EcoPass TOD Impact Study

Prepared by: First Community Housing

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INTENT. This study seeks to assess the success and impact of the Eco Pass program on First Community Housing’s portfolio of affordable housing developments. First Community Housing (FCH) is a non-profit housing developer based in San Jose, California that designs, develops and manages affordable rental housing for low-income households in the San Francisco Bay Area. As part of the effort to create a more sustainable and equitable future, FCH has been providing free annual Valley Transportation Authority (VTA) Eco Passes to residents in Santa Clara County for the past twelve years. The Eco Pass gives residents access to all bus and light rail services in the County with the intent to further support their mobility and access. As one of the first and only developers to provide passes, FCH has a long standing commitment to making projects that have efficient parking and best use of ecological and economic resources. This study furthers FCH’s understanding not only the EcoPass and parking utilization rates but also the implications and opportunities that arise from reduced automobile dependence in our built environment.

METHODS. The methods of analysis and sources of data include included resident surveys and observation via site visits. Additionally, this study references reports from recent years that have been conducted by FCH to help determine parking adequacy and the impact of the Eco Pass on choice of transportation. These studies include a study by Hexagon Transportation Consultants (see Appendix A), which surveyed parking use at peak times at four FCH properties. Two phone survey studies (conducted by PMZ3 survey company) gathered data on reported Eco Pass use and reported impact on driving. The studies found a very high usage rate of the Eco Pass and an excess of parking space, and support the primary data gathered in this study.

FINDINGS. This study revealed a remarkably high use of the Eco Pass, ranging from 40% to 90% usage, depending on the development. Residents also reported that having the Eco Pass influences them to choose public transportation, again varying by development. Between 29% and 76% of residents reported choosing to use public transportation instead of their vehicle for certain trips. However, these residents did not report reducing the number of vehicles they owned.

Based on the parking counts conducted for this study there are consistently excess parking spaces available. Overall, very few residents reported that there was a lack of parking spaces for residents, regardless of unit-to-parking ratios. Despite the extra parking spaces, residents at some developments perceived a shortage of parking that directly correlates with the management approaches to parking.

CONCLUSIONS. The EcoPass is a successful and worthwhile investment for FCH because of the a positive impact it has for many of our residents. Based on parking counts and a majority of the survey respons-
es, all locations have sufficient or extra parking spaces (with the exception of El Paseo Apartments). This supports a reduction in parking space requirements. The style of Parking Management Plan has a major impact on resident perception of parking availability and shall be carefully considered in new developments and during the reassessment of existing properties. Adopting the parking-by-permit-only system may help reduce the perceived lack of parking spaces available to residents and may also increase a sense of fairness.

RECOMMENDATIONS.
- Continue the EcoPass program at our properties, and continue to educate residents on the benefits of public transportation.
- Further investigate the relationship between impacts of each type of Parking Management Plan and resident perception of parking capacity. Conduct follow up surveys regarding plan implementation.
- Elimination of excess parking where it exists should subsequently be examined. Required parking is a substantial contributor to the cost and use of space in a development and thus more parking means less space and funds for actual housing.
- Amendments to planning and zoning code for parking requirements reductions should be considered.
- Replacement of excess parking spaces with Low Impact Development (LID), sustainable stormwater harvesting design interventions. Permeable pavers, bio-swales, and rain gardens to replace conventional surface parking area shall be considered.
- First Community Housing has a large number of special needs populations at certain properties. The parking and transportation needs are much more complex at these locations. FCH is working with several service providers of special needs residents to conduct further studies to better understand the nuances of their specific parking patterns and needs.

Residents registering for their EcoPasses (L). Gish Apartments is located on Light Rail corridor (R).
Introduction

First Community Housing (FCH) is a non-profit organization that develops and manages affordable and environmentally sustainable rental housing. Since 1986, FCH has created housing for more than 3,200 low-income residents in 18 affordable housing developments (over 1,350 units) throughout the San Francisco Bay Area. The populations served include families, senior citizens, as well as special needs populations such as the chronically ill, the developmentally disabled, and those needing mental health services.

Each of our developments is specifically designed to complement its unique neighborhood context and be sustainable for the environment and human health. A vital aspect of affordable and sustainable developments is accessibility to basic services. Accessibility is determined by location and available transportation. First Community Housing strives to select development locations that are reasonably located near basic services. An ideal location increases the use of alternative transportation such as walking, biking, and public transportation. In addition, as part of the effort to create a more sustainable, equitable future, FCH has been providing free annual Valley Transportation Authority (VTA) Eco Passes to tenants in Santa Clara County for 12 years. The Eco Pass gives residents access to all Bus and Light Rail services in the County with the intent to further support residents’ mobility to reach jobs, schools, services and recreation.

In general, the Silicon Valley has a very suburban attitude about parking and car ownership. Until recently, parking requirements have been similar to suburban communities. Often, only a small 5-10% parking reduction is provided for Transit-Oriented or Transit-Adjacent affordable housing developments, which, as this study suggests, is inadequate. Additionally, developments serving those with special needs and seniors have even lesser need for parking spaces.

ECO PASS. The VTA Eco Pass provides residents with unlimited access to the local bus and light rail lines within Santa Clara County. Eco Passes are purchased by building owners, property managers, employers, universities and private colleges to give their residents, employees and/or students unlimited rides on VTA Bus, Light Rail and Express Bus service seven days a week. Eco Pass is deeply discounted below the standard cost of passes; making it an attractive, low-cost benefit or amenity. They have resulted in increased ridership and reduced on-site parking demands, as well as fewer cars on the roads. Benefits to riders include reduced commuting costs, less stressful commutes, and elimination of costs associated with owning and maintaining a personal vehicle.

PARKING REDUCTION BENEFITS. When parking can be reduced, economic, ecological, and community benefits arise. These benefits are both direct and indirect, and are realized for residents, developers, property owners, and the larger community and environment. Residents often directly benefit from less time in traffic, a more enjoyable and affordable commute, increased fitness, and less money spent on vehicular...
maintenance, insurance and fuel costs. Indirectly, this can lead to a reduction of stress-related illnesses, improved productivity, deeper social interactions and a greater sense of community.

Residents less time in traffic, a more enjoyable commute, a more affordable commute, higher likelihood of walking and increased fitness, and less money used on spent and vehicle maintenance. Indirectly, this can result in reduction of stress-related illnesses, improved productivity, improved social interactions and greater sense of community.

Benefits are often realized for developers and/or property owners including a reduced need for required parking spaces, and less parking also means substantial cost savings. High parking requirements can make housing prohibitively expensive to build, particularly affordable housing near transit, where the cost of land can be relatively high. The average cost of a structured parking space in the Silicon Valley is $50,000 per space, and surface parking costing from $15,000 to $20,000 per space.

Community benefits of choosing alternative transportation include cleaner air, reduced traffic congestion, and less of a sense of personal isolation due to single-occupant vehicle rides. Healthier communities have reduced asthma rates, increased urban vitality, and over time increased investment in infrastructure for non-vehicular modes of transit to create ‘complete streets’ of multi-modal transit options. Environmental benefits range from the local to the global scale, and include less pollution, smaller carbon footprint per capita, less embodied energy per capita, and smarter land use patterns over time which results in healthier ecosystems. In the case of surface parking, a parking requirement reduction can also lead to reduced urban heat-island effect, less impact from storm water runoff, and potentially more space dedicated to people rather than vehicles.

Cities can lower the cost of housing near transit by adopting parking standards that reflect the greater likelihood that residents in well-designed, transit-oriented developments will use transit. In the case of surface parking, a parking requirement reduction can also lead to reduced urban heat-island effect, less impact from storm water runoff (Low Impact Development/ LID), and potentially more space dedicated to people rather than vehicles.

