1. Roll Call
   Sava Lelcaj Farah, Bob Guenzel, Marie Klopf, Howard Lazarus, Joan Lowenstein, Darren McKinnon, Al McWilliams, John Mouat, Rishi Narayan, Keith Orr, John Splitt, Phil Weiss

2. Audience Participation (4 people maximum, 4 minutes each)
   1.
   2.
   3.
   4.

3. Reports from City Boards and Commissions
   · Ray Detter, Downtown Area Citizens Advisory Council

4. DDA Members Communications

5. Executive Director Communications

6. Approval of Minutes: April meetings

7. Subcommittee Reports
   a. Operations Committee – J. Splitt, K. Orr
      · Resolution to Provide Funding for the go!Pass, Supplemental Transit Service, and The getDowntown program for FY 2018
      · Resolution to Approve a 2016 Year-End Management Fee for Republic Parking for Management of DDA Parking Facilities
      · Monthly parking & transportation report
      · General operations
      · 4th & William Improvements Project – status
      · Epark installations – status
      · Circulator feasibility study - status
      · Next Committee meeting: Wednesday, May 31 at 11am

   b. Finance Committee – M. Klopf
      · Third Quarter financial reports
      · Preparing for June planning session to discuss parking
      · Next Committee meeting: Wednesday, May 31 at 1pm

   c. Capital Improvements Committee – J. Mouat
      · South University improvements project - status
- Fifth/Detroit improvements project – status
- Huron Street improvements project – status
- Future project planning
- Next meeting: Wednesday, May 17 at 11am

d. Partnerships/Economic Development Committee – J. Lowenstein & A. McWilliams
   - Next Committee meeting: Wednesday, May 10 at 9am

e. Executive Committee – R. Narayan, A. McWilliams, M. Klopf, P. Weiss
   - Next Committee meeting: Wednesday, June 7 at 11am

8. New Business

9. Other Audience Participation (4 minutes each)

10. Adjournment
Ann Arbor Downtown Development Authority Meeting Minutes
Wednesday, April 5, 2017

Place: DDA Office, 150 S. Fifth Avenue, Suite 301, Ann Arbor, 48104
Time: Mr. Narayan called the meeting to order at 12:00 p.m.

1. ROLL CALL


Absent: Joan Lowenstein, Al McWilliams

Staff: Susan Pollay, Executive Director
��Joseph Morehouse, Deputy Director
��Amber Miller, Capital & Private Projects Manager
��Jada Hahlbrock, Manager of Parking Services
��Patti Wheeler, Management Assistant

Other: Tom Brown, Nelson/Nygaard Consulting Associates

Audience: Ray Detter, Downtown Citizens Advisory Council
��Maura Thomson, MSAA
��Karen Farmer, KDA/Kerrytown Shops
��Kelly Schwartz, Get Downtown
��Chris Simmons, Get Downtown
��Chris Clemons
��Megan He
��Ed Vielmetti

2. AUDIENCE PARTICIPATION

Mr. Vielmetti suggested the DDA collect and make available to the public data regarding parking meter usage, including a color-coded map.

3. REPORTS FROM CITY BOARDS AND COMMISSIONS

Downtown Area Citizens Advisory Council. Mr. Detter said the group supports development on the Library block, but not without more public discussion. They also believe careful consideration of the protentional development should take place, and that not just the biggest, most expensive mixed-use building be granted.

4. DDA MEMBERS COMMUNICATIONS

None.

5. EXECUTIVE DIRECTOR COMMUNICATIONS
Ms. Pollay said the S. U. improvement project is set to begin construction May 1, and staff has distributed informational flyers about the construction and has scheduled an informational meeting. She said she attended the IDA College Town Summit and met with other downtown professionals with universities in their midst. She said that in particular she appreciated a session titled “what’s next for college towns,” during which trend data was presented.

### 6. APPROVAL OF MINUTES

Mr. Mouat moved and Ms. Klopf supported approval of the March 2017 DDA meeting minutes.

A vote on the minutes showed:

- **AYES:** Guenzel, Lelcaj-Farah, Klopf, McKinnon Mouat, Narayan, Orr, Splitt, Weiss
- **NAYS:** none
- **ABSTAIN:** Lazarus
- **ABSENT:** Lowenstein, McWilliams

The minutes passed.

### 7. A. SUBCOMMITTEE REPORTS - OPERATIONS COMMITTEE

A presentation was made outlining the steps followed for the RFP process for the DDA’s parking operator contractor, as well as information received from the two firms selected by the Operations Committee for interviews and reference checks.

