

# Appendix I: Outreach Summary

## I.1 Overview of Public Outreach

The outreach for this study targeted three primary groups: the general public, stakeholders, and agencies and decision makers. A variety of tools, venues and platforms were used to conduct education and information-sharing, gather input, and publicize the planning effort. Outreach occurred in three phases:

- *Existing Conditions/Needs Assessment:* This phase focused on understanding the existing conditions (infrastructure, policies/programs, and demographics) and asking for input on pedestrian, bicycling and transit needs and initial ideas for change.
- *Complete Streets Design Alternatives:* This phase focused on developing recommendations and designs for various segments along the corridor, gathering feedback and identifying resident and stakeholder preferences for proposed changes.
- *Presentation and Refinement of Preferred Alternative:* This phase included developing the preferred alternative and confirmation that it effectively responds to the needs, constraints and aspirations identified in the previous phases.

The goal of this comprehensive outreach was to achieve the following objectives that are necessary to develop and implement the Story-Keyes Complete Streets Plan.

- *Vision and Purpose* – Create a shared vision with goals and objectives that respond to the various contexts along the corridor
- *Listen and Learn* – Engage stakeholders and residents in identifying perceptions, aspirations, and needs that reflect the diversity of travel modes and demographics throughout the corridor
- *Education and Information Sharing* – Educate stakeholders and residents about existing safety, connectivity, access and comfort issues and opportunities for walking, bicycling, transit, and innovative solutions that work for users of all ages and abilities.
- *Consensus* – Reach consensus with the community on preferred solutions and consensus with stakeholders, agency staff and decision-makers on proposed projects and priorities for implementation. Build excitement and momentum for the study and proposed improvements by engaging as many people as possible in identifying problems and developing design concepts. Target people who do not typically participate in the public outreach process to help ensure ideas and solutions pull from across the spectrum of corridor demographics.

Public outreach was an integral component in developing the preferred alternative for the Story-Keyes Corridor Complete Streets Study. The following mechanisms were used:

- Community Forums
- Interactive Web Mapping Tool
- Stakeholder Meetings
- Pop-ups at schools and shopping centers
- Pop-ins at businesses
- Mailers and Social Media

## I.2 Viva Calle

VTA hosted informational and interactive booths at community events to gather input about the corridor at the City of San José's Viva Calle open streets event. The following themes emerged from feedback received at the community event held on September 18, 2016 in San José:

### Safety

- Improve safety along the corridor, especially at the US 101/Story interchange
- All modes of transportation should respect the signals along the corridor
- Implement a road diet along the corridor

### Bicyclist and Pedestrian Safety, Infrastructure and Access

- Improve bike lanes along the corridor (e.g. level 1 bike lanes, wider bike lanes, dedicated bike lanes, cycle track, protected bike lanes, green bike lanes)
- Add bike share hubs along the corridor
- Make it easier to cross the corridor
- Widen the road for pedestrians and bicyclists

- Add lighted crosswalks along the corridor (either on the ground or on signs)
- Add pedestrian bridges

### Transit Safety, Infrastructure and Access

- Add more community buses (smaller)
- Use flex fuel or biodiesel in buses instead of diesel to reduce pm 2.5 pollution.
- Provide free bikes at bus stops that they can use and drop off at other bus stops
- Provide frequent bus service along the corridor

### Other

- Add additional signage along the corridor
- Provide better shading along the corridor
- Address the homeless population along the corridor

## I.3 Existing Conditions Community Forum

### When / Where

Thursday, November 17, 2016 Leininger Center – Okayama Room

### Summary

The goal of the Story-Keyes Corridor Complete Streets Study Community Forum was to gather input from community members and key stakeholders about:

- ◆ Where it's challenging to walk, bicycle, cross the street
- ◆ Where people travel along/across the corridor
- ◆ Changes to make the streets safer for all users

- ◆ Changes that would support businesses
- ◆ The vision for the corridor

At the start of the Forum, VTA and the Local Government Commission provided an introductory presentation. The presentation included an overview of the project and workshop goals and how results from the Story-Keys Corridor Complete Streets Study will be utilized. The presentation also featured a basic overview of Complete Streets and their benefits. As part of the presentation, forum participants had the opportunity to share their vision of the corridor.

Following the introductory presentation, participants and project team staff broke up into small group discussions. Participants spent a majority of time in the small group discussions identifying what currently works well along the corridor along with existing challenges and future opportunities. At the end of the workshop, representatives presented their group's ideas. Project staff concluded the workshop by explaining the next steps for the study and how community members and stakeholders can remain engaged.

## Feedback

Workshop participants would like to see the corridor become more pedestrian, bicycle and transit-user friendly. They shared that there are challenges with high vehicle speeds, congestion in some portions of the corridor, and that many of the intersections need improvements to make them safer and more accessible for pedestrians, bicyclists and transit users. Participants identified key areas along the corridor that need improvements and redevelopment to activate them, especially near some of the major parks, although there is interest in protecting the small businesses and the unique character of each segment of the corridor. Ideas for improvements from participants ranged from reducing blight and trash, adding additional lighting, wayfinding signage and trees and landscaping, and incorporating more art along the corridor. Feedback heard during this initial workshop was paired with existing conditions technical analysis and used as the baseline to develop design alternatives to present to the public and other key stakeholders in the spring of 2017.

## People Engaged

17 community members, together with stakeholders and project staff participated in the community forum. Interpretation and materials were available in English, Spanish, and Vietnamese.

## Community Visions

At the beginning of the workshop participants had the opportunity to share their "vision" of the corridor.





