

COMPLETE STREETS AUDIT AND COMMUNITY ENGAGEMENT

West San Carlos Street and Bascom Avenue Corridors, San Jose



A Findings Report

Presented to Greenbelt Alliance and its Partners
By Graduate Urban Planning Students, Spring Semester 2012
San Jose State University Urban & Regional Planning Department

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By Graduate Urban Planning Students, Spring Semester 2012
with guidance from
Co-Project Manager Michele Beasley (Greenbelt Alliance)
and
Co-project Manager Richard M. Kos, AICP (Faculty, San José State University)



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July 2012

Acknowledgments

First, we would like to acknowledge the significant support provided by Michele Beasley of Greenbelt Alliance. Throughout the duration of our project, she remained our steadfast provider of enthusiasm, knowledge, support, encouragement and guidance. Thank you, Michele!

Also, a special thanks to the leadership of Greenbelt Alliance, particularly Jeremy Madsen and Melissa Hippard, for providing this wonderful opportunity for the graduate students at San Jose State University to partake in an invaluable “out of the classroom” learning experience.

We also wish to thank the Silicon Valley Community Foundation for their very generous grant to Greenbelt Alliance that helped to fund faculty oversight of this intensive project.

A special thanks to the dedicated, passionate, and informed community members and business owners in the West San Carlos and Bascom corridors with whom we collaborated so effectively – our discussions helped broaden our understanding of your home immensely.

One final word of thanks to the professional planners and transportation analysts that we met along the way, particularly Michael Brilliot of the City of San Jose Planning Department, Kevin Connolly of the Valley Transportation Authority and Manuel Pineda of the City of San Jose Department of Transportation.

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1. Actively Listening to Community Priorities

What gets urban planners out of bed in the morning? As the American Planning Association (APA) tells it, it's the ability to play a role in **making great communities happen**. Unlike urban planners of a few generations ago, however, today's rising planners believe that great communities don't happen via top-down, government imposed decisions about what is "great" or "not great". Instead, the current generation of planners believes that the best ideas come from **partnerships** composed of people who **actually listen to one another respectfully and with an eye towards shaping equitable, prosperous and safe communities**. By definition, these partnerships must include the active involvement of citizens, business leaders, forward-looking non-profit organizations and local government staff and elected officials as well as sometimes-overlooked groups in the planning process such as teenagers, the physically disabled and the mentally challenged.

As an opportunity to embrace this urban planning approach, we were thrilled to have the opportunity to work with the nonprofit organization Greenbelt Alliance during the Spring 2012 semester. The primary objectives of our collaboration were twofold: (1) to comprehensively assess the existing conditions of the West San Carlos and Bascom corridors from a "complete streets" perspective; that is, fostering roadways that are equally comfortable for an 8-year-old and an 80-year-old, as one memorable definition states; and (2) to directly engage community residents and business owners in discussions to, as one noted, "move beyond talk and planning, and towards action and improvement" of these busy, vital, unique San Jose arteries. Our work was conducted as part of a community-based transportation planning grant to the City of San Jose provided by the California Department of Transportation (Caltrans), along with a generous grant from the Silicon Valley Community Foundation.

The Caltrans grant is intended to foster master planning work along the West San Carlos/South Bascom corridors in order to tangibly advance the City of San Jose's recently-adopted *2040 Envision San Jose General Plan* and its support for the planning of a number of urban villages. The primary intent of these villages is to direct some of the city's future growth "inward", away from the edges of San Jose and into complete, vibrant, walkable, and mixed-use, transit-oriented communities along established city arterials. The 2040 General Plan, developed in (APA award-winning) partnership with community members, includes plans for land use, urban design, circulation, streetscape and community facilities, and implementation strategies.

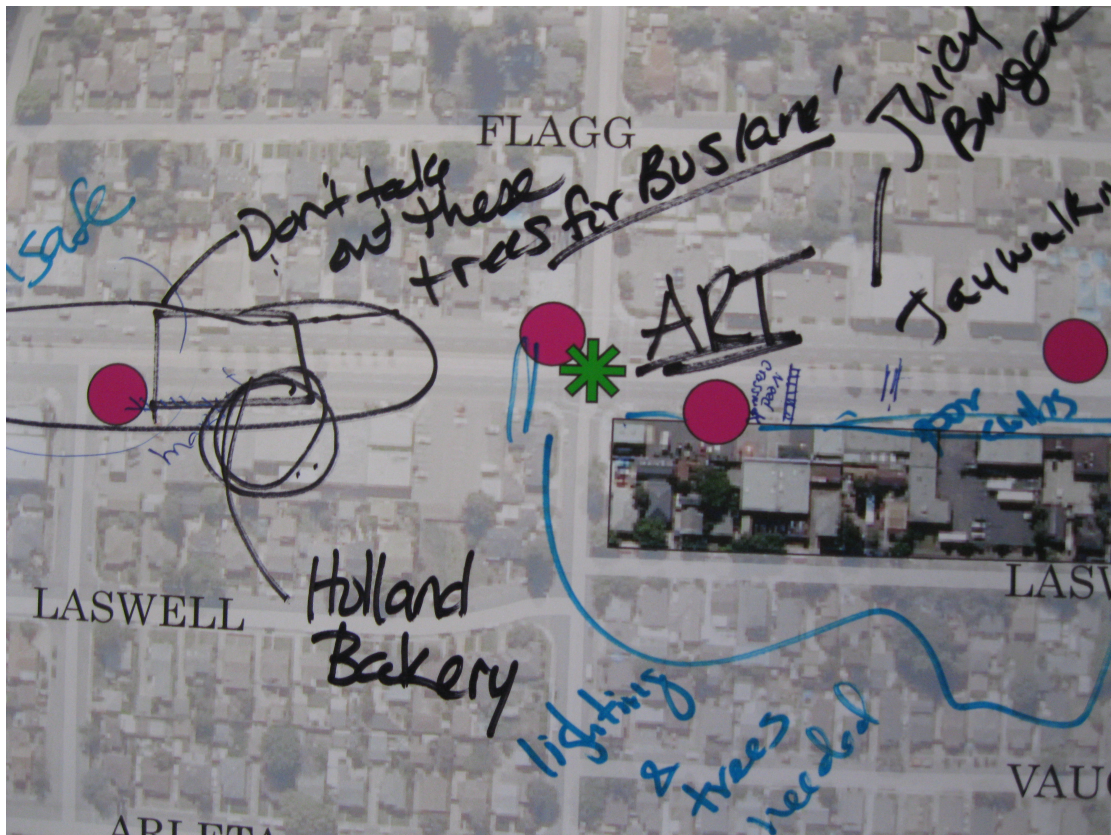


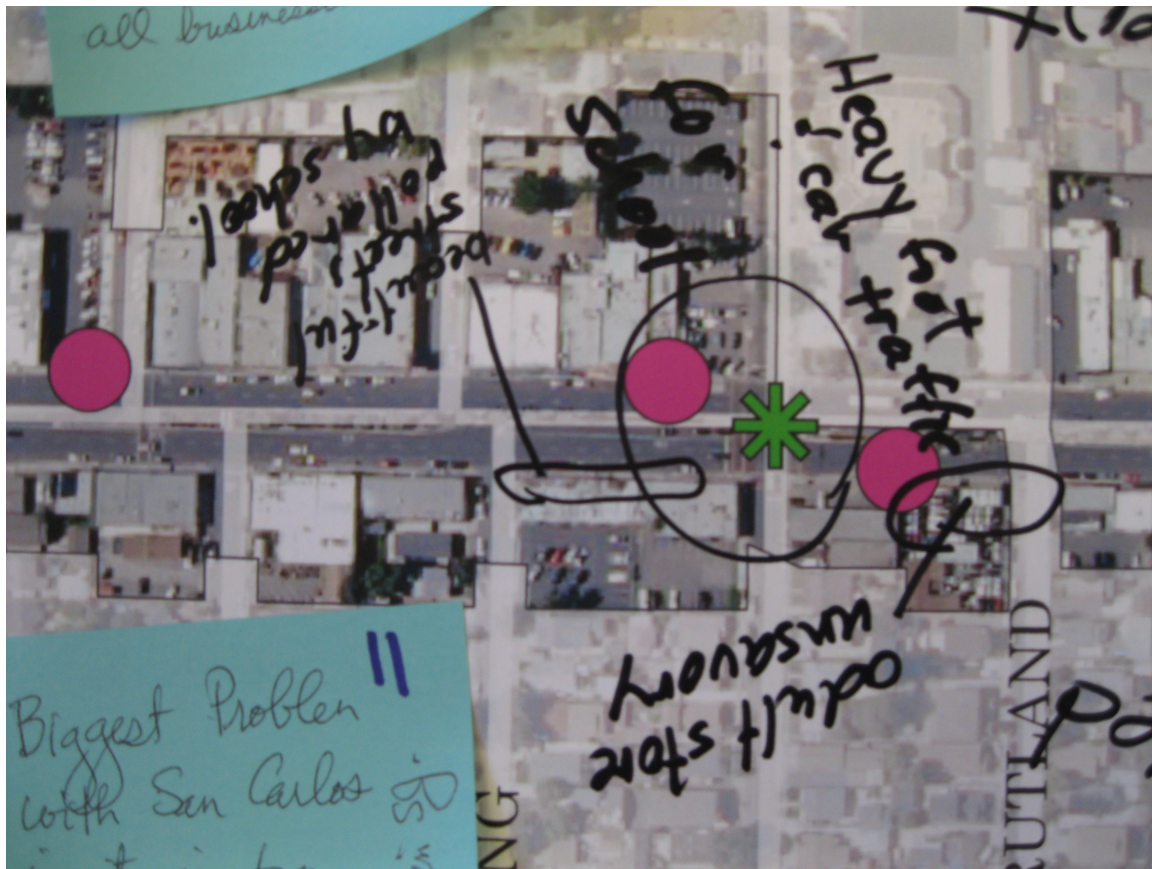
A small discussion group at the May 10, 2012 Community Conversation at San Jose City College

This report concisely documents our findings starting from the commencement of our research effort in January 2012 through its conclusion on May 10th at a Complete Streets Community Conversation held at San Jose City College. This well-attended and lively meeting allowed us to collect the input of community members in face-to-face conversations that resulted in a list of priorities for the study corridors.

Using detailed and annotated aerial photos and maps prepared by the graduate student team, the May 10th Community Conversation was quite productive and led to the development of the priority list that will be a valuable component during the next steps of the city's planning process for this area. An indication that it was a successful meeting was expressed by one attendee who remarked that she "...had attended countless meetings at City Hall, but this is the first time in which (she) actually felt listened to", a sentiment expressed by a number of other attendees as well.

Below are a series of close-ups showing some of the comments generated at the Community Conversation.





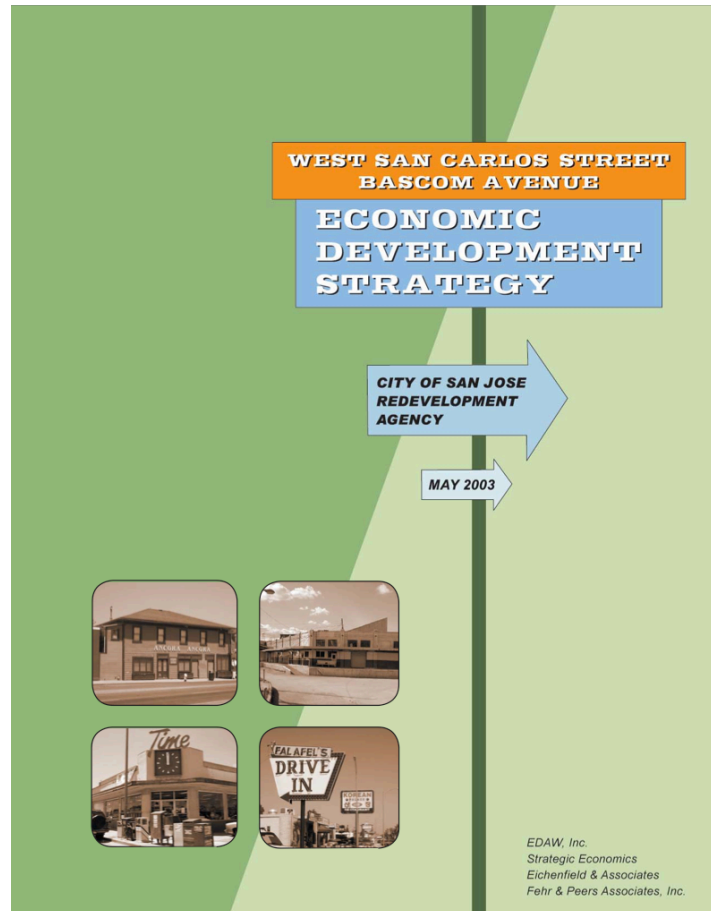
We thought it would be helpful to begin this report with a list of the community's top priorities, in no particular order, followed by an overview in subsequent chapters of the steps we took to arrive at this result.

