

## Public Input Summary

### Proposed Service Change:

Route - #5 Packard

Proposed Effective Date: 1/27/2013

Beginning of Input Period: 10/2/2012

End of Input Period: 11/4/2012

The steps taken to disseminate information include:

- MyRide email subscription. AATA riders subscribe to MyRide to receive information on specific routes. Subscribers to the #4 Washtenaw route received notice of the proposed change, and how to provide input.
- Printed Notices. A complete description of proposed changes and how to provide input were posted at bus stops and passenger shelters on the route and passed out to riders by drivers on the route.
- AATA Website. The AATA website featured notice of proposed change on the front page and in a section for rider notices. Visitors to the website who access the schedule or real-time information for the #4 route were informed of the proposed changes to the route.
- Social Media. AATA used Facebook and Twitter to get the word out about the proposed changes and to direct people to sources of complete information and how to provide input.
- Press Releases – AATA issued a press release which described the proposed change and how to provide input. The press release was distributed to all media outlets and more than 50 organizations including those serving housing, educational, civic, and social services.

The information included a description of the proposed changes, a description of the process for asking questions and making comments and suggestions. Available methods include:

- By email
- By telephone to a service change hotline
- By fax
- In writing
- In person at public drop-in sessions. These were 3 hours in length at two locations on the route.

The AATAs' public input process emphasizes two-way communication. The intention is not just to receive comments, but to discuss the effect of the proposed change. A response was provided to each person who made a comment or suggestion or asked a question.

The AATA has taken specific steps to solicit input from minority and low-income groups. This included distributing the notice to organizations serving primarily protected groups and choosing public meeting sites in the areas proposed for service reduction and at a variety of times. In particular, one of the two drop-in sessions was held at a Bryant Community Center, that provides services in a neighborhood with a high proportion of low-income and minority persons. The drop-in session was coordinated with staff to be at a time when many people were coming in for services.

This route serves census tracts with a higher than average number of Spanish-speaking persons with limited English capability. AATA has been working with Casa Latina to provide Spanish language translations of printed material and communicate with Spanish-speaking population. Notices were provided for translation and distribution.

Comments received concerning proposed change:

Email - 26

Public meetings - 3

Phone Message - 9

A summary of the comments which were received follows. The messages have been edited to remove information that could be used to identify the sender.

## Public Input - Proposed Changes to #5 Packard Route for January, 2013

November 2, 2012

Name, first	Name, last	Method	Response?	Comments
Drew	Steding	email	yes	<p>To whom it may concern:</p> <p>I would just like to take a moment of my time to offer a comment in support of the increase in buses for Route #5. I take the bus to work (Michigan Union) 3 times per week at least, and the majority of the time the buses are quite crowded. I appreciate AATA's efforts in analyzing statistics and coming to this conclusion. I would suggest that the increase in routes be in effect during the morning as proposed, but should continue through perhaps 7pm. I usually leave work between 5-7pm every day, and I've been on crowded buses as late as 8pm as well.</p> <p>Thank you for your time!</p>
Joel	Bryant	email	yes	<p>To Whom It May Concern:</p> <p>I use the Route 5 buses regularly, and I strongly support the proposed changes.</p> <p>Regards,</p>
Cheryl	Fields	email	yes	<p>I would like to see more buses added to Route 5, in the am and pm, as buses are packed during these times.</p>
Sharona	Ginsberg	email	yes	<p>Hello,</p> <p>I saw the proposed changes listed on the website and I think these are a great idea. I take the 5 to and from campus on a daily basis and I have learned at this point that I can't trust the official schedule because the bus is so unreliable. This morning, my bus was 10+ minutes late, and that is unfortunately not such an uncommon occurrence. It would be great to have more buses on the route so that hopefully it can become more reliable and predictable, which is very important to me, as I use the bus to get to work and class. Thank you!</p>
Marina	Kounkel	email	yes	<p>Hello!</p> <p>I would like to thank you for the changes that you are trying to introduce into route 5, primarily the addition of 5AX service. It was always very annoying to walk all the way across the block in order to catch a bus that is supposed to go across Packard. I would hope that in future that they were a tad more frequent and regular, as missing a bus means much more if they go once an hour as opposed to 15 minutes, but still this is perfect. But perhaps that it would be possible to add an extra bus stop near the intersection of Eisenhower and Packard to go along with this new route?</p> <p>Thank you very much,</p>
Heather	Neylon	email	yes	<p>Hello AATA,</p> <p>First, I think you provide a great bus service. I absolutely think that the proposed route 5 changes will be beneficial, particularly if trips are added at peak times on weekends as well. I work on the weekend, so I need bus service to travel to and from work.</p>