## Story-Keys Corridor Map Feedback

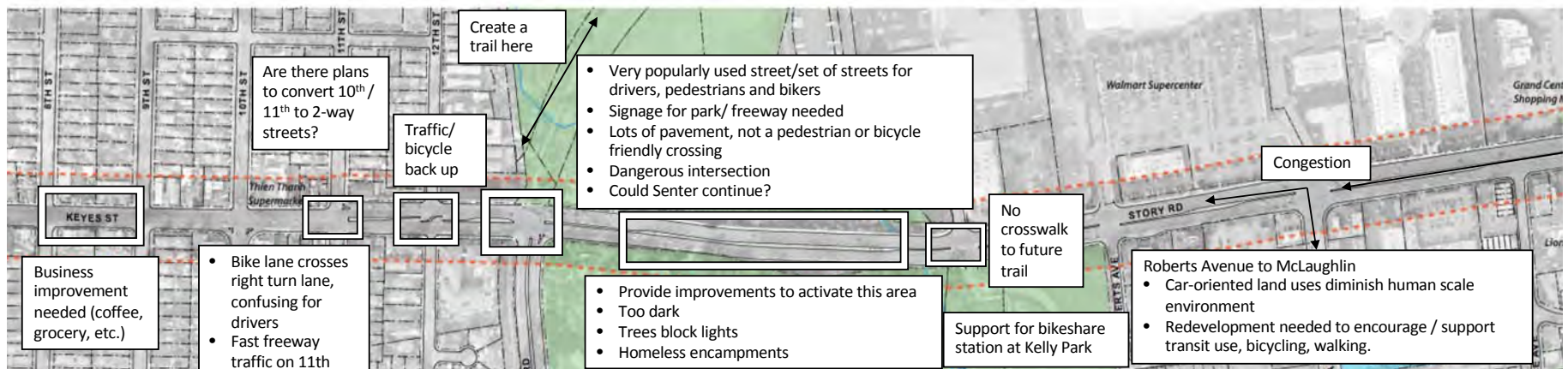
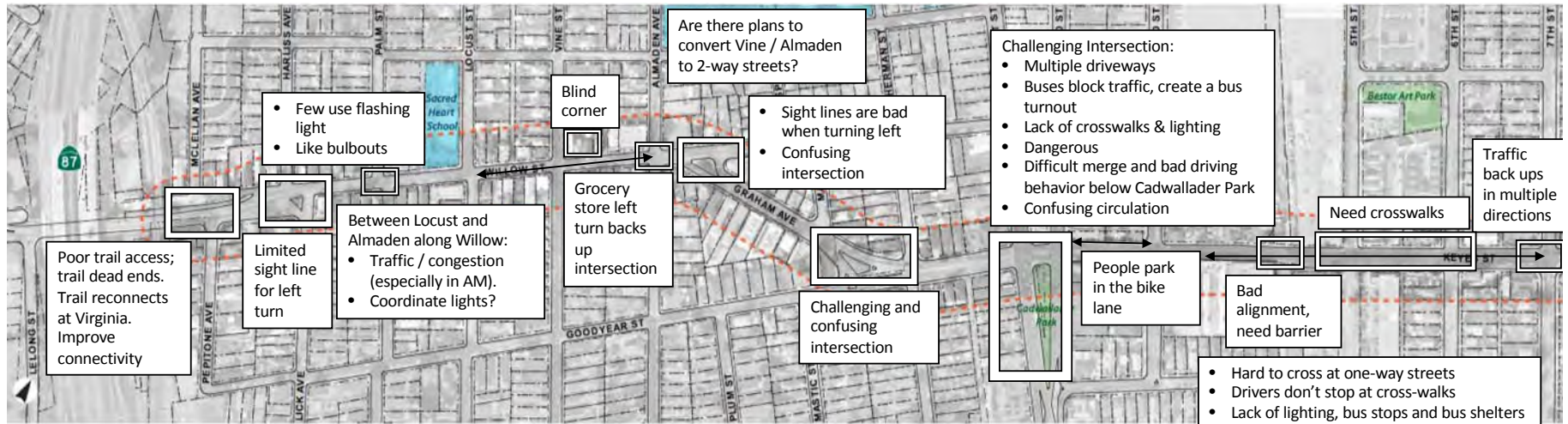
Workshop participants spent time identifying what is currently working well along the corridor along with existing challenges and future opportunities. The following maps highlight the feedback received from workshop participants. Participants also provided the following general feedback about the corridor:

- **Transit:** Buses are well used along the corridor but it was noted that some of the bus stops are not comfortable for passengers.
- **Placemaking/Urban Design:** Additional wayfinding signage and art is needed along the corridor
- **Economic Development:** There is a need to protect the small businesses along the corridor
- **Landscaping:** Better landscaping and maintenance is needed
- **Blight:** There are frequent trash and blight issues and limited parking enforcement makes it difficult to clean the streets
- **Lighting:** Improve lighting along the corridor
- **Traffic Operations and Roadway Characteristics:**
  - Make sure that lights are synchronized along the corridor
  - Traffic speeds are high along the existing corridor
  - There needs to be consistent parking and lane configurations along the corridor
- **Pedestrian Safety and Accessibility:** Current crossings are difficult for pedestrians to navigate, there needs to be marked crosswalks everywhere with more controls and timing geared towards pedestrians
- **Bicycling Safety and Accessibility:** Traffic along portions of the corridor, along with several dangerous intersections make bicycling challenging for some. The US 101 overpass is especially challenging for bicyclists to safely navigate. Trails access along the corridor needs to be improved.

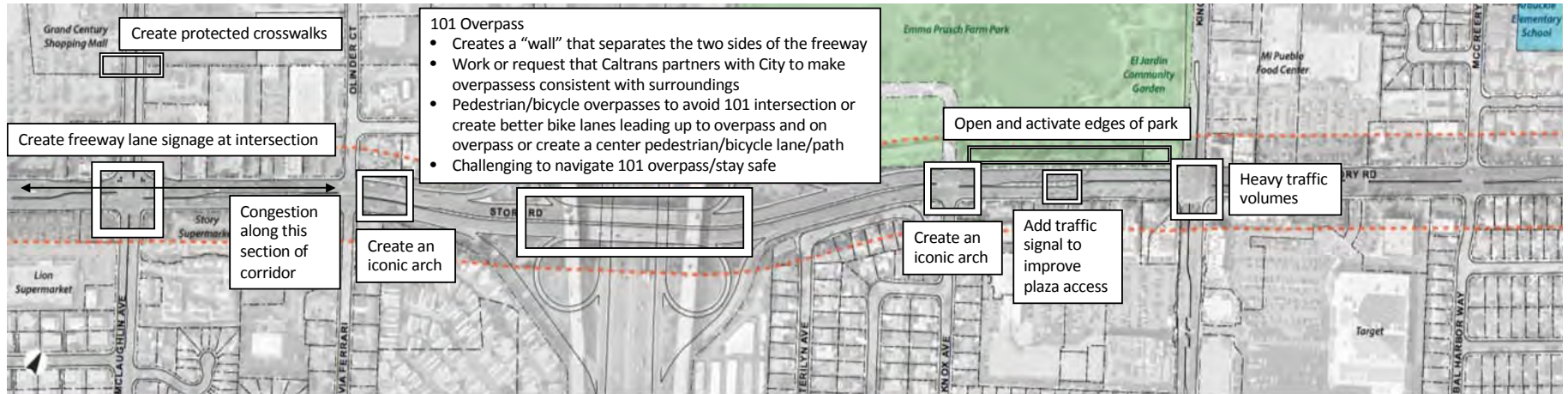




# What We Heard – Challenges & Opportunities



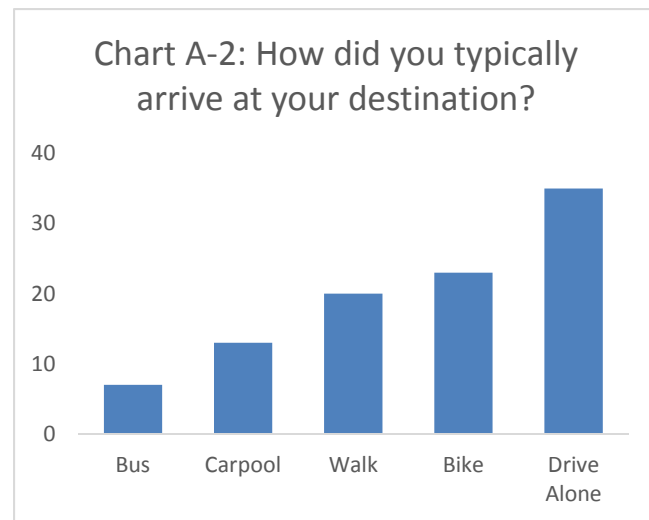
## What We Heard – Challenges & Opportunities



## I.4 Interactive Online Mapping Tool

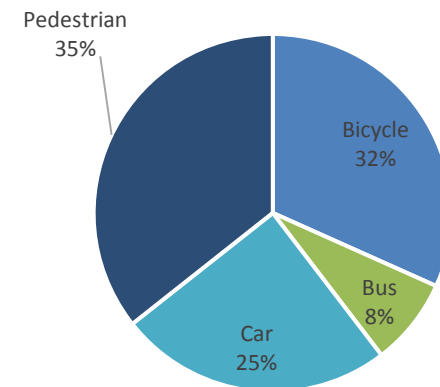
More than 45 people submitted over 100 comments on site-specific issues and opportunities along the corridor using an interactive online mapping tool. A third of the comments were related to the pedestrian environment, a third to the bicycling environment, and a quarter to driving, with the remainder for bus conditions. Over half of the people surveyed indicated that they visit the corridor multiple times per week in a typical month, and most respondents use multiple modes of travel in the corridor in a typical month. Almost three quarters said that they arrive by car for some of those visits. The mapping tool was available in English, Spanish, and Vietnamese. **Figures I-1 and I-2** summarize the map comments received.

