



City of Palo Alto

City Council Staff Report

(ID # 11473)

Report Type: Action Items

Meeting Date: 8/10/2020

Summary Title: Accept an Update on the Summer Streets Program; Adopt a Resolution Amending Resolution No. 9909

Title: Accept an Update on the Summer Streets Program; Adopt a Resolution Amending Resolution No. 9909 to Extend the Temporary Street Closures of California Avenue, University Avenue and Adjacent Downtown Blocks to December 31, 2020, Extend the University Avenue Closure to High Street, Extend the Expiration Date of Resolution No. 9909 Including the Temporary Parklet Program to September 7, 2021, and Clarify Allowed Activities

From: City Manager

Lead Department: Planning and Development Services

Recommendation

Staff recommends that Council:

- (1) Receive a Report and Update Regarding the Summer Streets Program Initiated on June 23, 2020;
- (2) Adopt a Resolution Amending Resolution No. 9909 to:
 - a. Extend the Temporary Street Closures of California Avenue, University Avenue and Other Downtown Blocks to December 31, 2020;
 - b. Extend the Temporary Street Closure of University Avenue to Include the Block Between Emerson Street and High Street;
 - c. Extend the Expiration Date of Resolution No. 9909, Including the Duration of the Temporary Parklet Program, to September 7, 2021; and
 - d. Allow Activities in Addition to Outdoor Dining and Retail to Occur on Temporarily Closed Streets; and
- (3) Provide Comment and Further Direction on the Program.

Executive Summary

Overall, the Summer Streets program, adopted by Council and implemented by staff, has successfully allowed some business activities—particularly restaurants—to resume some level

of activity. This has resulted in opportunities for residents and visitors to enjoy commercial districts, enabled businesses to provide wages to employees, and provided an adjusted sense of “normalcy” for the Palo Alto community. While these efforts alone are not sufficient to sustain all types of local businesses nor can they be the entire substance of the recovery from the pandemic, the Summer Streets program has demonstrated the Palo Alto community’s commitment to shared support and collective success.

This report reviews the programs implemented, with an enhanced focus on Downtown Palo Alto and the California Avenue Business District. Due to frequently changing circumstances, some information contained in this report may be outdated by the time the City Council meeting occurs.

Based on the information and the program’s impact thus far, staff proposes amendments to the resolution, as noted in the recommendation section. In addition, staff look forward to hearing from Council members and the community on their impressions of the program to date. As noted during prior Council discussion, this program reflects an unusual level of speed and flexibility in City actions. Council may choose to give staff additional direction regarding exploration of additional items intended to address ongoing challenges and the forthcoming change of season.

Background

On June 23, 2020, the City Council considered and passed a resolution authorizing temporary street closures and a temporary pilot parklet program.¹ The same evening, the Council also passed an interim urgency ordinance temporarily allowing the expansion of outdoor dining and retail on both public and private property, as well as waiving permit fees, design review, and allowing on-sale consumption of alcohol in these outdoor areas. Both the ordinance and resolution passed unanimously.

These Council actions followed the State of Emergency issued by California Governor Gavin Newsom (March 4, 2020), the Local State of Emergency (March 16, 2020), and the Shelter in Place Health Order issued by Santa Clara County (March 16, 2020). The global coronavirus pandemic served as the impetus for these States of Emergency and Shelter in Place Order; these actions and subsequent actions aim to decrease the community spread of COVID-19. The global pandemic continues, with the United States leading the world in COVID-19 cases and deaths. The pandemic and associated measures to reduce the spread of the coronavirus are expected to continue until an effective vaccine is created and sufficiently distributed, and/or until effective treatments and therapeutics are available.

¹ Staff report from June 23, 2020 City Council Meeting:
<https://www.cityofpaloalto.org/civicax/filebank/documents/77353>

The Council took these actions to help businesses and business districts in Palo Alto to survive the pandemic. By supporting local businesses and shopping districts, Palo Altans can meet their daily needs, the City can generate tax revenue for infrastructure and services, and Palo Alto can remain a community that recognizes cross-sector interdependencies that enable a high quality of life. While the Council's actions have positively impacted several businesses, overall business activity remains diminished. In accordance with the Santa Clara County Health Order, all workers who can work remotely must do so. As a result, only a fraction of employees is returning to work sites in Palo Alto. For example, Jamie Jarvis, programs director at the Stanford Research Park, reports that approximately 10% of the Park's 29,000 workers are on-site. These once daily visitors made up a significant portion of the customers for local retailers, restaurants, and service providers. With global travel still limited and Stanford classes not in session, the customer base is further diminished. So, while the overall outcomes of the Council's actions are positive, prospects for local retail remain dim. The City, County, and State alongside partners in business and other sectors will need to continue to implement creative, innovative, and collaborative ways to weather the pandemic.

Discussion

The overall challenge notwithstanding, this report summarizes the implementation of the programs authorized in the resolution and ordinance, including quantitative and qualitative impacts of the programs.

Street Closures

The Council authorized the closure of portions of University Avenue and California Avenue to vehicular traffic. Council also authorized businesses to apply for a no-cost Summer Streets Encroachment Permit to place tables, chairs, and retail merchandise in closed portions of streets.

California Avenue

After consultation with the merchants, the closure on California Avenue began on June 19, 2020. California Avenue from El Camino Real to Birch is closed to traffic 7 days a week, 24 hours a day. Some early morning or late-night deliveries are accommodated, and overnight street sweeping occurs three times per week. A brief closure of California from Birch to Park was tested for approximately 1 week. Due to limited use by businesses in that block and challenges the closure posed from some merchants, that section was re-opened to traffic.

Tables 1, 2, and 3 show the average number of persons walking, standing, seated at a restaurant, and biking on California Avenue during different times throughout the week. Weekday evening activity is only slightly higher than weekday lunch time activity. Weekend activity is higher than weekday activity, with activity nearly doubling on the weekends. For the purposes of the counts, Friday evening and Saturday evening are considered the "weekend"

evenings. The counts closely mirror survey responses; when asked “What day did you dine outdoors?”, Friday and Saturday were the top responses, with 48% and 49% respectively.

Table 1: California Avenue Average - Weekday Lunch				
Wednesdays, 12:00 pm - 1:00 pm				
Activity	7/2/20	7/8/20	7/15/20	7/22/20
Walking/Standing	36	29	39	38
Seated	117	96	90	91
Biking	4	7	4	7
Total	157	132	132	137

Table 2: California Avenue Average - Weekday Dinner		
Wednesdays, 6:00 pm - 7:00 pm		
Activity	7/2/20	7/22/20
Walking/Standing	18	25
Seated	122	136
Biking	3	6
Total	143	167

Table 3: California Avenue Average - Weekend Dinner			
Friday and Saturday 6:00 - 7:00 pm			
Activity	Friday	Friday	Saturday
	7/10/20	7/17/20	7/18/20
Walking/Standing	75	93	96
Seated	247	257	279
Biking	11	11	8
Total	333	360	383

Office of Transportation staff monitored corridors in the nearby Evergreen Park-Mayfield Residential Preferential Parking (RPP) area. Specifically, staff counted the available and occupied parking spaces along blocks of Grant Avenue and College Avenue. If more than 75% of on-street parking spaces are occupied, a corridor is parking impacted. The data shows this RPP has not been impacted.

Survey respondents who drove to the area reported their parking experience was “great,” with a handful rating their parking experience as fair. Efforts by the City and merchants to encourage the use of free parking in public parking garages and lots, as well as many patrons reporting that they walk and bike to the Avenue have likely led to the limited parking impacts in nearby areas.

Table 4: Evergreen Park-Mayfield Residential Preferential Parking Corridor Monitoring							
Street Corridors	~ Total Spaces	6/12	6/19	6/26	7/2	7/10	7/17
		~5:30pm	~5:30pm	~5:30pm	~7:30pm	~5:30pm	~6:30pm
Grant (ECR to Park)	89	57%	25%	54%	36%	36%	43%
College (ECR to Park)	94	51%	24%	52%	52%	52%	53%

Eleven (11) restaurants along California Avenue have applied for Summer Street dining permits to place tables and chairs in the closed street. Additional restaurants in the area have sidewalk dining permits.

1. Kali Greek
2. Zareen
3. Italico
4. Terun
5. La Boheme
6. The Counter
7. Izzy’s
8. Jinsho Restaurant
9. La Bodeguita
10. Lotus Thai Bistro
11. Antonio’s Nut House

Through the online survey and weekly meetings, the businesses—restaurants and retail—report the program is successfully drawing patrons to the area. The number of patrons, though, is insufficient. They remain earning a fraction of their pre-pandemic revenues. Restaurants and retailers are working to stay open; restaurants are hoping that indoor dining is allowed by the time winter begins.

Table 5: California Avenue Revenues as a Share of Pre-Pandemic Revenue
Survey Question: My business revenue is ____% of pre-pandemic revenue.

Range	25-60%
Median	32%

Requested improvements to California Avenue include a desire for better signage, especially facing El Camino Real, to ensure passersby know the street is open for business even while it remains closed to vehicular traffic. The City has invested in placing string lights on the trees along California Ave to enhance the ambiance. Businesses are also brainstorming ways to prepare for winter, in the event indoor dining is not allowed.

University Avenue

The closure of University Avenue began on July 3, 2020. The closure lasted for one weekend; which coincided with Independence Day Weekend. University Avenue opened to traffic on Monday July 6 and closed to vehicular traffic again at 10 am on July 10, 2020. University Avenue from High Street to Cowper has remained closed to vehicular traffic since that time. Like California Avenue, the closure is 24 hours a day, 7 days a week.

Table 6: University Avenue Average - Weekday Lunch		
Wednesdays, 12:00 pm - 1:00 pm		
	7/15/20	7/22/20
Walking/Standing	111	63
Seated	101	92
Biking	6	5
Total	218	160

Table 7: University Avenue Average - Weekday Dinner		
Wednesdays, 6:00 pm - 7:00 pm		
	7/15/20	7/22/20
Walking/Standing	80	132
Seated	126	152
Biking	19	13
Total	225	297

Table 8: University Avenue Average - Weekend Dinner			
Friday and Saturday 6:00 - 7:00 pm			
	Friday	Friday	Saturday
	7/10/20	7/17/20	7/18/20
Walking/Standing	180	189	174
Seated	275	266	278
Biking	17	9	11
Total	471	464	462

Tables 6, 7, and 8 show the average number of persons walking, standing, seated at a restaurant, and biking on University Avenue during different times throughout the week. Like California Avenue, University is busiest on weekend evenings, followed by weekday evenings, and least busy on weekdays during lunch. This is also reflected in visitor surveys.

Office of Transportation staff monitored corridors in the Downtown Residential Preferential Parking area. Specifically, staff counted the available and occupied parking spaces along blocks of Forest Avenue, Webster Street, and Everett Avenue. If more than 75% of on-street parking spaces are occupied, a corridor is parking impacted. For the most part, the area has not been parking impacted. Webster Street, from Forest to Lytton, has had the greatest impacts. All survey respondents who drove to University Avenue reported their parking experience was “great.”

Table 9: Downtown Residential Preferential Parking Corridor Monitoring							
Street Corridors	~ Total Spaces	<i>Occupancy Percentage</i>					
		6/12	6/19	6/26	7/2	7/10	7/17
		~5:30pm	~5:30pm	~5:30pm	~7:30pm	~5:30pm	~6:30pm
Forest Ave. (Bryant to Middlefield)	114	62%	49%	53%	49%	48%	47%
Webster St. (Forest to Lytton)	58	76%	60%	53%	66%	71%	64%
Everett Ave. (Webster to Alma)	170	46%	32%	39%	27%	48%	47%

In addition to monitoring parking, the City has monitored traffic flow in downtown Palo Alto by measuring the average traffic volume on certain downtown streets. This measures the number of vehicles traveling on a street in either direction; the counts of each 24-hour period are averaged over the entire week. Surprisingly, traffic volumes on certain downtown streets meet or exceed the volumes in 2016. This is likely due to the detours caused by University Avenue’s closure, commuting trips for essential workers, and daily trips residents take.

Table 10: Average Traffic Volume		
Location	2016 (Pre-COVID)	July 7-13, 2020
Cowper (Lytton & University)	N/A	2,446
Lytton (Cowper & Kipling)	10,770	10,037
High (University & Hamilton)	2,365	4,169
Hamilton (Bryant & Gillman)	3,986	4,704

Approximately 15 businesses have placed tables and chairs in the public street.

1. Sliderbar
2. 220 Cafe
3. Café Venetia

4. Siam Royal
5. Yayoi
6. Burma Ruby
7. Wahlburgers
8. Curry Pizza House
9. Taste
10. Pho Banh Mi
11. Ruby Sushi
12. Sprout's Café
13. Local Union 271 *also parklet
14. Rooh *also parklet
15. The Taproom
16. Orens Hummus

The businesses located on University Avenue reported higher revenue than those on California Avenue. Restaurants and retail on streets crossing University reported lower revenues than the restaurants located on University. The revenues of downtown businesses located on crossing streets were similar to restaurants on California Avenue (which were 25-40% of their pre-pandemic revenues, with 60% as an outlier).

