

## CHAPTER 2 - OTHER OUTREACH EFFORTS

### 2.1 Community Meetings

#### San Mateo "Project Read" – Donna Scheifler

March 9, 2010, 10:00am  
College Park Elementary School  
715 Indian Avenue  
San Mateo, CA

- The area on Amphlett between Poplar & Peninsula has very poor transit service
- The very limited service on Sundays is a problem; 1.5 hr headways
- Very difficult to access El Camino Real service and the County Hospital
- Bus stops are too far apart
- Streets are too narrow for bicyclists; it's hard to get through the streets when there are cars and buses
- What's needed is job development for the area
- Rent costs have been rising, very hard for residents to live in the area.
- No more increases in bus fares
- Bus shelters for pedestrians need to be established at:
  - 12<sup>th</sup> Avenue
  - Norfolk and Kehoe
  - Along Delaware Street
- Reestablish the SamTrans bus route 250 to full service and/or more service for the community
- Going to the Samaritan House can be expensive and difficult
  - Transferring is too expensive when using the bus
  - Walking to the Samaritan House can be long (45min -1hr+)
- Bus operators can be difficult
  - Bus operators often leave when customers are running for the bus
  - Children are being charged to ride the bus
  - Moms with strollers and/or many kids at times get scolded from the bus operator for taking up too much time to board the bus
- Cross Streets: Amphlett and Idaho
  - Lighting Issues
  - Gang activity occurring
- Going to the San Mateo Medical Center can be a very difficult trip
- Taking the bus to Redwood City or Palo Alto on the weekends is a hardship
  - Limited service
  - Walking distance to catch the bus is too long (especially trying to reach El Camino Real)
- Trying to attend PTA meetings at schools can be an hour long walk

- Kids are being scattered to Sunnybrae Elementary School and Horall Elementary School
- Children are assigned to schools at many different locations
- Priority is getting kids to school, but the school assignment system fails to acknowledge the community, especially parents when it comes to using public transit
- People who want to go to the College of San Mateo (CSM) on public transit face many challenges:
  - Length of trip
  - Cost of trip
  - Transfer points
  - Monthly pass
- Mt. Diablo crossway (pedestrian) is very dangerous to walk through due to:
  - Lighting issues
  - People loitering
  - Assaults

### Samaritan House – Staff Meeting

March 12, 2010  
 4031 Pacific Blvd. 2<sup>nd</sup> Floor  
 San Mateo, CA

The Samaritan House provides a wide variety of assistance to people of low-income families. The service area for the Samaritan House spans from Millbrae to San Carlos.

The mission/purpose of the Samaritan House is to improve lives, promote self-sufficiency, and preserve dignity by providing supportive services for all members of our community in need. The services that the Samaritan House provides are: medical/dental, food, clothing, referrals to other organizations, translation, etc. The clients/constituents are low-income families. The ethnicity of who the organization serves tends to be relatively the same as in the Existing Conditions Report that has been produced for the project area. The Samaritan House serves approximately 2,200 families a year and about 50-60 people a day (depending on the weather). The average family income that the organization has served is about \$19,859.

Transportation is only available through a free bus pass giveaway (10 bus passes per month), but this program will be ending at the end of March 2010. Most of the clients arrive through car, public transit, or walking. The Samaritan House would like to see bus passes that reflect the populations need. Bus shelters should be available for residents waiting for the bus. Public transit information should be more accessible to the residents of the North Central San Mateo, especially in regards to redi-wheels and mobility transit. Pedestrian safety for the community needs to be addressed.

Suggested improvements and known issues:

- Bus passes
  - Non-commuting hours discounted monthly bus pass
  - Family bus passes – where family members can exchange the bus pass within the family
  - Weekly bus passes

- Transfers should be given when one pays for the bus fare
  - Not having transfers makes it a hardship for residents to get to their destinations
- Pedestrian Issues:
  - Crossing the street/highways can be dangerous
  - Pedestrian bridge on Mt. Diablo is dangerous to cross
  - Timing for pedestrians to cross the street can be limited
- Bicycle Issues:
  - People driving cars do not adhere to the bicycle lanes that are in the area
  - People driving within the bicycle lane

## Project SCOPE – Parent-Teacher Meeting

March 23, 2010

Martin Luther King Jr. Community Center  
725 Monte Diablo Avenue  
San Mateo, CA, 94401

- Amphlett between Poplar Ave and College Ave is called “Block 700” by residents
- In order for students to get to College Park Elementary they would have to take either SamTrans bus route 250 and 292.
  - In order to take the buses many people would have to walk down to Delaware Street.
  - Walking to Monte Diablo Ave. and using the pedestrian walkway in order to reach the 250 bus stop
- Many moms in strollers walking long distances to get to North Shoreview Elementary School; many cross the Peninsula bridge from the Humboldt/College area in order to take Route 250
- The Monte Diablo Ave. Pedestrian Bridge can be a very dangerous place
  - Too many corners, which gives less visibility to pedestrians
  - Less visibility to pedestrians creates opportunities for criminals to hide and commit crimes in the pedestrian bridge
  - Many residents would rather walk farther routes to take their children to school than walk across the pedestrian bridge
  - Poor lighting at night
- La Hacienda Súper Mercado on North Amphlett Blvd. can be a dangerous area for customers due to the Liquor store a block away from the grocery store where many loiters are located.
- SamTrans bus route 250 use to run on Peninsula Ave. down to Humboldt Street
  - Many High School students would have to walk long distance to get to school
  - During rainy days, students get soaked
  - Students feel unsafe when crossing the Monte Diablo Pedestrian Bridge
  - Girls are being harassed on their way to and from school
- SamTrans bus route 250 would be greatly serving the community if it would resume its service to the North Central San Mateo community
  - Bus route 250 crossing over on Peninsula Ave. and continuing South on Humboldt Street and stopping on Poplar Ave.

