APPENDIX A: NORTH FAIR OAKS COMMUNITY PLAN REVIEW OUTREACH SUMMARY

SUMMARY

This summary includes:

- An overview of the North Fair Oaks Community Plan Review Project and description of the purpose of the outreach and community engagement process.
- Description of how survey responses and other community input will be incorporated into the North Fair Oaks Community Plan Review Project.
- Description and summary of outreach and community engagement activities.
- Summary of characteristics of members of the community who provided input.
- Summary of survey results.
- Description of the themes and key takeaways that will be incorporated into the North Fair Oaks Community Plan Review Project.
- Summary of individuals and organizations that provided input in stakeholder interviews and meetings.

OVERVIEW OF NORTH FAIR OAKS COMMUNITY PLAN REVIEW PROJECT

What is a Community Plan?

Comprehensive community plans are planning documents that cover a range of topics that affect a community and span a time frame of 20 years or more. They are created by jurisdiction staff with input from community members and adopted by a local jurisdiction's governing body.

A community plan is a way for a community to create a vision and goals that can be implemented through policies and programs. Public input is a key component of community plans. When there are different points of view, creating a community plan helps create consensus around some community priorities so that some shared goals can be prioritized. Through surveys, meetings, interviews, and workshops, residents help inform and shape the community's vision, goals, policies, and programs.

A community plan is also a useful budgeting tool that helps the local government stay on track by providing guidance for how to allocate time and resources to projects. They inform and guide expenditures and investments for jurisdictions making improvements in their communities. Community plans provide detailed information that will help achieve the community's goals such as investing in parks, community facilities, or public art.

The North Fair Oaks Community Plan

The North Fair Oaks Community Plan is a comprehensive, long-range plan approved by the San Mateo County Board of Supervisors in 2011. Between 2007-2010, the North Fair Oaks Community Plan was developed with participation from North Fair Oaks residents as well as guidance of a steering committee made up of stakeholders with knowledge and experience in North Fair Oaks. The Plan also included analysis of community conditions, needs, and community goals. It is a 25-to-30-year plan that is in its 12th year of implementation. It covers land use, design guidelines, circulation and parking, health and wellness, infrastructure, and economic development. Some examples of projects from the plan that have been completed include the Friendship Park renovation, the expansion of the Fair Oaks Health Clinic, pedestrian crossing lights, sidewalk widening and bike lanes along Middlefield Road, and community art projects such as the Utility Box Art Project.

The North Fair Oaks Community Plan Review Project

The North Fair Oaks Community Plan was adopted more than 12 years ago. San Mateo County is completing a mid-point evaluation of the progress made towards implementing the plan's policies, programs and projects. The North Fair Oaks Community Plan Review Project will:

Evaluate the progress made towards implementing the North Fair Oaks Community Plan over the last twelve years. San Mateo County is evaluating what has been completed and what actions in the plan are remaining. The goal of the review is to understand what has been completed and to evaluate how much still remains.

Review the plan actions that remain and prioritize them with the help of community input. Community input will help prioritize the actions that address the needs of North Fair Oaks today. There may be some actions that are no longer relevant and need to be removed from the plan or pressing needs today that were not identified in the plan when it was originally developed. The final report will take into account community input and recommend priority areas of focus for plan implementation.

Create performance measures to help track future progress on implementation of the plan. Performance measures will be used to assess whether plan implementation activities have been effective in furthering the plan's goals. The performance measures developed will reflect the priorities expressed by the North Fair Oaks community during the community outreach held from June to August 2023.

When completed, the North Fair Oaks Community Plan Review will be a tool that can be used by San Mateo County leaders and North Fair Oaks stakeholders to help prioritize projects and allocate resources to improve quality of life in North Fair Oaks. It will help with understanding what has been effective and continue to improve ways to achieve the plan's goals.

PURPOSE OF COMMUNITY ENGAGEMENT (JUNE-AUGUST 2023)

There were two goals of the community outreach conducted for the North Fair Oaks Community Plan Review Project.

GOAL 1: **Collect community input to learn about North Fair Oaks priorities today.** This will help San Mateo County staff understand the most important priorities for residents, workers and visitors in North Fair Oaks and how priorities may have changed since the original Plan was adopted more than a decade ago. The input received will help San Mateo County prioritize policies, programs, and projects that are most important to the North Fair Oaks community.

GOAL 2: **Create community awareness of the North Fair Oaks Community Plan, its purpose, initiatives and how it is used by San Mateo County.** There are hundreds of initiatives in the plan that have been completed, are underway or remain to be completed in the future. Creating awareness of the plan and how the process of long-range planning works will support community members' ability to shape the policies, projects and programs in their community.