Mr. Splitt moved and Mr. Orr supported the following resolution.

**RESOLUTION TO SELECT REPUBLIC PARKING SYSTEM AS MANAGER OF THE DDA’S PARKING SYSTEM**

Whereas, The DDA mission is to strengthen the downtown area and attract new private investments, and it has operated the public parking system since 1992 as a way to accomplish this mission;

Whereas The DDA’s current parking system management contract expires June 30, 2017;

Whereas, With input from its consultant Walker Parking, the DDA released a Request for Proposals for Parking System Management in January 2017;

Whereas, Four companies responded to the RFP and upon review of these responses, the Operations Committee selected two of these companies for interviews;

Whereas, Information received at these interviews was presented to the Operations Committee, along with results of reference checks with current clients, the proposed management fees, as well as additional information provided by these firms;
Whereas, The Operations Committee reviewed all of this information, and recommends that Republic Parking System be selected to manage the DDA parking system;

Whereas, The annual fee proposed by Republic Parking System is $125,000 plus an annual incentive fee of a maximum $50,000;

Whereas, The parking system management contract between the DDA and its future parking operator was developed with input from the DDA Attorney and the DDA’s project consultant, Walker Parking, and this contract was distributed as an attachment to the RFP;

Whereas, Republic Parking System has not requested any changes to this contract;

RESOLVED, The DDA selects Republic Parking System to manage its parking system at an annual fee of $125,000 plus an annual incentive fee not-to-exceed $50,000;

RESOLVED, The DDA Executive Director and Operations Committee Co-Chairs are authorized to finalize and sign the parking system management contract with Republic Parking System effective July 1, 2017;

A vote on the resolution showed:
AYES: Guenzel, Lazarus, Lelcaj-Farah, Klopf, McKinnon Mouat, Narayan, Orr, Splitt, Weiss
NAYS: none
ABSENT: Lowenstein, McWilliams
The resolution passed.

TDM Study Findings and Parking Management Plan Recommendations
Tom Brown, Nelson/Nygaaard presented finding from their 2015 study. He noted that parking availability is generally constrained during the midday period, in the evening at the street meters, and during special events such as the weekly Farmers Market. He also noted that findings do not confirm a general absence of parking options, even during common periods of elevated demand, but there is room to build on the DDA’s TDM strategies which have previously proved very effective in expanding use of the existing parking system and encouraging use of alternative modes of travel.

Mr. Brown spoke about their projection that peak-hour parking demand is likely to increase by 860 spaces by 2019, saying that is important to note that this assumed mode shares remain as they are today. But he said new efforts to encourage additional transit and bicycle commuting could reduce much if not all of this demand. Further, projections of parking demand reductions are primarily focused on monthly parking. To the extent that these reductions are realized, more short-term parking could be accommodated within these spaces.
He recommended that the DDA should not chase a parking number, e.g. 860, as impelling action, but instead should look for strategic opportunities to add parking as part of joint development projects that would themselves bring important benefits to downtown.

**Circulator.** Mr. Orr reported that Phase I is underway, including document review.

**Monthly Parking & Transportation Report.** Mr. Splitt said the March report was in the Board packet. He asked for questions; there were none.

**4th & William Stair/Elevators.** Mr. Splitt said both elevators are now operational. Project punch items will be done in May when the weather is more consistently warm.

**Epark.** Mr. Splitt said installations of new EPark machines are 85% finished and should be completed by the end of the month. The new EPark App will launch sometime in May.

The next Operations Committee meeting will be April 26 at 11:00 am.

### 7. B. SUBCOMMITTEE REPORTS- FINANCE COMMITTEE

**Monthly Expenses.** Ms. Klopf said the committee reviewed the February expense registers.

**June Retreat Discussion.** Ms. Klopf stated the Committee reviewed and added to a list of questions that staff developed to help prepare for a DDA retreat in June to discuss parking. This may include asking should the DDA build more parking, and if so, where/when should it be constructed. She said staff had sent out a poll to determine the date and time of the retreat.

**Proposed FY 2018 & 2019 Budgets.** Ms. Klopf stated staff made a presentation at the March 13 City Council budget work session. It is anticipated City Council will vote to approve its budgets at the May 15th Council meeting.

