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Commissioners will discuss the results of the FlashVote survey that was distributed to registered participants in South San Francisco from June 12 through June 14, 2025. *(Devin Stenhouse, DEI Officer)*

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RECOMMENDATION

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..Body

BACKGROUND/DISCUSSION

In the late months of 2024 and the early months of 2025, commissioners expressed interest in a) learning what South San Francisco residents need and/or are lacking and b) obtaining data that would support evidence in gaps in services or resources within the community. At the February 2025 commission meeting, commissioners heard a presentation from FlashVote CEO, Kevin Lyons about how the software works and the process of how surveys are developed, distributed, and analyzed. Considering the City of South San Francisco was under contract with FlashVote (at the time), the commission voted to create an ad hoc committee to work with Mr. Lyons to create a survey for public distribution. The goal of the survey was to obtain community members' opinions related to the following Equitable Community Services Goals (referenced from the City's General Plan):

- ECS-1: All residents are engaged in decisions that impact their lives.
- ECS-5: The City provides high-quality educational opportunities for all children and youth by maintaining a positive relationship with the South San Francisco School District.
- ECS-6: South San Francisco promotes community safety and sense of belonging for all residents.

The following questions were included in the survey:

How much do you trust the City of South San Francisco leadership and decision makers to use resident feedback to improve services for everyone?

- ☐ Not at all – The City doesn't seem to listen to (or use) resident feedback
- ☐ Somewhat – I think that the City sometimes uses resident feedback, but not as often as it should
- ☐ A lot – I think the City uses resident feedback often and to serve everyone better
- ☐ Not Sure

Which of the following, if any, would best create a stronger sense of belonging for South San Francisco residents? (You can choose up to FOUR)

Selections remaining 4

- ☐ Improve partnerships with schools to develop programs that promote inclusivity and belonging for all students and families
- ☐ Increase outreach with information sessions on public services and social programs
- ☐ Improve the responsiveness and quality of all city department services (e.g., public works, police, and fire)
- ☐ Ensure city services and communications are available in primary languages used in our city
- ☐ Offer educational programs and workshops to increase understanding of how city government works and how residents can participate
- ☐ Invest in creating more accessible and welcoming community spaces (e.g., parks and open spaces) for all residents
- ☐ Expand cultural events and programs to better reflect our community's heritage
- ☐ None of these/No need
- ☐ Other:

(99 characters or less)

What are the places or situations in South San Francisco that feel *unsafe* to you, if any? (Choose all that apply)

- ☐ Attending community events
- ☐ Interacting with police
- ☐ Kids going to and from school
- ☐ Shopping in the main shopping district
- ☐ Visiting public parks
- ☐ Walking in my neighborhood during the day
- ☐ Walking in my neighborhood at night
- ☐ None of these - I generally feel safe in South San Francisco
- ☐ Other:

(99 characters or less)

The City of South San Francisco offers summer programs and recreational programs for children up to 18 years old.

Prior to reading this, which ONE best describes you and your household's experience with these programs?

- ☐ Didn't really know about them
- ☐ Knew about them, but have not participated in any of them - no interest or no children
- ☐ Knew about them, but have not participated in any of them - too expensive
- ☐ Knew about them, but have not participated in any of them - couldn't get in
- ☐ Have participated in one or more of them
- ☐ Not Sure
- ☐ Other:

(99 characters or less)

Any other comments or suggestions about addressing community needs or improving engagement in South San Francisco?