ADDITIONAL STUDIES. As part of FCH’s long standing study of parking and transportation, studies have been commissioned by FCH to help determine parking adequacy, and the impact of the Eco Pass on choice of transportation. These studies include a one by Hexagon Transportation Consultants (see Appendix A), which surveyed parking use at peak times at four FCH properties. Also, two phone survey studies (conducted by PMZ3 survey company) gathered data on reported Eco Pass
use and reported impact on driving. The studies found a very high usage rate of the Eco Pass (ranging from 41% to 90%) and an excess of parking spaces. Specifically, the Hexagon Analysis of FCH Senior Apartments and Studios convinced the City of San Jose to reduce required senior parking from 1 per unit to .67 per unit, where Eco Passes are provided free to tenants.

In addition to these studies, First Community Housing works with Transform, an organization that works to create first-class public transportation and walkable communities in the Bay Area (www.transform-ca.org). Through Transform’s GreenTrips program, four First Community Housing developments have been GreenTrip Certified: Gish Apartments, Fourth Street Apartments and two new developments in Japantown San Jose and Mountain View. GreenTrip is a certification program for residential development, focused on the traffic reduction and innovative parking aspects of a project. The certification guidelines have been developed by a diverse set of experts in transportation and planning and are based on the project’s proximity to public transportation, parking to unit ratios, and implemented traffic reduction strategies -- all aspects that lead to significantly less driving.

Figure 2.1 shows the GreenTrip Project Evaluation Report for Fourth Street Apartments. Compared to the average household in the county, the report projects 52% less driving per household at Fourth Street Apartments and 44% less driving per household at Gish Apartments.

Expanding upon the above studies, FCH aims to develop a thorough understanding of the adequacy of parking at the First Community Housing developments in Santa Clara County where residents receive a free Eco Pass. By assessing the utilization of the Eco Pass, the study begins to reveal the impact on driving and parking. When the Eco Pass is highly utilized, the need for cars and parking is reduced and the parking requirements should be reduced at existing and future properties.
FOURTH STREET FAMILY APARTMENTS

SAN JOSE, CA
DEVELOPER: FIRST COMMUNITY HOUSING
WWW.FIRSTHOUSING.COM

GreenTRIP - Traffic Reduction + Innovative Parking
www.GreenTRIP.org
PROJECT EVALUATION REPORT

FOURTH STREET FAMILY APARTMENTS

PROJECTED DAILY DRIVING BY RESIDENTS
Vehicle Miles Traveled per Household per Day

GREENTRIP STANDARDS
LESS THAN 35 MILES/DAY

24 MILES/DAY
Per Household, based on URBEMS Projection
UBREMS 2057 v9.2.4

APPROPRIATE AMOUNT OF PARKING
GREENTRIP STANDARDS
MAXIMUM 1.5 SPACES/UNIT

1.15 SPACES/UNIT
Average spaces per home (including guest parking), excluding spaces shared with non-residential uses.

115 Residential Parking Spaces
100 Homes

TRAFFIC REDUCTION STRATEGIES
GREENTRIP STANDARDS
AT LEAST 1 TOP 3 TRAFFIC REDUCTION STRATEGIES

2 ECO-PASSES PER UNIT
- Offering at least 2 Free VTA ECO Passes per Household for Light Rail and Bus
- Free Carshare Membership

FULL CERTIFICATION AS OF FEBRUARY 4, 2013
Fourth Street Family Apartments has achieved full Certification for Existing Buildings.
This project was completed in 2012.

52% LESS DRIVING
Per Household
Bay Area Average is 50 Miles Driven per day, per Household

41% LESS GHGs
Per Household
Each household of Fourth St. Family Apts. is expected to emit 23 pounds of GHG’s per day.

GreenTRIP evaluates how well a proposed residential project design achieves Traffic Reduction and Innovative Parking strategies.
GreenTRIP conducts an evaluation based on information provided by the developer, First Community Housing, and gathered from publicly available sources.

Figure 2.1

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1 ABAG New Places, New Choices, 2007

Families living within a 1/2 mile or 10 minute walk to transit; are 10 times more likely to take transit.  
Families living within a 1/2 mile of transit drive 50% less than those living further away.
Data Collection

Data was collected on all fourteen First Community Housing properties in Santa Clara County. The data includes the following information:

1. The total number of units, parking spaces, type of parking spaces, along with vehicle counts conducted during the day (10am-3pm), during the evening (after 8pm), and during the weekend (see Appendix B). This data was collected for this study over the summer of 2013.

2. Parking management and oversight for each property, including how parking spaces are assigned, if parking for additional vehicles is available, and if visitor parking is available, and whether it is assigned, policed, and how it is structured.

3. Survey 1: Eco Pass usage survey. Data presented includes data from a 2012 phone survey conducted by PMZ3 Research (a company that specializes in phone surveys) for 6 FCH properties (Casa Feliz, Craig Gardens, Curtner Studios, Gish Apartments, Murphy Ranch, and Rincon de Los Esteros). Tenants were asked questions about their vehicle ownership, their Eco Pass usage, and about their driving habits. The survey was conducted between 11am and 7:30pm. To reach as many residents as possible, 11 telephone contacts were attempted for each household. Forty percent of households completed this survey.

4. Survey 2: Over the summer of 2013, a resident survey form was delivered directly to each unit by hand to FCH property in Santa Clara County. The survey requested feedback on resident experience with parking and about their use of the Eco Pass (see Appendix C).

Data/Results

1. Refer to Appendix B for the number of units, total number of parking spaces, and the type of parking spaces by property.

2. Refer to Appendix B for a summary of vehicle counts during the day (10am-3pm), during the evening (after 8pm), and the weekend.

3. The parking management practices for each property is included in section 4.3 of this report.

4. The results summary of the phone survey on the use of the Eco Pass are in Appendix D (This document also includes Eco Pass usage data reported through the 2013 form survey for comparison; the reported use of the Eco Pass by each property was remarkably consistent in both types of surveys).

5. The results summary of the 2013 resident parking survey are in Appendix E.
Figure 3.1: First Community Housing Properties in Santa Clara County

- Betty Ann Gardens
- Casa Feliz
- Craig Gardens Senior Housing
- Creekview Inn
- Curtner Studios
- El Paseo Studios
- Fourth Street Apartments
- Gish Apartments
- Guadalupe Apartments
- Murphy Ranch
- Orchard Gardens
- Paula Apartments
- Rincon de Los Esteros
- Troy Apartments
Findings of Study

4.1 Vehicle Counts

Vehicle parking counts were conducted over the summer of 2013 for this study (see Appendix B). The counts were done at 3 different times of day for each property: on weekdays between 10am and 3pm, on evenings after 8pm, and on weekend days (other than Sunday morning). The counts were conducted twice at several properties to verify the counts.

Open parking spaces were available at all times at all properties. Consistent with residents’ feedback, at locations where non-assigned or non-permit parking exists, those spots are taken before the assigned by-permit parking. The evening hours had the highest use of the parking lots. The lowest percentage of open spaces at any time was 17% (78/449) at Rincon de Los Esteros. Also, at time of highest parking lot use, which is during the evening, four properties had about half of the parking spaces open: Casa Feliz (50% open), Fourth Street Apartments (49% open), Murphy Ranch (54% open), and Gish Apartments (63% open). Three of these properties (Casa Feliz, Fourth Street Apartments, and Gish Apartments) are also three of the properties with the highest Eco Pass use, closest to downtown, and closest to a light rail station.