Kristin Sumrall	email	yes	<p>Dear AATA:</p> <p>I have been considering writing a letter about service on the #5 bus for some time now, but I wasn't sure if it was really worth making the effort. Then today I saw on your website that you're considering increasing service on this line.</p> <p>I am so happy to hear this!! Please do make it so! I live less than a 5-minute walk from a #5 stop, as opposed to 10 minutes from a #6 stop, but lately I have been catching the #6 because the #5 is always so crowded and so late. I used to catch the #5 every day because its more frequent running times were better for my work schedule, but now I just leave earlier and get in to work earlier and hang around waiting for the day to start because I know the #5 between 8am-9am is going to be (1) terribly late and (2) terribly crowded.</p> <p>I am sure there are hundreds of #5 riders who can't just ride the #6 instead; I hope you hear from them also because I am sure many of them would really appreciate extra buses on the route too.</p> <p>Thank you very much!</p>
Laura Holladay	email	yes	<p>Regarding the proposed changes to Route 5:</p> <p>I am writing in STRONG support of adding additional bus service during peak hours on the Route 5. I use this route to commute to/from my downtown job during the week, and riding the bus has been a *terrible* experience so far this year. In past years, I can remember Route 5 always being "full" during peak times, but I was usually able to get a seat. This year, more often than not, I spend my ride to work standing in the aisles, usually crushed between other people, with the drivers politely asking over &amp; over for people in the aisles to move back and pack together even tighter in order to pick up additional passengers. It is extremely uncomfortable and feels unsafe to be squished up against people like that -- falling into people every time the bus slows or starts suddenly. Plus, the Route 5 consistently runs at least 6 minutes late and as much as 15 minutes late (running the *next* bus's time points) during these peak hours -- I'm learning to adapt my schedule to it, but it seems silly for AATA to post a time table that the buses can almost never adhere to.</p> <p>I do want to add that most of the drivers on the route are very courteous -- they try to remain friendly and polite as they ask riders to crush closer together, so kudos to them for good handling of a bad situation.</p> <p>I want to continue riding the bus in order to have a more eco-friendly and sustainable commute than I would if I were to start driving downtown (which is also cost-prohibitive for me), but my discomfort riding the Route 5 is making me seriously consider other alternatives to the bus. I would greatly appreciate additional service on the Route 5 during peak times to make my rides more comfortable, safer, and on-time.</p> <p>Thanks for your consideration!</p>
Gary Richard	email	yes	<p>All comments were about other routes. Referred him to the TMP.</p>

Mary	Qin	email	<p>Dear AATA officers,</p> <p>I commute to /back from work on U-M central campus every day although I have experienced many problems with that. I am happy to see the improvement is on the way.</p> <p>I am sorry I did not see Route 5B for the morning hours to Ann Arbor in proposed service changes, it only appears in the afternoon hours.</p> <p>[Route 5 ] issues on Packard/ Platt</p> <p>There are two buses proposed to stop at the exactly same time on Packard/ Platt Rd during peak hours. One starts from Meijer (5C), the other runs from Ypsilanti (5AX). It is entirely unnecessary! If AATA could let the one from Meijer ( which picks up few passengers on Carpenter Rd ) skip Packard/ Platt, it could save people who get onto the bus at Meijer (by Ellsworth/Carpenter) at least 10 minutes without going around from Ellsworth/ Carpenter to Packard/ Platt , then back to Ellsworth so that it can go through Stone School Rd. and connect to Packard again to the U of M central campus. Currently, Route 5B runs from Ann Arbor to Meijer without going around Packard/ Platt, why can't Route 5C run the same route, just for an opposite direction from Meijer to Ann Arbor?</p> <p>[Route 4 ] Can it be extended to Meijer (Carpenter Rd) ?</p> <p>I am not sure if AATA authorities are aware that people do not take a bus simply because they can't find the service they want. it does not mean people in the area do not need public transportation.</p> <p>My neighborhood is off Ellsworth Rd, walking distance to Meijer. I know quite a number of my neighbors work in UM Medical centers/ hospitals. 90 percent of them drive to work because there is no convenient/ direct bus to Medical centers/ hospitals from Meijer.</p> <p>I sometimes drive and park at Washtenaw Ave (in front of Dollar Tree store inappropriately), then take Route 4 (I commute this way instead because it is more frequent than Route 5 at present), I found Route 4 very crowded during rush hours. If AATA could add a couple of more buses (just for peak hours) to Route 4, and let it extend to Meijer (Carpenter Rd), it can not only connect people from southeast side of Ann Arbor to Medical campus, but release the overloaded problem during peak hours at Washtenaw Ave.</p> <p>A few my neighbors asked me to put forward the issues/concerns for them. I am happy to do that. We hope AATA will work out better plans to help more with the neighborhoods on the southeast side of Ann Arbor, especially those who want public transportation to commute to work.</p> <p>Thanks a lot for your work.</p>
Kerri	Covey	email	<p>i support more buses, more routes, all of it and any of it. more!</p>

