



**TOWN OF LOS GATOS  
COMPLETE STREETS AND  
TRANSPORTATION  
COMMISSION REPORT**

MEETING DATE: 03/12/2020  
REGULAR MEETING  
ITEM NO: 1

---

**MINUTES OF THE COMPLETE STREETS AND TRANSPORTATION MEETING**

**February 13, 2020**

The Complete Streets and Transportation Commission of the Town of Los Gatos conducted its Regular Meeting on Thursday, February 13, 2020 at 7:30 a.m.

**MEETING CALLED TO ORDER AT 7:30 a.m.**

**ROLL CALL**

Present: Chair Robert Buxton, Vice Chair Jeff Thompson, Commissioners Bill Ehlers, Peter Herten, Adam Moore, Maria Ristow, and Gillian Verga.

**CONSENT ITEMS (TO BE ACTED UPON BY A SINGLE MOTION)**

1. Approve the Complete Streets & Transportation Regular Minutes of January 9, 2020.

**MOTION:**                   **Motion by Commissioner Ristow to approve Consent Item 1.  
                                      Seconded by Commissioner Ehlers.**

**VOTE:**                      **Motion passed unanimously.**

**VERBAL COMMUNICATIONS**

Bruce Donahue, City of Santa Clara BPAC member  
- Attended to see how our new Commission works.

**OTHER BUSINESS**

2. Youth Commission Liaison

Adam Moore, Youth Commissioner, verbally reported that there were no new items from the last Youth Commission meeting.

3. Spring into Green

Bob Buxton, Chair, verbally reported on this item. He indicated the Commission would be staffing a table. Maria Ristow, Commissioner, volunteered to take the lead on signups for bike valet at this event.

4. Identify Commission Priorities for the Year

Bill Ehlers, Commissioner, verbally reported on this item by reviewing the Ad Hoc attachment. Commission discussed this item. Peter Hertan, Commissioner, volunteered to be a General Plan liaison for the Commission.

**MOTION:** Motion made by Vice Chair Thompson to approve the active priority list with one addition, moving the General Plan item from the passive list to the active list.

**Seconded by Commissioner Hertan.**

**VOTE:** Motion passed unanimously. 6 – 1, Youth Commissioner absent.

5. Police Department Update

Sgt. Greg Borrromeo verbally reported on this item. Commission discussed this item.

6. PPW Director's Report

- A. Capital Project Update
- B. Downtown Parklets
- C. Senior R.Y.D.E.
- D. General Plan Update
- E. Blossom Hill Road Update

Matt Morley, PPW Director, verbally reported on items A. – E. Commission discussed items A. & B.

F. Connect Los Gatos Projects

- I. Los Gatos Creek Trail Connector to Highway 9

Ying Smith, Transportation & Mobility Manager, presented the staff report on this item. Commission discussed this item.

**MOTION:** Motion made by Commissioner Ristow to support the preliminary design.

**Seconded by Commissioner Hertan.**

**VOTE:** Motion passed unanimously. 6 – 1, Youth Commissioner absent.

II. Hwy 17 Bike & Ped Overcrossing

Ying Smith, Transportation & Mobility Manager, presented the staff report on this item. Commission discussed this item.

**MOTION:** Motion made by Commissioner Ristow to support exploring bridge options.  
Seconded by Commissioner Verga.

**VOTE:** Motion passed unanimously. 6 – 1, Youth Commissioner absent.

III. Connect Los Gatos Public Engagement Plan

Ying Smith, Transportation & Mobility Manager, presented the staff report on this item. Commission discussed this item.

**MOTION:** Motion made by Commissioner Verga to support the community engagement plan.  
Seconded by Commissioner Ehlers.

**VOTE:** Motion passed unanimously. 6 – 1, Youth Commissioner absent.

G. School Bus Pilot Program in Fiscal Year 2020/20

Ying Smith, Transportation & Mobility Manager, presented the staff report on this item. Commission discussed this item.

**MOTION:** Motion made by Commissioner Ristow to support option 1 from the staff report.  
Seconded by Commissioner Ehlers.

**VOTE:** Motion passed 5 – 1, Youth Commissioner absent and Chair abstained.

Bob Buxton, Chair, recognized Ying Smith's effort and work on this pilot program.

7. Safe Routes to Schools Liaison

Deferred to March meeting.

8. VTA BPAC Liaison

No new report.

PAGE 4 OF 4

SUBJECT: COMPLETE STREETS & TRANSPORTATION MEETING MINUTES

DATE: February 13, 2020

### **COMMISSIONER REPORTS**

Chair Buxton attended and verbally reported on: Special Town Council Priorities Meeting, SR2S, General Plan and a Santa Clara County Senior meeting.

Commissioner Ristow attended and verbally reported on: County Parks Meeting - Fantasy of Lights closure, Chamber of Commerce Awards dinner, General Plan, Chamber of Commerce Board meeting and had a phone call with the contractor for Complete Streets Winchester.

### **ADJOURNMENT**

The meeting adjourned at 9:03 a.m.

This is to certify that the foregoing is a true and correct copy of the Regular minutes of the February 13, 2020 meeting as approved by the Complete Streets & Transportation Commission.



