

Date: 5 August 2019
To: Ann Arbor Transportation Commission
From: Tim Sanderson Deputy CEO P&I
Sub: Responses to TC Questions on Detours

Question 1: How does AAATA develop detour routes during construction?

Although this question limits the impact of detours to construction, construction is only one of many reasons that our customers are negatively impacted by external events. Street closures as a result of special events or emergencies generally cause greater disruption especially when combined with construction related detours. Generally, AAATA is advised of a project well before construction starts which allows us to develop and communicate a detour in advance. The design of any detour is based upon minimizing the impact to our customers. This requires balancing the needs of the customer directly affected by the construction (walking distance) with customers of the route/system as a whole (timeliness). For recurring special event street closures, the same detour plan is utilized to the greatest extent possible. In some cases, post event meetings are held with event organizers to assess opportunities for improvement.

Question 2: How are detours and revised schedules communicated to riders?

To the greatest extent possible, detours are communicated in the following ways:

- On the AAATA website.
- On our digital messaging signs.
- Signage at affected bus stops.
- On all social media channels; Facebook, twitter, Instagram
- Emailed to MyAlert subscribers
- Drivers verbally informing riders along the route.
- Long term detours are implemented in our Ride Guide.
- In posters on board buses and in transit centers
- Emailed to e-news subscribers
- At meetings held by event or project sponsors

Published schedules are only revised in accordance with AAATA's Title VI policy which is attached.

Question 3: What standards of service does AAATA try to achieve during detours?

As AAATA has limited influence in the design or impact of the road closure, it is not feasible to develop standards of service around them specifically. As such we attempt to maintain our established service standards to the greatest extent possible and with as minimal an impact on our riders as possible. These standards are documented in Attachment I of AAATA's Title VI Plan.



Question 4: AAATA public engagement process for determining and communicating service changes

As AAATA is a recipient of federal funds we are required to comply with Title VI of the Civil Rights Act which includes a very robust public consultation process. AAATA's Title VI program is attached (also available to the public at <https://www.theride.org/AboutUs/Title-VI-Policy>). The following sections may be of particular interest to the Commission:

- Attachment E – AAATA Public Participation Plan
- Attachment F – AAATA Language Assistance Plan for Persons with Limited English Proficiency
- Attachment M – AAATA Major Service and Fare Change, Disparate Impact, and Disproportionate Burden Policies.