The next Finance Committee meeting will take place April 25 at 1:00 pm

### 7. C. SUBCOMMITTEE REPORTS- CAPITAL IMPROVEMENTS COMMITTEE

**5th & Detroit** - Mr. Mouat said staff and the design team has been meeting with stakeholders including representatives of Community High School, Old Fourth Ward Association, Downtown Citizens Advisory Council, Historic District Commission, Farmers Market, and the AAPS Transportation Safety Committee. They have been receiving positive feedback regarding the proposed pedestrian median and overall project direction. Details such as landscaping and seating are now being worked on, and a public meeting will be scheduled in the future.

**CIC Street Projects through 2025** – Mr. Mouat stated staff prepared a series of scenarios to help the Committee work to refine the timing and scope of DDA street improvements through 2025. He
said the Committee provided feedback and discussed project budgets and the potential to bond projects. DDA staff will bring back a refined scenario to the next committee meeting.

S. University – Mr. Mouat thanked Ms. Pollay for sharing information in her report, and said that DDA staff will continue to coordinate closely with city staff, businesses, and other contractors working in the area as the South University Improvements project is constructed this summer.

The next Capital Improvements Committee meeting will take place on April 19 at 11:00 am.

7. D.  SUBCOMMITTEE REPORTS - PARTNERSHIPS Committee
Mr. Narayan said the Committee heard updates from partners including AADL, City Council, City Planning, and Washtenaw County.

The next Partnerships Committee meeting will be April 12 at 9:00 am.

7. E.  SUBCOMMITTEE REPORTS – EXECUTIVE COMMITTEE
Mr. Narayan said the committee reviewed the agenda.

The next Executive Committee meeting will be May 3 at 11:00 a.m.

8.  NEW BUSINESS
None.

9.  OTHER AUDIENCE PARTICIPATION
Mr. Vielmetti thanked the DDA for looking at parking data with Nelson/Nygaard, and suggested if it is difficult for the parking operator to collect data, perhaps retrieving parking enforcement data may be another route to pursue.

Mr. Simmons introduced himself as the new Get Downtown program director, and said that he looked forward to working with the DDA.

10.  ADJOURNMENT
There being no other business, Mr. Orr moved and Mr. Guenzel supported a motion to adjourn. Mr. Narayan declared the meeting adjourned at 1:34 pm.

Respectfully submitted,
Susan Pollay, Executive Director
Committee actions and discussions

**Agenda Review.**
The group reviewed the April DDA monthly meeting agenda. Ms. Pollay said that the presentation made at the March Operations Committee meeting about the parking operator RFP process and findings will be presented to the board, after which a resolution will be presented for board action. There will also be a presentation on the 2015/16 Nelson/Nygaard Parking and Transportation Demand Study by Tom Brown, the study author. This will include information about TDM, study findings about current and projected parking demand, and highlighted recommended actions. She said that there has been a lot of interest in the study and this would be an opportunity for the community to hear more about.

There being no other business, the meeting adjourned at 11:40 a.m.
Susan Pollay, Executive Director
Anti-Idling Ordinance. Ms. Pollay and Mr. Mouat said they met with City staff to learn about the ordinance and Ms. Pollay said she volunteered to help the city formulate an implementation and communication plan with the goal of minimizing negative impacts or concerns.

S. University. Ms. Rolla said the project will begin May 1st and information has been provided to business owners, property owners, and the general public regarding the upcoming construction.

5th & Detroit. DDA and City staff continue to meet with Kerrytown business owners and Community High School about last details. The final design will be brought to committee in May.

Bike Lane Pilot. Ms. Miller stated DDA staff reviewed criteria with City staff, and determined that William is in best street in downtown for a protected bike lane pilot.

Allen Creek Greenway Master Plan. Ms. Pulcipher and Mr. Kiley presented an update, with a focus on the downtown portion. Questions were asked and answered. Additional information was requested, including possible sources of funds for construction and operation.

Huron St. Mr. Doyle and Mr. Wall presented pedestrian and traffic data and outlined issues and opportunities. There will be meetings with stakeholders, City and MDOT staff, and pop-up workshops to gather feedback on project priorities.

Future Projects. Ms. Miller presented scenarios and questions were asked and answered. A preferred option will be presented to the Finance Committee for their feedback.

Public Comment. None

Next Meeting: The Committee will meet Wednesday, May 17 at 11:00 am.

The meeting adjourned at 1:00 p.m.
Susan Pollay, Executive Director
Place: DDA Office, 150 S. Fifth Avenue, Suite 301, Ann Arbor, 48104

Time: 1:00 p.m.

