

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY

TRANSPORTATION DEMAND MANAGEMENT GUIDELINES FOR TRANSIT-ORIENTED DEVELOPMENT

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1.0 Introduction

This document presents the points-based Transportation Demand Management (TDM) Guidelines and Toolkit for implementation of development requirements on Santa Clara Valley Transportation Authority (VTA) Transit-Oriented Development (TOD) sites. TDM includes policies and programs that encourage more efficient use of transportation resources by shifting vehicle mode share (especially drive-alone trips) to alternative modes like walking, bicycling, transit, carpooling/vanpooling, or telecommuting.

TOD plays a key role in helping cities meet their greenhouse gas reduction goals, by creating environments where housing and a range of daily services are within walking distance, in addition to proximity to transit that can meet residents' travel needs without needing to drive. As such, it is reasonable to link TDM requirements (that facilitate auto trip reduction) to the VMT reduction goals required by cities to meet their greenhouse gas (GHG) reduction goals.

VTA's TOC Policy expresses an explicit vision to "increase ridership and create Transit-Oriented Communities (TOC)." As such, VTA is implementing a points-based TDM program that conforms to VTA's and partner cities' policy goals and prioritizes measures such as developer-provided transit passes.

VTA's TOD TDM program focuses on future residents, employees, and visitors/patrons of TOD projects on VTA-owned land. This TDM program does not address VTA rider access to stations/stops where TOD is built. VTA will conduct station access studies in conjunction with each TOD project as it relates to transit ridership access on a station-by-station basis.

This document outlines VTA's TDM program guidelines, including VTA's TDM goals and performance measures, and sets TDM requirements for development projects' location on VTA owned TOD properties. **Appendix A** includes a TDM Toolkit describing TDM strategies and associated TDM points to meet established VMT reduction goals; **Appendix B** establishes TDM monitoring and reporting requirements; and **Appendix C** establishes non-compliance procedures. **Appendix D** is the TDM Application Form and Program Checklist. **Appendix E** are Travel Behavior Survey samples.

2.0 VTA TOC Policy

A. Purpose

VTA is the Congestion Management Agency (CMA) for Santa Clara County, charged with implementing programs to achieve the goal of a balanced approach to solving transportation problems. The VTA Enabling Act gives VTA authority to create Transit-Oriented Joint Development projects to increase transit ridership and reduce automobile trips through more intensive mixed-use development around transit stations that accommodates growth and facilitates multimodal access.

B. Goals

VTA's TOC Policy seeks to grow ridership through management of VTA's transit parking assets to ensure that parking is sized and located to optimize ridership, to promote transit access while taking advantage

of TDM tools that encourage alternatives to the automobile, and to facilitate access for people of all mobility needs. This includes:

- Increase ridership overall and throughout non-commute periods.
- Leverage TOD projects as catalysts to create equitable and complete Transit-Oriented Communities around transit stations that include housing affordable to all income levels, and balance employment, housing, institutional uses, and other services.
- Generate revenues to sustain transit capital investment and operations.

3.0 TDM Requirements

A. Methodology and TDM Point Target

VTA stations are critical hubs in the regional transportation system, which have the potential for new developments that generate substantially lower VMT compared to the Bay Area average. This TDM program applies to all development proposals on VTA-owned sites and is designed to make requirements economically feasible and straightforward for both VTA and developers. VTA's TDM program is modeled on San Francisco's Shift program and BART's TDM program for TOD based on a review of comparable programs and goals. Similar to these programs, VTA's TDM program uses a simple, flat points based TDM approach where **each point is equivalent to a one percent reduction in VMT**. The point values assigned to each TDM measure/strategy are based on empirical data and guidance from the California Air Pollution Control Officers Association (CAPCOA)¹ and the San Francisco SHIFT program.^{2, 3, 4} VTA adapted the TDM toolkits from the San Francisco and BART TDM programs to meet the unique considerations of TOD projects on VTA-owned sites, keeping intact the fundamental relationship between empirical VMT reductions and TDM points.

The VTA TDM program sets a **minimum required TDM point target of 20 points** for all land uses, except in verifiable circumstances when implementing the minimum required TDM plan is infeasible or where a project is complying to an equivalent TDM program established by a partnering agency or jurisdiction (see Section 4.1 for more details).

B. Site Specific Analysis

The VTA TOD Parking Policy seeks to grow ridership through management of VTA's transit parking assets to ensure that parking is sized and located to optimize ridership, to promote transit access while taking advantage of TDM tools that encourage alternatives to the automobile, and to facilitate access for people of

¹ California Air Pollution Control Officers Association, "Quantifying Greenhouse Gas Mitigation Measures," August 2010. <http://www.capcoa.org/wp-content/uploads/2010/11/CAPCOA-Quantification-Report-9-14-Final.pdf>

² San Francisco Planning, "Standards for the Transportation Demand Management Program," Updated June 7, 2018. https://default.sfplanning.org/transportation/tdm/TDM_Program_Standards.pdf

³ San Francisco Planning, "TDM Program Standards: Appendix A, Transportation Demand Management Measures," Updated June 7, 2018. https://default.sfplanning.org/transportation/tdm/TDM_Measures.pdf

⁴ San Francisco Planning, "Transportation Demand Management Technical Justification," Updated January 22, 2018. https://default.sfplanning.org/transportation/tdm/TDM_Technical_Justification_update2018.pdf

all mobility needs. The TOD Parking Policy requires each development proposal be reviewed by VTA and analyzed through the VTA Parking Replacement Model⁵ to ensure that parking at VTA stations and other VTA real estate maximize ridership through TOD and non-auto access, while also accommodating riders who drive to stations. VTA staff will coordinate with local planning departments to understand site specific TDM policy context, analysis, and/or existing TDM review infrastructure. TDM measures to be implemented may include but are not limited to:

- Shared parking agreement with neighboring uses;
- Establishing a Parking District;
- Paid parking, including dynamic (time-of-day based) pricing, for transit riders and/or other users;
- Time limits to promote parking turnover;
- Real-time, onsite and mobile device updates regarding available parking;
- Amenities for bicyclists, pedestrians, and special needs travelers, such as shelters, lockers, and mode-supportive routes and surfacing;
- Valet parking (vehicles and bicycles);
- Preferential parking for high-occupancy and/or clean air vehicles;
- Transit Passes; and/or
- Car, bike, and/or scooter share programs.

VTA will cooperate with partner agencies, jurisdictions, and local employers in determining the need for, and potentially establishing Transportation Management Associations to implement TDM measures as appropriate.

All development proposals on VTA TOD sites within ¼ mile of a VTA station will include a station access and wayfinding plan that analyzes station-specific access patterns. All development proposals for all VTA TOD sites will include a curb management plan that designates locations and standing time limits for drop-off and pick-up by non-parking shuttles, taxis, paratransit, and ride-hailing and other private vehicles.

VTA will work with local jurisdictions to promote updating local parking regulations to:

- Eliminate minimum parking requirements for TOD sites and establish parking maximums if and as appropriate;
- Unbundle parking, such that it is leased separately from buildings; and
- Establish facilities standards for passenger drop-off and pick-up, and non-vehicular access.

⁵ The VTA Parking Replacement Model reviews ridership gains generated by new TOD projects, weights parking supply and demand, measures potential impacts of removal of parking and provision of paid parking and calculates farebox and revenue benefits of TOD. The model results in net new ridership and annual revenues data to assist VTA staff in making informed recommendations to the VTA Board for station area parking strategies.

C. TDM Land Use Categories

Land use zoning differs from jurisdiction to jurisdiction. Therefore, VTA classified land uses into four general groups, as shown in **Figure 1**. Some municipal zoning codes may define land uses that do not fit neatly into these categories. In these instances, VTA shall review and assign a development project’s proposed land use(s) to these four land use groups as deemed appropriate.

Figure 1: Land Use Groups

Group/Category		Land Use	
A	Home-End Uses	<ul style="list-style-type: none"> ▪ Residential Use 	
B	Commute-End Uses	<ul style="list-style-type: none"> ▪ Office, General ▪ Research & Development/Lab ▪ Business/Professional Services ▪ Educational/Child Care Facility 	<ul style="list-style-type: none"> ▪ Healthcare Facility ▪ Hotel or Motel ▪ Animal Hospital or Boarding
C	Visitor-End Uses	<ul style="list-style-type: none"> ▪ Retail ▪ Restaurant/Take-out ▪ Entertainment/Recreation Venue 	<ul style="list-style-type: none"> ▪ Sports Stadium ▪ Religious Institution ▪ Vehicle Fueling Station
D	Other	<ul style="list-style-type: none"> ▪ Light Industrial/Manufacturing ▪ Catering ▪ Open Recreation Area (Parks) 	<ul style="list-style-type: none"> ▪ Public Transportation Facility ▪ Public Utilities Facility ▪ Storage Facility

D. Required Parking Management and TDM Strategies

Each land use type has a required strategy that is counted towards their required point target. All development proposals that include parking will be required to implement parking management strategies:

Home-End Uses (Residential)

- All parking serving market-rate housing shall be unbundled, where the cost of parking is paid separately from the lease or purchase price of the dwelling. Parking shall be offered at market rates that pay the full cost of the parking facilities and/or an equivalent market rate, whichever is higher.
- Parking serving deed-restricted affordable housing shall not be required to be unbundled; alternatively, parking supply shall be reduced to at least the 3-point level per **Appendix A**, Parking-4: Reduced Supply. This represents 80 percent of the parking maximum. Note that any VTA transit rider parking or other partnering agency’s parking that is shared with affordable housing residents does not count towards this maximum.