Many of the comments about biking and walking were related to concerns about safety and potential pedestrian-auto collisions as well as the need for additional or improved bicycle and pedestrian infrastructure. A number of drivers also noted that they felt unsafe driving in the corridor or that vehicle speeds are too fast. Other drivers noted the congestion in the corridor, especially near the US 101 interchange and the intersection with the Capitol Expressway. **Figure A-2** shows the locations and subjects of all of the annotations, along with some selected comments.



Total responses = 47, respondents could select more than one option. Prompt asked for travel in a typical month.

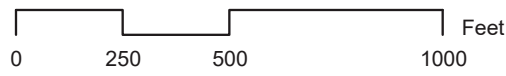
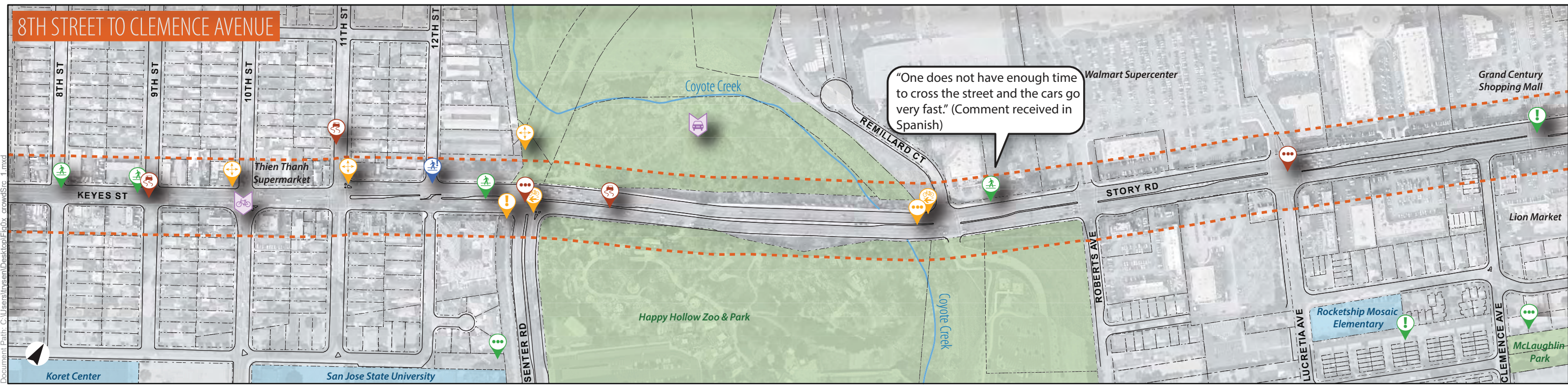
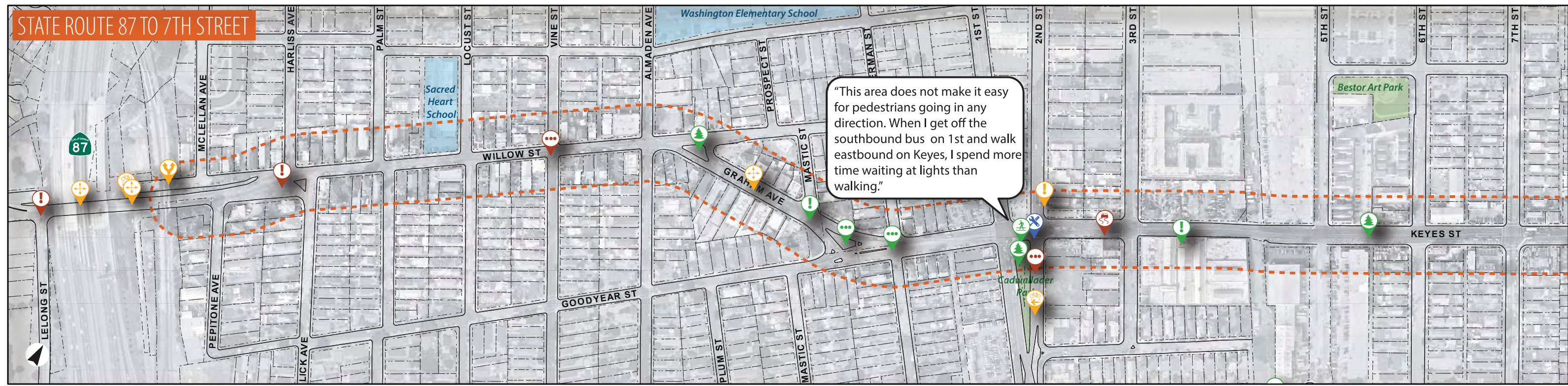
Chart A-1: Online Mapping Comments by Travel Mode



About 25 percent of respondents commented around the US 101 interchange, and the comments were related to all modes of transportation, indicating the need for multi-modal improvements through this section.

In addition to comments about vehicle congestion, bicyclists and pedestrians discussed the difficulty and perceived safety concerns in getting through the interchange, including anecdotal information about specific injury collisions. Several comments were made about the need for a bus stop near Knox Avenue because of the long distance between the nearest bus stops at King Road to the east and McLaughlin Avenue to the west.

There was another cluster of comments around the intersections of Goodyear Street/Keyes Street, 1st Street, and 2nd Street. All of the commenters agreed that it is a difficult pair of intersections, whether for bicyclists, pedestrians, or drivers. Respondents also commented on Graham Avenue suggesting that there should be improvements for pedestrian crossings at the intersections with Goodyear Street and Willow Street.

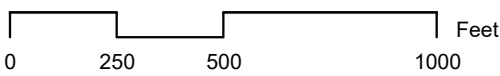
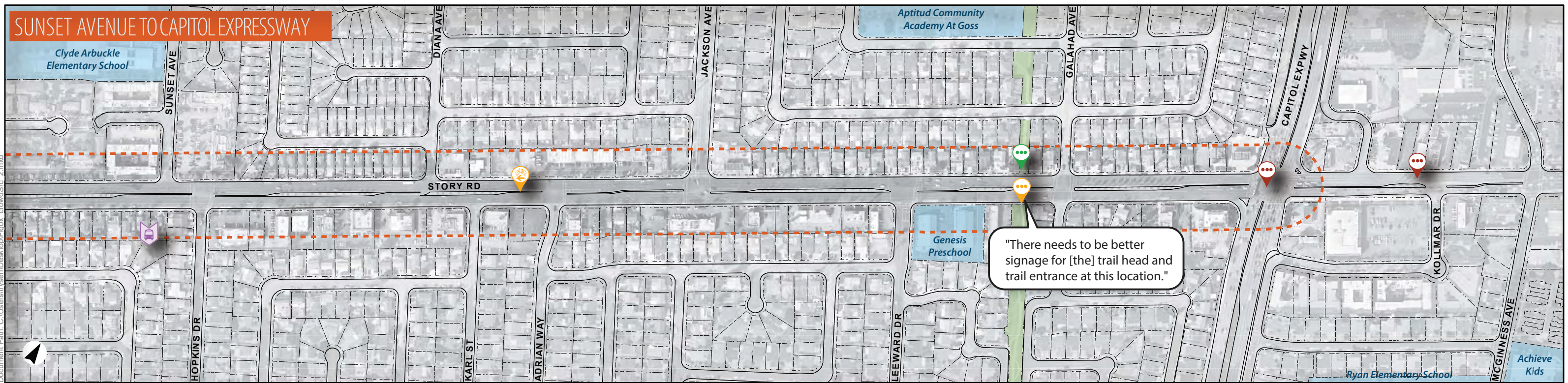