- **Less Planning And More Action, Please.** While attendees recognized the need for direct, results-focused, and regular community collaboration with the City of San Jose and the Valley Transportation Authority to develop a bottom-up vision for the two corridors, most attendees expressed impatience with the pace of physical improvements to the corridor.
- **Quick Wins.** Due to severe public sector budget constraints, attendees advocated for “small wins”, physical improvements that can be accomplished relatively inexpensively in the short term.
- **Improve Conditions For Cyclists And Pedestrians.** Creating and prioritizing continuous sidewalks for pedestrians and bike lanes for cyclists was repeatedly noted as necessary to improve non-motorized connectivity between corridor destinations.
- **Lessen Corridor Harshness by Adding Refuges.** Places of refuge for pedestrians are needed along the corridors, such as shade trees and street benches.

- **Safety First!** Safety is always a concern and can be addressed through proper lighting, installing better intersection infrastructure, and providing crosswalks through medians to reduce jaywalking. The homeless population (especially near San Jose City College) should be addressed as well.

- **A Vision For Business Development.** The great ideas recorded in the *West San Carlos Street Bascom Avenue Economic Development Strategy Plan* (cover shown at the right) should be implemented. There was a stated goal to limit future “nuisance” businesses such as payday lenders, bars, and adult entertainment.

- **First Impressions Are Everything.** The businesses along the corridors need updated building facades to reduce blight and attract new shoppers (also noted in the 2003 *Strategy* report)



- **Steer Metered Parking Revenue To Quick Wins.** Attendees acknowledged that the corridors will always remain primarily auto-oriented and advocated for more parking meters. The revenue generated by the meters could be then directed to “quick wins” such as improved landscaping and graffiti removal.
- **Public Spaces Desperately Needed.** Increased access to public gathering spaces such as plazas, parks, or even small areas converted to “parklets” are needed in this area which lacks sizeable, accessible open space.
- **Consider Road Diets For the Corridors.** A number of attendees indicated that the narrowing of (or even the reduction in the number of) traffic lanes might be needed to create traffic calming and accommodate amenities such

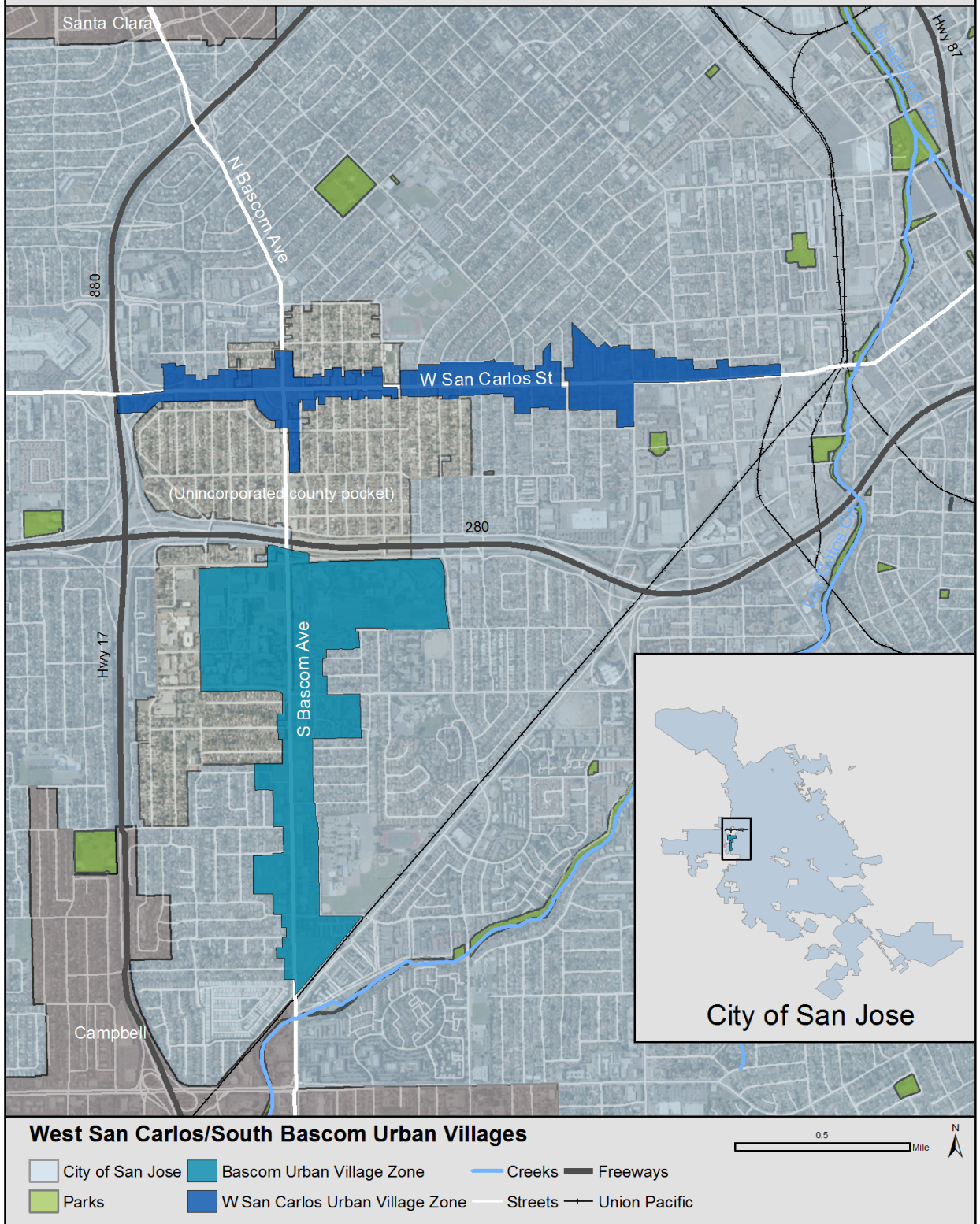
as sidewalks, bike lanes, tree canopies, street furniture, pedestrian lighting, and parklets.

Getting Oriented to the Project Site

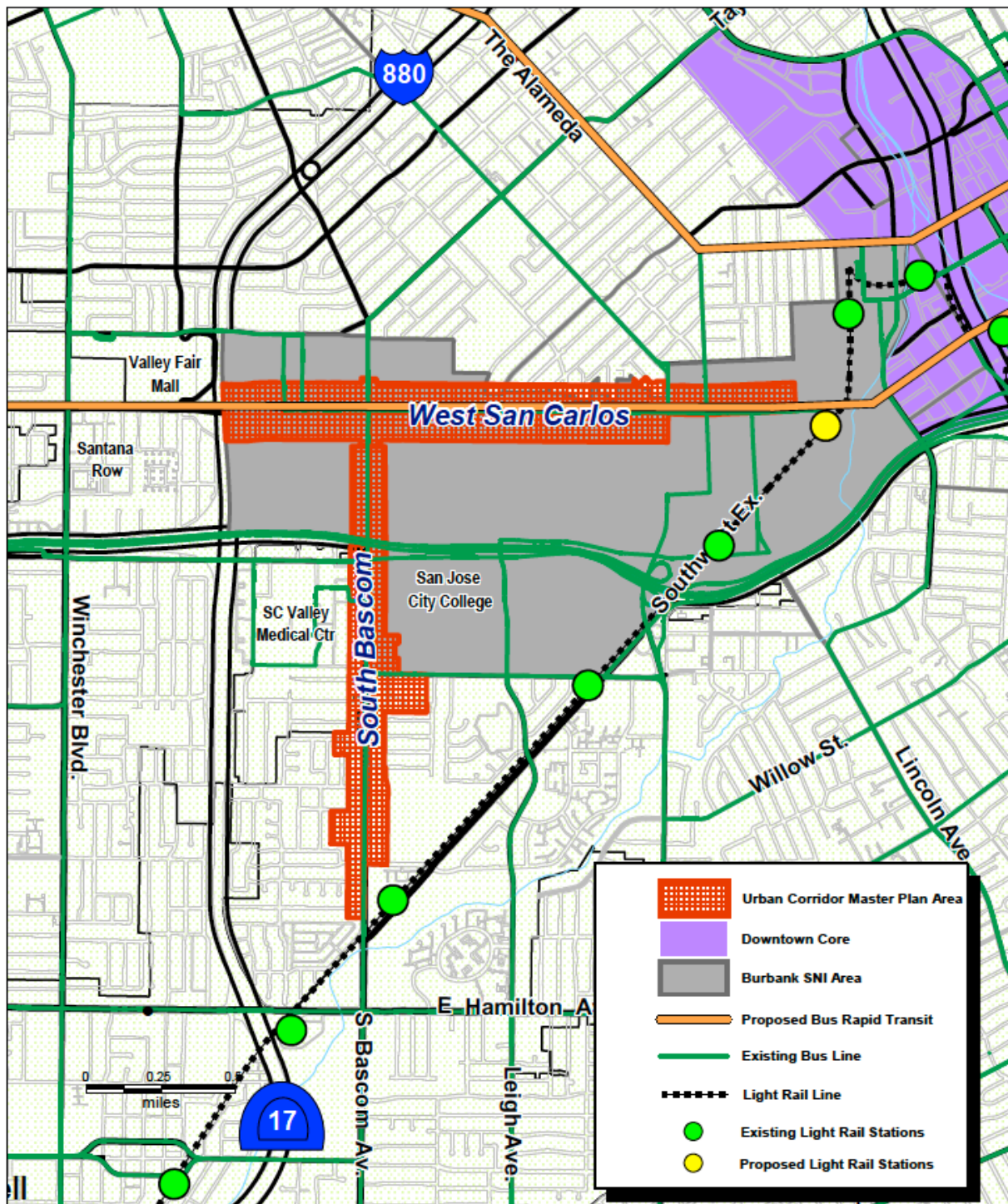
The map on the following page was prepared by graduate student Brent Carvalho and shows the study area's position within the City of San Jose as well as other notable features including the delineation of incorporated/unincorporated lands, parks, creeks and major roadways. Note that the rail line labeled "Union Pacific" is also the path of the Valley Transportation Authority light rail line passing through the southeast corner of the study area.

The map two pages ahead, produced by the City of San Jose Planning Department, provides an overview of our study area (in red) and is described in Chapter 2. This map provided a starting point for our internal discussions about how to best proceed with this research effort.

West San Carlos/ South Bascom Study Area



West San Carlos/South Bascom Urban Corridor Master Plan Area



2. The Big Picture:

Locational Assets and a Glimpse Back and Ahead

2.1 A Prime Location

West San Carlos Street and Bascom Avenue serve as major commercial thoroughfares conveniently located just west of downtown San José, in the heart of Council District 6. The corridors offer prime access to the Diridon Station (Amtrak/ACE/Caltrain/VTA and future BART connection) and HP Pavilion, home of the San José Sharks. Regional shopping magnets Santana Row and Valley Fair are situated directly west of the corridors, and Ebay's headquarters is adjacent to Bascom Avenue at the southern edge of the city boundary at Hamilton Avenue. The neighboring cities of Santa Clara and Campbell lie to the north and south, respectively.

As the maps on the preceding pages indicate, this is an area of San Jose that is largely shaped by the abundance of freeway access, with all of the mobility benefits and drawbacks that this entails. Note that Highway 280 runs directly through the area, Highway 880/17 is located just west of the corridors, and Highway 87 frames the eastern side of the study area. The major arterials of Race Street, Meridian Avenue, and Lincoln Avenue at the eastern end of West San Carlos Street connect the area to other iconic San Jose neighborhoods like Willow Glen and the Rose Garden. Los Gatos Creek intersects Bascom Avenue at the Campbell/San José border near Hamilton Avenue and again at West San Carlos Street near Sunol before merging with the Guadalupe River that ultimately flows to San Francisco Bay.