Susan	Yasi	email	yes	<p>Hello 'Ride' ;</p> <p>Yes! If you'd like to have more #5 to Ypsilanti runs during peak hours, I certainly think it would be a great idea. Even right now, we're packed like sardines in there.</p> <p>Thanks,</p>
Sydney	Krueger	email	yes	<p>I appreciate the thought and I guess it doesn't effect my trip so much (unless in the future I need to take earlier buses) but your schedule seems kind of confusing? 4 buses with the same name basically? So I need to think about if I can take the 5C or do I need the 5AX or am I okay with the 5B instead.</p> <p>This is really selfish but I loved that I didn't have to worry about if a 5 bus went past my house or not. If I got on the 5AX bus only to realize that skips my stop (stop 6) I would PISSED. And if I had to get off the bus or wait for the next one I would be ALSO PISSED.</p> <p>Also these buses are to deal with space issues right? The buses I take in the morning (9:05 and 9:20 if I'm feeling lazy) are always late and always crowded with students. I mean it's cool that they're late, that's why I take an earlier bus so that I won't have to worry about time, but why are all the extra buses right before this?</p> <p>Wow this email sucked, sorry.</p>

Chen	Zhang	email	<p>yes</p> <p>Hello Sir/Madam,</p> <p>I would like to provide comments on the proposed service change on AATA Route 5. I am a UM student living on Packard near Stone School&amp; Eisenhower and I mostly staying on central campus. I have discussed things in this email with about 5 friends taking Route 5 (I have done survey on Route 2 and thought it was very helpful, so why do not do it for Route 5?).</p> <p>1) Overall I welcome more buses on Route 5 because I take it daily... Thanks for the proposal!</p> <p>2) I think it might be better to change some of the 5Cs in the morning into 5Bs (to Ann Arbor). I did not understand why 5B to Ann Arbor is more in the afternoon, but to Ypsilanti is more in the morning. I think people are more stringent on time when going to work than coming home, and shortcuts would be more welcomed.</p> <p>3) I hope the 5C at becomes a little earlier (2-4 minutes is enough) after 9:30 am (maybe till noon). This is because students often need to arrive at destinations at o'clocks and :30s (9:30 am, 10 am, 10:30am etc.) and do not necessarily go to UM in the early morning; but bus stops for this route is often far away from central campus, requiring ~5 minute's walk to the destination. This is still fine if the bus was on time, but if the on-time performance is not largely improved after the service change, to me it is in an awkward situation like now... For now, if I take the 5C leaving Meijer at 9:25 am, arrive at Thompson&amp;Madison at 9:52 am (and I usually take off two stops after that, say 9:55 am because there are often many people take off among those stops), then walk 5 minutes to my destination, it is right at 10 am. It seems OK, but given that the bus is usually late for at least 2 minutes, sometimes 5 minutes or more, I cannot risk being late. So I have to take the earlier bus, which has a longer route so is often severely delayed (5 minutes at least I would say). Then it is very inefficient for me to wait at bus stop (on Packard) for 5-10 minutes, take the bus, then go to my classroom or lab and wait another 5-10 minutes before starting to do something. Sorry this sounds more like a complaint, but I think if 5C was 2-4 minutes earlier, or it is very likely to be on time, it will be much much better.</p> <p>3) I hope there could be a little more buses in the evening and during weekends. One hour per bus is too low for this long route. I was thinking ~4 more buses on Saturday afternoons and ~2 buses in the early evening on weekdays to make it every half an hour. I think it might be even more helpful than the many increased buses in the afternoon, since so many undergrads, grads and post-docs stay on campus after 7 pm.</p> <p>In general I am still quite happy with AATA, and I think our buses are much more useful than those in other cities I have been to, bigger or smaller. So please see if you can make use of any of these comments, but please keep up your great work!</p> <p>Thanks,</p>
James	Roane	email	<p>yes</p> <p>I ride the number 5 bus most days. You cannot add more buses soon enough! That bus is usually way over capacity which makes getting on and off difficult and usually causes the bus to run late also. This is long overdue.</p>

