



Appendix 1: Move San José Final Engagement Report

Formerly the Access & Mobility Plan

May 2022

Executive Summary

This report details the engagement implemented as part of the Move San José (the Plan) planning effort. The Plan was previously known as the Access & Mobility Plan and was completed by the City of San José's Department of Transportation (DOT).

Move San José facilitated a number of conversations in the community to inform planning work. Move San José:

- Examined how the DOT works today and recommendations for improvements
- Created a model for community-driven decision-making
- Developed a new way of prioritizing transportation investments
- Identified and measured the needs of our community, especially our most vulnerable neighbors

The Plan process included many activities to keep the public engaged over the two-year planning process. Thousands of residents participated in helping to craft the Plan. The City held many focus groups, conducted online surveys, and used social media to reach residents and community organizations. They also held interactive workshops in English, Spanish, Vietnamese, and American Sign Language. The City also worked closely with four community-based organization (CBO) partners throughout.

Through these efforts, the City received a lot of valuable input. There were several key themes that the community expressed, including:

- Expand transportation options that are timely, reliable, safe, and affordable
- Provide more transportation options with incentives
- Increase access to different modes
- Identify where ADA requirements and accessibility best practices should be incorporated
- Address the housing and unhoused crisis to increase ridership and comfort when riding the bus, walking, and biking
- Consider the different needs and perspectives of households with children
- Consider the different needs of people who live in an equity-focused area

The following sections give an overview of outreach activities throughout the Plan process. More detailed information can be found in the appendices.



Community members read about the Plan's strategies and place dots on boards to help rank them.

Round 1 Engagement

June - November 2020

Round 1 of engagement for Move San José focused on understanding community values and creating goals for the rest of the planning process.

Community Partnerships

Developing strong community partnerships helped to make sure the Plan reflected community needs. CBO partners were selected based on their ability to represent certain populations and lived experiences. The CBOs that we worked with were:

- Latinos United for a New America (LUNA)
- Vietnamese Voluntary Foundation (VIVO)
- Silicon Valley Independent Living Center (SVILC)
- People Acting in Community Together (PACT)

These organizations have deep roots in the community. The engagement team met frequently with the CBO partners. The CBOs gave feedback on the engagement strategy. They also helped craft public-facing materials and planned and implemented outreach activities.

Online Workshops

In November of 2020, the engagement team hosted a series of four online workshops with the public in English, Spanish, and Vietnamese. One of the English workshops included American Sign Language (ASL). These workshops shared the vision and purpose of the Plan. They provided an overview of the feedback that had been incorporated into the Plan thus far. They included breakout rooms for discussion to welcome participants' thoughts, questions, and feedback. Hundreds of people participated in the workshops.

- Workshop #1: English - November 12
- Workshop #2: English with ASL Interpretation - November 13
- Workshop #3: Vietnamese - November 18
- Workshop #4: Spanish - November 19

Online Survey #1

Throughout the fall of 2020 the team conducted an online survey to better understand people's perceptions about traveling in San José. The survey was advertised via the City's social media channels and CBO partner social media channels and email blasts. The survey was taken by 641 people.

Round 2 Engagement

March - August 2021

Round 2 of engagement for Move San José focused on discussing specific types of strategies with community members. It involved in-depth discussions with a number of community members with diverse perspectives.

Online Focus Groups

The engagement team (City staff, Arup, & Winter Consulting) and LUNA, a community partner, hosted a total of 12 online focus groups in March and April of 2021. These focus groups shared

the vision and purpose of Move San José and gathered public feedback on the Plan's strategies. Community concerns were identified, influencing which strategies the City should focus on. The focus groups were highly interactive and informative. Focus group members each participated in two 90-minute meetings.

Online Survey #2

The Round 2 survey focused on a couple of dozen draft strategies that the City was considering adopting to further the goals in Move San José. The surveys were shared for feedback as a series of posts on MoveSanJosé.org over the summer of 2021. These strategy posts included survey questions for folks to share their thoughts. Members of the community could choose to receive notifications when new strategies were posted. Community members gave over 500 unique answers to questions on the survey.

Spanish Speaker Event

The multi-project speaker series consisted of interactive webinars. Topics included timely and relevant transportation themes touching San José today. Move San José held a speaker series event in Spanish. The event discussed the intersection of community gathering places and affordable transportation options. The event began with a presentation from a few subject matter experts. A panel discussion followed, during which local community leaders discussed nuances that might be important for San José. The public audience was invited to ask questions and share their own perspectives.

Online Spanish Workshop

LUNA and the engagement team held another online public workshop in Spanish in June 2021, focused on eastside San José residents. The workshop shared the vision and purpose of Move San José and gathered public feedback on the Plan's strategies. Latino/a/x community concerns were identified, influencing which strategies the City should focus on. They included breakout rooms for discussion to welcome participants' thoughts, questions, and feedback.

¿Cómo podemos lograr estos objetivos?

Reducir precios en general
Fabiola Correa. Tomo dos buses y pago mucho por mí y mis hijos. Bajar precios.

Membresía para el bus para usar menos nuestro transporte. Mejorar la seguridad de transporte, en especial hijos. A mi hija la asaltaron en el bus para robarle un celular que bajó precio para competir con gasolina. -Maria Hato.

Maria Mejia. Empezar las rutas mas temprano. Yo entro a las 4am y no hay buses ni nada.

mas puntos cercanos para acceder al transporte publico.

Maria Zamarriga. Mas rutas. VTA elimina rutas y hay mucho tiempo de espera.

Maria Z. modifica rutas y uno tiene que tomar dos buses para llegar al mismo lugar.

Metas	Descripción
Menos conducir	Tener más opciones para que los viajes se puedan realizar sin conducir
Acceso para todos	Aumentar la asequibilidad del transporte, las opciones y el uso de alternativas en comunidades históricamente desatendidas
Felicidad de transporte	Haga que el transporte sea agradable, fácil y atractivo
Seguridad de transporte	Realizar mejoras en el sistema para andar a pie, en bicicleta, y transporte publico para apoyar la Vision Zero, priorizando primero a las poblaciones más vulnerables
Limpiar el aire	Reducir la contaminación del aire de los automóviles y camiones

Spanish workshop hosts used Jamboards to record thoughts shared by participants.

Community Roadshow

From May through August 2021, the City hosted community meetings and pop-up events in all 10 of the districts in San José, in partnership with council offices. The engagement team shared Move San José's draft strategies. Meetings included discussions to gather community feedback on the potential strategies. The City identified key themes and strategies for each district.

Personas Campaign

The engagement team identified nine individuals who live, work, and play in San José to serve as Personas. The Personas help to tell the stories of people's transportation challenges. They help us consider the needs of residents from different perspectives.

The Personas were selected based on many factors, including who expressed interest. The City also wanted a variety of other experiences represented, including the following:

- Racial diversity
- Geographic diversity
- Diversity in the way people get around
- Different genders
- Parents and non-parents
- Variety of ages
- Different types of job
- Different income levels
- Different types of households (limited English, multi-generational, multi-families)
- Home renters and owners

Once the Personas were identified, the engagement team conducted 60–90-minute initial interviews. After that, they accompanied each individual, via different modes, on a trip around San José. This helped the City to understand the experiences that influence the Persona's travel decisions and behaviors. These ride-alongs identified strategies and factors to consider when trying to promote equity and mode shift in San José.

Round 3 Engagement

December 2021 - May 2022

Round 3 of engagement for Move San José focused on sharing elements of the draft Move San José plan for feedback from the community.

Workshop

The City of San José hosted a workshop on January 26, 2022, introducing the draft Move San José Plan. The purpose of this event was to familiarize community members with the plan, gather feedback on revised initiatives to enhance access to transportation and multimodal travel options, and explore the San José Department of Transportation's new Decision Support System.

Workshop Focused on the Disability Community and Older Adults

On March 28, 2022, the City (Co-hosted by DOT and Councilmember Foley's Office) hosted a workshop that centered on the perspectives of the disability community and older adults. City staff presented the goals of the Plan and facilitated a discussion. Participants shared valuable

input on what they liked and didn't like about the Plan. Participants also had an opportunity to ask questions and make suggestions for future planning efforts.

Additional Spanish Outreach by LUNA

For the Move San José Plan's final round of outreach, LUNA organized a series of engagement activities in Spanish in East San José in March and April of 2022. These workshops and focus groups informed the community about the Plan and gauged their support for the Plan's strategies.

Summary

The engagement for MoveSanJosé was focused on co-creating the Plan with the community as much as possible. Feedback during every round of engagement influenced the City's approach for Plan direction. For example, Plan Goal Language was modified to include different names and descriptions. Detailed edits were made to strategy descriptions based on CBO partner and focus group feedback. Recommendations for each specific council district were based on community input as were the citywide strategy recommendations.



Throughout the planning process, community members shared ideas through tools like Mentimeter.

Move San José Engagement:

Detailed Results

Appendix 1A: Move San José Engagement Round 1

- Move San José Digital Workshops Raw Feedback, *pg. 7*
 - Workshop #1: English, *pg. 7*
 - Workshop #2: English with ASL Interpretation, *pg. 16*
 - Workshop #3: Vietnamese, *pg. 19*
 - Workshop #4: Spanish, *pg. 22*
- Online Survey #1, *pg. 29*
 - Results, *pg. 29*

Appendix 1B: Move San José Engagement Round 2

- Move San Jose Focus Groups 1-7 Focus Group Raw Feedback, *pg. 34*
 - Focus Group #1: Bicycling Emphasis, *pg. 34*
 - Focus Group #2: Pedestrian Emphasis, *pg. 37*
 - Focus Group #3: Transit Emphasis, *pg. 42*
 - Focus Group #4: Car Emphasis, *pg. 48*
 - Focus Group #5: Acute Access Barriers Emphasis, *pg. 52*
 - Focus Group #6: Latino Community Focus, *pg. 56*
 - Focus Group #7: CBO Partners, *pg. 62*
- Online Survey #2, *pg. 65*
- Spanish Speaker Event, *pg. 101*
- Online Spanish Workshop, *pg. 106*
- Community Roadshow, *pg. 114*
- Personas Campaign, *pg. 132*

Appendix 1C: Move San José Engagement Round 3

- Workshop Report, *pg. 135*
- Workshop Focused on the Disability Community and Older Adults, *pg. 137*
- Additional Spanish Outreach by LUNA, *pg. 138*

Are we missing anything that's important to you, or should anything change?

Mentimeter



19

Which 3 goals matter most to you?

Mentimeter



26

What resonates most with you from the report out?

Mentimeter



24

Discussion Input

1. Transit

- a. Worried about limited bus service
- b. Buses get a bad reputation in San José
- c. Real time transit updates on Light Rail don't really work
- d. Reduced bus lines (not practical if you miss one bus and you're waiting around for an hour)
- e. RealTime bus times not accurate
- f. 3 modes to take public transportation! I like to walk and use transit as much as I can. Other countries (and cities) have it better than we do
- g. Incentivizing people to not use cars and take transit (free month of public transit)
- h. Need direct hub-to-hub bus service (Ex. starting at Winchester light rail to Caltrans is really quick, but there are many other parts of the City I can't get to without a long, long time)
- i. When buying things, I need a car to bring things home, so public transit is a challenge for this (Maybe related: Something similar to Amazon Locker is a great idea.)
- j. More bus feeder systems
- k. Access from BART to jobs dramatically improved with light rail changes made after new stations were opened. But more is needed. A direct link from Tri-Valley would greatly improve I680 commute.
- l. Public transport needs to be designed to make transfers efficient and convenient
- m. I was commuting to San Carlos on a motorcycle, which was otherwise a 90 min drive. Unbearable.
- n. Can get on my bike faster than light-rail, and light-rail has long waited. So, a 15-minute suggestion would be helpful. Waiting for 25 min is too long. (+1)
- o. Frequent transit
- p. 15 minutes wait during transfers is a lot unless the transit service is reliable (unlike VTA). Tokyo subway is a model that will be hard for us to emulate, but that's the ideal! You never need to check a timetable. (+1)
- q. 15+ minutes is also a lot to walk to get to transit, which is the current situation in many spread-out neighborhoods.
- r. Non-stop express busses from hub to hub (Winchester to Great Mall, Winchester to Blossom Hill light rail, etc.) can help people connect from home to work by making biking better than doing the whole 15 miles on a bike or in a car.
- s. Teach people how to use transit

2. Bicycles and Walking

- a. Pedestrians walking into protected bike lanes
- b. King and San Antonio from East San José is difficult to bike to downtown.

- c. The 6-foot minimum is too narrow, with people walking more, baby carriages, dogs, etc. Doesn't communicate that walking is encouraged.
- d. One side of my street has no sidewalk. So, these convos feel like dreaming, since I can't even have that!
- e. I've been car free since 1996. Live in South SJ. Enjoy how many bike-friendly streets are here.
- f. Better lighting for bicyclists and pedestrians
- g. Maintain and sweep bike lanes (+2)
- h. Santa Clara St and San Fernando –1 lane for car and 1 lane for bicyclists (reallocating road space)
- i. More bikes on the road means more safety for bikers. More bikers encourage others to ride and encourages bicycle improvements
- j. Bike paths are not readily available or continuous. Areas without bike lanes are dangerous to bikers.
- k. Make cities more efficient for walkers. Pedestrians should always have first priority instead of, for example, having to wait at a light to cross. Implement scramble crosswalks.
- l. Create "home zones" which are streets that don't allow through car traffic which allows these streets to be safe for walkers and bikers in neighborhoods.
- m. Follow bikers/pedestrians throughout the City to get a better understanding of the user experience.
- n. Efficient walking paths (adjust signaling)
- o. More bike paths that are accessible and will carry me to varied places around the City.
- p. Current bike paths follow creek right of ways, which are beautiful, but also end up underwater at key crossings when there's rain.
- q. Creek beds also become campgrounds, particularly at underpasses. Some of these are not a problem, but there have been enough incidents that SJPD now recommends people avoid the Guadalupe River Trails.
- r. We need to think about making walking efficient. This means:
 - i. Wide sidewalks without obstacles
 - ii. Crossing signals that react quickly and that give feedback that the button has been pressed and shows a wait countdown
 - iii. Diagonal or 'scramble' pedestrian crossing at intersections (why do pedestrians have to wait for two cycles to cross diagonally while cars wait for only one cycle?)
- s. Dare I ask pedestrianized streets that work wonderfully for small and large businesses around the world despite the usual initial skepticism
- t. I would like to have more bike racks to lock my bike on. There needs to be easy access and an easy way to lock my bike too.
- u. Current bike paths may need widening over time as biking becomes more popular. E.g., Stevens Creek trail can become dangerously congested at times.

- v. Pedestrians, cars, trash bins, and car doors need to stay out of the bike lanes.
- w. Take advantage of covid's importance during covid to push forward with ped/bike infrastructure.
- x. Building on the other walkability comments above, giant roads with high speeds and long distances to safe crosswalks are also hard to navigate on foot. Fast traffic is also loud.
- y. CPTED for sidewalks and pathways.
- z. We need to prioritize a world class walking and bicycling infrastructure on all major streets
 - i. We need separated bike lanes on all major streets.
 - ii. People who don't bike don't know this but it's very easy to carry 50lbs of groceries on a cargo bike or trailer.
 - iii. It would be great to have a place to safely park the bike with the bike trailer at the grocery store. Don't see any proper bike parking racks for that.

3. Safety

- a. Having a bike lane and a walk lane / Separation of bike and peds enhances safety
- b. Prioritize pedestrian safety—scooters can pose a hazard for people walking on sidewalks
- c. A lot of people want to bike, but they don't feel safe
- d. Highway separation makes it difficult for safe crossing. Limited crossings on bike that feel safe
- e. I'd take light rail more often if it were safer. Doesn't feel safe really early in the morning
- f. Public safety
- g. Personal safety
- h. Make bike routes safer to encourage ridership
- i. Lighter traffic congestion during quarantine has seen faster driving speeds and greater traffic danger.
- j. Safety for bicyclists
- k. Since the average age of fatalities are 56 YO, what is being done to keep the elderly safe?
- l. I would like to see safer pedestrian and bike routes to grocery stores.
- m. Important Goal - role of transportation in dealing with covid, which may be with us for a while. Need ways to keep healthy, socialize, get places without putting ourselves at risk.
- n. The motorized scooters and bikes need to stay off of the sidewalks or areas where pedestrians are.
- o. If you want bikes and scooters off the sidewalks, you need to make the streets, so they feel at least as safe.
- p. We need to focus vision zero in infrastructure for walking and bicycle safety and traffic calming

- q. Security means law enforcement patrols
- r. Security doesn't have to mean law enforcement. It can mean good lighting and plenty of foot traffic.
- s. If the biking experience includes increased personal safety, less driving will result. Light the pathways, clear the brush along the pathways
- t. Safety means no homeless encampments on trails, clean bike lanes so I don't get flats, riding at night especially
- u. Secure bike parking such as e-lockers also improve security without law enforcement.

4. 20-Minute Neighborhood

- a. Connected neighborhoods and 20-minute neighborhoods are the same.
- b. Make shorter trips. reduce the length of the trip and people can look into other modes. 20 min walk, quick bike ride, etc.
- c. Infrastructure for 20 min neighborhoods would be helpful to go a long way and would check boxes for many of the goals listed.

5. Transportation Happiness (Appearance, Speed, Ease, Enjoyability)

- a. Some neighborhoods are enjoyable to walk around in San José and some are really not enjoyable at all to walk around.
- b. Transportation happiness is the most important. Need to make transportation pleasant.
- c. Diagonal crosswalks
- d. Connectivity across highways - 87 huge impediments.
- e. Signage is awkward. Hard to tell where things are going.
- f. Some of the new bus stops are very pretty but don't provide much shelter
- g. Pedestrian Amenities make things more enjoyable.
- h. Slow Transit: I take 880 because public transit is slow.
- i. Trains are a joy to ride, and cost less than commuting.
- j. I walk and am selling my car at the end of the year. I would like to have walking be more of an enjoyable experience with more enjoyable paths.
- k. Cleaner bike lanes and streets. (+2)
- l. Landscaping – trees, maintaining greenery for bike lanes, etc.
- m. Walking and biking environments should be enjoyable so that it actually feels like a walk. Plenty of trees and shade, maybe some art or something to look at.
- n. Spend money on infrastructure improvements.
- o. Consider thinking about other modes of travel in ways that are exciting! Why is biking/walking etc. so good for you.
- p. Years of taking Caltrain to work spoiled me. My trip took 1/3 more than driving but the stress relief made it well worth it.
- q. That 20-minute walk needs to be safe and inviting to take. As an example, I need to go past monolith county buildings, jail, and courthouse weaving through stressed people. Add artwork along the route. That would make it more enjoyable.

- r. Need efficiency and speed as a goal.
- s. Enjoyable, interactive commute with art installations and vendor trucks to grab water, snacks, etc.
- t. Shade and shelter.
- u. Shade trees are super important. Choose ones that are big enough that they grow up above pedestrian lighting and don't shade it.
- v. Pleasant places to walk and bike. Attractive surroundings. Not noisy. Safe. "You can enjoy it without worrying."
- w. Public art would make things more attractive, murals, street art, sculptures, and interesting views.
- x. More trees, more plants, and buildings built with food production.

6. Accessibility

- a. Long gaps between crosswalks are difficult. Endurance. Affordability and paratransit are really limiting.
- b. Accessibility should become cheaper.
- c. Seamless Bay Area.
- d. Even areas with accessibility don't have all components (curb cuts but no high visibility).
- e. Sprawl limits our ability to get people out of their cars.
- f. DOT seems like they're not listening to the public enough.
- g. Better access to public transit.
- h. If I had more boxes in the first survey, I'd add access and equity.

7. Economic Consideration

- a. Downtown there isn't a big grocery store.
- b. More retail.
- c. Cars are expensive to own! Other ways of getting around are much more economical.
- d. We need to realign the community sales tax of measure b to reduce the cost of measure b funded for BART by reducing the stations and mostly stop Bart to Santa Clara, not build a new equipment yard since we have a brand-new Hayward maintenance yard already!
- e. Make getting around affordable.
- f. Please consider the City of San José revenue impact as we migrate to fewer cars on the roads, thus fewer automobile dealerships.
- g. Unlikely dealerships will survive autonomy.

8. Future Considerations

- a. We need a good app to figure out how to get around. All transportation in one app (cross City and cross county ideal).
- b. Trips happen both inside and across City lines. Please collaborate with neighboring cities and agencies on continuity and connectivity (+1).
 - i. Santa Clara's borders are intertwined with San José in particular.

- ii. Neighboring cities - Campbell, Milpitas, etc. are controlled by the decisions San José makes. More input from these neighbors is essential to workable solutions.
- c. Need to realign Measure B to create free electrified open-air buses and a world class walking and bicycling separate infrastructure.
- d. The Bay Area plan for the MTC should be to have at least 60% of the digital workforce work at home 5 days a week now and forever. It's the only way to reduce our greenhouse gasses from transportation.
- e. We need to support a hyperlocal economy where all needs are met at home. We need to grow food, know our neighbors so we become a resilient neighborhood and find out what our neighbors produce or services they can provide so all our needs are met hyperlocal! And walking and bicycling is all we need. We will need universal basic income to help transition us out of capitalism and consumerism to save ourselves and save the world.
- f. Consider ongoing pandemic, pandemic-lite impacts on mass transit. Multi-pod system for up to 6 people at a time; when a pod is vacated it is sanitized along the lines of public toilet automated cleaning.

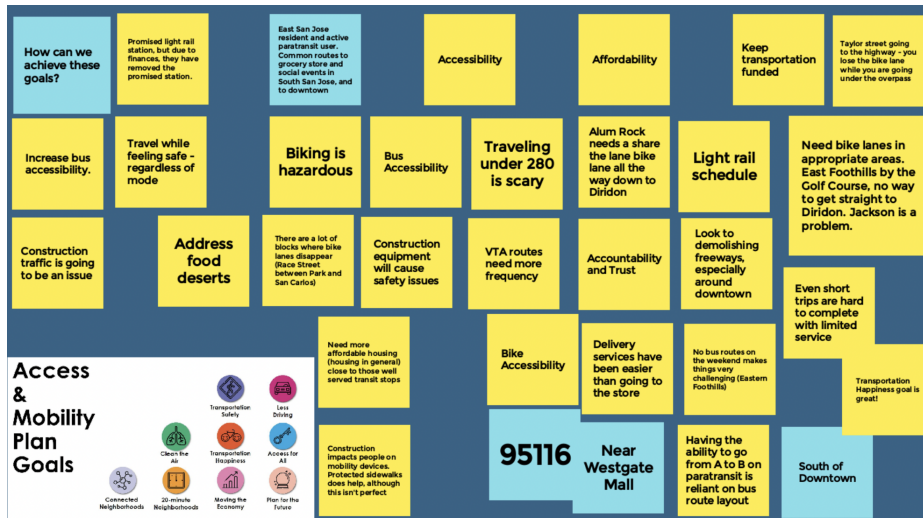
9. Driving and Parking

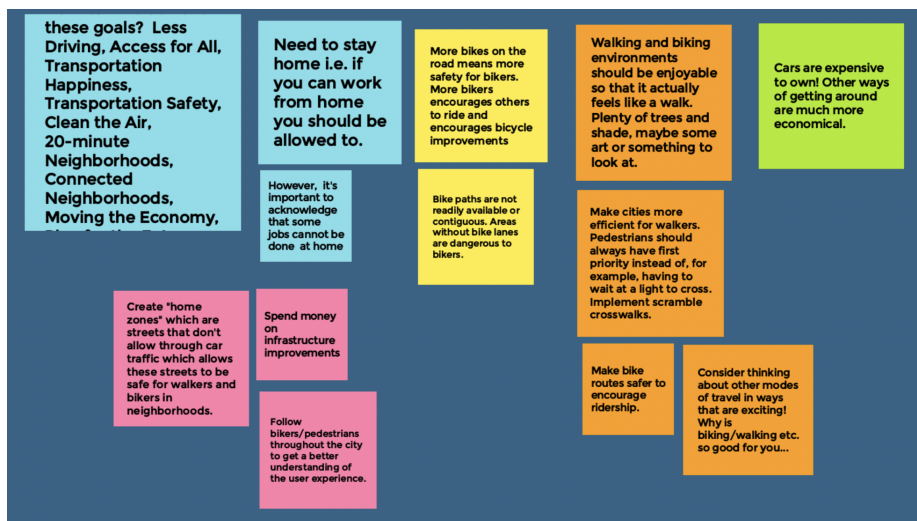
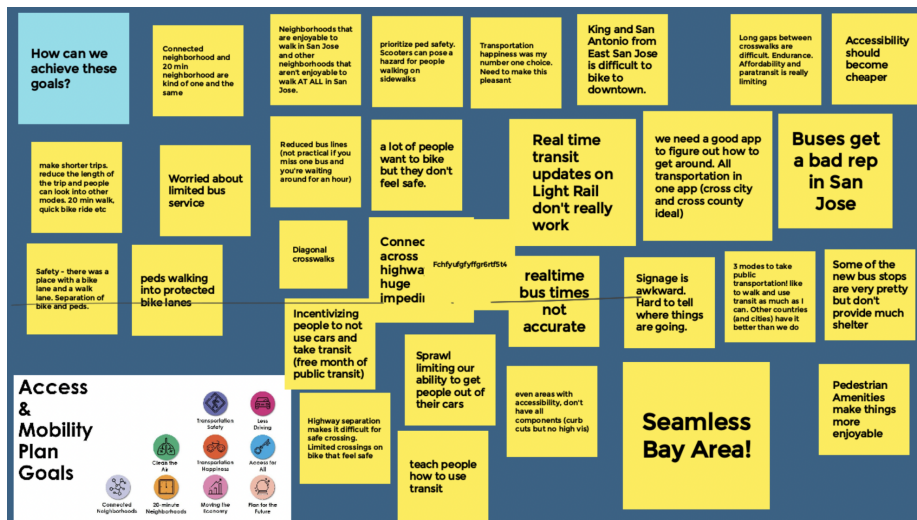
- a. Change parking minimums, downsize parking lots.
- b. Redesign parking, enter and exit safely.
- c. Less driving, work from home to reduce driving.
- d. Need to stay home i.e., if you can work from home, you should be allowed to. (But acknowledge that some jobs can't be done at home).
- e. Not many zip cars in the City (not much car-sharing).
- f. Should more electric vehicles also be included?
- g. What risk is run by leaving autonomous vehicle innovation out of this mix?

10. Misc.

- a. Infrastructure: "If you build it, they will come."
- b. Alternative housing.
- c. We must support the metropolitan transportation commission in the Bay Area.
- d. Cars have to go electric bicycles even if electric cars are not human scale.
- e. Working at home needs to be highly supported 5 days a week.

Move San José Workshop Breakout Boards





Workshop #2: English with ASL Interpretation

Date: Thursday, November 12, 2020, at 5:30pm

Participant total: 8

Throughout this workshop, participants especially emphasized the importance of accessibility, affordability, and accountability. A few of these participants rely on paratransit and frequently use public transit and voiced that there needs to be more frequent routes, as well as services offered on weekends. Participants also spoke to the interconnectedness between housing affordability and public transport. Lastly, participants expressed the need for honesty and accountability from the City.

Live Online Polling Results

What problems do you want our future transportation system to solve?

climate crisis
 qualify of life free transit
 transit travel time
 transit reliability
 air quality issues
 transit coverage
 racial equity
 accessibility

Are we missing anything that's important to you, or should anything change?

transit funding equity
 affordable housing
 equity and reparations
 demolish freeways

Which 3 goals matter most to you?



Discussion Input

1. Transit

- a. Promised light rail station, but due to finances, they have removed the promised station
- b. More frequent light rail schedule
- c. VTA routes need more frequency
- d. Even short trips are hard to complete with limited service
- e. Having the ability to go from A to B on paratransit is reliant on bus route layout
- f. VTA goes nowhere; we need to go from the East Valley. VTA makes this an unprofitable Problem for our East Valley Community. Get VTA working first.
- g. Goals are great but they must include more Bus And K\Light Rail in the East Valley

2. Accessibility

- a. Increase bus accessibility (+1)
- b. Accessibility overall is very important (+2)
- c. Affordability (+2)
- d. Delivery services have been easier than going to the store
- e. Construction impacts people on mobility devices. Protected sidewalks help, although this isn't perfect
- f. The City does not help residents around sidewalks that have been destroyed by construction
- g. Because paratransit is dependent on bus schedules, no bus service on weekends makes things very challenging, and therefore makes getting around almost impossible (Especially around Eastern Foothills)

3. Driving

- a. Construction traffic is going to be an issue
- b. Carpools do not work for our community because we work in too many different areas

4. Biking Safety and Accessibility

- a. Taylor street going to the highway - you lose the bike lane while you are going under the overpass
- b. Biking is hazardous
- c. Alum Rock needs a share the lane bike lane all the way down to Diridon
- d. Need bike lanes in appropriate areas. East Foothills by the Golf Course, no way to get straight to Diridon. Jackson is a problem.
- e. Bike accessibility important
- f. There are a lot of blocks where bike lanes disappear (Race Street between Park and San Carlos) and is very unsafe.

5. Safety

- a. Want to travel while feeling safe, regardless of mode
- b. Traveling under 280 is scary

- c. Construction equipment when parked on streets will cause safety issues for bicyclists and pedestrians

6. Transportation Happiness

- a. Transportation Happiness goal is great and important (+1)
- b. Need accountability and trust
- c. Vision Zero is not working. City does not Support our East Valley concerns, they cannot tell us what we need without true, honest, open communication.

7. Economic Considerations

- a. Address food deserts, more affordable grocery stores
- b. Keep transportation funded
- c. Need more affordable housing (housing in general) close to those well served transit stops (+2)
- d. 95116 lowest affordable housing is unaffordable for our family. All of the infrastructure, the stress, the exhaust is going to keep happening and affect us. Circular impact between housing and public transportation. Bus stops are too far away to walk to, necessitating the continued use of cars.
- e. Everything talked about here is worthless without a better education. We will stay in our cars unless we work in big Work Villages. Even before this virus we did not use buses. There is no Urban Village Plan for Alum Rock.

8. Future

- a. Look to demolishing freeways, especially around downtown
- b. For land area, it's important to take into consideration developable/developed land vs open space/ag, etc. For example, Anchorage, Alaska shows up as one of the largest cities by land area in the US.

Workshop #3: Vietnamese

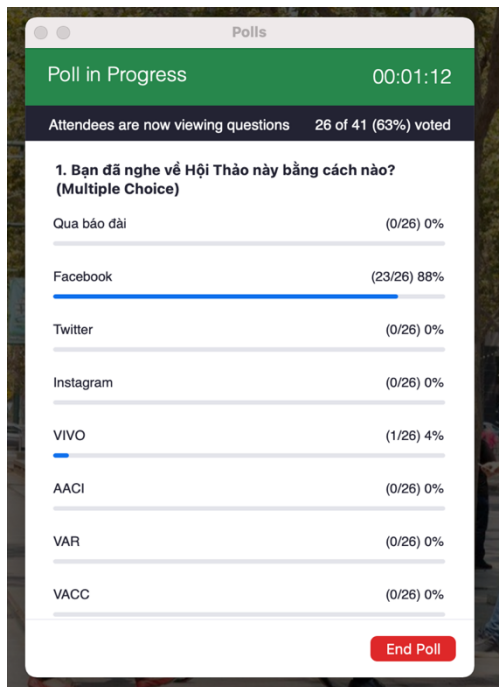
Date: Wednesday, November 18, 2020, at 6:00

Participant total: 52

Participants in this workshop emphasized the importance of safety, speed, convenience, and accessibility regarding transportation. Participants especially discussed how they think biking is unsafe and want there to be safe bikeways for bicyclists. These participants also agreed with each other that they would want to bus more if it was faster.

Live Online Polling Results

Mentimeter is not yet compatible with Vietnamese and was not used in this workshop. Zoom polling was used to ask people where they heard about the workshop.



Discussion Input

1. Bicycles/Walking

- It's great that you have a design for biking and walking because these days, bikers are at high risk of having accidents.
- Make a safe bikeway for bikers (+3)
- Biking at night is dangerous and easier to get hit by cars
- Walking is good for your health, but it takes lots of time

2. Driving

- Traffic jam
- Solving or reducing traffic problems is everyone's dream
- I see that reducing car driving is one of the solutions
- Everyone has to cut down on driving cars (+1)
- Electric vehicles (+2)
- Driving a car is faster, bus wastes time
- Give incentives to people to carpool (+1)

3. Transit

- Developing public transportation (+1)
- Developing bus routes, shared rides, etc.
- I like the idea of a tram/trolley
- Want to have more bus routes in small roads/local roads/alleys
- If there is bus on my way to work, then I'll use bus
- Solution: Increase quality and quantity of electric vehicles and bus

- g. More buses at more routes, must feel safe and comfortable to take bus, bus stop must be located at a convenient place that people can easily get to, reliable bus clear schedule, have more lanes, and have clear bus route map
- h. I have bus sick (too many stops) and a few stops to get to a destination (not a straight/one drive)
- i. Busses need to run on a timely manner, should not run late
- j. Really inconvenient to take the bus because I would miss the bus if I arrived late at the bus stop, so the car is still faster and more convenient
- k. More bus routes

4. Transportation Happiness, Convenience

- a. Urban aesthetic
- b. Bus wastes time
- c. I have to drive my car to work because taking the bus costs twice as much time
- d. Bus is safe but slow
- e. For instance, I want to walk to school, however, there is no crosswalk on the road making me walk around instead so I choose to drive. It's faster.
- f. Walking, taking the bus, biking are good but slower than driving
- g. Convenience is important
- h. Gathering together to take the bus will reduce traffic jams, so we can bike to the bus station. The bus station needs to have seats, sunshade/canopy for people who are waiting for the bus, and a plugin to charge phones, which needs more lights.
- i. Need to find a way to reduce the noise from vehicles that can annoy many people.
- j. Is there a way to help elders/seniors who do not speak English by taking the bus?