During the weekly meetings with downtown businesses, business located on crossing streets have suggested that the attractive pedestrian area on University draws away their customers. One business owner reported visitors drive up, park in front of their establishment, and head straight to University. Several businesses located on crossing streets suggest the attractive pedestrian environment on University creates an unfair advantage. They suggest opening the street to traffic, while allowing restaurants to create parklets, is a fairer solution. Not all restaurants on side streets feel this way. In fact, some are working together to propose a closure of an additional street to pilot the impact a closure of an additional block may have.

Restaurants located on University Avenue support continuing the closure while seeking additional ways to boost business in the downtown. Additionally, they note that even if patrons spread out and enjoy restaurants in a more equitable fashion, the customer base has been depleted. Until the customer base from office workers and Stanford students and employees returns, and if the pandemic decreases the number of patrons, revenues and employment will not return to pre-pandemic levels. Finally, some express concern that if downtown Palo Alto does not offer a pleasant, spacious pedestrian thoroughfare, patrons may simply visit California Avenue, Castro Street in Mountain View, or other areas that offer an inviting pedestrian atmosphere.

Table 11: Downtown Revenues as a Share of Pre-Pandemic Revenue	
Survey Question: My business revenue is ____% of pre-pandemic revenue.	
University Ave Range	-16% - 80%
Median	35%
Crossing Street Range	22-60%
Median	22%

Patron Feedback

Qualitatively, visitors to both California Avenue and University Avenue areas have thoroughly enjoyed their experiences. Many expressed sentiments like Palo Alto resident and survey respondent Yvonne who said, of California Ave: “Love it! So nice to dine outdoors with no cars. Can we make these changes permanent? Would love to keep this European-style outdoor experience.” Palo Alto resident Rhonda’s sentiments capture the thoughts of many regarding downtown; Rhonda wrote “Love it! Keep it for as long as we can. Make parklets permanent. Save our businesses and our business cores as offices are closed. We need to be a destination.” Many survey respondents support keeping the street closures permanently, bringing them back every summer, or at least keeping them until the pandemic subsides.

Still, not all respondents felt positive. Several respondents reported dismay at seeing patrons without masks and requested more enforcement. Some visitors enjoyed people watching and strolling on the streets but felt dining outside posed too great a risk. Others offered suggestions for better demarcation of space, including more clearly identifying passageways for cyclists and pedestrians in the center of each street.

Parklets

At the time this report is written, the City has received 22 applications for parklets. Of those, 6 parklets have been constructed and are in use. The City developed the Parklet Standards and Other Requirements, attached to, and referenced in the Resolution passed on June 23, 2020. In addition, the City contracted with an architect to create basic plans for parallel and angle parklets that applicants can use as a model for their parklets. Public Works staff receive and review applications and inspect the construction of the parklets. Overall, the program is operating successfully and increases the outdoor dining capacity for restaurants throughout Palo Alto.

Private Parking Lots

Retailers and restaurants can use up to 50% of their parking spaces for retail and/or dining purposes. So far, 2 restaurants have applied for approval to repurpose their parking lots for these purposes. Additional restaurants and retailers have used their parking spaces without

going through this process. Staff are reaching out to ensure the uses are permitted, safe, and do not inhibit circulation.

Public Parking Lots

In a few instances, the City has allowed portions of public parking lots to be used for retail, restaurants, and recreational uses. For example, Rose and Crown was permitted to use a small portion of a City parking lot to create an outdoor dining area. Likewise, two fitness businesses are collaborating with the City to offer group classes and personal training in portions of public parking lots. Currently, public parking lots remain far below capacity. The use of the parking lots in this manner is not adversely affecting parking availability.

Recreation, Personal Services, and Other Uses

Santa Clara County issued a revised Health Order that became effective on July 13, 2020. Subsequently, Governor Gavin Newsom used his authority to shut down certain activities throughout the state, including indoor dining. In addition, the Governor created a “three-day watch list.” Counties on the list cannot allow certain activities to resume. The Governor’s actions effectively overrode the County Health Order and certain aspects of the updated County Health Order did not go into effect as a result. In particular, indoor gyms and fitness centers, and indoor personal services (i.e., hair salons, barbershops, nail salons) were not allowed to resume.

These conditions have heightened the need for the City Manager to promulgate rules to allow certain activities, such as recreation and personal services, to occur outdoors. Any such rules must also be consistent with State and County laws. At the time of this report’s drafting, staff are actively working with gyms and salons to understand the needs of these operations and to create a framework that will allow these activities to occur outdoors while minimizing conflicts with neighboring uses.

Summary of Key Issues:

Extend the Maximum Allowable Duration of Street Closures to December 31, 2020

Staff recommends Council authorize extending the temporary street closures to December 31, 2020 by amending Resolution No. 9909. Such an allowance would not mean the streets will be closed throughout that entire time. Rather, this amendment would give the City flexibility to work with restaurants, retailers, and other stakeholders to modify the closures throughout that time. Modifications may include the time of day or days of the week the closures occur. Further modifications may be made if and when indoor dining is allowed, as the seasons change, and during the holiday shopping period. Staff intend to return to the City Council in early December to consider this topic; at that time, the program could sunset or the temporary street closures could be further extended or modified.

As described above, businesses in the downtown core, both located on and near University Avenue, expressed both support and opposition for the street closures. City staff seek low- or no-cost ways to safely enhance the environment for businesses located outside of the closure area. Measures include ensuring outdoor seating on University not exceed a restaurant's previously allowed capacity and the at-grade parklet program described in the next section. Continuing to allow closures to vehicular traffic provides the flexibility needed for restaurants, retailers, and the City to work together to provide a safer experience for pedestrians, cyclists, shoppers, and diners. Without an extension of time, the possibility of street closures would be eliminated.

The businesses along California Avenue are more unified in their support of the street closure. City staff will continue to meet weekly with the business community to make adjustments, improvements, and work to provide each business a platform for success.

Add One Block to Closure Footprint in Downtown

Staff recommend amending Resolution No. 9909 to add the block of University Avenue from High Street to Emerson Street to the allowable closure footprint. Currently, this closure is effectuated under a separate temporary street closure permit the City has issued. While this section of University hosts fewer diners and pedestrians than other sections, the flexibility to close this section enhances options for these restaurants.

Extend the Expiration Date for the Temporary Parklet Program to September 7, 2021

Staff recommend extending the expiration date of Resolution No. 9909 to allow the parklet program to run through Labor Day 2021. This in turn would allow the Director of Public Works to extend the duration of the permits for platform parklets through that date (the permits would expire at 12:01 am on Tuesday September 7, 2021). The extension would create a longer time period over which restaurateurs could amortize the parklet investment. In other words, the longer time period makes the benefit of the parklet worth the cost of installing the parklet. After Council adoption of the proposed resolution, the Director of Public Works would update the Parklet Standards and Other Requirements document to reflect the new permit expiration date. All permit-holders would receive written notice of the extended expiration date.

The current pace of re-opening across the state and the high likelihood that the pandemic will continue into 2021 increase the chances that outdoor dining may remain the only means for table service to continue. Even if indoor dining is allowed, patrons may be unwilling to participate, or the opportunity may be rescinded occasionally if the county exceeds the indicator thresholds issued by the state. Even during winter months, code-compliant lighting and heaters can make parklets a viable and comfortable option for diners.

During the intervening year, staff propose to develop guidelines for a permanent parklet program. City Council can consider adopting a permanent parklet program, extend the

temporary parklet program, or allow the temporary parklet program to sunset—which would require removal of the parklets. As the year and pandemic continue, Council may take up this discussion again to make further adjustments to the program.

Maintain December 31, 2020 Expiration Date for At-Grade Parklets

At the encouragement of the City Council to identify a low-cost parklet option for businesses, staff researched the risks and opportunities associated with at-grade parklets. At-grade parklets allow tables, chairs, and other permitted items (such as heaters, lights, etc.) to occupy an on-street parking space, and for those items to be placed directly on the surface of the street. Staff researched other Bay Area cities permitting at-grade parklets. If a permit holder can provide at least 5% of its outdoor seating (usually 1 table and associated seating) in an accessible area—such as the sidewalk—then the permit holder can also create an at-grade parklet. The accessible table and seating would need to be substantially the same as other outdoor seating at the establishment. The Public Works Director, as authorized by Resolution No. 9909, updated the Parklet Standards and Other Requirements to reflect the at-grade parklet standards and expiration date.

At-grade parklets provide lower-cost opportunities for restaurants to offer outdoor dining. At-grade parklets are particularly important for restaurants not located on closed portions of University or California Avenues. While this lower-cost opportunity is important, the look and feel may not be as high-quality as the platform parklet. Since the cost is lower, permit holders do not need to amortize the investment over a longer period. Thus, staff intend to retain the original parklet permit period of December 31, 2020 for at-grade parklets; the establishment could then seek a new permit or permit extension.

No Further Substantive Changes to Other Provisions of Resolution or Ordinance

The proposed resolution would amend Resolution No. 9909 to expressly state that the allowed activities on the temporarily closed streets may include activities in addition to outdoor dining and retail. The urgency ordinance adopted on June 23, 2020, acknowledged that such additional uses could be allowed on public and private property addressed in the ordinance (including streets), subject to the City Manager adopting and publishing regulations identifying the additional uses and parameters for their conduct. The modification to the resolution would align with the previously adopted ordinance now that it is apparent that several business activities in addition to dining will not be allowed to resume in their indoor settings in the near-term.

Staff do not recommend further changes to the resolution or ordinance. The interim urgency ordinance allows outdoor dining and retail in private parking lots, modifies the process for encroachment permits (including waiving design review and waiving permits), and allows for the development of rules for the use of City-owned parking lots, as well as rules for allowing personal services, indoor recreation, and other uses outdoors. The ordinance remains in effect

for the duration of the Local Emergency or until December 31, 2020. When staff return to Council in December, the need for extension or sunset of the ordinance may be more apparent.

Proposed amendments to the resolution have been discussed above. No further changes are recommended.

Policy Implications

The proposed modifications do not create any permanent programs. As currently suggested, the programs remain temporary. While the duration of some programs is proposed to be extended, regular reports to Council are proposed. These touch points provide opportunities for the Council to continue adjusting the program.

Resource Impact

The implementation of the programs requires significant staff resources. Staff engage in high-touch communication and outreach, monitoring of progress, counting pedestrians and parked cars, creating and disseminating communication materials, and reviewing plans and monitoring construction. The City is offering no-fee permit and therefore is not recovering any of the costs associated with these activities.

Ultimately, though, if the retail core of Palo Alto cannot survive to thrive in the future, then the City itself will face greater challenges. Hopefully, by strategically investing staff resources now, the City can improve future outcomes.

Timeline

The proposed program adjustments have various timelines as proposed above.

Stakeholder Engagement

The City has offered the following opportunities for public engagement to understand the impact of the closures and to continually iterate the Summer Streets program:

- 1) Weekly Zoom meeting for California Avenue and downtown businesses
- 2) Bi-weekly Zoom meetings for members of the public
- 3) Counting pedestrian, cycling, and dining activity in each area four times per week
- 4) Counting on-street parking two times weekly for each area
- 5) Online survey for residents (Attachment B)
- 6) Online survey for businesses (Attachment C)
- 7) Ongoing email and socially distanced in-person communication with business owners and managers

Environmental Review (If Applicable)

The proposed actions are statutorily exempt under California Environmental Quality Act (CEQA) section 20180(b)(4) (specific actions necessary to prevent or mitigate an emergency) and are categorically exempt from CEQA under CEQA Guidelines 15301 (existing facilities) and 15304(e) (minor temporary use of land having negligible or no permanent effects on the environment).

Attachments:

Attachment A: Resolution to Extend Temporary Street Closures to End of 2020 and Temporary Pilot Parklet Program to Sep 2021

Attachment B: Summer Streets Program Survey Results Summary - Public

Attachment C: Summer Streets Program Survey Results Summary - Businesses

NOT YET ADOPTED

Resolution No.

Resolution of the Council of the City of Palo Alto Amending Resolution No. 9909 to Extend the Temporary Closures of Portions of California Avenue and University Avenue and Certain Downtown Streets Intersecting University Avenue Pursuant to California Vehicle Code Section 21101, and Extending the Effective Date of Resolution No. 9909, All Pursuant to the Local Emergency Declaration to Facilitate Outdoor Dining, Retail, and Other Uses

RECITALS

A. On June 23, 2020, the Council adopted Resolution No. 9909 approving the temporary closure of portions of California Avenue, University Avenue and certain other Downtown streets through Labor Day 2020 to allow for outdoor dining and retail on those streets, consistent with the Santa Clara County Public Health Order in effect. The street closures were part of a Summer Streets Program initiated by the City to accommodate outdoor uses at a time when indoor dining remained prohibited in the County and the growing scientific evidence showed a lower risk of COVID-19 transmission outdoors compared to indoors. At that time, the City anticipated that indoor dining would be allowed to resume in the County, as had been allowed in neighboring counties, and sought to address the immediate needs of the community including residents, workers and businesses that had been severely impacted by loss of business activity and revenue.