Present: Marie Klopf, John Splitt, Phil Weiss

Absent: Bob Guenzel, Howard Lazarus, Joan Lowenstein, Sava Lelcaj-Farah, Darren McKinnon, John Mouat, Al McWilliams, Rishi Narayan, Keith Orr

Staff: Susan Pollay, Amber Miller, Joseph Morehouse, Jada Hahlbrock, Patricia Wheeler

Other: Tom Crawford/City of Ann Arbor

Public: Karen Farmer/KDA, Maura Thomson/MSAA

Ten-Year Plan. Mr. Morehouse presented an updated 10-year plan to the committee. Ms. Pollay reminded the committee this might change based on the DDA/City Council Fall work session in which the parking agreement will be discussed. Discussion was had, and questions were asked and answered. Ms. Miller presented a scenario for timing of TIF bonded capital improvement projects supported by the CIC at their April 19 meeting. The Committee decided questions to ask the CIC at their May meeting include: are we able to bond, is the timing right, and which projects should be bonded. Answers will be brought to the May Finance Committee meeting.

Financial Statements. The Committee reviewed the March expense registers.

3rd Quarter Financial Statements. The Committee reviewed the 3rd Quarter financial summary. Questions regarding parking revenues were asked and answered, and discussion about trends was had.

Encumbrance Report. The Committee reviewed the report, discussion was had.

Discussion of New Parking. Ms. Pollay presented an initial agenda for the June Board retreat based on questions the Committee stated needed to be asked. The Committee supported the agenda. Ms. Pollay will bring the agenda back to DDA staff for refinement, and will present updated version at the May Committee meeting.

Public Comment. None

Next Meeting. The next meeting will take place on Wednesday, May 31 at 1:00 pm.

The meeting adjourned at 2:17 pm
Susan Pollay, Executive Director
Get Downtown. Mr. Simmons presented the history, current overview, and future plans for the Get Downtown program. Questions were asked and answered about the go!Pass. It was noted that the go!Pass saw 64,500 more rides this year than last, which was a 12% increase. The Committee indicated its support to bring a funding resolution to the May board meeting.

RPS CY 2016 Incentive. DDA staff presented data to support providing RPS with a full $50,000 incentive. There was discussion, and the Committee indicated its support to bring a resolution to the May board meeting making this recommendation to the board.

RPS New Contract. Ms. Hahlbrock explained that the insurance section of the contract had been slightly modified. The rest of the proposed contract remained the same.

Parking. The March Parking & Transportation report was reviewed. The progress of the condominium association at 1st & Washington is still stalled. Mr. Morehouse said Spring wash-downs are underway, and as always, RPS communicated with the neighbors ahead of time. He said the annual summer repairs are out to bid, with the goal of selecting a contractor at the June Board meeting. Staff said that the owner of the 5th/Huron lot asked that the lot be resurfaced, and staff asked if the committee would support asking for a longer-term lease to spread this cost over a few years; the Committee indicated support for this idea. Mr. Orfield reported on RPS’s work repainting the in-street bike racks, which have now been installed by Republic for the season. Ms. Pollay thanked Mr. Orfield, and asked that he extend the DDA’s thanks to his staff for their work on this.

3rd Quarter Parking Comparison. Report was presented and explained. Parking demand is still down against FY16 although stronger in the 3rd quarter than the first two quarters. Reasons for the FY17 decline was attributed to situational issues, including a reduction in the number of constructions which reduced meter bag use and construction worker parking, a weaker UM football home season, and large businesses relocating or moving out of downtown.
Transportation. Mr. Simmons reported Go! Pass ridership continues to increase. He said the Commuter Challenge will take place again in May, and employees are already enrolling.

Bike Share. Mr. Simmons stated annual membership renewals are already taking place.

4th & William. Other than painting and tile work, construction is completed. Punch list items will be undertaken later in the spring when temperatures are more consistently warm.

E-Park. Mr. Morehouse said installations have gone well, and will be completed by end of May, and that a smartphone payment application will be rolled out at the same time.

Republic Parking Staffing Report. Ms. Hahlbrock presented information about Republic Parking’s staffing levels, including cashiers, managers, parking equipment/IT, auditors and bookkeepers, and maintenance. Questions were asked and answered. It was noted that several garages have automated equipment in addition to staff on hand to assist patrons, and that this staffing could be removed to save costs, which may necessary if parking rates are not allowed to increase to stay current with costs.

Parking Study. Mr. Morehouse shared a report on the timing of when entries/exits in the various parking facilities. It was noted that in several facilities there are two peak activity periods; one in the middle of the day, when there is a lot of people coming in and exiting, and again later in the afternoon/early evening. There was discussion about the amount of demand later in the day, as well as how Republic staffs its facilities given these peak periods.

