Final Report and Appendix

A series of four focus groups were conducted for the City of Ann Arbor to gather public feedback to inform the Comprehensive Transportation Plan. The purpose of the sessions was to ask participants in-depth questions about comfort level in traveling around Ann Arbor, mobility challenges, ideas for the future, and how the City of Ann Arbor could shape the next transportation plan. Participants were recruited via a short survey that was promoted through the City of Ann Arbor’s social media channels, emails to residential groups, and emails to project stakeholders. Two sessions were held with the general population, one with seniors, and one with ethnic minorities. An additional focus group with college-aged students will be held in Fall 2019. Overall, participants in the sessions were very eager to provide their opinions and welcomed the opportunity to voice their visions for transportation.

Table 1. Focus Group Details

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<th>Date</th>
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<tr>
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<td>General Population, Mixed Ages</td>
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Focus Group Results

Results below reflect the comments of focus group participants. Individuals who travel in and around the City of Ann Arbor stated they use a variety of transportation modes including automobiles, buses (TheRide/AAATA, UM, Megabus), bikes, walking, trains, scooters, mopeds, motorcycles, bike share, car share (Zip Car, Maven), and on-demand services such as Lyft and Uber.

Comfort

Participants were comfortable with many different modes of transportation, with the comfort level somewhat dependent upon the purpose of the trip. For example, automobiles are preferred when people are transporting children or have packages/groceries with them. People preferred walking because it is comfortable, easy, and there is no waiting required, as compared to taking a bus. Biking is a preferred option when it is fast, because it is enjoyable, feels good, and the rider doesn’t need to worry about parking a
vehicle. The bus is favored for those who live on a high traffic bus route and (as opposed to using an automobile) there is also no reason to worry about parking.

Conversely, participants less comfortable biking cited safety concerns, pavement problems, fear of automobiles, lack of bike storage and covered parking for bikes. The bus system (TheRide/AAATA) is viewed as inconvenient by some due to infrequency and a lack of buses that run early or late enough. Route issues also came up numerous times for participants who were frustrated that the bus seems to focus on trips headed to the downtown Ann Arbor area. Participants felt that bus stops are too far away and do not feel safe. Also, some potential bus riders have determined that it is faster for them to bike or walk than to take the bus to their destination. Difficulties in automobile travel include having to find a place to park, poor infrastructure maintenance, and behaviors of aggressive/rude drivers.

**Mobility Challenges**

The difficulty of using a particular transportation mode is dependent on a variety of factors. Walking and biking becomes for participants difficult during inclement weather. Biking can be challenging for riders when bike lanes break and are not connected, and when interacting with automobiles. The bus is difficult if someone’s schedule does not mesh with available times/routes. Some participants felt the bus was overwhelming and that it wasn’t easy to travel from one end of the city to another. Using the bus felt like it was a harder option. Automobiles are also becoming frustrating due to cost, lack of standardization at crosswalks, and commuter traffic.

**Mobility Choices**

As participants consider how they will travel in and around Ann Arbor, a variety of factors impact the mode they will choose. The time of day and amount of time available for the trip is a major factor. For example, if it is too late at night and a bus is not available the individual may need to use Uber or Lyft for their trip home. The infrequency of buses also causes people to not use that mode as often. Weather and safety issues also impact mode choice, especially when it comes to biking. Cost can be a factor when using an automobile as well as issues finding a parking space.

Participants were asked if they would prefer to use a different mode of transportation and what were the challenges to doing so. Many would like to walk and take the bus more often. Busing would be more attractive if it was faster (than walking), ran more often, and if the routes were convenient. Biking would be preferred if there were more connected bike lanes and amenities for bikers such as place to lock their bike. Rail options would also be utilized by participants if there were more reliable connections to Chicago and a train to Detroit. Several participants would like to eliminate use of a personal vehicle if possible.

**Future Visioning**

Focus group participants envisioned methods they might use in the future to get around the Ann Arbor area. A large portion of the focus group participants would make better use of TheRide/AAATA (or any bus-like option) if there were more frequency, dedicated bus lanes, faster service between Ann Arbor and Ypsilanti, and a unified bus system. Other methods
people would use in the future include autonomous vehicles and micromobility solutions like scooters, bikes, etc. Commuter rail, regional transit, self-heated sidewalks, additional pedestrian infrastructure, and walkable retail were also suggested by participants.

When asked to name current transportation initiatives in the City of Ann Arbor, participants were quick to name a variety of plans, projects and construction in the city. These included ReImagine Washtenaw, The Connector, bus rapid transit, border to border trail, train station, crosswalks, bicycle lane adjustments, and commuter rail.

Some participants were asked to state what they felt would make transportation better in Ann Arbor. Responses included reducing the number of vehicles on the road by encouraging people to use more public transportation, and focusing on commuters. Bikers would like to see a seamless approach to bike lanes and infrastructure. Participants voiced that buses should also run more often, and routes should not always centralize at Blake Transit Center. The multiple bus systems (TheRide and University of Michigan) could integrate more and offer more accessibility. Additional density, housing options, dedicated lanes for transit, and maintained roads would help improve Ann Arbor’s transportation network.

As Ann Arbor plans for future transportation needs, focus group participants would like to see a plan that considers housing and commercial developments with road capacity and integrates multimodal options including walking, biking, busing and other vehicles. Planning should also accommodate future growth and new modes (e.g. the next stage in light rail) as well as considering how to move away from dependency on automobiles. Additional elements to include are sustainability, accessibility, safety, and at a basic level general maintenance of the infrastructure.

One Big Idea

Participants were asked to suggest a “big idea” for transportation for the City of Ann Arbor. Many responses centered on safety as an issue to address in Ann Arbor. Safety encompasses all modes of travel and all users/participants are looking for using a mode safely and having a safe network to use that mode. Accessibility of transportation for all was also a concern, including accessibility for all types of users, and accessibility in terms of frequency and availability of transit options. Participants echoed their earlier sentiments about increased mass transit options like light rail and rapid transit. Participants also recommended zoning revisions to increase the density of housing and to incorporate mass transit. It was noted that integration of modes more seamlessly throughout the network would allow for more connectivity, accommodate growth, and reduce frustration.

As a written exercise, participants were asked to describe their biggest mobility challenge. Many challenges were associated with particular incidents in people’s lives such as infrequency of buses leading them to choose to walk rather than ride the bus. Or, bus routes do not travel to a specific destination (e.g. Costco) in a timely manner. Several people reported problems navigating commuter traffic. The lack of pedestrian friendliness was also cited due to lack of connectivity and inconsistent crosswalk

“Encourage people to use public transportation more and their cars less.”

“Design street infrastructure for Vision Zero, or people first.”

“Eastbound Liberty at Zion Lutheran Church. It’s an example of bike infrastructure that has in effect returned to the earth and is not safe.”
markings. For some, their mobility barrier is related to emotional situations such as drivers shouting at someone in a bike lane, or (as a driver) having to deal with weather, unsafe roads and traffic. Specific roads and routes that people currently use also present mobility challenges. People named certain streets that they travel and issues they face including poor infrastructure (potholes on William Street), congestion (Huron Street near the YMCA), and lack of prioritization for pedestrians (intersection of Division, Madison, and Packard).

For the final written questions, participants were asked to look into the future 20 years and predict what transportation would look like in the City of Ann Arbor. Some respondents took an optimistic view, while others leaned more pessimistically with the caveat that their view was “unless something was done.” The positive view was that there would be more connectivity, more bus routes, rail travel to Detroit/Brighton, and an integrated approach to mobility. They also saw increased use of new technologies/mode options like electric scooters, autonomous shuttles/self-driving buses, and software to provide more real-time data. People also suggested that some areas of downtown might be blocked off for pedestrian use only and commuters might drop off their cars outside of town. Planning would also take into account current spaces (such as unused space near Blake Transit Center) to accommodate transit.