Figure 4.1a: Daytime Parking Counts, by percentage of open spaces

Figure 4.1b: Evening Parking Counts, by percentage of open spaces
4.2 Parking Management Style and Resident Survey Findings:

Betty Ann Gardens
Betty Ann Gardens is a 76-unit family development with 130 parking spaces. At Betty Ann Gardens every parking space is assigned individually. The parking spaces have been assigned as follows: two parking spaces (24 tandem spaces = 48 total spaces) are assigned to the 3 and 4 bedroom units. One parking space is assigned to the 1 and 2 bedroom units. After these assignments are made, 13 spaces remain open. Those 13 spaces are assigned to the 1 and 2 bedroom units via a lottery. There are currently 6 residents waiting for an additional parking space. There are no visitor spots available; residents and guests with additional cars use limited street parking.

Each vehicle is given a parking permit that must be displayed on their car. Tow trucks patrol the parking lot 1 or 2 times per week. The tow company will call the manager if a car is parked on-site without a permit. The tow company must have the property manager’s approval before they can tow a vehicle parked without a permit. However, the tow company can, at any time, tow cars illegally parked in handicap and red zones without calling the property manager.

All tenants received a parking survey; 12 out of 76 (16%) households returned the survey. Four residents responded that not having visitor parking is an issue, and only 2 residents said that not having enough parking in general was an issue. Nine of the respondents (9/12, 76%) use the Eco Pass.

Casa Feliz
Casa Feliz is a 60 unit single-room occupancy (SRO) development with 22 parking spaces available. Reduced parking of only 22 spaces was achieved because 33% of the units are for Developmentally Disabled (DD) residents. Each space is assigned to a specific resident; they receive a permit to display on their vehicle and a key to access the garage. Residents can request only one vehicle permit and there is no visitor parking on site. Currently, there is one person on the waiting list for a parking space inside the garage and they currently use street parking, which is by City of San Jose permit-only because of the proximity to San Jose State University. Tow trucks only go to the property if they are called, which is rare.

All tenants received a parking survey; 14 out of 60 (23%) residents returned the survey. Even though most street parking is by permit only and extremely limited, only two residents responded that more parking for guests is needed. Parking is assigned, so residents do not have difficulty finding a parking spot if they have a permit. Ten respondents reported using their Eco Pass (10/14, 71%).
Craig Gardens Senior Housing
Craig Gardens is a senior housing development with 90 units and 63 parking spaces. Parking spaces are assigned to specific residents and each vehicle must display a parking permit. Residents may only request one parking permit. There are four visitor parking spaces available that do not require a parking permit. There are also five vacant resident parking spaces. A towing company occasionally patrols the parking area, but towing is not permitted without the property manager’s approval.

All tenants received a parking survey, 38 of 90 (42%) residents returned the survey. Most residents replied that they had no issues with parking. However, 6 of 38 replied that there is not enough visitor parking. Out of 38 respondents, 18 (47%) reported using their Eco Pass.

Creekview Inn
At Creekview Inn there are 25 SRO units and 6 parking spaces available, with an additional 5 spaces in the neighboring apartment complex (Betty Ann Gardens). Residents are assigned a parking permit, but not a specific space. There is no parking available for residents with additional vehicles. There is no visitor parking available.

Each vehicle is given a parking permit that must be displayed on their car. Tow trucks patrol the parking lot at random, 1 or 2 times per week. The tow company must have the property manager’s approval before they tow a vehicle. However, the tow company can, at any time, tow vehicles illegally parked in handicap and red zones without calling the property manager. Four (16% of total) residents returned the survey, one resident reported that there is a need for more parking. Two of the respondents reported using Eco Pass (50%).

Curtner Studios
Curtner Studios is an SRO development with 179 units and 78 parking spaces. All parking spaces have been assigned to a specific resident and each resident is given a parking permit to display on their vehicle. There are two residents waiting for a parking space and there is no visitor parking. There is, however, ample street parking. A towing company only goes to the property if they are called.

All tenants received a survey form and 38 of 178 (21%) responded. There were no issues that were reported more than once (i.e. only one person responded there was not enough visitor parking). Eco Pass use was reported by 28 of the 38 respondents (74%).
**El Paseo Studios**

El Paseo Studios is a 98 unit SRO development, where 45 residents have been assigned a parking space. Each parking space is assigned to a specific resident and each resident is given a key to access the parking garage and a parking permit to display on their vehicle. Residents cannot request a permit for a second vehicle and there is no visitor parking available. Street parking is limited. Currently there are 19 residents on the waiting list for a parking space. A towing company only goes to the property if they are called, which is very rare.

A total of 16 out of 98 (16%) residents returned their completed survey. Six of these residents reported the main issue was that there is not enough parking onsite. That was the only parking issue reported. Twelve of the sixteen (75%) respondents reported using their Eco Pass at least one time per week.

**Fourth Street Apartments**

Fourth Street Apartments is a 100 unit family development with a total of 115 parking spaces (of the 115 spaces, 32 are double-height parking lifts). Parking spaces with lifts are assigned to 3 bedroom units only. One and two bedroom units are given a permit for one vehicle. Parking spaces are assigned to specific residents and residents are given a parking permit to display on their vehicle. Residents may not request a permit for additional vehicles and there is no visitor parking. Residents with additional vehicles and guests use street parking; however, nearby street parking is very limited. Four parking spaces have not been assigned because the eligible units are occupied by individuals that have a vehicle, but do not have a valid CA driver’s license. Fourth Street Apartments has a contract with a towing company; the towing company has access to the parking garage and can tow a vehicle that does not have a parking permit.

All tenants received a parking survey and 38 of 100 (38%) residents returned the survey. Out of 38 respondents, 2 responded that they had an additional vehicle for which they did not have a parking permit. An additional four residents responded that they have a vehicle, but not the necessary requirements to have a parking spot in the garage (no driver’s license). Each of the residents that have 2 parking spaces report using the hydraulic stacked parking lift. Seven residents responded that visitors do not have a place to park as most of the street parking is restricted. Of 38 respondents, 28 (71%) reported using their Eco Pass.

**Gish Apartments**

Gish Apartments is a family development with a total of 35 units and 54 total parking spaces (15 spaces are tandem and are counted as 30 total). A total of 18 spaces (13 households) have been assigned to residents. Each unit may register a maximum of 2 vehicles to park in the garage. Units that have 2 vehicles are assigned the tandem parking spaces. All other permitted vehicles may park in any open space. All vehicles must have a parking permit and a key to access the garage. The property manager at Gish Apartments
commented, “Before I implemented and began to enforce (regrettably unpopular) stricter parking rules and access control, far more cars parked underground, especially in the evenings – to the point where residents complained about not finding a space when they came home.” Now there is excess parking.

There are five visitor parking spaces on the street level garage and no parking permit is needed for those spaces. There are 16 garage spaces open for residents (counting each tandem spaces as 1) and not including the visitor parking spaces. The property manager calls a towing company for violations, which is reportedly rare. The manager does not have control over the street level visitor parking, which is shared with a 7-Eleven retail store. All tenants received a parking survey and 11 returned the survey. Three of these respondents replied that they would like additional parking for visitors. No other parking concerns where expressed. Gish Apartments are directly across the street from a light rail stop. Out of 11 respondents, 10 reported using an Eco Pass (91%).

**Guadalupe Apartments, Paula Apartments, and Troy Apartments**

Guadalupe Apartments, Paula Apartments, and Troy Apartments (family developments) all have the same parking management because they all have the same property manager, a similar number of units, and are located in the same area. Therefore, these resident surveys have been combined.