---

Matt Morley, PPW Director

Prepared by Natalie Hawkins, Recording Secretary

## Complete Streets and Transportation Commission 2020 Proposed Priorities

Rank **Active**

High Bike Valet  
Med Identify Infrastructure Repairs  
Med LGCT Improvements  
Med Walk Audits

Rank **Passive/ Advisory**

High Beach Traffic/ Cut Through Traffic  
High Connect Los Gatos  
Bike ped master plan  
Projects-  
Bus Pilot  
Community Shuttle  
High Parking Study  
Low Shared Mobility Devices  
??? GP Update  
Mobility Element  
Vehicle Miles Travelled

# STRATEGIC PRIORITIES FY 2020-2022



**CORE GOALS: COMMUNITY CHARACTER • GOOD GOVERNANCE • FISCAL STABILITY • QUALITY PUBLIC INFRASTRUCTURE • CIVIC ENRICHMENT • PUBLIC SAFETY**

## ONGOING PRIORITIES

### SAFETY

#### *Emergency Preparedness*

- CERT Recruitment and Training
- Community communication

#### *Fire Protection*

- Vegetation management on Town properties
- Enhanced community education

### QUALITY OF LIFE

#### *Community Vitality*

- Events and Other Efforts Town-wide
- Community Engagement

#### *Economic Vitality*

- Policies and Ordinances

#### *Land Use Planning*

- *Housing Element*
- *Potential Area Plans and rezoning to implement General Plan*

### TRAFFIC/TRANSPORTATION

#### *Comprehensive Parking Study*

- Short, Medium, and Long Term Actions

#### *Transportation Demand Management*

- Summer/Rush Hour/School Traffic
- Develop Measure B Transportation Projects
- Install Bicycle and Pedestrian Improvements
- Community Shuttle

### PRUDENT FINANCIAL MANAGEMENT

#### *Address Pension and OPEB Obligations*

- Additional Discretionary Payments (ADPs)
- Reduced Amortization Strategies
- Pension Contribution Management Strategies

#### *Sell or Lease Certain Town Properties*

## NEW

*Regional Housing Needs Allocation Process*

*Updating Town Ordinances in Alignment with New State Housing Legislation*

*Regional Transportation*

## IN PROGRESS

General Plan 2040

- Objective Standards
- Environmental Sustainability/Climate Resiliency

Vehicle Miles Travelled Policy

Streamline regulations to enhance Town businesses

School Bus Pilot

EOC Upgrades

## RECENTLY COMPLETED

Almond Grove Streets

Measure G (Sales Tax) Implementation

\$8.9 M CalPERS Pension Payment

Short Term Rentals

Complete Streets Policy

One-Way Downtown Street Pilot

Annexation of Small County Pockets



**TOWN OF LOS GATOS**  
**COMPLETE STREETS AND**  
**TRANSPORTATION COMMISSION**

MEETING DATE: 02/13/2020  
ITEM NO: 6.F.I.

---

**DATE:** February 7, 2020  
**TO:** Complete Streets and Transportation Commission  
**FROM:** Matt Morley, Parks and Public Works Director  
**SUBJECT:** Support a Recommendation to the Town Council for the Approval of Preliminary Design of the Los Gatos Creek Trail to Highway 9 Trailhead Connector Project

**RECOMMENDATION:**

Support a recommendation to the Town Council for the approval of preliminary design of the Los Gatos Creek Trail to Highway 9 Trailhead Connector project.

**BACKGROUND:**

The Connect Los Gatos Program is aimed at making it easier and safer for all to bike and walk in Los Gatos through the implementation of improvements to create a comfortable network throughout the Town. Of the six projects currently identified in the program, the Los Gatos Creek Trail to Highway 9 Trailhead Connector Project has been identified as a high priority project to be completed within five years. Federal grant funding was secured for the design of the Trailhead Connector Project and subsequently, Mott MacDonald Group, an engineering design consultant, was hired to begin the design process for the project. Mott MacDonald Group has collected initial project data and has prepared preliminary layouts for the creek trail connections between Highway 9 and the existing Los Gatos Creek Trail. The project team will solicit input from the community and trail users at a community meeting to be held on Thursday, February 13<sup>th</sup>, beginning at 6:00 p.m. in the Town Council Chambers. Comments and input from the Commission and the Community regarding the preliminary layouts will be considered in the preliminary design prior to presenting the preliminary design to the Town Council for approval. Completion of the project to a preliminary design stage in early March will allow the Town to move forward with applications for 2016 Measure B funding for the construction of the project.

**PREPARED BY:** Michelle Quinney  
Project Manager

PAGE 2 OF 2

SUBJECT: Support a Recommendation to the Town Council for the Approval of Preliminary Design of the Los Gatos Creek Trail to Highway 9 Trailhead Connector Project

DATE: FEBRUARY 13, 2020

DISCUSSION:

At the Commission meeting, staff will review the presentation and layouts that will be presented to the community later that evening. The presentation will consist of the introduction of the project team members and their contact information, a review of the project goals and preliminary project schedule, a presentation of the preliminary project layout, and two potential types of bridge structures presented for input and feedback.

Currently the project includes connections on both the north and south sides of Highway 9, pending further design and ultimately budget considerations. As the project is in the very preliminary stages, and as the project is subject to review and approval from Caltrans, many factors may affect the ability to provide connections on both sides of Highway 9. Should the project budget be insufficient to complete connections at both access points, staff recommends moving forward with the south connector and pedestrian bridge and including the addition of the connector on the north side of Highway 9 only if funding is available.