INCORPORATING COMMUNITY INPUT INTO THE COMMUNITY PLAN REVIEW PROJECT

Understanding current priorities of the North Fair Oaks community is key to incorporating community input into the North Fair Oaks Community Plan Review Project. Feedback about community priorities collected from surveys, community meetings, and stakeholder interviews will be compared to policies, programs, and projects in the North Fair Oaks Community Plan. The feedback collected from North Fair Oaks community will help the County complete the assessment of the Plan and guide the County when it is evaluating which priorities to focus on, and how to be more successful when implementing plan activities in the future.

COMMUNITY ENGAGEMENT PRINCIPLES

The community input collected included surveys and interviews with community members and leaders, as well as initiatives to share information with community members to create more awareness about the North Fair Oaks Community Plan. The North Fair Oaks Community Council, an advisory body to the San Mateo County Board of Supervisors, received information about the North Fair Oaks Community Plan Review Project at their November 2022, February 2023, May 2023, and September 2023 regular meetings and provided input on the outreach and community engagement process.

COMMUNITY ENGAGEMENT GUIDING PRINCIPLES

The community engagement plan for this project included three guiding principles:

Guiding Principle 1: Acknowledge that there has been significant public engagement and surveys in North Fair Oaks in the last few years and as a result ensure the following:

- Meet community members where they already are. Proactively go to places where the target audience already is rather than creating new events.
- Combine outreach events where appropriate and where topics being discussed complement each other to focus time and resources on targeted audiences (defined below). Engage residents and stakeholders at existing San Mateo County public engagement events (existing in-person and virtual events). Identify existing County events where it would be most appropriate to include engagement for this project.
- Share outcomes that result from the community feedback collected with the community. Return to community members with information about how their feedback was incorporated into the recommendations and how the recommendations will lead to actions that reflect their input.

Guiding Principle 2: Opportunities should be open and inclusive. Outreach activities will be open to all members of the public. The goal is to solicit input from a wide range of North Fair Oaks residents as well as people who work in North Fair Oaks. The feedback collected should reflect a range of opinions within the community as well as the area demographics, with proactive and targeted efforts focusing on the following more difficult to reach groups:

- Non-English speakers. Multilingual with a focus on Spanish speakers. Hispanic of any race represent approximately 70% of the population (2020 US Census).
- Residents 44 and under.
- Lower-income households.

Guiding Principle 3: The information gathered should be used to make informed decisions about how to improve the quality of life for everyone. The survey tool should be used for community leaders and organizations to gather feedback from the people who live and work in the community. The survey and other engagement tools should:

- Use clear and concise language.
- Avoid jargon and technical terms.
- Make sure the list of options is relevant to the community.
- Allow respondents to select multiple priorities.

SUMMARY OF COMMUNITY ENGAGEMENT ACTIVITIES

The following are the dates and locations of pop-up and community engagement activities that were completed in North Fair Oaks between May 2023 and August 2023:

SUMMARY OF OUTREACH AND COMMUNITY ENGAGEMENT ACTIVITIES			
Sequoia Adult School	Wednesday – August 23	6:00 pm – 9:00 pm	Presentation
Familia's Unidas Classroom – Virtual	Wednesday – August 16	6:00 pm – 7:00 pm	Presentation
Maze Day @ Hoover Elementary School	Thursday – August 10	3:00 pm – 6:00 pm	Partner Event
NFO Personal Safety Preparedness Day	Saturday – July 15	10:00 am – 2:00 pm	Partner Event
Middlefield Road 3000-2700	Thursday – June 29	5:00 pm – 7:00 pm	Pop-up
Mi Tienda	Thursday – June 27	5:00 pm – 6:00 pm	Pop-up
Hoover Park & Fair Oaks Community Park	Sunday – June 25	2:00 pm – 4:00 pm	Pop-up
FOCC Diaper/Food Distribution	Tuesday – June 20	4:00 pm – 6:00 pm	Pop-up
Middlefield Road 3100-3300	Friday – June 16	1:30 pm – 3:30 pm	Pop-up
Second Harvest Food Distribution @FOCC	Friday – June 9	4:00 pm – 6:00 pm	Pop-up
Mi Rancho Supermarket	Monday – June 5	4:00 pm – 6:00 pm	Pop-up
Human Services Agency & Friendship Park	Thursday – May 25	11:00 am – 1:00 pm	Pop-up

Community Survey. The community survey included information about the North Fair Oaks Community Plan and the topics it covers and provided examples of projects. The survey asked respondents to prioritize topic areas in the plan. The survey responses will be used to help prioritize some of the remaining work in the Plan. The survey provided an introduction and was at a level of detail oriented to new participants who were not yet familiar with the North Fair Oaks Community Plan. The survey was administered in English and Spanish. Paper copies of the survey were available at all in-person events. Most of the surveys collected were administered in-person at pop-up events.

