

## Project Introduction

A successful West San José Multimodal Transportation Improvement Plan (WSJ MTIP) depends on an inclusive and equitable public outreach process that will solicit input from a broad cross-section of West San José communities and stakeholder groups. The WSJ MTIP will conduct three rounds of targeted community engagement seeking public input through town halls, workshops with neighborhood associations, and technical stakeholder meetings. Community feedback gathered will directly influence the outcomes of the Plan.

## Goal and Objectives

The first round of community engagement aims to address three primary goals:

1. Introduce the project to the broader West San José community;
2. Validate the project team's synthesis of past studies, mobility priorities, network gaps, and potential transportation improvement projects and programs; and
3. Understand community transportation needs and other important issues for the community that the team may have missed.

At this stage in the project, the project team has summarized some of the key recommendations and needs that came out of previous planning efforts, and sought feedback about the following key questions: How do you currently travel in West San José? What are the greatest mobility obstacles and needs within the study area? What issues should be prioritized to maximize benefits to West San José residents and visitors – such as safety, congestion, youth, elderly, public spaces, etc.? What would make you change to a more sustainable transportation option? This round of community engagement included a community meeting, a Mentimeter exercise, and an online, map-based survey.

## Mentimeter Exercise

### What we heard

The project team gathered input about multimodal issues from community members during the community meeting event and during the Mentimeter exercise. With the Mentimeter survey we collected feedback about the following issues:

- Favorite places in West San José
- Favorite places to walk, bike and take transit
- Current transportation options most people use in West San José

- What would make West San José a better place to walk, bike or take transit
- Locations in greatest need of improvement
- Most important factors for commuters

The feedback the team gathered during meeting complemented the information gathered from the survey. During the public meeting, community members provided location-based information about where they walk, bike, or take transit most often, and locations in greatest need of improvement for all modes. Community members also shared qualitative comments that provided additional insight into the issues that people experience while traveling in the study area.

### Favorite places in West San José

The community highlighted **Santana Row / Valley Fair** as the main favorite place in West San José. Other mentions included the Rose Garden, Stevens Creek Boulevard, E San Carlos St and the Midtown Neighborhood, the Castlemont Neighborhood, the Cypress Senior Center, Valley Med Center, and local parks and restaurants.

Figure 1- Favorite Places in West San José



### Favorite places to Walk, Bike and Take Transit

**Figure 2** shows some of the locations where member of the West San José community has experienced the best environment for walking, biking and taking transit. Some of the examples that the community highlighted where Downtown San José and Downtown Mountain View, several other cities, like London, Boston, and New York, and also local places like Santana Row.

Figure 2- Favorite Places to walk, bike and take transit



### Travel options in West San José

During the Mentimeter exercise, we asked the community three questions related to how often and for what types of trips they walk, ride a bike or take transit. The three questions were focus on mobility choices Pre-Covid in West San José. Most of the participants (83%) walk in West San José, mostly for recreation, to complete several essential trips like grocery shopping, and to access transit. **Figure 4** shows the percentage of participants that ride a bike or a scooter in West San José, and **Figure 5** the percentage that take transit.

Figure 3- Do you currently walk in West San José?

