

Capital Improvements Plan (CIP) Survey - Summary of Responses

December 3, 2010

NOTE: (1) Quotations are from survey responses; in some cases minor editing for grammar and conciseness have been made; **(2)** The majority of quotes were selected based on their ability to represent major themes, some quotes representing unique ideas are also included. All comments that were received have been read and considered for inclusion in this chart. **(3)** 283 individuals responded to the survey

		Categories	Quotes		
Level of Satisfaction -- 'Please rate your level of satisfaction or concern with the following facilities, systems and services.'	Municipal Facilities -- 116 comments received	Solid waste collection	"Analyze solid waste truck routes, and consider requesting placement of bins on one side of streets, to reduce need to travel twice on each street. We'll save gasoline and reduce carbon emissions from the trucks. "		
		Recycling	"Don't like that I have to pay to drop off recyclables that are not included in single stream (i.e. Styrofoam). " "...Inconvenient for carless apartment-dwellers"		
			"I love the single stream recycling!"		
			"...You should provide apartments and condos with enough containers, or do 2 pickups a week instead of one."		
			"Give us a full assessment of single stream recycling: how much is actually recycled, how much is passed to land fill, price received for recycled materials, volume from Ann Arbor vs. other municipalities, and trend of volume over time, [etc]..."		
		Parks and Recreation	"Existing parks should be maintained & improved, rather than new ones acquired."		
			"We need to make much more progress on linking our parks together with non-motorized trails."		
			"Please don't privatize the Huron Hills Golf course, the crown jewel of Ann Arbor's public landscaping beauties!"		
		Yard Waste and Compost Collection	"We should have leaf pickup." "...would be willing to pay"; "...strain on the elderly & financially disadvantaged..."; "...could have 1 street pick up."		
			"Is it really cheaper to cancel the leaf clean up on the streets and still take them in bags?"		
			"The pickup for compost should extend into December."		
			"I live in a condo complex and we do not have compost bins available to us."		
		Urban Forest (Street & Park Trees)	"Regular trimming & maintenance of city trees ...is not adequate, and planting of new trees is unskilled."		
			"Street trees should be replaced the same year they're removed..."		
			"Dead trees on lawn extensions need to be removed."		
		City Owned Buildings	"The new City Hall extension is ugly and does not complement the prior structure."		
			"The courts/police facility is the classic example of an unnecessary and wasteful project."		
			"The city should infuse a lot more money into public housing units and sites."		
		Other	"Stop spending on frivolous non essentials and focus on reducing costs"		
"...Promote inclusion of people with disabilities..."					
Level of Satisfaction -- 'Please rate your level of satisfaction or concern with the following facilities, systems and services.'	Existing Transportation -- 140 comments received	Traffic Signals and/or Street Lighting	"Traffic signal timing could be improved." "Better & longer pedestrian crossing signals..."; "Need more left turn options; too often the left turn signal is red but there is no oncoming traffic."; "Traffic signals should ... be able to sense bikes. (...paint a symbol where bikes should stop...)"		
			"Neighborhood street lighting is too sparse in many areas."		
			"Broken [street] lights are not fixed in a timely manner."		
			"Less street lights in the city."		
			"I appreciate the city using LED lights to reduce energy consumption and hope this program expands."		
		Alternative Transportation	"More bike lanes and non-motorized paths are needed throughout the city, as laid out in the non-motorized plan." "The new bike lanes are just portions of existing roads... there still isn't enough room for both cars and bikes."; "There is no way I could [bike to work] safely... it is as much about "share the road"-type public education as it is about infrastructure."		
			"Way too much money and city worker time is put into making and maintaining bicycle routes and paths"		
			"The AATA buses do not go where and when I need transit."		
			"Need more bus service beyond AA city limits." ; "AATA should focus on expanding service within Ann Arbor."		
			"I'd like to see more alternative transportation and infrastructure geared to people with disabilities."		
			"Need better regional transportation - e.g. rail connection A2/Detroit Airport."		
		Parking Lots and/or Parking Structure Streets	"There are far too many parking lots in the city center." "Keep our downtown alive, provide affordable and enough parking." "Parking structures/lots look great." "Streets are woefully bad." "...some of the structures are not as accessible to people who have disabilities as they are supposed to be."		
			Ann Arbor Municipal Airport	"Wish airport could have a bigger runway for corporate jets." "Oppose expansion of airport." "I encourage the City to protect the area around AA airport for future growth as well as noise abatement."	
				Bridges	"The delay in replacing the Stadium bridges is unacceptable." "Stadium- enough said." "Set up capital accounts to fund bridge repairs on an ongoing basis..."
					Water System
		Sanitary Sewer System	"The sanitary sewer disconnect and sump pump installation required by the city is the least satisfactory of all possible methods. Introducing more water into the basements during heavy rains and with many chances for power outages, this is costly to the homeowner..."		
		Storm Sewer System	"I do think we need to look at storm water management beyond just the storm sewer system, especially considering there are areas that see regular flooding with heavy rains."		
		Other	"I am very supportive of improvements and upgrades to these systems." "I have no reason to be dissatisfied, but do not know much about this."		