At Guadalupe Apartments there are 23 units and 38 parking spaces, at Paula Apartments there are 21 units and 37 parking spaces, and at Troy there are 30 units and 40 parking spaces. Each unit is assigned one parking space. Residents may not request permits for additional vehicles. There are 10 visitor/open parking spaces at Guadalupe, 8 visitor/open spaces at Paula, and 5 visitor/open spaces at Troy. The ‘visitor/open’ parking spaces are used on a first come first served basis by residents for their additional vehicles or by visitors. Permits are not needed for these spaces. Street parking is extremely limited at Troy Apartments and Guadalupe Apartments.

Residents are given a parking permit for their one parking space that must be displayed on their car. Tow trucks patrol the parking lot at random, 1 or 2 times per week. The tow company must have the property manager’s approval before they tow vehicles in reserved parking spaces. The tow company can tow cars illegally parked in handicap and red zones without calling manager.

A total of 14 residents out of 74 (19%) responded to the survey. Out of 14 respondents, 8 reported a problem with the visitor/open spaces are always taken because residents take those spots before using their own assigned spot (only Guadalupe and Troy reported this problem, there is more open street parking at Paula Apartments). Also, eight respondents reported not being able to find parking one or more times per week (at Troy and Guadalupe apartments), and two additional residents reported that there was not enough parking in general.
Amongst Troy and Guadalupe residents, total of 7 out of 15 (46%) respondents reported using their Eco Pass.

**Murphy Ranch**
There are 100 units at Murphy Ranch (family development) and 249 available parking spaces. One specific parking space is designated to each household. Residents may request a permit for additional vehicles or for guests. The additional parking is by permit only, but is not a specific space. There is no waiting list for parking and there are various spaces open. The property has a contract with a towing company. The towing company regularly patrols the parking lot and may tow vehicles that do not have a permit displayed.

A total of 25 of 100 residents replied to the survey at Murphy Ranch. There were no significant parking issues reported. Out of the 25 respondents, 10 reported using the Eco Pass (40%).

**Orchard Gardens**
Orchard Gardens is a family development with 62 units and 93 parking spaces. Each space is designated to a specific unit. Vehicles must have a parking permit. The parking spaces are allotted as follows: one bedroom units have one parking space and two and three bedroom units have two parking spaces. Guests and additional vehicles use street parking. There are no additional spaces available.

Eight households out of 62 (14%) returned the survey. The only issue that came up for multiple residents (5 out of 8 respondents) was that unauthorized vehicles sometimes take their parking space. Out of the 8 respondents, 4 reported using their Eco Pass (50%).

**Rincon de Los Esteros**
Rincon de Los Esteros is a family development. There are 246 units and 449 parking spaces. At Rincon de Los Esteros each unit, regardless of size is assigned one specific parking space for which a permit is required. There are an additional 203 parking spaces which are a first come, first serve basis for residents or guests, and do not require a parking permit. Only the 246 assigned parking spaces require a parking permit. A towing company is called when a vehicle is parked in an assigned space without a parking permit. The tow must be approved by the property manager.

Fifty-two households (21%) replied to the survey. Out of 52 respondents, 20 reported that there is not enough parking and 32 reported not being able to find parking at least once per week. Out of the 52 respondents, 23 reported using the Eco Pass (44%).
## Parking Management Plan

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<thead>
<tr>
<th>Property</th>
<th>1- Betty Ann Gardens</th>
<th>2- Casa Feliz</th>
<th>3- Craig Gardens</th>
<th>4- Creekview Inn</th>
<th>5- Curtner Studios</th>
<th>6- El Paseo Studios</th>
<th>7- Fourth Street</th>
<th>8- Gish Apartments</th>
<th>9- Guadalupe Apartments</th>
<th>10- Murphy Ranch</th>
<th>11- Orchard Gardens</th>
<th>12- Paula Apartments</th>
<th>13- Rincon de Los Esteros</th>
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### APPENDIX E Survey Question:

**How often do you NOT find an open parking space?**

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<tr>
<th>Not an Issue</th>
<th>Rarely</th>
<th>Often</th>
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<td>1</td>
</tr>
<tr>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>6</td>
<td>4</td>
<td>1</td>
</tr>
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<td>2</td>
</tr>
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<td>11</td>
<td>5</td>
</tr>
<tr>
<td>11</td>
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<td>2</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
4.3 Parking Management Plans

Four distinct approaches to Parking Management Plans were revealed across the properties surveyed in this study. They are described below.

4.3a: Properties that have a limited number of parking spaces and each parking space is assigned to a specific resident according to unit size. Residents may not request additional parking and there is no visitor parking. If all spaces are assigned the resident is placed on a waiting list.
   
   Survey results from properties with this PMP demonstrated low levels of perceived shortage of parking, and most tenants reported satisfaction.
   
   In this category: Fourth Street Apartments, Orchard Gardens, Casa Feliz, Craig Gardens, Curtner Studios, El Paseo, Creekview Inn, and Gish Apartments (with the exception of Craig Gardens and Gish Apartments which have parking set aside for visitors).

4.3b: Properties where parking spaces are assigned to specific units according to the unit size. Any extra spaces are individually assigned to residents with additional vehicles by way of lottery, if there are more requests than what is available.
   
   Survey results from properties with this method demonstrated the lowest level of perceived shortage of parking, and most tenants reported satisfaction.
   
   In this category: Betty Ann Gardens

4.3c: Properties that assign one parking space to each unit and also have open spaces available. Residents may request permits for the additional spaces, if needed and may also request visitor parking permits. The parking is all by permit, but it is on a first come, first served basis, except for one designated spot per unit.
   
   Survey results from properties with this PMP demonstrated a moderate level of frustration and perceived insufficiency of availability.
   
   In this category: Murphy Ranch

4.3d: Properties that assign one parking space per unit; the assigned spaces require a permit. Additional parking is available at a first come, first served basis and does not require a parking permit.
   
   Survey results from properties with this PMP demonstrated the highest level of perceived shortage of parking, regardless of actual parking availability, reporting highest levels of frustration.
   
   In this category: Rincon de Los Esteros, Troy Apartments, Paula Apartments, and Guadalupe Apartments.

A direct correlation was found between Parking Management Plan and perceived availability of parking spaces, regardless of actual numbers.
Conclusions

5.1 Utilization and Impact of EcoPass

Data from this study affirms widespread and popular use of the Eco Pass. A remarkably high use of Eco Pass was reported, ranging from 40% usage to 90% (see Appendix D). Of important note, with regard to the reliability of the data, both the phone survey and the form survey yielded the same data (surveys were done one year apart, by different methods, and by different parties). The properties located nearest the light rail (not nearest the bus line, but light rail specifically) have the highest reported usage rates: Casa Feliz (71%), Curtner Studios (74%), Fourth Street Apartments (71%), and Gish Apartments (90%). These properties also had very few or no parking complaints (other than need for visitor parking at Fourth Street Apartments) and had the highest amount of open parking spaces at peak demand.

Residents also reported that the Eco Pass has impacted their mode of transportation (29% to 76% of residents reported this impact through the 2012 PMZ 3 study). Many residents and their families depend on public transportation as their primary or only source of transportation. Residents that do not drive and thus do not require a parking space may be drawn to First Community Housing developments because of their proximity to public transportation and also because of the free Eco Pass. One resident of Craig Gardens Senior Housing rides the bus to the nearest senior center a few times per week to have lunch. He would have no other way of getting to this destination. Residents with vehicles also make use of their Eco Pass and change their driving habits, but they still need or want their vehicle for some transportation. Some residents do not feel safe riding public transportation at night. “I ride the light rail to work when I have day shifts, but it does not seem safe to ride the light rail at night,” said one resident. Other residents state that it simply takes too long to get to more distant destinations by public transportation.