Commute- and Visitor-End Uses

- All parking shall be unbundled; parking shall not be free of charge, nor included in leases. Additionally, lessees shall choose at least one of the following:
 - All parking shall be rented to users on a daily or hourly basis, rather than long-term (monthly or yearly) basis. Market-rate parking fees shall be paid by drivers rather than subsidized or validated by office or commercial tenants (e.g., employers/retailers), per **Appendix A**, Parking-3: Price Parking (Hourly/Daily).
 - AND/OR
 - Parking Supply shall be reduced to at least the 2-point level per Appendix A, Parking-4: Reduced Parking Supply. This represents 90 percent of the parking maximum.

Lessees of VTA property are required to identify a TDM Coordinator, which can be an asset or property manager. The TDM Coordinator shall be responsible for implementing the TDM plan and will be the primary contact with VTA. A single individual may serve as TDM Coordinator for one or more land uses, or for the entire TOD at a given station.

In addition to the required parking management strategies above, all residential land uses shall provide free transit passes for the first two years of occupancy (8 points) for each dwelling unit occupied by a resident(s) earning at or below 60 percent Area Median Income (AMI).⁶ Remaining points may be selected from the menu of TDM options located in the TDM Toolkit (see **Appendix A**).

4.0 Application of TDM Requirements and Strategies

TDM requirements shall be calculated separately for each land use type in accordance with the TDM Toolkit (see Section 5.5). Local-serving retail, defined as up to 25,000 gross square feet in the aggregate for the overall TOD project, is exempt from the full TDM program requirements, but are still subject to the previously discussed parking management requirements regardless of size.

For mixed-use developments, TDM strategies that are shared among and benefit multiple land uses may count towards each land use's Point Target, subject to VTA approval. For example, a development with both residential and commercial land uses providing a shuttle system that serves all users and residents is considered a shared resource and counts toward the Point Target for both uses. However, a bike room for the exclusive use of residents would only count toward the Point Target for the residential use. Developers are encouraged to form or join a TMA (described in **Table 2** in Section 5.1).

A. TDM Requirement Waivers

Some municipalities have already adopted TDM or related demand management policies and are implementing active TDM programming around VTA station areas. Development proposals in municipalities that have a preceding TDM requirement that includes VMT reduction of 20 percent or

⁶ Per VTA Action Item / TOC Program TDM Policy, VTA staff recommends developers provide transit passes to all residents for the first two years of occupancy as a required TDM strategy.

greater or equivalent point target system or have a free transit pass requirement may receive a waiver from the TDM plan and compliance requirements. However, all development proposals on VTA property would still be subject to the annual Travel Behavior Monitoring requirements described in Section 5.4 of this document.

To qualify for a waiver, developers must provide evidence that the alternative TDM requirements meet or exceed the VTA program requirements. VTA staff will review and determine if a full or partial waiver meets the goals of this program.

As of April 2024, the Cities of Mountain View and San José are the only municipalities in the county that have a TDM requirement that meets this waiver threshold.

5.0 Implementation

VTA's TDM requirements shall apply to developments via a ground lease of VTA property subject to the requirements described above. A TDM plan meeting the applicable TDM point target shall be a condition of approval of the ground lease. In addition, property lessees shall submit annual monitoring reports.

A. Roles and Responsibilities

Developers shall follow a three-step submittal process including the following:

- (1) Application and checklist (Appendix D/draft TDM plan) with proposal for VTA review for each proposed land use that shows how the Point Target of 20 points will be attained.
- (2) TDM requirements in a term sheet to the Lease Option Agreement (LOA)
- (3) A Final TDM plan detailing how each land use will meet its required TDM Point Target appended to the VTA ground lease.

VTA staff will work with the developer to identify appropriate submittal schedules for each individual project. Each TDM plan shall state the approximate building occupancy (e.g., residents, employees, visitors, etc.) and shall be supported by an annual TDM budget showing the sources and uses of funds anticipated to maintain and operate the TDM strategies.

VTA will provide developers a TDM plan form similar to that required by the City of San Francisco⁷ to facilitate creating draft and final TDM plans. Additionally, property lessees shall submit annual Travel Behavior Monitoring reports for VTA review as described in Section 5.4 of this document.

Although VTA and lessees of VTA property are the direct stakeholders of VTA's TDM requirements, there are other critical stakeholders that play important roles in an effective TDM plan. **Figure 2** identifies the critical stakeholders and describes each of their roles in creating and managing an effective TDM plan.

⁷ Example form:

https://sfplanning.org/sites/default/files/forms/TDM_PreOccupancy_MonitoringReporting_Form.pdf

Figure 2: TDM Stakeholder Roles

Stakeholder	Roles
VTA	<p>Landowner: Sets TDM requirement for development on its property.</p> <p>Ground Leasing: Approves TDM plans and budgets of partner developers as a condition of approval of all ground leases for VTA-controlled parcels.</p> <p>Compliance Reporting and Monitoring: Defines TDM compliance and travel behavior monitoring procedures and reviews reports. Performs review of initial TDM monitoring checklist to confirm the project conforms to the approved TDM plan prior to occupancy.</p>
Property Lessee / Developer	<p>Development: Leases and develops land within VTA station areas.</p> <p>TDM Infrastructure and Programming: Produces a TDM plan compliant with VTA requirements, installs TDM supportive capital in property development, and administers independent TDM programming. Identifies a TDM Coordinator.</p> <p>TDM Compliance: Maintains and improves TDM capital, administers TDM programming in compliance with a parcel’s approved TDM plan, and ensures occupants and tenants participate in and comply with VTA TDM monitoring.</p> <p>Monitoring: Collects monitoring and travel behavior data, reports TDM program performance, and submits annual budgets and reports to VTA. This can include contracting or designating a third-party entity to administer all or part of TDM monitoring as described in Appendix B.</p>
Local Jurisdiction	<p>Development Review: Approves development applications from private developers.</p> <p>TDM Services: May provide transportation services supportive of travel by various modes within the locality (supplementing VTA transit services), such as bus service, bike share, and first-/last-mile connector shuttles.</p> <p>Local Transportation Networks: Operates, maintains, and improves roads and transportation facilities in the public right-of-way.</p>
Transportation Management Association	<p>Association: Usually a membership association into which members – whether property owners, employers, municipalities, or other entities – buy in, to support and gain access to TDM programs and services. A TMA is usually based around a specific geography, such as a county, city, campus, or business district. TMAs may be funded through a levy on property tax bills, if approved by property owners.</p> <p>TDM Services: Provides transportation services supportive of travel by various modes in the TMA’s service region and complementary to VTA services, such as bicycle maintenance services, first-/last-mile connector shuttles, and incentives for walking or carpooling to work.</p> <p>TDM Support: Serves as a one-stop shop for travel planning resources, TDM promotions, and/or TDM monitoring administration.</p>

Stakeholder	Roles
Private TDM Service Providers	<p>Contracted TDM Services: May provide contract transportation services supportive of the multimodal travel within the locality, supplementing VTA transit services, on behalf of another key stakeholder in the station area.</p> <p>TDM Monitoring: May administer TDM monitoring via travel behavior surveying, mobile applications, transit pass usage, or other means, on behalf of VTA or another key stakeholder in the station area.</p> <p>TDM Support: May serve as a one-stop shop for multimodal travel planning resources, multimodal travel informational programming, TDM promotions, and/or TDM gamification, on behalf of VTA or another key stakeholder in the station area.</p> <p>Some Existing TDM Service Providers: Commute.org in San Mateo County, Luum, Ride Amigos, private shuttle providers, and bike share and shared mobility providers.</p>
Transit Service Providers	<p>Transit Agencies: Provide transit service to TODs and may offer discounted passes, monthly or bulk passes, and transit schedule coordination between agencies.</p>

B. TDM Plan Review and Pre-Occupancy Inspection

VTA will review draft and final TDM plans for completeness, accuracy, and the verification that TDM Point Targets are achieved for each land use within the TOD proposal. It is typical for the draft TDM plan to be revised as the project changes and in response to VTA staff comments.

Prior to VTA approval of lease terms, property lessees shall provide VTA staff with a final TDM plan for review and approval. The Schedule of Performance attached to each lease shall include the Pre-Occupancy TDM Inspection report as a milestone.