On the negative side, several felt that autonomous vehicles were a foregone conclusion but that they would not necessarily alleviate congestion. Also, more jobs in the area would make roads worse and more sprawl occurs resulting in longer commutes.

The final area that was explored during the focus group was the Vision Zero goal and how Ann Arbor might achieve that goal. One major way participants wanted to see Vision Zero implemented was through increased safety measures such as slowing down vehicles/traffic, preventing vehicle and pedestrian/cyclist crashes, and developing interventions where accidents occur.

Future infrastructure design should be planned with pedestrians and cyclists in mind. This could include wider sidewalks, more bike lanes, and better crosswalks. Crosswalks came up several times with participants noting that the signage/lighting was confusing, people seemed unaware of the traffic laws, and felt that more education is needed.

Participants noted that additional planning by City of Ann Arbor staff will also help achieve Vision Zero. Participants suggested adding a staff member dedicated to this task. Also, they felt that the City Council seemed hostile to Vision Zero and should not micromanage projects.

For participants, one of the best ways to achieve Vision Zero in the future will be to incorporate an education and marketing campaign around safety issues. There needs to be community consensus around Vision Zero built through relationships and buy-in across commuters, businesses, residents, and the University of Michigan.

Below please find results from the focus group sessions organized by the questions developed for the discussion guide. Numbers in parenthesis indicate multiple responses. Responses are italicized and have been prepared from a recording of the focus group sessions.
Focus Group Responses

Let’s talk about the different types of transportation you use to get in and around Ann Arbor. What are some of the methods you use?

Participants in all the focus group sessions use a variety of transportation options including automobiles, buses (TheRide/AAATA, UM, Megabus), bikes, walking, (pushing) strollers, trains, scooters, mopeds, motorcycles, bike share, car share (Zip Car, Maven), and on-demand services like Lyft and Uber.

Which of these are you most comfortable with, and why?

Walk

- It depends on what I am doing. If it’s walkable, which is two miles or less I will walk. But to get to the grocery store I drive.
- I’ll walk if it’s close enough and the weather conditions (are good) and then I’d take the bus. I don’t drive. I would resort to Uber or Lyft if the bus is going to take too long or outside the county.
- I like walking primarily, but I miss the subway.
- It’s easier to walk when there are a lot of other pedestrians around.
- I’m comfortable walking but it’s a time suck.
- I’d rather walk than wait for a bus.

Bike

- When I can’t bike and the weather isn’t suitable, then I drive.
- With biking you get there faster.
- Bicycle is my preference but it wouldn’t always be comfortable.
- I bike in some unsafe places where I would never have my children bike.
- Biking is enjoyable and it feels good too.
- Biking is the fastest way to get downtown without thinking about parking.

Bus

- I really like taking the bus because you don’t have to hunt for a parking place. There are issues with the bus in terms of inconvenience.
- I’m most comfortable with the bus but I am fortunate that I live off route 4, the busiest route.
- We can get to the 4 (bus) easily, and there, even off-peak the service isn’t bad.

Auto

- My weekday commute is car-based. On the weekend I try to walk. I would take the bus more often if it ran more often rather than every hour and a half.
- With kids it’s easier to take a car. Parking isn’t an issue for me. I find it inexpensive. Sometimes it’s a challenge, but it’s faster.
Which of these are you least comfortable with, and why?

**Bike**

- I don’t think it’s safe to bicycle around Ann Arbor.
- The roads are not safe (for bikes). The same potholes bother bicyclists. It needs to be better to support people being comfortable biking.
- With biking there’s a fear factor.
- I’ve had bikes stolen in Ann Arbor. It was locked and it was stolen. I like the bike boxes, but we need more of them where people work, not just downtown.
- I have had to be more strategic about (bike) routes because some roads are impassable.
- Expanded covered bike parking, as much as is feasible.

**Bus**

- The transit system only works if you are going downtown.
- If you have to drive to get to the bus where do you leave your car? We are able to walk to two bus lines, which are convenient during the week and during the day when they run more frequently when we are headed in to town. But if we were going somewhere else, where do you leave your car without Ubering or Lyft?
- Bus is horrendous. If you don’t work 9 to 5 the bus doesn’t work for you. There are people that can’t get to work at 7 am or get home at 7 pm. I don’t know who it’s set up for.
- I live outside of town and the closest stop bus stop is miles away.
- I generally feel safe on the buses, but if I have to wait at a bus stop at night, I’m not comfortable doing that in the dark.
- I have friends who live in Water Hill and they can’t take a bus to the Medical Center because it doesn’t work for them. They can’t hit their shift.
- I am an infrequent bus rider because it’s faster to ride my bike because you can go end to end.
- I don’t have the time to take the bus.
- I went to a shopping mall on my bike and it wasn’t convenient.

**Auto/Other**

- I mostly drive but I only park in university lots and am unfamiliar with parking elsewhere.
- Driving and dealing with traffic. I have an old car.
- I hate commuting, and people are so aggressive and rude.
- The less I drive, the less I like it.
- I feel safe in a car, but I don’t ever want to park.
- I’m afraid of driving in Ann Arbor. The potholes, getting rear-ended. I’m a bad driver.
- I am least comfortable with Uber, Lyft and taxis. I don’t like giving that much control over my destiny to someone I don’t know if I should trust.
• Walking downtown was not pleasant with a stroller with cars cutting us off.

Which method do you find to be the most difficult, and why?

Walk
• Weather is a big factor for biking and walking.
• I stopped walking (in winter) it’s horrible. If someone clears it there’s a mound of snow and ice. I long for underground sidewalks.
• There’s a crosswalk at 4th Avenue and Beakes and I wonder if they (cars) will stop or should I put my foot out.
• With my asthma I don’t like to be inhaling the fumes especially if you are bicycling or walking. If things were more separated it would be ideal.

Bike
• Biking in the cold weather and the snow.
• There’s a piecemeal approach to bike lanes.
• We have bits and pieces of bike infrastructure opportunistically, but we haven’t considered it in the context of routes or a connected network, thinking about how people get from point A to point B.
• Jackson Road has a bike lane that becomes a car turn lane. There’s a lack of education among cyclists and among drivers in who has the right of way. Cyclists can go on the road too. Cyclists have a whole database of close calls because you can call a cop and they just laugh. People just don’t know what the rules are here.
• The lack of infrastructure for biking including parking and protected bike lanes.
• My complaint is pavement quality and roads that have painted bike lanes, riding in the bike lane is a recipe for a crash.

Bus
• There is no bus stop nearby (our neighborhood). My daughter works downtown at a restaurant and it doesn’t run early enough or late enough. Every day her schedule is different.
• It’s difficult to get from the north end of town to the south end of town on a bus without it taking a long time or having to make transfers. I never tried it because it seems overwhelming for time commitment.
• Our bus system is very hub and spoke and if you live along one of the spokes it’s not terrible. But if you don’t, you have you make the trip planning, but if you have to get at a particular place at a particular time it’s not going to happen.
• I have to work harder to take the bus. I have to study the schedule and I have to plan out what I am going to do because I don’t do it all the time.
• There was a month when I didn’t have and MCard and I find it ironic that people who are likely to have access to resources to pay for a bus ticket are people employed by U of M. I had to budget to take the bus.
Auto

- Driving has become more difficult. There’s a lot more cars. How we’re marking stops is different everywhere. In this neighborhood there’s five flashers and (it’s different) in another neighborhood. There’s no standardization. I’m confused.
- When I drive I always have to think about where I am going to leave the car. I rent an overnight space from the city. The whole driving experience is inconvenient.
- Car is difficult for me because I don’t drive much because I am retired. The big thing here in the State of Michigan is the cost of the insurance premiums.
- The driving culture here. People drive like (expletive) here. The lack of attention to speed limits, lights, school buses, crosswalks. I don’t feel safe walking because there is so little margin of error.
- As a driver it’s difficult when cyclists venture out in bad weather and trying to navigate the road with them and being fearful of them wiping out.
- There’s a lack of uniformity in crosswalk signage, signaling and what the real or perceived rules are.
- The volume of people that come in to town makes it a wild, wild, west scenario.
- Which method is the least difficult, and why?
- Walking is easiest.
- Driving is the easiest because I know the area really well. But parking structures are full and it’s challenging to find a spot.

