PROJECT: VISITOR MANAGEMENT SYSTEM

The Authority is issuing this Request for Proposals for an activity booking system.

PROPOSALS DUE: FRIDAY, AUGUST 11, 2023 by 5PM PACIFIC STANDARD TIME
BACKGROUND & SCOPE OF WORK

PURPOSE OF REQUEST FOR PROPOSALS

The Santa Clara Valley Open Space Authority (Authority) is soliciting proposals from qualified consultants with expertise in the design, implementation, and management of software for an activity booking system that allows visitors to obtain Preserve area access passes, parking reservations, and event passes that can be tailored to each preserve and/or activity.

BACKGROUND

The Authority is an independent special district created on February 1, 1993, by an act of the Legislature and is governed by a seven-member elected board of directors. The Authority serves a large portion of Santa Clara County by protecting sensitive lands, preserving natural communities, and managing open space. The Authority has preserved over 28,000 acres.

The Authority operates four (4) preserves that provide public parking and access to over 32 miles of trails for hiking, biking, and equestrian use: Rancho Cañada del Oro, Sierra Vista, Máayan 'Ooyákma - Coyote Ridge, and Coyote Valley Open Space Preserves. Each Preserve has a staging area with basic park infrastructure. Each of the Preserves has unique activities, areas of access or other constraints, these include limited parking, staff and volunteer led activities for visitors, special access areas and potentially a future shuttle system.

Máayan 'Ooyákma - Coyote Ridge Open Space Preserve (37.21 / 121.72), located at the base of the east foothills just south of San Jose on Malech Road will have a 20 space paved and a 22 vehicle gravel parking spaces. Opening in 2023 the Máayan 'Ooyákma - Coyote Ridge Open Space Preserve will have over 8 miles of multi-use trail when open. Staging area amenities will include picnic tables located a short distance away on area trails, as well as a vault toilet and a shade structure. Trail amenities include 3 trailside overlooks. The Preserve Gateway area (located near the staging area) will be open 7 days a week. The Butterfly Pass special access zone will be 5 days a week and will require visitors to obtain a Butterfly Pass prior to entering this area.

Rancho Cañada del Oro Open Space Preserve (37.15 N / 121.77 W), located in the foothills of the Santa Cruz Mountains at the end of Casa Loma Road, has a 20-vehicle and 2 ADA space paved parking lot, a 3000 sq foot equestrian lot, and a 5000 sq foot gravel overflow lot. 8.5 miles of multi-use trail lie within the Rancho Cañada del Oro, with direct access into Calero County Park and 18.9 miles of dual use and multi-use trail. In addition, there is a .5 mile paved all access trail directly attached to the paved parking lot. One pit toilet is located at the paved staging area. The Preserve is open every day of the year and the hours of operation are April 16 to Sept 15 0600 – Sunset and Sept 16 to April 15 0700 – Sunset. Staging area amenities include two picnic tables near the paved parking lot and two picnic tables on the Llagas Loop Trail. Trail amenities include a picnic bench located on each of the following trails: Mayfair Ranch Trail, Bald Peaks Trail, and Catamount Trail. An overlook bench is also provided on the Bald Peak Trail. Please see attached Preserve Brochure / Map for locations of these amenities as well as the location of the staging area in relation to the trail system.
**Coyote Valley Open Space Preserve** (37.17 N / 121.72 W), located in the Mid Coyote Valley at the end of Palm Avenue, has a 27-vehicle and 2 ADA space parking lot and a 5000 sq foot equestrian lot. The Arrowhead Loop Trail and Hearts Delight Trail offer over 4 miles of multi-use trails to Preserve users and is open daily every day of the year from 0700 until sunset. The staging area has a vault toilet and three picnic tables in close proximity to the paved parking lot. Trail amenities include three picnic tables on the Hearts Delight Trail, three picnic tables on the Arrowhead Loop Trail as well as four overlook trailside benches. Please see the attached Preserve Brochure / Map for locations of these amenities as well as the location of the staging area in relation to the trail system.