5. Accessibility

- a. I hope Vietnamese will be available on all the buses, trains, etc. and for elders/seniors (+2)
- b. Bus tickets should be reasonable for everyone.
- c. Have more offers for low-income households and elders in this hard time (Covid-19)

6. Safety

- a. Buses, trains, and bikes are good, but they must guarantee safety and they are only convenient for those who work close to their homes. You should do something that makes people cut down on using cars.
- b. People drive most of the time because they feel that walking and biking are not as safe as driving. I hope that the City will have a way to guarantee safety and protect pedestrians and bikers from getting hit by cars.
- c. Should have some kinds of insurance for drunk drivers so they will be more responsible.

- d. Need sound alarms to alert drivers about pedestrians on every freeway exit. I often see that drivers do not stop at red lights when they're about to exit the freeway, this is dangerous for walkers/bikers/pedestrians.
 - e. I think the bus is safer than a bike, but a bike is good for health (+1)
 - f. Cannot bike on freeway because it's not safe
 - g. Should have more streetlights on the road for pedestrians and pedestrians for their safety. In my case, I am scared to walk at night because it's dark and unsafe.
 - h. Biking is dangerous (+1)
 - i. Slower the speed of car will be safer for walkers and bikers
 - j. If there is a bus on my way to work, I will take the bus with my kids, it must be safe for kids (+1)
 - k. Using a personal car or vehicle more than taking public transportation to avoid virus spread, especially for elders.
7. **Misc.**
- a. I want to find a job that is close to my home, so I don't have to go too far for work

Workshop #4: Spanish

Date: Thursday, November 19, 2020, at 6:00pm

Participant total: 58

Room 1

Notas del plan de movilidad:

- a. Ir al mandado solo una vez por semana, o cada 15 días (reducir el viaje a hacer compras)
- b. Compartir el auto- como para ir al trabajo
- c. Crear conciencia (enseñar) sobre lo que estamos viviendo, hacer un plan para enseñar todo lo que está causando el manejar tanto
- d. La seguridad es muy importante para una de las personas en la conversación. En la Story y King, Story y White, son calles que no son seguras porque hay personas con enfermedades mentales, que se drogan, etc. Tiene idea de tener un policía/ seguridad dedicada a las paradas de autobuses y en los autobuses mismos. Tal vez tener botones de emergencia que las personas puedan presionar en caso de que vean algo que no debe de estar pasando.
- e. Implementar transporte como en Mexico, donde los camiones son privados y (owned) por la persona que maneja. Tener un sistema así que la comunidad latina esta acostumbrada a utilizar.
- f. Tener espacios verdes, para animar a las personas a caminar

- g. Necesitamos limpiar las calles – hay muchos homeless, están drogados y las calles están llenas de basura. No queremos tener accidentes al caminar a la tienda y tener accidentes con personas en la calle/ basura en la calle como colchones

Room 2

¿Cómo podemos lograr estos objetivos?

Metas	Descripción
Menos conducir	Tener más opciones para que los viajes se puedan realizar sin conducir
Acceso para todos	Aumentar la asequibilidad del transporte, las opciones y el uso de alternativas en comunidades históricamente desatendidas
Felicidad de transporte	Haga que el transporte sea agradable, fácil y atractivo
Seguridad de transporte	Realizar mejoras en el sistema para andar a pie, en bicicleta, y transporte público para apoyar la Vision Zero, priorizando primero a las poblaciones más vulnerables
Limpiar el aire	Reducir la contaminación del aire de los automóviles y camiones
Vecindarios de 20-Minutos	Cree excelentes lugares para que sea fácil hacer mandados y llegar a escuelas y parques sin un automóvil
Vecindarios conectados	Haz fácil moverse entre los vecindarios y destinos importantes a pie, en bicicleta, autobús, tren y otras opciones compartidas
Mejorando la economía	Brindar acceso a diversos trabajos mediante modos de transporte sostenibles, apoyar el movimiento de mercancía y respaldar el crecimiento de empleos
Planeando para el futuro	Utilizar nuevas ideas y tecnología para mantener un sistema de transporte moderno, justo y eficaz

Mas puntos cercanos para acceder al transporte publico.

Membresía para el bus para usar menos nuestro transporte. Mejorar la seguridad de transporte, en especial hijos. A mi hija la asaltaron en el bus para robarle un cell. que bajen precio para competir con gasolina. >Maria Haro.

Fabiola Correa. Tomo dos buses y pago mucho por mi y mis hijos. bajar precios.

Reducir precisos en general

Maria Zamarripa. Mas rutas. VTA elimina rutas y hay mucho tiempo de espera.

Maria Mejia. Empezar las rutas mas temprano. Yo entro a las 4am y no hay buses ni nada.

Maria Z. modifica rutas y uno tiene que tomar dos buses para llegar al mismo lugar.

Room 3

¿Cómo podemos lograr estos objetivos?

Metas	Descripción
Menos conducir	Tener más opciones para que los viajes se puedan realizar sin conducir
Acceso para todos	Aumentar la asequibilidad del transporte, las opciones y el uso de alternativas en comunidades históricamente desatendidas
Felicidad de transporte	Haga que el transporte sea agradable, fácil y atractivo
Seguridad de transporte	Realizar mejoras en el sistema para andar a pie, en bicicleta, y transporte público para apoyar la Vision Zero, priorizando primero a las poblaciones más vulnerables
Limpiar el aire	Reducir la contaminación del aire de los automóviles y camiones
Vecindarios de 20-Minutos	Cree excelentes lugares para que sea fácil hacer mandados y llegar a escuelas y parques sin un automóvil
Vecindarios conectados	Haz fácil moverse entre los vecindarios y destinos importantes a pie, en bicicleta, autobús, tren y otras opciones compartidas
Mejorando la economía	Brindar acceso a diversos trabajos mediante modos de transporte sostenibles, apoyar el movimiento de mercancía y respaldar el crecimiento de empleos
Planeando para el futuro	Utilizar nuevas ideas y tecnología para mantener un sistema de transporte moderno, justo y eficaz

Condado de Santa Clara - fuera de SJ

Mas alternativas que esten disponibles

Mas informacion de alternativas para la mayoría de la población - mucha gente no sabe

Sur de SJ

Ambisiosas metas - no podemos para el crecimiento - las calles estan saturadas

Otros metodos de evitar la amolgeracion de carros

Oeste de SJ

Este de SJ

Colaborar con la ciudad - autos que no emiten contaminación - y tener cargadaores de autos electricos en lugares como el este de SJ

Sincronizamiento de luces para los autobuses

N SJ

Room 4

¿Cómo podemos lograr estos objetivos?

Metas	Descripción
Conducir menos	Tener más opciones para que los viajes se puedan realizar sin conducir
Acceso para todos	Aumentar la asequibilidad del transporte, las opciones y el uso de alternativas en comunidades históricamente desatendidas
Felicidad de transporte	Haga que el transporte sea agradable, fácil y atractivo
Seguridad de transporte	Realizar mejoras en el sistema para andar a pie, en bicicleta, y transporte público para apoyar la Vision Zero, priorizando primero a las poblaciones más vulnerables
Limpiar el aire	Reducir la contaminación del aire de los automóviles y camiones
Vecindarios de 20-Minutos	Crear excelentes lugares para que sea fácil hacer mandados y llegar a escuelas y parques sin un automóvil
Vecindarios conectados	Haz fácil moverse entre los vecindarios y destinos importantes a pie, en bicicleta, autobús, tren y otras opciones compartidas
Mejorando la economía	Brindar acceso a diversos trabajos mediante modos de transporte sostenibles, apoyar el movimiento de mercancía y respaldar el crecimiento de empleos
Planeando para el futuro	Utilizar nuevas ideas y tecnología para mantener un sistema de transporte moderno, justo y eficaz

Juliana - mas seguridad para los niños y niñas y las mujeres embarazadas

Diana - una buena campaña de marketing ayudará a incentivar a la gente a tomar los buses.

Yasmin - camina demasiado 30/40 minutos - que las paradas sen mas cercanas y frecuentes

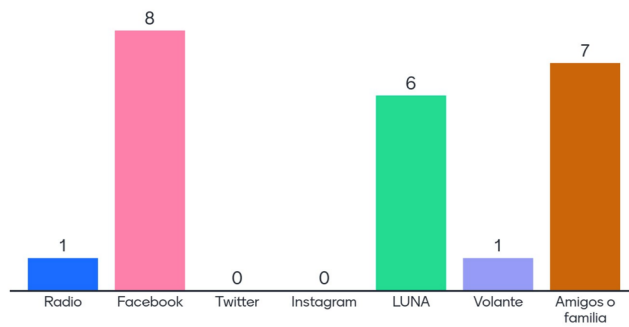
Diana - empezar una rifa para - tener horario para los seniors/personas de tercer edad que tienen que ir a sus mandados - una hora especial para ellos - o si los buses pequeños pueden estar listo por radio para no dejar a

Carlos - con tecnología como una pantalla para ayudar a gente saber de las rutas/tiempos

Spanish Workshop Mentimeter

¿Cómo se enteró de esta reunión?

Mentimeter



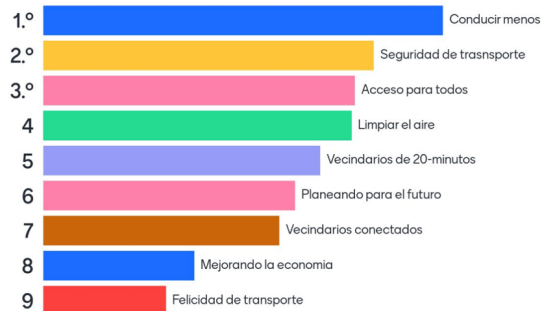
¿Qué problemas quiere que resuelva nuestro futuro sistema de transporte?

Mentimeter



¿Dentro del contexto de su experiencia de transporte, qué objetivos son más importantes para usted?

Mentimeter



20

¿Nos falta algo que sea importante para usted, en pocas palabras?

Mentimeter



15

Discussion Input – English Translation

1. Transit

- Start the routes earlier. I enter at 4am and there are no buses or anything. (+1)
- More nearby points to access public transport.
- More routes. VTA removes routes and there is a long wait time. (+3)
- They modify routes and one has to take two buses to get to the same place.
- Light synchronization for buses.
- Walking 30/40 minutes is too much - the stops need to be closer and more frequent

- g. Maybe you see transport of less capacity but with more reach, without a doubt there are areas that there are not.
- h. They don't stop where they should.
- i. An example they removed the one [a stop] from La Ocala and King Ruta 70 my daughters use it for school
- j. I joined this talk because I don't have a car, I don't know how to drive, and I have a 5-month-old baby!!! It was like a gift from heaven, I hope the bus that is my means of transport has more coverage or routes and the bus stops are not that far away because walking with a baby is a challenge! thanks
- k. The buses pass/go a maximum of 10 minutes (+2)
- l. And more early and late hours.
- m. Buses driven within a 5-mile radius

2. Safety

- a. Safety is very important to one of the people in the conversation. In Story and King, Story and White, they are streets that are not safe because there are people with mental illnesses, who take drugs, etc. You have the idea of having a dedicated police / security at the bus stops and on the buses themselves. Maybe have emergency buttons that people can push in case they see something that shouldn't be happening.
- b. We need to clean the streets - there are a lot of homeless, they are drugged, and the streets are full of garbage. We do not want to have accidents when walking to the store and have accidents with people in the street / garbage in the street such as mattresses.
- c. Other methods to avoid the collision of cars
- d. Increased safety for children and pregnant women.
- e. Traffic signs and stops to prevent accidents.
- f. On White and Story Street they do car races at night and there have been fatal accidents.
- g. Bumps/stops on the long streets.
- h. Security inside and outside the buses. (+1)
- i. And more security for base waiting.
- j. Suffer harassment in public transport
- k. My children used public transport and my girls were scared. Because people are very disrespectful when they (girls) go alone. (+1)
- l. Yes Mrs. Lorena is right. My daughter is 12 years old, and she bothered me very often, I think that they should put more camera on the buses.
- m. It must also be considered that public transport has to be clean because there are many diseases. People get sick from using public transport due to lack of hygiene.
- n. For me it's security before everything. (+3)
- o. Security cameras on the busiest avenues.

- p. E: I also do not know if it is part of this but there are many homeless and that also worries us because they tend to be aggressive.

3. Accessibility

- a. Start a raffle to - have a schedule for the seniors / seniors who have to run their errands - a special time for them - or if the small buses can be radio ready so as not to drop off the seniors to connect them to the bigger routes.
- b. With technology like a screen to help people know the routes / times
- c. We need public transport that's frequent and accessible.
- d. Make VTA meetings accessible. (+1)
- e. For mothers with strollers, we need more accessibility on buses or transportation.
- f. Access for pregnant and elderly people.
- g. Shuttles for seniors would be ideal.
- h. I'd say more cheap plans for families on the bus family plans. (+2)

4. Walking

- a. Have green spaces, to encourage people to walk
- b. Space for bicycles and foot traffic when we have some stores
- c. That parks have areas for exercise (+1)
- d. Have sidewalks for walking, safe sidewalks

5. Biking

- a. In Mexico and Guadalajara there are bikeways/paths and ciclovias
- b. Well, I think the same that more bicycles
- c. More areas for bicycles
- d. Where to ride bikes on highways with more safety. (+1)

6. Increased Transit Usage / Decrease Car Usage

- a. More information on [transportation] alternatives for the majority of the population - many people do not know
- b. A good marketing campaign will help incentivize people to take the buses (+2)
- c. To encourage people, give one day a month free for those who make frequent trips.
- d. Starbucks cards for frequent travelers/transit users. (+1)
- e. Go do errands only once a week, or every 15 days (reduce the trip to shop)
- f. Carpooling - how to get it to work
- g. Create awareness (teach) about what we are living, make a plan to teach everything that is causing driving so much
- h. Grocery stores on every block prevent trips to the stores to buy a thing or two
- i. Kindly [suggest] that they want to leave their car at home.
- j. Use cars as little as possible
- k. If we use the car less, we save money and stop polluting

7. 20-Minute Neighborhood

- a. Everything is far away. If there were the possibility of having neighborhood stores, there would be fewer trips by car to the shopping centers that are far away.

8. Transportation Happiness

- a. Cleaning maintenance at bus stops (+2)
- b. Well-lit bus stops.

9. Economic considerations

- a. Reduce prices in general (+2)
- b. I take two buses and I pay a lot for me and my children, lower the prices.
- c. Membership for the bus to use our transportation less. Improve transportation safety, especially for children. My daughter was robbed on the bus to steal a cell phone. They lower the price to compete with gasoline.
- d. Reward people with a tax exemption who use public transport. (+2)
- e. Discount packages for families (+2)

10. Clean Air/Environmental Considerations

- a. Collaborate with the City - cars that do not emit pollution - and have electric car chargers in places like East SJ
- b. I think that there is no way to stop progress to San José, we must care more about the environment, think about how and where to plant trees

11. Future

- a. Implement transportation as in Mexico, where the buses are private and (owned) by the person who drives. Have such a system that the Latino/a/x community is used to using.
- b. Underground trains.
- c. To ease so much congestion, companies might consider building their businesses in smaller cities so that people don't have to drive to the Bay Area for work. I think it would be a good idea to make medium-sized buses for 20 people and that cover routes everywhere. maybe in a radius of 7 miles around. perhaps some destined to small areas that have routes to go to certain commercial squares, and that are frequent like every 10 minutes. I would take it if there was a service like that.
- d. A community trolley (+1)
- e. In the future, a good train system would be great.
- f. It's a good idea to make an app.

12. Misc.

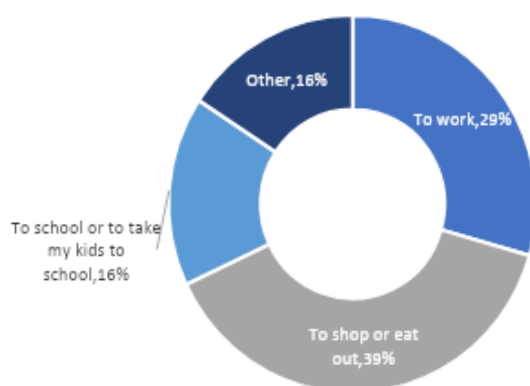
- a. Ambitious goals - we cannot for growth - the streets are full of traffic
- b. More alternatives that are available.

Online Survey #1

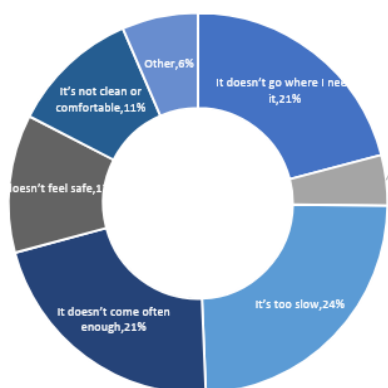
Throughout the fall of 2020 the team conducted an online survey to better understand people's perceptions about traveling in San José. The survey was advertised via the City's social media channels and CBO partner social media channels and email blasts. The survey was taken by 641 people.

Results

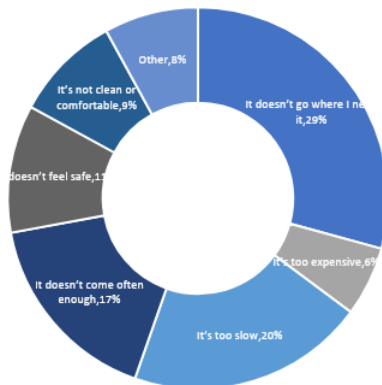
Are there trips you would like to make without a car?



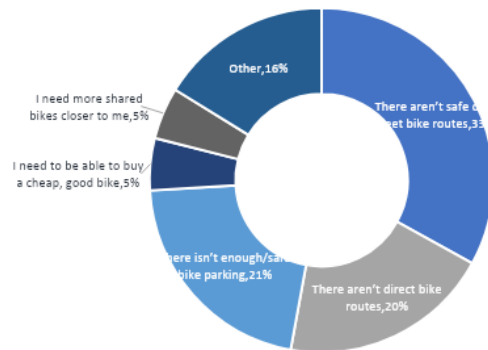
Why do you choose not to use the bus more often?



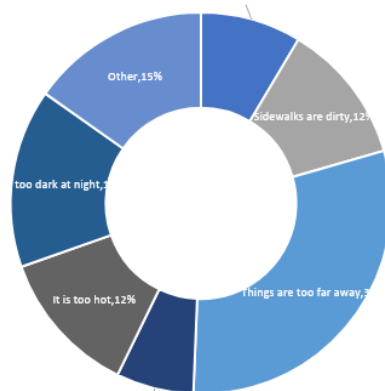
Why do you choose not to use VTA Light Rail more often?



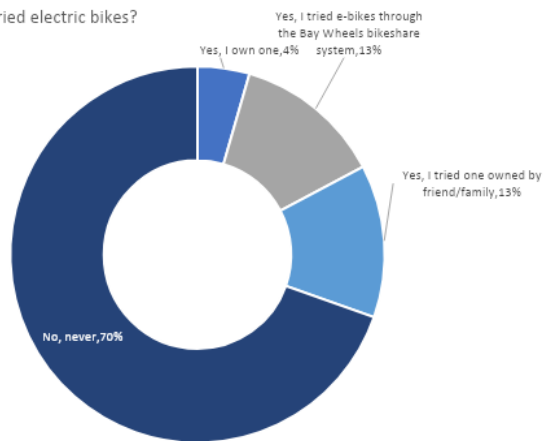
Why don't you bike more in San Jose?



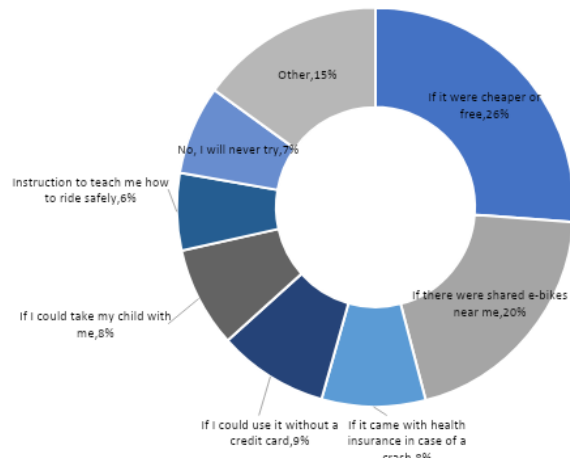
Why don't you walk more?



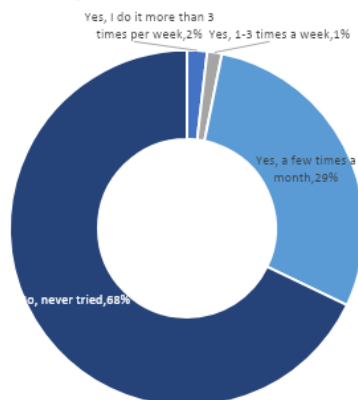
Have you tried electric bikes?



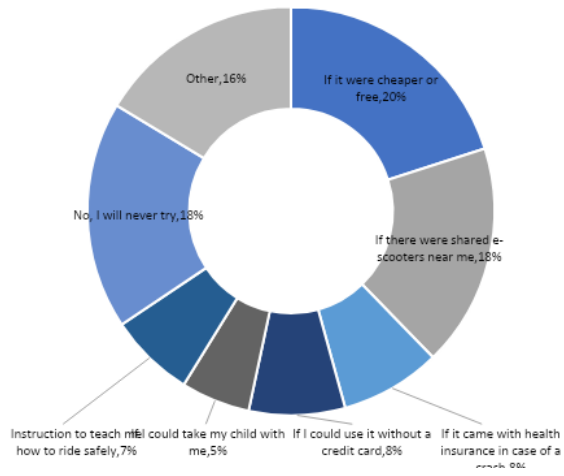
What would make you try electric bikes?



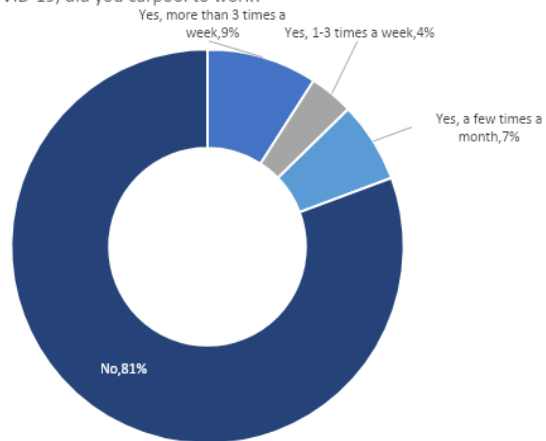
Have you tried riding electric scooters on a city street or sidewalk?



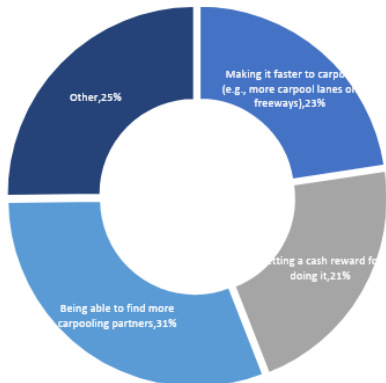
What would make you try e-scooters?

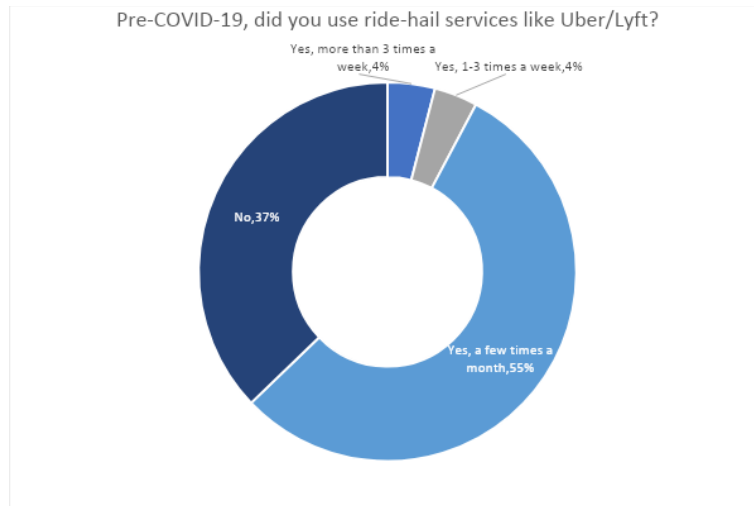


Pre-COVID-19, did you carpool to work?

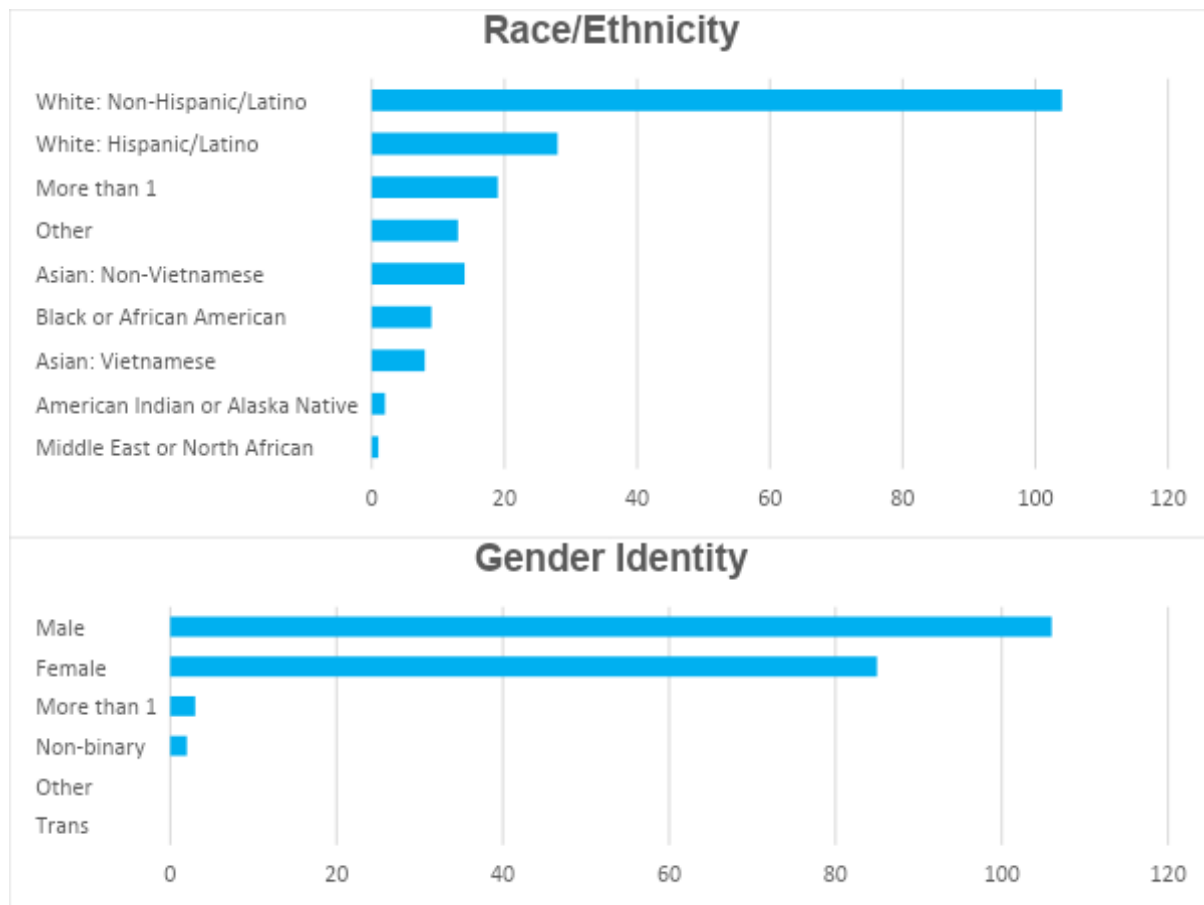


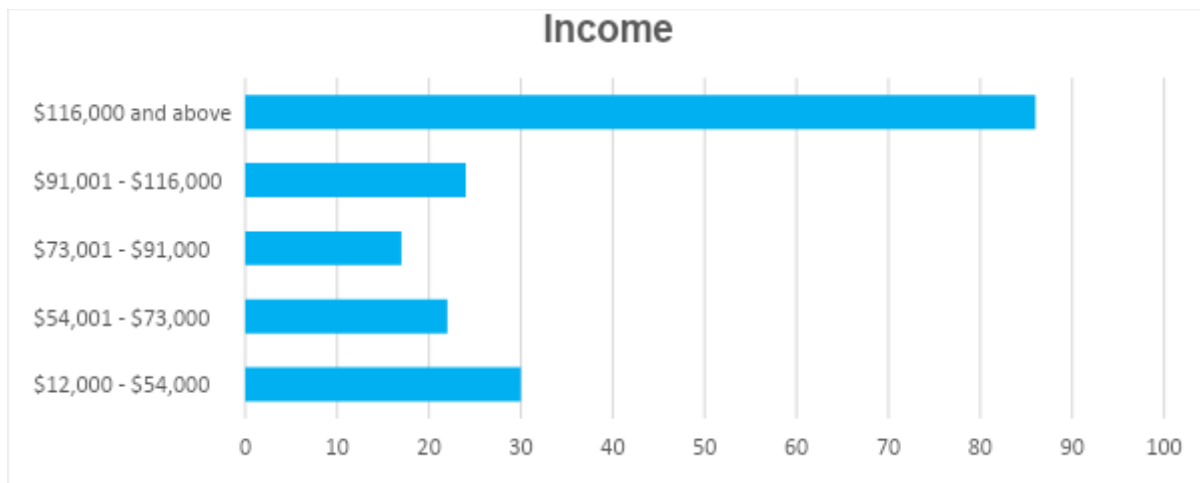
After Covid, what would make you carpool more often?





Of the 641 survey responses, 182 people took the optional demographics survey following the topical survey, with the following results.





Appendix 1B: Move San José Engagement Round 2

Move San José Focus Group Raw Feedback

The engagement team (City staff, Arup, & Winter Consulting) and LUNA, a community partner, hosted a total of 12 online focus groups in March and April of 2021. These focus groups shared the vision and purpose of Move San José and gathered public feedback on the Plan's strategies. Community concerns were identified, influencing which strategies the City should focus on. The focus groups were highly interactive and informative. Focus group members each participated in two 90-minute meetings.

Focus Group #1: Bicycling Emphasis

Below are notes from session 1 and session 2 for Focus Group #1 which emphasized strategies related to biking.

Session 1: Monday, March 29: 5-6:30pm

Session 2: Thursday, April 1: 5-6:30pm

Session 1

1. Walkable, transit-oriented neighborhoods

- a. L: As long as these neighborhoods are self-contained and not disruptive, I like this idea.
- b. M: Likes the idea of making new roads to get to places faster.
- c. A: Likes the strategy, especially as someone who is bike and transit dependent.
- d. L: This strategy would likely make me drive less. Though I am concerned about the neighborhood becoming too crowded with people. If this neighborhood was developed, I would not like to see high-end shops, but rather mom-and-pop shops and everyday shops that people can use, such as: Trader Joe's, Safeway, etc. Make sure there are charging stations for e-bikes and electric cars in these neighborhoods.

2. Safer streets

- a. L: Road diets would be beneficial for the City. Certain areas in Downtown SJ and Virginia Ave would not benefit from this strategy since there is not enough space for curb extensions, medians, or pedestrian islands. However, implement this idea around SJSU campus, City Hall, and near public libraries.
- b. M: I like this strategy. I also like the changes made to McLaughlin Ave and Tully Rd because it forces cars to go slower and make wide turns, which reduce car speed. There used to be a lot of accidents, hit and runs, that would cause deaths there. The area is now much safer, and it was a beneficial change. Also, new roads take out trees. I would like to see more trees and shade in East San José.
- c. J: King Road, the San José airport, and areas around the Tropicana neighborhood would benefit from this strategy. King Road is crazy, and I live by the airport and there's no space for people to walk, there're a lot of accidents.

3. Enjoyable public places

- a. L: I love this idea but it's hard to find space. Cambrian, I love their summer concerts. Summer art and wine festivals are great. Create public spaces that bring community together and create a sense of community. Downtown lacks this the most. St James is a nice park, but it's occupied by homeless people. Farmers markets would be great in more neighborhoods, promote small businesses, get people out, and have good prices.
- b. M: Likes the idea of parks, plazas and places to go without a car. She would like to go explore more places with family. More parks like Emma Prusch Farm Park is great.

4. Transportation Demand Management (TDM)

- a. L: Lockheed Martin is great at doing this. We need to enlarge this strategy. The pandemic really helped with congestion. We should incentivize employees who want to work from home. Penalize big companies that don't help with reducing congestion.

- b. L: Silicon Valley Bicycle Coalition used to give out coupons to people who rode bikes to the 49er's games - that needs to be advertised more. The City should have these kinds of incentives or programs that encourage people to take non-auto modes to games and other events.
- c. M: I like this strategy a lot.
- d. J: My husband and I lost one of our cars due to the pandemic. This strategy would help a lot, especially if our employer provided reduced fares for transit or other modes to get to work. Carpooling has been helpful. A lot of my husband's co-workers carpool, take turns driving.
- e. L: The City should offer an incentive to not drive alone. Potentially increase the premium if you drive alone.

Session 2

1. Sustainable local deliveries

- a. J: I think it's a great idea, but we would need more, better, and safer bike lanes.
- b. M: I like that this strategy since it would reduce curbside congestion, since there will not be big delivery trucks taking up space. However, we would need more bike lanes for the other delivery services.