By the Numbers

312 surveys were completed by members of the NFO Community

214 surveys were completed in-person at 11 in-person events

98 surveys were completed online

FIGURE 1: COMMUNITY ENGAGEMENT ACTIVITIES

Plan Implementation Survey. The goal of the plan implementation survey was to learn from people who have experience with plan implementation. Surveys were collected feedback from individuals that are working on programs and initiatives in North Fair Oaks and included public, nonprofit or private sector respondents. The survey asked them to share the priorities community members shared with them while working in North Fair Oaks, the greatest challenges to implementing programs in North fair Oaks, and what programs or policies had the most positive impact on quality of life in North Fair Oaks**.** The survey was offered online in English and Spanish.

By the Numbers

36 surveys were completed by individuals involved in plan implementation activities

16 survey respondents had been implementing programs in North Fair Oaks for five years or more

Survey respondents represented the following areas: workforce development, libraries, schools, public works, economic development, housing and homeless services, public works, planning and building, community affairs and public engagement, transportation, health services, nonprofit organizations, sustainability, and parks and recreation.

Respondents were asked to rank community member priorities. The top priorities identified were encouraging more housing to meet the housing needs of all residents and investing in amenities to improve recreation and quality of life. These top two priorities were followed by access to childcare, neighborhood beautification, and protecting residents from displacement.

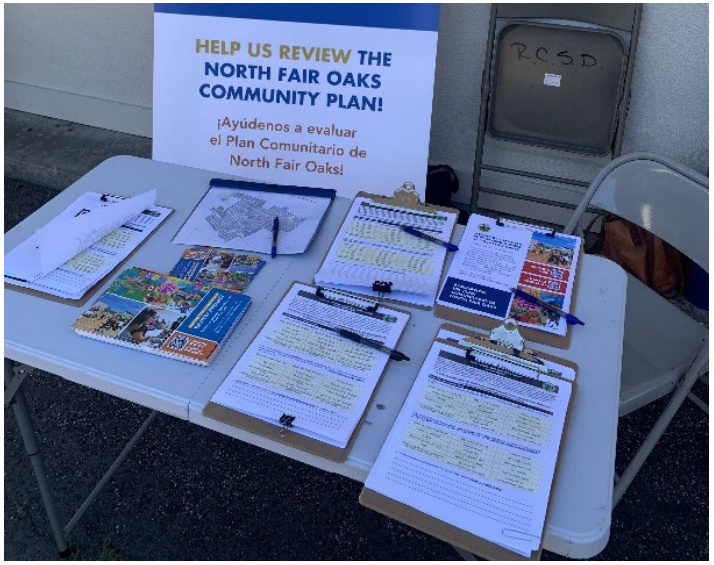
The biggest barrier to implementation identified by the respondents is access to funding cited in 14 of the 33 comments. Other barriers include a lack of community participation due to social isolation exacerbated by the COVID-19 pandemic and frustration and burnout from ongoing engagement that has not yet led to significant change. There is also fear that the improvements identified in the Plan will lead to neighborhood gentrification and displacement of current residents. Additional comments identified staff capacity issues in the County and within local organizations as significant barriers along with government bureaucracy and slow response times.

There are many non-profits and community organizations in North Fair Oaks that are providing critical educational, health, food, and other services and resources to residents. Examples of good projects, initiatives, and programs mentioned specifically in the survey include the Fair Oaks Community Center, Health Center, NFO Community Council, and Library. Additionally, respondents mentioned several successful projects including the Middle Field Road Improvement Project and Middlefield Junction affordable housing project as well as Friendship Park and public art projects.

Local non-profits and community organizations were listed as having the biggest positive community impacts followed by the Fair Oaks Health Center, Public Library, and new affordable housing projects. Three of the 29 respondents specifically mentioned the North Fair Oaks Community Plan as having a positive impact and two responses mentioned County funding or Measure K as providing the largest positive impact in the community. Other programs included youth bus passes and relief grants for local businesses.

In addition to the priorities, barriers, and successes, other priorities highlighted in the survey included the need to expand the local library facility, increase access to open spaces, parks, and community gathering spaces, anti-displacement/gentrification measures, clean safe streets, financial support for low-income families, changes to zoning and permitting to allow for more housing, and for the county to continue to work closely with non-profits and community organizations.

FIGURE 2: MAZE DAY AT HOOVER COMMUNITY SCHOOL



Pop-ups. The goal of the pop-ups was to share information with the community about the North Fair Oaks Community Plan Review Project and facilitate opportunities for input from the targeted audience. The pop-ups implemented the approach of meeting people where they already are rather than asking people to attend new events. The pop-ups also focused on residents in the target audience (Spanish speakers, residents 44 and under and lower income households). These events were oriented to residents who may not yet be aware of the North Fair Oaks Community Plan. Pop-up activities included administration of surveys in-person with community members, sharing project website QR codes, passing out information, and recording feedback/conversations with community members.

