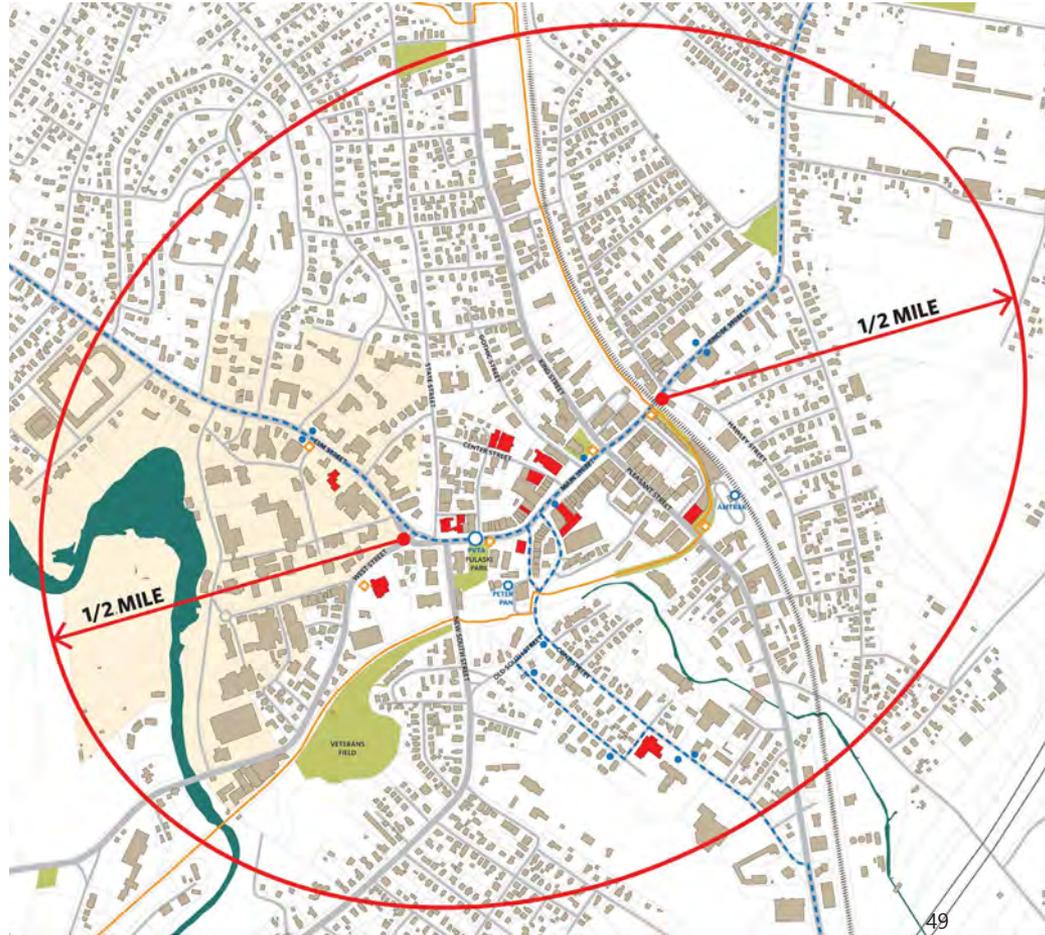


Environmental Justice Zones (Pink)



Catastrophic Flood Zone (levees fail)

Proposed Limits of Search Area



TASK 2 – Site Assessment Evaluation – Criteria/Weighting

Expansion Potential

Exterior Hardscape/Softscape

Site Configuration

Entry/Exit Points

Site security

Topo constraints

Adjacencies

City Master Plan Goals

Hazardous Site Materials

Building Remediation Costs

Building Dimensional Restrictions

Acquisition cost

Acquisition barriers

Historic Building Status

Stormwater/soil considerations

Development opportunity cost

Loading/Unloading

Universal Accessibility

Solar orientation/PV potential

Utility Infrastructure

Capacity to meet program space needs

Neighborhood safety

Neighborhood Impact/acceptance

Proximity to shelters/police/fire/schools

Public visibility

SITE SELECTION EVALUATION CRITERIA

Every site considered was evaluated and scored using 31 criteria and their respective weight factors.