- The bus stop on Humboldt Street and Poplar Ave. would be greatly serving students who live close by or are attending school
- Lack of bicycle facilities in the North Central San Mateo area
  - Lack of shared space between automobiles and bicyclist on the road
  - Streets are too narrow to feel safe
  - Adding bicycle facilities would be a great improvement for the community
- The main destinations for many residents in the North Central San Mateo area is to schools and hospitals
- The SamTrans fare being raised to \$2.00 was a barrier for residents to use the service
  - Many residents taking two buses to take the children to the Stanford hospital
  - Getting children to school can be difficult when you have to pay for multiple students
  - Lack of transfers also makes taking the bus a barrier
- Students who attend Park Elementary school have to walk long distances since there is no bus service
  - Many students need to cross El Camino Real, which is dangerous
  - Lack of public or school transportation for students to get to school
- Pedestrian safety is a concern at the Poplar Ave. exit
  - New traffic signal at the Poplar Ave. exit can be dangerous for motorists

## Family Service Agency of San Mateo County – Staff Meeting

April 15, 2010  
 24 Second Avenue  
 San Mateo, CA, 94401

- Public Service Announcements?
  - Have there been any announcements done to a local channel?
- North Central San Mateo clients use Redi-wheels
- Family Service Agency of San Mateo serving the whole county of San Mateo
- Constituents tend to be of older age and have experienced travel difficulties
- Within the organization they provide service to clients at about 50 trips per month
  - Out of the 50 trips per month an average of 10% are from North Central residents
  - Providing door-to-door service
  - Reimburse the driver
- Coordinating with Paratransit with trip areas
- Redi-wheels should provide a door-to-door service for its customers:
  - Expand Redi-wheels services with people who are trained to handle different people with different health complexities
  - People who have memory issues
  - Setting up Redi-wheels to become more efficient with their coordination of shuttles
  - Possible Taxi vouchers for people to get to places rather than using Redi-wheels
- Cutting public transit has made it harder for transit service and for people to get to services

- Conducting a volunteer ridership for people to get to places and reimbursement for their time.
- Frequency of service with SamTrans buses within the North Central San Mateo area should be increased.

Home Association of North Central San Mateo

April 29, 2010

Martin Luther King Community Center

- The implementation of a new Kaiser Permanente Clinic in San Mateo might need a bus service in order to accommodate the North Central San Mateo community
- Safer streets are needed in order to stop loiters and gang activity
- Biking and pedestrian planning needed for the North Central San Mateo community
  - Getting kids off of taking cars for trips but becoming more active
- The bus route 53 and 292 don't serve the community but takes people to gasoline stations and fast food restaurants
  - The implementation of a bus route that passes through Humboldt Street would be of better access
- Can SamTrans provide smaller buses rather than the larger buses in the North Central community?
  - Smaller buses could be used more frequently in order to address the frequency issue that many riders have
  - Smaller buses would be more maneuverable in the narrow streets of the North Central San Mateo area

## 2.2 Community Based Organizations/Agency Interviews

City of San Mateo Police Department – Officer Robert Anderson

January 15, 2010

There is an ongoing problem with people loitering around the Caltrain station and intimidating pedestrians. This is particularly a problem at the pedestrian bridge at the Northwest access to the station. Women have reported derogatory comments from men loitering there. It would be great to have a "No Loitering" sign installed.

Vandalization of the restrooms at the Caltrain station costs \$15k per year.

Some reports of harassment of people by homeless people loitering at the bus stop at 1<sup>st</sup> & B Streets.

San Mateo High School – Principal Yvonne Shiu and Dan Dobbins

San Mateo Union High School District

March 8, 2010, 10:00am

506 North Delaware Street

San Mateo, CA

San Mateo High School provides education for students within or surrounding the project area. The service area of the school is related to the delineated school district and the attendance boundaries for which they comprise of.

The mission/purpose of the organization is to provide an educational environment so that the students can progress in their educational careers. The clients/constituents are from the ages of 14-20 years old. The ethnicity of the school is composed of: 38% Latino, 26% Caucasian, 20% Asian, 7.2% Filipino, 4.9% Pacific Islander, 4% African American, 1.9% Other. The San Mateo High School serves on a school year approximately 1,425 students. Approximately 300 families speak Spanish and are in walking distance to the school.

Transportation is only available for students that live outside of a 5 mile radius from the school (city mandated rule). Other school transportation to the San Mateo High School is provided by SamTrans bus routes that pass through the area. Bus schedule changes from SamTrans have been allotted for the beginning and the end of school. Service is limited during school hours. Getting to certain locations can be difficult due to lack of transfers. Connecting to different bus routes can become burdensome, due to high cost of the bus fare.