Pop-up locations were chosen because of their potential for high pedestrian traffic (parks, supermarkets, major thoroughfares, community facilities), community wide events such as the San Mateo County Personal Safety Preparedness Day, events for the

distribution of food or other essential necessities, as well as schools and classroom settings such as Hoover Elementary School and the Sequoia Adult School. All pop-ups were hosted with Spanish speaking volunteers.

By the Numbers

12 pop-ups were held

Pop-ups were completed in many areas of the city included a variety of events (grocery stores, elementary school, adult school, community center, food distribution events, business district, service providers such as at the Human Services Agency, and community-wide events).

Most surveys collected at the pop-up events were collected from the project's targeted audience (lower-income households, Spanish-speaking households or younger community members).

Community Wide Project Mailing. A postcard was mailed to every household and business in North Fair Oaks. The postcard was in English and Spanish and included QR codes to the project website and survey. An additional project mailing with a project update will also be considered to share information with community members about the outcome of the evaluation project and recommendations after the project is complete.

By the Numbers

5,546 postcards were mailed out on June 15, 2023

Online Engagement. To spread the word about the project and opportunities for engagement, the following online tools were utilized throughout the community outreach process. All the online engagement tools below were distributed in English and Spanish.

- Bilingual (English/Spanish) project website (www.nfoplan.com).
- Updates and outreach opportunities were posted on a "Participate" page on the website.
- Bilingual (English/Spanish) video series explaining the purpose of the project and how to participate; shared videos at community events.
- Eblasts/Newsletters: community partners were asked to help spread the word

FIGURE 3: POSTCARD

- Social Media: provided community partners content to share on social media accounts