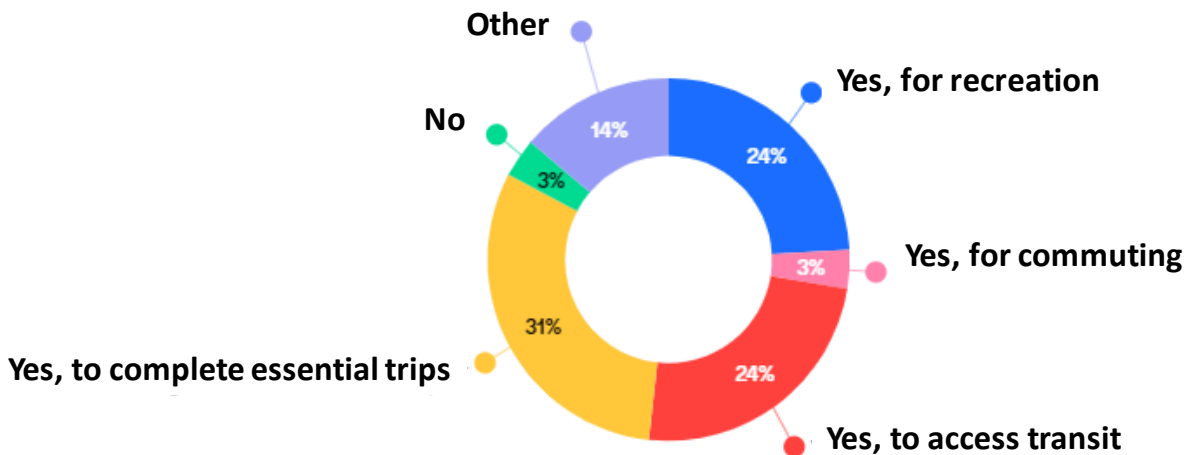


Figure 4- Do you currently bike or take a scooter in West San José?

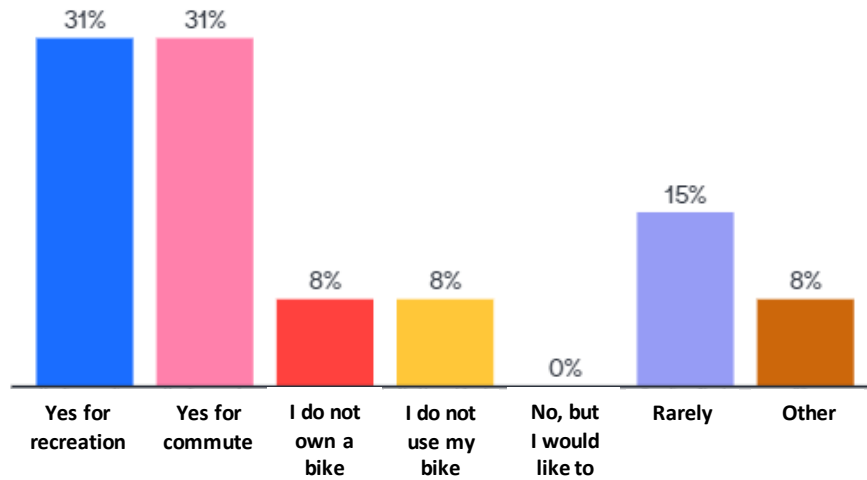
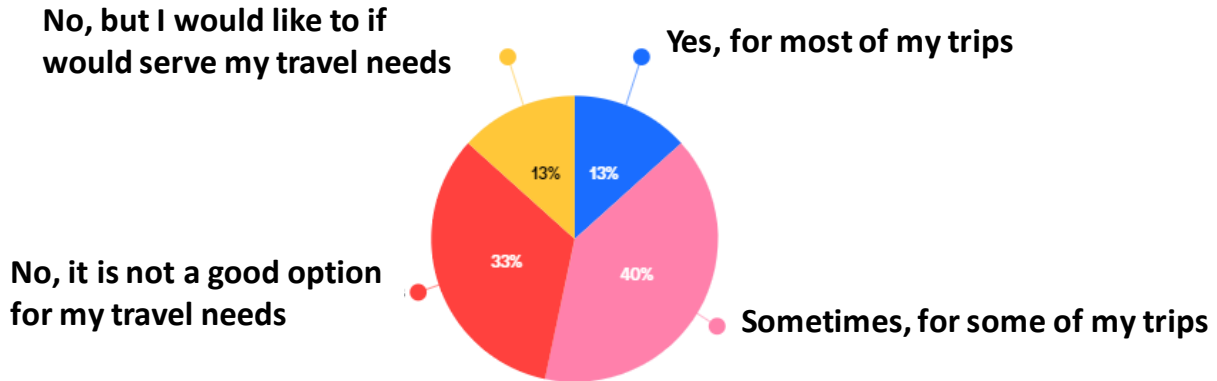


Figure 5- Do you currently take transit in West San José?



