

Downtown Service Team Pilot

Ann Arbor DDA

04.27.2026



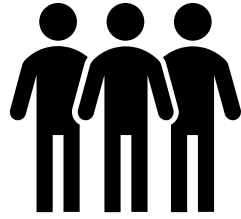
Work Session Purpose

Purpose: Council feedback and direction on the preferred approach to piloting a Downtown Service Team.

Agenda:

1. Pilot goal
2. What's included and what we will learn
3. Review pilot options
4. City Council discussion and direction

Pilot Goal



Pilot Goal:

To support and inform a long-term,
in-house service team.



What's included in the pilot?



Consolidating current DDA maintenance activities.

Repairing tree grates, benches, pavers, and landscape.



Adding new services to make downtown welcoming & accessible for all.

Cleaning, expanding landscape maintenance, operating bollards, and clearing snow in key locations.

DDA Pilot Budget: \$1.15M

What will we learn?

Staffing

Hours of
operation by season

Job Descriptions

Long-term
equipment needs

Program Scope

Do all these needs belong in one program?



Two Pilot Options

Block by Block



Public Works



Both are capable of testing these pilot services.

Pilot Options Overview

Considerations	Block by Block	Public Works
Dedicated staff team & supervisor	Yes	Yes
Workforce development, w/ union option	Yes	Yes
Willing to test complete scope	Yes	Yes
Within DDA budget	Yes	Yes
Collaboration with AFSCME to inform long term program	Yes	Yes
Time to implementation	4 months	12 months



The implementation timeline varies greatly between pilot options.



Pilot Cost & Summary

Estimated Annual Pilot Cost Breakdown

Cost Element	Block by Block	Public Works
Staff Labor Hours	17,376	14,560
Staff Positions	1 supervisor 6 full time 2 seasonal	1 supervisor 6 full time
Staff Labor & Benefits	\$635,151.15	\$775,000.00
Overhead	\$149,654.38	\$155,000.00
Office Rent	\$50,000	
Total*	\$834,805.53	\$930,000.00

Year One Equipment Approach

Element	Block by Block	Public Works
Equipment	Amortized Purchase	Lease

*Does not include equipment cost



Process and Implementation Timeline

Public Works Implementation Process

Task Name	May	June	July	August	September	October	November	December	January	February	March	April	May
DDA and Public Works job descriptions drafting (2 weeks)	2 weeks												
HR review draft job descriptions (2-4 weeks)		2 - 4 weeks											
AFSCME review - provide job descriptions and pay progression feedback (90 days, approx. 13 weeks)			13 weeks										
Teamster review and provide job description feedback (2 weeks, simultaneous with the AFSCME review)		2 weeks											
Collective bargaining agreement alignment (13 weeks)					13 weeks								
HR posts position openings (2 weeks)								2 weeks					
All - Recruitment Process (8 - 12 weeks)									8 - 12 weeks				
Onboarding (2-4 weeks)												2 - 4 weeks	
DDA and Public Services draft, review, and execute service agreement (34 weeks)	34 weeks												
Equipment Procurement (8 weeks, potential delay based on inventory/supply chain)								8 weeks					

Block by Block Implementation Process

Task Name	May	June	July	August	September	October	November	December
DDA & Block by Block review and execute service agreement (5 weeks)	5 weeks							
DDA determines Block by Block operations location & secure lease (4 weeks)	4 weeks							
Block by Block Equipment Procurement (8 weeks)		8 weeks						
Block by Block Recruitment Process (6 weeks)		6 weeks						
Block by Block move into operating space (2 weeks)				2 weeks				
Onboarding (2-4 weeks)				2-4 weeks				

Implementation Process Comparison



Two Pilot Options

Block by Block



Budget: \$834,805.53
Time to implement: 4 months

Public Works



Budget: \$930,000.00
Time to implement: 12 months

Budget totals do not include equipment costs

A blue-tinted photograph of a busy city street at night. The scene is illuminated by numerous strings of warm white lights hanging across the street. People are walking on the sidewalks and crossing the street. In the foreground, a person is sitting on a bench, and a bicycle is parked nearby. In the background, there are traffic lights, street signs, and buildings. The overall atmosphere is vibrant and social.

Let's Discuss!