Based on residents’ comments and higher percentage of usage near light rail stations, the data makes a strong case that the easier and safer the public transportation is, the more is it used. What is not as obvious is how remarkably high the rates of usage are – 71% to 90% for the apartments nearest the light rail! Also, notable, Murphy Ranch is the development the highest parking per unit ratio and is the most rural location also has the lowest reported Eco Pass use (40%). Residents are utilizing the Eco Pass. The EcoPass enable some to change their driving habits, and is helping individuals and families that do not drive to sustain their car-free life.
5.2 Sufficiency of Parking

Based on the parking counts there is always parking spaces available. However, an open parking space may be specifically assigned or managed by permit making it inaccessible to others and, thus, be equivalent to it not being there at all.

Of the properties surveyed, only four reported that there was not enough parking space for residents: El Paseo, Rincon de Los Esteros, Guadalupe, and Troy. It is important to note that Rincon de Los Esteros, Guadalupe and Troy also share the same parking management plan (4.3d)—each unit is assigned one parking space that requires a permit, and all other parking is non-permit parking on a first come first served basis. The feedback from these locations and parking counts show that the open ‘non permit’ spaces are used before the residents’ permitted spaces (reducing the total amount of available parking). Survey feedback also indicates that non-residents use the open (non-permit) spaces or that vehicles are parked in those spaces for long periods of time (or at least that is the perception).

Also, of important note, the other family developments, Fourth Street Apartments, Betty Ann Gardens, and Gish Apartments - while there were reports of a need for more visitor parking especially at Fourth Street Apartments - there were very few or no reports of not enough resident parking, even though these developments have the same or lower parking to unit ratios.

The parking management plans that require permits, whether assigned or on a first-come, first-served basis have few or no complaints over parking (with the exception of El Paseo at which residents are on the wait list for a parking space). Changing the extra parking to permit parking at Rincon, Guadalupe, and Troy may help reduce the perceived or real lack of parking spaces available to residents.

Again, based on parking counts and most of the survey responses, all locations have sufficient parking space (with the exception of El Paseo). The proper parking management plan should help to reverse the perception at those locations where residents feel there is insufficient parking.
6.1 Continue the Eco Pass Program

Based upon this study, the Eco Pass program is of great value and should continue. Additionally, an exploration of potential incentives for Eco Pass providers may help promote the Eco Pass program at other apartments buildings.

6.2 Adopt and Implement Appropriate Parking Management Practices

Because the availability of parking space and the demographic population of residents vary significantly and change over time, it is not possible to have one single parking management approach. However, the aspects of parking management that clearly worked best are apparent. Universally — residents are assigned a parking permit for their primary vehicle and thus they have at least one guaranteed parking space (in some instances the household is assigned 2 spaces). Variations occur with the management of second vehicles and visitor parking. The properties that require a parking permit for any additional parking, including visitor or second vehicle parking (Gish, Murphy Ranch) have no apparent lack of parking. By contrast, the properties which do not require a parking permit for additional parking, visitor or secondary vehicle parking and that have a first-come, first-served basis and no permit needed approach have the most complaints from residents about lack of parking.

Thus the best approach seems to be to assign and guarantee the resident a parking space. After the initial assignment of the space, additional parking should also require a parking permit. This additional parking for visitors or second vehicles should be specifically assigned and require a permit.

Best practice is to assign and guarantee each resident with a vehicle the use of a parking space and limit or eliminate open, unassigned spaces.
6.3 Replace Excess Parking with Sustainable Stormwater Designs

First Community Housing is interested in reducing paving at the properties that have excess surface parking. Because we build and operate the most sustainable, green properties possible, we see a reduction in parking as an opportunity for implementing environmentally-preferable site designs that reduce the urban heat-island effect, filter and harvest stormwater and create native habitat (Low Impact Development strategies).

Based on results of this study, one key recommendation is to replace excess surface parking spaces with Low Impact Development (LID) designs. FCH is starting conversations with a local pervious concrete supplier to convert existing asphaltic parking spaces to pervious concrete. This would be a demonstration project for interested local agencies that are focused on storm water filtering and run-off (LID). FCH would also like to work with local planning departments to legally reduce existing parking spaces and replace them with planted bio swales and rain gardens to filter storm water runoff going into the city storm water system.

Based on vehicle counts, resident surveys, and managers’ data on parking availability, it is determined that Murphy Ranch, Rincon de Los Esteros (pending the implementation of an appropriate Parking Management Plan) and Craig Gardens have excess parking. To transform the “extra” parking spaces into a more sustainable use, several alternative were researched. See Figure 5.3a.

1. Modification of unused parking spaces to pervious pavers or pervious concrete/asphalt
2. Conversion of the parking spaces to planted drainage swales. The estimated cost for the modification of a parking space to any of the above mentioned options is $15,000 per space.

Landscape architects, Design Ecology were retained to analyze several “extra” parking areas at Rincon de Los Esteros. This analysis included one option where existing parking spaces were replaced with pervious pavers on top of a subsurface drainage area that filtered rain water prior to the rainwater entering the storm drain. This is a particularly useful approach where the parking space is located in front of the main office and where it is better to maintain the parking space. See figure 5.3b.

In another location, two parking space were converted to planted bioswales that drained and filtered rainwater and a large area of surface drainage into an existing storm drain. See figure 5.3c.

With these designs and cost estimates in-hand, First Community Housing will investigate the feasibility of installation/demonstration grants with local agencies focused on storm and rainwater conservation.
MEMORANDUM

TO:  Jeff Oberdorfer & Michael Santero, First Community Housing
FROM: Robert Del Rio
DATE: March 21, 2008
SUBJECT: Results of Parking Demand Surveys for FCH Affordable Studio and Senior Housing Developments in San Jose, with Existing ECO-pass Programs for Tenants

Hexagon Transportation Consultants has completed this study to determine the parking demand for First Community Housing (FCH) affordable studio and senior housing developments in San Jose, California. FCH has had a free, annual, ECO-pass program in place for over seven years and is the largest residential purchaser of Eco-passes, which provide for free bus and light rail within Santa Clara County. Our findings are summarized below.

Parking Surveys

Four affordable housing developments providing studio and senior apartment units in San Jose were surveyed for parking demand. Each affordable housing development was surveyed on a weekday evening (Thursday night February 26, 2008) and a weekend evening (Saturday night March 1, 2008) between the hours of 12:00 AM and 2:00 AM, which represents the peak hours of demand for resident parking. Unlike retail parking demand, residential parking demand does not experience significant seasonal fluctuations. The Urban Land Institute (ULI) publication Shared Parking, Second Edition, shows no changes in peak monthly parking demand for residential uses.

It should be noted that the surveyed parking areas were gated and generally consisted of resident and property management parking only. Field observations revealed that the surveyed sites generated little or no on street parking demand. This is further evidenced by the fact that in most cases, the onsite parking supply at each site exceeded the demand during the time the surveys were conducted. The list of housing developments surveyed and the results of the surveys are shown in Table 1 below.
Appendix A.1

Studio Apartments

Three of the sites surveyed provide studio apartments only ranging in size from 25 to 179 units. Each site had less than four vacant units at the time of the surveys. The maximum parking demand of 57 vehicles was observed at the Curtner Studios site. The maximum and average calculated parking ratios for studio apartments are 0.43 and 0.38 spaces per unit, respectively.