### Key factors to improve the walking, biking and transit experience

**Table 1** includes all the responses for improving the pedestrian environment the community shared with the project team. The top three responses included **more trees, more crosswalks, wide sidewalks and better transit**. **Figure 6** shows that only 14% of participants see the current environment satisfactory for bikes and scooters in West San José. 36% of participants bike in West San José but would like to feel safer, and 21% mention safety as the main reason why they do not ride a bike. **Figure 7** shows the factors that would make taking transit more appealing for the community. The two leading factors are travel speed (25%) and frequent service (28%).

Table 1 – What would make West San José a better place to walk?

Factor	Responses (%)
More Trees	23%
More Crosswalks	19%
Better Transit	15%
Wider Sidewalks	15%
Narrower / Slower Streets	12%
Traffic Signal Enhancements (LPI)	8%
More Dense and Diverse Land Use	4%
Safety	4%

Figure 6- How do you feel about traveling by bike or scooter in West San José?

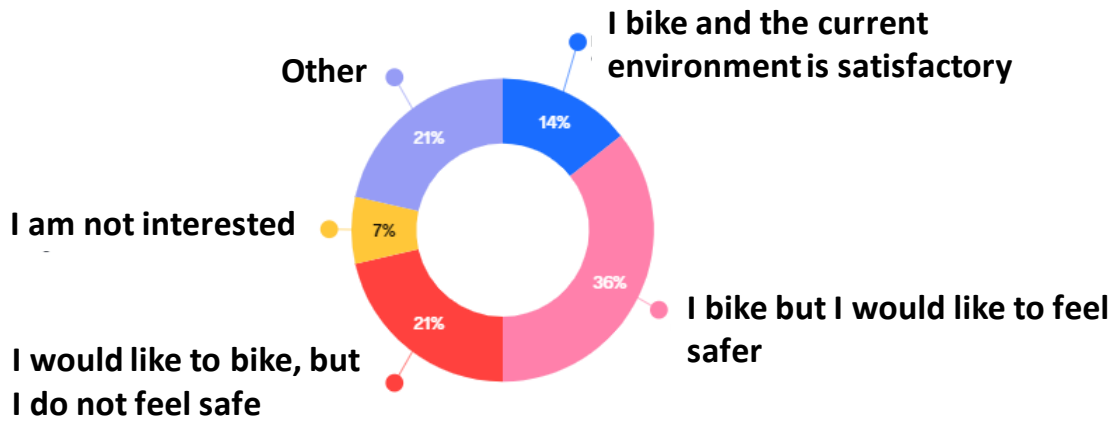
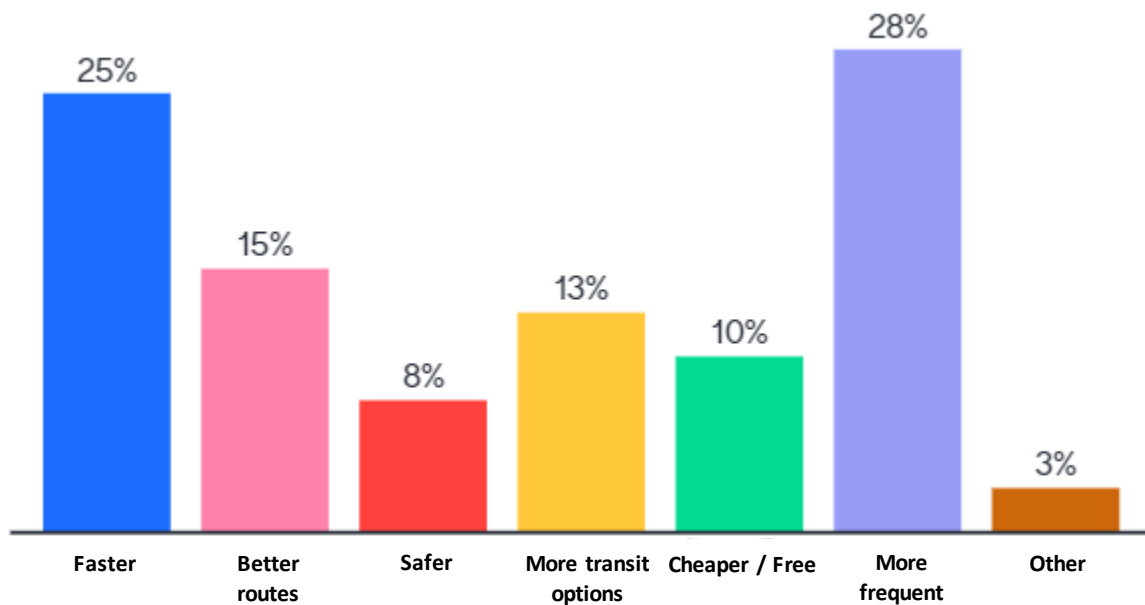