What are some of the factors that impact your decisions about how to get around?

Time/Time of Day

- How much time do I have to get there.
- Time of day is a big one. I almost never take Lyft and Uber, but they are necessary after the bus stops running. I’m a grad student so I have odd hours.
- The time you have to get somewhere. That was the downfall with The Link. It was so backed up in traffic all the time it was easier to walk.
- It’s time of day too. We live off of Washtenaw and I plan my life around 9 am to 3 pm. Even to walk, you’re taking your life into your own hands. It’s a crush of cars. We avoid Stadium and main on football weekends. There are roads and routes that are impossible now. Looking at new developments is terrifying. There’s no plans for sidewalks, bike lanes.

Bus/Bus Schedule

- The bus schedule, peak vs. off-peak. On-peak you might be more likely to take a bus and off-peak you might take an Uber.
- If I didn’t have a GoPass, having change for the bus.
- I have a son who uses the buses all the time but they aren’t available in the evening.
- If you’re downtown you’re more likely to take the bus, but once you get to somewhere more spread out you’re not as likely to walk. The built environment discourages it.
• If I go out to happy hour after work there a limit to how late I can take the bus because they stop running.
• If it’s late at night I might go by bus but go home by Uber. If I’m at home and I just miss the bus I’ll take an Uber. I’m not waiting 29 minutes.

Other
• I commute different ways to work different days. I prefer to bike, but if it’s raining I take the bus. I also have a 16-month old daughter and I’ll drive and park. I’d prefer to be on the bus.
• The intention. I take the bus every day to commute, but I wouldn’t want to do that if I was grocery shopping.
• I am much more likely to bike and less likely to drive if I am going by myself.
• I am much more likely to drive all the time. My commute is a walk to my office, but if I have to go somewhere during the day and there’s a time constraint I will drive.
• I might use one form of transit to get somewhere and another one to get back. If enough time has passed or the weather has changed. If I walk and don’t have time to get home.
• The weather.
• Weather is a factor with biking. It’s limited to summer.
• Parking issues.
• What you have to do, if you have to carry things.
• If I am taking the kids or not is a big factor.
• If I have to get somewhere in a hurry I will grab an Uber or Lyft.
• I wouldn’t ride a bike, it scares me. I know too many people who have had accidents.
• Years ago I didn’t bike in the winter, but I have in recent years as long as there isn’t snow and ice. Most days you can bike to get around.
• Safety is a factor when you consider if there is a major road you have to cross.
• Cost was a factor when I didn’t have a car, the tradeoffs with the bus and Uber/Lyft.

Would you like to get around Ann Arbor in a different way? What is keeping you from doing so? What are other barriers/challenges?

Walk
• I’d like to be able to walk to more things. I’d like more bus service. The only place to walk more though is downtown and all the housing is expensive.

Bus
• I take the bus to Central and North Campus. I live on the Old West Side and there is no direct bus line to campus. For me to take the bus I have to walk three blocks and then transfer at Blake so it’s the same amount of time if I were to just walk. If there was a direct bus line I would take it more frequently.
• An express bus to Ypsilanti from Ann Arbor. Or a trolley, something that goes a little faster than a bus.
• I work at Domino’s Farms and to get there I’d need to take a bus and then another bus and walk and that’s an hour, but it’s a 15-minute drive. I would rather not drive.

Bike
• I’d like to see dedicated bike lanes everywhere. Geographically it’s a great city for biking, it’s just not set up for it.
• Bike routes need to connect with each other.
• I like biking but I don’t want to cross Washtenaw. There’s no protected bike lanes or pedestrian lanes. Michigan is strange that there are no sidewalks in neighborhoods. When you’re driving it freaks you out because people are walking in the middle of the road.
• I would like to be able to bike, but the roads don’t have bike paths, the safety issue. If there’s amenities when I’m going like a place to lock my bike and a shower.

Bus
• It doesn’t exist. There was this great plan partnering with the University called The Connector, which ran down the spine of the city, which made so much sense to me. But the city wanted to the university to pay a big chunk of it and they said no. The same is for rail. We have spent so much money planning on how to make things happen and people are split between those who do want change and those who don’t.
• Buses if they went laterally instead of just downtown.
• I would love it if we got to a point where I wouldn’t need a car. Better, more frequent bus service and regional transit. You can hardly get anywhere past Ypsilanti.

Rail
• Light rail, I want trolleys running around.
• Commuter service on the Amtrak line would help take care of people on the east. A lot of people could be served by improved service.
• A way to get to Detroit that doesn’t take longer than driving. If there was a train.
• You can take a train to get to Chicago if you only have to go at a certain time and have four hours to spend on it.

Other
• Jetpacks
• I live downtown, but there’s not grocery store. I have to go to Stadium to shop. There isn’t any way to get there without a car. I’m not taking the bus.
• How are we going to accommodate autonomous vehicles? It will be a nightmare while everything is happen at the same time.
• It’s a problem for running because sidewalks just end.
• We have to make it more convenient to use other things (other than cars).
• I work in Chelsea one day a week and if there was another way to get there.
• It’s really difficult to get out of Ann Arbor without a car. Any way to get out of Ann Arbor without a personal vehicle.

What are some of the ways people might get around Ann Arbor in the future?

Bus

• The ARide is essential for people with disabilities.
• Some kind of flexible shuttle, it could be autonomous. It would be more for neighborhoods that can’t support a regular bus. It could be an on-demand shuttle.
• However realistic it may be… the A2 Connector.
• The Connector was an enormous amount of money.
• I am terrified of The Connector because it’s the one thing preventing the university from expanding. The blue bus is at capacity. We’ll see another 5,000 students and we don’t have housing for them.
• There was a study connecting North Campus with Central campus and at the end they came up with the aerial (monorail) connection.
• Dedicated bus lanes on Washtenaw.
• Where is the space coming from (the dedicated bus lanes) on Washtenaw?
• I think it’s insanity that you have different bus systems running at the same time. You have the university and AAATA and the public schools. Why can’t there just be a fabulous bus system that runs all the time?
• TheRide started talking about BRT, something much faster and more reliable to connect Ann Arbor to Ypsilanti.
• I know someone who comes from Macomb County. I’d be shocked if they use the park and ride lot and then the bus gets stuck in the same traffic as you do.

Other

• Autonomous cars. (2)
• Everything they are doing at MCity with driverless vehicles. You could have smaller vehicles.
• Dockless bikes. More scooters.
• Micromobility options, next step scooters on-street, or bikes with on-street parking.
• Subway.
• What I work with is people who are more frail and with memory loss. The gold card with the cab is fabulous and we are lucky to have it, but the problem is it has a 5 to 45 minute window and people can’t get to doctor’s appointments on time. So there is anxiety about waiting. The boundaries could be bigger. It doesn’t go to places like the botanical gardens.
• Ann Arbor to Detroit commuter rail.
• Improve bikeability between the campuses. Right now there isn’t a safe and efficient away to do it.
• Better, safer bike lanes. More people would bike if it was clear, obvious and safe. The more people you see bike and the infrastructure to bike they will do it.
Ann Arbor will continue to add jobs and people and the issue is how do you do it without bringing it to a standstill? It’s not just my commute, 1,000 commuters coming in on Washtenaw every day, some kind of mass transit would make it easier. The thinking I have seen in the city in how we are going to deal with our growth is so narrow-minded. Ok, we’re going to get mass transit but we can get Oakland County and Macomb County to vote for it so it will never happen unless it’s just Washtenaw and Wayne County. So any vision of a train from Detroit to Ann Arbor is 50 years, so what do you do for 10 years? How does someone from Livonia get into mass transit into town. I don’t feel safe biking on Washtenaw now.