Senior Housing

One 90 unit senior housing site that provides one-bedroom units also was surveyed. The site had no vacant units at the time of the surveys. A maximum parking demand of 52 vehicles was observed at the site. The maximum calculated parking ratio for senior housing units is 0.58 spaces per unit.
City of San Jose Parking Requirements

The City of San Jose required parking rates for residential developments are based on the number of bedrooms in each residential unit and are as follows:

<table>
<thead>
<tr>
<th>Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRO (near transit)</td>
<td>1.0</td>
</tr>
<tr>
<td>Studio</td>
<td>1.5</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>1.5</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>1.8</td>
</tr>
<tr>
<td>3 Bedroom</td>
<td>2.0</td>
</tr>
<tr>
<td>Each Additional</td>
<td>0.15</td>
</tr>
</tbody>
</table>

Recommended Parking Ratio

The surveys indicate an overall average of 0.43 spaces per unit for the affordable housing sites surveyed. In the publication Parking by Weant and Levinson, it is suggested that an appropriate design ratio for parking is the 85th percentile peak demand plus a 10% safety factor. Applying the 10% safety factor to the average calculated survey rates for potential guest parking, the suggested parking ratio for affordable housing development, with Eco-Pass Program in San Jose is approximately 0.47 spaces per unit.

<table>
<thead>
<tr>
<th>Type</th>
<th>Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio Apartment</td>
<td>0.42 spaces per unit</td>
</tr>
<tr>
<td>Senior Apartment</td>
<td>0.64 spaces per unit</td>
</tr>
</tbody>
</table>

The City of San Jose parking ratios are nearly double the peak surveyed parking ratios at nine of the ten sites surveyed even after adjusting for vacancies and accounting for guest parking.
### Table 1
Parking Survey Results

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Size (d.u.)¹</th>
<th>Occupied Units (d.u.)¹</th>
<th>Parking Supply</th>
<th>Max Parking Demand</th>
<th>Max Ratio Demand/# units²</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>On-Site</td>
<td>Street</td>
<td>On-Site</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Standard</td>
<td>Handicap</td>
<td>Total</td>
</tr>
<tr>
<td>Studio Apartments</td>
<td>Creekview Inn</td>
<td>25</td>
<td>21</td>
<td>12</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>965 Lundy Avenue</td>
<td>Curtner Studios</td>
<td>170</td>
<td>170</td>
<td>83</td>
<td>4</td>
<td>97</td>
</tr>
<tr>
<td>4990 Hamilton Avenue</td>
<td>El Paseo Studios</td>
<td>98</td>
<td>98</td>
<td>46</td>
<td>2</td>
<td>48</td>
</tr>
<tr>
<td>Senior Housing</td>
<td>Craig Gardens Senior</td>
<td>90</td>
<td>90</td>
<td>60</td>
<td>3</td>
<td>63</td>
</tr>
</tbody>
</table>

Average Peak Studio Ratio: 0.38
Plus 10% Safety Factor: 0.42

Overall Average Peak Ratio: 0.43
Plus 10% Safety Factor: 0.47

¹ Number of occupied dwelling units (d.u.) supplied by First Community Housing
² Maximum demand (weekend or weekday) divided by number of occupied units.
## Actual Parking Counts

<table>
<thead>
<tr>
<th>Site #</th>
<th>Name of Site</th>
<th>Project Type</th>
<th>Number of Units</th>
<th>Parking/Unit Ratio</th>
<th>Total Daytime (10am-3pm) CAR Count</th>
<th>Total Daytime (10am-3pm) OPEN</th>
<th>Percentage of Empty Spaces in Daytime</th>
<th>Total Evening (after 8pm) Car Count</th>
<th>Total Evening (after 8pm) OPEN</th>
<th>Weekend (anytime, but Sunday AM) Count</th>
<th>9th CAR COUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Betty Ann Gardens</td>
<td>Family</td>
<td>78</td>
<td>1.71</td>
<td>37</td>
<td>9</td>
<td>72%</td>
<td>86</td>
<td>44</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Casa Feliz</td>
<td>SRO</td>
<td>60</td>
<td>0.37</td>
<td>13</td>
<td>9</td>
<td>41%</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Craig Gardens</td>
<td>Senior</td>
<td>90</td>
<td>0.70</td>
<td>25</td>
<td>38</td>
<td>60%</td>
<td>49</td>
<td>14</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Creekview Inn</td>
<td>SRO</td>
<td>25</td>
<td>0.24</td>
<td>2</td>
<td>4</td>
<td>67%</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Curtner Studios</td>
<td>SRO</td>
<td>179</td>
<td>0.46</td>
<td>32</td>
<td>51</td>
<td>61%</td>
<td>53</td>
<td>30</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>El Paseo Studios</td>
<td>SRO</td>
<td>98</td>
<td>0.49</td>
<td>18</td>
<td>30</td>
<td>63%</td>
<td>32</td>
<td>16</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Fourth Street</td>
<td>Family</td>
<td>100</td>
<td>1.15</td>
<td>29</td>
<td>86</td>
<td>75%</td>
<td>59</td>
<td>56</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Gish</td>
<td>Family</td>
<td>35</td>
<td>1.54</td>
<td>17</td>
<td>37</td>
<td>59%</td>
<td>20</td>
<td>34</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Guadalupe</td>
<td>Family</td>
<td>23</td>
<td>1.65</td>
<td>19</td>
<td>20</td>
<td>53%</td>
<td>25</td>
<td>10</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Murphy Ranch</td>
<td>Family</td>
<td>100</td>
<td>2.57</td>
<td>58</td>
<td>169</td>
<td>66%</td>
<td>118</td>
<td>139</td>
<td>118</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Orchard</td>
<td>Family</td>
<td>62</td>
<td>1.63</td>
<td>39</td>
<td>62</td>
<td>61%</td>
<td>61</td>
<td>20</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Paula</td>
<td>Family</td>
<td>21</td>
<td>1.76</td>
<td>13</td>
<td>24</td>
<td>65%</td>
<td>24</td>
<td>13</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Rincon de Los Esteros</td>
<td>Family</td>
<td>246</td>
<td>1.83</td>
<td>199</td>
<td>250</td>
<td>56%</td>
<td>371</td>
<td>78</td>
<td>288</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Troy</td>
<td>Family</td>
<td>30</td>
<td>1.33</td>
<td>9</td>
<td>31</td>
<td>78%</td>
<td>26</td>
<td>14</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>
Parking Survey

Please provide your feedback (just a few simple questions).

Name ___________________________   Phone Number__________________
Email: _______________________________________ Apt. Number ___________

1. Which, if any parking issues do you experience at your apartment complex?

2. When is it most difficult to find a parking space?

3. How often do you NOT find an open parking space in the parking lot?

4. How often do you use the Ecopass?

5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?

