

Downtown Alleys Program – Existing Issues and Challenges Analysis

PUBLIC INPUT RESULTS

PURPOSE

Kick-off for the Downtown Alleys program to provide an introduction, overview and, to gather stakeholder input regarding existing issues and challenges related to the downtown alleys.

ENGAGEMENT OPPORTUNITIES

- **Downtown Alleys Tour**

A walking tour of many downtown alleys including designated time slots for discussion at each alley location. Refer to Appendix A for tour route map; Appendix B for the complete tour notes.

Date: Thursday, October 06, 2016 from 8:30 a.m.-2:15 p.m.

Attendees: Public, 58: refer to Appendix C for sign-in sheet.

City Staff, 10: Michelle Brainard, Chris Cheng, Kayla Coleman, Ryan Doty, Crystal Fulton, Christina Gomes, Robert Kellar, Molly Maciejewski, Amber Miller (DDA), Tracy Pennington.

- **Downtown Community Stakeholder Focus Group Meeting**

A brief presentation to provide program overview; stakeholder discussion of desired outcomes and existing issues/challenges. Refer to Appendix D for complete meeting notes.

Date: Monday, October 10, 2016 from 9:00 a.m.-10:30 a.m.

Attendees: Public, 9: Refer to Appendix E for sign-in sheet.

City Staff, 3: Kayla Coleman, Ryan Doty, Amber Miller (DDA).

- **Service Providers, Non-profits and Public Agencies Stakeholder Focus Group Meeting**

A brief presentation to provide program overview; stakeholder discussion of desired outcomes and existing issues/challenges. Refer to Appendix F for complete meeting notes.

Date: Monday, October 10, 2016 from 1:00 p.m.-2:30 p.m.

Attendees: Public, 2: Refer to Appendix G for sign-in sheet.

City Staff, 6: Kayla Coleman, Ryan Doty, Christina Gomes, Molly Maciejewski, Matt Naud, Cresson Slotten.

- **Online Survey**

A survey through surveymonkey.com provided an additional feedback opportunity to report alley issues. Refer to Appendix H for complete survey results.

Dates: Open from September 22 through October 13, 2016

Total Participants: 24

EXISTING ISSUES AND CHALLENGES

A comprehensive compilation of existing issues that have been identified to date, incorporating stakeholder feedback, is provided as Appendix I.

A summary of the common themes identified through the stakeholder outreach process is provided below. This summary listing highlights some topics that were frequently referenced, or otherwise stood out from the discussion. This listing does not include all of the topics that were raised during the stakeholder engagement process. The following themes are not ranked in any particular order of priority.

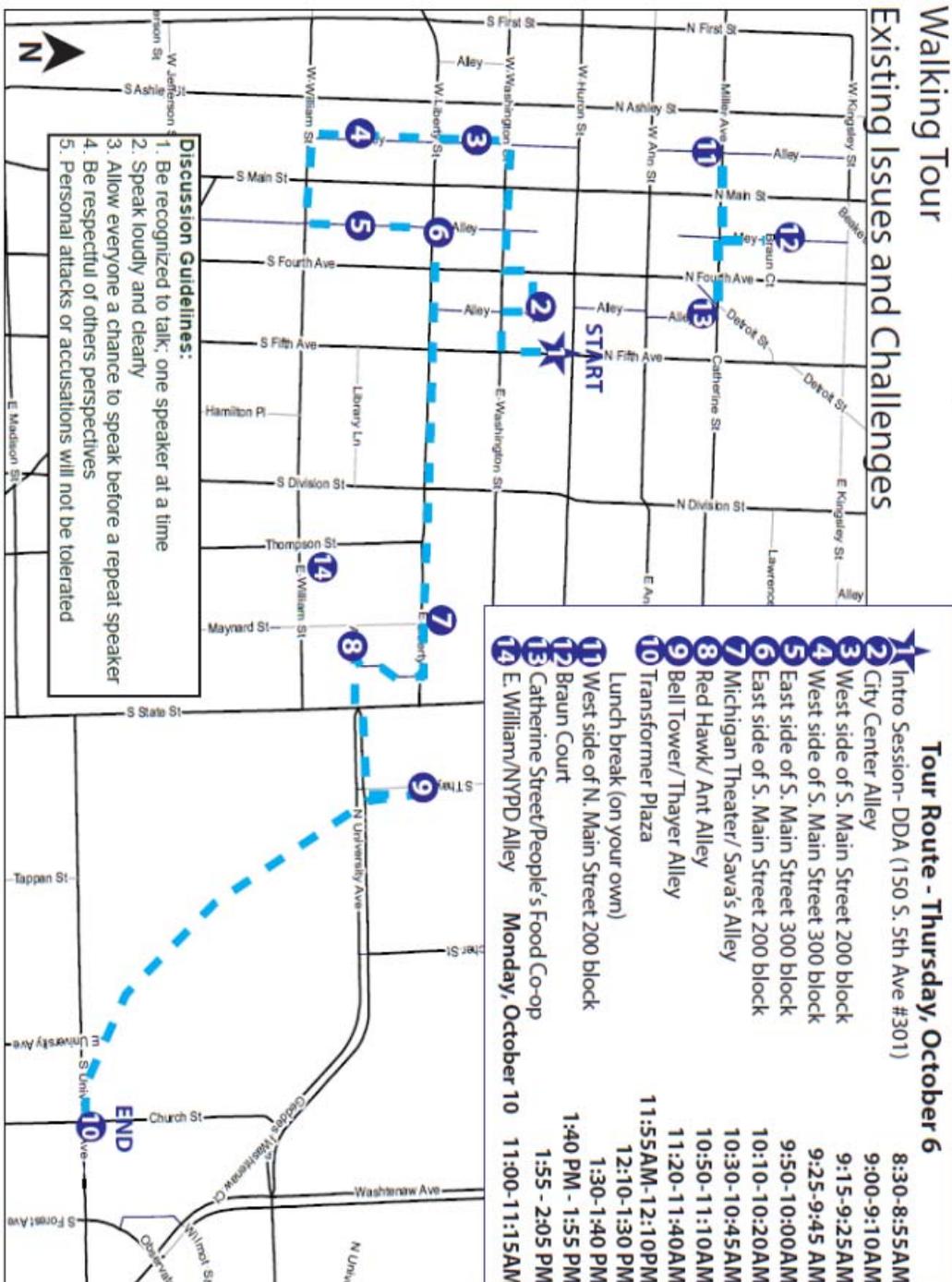
- Overall cleanliness — Clean-up responsibility and best practices; container use practices and behaviors that compromise cleanliness (lack of training, education, understanding); atmosphere (customer tolerance and visitor perception)
- Capacity—Service limitations (collection timing and frequency); Physical space (for existing/future containers); Container use practices and behavior (best practices, overflow); Unauthorized use (free-riders)
- Public vs. private alley spaces — Confusion about ownership responsibility and decision-making authority
- Communication — Barriers to reporting missed pick-ups, equipment service needs, billing questions, etc.
- Access—Parking (delivery and private vehicles) impedes access to alleys; Clarity needed on restrictions and authorization to tow; Lack of enforcement
- Enforcement—Lack of enforcement presence; Confusion about enforcement practices; Effectiveness/severity of consequence
- Safety— Illicit behaviors and homelessness; Vehicular and pedestrian risks (needs for signage, markings, lighting)
- Illegal dumping (abandoned items)—Lack of clarity about removal procedure and responsibility
- Grease collection—Stormwater management and water quality threats; Concerns related to alley cleaning and need for best practice; Alternate grease collection and storage opportunities

Appendix A: Downtown Alleys Tour Route Map

Downtown Alleys Program

Walking Tour

Existing Issues and Challenges



Appendix B: Complete Alleys Tour Notes

Thursday, October 6, 2016

8:30 a.m.-2:15 p.m.

