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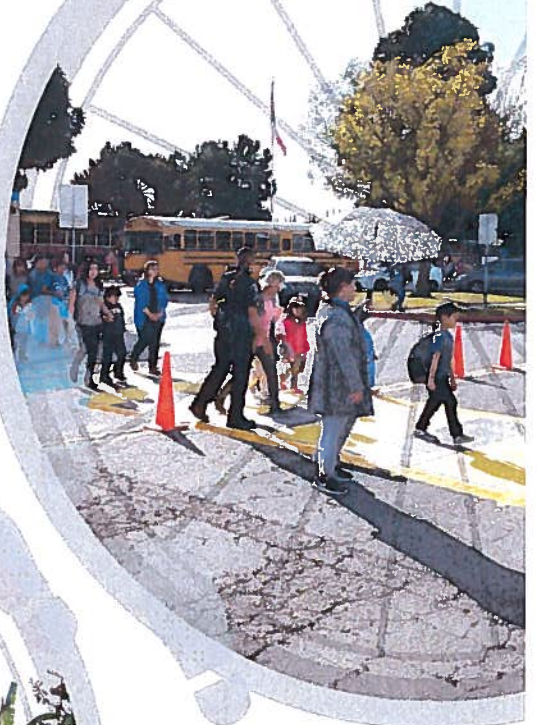
**PROPOSAL AND
SCOPE OF WORK**

CITY OF GARDEN GROVE

PROPOSAL FOR

Garden Grove Active Downtown Plan

OCTOBER 10, 2018



KOA

TABLE OF CONTENTS

REFERENCES	3
PROJECT TEAM DESCRIPTION	13
FIRM EXPERIENCE	24
PROCESS	28
EXCEPTION OF CONDITIONS	48
ATTACHMENTS	49

TO

Ms. Alana Cheng
City of Garden Grove
3rd Floor
11222 Acacia Parkway
Garden Grove, CA 92840

FROM

Ms. Min Zhou
Principal-in-Charge
mzhou@koacorp.com
T: 714.573.0317
F: 714.573.9534

RFP

**Garden Grove
Active Downtown Plan**

DATE

October 10, 2018

PRIMARY POINT OF CONTACT

Frank Barrera
Senior Planner
2141 W Orangewood Ave
Orange, CA 92868
T: 714.573.0317
fbarrera@koacorp.com

**Qualification for
Acting in This Capacity:**
Proposed Project Manager

Dear Ms. Cheng:

KOA is well-qualified, fully prepared, and eager to provide the City with the required services for the Garden Grove Active Downtown Plan. We have provided similar services to many local and regional agencies. We have assembled a very capable team to aid the City in this endeavor. Mr. Frank Barrera will lead the project team as the project manager. He manages the City's Safe Routes to School Phase 1 Master Plan. He has the knowledge, qualifications, and expertise to manage all aspects of this project. Mr. Barrera will lead a team comprised of reliable and knowledgeable staff with a comprehensive background with walk audits, community outreach in disadvantaged communities, existing conditions inventory, safety analysis, project evaluation and prioritization, planning and engineering concept design, and construction design implementation.

Local Knowledge

Mr. Frank Barrera has resided in Garden Grove for 25 years. He lives within a half mile of Downtown and has witnessed the changes to the Downtown area over time. He frequently walks and bikes there to enjoy the amenities; he has become very familiar with the active transportation needs of Downtown Garden Grove.

Diversity

Spanish, Vietnamese, and other languages are spoken among KOA's planners and engineers. Our diversity guides our planning and engineering services, ensuring our work resonates with the multi-ethnic communities we provide services for.

Expertise In Working In Disadvantaged Communities

On past projects, we have found that disadvantaged community members are eager to share their ideas in a comfortable setting, but view active transportation needs from very different perspectives. Our experience will enable us to develop effective outreach strategies for Garden Grove's diverse communities.

Implementation

KOA is known for our ability to excel in planning, engineering design, and the implementation of projects. KOA fully considers the constructability of our recommendations when ranking and identifying priority projects, thereby increasing the likelihood of implementation and funding.

In closing, we have based our understanding of the project, challenges, and opportunities on both our team's experience and local knowledge. Our Project Understanding and Scope of Work outlines our strategies in guiding the growth and development of the project. We invite you to reach out to our references for additional information on our capabilities and services. As a reference, the link below includes a short video on a recent project that KOA has worked on: Garden Grove SRTS: <https://www.youtube.com/watch?v=X6cZd0X4SUA>

Sincerely,

KOA



Min Zhou, Deputy CEO & Vice President of OC Operations

PROJECT TEAM DESCRIPTION



PROJECT MANAGER & PERSONNEL ASSIGNED TO THE PROJECT

Below is the identification and contact information for our proposed team members, including our subconsultant firm. KOA staff will be primarily working from our Orange office. Translutions will be based out of their office in Irvine.

	NAME	PRIMARY ROLE	PHONE	E-MAIL ADDRESS
Managers	Frank Barrera	Project Manager	(714) 573-0317	fbarrera@koacorp.com
	Min Zhou, PE	Principal-in-Charge		mzhou@koacorp.com
	Walter Okitsu, PE, PTOE, PTP	QA/QC Manager Active Downtown Plan Task Leader		wokitsu@koacorp.com
Task Leaders	Karen Thai	Outreach & Engagement Task Leader		kthai@koacorp.com
	Trevor Lien	Inventory & Analysis Task Leader		tlien@koacorp.com
	Ryan Calad, PE	Alternatives Task Leader		rcalad@koacorp.com
Task Support Staff	Harold Arzate	Outreach & Engagement Task Support Active Downtown Plan Task Support		harzate@koacorp.com
	Jenny Yu	Outreach & Engagement Task Support Alternatives Task Support Active Downtown Plan Task Support		jyu@koacorp.com
	Thao Le	Inventory & Analysis Task Support		tle@koacorp.com
	Sean Reseigh	Alternatives Task Support		sreseigh@koacorp.com
Translutions	Sandipan Bhattacharjee, PE, AICP, ENV-SP	Inventory & Analysis Task Support	(949) 656-3131	sandipan@translutions.com
	Robert Aguirre, AICP			robert@translutions.com

RESUMES

Brief resumes for all proposed team members are provided at the end of this section.

ORGANIZATION STRUCTURE OF THE TEAM

The organization chart on the following page shows the key roles of each proposed team member, the lines of authority between the managers and support staff, and each team member's percentage of availability to spend on the project.

NEEDED SUBCONTRACT SERVICES

KOA is enlisting Translutions, Inc. (Translutions) to assist with calculations for vehicle miles traveled and for multimodal intersection analysis. Translutions is a solutions-oriented transportation planning and traffic engineering company. They provide context sensitive transportation planning and traffic engineering services to their clients. Their background in architecture, urban planning, and civil engineering provide a tool set to address traffic engineering and transportation planning needs of public and private sector clients. Translutions aims to be a recognized leader in the area of multimodal traffic operations analysis. They recognize that the current trend of addressing only automobile traffic does not address the effects of transportation improvements on the overall transportation system. Therefore, they provide multimodal transportation solutions which consider pedestrian, bicycle, other non-motorized modes of travel and transit.

References for Translutions are provided previously, in the References section. Resumes for Translutions are located with KOA's resumes, later in this section. The contact information for the Translutions personnel assigned to the project are provided in the chart above.

PROJECT TEAM DESCRIPTION

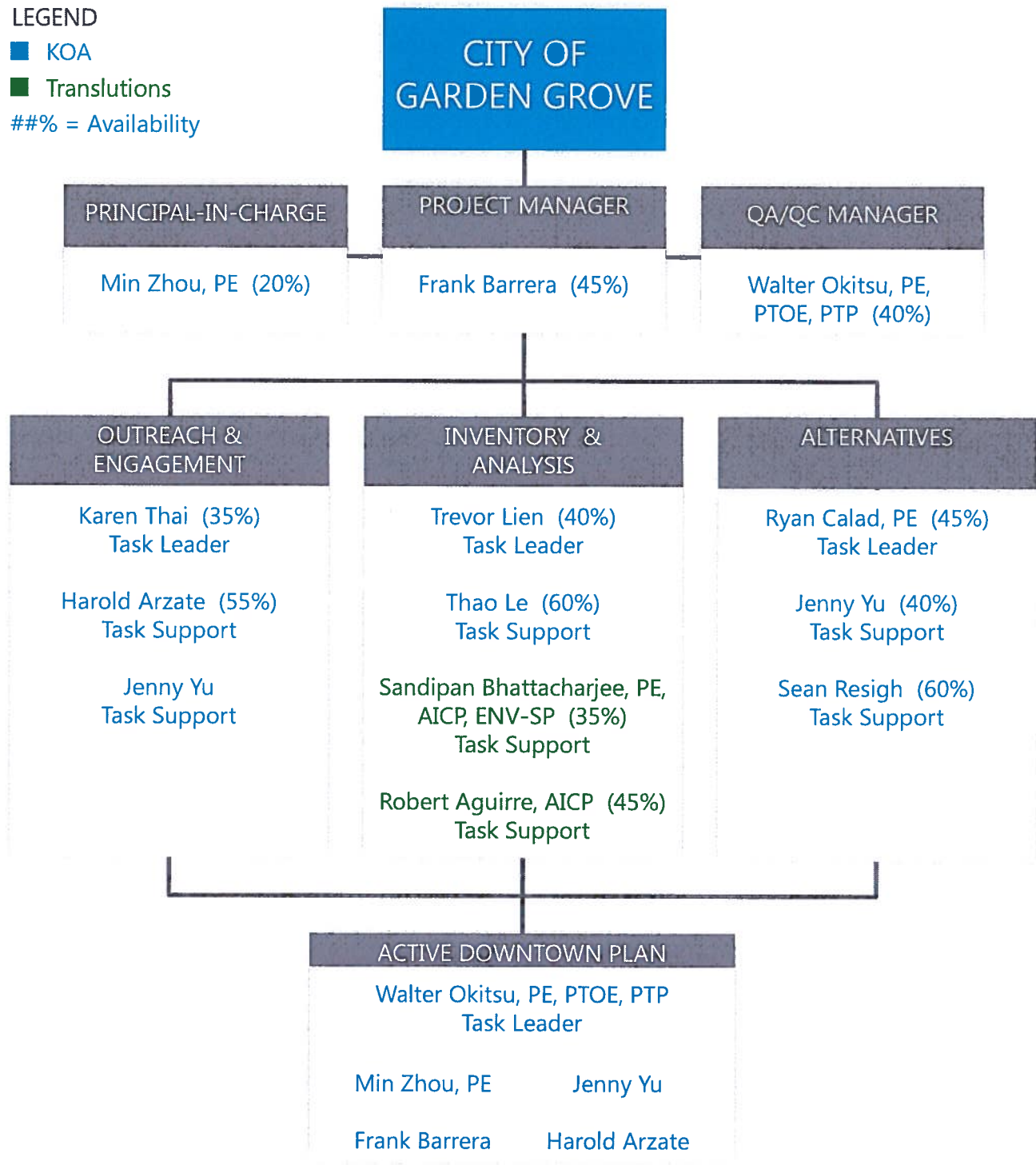


LEGEND

■ KOA

■ Translutions

##% = Availability



Approach & Detailed Work Plan

INTRODUCTION

The Garden Grove Active Downtown Plan is an opportunity for the City of Garden Grove to improve community health, safety, and connectivity to Downtown Garden Grove. It will also provide a road map that addresses current and future multi-modal travel needs throughout the area. The ultimate goal is to create a walkable and bikeable Downtown that is attractive to businesses and inviting to the community.