VTA will generate a Pre-Occupancy Inspection checklist based on the lessees’ selected TDM strategies. Prior to issuance of an initial certificate of occupancy by the station area jurisdiction, the lessee(s) must complete the Pre-Occupancy Inspection checklist for review by VTA staff to verify that all approved physical strategies in the approved TDM plan have been implemented, installed, and/or constructed. The lessee(s) must also provide verifiable proof of implemented, installed, and/or constructed TDM strategies in the form of photographs or an in-person site inspection by VTA staff. In rare cases and with VTA approval, TDM strategies may be implemented, installed, and/or constructed within a reasonable amount of time following the inspection. The property lessee shall also provide documentation that approved programmatic strategies in the approved TDM plan have or will be implemented as required.

C. Compliance

TDM plan compliance ensures property lessees implement and maintain the TDM strategies they commit to in their approved TDM plan(s). VTA will verify that each physical and programmatic TDM strategy is maintained for the life of the ground lease, except for the transit-pass strategy required only for the first two years of the project. Over this period, the lessee shall submit required annual compliance reports and supporting documentation, including the TDM budget showing the sources and uses of funds anticipated to maintain and operate the approved TDM strategies.

The first submittal of forms and documentation is due within 30 calendar days of the 12-month anniversary of the issuance of initial certificate of occupancy from the station area jurisdiction or by a specified date each year to be determined by VTA. Subsequent annual submittals are due within 30 calendar days of that anniversary or VTA's established annual compliance deadline. After two years of occupancy, VTA will evaluate the effectiveness of the required residential transit pass strategy (see Section 5.4). After five years of compliance, the submittal requirement may shift to every three years with VTA's approval. However, VTA retains the right to revert to annual monitoring if compliance becomes unsatisfactory.

VTA staff or consultants may conduct site visits from time to time to verify all approved physical strategies in the approved TDM plan(s) continue to be implemented/installed and properly maintained. If required by the ground lease, VTA will inform lessees in advance of any site visits to areas that are not publicly accessible. Detailed descriptions of compliance protocols for each strategy in the TDM Toolkit are provided in **Appendix B**.

A detailed description of the VTA TDM Program non-compliance and notification process are provided in Appendix C. VTA's first response to non-compliance shall be notification followed by an opportunity to reverify compliance. Should the project not come into compliance within the applicable timeframe, or the project does not respond to VTA's notification, VTA's second response to non-compliance shall be notification that the cure period has terminated, and the project would be considered in breach of their VTA ground lease.

D. Travel Behavior Monitoring

To ensure VTA's TDM requirements actively contribute to VTA's TDM Goal and Performance measures, lessees shall administer an annual Travel Behavior Survey approved by VTA. This survey will ask residents and employees questions such as the mode of transportation they typically use for various types of trips. Lessees shall actively engage residents and employees to obtain an acceptable rate of completed surveys. A minimum acceptable response rate threshold of 25 percent shall be required for approval. Sample travel behavior surveys for residents and employees are included in Appendix E.

Additional monitoring of travel demand associated with station area developments shall be administered by the developer and/or ground lessee(s) and submitted to VTA on an annual basis. This may consist of passive or active data collection, such as mobile app data collection, transit pass usage data collection, and/or individual travel behavior surveys. Additional data to be collected may include parking occupancy, driveway vehicle counts, travel mode share, VTA ridership, and change in Vehicle Miles Traveled (VMT)⁸. Developers and/or ground lessee(s) shall facilitate this additional data collection and monitoring, if implemented. All travel demand behavior monitoring data submitted to VTA will be used to evaluate VTA's overall TDM requirements and will not impact previously approved TDM plans.

⁸ Change in VMT is the difference between a baseline VMT estimated for a similar project without TDM and the actual VMT of the project with TDM. The change in VMT should be equal to greater than a 20 percent reduction compared to the baseline VMT estimated for the project without TDM.

E. TDM Toolkit

Appendix A provides a TDM Toolkit with a menu of TDM strategies that can contribute to travel demand reductions, supporting VTA's TDM goals, and satisfying lessee TDM Point Targets. These strategies are organized by category, and the toolkit quick reference table presents land uses where each strategy is applicable, and the range of point values. Following the toolkit quick reference table, each TDM strategy and its assigned point values are described in a profile. Point values are based on estimated VMT impacts and the scale of the strategy being applied.

Appendix A: TDM Toolkit

Figure 3: TDM Toolkit, Applicable Land Use Groups, and Associated Points

Category	Strategy	Land Use Group				Recommended Points
		Home - End Uses (A)	Commute - End Uses (B)	Visit - End Uses (C)	Other Uses (D)	
Active-1	Improve Walking Conditions	X	X	X		1 ●
Active-2	Bicycle Parking	X	X	X	X	1 - 4 ●●●●
Active-3	Bicycle Repair Station	X	X	X		1 ●
Active-4	Bicycle Maintenance Services	X	X	X		1 ●
Active-5	Showers and Changing Facilities Lockers		X	X	X	1 ●
Active-6	Bike Valet			X		1 ●
Family-1	Family TDM Amenities	X				1 - 2 ●●
Family-2	On-Site Daycare	X	X	X		2 ●●
Family-3	Affordable Healthy Food Retail	X				2 ●●
Info-1	Education, Marketing, and Outreach	X	X	X		1 - 4 ●●●●
Info-2	Multimodal Wayfinding Signage	X	X	X	X	1 ●
Info-3	Real-Time Transit/Transportation-Service Information/Tracking Display	X	X	X	X	1 ●
MAAS-1	Shared-Bike (Scooter or Other) Service Membership	X	X	X		1 - 2 ●●
MAAS-2	Provide Bike Fleet, Bike Share	X	X	X		1 ●
MAAS-3	Car-Share Parking	X	X	X	X	1 - 4 ●●●●
MAAS-4	Car-Share Membership	X	X	X	X	1 ●
MAAS-5	Delivery-Supportive Amenities	X	X	X		1 ●
MAAS-6	Delivery Services for On-Site Food/Beverage and Retail			X		1 ●
Parking-1	Unbundled Parking	X	X	X		2 - 4 ●●●●
Parking-2	Parking Cash Out		X	X		2 ●●
Parking-3	Price Parking (Hourly/Daily)		X	X		2 ●●
Parking-4	Reduced Supply	X	X			1 - 12 ●●●●●●●●●●
Transit-1	Contribution to Monthly Transit Pass (100% contribution)	X	X	X	X	8 ●●●●●●●●
Transit-2	Local Shuttle Service (Publicly Available)	X	X	X		7 - 14 ●●●●●●●●●●
Transit-3	Vanpool Program/Contributions		X	X		1 - 7 ●●●●●●●

TDM STRATEGY DETAILS

This toolkit describes each TDM strategy, applicable land use, categories, and the assigned point value based on estimated VMT impacts.

Active Transportation Improvements

Active-1: Improve walking conditions

Description	Provide streetscape improvements to encourage walking to and from site.
Points: 1	Categories A, B, and C One point for ensuring the walking improvements meet all City requirements, neighborhood streetscape plans, and VTA TOC Guidelines. In addition, the project must provide any streetscape improvements identified by VTA or City staff that would facilitate increased walking to and from the site. In order to satisfy this measure a project should minimize all barriers to pedestrian access and interconnectivity. Physical barriers such as walls, landscaping, and slopes that impede pedestrian circulation shall be prohibited, unless approved by VTA.

Active-2: Bicycle Parking

Description	<p>Provide secure bicycle parking at the applicable rate prescribed below.</p> <p>Short-term spaces, such as inverted-u racks or post and ring installations, should be weather protected, sturdy, and well anchored.⁹ Short-term spaces typically meet the needs of shoppers or visitors and are used for a couple of hours at a time. Secure long-term spaces, such as bike lockers or bike cages, should be fully sheltered from weather elements and provide a form of access control such as keys or smart cards.¹⁰ Secure long-term spaces are typically designed to meet the needs of commuters or residents who require storing their bike safely for an entire day or longer.</p> <p>Spaces should meet all City requirements, VTA TOC guidelines¹¹, and reflect design best practices such as those identified by the Association of Pedestrian and Bicycle Professionals (APBP). If an applicable city code requires more long-term or short-term bicycle parking than points are allotted for in this document, the applicable point value shall be closest one for which the requirements herein are exceeded.</p>
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⁹ See Class II Bicycle Parking in SFMTA's "Bicycle Parking: Standards, Guidelines and Recommendations" (2015) and Class III Bicycle Parking in FHWA's "Lesson 22: Bicycle Parking and Storage" from its "Course on Bicycle and Pedestrian Transportation" (2013).

¹⁰ See Class I Bicycle Parking in SFMTA's "Bicycle Parking: Standards, Guidelines and Recommendations" (2015) and Class I Bicycle Parking in FHWA's "Lesson 22: Bicycle Parking and Storage" from its "Course on Bicycle and Pedestrian Transportation" (2013).