- Potential outreach opportunities:
- March 18 is Open House for families
- 1<sup>st</sup> Wednesday of every month is Latino Night
  - Possible surveys needed for distribution
- PTA meeting March 30<sup>th</sup>
  - Possible surveys needed for distribution
  - Agenda is filled
  - 5-10 minutes to talk and overview of the survey

Peninsula Conflict Resolution Center – Austin Ellis, Community Specialist

March 12, 2010

1660 S. Amphlett Blvd. #219

San Mateo, CA, 94402

- Why is the North Central area being broken up in two distinct categories: King Center and the rest of the North Central San Mateo area?
- Asian population is isolated; more outreach needed for the Asian community.
- Community Outreach at PCRC events
  - Having our presence at the events brings more recognition and information about the North Central San Mateo Community Based Transportation Plan

- Community Outreach at PCRC meetings
  - Possible presentations at their Staff meetings (3<sup>rd</sup> Thursday), AOD Community Coalition meeting (Thursdays), and the Youth Advisory Council

### San Mateo Adult School – Fred Thompson

The San Mateo Adult School is dedicated to the search for knowledge, understanding and growth is continual. The San Mateo Adult School is the catalyst for student intellectual growth, creativity, and sustained health. We develop skilled workers, strong families, and successful communities by offering opportunities to learn at every stage of adult life. The service area for the San Mateo Adult School is from San Bruno to Foster City and the San Mateo Union High School District.

The students who attend the San Mateo Adult School are looking to expand their educational and vocational skills. The students who attend school range from 18 years of age to 80 years of age. The San Mateo Adult School has students from varying nationalities. The school tends to provide educational services to an estimated 1500-1800 student per month. The school unfortunately does not provide transportation for their students.

The San Mateo Adult School would like SamTrans to have a bus that would provide service for the neighborhood. Mr. Thompson would like to have a bus that would travel on Poplar Ave then head South on Humboldt Street in order for the school to have a bus stop. The bus route wouldn't just provide a better service for the community but also to seniors who will benefit from the bus route when getting to school. The San Mateo Adult School would also like to see more bike lanes throughout the North Central neighborhood. A lot of the residents who live in the North Central San Mateo neighborhood commute by riding their bikes to school, safety for the residents as well as shared road access are a big concern.

### Family Service Agency of San Mateo County – Shobna Dhewant

The Family Service Agency of San Mateo County provides a comprehensive array of community service programs that empowers children, families and older adults with life-long skills to build a self sufficient future. We offer child development programs, wellness programs for seniors, a low cost loan program for low-income parents, and visitation services for children whose parents are going through a divorce. The Family Service Agency serves the whole city of San Mateo including the project area of the North Central San Mateo community.

Our clients range from infants to seniors with children in our child development and school ready programs, seniors in our peer counseling and health and wellness programs and families needing finance to achieve self sufficiency. The needs of our clients are diverse but our services offer a hand up towards self sufficiency. Approximately 40% of our clients are Hispanic/Latino with another 20% African American, another 25% Caucasian and the remaining distributed amongst Asian, Pacific Islander and other ethnicities. We serve approximately 1,600 clients on a monthly basis with 30% from the city of San Mateo. A more precise measurement of the particular neighborhood cannot be made. We provide an automobile loan program for low-income parents and senior transport services in our Older Adults Program.

College Park School – Diana Omo Hallock, Principal

April 8, 2010

Many students who live in the north central area attend other schools in our district. I do know parents struggle to get to specific school sites from the North Central area to pick up sick children during the school day and to attend evening meetings and parent conferences. Parents who cannot drive also struggle to participate in evening meetings at our district office.

However, in service to our north central families, many events such as parent conferences, PTA meetings, parent education events, kindergarten information evening, and new student enrollment opportunities are duplicated on the College Park campus in both Spanish and English. Yes, schools such as Baywood Elementary, Meadow Heights Elementary, etc. have parent conferences, PTA, and English Learners meetings both on their own school site and here at College Park. It is a wonderful partnership.

## 2.3 Hotline

Laurie Watanuki, Resident and Stakeholder Committee Member

January 19, 2010

- Pedestrian Issues:
  - 5th Avenue is the pedestrian path to the Downtown and Central Park. We are working with the Pedestrian and Bicycle Committee to promote a Pedestrian Gateway on 5th Avenue from Amphlett to B Street.
  - We need green pedestrian street lamps on 5th Avenue from Eldorado to Delaware, and along the 400 block of Eldorado so that residents can walk safely to the Downtown and Music Series at night.
  - We need green pedestrian street lamps on SOUTH side of 4th Avenue from Eldorado to Idaho for safety at night. The north side already has lamps.
- Bicycle Issues
  - 5th Avenue is the preferred bike route to the Downtown and Central Park since there is less traffic. We are working with the Pedestrian and Bicycle Committee to promote a Class III Bike Route on 5th Avenue from Amphlett to B Street.
- Transit Issues
  - In the past, commuters from other neighborhoods used the bus stop at 4th and Grant parked in our neighborhood along Grant and Humboldt. This impacted residential street cleaning and parking. We cannot get residential parking permits because we are not an R1 (single family) neighborhood.
  - There is a convenience/liquor store at this bus stop that already generates ongoing pedestrian litter. The combination of the bus stop and the convenience/liquor store generates more litter in our neighborhood.

- There is a KX bus stop at 4th and B Street which residents take to Daly City. Residents can also walk to the Downtown Transit Center to catch Sam Trans
- We want to promote more pedestrian and bike usage around the 1 mile radius of the Downtown.

Tami Rosell, Resident

April 2, 2010

I have spoken to many people in the morning on 9th Ave. I have asked why they are walking on 9th instead of 5th Ave. I have been told that they are uncomfortable walking to town on 5th because of all of the illegal men on the corners. I personally, worked downtown and walked to work and rerouted to 7th or 9th to avoid these men. If 5th can become our neighborhoods thoroughfare again, that would be wonderful. Anything we can do to make things feel safer and bring our town closer to our homes without walking out of our way to get to our destination, whether it be Dragers, the movies or any of the fun shops in town.