Notification of the community meeting was posted on the Connect Los Gatos program page on the Town's website at [www.LosGatosCA.Gov/ConnectLG](http://www.LosGatosCA.Gov/ConnectLG). Over 450 flyers inviting the community to the meeting were mailed to residents and property owners in the vicinity of the project area and a notice regarding the meeting was posted on Next Door. Additionally, flyers were distributed to the downtown businesses and were posted along various locations on the creek trail.

CONCLUSION:

Following the input from the Commission and community, the design team will address all comments and revise the design if necessary, prior to taking the layout to the Town Council for the Council's consideration of approval to move forward into final design. Staff is recommending that the commission provide a recommendation to the Town Council in support of the preliminary design for the Los Gatos Creek Trail to Highway 9 Trailhead Connector Project.



**TOWN OF LOS GATOS**  
**COMPLETE STREETS AND**  
**TRANSPORTATION COMMISSION**

MEETING DATE: 02/13/2020

ITEM NO: 6.F.II.

---

DATE: February 6, 2020  
TO: Complete Streets and Transportation Commission  
FROM: Ying Smith, Transportation and Mobility Manager  
SUBJECT: Highway 17 Bicycle and Pedestrian Overcrossing Feasibility Study

**RECOMMENDATION:**

- a. Approve the project Purpose and Need
- b. Approve staff recommendation to proceed with design alternatives of a separate bicycle and pedestrian overcrossing

**BACKGROUND:**

Highway 17 presents a barrier for bicyclists and pedestrians wanting to cross from one side of Los Gatos to the other. Current crossings are largely vehicle focused and uncomfortable for other transportation modes. The Highway 17 Bicycle and Pedestrian Overcrossing Feasibility Study is included in the Fiscal Year 2019/20 Capital Improvement Program Budget.

At the June 18, 2019 meeting, the Town Council authorized a Request for Proposals for the Highway 17 Bicycle and Pedestrian Bridge Feasibility Analysis and Conceptual Engineering. In September 2019 the Town selected BKF Engineers as the consultant and officially kicked off the project. The Feasibility Analysis and Conceptual Engineering work is expected to be completed in approximately 12 months.

At the November 19, 2019 meeting, the Town Council approved staff recommendation to submit grant applications for the Measure B Bicycle and Pedestrian Competitive Grant Program for five candidate projects. The Final Design for the Highway 17 Bike and Pedestrian Overcrossing (BPOC) is one of the candidate projects.

**DISCUSSION:**

***Project Purpose and Need***

In order to develop the project to reflect the community's vision and priorities, it is important to establish the purpose and need at the onset of the project development phase. The project purpose and need, as presented in the following paragraph, have been prepared based on the project understanding and feedback from early outreach.

The purpose of the project is to:

- Improve bicycle and pedestrian mobility across Highway 17 in the vicinity of the Blossom Hill Road Overcrossing
- Improve safety for all modes of travel
- Provide a Safe Route to School
- Promote active transportation
- Reduce traffic congestion and greenhouse gas emissions by reducing vehicular traffic demand

The need for the project is described as:

With two travel lanes in each direction, carrying upwards of 63,000 vehicles per day, Highway 17 creates both a physical and psychological barrier for both pedestrians and bicyclists as it divides the Town in two. Blossom Hill Road is one of a few roadways that provide east-west connectivity across the highway between the recreational sites and residences located on the west side, and schools and businesses located on the east side.

The current Blossom Hill Road Overcrossing provides 10.5-foot wide travel lanes, 4-foot wide bike lanes, and 5-foot wide sidewalks in each direction. This sub-standard width does not meet current and future bicycle and pedestrian demands. The deficiency becomes more apparent during school hours when the bicycle and pedestrian volumes are high. Furthermore, the narrow width lacks the necessary separation and protection between the various modes and creates less than optimal conditions given the high volume and speed of vehicles on the roadway. The current facility is considered high stress, especially for the vulnerable street users like the youth, the elderly, and the disabled.

### Design Alternatives

The Town has included proposed improvements for Highway 17 crossings in several policy documents, including the General Plan and the Bicycle and Pedestrian Master Plan. Three options have been identified in planning documents:

1. A separate bicycle and pedestrian bridge along Blossom Hill Road (BHR)
2. Widening the existing BHR bridge for bicyclists and pedestrians
3. A new bicycle and pedestrian bridge connecting to Nino Avenue

The project team has completed a preliminary evaluation of these three options and has had an introductory meeting with Caltrans in December 2019. It is important to start early consultation with Caltrans to discuss compliance, potential design exceptions, and the approval process, especially regarding the work required for the widening of Blossom Hill Road.

Based on BKF Engineers' experience working on similar overcrossing projects adjacent to State freeways, widening the current Blossom Hill Road Overcrossing will present the most engineering and cost challenges. Widening is constrained by existing nonstandard vertical clearance of 15'2" (Caltrans standard for roadways is 16'6"). Caltrans could require replacement of the entire bridge, which would increase project costs significantly. It is highly unlikely that Caltrans will approve a design exception for maintaining or proposing nonstandard vertical clearance, especially since the underside of the bridge was recently struck. Due to these challenges and uncertainties, staff is recommending not to pursue the widening option as part of this project.