¹¹ VTA, "Transit Oriented Communities Policy", March 2022. <https://www.vta.org/sites/default/files/2022-06/TOC-Policy-2022.pdf>

Points:

1 - 4

Category A

- **One point:** Providing 1 long-term bicycle parking space per dwelling unit, per VTA TOC Guidelines, and short-term bicycle parking spaces as required by City code.
- **Two points:** Providing 1 long-term bicycle parking space per dwelling unit, up to 100 units, and 1 long-term bicycle parking space per 2 units over 100. In addition, providing 2 short-term bicycle parking spaces per 20 dwelling units.
- **Three points:** Providing 1.5 long-term bicycle parking space per dwelling unit, up to 100 units, and 1 long-term bicycle parking space per 1.33 units over 100. In addition, providing 3 short-term bicycle parking spaces per 20 dwelling units.
- **Four points:** Providing whichever is greater: 1 long-term bicycle parking space per dwelling unit, or 1 long-term bicycle parking space per bedroom per unit. In addition, providing 4 short-term bicycle parking spaces per 20 dwelling units.

Category B

- **One point:** Providing long-term and short-term bicycle parking spaces as required by City code.
- **Two points:** Providing 1 long-term bicycle parking space for every 3,750 square feet of occupied floor area. Also, providing 1 short-term bicycle parking spaces for every 750 square feet of occupied floor area, or short-term bicycle parking equal to 5% of the maximum visitor capacity for a project, whichever is less.
- **Three points:** Providing 1 long-term bicycle parking space for every 2,500 square feet of occupied floor area. Also, providing 2 short-term bicycle parking spaces for every 750 square feet of occupied floor area, or short-term bicycle parking equal to 10% of the maximum visitor capacity for a project, whichever is less.
- **Four points:** Providing 1 long-term bicycle parking space for every 1,875 square feet of occupied floor area. Also, providing 3 short-term bicycle parking spaces for every 750 square feet of occupied floor area, or short-term bicycle parking equal to 20% of the maximum visitor capacity for a project, whichever is less.

Category C

- **One point:** Providing long-term and short-term bicycle parking spaces as required by City code.
- **Two points:** Providing 1 long-term bicycle parking space per dwelling unit, up to 100 units, and 1 long-term bicycle parking space per 2 units over 100. In addition, providing 2 short-term bicycle parking spaces per 20 dwelling units.
- **Three points:** Providing 1.5 long-term bicycle parking space per dwelling unit, up to 100 units, and 1 long-term bicycle parking space per 1.33 units over 100. In addition, providing 3 short-term bicycle parking spaces per 20 dwelling units.
- **Four points:** Providing whichever is greater: 1 long-term bicycle parking space per dwelling unit, or 1 long-term bicycle parking space per bedroom per unit. In addition, providing 4 short-term bicycle parking spaces per 20 dwelling units.

Category D

- **One point:** Providing long-term and short-term bicycle parking spaces as required by City code.
- **Two points:** Providing one short-term bicycle parking space for every 20 motor vehicle parking spaces.
- **Three points:** Providing one short-term bicycle parking spaces for every 10 motor vehicle parking spaces.
- **Four points:** Providing one short-term bicycle parking space for every 5 motor vehicle parking spaces.

Active-3: Bicycle Repair Station

Description	Provide an on-site bicycle repair station with adequate tools.
Points: 1	Categories A, B, and C One point for providing a bicycle repair station on-site in a covered area such as a bicycle storage room or garage. Tools and supplies should include, at minimum, those needed to fix a flat tire, adjust a chain, and performing other basic maintenance. Available tools should include, at minimum, a bicycle pump, wrenches, a chain tool, tire levers, hex keys/Allen wrenches, screwdrivers, and spoke wrenches. Although not required, vending machines selling items such as bike tubes, patch kits, lights, locks, hand warmers, and other bicycling gear can be paired with repair stations.

Active-4: Bicycle Maintenance Services

Description	Provide on-site bicycle maintenance services.
Points: 1	Categories A, B, and C One point for providing bicycle maintenance services on-site. Bicycle maintenance services should include, at minimum, a staffed facility providing basic bicycle maintenance services available to the public. Services can also include the sale and rental of bicycle parts, bicycling gear, and tools.

Active-5: Showers, Changing Facilities, and Lockers

Description	Provide showers and lockers for active modes.
Points: 1	Categories B and C One point for providing at minimum one shower and at least six clothes lockers for every 30 secure long-term bike parking spaces. If City code requires more showers and/or clothes lockers per secure long-term bike parking spaces, then one point for meeting or exceeding that minimum. Category D One point for providing at minimum one shower and at least six clothes lockers. If City code requires more showers and/or clothes lockers, then one point for meeting or exceeding that minimum.

Active-6: Bike Valet

Description	Provide monitored bicycle parking for events.
Points: 1	Category C One point for sites hosting events with attendance capacities greater than 1,000 people, that provide monitored bicycle parking supply capable of serving at least 20% of venue attendees. This service must be available to visitors at least one hour before event start times, through at least 30 minutes after event end times. Monitored bicycle parking must be located within a one block radius of a regular venue entrance.

Family-Supportive Services

Family-1: Family TDM Amenities

Description	Provide shared cargo bike(s) and collapsible shopping/utility cart(s), and/or secure storage near car share parking spaces for car seats and strollers, cargo bike(s), collapsible shopping/utility cart(s), and/or athletic gear.
Points: 1 - 2	<p>Category A</p> <p>One point each for providing the following amenities:</p> <ul style="list-style-type: none"> ▪ At least one cargo bike and one collapsible shopping/utility cart for shared use of residents. It is recommended that cargo bikes are available to residents on an hourly basis through an advanced reservation system. ▪ Storage for car seats and strollers in a secure location. Car seat storage should be provided near the location of on-site car share parking spaces.

Family-2: On-site Daycare

Description	Provide childcare services on-site.
Points: 2	<p>Categories A, B, and C</p> <p>Two points for providing a childcare facility on site that complies with all state, county, and city requirements.</p>

Family-3: Affordable Healthy Food Retail

Description	Provide an affordable healthy food retail store as part of a development, located in a census tract meeting the federal definition of a food desert, according to the US Department of Agriculture (USDA). ¹²
Points: 2	<p>Category A</p> <p>Two points for providing a healthy food retail store within a development located in census tract meeting the USDA definition of a food desert.</p>

¹² US Department of Agriculture, "Food Atlas Research Atlas: Documentation," October 31, 2019.

<https://www.ers.usda.gov/data-products/food-access-research-atlas/documentation/>

Information

Info-1: Education, Marketing, and Outreach

Description	Provide residents and/or employees with information on available travel options.
Points: 1 - 4	<p>Category A</p> <ul style="list-style-type: none">▪ One Point for providing TDM promotions and welcome packets. TDM promotions should encourage non-drive-alone modes through methods such as targeted messaging and communications campaigns, incentives, and competitions. Welcome packets should be provided to all new residents with information on non-drive-alone transportation options for accessing the project site and details on any transportation benefits offered. The packet should provide options for major destinations such as the nearby VTA station, other transit centers, and shopping including specific transit and non-motorized routes.▪ Two Points for providing the above and personal consultation to each new resident.▪ Four Points for providing the above measures and enrolling all dwelling units in a Transportation Management Platform (TMP) such as RideAmigos or Luum, which offer commute planning functionality, parking management, and transit information online and through mobile applications. TMPs gamify commute behavior by actively logging how people travel and use this information to provide incentives, start friendly competition, or raise awareness about these decisions and the associated financial, environmental, and health impacts. <p>Categories B and C</p> <ul style="list-style-type: none">▪ One Point for providing TDM promotions and welcome packets. TDM promotions should encourage non-drive-alone modes through methods such as targeted messaging and communications campaigns, incentives, and competitions. Welcome packets should be provided to all new employees with information on non-drive-alone options for accessing the site and details on any transportation benefits offered. The packet should provide options for major employee commute origins including VTA service, other specific transit routes, non-motorized routes, and carpool options.▪ Two Points for providing the above and personal consultation to each new employee.▪ Four Points for providing the above measures and enrolling all employees in a Transportation Management Platform (TMP) such as RideAmigos or Luum, which offer commute planning functionality, parking management, and transit information online and through mobile applications. TMPs gamify commute behavior by actively logging how people travel to work and use this information to provide incentives, start friendly competition, or raise awareness about these decisions and the associated financial, environmental, and health impacts.

Info-2: Multimodal Wayfinding Signage

Description	Provide multimodal directional signage for TDM amenities.
Points: 1	Categories A, B, C, and D One Point for providing multimodal wayfinding signage at key locations internally and externally that directs employees, residents, tenants, and visitors to all of the following transportation options, as applicable to the property: <ul style="list-style-type: none">▪ VTA station▪ Other Transit Stops▪ Connector Shuttle Stops▪ Bicycle Parking▪ Bicycle Amenities (such as changing facilities and repair stations)▪ Bike Share▪ Car Share▪ Carpool/Vanpool pick-up/drop-offs▪ Delivery Amenities (such as package storage lockers)▪ Taxi Stands/TNC pick-up/drop-offs

Info-3: Real-Time Transit/Transportation-Service Tracking Display

Description	Provide monitors that display travel options, VTA schedules, transit schedules, real-time arrival times, and real-time service updates.
Points: 1	Categories A, B, C, and D One point for providing real-time transportation information displays, such as large screens or monitors, in prominent locations (entry/exit areas, lobbies, elevator bays) that provide up to date transit arrivals, departures, and alternative non-drive-alone options. At minimum, a project should include a screen at each major entry/exit displaying transit arrival and departures for nearby VTA service, availability and location of car share vehicles and bike share, and the approximate walking times to those locations.