Public Comment. None

Next Committee Meeting: The next meeting will take place on May 31 at 11:00 am.

The meeting adjourned at 1:14pm.
Susan Pollay, Executive Director
RESOLUTION PROVIDING FUNDING FOR THE GO!PASS, SUPPLEMENTAL TRANSIT SERVICE, AND THE GETDOWNTOWN PROGRAM FOR FY 2018

Whereas, The getDowntown program was go-created by the DDA in 1999 and remains a partnership between the DDA, AATA and the City of Ann Arbor to provide transportation assistance to downtown employers, including the distribution of the DDA’s go!Pass;

Whereas, In support of its mission the DDA has provided funding for go!Passes and the getDowntown Program since 2001;

Whereas, The DDA Operations Committee recommends approval of the funding request for FY 2018 for the getDowntown program, go!Pass, and other transportation programs as follows:

<table>
<thead>
<tr>
<th>Program or Service for Downtown Workers</th>
<th>FY 2017 Request</th>
<th>FY 2018 Request</th>
<th>Request Purpose/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>getDowntown</td>
<td>$95,000</td>
<td>$95,000</td>
<td>TDM marketing to encourage employees to use a variety of options to get to work. Funds to conduct a commuter/employer survey &amp; new website with added customer service features</td>
</tr>
<tr>
<td>Go!Pass</td>
<td>$562,737</td>
<td>$584,461</td>
<td>Transit incentive for employees that increases bus use and frees up parking spaces for other users. Estimated decrease in ridership of 3.86% based on current trends.</td>
</tr>
<tr>
<td>Route 4 &amp; 5 support</td>
<td>$76,600</td>
<td>$76,600</td>
<td>Routes with highest ridership for downtown employees. Important link to Ypsilanti talent pool.</td>
</tr>
<tr>
<td>NightRide go!Pass discount</td>
<td>$12,000</td>
<td>$12,000</td>
<td>Extremely important service for evening employees who depend on transit to get to work.</td>
</tr>
<tr>
<td>ExpressRide go!Pass discount</td>
<td>$5,000</td>
<td>$11,250</td>
<td>Encourages downtown employees to use transit rather than driving to work alone. New Ypsi/Ann Arbor Express Bus to start fall 2017</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$751,337</td>
<td>$779,311</td>
<td>3.2% increase</td>
</tr>
</tbody>
</table>

Whereas, The DDA is charged only for actual usage of the go!Pass, and the NightRide and ExpressRide discounts, thus the amounts shown above are maximum/not-to-exceed amounts;

RESOLVED, The DDA approves funding for the transportation services and programs listed above, with funds coming from the DDA’s Fiscal Year 2018 (063) Parking Funds.

Resgopass – 2018.doc
May 3, 2017
Ann Arbor DDA
Getting to What Is Next
April 26, 2017
Our Partnership

• Program has been a partnership of the City, TheRide, and DDA since 1999.

• Started with the goal of using transportation demand management techniques through outreach to employers in order to help downtown employees take full advantage of all of the transportation options available to them.

• Focus on individuals being able to have knowledge and control over their choices.
Tool to promote, market and manage many DDA-funded TDM programs (go!pass, Bike Lockers/Bike Houses, commuting information for employees, ExpressRide and NightRide incentives, events).

- **Commuter Events**
  - 2016 Commuter Challenge – 2291 people for 49,700 trips
  - 2017 Conquer the Cold – 605 people for 12,785 trips

- 18,167 getdowntown.org website sessions FY 2016 (+2% from last year).
  - 29% increase in page views
  - Spending 62% more time on the site
  - WITHOUT a mobile-optimized site design

- getDowntown staff distribute commuting information to hundreds of downtown businesses every year + a Monthly e-newsletter sent to more than 3,500 people.

- Thousands of followers on Facebook and Twitter.
Impacts of Campaigns and Outreach
Walking and Biking Encouragement and Amenities

• Hoops and On-Street Racks: Nearly 1,000 spaces. Makes a visible statement that bikes are welcome downtown.

• Providing bike facilities in parking structures allows employers to free up space in offices to make room for more employees.

• Continual assessment of bike parking and pedestrian needs.

• Continuing Support of ArborBike.

• Bike to Work Day is incorporated into an entire week of the Commuter Challenge.