SUBMIT

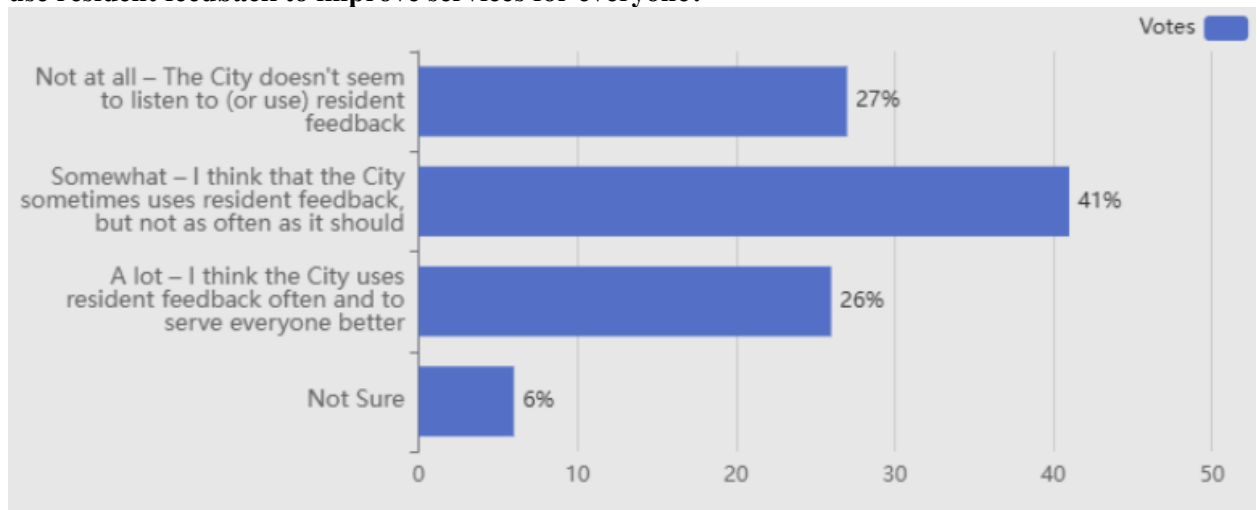
SKIP

We appreciate your constructive and respectful inputs!