B. Through Resolution No. 9909 the Council also approved a temporary pilot parklet program to allow parklets to be installed in on-street parking spaces on an expedited and temporary basis to provide more space for outdoor dining.

C. On July 2, 2020, the County Public Health Officer issued a revised Shelter in Place Order, to become effective on July 13, 2020, that allowed certain additional activities to resume if specified strict across-the-board risk reduction measures were followed. The objective was to allow activities that were already allowed in surrounding jurisdictions, which had reopened more quickly than Santa Clara County, so long as the prescribed risk reduction measures were followed.

D. On July 7, 2020, the State approved Santa Clara County's requested variance that allowed the revised Shelter in Place Order to go into effect on July 13, 2020.

E. However, with the number of COVID-19 cases dramatically increasing again in the State, on July 13, 2020, the Governor announced a sweeping roll back of the reopening that the State had allowed. The State mandated that all counties close certain indoor operations, including in-restaurant dining. For counties on the State's

NOT YET ADOPTED

monitoring list for 3 consecutive days (and thus placed on the State “watchlist”), the State required the closure of additional industries or activities unless they could be modified to operate outside or by pick-up; these included gyms and fitness centers, places of worship and cultural ceremonies, personal care services, hair salons and barbershops, and shopping malls.

F. Through the summer, the United States including “hot spots” like California continued to hit new highs in confirmed cases and deaths, as the loosening of shelter-in-place restrictions had precipitated a resurgence of the virus in many states, including California. As of July 27, 2020, the State was averaging nearly 10,000 new COVID-19 cases per day, and hospitals and their intensive care units were filling up. Thirty-seven counties representing 93% of the State’s population were on the State’s watchlist, and California had 460,550 confirmed cases of COVID-19, resulting in 8,445 deaths.

G. In the midst of this surge in COVID-19 cases, the City of Palo Alto has continued to take measured steps to allow businesses to resume activities in outdoor settings. As a key part of those efforts, the Summer Streets Program has created an attractive pedestrian environment on the closed streets resulting in increased foot traffic. A number of restaurants have taken advantage of the program and created outdoor seating in the streets, on sidewalks, and on parklets. Residents and visitors who have come to University Avenue and California Avenue have expressed delight and reported having a highly enjoyable experience.

H. The current pace of re-opening across the State and the high likelihood that the pandemic will continue into 2021 increase the chances that outdoor dining may remain the only means for table service to continue. Even if indoor dining is allowed, patrons may be unwilling to participate, or the opportunity may be rescinded occasionally if the County exceeds the COVID indicator thresholds issued by the State.

I. The Council desires to extend the street closures beyond Labor Day and through the rest of the calendar year to allow for the continued use of the main thoroughfares in the heart of its commercial districts for outdoor dining, and potentially other activities as may be allowed by the State and County Public Health Orders.

J. The Council also desires to allow the temporary parklet program to continue for another year as the need for outdoor dining will likely persist into 2021 until the virus can be more effectively contained and mitigated through a vaccine or other public health advancements and measures.

NOW THEREFORE THE CITY COUNCIL OF THE CITY OF PALO ALTO RESOLVES AS FOLLOWS:

SECTION 1. Findings and Declarations. The Council hereby adopts the above Recitals as findings of the Council.

SECTION 2. Extension of Temporary Street Closures. The Temporary Street Closures approved and authorized in Section 2 (Temporary Street Closures) of Resolution No. 9909 are hereby extended through December 31, 2020. Section 2 of Resolution No. 9909 is amended to read as follows:

Temporary Street Closures

- A. The following streets are hereby closed to any and all vehicular traffic through ~~September 7~~December 31, 2020, in accordance with California Vehicle Code Section 21101(e), to facilitate the temporary uses of outdoor dining, ~~and retail,~~ and other permitted uses:
1. California Avenue from Birch Street to El Camino Real.
 2. University Avenue from ~~Emerson High~~ Street to Cowper Street, with continued vehicular access across University Avenue at each of the intersecting streets.
- B. The City Manager is authorized to determine the days, hours and duration of the temporary street closure(s) within the period specified in Section A, with reasonable notice provided, and whether exceptions to the closure shall be made for municipal purposes.

SECTION 3. Effective Date of Resolution No. 9909. Resolution No. 9909 shall remain in effect until September 7, 2021, unless extended by the City Council.

SECTION 4. The Council finds that this Resolution is statutorily exempt from environmental review under the California Environmental Quality Act (CEQA) pursuant to Public Resources Code Section 20180(b)(4) (specific actions necessary to mitigate or prevent an emergency) and is categorically exempt from CEQA under CEQA Guidelines Sections 15301 (existing facilities) and 15304(e) (minor temporary use of land having negligible or no permanent effects on the environment).

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NOT YET ADOPTED

SECTION 5. This Resolution shall become effective immediately upon adoption.

INTRODUCED AND PASSED:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

ATTEST:

City Clerk

APPROVED AS TO FORM:

Assistant City Attorney

Mayor

APPROVED:

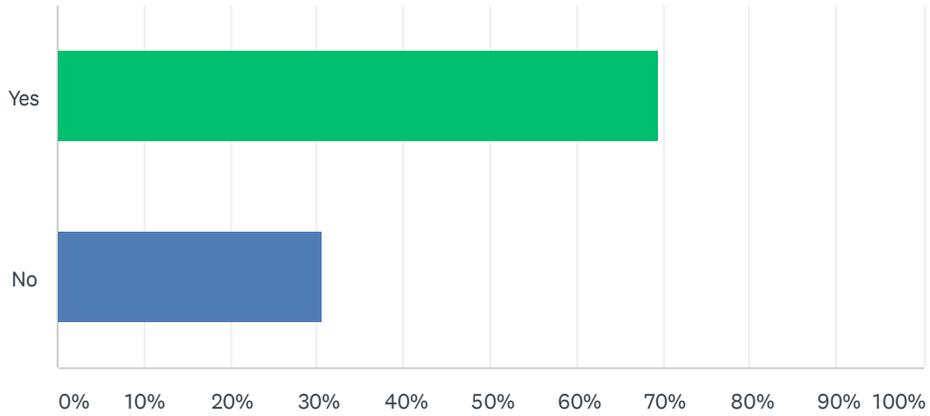
City Manager

Director of Public Works

Chief Transportation Official

Q1 Did you participate in the outdoor dining made possible through our Summer Streets Program?

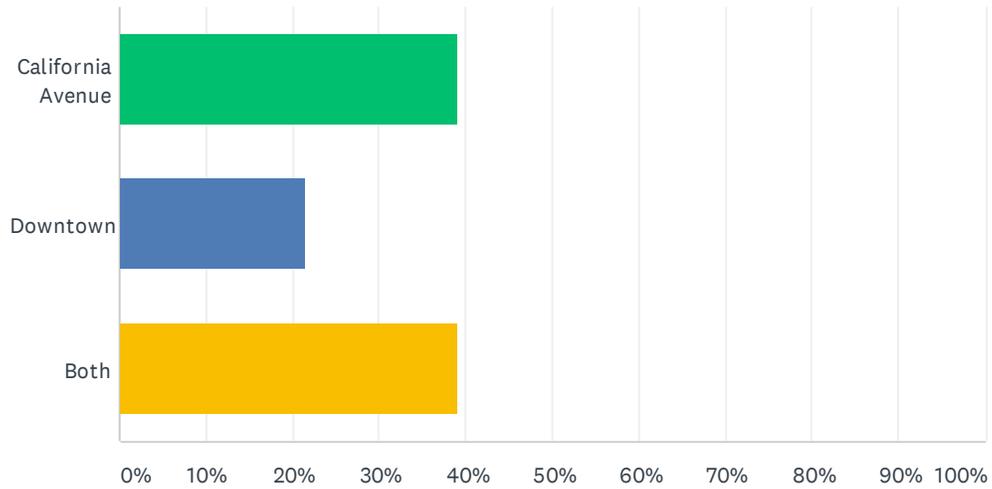
Answered: 203 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.46%	141
No	30.54%	62
TOTAL		203

Q2 Which location did you dine at?

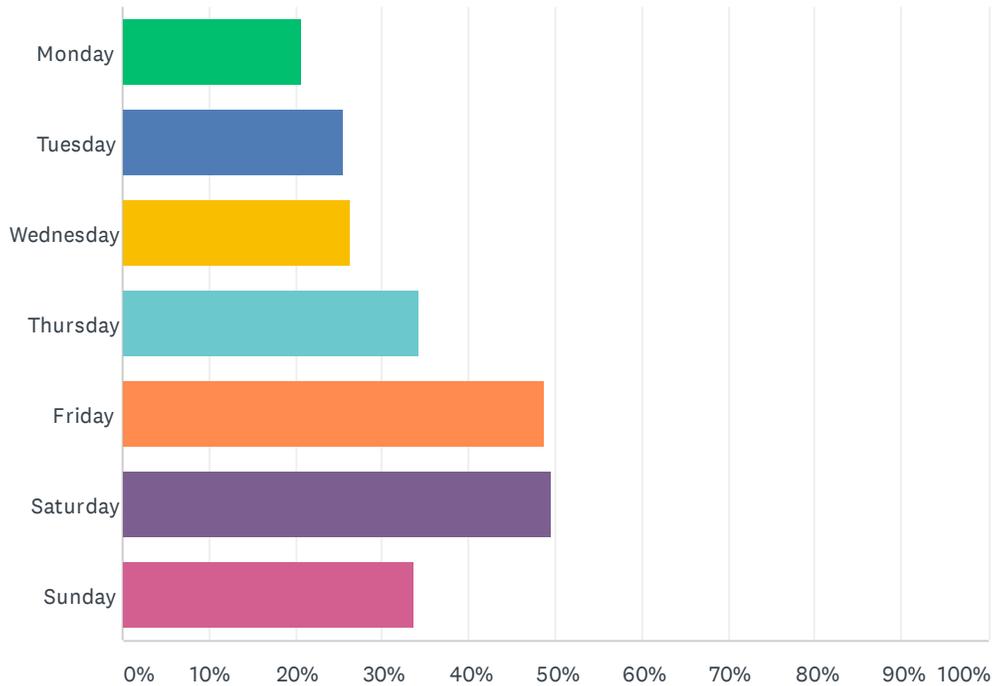
Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES
California Avenue	39.20% 49
Downtown	21.60% 27
Both	39.20% 49
TOTAL	125

Q3 What day did you dine outdoors? (select all applicable)

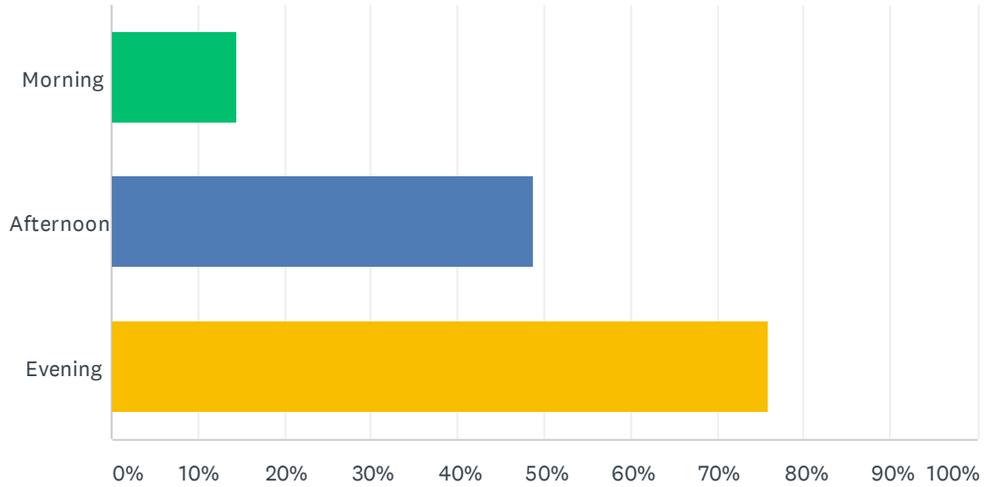
Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES	
Monday	20.80%	26
Tuesday	25.60%	32
Wednesday	26.40%	33
Thursday	34.40%	43
Friday	48.80%	61
Saturday	49.60%	62
Sunday	33.60%	42
Total Respondents: 125		

Q4 What time of day did you dine outdoors? (select all applicable)