2.2 A Rich History

Founded as Pueblo de San José in 1777, San José was California's first civilian settlement.¹ The West San Carlos study area lies adjacent to one of San José's oldest remaining residences, the Roberto-Sunol Adobe built in 1836. Roberto Ballermino built the home on his land, known as Rancho de los Coches (Ranch of the Pigs), west of Los Gatos Creek in the eastern portion of our study area. In 1847, Antonio Sunol obtained the Rancho, eventually dividing up the land.² California officially gained

¹ <http://www.sanjoseca.gov/about.asp> (accessed June 24, 2012)

² Paraphrased from : Preservation Action Council San Jose
http://www.preservation.org/events/celebration2007/roberto_adobe_history.html (accessed June

² Paraphrased from : Preservation Action Council San Jose
http://www.preservation.org/events/celebration2007/roberto_adobe_history.html (accessed June 16, 2012)

statehood in 1850 and San José became one of the first incorporated cities in California and site of the first state capital.³

As evidence of San Jose's growing regional significance, County Hospital was built in 1876 at its present site through the efforts of Dr. Benjamin Cory, San Jose's first medical practitioner.⁴ In 1889, at the corner of Race Street and West San Carlos, O'Connor Sanitarium was constructed under the patronage of Judge Myles O'Connor and his wife Amanda O'Connor; the site was dedicated as a "sanitarium for the sick, a home for the aged, an asylum for orphans and a school for children".⁵ In 1892, cycling was one of the nation's most popular sports and San José's first velodrome was built at the corner of Race Street and Park Avenue just north of the West San Carlos corridor.⁶

The region remained mostly agricultural into the early 1900s when the interurban rail line was constructed and some of the first housing developments began popping up along West San Carlos Street, including Interurban Park (1904), Rose Lawn (1904), and Orchard Park (1906).⁷ In 1906, one of San José's oldest business owners, O.C. McDonald, set up shop on the corner of West San Carlos Street and Lincoln Avenue. In the same year, the Luther Burbank School was built just a few blocks away at West San Carlos Street and Wabash Avenue.

In 1935, the Burbank Velodrome, a popular local bicycle-racing track, was constructed at the current site of the Lincoln High School athletic field. In the 1930s, streetcar service was discontinued and despite that (or perhaps because of that) West San Carlos Street further evolved as an attractive retail corridor. The 1940s featured the emergence of several signature San José businesses including Mel Cottons, Race Street Foods, Western Appliance and the Burbank Theatre, each with their own distinct and modern neon signs beckoning shoppers to the booming retail corridor.⁸

³ <http://www.sanjoseca.gov/about.asp> (accessed June 24, 2012)

⁴ <http://www.sccgov.org/> (accessed July 4, 2012)

⁵ <http://160.109.120.171/about-us/our-tradition-of-compassionate-care/> (accessed July 4, 2012)

⁶ Paraphrased from: Delphia, Tracy Ann, "A history of bicycle track racing in San Jose: the Burbank Velodrome years, 1935-1941" (1994). *Master's Theses*. Paper 744, Page 1. http://scholarworks.sjsu.edu/etd_theses/744

⁷ Adapted and paraphrased from *the West San Carlos Street Bascom Avenue Economic Development Strategy*, City of San Jose Redevelopment Agency, May 2003

⁸ Adapted and paraphrased from *the West San Carlos Street Bascom Avenue Economic Development Strategy*, City of San Jose Redevelopment Agency, May 2003

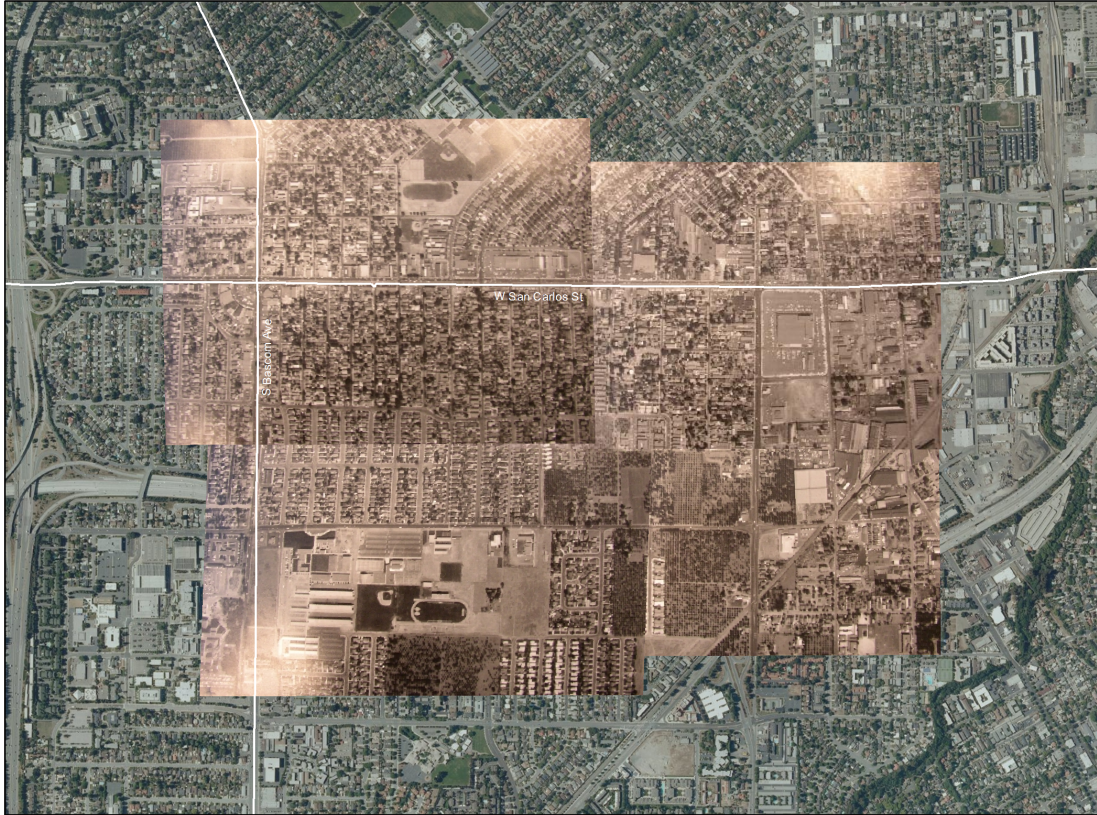


Burbank Velodrome

<http://livingnewdeal.berkeley.edu/map/view.php?l=773#968>

In the 1960s and 1970s, the city of San José, like most of Silicon Valley, experienced major population growth and began developing rapidly. Residents in the Buena Vista, Burbank and Sherman Oaks neighborhoods saw the construction of Highway 280, which entailed the removal of hundreds of homes and many orchards here and throughout the valley. In the 1960s, alternative businesses like Paramount Imports and the Pink Poodle opened their doors, catering to the carefree generation of the 60s.

By this point, San Jose seemed to cement its transformation from “The Valley of Heart’s Delight” to “the Heart of Silicon Valley”, signaling the region’s dramatic shift from agriculture to technology as the driving economic force of the valley. The 1970s and 80s brought regional malls like Valley Fair to San José and created major competition with the once-thriving retail corridor along West San Carlos Street. In the 1990s, the San Jose Redevelopment Agency engaged in projects that resulted in undergrounded utility lines along West San Carlos Street and a palm-tree lined median.



Aerial imagery from 1960 (in brown tint), courtesy of the California Room, San Jose Public Library; background imagery (2012) from ArcGIS Online by Esri. Note the presence of (and absence of) Highway 280 through the lower center of the montage. West San Carlos Street and Bascom Avenue are highlighted in white.

The *Burbank/Del Monte Neighborhood Action Plan* from 2002 outlined strategic goals for the community as part of the city's outreach to understand and assess community needs. The document includes neighborhoods that were not included in the scope of our study, in particular the Diridon/Cahill, Gregory Hannah and St. Leo's neighborhoods. It contained priorities to guide future planning in the region with a major focus on increasing access to public parks and open space. Another major goal spoke to the need for improvements to pedestrian and bicycle infrastructure throughout the corridor. Economic development also ranked high amongst the community's priorities. Although much planning has taken place in the study area, most of the key goals highlighted in this decade-old plan have yet to see completion. The upcoming expansion of Buena Vista Park (Fall 2012) marks modest progress towards bringing sorely needed open space to the west-central San Jose and its many long-time residents.

2.3 Housing and Land Use

The Burbank neighborhood, shown in grey in the map at the end of Chapter 1, is situated squarely in the study area and is a patchwork of city parcels and county “pockets” from the West San Carlos and Bascom intersection to the Santa Clara Valley Medical Center. The older housing developments in Burbank as well as the neighboring Buena Vista, and Shasta/Hanchett Park neighborhoods, are predominantly low density, single-family units peppered with a few newer, slightly higher density townhouse developments along West San Carlos Street. There are several clusters of multi-family units, townhomes and apartments along Menker Avenue, Meridian Avenue, and Race Street near Highway 280. In the Sherman Oaks and Pamilar neighborhoods, housing also tends to be low density single-family units with some higher-density developments built (or planned) near the Fruitdale and Bascom VTA light rail stops.

Major areas along West San Carlos Street are zoned as Urban Village, a new zoning designation meant to balance commercial and residential needs in compact, transit and pedestrian oriented development that is consistent with a complete streets approach. Specifically, the city’s General Plan describes Urban Villages as “... a concept to create a policy framework to direct most new job and housing growth to occur within walkable and bike friendly Urban Villages that have good access to transit and other existing infrastructure and facilities.”

2.4 Spatial Distribution of Population

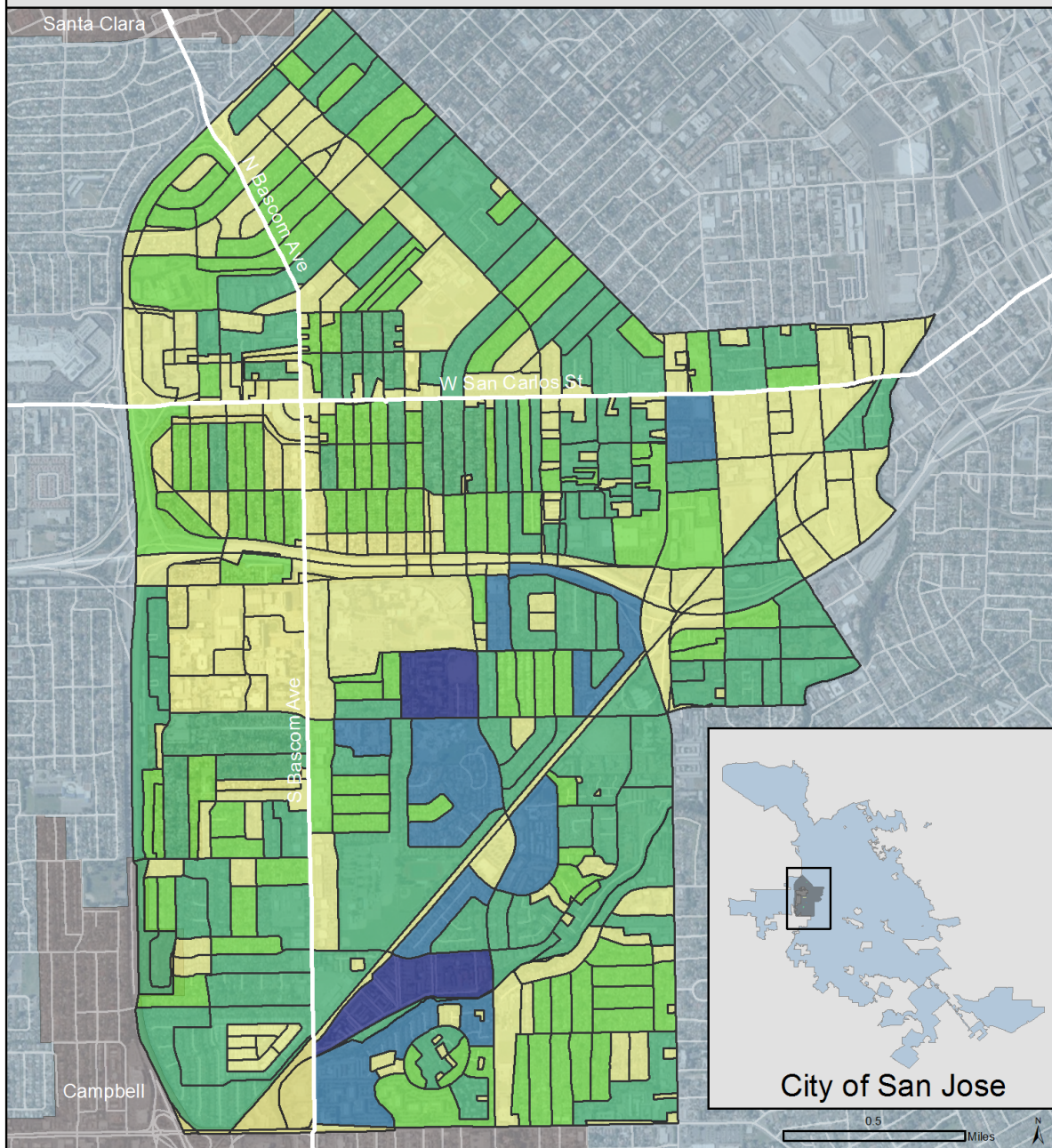
The map and table below describe the population distribution of west-central San Jose using Census 2010 block-level data. Higher population sizes are shown in darker colors on the map and the two study corridors are shown with white lines. A total of 499 blocks are shown, containing 41,222 residents. The most populated blocks contain 2,347 and 1,027 residents, respectively. Some census blocks have no population at all, generally corresponding to commercial properties, schools, and

	Number of Census Blocks	Percent of WSC/SB Census Blocks
Total Census Blocks	499	100%
Total population = 0	120	24%
Total population < 50	262	53%
Total population < 100	374	75%
Total population > 500	10	2%
Total population > 1,000	2	0.4%

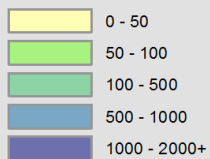
Data sources: Bay Area Census, U.S. Census Bureau, 2010 Census

parks. The average total population for the census blocks in the study area was 82.6. Some 374 census blocks had fewer than 100 people and 262 of these had less than 50. This reflects the predominance of single family style homes in the area.