2. User-friendly transportation information

- a. M: Likes the idea because it would save time. It would be helpful to know when it comes and how much time I have. My family and I usually get around by bus. If we are in a hurry, it's frustrating when we find out at the last minute that the bus is out of service or is full. J: I think that would be great. (+2)

3. Low-stress bicycle facilities

- a. L: More bike lanes will always be a good idea! It's hard and unsafe to bike around certain areas, especially in Downtown SJ! I like the green bike paths in Downtown SJ.
- b. M: My kids and I get around to get groceries, etc. by bike, so I like this idea. Sometimes drivers don't respect bike lanes, drive through them, and park on bike lanes, so low-stress bike lanes will help reduce these incidents/behaviors. Most cars on Lucretia St. drive through bike lanes since they are not divided. Cars will want to make the turn earlier and don't respect the bike lanes. I want to see cars respect the bike lanes more.
- c. A: I would like to bike to school, but the bike racks at school are in between playgrounds and the kids touch everything, so I usually walk to school instead.

4. Maintain bike and pedestrian infrastructure

- a. L: San Carlos could use maintenance, sidewalks and all.
- b. J: Story Rd could use improvements and maintenance - bike lanes and sidewalks.

5. Make signals work better for bicycles

- a. M: Likes the strategy, because it would cause less accidents, let bicyclists go first and cars go after. Green wave is good, too.
- b. L: Likes this strategy. More signs, the better!

- c. J: I think this strategy would work.

6. Enhance bike connectivity

- a. J: Thumbs up.
- b. L: I like the idea and invest in more charging stations, as well. Bike lanes definitely need to be developed. If you build it, people will come to use it. I really like the idea to make this strategy accessible to all.

7. Bike amenities

- a. M: We need more secure places to put our bikes. We go to the store and feel like our bike is going to get stolen and it's stressful. Everywhere it is a bit scary to leave our bike. We go to the store really fast to make sure our bikes are still there. I like bike lockers a lot.
- b. L: Better bike security would be nice! They could design a bike parking area in Downtown garages, in all the Downtown garages!
- c. L: Have bike companies like Specialized sponsor some of these bike parking spaces!

Focus Group #2: Pedestrian Emphasis

Below are notes from session 1 and session 2 for Focus Group #2 which emphasized strategies related to walking.

Session 1: Monday, March 29: 2:30-4:00pm

Session 2: Friday, April 2: 10:30-12:00pm

Session 1

1. Walkable, transit-oriented neighborhoods.

- a. J: I like the strategy, but I don't know how it would help me. It would make things convenient. West San José has something similar, really cool to visit. I would like to live in a community like this, a townhouse feel, where everything is right there. Would be nice if this neighborhood was built next to the light rail.
- b. P: This strategy would not work in Almaden.
- c. D: I like the strategy. Incorporate this in East San José. However, I'm concerned about housing and cost, it's a major issue in the East Side. Make sure people won't get displaced.
- d. LF: Agrees with D. This strategy could cause problems, mainly displacement. Renovating and having popular areas seems to cause displacement.
- e. H: Great strategy. Makes things easy and accessible and will allow me to drive less.

2. Safer streets

- a. H: Likes the strategy and thinks neighborhoods like Almaden and Evergreen could benefit from this strategy.

- b. J: I think this strategy would make crossing the street safer and walking around nicer. If implemented in a busy area, it could cause a lot of traffic. Safer to drive as well.
- c. R: Likes the concept and thinks it's a needed strategy. Blossom Hill Road from Snell to 101 would benefit from this strategy since a lot of racing happens in the area. There are always flowers in the median to pay tribute to people who have died crossing the street. Also, a great strategy for South San José. South San José also needs bike lanes.
- d. D: Agree with R. This strategy will make communities safer. It will increase traffic for businesses because people know it's safe to walk around and find the area enjoyable. This strategy should be implemented in East San José to create a safer atmosphere. Story Rd and King Rd might benefit from this strategy.
- e. P: Almaden Expressway would benefit from this strategy; look at where accidents are, where street racing happens and implement this strategy. Meridian to Camden has become a raceway, so this strategy should be considered there as well. Speed bumps, crosswalks are good. Redmond and Meridian could benefit from this strategy, since people can sit outside of coffee shops.
- f. P: Station police where sideshows occur to stop them. Put in flashing lights coming southbound because drivers don't slow down for people crossing the street.

3. Enjoyable public places

- a. R: Great strategy for South 1st St, an arts and cultural district. In areas with large numbers of arts and cultural entertainment, it is a great example that invites cultural groups and creates communities and helps people drive less. Shuttles to these areas are a good idea. The overall strategy is a great use of public streets to bring the community together.
- b. J: Would like to see events where streets are completely blocked off, like the events in Mountain View on Castro St. It's nice to have public gatherings where you do not need to not worry about cars. I don't see people complaining much about blocked off streets; it creates community and would benefit businesses.
- c. P: Adopt-a-Park and Adopt-a-Street - get people involved knowing who their neighbors are. Most of Almaden walks to Almaden Lake Park.
- d. L: This strategy would be good for East San José, especially public places to go as a family. Great strategy for Story Rd and McLaughlin Ave. This strategy should target areas in East San José with few parks and plazas because they would benefit. It would be nice to not drive so far to get to a nice place to enjoy as a family or with friends. (+2)

4. Transportation Demand Management (TDM)

- a. D: Think this strategy will be very effective at reducing congestion. Companies like Apple should be fined if TDM policy is not upheld, and they should encourage transportation options to their employees that are eco-friendly.

- b. D: “It’s the City’s responsibility to create these policies that benefit communities and help congestion.”
- c. P: Companies give employees other incentives to continue working from home post-pandemic and give childcare incentive money as well. Companies should look at other ways to use office spaces, maybe use them as classrooms for schools instead.
- d. L: This is a good idea. The strategy would help with congestion and provide other modes to get to work for people who do not have a car or do not want to deal with traffic.
- e. “Not an employer, but when I went to Evergreen College, parking was difficult. For public transit, I got a transit card, so I didn’t have to pay, which made it easier and more affordable to attend school.”
- f. R: Important for companies to invest in employees. Don’t have them worry about parking or commuting costs. Apple provides to their employees; Google does via bikes. Good strategies overall. Wouldn’t help me personally but would help the larger ecosystem.

Session 2

1. Sustainable Local Deliveries

- a. R: This is a really good strategy, because large delivery trucks take up a lot of space, especially in small neighborhoods. The electric vehicles would work great for South San José, which has a lot of large delivery trucks.
- b. J: The electric delivery truck would work great; I live in a Townhouse complex, I get blocked by big delivery trucks, which can be a hassle when they are blocking the street or the garage. Maybe have certain streets that only allow certain size trucks, or certain hours for trucks to be allowed on those streets.
- c. P: I like the idea of bicyclists delivering small parcels and the electric trucks, because bigger trucks going through neighborhoods are quite distracting.
- d. H: This strategy would help. I lived in NYC and electric bikes deliveries worked for me.
- e. D: I like this strategy. Trucks can’t access apartment complexes and bikes can. Relieve traffic congestion.

2. User-Friendly Transportation System

- a. J: Train stations in other countries have this and I love it and it’s so helpful. Helps me determine if I want to go on a crowded one or wait until the next one. It helps me plan my commute and relieves my anxiety.
- b. D: This strategy and an app is a must!! (+2)
- c. R: As someone who takes public transportation on a regular basis, I fully support this strategy. Offer this in multiple languages to make it accessible. In the larger transit hubs, have a kiosk with someone there to help in person.

- d. P: The app and real-time information display should be available in English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Farsi, and Indian languages for San José residents. **(+3)**
 - e. H: Pre-planning functionality in the app would be great. From bus to bike, etc... Take a train, walk x min to the grocery store. If I know how many bikes are available at a bike station, I know I don't ever have to drive, I can just take a bus, then walk to a bus station. Partner with bike share and scooter companies, so it can all be done in one app. **(+2)**
 - f. L: Very useful, especially in the East Side where people rely on public transportation and plan their day around public transportation. Story and King have scooters, but not a lot of people use them, teens use them. Older people depend more on public transportation and feel more comfortable using it. Transportation education could be helpful. **(+1)**
 - g. R: Also, have transportation ambassadors, versed in various languages, to help members of the public get around. Too much information can overwhelm people, so having people there to offer help is nice. Having events stations with water and food to offer information and assistance to people, it also fosters a sense of community.
 - h. P: Have something like this at the airport. Have a monitor at the airport describing different transportation availability and when the bus or train will arrive. **(+1)**
3. **Make more public spaces for people**
- a. J: I've always loved having public spaces where people can walk around without fearing cars coming. People can bring their pets. We have nice weather, people can come and mingle, go to cafes. If it's walkable from my area, I would drive less and go all the time. However, I'm afraid such public spaces would cause car congestion. So, if you're going to do this, make sure it's near a transportation stop or have incentives to decrease driving and reward use of public transportation, walking, and biking. **(+3)**
 - b. H: Yes, incentivize walking, biking, and transit use to visit these public spaces. The City can partner with businesses to offer discounts to those who use non-auto modes and make sure the public transit is easily accessible. **(+4)**
 - c. The group then recommended that the City partner with Kaiser, libraries, community areas, PRNS (Parks, Recreation & Neighborhood Services), businesses on Story Rd, King Rd, Snell Ave, Almaden Expressway, Oakridge Mall, Blossom Hill Rd, Bernal shopping center, and Cottle area to incentivize individuals to get to these areas by non-auto modes. **(+4)**
4. **Green infrastructure**
- a. D: East San José lacks green infrastructure and playgrounds, especially more greenery on Story Rd. The unhoused population in East San José tend to start fires, so they have burned previous green infrastructure.
 - b. P: Make sure the greenery is boxwood shrubs, keep them low, and maintained.

- c. L: Tully Rd. has no shade and could benefit from green infrastructure. More trees and shade would encourage biking and walking. More plants in between communities, around schools, and small areas without shade.
 - d. J: Having plants and trees will make the area look nicer, add fresher air, and add a classy touch. It can transform a boring long stretch of road that looks dirty to a greener and nicer place to drive through. Helps with drainage when it rains too.
- 5. Lighting improvements**
- a. J: Lighting is always good, especially at night. It really helps with pedestrian safety. I really like the flashing lights on the ground for pedestrian crosswalks. Meridian Blvd has them. **(+2)**
 - b. P: Likes the crosswalks with flashing lights on the posts and grounds; however, existing lights for these pedestrian crossings seem hard to maintain or get fixed. The City should put the maintenance phone numbers on the poles for residents to report maintenance. **(+2)**
 - c. Areas the group would like to see lighting improvements: Plata Arroyo Park, Blossom Hill Rd to Snell, and Waverly Ave to Cunningham Ave.
- 6. Make signals work better for people**
- a. D: The scramble pedestrian crosswalk will be very beneficial. I've seen it in other countries, and it makes things safer, especially with no right turns. Scramble crosswalks near schools should be the City's priority. **(+4)**
 - b. Areas the group would like to see this strategy: around all schools, near parks.
 - c. J: Would like to see scramble sidewalks with flashing lights to provide further protection and safety for pedestrians because flashing lights really gets the drivers attention. **(+1)**
 - d. R: The City should partner with community and neighborhood associations to understand where and how this strategy should be implemented. **(+3)**
 - e. L: Would like to see this strategy implemented because I see children play outside, but it isn't always safe.
 - f. P: Partner with senior community centers.
- 7. Fill gaps in trails and sidewalks**
- a. R: YES!
 - b. J: I'm all for this. I have wished the gaps would be filled on trails and sidewalks. The City should have an app where you can report lights are out, report trails with gaps, problems with traffic lights, etc. Those reports through the app can be sent to the right department to fix those problems. **(+3)**
 - c. R: Regarding trails, we need to strengthen communication between San José and Santa Clara County and other jurisdictions, to help make this strategy happen. Would like maps, signage to all paths to promote use of paths. Martial Cottle Park on Snell, Old Frontier village, trails that connect all of these, but unclear where they lead to. Clarify what connects to where.
 - d. D: Arroyo Park lacks lighting and has litter. City's website has a number, but it takes a long time. If you go hiking/walking, you are using that time to relax, the

last thing you want to do is wait on a call for a long time. Instead, just send a picture and report to the City on a map [via app]. Look at collective concerns and prioritize them, then address them. **(+2)**

- e. J: If you can report the gap by taking a photo and upload it to the app to "report" that would be so awesome.
- f. J: Most important thing is to make the app user friendly. Simple and easy to report.
- g. H: Partner with Google since they have maps already. Partner with something that is already there. **(+2)**

Focus Group #3: Transit Emphasis

Below are notes from session 1 and session 2 for Focus Group #3 which emphasized strategies related to public transportation.

Session 1: Wednesday, March 31: 5:00-6:30pm

Session 2: Wednesday, April 7: 5:00-6:30pm

Session 1

1. Walkable, transit-oriented neighborhoods.

- a. C: Concerned that these types of neighborhoods would not be affordable to low-income families and that these types of developments would push low-income families out. We're still fighting for better rent control, so I do not trust the City to make these places affordable.
- b. K: I'm concerned about the rent too. Income isn't going up. This seems like segregating people based on income. The Alum Rock building complex is like this with new ground floor retail, it is so expensive that they displace people who can't afford it. I would like to see more mom-and-pop shops, more community-based businesses.
- c. A: Agree with C + K. Make it affordable to low-income folks because transit-based neighborhoods will be beneficial to them, especially for accessing jobs across the Bay Area. This is good for young professionals, too. Having neighborhoods with access to BART is helpful. People that need more resources will benefit from this. If developed in East San José, a good place could be Little Saigon, Story Rd & King Rd, and Tully Rd.
- d. K: It's a good idea IF we can make it affordable so that people in lower-paid jobs and people with small businesses can afford the space. Currently the vacancy rate for the Class A, luxury apartments in San José is 18% so we don't need more luxury housing.
- e. R: I'm a transit user and walker. It's so difficult to get groceries and routine things. **(+2)** Nearest Safeway in Midtown has three buses that access it not on a

regular basis. It takes a transfer and a half mile walk to get home. It's sad they've gone with the BART platform - it hasn't been improved in 50 years. Also, the bike lanes Downtown must've been designed by someone who doesn't live in this area because it is scary and unsafe.

2. Safer Streets

- a. K: This seems like a good strategy to stop car racing and sideshows.
- b. V: On Senter Rd, there's a lane I have to go from left to right, it's not safe.
- c. A: Many streets in Downtown including Santa Clara St. could benefit from a street diet like the image.
- d. R: There are streets, like Taylor St. near Guadalupe, without paved sidewalks. If you want to create walkability, you need sidewalks, especially in the Downtown core. Make sure there are flashing lights, which are effective at notifying drivers. Also, you can't implement this on First St. near Downtown, the streets are so narrow that cars have nowhere to pull over. Before the City makes these changes, educate the public about how they are creating space within public spaces.
- e. K: Not all of the ramps at corners are done properly. They need to point to the crosswalk, not diagonally into the intersection. San Carlos and Park Ave, Alameda - these might need the road diet. There's a lot of speeding on Taylor through Japantown—several fatalities by Santo Market.
- f. A: Make streets and sidewalks safe and accessible for people with disabilities. Universities have emergency poles for people who feel unsafe, especially for women; I'd like to see this around our City. Alameda from Whole Foods on, there are a lot of places for pedestrians to use the crosswalk to cross the street, those places could use lighted crosswalks and pedestrian refuge islands.

3. Enjoyable public places

- a. K: People like how San Pedro has been closed off during the pandemic. The top of the parking garage has been used as an outdoor gathering place during the pandemic too which is nice. Jackson Ave, the one that goes through Japantown, could be a natural place to make a more enjoyable public space.
- b. P: This is a good idea. I'd like to see public spaces not accessible to cars, it would be nice to walk around without having to worry about cars getting in the way. Also, more outdoor social areas would be nice, especially because of COVID.
- c. A: I like the thought of investing in events, festivals, and pedestrian only streets. I care the most about investing in public spaces that already exist, like Lake Cunningham. Parks that already have existed for years and have been let down because the City has invested in private areas. Invest in the areas where people walk every day, take their children, play sports, that are now in horrible conditions. Make festivals, facilities accessible to everybody, including the unhoused people. Don't criminalize or push out people who already exist there, take care of them. **(+2)**

- d. K: The parks in San José are very underfunded and poorly maintained. And yes, we need to provide housing for the unhoused folks.

4. Transportation Demand Management (TDM)

- a. P: Have more shuttles that take service people to work or main bus lines that shorten the distance you have to walk.
- b. V: Let's not forget about students, have an incentive for students as well.
- c. K: The big tech companies can do a lot more to reduce driving, so I think more TDM programs would be great. Would like to see a TDM program for small businesses. For example, all the businesses in a business park or retail plaza could team up to provide something for their employees.

5. Post-workshop comments from A

- a. When implementing these strategies, I hope San José is centering the needs and circumstances of people who need public transportation the most: neurodiverse, newcomers (immigrants), elders, unhoused, students, and low-income individuals among others.
- b. Identify the essential places that we need transportation to (hospitals/community clinics, grocery stores, laundry places, shopping centers, schools, malls, etc.).
- c. People don't need incentives to take public transportation, rather they need access to free and affordable public transportation. Unhoused folks and unemployed folks can't be paying \$2 dollars every time they want to ride the bus, especially when they need to take the bus 2-4 per day.
- d. In relation to students, the City can partner with companies that do ridesharing for families. Basically, like an Uber for kids to go to school. Families pay a company-certified driver to take their students to school and drop them off at home. The drivers do this for kids that live in the same area. This is a safe way to transport kids to schools and will reduce the number of cars on the roads especially in school areas.

6. Post-workshop comments from A

- a. When implementing these strategies, I hope San José is centering the needs and circumstances of people who need public transportation the most: neurodiverse, newcomers (immigrants), elders, unhoused, students, and low-income individuals among others.
- b. Identify the essential places that we need transportation to (hospitals/community clinics, grocery stores, laundry places, shopping centers, schools, malls, etc.).
- c. People don't need incentives to take public transportation, rather they need access to free and affordable public transportation. Unhoused folks and unemployed folks can't be paying \$2 dollars every time they want to ride the bus, especially when they need to take the bus 2-4 per day.
- d. In relation to students, the City can partner with companies that do ridesharing for families. Basically, like an Uber for kids to go to school. Families pay a

company-certified driver to take their students to school and drop them off at home. The drivers do this for kids that live in the same area. This is a safe way to transport kids to schools and will reduce the number of cars on the roads especially in school areas.

7. Post-workshop comments from K

- a. I see a lot of architects' conceptions of buildings (such as one featured in a recent Downtown Business Association newsletter) featuring lush plants growing over balconies. I love this look. Any plants we have are helping the air, not just street trees. However, we would need to amend the City building codes to permit plants visible from balconies. I live Downtown and our building always gets citations if the Code Enforcement officers can see people's plants showing above the balcony line. As we are close to City Hall, we (and Town Park Towers) get a lot of citations and inspections. We need to amend this code. I think it looks better than bare, sterile modern architecture with no plants except at street level and it seems professional architects agree.

Session 2

1. Sustainable local deliveries

- a. P: Electric trucks make more sense than biking since biking is not safe. Also, bike deliveries do not seem efficient.
- b. K: Before I boycotted Amazon, I really liked using the Amazon Hub Downtown so I can go to pick things up instead of having to meet the driver at the entrance to my building.
- c. A: San José is not a bike friendly City and this makes it unsafe for delivery employees. **(+3)**
- d. K: I'd like to see hubs for other carriers too. **(+2)**
- e. K: The Fedex cargo bike will be less easy to stop/maneuver when a car crosses their path, so it seems unsafe. Develop hubs close to neighborhoods or the grocery stores or places people already go to reduce driving.
- f. K: The mini electric trucks are cool.

2. User-friendly transportation system

- a. K: The occupancy would be useful info.
- b. A: I like the signs with bus times at the bus stops.
- c. K: I'd like to see all the places with the arrival-time display. I like the display in the photo a lot. Translate it to different languages too.
- d. C: The light rails have an arrival-time display, but the time is not accurate at times, so it defeats the purpose of such a display. **(+2)**
- e. A: This intersects with having better infrastructure at bus stops. Need more shade and benches, especially during summer when it's hot. **(+2)**
- f. K: The bus stops on Story & King Rd. need maintenance.

- g. A: VTA needs to create an app, so we can submit requests/feedback. Make it user-friendly.
 - h. A: Bus stops should include emergency poles/buttons in case there are emergencies or in case people feel unsafe, especially for women.
 - i. K: Not everyone has a phone, so make sure there are other ways to report problems.
- 3. Mobility Hubs**
- a. The group thinks it makes sense to create mobility hubs in places people already congregate, like urban village areas, campuses, shopping centers, community centers, Story & King, Eastridge, Little Saigon, Seven Trees Community Center, 49ers stadium and Valley Medical Center.
 - b. K: Run lighter rail on game days, encourage people to get to games in other ways. **(+3)**
- 4. Free/Reduced-fare transit**
- a. K: The VTA fares are still very expensive for people who don't qualify for the discounts. Also, it's really difficult to get the disability passes.
 - b. P: Don't drive up the price for transit every year. Maybe VTA can have free days during the week to ride transit. **(+3)** Also, have incentive programs to walk and bike more.
 - c. K: There should be free or discount passes for low-income people who are not disabled. I like P's idea of having free fare days for people to do errands.
 - d. A: I think public transportation should be free. VTA can also make some days of the week cheaper than other days, like weekdays cheaper than weekends, or certain times of the day cheaper than other times. There should be free transportation for public events. **(+1)**
 - e. R: SF gave free bus passes to people with incomes less than 80k a year, San José should do the same. **(+2)**
 - f. P: I agree with K, all low-income people should automatically get free bus passes. Also, we need cheaper day passes.
 - g. K: There are cities that have "fare-free zones" in congested areas so if you are just riding the light rail back and forth between Diridon and SJSU, you wouldn't have to pay. **(+1)**
 - h. K: We need "Seamless Bay Area" for a universal pass.
 - i. K: The City needs to partner with VTA to promote the existing programs better.
- 5. Mobile ticketing and trip planning**
- a. K: I wouldn't mind having a free pass or a discount pass on my phone that I could use to plan and pay for my trips, but a lot of people don't have phones. Also, make it all language accessible.
 - b. A: Sounds like an effective strategy, but every company has their own app, so maybe collaborate and make it one seamless experience. **(entire group agreed)**
 - c. A: This would be nice only if they didn't eliminate other forms of payment.
 - d. C: The app should give people rewards for using it.

6. Transit expansion

- a. P: Light rail needs to be underground. **(+1)**
- b. R: it would not be feasible in any of our lifetimes to go underground. Maybe elevated transit would work.
- c. K: Expand light rail to the airport.
- d. A: Focus on expanding transit to Milpitas and Fremont, where people work in factories.
- e. K: Develop BART to East and South San José, which have dense populations and need more frequent transit.

7. Improve Existing Transit Service

- a. K: More direct transit between East San José and Milpitas where factories are. VTA needs to run more buses because they are lower capacity, people have long waits.
- b. A: They have cut down on bus routes in the last few years. People have been complaining. This strategy sounds nice, but I don't trust the City to do this. **(+3)**
- c. R: Their rerouting of last year did not make a lot of sense. The only bus stop that I had access to go Downtown was a mile and a half away, but now I do not have a single bus stop to go Downtown.
- d. K: They cut a lot of routes in areas where elderly and disabled people live to provide more service to commuters. **(+2)**
- e. R: They also eliminated free Downtown shuttles.
- f. K: They built apartments around light rail stops. Buses went there too, then they canceled all the buses in that area, after they had moved into those apartments because the light rail was there, this inconvenienced people who relied on the bus.
- g. A: Honestly, nice apartments and neighborhoods have nice bus stops and effective routes, but East San José we can hardly get a bench. **(+2)**
- h. P: It seems like the bus stops don't get cleaned as often or at all in East San José & Downtown.
- i. V: I notice the bus stops on Senter Rd have just a small sign.
- j. A: Expand routes to hospitals, supermarkets. Story Rd and King Rd, and Tully Rd. Make transit pleasant and nice with benches and shelters. People, especially women, need an emergency or safety button and have lights at bus stops, especially for women and people who work graveyard shifts.
- k. P: Improve maintenance program. Maybe in a future app we can ping the City to areas that need to be cleaned.
- l. C: At times trash at bus stops are a safety hazard.
- m. K: Having nice bus stops at parks and libraries is important for families with small children.
- n. V: Sometimes I am not sure that the bus will come or I don't know where to stand or sit to wait for the bus coming. **(+1)**

- o. K: Story Rd, King Rd and Little Saigon are congested areas that need to have good bus stops. **(+2)**
- p. K: The bus stop by City Hall is nasty, has broken sidewalks, and trash.
- q. K: We need later night bus service and safe stops for second shift workers and people who work in night cleaning jobs.
- r. K: We need better safe bike parking options in more places. Like by City Hall.

Focus Group #4: Car Emphasis

Below are notes from session 1 and session 2 for focus group #4, which has an emphasis on strategies related to driving.

Session 1: Tuesday, March 30: 5:30-7:00pm

Session 2: Saturday, April 3: 10:00-11:30am

Session 1

1. Walkable, transit-oriented neighborhoods

- . P: It's great, but everything, especially housing near BART or transit is so expensive. Please make sure you're able to keep housing affordable for low-income folks. Concerned about this pushing out community members and is not sure the City would do anything to stop it.
- a. N: it would help me drive less. I would like to see not just restaurants but stores as well.
- b. J: I'm concerned about accessibility. Historically, the City has these projects to cut access to vulnerable communities and make them more isolated. Like rent control, it has been pushed for a long time and there hasn't been progress with it. Make sure all actions taken are equitable.
- c. J: Having these developments near transit makes sense and makes it feel more like a place for community.
- d. M: There are logical thoroughfares that would be prominent to start these kinds of developments: Stevens Creek. Transit is not frequent enough to be efficient. City needs to think strategically where/when to start developments.

2. Safer streets

- . L: The idea of putting landscaping in certain areas is really helpful. In most school areas, there is hardly anything in between each side of the road, so having that green landscape is a good idea. San José, Union School District, and Los Gatos could benefit from this strategy.
- a. J: The strategy is applicable to people who are working in the community. Make it accessible and affordable. There's a clear divestment in communities of color. Consider different populations who are in San José. There is isolation in East San José and South San José.

- b. B: I really like the pedestrian islands for safety.
- c. N: Trees make people happy. Add more trees. **(+1)**

3. Enjoyable public places

- . N: Great strategy, San José can have more plazas. Parks aren't the safest places, like St. James Park. Make these places safe and well-lit. Enjoyable public spaces should have public wi-fi, that would encourage people to hang out there.
- a. M: SJ police forces are down in numbers. I like pictures of street fairs. It has to have the right safety elements to make people feel comfortable.
- b. J: I like the concept of pedestrian districts. San Pedro has been closed to cars due to the pandemic and it's a lot nicer to walk there without cars driving down. San José has distinct neighborhoods, so public spaces should have events and places that fit the communities there. SF has different neighborhood festivals that rotate throughout the year, SJ should adopt this and encourage people to go between neighborhoods. **(+1)**
- c. N: Viva Calle is one of my favorite events I've ever been to, it should be every month.
- d. J: Consider safety. Make sure areas are safe enough to do this. We have a lot of green spaces, but many people don't go to them because they are not that safe. Parks can be unfriendly to families. Look at housing situations. We have a large homeless population, ideally at the same time we are trying to create these public spaces. We want these spaces to be for all communities. This would be really cool. Studying abroad, a lot of cities do this, and I really like those fun environments. It would bring pride to San José.
- e. M: I've been in San José since 1965 and a saying I always heard is "San José is like cottage cheese; it has no culture." There can't always just be events in Downtown, South San José, Stevens Creek, Winchester Blvd, and Willow's Glen. Alum Rock has a huge Portuguese area. There are so many hidden gems, showcase them.
- f. P: Would like to see more pedestrian only developments.
- g. L: Parks are a GREAT idea. Parks are placed in areas within walking distance of residential areas and if people had an option to do so, be able to spend time with friends and socialize in special events then it would definitely bring a sense of safety and community involvement in the community.

4. Transportation Demand Management (TDM)

- . M: I would create incentives for companies to get tax breaks. Look for bridge building and incentives for behaviors rather than penalizing and fining.
- a. J: Works for Facebook and the company shuttles made him drive less and have benefitted from TDM programs. Mountain View has a TMA shuttle that takes employees to different areas, those employers contribute to that fund.
- b. N: The City should create incentives for regular citizens to take public transit like San Pedro giving bus riders a "carrot dollar." **(+1)**

- c. L: I love the employer incentive program for enticing their employees to get to work. My company has discounted rates for us to purchase a monthly Caltrain ride and parking passes. It's a nice perk to have when the alternative is sitting in traffic. We also had bike to workday once a month and as another perk to do so, they would give out gift cards or free breakfast to those who did. Also, anyone who would rideshare or carpool to work would be able to have a primo parking spot, a small reward for sparing the air with one less car on the road.

Session 2

1. Sustainable local deliveries

- a. L: Great idea but need to consider security and safety for the bike deliveries. **(+1)**
- b. M: Bike deliveries can be a great employment opportunity for someone who doesn't have a car and knows the neighborhood.
- c. P: Would reduce emissions. But bike deliveries seem hard in the suburbs.
- d. N: Maybe we can consider delivery drones, too. It might be annoying to see drones flying around all day and night, but I can imagine this would make deliveries faster and help in dense neighborhoods.
- e. M: logical, corporate-initiated effort. Maybe there's a partnership with cities. That's how newspapers used to get delivered. Expense of UPS drivers making each of those stops in a large truck takes a huge amount of time and a lot of money. Bike deliveries can help people who want to do small, part-time jobs. It would require much fewer trucks. Even in a suburban neighborhood, have a 5-mile square radius where one person on a bike delivers. The economics are great.

2. User-Friendly Transportation Information

- a. P: Thinks this strategy is common sense and a basic necessity to an efficient transit system. In London, they tell you, to the second, when the next train is coming.
- b. N: I use the transit app on my phone. I'm a special ed teacher and I use it with my students. It's cool to see them figure out when the bus is coming on their own. Helpful for people with disabilities and older people, and helpful to a lot of other people.
- c. M: Really appreciate these arrival-time boards but worry about vandalism and suggest putting it in a higher location, so it can't be vandalized.
- d. J: Great strategy, especially if we can create an app between different transit services (VTA, BART, etc.). **(+1)**
- e. M: I avoid VTA because I don't want to walk from bus stop to bus stop. Bicycle reservation and availability to connect in between stops would make my trips better.
- f. N: Make sure the app informs wheelchair users on wheelchair space availability.

3. Bundled Parking

- a. M: it would be amazing if an app could give you the best options for expense and time. Weigh dollars and time.
- b. N: Would like to see the cost of owning a car over time unbundled versus riding transit. This might show people how much cheaper transit is. **(+1)**
- c. P: The City should develop a parking policy for this.
- d. M: West San José has 5 or 6 story hotels, and they are not putting in the requisite number of parking spaces. This pushes parking into neighborhoods, creating parking wars.

4. Encourage and Allow Carshare

- a. M: I absolutely would love to see this.
- b. L: Great idea, especially for traveling out of town or when people come to visit. Nice to not wait at an airport for a car rental, people can just take transit to a carshare location.
- c. P: Carshare should be placed near big plazas, supermarkets, and car repair shops, so there are options.
- d. M: There are 50,000 people in the Bay Area who do car services and deliveries like Uber and Doordash. Most of these people use rental cars, so these carshare services might make it easier and cheaper for them.
- e. J: I like having options. I've used a Zip Car before. Zip Cars are near where you live which is nice. I don't like that you have to return the car where you picked it up. Car2Go allows for this flexibility I believe.
- f. M: If you rent and return a U-Haul at the same place it's a little cheaper. Maybe charge a higher fee if you return the car somewhere else and a lower fee for dropping it at the same location it was picked up.

5. Parking pricing/curb management

- a. M: Parking Panda is a great app, gives you insurance for a great spot. They are in partnership with a bunch of parking garages. People are willing to pay for assurance and convenience.
- b. B: I would like this app for everywhere, grocery stores, parks, even where parking is free.
- c. N: I like the idea of parking being cheap in places that are low demand but am worried how expensive this strategy can get for busy areas and with only a few open parking spots left, only rich people can afford parking close to desirable places.
- d. P: Spot Hero is another great app like Parking Panda. It's very easy to use and convenient.
- e. J: In the Downtown area, parking spots in the core cost more and further away it gets cheaper. They evaluate prices on a monthly or quarterly basis. Worked well to mitigate parking. Maybe consider this strategy.

6. Congestion Management

- a. M: 101 is building HOV lanes, which should help with congestion.

- b. P: Potentially charge drivers a fee on Capitol Expressway because it gets really congested.
- c. N: Charging drivers a fee to drive in congested areas seems only fair when there are other transit options to get there or through there. If not, you're punishing the drivers who do not have other ways of getting there. **(+1)**
- d. J: Until you have a system where you can get around efficiently, this would be best on highways, such as pay to use HOVs if you want.

7. Encourage Electric Vehicles

- a. P: I support having more charging stations at apartment complexes. There are very few apartments that have charging stations. A handful of new luxury apartments have them, which is problematic. Make charging stations accessible for everyone.
- b. M: I'm anxious about Governor Newsom eliminating gas vehicles. Highly subsidized because not yet profitable, we are paying high taxes to get these industries up and profitable. Charging stations are free right now, they will eventually charge you. Hybrids are a great solution. Don't mandate it and make economies vulnerable.
- c. J: Make it easier for people to get chargers. **(+1)** Concerned about the environmental impact of batteries, we need a good way to recycle them. Have an option to swap your car battery, so you don't have to worry about charging it every time.
- d. M: Eliminating gas vehicles might negatively impact lower income people because electric cars are more expensive. Maybe in 15 years this will be normalized. This benefits the middle and upper class. The US has a limit for rare earth materials, which these cars require. China has cornered the market.
- e. P: After Newsom made the announcement of eliminating gas vehicles, 2 or 3 companies announced they would create electric cars. I hope they become more widely available and affordable.
- f. N: A lot of work to be done on the electric car front. Make it equitable to all classes. I don't see it as feasible to a lot of people.