Concurrently, the project team evaluated the feasibility of a separate structure of bicycle pedestrian overcrossing (BPOC), with alignment alternatives between Blossom Hill Road and Nino Avenue:

- A separate BPOC adjacent to the Blossom Hill Road overcrossing
- A separate BPOC close to the Blossom Hill Road overcrossing
- A separate BPOC connecting to Nino Avenue

All three alternatives are considered feasible based on the engineering work completed to date. The project team will need to seek community input to further its evaluation. At the February 13, 2020 Commission meeting staff will present draft alignment layouts and solicit input. The input will help the project team evaluate the alternatives, but not to make a decision on a specific alignment alternative at this early stage.

#### Relationship to other Regional Efforts

Currently VTA has started the State Route 17 Corridor Congestion Relief Project in partnership with the Town and Caltrans. Improving bicycle and pedestrian facilities is one of the goals of the project. The project team will continue to engage the regional partners to coordinate the planning efforts.

#### Community Engagement

Community engagement will follow the framework of Connect Los Gatos. In the fall of 2019 Town staff begun a few outreach efforts to get a jump start. A project website was set up in early February. Additional community engagement events are planned in the spring.

#### CONCLUSION

Staff is seeking support from the Commission to recommend approval of the project purpose and need. Staff also recommends the Commission approve proceeding with design alternatives of a separate bicycle and pedestrian overcrossing.



**TOWN OF LOS GATOS**  
**COMPLETE STREETS AND**  
**TRANSPORTATION COMMISSION**

MEETING DATE: 02/13/2020

ITEM NO: 6.F.III.

---

**DATE:** February 6, 2020  
**TO:** Complete Streets and Transportation Commission  
**FROM:** Ying Smith, Transportation and Mobility Manager  
**SUBJECT:** Connect Los Gatos Community Engagement Plan

**RECOMMENDATION:**

Support Connect Los Gatos, a community engagement plan for bicycle and pedestrian improvements.

**BACKGROUND:**

Since the adoption of the Los Gatos – Monte Sereno Bicycle and Pedestrian Master Plan (BPMP) in 2017 the Town has continuously made progress in implementing priority projects identified by the community. After completing a number of bicycle and pedestrian improvement projects in recent years, the Town is now embarking on a program that includes multiple projects that will improve active transportation.

Connect Los Gatos is a community engagement initiative promoting a program of bicycle and pedestrian projects that will connect, expand, and improve access to the multimodal network throughout the Town. Currently there are six projects included in the program:

1. Los Gatos Creek Trail Connector to Highway 9
2. Bicycle and Pedestrian Overcrossing over Highway 17
3. Winchester Boulevard Complete Streets
4. Shannon Road Multi-Use Path
5. Kennedy Road Sidewalk
6. Highway 9/Massol Avenue Rectangular Rapidly Flashing Beacon

These projects were first identified in the Bicycle and Pedestrian Master Plan. They are aimed at expanding access to key destination points in the community, improving the Town's existing network by closing connectivity gaps and providing safe access and crossings.

**DISCUSSION:**

The purpose of the Community Engagement Plan is to establish a framework for active engagement. The Plan describes the major tools and events that will be used to keep the community informed and solicit meaningful input on the project development process, from

PAGE 2 OF 2

SUBJECT: Connect Los Gatos Community Engagement Plan

DATE: February 6, 2020

planning, funding, environmental clearance, design to construction. The Town is committed to deploying many tools that will be most effective in encouraging participation and feedback from community members that represent diverse socio-economic background. A draft plan will be provided to the Commission under a separate cover.

CONCLUSION:

Adopting a community engagement plan will help the Town implement outreach activities based on an agreed upon framework and maximize community engagement opportunities. Connect Los Gatos will authentically encourage community participation and is vital for the success of delivering the Town's transportation and mobility priorities. Staff recommends approving the Connect Los Gatos Community Engagement Plan.



## Connect Los Gatos Community Engagement Plan

Draft

Updated February 12, 2020

### Background

Since the adoption of the *Los Gatos – Monte Sereno Bicycle and Pedestrian Master Plan* in March 2017, the Town of Los Gatos has made great strides in implementing the priorities identified by the Council and the community. After completing a few important bicycle and pedestrian improvements, the Town is embarking on a program of projects that will make a bigger impact on active transportation choices for all travelers.

Connect Los Gatos is a community engagement initiative that promotes a program of bicycle and pedestrian projects that will connect and improve the multimodal network throughout the Town. The current program of projects includes:

- Los Gatos Creek Trail Connector to Highway 9
- Bicycle and Pedestrian Overcrossing over Highway 17
- Winchester Complete Streets
- Shannon Road Multi-Use Path
- Kennedy Road Sidewalk
- Highway 9/Massol Avenue Rectangular Rapidly Flashing Beacon

The bicycle and pedestrian projects included in this program are identified in the *Bicycle and Pedestrian Master Plan*. They are aimed to improve the Town's multimodal network by closing connectivity gaps and providing safe crossings. The network will expand and provide safe access to key community destinations. Connect Los Gatos is aimed at making it easier and safer for all to bike and walk in Los Gatos.

### Purpose and Goals

The purpose of the Community Engagement Plan is to establish a framework for the active engagement by the community. It describes and outlines the major tools and activities that will be used to keep the community informed and solicit input in the project development process, from planning, funding, environmental clearance, design to construction. This plan identifies key community engagement goals, outreach methods and events, and is intended to be updated regularly to reflect any appropriate process changes.

