



DOWNTOWN ALLEYS PROGRAM
STAKEHOLDER UPDATE
March 2017

Thank you for your interest in the Downtown Alleys Program. This update has been prepared to share information about progress made since the October 2016 stakeholder engagement. For project background and more information on stakeholder engagement completed to date, visit a2gov.org/alleys.

PRIORITIZATION OF ISSUES

Due to the number of issues and themes identified from the October 2016 stakeholder discussion (see Attachment A: Downtown Alleys Existing Issues and Challenges), staff identified a need to prioritize issues in order to take a strategic approach to discussing potential solutions and recommendations.

The Downtown Alleys Program staff Workgroup prioritized each identified issue considering the following:

- How difficult or easy is the implementation process expected to be?
- What costs/resources would be needed to achieve implementation?
- Have potential, viable solutions been identified to address the issue?
- To what extent has the community, service providers, and the city each expressed that addressing the issue is a critical need?

The top four priority issues identified were (1) Service limitations and missed pickups, (2) Illegal parking/blocking of alleys, (3) Equipment/container service and repair, and (4) Public vs. Private ownership and maintenance responsibility (see Attachment B: Priority Ranking).

PROGRESS TO DATE

- Staff Workgroup discussion of top priority issues: Focusing attention on the top four priority issues. Meetings with identified resource people have helped provide additional expertise and guidance on issues and potential solutions. Meetings have included Community Standards (parking enforcement), Police Department, Waste Management, Fire Safety, Planning and Development, the City Attorney's Office and representatives from the Downtown Development Authority.
- Recommendations for top priority issues: Staff has begun developing initial draft recommendations to address the top four priority issues.
- Alley inspections are being conducted on a weekly basis to observe conditions, document challenges and note changes.
- Service limitations and missed pickups
 - Missed pick-up dumpster tags: Used for City serviced containers; a tag indicating why a container was not serviced is now being used to improve communication. City of Ann Arbor Customer Service info is included on tags to provide a clear line of communication for follow-up questions and concerns.

- Refuse collection trucks have begun servicing the downtown promptly at 6:00 a.m. The importance of completing downtown collection early, as a priority, has been communicated to crews and adjusted in waste collection route scheduling.
- Public Works will perform a pilot program to service downtown recycling on weekends and earlier on weekdays (see Attachment C: Public Notice of Recycling Collection Pilot Program). Adjustments for Waste Management and Recycle Ann Arbor service would require contract amendments.
- Illegal parking/blocking of alleys
 - Existing options for enforcing parked cars blocking alleyways on private property have been identified as follows:
 - i. The owner can contact City of Ann Arbor Community Standards (communitystandards@a2gov.org//734.794.6942) to request ticketing for illegal parking if the owner of the alley, or an agent of the owner, signs a private property form. The form needs to be signed for each violation, so the owner, or agent, must contact Community Standards and be present upon arrival to point out the vehicle and sign the form. Private property owners interested in this option should contact Community Standards directly.
 - ii. The owner, or agent of the owner, can work directly with a tow company to enforce and remove cars illegally parked in private alleys.
 - Planning and Development has contacted some property owners where known parking compliance issues exist. Property owners have been informed of parking violations that conflict with site plan compliance and the need to maintain a clear path of access through alleys to allow solid waste collection. Property owners have also been encouraged to mark and maintain a delineation in the alley indicating spaces allowed for parking and spaces where parking is prohibited.
 - Fire Safety is investigating alleys where parked cars are believed to violate emergency egress requirements. If parking inhibits a clear path for emergency egress, enforcement against these properties will be pursued.
 - Staff is exploring a delivery window restriction to avoid conflicts with delivery vehicles and waste collection. The delivery window may indicate that delivery and loading vehicles would be prohibited from all public alleys between 4:00 a.m. and 8:00 a.m.
- Equipment/container service and repair
 - During January-February 2017 Waste Management completed inspection and repairs (as needed) for all Waste Management owned compactor equipment in Downtown Ann Arbor. Waste Management has established an annual schedule for compactor preventative maintenance; each compactor will be inspected once per year.
- Public vs. Private ownership and maintenance responsibility
 - The City Attorney's Office is researching title documents to determine which alleys are public.
- Fats, oils and grease (FOG)
 - Begun exploring options to improve current grease collection practices. A meeting with representatives of one grease collection company confirmed that in-house storage of grease is feasible, and preferred by the grease company. This alternative would require

businesses to provide in-house storage space. Further discussion on the impacts to businesses has not yet been completed.

- Vehicular and Pedestrian Risks
 - Speed study for the Braun Court Alley scheduled for summer 2017. The speed study will assess existing conditions and help determine whether other improvements are needed to address pedestrian safety concerns.