Allocation of Dollars -- 'When thinking about the following facilities, systems and services that exist, or are needed, do you think spending is:'		Categories	Quotes
Allocation of Dollars -- 'When thinking about the following facilities, systems and services that exist, or are needed, do you think spending is:'	Municipal Facilities -- 64 comments received	Solid waste collection	"It's quite expensive to dispose of hazardous waste materials with the city. I wonder if most people will just trash them instead because of the cost. There should be some "amnesty days" when you can dispose of those things for free."
		Recycling	"Need to improve Drop off station--pave yard, etc. \$250.000 would go a long way at that site."
		Parks and Recreation	"Too much spent on parks acquisition, too little on maintenance."
			"Need to keep purchasing land for parks, even if it can't be maintained/improved immediately. Land is had to come by and can be used as open space as is without pumping a ton of money into it."
			"Allocate at least 3-5 % of the budget on accessibility."
		Yard Waste and Compost Collection	"For the city to stop picking up leaves is ridiculous - I do not see my taxes going down now that I do not have this service."
		Urban Forest (Street & Park Trees)	"Love our city forests. Would like to see more effort going in to maintaining them."
		City Owned Buildings	"The new City hall was a total failure. Ugly, costly and unneeded."
			"...Keep costs down by analyzing the inclusiveness/usability of a facility or area by seeking the input of actual persons with altered abilities before finalizing plans. This saves spending of retrofiting..."
		Other	"Stop the spending."
	"I'm not that familiar with city budgets, so don't feel qualified to comment."		
	"Need to have monies allocated to work on accessibility throughout entire city and then work on projects within the budget that can be determined. -- also need a FORMALLY implemented ADA transition plan and an ADA coordinator to monitor and work on the progress."		
	Existing Transportation -- 85 comments received	Parking Facilities	"Money is being wasted on an underground facility."
		Other Transportation	"Allocate more funds on making the system and existing services more accessible."
			"Poorly maintained areas, including inadequate snow removal, stairs, pot holes, etc make it dangerous for many persons."
			"Any available funds be used/leveraged to improve public transit all over and pedestrian options downtown. (...a Main Street (or maybe Liberty Street) pedestrian mall with trolleys would be wonderful.)"
		Streets	"Many of our streets are in bad shape. We need to spend more on maintaining or replacing them."
		New Street Development	"I can't think of any new streets that we need, or gravel roads that should be paved."
			"I strongly suggest that developers be made responsible for new streets and that any available funds be used/leveraged to improve public transit all over and pedestrian options downtown."
			"Maintaining them should be a higher priority than constructing new streets, which just facilitate sprawl."
		Alternative Transportation	"AATA is heavily subsidized...too much money for very little usage."
		Ann Arbor Municipal Airport	"No money should be spent on the airport."
	Bridge	"More money should be spent on bridges to prevent another Stadium Bridges debacle."	
		"Support the decision to seek federal and MDOT funding for the Stadium Bridge."	
	Other	"Cut back the spending ... when the populist is suffering the city cannot be extravagant "if you do not have it ... do not spend it!"	
		"Most people view the most constrained resource as being effective management as opposed to the level of expenditure. You could spend less and improve things immensely at the same time."	
	Existing Utility -- 29 comments received	Water System	"I'm not sure if there is adequate \$ to replace the water treatment plant - which I know is in dire need of replacement."
		Sanitary Sewer System	"We need to make sure that we can manage the waste adequately."
		Storm Sewer System	"I don't know enough to comment on the sanitary and water system spending but the storm system seems inadequate to the task."
		Other	"My impression is the infrastructure is old and in need of renovation in all of these areas."
	"I believe that all of these are high priority items, and should be maintained in a preventative manner."		
Establishing Priorities	General Comments -- 'When evaluating the capital needs of the city, [what is important to you] when prioritizing proposed projects ?' -- 33 comments received	"We need less focus on "being innovative" and more on providing BASIC CITY SERVICES."	
		"Comprehensive planning includes all of these things. We have a good planning dept and should use it."	
		"The city should not be run for the benefit of developers. -- The existing residents should be the primary audience."	
		"What is the impact of all proposed projects on the lives of... individuals with disability, the elderly, and veterans?"	
		"Does the project make sense for the community as a whole & not just a small, yet outspoken segment of the community?"	