• Bike safety gear is a part of our educational awareness materials.
Public Transit Encouragement and Improvements

• **Highest go!pass ridership** on routes that **connect Ypsilanti** and Downtown Ann Arbor.

• Final elements of the 5-year improvement program being implemented this coming August, including the express route from Ypsilanti.

• **Park & Ride**: Remote parking for downtown employees. Great option for employees who live farther away.

• **ExpressRide** service offers an option for employees who have limited non-drive alone options.
  • All ExpressRide users would drive alone without ExpressRide.

• **NightRide** provides a vital transit connection when buses aren’t running.
  • Essential for restaurant/food service employees.
Public Transit Encouragement and Improvements

• “I think the program is amazing! I know how much our employees appreciate the benefit of having a go pass. It helps them have extra money for other living expenses, it helps some of our commuters take advantage of parking in a lot, and taking the bus in, instead of paying the pricey Ann Arbor lot fees. All in all it is fabulous!” – Zoe Cowan, The Earle
A PARTNERSHIP OF

37% of trips

go!pass Rides by Route FY 16

~64,500 rides
~12%
counter the national trend
Rideshare Matching, Carpool/Vanpool Encouragement and Car Sharing

• Isharearide.org site: Secure site to find carpool/vanpool partners.
• Preferential Parking for carpools/vanpools offered at downtown parking structures.
• Zipcar now joined downtown by Maven.
### getDowntown Proposed Funding Request FY 2018

<table>
<thead>
<tr>
<th>Program or Service</th>
<th>FY 2018</th>
<th>Purpose</th>
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<td><strong>Total:</strong></td>
<td><strong>$779,311</strong></td>
<td><strong>3.72% increase over 2017</strong></td>
</tr>
</tbody>
</table>
Looking Ahead: Next Steps

• Replace the iShareaRide system to better encourage carpooling and vanpooling.
• Take advantage of technology improvements on buses to help design better marketing and commuter assistance products.
• Use program survey results to explore new programming options.
• Find ways to create additional value for downtown businesses out of commuter programming.
MEMORANDUM

DATE: April 26, 2017
TO: DDA Operations Committee
FROM: Joe Morehouse, Deputy Director
Jada Hahlbrock, Manager of Parking Services
RE: Annual Management Incentive Recommendation for Republic Parking Systems

Per the 2007 parking management agreement between the DDA and Republic Parking which expires on 6/30/17, the fee paid to the contractor is paid in two parts. The first part, $150,000, is paid on a monthly basis. The second amount, up to $50,000, is paid on the anniversary date of the contract based upon a DDA review of Republic’s performance using the following criteria:

- Level of customer satisfaction as measured by a sampling of parking patrons on a quarterly.
- Increases in the operating surplus as compared to a target level set jointly by Republic and DDA.
- Cleanliness of the parking facilities as measured by the DDA.
- Control of “dead tickets” by the Manager as measured by the DDA from parking control software.
- General satisfaction of Republic’s performance.

Results
A. Results of calendar year 2016 customer surveys with permit and hourly customers:

<table>
<thead>
<tr>
<th></th>
<th>2016*</th>
<th></th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-Excellent</td>
<td>55.4%</td>
<td>5-Excellent</td>
<td>28.7%</td>
</tr>
<tr>
<td>4</td>
<td>27.4%</td>
<td>4</td>
<td>32.8%</td>
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<td>3</td>
<td>8.2%</td>
<td>3</td>
<td>17.4%</td>
</tr>
<tr>
<td>2</td>
<td>4.5%</td>
<td>2</td>
<td>7.2%</td>
</tr>
<tr>
<td>1-Poor</td>
<td>2.5%</td>
<td>1-Poor</td>
<td>3.9%</td>
</tr>
<tr>
<td>Non-Responsive</td>
<td>2.0%</td>
<td>Non-Responsive</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

*The customer survey responses were very minimal with 59 customers responding from 1,200 surveys issued.

B. Republic's operating expenses for the 2016 Fiscal Year were $216,898 less than budgeted. Since the parking rates are not under Republic’s control we will not consider parking income for this comparison.

C. The DDA’s independent Parking Inspector completed 61 written reports that assessed facility cleanliness. These ratings averaged 86.47% for the entire system through the January ratings, which is a slight decrease over last year’s score of 87.72%.

D. The December 31, 2016 accounts receivable balance for parking permit accounts stood at $27,844, or 2.42% of our average monthly billing. This is well below our target of 5%.
E. The Republic dead ticket average was 1.6% for the year which is a decrease from last year’s 2.4%. This is below our target of 1.75%.

