

Community needs assessment



Daly City is in the process of updating its bicycle and pedestrian plan. The new plan, called [Walk Bike Daly City](#), will propose a new set of improvements to make walking and biking in town safer, easier and more popular than ever.

As part of the planning process, in late 2018 the city conducted a community needs assessment. The purpose was to gather input from the public on the needs and concerns of pedestrians and cyclists in Daly City, and ideas and suggestions for improvements. The city received more than 700 comments. A report summarizing the outreach and listing all the comments is available at [WalkBikeDalyCity.org/documents](#). Input was gathered through three main channels: an online survey, an interactive “pinnable” map and comment cards.



Survey

- Received 316 responses.
- Respondents said that the main obstacles to **walking** in Daly City are:
 - Fast or heavy traffic.
 - Aggressive or distracted drivers.
 - Difficult or challenging intersections to cross.
- ...and the main obstacles to **biking** are:
 - Aggressive or distracted drivers.
 - Lack of bikeways.
 - Fast or heavy traffic.



Pinnable map

- People could pin location-specific comments and read and respond to others' comments.
- Received 360 comments.
- Number of comments by type:
 - Concern about walking: 178.
 - Concern about biking: 69.
 - Concern about general traffic safety: 49.
 - Suggestion or idea: 42.
 - More general comment: 22.
- Top locations for comments:
 - Intersection of John Daly and Skyline.
 - John Daly around I-280 and the BART station.
 - San Jose/Mission/San Pedro corridor.
 - Crocker just west of the Village in the Park complex.
 - Hickey east of Gellert.
- The map is now closed for comment but the comments made previously may still be viewed at [bit.ly/WBDC_map](#).



Comment cards

- Stacks of cards were placed at a dozen or so community centers and other gathering spots around the city.
- Cards were handed out at meetings, community events and places where project staff set up informational tables. The full list of these occasions is at [WalkBikeDalyCity.org/events](#); they include:
 - Latino Heritage Month celebration at City Hall.
 - Weekday senior luncheon at Doelger Senior Center.
 - Tabling at the Daly City and Colma BART stations, and Serramonte Center farmers market (multiple times).
 - Presentation at Hillcrest Gardens (residential community for seniors).
 - Kasayahan Sa Daly City event at Marchbank Park.
 - Parents' meeting at Bayshore Elementary School.

Commenters who provided their email address were entered in a drawing for one of three \$25 gift cards for Amazon.com. The winners were:

- rm...rt@gmail.com
- rw...23@yahoo.com
- va...yr@sbcglobal.net

Publicizing the outreach

To inform the community, the city publicized the Walk Bike Daly City outreach through various online and off-line means:

- Mass email to the project's email distribution list. (The list currently has more than 300 contacts.)
- Project website. (When the outreach was conducted, the website included links to the online survey and pinnable map.)
- Display boards, along with the comment cards mentioned previously, at approximately a

Key themes

Walking | General concerns

- Difficult, challenging or intimidating intersections to cross.
- Speeding traffic, and careless or distracted drivers.
- Cars parked on the sidewalk, blocking it.
- Trash, discarded furniture and dog waste on sidewalks.
- Poor street lighting, for walking when it is dark or foggy.

Walking | Location-specific concerns

- Large, complex intersections where major thoroughfares cross each other. These include numerous crossings along John Daly, Mission, Hillside, Junipero Serra, I-280 and Skyline.
- Lack of sidewalk or sidewalk gaps on:
 - John Daly, on the north side between the Daly City BART station and Sheffield, and at Skyline.
 - Junipero Serra south of San Pedro.
 - Crocker between Hana Vista and Pointe Pacific.
 - Hickey between Gellert and I-280.

Biking | General concerns

- Too few bikeways and lack of safe cycling space on streets.
- Fast traffic, and aggressive or distracted drivers.

dozen community centers and other gathering places around the city.

- Tabling and presentations at more than a dozen events and occasions (see the full list at WalkBikeDalyCity.org/ourevents).
- Announcements on Next Door (a neighborhood-based online social network) and on the city's website, social-media feeds and "Daly Wire" monthly e-newsletter.
- Requests to other agencies and organizations to help distribute announcements.

- Inadequate connections to the Daly City BART station, Westlake Mall, Serramonte Center and neighboring cities.
- Difficult, challenging or intimidating intersections to cross.
- Daly City's cold, windy, foggy weather. In particular, the fog makes it hard for drivers and cyclists to see each other.

Biking | Location-specific concerns

- No bikeway on John Daly Boulevard between the Daly City BART station and Sheffield Drive.
- Very fast traffic on Skyline Boulevard.
- Lack of safe cycling space on a number of other important thoroughfares. These include Southgate, Westmoor, Eastmoor, Crocker, S. Hill, Serramonte, Hickey, San Jose/Mission/San Pedro, Hillside, Lake Merced, Junipero Serra and Callan.
- Intersections where the above-named streets cross tend to be large and complex.
- Opportunities for wayfinding signage.

A report summarizing the public outreach effort and a series of appendices listing all the comments received by the city are available on the project website, at WalkBikeDalyCity.org/documents.