Focus Group #5: Acute Access Barriers Emphasis

Below are notes from session 1 and session 2 for Focus Group #5. Participants from this focus group were residents of San José who experience barriers to getting around the City and access barriers to transportation.

Session 1: Monday, April 5: 5:00-6:30pm

Session 2: Monday, April 12: 5:00-6:30pm

Session 1

1. Walkable, transit-oriented neighborhoods

- a. M: A percentage of housing needs to be affordable for low-income populations.
- b. H: Build a lot of these villages because houses are spread all over the City; people aren't living in a condensed area.
- c. M: I'm skeptical of people promoting these types of housing developments. They have to be held to standards or policies that won't harm vulnerable people. I don't think it can be done adequately and equitably.
- d. C: Underground, BART, high speed train, all would help me.
- e. H: I love the underground system in NYC and in Japan.
- f. A: The transit-oriented neighborhoods would be helpful for universities and community colleges. These neighborhoods seem like they would be good and enjoyed by students.
- g. M: Seniors and people with disabilities might also appreciate being near transit-oriented neighborhoods, near different services, shopping, like university students.
- h. C: Harder to change older people's behaviors, so these neighborhoods for young people to start using transit and create those behaviors.

2. Safer Streets

- a. C: Saratoga Ave and 280 is a good place for a street diet and other places with high fatalities.
- b. H: Would like to see Downtown extend sidewalks.
- c. M: There are places with low crashes and have low injuries, yet people don't walk there because they don't have sidewalks. I find myself walking in bike lanes, which is very dangerous. Focus has to be put on fixing sidewalks where they are broken, fixing where they are too narrow, and adding sidewalks where there aren't any. Someone who is wheelchair-bound sued the City for unsafe curb access. ADA compliance has to be considered for this strategy.
- d. M: Brokaw St. would benefit from a street diet; I dislike walking there a lot.
- e. M: Walkers and bike riders are most important.

3. Creating Enjoyable Public Places

- a. C: I like this strategy, but I'm so stuck on my daily commute I don't think I would drive less. Though I think San Pedro Square is a good example of a nice public space.
- b. M: You would have to have good public transit with stops that are adjacent to these public spaces and minimize parking to disincentivize people from driving. If transit is safe and reliable, people will take it.
- c. J: Murals would be cool. My generation likes photos. Encourage artistic locations for people to take pictures at. Alum Rock lacks encouragement to people who live there, that could be a good spot. It doesn't look appealing to walk around

and has violence. Safety has to be a big part. SJ can't want people to walk while people are getting hurt.

- d. H: Safety in general is not very good in San José. People snatch purses. I feel reluctant to walk around in public spaces.
- e. A: Concerned about personal safety, too. If public buses were just for students, that would make me feel safer. Also, I don't feel comfortable going out at night to parks and other public spaces in Downtown San José. SoFa District has great cafes and mom-and-pop shops. It would be nice if there were more bathrooms in public spaces and interactive art installations.

4. Transportation Demand Management

- a. C: I am most interested in TDM. This would get me to drive less. I'd like an incentive for carpooling.
- b. J: I used to work at Amazon and would have appreciated an incentive to not drive to work.
- c. M: In 2016, VTA did a pilot that was a big flop where they tried to get people in cars for the first and last mile to get to transit. It was done in house and VTA didn't have the infrastructure to do it. Partner with companies like Uber or Lyft. Pay their employees in the right way and get worker protection to get that contract.
- d. M: This is especially important for seniors and people with disabilities. Buses need adequate amenities, like benches and shade at the bus stops. Buses are so pathetic sometimes. It benefits everybody, but it's a deal breaker for seniors and people with disabilities. (+3)
- e. A: Plant more trees at bus stops for shade. And more electronic signs that let you know what time the bus is coming.

5. Post Workshop Comments from C

- a. I am highly interested in the following:
 - i. Bullet trains from San José to San Francisco (Caltrain)
 - ii. Electrification of Caltrain
 - iii. California High Speed rail from San José to San Francisco
- b. My current employer already provides incentives to commute via public transit. Biking would be a challenge although it is possible with a combination of public transit. While light rail is an option to connect to Caltrain, it would consume too much time. The speed of public transit must increase. A good example in my experience is the Skytrain in Vancouver which is built above the streets and freeways. The Skytrain is fully automated and frequent enough.
- c. In Germany, the underground services were quite efficient and fast.

Session 2

1. Sustainable local deliveries

- a. C: Electric delivery trucks are good. Bike deliveries are more feasible in Downtown San José.
- b. H: Suburbs are more spread out, so bike deliveries wouldn't do well.
- c. M: Bike riders are very vulnerable to being hit, doesn't matter if it's Downtown or suburban, it's too risky for them. Major safety concern.
- d. C: Other cities use drones, maybe that's something we can consider.
- e. H: I have seen bots deliver food. It's new!
- f. J: I've seen the bots deliver when I worked at Amazon; I think it's cool and efficient.

2. User-friendly transportation information

- a. M: VTA is not doing well. Thousands of people are being passed up waiting at the bus stop. Seniors and people with disabilities don't have a smartphone/app to get this real time information. It has to be a reliable, robust system or else it's useless.
- b. C: Light rail has real-time information at stops. I think this would be really helpful.
- c. M: Oftentimes a bus will have to make a detour because of an accident or construction. It would be nice to have real time updates while on the bus by the driver, that a detour will be taken due to an accident or construction. Many seniors and individuals with disabilities would be stressed by this, especially when unannounced.
- d. H: The bus takes too long, and we don't have enough bus stops. It's hard for seniors to use the bus.

3. Make More Public Space for People

- a. M: In favor of excluding cars, but major destinations and public spaces need good public transit access. People won't give up their cars if they don't have a good alternative. A consultant at VTA suggested not giving people who work Downtown parking, so they have to use public transit.
- b. H: If you aren't using your car to go to work, I don't want to spend 15 minutes walking to the bus stop to get to work, especially when it's cold.
- c. C: As discussed in the last session, for me the price signal is the main driver for how I make decisions. While unpopular, if I need to pay extra to drive Downtown San José or to certain public spaces, I will switch to public transit or my bike.

4. Mobility Hubs

- a. C: The Mobility hub would be great near shopping centers in Downtown. I don't see this working in West San José, a lot of resources needed to develop the hub for people who will not use it.

- b. H: Vietnamese communities go to markets a lot, but they are placed all over San José. I like the idea of mobility hubs in different neighborhoods, so I can hop here and there, without much trouble.
- c. C: I like this idea, but it makes sense in a dense area like SF and Downtown San José, Diridon, and Campbell.
- d. H: I agree with C. It should focus on the Downtown area.

5. Free/Reduced Fare-Transit

- a. C: Be transparent about the costs of fares.
- b. M: Transportation should be free. Tax corporations and have them pay for part of the cost. **(+2)**
- c. C: I would like to see more corporate responsibility, too, especially for corporations known to take advantage of tax loopholes.

6. Shared Parking

- a. J: It works in Beverly Hills, so could work in San José.
- b. Group did not seem particularly enthusiastic or turned off by the idea. Just stayed largely silent.

7. Encourage and Allow Carshare

- a. C: For younger people who cannot afford a car, the maintenance, and car insurance, this would work great. However, this wouldn't work for me immediately because I rely heavily on my car, and it would likely be more cost effective to own a car.
- b. M: Carshare would be appropriate for someone like me. I don't own a car. When I worked in Sunnyvale, I needed a car because the bus would take too long. I might use this.
- c. C: Having this near SJSU makes sense.
- d. H: I like this strategy, carshare seems like a useful and convenient service.

8. Parking Pricing/Curb Management

- a. C: Hard to see this strategy working anywhere else other than Downtown.
- b. A: It would be also great if the app can alert you where you can park and when you can't. For example, you cannot park in certain neighborhoods in Downtown San José during certain hours of the day because it's for residents, so the app would highlight that.
- c. J: This strategy seems to serve wealthier people, who can afford spaces closer to certain locations. **(+1)**
- d. M: I fully agree with that. It also puts the focus on parking. For me, that's not a good thing for the City, climate, or people who need public transit.

9. Better Transit Stops

- a. M: This is so essential, so basic. Why does anyone have to be convinced that this is absolutely necessary to have a successful public transit system? I have spoken to VTA, and they say they don't have the money, or shelters get vandalized, or this spot doesn't merit a bench or shelter because there isn't enough ridership.

Even though studies show that ridership increases with these. People can't stop for too long.

- b. M: When people have a place to sit, their perceived wait time decreases.
- c. C: I may sound like a broken record, but I would find these useful in Downtown San José, near shopping centers but not so much in West San José. Downtown Campbell is an exception. Identify locations where benches, shelters, and other amenities would help. This idea would need to be deployed in stages.
- d. C: Consider Express Buses.
- e. H: I agree. This will take care of the issue of bus rides being too long.

10. Microtransit and On-Demand Service

- a. M: Great idea, that could be better if it's integrated with the public transit system. It can cover the first and last mile that public transit doesn't.
- b. C: Very attractive. The cost for the service would be the deciding factor for me and would help me drive less.
- c. M: If VTA worked with Uber/Lyft they could have helped them. Seniors were in favor of keeping them the way they are. They could have been forced to negotiate to operate under certain rules.
- d. C: Coming back to corporate responsibility, the cities should find ways to charge extra for exclusive transit provided to its own employees. It needs to be more accessible for all employees and community members without restricting microtransit to those fortunate to work for a company able to invest in the vehicles and associated costs.
- e. M: For example, Google has their own buses which makes it convenient for their employees.

11. Postworkshop comments from M

- a. Research on bus stop amenities, and specifically whether they can increase ridership as well as reduce perceived wait times: 1) Research article one - [here](#); 2) Research article two - [here](#)
- b. Bus stop lacking amenities: The stop at the intersection of Coleman and Taylor is popular with seniors who shop at Target, Marshall's, Trader Joe's, etc. There is a bench but no shelter. When I inquired as to why, the answer was that ridership is too low to merit amenities. None of the new bus stops on Brokaw have any amenities and some of them have unsafe access because of missing sidewalks.

Focus Group #6: Latino/a/x Community Focus

Below are notes from session 1 and session 2 for focus group #6. Participants from this focus group were residents of San José who speak Spanish.

Session 1: Friday, April 9: 6-7:30pm

Session 2: Monday, April 12: 5-6:30pm

Session 1

1. Walkable neighborhoods oriented towards public transportation

- a. P: Good strategy. She owns a car and doesn't like to walk. She wants a grocery store close to where she lives because she has to drive to buy groceries. She had a cousin from LA that came to visit. He wanted to explore but transportation is limited here.
- b. J: She would like direct buses to these neighborhoods, especially if grocery stores are available. Sometimes she has to take two or more buses to go grocery shopping. It takes time and it's hard to carry all the bags. She takes the bus when she wants to take her kids to the mall. She would like direct buses to the malls, too. She would like students to learn to use public transportation. If student passes are free, it will encourage more students to use them to go to school.
- c. Y: Arrived in the U.S. a few months ago. She doesn't know how to drive and has a 9-year-old daughter. She wants to use public transportation but does not know how to. She has to consider her daughter when deciding to take the bus. She would like to explore other areas such as Oakland, but public transportation is too expensive. Other alternatives are more expensive but are easier to use. Also, people here are so dependent on their cars that public transportation is not an option. If public transportation is more accessible and more people would use it, pollution would decrease. More bus stops would be ideal because some people take more than 2 buses to get to the hospital. That takes a lot of time, especially if that person misses the bus or it comes late.
- d. G: This strategy sounds good. She doesn't drive and has to take public transportation. She has to carry grocery bags on the bus. She loses the desire to go to farther places. She has to pay for every bus she takes. She mostly can't go with her 3 daughters because the fare is too expensive for 4 of them, so they stay home. If there was a bus that's more direct and faster, that would help her. She would like benches in all the bus stops, especially by King Rd. When she gets to the stop, she is tired, and the heat is unbearable. She wants to rest but can't because there is no bench.
- e. I: She likes this strategy; it would help with traffic. She lives close to restaurants and stores and a clinic, so she has a good idea of how this strategy works. It would help a lot.
- f. M: She would like to teach her daughters to use public transportation. These strategies would help her daughters. She doesn't want her daughters to depend so much on cars when they grow up.
- g. T: She lives close to the route 22 bus stop. She likes to use this route. However, the bus stop has no light. It's dangerous when it's dark. She would like more light at bus stops. Also, buses have space for bicycles but not for strollers or large baggage, which makes it difficult to travel with her child.

2. Streets more secure and more public space for people

- a. Y: It's very important. People need to cross in areas where there aren't any traffic lights, so more lights and pedestrian signs to make it safer, especially at night. Also, she's scared if she is at a bus stop and a homeless person is waiting for the bus, especially if she has her daughter, so make the bus stops more secure. More green areas and reduce cars. It's a constant battle to find parking in San José. There are also robberies and crashes at night.
- b. I: More lighting at the bus stops and reduce the speed in school zones. More space for bicycle lanes have been developed but it has reduced the road space for cars, like by the Church of Guadalupe by San Antonio St. In this area, there is a lane for parking, then a bike lane, then a lane for drivers, making it difficult to drive. Also, cars park on sidewalks because there is no parking space, so pedestrians have to walk on the street. She is afraid that cars parked on sidewalks will hit pedestrians. This mostly occurs at Jackson Ave and McKee.
- c. T: When drivers make a right or a left turn, they never consider pedestrians when looking for traffic. This can lead to accidents.
- d. G: She would like drivers to fully stop on Carnelian Dr and Santee Dr. Many students at Santee elementary walk to school. Adding more pedestrian signs and pedestrian islands would make drivers drive slower and come to a full stop. She worries that when students return to school, the risks of cars hitting kids will come back.

3. Pleasant public spaces

- a. Y: In Oakland and SF there are a lot of public spaces. Here in San José, there aren't enough places to visit. It would be ideal that in every neighborhood there would be enjoyable public spaces. There won't be a need to use a vehicle.
- b. I: The only public space she has gone to is the Berryessa flea market. People like to go there and it's beautiful. Unfortunately, the City wants to shut it down. Not closing the flea market would help a lot. There aren't a lot of public spaces where families can go in San José.
- c. P: There are places, but they are hidden and we need to find them, like communication hills. It would be important that a bus can go inside the park and tourist attractions. It would motivate young people to use public transportation.
- d. T: She wants to travel to the public spaces in Downtown but parking is difficult and not transit accessible for her. Make sure these public spaces are accessible.

Session 2

1. Sustainable local deliveries

- a. P: It would help reduce pollution. Merchants from Mexico use motorcycles to deliver food and other purchases. The motorcycles had small storage in the back to carry the deliveries.
- b. M: Good strategy. Might encourage people to use bicycles.

- c. T: Bicycle deliveries are a good strategy. It helps people exercise, less pollution, and helps the environment.

2. Easy to use transportation information

- a. T: The Transit app helped her a lot because the map shows in real-time where the bus is and how long it will take to get to the stop. She lives close to a stop and she could prepare before taking the bus. But it doesn't say if it's crowded or empty, which would be nice.
- b. J: She wants bus drivers to slow down, especially when mothers with kids get on the bus. They start driving before they can even take a seat. **(+1)**
- c. I: She had a similar experience when she was pregnant.
- d. P: Had a different experience, she waved at a bus to stop and it didn't.
- e. G: It would be helpful to know if the bus is crowded or not, especially when traveling with her daughters because crowded buses make them uncomfortable.
- f. Y: This strategy will help people new to the area or who want to use public transportation for the first time. That's why many people don't use public transit. There are limitations on information shared. She uses the MOBIL app to use public transit. This app tells you the distance, time, and price to your destination. However, she notices with COVID, the information shared changed dramatically, public transit would not update the information on the app. It was hard to plan a trip without seeing the info on the app.

3. Mobility Hubs

- a. P: Her car broke down and she'd like to travel to Tracy, CA. Online, it said it would take her 9 hours to use public transportation. There was no reliable public transportation to get to Tracy. She wants more public transportation to get to farther places outside of San José.
- b. (No one else was giving opinions on this strategy. I explained that a similar place to a mobility center is the Diridon train station. *No one from this focus group was familiar with this station.*)

4. Free transit/or lower fare

- a. J: She likes this strategy. She has 3 children and it's expensive to travel with them. She would like to expand the places where she can buy a monthly pass.
- b. G: She wants this to be implemented. When she tried to buy a monthly pass, she was told that she was on a waiting list. She has to pay per bus and pays per ride if she has to take multiple buses, it's expensive.
- c. I: The City should lower the fare. Many people need to use public transportation but can't pay. The fare should be free for children and the elderly.
- d. M: Public transportation should be free for students. Many kids in a family go to different schools and the schools are far apart. It would save the parents a lot of money.
- e. Y: It would be phenomenal to make the fare at a low cost for people who don't have a car or have children. She would like to use public transit to go to parks and other attractions with her kids.

5. Better bus stops

- a. T: All bus stops should have lighting for safety and shelter for sun and rain.
- b. J: There are bus stops that are hidden. Sometimes people are waiting for the bus and the bus driver does not see them.
- c. *(The conversion stalled at this moment, however many of them brought this strategy to previous strategy discussions.)*

6. Micro transport service

- a. G: It would be ideal. If a person is in a wheelchair and the bus is full, the person can't get in and has to wait for the other bus, an ideal strategy for the elderly and handicapped people.
- b. T: Personally, it would help a lot. When she goes grocery shopping, it's hard to carry all the bags on the bus. Sometimes the bus drivers won't let her in. This would help her.

7. Sharing parking

- a. G: It's hard to agree with this strategy. She wants all parking spaces accessible to the public at all times. Parking areas by apartments are at full capacity. Some families have 2 or 3 cars.
- b. J: Parking is more expensive than the entrance of the places we visit, which is not right.
- c. T: Some apartment complexes don't like people parking in front of them. They paint a red line so people won't park. People deliberately park in a bad position to save space for relatives.

8. Encourage and enable carsharing

- a. G: How can this strategy be implemented? It's going to be hard. A strategy like this would be helpful but do not know how it can be done. There are single individuals who own 2 or 3 cars. They take away parking from other people because they never move their cars.
- b. Y: It's very hard to change the opinion of people. It's their money and they can spend it however they want. This issue is bigger than SJ. The U.S. is a consumer-driven country. This is a car industry country.
- c. T: She gives an example of needing more than 1 car. For example, to take recycling, it doesn't fit in her particular vehicle.
- d. J: Close to where she lives is a mechanic. He parks his customer's cars in the street. She thinks this is not ok because parking should be for everyone.
- e. M: people reserved parking with anything they have. She has seen people using a stroller to reserve parking. This occurs all around SJ not just in her neighborhood.
- f. I: It's important to consider how much money can be spent renting a vehicle every day. If a person rents a car for work, then that person will spend a lot of money.

9. Parking Prices/Sidewalk Management

- a. G: It should be the other way around. Parking is already too expensive, especially in the Downtown area. If the parking prices go up then there won't be enough money to buy food.
- b. Y: She would prefer to use public transportation. Why not make public transportation accessible to make people not use their cars. Connecting SJ with SF and Oakland with public transportation would be ideal. When there is a lot of demand, bus fares should decrease. This could incentivize people to not use their cars.

10. Congestion Management

- a. I: This would not work. She recently traveled to Redwood City and she had to pay for fast track. If more forms of payment to drive are implemented, it would be unjust for people who need to travel for work and do not have other reliable ways to get to work. She heard the City wants to increase carpooling to a minimum of 3 people. That would hurt many people. She knows that traffic is horrible but this strategy would hurt more than benefit.

11. Promote electric vehicles

- a. I: She has heard that car companies won't be making more gas vehicles. If more electric vehicles are made, the gas price will drop but the electricity bill will increase dramatically. It's not a tradeoff. For people who live in apartments, how are they going to charge their cars? Are charging stations going to be included in the apartment complexes?
- b. M: She saw charging stations at Walmart. She lives close to it. But she doesn't know how full it will get and how long it will take to charge a car.
- c. T: She has a fear of running out of electricity. Having electric cars will be more expensive to take care of.

Focus Group #7: CBO Partners

Friday, April 9 from 11-12:30pm

C - Silicon Valley Independent Living Center (SVILC)

A - VIVO

O - Latinos United for a New America (LUNA)

1. Walkable, transit-oriented neighborhoods

- a. C: Very interested, especially if there's a focus on making it bike-centric.
- b. A: I think college students would like this especially if it was near campus. It would be so convenient and fun and ride transit over to meet friends.
- c. C: Make sure these developments have affordable housing.
- d. A: Is concerned that these types of neighborhoods will not be affordable to most.

- e. A: Don't trust the City to make affordable housing. (+1)
- f. C: Affordable housing is a major concern.

2. Safer streets

- a. C: When we are crossing the street in our wheelchairs, we do not want to be hit.
- b. A: Cars shouldn't be driving that fast on those streets.
- c. C: Because people in wheelchairs sit so slow, we are harder to see for drivers. Have long signals so you can get across if you are slow. Have a flat surface, no bumps.
- d. A: It is nice to have those buttons to light up.
- e. C: Even with this infrastructure, cars aren't always aware of it or abide by it. If drivers don't abide by these laws, they should get fined.
- f. O: This helps and is aesthetically pleasing. But you are forcing bicycles to be on the sidewalk or street. Use the center line for bicycles.
- g. A: It depends on the area. If you have a road that's like the Capitol expressway, you don't want a bikeway in the middle.
- h. Give room for a bike lane on the street.
- i. C: We look at road designs. Raised protected barriers between cars and bike wreak havoc creating limitations for bus stops and chairs.
- j. O: I'm a truck and bus driver. Right side for bike lanes blocks delivery trucks. Vehicles coming out of driveways, watch out for bicycles. San Mercado, San José, almost got killed biking. Like wide sidewalks. Have areas for big rigs to pull over and do deliveries.
- k. C: Are you thinking like a pit stop on a racetrack?
- l. O: Alum Rock. Express bus lane in the middle. Businesses suffered. Cars crowded up the neighborhood. Road diet doesn't allow parking. In the future we are going to change and use cars less, but right now we still use cars and need to accommodate that.
- m. C: Have you thought about percentages? Are you reducing parking over time? Making some areas car free zones at a time. Slowly adjust.

3. Enjoyable public places

- a. O: Downtown.
- b. A: Downtown is already crowded, developing new parks, plazas, public spaces in a more unpopular area in San José would be better. McKee would be a good place for neighborhoods lacking such spaces.
- c. O: Tully, Story Road, and King. It brings more economy to the area. Businesses start growing. The East Side can use more development and public spaces.
- d. A: That would be good.
- e. C: The City is landlocked. Having something nice in the area would make it more attractive and create more of a sense of pride. East Side. Sense of pride and community on the East Side to create those types of places. We have a number of parks, but not many people take advantage of them. Make accessible paths.

4. Transportation Demand Management (TDM)

- a. C: People who work from home, have common meeting areas to work at so you can get out of your home but don't have to go to the office.
- b. O: Big companies get deals to provide employees who already make a lot of money for transit passes, yet some people who are struggling are paying a lot to ride the bus. People who struggle and don't make as much money as people in big companies yet have to pay full price. However, this strategy does work, and employees do use non-auto modes.

5. Sustainable local deliveries

- a. O, A, C: Overall likes the strategy.
- b. C: However, has concerns over autonomous delivery carts.

6. User-friendly transportation information

- a. O: Like this. Have time, route, inside bus capacity. Good to add technology to public transportation. We don't want to be like a third world country. Love this idea.
- b. C: Love the signs that display real-time information, but make sure that it's fully accessible to individuals who are blind and deaf. Also, remember that not everyone has a smartphone, so having the information available on the app would be accessible in other ways.
- c. A: The feature of how crowded a bus is would be really convenient and helpful for bus drivers and riders.

7. Congestion Management

- a. O: HOV lanes are okay, but do not think it is necessary to charge individuals a fee to drive in certain congested areas like the London example on the slide. This seems necessary for places like NYC and SF, but I don't see this as being necessary in SJ. I don't support this idea.
- b. C: Prefers strategies that incentives to change travel behavior than charging a fee.

Online Survey #2

The Round 2 survey focused on a couple of dozen draft strategies that the City was considering adopting to further the goals in Move San José. The surveys were shared for feedback as a series of posts on MoveSanJosé.org over the summer of 2021. These strategy posts included survey questions for folks to share their thoughts. Members of the community could choose to receive notifications when new strategies were posted. Community members gave over 500 unique answers to questions on the survey.

Strategy 1: Safer Streets

Rebuild our streets, prioritizing the needs of the disabilities community, so they are safer for all. Treatments will be ADA compliant and may include landscaped medians, pedestrian refuge islands, blister surfaces, curb extensions, making roads more narrow, adding bike lanes, building bus boarding areas, reducing speed limits, creating café/retail space, etc. These features can help slow vehicle speeds, prevent crashes, and make streets more safe and appealing places to walk, bike, use a wheelchair and (white) cane, and wait for transit. The City could use low-cost/quick-build solutions where applicable.

Example: La Jolla Blvd, Before (2007) & After (2018) - San Diego, CA

Treatments for La Jolla Blvd included landscaped medians, a pedestrian refuge island, curb extensions, made the road more narrow, and made café/retail space.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like this strategy. The streets seems easier to maneuver as a pedestrian and driver because there is more structure to the road and it seems chaotic.
- Love it. Please consider permit parking areas and homeless folks who may decide to camp on the landscaping.
- There's no place for something like this in San Jose without causing more congestion.
- This strategy is good but I think it is not improve at all our transportation. I did not vote this strategy. my concern is if you have a safer street that means the other street is not safe. Everyone will not pay attention with any safety street.
- I like it because it adds greenery and a roundabout to slow traffic. I worry about reduction in street parking. Was parking added elsewhere?
- What I like about this is the opportunity for small business restaurants to extend seating to the outdoors on aa permanent basis. I hope that this change will not increase their costs for the extra land used. What I am concerned about is by narrowing the road, there will be an increase in car/bicycle car/pedestrian accidents. I would also be more likely to walk, assuming that my safety is increased.
- The first thing that needs to be done for a safer city is for the city of San Jose to hire another 200 more police officers. This might help the police for them to become more proactive instead of just reactive. At the present time they only have the time to go from call to call. One way of being proactive is making car stops on the vehicles that shows safety violations, expired registration or excessive exhaust noise. Making these stops the officers will find many drivers that are not licensed, insured or have a warrant for their arrest. Impounding vehicles that are in violation of the law or arresting drivers with warrants will greatly improve the safety on our streets and sidewalks within the city. Sometimes when officers make the stops they will find illegal weapons and drugs. This will also help improve the safety of the city of San Jose.
- There's no bike lane. In either side with will have cyclist in the side walk. Keep the two lanes and have a bike lanes.
- Narrow street for cars, provide outdoor eating areas and places to park bikes.
- I love it I've been asking for this forever.
- What about ADA compliance?

2. What would you change about this strategy?

- I would add amber lights to the crosswalks, especially for night time and during the day since drivers tend not to pay attention to the road.
- Great Idea, how would you handle the panhandling.
- No, would only cause more traffic.
- I think education for someone's awareness that is best way
- I'm not sure. I think it depends on the area / neighborhood.

- I would want the changes to be focused to benefit small business, and make sure that there was sufficient parking to support increased custom, especially given Covid-19, lack of effective mass transit.
- Hire 200 more police officers for the city of San Jose.
- Keep the two lanes and have a bike lanes.
- I love it I've been asking for this forever.
- Make it ADA compliant.

3. Would this strategy be useful for you and/or San Jose? If so, how and where should this strategy be implemented?

- Yes, I would like to see more trees and plants in Alviso with less trash everywhere. I am a mother with a 2 year old daughter. If more streets looked like this I would actually walk around more instead of driving places.
- Yes very useful in congested areas, like Tully King Rd, Story Rd, Santa Clara St, Monterrey Rd.
- Yes. Downtown areas and south SJ where people drag race along our streets (Snell/ Branham, Monterey highway etc.)
- For San José because the drivers are very careless.
- Yes! Anywhere people drive too fast and anywhere more greenery is needed.
- I would love to see this implemented in places like Willow Glen as a beta test to see if it really will work.
- By hiring more police officers and letting them become more proactive by doing this would make the city of San Jose safer and a better place to live. The City Council needs to approve whatever means necessary in order to start this today.
- If I bike by there it would be nice.
- Focus on high traffic ped areas, study top 10 areas using Gehl methods.
- It will be useful if it is ADA compliant.

Strategy 2: Make more public space for people

Design public spaces catered to people's travel needs, not designed just for cars. This strategy aims to make public spaces for pedestrians, cyclists, wheelchair and (white) cane users, parks and plazas, and art, parklets, cafes, car-free streets and permanent slow streets. We want to reimagine our streets into more enjoyable places and encourage people to travel using active modes (walking, biking).



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I love this idea, I would love pedestrian only districts. I would like to see this in Alviso. I've lived in Alviso for 25 years, and I feel like it has really been neglected. I would like to see development around Top Golf, make it pedestrian friendly, I would like to see shops owned by small business, with book stores, mom-and-pop restaurants, cute little shops that aren't corporate owned (ie Target, Walgreens, etc.), have space for a night market. A lot of homes in Alviso have children, so have parks and places for them to walk around.
- I think this is a great idea especially to get more people on the bus.
- Yes! Make them wheelchair accessible.
- San Jose was designed for cars given how far away neighborhoods are from each other. It's too late to try to change our driving culture when there's no viable alternative.
- I do not like this.
- I voted the project. My concern is how you could design this area that is more interesting for people.
- I like it because there are so many high traffic areas with unsafe driving. I do worry about reduction in traffic flow and/or making traffic / travel time worse.
- We are a car dependent society, especially as we are spread out over such a large space. Until you offer effective mass transportation, this is NOT viable. I have live in London, where mass transit IS effective, and San Jose is NOWHERE near that level of efficiency. IE: taking mass transit to my previous place of work took over two hours. Using my car took 30 mins. That is a loss of 3 hours/day or FIFTEEN hours a week that is better spent elsewhere than on a light rail or bus.
- By “permeant slow streets” do you mean cars causing major traffic jams by having the streets go from four lanes to two lanes? You can post the streets at 5 mph and people are going to continue to speed. The city of San Jose does not have enough officers to be stopping speeders. You can pretty much drive at any speed you want if there is no enforcement or penalty for doing so.
- That looks like a safe bus stop. Gives a bit of a safer environment vibe.

- Make them ada accessible, do not allow safety to be a second option especially downtown.
- I really like this idea and I think that with our generally favorable climate here in San Jose it would be beneficial for businesses to have more public evening areas and places for people to congregate
- What about people with visible and invisible disabilities? How will they be included? Will older adult's and people's with disabilities have safe access to these public spaces?

2. Which areas in San Jose could benefit from this strategy?

- As stated, I'd like to this in Alviso, we currently do not have any easy access to a location that is easily accessible with shops and that we can walk around.
- East San Jose, Downtown
- Downtown, east SJ
- Wealthy neighborhoods.
- Many!!! Focus on areas with the most dangerous intersections, speeding, street racing, etc.
- I don't know (+1)
- The entire city of San Jose.
- Most areas where there is pedestrian activities that commonly need transportation and bike users.
- Downtown and business districts (+1)

3. Is there anything you would change about this strategy?

- Yes, make sure development doesn't push people out of the community aka gentrification.
- No (+1)
- Clean up our city parks before trying to gentrify our neighborhoods.
- the public place I think is park that is good place for everyone. it get space, tree,...good environment to relax and enjoy.
- I feel like I would need to know more about exactly how the process would be implemented and what it would look like, etc.
- All of this sounds great. How much more are we going to have to raise the taxes to pay for all of this. Some cuts may have to be made but the city most definitely needs more police officers. I know this isn't the right place for this but we need to somehow keep the repeat offenders off the streets longer.
- No it could do good if used accordingly and bad if its not needed.
- Speed up transit in these places and make it safer
- Before implementing new strategies, first eliminate - immediately - the safety hazards in current public spaces, e.g. the fall/trip hazard on the light rail platforms in downtown San Jose.

Strategy 3: Fill Gaps in Trails and Sidewalks

Create an inventory of sidewalks and trails to identify where they are missing. Add sidewalks and trails where needed to make sure that all places are walkable, bike-friendly, and accessible for wheelchair and (white) cane users. Sidewalks and trails' will be made with either concrete, asphalt, packed gravel or soil, etc. to ensure a stable, firm, and slip resistant surface for wheelchair users, which will improve access and comfort for all.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like it, especially since a lot of people walk in Alviso.
- Not all trails need to be asphalt. Asphalt needs maintenance and heats up.
- Yes it's hazardous to walk with sure poor trails and sidewalks.
- This is a great idea (+3)
- I like this very much! There are still some areas where sidewalks start and stop, making it hard to walk or requiring a longer, more circuitous route.
- I like that needed maintenance will be done. I shudder to think that City council will once again try to raise taxes to perform standard maintenance tasks for which we already have paid.
- It would be pricey to get a bit of extra sidewalks I think it only need enough not more than the sidewalk itself if it needs repair or extended sides to the sidewalk is if it where too narrow of a trail or side walk.
- Light trails create separate spaces for bikes and peds, actually maintain our trails with collaborative agency partners ship and workforce development programs.
- First, prioritize bus stops that lack safe access due to missing sidewalks. Pedestrians and transit-dependent residents should not have to walk in the street or in a bike lane.