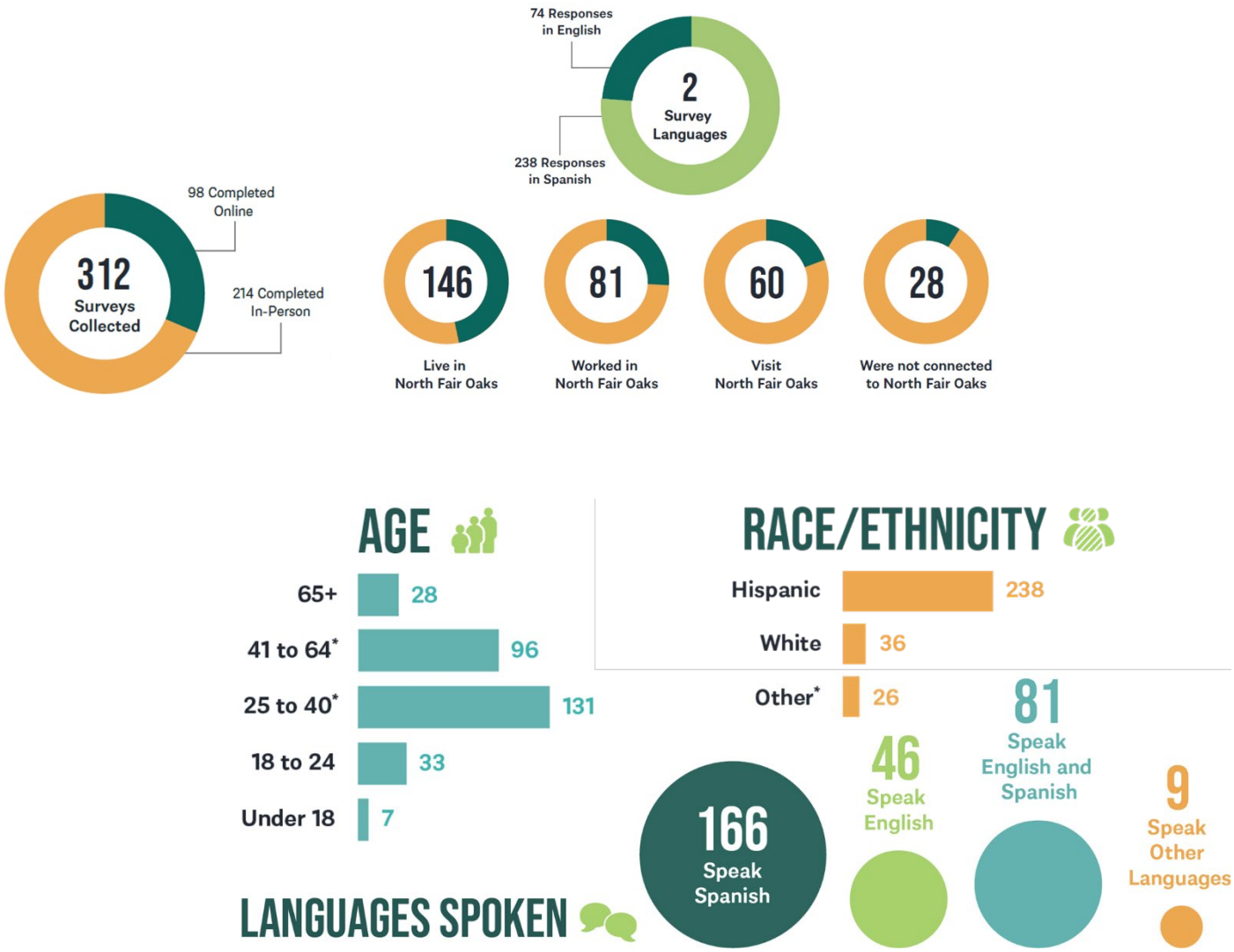
  By the Numbers

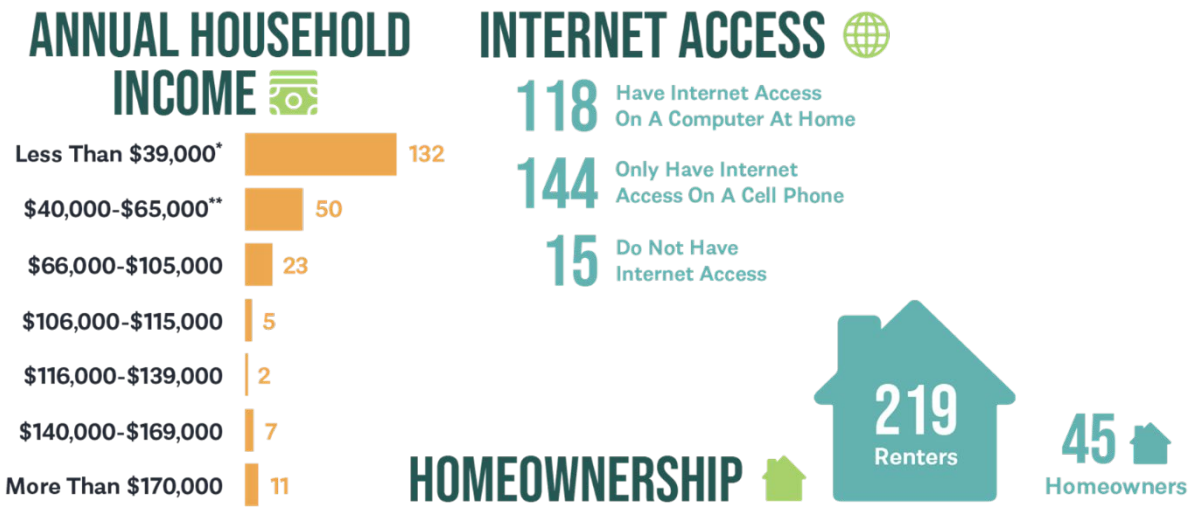
  - The project videos were played for at least 120 community members at community events and meetings.
  - The project team sent project information and social media content to 30 community partners.
  - Information about the project was included in the June 2023 issue of the Middlefield Road Improvement Project Newsletter mailed to 7,009 addresses.

FIGURE 4: VIDEOS

FIGURE 5: SOCIAL MEDIA GRAPHIC

FIGURE 6: SUMMARY OF SURVEY RESPONDENTS





- 312 surveys collected.
- 238 responses were collected in Spanish and 74 responses were collected in English.
- 214 surveys were completed in-person and 98 surveys were completed online.
- 146 respondents live in North Fair Oaks, 60 worked in North Fair Oaks, 81 visit North Fair Oaks and 28 were not connected to North Fair Oaks.
- 247 respondents speak Spanish, 126 speak English, and 13 speak other languages such as Mandarin, Portuguese, Nepalese, Hindi, French, Italian, Cambodian, Arabic and K'iche'.
- Most respondents were between the ages of 25-40 (131 respondents), followed by those that are between 41-64 (96 respondents). There were more respondents in the "25-40" age group in the Spanish language survey and more respondents in the "41-64 age" group in the English survey. There were also 28 respondents in the "65+ age" group, 33 respondents in the "18-24 age" group, and 7 respondents in the "under 18" age group.
- 238 respondents selected "Hispanic" for race or ethnicity and 36 respondents selected "White" for race or ethnicity. Twenty-six respondents selected race or ethnic categories including Asian, African American, Native American, Pacific Islander, and Other (please specify) which included Indian, Egyptian, Muslim/Arab, Chicano, Indigenous Guatemalan, and Mexican.
- When asked about annual household income, most respondents (132) selected "Less than $39,000" placing them in the extremely low-income group according to San Mateo County income limit of $39,150 for a family of one (households earning less than 30% of the Area Median Income (AMI)). The second largest group of respondents (50) selected earning an annual household income of between $40,000-$65,000 which is designated as

Very Low Income (50% AMI) for a family of one. Only eleven respondents earned an annual household income above $170,000. Forty-five respondents indicated that they owned their homes, and 219 respondents indicated that they rented their home. Other living situations that were entered under "Other" included staying with friends or family or living in a car.

