



# **SAN MATEO CITYWIDE COMPLETE STREETS PLAN**

Phase 1 Engagement Report



FEHR  PEERS



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# OVERARCHING HIGHLIGHTS

- **Traffic Congestion:** Frustration around traffic congestion specifically in North Central, on El Camino Real, and Delaware Street.
- **Limited Connectivity:** Enhance connectivity along key bike and pedestrian routes.
- **Road Maintenance:** Fix potholes and uneven sidewalks.
- **ADA Compliance:** Improve mobility for people with disabilities and seniors.
- **Reckless Driving:** Pedestrian and cyclist safety concerns due to speeding cars, especially near school zones and bus stops.
- **Safety Enhancements:** Need for more traffic calming and driver education regarding cyclist and pedestrian safety and safe driving.





# ENGAGEMENT APPROACH

- **Timeline:** Commenced engagement process with stakeholder interviews to gather background information about San Mateo and transportation concerns from community leaders.
- **Partnerships:** Partnered with Move San Mateo and San Mateo Foster City School District to host engagement activities such as walk/transit tour, bike tour, and focus group.
- **Spanish Translation:** Spanish speakers were available at all engagement events. Conducted two focus groups at College Park Elementary with San Mateo Foster City School District all in Spanish and had a Spanish breakout room during focus group with MidPen renters.
- **Materials:** Created interactive materials in Spanish and English such as boards and maps for participants to provide input.



*Pictures above were captured during the June 2023 Bike Tour and San Mateo Foster City School District Focus Group*





# SUMMARY OF ENGAGEMENT TO DATE



**Stakeholder Interviews  
(9 Meetings)**

April 2023



**Two Focus Groups: SMFCSD  
& MidPen (45 participants)**

June 6, 2023 & July 18, 2023



**San Mateo Walk/Transit Tour  
(6 participants)**

June 15, 2023



**San Mateo Bike Tour  
(15 participants)**

June 24, 2023



**San Mateo 4th of July  
(~ 100 participants)**

July 4, 2023



**College of San Mateo  
Farmers Market  
(~ 80 participants)**

July 8, 2023





# ACTIVITY INSIGHTS

## Bike, Walk, and Transit Tours Insights

### San Mateo Bike Tour

- Ineffectiveness of sharrows/bike boulevards on residential streets due to long city blocks that encourage speeding.
- Concerns regarding bike lanes near cars, freeway entrances, and unsafe intersections.
- Proposed improvements consisted of standardizing protected bike lanes, creating traffic calming measures, improving signage, and enhancing bike infrastructure.



### San Mateo Walk/Transit Tour

- Safety improvements included reducing vehicle speeds and making pedestrians more visible.
- Need for accessibility features installed at the Hillsdale Caltrain Station.
- Samtrans ECR line is a reliable form of public transportation but inconvenient in terms of how long it takes to get from town to the next.





# ACTIVITY INSIGHTS

## Focus Groups Insights

### San Mateo Foster City School District – Parent Focus Group (all in Spanish)

- Safety issues, such as reckless driving, affect students as they commute to school.
- Traffic congestion can lead to blind spots and risky merging into oncoming traffic lanes.
- Community education on safety measures would be helpful when walking and driving along San Mateo streets.



### Peninsula Station Apartments – Renter Focus Group (Spanish/English)

- Roads should be safer for pedestrian use.
- Need for more safety improvements including increasing time of crosswalk signals, installing crosswalks with flashing beacons, speed lights, and dedicated bike lanes so bicyclists don't use sidewalks.
- Need for road maintenance to fix potholes, cracks, and uneven roads.

