

**From:** General Plan <generalplan@cityofsanmateo.org>  
**Sent:** Thursday, May 20, 2021 10:45 AM  
**To:** jhwkr [REDACTED] General Plan <generalplan@cityofsanmateo.org>  
**Subject:** RE: May 18th General Plan Session Survey Bug

Hi Binh,

I apologize for the inconvenience. Our team looked further into the post-workshop survey and have fixed the bug. You should be able to access the full survey now:

<https://survey.alchemer.com/s3/6276053/Imagining-Scenarios-for-San-Mateo-s-Future-Workshop-Feedback-Survey>.

Again, thank you for attending our most recent workshop and sharing your valuable observations. This is helpful feedback as we plan for future outreach.

Best,  
Linda



**Strive San Mateo | General Plan**

Planning Division | Community Development Department  
330 W. 20th Ave., San Mateo, CA 94403  
650-522-7225 | [generalplan@cityofsanmateo.org](mailto:generalplan@cityofsanmateo.org)



**From:** jhwkr [REDACTED] 21 PM  
**To:** General Plan <[generalplan@cityofsanmateo.org](mailto:generalplan@cityofsanmateo.org)>  
**Subject:** May 18th General Plan Session Survey Bug

Hello Strive San Mateo Team,

I wanted to let you know that there's a bug with the General Plan Outreach sessions survey. If you click on the box for the May 18th session, you will receive no survey questions. Clicking next will end the survey (first image below).

I want to applaud staff for running a very smooth workshop. I can see why it takes so much effort as there was an army of staff on hand. The rotating teams of presenters and note takers worked well. I also see why there's concern with running more outreach.

The return on this investment in time may not be efficient for staff or public. Much work has gone into the General Plan, but I don't think it's necessary to spend so much time going into background. At some point there are diminishing returns as there is just less time to provide feedback. Please see attached illustration (second Image). Note that more info doesn't continuously increase feedback quality while ability to provide

feedback is directly proportional to amount of time remaining after all the info is provided. When you consider quality times quantity, there's a maximum, and my opinion is that we're far to the right on the curve (third image). I think this applies to the lead up to the breakout sessions as well as in some of the breakout sessions themselves.

I assume that staff wants background info for those who may not have been able to attend previous sessions. It still feel like too much time is spent for this than necessary. I hope you consider reducing the amount of background info you provide for your future workshops so that you can run more outreach sessions.

Sincerely,

Binh Thai



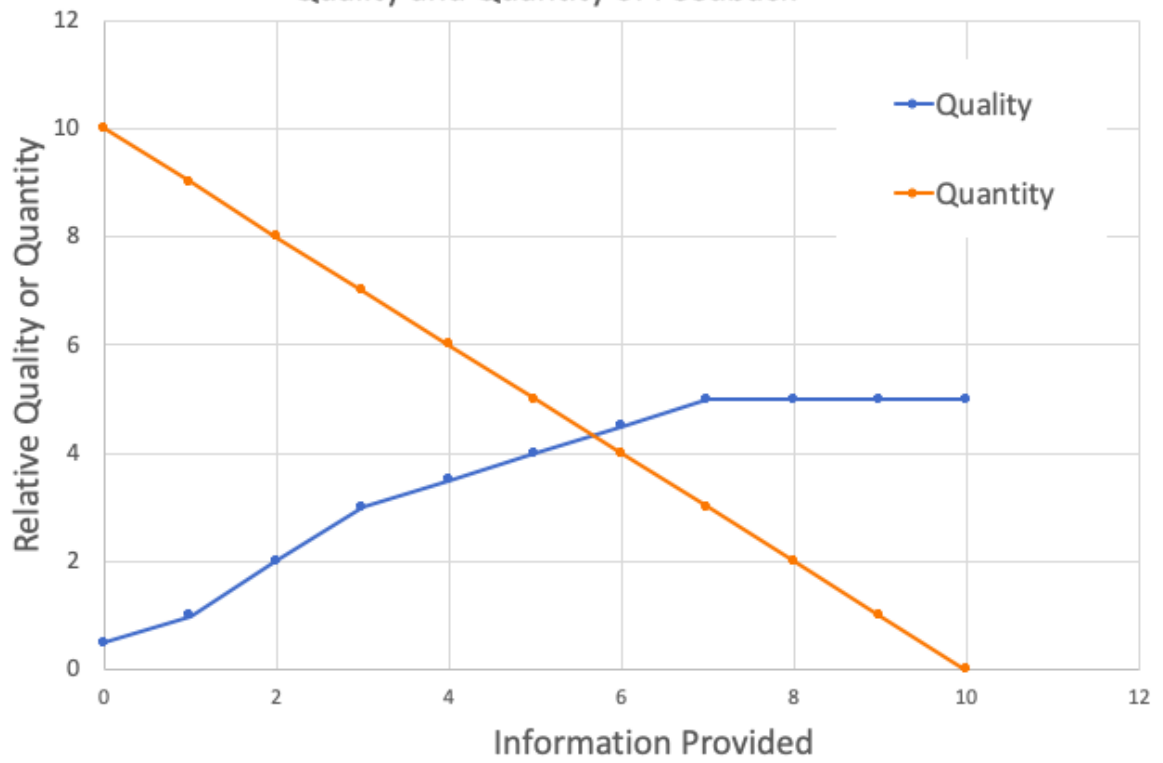
1. What workshop did you attend? \*

- Thursday, April 15, 2021: 6:00 – 8:30 pm
- Saturday, April 17, 2021: 9:30 am – 12:00 pm
- Tuesday, May 18, 2021: 6:00 - 8:30 pm
- I registered but was unable to attend

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20%

Impact of Amount of Information Provided vs  
Quality and Quantity of Feedback



Impact of Amount of Information Provided vs Product of Quality and Quantity of Feedback