Downtown Garden Grove possesses many untapped potentials to be a vibrant local and regional community hub where residents, students, employees & employers, and visitors can walk and bike to explore and wander. Local points of interest such as Historic Main Street, Garden Grove City Hall, Garden Grove Main Library, Community Center Park, Euclid Park, Coastline Community College, California State University Fullerton, Wesley Village, and Garden Grove High School attract many visitors throughout the day. Furthermore, the City has plans to transform the Downtown area with new development projects.

There are many opportunities in the Downtown Garden Grove's transportation network to enhance the existing infrastructure, eliminate gaps in connectivity, and improve overall safety to provide a more comfortable and enjoyable environment for community members to walk and bike throughout the downtown area. For instance, segments of 7th Street and 8th Street south of Acacia Parkway are missing sidewalks. Meanwhile, there are no bicycle facilities in the downtown area for bicyclists to safely travel along with motorists. KOA will explore different types of transportation improvements the City can implement to transform the Downtown area into an Active Downtown.

Project Goals

The key to a successful Garden Grove Active Downtown Plan will be a focus on achieving the following project goals, as further detailed in the Scope of Work.

1. Community Engagement - Engage the community to understand their needs and identify necessary improvements and programs.
2. Safe and Friendly Environment- Identify opportunities to create a more inviting and comfortable environment for people to walk and bike throughout Downtown Garden Grove.
3. Improve Accessibility Through Active Transportation - Develop projects that will improve connectivity and accessibility for community members, particularly those living in disadvantaged communities, arriving to Downtown using active transportation.
4. Technology Assessment - Explore emerging mobility tools for the Downtown area including micro-transit, bike share, ride share, and others.
5. Coordination with Existing Plans - Review existing planning documents to ensure proposed improvements align with other City efforts.

Key Areas of Approach

The section going forward highlights our team's key areas of approach and identifies challenges and opportunities associated with this project.



Building upon Past Efforts

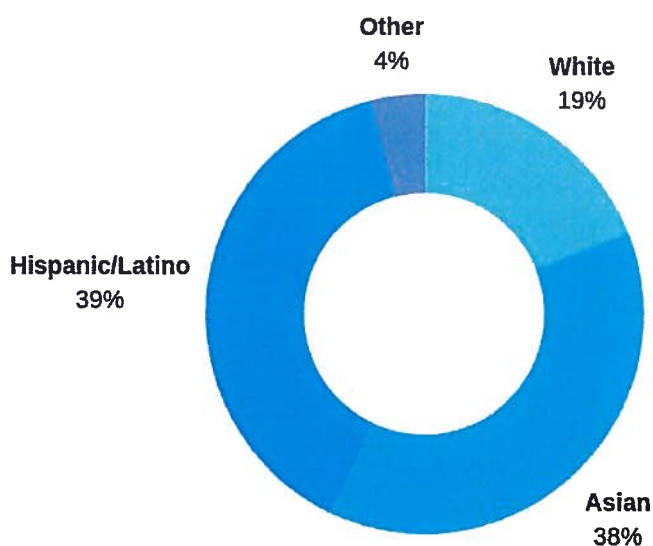
The City has made significant efforts to both increase and improve its' active transportation infrastructure and

programs over the last few years. Part of that success comes from the planning efforts that have guided the implementation of pedestrian and bicycle projects throughout the City. This includes the RE: Imagine Downtown, Garden Grove Active Streets Master Plan, and the Garden Grove Safe Routes to School Phase I Plan. These recent and past efforts will provide an important foundation for the Garden Grove Active Downtown Plan.

Engaging the Garden Grove's Diverse Communities

One of the keys to a successful plan lies in effective community engagement with the City's diverse communities. Within a ½ mile radius from the Downtown area, the City is comprised of 19% while, 38% Asian, and 39% Hispanic and Latino. Approximately 11% of the population within this area is considered to be at poverty levels, and 18% of the households are limited English speaking households.

KOA is prepared to lead a strategized community engagement effort that resonates with the Garden Grove community. We are a diverse team of planners and engineers who are fluent in multiple languages including Spanish and Vietnamese. With staff members who are current residents, we are intimately familiar with the Downtown area; we are prepared to actively engage and listen to the needs of the Garden Grove community.



Racial Profile of Residents Who Live Within A Quarter Mile of the Downtown Study Area

Understanding Community Travel Behavior and Need

A large majority of residents and employees rely on single-

occupancy motor vehicles which contribute to extended travel times, poorer air quality, increased greenhouse gas levels, and continued dependence on driving, even on short distance trips. Approximately 34% of households within the Downtown area have low vehicle access, which is defined as having one or no vehicles in the household, and 7% of households have no vehicle at all. With approximately 1.6% of the population within the Downtown area who walk or bike to work and 2% work from home, additional pedestrian and bicycle improvements can be made to not only provide safe and comfortable access to existing pedestrians and bicyclists but help encourage community members to use active transportation and engage in physical activity.

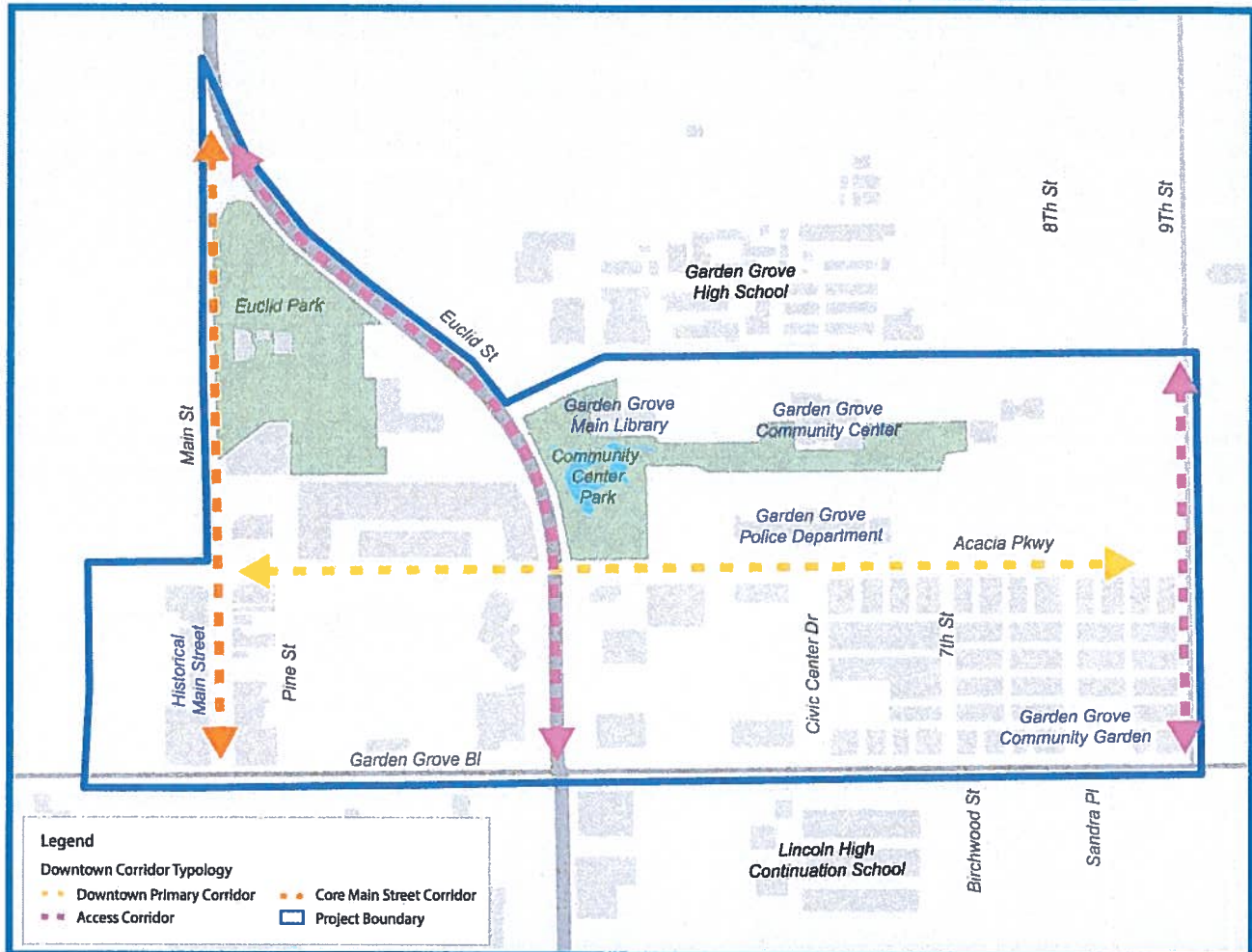
KOA will evaluate the active transportation needs of all users and include recommendations that look beyond recreation, increasing walking and bicycling activity for both daily trips and commute trips. The Plan also provides an opportunity to look at programming methods to encourage community members to use active transportation and businesses to support active transportation throughout the Downtown study area.

Identifying Measures to Create a More Walkable and Bikeable Environment

KOA conducted a preliminary analysis of the roadway network in the Downtown study area, and we have found that many roadways are not comfortable for Garden Grove community members to walk or bike along. From our field observations and local knowledge, we found several roadways that provide one vehicle travel lane in each direction with on-street parking along both sides of the roadway and raised center medians. Vehicles were observed to travel at speeds higher than the posted speed limits along these roadways. On Acacia Parkway, no traffic control devices (other than the pedestrian-activated flashing beacon crosswalk) are available between Euclid Avenue and 9th Street- a segment of more than 1,500 feet. The roadway is the main east-west corridor through the Downtown study area, and it provides access to points of interest such as Historic Main Street, Civic Center, Community Center Park, and surrounding residential communities, becoming the back-bone of the Downtown area.