No.	Evaluation Criteria	Criteria Description	Weight Factor*
1	Expansion for growth	The site possesses ample space for expansion of facilities, accessory uses, and infrastructure	20
2	Site accessibility/multiple access points	Site is accessible through multiple curb cuts, roads, sidewalks, etc.	20
3	Infrastructure/utilities	Utilities are on site or contiguous to the site with adequate capacities	15
4	Size and configuration of site	Site provides ample building envelope to facilitate the project	15
5	Neighborhood impact	Site allows for positive neighborhood impacts	12
6	Political - public support	Is the site supported by local elected officials? The public?	12
7	Site security	Can the site provide protection from both man-made and natural hazards?	12
8	Topographic constraints	Does the site provide ample elevation to facilitate infrastructure, building plans including multiple stories, etc.	12
9	Visibility to community	Is the site highly visible to the community and passersby?	12
10	Adjacent land uses	Do the neighboring properties compliment a law enforcement facility?	10
11	Community impact	Will the site provide positive community impact?	10

Assessment Tool Review: Survey Results

If 6 or more responses rated a criteria “very important” or its average score was higher than 2.40, this criteria was awarded a weight factor of 5.

If 6 or more responses rated a criteria “somewhat important” or its average score was higher than 2.20, this criteria was awarded a weight factor of 3.

If the average score was less than 2.20 but more than 1.5 it was awarded a weight factor of 1.

If the average score was less than 1.5 it was deleted entirely.

The form includes fields for Address, Acreage/Area, Current Owner, Current Use, Parcel Info, and Zoning. It features a 'CRITICAL' checklist with radio buttons for various criteria. Below this is a table with columns for Evaluation Criteria, Weight Factor, Score, and Weighted Score. A red arrow points from the text 'assessment matrix' to the table.

Evaluation Criteria	Weight Factor	Score	Weighted Score
Allows for flexibility/easily altered floor plan	5		
Low energy costs - good insulation & mechanicals	5		
Low operating costs - low maintenance	5		
Potential for on site solar generation	5		
Is at low risk of flooding	5		
Includes potential for exterior staging area/bike storage	5		
Good daylighting	3		
On site parking/ADA spaces	3		
Room for expansion over time	3		
Stormwater can be managed without additional infrastructure	3		
Easily made accessible (does not need elevator or complex ramp)	3		
Will not adversely impact neighbors	1		
Good visibility to community	1		
Requires rezoning	-1		
High acquisition cost	-1		
High renovation/construction costs	-1		

assessment matrix

Assessment Tool Review: Survey Results

Question 1 - MUST HAVE's

ANSWER CHOICES	RESPONSES	
Must be within 1/2 mile of downtown	55.56%	10
Must be on or near a PVTA route	66.67%	12
Must be on City water and sewer	55.56%	10
Must be able to support a facility of 5,000gsf or larger	55.56%	10
Must be allowable within existing zoning restrictions	33.33%	6
Must be capable of supporting an onsite backup power generator	61.11%	11
Other (please specify)	22.22%	4
Total Respondents: 18		

other comments stressed expandability, low EUI, and alternate path to zoning compliance