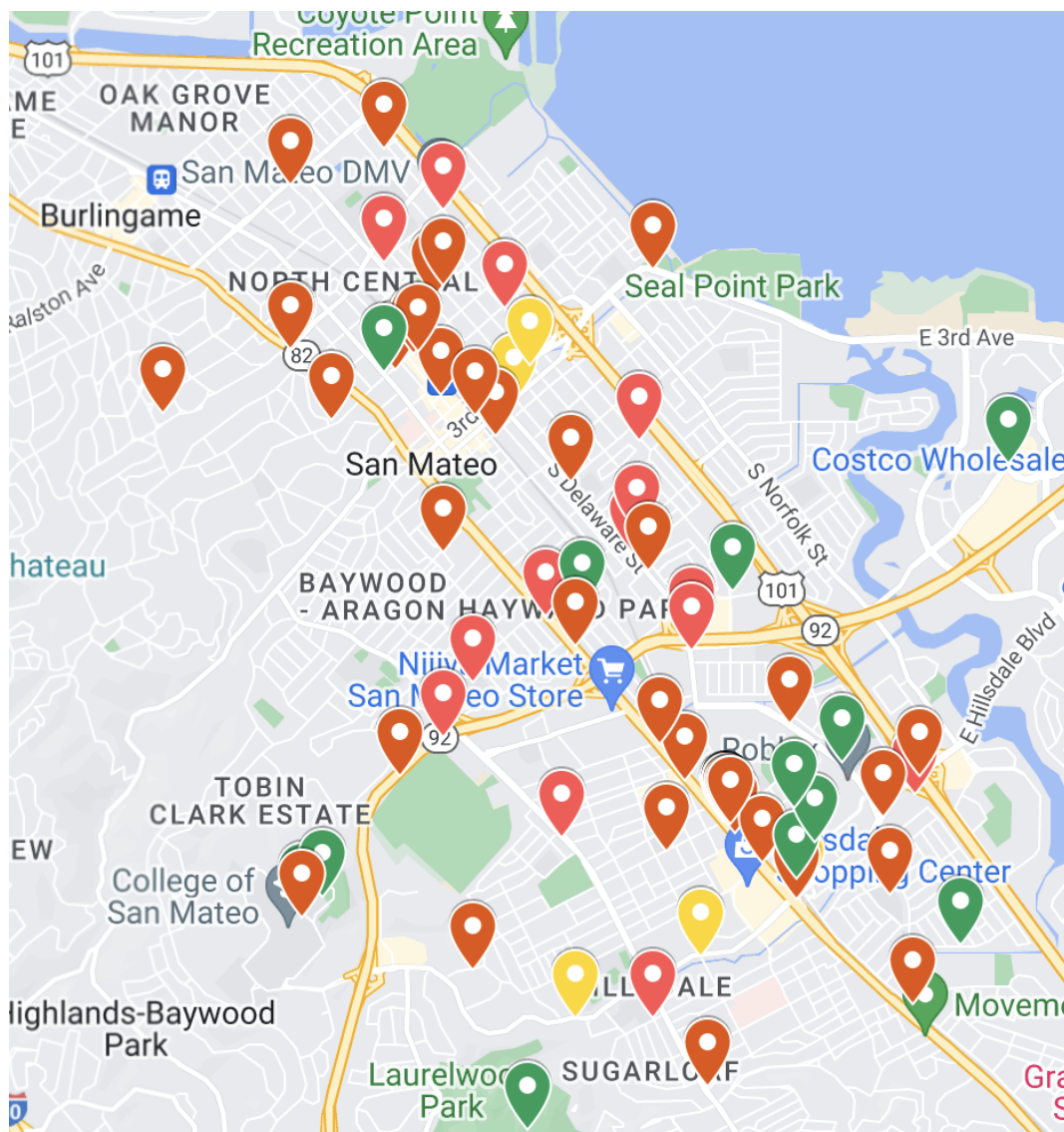






# FOCUS GROUP MAPS

## Place-specific community feedback



Focus group participants were asked to provide feedback on existing infrastructure and any challenges faced while moving through San Mateo.

Positive feedback:

- People appreciated pedestrian improvements including lighting that were implemented around 31st St. and near Downtown.
- People enjoyed the access to outdoor recreational facilities and parks.



Challenges/ barriers



Neutral feedback



Positive feedback





# ACTIVITY INSIGHTS

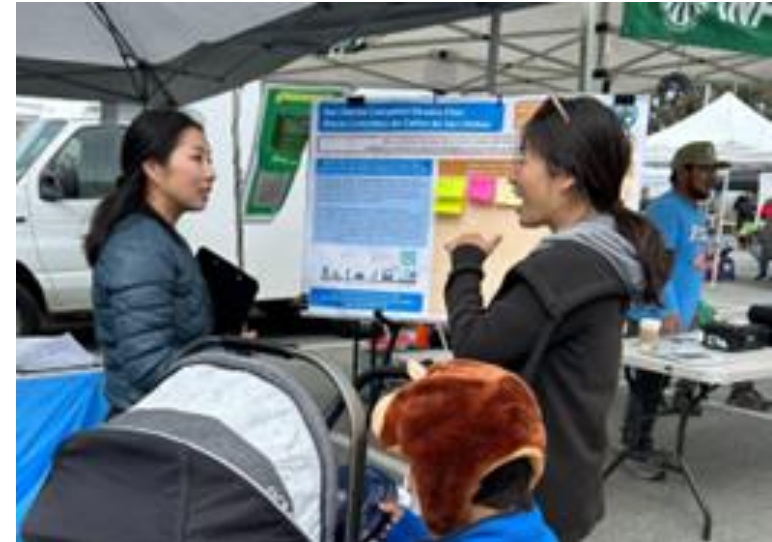
## Stakeholder Interview and Pop-up Insights