Tom McCormack	email	yes	<p>It would be great if Route 5 (Packard) had more service, especially during rush hour.</p> <p>I take the bus to and from work (downtown) every weekday, and it would be nice to know that buses are only, say, 7 minutes apart during rush hour.</p> <p>Thanks!</p>
Courtney Hewitt	email	yes	<p>To Whom this May Concern:</p> <p>I would be in favor of adding additional buses to Route 5. In the past few months, Route 5 has been increasingly more busy. People are being packed into the bus like sardines during rush hour time. This change would make peoples commute a lot more comfortable, less of a hassle, and overall a better experience. Please add more buses to this route!</p>
Ruxandra-Ana Iacob	email	yes	<p>As a commuter on bus #5 I have two suggestions:</p> <p>(1) ask the people with backpacks to take them off, to avoid hurting people when they turn around in crowded buses</p> <p>(2) ask people to keep their bags on their laps, especially the corpulent ones (there are at least two regular commuters on 'my' bus who fit this description) who are already occupying almost two seats, unless you can designate special seats for them (tricky).</p> <p>Thanks.</p>
Alfreda Onimo	email	yes	<p>It would be great if they added two trips between Ann Arbor and Ypsilanti during the morning and afternoon peak hours for the #5. I'm looking forward to that happening.</p> <p>Hello,</p>
Georgia Reum	email	yes	<p>I was looking at the proposed changes on Route 5. It looks like you will have an express bus between the regular Ypsi and Meijer bus. I believe that wouldn't be necessary if your bus drivers were close to the schedule times listed. I have experienced the Meijer bus being ten minutes or more off the printed schedule. The bus was crowed and it was standing room only. My feeling is that it wouldn't have been standing room only if the bus had been relatively on time. Being as late as it was, it picked up the passengers that were waiting on the bus coming from Ypsi as well as the passengers that had been waiting for the bus coming from Meijer. This meant that the bus coming from Meijer's picked up twice the amount of passengers and the bus coming from Ypsi had a light load.</p> <p>Being that you have some drivers who have a "being relatively on time" issue, wouldn't that make the Express bus and Meijer or Ypsi bus show up at the stops they would share at the same time? I can see it happening.</p> <p>Georgia Reum</p>