The mass transit plan that continues to get voted down. I don’t understand why it hasn’t happened. I see that happening because of congestion.

Some type of regional transit authority to connect the broader Detroit suburbs to Ann Arbor, but also Chelsea and Dexter where people are commuting from. Bus lines or trams.

Seamless access to transportation. One card would get you on everything. That would be helpful.

To get to the hospital you have to get there an hour and a half in advance to your appointment and then deal with the stress of parking.

Self-heating sidewalks and bike lanes so you don’t have to rely on the city.

More pedestrian infrastructure. There are places where there aren’t sidewalks or the streets are too wide for the neighborhoods.

Enforced school zones and 20 points off your driver’s license if you’re caught speeding or passing a bus.

More housing on transit routes and we need a sufficient density of housing downtown to support walkable retail like a grocery store.

Better connectivity from the gateways to the city. Some dedicated form of transit to get commuters into town. The park and ride lots aren’t big enough.

Are you familiar with any current transportation initiatives in the City of Ann Arbor? Can you name any? (Please note that these responses are verbatim comments from participants.)

- Reimagine Washtenaw (3)
- Washtenaw Bus Rapid Transit
- Ann Arbor or University of Michigan to Detroit bus
- William Street bicycle lane (3)
- Protected bike lanes on Ashley (3)
- Dedicated bike lanes on Huron/more walkable (2)
- Treeline trail (3)
- Expanding border to border trail (3)
- New train station (with parking) (3)
- Commuter rail service
- Theoretical plan for train from Brighton to here
• Tunnels under train tracks to connect the border to border trail (3)
• DDA changing on way streets (2)
• North Main
• Vision Zero (3)
• Autonomous vehicles
• Pedestrian crosswalks
• Commuter Challenge
• City council voting on road changes
• Safe routes to school
• Greenbelt
• A2 fix it
• Ann Arbor Connector
• BRT project

In your opinion, what would make transportation better in Ann Arbor?

Vehicles/Use Cars Less

• Fewer cars. More housing downtown so people don’t have to drive and commute in and out of the city. If we are going to have fewer cars then we have to provide alternative modes of transportation that work.
• Fewer cars on the road.
• Encourage people to use public transportation more and their cars less.
• Incentivize jobs where there are safe ways to get there other than a car. That means charging the real costs of parking rather than making it free for employees.
• One thing I love about driving my car is I have an end to end. On my bike or on foot I don’t have that. Pedestrians and bike should have an end to end.
• Focusing on commuters, there has to be a way for thousands of commuters to transfer into town.

Bike/Walk

• A protected network of bike lanes for end to end trips.
• A consistent and coherent bike lane system.
• The advantage of biking is no one is in your way.
• E-bike sharing.
• More investment in pedestrian and biking infrastructure.
• Making walking and biking more seamless and complete.
• Finish the crosswalk improvements and make them consistent.
Bus

- The buses don’t make eye contact and ask riders about holding buses.
- The bus systems could be boosted by running it more often and running lines that don’t all connect at BTC. You can’t get from the 29 to the Medical Campus without going to the BTC. I think sometimes the city steps back and won’t step on the University’s turf.
- We need more housing near transit, and more density so it’s pleasant to walk around. We have car-centric low density outside of town. North Campus has a lot of commuters but if you don’t live near the bus network it’s hard to get there. The bus system doesn’t seem to acknowledge North Campus as an activity hub.
- If we want people to not drive and take buses there need to be shelters. I’m not going to stand an hour and a half in the rain.
- Lack of coordination between the agencies that manage the systems. There needs to be one transportation agency.
- Better integration between the options. Last week I needed to get from Pittsfield village to Domino’s Farms so I went to TheRide and it told me to take a certain bus to the park and ride lot and then walk. I went to the UM bus system and did the same thing and it told me to take the same bus to the park and ride lot and then take a UM bus right to the door. AAATA seems to think it’s the only game in town. And one payment system.

Other

- There isn’t a vision for how transportation works. I keep thinking of the book “Edge Cities.” There’s a lack of flow.
- Can we listen to the people who live here? We aren’t setting up barriers from people living here, but how do we welcome them and assimilate them? There’s a significant brain trust so listen to the people in the neighborhoods. I’m glad they are doing focus groups.
- Better door to door transportation that’s affordable.
- I have never lived in a city with worse signal lights. There are no waited signals.
- Affordable dense housing is a prerequisite.
- The city needs to become more dense.
- Maintained roads, fewer potholes, cleaned leaves, puddles.
- Lighting and other safety features.
- Parking for cars and bikes. Dedicated lanes for everything, even taking away car areas. It’s not uncommon to have place where you walk only.
- Lanes dedicated to transit only.
- Light rail.
- Dedicated staff at the city whose job it is to focus on transportation options, rather than just maintaining a system.
Transportation is changing in Ann Arbor and cities around the country. What should Ann Arbor focus on to plan as we plan for future transportation needs?

- Ann Arbor needs to acknowledge that it’s not a small city in the 60’s anymore and it’s going to be growing and the transportation network need to grow. We need to move forward with the acceptance that Ann Arbor will get bigger.
- How do you intercept cars before they get downtown and then provide alternative transportation?
- Move away from car dependency as much as possible.
- Continue to build out electric vehicle infrastructure.
- Transportation needs to be integrated with planning for development. The city needs to think about how it wants to grow and how transit integrates.
- Plan for the “big picture” and road capacity that fits a development.
- The city is always in a reactionary mode when it comes to land use.
- I don’t think the town knows who it wants to be. We can’t keep putting things downtown. People want communities and neighborhoods. I hear people say “why is everything about downtown.” You can barely walk downtown because there are so many people and the sidewalks are filled with cafes.
- If we look at the system holistically by looking at infrastructure, users, enforcement of users, and education.
- A plan that encompasses the entire city and where people actually go to help inform the routes. So if it’s light rail it may not be on a rail because 10 years down the road things may change. Allow for the inevitable change.
- We should think about our value statements. We want the community to work for a variety of people, not just people with kids or young people. We will have to make some tradeoffs. I think it’s a mistake to think that people will get rid of their cars. More infrequently and that is coming out of a value statement about climate change rather than some high moral ground.
- Sustainability from environmental concerns, but also cost. As a state we have built more roads than we can maintain.
- Fairness. Who pays for what and who gets subsidized? Also socioeconomic groups.
- Put different modes on equal footing. It could be mandatory to put in bike lanes.
- Accessibility. It should be widely available to people and promoted as something for everyone in Ann Arbor to use.
- An integrated plan. Packard now has bike lanes, but if we increase density why isn’t there a density plan for Packard rather than somewhere where it (density) won’t work.
- Thinking of transportation as multimodal so people can go between modes. So mixing walking, biking, buses. Think of it as a system.
- Filling sidewalk gaps.
- Funding infrastructure. Can we get the street lights all working? Can we fix the roads? Heaven forbid you have a cane, a walker or a wheelchair and you’re trying to navigate the sidewalk or street.
• Another big issue is the idea of safety and that’s for pedestrians and bicyclists. Focusing on safety as a guiding principal. Education too. People sitting in their car using their phones. There’s a lot of safety issues.

• Pedestrian safety and the crosswalks.

• Accessibility for people. At the bus stops there’s a sign, but no shelter or seats or pavement from the sidewalk to the street.

• Safety. I see a lot of accidents because I live on Washtenaw. Enforcement, reengineering. There shouldn’t be four lanes on Washtenaw. People are going to keep driving like idiots until they make them stop.