Figure 7- What would make taking transit in West San José more appealing?



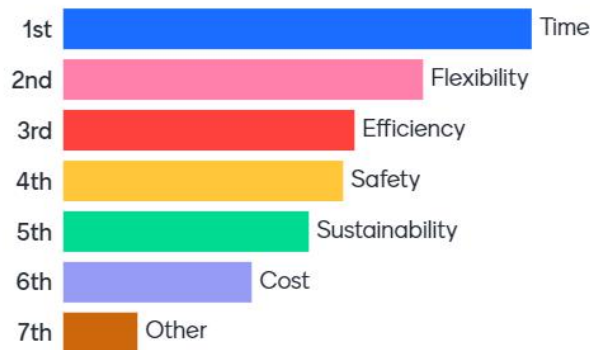
In addition to those factors, the community shared more details about the type of improvements they think would make transit a better option in West San José, including:

- On demand mobility as a service;
- Better transit connection between Diridon Station and the Airport;
- Light Rail down Winchester Blvd;
- Better transit connections to key community hubs: community, healthcare, and retail centers;
- Better connection to regional transit centers (All Bay Area airports) and jobs center in Mountain View.

## Key factors for Commuters

The key factor for commuters to evaluate their travel options in West San José is **Time**, followed by Flexibility, Efficiency and Safety.

Figure 8- Most important factors for Commuters



## Questions and Answers

After the Mentimeter exercise, the project team gathered additional inputs through a Q&A session with the participants. Most of the comments received fall within two categories:

### 1. Transportation Gaps and Deficiencies:

- Missing sidewalk at corner of Rosewood and Stevens Creek. Car dealership is blocking the pedestrian path to the intersection;
- Transit access to Valley Medical Center is confusing and not friendly;

- Pedestrian access to Santana Row is very unfriendly. Need for improvements for walk and transit access to all Urban Villages;
- Poor accessibility for people of all ages and abilities along key corridors (Stevens Creek Blvd);
- Congestion during holiday season around Santana Row and Valley Fair;

## 2. Potential Transportation Improvements:

- Albany Dr as a potential bike route alternative to Stevens Creek;
- Parkmoor as a potential bike protected connection to Downtown;
- Saratoga Ave as a potential bike protected corridor;
- Additional improvements a part of the I-280 Winchester Interchange. Specifically, an on ramp into northbound I-280;
- Walk audit and pedestrian improvements around Cypress Community Center;
- Improve access for people of all ages and abilities and make sure it is safe;
- Leverage technology to improve congestion;
- Provide affordable public transportation to accommodate future growth and densification in the Urban Villages.
- Improve transit connections to the rest of the Bay Area: Downtown Mountain View, Sunnyvale and San Francisco. Time is essential to make transit competitive, providing bus services to rail stations only may not be effective for all trips.

## Key Takeaways

Based on the Mentimeter exercise and the Q&A session, the following topics and preferences surface as primary multimodal transportation needs in West San José:

- Better environment for pedestrian, with more trees, more crosswalks, and wider sidewalks. This is particularly needed around key community hubs (Ex. Cypress Community Center) and to access the Urban Villages (Ex. Santana Row and Valley Fair). Pedestrian and transit access need to be adequate for people of all ages and abilities.
- Safety is the main concern for cyclist and should be address with physical improvements (Ex. Protected bikeways on Saratoga Ave and Moorpark) and with more education to drivers
- Transit speed, frequency, and better routes are the top three factors to make transit more appealing. Faster connections to local and regional jobs centers, Urban Villages and transportation hubs.