

From: [Christine Mansfield](#)  
To: [Cathy Halka](#); [Barry Buchanan](#); [Markis Dee](#); [Rud Browne](#)  
Subject: KIOSK at Downtown WTA for 24/7 Emergency Response  
Date: Friday, October 30, 2020 1:18:56 PM

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**RE: Citizen Outreach - recent reports of stranded citizens underage and elderly refused entry at local shelter.**

**My name is JC Mansfield,**

**This is my most recent correspondence with Heather Ktahdn. I am making this record regarding the previous recommendation and ongoing discussion with citizens providing outreach that a KIOSK for connecting stranded citizens to a local registrar (to report at-risk status and access resources) is needed with 24/7 public access for emergency assistance in a location for connecting people to these resources ideally centered downtown.**

**Suggestion has been made that the downtown WTA lobby is a pivotal location for a 24-hour center for communication and transportation of any stranded citizens, with additional daytime locations to report at-risk status such as the local library.**

**In addition, it is noted that the burden of care has exceeded capacity, local citizens are burdened, and city and county funding is requested for ongoing services to reduce injury and loss of life.**

**Below is a copy/paste reiteration of our discussion online with reference to link of discussion for verification:**

[https://www.facebook.com/earthcaregarden/posts/10220405137297198?comment\\_id=10220409001393798&notif\\_id=1604086226163119&notif\\_t=feedback\\_reaction\\_generic\\_tagged&ref=notif](https://www.facebook.com/earthcaregarden/posts/10220405137297198?comment_id=10220409001393798&notif_id=1604086226163119&notif_t=feedback_reaction_generic_tagged&ref=notif)

JC, I spoke with a field staff at Whatcom Transpo this week. It does not look encouraging to spend time convincing that agency of the need, unless their board gives their director an order. The waiting room has been closed for months. Their mission is to focus getting people from point A to point B. However I have noticed their main bus station does have covered sidewalks - though very lit up...

Consider pursuing the downstairs room of the library. Unknown by me which rooms are being renovated. Possibly library needs governor to open up libraries... and with winter coming that does not look hopeful.

You sent

6 minutes ago

Heather Ktahdn WTA can do it in partnership with the BPD, who has downtown security office attached, but have refused. It's a matter of will. Met with them last winter storm and they voted "no", so need City reps to keep pressing for downtown location near public transit, maybe BPD extension building that is attached to WTA lobby can motivate a "yes". Crisis response location needs to be visible and accessible and provide an indoor respite from cold to connect to local services at all hours day or night.

You sent

6 minutes ago

Heather Ktahdn hopefully Peace Health also has networked with Base Camp and BPD for transport of unhoused patients released from PH care. Too many times people are released to the parking lot after illness or surgery with nowhere to go. Also rehab, detox, and jail. These are transitional moments that need community assist to ensure vulnerable people are getting from point A to point B safely, esp during winter months.

You sent

6 minutes ago

Heather Ktahdn the library is not ideal for 24/7 location. I'm speaking specifically as a navigation center to connect people in real-time to sheltering during cold season. Library is great for daytime access, but we need a lobby for people to go when stranded, and security personnel capable of escorting or contacting service providers that can assist them. If the only service providers are closed, (close their entry after hours), then we need a hub for people stranded after hours to go. The WTA lobby (or other downtown lobby) can be that hub to connect with an officer or medic for help. The fact that there is a curfew means there needs to be a location to go when someone is either locked out, refused entry, or stranded. We have DNR (do not rent) lists at our hotels that refuse customers who are known homeless residents. This means, even with funds for a hotel, people are restricted. This is unacceptable if these same individuals are deprived entry to shelters. They may have a poor record behaviorally, but they are still human beings at-risk of freezing to death. We have to have a way to identify and evaluate severity of risk to each individual and connect them to adequate services 24/7. Same kiosk registrar would be great to have in multiple locations, but the navigation center itself needs to be downtown with 24/7 lobby for emergency help. If Base Camp, Opp Co, and NWYS is not doing this, then we are not

there yet.... (!)

You sent

6 minutes ago

JC Mansfield keep me in info loop when you learn the date they will open. Have you called and spoken to Coincilman Rud Brown yet ? I think he may be on the bus board. If this is to happen most likely it will be by your initiative and your clear voice to Rud, and to calling executive office to ask questions and share perspective. They might transfer you to Jed. Let me know when they offer anything.

You sent

6 minutes ago

Heather Ktahdn the most they have offered in the past is later hours for lobby access. We need to press them to remain open 24/7 with security and emergency contact to all sheltering options. If shelters reach capacity in real-time, people need a place to GO to wait to be connected to overflow site. If the city and county are not prepared for overflow, this needs to be the PRIORITY for winter safety.

Rud Browne please read above considerations.

I have emailed copies of correspondences to Markis Stidham and Barry Buchanan for review for Homelessness Strategies Workgroup to convene on a county plan for action and preparedness. This is an unending debilitating community safety hazard that we can address with reasonable and affordable solutions.

You sent

6 minutes ago

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You sent

6 minutes ago

Hi JC Mansfield- if time emerges please provide written on the record public comment to county, city, HSW, .. and I'm not sure who in health department takes comment. Please look into research members and decision making responsibilities of (?sp) PHAB - Public Health Advisory Board. Please research what other small cities are currently using paid gov staff to have all night warming centers open to all... our local faith groups continue to express they are at capacity. Many of the older elder volunteers are not able to do the volunteer work they did in the past. Judy M Buchanan, Rud Browne, Satpal Sidhu, Tyler Byrd, Joy Gilfilen, Todd Donovan

You sent

6 minutes ago

Will make record of this dialogue and email city and county of our concerns and any plausible solutions the public can identify. Thank you Heather Ktahdn

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**Please add this discussion to your public record of citizen outreach presenting these concerns and contributions to the Homeless Strategies Workshop planning effort. We ask that these concerns and considerations be prioritized for winter response ASAP.**

**JC Mansfield  
Bellingham, WA**



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