



TOWN OF LOS GATOS
COMPLETE STREETS AND
TRANSPORTATION COMMISSION

MEETING DATE: 02/12/2026

ITEM NO.: 4.

DATE: February 12, 2026
TO: Complete Streets and Transportation Commission
FROM: Gary Heap, Town Engineer
SUBJECT: Update on Shannon Road Repair Project Outreach Plan

RECOMMENDATION:

Receive an update on the Shannon Road Repair Project Outreach Plan (CIP No. 811-0008)

BACKGROUND:

The portion of Shannon Road between Santa Rosa Drive and Diduca Way has experienced long-term pavement cracking and settlement. A geotechnical study was conducted in 2020, and the consultant recommended retaining walls and reconstruction of the westbound lane to stabilize the embankment. Continued deterioration of the roadway creates some urgency for a permanent solution.

On May 31, 2021, the Town entered into an agreement with Nichols Consulting Engineers to analyze and prepare design plans through construction. Plans were finished in November 2023, but the project could not proceed until the Town acquired the right-of-way needed to build retaining walls on the northern boundary of the project, and an easement for on-going maintenance.

In Fall of 2023, while awaiting right-of-way and property acquisition, and due to the continued failure of the roadway surface, Parks and Public Works contracted for a temporary pavement restoration of Shannon Road. The repair was only expected to last for a period of two years so time is of the essence in completing the roadway reconstruction. Staff continues to monitor the repaired roadway surface for signs of deterioration.

On March 31, 2025, the Town acquired the right-of-way and easement needed for the construction of retaining walls allowing the project to proceed.

DISCUSSION:

The Shannon Road repair project addresses roadway distress along the northerly hillside embankment of Shannon Road. Improvements include the installation of 152 steel soldier pile

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beams, concrete retaining wall, drainage improvements, erosion control, excavation and pavement restoration. Construction will require closure of Shannon Road for the duration of the work, which is expected to be six to eight months.

The project was bid on April 25, 2025 and Ground Control Inc. was selected as the apparent low bidder and awarded the construction contract at the Town Council meeting of June 17, 2025¹. The project was supposed to begin construction in July 2025, but delays in obtaining material caused the project to be delayed until this spring. The project is now expected to begin construction in April of this year. The work is expected to take 79 working days, with anticipated completion in August 2026.

Outreach Plan Implementation

Parks and Public Works is sensitive to the community impact of closing the road and is being thoughtful in how this is communicated. To that end, staff has developed a communication plan (Attachment 1) to identify outreach needs for the public and various service providers. The plan identifies key stakeholders needing to be notified of the project and road closure, to make sure the community is aware of the projects and the impacts to the community.

The plan includes a task action schedule that is tied to the project baseline construction schedule. Implementation will include notification and communication to affected residents and stakeholders throughout the life of the project, such as:

- Development of a Project Webpage – 2 weeks prior to start of construction staff will publish a project webpage containing project description, limits, closure dates, detour maps, emergency access information, FAQ and point of contact for public inquiries.
- Distribution of Notices – Direct notices will be mailed one month prior to start of work and road closure. Door hangers will be distributed 72-hours prior to closure to the adjacent residents in the area that will be impacted by the road closure. CMS (Changeable Message Signs) and detour signs will be placed 2 to 3 weeks prior to start of construction to notify drivers of the upcoming work.
- Additional Communication Methods – Staff will also provide regular updates via Town Newsletter and social media. Updates will also be provided to Council through regular Manager's memos.

Staff will hold regular coordination meetings with the contractor to discuss public inquiries and complaints, and will address other issues as they arise. Our goal is to coordinate communication of the upcoming project impacts and respond to complaints/feedback in a timely manner.

¹ <https://mccmeetings.blob.core.usgovcloudapi.net/losgatos-pubu/MEET-Packet-2c0045f9dee749938cb3c3f591b58edc.pdf#page=67>

PAGE 3 OF 3

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Attachments:

1. Shannon Road Engagement Plan