6. Other/Suggestions/Comments:

*Please return your survey to the rent drop box OR to the manager’s office.
You may also email your survey to: monican@firsthousing.org
Study by PMZ3 on Eco Pass Use and Impact on Driving

2012 Phone Survey/2013 Survey Form

<table>
<thead>
<tr>
<th>Property Name</th>
<th>2012 Phone Survey: Responses/Residents</th>
<th>2012 Phone Survey: Response %</th>
<th>2012 Phone Survey: Eco Pass has influenced a change in resident transportation.</th>
<th>2012 Phone Survey: Eco Pass Use %</th>
<th>2013 Form Survey (for comparison): Eco Pass Use %</th>
<th>Parking to Unit Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casa Feliz</td>
<td>21/60</td>
<td>35%</td>
<td>52%</td>
<td>71%</td>
<td>(10/14) 71%</td>
<td>0.37</td>
</tr>
<tr>
<td>Craig Gardens</td>
<td>38/90</td>
<td>42%</td>
<td>32%</td>
<td>49%</td>
<td>(18/38) 47%</td>
<td>0.70</td>
</tr>
<tr>
<td>Curtner Studios</td>
<td>79/178</td>
<td>44%</td>
<td>54%</td>
<td>71%</td>
<td>(28/38) 74%</td>
<td>0.46</td>
</tr>
<tr>
<td>Gish</td>
<td>21/35</td>
<td>60%</td>
<td>76%</td>
<td>90%</td>
<td>(10/11) 91%</td>
<td>1.54</td>
</tr>
<tr>
<td>Murphy Ranch</td>
<td>41/100</td>
<td>41%</td>
<td>29%</td>
<td>41%</td>
<td>(10/25) 40%</td>
<td>2.57</td>
</tr>
<tr>
<td>Rincon de Los Esteros</td>
<td>89/246</td>
<td>36%</td>
<td>44%</td>
<td>55%</td>
<td>(31/52) 60%</td>
<td>1.83</td>
</tr>
<tr>
<td>Betty Ann Gardens</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>(9/12) 76%</td>
<td>1.71</td>
</tr>
<tr>
<td>Creekview Inn</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>(2/4) 50%</td>
<td>0.24</td>
</tr>
<tr>
<td>El Paseo Studios</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>(12/16) 75%</td>
<td>0.49</td>
</tr>
<tr>
<td>Fourth Street Apartments</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>(28/38) 71%</td>
<td>1.15</td>
</tr>
<tr>
<td>PGT</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>(7/15) 46%</td>
<td>1.55</td>
</tr>
</tbody>
</table>

*Residents were asked if there was a change in the number of vehicles they owned. Only 1 or 2 residents reported a change. So it appears that the changes are not significant.
Parking Survey Summary

Note: The parking survey has some discrepancy property to property to account for variations. Questions were added or modified slightly for some of the properties to gather additional data particular to that site, such as the parking lifts at Fourth Street Apartments.

Betty Ann Gardens

Responses: 12

1. Which, if any parking issues do you experience at your apartment complex?
   - No visitor parking: 4
   - Not enough parking: 2
   - Parking space is too far from apartment: 1
   - Someone else parks in my parking spot: 3

2. When is it most difficult to find a parking space?
   - Evening/after work: 4
   - Evening and weekends: 3

3. How often do you NOT find an open parking space in the parking lot?
   - Not an issue: 6
     - Everyday: 3
     - Often: 2
     - When someone parks else takes their space: 1

4. How often do you use the Eco Pass?
   - Often: 2
   - Everyday: 7

5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      - Yes/ No, would not take VTA to work in evening: 4
      - Yes/Ye: 2
      - N: 4

6. Other/Suggestions/Comments:
   - Give everyone a parking spot, even if they don’t have a vehicle
   - Have visitor parking
   - After hours, assign office parking spaces to residents on the waiting list for an additional parking space
   - Renew Eco Pass sooner so that all passes are ready at the start of year
Casa Feliz Studios
Responses: 14
1. Which, if any parking issues do you experience at your apartment complex?
   No visitor parking: 2
   Don’t have a parking spot at Casa, but I need on: 1
2. When is it most difficult to find a parking space?
   Afternoon and evening: 1
   Always for visitors: 1
3. How often do you NOT find an open parking space in the parking lot?
   NA/No issues: 13
   Often: 0
4. How often do you use the Ecopass?
   TOTAL: 10 residents use the Eco Pass 10/14=71%
   Never: 3
   Rarely: 1
   At least 1x week: 10
5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      Yes/yes: 2
      Yes/no: 7
6. Other/Suggestions/Comments:
   Provide a place where residents that don’t drive can get dropped off with groceries.
   Casa Feliz is a great place to live!

Fourth Street Apartments
Responses: 38/100
1. How many vehicles do you have?
   0: 8
   1: 18
   2: 9
3a. Do you have a parking space in the garage?
   Yes: 19
   Have a car no space: 4
b. How many vehicles do you park in the garage?
   1: 12
   2: 8
3c. Where do you park additional vehicles (if more cars than spaces)?
   NA: 8
   1 additional vehicle Street: 6
   Of 38 respondents 2 reported having a additional vehicle that they can’t park in the garage
   and so they use street parking. An additional four residents have to park on the street be
   cause they don’t have the requirement to park in the garage (no CA driver’s license).

2. Do you have a parking space with a blue parking lift, do you use the lift?
   **No**: 16
   Yes/no: 0
   Yes/yes: 7
   a. What challenges do you have with the lift?
      Takes extra time

3. Which, if any parking issues do you experience at your apartment complex?
   People don’t pay attention when they drive up and down the ramp
   I don’t have the requirements needed to have a parking permit (3)
   Residents block the pathway with stationary vehicles
   People park in my space
   Spaces are too close together (3)
   No parking for 2nd car
   No parking for visitor (7)

4. When is it most difficult to find a parking space (on street)?
   **Evening**: 7
   All day: 2

5. How often do you NOT find an open parking space in the parking lot?
   25% of the time the ADA parking is taken

6. How often do you use the Ecopass?
   TOTAL USE: 27/38: 71%
   Don’t have one yet, but will use it: 2
   Never: 9
   Rarely: 1
   Sometimes: 3
   **Often/almost everyday**: 22

7. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      No: 7
      Yes/no: 2
Yes/yes: 1
I drive to work, when I work at night. I don’t like riding the light rail when it’s dark. I find it unsafe.

8. Other/Suggestions/Comments:
   - Must have parking for guests and trainers. It is unsafe to walk the distance currently required.
   - Get contract with bowling alley for additional parking.
   - Work with the City of San Jose to allow parking on 4th Street. (2)
   - Garage is convenient and comfortable thanks to management.

Craig Gardens
Responses: 38

1. Which, if any parking issues do you experience at your apartment complex?
   - Not enough visitor parking (6)
   - Shortage of ADA parking
   - Others parking in ‘my’ parking space
   - Dirt from gardens and tree sap landing on car
   - Parking space is not wide enough for me
   - Vehicle break in

2. When is it most difficult to find a parking space?
   - Weekends (for guests): 3
   - Evening (for guests): 4
   - Day time (for guests): 1

3. How often do you NOT find an open parking space in the parking lot?
   - NA/no issue for residents: 38
   - Visitors: Often: 3
   - Visitors: sometimes: 1

4. How often do you use the Ecopass?
   - TOTAL USERS: 18/38 = 47%
   - Never: 13
   - Rarely: 4
   - Few times per month: 5
   - Weekly: 3
   - Every day/almost every day: 6
5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      No: 8
      Yes/no: 1
      Yes/Yes: 0

6. Other/Suggestions/Comments:
   Vendors park in my space or block spaces (2)
   Residents that have a car space also use ADA space
   Make a roof for parking
   Monitor visitor parking more so that cars don’t just stay there (2)
   Have a sign in the parking that says “Resident Parking Only” (2)
   Add Camera in parking lot

Curtner Studios
Responses: 38
1. Which, if any parking issues do you experience at your apartment complex?
   No visitor parking
   Stranger parked in parking space (2)
   Curb parking is ‘sketchy’ for visitors
   Leaky pipes leaked onto car and into window
2. When is it most difficult to find a parking space?
   Evenings: 3
3. How often do you NOT find an open parking space in the parking lot?
   Not an issue: 30
   Rarely 1
   Often 1
4. How often do you use the Eco Pass?
   TOTAL Eco Pass users: 28/38:
   Never: 9
   Rarely: 4
   Sometimes/1x week: 6
   Everyday/almost everyday: 18
5. Do you work night/evening shifts?
a. If so, do you take public transportation to work?
   Yes/ No, would not take VTA to work in evening: 0
   Yes/Yes: 3
   No: 22