West San Carlos/ South Bascom Population



2010 Total Population by Census Block



West San Carlos/ South Bascom 2010 Population

Combined Total Population	41,222
Average Total Population of Census Blocks	83
Percent of Total Population of San Jose*	4%
Percent of Total Population of Santa Clara County	2%

*San Jose Total Population does not include residents in unincorporated county pockets

Data Sources: Bay Area Census, U.S. Census Bureau, 2010 Census, Total population Table QT-P4

2.5 Schools, Hospitals and Parks

Multiple schools are located in the study area. In the Shasta-Hanchett Park neighborhood, Lincoln High School and Hoover Middle School serve the area. In the Sherman Oaks neighborhood, Del Mar High School and Sherman Oaks Community Charter School serve the community. San José City College is located directly south of Highway 280 between Bascom and Leigh Avenues. Luther Burbank, the school for which the surrounding neighborhood derives its name “Burbank”, is located on the north side of West San Carlos Street at Wabash Avenue.

The area is also home to a wide range of medical facilities including O’Connor Hospital, operated by the Daughters of Charity, from the order of St Vincent DePaul. The Daughters of Charity have continuously operated the facility since it’s opening in 1889. The hospital is located on Forest Avenue, north of Stevens Creek Boulevard and near Interstate 880 and it offers a range of emergency and rehabilitative services. Santa Clara Valley Medical Center is located at the corner of Moorpark and Bascom Avenues and is currently undergoing major reconstruction. “Valley Medical”, as it is commonly referred, operates as Northern California’s premier county health facility with a complete array of specialized and unique medical services including women’s and children’s health, rehabilitation, emergency and trauma, and a burn center.

We learned quite quickly that community members are highly concerned about the “parks deficient” condition of west-central San Jose. Service goals set by the Department of Parks, Recreation and Neighborhood Services in San José’s 20-year *Strategic Plan for Parks, Community Facilities and Programs*, show that Council District 6 as a whole needs an additional 70.54 acres of neighborhood/community-serving parkland by 2020.⁹ The Burbank/Del Monte Strong Neighborhoods Initiative planning area is roughly a quarter of the size of the entire Council District; however, this area is particularly underserved by parks and open space.¹⁰ San José’s updated *Greenprint 2009* assessed all of San Jose, indicating that the West San Carlos Street and Bascom Avenue study area is at the heart of the three regions ranked as having the highest need for park space. Proposed open space amenities identified for the region mostly focused along Los Gatos Creek in order to build off the existing trail system.¹¹

The small existing open spaces include Buena Vista Park off of Scott Street and O’Connor Park off Auzerais Avenue, and these serve as the only two open space amenities for neighborhoods north of Highway 280. The Municipal Rose Garden off

⁹ City of San José, Department of Parks, Recreation and Neighborhood Services. *Greenprint for Parks and Community Facilities and Programs: A 20-Year Strategic Plan*. San José, CA, 2000.

¹⁰ *Burbank Del Monte Neighborhood Improvement Plan*, 2002, Page 39.

¹¹ <http://www.sjparks.org/greenprint/gp2009/docs/Appendix%20B%20-%20%20Underserved%20Areas.pdf> (accessed July 4, 2012)

of Naglee Avenue is located farther north in the Rose Garden neighborhood. South of Highway 280, Marijane Hamann Park can be accessed via a pedestrian and bike bridge crossing Highway 17 at the western end of Downing Avenue via Bascom Avenue.

2.6 A Glimpse Ahead

The West San Carlos and Bascom corridors are poised for a renaissance of development as the City of San José begins engaging its residents and business owners in the process of evolving an Urban Village plan for the area. The city is ambitious in its goals to leverage bicycle and pedestrian friendly spaces to create vibrant, commercial corridors that are attractive to residents and businesses alike. Since this study area is one of the first to be planned and developed as an Urban Village, it will likely serve as a model for development in other areas of San José.

In conjunction with the City of San José, the community will help define the Urban Village plan by indicating employment and residential growth sites along with strategies for allowing consistent zoning implementation. This is especially pertinent because of the remaining county pockets (unincorporated areas) in the Burbank area; alignment between city and county land is necessary in order to be efficient in providing vital services and producing successful results in future development. Planning goals will need to take into consideration feasibility and funding while also making recommendations for building heights, floor area ratios, parking, and all the features that come together to create the urban character of the community.¹²

The recent loss of Redevelopment Agency staff and funding in 2012 has placed a greater emphasis on private-public partnerships. As a result, residents, business owners, and community members need to take a much more proactive role in the strategic planning process. When this happens, active community groups including the neighborhood associations of Buena Vista, Burbank, Shasta-Hanchett Park, and Sherman Oaks, will play a vital role in the evolution and future development of the community.

¹² *Envision San Jose 2040 General Plan*, Page 474 (paraphrased from original text).

3. Complete Streets Audit: Methods and Findings

3.1 Complete Streets form the Backbone of an Urban Village

A “complete street” is designed for safe, comfortable, and convenient movement both along and across the right-of-way by people of all ages and abilities, using multiple modes. Complete street policies seek to move beyond mere vehicle throughput and integrate routine consideration for all road users into every street design project. Many jurisdictions have adopted policies and codes that promote design of, and investment in, complete streets such as San Francisco, Seattle, Portland, Oregon and Boulder, Colorado. Research has shown that more people walk, bike, and take transit when well-designed facilities are available, and this can result in an array of livability and other community benefits in the areas of safety and public health (especially for children), mobility, and climate change prevention.¹³



“Complete Street”, New York Bicycling Coalition, <http://www.nybc.net/advocacy/complete-streets> [accessed July 2, 2012]

Key phrases that are most often affiliated with these goals include safe, convenient, attractive, feasible, and year-round. Pedestrians should be provided with a continuous network that is well lit and shaded and features safe crossings and places of refuge. Bicyclists need to be accommodated with safe travel lanes and adequate parking – simply painting bike lanes isn’t enough. Transit riders require sheltered bus stops that provide shade and protection for the weather to encourage year-round usage. Car drivers must be accommodated with safe travel conditions and adequate visual cues that heighten awareness of the presence of non-drivers.

¹³ Tumlin, Jeffrey. “Sustainable Transportation Planning: Tools for Creating Vibrant, Healthy, and Resilient Communities”, 2012, Wiley, page 46.



The city's 2040 General Plan establishes Urban Villages (illustrated at left): active, walkable, bicycle-friendly, transit-oriented, mixed-use urban settings for new housing and job growth attractive to an innovative workforce and consistent with the Plan's environmental goals. Urban Villages will enable location of commercial and public services in close proximity to residential and employee populations, allowing people to walk to services while also providing greater mobility for the expanding senior and youth segments of the population.

The Urban Villages Strategy fosters:

- Mixing residential and employment activities
- Establishing minimum densities to support transit use, bicycling and walking
- High-quality urban design
- Revitalizing underutilized properties with access to existing infrastructure
- Engaging local neighborhoods through an Urban Village Planning process¹⁴

It is clear that the shared goals of a complete streets approach and the city's Urban Village strategy are in excellent alignment.

3.2 Complete Streets Audit: Research Methods

In order to ascertain the current conditions of West San Carlos Street and Bascom Avenue in terms of their "completeness", our first charge from Greenbelt Alliance was to conduct a comprehensive, street by street, block-by-block audit. Appendix A includes the audit tool we developed after researching and adapting similar tools used by other communities. Additionally, a professional transportation planner that we met at a Complete Streets Conference held in Los Angeles in early March 2012 vetted our draft audit tool. Based on his generous feedback, we were able to create an even more comprehensive (and less subjective) tool.

¹⁴ "Urban Villages"; City of San Jose Department of Planning, Building and Code Enforcement; http://www.sanjoseca.gov/planning/gp_update/villages.asp [accessed July 2, 2012]

The audits started from the east side of West San Carlos Street and proceeded west until we reached the 880 Freeway. Then we turned our attention to the Bascom Avenue corridor, starting at West San Carlos and proceeding southward to the border of the City of Campbell. We learned early on that it was necessary to devise a separate audit tool for “**blocks**” (linear segments between intersections) and “**intersections**” (the junction of two or more streets) since each location features different infrastructure elements and street conditions. During the audits, the graduate student team looked consciously and repeatedly through multiple lenses: from the perspective of a pedestrian, a bicyclist, a transit rider, a blind pedestrian, a child, a mother pushing a carriage....and others. Along with completing the audit forms we took hundreds of photographs and a few videos to capture current conditions as thoroughly as possible.

Along the way, we made notations on maps and photos to capture our observations, such as the example shown below.



One additional aspect of our audit work included the identification of conditions using the classic S.W.O.T. observation technique that, as the acronym indicates, captures **strengths** (e.g. wide, flat sidewalks); **weaknesses** (e.g. litter-strewn bus stops); **opportunities** (e.g. a dirt patch that might serve as a future tree planting location) and **threats** (e.g. noticeably dangerous conditions such as pedestrians jaywalking midblock).

3.3 Evaluation

After completing many dozens of audit sheets, we were faced with the challenge of summarizing the wealth of data in a variety of ways. We first captured the data in a single, collaboratively edited Excel spreadsheet after agreeing upon the coding scheme needed to standardize the observations of multiple student observers. We had planned for some time to convert this spreadsheet information into GIS-based maps, with street segment, intersection, and S.W.O.T. data tied to specific locations on digital maps. Unfortunately, our remaining time in the semester did not permit this work to be completed, although Professor Kos has indicated that he would like his future Advanced GIS students to take our mapping work to the next level.

3.4 Primary Audit Findings

The findings refuted the first impression we all had of the two corridors: that they are substantially auto-dominated both in terms of structural street design and the building forms and functions that frame the two streets. Our audit work considered building setbacks, streetscape amenities (or lack thereof), driveway widths and frequency, and sidewalk condition among other variables listed in the audit tools in Appendices A and B.

Below is a table that summarizes our most interesting audit findings. Following the table is some analysis of selected audit features.

SUMMARY OF AUDIT FINDINGS: ROAD SEGMENTS (94 segments audited)	
Land Uses	
Restaurants	34
Commercial/Retail Establishments	62
Auto-related Businesses	32
Institutional Uses	10
Parks	1
Vacant Parcels	16
Residential Uses	11
Building Setbacks	
Buildings Adjacent to Sidewalk	31 segments
Buildings Less Than 10 feet from Sidewalk	18 segments
Buildings More than 10 feet from sidewalk	73 segments
Street Lighting	
Auto-oriented Lighting Fixtures	77 fixtures
Pedestrian-Scaled Lighting Fixtures	14 fixtures

Pedestrian Amenities	
Benches	2
Garbage Cans	45
Greenery/Landscaping/Shrubbery	34 locations
Trees	138
Public Art Installations	5
Mailboxes	5
Road Segments with Bicycle Amenities	
Segments with Striped Bike Lanes	24
Segments with On-Street Bicycle Parking	1
Segments with Sidewalk Bicycle Parking	19
Parking Conditions	
Segments with Yellow Zone/Loading	8
Segments with On-Street Parking	60 (55 parallel, 5 diagonal)
Bus Transit Conditions	
Transit Stops	43
Stop location has sign listing route(s)	41
Bus shelters	7 locations
VTA bus route maps provided	7 locations