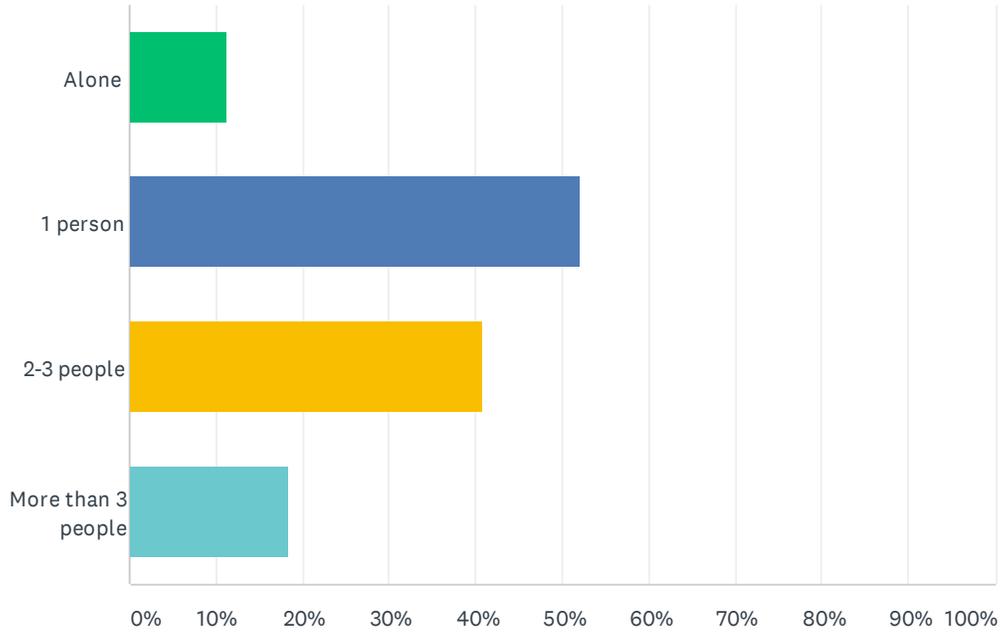
Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES	
Morning	14.40%	18
Afternoon	48.80%	61
Evening	76.00%	95
Total Respondents: 125		

Q5 How many people did you dine with? (select all applicable)

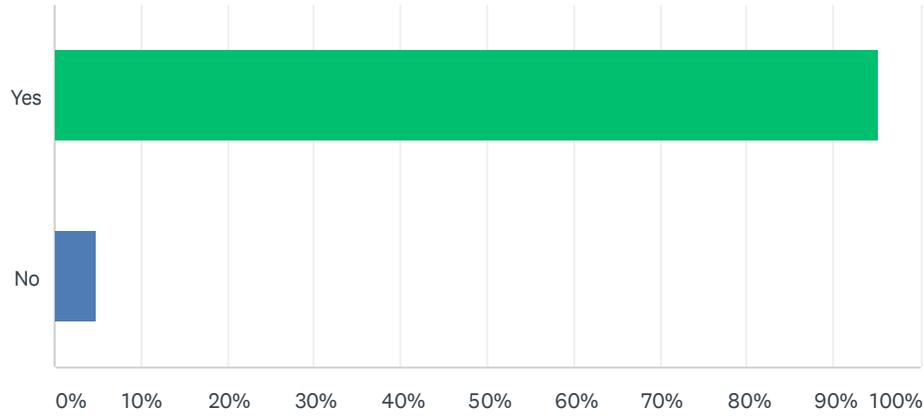
Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES	
Alone	11.20%	14
1 person	52.00%	65
2-3 people	40.80%	51
More than 3 people	18.40%	23
Total Respondents: 125		

Q6 Did you and your household feel comfortable and safe?

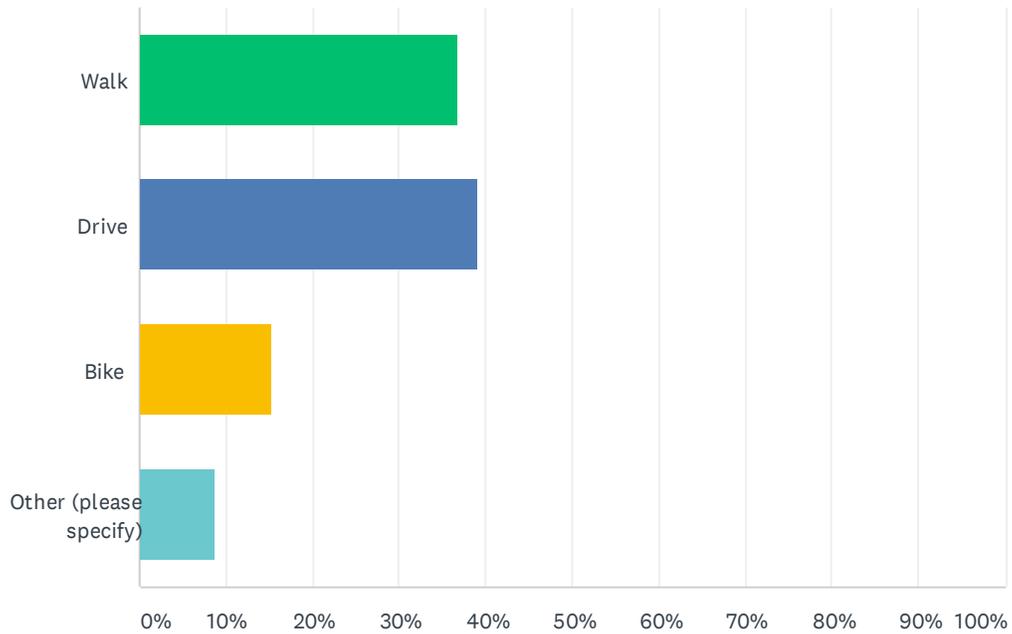
Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES	
Yes	95.20%	119
No	4.80%	6
TOTAL		125

Q7 How did you travel to Summer Streets on California Ave or University Ave?

Answered: 125 Skipped: 78



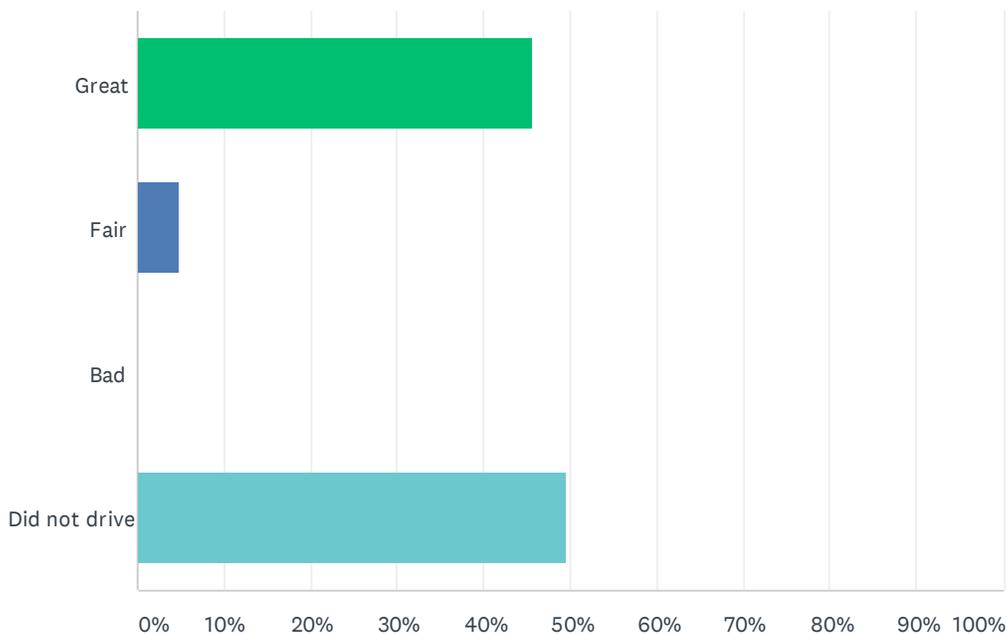
ANSWER CHOICES	RESPONSES	
Walk	36.80%	46
Drive	39.20%	49
Bike	15.20%	19
Other (please specify)	8.80%	11
TOTAL		125

Summer Streets Program Feedback Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	All of the above, but most commonly walk	7/20/2020 1:54 PM
2	walk to university, drive to california ave	7/17/2020 8:57 PM
3	Walk and Drive	7/17/2020 11:57 AM
4	Walked to Cal Ave, biked to U.	7/17/2020 5:29 AM
5	I did walking sometimes and driving other times	7/16/2020 7:16 PM
6	Walked and drove	7/16/2020 6:20 PM
7	Drove close by and walked the last 3/4 mile	7/16/2020 6:07 PM
8	All of the above	7/11/2020 7:36 PM
9	Cal Ave drove, university walked	7/7/2020 9:30 PM
10	Drove to my office, parked at Ted Thompson garage, then walked the length of CA Ave to explore.	7/7/2020 5:36 PM
11	34	7/2/2020 5:08 PM

Q8 If you drove, how was your parking experience?

Answered: 125 Skipped: 78

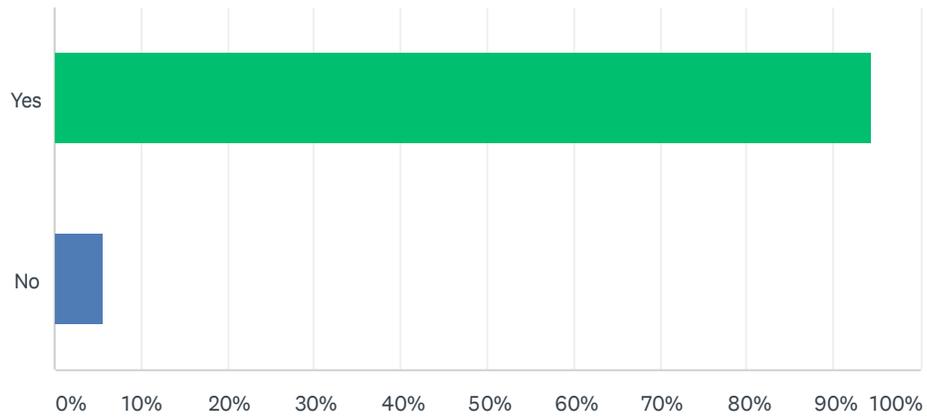


ANSWER CHOICES	RESPONSES	
Great	45.60%	57
Fair	4.80%	6
Bad	0.00%	0
Did not drive	49.60%	62
TOTAL		125

#	COMMENTS:	DATE
1	Parking is super easy; the garages and lots always have space	7/20/2020 1:54 PM
2	some music would be nice to make it feel a little more relaxing, not like eating on the street:)	7/18/2020 10:58 AM
3	Nice to have nearby lots have spots open for once!	7/17/2020 6:23 AM
4	Really like the open feeling	7/16/2020 5:25 PM
5	in the morning parking is easy	7/16/2020 5:21 PM
6	Hey it would be nice to see a PAPD presence because when I was in the down town there was numerous times that people were biking or skateboarding through the crowds at a high rate of speed.	7/16/2020 5:12 PM
7	Plenty of parking spaces on side and parallel streets.	7/9/2020 4:22 PM
8	Love the California Ave experience. BUT, please I don't want to hear Antonio's music when I'm dining at the restaurants nearby.	7/7/2020 12:20 PM

Q9 Do you plan on continuing to dine outdoors either on California Ave or University Ave?

Answered: 125 Skipped: 78



ANSWER CHOICES	RESPONSES	
Yes	94.40%	118
No	5.60%	7
TOTAL		125

Q10 Please provide any thoughts or feedback regarding the Summer Streets Program.