Stakeholder comments are paraphrased below, as documented in notes taken during the alley tour. This is not a direct transcription. Where staff responses or clarification were provided, they are denoted in *italics*.

- **Intro Session**
 - What is the difference between a public and private alley?
 - Questions about ownership of some downtown alleys- public or private?
 - Who has parking rights in an alley?
 - What are responsibilities of alley users?
 - How and why are tickets issued relating to alley issues?
 - Why can the City place a compactor in a private alley?
 - Stamped concrete – Difficult to shovel and sweep, waste of funds
 - Residues going down drain, beer production byproducts eroding concrete

- **City Center Alley (9:00-9:10am)**
 - Parking creates problems, established rules are not followed. Need more signage and enforcement.
 - Arrangement of dumpsters -
 - Transformers decreased space for dumpsters
 - Hard to access for drivers, have to back truck in, high driver risk
 - Too many missed pick-ups, creates odors
 - Load/Unloading of delivery trucks impedes access
 - Confusion on the public v. private sections of alley
 - Clarification needed on the legal situation for the east-west portion of this alley (out to Fourth). It was suggested that the existing easement is for access only, not parking.
 - No supervision or enforcement related to illegal dumping and parking
 - Private property in alley may be developed in the future, which would further limit access
 - It was suggested that there is not a legal right, or public easement, for access to the existing dumpster location; access is being provided voluntarily by the property owner.
 - Lack of owner responsibility for stewardship of alley

- **Main Street 200 West Alley (9:15-9:25am)**
 - Cleanliness: filthy, greasy, littered alley creates aesthetic and health problem and a negative representation of Ann Arbor
 - Dumping issues
 - Residents using wrong containers

- Abandoned items
 - waste bags left in front of the dumpster
 - Some pest issues related to trash on ground
 - Struggle to get businesses to be responsible, restaurants most of problem
 - Suggestion that the solution needs to incorporate working together with businesses for alley clean-up.
 - Loitering, drug usage and other illicit behavior (sex, condoms found, smoking weed)
 - Businesses in this area pay into BIZ; can the BIZ do something to help solve the issues?
 - Restaurants are a lot of the problem due to the amount and type of waste that they generate.
- **Main Street 300 West Alley (9:25-9:45am)**
 - Lack of weekend pick-up creates capacity issues, especially for recycling. 7-day schedule needed.
 - Compactor for recycle? If the compactor is full, don't add additional waste/materials
 - Inconsistent pick-ups cause stresses in alley, sometimes one dumpster is serviced and another in the same alley is not.
 - Pick-ups get missed when the alley is blocked and then no one comes back to service it. Missed pick-ups are a problem.
 - Illegal dumping and abandoned items
 - Construction debris common from contractors remodeling
 - What process can be followed to get rid of large items?
 - Washing alleys presents problems to water quality
 - Grease and grime goes straight into the Huron River
 - Power washing is not the best practice
 - Stakeholders are interested in learning the best practice information
 - *Post meeting note: Simply power washing grease containers in alleys, or power washing the alleys themselves is not appropriate as this will have negative impacts to storm water quality; there are steps that must be taken to protect the Huron River. If power washing is done, it must use biodegradable and phosphorus free soaps, and all runoff must be captured and disposed of in the sanitary sewer system (i.e., slop sink or floor drain within the business, which is connected to the sanitary sewer). The wash water cannot enter into the storm drain. If cleaning the container is of concern, then business owner could request a new clean container from the third party vendor.*
 - Grease spills are common.
 - Could grease collection be City managed? There seems to be no set program or regulations on grease collection
 - Communication issues between City, businesses, and service providers

- Communication issues specific to broken compactors. Need a direct line. Takes so long to get in touch with someone to speak to.
- **Main Street 300 East Alley (9:50-10:00am)**
 - Delivery trucks severely impede access, waste pick-up
 - Is there any restriction on when deliveries can be made?
 - Consider a City ordinance to streamline delivery schedules
 - Dirty alleyway, needs to be cleaned
 - Is street sweeping completed? What is the schedule for sweeping the alleys? Businesses have never seen sweeper
 - *Post meeting clarification: Some public alleys are swept others are not due to equipment and space limitations.*
 - People use alley as a sidewalk, needs to be beautified
 - Snow/ice plowing not efficient, restricts space and access
 - Need better signage and enforcement of one way. Traffic has been seen traveling in the wrong direction.
 - Containers seem to be better cared for and used more appropriately when there are fewer users of a single container. Shared use may be part of the issue.
 - Space issues, narrow alley
 - Could parking spaces be removed to provide additional waste capacity?
 - Consider building wooden covers to make alleys look neater and help with odor.
 - Flooding problems are worse due to trash clogging the drain (Ten Thousand Villages)
- **Main Street 200 East Alley (10:10-10:20am)**
 - No police presence
 - Loitering, drug use, homelessness, etc.
 - Grease issues
 - Spills by service providers when the grease containers are being moved.
 - Too many different grease collection companies
 - There is no accountability or regulation of grease collection
 - Is it possible to keep grease on site, suck out with tube? This will eliminate the need for grease bins in the alleys and solve the issue of grease going into the river.
 - Congestion
 - Parking and delivery trucks block alley access
 - Mail and UPS driver can't get through alley
 - Consider covering trash containers to beautify the public way
 - Responsibility of business owners to maintain and repair the alley? The sewer collapsed in the Main St. alley and they were told it is private and they had to repair.
 - Detroit alleys are cleaner, bigger, and more aesthetically pleasing. Detroit only has 3-day pick-up and they have restaurants too.
 - Other alleys in Ann Arbor (e.g. by Sotini's) are much more beautiful.

- **Michigan Theater Alley (10:30-10:45am)**
 - Recycling has not been picked up on Mondays for some time
 - More restaurants in area creates capacity issues, more users
 - Compactor would be much more expensive
 - Who owns the alley? Ownership seems ambiguous in this private alley.
 - Towing authorization needed to remove vehicles. Need a quicker process.
 - Are signage changes needed for additional parking enforcement?
 - MI Theater & Sava's paying employees to clean alley weekly
 - Fire hazard created by less space, recycling outside egress doors
 - Development being planned at back of alley, creating further space issues
 - Safety issues & illicit behavior
 - Need more lighting and possibly a gate at the balcony area of adjacent building
 - Graffiti has been a problem, public urination, homelessness
 - Businesses have been keeping waste in the building much of the time in order to not overflow the containers in the alley
 - Illegal dumping issues
 - Construction debris when surrounding office buildings are remodeled
 - University Towers should be included in this discussion.

- **Red Hawk/Ant Alley (10:50-11:10am)**
 - Public easement within private alley, some confusion about easement boundary and also ownership vs. easement
 - Paint lines denoting the boundary of the public and private space would be helpful
 - One-way alley, signage needed, large arrows on pavement
 - Capacity and container use
 - Not enough capacity for all waste, used to have more containers
 - Compactor becomes full very quickly
 - Have had problems not being able to open the compactor door
 - May need to change the compactor code more often
 - Free-riders using dumpsters; locking the container leads to waste left on the ground
 - Are people from across Maynard supposed to be using the alley?
 - There are people using containers that aren't paying a share
 - Recycling
 - Recycle container is often overflowing
 - People need to break down boxes to maximize space – often not happening currently.
 - Styrofoam in recycle shouldn't be there, break down boxes
 - Improper use of recycle container, used for waste