The Town of Los Gatos is committed to creating bike and pedestrian connectivity projects (“Connect Los Gatos”) that aligns with local needs and mobility priorities. Broad community input will be integral to each phase of the process. Key community engagement goals include:

1. Increasing community awareness of the mobility, safety and design challenges and opportunities for each project;
2. Providing access to project information and opportunities for meaningful participation;
3. Offering a range of communication and engagement tools to match interest and preferences;
4. Ensuring the projects reflects community priorities; and
5. Soliciting community buy-in to support the projects’ design ad funding

### Outreach Approach and Tools

Connect Los Gatos includes a comprehensive approach to engaging a broad segment of the public with proposed project awareness, input, feedback, and opportunities for engaged participation. No single tool works for all situations.

The Town is committed to deploying many tools that will be most effective in encouraging participation and feedback from community members that represent diverse socio-economic backgrounds. By offering a range of communication and engagement tools, the Town aims to match interest and preferences of community members.

Special attention will be paid to reaching out to special populations that are traditionally more difficult to reach. The inclusive efforts include providing contact information in multiple languages, distributing flyers included in community partners’ outreach materials, and conducting targeted outreach to seniors and the youth.

TOOLS	DESCRIPTION	EVENTS
<u>Stakeholders Engagement</u>	Identifying the key stakeholders, including Town Council, community partners, and commissioners, that have a greater understanding of local active transportation issues in the community. Engagement with key stakeholders for project awareness, initial feedback, input from community workshops, alternatives and concept design.	BPAC field meeting Infrastructure Bike Ride Public meetings: Complete Streets & Transportation Commission Town Council Parks Commission Monte Sereno Better Streets Commission
<u>Community Meetings and Workshops</u>	Meetings and workshops to engage a broad segment of the public with proposed project awareness, input,	Daves Avenue Traffic Community Meeting Project specific meetings and workshops

	feedback, and opportunities for engaged participation.	
<b><u>Pop-Up Events</u></b>	Pop-ups are an informal approach used to increase community participation and awareness by setting up booths or posters at community wide events. Informal outreach provides an opportunity to engage a diverse set of community members otherwise missed by traditional meetings.	Back-to-School events Los Gatos Holiday Parade Farmers' market Spring to Green event
<b><u>Online Engagement and Social Media</u></b>	Online and social media engagement will deliver project information to the community at large. Project webpage will be an overview of bicycle and pedestrian program and will include individual project webpages. Webpages will include community meetings, photos, graphics, maps, and reports in PDF format.	Project Webpage: <a href="http://www.losgatosca.gov/connectLG">www.losgatosca.gov/connectLG</a> Links to individual project webpages FaceBook Town website front page NextDoor Town Instagram Email blasts
<b><u>Targeted Outreach</u></b>	Focused outreach in areas where under-represented residents will be reached. Provide contact information in multiple languages, special outreach efforts to seniors, disabled people, low-income households, and the youth.	Youth Commission Community & Senior Services Commission Emails and e-newsletter to schools and SR2S Contact information in Russian, Mandarin Chinese, Spanish, and Vietnamese Information included in LGS Recreation's and other community partners' information materials
<b><u>Data Collection and Interaction</u></b>	Data collection provides baseline data and an assessment of existing conditions of bicycle and pedestrian infrastructure for each project. Digital tools such as crowdsourcing through interactive maps allows users to provide specific place-based information. They are also effective in soliciting feedback on specific locations for each project.	Bicycle and Pedestrian Counts User interviews and surveys Crowdsourcing: interactive web map

## Implementation and Updates

### *Branded Presentation Design*

Connect Los Gatos deploys a branded design to provide a consistent presentation for the outreach messages for the program and all projects. This strategy builds on the buy-in support for community identification of the overall current capital improvement projects. The Connect Los Gatos logo reinforces the overall program initiative that each project will connect and build upon the existing network to fill connectivity gaps.

### *Community Engagement Events*

The Plan's community engagement activities are implemented at both the program level and the project level. To achieve the outreach approach, the community engagement events are organized in phases of the project development process:

1. **Existing Conditions/ Needs Assessment:** Informs the community for project awareness. This phase focuses on the existing conditions both on opportunities, constraints and needs assessment while soliciting initial input and feedback for community vision.
2. **Design Alternatives:** Focuses on the development of the conceptual design alternatives based on initial input and feedback from phase 1. Conducts extensive engagement to solicit feedback on the design alternatives.
3. **Preferred Alternative and/or Final Design:** Presents the designs to a wide range of stakeholders, solicits feedback to support decision making. This is also the phase to further identify funding opportunities and/or support future funding decisions.
4. **Construction Phase:** Informs the community of the construction impacts. The messages will specially target the residents who may be mostly impacted.

### *Updates*

The Plan will need to be updated periodically to ensure the proper tools are being utilized to maximize public awareness and participation at the program and project specific level. Town staff will periodically update the Plan and adjust engagement activities as needed to continue to maximize authentic participation by residents and workers representing a diverse socio-economic background.



**TOWN OF LOS GATOS**  
**COMPLETE STREETS AND**  
**TRANSPORTATION COMMISSION**

MEETING DATE: 02/13/2020

ITEM NO: 6.G.