The Garden Grove Active Downtown Plan will identify enhancements to existing pedestrian and bicycle infrastructure, accessibility improvements to alternative pathways, and considerations for the use of emerging

Downtown Garden Grove - Corridor Typologies



Downtown Primary Corridor - Acacia Parkway



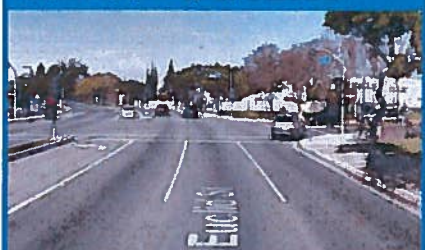
Primary East-West Corridor within the Downtown Area connecting residential and civic areas to Historical Main Street's restaurants and shops. Sufficient right of way space will allow for improvements in bicycle and pedestrian infrastructure including bicycle and pedestrian friendly wide sidewalks, bike lane/boulevard with bike rack facilities, pedestrian scale street lighting, additional crossing/access points on-street parking, bikeshare facilities, wayfinding signage/kiosks, street banners.

Core Main Street Corridor - Main Street



Main Street is the most developed section of Downtown. Expanding Main Street's identity utilizing similar pedestrian scale street lighting, street banners, bike boulevard, enhanced pedestrian crosswalks wayfinding signage/kiosks to the rest of Downtown is vital for this area.

Access Corridors - 9th St & Euclid St



Primary North-South corridors within the Downtown area that connect pedestrians and vehicles to the rest of the city. These streets often include heavy vehicle and pedestrian traffic. Roadways are typically high speed and may require improved bike and pedestrian facilities including, ADA curb ramps, bike lanes, pedestrian lighting, and improved crossings to promote safety and encourage active transportation usage.

Downtown Garden Grove - Preliminary Observations

Euclid Park

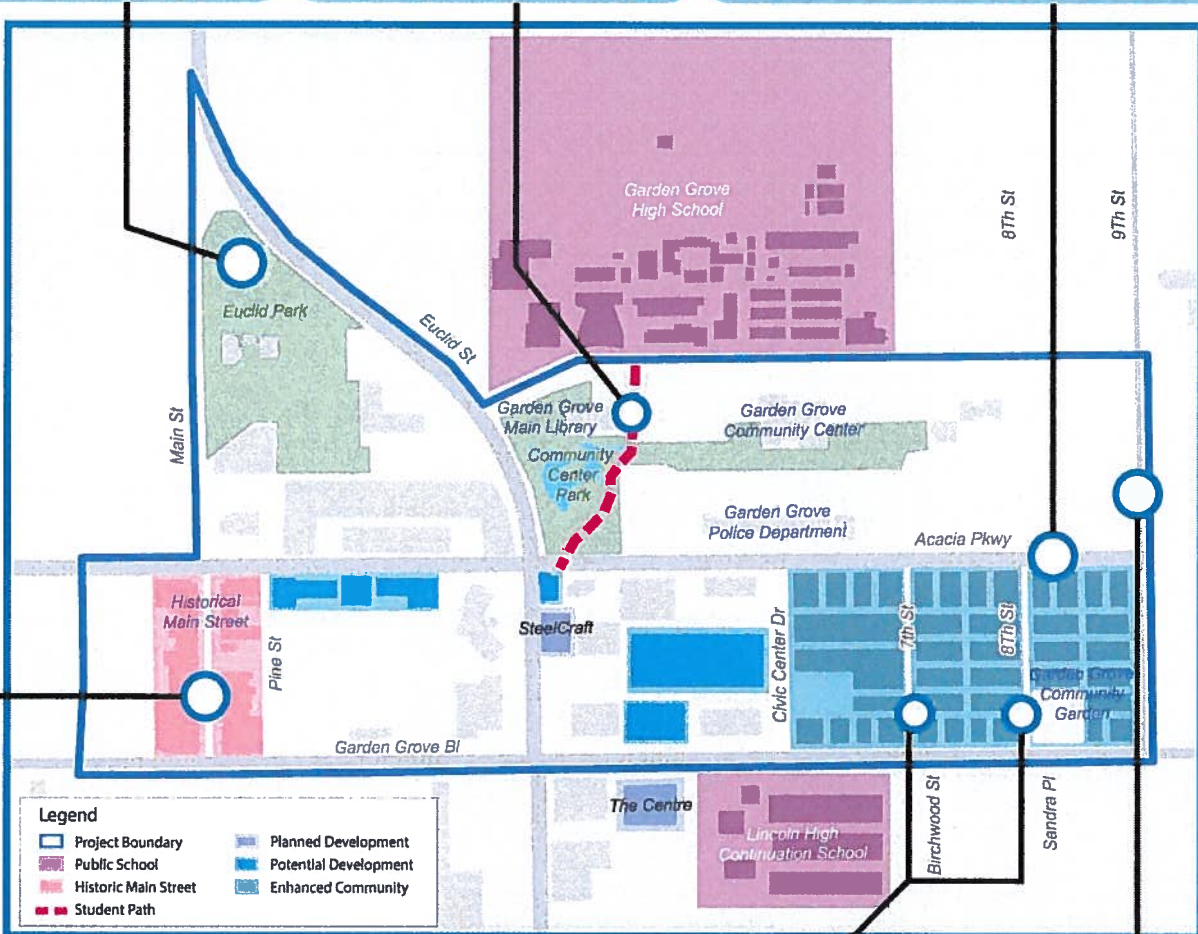
- Hosts the Strawberry Festival
- Used by local soccer league
- Residents come for daily recreation

Community Center Park

- Students and other pedestrians forged their own informal paths across the park to reach Acacia Pkwy

Acacia Parkway

- Corridor with highest frequency of pedestrian and bicycle collisions
- Connects to Garden Grove High School, Garden Grove Main Library, and Community Center



Historical Main Street

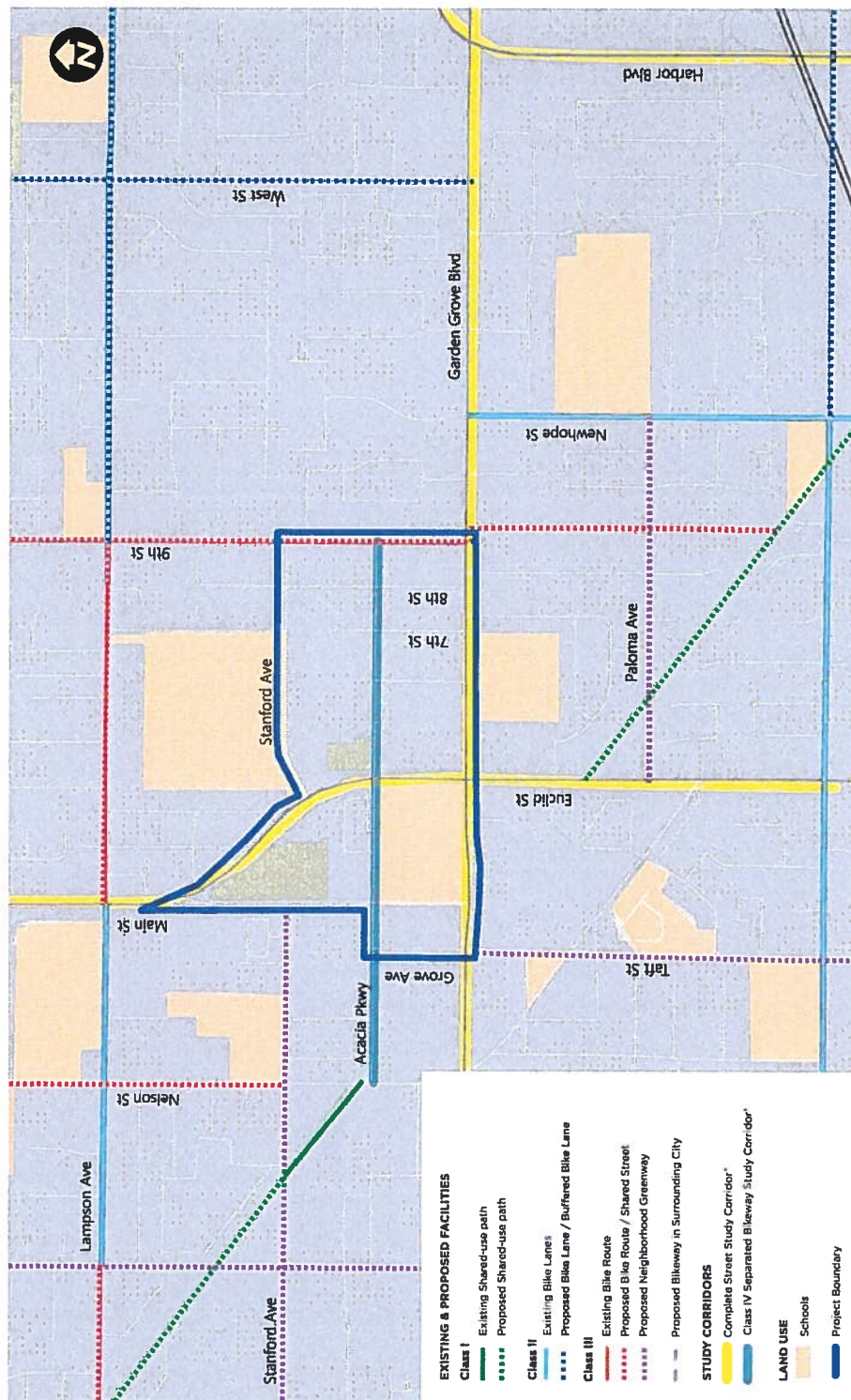
- Hosts farmers market and car show events

7th Street & 8th Street

- Provide little to no pedestrian connectivity
- Missing or inadequate sidewalk segments
- Minimal pedestrian scale lighting

9th Street

- Two lane residential roadway
- Posted speed limit of 35 MPH
- Vehicles travel at higher speeds than the posted speed limit