Building Setbacks

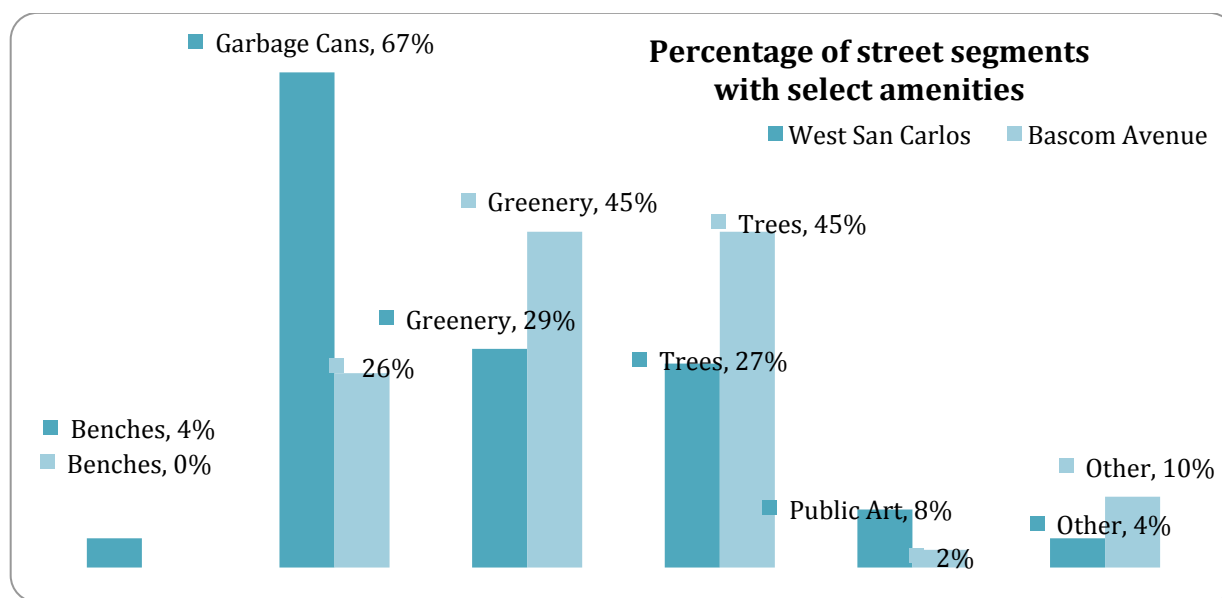
Early on, we decided that the relationship of street-facing buildings to the sidewalk and in turn, to the vehicle movement corridors, was a primary and fundamental factor that shapes aesthetic and safety conditions. The closer a building is to the street, the more pedestrian-scaled the street becomes, providing a greater sense of enclosure, ease of access to stores, and enhancing the liveliness of the street. Properties with larger setbacks and perhaps a front parking lot separating the street from the building provide ease of access for drivers, but at the expense of safe and convenient access to buildings for pedestrians.

Aesthetically, large front yard parking lots create a significant ‘deadening’ effect on the immediate area. Surprisingly to us, a great number of properties on West San Carlos Street featured blocks of buildings positioned comfortably alongside their adjacent sidewalks, creating a “mini-downtown” feel that was quite pleasant to experience. We found few examples of buildings addressing the street in this manner along Bascom Avenue.

As noted in the table above, our findings show that the majority of street segments along West San Carlos and Bascom Avenue feature building setbacks greater than 10 feet, with the majority of this finding explained by the presence of front yard parking lots.

Streetscape Amenities

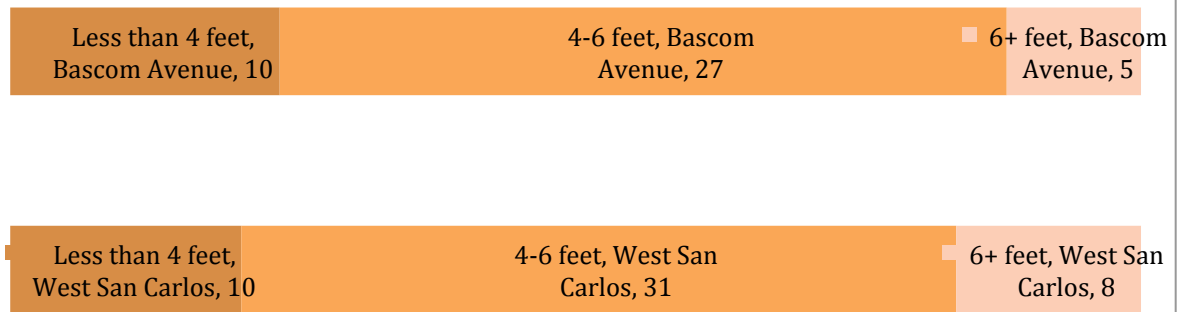
The figure below summarizes our findings related to amenities such as benches, garbage cans, greenery (shrubs and other plantings), trees, public art and “other” (newspaper racks, clear directional signage, etc.). Some interesting findings include the fact that two-thirds of all street segments on West San Carlos have garbage cans, and almost half of all segments on Bascom Avenue have greenery and trees. It is important to note that trees on private lots were not recorded in the audit process. Both corridors feature few benches and little in the way of public art.



Sidewalk Width

Our audits measured the minimum widths of sidewalks on all the segments of the two corridors. Overall, most segments featured sidewalks between four to six feet in width, which is suitable for two pedestrians to walk side by side. However, there were 20 segments with widths of less than four feet in places due to crowding from street furniture, bus stops, newspaper boxes, and signage. This is notable since these widths are not in compliance with those mandated by the Americans with Disabilities Act. The next figure summarizes our findings:

Number of sidewalk segments with select minimum widths



The table below lists the specific corridor segments with minimum widths of less than four feet in places:

West San Carlos	Bascom Avenue
North Cleveland to Topeka	East Basile to Moorpark
North Topeka to Bascom	East Moorpark to Renova
North Bascom to Revey	East Lindaire to Delna Manor
North Revey to Bellerose	East Stokes to Whitethorne
South Lincoln to Race	East Palmar to Borello
South Race to Meridian	East Cecil to San Carlos
South Buena Vista to Mayellen	West Basile to Moorpark
South Raymond to Arleta	West Enborg-Fruitdale to Maywood
South Laswell to Bascom	West Maywood to Lindaire
South Wainwright to I-880 Onramp	West Lindaire to Delna Manor

Amenities for Cyclists and Safe Riding

We examined the presence (or absence) of dedicated bicycle lanes in the two corridors. Also, during our field work, we noted locations and patterns related to unsafe bicycling behaviors such as riding on the sidewalk, riding against traffic, and improper use of intersections. The table below summarizes our findings:

Percentage of segments with bike lanes and identified patterns of unsafe bicycling behavior		
	West San Carlos	Bascom Ave
Percent with bike lanes	0%	60%
Biking unsafely	-	71%
Percent without bike lanes	100%	40%
Biking unsafely	75%	77%

From these findings we drew a tentative conclusion that bike lanes appear to aid in reducing the need for bicyclists to ride unsafely; however, the differences are not great enough to say this with great confidence.

Intersection Amenities for Pedestrians

Some intersections along both West San Carlos and Bascom Avenue are lacking in basic amenities such as crosswalks and signal indicator buttons. Forty-five percent of West San Carlos and twenty-nine percent of Bascom Ave intersections do not have crosswalks or any crossing features within all quadrants of the intersection. Additionally, the lack of audio indicators at many crossings provides an obstacle for the visually impaired and others that rely in these indicators. The table below summarizes our findings:

Amount and percentage of crossing and signal features per intersection				
	West San Carlos <i>(29 intersections audited)</i>		Bascom Ave <i>(21 intersections audited)</i>	
Crossing features				
No pedestrian crossing button	13	45%	6	29%
Hand level button	10	34%	8	38%
Foot level button	0	0%	0	0%
Signal types				
No signal indicators	12	41%	6	29%
Visual Walk-Hand	8	28%	7	33%
Countdown	9	31%	4	19%
Audio beep	1	3%	3	14%
Verbal indicator	0	0%	0	0%

4. Engagement with Community Members

The process of urban planning helps to shape the places where people live, work and play, so it is only right that the community members themselves should be empowered to take an active part in the process. Community involvement is an important part of planning for the following reasons:

- Involvement leads to outcomes that better reflect the aspirations and meet the needs of the wider community
- Public involvement is a key element of a vibrant, open and participatory democracy
- Involvement improves the quality of decisions by drawing on local knowledge and minimizing unnecessary and costly conflict
- Involvement educates all participants about the needs of communities, the business sector and how local government works
- Involvement helps promote social cohesion by making real connections with communities and offering them a tangible stake in decision making

The importance of face-to-face, active community involvement is essential to any successful, long-term planning effort and to establishing a shared understanding of existing conditions. From the very outset of this project, we wanted to make sure to include the input of residents living near the study corridors. After all, they are the experts, not us. By capturing often-noted community needs, we are helping to strengthen the community's feeling of empowerment in the City of San Jose's planning process.

4.1 Outreach Methodology

Relying heavily on Greenbelt Alliance's outreach methods of calling neighborhood association leaders, local business owners, and mass emailing, we participated in two meetings with community members to discuss the future of West San Carlos and South Bascom: a Walking Tour on April 28, 2012 and a Community Conversation on May 10, 2012. One of our deliverables for the project was to provide a list of potential stakeholders for future phases of the Urban Village planning process, which we ultimately delivered to Greenbelt Alliance.

Walking Tour, April 28, 2012

Residents participated in a walking tour of the West San Carlos/South Bascom area, organized by Greenbelt Alliance. The walking tour highlighted a strong need for complete streets in this part of west-central San Jose. Our tour featured multiple stops that included (in order):

1. **Luther Burbank School** with guest speakers Marvelyn Maldonado (Luther Burbank School Principal), Alice Kawaguchi (Santa Clara County Public Health Department, discussing Safe Routes to Schools), and Helen Chapman (Shasta Hanchett Park Neighborhood Association)
2. **West San Carlos at Raymond Avenue** with guest speakers Adam Burger (VTA, discussing bus rapid transit) and Chris Lepe (Transform, discussing bus rapid transit)
3. **Raymond Avenue at Elliott Street** with guest speakers Busara Melrose (Our City Forest, discussing tree canopies) and John Leyba (Buena Vista Parks Plan)
4. **San Jose Water Company water smart demonstration garden** at West San Carlos and Bascom with guest speakers Pat Martinez (Burbank Community Association, discussing their role with the garden) and Marc Morris (Alameda, the Beautiful Way! Plan)
5. **Business Circle** with guest speaker Davide Vieira (Five Wounds Brookwood Terrace Neighborhood Association, discussing unique partnerships including CommUniverCity)
6. **Time Deli** with guest speaker Erik Hayden (Republic Urban Properties, discussing GreenTrip, Safe Routes to Transit, and amenities as part of new development)



As we walked along the tour route, we asked the residents to audit the corridors using a similar S.W.O. T. approach that we adopted earlier in the semester using the

form shown in Appendix C. We also engaged the participants in an “empathy-building” role-playing exercise in which people assumed roles such as a mother pushing a baby carriage, an elderly man walking with a cane, a blind pedestrian, and a teenager. Besides receiving community input as to what improvements they would like to see for the corridors, “neighbors mentoring neighbors” was a secondary theme we hoped to foster during the outing by tapping into the expertise gained by the residents of fellow neighborhood associations including Five Wounds Brookwood Terrace.



A Community Conversation, May 10, 2012

Our second outreach event was a community conversation/ workshop on May 10th, hosted by Greenbelt Alliance. It was held at San Jose City College and allowed us to present the current corridor conditions as we observed them during our audit work. Also, the event gave us an opportunity to collect the input of the residents as to what they feel are the top priorities for the future of these important corridors that shape their living environment. Residents analyzed our detailed, annotated corridor maps



intently and engaged in role-playing by putting themselves in the shoes of someone other than themselves who is attempting to navigate the busy corridors by foot, bus, bike, skateboard, and wheelchair. In keeping with the guiding principle that a complete street is equally accommodating for someone who is 8 years old or 80 years old, we came prepared with a number of roles:

1. You are a middle school student who would like to ride their bike to school.
2. You are a mother walking to the store with a small child in a stroller.
3. You are a bicycle commuter running errands on your way home from work.
4. You are taking the bus to pick up/drop off your car at a local auto shop.
5. You are driving a frail neighbor who depends on a walker to go out for lunch at a local restaurant before going to Safeway to go grocery shopping.
6. You are a high school student who depends on public transit to get around (school, after-school activities, home, part-time job/internship, etc).
7. You live on the other side of town, but work along this corridor. The only way you have to get to work is by bicycle.
8. You need a wheelchair to get around and are transit dependent. You have a limited range of motion with your hands.
9. You live in the area and use a car to drop off your children at school before going to work along the corridor.
10. You are taking an evening walk with your family: two children, a parent, a grandparent, and the family dog.
11. You are a college student living in the neighborhood. You prefer to ride your skateboard when you can, but you're dependent on public transit to go long distances.
12. You live in the neighborhood, use a wheelchair, and are picking up/dropping off your child at pre-school.
13. You normally drive, but you just broke your leg and need crutches to get around. Due to your injury, you can't drive and need to use public transit.
14. You are visually impaired. You walk to most destinations when you can, but take the bus and depend on rides for longer trips.

