

**City of Alexandria, Virginia**  
**FY 2025 Proposed Operating Budget & CIP**  
**Budget Questions & Answers**

**March 28, 2024**

**Question:**

Please provide details on how clients are accessing the Del Pepper Center.

**Response:**

Below is data about the visitors to the Department of Community and Human Services (DCHS) Center for Economic Supports 5<sup>th</sup> floor lobby from January 1<sup>st</sup> to March 23<sup>rd</sup>, 2024. This provides a snapshot of the methods visitors, who are accessing Public Benefits and Housing Supports, are using to access the Del Pepper Center. This information is gathered through a kiosk sign-in system that will be expanded to other parts of DCHS in the coming months.

<b>Travel Mode</b>	<b># Used</b>
Bike	98
Bus	2,963
Car	4,839
Metrorail	108
Taxi	244
Uber/Lyft	1,105
Walk	814
Total	10,171

DCHS will also be initiating a data collection effort by gathering information from visitors when they enter the lobby about the method of transportation, the services sought, and the zip code of their residence. In addition, DCHS will be gathering information about residents' experiences accessing and navigating services throughout DCHS and the Del Pepper Center in partnership with the Office of Performance Analytics in an effort to assess the impact and effectiveness of the unification of DCHS in a single location.