Answered: 143 Skipped: 60

Summer Streets Program Feedback Survey

#	RESPONSES	DATE
1	It's a great quality of life improvement for Palo Alto residents. My family lives nearby, and we love how much more alive the city feels with everyone walking around.	7/20/2020 1:58 PM
2	I love it! I don't feel safe dining out yet, but I'm glad that some people do and that we are giving restaurants a lifeline. The street scene is also really lively and exciting, and I appreciate the people watching -- I only wish this was implemented years ago! One point of clarification I would like to see is better demarcation of pedestrian vs restaurant areas. Sidewalks have become inappropriate for pedestrians due to lack of distancing (restaurants are taking up some more space on the sidewalk, and diners waiting to be seated are also taking up some space), so I think walking in the road seems more appropriate. That said, the road also feels slightly jumbled between pedestrian space and restaurant space. Can we put down temporary tape/paint markings to make clear where people who aren't dining are supposed to walk? I don't want diners to be uncomfortable with folks walking by, many of whom are unmasked (as it is not required by the county order)	7/20/2020 8:45 AM
3	Finally!! Looks like Barcelona, and it is wonderful!! Keep it going all year, and plant some trees in the middle of the street to provide some shade. Thank you for this great program!	7/19/2020 5:16 PM
4	Such a wonderful program - please keep it open as long as possible.	7/19/2020 8:34 AM
5	Please continue with the summer street program. It is super important for both residents and business owners. Great initiative!!!	7/18/2020 5:49 PM
6	Please have free open seating that is not assigned to a restaurant.	7/18/2020 4:46 PM
7	2422 south court	7/18/2020 10:59 AM
8	I didn't participate because the risk is not worth it. I still feel it is dangerous. In particular, it is endangering the servers.	7/18/2020 7:40 AM
9	Loved it. Can we keep things this way??	7/18/2020 2:08 AM
10	Love it... but many were not wearing a mask and no one was informing it.	7/17/2020 10:27 PM
11	Love it! Some places do a better job of making you feel like eating on a patio rather than on the street, than others, but it's great in any case. Only time my guest and I felt uncomfortable was at the closed-in patio of Terún. There were 3 parties of 6 to 12, so it was very crowded, and there was no air movement due to the place being closed off with roof and plastic sheeting	7/17/2020 10:26 PM
12	Could be fun but it's still too risky for me. I just don't know if the workers are informed enough about covid, where they travel from, how harried they are because they probably commute in and take shortcuts on cleanliness. Do they reuse wipes? Do they wash their mask daily? Do they wipe their sweat or nose with the back of their hand in a pinch? Do they work 6 feet apart from other workers? Restaurants have narrow kitchens and people need to skootch behind each other to get by.	7/17/2020 9:48 PM
13	I really like it and hope it continues.	7/17/2020 9:36 PM
14	We should make this permanent. University Ave and California Ave are natural pedestrian areas. If it were permanent, the street areas could be made more beautiful. Parallel streets are available for through-traffic, and parking exists on side streets and in garages and at the backs of the stores. I heard that stores worried that they need the front-door parking to attract shoppers, but I can't imagine that pedestrians don't generate purchases in normal times. An attractive, varied, charming pedestrian downtown would become a destination. Let's learn from this and make Palo Alto even more pleasant than before!	7/17/2020 9:02 PM
15	As a merchant on Emerson Street, but not touching University Avenue, I feel that the closure has negatively impacted our neighboring restaurants, who are very bitter about it. Also, those merchants who are on the side streets saw a significant reduction in their walk-in business as soon as the streets were blocked off. This is highly unfair to those not on the main streets.	7/17/2020 6:08 PM
16	A good idea, but I have no intention of going to a restaurant in the near future.	7/17/2020 5:49 PM
17	Great idea! On California Avenue, should put up more umbrellas to have tables in the shade. And how about some outdoor music too!?!?	7/17/2020 3:55 PM
18	Great program, glad it started. Hope it lasts past the summer.	7/17/2020 3:38 PM

Summer Streets Program Feedback Survey

19	I love the idea! It allows restaurants to do business and people to get outside.	7/17/2020 12:42 PM
20	Great program. Keep the program at least Thursday to Sunday after the pandemic has passed.	7/17/2020 11:58 AM
21	Really enjoyed this! Please have this every summer (at least on the weekends)--so nice to eat outdoors !	7/17/2020 11:32 AM
22	Love it. Fewer cars and walking spaces are amazing.	7/17/2020 10:53 AM
23	good idea	7/17/2020 10:42 AM
24	Please consider keeping California Avenue pedestrian only even after "return to normal"! It is not an important through street, there is plenty of easy access and available parking for all businesses from the back, and the open street is a huge benefit to the community.	7/17/2020 10:27 AM
25	We think this is a terrific program that should become a permanent part of Palo Alto summers. A couple of suggestions: make pedestrian walkways wider and more clearly defined. It was unpleasant having pedestrians walk near our table while we were eating. Also, we will only dine at restaurants where the tables are far enough apart that the people sitting in the chairs are at least 6 feet apart! Servers must wear their face masks properly and keep them on at all times!	7/17/2020 9:57 AM
26	The program enhances the community by creating more outdoor space and reducing road traffic. We should preserve it post COVID-19.	7/17/2020 9:33 AM
27	Downtowns should have permanent pedestrian-only areas, to make strolling, dining and drinking a coffee more enjoyable. There should also be incentives to bring quality independent businesses to downtown Palo Alto (capping the rents perhaps?) such as art and artisans galleries, good restaurants. There should also be signs to ask people to walk their bikes instead of riding them, and asking people to avoid jogging through the restaurant areas during a pandemic.	7/17/2020 9:28 AM
28	Keep it going it's great!	7/17/2020 8:58 AM
29	It's great.	7/17/2020 8:13 AM
30	It's a good idea. I just haven't had a chance to participate yet. We have a good climate (weather) for such a program. It would be nice to have it continue when/if the pandemic is under control.	7/17/2020 7:52 AM
31	Sounds like an excellent idea	7/17/2020 7:47 AM
32	I suggest that it is not necessary to dash around with a spray bottle, disinfecting chairs that people have sat on. That seems like a waste of resources and time, and it is not ecologically sustainable.	7/17/2020 6:35 AM
33	We should continue permanently for 1 night a week like Los Altos does with their pop-up Parks! Love having a pedestrian area but probably not good for business if streets continue to be closer every day & night after the virus	7/17/2020 6:26 AM
34	I'd prefer to keep it indefinitely, and encourage more businesses (possibly food trucks) to fill in any gaps or side streets.	7/17/2020 5:55 AM
35	Safe wasn't a yes/no answer. At Cal Ave outdoors, felt safe. At University Ave, under the overhanging roof of Steam, with a friend who had just landed from OH, I felt a bit nerous. We sat at opposite ends of a rectangular table. Steam was very clean, offered Purell in an automatic container and wore there masks.	7/17/2020 5:32 AM
36	k	7/16/2020 11:55 PM
37	We've had great experiences. I'd love for this program to continue.	7/16/2020 11:25 PM
38	We should keep this permanently! It is much more pleasant to walk around University Avenue now	7/16/2020 11:12 PM
39	Really nice feeling. I've walked California Ave as well, but mid-afternoon, so not a time to eat. Both University and Cal Ave feel great.	7/16/2020 11:07 PM
40	We have dined on cal avenue twice and loved it. Though with the recent spike, we will stay at hone for a bit. It felt very good to support our local restaurants.	7/16/2020 11:02 PM
41	Keep streets open for dining--we want restaurants to survive but are unwilling to dine indoors.	7/16/2020 10:59 PM

Summer Streets Program Feedback Survey

42	Love it! So nice to dine outdoors with no cars... can we make these changes permanent? Would love to keep this European-style outdoor experience	7/16/2020 10:47 PM
43	Excellent program. Happy to support local businesses. Should make it permanent year round so businesses can justify the additional expenses.	7/16/2020 10:42 PM
44	Great idea!!	7/16/2020 10:32 PM
45	It is a great experience, hope it keeps open	7/16/2020 10:14 PM
46	I like the general idea, but my husband and I are not ready to eat even outside of a restaurant, although we have ordered for takeout 3 times since March. One thing that I have noticed as I've walked up the center of University Avenue is that the tables in the outer rows of each restaurant are right next to where people are walking past. We try and walk out and around people to give them space, but other people walk right next to those tables. Maybe they should consider making a buffer zone.	7/16/2020 10:03 PM
47	It is a very nice experience especially this time of year with long daylight days and nice temperatures	7/16/2020 9:50 PM
48	Should be year round	7/16/2020 9:35 PM
49	I was pretty regularly picking up takeout from downtown Palo Alto. once outdoor dining began, it felt unsafe. to pick up my takeout, I had to walk past dozens of unmasked patrons and then wait extra long for food, sitting exposed. I wish that as operations opened up, cities requested that did establishments considered how to help customers manage risk so that takeout customers don't have to wade through others. places like sharetea have done it right and will continue to get my business.	7/16/2020 9:34 PM
50	We walked up with our kids and ate at Wahlburgers For an early dinner. The tables were well spaced and we felt safe and distanced. Walking back the block with Salt and Straw felt like it was in full swing with groups of people gathering and hanging out drinking beers in close quarters. That felt too crowded/no masks as people stand around with drinks and way too densely populated. We quickly backtracked to Ramona and walked down Hamilton instead.	7/16/2020 9:22 PM
51	I loved strolling along California Ave, lots of space to stay 6 feet away from everyone. I enjoyed watching people, window shopping, exploring the stores on both sides of the street, no car noise !!, no car danger!!!. I LOVED it.	7/16/2020 9:21 PM
52	Long time Palo Alto resident, would LOVE to see Cal Ave like this permanently.	7/16/2020 9:19 PM
53	Love it! Keep it for as long as we can. Make parklets permanent. Save our business s and our business cores as offices are closed. We need to be a destination.	7/16/2020 8:49 PM
54	Ticket those who do not obey CV19 state and county health orders. Ticket those who smoke and violate city ordinance 5376, chapter 9.14	7/16/2020 8:48 PM
55	I really appreciated it.	7/16/2020 8:43 PM
56	I think it should be permanent. It would also be helpful to have more signage so it's easier to figure out which tables belong to which restaurant.	7/16/2020 8:16 PM
57	I live near California Ave and it's been wonderful. I am aware (I see it most days as I walk my neighborhood) that there are many people dining with individuals outside of their household, which greatly concerns me.	7/16/2020 8:12 PM
58	It should be extended perhaps even to 12 months	7/16/2020 8:08 PM
59	Fantastic program. Would love it to continue 7 days a week permanently. The parklets are a great addition.	7/16/2020 7:55 PM
60	I almost never eat out - but I have loved seeing the tables in the street and people enjoying them - esp with the weather we are having, it's perfect! And there is plenty of room for me to walk or bike by as I do my errands. Makes me think of our old '60's slogan "the streets belong to the people". Keeps the air so much cleaner in those areas w/out the car exhaust, too.	7/16/2020 7:37 PM
61	Too Contrived To be a relaxed experience	7/16/2020 7:27 PM
62	Keep it going!	7/16/2020 7:20 PM
63	Good idea	7/16/2020 7:20 PM

Summer Streets Program Feedback Survey

64	It's been great. Feels new and surreal while also familiar and comforting. Business workers are providing top service and I look forward to checking out downtown as well.	7/16/2020 7:18 PM
65	It was such a great experience. I think the city should make it permanent for at least 2 years (due to Pandemic), so that the restaurants can invest in out door dining heat lamps, furniture and so on to be able to continue the service into the cooler months. Then it can be revisited by the city and most likely the city will keep it going as it is a great program.	7/16/2020 7:16 PM
66	We dined out twice and were very happy with the experience. It's was a very good decision by the city to close the streets to traffic to allow restaurants to spread out the tables. We also appreciated the mural on Hamilton St.	7/16/2020 7:14 PM
67	One word: fantastic!	7/16/2020 7:09 PM
68	Nice, but it feels unfair to the restaurants that don't have a storefront on the closed streets. Is there some way for them to also get some real estate? There is plenty of room.	7/16/2020 7:06 PM
69	Nice ambience to dine outdoors. Makes downtown lively!	7/16/2020 6:31 PM
70	A great idea!	7/16/2020 6:28 PM
71	It's great to see these streets used for outdoor dining and pedestrian activities. The ban on cars should be maintained.	7/16/2020 6:28 PM
72	We love it. Please make it permanent. Cities that prioritize pedestrians instead of cars are the most livable.	7/16/2020 6:22 PM
73	I love it and hope it continues indefinitely!	7/16/2020 6:22 PM
74	it's great! make it permanent even beyond the summer!	7/16/2020 6:20 PM
75	Love it!!	7/16/2020 6:19 PM
76	Please make this permanent!	7/16/2020 6:18 PM
77	Great! Should do it every year for several months.	7/16/2020 6:09 PM
78	I would like to see this become permanent	7/16/2020 6:01 PM
79	Love it! Most tables seemed 6 feet apart. Can anything be done for Evia and Tamerine? We would like to help fine dining.	7/16/2020 6:01 PM
80	I really feel safe with the outdoor dining. I don't understand why more restaurants are not participating. Do they all know about Summer Street? There seems to be enough space for cafes on cross streets like Ramona and Bryant to place some tables and expand their business opportunities at this time of COVID 19. We are all in this together. We survive together.	7/16/2020 5:54 PM
81	My friend and I went to the Slider Bar on University Ave. Everything was well working well. There was a young policeman walking the street (very positive and friendly). I think that this is a very good idea. Some people are unpredictable. My friend and I went to the bar at 4:15 and left at 6:15pm. We had a great time after not having a Happy Hour in so many months. BUT, there were not enough people there for the stores to make enough money. Maybe there should be more encouraging news for people to come and dine? We both loved University Ave without cars. Could you do this on weekends for years to come?	7/16/2020 5:54 PM
82	Amazing, wonderful idea. Please continue it as long as possible.	7/16/2020 5:53 PM
83	seems cool, but it doesn't feel safe to go out right now	7/16/2020 5:52 PM
84	It's great. If made permanent it is also possible to set it to be much nicer, with green and proper patio like pavement	7/16/2020 5:52 PM
85	it's great - I'd love it to continue.	7/16/2020 5:50 PM
86	A good idea, I like that people can walk in the streets without traffic. However, the dining/shopping was way too premature – we are in a PANDEMIC still!	7/16/2020 5:47 PM
87	WHAT TOOK YOU SO LONG?! Please consider closing University Avenue permanently! Make it a pedestrian destination, like Santana Row.	7/16/2020 5:46 PM
88	I think it's great. Please continue it--and maybe consider making it permanent!	7/16/2020 5:45 PM