NEXT STEPS AND OTHER NOTES

- Staff will continue discussion of priority topics to develop recommendations and implementation strategies to address each priority issue.
- Staff will continue to provide stakeholder updates at project milestones. Stakeholder feedback from the October 2016 stakeholder meetings indicated an interest to see changes implemented. Rather than convene an additional stakeholder meeting to further discuss potential solutions, staff are focusing effort toward implementation of all achievable solutions and pilot program opportunities.
- Staff time and availability are limited. We will continue to work through downtown alley issues as feasible and appreciate the community's understanding of the need for staff to focus time and effort on multiple City Council and City Administration priorities.

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	Atmosphere/aesthetics and public health
	Customer tolerance/visitor perception
	Dangerous & inappropriate materials (glass, needles, vomit, feces, condoms) <i>(overlap with "illicit behaviors")</i>
	Pest control
	Odor
	Container use practices/behaviors <i>(overlap with "capacity")</i> and user responsibility
	Container overflow: Disregard for container capacity; Bags left outside of container; Failure to utilize compactor; Item removal (homeless scavenging). <i>Potential solution: Training, education, certification program</i>
	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>
	Free riders (businesses, downtown residents and other), illegal dumping (abandoned items) <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>
	Confusion about authorized users (Who is/is not allowed to use container?)
	Equity, stewardship, work together, <i>Potential Solution: BIZ role in alley maintenance? Assessment to businesses for cleaning? Routine cleaning schedule. Some businesses paying employees to clean alleys and receiving a credit for this ("alley captain" and bill credit)? Alley clean-up day/events? Downtown alley association with routine meetings? Purchase alleys and designate a public trust - equal payment for management, care, maintenance. Partner with City. "Pretty alley" contests. Tax credit for "neat" alleys. Adopt an alley.</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/surface maintenance and repair: winter maintenance, sweeping, potholes, other?
	Safety concerns, ice = slip and fall
	Effective winter maintenance practices (lack of light for salting, effect on buildings and infrastructure) <i>Potential solutions: other equipment? Other approach? Handwork?</i>
	Snow pile-up due to plowing (alleys/buildings/parking lots)& dumpsters frozen in place. <i>Potential solution: Snow removal off-site</i>
	Challenges of existing infrastructure (e.g. stamped concrete, gravel surfaces)
Challenges to alley sweeping: obstacles obstruct path, physical space for equipment	
Infrastructure maintenance, repairs, responsibility (e.g. sewer collapse, concrete erosion)	
Graffiti removal and reporting procedures	
Equipment/container service and repair (compactor breakdowns, compactor door-jam)	
Service needs - reporting and response. <i>Potential solution: 24-hour compactor repair service. Proactive, routine equipment inspections.</i>	
Equipment maintenance & replacement (graffiti removal: WM responsibility? Lifespan of containers?)	
Public vs. Private (maintenance responsibility)	
Ownership & boundaries. <i>Potential solution: paint marking to denote boundaries (ownership and easement); legal investigation to determine ownership, boundaries, easements</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	Illegal parking/blocking of alleys
	Parking restrictions, enforcement, authority to tow (public vs. private)
	Delivery vehicles; Lack of loading zones. <i>Potential solution: Establish delivery hours in City code; More commercial loading zones; Convert public street parking to commercial delivery zone for a defined window of time</i>
	<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 alley; Prohibit parking in all alleys</i>
	Circulation
	Single-entrance and dead end alleys
	Blind spots
	<i>Potential solution: Use paint/bollards where parking is permitted; Signage, arrows or other markings for one-ways</i>
	Physical Space
	Narrowness of alley; space management
Overhead clearance	
<i>Potential solution: Collection fleet - smaller trucks for downtown? Prohibit oversized trucks? Smaller container size with more frequent service. Establish standards for future alleys to be properly sized for standard service trucks. Prohibit elimination of current alleys for new development. Widen alleys?</i>	
Capacity	Service limitations and missed pickups
	Collection timing & frequency; How often should service be provided? Compare to other service providers? Weekend & game day challenges. <i>Potential solution: Start earlier? Night service? Weekends? 7 days/wk? 2x daily?</i>
	Premium cost for Sunday collection service
	Importance of consistent, reliable pick-up as scheduled
	Interest in second attempt for missed pick-ups
	Communication barriers to reporting missed pick-up; understanding cause
	Container space and placement
	Impact of container placement to building emergency egress
Potential future development of private alley spaces may further limit available space	