- 118 respondents stated that they have internet access on a computer at home and 144 respondents stated that they only have internet access on a cell phone. Only 15 respondents said that they do not have internet access. Other places that respondents accessed the internet were the library and at work.
- The majority of respondents were also renters (219) and 45 were homeowners.

Key Takeaways on Survey Respondents:

- The survey was conducted in two languages, Spanish and English.
- Most respondents live in North Fair Oaks, followed by those who work in North Fair Oaks and those who visit North Fair Oaks.
- The majority of respondents speak Spanish, followed by English.
- Most respondents are between the ages of 25-40.
- The majority of respondents are Hispanic, followed by White.
- Most respondents have an annual household income of less than $39,000.
- Most respondents rent their homes.
- Most respondents have internet access on a cell phone.

SUMMARY- SURVEY RESULTS

The community survey asked respondents to prioritize topics that are relevant to the community. The survey asked respondents to select up to five priorities that were the most important to them and five that were least important to them. The prioritization exercise was designed to assess the most important and the least important community priorities. Community members were asked the following two questions:

Question 1: Of the priorities listed below, please select up to five that are the most important to you (areas for improvement)

Question 2: Of the priorities listed below, please select up to five that are least important to you (areas for improvement that are less important relative to your selections in question no. 1). Do not select options already selected in question no. 1.

The following 18 priorities were included as answer choices for each/both question:

Affordable housing	Quality of life (parks, gardens, libraries, etc.)	Parking	Roads and sidewalks	Protect renters	Internet access
Public health and health services	Schools and education	Traffic congestion	Bike lanes, busses, and trains	Police, fire, and safety	Housing maintenance
Infrastructure (sewers, drainage, water, etc.)	Childcare services	Improve neighborhoods (trash accumulation, community art, etc.)	Small business support	Environment	Jobs for local residents

Most Important Ranking

To clearly fall into the "most important" or "top" priority group, the choice would need to be selected as "most important" in question 1 and also not be selected as "least important" in question 2. The clearest example of this is "affordable housing" which was selected 215 times as the "most important" priority (ranked #1 for most important priority) and at the same time was only selected 25 times as the "least important" priority (ranked last or #18 for least important priority). Clearly, "affordable housing" is a top priority among survey respondents.

Conflicting Priorities

Several priorities were selected both as the most important and also as the least important, such as "parking" and "traffic congestion." In these cases, there were a similar number of overall respondents that selected these answer choices as the most important and least important. For example, "Parking" was ranked as #5 most important and also as #4 least important. This indicates differences of opinion about the importance of addressing parking issues in this sample.

Medium Importance Ranking

There were also priorities that were ranked in the middle for both the most and least important groups, indicating that relative to the other choices available, these priorities are of relatively medium importance. The difference between "medium importance" and the survey results described as "differences of opinion" explained above, is that there was agreement between respondents that these priorities were of medium importance, rather than differences of opinion where some respondents with some ranking a priority as very high and others as very low importance.

Least Important Ranking

The priorities ranked as least important are not necessarily low priorities in the community, rather they are relatively less important when compared to the other priorities that were ranked. A frequent comment received about this question was that "all of these priorities are important." The survey administrator would then ask the respondent to consider the importance of priorities relative to others on the list.

MOST IMPORTANT PRIORITIES

The findings of this survey provide valuable insights into the priorities of a sample of the North Fair Oaks community. These insights can be used to inform the recommendations to update the North Fair Oaks Community Plan as well as inform projects that improve the quality of life in North Fair Oaks.

The following priorities were ranked as most important in question 1 and most important in question 2 (least number of respondents selected this choice):

Affordable housing	Public health and health services	Schools and education
Quality of life (parks, gardens, libraries, etc.)	Protect renters	Police, fire & safety

FIGURE 7: QUALITY OF LIFE AMENITIES

CONFLICTING PRIORITIES

The following priorities were ranked as most important in question 1 and were also ranked as least important in question 2. Since the following priorities were ranked both as most and least important by survey different respondents, there may be differences of opinion about the importance of these priorities:

Parking	Traffic Congestion

MEDIUM PRIORITIES

The following priorities were not ranked at the top (either for most important or least important). These were ranked in the middle in both question 1 and question 2 indicating that these priorities are of relatively medium importance compared to the priorities ranked most and least important:

Childcare services	Improve neighborhoods (trash accumulation, community art, etc.)	Small business support	Environment	Jobs for local residents

LEAST IMPORTANT PRIORITIES

The following priorities were ranked as least important in question 1 (least number of respondents selected this choice in question 1) and were confirmed as least important in question 2 (the greatest number of respondents selected this choice in question 2):

Internet access	Roads and sidewalks	Housing maintenance	Infrastructure (sewers, drainage, water, etc.)	Bike lanes, buses, and trains

FIGURE 8: NORTH FAIR OAKS SMALL BUSINESSES

RANKING SUMMARY

The tables below include a summary of all the survey responses as well as a ranking (table 1 shows the most important ranking and table 2 shows the least important ranking). The top five priorities in the ranking are highlighted. In addition to the top five ranked priorities, additional priorities are highlighted if there was less than a 10-response difference between rank #5 and additional priorities (I.e. priorities #6 and #7 in the "Most Important" ranking and priority #6 in the "Least Important" ranking).