- Two different recycling entities creates confusion
 - Need more education about waste stream, best practices, how to recycle. Could the City instruct businesses and their staff on the best practices for recycling? Training and education is needed for those generating the waste.
 - Enforcement
 - Community Standards needs a bigger presence in alley
 - Better enforcement of existing rules is needed
 - Businesses in this alley have existing security cameras, can video footage be used to enforce ordinances?
 - Vegetation encroaching on infrastructure (wires, transformers, lighting). Who can remove the vegetation? It is behind a transformer. DTE?
 - *Post meeting note: the existing vegetation growth exists within the private portion of the alley. Alley users should contact DTE and the building owner regarding this concern.*
 - Some businesses are paying staff to sweep/clean alleyway, gets filthy
 - Better communication needed between City and businesses
 - Illegal dumping
 - How to remove abandoned items?
 - Move-In/Move-Out, pallets, businesses from Maynard/William
 - Construction debris from contractors is common
 - Most common during the night
 - Homelessness and illicit behavior (public urination, drug use, heroin needles)
 - People damage air conditioning unit outside of Stucchi's by sitting on ledges, messing with appliances
 - Problems are greatest on weekends and game days
 - Problems during student move-in/move-out
- **Bell Tower Alley (11:20-11:40am)**
 - Parking
 - Impedes waste removal
 - Paint line denoting easement boundary is needed
 - Need to ticket vehicles to send message, install signage
 - There are competing interest. Some private parking is supposed to be available in the courtyard alley space, but it is not possible due to the waste problems.
 - Too many authorized users (19) and too much unauthorized use
 - Who decides who gets to be part of the share?
 - Can they change to carts for each individual business?
 - Who ordered the dumpsters/compactor originally?
 - Weekend pick-up needed, especially with 19 users
 - Compactor
 - Rarely used while dumpster becomes overflowed
 - Train employees to use compactor first until it is full.

- Is better labeling and signage needed to instruct users to fill compactor first?
 - Change code?
 - Routine maintenance needed to confirm that the compactor is working?
 - Ownership and authority
 - Courtyard is comprised of shared ownership...who owns it?
 - Who makes the decision about who can use containers in this alley?
 - Who authorized the original placement of dumpster in this alley?
 - Alley needs to be paved, would improve cleanliness
 - City has no jurisdiction. Owners of land must initiate. Divide cost?
 - Safety issues with lighting and homelessness
 - Enforcement
 - Ticketing has caused tension
 - What are tickets issued for? How to determine who gets ticketed?
 - How do they know who to ticket?
 - Landlords get tickets. Should it be tenants? Who is responsible for putting the waste there?
 - Maintenance for compactor has been a problem. Needs repairs quicker.
 - Illegal dumping – How to get rid of abandoned items? Who to call?
 - Homelessness – scavenging, removing items from container
 - Recycling – people are not breaking down boxes. Signage needed to instruct on proper recycling practices?
- **South University Transformer Plaza (11:55am-12:10pm)**
 - Too many users of compactor (14) and too many residents for dumpster
 - Building used to be offices, now apartments
 - Developments going up has made high density of people, trash
 - Compactor breaks down often, weekends become an issue
 - 16 years old...what is lifespan? Rusty, needs to be replaced
 - Illegal dumping
 - student move in/out
 - Construction in surrounding areas
 - Reach out to UM to see how they deal with illegal dumping
 - A fence was put up but has been damaged
 - Cleanliness
 - Many hours put in by business employees
 - Power washing isn't happening due to lack of water source
 - Waste Management is not keeping up with graffiti removal
 - Compactor instructions in other languages has been used in the past and may be needed.
 - Snow removal was a concern previously, but may have been resolved via discussions with DDA.
 - Homelessness
 - Turnover of new businesses and residents creates challenges.

- **N. Main West 200** (1:30-1:40 pm)
 - Drug use

- **Braun Court** (1:40-1:55 pm)
 - Ice buildup and snow removal impede access to lots and buildings
 - Inconsistent plowing
 - Snow left behind narrows alley, can snow be transported away?
 - Current practice compromises use of handicap parking space during heavy snow event
 - Trash, leaves, etc. end up around the building due to alley acting as a wind tunnel
 - Cars hit the yellow posts by the parking lot
 - McKinley has been leaving trucks parked, makes getting into parking spots very difficult
 - Delivery trucks block alleys
 - Create loading zone? Create loop to go around?
 - Publish receiving hours to coordinate with waste removal
 - Better signage needed “hidden driveways”
 - Question about correct placement of solid waste carts. Is by the building ok, or should it be by other line of carts?
 - Flooding/concern about water getting into the building

- **Peoples Food Co-Op** (1:55-2:05pm)
 - Safety
 - Better lighting needed
 - Graffiti has gotten bad
 - Loitering is causing fear
 - Businesses need information about how to report graffiti tagging. Current practice is that they are painting over it, but not reporting.
 - Human defecation problem – have contacted Ann Arbor Police Department (AAPD)
 - More police presence needed, particularly after hours
 - Recycling
 - Confusion about which containers belong to whom
 - Need more capacity, especially for People’s Food Co-Op
 - Limits space in alleyway
 - Broken recycle bins are a problem, no lid to close them. But businesses are not interested in the new, round containers. Need rectangle shaped containers to fit the type of recyclables generated.
 - Parking
 - Needs better enforcement/regulation
 - Need space for a car to get around trucks when there are trucks blocking the way

- Pot holes are not maintained
- Winter maintenance:
 - Plowing in the winter is infrequent. Makes it difficult for cars to turn in/out. Piles of snow are left behind, should remove the snow.
 - Snow melt leads to potential flooding/water getting into the buildings
- Concern that a routine delivery schedule is not feasible. A lot of companies won't be able to comply with strict receiving hours.
- **East William Alley** (Monday, 10/10/16, 11:00-11:20am)
 - Missed pick-ups are prevalent
 - Monday's are especially bad
 - Sometimes due to overflowing containers
 - Enforcement has been nearly impossible. Community Standards will not issue tickets, slow response.
 - Delivery trucks and parking in alley have caused inconveniences
 - Winter issues with snow and ice
 - Causes safety and space issues, leads to missed pick-ups
 - Some businesses are interested in a shared snow plowing contract
 - Homelessness has been a problem
 - Alley users want to understand their rights better
 - How much autonomy/authority do they have?
 - Concern about potential collapse of sewer in alley entrance off of E. William
 - Pot holes are horrible too, pavement in generally bad condition
 - Current communication between tenants, businesses, City, etc. is not effective
 - Cameras in alley
 - Shows footage of culprits, missed pick-ups, and wrong behavior
 - Police/Community Standards will not utilize proof for enforcement
 - Property management needs to hold tenants responsible

Appendix C: Alleys Tour Sign-in

Name (Please Print)	Representative of/ Affiliation:
1. Karen Farmer	KDA
2. Maggie Phillips	414 N. Main Resident
3. Christine Colus	QLTD 109 Catherine
4. SANDI SMITH	Trivium
5. Allison Halerz	Kerrytown Concert House
6. Sandy Alcini	Grateful Dreads
7. NOERUNG HANG	NO THAI!
8. Gene Allaway	Motte & Bailey's Book Sellers
9. Angie Voles	RFC
1. Raymond Howland	Victory Collection by Mben
2. Bob + Kate Duerksen	Verbena
3. Rebecca Barry	Prada
4. Greg Hill	Panera
5. TRACIE KLOTZ	Walgreens
1. John Teeter	First Martin Corp
2. Jason Seta	Jucehis Ice Cream
3. ROGER HEWITT	TED HAWK
4. Kelly Keith	Oxford Prop. Mgmt
5. Sean Hawera	Property Accounting Services
6. RICHARD SCHEIDT	RED HAWK
7. Eric Paszkiewicz	Barracuda Networks
1. MEGIE LADD HANNAH	sun

Name (Please Print)	Representative of/ Affiliation:
1. Peter Malley	Sava's Restaurant
2. Tyke Eccleston	Hughes Properties
3. Alex McEachern	Van Boven Clothing
4. Brian Hunter	Michigan Theater State Street District
5. Frances Todoro	Republic PARKING
6. Ed Wheeler	
7. STEVE CROWLEY	Michigan Theater
1. Matthew Morrison	Solly Pumpkin
2. Cathy Marks	Ten Thousand Villages
3. Larry Margolis	Margolis Law
4. Marcus Schwimmer	Vault of Midnight
1. Victor Martinez	Real Seafood
2. Neil VanHouten	Pamphom Collection.
3. Jeff Bidinger	PALID
1. Micah Barlowe	Babs underground/ RUSH street
1. Kelley Rubelman	The Peaceable Kingdom
2. Steve Fano	Gordon Food Service
3. Tim Mabney	Gordon Food Service
4. Kevin Gudojko	Mainstreet Ventures
5. Denise Vogel	Vogel's
6. Nicki + Frank WUSA	T... ON MAIN
7. Harry Sweeney	WC WRC
8. Joanne Bauer	Pretzel Ball (Mission Mgmt Services.)
9. Tom Murray	Canon O'Neills + Main St. Assoc.