Downtown Garden Grove - Stanford Avenue

Wide Left Turn Pocket

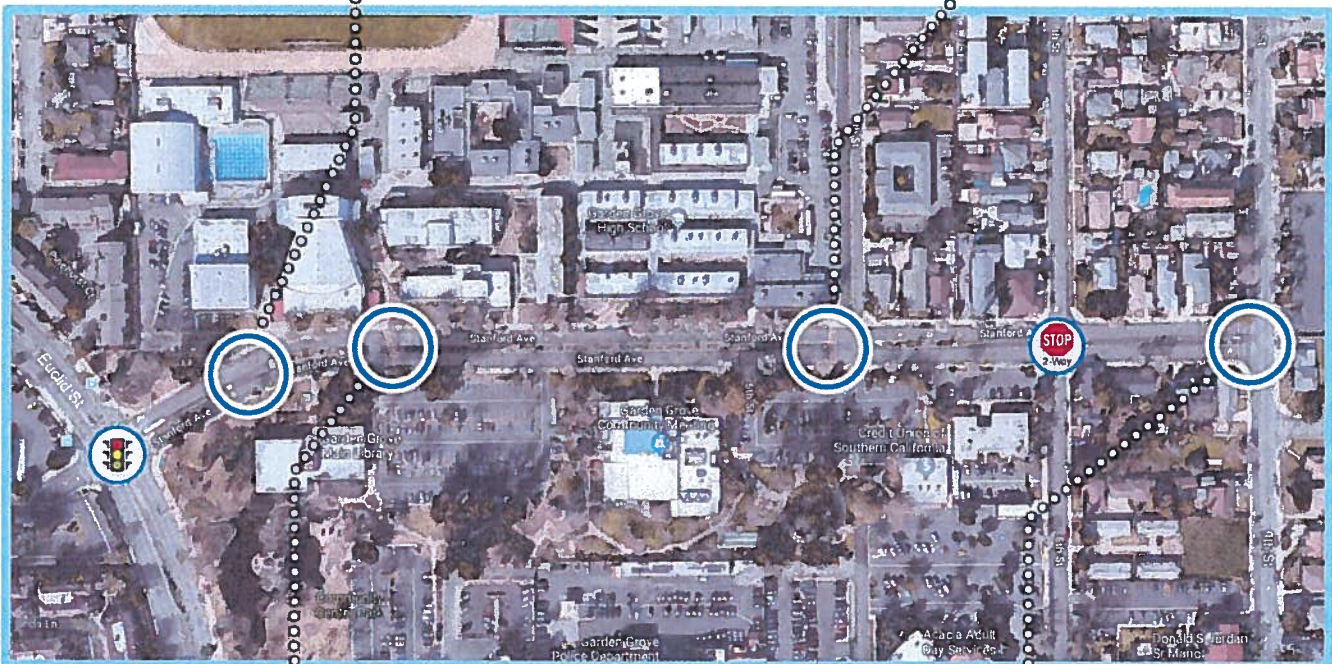


The raised median opening for the left-turn is too wide and can encourage high speed. Sight distance should be re-evaluated.

Stanford Ave. & 7th St. Pedestrian Crossing



The pedestrian crossing is uncontrolled and the raised median encroaches into the crosswalk. Missing curb ramps at south end.



Stanford Ave Midblock Pedestrian Crossing



The pedestrian crossing is uncontrolled, experiences cross traffic from vehicles entering and exiting the parking lot driveway.

Stanford Ave. & 9th St. Intersection



The pedestrian crossing is uncontrolled and the raised median encroaches into the crosswalk. Missing curb ramps at both ends.

Potential Improvements

- Install Rectangular Rapid Flashing Beacon at crosswalks in front of Garden Grove High School
- Narrow travel lanes to provide traffic calming measures
- Add bike lanes to improve bicycle safety
- Widen or expand the raised median to provide pedestrian refuge area within the crossing

active transportation mobility modes (e.g. e-bikes). As part of the Plan, the New Mobility + Pedestrian Implementation Plan will also look to recommend improvements to the pedestrian and bicycle network which may include bike share programs, micro-transit systems, ride sharing programs, and others. The integration of these programs and technologies opens the door to better evaluation of active transportation needs and the effectiveness of implemented projects.

Developing a Network of Safer Streets

In the last few years, Garden Grove has made strides to make its streets safer. These efforts include implementing education and enforcement programs to keep bicyclists safe on the roadways and help drivers reduce vehicles speeds within the community. The Garden Grove Active Downtown Plan is an opportunity to reevaluate collision data and look at countermeasures to improve the safety of the Downtown's current and future active transportation infrastructure.

KOA conducted a preliminary analysis of vehicle, pedestrian, and bicycle collisions to further understand the roadways in the Downtown study area. Between 2013 and 2017, 108 collisions occurred within the Downtown study area (TIMS). Pedestrian and bicyclist-involved collisions account for 20% (22) of all collisions. Of these collisions, 22% resulted in a fatality or the victims were severely injured. Approximately 30% of all collisions involved people under the age of 18, while approximately 13% involved community members above the age of 65.



Map of Pedestrian and Bicycle Collisions Within the Downtown Study Area between 2013 and 2017

The analysis showed that a high frequency of pedestrian and bicycle collisions occurred along Stanford Avenue (7), follow by Euclid Street (5). Meanwhile the intersection with the highest frequency of pedestrian and bicycle collisions is at Stanford Avenue and 9th Street (3).

These findings are startling considering the high volume of pedestrian volumes along Stanford Avenue. Points of interests that are located along Stanford Avenue include Garden Grove High School (which enrolled 2,345 students in the 2017-2018 school year), Garden Grove Main Library (a popular local destination), and Garden Grove Community Meeting Center. From field observations and local knowledge, students from Garden Grove High School frequently walk through Community Center Park to their destinations further south. KOA has conducted an initial analysis of Stanford Avenue to showcase our approach towards developing recommendations for the project.

SCOPE OF WORK TASKS

Task 1: Project Initiation & Coordination

Task 1.1, 1.2, and 1.3

The City will be responsible for the completion of these three tasks.

Task 1.4 Project Kick-Off Meeting with Project Team

Upon authorization to proceed, the KOA team will organize and lead a kick-off meeting with the City to initiate the project. This meeting serves as step one for the formal development of the **Garden Grove Active Downtown Plan (GGADP)**. The goal of the kick-off meeting will be to:

- Review and discuss project goals and objectives
- Finalize scope of work
- Confirm project schedule and details for reoccurring meetings
- Collect available relevant documents and information
- Establish staff communication and project management process

The kick-off meeting strives to establish an understanding of expectations and a path toward successful project execution through a discussion of project goals, objectives, schedule, and responsibilities. Prior to the kick-off meeting, the KOA team will prepare and circulate a draft agenda; comments for the draft agenda will be incorporated into the final meeting agenda. KOA will also prepare a Data and Document Needs Request Memorandum listing major items needed to complete Task 3 Inventory and

Analysis. This memorandum will include GIS data and key plan documents that are not readily available. Within one week of the meeting, KOA will provide meeting minutes that document key discussion topics, major decisions, and action items resulting from the kick-off meeting.

Task 2: Outreach & Engagement

Task 2.1 Community-Based Action Plan

KOA will prepare a Community-Based Action Plan (CBAP) that outlines strategies to engage Garden Grove community members in this project. One of the primary goals of the CBAP is to engage Garden Grove stakeholders in this participatory planning process so that the ideas and recommendations in the Garden Grove Active Downtown Plan is driven by and developed for the people who live, work, and play in the study area and nearby communities. The plan will include outreach strategies to reach out to the community and find key members who will become the community champions to not only voice the community concerns and needs, but to continue the outreach process with the community to increase the outreach efforts and obtain information from all community members in various areas surrounding the Downtown area.

The CBAP will be the guiding document for each of the outreach elements, and it may include the following components: 1) goals and objectives of the community engagement effort, 2) community stakeholders to conduct outreach toward, 3) community engagement strategies to publicize community meetings and other outreach strategies, and 4) Advisory Committee Meeting formation and logistics.

The strategies discussed in the Community-Based Action Plan will rest upon KOA's community engagement efforts for the Garden Grove Safe Routes to School project as well as the staff's local knowledge through their experience as residents and visitors to the city.

We anticipate the advisory committee to be comprised of members such as:

- City of Garden Grove- Community Services Department, Police Department, Department of Public Works
- Garden Grove Main Library
- Garden Grove Downtown Business Association
- Garden Grove Chamber of Commerce
- California Graduate School of Theology
- OCTA - OC Streetcar & Active Transportation

- Orange County Health Care Agency
- Concord Career College
- Coastline Community College
- Cal State Fullerton Garden Grove Center
- GEM Theater

CEAP TIMELINE & MILESTONES



12 | Commerce Bicycle and Pedestrian Master Plan - CBAP

Commerce Bicycle and Pedestrian Master Plan Community Engagement Plan

Task 2.2 Advisory Committee Meetings

Once the Community-Based Action Plan is approved by the City, KOA will work with the City to form the Active Downtown Advisory Committee (ADAC). KOA will facilitate Advisory Committee meetings based on a reoccurring schedule (e.g. bi-monthly). While Advisory Committee meetings will primarily be held in-person, KOA will also host the meetings online (via GoToMeeting) to allow for flexibility and off-site participation by those unable to attend. We will also send out calendar invites and meeting agendas prior to each meeting, as well as meeting minutes and action items afterwards. At the conclusion of each meeting, we will provide meeting minutes to document the discussions that transpired and action items for the next meeting.

PROCESS



The following chart presents prospective topics for each advisory committee meeting:

MEETING #	PROSPECTIVE DISCUSSION TOPIC
1	Project introduction, walk audit
2	Discuss "Pop-Up" events
3	Discuss "Pop-Up" event results & review preliminary concepts
4	Review preferred concepts
5	Review of administrative draft plan*
6	Review of draft plan**

* Hold in conjunction with First Draft Plan Review Townhall as part of Task 5.1 Administrative Draft Plan

**Hold in conjunction with Second Draft Plan Review Townhall as part of Task 5.2 Draft Plan

Task 2.3 Publicity

KOA's outreach strategies will strive to garner strong public participation for the project. We will use both innovative and traditional techniques to reach Garden Grove's diverse communities. One of KOA's biggest assets that proved instrumental in the outreach effort for the Garden Grove Safe Routes to School project was having knowledgeable planning and engineering staff who can fluently communicate complex planning and engineering concepts in English, Spanish, and Vietnamese. Community members felt more comfortable and inclusive when staff had conversations in their native languages. KOA will provide translations in both in-person communication and printed or electronic media in English, Spanish, Vietnamese, and Korean. If additional staff is required for translation purposes, KOA will work with the City to retain personnel who is fluent in Korean and provide the necessary briefing on the project tasks to prepare for the event.

We will work closely with the Active Downtown Advisory Committee and the Project Management Team to develop the most effective outreach strategy for this project. All publicity undertakings will be conducted prior to "Pop-Up" events, surveys, and release of draft plans.

Branding

To keep stakeholders engaged throughout the project, KOA will develop a project logo and branding; consistent branding and messaging will be used in various project awareness media (fliers, banners, web page, etc.) to continually inform community members with the project's

progress. The project-specific branding and messaging will help provide information to the community through consistent graphics, colors, and layouts so that the awareness media will be recognizable and associated with this project through the outreach process.

COLOR PALETTE:



Branding for Morongo Basin ATP

Marketing Strategies

KOA will utilize several forms of outreach to engage the City's diverse communities. KOA will develop flyers, announcements, and broadcasts in Spanish, Vietnamese, Korean, and English that can be disseminated throughout the City. We will also work with the City to develop a web page for the project on the Garden Grove city website. We will collaborate with the City and nearby organizations to distribute material through their media resources such as the Garden Grove website and social media accounts, Alignable's Garden Grove Newsletter to business organizations, and Coastline Community College's newsletter.