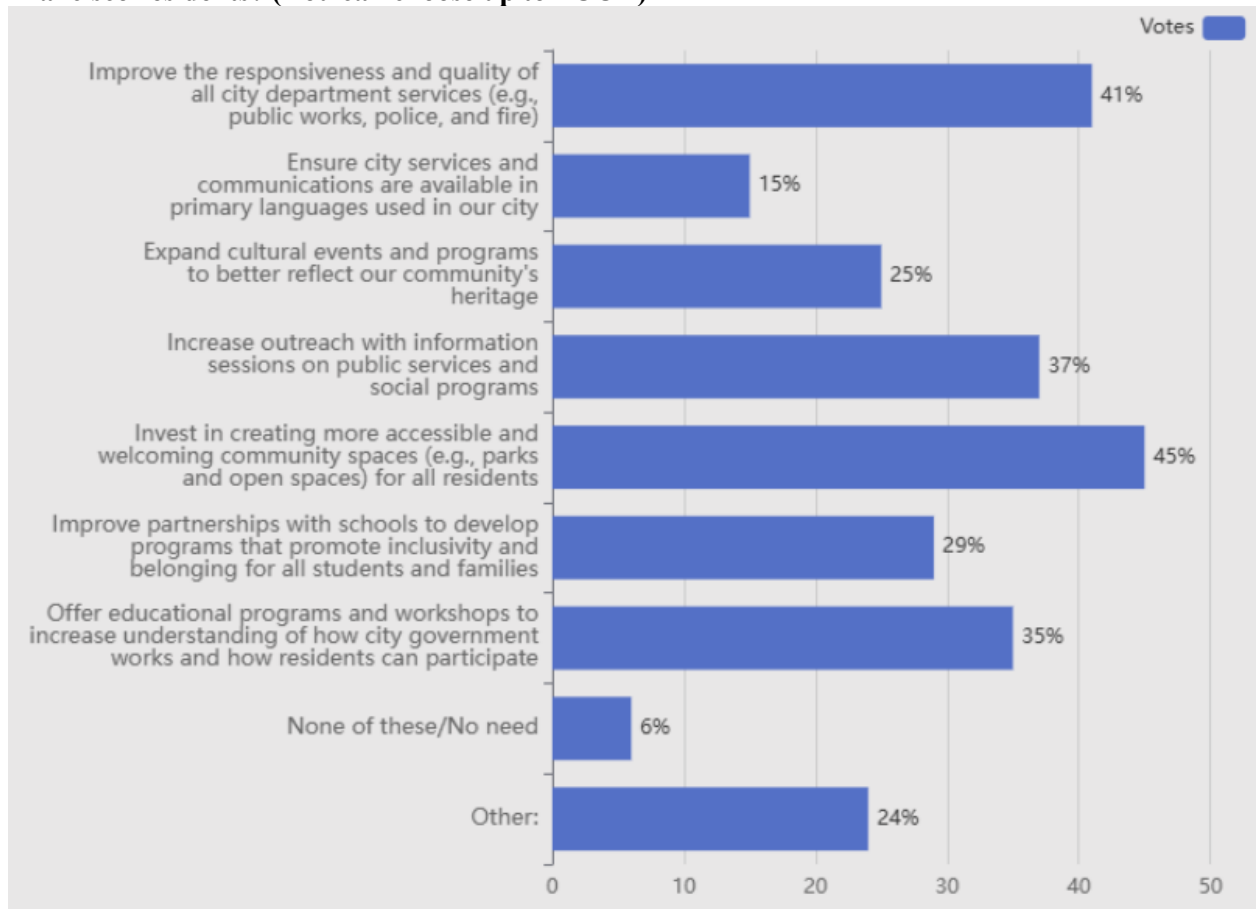
Results

Results of the survey can be filtered in various ways (i.e., locals only, owner/non-owner, residency, etc.). The following is a summary of results by “All Responses”:

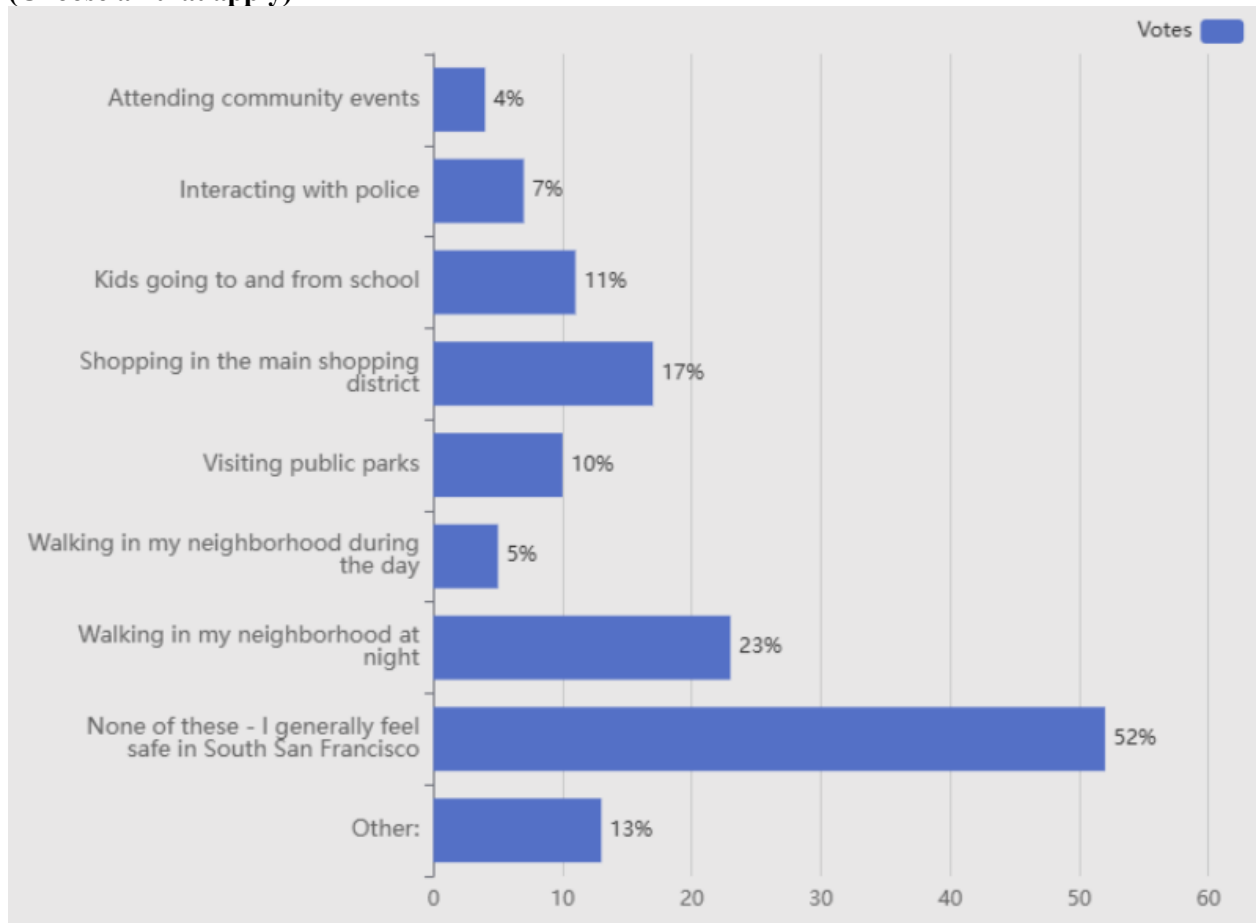
1. How much do you trust the City of South San Francisco leadership and decision makers to use resident feedback to improve services for everyone?