Name (Please Print)	Representative of/ Affiliation:
1. JIM CAREW	214 E. HURON
2. Jennifer Atkins	DTE Energy
DAVE DEVARTI	212 E HURON
1. ED DAVIDSON	BIVONA
2. AC DAVIDSON	BIVONA
3. Tyke Eccleston	Property Accounting Services
1. Susan Nenader	Resident
2. Prope Distrow	Resident
3. Jim WALTERS	Ball Tower Hotel
4. Whit + Sven Gray	
5. Dan Path	Sysco Detroit
6. Roger Gineslet	Sysco Detroit
7. Michele Brainard	CITY HALL
8. Crystal Fulton-Allen	City Hall
9. Bill Hoffman Paula Hoffman	Owner Building State
Tracy Pennington	City of Ann Arbor
19. Chris Cheng	" "
20. Greg Keith	GregK@RecycleAnnArbor.org

Appendix D: Stakeholder Focus Group – Downtown Community

Monday, October 10, 2016

9:00 a.m.—10:30 a.m.

Second Floor Council Chambers, City Hall

Existing Issues & Challenges Discussion:

- Alley Ownership Discrepancies
 - Public vs. Private, need to find titles
 - Who is responsible to maintain? Enforce?
- Downtown has changed over time
 - More restaurants create more waste to handle
 - More businesses and waste with the same amount of space
 - “Not the downtown it was 20 years ago”
- Enforcement
 - Current complaint-driven system is not working, needs more “teeth”
 - Community Standards doesn’t respond quickly enough
 - Who do you fine? Tenant vs. landlord vs. offender
 - Fines should be issued. E.g. for not breaking down boxes
 - Voluntary compliance is not working
 - Ongoing enforcement is needed
- Capacity and service frequency
 - 7 day/week service necessary
 - Weekend pickup is important, that is when a lot of the waste is generated
 - Possibility of 2x daily pick-up was supported
 - Need more compactors or bigger dumpsters in highly stressed alleys
 - Is there a formula for dumpster space – to determine how many users is the appropriate number?
 - Need more shared containers
 - When do they come back for collection in cases of missed pickups?
- Need for education and outreach
 - Training employees on recycling and solid waste practices (break boxes down)
 - Deal with high turnover by offering ongoing educational opportunities
 - Would help fix capacity issues, missed pick-ups
- Maintenance of equipment
 - Service for compactors when they break down needs to be quicker
 - Need a solution to address compactor breakdowns on the weekend
 - Waste Management needs to take care of graffiti on its containers
 - Equipment is not maintained regularly
- Delivery Trucks and alley obstructions
 - No set parameters on deliveries currently, should be standardized

- No way to enforce rules when Community Standards isn't willing
 - Causes missed pick-ups, when do trucks come back?
 - Eminent domain should be possible
- Incremental Solutions
 - Look for early opportunities to implement changes instead of a year later
- Abandoned Items & Illegal Dumping
 - How to report? Who is responsible for removal?
 - Need better monitoring of alleys to deter illegal dumping. Lock dumpsters?
 - Bulk pick-up day? Special schedule to take care of unique trash items
 - Student move-in/move-out needs to be marketed better, more locations.
Current program does not work well. Not being utilized. Do they know about it?
- Speeding though alleys (Kerrytown)
 - Need crosswalks painted as well as one-way arrows on pavement
 - Better signage (e.g. speed limits and one-ways)
 - Need more police presence to enforce current rules
- Alley Cleanliness
 - Desired outcome from this program is clean alleys.
 - Food waste and grease all over ground
 - Who is responsible to clean alleys?
 - Some business getting a cleaning discount on their bills but there is too much filth to reasonably clean each day/week
 - Best practices for washing residue? (Water quality concerns)
 - Potential solution: downtown clean-up day?
- Trash cart placement and business friendly practices
 - Trash carts should not be allowed in front of businesses on sidewalk
 - Causes odors and pests invade stores
 - Trash reside on ground, being tracked inside
 - Does not create a customer-friendly environment
- Communication
 - Communication between City, Waste Management, etc. is inefficient
 - In need of a go-to resource for instant communication
- Other
 - Billing - Charges need to be evaluated to ensure there is equity in fees assessed.
 - Noise from businesses using the alleys at night for cleaning their facilities
 - A2 Fix It is not serving the community well: concerns are recorded but not addressed.
 - Turnover frequency in personnel and management of downtown businesses presents a challenge.
 - How are the type of cart/containers and placement for a certain area determined?

Appendix E: Stakeholder Focus Group – Downtown Community Sign-in

Name (Please Print)	Representative of/ Affiliation:
1. Kelly Keith	Oxford Companies
2. Susa Nenadie	resident
3. Tyler Kinley	Phoenix Company
4. Kelley Rubelman	The Peaceable Kingdom Peaceable
5. ED STAFFRAN	MSABIZ
6. SUSAN MONROE	Three Chairs
1. Bruce Moyer	414 N. Main St. Assoc
2. Tom Murray	Conor O'Hullis ↳ Main St. Area Assoc
3. Robert Hewitt	TED HAVVA

Appendix F: Stakeholder Focus Group – Service Providers, Non-profits and Public Agencies

Monday, October 10, 2016

1:00 p.m.—2:30 p.m.

Second Floor Council Chambers, City Hall

Attendees: Public, 2: Refer to Appendix A for sign-in sheet.

City Staff, 6: Kayla Coleman, Ryan Doty, Christina Gomes, Molly Maciejewski, Matt Naud, Cresson Sloten.

Existing Issues & Challenges Discussion:

- Grease Collection
 - Suggestion to ban storage of grease in alleys. Restaurants would store grease in-house and set up a remote removal process using hoses and pumps
 - Would reduce grease spillage in alleys
 - Would address some water quality concerns
 - Limited space for containers is a problem throughout downtown alleys. Elimination of grease collection containers could help to address overall capacity issues.
 - Possibility of forming a franchise agreement with one company to streamline grease collection and have more control
 - Offer training on oils/greases for restaurants, could make it mandatory
 - If biodigester is approved, it could use grease as resource for energy
- Service frequency/schedule
 - Suggestion to allow garbage pick-up earlier in the morning (beginning at 4am)
 - Would help to avoid conflicts with deliveries in alleys
 - An ordinance change would be needed to accomplish this
 - Standardize delivery times to avoid conflict with solid waste collection
- Recycling best practices
 - Need for education and outreach regarding proper guidelines for recycling and solid waste best practices
 - Better training is needed for restaurant ownership and staff. Perhaps it should be required by ordinance that staff attend a training on a periodic basis.
 - Create a recycling training video and require new employees to watch it
 - Visits to downtown businesses to provide recycle training to management and staff, perhaps on an annual basis
 - Training could be Biz district or DDA funded, partner with Washtenaw County Public Health
 - Need to improve recycling practices
- Water Quality management
 - Storm drains discharge directly to the Huron River