The City of Garden Grove invites you to:
La ciudad de Garden Grove lo invita a:
Thành phố Garden Grove kính mời quý vị:

Safe Routes to School Community Workshop:
Rutas Seguras a la Escuela Taller Comunitario:
Đường Đến Trường An Toàn Hội Thảo Cộng Đồng:

Hill Elementary

Interested in making your streets around the school safer? Your ideas and opinions will make a difference!
¿Esta interesado en hacer las calles alrededor de la escuela más seguras?
¿Tus ideas y opiniones harán la diferencia!

Quan tâm làm đường phố xung quanh trường an toàn hơn không? Ý kiến của quý vị sẽ tạo ra sự tốt đẹp hơn.

Hill Elementary
Multipurpose Room (MPR)
9681 11th Street
Garden Grove, CA 92843

Wednesday, April 11, 2018
2:30PM- 5:00PM

Flyer for Walking Safety Assessment

Hard copy notification materials will also be posted throughout the City at locations such as City Hall, Garden Grove Police Department, Community Meeting Center, Garden Grove Main Library, Trinity Christian School, GEM Theater, Concord Career College, Coastline Community College, Cal State Fullerton Garden Grove Center, Euclid Park, Community Center Park, Garden Grove Community Garden, Garden Grove High School, and Lincoln High Continuation High School.

Outreach Material

KOA has developed several types of printed and digital material that have proved useful for marketing purposes. Working in close partnership with the Project Management Team, we will develop the following for this project:

- Multi-lingual flyers and mailers that will promote the “Pop-Up” events;
- Sign-in sheets, comment cards, presentation;
- Boards, meeting signage, or any other collateral as requested and/or determined

Task 2.4 “Pop-Up” Events

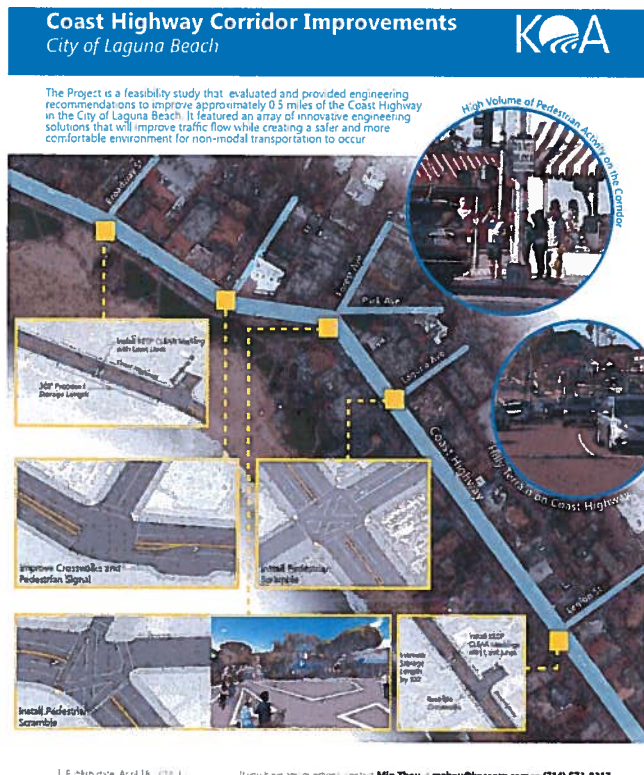
KOA will facilitate two (2) “Pop-Up” events to obtain input from Garden Grove stakeholders. The primary goal of the events is to engage Garden Grove’s community in a dialogue regarding the Project’s goals and objectives and create an opportunity for community members to provide meaningful feedback, so they can collaboratively develop a plan the community will be able to take ownership of.

We will use active transportation toolboxes, large format maps, and other interactive activities to engage participants in the discussion of both general and location-specific issues. To ensure a high level of inclusiveness, multilingual KOA Staff will be present at the events to engage in one-on-one and/or small group contact with meeting participants. KOA will prepare a summary report of the events which includes comments received and photos.

Staff will also collect surveys at the events. From our work on the SCAG Go Human Inland Empire project, we have developed a rigorous survey collection process which helped us captured more than 100 surveys per event. We will refine the process for this project to collect even more surveys.

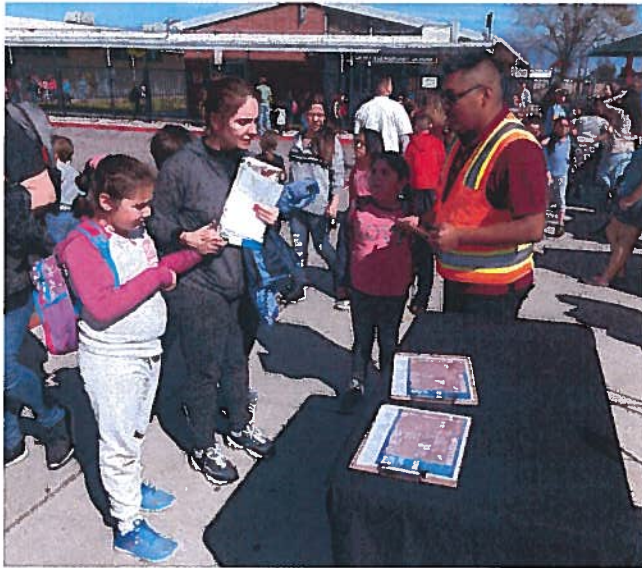
We envision hosting one “Pop-Up” event at the Garden Grove Main Library. The library is a local destination that provides wide-array of programs for Garden Grove residents of all ages. For instance, the Head Start Storytime event is tailored towards young residents and their caregivers, while the Teen Movies and Anime event is intended for teenagers. We can collaborate with the library and the Re:Imagine Garden Grove team to coordinate the event.

For the second event, we can tag onto annual events such as the annual Strawberry Festival which would already draw large crowds from the local and regional areas of the community. This event would provide the appropriate setting to obtain input from residents, employees, and visitors to the Downtown area. Many people who attend this event from the surrounding neighborhoods walk, bike, or use other modes of transportation which provides an opportunity to obtain input from all types of commuters.



Fact sheet for Coast Highway Corridor Improvements Project

- A fact sheet/FAQ document to feature key project details, drawings, illustrations, maps and opportunities for public involvement. The fact sheet will be used as a handout at all meetings and will be available on the City’s website;



KOA staff conducting outreach to a Latino family

Task 2.5 Community Survey

KOA will develop and conduct community surveys to identify current barriers that deter them from using active transportation to and from, as well as, throughout the study area, and provide recommendations for improvements in Downtown Garden Grove. Many questions in the survey will have a list of options for survey users to choose from. This has been extremely helpful in past surveys, since we have found that community members may not necessarily recognize barriers that prevent them from partaking in active transportation, nor were they aware of the many transportation choices available to improve their environment. Surveys will be developed English, Spanish, Vietnamese, and Korean to reach a broad audience.

Electronic Surveys

KOA will use Typeform to host the electronic survey. KOA has used the service for previous projects, including Morongo Basin Active Transportation Plan, Downtown Long Beach Parking Study, and Apple Valley SR-18 Enhancement Project. The online survey can incorporate a map that allows users to navigate to specific locations with the study area and identify barriers to walking or biking. Over the course of the year, KOA receive over 5,500 electronic responses using the tool.

DOWNTOWN LONG BEACH / ALAMITOS BEACH PARKING SURVEY

**CITY OF
LONG BEACH**

You are a ...

- ☐ Resident of Long Beach
- ☐ Visitor of Long Beach
- ☐ Employee working in Long Beach
- ☐ Business owner in Long Beach
- ☐ Other (please specify) _____

Where do you live?

City _____

Zip Code _____

What is the main purpose of your trip to this area today?

- ☐ Home / Living Area
- ☐ Shopping
- ☐ Eating / Dining
- ☐ Work related
- ☐ Social / Recreation Purposes
- ☐ Financial Affairs
- ☐ Other (Please Specify) _____

If you don't live here, how many times a week are you in this area of Long Beach?

- ☐ Once or less
- ☐ 2-3 (Please specify) _____
- ☐ 4-5
- ☐ 6-7

Where were you just before coming to this area of Long Beach?

City _____

Zip Code:

- ☐ Home
- ☐ Work (Please Specify) _____
- ☐ School

If you live in Long Beach:

Do you own or rent?

- ☐ Own
- ☐ Rent

If you rent, how many units are in your building?

Do you have access to a garage?

- ☐ Yes
- ☐ No

If so, what is the garage used for?

- ☐ Vehicle
- ☐ Other
- ☐ None

Have you ever come to this area and left because there was no parking available within reasonable walking distance?

- ☐ Yes
- ☐ No

How many blocks are you willing to walk from where you parked to your destination?

- ☐ Same block
- ☐ 2 blocks
- ☐ 1 mile
- ☐ 3+ blocks

How do you usually get to the area of Long Beach?

- ☐ Car / Truck / Van (drive alone)
- ☐ Car / Truck / Van (carpool)
- ☐ Bus
- ☐ Train / Rail
- ☐ Walk
- ☐ Bike
- ☐ Bicyclist (e.g. user Lyft)
- ☐ Other (please specify) _____

How did you get to this area of Long Beach today?

- ☐ Car / Truck / Van (drive alone)
- ☐ Car / Truck / Van (carpool)
- ☐ Bus
- ☐ Train / Rail
- ☐ Walk
- ☐ Bike
- ☐ Bicyclist (e.g. user Lyft)
- ☐ Other (please specify) _____

If you drove today:

Where did you park?

- ☐ On Street Veterans
- ☐ Underpass / Entrance Rd
- ☐ Surface Parking lot
- ☐ Garage / Valeting Structure
- ☐ Other (please specify) _____

Did you pay for parking?

- ☐ Yes (how much?) \$_____ / hr.
- ☐ No

How many minutes did it take for you to find parking?

- ☐ 5 - Less
- ☐ 6-15
- ☐ 16-30
- ☐ 31-45
- ☐ More than 30
- ☐ 16-20

How long are you going to be parked for?

- ☐ < 15 minutes
- ☐ 15-30 minutes
- ☐ 31-55 minutes
- ☐ 1-15 hour
- ☐ 15-2 hours
- ☐ 2+ hours

How far are you parked from your destination?

- ☐ Same block
- ☐ 2 blocks
- ☐ 1 mile
- ☐ 3+ blocks

HELP US LEARN MORE

Do you have any suggested improvements?

(Write at least two apply)

- ☐ Increase Parking Supply
- ☐ Manage Parking Restrictions
- ☐ Improve Pedestrian Access
- ☐ Increase Parking Enforcement
- ☐ Residential Permit Parking
- ☐ Parking Validation
- ☐ Encourage Use of Alternative Transportation Modes
- ☐ Improve Handicap Parking
- ☐ Other _____

How do you identify yourself?

