

DMV Plan to Locate a Customer Service Center at Barcroft Plaza.

The Department of Motor Vehicles (DMV) plans to relocate its Four Mile Run customer service center from Arlington County to Barcroft Plaza in Falls Church at the intersection of Columbia Pike and Lincolnia Rd. DMV did not consult the community regarding its plan to relocate to Barcroft Plaza, nor did it notify Delegate Kaye Kory or Mason District Supervisor Penny Gross. The community learned of the plan from an October 30 post on the Annandale Blog.

It is apparent that the proposed service center would not be compatible with Barcroft Plaza and surrounding neighborhoods. Mason District Council (MDC) has prepared a petition asking Governor Terry McAuliffe to direct DMV to terminate the Barcroft plan. (See below.)

On December 3, MDC in collaboration with Kaye Kory convened a meeting of residents with nine representatives of DMV, VDOT, and the county to discuss DMV's plan for the relocation. More than 100 residents attended; more than 30 spoke out against DMV's proposal at microphones. No speaker supported the plan. Surprisingly, it was apparent from the DMV representatives that DMV had given no thought whatsoever to the compatibility of their proposed service center with the Barcroft Plaza community. Their justification for the relocation was simply that DMV would save money on rent.

The Annandale Blog [report](#) on the December 3 meeting is available on line as is a [video record](#) of the meeting produced by MDC.

DMV's Four Mile Run service center is one of the five busiest in the state handling an average of more than 540 customers a day, more than 150,000 in a year. It is a standalone 12,000 sq ft facility in a light-industrial district. The facility has 18 service windows and a dedicated parking area of 102 spaces that routinely overflows when the service center is busy. In a November 11 letter to Kaye Kory, DMV Commissioner Richard Holcomb explained that customer volumes at Four Mile Run "have increased steadily and substantially" resulting in "constant vehicular congestion and a variety of safety concerns."

Barcroft Plaza is a modest local community shopping center of commercial retail and service outlets including Bank of American, ZIPS Dry Cleaners, Starbucks, and a large Harris Tetter food market. The shopping center is surrounded by residential communities of single-family homes and townhouses, a church, and an elementary school; and the shopping center is busy, evidence of its value to families living in the area. The 12,000 sq ft service center that DMV is planning for Barcroft would have 20 service windows and seating for 160 customers. When DMV speaks of the facility, they say that the parking area would have 452 spaces as though they would be entitled to occupy all of the 452 parking spaces at Barcroft Plaza.

In the December 3 meeting, community opposition to DMV's plan was based fundamentally on the concern that the service center would overwhelm Barcroft Plaza and surrounding neighborhoods. In particular:

- Safety risks and congestion in the parking area. The DMV would bring a heavy parking and traffic load to an already busy shopping center. The constant vehicular congestion and safety

concerns that Commissioner Holcomb cited at Four Mile Run would be transferred to Barcroft Plaza.

- Overflow parking and traffic congestion on neighborhood residential streets. At Four Mile Run, traffic has overflowed onto adjacent commercial properties to the point that the properties are fortified with signs warning DMV customers that they will be towed. The parallel at Barcroft Plaza would be DMV customers crowding onto adjacent residential streets, the parking lot at Mt. Pleasant Baptist Church, and possibly the school parking lot.
- Safety risks for DMV customers arriving in cars and by transit. The streets and vehicle entrances to Barcroft Plaza are congested today, especially along Lincolnia Road. In addition, there are no walkways or crossings to facilitate safe pedestrian access to the proposed service center from the bus stops along Columbia Pike. Mr. Paul Kraucunas, VDOT NoVA Land Development Program Manager, stated in the December 3 meeting that he believed the road network serving Barcroft Plaza could NOT be improved significantly for vehicular traffic.
- Decline in the retail services at Barcroft Plaza. The congestion and safety issues that would accrue at Barcroft Plaza would cause retail customers to move to safer, more accessible venues resulting in a decline in retail services available to the community at the shopping center.
- Driver testing in local neighborhoods. Driver road testing would jeopardize the safety of families living in the residential communities surrounding Barcroft Plaza.

The service center envisioned by DMV for Barcroft Plaza would NOT be compatible with the shopping center and the adjacent neighborhoods. If you would like to sign the petition asking Governor McAuliffe to stop DMV's effort to establish a service center at Barcroft Plaza, please click on the link below and invite your neighbors to do the same.

[Petition to Stop DMV's Plan to Move Service Center to Barcroft Plaza](#)

Thank you.

Clyde Miller