Many of the participants thoroughly enjoyed this exercise and stepped fully into their roles with gusto! Another benefit of role-playing was that interest in the meeting topics was raised because the residents were no longer passive observers of the proceedings. The role-playing exercise was just one part of our overall approach to the Community Conversation. The agenda unfolded as follows:

1. **Welcomes** from Randi Kinman (Sherman Oaks Neighborhood Association), Michele Beasley (Greenbelt Alliance), and Richard Kos (San Jose State University)
2. **PowerPoint presentation** of complete streets and urban village principles
3. **Small breakout groups** to discuss how the residents see the corridors today as complete streets (or not)

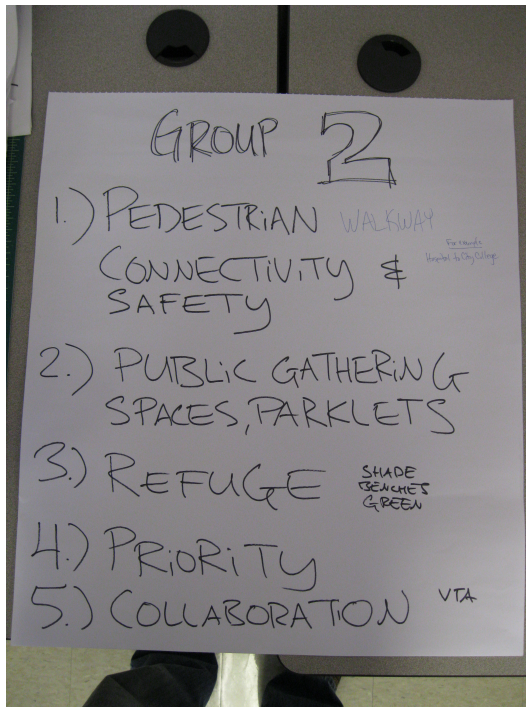
4. **A second Powerpoint presentation** that highlighted our audit approach as well as short videos of the corridors' strengths and challenges as we perceived them during our complete streets audit
5. **A second breakout group session** where the task was to role play based on selected photos of the corridors, then to develop a top priorities list for the future of the corridors
6. **Wrap Up** with small breakout group leaders presenting their top priorities lists, followed by an overview of next steps in the planning process presented by Michele Beasley of Greenbelt Alliance.

4.2 Small Group Discussion: Priorities

Below are the outcomes of the five small group, priority-setting discussions. The names of the graduate student facilitators for each team are also listed.

Group 1 (Jason & Becca):

1. More trees!
2. Parked cars obstruct visibility of pedestrians, cyclists, and at intersections
3. Bike lanes are needed
4. Better intersection/crosswalks (provide more cuts through the median)
5. Lighting improvements
6. The area is a little rundown
7. Jaywalking is a persistent problem
8. Off-street parking, and parking further from intersections
9. Visibility



Group 2 (Sam & Sara):

1. Pedestrian connectivity and safety (more crosswalks, walkways, pedestrian only areas, continuity and wide sidewalks, etc.)
2. More public gathering spaces; parklets.
3. More refuge (shade trees, mid-street pedestrian refuge, green space, benches, bus shelters, etc.)
4. Priority (focus attention to make sure specific projects are completed instead of generalizing everything and nothing getting done/low hanging fruit).
5. Collaboration (especially with VTA)

Group 3 (Laura & Chris Lepe):

1. Continuous sidewalks on Bascom
2. Safe walking conditions (well lit, get rid of undesirable businesses)
3. Focus on small things we can do now on a budget (short term): living greenery, trees, plant in empty curb cuts
4. Community/businesses with a vision – a grand vision for the corridor with the cooperation of the city
5. Permitting of certain businesses - crack down on businesses and residents that go against codes/policies/laws
6. Access to parks

Group 4 (Brent & Regina):

Top Five Priorities of the Group for Areas of Future Improvement

1. Shade provided by tree canopy which will require a tree ordinance
2. Continuous sidewalks and bike lanes
3. Narrowing of the street to allow for amenities and to slow down traffic
4. *
5. *

*4 and 5 were not agreed upon as a group but below are other ideas that were provided in no particular order:

- Limit payday lenders
- Parking meters requiring a revenue capture ordinance
- Building façade improvements
- Improved safety around City College including removing the homeless encampment

4.3 Positive Aspects of the Corridors

It's generally a good idea to accentuate the positive, right? In that spirit, we thought it would be helpful to include a listing of the aspects of the corridors that participants noted positively:

- Falafel Drive-In (has outdoor seating)
- Zanatto's (has outdoor seating)
- Time Deli
- Seafood Fish Tacos
- Green Café
- Safeway
- West San Carlos/Meridian Intersection (Walgreens, Starbucks, etc.)
- Mini Gourmet
- Family owned businesses

4.4 Negative Aspects of the Corridors

The following aspects of the corridor were cited often as liabilities:

- Car dealerships
- No shade- it's hot!
- The median is a barrier
- Few pedestrian crossings
- Bascom is NOT safe: it's too wide and there are no pedestrian facilities
- Not enough bicycle markings
- No easy access to the River Trail
- Do not feel safe riding on Bascom bike lanes
- Visual desert
- People won't let their kids go on Bascom/cross Bascom
- No shelter at most bus stops
- Barren lots
- Lack of lighting
- Lack of sidewalks
- No bike facilities (like parking)
- Bad pedestrian crossings and lack of pedestrian crossings
- Barriers: lack of connectivity/continuity (both in infrastructure and businesses)
- Nothing (no destinations) for pedestrians between Leigh and Meridian
- People who get kicked out of the hospital have no way to get home - no transit.

4.5 In Retrospect....

As presented in Chapter 1, we were successful at identifying common themes, concerns and topics of highest concern to local community members. Michele Beasley noted during the walking tour and the Community Conversation that she would share community observations with the city planning staff, including Senior City Planner Michael Brilliot who is helping to lead the Urban Village planning effort. In fact, Mr. Brilliot was in attendance at the Community Conversation and expressed his appreciation for the work of our graduate student team and Greenbelt Alliance.

5. Concluding Thoughts

At the conclusion of our semester-long project, the graduate student team met to discuss our work and observations, along with suggestions for future student teams to consider (see Appendix F). Some of these observations are listed below:

- **The overwhelmingly auto-oriented scale of Bascom Avenue** appears to be quite hazardous to pedestrian activity. Rapid vehicular speeds and the lack of crosswalks along large blocks are major contributors to this condition. However, this corridor features pleasant stretches of privately maintained properties and sidewalks in good condition. In fact, many pedestrians were observed using this corridor. Though Bascom Ave serves as a major arterial connecting various cities in Santa Clara County, measures to increase the safety of pedestrian activity need to be elevated.
- **Bike lanes** are present on Bascom Ave, but are not continuous. On West San Carlos Street, bike lanes do not exist at all. Despite this, we saw a surprising number of cyclists on each day of our audit work, although quite a number of bicyclists were often observed riding on the sidewalk. This poses safety issues for both the bicyclist and pedestrians, with the possibility of a bicyclist colliding with a pedestrian or street furniture.
- Both corridors do not account for **pedestrians traveling at night** or in harsh weather conditions. The majority of lighting is clearly auto-oriented, except for the notable pedestrian-scaled Burbank neighborhood section along West San Carlos.
- A notable concern along both corridors is the **lack of amenities at bus stops**, specifically shelters that provide protection from the elements. The VTA 23 bus route on West San Carlos Street accounts for over half of all riders in the VTA service area; however, there are numerous bus stops with poor signage and no shelters, indicating the shortcoming of the corridor in accommodating non-automobile forms of transportation. With the future implementation of bus rapid transit (BRT), a foreseeable increase in transit ridership is predicted. However, the beginnings of this transformation should start with providing the most basic of bus stop amenities such as shelters.
- Though it appears that the amount of threats and obstacles on West San Carlos and Bascom Avenue seem daunting, there are **many aspects worth noting and celebrating**. For example, the Burbank District features many shops and ethnic restaurants in a pedestrian scaled atmosphere. It also has many mid-century signs that add a distinct “funky” character to the corridor.

Though this street currently connects downtown San Jose to the 880 Freeway and Santana Row, it has the potential to become a destination itself. The features of Bascom Avenue to be celebrated differ than those of West San Carlos, but are just as exciting and include bike lanes, good quality sidewalks, large employment centers such as San Jose Community College and Santa Clara Valley Medical Center, and the Fruitdale VTA station. These are all strong “ingredients” that will serve to anchor this important corridor for the long term.

- Both corridors serve important roles as connectors within and beyond the local area via wide rights-of-way. While the width of the corridors certainly encourages fast traffic speeds, this factor also suggests that the corridors could be good candidates for “**road diets**”. These redesign efforts seek to reclaim parts of roadways for other modes of transportation while changing the overall scale of the street to one that is more navigable by all forms of transport.

West San Carlos and Bascom Avenue are, of course, not the only San Jose arterials featuring these primarily auto-oriented conditions. Streets like these exist in many of our neighborhoods, some in much worse condition. As the City of San Jose begins the process of re-energizing these corridors, a sustained collaboration between all affected stakeholders, adopting a “bottom-up” approach to sound, comprehensive planning, is the most reliable and democratic approach to developing long-term solutions.

Appendix A.

S.W.O.T. Analysis Tool; Intersection Audit Tool; Segments Audit Tool

Map Title (top of map) _____

Map Page Number (X of Y at bottom of map) _____ of _____

Intersection or Segment (name below compass and above the page number at the bottom of the map) _____

Date _____ Start Time _____ End Time _____

Name of Audit Tool Recorder: _____

Name of Pictorial/Instruction Guide Reader: _____

Date Data Entered: _____ Name of Data Enterer: _____

1. BUS STOP: Is the bus stop accurately marked on the map? _____ Yes _____ No
If the bus stop IS NOT accurately marked on the map, mark the accurate location of the bus stop with the letter 'B'.

2. **SWOT ANALYSIS:

Map #	SWOT	Description	Photo?

If you have more SWOT analysis, please check here _____ and continue on the back of this page.

MAP AUDIT: PAGE 1 of 1

INTERSECTION AUDIT

Map Title (top of map) _____

Intersections/Crosswalks

1. INTERSECTION TYPE

- ____ T (3-way)
____ + (4-way)
____ Z (off-set intersection)
____ Mid-block (pedestrian/bike only)
____ Other/Describe _____

2. **MEDIAN

- ____ Median completely crosses the intersection/prevents left turns or through traffic.
____ Median incorporates intentional pedestrian refuge.

3. CROSS WALKS AND CORNERS

- ____ Number of Crosswalks
____ Number of Corners

4. **TYPE OF CROSSWALK

If present, write how many.

- | | |
|------------------------|-------------|
| ____ None | |
| ____ Parallel/Standard | ____ Yellow |
| ____ Continental | ____ Yellow |
| ____ Zebra | ____ Yellow |
| ____ Ladder | ____ Yellow |

5. **CURB RAMPS

- ____ Number of Curbs with NO Curb Ramp
____ Number of Curbs with One Curb Ramp
 ____ Serving one cross walk
 ____ Serving/between two cross walks
____ Two curb ramps (perpendicular)

6. **TRUNCATED DOMES

How many curb ramps have truncated domes?

- ____ Number of curb ramps with domes.
____ Number of curb ramps without domes.
____ Number with Textured Cement
____ Other/Notes _____

7. CONTROLLED INTERSECTION

- ____ Not a controlled intersection

Number of intersection directions with:

- ____ Stop Signs
____ Traffic Signals
____ Traffic Signals with Left Turn Arrows
____ Traffic Signals with Right Turn Arrows

8. **INTERSECTION STRUCTURE

Number of intersection directions with:

- ____ Sign: No Right Turn on Red
____ Pork chops
____ Left Turn Pockets
____ Right Turn Pockets
____ Other/Describe _____

9. PEDESTRIAN INFRASTRUCTURE

Number of intersection crossings with:

I. Crossing Signal Activation

- ____ No Button/Signal Activation Method
____ Automatic Pedestrian Signal/No Activation Needed
____ Signal Push Activation Button (hand height)
____ Signal Push Activation Button (foot height)
____ Other/Describe _____

II. Signal Types

- ____ None
____ Visual Walk/Hand Signal
____ Visual Countdown
____ Audio- beeping during crossing signal
____ Audio- verbal instructions during crossing signal
____ Other/Describe _____

10. **BICYCLE INFRASTRUCTURE

Check all that apply.