### Stakeholder Interviews

- Traffic congestion frustration on busy corridors such as Poplar Avenue.
- Concerns regarding parking issues in North Central along Humboldt and Parkview Street.
- Increase parking capacity in Downtown San Mateo.
- Updating curb ramps and sidewalks for ADA compliance would be beneficial.

### 4th of July Celebration & San Mateo Farmers Market Pop-up

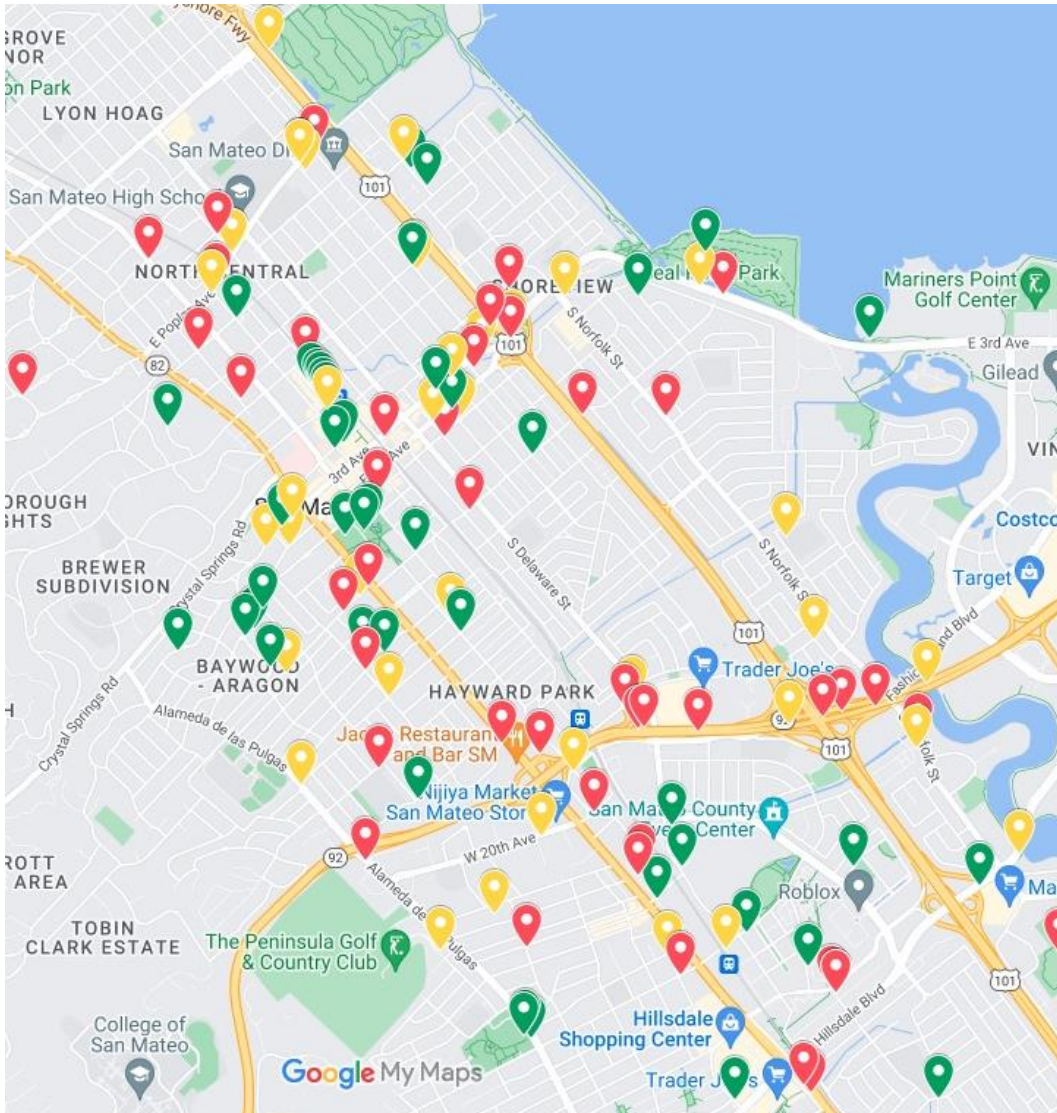
- Concerns about road conditions and infrastructure specifically regarding potholes and uneven sidewalks.
- Safety concerns centered on lack of bike lanes, accidents at intersections, pedestrian safety, and traffic violations.
- Desired improvements include signage, curb ramps and ADA/stroller-friendly sidewalks, and designated bike lanes.