2. Would this strategy be useful to you? If so, how?

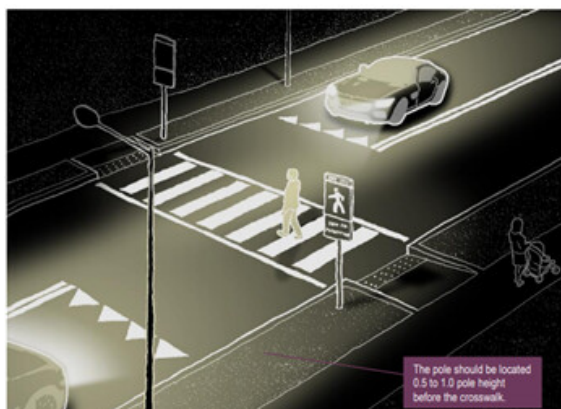
- Yes, since I enjoy taking my family on walks (+1)
- Yes, if the trails are clean and safe more people would use them.
- It would encourage me to walk more.
- Yes! It would make trail use more consistent and allow more direct walking routes.
- Sure, if it doesn't raise taxes again.
- It would be if there's a biker and then there's people sharing the trail or sidewalk.
- It would help with commuting.

3. Where do sidewalks and gaps need to be addressed in San Jose?

- Grand Blvd could use a sidewalk.
- East San Jose, Rigoletto, King Rd, Santa Clara St, Monterey Rd
- Probably older areas like east SJ and some south SJ spots.
- Everywhere (+1)
- the streets that entrance to mountain streets.
- Martial Cottle Park area , from entrance on Snell to Chynoweth and from Snell/Chynoweth down. Many parts of Capitol expressway.
- Focus on areas around senior centers and schools, starting with those with the highest population density.
- Eastside
- I would rather see more trails in open spaces not necessarily paved trails though

Strategy 4: Lighting Improvements

Require better lighting for new developments, street reconstruction, and at transit stops to increase visibility and personal safety while walking, using a wheelchair or other assistive device, biking, and waiting for transit at night.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like this strategy. It will be of great benefit to me and my family. Please, consider all the City streets that go under freeways (especially around downtown, lots of lights are missing or should be added.
- YES, a must, it makes the street feel safer and you can see better. I did not like the orange street lights, because it was too dull and dim, you can't see the road very well when driving. White street lightings provide better vision and creates a better sense/atmosphere of safety.
- Great! Should make our streets safer. Hopefully it this will also include places of high crime rates
- I like this strategy. I have a minimal concern with lighting. If possible could we attempt to have less light pollution? There are lights that work in a way to keep the amount of extremely bright light down to a minimum. This is not a big concern in the big picture but I would like to bring it up in case there are alternatives to extremely bright lights.
- This is very useful (+3)
- Safety first! I love this idea. Concern: can you use solar energy?
- These need to be able to adapt to incline to weather and come on not just at night but during low visibility fog or heavy rain.

2. Would this strategy be useful for you and/or San José? If so, how and where should this strategy be implemented?

- Yes. Under bridges, highway overpasses around downtown, Alma & Tamien neighborhoods for example.
- Yes, it would, especially as a woman. I sometimes walk with my daughter as well in the evening and better lighting so we can see oncoming traffic and for cars to see us is important.
- Yes, this benefits all of us everywhere (+4)
- On the major streets in the city the overhead lightbars are longer than the light bars on the residential streets. Because the light bars have been replaced the LEDs how much more expensive would it be to put the better lights on some of the residential streets. When I walk on my block at night some of the spaces between the two light poles are getting pretty dark. Part of this darkness is caused by the very large street trees however getting rid of the street trees is not a good idea.
- On ALL major city streets especially near malls grocery stores apartment complexes w 100+ residents light rail and train stations sports venues theaters concert halls etc.

Strategy 5: Green Infrastructure

Add more trees and other plants on streets to create shade, lower temperatures, and make walking, using a wheelchair or other assistive device, and biking more pleasant.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Great! trees are vanishing around SJ. So yes, please.
- Yes, I'd like to see more trees and plans, especially in Alviso. However, it seems like there wouldn't be space for that. which is frustrating. I'd like to make space for it or create public spaces in Alviso with trees and plants, so it's nice to walk around. We should have a downtown Alviso (near Top Golf area) that is similar to downtown Mountain View. However, work with the community living in Alviso design the downtown area, so it's comfortable and inviting to us.
- Yes!!! This is the best way to go green. We need more canopies with global warming giving us so many record breaking heat waves.
- I am extremely happy to see this strategy listed here. I adore tree lined streets and do feel they make a big difference in welcoming pedestrians and bicyclists with their shade. I would suggest we plant oak trees where possible, and small orchards of stone fruit throughout the city in parks to remind us of our history in agriculture.
- I would really like this (+3)
- All good ideas. I would like to see the fines for vehicles parked on the sidewalk more than tripled. Also if we had more police officers they would also have the time to place tickets on this vehicles. More public safety officers would also help.
- We need to not only do this but to actually revive parkstrips that exist in neighborhoods. None of the parkstrips on my street S WILLARD are planted and most are paved over

2. Where are tree and plants needed in San José?

- They create a healthy environment and positive social culture.
- Everywhere in San Jose (+3)
- Along residential areas schools and anywhere where there is no shade for pedestrians.

- "They are needed throughout East San Jose, I can think of Alum Rock Ave where there is a lot of public transit and a need for pedestrian safety and general comfort walking in shaded areas. This is also the case through to the downtown area, so continuing from Alum Rock Ave to Santa Clara St. There is a lot of public transit and with this come pedestrians who need trees/shaded walkways. Also along tenth and eleventh streets. There are sidewalks that do not allow for green space or trees, they are simply driveway dips into homes. If possible, these should be replaced with sidewalks that allow for pedestrians to be able to walk on a level path without the dips and have trees added as well."

Strategy 6: Low-Stress Bike Facilities and Slow Streets

Make biking safer and more pleasant, creating low-stress routes to help attract more people to biking. This can involve lanes that are protected from car traffic with barriers or planters. It can also include slow streets where people walking, using a wheelchair, or biking are prioritized and through traffic is prohibited.

Bike lanes will be ADA compliant, ensuring:

- Lanes are made with either concrete, asphalt, packed gravel or soil, etc.
- Surface slopes meet established requirements.
- Designs of lanes, barriers, planters, parking spaces, etc. do not decrease the visibility of wheelchair users at crosswalks.



Example: Picture features people riding their bicycles down Jackson Street during Viva CalleSJ in San Jose. Each year's event opens upwards of six miles of streets for people to bike and play for the day. Credit: Randy Vazquez/Bay Area News Group, The Mercury News

1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- No concerns, would like to see this. Bike lanes in Seattle had their own lane, which were protected with a physical barrier and buffers. I'd like to see this.
- Terrible! Biking is mostly for the affluent and privileged. Cyclists don't use the lanes as much as they should and are a hazard to pedestrians.
- I love it. I love the focus on bikes, pedestrians, and families. I love that the focus on cars is dismissed. I experienced a walking street in Golden Gate park that used to be devoted to cars but was now devoted to pedestrians, rollerbladers, and bicyclists. This change happened because of the pandemic. It was so wonderful, there was ample space for everyone and there was no concern of a car coming through. It was also quieter because there were no cars. Since Golden Gate park runs through so many spaces of green pastures and forest like areas there were many opportunities to just sit and watch ducks on a pond or people watch whoever is walking by. It made me realize how much ***PHYSICAL SPACE*** we devote to cars and the impact it has on all those around us, whether they use cars or not.
- I like it. I do worry about closing off certain streets having an impact on traffic flow.
- Aside from community events, who really bicycles? What percentage of the population does this benefit? Chynoweth Av had a bike lane added, and a vehicle lane removed, and hardly anybody uses the bike lane. Waste of time and money.
- Not so sure about this one. Would it just cause more traffic back up for the vehicles that would still be out there. I have no idea.
- It's good but it should be more common so people learn to deal with non cars more frequently

2. Would this strategy be useful for you and/or San José? If so, how and where should low-stress bike lanes be implemented?

- A few key strait connections would be better than many small ones. From and to Downtown North, South, East & West
- Yes, I would feel more encouraged to bike, if it was safer. The idea of biking on San Jose roads is really scary to me.
- No. A waste of parking space and a hazard for pedestrians.
- Throughout San José.
- They should be implemented on Tenth and Eleventh Street, from Hedding to Alma. If that is not possible because of the 280 (which is an awful intersection, there is always confusion there among drivers) then from Hedding to William. Adding planters would be great.
- Maybe. It would make me feel safer to bike alone or with my family if there were more protected areas to ride. It would also make me feel safer using biking as daily transportation.
- No, it benefits only a very few.

Strategy 7: Maintain Bike and Pedestrian Infrastructure

Make biking, walking, rappelling in a wheelchair, and using other assistive devices more pleasant by maintaining infrastructure to keep things in good condition.

Maintenance can include:

- Sweeping
- Replacement of posts
- Repainting street lines
- Maintaining smooth pavement
- Providing the same quality of access for detours



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Great. It would make driving safer since cars won't need to swerve to avoid potholes.
- Excellent!!! This is often neglected and can increase bike tire issues!
- I support this strategy, allow existing funding program for Measure B and Measure T purchase these items.
- This is necessary, I like it. (+1)

2. Where is bike and pedestrian maintenance needed in San José?

- Change downtown back by removing all the hazardous barriers that make driving downtown dangerous especially for people not familiar with the area. Cars need to turn left in the middle of the lane and cause backup for a bike lane not used by cyclists because they're using the sidewalk.
- Everywhere.
- In my area, the 85 overpass on Branham.
- Priority bike corridors that make high quality low stress connections.
- Main streets.

Strategy 8: Bike Amenities Like Bike Parking

Make it easier to bike places by providing secure bike racks and other quality bike parking. Where sidewalk space is limited, bike parking can replace a street parking space. Expand free

staffed bike parking in bike shops at BART stations (valet bike parking). Examples include: Bike corrals, bike lockers, bike locks/storage.



Credit: SFMTA



Credit: BART

1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- No. Biked are easily stolen so people won't trust these or use them.
- Excellent! Very much needed!!! (+1 person)
- I think that the rampant bicycle theft here in San Jose is really tearing a lot of people from feeling comfortable riding bicycles.

2. Would this strategy be useful for you and/or San José? If so, how and where should this strategy be implemented?

- Not useful for me (+2)
- Yes! It makes it easier to deal with your bike wherever you want to go! I think every plaza, mall, restaurant, and retail space should have this!!!
- Business areas, complete streets

Strategy 9: Enhance Bike Connectivity

Make it easier to complete trips on bike by building well-designed, seamless bike lanes that connect with each other. Prioritize bike connections between neighborhoods and activity centers.

Lanes will be made with either concrete, asphalt, packed gravel or soil, etc. to ensure a stable, firm, and slip resistant surface for wheelchair users.



Credit: 19th October 2020 Christopher Carey

1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- No no no! People live far from work so unless your an affluent biker or privileged enough to live close to work this makes no sense. People have hour + commutes so biking makes no sense.
- Very smart abs it's about time!!!
- Certain streets must be protected on main corridors, layered with high quality signed bike corridors
- I like it (+1)

2. Would this strategy be useful for you and/or San José? If so, how and where could bike lanes and paths be improved?

- San José (+1)
- Yes! I would consider biking for transportation if this was implemented!!! This needs done on Monterey Road!!!
- Finish streets, don't drop lanes, remove parking, mandatory protection on streets faster than 35.

- It wouldn't be useful to me personally.

Strategy 10: Make Signals Work Better for Pedestrians and Bicycles

Identify locations where operation of traffic signals should prioritize pedestrian and bicycle mobility, comfort, and safety.

Examples: Before auto traffic signal turns green, give pedestrians and wheelchair users a head start in crosswalks to increase visibility. Implement pedestrian scramble (pictured on the right), which brings all cars to a complete stop when it's time for pedestrians to cross. A "green wave" allows better timed signals for people on bicycles resulting in a ride with less wait time, especially if the individual follows the MPH set for the signal. This can also give bicyclists additional visibility.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- This is stupid. San Jose is not a thriving metropolis like Tokyo or New York. This only causes more traffic and is a danger to pedestrians. People drive everywhere. We don't walk.
- The idea of giving pedestrians a head start before the light turns green seems sensible and might prevent accidents. Not a fan of the "scramble" or for the cyclist green wave it was only activated by the cyclist on-demand. Concern would be for right-turning cars that would still lack (or not pay attention to) that visibility.
- Education and marketing campaigns for cars to help people learn what these mean.
- I could tell you from experience having too many signs in an area is gets cluttered keep it simple and also make it bigger simple as that.

2. Would this strategy be useful for you and/or San José? If so, how and where should this strategy be implemented?

- Higher density intersections.
- This would be helpful.
- All major streets, especially near malls and downtown.
- Also for any of these new signs you should do public commercials saying that we implemented these new signs please respect them and go by the rules.

Strategy 11: Transit Expansion

Expand the transit system by developing new transit lines above or below street-level traffic. For example: VTA's BART Silicon Valley Phase II Project, which will extend BART service 6 miles from the Berryessa Transit Center into downtown San Jose. Or expand light rail lines and buses in their own lanes, potentially underground or above the street.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- You need to make riding more affordable and convenient to increase ridership that justified this expense.
- If lightrail could be expanded underground given earthquake activity, I would love to see it happen. Concern would be security patrolling the stations and the passages / stairs and the availability of accessible lifts and ramps, and parking for additional riders.
- "If light rail would've been placed above or below the ground going through downtown San Jose it would've made the ride from South San Jose to North San Jose extremely faster. To work downtown light rail is good. But a little south of downtown and work north of downtown it's just not worth it. The ride is longer on light rail than going on 101 during heavy traffic. At the present time VTA is not capable of running light rail

anymore. Is it worth putting any more money in the light rail if the VTA can't run. Yes I am well aware that they had a major disaster. But the system should've been up and running within 5 to 7 days. Other businesses and schools have also had mass shootings but they didn't shut down for a couple of months."

- Focus of surface level transit, buses. Give up on subways except Bart.
- Do all of the above. Get light rail to valley fair and actually to the airport.

2. What transit options would you like to see expand and how?

- Better bus lines and times. Bus are so inconvenient that people would rather sit in traffic for 45 minutes than take two to three buses to get to a location in 2 hours.
- Expand the time.
- I would love to see downtown SJ to west side BART (Millbrae).
- Do not expand...focus on bettering what we have. Small improvements and enhancements along corridors.
- Get light rail to valley fair and actually to the airport.

3. Is there anything you'd change about this strategy?

- Focus on improving the buses and on your everyday riders - seniors, students, disabled people, low income individuals who don't drive or own cars. Buses should be convenient for them and run at hours that make sense.
- How will you fund it?
- Replace the CEO and the entire board of directors at the VTA.
- Require and condition developers to participate in these improvements. Create the me starry nexus legally. The city needs to own these safety improvements and be up front with developers.
- Get light rail to valley fair and actually to the airport.

Strategy 12: Improving Existing Transit Service

Make it easier to get around on public transit and paratransit by increasing frequencies of service, adding routes, adding bus lanes and signal priority, and having transit run more hours of the day.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Yes (+1)
- Needs to be cost effective and fares need to be reasonable for a discount for low-income / senior / disabled riders.
- Make transit more simple and integrate them into land use planning. Create the transit investments first before building significant housing and commercial. Require this as a condition.
- People will never use the bus unless the buses are available to them and the schedule is really bad.

2. Which destinations or locations do you have difficulty accessing due to lack of routes, frequencies, or hours of operation?

- Early morning (Cambrian/ Los Gatos area to downtown) on weekends. Late hours, some routes stop before people end work. Elimination of Route 65!
- Weekend hours
- The upper area of Alum Rock. Last year VTA cut out one bus lines that's serve the people of that area. The people that committed to and from work in that area now have to walk over a mile to the nearest bus stop. Instead of eliminating the bus route they should've tried at least running during the commute hours and not all day long. You now have ladies and disabled walking in the dark for over a mile. I realize the section of the alum rock area is not within the city of San Jose but most of them we're heading into town to go to work.
- Monterey needs improvements, 1st, story Keyes, Curtner, Senter.
- Everywhere is hard to get to (+1)

Strategy 13: Free/Reduced-Fare Transit

Make sustainable public transportation and paratransit more affordable by offering free or reduced-fare transit for everyone or for certain populations.

Example: In 2019, Kansas City voted to become the first major US city to offer free public transportation.



Credit: CleanTechnica

1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Yes, I like this idea. However, I think free or reduced rides should only be for certain individuals and families in a certain income bracket. Like how in SF you can get free or reduced ride if you make under \$80,000
- I think reduced pricing (\$1.00) is the best alternative. Free doesn't always get the intended impact.
- Yes, bus should be more affordable if encouraging people to ride more.
- I think it's great, but where would the money come from to pay for this? would it be taken out of other services?
- There is no such thing as a free ride. That should be the same for public transit. Do another ad campaign for the benefits of a clipper card. You can almost get anywhere in San Jose within the two-hour limit with the clipper card transfer. Clipper card is the best way to use public transportation. It is very frustrating to be sitting on the bus watching people trying to put crumbled up dollar bills into the machine. This can delay a bus several minutes by the end of the run. The clipper card also helps keep the bus on schedule.
- We totally should've done this a long time ago there's no reason not to have public transit be free.

2. What would you change about this strategy?

- Reduced pricing for all, stop the segregation strategy practiced in this country in the name of helping others.

- Market this to school and in multiple languages.
- Reduced fees.
- Focus on specific populations or routes.
- A bigger push for the clipper card. Especially inform the people about the clipper card two-hour transfer. No free rides.

F 3. Would this strategy be useful for you? How do you think this should be implemented?

- "Free or reduced-fare transit is great. However, I still would not ride the bus/train because I do not feel safe due to the homeless people and those on drugs or they would sleep and take up a row of seats, especially would not want to ride public transportation with my 2-year-old daughter. Also, I don't want to ride the bus/train because it takes too long to get places and the bus/trains are not well connected. The bus/train is too inconvenient."
- Introduce mass transit connection in densely populated neighborhoods. Direct bus drives to Bart, Caltrain and industrial parks will be useful.
- No. I would still drive but my community will benefit from this.
- Sliding scale people can purchase online.
- I think it would be useful. (+1)
- The buses would have a better chance of running on time instead of wasting time watching people try to put crumbled up dollar bills into the machine. Free rides means someplace for people to sit, relax and spread out across the seats and sleep for the day. This would also help keep the buses cleaner and safer. Think about what is best for everybody not just a few.
- It would be great because it would make public transit more viable for people especially low income and for tourists.

Strategy 14: Better Transit Stops

Improve accessibility, comfort and safety at transit stations and stops by having shelters, benches, better lighting, an emergency button, and real-time information. The City will design ADA compliant transit stops and incorporate best practices for universal designs when possible. This will make using transit more appealing and inviting for all people.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Yes, great idea. I don't ride the bus, but I recall moments where I walk past a bus/transit stop that looks dirty with clumps of trash everywhere. So, make sure each stop has a trash can, benches, and shelter or some kind of shade. Have lights installed underneath roof of the shelter for visibility and cameras at the stops as well.
- Not sure. As it is homeless people tend to hang out at these types of stops and scare away customers.
- More seated bus stops with lights.
- Yes, some of the bus stops are old.
- Have at least a bench at every bus stop. The 15-to-30-minute wait between buses can be quite difficult for some people to stand that long.
- These are great but they also need to do more to clean them because they're attracting a lot of homeless people who are peeing and defecating in these new stops

2. Which transit stations and stops in San José would benefit from this strategy?

- Outside of downtown away from areas where the homeless gather.
- All of them (+1)
- I think the stops downtown would benefit the most
- A bench at all stops within the city of San Jose. Put a machine at all of the major but hubs so that people can put more money on their clipper card. Make it more convenient for everybody to use a clipper card. These machines are currently available at all the light rail stops but sense there is no light rail they don't do anybody any good.

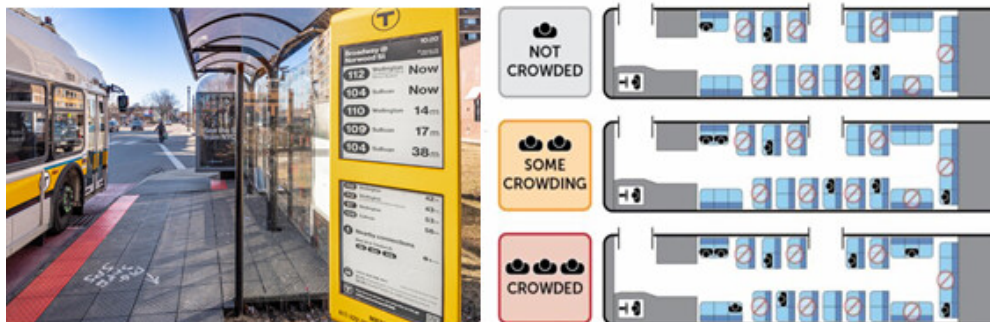
3. Is there anything you'd change about this strategy?

- No (+4)
- Figure out how to reduce the likelihood of vandalism.

Strategy 15: User-Friendly Transportation Information

Use real-time information tools, like bus crowding displays, transit arrival information, and bikeshare availability, to help people make decisions about their trips.

Examples: Real-time information displayed at bus or train stops (photo on left). An app on your phone can provide real-time bus crowding information (photo on right). Trip planning apps can help you plan easy connections when you switch between bike, bus, or train.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like this idea a lot, especially if it can provide accurate information on how many seats are available or how packed a bus/train is.
- Might make it safer for children going to school or single female riders.
- I think it is useful for the busiest routes, but most of the routes aren't that crowded.
- Signs displaying the arrival times would be extremely useful at major bus stops. Due to vandalism and other things they would be too expensive to install and maintain at all bus stops. However, on a phone app this information would be extremely useful and easier for VTA to maintain their equipment. To show the crowding on a bus would be extremely expensive to place and maintain the equipment required on a bus. As time goes on the sensors on the bus would not be replaced or fixed when broken and would soon be eliminated from the budget.
- I think it's good but I think it's a little bit much at this point in time.

2. What would you change about this strategy?

- Make sure the technology works.
- focus it only on specific routes or stops
- I wouldn't change anything (+1).

3. Would this strategy be useful for you and/or San José? If so, how?

- Yes, more information for riders is always more useful when planning/making a trip.

- San José
- only somewhat because most of the routes aren't that crowded.
- If you know that the next bus that is to arrive is not running then you know that you have to wait longer for the next bus. If you were on a time schedule this will allow you to possibly find an alternate way to get to where you're going. This might include taking a different bus from that stop or calling Uber.

Strategy 16: Mobile Ticketing

Mobile ticketing can allow people to plan car-free trips easily on their phones by having mobile transit passes, bikeshare and carshare rentals, and other transportation services all available for purchase online. This can include monthly subscriptions to a set of transportation options. For people without smart phones or bank accounts, a tap card can be used and re-loaded with cash at transit kiosks.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Love this!
- I don't understand why this hasn't been implemented a long time ago.

2. What would you change about this strategy?

- needs to include a discount for fares if you use this app/tap card.
- Do it now!

3. Would this strategy be useful for you? If so, how?

- Yes! Changing between modes of transportation. I.E., walk to lightrail, change over to Caltrain, then to BART and then I am in SF and all with one app.
- Yes!

Strategy 17: Microtransit and On-Demand Service

Microtransit and on-demand services can provide more transportation options for people in areas with fewer transit connections. This can be a great transportation option during less busy days and times when demand isn't high enough for a fixed route transit service with full-sized vehicles. It's like an Uber or Lyft but shared with more people. It may have a regular transit fare.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- As long as it is priced for low-income inclusion, it would be helpful.
- I think the services like Lyft and Uber are actually detrimental to people as they cost a lot more than people realize and are not environmentally friendly.

2. What would you change about this strategy?

- Include a strategy for where and when it would be available.

3. Would this strategy be useful for you and/or San José? If so, how and where should this be implemented?

- Yes, possibly. But not during Covid.
- Have more free transit options.

Strategy 18: Mobility Hubs

This strategy helps to make connections between different transportation options (e.g., Caltrain, light rail, buses, electric scooters, bikeshare, EV charging stations) easier by developing hubs where everything comes together. Mobility hubs designs will prioritize the comfort and safety of the disabilities community and integrate best practices for universal designs when possible.

Mobility hubs often include amenities like cafes, take-out food, dry cleaners, pet shops, and daycare. They are often developed at larger rail or bus stations. Hubs may be developed throughout the city.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I love this idea! I'm concerned how it will be paid for.
- This is a good strategy.

2. What would you change about this strategy?

- Provide a payment plan.

3. Would this strategy be useful in San José? If so, where?

- Where strip malls are vacated in dense neighborhoods.
- You would really want to do one of these in every neighborhood in a commercial area so that it creates a link between neighborhoods and between these hubs.

Strategy 19: Transportation Demand Management (TDM)

TDM focuses on helping employees use existing transit options (i.e. transit, ridesharing, walking, biking, paratransit, and telework) to get to and from work. TDM programs provide information, encouragement, and incentives to help employees use different transportation options.

We could consider requiring TDM programs from employers and for new developments to help encourage alternatives to driving to work.

Examples of TDM: Get a locker and shower at work when you bike to work. Employer provided shuttle buses. Get reduced-fee transit rides and passes. Have free lunch on certain days you don't drive to work.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- Pushing the decision level down to the lowest possible level (from govt to businesses directly managing their personnel) is more effective than using the cumbersome government vehicle to incentivize employees. My concern would be what concessions business, especially large businesses, would want in order to comply.
- How much more obligations do we want to put on local business before you drive them all out of town. The city of Austin Texas is very happy with how we tax the local businesses and place more restrictions on them.
- What I don't like about it is that with the cost of housing here there are a lot of people who can't afford to live in the area and they have to commute a long ways and using public transit isn't always a good option for them and we're punishing them for the cost of living and that's not fair.

2. What would you change about this strategy?

- Require companies that provide shuttle busses to pay the city taxes for using city resources (bus stops etc), and higher registration fees as well as hov lane taxes on shuttle buses.
- Include a metric for program success and goals and publish the data to residents.
- Have the city Council start thinking about the reactions to their decisions.

2. Would this strategy be useful for you? How do you think this should be implemented?

- No it is not. I have previously been mostly unsuccessful in using public transportation & carsharing, using taxis is expensive, and while I am not now working, the long hours required by the electronics industry precludes ridesharing and biking.
- It would be better if we punished people for short trips instead of long trips; if there were a way to say if your trip is under 1 mile then you pay a fee etc.

Strategy 20: Congestion Management Fees

Charge drivers a fee to drive in specific congested areas during the busiest times. This can reduce congestion and help keep traffic and transit moving. Fees collected can be used to make transit or other non-driving options more appealing for people to use.

Examples: HOV (high occupancy vehicle) or HOT (high occupancy toll) lanes that charge drivers a fee to drive in a priority lane unless they are in a carpool. In downtown congestion pricing programs, if you drive in an area during a specific day and time you will be charged a fee; this encourages people to travel during less busy times or through other modes of transportation. London, Singapore, and Stockholm are all places that use this strategy.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- This is a bad idea since the people that can afford it will keep using it, and it's a regressive tax on the lower class.
- This is a disguised regressive tax, giving an unfair burden on the low income families and fixed incomes households. This is a strategy to force people to use an inadequate public transportation system, that increases the amount of time spent to commute to and from work. When the transit system goes down (ie: Light rail has been out for two and a half months, compared to NY subway after 9/11) due to accident or incident and

people are forced to seek alternate methods, there are none other than a personal vehicle.

- A very bad idea. Cities where this has been implemented the cars have been just switching over to the residential streets to get to and from where they're going. That's great many more speeding and safety problems.
- I think it's worth considering but I don't think it's needed at this time.

2. What would you change about this strategy?

- I would not implement it.
- A very bad idea. Cities where this has been implemented the cars have been just switching over to the residential streets to get to and from where they're going. That creates many more speeding and safety problems in the residential areas.

3. Would this strategy be useful for you? How do you think this should be implemented and where?

- No, it would cost more money on a fixed income. It would highly discourage me to visit these areas. San Francisco's recent move to do this resulted in my decision to visit the city much less.
- This strategy would not be useful for anybody and should not be implemented.

Strategy 21: Sustainable Local Deliveries

Encourage the use of alternative modes for last-mile deliveries to reduce congestion and pollution in neighborhoods. This can include encouraging bike couriers, small trucks, and truck-free zones.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like this strategy. It get space for Deliveries
- When it comes to delivery it depends upon the distance of the house to the restaurant. Like in DoorDash, it depends upon the distance.
- I do like the use of alternative fuel sourcing. I am concerned with the recent and continuing huge increase of property crime, BUT how will San Jose govt ensure safety of

delivery personnel, delivery goods and alternate vehicles? especially when they must leave their vehicle to make an actual delivery? I do not like the truck free zones, as trucks & trucks with pallet lifts are needed for larger / heavier deliveries and pick-ups. ie: how do you propose to support a delivery of a new copier or a pallet of paper for a business or a new oven or the weekly delivery of produce to a restaurant?

- I would support this because it frees up curb space for transit and bikes. City would need to crest centralized logistics.
- I actually don't like this idea it means that we're gonna have more people doing less work because now you have a grocery bike courier delivering ones persons groceries instead of 20 peoples.

2. What would you change about this strategy?

- I think the dispatch department will just be the one to consider this thing.
- Enact and apply safety / criminal laws and provide staff to enforce them. Theft of delivery packages and theft of vehicles is on the rise with no staffing to even investigate them. Why make theft easier?
- Use time based curb management in the downtown core during night hours.
- "What we should be doing is we should be encouraging a common courier type of service where couriers regularly go into restaurants and businesses and pick up large numbers of orders Destin for the same area and then efficiently deliver those all at the same time. This way the guy delivering your Chinese takeout may go to your next-door neighbor and drop off their groceries and then run across the street and give somebody their medication from the pharmacy"

3. Would this strategy be useful for you and/or San José? If so, how?

- Yes, for San José.
- Yes, of course. Particularly in delivering cooked food. The driver must be very careful in delivering the product since it's already cooked.
- As a person who would prefer alternate methods and use of sustainable fuels, I would love this, but San Jose does not have the infrastructure to support this at this time nor for the foreseeable future.
- Free up streets more for people and diverts trucks and delivers to off times.

Strategy 22: Parking Pricing/Curb Management

Change the cost of parking spots based on availability and demand in an area,so that they are more expensive when there is more demand and less expensive when there is less demand. An app can tell you where spaces are, which spaces are available, and how much they cost.

Benefits: Changing the cost of parking will help keep some spots available so people will spend less time searching for parking. People can pay less for parking that is further away. This may keep spots closer to attractions available, but more expensive. Businesses have more parking availability.

Concerns: Community members have raised concerns that parking closer to desired attractions and destinations will be more accessible and affordable for people who are financially well off.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I don't like this.
- The strategy is indeed good and very recommendable to use particularly people with less income.
- I like the thought of an app to show currently available parking spaces. I do NOT like that lower income families will be further punished by having to pay a higher percent of their income for parking. If you are a google engineer or an Adobe programmer, this is likely of no impact. If you work in a restaurant for less than minimum wage plus tips, charging more for parking directly impacts your ability to sustain your family. If you are a senior citizen on a fixed income, sooner or later you will be unable to go to these areas, especially as the mass transit is ineffective.
- I support congestion pricing on high transit corridors or pedestrian streets. For auto oriented streets this could be a challenge for businesses.
- This is fine if everybody has the same amount of income but a program like this punishes poor people more heavily and they may be needing to park to do their job not because they're going to the sports game.

2. What would you change about this strategy?

- Free parking.
- I would only implement the app portion of it. I propose a pass or discounted for disabled persons, seniors, and low income.
- App based parking is the biggest hassle, because every city has a different app. Apply the same strategies but have pay stations or pay through browser on mobile.

3. Would this strategy be useful for you and/or San José? If so, how and where should this be implemented?

- It would be useful in San José.
- I would suggest this strategy be placed on a parking lot where there are lots of cars where businesses park and individuals as well.
- This is the least helpful strategy so far, other investments in transit and streets for people are more worthwhile.
- I think this is a bad strategy.

Strategy 23: Encourage Electric Vehicles (EV)

Make it easier for more people to purchase and use electric vehicles, to help meet our air quality goals.

Example: Provide incentives, programs, and discounts to help people purchase EV, more charging stations available for everyone including commercial vehicles and taxi/ride hail vehicles.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- There is no mention of accessibility or impacting the "quality of life" for handicap people.
- Yes, please encourage EV purchasing and use. We will need charging stations in key places.
- That would be nice because electric vehicles are expensive. Though I'm concerned of it still being affordable and accessible to working-class and low-income individuals and families. It seems like most people can't afford a place to live, how can they even consider buying an electric vehicle.
- I think there should be a bigger emphasis on infrastructure rather than incentives; there is not yet enough confidence in the amount of infrastructure that would make EVs very appealing, even if they could be obtained. For example, many multi-family homes and apartments lack said infrastructure.
- Concerned about the ability to provide electricity for all of these new EV's given that the infrastructure is already overtaxed, building new housing continues, and price of electricity continues to rise, while residents are told to be prepared for rolling blackouts.

2. What would you change about this strategy?

- I would add handicap lifestyle changes.
- I honestly do not know much about electric vehicles, how they work, how much they cost, the charging process, etc. to provide feedback and how this could help me or others in my community.
- Since San Jose has many single-family homes, I would just emphasize programs for upgrading home electrical systems to support EVs.
- Build the infrastructure to support this before turning on the plan. Make it graduated rates dependent on the price of the EV. People who can afford expensive Teslas should not be given the same discount as someone who buys a Chevy Bolt.

3. Would this strategy be useful for San José? If so, where?

- This strategy may help San Jose, but there's no help for the handicap.
- Very useful, for clear air, noise reduction and economic growth.
- This strategy seems necessary, not just useful. I think infrastructure should be directed towards the whole city, while incentives be directed towards low-income folks.
- I cannot see any specific place that would benefit.

