



TOWN OF LOS GATOS
COMPLETE STREETS AND
TRANSPORTATION COMMISSION

MEETING DATE: 01/08/2026

ITEM NO.: 7

DATE: December 18, 2025
TO: Complete Streets and Transportation Commission
FROM: Gary Heap, Town Engineer
SUBJECT: Parks and Public Works Process for Receiving, Evaluating and Responding to Community Traffic Concerns

RECOMMENDATION

Staff recommends that the Complete Streets and Transportation Commission (the Commission) review the draft Public Works Process for Receiving, Evaluating, and Responding to Community Traffic Concerns process and provide comments.

INTRODUCTION

The Town of Los Gatos Parks and Public Works Department regularly receives traffic-related concerns from residents, businesses, and other stakeholders. These concerns include, but are not limited to, speeding, traffic control devices, parking, pedestrian and bicycle safety, visibility, and signal operations. Currently, requests are received through multiple channels and vary in the level of information provided and the way they are evaluated and documented.

To ensure consistency, transparency, and defensibility in how these concerns are handled, staff have developed a formal **Traffic-Related Public Concern Intake & Review Process** (Attachment 1). The proposed process establishes a standardized method for receiving, evaluating, responding to, and documenting traffic-related public concerns. The process shown here is preliminary and may change as the Town implements a 311 system for public complaints, which is expected to occur in 2026.

BACKGROUND

Traffic-related public concerns are a key point of interaction between the Town and the community. Residents expect that concerns affecting safety and mobility are addressed in a timely, fair, and professional manner. Without a standardized intake and review process, similar concerns may be handled inconsistently, and decision-making may be difficult to explain or defend.

In addition, traffic engineering decisions must be based on established standards such as the California Manual on Uniform Traffic Control Devices (CA MUTCD), State guidance, and

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accepted engineering practice. A clear process helps ensure that public concerns are evaluated using objective data, documented analysis, and consistent criteria.

DISCUSSION

A formal traffic concern intake process is needed to:

- Provide a clear and predictable pathway for residents to submit traffic concerns.
- Ensure all concerns are logged, tracked, and acknowledged.
- Distinguish between Town-maintained roadways and facilities under County, State, or private jurisdiction.
- Identify and respond quickly to urgent safety issues.
- Support engineering decisions with documented data and analysis.
- Improve transparency and public trust by clearly communicating outcomes and reasoning.

As traffic concerns increase with growth, redevelopment, and changing travel patterns, a consistent process also allows staff to identify recurring issues, trends, and locations that may warrant broader planning or capital improvements.

Overview of the Proposed Traffic Concern Intake & Review Process

The proposed process includes the following key components:

1. Intake of Public Concern

Concerns may be received via the Town website, email, phone calls, walk-ins, or referrals from Town Council, commissions, or other departments. Each request is logged into the Town's tracking system, assigned a unique request number, and acknowledged within three to five business days.

2. Jurisdiction and Initial Screening

Staff confirm roadway ownership and categorizes the concern. Requests outside of Town jurisdiction are referred to the appropriate agency. Immediate safety hazards are addressed promptly through coordination with Parks and Public Works Maintenance or the Police Department.

3. Engineering Evaluation

Traffic Engineering staff conduct an evaluation using appropriate data, which may include speed studies, traffic counts, crash history, and field observations. Evaluations are guided by the CA MUTCD, State standards, and accepted engineering practices.

4. Interdepartmental Coordination

When appropriate, staff coordinates with the Police Department, Parks and Public Works Maintenance, Planning Department, School Districts, Caltrans, neighboring jurisdictions, or Santa Clara County to ensure a comprehensive review.

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5. Recommendation and Approval

Based on the evaluation, staff determines whether to implement a traffic improvement, conduct additional study, refer the matter for enforcement, or take no action.

Recommendations are documented and approved by the Town Engineer or designee.

6. Communication to the Requestor

Staff provides a clear response to the requestor summarizing the evaluation, findings, and decision, including timelines when improvements are approved.

7. Implementation, Closeout, and Recordkeeping

Approved improvements are implemented through work orders or projects. Requests are closed once actions are completed and communication is finalized. Records are retained in accordance with Town policy and used to inform future planning and reporting.

BENEFITS OF THE PROPOSED PROCESS

Implementation of the Traffic-Related Public Concern Intake & Review Process provides the following benefits:

- Consistent and equitable handling of traffic concerns.
- Improved documentation and defensibility of engineering decisions.
- Clear communication and expectations for residents.
- Better coordination between Town departments and external agencies.
- Data-driven identification of recurring traffic issues and priorities.

CONCLUSION

The proposed Traffic-Related Public Concern Intake & Review Process formalizes existing practices into a clear, consistent, and transparent framework. Adoption of this process will enhance the Town's ability to respond effectively to community traffic concerns while ensuring decisions are data-driven, equitable, and aligned with established engineering standards. Staff asks that the Complete Streets and Transportation Commission review the attached process and provide feedback.

Attachment Received with this Addendum:

1. Traffic Related Public Concern Intake and Review Process (SOP)