Summer Streets Program Feedback Survey

89	While we have not taken advantage of the Summer Streets Program, I think it is a great program for those who want to get out and dine more safely.	7/16/2020 5:44 PM
90	Love it - wish it was always like this in the summer	7/16/2020 5:38 PM
91	Great idea. Allows restaurants to stay open and generate more revenue. I think that all restaurants I have visited, La Bodeguita, Terun & iTalico on California Ave. & Ettan downtown have been super careful. And got ice cream at Salt & Straw.	7/16/2020 5:28 PM
92	People who are desperate to eat and drink and socialize outside of their homes love the program. There is no physical barrier between the unmasked people sitting at tables and the pedestrians walking by. Masked and unmasked people easily mingle, contributing to community spread. The tables are filled with people very obviously not from the same household, again contributing to community spread. Summer Streets is facilitating and enabling the spread of SARS-CoV-2.	7/16/2020 5:28 PM
93	1123 Tuolumne Lane	7/16/2020 5:26 PM
94	It seems to be helping local businesses, who definitely deserve our support. More parklets on the side streets would help those who are not right on University or California. I also hope that people will cooperate and follow the rules so the restaurant staff have to struggle with the uncooperative jerks.	7/16/2020 5:26 PM
95	love it	7/16/2020 5:24 PM
96	The program is a great idea but I saw so many people dine together that were apparently not from the same household. I don't think it's right. There should be stricter regulation on it.	7/16/2020 5:24 PM
97	The summer streets program is wonderful and it's great to see restaurants open and people enjoying the beautiful weather and each other's company. However, last Friday evening on Cal Ave, for example, there were so many people walking around, including between tables. Most tables were filled with people that are NOT from the same household. Altogether, there was very little social distancing especially in the light of the fact that most everyone had their face masks off to talk, drink and of course eat. It was a beautiful sight, but not safe from a transmission standpoint. If there was more distance between tables and plastic shields as well, that would help alot, including demotivating people to walk between tables.	7/16/2020 5:22 PM
98	Huge problem that i discussed with the place we dined was that the servers were handling both DIRTY DISHES and CLEAN food with the same gloves. There should be dedicated servers who handle clean items and those who handle the clean up of dishes, used plates, cups, etc	7/16/2020 5:20 PM
99	Love the summer street program. The street was wide enough to leave plenty of space in the middle, even though restaurants put up their tables and chairs on both sides of the street. We need to do this every summer even when we no longer have the pandemic.	7/16/2020 5:20 PM
100	This is great and should be extended permanently, even after Covid is over	7/16/2020 5:19 PM
101	This program should continue indefinitely, especially on Cal Ave.	7/16/2020 5:17 PM
102	Should make the California St closure permanent and turn it into a pedestrian mall like Europe!	7/16/2020 5:16 PM
103	Make all year round.	7/16/2020 5:15 PM
104	Please continue with the program!!	7/16/2020 5:14 PM
105	It is great. We love it.	7/16/2020 5:14 PM
106	Great for everyone, as far as I can tell. Much better dining/walking/retail experience without cars. Sidewalks are very narrow downtown... Overall very European. I hope the program becomes permanent.	7/16/2020 5:13 PM
107	Please continue this program. It is so nice to be able to dine out once in a while.	7/16/2020 5:12 PM
108	See comment	7/16/2020 5:12 PM
109	Keep this going! Expand the no cars to forever, and encourage entertainment, food carts and trucks and other uses of the streets for visitors	7/16/2020 5:10 PM
110	I think it is a program that should continue after the Pandemic is over. We have been eating take out food from restaurants	7/16/2020 5:09 PM

Summer Streets Program Feedback Survey

111	People at Cal Ave are good about wearing masks, but less consistently so at University, in spite of multiple signs. We have only eaten at restaurants on side streets of University because of this. We love this idea and will continue to support restaurants, but want better enforcement of mask wearing at University. We hope this plan continues! We love the outdoor dining.	7/16/2020 5:07 PM
112	It's a great idea! Even just walking through downtown was so much nicer. I don't feel comfortable dining out, but once cases start declining or a vaccine is made, I'd like to see the program continue. It might be nice for the city to create little "parks" on sections with mostly retail, just some astroturf & benches, so people can have more places to socialize in safety	7/16/2020 5:03 PM
113	it is amazing! keep it!	7/16/2020 5:02 PM
114	Please keep this up! Would love to see it extended year-round!	7/16/2020 5:01 PM
115	I hope it happens every summer!	7/16/2020 5:00 PM
116	It was refreshing to see some semblance of the vibrancy we enjoyed.	7/16/2020 4:59 PM
117	I would love to the program to continue indefinitely. I'm originally from Europe and it has been a great increase in quality of life.	7/11/2020 7:38 PM
118	It concerns me greatly that there is no marking on the ground, or barricade, preventing people passing by to come within six feet of people dining. I think you should take the example of Dolores Park in San Francisco, how they painted the grass with 12 foot circles, to ensure the person in the center of the circle has a six foot buffer zone.	7/9/2020 8:42 AM
119	Outdoor dining is still not safe. I understand that local businesses are suffering, but this is a matter of life and death. I hope that you will consider seriously restricting the Summer streets program.	7/8/2020 12:12 PM
120	This program is more interested in our economy and not in saving lives. It is too soon to have out door dining. The servers are clearly getting too close to their customers. The number of people getting the Virus has gone up recently. That is a serious concern.	7/8/2020 11:13 AM
121	It was great!	7/8/2020 9:28 AM
122	I LOVE having University Ave be a ped area. I would support this being a permanent change. It is so lovely to stroll downtown, see all the shops, I think I would go downtown a lot more if this were always true - even post-covid. Right now, having plenty of space for social distancing is so key and this is why I chose to walk downtown in the ped only area. I would not have noticed a shop I'd never been in was having a big sale if it weren't for summer streets, I went in and bought a bunch of stuff. I hope you will keep this going! I still don't feel quite comfortable with in-store dining with the current stats on infection going up, but with the restaurants allowed to spread their tables out in the street, I think this is something my family could do in the future.	7/8/2020 8:07 AM
123	While well-intentioned, Opening up restaurants is too difficult a place to regulate social distancing. The restaurant employees won't (and shouldn't have to) do it—diners' tips are their livelihood. Unless the city and county are willing to populate our new "restaurant rows" with enough employees to enforce the distancing and mask rules (I mean city council members, library employees, etc. as well as police officers)*, opening dining venues is premature and dangerous. *seriously. This would mean at least one official representative per block enforcing regulations and with the ability to fine on the spot. We need to be responsible and serious about lowering infection rates. Otherwise, your population of diners and servers shrinks due to illness or death.	7/8/2020 7:56 AM
124	Love the idea of opening the streets for small businesses. As a family, we are still staying in most of the time and support small businesses through take outs	7/8/2020 5:01 AM
125	Love it. We should absolutely make this permanent! We should add some plants to either side of the road.	7/8/2020 12:20 AM
126	It looks like the state is shutting down the outdoor dining and claiming it was never approved. This impression is based on the stories in the Mercury News in the last two days. We have been supporting local restaurants by buying takeout food twice or more a week since March 17, but we're waiting to see whether the outdoor dining is both safe and legal.	7/7/2020 10:14 PM
127	We are thrilled that the program is going on and strongly support. We are looking forward to eating at one of our favorites on Cal Ave very soon. Without this program, that would not be possible but with the distance (=safety) that the program provides we do feel comfortable	7/7/2020 10:10 PM

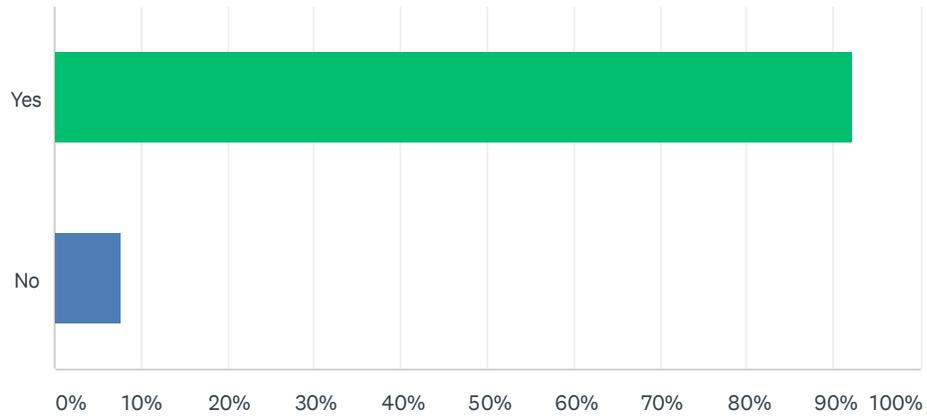
Summer Streets Program Feedback Survey

patronizing restaurants. We hope the program will be permanent at least on Cal Ave -- meaning that it would be permanently closed to traffic! (We live very nearby.)

128	This program is one of the good things coming from these times and I hope it will continue if not continuously then at least every summer going forward	7/7/2020 9:32 PM
129	have walked through University several times during dinner time but have not yet eaten there yet. Would feel more comfortable if compliance with mask wearing were higher among people walking	7/7/2020 9:26 PM
130	I hope Univ Ave stays closed through Labor Day. I hope that someday Univ Ave will become a permanent pedestrian mall.	7/7/2020 5:45 PM
131	I love it, at least the CA Ave part so far. It is so great to have this street for pedestrians, like in Europe. Hope we can keep it. However, I heard you are thinking of extending the closure to Park Blvd. and I would not like that so well for various reasons. As far as I know, there are very few restaurants on that section of CA Ave. Mostly Protege and Baume, very expensive places that serve few of us. Maybe one other. If expanded to Park Blvd. this would make access to Molly Stones parking lot a problem. It would also be a problem for my clients to park for my office at 230 CA Ave, but mostly few restaurants, nothing like the density of the rest of CA Ave.	7/7/2020 5:42 PM
132	It's great for the restaurants on Cal Ave and University, but doesn't help places on other streets. It would be nice to try to figure out a way to be more equitable.	7/7/2020 5:12 PM
133	We're really enjoying the Summer Streets Program. It is great to see people enjoying these new pedestrian areas, and the possibility to dine out again. Hopefully this will be a permanent change.	7/7/2020 5:10 PM
134	Perhaps clean the streets to make them more inviting. I think this idea has been so good and has helped my morale.	7/7/2020 12:21 PM
135	We love it!!! Please keep it going during Covid-19 and after as well.	7/5/2020 2:33 PM
136	Great initiative which created a nice community experience and helps the local businesses. This should be done more!	7/5/2020 12:59 PM
137	This survey should also be considering the longtime idea of keeping University pedestrian. We should be encouraging folks to be on foot and ok bikes in Palo Alto and this is a great solution for that. Sitting outside for dinner made me feel closer to the community as well.	7/4/2020 6:46 PM
138	I think the Summer Streets Program is a GREAT idea for the businesses, restaurants, and all the people who have participated! I would be in favor of making Summer Streets permanent.	7/3/2020 8:09 PM
139	Would be good to encourage restaurants to disperse tables even further, and have servers take orders socially distanced. Also we need more mask enforcement.	7/3/2020 3:47 PM
140	It's awesome! It should become a permanent thing in the summer.	7/2/2020 10:42 PM
141	I have heard that cases were surging in Santa Clara county. Is this right? If so, I don't understand why we are encouraging people to gather. I know for a fact that many people dining at the same table, not 6 feet apart are not from the same family, masks off while eating. I have looked at Cal Ave and it seems that it is too crowded to stay 6 feet apart. I want to get our cases going down so that we, like places in Europe can really open safely. I just don't understand what has gotten better from a health perspective to make the gathering you are encouraging safe?	7/2/2020 10:35 PM
142	Please make Cal Av a permanent pedestrian street!	7/2/2020 6:13 PM
143	Since cal ave is closed at Birch, you could also close turn lanes on Birch which would improve dining for clients of restaurants on cal ave	7/2/2020 6:12 PM

Q11 Do you live in Palo Alto?

Answered: 143 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	92.31%	132
No	7.69%	11
TOTAL		143

Q12 What zip code do you live in?