Mobility as a Service (MAAS) Accommodations

MAAS-1: Shared Bike (Scooter or Other) Service Membership

Description	Offer bike and/or scooter share membership, or financial incentives for use on applicable bike or scooter share services, to resident and/or employees. An additional point awarded if the site is within 1,000 feet of an existing or planned bike share station.
Points: 1 - 2	<p>Category A</p> <ul style="list-style-type: none"> ▪ One point for proactively offering one complimentary annual bike share membership or one scooter share account with credit/reimbursement for up to 45 minutes of daily ride time to each dwelling unit, at least once annually. New residents should be offered membership upon move-in if an internal request deadline has passed. ▪ Two points for providing the above if the site is within 1,000 feet of an existing or planned bike share station. <p>Categories B and C</p> <ul style="list-style-type: none"> ▪ One point for proactively offering one complimentary annual bike share membership or one scooter share account with credit/reimbursement for up to 45 minutes of daily ride time to each employee, at least once annually. New employees should be offered membership upon hire if an internal request deadline has passed. ▪ Two points for providing the above if the site is within 1,000 feet of an existing or planned Nice Ride station.

MAAS-2: Provide Bike Fleet, Bike Share

Description	Provide on-site fleet of shared bikes for use by residents, employees, and/or guests.
Points: 1	<p>Categories A, B, and C</p> <p>One point for providing at least as many shared use bicycles as the number of short-term bicycle parking spaces required by City requirements, with a minimum of five bicycles provided. Long-term secure parking shall be provided for these shared use bicycles. The lessee is encouraged to provide locks, lights, and baskets to facilitate use of the shared bicycles.</p>

MAAS-3: Car-Share Parking

Description	<p>Provide parking dedicated for use by car-share vehicles, from the fleet of a third-party car-share service provider or a car-share service provided by the lessee. Car-share vehicles eligible for this parking must in compliance with the following standards:</p> <ul style="list-style-type: none"> ▪ Vehicles must be located at unstaffed, self-service locations on-site. ▪ Vehicles must be available for pick-up by users 24 hours daily. ▪ The lessee or a third-party vendor shall provide automobile insurance for its users when using car-share vehicles and shall assume responsibility for car-share vehicle maintenance. ▪ All residents/tenants/employees eligible to drive shall have access to car-share vehicles in the designated car-share parking spaces. The car-share vehicles may also be made available to users who do not live or work on the property. ▪ Users should pay for the use of the car-share vehicles.
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	<ul style="list-style-type: none"> ▪ Vehicles should be made available by reservation on a short-term basis, such as hourly, or in smaller intervals.
Points: 1 - 4	<p>Category A</p> <ul style="list-style-type: none"> ▪ One point for providing one car-share parking space for every 120 dwelling units. ▪ Two points for providing one car-share parking space for every 80 dwelling units. ▪ Four points for providing one car-share parking space for every 40 dwelling units. <p>Categories B, C, and D</p> <ul style="list-style-type: none"> ▪ One point for providing one car-share parking space for every 50 non-car-share parking spaces. ▪ Two points for providing one car-share parking space for every 40 non-car-share parking spaces. ▪ Four points for providing one car-share parking space for every 20 non-car-share parking spaces.

MAAS-4: Car-Share Membership

Description	Provide membership to a car-share service for residents and/or employees. In order to satisfy this strategy, the lessee should cover the annual membership and any one-time application fees for a car share program. The lessee shall not be held accountable for reimbursing users the cost of any reservation-time, trip-time, or distance-based usage charges.
Points: 1	<p>Category A</p> <p>One point for proactively offering complimentary annual car-share membership to each resident, at least once annually. New residents should be offered membership upon move in if an internal request deadline has passed.</p> <p>Categories B, C, and D</p> <p>One point for proactively offering complimentary annual car-share membership to each employee, at least once annually. New employees should be offered membership upon hire if an internal request deadline has passed.</p>

MAAS-5: Delivery-Supportive Amenities

Description	Provide staffed reception desk, delivery lockers, or other amenities.
Points: 1	<p>Categories A, B, and C</p> <p>One point for providing at least two of the following:</p> <ul style="list-style-type: none"> ▪ Staffed reception desk ▪ lockers for delivered packages ▪ temporary storage for package deliveries, laundry deliveries, or other deliveries ▪ temporary refrigeration for grocery deliveries

MAAS-6: Delivery Services for On-Site Food/Beverage and Retail

Description	Provide delivery services for on-site food/beverage service and retailers that reduce VMT from single-stop motorized deliveries.
Points: 1	<p>Category C</p> <p>One point for providing services minimally provided during normal business hours, which may include deliveries by:</p> <ul style="list-style-type: none"> ▪ Bicycle ▪ On foot ▪ In a delivery vehicle that makes multiple stops per delivery run

Parking

Parking-1: Unbundle Parking

Description	Detach the cost of parking from rents or leases, for the life of the project. No units should be marketed with the amenity of “free parking” or similar terms. Unbundled spaces should be leased separately so that residents or tenants have the option of renting a space at an additional cost, or not.
Station Access Typology Definitions	<ul style="list-style-type: none"> ▪ Auto Dependent (Suburban): This station represents the highest level of investment in auto-based access with a large station footprint, structured and/or surface parking, and adjacent freeway access. Ridership at these stations is typically low to moderate. Auto Dependent Stations have a drive-alone/carpool and drop-off (Taxi, TNC, etc.) mode share of 67% or higher. ▪ Urban with Parking (Infill): This station type has similar characteristics to the “Urban” station type except for parking and lower non-driving access rates. Stations included in this category have small parking lots with limited spaces. Urban with Parking stations have combined walk, bike, and transit access shares of approximately 60% to 75% with transit contributing the lowest amount to this aggregate as these stations do not serve as major bus connections. The availability of some parking translates into drive-alone rates of up to 25%. This station type can often be found in a neighborhood commercial or residential district or mixed-use district. ▪ Urban: This station type is a high-ridership station with a combined walk, bike, and transit access share greater than 75% with drive alone rates of 5% or less and no VTA-managed parking. Almost all auto access is from drop-off activity; highway access is not convenient. This station type can often be found in a downtown central business district or neighborhood commercial district. The street network has a standard urban or historic grid design that is convenient for pedestrian access. This station type may be underground or otherwise have a limited spatial footprint at street-level. The station should be well-served by many types of transit service that stop at or near (e.g., adjacent street) the station or station entrance(s). Example: Downton San Jose, Diridon Station.
Points: 2 - 4	<p>Categories A, B, and C</p> <ul style="list-style-type: none"> ▪ Two points for unbundling the cost of all parking spaces from all lease fees for the life of the project in a VTA station area classified as Auto Dependent.

- **Three points** for unbundling the cost of all parking spaces from all lease fees for the life of the project in a VTA station area classified as Urban with Parking.
- **Four points** for unbundling the cost of all parking spaces from all lease fees for the life of the project in a VTA station area classified as Urban.

Parking-2: Parking Cash Out

Description Where free parking is provided, give employees the option to receive the cash value of free parking in-lieu of a parking space. Although not required, cash out works best in conjunction with unbundling (Parking-1) as it provides a market signal to forgo subsidizing parking and cashing out employees instead. Unbundling can help to implement a cash out program as it establishes a per parking stall price point.

Points:
2

Categories B and C

- **Two points** for promoting and providing all employees eligible for subsidized or free parking with the choice of forgoing a parking space in exchange for a cash payment equivalent to the cost borne by the employer for providing the space.

Parking-3: Price Parking

Description Price parking at hourly or daily rates, and do not provide weekly, monthly, annual, or other long-term parking pass options. This may include:

- Charging employees for daily parking
- Implementing market or dynamic rate pricing
- Validating parking for invited guests only

Points:
2

Categories B and C

Two Points for pricing all available parking at hourly or daily rates. In order to meet this requirement weekly, monthly, and/or annual parking passes may not be made available.

Parking-4: Reduced Parking Supply

Description The table below outlines the amount of TDM points a project receives based on its parking supply in a Transit Oriented Development, based on average parking ratio of residential and nonresidential developments approved in the San Jose market.

If this strategy is not yet compliant with the applicable City parking code, then the property shall not be eligible to receive points for this strategy.