January 2017

Figure I-1A - Community-Identified Issues and Opportunities from Online Mapping

<b>Categories for Improvement (10)</b>		<b>Comment Type (4)</b>		<b>Likes (3)</b>		<b>Study Area</b>	
	It feels unsafe to walk/ride/drive here		Improve facilities at this bus stop		Walking-Related Comment		I like biking here
	It's difficult to cross here		Add or improve bike lane		Bicycling-Related Comment		I like taking the bus here
	Vehicle speeds too fast		Need better bike options		Transit-Related Comment		I like driving here
	Need more trees and landscaping		Separate bikes more from cars		Driving-Related Comment		
	Make it easier/safer to get to this bus stop						





January 2017

Figure I-1B - Community-Identified Issues and Opportunities from Online Mapping

<b>Categories for Improvement (10)</b> <ul style="list-style-type: none"> <li> It feels unsafe to walk/ride/drive here</li> <li> It's difficult to cross here</li> <li> Vehicle speeds too fast</li> <li> Need more trees and landscaping</li> <li> Make it easier/safer to get to this bus stop</li> <li> Improve facilities at this bus stop</li> <li> Add or improve bike lane</li> <li> Need better bike options</li> <li> Separate bikes more from cars</li> <li> Other</li> </ul>		<b>Comment Type (4)</b> <ul style="list-style-type: none"> <li> Walking-Related Comment</li> <li> Bicycling-Related Comment</li> <li> Transit-Related Comment</li> <li> Driving-Related Comment</li> </ul>		<b>Likes (3)</b> <ul style="list-style-type: none"> <li> I like biking here</li> <li> I like taking the bus here</li> <li> I like driving here</li> </ul>		Study Area
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Multiple comments focused on the need for better trail crossings and signage at the SR 87 Path, Coyote Creek Trail and Lower Silver Creek Trail. Respondents mentioned the challenges of crossing Story Road along the Coyote Creek rail and turning from Willow onto the SR 87 Path, and the need for better signage for the Lower Silver Creek Trail.

## 1.5 Walking/Bicycling Audits

One bicycle audit and three walk audits were conducted to evaluate the pedestrian and bicyclist experience and other issues and opportunities along the corridor. Participants were encouraged to highlight conditions which might discourage use of active transportation and/or pose safety risks for pedestrians and cyclists. They were also invited to identify potential improvements and share their overall vision for the corridor. Walk audit routes included Story Road between Lucretia Avenue and Via Ferrari, Willow Road between Graham Avenue and Lick Avenue, and Story Road between King Street and Hopkins Drive. The bicycle audit was conducted along Keyes Street, Goodyear Street, and Graham Avenue between Almaden Avenue and S 7th Street. Participants on the walk and bike audits included representatives and/or staff from Silicon Valley Bicycle Coalition, California Walks, Story Road Business Association, Friends of the Coyote Creek Trail, City of San José, and Santa Clara Valley Transportation Authority, Spartan/Keyes Neighborhood Association. The audits were split between the afternoon of November 17, 2016 and the morning of November 18, 2016.

### Walk Audit #1 (Story Road between Lucretia Avenue and Via Ferrari Court)

Participants' vision for the corridor emphasized a better experience for pedestrians and bicyclists and reduction in vehicular prioritization. The area of the corridor has potential growth and there is a desire to develop a strong business district with a unified vision for the corridor. Some areas of the corridor seem to have a formulated vision, while others are lacking. Participants suggested to improve pedestrian experience along the corridor with lighting, landscaping, crosswalk lighting, improved ADA compliance, and removal of graffiti/clean-up of the corridor.

#### Opportunities

- Potential for bulb-out curbs to shorten crossing distance and slow cars at Story and Lucretia
- High level of pedestrian activity especially on evenings and weekends

**Survey Question: What is your favorite part of the Story-Keyes corridor?**

*Here's what people had to say:*

"The historical Burger Bar"

"Destinations like Japanese Friendship Garden"

"Happy Hollow Zoo"

"Connects to places I want to go"

"Access to visible green space and shops"

"It's pretty fast to get around"

"The people are very friendly in the neighborhood"

- Potential for easement at McLaughlin/Story to provide more space for bus shelters and amenities
- Excess space on Story (about 8 ft) westbound in front of Vietnam Town is an opportunity area

## Challenges

- Many pedestrian ramps need to be upgraded to latest ADA standards
- Several of the driveways along this section of the corridor are auto-oriented, have shallow slopes, and create accessibility issues for those with mobility impairments
- Sidewalk and streetscape quality varied – areas near new construction tended to be in better condition and have more street trees
- High volume of vehicles crossing from one retail center to the other
- Infrastructure is not representative of heavy pedestrian activity (i.e. more auto oriented)
- Bike lane drops off Story at McLaughlin when heading eastbound
- Slip lanes encourage fast turn cars, cars not yielding to pedestrians
- Double left turns at McLaughlin/Story create a multiple-threat pedestrian collision opportunities, as many turn on the red light
- High speed limit

## Walk Audit #2 (Willow Road between Graham and Lick Avenues)

Participants noted that the atmosphere on this part of the corridor felt more comfortable. This increased comfort was due to design differences, such as a lower speed limit, narrower roadway, and wider sidewalks, as well as more aesthetic considerations like more storefronts and pedestrian activity, particularly families with children.

## Opportunities

- Line 25, VTA's third busiest bus line, runs up to every 10 minutes on weekdays on Willow
- Need to extend the bike lanes
- Opportunity to reclaim public space on Graham and Goodyear with roundabout installation

- Some bicyclists use Goodyear Street as it's a calmer street with less traffic signals
- Opportunity for separated bikeway/road diet
- Possible roundabout on Willow and Graham
- Potential for bus bulbs at Willow and Almaden which could allow for more parking
- Street furniture aligned well
- Storefront improvements

## Challenges

- Only one curb ramp is present at most intersections
- Many ramps are not up to latest ADA standards
- Street trees are challenged – could be the soil, possibility that elongated tree wells will help to improve tree health
- Almaden's pavement is severely crowned making it difficult to cross for those with mobility issues
- Some cracked sidewalk caused by tree uprooting
- Crosswalks on Willow and Vine need repainting
- One-way street encourages high vehicle speeds on Willow and Vine
- Difficult crossings at Willow/Lick – generally a very auto orientated intersection. Need to signal to vehicles that they are entering a business/residential district with higher pedestrian and bike activity

## Walk Audit #3 (Story Road between King Road and Hopkins Drive)

Participants noted that how many of the roadway characteristics were similar to the Story West portion of the corridor, with more residential uses in the area on the walk audit.



## Opportunities

- New development near King Road intersection has improved the streetscape and bus stops
- Lot of pedestrian activity between plazas
- Potential to coordinate with Sunset Bridge Project, modify signal at Hopkins and Story to connect cyclists from Hopkins to Sunset with 2-way cycle track
- Landscape buffers/street trees are provided between the street and sidewalk between McCreery Avenue and Hopkins Drive
- Missing westbound crosswalk at the signalized driveways between King Road and McCreery Avenue

## Challenges

- King Street has many reported collisions and is a Vision Zero San José priority safety corridors
- Aggressive driving at King Road
- Single family residences front the south side of Story Road between McCreery Avenue and Hopkins Drive, which can be difficult for residents to merge into and out of traffic
- Long stretches where uses do not front or activate the street, such as the north side of the street between McCreery Avenue and Hopkins Drive
- Not enough room for buses to fully pull out of traffic, such as at the Story Avenue at King Road bus stops
- Westbound bus stop at King Road is located far away from the intersection, which many encourage mid-block pedestrian crossings at this important transfer point

## Bike Audit #3 (Willow Street, Graham Avenue, Goodyear Street, and Keyes Street between Almaden Avenue and 10th Street)

Participants noted that the buffered bicycle lanes on Keyes are helpful for improving comfort, but the transition between Graham Avenue and Goodyear Street is difficult and only sharrows are provided on Goodyear Street.