Strategy 24: Encourage and Allow Carshare

Carshare is a car rental model where people are able to rent cars for shorter periods of time, often by the minute or hour.

Benefits: Enables users to access a vehicle when needed. Expands options for those who do not have the means to own/maintain a car. Families with multiple vehicles can consider downsizing.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I am concerned about the cost and availability of electric charging stations that would be used by the public.
- Well, if we are going to have cars around all over, it could crowd the city, like those scooters. No mentioning that when vandalized will look just ugly.
- This would be useful for tourist and those traveling and don't own/can't afford a car or bike/walk to get places. When the weather is bad like too hot or too cold or raining, those who walk and bike can use these services to get themselves places like to work and get groceries.
- I'm not a fan of this strategy. While it does sound good, I think public transportation infrastructure is vastly more important than ride sharing (and benefits low-income people more).
- I like the concept. I am concerned about the vehicle cleanliness and maintenance and who will manage the program & keep the cost manageable for low-income users. I am concerned about the insurance availability and liability of sharing a car.
- It's important to remember these may not be available to everybody and they may not work with everybody's schedule especially low-income people who work multiple jobs and have bad hours

2. What would you change about this strategy?

- I would add more and cheaper public charging stations.
- Make sure there is a program that makes this affordable for folks who are working-class or low-income.
- I would hope that ride share programs only allow for electric vehicles.
- What is the strategy for ensuring availability of a vehicle when needed? What are the limits of the program (how far can you drive? how long can you keep the vehicle?)

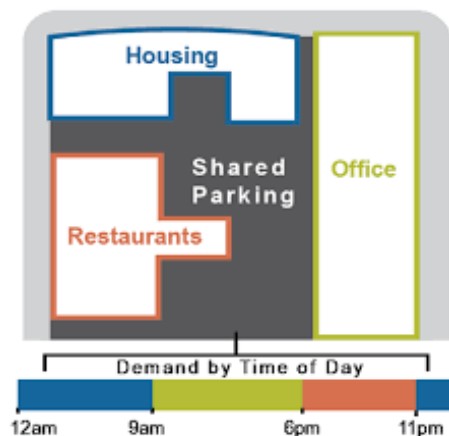
3. Would this strategy be useful for you? If so, how and where should carshare services be placed?

- This service would be of no value to me at this time!
- Yes, it would be if my car is in the shop getting fixed.
- I don't think I would ever use it. The idea of traveling to a ride share location sounds difficult enough.
- This would be useful for low-income families and fixed income households. The service should be placed close to transit centers.
- No.

Strategy 25: Unbundled Parking and Shared Parking

Bundled parking is when the cost of a parking space is included with other costs like rent. Since people have no choice but to pay for the parking space/cost, this can encourage driving. Requiring a minimum amount of parking in new developments can also add to the cost of development and lead to an oversupply of parking spots.

With shared parking, parking is shared between people with different needs at different times of the day or week, so that parking spaces are rarely empty. This means that fewer parking spaces are needed, and public space isn't left unused. This will also encourage people to consider different travel options and can help reduce congestion. For example, a theater that is more active in the evening can share parking with an office building during the day.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- At the current time, I'm neutral about this strategy. As the baby boomer population increases, immobility or access becomes important to the quality of life for the aging people of San Jose.
- Yes. force people to have a parking area and not use the streets for days

- I don't like the idea of shared parking; it seems like it can be inconvenient. If I go at an off hour, I would have to park and walk far away.
- Makes sense to me. I've seen it in place in new San Jose developments and seems to work fine. I agree that too many parking places are a nuisance. I just hope they adequately support EVs.
- Cost of parking needs to be part of the rent. Charging for parking is another way to appear to charge a lower rent than reality. Seeing comments on social media about the lack of success for parking for the Cottle Road Safeway neighborhood is concerning. City council needs to delve into these complaints from tenants. That includes maximizing the SAFETY of people using the parking spaces. A security plan needs to be included.
- I think this is a horrible idea.

2. What would you change about this strategy?

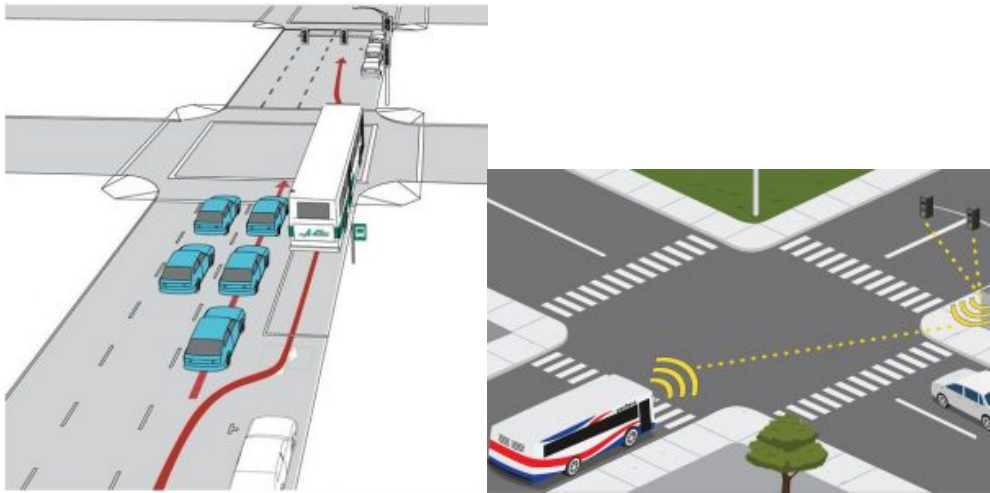
- I would add more handicap parking or access areas.
- Try to understand people's parking habits and needs in the area before implementing shared parking.
- Include a security plan.

3. Would this strategy be useful for you and/or San José? If so, how?

- This strategy is of no value to me unless it involves handicap parking.
- Yes, will alleviate parking on the street.
- I like the idea of unbundling costs from park spaces. This would help people who can't afford cars to not have to pay for a space they do not need.
- Yes, I think it would add to the visual appeal of San Jose.
- Housing prices are so high that people are sharing rentals and/or requiring double incomes which means 2+ workers needing to commute. Mass transit is ineffective, due to difficulty to navigate and amount of time needed, especially given the work environment of corporations requiring 10- and 12-hour days for salaried personnel. Parking for more than one occupant should be provided by any housing and included in the rent price. I doubt the usefulness of this strategy because even if you are able to encourage the use of mass transit and other ride sharing options, people need their own vehicles for personal use. (grocery shopping, entertainment, doctor visits, etc) especially those items with non-flexible times. So parking will still be needed.

Strategy 26: Transit First Policy

A Transit First Policy prioritizes public transit, bicycling, and walking on city streets. This can mean that whenever a street where transit operates is being planned, the effort needs to incorporate how to make transit faster and more useful. It also sets a minimum transit speed goal for streets where transit operates.



1. What do you think of this strategy? What do you like about it or not like about it? Do you have concerns or things you want us to consider?

- I like it. Public transport needs some priority to become attractive to users.
- Yes, this is important, make it safer and better for everyone getting around. Bicyclist should have their own lane with a physical barrier, like Seattle.

2. What would you change about this strategy?

- Give Busses privileges when moving around the town, so they are efficient with time and a viable option.

3. Would this strategy be useful for you and/or San José? If so, how?

- Add more handicap parking at businesses. Otherwise, the strategy is of no value to me. Since BART is not controlled by the city, any changes would have to be approved by BART first!
- Downtown, working centers, colleges
- I would like to more bikes lanes in Alviso, esp. these Grand Blvd, Disk Drive, and N Nortech Parkway, Los Esteros Road (this road is not safe for bikers and drivers, Zanker Rd, and N 1st Street. The bikers who take these roads are mostly biking as a hobby, they are in gear and bike in groups of 5 or more people. Since they do not have bike lanes on these roads they will take up the whole street/road and create traffic or slow down the flow of traffic.

Spanish Speaker Event

The multi-project speaker series consisted of interactive webinars. Topics included timely and relevant transportation themes touching San José today. Move San José held a speaker series event in Spanish on April 20th, 2021. The event discussed the intersection of community gathering places and affordable transportation options. The event began with a presentation from a few subject matter experts. A panel discussion followed, during which local community leaders discussed nuances that might be important for San José. The public audience was invited to ask questions and share their own perspectives.

Below are notes and take-aways from each of the guest speakers from the Spanish Speaker Event, Centros de Encuentro Comunitario y Movilidad Asequible.

Guest speaker: Carolina

1. Bogota has nearly 8 million residents. It is a relatively dense City with the highest per capita income of Colombia.
2. The latest residential survey from 2019 indicates that the majority of people move around by walking and public transportation - 35% via public transportation and 24% by foot. 15% of the population travels by auto. In 2015, about 4% of the population got around by bicycle and in 2019 it rose to 7%.
3. The modal distribution in the City is not equal. There's a strong difference between low income and high-income zones. In the lower income zones, walking and public transit use is more prevalent.
4. In January 2020, we had a change in government. The current government is very focused on equity and trying to achieve a better distribution of services.
5. Looking into the data:
 - a. 10% of the poorest households were spending over 30% of their income on transportation, with an even higher percentage in women-led households.
 - b. The lowest income quartiles spend more on transportation than the higher income quartiles - 26% and 24% of household income for those lowest income segments vs 8% for the general population.
6. COVID doubled the financial need to subsidize the transit system, in part because ridership dropped. But because a lot of essential workers use the system, it is seen as important to increase the subsidies to the system to support their mobility.
7. On pedestrian safety, we have been a global model. Although we're the City with the greatest population in Colombia, we have the lowest rate of traffic related fatalities in the country. Still, every year we have about 500 people that die every year in Colombia due to traffic collisions, and the highest rates are among pedestrians and motorcyclists.
8. Other problems: we have significant congestion, with the average speed of auto travel being very low compared to the US.

9. This affects air pollution. The most problematic pollutant is particulate matter. Transportation makes up 80% of the particulate matter pollution in Bogota. Almost 40% of the air pollution comes from buses, which run on diesel.
10. The City has tried to implement a variety of strategies
 - a. We focus first on trip reduction, which COVID has accelerated; however, those that are able to avoid trips are largely the higher income segments. The pandemic has resulted in even more unequal outcomes.
 - b. Then on incentivizing the use of non-vehicular modes, such as promoting the use of bicycles and public transit use. Under the pandemic, bicycle use has increased significantly.
 - c. And finally, reducing the impacts of personal auto, including increasing the adoption of electric vehicles. The City has a goal of vastly increasing the transition to electric public transit vehicles.
11. The City's Development Plan 2020-2024, has five purposes, seven targets, eight programs, and forty-four goals:
 - a. Purpose 1: Equal opportunity for social, productive, and political inclusion.
 - b. Purpose 2: Sustainability and climate action.
 - c. Purpose 3: Civic culture, participation, peace, and reconciliation.
 - d. Purpose 4: Sustainable, multimodal, and equitable mobility
 - e. Purpose 5: Transparent and open government and conscious citizenry
12. An example of a target for Purpose 1 is reduction of the cost of public transportation for the most economically vulnerable families, with a focus on the population, differential, and gender, so that it represents 15% of their income.
 - a. An example of Purpose 2 is to double the use of the bicycle and reduce particulate matter pollution by 10%.
 - b. For Purpose 4, an example is to reduce the number of traffic related fatalities by 20%.
 - c. Programs: An example of a successful program is Boys and Girls First, which is aimed at promoting walking and bicycling among children and youth. The children are accompanied by adult "mentors". (Similar to the Safe Routes to Schools Programming we have in some cities in the South Bay)
 - d. Follow up question: what is the increase in bicycle use due to?
 - i. It would be a mix of reasons. Colombia has a strong bicycle culture, but a lot of it is for recreational purposes - not so much for daily travel. We've constructed nearly 600 corridors of exclusive bike paths called Ciclorutas, and these have been further extended during the Pandemic as temporary routes, which are now being painted and being made permanent. They've become very popular with students, and those that can avoid the congestion by bicycling are using it - many millennials have started using the bicycle to get around, hipsters, and even CEO's. There are also lots of social groups/clubs that have developed around cycling. Lots of people

were already using it, including working in security and gardening for example, but now there's a greater diversity of people bicycling.

Guest speaker: Marcel

1. LA - auto oriented - but not just a City of cars.
2. Have been focused over many years to create a system of public transit that is much better in part to reach climate and equity goals.
3. Themes
 - a. Make sure to do your own analysis that fits the San José context.
 - b. Create local capaCity and reward community members for providing their time and local knowledge in planning efforts.
 - c. Financing
4. Equity vs equality - making sure options fit different needs of different people - for example a single mother vs an able-bodied single male.
5. Access - What are the needs in different parts of the City and what are the interventions that make sense in those different areas based on those unique needs.
6. Community work - traditionally, you conduct a survey and whoever takes the survey gets heard, etc. We need to go to where the community is at instead of asking folks to go out of their way. Is their childcare, food provided, etc at public meetings? What if people work? Need to create the capaCity of people to participate and incentivize people to participate. Example: promotora model. Many communities already are doing this work around health care, etc - how to identify those people/groups and build on that - leverage that "community infrastructure."
7. Investment in electric mobility. Need to be aware of the changes and incentives/\$\$\$ that are coming. With a new presidency, new types of funds will likely come forward. Need to be ready to take advantage of them. The current president wants to ensure federal funds advance equity and climate.
8. I'm a big advocate for using the bus or bike, but these are going to work for everyone in the LA context. So, we've got a program for electric car sharing for low-income residents. The program was formed by a committee from the community.
9. Scooter share program - the private sector wants to invest in these types of vehicles, but the government needs to do an analysis on the positive and negative impacts.
10. How to create pathways to jobs in the transportation sector, including new mobility options.
11. What are the multiple benefits beyond mobility that can come from transportation improvements? Internet access, jobs in the transportation sector, etc.

Guest speaker: Carlos

1. What is mobility? Most of us think about buses, trains, bicycles, etc.

2. But for most people, it also means everything that surrounds us - ability to access the beach, the grocery store, etc.
3. Needs are different in different parts of the City. Some felt its access to their job. Some want public transit to be safer or more reliable, even within the Latino community, which is very diverse.
4. To begin understanding the needs of the community, we put forth a big program. How can we recreate the public transit system for residents of Miami Dade?
5. Creating a system of public transit to where you can step outside your home and take a transit route where you don't have to think about the schedule.
6. But creating a public transit system from an equity standpoint doesn't mean spreading service around like peanut butter - it means focusing on the areas with greatest need and corridors with greatest demand.
7. In the context of the pandemic, we've learned how vital public transit really is.
8. Public transit is part of the ecosystem that is needed in order to be successful.
9. Important to:
 - a. Observe the local context/community and how the space is being used
 - b. Understand the mobility needs
 - c. Provide improvements soon - in the short term
 - d. Evaluate the impacts and evolve
 - e. Observe

Below are questions and responses from the discussion portion of the Spanish Speaker Series.

1. Regarding changes to bus routes: what are those changes based on? In Miami, are they basing it on data or input?
 - a. All of the above. Based on data to understand the system we have, how often the buses run, where the ridership is, etc. Next is to understand the activities - places of residency, work, etc. Create a system of options. Then we engaged the community and partnered with nonprofit organizations. We had pop up meetings in different public locations and spoke to the people: what do you like about the current system? What would you like to change?
 - b. Need to focus on the data, but also the feeling that people have about the system. Need to put forward options that people are going to actually use.
 - c. It's important to reach people where they're at rather than asking them to come to you. Gotta get out there and talk to people, whether it be at coffee shops, bus stops, wherever people are at. Text messaging. We reached a lot of people.
2. What are the types of trips that the majority of people want in the public transportation service?
 - a. There are fixed routes and on-demand. Buses or trains - it is the best option for moving the greatest number of people in a particular direction at a particular time. But what else is needed outside of that context? We're experimenting with on-demand service in lower density services.

3. What are the best ways in which streets have been transformed into public spaces?
 - a. One of the new things we've been doing is improving the pedestrian environment. It has been the forgotten mode despite the fact that it's the most popular mode. Not all the zones have the same use and pedestrian improvements are needed in areas of greater use. An example is in the City Center where there are lots of museums, shops, and informal street vending. Now it looks a lot nicer. We're seeing more activity as a result of improvements and more people shopping in the area. Also, in the northern section there are lots of restaurants, bars, etc. In this zone there was also a plan to improve the environment, such as changing the texture of the sidewalks. People like spending more time there. One of the BRT routes, people didn't like the way it was designed so the government added more livable elements, including green spaces. It's a very old corridor that people have a lot of appreciation for. We've increased the public space along the corridor. A participatory design process found that pedestrians in the area have three different corridors with different needs and so improvements were based on that context.
4. How can we create a human centered experience for transportation when we have such a diverse population?
 - a. It starts with the realization that the experiences are different for everyone. We need to realize there are differences in how people want to travel and can travel and the type of trip they need to make. For example, in Los Angeles, we need to understand that if you have access to a car, it increases your access to jobs and economic power. So, we need to understand those differences and then work with the community to identify a menu of options that can serve those needs.
 - b. It's human nature to want to figure out the fastest route to get out of an uncomfortable situation. By creating a better streetscape/public space, we can create a more comfortable environment. Creating public spaces, we can create differentiation between pedestrians, cyclists, autos and this is what unites us all - the desire for safety.
5. Metrocables in Medellin are very important. Are they also popular in Bogota?
 - a. We have many components of the public transit system. We have trunk lines with exclusive corridors of public transportation. This is our innovation to move the greatest number of people as efficiently as possible. We have other routes/corridors that go further out into lower income areas in the periphery of the City and in the mountains, including informal settlements. In some of these areas, the streets are very narrow and it is not feasible to run buses. So, people that live in these low income areas would take the buses that would take a long time to get to the trunk lines or take informal options like rickshaws. So, we implemented metro cables that can reach these areas more efficiently. As a result, we've seen significant time and cost savings. The gondola is integrated with the Transmilenio bus service, so you don't have to pay an additional fare.

People see that the cables don't just provide a transportation benefit but also provide greater visibility for their community - greater recognition to their communities. Gives people quality transportation. It can be done in flat areas but is most beneficial in hilly/mountainous terrain. But there needs to be a cost-benefit analysis because they aren't cheap. There's an example where a gondola was financed by fares because it was done to promote tourism.

6. How could we ensure that public transportation is more affordable?
 - a. We have a system of buses and trains. But when we have programs for different systems. But with the new mobility options, there are new "fares" being introduced for the new options, so we need to take a look at what those prices are since they can create a differentiated transportation system. So, we need to evaluate that cost and see if the public entities are able to cover some of those costs. What's our responsibility? To move more people as efficiently as possible. In our area, we are subsidizing bus service at \$40 or more per user. So, we can ask ourselves, would it be more efficient use of taxpayer dollars to subsidize scooters, bike share, etc? We need to look at all of the options together and determine what's the best option for the best cost for the user and try to maintain a lower price.
 - b. The transportation system operation has a cost - it has a subsidy. You can reduce the cost to the user of the system if you reduce costs or increase ridership and create greater efficiencies. But there's another theme. Perhaps one could look at it like a human right. If society says that mobility is a human right, then we should pay the costs. In LA, we're putting forward a program for all students to use public transit for free - but someone needs to pay and that's the taxpayers. That takes political will. How can you influence the government to reduce the prices or make it free? The Mayor is going to create a pilot to increase the number of people that can access the regional public transit system for free. We did the pilot in the City of LA but now it's being proposed at the regional level. But someone is going to have to pay. In recent elections, there have been sales taxes that have been passed that will create \$40 billion for public transportation. This is not easy to achieve - got to work hard for it. These are some things that can be done.

Online Spanish Workshop

LUNA and the engagement team held another online public workshop in Spanish in June 2021, focused on eastside San José residents. The workshop shared the vision and purpose of Move San José and gathered public feedback on the Plan's strategies. Latino/a/x community concerns were identified, influencing which strategies the City should focus on. They included breakout rooms for discussion to welcome participants' thoughts, questions, and feedback.

Breakout Group #1: Feedback on the Move San José Strategies

1. Safer Streets

- a. Prefers more signs, more sidewalks, more places to cross
- b. There's nowhere to cross on McLaughlin and Tully
- c. People desperate because of traffic drive faster
- d. We would want more inviting sidewalks and roads
- e. By Bonita and Sunset, cars drive very fast even if there are speed bumps. It is a risk for children that play outside
- f. Neighbors asked for signs in the neighborhood
- g. There are many cars that do side shows and leave the tires of their cars marked in the pavement
- h. We want better roads so we can use bicycles
- i. On Miami and Foley, We want the roads better painted so people know where to cross
- j. We have to find a way for drivers to slow down
- k. We want better options to walk to the schools

2. Enjoyable Public Spaces

- a. More parks
- b. On Lucretia, it's a nice road to walk but there are many homeless that throw trash
- c. The streets are cleaned but they get dirty right away
- d. By the library, there's a park and I would like to have basketball courts and other fun things for teenagers

3. Make Crosswalks Work for People

- a. Make the signs work better for people
- b. About a year ago, the signs on Lucretia were painted. Now people respect more the signs
- c. Even though there are signs, many drivers don't respect neither a red light nor a stop sign
- d. In neighborhoods where there are apartments, people parked on the streets even though that space is painted for cyclists

4. Improve Transit Stops and Real-Time Information

- a. She is afraid of waiting for the bus because there are homeless and drunk people on the benches
- b. People don't know how to use the bus. We want comprehensible maps to know the destinations

5. Improve Existing Transit Services and Free/Reduced Transit

- a. We want more constant buses.
- b. It would be best to reduce the bus fare for low-income people.

- c. If many people travel, how can they share the cost? Can the fare get lower if more people travel?
 - d. Young adults don't like the bus. They want cars. We need to show them that cars are not the only form of transportation and what their friends think shouldn't matter.
- 6. **Microtransit and On-demand Service**
 - a. Uber is expensive and it is not the preferred mode of transportation. It's a good idea, it's just not ideal.
 - b. It is a good idea, especially for people who don't have a driver license.
- 7. **Encourage Carshare**
 - a. It's not something we are looking for
 - b. I've never seen this mode of transportation
 - c. How can they be found?
 - d. Maybe it will help us for long trips?
- 8. **Mobility Hubs and Transit-Oriented Neighborhoods**
 - a. No comments made
- 9. **Bike and Pedestrian Infrastructure**
 - a. Infrastructure is good for families with bicycles
 - b. Our family enjoys using bicycles. My sons use bicycles wherever they go except for the school and stores. They believe that people will steal their bicycles in these locations
 - c. Roads should be wider for cyclists to feel safe
 - d. There should be a physical barrier to separate cyclists from traffic
- 10. **Green Infrastructure**
 - a. There aren't any green areas, we need more. Sometimes, old trees are cut and they don't plant more
 - b. It feels like the number of trees are reduced day by day
 - c. Having more green trees will make us walk more
- 11. **Mobile Ticketing**
 - a. Many of the applications are by phone. It would be helpful to have an office that can help us download these apps
 - b. I prefer to go to a machine like an ATM and have a card than use my cell phone

Breakout Group #2: Feedback on the Move San José Strategies

- 1. **Safer Streets**
 - a. Problems
 - i. Trees don't receive maintenance
 - ii. To avoid hitting other cars, cars get into the bike lanes
 - iii. In the neighborhoods the streets were painted but it wasn't enough

- b. Solutions
 - i. Have flags to cross the streets
 - ii. Speed bumps
 - iii. Extend curbs
 - iv. Reduce lanes
 - v. Better lighting
- 2. Enjoyable Public Spaces**
 - a. Problems
 - i. Clients parked on the streets and cause traffic
 - ii. People can get to businesses they just don't know where to park
 - iii. More parks close to the community (Parks are far away)
 - iv. People worry what would others think if they don't have a car
 - b. Solutions
 - i. More parking space
 - ii. Incentivize people to use bicycles
 - iii. Have stations to lock bicycles
 - iv. Close the streets is one option (not to sell)
 - v. Implement trash bins so people can leave dog's poop in the bins
 - vi. Around schools, it would be great to close the streets
- 3. Make Crosswalks Work for People**
 - a. Problems
 - i. Challenges with big vehicles such as trucks
 - b. Solutions
 - i. King and Story is a cross of four corners
 - ii. Wider sidewalks
- 4. Improve Transit Stops and Real-Time Information**
 - a. Problems
 - i. Need more bus stops
 - b. Solutions
 - i. Maintain and clean the bus stop close to tropicana
 - ii. Allocate budget for maintenance
 - iii. Have E-bikes at bus stops
 - iv. More shades are more important. (Plant more trees by the bus stops)
 - v. Have real on time information on bus routes
 - vi. Promote apps for bus routes
- 5. Improve Existing Transit Services and Free/Reduced Transit**
 - a. Problems
 - i. Buses take too much time
 - ii. The route to the hospital takes too much time
 - iii. 3 hours waiting to buy a bus pass
 - b. Solutions
 - i. More routes

- ii. Express routes that leave passengers close to their destinations
 - iii. Direct routes from East SJ
 - iv. Give free to students during the school year
 - v. Low-income program to reduce fares
- 6. Microtransit and On-Demand Service**
 - a. Solutions
 - i. They like the idea
 - ii. Good idea for overpopulated neighborhoods
 - iii. Teslas- Electric cars
 - iv. Transportation vehicles
- 7. Encourage Carshare**
 - a. Solutions
 - i. Promote the service more
- 8. Mobility Hubs and Transit-Oriented Neighborhoods**
 - a. Comments
 - i. Not relevant in my community, but relevant in others
- 9. Bike and Pedestrian Infrastructure**
 - a. Solutions
 - i. Open recreational spaces
 - ii. Make sure cars won't park close to the bike lanes
 - iii. Jar training
 - iv. Maintain the spaces, keep them clean
- 10. Green Infrastructure**
 - a. Solutions
 - i. Maintain trees
 - ii. Train homeowners how to cut trees
 - iii. Free trees campaign
 - iv. Educate people on maintaining trees
- 11. Mobile Ticketing**
 - a. It's a good idea

Breakout Group #3: Feedback on the Move San José Strategies

- 1. Safer Streets**
 - a. Yolanda Chavez: there's cars that do not respect the speed limit and puts people who are walking at risk. (Monterrey Rd)
 - b. Concepcion: in blossom hill and question road the road is not well marked which makes it dangerous. Cars tend to not stop when people cross the road.
- 2. Enjoyable Public Spaces**
 - a. Yolanda Chavez: many parks in her community by McLaughlin that there are too many homeless which makes them feel unsafe for children.

- b. Concepcion: lighter in the streets for people in public locations. I Live by Oak Ridge Mall and most of the lights around Blossom Hill do not work.
- 3. Make Crosswalks Work for People**
 - a. Concepcion: pleasant plaza by Mediterranean road would benefit from intermediate street crossing methods
 - b. Yolanda: better safety for bikers because many drivers do not respect them when crossing the street.
- 4. Improve Transit Stops and Real-Time Information**
 - a. Concepcion: there's many individuals who smoke on the bus stops and homeless people sleeping or there's bad smells.
 - b. Concepcion: bus times are inconvenient but mentions that there are digital times that help a lot because you are able to plan your day.
- 5. Improve Existing Transit Services and Free/Reduced Transit**
 - a. Concepcion: likes the service but sometimes the buses are over filled and can cause people to be too close
- 6. Microtransit and On-Demand Service**
 - a. Concepcion: would benefit from this service because sometimes the bus stops are too far away and with this service it'll take you to your destination.
- 7. Encourage Carshare**
 - a. Concepcion: this would be a good idea to help the reduction of cars. This would help families without a car.
- 8. Mobility Hubs and Transit-Oriented Neighborhoods**
 - a. Concepcion: more grocery stores near communities to help benefit families who don't travel far.
 - b. More community centers (helps community come together and helps receive benefits nearby)
- 9. Bike and Pedestrian Infrastructure**
 - a. Concepcion: add more signals that indicate people are crossing the road for cars to stop and make it safer.
 - b. More bike lanes in major streets
 - c. More safety for individuals when crossing the street
- 10. Green Infrastructure**
 - a. More trees on Tully road
 - b. More plants along story and king passing the 101
- 11. Mobile Ticketing**
 - a. Yolanda: Uber is too expensive so cheaper methods of using public transportation using your phone would be a better method since you can plan at what time.
 - b. Concepcion: this would help people who may only carry cards or forget their wallet.

Breakout Group #4: Feedback on the Move San José Strategies

1. Safer Streets

- a. Good idea to reduce speed. It has been implemented in wealthier neighborhoods. There's more need in our neighborhoods. We are always last.
- b. This is where equity should come to mind.
- c. Funds should be distributed based on population. Maybe the wealthier neighborhoods are smaller.
- d. New to the area. Still not familiar with the City. She has seen more buildings but not enough nature. She lives by McLaughlin and there's not enough nature. Good strategy that will help our neighborhoods. With more nature, walking will be more pleasant. There's a lot of homeless people in the area. She is wary of going out because of them.
- e. Homelessness is distributed throughout the City. We are all wary of the homeless. Homeless were in an area called the jungle. Then, the homeless are more visible. The City has to take a role in homelessness so make the streets safer.
- f. Previous jobs at VTA, homelessness is a big issue. Because they don't have enough resources, they decide to be where there are more people. They depend a lot on public transportation. Include resources that homeless people need.
- g. In his area, some light posts are turned off or the light bulb is broken. There's a need to improve the pavement.
- h. The trees in his neighborhood are old. They're breaking the driveway/sidewalk. Residents should be able to replant new trees. Also, tree branches cover the lights of the light posts. It is more dangerous for pedestrians. The trees are huge, if the roots are taken, then they are susceptible to fall down.
- i. Street in San Antonio and King. The road was reduced to one lane. It was hard to turn. Willow Glen and East SJ are different. Residents in East SJ have to travel and this creates congestion. It is cruel to reduce streets because it will create bigger congestion. Have to consider this. It is a reality on San Antonio St and King Rd.

2. Enjoyable Public Spaces

- a. An example is Santana Road. It is smaller but it's a good example. Only concern is that if these are developed in our neighborhood, there will be many people displaced. These are not for our Latino community. Who will benefit from this strategy? Santana row example it is visible that only wealthy people benefit from these neighborhoods.
- b. Only people that can afford.
- c. How can we make it accessible to our community?
- d. Gabriel: if these neighborhoods are developed, the housing should be affordable. Create a program for affordable housing. Many people have already

been displaced. When Google joins the City, it will create more displacements, the working-class people will be displaced.

- e. When the City allows permits to build accessible housing, the reality is that it is not affordable.
- f. The conversation is for the long run. We need to hear from the community.
- g. How can a parking structure building affect this strategy? Example: tropicana on King and story. Have a bigger nightlife.
- h. She would like public spaces in her area. She has a young daughter and she is afraid of going out. There's a lot of traffic
- i. Talking about parks, murals, culture that represents us, there's a lot of need. We want our youth to be inspired by this type of culture. At Tropicana, there's a lot of youth in the parking lot. It is great that they found a place to express themselves. Wish it could be a park or public space. He saw the police and firefighters arrive to scare away the youth in the parking lot. We need culture reflected to grow

3. Make Crosswalks Work for People

- a. Shopping centers only have 2 or 3 entrances. In one of the entrances, there's a lot of congestion. People should have the chance to live without congestion.
- b. More education for drivers, they don't know that flashing means people are going to walk.
- c. Make the cars fully stop then pedestrians can walk

4. Improve Transit Stops and Real-Time Information

- a. Needs a lot of change for him to use public transportation. He has a lot of things in his plate, work, school, going to the gym, etc. He can't do all of it with public transportation.

5. Improve Existing Transit Services and Free/Reduced Transit

- a. Buses take a long time. Many people can't get on time.
- b. Going to Fry's, the people that work in that area have to take 2-3 buses and then walk for a long time because there are no buses. By First St and Oakland Road.

6. Microtransit and On-Demand Service

- a. The last mile. It takes 30 minutes from the bus stop to the house. Micro transit is almost like a taxi.

7. Encourage Carshare

- a. It is not accessible in all areas.
- b. Price, how much would it cost?

8. Mobility Hubs and Transit-Oriented Neighborhoods

- a. Similar to Santana Row. Who are we asking this to?
- b. Berryessa market is similar to this. Again, is this for our community?
- c. Conversation about money has to change. Developers make money but they want to make 10-15% more. That's why they don't develop affordable housing.

Community Roadshow

From May through August 2021, the City hosted community meetings and pop-up events in all 10 of the districts in San José, in partnership with council offices. The engagement team shared Move San José's draft strategies. Meetings included discussions to gather community feedback on the potential strategies. The City identified key themes and strategies for each district.