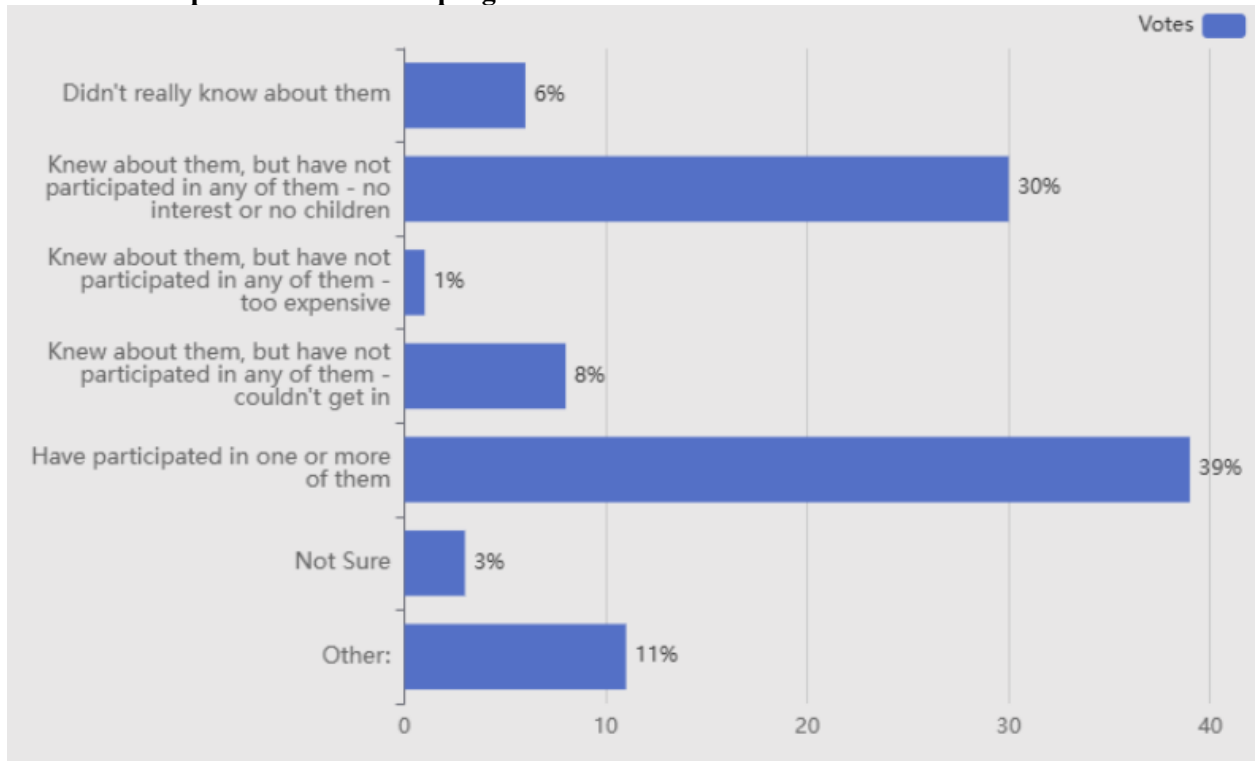
2. Which of the following, if any, would best create a stronger sense of belonging for South San Francisco residents? (You can choose up to FOUR)



3. What are the places or situations in South San Francisco that feel unsafe to you, if any?
(Choose all that apply)



4. The City of South San Francisco offers summer programs and recreational programs for children up to 18 years old. Prior to reading this, which ONE best describes you and your household's experience with these programs?



5. Any other comments or suggestions about addressing community needs or improving engagement in South San Francisco?

73 responses were received for this question. The following is word cloud where the size of each word indicates its frequency or importance in a survey's open-ended responses.



CONCLUSION

Commissioners will discuss the results of the FlashVote survey that was distributed to participants June 12 through June 14, 2025, with the intention of focusing their efforts on a couple key findings.