Lilian Ayres

May 25, 2010

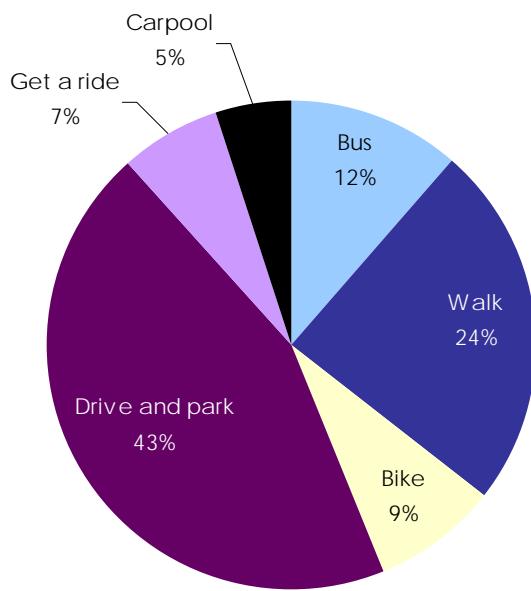
Redi-wheels service needs to be improved in order to better assist residents with disabilities in the North Central San Mateo community. When using Redi-wheels, it is very seldom that they come on time. There has been multiple times where I will be called that the shuttles are on their way but I end up waiting an hour for them to get there. I would like to see more on time service and extended hours for people to get to destinations and return back home. I have heard from other users that sometimes they will call and get confirmation of a shuttle heading to them but they never show up. There should also be door to door service in assisting disabled people, rather than having some drivers just wait by the shuttle. Despite these issues the drivers are very good and very nice.

## 2.4 Adult School Survey

Staff received over four hundred completed surveys from students at the San Mateo Adult School. A blank copy of the survey can be found in Figure 41 on page 93.

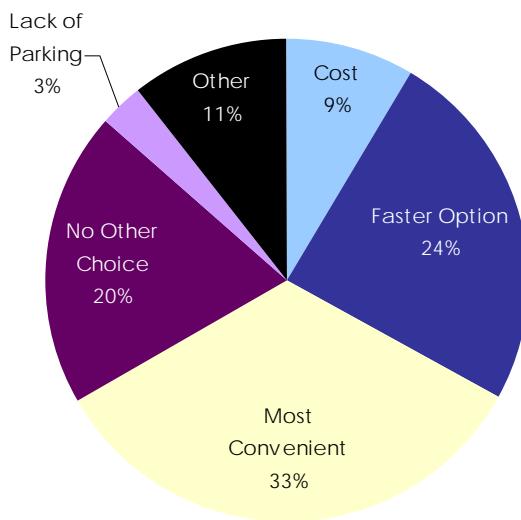
Although roughly half (55%) of students drive, carpool, or get a ride to the Adult School, a very high share indicated they walk, ride their bike, or take the bus (Figure 39). 141 (33%) of the respondents indicated that they walk or bike to the School.

**Figure 39: Mode of Travel to Adult School**



When asked why they have chosen this mode of travel, approximately half (57%) indicated this was the most convenient or fastest option. This correlates roughly with the automobile access responses above, indicating that those who are traveling by foot, bike, or bus are likely doing so due to cost or lack of alternatives.

**Figure 40: Reason for Specified Mode of Travel**



Participants were also asked to rank which of a series of improvements would make it easier for them to walk or ride their bicycle to school. The responses were either ranked as requested, or respondents simply chose to check the improvements they preferred. Of the ranked responses, the desired improvements were, in order of preference:

1. Lighting

2. Crosswalks
3. Bike Lanes
4. Slower Traffic
5. Bicycle Route Signs
6. Sidewalk Improvements
7. Road Pavement Improvements
8. Corner Curb Ramps

Of the checked responses, the desired improvements were, in order of frequency:

1. Lighting
2. Bike Lanes
3. Crosswalks
4. Slower Traffic
5. Bicycle Route Signs
6. Sidewalk Improvements
7. Other
8. Road Pavement Improvements
9. Corner Curb Ramps

When asked what transportation improvements they would like to see in the community, the overwhelming majority of answers related in increasing bus service, reducing the cost of public transit, putting in better lighting, and bicycle facilities improvements.

## Raw Survey Results

*These raw survey results are based on 404 returned surveys. A blank copy of the survey is shown in Figure 41 on page 93.*

### Q1. How do you get to school?

Drive and park	47.52%	(192)
Walk	25.74%	(104)
Bus	12.38%	(50)
Bike	9.16%	(37)
Get a ride	7.18%	(29)
Carpool	5.45%	(22)
Taxi or Train	0.50%	(2)
Train	0.25%	(1)

### Q2. Why do you get to school this way?

Most Convenient	44%	(178)
Faster Option	32%	(129)
No other choice	26%	(104)
Other	14%	(56)

Cost	11%	(45)
Lack of Parking	4%	(15)

**Q3.** Please rank which of the following improvements would make it easier for you to walk or ride your bike to school.