**Sierra Vista Open Space Preserve** (37.41 N / 121.80 W), located in the east foothills of San Jose along Sierra Road, has a 20-vehicle paved and 17-vehicle gravel parking spaces. Staging area amenities include four benches for enjoying the views. There are no toilets located within the preserve. Within the Preserve visitors have access to 11 miles of multi-use trails. In addition, visitors can enjoy an additional 13 miles of trail by accessing the City of San Jose’s Alum Rock Park via the Boccardo Trail. Trail amenities include overlook benches on the Sierra Vista, Boccardo Spur, Boccardo Loop, Upper Calaveras Fault, and Aquila Trails and picnic tables on the Aquila, Upper Calaveras Fault and Lower Calaveras Fault Trails. Please see attached Preserve Brochure / Map for locations of these amenities as well as the location of the staging area in relation to the trail system.

New for the Open Space Authority in 2023 will be the Máayan 'Ooyákma - Coyote Ridge Butterfly Pass recreation zone. Within this zone visitors will need to obtain a Butterfly Pass, good for one year and the remaining days of the month it was acquired, this pass will allow access to ecologically sensitive area of the Preserve.

Access to all preserves, special access areas and events are free.

**Fee Schedule A:** Selected vendor provides the following:
- Booking Software System
- 24/7 Software Support

**Fee Schedule B:**
- All of Schedule A and the following
- 24/7 Call center for visitors who do not have access to web / mobile based booking systems

**Fee Schedule C:**
- All of Schedule A and the following
- Ability to create and distribute Season Pass cards and holders similar to the National Parks “America the Beautiful” Annual Pass or something similar that can be placed in a holder or attached to a backpack

**Fee Schedule D:**
- Provide Authority with 5000 count Season Pass Cards and holders as requested throughout the year
OBJECTIVES
Specific objectives include:

- Creating a cost-efficient, user-friendly, and logistically effective booking system for the public to obtain a Season Pass. System must be able to adapt to changes to length of Season Pass
  - Season Pass is for a calendar year
  - Season Pass is good for 13 months
- Creating a Season Pass that is distinctive each year, potentially using both colors and images
- Creating a cost-efficient, user-friendly, and logistically effective booking system for the public to obtain a parking pass during Authority events
  - Separates available ADA parking spaces and regular parking spaces
- Creating a cost-efficient, user-friendly, and logistically effective booking system for the public to obtain a booking pass to attend various Authority led events
- Creating a cost-efficient, user-friendly, and logistically effective booking system that allows for a user to obtain a pass after watching a video, and selecting statements of agreement
- All passes created can be printed or saved for display on a media device such as a tablet or phone
- Customer may select a Season Pass Card that is similar to a credit card, made of eco friendly materials
- Structuring the booking process to maximize customer compliance with parking instructions and user satisfaction with the parking reservation experience
- Booking System has the ability to do multiple timed releases of available passes
- Booking System has the ability to do lottery options
  - see https://www.recreation.gov/permits/274309 for an example of a lottery system
- Maintaining database of pass / event holders for Authority Staff to lookup users
- Providing 24/7 software support to staff
- Providing 24/7 phone and web support to the public for making a booking
- Implementing the solution by February 1, 2024
- All data is property of the Authority and is not for sale to third parties

SCOPE OF WORK
The Authority is seeking proposals from experienced consultants to research, develop and administer a booking system for the Open Space Authority.

Project tasks include but are not limited to:

Development of booking software platform

- Develop a user interface on the Authority Website to link to the booking system
- Booking system interface is consistent with Authority branding and looks a part of the overall Authority website
- Develop a system that is mobile friendly for users to access the site from cell phones or tablets
- Develop an App for iOS and Android platforms for visitor use
- Maintain historical information – system must be able to support public records requests
- System must allow for multiple types of visitor inputs including meeting ADA requirements and providing the latest accessibility recommendations, examples:
In order for a visitor to reach the Butterfly Pass submission page they must watch a short video first.
In order to receive the Butterfly Pass a visitor must check books acknowledging they have read and understand several statements that will be provided by Authority Staff.