- ____ In-road traffic signal loop detectors
____ Other/Describe _____

INTERSECTION AUDIT

Page 1 of 2

INTERSECTION AUDIT

Map Title (top of map) _____

Observations/Behavior

1. OTHER FORMS OF TRANSPORTATION

- ____ Scooter (human powered)
____ Skateboard
____ Rollerblades/skates
____ Other/Describe _____

2. BEHAVIOR

I. PEDESTRIANS

- ____ There are people walking.
____ There are people using mobility assistive devices.
____ There are people walking unsafely.
Describe:

II. BICYCLIST

- ____ There are people biking.
____ There are people biking unsafely.
Describe:

III. TRANSIT RIDERS

- ____ There are people waiting for/trying to catch the bus.
____ There are people waiting for/trying to catch the bus unsafely.
Describe:

IV. DRIVERS

- ____ There are people driving.
____ There are people driving unsafely.
Describe:

Notes:

SEGMENT AUDIT

Map Title (top of map) _____

Physical Environment

1. LAND USES

Check all that apply.

- ☐ Restaurants/Eateries
☐ Commercial/Retail
☐ Auto Sales or Repairs
☐ Institutional (schools, hospitals, etc.)
☐ Parks/Open Space (not vacant)
☐ Vacant
☐ Residential *List types: multi-unit, single detached, mobile homes, duplex, etc.*

☐ Other *List types: industrial, office, etc.*

2. BUILDINGS

I. Number of Stories:

Lowest: _____
Highest: _____

II. Location of Buildings:

Check all that apply.

- ☐ Adjacent to sidewalk.
☐ Less than 10 feet from the sidewalk with:
 ☐ Parking b/t building/sidewalk
 ☐ Landscape b/t building/sidewalk
 ☐ Other/Describe _____
☐ More than 10 feet from the sidewalk with:
 ☐ Parking b/t building/sidewalk
 ☐ Landscape b/t building/sidewalk
 ☐ Other/Describe _____

3. LIGHTING *Check all that apply.*

- ☐ Auto oriented/road lighting
☐ Pedestrian oriented/sidewalk lighting
☐ Other/Describe _____

Pedestrians/Sidewalk

4. **ZONES

Check all that are present and distinct.

- ☐ Furnishing Zone
☐ Pedestrian Through Zone
☐ Spill-out Zone

5. UNINTERRUPTED PATH

Check width of narrowest point of Pedestrian Through Zone

- ☐ Less than 4 feet (not ADA compliant)
☐ 4 – 6 feet
☐ 6 feet or greater

6. STREET FURNITURE/AMMENITIES

Check all that apply. Do NOT include bus stop furniture/amenities.

- ☐ Benches
☐ Garbage/recycling cans
☐ Greenery (not trees)
☐ Number of Trees on the Sidewalk
☐ Public Art/Describe _____
☐ Other/Describe _____

7. OTHER ITEMS ON SIDEWALK

Check all that apply.

- ☐ Utility Boxes
☐ Poles/Signs
☐ Fire Hydrants
☐ News Stands
☐ Mail Boxes
☐ Other/Describe _____

8. **DRIVEWAYS/CURB CUTS

- ☐ Number of active-use driveways.
 ☐ Number that are Wing Cut
 ☐ Number Level with Sidewalk
☐ Number of other curb cuts.
 ☐ Number Level with Sidewalk

Road Attributes

9. SIGNAGE/WARNINGS

Check all that apply.

- ☐ There is a posted speed limit of _____.
☐ There is a posted bike route.
☐ Other bike signage/Describe _____
☐ There is signage warning of pedestrians.
 Describe _____
☐ There is way-finding signage.
☐ Other signage/Describe _____
☐ Warning lights/Describe _____
☐ Warning paint/Describe _____

SEGMENT AUDIT

Page 1 of 2

SEGMENT AUDIT

Map Title (top of map) _____

10. ROAD *Check all that apply.*

- _____ Median
- _____ Hardscape
- _____ Landscape
- _____ Has ped. crossing or refuge.

11. BICYCLES *Check all that apply.*

- _____ Bike Lanes
- _____ Bike Parking (on-street/bike corral)
- _____ Bike Parking (on sidewalk)

12. ON STREET PARKING

Check all that apply.

- _____ Yellow Zone/Commercial Loading
- _____ There is on-street parking.
 - _____ Parallel
 - _____ Diagonal
 - _____ Metered
 - _____ Limited time

Transportation

13. TRANSIT STOP

- _____ There is a transit stop.
- _____ List bus routes at this stop.

14. BUS STOP AMMENITIES

Check all that apply.

- _____ Bench
- _____ Shelter
- _____ Map
- _____ Other/Describe _____

If the Bus Stop has NO amenities, skip #15.

15. **TRANSIT STOP LOCATION

- _____ Curb side, next to the roadway.
- _____ Set back from curb, across the sidewalk.
- _____ Other/Describe _____

Observations/Behavior

16. OTHER FORMS OF TRANSPORTATION

- _____ Scooter (human powered)
- _____ Skateboard
- _____ Rollerblades/skates
- _____ Other/Describe _____

17. BEHAVIOR *Check all that apply.*

I. PEDESTRIANS

- _____ There are people walking.
- _____ There are people using mobility assistive devices.
- _____ There are people walking unsafely.
- Describe: _____

II. BICYCLIST

- _____ There are people biking.
- _____ There are people biking unsafely.
- Describe: _____

III. TRANSIT RIDERS

- _____ There are people waiting for/trying to catch the bus.
- _____ There are people waiting for/trying to catch the bus unsafely.
- Describe: _____

IV. DRIVERS

- _____ There are people driving.
- _____ There are people driving unsafely.
- Describe: _____

Notes:

Appendix B. Pictorial Audit Guide

READ THIS FIRST!

Complete Streets Audit Tool Pictorial Guide and Instructions

Spring 2012

AUDIT KIT (you will need):

- Audit Tools:
 - Maps
 - Map Audits
 - Segment Audits
 - Intersection Audits
- Pictorial Guide and Instructions
- Two People Team
 - The Scribe: fills out the forms.
 - The Guide: uses the Pictorial Guide and Instructions to make sure the forms are filled out accurately.
- Two Pens
- Two Clip boards
- One measuring tape (minimum 8 feet in length)
- One or more cameras or camera phones (preferably with geotagging enabled)

PREPERATION:

- Assemble your team's audit kit.
- Review ALL materials before beginning your audit.
- Once at your audit location, orient yourself using the maps in your audit kit.

STEP 1 – Map Audit/SWOT Chart

- Start at one end or corner of the audit area
- Walk the entire audit area in one direction.
- Fill out the Map Audit
 - You may fill out the Map Audit as you go and/or once you get to the end.
- Once at the end of the audit area, continue on to Step 2.

STEP 2 – Segment or Intersection Audit

- Walk the entire audit area in the other direction.
- Fill out the Segment Audit or Intersection Audit
 - You may fill out the Segment Audit as you go and/or once you get to the end.
 - Do NOT fill out the Intersection Audit while you are walking.
- Once at the end of the audit area, continue on to Step 3 (Optional).

STEP 3 – Walk the Audit Route again, reviewing all portions of the audit.

Optional/Time Permitting.

NOTE: All questions in the audits with ** next to them have information or instructions in the Pictorial Guide.

PICTORIAL GUIDE AND INSTRUCTIONS

Page 1 of 8

MAP AUDIT

2. SWOT ANALYSIS

SWOT = Strengths, Weaknesses/Limitations, Opportunities, and Threats

Filling out the SWOT Chart:

- **ON the actual Map:** Mark any specific observations (hole in sidewalk, excellent pedestrian crossing, etc.) with a number. Place the number as accurately on the Map as possible.
- **Map # Column:** Write the number down that you wrote on the actual map.
 - **NOTE:** if your observation is general (the trees in the area are very nice, cars are going very fast) write "N/A" in the column instead of a number.
- **SWOT Column:** Write the SWOT element you think most relates to your observation.
- **Description Column:** Write a brief description of your observation.
- **Photo? Column:** Did you take a photo? Write "yes" or "no".

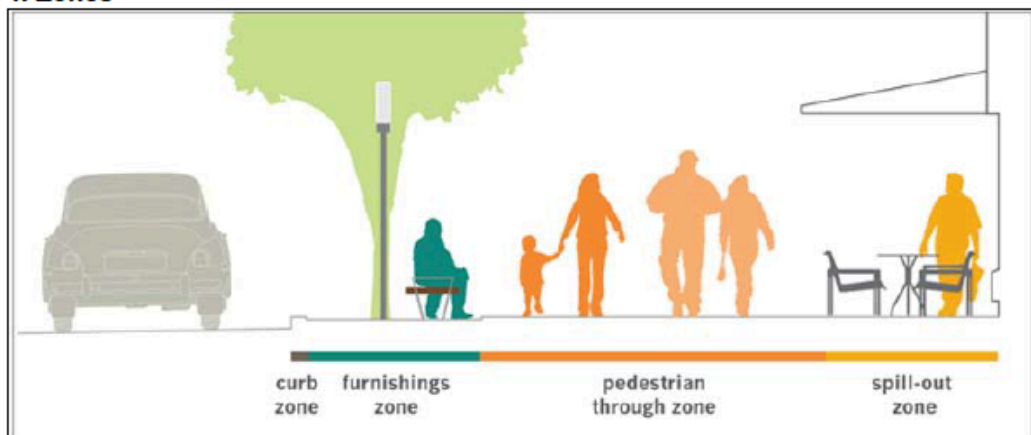
Things to consider when filling out the SWOT Chart:

- 8 to 80: can people of all ages equitably move in, and be safe in, this audit area?
- Physical mobility: can people walking, using walkers, pushing strollers, using wheelchairs equitably move in, and be safe in, this audit area?
- Is the area in good physical condition? Are there problems with the pavement/cement or striping?

SEGMENT AUDIT

Pedestrians/Sidewalk

4. Zones

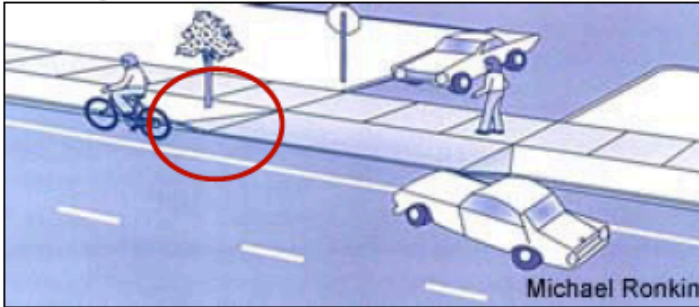


PICTORIAL GUIDE AND INSTRUCTIONS

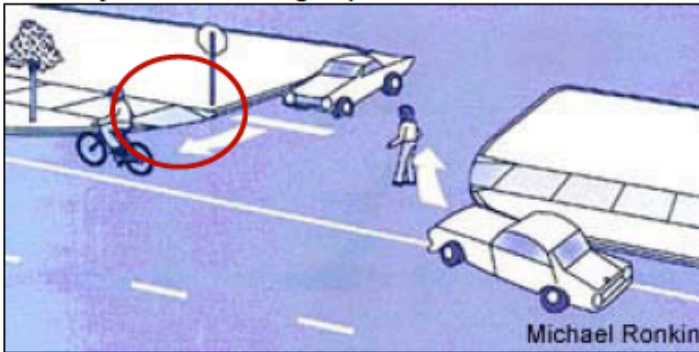
Page 2 of 8

8. Driveways/Curb Cuts

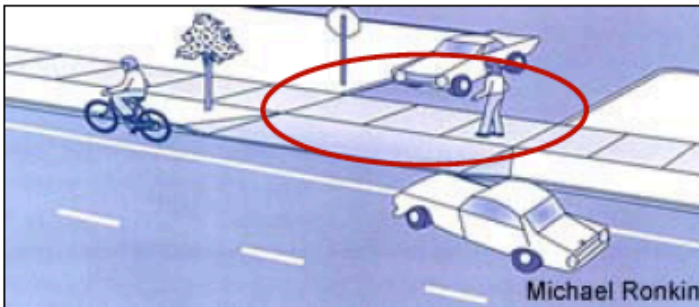
Wing Cut. Wing cut driveways limit the speed of vehicles turning in and out of driveways.



NOT Wing Cut (This is a Radial Cut Driveway). Allows vehicles turning in and out of driveways to do so at high speeds.



Level with Sidewalk. A minimum of four feet of the driveway is level with the sidewalk on either side. The ramp portion of the driveway does not extend all the way across the sidewalk.



Road Attributes

15. TRANSIT STOP LOCATION

Curb side, next to the road way. If most pedestrians walk **BEHIND** the bench/bus shelter, the transit stop is curb side.



Set back from curb, across the sidewalk. If most pedestrians walk **IN FRONT** of the bench/bus shelter, the transit stop is set back from the curb.