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 (cont.)	Grease collection containers. <i>Potential solution: Identify users and remove unused containers; Franchise approach? Collection managed by the City? Elimination of grease containers, retain grease onsite remove by hose/tube (indoor grease collection system); Design future trash corrals and alleys with grease storage in mind</i>
	Equity and appropriate use; What constitutes fair use of alley? Do tenants get a definitive space allotment? Inconsistent solid waste impacts within one zoning classification.
	Opposition to on-street cart placement (in front of business)
	Suitability of size/type (How are container selections made (cart, dumpster, compactor)? What is the appropriate number of users for shared-use containers?)
	<i>Potential solution: More compactors; Bigger dumpsters; Create more alleys; Permits for special alley usage (i.e. grease, linens, etc.); Include alley practices and uses in the building code?; Close attention to solid waste impacts of new development during site plan review process</i>
Service Agreements (billing, use, ownership)	Billing consistency, challenges, confusion
	Customer tracking (Changes with unit turnover/new businesses- tracking mechanism needed; Tenet vs. landlord payments; Service set-up for downtown residents; Container inventory needed)
	Equity (Determination of cost? Shared containers? Fees in addition to millage?)
	Confusion about what is paid and when (Quarterly billing cycle= time lapse between what happens and when they are billed for it -- violation? Notice provided? Services billed by City vs. WM)?
	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	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); Restrict vehicles from entering alleys or restrict pedestrians from entering alleys</i>
	Illicit and undesirable behaviors
	Loitering, drug and alcohol use, public urination and defecation, sexual activity
	Homelessness and panhandling; persons sleeping in dumpster containers (particularly recycling containers)
Concern regarding safety of police personnel when entering alley spaces	
<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 staff and resources? (No dedicated alley enforcement staff, competing demands)
	Time of violation vs. work schedule; Response time for enforcement
	<i>Potential solution: utilize video surveillance footage already collected by downtown businesses</i>
	Need better enforcement: parking, illegal dumping, one-ways, improper container use, illicit behaviors
	Effectiveness of enforcement
	Proactive not complaint driven
	Insufficient severity of consequences (punishment, fines, etc.)
	Staff authority to enforce/ willingness to enforce/ training for enforcement
	Non-franchise containers?
Enforceability of site plan	
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)	
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 dumping unauthorized materials in the storm drain
	Concerns related to alley cleaning and power washing
<i>Potential solution: Training about grease impacts and best practices for restaurant employees; Distribute management information; Routine inspection for compliance with best practices; Routine inspection of grease collection containers for leaks, etc.; Potential grease use opportunity - AA 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
Other	Site Plan Review: Challenges to determining solid waste solutions may deter site plan submittal
	Alley ownership/jurisdiction: Privatize/Publicize all alleys? What is the appropriate/desired City role in alley administration?
	Vision: What are the appropriate alley uses? What should alleys look like? Space allotment for adjacent tenants? What is the desired alley
	Definition of alley?
	Project scope/boundary: suggestion that this extend beyond DDA boundary
	Redesign - underground storage, space within buildings for sorting and storage, an emphasis on pedestrian accommodations, a consolidated
Communication: Overarching communication barriers in public contact to appropriate city staff to resolve issues; Dissatisfaction with A2 fix-it;	

ATTACHMENT B: Priority Ranking

The priority ranking of downtown alley issues is as follows:

1. Service limitations and missed pickups
2. Illegal parking/blocking of alleys
3. Equipment/container service and repair (compactor breakdowns, compactor door-jam)
4. Public vs. Private ownership and maintenance responsibility
5. Lack of enforcement presence (Community Standards and Ann Arbor Police)
6. Fats, oils and grease (FOG)
7. Confusion about enforcement practices
8. Pavement/surface maintenance and repair: winter maintenance, sweeping, potholes, other?
9. Effectiveness of enforcement
10. Container use practices/behaviors (overlap with "capacity") and user responsibility
11. Overlapping service providers (e.g. Recycling: City, RAA, others?; Grease)
12. Vehicular and Pedestrian Risks
13. Container space and placement
14. Billing consistency, challenges, confusion
15. Illegal dumping (abandoned items)
16. Circulation
17. Atmosphere/aesthetics and public health
18. Physical Space
19. Illicit and undesirable behaviors
20. Flooding

PUBLIC NOTICE

RECYCLING COLLECTION PILOT PROGRAM

The City of Ann Arbor will perform a pilot program to service recycling dumpsters and carts in downtown alleys on weekends and one hour earlier on weekdays.

What to Expect: From April 1-June 30, 2017 recycling collection will begin at 4:30 a.m., 7 days a week.

Why? Existing conditions present challenges during the current service schedule. The City of Ann Arbor is seeking ways to improve collection with the ultimate goal of improving the conditions and atmosphere of the alleys.

Then what? Staff will assess data collected during the pilot to determine the value and feasibility of a long-term adjustment for weekend and/or earlier weekday service.

What can I do? Place dumpsters and carts out prior to 4 a.m. on collection day and maintain a clear path. Ensure that all recyclables are within cart or dumpster with the lid closed.

Questions? Visit a2gov.org/alleys or contact CustomerService@a2gov.org // 734.794.6320.



**City of Ann Arbor
301 E. Huron St.
Ann Arbor, MI 48104**

Recycling Collection Pilot:

From **April 1 through June 30, 2017** recycling dumpsters and carts in downtown alleys will be serviced on weekends and one hour earlier on weekdays. During the pilot recycling collection will begin at **4:30 a.m., 7 days a week.**