- Ensure that ordinances are complete and fully developed
- Grease can cause pipes to back up, causing more problems
- Consider catch basin filters to remove some contaminants before water enters storm drains
- Implement pervious surfaces to allow for better drainage
- Green Infrastructure: create green spaces in alley to act as natural filter to contaminants. Capture and treat stormwater.
- Soak up greases and oils before washing alleys
 - Offer training on oils/greases like Pittsfield Township does
 - Distribute best management information on how to clean urban surfaces
- Look at what other cities have done to get ideas; focus on restaurant-rich downtowns such as Evanston.
- Partner with the County Office of Public Health or Environmental Health
- Is it feasible to connect stormwater pipes to sanitary? So that the water doesn't discharge direct to the river.
 - *This would lead to other problems.*
- Illegal Dumping
 - Illegal dumping of abandoned items is rampant, need to designate proper response process
 - How do you hold people responsible for illegal dumping?
 - In need of a construction/demolition ordinance to halt debris dumping
 - What do current ordinances say about illegal dumping?
 - What do current ordinances say about disposal of demolition debris?
 - Pallets are stacked everywhere in alleys. Are they allowed in dumpsters?
 - *Post meeting note: Pallets may not be placed inside of trash dumpsters or compactors; business should work with the delivery company to return pallets to vendors, or contact a pallet recycling company for proper disposal.*
- Enforcement
 - Egregious violators should be punished.
 - Can cameras be utilized for enforcement?
 - Privacy issues? Legality?
 - Can private camera footage be used by Community Standards/Police?
- Other
 - Increased density of people and businesses downtown creates more waste and conflicts

Appendix G: Stakeholder Focus Group – Service Providers, Non-profits and Public Agencies Sign-in

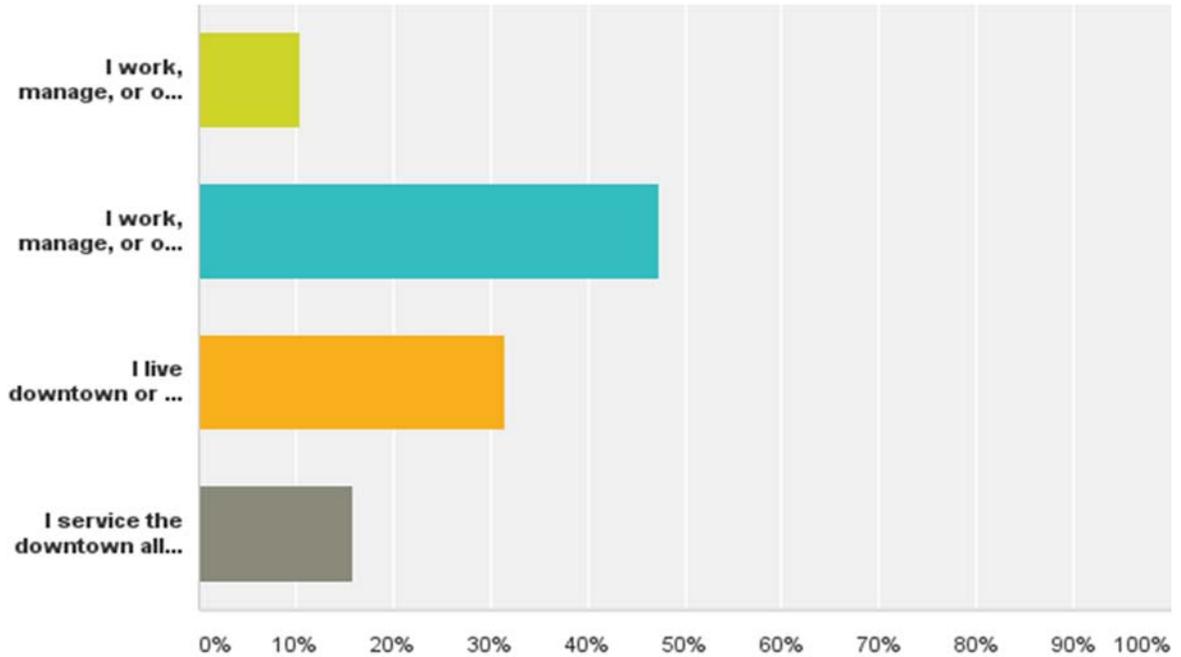
SIGN-IN SHEET **Downtown Alleys Program – Stakeholder Meeting** Loc

Name (Please Print)	Representative of/ Affiliation:
1. DAVE DEVARTI	212 E. HURON Condo Assoc
2. Ric Lawson	HRWC
3. Matt Nais	City A2

Appendix H: Survey Results – Downtown Alleys Stakeholders

Total participants: 24

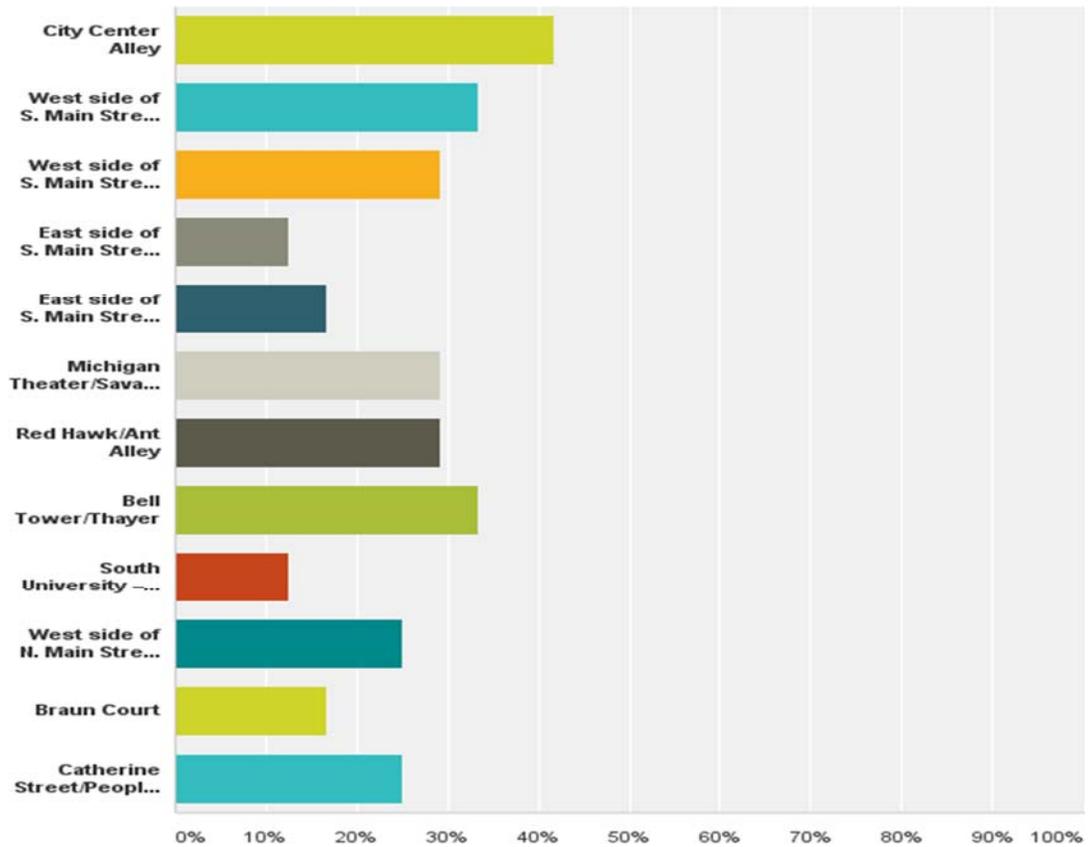
Q1: Select the statement that best describes you:



Answer Choices	Responses
I work, manage, or own at a restaurant downtown	10.53% 2
I work, manage, or own a retail shop or other business downtown (non-restaurant)	47.37% 9
I live downtown or own a residential unit	31.58% 6
I service the downtown alleys (solid waste, recycling, organics, grease collection, etc.)	15.79% 3
Total Respondents: 19	

Answered: 19 Skipped: 5

Q2: Which alley(s) do you interact with? (check all that apply)



Answer Choices	Responses
City Center Alley	41.67% 10
West side of S. Main Street 200 block	33.33% 8
West side of S. Main Street 300 block	29.17% 7
East side of S. Main Street 300 block	12.50% 3
East side of S. Main Street 200 block	16.67% 4
Michigan Theater/Sava's Alley	29.17% 7
Red Hawk/Ant Alley	29.17% 7
Bell Tower/Thayer	33.33% 8
South University – Transformer Plaza	12.50% 3
West side of N. Main Street 200 block	25.00% 6
Braun Court	16.67% 4
Catherine Street/People's Food Co-op	25.00% 6
Total Respondents: 24	

Answered: 24 Skipped: 0

Q3: What issues and challenges do you face in the downtown alleys?