Categories		Quotes	
Municipal Services & Facilities	City Owned Buildings - 53 comments received	"Stop new buildings; fix up what you have."	
		"Continue with public input on construction and redevelopment."	
		"Where possible, renovation and efficiency improvements should be a priority."	
		"Make them more accessible to people who have disabilities."	
	Parks and Recreation - 100 comments received	"We have enough city recreational property, use funding for upkeep and maintenance."	
		"Stop buying land and/or development rights outside city of Ann Arbor."	
		"A public skate park would be a great new enhancement to the area!!"	
		"Less passive parks, more active parks (to encourage residents to exercise)."	
		"Privatize Huron Hills golf course."	
	Solid Waste Collection -- 29 comments received	"More communication on what and how much we waste, ways to cut down and what this does to landfills... and us."	
		"At some point, collection of toxic materials, otherwise just fine."	
		"Charge by volume to provide incentive to reduce waste."	
	Recycling -- 47 comments received	"Publish figures which show return on investment of single stream recycling."	
		"Remove the cost of recycling."	
	Yard Waste and Compost Collection -- 56 comments received	"Reassess discontinuation of leaf pickup."	
		"Extend collection through December or better yet bring back leaf collection (scheduled for AFTER leaves have fallen.)"	
		"Don't go back to pick up leaves out of the street. I like the new system."	
		"Improve commercial (restaurant and grocery) composting."	
		"Continue street leaf pick up in central core of city to facilitate street and sidewalk use."	
	Urban Forest -- 60 comments received	"Compost year round... plain and simple. Creating and maintaining habits is VERY important. Also, the lack of leaf collection services has been reportedly very hard on the elderly in our community. This should be investigated further."	
"Replace Ash trees."			
"Need trimming of the overgrown street tree and dead branches."			
" <i>Keeping sidewalks clear for pedestrians. Especially strollers.</i> "			
"Provide accelerated street tree replacement (I've been waiting at least 3 years!)."			
"Dead trees need to be removed to prevent damage to property and injuries."			
Ann Arbor Municipal Airport -- 37 comments received	"Train crews of volunteers (like volunteer fire departments) to trim and plant."		
	"Safety for every one - train workers about the impact of environmental barriers and the lives of people with disability."		
	Ann Arbor Municipal Airport -- 37 comments received	"Nothing is needed, no expansion."	
		"The airport is used by very few A2 taxpayers; it should not be improved with taxpayer money."	
		"Approve the expansion plan."	
	Alternative Transportation -- 106 comments received		"The new pedestrian and bicycle programs are too anti driving, making the roads more dangerous and difficult for drivers."
			"Continued emphasis on bike lanes and educating the public as to the rules of the road." <i>"More and wider bike lanes." ; "More bike parking"</i>
		"Install the Border to Border Trail and in-town links to it."	
		"Improve public transit schedules and routes. Expand service to UM East Ann Arbor complex."	
		<i>"Stronger decentralization of bus routes to avoid having to change at BTC [Blake Transit Center]."; "Longer service hours for public transit." ; "Too much priority is placed on service benefitting commuters from outside the city; too little on service inside Ann Arbor and service to destinations needed by Ann Arbor residents."</i>	
		"Replace million dollar busses with appropriately-sized pedicabs."	
		"Mass transit/rail system from A2 to Detroit."	
		"Be sure that accessibility to elderly and disabled is developed and maintained."	
Bridges -- 60 comments received		"Top priority - Fix the Stadium bridge."	
		"Analyze bridges regularly; schedule needed improvements promptly, so we never have another Stadium Bridge disaster."	
New Street Development -- 38 comments received		"Replace gravel street with paved roads."	
		"No need to pave anything new."	
		"Use limestone. Reduces potholes and maintenance costs."	
Other Transportation -- 63 comments received		"More smart lights, LEDs."	
		<i>"Get the traffic signals working to get a good flow especially at busy times." ; "Ensure that traffic sensors for street lights register bicycle traffic." ; "Create some signals in certain areas that give preference to bikes/pedestrians."</i>	
		"Turn the street lights on! Some areas downtown (!) are dark!" "Do more round-about & traffic calming."	
Parking Facilities -- 51 comments received		"Parking is not keeping up with demand."	
		"Eliminate most surface parking downtown, build more park-ride lots/structures outside the freeway ring."	
		"The surface lots are wasted space that could be important to developing a better downtown." "A program to allow downtown churches and others to get revenue for parking in their private lots."	
Streets -- 64 comments received		"Fix existing streets with potholes."	
		"Street resurfacing needs to be a priority."	
		"Best practices analysis -- are [we] pursuing [the] most cost efficient approach that leads to longest-lasting results?"	
Utility Services & Facilities	Sanitary Sewer System -- 18 comments received	"Allow and encourage grey water systems."	
		"Good idea to plan for and rebuild old treatment plants and lines."	
	Storm Sewer System -- 34 comments received	"Improved storm drain cleaning."	
		"Design nature-based systems to capture water as a resource." "Dogs and outdoor cats add major pollution to our lakes and rivers when it rains and their feces are washed into our storm drains... Users should pay."	
	Water System -- 20 comments received	"Do something to get rid of the red slime that it grows in sinks & tubs."	
		"Chlorine residual (not chloramines) would allow calcium to cover led solder again." "Bill for use; or reward or rebate to those who use less than the base rate."	