TABLE 1: MOST IMPORTANT PRIORITIES RANKING

MOST IMP. RANK	The MOST important priorities were: *NOTE: Percentages indicate percent of total respondents (312). Since the question allowed for multiple selections, the percentages below do not equal 100%.*
#1	Affordable housing (215 responses, 69%)
#2	Public health and health services (135 responses, 43%)
#3	Schools and education (121 responses, 39%)
#4	Police, fire & safety (106 responses, 34%)
#5	Parking (99 responses, 32%)
#6	Quality of life (parks, gardens, libraries, etc.) (98 responses, 31%)
#7	Protect renters (94 responses, 30%)
	The remaining priorities were also ranked as important by respondents, but to a lesser extent.
#8	Jobs for local residents (88 responses, 28%)
#9	Traffic congestion (82 responses, 26%)
#10	Childcare services (81 responses, 26%)
#11	Small business support (73 responses, 23%)
#12	Roads and sidewalks (67 responses, 21%)
#13	Improve neighborhoods (trash accumulation, community art, etc.) (61 responses, 20%)
#14	Environment (52 responses, 17%)
#15	Infrastructure (sewers, drainage, water, etc.) (49 responses, 16%)
#16	Bike lanes, busses, and trains (47 responses, 15%)
#17	Internet access (45 responses, 14%)
#18	Housing maintenance (34 responses, 11%)

The survey also asked respondents to select up to five priorities that were the least important to them.

TABLE 2: LEAST IMPORTANT PRIORITIES RANKING

LEAST IMP. RANK	The LEAST important priorities were: NOTE: Percentages indicate percent of total respondents (312). Since the question allowed for multiple selections, the percentages below do not equal 100%.
#1	Internet access (109 responses, 35%)
#2	Traffic congestion (90 responses, 29%)
#3	Parking (88 responses, 28%)
#4	Roads and sidewalks (78 responses, 25%)
#5	Bike lanes, busses, and trains (78 responses, 25%)
#6	Housing maintenance (70 responses, 22%)
	The remaining priorities were also ranked as less important by respondents:
#7	Infrastructure (sewers, drainage, water, etc.) (57 responses, 18%)
#8	Small business support (53 responses, 17%)
#9	Quality of life (parks, gardens, libraries, etc.) (52 responses, 17%)
#10	Childcare services (50 responses, 16%)
#11	Improve neighborhoods (trash accumulation, community art, etc.) (47 responses, 15%)
#12	Protect renters (40 responses, 13%)
#13	Police, fire & safety (38 responses, 12%)
#14	Jobs for local residents (38 responses, 12%)
#15	Environment (37 responses, 12%)
#16	Schools and education (30 responses, 10%)
#17	Public health and health services (26 responses, 8%)
#18	Affordable housing (25 responses, 8%)

The survey also asked respondents to provide additional comments about the priorities they selected. Specifically, the survey asked respondents to share if any existing North Fair Oaks services or resources were already accessible to them today. Respondents were prompted to think about what services were already currently functioning well and available to the community. This information could help county staff understand the types of projects, initiatives or programs that were effective in improving quality of life in North Fair Oaks.

The most common comments were:

- Fair Oaks Clinic or Health Services (public health, hospitals, clinics, mobile clinic, fair oaks clinic) – 26 comments
- Library Services – 10 comments
- Internet Access – 8 comments
- Schools and Education – 6 comments
- Public transit – 5 comments
- Food distribution and services for people in need – 5 comments

The survey also asked if there were additional priorities or pressing needs that they would like to share.

The most common comments were:

More affordable rents and housing (support for rent, build dense housing, more affordable housing, facilitate ADUs, build housing that makes sense for this community, housing for people with disabilities) – 21 comments

Parking (parking signs, permit parking, parking spaces, curb management, loading zones in commercial areas, enforcement, handicap parking) – 14 comments

Public safety, Sherriff Substation – 14 comments

Parks (dog friendly parks, green spaces, parks with walking trails, public bathrooms) – 13 comments

Illumination – 13 comments

Loans for small businesses, small business support, parking for customers of small businesses, storefront maintenance) – 9 comments

Fair Oaks Clinic or Health Services (make it more accessible to new clients, affordable healthcare) – 9 comments

Employment for residents, Support for workers (claim unpaid wages, training, job support) – 8 comments

Schools and education – 8 comments

Protect renters (landlord tenant mediation, tenant protections, overcrowding, displacement) – 7 comments

Trash accumulation, trash pick-up (clean) – 7 comments

Roads, sidewalks crosswalks improvements (potholes, crosswalks, pedestrian safety) – 6 comments

Streamline more user-friendly county processes, accountability for county services – 6 comments

Homelessness and access to mental health services, homeless services, showers, shelters – 5 comments

Community and neighborhood groups, public outreach, adult education – 5 comments

Speeding vehicles – 5 comments

Public transit – 5 comments

COMMUNITY ENGAGEMENT CONTACTS

The following organizations were identified as service providers and partners in North Fair Oaks and received information about the project, links to the website, and surveys.