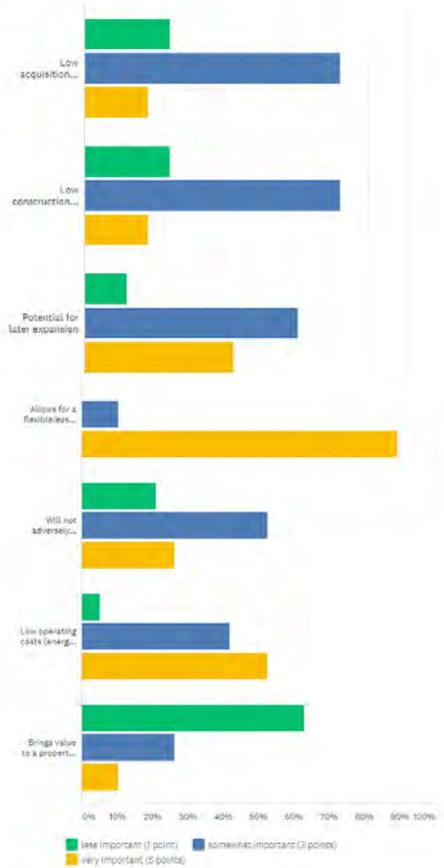
Assessment Tool Review: Survey Results

Question 2 - General Criteria

	LESS IMPORTANT (1 POINT)	SOMEWHAT IMPORTANT (3 POINTS)	VERY IMPORTANT (5 POINTS)	TOTAL	WEIGHTED AVERAGE
Low acquisition cost	21.05% 4	63.16% 12	15.79% 3	19	1.95
Low construction cost	21.05% 4	63.16% 12	15.79% 3	19	1.95
Potential for later expansion	10.53% 2	52.63% 10	36.84% 7	19	2.26
Allows for a flexible/easily altered floor plan	0.00% 0	10.53% 2	89.47% 17	19	2.89
Will not adversely impact neighboring businesses or residents	21.05% 4	52.63% 10	26.32% 5	19	2.05
Low operating costs (energy efficient construction)	5.26% 1	42.11% 8	52.63% 10	19	2.47
Brings value to a property that has been under utilized	63.16% 12	26.32% 5	10.53% 2	19	1.47

Please indicate how the following criteria should be weighted in the assessment of potential HUB sites:

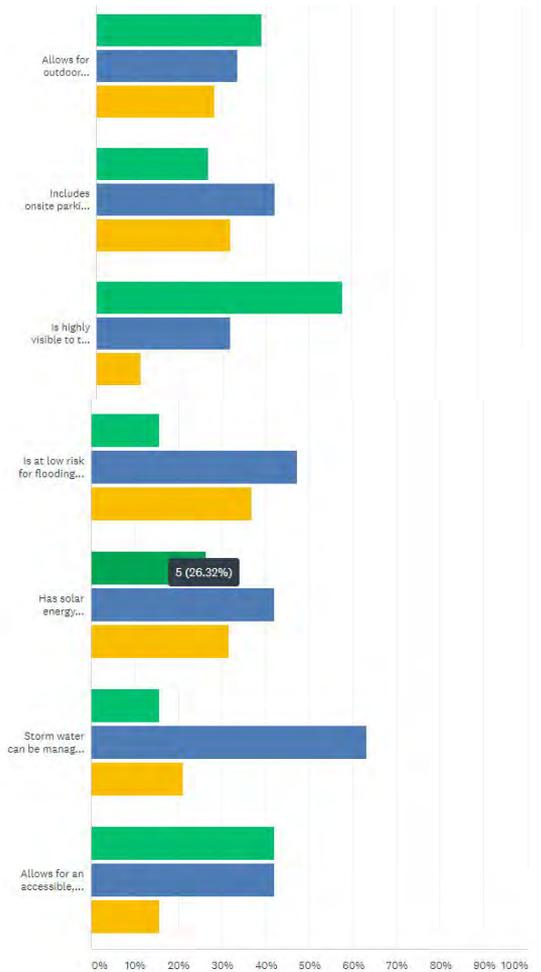
Answered: 19 Skipped: 0



Assessment Tool Review: Survey Results

Question 3 - Resiliency Criteria

	LESS IMPORTANT (1 POINT)	SOMEWHAT IMPORTANT (3 POINTS)	VERY IMPORTANT (5 POINTS)	TOTAL	WEIGHTED AVERAGE
Allows for outdoor staging/flexibility	38.89% 7	33.33% 6	27.78% 5	18	2.78
Includes onsite parking area and potential for ADA compliant spaces	26.32% 5	42.11% 8	31.58% 6	19	3.11
Is highly visible to the general public	57.89% 11	31.58% 6	10.53% 2	19	2.05
Is at low risk for flooding (i.e. lower cost of flood protection)	15.79% 3	47.37% 9	36.84% 7	19	3.42
Has solar energy generation potential	26.32% 5	42.11% 8	31.58% 6	19	3.11
Storm water can be managed with no additional infrastructure	15.79% 3	63.16% 12	21.05% 4	19	3.11
Allows for an accessible, single story layout	42.11% 8	42.11% 8	15.79% 3	19	2.47



Assessment Tool Review

Address _____ Current Use _____
 Acreage/Area _____ Parcel Info _____
 Current Owner _____ Zoning _____

CRITICAL

- Is within 1/2 mile of town
- Is on public transportation route
- Has access to City water & sewer
- Can support a 5,000sf or larger use
- Is capable of supporting backup power generation/communications

TOTAL POINTS

added by JWA

[link to pdf of final assessment doc](#)