**Daily operation of booking software platform**

- Provide regular maintenance of the booking software platform to minimize bugs and downtime.
  - Recommend or provide Authority staff with necessary hardware equipment for use with booking system.
- Manage booking process.
  - **Scope applies to Fee Schedule B** option - Provide 24/7 call center support to visitors without access to an Internet-connected device and assist them with the booking process.
  - **Scope applies to Fee Schedule C** option – Provide creation and distribution of Season Pass Cards and holders to virtual and telephone users. Provide Season Pass Cards to the Authority for distribution to walk-up users at local sites.

**Reports and Training**

- Provide training in the use of the software/hardware tools for Authority staff.
  - **Scope applies to Fee Schedule B** option- Provide training of personnel on Authority properties and other basic information needed to assist visitors calling into the reservation phone line.

**SUBMISSION, REVIEW & SPECIAL CONDITIONS**

**REQUIRED INFORMATION**

1. A fee proposal for the scope of work described.
2. A detailed description specifying the consultant’s approach to completing the project tasks and deliverables.
3. A detailed description of consultant’s experience in developing, maintaining and managing a parking reservation system.
4. A list of at least three (3) clients (include names of contact persons, telephone numbers, brief description of the work performed) for whom the consultant has performed services similar to those required by this RFP.
5. Review sample contract and provide a statement that indicates agreement to its terms including the insurance requirements. (See Attachment A.)
PREPARATION OF RESPONSES
All responses to the items in the REQUIRED INFORMATION section must be answered fully and must be able to be substantiated by the vendor.

KEY DATES*

<table>
<thead>
<tr>
<th>Event</th>
<th>Tentative Date</th>
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<tbody>
<tr>
<td>Request For Proposals Issuance</td>
<td>June 2, 2023</td>
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<tr>
<td>Last Day to Submit Questions</td>
<td>June 30, 2023</td>
</tr>
<tr>
<td>Final Addenda Issued</td>
<td>July 14, 2023</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>Aug 11, 2023</td>
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<td>Evaluation Period</td>
<td>August 14 – September 15, 2023</td>
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<td>Award Bid</td>
<td>September 28, 2023</td>
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* Dates subject to change

SUBMISSION OF RESPONSES
Proposals must be delivered by email (with attachments, if any) to the following email address: proposals@openspaceauthority.org, with the following language in the subject line of the email “Attention: RFP-2023-09 re: Visitor Management System”

The Authority cautions vendors to assure actual delivery of emailed responses directly to the address noted above by the established deadline. File attachments recommended to be under 10MB; emails with attachments greater than 20MB may not be successfully delivered. A response received by the Authority after the established deadline will not be considered.

Proposals will be received only at the email address identified above. All proposals must be received by email only by the Authority prior to 5:00 p.m. Pacific Daylight Time August 11, 2023.

A. Email ONLY. Mail and facsimile responses will not be considered. Proposals will NOT be accepted via fax, mail, or by courier. Late responses will not be considered. Vendors shall have sole responsibility for delivery of responses on time and to the proper email address.

B. Response Format:
To facilitate the analysis of responses to this Request for Proposals, vendors are required to prepare their responses in accordance with the instructions outlined in this section. Vendors whose responses deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the Authority.

Responses should be prepared as simply as possible and provide a straightforward, concise description of the consultant’s capabilities to satisfy the requirements of this Request for Proposals. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. No page limit, however, responses should be comprehensive, succinct and direct. Font size should be no less than 11 points.

The responses should be organized into the following major sections:
1. **PROPOSED FEE SCHEDULE**
   The consultant must include pricing for all proposed services and include a breakdown of costs (by preserve).

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<tr>
<th>Item</th>
<th>Description</th>
<th>Price Proposed</th>
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<tbody>
<tr>
<td>A</td>
<td>Monthly Price for Software and Service for Booking System</td>
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<tr>
<td>B</td>
<td>24/7 Call Center support</td>
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<td>C</td>
<td>Create and distribute Season Pass cards and holders to users who obtain them via web/mobile/telephone.</td>
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<tr>
<td>D</td>
<td>Provide the Authority with a bulk amount of 5000 ct of Season Pass cards</td>
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2. **DESCRIPTION OF PROPOSED SERVICES**
   Proposal must address each of the tasks requested in the scope of work described above, and any additional tasks that may be necessary to accomplish the stated goals. The response should provide descriptions for how the consultant intends to complete the work. The Authority prefers consolidated and comprehensive services for the entire scope of services.

