

# SECTION 5

## Resources

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# CONTACTS AND LINKS

## URBAN DEVELOPMENT/GOOD NEIGHBOR PROGRAM

### ABOUT THE URBAN DEVELOPMENT PROGRAM

GSA seeks to leverage its federal real estate activities in ways that support community development efforts, while meeting our client agencies' needs and our business bottom line. GSA does this through its property development, leasing, and building management activities. We strive to be a "good neighbor" in all the communities where we do business. GSA activities can get multiple returns for communities by making strategic location and design decisions, partnering with local customers and communities, and managing active public buildings:

### STRATEGIC LOCATION AND DESIGN DECISIONS

- Locating attractive and useful federal facilities in central business areas, historic districts, and local redevelopment areas where they can anchor or promote community development
- Designing and renovating facilities to enhance the workplace, revitalize the communities in which they are situated, and represent the highest quality of architectural and urban design

### CUSTOMER AND COMMUNITY PARTNERSHIPS

- Establishing working partnerships with local customers (the federal agencies that work in our buildings) and community organizations to address mutual neighborhood concerns
- Contracting with business improvement districts and other downtown management organizations
- Collaborating with civic and other advocate organizations at the national level

- Contributing to the improvement of the areas around GSA facilities
- Serving as a clearinghouse for good practices

### ACTIVE PUBLIC BUILDINGS

- Incorporating retail and other high-traffic uses into federal buildings, where feasible
- Promoting the shared use of federal GSA public spaces inside and outside of our buildings for events, markets, meetings, displays, etc.
- Meeting security needs in ways that remain welcoming and open to the public

GSA's Urban Development/Good Neighbor program website ([www.gsa.gov/goodneighbor](http://www.gsa.gov/goodneighbor)) includes issues of Enews, a list of relevant publications and policies, a list of partners that can help GSA to be a good neighbor in your community, and contact information for your local GSA representatives. To email questions, comments, and contributions—as well as requests to be added or removed from the Urban Development/Good Neighbor program mailing list—visit [www.gsa.gov/goodneighbor](http://www.gsa.gov/goodneighbor).

## FIRST IMPRESSIONS PROGRAM

The federal government has a backlog of renovation work in public buildings that exceeds available funding. In order to provide a better interface with its customers, the American public, GSA has created the First Impressions program. This program renovates a number of lobbies and public plazas in GSA owned and leased buildings each year. Public spaces in the selected facilities are redesigned to improve circulation, wayfinding, and order. New lighting, flooring, seating, wall coverings, and graphics provide a more attractive and user-friendly environment. For contact information, visit [www.gsa.gov/firstimpressions](http://www.gsa.gov/firstimpressions).

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*Both GSA's Urban Development/Good Neighbor program and First Impressions program websites provide PDF versions of the chapters in this book.*

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## PROJECT FOR PUBLIC SPACES, INC.

PPS is a nonprofit organization dedicated to creating and sustaining public spaces that build communities. They provide technical assistance, training, research and other services. Since its founding in 1975, PPS has worked in over 1,500 communities in the United States and around the world, helping people turn their public spaces into vital community places.

GSA has contracted with PPS's Civic Centers program to improve federal public spaces around the country. PPS brings years of experience working with both federal and local government facilities, turning crucial public spaces—our courthouses, libraries, seats of government, and more—into assets for both the institutions they represent and the communities they serve. For more information visit the PPS website, [www.pps.org](http://www.pps.org).

## NATIONAL CHARRETTE INSTITUTE

The National Charrette Institute teaches participants how to run effective community meetings that yield insightful feedback. The Institute's Bill Lennertz last led a Dynamic Planning Training session for GSA associates in Washington, DC in the fall of 2005. Here, participants concentrated on three different GSA project types. GSA associates learned to develop inclusive stakeholder lists, plan project schedules that include many public feedback loops, and lead meetings where project teams and community members communicate respectfully and effectively. The resulting charrette process enables both GSA and local communities to have a project of which they are proud. GSA associates interested in participating in the next training should speak to Urban Development/Good Neighbor Program staff. Contact: Frank Giblin (202) 501-1856; [frank.giblin@gsa.gov](mailto:frank.giblin@gsa.gov).

## PUBLIC SPACE AMENITIES

The PPS website's Civic Centers section provides a list of recommended public space amenities, with names and contact information of manufacturers, photographs of each amenity and prices. These pages are updated regularly. It is recommended that you contact the manufacturer before placing your order to confirm price and availability.

Visit the amenities site at: [http://www.pps.org/civic\\_centers/info/how\\_to/amenities\\_bb/](http://www.pps.org/civic_centers/info/how_to/amenities_bb/)

## OTHER RELEVANT AGENCIES AND ORGANIZATIONS

### NATIONAL ADVOCACY ORGANIZATIONS

- The Catalog of Federal Domestic Assistance
- U.S. EPA Smart Growth and Communities
- U.S. House of Representative Livable Communities Task Force
- IDA - International Downtown Association
- National Main Street Center
- APA - American Planning Association
- ASLA - American Society of Landscape Architects
- AIA - American Institute of Architects

### INFORMATION RESOURCES

- Center for Neighborhood Technology
- Civic Strategies
- PLANetizen
- IEDC - International Economic Development Council
- Places - Forum of Environmental Design
- Smart Growth Network