Evaluation Criteria	Weight Factor	Score	Weighted Score
Allows for flexibility/easily altered floor plan	5		
Low energy costs - good insulation & mechanicals	5		
Low operating costs - low maintenance	5		
Potential for on site solar generation	5		
Is at low risk of flooding	5		
Includes potential for exterior staging area/bike storage	5		
Good daylighting	3		
On site parking/ADA spaces	3		
Room for expansion over time	3		
Stormwater can be managed without additional infrastructure	3		
Easily made accessible (does not need elevator or complex ramp)	3		
Will not adversely impact neighbors	1		
Good visibility to community	1		
Requires rezoning	-1		
High acquisition cost	-1		
High renovation/construction costs	-1		

TASK 3 | COSTING

JWA surveyed three current building projects, and gathered information on comparable public construction efforts in Northampton to establish a baseline set of costs per square foot for direct costs in renovation and new construction that would serve as a starting point for project cost estimating. Because the HUB includes a higher percentage of storage area than typical commercial construction, JWA broke the per square foot construction cost figure down into three levels of finish. JWA includes a grossing factor of .3 to the building area, and used a 1.3 multiplier to calculate

the difference between direct construction cost and project cost. These costs assume a level 2 to level 4 finish with simple, durable and healthy materials.

Based on the goals outlined by the Working Group, JWA also recommends a modular structural system that can be easily adapted over time to avoid investment in a fixed end result that can't be altered. The space would ideally have generous passageways, or even better, connected common spaces that support the goal of universal design and trauma sensitive environmental design.

It would also ideally include organized storage to reduce clutter, provide appealing finishes and include the warmth of natural materials. A single story building near a parking area or public park would also be advantageous for potential exterior staging needs but may be difficult to locate in a downtown as historic as Northampton. Lacking a single story design, a building with daylight on two sides and existing accessibility between floors could suffice.

Specific building characteristics to look for include good daylighting, high ceilings, clear

internal sightlines, durable but adaptable finishes, and an overall layout that does not require a map to navigate. How much public street presence or visibility is ideal will remain a source of debate until a space is selected. As architects we feel a side street storefront should not be avoided outright as it could be re-purposed with benefit coming from a public presence. A modular industrial building could work, as could an older building with character as long as it is capable of being made fully accessible.

Projected Range of Project Cost

SMALL: community “living room” HUB	basic resources outreach contact +community room +sm kitchen, pantry and store donations/volunteerism some resilience sheltering	5,500 gsf	1.5M - 1.9M
MEDIUM: central outreach HUB	All of the above plus more program area & staff/clinic space	10,500 gsf	2.8M - 3.5M

Site acquisition and operational costs not included. COVID impact on costs not yet known.

Preliminary Costing

Northampton Community & Resilience Hub

RENOVATION

SMALL				
	Net SF	Gross SF	Cost per SF	Subtotal
PUBLIC	2,575	3,348	200	\$ 669,500
PATRON	1,645	2,139	220	\$ 470,470
SERVICE	800	1,040	180	\$ 187,200
Total	5,020	6,526		\$ 1,327,170
Project Cost			1.3	\$ 1,725,321

MEDIUM				
	Net SF	Gross SF	Cost per SF	Subtotal
PUBLIC	2,780	3,614	200	\$ 722,800
PATRON	3,160	4,108	220	\$ 903,760
SERVICE	2,140	2,782	180	\$ 500,760
Total	8,080	10,504		\$ 2,127,320
Project Cost			1.3	\$ 2,765,516

NEW

SMALL				
	Net SF	Gross SF	Cost per SF	Subtotal
PUBLIC	2,575	3,348	260	\$ 870,350
PATRON	1,645	2,139	280	\$ 598,780
SERVICE	800	1,040	220	\$ 228,800
Total	5,020	6,526		\$ 1,697,930
Project Cost			1.3	\$ 2,207,309

MEDIUM				
	Net SF	Gross SF	Cost per SF	Subtotal
PUBLIC	2,780	3,614	260	\$ 939,640
PATRON	3,160	4,108	280	\$ 1,150,240
SERVICE	2,140	2,782	220	\$ 612,040
Total	8,080	10,504		\$ 2,701,920
Project Cost			1.3	\$ 3,512,496

DESIGNING FOR INCLUSIVITY

Throughout the programming process the Working Group emphasized the importance designing the HUB to promote the dignity of facility users. What this means in terms of specific design strategies and objectives will be addressed in the future design phase of this project. The Working Group agreed that it will be critical to bring the intended HUB users into the discussion of creating an inclusive and dignified space. For this programming study, JWA and the Working Group began to identify areas that will require careful consideration during future design processes.