**DATE:** February 6, 2020  
**TO:** Complete Streets and Transportation Commission  
**FROM:** Ying Smith, Transportation and Mobility Manager  
**SUBJECT:** School Bus Pilot Program in Fiscal Year 2020/21

**RECOMMENDATION:**

Staff requests the Commissions input on the future of the School Bus Pilot Program for fiscal year 2020/21.

**BACKGROUND:**

The Town has identified a school bussing program as one piece of a multi-faceted approach towards relieving congestion around schools. Upon completion of a Congestion Relief School Bus Feasibility Study, the Town Council, at its June 5, 2018 meeting, authorized staff to proceed with a school bus pilot program. At its September 18, 2018 meeting, the Town Council authorized funding to provide a pilot service consisting of two routes for 18 months of service. The sole purpose of the pilot was to reduce congestion around schools. To achieve measurable results, the pilot would need to be successful in its implementation with indications that expanded routes were viable.

The two-route pilot service started on January 7, 2019. Currently the Town is providing two routes of service in its second year, serving three schools, including Los Gatos High School, Fisher Middle School, and Blossom Hill Elementary School.

At the March 19, 2019 meeting, the Town Council approved the School Bus Program Business Plan. Most recently at the September 17, 2019 meeting, the Town Council adopted performance metrics, including subscription, ridership and funding. Table 1 shows the performance metrics and the target milestones over three years.

**Table 1 - Performance Metrics and Target Milestones**

	<b>Year 1 (FY18/19)</b>	<b>Year 2 (FY19/20)</b>	<b>Year 3 (FY20/21)</b>
	Baseline	Target	Target
<b>Subscriptions</b>	59	62	65
<b>Ridership</b>	47%	65%	75%
<b>Other Funding</b>	10%	35%	60%

DISCUSSION:

Performance Reports

Since the start of the School Year 2019/20 service, staff has provided quarterly performance reports to the Town Council and the community for regular monitoring. The first two quarterly performance reports are included as attachments.

Table 2 includes performance data from the first two quarters in School Year 2019/20. Overall, the pilot program is on track to meet the targets in both the subscriptions and other contribution categories. However, the ridership metric has not met the target and continues to be a challenge in this program.

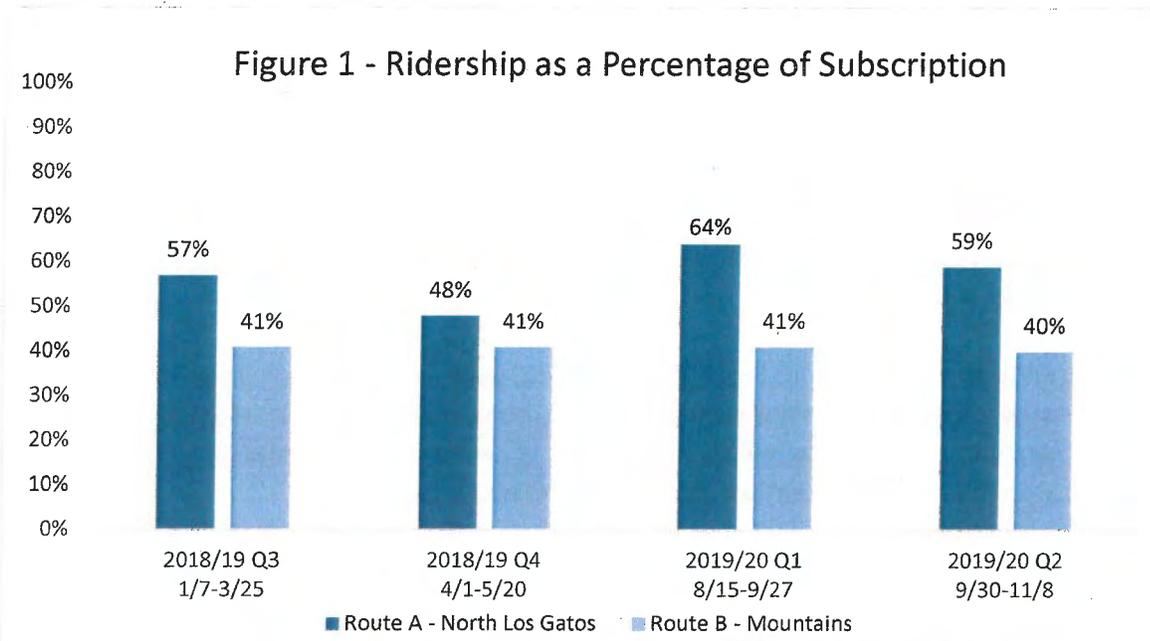
Table 2 - Performance Summary School Year Q1 and Q2

	Q1 8/15 – 9/27			Q2 9/30 – 11/8		
	Route A	Route B	Averages	Route A	Route B	Averages
<b>Subscriptions</b>	47.5	69.5	<b>58.5</b>	48.5	70	<b>59.25</b>
<b>Ridership</b>	64%	41%	<b>53%</b>	59%	40%	<b>50%</b>
<b>Other contribution</b>	28%	63%	<b>45%</b>	28%	63%	<b>45%</b>

Program’s Success and Challenges

The program has received support from the customers and the larger community. Many parents see this as an invaluable service to all customers, and they depend on the service as it allows them to avoid driving in the traffic.