3. **DESCRIPTION OF EXPERIENCE**
   The consultant must provide a description of experience, including detailed descriptions of consultant’s experience in developing and managing an event booking system or similar platform. Please do not include information on projects that are not similar in scope and character to the scope of work described in this RFP.

4. **CLIENT REFERENCES**
   Firms should provide a list of at least two (3) clients (include names of contact persons, telephone numbers, brief description of the work performed) for whom the firm has performed services similar to those required by this RFP.

5. **STATEMENT OF AGREEMENT WITH TERMS OF CONTRACT**
   The consultant must provide a statement that indicates agreement to the terms of the contract including an agreement to meet the insurance requirements.

   **C. No Deviation:** Any deviation from the requirements listed below may result in the response being considered non-responsive, thus eliminating a vendor from further consideration.

**SELECTION CRITERIA**

Proposals will be evaluated by Authority Staff and recommended for approval by the Board of Directors. Proposals will be evaluated for completeness of response and quality of response; the extent to which the Bidder’s proposal fulfills the Authority’s stated requirements as set out in the RFP; proposed fees
and rates; relevant experience, and previous client satisfaction. Staff may conduct in-person interviews as part of the selection process. In determining the most responsible and qualified proposal, the Board of Directors may use the following criteria to evaluate submitted proposals:

1. Experience of the Bidder and subconsultants (if applicable), including past performance of the firm on contracts of similar size and scope;

2. Experience and qualifications of personnel employed by the Bidder and subconsultants (if applicable);

3. Demonstrated understanding of the scope of the service;

4. Best overall financial return to the Board of Directors on the contract; and,

5. A responsible Bidder who has demonstrated the attribute of trustworthiness, as well as quality, fitness, and experience to satisfactorily perform the work or provide the goods required.

The Board may reject all proposals.

ADDENDA
Authority will post any addenda on Authority’s website. Consultants shall be responsible for ensuring that all addenda are included in their responses.

REJECTION OF RESPONSES
The Authority may reject any proposal if:

1. The consultant/vendor fails to respond to the RFP Required Information, or otherwise comply with the format and submission required set forth in this RFP, or

2. The consultant/vendor misstates or conceals any material fact in the response.

The Authority may reject all nonconforming, non-responsive or conditional proposals, and may waive any minor informalities or irregularities in any proposal and at the Authority's sole discretion.

VENDOR QUESTIONS
Any questions about this RFP shall be submitted in writing to proposals@openspaceauthority.org on or before June 30, 2023. Agency will post written responses to questions and email answers to vendors/consultants no later than July 14, 2023. Responses may be posted incrementally as received.

PUBLIC RECORDS LAW
Pursuant to the California Public Records Act (California Government Code Section 6250 and following), public records are open to inspection at all times during the office hours of the Authority and every person has a right to inspect any public record or request copies of public records. All submitted responses are public records and are subject to public disclosure pursuant to the California Public Records Act.

ACCEPTANCE
Submission of any response indicates acceptance of the conditions contained in this Request for Proposals.

**RESPONSE COSTS**
Those submitting responses do so entirely at their own expense. The Authority will not be responsible for reimbursement to any individual or firm for any costs incurred in preparing or submitting responses, providing additional information when requested by the Authority, or for participating in any selection interviews or meetings.

**NON-DISCRIMINATION**
No person shall be excluded from participation in, denied any benefits or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age (over 40), military and veteran status of any person, or any other non-merit factor unrelated to job duties and protected by law.

**List of Attachments**
Attachment A – Contract Template
Attachment B – Preserve Maps (4 count)
MÁYYAN ‘OOYÁKMA - COYOTE RIDGE OPEN SPACE PRESERVE

Stay on designated trails. Extremely sensitive habitat.