Answered: 143 Skipped: 60

Summer Streets Program Feedback Survey

#	RESPONSES	DATE
1	94301	7/20/2020 1:58 PM
2	94303	7/20/2020 8:45 AM
3	94306	7/19/2020 5:16 PM
4	94303	7/19/2020 8:34 AM
5	94306	7/18/2020 5:49 PM
6	94304	7/18/2020 4:46 PM
7	94306	7/18/2020 10:59 AM
8	94306	7/18/2020 7:40 AM
9	94305	7/18/2020 2:08 AM
10	94303	7/17/2020 10:27 PM
11	94306	7/17/2020 10:26 PM
12	94306	7/17/2020 9:48 PM
13	94305	7/17/2020 9:36 PM
14	94301	7/17/2020 9:02 PM
15	94022	7/17/2020 6:08 PM
16	94303	7/17/2020 5:49 PM
17	94306	7/17/2020 3:55 PM
18	94040	7/17/2020 3:38 PM
19	94301	7/17/2020 12:42 PM
20	94301	7/17/2020 11:58 AM
21	94301	7/17/2020 11:32 AM
22	94306	7/17/2020 10:53 AM
23	94303	7/17/2020 10:42 AM
24	94306	7/17/2020 10:27 AM
25	94301	7/17/2020 9:57 AM
26	94301	7/17/2020 9:33 AM
27	94306	7/17/2020 9:28 AM
28	94306	7/17/2020 8:58 AM
29	94306	7/17/2020 8:13 AM
30	94303	7/17/2020 7:52 AM
31	94303	7/17/2020 7:47 AM
32	94306	7/17/2020 6:35 AM
33	94306	7/17/2020 6:26 AM
34	94301	7/17/2020 5:55 AM
35	94303	7/17/2020 5:32 AM
36	94303	7/16/2020 11:55 PM
37	94306	7/16/2020 11:25 PM

Summer Streets Program Feedback Survey

38	94305	7/16/2020 11:12 PM
39	94301	7/16/2020 11:07 PM
40	94303	7/16/2020 11:02 PM
41	94301	7/16/2020 10:59 PM
42	94306	7/16/2020 10:47 PM
43	94306	7/16/2020 10:42 PM
44	94301	7/16/2020 10:32 PM
45	94303	7/16/2020 10:14 PM
46	94025	7/16/2020 10:03 PM
47	94306	7/16/2020 9:50 PM
48	94306	7/16/2020 9:35 PM
49	94025	7/16/2020 9:34 PM
50	94301	7/16/2020 9:22 PM
51	94306	7/16/2020 9:21 PM
52	94306	7/16/2020 9:19 PM
53	94301	7/16/2020 8:49 PM
54	94301	7/16/2020 8:48 PM
55	94306	7/16/2020 8:43 PM
56	94303	7/16/2020 8:16 PM
57	94306	7/16/2020 8:12 PM
58	94303	7/16/2020 8:08 PM
59	94301	7/16/2020 7:55 PM
60	94301	7/16/2020 7:37 PM
61	94301	7/16/2020 7:27 PM
62	94306	7/16/2020 7:20 PM
63	94301	7/16/2020 7:20 PM
64	94306	7/16/2020 7:18 PM
65	94303	7/16/2020 7:16 PM
66	94303	7/16/2020 7:14 PM
67	94025	7/16/2020 7:09 PM
68	94301	7/16/2020 7:06 PM
69	94303	7/16/2020 6:31 PM
70	94306	7/16/2020 6:28 PM
71	94301	7/16/2020 6:28 PM
72	94301	7/16/2020 6:22 PM
73	94306	7/16/2020 6:22 PM
74	94301	7/16/2020 6:20 PM
75	94306	7/16/2020 6:19 PM

Summer Streets Program Feedback Survey

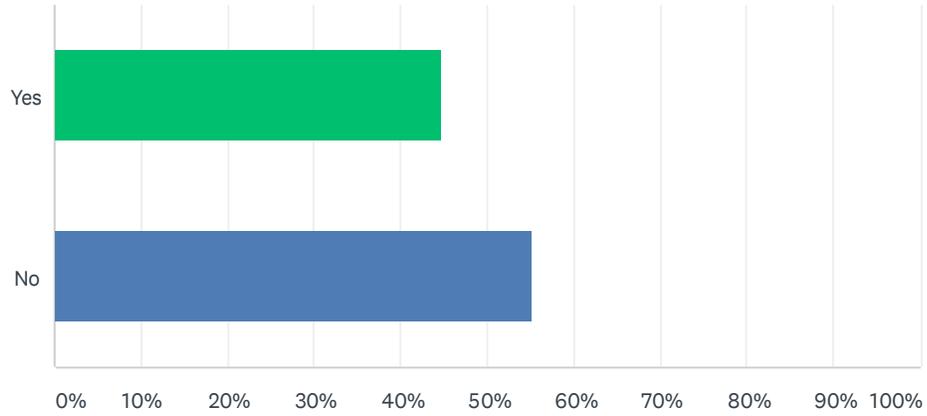
76	94301	7/16/2020 6:18 PM
77	94303	7/16/2020 6:09 PM
78	94303	7/16/2020 6:01 PM
79	94301	7/16/2020 6:01 PM
80	94301	7/16/2020 5:54 PM
81	94301	7/16/2020 5:54 PM
82	94303	7/16/2020 5:53 PM
83	94043	7/16/2020 5:52 PM
84	94301	7/16/2020 5:52 PM
85	94306	7/16/2020 5:50 PM
86	94025	7/16/2020 5:47 PM
87	94303	7/16/2020 5:46 PM
88	94305	7/16/2020 5:45 PM
89	94301	7/16/2020 5:44 PM
90	94301	7/16/2020 5:38 PM
91	94301	7/16/2020 5:28 PM
92	94303	7/16/2020 5:28 PM
93	94303	7/16/2020 5:26 PM
94	94303	7/16/2020 5:26 PM
95	94301	7/16/2020 5:24 PM
96	94306	7/16/2020 5:24 PM
97	94303	7/16/2020 5:22 PM
98	94301	7/16/2020 5:20 PM
99	94303	7/16/2020 5:20 PM
100	94306	7/16/2020 5:19 PM
101	94306	7/16/2020 5:17 PM
102	94306	7/16/2020 5:16 PM
103	94306	7/16/2020 5:15 PM
104	94306	7/16/2020 5:14 PM
105	94301	7/16/2020 5:14 PM
106	94301	7/16/2020 5:13 PM
107	94305	7/16/2020 5:12 PM
108	94306	7/16/2020 5:12 PM
109	94301	7/16/2020 5:10 PM
110	94306	7/16/2020 5:09 PM
111	94303 Green Gables neighborhood	7/16/2020 5:07 PM
112	94301	7/16/2020 5:03 PM
113	94306	7/16/2020 5:02 PM

Summer Streets Program Feedback Survey

114	94306	7/16/2020 5:01 PM
115	94305	7/16/2020 5:00 PM
116	94306	7/16/2020 4:59 PM
117	94301	7/11/2020 7:38 PM
118	94025	7/9/2020 8:42 AM
119	94306	7/8/2020 12:12 PM
120	94306	7/8/2020 11:13 AM
121	94303	7/8/2020 9:28 AM
122	94301	7/8/2020 8:07 AM
123	94025	7/8/2020 7:56 AM
124	94303	7/8/2020 5:01 AM
125	94301	7/8/2020 12:20 AM
126	94306	7/7/2020 10:14 PM
127	94304	7/7/2020 10:10 PM
128	94301	7/7/2020 9:32 PM
129	94301	7/7/2020 9:26 PM
130	94301	7/7/2020 5:45 PM
131	94303	7/7/2020 5:42 PM
132	94303	7/7/2020 5:12 PM
133	94306	7/7/2020 5:10 PM
134	94306	7/7/2020 12:21 PM
135	94306	7/5/2020 2:33 PM
136	94560	7/5/2020 12:59 PM
137	94301	7/4/2020 6:46 PM
138	94301	7/3/2020 8:09 PM
139	94301	7/3/2020 3:47 PM
140	94306	7/2/2020 10:42 PM
141	94306	7/2/2020 10:35 PM
142	94306	7/2/2020 6:13 PM
143	94303	7/2/2020 6:12 PM

Q13 Do you work in Palo Alto?

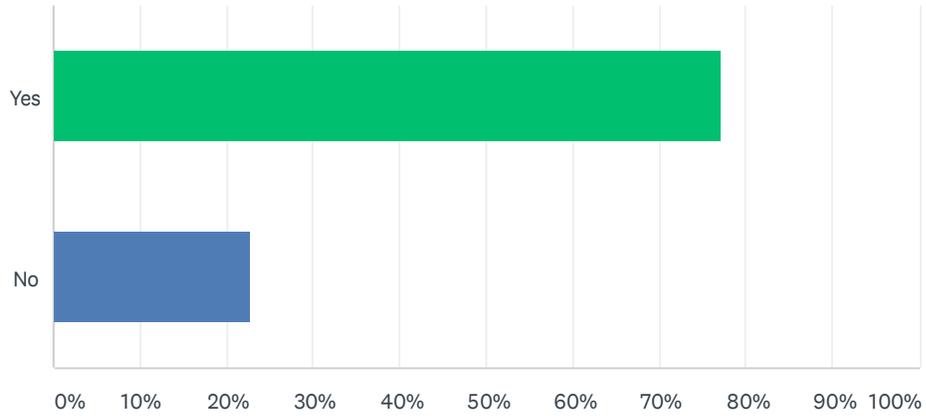
Answered: 143 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	44.76%	64
No	55.24%	79
TOTAL		143

Q1 Would you like to see the Summer Streets Program extended beyond summer?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.27%	17
No	22.73%	5
TOTAL		22

Q2 Please fill in the blank: My business revenue is _____% of pre-pandemic revenue.

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	25%	7/23/2020 8:40 AM
2	20	7/22/2020 11:40 AM
3	32%	7/21/2020 4:47 PM
4	40	7/21/2020 3:53 PM
5	35	7/21/2020 12:03 PM
6	-16%	7/21/2020 11:12 AM
7	60	7/21/2020 11:12 AM
8	30	7/21/2020 11:09 AM
9	25	7/21/2020 11:07 AM
10	60%	7/21/2020 9:43 AM
11	30	7/21/2020 9:42 AM
12	15-20	7/20/2020 1:38 PM
13	50	7/16/2020 8:59 AM
14	N/A	7/15/2020 2:23 PM
15	32%	7/14/2020 3:46 PM
16	80	7/14/2020 12:38 PM
17	40	7/13/2020 4:31 PM
18	50%	7/13/2020 4:06 PM
19	60	7/13/2020 3:55 PM
20	30-40%	7/13/2020 3:33 PM
21	40	7/13/2020 1:13 PM
22	22%	7/9/2020 3:10 PM

Q3 How many employees did you employ prior to the pandemic?

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	All volunteers	7/23/2020 8:40 AM
2	13	7/22/2020 11:40 AM
3	20-24	7/21/2020 4:47 PM
4	30	7/21/2020 3:53 PM
5	17	7/21/2020 12:03 PM
6	18	7/21/2020 11:12 AM
7	52	7/21/2020 11:12 AM
8	41	7/21/2020 11:09 AM
9	3	7/21/2020 11:07 AM
10	30	7/21/2020 9:43 AM
11	35	7/21/2020 9:42 AM
12	5	7/20/2020 1:38 PM
13	5	7/16/2020 8:59 AM
14	13	7/15/2020 2:23 PM
15	20	7/14/2020 3:46 PM
16	13	7/14/2020 12:38 PM
17	22	7/13/2020 4:31 PM
18	25	7/13/2020 4:06 PM
19	12	7/13/2020 3:55 PM
20	40	7/13/2020 3:33 PM
21	18	7/13/2020 1:13 PM
22	35	7/9/2020 3:10 PM

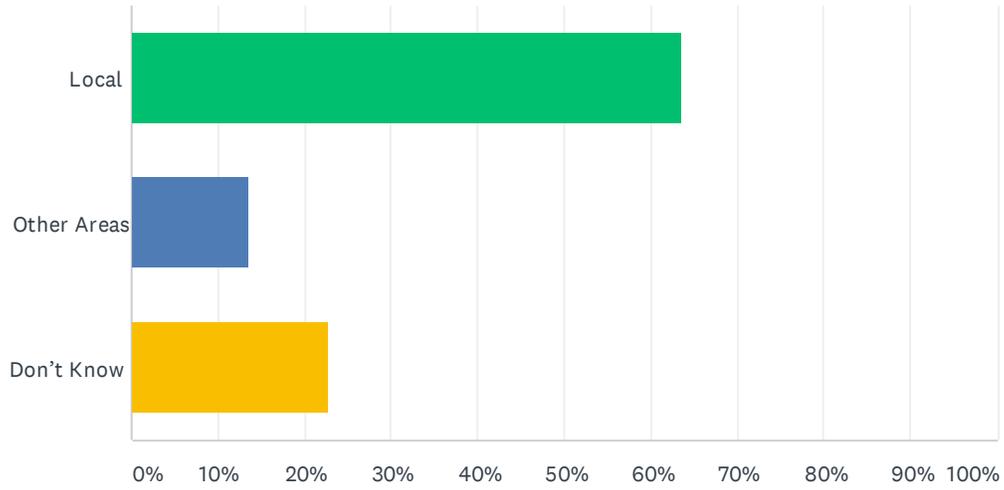
Q4 How many employees have you hired back in the last 7-days?