ORGANIZATION	NAME	TITLE
San Mateo County	Supervisor Slocum; Susie Castoria	County Supervisor; Legislative Aide
	Michelle Durand	CCO
	Emma Gonzalez	Community Affairs Manager
NFO Community Council	Brooks Esser	Chair
San Mateo County Libraries	Anne-Marie Despain	Director
NFO Community Alliance	Ever Rodriguez	President
SMC Chamber	Maggie Fahey	Marketing, Programs & Communications Director
St. Frances Center	Sister Christina Heltsley	
Redwood City Together	Rafael Avendaño	Executive Director
SAMCEDA	Roseanne Foust	Executive Director
City of Redwood City	Jennifer Yamaguma	Public Communications Manager
Sequoia District Adult School	Tatiana Roganova	Director
El Concilio of San Mateo County	Dr. Ana Angel Avendaño	Executive Director
Hoover School – Redwood City School District	Lupe Guzman	Principal

Organization	Name	Title
Connect Community Charter School		
Garfield School in Menlo Park	Lupe Torres-Khalil	Principal
Redwood City Police Athletic League	Ivan Reyes-Martinez	Executive Director
St. Anthony's Church in Menlo Park	Fabio Medina	Pastor
Fair Oaks Community Center	Teri Chin	Human Services Manager
Renaissance Entrepreneurship Center	Tim Russell	Program Director
Job Train	Barrie R. Hathaway; Art Taylor	President; Chief Strategy Officer
Fair Oaks Beautification Association (FOBA)		
VERBO Family Services		
Mental Health Association of San Mateo County	Melissa Platte	Executive Director
Multicultural Institute – Day workers and housekeepers program	Mirna Cervantes	Executive Director
Hearts for Humanity		
Casa Circulo Cultural	Veronica Escamez	Director/Founder
CARON	Jose Luis Aguirre	Program Manager
Education Familias Unidas	Secundino Zuno	Director
Generations United	Angie Ibarra	Executive Director

STAKEHOLDER INTERVIEWS AND MEETINGS

ORGANIZATION	NAME	TITLE
San Mateo County	Will Gibson	Planner
	Helen Tong-Ishikawa	Senior Housing & Community Development Policy Analyst
	Supervisor Warren Slocum	District 4 Supervisor
	Everado Rodriguez	Member NFO Community Council
	Kathleen Daly	Member NFO Community Council
	Brooks Esser	Chair NFO Community Council
	Peggy Jensen	Assistant County Manager (Retired)
	Justin Mates	Assistant County Manager
	Joel Slavitt	Office of Sustainability
	Kristen Lau	Associate Civil Engineer, Public Works Sewer Division
	Khoa Vo	Division Manager, Public Works
	Don Cecil	MC² Bay Area Public Affairs Consulting
	Tim Cheng	Senior Civil Engineer, Road Services
	Diana Shu	Roads Operation Manager Public Works Department
	Mai Le	Community Health Planner, First 5
	Tamarra Jones	Public Health Leader, Health Department
	Selina Toy Lee	Director of Collaborative Community Outcomes, Human Services Agency
	Khalia Parish	Homelessness Programs Analyst, Human Services Agency
	Krzysztof Lisaj	Deputy Director, Engineering and Resource Protection
	Kevin Foiles	Department of Emergency Services
	Sean Fukamaki	Department of Emergency Services
	Michael Wentworth	Director/CIO, Information Services Department
	Emma Gonzales	Office of Community Affairs
	Belen Searas	Equity and Belonging Manager, Get Healthy San Mateo

Organization	Name	Title
Renaissance, Leadership Council	Tim Russell	Program Director
SAMCEDA	Roseanne Foust	President & CEO
OneShoreline	Colin Martorana	Project Manager
	Len Materman	Chief Executive Officer
Redwood City Water	Justin Chapel	Public Works Superintendent
	Paolo Baltar	Senior Civil Engineer
Cal Water	Dawn Smithson	District Manager
	Torsch William	Manager of Operations
Redwood City Planning Department	Lindy Chan	Principal Planner
SamTrans	Chelsea Schultz	Manager, Strategic Planning
	Cassie Halls	Major Corridors Manager, Planning
Hispanic Foundation of Silicon Valley	Ron Gonzales	President & CEO
	Mirella Maldonado	College Success and STEM Programs Manager
Hoover Elementary School	Lupe Guzman	Principal