Ranked Surveys	Average Ranking
Lighting	2.64
Crosswalks	2.94
Bike Lanes	3.71
Slower Traffic	3.83
Bicycle Route Signs	4.37
Sidewalk Improvements	4.42
Road Pavement Improvements	5.43
Corner Curb Ramps	6.30
Other	6.44
Checked Surveys	Frequency Checked
Lighting	80
Bike Lanes	75
Crosswalks	70
Slower Traffic	68
Bicycle Route Signs	53
Sidewalk Improvements	50
Other	34
Road Pavement Improvements	31
Corner Curb Ramps	30

*Responses to questions 4 and 5 have been incorporated into our analysis of needed pedestrian and bicycle facility improvements.*

**Q4.** On the map please draw the route you take to come to school.

**Q5.** On the map, please circle problem areas (such as missing sidewalks, dangerous locations, poor lighting).

**Q6.** Can you list any transportation improvements you would like to see in our community?

A covered bus stop, with a bench while waiting for the bus on Poplar Ave. Make more lanes for the left turn on El Camino Real. It could prevent traffic More buses More frequent buses/Caltrain Lights at bus stop for safety purposes Bus route and schedule posted at bus stops Bike lanes Crosswalks I would ride a bike. If there is a bike lane from Millbrae to San Mateo	More buses More buses More buses More bike lanes I would like to take a bus Bart Busy Streets Poor lighting More bike lanes More buses Transportation for handicap people
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More Parking	We need new bicycle route signs and more slower traffic
Bus route frequency	No crosswalks on Poplar Ave. in front of the San Mateo Adult School
Crosswalks and Road Pavements	More buses for poor people
Hwy 92 merging lane is very short and very dangerous	Uneven Pavement
Caltrain	Rough bike lane
More Traffic lights	Rough entrance to school
Better asphalt	Better bus service
More buses for key locations like the community college	More buses
More buses	Places of fast traffic, no safe bicycle lanes along the whole route
Better Lighting	More frequent buses, there are too few and unreliable to take
Better Signs	Better roads and traffic control
More light	More speed checks on North Delaware Street.
Bus	A bus for the smart center student
More Bus Routes	Lower fees
Make bus run faster	A crosswalk needed
Small restaurant	The SamTrans route 292 bus should be on time
I would like to see motorcycle and bike	Buses
Restaurant/Cyber Café	Crosswalks
More bus routes and bus stops	Lighting
Bike lanes	BART lane
Road pavement improvements	Bus
Friday disco	Bus
More buses	Bike lanes
Bike lanes	Extend the BART line to San Mateo
Free Bikes	Bicycle lanes
More buses would help	Bus
More Bus routes	Bus to enter San Mateo hill
Camera/Videos of pedestrian traffic	More lighting on Humboldt Street to Rollins Road
More street lights	Lighting
More bus and taxis	Poor lighting
More street lights	Poor lighting
Bus	Poor lighting
More buses	Poor lighting
Lighting	Needs road pavement improvements
Bus, bike	SamTrans could provide some Shuttle Cars for transportation to the
More taxi cabs around the area	nearest street around where the problems are
Bus to schools	More buses
A bus for when school starts and when it lets out	Walking Improvements
Buses from Half Moon Bay on time to the school	Lighting and Sidewalk improvements, Bicycle route signs
Buses	Shuttles for the community
Poor lighting	More buses running during the day
Bus, Train, Bicycle, Motorcycle	Poor lighting
Poor lighting	More police presence
People loitering	More buses
Poor lighting	Less expensive mode of transportation
Police Security	More buses
school streets	Poor lighting
Better lighting at the school and around the	More buses
Poor lighting, all around the school is poor lighting	Poor lighting
Better lighting at the school and around the school streets	More buses
More transportation	Better lighting at the school
More buses	Pavement improvements
Police	

**Figure 41: San Mateo Adult School Survey**

North Central San Mateo Transportation Committee

Transportation Information from the students at the San Mateo Adult School

1. How do you get to school? Please circle

- Bus
- Walk
- Bike
- Taxi
- Train
- Drive and park your own car
- Get a ride and you are dropped off
- Carpool

2. Why do you go to school this way? Check all that apply

<input type="checkbox"/> Cost	<input type="checkbox"/> No other choice
<input type="checkbox"/> Faster than other options	<input type="checkbox"/> Lack of Parking
<input type="checkbox"/> Most convenient	<input type="checkbox"/> Other

3. Please rank which of the following improvements would make it easier for you to walk or ride your bike to school?

<input type="checkbox"/> Lighting
<input type="checkbox"/> Crosswalks
<input type="checkbox"/> Slower traffic
<input type="checkbox"/> Bike lanes
<input type="checkbox"/> Sidewalk improvements
<input type="checkbox"/> Bicycle route signs
<input type="checkbox"/> Road pavement improvements
<input type="checkbox"/> Corner curb ramps
<input type="checkbox"/> Other

4. On the map please draw the route you take to come to school

5. On the map, please circle problem areas (such as missing sidewalks, dangerous locations, poor lighting)

6. Can you list any transportation improvements you would like to see in our community?

Do you live in North Central San Mateo? ( ) Yes ( ) No

## 2.5 San Mateo High School Safe Route to School Survey

Fifteen of the San Mateo High School Safe Route to School surveys were returned. This number of surveys represents a very small portion (1%) of the total student population at the high school. Consequently, the following results may not accurately reflect the opinions of all students at the school. A blank copy of the survey (in both English and Spanish) can be found in Figure 42 starting on page 97.

When asked about sidewalks on the route to school, several students indicated that cars or trucks are blocking the sidewalk. Students also indicated that the sidewalks are not continuous and are unsafe or difficult to walk on, especially for wheelchairs, strollers, and wagons.

When asked about street crossings, several students noted that more marked pedestrian crossings are needed, and that parked cars on the street or utility poles block the view of traffic. Some students also noted that traffic seems to be moving too fast.

When asked about safety, the most common response was that the amount of traffic or the behavior of drivers makes pedestrians feel unsafe. Some students also indicated that there is not enough lighting for walking in the dark.