Answered: 24, Skipped: 0

1. 1. Obstruction of alley way for waste removal, and fire/police/ambulance
2. Trash Spills on the ground
3. Eroding concrete exposing aggregate stone
4. Foul smells
2. Cars have parked in the alley south of 113 S. 4th Av., blocking what is a deeded easement for adjacent property owners to pass through. This has stopped since The Arena Bar has been closed, but could start up again. Delivery trucks that pull in this same alley sometimes hit the exterior wall of our condo building at 113 S. 4th Av. I have seen that people use the alleys for public urination, as well as stashing belongings, and discarding trash.
3. I am a partner/owner in buildings adjacent to both the City Center and West Side of Main Street 200 block with different problems.

City Center - Our building basement at 113 South Fourth Ave. gets water infiltration likely from either the adjacent storm inlet/manhole in the alley and/or from the block of Fourth Ave which a few years ago was a pilot for storing storm water. Seem beyond the scope of A2 Fix It. In addition there is short piece of "private" alley which would be best owned by the City and incorporated with adjacent public alley.

West Side of Main Street 200 Block - On going problems with the condition and trash in the perpendicular private alley which services the restaurants on Liberty (Old Town, etc.). Trash cans are put on the street in front of other businesses, grease runs across the sidewalk, smell, insects, etc.

4. Too many businesses assigned to use the dumpster and recycle bins in the Bell Tower alley ...access to empty the dumpsters in this particular alley ...lack of recycle and trash pickup on the weekends. Trash remaining in the alley for days with no pickup--and no communication why no pickup. Being a private alley, why is the city able to use the alley for community dumping. With the city unable to assist us with any type of clean up or drain maintenance why can the city decide to put a dumpster in this alley?

Every driver is responsible for their equipment, even if they come back with a scratch they could be charged with an accident. To many accidents could result in losing their job. Below are some challenges they face in the alleys..

5. *Overhead Clearances - Trailer height 13 feet - Fire escapes, Over hangs from building, Power lines, cable and phone lines
*Cars parking inside alleys - blocking the alley ways to enter and exit the alleys safely
*Parking spots near the entrances and exits- When cars are parked to closely they make turning into and out of alleys very difficult - need to clear the walls, cars, and some cases fire escapes
*Garbage cans and recycle bins crowding the alleys - (Red Hawk # 7) making the turn inside the alley with the bins lined along the wall. Hard to complete the turn safely
*Allowing the City to have flexible routes - if alleys have vendors delivering giving the flexibility to return. These alleys are very busy, it is Ann Arbor and every vendor understands this, we all work together in order to service our customers and meet their delivery expectations (6 AM - 10:30 AM Before Lunch)
* Some alleys cannot travel through, and sometimes backing in off the road is needed, very dangerous to the drivers, Pedestrians, and other vehicles
*Delivery parking spaces and becoming fewer and fewer. Most times cars are parking in these loading areas. Causing trucks to hang over the lines - they will be ticketed for parking outside unloading zones - Alleys to congested, so forced to deliver from the road, and ticketed.

6. Some businesses have employees that regularly don't get their crap into the container but instead throw it AT the container. Street people pull trash apart looking for food or recyclables. Cars parking blocking everyone else.

7. Dumping: Including construction debris as offices are renovated, furniture as apartments are vacated, trash from businesses that doesn't make its way into the dumpsters but is instead left on the ground.

Service pickups are spotty: Often due to vehicles left in the way overnight so the solid waste truck driver can't pick up trash & recyclables.

Miscellaneous: Boxes are not broken down, cars illegally parking.

8. Trash collection and removal, illegal parking, the alley is difficult to keep clean due to earth surface instead of concrete or asphalt.

9. FOG

10. Locked dumpsters, trucks blocking the alley as early as 6:00 am that won't allow the garbage trucks in the alley. (this happened today on 10-7-16 again) Broken bottles in the alley. Homeless people hanging out and pan handling.

11. Businesses cleaning their portion of the alleys, breaking down recycle, traffic in alleys.

12. Constant illegal dumping in the dumpster area behind the parking deck. Action by the city is slow because it is complaint driven.

13. The alleys need to have an association that meets every quarter.

14. The amount of recycling and trash that the business sharing these alleyways produce is growing over the capacity of the present dumpsters and carts that the city provides. I believe that compactors are the only way to go due to the amount of materials in such a small, limited space. Other issues; that the whole alleyway is not shared by all of the building owners. I feel that there should be some kind of Alleyway Association that purchases all of the alleyway land, putting it into a public trust (like the curbside extension) which would manage the care and service needs under an association umbrella. Then everyone pays equally into the association fee based on a user fee and there are no discrepancies in who pays what and someone abusing the system.

15. Blockage by trucks etc. filth from grease, vomit, feces. Workers do not tear down boxes before putting them in dumpster. Erratic pick up of garbage and recycling. Beer residue has eaten through alley surface behind Blue Tractor.

16. My alley Used to be a "one way" alley. Some years ago that changed. Now it is jammed up every day because vehicles come in from both ends.

17. None

18. There are always homeless subjects hanging out in the alley behind the businesses (specifically Main St Party Store) where I have to walk thru to get to my vehicle at the Ann/Ashley parking structure. These subjects are always begging for money, passing out/sleeping, littering and urinating/defecating in the area. During the hot summer months, the odor human waste was overwhelming.

19. Near Michigan Theater, I often see large groups of possibly young people hanging out in the alleys.

20. Grease containment containers may overflow into storm drains. Trash compactor debris is left outside hopper. Trash and recycling carts can be overflowing. Recyclables may be unwashed, unflattened. Cardboard cages may have trash.
21. On West side of N. Main St 200 block alley: 1) Residence/pedestrians exiting the East building of 121 W. Kingsley St step out of the building directly onto the alley. There needs to be a pedestrian crosswalk. 2) Some residents at 121 W. Kingsley (East Building) have garages right on the alley. There needs to be mirrors to insure they see oncoming cars/trucks. 3) One balcony protrudes over the alley at 121 W Kingsley St (East Building). There needs to be a sign notifying trucks of the low height of the balcony. 4) The alley needs lighting especially near the new condo building (East Building of 121 W Kingsley St.). 5) one telephone pole outside of the East building of 121 W Kingsley is too close to the building which causes trucks to drive too close to the building. 6) The south end of the alley is only wide enough for 1 car lane. It needs to be widened. 7) Needs to be repaved.

On the Braun Court alley: 1) It's very dangerous trying to cross the alley when walking on the sidewalk that runs on the south side of the condos at 414 N. Main St. It definitely needs a pedestrian crosswalk. 2) Needs more one-way signs. Cannot tell if it's a one-way when entering alley from any of the parking lots along the alley. Only signs are the entrance at Catherine St. and at the end of the alley at E. Kingsley St.