• An all season plan.

• Maintained dirt roads.

• Strengthen our linkage to the towns and cities around us like Ypsilanti and Brighton.

• Air quality. The overall air quality and people’s exposure to things.

• Planning for an aging population, accessibility on buses and other means.

If you could suggest one “big idea” for transportation for the City of Ann Arbor to focus on, what would it be?

Safety/Speed

• Safety. If we could just think about moving people safely. Those people who are biking, walking, and driving in the same space. I don’t think people are clear about the crosswalk law. And good modes of mass transportation.

• Sidewalks everywhere. One every city street.

• Speed limits. I don’t like biking on a road that’s 35. I don’t like driving on a road that’s 35 because I can’t see pedestrians.

• A safe, connected network of non-motorized routes.

• Design street infrastructure for Vision Zero, or people first. Slowing down cars everywhere downtown, protected bike lanes and narrower streets.

• Vision Zero.

• Vision Zero, but not just pedestrians. Safety for everyone, quality improvements across the board so a getting around time is enjoyable and safe.

Accessibility

• Accessibility of public transportation. Physical, geographic, and financial accessibility.

• The ability for people to get from one end of town to another quickly and safely in a timely manner for all populations with a reliable resource for travel planning.

• A connected system of bus, cab, pedestrian, etc. to serve all age groups, physical abilities, and needs for timely transportation that remains low cost, and no one is left out, and serve countywide residents.
More Mass Transit/Bus

- Make the other mass transit options (other than driving a car) attractive so people want to do it. Make opting in easy. It’s almost like you’re being punished to take the bus, you’re going to stand in the mud.
- Fixed rail.
- Light rail to the airport. (2)
- The purple buses (The Link), I wonder about a ring road shuttle instead, Stadium to Jackson. A high speed shuttle round thing.
- Ann Arbor Connector, other light rail for people at Plymouth Road/23 to downtown to Briarwood.
- Integrated fare payment. (2)

Infrastructure/Land Use

- Prioritize the basics first, surfaces, lighting, uniform cross walk law, signage, enforcement of speed limits. Fix the basics. Then prioritize safety first.
- Revise zoning to allow more density outside of downtown, particularly on major transportation corridors. Look at getting rid of parking minimums and setback requirements to allow for mixed use neighborhoods outside of downtown. Use the tax revenue from that to increase transit revenue to allow more people to live without a car.
- Denser land use for mass transit and weaning us from individual trips.
- Every mode seamlessly connects.
- Increase non-motorized road share to 50% of trips.
- Finishing the non-motorized network.
- The most complete bike lane network in the state.
- More accessible bike lanes and more bus lines with better schedules.

Other

- Work with UM to fix transportation because there are too many people coming in to town with cars.
- Coordinate and collaborate between the providers.
- Car restrictions in and around downtown and the campus area. Pedestrian walking malls. Washtenaw to State, big areas that are just walking, biking. You park around the perimeter.
- Making biking attractive, helping people who want to bike, make it easier for them.
- Crosswalk improvements.
- Integrated transportation planning and development to accommodate future growth.
- Integration of all available transportation options.
- Connect people where they actually go. We have too much planning based on where we think people want to go.
• Minimizing the number of cars on the road by increasing mass transit options and incentivizing options other than just you in your car.

• Follow best practices based on proven and tried solutions in every aspect of transportation including education and enforcement.

• Reduce frustration and anger. Everybody's angry and in a hurry. Frustrated about where they want to go.

• Expand opportunity while preparing for climate change.

Take a moment and write down your biggest mobility challenge. In other words, as you travel in and around the City of Ann Arbor what is most difficult for you? Describe a specific incident.

• Bus service doesn’t run frequently enough off peak or traveling to and from somewhere that’s not downtown. I find myself Ubering on nights and weekends.

• If I drive to Costco from when I live it takes an hour and 10 minutes. If I take the bus, each leg requires a transfer so the trip takes two and a half hours. More buses, tighter coordination, more routes.

• I like the bus and would use it more if it was more frequent, most routes force you to go downtown, not enough shelters, and the buses run late.

• During the winter of 2017 when I arrived in town I walked from Stadium into campus and I beat the bus two days in a row through 2 feet of snow. Offering alternative options during the bad weather.

• Struggles to get to place that are close but I need a car to get there. I’m off Dexter and the bowling alley is a half mile but there is no easy way to get there. There are no sidewalks to Plum Market.

• Sidewalks in the winter.

• Commuter race into town during the day and out of town. Trying the get through the crush of traffic.

• A clock set at 3:00pm, which is “on no.”

• Peak hour congestion, which isn’t a problem with biking.

• Congestion and chaos. On Huron by the Y all the sudden all the traffic stops because one person want to turn. It affects everyone. I see at the 6th floor so I see people go the wrong way on one way streets and bikes go down the double yellow line.

• Gridlock and getting stuck in game traffic.

• The circle at Ellsworth. There are so many stupid things in Ann Arbor. Didn’t anyone think this through?

• My barrier is emotional. It’s fear and anger. On my regular commute there’s a bike lane, but to get there I have to cut across two lanes of traffic. I was biking on Packard and a guy behind me (in his car) screamed (expletive) at me. I had someone once yell at me “why are you using the bike lane?”

• If I don’t want to use a car the challenge is health and safety with unprotected bike lanes. The exposure to fumes, like walking alongside Washtenaw Avenue.

• Lack of pedestrian friendliness. My bus stop is right across from a middle school and you’d think the intersection would be easy to navigate and I am convinced that the
only reason I have not been hit by a car because I am 6 foot 5. And because I am not afraid of staring down a driver at the intersection.

- Finding a non-auto means to get around while bringing along my child and personal belongings.
- When I was a teenager in town I used to ride my bike but I did get hit by a car and I did have my bike stolen.
- Walking and trying to cross busy roads safely without having to walk a mile out of your way. To get from my house to Burns Park which is a quarter of a mile away there is no safe way.
- When walking on Division and Madison and Packard all come together there are always cars parked in the crosswalk. It’s not prioritized for pedestrians. For Vision Zero in Europe the idea is you could put on a blindfold and walk anywhere and not get killed.
- Getting stuck in traffic. 8 months of Ann Arbor weather called winter. I haven’t felt comfortable bicycling in the winter so I don’t have a good alternative. I haven’t found the bus to be helpful. The other challenge is finding a continuous route for my bike.
- Unsafe sidewalks. People don’t salt their sidewalks.
- Road infrastructure and potholes when biking. Streets are not well lit here. So many times at night I have missed a turn. Roads aren’t painted well. It makes biking and driving hard.
- The block of Washington in from of the Y is more pothole than pavement. It’s also very chaotic. People are getting picked up or dropped off and getting parking. I usually ride right down the middle of the road.
- I have to bike defensively. On William there are a lot of potholes and a lot on State. I have to be in the middle of the lane. That really (expletive) off drivers. I feel like I have to ride slow. The non-enforcement of the 3 ft. rule. People going fast on narrow roads. No protected bike lane.
- Eastbound Liberty at Zion Lutheran Church. It’s an example of bike infrastructure that has in effect returned to the earth and is not safe. If there was a clear path people would use it to go to Kroger and get groceries. It’s frustrating to see low hanging fruit.
- Parking downtown.
- There are some markets downtown, but I am always limited by how much I can carry and the weather.
- Connectivity to Dexter. I know a senior aged women who needs to get to a job in Dexter but she can’t count on the timing to get here there on time.
- I own a car but I don’t own a parking space so I have to deal with storing it.
- Getting on an off the highways. The on ramps on 23, they were designed when the speed limit was 50. Also 23 to 94.
- My car didn’t have snow tires and I tried to figure out how to get to Jackson and I figured out I could take the train, but there was no way for me to get back.
- Something that’s pushed us to drive more is a 2nd grader.
- It’s hard transporting kids. We don’t want them riding in the street.
Looking ahead 20 years, what does transportation look like in the City of Ann Arbor?