## Opportunities

- Low ADT on Goodyear Street may allow for lane reduction to provide dedicated bicycle facilities
- Opportunities to narrow crossing distances at 2nd Street
- Opportunities to enhance Cadwallader Park, including reclaiming space along 2nd Street
- Large intersection at Graham Avenue/Goodyear Street provides opportunities to redesign and square up the intersection

## Challenges

- Short block between 1st and 2nd does not provide enough bus stopping space
- Short block between 1st and 2nd also impacts pedestrians' abilities to cross the street, as only three crosswalks are marked at the two signalized intersections
- Sidewalks are missing on the east side of 3rd Street and the south side of Keyes, just east of 3rd Street
- AM traffic congestion for westbound right-turns blocked the bicycle lane at multiple locations
- Infrequent marked crosswalks on the corridor make crossing the street difficult and feel illegitimate
- Southbound left-turns from Graham Avenue onto Goodyear Street end up between two auto travel lanes, which is a stressful and difficult positioning for bicyclists
- Sharrows and shared lane condition on Goodyear Street creates a gap in the bicycle lanes on either side
- Northbound left-turn is difficult for bicyclists and buses at Graham Avenue/Willow Street
- Pedestrian movements are limited at Graham Avenue/Goodyear Street and Graham Avenue/Willow Street, with not all crosswalks marked and no sidewalk provided in the pork chop island at Graham Avenue/Goodyear Street
- Pedestrian crossing is prohibited at Sherman Street/Goodyear Street
- Permitted left-turns from southbound 2nd Street onto Keyes Street overlap with the pedestrian walk phase, and some drivers were failed to yield to pedestrians in the crosswalk
- Slip lanes at 10th Street present challenges for bicyclists merging with right-turning vehicles and create long crossing distances for pedestrians

## 1.6 Existing Conditions Ad-Hoc Stakeholder Meetings

To provide additional perspectives, three additional follow-up meetings were held with stakeholders who were not able to participate in the community forum or audits. To date, these included meetings with:

**Iglesia Ni Cristo** – met with church officials on January 31, 2017. Major themes included:

- Improving Line 25 bus stop access and service frequency to serve their members
- Improve pedestrian access, including addressing sidewalk gap on south side of Story Road
- Driveway access and auto circulation access, including heavy U-turns at McLaughlin Avenue and Via Ferrari Court signals, which can conflict with right-turns on red from side streets

**ConXión** – met with staff on January 30, 2017. Major themes included:

- Many community members utilize their services (e.g. young, old, those escaping gang activities, day laborers, and others) at 749 Story Road
- Students frequently walk and take the bus
- Some of their clients prefer walking over the bus due to concerns of personal security, crime, and/or harassment either on the bus or at bus stops
- Improve lighting at bus stops and improved bus shelter design would go a long way to improving personal security concerns at bus stops
- Many of the day laborer groups they serve are homeless and live on the corridor. Many frequently ride bicycles as a primary travel mode and typically only feel comfortable riding on the sidewalk.
- The group has strong contacts with the Willow Street merchants

**First Community Housing** – met with staff on January 30, 2017

- The project will provide sidewalk improvements on Story Road at 2nd Street
- The development team was in favor of additional crosswalk improvements at that intersection and could consider bus stop improvements along the building frontage in coordination with tenant leasing

- The development will serve the very low-income and former homeless population, and the development is being pursued in response to many of the affordable housing and homelessness issues being addressed by the City of San José

## I.7 Existing Conditions Design Workshop

### When / Where

Wednesday, May 24 from 8:30am – 12:00pm at San Jose City Hall

### Summary and People Engaged

24 stakeholders, including the project team, VTA staff, City of San José staff and a representative from California Walks, participated in the Story Keyes Complete Streets Study Stakeholder Design Workshop to review the design alternatives and discuss key topics related to each of the design alternatives. Participants participated in small group discussions on each of these topics for a majority of the workshop. A report out on each of these focus areas was given at the end of the workshop. Focus areas included:

1. Willow Street Intersections
2. SR 87 Underpass
3. 101 Interchange
4. Vision Zero Signal Improvements
5. Bikeway Transitions
6. Bus Stop Prototypical Designs
7. Keyes-Story Transition
8. Transit Only Lane/Grand Boulevard
9. Supporting Policies and Actions

### General Feedback and Questions

- Concerns about having to move utilities/trees and the costs associated with that.
- Concerns about lane reductions along the corridor.
- There are some short-term improvements that need to happen. Will the plan identify short term, mid-term and long-term fixes?
- Appreciation of the “base layer” plan with options for additional improvements/long term improvements.
- The project team should gather feedback from community members whose property will be impacted by construction along the corridor. The team should be as transparent as possible about the potential “negative impacts” for each of the design alternatives for each segment of the corridor.
- The project team should think more about the potential construction impacts for each design alternative. This information needs to be taken into consideration when reviewing each design alternative.

- The plan should be visionary and focus on long term changes to support safety and mode shift. The plan needs to have a multimodal focus. The city cannot continue to build roadways to accommodate all transportation growth through cars, the city needs to focus on mode shift.
- Whatever design alternative is chosen for each segment of the corridor should work for all modes of transportation.
- Has analysis been completed to look at the transit operation benefits of adding a transit priority lane?
- Are there opportunities to do hybrids of the various proposed alternatives?
- Do the design alternatives currently consider turning movements for bicyclists at intersections?
- Do the design alternatives provide more pedestrian access to key destinations along the corridor?
- What does safety really mean?
- What kinds of bicyclists will use this corridor?
- How can we keep the corridor complete and overcome the 101 interchange barrier?

## Report Outs from Discussion Groups

1. Willow Street Intersections
  - a. There was general consensus that roundabouts are a good gateway feature for this segment of the corridor but there are some design challenges that would need to be addressed.
  - b. The roundabout was preferred at the Willow/Lick intersection, it will help with speed and provide a gateway. If this option is chosen, the project team needs to ensure that there is access to the businesses on the north side of Willow Street. There was discussion about whether that section should be converted to a bike boulevard but there were questions about how it would connect to the trail on the other side of the street.
  - c. The roundabout was preferred at Graham/Willow. The queuing distances need to be analyzed between Almaden and where people will exit the roundabout. It also needs to be analyzed in terms of bus operations from Willow onto Graham.
  - d. There was no consensus about whether a roundabout or squared intersection would be preferred at Graham/Goodyear. The roundabout provides a good gateway but the square intersection may provide better operational efficiency for buses. Further analysis needs to be conducted on this location.
2. SR 87 Underpass
  - a. Connecting Willow to the Guadalupe River Trail and the SR 87 Trail.
    - i. Use available space at Willow to create a formal median, add a sidewalk and a buffered lane to allow for a better Willow crossing.
    - ii. Think about how to create a safe left turn option for bicyclists (e.g. median, well-lit crossing with a beacon lite).
    - iii. Have the trail break away south of Willow, parallel the River and connect up at Virginia (this could be a long-term project).
    - iv. Utilize the at grade crossing and right of way to create a park with a trail going through it that connects to the rest of the trail.
3. 101 Interchange
  - a. Since the interchange is very wide (8 lanes), there should be room for bicycle lanes, sidewalks, etc.
  - b. Consider grade separation for bicyclists and pedestrians to eliminate the conflict between cars, pedestrians and bicyclists (e.g. short tunnels, gradual grade separation)
  - c. Near term opportunities
    - i. Take advantage of the upcoming city resurfacing project to do some restriping that would improve bicyclists and pedestrian safety (e.g. adding green bicycle striping in conflict areas, reducing the number of lanes from eight to six).
    - ii. Look for short term treatments to enhance pedestrian crossings (e.g. striping, signage, flashing beacons, raised crosswalks)