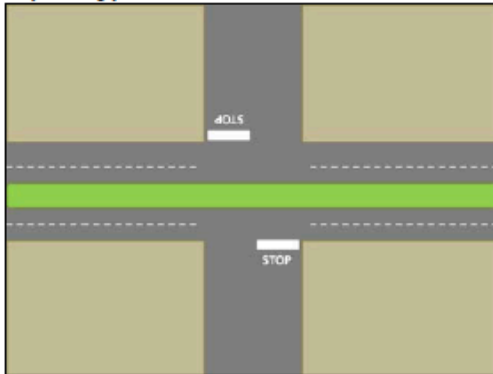


INTERSECTION AUDIT

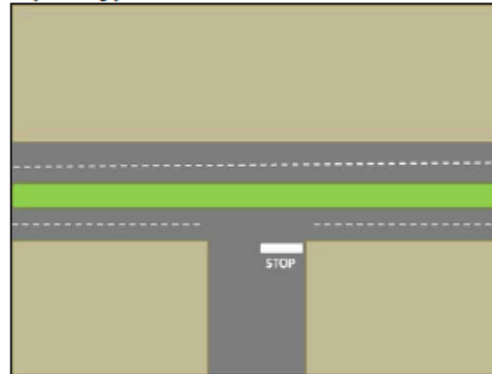
Intersections/Crosswalks

2. MEDIAN. Median completely crosses the intersection/prevents left turns or through traffic.

+ (4-way) Intersection



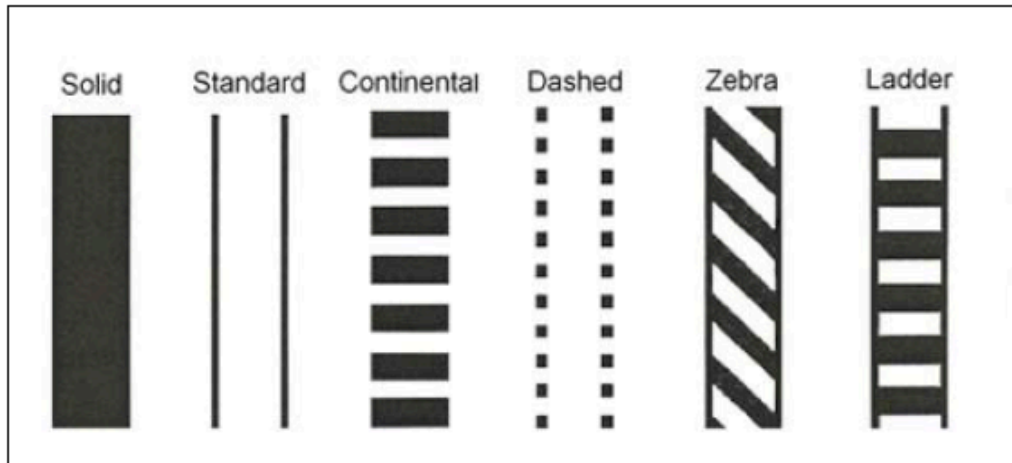
T (3-way) Intersection



Pedestrian refuge examples.

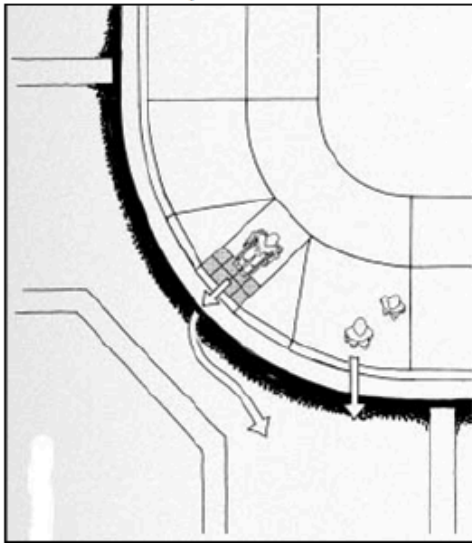


4. TYPE OF CROSSWALK

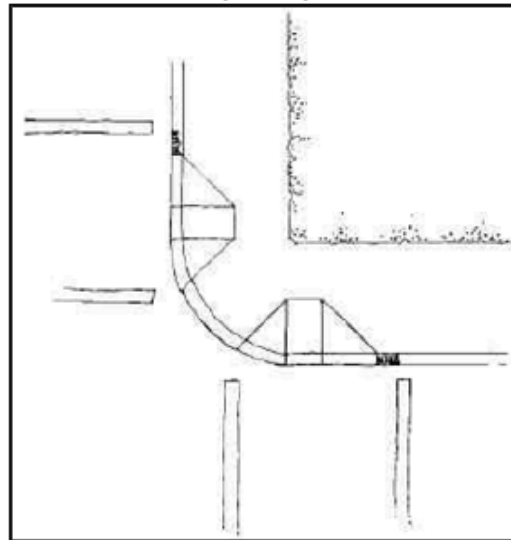


5. CURB RAMPS

One Curb Ramp



Two Curb Ramps/Perpendicular



6. TRUNCATED DOMES. Truncated domes are usually, but not always, yellow or black. They can be made of many materials, and are frequently constructed from plastic or cement.



8. INTERSECTION STRUCTURE

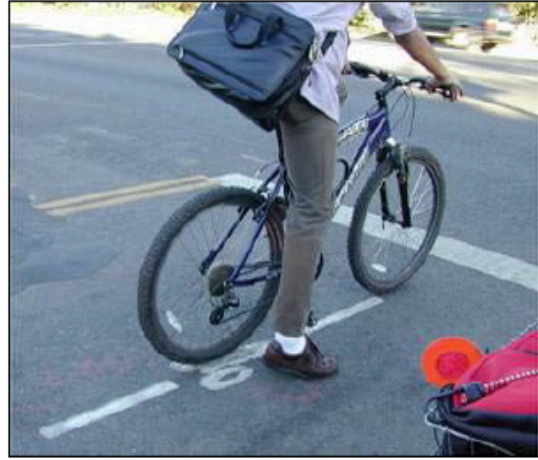
“Pork Chops” allow vehicular traffic to turn right without having to go through an intersection using a traffic signal.

A crosswalk connects the main block to the **“pork chop”**.



10. BICYCLE INFRASTRUCTURE

Loop Detectors. Bicycle loop detectors sense the presence of bicycles, triggering light changes. They are generally marked by a small bike stencil located just before the stop line.



Appendix C.

Walking Tour S.W.O.T. Form

SWOT Observations: Strengths, Weaknesses, Opportunities, Threats

Name _____

Date _____ Time _____

Examples:

Strength - well maintained landscaping

- lots of bike parking

Weakness - no crosswalks on long blocks

- stores separated by big parking lot from the street

Opportunity - wide roadway leaves room for bike lanes

- presence of RVs may show demand for affordable housing

Threat - steep driveways are a hazard to people in wheelchairs

- fast traffic forces bikers onto sidewalk

SWOT	Description	Block/Intersection

Appendix D.

Community Conversation: Flyer, Agenda

Greenbelt Alliance and San Jose State University present

Got sidewalks?

**A West San Carlos / South Bascom Community Conversation
about building complete, connected communities in San Jose**

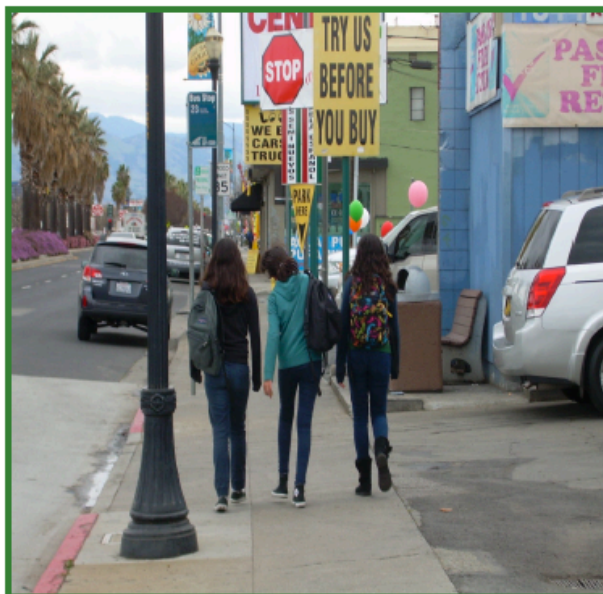
Thursday, May 10

6:00-8:30p.m.
San Jose City College
2100 Moorpark Ave.
College Theatre Main Auditorium

How would you make a street complete?

After weeks auditing the streets block by block, our team of graduate students will share their findings and present a menu of options for improvements to the streets.

Join the conversation as we mark up maps with the strengths, challenges and opportunities of West San Carlos Street and South Bascom Avenue.



To RSVP, visit www.greenbelt.org/events

For more information, please contact Michele at mbeasley@greenbelt.org or at 408-983-0856.

Food and beverages will be provided.



DEPT. OF URBAN AND
REGIONAL PLANNING



Complete Streets Community Meeting 05-10-2012

Small Group Discussion #1 (6:50pm – 7:15pm)

- Ice breakers (10 minutes)
 - Name and neighborhood?
How did you get here tonight?
What's your regular mode of transportation to work? For leisure?
- Questions and the corridor & mark-up aerial photo maps with pictures (20 minutes)
 - What is your favorite part of West San Carlos and/or Bascom? Least favorite?
 - Where do you feel the safest/least safe?
 - Where do you shop/eat/play?
 - How do you see the current area as a complete street/Urban Village?

Small Group Discussion #2 (7:45pm – 8:05pm)

- Same group assignments from session #1
- Life-Stages Roles Playing based on photos -> facilitator hands out roles.
 - 2 or 3 photos to focus role playing
 - How do you envision the area becoming better, based on the needs of your role's life stage?
- **Develop top five priorities for the corridor in the future.** (to be shared in large group at the end of discussion by one small group volunteer).
- Questions?



Greenbelt Alliance and San Jose State University present

Got Sidewalks?

A West San Carlos / South Bascom Community Conversation
about building complete, connected communities in San Jose

INFORMAL CONVERSATION, REFRESHMENTS (until 6:20)

6:20 WELCOME

Randi Kinman | Sherman Oaks Neighborhood Association

Michele Beasley | Senior Field Representative, Greenbelt Alliance

Richard Kos | Faculty, Dept. of Urban and Regional Planning, San Jose State University

6:35 OVERVIEW: COMPLETE STREETS AND URBAN VILLAGES

6:50 SMALL GROUP DISCUSSION #1: Your Relationship to the Study Area

7:20 CURRENT CONDITIONS ANALYSIS

7:45 SMALL GROUP DISCUSSION #2: Role-Playing and Priority Setting

8:10 WRAP-UP AND NEXT STEPS (meeting concludes at 8:30)



DEPT. OF URBAN AND
REGIONAL PLANNING



Thank you for joining us this evening!

Visit the West San Carlos/South Bascom Urban Village Facebook page at:
<http://www.facebook.com/groups/310440649033180/>

Project Questions? Contact Michele Beasley at mbeasley@greenbelt.org or (408) 983-0856

BRT Questions? Contact Jody Littlehales at VTA: jody.littlehales@vta.org or (408) 321-5769

Appendix E.

Lessons Learned for Future Audits

Complete Streets URBP280 Spring 2012

Lessons Learned:

Pre-Audit:

- Code blocks and intersections (at the very beginning, before starting audits or printing audit printing audit materials) to make data entry and referencing easier. Make sure everyone is aware of, and knows how to use, this system.
- Develop a naming system for consistent document/file naming, organization, and structure. Make sure everyone is aware of, and knows how to use, this system.
- When developing audit, do not use negatives in the question. Example: question 7 of the Intersection Audit states "Not a controlled intersection." A better way to state this question is "Is this a controlled intersection?" Negatively stated questions are confusing when later coding the audits, and effectively become double-negatives depending on how the question was stated or the coding system.
- When developing an audit, develop the coding system for data entry at the same time. This will help reduce data entry confusion later, and possibly help simplify the audit form itself.
- Always do a trial audit/sample audit ahead of time before finalizing the audit questions or structure.
- Delineate on maps where "mid-blocks" begin and end so that there is no guess work in the field or when reviewed audit data.
- The pictorial guide is a useful tool, but an audit training (especially in field, not necessarily in audit area) is most helpful. If at all possible, conduct an audit-orientation workshop.

During Audits:

- Take photos of audit-cover between each audit so it's easy to organize photos into files later.
- Budget more time for each audit than you think is necessary. Some audits will take much less time, some audits will take more.

Post Audit:

- All photos should be downloaded to the X Drive for primary storage and organization (only using services, such as Photobucket, as back up or for public viewing/outreach).
- If at all possible, conduct a data-entry workshop where everyone enters practice data together, and all questions can be answered. Follow this workshop with a data entry "party" where everyone can work together and help each other with reading handwriting, answering questions, etc.

Thoughts and Reflections on the Walking Tour?

Thoughts and Reflections on the Community Conversation?