The community events the City and Engagement team attended were:

- Buena Vista Neighborhood Association on Tuesday, May 25th
- District 2 Roundtable / Project Hope on Thursday, May 27th
- Welch Park Neighborhood Association on Monday, June 7th
- Thompson Creek Neighborhood Association on Tuesday, June 8th
- Alviso Neighborhood Association on Wednesday, June 9th
- Japantown Business Association, Japantown Neighborhood Association, and Northside Neighborhood on Tuesday, June 15th
- Project Hope/Poco Way on Wednesday, June 16th
- Project Hope/Santee on Thursday, June 17th
- District 2 Councilmember led Town Hall on Thursday, June 17th
- Cottle-Lean Neighborhood Association on Saturday, June 19th
- Shasta Hanchett Neighborhood Association on Wednesday, June 23rd
- LUNA on Saturday, June 26th
- Si Se Puede Collective, Somos Mayfair, and Veggielution on Thursday, July 1st
- Seven Trees Neighborhood Association on Wednesday, July 7th
- McLaughlin Park Family Movie Night on Saturday, July 17th
- SUN Neighborhood Association on Tuesday, July 20th
- Cambrian Community Council on Monday, August 2nd
- Marjorie Hamman National Night Out on Tuesday, August 3rd
- Starbird Park Movie Night on Thursday, August 5th
- Viva Calle on Sunday, September 19th

District 1

Top rated transportation strategies included:

- Enhance Bike Connectivity
- Make more Public Space for People
- Green Infrastructure
- Bike Storage
- Transit Expansion
- Improving Existing Transit Service
- Promote Electric Vehicles

- Fill gaps in trails and sidewalk;
- Low-stress bike facilities and slow streets

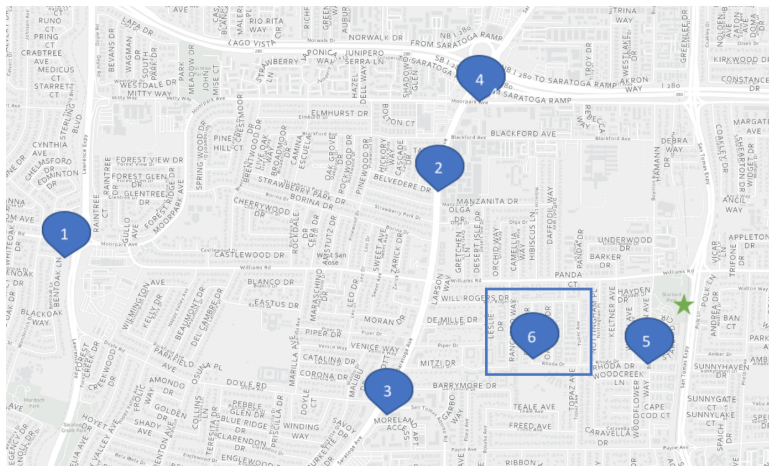
1. Hamann Park Neighborhood Association – National Night Out

- Speed bumps - lots of speeding! (on Westfield Ave between Monica Ln and Daniel Way);
- Stop sign needed (at the intersection between Westfield Ave and N Central Ave);
- Speed bumps (along N Central Ave);
- ADA ramp needed (at the intersection between Lenor Way and N Central Ave);
- Diverters to stop cut-through traffic and calm neighborhood please! (see area highlighted in Figure 1).
- Freeway cap at Winchester Blvd. bridge over I-280.

2. Starbird Park – Movie Night

- Visibility Issues (at the north-west corner of the intersection between Bollinger Rd and Lawrence Expy)
- Dooring along Saratoga Avenue
- Protected bike lanes in Saratoga (along Saratoga Avenue)
- Saratoga overcrossing over 280 only has sidewalks and a fence on one side of the street
- Speeding during the evenings and weekends (on Boynton Avenue)
- Sideshows and speeding on wide streets (see area highlighted below)

Locations where transportation improvements may be needed in West San José:



District 2

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Make more Public Space for People

- Better Transit Stops
- Promote Electric Vehicles
- Encourage Carshare
- Transit Expansion
- Improving Existing Transit Service
- Low-stress bike facilities and slow streets
- Maintain bike/ped infrastructure
- Mobility Hub
- Microtransit/On-demand service

Key themes:

- Lack of parking is a concern. Clear out cars that are parked for long periods of time.
- Electric vehicles would be nice, but the cost is a key limiting factor. Make sure there's enough charging stations. Need to prioritize public transportation over electric cars.
- Improve safety on buses and while waiting for them, like improving lighting and having stops located closer to pedestrian activity.
- Improve street safety for drivers, bicyclists, and pedestrians through having higher visibility crosswalks, more protected bike lanes, reduced speed limits and traffic calming measures, and cleaning debris off of sidewalks.
- Help seniors get around more easily.
- Time is the most important factor when it comes to commuting.
- There's support for carshare, if it is accessible and affordable.
- Carshare would be really important. I live in Coyote Valley. I'm as far away as you can get in D2, and there isn't enough density for me to have that down here. I would find this useful.
- Increase transit routes, increase the frequency, and increase the speed of transit.

3. Roundtable Neighborhood Association

- Promote Electric Vehicles
 - Cost is the key piece of feedback. The cost of gas is already an issue. Not thinking about getting a new car.
 - How can we create a strategy that targets the lifecycle cost of owning an electric car?
- Promote Transit
 - Safety is the primary concern. Waiting for the bus but also on board. A community member mentioned that she doesn't allow her daughter to take transit because of safety. She talked about her experience taking the bus and her feeling insecure doing it. She mentioned racism as well.
 - Maybe locating the bus stop closer to retail or where there is more pedestrian activity.
 - Improve lighting close to bus stops.

- Safer streets
 - The high visibility crosswalks would help improve safety. For drivers, it is more clear where they have to yield to pedestrians and they respect those markings.
- Promote carsharing
 - They need more information about how this service would work in their community.
 - One question about if this service is the same as Uber/Lyft.
- General comments
 - Issues with parking on Roundtable Dr. Very difficult to find a spot. A lot of cars are parked for several days/weeks. Is it possible to add parking markings?
 - They asked 2/3 years ago to implement traffic calming measures on Roundtable. They don't know about the status of that request.

4. District 2 Town Hall

- I want to make Edendale Ave. safer. I've been a biker for 25 years, with no car.
- Interested in helping seniors with getting around/mobility.
- Have less dirt on roads to make it easier for seniors to commute.
- What is the most important factor when thinking about commuting?
 - Time is #1, then sustainability, then cost, then safety, then flexibility.
- How can streets in D2 be safer for people who walk, bike, and drive?
 - Wide, clearly marked intersections/crosswalks.
 - More protected bike lanes are needed to help more people bike to work.
 - Reduced speed limits.
 - Bikers feel safer on the sidewalk because they don't feel safe on the road, but that affects pedestrians. We need to lower speed limits and have protected bike lanes.
- Cleaning the debris on sidewalks would mean a lot. Right now, there's a lot of trash and broken glass on sidewalks when walking around, despite community clean up days. It seems like there is little to no clean up from the city.
- I've been in communication with Sergio and DOT about making Edendale Ave. safer. I want a crosswalk and a sidewalk [sidewalk missing on one side of the street]. Complex street designs aren't relevant to my area. I'm frustrated with DOT.
- Group wants more transit-oriented development in their district.
- Station 121 has a lot of stuff close by: Caltrain station, VTA station. For older people or people with disabilities, they need help to get to these places, even if it's less than a mile.
- A city in Oregon has a software program that merges a bunch of transportation options in one platform. A system like that would be great.
- The new developments around Costco [Coleman Ave], did not include anything else in terms of retail. When there's a new development plan, have retail stores and different accessible ways to access the retail stores/plaza.

- I'm only talking about people on the outside edges of the city in D2 and D10. Everyone supports these strategies, but I hear repeatedly that these ideas are nice but the transit system we have doesn't come close to being competitive and efficient. The big joke is that you can either get on the light rail that goes 5mph through the city or walk, since that'll be faster. On the slide that had 60% without cars in 2040, that's a monumental goal and there's no way we are going to come close to that with what we are doing. Since it's largely about emissions, have a program of putting out incentives to buy electric cars like subsidies. In South SJ, people are going to be driving, so have vehicles that are zero emissions.
- I want more charging stations.
- It's not about substituting gas with electric. If there's a million electric vehicles, there's still going to be a million cars on the road. It's the right way to go, but public transportation should be a much higher priority. (+1)
- If carshare was easy to use, the group would be interested (+1)
- Carshare would be really important. I live in Coyote Valley. I'm as far away as you can get in D2, and there isn't enough density for me to have that down here. I would find this useful.
- I like the one-way carshare, but I don't want to drive. I would rather have someone close by give me a ride.
- If carshare costs hourly, I wouldn't want it to be sitting waiting for me.
- It's about availability. I don't want it sitting there costing me if there are more to use, but if not, I don't want to lose my ride.
- I wouldn't discount any of the possibilities or alternatives you're talking about. At certain times other methods might be more useful. This is one of many strategies, one size doesn't fit all. Each one contributes to the goal. (+1)
- Lots of youngsters who live in SJ but commute to other cities. How will we bring this together so there are involvement from other cities and counties?
- What improvements would you like to see to transit in your district?
 - Transit that comes more often
 - Better and more transit routes
 - Faster transit
 - Better bus stops
- The best thing is access to transit. I can't walk half a mile to a mile to get to transit. My physical constraints don't allow me to. Have modes for short distances to get to transit.
- Strategies ranked in order: Safer streets, improved transit, carshare, encouraging electric vehicles, transit-oriented development, enjoyable public spaces, congestion management, then free transit.
- There's a humongous cost to train. Billions spent on light rail, but it's not the best system in terms of speed. Google has a fleet of buses that are on demand. They moved thousands of people cheaply and quickly. How do we get the biggest bang for our buck?

5. Cottle-Lean

- Transit priorities: time (+3), efficiency, sustainability/environmental
- Make sure street level transportation options do not get gridlocked/stuck in traffic.
- Have more hybrid/electric vehicles. (+1)
- Make all public transportation electric or hybrid (+1)
- I'm concerned with how much of the City's emissions are produced by transportation.
- Reduce speed limits (35mph is too fast).
- Visibility is an issue due to curved roads.
- Congestion makes residential street's air quality poor.
- Regarding the safe streets strategy, it looks like a roundabout is now installed in the bottom shot. It slows traffic - good idea!
- Have events with art, music, and little shops/booths.
- I work with the state congress and want to ensure charging stations are accessible in other areas and destinations outside of San Jose, such as Solvang.
- I like encouraging electric vehicles. Mandate private companies to have EV charging stations on parking lots.
- Safety is important. We need safety in areas outside of San Jose, on transit, and while waiting for transit.

District 3

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Free/reduced Transit
- Bike amenities/parking
- Better Street Lighting
- Mobility hubs
- Fill in gaps in sidewalks and trails
- Encourage Carshare

Key themes:

- Have increased and more secure bike storage options like lockers and parking.
- Increase safety for pedestrians by decreasing speeding, increasing police ticketing, and having better street lighting.
- Really concerned about the current lack of parking, and this issue getting worse from new developments being built without parking.
- Carshare that is widely available would be nice, but people are concerned about the parking issue.
- We need more charging stations for electric vehicles, and for new housing developments to provide charging stations as well.

- Increase the availability of public transportation, especially to areas that have food deserts.
- Make public transportation more affordable or free to incentivize people using it.

6. Japantown Neighborhood Association

- If we want people to get out of their cars, VTA needs to be free.
- Redesigning and repaving the whole city would cost a lot, so why not subsidize public transportation?
- Light rail is more expensive than driving and it takes longer.
- It's hard to change the public/individuals, so change the businesses/corporations who produce a lot of emissions.
- Incentivize transit use.
- Downtown SJ has a food desert problem, so increase transportation access to that area or areas that also have a food desert issue.
- I have to travel far to get groceries. Make it accessible by walking, but not supported by infrastructure.
- We need to take away people's cars, [traffic tickets] fine more people and increase the cost of fines.
- Have better bike parking and lockers.
- Residents do not like Baywheels.
- The City should play around with smaller plans and pilots around certain strategies before fully committing financially to a strategy or make changes that cannot be/hard to reverse.
- Different city departments need to stop working in silos.
- Make the streets safer by decreasing the speed limit or implement road changes to make people slow down, so more people can walk and bike more safely.
- I'm tired of having my bike stolen, so I don't ride as often as I used to. We also need to have better and more bike locks and storage. I often ride places that don't have a safe place for me to lock my bike or there is no bike lock or storage at all, especially in downtown San José.
- More traffic ticketing by SJPd. This would incentivize people to follow traffic signs.
- DOT should partner with SJPd to increase street safety, by addressing speeding and people running stop signs.
- Build around safety and with safety as the priority, especially for pedestrians.
- Light our sidewalks - Safety will come with modeshift
- DOT needs to work with VTA - routes need to go somewhere, essentially
- Would like to see carshare/Zipcars further explored.

7. SUN Neighborhood Association

- Safer Streets
 - Wouldn't this model cause more congestion because it decreases the traffic lanes available?

- Parklets and increased outdoor dining are new in Covid. This needs to be accounted for.
- I like round-a-bouts and the greenery a lot. However, there's no parking in the lower photograph, which makes me concerned about apartment tenants and business owners not having parking.
- There is a multistory building being built with no parking on Reed St. and S. 1st St. It will push everyone to my street, even though my street is already full.
- The transit system is abysmal in this city. The train system [light rail] is still down since the shooting, which is a huge disadvantage.
- People aren't going to bike all the time when it's raining. Alternative modes of transportation work during the sunshine but not other weather.
- Electric Vehicles
 - There are no charging stations, so it's not even a consideration for most people because the infrastructure isn't there.
 - New apartment buildings aren't being built with charging stations. The majority of people who live here are renters.
 - When there are a string of hot days, we have to shut down the electric grid temporarily. As we become more electric, will this become a problem? Will we have the electric infrastructure to support this?
- Improve Existing Transit Service
 - Think about all forms of transportation and how they link up and can work together. We need more services and need to think about how to get people around more quickly during early morning hours and late at night, and get to surrounding cities.
 - We don't have grocery stores that are close by or accessible, people travel far for work. There's a lot of work needed to be done around infrastructure.
 - High school students are excited to get their driver's license, so engage youth to encourage alternative transportation routes.
 - MUNI is giving free ridership starting August 1st to people a certain age. Can this be replicated?
 - We are losing a lot of markets, in order to shop you need to get in your car. The car represents freedom for people, they can go anywhere in the sanctuary of their car. The meaning of a car for people is important.
- Encourage and Allow Carshare
 - Availability of carshare is important.
 - Where do you put the cars when we already have a serious problem with lack of parking? So many new buildings are being developed without parking. I can't park in front of my own house. My neighborhood asked to opt out of carshare because we don't have room, but then one went up in a neighborhood right next door that took up parking.
 - Has the City considered Uber? They ride around empty a lot more than riding around without people in them, so they don't help with congestion.

- We are very concerned that things are backwards. There's a huge amount of development being planned and built, but the infrastructure hasn't been planned. 20 years is a long transitional phase. We are hoping the City will mitigate the awkwardness of this transitional phase.

District 4

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Fill in gaps in sidewalks + trails
- Low-stress bike facilities and slow streets
- Microtransit/On-demand service
- Expand Transit
- Encourage Carshare
- Improving Existing Transit Service

Key themes:

- Alviso residents feel isolated geographically - provide more bus routes to connect with the rest of the city.
- Provide more safe bike lanes. Not a fan of bike lanes going down the middle of the street.
- Make the neighborhood more walkable with continuous sidewalks and filled-in holes.
- There's a desire for smaller buses or smaller transportation vehicles to easily transport residents. Residents really liked the idea of golf carts.
- Would love zip cars.
- Have more electric charging stations and regulate the charging fees.

8. Alviso Neighborhood Association

- We are underserved by the city and isolated geographically. It takes a while to do anything or get anywhere. There's no safe way to bike anywhere other than 1st street. How would these strategies affect Alviso?
- Make our neighborhood more walkable for people to get groceries. We want continuous sidewalks. There are sidewalks that are incomplete and require you to cross the road to get on the sidewalk again and nothing has been done to fix this problem.
- Will you guys work with VTA to assist with the less driving goal? If someone wants to take a bus from Alviso, they have to walk a long way. Not easy to use transit.
- Bike lanes. Think about what shortcuts there are. Have bike lanes or better publicized trails. I'm concerned we missed out on the bike lane plan; we would have a lot of input there. I hope it's not more of the ridiculous street arrangement like in downtown where cars park in the middle and goofy green barriers that no one understands.

- Buses do not stop in Alviso, they go through Alviso; we need to be connected to the rest of the city.
- A lot of bikers go down Los Esteros road, where it's all dirt, with no sidewalk, and very narrow. You can see where trucks hit telephone poles. I don't feel comfortable seeing bicycles there when I'm driving.
- Los Esteros and Zanker are out of the way. The solution was for the bicyclists to go down the middle of the street, and someone has already gotten killed. We need more sensible solutions.
- I like buses, but I don't understand why cities have huge buses or super huge buses, when in Alviso there seems to be about two people using it. Can cities adapt to having smaller transportation vehicles like airport shuttles?
- I like Zip cars. It would allow me to get rid of my car to save money and still get around. I'm only getting older, I don't know if I can walk 2 miles at 6pm to get to the light rail station. A zip car would be nice. It would also be nice to have one of those smaller 16 person buses. I loved light rail when I attended SJSU, but there's no place to park. Liberty Stop only had 2 stop times, one at 10 in the morning and 6 at night, not convenient.
- Provide first and last mile transportation for people to use the transit system.
- I support zip cars.(+2)
- I'm curious about the push for electric cars. Does the city have policies in place for the increasing demand of lithium for the batteries? Very questionable practices in under-developed countries. We are limiting fossil fuels and supporting something not great.
- I drive an electric car and my biggest pet peeve is that there is no consistency for chargers and the rate they get charged. City charges a fee to use those chargers. The energy that you are selling and the rates set are very expensive. We should address this today.
- When you watch movies of Florida zipping around on golf carts, it would be nice if we all had golf carts to zip around to the grocery store on. Have a golf cart lane to Super Target. (+1).
- When my parents retired to Phoenix, everyone drove golf carts around.
- Make golf carts a thing! Especially when people just want to go across the street. (+4)
- Get safe routes to school funded for Santa Clara. We are opening a new elementary and middle school. A new high school next year. We are concerned about students biking in Alviso and about speeding/speed limits. We're hoping that Top Golf's improvements will slow people down. Also, fill in the sidewalks. Students from mobile home parks from the other side of the canal should have a safe pathway to get to school.
- Alviso is a small area. Their community is passionate and deserves a lot, and oftentimes they don't get it. Take the input we gave and do what you can for the community and George Mayne school. We are putting new schools on very busy roads.
- The apartments across the streets from Zanker are a part of a different school district. We have students coming from the south and they are expanding the sidewalks on Zanker.

- There was talk of a pedestrian bridge in parallel with Gold St. I don't think it would be too expensive, but would improve our lives dramatically.

District 5

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Public spaces for people
- Low-stress bike facilities and slow streets
- TDM
- Improve existing public transportation

Key themes:

- Increase safety and comfortability for pedestrians. Residents are concerned about gang activity and feel unsafe walking or reporting gang activity in fear of being singled out.
- Concerned about traffic fatalities on the east side, especially impacting pedestrians and bicyclists.
- Residents want safer streets.
- More public spaces, outdoor activities, pop-stores, and local businesses downtown.
- Improve bike education for people who are new to biking.
- Would like to see grants for companies to pay for public transportation for employees (TDM).
- Have transit that is cleaner, safer, and less crowded. Consider longer commute times for low-income families.

9. Poco Way Neighborhood Association

- I walk because I don't know how to drive. I feel unsafe walking in the neighborhood because of gang activity.
- There is also concern about constant sidewalk closures for maintenance work, which require that I take detours when shopping at the Tropicana shopping center at Story and King Rd.
- Not many pedestrians walk in the area, which makes reporting gang activity difficult because it may single out the individual.
- I'm concerned about traffic fatalities on the east side, specifically pedestrian and bike fatalities. I'm afraid to use these alternative modes of transportation and what is DOT doing to actively prevent fatalities?
- Presenter brought up Vision Zero - infrastructure is upgraded based on safety data.
- The city should take more actions/steps to address issues in the most dangerous areas of East Side San Jose.

10. Si Se Puede Collective

- Safe streets
 - They like the example we show in the presentation. The after-project street looks safer and better.
- Public spaces
 - They love this strategy. They want to see more outdoor activities. And more pop-up stores and local businesses in the Downtown area.
- Public transit
 - Needs to be cleaner, safer, and less crowded.
 - Think about the AMP impact on displacement and longer commutes for low income families
 - Think about equity issues. If they have to work two jobs, they can't use public transportation.
- General comments/ideas
 - Is there a plan for bike education? The resident owns a bike but doesn't know the rules.
 - About engagement: Excited to see the survey results. And a lot of opportunities for outside activities and engagement. For example Viva calle in September could be a good engagement opportunity.
 - Would like to see outdoor space available after Covid because people are interested in being outside.
 - Would like to see grants for companies to pay for public transportation for employees. Make those grants available to the community.

District 6

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Better Transit Stops
- Improving Existing Transit Service
- Better Lighting
- Bike amenities/storage
- Mobile ticketing

Key themes:

- Regulate scooter use to protect pedestrians and bicyclists on sidewalks.
- Increase the frequency of buses.
- Make buses more accessible for families with children and strollers.
- Support for road diets and widening sidewalks.
- Lights at pedestrian crossings that stop traffic.
- Better bike storage.

- Address the homelessness issue.

11. Shasta Hanchett Neighborhood Association

- Regarding scooters, is there a strategy to regulate their use and keep them off the sidewalks to protect pedestrians and bicyclists?
- Regarding buses, I have tried to use it as a family, with a stroller, and it was near to impossible to get a stroller on the bus. Waiting at the stops for the infrequent buses in the heat was terrible - what can we do to get families on the buses? I come from London, so I have some expectations.
- We always ask for wider sidewalks and seldom get them.
- I'm for road diets!
- I want lights at pedestrian crossings. I feel I take my life in my hands crossing the Alameda with children. Any lights at a crossing should stop traffic, not just flash at it.
- West San Carlos has been planning for years to do infrastructure improvements that include street trees, sheltered bus stops, and better crosswalks - but funding and priority seems to have stalled.
- I want free, open air, electric buses.
- Bike theft is rampant. How do we store bikes so they don't get stolen?
- Public transportation in various European cities is so much more advanced than here, with every mode easily linked and frequent enough to allow for ease to get where you need to go. You only need one form of payment or pass to access ALL the modes. I readily use public transport while there but truly dread the thought here. (+1)
- EV charging gentrifies America - not a fan.
- We won't use the Guadalupe trail at present, due to the homelessness issue. It would be great if that would be addressed or integrated in the plan.
- As a resident on Lenzen and frequent user of Stockton, I am not in agreement with those statements that Stockton needs roundabouts. Stockton has already undergone a road diet and there are already stop lights which slow traffic.
- Wasn't the nickname for bus line 22 known as "Hotel 22" due to the homeless using the bus to hang out? That would be a concern dissuading use of public transport.

District 7

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Encourage EV
- Better Transit Stops
- Improve Existing Transit Service
- Free/reduced Transportation

Key themes:

- Nervous about cutting down car lanes when traffic is already bad.
- Have more lights and roundabouts to slow down traffic.
- Interested in programs to encourage more electric vehicles and make them more affordable.
- Expand transit routes
- Improve safety, comfortability, and shelter at bus stops.
- Need to build trust with the community about carshare and inform people well. Have it be accessible. Nervous about it taking away parking.
- Address the homelessness issue.
- Narrow the streets to widen the sidewalks.
- Lack of parking is an issue. If low income families are provided with cars, they won't be able to park them. Remove abandoned cars.
- Can schools provide student-only transportation options or can there be incentives for families with children to be provided discounted EVs or subsidized transit passes?

12. McLaughlin Area Tenants Neighborhood Association (MAT)

- Resident supports shrinking the streets to allow sidewalks to be wider. Lots of drivers don't respect other people on the road, such as people walking in the crosswalk.
- Are there plans for lowering the cost of electric cars?
- Are there any ways to keep the costs of charging for EVs low?
- A resident from the Santa Clara County Dept of Family and Children Services stated that children miss school because of a lack of transportation options. Will there be incentives for families with children for discounted EVs or subsidized transit passes? Also, if the City provides low-income families with cars, there needs to be more parking spaces.
- City Question: Would these 3 strategies asked about above help District 7 or is this not enough and more is needed?
 - Resident can't afford a car, even if she could there's no parking in the community so she would rather walk. And then she would have to park in an area where she can get a ticket because there's not enough legal parking spaces. There are a lot of abandoned cars in the area taking up valuable space. Would be good for DOT to come by more often to actually remove these cars. They are taking up valuable parking spots which are already limited in the Santee area.
 - Sometimes people park bigger cars or boats on the streets, taking up limited parking spots.
 - Can school districts provide more transit options/student-only transportation options since regular transit options can be dangerous for children (gangs etc.)

13. Seven Trees Neighborhood Association

- Safer Streets

- The new La Jolla St. looks beautiful and there are streets in Seven Trees that should look like this but I am nervous about streets that are already clogged even with four lanes, so if we cut down to one lane it would be much worse.
- The intersection between Seven Trees Blvd. and El Cajon Dr. is very wide, hard to cross, and a dangerous crossing for people. People don't even use that crosswalk and opt to use the other side of the road.
- People come at high speeds from Capitol Expwy. Having a light or a roundabout could be good (+1).
- There's a new bike lane in Cedro but that corner is a wreck as it is connected to four schools and with the bike lanes there, there will be a lot of danger. Kids on bikes and skateboards are riding outside of the bike lanes which makes the situation more dangerous. Is there an opportunity to have a light there in order to make people stop there and slow down a bit? (+1)
- Hesitant to talk bad about Rocketship School but the way things were built there weren't very thoughtful because the drop-off area for cars is very small and only has one lane, causing cars to get backed-up into other neighborhood streets.
- Concerned about Singleton Rd. and Center Rd. There are plenty of reports to the Council office about cars speeding by. The other side of Capitol also gets a lot of reports. Southside Dr. is also problematic on the other side of Center Rd. Ezio St. also has a lot of reports about speeding. There are also many skid marks from donuts.
- Encourage Electric Vehicles
 - Interested in programs to encourage electric vehicle purchases.
 - Concerned about the PG&E bill being higher and deterring people from purchasing electric vehicles.
 - Seven Trees Community Centers would be great for charging infrastructure.
 - People would be concerned about the safety of the vehicle and belongings if charging outside of the home.
- Improve Existing Transit Service
 - Used to take the bus in middle school to Willow Glen. All lines today are far from where he lives which makes it impractical for him to use.
 - Used to take the bus to San Jose State, but when it rained, none of the bus stops in the area had shelters. When they are covered, they are oftentimes in disrepair (urine smell, garbage) and so people that are already taking the bus wait outside of the stop.
 - Would it make sense to have some buses drive through neighborhoods instead of scary roads like Monterey? Resident lives near the Roosevelt Community Center on Santa Clara St near E San Antonio.
- Encourage and Allow Car Share
 - I've never used carshare, but I don't see how this solution would work at Seven Trees. It would have to be very accessible, and some people would find it

strange. Lots of outreach and trust building would be essential in this scenario. There would have to be proof that there is no catch as people could be skeptical.

- Seven Trees Community is very dense and parking is an issue, this may take parking space away from neighbors which would present a challenge for people. Trust about the program and outreach would be essential.
- There is an elephant in the room: the homelessness issue and RVs parking next to the community center for long periods of time. I am concerned about the vehicles making it awkward to walk around the neighborhood and concerned about my son walking around there. I've considered taking him elsewhere. There are also parks which people usually try to avoid because of homelessness. I drive to other neighborhoods for parks instead of walking him to the local park. (+1 - I don't walk anywhere and I don't let my kids walk to the park either.)

District 8

Potential helpful strategies based on feedback/responses:

- Safer Streets
- Better Transit Stops
- Improving Existing Transit Service
- Expand Transit
- Encourage EV
- Microtransit and on-demand services
- Expand bike connectivity
- Bike amenities like lockers
- TDM

Key themes:

- Focus on improving safety and comfortability on transit and bus stops.
- Offer free charging stations for electric vehicles.
- Increase TDM to encourage employees to use public transit.
- Better access to last mile connections.
- Increase bus routes.
- Better mapping, signage, and communication regarding bike trails next to light rail would help bicyclists to ride to and from light rail. Increase bike storage in and around bus stops.

14. Welch Neighborhood Park Association

- Safety is an issue with transit, a focus on this would encourage people.
- The City should offer free electric vehicle charging. The county already offers free electric vehicle charging.
- A resident shared a change.org proposal for the city to offer free electric vehicle charging: <http://chnng.it/kpDCVxWkXz>

- My employer reimburses transit passes and encourages us to use public transportation. I use the bus every day to commute to Palo Alto.
- Transit is good, but we need better access to last mile connections. I use an electric scooter to get to and from the bus stop. If it was not for that, taking the bus would have been inconvenient. Many people don't have the luxury of having an electric scooter or means to reliably get to a transit connection. If we can find a way to get people closer to transit options, we can see ridership increasing.
- Bus stop improvements would help out a lot, especially for stops without a shelter. This is probably not as bad now that VTA has changed their guidelines to allow more people on the bus.
- VTA has done a needs assessment to determine the potential for ridership. Bring it up at their virtual board meeting and present it to the board.
- Increased bus routes have to be addressed if this is going to be successful. I am currently driving my niece to an externship because there is no bus going there. Routes were taken away even before COVID.

15. Thompson Creek Neighborhood Association

- What about promoting businesses to encourage telecommuting (post-COVID)?
- Any thoughts on long travel times due to transit? What about people who don't live or work close to a convenient transit location?
- Where does light rail currently go today?
- Good mapping, good signage, good communication regarding bike trails next to light rail would go a long way to allowing more bikers to ride to and from light rail.
- Building bus lanes is important! Buses get jammed up with existing traffic, and not everyone can afford an Uber. VTA should emphasize building bus lanes to and from light rail stations. VTA should be expanding routes, not decreasing.
- Travel time can be a big barrier. Transit services allow bikes, but may not be bike "friendly" meaning limited spaces to store bikes etc. Additionally, limited infrastructure at stores, work, etc. for storing bikes safely. Safety and cleanliness is also key while waiting for the bus.
- City Question: Any interest in a bikeshare system in District 8?
 - People seemed to generally like this idea. But, in District 8, bikeshare bikes tend to just be littered about as opposed to parked at a station. Can be a safety issue/tripping hazard, also annoying. Additionally, bikeshare can be a safety issue (no helmets).
- As a vehicle owner/driver who hasn't been on VTA in such a long time, it may be good to take a bus to see how long a journey takes to provide perspective on how fast we can get around by vehicle.
- City Question: If we did have to give up existing space to put in a bus only lane, what would you give up?
 - Street parking.
 - May depend on existing use of the corridors.

District 9

Potential helpful strategies based on feedback/responses:

- Improve Existing Transit Services
- Mobility Hub
- Transit-Oriented Neighborhoods
- TDM

Key themes:

- Lack of parking is frustrating.
- Increase the frequency of buses and the number of bus routes, especially where people drive most.
- Consider wheelchair access throughout this plan.
- Have more Urban Villages.

16. Cambrian Council

- I always take the light rail since parking is a hassle downtown. But when I use light rail, I need somewhere to park my car, which can be a hassle too.
- One of the challenges is that San Jose is a very spread-out city. Look at affordable housing where there is not one specific hub. There are multiple means of transit. There's not enough parking for cars. The bus routes are spread out every 20 minutes.
- Urban Villages will help.
- How can you improve the frequency of buses? Can you push VTA? How are you leaning towards buses that are more flexible rather than light rail which is more of a fixed route?
- Beach traffic is bad near Los Gatos, we should push freeway traffic to side streets.
- Currently VTA can fund a transit route with no minimum, but it would cut other routes. Is there a way to add more routes without taking them away?
- Wheelchair access needs to be covered in this plan given the aging population.
- I'm happy that wheelchair access is being considered.
- Run the bus service where a lot of people drive today. Tech companies provide their own bus fleets. This would be a large target for the VTA to go after, for people who leave San Jose to leave during the day and come back at night. Bus lane developments seemed to be stalled.
- I know CUHSD is putting electric car charging stations at some of their school sites. I believe this is supposed to be a money generator.

Personas Campaign

Move San José aims to address climate change, reduce traffic, and improve how we get around. One of the best ways to address these challenges begins with listening to the stories of community members who live, work, and play in San José. This Personas campaign recorded the stories of people from our community. These stories helped us with the Move San José plan development.

In such a large and diverse City as San José, it is not possible to capture everyone's lived experience. One's experience does not represent or speak to the experience of an entire community. By selecting a diverse set of people, we aimed to highlight the transportation choices and challenges of a broad array of San José residents. This allowed us to better understand the struggles faced by many residents.

It especially helped us to hear from those with physical disabilities, difficult commutes, language barriers, and financial burdens, among others. Just as the idea of "design for disability" has fostered solutions that benefit everyone, like curb ramps, automatic doors, and closed captioning, our focus on unique and difficult travel challenges seeks to improve transportation systems for all.

Objectives

Through the identified personas and storytelling, we aim to inspire community support, engagement, and ownership of the Move San José plan. Personas' identities and stories will help guide broad and community-specific selection of strategies and encourage mode-shift.

Advertising

We advertised the opportunity to take part in the personas campaign on the website and through our CBO partners as well as through DOT social media channels.

Selection Criteria

Specific criteria were used to determine which individuals selected for the Personas campaign. The criteria served as a guideline to help us select a diverse group that is representative of San José.

Race and Ethnicity

Since San José is a minority-majority City, race and ethnicity played an important role in the selection of participants. We aimed to have broad racial and ethnic representation.

Intersectionality

In addition to race and ethnicity, there are other factors that make up an individual's identity that were considered because they impact one's travel experiences and behaviors, such as:

- Ability/disability/mobility-challenged
- Age
- Gender identity
- Socioeconomic status
- LEP (limited English proficiency)
- Parental status
- Sexual orientation

Geography

Where an individual lives within San José also factored into the selection process. We wanted to make sure that the Move San José strategies considered the unique challenges and needs across different regions within the City.

Travel Mode

Daily transportation choices were another factor considered. We wanted to understand the experiences and barriers for a variety of travel modes:

- Car
- Public transportation (i.e. bus, train, light rail)
- Paratransit
- Bicycling
- Walking
- Micromobility
- Rideshare (i.e. Lyft, Uber)
- Mixed-use

Initial Conversation

A 60-90 minute conversation was scheduled over Zoom or phone with each participant. This initial conversation helped us to understand the individual's identity(s), community(s), story(s) and experience(s). This conversation aimed to be organic and to unfold naturally. After this

conversation, we joined each individual on one of their daily travel trips and had a deeper conversation about their mobility experience.