- d. Mid-term opportunities
  - i. General support for realigning ramps to square them up and create shorter crossings and fewer conflict points. If the upgrade cost is less than \$4 million, it may not require a full interchange update process and could be completed in a shorter timeframe.
- 4. Vision Zero Signal Improvements
  - a. McLaughlin
    - i. There is a huge need for improved pedestrian safety at this intersection.
    - ii. Analyze the protected left turns at McLaughlin and what it means for pedestrians and signal operations.
    - iii. Shorten some of the medians to make U-turns easier, especially south bound movement.
    - iv. Model the intersection in more detail.
    - v. Further analyze and discuss how to handle pork chops, slip lanes, and storage and queuing since it is close to a freeway interchange.
    - vi. If right-turn lanes are kept, consider how to handle bicycle lanes.
- 5. Bikeway Transitions
  - a. Parking in residential areas can likely not go away
  - b. Discussion about whether it makes sense to have a buffered bicycle lane since there are so many single-family home driveways
  - c. The trails and on street bike network should be better integrated. Perhaps raise the cycle track at intersections and create bulb outs to allow for a path to the trail.
  - d. Identify what trail crossing striping should look like (the City has design guidelines for this)
- 6. Bus Stop Prototypical Designs
  - a. Right of way acquisition should be a last resort, but it may be important to set aside funding for this, just in case. Additional space could also be acquired through redevelopment.
  - b. The right of way along the corridor is very constrained.
  - c. Provide flexibility in the plan since the width of the sidewalk, roadway, etc. varies along the corridor. It will be important to determine what is most prominent along the corridor along with having a strong understanding of the “pinch points” so that minimum and ideal standards can be created.
  - d. Try to use existing curb faces as much as possible, this is the general city approach. It was noted, however, that this could be challenging for some of the pedestrian improvements that are being considered.
- 7. Keyes-Story Transition
  - a. The fact that there is a lot of regional traffic and heavy right turn volumes at 10<sup>th</sup> and Senter needs to be taken into design considerations.
  - b. The group discussed whether to keep or remove the pork chop at 10<sup>th</sup>. If the pork chop is retained, consider installing a raised crosswalk and how bicycle and pedestrian crossings would be handled (one signal for both segments?). If the porkchop is removed, signal phasing could be used to provide a protected right turn option. The removal would, however, create an offset and create longer crossing distances for bicyclists and pedestrians that would need to be addressed.
  - c. To improve the future Coyote Creek Trail entrance, crosswalks on all segments of the nearest intersection, sidewalk gaps need to be closed and the project team should consider removing the slip lane (but traffic volumes need to be analyzed)
- 8. Transit Only Lane/Grand Boulevard
  - a. “Main Street” is the current designation for the corridor. The build environment, however, is really more car oriented than what is ideal for the current designation. The corridor could/maybe should reflect something else as a designation.
  - b. Transit enhancements at key intersections could be helpful since some of the most congestion for transit is at intersections.
  - c. North/south transit connections, especially at King, are extremely important for this corridor.

- d. More data is needed about the potential benefits/downsides of creating a transit priority lane along the corridor.
  - e. If a transit priority lane is pursued, the project team would need to overcome the shadow of BRT on Santa Clara. There would be a political/communication piece that would need to be addressed.
9. Supporting Policies and Actions
- a. Integrate policies from the City's complete streets policy and vision zero plan into the design alternatives.
  - b. It can be challenging to increase visibility about the City's complete streets policy and vision zero plan and turn them from policies and plans into action.
  - c. Codify practices into policy. Officially adopt the plan, together (VTA and City)
10. Outreach and Engagement
- a. General support for door to door outreach, online and interactive outreach processes.
  - b. Leverage community groups, advocacy groups and local organizations along the corridor. Consider potential incentives for them to participate in this effort.
  - c. Youth engagement
  - d. Engage transit riders by going to transit stops and speaking with individuals or get on the buses and speak with people there
  - e. Consider being provocative with recommendations to garner interest and engagement, while still being careful and strategic.
  - f. Outreach for this effort should be coordinated between the City and VTA.
  - g. Use targeted messaging for each segment of the corridor
  - h. Focus on safety since it usually resonates with the public
  - i. Use numbers to justify and illustrate the value and showcase the "return."
  - j. Showcase potential economic benefits/neighborhood revitalization benefits but be careful about gentrification.

## I.8 Alternatives Analysis Community Forum

### When / Where

Tuesday, May 23 between 6:00pm – 9:00pm at Emma Prusch Park Meeting Hall

### Summary and People Engaged

7 community members attended the second Story Keyes Complete Streets Study Community Workshop. The community workshop was used to present the different design options for improving the corridor and to gather feedback about their preferences for each segment of the corridor. At the beginning of the workshop, community members shared that they use the corridor in many different ways (live, work, recreate, etc.). Many of them had concerns about safety along the corridor, especially for bicyclists. Vietnamese interpretation was provided, and materials were provided in Spanish and Vietnamese.

## Feedback

### General Feedback

- Making the corridor look nice and creating a sense of place is great, but it is more important to make the corridor safer and address the dangerous intersections.
- Many of the interchanges along the corridor are scary. They do not work well for drivers, pedestrians or bicyclists. Community members specifically called out the following intersections: Story/McLaughlin, Senter/Keyes and Story, and the 101 interchange. Specific comments about the 101 interchange included:
  - Stoplights at the interchange would make pedestrians and bicyclists feel safer. Right now, people roll through the stop signs.
  - Create a very clear bike lane (paint, light it up at night, etc.)
  - Behavior change is needed at this interchange.
- There is an overarching need for speed reduction along the corridor.
- Trash cans in bicycle lanes was noted as an issue for bicycle riders present.

### Willow Segment Feedback

- Appreciation for the businesses, walkability and sense of place along this segment of the corridor.
- Speeding of cars is not as big of an issue along this segment of the corridor.
- The SR 87 underpass is unpleasant, and cars tend to drive faster than along other portions of the Willow segment of the corridor.
- There was a preference for the roundabout near Lick, because it is easy to drive around roundabouts, it slows people down, and it seems fair because everyone has to yield. Education of bus drivers would be important if roundabouts are installed.
- The roundabout was not the preferred option at Graham/Goodyear because it gave too much preference to Goodyear, which is not as busy of a street.
- Create a bicycle turn lane or a crosswalk near SR 87/the trail entrance.
- Drivers do not respect or know what sharrows are, so they are usually not helpful. In some places along the Willow segment of the corridor, there should be “bike may take full lane” signs, especially near roundabouts. Alternatively, there could be sidewalk ramps at roundabouts so that bicyclists can use the sidewalk instead of the car lane.

### Keyes Segment Feedback

- Support for reducing this segment to two lanes to allow for a turn lane – it is safer and provides predictability for drivers by eliminating anxiety when drivers don't know when people will turn.
- Lighting is needed along this segment of the corridor, especially at the crossings. It is very dark along this segment of the corridor.
- Preference to remove abandoned railway lines from the road, they are hard for bicyclists and cars.
- Senter/Keyes/11<sup>th</sup> was identified as a very challenging/difficult/unsafe area for all modes of transportation. It is also important because it is near a future connection to the Coyote Creek Trail. It would help if a bike lane was added between the right-turn lane and the other lane and if there was more advance warning for cars and bicyclists on Senter.
- Concerns about the “uselessness” of sharrows was mentioned again along this segment of the corridor.