22. For Braun Court, there are no one-way signs along the alley so anyone entering the alley from any of the parking lots is unaware that is one-way. There is no crosswalk between the southeast corner of the residential units at 414 N Main and the sidewalk which leads to the Farmers Market (4th Street). Since drivers cannot see pedestrians, there should be a stop sign.

For the West Side of N Main, the alley is too narrow near West Kingsley and therefore should be one-way. Cars going south from Kingsley travel too close to the entrance of the new residential building that opens up on the alley. Directional signs and a crosswalk should be added for residents. Also tall trucks should be prohibited, since they may hit balconies.

23. None that are not to be expected, i.e. other users of alleys needing truck to be moved as quickly as possible, stinky trash, etc. Like alleys are supposed to be.
24. Trash in the alley, bar patrons and others smoking, drug use, restaurant workers not recycling properly, 15-minute commercial parking spaces not enforced and poor clarity on if they are enforced 24 hours or during business hours only. Pedestrians walking to Main Street from the William/Ashley surface parking lot. Loading trucks block the rear entrance of 306-310 South Main so customers can't enter.

Q3 What issues and challenges do you face in the downtown alleys?

Answered: 24 Skipped: 0

Instead People Hanging West Side Vehicles
 Dumpsters Waste Businesses
 Condo Building Needs Storm Main Street

Q4: What have you always hoped for to improve the current conditions in the alleys?

Answered: 22, Skipped: 2

1. Create a thorough-fare for city vehicles
2. Better enforcement of laws and/or ordinances.
3. Solutions may include infrastructure repair and some of it is improved management.
4. Less people dumping in our alley. Possibly all businesses going to private trash pickup and remove the trash dumpster. Some city assistance on clean up in the alley when trash remains after being dumped. Why can we not approach a private alley like a city run alley? -- A City of Ann Arbor dumpster was put in the alley with no regard to the consequences to surrounding buildings.
5. City assistance when I call for help.
Street sweepers used to regularly clean the alleys -why can't they do this like they used to

City makes merchants responsible to unpack dumpsters from snow but their snow plowing is infrequent and where are we supposed to put the snow?
6. More active management/enforcement on the part of the city. Issue tickets if necessary to get compliance. Someone who will respond when there's a problem - currently there is no response.
7. I have hoped that the congregation of users would look out for each other and put the trash where it belongs instead of expecting someone else to pick it up. I have also hoped that the no parking ordinance would be enforced.
8. Prevention and proper cleanup that doesn't affect water resources.
9. Maybe a sign that says no deliveries or parking between such and such time so that the garbage trucks can get in.
10. Cleanliness.
11. Faster action to clean up illegally dumped materials. More involvement of Community Standards officers since they are in the area writing tickets.
12. Detailed marking (sign) and cart and dumpster placement.
13. I believe that compactors are the only way to go due to the amount of materials in such a small, limited space. One compactor for trash and another compactor for recycling.

I feel that there should be some kind of Alleyway Association that purchases all of the alleyway land, putting it into a public trust (like the curbside extension) which would manage the care and service needs under an association umbrella. Then everyone pays equally into the association fee based on a user fee and there are no discrepancies in who pays what and someone abusing the system. By setting up this type of system, I believe that Ann Arbor could create more walk-able alleyways that are inviting to the community, beautifying the city and making it cleaner and more manageable.
14. One way alleys.
15. Maybe a bit cleaner.

16. It would be great if the homeless subjects would be moved out of the area and kept from loitering in the area. I would also love to see someone come thru and clean up/hose down the areas on a weekly or bi-weekly basis.
17. Keep them safe and clean.
18. Greater awareness of proper recycling. City monitoring of carts, talking with restaurant owners/staff, signs/training in multiple languages, possible fines for messy conditions.
19. As noted above:

 For West side of N. Main St 200 block alley: Due to the newly occupied condo building (121 W Kingsley St East building) - need pedestrian crosswalk, mirrors for residents leaving their garages, warning to trucks regarding low balcony, street lighting, relocate one telephone pole, widen alley at southern end and repave alley due to large number of potholes.

 On Braun Court alley: Due to increased number of residents (414 N. Main St) and the number of people walking to/from the Farmers Market - need pedestrian crosswalk (for sidewalk on south side of 414 N Main St), and need one-way signs for each parking lot along the alley.
20. See item 3 above. These are critical safety issues that should be addressed.

 Both allies should be repaved. the pavement of the West side of N Main being especially bad.
21. More alleys? Which is almost impossible.
22. That the restaurant workers would be trained how to recycle properly and not leave trash in the alley if they can't fit it in the compactor or recycling bins. It's disgusting that customers who park in the closet lot have to walk past litter and stinking trash. The trash and recycling containers belong there, and are relatively well screened, but they are not used properly by business employees.

Q4 What have you always hoped for to improve the current conditions in the alleys?

Answered: 22 Skipped: 2

Signs Tickets **Clean** Cleaner **Alley** Management
 Trash Proper **West Side**

Q5: Do you have any other comments related to the downtown alleys?

Answered: 18, Skipped: 6

1. The city improved them greatly when they were re-paved. I would like to see them kept cleaner and more attractive such as is done with the downtown streets.
2. Some of them appear to work very well and others? Not so much.
3. I did join the city tour of the alleys and our Bell Tower alley was the worst. We are looked at as a lost cause because it is privately owned. The city needs to assist us in this alley.
4. Thank you for looking to improve the alleys and taking the time to listen to everyone.
5. Enormous sums of money are received by the city from the solid waste millage and fees from a very dense concentration of downtown properties & businesses, yet there isn't a commensurate prioritization of city staff hours and attention. Tools such as video cameras, regular enforcement patrols by community standards staff, information posted on the dumpsters/compactors in multiple languages, quarterly or bi-annual meetings with downtown stakeholders, etc. would go a long way to improving the situation.

Also, shared alleys with private & public space should be signed/lines drawn to demarcate these spaces to address illegal parking, and with agreements with private property owners to keep private cars at bay to allow service pickups.

6. My schedule only allowed me to visit 2 of the alleys on Thursday. I expect that all of them have many of the same issues so I'm hopeful and somewhat excited that this group is coming together for this worthy cause.
7. Thanks for taking this issue on. The 200 block of Main is pretty disgusting.
8. Grease is really bad on the ground and compactor stairs. This can be a hazard and possible MIOSHA violation.
9. Clean up your area.
10. No.
11. A lot of times the alleyways are created very narrow, that it doesn't provide allowance for the newer city trash and recycle trucks to get down safely. It is very important for the city planning department to create measurement standards that all the alleyways are safely accessible by all standard service trucks.

Another issue that I am seeing is that present alleyways and service roads behind buildings are being completely eliminated by newer building designs. City planning should not allow architectures to eliminate our alleyways do to the design of their buildings. ArborBLU is a problem since the old service alleyway behind the building no longer exists. Now the business owner of the multifamily unit and the Pizza House next door share the curbside extension for all of their trash and recycling service needs as well as their deliveries. This is dangerous, ugly and inefficient of city curb extension service (as an alley replacement) that should instead be improved for walk ability and beautified.

12. Often dirty but that is the nature of alleys.
13. No.

14. I would love to see more of a push for the alleys to be clean up on a weekly basis and clear out people loitering in them.
15. Consider requiring an online training and certification program for custodians to properly collect, separate, discard refuse materials and grease. Have county sanitarians check FOGs compliance at restaurants. I've heard the grease traps and collection systems are only inspected for initial occupancy and not during subsequent inspections.
16. Please make the alleys noted above safer for pedestrians as well as drivers.
17. Please do not clean them up and make them pretty. They are fine.
18. Number one please just keep the alleys clean and safe, especially when they are also used by pedestrians. Then think about art. Thanks for asking.