Storytelling Approach

Stories were told through conversations and images. These stories were created with participants to make sure they are accurate and represent their identity, story(s), and travel experience(s). Part of the Personas storytelling approach is facilitating a conversation that identifies the explicit and subtle factors that influence the individual's travel decisions and behaviors. By identifying what influences travel decisions and behaviors, we will be able to select strategies that support the City's transportation goals in the 2040 General Plan and Climate Smart Plan.

Through feedback from previous engagement efforts, we have identified factors that will help guide conversations and things to listen for to confirm or uncover what drives transportation behaviors and decisions:

- Cost
- Convenience
- Accessibility
- Personal and Physical Safety
- Commute Distance
- Age
- Gender
- Household Role

Furthermore, storytelling is an important component in our Personas approach because it:

- Will help us and the public understand and empathize with the experiences of other community members.
- Provides an opportunity to inspire residents and workers to engage and feel a sense of ownership and inclusion in the Plan.
- It gives more context and a window into how certain strategies may potentially harm and/or benefit an individual and the broader community.

Ride-along Approach

A ride-along is another important component of our storytelling approach. Our team followed Personas on a daily travel trip that was made prior to and post-COVID pandemic. This was an important part of our storytelling approach because it gave an opportunity for the community and City to see the daily travel barriers and experiences of different community members. The City used these first-hand stories to refine the Plan's transportation strategies.

During the ride-alongs, we documented the experience by capturing photos that brought color and life to the narratives of each Personas' story and their travel experiences. During the ride-alongs, we asked like:

- What decisions factor into your travel decisions and behavior?
- What are your travel experiences, concerns, etc.?
- What do your trips entail?
- How did you get around prior to COVID and after?
- How do you want to get around?
- Where in San José do you live, work, and move?

Compensation Criteria

When community members volunteer their time to help us plan for the future of San José, each individual's level of sacrifice in doing so will vary. We offered payment that ranged (\$75-\$150) depending on personal income and household size. The appropriate fee was selected by participants.

Learn more about the Personas here:

<https://storymaps.arcgis.com/stories/096082d53c5c4e5baf9eb6afe15a1f0f#ref-n-tX30J7>

Appendix 1C: Move San José Engagement Round 3

Workshop Report

The Move San José workshop was hosted on January 26, 2022, from 5:30 - 7:00 PM. 247 individuals registered for the event and approximately 93 people attended. The chat room was active with community members engaging both City of San José Department of Transportation staff and other event participants throughout the entirety of the workshop. During the presentation, guests were introduced to the Personas campaign, refined Move San José strategies, Districts Needs Assessments and the new DSS methodology. Questions from the audience were primarily related to traffic calming and safer streets, micromobility, and other transportation-related topics.

1. San José Staff and External Consultants:

- a. San José Department of Transportation (3)
- b. Winter Consulting (5)
- c. Santa Clara Valley Transportation Authority (1)
- d. Arup (1)

2. Participating CBO Partners:

- a. Christine Fitzgerald, Silicon Valley Independent Living Center
- b. Alyssa Nguyen, Viet Voluntary Foundation
- c. Omar Vasquez, Latinos United for a New America

3. Logistics:

- a. Closed captioning and alternative text provided for images
- b. Sign language interpreters
- c. Chat and direct messaging open to all

4. Outreach:

- a. Created multilingual (English, Spanish, Vietnamese) advertisements for Facebook, Nextdoor, Twitter
- b. Emailed 50 San José based organizations: 01/17
- c. Emailed general stakeholder list: 01/21, 01/26
 - i. Reminder to gift card winners: 01/24
- d. Posted to San José Department of Transportation social media channels: 01/14, 01/20
- e. Incentives:
 - i. \$100 Target gift card to one attendee
 - ii. \$20 Amazon gift card to first 50 registrants that attended

Key Chat Questions and Comments:

1. Traffic Calming and Safer Streets

- a. The City should be looking at redesigning dangerous streets to improve safety. Drivers drive at speeds they feel comfortable driving, regardless of the posted limit, so we should make changes such as narrowing lanes, adding barriers, and reducing the space off the sides of roads, among other measures, to make drivers feel unsafe at high speeds.
- b. I appreciate the commitment for implementation of Universal Design for Learning. Visual components help very much to convey messaging. However, what efforts or resources are going into getting voice indicators in crosswalks or street signage in multiple languages?
- c. Regarding the traffic calming toolkit, the implementation of these measures is limited only to residential two lane and local neighborhood collector streets. There are a lot of roads that could have high pedestrian deaths, or they could be in need of traffic calming measures, such as Santa Clara Ave. This keeps those from changing from the assumption that their goal is to carry high volumes of traffic and high speeds, whereas I think that assumption might be wrong. There should be no higher priority than safety. What's the purpose of the street? Is it to just shuttle people through downtown or to help build the wealth in that area? Those large streets being just a way to shuttle cars through is a disservice to the areas around them. How does the City go about changing streets like those?

2. Cycling/Micromobility

- a. Do more people benefit from biking versus from transit?
- b. This question is regarding the bicycle last mile. Sometimes the weather is bad - hot, rainy, etc. How can someone cover the last mile to take public transportation in these cases?
- c. If you want to encourage bike riding, you need to provide safe places for people to lock their bikes, so they are not stolen.
- d. The challenges with locking up personal E-scooters is a bit different to bikes, since it's more difficult to securely tie them to bike posts.
- e. Is there any out of the box thinking to help our folks in construction, landscaping, janitorial, home cleaning, gig economy drivers, cooking, etc. jobs that require late hours?
- f. Clarifying laws for using scooters and bikes on sidewalks is necessary. People should be ticketed and fined if they are using sidewalks inappropriately. Scooters on sidewalks are dangerous. More prevalent than bikes but bikes are problematic on sidewalks too.

3. General

- a. Does the DOT have neighborhood guidelines for neighbors who want to change things on their street, like changing a 4-way intersection to a traffic circle? I would love it if there were certain guidelines that if you met them, you could implement the changes without waiting. Like if you have a certain distance between curbs, and you meet those guidelines, you can implement it. Is there a way for this to be a rubber stamp for the next improvement section?
- b. I was dismayed to find out that our death numbers are high, up to 9 per day on the streets. What's the plan to curtail these deaths and high numbers we have been seeing the last couple of years?
- c. Is the City partnering with the school districts and nearby schools? Focusing on students could be really helpful. A lot of them can't drive yet, and it would be safer to get them in the habit while they are young to walk, bike, and use public transportation to get to school. In Palo Alto, I loved seeing large groups of students on bikes. It would be great to see that in San José.

Workshop Focused on the Disability Community and Older Adults

March 28th, 2022

Feedback from the workshop:

- Paratransit is required to have wheelchairs tied on. What is being done for the microtransit vehicles to secure wheelchairs?

- Percentages of those with disabilities and seniors (5% - so low). I had a knee replacement, and I don't feel as mobile as I used to. Before that surgery, it was very difficult to cross streets within the timeframe allowed. How can we make sure we have the correct statistics? Is there a source other than the census that better represents the people who make up our community?
- You're cutting the age limit too short at 75. I'm 85 and do everything that others do. We need many buses like they do in San Francisco. Get people out of their neighborhoods, especially on the east side where people have to walk very far to the nearest bus stop.
- We need more people, especially seniors, to use our community programs.
- LED lighting is horrible. Lights need to light the sidewalk in addition to the roads. Mission Blvd. and Union City has a great design.
- Map where bike shops are to encourage people to use bikes.
- Improve the greenways near creeks. EPA Urban Waters Federal Partnership is doing great work in LA County for the LA River and at the Guadalupe River. You could start a green path at Silver Creek because it's too hot without trees.
- Free public transit is ideal.
- I've heard little discussion about the senior population. How do seniors get around when they can't drive and don't have people to help them and can't use computers?
- You showed an intersection without curbs - that's against state law since you can't have people just go out into a roadway.
- Don't exclude individuals with Alzheimer's and dementia in your planning process.
- Work with other organizations that provide assistance to people with disabilities and seniors to generate strategies together.
- There's an ADA curb-cut in front of my building that doesn't meet my needs. I've not received help. Most bus stops are not ADA accessible. I had to purchase a car that could fit my accessibility needs, but now with parking being removed, that is another obstacle. Seek a task force with seniors and people with disabilities. The Office of Disability Affairs will be hugely helpful to inform the City about what these needs are.
- Make sure the demographic statistics you are using are accurate.
- Resources like "Meet the Normals: Adventures in Universal Design" are great. I notice the City is becoming much more conscious and inclusive of people with disabilities, thank you.
- Having these conversations is so important. Thank you.

Additional Spanish Outreach by LUNA

Below are notes and take-aways from each of the Spanish focus groups and workshops hosted by LUNA from February to April of 2022.

Focus Group, February 15th

of Participants: 7

Council District:

- District 3 - Two promotoras
- District 5 - Two promotoras
- District 7 - Three promotoras

1. Safer streets

- D3: "The crosswalk lights in the Alameda, close to the restaurant LUNA don't work. Cars can't see if pedestrians are crossing the street."
- D5: "King Road should be made safer like Monterey Road. That would be really helpful."
- D5: "Need better crosswalks on Story Rd and King Rd - it is so dangerous."
- D7: "McLaughlin and Story Road. There is so much congestion and it's difficult and unpleasant to walk around."
- D7: "Cars drive like it's a speed race on McLaughlin."

2. More public spaces / green infrastructure

- D5: "There should be more trees. There's more concrete than trees."
- D7: "Talk to the City so they can take initiatives on people who cut down trees. We need more trees in our neighborhoods"

3. Improve existing transit services / better bus stops / micro-transit

- D3: "More bus services should be offered to K-12 students and drop-off students directly in front of the school."
- D3: "Downtown stops smell like urine. It would be helpful to clean them up."
- D7: "Transit stops need more cleaning. People throw trash but the trash cans are full and no one cleans them up."
- D5: "I work on Capitol and Mckee, there is not a direct bus."
- D7: "People tend to ignore the transportation needs of others who work in San José, but live in Morgan Hill and Gilroy. There's no efficient, fast transportation options for them. Micro-transit could be a potentially great solution for individuals who live there and need to get to San José."
- D5: "Can it [micro-transit] be to connect cities like Los Banos or SF?"

Online Workshop, February 22nd

of Participants: 22

Council district: Open to all districts

LUNA organized an online workshop with Promotoras, who took the lead in presenting the presentation, facilitating the breakout rooms, and taking notes. The 22 participants do not include promotoras or LUNA staff members. Prior to beginning the breakout group discussions,

we asked participants to look up their district through the county's website (<https://bit.ly/3vxumPp>), so that comments made could be captured based on districts. This was not an unsuccessful attempt.

1. Safer streets / Better pedestrian crossings / Lighting improvements

- There were multiple mentions of having more speed bumps to slow down cars, and better pedestrian crossings with signs and flashing lights to alert drivers.
- "Have more pedestrian crossings in congested streets."
- "Around the Santee neighborhood, cars drive fast, which is dangerous for the children walking from and to the school area."
- "Parks should be made more safe. There are a lot of gangs and it is scary to bring the kids to the park."
- "At Tropicana we need crossing flashing lights for pedestrians."
- "On Monterey Road and Curtner, people don't have enough time to cross the street."
- "We need more lights in the street. It is too dark for pedestrians."

2. Public spaces

- "The East Side needs to have more public spaces and events."
- "We need to have more events and better promote them. For example, there's a park by the McDonald's and Tully Rd. There are days where people sell food, and do expositions. A lot of people are not aware of these events. Not too many people attend."
- "There aren't enough parks by Alum Rock and King Road."
- "The City needs to clean the parks more often."

3. Bike infrastructure

- "We need more barriers between cars and cyclists."
- "Parents don't allow their children to ride their bikes because it is not safe."
- "This strategy will help prevent accidents."
- "There aren't any trails for cyclists or pedestrians by Alameda and Newhall."

4. Green infrastructure

- "There has to be more trees, and the City has to make the streets more beautiful."
- "We need more green areas in our communities. We want more trees."
- "The communities should organize and develop projects, for example, organize a campaign to plant trees in a neighborhood."

5. Concerns: Unhoused Community

Workshop participants made remarks that uncovers how their travel experiences are negatively impacted by issues related to the unhoused community. LUNA believes that for the City of San José to achieve its mode-shift goal and the plan's additional goals established in the Move San José Plan, the City needs to identify equitable and humane ways to care for individuals who are currently unhoused because this will increase use and improve the experience of individuals who walk, propel, bike, ride transit, and would like to access public parks:

- "My children tried to take a bus to get home. However, there was a homeless man that started yelling at my kids, so they decided to walk home."

- “There are many unhoused people at parks. The parks smell and I am also afraid of bringing my kids to the parks. scary to bring kids there. Parks need maintenance.”
- “The City should help homeless people by offering jobs so they can get well. They should help with cleaning the bus stops.”
- “The unhoused community tends to drink beer and people get scared.”
- “The entrance to the 101 on Story Rd is dangerous. So many homeless people live in this area.”
- “Around Capitol and Silver Creek, there are a lot of homeless people at bus stops.”

House Meeting #1, March 21st

of Participants: 1
Council District: 3

House meetings tend to be held at the homes of the community leaders LUNA directly works with. To inform the community and gather their interest in the meeting, we go door knocking in the neighborhood of the house meeting. LUNA tends to have a more successful turnout in neighborhoods we have worked with. Since this house meeting was held in a neighborhood, Spartan Keyes, LUNA has not directly worked with, this impacted the turnout. Additionally, the number of Spanish speaking and/or Latinx residents in the area are lower than anticipated, impacting reach and turnout.

1. More public spaces

- “Sometimes I want to go to parks but ever since the City started charging for parking, I lost interest. Additionally, I have to drive to get to parks. This also discourages me.”

2. Lighting Improvements

- “8th street needs more lighting. It gets dark and dangerous.”

3. Green infrastructure

- “More trees should be planted. It is needed here in my neighborhood.”

4. Micro-transit and On-demand services

- “I like this strategy because I could use it for emergencies.”

House Meeting #2, March 24th

of Participants: 11
Council District: 5

LUNA organized another in-person house meeting in District 5 near the Reid Hillview Airport.

1. Safer streets / Lighting improvements

- “To make the streets safer we need more streetlights. Bus stops don’t have lights.”

- “We need more speed bumps around our area.”

2. Green infrastructure

- “There are no more trees, I would like to see more trees. I want more oxygen, more clean air to breathe. There are not any green areas around here. If there was a park around here I would go.”

3. Expand transit services

- “We live right behind Capitol Expressway and there’s no public transportation in our neighborhood.”
- “I want more routes around the City to be available. Additionally, routes change constantly and it’s hard to plan a trip.”
- “The City promised to bring the lightrail to the EastRidge mall. The City hasn’t kept its promise.”
- “It would be ideal to have an all day pass and family pass. This will help families to use public transportation more.”
- “Public transportation can cost more than \$100. It would be ideal to lower the cost of the fare.”

4. Better bike infrastructure and bike amenities

- “I would like to see all of this. There aren’t bike lanes in our street and it is dangerous for cyclists and pedestrians.”
- “There are no places to park bicycles. A relative of mine had his bicycle stolen.”

5. Encourage and enable car-share

- “Depends on the cost. It would be ideal since it’s expensive to give maintenance to our own cars. This would help me.”



District Recommendations

The strategies recommended in this section are for District 3, 5, and 7. We recognize that some of the strategies we recommend have already been identified as a priority for District 3, 5, and 7. The recommendations are based on:

- LUNA's involvement in the different outreach phases of the Move San José Plan and what we have learned/heard from the community throughout the planning process.
- Discussions LUNA had with the 7 Promotoras, who predominantly live in the districts mentioned.
- LUNA's extensive experience listening to and organizing with the communities in these districts; through our work,

LUNA has developed an understanding of their transportation needs and concerns. These strategies tend to be a top priority and/or strongly supported and/or meet the needs of most of the community members we work with, who live in the three districts mentioned.

1. Safer Streets

Making streets safer is a high priority for the community, particularly measures that:

- Slow down cars and mitigate speeding, especially around schools and neighborhoods.
- Increase pedestrian and cyclists visibility, such as better street lighting.
- Take care of the unhoused, so residents feel comfortable walking and waiting for transit in their neighborhood.

2. Means-based Transportation Fares

This strategy would help many of the community members LUNA serves, who rely on public transit and/or struggle to pay for transportation fares. Many struggle to live comfortably due to low wages, high rent and living costs, so there is strong support and need for this strategy. Please refer to Transit First Policy report for community comments around their need and support for lower and/or means-based transportation fares.

3. Expand Transit Services / Better Transit Stops

The communities we work with in District 3, 5, and 7 have expressed the importance and need for expanding transit services and better transit stops, particularly:

- Better lighting to increase transit riders visibility for transit operators and to promote personal safety, which tends to be a concern voiced from women of all ages.
- More benches, shelters, and/or shade, which improves the riders' waiting experience, especially when the weather is too warm or raining, and/or the wait time is long (15+ min).
- Well-maintained transit stops; frequently clean the waiting areas and identify ways to encourage the community to keep transit stops clean.
- Expanding light rail to East San José.
- Add more routes and increase bus frequency to decrease wait times.

4. Lighting Improvements

Better street lighting is a high priority for the community and is seen as a strategy to promote pedestrian and cyclist safety due to increased visibility, and overall make streets safer. We've

identified areas that would benefit from lighting improvements based on community's feedback and our work in these areas:

- D3: Around the Bonita neighborhood, on Appian Lane, around Keyes Road and 8th Street
- D5: Around Capitol Expressway and Mckee Road, near Mckee Road (Overfelt Gardens), around King Road and San Antonio Street
- D7: Around the Santee neighborhood, Santee Drive, Carnelian Drive and Panoche Avenue

5. More public spaces for people

Many of the community members we work with have families and would like to see more safe, green, and family-friendly parks and public spaces for people to gather, spend time with each other, and relax.

6. Green Infrastructure

Having more green infrastructure serves multiple needs and wants for our community members, such as:

- Providing shade for families, students, and residents who walk, propel, and bike to work, school, the park, etc.
- Creating a visually more pleasant and joyful pedestrian and cyclist experience.
- Roads and areas identified as needing more green infrastructure:
 - D3: San Antonio Rd between 24th and Bonita Ave, McLaughlin Ave between Appian Ln and San Antonio St, and Keyes St, between Senter Rd and 1st St.
 - D5: "More trees should be planted. It is needed here in my neighborhood (Cassell/Hillview North)."
 - D7: Tully Road, King Road, and McLaughlin Avenue

7. Microtransit and On-demand Services

Microtransit is a strategy that the community has shown consistent interest and excitement about. LUNA has seen this support throughout the Move San José, Emerging Mobility Action Plan, and Transit First Policy. However, a concern frequently raised is that these services will not be accessible due to high cost/fares. Additional thoughts/concerns:

- Fare concerns: "If riding the bus is expensive, I can't imagine how expensive this would be."
- "I would like a similar service for elementary to high school students. This service would be safer than a bus/public transit."

8. Better bicycle infrastructure and bike amenities

Compared to District 3, we perceive District 5 and 7's need for better bike infrastructure as a higher priority, because of the frequency of sideshows, speeding, and lack of low-stress, protective bike lanes. Additionally, similar to District 3, it is common for residents who live in

District 5 and 7 to experience bike theft and frequently express frustration over the lack of access to safe, secure bike parking.

Equity Concerns

This section identifies strategies that have brought concerns to community members:

- **Bike Amenities:** Community members think bike lockers are a great solution to bike or bike parts being stolen, but are concerned about costs being too high to rent/use the locker.
- **Mobility Hubs:** Many like the concept of mobility hubs, but have concerns about such developments pushing community members out due to rent increase.
- **Parking Pricing and Curb Management:** There are equity concerns around the concept of parking spaces being price based on real-time supply and demand. The community have expressed concerns that this will allow individuals/families who are more financially secure to have access and pay for parking spaces closer to the desired destinations, while our community members will be priced out.
- **Encourage Electric Vehicles:** About 50% of our community members are interested in and support this strategy, while others have concerns around the cost of maintenance (i.e. batteries), where and how to charge the car, lack of access to charging stations in East San José, and an at-home charging station significantly increasing their electriCity bills. We suggest having programs that provide financial support for individuals to maintain the car, teach individuals how to use and care for the car, etc.
- **Encourage and Allow Car Share:** This may be a great option for our community members, especially individuals who are not able to afford a car, but may occasionally need one. We encourage developing programs that allow low-income individuals and families to access these services. Some community members are already aware of carshare (Zipcar), but do not feel confident on how or where they are able to access the service and would like more information / education on such services.

Focus Group, March 29th

of Participants: 6

Council District:

- District 3 - One promotoras
- District 5 - Two promotoras
- District 7 - Three promotoras

LUNA organized a series of community-focused activities in Spanish to inform the community about the Transit First Policy and to better understand the communities' priorities for public transportation.

1. What does affordable transit mean to you?

- D5: I don't know how much the bus fare is now, but many years ago, the fare was expensive, and I had to stop using public transportation.
- D7: The fare should be lowered and it should be free for low income communities.
- D5: Current fare is \$2.25 and I think that's a lot. I wish it was more affordable.

2. What does accessibility mean to you?

- D7: Affordable fares. It should be free for kids, especially if they are going to schools. More routes around the City.
- D7: More routes and faster transit. People don't use public transit because it is too slow.

3. Rider Waiting Area

- D7: My neighbor told me that she feels really scared waiting for the bus, especially early in the morning. She would like to see emergency buttons. The bus stops need to be more safe for people to use public transportation. Also, there has to be better lighting in the bus stops.

4. Transit-only Street

- D5: It sounds like a good idea, it has good and bad benefits. I think other streets will become more congested.
- D7: I prefer to make a lane just for the bus, but not close the whole street.
- D3: I like the idea. It would help speed up the bus. But I also share the concerns that congestion will happen in other streets.

5. Wayfinding

- D7: I think it's important that every bus stop should have signage/maps. VTA does not have these types of signs. It would be more helpful to use more technology with these signs. I believe that if they are easy to read and help people to navigate, it would increase use of public transit.

6. Arrival Information

- D5: Would be a great tool and helpful for everyone.
- D7: I also think it is a good idea to use this.
- D3: And they should have it in different languages, not just in English.

7. Transit Signal Priority

- D5: I like this strategy. The bus won't have to wait too long for the green light.
- D7: I like it. It would help speed up the bus ride and shorten the time spent on the bus.

8. Last-mile Commute

- D7: There should be small buses (microtransit) to help with the last mile. I would use it if I have to carry groceries or carry my daughter. The small bus can arrive at my house and pick me up and I won't have to walk too much with the bags or with my daughter.
- D3: I like the small buses (microtransit). I don't think bicycles and scooters are reliable and our community, especially older people, would not use them.

- D5: Yes, if there are more small, local buses than older people won't have to walk too much. This reminds me of my parents. They would take a bus if there was a bus stop near them.

Online Workshop, April 5th

of Participants: 22

Council district: Open to all districts

1. What does affordable transit mean to you? What does accessibility mean to you?

- I am surprised by how expensive the fare is. It should be more affordable.
- Low cost fare will help a lot of people and it should be for the people that really need it.
- More people would use transportation if the fare was more affordable. (+1)
- A study should be conducted on residents' work and school schedules, to know what time public transit is most needed.
- It would be helpful to have affordable fares.
- There should be more programs to access free or reduced cost clipper cards.
- Making the fare more affordable would be helpful for people who depend on transportation.

2. Rider Waiting Area

- There should be more lighting at bus stops.
- Bus stops should be more comfortable. People will use transportation if they feel comfortable waiting for the bus.
- Bus stops should be comfortable and safe, but at the end, homeless people would use them. The City should help the homeless people, so they don't live in bus stops and we will feel more safe waiting for public transit.
- On the East side, there aren't any benches or shelters at bus stops.
- There should be more benches since older people, pregnant women, or women carrying their children use the bus. Some people don't use the bus because they don't want to wait.
- It doesn't feel safe to be at bus stops when unhoused people are there. It's intimidating.
- More shade that can cover us from the sun and the rain. Most bus stops don't have shade for people to wait for the bus. (+1)
- Restrooms are needed at bus stops.

3. Transit-only Street

- This is a really good idea. I would like these streets to be downtown. (+1)
- I would like a transportation education campaign to teach people how to use public transportation.
- This will help reduce traffic at rush hour. (+1)
- I don't think I support this, I think it will create more congestion.

- A pilot program should be implemented first. If it works, then it should stay. I think around downtown, this will create more traffic chaos.
- I'd like for the Capitol expressway to have a green lane for cyclists.

4. Wayfinding

- I like this, it is needed and would be helpful. I prefer a paper map, much easier to read.
- This is important for transit users. It would make it easier to use transportation.
- This would be helpful for kids and teenagers. It would teach them how to use public transportation and how to get around.
- I use the app Transit. I can see the schedules, and routes and so far it has been helpful.
- There should be more maps, more signs with bigger letters.
- The signs should be in different languages.
- There should be a phone line for people who get lost and don't know their way back.
- Bus stop signs are hard to read due to the small font and all relevant information about the routes is needed.

5. Arrival Information

- This information should be in multiple languages. (+2)
- An audio system should be part of the screens as well. There are a lot of people who can't read and for people who can't see.
- This would be helpful for everyone.

6. Transit Signal Priority

- We need to ensure people with disabilities will have enough time to cross the street.
- This is a good idea. (+1)
- This would help to get to the destination faster, such as schools or doctor/hospital appointments.
- This will help bus rides be faster. It could encourage people to not use their cars.

7. Last-mile Commute

- On the East side, a lot of people walk to get to the bus stop, specifically on King Rd and Story Rd.
- Make bicycles an easier option, such as having bicycle parking near the bus stops. (+1)
- There should be shade and a resting area near the bike parking areas.
- There should be more scooters and electric bicycles around bus stops. (+1)
- Microtransit will work so we don't have to walk too much to get to the bus stop. (+1)
- People with scooters use it on sidewalks and don't respect pedestrians. Microtransit would be best so people can stop using their cars. There should be a lane specifically for cyclist and scooter users. There should be more signs to use this lane to avoid collisions with pedestrians.
- It would be great to try microtransit; I think this would be helpful for older people and pregnant women. For young people, it would be best to have scooters to get to the bus stop.
- More scooters and bicycles on the East side would be helpful to get to schools or to close by areas.

- Bicycle parking should be provided so people can feel safe to use their bicycles.

Online Focus Group, April 11th

of Participants: 3

Council District: 3

1. What does affordable transit mean to you? What does accessibility mean to you?

- I like the idea of making transit more affordable for low-income households who have to choose where to use their money. It's a lot of money for the whole family to use public transportation.
- For people who have to transfer and ride multiple buses, the cost adds up. It can be very expensive.
- Also, bus drivers have to be more strict with people who don't respect the spaces for older people, pregnant women or disabled people.

2. Rider Waiting Area

- There's no shade at the bus stops. Some bus stops have benches but homeless people sleep there. The bus signs have to be bigger and lighting has to be in every bus stop so they can be safe.
- I agree with this. People have to rest when they are waiting for the bus. Bus stops that don't have lighting are dangerous. There has to be lighting to be safe. (+1)

3. Transit-only Street

- It's a good strategy.
- This has already been done in Santa Clara St. right? More congestion occurred in Santa Clara/Alum Rock. The bus is faster but the traffic is slower.
- I've taken the bus on alum rock. The trip was fast. I enjoyed my experience.

4. Wayfinding

- Having a guide to attractions is important and needed.
- Visual representations are helpful so I like this. I hope it's colorful and easy to read.
- It's important to have directions to help guide the passengers.
- This will help passengers that want to explore the City more.

5. Arrival Information

- This is perfect.
- This is helpful. I was waiting for the bus on a Sunday. Apparently on Sundays the bus schedule is different, I didn't know this and waited for an hour for the bus to come until a nearby resident told me that the bus doesn't pass at the stop on Sundays. With this kind of tool, no one would have to experience that.

6. Transit Signal Priority

- I think Colombia does something similar. The public transit in Colombia is well coordinated and helps traffic be more fluid and makes it more convenient for people to

use public transit. The City should look at Colombia for references of what works and what doesn't work.

- If it helps traffic to be more fluid and less congested than I like it.

8. Last-mile Commute

- I have not considered microtransit, but I think it would be a good option.
- I haven't seen scooters or bicycles on the east side. There should be more for our kids.
- I've seen them on the sidewalks. If they bring them to the east side, the City should enforce making sure they are parked properly and not on the street.

Online Focus Group, April 12th

of Participants: 4

Council District: Open to all districts

1. What does affordable transit mean to you?

- This should be a priority for the City. Making transit rides more affordable is essential for the community. Transit fares are expensive.
- I don't use public transportation but if it was affordable, I would use it. I think that more bus routes should be connected to schools. Make it easier for students to take public transit and avoid traffic congestions at schools.
- Making transit cheaper is very important if we want to decrease traffic congestion. This will help and encourage more people to use public transportation.

2. Rider Waiting Area

- When I go out for walks, I see a lot of unhoused individuals sleeping in the bus stop benches. It makes me scared to think about waiting for transit. Also, bus stops are dirty and tend to have graffiti.
- There's no lighting. It's dangerous to wait for the bus at night.
- The bus stops around King Rd are dirty and there's no lighting. Also, there has to be more lighting on the Story Rd and 101 bridge. It's hard for cars to see pedestrians.

3. Transit-only Street

- If pedestrians walk on these streets for transit, there should be more signs. Especially if these streets are close to schools. There would be a lot of kids walking on these streets.

4. Wayfinding

- They should make the signage available for smartphones as well, like having QR codes to scan and access the different maps, routes, etc. on our smartphones.
- There should be more maps, more brochures, bigger signs, more information before passengers get on the bus so they don't take the wrong bus.

5. Arrival Information

- Signs have small letters and they don't have enough information. all necessary information should be in these signs.

6. Transit Signal Priority

- I like this tool. If the bus gets to their destination faster, more people will use it.
- I also think it would help. I agree with this tool.

7. Last-mile Commute

- I think it would be a good idea to have scooters and bicycles to get to the bus stop.
- I like microtransit, although I think it should be free.
- Microtransit should be available for older people.
- I think there should be more options for older people. Only micro transit is not enough.

Conclusion: What transit first means to the community?

While it's not possible to capture what prioritizing transit means to every community member, this section attempts to provide a high-level summary of what that means to most of our community members. The summaries below are based on the feedback we gathered, our extensive work with the Latinx community in San José, and what LUNA perceives to promote equity. The summaries will also be categorized based on the policies goals around equity, competitiveness, and reliability.

Equity: Emphasis on rider affordability, ease, dignity, and wellbeing when on, waiting for, and accessing transit vehicles and facilities.

- Access and affordability means:
 - I'm able to take transit when I would like, without cost being a concern and I know/trust that our public transit will take me where I need to go in the City or surrounding cities. If I'd like to ride transit, but do not know how, educational content about how to ride transit will be available in different mediums and languages.
 - Reduced and/or free fares and/or programs that subsidize the cost of transit for students, individuals, and families who make below the median income in the area. If there's an application process to obtain reduced and/or free fares, please ensure that the process is: available to individuals who are undocumented and available in different languages predominantly spoken by the communities in the City (i.e. Spanish, Vietnamese, Tagalog, Mandarin/Cantonese); simple and/or provides assistance with the application process because community members are easily overwhelmed and discouraged by applications that are long, complex, use jargon, and require a lot of documentation. Lastly, we think it's important to mention that some of the community members we work with cannot read and write in Spanish and English.
- Phase riders ease, dignity, and wellbeing when waiting for transit means:
 - All riders, particularly women and children, feel safe at the idea of waiting for transit and when physically waiting for transit. If an emergency of any kind were to occur, riders should have an easy and quick way of calling for help, such as an emergency call box.
 - Well-lit transit stops promote a sense of safety and wellbeing for all, especially for women.

- Benches, shade, and/or shelters provide ease and wellbeing when waiting for the transit, especially for individuals who are older, have different physical needs, and/or when the weather is hot or raining.
- The unhoused community is properly taken care of, so transit stops and different transit systems (i.e. light rail, bus, bart) are no longer being used as a sleeping area and/or as a shelter.
- Information on transit routes and schedules, and accurate arrival time is available at every transit stop to ease the stress of anticipating the arrival of the transit vehicle and whether the rider will be late to school, work, etc.
- Transit routes and schedules, and accurate arrival time information is provided in different languages and available in different mediums (i.e. paper, online, audio, digital display)
- Accessing transit facilities
 - Have more mobility options available for the community to complete the last-mile commute. Community members liked the idea of having more scooters and e-bikes, and having a service like microtransit.
 - Make biking a better option by having better infrastructure (i.e. low-stress bike lanes, road diets, bike amenities) and bike parking near transit stops.

Competitiveness: Transit travel time and experience comparable to driving

- A majority of the community members supported strategies that may help shorten travel time, such as transit-only street and transit signal priority. However, there are concerns and considerations the community would like the City to think through prior to implementation.

Reliability: High on-time performance, convenient rider information and wayfinding, easy and intuitive transfers between transit lines and different transit systems, and low service interruptions due to City actions and permitted activity.

- Convenient rider information and wayfinding
 - Convenient information and wayfinding means it's available in: different languages, bigger font size for individuals who may need reading glasses, and use colors and landmarks to help individuals navigate the City and transit systems with more ease.
 - The information and signage will be available in different mediums, such as paper maps and digitally.
 - Easy and intuitive transfers between transit lines and different transit systems
- Educational information is readily available in different mediums and languages, and accessible in different locations (online, at bus stops, brochures, etc.) on how to ride transit and seamlessly transfer between transit lines and modes.