Ideas about improvements to existing facilities, systems or services? -- Do you have ideas for new, or improvements to existing facilities, systems or services?

Categories	Quotes
Public Engagement Ideas -- 'For a capital improvements program process, in what public engagement methods would you participate?' - 39 comments received	"For our busy citizens, a single city-wide meeting will be missed by many. Surveys reach more people."
	"I know participation is low at public meetings so alternate methods may be needed, hence, my checking the surveys & feedback forms."
	"It is often difficult to attend public meetings. Increased online outreach & participation is appreciated."
	"I tried to attend the bus meeting at the library - 2 hours long! in the middle of the day. Are you kidding me?...should be half an hour of official discussion & then open for discussion."
	"Greater awareness of surveys are needed."
	"Make surveys accessible (not just print form) via telephone calls, door-to-door, etc."
	"On-street interviews would capture a wider portion of the population."
	"Town halls or similar meetings with my council people..."
"Announce meetings through Neighborhood Watch messages and post cards. Use radio to announce meetings. Post flyers in the public libraries."	
"Include handicap advocates routinely in meetings and decision-making. Remember, the population is aging!!"	

CIP Focus Group Participant Ideas -- 'What groups or individuals do you feel should be represented in a focus group during the development of the Capital Improvements Plan?' -- 114 comments received	"People WITHOUT an agenda. Many groups involved are not open minded. They have an agenda."
	Certainly not the usual suspects; how about real average people who live here."
	"Representative of the area that is being impacted."
	"Random unbiased selection of residents."
	"Representative sample of the city, including student population."
	"Neighborhood associations."
	"Washtenaw Biking and Walking Coalition."
	"Stakeholders: Downtown businesses; city residents from various economic classes."
	"Building owners - residential and commercial -- community residents."
	"Underrepresented people should be recruited..."
	"None. The silent majority that are gainfully employed and busy in their children's lives or otherwise volunteering do not have time to remind the city what is important."
	"I'm concerned about an over-reliance on focus groups and only feel they are an appropriate technique if balanced by other, more broad based data collection techniques."
"Elderly, people with disabilities, people with low income (those that would depend greatly on public accommodations)."	

Public Outreach and Communication Preferences -- '...What public outreach or communication methods would you use to stay informed?' -- 27 comments received	"It is a digital age and we are a progressive online town."
	"The City website is difficult to use and needs to be improved."
	"Engage the public through news media."
	"Use community organizations (representing housing developments, neighborhood, social services orgs, churches, for example) - their newsletters, meetings, networks."

How did you hear about this survey? -- 22 comments received	"Email."
	"Ann Arbor Chronicle."
	"WEMU."
	"Through a friend."

Group Respondents -- 'Have you responded to this survey as the representative of a group or organization?' - 9 comments received	"Old West Side Association."
	"Tax-paying Citizen of Ann Arbor."
	"The South University Area Association."
	"CMB property management."
	"Ann Arbor Center for Independent Living."

What draws you to Ann Arbor? -- 26 comments received	"Friends, walkability, has public transit, kid-friendly."
	"Born and raised here."
	"Family in town."
	"Accessibility to special events like the art fairs, cultural and musical programs, etc."
	"Diversity of people, ideas."

Additional Comments - 'Please tell us if you have any additional questions or comments related to the Capital Improvements Plan.' -- 68 comments received	"With the economy as it is in Michigan at this time, a conservative approach is needed with a focus on plans that will encourage more business in the city."
	"Some of this stuff I'm really not qualified to asses... I hope you will listen to my feedback (and the feedback of other concerned-but-not-perfectly-informed citizens) and temper it with expertise."
	"Get the politics, games, and agendas out the way and concentrate on doing the right things... this is the greatest city with tons of potential.. let's focus on making it better..."
	"Looking forward to results."
	"Please include a public skate park in the Capital Improvements Plan."
	"Ann Arbor has the highest property taxes around our area and yet the very worst service to residents."
	"This is meaningless without budgetary information attached to it. We are being asked to make choices without information about the consequences."
	"Doing more or the same with less is a needed form of improvement."