**Q5 Do you have any other comments
related to the downtown alleys?**

Answered: 18 Skipped: 6

Grease Taking Service Pedestrians Clean
Cause Downtown Needs

Appendix I: DOWNTOWN ALLEYS PROGRAM -- Existing Issues and Challenges Identified to date

The following themes are not ranked in any particular order of priority

Theme	Issues, related considerations, and questions
Maintenance and Overall Cleanliness	Winter maintenance/Snow removal
	Safety concerns, ice = slip and fall
	Dumpsters frozen in place
	Impact to access (alleys, buildings, parking lots) due to plowing pile-up. <i>Potential solution: snow removal (to off-site location)</i>
	Graffiti
	Removal, reporting procedures
	Atmosphere and aesthetics
	Customer tolerance/visitor perception
	Pest control
	Odor
	User responsibility
	Equity, stewardship, work together, <i>Potential Solution: BIZ? Some businesses paying employees to clean alleys - receiving a credit for this? Alley clean-up day? Alley association (of downtown stakeholders) with routine meetings? Purchase alleys and designate a public trust - equal payment for management, care, maintenance</i>
	Public health concerns
	Dangerous and inappropriate materials (broken glass, heroin needles, vomit, feces, condoms) (<i>overlap with "illicit behaviors"</i>)
	Container use practices/behaviors (overlap with "capacity")
	Container overflow: Disregard for container capacity; Bags left outside of container; Failure to utilize compactor; Item removal (homeless scavenging)
	Recycling: Breaking down boxes; Appropriate materials
	Appropriate placement of waste carts
	Users per container correlated with appropriate use and overall cleanliness
	<i>Potential solution: fewer shared containers, fewer users of a single container</i>
	<i>Potential solution: Training, education, certification program</i>
	Illegal dumping (abandoned items)
	Reporting, enforcement, removal
	Most common: at night, during student move in/out
	Construction and demolition debris
	<i>Potential solution: Bulk pick-up day? Special schedule for unique trash items? Better marketing and more robust program for student move in/move out?</i>
	Pavement maintenance and repair: sweeping, potholes, other?
	Challenges of existing infrastructure (e.g. stamped concrete, gravel surfaces)
Infrastructure maintenance, repairs, responsibility (e.g. sewer collapse, concrete erosion)	
Equipment/container service and repair (compactor breakdowns, compactor door-jam)	
Service needs - reporting and response	
Equipment maintenance and replacement (graffiti removal- Waste Management responsibility?; Lifespan for container replacement?)	
Public vs. Private (maintenance responsibility)	
Ownership and boundaries	
<i>Potential solution: paint marking to denote boundaries (ownership and easement)</i>	
Decision making authority (authorization process for container placement on private property?; withdraw of voluntary authorization?)	
Responsibility (meaning, implications, autonomy, authority, easement vs. ownership)	
Access	Parking
	Parking restrictions, enforcement, authority to tow (public vs. private)
	<i>Potential solutions: Designated areas for loading (avoid parking, sidewalks, bike lanes, ROW); Limit loading to off-peak hours/defined delivery schedule to avoid solid waste collection conflict; Prohibit parking within the travel way of the alley</i>
	Circulation
	Single-entrance and dead end alleys
	Blind spots
	<i>Potential solution: Demarcate with paint or bollards where parking is permitted; Signage, painted arrows or other markings for one-way alleys</i>
	Physical Space
	Narrowness of alley
	Overhead clearance
Delivery vehicles; Lack of loading zones	
<i>Potential solution: Collection fleet - smaller trucks for downtown service? Prohibit oversized trucks? Establish standards for future alleys to be sufficiently sized for all standard service trucks. Prohibit elimination of existing alleys with future development.</i>	
	Service limitations
	Collection timing and frequency; How often should service be provided?; Comparison to other service providers? Weekend and game day challenges
	<i>Potential solution: Start earlier? Night service? Weekends? 7 days/week? 2x daily?</i>
	Premium cost for Sunday collection service
	Missed pickups
Importance of consistent, reliable pick-up as scheduled	

DOWNTOWN ALLEYS PROGRAM -- Existing Issues and Challenges Identified to date

The following themes are not ranked in any particular order of priority

Theme	Issues, related considerations, and questions
Capacity	Interest in second attempt for missed pick-ups
	Communication barriers to reporting missed pick-up; understanding cause
	Physical Space
	Impact of container placement to building emergency egress
	Potential future development of private alley spaces may further limit available space
	Grease collection containers
	<i>Potential solution: Identify users and remove unused containers; Franchise approach? Collection managed by the City?</i>
	<i>Elimination of grease containers, retain grease onsite remove by hose/tube.</i>
	Opposition to on-street cart placement (in front of business)
	<i>Potential solution: more compactors, bigger dumpsters, widen alleys, create more alleys</i>
	Container capacity
	Suitability of size/type (How are container selections made (cart, dumpster, compactor)? What is the appropriate number of users for shared-use containers?)
Free riders (businesses, downtown residents and other), illegal dumping (abandoned items)	
Confusion about authorized users (Who is allowed to use container? Who is not?)	
<i>Potential solution: Label containers (match customer with container)? Video surveillance? Frequency of change to compactor code? Lockable lids (related issue- waste left outside of container)</i>	
Service Agreements (billing, use, ownership)	Billing consistency, challenges, confusion
	Customer tracking (Changes with unit turnover/new businesses; Tenet vs. landlord payments; Service set-up for downtown residents)
	Equity (Determination of cost? Shared containers? Fees in addition to millage?)
	Quarterly billing cycle= time lapse between what happens and when they are billed for it -- violation? Notice provided?
	Overlapping service providers (e.g. Recycling: City, RAA, others?; Grease)
	Confusion about multiple entities (Who selects which service to use? Can/should we require only one service provider per alley?)
Security and Public Safety	Communication barriers
	Vehicular and Pedestrian Risks
	Signage (parking restrictions, one-way, hidden driveway and other)
	Pedestrian safety, lack of marked crosswalks
	Lighting and visibility of alley spaces
	Risks to waste collection and delivery drivers
	Cars speeding
	<i>Potential solution: Pavement markings (pedestrian crosswalks, one-way directional arrows)</i>
	Illicit behaviors: loitering, drug and alcohol use, public urination and defecation, sexual activity
	Homelessness and pan-handling
<i>Potential solution: More presence of Community Standards and Ann Arbor Police Department</i>	
Enforcement	Lack of enforcement presence (Community Standards and Ann Arbor Police)
	Sufficient resources?
	Time of violation vs. work schedule; Response time for enforcement
	<i>Potential solution: utilize video surveillance footage already collected by downtown businesses</i>
	Issues needing better enforcement: parking, illegal dumping (abandoned items), one-way compliance, improper container use, illicit behaviors
	Staff authority to enforce/ willingness to enforce/ training for enforcement
	Effectiveness of enforcement
	Proactive not complaint driven
	Insufficient severity of consequences (punishment, fines, etc.)
	Confusion about enforcement practices
	What is the violation needing enforcement?
	Are we appropriately enforcing existing ordinances and regulations (Ticketing)?
Who to enforce against? (determine appropriate recipient of violation)	
Enforceability of site plan	
Tickets for non-franchise containers	
Stormwater Management	Fats, oils and grease (FOG)
	Grease spills and illegal FOG dumping = pollution to the Huron River
	<i>Potential solution: Catch basin filters, pervious surfaces, green infrastructure</i>
	Limitations of existing regulations, enforcement, program, information (education needed?)
	Concerns related to alley cleaning and power washing
	<i>Potential solution: Training about grease impacts and best practices for restaurant employees; Distribute best management information; Routine inspection for compliance with FOG best practices; Potential grease use opportunity - Ann Arbor biodigester</i>
Flooding	
Alley runoff entering buildings, sometimes due to snowmelt	
Organics Collection	Coordination with existing project
	Related to capacity and parking/circulation
	Potential odor concerns