Most of the students who participated in the survey rated the overall walkability of the school route as either “good” or “excellent.” A few rated the route as “fair,” and one rated the route as “poor.”

## Raw Survey Results

*These raw survey results are based on 15 returned surveys. Blank surveys in English and Spanish are shown in Figure 42 beginning on page 97.*

### Q1. Sidewalks:

Cars or trucks are blocking the sidewalk	6	40%
There are sidewalks, but they are not continuous	3	20%
Sidewalks are broken, cracked, making them unsafe and difficult to walk on	3	20%
Sidewalks do not have ramps (curb cuts) for wheelchairs, strollers, and wagons	3	20%
There are no sidewalks	1	7%
Sidewalks are blocked with poles, signs, shrubbery, dumpsters, etc.	1	7%
Sidewalks are too close to fast-moving traffic	1	7%
There is not enough room for two people to walk side-by-side	1	7%
Other (please specify)	0	0%

### Overall Rating of Sidewalks:

Good	8	53%
Fair	4	27%
Excellent	1	7%
Poor	0	0%

### Q2. Street Crossings:

Need marked pedestrian crosswalks	4	27%
Parked cars on the street or utility poles are blocking the view of traffic	4	27%
Pedestrian crossing signals are not long enough for pedestrians to reach the other side of the street	3	20%
Road is too wide to cross safely	2	13%
Need traffic signals	2	13%
Need pedestrian crossing signals/audible signals	2	13%

Traffic signals make pedestrians wait too long before crossing	1	7%
Trees or plants are blocking the view of traffic	1	7%
Other (specify)	0	0%

Overall Rating of Street Crossings:

Good	10	67%
Fair	3	20%
Excellent	1	7%
Poor	1	7%

**Q3.** Traffic and Driver Behavior:

Drivers seem to be going too fast	4	27%
Drivers do not yield to pedestrians	2	13%
Drivers do not look before backing out of driveways	2	13%
Drivers do not obey traffic signals	1	7%
Drivers do not stop at stop signs	0	0%
Other (specify)	0	0%

Overall Rating of Traffic and Driver Behavior:

Good	7	47%
Fair	4	27%
Excellent	2	13%
Poor	1	7%

**Q4.** Bicycle Facilities:

There are no bicycle facilities	3	20%
Bicycle lane is present but is not wide enough	1	7%
Bicycle facilities is present but needs additional help crossing a busy street (e.g. traffic signal or refuge island)	1	7%
Bicycle facilities are present but have gaps	0	0%
Bicycle lane/path is present but has debris in it	0	0%

Overall Rating of Bicycle Facilities:

Good	6	40%
Excellent	4	27%
Fair	3	20%
Poor	1	7%

**Q5.** Safety:

Do not feel safe because of the amount of traffic	4	27%
Street do not have enough lighting for walking in the dark	4	27%
Do not feel safe because of behavior of drivers	3	20%
Unleashed/scary dogs are along the route	1	7%
Other (specify)	1	7%
People are loitering along the route	0	0%

Vacant buildings and run-down property are along the route	0	0%
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Overall Rating of Safety:

Good	9	60%
Fair	4	27%
Excellent	2	13%
Poor	0	0%

**Q6.** Appeal:

Locations need more grass, flowers, trees, etc.	4	27%
There is trash on the path	1	7%
Other (specify)	0	0%

Overall Rating of Appeal:

Good	7	47%
Excellent	6	40%
Fair	2	13%
Poor	0	0%

**Q7.** Overall Rating of School Route Walkability:

Good	8	53%
Excellent	7	47%
Fair	4	27%
Poor	1	7%

**Q8.** What would you like to change about the walk to school?

- Pedestrian safety
- School benches
- Trash receptacles
- Security
- Bicycle divisions
- Crossing signals
- Crossing lines
- Stop signs
- More lighting
- Smaller buses used in the neighborhood
- More trees
- Roads to be clean
- Elimination of graffiti, trash, and broken glass

**Figure 42: Safe Route To School Survey (English and Spanish)**

## **San Mateo High School Safe Routes to School Survey**

### **Introduction:**

In this activity students will walk and/or bike to their school and identify safe and hazardous areas on their route. The Safe Route to School Survey will provide multiple questions that will help the students look for specific problems that may arise on their route. If the survey is to be administered as a **homework assignment**, please advise students to have a parent and/or guardian with them while they conduct the walking/bicycle Safe Route to School Survey.

If the Safe Route to School Survey is going to be administered as a **classroom assignment** here are some suggestions in how to conduct the class activity. This outline may be altered in order to fit the needs of your classroom.

### **Suggested Materials:**

- "Safe Route To School" Survey
- Small maps of walking routes
- Large map of school area, mounted on firm backing
- Pencils, markers
- Clipboards, magazines or square of cardboard (writing surface for audit)
- Optional: digital cameras

### **Preparation and Instructions**

#### **1. What to Look For**

- Hand out the *Safe Route to School* survey(s) and review the content of the list(s). If both a walking and bicycling audit will occur, break into two groups for the review.
- Decide on route starting/ending points to be assigned
- Find adult chaperones to participate in the *Safe Route to School* survey

#### **2. Walking/Bicycling Routes**

- Form groups.
- Hand out the maps.
- Explain that each student will identify hazards and the location of the problems, on his/her map.
- Give each group an extra map to use when they compile their observations.
- If photographs will be taken, explain the need to record the location of the photograph.