# POP-UP MAPS

## Place-specific community feedback



Pop-up participants were asked to provide feedback on existing infrastructure and any challenges faced while moving through San Mateo.

Positive feedback:

- People value the culture and diversity of San Mateo.
- People enjoyed access to parks and recreational activities.



Challenges/ barriers



Neutral feedback



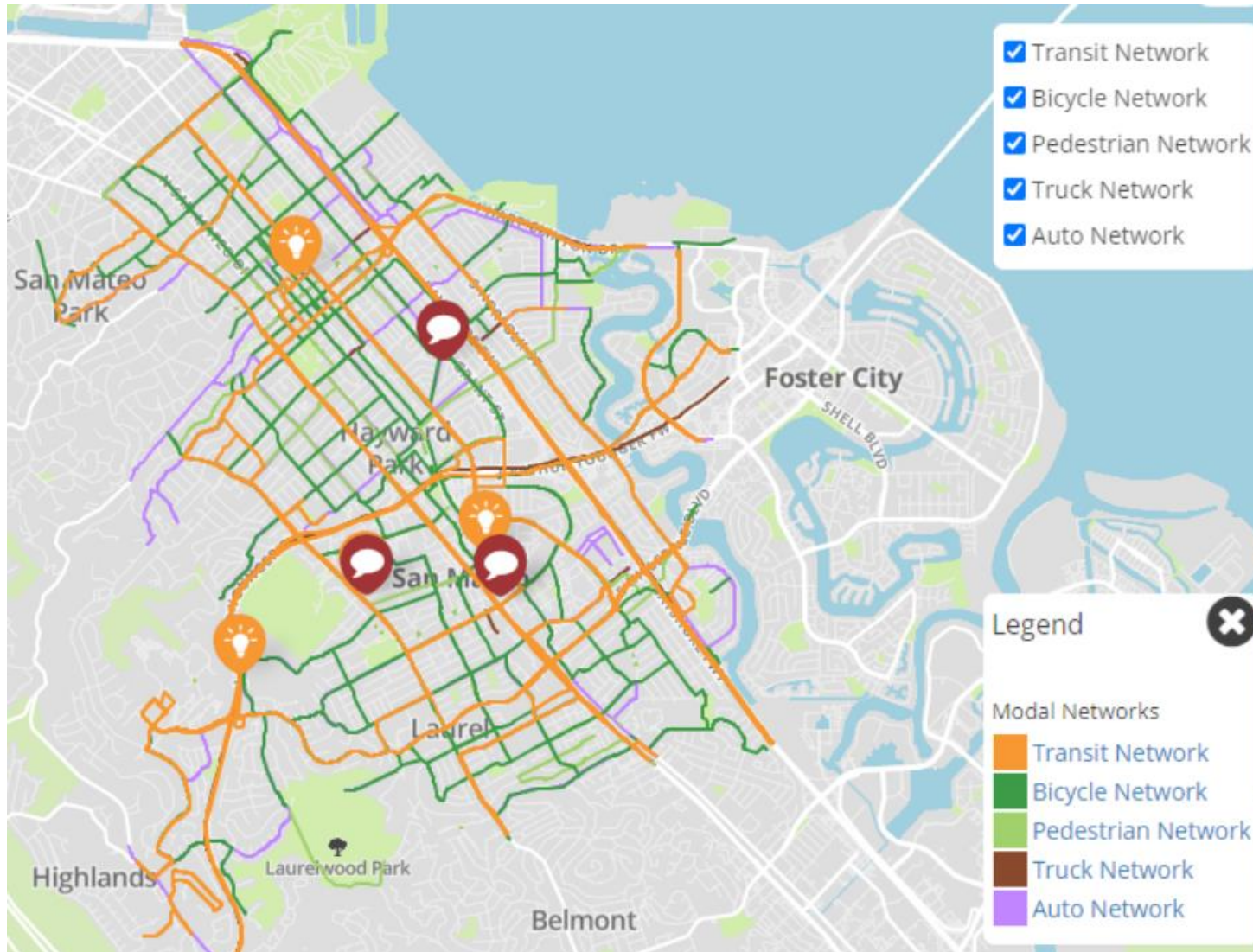
Positive feedback





# ONLINE ENGAGEMENT

Social Pinpoint site is currently open for comments/survey



As of July 20th,  
we've  
collected:

**77**

Unique Visitors

**8**

People Commented

**15**

Comments



# KEY TAKEAWAYS BY MODE





# PEDESTRIAN EXPERIENCE

## General themes from community feedback

- **Pedestrian visibility:** Install bulb-outs and LED infrastructure to reduce pedestrian crossing distances and enhance pedestrian/cyclist visibility.
- **Slower speeds:** Install more pedestrian activated signals and law enforcement to diminish speeding and traffic law violations near schools.
- **ADA & senior accessibility:** Install more traffic light signals, update curb ramps & sidewalks, and remove grade separation along ECR & Hillsdale.
- **Consistent & improved pedestrian infrastructure:** Ensure crosswalks have flashing beacons over both sides of the streets.
- **Road safety education:** Educate students on safety measures when walking along San Mateo streets.



# BICYCLE EXPERIENCE

## General themes from community feedback

- **Safety measures for bike infrastructure:** Improve signage and establish dedicated bike lanes in high traffic areas and at unsafe intersections.
- **Bike connectivity:** Add new bike paths near the Boys and Girls Club in the North Shoreview neighborhood.
- **Bike trails promotion:** Collaborate with Parks and Recreation to establish bike trails and install bike stop lights at key intersections.
- **Speed deterrence infrastructure:** Improve effectiveness of sharrows/bike boulevards on residential streets to prevent speeding on long city blocks.
- **Parking capacity limitation:** Address concerns of limited parking capacity due to new bike lanes in N. Central; there is a lack of bike lane use due to safety concerns over speeding and not enough space, and absence of bike lane connections.