- ☐ Female
- ☐ Male
- ☐ _____

Race / Ethnicity

- ☐ (check all that apply)
- ☐ White
- ☐ Asian American
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Native American
- ☐ Other _____

Age

- ☐ < 7
- ☐ 8-14
- ☐ 15-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

Thank you for participating in our survey! If you additional comments, feel free to write them on the back.

Downtown Long Beach Parking Study Intercept Survey

Project GIS Online Outreach Tool

KOA will also develop a project-specific GIS web app available to the community and participants who cannot attend the outreach events. The app will allow the community to submit comments and pictures directly to the GIS-based website where their comments and observations will be geocoded as part of the public comment record and for use in developing the conceptual plans and implementation projects. The app will be accessible through a web link and a QR code that will be included in all flyers, and other collateral materials including electronic formats, such as the website and online communication applications.



Electronic Survey Using the Typeform Application



Garden Grove SRTS Project GIS Web App

Survey Distributions

As discussed above, physical copies will be available at the "Pop-Up" events. We will also collaborate with members of the Active Downtown Advisory Committee and the local organizations/ civic institutions identified in

Task 2.4 Publicity to distribute the survey through their networks. We have found that more community members participate in surveys when they receive encouragement from community figures whom they are familiar with. For instance, for the Garden Grove Safe Routes to School, we worked with administrations from both Garden Grove Unified School District and each respective school involved in the project to distribute paper surveys. Through the effort, we collected more than 1,250 parent surveys across 6 schools. We will coordinate with the City to refine this approach to distribute the surveys for this project.

Task 2.6 Community Feedback Summary

Feedback gathered from the community outreach effort will be presented to the Project Management Team and the Active Downtown Advisory Committee at each monthly/ bi-monthly meeting. KOA will summarize the findings through aesthetically-appealing yet informative fact sheets or infographics for the PMT and ADAC to easily comprehend.

Task 3: Inventory & Analysis

Task 3.1 Review Relevant Plans & Studies

Prior to assessing the needs of the Garden Grove Active Downtown Plan, we need to first understand the existing context of the plan. From our experience of providing services to Garden Grove, Westminster, Anaheim, and Irvine we have gained a thorough understanding of the policy context that pertains to this project. As part of this project, we plan to review the following list of plans and studies:

- Garden Grove Active Streets Master Plan
- Garden Grove General Plan
- Re: Imagine Garden Grove Open Streets event
- Garden Grove Public Works Standard Plans
- OC Streetcar documents
- OCTA OC Active Plan (pending availability)
- OCTA District 1 & 2 Bicycle Strategic Plan
- SCAG Regional Transportation Plan/ Sustainable Communities Strategy
- Other available and relevant documents

As discussed on Task 1.4 Kick-Off Meeting, KOA will prepare a Draft Data and Document Needs Request Memorandum for the Kick-Off Meeting. Working with the City, we will finalize a list of relevant city plans, studies, and documents that KOA will review. Following that effort, we will develop a Final Data and Document Needs Request Memorandum, so KOA can obtain the documents needed to complete the subtask.

Task 3.2 Walk Audit with Advisory Group

KOA has conducted more than 200 walk audits across Southern California and is thoroughly familiar with the process for organizing and conducting successful events. We will conduct one walk audit as part of the first Advisory Committee meeting to identify and assess existing conditions in the study area. We will provide the following services in preparation of the walk audit:

1. Coordination with Project Management to set dates and times for conducting the audit
2. Preparation of fliers to advertise the event
3. Preparation of walk audit work sheets and maps
4. Preliminary field observations for existing conditions
5. Preparation of large format meeting maps and sign-in sheets for collecting contact information

At the walk audit, we will lead participants through key activities and conflict points adjacent to the major destinations such as City Hall, Garden Grove Main Library, Cal State Fullerton Garden Grove campus, Community Center Park, and Historic Main Street to identify areas for improvement. After the walk, we will have a group discussion at the meeting location to discuss the findings and potential improvements. As discussed in Task 2.2 Advisory Committee, we will provide a report along with photo documentation of the event.



KOA staff leading a Walk Audit

Task 3.3 Multimodal Traffic Analysis

The KOA Team will work with the City and the Advisory

Committee to identify up to nine (9) intersections and corridors to collect vehicle, bike, and ped counts over the course of three days to understand travel patterns in the study area. These intersections and corridors may include informal routes such as paths through Community Center Park and Euclid Park that were created by pedestrians and bicyclists to quickly, conveniently, and comfortably traverse through the study area.

After we collected the travel data, we will perform a Multi-Modal Traffic Analysis. The analysis will focus on up to nine (9) intersections and will evaluate existing and existing plus project conditions. The following methodologies will be used for each component:

1. Bicycle/Pedestrian – Highway Capacity Manual as well as qualitative discussion including crossing times, availability of bike lanes, FHWA Intersection Safety Indices, and perceived safety.
2. Automobile – Highway Capacity Manual delay-based calculations.

Task 3.4 Existing Conditions and Detailed Field Review

To comprehend the existing conditions of the study area, KOA recognizes the necessity to collect both planning-level and engineering-level data. We will work with the City to collect the list of data requested in the Data and Document Needs Request Memorandum that would be distributed as part of Task 1.4: Project Kick-Off Meeting with Project Team.

Planning-Level Data Collection

Planning-level data collection effort will focus on understanding bigger picture questions such as:

- Where people are coming from;
- What are their travel behavior patterns;
- Who are the community members using the amenities and infrastructure located within the study area;
- What are current and proposed projects within and near the study area;
- Where are conflict points between pedestrians, bicyclists, and motorists.

KOA will begin the data collection effort by building upon the database of information that we have collected for past Garden Grove projects such as the Safe Routes to School project. Through the effort, we have collected demographic data that is inclusive of Median Household Income, race, age, and commute patterns; pedestrian,



Pedestrian Level of Comfort Analysis

bicycle, and vehicle collision data; health data such as asthma rates and cardiovascular disease rates; existing and planned pedestrian and bicycle projects; and schools and points of interests. We will analyze the collected data for the Garden Grove Active Downtown Plan study area, as well as collect new pertinent information specific to the downtown area.

Engineering-Level Data Collection: Field Review

KOA's licensed engineers are skilled at conducting field review to document the physical environment in order to develop engineering plans. KOA will request from the City record drawings to research existing right-of-way maps, as-built plans, and utility plans. Our rigorous field review process includes reviewing the following:

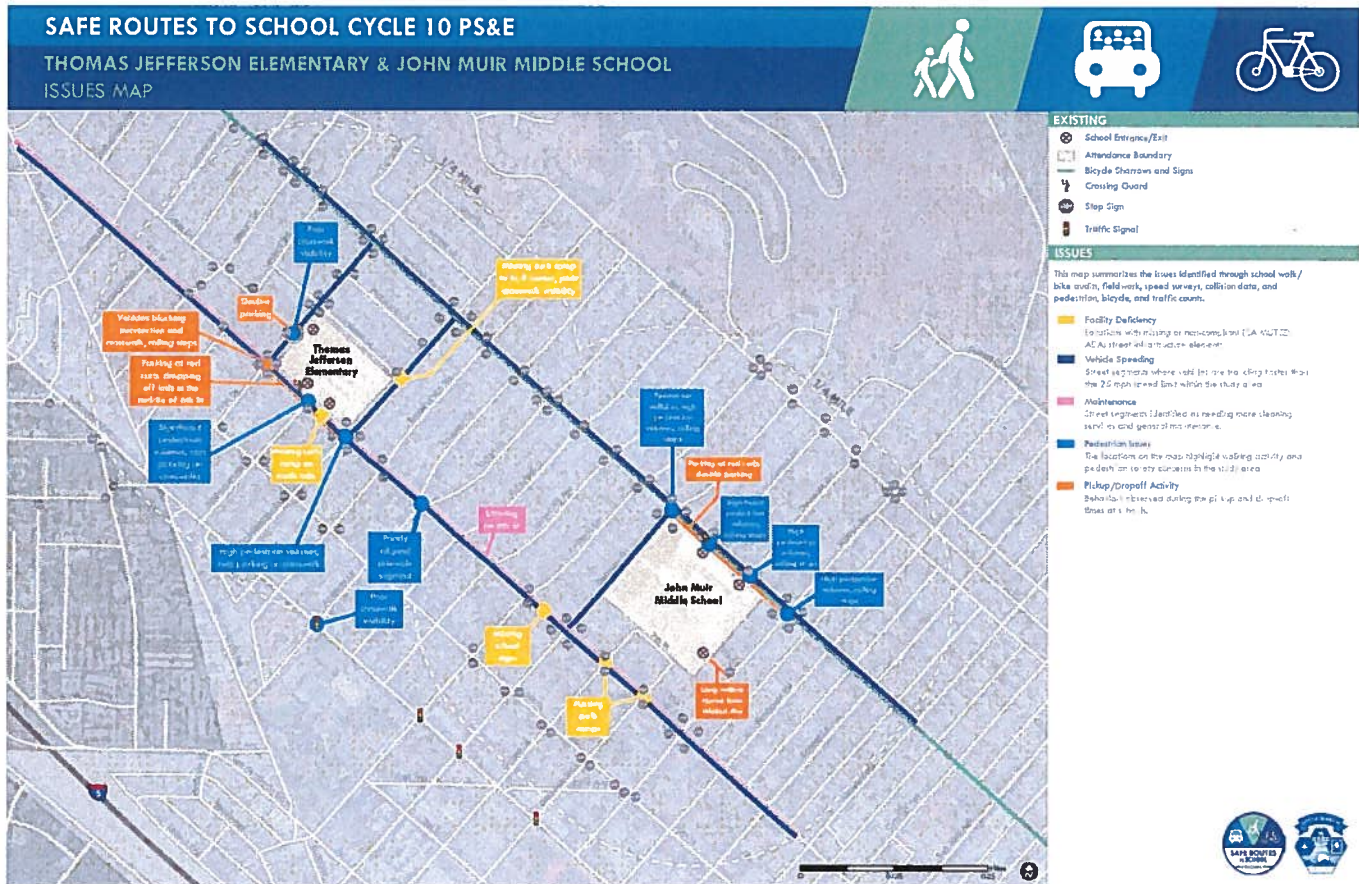
- Right-of-way
- Roadway width

- Pavement conditions
- ADA compliance
- Lighting
- Utilities
- Traffic signal
- State, regional, and local design standard compliance
- Nature and/or cultural resources

All data obtained will be mapped for collateral materials for outreach events and meetings with the Advisory Committee, City Council, and Project Management. The data will also be useful in developing a final plan that is not only innovative, but also functional, implementable, and constructible.