- Ann Arbor is going to be larger. We can continue to expect people adopting more ways of travel. We will still have automobile and our highways full. Personal automobiles are too cheap. We can work towards a future where there are more connections and people can walk and get groceries.

- More services and more options, but also more congestion and incremental change. I don’t think autonomous vehicles and car sharing will ease congestion, they will make it worse. Rail to Brighton. More bike usage.

- The ring road idea and rail lines to 23 and 94 and 23 and 14. Parking outside of town and you get a bus to come in. Having the Blake Transit Center as a focal hub, but expanding that so there are more hubs.

- Easily move people into and out of the city not using cars. The reality is that the pothole-ridden roads will drive people out of Ann Arbor because it’s congested and business will fail because nobody is here to shop at them.

- Successful implementation of some of the ideas the city has already talked about. The Treeline connection to the boarder to border trail. Also railroads to Traverse City, Brighton and Detroit.

- Same amount of traffic or less. Better coordination of systems using software, connectivity. More electric scooters and bikes. Fixed transit.

- An integrated multi-modal system for all of Southeastern Michigan.

- Significant increase in infrastructure for autonomous vehicles. I have mixed feelings, but I think it’s going to happen. Electric buses and shuttles. Dedicated bus rapid transit. More options to work remotely. Less need to commute and less need to live in economic centers like Ann Arbor.

- Nodes connected by multiple modes for transportation to travel as a single person or as a group or community. Using technology to provide real-time information and to regulate traffic slows. Cars aren’t going away bit they can be more environmentally-friendly and better utilized.

- Protected bus lanes and bike lanes on major corridors even off peak. Links to non-downtown job centers. Mixed use and pedestrian friendly. Parking is available but cost is according to demand. Commuter rail to Brighton and Detroit and the airport. Light rail to Ypsi, like the Connector to Stadium and Briarwood.

- More bike lanes, but they are underutilized because there’s more congestion. Maybe more electric vehicles but people are still mostly charging them at home. More micromobility options. More regional connection and train service to Detroit. In an ideal world we will have acted on a plan.

- The future I hope for is that I’m still riding my bike around town but it’s more pleasant than today. Dedicated infrastructure that’s maintained well. We have a regional transit plan and increased local service so I have ditched my car. The pessimistic view is more of today. Roads are worse, traffic congestion is worse. If the University keeps adding jobs then I absolutely see more traffic.

- I won’t have to own a car. I can hop on an automated bus or car that I call up. I can get places safely, affordably and efficiently. Also, enjoyable places to walk.

- Lots of choices of dense neighborhoods with activities in walking distance. I imagine that everyone is retired or tenured professors.
• Cars are banned downtown, streets are dedicated to walking and bike lanes. Increased housing density in the city resulting in increased biking and walking infrastructure. Car ownership is rare and parking structures are converted to other uses. Self-driving buses for regional transit.

• Autonomous vehicles will be more common and driving us all crazy, fewer parking spaces and lots, more pick up and drop off. Pedestrians are given higher priority than cars.

• A frequently running system at low cost that reaches everyone in the county. A door to door system for physically and memory challenged residents with trained drivers who can assist the riders and can travel anywhere in the county. Great and safe bike and pedestrian paths throughout the county.

• I hope in 20 years we have a vehicle free downtown and University of Michigan campus. A transit service where you stop at the edge of town and catch a bus into town.

• In-town multiple transit centers. In the city a totally connected city-wide bike system. Turning downtown into a pedestrian mall. Small developments with drug stores and grocery stores.

• Instead of whatever on the Y-Lot is an expanded Blake and next to it a light rail station. So saving space so you can do things later. I think we eventually need a train station, but until no one needs the service we should just save the space. No one has passed any money for the station but someday we will need a train station.

• There’s an opportunity to take the tech sector and put the transportation industry that’s here together to be the focal laboratory for the transportation work we should be doing here.

• Mass transit everywhere and lots more biking. Designing cities and urban spaces to encourage transit as something that’s enjoyable. I get to enjoy this pleasant bike ride. Make it pleasant.

• Stadium Boulevard is now a linear park with amenities and fountains, cafés. The whole DDA zone pedestrianized but you can go in there at 5 miles and hour for deliveries/taxis. Covered scooters everywhere, driverless and they’ll have a force field so you don’t bump into anything and to keep out the weather. Dense mix of housing/retail downtown. Bucolic suburbs with BRT outside the Greenbelt. This focus group meets once a month for drinks and plan our new transit.

• A connected train and light rail like the train to Traverse City. More European. You can get from town to town by train and there’s buses. And there are choices when you get there. Similarly Detroit.

• Not a hassle. Carbon neutral. Not necessarily everyone has a car.

• Light rail with lots of connections and bike lanes.

• No personal cars and constant motion vehicles. Mass transit and no roads.

• More self-driving cars, more congestion, more sprawl, longer commutes unless government builds more infrastructure.
What are some of the ways you would envision Ann Arbor reaching a goal of Vision Zero?

Safety/Speed

- **Slow down cars.** It’s the number one thing you can do to reduce fatalities. It can make a huge difference between 50 and 30 miles an hour.
- **Reducing speed limits and engineering roads for those speed limits.**
- **Lowering speed limits on high-speed corridors.**
- **Move away from personal vehicles.** Automated vehicles, but there’s less risk with a bus or train. Slow down traffic where available. Move to a broader approach rather than level of service or vehicle throughput.
- **I love my car, but what causes deaths is personal automobiles.** You have to look at ways to prevent cars from hitting people.
- **Where are injuries and deaths occurring and where might there be interventions?**
- **Interventions to fix issues need to address the system things that are causing the accidents to occur.**

Planning for Pedestrians/Cyclists

- **Infrastructure design going forward should be design not just for cars.** Focused for pedestrians and cyclists too.
- **Better pedestrian crosswalks.** I don’t think they are effective.
- **Configure downtown streets and widen sidewalks.** Main Street is very congested for walking.
- **Separate cars, bicycles, and pedestrians from the same space.** That’s another way to achieve Vision Zero is to not have people come into conflict with each other.

Education/Marketing of Vision Zero

- **Education and marketing campaigns for issues around safety.**
- **Also include that we care about lives and the environment, but businesses are in it to make money.** So that needs to be part of the PR campaign. What will this bring to the city?
- **Focusing on building consensus.** If people buy-in to your vision, then there needs to be communication widely about the goals and approach. If Vision Zero is the goal, then road diets and traffic calming and increasing non-motorized road share are ways to achieve that, right now those don’t feel viable for people in town and more importantly those who commute in.
- **No one knows the bike rules or anything.**
- **Transparency and communication is critical.**
- **A cultural buy-in by Ann Arborites and expanding beyond to commuter.** Something the University can really affect.

Crosswalks

- **Education and devices combined at crosswalks.** When I went through driver training there was nothing about crosswalks.
• When they did the big push a year ago for stopping for pedestrians I think that was effective. One the west side I see people stopping more often. On the north side of town there is a big Chinese immigrant population and a lot of people walk on Plymouth and there are a lot of signs and flashy things. I like trying things like they did and then tweaking things.

• I appreciate that they tried to educate at the crosswalks. The pedestrian law isn’t some bizarre thing just for Ann Arbor.

• What’s problematic are the high, yellow lights (at crosswalks) as opposed to low red. Red means stop.

• They need to remove the driver judgements for crosswalks.

Planning

• The city has to acknowledge that a lot things they have done aren’t using best practices to reduce accidents. They need to change based on research and evidence.

• Traffic flow design.

• Keeping First and Ashley one way.