No Trespassing
Active Gun Range

For emergencies call 911
To contact the Open Space Authority, call (408)224-7476 or visit our website.

openspaceauthority.org
ABOUT THE OPEN SPACE AUTHORITY

Since 1993, the Open Space Authority has protected over 28,000 acres of open space, natural areas, watersheds, and wildlife habitat—providing outdoor recreation opportunities and preserving the natural beauty and environmental health of Santa Clara County. Our open space preserves are open 7 days a week, 365 days of the year.

Learn more about the Open Space Authority at openspaceauthority.org

RECOMMENDED HIKES

Whole Access Llagas Creek Loop Trail
Level: Easy
Distance: 0.5 mile
Description: Perfect for beginning hikers and families with young children, the trail begins at the parking area. The trail meanders through a meadow teeming with wildlife such as wild turkeys and deer. Look up and you may see circling turkey vultures and red-tailed hawks, Western bluebirds, and acorn woodpeckers. Enjoy a picnic or watch the glistening creek at a wheelchair-accessible picnic table. A bit further along, you will view huge oaks and California walnut trees, and in the spring months, abundant wildflowers.

Mayfair-Longwall Canyon Loop Trail
Level: Moderate
Distance: 4.3 miles
Description: The 3.1-mile Mayfair Ranch Trail starts at the parking area and gently climbs through Blue Oak woodlands and grasslands to join with the Longwall Canyon Trail. As you hike 0.7 miles along the Longwall Canyon Trail you’ll gain 500 feet in elevation and take in sweeping vistas of the Santa Cruz Mountains. The hike continues with a 0.5 mile stretch on the Longwall Canyon Trail which crosses over into Calero Park and takes you back to the parking area.

Mayfair-Catamount Big Loop Trail
Level: Challenging
Distance: 8 miles
Description: From the Mayfair Ranch Trail, take the fork for Longwall Canyon/Bald Peaks Trail. This two-mile trail takes you to the summit with panoramic views of Almaden Valley, Diablo Range, and surrounding ridges. Take a rest stop at a picnic table and then continue on the 1.0-mile Bald Peaks Trail to the 1.7-mile Catamount Trail with steep and moderate stretches as it rejoins the Longwall Canyon Trail. The hike continues with a 0.5 mile stretch on the Longwall Canyon Trail which crosses over into Calero Park and takes you back to the parking area.

TRAIL RULES & SAFETY

- From April 16 to Sept. 15, hours are 6 a.m. to sunset. From Sept. 16 through April 15, hours are 7 a.m. to sunset.
- Mountain biking, hiking, and horseback riding are permitted only on designated trails.
- Pets are not permitted in the preserve at any time.
- Fires, fireworks, and smoking are strictly prohibited.
- Do not feed, disturb, molest, or kill wildlife. Hunting, trapping, and fishing are not allowed.
- Do not collect, remove, destroy, or deface any natural or human-made object.
- No water is available at trailheads, at the parking lot, or along the trails.
- If you see grazing cattle on the trail, give them a few minutes to move. Don’t chase or harass them; they will move on their own.

BE PREPARED

Always carry water and for maximum comfort, dress in layers for a range of weather conditions. Pack snacks or lunch, especially if you’re hiking with children. Bring a hat, sunblock, and a simple first aid kit. Horseback riders and cyclists should also plan for the care and maintenance of their transportation. Finally, be aware of your fitness level and abilities, especially when venturing out alone or on especially challenging hikes or rides.

DIRECTIONS

Rancho Cañada del Oro Open Space Preserve
- From Hwy 101 or Hwy 85
- West on Bailey Avenue
- Left on McKean Road
- Right on Casa Loma Road

Welcome

The 5,432-acre Rancho Cañada del Oro Open Space Preserve opened to the public in 2004 with the dedication of the Bald Peaks Trail (1.0 mile) and the Longwall Canyon Trail (2.0 miles).

Multiple upgrades to the preserve include:
2005 – A paved parking area with space for horse trailers, a restroom, and picnic tables
2007 – The Mayfair Ranch Trail (3.1 miles) and the Catamount Trail (1.7 miles), which connect to the higher-elevation trails and enable mountain bike use. Also, the paved, whole access Llagas Creek Loop Trail (0.5 mile) which offers a nature experience for visitors with limited mobility.