Points: 1 - 12	TDM Points	A. Home-End (space per dwelling unit)	B. Commute-End (space per 1,000 square feet)
	12	0-1.24	0-1.50
	10	1.25-1.46	1.51-2.00
	8	1.47-1.67	2.01- 2.50
	6	1.68-1.89	2.51- 3.00

4	1.90-2.11	3.01-3.50
2	2.12-2.32	3.51- 4.00
1	2.33-2.54	4.01- 4.50
0	2.55+	4.51+

Transit

Transit-1: Free or subsidized Annual Transit Pass

<p>Description</p>	<p>Provide contributions to use public transit for each employee and/or dwelling unit with resident(s) earning at or below 60 percent area median income (AMI) . Contributions must be offered to employees and/or dwelling units at least once annually for a minimum of two years and paid out to accepting residents and employees monthly. New employees or residents should be offered the subsidy upon hire or move-in if an internal request deadline has passed.</p> <p>Contribution levels shall be 100%.</p> <p>Annual cost equivalents shall be as follows, based on the primary fixed-route bus or LRT service serving the VTA station area (1-2999/3000+ participants):</p> <ul style="list-style-type: none"> ▪ VTA SmartPass (annual): Collegiate - San Jose State (\$40), CA Community Colleges (\$20) ▪ VTA SmartPass (annual): Not for Profit- Downtown SJ (\$165.50/\$82.75), bus/LRT (\$124.25 /\$41.50), bus only (\$82.75/\$20.75) ▪ VTA SmartPass (annual): Corporate – Downtown SJ (\$180/\$90), bus/LRT (\$135/\$45), bus only (\$90/\$22.50) ▪ VTA SmartPass (annual): Residential- Downtown SJ (\$165.50/\$82.75), bus/LRT (\$124.25/\$41.50), bus only (\$82.75/\$20.75) ▪ Caltrain GoPass: \$342 <p>Should SmartPass/GoPass transit pass fares change in nomenclature or price, the equivalents named shall default to the equivalent monthly pass/pass value available to the public.</p>
<p>Points:</p> <p>8</p>	<p>Category A</p> <ul style="list-style-type: none"> ▪ Eight points for proactively offering contributions equivalent to 100% the cost of an applicable annual public transit pass for each accepting dwelling unit occupied by a resident(s) earning 60% or less of AMI for a minimum of two years. <p>Categories B, C, and D</p> <ul style="list-style-type: none"> ▪ Eight points for proactively offering contributions equivalent to 100% the cost of an applicable annual public transit pass for each accepting employee for a minimum of two years.

Transit-2: Connector Shuttle Service (publicly available)

Description	<p>Provide a publicly available shuttle service that connects to and from the nearby VTA station. Such a shuttle service may also provide service to and from other regional transit hubs, commercial centers, and/or residential neighborhoods. The shuttle service must be complimentary to existing or future VTA service, and not duplicate any VTA line, unless approved by VTA.</p> <p>The shuttle service should run during VTA service hours. A typical span of service would continuously operate from 7:00 AM to 8:00 PM. Traditional morning and evening weekday peak hours are generally 7:00 AM to 9:00 AM and 4:00 PM to 6:00 PM. Specific land uses may warrant alternate schedules and should be designed in coordination with VTA staff.</p>
Points: 7 - 14	Categories A, B, and C <ul style="list-style-type: none">▪ Seven Points for providing the aforementioned shuttle service at 15 minute or less headways during peak hours, and 30 minute or less headways during off-peak hours, as defined above.▪ Fourteen Points for providing the aforementioned shuttle service at 7.5 minute or less headways during peak hours, and 30 minute or less headways during off-peak hours, as defined above.

Transit-3: Vanpool program/contributions

Description	<p>Provide a vanpool service for employees, or fully reimburse employee membership and usage fees for a local public vanpool service.</p> <p>If independently providing a vanpool service, the lessee shall purchase or lease the pool vehicles and pay for the vehicles' mileage and maintenance expenses. An independent vanpool service shall not replicate VTA service.</p>
Points: 1 - 7	Categories B and C <p>Points are scaled based on the size of the lessee's development:</p> <ul style="list-style-type: none">▪ Less than 100,000 square feet of occupied floor area: 1 point▪ 100,000 – 199,999 square feet of occupied floor area: 2 points▪ 200,000 – 299,999 square feet of occupied floor area: 3 points▪ 300,000 – 399,999 square feet of occupied floor area: 4 points▪ 400,000 – 499,999 square feet of occupied floor area: 5 points▪ 500,000 – 599,999 square feet of occupied floor area: 6 points▪ 700,000 square feet or greater of occupied floor area: 7 points

Appendix B: TDM Monitoring Protocols

The following table describes the monitoring protocols for each strategy in the TDM Toolkit. Note that all references to “VTA staff” within this table applies to VTA staff directly or a contracted representative of VTA.

Category	Strategy	Monitoring & Reporting Requirements
Active-1	Improve Walking Conditions	<p>VTA staff should confirm that the walking improvements meet all design requirements stated above during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the approved walking improvements demonstrating that they are in good condition and accessible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum every three years, to confirm that the walking improvements meet specified standards.</p>
Active-2	Bicycle Parking	<p>VTA staff should confirm that the installed bicycle parking meets the design requirements stated above during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the bicycle parking demonstrating that the spaces are in good condition and accessible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum every three years, to confirm that the parking meets specified standards.</p>
Active-3	Bicycle Repair Station	<p>VTA staff should confirm that the installed repair station(s) meets the design requirements stated above during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the repair station(s) demonstrating that all tools are in place, properly maintained, and accessible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the repair station(s) meets specified standards.</p>
Active-4	Bicycle Maintenance Services	<p>Once the TOD is occupied, the lessee shall submit documentation of bicycle maintenance services, and any informational materials distributed to promote the services during submittal of their annual monitoring and reporting update.</p>
Active-5	Showers, Changing Facilities, and Lockers	<p>VTA staff should confirm that the facilities meet the design requirements stated above during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the facilities demonstrating that the showers, changing areas, and lockers are in good condition and accessible to tenants upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the facilities meet specified standards.</p>

Category	Strategy	Monitoring & Reporting Requirements
Active-6	Bike Valet	<p>VTA staff should confirm that the facilities meet the capacity requirements stated above during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the facilities demonstrating that the monitored bicycle parking facilities are in good condition and accessible to tenants upon submittal of their annual monitoring and reporting update. The lessee shall also submit documentation of bicycle valet services, and any informational materials distributed to promote the services during submittal of their annual monitoring and reporting update.</p>
Family-1	Family TDM Amenities	<p>VTA staff should confirm the installation and provision of family TDM amenities during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the amenities demonstrating that all components are properly maintained and accessible to residents upon submittal of their annual monitoring and reporting update. For cargo bicycles, the lessee should provide trip counts and travel distance per trip data in their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the amenities meet specified standards.</p>
Family-2	On-Site Daycare	<p>Before construction the lessee should identify the location of the childcare space and submit documentation to VTA that the local municipality has confirmed the facility will meet any applicable State and Local requirements. VTA staff should confirm the constructed facility meets the specifications of approved plans during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee should submit a letter from the childcare service provider that includes a description of the facility's operations (days of week and hours of operation, level of enrollment, etc.) and contact information of all applicable parties upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the facility is in good condition and meets all standards specified in the project plans.</p>
Family-3	Affordable Healthy Food Retail	<p>Before construction the lessee should identify the location of the food retail space and submit documentation to VTA that the local municipality has confirmed the facility will meet any applicable State and Local requirements. VTA staff should confirm the constructed facility meets the specifications of approved plans during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall submit a letter from the healthy food retailer that includes a description of the facility's operations (days of week and hours of operation, etc.) and contact information of all applicable parties upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the retailer meets specified standards.</p>

Category	Strategy	Monitoring & Reporting Requirements
Info-1	Education, Marketing, and Outreach	Once the TOD is occupied, the lessee shall submit copies of all promotional materials and welcome packets, and links to webpages distributed to employees/residents as part of their annual monitoring and reporting update. If implemented, the contact information of a TDM coordinator and invoices for a Transportation Management Platform should be included.
Info-2	Multimodal Wayfinding Signage	VTA staff should confirm that the installed wayfinding meets the design requirements stated above during a pre-occupancy inspection of the site. Once the TOD is occupied, the lessee shall include up to date photos of the wayfinding demonstrating that all signage is in place, properly maintained, and visible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the wayfinding meets specified standards.
Info-3	Real-Time Transit / Transportation-Service Tracking Display	VTA staff should confirm that the installed display(s) meets the design requirements stated above during a pre-occupancy inspection of the site. Once the TOD is occupied, the lessee shall include up to date photos of the display(s) to demonstrate that all components are in place, properly maintained, and visible to tenants/residents upon submittal of their annual monitoring and reporting update. To ensure the real-time interface is functioning properly, all outages in data display must be reported to VTA staff as soon as possible, when/if they occur. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the display(s) meet specified standards.
MAAS-1	Shared-Bike (Scooter Or Other) Service Membership	Once the TOD is occupied, the lessee shall submit copies of invoices for bike, scooter, or other shared active mobility service memberships and any informational materials that describe available bike-/scooter-share benefits that have been provided to employees/residents during submittal of their annual monitoring and reporting update. In addition, the lessee shall submit active membership usage data with their annual monitoring and reporting update.
MAAS-2	Provide Bike Fleet, Bike Share	VTA staff should confirm the provision of the shared bicycles during a pre-occupancy inspection of the site. Once the TOD is occupied, the lessee shall include up to date photos of the bicycles demonstrating that all components (including electric assist and electric charging infrastructure) are properly maintained and accessible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at minimum of every three years, to confirm that the bicycles meet specified standards.
MAAS-3	Car-Share Parking	VTA staff should confirm that the number of required car-share spaces are provided during a pre-occupancy inspection of the site. Once the TOD is occupied, the lessee shall include up to date photos of the car share spaces and any accompanying signage to demonstrate that they are in good condition and accessible to tenants/residents upon submittal of their annual monitoring and reporting update. VTA staff should conduct a site visit, at