While in the first year, staff focused most efforts in driving up customer subscription, in the current year staff shifted focus on ridership. Along with community partners, the Town also explored strategies to increase ridership. However, the ridership numbers have shown little change over time. Figure 1 illustrates ridership data from January 2019 for a total of four quarters’ performance. The ridership data translates into 57.5 passengers on the two-route program on an average day in the current year.



In addition to the quantitative feedback collected from a customer survey conducted in 2019, staff invited customers to provide feedback on the low ridership after completing the First Quarter School Performance. Most responses cited that the reason why some students don't ride every trip is due to the before or after school activities. Also contributing to low ridership are the long bus travel times that result in an extended day for many students. Some parents opt to drive their students a few days to "give the students a break" so they can get more sleep.

The results from the survey and feedback from customers show that the low ridership is a systematic issue, rather than a performance issue. In other words, the program design and customer travel patterns lead to the low ridership. There is not an obvious and practical solution available to fix the problem.

Cost and Funding

Staff has explored options to offset the costs of the program to help make it more viable. To date, funding through a Transportation Fund for Clean Air grant for two years has been the only opportunity. Staff had also hoped that 2016 Measure B funds could provide a funding source, but funding has not materialized. The ongoing cost of \$375,000 per year (service contract of \$285,000 and staff cost of \$90,000) is a significant burden for the Town to carry on its own.

CONCLUSION:

The data demonstrates that the School Bus Pilot Program as it is currently designed has not achieved the congestion relief goal. Furthermore, the low ridership numbers and the high cost challenge the viability of the program.

In the context of balancing many transportation and mobility priorities the Town is focusing on, staff is recommending two possible paths for the Commission's input:

1. Discontinue the School Bus Pilot Program in Fiscal Year 2020/21. In the future the Town may explore other options to relieve congestion around schools, such as a partnership with the Santa Clara Valley Transportation Authority and combined service with a community shuttle.
2. Extend the pilot program in Fiscal Year 2020/21, with substantial changes in the program to increase ridership to maximize the congestion relief benefits. Staff doesn't have recommendations on what changes would result in higher ridership. Extending the program in the same format will not yield a different result.

Attachments:

1. First Quarter Performance Report
2. Second Quarter Performance Report

# First Quarter Performance Report: School Bus Pilot Program



## Background

At the September 17, 2019 Town Council meeting, the Town Council adopted performance metrics for the School Bus Pilot Program. Staff plans to provide quarterly performance reports to the Transportation and Parking Commission and the Town Council for regular monitoring. Table 1 shows details of the performance metrics and the target milestones over three years.

Table 1 - Performance Metrics and Target Milestones

	Year ½ (FY18/19) Baseline	Year 2 (FY19/20) Target	Year 3 (FY20/21) Target
Subscriptions	59	62	65
Ridership	47%	65%	75%
Other Funding	10%	35%	60%

## Performance Summary

The pilot program is on track to meet the targets in both the subscriptions and other contribution categories. However, the ridership metric has not met the target and continues to be a challenge in this program.

Table 2 shows the details of the performance report for Route A and B. Subscriptions are higher in Route B, and ridership is highest in Route A. However, the average for both routes is below the target metric. Route C is not included in the performance report due to the route only being offered for half of the school year with its introduction in Fall 2019.

Table 2 - Performance Report Q1, 8/15 - 9/27

	Route A	Route B	Averages
Subscriptions	47.5	69.5	58.5
Ridership	64%	41%	53%
Other contribution	28%	63%	45%

## Details

### 1. Subscriptions

As of the end of September, there were 117 full day equivalent passengers on Routes A and B and 21 passengers on Route C. Table 3 shows the total subscriptions for Routes A and B; one-way passes are tracked as part of a full day equivalent pass in reporting.

Table 3 – Total Subscriptions, 8/15 - 9/27

	Full Day	AM	PM	AM Max	PM Max	Full Day Equivalent	2018/19
Route A	38	7	12	45	50	47.5	52
Route B	61	4	13	65	74	69.5	66
Subtotal						117	118
Route C			21			21	N/A

### 2. Ridership

Table 4 shows the weekly averages in ridership for Routes A and B. Data is unavailable for the first two weeks of ridership.

Table 4 – Weekly Averages for Ridership, 8/15-9/27

Weeks starting on	Route A: Average Ridership	Route A: Ridership Percentage	Route B: Average Ridership	Route B: Ridership Percentage
15-Aug	N/A	N/A	N/A	N/A
19-Aug	N/A	N/A	N/A	N/A
26-Aug	30	65%	28	40%
2-Sep	29	62%	31	45%
9-Sep	32	69%	28	40%
16-Sep	32	69%	29	42%
23-Sep	30	63%	28	40%
30-Sep	26	55%	29	42%
<b>Average</b>	<b>30</b>	<b>64%</b>	<b>29</b>	<b>41%</b>

### 3. Funding

Table 5 shows the details of other funding contribution with the cost of the program, the Transportation Fund for Clean Air (TFCA) grant, and fare. The Town was awarded a total of \$174,000 in Transportation Fund for Clean Air (TFCA) grant funding for two years of service,

which will contribute a significant amount to the program. The awarded funds are not an equal split between both routes, with Route B receiving the most funding.