• With every major reconstruction we need to look and see if we need that much asphalt. Can we slow the traffic? Similar to what was done on Miller with the islands designed to slow down traffic.

• Downtown turning movements gets in the way of Vision Zero and right turns on red.

• We have a City Council that is hostile to Vision Zero. They recently pass that all road diets have to be approved by council sending the message that they are not interested in this type of improvement to public safety.

• Eliminate the veto power that some neighborhoods have over safety projects. It should just be mandatory that if there’s road work there should be bump outs or road diets. Vision Zero should dictate that.

• It’s kind of a joke, there’s a study for everything. Acting on data is more important. There are things you can do while you are waiting for the data. The idea of road diets and Vision Zero, there are some legal limits. Some of the advocates for the motorists are saying that enforcement doesn’t work. People freak out when you say road diet. The City’s hands are tied if Council members give pushback.

• City Council should not micromanage every road and construction project. If there’s Vision Zero then nobody should micromanage and nitpick.

• There’s got to be dedicated staff that this is what they do.

• Include major employers in the discussion. Shopping centers need to understand that they need to dedicate some of their shopping space for transit goals.

Other

• Stronger relationship between the University of Michigan and the city so they aren’t siloed.

• U of M throws its weight around a lot so there needs to be a way to work with them and have them work with the city.
• Ann Arbor can appear antagonistic to the outside, especially those who work but don’t live here. It’s easy to say we don’t want people to die, but if we don’t take concrete steps to do it, then it’s a sick joke.

• Enforcement.

• Ann Arbor could get a reputation that the police are watching out.

• We have a better bus system compared to other places in the state, but if we can tap into the population that is using the bus and engaging with them.

• I think about the party culture in the city.

• When it’s late at night there aren’t good transit options if you have been out drinking.

• Talk to high schoolers because they are having parents drive them around.

• Teach kids that riding buses gives you independence. They could let all high schoolers ride the buses for free.
APPENDIX
Focus Groups Final Report

*Please note that the comments below are from written notes by focus group participants.

If you could suggest one “big idea” for transportation for the City of Ann Arbor to focus on, what would it be?

Mixed Ages Group #1

- Ride sharing cars. Bike available to rent everywhere. Zip available in more places. Develop transportation plan that acknowledges people could use more than one mode of transport for each trip. Connect UM transport to the city to eliminate employees driving to work. Trolley system or circulator bus routes downtown, Stadium to downtown.
- Revise zoning to allow more density outside of downtown, particularly on major transportation corridors. Get rid of parking minimums/setback requirements, and allow for walkable neighborhoods with mixed-use outside of downtown, use tax revenue from best for increased transit service and improved infrastructure: bus lanes, bike lanes, etc.
- Safety, fewer excuses, more specific plans. Less ideologues, get rid of all the cars. More functional plans. Prioritizing basics first: surfaces, lighting, a uniform crosswalk law, signage, and enforcement.
- Cannot people where they are actually going/are.
- Public transportation accessibility and environmental sustainability. Physical accessibility, geographic accessibility, financial accessibility. What are the environmental costs/benefits of the entire infrastructure? Not just the vehicles: i.e.: roads, buildings, commuter lots, etc.
- Save transportation, walk, drive, bicycle. Mass transportation, availability.
• A well planned out network of protected bike lanes where I could get from one point in the city to another and where I would feel safe taking my daughter to the farmer’s market or ice cream either in a carrier or when she’s older on her bike. And would get more tentative bikers on the road make other options attractive.

Seniors
• Integration between all available transportation options including bus, AAATA, UM, Car sharing, Uber/Lyft, Zip car/Maven. Bike and bike sharing. Scooter. Train-Amtrak. Also integration of fare payment system example, San Francisco Bay area Clipper Card. Light rail to airport, to Detroit.
• Integrating transportation and development and planning to accommodate future growth.
• Follow the best practices based on proven and tried solutions in every aspect of transportation issues.
• A connected system of bus/cab/pedestrian, etc., to serve all age groups, physical abilities and needs for timely transportation that remains low cost, so no one is left out, and that serves countywide residents.
• Every mode seamlessly connects. Fixed rail main components with many feeders of different kinds. Much more dense land use to support more transit, rather than near total reliance for individual modes.
• Coordinate/collaborate between providers/systems, and single pay system. Add light rail/monorail, elevated track options. Airport light rail.

Ethnic Minorities Group
• Similar to Vision Zero. Safety/enforcement for all forms of transportation. Education for safe practices. Safer travel leads to quality improvements throughout.
• Car restrictions in and around downtown/campus area. Pedestrian walking mall.
• Minimize cars on the roads by increasing mass transit options/accessibility.
  Incentivizing mass transit/carpools/biking. Improving biking infrastructure.
  Improving pedestrian accessibility.
• Reduce frustration and anger.
• More accessible bike lanes. More bus lines with better schedules. Reduce car
  volume by making other options more attractive. Opt in transit.

Mixed Ages Group #2

• Ability for anyone to get from one end of town to another quickly, safely and in
  a timely manner for all populations—young, aging, able-bodied and those with
  impairments—with a reliable resource for travel planning that is not auto
  department.
• Increase non-motorized mode share to 50%. As a percentage of total trips
  taken. Participate in cultural change away from private car
  ownership/operation. Significantly increase affordable housing options and
  implement congestion pricing.
• Safe, connecting network of non-motorized transit routes (protected bike lanes,
  trails, etc.)
• Create the most complete protected bike lane network in North America. Plan
  out extensive map of the biking network and require that fully protected bike
  lanes are built there driving any road work. Include covered bike parking in the
  network too.
• Ann Arbor Connector or other light rail for commuters you need to get in and
  out of Ann Arbor. Plymouth and 23 to downtown to Briarwood.
• Preparing for climate change. Expanding economic opportunity while increasing
  opportunities to match jobs and worker's efficiency.
• Develop an infrastructure that encompasses the entire city. Piecemeal-bike
  lanes that randomly stop doesn't help anyone. Enable people of various ages
  and physical abilities to easily move through Ann Arbor in a reasonable amount
  of time and comfort. Maintain said infrastructure—crumbling roads hurts cars,
  people, and wallets.
• Thinking about how to sustainably move people around the city and the region! Think commuters! In a zero emissions or low emissions way. We need more and more and environmentally conscious, forms of infrastructure: rapid transit and dedicated lanes, but also electric infrastructure for micro and personal-scale vehicles, and cycling lanes that cover the places people want to go and be.

Take a moment and write down your biggest mobility challenge. In other words, as you travel in and around the City of Ann Arbor what is most difficult for you? Describe a specific incident.

Mixed Ages Group #1

• Winter iced sidewalks. 10 to 15 minute parking zones downtown unable to stop and get something done as I pass through downtown. Rush hour.
• Bus service doesn't run frequently enough when traveling off-peak, traveling to/from somewhere that's not downtown. Work on North campus, and the most frequent bus service anywhere off-campus is 30 minutes if I missed bus, I’m forced to Uber. Likewise, find myself Ubering nights, weekends unless I’m leaving right before the hourly bus or going outside the county.
• General aggressive commuters, no consequences. The race into town, the race out of town. Your commuter route is often someone’s neighborhood.
• Bus timing, winter transport.
• Grocery shopping our bus timing.
• Getting stuck in traffic. Finding a continuous bike route in winter.
• Getting to the grocery store over to the bowling alley by walking. No sidewalks on Dexter or Wagner.

Seniors

• Coordinating between bus routes when I’m making a multi route trip. A trip to Costco by car takes one hour or slightly more. By bus, two routes on each trip, it grows to 2 and a half hours.
• I own a car but I don’t own a parking space so I have to deal with storing the thing 24 hours a day, seven days a week. It is a huge hassle and my biggest mobility challenge.

• If driving, peak hour congestion but not a problem if biking.

• Parking in downtown.