- Preference for wide sidewalks and greenery, which would make this segment of the corridor more pleasant.

### Story Segment Feedback

- Preference for whatever alternative is the safest, placemaking was not as important.
- There was a preference for a separated bike lane.
- There was a preference for the pedestrian priority improvements around 10<sup>th</sup>/11<sup>th</sup> but not as much farther down Story Rd. near all the shopping because there were concerns about whether traffic studies would back up the removal of a car lane.
- Concerns about losing a lane due to current traffic and the possibility that traffic could worsen with the removal of a lane.
- It would be helpful to continue the bicycle lane all along Story Road.
- Transit stop times should be lined up better so people don't have to run across Story Road to catch their next bus. This project should also identify ways to discourage transit riders, among others, from jaywalking since it is especially dangerous along this segment of the corridor.
- A wider sidewalk would be helpful, but it is more important to create separated bicycle lanes or find some other mechanisms to discourage bicyclists from using the sidewalk along this segment of the corridor.
- The following were identified as difficult or dangerous intersections: Senter, McLaughlin (not safe for bicyclists because the bicycle lane drops off.) and Knox (It is hard to maneuver and a long line of cars back up when they are trying to turn right).
- The transit priority alternative is good from an equity perspective; it would help ensure that transit is more consistent but there were questions about how much it would impact traffic along this segment of the corridor. There were questions as to whether ridership requires it/whether transit service would improve with the addition of transit priority lane.

## 1.9 Alternatives Analysis Pop-Ups

### July 1 and 2 Pop-Ups

#### When / Where

Saturday, July 1, 2017 and Sunday, July 2, 2017 during the day at multiple locations: Tropicana shopping center, Veggielution monthly event, Mi Pueblo market, and Artegas market. Interpretation and materials were provided in Spanish. Spoke with 38 people.

#### Willow Street Feedback

1. Feedback about what the most important considerations are for Willow Street (*i.e. make it safe and comfortable to walk, bike and take the bus*). Do you agree? 14 people agreed that those are the most important considerations.

#### What are the major issues for Willow Street?

- No concerns about Willow Street (x2)

- Cars don't yield to pedestrians/respect when pedestrians cross the street, especially on left turns (x7)
- Traffic (x7)
  - Especially during school times near Graham
  - Buses tend to block the road and create a traffic back-up (x2)
- Speeding (4x)
  - There are crashes at Virginia
  - Especially at Alameda, near Lincoln
- The quality of the road needs to be improved (x3)
  - Potholes (x2), near Lincoln
- Bus service
  - Bus stops (including lighting) need to be modernized
  - Not enough buses
- Intersections
  - Dangerous intersections (e.g. Alameda/1<sup>st</sup>)
- Cars don't stop at signals
- Bikers go on sidewalk/bike on sidewalk
- Lights are needed in front of the church
- Parking
  - There is not enough parking
  - It is hard to enter/exit parking lots
- It is hard to exit from freeways
- Other
  - Trash
  - Noise
  - Vandalism (x2)
  - Lots of kids
  - Gangs
  - Not aesthetically pleasing
  - drunkenness
- Crashes

2. Preferences About Potential Streetscape Improvements on Willow Street (Note – numbers reflect participants that specifically called something out that they liked)

Table I-1 Summary of Willow Street Potential Streetscape Improvements Input

Potential Streetscape Improvement	Most Important	Least Important	Do Not Like
Sidewalk widening at intersections	4	-	-
Trees	1	-	-
Highlighting the bike route with green-backed sharrows	1	-	-
Extending the sidewalk at bus stops to make it more comfortable to wait for the bus and speed up the bus	4	-	-

Other Comments About Potential Streetscape Improvements on Willow

- Like all the proposed changes (x8)
  - Especially narrowing streets at intersections
- Does not have concerns about Willow but like the proposed changes
- VTA service is excellent!
- Trees need to be maintained

Table I-2 Intersection Improvement Option Preferences for Willow: “Which of the two options at complex intersections do you prefer?”

Narrow/Tighten the Intersections	Add Roundabouts
<p>4 Votes</p> <p>Considerations:                      Don't like roundabouts                      Roundabout curves are difficult for some drivers                      Like the curb extensions</p>	<p>23 Votes</p> <p>Considerations:</p> <ul style="list-style-type: none"> <li>• Traffic calming</li> <li>• Cars move at slower speeds (x3)</li> <li>• Traffic flows smoothly (x2)</li> <li>• Cars yield (x2)</li> <li>• Self-enforcing, no stops (x2)</li> <li>• Safer</li> <li>• Aesthetic</li> <li>• Doesn't tighten the street (x2)</li> <li>• Looks better (x2)</li> <li>• Other</li> <li>• Functions better (x2)</li> <li>• Generally like better than the other option (x2)</li> <li>• Easier</li> <li>• More comfortable</li> <li>• Familiar with roundabouts from Mexico</li> </ul>

## Story Road Feedback

1. Feedback about what the most important considerations for Story Road (*i.e. pedestrian safety, bus stop safety, biking improvements, and US 101 interchange improvements*). **Do you agree?** 19 people agreed with the most important considerations we had heard and 1 person disagreed.

### What are the major issues for Story Road?

- Traffic (x5)
    - Difficult to turn onto Story from side streets due to traffic
    - Traffic is slow to move
    - Congestion past 101 E and off the freeway (x2)
    - Proximity to the mall exacerbates traffic
  - Speeding (x6)
    - Cars don't yield for cyclists or pedestrians (x2)
  - Difficult crossings for pedestrians (x3)
    - Jaywalking
    - Intersections are unsafe
    - Would like a crossing to allow access to shopping centers
  - Unsafe for cyclists (x2)
    - No space for bikes (x2)
    - Conflicts with cars
  - Stoplight timing and poor turning lanes
    - Signal timing needs to be better, more dynamic (x2)
  - Don't like controlled turns/U-turns
  - Too many stops
  - Problems at King, cars stuck at turn
  - Buses
    - Lack of shade at bus stops
    - Need yield sign on bus
  - Other
    - Visibility is bad off of 101 (x2)
    - Potholes (x2)
    - Lack of trees (x2)
    - Better lighting needed (x2)
    - Poco Way area is better due to limited driveways and shade
    - Lack of trash cans
    - Homeless
    - Cars parked on side of street
    - Need education on how to drive
2. Story Road Preference Between the Three Potential Intersection Improvement Options