Task 3.5 Opportunities and Constraints

KOA will analyze and synthesize the information from subtasks 3.1, 3.2, 3.3, and 3.5, and develop an



Map of Issues Identified at a Study Area

Opportunities and Constraints Map Package. Through our past projects, KOA anticipates receiving large quantities of information from the policy review, walk audit with Advisory Committee, and data collection effort. As such, KOA envisions a package of maps that breaks down the study area into different segments, so it can clearly document all the information gathered.

The Map Package will begin with an overview map and will discuss common issues and concerns that are prevalent throughout the study area. Following that, KOA will develop a map for each of the segments. Potentially known as Segment Maps, these maps will discuss issues/constraints along the corridor, and identify potential improvements at specific locations, as well as limitations toward implementation.

KOA will represent the contents in the Map Packages in multiple ways, so they can be adapted for outreach

purposes, as well as inclusion in the final plan.

Task 3.6 Demand, Equity, and GHG Reduction Analysis

The KOA Team, inclusive of Translations, will conduct a Demand, Equity, and GHG Reduction Analysis to assess the impact of the proposed improvements on providing access to the study area for disadvantaged and underserving communities, forecast the amount of new users generated from the proposed improvements, and evaluate potential reduction in GHG emissions from the proposed project.

The Vehicle Miles Traveled (VMT) reductions will be calculated for the project area instead of at a Citywide or Countywide level. The Baseline VMT will be identified based on the VMT of the project area from the Orange County Transportation Analysis Model (OCTAM). The VMT reductions will be calculated based on the following factors included in the California Air Pollution Control Officers

- Improved Walkability Design
- Improvements to Pedestrian & Bicycle Network
- Traffic Calming Measures
- NEV Network
- Improved Transit Access (Active Transportation Connections to OC Streetcar is listed in the Grant Application)

Working closely with the City and Active Downtown Advisory Committee, KOA will develop a preliminary set of evaluation criteria to assess the concept ideas in Task 4: Alternatives. Upon conclusion of the outreach effort, we will finalize the evaluation criteria and present them to the City and Advisory Committee for approval. Through this process, we can develop a final list of projects that utilize an objective approach.

Task 4: Alternatives

Based upon the analyses from Task 3 Inventory and Analysis, KOA will provide three preliminary concept ideas to initiate the discussion towards the development of the final plan. The primary purpose of the preliminary concept ideas is to provide Garden Grove community members with the tools and capabilities to imagine the potential of Downtown Garden Grove. The final plan can incorporate elements found in each of the concept ideas.

Potential concept ideas include a downtown that is focused on: 1) pedestrian and bicyclists safety and comfort, 2) embracing new technologies and ideas such as micro-transit, curb management, floating bike lanes, bike sharing, and ride sharing, and 3) activating hotspots/ local destinations.

The concept ideas will be presented to the Project Management Team at the monthly meeting and to the Active Downtown Advisory Committee at a bi-monthly meeting. Other key stakeholders will be invited to either meetings to provide feedback.

Category	Topic	Definition	Measured by
Network Connectivity	Byways and Significance (Dip Clause)	Quantifies the impact of protection and recycling infrastructure improvements proposed that show gaps, assess existing features, and overall improve safe routes to school.	Score based on if a presence or absence of dedicated pedestrian/bicycling facilities along the corridor, or transit intersection.
	Safety (Separate Corridor)	Automobiles collect wastes, high volume lane and power walking corridors and provide safety hazards for those walking and bicycling.	Number of pedestrians and bicycle-knowledge facilities within 1/2 mi of the designated corridor (3 yr TRM's normalized).
	Public Transit to Work	Quantifies the number of people who use the bus to travel to work, and overall improve safe routes to school.	Score based on if a number of people who ride the bus to work divided by total worker population normalized.
	Walk to Work	Number of people who walk to work.	Score based on if a number of people who walk to work divided by total worker population normalized.
	Bike to Work	Number of people who bicycle to work.	Score based on if a number of people who bike to work divided by total worker population normalized.
Neighborhood	Number of Attractions	Quantifies the number of activity centers/attractions for pedestrian use bicycling access such as retail, schools, public public services, and transit stops within a quarter mile of each corridor.	Score based on the number of attractions within a quarter mile of each corridor.
	Population Density	Quantifies the number of people living within a quarter-mile from each corridor.	Score based on number of people living within a quarter-mile from each corridor normalized by total population.
	Employment Density	Quantifies the number of people living within a quarter mile from each corridor.	Score based on number of people working within a quarter mile from each corridor's total population normalized by total population.
	School Enrollment	Number of students enrolled along corridor represented schools.	Score based on the total number of students enrolled divided by the number of school represented (enrollment/student enrollment's normalized).
	Number of Adjacent Schools	Quantifies the number of schools within 1/4 mile of corridor.	Presence/Absence
Equity	Disadvantaged Community	Using the California Census 2010 to group disadvantaged communities and environmental conditions.	California Census 2010 35% Score (above 75%)
	Vehicle Ownership	Vehicle ownership within the tracts that the corridor along the corridor represent.	Number of households with one vehicle or less.
Support	Community Support	The project has shown diverse (top-level community support previously on existing project.	Presence/Absence
Facilitation	Resource Synergy	Partnership with other existing and cooperation with other agencies, agencies willing to implement pedestrian/bicycling facilities as part of other infrastructure projects would generate efficiencies.	Clearly and ICN judgement's
	Benefit Cost Ratio	Ability to minimize safety and mobility benefits relative to the total project cost.	Presence/Absence
Feasibility	Project Feasibility	The project requires a sustainable quantity of feasibility as assessed by engineering judgement (i.e. ROW availability, easements, jurisdiction, barriers, etc.)	Engineering judgement of resources feasibility

The Evaluation Criteria will be composed of several components that aim at achieving the project's goals and objectives. Each component will have a composite score which is derived from smaller subcategories. For instance, a potential evaluation criteria component can be "Healthy



Planning-level improvement recommendations

At each meeting, KOA will prepare exhibits that includes a map and cross-sections, fact sheet for meeting attendees to take home, and if warranted, PowerPoint presentation to briefly introduce each concept idea. We will document specific ideas that meeting attendees approved of, and incorporate them into the final plan.

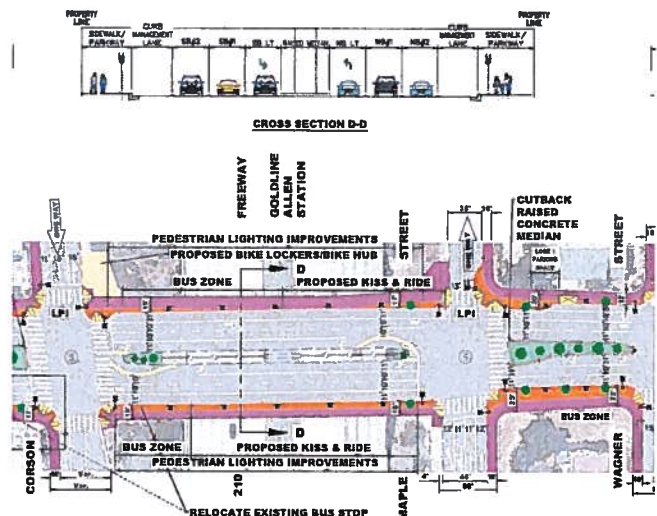
Task 4.2 Evaluation on Concepts

Following Subtask 4.1, KOA will evaluate each of the proposed alternative based on the evaluation criteria developed in Subtask 3.7 Develop Evaluation Criteria. Majority of the effort will involve the use of GIS to conduct analyses of the data that we collect for Task 3 Inventory and Analysis. We will discuss the findings from the evaluation effort and comments received from the Advisory Committee meeting with the Project Management Team prior to developing the preferred concepts.

Task 4.3 Develop Preferred Concepts

After we receive the feedback from the Project Management Team, KOA will refine a chosen preliminary concept idea, and develop the preferred concept plan(s) in AutoCAD that include civil improvements and signing/stripping. The concept plan(s) will include planning level and preliminary engineering level details which will include items such as right-of-way, roadway width, ADA compliance, utilities, and include measurements for each improvement. KOA will develop corridor layout, typical cross-sections for different locations along the corridors in the study area that satisfy the City's expectation and comply with current State and local standards. We will collaborate with the Project Management Team and Advisory Committee to choose the preferred concept plan elements and details.

During the development of the preferred concept plan, KOA will coordinate with the Planning and Engineering departments to reach consensus of potential improvements and to gather all necessary information required in developing the final concept plan. KOA understands that the concept plans will be planning and conceptual design level plans and will provide the necessary information to develop that level of concept plans. KOA will also include additional design details such as spot treatment concept designs so the PMT, City, and community understand what the improvements will look like and their potential dimensions.



Concept plan for Allen Station Gold Line Safety Enhancements Project

Task 4.4 New Mobility + Pedestrian Implementation Plan

KOA will prepare a New Mobility and Pedestrian Implementation Plan once the preferred concept plan has been chosen. The Plan will include a more refined rendition of the preferred concept plan based on comments received through the review process. The Plan will include discussions on implementation procedures, priorities, and detailed descriptions of the preferred concept plan. The Plan will provide the City with a road map of the implementation process of the proposed improvements.

KOA will also explore new mobility options such as micro-transit and ride sharing, bike sharing, transportation network services (UBER, LYTF), placemaking elements, and tactical urbanism ideas that the City can incorporate into the study area to transform the downtown area into a lively destination for pedestrians and bicyclists to comfortably traverse to. There are many types of new mobility options available that have been used in Downtown areas that will be explored to determine the best options for the Garden Grove Downtown area. For example, Free Ride is a shuttle services operated by advertisement funds which provides free shuttle services within a study area, typically a downtown area. This type of new mobility tool can help provide access across the Downtown area for residents, employees, and visitors without having to drive their vehicles, search for parking, helping to reduce vehicle traffic and greenhouse gas emissions for a healthier

environment.

Engineering Improvements Toolbox



Engineering Improvements Toolbox



Engineering Improvements Toolbox - Close-up

Task 5: Active Downtown Plan

Task 5.1 Administrative Draft Plan

KOA will prepare a Garden Grove Active Downtown Plan Administrative Plan from the assembled information and deliverables from Tasks 2-4 and comments received from the Project Management Team. We will present the administrative draft plan to the Project Management

Team for review and comments. Once we receive the feedback, we will work with the PMT to host the First Draft Plan Review Townhall. Key stakeholders such as city staff, Caltrans staff, city council members, and commissioners will be invited to offer their input on the Administrative Draft Plan.

The Townhall will be led by KOA project manager, Mr. Frank Barrera, and principal-in-charge, Ms. Min Zhou. Both Mr. Barrera and Ms. Zhou have extensive experience delivering project update presentations to governing bodies across Southern California.