Overall Assessment

The analysis of the statistical portion of this recommendation shows that Republic’s results have improved or stayed the same in all categories. This is reflected in the DDA staff’s appreciation of their overall operation of the parking system which has been smooth with few complaints when compared the total number of patrons who use the system. I would also like to commend them for the significant efforts that the staff made this year above and beyond what is required in their contract. This includes:

- Republic staff continued to coordinate daily with Spence Brothers minimizing the impact of the Fourth & William elevator/stairwell construction project to our customers. Throughout the project Republic staff provided expertise and advice to achieve maximum operational and maintenance effectiveness, and to extend the durability of the facility and equipment.

- Worked with the DDA and its consultants to complete two independent assessments, one for the overall parking operation and the other for the IT systems used by the DDA parking system. The results of both assessments found the Republic parking operation to be operating at or above industry best practice.

- Adjusted their Art Fair parking operations to the new Thursday through Sunday schedule. This switch took a lot of adjustment by the staff. This schedule change also necessitated a quick turnaround from the Art Fair operations on Sunday until 6pm to normal operations on Monday morning beginning at 6am.

- The management of the maintenance and installation and removal of the in-street bike racks.

- Coordinated with a new contractor during the summer repair schedule to keep parking operations as smooth as possible and offer the most spaces possible for customer parking. This minimized the impact to patrons in very busy facilities.

- Ongoing collections (3) with Community Standards of abandoned bicycles in the DDA district. Over 100 bikes were collected this year.

- Successfully installed and managed a new cash value card system at the Liberty Square and Library Lane parking garages.

- Have successfully installed 105 new E-park machines and 461 parking space markers. There was a lot of preparation for this process and there were no customer complaints about the changeover.

- Working closely with the DDA towards the set up for a new pay by app system for the E-Park system.
Recommendation
In recognition of Republic’s hard work this year, we would like to recommend that the DDA give Republic the full $50,000 incentive fee for 2016. This is in comparison to a $45,000 payment last year which noted the improvements Republic has made during that period. The increase this year is in recognition of the continued changes and improvements to the parking system as shown above and the recognition of their quality work by two outside consultants.
RESOLUTION TO APPROVE A 2016 YEAR-END MANAGEMENT FEE FOR REPUBLIC PARKING FOR MANAGEMENT OF DDA PARKING FACILITIES

Whereas, The DDA entered into a contract with Republic Parking System (RPS) beginning February 1, 2007 for management of the DDA’s parking system;

Whereas, According to this contract RPS’s $200,000 management fee is to be paid in two parts. The first $150,000 is paid on a monthly basis with the remaining amount to be paid at the year-end as a management incentive based on quantifiable criteria;

Whereas, After reviewing RPS’s performance, and in acknowledgement of their efforts this year, the Operations Committee recommends that the DDA provide RPS with a $50,000 year-end management incentive;

RESOLVED, The DDA authorized a 2016 year-end management incentive of $50,000 for Republic Parking System.

RES Republic Incentive 2016
May 3, 2017
Parking & Transportation Report April 2017

Parking Operations

Special Events in April
April 1- Ann Arbor Hash Bash/ Monroe Street Fair
April 7- FoolMoon
April 9- FestiFools
April 9- Trail to the Victors 5K
April 9- A2SO at MI Theater
April 14- UM Spring Fest
April 15- UM Spring Football Game
April 15- March for the 99% / Tax Day March
April 19- Ken Burns at MI Theater
April 22- Rock the District
April 22- Fab Faux at MI Theater
April 22- March for Science
April 23- Earth Day Celebration
April 29- UM Commencement

Special Event Meter Bag Fee Waivers in April
April 7- FoolMoon & FestiFools $980
April 22- Rock the District $280
April 23- Earth Day Celebration $160

Meters
The installation of the 105 new E-park machines will be complete by the end of the month. The last shipment of space markers arrived on April 19th.

April was a busy month for meter bags with many events and street closures.

City/DDA Parking Enforcement Committee
The committee will meet on April 27th. Agenda items will include the completion of E-Park installations and the development of the E-Park payment app with Passport.

The May meeting will take place on May 18th, 2017.

Tally Hall Condominium Meeting – No meeting has been scheduled

First & Washington Condominium Meeting – We are waiting for the City and City Club Apartments to finalize the creation of the condominium association. The final punch-list items have been completed including the relocation of a handicapped space. The building has received its permanent Certificate of Occupancy.