These include:

- Trauma informed design
- Design for mental health
- Design for social distancing
- Design for accessibility
- Design for gender flexibility

To a limited extent, some of these considerations could impact building and site selection. For example it is suggested that only sites that are already universally accessible, or that can easily be made accessible be considered. Likewise, buildings that allow a high degree of flexibility should

be prioritized due to their ability to accommodate different spatial needs and strategies from ongoing research in topics like trauma informed design.

Many of the above mentioned design strategies have co-benefits and can improve universal hospitality. For example, designing for social distancing and allowing sufficient space between users can make a facility more comfortable to use for hearing impaired and those with autism. As is often the case, making a building inclusive for one vulnerable group can have positive impacts on the building for all users.

APPENDIX A: FINAL PROGRAM

Preliminary Program
Northampton Community & Resilience Hub

		SMALL			MEDIUM				
		ROOM NFA1	# OF RMS	area totals	ROOM NFA1	# OF RMS	area totals		
P U B L I C	Normal Use	Disruption Use							
	Vestibule	Vestibule	70	1	70	70	1	70	
	Lobby	Emergency Communications	250	1	250	250	1	250	
	Reception	Flexible Community Gathering / Shelter	150	1	150	150	1	150	
	Info Board/Kiosk		40	1	40	40	1	40	
	Charging Kiosk		40	1	40	40	1	40	
	Reading Room/Computer Rm		300	1	300	300	1	300	
	Community/Lecture Room		800	1	800	800	1	900	
	Art Classroom		650	1	650	650	1	650	
	<i>Add. Public Meeting/Classrooms</i>								
Public Lockers	Public Lockers		80	1	80	120	1	120	
Restrooms	Restrooms	65	3	195	65	4	260		
				Subtotal	2575	Subtotal	2780		
P A T R O N	Food Pantry + Clothing Exchange	Food/Supply Distribution	80	1	80	200	1	200	
	Mail Area	Mail Area	40	1	40	40	1	40	
	Sm Counseling	Flexible Exam/Counseling/Isolation Rooms	145	1	145	145	2	290	
	Gr Counseling		225	1	225	225	1	225	
	Exam Rm	Exam Room / First Aid	160	1	160	160	2	320	
	Triage/Nurse Station	Triage/Nurse Station	120	1	120	120	1	120	
	Pharmacy	EM Dist. and Prescription Storage				145	1	145	
	Shower Rm	Public Showers	60	1	60	60	3	180	
	Laundry Rm	Public Laundry	80	1	80	150	1	150	
	Restrooms	Public Restrooms				65	2	130	
	Kitchen	Emergency Food Preparation	250	1	250	450	1	450	
	Offices	EM Staff Offices	135	2	270	135	3	405	
	Director								
			1			1			

APPENDIX B: FINAL SITE ASSESSMENT TOOL

Address _____

Current Use _____

Acreage/Area _____

Parcel Info _____

Current Owner _____

Zoning _____

CRITICAL

- Is within 1/2 mile of town
- Is on public transportation route
- Has access to City water & sewer
- Can support a 5,000sf or larger use
- Is capable of supporting backup power generation/communications
- Has potential for expansion

Evaluation Criteria	Weight Factor	Score	Weighted Score
Allows for flexibility/easily altered floor plan	5		
Low energy costs - good insulation & mechanicals	5		
Low operating costs - low maintenance	5		
Room for expansion over time	5		
Potential for on site solar generation	5		
Good daylighting	5		
On site parking/ADA spaces	3		
Stormwater can be managed without additional infrastructure	3		
Includes potential for exterior staging area/bike storage	3		
Easily made accessible (does not need elevator or complex ramp)	3		
Will not adversely impact neighbors	3		
Good visibility to community	1		
Good adjacency other community resource	1		
Requires rezoning	-1		
High acquisition cost	-3		
High renovation/construction costs	-3		
Has high site/hazmat costs/concerns	-5		



JWA
JONES WHITSETT
ARCHITECTS