Task 5.2 Draft Plan

Upon completion of Task 5.1 Administrative Draft Plan, KOA will incorporate comments received and produce a Draft Plan. The Draft Plan will be presented for final comments and feedback to the City Council, relevant commissioners, and other important stakeholders at the Second Draft Plan Review Townhall. Working with the City, KOA will post the Draft Plan on the project website. We will provide a short survey alongside the Draft Plan to afford community members the final opportunity to give feedback on the plan. They will have a one-month period to give their feedback.

Task 5.3 Final Plan

KOA will synthesize the feedback received in Task 5.2 Draft Plan to develop the Final Plan. We will also work with the City to upload the document on the project website. We will provide the City with a physical copy, along with digital submittal. KOA anticipates developing the report in Adobe InDesign; as such, we will also provide the City with an Adobe InDesign package with all links and fonts should the City wish to make any edits to the document.

Task 5.4 Plan Adoption

KOA will present the Final Plan to the City Council for adoption. Mr. Barrera and Ms. Zhou will be the key members to conduct the presentation. They have presented in front of City Councils across Southern California and are skilled at giving presentations. They will collaborate with Garden Grove staff on this subtask to answer any critical issues that City council members may have.

Task 6: Fiscal & Project Management

Task 6.1 Invoicing

KOA will submit completed monthly invoice packages and progress reports to the City. We have provided planning

and engineering services to the City of Garden Grove for multiple projects; as such, we are thoroughly familiar with the administrative procedures for invoicing.

Task 6.2 Quarterly Report

We will also provide the City with quarterly progress reports along with the invoice packages. In particular, each progress report will detail the project's status by documenting (1) accomplished work for that quarter, (2) anticipated and ongoing work for the next quarter, (3) any issues/concerns, and (4) progress and major milestones in relation to the project schedule.

Task 6.3 Project Coordination and Monthly Meetings

KOA will work with the City Project Manager (PM) to establish a Project Management Team (PMT) and project management and coordination procedures. KOA's Project Manager, Mr. Frank Barrera, will be the main contact person for all project management, administration, and coordination. These tasks include generating subcontracts, establishing invoicing procedures, and scheduling conference calls/ meetings among team members.

We will schedule reoccurring monthly progress meetings with the City's Project Manager to provide updates on the project's status and ensure that the Garden Grove Active Downtown Plan will meet the community's needs. At the meetings we will coordinate project logistics, review deliverables and achievements from the previous month, and discuss upcoming events and deliverables. These meetings will be held through a combination of in-person meetings and conference calls (as the project necessitates). KOA will be responsible for sending out calendar invites and agendas will be prepared and emailed to all project team members 48 hours in advance of any meetings. Meeting minutes with action items will be send out to the project team within one week of each meeting.

We understand that certain stakeholders can offer valuable feedback to advance the project. Contingent on the topic of the progress meetings, we will work with the PMT to invite project stakeholders such as OCTA, OC Streetcar Staff, city staff from nearby jurisdictions, and staff from other city departments to the meetings and/or conference calls.

PRELIMINARY SCHEDULE.

KOA's proposed preliminary schedule is provided on the following page.

Cost Control & Budgeting Methodology

OVERVIEW

When a client has accepted a KOA proposal, the KOA representative will begin the New Contract Process including NTP or signed contract.

PROCEDURE

3. Verify that all the information has been completed and identified.
4. If it is not complete, return to the CM with instructions to complete the form.
5. If it is complete, forward the form and it's attachments to the A/R Manager for approval and signature.
6. When the documents are returned to the accounting office, follow the following Procedures in the AR Manual:
 - a. Creating a Contract in "Advantage"
 - b. Create a New Customer in Advantage
 - c. Creating New Billing Formatting Advantage
 - d. Creating a Contract in Advantage

PROCEDURE FOR TRACKING INVOICES

1. After posting all the current month time sheet and expense reports in advantage you are ready to create tentative billing.
2. Send all tentative billing to KOA CM for approval, make necessary correction.
3. Print current month billing.
4. Send billing including time sheet and expense reports to the City.
5. On the tenth (10th) of the month after invoices have been sent to the client, the controller calls all the contacts and verifies that the invoice was received. If at that time they have any questions, controller is to answer the question (if possible) or take down the question, locate the project manager, and have the question answered. Controller will then call the contact back and provide client with response.
6. Controller is to get an approximate processing date from the contact when applicable.
7. If the controller is unable to get a response to the inquiry, controller will call the KOA contact or CM and request that they follow up with the client contact on the status of the invoice.

PROJECT SCHEDULE	Responsible Party	2019												2020	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
TASK 1: PROJECT MANAGEMENT															
Task 1.1: Project Kick-Off Meeting with Caltrans	City														
Task 1.2: FRP for Consultant ServicesProject Coordination and Meetings	City														
Task 1.3: Progress Coordination	City														
Task 1.4: Project Kickoff Meeting with Project Team	KOA / City	●													
TASK 2: COMMUNITY OUTREACH															
Task 2.1: Community-Based Action Plan	KOA / City		★												
Task 2.2: Advisory Committee Meetings	KOA / City		●		●		●		●		●		●		
Task 2.3: Publicity	KOA														
Task 2.4: "Pop-Up" Events	KOA / City														
Task 2.5: Community Survey	KOA														
Task 2.6: Community Feedback Summary	KOA														
TASK 3: EXISTING CONDITIONS DATA COLLECTION AND NEEDS ASSESSMENT															
Task 3.1: Review of Relevant Plans and Studies	KOA														
Task 3.2: Walk Audit with Advisory Group	KOA														
Task 3.3: Multimodal Traffic Analysis	KOA														
Task 3.4: Existing Conditions and Detailed Field Review	KOA														
Task 3.5: Opportunities and Constraints	KOA														
Task 3.6: Demand, Equity and GHG Reduction Analysis															
Task 3.7: Develop Evaluation Criteria															
TASK 4: ACTIVE TRANSPORTATION NETWORK AND PROGRAM															
Task 4.1: Develop Concepts	KOA														
Task 4.2: Evaluation of Concepts	KOA														
Task 4.3: Develop Preferred Concepts	KOA														
Task 4.4: New Mobility + Pedestrian Implementation Plan	KOA														
TASK 5: ACTIVE TRANSPORTATION PLAN															
Task 5.1: Administrative Draft Plan	KOA														
Task 5.2: Draft Plan	KOA														
Task 5.3: Final Plan	KOA														
Task 5.4: Plan Adoption	KOA/City														
TASK 6: FISCAL MANAGEMENT															
Task 6.1: Invoicing	KOA														
Task 6.2: Quarterly Reports	KOA / City														
Task 6.3: Project Coordination and Monthly Meetings	KOA / City														

Note: Schedule may change due to City preferred dates

★ Deliverables
 ● Meetings
 ● Community Meeting
 ■ KOA Task / Progress
 ■ City Review

Attachment "B"
Project Pricing Sheet

City of Garden Grove Active Downtown Plan

KOA Pricing Proposal

KOA Corporation																
	PM	Plc / QA/QC Manager	Senior Planner / Engineer	Associate Planner / Engineer	Assistant Planner / Engineer	Support	KOA Labor	KOA Direct	Transitions	Total per Task/Subtask	% of Project Total					
Task 1 – Project Initiation & Coordination																
Task 1.1 – Project Kick-Off Meeting with Caltrans (City of Garden Grove)							\$5,088	\$100	\$780	\$5,968	2%					
Task 1.2 – RFP for Consultant Services (City of Garden Grove)							\$0		\$0	\$0						
Task 1.3 – Progress Coordination (City of Garden Grove)							\$0		\$0	\$0						
Task 1.4 – Project Kick-off Meeting with Project Team	8	8	8		4		\$5,088	\$100	\$780	\$5,968						
Task 2 – Outreach & Engagement											25%					
Task 2.1 – Community-Based Action Plan	8		18		32		\$79,924	\$3,400	\$0	\$83,324						
Task 2.2 – Advisory Committee Meetings	24	18	16		24		\$7,964	\$300		\$7,964						
Task 2.3 – Publicity	24	18	32		80	8	\$22,926	\$800		\$23,726						
Task 2.4 – “Pop-Up” Events	24		16		40	8	\$11,576	\$1,200		\$12,776						
Task 2.5 – Community Survey	24		16		80		\$15,040	\$800		\$15,840						
Task 2.6 – Community Feedback Summary	18		10		40		\$8,860	\$300		\$9,160						
Task 3 – Inventory & Analysis											19%					
Task 3.1 – Review of Relevant Plans and Studies	4		4		24		\$33,644	\$1,400	\$27,895	\$62,929						
Task 3.2 – Walk Audit with Advisory Group	8		8		16		\$4,360			\$4,360						
Task 3.3 – Multimodal Traffic Analysis	4	4	4		4		\$4,432	\$1,200	\$11,895	\$4,432						
Task 3.4 – Existing Conditions and Detailed Field Review	8		8		18	8	\$2,748	\$200		\$15,843						
Task 3.5 – Opportunities and Constraints	8		8		24	8	\$6,276			\$6,476						
Task 3.6 – Demand, Equity and GHG Reduction Analysis	4	4	4		4		\$6,888		\$15,990	\$6,888						
Task 3.7 – Develop Evaluation Criteria	8	4	8		18	8	\$2,748			\$18,738						
Task 4 – Alternatives											24%					
Task 4.1 – Develop Concepts	18	8	18		30	24	\$78,276	\$400	\$0	\$78,676						
Task 4.2 – Evaluation of Concepts	18	8	14		18	24	\$19,988	\$200		\$20,188						
Task 4.3 – Develop Preferred Concepts	12	8	18		24	24	\$15,652			\$15,652						
Task 4.4 – New Mobility + Pedestrian Implementation Plan	24	8	24		80	24	\$20,300	\$200		\$20,500						
Task 5 – Active Downtown Plan											20%					
Task 5.1 – Administrative Draft Plan	32	18	24		84	32	\$65,480	\$800	\$0	\$66,280						
Task 5.2 – Draft Plan	24	14	18		42	18	\$28,014	\$200		\$28,214						
Task 5.3 – Final Plan	18	12	12		24	12	\$18,780	\$200		\$18,980						
Task 5.4 – Plan Adoption	12	6	6		8		\$13,400	\$200		\$13,600						
Task 6 – Fiscal & Project Management											10%					
Task 6.1 – Invoicing & Progress Reports	24				40		\$32,496	\$0	\$0	\$32,496						
Task 6.2 – Quarterly Reports (City of Garden Grove)	18				24		\$7,920			\$7,920						
Task 6.3 – Project Coordination and Monthly Meetings	48	138	48		24		\$5,328			\$5,328						
Total Hours	422	138	342	168	914	198	\$19,248			\$19,248						
Total Cost	\$67,520	\$32,430	\$64,980	\$21,504	\$93,228	\$15,246	\$294,908	\$6,100	\$28,665	\$329,673						
% of Project Total (Cost)	20%	10%	20%	7%	28%	5%		2%	9%							