• A 70-year-old low income woman who lives in Ann Arbor needed to get to her job in Dexter on a Sunday. For health reasons, she cannot take a bus. Only option, besides Uber-too expensive, what to take Gold Card cab to Meijer’s on Zeeb, but to coordinate with Dexter’s senior ride. But unpredictable timing for the cab was impossible for her to arrange this connection, especially on a Sunday. I cannot think of a solution.


• Because I live and work in downtown do not own a vehicle, walk/bus. Limited in what I can carry groceries etc., also weather considerations.

• Getting to work on time using public transportation. Jackson, Chelsea, Ann Arbor’s St. Joe’s.

Ethnic Minorities Group

• Walking, crossing busy road safely without going out of the way. Exit/entrance to highway, 23, 14/94 North-Barton Road.

• Gridlock and getting stuck in game traffic.

• Potholes and general road infrastructure. Biking and driving both hard, especially during winter/at night. Paint, lights too-can’t see at night/in storms.

• Safety concerns while biking. Cars don’t see you, don’t yield, pass really close by. Buses are inconvenient. Location, routes, timing.
Mixed Ages Group #2

- Finding a non-auto means to get around while bringing along my child and our personal belongings or things we purchase along the way. Was much easier when it was just me to get around.
- Eastbound Liberty between Zion Lutheran Church and 7th Street. Westbound as well but less risky, as it’s uphill. Bicycle lane exists, but has effectively returned to the earth, and repair does not seem to be on the horizon, despite other sections of West Liberty receiving attention in summer 2019. Larger picture, the city needs to make sure some tough choices in the infrastructure investment, namely cycling infrastructure.
- West Washington and front of the YMCA. The road is an incredibly bad shape with potholes and cold patches piled on top of each other. That block is also utter chaos in the evening when I'm going home from work, with people in cars dropping off or picking up kids, and fighting for parking spots.
- Transporting kids/getting groceries in town. The infrastructure challenges often caused me to take path of least resistance, i.e. drive to Buschs. When I do go downtown the lack of facilities makes it hard to do those things.
- Hard to use non-auto transport without risking health and safety due to asthma and exposure to fumes (biking closer traffic, walking along high-traffic roads, taking bus that stuck in traffic but embarrassed to wear mask).
- Getting to kids activities and social opportunities without a lot of driving. Kids activities are not on a kid scale.
- Congestion and chaos. Examples. Driving West on Huron when West of Ann Arbor everyone stops and traffic backs up for a turning car. Patients/ out-of-town people driving wrong way on one-way streets because they are often not well marked. Cars driving and parking in bike lanes. Bikes riding down center double yellow.
- There are too many cars and car infrastructure not to drive most of the time which just adds another car. I’d love to bike or take regional transit, but it’s not fully there yet.
Looking ahead 20 years, what does transportation look like in the City of Ann Arbor?

Mixed Ages Group #1

- Vehicle free downtown. Public transportation system arrives every 15 to 20 minutes. 16 hour day.
- Protected bike lanes and bus service is frequent on all major corridors, even off-peak. There are more routes that don’t go downtown and provide crosstown connections and links to non-downtown job centers. All major corridors are mixed use, with housing and businesses, and streets are pedestrian friendly. Parking is available if you want it, but costs according to demand. Commuter rail links to Brighton, Detroit and DTW, and light rail links to Ypsilanti and links downtown all UM campuses the stadium, Plymouth, US-once was23, and Briarwood. Moving away from personal vehicles. Make streets pedestrian friendly. Move away from level of service. Slow down traffic.
- There are transit (ring road) in a dozen places and cars are kept out of downtown. Parking around outside. Commuter buses, electric, serve neighborhoods, larger employers, based on resident and employee inputs. There is a city-wide bikepath system. Downtown Ann Arbor is a pedestrian mall.
- Regional hub, regional leader as transit drives transportation/technology business.
- I won’t own a car. I could hop on an automated bus or car and get myself and my family where I want to go quickly or safely and affordably. It would be easy and enjoyable to also walk or bike to near by grocery stores, restaurants.

Seniors

- Regional, multimodal system with well coordinated options and easy fare payment system.
- Looking back 20 years not much different from today, more services and options and more congestion, incremental change. I don’t think autonomous vehicles or car sharing will ease congestion, probably make it worse. Maybe rail to Brighton. Much more bicycle usage. Bus travel to Ypsilanti.
• Same amount of traffic or less. Better coordination of systems by software/app. More electric scooters/bikes/some other new moving things. Some sort of fixed transit. Another recreational route similar to B2B.

• A frequently running system—Autonomous? Trolley? Monorail? Train? Buses with drivers? Available frequently, at low cost, government supported through taxes, that reaches everyone in the county. A door-to-door system for physically challenged and memory-challenged residents with trained drivers who can assist the riders and can travel anywhere in the county. Great and safe pedestrian and bike paths that connects throughout the county.

• Autonomous vehicles drive everyone crazy. But, fewer parking lots, more buildings, fewer parking spaces on streets, more waiting/pick up/drop off spaces. Pedestrians giving higher priority than cars.

• More congested.

Ethnic Minorities Group

• Connected train/light rail between towns connected to one larger system. Then once in towns choices—bike/scooters.

• Light rail with loads of connections and bike lanes.

• Mass transit everywhere! Also lots more biking. Design to encourage transit as enjoyable.


• Not a hassle, possibly enjoyable, carbon neutral.

Mixed Ages Group #2

• Nodes connected by multiple options to travel as a single person or as a group or as a community. High-quality, dependable infrastructure—using technology to provide real-time information and to regulate traffic. Cars aren’t going away but they can be better, better utilized.

• Significant proportional increases and dedicated infrastructure for autonomous vehicles, bicycles (analog and electric), electric buses/shuttles. Dedicated BRT and autonomous BRT lanes in major arteries. Assumes resolution to housing in city of Ann Arbor, more people seeing non-auto options as viable. More options
to work remotely. Perhaps less need to live in an economic center such as Ann Arbor.

- Optimist: still riding my bike, but infrastructure and maintenance are much better. Between regional transit, and improved local service and other options, I no longer feel any need to own a car. More housing density means frequent transit can be justified. Pessimistic: the same but with much worse traffic congestion. The you and other employers continued to hire more people but we failed to provide them with options to get to their jobs other than driving alone.

- Cars our banned from the downtown. The streets are dedicated to walking and bike lanes. Increased housing density throughout the city resulted in increased pedestrian/bike infrastructure. Private car ownership is used for short trips. Parking garages are converted to other uses, frequent self-driving buses use for regional transport.

- More self-driving cars, more congestion, more sprawl, longer commutes, more expenses and housing and transport unless government builds more transit/non-motorized infrastructure and deincentivizes frequent use of self-driving vehicles. Other idea: more street trees and more distance between the vehicular traffic and cyclists/pedestrians. This along with light rail.

- Dense neighborhood where I have friends and have lot of interesting things to do on foot.

- Ideal as part of this infrastructure easily move people into and out of the city as well as within ideality not in cars. Do so quickly and in an environmentally friendly fashion. Reality–follow current trajectory–pothole-ridden roads crumble entirely, people have moved out of Ann Arbor because it is so congested and difficult to navigate. Businesses fail because no one lives nearby, commuters come to work by car.

- On our current path: we have more bike lanes, but they’re still underutilized because we have more personal cars on the road than ever. A higher mix of those cars are electric vehicles, but charging is mostly done from home. There are micromobility scooters and electric assistant bikes everywhere. With any luck, we will have more and more efficient regional connectors and better train service to Detroit.
Stadium is a linear park with amenities: fountains, cafés. DDA zone pedestrianized/5 mph for deliveries/taxis. Covered force field scooters everywhere. Dense mix of housing/retail downtown. Bucolic suburbs with BRT outside Greenbelt. This focus group meets once a month for drinks and planning new transit.