Parking System Maintenance

Spring wash downs are underway in the structures. This work is an important factor in extending the life of
the concrete and coatings. The work is done at night when there is less traffic and fewer parkers. Republic Parking delivered letters to neighbors notifying them of the work. The work at Ann Ashley was completed on April 20th and included a wash down of the entire structure and three stairwells. April work will also include Library Lane (4/20-30) and 1st & Washington (4/15,16,22, 23 & 29).

The request for bids for the scheduled annual parking system repairs will be released on May 2nd and due back on May 18th. The responses will be presented to the Operation’s committee in May, with the goal of a contract being awarded at the June 7th DDA Board meeting.

**Parking Equipment**

**E-Park Installation**
The installation of the 105 new E-park machines will be complete by the end of the month. The last shipment of space markers arrived on April 19th.

**Elevators** – There were 6 service calls for elevator repairs in the last month, they were:

- 2 – at Fourth and Washington
- 2 – at the Maynard Main Elevator
- 2 - at the Maynard Alley Elevator

**Parking Construction**

**Fourth & William Stair/Elevator Improvement Project**
The second new elevator passed inspection and is up and running. Work to repair and replace sidewalk and curb adjacent to the project area is underway. Work on lobby finishes and punch-list items will be done as weather permits.

**Transportation**

**Overall Outreach**


**Go!pass Summary**

**Go!pass Outreach**

- Renwal orders received to date: 403
- New orders for 2016-2017 received to date: 39
- Add on orders received to date: 104
- Reached out to these companies about the go!pass program:
  - Ann Arbor Running Company

New go!pass companies for April – 3

- Ford Motor Company/Ford Labs = 30 passes (New business in Downtown)
- NailNook = 4 passes (due to changes in parking in S. University district)
- Siobhan Donnelly, LMSW = 1 pass (Kerrytown)
2015-2016 - Go!pass sales as of April 20, 2016: 6,261 passes distributed to 452 organizations (Google = 500 passes)
2016-2017 – Go!pass sales as of April 20, 2017: 5,966 passes ordered by 446 organizations

<table>
<thead>
<tr>
<th>Quarterly Ridership</th>
<th>Jan-17</th>
<th>Prior Yr Chg</th>
<th>Feb-17</th>
<th>Prior Yr Chg</th>
<th>Mar-17</th>
<th>Prior Yr Chg</th>
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<tbody>
<tr>
<td>go!Pass Riders</td>
<td>55,296</td>
<td>10.5%</td>
<td>53,830</td>
<td>4.4%</td>
<td>59,748*</td>
<td>7.7%</td>
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<tr>
<td>NightRide w/go!pass</td>
<td>405</td>
<td>-9.3%</td>
<td>410</td>
<td>10.8%</td>
<td>433</td>
<td>-4.2%</td>
</tr>
</tbody>
</table>

*The highest go!pass usage since April, 2015!

Go!pass ridership continues to increase each month in 2017.

**Bike Parking**
Renewal requests sent out. Current rentals good till 3/31/18
- Bike Locker Rentals as of 4/20: 15 rentals of 22 available lockers (68%)
- Maynard Bike House Rentals as of 3/16: 10 rentals of 28 spaces (36%)
  Ann Ashley Bike House Rentals as of 3/16: 34 rentals of 27 spaces (126%)

**Commuter Challenge 2017**
Promotion of the 2017 Commuter Challenge (happening May 2017) in full swing. The Commuter Challenge site is at http://commuteandwin.org The getDowntown program is conducting events and outreach to downtown Ann Arbor businesses to encourage employees to use alternative transportation at least once during the month of May.

- As of 4/20/17, we have 656 employees registered for the Commuter Challenge. Our goal is 2,500.
- 4/21/17 from 6pm-8pm is the Challenge kick off at Bill's Beer Garden. Come join us!
- Promotions for the Challenge have been posted to social media, NextDoor, getDowntown and TheRide websites.
- Kelly spoke at the Kerrytown District Merchants Association promoting the Commuter Challenge.
- Kelly met with Mayor Taylor to promote the event and document his commutes on social media.
- Kelly and Chris met with City Administrator Lazarus who has now challenged County Administrator Dill and the County employees for the most commutes. Here is the press release: http://bit.ly/2pxkjtw. And here is WEMU’s coverage: http://bit.ly/2ov6WWd
- Kelly was on WKQL & W4 Country promoting the Commuter Challenge. Here are the links to the interviews: https://www.youtube.com/watch?v=tyl5e7iiFas&t=124s & https://youtu.be/YWXLSv6LoxQ