# TRANSIT EXPERIENCE

## General themes from community feedback

- **Coordinate transit systems with other modes of travel:** Integrate Caltrain schedule with bus service schedules.
- **Comfortable transit infrastructure:** Include more pole-sits and benches alongside streets and bus stops.
- **Faster service:** Shorten travel time on ECR Samtrans bus line to encourage people to use public bus transportation.
- **Transit connectivity:** Increase transit access to the eastern neighborhoods of San Mateo such as North Central.



# AUTO EXPERIENCE

## General themes from community feedback

- **Road maintenance:** Upgrade street stop signage and repair roads with potholes.
- **Parking shortage:** Address parking shortage in specific neighborhoods such as N. Central and Downtown San Mateo.
- **Automobile rule enforcement:** Enforce vehicle rules to prevent reckless driving and sidewalk parking.
- **Traffic congestion:** New development and back to office work policies have caused an increase in traffic congestion.





# ENGAGEMENT SUMMARY

- **Safety:** Improving safety for pedestrians and bicyclists was the highest priority discussed throughout all engagement activities. The need for traffic calming measures and more safety education was voiced as potential solutions for this issue.
- **Connectivity:** Need for more connectivity throughout San Mateo streets especially to public transit and recreational bike trails.
- **Traffic congestion:** Need for mode shift engagement and education to encourage commuters to use non-auto modes of travel.



*Picture to the top right was gathered from June 2023 SMFCSD Focus Group and picture to the bottom right was gathered from the June 2023 Bike Tour*



# COMMUNITY ENGAGEMENT LEARNINGS

## What worked well:

- Collaborating with Move San Mateo to learn about potential bike & walk/transit tour routes and using Map My Run App to create routes.
- Materials developed such as maps, questions, and boards prepared the internal team for tours, focus groups, and pop-ups and allowed for interactive activities with community members.

## For the next phase of engagement:

- Making future walk/transit tour routes shorter to not overwhelm participants.
- Staying consisted with focus group schedules to not go over one hour slot time.
- Advertising tours , focus groups, and pop-ups with enough time before events and posting on City of San Mateo channels to help more effectively spread the word.