<p>Robin Wilson</p>	<p>email</p>	<p>yes</p>	<p>As a person whose closest bus stop is for the #5 bus and who works at the U, these changes would be wonderful.  The infrequency of the 5 makes it often impractical to take the bus to work, given how long it takes and how seldom it comes. Missing the bus can mean at least another 20 minute wait for a 25 minute ride to work and then another 20 minute walk to my actual job location.  While the #4 bus trip is a mere 10-15 minutes long from the Rec Center to the Central Campus Bus station, and much closer to my office, that requires a 35minute walk from my home. This is less than encouraging or practical, especially when traveling in inclement weather or at night.  Have you thought about postponing the 1 bus per hour schedule until after 6:30 or 7?  Thank you so much,  Hi, AATA manager</p> <p>I'm an exchange student lived in Arbor Village. As my office is located at the cross of Packard and Division, and the bus 4 is always busy around 8:30 AM, I prefer to take bus 14 to Stadium&amp; Packard firstly and then catch up the bus 5. However almost every time, when I get off the bus 14 and walk up to the bus 5 stop very quickly, the bus 5 is still leaving thus I should wait for 15 mins for the next bus. This has been lasted for several weeks. I know I might cross the street much quicker or even run to the stop, but it's a rush hour and I really don't want to break the traffic regulations, I'm a good student,+:) more important, it's dangerous. so I want to say It's really a short time to take transfer. Secondly, even if I catch up the bus 5, it's so crowd. Sometimes people stand nearly the yellow line at the front. I hope more buses and the transfer time will be taken into consideration. That's to say, more frequently buses, more flexible and comfortable travelling. And what's important, the driver will be much more patient, the passengers will much safer. Thanks.</p>
<p>Changzhe Wang</p>	<p>email</p>	<p>yes</p>	<p>after reviewing your propse plan I notice that AATA currently there are from Ann Arbor 29 trips to Ypsilanti and 22 trips from Ann arbor to Meijers. However there will be 31 trips to meijers ( 9 trips added) and 30 trips to Ypsilanti (1 trip added) please add more trips to Ypsilanti.</p> <p>Currently there is 28 trips from Ypsilanti to Ann Arbor and 23 trips from Meijers to Ann Arbor. however under then new plan there would be 28 trips from Ypsilanti to Ann arbor (the same) and 33 trips from Meijers to ann arbor (10 TRIPS ADDED) please add more trips From Ypsilanti to Ann Arbor.</p> <p>Then what about the weekend will there be not trips to Ypsilanti on Sunday (ADD MORE TRIPS TO YPSILANTI ON SUNDAYS)</p> <p>AND STILL NO TRIPS TO MEIJERS ON SATURDAYS ADD TRIPS TO MEIJERS ON SATURDAYS WITH OUT TAKING AWAY FROM THE TRIPS TO YPSILANTI.</p>
<p>William Teepen</p>	<p>email</p>	<p>yes</p>	<p>Dear Sir or Madam,</p> <p>I am a first year graduate student in Umich living in Mill Creek Townhouses. I found it is very inconvenient for me to go shopping or go to school during weekends. So I am writing to see if it is possible to have route 5 bus every half an hour instead of one hour during weekends.</p> <p>Thank you very much for your great service!</p> <p>Best,</p>
<p>Jiahua Gu</p>	<p>email</p>	<p>yes</p>	<p>Dear Sir or Madam,</p> <p>I am a first year graduate student in Umich living in Mill Creek Townhouses. I found it is very inconvenient for me to go shopping or go to school during weekends. So I am writing to see if it is possible to have route 5 bus every half an hour instead of one hour during weekends.</p> <p>Thank you very much for your great service!</p> <p>Best,</p>

Jianwei	Wang	email	yes	<p>Hi AATA,</p> <p>The proposed schedule is not consistent with the aata's statement. The schedule actually reduces service frequencies for some areas. For instance, from Ann Arbor to Ellsworth, the service time from 5:00PM to 6:00 PM time frame is changed from 4 to 3, Monday to Friday.</p> <p>The improved service for Route 5 should not sacrifice some areas for the benefit of others.</p>
Jessica	Young	email	yes	<p>Hi,</p> <p>I live along the #5 route and just wanted to email with my support for the suggested changes (increased morning and peak buses).</p> <p>In addition, I would love if there were more evening buses. Having only hourly buses after 7pm is very difficult for those of who work late into the evening. If you miss it by 5 minutes--or even 30!--you still have to wait quite a while.</p> <p>And, as always, more weekend bus services would be great. I'd love to see a movie some Saturday evening without getting stranded!</p> <p>Many thanks, I really love the service you provide and the generosity with which you do so,</p>
Paul	Sutter	phone	yes	Wanted to know proposed start date. No problem with proposal
Gustavo	Pitino	phone	yes	Supports proposed plan
Robert	Stevens	phone	voicemail	Requested that each trip go to Meijer
Georgia	Rumm	phone	voicemail	Question about how service will operate
Angela	Doughty	phone	not requested	Expressed pleasure with the proposed increase in the number of trips
Joe	Wagner	meeting	yes	Express support for propsed changes
James	Harris	meeting	yes	Support for proposed changes. He currently has to take an earlier bus to make sure he gets to work on time.
Derrick	King	meeting	yes	Uses #5 between Ann Arbor and Ypsilanti. Very happy with the proposed faster trip during peak hours.
Nancy	Stevens	phone	not requested	Thinks it is a good idea to provide additional trips; it's needed badly
Latrice		phone	not requested	"Great idea" This will be very helpful
Christine	Cappidone	phone	not requested	Nurse on call. Concerned about Saturday service frequency and the early end to service on Saturday.
Michael	Jenrick	phone	voicemail	Takes #5 bus scheduled to arrive at BTC at 9:45 to transfer to #8. Usually misses this transfer because of late #5 bus. Requests that increased service extend until this trip (which it does).