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	Not applicable	7/23/2020 8:40 AM
2	0	7/22/2020 11:40 AM
3	0	7/21/2020 4:47 PM
4	0	7/21/2020 3:53 PM
5	0	7/21/2020 12:03 PM
6	0	7/21/2020 11:12 AM
7	44	7/21/2020 11:12 AM
8	1	7/21/2020 11:09 AM
9	0	7/21/2020 11:07 AM
10	2	7/21/2020 9:43 AM
11	15	7/21/2020 9:42 AM
12	2	7/20/2020 1:38 PM
13	0	7/16/2020 8:59 AM
14	0	7/15/2020 2:23 PM
15	0	7/14/2020 3:46 PM
16	1	7/14/2020 12:38 PM
17	0	7/13/2020 4:31 PM
18	14	7/13/2020 4:06 PM
19	3	7/13/2020 3:55 PM
20	25	7/13/2020 3:33 PM
21	3	7/13/2020 1:13 PM
22	0	7/9/2020 3:10 PM

Q5 Based on customer traffic so far, are your customers local or from other areas?

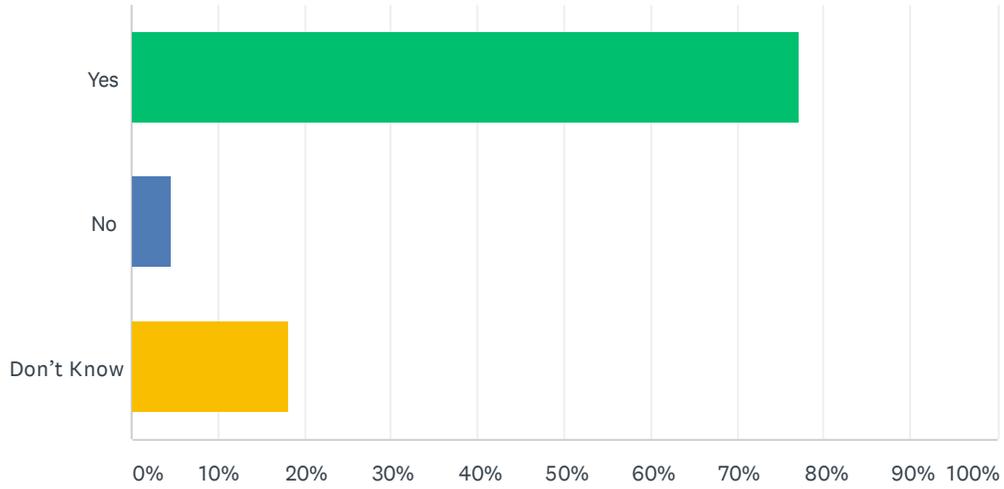
Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Local	63.64%	14
Other Areas	13.64%	3
Don't Know	22.73%	5
TOTAL		22

Q6 If customers have shared their comfort level, do they feel safe?

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.27%	17
No	4.55%	1
Don't Know	18.18%	4
TOTAL		22

Q7 Are there other general comments about customer experience that you would like to share?

Answered: 22 Skipped: 0

Summer Streets Program Feedback Survey

#	RESPONSES	DATE
1	Customers love our shop for all the fair trade hand crafted items from developing countries that we carry. They like our friendly volunteer staff and the fact that we support UNICEF with a donation every year.	7/23/2020 8:40 AM
2	N/A	7/22/2020 11:40 AM
3	They love the street dining.	7/21/2020 4:47 PM
4	Bicycles and scooters are creating a safety issue for people walking in the streets and sidewalks, as well as employees who are serving the tables. I'm concerned that there may be an accident if we don't remove them from the equation.	7/21/2020 3:53 PM
5	Customers seem happy to come out. Many have said this is the first store they have been in but over the past 7 days traffic has declined. I have not heard one negative comment regarding the street closure.	7/21/2020 12:03 PM
6	N/A	7/21/2020 11:12 AM
7	Highly positive Lot of people out walking all the downtown streets	7/21/2020 11:12 AM
8	Several occasions of guests showing up without masks.	7/21/2020 11:09 AM
9	None	7/21/2020 11:07 AM
10	-	7/21/2020 9:43 AM
11	I think the summer streets scene is very cool and folks like it. If somehow this could be made permanent, ie close Cal Ave for good and transform the street, property and business owners would invest to make it truly world class, ie lighting, heaters, railings, etc - real pedestrian mall.	7/21/2020 9:42 AM
12	not at this time	7/20/2020 1:38 PM
13	Everyone seems to be taking a "day by day" approach. Everyone is uncertain about what's going to happen.	7/16/2020 8:59 AM
14	N/A	7/15/2020 2:23 PM
15	Customers love the street dining program and hope it continues.	7/14/2020 3:46 PM
16	Families are very happy about the street closures. There are many kids on bicycles and scooters, and toys. It's actually very sweet to see that, even though they are not our customers. The parents, our customers, seem very happy about being able to sit at the parklett; many comment on how it reminds them of Europe.	7/14/2020 12:38 PM
17	Our guests are very excited about reopening of f&b businesses and look forward to having full restaurant experience.	7/13/2020 4:31 PM
18	Customers appreciate safe distances, they also like constant sanitation and wearing mask	7/13/2020 4:06 PM
19	No	7/13/2020 3:55 PM
20	Customers like to sit on the street. They feel more comfortable as they are away from other people.	7/13/2020 3:33 PM
21	Very good feel safe	7/13/2020 1:13 PM
22	Closing University Ave is an inconvenience for our customers that normally come from there and turn onto Ramona or Lytton. They wonder why the City did this during a pandemic and are annoyed by the detours but thankful the side streets are mostly open for transit between Lytton and Hamilton. They also ask if the City is going to close the side streets like they did for University Ave.	7/9/2020 3:10 PM

Q8 Please provide any thoughts or feedback regarding the Summer Streets Program.

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	I think making University Ave pedestrians only has negatively impacted our shop and our street. There is now very little foot traffic. People park on our street and head for University Ave. Half page ads for "summer streets" in the Daily Post and the Weekly don't help businesses on other downturn streets.	7/23/2020 8:40 AM
2	N/A	7/22/2020 11:40 AM
3	We love it too. Thank you!	7/21/2020 4:47 PM
4	Nearly ever guest I've discussed the Summer Streets program with has felt it was a good idea on the part of the city. We've been sure to tell them how supportive you have been! Thank you for that.	7/21/2020 3:53 PM
5	I am undecided on extending the Summer Streets Program. I was definitely in favor of closing the street. It's been thrilling yet frightening to see the amount of people on the street at times. We have the perfect location to view the activity. Sadly it has not helped my business.	7/21/2020 12:03 PM
6	Our guests seem to really like it.	7/21/2020 11:12 AM
7	U Ave should close until there is a vaccine. Even if regulations allow indoor dining, folks are hesitant to do so. Restaurants can't survive even with parklet and no indoor dining.	7/21/2020 11:12 AM
8	Lifesaver for most restaurants...not sure about retail. Perhaps help some restaurants that are struggling to understand the parameters of the program, enforcement of masks and social distancing of tables.	7/21/2020 11:09 AM
9	I think it is the best we can do right now.	7/21/2020 11:07 AM
10	-	7/21/2020 9:43 AM
11	Maybe publicize it more. Weekdays are still slow, especially lunch.	7/21/2020 9:42 AM
12	shutting down the street has hurt my business.	7/20/2020 1:38 PM
13	Love it!	7/16/2020 8:59 AM
14	It seems like the Summer Streets program is only focused on the restaurants in the area. While their employees are hard hit by this pandemic, they are not the only ones. Small non-profits such as ourselves need support from the city to make changes that are not the same as what a restaurants needs are.	7/15/2020 2:23 PM
15	We hope it continues for at least another year. If it does we can buy waterproof catering/wedding-sized tents for the winter.	7/14/2020 3:46 PM
16	For us, it is very important to have outdoor seating all the time which we don't have; now is is essential. The streets are good for customers who revel in the sun, and who need vitamin D.	7/14/2020 12:38 PM
17	Wonderful program, which is already attracting many happy visitors to our lovely town.	7/13/2020 4:31 PM
18	If university av is closed, business is better	7/13/2020 4:06 PM
19	Think it is a good idea. Traffic will be better once all know about it	7/13/2020 3:55 PM
20	Street is lively and bring energy back on the street	7/13/2020 3:33 PM
21	Do not stop	7/13/2020 1:13 PM
22	Programs to help businesses should help ALL businesses in a City. The Summer Streets Program is only "maybe" helping a limited number of businesses and hurting the others.	7/9/2020 3:10 PM

Q9 How else can the City of Palo Alto support your business?

Answered: 22 Skipped: 0

Summer Streets Program Feedback Survey

#	RESPONSES	DATE
1	Advertising! We need help or the long time businesses, 47 to 80+ years on the 500 block of Emerson Street will be forced out of business.	7/23/2020 8:40 AM
2	extend time limit on parklets	7/22/2020 11:40 AM
3	Please put a sign of some sort at the intersection of California Ave & El Camino indicating there is street dining here. With those barriers and no signage it just looks closed for construction. The city has been great! Thank you!	7/21/2020 4:47 PM
4	The barriers at the top of the street do not look inviting. I believe a "Welcome to Summer Streets" banner would help attract business.	7/21/2020 3:53 PM
5	I'm undecided.	7/21/2020 12:03 PM
6	N/A	7/21/2020 11:12 AM
7	Keep u Ave closed and block side streets also Police presence helps !	7/21/2020 11:12 AM
8	Grant program, utility assistance, maybe facilitate an arbitration program for business/property owners	7/21/2020 11:09 AM
9	They could keep up the landscaping to provide a better cleaner atmosphere.	7/21/2020 11:07 AM
10	-	7/21/2020 9:43 AM
11	limit 3P delivery fees to 15%!	7/21/2020 9:42 AM
12	open up the streets especially mon-fri. maybe promote shop local and support local business thru ad campaign or public service announcements	7/20/2020 1:38 PM
13	Look at your internal departments and get more efficient to save our tax dollars.	7/16/2020 8:59 AM
14	We need the city to work on some kind of rent relief. For a building we have not been able to use for 4 months now, we are paying a ton! The bill in the state senate SB939 failed. The moratorium has been extended more than once by the county and provides an immediate cushion, but there's no way to regain what was lost for a small non-profit. We need an ability to re-negotiate our lease, receive a large grant/donation to cover the rent (only) or some other miracle to survive. Our man power is lower than normal because volunteers do not want to be in person. It takes longer to pivot. We only survived the way we have because the infrastructure was already in place prior to the pandemic.	7/15/2020 2:23 PM
15	The city has been great. One helpful item would be to put a banner across the barriers at Cal Ave/El Caminio letting people know that there is a street dining program here. Right now it looks like the street is closed for construction. We are missing potential customers who are just driving by and don't know this is a street dining area.	7/14/2020 3:46 PM
16	We need more citizen communication about wearing maks and keeping the distance. People are very relaxed about protocol. They are also mixing households but we have no way of knowing supposedly, and enforcing it. We can tell when they are on dates or having business meetings at the same table, but it's hard to call that out. We know that the City is doing all it can, and we have benefited from this. I think the business on the side streets need help from the City. That \$300k fund should go to help for their parklets. It's just a thought.	7/14/2020 12:38 PM
17	Extend the outdoor program, open more streets to people, work together on promoting Palo Alto as food capital of Bay Area, simplify approval processes (namely permit selling alcohol to go for restaurants)	7/13/2020 4:31 PM
18	Advertising and showcasing businesses who do the right practices. More lighting on streets at night	7/13/2020 4:06 PM
19	Not sure at the moment	7/13/2020 3:55 PM
20	Provide fences and some security. Someone stole our furniture from outside . Bikers bike around on the street with speed which many diners complaint about	7/13/2020 3:33 PM
21	Outreach	7/13/2020 1:13 PM
22	The City of PA can help by making Parklets "permanent" and subsidizing them with the \$300K additional funding for restaurants. The City can also help by forming a committee to intervene	7/9/2020 3:10 PM

Summer Streets Program Feedback Survey

with Landlords who are unwilling to be "in this together" and ignore the business revenue decline as a result of Covid-19. It is likely that all of 2020 will be devastating to most businesses and very difficult to survive the downfall in revenue.