Table 5 – Details of Other Funding Contribution

	Route A	Route B	Total
<b>Cost</b>	<b>\$ 142,782</b>	<b>\$ 142,782</b>	<b>\$ 285,563</b>
TFCA	\$ 22,000	\$ 65,000	\$ 87,000
Fare	\$ 17,290	\$ 24,920	\$ 42,210
Other contribution	27.5%	63.0%	45.2%

Additional Information

1. Driver Turnover

STA is experiencing driver turnover on both routes. A new driver was assigned to Route B on August 26 and Route A is temporarily staffed by a manager while the company is actively recruiting for a new permanent driver.

In this challenging labor market, driver turnover is very common as skilled employees are in high demand. Although STA is working hard on driver recruitment and training, and it has a backup system in place, it is still possible for service disruptions to occur. Peer agencies are experiencing the same challenges. Town staff will keep the Council and customers updated on further developments.

2. On Time Performance

The buses are departing and arriving on time approximately 90% of the time.<sup>1</sup> There have been a few instances where the bus has not arrived on time with one of those days being the first day of service for the new school year which started out with difficulty due to traffic delays on Highway 17. The causes of the delays included weather, traffic conditions, and contractor error. Staff has worked with STA to try to minimize service delays that are under the control of the contractor.

Notes:

1. Per the contract with Student Transportation of America, a bus departing or arriving 15-minutes after the scheduled time is considered late.

## Second Quarter Performance Report: School Bus Pilot Program



Reporting Period: September 30 - November 8, 2019

### Background

At the September 17, 2018 Town Council meeting, the Town Council adopted performance metrics for the School Bus Pilot Program. Staff plans to provide quarterly performance reports to the Transportation and Parking Commission and the Town Council for regular monitoring. Table 1 shows details of the performance metrics and the target milestones over three years.

Table 1 - Performance Metrics and Target Milestones

	Year ½ (FY18/19) Baseline	Year 2 (FY19/20) Target	Year 3 (FY20/21) Target
Subscriptions	59	62	65
Ridership	47%	65%	75%
Other Funding	10%	35%	60%

### Performance Summary

For the second quarter between September 30 and November 8, 2019, the pilot program is on track to meet the targets in both the subscriptions and other contribution categories. However, the ridership metric has not met the target and continues to be a challenge in this program.

Table 2 shows the details of the first and second quarter's performance report for Route A and B. In comparison of Q1 and Q2 subscriptions are higher in Route B, and ridership is highest in Route A. However, the average for both routes is below the target metric. Route C is not included in the performance report due to the route only being offered for half of the school year and discontinued in December 2019.

Table 2 - Performance Summary Q1 and Q2

	Q1 8/15 – 9/27			Q2 9/30 – 11/8		
	Route A	Route B	Averages	Route A	Route B	Averages
Subscriptions	47.5	69.5	58.5	48.5	70	59.25
Ridership	64%	41%	53%	59%	40%	50%
Other contribution	28%	63%	45%	28%	63%	45%

## Details

### 1. Subscriptions

As of November 8, there were 118.5 full day equivalent passengers on Routes A and B and 21 passengers on Route C. Table 3 shows the total subscriptions for full day equivalents for Q1 and Q2 for Routes A and B; one-way passes are tracked as part of a full day equivalent pass in reporting.

Table 3 – Total Subscriptions Q1 and Q2

	Q1 Full Day Equivalent	Q2 Full Day Equivalent	2018/19
Route A	47.5	48.5	52
Route B	69.5	70	66
Subtotal	117	118.5	118
Route C	21	21	N/A

### 2. Ridership

Table 4 shows the weekly averages in ridership for Routes A and B.

Table 4 – Weekly Averages for Ridership, 9/30 – 11/8

Weeks starting on	Route A: Average Ridership	Route A: Ridership Percentage	Route B: Average Ridership	Route B: Ridership Percentage
30-Sep	26	55%	29	41%
7-Oct	30	62%	26	37%
14-Oct	29	60%	30	43%
21-Oct	29	60%	30	43%
28-Oct	30	62%	25	36%
4-Nov	26	54%	30	43%
<b>Average</b>	<b>28</b>	<b>59%</b>	<b>28</b>	<b>40%</b>

### 3. Funding

Table 5 shows the details of other funding contribution with the cost of the program, the Transportation Fund for Clean Air (TFCA) grant, and fare. Funding information is unchanged from the First Quarter

Table 5 – Details of Other Funding Contribution

	Route A	Route B	Total
Cost	\$ 142,782	\$ 142,782	\$ 285,563
TFCA	\$ 22,000	\$ 65,000	\$ 87,000
Fare	\$ 17,290	\$ 24,920	\$ 42,210
Other contribution	27.5%	63.0%	45.2%

**Additional Information**

1. Driver Turnover

Student Transportation of America (STA) continued to experience driver turnover on both routes. In this challenging labor market, driver turnover is very common as skilled employees are in high demand. Although STA is working hard on driver recruitment and training, and it has a backup system in place, it is still possible for service disruptions to occur. Peer agencies are experiencing the same challenges.

2. On Time Performance

There were a few instances of bus arrived at the start or end bus stop late. The causes of the delays included weather, traffic conditions, and contractor error. Staff has worked with STA to try to minimize service delays that are under the control of the contractor. The Town exercised the Liquidated Damages provision in the Town-STA contract and issued a penalty charge for the failure to perform services on November 13. Staff deemed this as a necessary step in enforcing the contract terms.