Rancho Cañada del Oro Open Space Preserve

Rev May 2023 Photo Credits: Rancho Cañada del Oro and Mayfair Ranch Trail, Derek Neumann; Buck, OSA Wildlife Cam
To contact the Open Space Authority, call (408) 224-7476 or visit our website.
No dogs in preserve
Go Paperless! Download a PDF of this trail map from our website:

Parking
Picnic Area
Restrooms
Equestrian Staging Area
Interpretive Overlook
Multi-use Trail
Coyote Valley Open Space Preserve
One-Way Trail Direction
Creeks
Pedestrian Bridge

For emergencies call 911
To contact the Open Space Authority, call (408) 224-7476 or visit our website:

Respect our neighbors. Please stay on trail.

Visitors must travel one way along the Arrowhead Loop Trail.
RECOMMENDED HIKES

Arrowhead Trail – First Leg

Level: Easy
Distance: 1.7 miles
Description: You begin on the Heart’s Delight Trail and travel along the base of a large hill studded with rare serpentine rock outcroppings. Switch to the Arrowhead Loop Trail and gently ascend through blue oak savannah. You climb 140 feet and may see deer on grassy hillsides or yellow-billed magpies flying overhead. Buckeye trees and California bays dominate the north-facing hillsides. You reach a scenic overlook with sweeping views of the Coyote Valley Region. After resting on a well-placed bench, you hike .85 miles back to the parking area.

Arrowhead Trail – Second Leg

Level: Moderate
Distance: 3.3 miles
Description: From the first scenic overlook, you climb 300 feet and survey a canopy of oaks -- coast live, blue, and valley -- along with fragrant California bays. Cross over two sturdy, redwood bridges and pass by a bench. The vegetation changes to chaparral and you notice mounds and slides caused by seismic vibrations. The second scenic outlook is at nearly 800 feet in elevation. You relax on a bench and view the preserve’s full expanse below and Tulare Hill to the north. You hike 1.6 miles back to the parking area.

Arrowhead Full Loop Trail

Level: Challenging
Distance: 4 miles
Description: Continue on the trail to a service road along a ridgeline. Be on alert for poison oak while traversing a grove of buckeye trees whose canopy shades from the hot sun. Among annual grasslands you see a short spur trail leading to a secedled picnic table. Back on the trail, watch for mule deer and bobcats among the California bays, blue oaks, and buckeyes. Please note the cows, whose grazing helps control invasive plants. As you descend to the valley floor and reach the Heart’s Delight Trail, scan the meadow for sly coyotes and soaring raptors.

TRAIL RULES & SAFETY

• Hours are 7:00 a.m. to sunset.
• Mountain biking, hiking, and horseback riding are permitted only on designated trails.
• Pets are not permitted in the preserve at any time.
• Fires, fireworks, and smoking are strictly prohibited.
• Do not feed, disturb, molest, or kill wildlife. Hunting and trapping are not allowed.
• Do not collect, remove, destroy, or deface any natural or human-made object.
• No water is available at trailheads, at the parking lot, or along the trails.
• If you see grazing cattle on the trail, give them a few minutes to move. Don’t chase or harass them; they will move on their own.

BE PREPARED

Always carry water and for maximum comfort, dress in layers for a range of weather conditions. Pack snacks or lunch, especially if you’re hiking with children. Bring a hat, sunblock, and a simple first aid kit. Horseback riders and cyclists should also plan for the care and maintenance of their transportation. Finally, be aware of your fitness level and abilities, especially when venturing out alone or on especially challenging hikes or rides.

DIRECTIONS

Coyote Valley Open Space Preserve
• From Hwy 101
• West on Bailey Avenue
• Left on Santa Teresa Blvd
• Right on Palm Avenue
• The preserve is at the end of Palm Avenue

ABOUT THE OPEN SPACE AUTHORITY

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SIERRA VISTA OPEN SPACE PRESERVE

Visitors must travel one way along the Aquila Loop Trail.

For emergencies call 911

Go Paperless! Download a PDF of this trail map from our website:

openspaceauthority.org

To contact the Open Space Authority, call (408)224-7476 or visit our website.

No dogs on open space preserve

No Parking Along Road

Penitencia Creek Rd.
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