#### **3. Group Discussion and Recommendations**

- Ask if each group can present their top three priority problems.
- Once each group has presented, discuss about possible recommendations on how to fix the problems they saw in their neighborhood.

### **Safe Route to School Survey**

**Instructions:** We would like you to walk or ride your bicycle to school on a typical weekday. Place a "✓" next to any items that you found to be a problem on the route to and from school and record the location of the problem after the item.

★ By completing this survey you will also be submitted to a drawing to win a  
\$25 Cinemark Movie Theater gift card! ★

**Route Taken (e.g. Starting from A street heading north to B street then East to school):**

## 1. Sidewalks

- There are no sidewalks. (Skip to Number 2)
- There are sidewalks, but they are not continuous.
- Sidewalks are broken or cracked, making them unsafe or difficult to walk on.
- Sidewalks are blocked with poles, signs, shrubbery, dumpsters, etc.
- Sidewalks are too close to fast-moving traffic.
- There is not enough room for two people to walk side-by-side.
- Sidewalks do not have ramps (curb cuts) for wheelchairs, strollers, and wagons.
- Cars or trucks are blocking the sidewalk.
- Other. (please specify)

### Location (Cross Street)

Overall rating of sidewalks (check one):  Excellent  Good  Fair  Poor

## 2. Street Crossings

- Road is too wide to cross safely.
- Need traffic signals.
- Traffic signals make pedestrians wait too long before crossing.
- Need pedestrian crossing signals/audible signals.
- Pedestrian crossing signals are not long enough for pedestrians to reach the other side of the street.
- Need marked pedestrian crosswalks.
- Parked cars on the street or utility poles are blocking the view of traffic.
- Trees or plants are blocking the view of traffic.
- Other. (please specify)

**Location (Cross Street)**

Overall rating of street crossings (check one):  Excellent  Good  Fair  Poor

**3. Traffic and Driver Behavior**

- Drivers do not stop at stop signs.
- Drivers do not obey traffic signals.
- Drivers seem to be going too fast.
- Drivers do not yield to pedestrians.
- Drivers do not look before backing out of driveways.
- Other. (please specify)

**Location (Cross Street)**

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Overall rating of traffic and driver behavior (check one):  Excellent  Good  Fair  Poor

**4. Bicycle Facilities****(e.g. bike lanes, signed bike routes, or paths)**

- There are no bicycle facilities
- Bicycle facilities are present but have gaps
- Bicycle lane is present but is not wide enough
- Bicycle lane/path is present but is blocked by parked cars
- Bicycle lane/path is present but has debris in it
- Bicycle facility is present but need additional help crossing a busy street (e.g. traffic signal or refuge island)

**Location (Cross Street)**

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Overall rating of bicycle facilities (check one):  Excellent  Good  Fair  Poor

**5. Safety**

- Do not feel safe because of the amount of traffic.
- Do not feel safe because of the behavior of drivers.
- Streets do not have enough lighting for walking in the dark.
- People are loitering along the route.
- Unleashed/scary dogs are along the route.
- Vacant buildings and run-down property are along the route.
- Other. (please specify)

**Location (Cross Street)**

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Overall rating of safety (check one):  Excellent  Good  Fair  Poor

**6. Appeal**

- Locations need more grass, flowers, trees, etc.
- There is trash on the path.
- Other. (please specify)

**Location (Cross Street)**

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Overall rating of appeal (check one):  Excellent  Good  Fair  Poor

**7. Overall Rating of School Route Walkability**

- Excellent: Walking to school is easy, pleasant, and safe.
- Good: There are a few problems with walking to school, but children can do it safely.
- Fair: Walking is difficult; safety is a concern on many of the routes to school.
- Poor: The routes to school are unsafe for children to walk.

**What would you like to change about the walk to school? (write below).**

## Encuesta Para la Ruta Segura a la Escuela

### Introducción:

En esta actividad los estudiantes van a caminar/ir de bici en ruta a la escuela, para identificar zonas seguras y peligrosas. La Encuesta Para la Ruta Segura a la Escuela se proporcionará de preguntas múltiples para ayudar a los estudiantes a buscar problemas específicos que pueden surgir en su ruta. Si la encuesta se administrara como una **tarea**, por favor avise a los estudiantes a tener un parente y/o un guardián con ellos, mientras que conduzcan la encuesta para la ruta segura a la escuela a pie/bici.

Si la encuesta para la ruta segura a la escuela va a ser administrado como una **asignación de clase** aquí hay algunas sugerencias de cómo llevar a cabo la actividad de clase. Este esquema puede ser modificado con el fin de satisfacer las necesidades de su clase.

### Materiales Sugeridos:

- Encuesta Para la Ruta Segura a la Escuela
- Pequeños mapas para las rutas a pie
- Lápices, marcadores
- Portapapeles, revistas o un cuadro de cartón (para escribir sobre superficie)
- Opcional: cámara digital

### Instrucciones y Preparación:

#### **1. Lo Que Debes Buscar**

- Repartir la encuesta a los estudiantes y revise el contenido de la lista(s). Si un viaje a bicicleta y a pie se van a producir, es recomendado a partir en dos grupos para la revisión.
- Deciden cuales van a ser los puntos de comienzo y finalización para la ruta
- Buscar adultos para acompañar y participar en la encuesta sobre la ruta segura a la escuela

#### **2. Rutas Para Caminantes o Andar En Bicicleta**

- Forma grupos
- Distribuir los mapas
- Explique que cada alumno debe indentificar los peligros o problemas de su ruta a la escuela en su mapa
- Dé a cada grupo un mapa extra para usar cuando se compilan sus observaciones
- Si se van a tomar fotografías, explique la necesidad de registrar la localidad de la fotografía.