**Table I-3 Participant Preference and Feedback on the Three Alternatives Plus US 101 Proposed Improvements**

<p><b>Option 1 – Moderate Improvements</b></p> <ul style="list-style-type: none"> <li>• Protected bike lanes</li> <li>• Lighting for sidewalk</li> <li>• Bus stop comfort and security improvements</li> <li>• Landscape to clean and manage stormwater</li> <li>• Squaring Up US 101 intersection</li> <li>• *narrow travel lanes</li> </ul>	<p><b>Option 2 – Transit Priority</b></p> <ul style="list-style-type: none"> <li>• #1 improvements</li> <li>• Convert one travel lane in each direction to a bus only lane</li> <li>• Intersection improvements to improve bus travel</li> <li>• *narrow travel lanes and repurpose travel lane in each direction</li> </ul>	<p><b>Option 3 – Pedestrian Priority</b></p> <ul style="list-style-type: none"> <li>• #1 improvements</li> <li>• sidewalk widening for length of corridor, and at intersections</li> <li>• Trees and landscape buffer</li> <li>• Wide, landscaped buffer for protected bike lane</li> <li>• *narrow travel lanes and repurpose travel lane in each direction</li> </ul>	<p><b>US 101 Improvements</b></p> <ul style="list-style-type: none"> <li>• Realign ramps</li> <li>• Add separated bikeways</li> <li>• Improve crosswalks</li> </ul>
<p><b>14 Votes</b></p> <p><b>Considerations:</b></p> <ul style="list-style-type: none"> <li>• Traffic</li> <li>• Concerns about removing a lane due to all the traffic that already exists (x8)</li> <li>• Would create less congestion (x2)</li> <li>• Most realistic option</li> <li>• Better than nothing</li> </ul>	<p><b>10 Votes</b></p> <p><b>Considerations:</b></p> <ul style="list-style-type: none"> <li>• Bus service</li> <li>• Like having a separate lane for buses (x7)</li> <li>• Helps bus users</li> <li>• Safer since there is more space for buses</li> <li>• Enforcement is a concern – bus lane may get used a lot by cars anyway</li> <li>• Like separated bike lane in conjunction with wider sidewalk and lighting</li> <li>• Traffic</li> <li>• Concerns about increased traffic</li> <li>• Like this option because it might encourage people to choose a different route</li> <li>• Less expensive than option 3 and encourages people to get out of their car</li> </ul>	<p><b>16 Votes</b></p> <p><b>Considerations:</b></p> <ul style="list-style-type: none"> <li>• Safer for bicyclists and pedestrians (x3)</li> <li>• More protection and less conflicts with cars (x6)</li> <li>• Green space (x6)</li> <li>• Like this option, but concerns that it will be too expensive to implement (x2)</li> <li>• Concerns about increased traffic</li> </ul>	<p>2 people specifically called out that they like the 101 improvements.</p>

## Comments about How Participants Selected their Preferred Improvement and General Comments about Story Road

- Concerns about repurposing a travel lane
  - Would increase traffic (x2) – King especially is a problem
- Lighting is needed (x2)
- Separated bike lanes
  - Like having separated bike lanes (x4) – separation is needed (ex: Tully Road)
  - People bike the wrong way currently
  - Space for everyone
  - Need to make sure to keep bike lanes swept – too much debris
- Add green space at conflict areas for protection
- Don't like any of the options
  - People should use a parallel route
- Other
  - Not many pedestrians
  - Difficult to turn onto Story from King and to turn off of Story to other streets
  - Back-up on Story creates back-up on 101

## Additional Preferred Alternative Pop-Ups

- July 8, 2017 at Vietnam Town Shopping Center and Grand Century Mall. Interpretation and materials were provided in Vietnamese.
- Multiple days in July 2017 – outreach at Line 25 bus stops on Willow and Keyes Streets. Spoke with 38 bus passengers in English and Spanish.

# I.10 Preferred Alternative Stakeholder Meetings

## ConXión

The project team met with project managers and staff on December 4, 2017. 24 participants were present. Comments and questions discussed included:

- Willow is very small to include so many changes, are you taking that into consideration?
- Don't put a long signal light on Willow Street.
- Will there be "Yield" signs at Willow Street at this new roundabout, I am concerned about the pedestrians crossing at these new roundabouts?
- Story Road has way too much traffic. Are you proposing to take a lane out of Story Road?
- Is there a plan to improve the right-hand side of the 101 exit on Story Road? There is a lot of accidents on that shoulder?
- When will this plan start?
- Who makes the final decision on these designs? Is this similar to what was put on Alum Rock, the BRT?
- Was the BRT at Alum Rock successful?
- On Willow Street, why would we need a roundabout? Seems like it would cause more traffic.
- Why do these plans emphasize the need for bus lanes? Are these plans focused on safety or congestion issues?
- Bus stop # 22 Northside by the bridge causes a lot of jaywalking. Do these plans address that, are you aware of the problem?
- Will there be improvements to the buses themselves? I understand that the homeless hang out on the buses, and the bus stops look really bad.
- I like bus bulbs, so cars don't have to go around them, or have to stop while they are at a bus stop.
- School buses tend to use bus stops too, and put out there "Stop" sign when they are parked at the stops on the Westside of Story Road.
- There are no bus shelters in front of Walmart.
- I am concerned about bike lanes on Story Road. I had to make a right-hand turn once, and I was being yelled at by the cyclists riding behind me when I was turning right and apparently cut him off in the bike lane. What are we doing to ensure the public understand when to pull into bike lanes in order to turn?
- Are you taking into account that Story road is not necessarily a high bike usage area? Maybe some areas need bike lanes, but not the entire corridor.
- Can VTA provide security or sheriffs more frequently at bus stops?
- Can there be more rules and regulations on bikes? How can we educate the public on what the green lanes and patterns mean on the road now?
- For Keyes Street, are you going to reduce Keyes and 12th Street to the only lane, if you adding the bus priority lane?

## Asian Americans for Community Involvement (AACI)

Project team met with project managers and staff on December 11, 2017. 20 participants were present. Translation was provided in Vietnamese and Chinese. Comments and questions discussed included:

- Story Rd. diet is not a good idea. With 3 lanes already Story is packed. At two lanes it will be a line of idling vehicles.
- Bikes could ride one street, or on the side walk.
- Road diets are a concept that ignores reality.
- Bus lane can be useful. Diamond lanes for passenger cars with 2 or more people.
- Make Story to Keyes have less traffic on holidays, New Year's, and every afternoon.
- It is hard to pull into Walmart, and Vietnams market.
- There is too much congestion on Story Road.
- Need better bus access to story Road.
- Is this going to look like Alum Rock (BRT)?
- Why have bus only lanes? How often do the buses use the lane now, like every 15-20 minutes?
- Waiting for buses take a long time. About 30 minutes to 1 hour. I need more reliability.
- I do not use the bus to get to AACI, the bus takes too long. I always drive to AACI for my classes.
- Bus takes too long, I do not feel safe at the bus stops.
- Senter road and Capital Expressway is very dark, and not enough light for walking at night.
- So, your proposal is to take out a lane?
- I would rather take light rail and bus, but need to learn how to pay. I always go with someone and they do it for me.
- Need better messaging (PIMs) at each station stating what bus or light rail line is coming up next.



## Additional Stakeholder Meetings

Presentations of the recommended changes along the corridor were given to four additional groups and organizations during December 2017. These included presentations to:

- Parents at Washington Elementary School, which is located near Willow Street, during their “Madre-a-Madre” meeting;
- Parents at A.J. Dorsa Elementary School, which is located a few blocks south of Story Road
- Participants in a meeting of the San Jose Mayor's Gang Prevention Task Force
- Residents attending a meeting of the Spartan-Keyes Neighborhood Association



Responses to the proposed recommendations were very positive. Participants often were excited to hear about the changes and were eager to find out how soon they would be implemented.

## I.11 Business Pop-Ins

A special effort was made during December 2017 to reach out to business owners and staff to let them know about the proposed changes to the corridor and to get their comments. For four days during the week of December 4, Local Government Commission and City of San Jose staff visited 65 businesses along different segments of the corridor. These pop-in visits were conducted in English, Spanish and Vietnamese. Each business was shown sketches of the proposed changes and asked to provide feedback. The response to the proposed changes along Willow Street and Keyes Street was universally positive with 94% and 100%, of businesses, respectively agreeing that the proposed changes would help. Along Story Road we did hear some concerns about traffic volumes and the impact of a bus-only lane but 56% of businesses we contacted felt the changes would help. For more information on the findings of the business surveys and the map of businesses who provided feedback, refer to **Chapter 3 Community Design Process**.