Category	Strategy	Monitoring & Reporting Requirements
		minimum of every three years, to confirm that the car-share parking meets specified standards.
MAAS-4	Car-Share Membership	Once the TOD is occupied, the lessee shall submit copies of invoices for car share memberships and any informational materials that describe available car share benefits that have been provided to employees/residents during submittal of their annual monitoring and reporting update. In addition, the lessee shall submit active membership usage data with their annual monitoring and reporting update.
MAAS-5	Delivery Supportive Amenities	<p>VTA staff should confirm the installation of the delivery-supportive amenities during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the amenities demonstrating that all components are properly maintained and accessible to tenants/residents upon submittal of their annual monitoring and reporting update.</p> <p>VTA staff should conduct a site visit, at minimum of every three years, to confirm that the amenities meet specified standards.</p>
MAAS-6	Delivery Services for On-Site Food / Beverage and Retail	<p>VTA staff should confirm the installation of the delivery services for on-site food / beverage and retail amenities during a pre-occupancy inspection of the site.</p> <p>Once the TOD is occupied, the lessee shall include up to date photos of the amenities demonstrating that all components are properly maintained and accessible to tenants/residents upon submittal of their annual monitoring and reporting update.</p> <p>VTA staff should conduct a site visit, at minimum of every three years, to confirm that the amenities meet specified standards.</p>
Parking-1	Unbundled Parking	The lessee should submit copies of all informational materials about unbundled parking and current parking rates as part of their annual monitoring and reporting update. In addition, the lessee shall report the count of tenant requests for parking spaces per unit per year with their annual monitoring and reporting update.
Parking-2	Daily Paid Parking	The lessee should submit copies of all informational materials about parking pricing and current rates as part of their annual monitoring and reporting update. In addition, the lessee shall provide data on parking revenue and occupancy broken out by day of week and month of year with their annual monitoring and reporting update.

Category	Strategy	Monitoring & Reporting Requirements
Parking-3	Reduced Parking Supply	The lessee should submit data on parking provided per land use and land use scale prior to site inspection preceding an issuance of an initial certificate of occupancy.
Transit-1	Contribution to Monthly Transit Pass or Clipper Cash equivalent (25 to 100 % contribution)	The lessee should submit copies of invoices for transit pass contributions and any informational materials that describe available transit benefits that have been provided to employees/residents during submittal of their annual monitoring and reporting update. In addition, the lessee shall provide data on the number of active passholders, expired passes, and passes that were not initiated with their annual monitoring and reporting update.
Transit-2	Local Shuttle Service (Publicly Available)	The lessee should submit copies of the shuttle schedule, routes, stops, contact information of the shuttle operator, and any informational materials distributed to promote the service during submittal of their annual monitoring and reporting update. In addition, the lessee shall provide boarding and alighting data per stop location, service hour, and service day with their annual monitoring and reporting update.
Transit-3	Vanpool Program	The lessee should submit copies of invoices for vanpool expenses and any informational materials distributed that describe the program during submittal of their annual monitoring and reporting update.

Appendix C: Non-Compliance Procedures

If a project fails to deliver or maintain one or more TDM strategies identified in their approved TDM plan, the TDM coordinator shall notify VTA of the failure to deliver or maintain the strategy or strategies and outline a plan for coming into compliance within 60 days.

Should the TDM coordinator not notify VTA, VTA will notify the TDM coordinator of the project’s non-compliance when it becomes aware of the project’s failure, and the project shall have 30 days from the notification to come into compliance or respond with a plan to come into compliance within 30 days of the project response to VTA. Should the project not come into compliance within the applicable timeframe, or the project does not respond to VTA’s notification, VTA shall send a follow-up notice of non-compliance stating that the cure period has terminated, and the subject development would be considered in breach of their ground -lease.

Appendix D: TDM Application & Checklist

Transportation Demand Management (TDM) Program Checklist

VTA TDM Application Packet for New Development Projects

Project Application Number: _____ TDM Plan Amendment: Yes ___ No ___

Project Application Date: _____

Property Information

Property Address: _____

TDM Program Land Use Tables:

If you are not sure of the eventual size of the project, please provide the maximum estimated for each land use type. Refer to **Figure 1** for a list of typical land uses that fall within each of the four land use categories (A-D).

A: Home-End Uses (Land Use Category A)	
Number of Dwelling Units	_____
Number of Accessory Parking Spaces	_____
Target TDM Points	_____

B: Commute-End Uses (Land Use Category B)	
Occupied Floor Area (OFA)	_____
Number of Accessory Parking Spaces	_____
Target TDM Points	_____

C: Visitor-End Uses (Land Use Category C)	
Occupied Floor Area (OFA)	_____
Number of Accessory Parking Spaces	_____
Target TDM Points	_____

D: Other (Land Use Category D)	
Occupied Floor Area (OFA) or Units	_____
Number of Accessory Parking Spaces	_____
Target TDM Points	_____

Appendix D – Transportation Demand Management (TDM) Program Checklist

Category	Strategy	Points	Land Use Group			
			Home End Uses (A)	Commute End Uses (B)	Visit End Uses (C)	Other End Uses (D)
Active-1	Improve Walking Conditions	1	_____	_____	_____	_____
Active-2	Bicycle Parking: Option A	1	_____	_____	_____	_____
	Bicycle Parking: Option B	2	_____	_____	_____	_____
	Bicycle Parking: Option C	3	_____	_____	_____	_____
	Bicycle Parking: Option D	4	_____	_____	_____	_____
Active-3	Bicycle Repair Station	1	_____	_____	_____	_____
Active-4	Bicycle Maintenance Services	1	_____	_____	_____	_____
Active-5	Showers and Changing Facilities Lockers	1	_____	_____	_____	_____
Active-6	Bike Valet	1	_____	_____	_____	_____
Family-1	Family TDM Amenities: Option A	1	_____	_____	_____	_____
	Family TDM Amenities: Option B	2	_____	_____	_____	_____
Family-2	On-Site Daycare	2	_____	_____	_____	_____
Family-3	Affordable Healthy Food Retail	2	_____	_____	_____	_____
Info-1	Education, Marketing, and Outreach: Option A	1	_____	_____	_____	_____
	Education, Marketing, and Outreach: Option B	2	_____	_____	_____	_____
	Education, Marketing, and Outreach: Option C	4	_____	_____	_____	_____
Info-2	Multimodal Wayfinding Signage	1	_____	_____	_____	_____
Info-3	Real-Time Transit/Transportation-Service Information/Tracking Display	1	_____	_____	_____	_____
MAAS-1	Shared-Bike Service Membership: Option A	1	_____	_____	_____	_____
	Shared-Bike Service Membership: Option B	2	_____	_____	_____	_____
MAAS-2	Provide Bike Fleet, Bike Share	1	_____	_____	_____	_____
MAAS-3	Car-Share Parking: Option A	1	_____	_____	_____	_____
	Car-Share Parking: Option B	2	_____	_____	_____	_____
	Car-Share Parking: Option C	4	_____	_____	_____	_____

Appendix D – Transportation Demand Management (TDM) Program Checklist

Category	Strategy	Points	Land Use Group			
			Home End Uses (A)	Commute End Uses (B)	Visit End Uses (C)	Other End Uses (D)
MAAS-4	Car-Share Membership	1	_____	_____	_____	_____
MAAS-5	Delivery-Supportive Amenities	1	_____	_____	_____	_____
MAAS-6	Delivery Services for On-Site Food/Beverage and Retail	1	_____	_____	_____	_____
Parking-1	Unbundled Parking: Option A	2	_____	_____	_____	_____
	Unbundled Parking: Option B	3	_____	_____	_____	_____
	Unbundled Parking: Option C	4	_____	_____	_____	_____
Parking-2	Parking Cash Out	2	_____	_____	_____	_____
Parking-3	Price Parking (Hourly/Daily)	2	_____	_____	_____	_____
Parking-4	Reduced Supply: Option A	1	_____	_____	_____	_____
	Reduced Supply: Option B	2	_____	_____	_____	_____
	Reduced Supply: Option C	3	_____	_____	_____	_____
	Reduced Supply: Option D	4	_____	_____	_____	_____
	Reduced Supply: Option E	5	_____	_____	_____	_____
	Reduced Supply: Option F	6	_____	_____	_____	_____
	Reduced Supply: Option G	7	_____	_____	_____	_____
	Reduced Supply: Option H	8	_____	_____	_____	_____
	Reduced Supply: Option I	9	_____	_____	_____	_____
	Reduced Supply: Option J	10	_____	_____	_____	_____
	Reduced Supply: Option K	11	_____	_____	_____	_____
	Reduced Supply: Option L	12	_____	_____	_____	_____
Transit-1	Contribution to Monthly Transit Pass (100% contribution)	8	_____	_____	_____	_____
Transit-2	Local Shuttle Service (Publicly Available): Option A	7	_____	_____	_____	_____
	Local Shuttle Service (Publicly Available): Option B	14	_____	_____	_____	_____
Transit-3	Vanpool Program/Contributions	1	_____	_____	_____	_____
Transit-4	Vanpool Program/Contributions	2	_____	_____	_____	_____
Transit-5	Vanpool Program/Contributions	3	_____	_____	_____	_____
Transit-6	Vanpool Program/Contributions	4	_____	_____	_____	_____