#### **3. Discusiones de Grupo y Recomendación**

- Pregunte si cada grupo puede presentar sus tres problemas prioritarios
- Una vez que cada grupo ha presentado, hablen acerca de posibles recomendaciones sobre cómo solucionar los problemas que vieron en su vecindario.

## Encuesta Para la Ruta Segura a la Escuela

**Instrucciones:** Nos gustaría que camines o andes en bicicleta a la escuela en un día típico. Coloque un “✓” al lado de cualquier elemento que resultó ser un problema en la ruta hacia y desde la escuela y registre el problema después de la partida.

★Al completar esta encuesta también se someterá a un sorteo para ganar una tarjeta de regalo de \$25 al Cinemark Movie Theater!★

Ruta Seguida (e.g. Comenzando en la calle A siguiendo Norte a la calle B después al Este a la Escuela):

<b>1. Las Aceras</b>	<b>Sitio</b>
<input type="checkbox"/> No hay aceras (Pasar a Número 2)	
<input type="checkbox"/> Hay aceras, pero no son continuas	
<input type="checkbox"/> Las aceras están rotas o agrietadas, por lo cual son inseguras y difícil de caminar sobre ellas	
<input type="checkbox"/> Las aceras están bloqueadas con postes, carteles, basura, contenedores de basura, etc.	
<input type="checkbox"/> Las aceras están muy cerca de tráfico rápido	
<input type="checkbox"/> No hay suficiente espacio para dos personas para caminar lado a lado	
<input type="checkbox"/> Las aceras no tienen rampas (entradas de acceso) para sillas de ruedas, cochecitos, y vagones	
<input type="checkbox"/> Automóviles o camionetas están bloqueando el camino	
<input type="checkbox"/> Otros (por favor de especificar)	

Clasificación de las aceras:  Excelente  Bueno  Más o Menos  Malo

<b>2. Cruce de Calles</b>	<b>Sitio</b>
<input type="checkbox"/> La carretera esta demasiado ancha para cruzar con seguridad	
<input type="checkbox"/> Necesidad de señales de tráfico	
<input type="checkbox"/> Las señales de tráfico hace que los peatones esperen demasiado tiempo antes de cruzar	
<input type="checkbox"/> Necesidad de señales de cruce peatonal/señales acústicas	
<input type="checkbox"/> Las señales de cruce para los peatones no son suficiente en tiempo para los peatones para llegar al otro lado de la calle	
<input type="checkbox"/> Necesidad de aceras marcada para peatones	
<input type="checkbox"/> Los carros parqueados en las calles o postes de utilidades están bloqueando la vista del tráfico	
<input type="checkbox"/> Árboles o plantas están bloqueando la vista del tráfico	
<input type="checkbox"/> Otro (por favor de especificar)	

Clasifique los cruces de calles:  Excelente  Bueno  Más o Menos  Malo

<b>3. Tráfico y el Comportamiento de los Conductores</b>	<b>Sitio</b>
<input type="checkbox"/> Los conductores no se detienen en las señales de alto	
<input type="checkbox"/> Los conductores no obedecen las señales de tráfico	
<input type="checkbox"/> Los conductores manejan demasiado rápido	
<input type="checkbox"/> Los conductores no se paran cuando hay peatones	
<input type="checkbox"/> Los conductores no miran atrás antes de retirarse de los caminos de entrada	
<input type="checkbox"/> Otro (por favor de especificar)	

Clasifique el tráfico y el comportamiento de los conductores:

- Excelente
- Bueno
- Más o Menos
- Malo

#### 4. Comodidades para la Bicicleta

- No hay comodidades para la bicicleta
- Hay comodidades para la bicicleta pero no son constantes
- El carril de bicicleta está presente pero no es muy ancho
- Carril de bicicleta/ruta está presente, pero está bloqueado por vehículos estacionados
- Carril de bicicleta/ruta está presente pero hay basura en el
- Comodidades de bicicletas están presentes, pero necesitas más ayuda para cruzar una calle más transitada (por ejemplo, las señales de tráfico o una isla de refugio)

#### Sitio

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Clasifique las comodidades para la bicicleta:  Excelente  Bueno  Más o Menos  Malo

#### 5. Seguridad

- No se sienten seguro debido a la cantidad de tráfico
- No se sienten seguro, por los comportamientos de los conductores
- Las calles no tienen suficiente luz para caminar por la noche
- Hay gente que está merodeando por la ruta
- Perros sueltos alrededor de la ruta
- Edificios vacíos y propiedades mal mantenidos están a lo largo de la ruta
- Otro (por favor de especificar)

#### Sitio

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Clasifique la seguridad:  Excelente  Bueno  Más o Menos  Malo

#### 6. Apelación

- Los lugares necesitan más hierba, flores, árboles, etc.
- Hay basura en el camino
- Otro (por favor de especificar)

#### Sitio

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Clasifique la apelación:  Excelente  Bueno  Más o Menos  Malo

#### 7. Clasifique la Evualación Total de su Ruta a la Escuela

- Excelente: Caminar a la escuela es fácil, agradable y segura.
- Bueno: Hay algunos problemas para caminar a la escuela, pero se puede hacer con seguridad.
- Más o Menos: Caminar es difícil, la seguridad es una preocupación para mi ruta a la escuela.
- Malo: Las rutas a la escuela no son seguras para caminar.

**¿Qué te gustaría cambiar en tu camino a la escuela?**