6. Other/Suggestions/Comments:
   Gate to garage is being propped open by smokers. (2)
   I don’t like the big RV that parks right outside the garage.
   I love that this apartment offers the Eco Pass (2)
   There is a visibility issue when driving out of the parking lot when large trucks are parked right next to the entrance. (2)
   Bikes are not safe in the garage

El Paseo
Responses: 16
1. Which, if any parking issues do you experience at your apartment complex?
   Rodents chewing engine
   People who double park/someone else using their spot (2)
   Don’t have a parking spot in garage and the parking on the street is far (5)

2. When is it most difficult to find a parking space?
   Evenings: 6
   Always difficult: 1
   There is always space on Sagmont St.: 1

3. How often do you NOT find an open parking space in the parking lot?
   No issues: 10
   2 or 3 times per week: 1
   Always (don’t have a spot): 5

4. How often do you use the Ecopass?
   Never: 3
   Rarely: 2
   Sometimes/1x week: 4
   Everyday/almost everyday: 4

5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      Yes/ No would not take VTA to work in evening: 1
      No: 10
6. Other/Suggestions/Comments:

I need your help. It’s hard to park so far away.
Not enough parking at El Paseo – does neighboring apartment have a space to borrow?

Orchard
Responses: 8
1. Which, if any parking issues do you experience at your apartment complex?
   Other people park in my parking spot (4)
   No visitor parking (2)
   Parking spots are too small and has gotten scratches from others

2. When is it most difficult to find a parking space?
   Not an issue for residents, only an issue for visitors: 2
   Middle of the day: 1
   Evening: 2
   Weekend: 1

3. How often do you NOT find an open parking space in the parking lot?
   No issues: 4
   Evening: 1
   Always difficult: 1
   When someone parks in spot: 2

4. How often do you use the Ecopass?
   Everyday: 3
   Often: 1
   Never: 2

5. Do you work night/evening shifts?
   a. If so, do you take public transportation to work?
      Yes/Yes: 1
      No: 1

6. Other/Suggestions/Comments:
   Have visitor parking, but don’t allow residents with many cars take the visitor parking spots.
   Thank you for the Eco Pass—it helps a great deal.
   The residents should be able to call tow truck if someone is in their spot
Rincon de Los Esteros
Responses: 52

1. Which, if any parking issues do you experience at your apartment complex?
   - Kids drink and make noise late at night (17)
   - Hard to find parking most of the time (17)
   - Hard to find parking at night and on weekends (3)
   - Vehicles parked in spot that is not assigned to them (7)
   - Many cars in lot do not belong to Los Esteros residents (they don’t have parking stickers) (4)
   - Some cars are parked in the lot and don’t move (5)
   - Some people have an extra parking spot (4)
   - Night time vandalism (4)

2. When is it most difficult to find a parking space?
   - None: 2
   - Evening/Night: 43
   - Weekend: 8
   - Always: 1

3. How often do you NOT find an open parking space in the parking lot?
   (these answers where mostly about the 2nd vehicle)
   - NA/Not an issue: 12
   - Sometimes: 4
   - Almost never find parking: 14
   - A couple times per week/Often: 17
   - On weekend: 3

4. How often do you use the Ecopass?
   - Never: 16
   - Rarely: 5
   - Sometimes/1x week: 8
   - Everyday /a few times a week: 17

5. Do you work night/evening shifts?
   - If so, do you take public transportation to work?
     - No: 22
     - Yes/No: 13
     - Yes/Yes: 3

6. Other/Suggestions/Comments:
   - Three bedroom apartments should have 2 parking spaces, based on the number of adults. (2)
   - Expand parking lot and add more parking (5)
Cars don’t park resourcefully on sidewalk
Add parking for motorcycles
Make cars move if they are parked too long in one spot (2)
Install cameras to minimize vandalism/more monitoring of parking lot for safety (2)
More enforcement of parking rules (2)
Parking is a big problem at Los Esteros. Please help.
Inspect and replace lights. (2)
Some residents have more spots than others. (2)

Murphy Ranch
Responses: 25

1. Which, if any parking issues do you experience at your apartment complex?
   Residents use open spots before their designated spot
   Covered parking spots are small and not large enough for SUVs
   On rare occasion someone parks in my spot
   No visitor parking
   No spots directly in front of building
   Kids playing with bikes, scooters, footballs
   Towing company takes too many liberties (one resident towed 2x) (3)

2. When is it most difficult to find a parking space?
   NA/Not an issue: 20
   Evenings and Weekends: 5
   When someone has a party: 1

3. How often do you NOT find an open parking space in the parking lot?
   Never: 17
   Rarely: 3
   1x week: 1
   Sometimes: 1

4. How often do you use the Ecopass?
   Never : 0
   Rarely: 2
   Sometimes/1x month: 4
   Sometimes/1x wee: 3
   Everyday/Almost everyday: 1
5. Do you work night/evening shifts?
   c. If so, do you take public transportation to work?
      No: 20

6. Other/Suggestions/Comments:
   
   Don’t let cars back up into their parking spots because smog goes into the apartment windows and onto the plants.
   Have guest parking available (2)
   Residents should use their designated parking
   Review and update towing policies
   Everything is good. Thank You! (2)
   It’s hard to pull out of the complex because of the vehicles parked on the left side of the street.

Paula, Guadalupe, and Troy Apartments
Responses: 14

1. Which, if any parking issues do you experience at your apartment complex?
   Residents take all of the open/non permit parking spaces and don’t move the vehicle (some times for weeks or months) (7)
   Not enough parking (2)
   Speeding

2. When is it most difficult to find a parking space?
   Never: 1
   Always: 2
   **Evenings: 6**
   Weekends: 4
   Just when guests visit: 2

3. How often do you NOT find an open parking space in the parking lot?
   Never: 3
   **Everyday: 6**
   Often/couple times a week 2

4. How often do you use the Ecopass?
   Never: 5
   **A few times a week: 7**

5. Do you work night/evening shifts?
   d. If so, do you take public transportation to work?
      No: 7
      Yes/no: 2
      Yes/Yes: 2
6. **Other/Suggestions/Comments:**

   - Make staff parking, visitor parking after hours
   - Parking should be assigned by seniority, we have been here for many years & are good tenants
   - Do not allow residents to park more than one vehicle in a visitor spot
   - Do not allow residents to leave cars in visitor spot without moving them for weeks/months

**Gish Apartments**

**Responses: 11**

1. **Which, if any parking issues do you experience at your apartment complex?**
   - There is no additional non-permitted visitor parking

2. **When is it most difficult to find a parking space? – this is in regard to visitor/open parking**
   - **Not Applicable:** 7
   - Evening: 2
   - Daytime: 1

3. **How often do you NOT find an open parking space in the parking lot?**
   - **NA/not an issue:** 10
   - Often: 0

4. **How often do you use the Ecopass?**
   - **TOTAL YES:** 10/11 = 91%
   - Never: 1
   - Sometimes: 1
   - Twice per week: 3
   - **Every day/almost everyday:** 6

5. **Do you work night/evening shifts? If so, do you take public transportation to work?**
   - **No:** 6
   - Yes/no: 1

6. **Other/Suggestions/Comments:**

   - Open up more non-permit parking in the garage
   - Give caretakers an assigned parking space
   - Resident has a hard time getting groceries up to apartment because they don’t have access to the parking lot
   - Management is doing a good job!
   - Excellent parking here.