Appendix D – Transportation Demand Management (TDM) Program Checklist

Category	Strategy	Points	Land Use Group			
			Home End Uses (A)	Commute End Uses (B)	Visit End Uses (C)	Other End Uses (D)
Transit-7	Vanpool Program/Contributions	5				
Transit-8	Vanpool Program/Contributions	6				
Transit-9	Vanpool Program/Contributions	7				

Land Use Category Totals				
	A	B	C	D
	Home	Commute	Visit	Other
Subtotal from Page 1				
Subtotal from Page 2				
Subtotal from Page 3				
Total				

Appendix E: Travel Behavior Survey Samples

Resident Survey

The purpose of this survey is to evaluate current travel patterns of residents and employees at "Named" the Transit Oriented Development (TOD) to help inform future transportation improvements. The survey should take no more than five minutes, and all answers are confidential. Please respond by (insert date)

How you get to work

1. On a TYPICAL day, how do you get to/from work? If you use more than one mode, choose the one you use for the MAJORITY of your trip.

Mark only one oval.

- Bus
- Light Rail
- Walk
- Personal bike
- Bike share
- Scooter
- Carshare
- Drive Alone
- Motorcycle
- Shared ride-hailing service (Lyft Line, uberPOOL, Waze Carpool, etc)
- Nonshared ride-hailing service (Lyft, Uber, taxi, etc.)
- Carpool
- Vanpool
- Telecommute (from home)
- Other: _____

VTA light rail

2. Typically, how do you commute to and from the VTA light rail station?

Mark only one oval.

- By foot
- By local bus transit
- Scooter
- By Personal bike
- By Bikeshare
- By Carshare
- Picked up/Dropped off by vehicle
- Nonshared ride-hailing service (Lyft, Uber, taxi, etc.)
- Shared ride-hailing service (Lyft Line, uberPOOL, Waze Carpool, etc.)
- Other: _____

Driving Alone to work

3. What are your primary reasons for driving alone? Select all that apply.

Check all that apply.

- Takes less time/more convenient
- Provides value for money
- Enjoy my privacy
- Difficulty finding others to carpool with
- Work late or irregular hours
- Need car for multiple errands or appointments throughout the day
- Need car in case of emergencies
- Take children to school or daycare
- Transit service doesn't match my route/schedule
- Too far to walk/bike
- Unsafe walking conditions
- Unsafe biking conditions
- Parking is convenient
- Other: _____

4. If you drive, do you park at:

Mark only one oval.

- Nearby city parking lot (paid)
- Nearby on-street (paid)
- Closest On-street (free)
- TOD "development" parking with permit
- TOD "development" parking w/o permit
- Other: _____

5. Do you reserve a parking space for your guests?

Mark only one oval.

- Yes
- No

Your Commute

6. On a typical day, what time do you depart for work?

Example: 8:30 AM

7. On a typical day, what time do you leave work?

Example: 8:30 AM

8. What days do you typically work? Select all that apply

Check all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

9. How long (in minutes) does your one-way commute to and from work typically take - to work?

10. How long (in minutes) does your one-way commute to and from work typically take - from work?

11. What is the one-way distance in miles from your home to work?

Awareness of Commute Programs

12. To your knowledge does your building management offer any of the following commute programs? Select all that apply.

Check all that apply.

- Free/subsidized transit passes
- Pre-tax commuter benefit (WageWorks, Commuter Benefit Solutions, etc.)
- Guaranteed ride home
- Carpool matching
- Free parking
- Preferential carpool/vanpool parking
- Bike parking
- Showers/lockers
- Electric vehicle chargers
- Carshare membership
- Bikeshare membership
- Flexible schedules
- Compressed work week (9/80, 4/10)
- Work from home
- My employer does not offer any commute programs
- I do not know if my employer offers any commute programs
- Other: _____

13. Which programs offered by your Building Management do you participate in?
Select all that apply.

Check all that apply.

- Free/subsidized transit passes
- Pre-tax commuter benefit (WageWorks, Commuter Benefit Solutions, etc.)
- Guaranteed ride home
- Carpool matching
- Free parking
- Preferential carpool/vanpool parking
- Bike parking
- Showers/lockers
- Electric vehicle chargers
- Carshare membership
- Bikeshare membership
- Flexible schedules
- Compressed work week (9/80, 4/10)
- Work from home
- My employer does not offer any commute programs
- I do not know if my employer offers any commute programs
- Other: _____

14. What other programs or incentives would encourage you to take more non-driving modes of transportation?

Potential Commute Programs

15. What is your home zip code?

16. Please provide any additional comments you may have regarding your commute.

Employee Survey

The purpose of this survey is to evaluate current travel patterns of residents and employees at "Named"

the Transit Oriented Development (TOD) to help inform future transportation improvements.

The survey should take no more than five minutes, and all answers are confidential. Please respond by (insert date)

How you get to work

1. On a TYPICAL day, how do you get to/from work? If you use more than one mode, choose the one you use for the MAJORITY of your trip.

Mark only one oval.

- Bus
- Light Rail
- Walk
- Personal bike
- Bike share
- Scooter
- Carshare
- Drive Alone
- Motorcycle
- Shared ride-hailing service (Lyft Line, uberPOOL, Waze Carpool, etc)
- Nonshared ride-hailing service (Lyft, Uber, taxi, etc.)
- Carpool
- Vanpool
- Telecommute (from home)
- Telecommute (from another location)
- Other: _____

2. Typically, how do you commute to and from the VTA light rail station?

Mark only one oval.

- By foot
- By local bus transit
- Scooter
- By Personal bike
- By Bikeshare
- By Carshare
- Picked up/Dropped off by vehicle
- Nonshared ride-hailing service (Lyft, Uber, taxi, etc.)
- Shared ride-hailing service (Lyft Line, uberPOOL, Waze Carpool, etc.)
- Other: _____

Driving Alone to work

3. What are your primary reasons for driving alone? Select all that apply.

Check all that apply.

- Takes less time/more convenient
- Provides value for money
- Enjoy my privacy
- Difficulty finding others to carpool with
- Work late or irregular hours
- Need car for multiple errands or appointments throughout the day
- Need car in case of emergencies
- Take children to school or daycare
- Transit service doesn't match my route/schedule
- Too far to walk/bike
- Unsafe walking conditions
- Unsafe biking conditions
- Parking is convenient
- Other: _____

4. If you drive, do you park at:

Mark only one oval.

- Nearby city parking lot (paid)
- Nearby on-street (paid)
- Closest On-street (free)
- TOD "development" parking with permit
- TOD "development" parking w/o permit
- Other: _____

Your Commute

5. What time did you arrive at work yesterday?

Mark only one oval.

- Option 1

6. What time did you leave work yesterday?

Example: 8:30 AM

7. What days do you typically work? Select all that apply

Check all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

8. How long (in minutes) does your one-way commute to and from work typically take - to work?

9. How long (in minutes) does your one-way commute to and from work typically take - from work?

10. What is the one-way distance in miles from your home to work?

Awareness of Commute Programs

11. To your knowledge does your employer offer any of the following commute programs? Select all that apply.

Check all that apply.

- Free/subsidized transit passes
- Pre-tax commuter benefit (WageWorks, Commuter Benefit Solutions, etc.)
- Guaranteed ride home
- Carpool matching
- Free parking
- Preferential carpool/vanpool parking
- Bike parking
- Showers/lockers
- Electric vehicle chargers
- Carshare membership
- Bikeshare membership
- Flexible schedules
- Compressed work week (9/80, 4/10)
- Work from home
- My employer does not offer any commute programs
- I do not know if my employer offers any commute programs
- Other: _____

12. Which programs offered by your employer do you participate in? Select all that apply.

Check all that apply.

- Free/subsidized transit passes
- Pre-tax commuter benefit (WageWorks, Commuter Benefit Solutions, etc.)
- Guaranteed ride home
- Carpool matching
- Free parking
- Preferential carpool/vanpool parking
- Bike parking
- Showers/lockers
- Electric vehicle chargers
- Carshare membership
- Bikeshare membership
- Flexible schedules
- Compressed work week (9/80, 4/10)
- Work from home
- My employer does not offer any commute programs
- I do not know if my employer offers any commute programs
- Other: _____

13. What other programs or incentives would encourage you to take more non-driving modes of transportation?

Potential Commute Programs

14. What is your home zip code?

15. Please provide any additional comments you may have regarding your commute.
